



REPORT OF CONSUMER COMPLAINTS – QUARTER 1 FY 2025/2026

This report is a summary of consumer complaints received and handled between 1st July and 30th September 2025.

In the Quarter under review, 221 complaints were received and processed as shown in the table below. These were complaints escalated to the Authority for regulatory intervention, as a result of failure of resolution by the respective service providers.

Number of Complaints Handled

			Total	Resolved	In Progress
Category					
Telecommunications			66	39	27
	Voice		25	10	15
		Quality of service	8	1	7
		Billing & Charges	4	2	2
		Termination	9	5	4
		Delay & failure in service provision	2	1	1
		Poor network	2	1	1
	Data (Including Text/SMS)		41	29	12
		Quality of service	6	6	0
		Billing & Charges	9	6	3
		Fraud	1	1	0
		Unsolicited communication	7	4	3
		Unauthorized subscriptions	1	1	0
		Termination of service or action or session	9	3	6
		Delay and Failure in service provision	7	7	0
		Network unavailability & Inaccessibility	1	1	0
Broadcast			26	24	2
	Content and Programming standards		18	18	0
	Billing		2	2	0
	Poor/No Signals/site unavailability/integrity		5	3	2
	Illegal termination of service by PayTV Subscribers		1	1	0
Postal and Courier			8	7	1
	Delayed Delivery/Non-delivery		2	2	0
	Damaged Items		1	1	0
	Loss of Items		5	4	1
Cyber Crime/Criminal use of ICT Infrastructure			30	27	3
	Online Abuse		6	6	0
	Social media		6	5	1
	Vulnerability exploitation		11	10	1
	Data Breach		7	6	1
Confidentiality/Privacy Breaches			5	5	0
	Unauthorised sharing of personal information		5	5	0
Customer Care			8	5	3

	No customer care		2	0	2
	Poor customer care		6	5	1
Unfair trading practices			16	10	6
Customer Premises Equipment (CPE)			5	4	1
Misleading ICT/Telecommunications Advertising and Promotions			2	2	0
Digital Financial Services and Mobile Money			13	13	0
Warranties and Guaranties/Compensation mechanisms			5	4	1
Fraud and Scams			23	18	5
Others			14	14	0
Total			221	172	49