

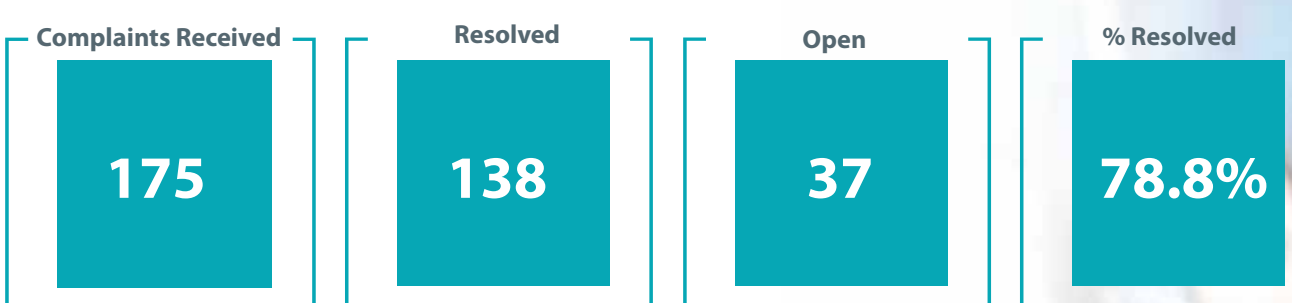
Report on Consumer Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) from October 1st 2017 to December 31st 2017



During the period October 1st, 2017 to December 31st, 2017, TATT received and acted upon a total of one hundred and seventy-five (175) complaints regarding mobile, fixed line, subscription television and Internet services. Of this figure, a total of one hundred and thirty-eight (138) complaints have been resolved.

The majority of the thirty-seven (37) open complaints were received near the end of December 2017 and are expected to be resolved within the coming weeks.

Overall, TATT had over six hundred and sixty-eight (668) interactions with customers during the reporting period. The statistics below relate to the resolution of complaints as at March 7th, 2018.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AIR LINK COMMUNICATIONS	1	1	0	100
AMPLIA COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS	6	4	2	66.6
DIGICEL	3	2	1	66.6
GREEN DOT LIMITED	3	3	0	100
TSIT	41	38	3	92.6
TOTAL	55	49	6	89

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	7	6	1	85.7
DIGICEL	4	3	1	75
TSIT	43	36	7	83.7
TOTAL	54	45	9	88.3

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS	10	7	3	70
DIGICEL	4	2	2	50
TSIT	16	14	2	87.5
TOTAL	31	24	7	77.4

No complaints were received from the following Subscription TV service providers:

- Air Link Communications
- DirecTV Limited
- NOVO Communications Limited
- Green Dot Limited
- Independent Cable Network of Trinidad and Tobago
- Network Technologies Limited (Mayaro Cable TV)
- RVR International Limited
- Santa Flora Cable Network Limited
- TRICO Industries Limited

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	23	13	10	56.5
TSIT	12	7	5	58.3
TOTAL	35	20	15	57.1

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	QUALITY OF SERVICE	OTHER
DIGICEL	8	2	6	7
TSIT	5	1	4	2
TOTAL	13	3	10	9

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AIR LINK COMMUNICATIONS	0	0	0	1	0
AMPLIA COMMUNICATIONS	1	0	0	0	0
COLUMBUS COMMUNICATIONS	3	0	1	2	0
DIGICEL	2	0	0	0	1
GREEN DOT LIMITED	3	0	0	0	0
TSIT	3	5	27	6	0
TOTAL	12	5	28	9	1

No complaints were received from the following Internet service providers:

- NOVO Communications Limited

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	DEFECTIVE EQUIPMENT	OTHER
COLUMBUS COMMUNICATIONS	4	0	0	1	0	2
DIGICEL	0	0	0	0	2	2
TSIT	3	1	29	8	1	1
TOTAL	7	1	29	9	3	5

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	DEFECTIVE EQUIPMENT	OTHER
AMPLIA COMMUNICATIONS	1	0	0	0	0	0
COLUMBUS COMMUNICATIONS	1	0	2	4	2	1
DIGICEL	2	1	0	0	0	1
TSIT	0	1	14	1	0	0
TOTAL	4	2	16	5	2	2

Need To Make A Complaint?

If you are dissatisfied with the outcome of a complaint lodged with a telecommunications or subscription broadcasting service provider, you may complain to TATT by calling 800-8288 (toll free) or online via www.tatt.org.tt.

The services you can complain about are:

- Fixed-line telephone
- Mobile telephone
- Internet
- Free to air Television (Local TV)
- Cable television
- Satellite television

Before you complain to TATT you must have first complained to your service provider and not have had your complaint resolved.

When submitting your complaint to TATT remember to include the following information:

- Date on which you complained to your service provider
- If possible, a complaint reference number
- Information that was given to you when you complained
- Evidentiary supporting documents

* Open complaints refer to complaints the providers are attending to but require more time to resolve. Among these are complaints received late in December 2017.