

Report on Consumer and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between October 1, 2020 and December 31, 2020.



Consumer Complaints

During the period October 1, 2020 and December 31, 2020, TATT received and acted upon two hundred and forty-two (242) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. Of this figure, eight (8) complaints were received regarding services provided in Tobago. Two hundred and seventeen (217) or 89.6% of these valid complaints were either resolved or closed by TATT.

A complaint is deemed resolved when the complainant is satisfied with the redress given by the service provider and/or TATT considers that the redress given by the service provider is fair and reasonable. A complaint is closed by TATT when (i) the complainant fails to respond to repeated requests to contact TATT or (ii) the complainant requests the complaint be discontinued.

The remaining twenty-five (25) open consumer complaints were received close to the end of December 2020 and are expected to be resolved within the coming weeks.

It must be noted that the consumer complaints statistics appearing in this advertisement relate to the resolution/closure of complaints as at February 1, 2021.

TATT also received two hundred and seventy-three (273) calls on its Consumer Complaints Hotline that were unrelated to the two hundred and forty-two (242) valid complaints received for this period. These calls were either general enquiries regarding other organisations or invalid complaints.

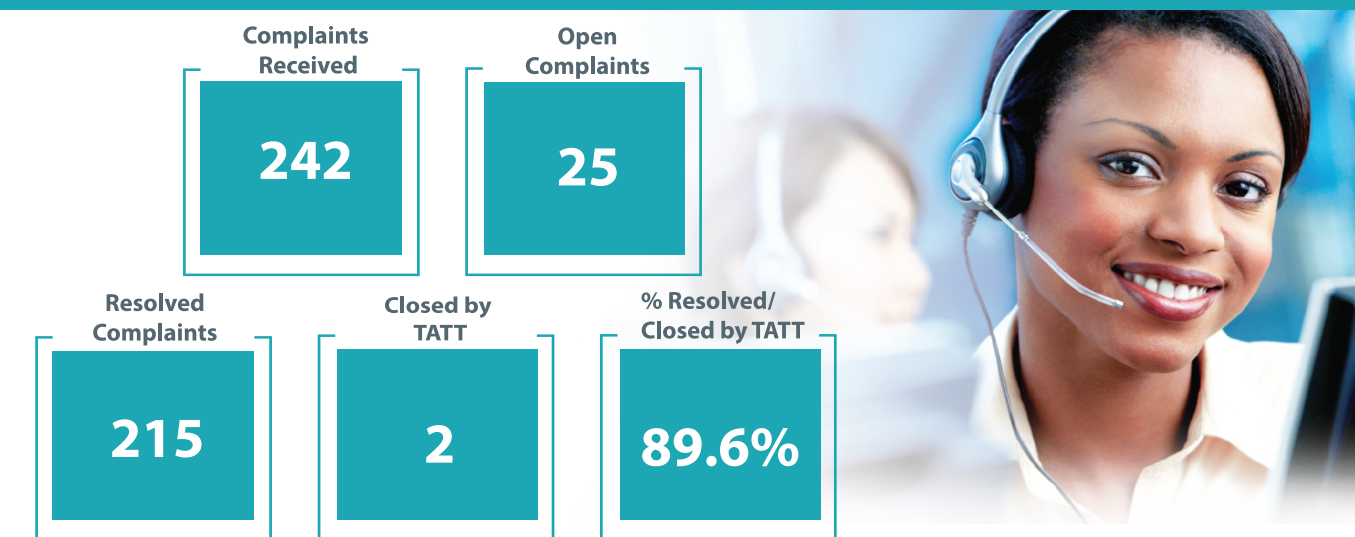
Invalid complaints are those that fall within at least one of the following categories:

- 1) Complaints which do not fall within TATT's purview as outlined in Section 18 (1) (m) of the Telecommunications Act
- 2) Complaints which complainants did not first lodge with the service provider
- 3) Complaints where complainants refused to give their names

Overall, TATT had one thousand, five hundred and forty-one (1,541) telephone interactions with customers during the reporting period.

Broadcasting Content Complaints

During the period October 1, 2020 and December 31, 2020, TATT received and acted upon four (4) broadcasting content complaints. One (1) was related to radio, whilst the other three (3) were related to television. All four (4) complaints were resolved.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	2	2	0	100
COLUMBUS COMMUNICATIONS	5	5	0	100
DIGICEL	3	1	2	33.3
GREEN DOT LIMITED	1	1	0	100
RVR INTERNATIONAL	1	1	0	100
TSIT	24	23	1	95.8
TOTAL	36	33	3	91.6

No complaints were received regarding the following Internet service providers:
 ■ Airlink Communications ■ Novo Communications

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	4	4	0	0	100
COLUMBUS COMMUNICATIONS	1	1	0	0	100
TSIT	131	125	1	5	96.1
TOTAL	136	130	1	5	96.3

No Fixed-Line complaints were received regarding Digicel Trinidad and Tobago Limited.

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	2	2	0	100
DIGICEL	1	1	0	100
TSIT	4	4	0	100
TOTAL	7	7	0	100

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

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

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED DISCONNECTION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	0	0	1	1	0	0
COLUMBUS COMMUNICATIONS	0	0	1	0	3	0	1
DIGICEL	2	1	0	0	0	0	0
GREENDOT	0	0	0	0	0	0	1
RVR INTERNATIONAL	0	0	0	1	0	0	0
TSIT	9	0	2	4	4	2	3
TOTAL	11	1	3	6	8	2	5

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	1	0	0	1	1	0	1
COLUMBUS COMMUNICATIONS	1	0	0	0	0	0	0
TSIT	32	6	2	45	14	15	17
TOTAL	34	6	2	46	15	15	18

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	QUALITY OF SERVICE	OTHER
COLUMBUS COMMUNICATIONS	0	1	0	1
DIGICEL	1	0	0	0
TSIT	1	0	1	2
TOTAL	2	1	1	3

* Open complaints refer to complaints the providers are attending to, but require more time to resolve. Among these are complaints received late in December 2020.

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	31	22	0	9	70.9
TSIT	32	24	1	7	78.1
TOTAL	63	46	1	16	74.6

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	NUMBER PORTABILITY	QUALITY OF SERVICE	DELAYED DISCONNECTION	WRONGFUL DISCONNECTION	OTHER
DIGICEL	3	0	0	11	7	2	1	7
TSIT	7	1	1	3	4	2	1	13
TOTAL	10	1	1	14	11	4	2	20

BROADCASTING CONTENT COMPLAINTS for the period October to December 2020

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED
RADIO	1	1
TELEVISION	3	3
TOTAL	4	4

Clause 34D of Concessions issued to broadcasters requires them to maintain recordings for 28 days after broadcast. Complaints made after 28 days may therefore result in the inability of TATT to properly investigate and to resolve the matter, as content may no longer be available.

Need to Make a Complaint?

Consumer Complaints
 If you are dissatisfied with the outcome of a complaint lodged with a telecommunications or subscription television service provider, you may complain to TATT by calling 800-8288 (toll free).

Broadcasting Content Complaints
 If you are concerned about content you have heard or seen on local radio or television respectively, you can complain to TATT by calling 675-8288. The matter will be investigated by TATT and legally enforceable sanctions will be administered, if necessary.