

Report on Consumer and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between 1st January 2022 and 31st March 2022.



Consumer Complaints

During the period 1st January 2022 and 31st March 2022, TATT received and acted upon two hundred and twenty-two (222) valid consumer complaints regarding mobile, fixed-line, subscription television and Internet services. One hundred and seventy-three (173) or 77.9% of these 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 forty-nine (49) open consumer complaints were received close to the end of March 2022 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 of 9th May 2022.

TATT also received two hundred and five (205) calls on its Consumer Complaints Hotline that were unrelated to the two hundred and twenty-two (222) valid consumer 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, six hundred and twenty-eight (1,628) telephone interactions with customers during the reporting period.

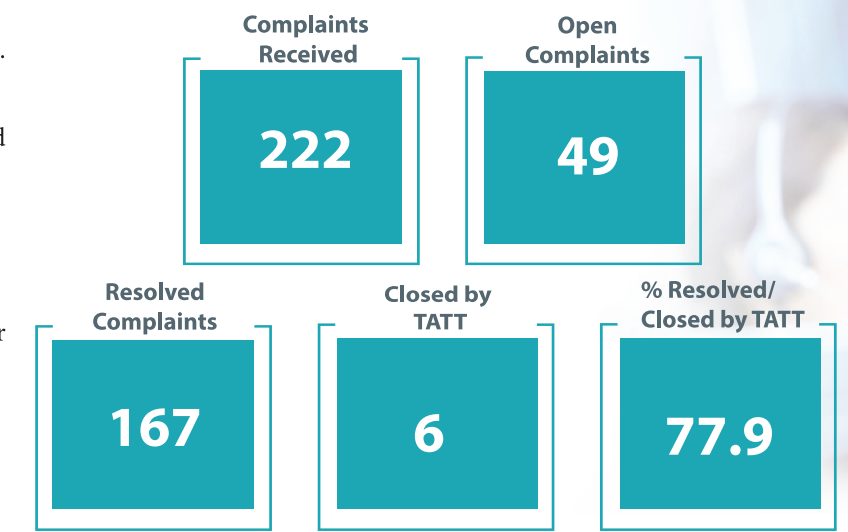
Broadcasting Content Complaints

During the period 1st January 2022 and 31st March 2022, TATT received and acted upon seven (7) broadcasting content complaints. Six (7) were related to radio, whilst the other one (1) was related to television.

Four (4) complaints were resolved, one (1) is pending, whilst two (2) were invalid.

The pending complaint is currently in the process of being reviewed by TATT.

Regarding the two (2) invalid complaints, one was found to be invalid due to the amount of time that had elapsed since the broadcast, whilst the other was invalid because the broadcast was unavailable for review.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	2	1	0	1	50
COLUMBUS COMMUNICATIONS (FLOW)	12	10	0	2	83.3
DIGICEL	6	5	0	1	83.3
TSIT	25	19	3	3	88
TOTAL	45	35	3	7	84.4

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

- Airlink Communications
- Novo Communications
- Green Dot Limited
- RVR International

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	1	0	0	1	0	0	0
COLUMBUS COMMUNICATIONS (FLOW)	4	0	0	1	6	0	1
DIGICEL	0	2	1	2	0	1	0
TSIT	3	2	8	8	3	0	1
TOTAL	8	4	9	12	9	1	2

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS (FLOW)	6	6	0	100
DIGICEL	1	0	1	0
TSIT	6	5	1	83.3
TOTAL	13	11	2	84.6

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

- Airlink Communications
- Amplia Communications
- DirecTV
- 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

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	5	4	0	1	80
COLUMBUS COMMUNICATIONS (FLOW)	1	1	0	0	100
TSIT	136	97	3	36	73.5
TOTAL	142	102	3	37	73.9

No fixed-line telephone service complaints were received from customers of Digicel.

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED INSTALLATION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	0	3	0	1	1	0	0
COLUMBUS COMMUNICATIONS (FLOW)	0	0	0	0	0	1	0	0
TSIT	13	3	3	23	63	15	9	7
TOTAL	13	3	6	23	64	17	9	7

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	LOSS OF SERVICE	QUALITY OF SERVICE
COLUMBUS COMMUNICATIONS (FLOW)	1	0	0	5
DIGICEL	0	0	0	1
TSIT	1	1	4	0
TOTAL	2	1	4	6

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	8	8	0	0	100
TSIT	14	11	0	3	78.6
TOTAL	22	19	0	3	86.4

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
DIGICEL	3	2	0	0	0	1	2
TSIT	5	0	1	1	1	0	6
TOTAL	8	2	1	1	1	1	8

* Open complaints refer to complaints the providers are attending to, but require more time to resolve. Among these are complaints received in late March 2022.

BROADCASTING CONTENT COMPLAINTS for the period 1st January 2022 and 31st March 2022

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	PENDING	INVALID	RESOLVED
RADIO	6	1	1	4
TELEVISION	1	0	1	0
TOTAL	7	1	2	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.