

Report on Consumer and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between January 1, 2021 and March 31, 2021.



Consumer Complaints

During the period January 1, 2021 and March 31, 2021, TATT received and acted upon one hundred and sixty-nine (169) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. One hundred and fifty-six (156) or 92.3% 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 thirteen (13) open consumer complaints were received close to the end of March 2021 and are expected to be resolved within the coming weeks.

TATT also received two hundred and thirty-one (231) calls on its Consumer Complaints Hotline that were unrelated to the one hundred and sixty-nine (169) 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:

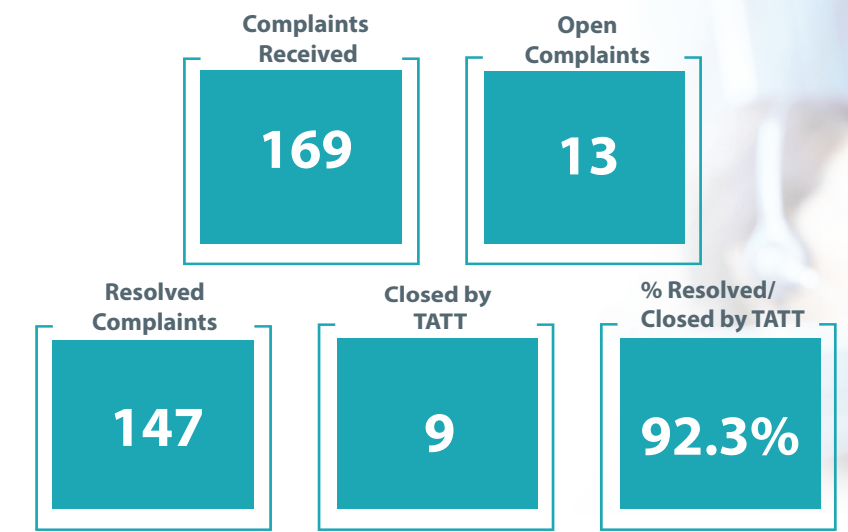
- 1) Complaints which do not fall within TATT's purview as outlined in Section 18 (1) (m) of the Telecommunications Act
- 2) Complaints which complainants did not first lodge with the service provider
- 3) Complaints where complainants refused to give their names

Overall, TATT had one thousand, five hundred and thirty-four (1,534) telephone interactions with customers during the reporting period.

Broadcasting Content Complaints

During the period January 1, 2021 and March 31, 2021, TATT received and acted upon seven (7) broadcasting content complaints. Four (4) were related to radio, whilst the other three (3) were related to television.

All seven (7) complaints were resolved.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
COLUMBUS COMMUNICATIONS	11	8	2	1	90.9
DIGICEL	5	4	1	0	100
NOVO COMMUNICATIONS	1	1	0	0	100
RVR INTERNATIONAL	2	1	1	0	100
TSTT	16	15	0	1	93.7
TOTAL	35	29	4	2	94.2

No complaints were received regarding the following Internet service providers:
 ■ Airlink Communications ■ Ampla Communications ■ Green Dot Limited

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS	1	0	0	0	10	0	0
DIGICEL	0	0	0	0	4	0	1
NOVO COMMUNICATIONS	0	0	0	0	1	0	0
RVR INTERNATIONAL	0	0	0	0	1	0	1
TSTT	3	1	2	4	4	2	0
TOTAL	4	1	2	4	20	2	2

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	10	9	1	90
TSTT	22	20	2	90.9
TOTAL	32	29	3	90.6

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	NUMBER PORTABILITY	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
DIGICEL	0	0	1	5	1	0	3
TSTT	5	1	3	0	2	1	10
TOTAL	5	1	4	5	3	1	13

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	3	2	0	1	66.6
COLUMBUS COMMUNICATIONS	1	1	0	0	100
DIGICEL	2	0	0	2	0
TSTT	88	79	5	4	95.4
TOTAL	94	82	5	7	92.5

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	0	1	0	1	0	1
COLUMBUS COMMUNICATIONS	0	0	0	0	1	0	0	0
DIGICEL	1	0	0	0	0	1	0	0
TSTT	14	6	2	15	27	12	4	8
TOTAL	15	6	2	16	28	14	4	9

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	0	0	0	1	0
COLUMBUS COMMUNICATIONS	2	0	1	1	0
TSTT	0	1	0	1	1
TOTAL	2	1	1	3	1

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS	4	4	0	100
TSTT	3	2	1	66.6
TOTAL	8	7	1	87.5

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

- Airlink Communications
- Digicel
- 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

* Open complaints refer to complaints the providers are attending to, but require more time to resolve. Among these are complaints received in late March 2021.

BROADCASTING CONTENT COMPLAINTS for the period period January 1, 2021 and March 31, 2021

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED
RADIO	4	4
TELEVISION	3	3
TOTAL	7	7

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.