

Report on Consumer and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between April 1, 2021 and June 30, 2021.



Consumer Complaints

During the period April 1, 2021 and June 30, 2021, TATT received and acted upon eighty-one (81) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. Two (2) of these complaints were from Tobago.

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 three (3) open consumer complaints were received close to the end of June 2021 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 July 27, 2021.

TATT also received four hundred and thirteen (413) calls on its Consumer Complaints Hotline that were unrelated to the eighty-one (81) 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:

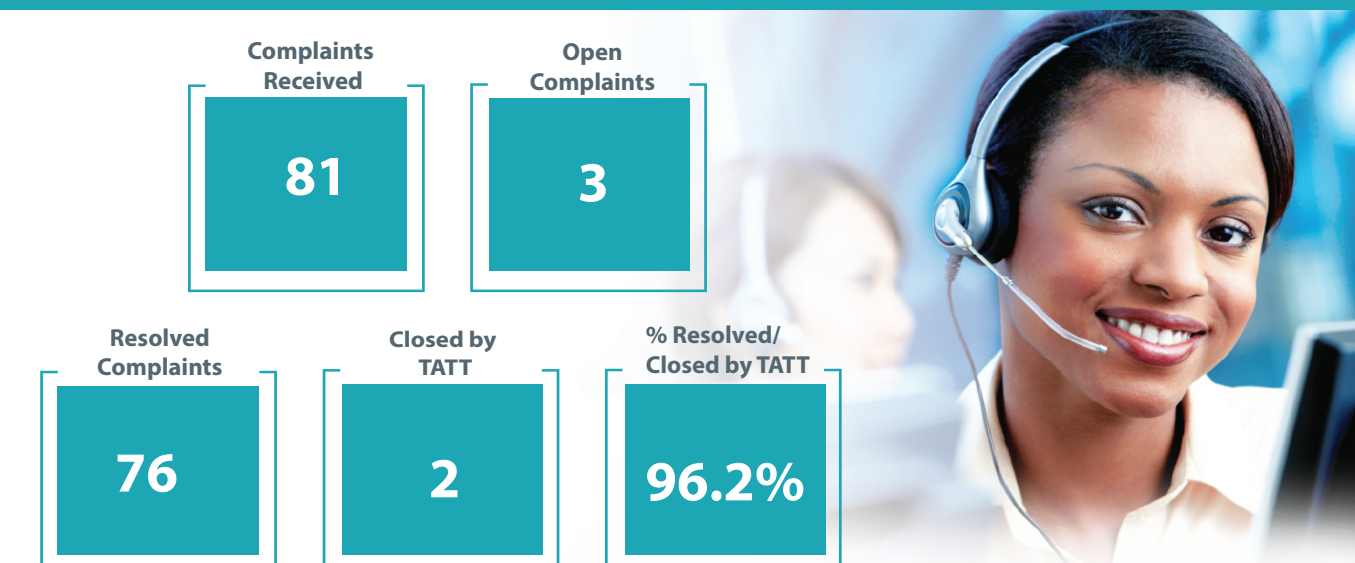
- 1) Complaints which do not fall within TATT's purview as outlined in Section 18 (1) (m) of the Telecommunications Act.
- 2) Complaints which complainants did not first lodge with the service provider.
- 3) Complaints where complainants refused to give their names.

Overall, TATT had one thousand, three hundred and fifty (1,350) telephone interactions with customers during the reporting period.

Broadcasting Content Complaints

During the period April 1, 2021 and June 30, 2021, TATT received and acted upon twelve (12) broadcasting content complaints. Three (3) were related to radio, whilst the other nine(9) were related to television.

Eleven (11) complaints were resolved, whilst one (1) was invalid. Invalid complaints are those provided by the complainant, that lack sufficient details.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
COLUMBUS COMMUNICATIONS (FLOW)	4	4	0	0	100
DIGICEL	3	3	0	0	100
TSTT	11	9	1	1	90.9
TOTAL	18	16	1	1	94.4

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

- Airlink Communications
- Green Dot Limited
- RVR International Limited
- Amplia Communications
- NOVO Communications Limited

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	DELAYED DISCONNECTION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION
COLUMBUS COMMUNICATIONS (FLOW)	1	2	0	0	1	0
DIGICEL	2	0	0	0	1	0
TSTT	3	0	1	3	3	1
TOTAL	6	2	1	3	5	1

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	8	8	0	0	100
TSTT	7	6	1	0	100
TOTAL	15	14	1	0	100

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED DISCONNECTION	NUMBER PORTABILITY	LOSS OF SERVICE	OTHER
DIGICEL	1	1	2	1	0	3
TSTT	2	0	0	0	1	4
TOTAL	3	1	2	1	1	7

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	6	6	0	100
TSTT	42	40	2	95.2
TOTAL	48	46	2	95.8

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	2	0	2	0	1	1
TSTT	15	1	3	9	8	6	0
TOTAL	15	3	3	11	8	7	1

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	QUALITY OF SERVICE
COLUMBUS COMMUNICATIONS (FLOW)	1	1
DIGICEL	1	0
TOTAL	2	1

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS (FLOW)	2	2	0	100
DIGICEL	1	1	0	100
TOTAL	3	3	0	100

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

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

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.

BROADCASTING CONTENT COMPLAINTS for the period April 1, 2021 and June 30, 2021

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	INVALID	RESOLVED
RADIO	3	1	2
TELEVISION	9	0	9
TOTAL	12	1	11

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.

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