

Report on Consumer and Broadcast Content Complaints Received by the Telecommunications Authority of Trinidad and Tobago (TATT) Between July 1, 2020 and September 30, 2020.



Consumer Complaints

During the period July 1, 2020 and September 30, 2020, TATT received and acted upon a total of one hundred and fifty-one (151) valid consumer complaints regarding mobile and fixed-line telephone, subscription television and Internet services. Of this figure, nine (9) complaints were received regarding services provided in Tobago.

One hundred and twenty-six (126) consumer complaints were resolved as at November 3, 2020. This represents a resolution rate of 83.4%.

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

TATT also received two hundred and sixty-two (262) calls on its Consumer Complaints Hotline that were unrelated to the one hundred and fifty-one (151) valid complaints received for this period.

These calls were either general enquires regarding other organisations or invalid complaints.

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

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

Overall, TATT had over nine hundred and thirty-six (936) interactions with customers during the reporting period.

Broadcasting Content Complaints

During the period July 1, 2020 and September 30, 2020, TATT received and acted upon ten (10) broadcasting content complaints. Two (2) were related to radio, whilst eight (8) related to television.

Seven (7) complaints were resolved whilst three (3) are pending. The pending complaints are currently in the process of being reviewed by TATT.

Complaints Received

151

Resolved

126

Open

25

% Resolved

83.4%



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	3	2	1	66.6
COLUMBUS COMMUNICATIONS	11	11	0	100
DIGICEL	3	3	0	100
TSIT	28	22	6	78.5
TOTAL	45	38	7	84.4

No complaints were received regarding the following Internet service providers:

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

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED DISCONNECTION	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	2	0	0	0	1	0	0	0
COLUMBUS COMMUNICATIONS	5	0	0	1	1	3	0	1
DIGICEL	0	1	0	0	0	1	0	1
TSIT	4	0	2	0	10	7	3	2
TOTAL	11	1	2	1	12	11	3	4

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	13	9	4	69.2
TSIT	16	13	3	81.2
TOTAL	29	22	7	75.8

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	NUMBER PORTABILITY	QUALITY OF SERVICE	OTHER
DIGICEL	3	1	0	3	2	4
TSIT	2	0	2	5	1	6
TOTAL	5	1	2	8	3	10

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	2	2	0	100
DIGICEL	3	2	1	66.6
TSIT	68	58	10	85.2
TOTAL	73	62	11	84.9

No Fixed-Line complaints were received regarding Columbus Communications Trinidad Limited.

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED DISCONNECTION	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	0	0	1	0	0	0	1
DIGICEL	1	1	0	0	1	0	0	0
TSIT	27	0	2	1	18	8	2	10
TOTAL	28	1	2	2	19	8	2	11

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	1	1	0	100
TSIT	3	3	0	100
TOTAL	4	4	0	100

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

- Airlink Communications
- Amplia 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

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	OTHER
COLUMBUS COMMUNICATIONS	0	0	1
TSIT	1	2	0
TOTAL	1	2	1

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

BROADCASTING CONTENT COMPLAINTS for the period July to September 2020

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED	PENDING
RADIO	2	2	0
TELEVISION	8	5	3
TOTAL	10	7	3

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.