



### Consumer Complaints

During the period July 1, 2021 and September 30, 2021, TATT received and acted upon one hundred and thirty-three (133) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. One hundred and twenty-four (124) or 93.2% of all 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 nine (9) open consumer complaints were received close to the end of September 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 October 28 2021.

TATT also received two hundred and twenty-five (225) calls on its Consumer Complaints Hotline that were unrelated to the one hundred and thirty-three (133) 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.

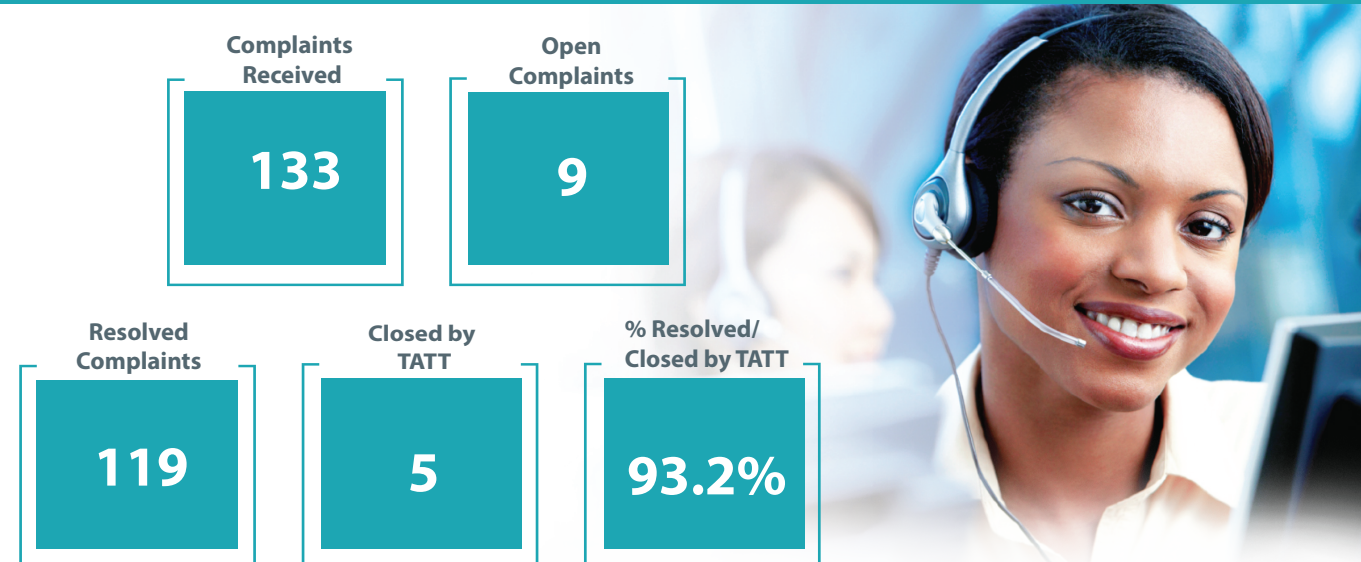
Overall, TATT had one thousand, eight hundred and five (1,805) telephone interactions with customers during the reporting period.

### Broadcasting Content Complaints

During the period July 1, 2021 and September 30, 2021, TATT received and acted upon eleven (11) broadcasting content complaints. Six (6) were related to radio, whilst the other five (5) were related to television. Six (6) complaints were resolved, four (4) are pending, whilst one (1) was invalid.

Pending complaints – These complaints are currently in the process of being reviewed by the Authority.

Invalid complaint – The complaint was considered invalid due to the lack of sufficient details provided by the complainant.



### Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	1	1	0	0	100
COLUMBUS COMMUNICATIONS (FLOW)	9	8	1	0	100
DIGICEL	4	3	0	1	75
GREEN DOT LIMITED	1	1	0	0	100
TSTT	16	15	0	1	93.7
<b>TOTAL</b>	<b>31</b>	<b>28</b>	<b>1</b>	<b>2</b>	<b>93.5</b>

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

- Airlink Communications
- NOVO Communications Limited
- RVR International Limited

### Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	5	4	0	1	80
DIGICEL	1	1	0	0	100
TSTT	69	62	3	4	94.2
<b>TOTAL</b>	<b>75</b>	<b>67</b>	<b>3</b>	<b>5</b>	<b>93.3</b>

No fixed line telephone service complaints were received from customers of Columbus Communications (FLOW).

### Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	2	2	0	100
COLUMBUS COMMUNICATIONS (FLOW)	4	4	0	100
DIRECTV	1	1	0	100
RVR INTERNATIONAL	1	1	0	100
TSTT	4	4	0	100
<b>TOTAL</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>100</b>

#### Table at Left:

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

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

### Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	DELAYED DISCONNECTION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	1	0	0	0	0	0
COLUMBUS COMMUNICATIONS (FLOW)	3	2	0	1	2	1
DIGICEL	1	0	0	0	2	1
GREEN DOT LIMITED	0	0	0	1	0	0
TSTT	7	1	1	2	2	3
<b>TOTAL</b>	<b>12</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>5</b>

### 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	3	0	1	0	0	0	0	1
DIGICEL	0	1	0	0	0	0	0	0
TSTT	18	3	1	5	24	7	5	6
<b>TOTAL</b>	<b>21</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>24</b>	<b>7</b>	<b>5</b>	<b>7</b>

### Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	0	0	2	0
COLUMBUS COMMUNICATIONS (FLOW)	1	0	1	2
DIRECTV	0	0	0	1
RVR INTERNATIONAL	0	0	0	1
TSTT	2	1	1	0
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>

### Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	8	5	1	2	75
TSTT	7	7	0	0	100
<b>TOTAL</b>	<b>15</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>86.6</b>

### Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
DIGICEL	4	0	1	3
TSTT	2	2	2	1
<b>TOTAL</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>4</b>

### BROADCASTING CONTENT COMPLAINTS for the period July 1, 2021 and September 30, 2021

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	PENDING	INVALID	RESOLVED
RADIO	6	2	1	3
TELEVISION	5	2	0	3
<b>TOTAL</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>6</b>

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 September 2021.