

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



Consumer Complaints

During the period October 1 2021 and December 31 2021, TATT received and acted upon two hundred and fifteen (215) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. One hundred and eighty-nine (189) or 87.9% 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 twenty-six (26) open consumer complaints were received close to the end of December 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 of February 3 2022.

TATT also received two hundred and five (205) calls on its Consumer Complaints Hotline that were unrelated to the two hundred and fifteen (215) 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

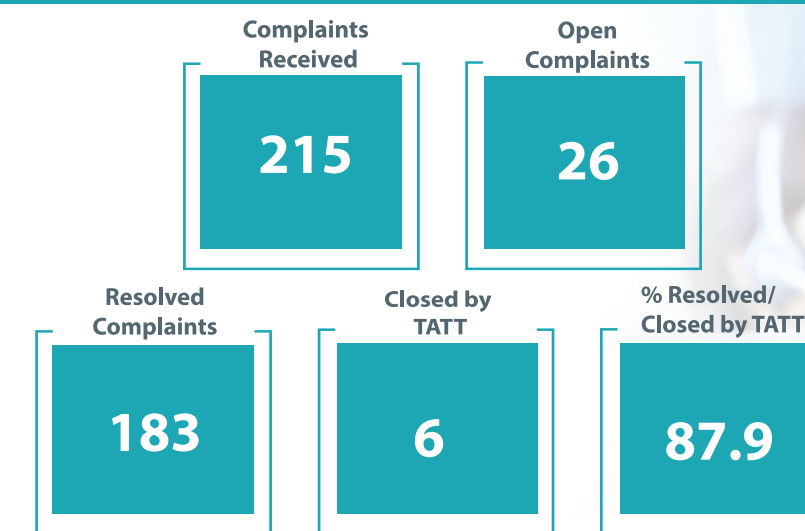
Overall, TATT had one thousand, five hundred and thirty (1,530) telephone interactions with customers during the reporting period.

Broadcasting Content Complaints

During the period October 1 2021 and December 31 2021, TATT received and acted upon ten (10) broadcasting content complaints. Seven (7) were related to radio, whilst the other three (3) were related to television.

Six (6) complaints were resolved, two (2) are pending, whilst two (2) were invalid. Pending complaints – These complaints are currently in the process of being reviewed by TATT.

Invalid complaints – The complaints were considered invalid due to the lack of sufficient details provided by the complainants.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	2	2	0	0	100
COLUMBUS COMMUNICATIONS (FLOW)	11	10	0	1	90.9
DIGICEL	5	4	0	1	80
GREEN DOT LIMITED	2	2	0	0	100
RVR INTERNATIONAL	1	1	0	0	100
TSTI	39	36	1	2	94.8
TOTAL	60	55	1	4	91.6

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED INSTALLATION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	0	1	0	1	0	0	0
COLUMBUS COMMUNICATIONS (FLOW)	6	0	0	0	3	2	0	0
DIGICEL	1	0	0	0	0	4	0	0
GREEN DOT LIMITED	1	1	0	0	0	0	0	0
RVR INTERNATIONAL	0	0	0	0	0	1	0	0
TSTI	6	1	0	10	15	4	2	1
TOTAL	14	2	1	10	19	11	2	1

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS (FLOW)	1	1	0	100
TSTI	2	2	0	100
TOTAL	4	4	0	100

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

- Airlink Communications
- Digicel
- 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

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

- Airlink Communications
- Novo Communications

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	6	2	1	3	50
COLUMBUS COMMUNICATIONS (FLOW)	1	1	0	0	100
DIGICEL	2	2	0	0	100
TSTI	110	90	3	17	84.5
TOTAL	119	95	4	20	83.1

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	2	1	3	0	0	0
COLUMBUS COMMUNICATIONS (FLOW)	1	0	0	0	0	0	0	0
DIGICEL	0	0	0	0	1	0	0	1
TSTI	15	1	2	30	33	12	12	5
TOTAL	16	1	4	31	37	12	12	6

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE
AMPLIA COMMUNICATIONS	0	0	1
COLUMBUS COMMUNICATIONS	0	0	1
TSTI	1	1	0
TOTAL	1	1	2

BROADCASTING CONTENT COMPLAINTS for the period October 1 2021 and December 31 2021

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	PENDING	INVALID	RESOLVED
RADIO	7	2	1	4
TELEVISION	3	0	1	2
TOTAL	10	2	2	6

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.

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/RESOLVED BY TATT
DIGICEL	13	12	0	1	92.3
TSTI	19	17	1	1	94.7
TOTAL	32	29	1	2	93.7

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	DELAYED DISCONNECTION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	NUMBER PORTABILITY	OTHER
DIGICEL	6	3	2	0	0	1	1	0
TSTI	5	0	0	1	2	6	1	4
TOTAL	11	3	2	1	2	7	2	4

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