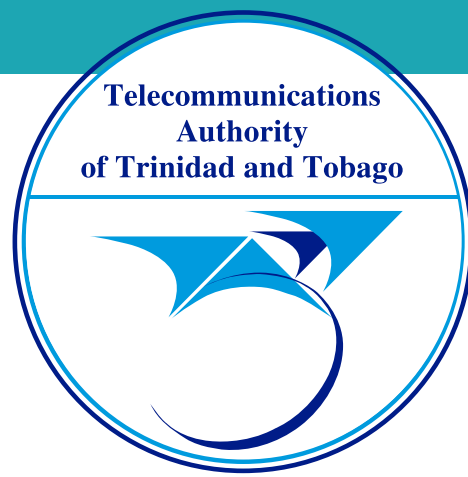


Report on Consumer Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between 1st April 2022 and 30th June 2022.



CONSUMER COMPLAINTS

During the period 1st April 2022 and 30th June 2022, TATT received and acted upon two hundred and twenty (220) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. One hundred and sixty-three (163) or 74 % 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 fifty-seven (57) open consumer complaints were received close to the end of June 2022 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 8th August 2022. TATT also received four hundred and thirty-five (435) calls on its Consumer Complaints Hotline that were unrelated to the two hundred and twenty (220) 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, nine hundred and seventy-six (1,976) telephone interactions with customers during the reporting period.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/ CLOSED BY TATT
AMPLIA COMMUNICATIONS	4	3	0	1	75
COLUMBUS COMMUNICATIONS (FLOW)	6	5	0	1	83.3
DIGICEL	9	9	0	0	100
GREEN DOT LIMITED	1	1	0	0	100
RVR INTERNATIONAL	1	1	0	0	100
TSIT	21	11	0	10	52.3
TOTAL	42	30	0	12	71.4

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	9	6	0	3	66.6
COLUMBUS COMMUNICATIONS (FLOW)	1	0	1	0	100
TSIT	120	71	11	38	68.3
TOTAL	130	77	12	41	68.4

No fixed-line telephone service complaints were received from customers of Digicel.

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/ RESOLVED BY TATT
DIGICEL	23	23	0	0	100
TSIT	13	10	1	2	84.6
TOTAL	36	33	1	2	94.4

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED REACTIVATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
AMPLIA COMMUNICATIONS	0	0	0	2	2	0	0
COLUMBUS COMMUNICATIONS (FLOW)	6	0	0	0	0	0	0
DIGICEL	3	0	0	2	3	0	1
GREEN DOT LIMITED	0	0	0	1	0	0	0
RVR INTERNATIONAL	0	0	0	0	1	0	0
TSIT	8	1	3	6	1	1	1
TOTAL	17	1	3	11	7	1	2

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DEFECTIVE EQUIPMENT	DELAYED REACTIVATION	LOSS OF SERVICE	NUMBER PORTABILITY	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
DIGICEL	3	0	2	1	0	0	1	0	6
TSIT	8	1	1	0	1	2	3	4	3
TOTAL	11	1	3	1	1	2	4	4	9

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	1	0	0	0	4	1	1	2
COLUMBUS COMMUNICATIONS (FLOW)	0	0	0	0	0	0	0	1
TSIT	14	3	2	6	75	2	9	9
TOTAL	15	3	2	6	79	3	10	12

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	1	1	0	0	100
COLUMBUS COMMUNICATIONS	5	5	0	0	100
DIGICEL	2	1	0	1	50
RVR INTERNATIONAL	3	2	1	0	100
TSIT	1	0	0	1	0
TOTAL	12	9	1	2	83.3

No complaints were received from customers of the following subscription TV service providers:
 ■ Airlink Communications ■ Independent Cable Network of Trinidad and Tobago ■ NOVO Communications Limited
 ■ DirecTV ■ Santa Flora Cable Network Limited
 ■ Green Dot Limited ■ Network Technologies Limited (Mayaro Cable TV) ■ TRICO Industries Limited

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	0	1	0	0	0
DIGICEL	0	0	0	1	1
COLUMBUS COMMUNICATIONS (FLOW)	0	1	0	2	2
RVR INTERNATIONAL	1	0	2	0	0
TSIT	0	0	0	1	0
TOTAL	1	2	2	4	3

* Open complaints refer to complaints the providers are attending to, but require more time to resolve. Among these are complaints received in late July 2022.

Report on Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between 1st April 2022 and 30th June 2022.

BROADCASTING CONTENT COMPLAINT

During the period 1st April 2022 and 30th June 2022, TATT received, acted upon and resolved three (3) broadcasting content complaints. Two (2) were related to radio, whilst the other one (1) was related to television.

BROADCASTING CONTENT COMPLAINTS for the period 1st April 2022 and 30th June 2022

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED
RADIO	2	2
TELEVISION	1	1
TOTAL	3	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.



TALK SHOW MONITORING PROGRAMME

TATT launched phase 1 of its radio and television content monitoring programme, which began on 7th February and concluded on 6th May 2022. During this period six talk shows were monitored, five (5) radio and one (1) television.

Additionally, during the reporting period 1st April to 6th May 2022, twenty (20) potential inappropriate content reports were received from monitors.

TATT made a decision to further investigate four (4) of those matters which have since been resolved. TATT launched phase 1 of its radio and television content monitoring programme, which began on 7th February and concluded on 6th May 2022. During this period six talk shows were monitored, five (5) radio and one (1) television.

TYPE OF TALK SHOW MEDIUM	REFERRALS BY MONITORS	MATTERS INVESTIGATED BY TATT	RESOLVED
RADIO	19	4	4
TELEVISION	1	0	0
TOTAL	20	4	4

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.