

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



CONSUMER COMPLAINTS

During the period 1st July 2022 and 30th September 2022, TATT received and acted upon three hundred and seventy (370) valid consumer complaints regarding mobile, fixed line, subscription television, Internet services, data services and bundled packages. Three hundred and three (303) or 81.8 % 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 sixty-seven (67) open consumer complaints were received close to the end of September 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 18th November 2022.

TATT also received four hundred and forty (440) calls on its Consumer Complaints Hotline that were unrelated to the three hundred and seventy (370) 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 two thousand, four hundred and forty-three (2,443) 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	6	3	0	3	50
COLUMBUS COMMUNICATIONS (FLOW)	8	4	0	4	50
DIGICEL	6	6	0	0	100
GREEN DOT	1	1	0	0	100
NOVO COMMUNICATIONS	1	1	0	0	100
TSTI	19	16	1	2	89.4
TOTAL	41	31	1	9	78

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

- Airlink Communications
- RVR International

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED DISCONNECTION	DELAYED INSTALLATION	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	0	0	0	1	0	0	0
RVR INTERNATIONAL	0	0	0	0	1	0	0
TSTI	8	1	3	6	1	1	1
TOTAL	17	1	3	11	7	1	2

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
COLUMBUS COMMUNICATIONS (FLOW)	9	4	1	4	55.5
DIGICEL	6	5	0	1	83.3
TSTI	1	1	0	0	100
TOTAL	16	10	1	5	68.7

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

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

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	16	11	0	5	68.7
COLUMBUS COMMUNICATIONS (FLOW)	1	1	0	0	100
DIGICEL	1	1	0	0	100
TSTI	177	134	12	31	82.4
TOTAL	195	147	12	36	81.5

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	NUMBER PORTABILITY	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
DIGICEL	8	1	0	1	1	0	7
TSTI	13	0	5	0	12	3	10
TOTAL	21	1	5	1	13	3	17

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	1	3	1	6	1	1	0
COLUMBUS COMMUNICATIONS (FLOW)	0	0	0	0	0	1	0	0
DIGICEL	0	0	1	0	0	0	0	0
TSTI	35	12	6	9	80	15	8	12
TOTAL	38	13	10	10	86	17	9	12

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
DIGICEL	18	16	1	1	94.4
TSTI	43	36	1	6	86
TOTAL	61	52	2	7	88.5

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS (FLOW)	3	3	2	1	1
DIGICEL	1	2	2	0	0
TSTI	1	0	0	0	0
TOTAL	5	5	4	1	1

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