

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.

Data Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
DIGICEL	1	1	0	0	100
TSIT	2	2	0	0	100
TOTAL	3	3	0	0	100

Nature of Data Service Complaints

COMPANY	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
DIGICEL	0	0	1
TSIT	1	1	0
TOTAL	1	1	1

Complaints by Bundled Package

COMPANY	CABLE, BROADBAND AND FIXED LINE	BROADBAND AND FIXED LINE	CABLE AND BROADBAND	CABLE AND FIXED LINE	TOTAL
AMPLIA COMMUNICATIONS	1	3	1	0	5
COLUMBUS COMMUNICATIONS (FLOW)	4	0	2	0	6
DIGICEL	1	0	5	0	6
TSIT	7	26	1	3	37
TOTAL	13	29	9	3	54

Bundled Package Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	CLOSED BY TATT	OPEN	% RESOLVED/CLOSED BY TATT
AMPLIA COMMUNICATIONS	5	4	1	0	100
COLUMBUS COMMUNICATIONS (FLOW)	6	4	1	1	83.3
DIGICEL	6	5	1	0	100
TSIT	37	27	1	9	75.6
TOTAL	54	40	4	10	81.4

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 COMPLAINT

During the period 1st July to 30th September 2022, TATT received and acted upon five (5) broadcasting content complaints. Four (4) were related to radio, whilst the other one (1) was related to television.

Four (4) of the five (5) complaints were resolved whilst the other one (1) was considered invalid as it was not in relation to Concession Condition D9.

BROADCASTING CONTENT COMPLAINTS for the period 1st July 2022 and 30th September 2022

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED	INVALID
RADIO	4	3	1
TELEVISION	1	1	0
TOTAL	5	4	1

TALK SHOW MONITORING PROGRAMME

For this period, five (5) radio talk shows and two (2) television talk shows were monitored and a total of sixty-eight (68) reports were received. The Authority further investigated thirty-three (33) of these matters. All other matters did not require further action or investigation by the Authority as the content was found to be of an appropriate standard for broadcast.

TYPE OF TALK SHOW	REFERRALS BY MONITORS	MATTERS INVESTIGATED BY TATT	RESOLVED
RADIO	52	25	25
TELEVISION	16	8	8
TOTAL	68	33	33

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.