

# Report on Consumer and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) between October 1, 2019 and March 31, 2020.



## Consumer Complaints

During the period October 1, 2019 and March 31, 2020, TATT received and acted upon a total of three hundred and sixty (360) valid consumer complaints regarding mobile, fixed line, subscription television and Internet services. Of this figure, a total of three hundred and forty (340) complaints have been resolved. This represents a resolution rate of 94.4%.

Most of the twenty (20) open consumer complaints were received near the end of March 2020 and are expected to be resolved within the coming weeks.

The consumer complaints statistics appearing in this advertisement relate to the resolution of complaints as at May 13, 2020.

TATT also received one hundred and sixty-five (165) invalid complaints for this period.

*Invalid complaints are those that fall within at least one of the following categories:*

- Complaints which do not fall within TATT's purview as outlined in Section 18 (1) (m) of the Telecommunications Act
- Complaints that complainants did not lodge with the service provider
- Frivolous and vexatious complaints
- Complaints where complainants refused to give their names

Overall, TATT had over two thousand, two hundred (2,200) interactions with customers during the reporting period.

## Broadcasting Content Complaints

During the period October 1, 2019 and March 31, 2020, TATT received and acted upon twenty-six (26) Broadcasting Content Complaints. Twenty (20) were related to radio, whilst six (6) related to television.

Twenty-three (23) complaints were resolved, one (1) is pending and two (2) were deemed unresolvable. The pending complaint is currently in the process of being reviewed by TATT.

Unresolvable Complaints - in these instances, a long period of time had elapsed between the complaints being made and the dates of the broadcasts. Therefore, the relevant recordings could not be retrieved.

## Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	4	4	0	100
COLUMBUS COMMUNICATIONS	6	4	2	66.6
DIGICEL	2	0	2	0
NOVO COMMUNICATIONS	2	2	0	100
RVR INTERNATIONAL	1	0	1	0
TSIT	80	78	2	97.5
<b>TOTAL</b>	<b>95</b>	<b>88</b>	<b>7</b>	<b>92.6</b>

No complaints were received regarding the following Internet service providers:

- Airlink Communications
- Green Dot Communications

## Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	13	9	4	69.2
TSIT	26	25	1	96.1
<b>TOTAL</b>	<b>39</b>	<b>34</b>	<b>5</b>	<b>87.1</b>

## Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	5	5	0	100
DIGICEL	2	2	0	100
TSIT	14	12	2	85.7
<b>TOTAL</b>	<b>21</b>	<b>19</b>	<b>2</b>	<b>90.4</b>

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

- Airlink Communications
- Amplia Communications
- DirecTV Limited
- 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

## Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	2	1	1	0	0
COLUMBUS COMMUNICATIONS	1	0	1	3	1
DIGICEL	1	0	1	0	0
NOVO COMMUNICATIONS	1	0	0	1	0
RVR INTERNATIONAL	1	0	0	0	0
TSIT	13	4	51	6	7
<b>TOTAL</b>	<b>19</b>	<b>5</b>	<b>54</b>	<b>10</b>	<b>8</b>

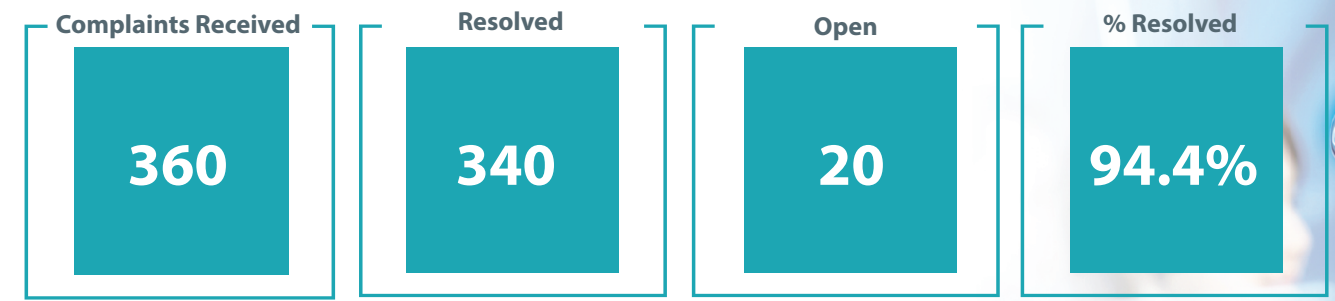
## Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	QUALITY OF SERVICE	OTHER
DIGICEL	4	0	3	6
TSIT	12	1	3	10
<b>TOTAL</b>	<b>16</b>	<b>1</b>	<b>6</b>	<b>16</b>

## Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
COLUMBUS COMMUNICATIONS	0	1	1	2	1
DIGICEL	1	0	0	0	1
TSIT	0	0	9	5	0
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>7</b>	<b>2</b>

\* Open complaints refer to complaints the providers are attending to, but require more time to resolve. Among these are complaints received late in March 2020.



## Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	6	6	0	100
DIGICEL	1	0	1	0
TSIT	200	193	7	96.5
<b>TOTAL</b>	<b>207</b>	<b>199</b>	<b>8</b>	<b>96.1</b>

No Fixed-Line complaints were received regarding Columbus Communications Trinidad Limited.

## Nature of Fixed Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
AMPLIA COMMUNICATIONS	2	0	2	1	1
DIGICEL	0	1	0	0	0
TSIT	36	6	108	36	14
<b>TOTAL</b>	<b>38</b>	<b>7</b>	<b>110</b>	<b>37</b>	<b>15</b>

## BROADCASTING CONTENT COMPLAINTS for the period October to March 2020

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	PENDING	RESOLVED	UNRESOLVABLE
RADIO	20	1	19	0
TELEVISION	6	0	4	2
<b>TOTAL</b>	<b>26</b>	<b>1</b>	<b>23</b>	<b>2</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.

## 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.