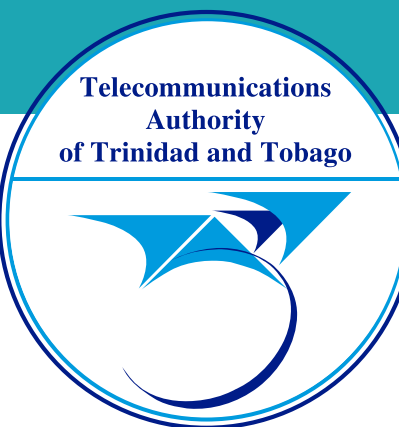


Report on Consumer Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) from January 1st 2018 to March 31st 2018

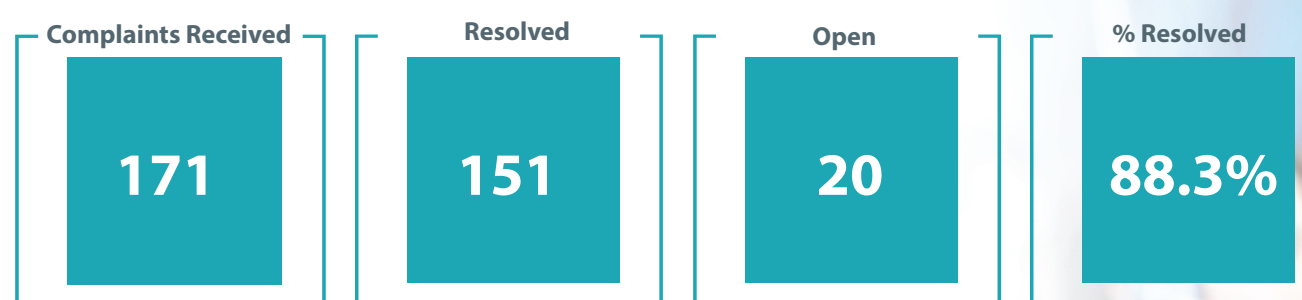


During the period January 1st, 2018 to March 31st, 2018 TATT received and acted upon a total of one hundred and seventy-one (171) complaints regarding mobile, fixed line, subscription television and Internet services. Of this figure a total of one hundred and fifty-one (151) complaints have been resolved and twenty (20) remain open.

Most of the twenty (20) open complaints were received near the end of March 2018 and are expected to be resolved within the coming weeks.

Overall, TATT had over eight hundred and thirty-one (831) interactions with customers during the reporting period.

During the same period, TATT received and acted upon ten (10) broadcast content complaints. Six (6) of those complaints were resolved and four (4) deemed invalid. The statistics below relate to the resolution of complaints as at June 29th 2018.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	6	5	1	83.3
DIGICEL	7	5	2	71.4
GREEN DOT LIMITED	1	1	0	100
TSTT	27	26	1	96.2
TOTAL	41	37	4	90.2

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	28	18	10	64.2
TSTT	24	20	4	83.3
TOTAL	52	38	14	73

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	DEFECTIVE EQUIPMENT	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS	2	0	0	4	0	0	0
DIGICEL	2	0	1	3	0	0	1
GREEN DOT LIMITED	0	0	0	1	0	0	0
TSTT	4	2	14	3	1	1	2
TOTAL	8	2	15	11	1	1	3

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	1	1	0	100
DIGICEL	6	6	0	100
TSTT	40	40	0	100
TOTAL	47	47	0	100

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
DIGICEL	8	3	0	7	10
TSTT	10	1	2	5	6
TOTAL	18	4	2	12	16

No complaints were received from the following Internet service providers:

- Air Link Communications
- Amplia Communications
- NOVO Communications Limited

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) or online via www.tatt.org.tt.

Broadcast Content Complaints

If you are concerned about content you have heard or seen on local radio or television respectively, you can complain to TATT. TATT will investigate the matter and administer legally enforceable sanctions against the broadcaster, if necessary.

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AMPLIA COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS	9	8	1	88.8
DIGICEL	5	4	1	80
GREEN DOT LIMITED	1	1	0	100
TSTT	15	15	0	100
TOTAL	31	29	2	93.5

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

- Air Link Communications
- DirecTV Limited
- NOVO Communications Limited
- Independent Cable Network of Trinidad and Tobago
- Network Technologies Limited (Mayaro Cable TV)
- RVR International Limited
- Santa Flora Cable Network Limited
- TRICO Industries Limited

BROADCAST COMPLAINTS

for the period January to March 2018

TYPE OF COMPLAINT	NO. OF COMPLAINTS RECEIVED	RESOLVED	INVALID
RADIO	6	5	1
TELEVISION	4	1	3
TOTAL	10		

Four (4) complaints were considered to be invalid as a significant amount of time had elapsed between submission of the complaint and the date of the broadcast.

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 the Authority to properly investigate and to resolve the matter as content may no longer be available.

Nature of Fixed-Line Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	DEFECTIVE EQUIPMENT	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS	0	0	1	0	0	0	0
DIGICEL	2	0	0	0	3	1	0
TSTT	2	1	21	10	4	0	2
TOTAL	4	1	22	10	7	1	2

Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	DEFECTIVE EQUIPMENT	LOSS OF SERVICE	QUALITY OF SERVICE
AMPLIA COMMUNICATIONS	1	0	0	0
COLUMBUS COMMUNICATIONS	1	1	0	7
DIGICEL	2	0	0	3
GREEN DOT LIMITED	0	0	0	1
TSTT	2	0	9	4
TOTAL	6	1	9	15

* Open complaints refer to complaints the providers are attending to but require more time to resolve. Among these are complaints received late in March 2018.