

# Report on Consumer Complaints and Broadcasting Content Complaints received by the Telecommunications Authority of Trinidad and Tobago (TATT) from April 1st 2018 to June 30th 2018



## Consumer Complaints

During the period April 1st 2018 to June 30th 2018 TATT received and acted upon a total of one hundred and twelve (112) consumer complaints regarding mobile, fixed line, subscription television and, Internet services. Of this figure a total of one hundred (100) complaints have been resolved.

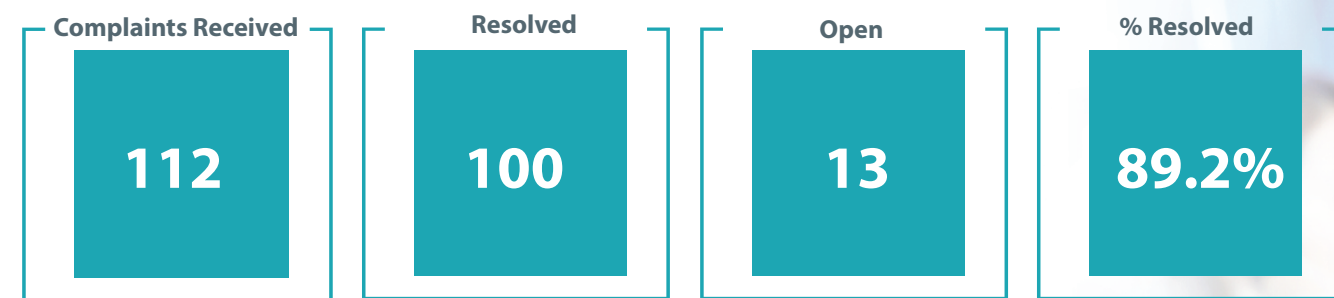
Most of the twelve (12) open consumer complaints were received near the end of June 2018 and are expected to be resolved within the coming weeks.

Overall, TATT had over five hundred and fifty- seven (557) interactions with customers during the reporting period.

The consumer complaints statistics relate to the resolution of complaints as at November 12th 2018.

## Broadcasting Content Complaints

During the same period, TATT received and acted upon six (6) broadcasting content complaints. Five (5) were related to radio, whilst one (1) related to television. All six (6) complaints were resolved.



## Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	3	2	1	66.7
DIGICEL	3	2	1	66.7
TSTT	17	17	0	100
<b>TOTAL</b>	<b>23</b>	<b>21</b>	<b>2</b>	<b>91.3</b>

## Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	18	10	8	55.5
TSTT	26	26	0	100
<b>TOTAL</b>	<b>44</b>	<b>36</b>	<b>8</b>	<b>81.8</b>

## Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS	2	1	0	0	0	0
DIGICEL	2	0	0	0	0	1
TSTT	5	3	5	3	1	0
<b>TOTAL</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>

No complaints were received from the following Internet service providers:

- Air Link Communications
- Amplia Communications
- Greendot Limited
- NOVO Communications Limited

## Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	2	2	0	100
TSTT	17	17	0	100
<b>TOTAL</b>	<b>19</b>	<b>19</b>	<b>0</b>	<b>100</b>

## Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
DIGICEL	2	1	10	5
TSTT	8	0	1	17
<b>TOTAL</b>	<b>10</b>	<b>1</b>	<b>11</b>	<b>22</b>

## Nature of Fixedline Telephone Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
DIGICEL	0	0	0	1	1
TSTT	5	2	6	1	3
<b>TOTAL</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>

No complaints were received from Columbus Communications Trinidad Ltd.

## Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	5	3	2	60
DIGICEL	3	3	0	100
GREEN DOT LIMITED	1	1	0	100
TSTT	17	17	0	100
<b>TOTAL</b>	<b>26</b>	<b>24</b>	<b>2</b>	<b>92.3</b>

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

- Amplia Communications
- Air Link Communications
- DirectTV 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

## 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](http://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. The matter will be investigated by TATT and legally enforceable sanctions will be administered, if necessary.

## BROADCAST COMPLAINTS for the period April to June 2018

TYPE OF COMPLAINTS	NUMBER OF COMPLAINTS RECEIVED	RESOLVED
RADIO	5	5
TELEVISION	1	1
<b>TOTAL</b>	<b>6</b>	<b>6</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 the Authority to properly investigate and to resolve the matter, as content may no longer be available.

## Nature of Subscription Television Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	OTHER
COLUMBUS COMMUNICATIONS	3	0	2	0
DIGICEL	2	0	0	1
GREEN DOT LIMITED	0	0	0	1
TSTT	1	10	5	1
<b>TOTAL</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>3</b>

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