

Report on Consumer and Broadcast Content Complain received by the Telecommunications Authority of Trinidad and Tobago (TATT) between July 1st, 2018 and September 30th, 2018.



Consumer Complaints

During the period July 1st 2018, to September 30th 2018, TATT received and acted upon a total of one hundred and forty-six (146) consumer complaints regarding mobile, fixed line, subscription television and Internet services. Of this figure, a total of one hundred and thirty-four (134) complaints have been resolved as at March 6, 2019.

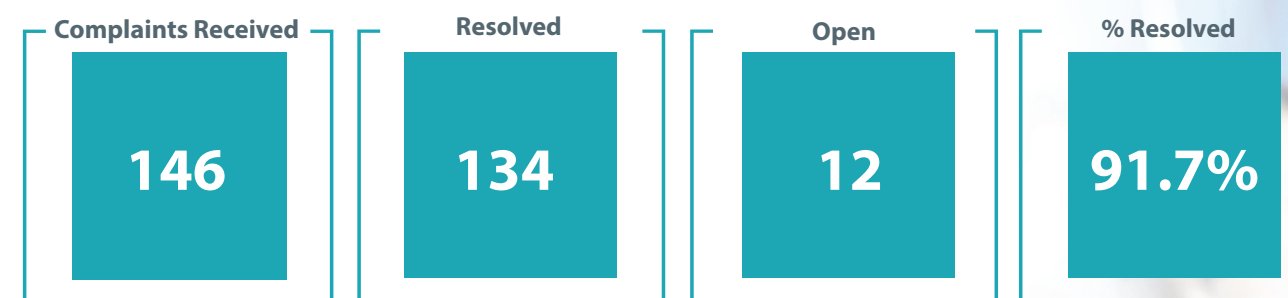
Most of the twelve (12) open consumer complaints were received near the end of September 2018 and are expected to be resolved within the coming weeks.

Overall, TATT had one thousand, one hundred and four (1104) interactions with customers during the reporting period.

Broadcast Content Complaints

During the same period, TATT received and acted upon twelve (12) broadcast content complaints. Ten (10) were related to radio, whilst two (2) related to television. Ten (10) of the twelve (12) complaints were resolved. The other two (2) complaints received were considered invalid for the following reasons:

- (i) One of those complaints was made after a significant amount of time had elapsed subsequent to the date of the broadcast; and outside the retention period of the recording.
- (ii) In the other instance, details provided by the complainant proved to be inconsistent with the broadcast.



Internet Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	1	1	0	100
DIGICEL	8	8	0	100
GREENDOT	1	1	0	100
NOVO COMMUNICATIONS	1	1	0	100
TSTT	22	21	1	95.4
TOTAL	33	32	1	96.9

Mobile Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
DIGICEL	23	17	6	69.5
TSTT	20	19	1	95
TOTAL	43	36	7	81.3

Nature of Mobile Telephone Service Complaints

COMPANY	BILLING ISSUES	LOSS OF SERVICE	QUALITY OF SERVICE	DEFECTIVE EQUIPMENT	WRONGFUL DISCONNECTION	OTHER
DIGICEL	4	1	9	1	1	7
TSTT	8	0	2	1	0	9
TOTAL	12	1	11	2	1	16

Nature of Internet Service Complaints

COMPANY	BILLING ISSUES	DELAYED INSTALLATION	LOSS OF SERVICE	QUALITY OF SERVICE	WRONGFUL DISCONNECTION	OTHER
COLUMBUS COMMUNICATIONS	0	0	0	1	0	0
DIGICEL	0	3	3	2	0	0
GREENDOT	0	0	0	0	0	1
NOVO COMMUNICATIONS	0	0	0	0	0	1
TSTT	2	1	9	6	1	3
TOTAL	2	4	12	9	1	5

No complaints were received from customers of the following Internet service providers:
 ■ Air Link Communications ■ Amplia Communications

Fixed-Line Telephone Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
COLUMBUS COMMUNICATIONS	2	1	1	50
DIGICEL	8	7	1	87.5
TSTT	29	29	0	100
TOTAL	39	37	2	94.8

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	2	0	0	0	0	0	0
DIGICEL	2	2	2	1	1	0	0
TSTT	3	0	18	1	0	1	6
TOTAL	7	2	20	2	1	1	6

Subscription Television Service Complaints by Resolution

COMPANY	COMPLAINTS RECEIVED	RESOLVED	OPEN	% RESOLVED
AIR LINK COMMUNICATIONS	1	1	0	100
COLUMBUS COMMUNICATIONS	4	4	0	60
DIGICEL	3	3	0	100
GREENDOT	3	3	0	100
ICNTT	1	1	0	100
TSTT	19	17	2	89.4
TOTAL	31	29	2	93.5

No complaints were received from customers of the following Subscription TV service providers:
 ■ Amplia Communications ■ RVR International Limited
 ■ DirecTV Limited ■ Santa Flora Cable Network Limited
 ■ NOVO Communications Limited ■ TRICO Industries Limited
 ■ Network Technologies Limited (Mayaro Cable TV)

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).

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 by calling 675-8288. The matter will be investigated by TATT and legally enforceable sanctions will be administered, if necessary.

BROADCAST COMPLAINTS for the period July to September 2018

TYPE OF COMPLAINT	NUMBER OF COMPLAINTS RECEIVED	RESOLVED	INVALID
RADIO	10	8	2
TELEVISION	2	2	0
TOTAL	12	10	2

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.

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