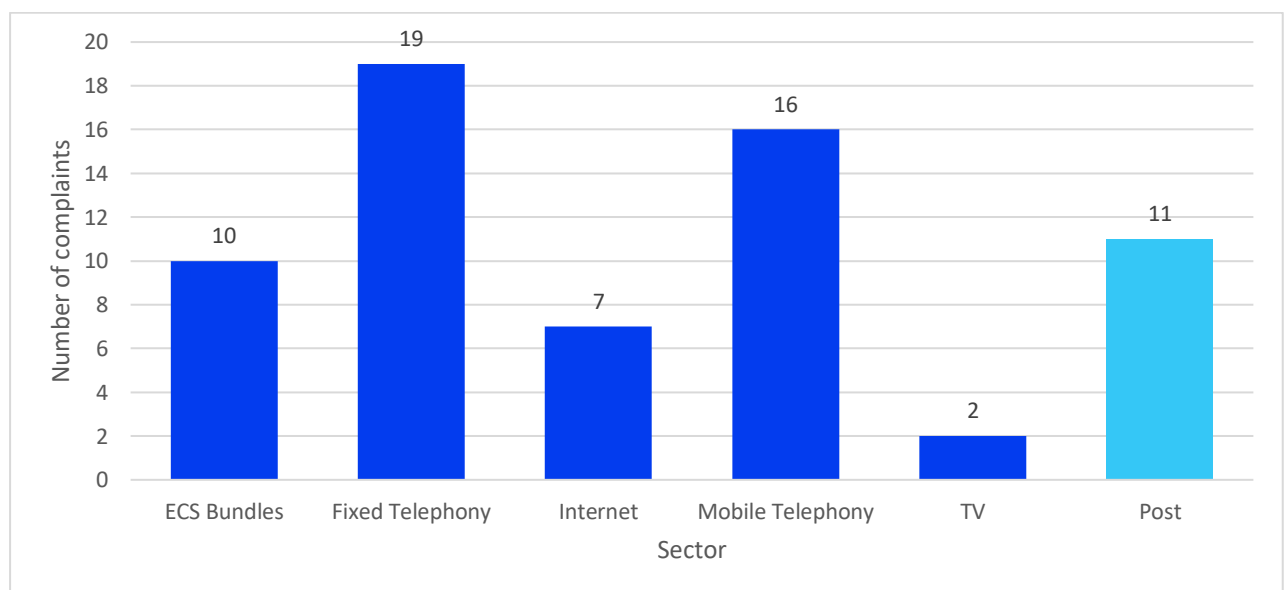


## PRESS RELEASE / SEPTEMBER 2023

**The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received during the first six months of 2023.**

The report shows that the MCA received a total of 65 complaints, of which 83% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while 17% were related to postal services. The MCA recorded a slight decrease of 4% in the total number of complaints when compared to the last six months of 2022. Additionally, the Authority received 365 enquiries on various matters related to the sectors it regulates.



According to the report, Quality of Service (QoS) remained the most common type of complaint, with 33 complaints reported to the MCA. The most prominent QoS complaints were related to faults (11) and customer care (10), while other QoS complaints received were related to installation (4), internet speeds (3), mobile reception (3), and non-access to service/s (2). The MCA also recorded other complaints related to billing, termination and switching, and contractual issues.

In terms of postal services, the MCA received 11 complaints during the first half of 2023. The MCA has brought these cases to the attention of the service providers so that it can further investigate the matters raised and address any ensuing issues accordingly.

To monitor the quality of telephony support services offered by several providers of electronic communications and postal services, the MCA conducts regular test calls and measures the time taken for a telephone call to be answered by a provider's customer care agent. During the period under review, the MCA carried out 888 calls to the customer care telephony support lines of telecommunications service providers. From this mystery shopping exercise, 99% of calls made towards EPIC Communications Ltd were answered within 5 minutes, 65% of calls made towards GO plc were answered within 5 minutes and 87% of calls made towards Melita Ltd were answered within 5 minutes. The MCA also conducted several test calls (a total of 222 measurements taken between January and June 2023) made to MaltaPost's customer care telephony service, and 83% of the calls were answered within 5 minutes and 51% of the calls were answered within 2 minutes.

The report also includes updates on various pro-consumer initiatives undertaken by the MCA during the first half of 2023. Most notably, during this period, the MCA published a 'Decision Notice' titled 'Contracts, Transparency and Termination' which includes a set of rules to be followed by electronic communications service providers with the aim of strengthening end-user protection for telephony, internet and tv distribution services. This new Decision Notice came into force on the 1<sup>st</sup> of September 2023.

The full report is accessible from the [MCA's website](#).