



Consumer Complaints

January 2020 — March 2020

CONSUMER COMPLAINTS

As part of its regulatory functions, the RA receives routinely escalated consumer complaints in both the electricity and electronic communications sectors regarding the quality of service received from their providers, both regulated and non-regulated. The following information is a high-level composite of the amount and types of complaints received as well as the average amount of days to resolve them.

JANUARY 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	2	100%	Billing (2)	10.5
TOTAL	2			

FEBRUARY 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	2	67%	Billing (2)	2
One Communications	1	33%	Billing (1)	1
TOTAL	3			

MARCH 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	1	100%	Billing (1)	3
TOTAL	1			