



Consumer Complaints

Quarterly Report

FY 2020 – 2021 Q2
July 2020 — September 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.

JULY 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	1	33.3%	Billing (1)	1
One Communications	1	33.3%	Technical Service (1)	3
WOW	1	33.3%	Technical Service (1)	1
TOTAL	3			

AUGUST 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	3	100%	Billing (3)	12
TOTAL	3			

SEPTEMBER 2020

The RA received (6) inquiries and complaints against providers in the Electronic Communications sector and (1) complaint against an unlicensed IPTV service provider during the month of September. None required intervention or investigation from the RA.