



# **Consumer Complaints**

## **Quarterly Report**

FY 2020 – 2021 Q3  
October 2020 — December 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.

### OCTOBER 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	2	67%	Billing (2)	10
One Communications	1	33%	Technical Service (1)	2
<b>TOTAL</b>	<b>3</b>			

### NOVEMBER 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	1	100%	Technical Service (1)	13
<b>TOTAL</b>	<b>1</b>			

### DECEMBER 2020

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	2	67%	Billing (2)	4
LiveNet	1	33%	Billing (1)	14
<b>TOTAL</b>	<b>3</b>			