



# **Consumer Complaints**

## **Quarterly Report**

FY 2020 – 2021 Q4  
January — March 2021

## 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 2021

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	3	75%	Billing (3)	5
OneComm	1	25%	Billing (1)	DISMISSED
<b>TOTAL</b>	<b>4</b>			

*\*Note: The February Billing Complaint Against OneComm Was Issued With A Decision & Order Dismissing The Complaint As Plainly Without Merit.*

### FEBRUARY 2021

SECTORAL PROVIDER	NUMBER OF COMPLAINTS	% OF TOTAL COMPLAINTS	TYPE OF COMPLAINT	AVG. BUSINESS DAYS TO RESOLUTION
BTC/Digicel	1	50%	Billing (1)	16
OneComm	1	50%	Technical Service (1)	20
<b>TOTAL</b>	<b>2</b>			

### MARCH 2021

The RA received (4) billing complaints against providers in the Electronic Communications sector during the month of March. None were deemed to require involvement from the RA and the complainants were redirected to address their concerns with their sectoral provider. The RA was also copied on an Electricity request for technical service that was sent directly to the sectoral provider and did not require involvement from the RA.