



FY2020 - 2021

Consumer Complaints

Report

1 April 2020 – 31 March 2021

CONSUMER COMPLAINTS

FY2020 - 2021

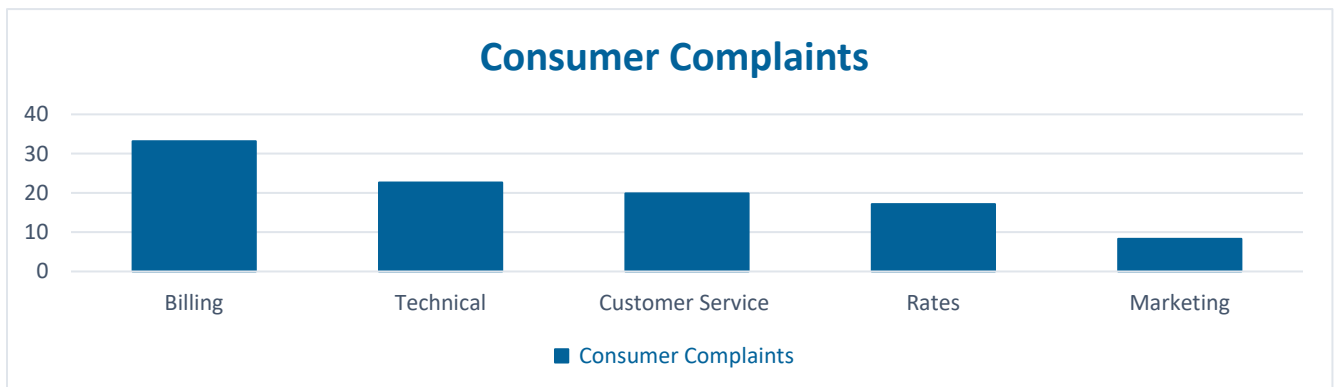
EXECUTIVE SUMMARY:

The Regulatory Authority of Bermuda (“the RA”) routinely receives inquiries, informal complaints, and escalated disputes from consumers in the sectors it regulates i.e.: Electricity and Electronic Communications. (For a list of regulated service providers per sector, please see Appendix A (page 5).

As a regulator, the RA is mandated to investigate **unresolved disputes** between a consumer and their service provider which has not been settled within 60 days. These disputes may then be escalated to the RA to investigate and may result in the RA:

- redirecting the consumer back to their service provider;
- fully resolving the issue between the consumer and their service provider;
- referring the matter to arbitration or adjudication; or
- formally dismissing the issue if it is deemed to be plainly without merit.

During the period of April 1,2020 to March 31,2021, the RA received and reviewed a total of 181 complaints across both regulated sectors, with the most significant relating to: **Billing (33.14 %)**, followed by **Technical (22.65 %)**, **Customer Service (19.88%)**, **Rates (17.12%)** and **Marketing (8.28%)**.



All complaints are chronologically listed below from the highest number of complaints, per service provider, to the lowest. (See Appendix B for definitions of each complaint category).

No.	CATEGORY OF CONSUMER COMPLAINT	SERVICE PROVIDER WITH THE HIGHEST # OF COMPLAINTS (per category of complaint)
1	BILLING	DIGICEL
2	TECHNICAL	ONECOMM
3	CUSTOMER SERVICE	ONECOMM
4	RATES	ONECOMM
5	MARKETING	DIGICEL

FOR FURTHER DETAILS, PLEASE SEE THE INFORMATION LISTED BELOW:

OUTCOME OF ALL COMPLAINTS:	Total of All Inquiries, Complaints & Disputes	Provided Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
		181	152	26	2

1. BILLING	Total of All Inquiries, Complaints & Disputes	Provided with Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
BELCO	4	4	0	0	0
Bluewave	1	1	0	0	0
BTC (a Digicel Company)	18	9	9	0	0
Digicel	22	15	7	0	0
OneComm	13	11	0	1	1
LiveNet	2	1	1	0	0
CATEGORY TOTALS:	60	41	17	1	1

2. TECHNICAL	Total of All Inquiries, Complaints & Disputes	Provided with Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
BELCO	3	3	0	0	0
Bluewave	2	2	0	0	0
BTC (a Digicel Company)	7	6	1	0	0
Digicel	9	9	0	0	0
OneComm	17	12	5	0	0
WOW	1	0	1	0	0
CATEGORY TOTALS:	39	32	7	0	0

3. CUSTOMER SERVICE	Total of All Inquiries, Complaints & Disputes	Provided with Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
BELCO	2	2	0	0	0
Bluewave	1	1	0	0	0
BTC (a Digicel Company)	4	4	0	0	0
Digicel	13	12	1	0	0
LiveNet	2	2	0	0	0
OneComm	14	14	0	1	0
CATEGORY TOTALS:	36	34	1	1	0

4. RATES	Total of All Inquiries, Complaints & Disputes	Provided with Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
BELCO	8	8	0	0	0
Digicel	3	3	0	0	0
OneComm	20	20	0	0	0
CATEGORY TOTALS:	31	31	0	0	0

5. MARKETING (Unclear advertising)	Total of All Inquiries, Complaints & Disputes	Provided with Consumer Guidance or Redirected to Service Provider	Disputes Fully Resolved	Disputes Referred to Arbitration or Adjudication	Disputes Formally Dismissed w/o Merit
Bluewave	1	1	0	0	0
BTC (a Digicel Company)	1	0	1	0	0
Digicel	12	12	0	0	0
OneComm	1	1	0	0	0
CATEGORY TOTALS:	15	14	1	0	0

APPENDIX A

Regulated Service Providers:

ELECTRICITY SECTOR:

- BELCO

ELECTRONIC COMMUNICATIONS SECTOR:

- Bluewave
- BTC (a Digicel Company)
- Digicel
- East End Telecom
- Electronic Communications Ltd.
- Horizon Communications
- Link Bermuda
- Live Net
- One Communications
- Paradise Mobile
- TBI
- WOW

APPENDIX B

Definition of Complaint Categories:

BILLING DISCREPANCY: Allegations against Service Providers regarding unfair billing practices, including but not limited to:

- inaccurate and/or excessive charges being billed to Consumers; and
- termination of service due to incorrect billing and/or credit issues.

TECHNICAL: Disruption or loss of service due to technical issues with the Service Provider, including but not limited to:

- faulty lines and/or network service issues;
- network maintenance and/or physical repair works; and
- installation and/or portability issues.

CUSTOMER SERVICE: Allegations from Consumers that they have received poor or discriminatory customer service from a Service Provider.

RATES: Queries and/or complaints against Service Providers regarding rate increases and/or billable charges.

MARKETING: Unclear or false advertising, whereby the Service Provider is alleged to have made dishonest claims about their product(s) or service(s) and/or deliberately withheld relevant information that could have influenced the Consumer's decision-making process with regards to purchasing the Service Provider's product(s) or signing up for service(s).