

CCTS

COMMISSIONER FOR COMPLAINTS
FOR TELECOMMUNICATIONS SERVICES



CPRST

COMMISSAIRE AUX PLAINTES RELATIVES
AUX SERVICES DE TÉLÉCOMMUNICATIONS

Appendix B: Detailed Analysis of Issues Raised in Complaints from August 01 2014 to July 31 2015

This table details the issues raised in the complaints that we concluded between August 01 2014 and July 31 2015. The total number of issues exceeds the number of complaints concluded because some complaints raised more than one issue.

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,510	311	4,345	2,203	3	6	1	8,379
30-day cancellation policy	248	6	451	258	0	0	0	963
3rd party charges	20	16	60	0	0	0	0	96
Airtime	0	0	147	0	0	0	0	147
Bandwidth usage	0	0	0	182	0	0	0	182
Bill delivery	57	9	216	89	0	0	0	371
<i>Fees for paper billing</i>	7	3	12	10	0	0	0	32
<i>Invoices not received</i>	50	6	204	79	0	0	0	339
Bundling discounts	94	1	28	109	0	0	0	232
Calling Cards	0	4	0	0	0	0	0	4
<i>Balance clearing</i>	0	1	0	0	0	0	0	1
<i>Fees not disclosed</i>	0	1	0	0	0	0	0	1
<i>Wrong rate</i>	0	2	0	0	0	0	0	2
Chargeable messages	0	118	154	0	0	0	0	272

Detailed Analysis of Issues Raised in Complaints from August 01 2014 to July 31 2015

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,510	311	4,345	2,203	3	6	1	8,379
Credit/refund not received	161	24	497	249	1	0	0	932
Data charges	0	0	679	0	0	0	0	679
Long distance toll fraud	0	26	0	0	0	0	0	26
Misapplied payments	36	3	126	45	0	0	0	210
Monthly price plan	613	82	708	919	2	0	0	2,324
<i>Government and regulatory fees</i>	1	0	8	1	0	0	0	10
<i>Incorrect Charge</i>	612	82	700	918	2	0	0	2,314
One-time fees	132	6	419	207	0	0	0	764
<i>Activation/reactivation charges</i>	51	2	96	69	0	0	0	218
<i>Deactivation charges</i>	30	0	54	17	0	0	0	101
<i>Equipment charges</i>	32	0	195	93	0	0	0	320
<i>Late-payment fees</i>	19	4	74	28	0	0	0	125
Pay per use services	11	0	24	0	0	6	1	42
Payment arrangement dispute	23	2	66	19	0	0	0	110
Pre-authorized payments	81	13	134	74	0	0	0	302
<i>Incorrect amount</i>	22	1	43	15	0	0	0	81
<i>Incorrect bank account/credit card</i>	3	0	7	2	0	0	0	12
<i>Not authorized</i>	56	12	84	57	0	0	0	209
Pre-paid service	0	0	90	0	0	0	0	90
<i>Balance clearing</i>	0	0	35	0	0	0	0	35
<i>Fees not disclosed</i>	0	0	8	0	0	0	0	8
<i>No invoice</i>	0	0	1	0	0	0	0	1
<i>Top-up</i>	0	0	36	0	0	0	0	36
<i>Wrong rate</i>	0	0	10	0	0	0	0	10
Premium text messaging charges	0	0	14	0	0	0	0	14
Rental equipment	1	0	0	14	0	0	0	15
<i>Modem</i>	0	0	0	14	0	0	0	14
<i>VoIP hub</i>	1	0	0	0	0	0	0	1

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	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,510	311	4,345	2,203	3	6	1	8,379
Repair charges	5	0	0	13	0	0	0	18
<i>Charges incorrect</i>	1	0	0	5	0	0	0	6
<i>Charges not disclosed</i>	2	0	0	7	0	0	0	9
<i>Inside wiring</i>	2	0	0	1	0	0	0	3
Roaming charges	0	0	322	0	0	0	0	322
Text messaging charges (not premium)	0	0	87	0	0	0	0	87
Transfer of Responsibility	10	1	41	12	0	0	0	64
Value-add services	18	0	82	13	0	0	0	113

Detailed Analysis of Issues Raised in Complaints from August 01 2014 to July 31 2015

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Contract dispute	947	97	3,557	1,385	2	0	0	5,988
Compliance with Terms of Service/Contract	152	21	630	421	0	0	0	1,224
<i>Breach of Contract</i>	73	6	302	134	0	0	0	515
<i>Material contract change</i>	24	2	101	95	0	0	0	222
<i>Material contract change without notice</i>	55	13	227	192	0	0	0	487
Contract duration/Length of Term	21	1	76	14	0	0	0	112
Contract renewal	117	5	36	63	0	0	0	221
<i>Auto-renewal</i>	84	4	8	53	0	0	0	149
<i>No consent</i>	33	1	28	10	0	0	0	72
Early Termination Fees (ETF)	230	10	832	212	0	0	0	1,284
<i>Amount of ETF</i>	57	3	309	49	0	0	0	418
<i>Legitimacy of ETF</i>	173	7	523	163	0	0	0	866
Incentive/Hardware plans	0	0	21	4	0	0	0	25
No consent provided	74	12	165	82	0	0	0	333
Non-disclosure of terms/Misleading information about terms	352	48	1,485	588	2	0	0	2,475
Warranties	1	0	312	1	0	0	0	314
<i>Extended warranty purchased from service provider</i>	0	0	95	0	0	0	0	95
<i>Manufacturer's Warranty</i>	1	0	217	1	0	0	0	219

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	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Service delivery	938	107	1,756	1,323	0	0	0	4,124
Customer-initiated cancellations	292	47	340	345	0	0	0	1,024
<i>Cx cancellation due date not kept/delayed</i>	120	16	130	171	0	0	0	437
<i>Unable to cancel</i>	101	29	165	174	0	0	0	469
<i>Unable to port</i>	71	2	45	0	0	0	0	118
Device placed on blacklist	0	0	5	0	0	0	0	5
Disconnection/Suspension of service	100	11	425	118	0	0	0	654
<i>Acceptable use policy</i>	3	1	79	4	0	0	0	87
<i>Bandwidth/Data over-consumption</i>	0	0	15	3	0	0	0	18
<i>Fraud</i>	2	1	10	5	0	0	0	18
<i>Non-payment/collections</i>	71	9	266	82	0	0	0	428
<i>Partial payment</i>	9	0	16	8	0	0	0	33
<i>Seasonal suspension</i>	15	0	39	16	0	0	0	70
Installation/Activation	137	4	86	216	0	0	0	443
<i>Damage to property</i>	7	0	1	8	0	0	0	16
<i>Install/activate due date not kept/delayed</i>	86	3	44	156	0	0	0	289
<i>Installation error</i>	44	1	41	52	0	0	0	138
Repair/Loss of service	368	22	856	634	0	0	0	1,880
<i>Complete loss of service*</i>	124	10	180	120	0	0	0	434
<i>Damage to property</i>	1	0	0	4	0	0	0	5
<i>Inside wiring</i>	0	0	0	2	0	0	0	2
<i>Intermittent/Inadequate quality of service</i>	189	12	628	444	0	0	0	1,273
<i>Outside wiring</i>	5	0	0	7	0	0	0	12
<i>Service repair/loss due date not kept/delayed</i>	49	0	48	57	0	0	0	154
Service provider/Account sold	3	2	3	1	0	0	0	9
Transferred wrong number or service	12	1	13	1	0	0	0	27
Unauthorized transfer of service	26	20	28	8	0	0	0	82
<i>Further to inquiry</i>	18	11	21	5	0	0	0	55
<i>Further to solicitation</i>	8	9	7	3	0	0	0	27

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	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Credit management	126	19	556	134	0	0	0	835
Credit limit	1	1	30	1	0	0	0	33
<i>Disputes limit amount</i>	0	0	4	0	0	0	0	4
<i>Exceeded limit</i>	1	1	17	1	0	0	0	20
<i>Spending limit/other details not disclosed</i>	0	0	9	0	0	0	0	9
Credit reporting	109	12	460	123	0	0	0	704
Security deposit	16	6	66	10	0	0	0	98
<i>Disputes deposit amount</i>	1	0	6	0	0	0	0	7
<i>Disputes requirement for deposit</i>	3	0	10	2	0	0	0	15
<i>Interest</i>	0	0	1	0	0	0	0	1
<i>Not refunded</i>	12	6	49	8	0	0	0	75
TOTAL	3,521	534	10,214	5,045	5	6	1	19,326