

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 2015 to July 31 2016

This table details the issues raised in the complaints that we concluded between August 01 2015 and July 31 2016. 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	1,195	288	3,364	1,634	0	3	1	6,485
30-day cancellation policy / Charges billed after cancellation	295	29	386	399	0	0	0	1,109
3rd party charges	26	17	28	0	0	0	0	71
Airtime	0	0	139	0	0	0	0	139
Bandwidth usage	0	0	0	102	0	0	0	102
Bill delivery	45	7	198	54	0	0	0	304
<i>Fees for paper billing</i>	2	0	5	3	0	0	0	10
<i>Invoices not received</i>	43	7	193	51	0	0	0	294
Bundling discounts	46	1	11	46	0	0	0	104
Calling Cards	0	3	0	0	0	0	0	3
<i>Balance clearing</i>	0	2	0	0	0	0	0	2
<i>Fees not disclosed</i>	0	1	0	0	0	0	0	1
<i>Wrong rate</i>	0	0	0	0	0	0	0	0
Chargeable messages	0	151	145	0	0	0	0	296

Detailed Analysis of Issues Raised in Complaints from August 01 2015 to July 31 2016

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,195	288	3,364	1,634	0	3	1	6,485
Credit/refund not received	123	18	344	158	0	0	0	643
Data charges	0	0	527	0	0	0	0	527
Long distance toll fraud	0	16	0	0	0	0	0	16
Misapplied payments	40	6	100	51	0	0	0	197
Monthly price plan	379	32	491	476	0	0	1	1,379
<i>Government and regulatory fees</i>	5	1	13	2	0	0	0	21
<i>Incorrect Charge</i>	374	31	478	474	0	0	1	1,358
One-time fees	113	3	357	227	0	0	0	700
<i>Activation/reactivation charges</i>	29	2	87	58	0	0	0	176
<i>Deactivation charges</i>	29	1	18	19	0	0	0	67
<i>Equipment charges</i>	26	0	193	113	0	0	0	332
<i>Late-payment fees</i>	29	0	59	37	0	0	0	125
Pay per use services	10	0	4	0	0	3	0	17
Payment arrangement dispute	21	1	50	22	0	0	0	94
Pre-authorized payments	68	4	91	73	0	0	0	236
<i>Incorrect amount</i>	13	1	25	18	0	0	0	57
<i>Incorrect bank account/credit card</i>	6	0	3	4	0	0	0	13
<i>Not authorized</i>	49	3	63	51	0	0	0	166
Pre-paid service	0	0	120	0	0	0	0	120
<i>Balance clearing</i>	0	0	31	0	0	0	0	31
<i>Fees not disclosed</i>	0	0	14	0	0	0	0	14
<i>No invoice</i>	0	0	2	0	0	0	0	2
<i>Top-up</i>	0	0	60	0	0	0	0	60
<i>Wrong rate</i>	0	0	13	0	0	0	0	13
Premium text messaging charges	0	0	8	0	0	0	0	8
Rental equipment	2	0	0	12	0	0	0	14
<i>Modem</i>	0	0	0	12	0	0	0	12
<i>VoIP hub</i>	2	0	0	0	0	0	0	2

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	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,195	288	3,364	1,634	0	3	1	6,485
Repair charges	6	0	0	13	0	0	0	19
<i>Charges incorrect</i>	1	0	0	6	0	0	0	7
<i>Charges not disclosed</i>	4	0	0	7	0	0	0	11
<i>Inside wiring</i>	1	0	0	0	0	0	0	1
Roaming charges	0	0	215	0	0	0	0	215
Text messaging charges (not premium)	0	0	64	0	0	0	0	64
Transfer of Responsibility	4	0	22	1	0	0	0	27
Value-add services	17	0	64	0	0	0	0	81

Detailed Analysis of Issues Raised in Complaints from August 01 2015 to July 31 2016

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Contract dispute	973	91	2,706	1,189	0	1	0	4,960
Compliance with Terms of Service/Contract	170	32	676	318	0	0	0	1,196
<i>Breach of Contract</i>	95	9	373	169	0	0	0	646
<i>Material contract change</i>	28	8	92	71	0	0	0	199
<i>Material contract change without notice</i>	47	15	211	78	0	0	0	351
Contract duration/Length of Term	13	1	26	18	0	0	0	58
Contract renewal	146	1	9	63	0	0	0	219
<i>Auto-renewal</i>	113	1	0	47	0	0	0	161
<i>No consent</i>	33	0	9	16	0	0	0	58
Early Termination Fees (ETF)	282	1	456	249	0	0	0	988
<i>Amount of ETF</i>	38	0	89	42	0	0	0	169
<i>Legitimacy of ETF</i>	244	1	367	207	0	0	0	819
Incentive/Hardware plans	2	0	22	4	0	0	0	28
No consent provided	89	10	128	83	0	0	0	310
Non-disclosure of terms/Misleading information about terms	270	46	1,123	451	0	1	0	1,891
Warranties	1	0	266	3	0	0	0	270
<i>Extended warranty purchased from service provider</i>	1	0	82	1	0	0	0	84
<i>Manufacturer's Warranty</i>	0	0	184	2	0	0	0	186

Detailed Analysis of Issues Raised in Complaints from August 01 2015 to July 31 2016

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Service delivery	816	171	1,402	1,209	0	0	0	3,598
Customer-initiated cancellations	283	50	278	254	0	0	0	865
<i>Cx cancellation due date not kept/delayed</i>	92	19	118	133	0	0	0	362
<i>Unable to cancel</i>	86	31	125	121	0	0	0	363
<i>Unable to port</i>	105	0	35	0	0	0	0	140
Device placed on blacklist	0	0	14	0	0	0	0	14
Disconnection/Suspension of service	111	9	318	100	0	0	0	538
<i>Acceptable use policy</i>	6	3	19	9	0	0	0	37
<i>Bandwidth/Data over-consumption</i>	0	0	7	2	0	0	0	9
<i>Fraud</i>	3	0	18	4	0	0	0	25
<i>Non-payment/collections</i>	81	5	226	66	0	0	0	378
<i>Partial payment</i>	8	1	14	5	0	0	0	28
<i>Seasonal suspension</i>	13	0	34	14	0	0	0	61
Installation/Activation	95	5	53	149	0	0	0	302
<i>Damage to property</i>	6	0	1	12	0	0	0	19
<i>Install/activate due date not kept/delayed</i>	57	2	27	88	0	0	0	174
<i>Installation error</i>	32	3	25	49	0	0	0	109
Repair/Loss of service	299	27	712	702	0	0	0	1,740
<i>Complete loss of service*</i>	107	13	130	114	0	0	0	364
<i>Damage to property</i>	2	0	0	4	0	0	0	6
<i>Inside wiring</i>	1	0	0	2	0	0	0	3
<i>Intermittent/Inadequate quality of service</i>	145	13	530	525	0	0	0	1,213
<i>Outside wiring</i>	7	0	0	7	0	0	0	14
<i>Service repair/loss due date not kept/delayed</i>	37	1	52	50	0	0	0	140
Service provider/Account sold	1	5	0	0	0	0	0	6
Transferred wrong number or service	8	1	7	1	0	0	0	17
Unauthorized transfer of service	19	74	20	3	0	0	0	116
<i>Further to inquiry</i>	9	17	17	2	0	0	0	45
<i>Further to solicitation</i>	10	57	3	1	0	0	0	71

Detailed Analysis of Issues Raised in Complaints from August 01 2015 to July 31 2016

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Credit management	102	12	459	145	0	0	0	718
Credit limit	0	0	13	0	0	0	0	13
<i>Disputes limit amount</i>	0	0	1	0	0	0	0	1
<i>Exceeded limit</i>	0	0	10	0	0	0	0	10
<i>Spending limit/other details not disclosed</i>	0	0	2	0	0	0	0	2
Credit reporting	85	10	397	120	0	0	0	612
Security deposit	17	2	49	25	0	0	0	93
<i>Disputes deposit amount</i>	0	0	1	0	0	0	0	1
<i>Disputes requirement for deposit</i>	3	0	15	3	0	0	0	21
<i>Interest</i>	1	0	0	1	0	0	0	2
<i>Not refunded</i>	13	2	33	21	0	0	0	69
TOTAL	3,086	562	7,931	4,177	0	4	1	15,761