

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 2013 to July 31 2014

This table details the issues raised in the complaints that we concluded between August 01 2013 and July 31 2014. 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	1,158	278	4,676	1,440	0	5	5	7,562
30-day cancellation policy	165	5	834	163	0	0	0	1,167
3rd party charges	27	22	64	0	0	0	0	113
Airtime	0	0	173	0	0	0	0	173
Bandwidth usage	0	0	0	203	0	0	0	203
Bill delivery	49	4	191	60	0	0	0	304
<i>Fees for paper billing</i>	10	0	26	13	0	0	0	49
<i>Invoices not received</i>	39	4	165	47	0	0	0	255
Bundling discounts	43	3	11	42	0	0	0	99
Calling Cards	0	7	0	0	0	0	0	7
<i>Balance clearing</i>	0	2	0	0	0	0	0	2
<i>Fees not disclosed</i>	0	2	0	0	0	0	0	2
<i>Wrong rate</i>	0	3	0	0	0	0	0	3
Chargeable messages	0	141	150	0	0	0	0	291

Detailed Analysis of Issues Raised in Complaints from August 01 2013 to July 31 2014

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,158	278	4,676	1,440	0	5	5	7,562
Credit/refund not received	135	22	385	129	0	0	0	671
Data charges	0	0	575	0	0	0	0	575
Long distance toll fraud	0	11	0	0	0	0	0	11
Misapplied payments	44	5	130	43	0	0	0	222
Monthly price plan	482	42	819	522	0	1	3	1,869
<i>Government and regulatory fees</i>	3	0	10	2	0	0	0	15
<i>Incorrect Charge</i>	479	42	809	520	0	1	3	1,854
One-time fees	79	5	269	147	0	0	0	500
<i>Activation/reactivation charges</i>	29	1	68	47	0	0	0	145
<i>Deactivation charges</i>	17	2	25	8	0	0	0	52
<i>Equipment charges</i>	23	0	146	79	0	0	0	248
<i>Late-payment fees</i>	10	2	30	13	0	0	0	55
Pay per use services	24	0	24	0	0	4	2	54
Payment arrangement dispute	27	3	81	28	0	0	0	139
Pre-authorized payments	44	8	88	58	0	0	0	198
<i>Incorrect amount</i>	14	1	20	26	0	0	0	61
<i>Incorrect bank account/credit card</i>	3	1	6	2	0	0	0	12
<i>Not authorized</i>	27	6	62	30	0	0	0	125
Pre-paid service	0	0	105	0	0	0	0	105
<i>Balance clearing</i>	0	0	40	0	0	0	0	40
<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	49	0	0	0	0	49
<i>Wrong rate</i>	0	0	7	0	0	0	0	7
Premium text messaging charges	0	0	25	0	0	0	0	25
Rental equipment	2	0	0	22	0	0	0	24
<i>Modem</i>	0	0	0	22	0	0	0	22
<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	1,158	278	4,676	1,440	0	5	5	7,562
Repair charges	4	0	0	8	0	0	0	12
<i>Charges incorrect</i>	0	0	0	2	0	0	0	2
<i>Charges not disclosed</i>	4	0	0	5	0	0	0	9
<i>Inside wiring</i>	0	0	0	1	0	0	0	1
Roaming charges	0	0	527	0	0	0	0	527
Text messaging charges (not premium)	0	0	110	0	0	0	0	110
Transfer of Responsibility	9	0	50	11	0	0	0	70
Value-add services	24	0	65	4	0	0	0	93

Detailed Analysis of Issues Raised in Complaints from August 01 2013 to July 31 2014

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Contract dispute	680	88	3,379	723	1	0	0	4,871
Compliance with Terms of Service/Contract	84	19	592	124	0	0	0	819
<i>Breach of Contract</i>	53	8	271	68	0	0	0	400
<i>Material contract change</i>	8	5	189	18	0	0	0	220
<i>Material contract change without notice</i>	23	6	132	38	0	0	0	199
Contract duration/Length of Term	24	0	112	29	0	0	0	165
Contract renewal	132	2	50	77	0	0	0	261
<i>Auto-renewal</i>	104	2	7	53	0	0	0	166
<i>No consent</i>	28	0	43	24	0	0	0	95
Early Termination Fees (ETF)	136	9	845	154	0	0	0	1,144
<i>Amount of ETF</i>	23	4	333	25	0	0	0	385
<i>Legitimacy of ETF</i>	113	5	512	129	0	0	0	759
Incentive/Hardware plans	8	1	31	9	0	0	0	49
No consent provided	108	15	214	94	0	0	0	431
Non-disclosure of terms/Misleading information about terms	188	42	1,220	235	1	0	0	1,686
Warranties	0	0	315	1	0	0	0	316
<i>Extended warranty purchased from service provider</i>	0	0	68	0	0	0	0	68
<i>Manufacturer's Warranty</i>	0	0	247	1	0	0	0	248

Detailed Analysis of Issues Raised in Complaints from August 01 2013 to July 31 2014

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Service delivery	834	78	1,673	1,048	3	0	0	3,636
Customer-initiated cancellations	247	31	408	222	1	0	0	909
<i>Due date not kept/delayed</i>	97	18	165	111	0	0	0	391
<i>Unable to cancel</i>	83	12	162	111	1	0	0	369
<i>Unable to port</i>	67	1	81	0	0	0	0	149
Disconnection/Suspension of service	58	9	209	66	0	0	0	342
<i>Acceptable use policy</i>	3	2	8	3	0	0	0	16
<i>Bandwidth/Data over-consumption</i>	0	0	7	1	0	0	0	8
<i>Fraud</i>	4	0	8	4	0	0	0	16
<i>Non-payment/collections</i>	45	3	166	52	0	0	0	266
<i>Partial payment</i>	6	4	20	6	0	0	0	36
Installation/Activation	120	1	53	182	1	0	0	357
<i>Damage to property</i>	4	0	3	13	0	0	0	20
<i>Due date not kept/delayed</i>	72	1	35	125	0	0	0	233
<i>Installation error</i>	44	0	15	44	1	0	0	104
Repair/Loss of service	370	17	978	571	1	0	0	1,937
<i>Complete loss of service*</i>	142	7	216	145	1	0	0	511
<i>Damage to property</i>	2	0	0	7	0	0	0	9
<i>Due date not kept/delayed</i>	56	3	41	54	0	0	0	154
<i>Inside wiring</i>	2	0	0	0	0	0	0	2
<i>Intermittent/Inadequate quality of service</i>	159	7	721	363	0	0	0	1,250
<i>Outside wiring</i>	9	0	0	2	0	0	0	11
Service provider/Account sold	3	2	10	1	0	0	0	16
Transferred wrong number or service	8	0	7	0	0	0	0	15
Unauthorized transfer of service	28	18	8	6	0	0	0	60
<i>Further to inquiry</i>	22	10	6	3	0	0	0	41
<i>Further to solicitation</i>	6	8	2	3	0	0	0	19

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	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Credit management	90	15	439	104	0	0	0	648
Credit limit	0	0	16	1	0	0	0	17
<i>Disputes limit amount</i>	0	0	1	0	0	0	0	1
<i>Exceeded limit</i>	0	0	11	1	0	0	0	12
<i>Spending limit/other details not disclosed</i>	0	0	4	0	0	0	0	4
Credit reporting	82	10	385	92	0	0	0	569
Security deposit	8	5	38	11	0	0	0	62
<i>Disputes deposit amount</i>	0	0	2	1	0	0	0	3
<i>Disputes requirement for deposit</i>	5	2	9	3	0	0	0	19
<i>Interest</i>	0	0	0	0	0	0	0	0
<i>Not refunded</i>	3	3	27	7	0	0	0	40
TOTAL	2,762	459	10,167	3,315	4	5	5	16,717