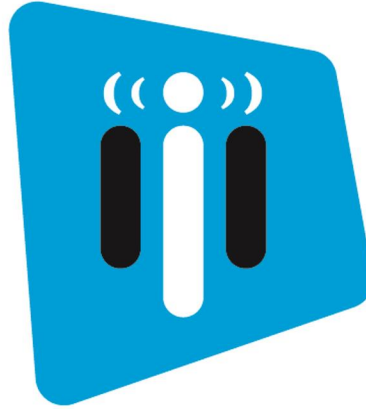


CCTS

COMMISSION FOR COMPLAINTS
FOR TELECOM-TELEVISION SERVICES



CPRST

COMMISSION DES PLAINTES RELATIVES
AUX SERVICES DE TÉLÉCOM-TÉLÉVISION

Appendix B: Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

This table details the issues raised in the complaints that we concluded between August 01 2016 and July 31 2017. 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	1,356	204	3,826	2,156	1	6	0	7,549
30-day cancellation policy / Charges billed after cancellation	200	10	287	286	0	0	0	783
3rd party charges	11	7	18	0	0	0	0	36
Airtime	0	0	153	0	0	0	0	153
Bandwidth usage	0	0	0	94	0	0	0	94
Bill delivery	42	6	205	76	0	0	0	329
<i>Fees for paper billing</i>	2	0	8	2	0	0	0	12
<i>Invoices not received</i>	40	6	197	74	0	0	0	317
Bundling discounts	28	0	13	38	0	0	0	79
Calling Cards	0	2	0	0	0	0	0	2
<i>Balance clearing</i>	0	2	0	0	0	0	0	2
<i>Fees not disclosed</i>	0	0	0	0	0	0	0	0
<i>Wrong rate</i>	0	0	0	0	0	0	0	0
Chargeable messages	2	113	195	0	0	0	0	310

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,356	204	3,826	2,156	1	6	0	7,549
Credit/refund not received	102	16	413	167	0	0	0	698
Data charges	0	0	609	0	0	0	0	609
Long distance toll fraud	0	9	0	0	0	0	0	9
Misapplied payments	43	3	104	51	0	0	0	201
Monthly price plan	680	32	628	1,003	1	2	0	2,346
<i>Government and regulatory fees</i>	0	2	11	0	0	0	0	13
<i>Incorrect Charge</i>	680	30	617	1,003	1	2	0	2,333
One-time fees	140	3	421	263	0	0	0	827
<i>Activation/reactivation charges</i>	34	0	75	51	0	0	0	160
<i>Deactivation charges</i>	31	0	8	16	0	0	0	55
<i>Equipment charges</i>	44	0	232	148	0	0	0	424
<i>Late-payment fees</i>	31	3	106	48	0	0	0	188
Pay per use services	2	0	6	0	0	4	0	12
Payment arrangement dispute	7	0	63	19	0	0	0	89
Pre-authorized payments	68	2	108	100	0	0	0	278
<i>Incorrect amount</i>	16	0	44	24	0	0	0	84
<i>Incorrect bank account/credit card</i>	0	0	5	4	0	0	0	9
<i>Not authorized</i>	52	2	59	72	0	0	0	185
Pre-paid service	0	0	206	0	0	0	0	206
<i>Balance clearing</i>	0	0	85	0	0	0	0	85
<i>Fees not disclosed</i>	0	0	7	0	0	0	0	7
<i>No invoice</i>	0	0	4	0	0	0	0	4
<i>Top-up</i>	0	0	95	0	0	0	0	95
<i>Wrong rate</i>	0	0	15	0	0	0	0	15
Premium text messaging charges	0	0	3	0	0	0	0	3
Rental equipment	1	0	0	12	0	0	0	13
<i>Modem</i>	0	0	0	12	0	0	0	12
<i>VoIP hub</i>	1	0	0	0	0	0	0	1

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,356	204	3,826	2,156	1	6	0	7,549
Repair charges	4	0	0	6	0	0	0	10
<i>Charges incorrect</i>	2	0	0	2	0	0	0	4
<i>Charges not disclosed</i>	1	0	0	2	0	0	0	3
<i>Inside wiring</i>	1	0	0	2	0	0	0	3
Roaming charges	0	0	250	0	0	0	0	250
Text messaging charges (not premium)	0	0	39	0	0	0	0	39
Transfer of Responsibility	8	1	25	11	0	0	0	45
Value-add services	18	0	80	30	0	0	0	128

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Contract dispute	1,491	79	2,907	2,009	0	1	0	6,487
Compliance with Terms of Service/Contract	498	25	989	839	0	0	0	2,351
<i>Breach of Contract</i>	105	9	443	189	0	0	0	746
<i>Material contract change</i>	198	1	248	344	0	0	0	791
<i>Material contract change without notice</i>	195	15	298	306	0	0	0	814
Contract duration/Length of Term	12	2	13	11	0	0	0	38
Contract renewal	176	7	8	84	0	0	0	275
<i>Auto-renewal</i>	135	5	1	60	0	0	0	201
<i>No consent</i>	41	2	7	24	0	0	0	74
Early Termination Fees (ETF)	376	8	335	392	0	0	0	1,111
<i>Amount of ETF</i>	39	1	49	28	0	0	0	117
<i>Legitimacy of ETF</i>	337	7	286	364	0	0	0	994
Incentive/Hardware plans	4	1	22	4	0	0	0	31
No consent provided	111	8	133	132	0	0	0	384
Non-disclosure of terms/Misleading information about terms	313	28	1,127	547	0	1	0	2,016
Warranties	1	0	280	0	0	0	0	281
<i>Extended warranty purchased from service provider</i>	1	0	101	0	0	0	0	102
<i>Manufacturer's Warranty</i>	0	0	179	0	0	0	0	179

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Service delivery	815	80	1,368	1,454	0	0	0	3,717
Customer-initiated cancellations	247	33	236	204	0	0	0	720
<i>Cx cancellation due date not kept/delayed</i>	72	12	94	117	0	0	0	295
<i>Unable to cancel</i>	64	21	90	87	0	0	0	262
<i>Unable to port</i>	111	0	52	0	0	0	0	163
Device placed on blacklist	0	0	16	0	0	0	0	16
Disconnection/Suspension of service	69	10	291	100	0	0	0	470
<i>Acceptable use policy</i>	2	1	21	5	0	0	0	29
<i>Bandwidth/Data over-consumption</i>	0	0	8	2	0	0	0	10
<i>Fraud</i>	2	0	23	5	0	0	0	30
<i>Non-payment/collections</i>	59	7	200	79	0	0	0	345
<i>Partial payment</i>	4	1	10	2	0	0	0	17
<i>Seasonal suspension</i>	2	1	29	7	0	0	0	39
Installation/Activation	114	0	85	160	0	0	0	359
<i>Damage to property</i>	4	0	0	11	0	0	0	15
<i>Install/activate due date not kept/delayed</i>	62	0	42	105	0	0	0	209
<i>Installation error</i>	48	0	43	44	0	0	0	135
Repair/Loss of service	352	18	698	984	0	0	0	2,052
<i>Complete loss of service</i>	115	12	189	160	0	0	0	476
<i>Damage to property</i>	3	0	0	8	0	0	0	11
<i>Inside wiring</i>	1	0	0	1	0	0	0	2
<i>Intermittent/Inadequate quality of service</i>	189	6	478	740	0	0	0	1,413
<i>Outside wiring</i>	5	0	0	8	0	0	0	13
<i>Service repair/loss due date not kept/delayed</i>	39	0	31	67	0	0	0	137
Service provider/Account sold	0	0	7	1	0	0	0	8
Transferred wrong number or service	6	0	1	0	0	0	0	7
Unauthorized transfer of service	27	19	34	5	0	0	0	85
<i>Further to inquiry</i>	18	5	27	2	0	0	0	52
<i>Further to solicitation</i>	9	14	7	3	0	0	0	33

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Credit management	104	5	442	144	0	0	0	695
Credit limit	0	0	16	0	0	0	0	16
<i>Disputes limit amount</i>	0	0	0	0	0	0	0	0
<i>Exceeded limit</i>	0	0	12	0	0	0	0	12
<i>Spending limit/other details not disclosed</i>	0	0	4	0	0	0	0	4
Credit reporting	85	5	380	122	0	0	0	592
Security deposit	19	0	46	22	0	0	0	87
<i>Disputes deposit amount</i>	0	0	2	0	0	0	0	2
<i>Disputes requirement for deposit</i>	2	0	16	5	0	0	0	23
<i>Interest</i>	1	0	0	0	0	0	0	1
<i>Not refunded</i>	16	0	28	17	0	0	0	61
TOTAL	3,766	368	8,543	5,763	1	7	0	18,448