



Name of Regulator	Time period	Number of complaints			Number of Investigations	Avg Time for Investigation	Population in '000 ⁹	Number of Complaints per 1000	Number of Investigations per 1000
		Complaints/contacts excl. Broadcast	Broadcasting content complaints	Total Complaints					
Telecommunication Authority of Trinidad and Tobago ¹	1/10/2013 to 30/09/2014	470	23	493	486	⁷	1,354	0.3640	0.3588
Federal Communication Commission ²	2014			14,067		30 working days	318,857	0.0441	0.0000
Canadian Radio-Television and Telecommunications ³	1/04/2014 to 31/03/2015	6,747 ⁴	954 ⁵	7,701		⁸	35,540	0.2167	0.0000
Ofcom	1/04/2014 to 31/03/2015		28,755	28,755	8,956 ⁶	50 working days	64,510	0.4457	0.1388
Broadcasting Commission	1/04/2014 to 31/03/2015	427	190	617	31	30 working days	2,721	0.2267	0.0114

Notes:

¹ Consumer complaints covered the following areas: loss of service, billing issues, delayed installation, quality of service, wrongful disconnection, defective equipment etc.

² Complaints are in relation to Radio and Television Broadcasting [Service, Interference, Indecency/Obscenity, Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio), Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change)] and Cable and Satellite Services [service issues]

³ CRTC refers some of its complaints to the Canadian Broadcast Standards Council

⁴ These relate to billing, quality of service and delivery, terms and conditions, disability issues, volume, programming, CRTC policies and decisions etc.

⁵ Complaints included abusive comments, adult content, alcohol advertising, gender portrayal, offensive comments, offensive language and television violence

⁶ 241 cases were investigated based on 8956 complaints

⁷ The phrasing "reasonable time-frame" is used but we are not given any indication as to how long this actually is.

⁸ No time-frame was outlined

⁹ Source: World Bank

