

# Statistics on Telecom Service Providers' Handling of Consumer Feedback for 2022

The Infocomm Media Development Authority (IMDA) provides comprehensive Statistics and Consumer Feedback for Telecom Service Providers in Singapore for the year 2022. These statistics provide valuable insights into the performance and satisfaction of telecom service providers. The data collected by IMDA also helps consumers to make informed choices about their telecommunications services, empowering them to choose the best providers that meet their needs.

## Mobile Services

### i) Number of complaints<sup>1</sup> per 10,000 subscribers

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Circles.Life	1.00	2.00	0.63	0.76	0.67
CMLink	3.00	16.00	1.90	0.92	1.21
MyRepublic	0.32	0.10	0.41	0.62	0.31
M1	1.10	0.70	1.10	1.20	1.20
redONE	3.00	3.00	6.00	2.00	7.00
SIMBA	1.01	1.06	0.43	0.44	0.16
Singtel	0.01	0.03	0.01	0.02	0.02
StarHub	1.92	1.96	0.16	0.10	0.20
VIVIFI	19.00	23.00	12.00	16.00	17.00
Zero1	0.07	0.07	0.00	0.06	0.00

### ii) Percentage of complaints resolved by...

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	Aug 2022			Sep 2022		
	0-5 days	6-14 days	>14 days	0-5 days	6-14 days	>14 days
Circles.Life	58%	33%	9%	65%	32%	3%
CMLink	75%	25%	0%	100%	0%	0%

	Aug 2022			Sep 2022		
MyRepublic	67%	33%	0%	100%	0%	0%
M1	61%	28%	11%	69%	25%	6%
redONE	100%	0%	0%	33%	0%	67%
SIMBA	42%	2%	56%	29%	5%	66%
Singtel	40%	60%	0%	70%	30%	0%
StarHub	96%	2%	2%	97%	2%	1%
VIVIFI	85%	9%	6%	81%	13%	6%
Zero1	100%	0%	0%	100%	0%	0%

### iii) Average hotline/live chat waiting time (mins)<sup>2</sup>

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Circles.Life	0.08	0.10	0.08	0.08	0.10
CMLink	0.16	0.20	0.16	0.20	0.22
MyRepublic	1.42	1.20	2.14	4.49	2.12
M1	4.30	6.50	8.15	9.00	4.08
redONE	3.30	3.43	3.45	5.92	5.33
SIMBA	15.00	15.00	10.00	10.00	10.00
Singtel	0.55	1.26	0.71	0.37	0.72
StarHub	0.76	0.73	1.16	1.42	0.92
VIVIFI	N/A	N/A	N/A	N/A	N/A
Zero1	N/A	N/A	N/A	N/A	N/A

Legend:

- ☐ "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- ☐ Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint for a particular service in that month.

## Broadband Services

### i) Number of complaints<sup>1</sup> per 10,000 subscribers

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
MyRepublic	0.31	0.20	0.61	0.80	0.20
M1	0.20	0.10	0.30	0.30	0.20
Singtel	0.25	0.14	0.04	0.04	0.07
StarHub	8.76	5.09	0.27	0.19	0.08
ViewQwest	0.70	0.70	1.10	0.40	0.70

## ii) Percentage of complaints resolved by...

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	Aug 2022			Sep 2022		
	0-5 days	6-14 days	>14 days	0-5 days	6-14 days	>14 days
MyRepublic	33%	67%	0%	33%	67%	0%
M1	25%	50%	25%	0%	0%	100%
Singtel	86%	14%	0%	75%	12%	13%
StarHub	94%	3%	3%	95%	2%	3%
ViewQwest	0%	0%	100%	0%	0%	100%

## iii) Average hotline/live chat waiting time (mins)<sup>2</sup>

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
MyRepublic	1.70	1.34	2.39	4.96	3.87
M1	4.30	6.50	8.15	9.00	4.08
Singtel	0.77	0.33	0.43	0.46	0.16
StarHub	5.72	1.53	1.09	1.79	0.62
ViewQwest	1.72	0.88	0.59	0.69	0.61

Legend:

- ☐ "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- ☐ Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not

necessarily reflect no complaint for a particular service in that month.

## Fixed Line Services<sup>3</sup>

### i) Number of complaints<sup>1</sup> per 10,000 subscribers

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
MyRepublic	0.00	0.00	0.00	0.40	0.13
M1	0.20	0.30	0.50	0.70	0.60
Singtel	0.00 <sup>4</sup>	0.01	0.00 <sup>4</sup>	0.00 <sup>4</sup>	0.00 <sup>4</sup>
StarHub	0.33	0.14	0.05	0.00 <sup>4</sup>	0.10

### ii) Percentage of complaints resolved by...

[Scroll to view >](#)

	Aug 2022			Sep 2022		
	0-5 days	6-14 days	>14 days	0-5 days	6-14 days	>14 days
MyRepublic	0%	0%	0%	0%	0%	0%
M1	75%	25%	0%	71%	29%	0%
Singtel	0%	100%	0%	0%	100%	0%
StarHub	92%	4%	4%	94%	2%	4%

### iii) Average hotline/live chat waiting time (mins)<sup>2</sup>

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
MyRepublic	1.70	1.34	2.39	4.96	3.87
M1	4.30	6.50	8.15	9.00	4.08
Singtel	0.77	0.33	0.43	0.46	0.16
StarHub	4.55	1.10	0.86	1.28	0.34

Legend:

- ☐ "N/A" indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- ☐ Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not

*necessarily reflect no complaint for a particular service in that month.*

**Notes:**

- <sup>1</sup> For the purpose of this report, the term “complaint” is defined as any expression of dissatisfaction with a telecom service that requires follow up by the service provider.
- <sup>2</sup> This measures the time between the moment a consumer chooses to speak to a customer service officer and the moment the officer responds. Where both hotline and live chat are offered by a telecom service provider, the average waiting time for hotline would be reflected.
- <sup>3</sup> Fixed line services include standalone fixed line services and digital voice services provided together with broadband subscription.
- <sup>4</sup> For the avoidance of doubt, the actual figure is not zero. It is a figure which only shows up at or after the third decimal point.