

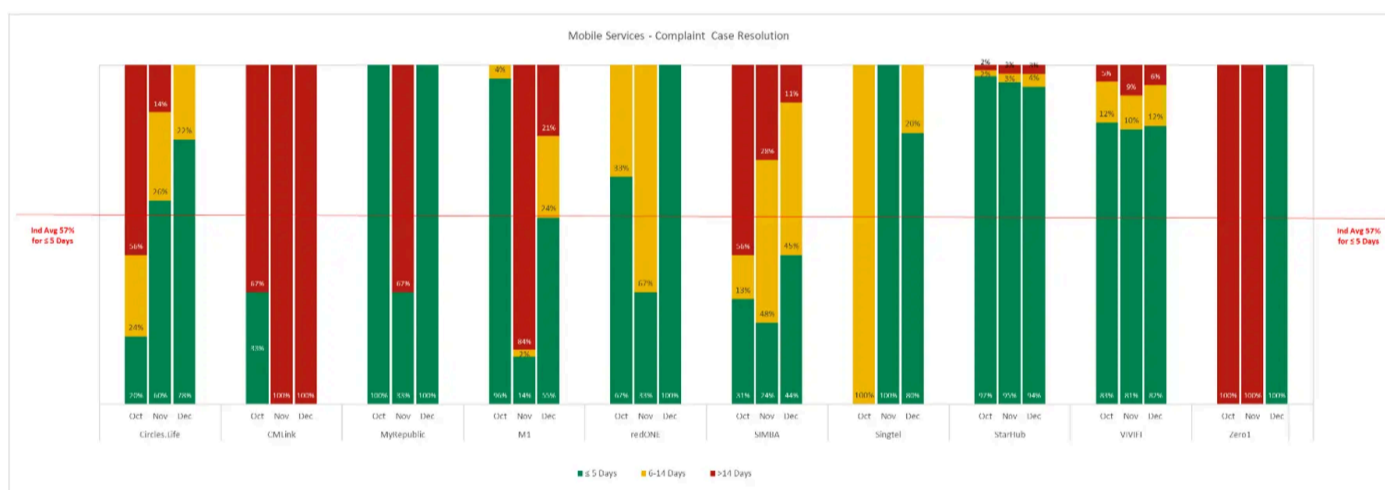
Statistics on Telecom Service Providers' Handling of Consumer Feedback for Oct - Dec 2023

Mobile Services

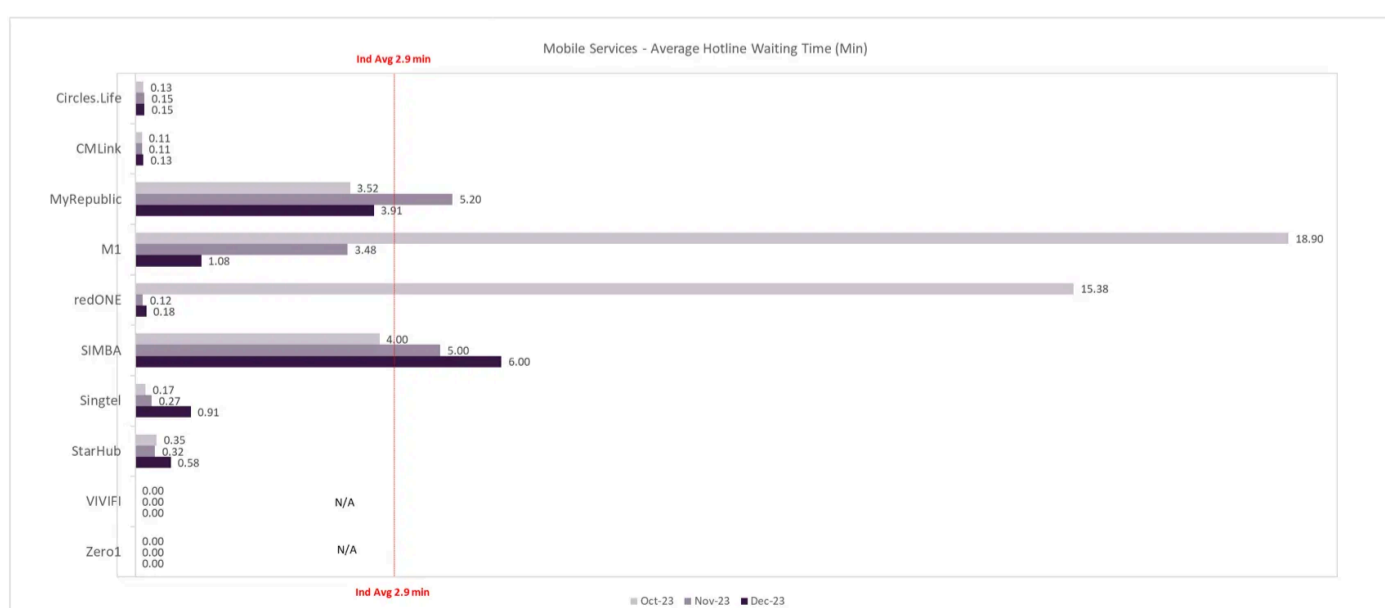
i) Number of complaints¹ per 10,000 subscribers



ii) Percentage of resolved complaints



iii) Average hotline⁵ / live chat waiting time (mins)²

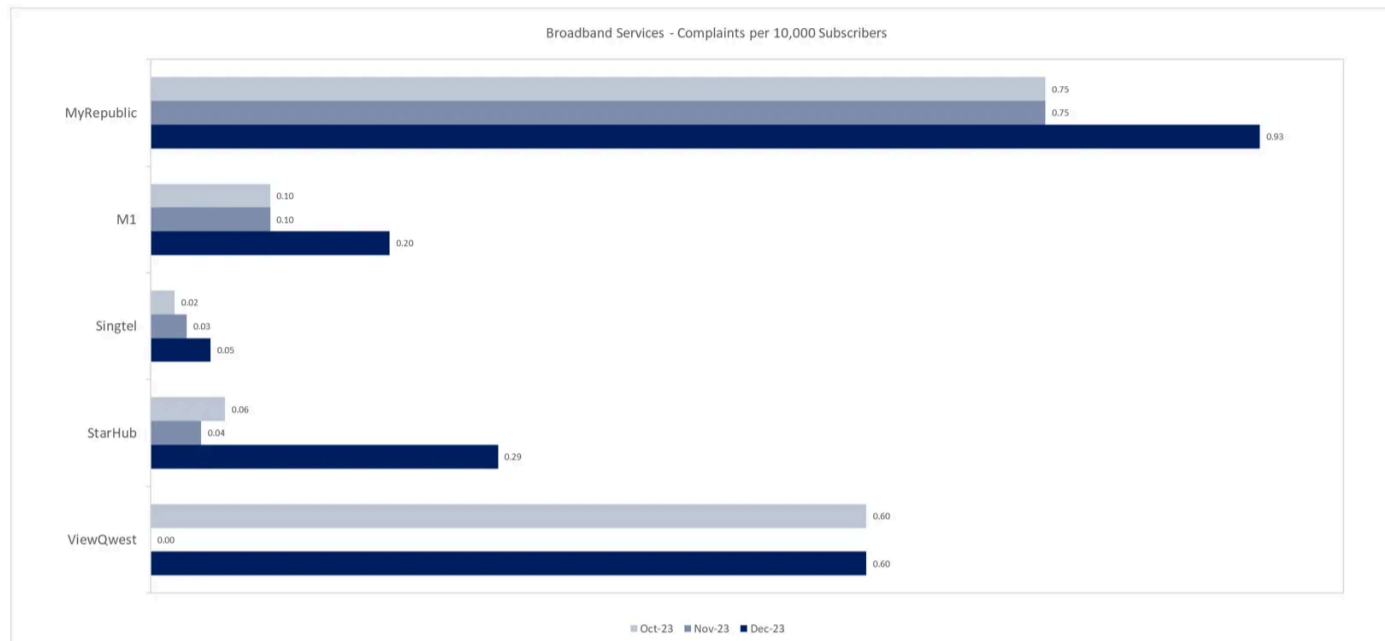


Legend:

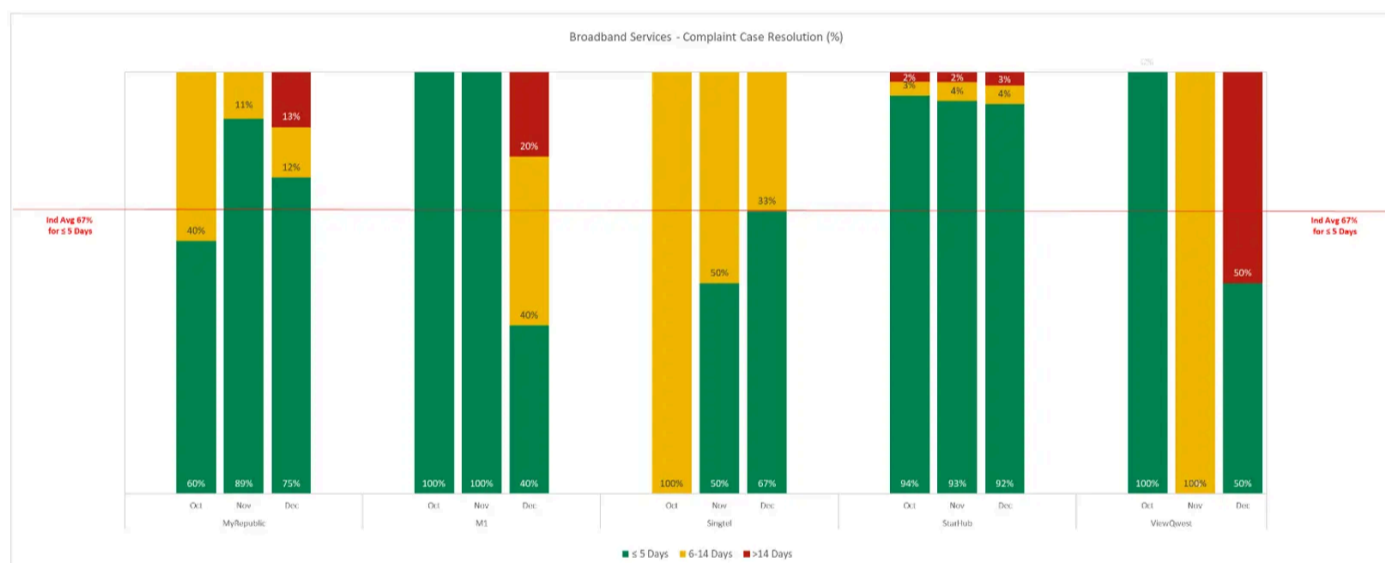
- “N/A” indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint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

Broadband Services

i) Number of complaints¹ per 10,000 subscribers



ii) Percentage of resolved complaints



iii) Average hotline⁵ / live chat waiting time (mins)²

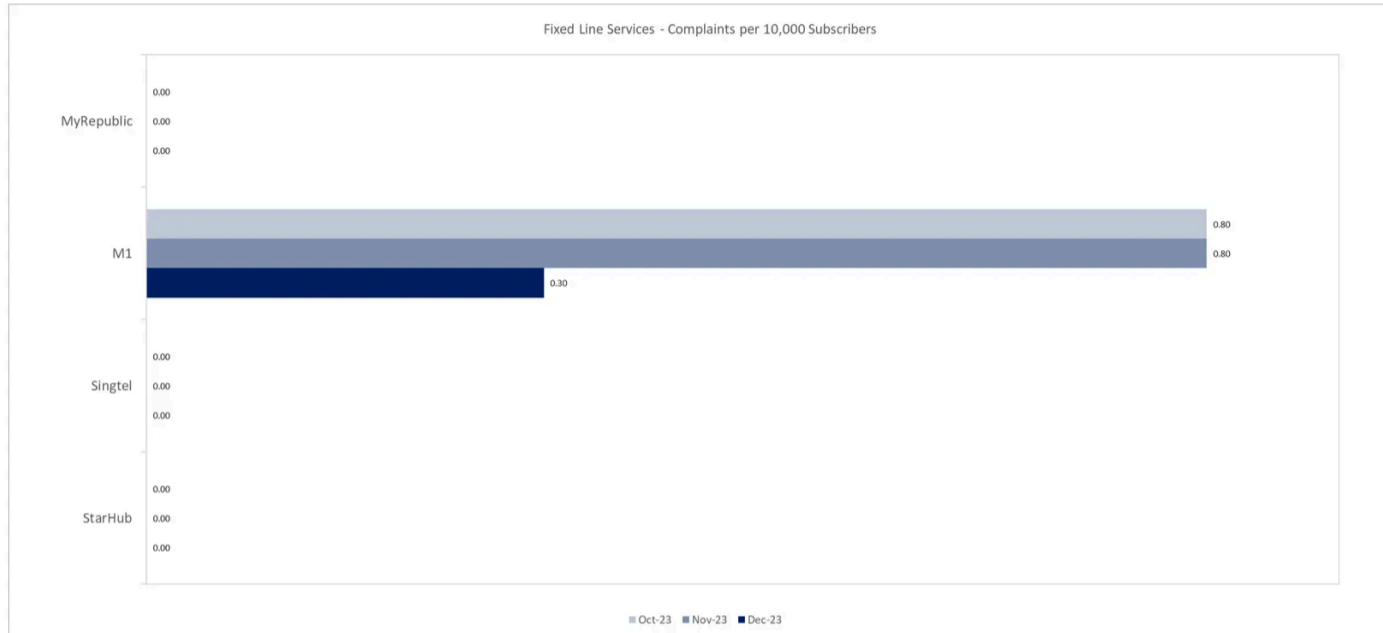


Legend:

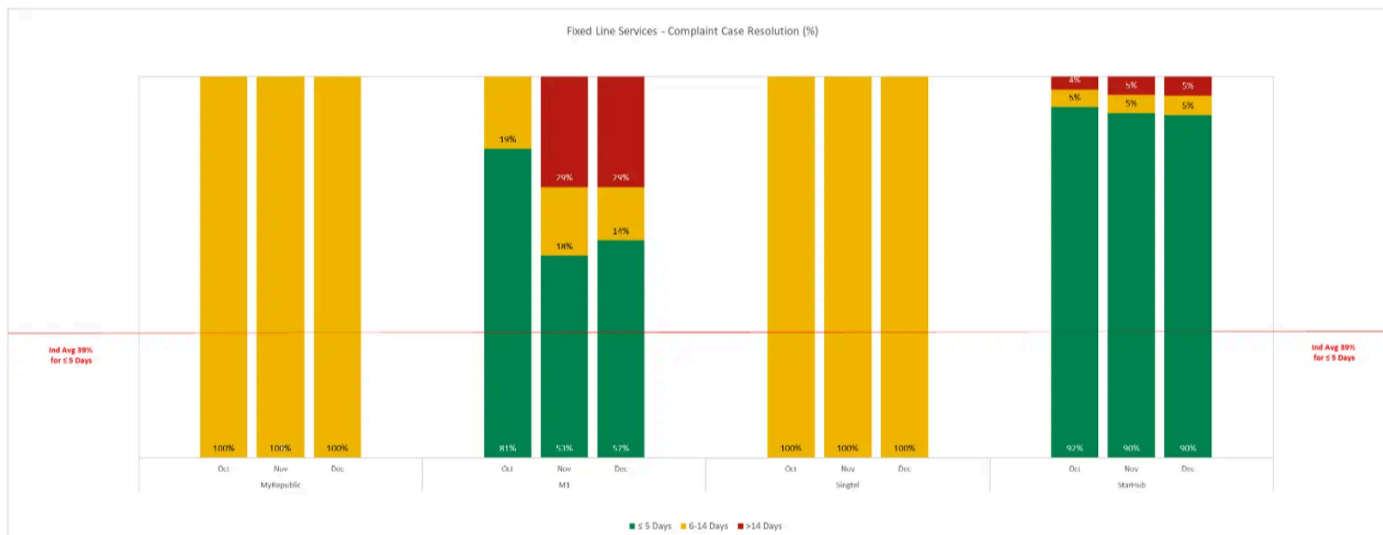
- “N/A” indicates that the telecom service provider does not offer hotline or live chat for consumers to provide feedback.
- Figures are rounded off to 2 decimal places, except those in percentages. For example, a result of 0.00 complaint per 10,000 subscribers does not necessarily reflect no complaint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

Fixed Line Services³

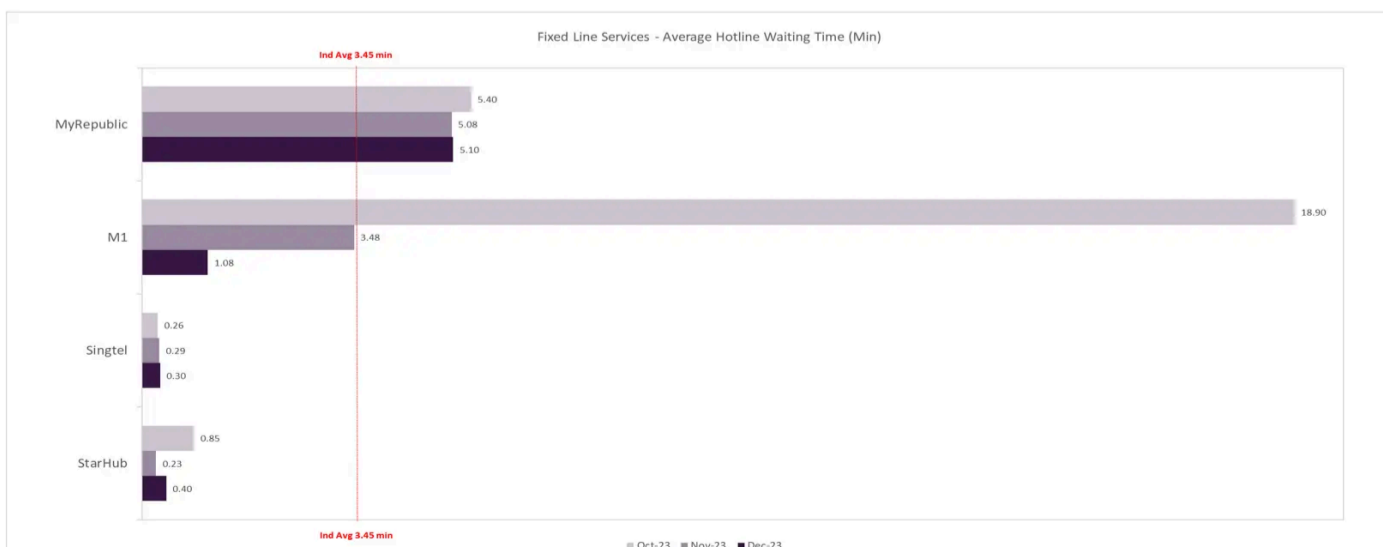
i) Number of complaints¹ per 10,000 subscribers



ii) Percentage of resolved complaints



iii) Average hotline⁵ / live chat waiting time (mins)²



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.*

Footnotes

¹ 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.

² 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.

³ Fixed line services include standalone fixed line services and digital voice services provided together with broadband subscription.

⁴ 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.

⁵ SIMBA’s helpline provides for SIMBA’s Seniors’ Plan customers only and is not a general customer service line.