



COMPLAINTS RECEIVED BY BOCRA FOR THE PERIOD APRIL – SEPTEMBER 2017

1.0 Introduction

- 1.1 Botswana Communications Regulatory Authority (BOCRA) is mandated by Section 6 (2) of the Communications Regulatory Authority Act, 2012 (CRA Act) to protect and promote the interests of consumers, purchasers and other users of the services in the regulated sectors, particularly in respect of the prices charged for, and the availability, quality and variety of services and products, and where appropriate, the variety of services and products offered throughout Botswana, such as will satisfy all reasonable demands for those services and products. BOCRA is also mandated to hear complaints and disputes from consumers and regulated suppliers and resolve these, or facilitate their resolution.

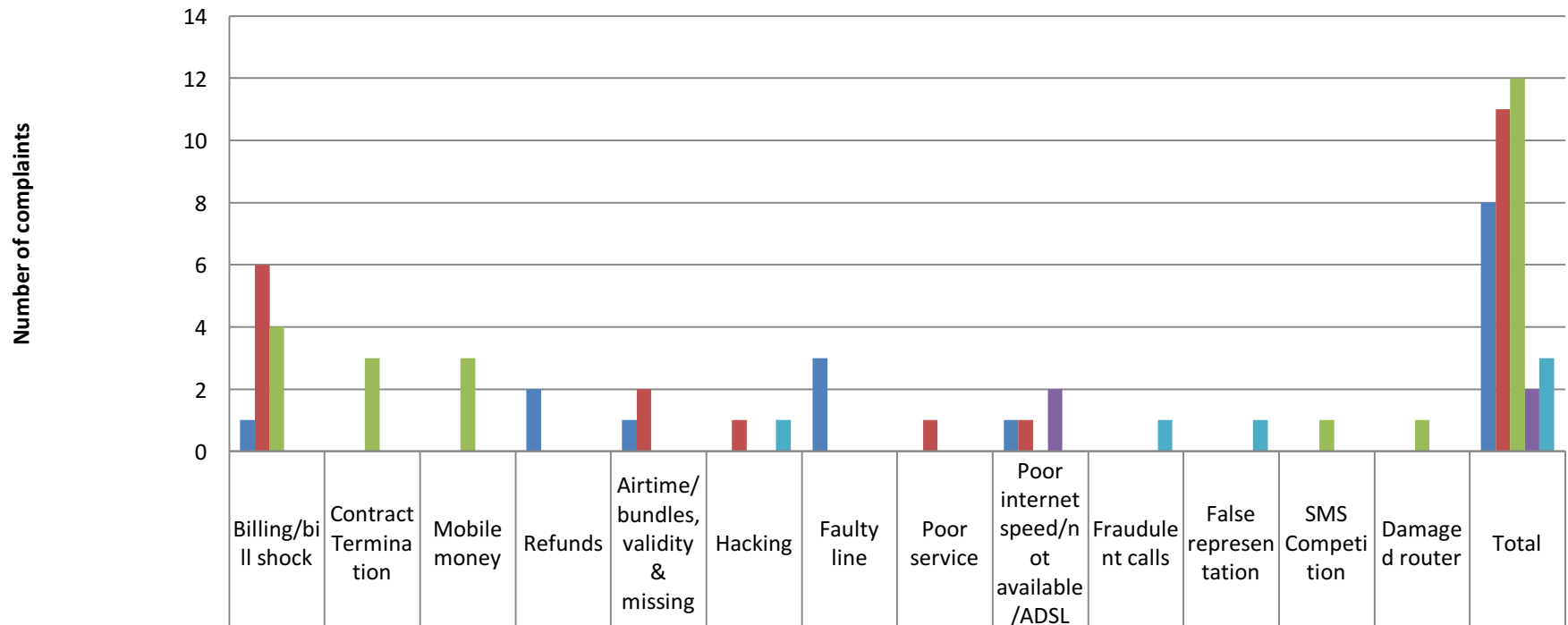
- 1.3 During the period under review, BOCRA received Thirty-Seven (37) complaints from consumers of communications services. The complaints concerned, among others, billing, missing airtime and data bundles, faulty telephone lines, slow internet speeds, mobile money and termination of contracts. Five out of thirty-seven complaints were ongoing as at the end of the reporting period.

- 1.4 The report indicates that billing complaints were dominant during the reporting period with Mascom Wireless receiving most of them, followed by Orange Botswana. Most of the complaints were related to billing for data services including roaming charges. Also, a significant number of complaints related to Mobile Money service offered by Orange Botswana. Consumers decried the inconvenience caused by the minimum waiting period they have to endure before they could receive refunds for money that was not dispensed by the ATMs.

- 1.5 BOCRA continued to mandate operators to avail relevant information to Consumers in the form of accessible and transparent terms and conditions for billing, service levels, contracts cancellation and payments.

- 1.5 The tables below summarise the complaints escalated to BOCRA for the period April to September 2017.

Number & Type of Complaints received from April to September 2017



■ BTCL	1			2	1		3		1					8
■ Mascom Wireless	6				2	1		1	1					11
■ Orange Botswana	4	3	3									1	1	12
■ VBN									2					2
■ ALL PTO						1				1	1			3

Outstanding complaints as at end of September 2017		
Type	BTC	Mascom
Billing dispute	1	0
Refund	1	0
Data Bundles		1
Intermittent Internet		1
Bill Print-out		1
Total Outstanding	5	

The Table above indicate that five (5) complaints were still in the process resolution as at the end of the reporting period. BOCRA continues to mandate Operators to ensure that complaints are amicably and fully resolved to the satisfaction of all stakeholders involved.

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Attention:
Communications and Consumer Protection Unit.