

	2016	Number of Complaints	2017 (Jan – Oct)	Number of Complaints
5 CATEGORIES OF THE HIGHEST NUMBER OF COMPLAINTS RECEIVED BY CFM	BILLING & CHARGING	2,914	BILLING & CHARGING	1,351
	QUALITY OF SERVICE	2,506	NETWORK COVERAGE	1,036
	NETWORK COVERAGE	619	QUALITY OF SERVICE	640
	UNFAIR PRACTICES	442	UNFAIR PRACTICE	225
	NO COVERAGE	404	MISLEADING PROMOTIONS	186