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Press Release

Council works to resolve Digicel and Sky Pacific Complaints

The Consumer Council of Fiji is encouraged at the willingness shown by Digicel Fiji to address rising numbers of complaints regarding their Unwired, Mobile phone and Sky Pacific services.

This comes after Council acting CEO Seymour Singh met with Digicel Fiji CEO Mike Greig today to discuss issues raised by consumers and deliberate on possible avenues for consumer redress.

Since 2011 there have been 191 complaints registered at the council against Digicel Fiji and Unwired services. The Council has also recorded 226 complaints against Sky Pacific services since 2016.

These recurring issues raised by consumers range from network/technical issues such as unstable internet connection, channel outages and channel scrambling; subscriber account issues such as account not updated after payment, delayed reconnection of account, no reminder message on data cap information sent to Digicel customers and account disconnected before due date; equipment issues such as modem and decoder not in proper working condition; and customer service issues such as delayed response from Digicel on customer queries.

However, Mr Singh said today, the meeting was a first step in bringing closure to consumer complaints. He added the Council looked forward to ensuring they received their money's worth from services provided by Digicel Fiji, Sky Pacific and Unwired.

Following the meeting between the Council and Digicel Fiji, the two organisations have agreed to a monthly review of all complaints received by the Council against the provider in order to ensure they are resolved. Mr Greig also assured the Council that Digicel would work towards reducing more than half of the complaints received against them at the Council and for Digicel Fiji customers to expect better service delivery.

“We are encouraged that Digicel Fiji has shown a willingness to be responsive and address the needs of consumers, indeed this bodes well for consumers and the Council is optimistic of positive outcomes for consumers seeking redress,” Mr Singh said following the meeting.



Seymour Singh (Mr)
Acting CEO
Consumer Council of Fiji