ComReg Consumer Line Statistics Report
Q1 2019 – 1 January to 31 March 2019

Information Notice

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1: Executive Summary

1. ComReg’s Consumer Care team manage consumer contacts of ECS, PRS and postal services. Whilst all methods of contact offered are set out in Annex 1, calls and emails (including online form contacts) account for over 90% of contact methods used. ComReg’s Consumer Line is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. This publication includes information on Service Provider issues, where issues raised by that Service Provider’s customers in Q1 2019, and recorded by ComReg, was in excess of 100. A snapshot of the statistics in this publication are as follows:

### SECTION 2 CONSUMER CONTACTS

<table>
<thead>
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<th>Overall contacts to ComReg’s Consumer Line</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
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<tr>
<td></td>
<td>19,200 (approx.)</td>
<td>22,800 (approx.)</td>
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### SECTION 3 ALL ISSUES RECORDED

- **All ECS (incl. Not for ComReg) and PRS Issues Recorded**
  - Q1 2019: 10214
  - Q4 2018: 8492

- **All Issues Recorded Q1 2019 Complaint vs Query**
  - Complaint: 1336 (13.1%)
  - Query: 8876 (86.9%) (Q4 2018 = 86.9%)

### SECTION 4 MOBILE SERVICE PROVIDERS

**ECS Complaints by Mobile Service Provider per 1000 Subscribers**
- Q4 2018 vs Q1 2019

### SECTION 5 FIXED SERVICE PROVIDERS

**ECS Complaints by Fixed Service Provider per 1000 Subscribers**
- Q4 2018 vs Q1 2019

**Figure 1: Consumer Line Key Summary Statistics**
2: Consumer Contacts

In Q1 2019, approximately 22,800 consumer contacts were received by ComReg’s Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that phone and email (including online form) were tied as the most popular method of contact in Q1 2019.

Figure 2: Contacts to ComReg’s Consumer Line Q2 2018 – Q1 2019
3: Consumer Issues Recorded

3. In Q1 2019, there was a 20% increase in the total number of issues recorded, with ECS and PRS issues increasing by 30% and 14% respectively.

Figure 3: All Issues Recorded Q1 2018 – Q1 2019

3.1 All Issues Recorded by Classification Type¹

Figure 4: All Issues Recorded by Classification Type Q4 2018 vs Q1 2019

¹ See Annex 3 for Classification Index and Annex 2 for Mobile Coverage Service Issue details
3.2 All Issues Recorded by Complaints vs Queries

4. The overall ratio of complaints to queries has increased to 13.1% in Q1 2019. This is further split for ECS 15% and PRS 8%.

![Issues Recorded Q1 2019 Complaint vs Query](image)

**Figure 5: Issues Recorded by Complaint and Query Q1 2019**

5. Figure 6 gives a breakdown of ECS and PRS complaints and queries over the last 5 quarters. Both ECS and PRS queries increased by 90% and 93% respectively from Q1 2018 to Q1 2019. ECS complaints decreased by 6% while PRS complaints increased by 28% for the same period.

![ECS Complaint vs Query Q1 2018 - Q1 2019](image) ![PRS Complaint vs Query Q1 2018 - Q1 2019](image)

**Figure 6: All Issues by Complaint and Query for ECS and PRS Q1 2018 – Q1 2019**
4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

6. The number of PRS issues raised with ComReg's Consumer Line in Q1 2019 is split by ECS Provider and further split by short code (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).

Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q1 2019

Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q4 2018 vs Q1 2019
4.2 Mobile Provider ECS Complaints

**Figure 9:** Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q4 2018 vs Q1 2019

**Figure 10:** ECS Complaints by Mobile Service Provider Q4 2018 vs Q1 2019 (per 1000 Subscribers)
4.3 Mobile Provider ECS Complaints by Classification Type

7. Figure 11 below shows ECS complaints for each mobile service provider listed in figure 9, by classification type, comparing Q4 2018 with Q1 2019.

![Eir Mobile Complaints](image1)

![Tesco Mobile Ireland Complaints](image2)

![Three Ireland (Mobile) Complaints](image3)

![Vodafone Mobile Complaints](image4)

Figure 11: Split of Mobile Service Provider ECS Complaints by Classification Type Q4 2018 vs Q1 2019
4.4 Mobile Provider ECS Complaints Closed in Q1 2019

8. Figure 12 below shows ECS complaints closed in Q1 2019, for each mobile service provider listed in figure 9, broken down by number of days open.

![Graph showing ECS complaints closed in Q1 2019 by number of days open.]

Figure 12: Mobile Service Provider ECS Complaints Closed in Q1 2019 by Number of Days Open

4.5 Mobile Provider ECS Complaints Open at 31 March 2019

9. Figure 13 below shows ECS complaints open greater than 10 days at 31 March 2019, for each mobile service provider listed in figure 9, broken down by number of days open.

![Graph showing ECS complaints open greater than 10 days at 31 March 2019 by number of days open.]

Figure 13: Mobile Service Provider ECS Complaints Open > 10 Days at 31 March 2019 by Number of Days Open
5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

Figure 14: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q4 2018 vs Q1 2019

Figure 15: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q4 2018 vs Q1 2019
5.2 Fixed Provider ECS Complaints by Classification Type

10. Figure 16 below shows ECS complaints for each fixed service provider listed in figure 14, by classification type, comparing Q4 2018 with Q1 2019.

Figure 16: Split of Fixed Service Provider ECS Complaints by Classification Type
Q4 2018 vs Q1 2019
5.3 Fixed Provider ECS Complaints Closed in Q1 2019

11. Figure 17 below shows ECS complaints closed in Q1 2019, for each fixed service provider listed in figure 14, broken down by number of days open.

![Complaints Closed in Q1 2019 by Fixed Service Provider and Days Open](chart1.png)

Figure 17: Fixed Service Provider ECS Complaints Closed in Q1 2019 by Number of Days Open

5.4 Fixed Provider ECS Complaints Open at 31 March 2019

12. Figure 18 below shows ECS complaints open greater than 10 days at 31 March 2019, for each fixed service provider listed in figure 14, broken down by number of days open.

![Fixed Service Provider Issues Open > 10 Days at 31 March 2019](chart2.png)

Figure 18: Fixed Service Provider ECS Complaints Open > 10 Days at 31 March 2019 by Number of Days Open
Annex 1: ComReg Consumer Line Contact Details

Contact Us

Consumer Queries and Complaints - Landline, Mobile, Broadband

You can contact us in a variety of ways:

• **Phone:** 01 804 9668

• **Text so we can call you back:** Send a text with the word COMREG to 51500 (standard SMS rates apply*) to receive a call back

• **Text so we can text you back:** Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply*) outlining the issue you need assistance with and we will respond to you by text. IMPORTANT - Please use keyword ASKCOMREG in all text messages, including replies.

• **Online complaint form:** Complaint/query form on [http://www.comreg.ie/queries-complaints/](http://www.comreg.ie/queries-complaints/)

• **Webchat:** Live webchat service available on [https://www.comreg.ie/queries-complaints/phone/contact-consumer-care-3/](https://www.comreg.ie/queries-complaints/phone/contact-consumer-care-3/)

• **Email:** consumerline@comreg.ie

• **Irish Sign Language:** Should you wish to avail of this service please email our Consumer Line or SLIS (bookings@slis.ie) and an appointment will be arranged.

• **Post:** Consumer Line, Commission for Communications Regulation, FREEPOST, One Dockland Central, Guild Street, Dublin 1, D01 E4X0.

*The message will be charged at the standard text rate which is 7 cent – 14 cent depending on the operator. If you have any problems with the service please let us know at 01 804 9668.*
Annex 2: Mobile Coverage Statistics

Figure 19: Split of ECS Service Issues by Mobile Service Provider Q4 2018 vs Q1 2019

Figure 20: Mobile Coverage Issues by Type Q1 2018 – Q1 2019

*Unknown refers to contacts from consumers (by email) where relevant information pertaining to type or frequency has not been provided
Figure 21: Mobile Coverage Issues (per 1000 Subscribers) Q2 2018 – Q1 2019
## Annex 3: Classification Index

### Billing & Disputed Charges includes:
- Disputed Charges
- Disputed Data Charges
- Disputed Roaming Charges
- Disputed PBX Hacking Charges
- Invoice Issues
- Refund / Credit Issue
- Billing & Disputed Charges Other

### Contractual Matters includes:
- Contract Not Provided
- Contract Termination Request
- Misleading Sales
- Pricing Transparency
- Terms and Conditions:
- Cancellation Penalties
- Cooling Off Period
- ‘Unlimited’ / Fair Usage
- Contractual duration
- Contract Change Notification
- Contractual Other

### Service Issues includes:
- Broadband Speeds
- Interference
- Loss of Service
- Mobile Coverage
- Quality of Service
- Service Availability
- Service Other

### All Other Classifications
- Delay Switching
- New Tenant Process
- Number Loss
- Operator Unknown
- Switching Blocked
- UAN Issues
- Unsolicited Service (Slamming)
- Switching Other
- Delay in Installation
- Missed Appointment
- USO Threshold Issue
- Works Approval Required
- Installation Other
- Difficulty Accessing Customer Service
- Failure to Respond
- Inadequate Response
- Customer Service Other
Accessibility
Directory Enquiries Issue
ECAS
General Information Request
Net Neutrality
NDD Listing issue
Public Pay phones
Scams
Unsolicited Communications
Consumer Care Other
Authorisations / Licensing
Industry Query
Legal Query

Market Analysis / Statistics
Media Query
Spectrum Query
ComReg not Consumer Care Other
Issues relevant to ASAI
Issues relevant to BAI
Issues relevant to CCPC
Issues relevant to DCENR
Issues relevant to DPC
TV issues
Not for ComReg Other

Premium Rate Services (PRS) Includes:

- Denial / Does Not Recall Engaging with PRS (incl. Subscriptions)
- Subscription by a Minor
- Difficulty Unsubscribing
- General Request to Unsubscribe

- Unknown Short Code
- Content or Service Not Received
- PRS Provider Customer Service
- General PRS Query
- PRS Other

Legal Disclaimer

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