



# ComReg Consumer Care Statistics Report

Q2 2023 – 1 April to 30 June 2023

## Information Notice

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# 1: Executive Summary

ComReg's Consumer Care team manage consumer contacts in relation to Electronic Communications Services (ECS), Premium Rate Services (PRS) and postal services. This publication<sup>1</sup> includes information on issues raised by service providers' customers and recorded by ComReg in Q2 2023<sup>2,3</sup>.

In Q2 2023, ComReg's Consumer Care team recorded approximately 10,000 consumer contacts and 3,800 issues. In Q1 2023, 4,000 issues were recorded, and approximately 9,900<sup>4</sup> consumer contacts were received. ComReg's Consumer Care team managed approximately 2,200<sup>4</sup> Service Provider contacts during Q1 2023 and 2,400 Service Provider contacts during Q2 2023. 91% of all issues recorded were queries and 9% of all issues were complaints. 78% of all issues recorded relate to ECS, 7% relate to PRS, and 15% relate to 'Not for ComReg'/Other. There was a 10% increase in the total number of issues recorded compared to Q2 2022; ECS issues increased by 8%, and PRS issues increased by 112%.

In Q2 2023, ComReg's Consumer Care team recorded 244 Mobile Service Provider issues for Eir. 266 issues were recorded for 3. 269 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 13.0 working days, compared to 12.0 working days in Q1 2023. The average number of complaints per 100,000 subscribers was 0.9, compared to 1.2 in Q1 2023.

In Q2 2023, ComReg's Consumer Care team recorded 806 Fixed Service Provider issues for Eir. 65 issues were recorded for Pure Telecom. 244 issues were recorded for Sky. 135 issues were recorded for Virgin Media. 453 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 11.0 working days, compared to 12.0 working days in Q1 2023. The average number of complaints per 100,000 fixed voice lines was 4.7. The average number of complaints per 100,000 fixed broadband lines was 11.7.

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<sup>1</sup> From Q3 2022, this publication has been re-named from "Consumer Line Statistics Report" to "Consumer Care Statistics Report".

<sup>2</sup> The basis for inclusion is where the total number of ECS and PRS issues recorded in the relevant quarter is in excess of 100 and 40, respectively.

<sup>3</sup> ECS providers are referred to in this report as per their trading name on the [ComReg Service Register](#).

<sup>4</sup> ComReg has revised the consumer and Service Provider e-mail figures for Q4 2022 and Q1 2023. Accordingly, the chart in figure 1 has been updated.

## 2: Consumer Care Overview

### 2.1 Consumer Care Contacts

In Q2 2023, approximately 10,000 consumer contacts were received by ComReg’s Consumer Care. ComReg’s Consumer Care is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. Figure 1<sup>4</sup> below shows the split of these contacts by channel<sup>5</sup> over the last five quarters. In Q2 2023, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 2,400 service provider contacts in Q2 2023.

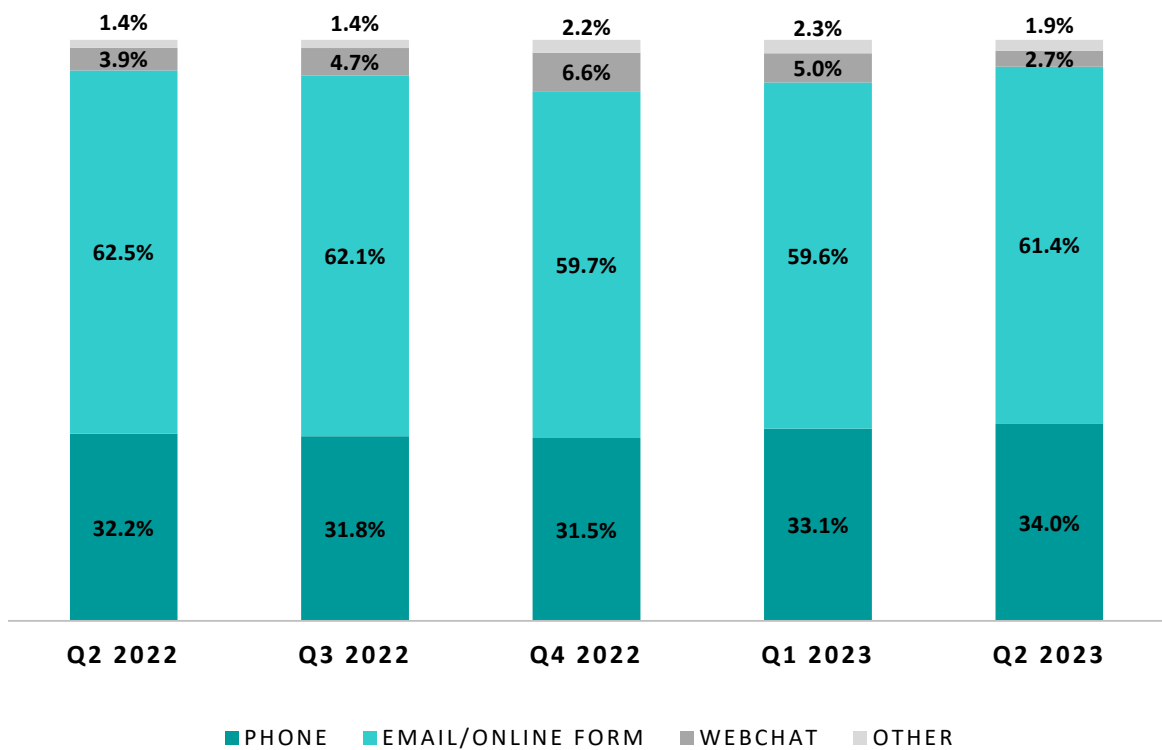


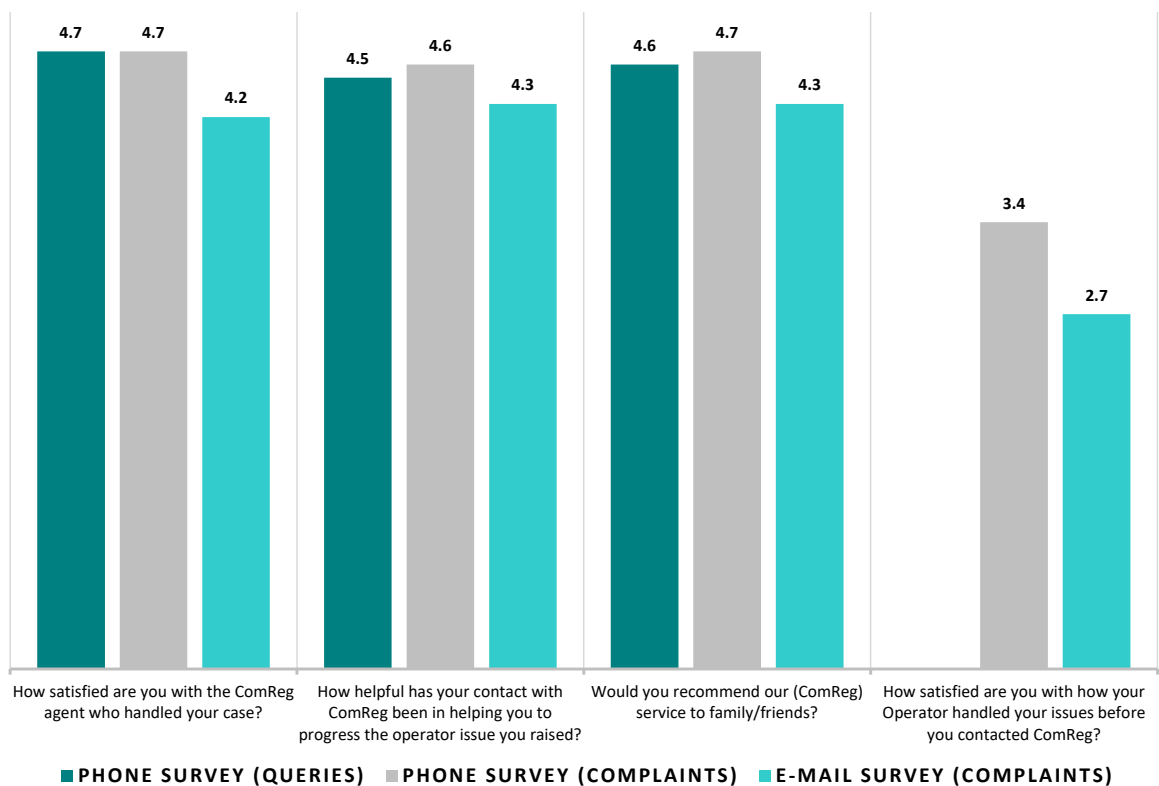
Figure 1: Split of contacts to ComReg’s Consumer Care by channel Q2 2022 – Q2 2023

<sup>5</sup> The contact channel ‘Other’ includes contacts received by letter and SMS. For further details on ComReg’s Consumer Care contact channels, see Annex 1.

## 2.2 Consumer Care Survey

Consumers who contact ComReg’s Consumer Care via phone are presented with the option to provide feedback through a phone or e-mail survey. The survey consists of four questions, three of which pertain to the consumer’s experience with ComReg (for queries and complaints), and one of which pertains to the consumer’s experience with their operator (for complaints only). Consumers are asked to rank their responses using a scale of 1 to 5<sup>6</sup>.

In Q2 2023, consumers completed 527 phone surveys in relation to queries, 446 phone surveys in relation to complaints, and 123 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q2 2023.



**Figure 2: Consumer Care Survey ratings Q2 2023**

<sup>6</sup> Consumers respond to the questions outlined in Figure 2 by pressing 1 – 5 on their telephone keypad (for telephone surveys), or by selecting a rating of 1 – 5 through a weblink (for e-mail surveys). 1 is the lowest option available to choose, thus expressing dissatisfaction, and 5 is the highest option, expressing satisfaction.

# 3: Consumer Issues Recorded

## 3.1 All Issues Recorded

In Q2 2023, ComReg recorded approximately 3,800 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 10% increase in the total number of issues recorded compared to Q2 2022; ECS issues increased by 8%, and PRS issues increased by 112%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q2 2022 to Q2 2023.

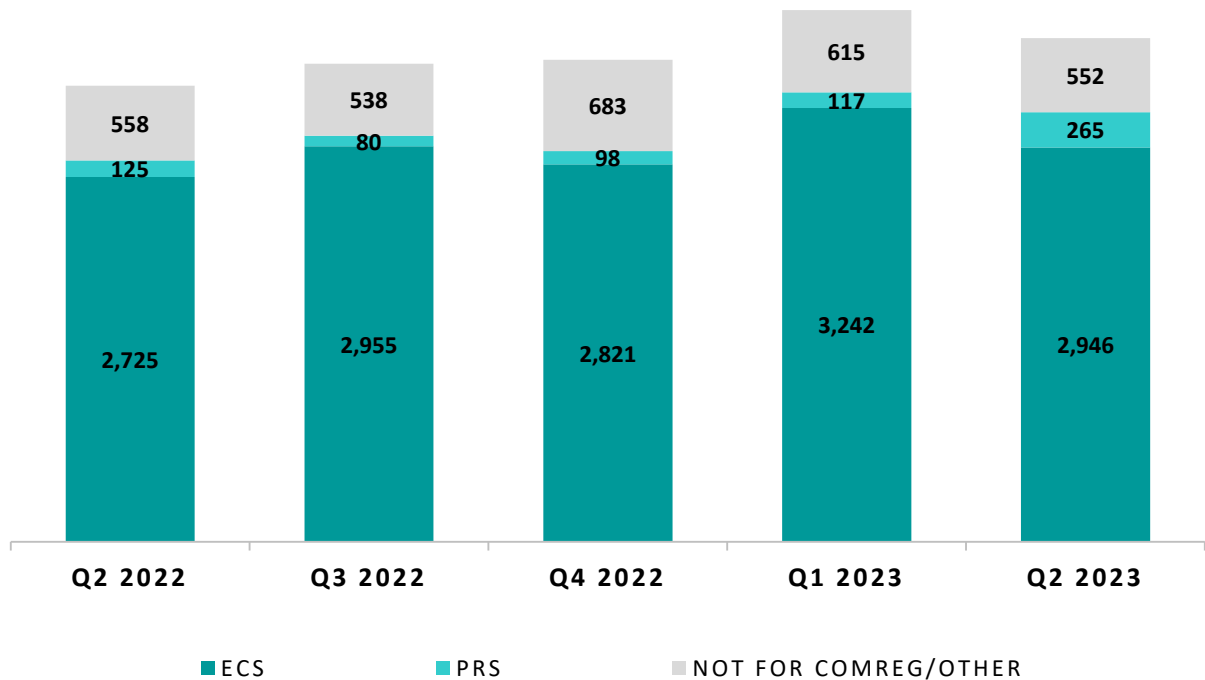


Figure 3: Number of issues recorded Q2 2022 – Q2 2023 by category

In Q2 2023, 78% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 7% and 15% of all other issues, respectively. Figure 4 below shows the split of these three category types.

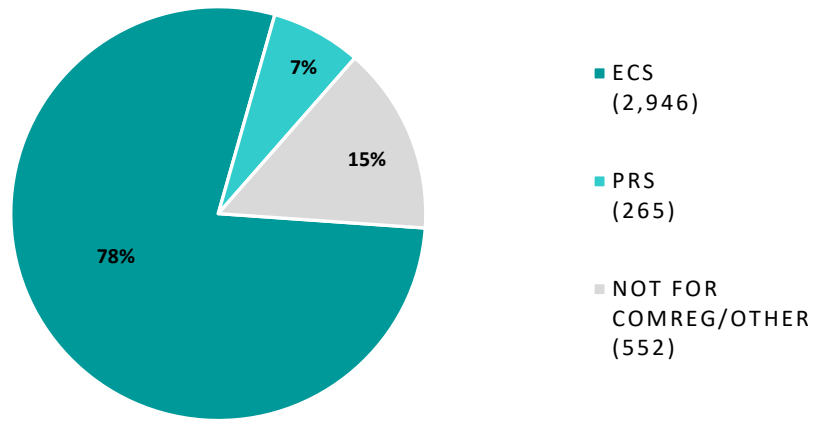


Figure 4: Split of all issues recorded in Q2 2023 by category

### 3.2 All Issues Recorded by Classification Type<sup>7</sup>

In Q2 2023, approximately 3,800 issues were recorded by ComReg’s Consumer Care. The categories ECS and PRS are further split by classification type, which indicate the nature of the issue, such as an ECS Billing Issue. Figure 5 below shows the number of issues recorded for each classification type, comparing Q1 2023 to Q2 2023.

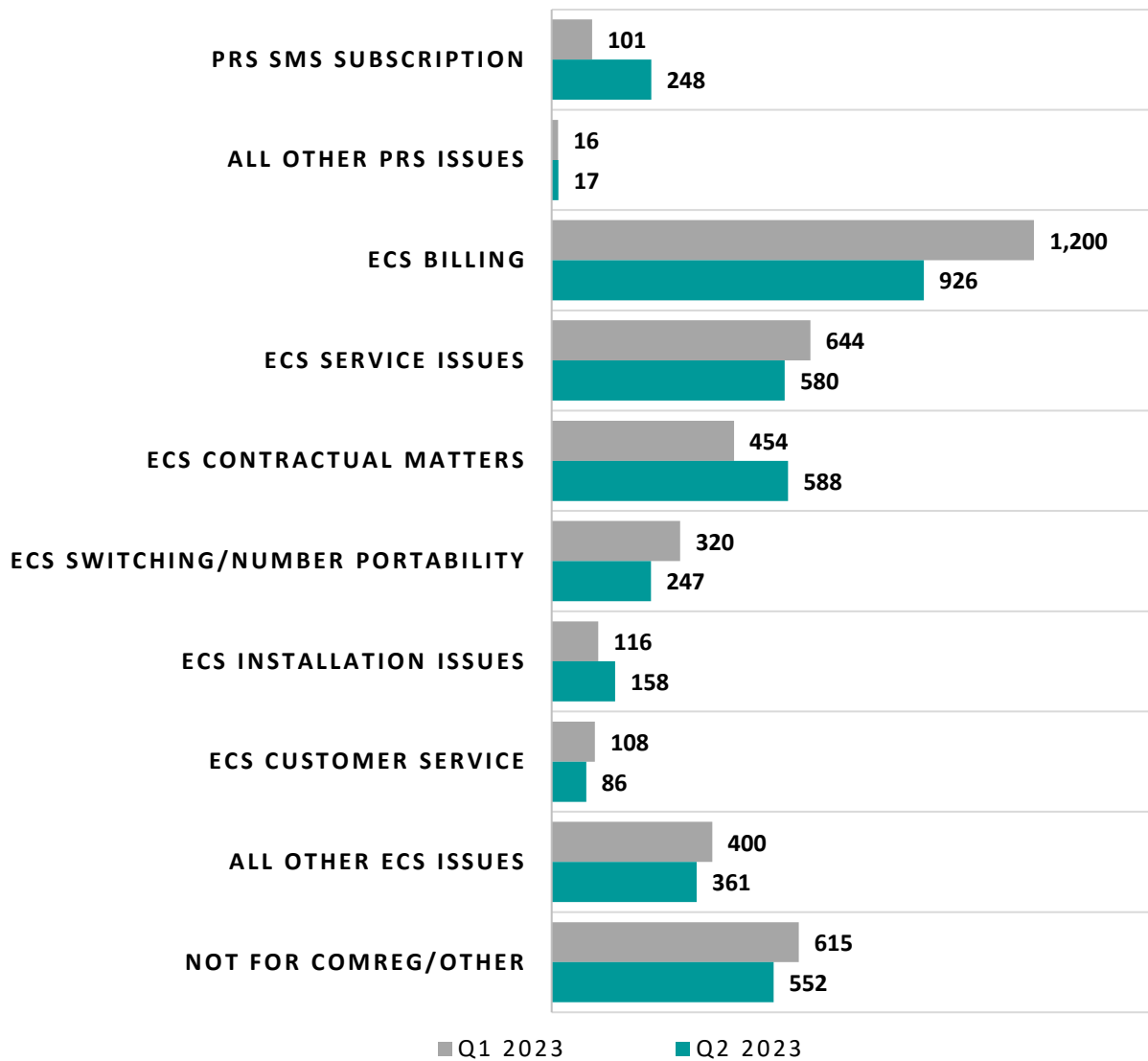


Figure 5: Number of issues recorded by classification type Q1 2023 vs Q2 2023

<sup>7</sup> See Annex 3 for Classification Type Index and Annex 2 for Mobile Coverage Service Issue details.



### 3.3 All Issues Recorded by Queries vs Complaints

ComReg’s Consumer Care records two types of issues: queries or complaints. In Q2 2023, 91% of all issues recorded were queries, and 9% were complaints. Of the 3,423 queries recorded in Q2 2023, 76% were in relation to ECS and 8% were in relation to PRS. Of the 340 complaints recorded, 98% were in relation to ECS and 2% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 23.

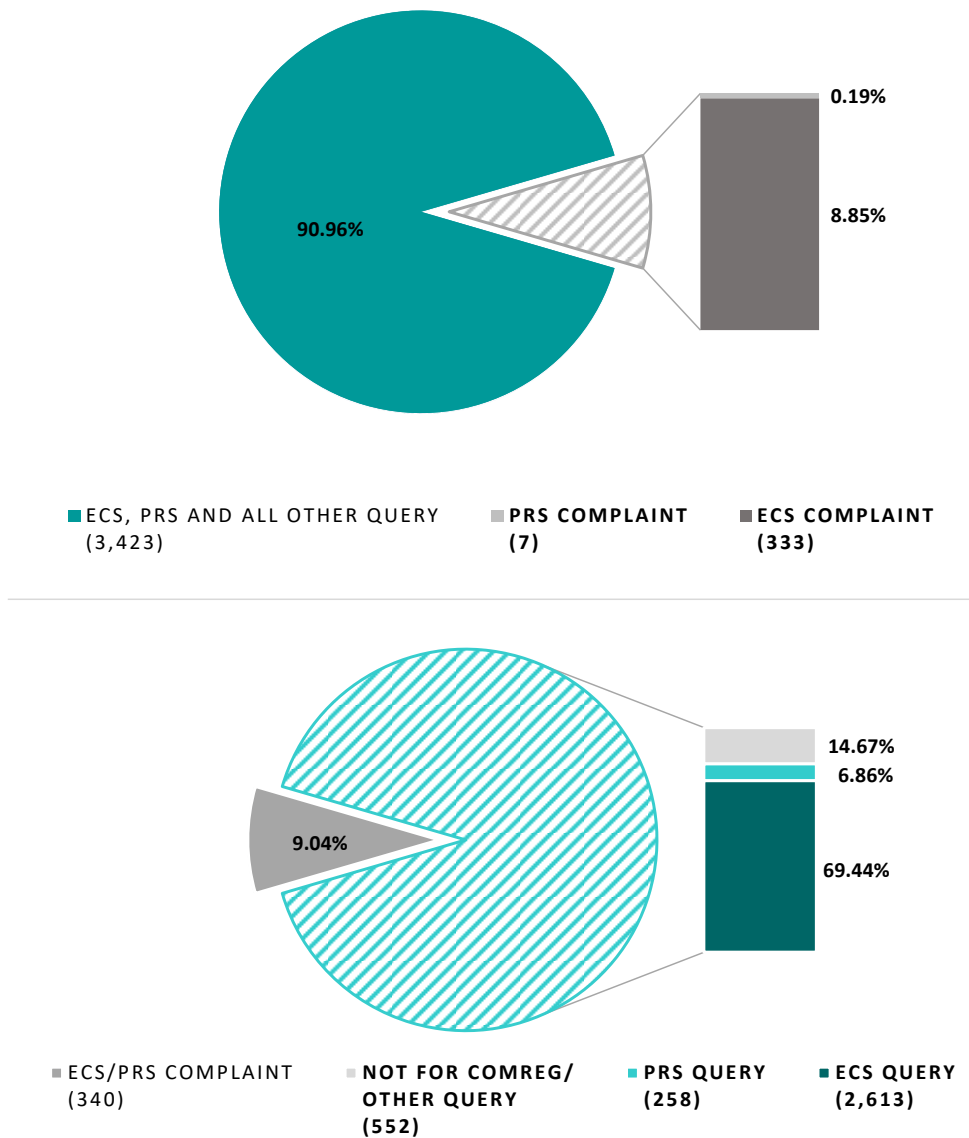


Figure 6: Split of issues recorded by issue type and category Q2 2023

Figure 7 shows the trend of ECS and PRS issues, split by query and complaint, over the last five quarters, which allows for a seasonal comparison of issues recorded in Q2 2022 to Q2 2023. From Q2 2022 to Q2 2023, ECS queries increased by 10% and PRS queries increased by 128%; ECS complaints decreased by 5% and PRS complaints decreased by 42%. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.

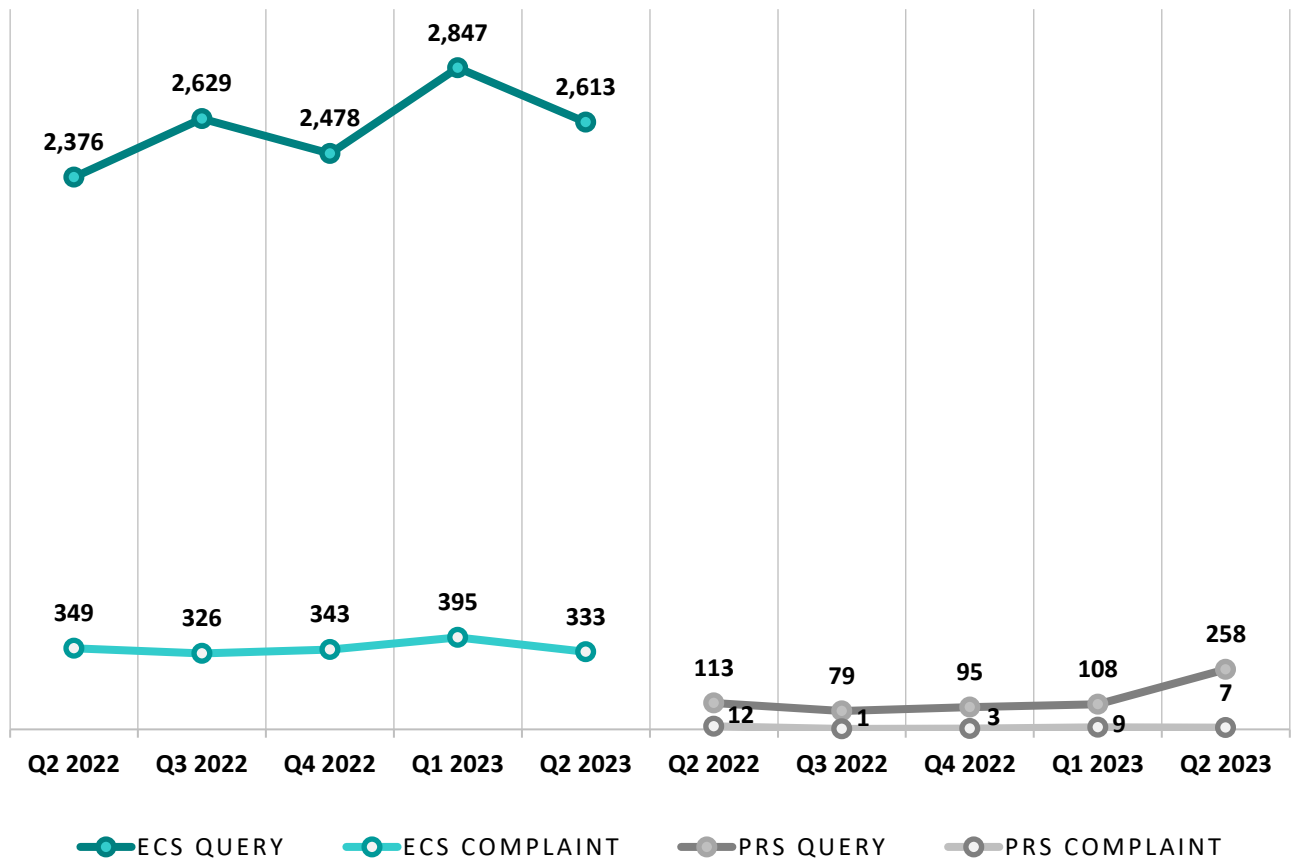
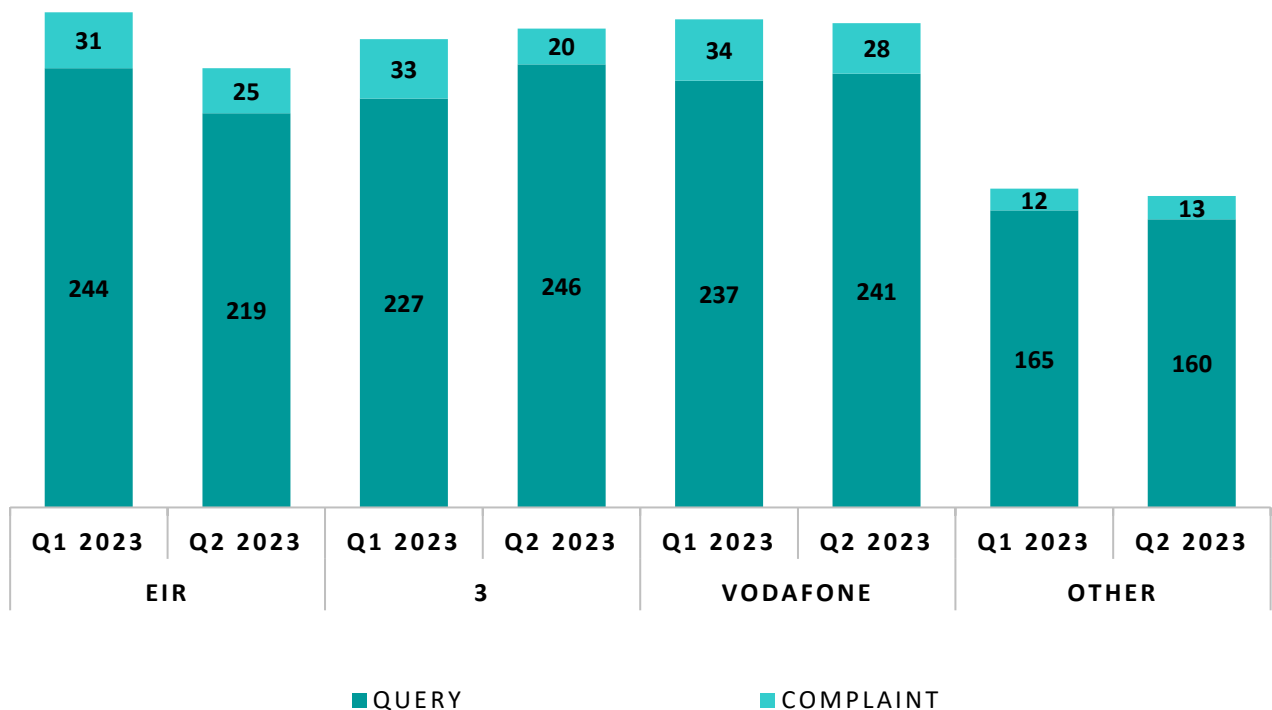


Figure 7: ECS and PRS complaints and queries recorded Q2 2022 – Q2 2023

# 4: Mobile Service Provider Statistics

## 4.1 Mobile Service Provider ECS Queries vs Complaints

Figure 8 shows the number of ECS queries and complaints recorded for Eir<sup>8</sup>, 3<sup>9</sup>, Vodafone<sup>10</sup> and ‘Other’ Mobile Service Providers<sup>11</sup>, comparing Q1 2023 to Q2 2023. The total number of issues recorded for Mobile Service Providers in Q2 2023 was 952, a 3% decrease compared to Q1 2023, where 983 issues were recorded.



**Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q1 2023 vs Q2 2023**

<sup>8</sup> On this chart, issues recorded for GoMo are included in Eir’s figures.

<sup>9</sup> On this chart, issues recorded for 48 are included in 3’s figures.

<sup>10</sup> On this chart, issues recorded for Clear Mobile are included in Vodafone’s figures.

<sup>11</sup> ‘Other’ Mobile Service Providers includes issues recorded for those Mobile Service Providers not named in Figure 8, or where the Mobile Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Mobile Service Providers.

Figure 9 shows the split of queries to complaints recorded for each Mobile Service Provider <sup>8,9,10,11</sup> in Figure 8, including the total industry average, comparing Q1 2023 to Q2 2023. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

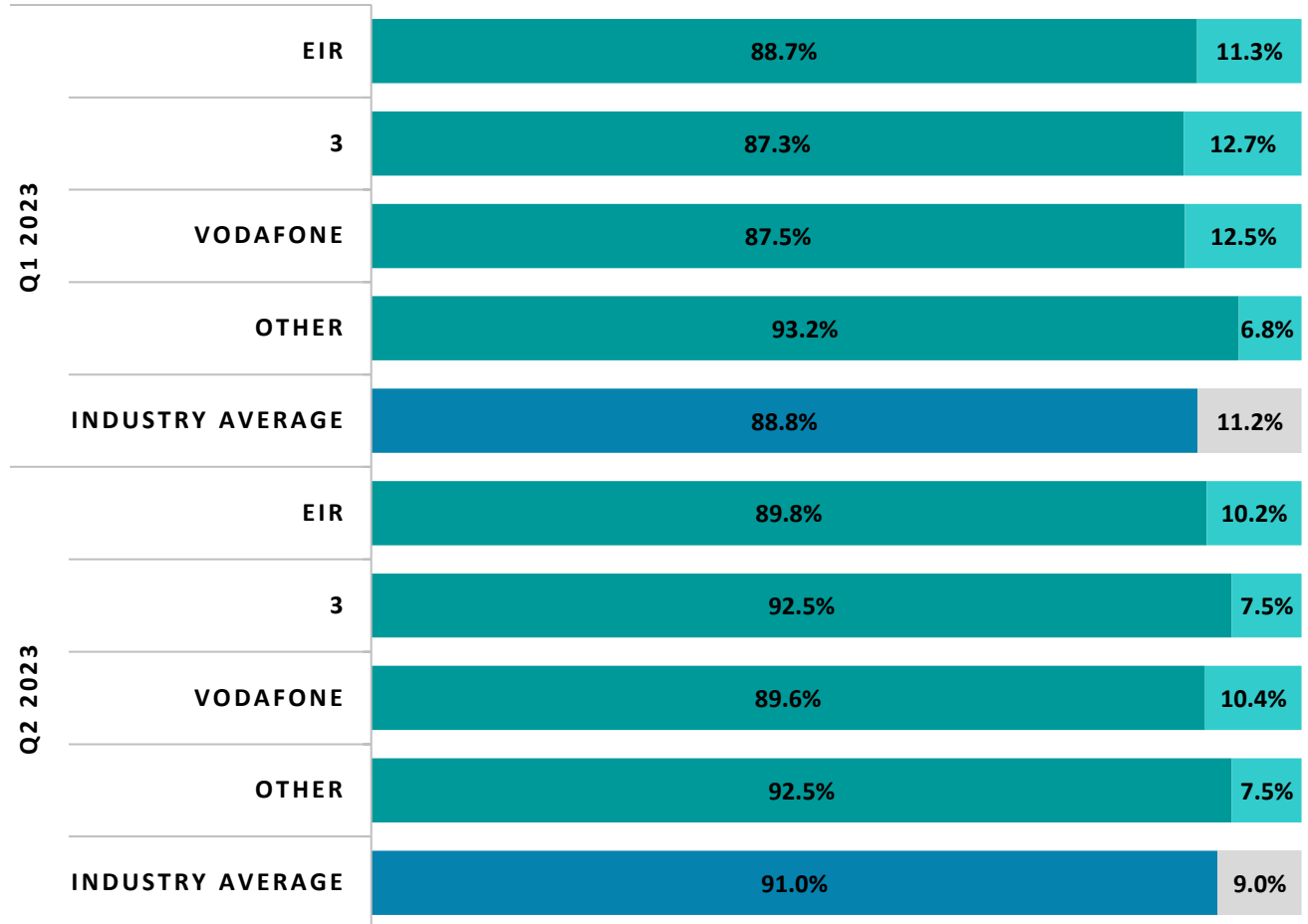
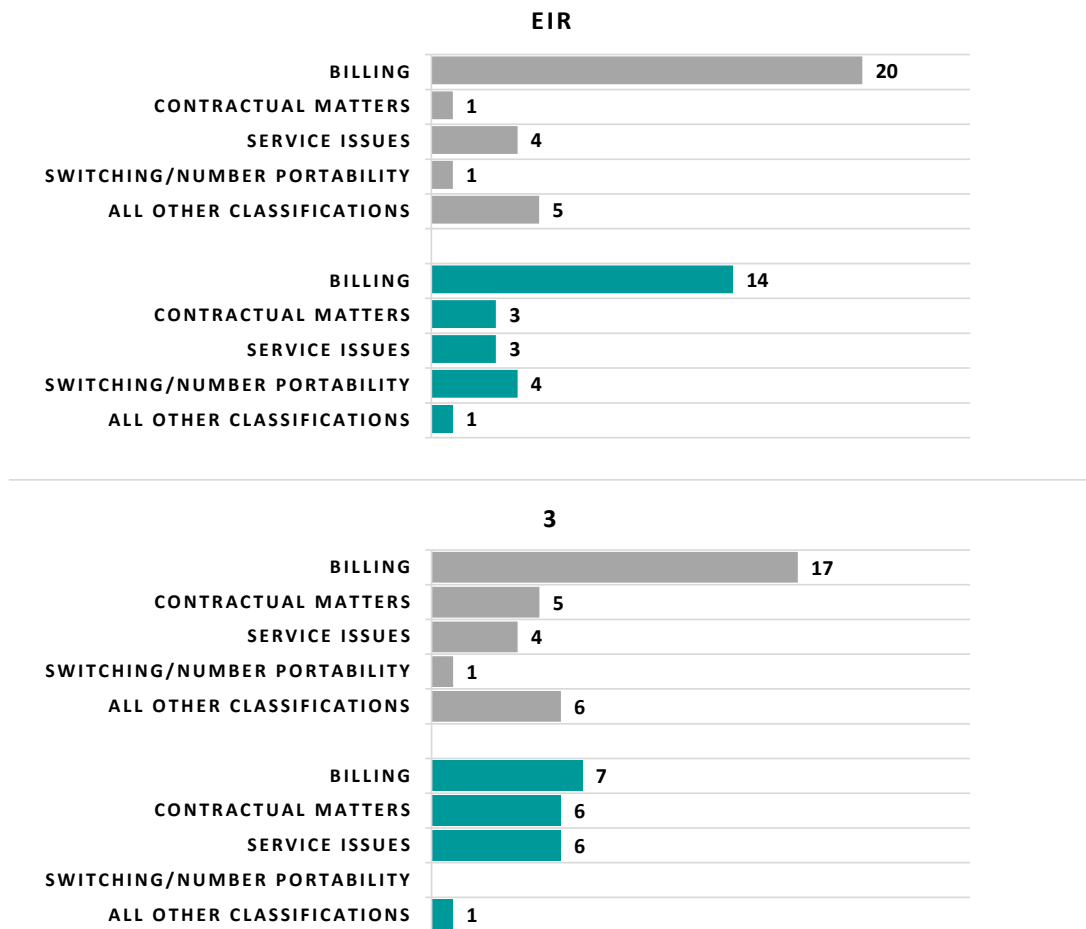


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q1 2023 vs Q2 2023

## 4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider<sup>8,9,10,11</sup> listed in Figure 8, comparing Q1 2023 with Q2 2023. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.



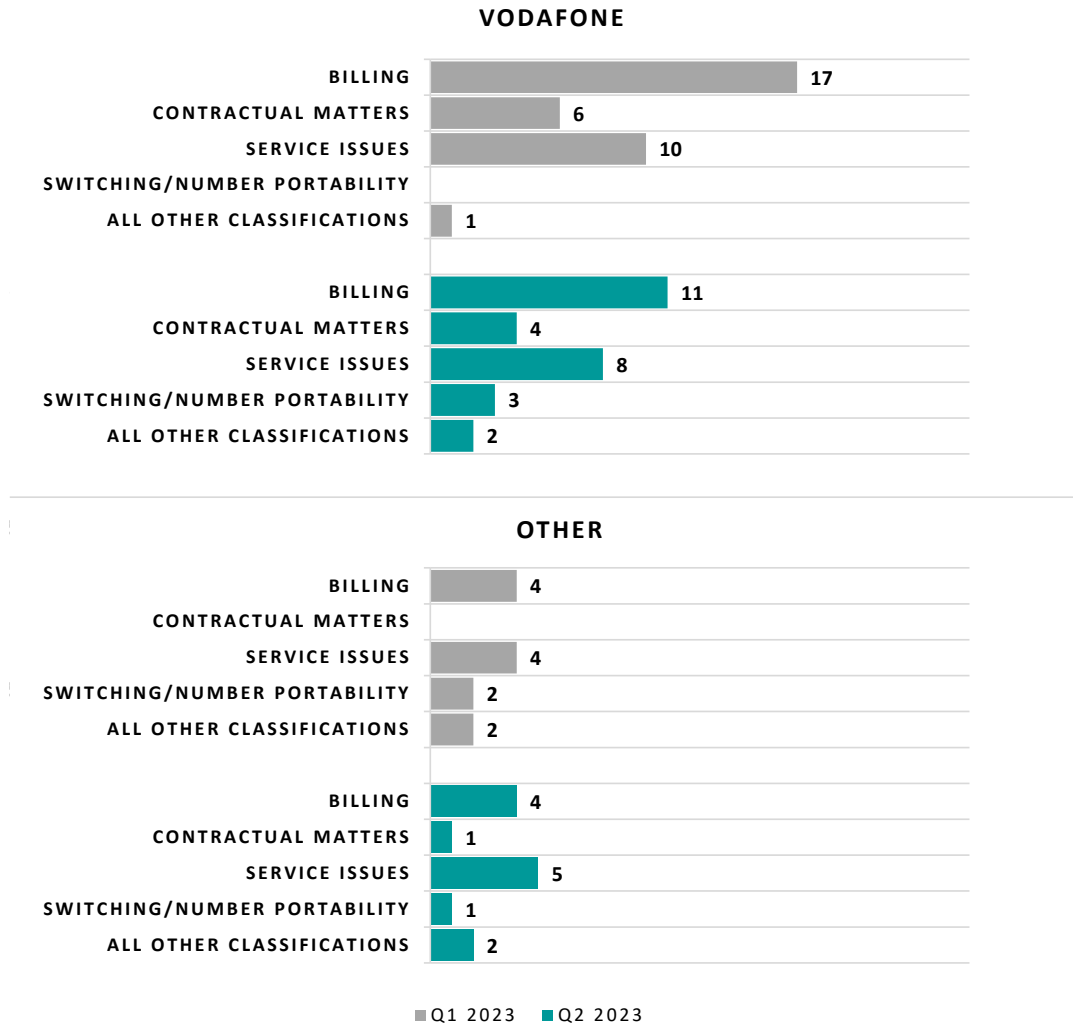


Figure 10: Mobile Service Provider ECS complaints by classification type Q1 2023 vs Q2 2023

### 4.3 Mobile Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of issues recorded for each Mobile Service Provider<sup>8,9,10</sup> listed in Figure 8, as reported by consumers, comparing Q1 2023 to Q2 2023.

	Number of Issues Q1 2023	Number of Issues Q2 2023
<b>Eir</b>		
Billed more than agreed amount	29	41
Loss of service	16	23
Billed after cancellation	66	22
Pricing transparency	10	20
Refund not received		16
Accessing complaints process - issue lodging formal complaint		15
Switching/number portability - delay switching	8	10
Service availability	7	7
Misleading sales		7
Contract termination issues - cancellation not accepted		6
<b>3</b>		
Billed more than agreed amount	21	32
Pricing transparency	14	26
Billed after cancellation	12	13
Refund not received	11	12
Equipment issues - handset	10	11
Mobile coverage	10	10
Roaming issue - Outside EU data	11	9
Service issues - intermittent service		9
Loss of service		9
Switching/number portability - delay switching		8

<b>Vodafone</b>		
Billed more than agreed amount	30	38
Pricing transparency	19	35
Mobile coverage	20	14
Loss of service	13	14
Billed after cancellation	17	13
Equipment issues - handset		10
Switching/number portability - unlock code issue	13	9
Contract change notification - pricing transparency		9
Switching/number portability - number loss		9
Service issues - intermittent service		8

**Figure 11: Highest number of issues recorded by Mobile Service Provider Q1 2023 vs Q2 2023**



### 4.4 Mobile Service Provider ECS Complaints Closed in Q2 2023

Figure 12 shows the number of ECS complaints closed in Q2 2023, for each Mobile Service Provider<sup>8,9,10</sup> listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q2 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

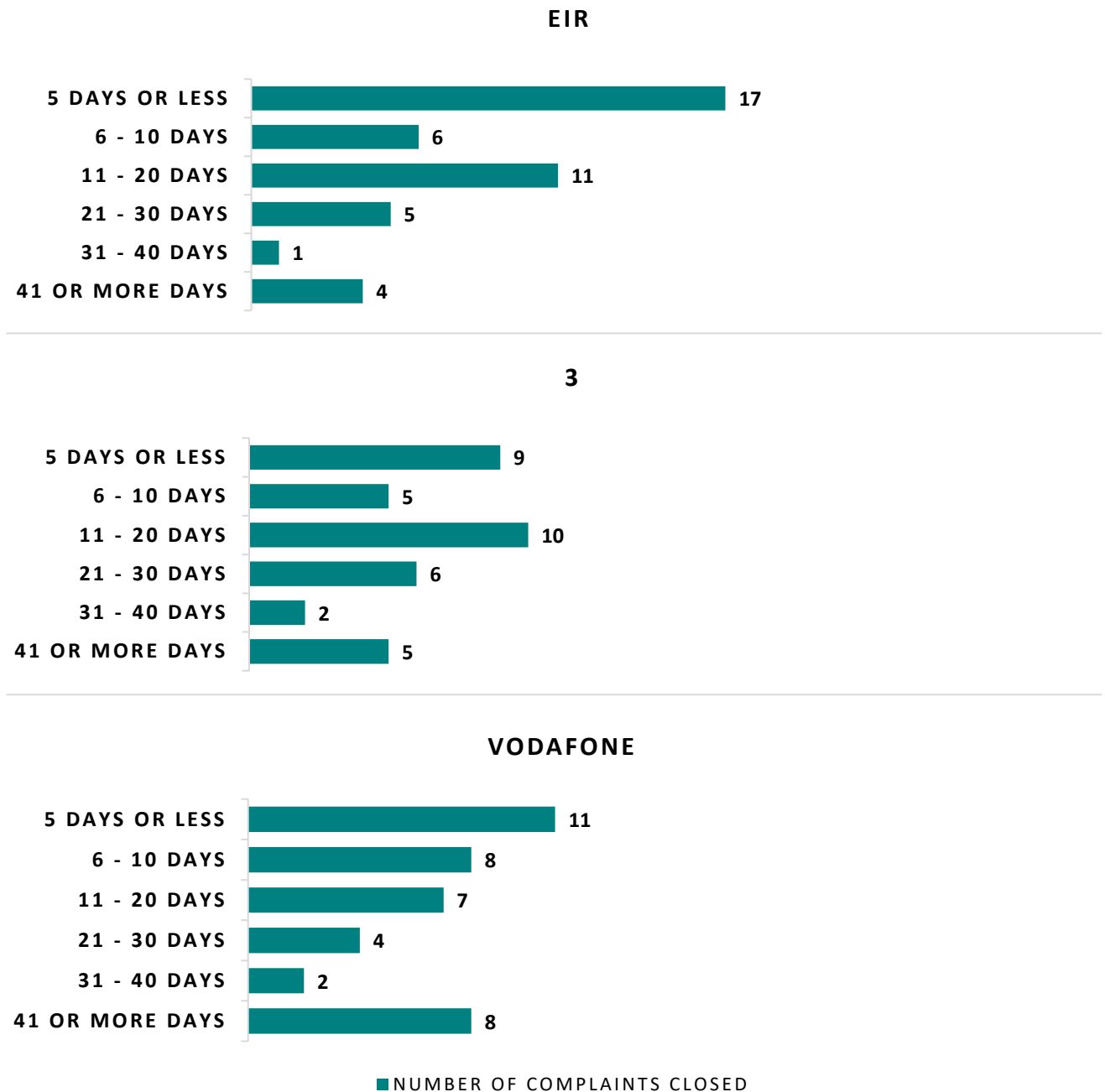


Figure 12: ECS complaints closed in Q2 2023 by Mobile Service Provider and number of working days open

Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 13<sup>8,9,10,11</sup> shows the median resolution time for ECS complaints in Figure 12, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q1 2023<sup>12</sup> to Q2 2023. Complaints closed within Q2 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 April 2023. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Mobile Service Providers.

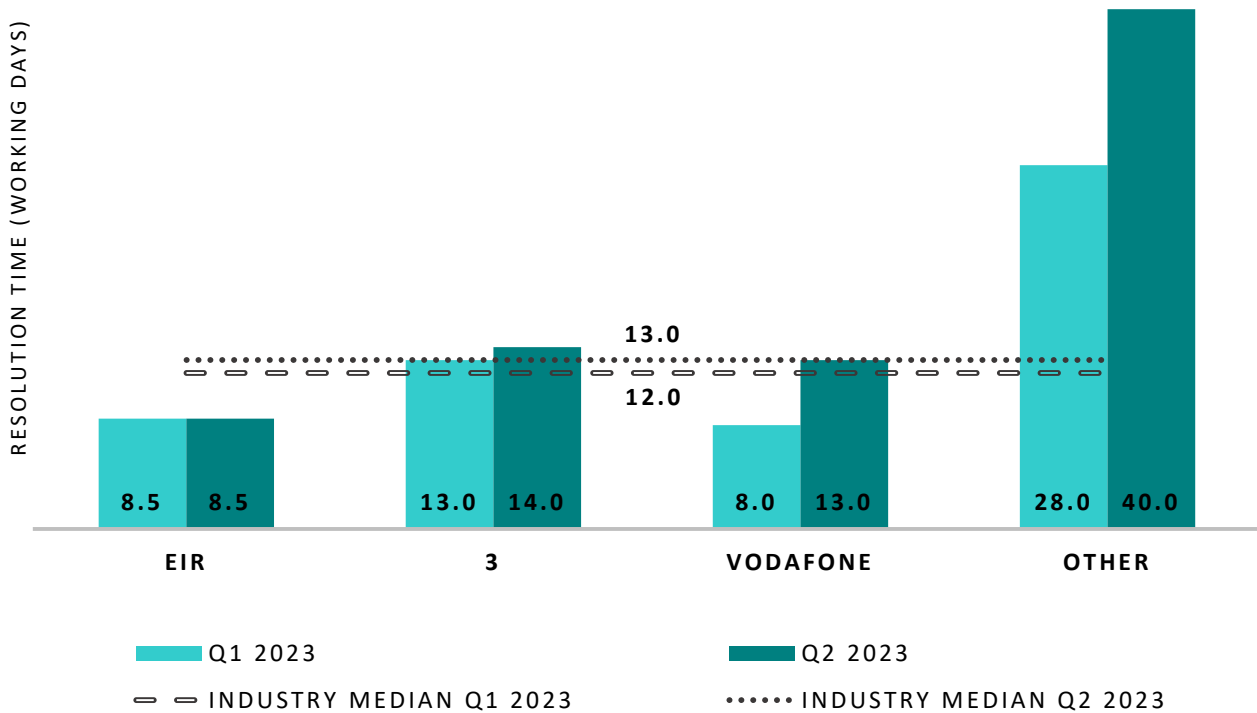


Figure 13: Median complaint resolution time by Mobile Service Provider Q1 2023 vs Q2 2023

<sup>12</sup> For details of complaints closed in Q1 2023, see ComReg Consumer Care Statistics Report Q1 2023.

Figure 14<sup>8,9,10,11</sup> provides a further breakdown of the Q2 2023 complaint resolution time of ECS complaints in Figure 13. In Figure 14, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within the quarter for all Mobile Service Providers.

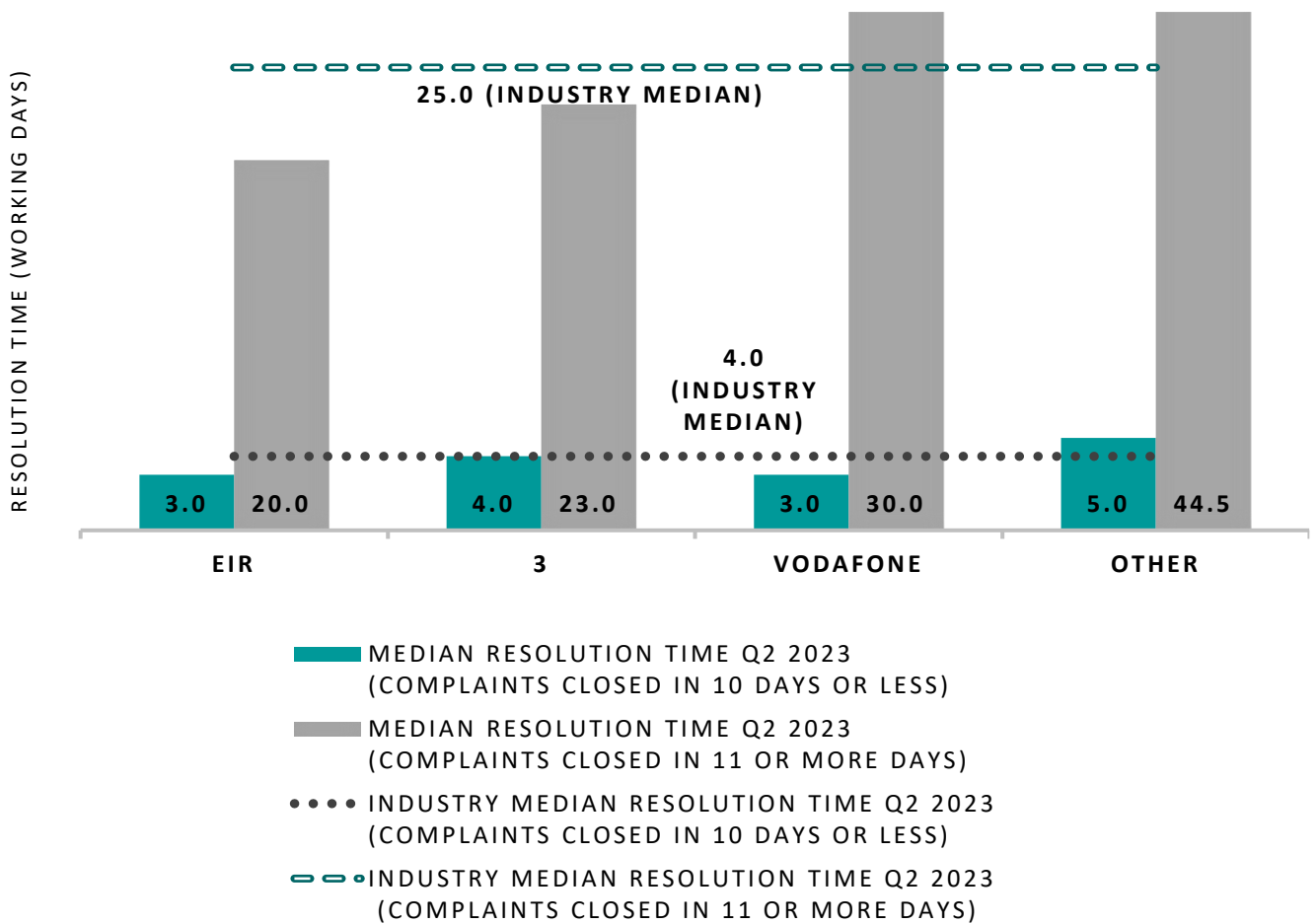


Figure 14: Median complaint resolution time by Mobile Service Provider Q2 2023, complaints closed in 10 days or less vs complaints closed in 11 days or more

Figure 15 below provides the Q2 2023 median resolution time for complaints in Figure 13, split by Service Provider<sup>8,9,10</sup> and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.

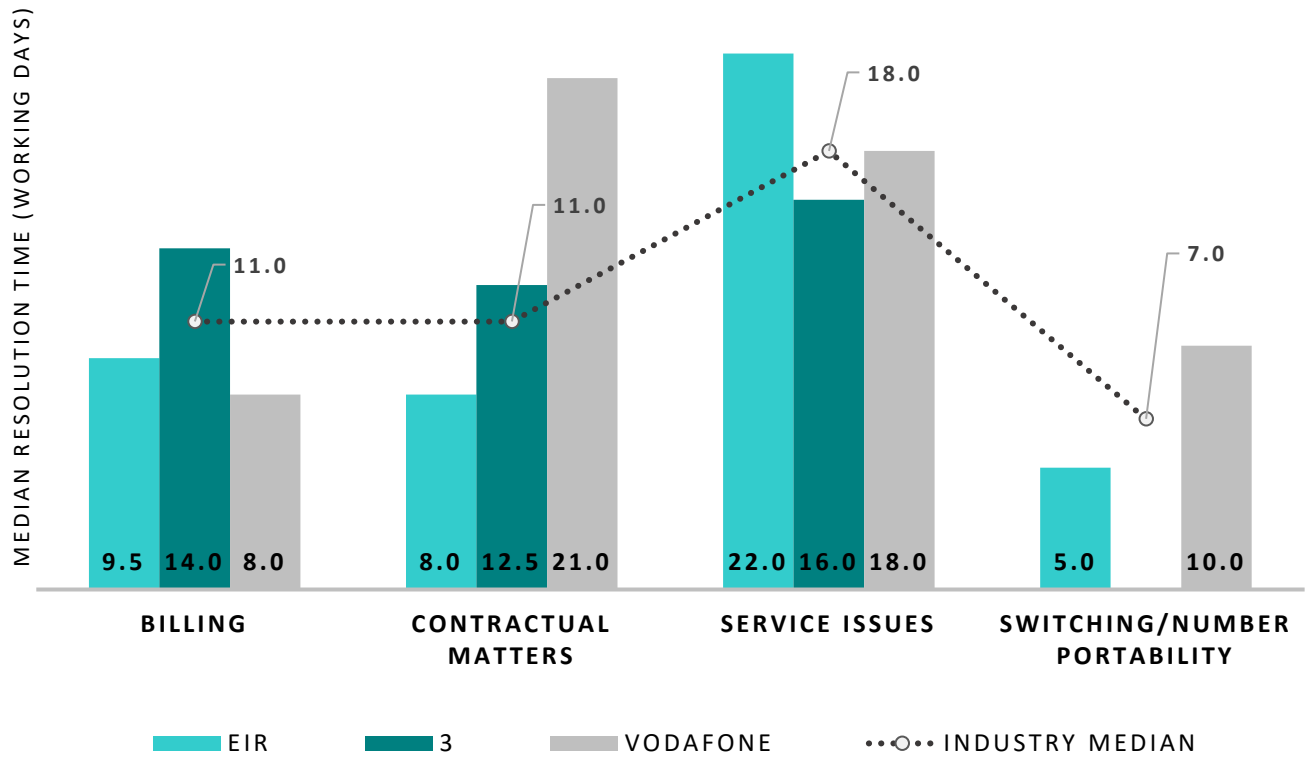


Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q2 2023

## 4.5 Mobile Service Provider ECS Complaints Open at 30 June 2023

Figure 16 shows the number ECS complaints open at 30 June 2023, for each Mobile Service Provider<sup>8,9,10</sup> listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

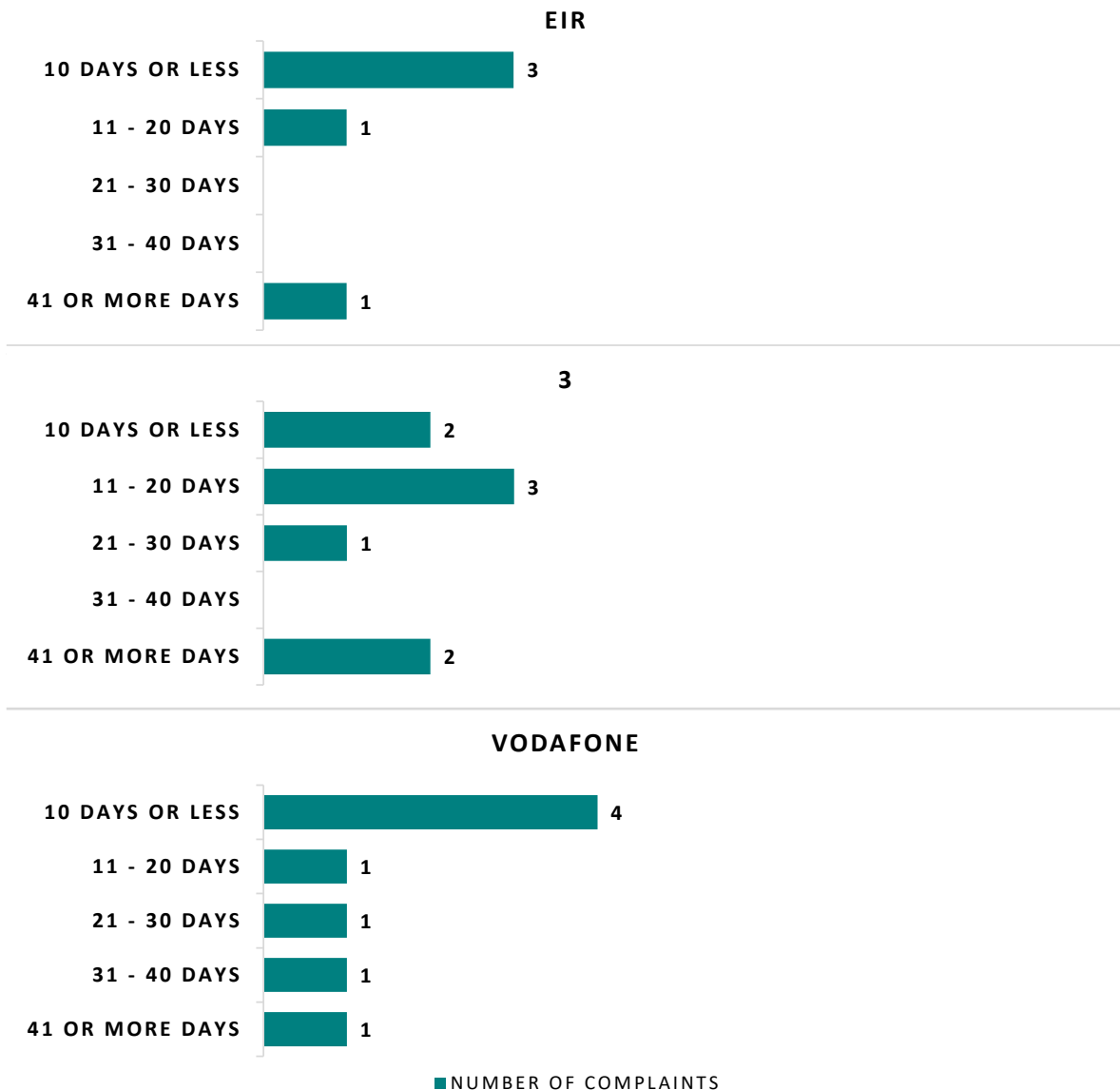


Figure 16: Mobile Service Provider ECS complaints open at 30 June 2023 by number of working days since first escalation

## 4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 17 below shows the average number of complaints per 100,000 subscribers for each Mobile Service Provider<sup>8,9,10</sup> listed in Figure 8 and the total industry average, comparing Q1 2023 to Q2 2023. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

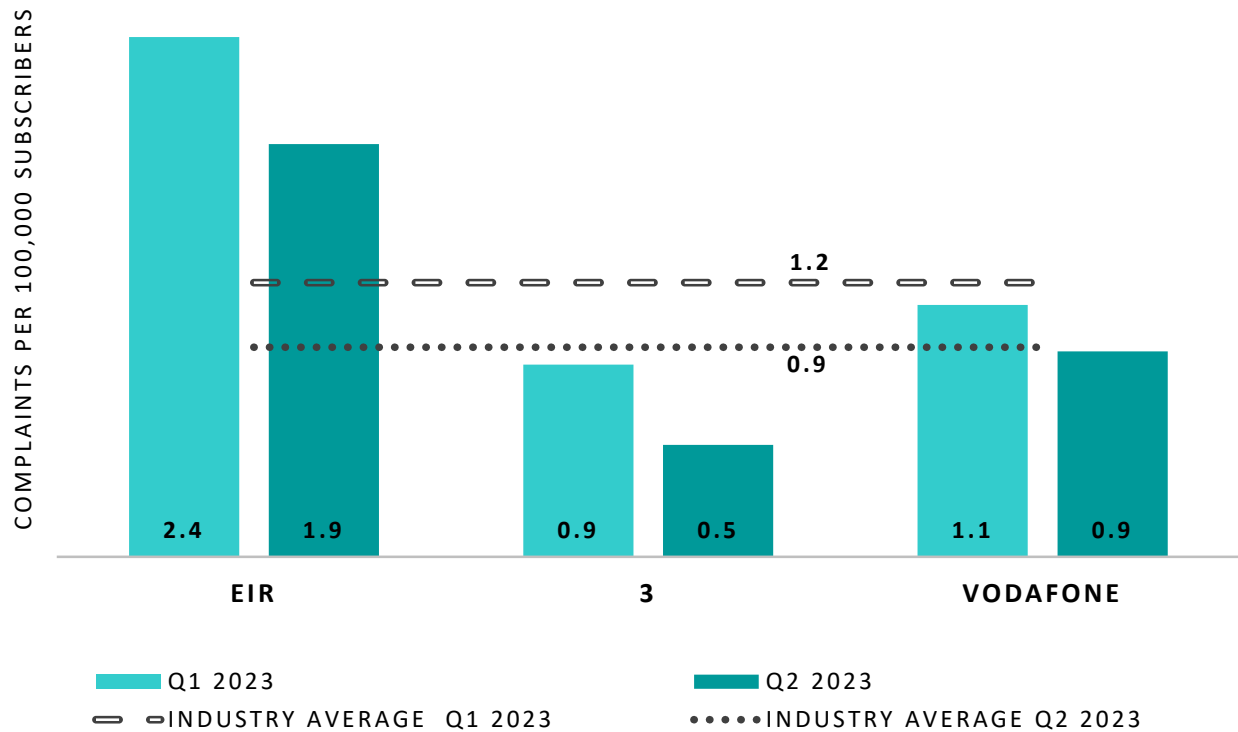


Figure 17: ECS complaints per 100,000 subscribers by Mobile Service Provider Q1 2023 vs Q2 2023

## 4.7 Mobile Service Provider PRS Issues

PRS texts are sent to five-digit short codes beginning with the number 5 (e.g. 57XXX), and texts to PRS typically cost more than ordinary texts, depending on the prefix number or short code. Figure 18 below shows the number of PRS issues raised with ComReg’s Consumer Care in Q2 2023 split by short code and premium rate service provider<sup>13</sup> (where the total number of issues recorded for the short code during the quarter is greater than 40 issues) and further split by Mobile Service Provider (where the total number of issues recorded for the Mobile Service Provider is greater than 40 issues).

Network Operator	Short Code and Premium Rate Service Provider			
	57976 (txtNation)	57977 (txtNation)	Other	Total
Eir	26	135	22	183
Other	23	40	19	82
<b>Total</b>	<b>49</b>	<b>175</b>	<b>41</b>	<b>265</b>

**Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q2 2023**

<sup>13</sup> <http://www.irishstatutebook.ie/eli/2010/act/2/enacted/en/print>, Section 3.

“premium rate service provider” means a person who does any or all of the following, for gain: (a) provides the contents of a premium rate service, (b) exercises editorial control over the contents of a premium rate service, (c) packages together the contents of a premium rate service for the purpose of facilitating its provision, (d) makes available a facility as part of a premium rate service, (e) transfers a premium rate service from a content provider to one or more electronic communications networks, or (f) provides the electronic communications service over which a premium rate service is provided, or provides the electronic communications network over which a premium rate service is transmitted.

Figure 19 shows the average number of PRS issues recorded (rounded to one decimal place) per 100,000 subscribers for each Mobile Service Provider listed in Figure 18 and the total industry average, comparing Q1 2023<sup>2</sup> to Q2 2023. The ‘industry average’ is based on all PRS issues recorded for all Mobile Service Providers within each quarter.

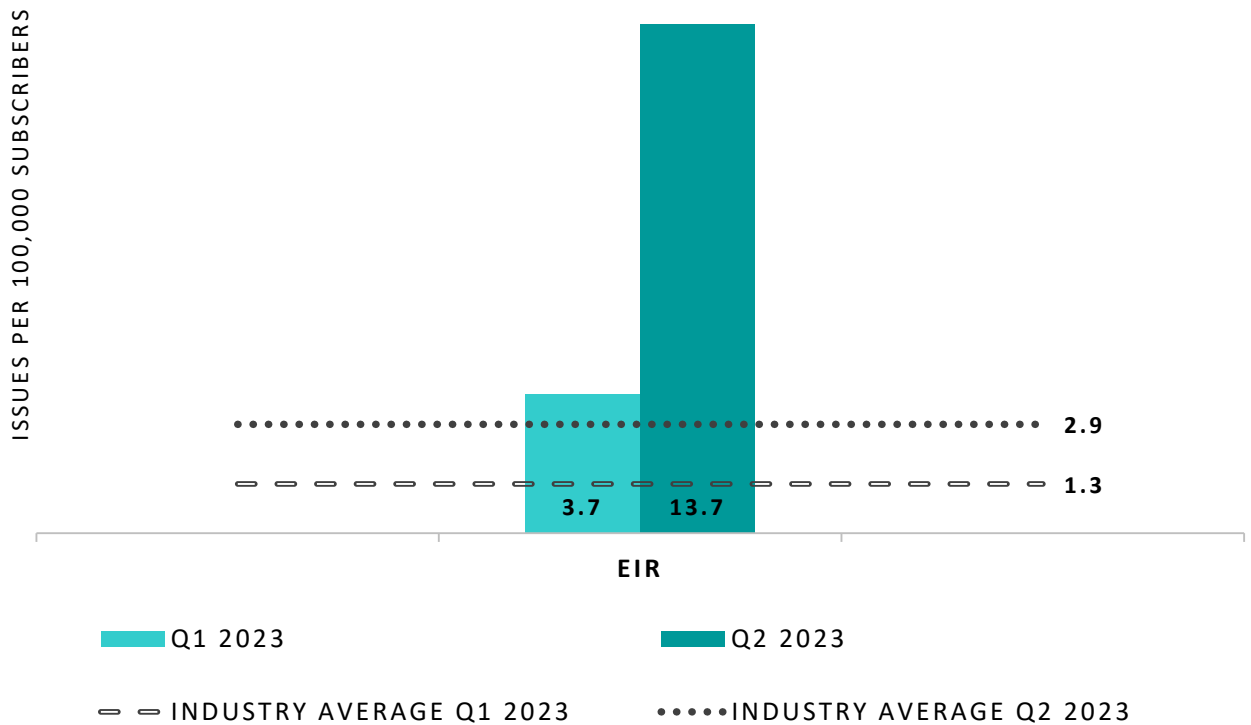


Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q1 2023 vs Q2 2023



# 5: Fixed Service Provider Statistics

## 5.1 Fixed Service Provider ECS Queries vs Complaints

Figure 20 shows the number of ECS queries and complaints recorded for Eir, Pure Telecom, Sky, Virgin Media, Vodafone, and all 'Other'<sup>14</sup> Fixed Service Providers, comparing Q1 2023 to Q2 2023. The total number of issues recorded for Fixed Service Providers in Q2 2023 was 1,985, an 11% decrease compared to Q1 2023, where 2,234 issues were recorded.

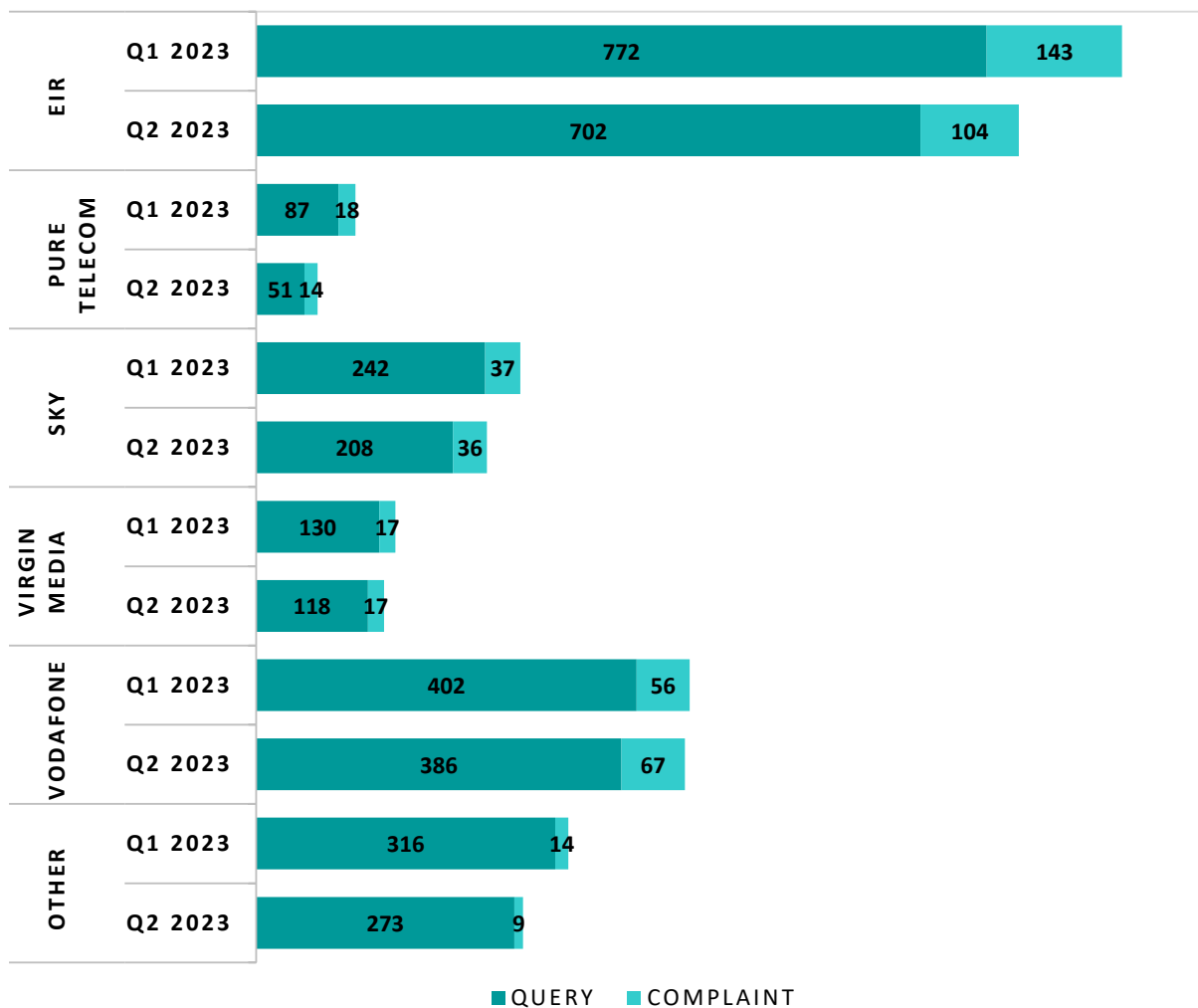


Figure 20: Number of ECS issues queries and complaints by Fixed Service Provider Q1 2023 vs Q2 2023

<sup>14</sup> 'Other' Fixed Service Providers includes issues recorded for those Fixed Service Providers not named in Figure 20, or where the Fixed Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Fixed Service Providers.

Figure 21 shows the split of queries to complaints recorded for Eir, Pure Telecom, Sky, Virgin Media and Vodafone, including the total industry average comparing Q1 2023 to Q2 2023. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

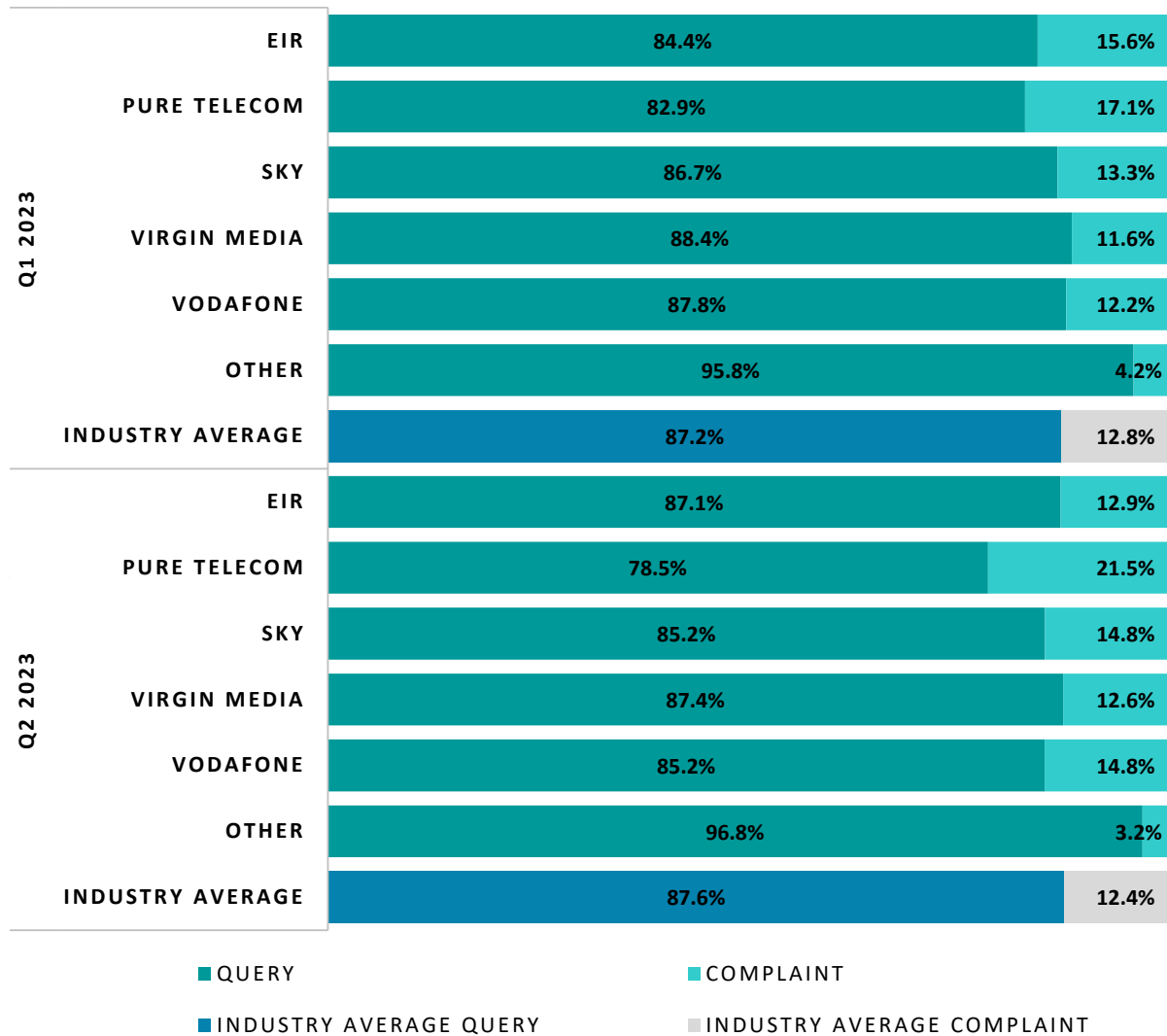
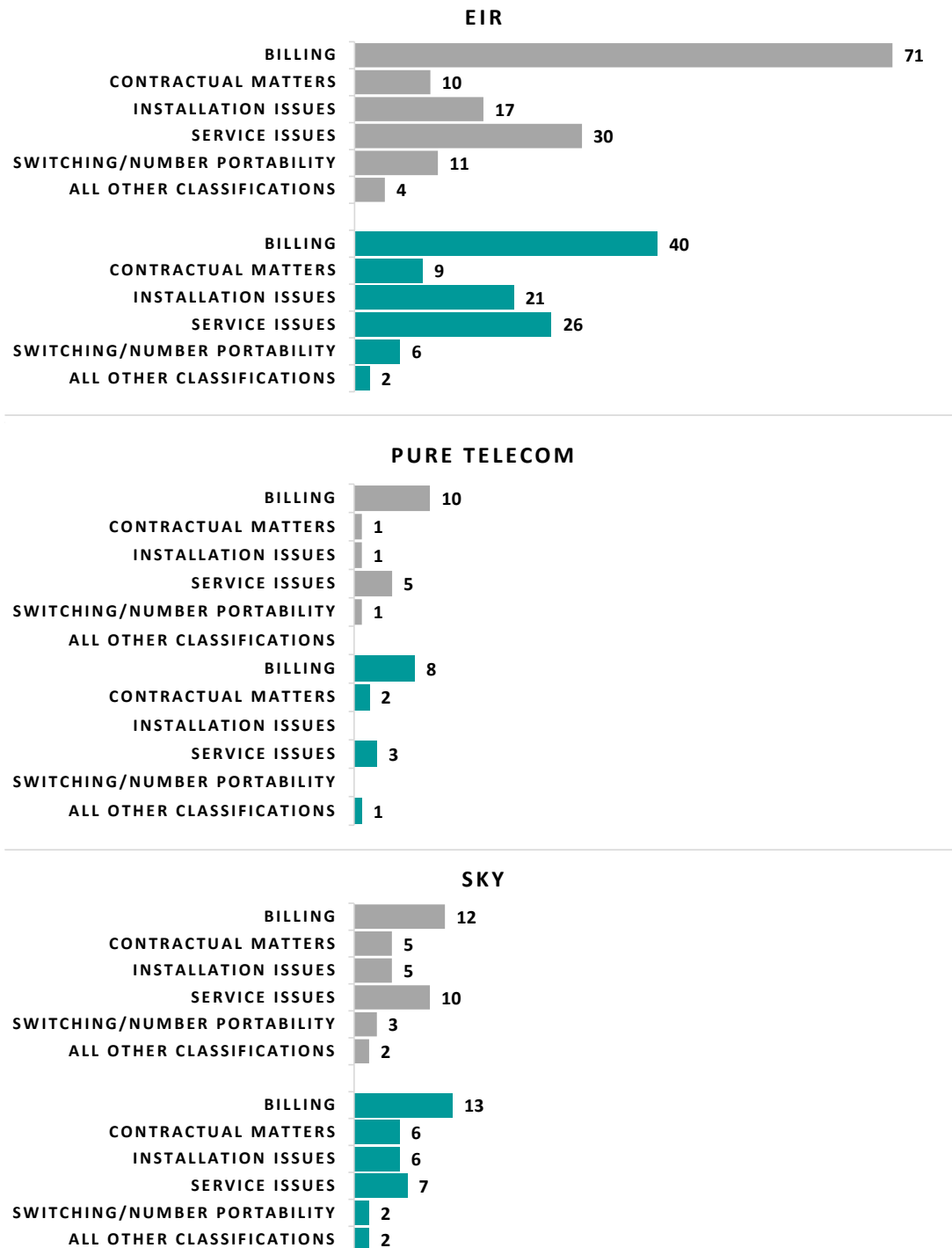


Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q1 2023 vs Q2 2023

## 5.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 22 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 20, comparing Q1 2023 with Q2 2023. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.



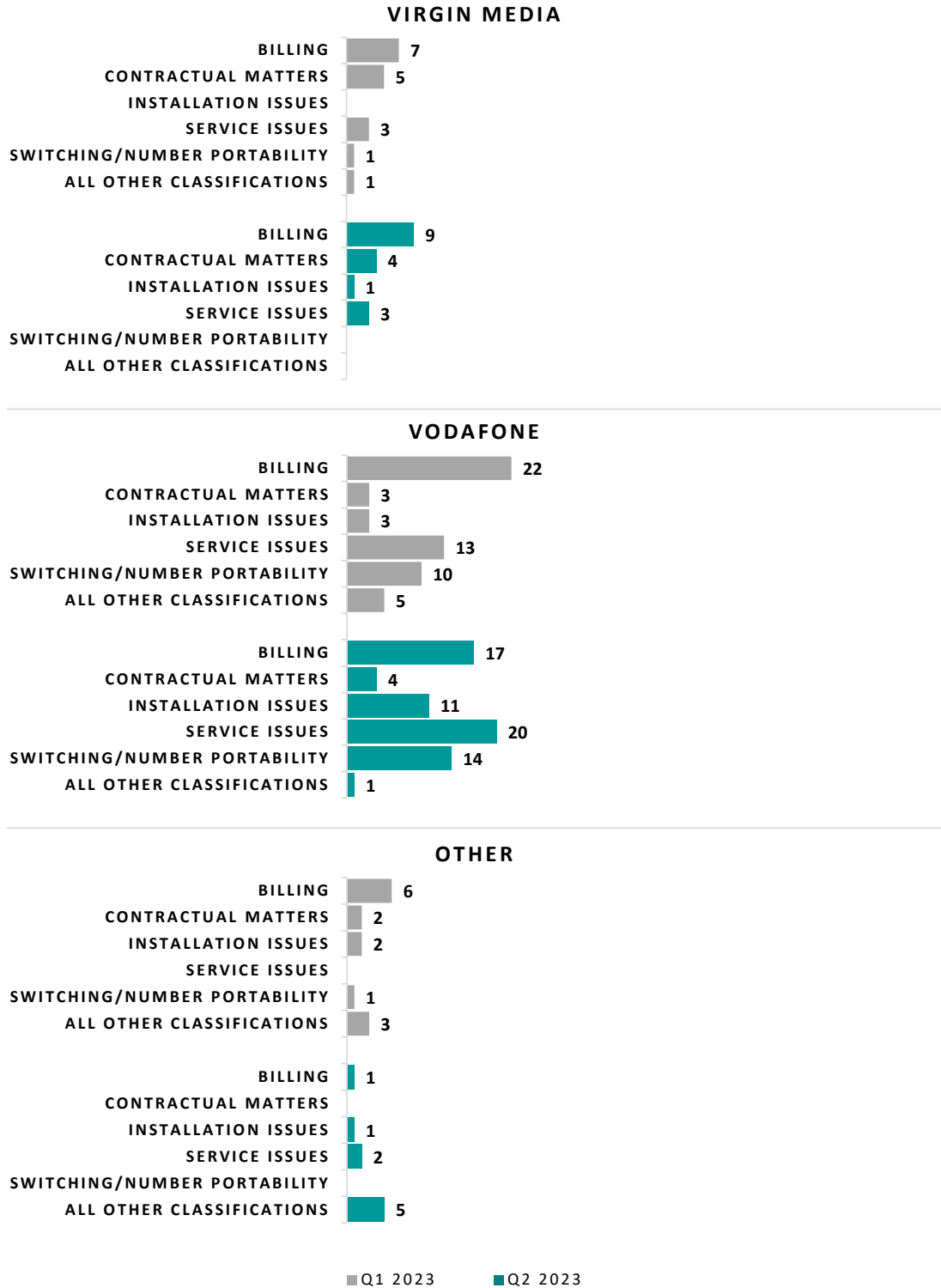


Figure 22: Fixed Service Provider ECS complaints by classification type Q1 2023 vs Q2 2023

### 5.3 Fixed Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of ECS issues recorded for each Fixed Service Provider listed in Figure 20, as reported by consumers, comparing Q1 2023 to Q2 2023.

	Number of Issues Q1 2023	Number of Issues Q2 2023
<b>Eir</b>		
Pricing transparency		100
Billed after cancellation	232	97
Billed more than agreed amount	76	92
Loss of service	95	74
Delay in installation	57	62
Service availability	49	34
Contract termination issues - cancellation not accepted	27	34
Refund not received	24	28
Double billed		21
Net neutrality - broadband speeds received		21
<b>Pure Telecom</b>		
Billed more than agreed amount	6	12
Loss of service	12	8
Billed after cancellation	11	7
Double billed	15	5
Billed for service not received	7	5
Switching/number portability - UAN/CRN issue	5	5
Net neutrality - broadband speeds received		5
Contract termination issues - cancellation outside minimum term		2
Contract termination issues - cancellation not accepted		2
Pricing transparency		2

<b>Sky</b>		
Loss of service	28	25
Billed after cancellation	23	21
Billed more than agreed amount	13	21
Double billed	42	20
Delay in installation	17	20
Service availability	16	17
Switching/number portability - UAN/CRN issue	26	16
Switching/number portability - delay switching	10	11
Contract termination issues - cancellation not accepted	11	9
Contract termination issues - cancellation procedures		9
<b>Virgin Media</b>		
Billed more than agreed amount	19	12
Pricing transparency	6	12
Loss of service	10	11
Billed after cancellation	18	10
Service issues - intermittent service		8
Accessing complaints process - issue lodging formal complaint		6
Contract termination issues - cancellation procedures	6	5
Contract termination issues - cancellation not accepted	6	5
Net neutrality - broadband speeds received	6	5
Delay in installation		5
<b>Vodafone</b>		
Loss of service	82	84
Billed after cancellation	70	51
Billed more than agreed amount	31	35
Delay in installation		30
Double billed	47	21
Switching/number portability - UAN/CRN issue	16	20
Service availability		20
Switching/number portability - delay switching	18	18
Service issues - intermittent service	16	18
Switching/number portability - number loss	20	15

**Figure 23: Highest number of issues recorded by Fixed Service Provider Q1 2023 vs Q2 2023**

## 5.4 Fixed Service Provider ECS Complaints Closed in Q2 2023

Figure 24 below shows ECS complaints closed in Q2 2023, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q2 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

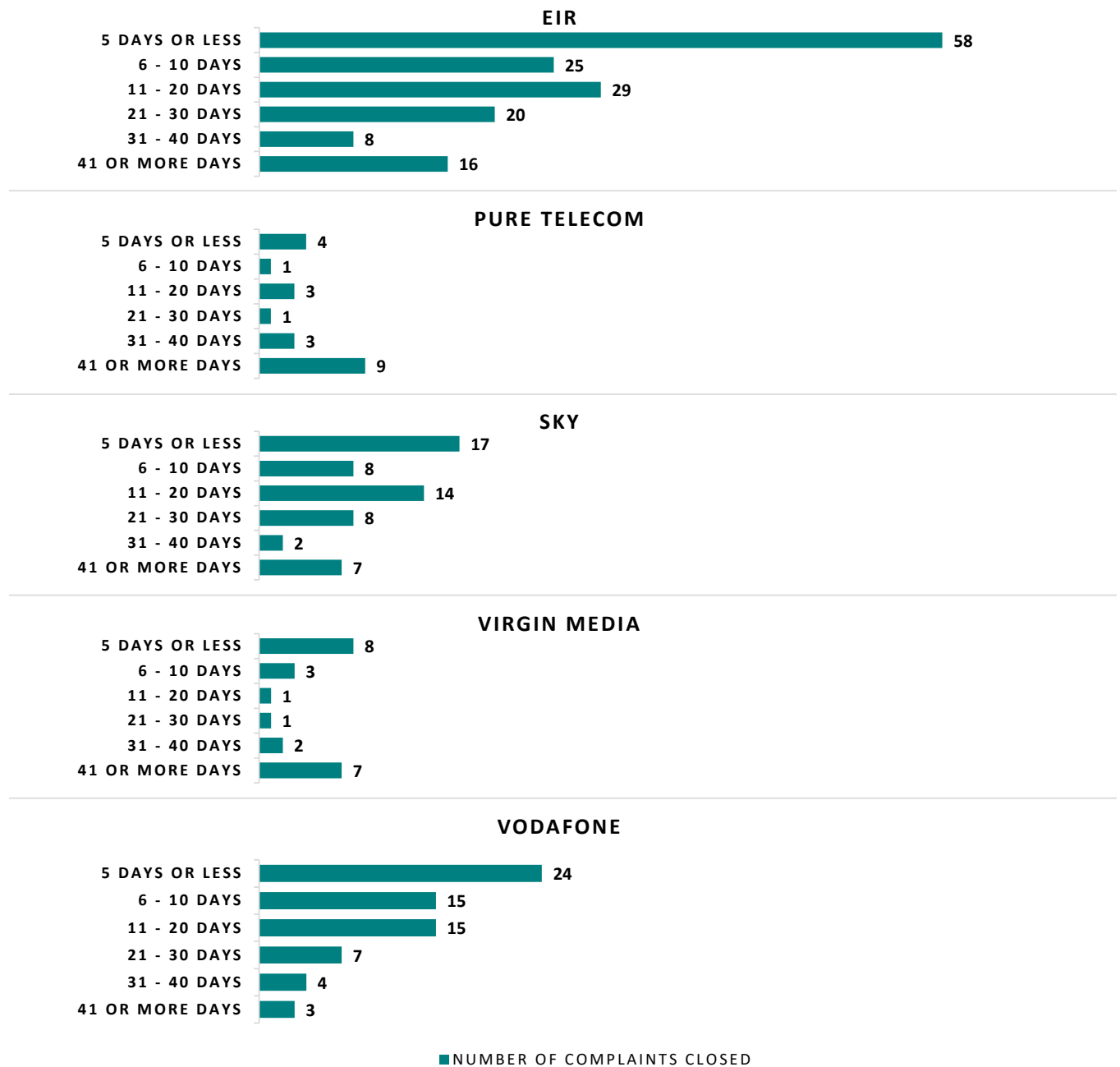


Figure 24: Fixed Service Provider ECS complaints closed in Q2 2023 by number of working days open

Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 25 shows the median resolution time for ECS complaints in Figure 23, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q1 2023<sup>12</sup> to Q2 2023. Complaints closed within Q2 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 April 2023. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

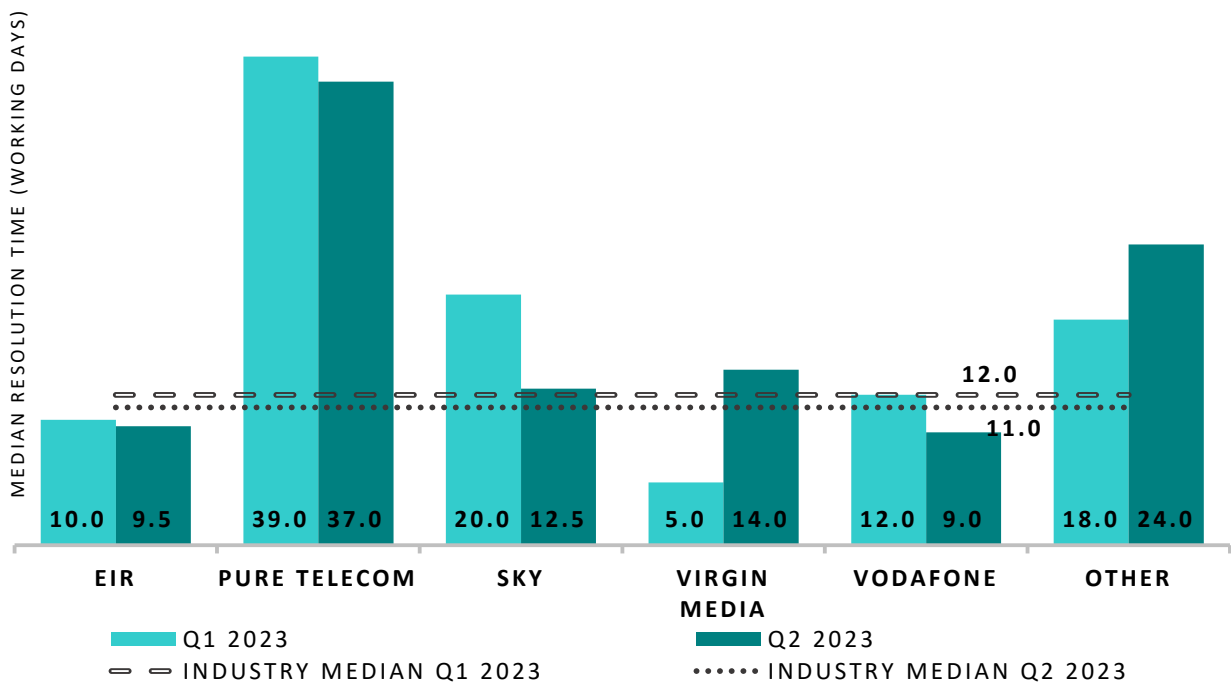


Figure 25: Median complaint resolution time by Fixed Service Provider Q1 2023 vs Q2 2023



Figure 26 provides a further breakdown of the Q2 2023 complaint resolution time of ECS complaints in Figure 25. In Figure 26, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The 'industry median' is a 'snapshot' based on all complaints closed within the quarter for all Fixed Service Providers.

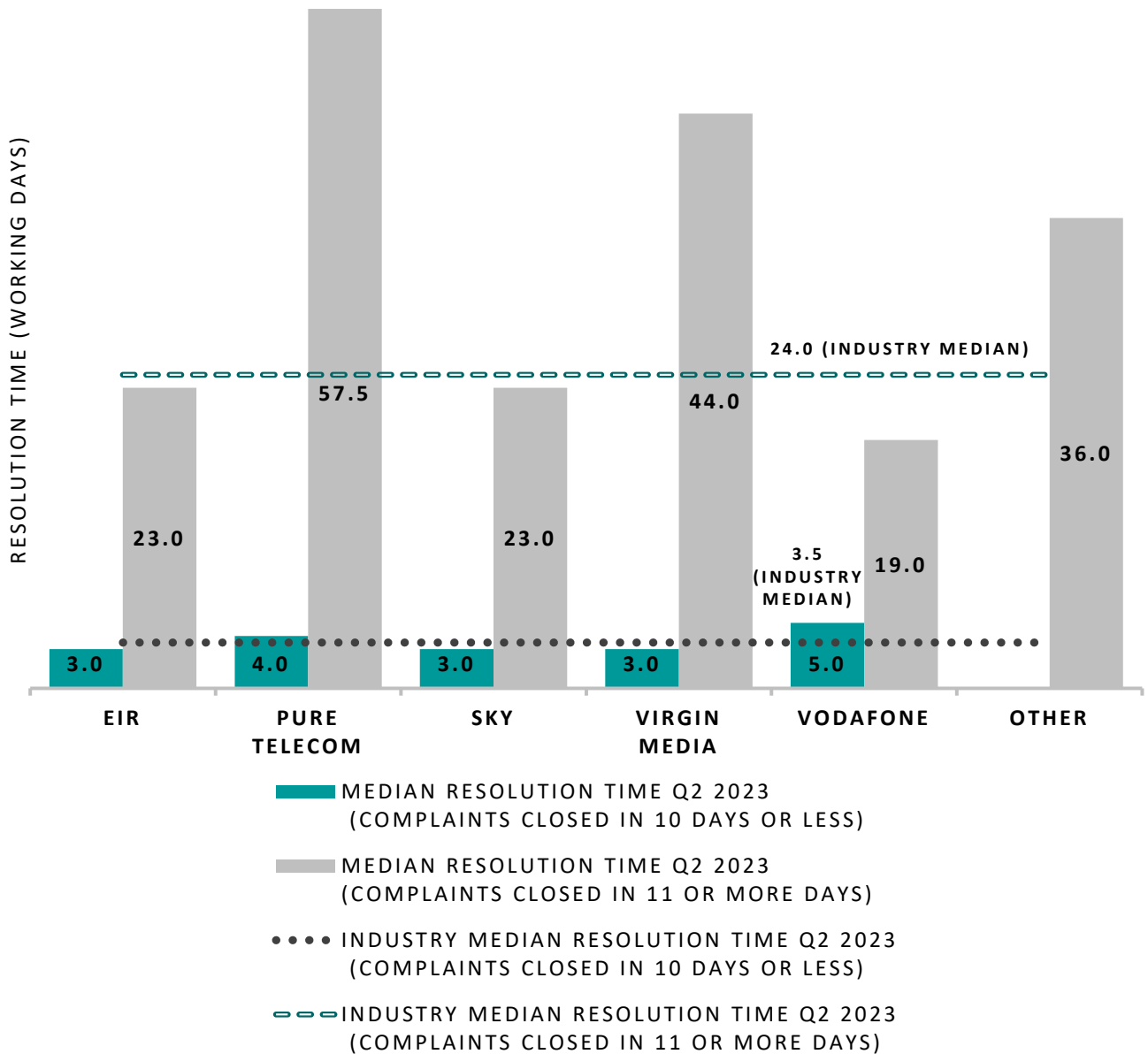


Figure 26: Median complaint resolution time by Fixed Service Provider Q2 2023, complaints closed in 10 days or less versus complaints closed in 11 days or more

Figure 27 below provides the Q2 2023 median resolution time for complaints in Figure 25, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 22.

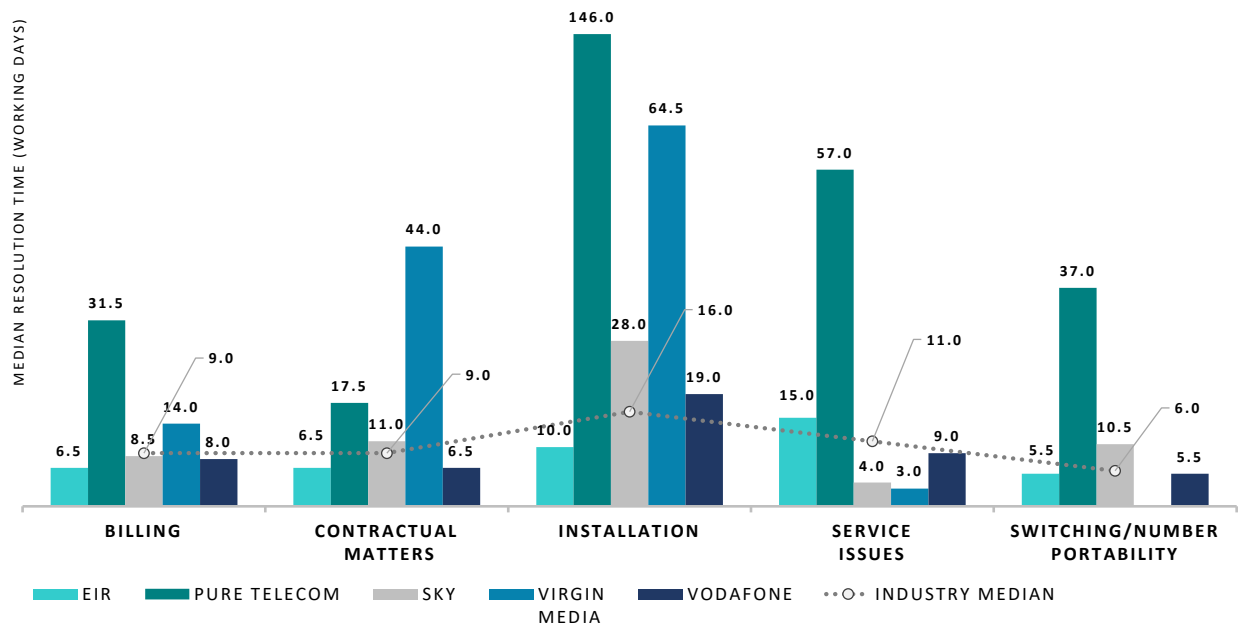
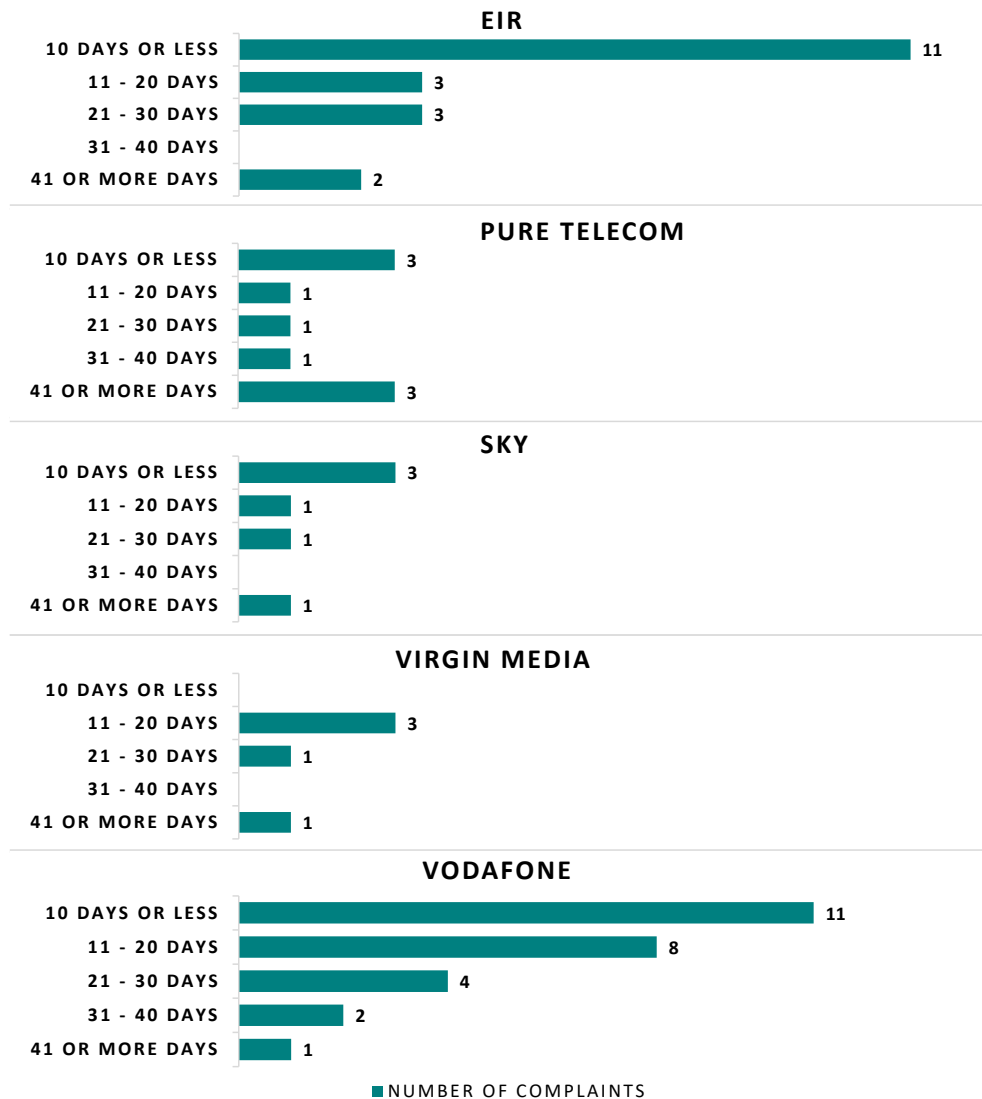


Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q2 2023

## 5.5 Fixed Service Provider ECS Complaints Open at 30 June 2023

Figure 28 shows the number of ECS complaints open at 30 June 2023, for each Fixed Service Provider listed in Figure 19, broken down by number of working days elapsed since they were first escalated to the Service Provider.



**Figure 28: Fixed Service Provider ECS complaints open at 30 June 2023 by number of working days since first escalation**

## 5.6 Fixed Service Provider ECS Complaints per 100,000 Lines<sup>15</sup>

Figure 29 below shows the average complaint rate per 100,000 fixed voice lines (as reported by Service Providers to ComReg) for each Fixed Service Provider listed in Figure 20 and the total industry average. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.

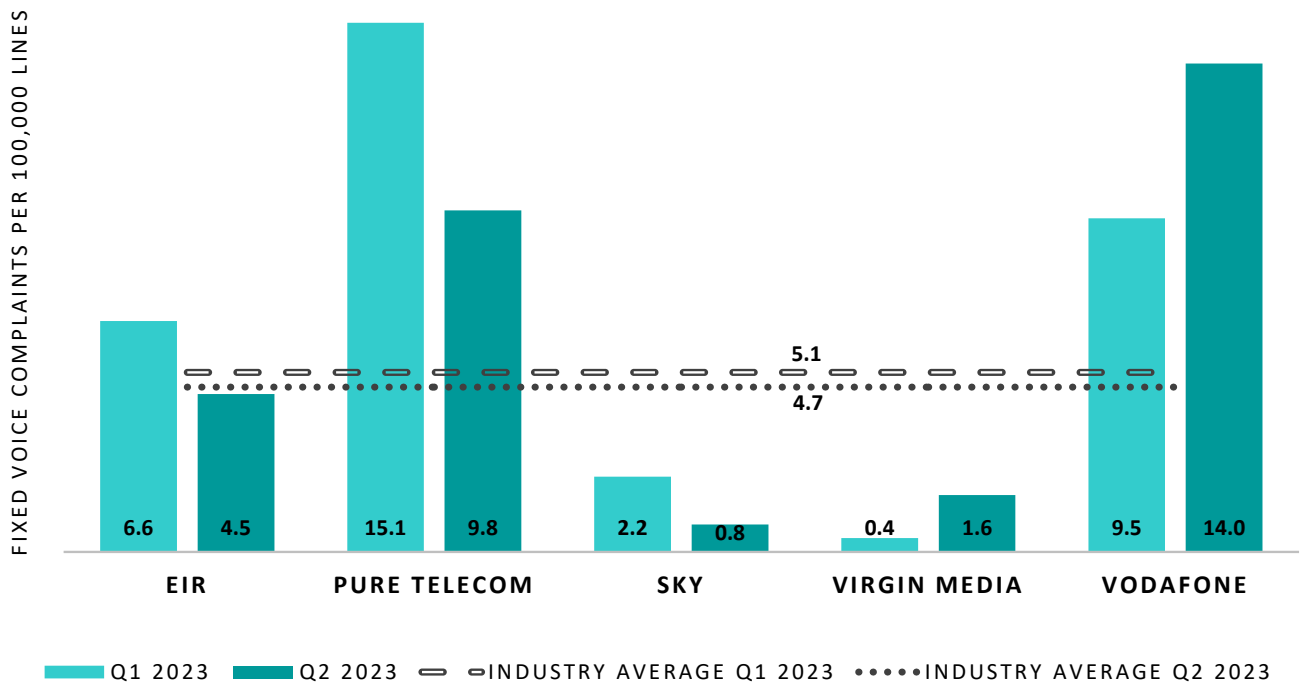


Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q1 2023 vs Q2 2023

<sup>15</sup> From Q3 2022, ComReg’s Consumer Care Statistics Report has replaced ‘ECS Fixed Voice Complaints per 100,000 Subscribers’ with ‘ECS Fixed Voice Complaints per 100,000 Lines’ and ‘ECS Fixed Broadband Complaints per 100,000 Lines’. This metric has been updated to more accurately reflect the complaint rates in the evolving Fixed market.

Figure 30 below shows the average complaint rate per 100,000 broadband lines<sup>15</sup> (as reported by Service Providers to ComReg) for each Fixed Service Provider listed in Figure 20 and the total industry average. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.

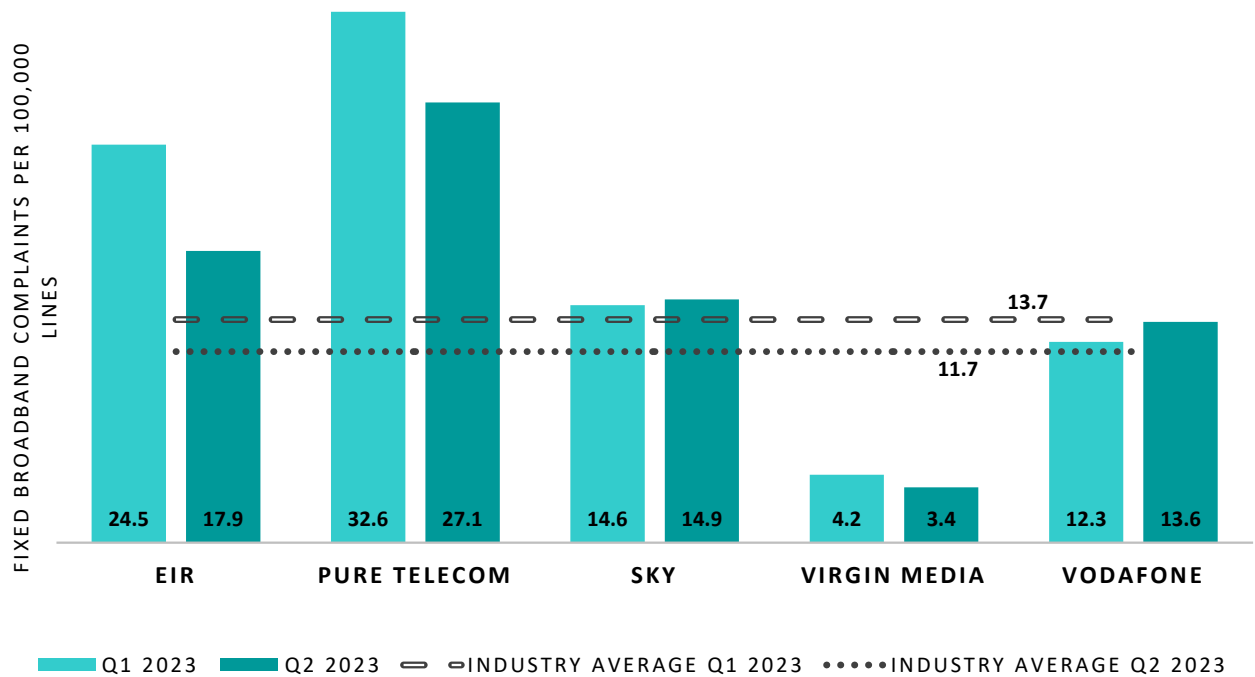


Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q1 2023 vs Q2 2023

# Annex 1: ComReg Consumer Care Contact Details



\*The message will be charged at the standard text rate. If you have any problems with the service, please let us know at 01 804 9668. \*\*Please outline the issue you need assistance with and we will respond to you by text. Please use keyword *ASKCOMREG* in all text messages, including replies.

## Annex 2: Mobile Coverage Statistics

Figure 31 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider<sup>8,9,10,11</sup> listed in Figure 8, comparing Q1 2023 to Q2 2023.

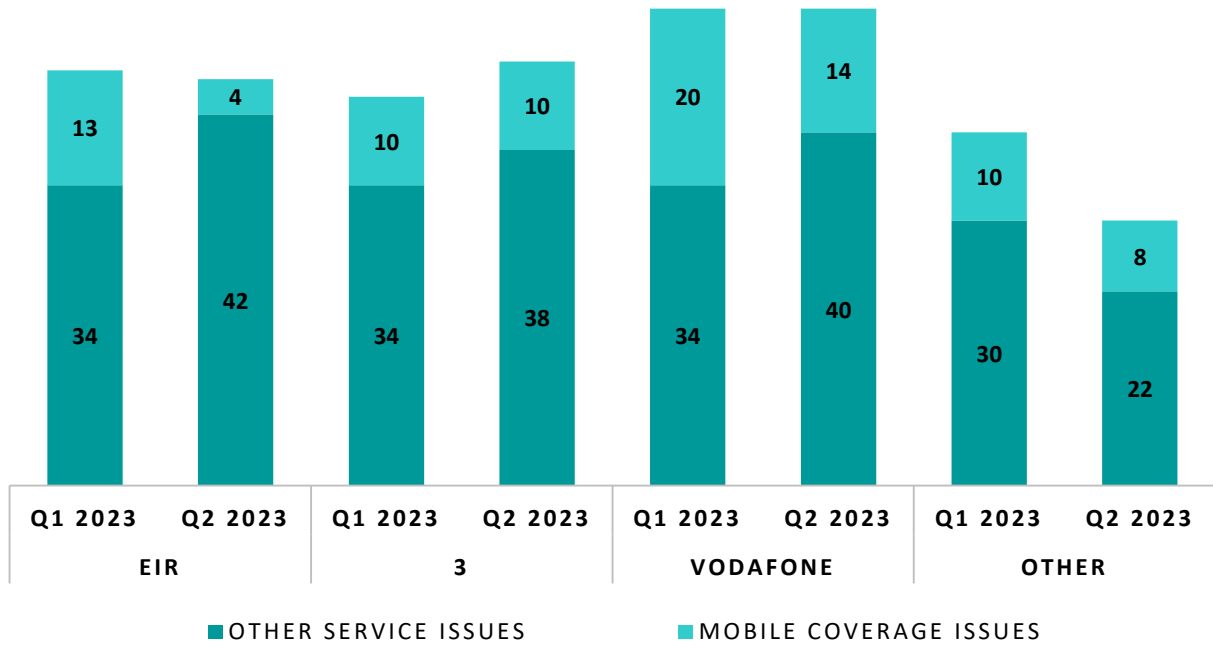
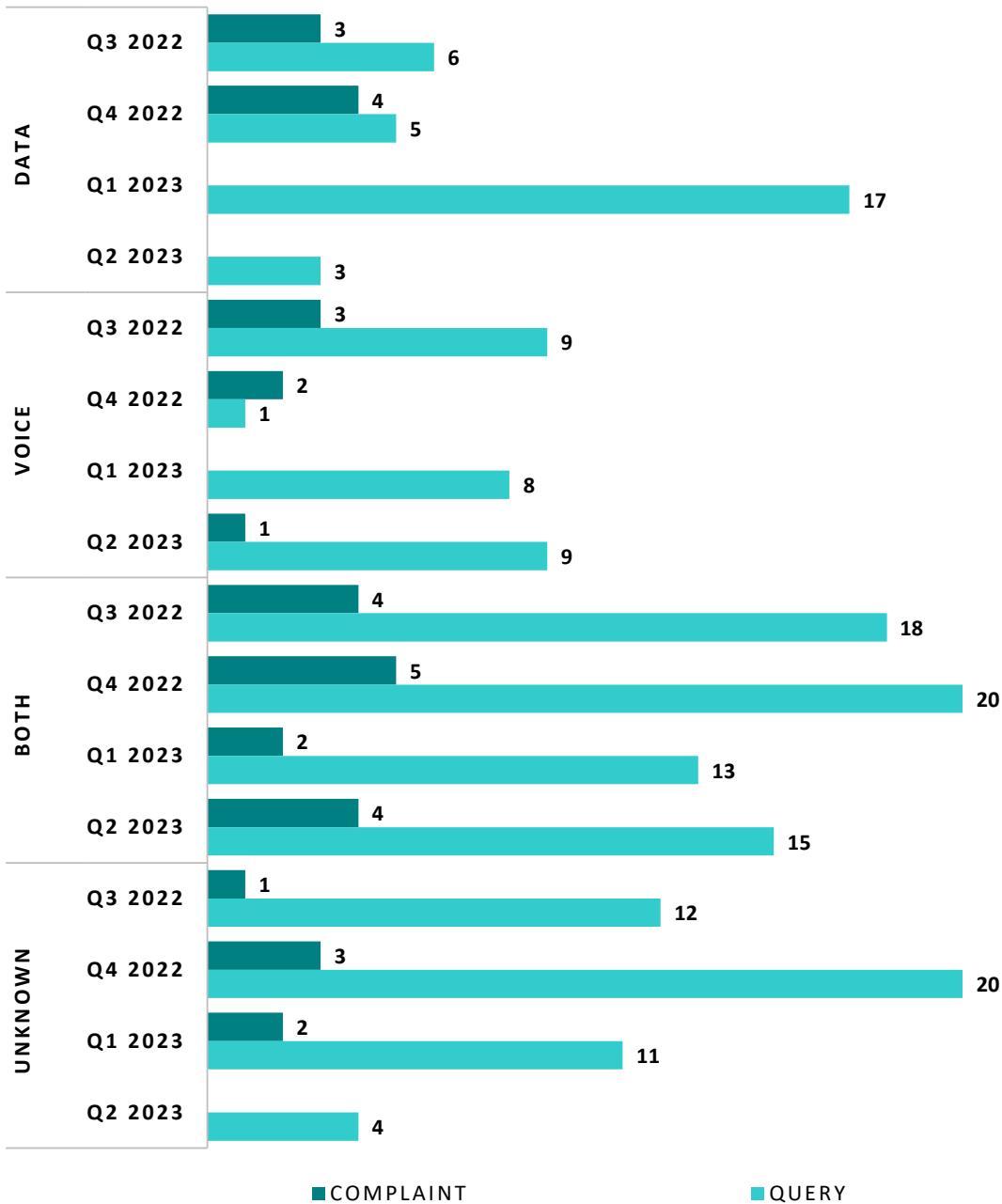


Figure 31: Number of ECS service issues by Mobile Service Provider Q1 2023 vs Q2 2023



\*Unknown refers to contacts from consumers (by email) where relevant information pertaining to type or frequency has not been provided

Figure 32: Mobile Coverage Issues by Type Q3 2022 – Q2 2023



Figure 33 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider<sup>8,9,10</sup> listed in Figure 8. The ‘industry average’ is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.

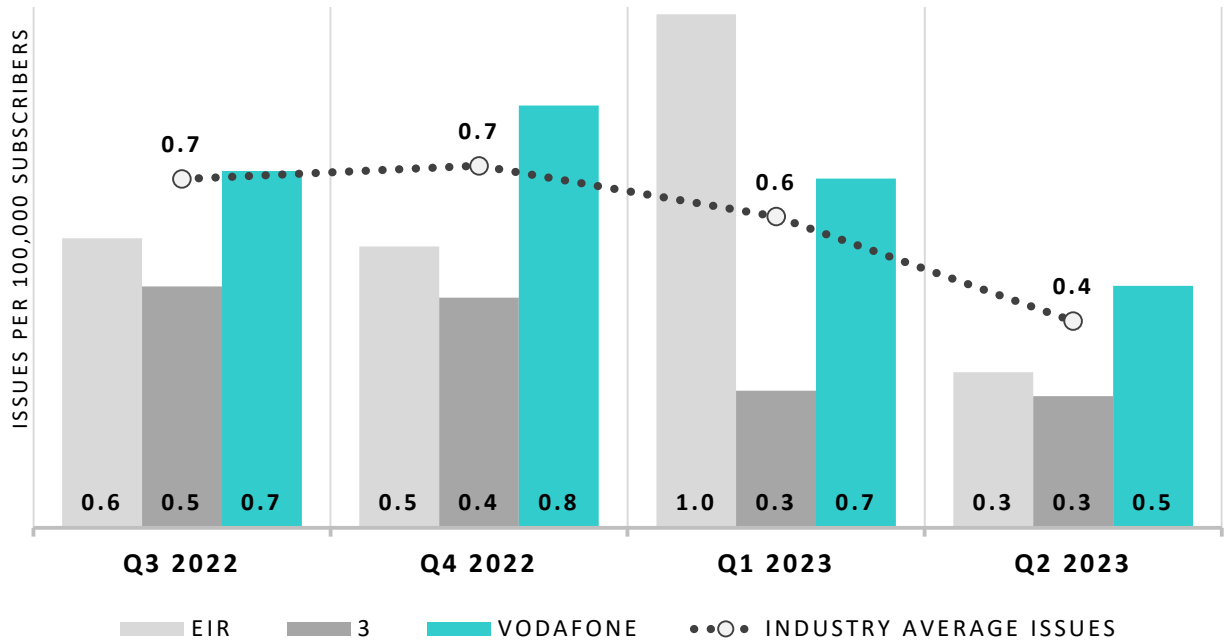


Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q3 2022 – Q2 2023

## Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types<sup>16</sup> relevant to highest volume issues recorded in Q2 2023<sup>17</sup>.

<p><b>Billing includes:</b></p> <ul style="list-style-type: none"> <li>Billed after cancellation</li> <li>Billed for service not received</li> <li>Billed more than agreed amount</li> <li>Double billed</li> <li>Refund not received</li> </ul>
<p><b>Contractual Matters includes:</b></p> <ul style="list-style-type: none"> <li>Contract change notification - pricing transparency</li> <li>Contract termination issues - cancellation not accepted</li> <li>Contract termination issues - cancellation outside minimum term</li> <li>Contract termination issues - cancellation procedures</li> <li>Misleading sales</li> <li>Pricing transparency</li> </ul>
<p><b>Customer Service includes:</b></p> <ul style="list-style-type: none"> <li>Accessing complaints process - issue lodging formal complaint</li> </ul>
<p><b>Installation Issues includes:</b></p> <ul style="list-style-type: none"> <li>Delay in installation</li> </ul>
<p><b>Net Neutrality includes:</b></p> <ul style="list-style-type: none"> <li>Broadband speeds received</li> </ul>
<p><b>Roaming includes:</b></p> <ul style="list-style-type: none"> <li>Roaming issue - Outside EU data</li> </ul>
<p><b>Service Issues includes:</b></p> <ul style="list-style-type: none"> <li>Equipment issues - handset</li> <li>Loss of service</li> <li>Mobile coverage</li> <li>Service availability</li> <li>Service issues - intermittent service</li> </ul>
<p><b>Switching/Number Portability Issues includes:</b></p> <ul style="list-style-type: none"> <li>Delay switching</li> <li>Number loss</li> <li>UAN/CRN issue</li> <li>Unlock code issue</li> </ul>

<sup>16</sup> Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

<sup>17</sup> For detail on classification and sub-classification types relevant to highest volume issues recorded in Q1 2023, see ComReg Consumer Care Statistics Report Q1 2023.

## Legal Disclaimer

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