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Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q3 2023 – 1 July to 30 September 2023

Information Notice

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Content

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[1] includes information on issues raised by service providers' customers and recorded by ComReg in Q3 2023[2,3].

In Q3 2023, ComReg's Consumer Care team recorded approximately 8,800 consumer contacts and 3,400 issues. In Q2 2023, 3,800 issues were recorded, and approximately 10,000 consumer contacts were received. ComReg's Consumer Care team managed approximately 2,400 Service Provider contacts during Q2 2023 and 2,200 Service Provider contacts during Q3 2023. 91% of all issues recorded were queries and 9% of all issues were complaints. 83% of all issues recorded relate to ECS, 2% relate to PRS, and 15% relate to 'Not for ComReg'/Other. There was a 5% decrease in the total number of issues recorded compared to Q3 2022; ECS issues decreased by 4%, and PRS issues decreased by 14%.

In Q3 2023, ComReg's Consumer Care team recorded 282 Mobile Service Provider issues for Eir. 212 issues were recorded for 3. 260 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 8.5 working days, compared to 13.0 working days in Q2 2023. The average number of complaints per 100,000 subscribers was 1.1, compared to 0.9 in Q2 2023.

In Q3 2023, ComReg's Consumer Care team recorded 731 Fixed Service Provider issues for Eir. 212 issues were recorded for Sky. 168 issues were recorded for Virgin Media. 392 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 7.0 working days, compared to 11.0 working days in Q2 2023. The average number of complaints per 100,000 fixed voice lines was 2.9. The average number of complaints per 100,000 fixed broadband lines was 10.4.

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[1] From Q3 2022, this publication has been re-named from "Consumer Line Statistics Report" to "Consumer Care Statistics Report".

[2] 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.

[3] ECS providers are referred to in this report as per their trading name on the ComReg Service Register.

2: Consumer Care Overview

2.1 Consumer Care Contacts

In Q3 2023, approximately 8,800 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 below shows the split of these contacts by channel[4] over the last five quarters. In Q3 2023, phone and e-mail/online form continued to be the most popular methods of contact. ComReg's Consumer Care received approximately 2,200 service provider contacts in Q3 2023.

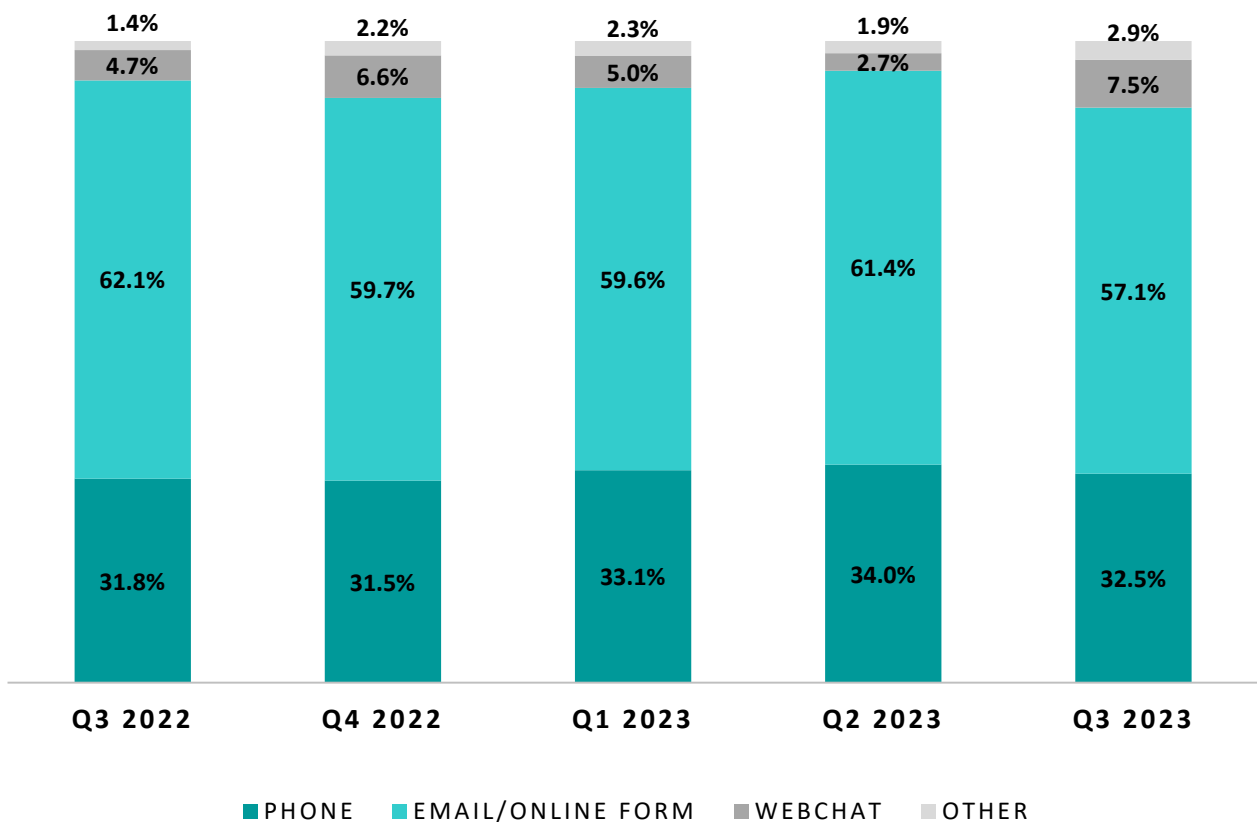**Figure 1: Split of contacts to ComReg's Consumer Care by channel Q3 2022 – Q3 2023**

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[4] 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[5].

In Q3 2023, consumers completed 549 phone surveys in relation to queries, 341 phone surveys in relation to complaints, and 112 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q3 2023.
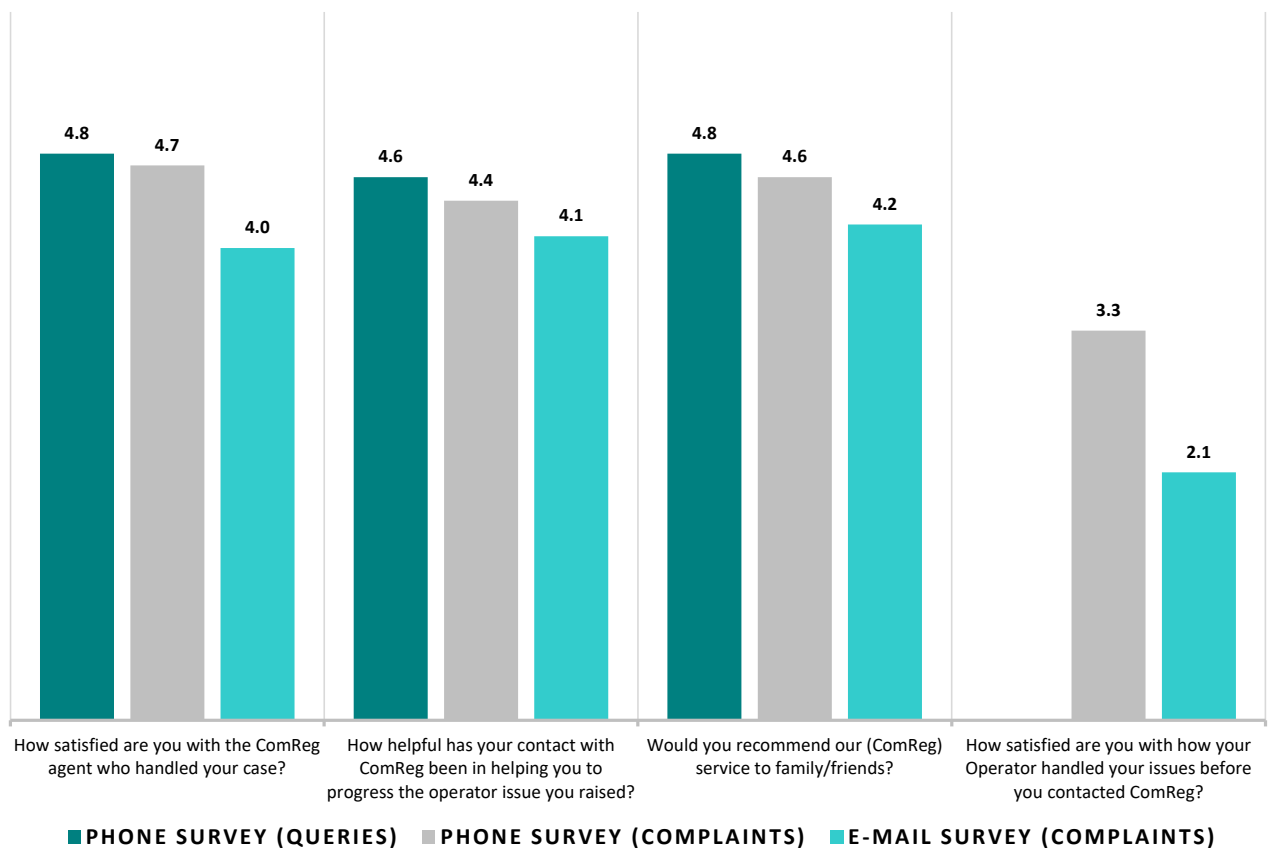
Figure 2: Consumer Care Survey ratings Q3 2023

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[5] 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 Q3 2023, ComReg recorded approximately 3,400 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 5% decrease in the total number of issues recorded compared to Q3 2022; ECS issues decreased by 4%, and PRS issues decreased by 14%. 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 Q3 2022 to Q3 2023.
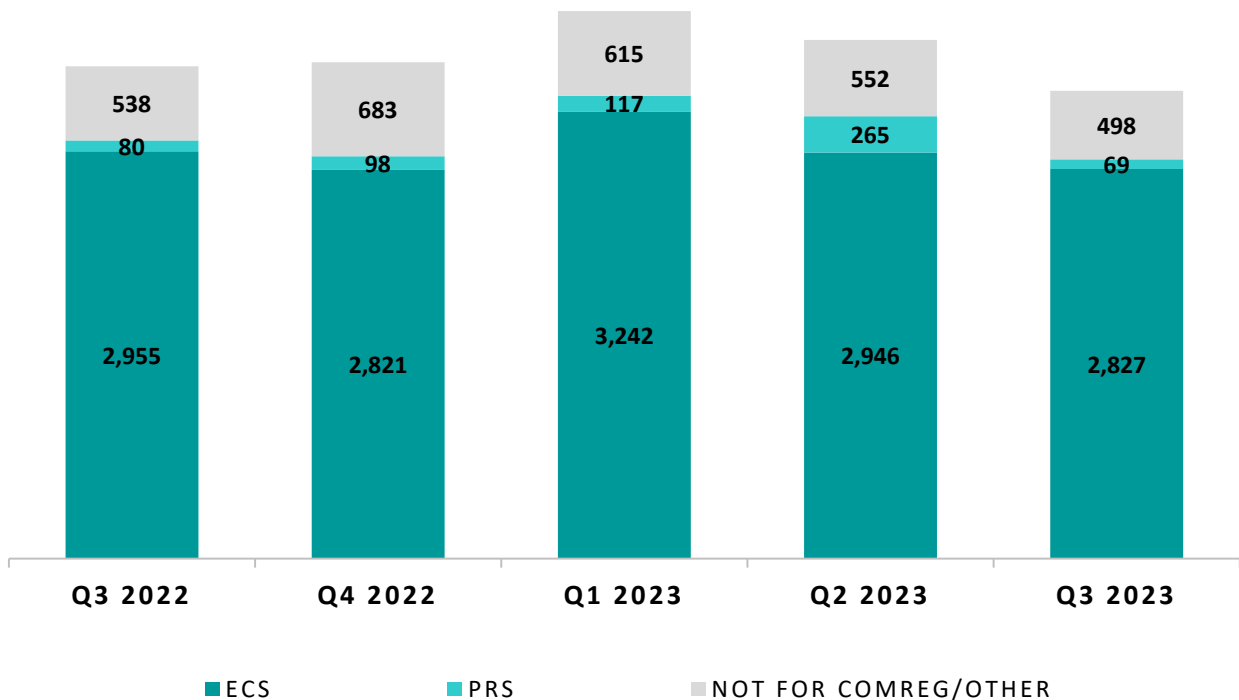
Figure 3: Number of issues recorded Q3 2022 – Q3 2023 by category

In Q3 2023, 83% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 2% and 15% of all other issues, respectively. Figure 4 below shows the split of these three category types.
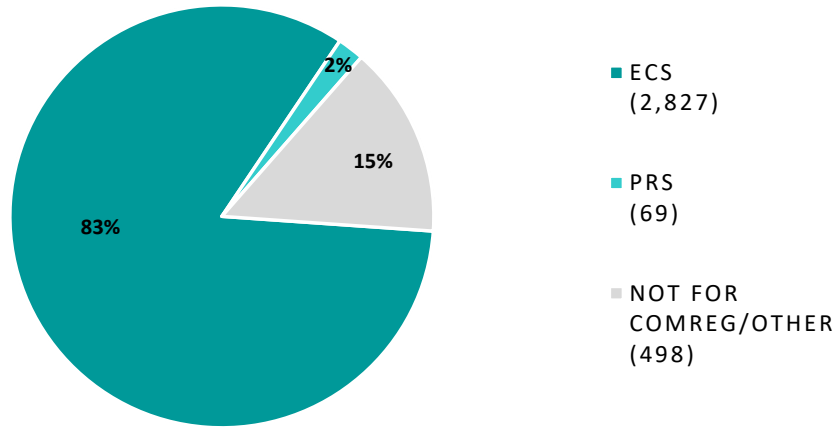
Figure 4: Split of all issues recorded in Q3 2023 by category

3.2 All Issues Recorded by Classification Type[6]

In Q3 2023, approximately 3,400 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 Q2 2023 to Q3 2023.
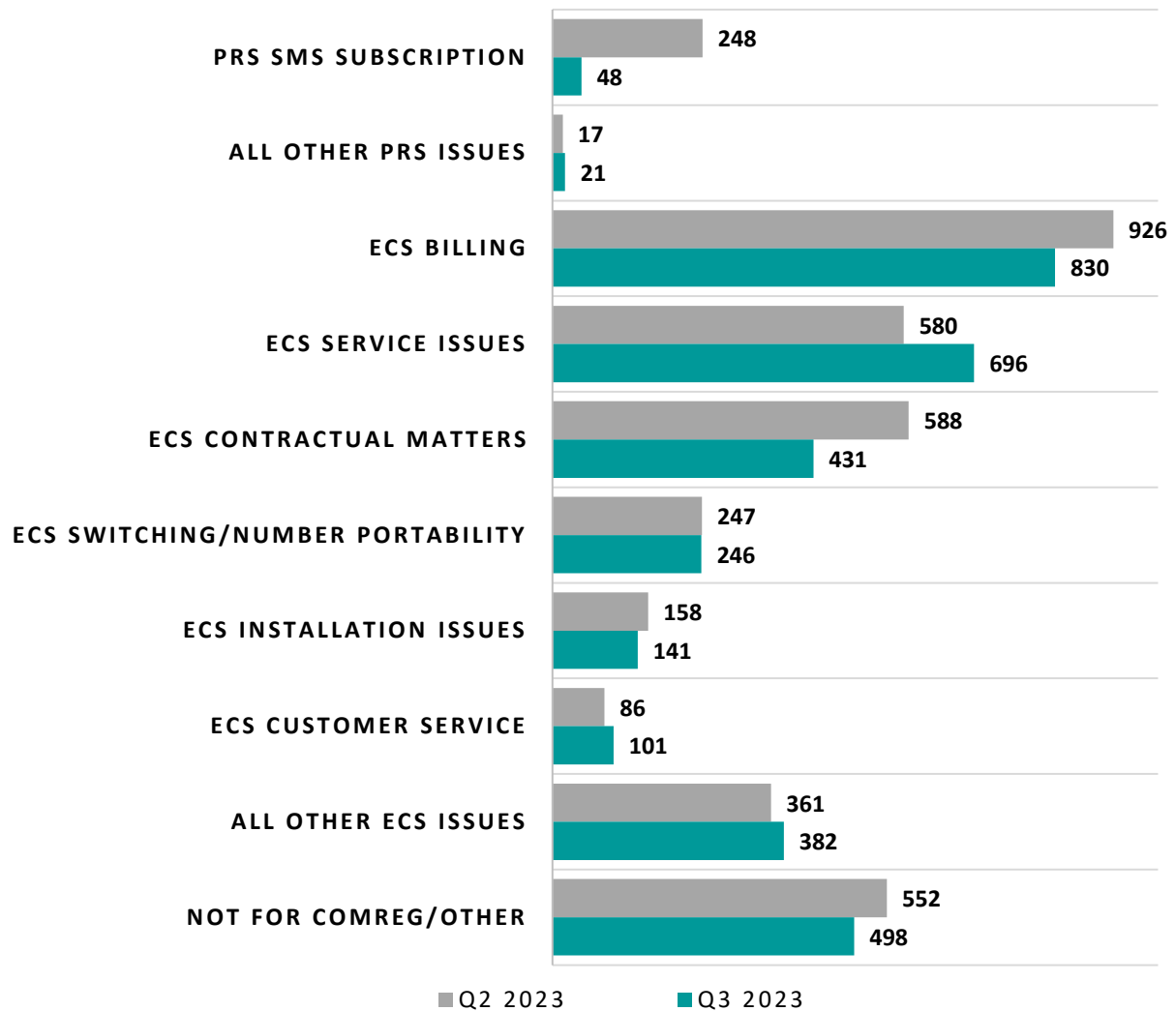
Figure 5: Number of issues recorded by classification type Q2 2023 vs Q3 2023

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[6] 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 Q3 2023, 91% of all issues recorded were queries, and 9% were complaints. Of the 3,090 queries recorded in Q3 2023, 82% were in relation to ECS and 2% were in relation to PRS. Of the 304 complaints recorded, 99.7% were in relation to ECS and 0.3% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 23.

91.04%

0.03%

8.93%

■ ECS, PRS AND ALL OTHER QUERY (3,090)　　■ PRS COMPLAINT (1)　　■ ECS COMPLAINT (303)

8.96%

14.67%
2.00%

74.37%

■ ECS/PRS COMPLAINT (304)　　■ NOT FOR COMREG/ OTHER QUERY (498)　　■ PRS QUERY (68)　　■ ECS QUERY (2,524)
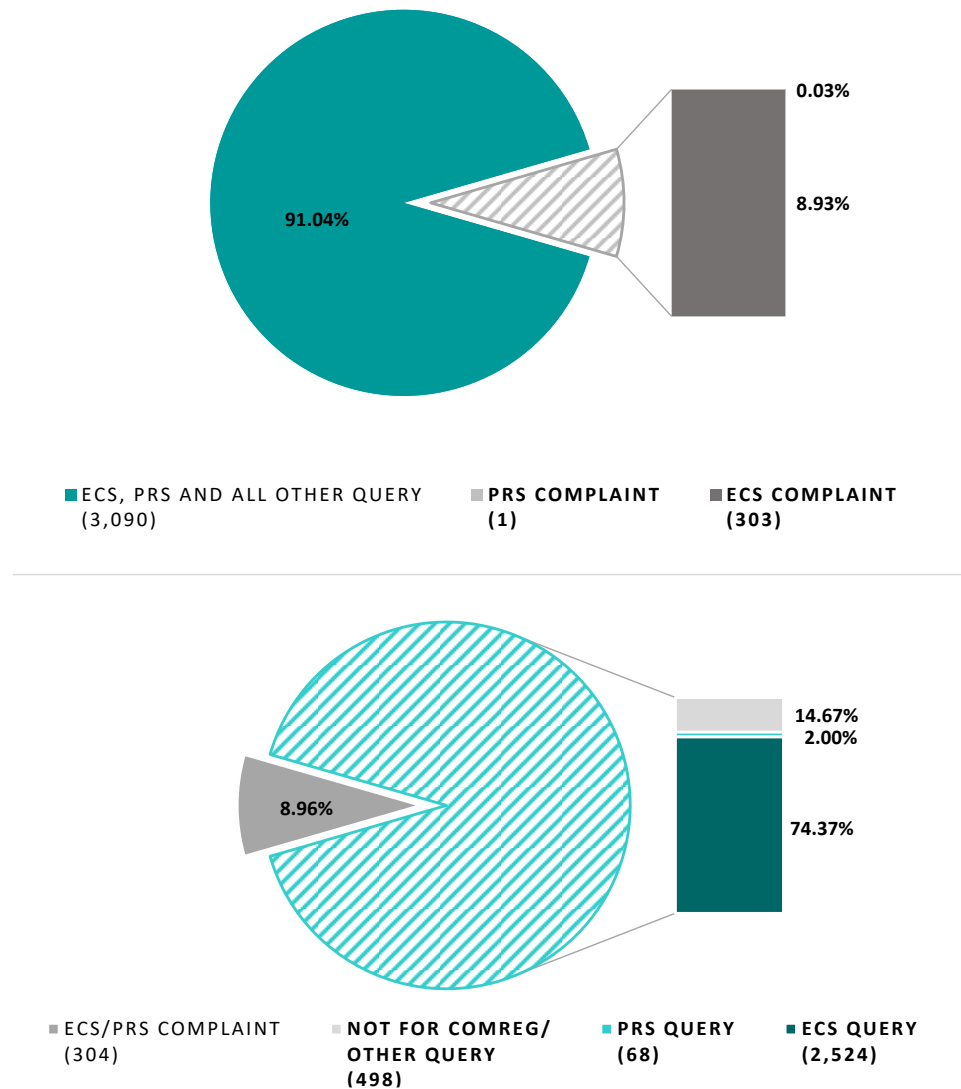
Figure 6: Split of issues recorded by issue type and category Q3 2023

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 Q3 2022 to Q3 2023. From Q3 2022 to Q3 2023, ECS queries decreased by 4%, PRS queries decreased by 14% and ECS complaints decreased by 7%. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.
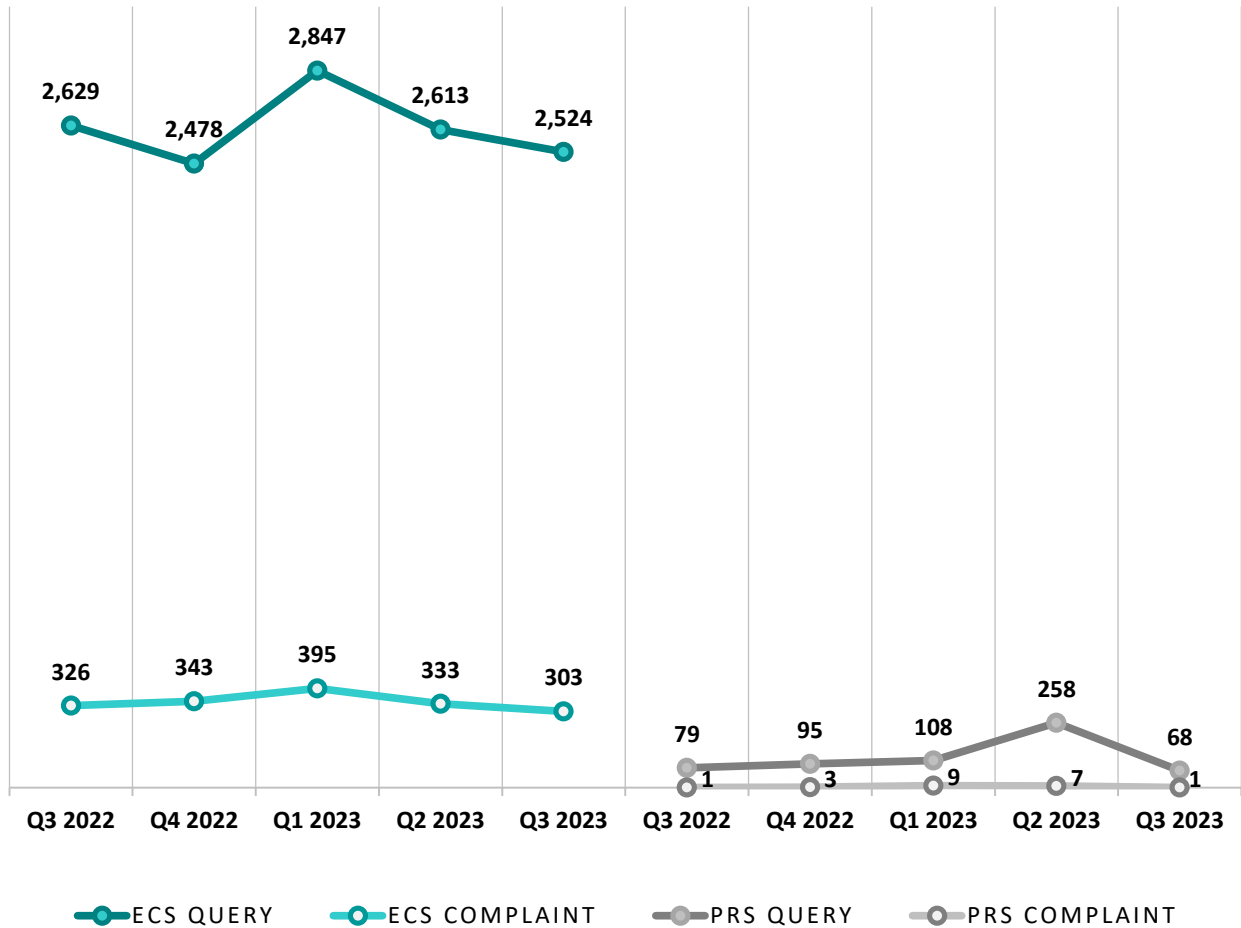
Figure 7: ECS and PRS complaints and queries recorded Q3 2022 – Q3 2023

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[7], 3[8], Vodafone[9] and 'Other' Mobile Service Providers[10], comparing Q2 2023 to Q3 2023. The total number of issues recorded for Mobile Service Providers in Q3 2023 was 955, compared to Q2 2023, where 952 issues were recorded.
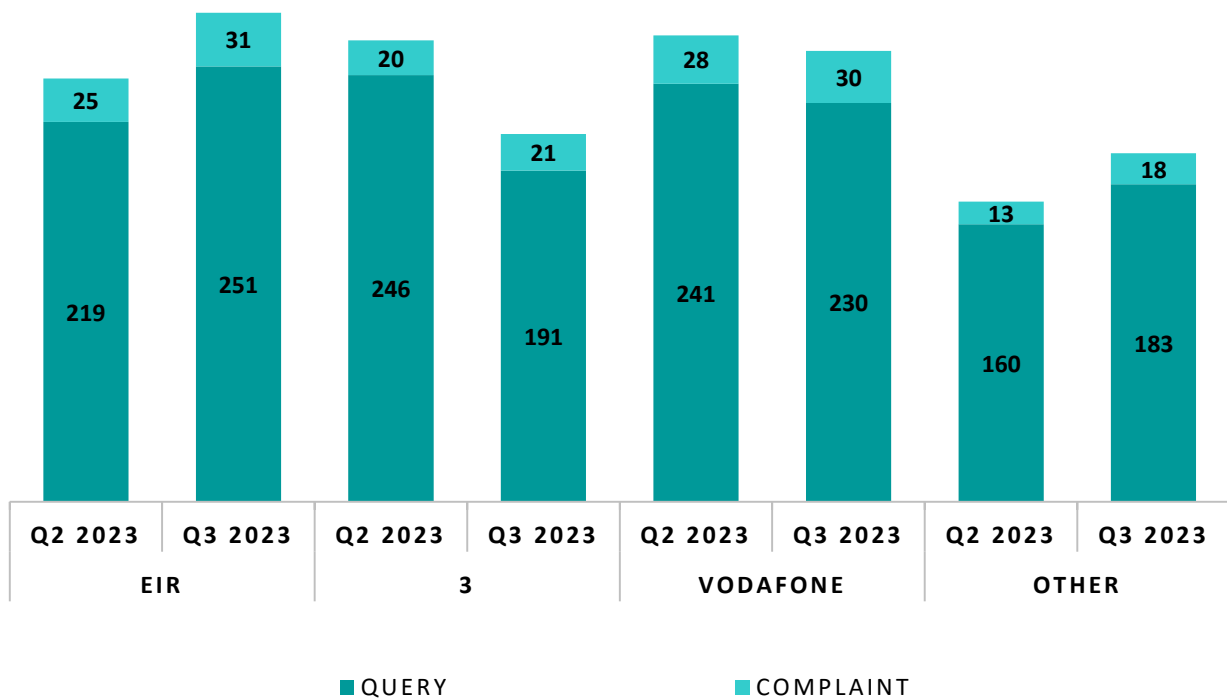
Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q2 2023 vs Q3 2023

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[7] On this chart, issues recorded for GoMo are included in Eir's figures.

[8] On this chart, issues recorded for 48 are included in 3's figures.

[9] On this chart, issues recorded for Clear Mobile are included in Vodafone's figures.

[10] '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[7,8,9,10] in Figure 8, including the total industry average, comparing Q2 2023 to Q3 2023. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

Q2 2023

	Query	Complaint
EIR	89.8%	10.2%
3	92.5%	7.5%
VODAFONE	89.6%	10.4%
OTHER	92.5%	7.5%
INDUSTRY AVERAGE	91.0%	9.0%

Q3 2023

	Query	Complaint
EIR	89.0%	11.0%
3	90.1%	9.9%
VODAFONE	88.5%	11.5%
OTHER	91.0%	9.0%
INDUSTRY AVERAGE	89.5%	10.5%

Legend: ■ QUERY ■ COMPLAINT ■ INDUSTRY AVERAGE QUERY ■ INDUSTRY AVERAGE COMPLAINT
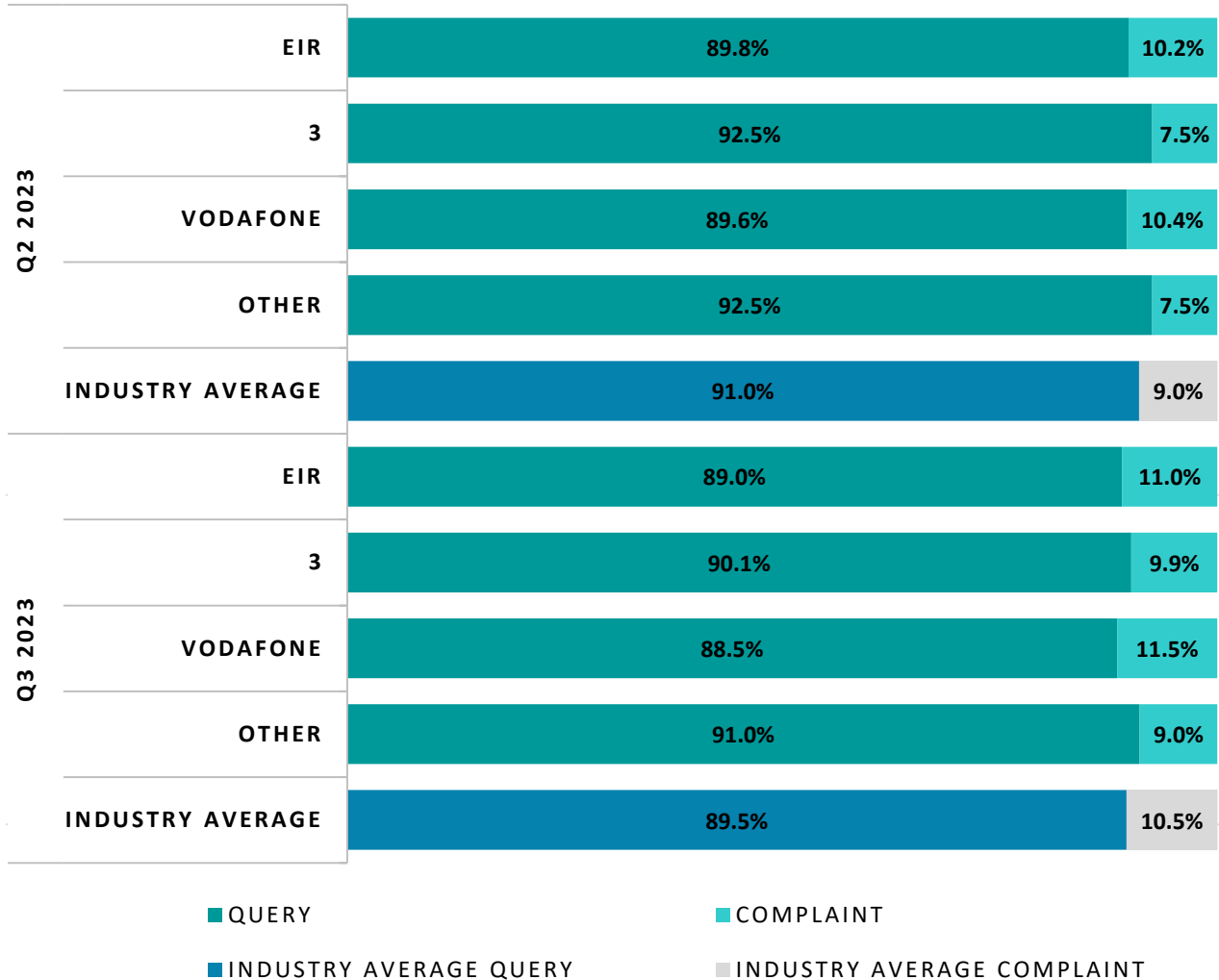
Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q2 2023 vs Q3 2023

4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider[7,8,9,10] listed in Figure 8, comparing Q2 2023 with Q3 2023. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

EIR

Classification	Q2	Q3
BILLING	14	12
CONTRACTUAL MATTERS	3	2
SERVICE ISSUES	3	9
SWITCHING/NUMBER PORTABILITY	4	6
ALL OTHER CLASSIFICATIONS	1	2

3

Classification	Q2	Q3
BILLING	7	7
CONTRACTUAL MATTERS	6	3
SERVICE ISSUES	6	7
SWITCHING/NUMBER PORTABILITY		
ALL OTHER CLASSIFICATIONS	1	4

VODAFONE

Classification	Q2 2023
BILLING	11
CONTRACTUAL MATTERS	4
SERVICE ISSUES	8
SWITCHING/NUMBER PORTABILITY	3
ALL OTHER CLASSIFICATIONS	2

Classification	Q3 2023
BILLING	8
CONTRACTUAL MATTERS	8
SERVICE ISSUES	7
SWITCHING/NUMBER PORTABILITY	6
ALL OTHER CLASSIFICATIONS	1

OTHER

Classification	Q2 2023
BILLING	4
CONTRACTUAL MATTERS	1
SERVICE ISSUES	5
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	2

Classification	Q3 2023
BILLING	8
CONTRACTUAL MATTERS	1
SERVICE ISSUES	7
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	1

■ Q2 2023 ■ Q3 2023

Figure 10: Mobile Service Provider ECS complaints by classification type Q2 2023 vs Q3 2023

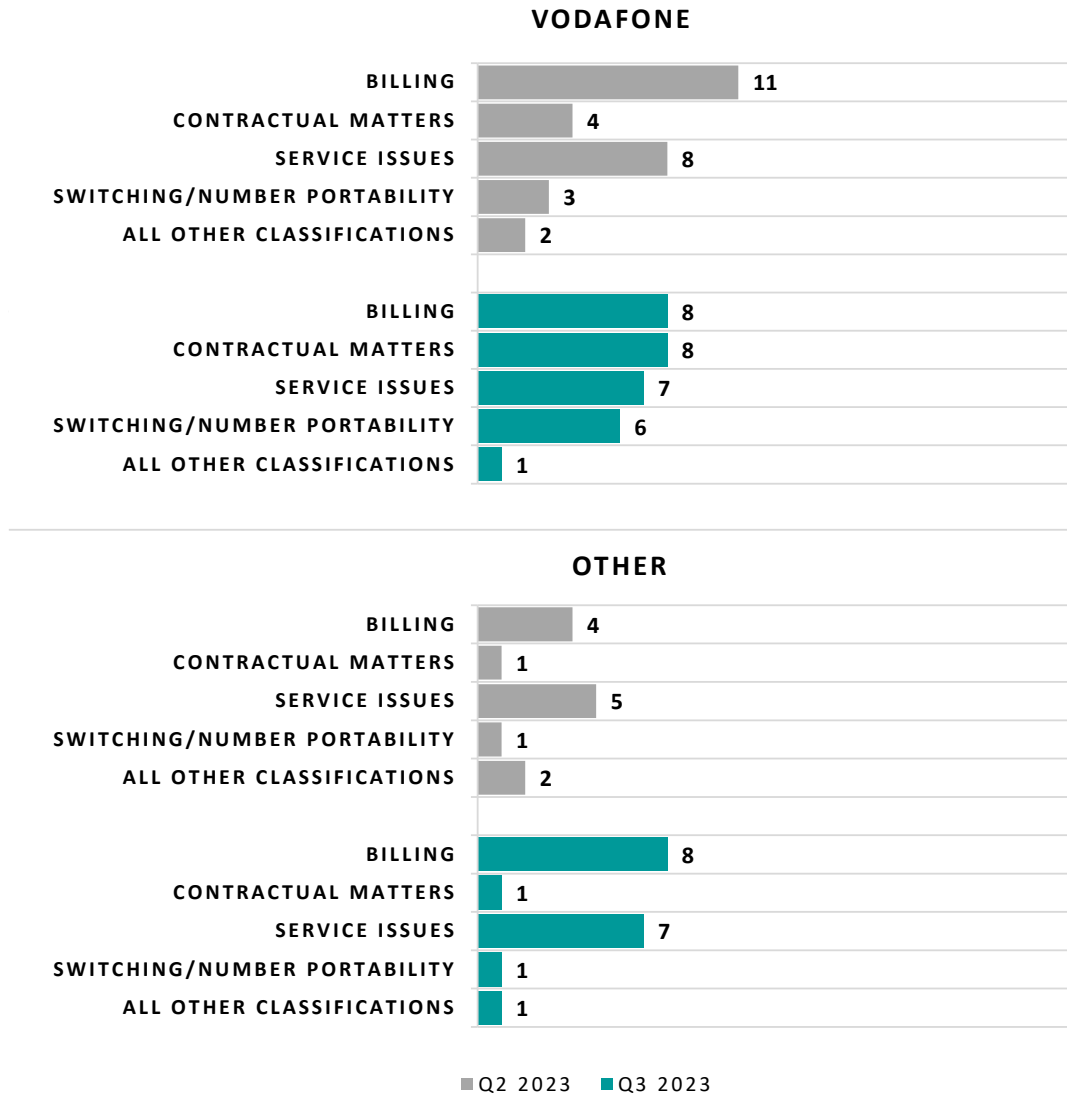## 4.3 Mobile Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of issues recorded for each Mobile Service Provider[7,8,9] listed in Figure 8, as reported by consumers, comparing Q2 2023 to Q3 2023.

	Number of Issues Q2 2023	Number of Issues Q3 2023
Eir		
Billed more than agreed amount	41	39
Billed after cancellation	22	29
Accessing complaints process - issue lodging formal complaint	15	17
Loss of service	23	15
Mobile coverage		12
Contract termination issues - cancellation not accepted	6	10
Billed for service not received		10
Switching/number portability - delay switching	10	9
Switching/number portability - unlock code issue		8
Switching/number portability - number loss		7
3		
Billed more than agreed amount	32	24
Billed after cancellation	13	14
Loss of service	9	12
Equipment issues - handset	11	10
Service issues - intermittent service	9	10
Mobile coverage	10	9
Refund not received	12	8
Switching/number portability - delay switching	8	7
Net neutrality - broadband speeds received		7
Roaming issue - Outside EU data	9	6

Vodafone		
Billed more than agreed amount	38	32
Mobile coverage	14	24
Equipment issues - handset	10	13
Misleading sales		12
Switching/number portability - delay switching		12
Loss of service	14	11
Switching/number portability - number loss	9	11
Billed after cancellation	13	10
Switching/number portability - unlock code issue	9	9
Contract termination issues - cancellation not accepted		8

Figure 11: Highest number of issues recorded by Mobile Service Provider Q2 2023 vs Q3 2023

4.4 Mobile Service Provider ECS Complaints Closed in Q3 2023

Figure 12 shows the number of ECS complaints closed in Q3 2023, for each Mobile Service Provider[7,8,9] listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q3 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.
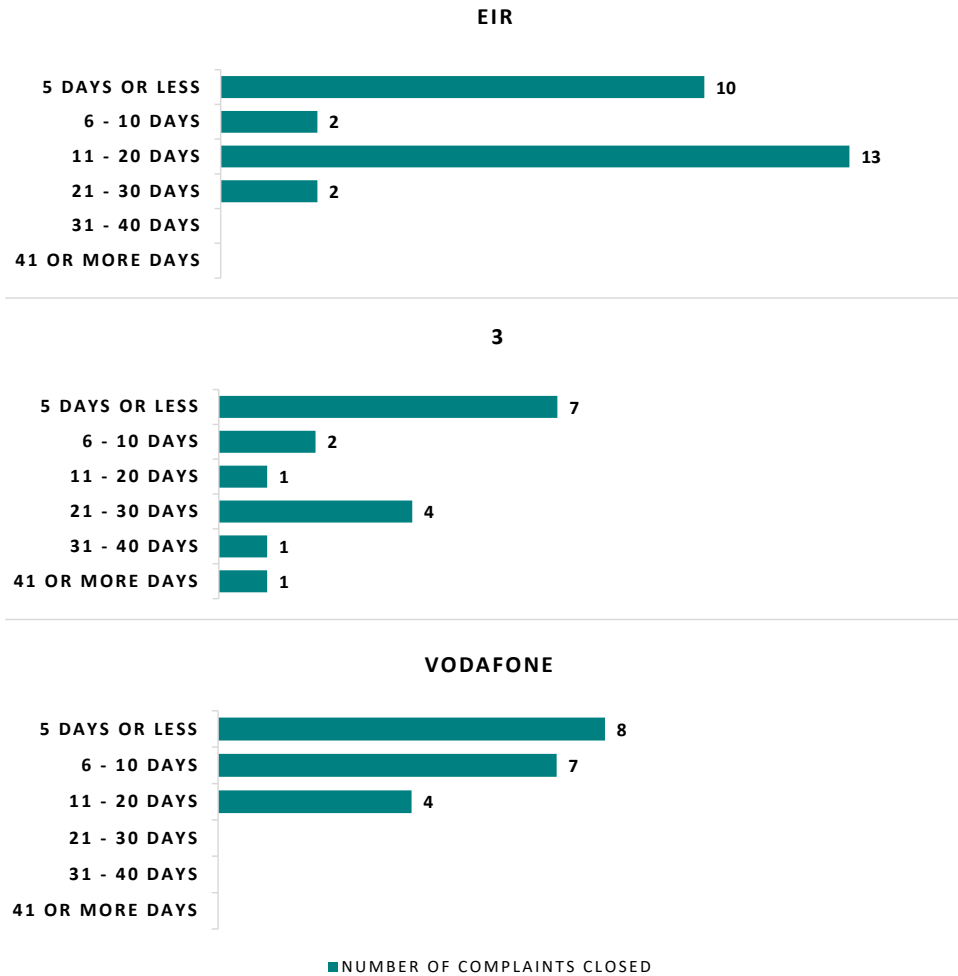
EIR

5 DAYS OR LESS	10
6 - 10 DAYS	2
11 - 20 DAYS	13
21 - 30 DAYS	2
31 - 40 DAYS	
41 OR MORE DAYS	

3

5 DAYS OR LESS	7
6 - 10 DAYS	2
11 - 20 DAYS	1
21 - 30 DAYS	4
31 - 40 DAYS	1
41 OR MORE DAYS	1

VODAFONE

5 DAYS OR LESS	8
6 - 10 DAYS	7
11 - 20 DAYS	4
21 - 30 DAYS	
31 - 40 DAYS	
41 OR MORE DAYS	

■ NUMBER OF COMPLAINTS CLOSED

Figure 12: ECS complaints closed in Q3 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[7,8,9,10] 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 Q2 2023[11] to Q3 2023. Complaints closed within Q3 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 July 2023. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Mobile Service Providers.
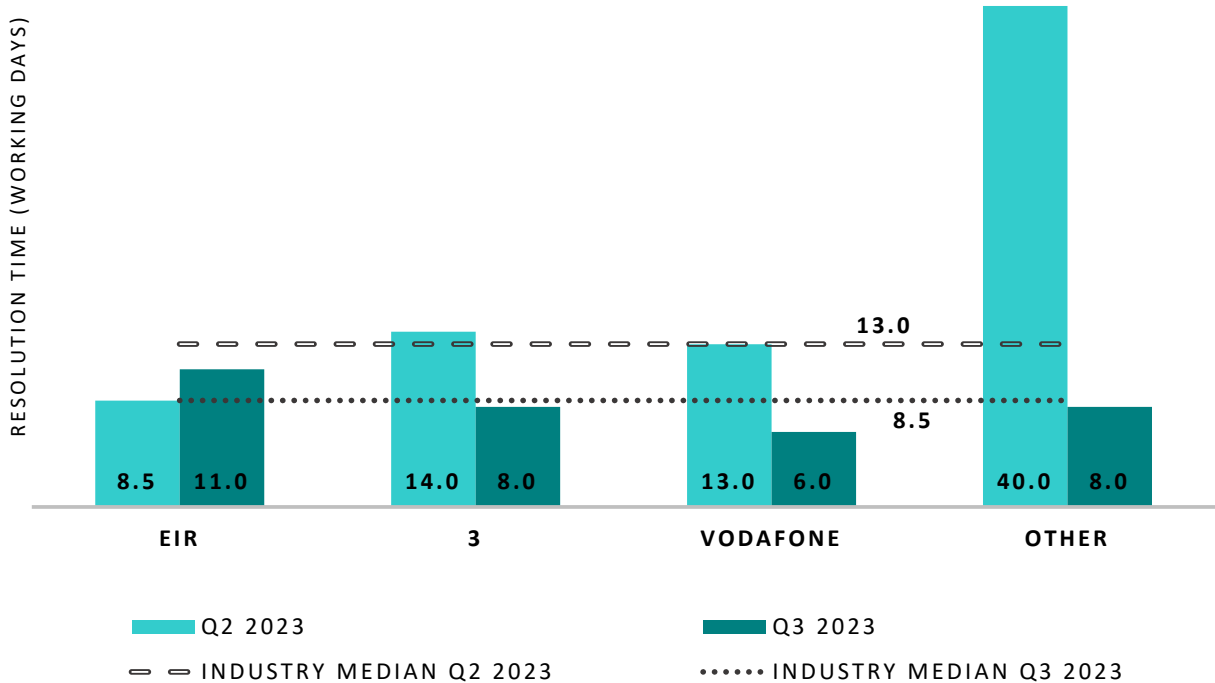

Figure 13: Median complaint resolution time by Mobile Service Provider Q2 2023 vs Q3 2023

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[11] For details of complaints closed in Q2 2023, see ComReg Consumer Care Statistics Report Q2 2023.

Figure 14[7,8,9,10] provides a further breakdown of the Q3 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.
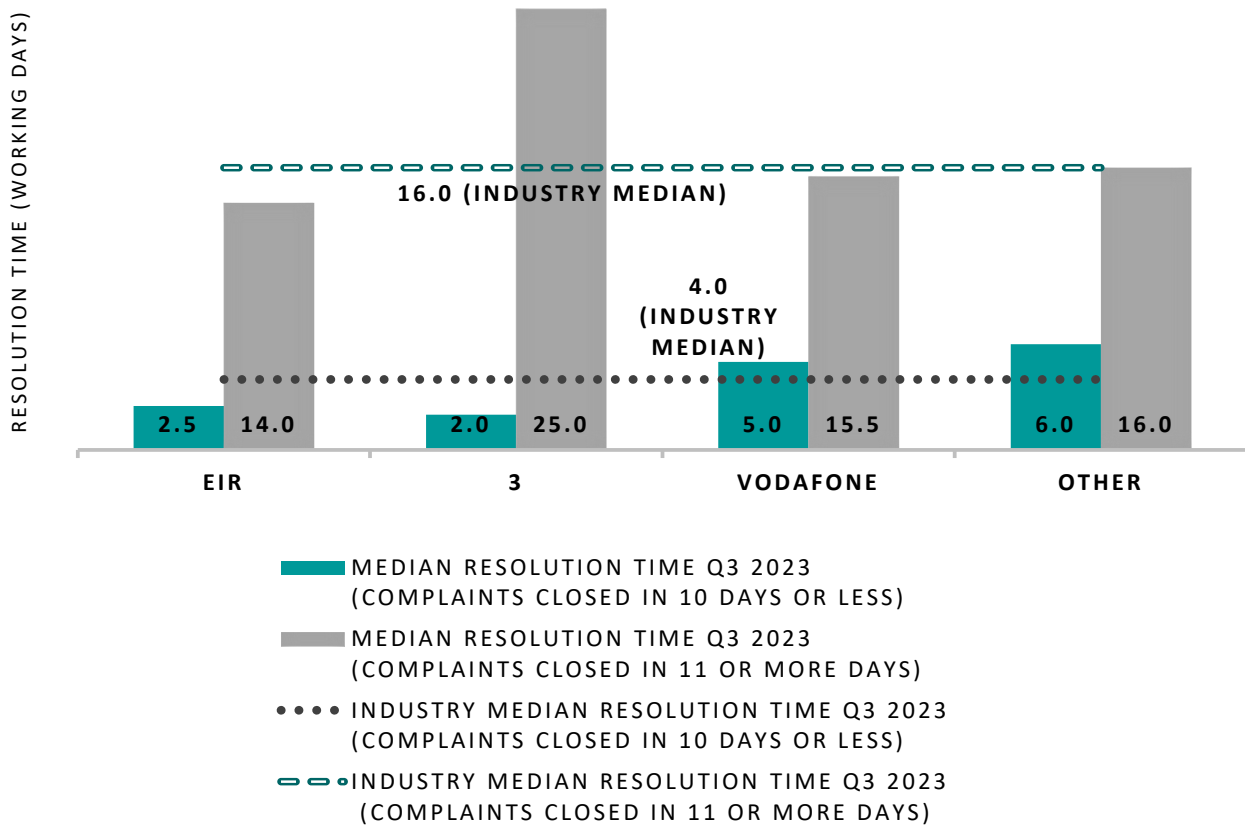

Figure 14: Median complaint resolution time by Mobile Service Provider Q3 2023, complaints closed in 10 days or less vs complaints closed in 11 days or more

Figure 15 below provides the Q3 2023 median resolution time for complaints in Figure 13, split by Service Provider[7,8,9] and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.
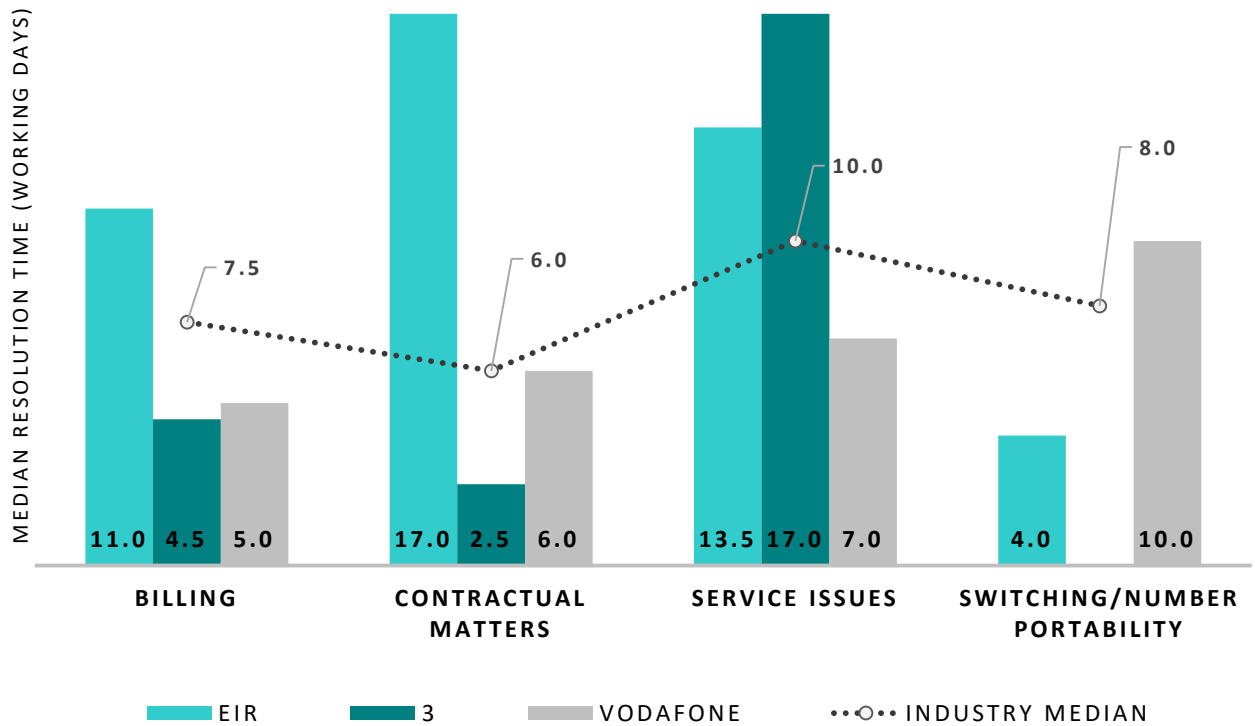

Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q3 2023

4.5 Mobile Service Provider ECS Complaints Open at 30 September 2023

Figure 16 shows the number ECS complaints open at 30 September 2023, for each Mobile Service Provider[7,8,9] listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.
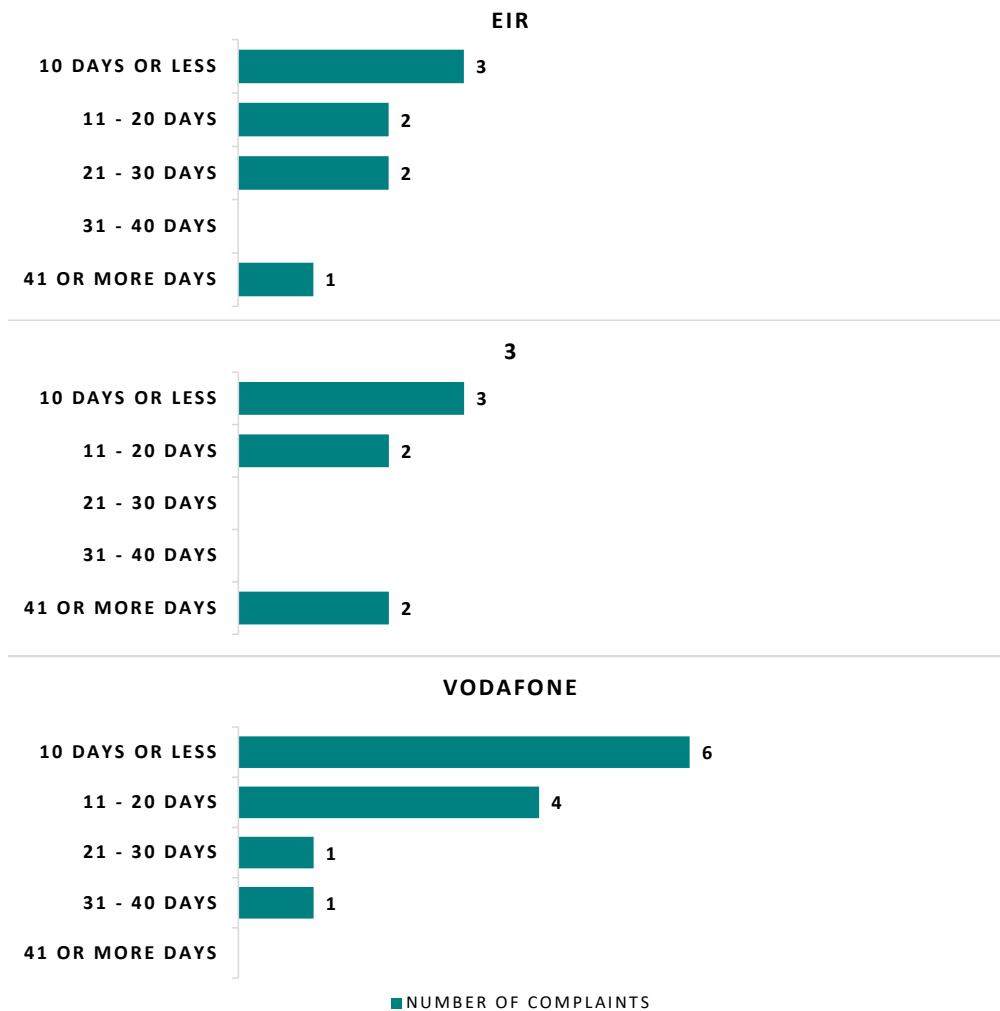
Figure 16: Mobile Service Provider ECS complaints open at 30 September 2023 by number of working days since first escalation

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[7,8,9] listed in Figure 8 and the total industry average, comparing Q2 2023 to Q3 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 Q2 2023 vs Q3 2023

4.7 Mobile Service Provider PRS Issues
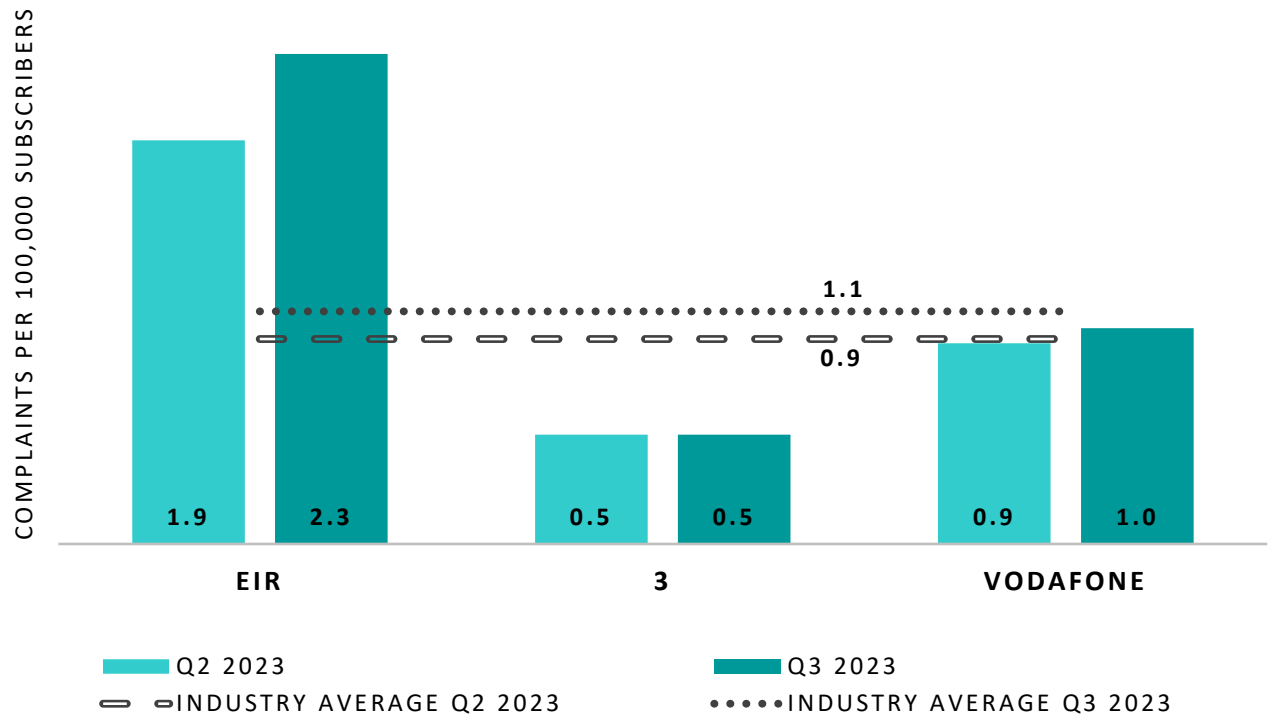
PRS texts are sent to five-digit short codes beginning with the number 5 (e.g. 57XXX), and texts to PRS typically cost more than ordinary texts, depending on the prefix number or short code. Figure 18 below shows the number of PRS issues raised with ComReg's Consumer Care in Q3 2023 split by short code and premium rate service provider[12] (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	
	Other	Total
Other	69	69
Total	69	69

Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q3 2023

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[12] 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 Q2 2023[2] to Q3 2023. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.
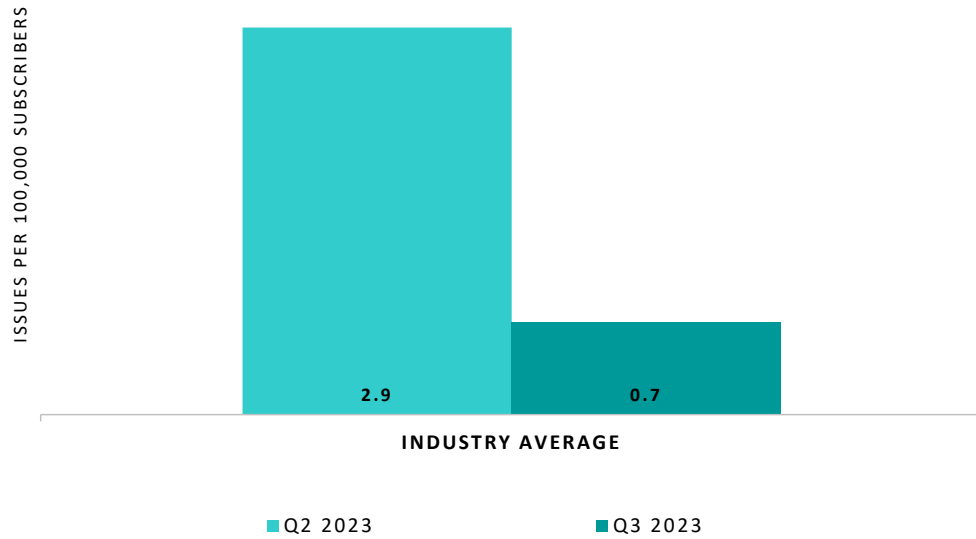

Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q2 2023 vs Q3 2023

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, Sky, Virgin Media, Vodafone, and all 'Other'[13] Fixed Service Providers, comparing Q2 2023 to Q3 2023. The total number of issues recorded for Fixed Service Providers in Q3 2023 was 1,860, a 6% decrease compared to Q2 2023, where 1,985 issues were recorded.
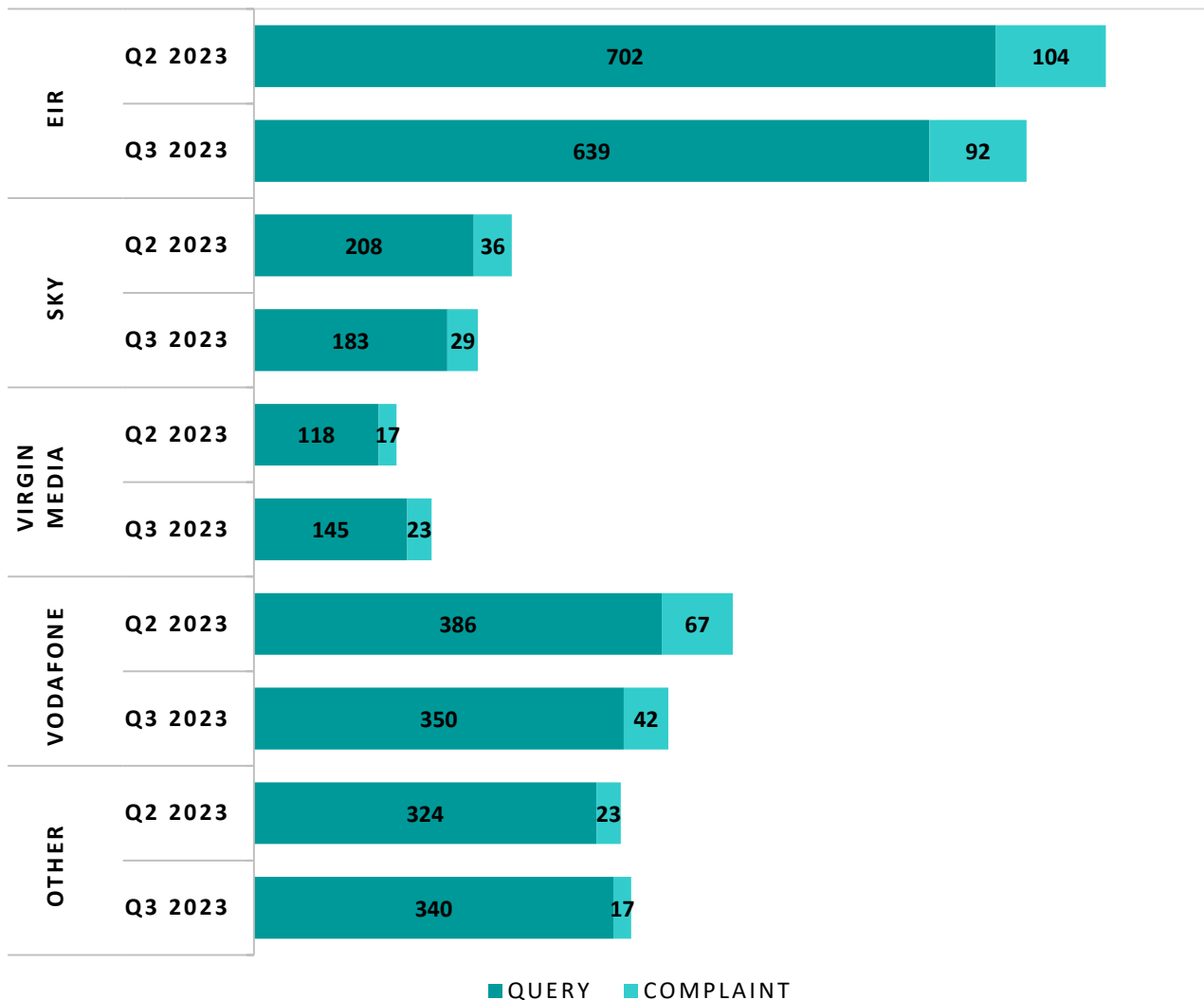

Figure 20: Number of ECS issues queries and complaints by Fixed Service Provider Q2 2023 vs Q3 2023

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[13] '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, Sky, Virgin Media and Vodafone, including the total industry average comparing Q2 2023 to Q3 2023. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

Q2 2023	QUERY	COMPLAINT
EIR	87.1%	12.9%
SKY	85.2%	14.8%
VIRGIN MEDIA	87.4%	12.6%
VODAFONE	85.2%	14.8%
OTHER	93.4%	6.6%
INDUSTRY AVERAGE	87.6%	12.4%

Q3 2023	QUERY	COMPLAINT
EIR	87.4%	12.6%
SKY	86.3%	13.7%
VIRGIN MEDIA	86.3%	13.7%
VODAFONE	89.3%	10.7%
OTHER	95.2%	4.8%
INDUSTRY AVERAGE	89.1%	10.9%

Legend:
- ■ QUERY
- ■ COMPLAINT
- ■ INDUSTRY AVERAGE QUERY
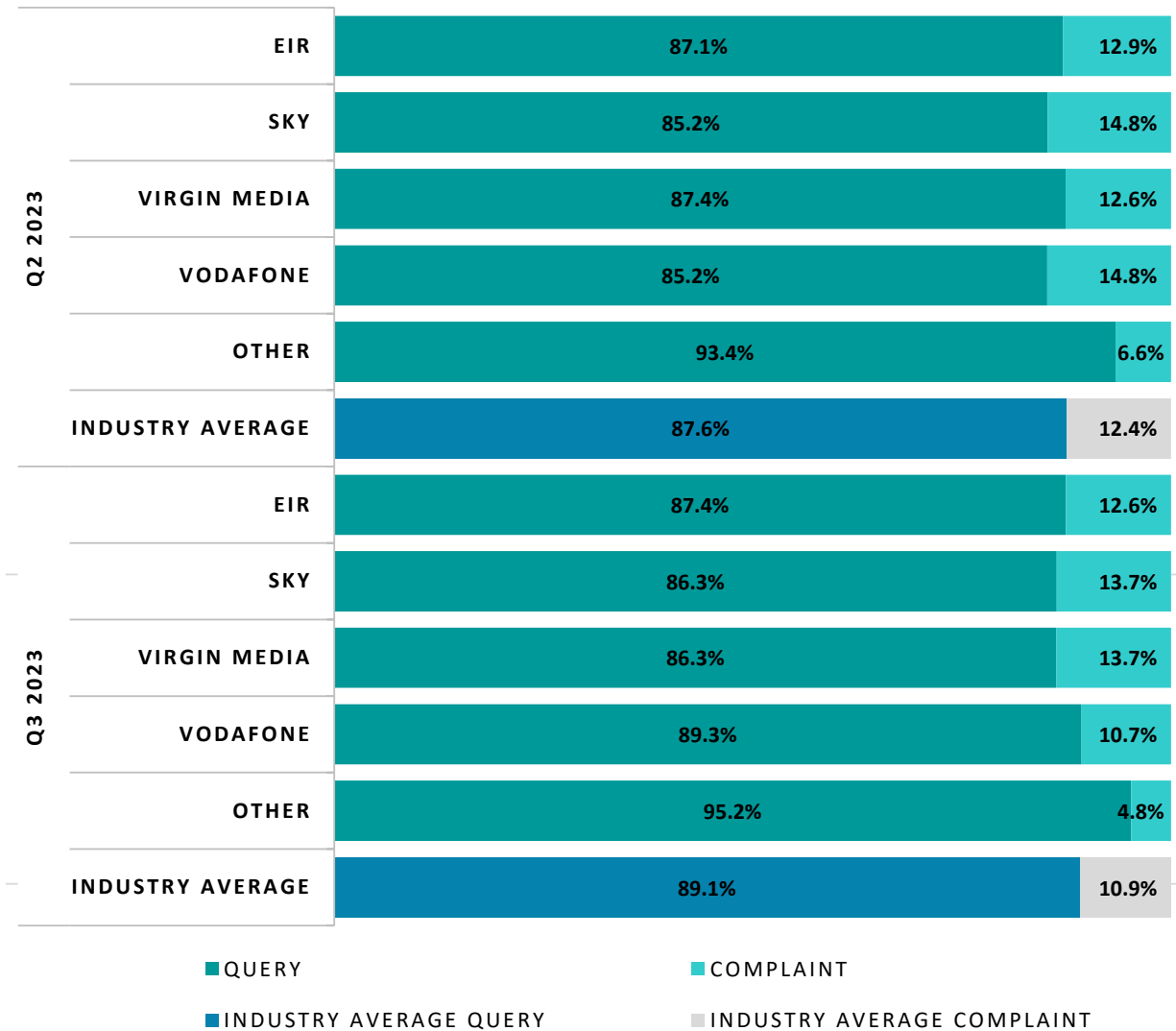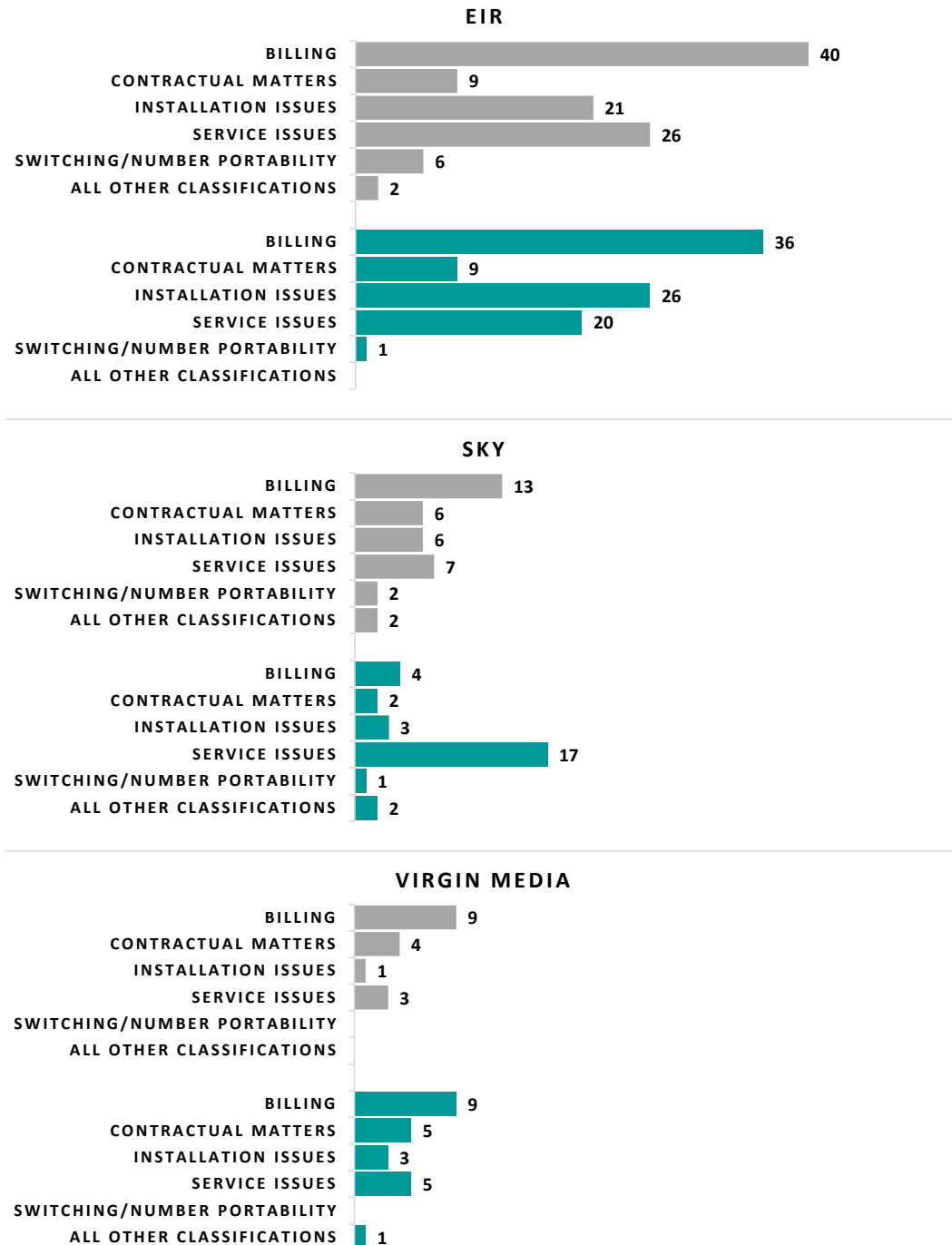- ■ INDUSTRY AVERAGE COMPLAINT

Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q2 2023 vs Q3 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 Q2 2023 with Q3 2023. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.
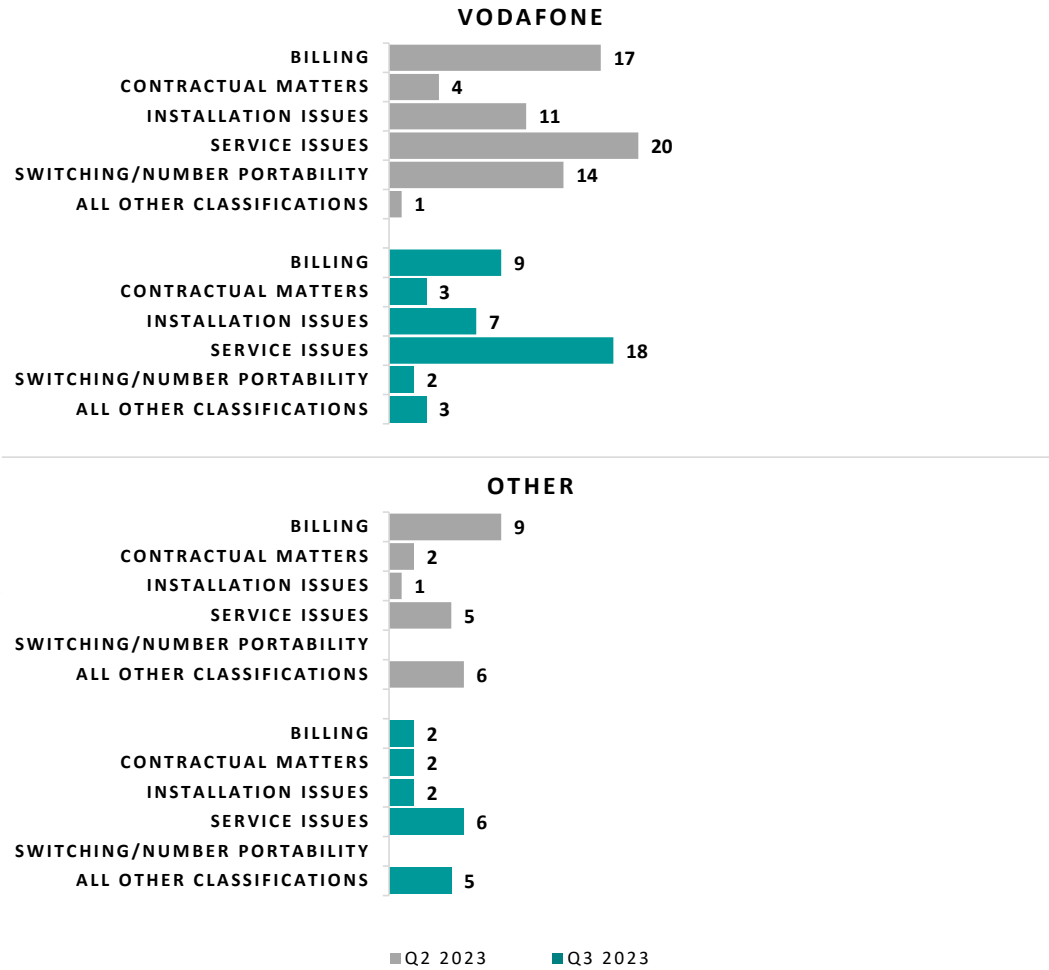
EIR

Classification	Value
BILLING	40
CONTRACTUAL MATTERS	9
INSTALLATION ISSUES	21
SERVICE ISSUES	26
SWITCHING/NUMBER PORTABILITY	6
ALL OTHER CLASSIFICATIONS	2
BILLING	36
CONTRACTUAL MATTERS	9
INSTALLATION ISSUES	26
SERVICE ISSUES	20
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	

SKY

Classification	Value
BILLING	13
CONTRACTUAL MATTERS	6
INSTALLATION ISSUES	6
SERVICE ISSUES	7
SWITCHING/NUMBER PORTABILITY	2
ALL OTHER CLASSIFICATIONS	2
BILLING	4
CONTRACTUAL MATTERS	2
INSTALLATION ISSUES	3
SERVICE ISSUES	17
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	2

VIRGIN MEDIA

Classification	Value
BILLING	9
CONTRACTUAL MATTERS	4
INSTALLATION ISSUES	1
SERVICE ISSUES	3
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	
BILLING	9
CONTRACTUAL MATTERS	5
INSTALLATION ISSUES	3
SERVICE ISSUES	5
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	1

VODAFONE

Q2 2023:
- BILLING: 17
- CONTRACTUAL MATTERS: 4
- INSTALLATION ISSUES: 11
- SERVICE ISSUES: 20
- SWITCHING/NUMBER PORTABILITY: 14
- ALL OTHER CLASSIFICATIONS: 1

Q3 2023:
- BILLING: 9
- CONTRACTUAL MATTERS: 3
- INSTALLATION ISSUES: 7
- SERVICE ISSUES: 18
- SWITCHING/NUMBER PORTABILITY: 2
- ALL OTHER CLASSIFICATIONS: 3

OTHER

Q2 2023:
- BILLING: 9
- CONTRACTUAL MATTERS: 2
- INSTALLATION ISSUES: 1
- SERVICE ISSUES: 5
- SWITCHING/NUMBER PORTABILITY:
- ALL OTHER CLASSIFICATIONS: 6

Q3 2023:
- BILLING: 2
- CONTRACTUAL MATTERS: 2
- INSTALLATION ISSUES: 2
- SERVICE ISSUES: 6
- SWITCHING/NUMBER PORTABILITY:
- ALL OTHER CLASSIFICATIONS: 5

Legend: ■ Q2 2023   ■ Q3 2023

Figure 22: Fixed Service Provider ECS complaints by classification type Q2 2023 vs Q3 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 Q2 2023 to Q3 2023.

	Number of Issues Q2 2023	Number of Issues Q3 2023
Eir		
Billed after cancellation	97	120
Loss of service	74	113
Billed more than agreed amount	92	86
Delay in installation	62	47
Service availability	34	36
Accessing complaints process - issue lodging formal complaint		30
Pricing transparency	100	24
Contract termination issues - cancellation not accepted	34	24
Billed for service not received		19
Misleading sales		18
Sky		
Loss of service	25	55
Service availability	17	18
Billed after cancellation	21	16
Delay in installation	20	16
Billed more than agreed amount	21	13
Switching/number portability - UAN/CRN issue	16	11
Contract termination issues - cancellation not accepted	9	9
Net neutrality - broadband speeds received		9
Switching/number portability - delay switching	11	8
Contract termination issues - cancellation procedures	9	5

Virgin Media		
Loss of service	11	20
Billed more than agreed amount	12	16
Delay in installation	5	14
Contract termination issues - cancellation procedures	5	12
Billed after cancellation	10	11
Service availability		10
Accessing complaints process - issue lodging formal complaint	6	8
Net neutrality - broadband speeds received	5	8
Pricing transparency	12	6
Contract termination issues - cancellation not accepted	5	5

Vodafone		
Loss of service	84	92
Billed after cancellation	51	41
Billed more than agreed amount	35	38
Switching/number portability - delay switching	18	20
Delay in installation	30	19
Switching/number portability - UAN/CRN issue	20	16
Double billed	21	15
Net neutrality - broadband speeds received		11
Accessing complaints process - issue lodging formal complaint		11
Service availability	20	10

Figure 23: Highest number of issues recorded by Fixed Service Provider Q2 2023 vs Q3 2023

5.4 Fixed Service Provider ECS Complaints Closed in Q3 2023

Figure 24 below shows ECS complaints closed in Q3 2023, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q3 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.
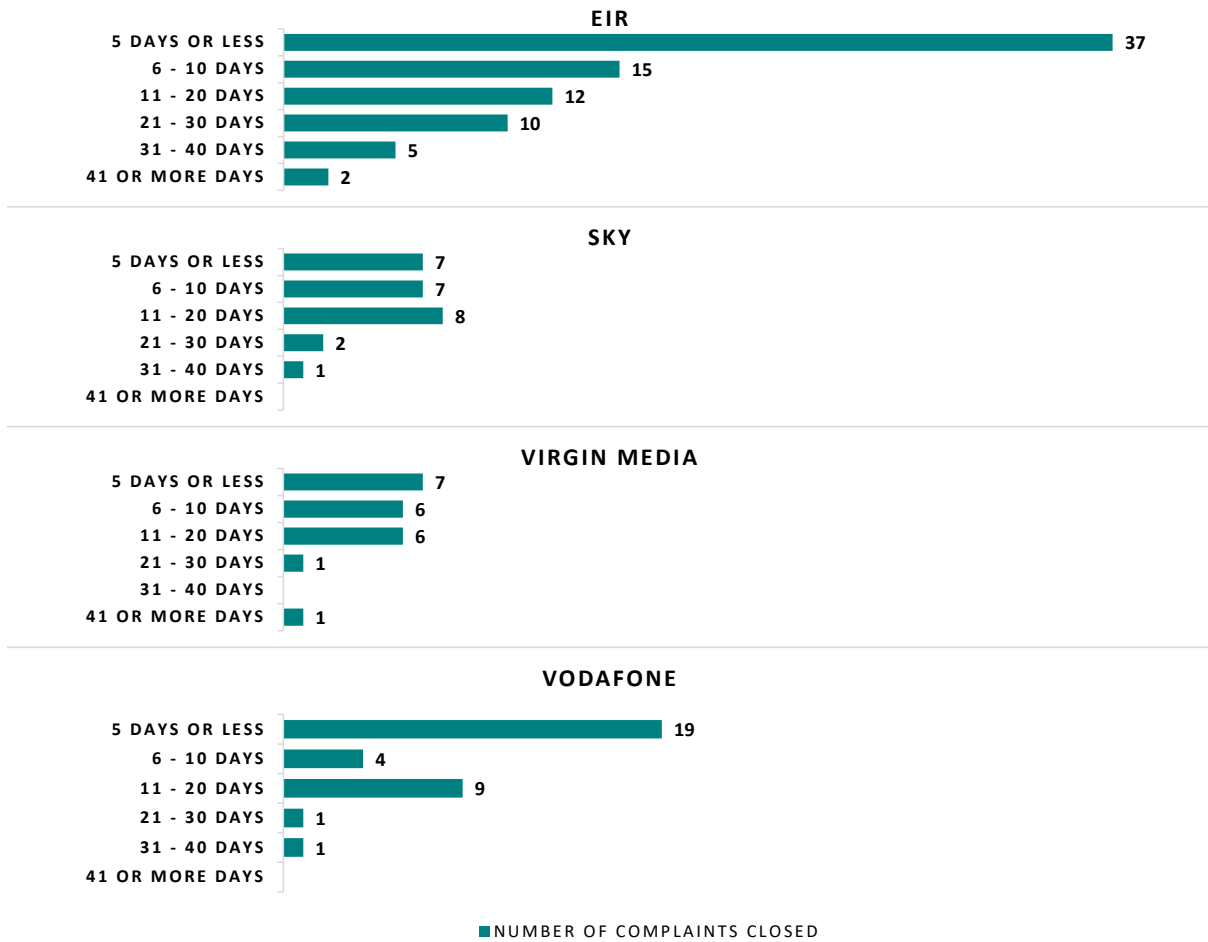
EIR

Working days	Number
5 DAYS OR LESS	37
6 - 10 DAYS	15
11 - 20 DAYS	12
21 - 30 DAYS	10
31 - 40 DAYS	5
41 OR MORE DAYS	2

SKY

Working days	Number
5 DAYS OR LESS	7
6 - 10 DAYS	7
11 - 20 DAYS	8
21 - 30 DAYS	2
31 - 40 DAYS	1
41 OR MORE DAYS	

VIRGIN MEDIA

Working days	Number
5 DAYS OR LESS	7
6 - 10 DAYS	6
11 - 20 DAYS	6
21 - 30 DAYS	1
31 - 40 DAYS	
41 OR MORE DAYS	1

VODAFONE

Working days	Number
5 DAYS OR LESS	19
6 - 10 DAYS	4
11 - 20 DAYS	9
21 - 30 DAYS	1
31 - 40 DAYS	1
41 OR MORE DAYS	

■ NUMBER OF COMPLAINTS CLOSED

Figure 24: Fixed Service Provider ECS complaints closed in Q3 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 Q2 2023[11] to Q3 2023. Complaints closed within Q3 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 July 2023. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Fixed Service Providers.
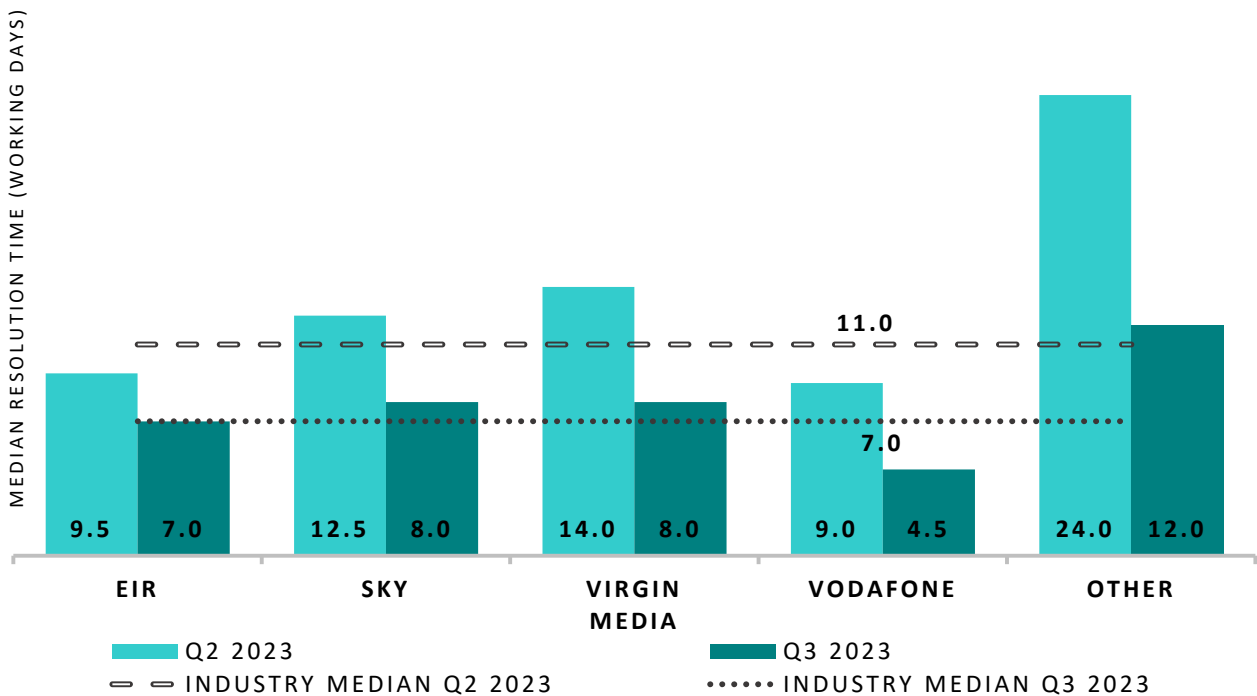
Figure 25: Median complaint resolution time by Fixed Service Provider Q2 2023 vs Q3 2023

Figure 26 provides a further breakdown of the Q3 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.
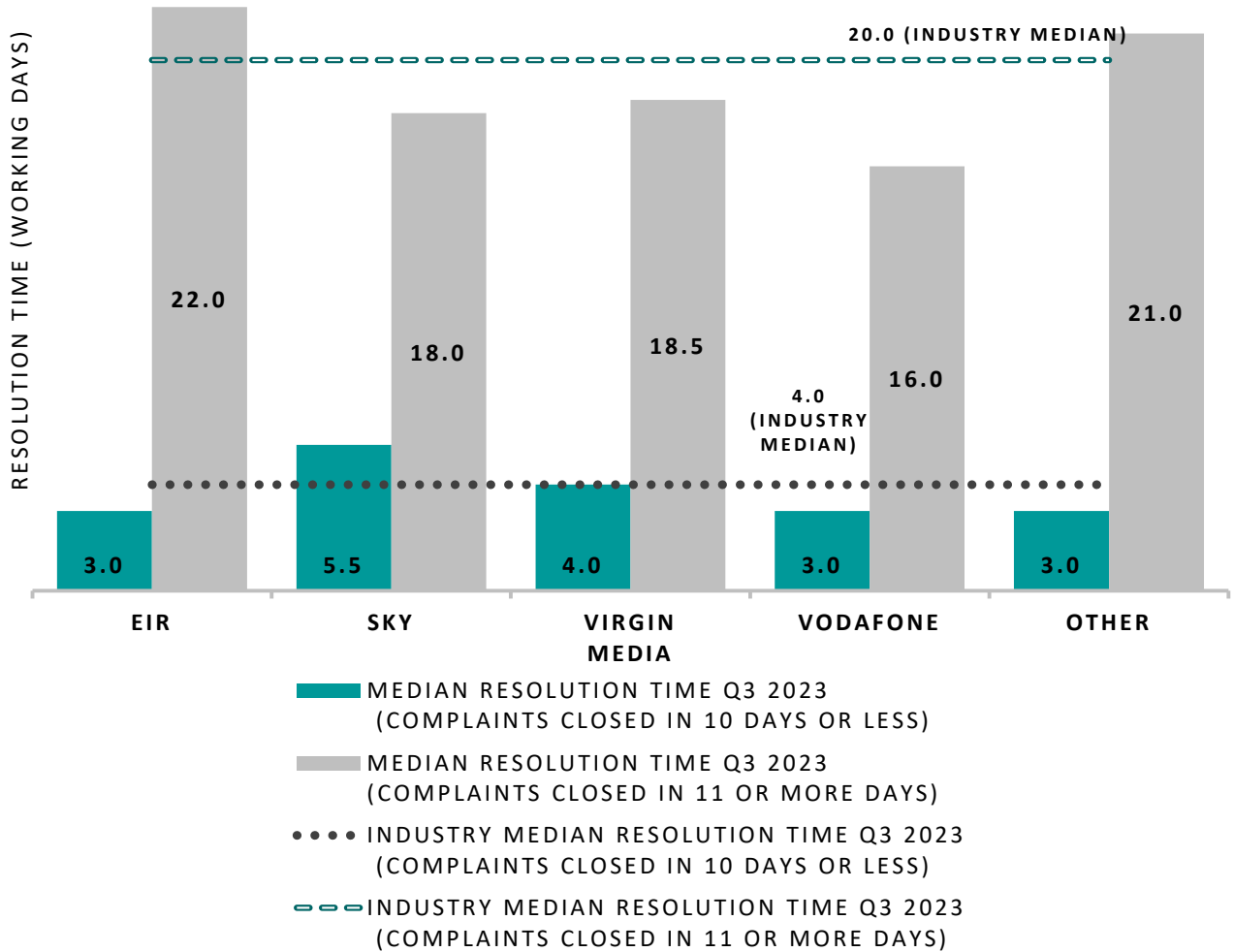
Figure 26: Median complaint resolution time by Fixed Service Provider Q3 2023, complaints closed in 10 days or less versus complaints closed in 11 days or more

Figure 27 below provides the Q3 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.
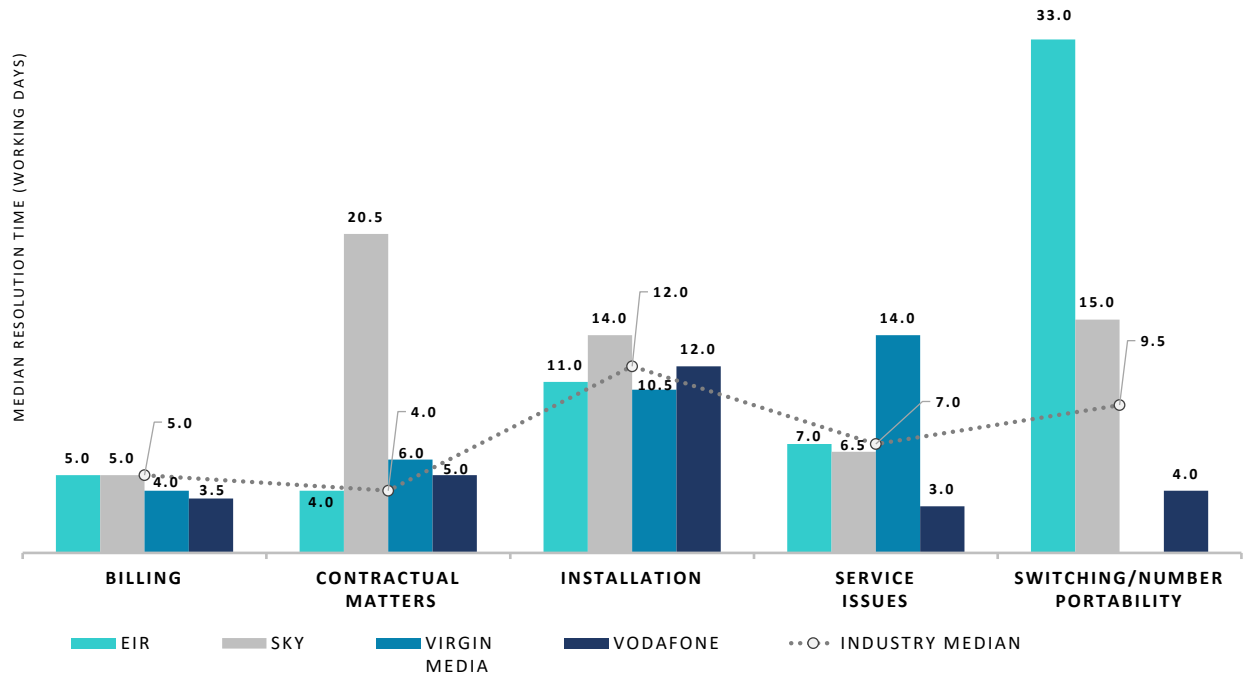
Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q3 2023

5.5 Fixed Service Provider ECS Complaints Open at 30 September 2023

Figure 28 shows the number of ECS complaints open at 30 September 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.
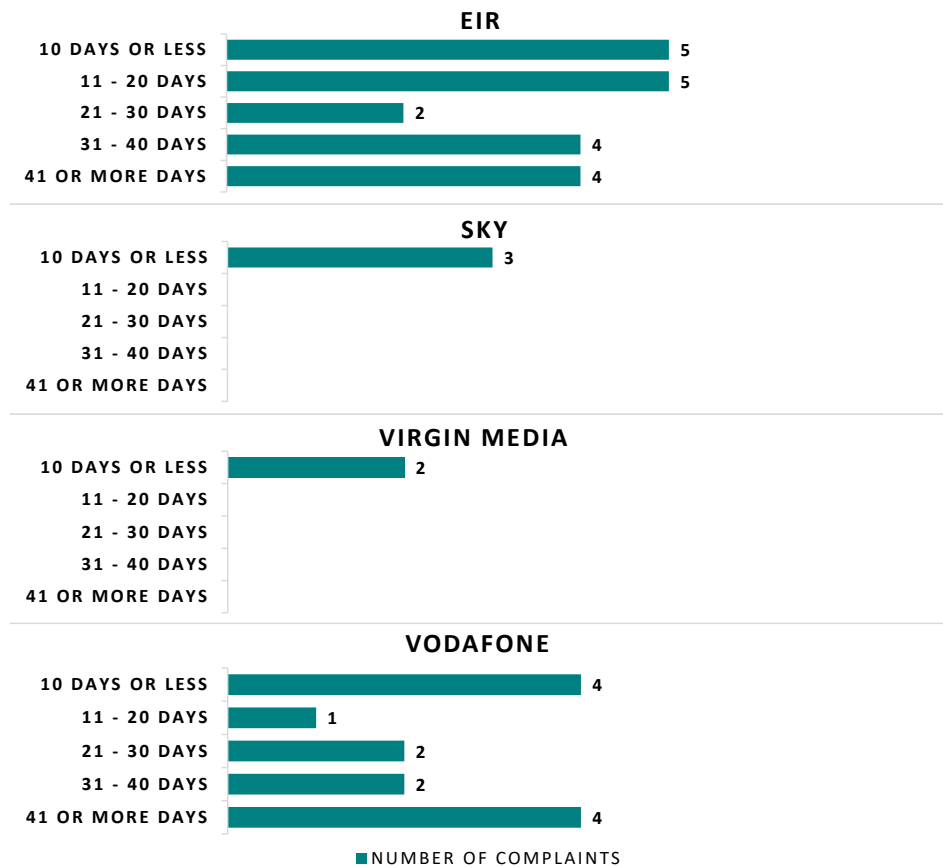
Figure 28: Fixed Service Provider ECS complaints open at 30 September 2023 by number of working days since first escalation

5.6 Fixed Service Provider ECS Complaints per 100,000 Lines[14]

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.
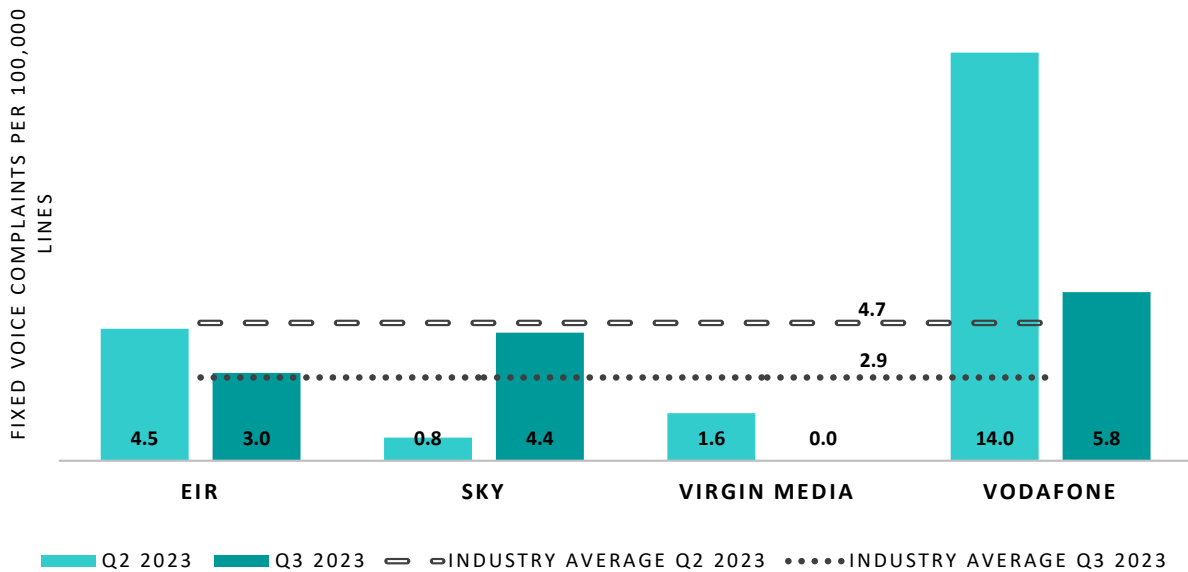

Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q2 2023 vs Q3 2023

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[14] 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 (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.
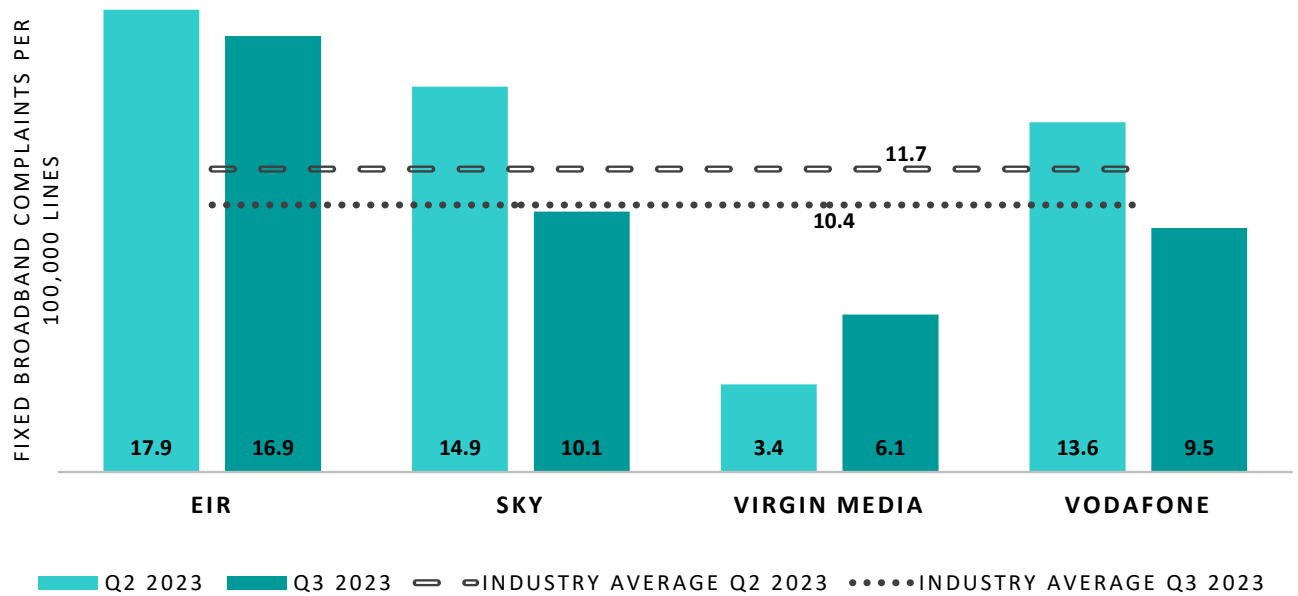
Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q2 2023 vs Q3 2023

Annex 1: ComReg Consumer Care Contact Details

Phone

Consumer Queries: 01 804 9668

Business Consumer Queries: 01 804 9707

E-mail

Consumer Queries: **consumerline@comreg.ie**

Business Consumer Queries: **businessconsumers@comreg.ie**

SMS

Text *COMREG* to 51500* to receive a call back

Text *ASKCOMREG* to 51500** to receive a text back

Post

Consumer Care, Commission for Communications Regulation,

One Dockland Central

Guild St, Dublin

D01 E4X0

Irish Sign Language

E-mail **consumerline@comreg.ie** to make an appointment

Webchat

Available at **https://www.comreg.ie/queries-complaints/got-a-question/**

Access Officer

Email: access@comreg.ie

Post: Access Officer, Commission for Communications Regulation, One Dockland Central, Guild Street, Dublin, D01 E4X0

Tel: 018049639

*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[7,8,9,10] listed in Figure 8, comparing Q2 2023 to Q3 2023.
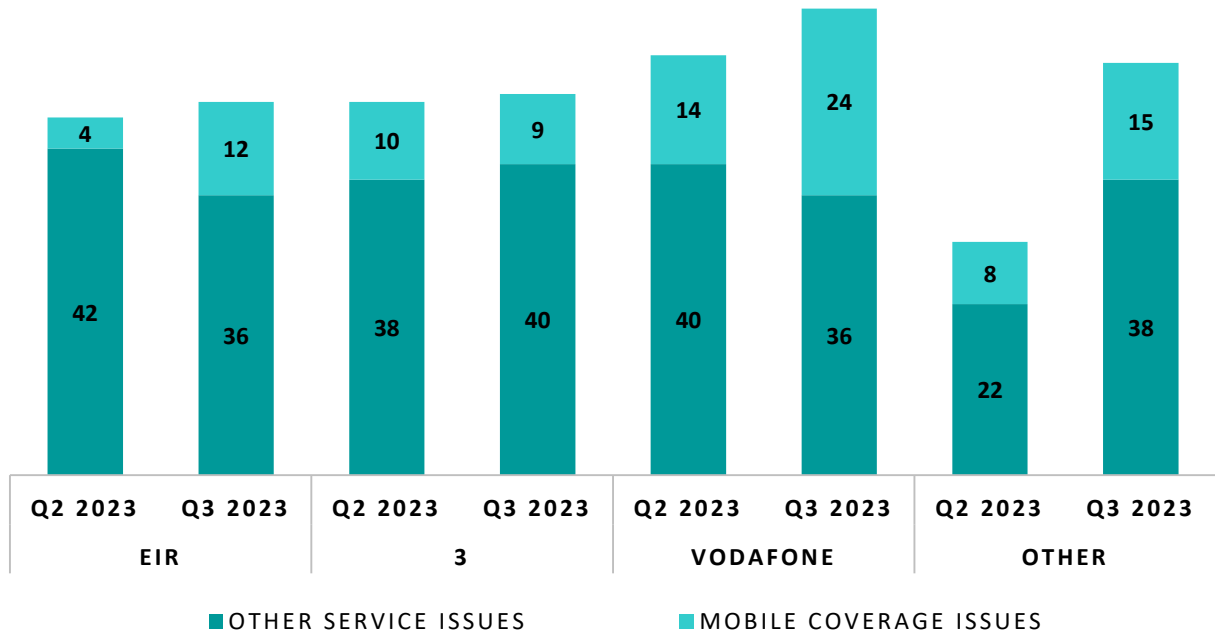
Figure 31: Number of ECS service issues by Mobile Service Provider Q2 2023 vs Q3 2023
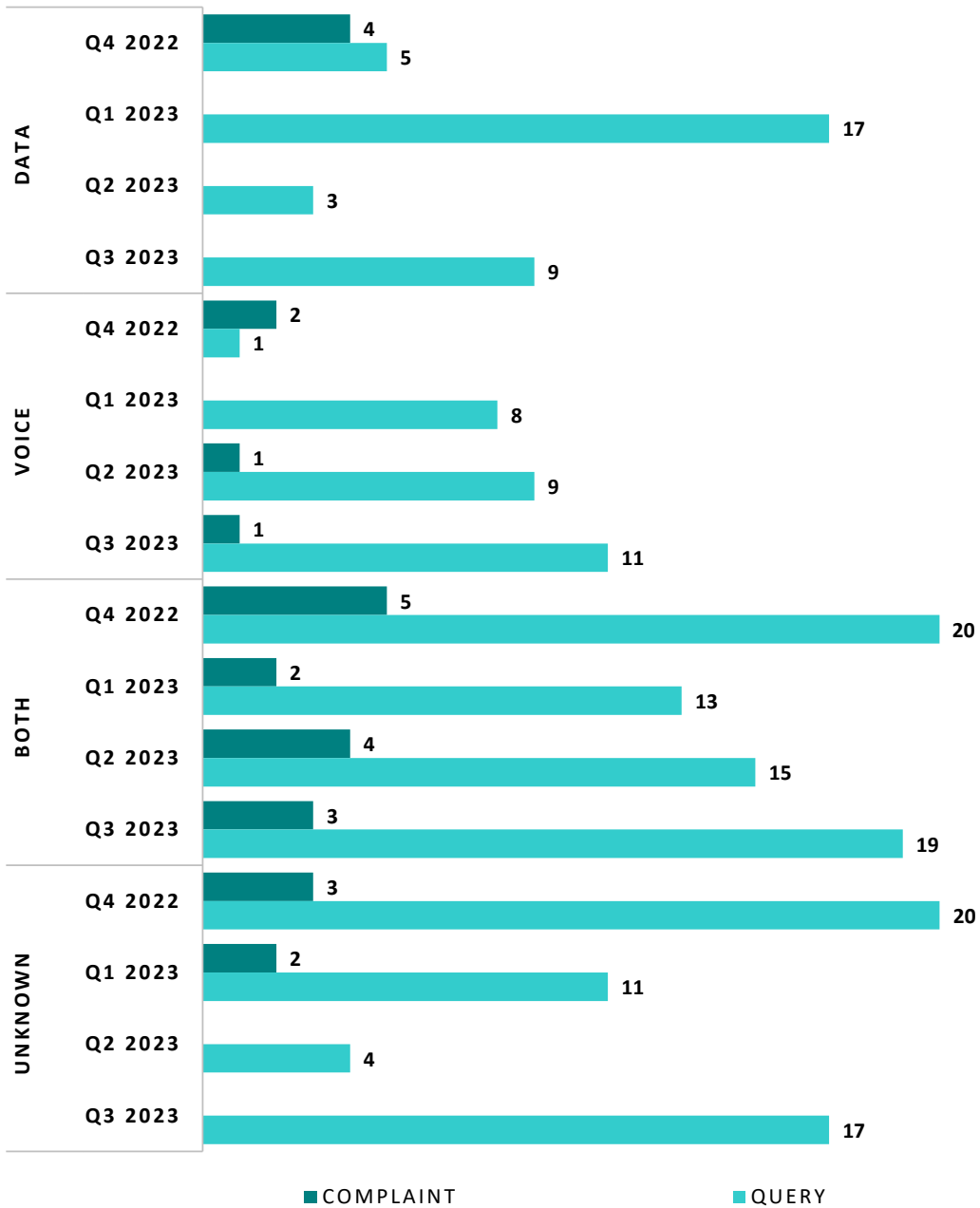
*Unknown refers to contacts from consumers (by email) where relevant information pertaining to type or frequency has not been provided

Figure 32: Mobile Coverage Issues by Type Q4 2022 – Q3 2023

Figure 33 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider[7,8,9] listed in Figure 8. The 'industry average' is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.
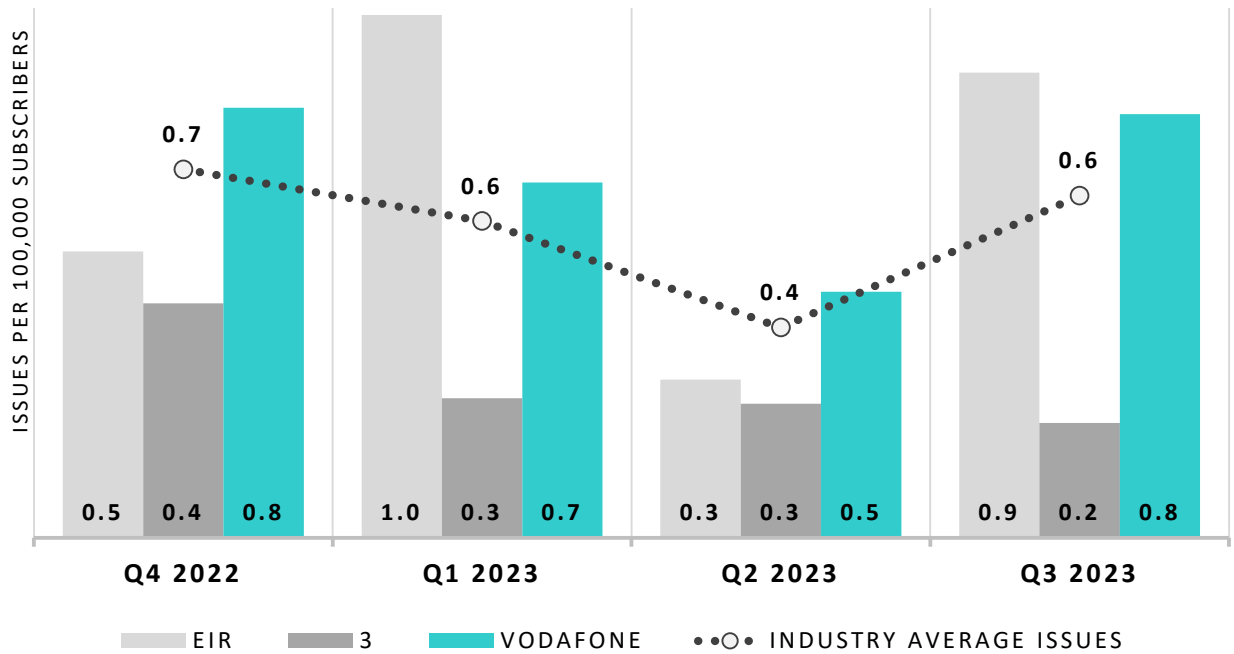
Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q4 2022 – Q3 2023

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types[15] relevant to highest volume issues recorded in Q3 2023[16].

Billing includes:
Billed after cancellation
Billed for service not received
Billed more than agreed amount
Double billed
Refund not received

Contractual Matters includes:
Contract termination issues - cancellation not accepted
Contract termination issues - cancellation procedures
Misleading sales
Pricing transparency

Customer Service includes:
Accessing complaints process - issue lodging formal complaint

Installation Issues includes:
Delay in installation

Net Neutrality includes:
Broadband speeds received

Roaming includes:
Roaming issue - Outside EU data

Service Issues includes:
Equipment issues - handset
Loss of service
Mobile coverage
Service availability
Service issues - intermittent service

Switching/Number Portability Issues includes:
Delay switching
Number loss
UAN/CRN issue
Unlock code issue

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[15] Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

[16] For detail on classification and sub-classification types relevant to highest volume issues recorded in Q2 2023, see ComReg Consumer Care Statistics Report Q2 2023.

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