



Commission for  
**Communications Regulation**

# **ComReg Consumer Line Statistics**

## **Q1 2016 – 1 January 2016 to 31 March 2016**

### **Information Notice**

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**Date:** 16/05/2016

**An Coimisiún um Rialáil Cumarsáide**

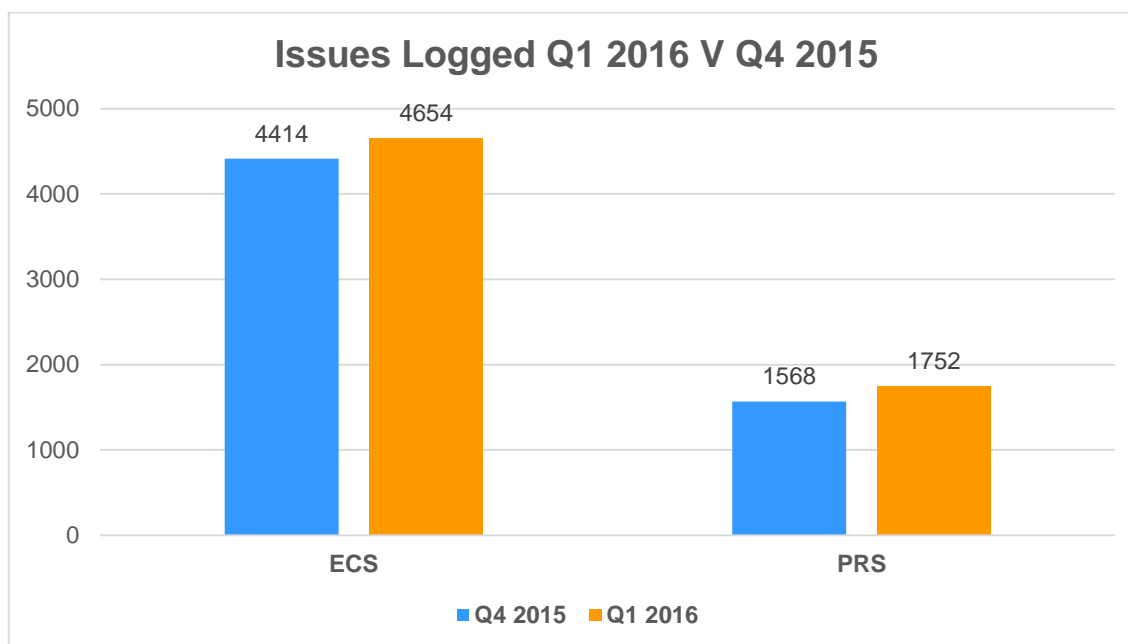
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# 1 Executive Summary

1. ComReg publishes statistics of consumer issues (relating to both queries and complaints) reported to it by end users<sup>1</sup> in aggregate form, on a quarterly basis on the AskComReg section of the ComReg website<sup>2</sup>.
2. This publication reflects the period from 1 January 2016 to 31 March 2016. All incidences of consumers contacting ComReg's Consumer Line<sup>3</sup> were logged and the individual issue recorded under one of the main categories<sup>4</sup> used for all issues. During this quarter, consumers contacted ComReg's Consumer Line with 6,406 issues (both queries and complaints) about their fixed, mobile, premium rate and internet services. Currently, all premium rate service (PRS) issues are shown as one category.
3. In Q1 2016 a total of 6,406 issues were raised by residential and business customers to the ComReg Consumer Line. The trend in Figure 1 shows that there was an increase of 5% for ECS, compared to Q4 2015 and a 12% increase for PRS issues.



**Figure 1: ECS and PRS issues reported to ComReg in Q1 2016 compared with Q4 2015**

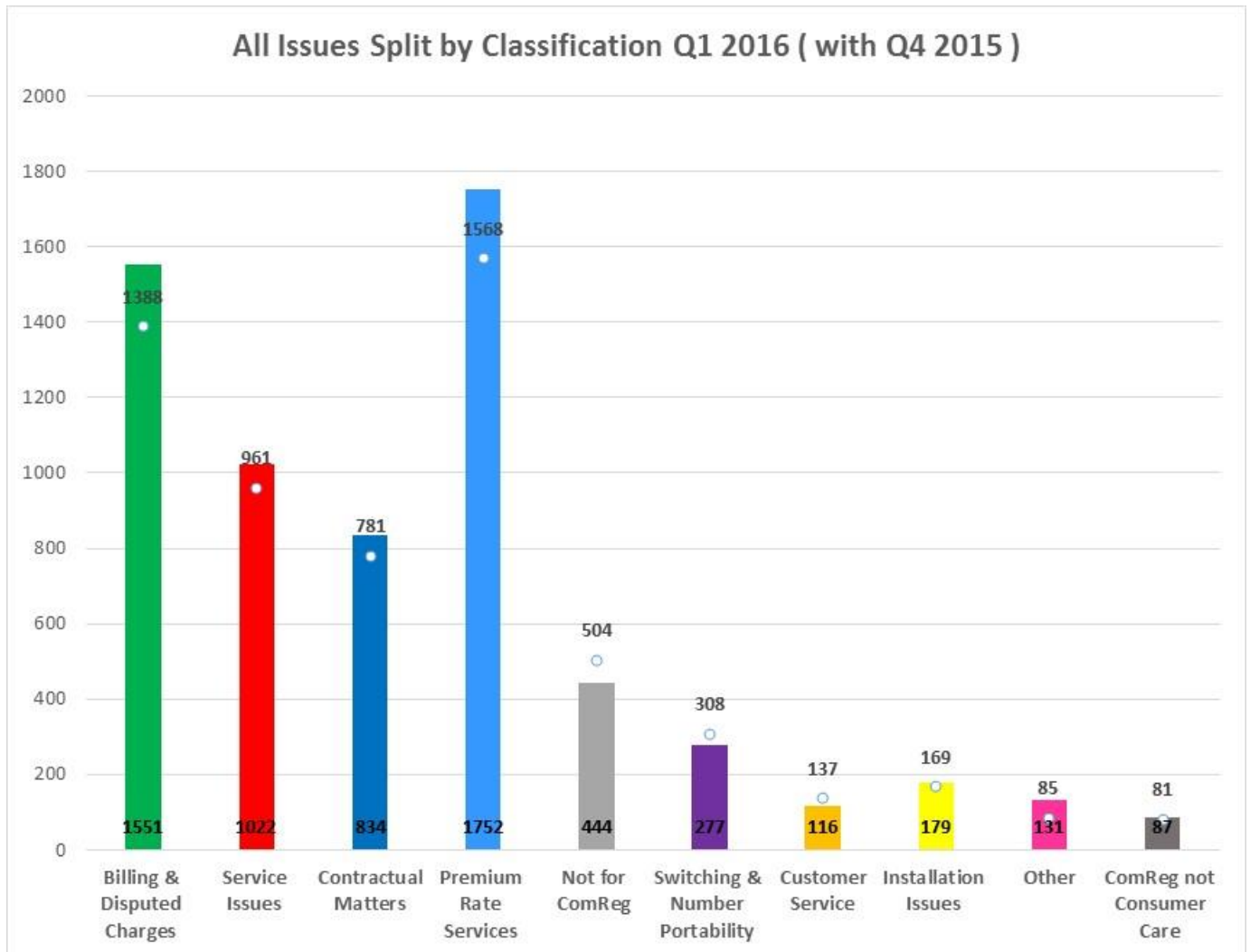
<sup>1</sup> End Users includes both residential and business consumers

<sup>2</sup> <http://www.askcomreg.ie/>

<sup>3</sup> Annex 1 sets out the various ways in which ComReg's Consumer Line can be contacted.

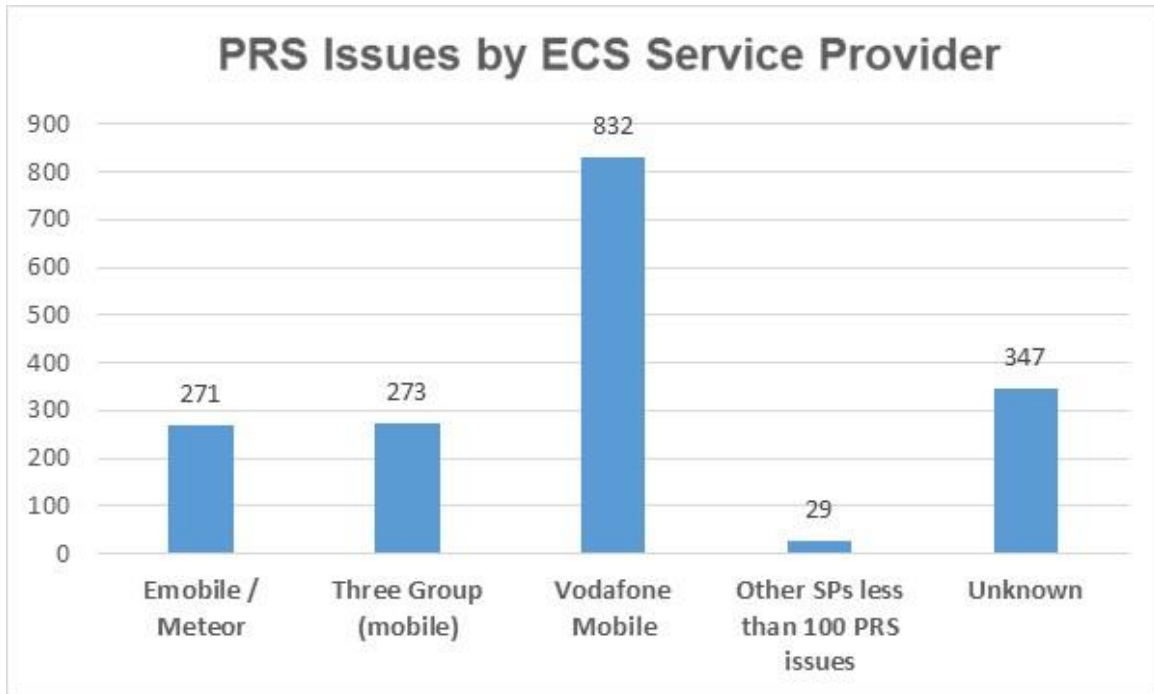
<sup>4</sup> Annex 2 contains an index that sets out a list of the types of issues that are contained within each of the headline classifications.

4. Figure 2 shows the breakdown by classification for the 6,406 issues raised with the Consumer Line in Q1 2016 together with the corresponding number of issues for the previous period Q4 2015.



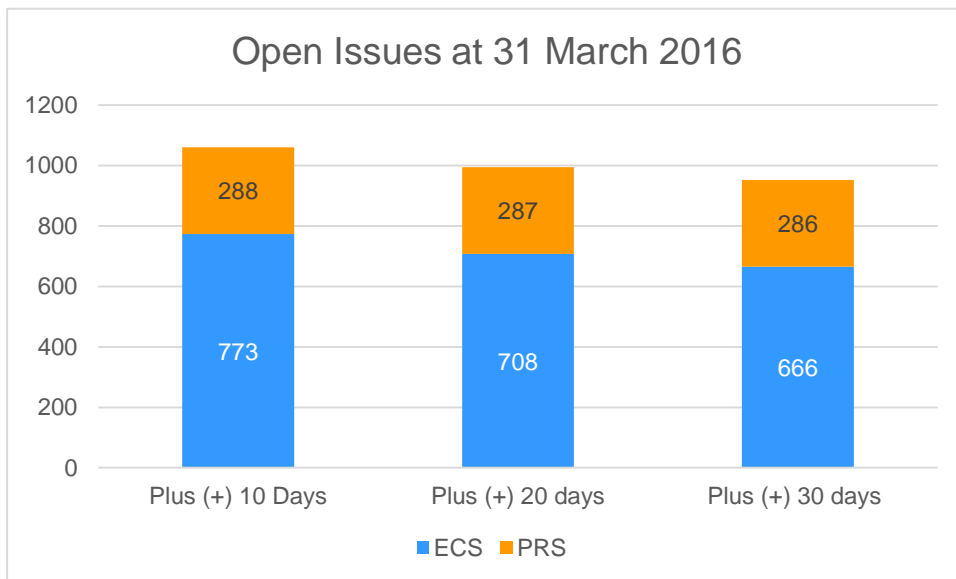
**Figure 2: Breakdown of Q1 2016 issues by classification with the number of classifications for Q4 2015 marked with o**

5. The total number of issues raised by consumers in respect of premium rate service issues was 1,752.
6. In Figure 3 the number of PRS issues raised to the Consumer Line is split further by ECS Provider (where PRS issues raised to the consumer line by ECS Providers customers was in excess of 100 issues). PRS issues that have no ECS Provider recorded are shown as “unknown”.



**Figure 3: Breakdown of Q1 2016 PRS issues by Service Provider**

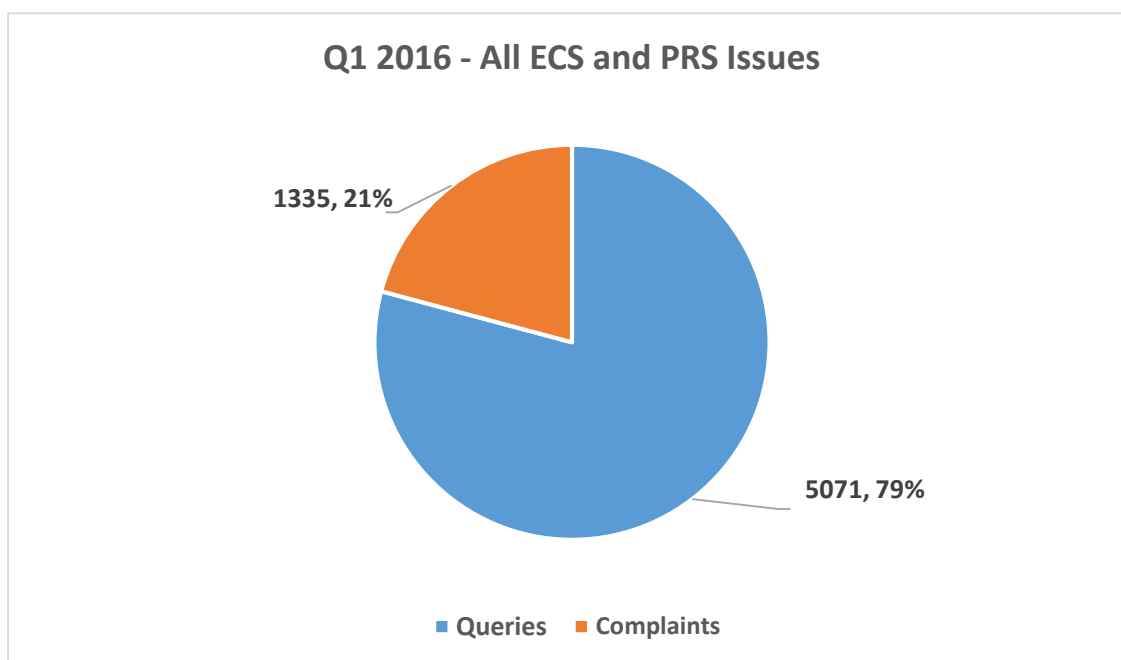
7. The split of the total number of issues escalated by ComReg’s Consumer Care team to Service Providers that remained open, at 31 March 2016 is set out in Figure 4)



**Figure 4: Issues open by number of days at the 31 March 2016**

8. There was 1,061 issues raised with ECS and PRS Providers that were open + 10 days of which 773 were escalated with ECS Providers and the remaining 288 being escalated with PRS Providers.

9. The ECS issues open + 10 days were escalated to 20 ECS Providers. However the largest proportion of those issues open (75%) relate to one Service Provider, Yourtel Limited. The remaining 25% relate to 19 ECS Providers. ComReg has initiated a number of compliance actions against Yourtel and these are continuing.
10. The 288 PRS issues open + 10 days were escalated to 7 PRS Providers. ComReg notes that a number of issues may be associated with PRS providers other than those who operate the platform and/or to which the shortcode is allocated. In the case of the 288 PRS issues open, 141 relate to the content provider Infaze. As a result of enforcement proceedings against Infaze in respect of certain breaches of PRS rules, ComReg has suspended its PRS licence and required it to make refunds to end-users.<sup>5</sup>
11. The current ratio of complaints to queries is 21% to 79%. In 2014/15 there were 2 complaints to every 5 queries (40%) therefore we can see a reduction in the number of complaints being raised by consumers with the Consumer Line.



**Figure 5 shows the breakdown between complaints and queries for Q1 2016 for all issues**

<sup>5</sup> <http://www.comreg.ie/fileupload/publications/ComReg15139.pdf>

12. The current ratio of complaints to queries for ECS is currently 27.7% whereas for PRS it is 2.6%.

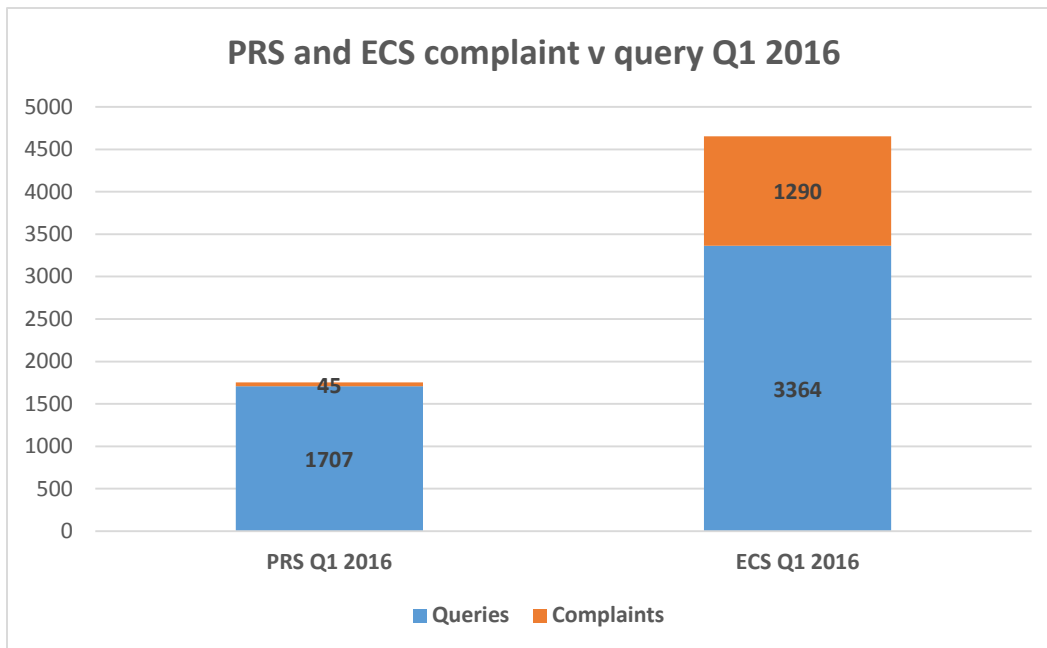


Figure 6 shows the breakdown between complaints and queries for Q1 2016 for ECS and PRS issues

13. The number of ECS complaints as a proportion of the total issues logged by the consumer care team has reduced from 36.5% in Q3 2015 to 33.3% in Q4 2015 and further reduced to 27.7% in Q1 2016.

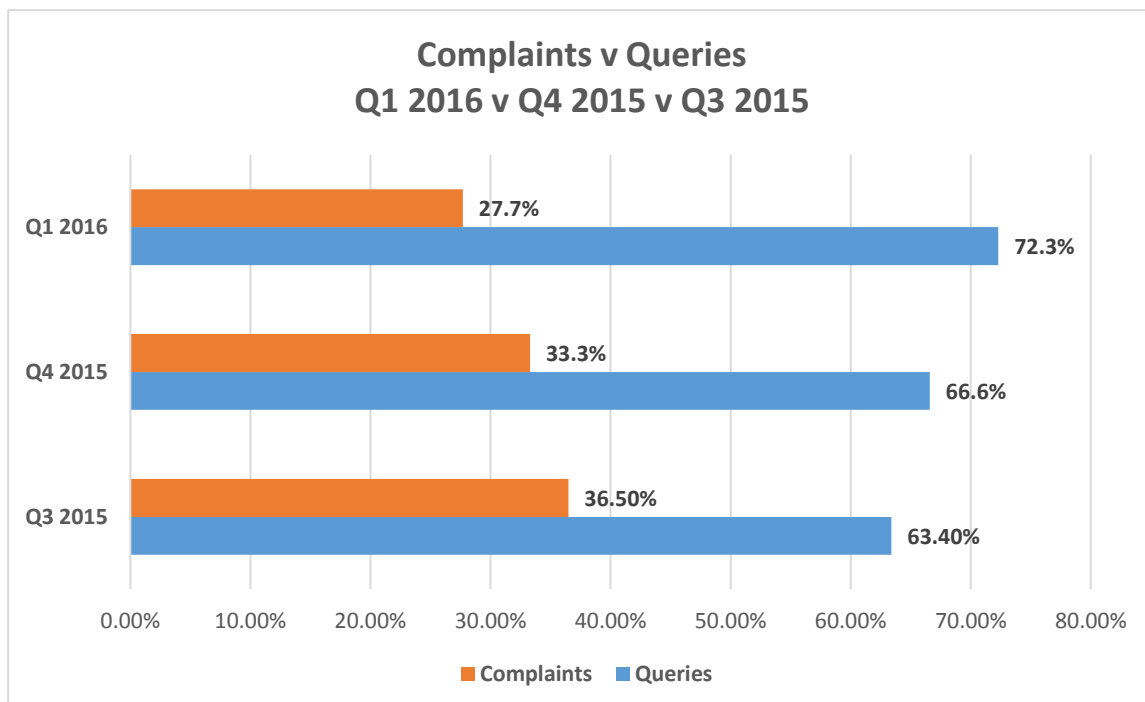
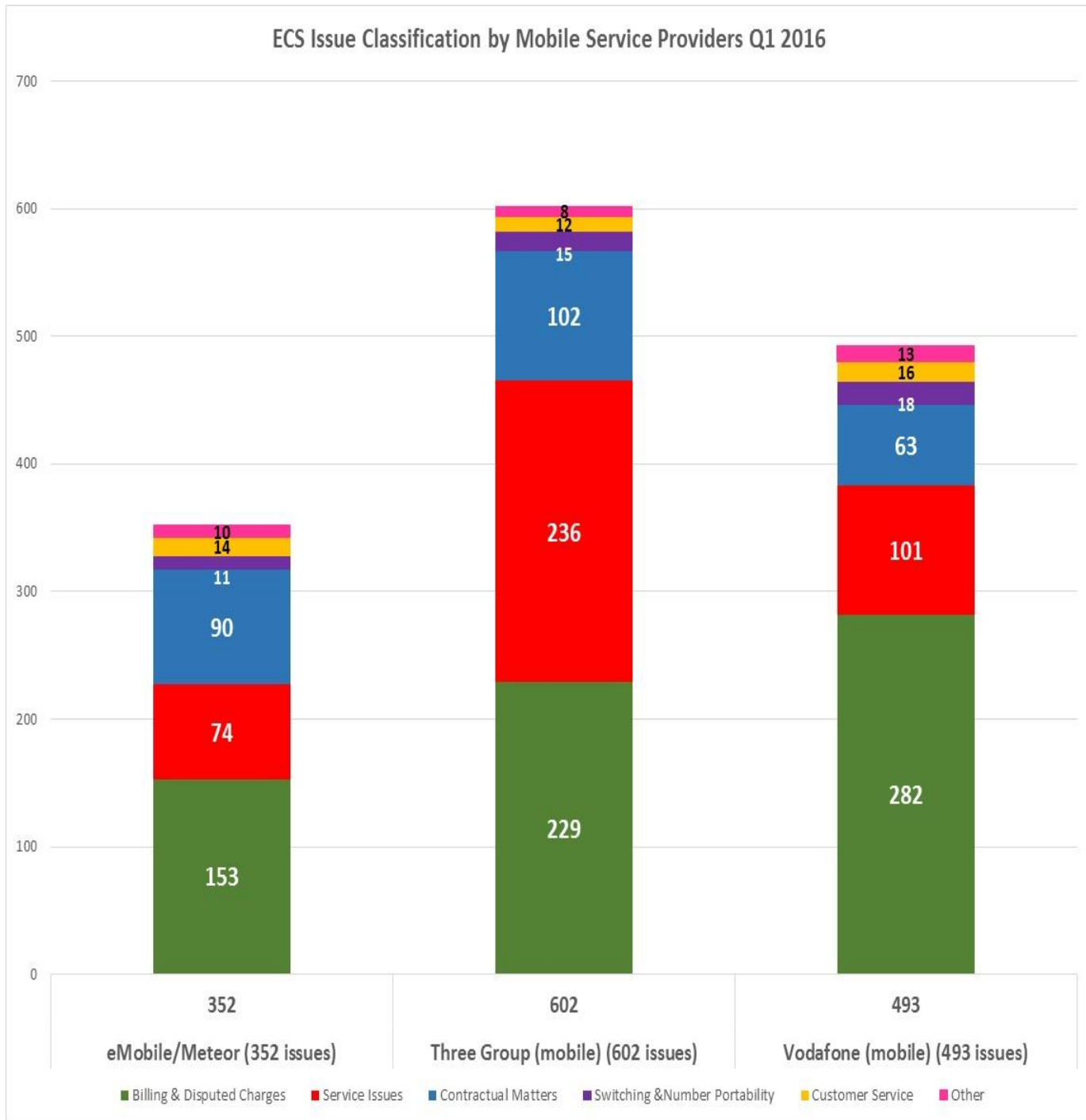


Figure 7: Split of ECS Issues (Complaints / Queries) for Q3 2015, Q4 2015 and Q1 2016

14. ECS issue classification for mobile service providers is set out Figure 8. This provides details where the total number of new issues raised for the mobile service provider in Q1 2016 was in excess of 100.



**Figure 8: Split of ECS Issues by Mobile service provider for Q1 2016**

15. Figure 9 shows the split within mobile service issues<sup>6</sup> recorded by the Consumer Line for mobile coverage versus all other service issues as follows:

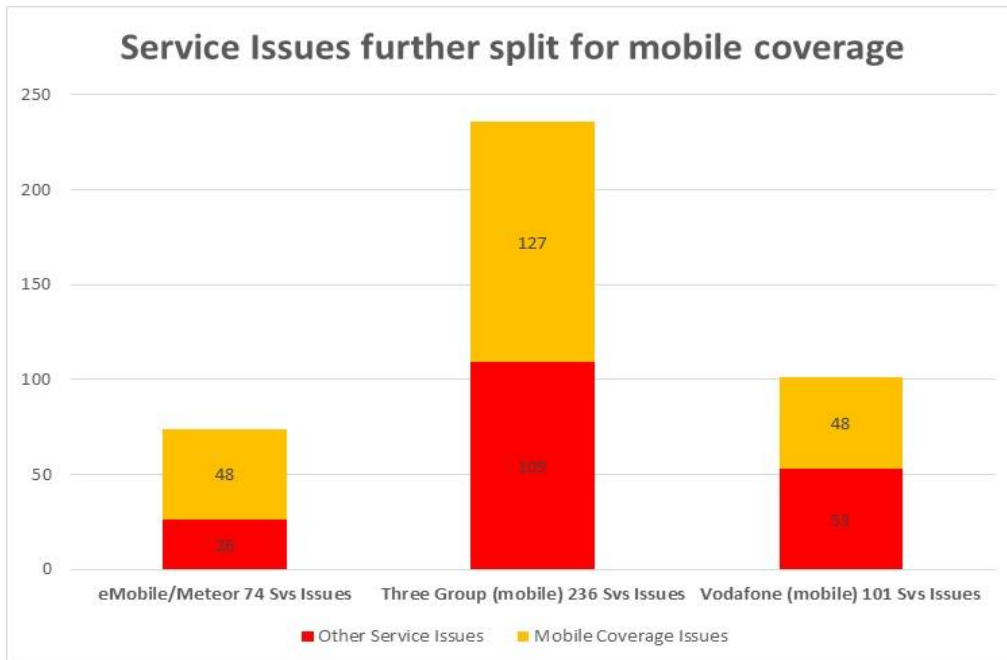


Figure 9: Split of ECS Service Issues by Mobile service provider for Q1 2016

16. Figure 10 below shows the number of mobile coverage issues per 1000 subscribers for each of the three mobile service providers listed.

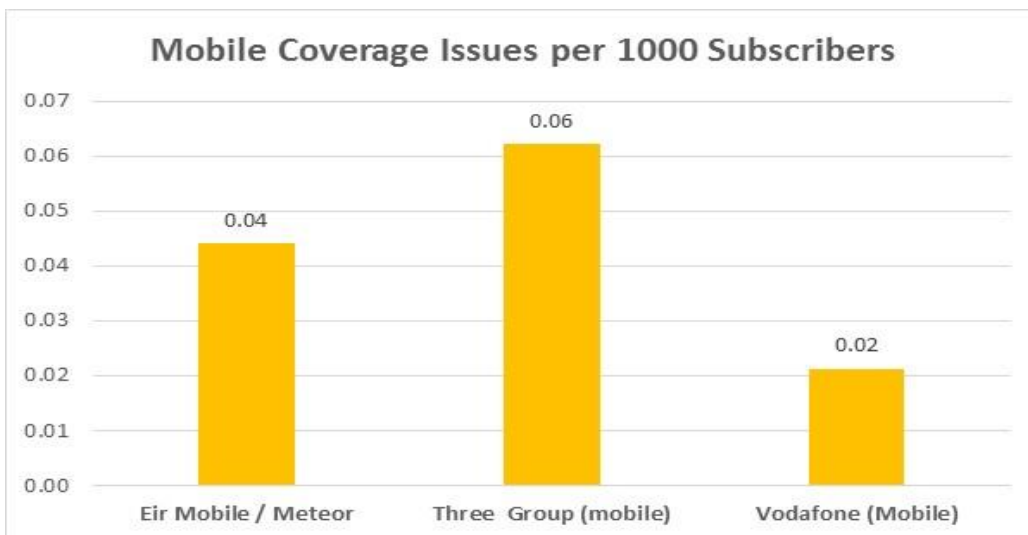


Figure 10: Mobile Coverage Issues per 1000 subscribers Q1 2016

<sup>6</sup> In Q1 there was 1,022 service issues as set out in figure 2 411 service issues for the Top Three mobile providers of which 223 referred to consumers who contacted the Consumer Line and who characterised their issue as relating to their mobile coverage. While coverage perception can be impacted by handset faults ComReg logs the queries raised as characterised by the customer themselves.



17. ECS issue classification for all ECS providers excluding mobile is set out in Figure 11. The Service Providers listed are only those where the total number of new issues raised in Q1 2016 was in excess of 100.

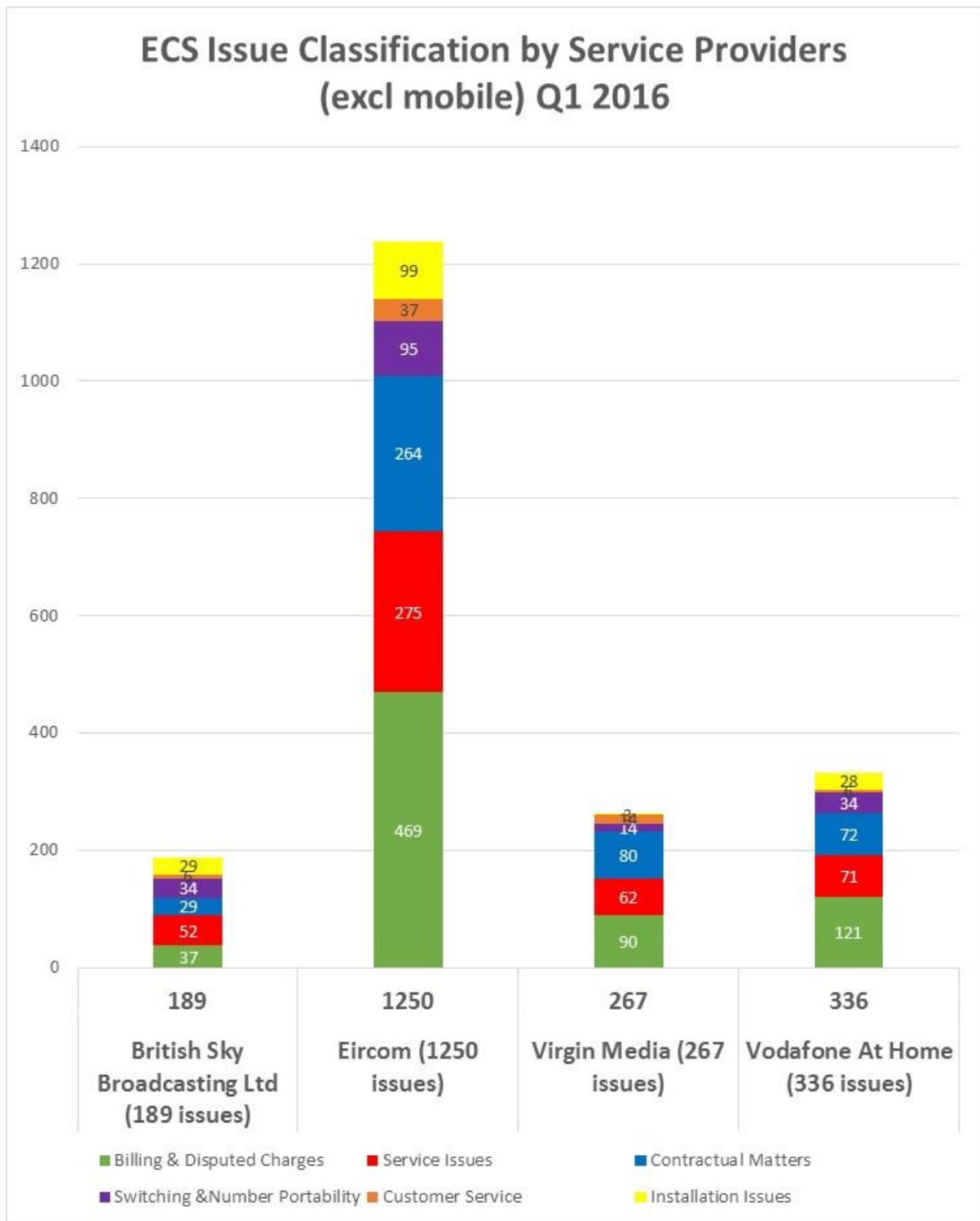


Figure 11: Split of ECS Issues by service provider (excl. mobile) for Q1 2016

18. The number of complaints in proportion to all other types of issues raised by Service Provider’s customers with the Consumer Line is set out in Figure 12.

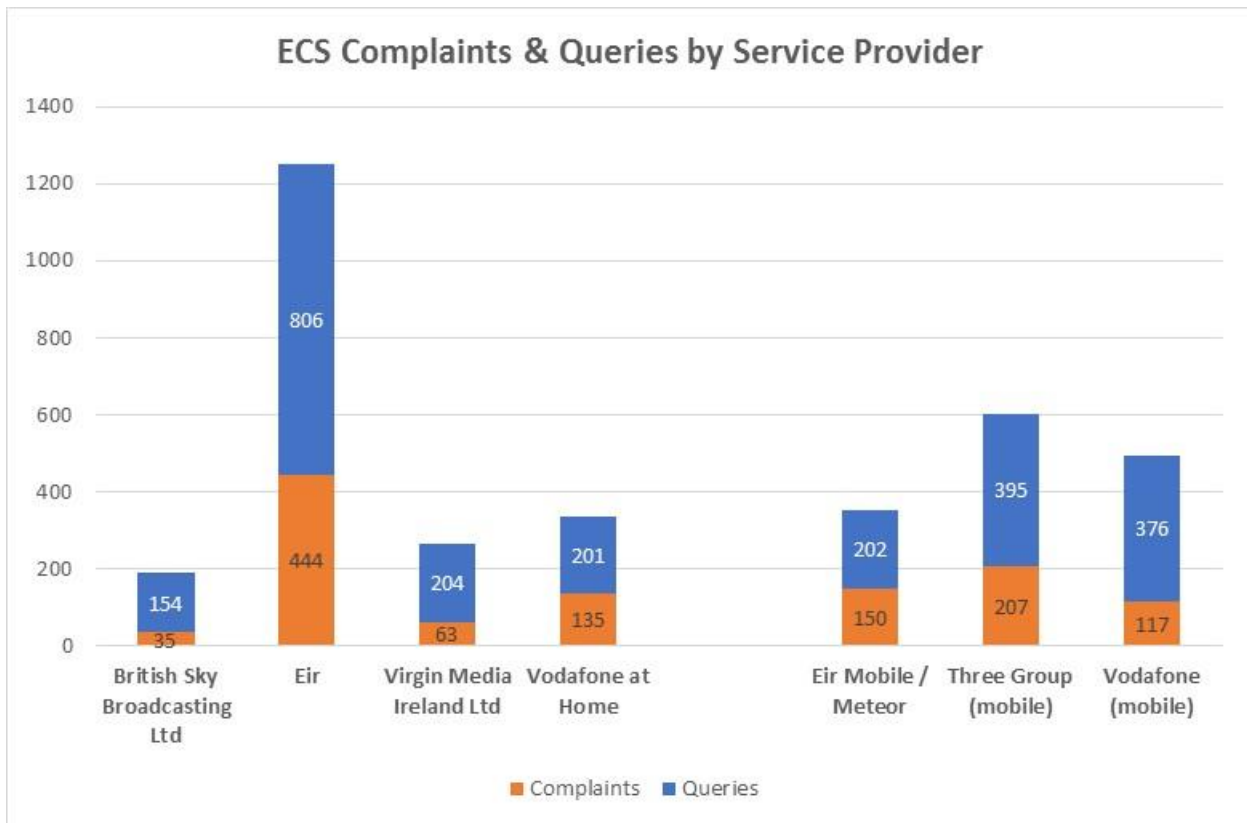


Figure 12: Split of ECS Issues - complaints / other queries for Q1 2016

19. The number of complaints per 1000 subscribers by service provider is set out in figure 13.

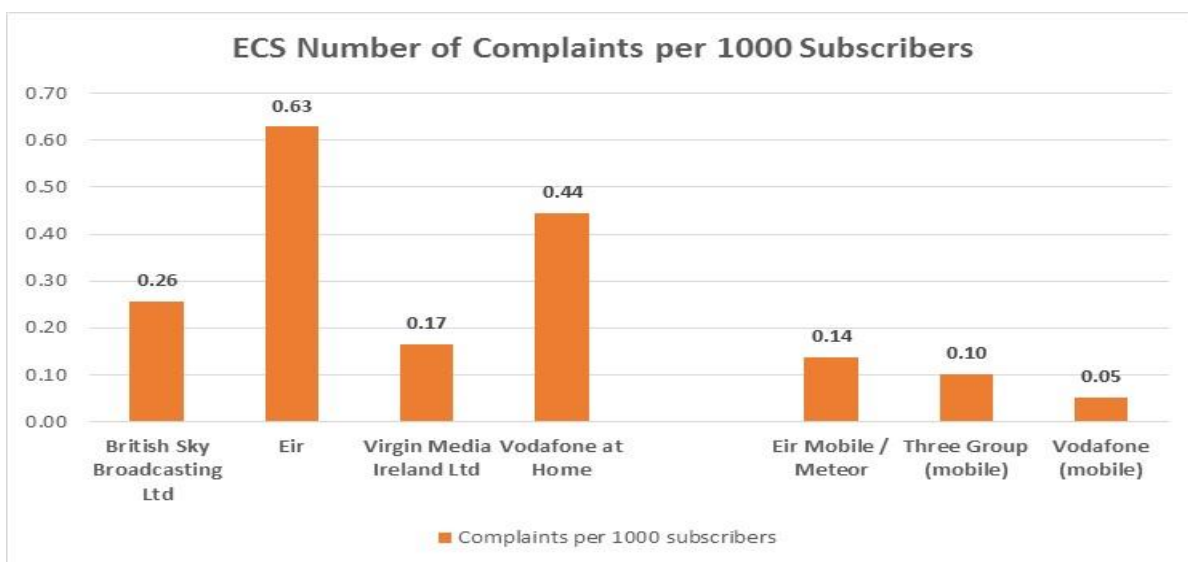


Figure 13: ECS complaints per 1000 subscribers Q1 2016

# 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:

#### • Call

- Business Issues at 01 804 9707 / 1890 200035\*\*
- All other Consumers issues 01 804 9668 / 1890 229668\*\*

• **Fax:** 353 1 8049680

• **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.

• **Web Chat** - Live support web chat on [www.askcomreg.ie](http://www.askcomreg.ie) (Latest version of Java required)

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

#### • Email

- Business Issues [Businessconsumers@comreg.ie](mailto:Businessconsumers@comreg.ie)
- All other Consumers issues [Consumerline@comreg.ie](mailto:Consumerline@comreg.ie)

• **Post:** Consumer Line, Commission for Communications Regulation, FREEPOST, Block DEF, Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.

\*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 or 1890 229 668

\*\*Calls to 1890 numbers from landlines are charged at a local call rate, charges from mobile phones may vary depending on your operator

## Annex 2: Classification Index

<b>Billing &amp; Disputed Charges includes:</b> <ul style="list-style-type: none"> <li>• Disputed Charges</li> <li>• Disputed Data Charges</li> <li>• Disputed Roaming Charges</li> <li>• Disputed PBX Hacking Charges</li> </ul>	<ul style="list-style-type: none"> <li>• Invoice Issues</li> <li>• Refund / Credit Issue</li> <li>• Billing &amp; Disputed Charges Other</li> </ul>
<b>Contractual Matters includes:</b> <ul style="list-style-type: none"> <li>• Contract Not Provided</li> <li>• Contract Termination Request</li> <li>• Misleading Sales</li> <li>• Pricing Transparency</li> <li>• Terms and Conditions:</li> </ul>	<ul style="list-style-type: none"> <li>• Cancellation Penalties</li> <li>• Cooling Off Period</li> <li>• 'Unlimited' / Fair Usage</li> <li>• Contractual duration</li> <li>• Contract Change Notification</li> <li>• Contractual Other</li> </ul>
<b>Customer Service includes:</b> <ul style="list-style-type: none"> <li>• Difficulty Accessing Customer Service</li> <li>• Failure to Respond</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate Response</li> <li>• Customer Service Other</li> </ul>
<b>Installation Issues includes:</b> <ul style="list-style-type: none"> <li>• Delay in Installation</li> <li>• Missed Appointment</li> <li>• USO Threshold Issue</li> </ul>	<ul style="list-style-type: none"> <li>• Works Approval Required</li> <li>• Installation Other</li> </ul>
<b>Service Issues includes:</b> <ul style="list-style-type: none"> <li>• Broadband Speeds</li> <li>• Interference</li> <li>• Loss of Service</li> <li>• Mobile Coverage</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of Service</li> <li>• Service Availability</li> <li>• Service Other</li> </ul>

<b>Switching &amp; Number Portability includes:</b> <ul style="list-style-type: none"> <li>• Delay Switching</li> <li>• New Tenant Process</li> <li>• Number Loss</li> <li>• Operator Unknown</li> </ul>	<ul style="list-style-type: none"> <li>• Switching Blocked</li> <li>• UAN Issues</li> <li>• Unsolicited Service (Slamming)</li> <li>• Switching Other</li> </ul>
<b>Not for ComReg includes:</b> <ul style="list-style-type: none"> <li>• Issues relevant to ASAI</li> <li>• Issues relevant to BAI</li> <li>• Issues relevant to CCPC</li> <li>• Issues relevant to DCENR</li> </ul>	<ul style="list-style-type: none"> <li>• Issues relevant to DPC</li> <li>• TV issues</li> <li>• Not for ComReg Other</li> </ul>
<b>Other includes:</b> <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Directory Enquiries Issue</li> <li>• ECAS</li> <li>• General Information Request</li> <li>• Net Neutrality</li> </ul>	<ul style="list-style-type: none"> <li>• NDD Listing issue</li> <li>• Public Pay phones</li> <li>• Scams</li> <li>• Unsolicited Communications</li> <li>• Consumer Care Other</li> </ul>
<b>ComReg not Consumer Care includes:</b> <ul style="list-style-type: none"> <li>• Authorisations / Licensing</li> <li>• Industry Query</li> <li>• Legal Query</li> <li>• Market Analysis / Statistics</li> </ul>	<ul style="list-style-type: none"> <li>• Media Query</li> <li>• Spectrum Query</li> <li>• ComReg not Consumer Care Other</li> </ul>
<b>Premium Rate Services (PRS) includes:</b> <ul style="list-style-type: none"> <li>• Denial / Does Not Recall Engaging with PRS (incl. Subscriptions)</li> <li>• Subscription by a Minor</li> <li>• Difficulty Unsubscribing</li> <li>• General Request to Unsubscribe</li> </ul>	<ul style="list-style-type: none"> <li>• Unknown Short Code</li> <li>• Content or Service Not Received</li> <li>• PRS Provider Customer Service</li> <li>• General PRS Query</li> <li>• PRS Other</li> </ul>

## **Disclaimer**

The Commission for Communications Regulation (“ComReg”) receives queries and complaints on many types of consumer issues in the sector. It should be noted however that ComReg does not have legal powers of enforcement in relation to all types of consumer queries or complaints that it receives. Accordingly, this notice is for information purposes only and should not be construed as meaning that ComReg can or is bound to take enforcement action against any service provider in respect of an individual query or complaint.