



Commission for  
**Communications Regulation**

# **ComReg Consumer Line Statistics**

## **Q3 2015 – 1 July 2015 to 30 September 2015**

### **Information Notice**

**Reference:** ComReg 15/122

**Version:** Final

**Date:** 17/11/2015

**An Coimisiún um Rialáil Cumarsáide**

**Commission for Communications Regulation**

Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

Telephone +353 1 804 9600 Fax +353 1 804 9680 Email [info@comreg.ie](mailto:info@comreg.ie) Web [www.comreg.ie](http://www.comreg.ie)

# 1 Executive Summary

1. ComReg publishes statistics of 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. These charts provide details of the number of issues for each classification captured within our contact management database and a comparison with the previous quarterly figures.
3. In May 2015, ComReg informed Electronic Communications Service (“ECS”) providers advising them of ComReg's intention to extend the data published to Service Provider level, to include the number and nature of issues which consumers have raised with ComReg's Consumer Line in respect of their ECS, where the total number of issues in that quarter is in excess of 100.
4. For the period from 1 July 2015 to 30 September 2015, (Q3 2015) all consumers who contacted the ComReg's Consumer Line by phone, email, web chat, text or written letter were logged and the individual issue recorded under one of nine main categories for all ECS issues. Consumers contacted ComReg's Consumer Line Team with 6,010 issues about their fixed and mobile phones, premium rate and internet services. All premium rate services (“PRS”) are shown in the chart as one category. Annex 2 contains details of ComReg's Consumer Line contact points.
5. In due course, ComReg will consider publishing additional data including types and other details of PRS issues, the number of escalations (and associated response times) that it makes to each Service Provider on behalf of consumers who have initially contacted their Service Provider in an attempt to resolve the issue and who have then contacted the ComReg Consumer Line.
6. Details in respect of market revenue, traffic and subscriptions are published in ComReg's Quarterly Key Data Reports<sup>3</sup>.

---

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

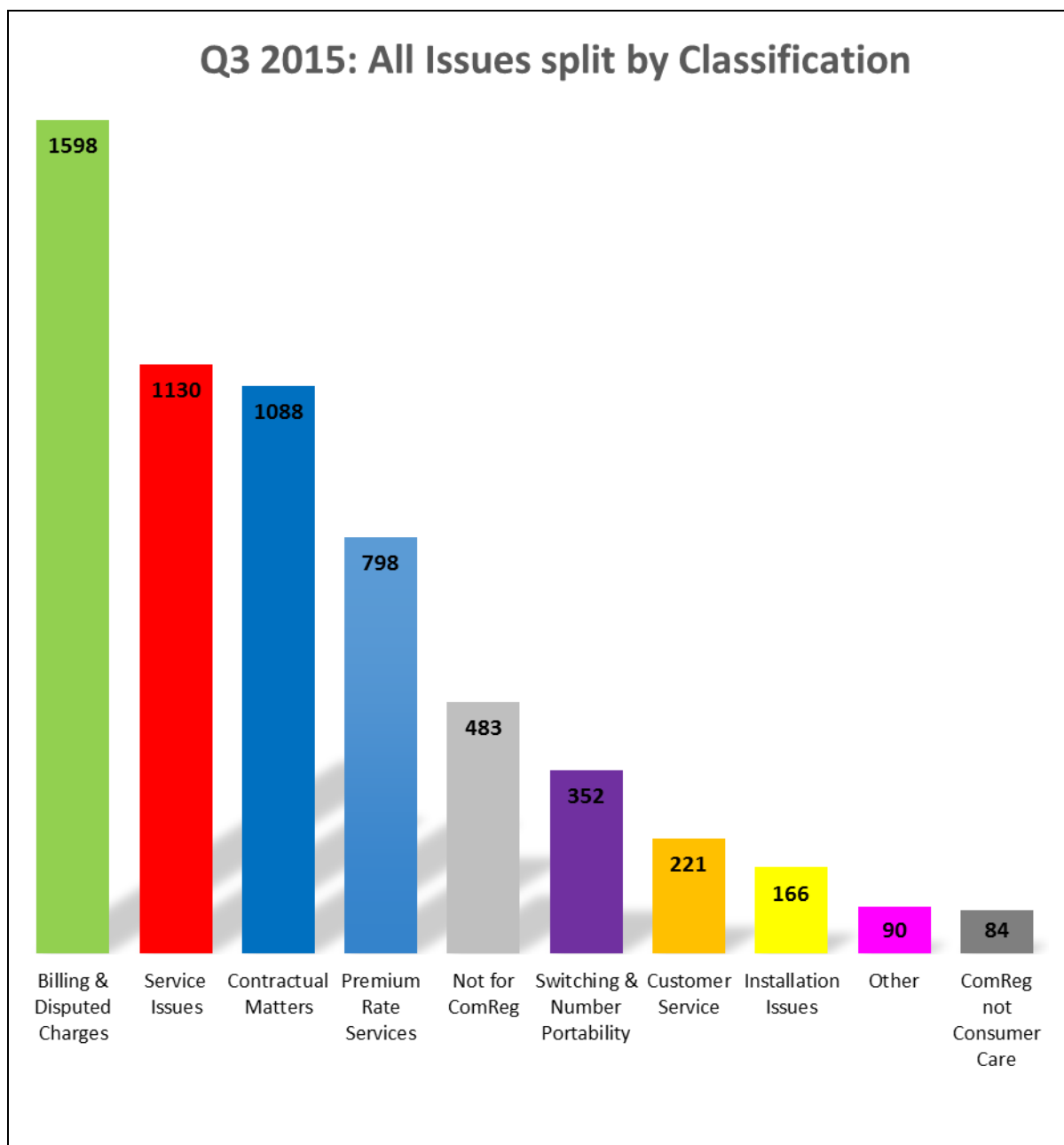
<sup>2</sup> For the most recent details see the chart at

[http://www.askcomreg.ie/tell\\_us/consumer\\_statistics\\_q3\\_july\\_to\\_september\\_2015.415.LE.asp](http://www.askcomreg.ie/tell_us/consumer_statistics_q3_july_to_september_2015.415.LE.asp)

<sup>3</sup> The most recent Quarterly Key Data report was published in September 2015 for Q2 2015

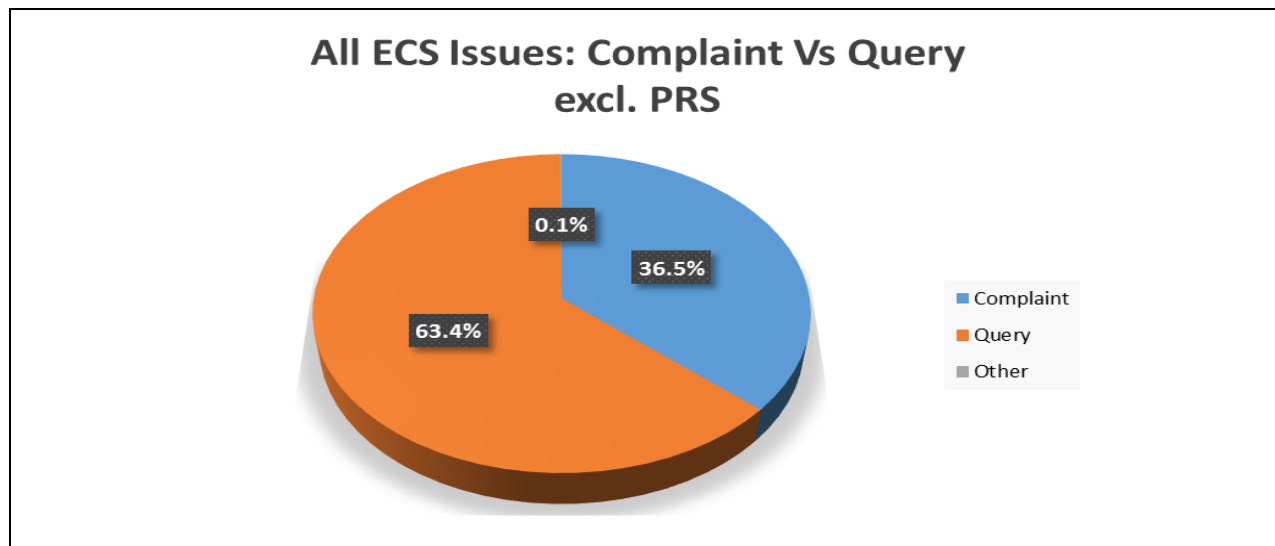
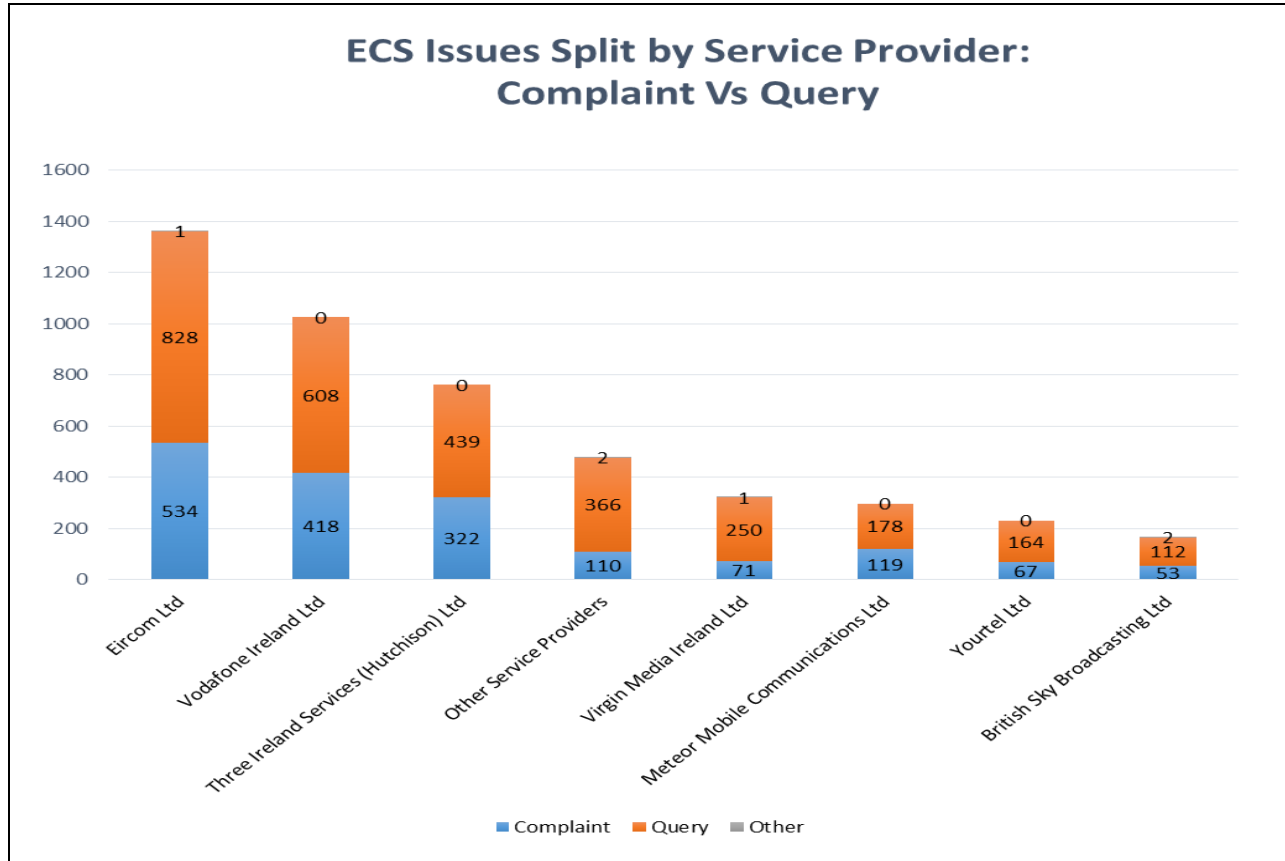
<http://www.comreg.ie/fileupload/publications/ComReg15102.pdf>

7. The breakdown by classification<sup>4</sup> for all 6,010 issues raised by residential and business consumers to the Consumer Line and logged in Q3 2015 are set out in the chart below:



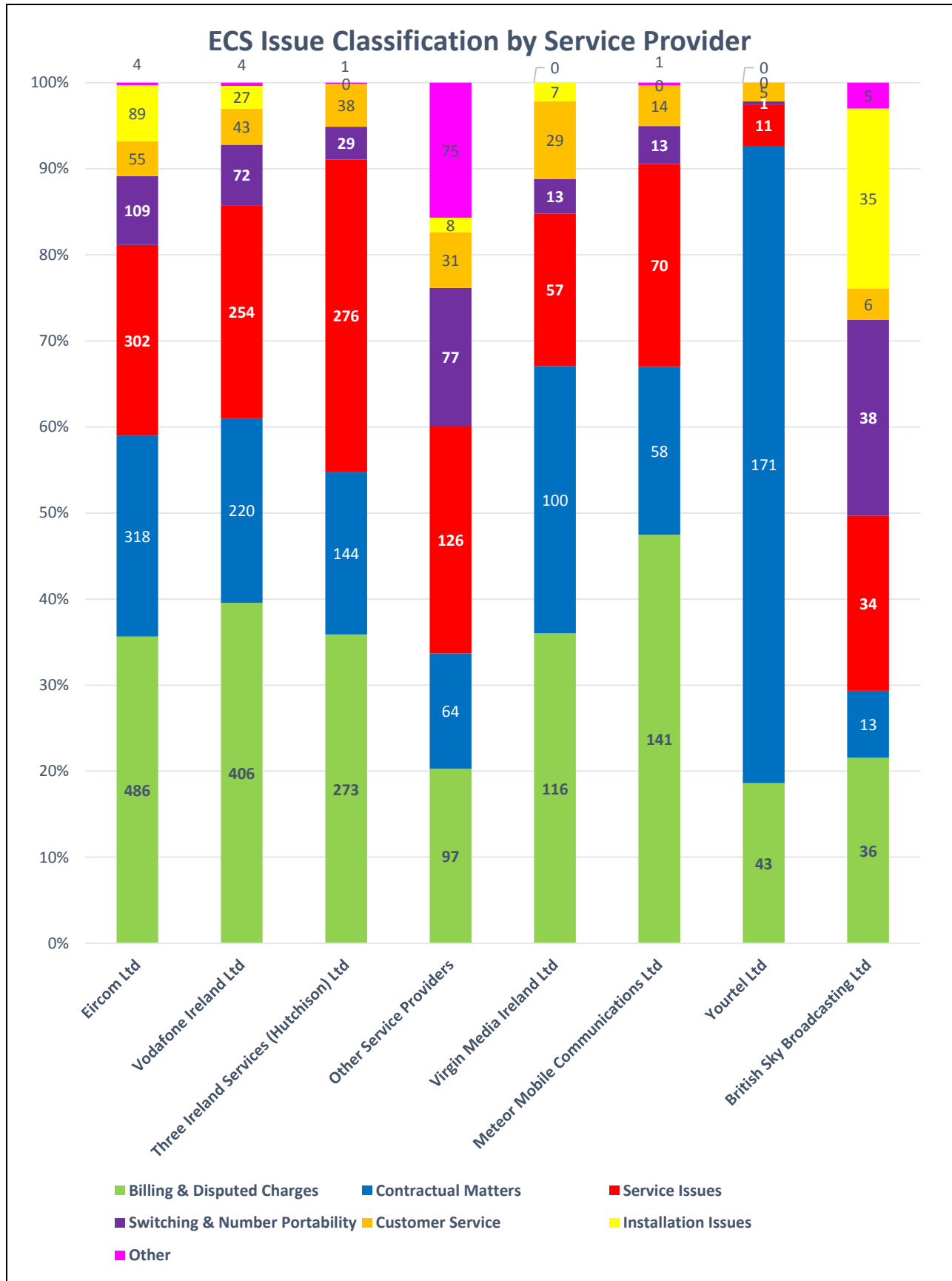
<sup>4</sup> Annex 1 contains an index that sets out a list of the types of issues that are contained within each of the headline classifications

8. Issue type<sup>5</sup> split by ECS Service Providers<sup>6</sup> are as follows:



<sup>5</sup> Queries are recorded where a consumer contacts the consumer line in respect to an issue with their Service Provider, the consumer line provide advice however no follow up action is initiated by ComReg directly with the Service Provider

<sup>6</sup> ECS Providers includes 'Other Service Providers' where the total number of issues recorded within the quarter are less than 100. In Q3 2015, this amounted to a total of 43 ECS providers



# Annex 1: Classification Index

<p><b>Billing &amp; Disputed Charges includes:</b></p> <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 Other</li> </ul>
<p><b>Service Issues includes:</b></p> <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>
<p><b>Contractual Matters includes:</b></p> <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> <li>• Cancellation Penalties</li> </ul>	<ul style="list-style-type: none"> <li>• Cooling Off Period</li> <li>• 'Unlimited' / Fair Usage</li> <li>• Contractual Duration</li> <li>• Contract Change Notification</li> <li>• Contractual Other</li> </ul>
<p><b>Premium Rate Services (PRS) includes:</b></p> <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> <li>• Unknown Short Code</li> </ul>	<ul style="list-style-type: none"> <li>• Content or Service Not Received</li> <li>• PRS Provider Customer Service</li> <li>• General PRS Query</li> <li>• PRS Other</li> </ul>
<p><b>Not for ComReg includes:</b></p> <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>• Not for ComReg 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 Issue</li> <li>• Unsolicited Service (Slamming)</li> <li>• Switching 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>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>

## Annex 2: ComReg Consumer Line Contact Details

The Consumer Line may be contacted in a variety of ways –

**Post:** ComReg Consumer Line  
Block DEF  
Abbey Court  
Irish Life Centre  
Lower Abbey Street  
Dublin 1  
D01 W2H4

**Telephone:** Business issues 01 804 9707 / 1890 200 035\*  
All other consumers issues 01 804 9668 / 1890 229 668\*

**Fax:** 01 804 9680

**Email:** Business issues [businessconsumers@comreg.ie](mailto:businessconsumers@comreg.ie)  
All other consumer issues [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

**Web chat & online  
complaint form:** Visit [www.askcomreg.ie](http://www.askcomreg.ie)

**Text for call back:** Send a text with the word COMREG to 51500\*\*

**Text for text back:** Send a text with the word ASKCOMREG to 51500\*\* &  
provide details of your issue

---

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

\*\* Each message will be charged at the standard text rate which should not exceed 16 cent including VAT



## **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.