



Commission for  
**Communications Regulation**

# **ComReg Consumer Line Statistics**

## **Q3 2016 – 1 July 2016 to 30 September 2016**

### **Information Notice**

**Reference:** ComReg 16/111

**Version:** Final

**Date:** 14/12/2016

**An Coimisiún um Rialáil Cumarsáide**

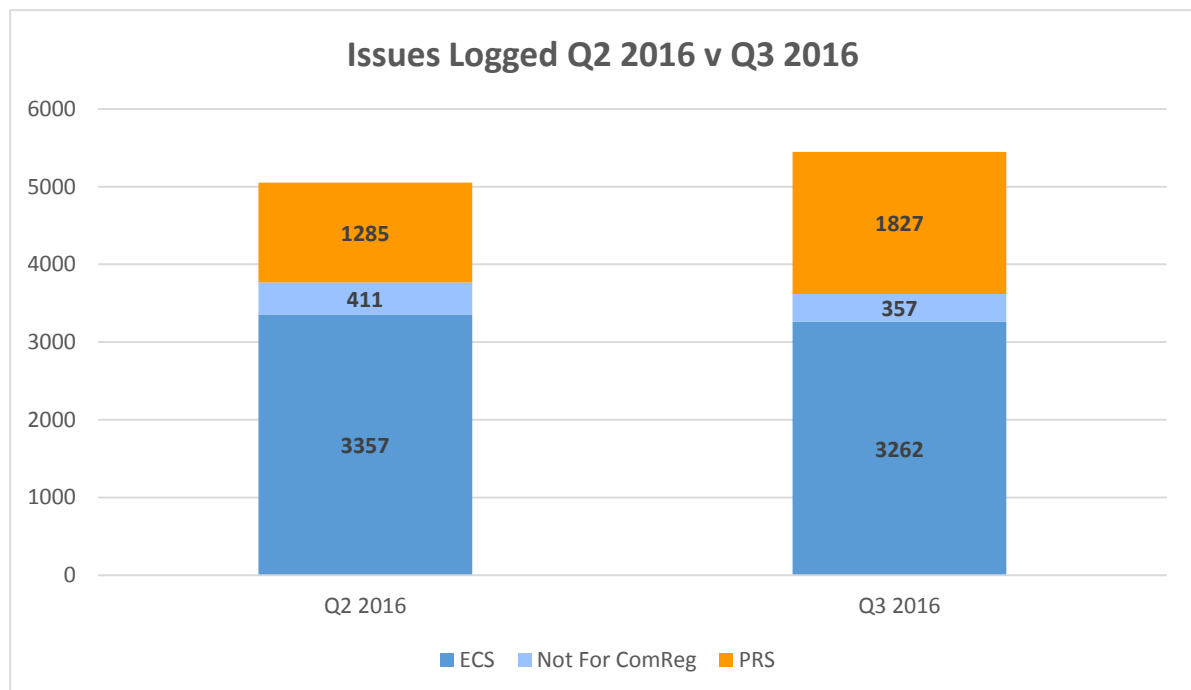
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# 1 Executive Summary

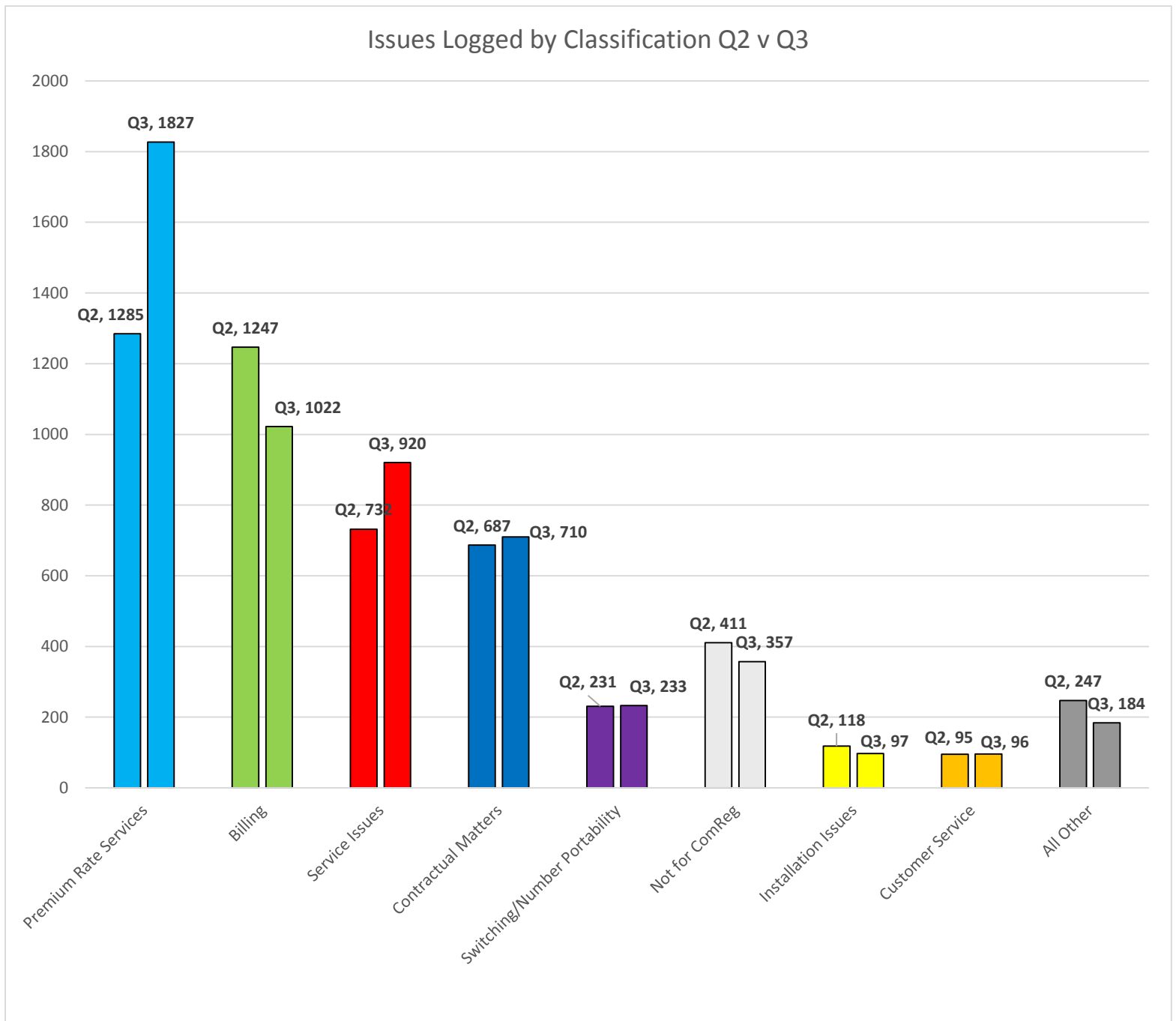
1. The Commission for Communications Regulation (“ComReg”) is responsible for regulating the electronic communications sector (telecommunications, radio communications and broadcasting transmission), premium rate services and the postal sector. It is the responsibility of ComReg to inform and protect consumers, encourage innovation and to facilitate competition.
2. ComReg publishes quarterly statistics in respect of the issues raised by consumers who contact our Consumer Line<sup>1</sup>. This publication reflects the period from 1 July 2016 to 30 September 2016. All incidences of consumers contacting ComReg’s Consumer Line were logged and the individual issue recorded under one of the main categories as set out in Annex 2.
3. In Q3 2016 a total of 5,446 issues were raised by residential and business customers to ComReg’s Consumer Line. The trend in Figure 1 shows that, compared with Q2 2016, there was a decrease of 4% in ECS issues raised (inclusive of those not for ComReg), however a 42% increase in PRS issues raised.



**Figure 1: ECS (inc. Not for ComReg) and PRS issues reported to ComReg in Q3 2016 compared with Q2 2016**

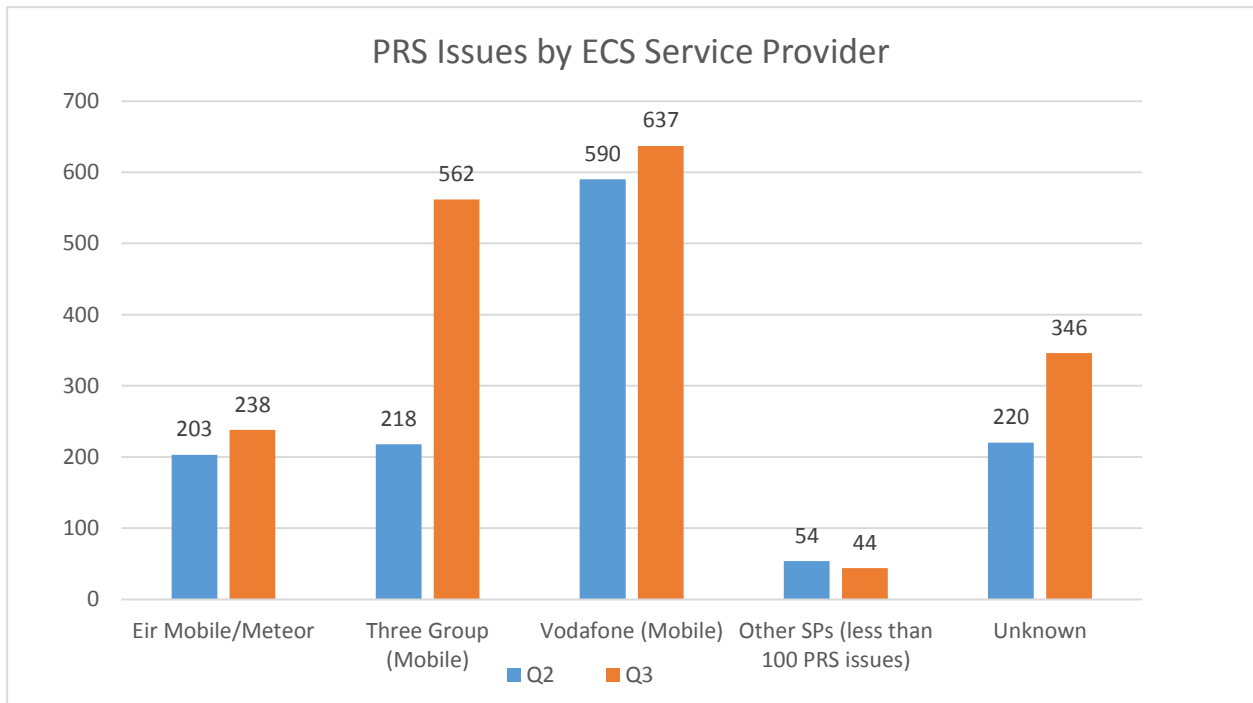
<sup>1</sup> Annex 1 sets out the various ways in which ComReg’s Consumer Line can be contacted.

4. Figure 2 shows the breakdown by classification for the 5,446 issues raised with the Consumer Line in Q3 2016, together with the corresponding number of issues for the previous period, Q2 2016.
5. Whilst there was an overall reduction of 4% in ECS issues raised with the Consumer Line, the trend of top issues by classification type continued to show billing, service issues and contractual matters as the top 3 categories.



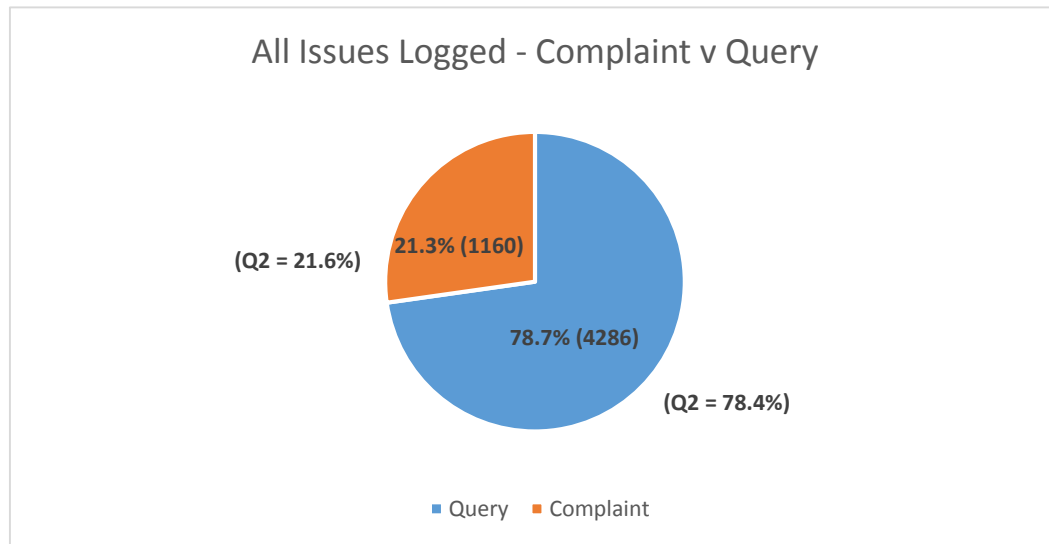
**Figure 2: Breakdown of Q2 2016 and Q3 2016 issues by classification**

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). As previously noted, PRS issues raised with ComReg's Consumer Line has increased from 1,285 in Q2 to 1,827 in Q3 2016. In instances where consumers contact ComReg's Consumer Line via email, information pertaining to the consumer's ECS Provider is not always apparent and, as such, the ECS Provider in such instances is recorded as "unknown".



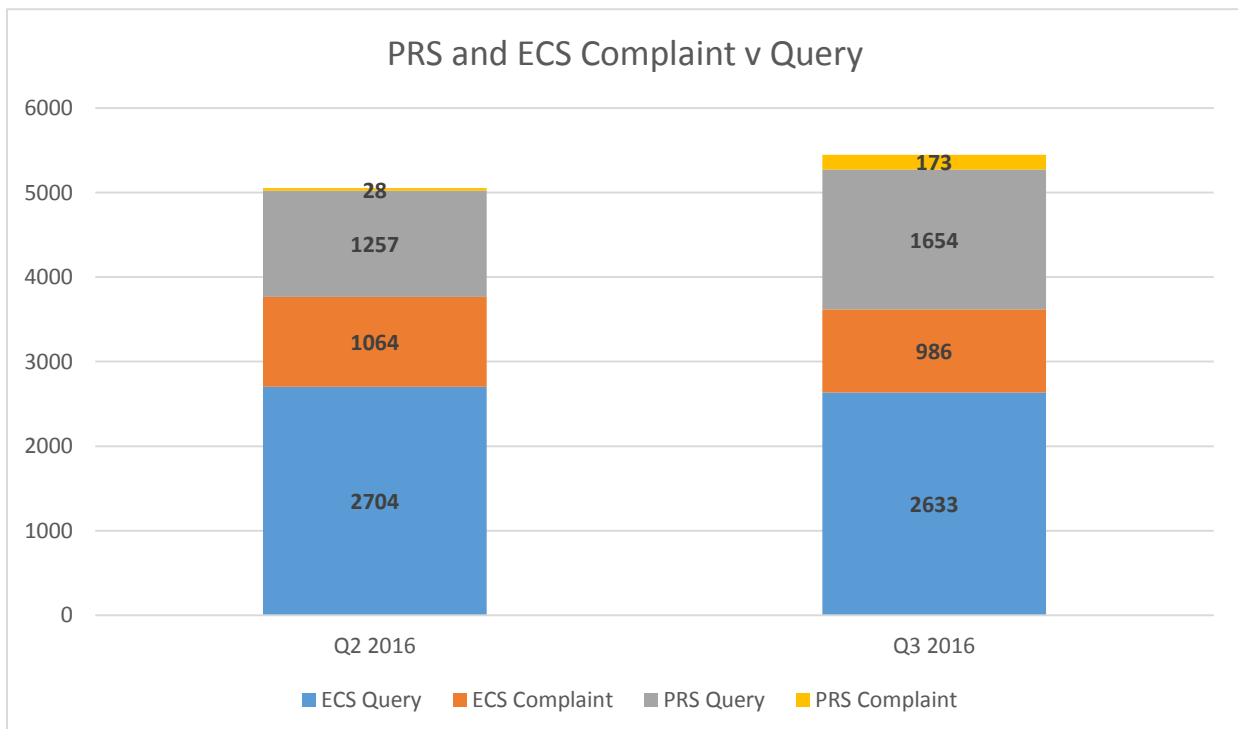
**Figure 3: Breakdown of Q2 2016 v Q3 2016 PRS issues by Service Provider**

7. The current ratio of total (ECS and PRS) complaints to queries is 21.3% to 78.7%.



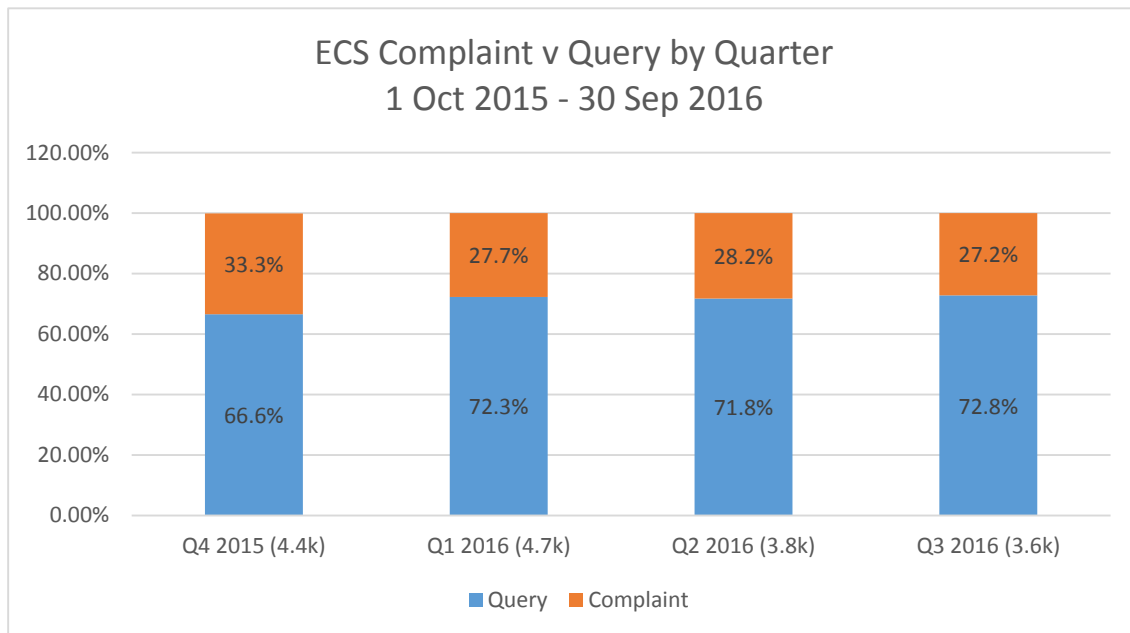
**Figure 4: Breakdown between complaints and queries for Q3 2016 for all issues**

8. The current ratio of complaints to queries for ECS is currently 27% whereas for PRS it is 9%.



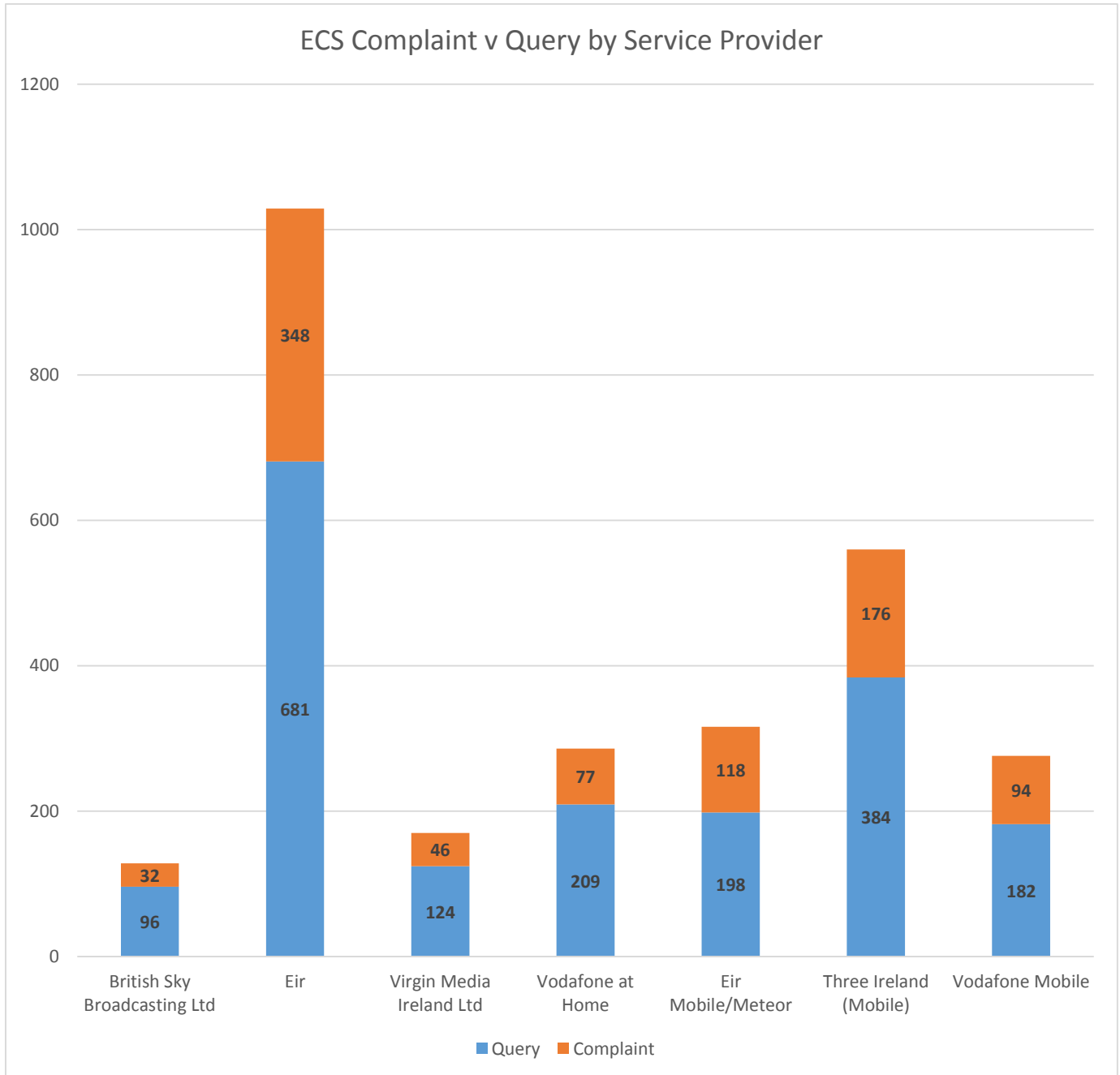
**Figure 5: Breakdown between complaints and queries for Q2 and Q3 2016 for ECS and PRS issues**

9. The number of ECS complaints as a proportion of the total ECS issues logged by ComReg's Consumer Line has reduced from 33.3% in Q4 2015 to 27.2% in Q3 2016.



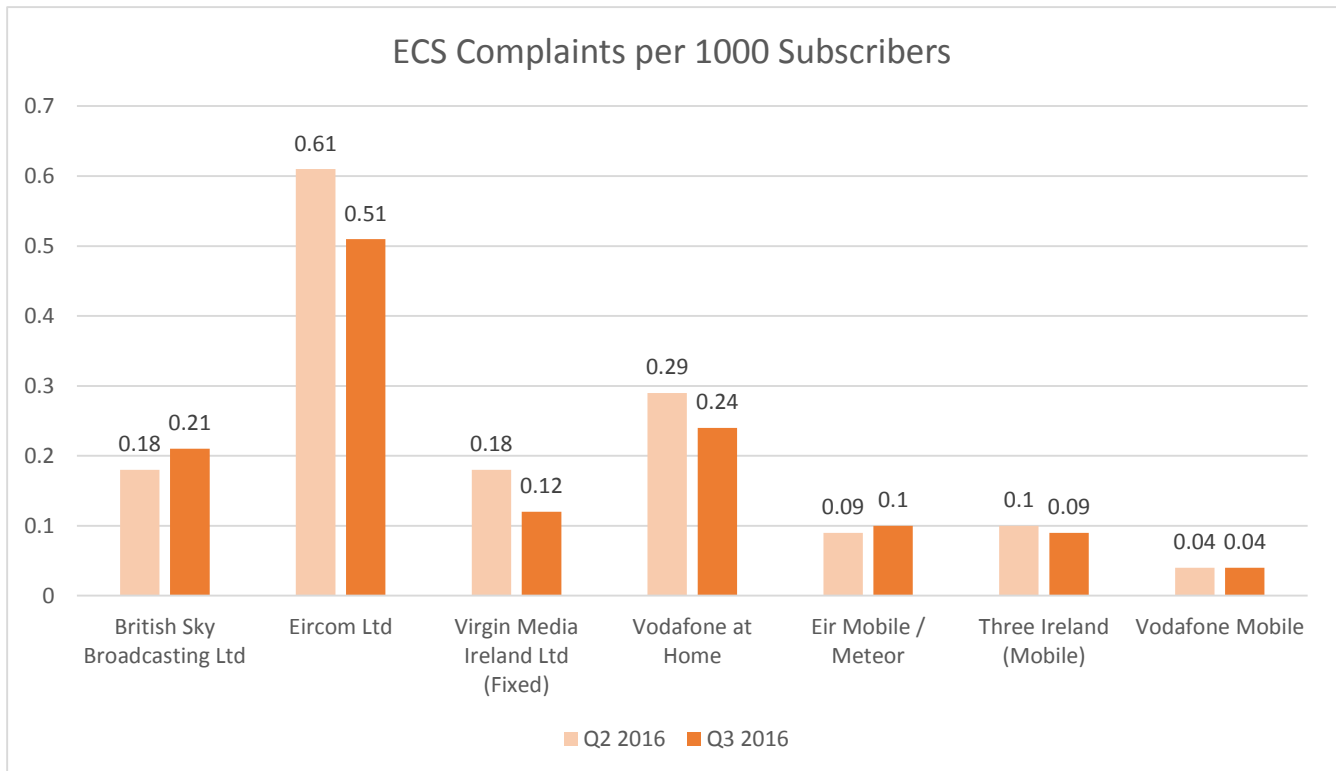
**Figure 6: Split of ECS Issues (Complaints / Queries) by Quarter from 1 October 2015 to 30 September 2016**

10. The number of complaints in proportion to all other types of issues raised by Service Providers' customers with the Consumer Line in Q3 2016 is set out in Figure 7.



**Figure 7: Split of ECS Issues - Complaints / Other Queries for Q3 2016**

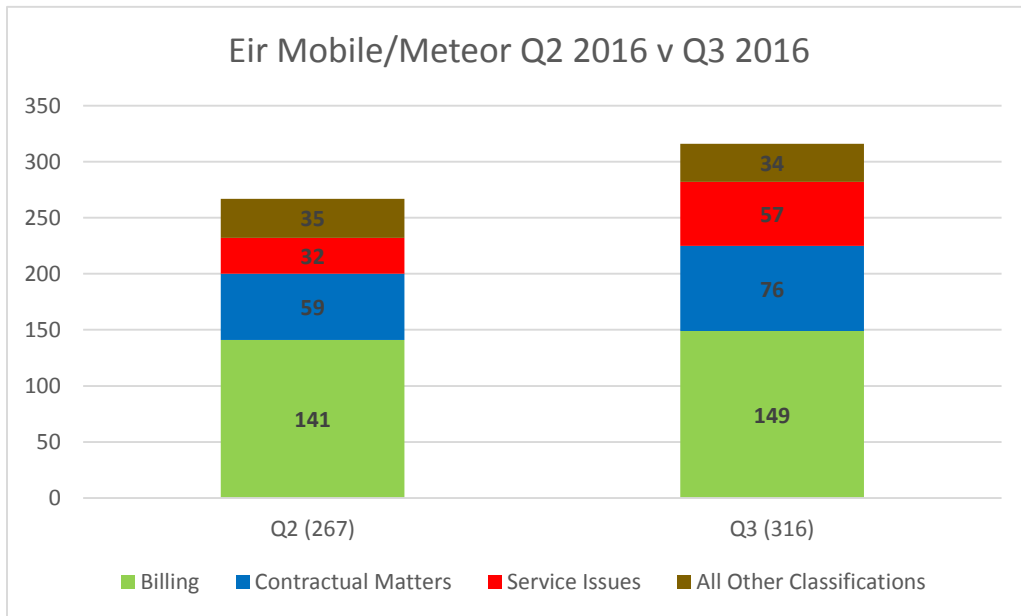
11. The number of complaints per 1000 subscribers by service provider for Q3 2016 compared with Q2 2016 is set out in Figure 8.



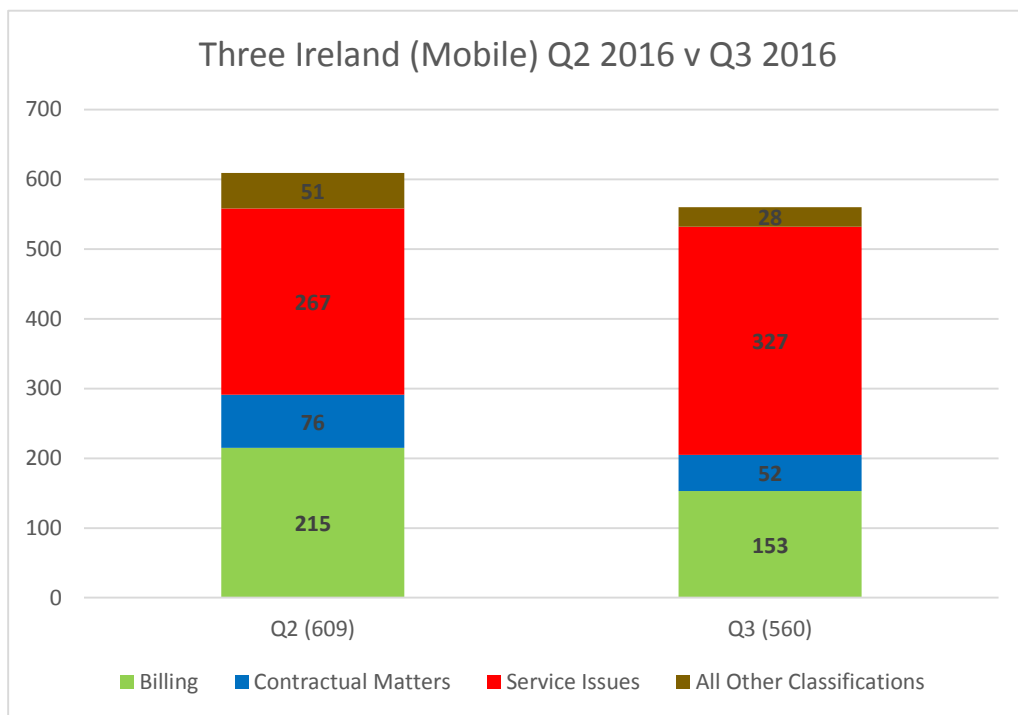
**Figure 8: ECS complaints per 1000 subscribers Q2 vs Q3 2016**



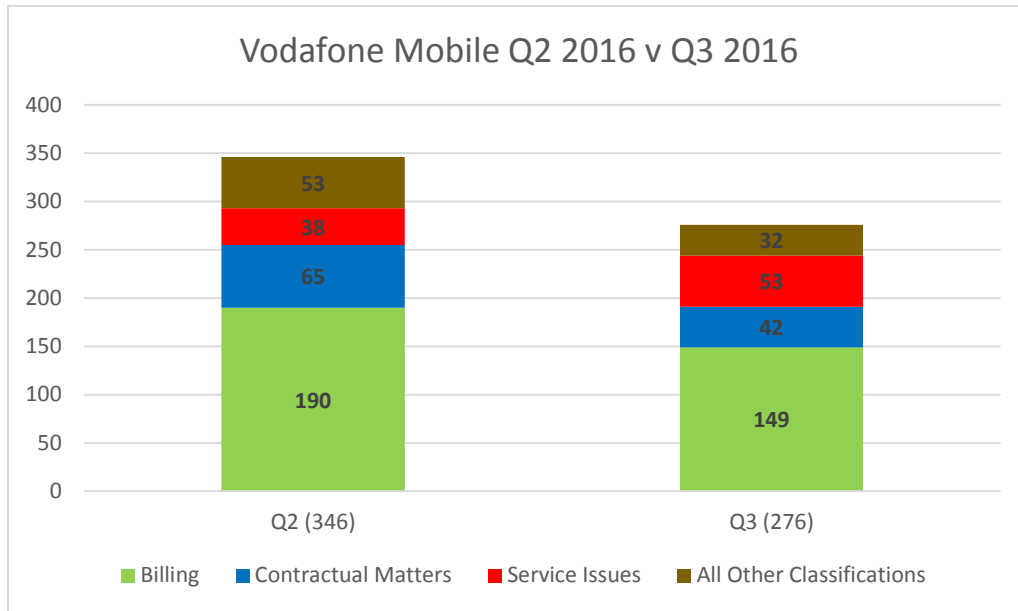
12. The top ECS mobile issues raised to ComReg in Q3 2016 compared to Q2 2016, per mobile service provider, are set out in Figures 9-11 below.



**Figure 9: Split of ECS Issues by classification for Eir Mobile/Meteor Q2 vs Q3 2016**

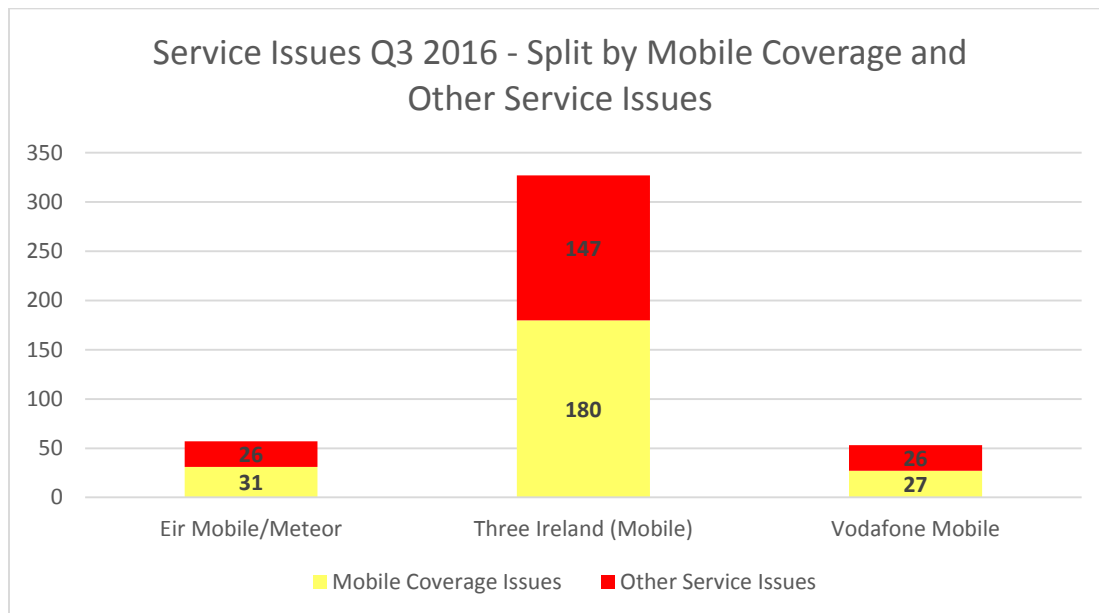


**Figure 10: Split of ECS Issues by classification for Three Ireland (Mobile) Q2 vs Q3 2016**



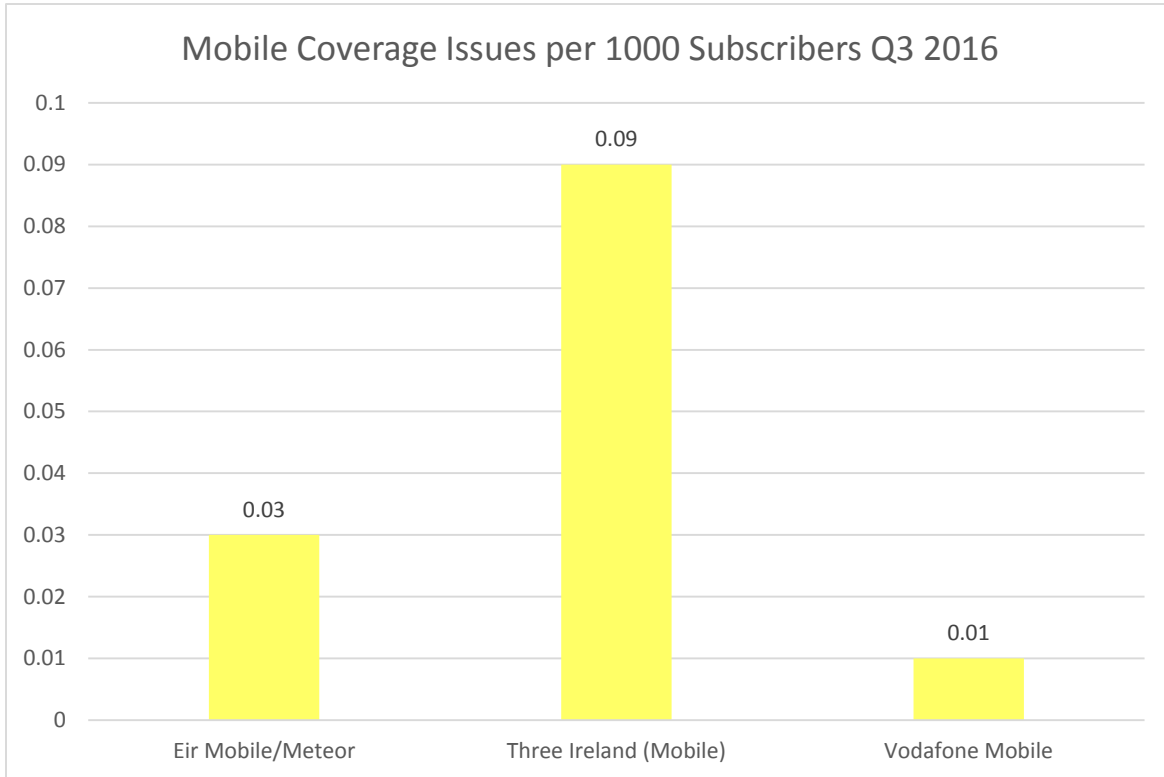
**Figure 11: Split of ECS Issues by classification for Vodafone Mobile Q2 vs Q3 2016**

13. Figure 12 shows the split within mobile service issues recorded by the Consumer Line for mobile coverage versus all other service issues as follows:



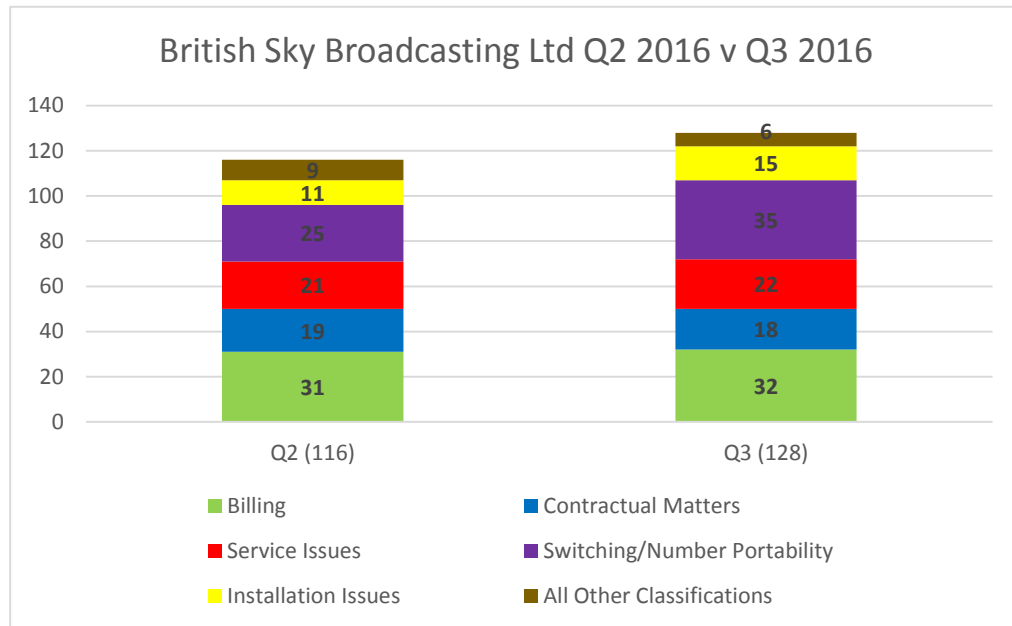
**Figure 12: Split of ECS Service Issues by Mobile service provider for Q3 2016**

14. Figure 13 below shows the number of mobile coverage issues per 1000 subscribers for each of the three mobile service providers listed.

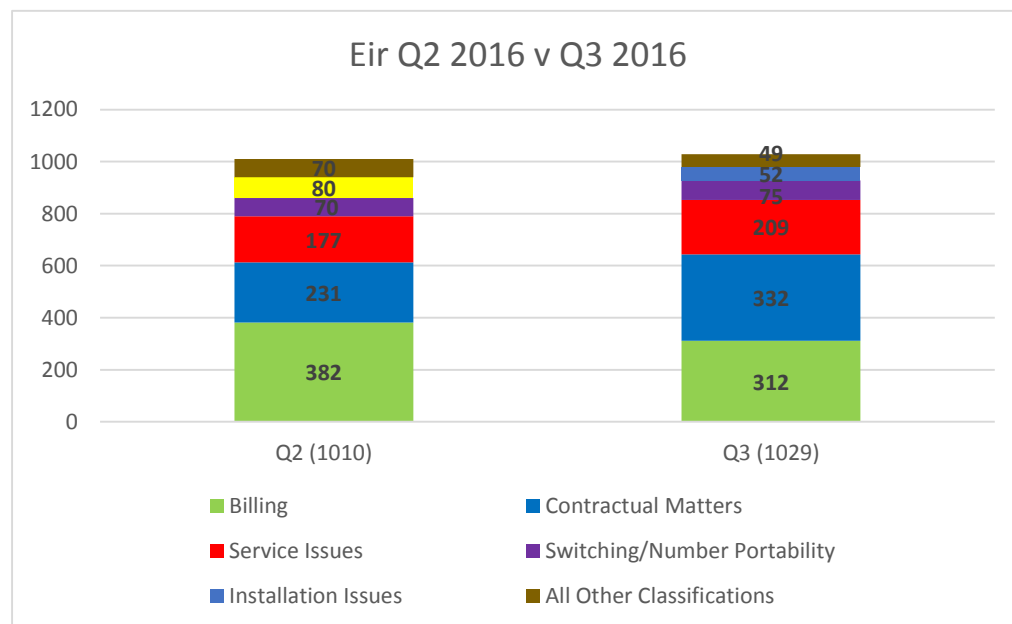


**Figure 13: Mobile Coverage Issues per 1000 subscribers Q3 2016**

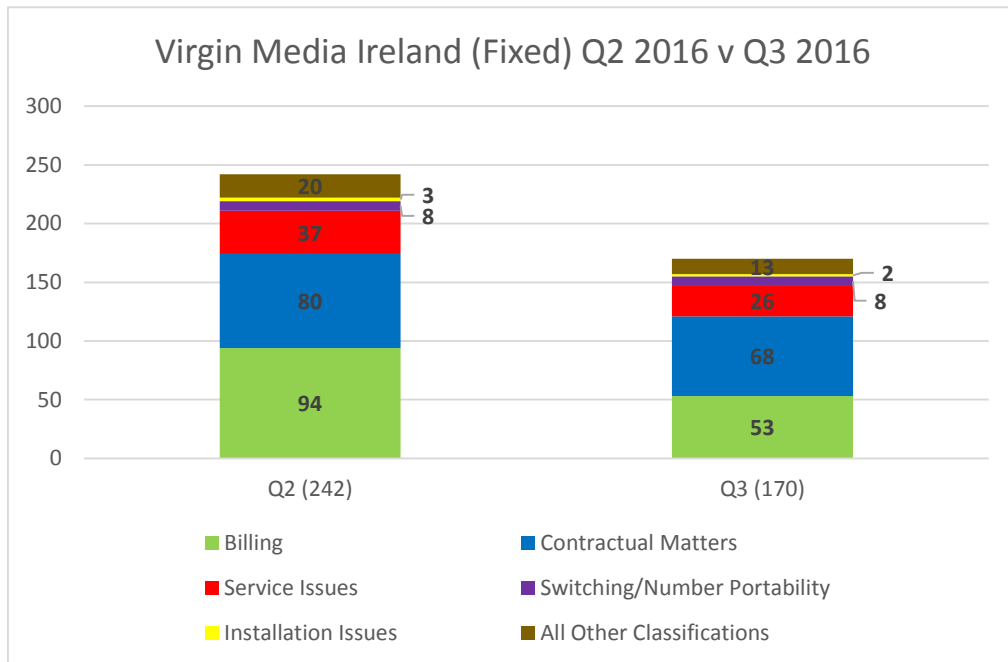
15. The top ECS issues recorded by ComReg’s Consumer Line from all issues recorded excluding mobile is set out in Figure 14-17. The Service Providers listed are only those where the total number of new issues raised in Q3 2016 were in excess of 100.



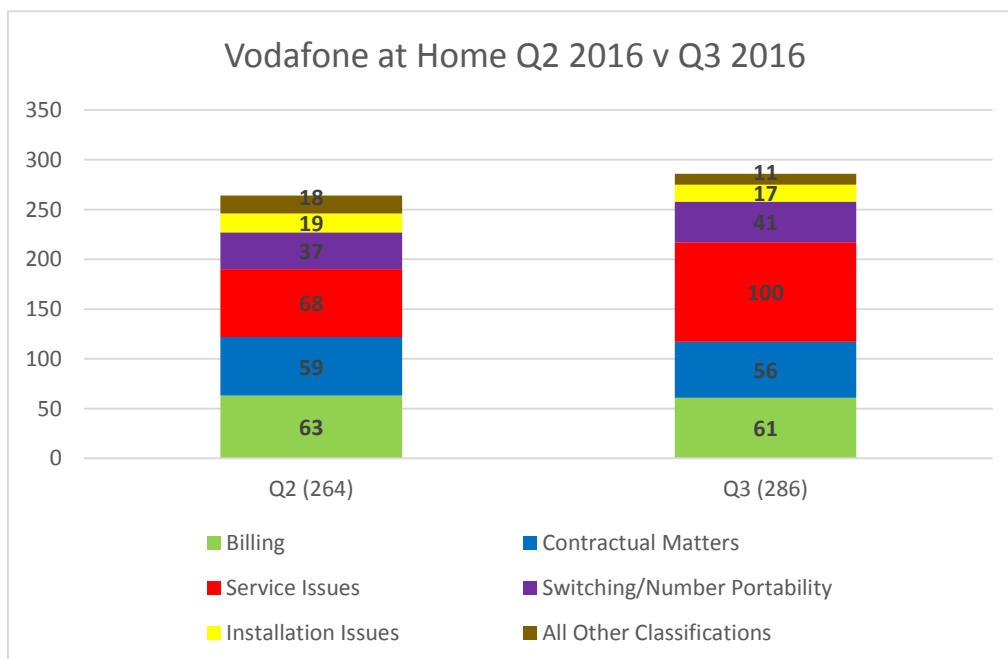
**Figure 14: Split of ECS Issues by classification for British Sky Broadcasting Ltd Q2 vs Q3 2016**



**Figure 15: Split of ECS Issues by classification for Eir Q2 vs Q3 2016**



**Figure 16: Split of ECS Issues by classification for Virgin Media Ireland (Fixed) Q2 vs Q3 2016**



**Figure 17: Split of ECS Issues by classification for Vodafone at Home Q2 vs Q3 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** - <http://www.comreg.ie/>

- **Online complaint form** - Complaint/query form on <http://www.comreg.ie/queries-complaints/>

- **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

<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 &amp; Disputed Charges 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> </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>
<p><b>Customer Service includes:</b></p> <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>
<p><b>Installation Issues includes:</b></p> <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>
<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>

<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.