



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg Consumer Line Statistics Report

Q3 2019 – 1 July to 30 September 2019

## Information Notice

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

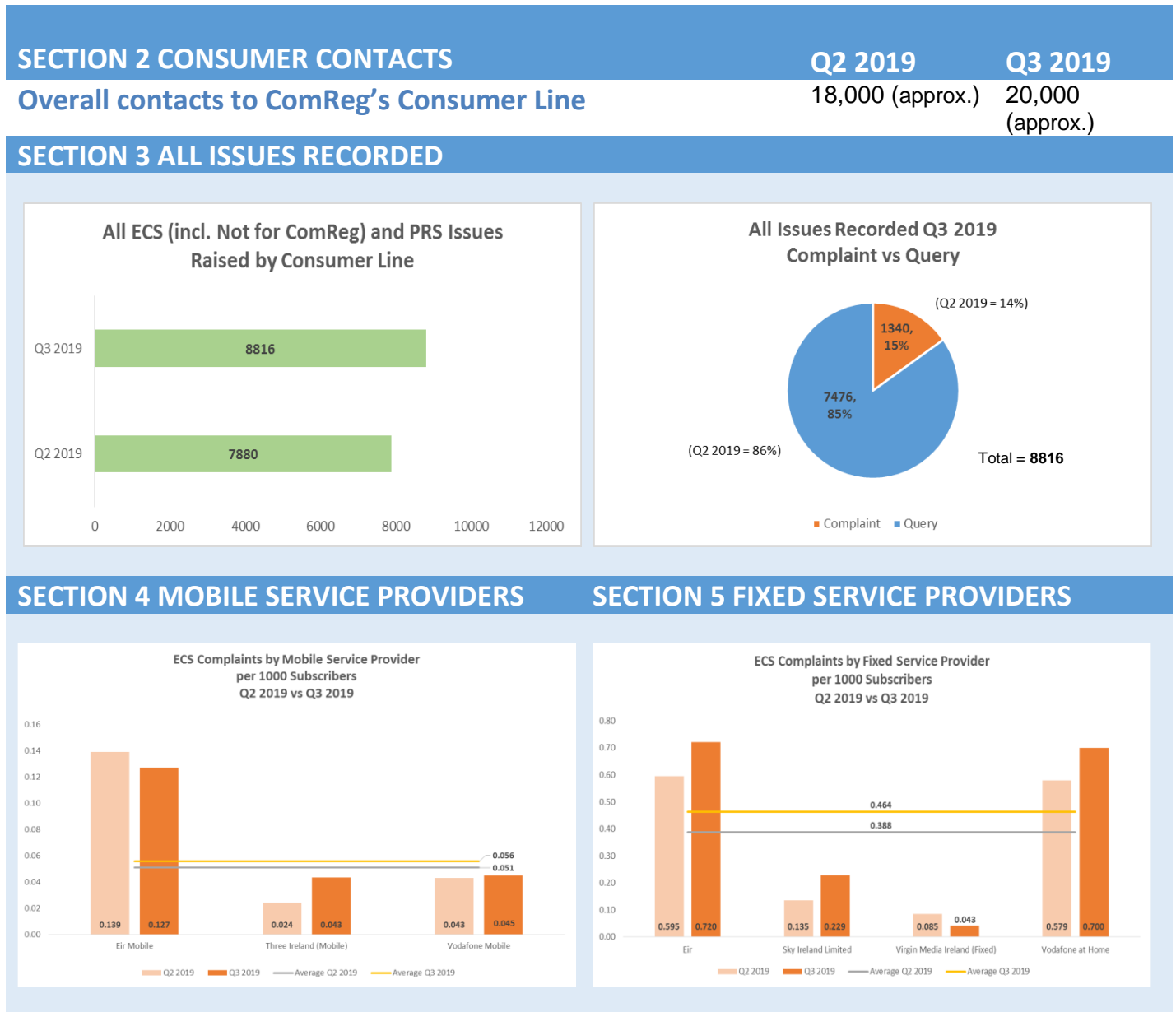
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# 1: Executive Summary

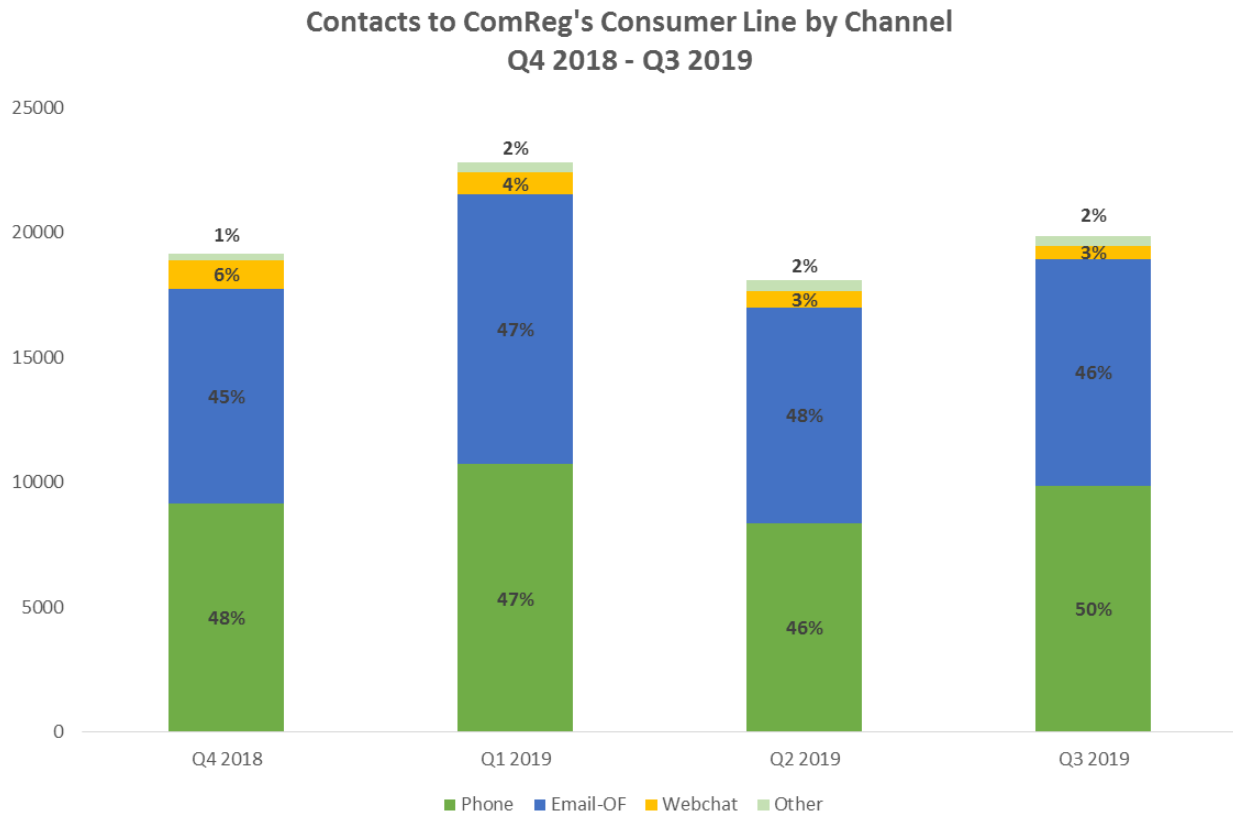
- ComReg’s Consumer Care team manage consumer contacts of ECS, PRS and postal services. This publication includes information on Service Provider issues, where ECS issues raised by that Service Provider’s customers in Q3 2019, and recorded by ComReg, was in excess of 100. A snapshot of the statistics in this publication are as follows:



**Figure 1: Consumer Line Key Summary Statistics**

## 2: Consumer Contacts

- In Q3 2019, approximately 20,000 consumer contacts were received by ComReg’s Consumer Line. ComReg’s Consumer Line is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. Figure 2 below shows the split of these contacts by contact type, highlighting that phone and email and online form were the most popular methods of contact in Q3 2019.



**Figure 2: Contacts to ComReg’s Consumer Line Q4 2018 – Q3 2019**

### 3: Consumer Issues Recorded

- 3. In Q3 2019, there was a 12% increase in the total number of issues recorded; while ECS issues decreased by 9%, PRS issues increased by 34%.

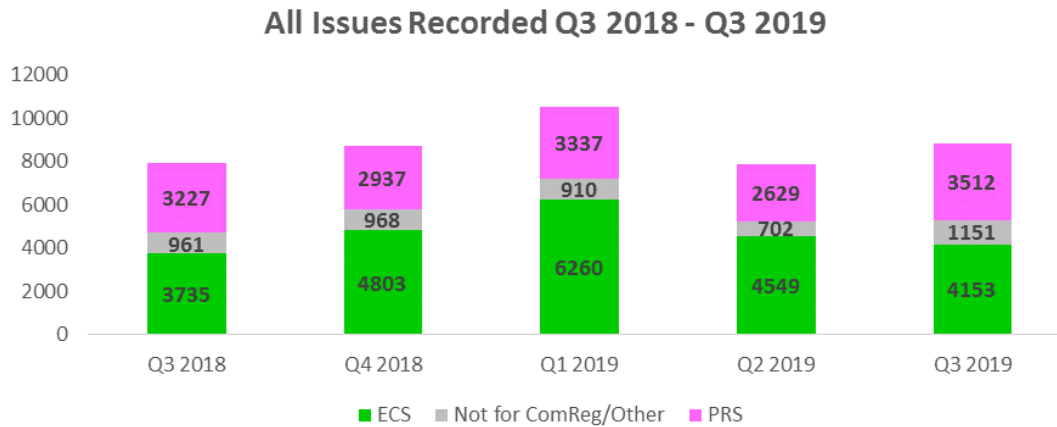


Figure 3: All Issues Recorded Q3 2018 – Q3 2019

#### 3.1 All Issues Recorded by Classification Type<sup>1</sup>

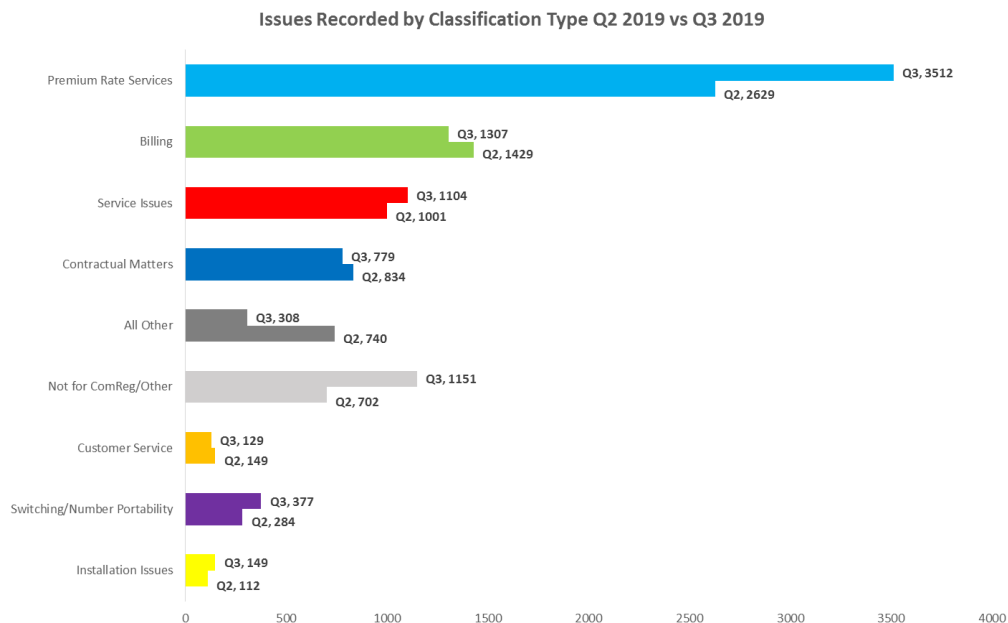
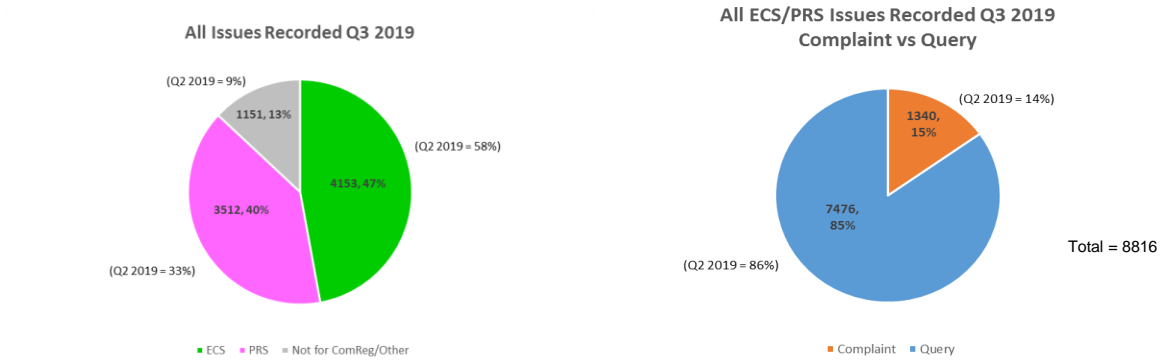


Figure 4: All Issues Recorded by Classification Type Q2 2019 vs Q3 2019

<sup>1</sup> See Annex 3 for Classification Index and Annex 2 for Mobile Coverage Service Issue details

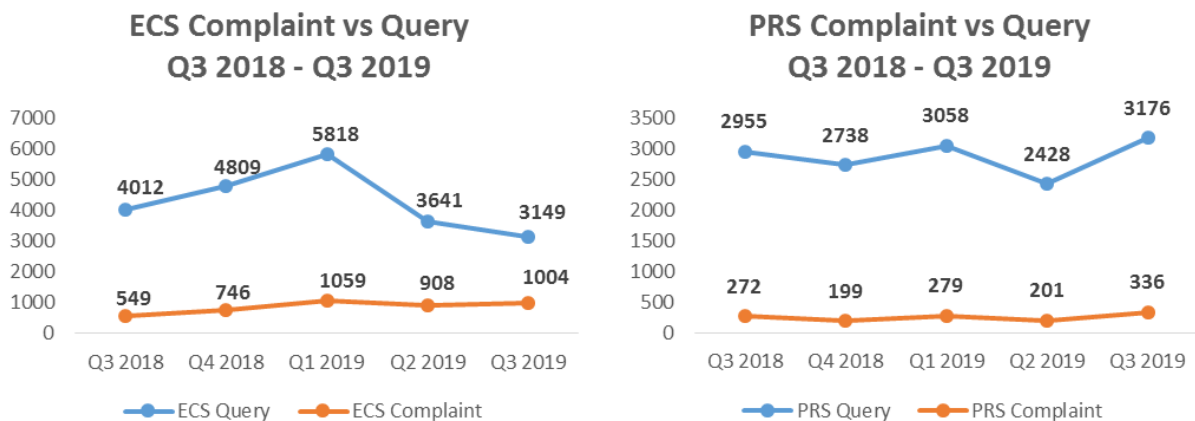
### 3.2 All Issues Recorded by Complaints vs Queries

- The overall ratio of complaints to queries has increased to 15% in Q3 2019. This 15% is further split - ECS 75% and PRS 25%.



**Figure 5: Issues Recorded by Complaint and Query Q3 2019**

- Figure 6 gives a breakdown of ECS and PRS complaints and queries over the last 5 quarters. ECS queries decreased by 22%, while PRS queries increased by 7% from Q3 2018 to Q3 2019. ECS complaints increased by 83% while PRS complaints increased by 24% for the same period.

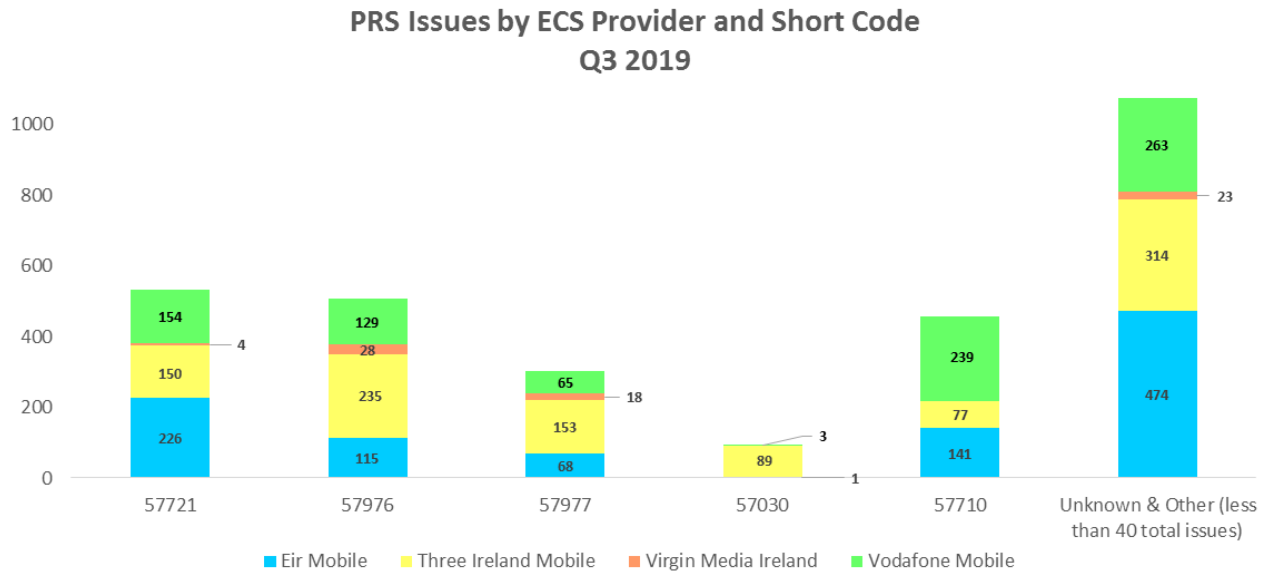


**Figure 6: All Issues by Complaint and Query for ECS and PRS Q3 2018 – Q3 2019**

# 4: Mobile Service Provider Statistics

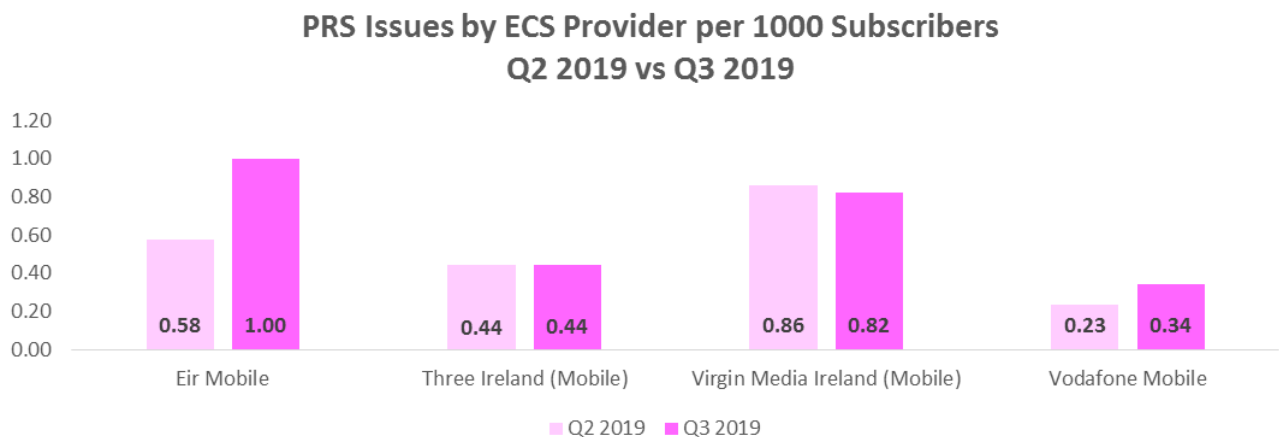
## 4.1 Mobile Provider PRS Issues

- The number of PRS issues raised with ComReg’s Consumer Line in Q3 2019 is split by short code and further split by ECS Provider (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).



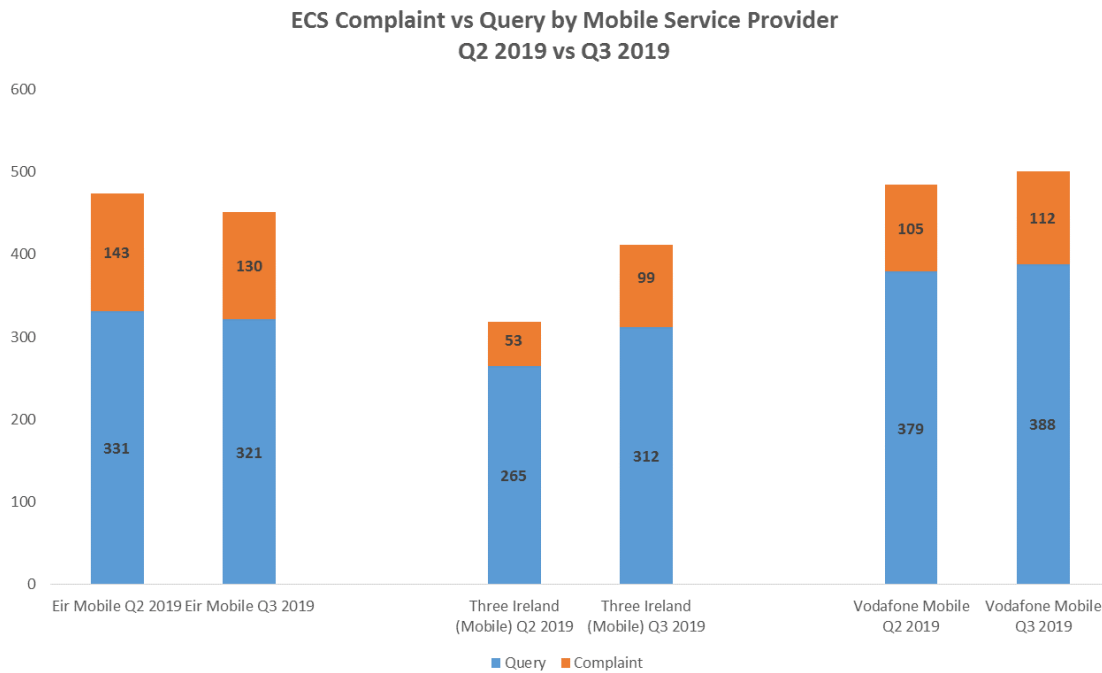
\*Unknown refers to contacts from consumers where relevant information pertaining to the Short Code has not been provided

**Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q3 2019**

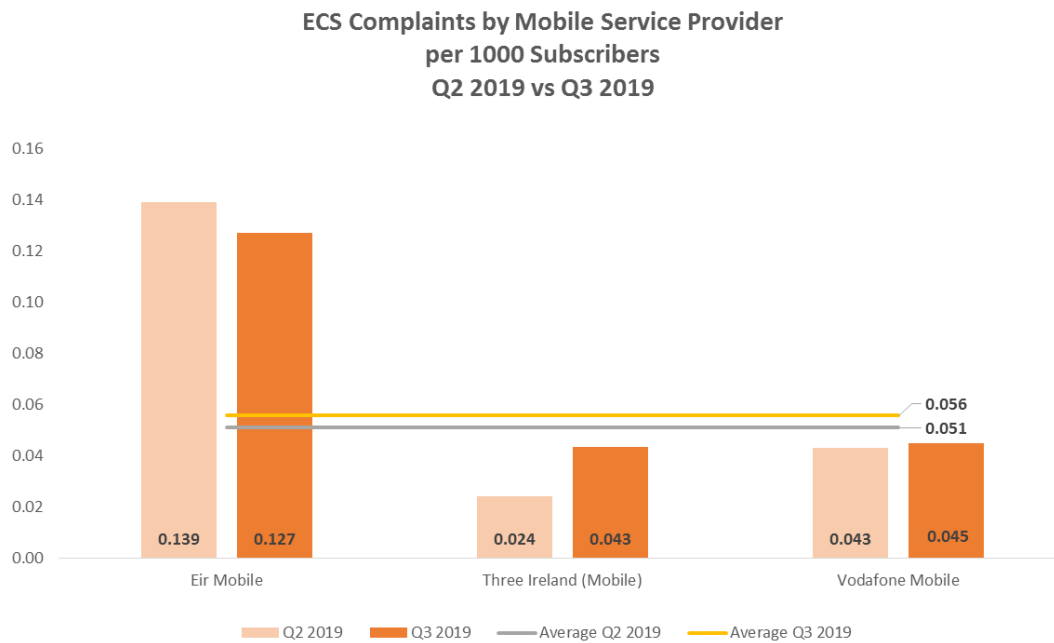


**Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q2 2019 vs Q3 2019**

## 4.2 Mobile Provider ECS Complaints vs Queries



**Figure 9: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q2 2019 vs Q3 2019**

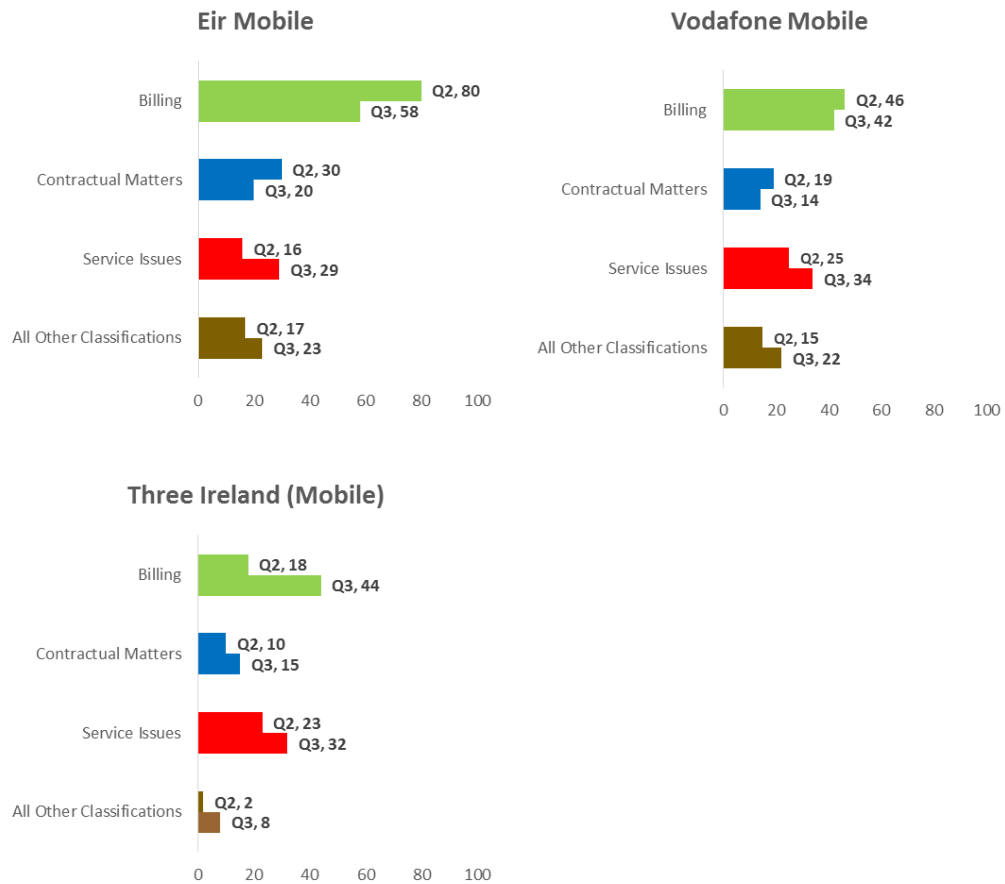


**Figure 10: ECS Complaints by Mobile Service Provider Q2 2019 vs Q3 2019 (per 1000 Subscribers)**



### 4.3 Mobile Provider ECS Complaints by Classification Type

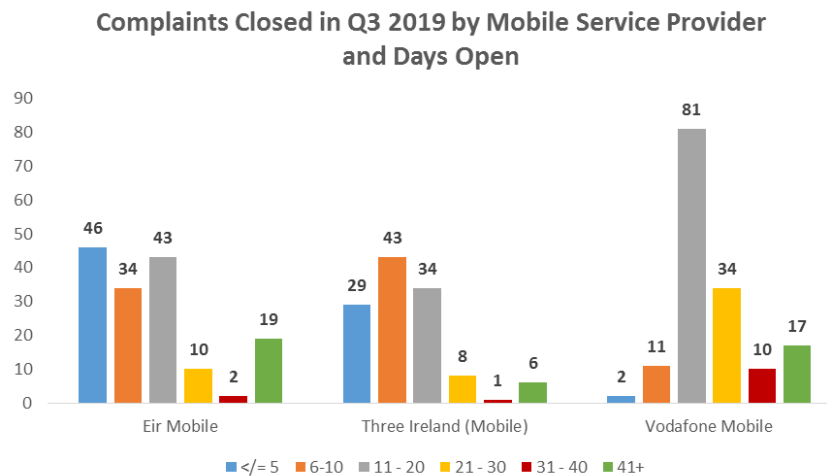
7. Figure 11 below shows ECS complaints for each mobile service provider listed in figure 9, by classification type, comparing Q2 2019 with Q3 2019.



**Figure 11: Split of Mobile Service Provider ECS Complaints by Classification Type Q2 2019 vs Q3 2019**

## 4.4 Mobile Provider ECS Complaints Closed in Q3 2019

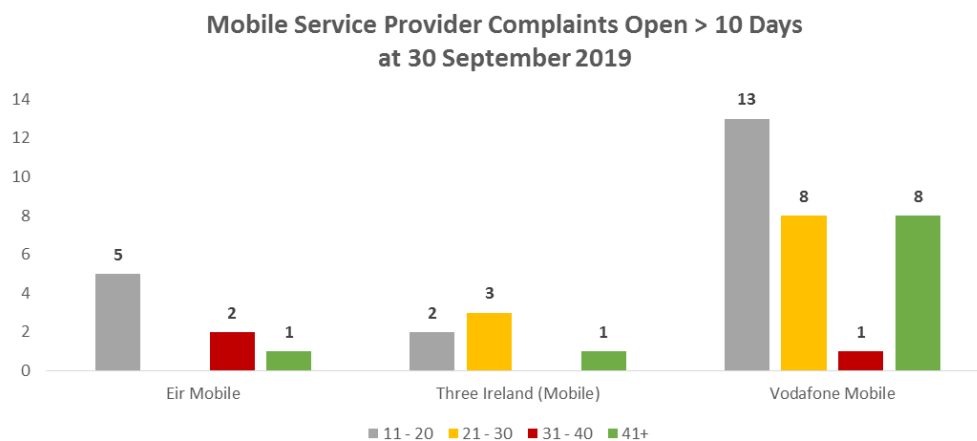
8. Figure 12 below shows ECS complaints closed in Q3 2019, for each mobile service provider listed in figure 9, broken down by number of days open.



**Figure 12: Mobile Service Provider ECS Complaints Closed in Q3 2019 by Number of Days Open**

## 4.5 Mobile Provider ECS Complaints Open at 30 September 2019

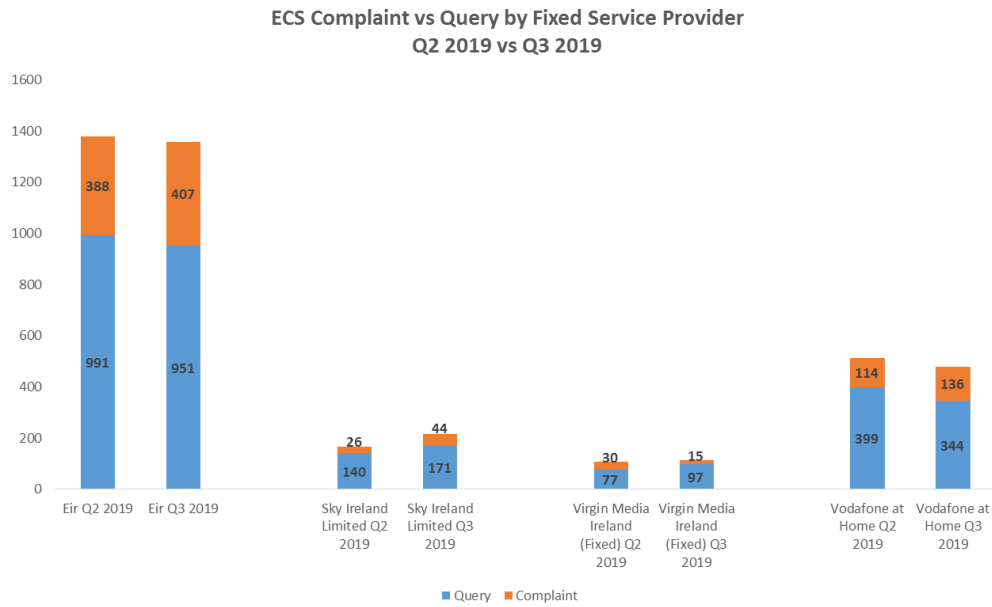
9. Figure 13 below shows ECS complaints open greater than 10 days at 30 September 2019, for each mobile service provider listed in figure 9, broken down by number of days open.



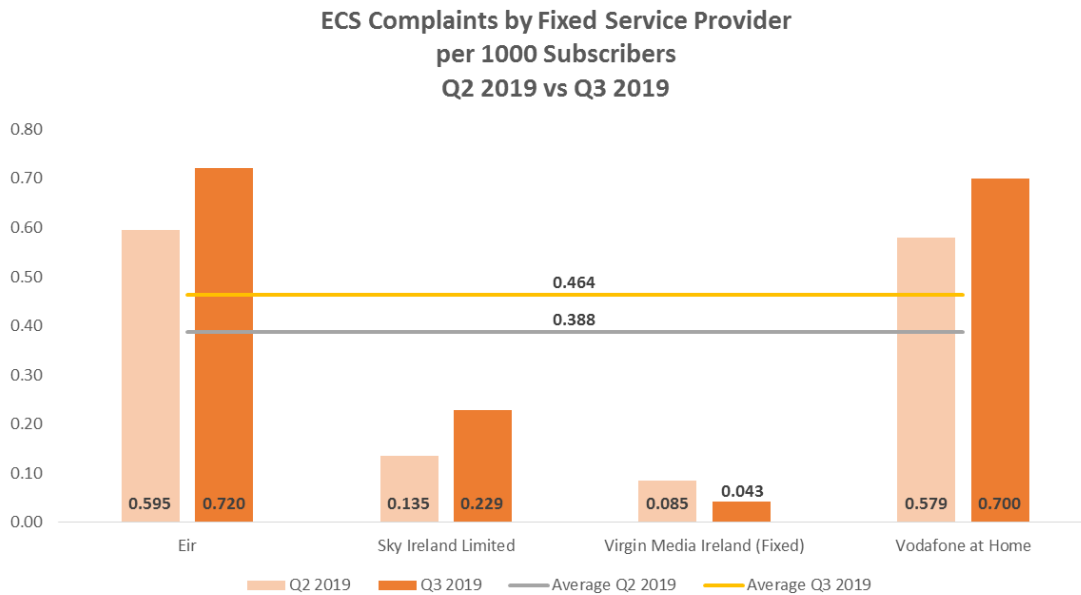
**Figure 13: Mobile Service Provider ECS Complaints Open > 10 Days at 30 September 2019 by Number of Days Open**

# 5: Fixed Service Provider Statistics

## 5.1 Fixed Provider ECS Complaints vs Queries



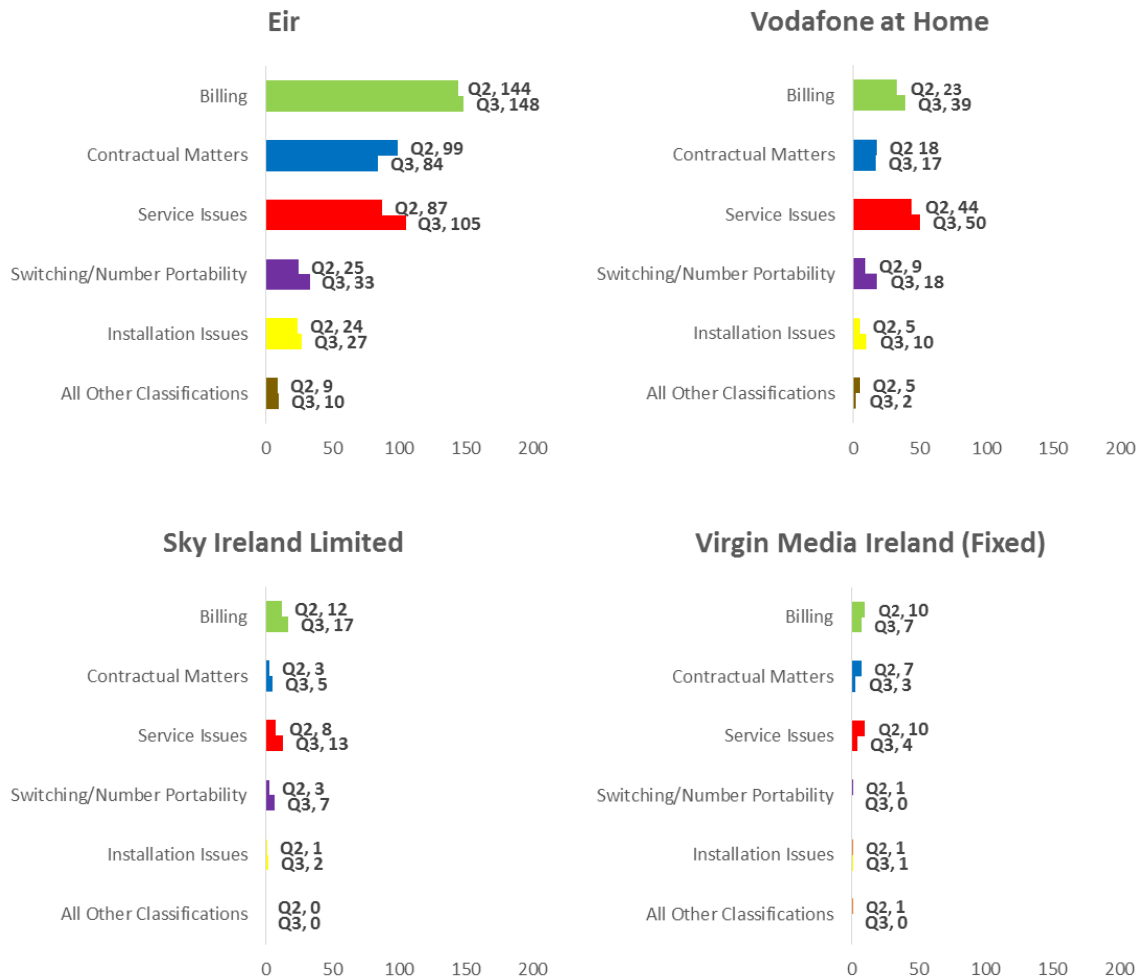
**Figure 14: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q2 2019 vs Q3 2019**



**Figure 15: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q2 2019 vs Q3 2019**

## 5.2 Fixed Provider ECS Complaints by Classification Type

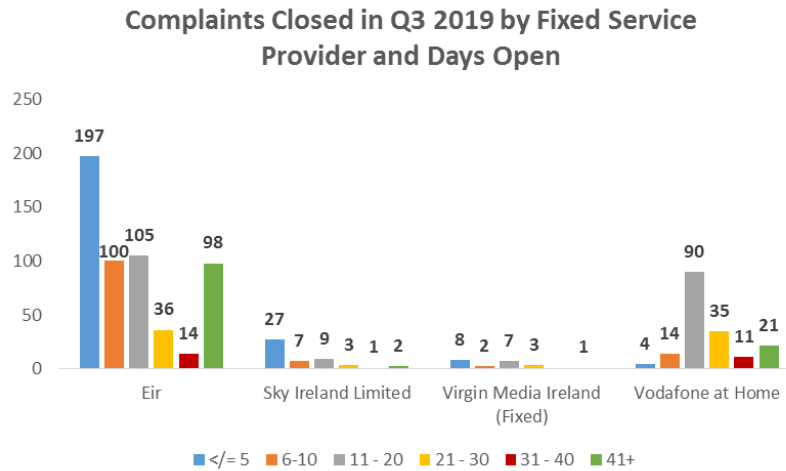
10. Figure 16 below shows ECS complaints for each fixed service provider listed in figure 14, by classification type, comparing Q2 2019 with Q3 2019.



**Figure 16: Split of Fixed Service Provider ECS Complaints by Classification Type Q2 2019 vs Q3 2019**

### 5.3 Fixed Provider ECS Complaints Closed in Q3 2019

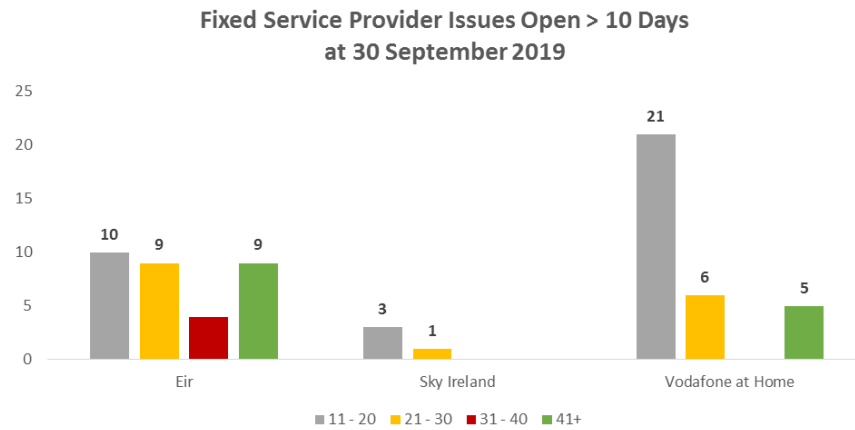
11. Figure 17 below shows ECS complaints closed in Q3 2019, for each fixed service provider listed in figure 14, broken down by number of days open.



**Figure 17: Fixed Service Provider ECS Complaints Closed in Q2 2019 by Number of Days Open**

## 5.4 Fixed Provider ECS Complaints Open at 30 September 2019

12. Figure 18 below shows ECS complaints open greater than 10 days at 30 September 2019, for each fixed service provider listed in figure 14 (where applicable), broken down by number of days open.



**Figure 18: Fixed Service Provider ECS Complaints Open > 10 Days at 30 September 2019 by Number of Days Open**

# Annex 1: ComReg Consumer Line Contact Details

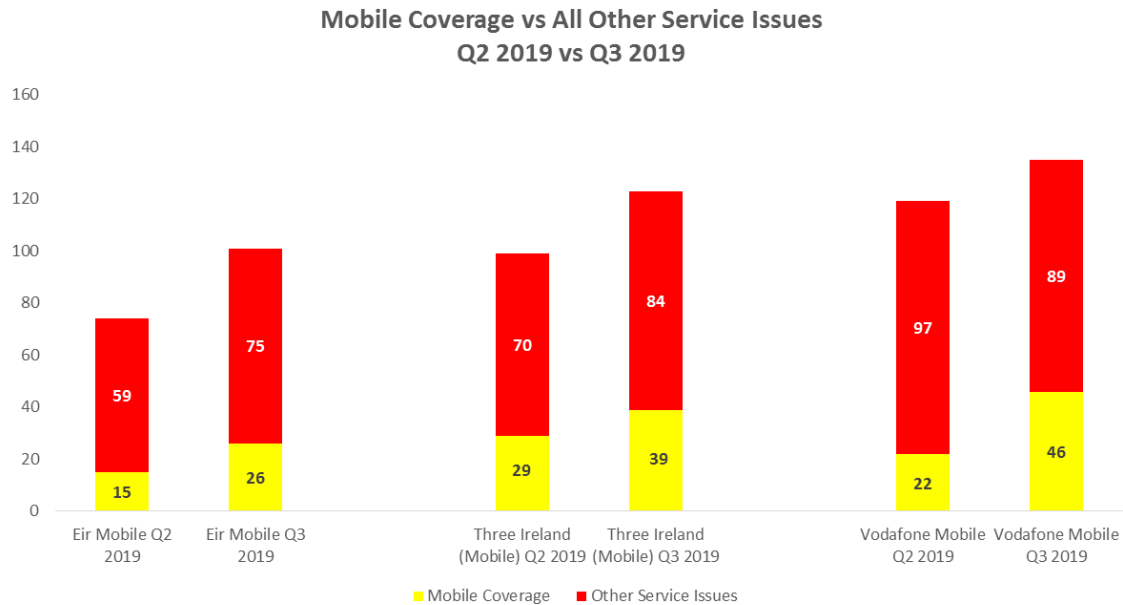
## Channels available to Contact Us



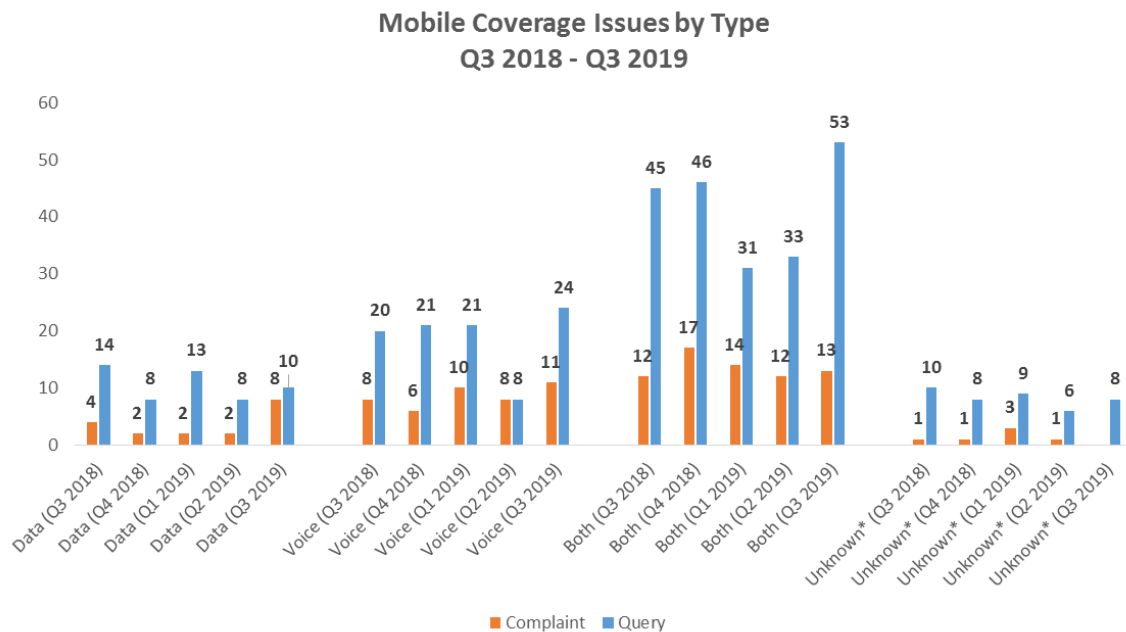
\*The message will be charged at the standard text rate which is 7 cent – 14 cent depending on the operator. If you have any problems with the service please let us know at 01 804 9668.

\*\* Please outline 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.

# Annex 2: Mobile Coverage Statistics



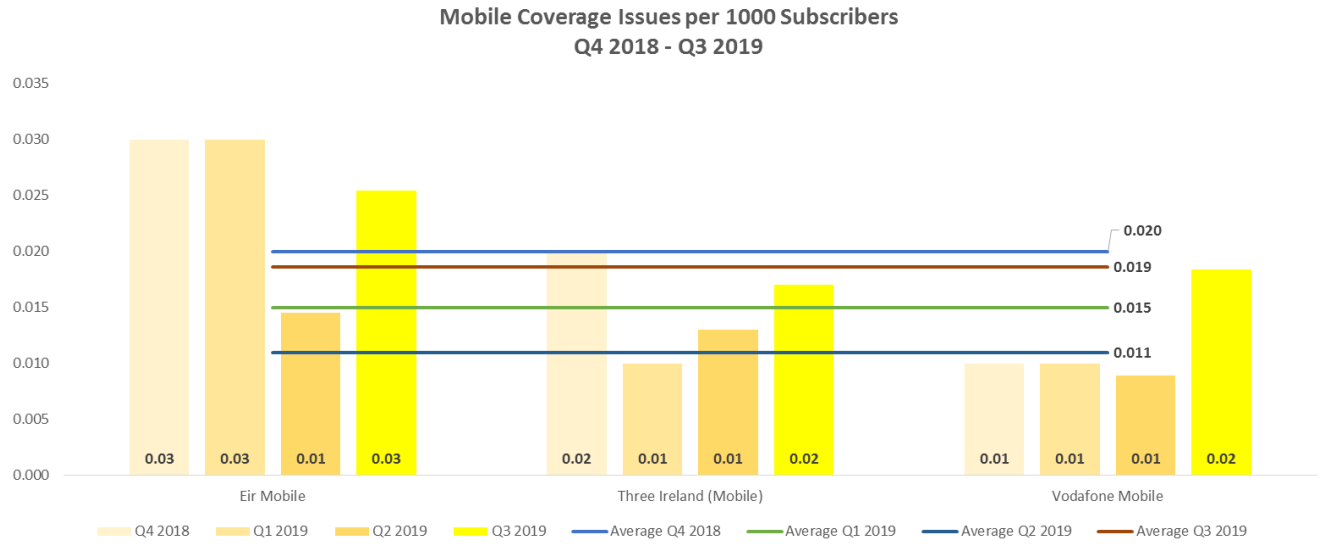
**Figure 19: Split of ECS Service Issues by Mobile Service Provider Q2 2019 vs Q3 2019**



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

**Figure 20: Mobile Coverage Issues by Type Q3 2018 – Q3 2019**





**Figure 21: Mobile Coverage Issues (per 1000 Subscribers) Q4 2018 – Q3 2019**

## Annex 3: Classification Index

<p><b>Billing includes:</b></p> <ul style="list-style-type: none"> <li>• Disputed Charges</li> <li>• Disputed Data 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>Service Issues includes:</b></p> <ul style="list-style-type: none"> <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>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> </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>
<p><b>Customer Service includes:</b></p> <ul style="list-style-type: none"> <li>• Customer Service Other</li> <li>• Difficulty Accessing Cust Service</li> </ul>	<ul style="list-style-type: none"> <li>• Failure to Respond</li> <li>• Inadequate response</li> </ul>

<b>Installation Issues include:</b> <ul style="list-style-type: none"> <li>• Delay Installation</li> <li>• Installation other</li> <li>• Missed appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate response</li> <li>• Works Approval Required</li> </ul>
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<b>Switching/Number Portability Issues include:</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>• Switching Other</li> <li>• UAN</li> <li>• Unsolicited Service (Slamming)</li> </ul>
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<b>Not for ComReg/Other Issues include:</b> <ul style="list-style-type: none"> <li>• Authorisations/Licensing</li> <li>• ComReg General</li> <li>• ECAS</li> <li>• Industry Query</li> <li>• Legal Query</li> <li>• Market Analysis/Stats</li> <li>• Media Query</li> <li>• Spectrum (Masts &amp; Interference)</li> <li>• Issues relevant to ASAI</li> <li>• Issues relevant to BAI</li> <li>• Issues relevant to CCPC</li> <li>• Issues relevant to DCCAE</li> <li>• Issues relevant to DPC</li> <li>• Not for ComReg Other</li> <li>• TV issues</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility equivalence</li> <li>• Directory Enquiries Issues</li> <li>• ECAS</li> <li>• General Info Request</li> <li>• NDD Issue</li> <li>• Net Neutrality</li> <li>• Public Pay Phone</li> <li>• Scams</li> <li>• Unsolicited Communications</li> <li>• VoIP</li> <li>• Consumer Care Other</li> </ul>
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## Legal Disclaimer

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