



Commission for  
**Communications Regulation**

# **ComReg Consumer Line Statistics**

Q4 2015 – 1 October 2015 to 31 December  
2015

## **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**

**Commission for Communications Regulation**

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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. In November 2015, ComReg published its first quarterly information notice (ComReg 15/122) which set out the number and nature of issues that consumers raised with ComReg's Consumer Line in respect of their Electronic Communications Services (ECS) or in respect of premium rate service (PRS) during the previous quarter.
3. This publication reflects the period from 1 October 2015 to 31 December 2015. 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 5,982 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.
4. Each quarter ComReg will publish additional data as appropriate. This publication provides details of the number of complaints that were open in excess of 10 days, at 31 December 2015. It also details service providers' complaints expressed in proportion to their number of subscribers.
5. In Q4 2015 a total of 5,982 issues were raised by residential and business customers to the ComReg Consumer Line.
6. The trend in Figure 1 shows that there were less ECS issues reported to ComReg this quarter when compared with the previous quarter (5,312 in Q3 2015 and 4,414 in Q4 2015).

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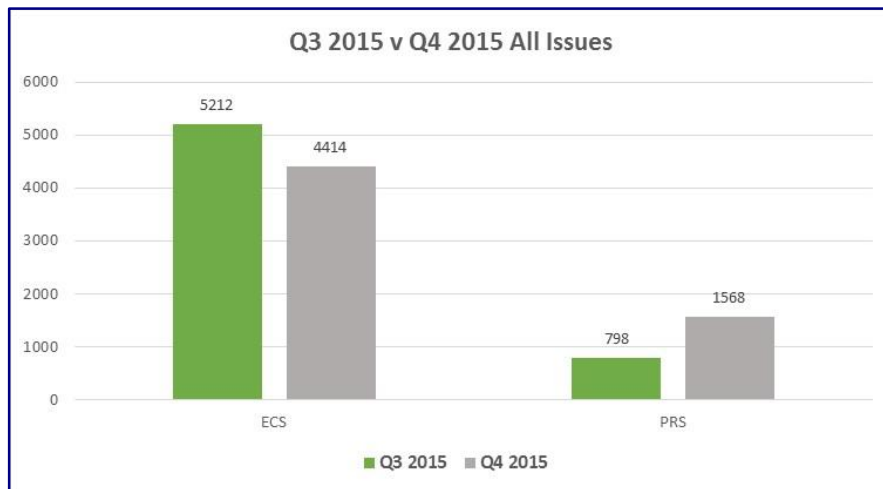
<sup>1</sup> End Users includes both residential and business consumers

<sup>2</sup> [http://www.askcomreg.ie/tell\\_us/consumer\\_statistics\\_q4\\_october\\_to\\_december\\_2015.416.LE.asp](http://www.askcomreg.ie/tell_us/consumer_statistics_q4_october_to_december_2015.416.LE.asp)

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

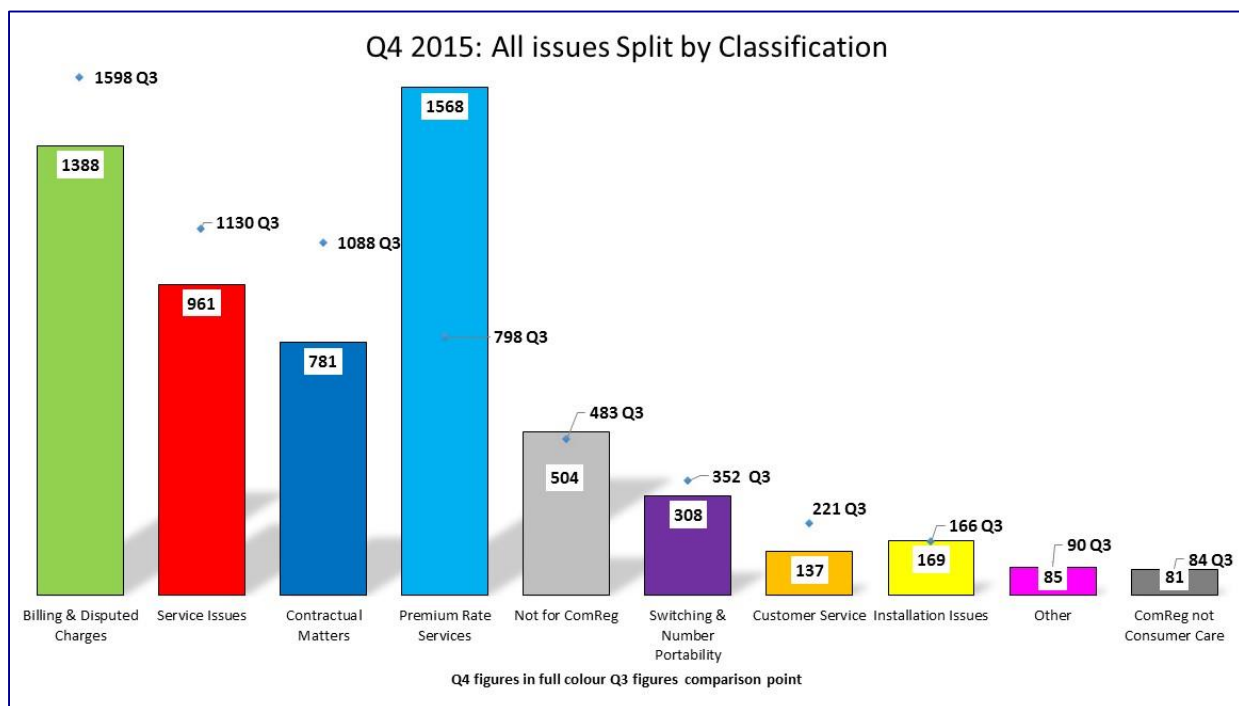
<sup>4</sup> Annex 2 contains an index that sets out a list of the types of issues that are contained within each of the headline classifications.

7. However, for PRS there were more issues reported to ComReg this quarter when compared with the previous quarter (798 in Q3 2015 and 1,568 in Q4 2015).



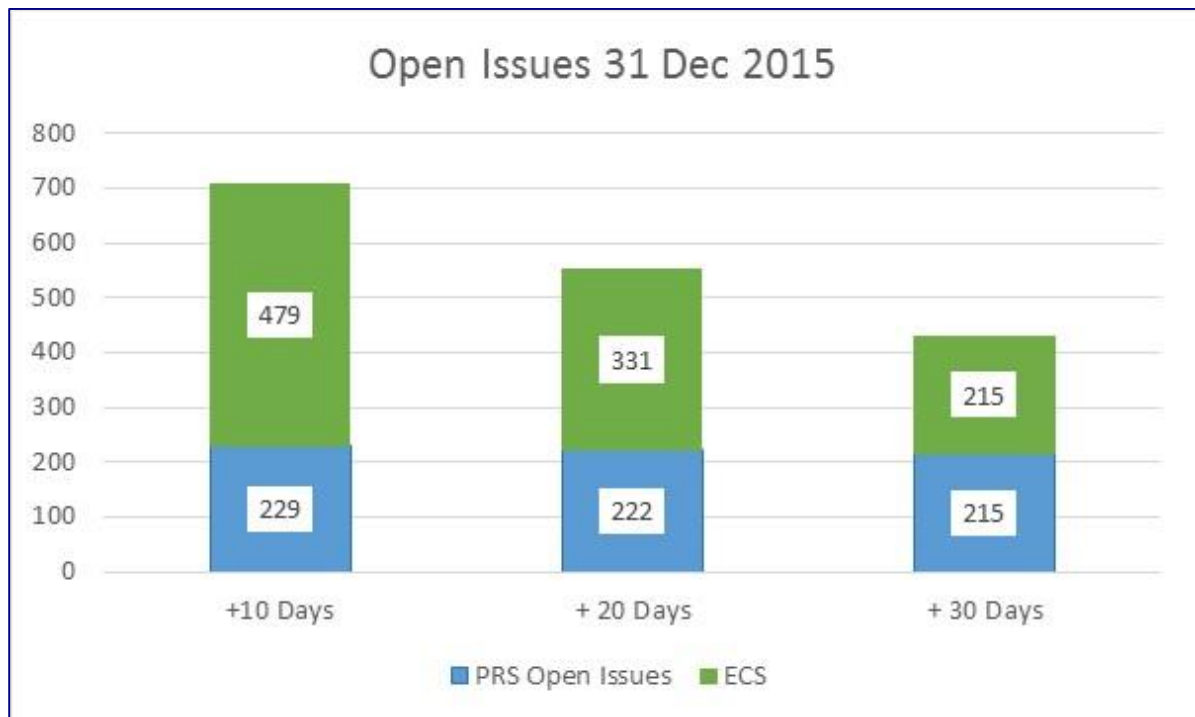
**Figure 1: ECS and PRS issues reported to ComReg in Q4 compared with Q3 2015**

8. Figure 2 shows the breakdown by classification for the 5,982 issues raised with the Consumer Line in Q4 2015. The volumes in Q3 2015 are shown by the blue comparison point. It's clear that PRS issues have nearly doubled whereas there has been a reduction in almost all ECS classifications.



**Figure 2: Breakdown of Q4 2015 issues by classification**

9. The total number of issues that remained open, having being raised by ComReg with service providers on behalf of customers, at 31 December 2015 was 1,165. Of the total issues raised by ComReg with ECS and PRS Providers, 708 were open for more than 10 days (+ 10 days), 553 were open for more than 20 days (+ 20 days), and 430 were open for more than 30 + days as set out in Figure 3.

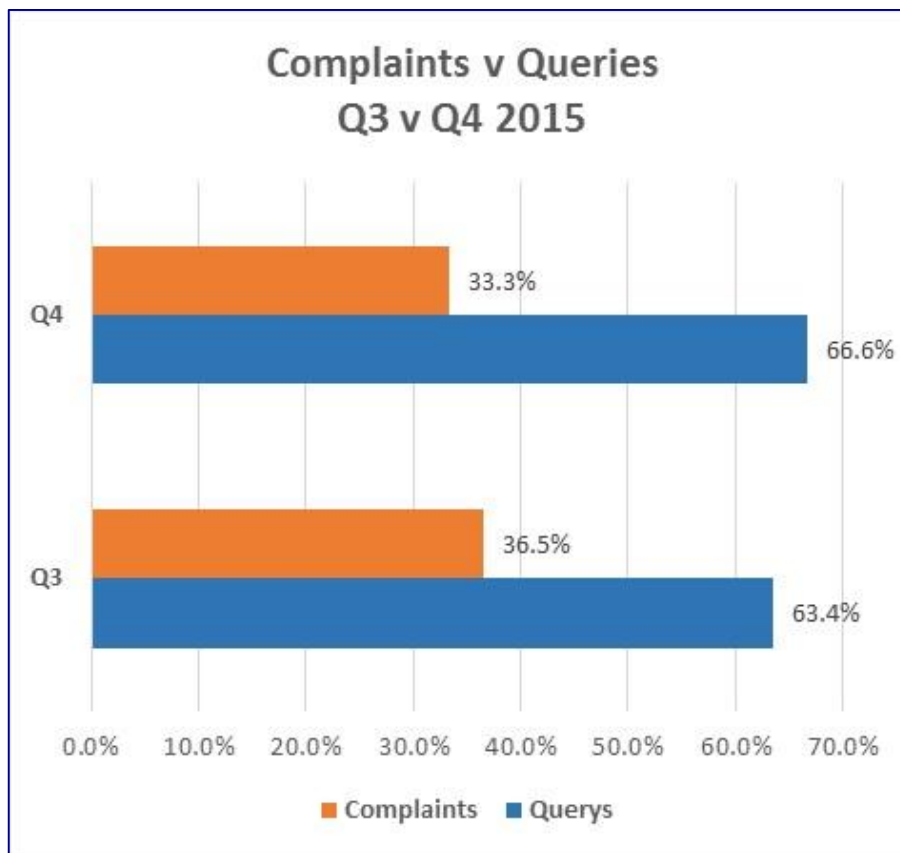


**Figure 3: Issues open at the end of the Quarter (31 December 2015)**

10. Of the 708 issues raised with ECS and PRS Providers that were open + 10 days, 479 were ECS issues and 229 were PRS issues.
11. The 479 ECS issues open + 10 days were escalated to 19 ECS Providers. However, 84% relate to one Service Provider, Yourtel Limited. The remaining 16% relate to 18 ECS Providers. ComReg has initiated a number of compliance actions against Yourtel and these are continuing.
12. The 229 PRS issues open + 10 days were escalated to 9 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 229 PRS issues open, 143 relate to 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>

13. Figure 4 shows the breakdown between complaints and queries by quarter for ECS issues. In this quarter, the ratio of complaints to queries for ECS reduced slightly when compared with Q3 2015 (36.5% in Q3 2015, 33.3% in Q4 2015).



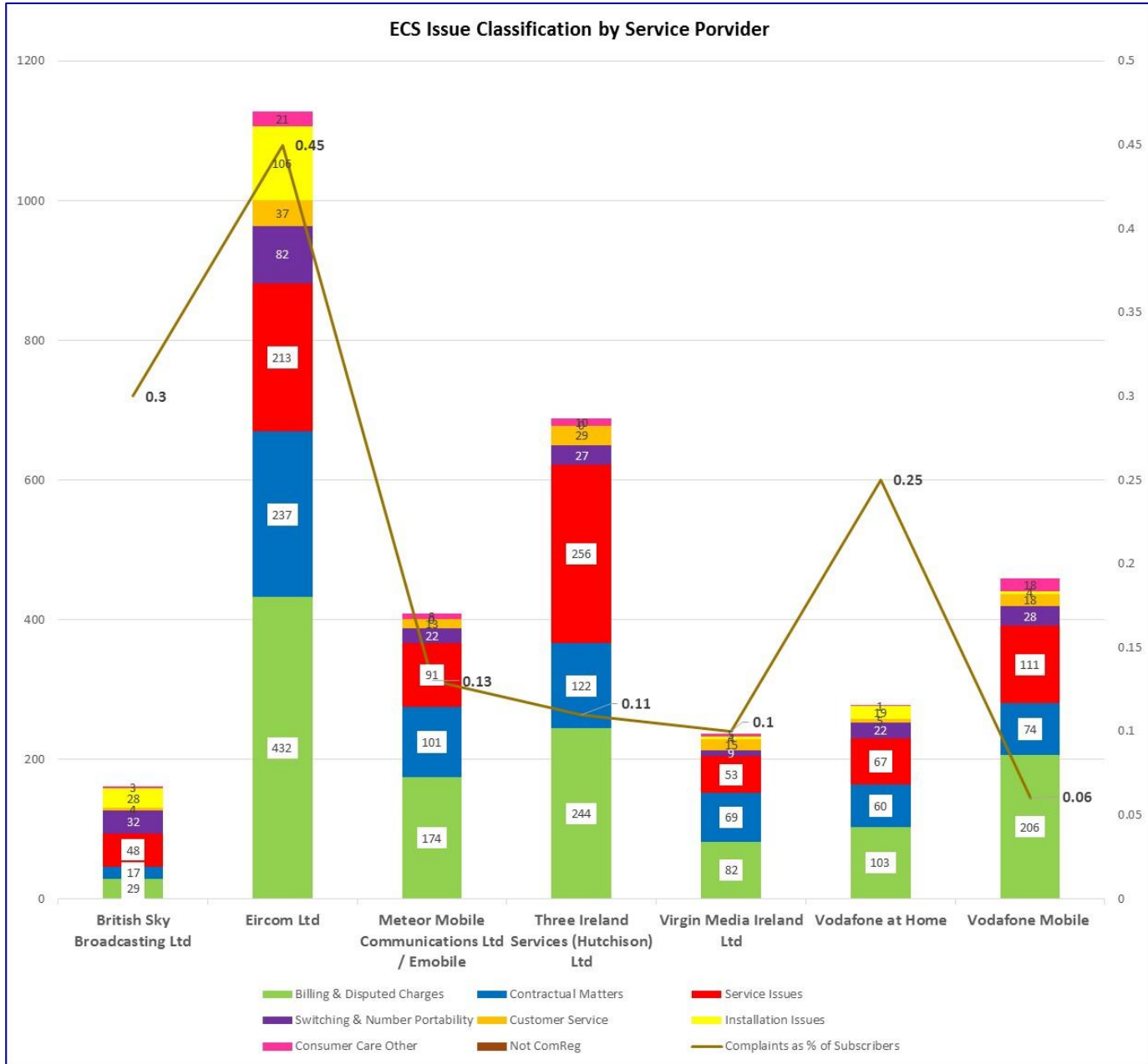
**Figure 4: Split of ECS Issues (Complaints / Queries) for Q3 2015 and Q4 2015**

14. ECS issue classification by service provider is set out in Figure 5 below. This provides details where the total number of new issues raised for the service provider in Q4 2015 was in excess of 100.

15. The line depicts the number of complaints per 1000 subscribers for that service providers total subscribers. Therefore, if a service provider has 1 million subscribers and 200 complaints were logged and escalated by ComReg's

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

Consumer Line to the Service Provider, it would equate to 0.2 complaints per 1000 subscribers for that specific provider.



**Figure 5: Split of ECS Issues by service provider for Q4 2015 with complaints per 1000 subscribers**

# 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>



<p><b>Switching &amp; Number Portability includes:</b></p> <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>
<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>• TV issues</li> <li>• Not for ComReg Other</li> </ul>
<p><b>Other includes:</b></p> <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>
<p><b>ComReg not Consumer Care includes:</b></p> <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>
<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>

## **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.