ComReg Consumer Line Statistics Report

Q1 2018 – 1 January to 31 March 2018

Information Notice

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An Coimisiún um Rialáil Cumarsáide
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1: Executive Summary

1. The Commission for Communications Regulation (ComReg) is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications, broadcasting transmission and 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's Consumer Care team manage all direct contacts from consumers of electronic communications services (ECS), premium rate services (PRS) and postal services and consumers may contact our Consumer Line using a variety of methods, including phone, email, SMS, online form, webchat, post and Irish Sign Language.[1]

3. ComReg receives a high volume of contacts from consumers and a number of these contacts are classified as queries where we provide information to consumers on how to handle their issue with their service provider in the first instance. It is acknowledged, however, that some issues are often left unresolved and ComReg's Consumer Care team can assist consumers in having these unresolved issues, classed by ComReg as complaints, managed through to resolution where possible with their Service Provider. More information on ComReg's complaint handling procedures can be found in our complaints handling guide which is available on our website.[2]

4. ComReg publishes quarterly statistics in respect of the issues raised by consumers who contact our Consumer Line. This publication reflects the period from 1 January 2018 to 31 March 2018. All incidences of consumers contacting ComReg's Consumer Line were recorded with the individual issue being classified under one of the main categories as set out in Annex 2.

5. This publication provides detail in relation to both the number and type of issues which consumers contacted our Consumer Line with during Q1 2018 and also includes details of total issues recorded in Q4 2017 and/or since Q1 2017, for comparative purposes.

6. The report highlights that the overall number of issues recorded by ComReg's Consumer Line has decreased since Q4 2017, with this figure also lower than the equivalent in Q1 2017. The ratio of complaints to queries increased from Q4 2017

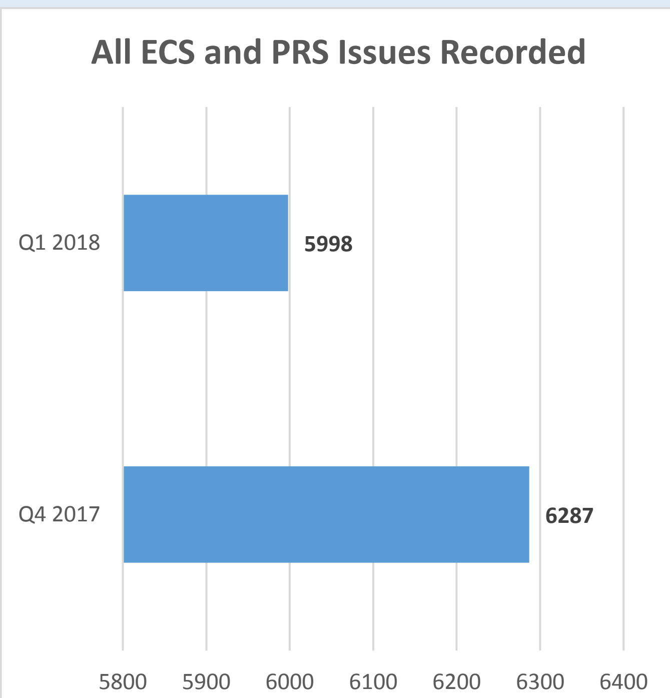
[1] Annex 1 provides details of how to contact ComReg's Consumer Line
[2] https://www.comreg.ie/media/2017/07/ComReg-Consumer-Complaints-Guide-Mobile.pdf

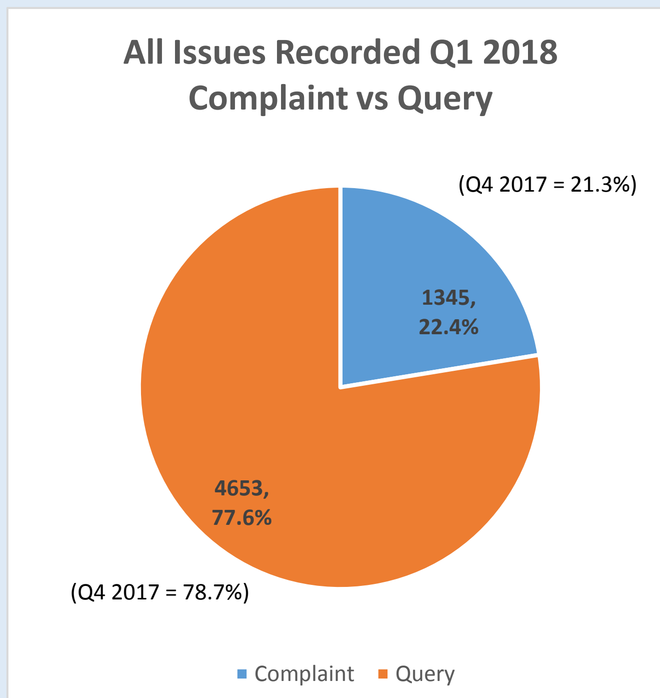
to Q1 2018 and the most common classifications of ECS issues consistently show as Billing, Contractual Matters and Service Issues over the last 5 quarters.

7. Both mobile and fixed line issues recorded by ComReg's Consumer Line and noted in this publication decreased from Q4 2017 to Q1 2018, while PRS issues remained almost constant for the same period.

1.1 ComReg Consumer Line Dashboard

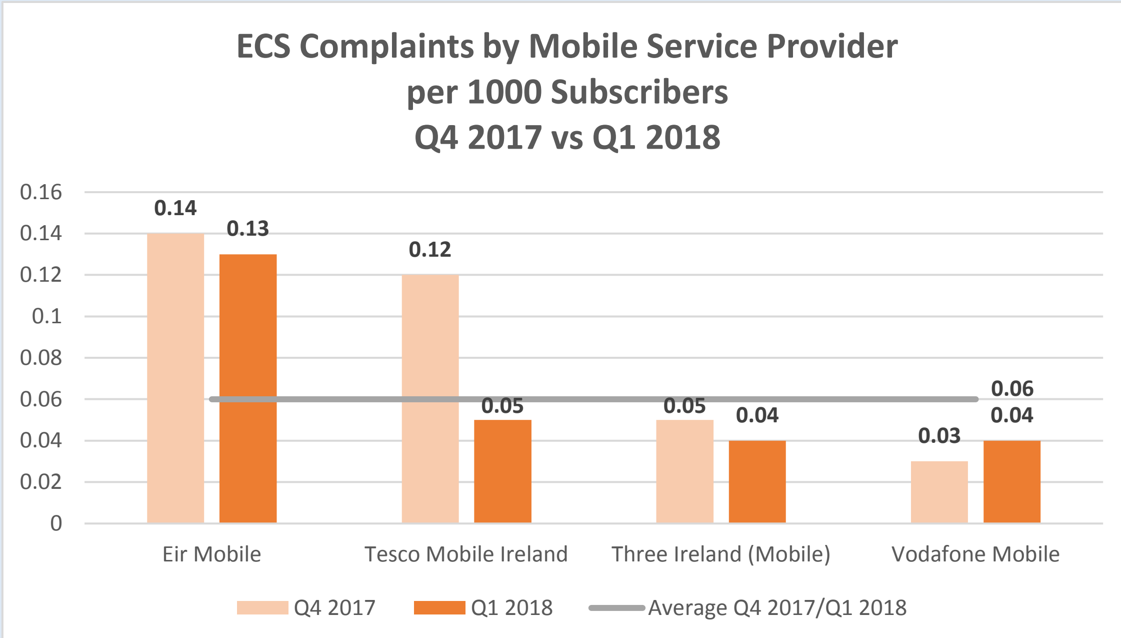
Section 2 CONSUMER CONTACTS AND SATISFACTION	Q4 2017	Q1 2018
Overall contacts to ComReg's Consumer Line (approx.)	16,500	16,500
Satisfaction with service received from ComReg's Consumer Line to recommend to others[3]	79%	73%
Section 3 ALL ISSUES RECORDED		





[3] This percentage reflects the average score (3.94 in Q4 2017, 3.66 in Q1 2018) given out of 5 by those consumers who contacted ComReg via phone and who took part in our Consumer Line survey (371 in Q4 2017, 259 in Q1 2018), in response to the question 'Would you recommend our (ComReg) service to family/friends?'

Section 4 MOBILE SERVICE PROVIDER STATISTICS[4]



Section 5 FIXED SERVICE PROVIDER STATISTICS[5]

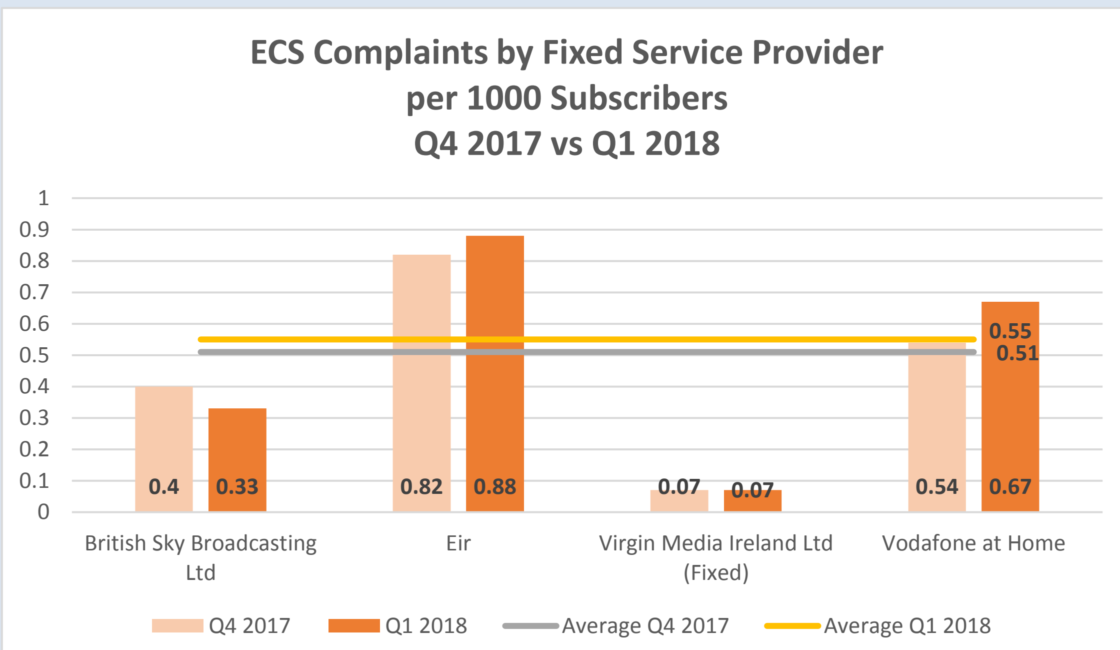


Figure 1: Consumer Line Key Summary Statistics

[4] Where the number of issues raised by Mobile Service Providers' customers was in excess of 100. While not having exceeded 100 recorded issues in Q1 2018, Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

[5] Where the number of issues raised by Fixed Service Providers' customers was in excess of 100. While not having exceeded 100 recorded issues in Q1 2018, Virgin Media Ireland (Fixed) Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

2: Consumer Contacts, Satisfaction and Open Cases

8. ComReg offers a variety of methods for consumers to contact our Consumer Line including phone, email, SMS, online form, webchat, post and Irish Sign Language.

9. In Q1 2018, approximately 16,500 consumers contacted ComReg's Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that the most popular method of contact was via phone, with 50% of contacts received via this method.

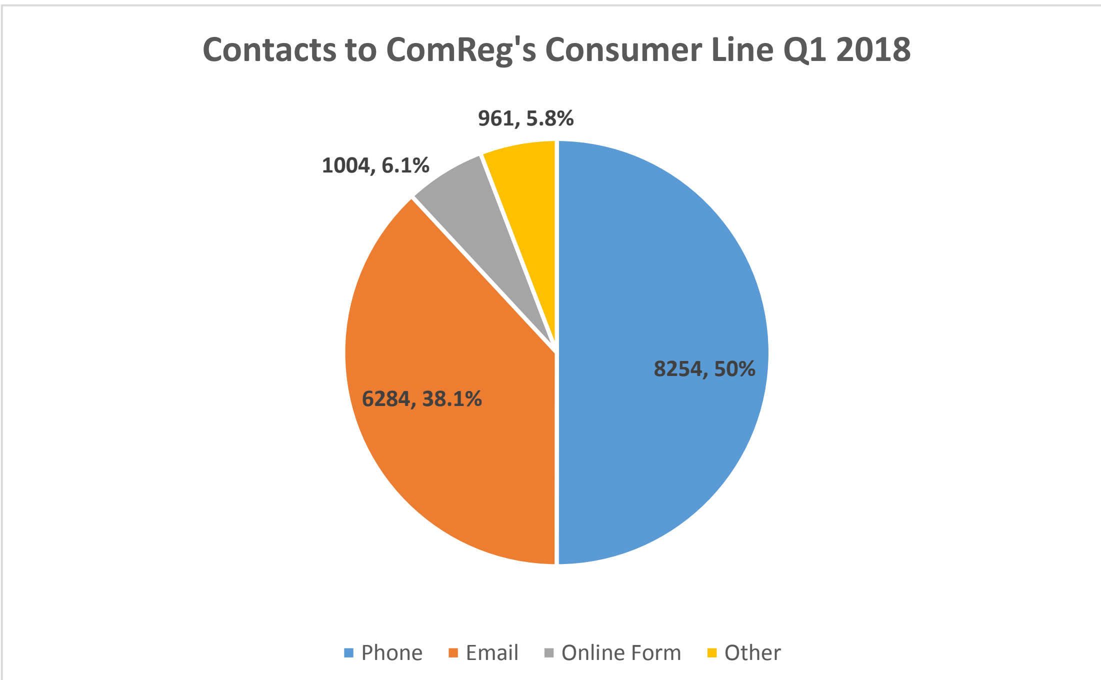


Figure 2: Contacts to ComReg's Consumer Line Q1 2018

10. Consumers who contact ComReg's Consumer Line via phone are presented with the option to provide feedback through a short survey at the end of their call. The survey consists of 5 questions and consumers are asked to rank their responses using a scale of 1 – 5.[6]

[6] Consumers respond to the questions outlined in Figure 3 overleaf by pressing 1 – 5 on their telephone keypad. 1 is the lowest option available to choose, thus expressing dissatisfaction, and 5 is the highest option, expressing satisfaction.

11. Of the 8,254 consumers who contacted ComReg's Consumer Line via phone in Q1 2018, 3.1%[7] (259) fully completed the consumer survey. Figure 3 below details the questions contained in the survey and the results.

Question	Q4 2017	Q1 2018
Q1: How satisfied are you with how the ComReg agent you just spoke to handled your call?	4.33	4.08
Q2: How helpful has your contact with ComReg been in helping you to progress the operator issue you raised?	4.08	4.01
Q3: How satisfied are you with how your operator handled your issues before you contacted ComReg?	1.82	1.56
Q4: Would you recommend our (ComReg) service to family/friends?	3.94	3.66

Figure 3: ComReg's Consumer Line Survey Results Q4 2017 vs Q1 2018

12. As at 31 March 2018, 463 consumer cases were open. Of this number, 272 were open 10 working days or less, which is within the time line for service providers to respond to their customer and to ComReg in respect of individual complaints. The remaining 191 consumer cases were open more than 10 working days awaiting responses from service providers, with 89% of these relating to ECS issues and 11% relating to PRS issues.

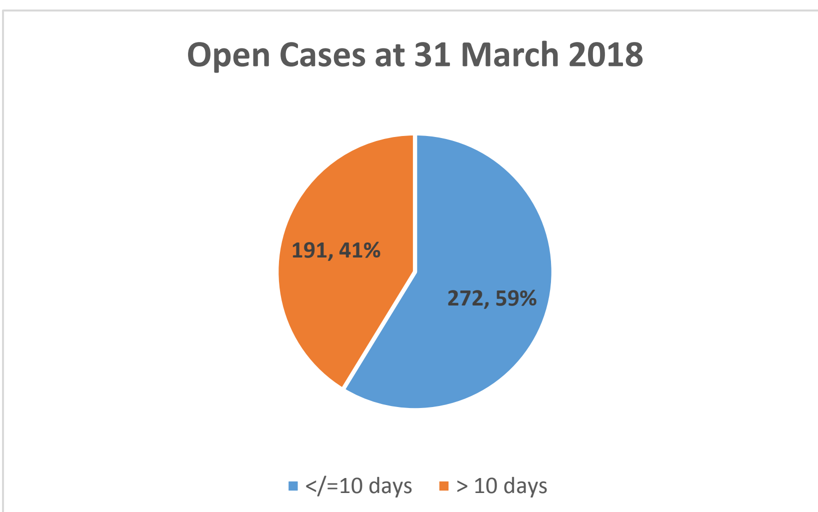


Figure 4: ComReg's Consumer Line Open Cases at 31 March 2018

[7] Consumer Survey was not available in January 2018.

13. Of the 89% (170) ECS consumer cases that were open more than 10 working days, 38% were open 20 working days or less, with a further 17% open 30 working days or less and 45% open more than 30 working days. The split between service provider shows the majority of cases open more than 10 working days to be Eir customers.

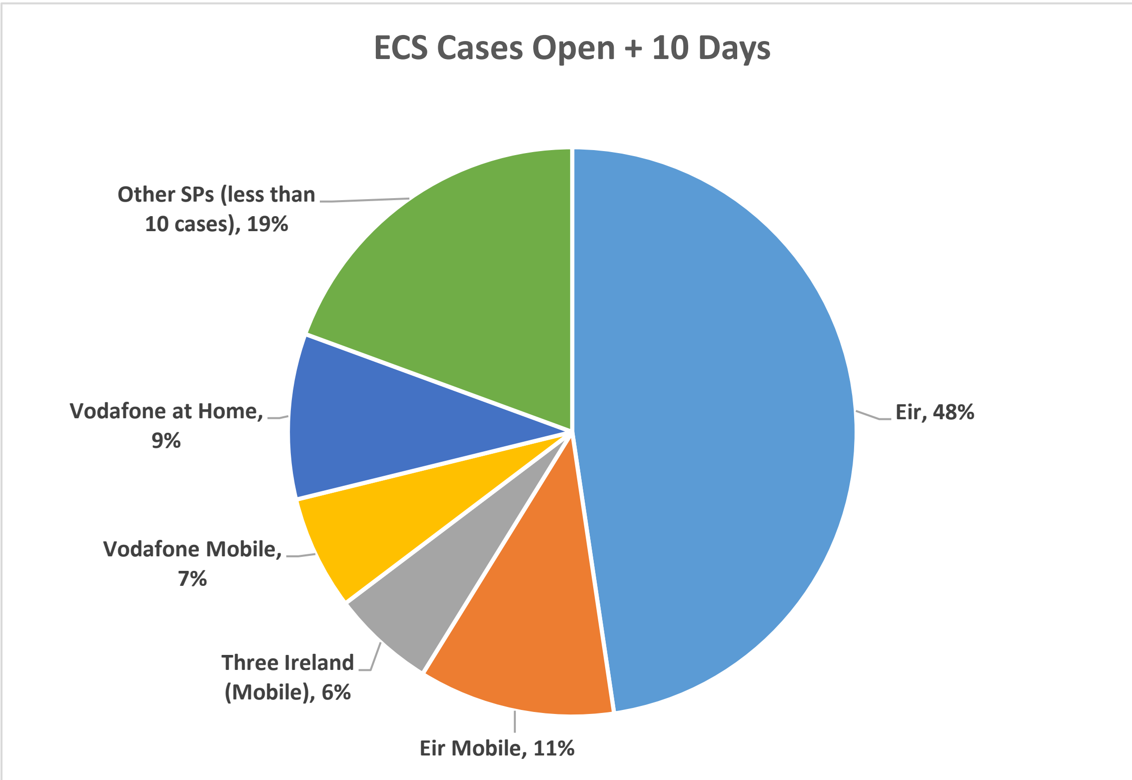


Figure 5: ComReg's Consumer Line ECS Cases Open + 10 days at 31 March 2018

3: All Issues Recorded

14. In Q1 2018, a total of 5,998 issues were recorded by ComReg's Consumer Line. The trend in figure 6 below shows that, compared with Q4 2017, there was an overall decrease of 5% in the number of issues recorded. This decrease can be attributed to the volume of ECS issues (including Not for ComReg), which reduced by 7% from 4,489 in Q4 2017 to 4,195 in Q1 2018. Although there was a decrease in the overall number of issues recorded, PRS issues remained almost constant from Q4 2017 to Q1 2018.

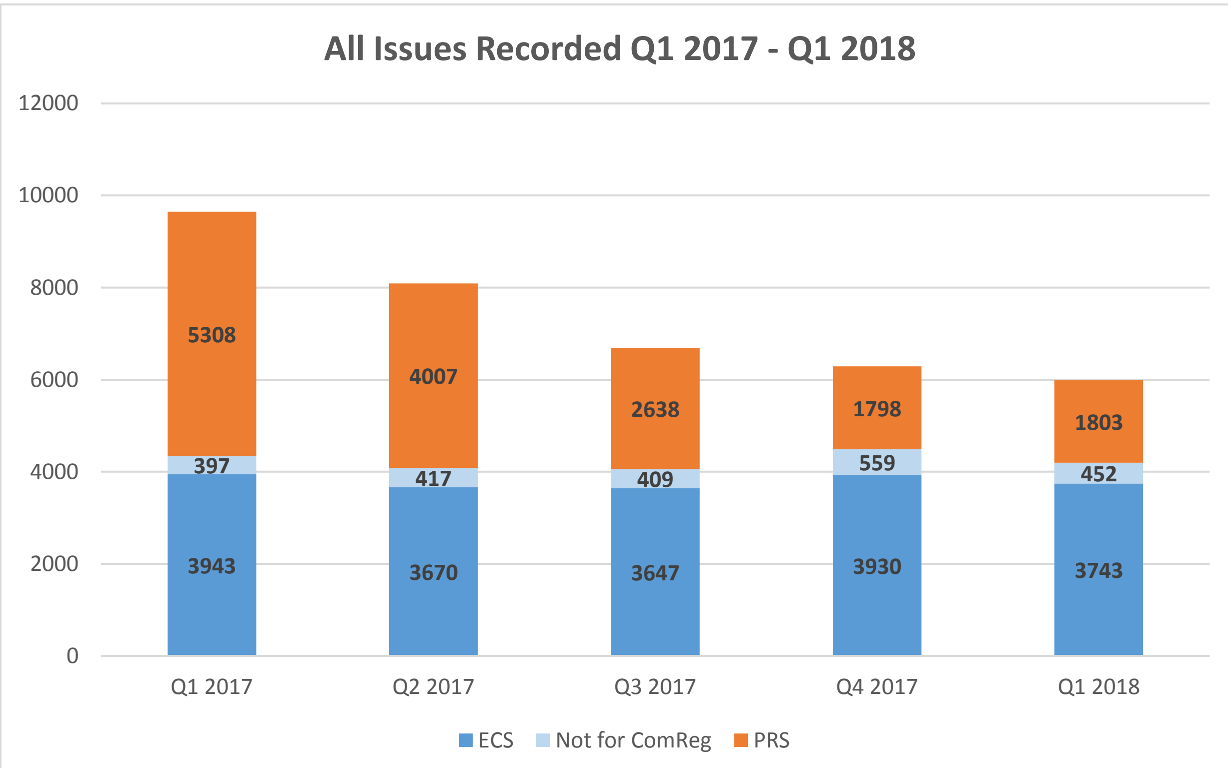


Figure 6: All Issues Recorded Q1 2017 – Q1 2018

15. Figure 6 also highlights that the total number of issues recorded has decreased by 38% from Q1 2017 to Q1 2018, with PRS and ECS issues (including Not for ComReg) reducing by 66% and 3% respectively during this period.

3.1 All Issues Recorded by Classification Type

16. Figure 7 shows the breakdown by classification type for issues recorded in Q1 2018 compared with Q4 2017. As highlighted in paragraph 14, the number of ECS issues (including Not for ComReg) raised with ComReg's Consumer Line decreased by 7% from Q4 2017 to Q1 2018, with the trend of top ECS issues by classification type continuing to show billing issues, contractual matters and service issues as the top 3 classifications.

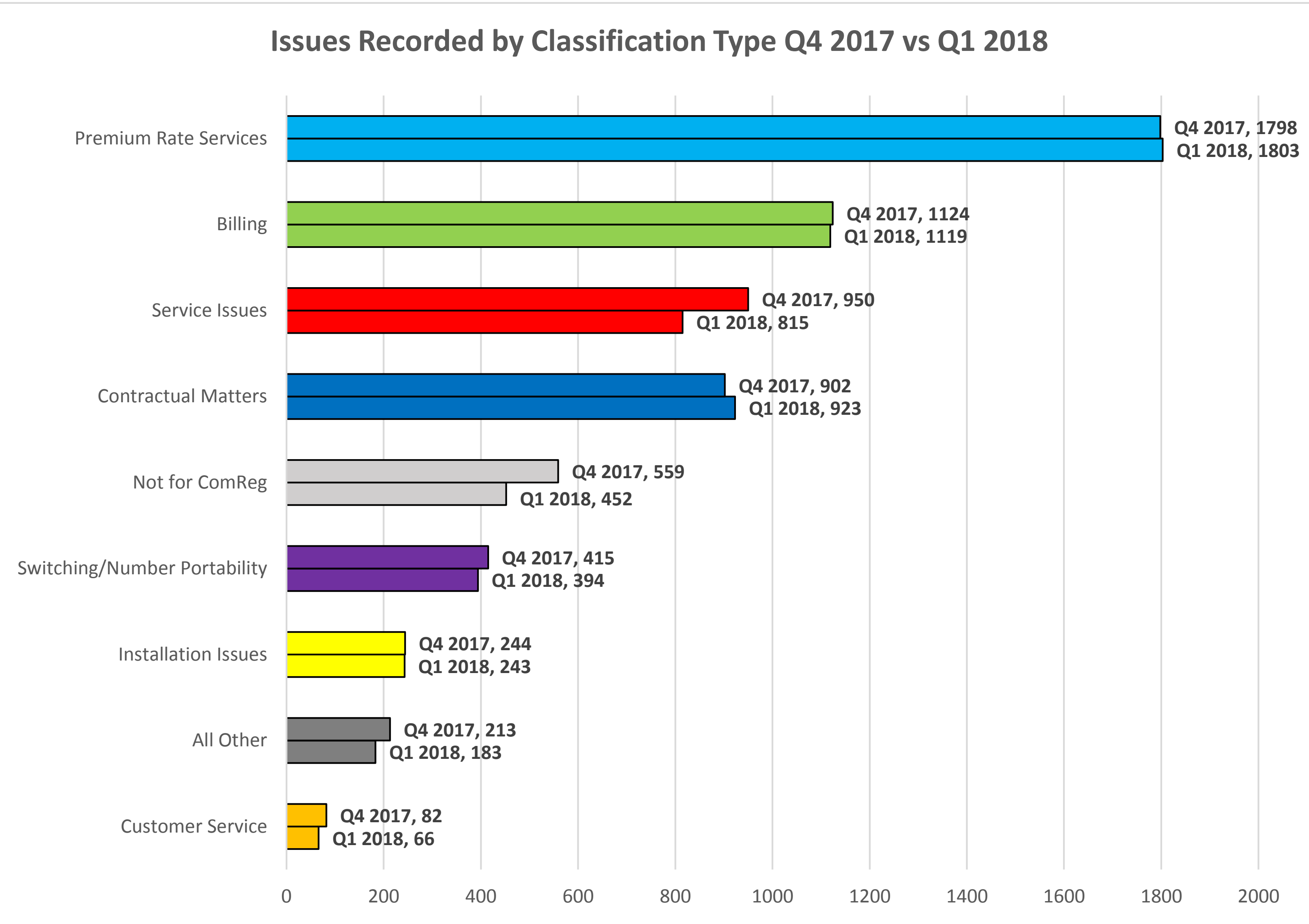


Figure 7: All Issues Recorded by Classification Type Q4 2017 vs Q1 2018

17. The top three classifications account for 48% of all issues recorded (compared with 47% in Q4 2017) and 68% of all ECS issues recorded (compared with 66% in Q4 2017). Upon closer inspection of these top 3 classifications, it appears that billing issues and contractual matters decreased by 12% and 5% respectively from

Q1 2017 to Q1 2018, while service issues remained constant for the same comparison, as outlined below in figure 8. From Q4 2017 to Q1 2018 billing issues remained almost constant, while contractual matters increased by 2% and service issues decreased by 14% for the same comparison.

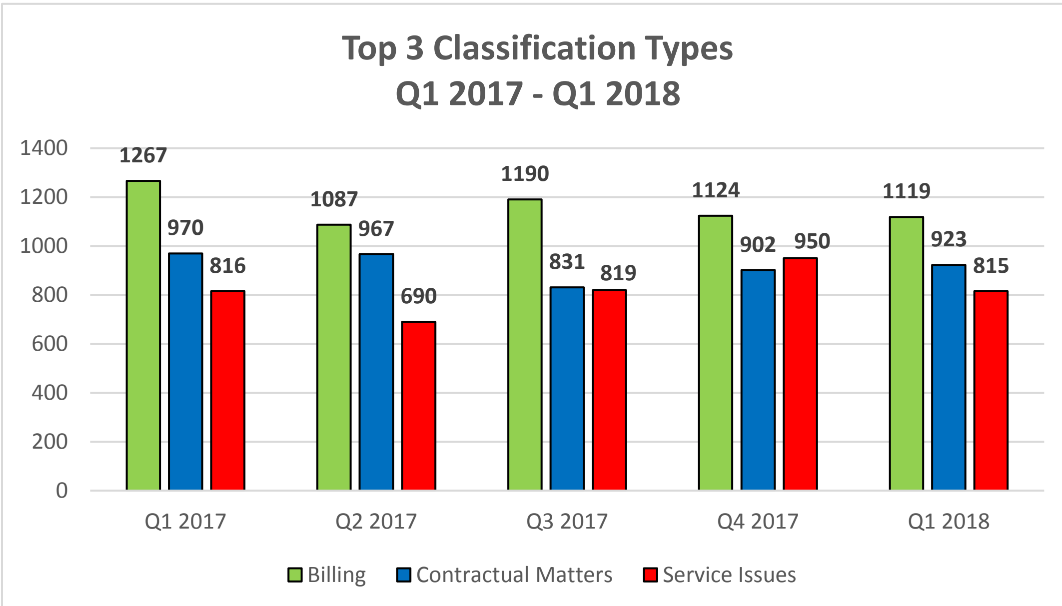


Figure 8: Top 3 Classification Types Q1 2017 – Q1 2018

3.2 All Issues Recorded by Complaints vs Queries

18. The overall ratio of complaints to queries has increased from 21% in Q4 2017 to 22% in Q1 2018.

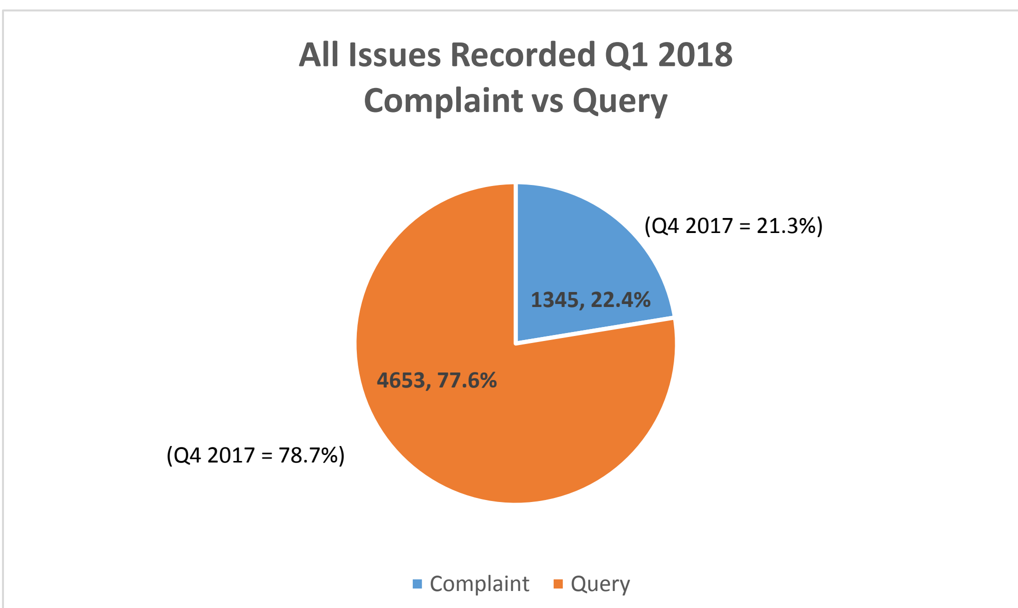


Figure 9: Breakdown of All Issues Recorded by Complaint and Query Q1 2018

19. Figure 10 gives a breakdown of complaints and queries by ECS and PRS, over the last 5 quarters. This shows that PRS complaints have been decreasing quarter on quarter since Q1 2017, with an overall decrease of 56% from Q1 2017 to Q1 2018. The ratio of PRS complaints to queries currently stands at 12%, compared with 13% in Q4 2017.

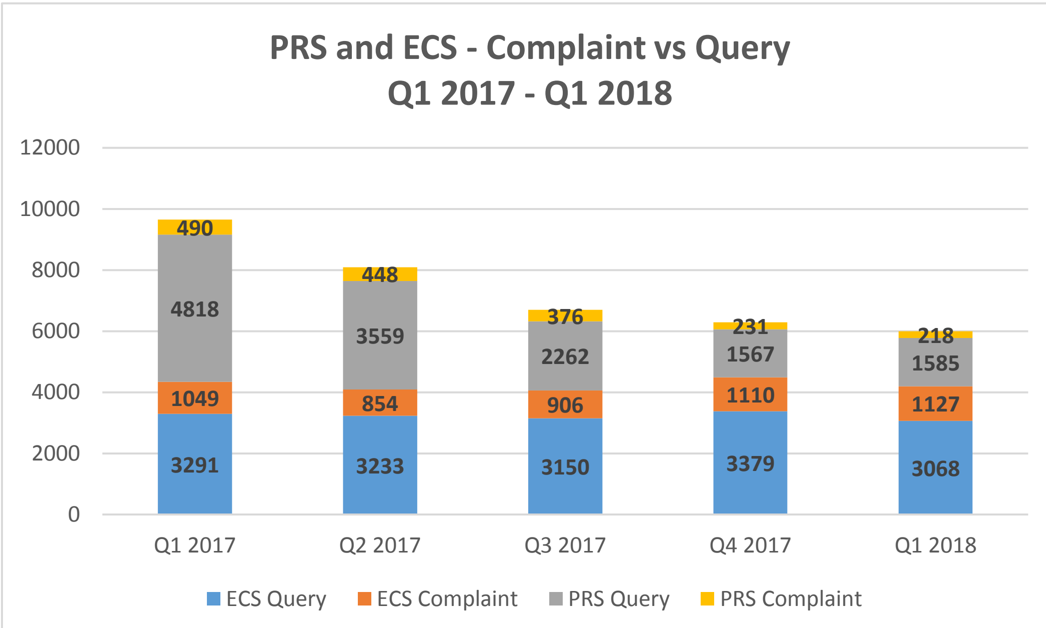


Figure 10: Breakdown of All Issues by Complaint and Query for ECS and PRS Q1 2017 – Q1 2018

20. ECS complaints have increased by 7% when comparing Q1 2017 with Q1 2018, with a 2% increase from Q4 2017 to Q1 2018. The ratio of ECS complaints to queries currently stands at 27%, as evident in figure 11.

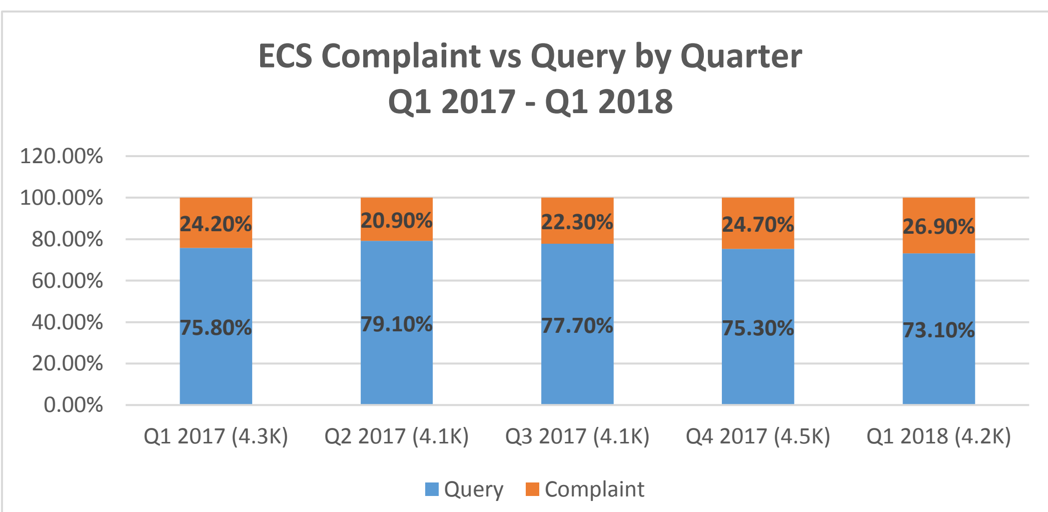


Figure 11: Split of ECS Issues (Complaint/Query) Q1 2017 – Q1 2018

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

21. In figure 12 the number of PRS issues raised to ComReg's Consumer Line in Q1 2018, versus Q4 2017, is split by ECS Provider (where PRS issues raised by ECS Providers' customers was in excess of 100). Please note that Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes. In instances where consumers contact ComReg's Consumer Line via email, information pertaining to their ECS Provider is not always provided and, as such, the ECS Provider in such instances is recorded as "unknown".

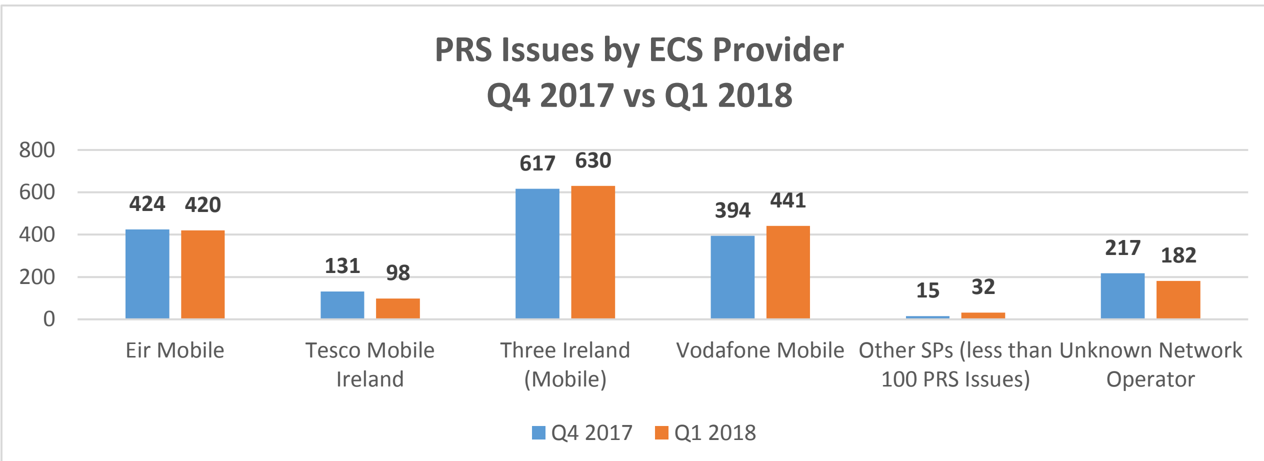


Figure 12: PRS Issues by ECS Provider Q4 2017 vs Q1 2018

22. Figure 13 below shows the PRS issues detailed in figure 12 for each ECS Provider listed per 1000 subscribers.

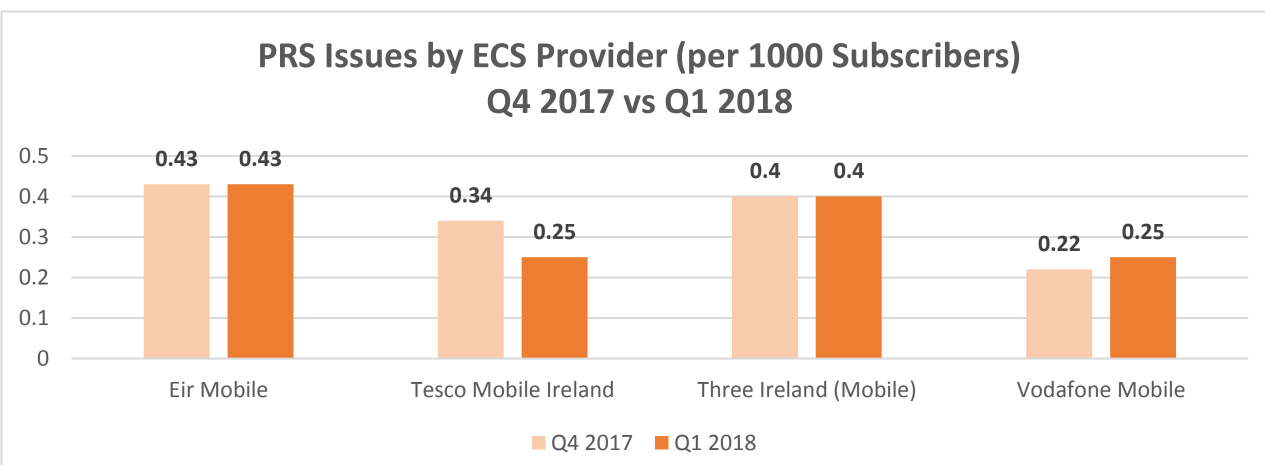


Figure 13: PRS Issues by ECS Provider (per 1000 Subscribers) Q4 2017 vs Q1 2018

4.2 Mobile Provider ECS Complaints vs Queries

23. Figure 14 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Mobile Service Provider (where issues raised by Mobile Service Providers' customers was in excess of 100), split by query and complaint. The trend shows that, in comparison with Q4 2017, the overall number of mobile service provider issues recorded by ComReg's Consumer Line and noted in this publication has decreased by 12%.

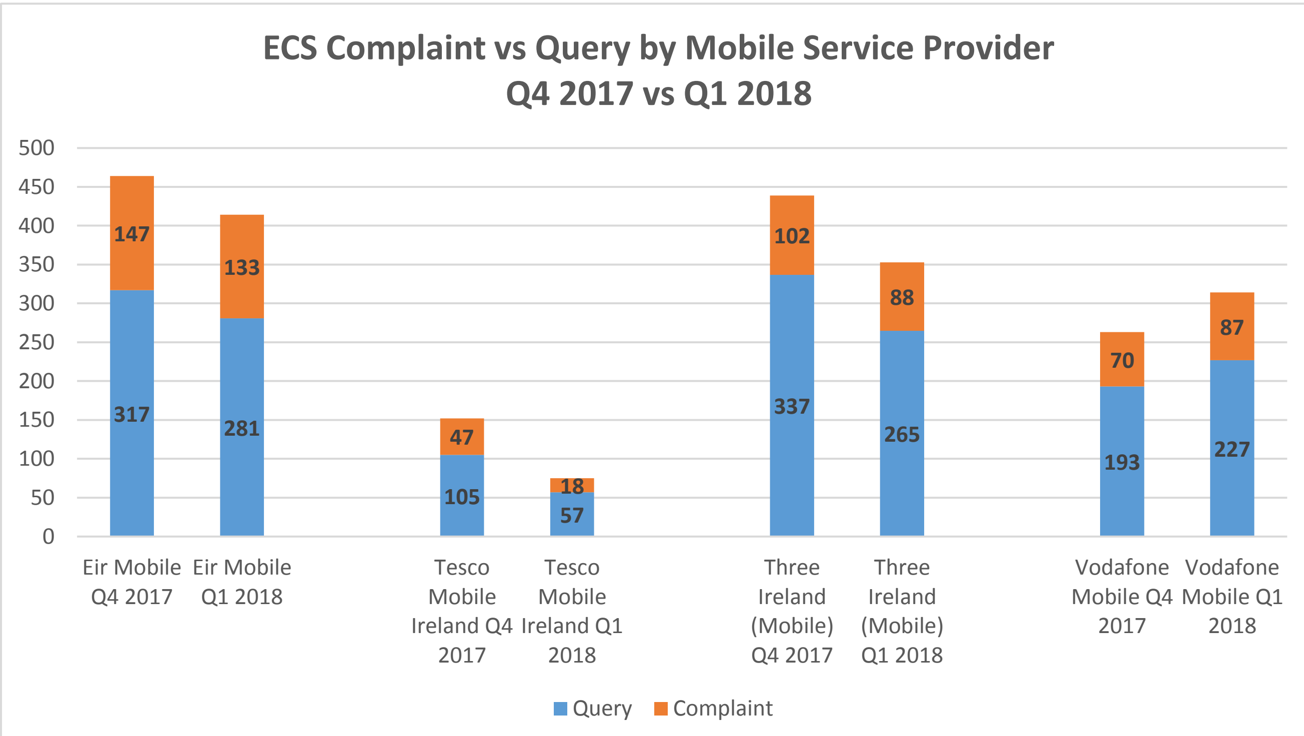


Figure 14: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q4 2017 vs Q1 2018

24. The number of complaints and queries has decreased for Eir Mobile by 10% and 11% respectively and for Three Ireland (Mobile) by 14% and 21% respectively from Q4 2017 to Q1 2018. Both the number of complaints and queries has increased for Vodafone Mobile by 24% and 18% respectively for the same period. Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes. Please note that figure 19 of this publication provides a breakdown of mobile service provider complaints by classification type.

25. Figure 15 overleaf provides an analysis of the number of complaints listed in figure 14 by the number of subscribers for each of the mobile service providers listed:

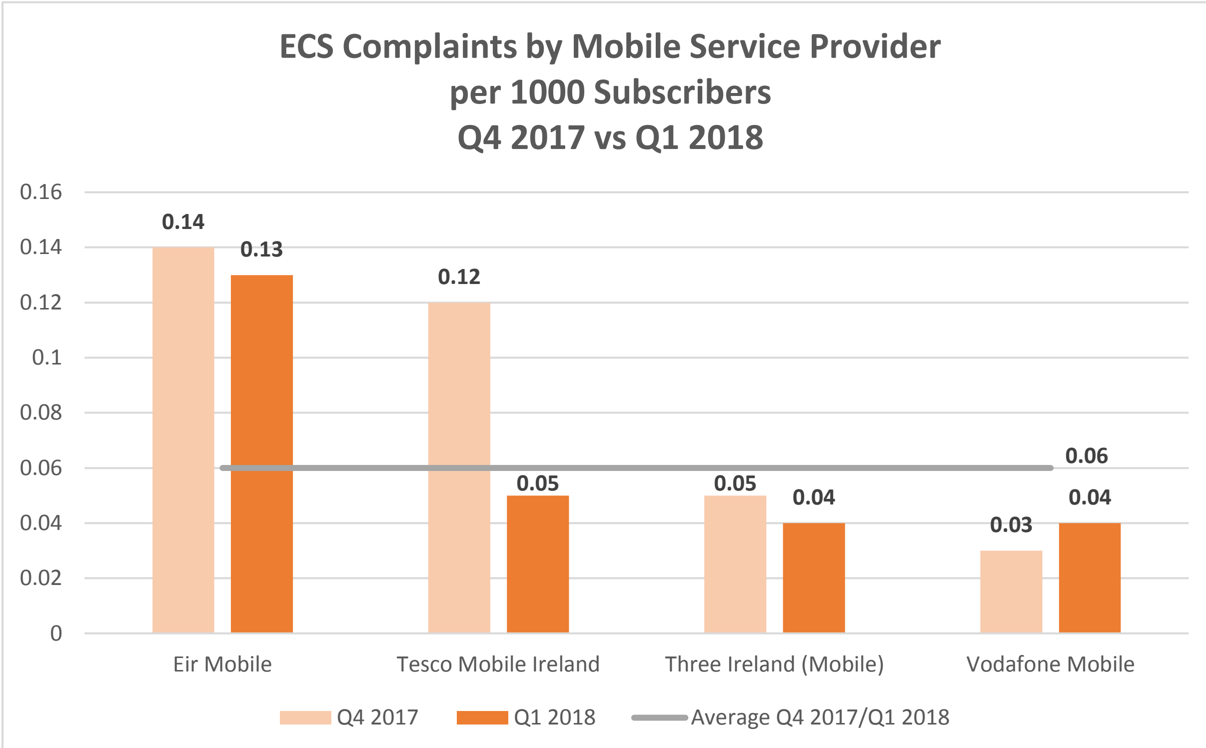


Figure 15: ECS Complaints by Mobile Service Provider (per 1000 Subscribers) Q4 2017 vs Q1 2018

26. Please note that the average is the number of complaints received by ComReg's Consumer Line divided by the total number of subscribers in the market for the service providers included in Figure 14. This average remains unchanged from Q4 2017 to Q1 2018.

27. Three Ireland (Mobile) and Vodafone Mobile have consistently remained below average, despite the number of complaints per 1000 subscribers increasing for Vodafone Mobile in Q1 2018. Although Eir Mobile is above average in both quarters, its number of complaints per 1000 subscribers decreased in Q1 2018. Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

4.3 Mobile Provider ECS Issues by Classification Type

Eir Mobile

28. Eir Mobile issues, as shown in figure 16, have increased overall by 15% when compared with the same period last year (Q1 2017), however have decreased by 11% from Q4 2017 to Q1 2018.

29. Billing issues, contractual matters, service issues and all other classifications increased by 8%, 7%, 4% and 70% respectively when comparing Q1 2017 with Q1 2018.

30. From Q4 2017 to Q1 2018 billing issues, contractual matters, service issues and all other classifications decreased by 2%, 21%, 19% and 9% respectively.

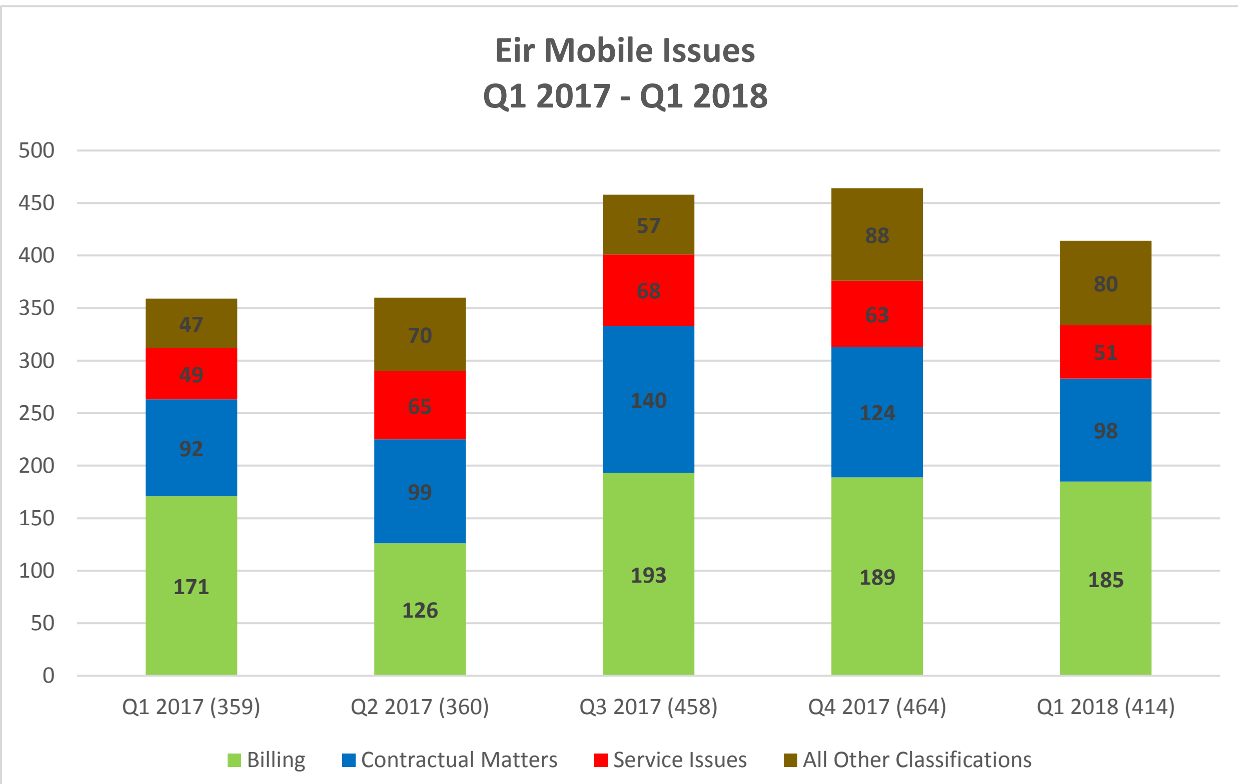


Figure 16: Split of ECS Issues by Classification Type for Eir Mobile Q1 2017 – Q1 2018

Three Ireland (Mobile)

31. Three Ireland (Mobile) issues, as shown in figure 17, have decreased overall by 55% when compared with the same period last year (Q1 2017), with a decrease of 20% from Q4 2017 to Q1 2018.

32. Billing issues, contractual matters, service issues and all other classifications decreased by 38%, 68%, 51% and 61% respectively when comparing Q1 2017 with Q1 2018.

33. From Q4 2017 to Q1 2018 billing issues, contractual matters and all other classifications decreased by 28%, 18%, and 22% respectively, while service issues increased by 1% for the same period.

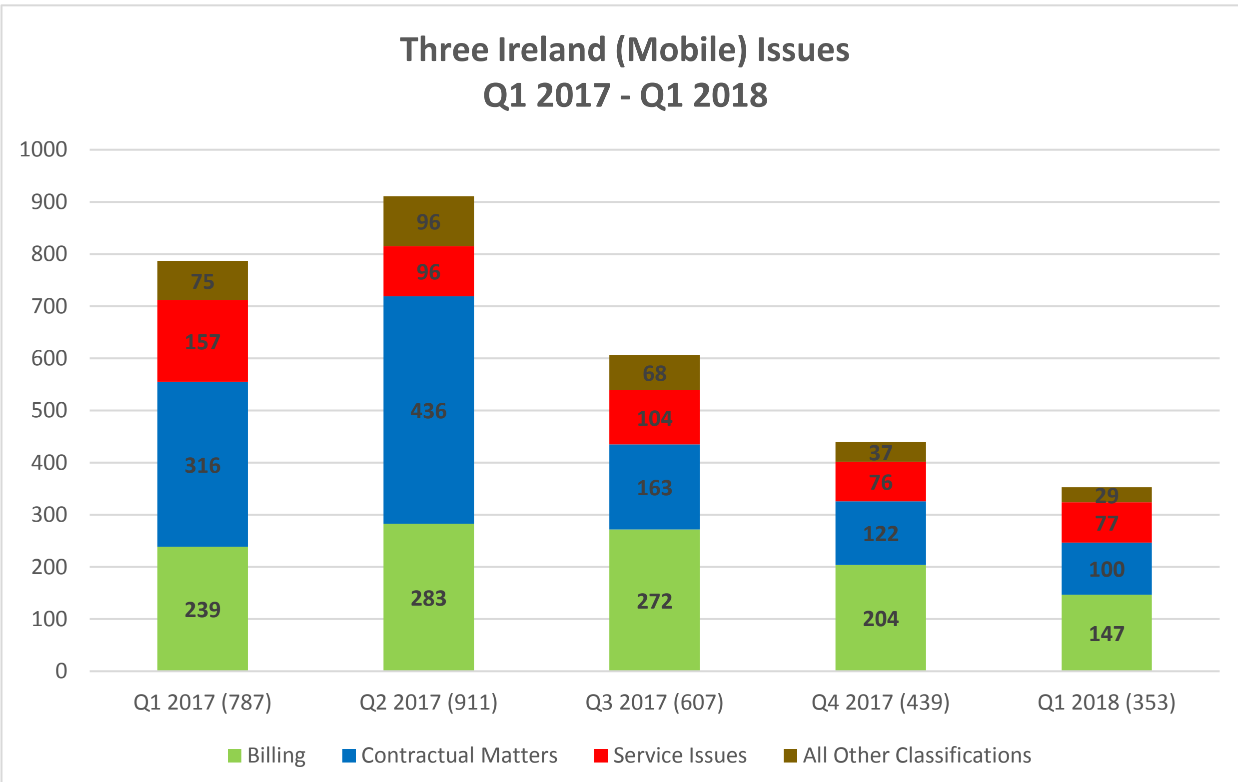


Figure 17: Split of ECS Issues by Classification Type for Three Ireland (Mobile) Q1 2017 – Q1 2018

Vodafone Mobile

34. Vodafone Mobile issues, as shown in figure 18, have increased overall by 4% when compared with the same period last year (Q1 2017), with an increase of 19% from Q4 2017 to Q1 2018.

35. Billing issues and service issues decreased by 10% and 20% respectively when comparing Q1 2017 with Q1 2018, while contractual matters and all other classifications increased by 33% and 46% respectively for the same comparison.

36. From Q4 2017 to Q1 2018 billing issues, contractual matters and all other classifications increased by 25%, 29% and 24% respectively, while service issues decreased by 8% for the same period.

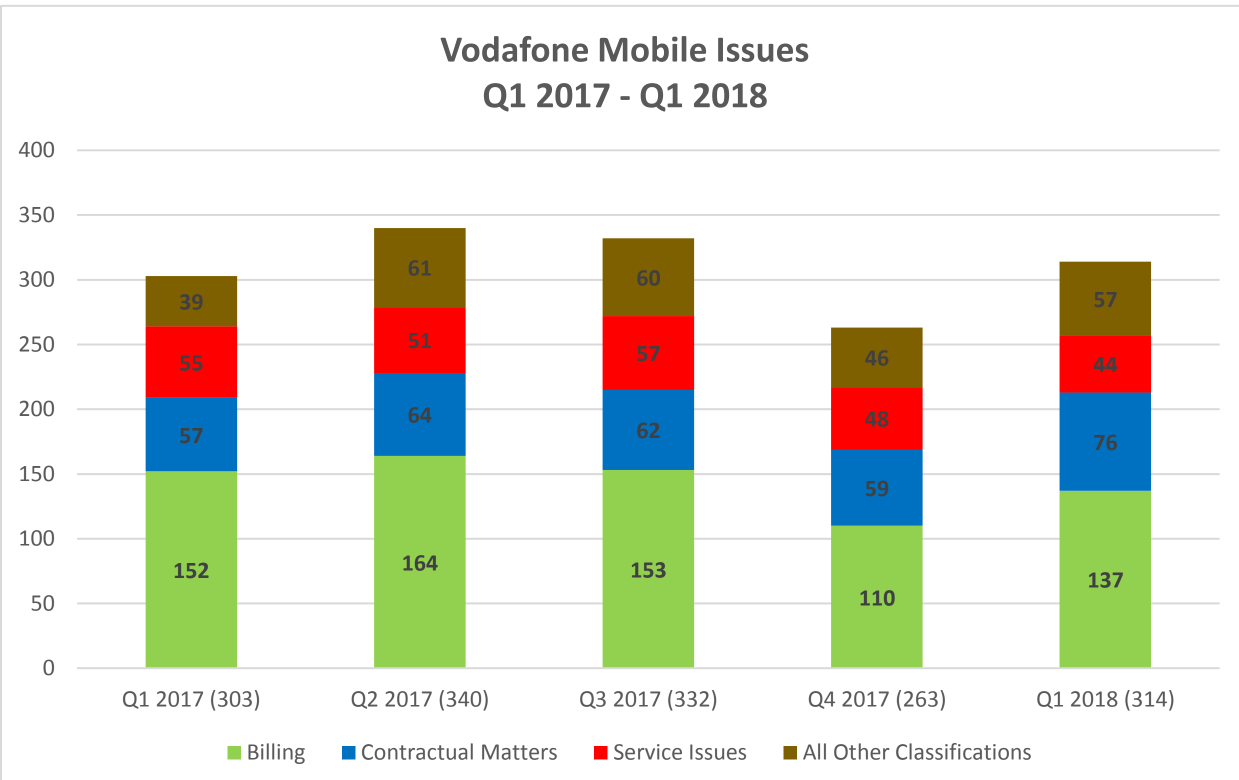


Figure 18: Split of ECS Issues by Classification Type for Vodafone Mobile Q1 2017 – Q1 2018

4.4 Mobile Provider ECS Complaints by Classification Type

37. Figure 19 below shows complaints for each mobile service provider listed in figure 14, by classification type, comparing Q4 2017 with Q1 2018:

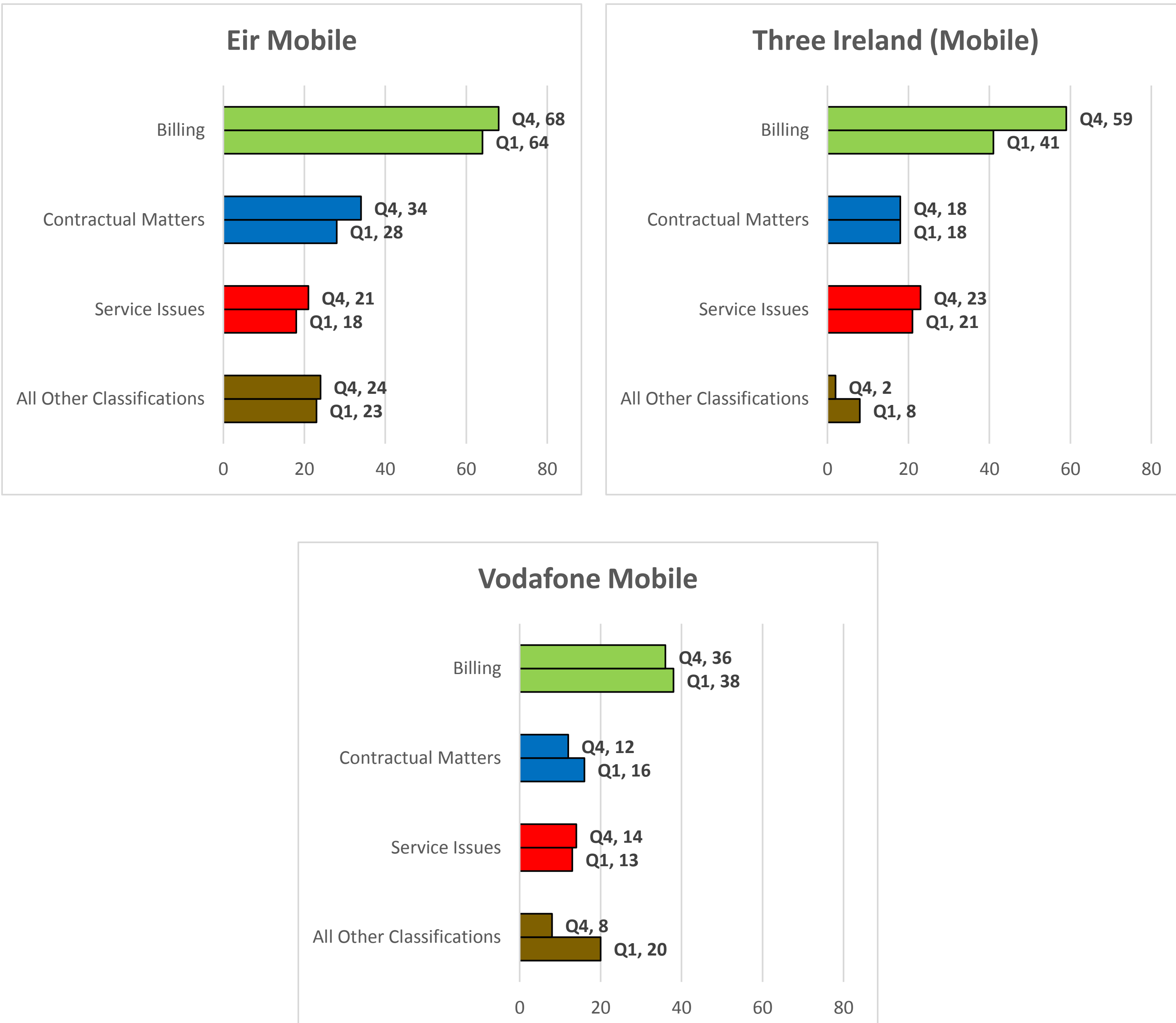


Figure 19: Split of Mobile Service Provider Complaints by Classification Type Q4 2017 vs Q1 2018

Billing Issues

38. Complaints relating to billing issues decreased for Eir Mobile and Three Ireland (Mobile) by 4 and 18 respectively from Q4 2017 to Q1 2018, while Vodafone Mobile complaints increased by 2 for the same period.

Contractual Matters

39. Complaints relating to contractual matters decreased for Eir Mobile by 6 and remained constant for Three Ireland (Mobile) from Q4 2017 to Q1 2018, while Vodafone Mobile complaints increased by 4 for the same period.

Service Issues

40. Complaints relating to service issues decreased for Eir Mobile, Three Ireland (Mobile) and Vodafone Mobile by 3, 2 and 1 respectively from Q4 2017 to Q1 2018.

All Other Classifications

41. Complaints relating to all other classifications decreased for Eir Mobile by 1 from Q4 2017 to Q1 2018, while Three Ireland (Mobile) and Vodafone Mobile complaints increased by 6 and 12 respectively for the same period.

4.5 Mobile Provider Coverage Issues

42. Figure 20 shows all service issues recorded per mobile service provider, for Q1 2018 with comparison volumes for Q4 2018, split by mobile coverage issues versus all other service issues. Please note that Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

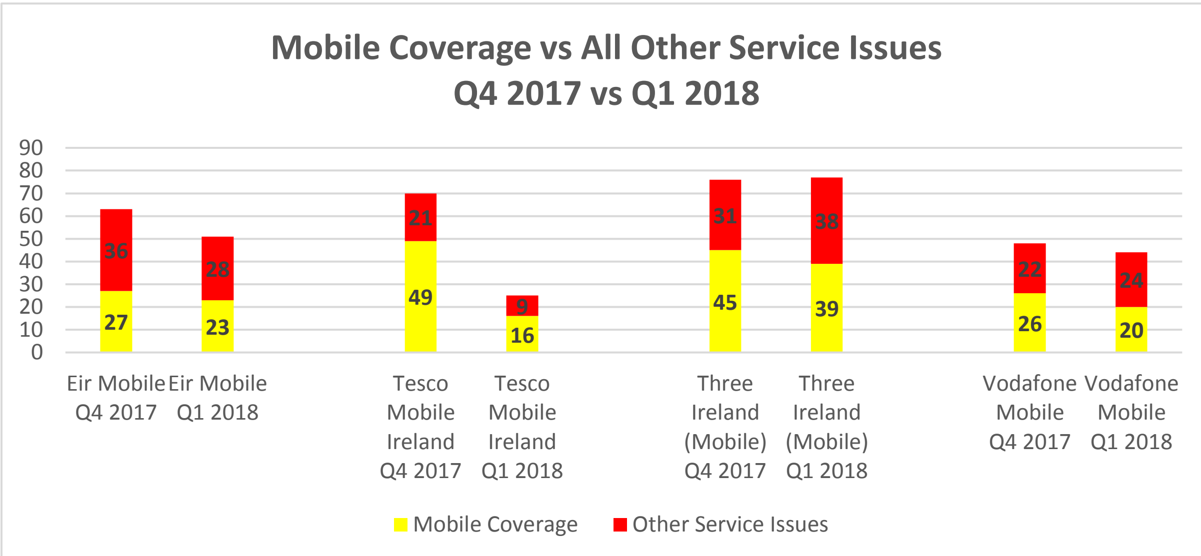


Figure 20: Split of ECS Service Issues by Mobile Service Provider Q4 2017 vs Q1 2018

43. Figure 21 below provides an analysis of the number of mobile coverage issues listed in figure 20 by the number of subscribers for each of the mobile service providers listed:

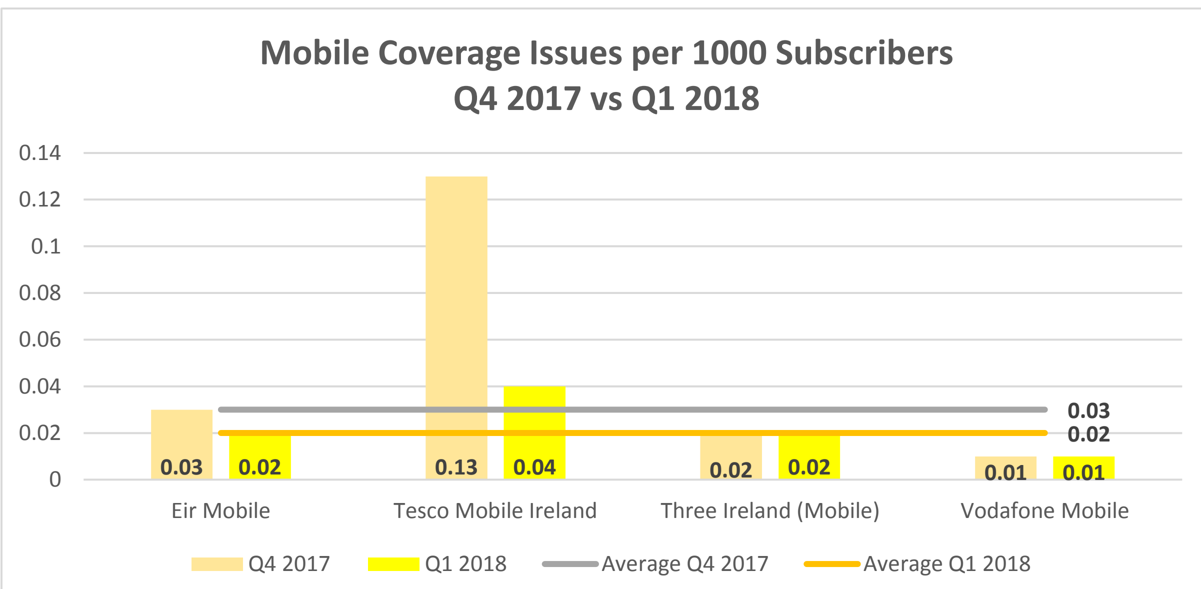


Figure 21: Mobile Coverage Issues by Mobile Service Provider (per 1000 subscribers) Q4 2017 vs Q1 2018

44. Please note that the average is the number of mobile coverage issues received by ComReg's Consumer Line divided by the total number of subscribers in the market for the service providers included in Figure 20.

45. Vodafone Mobile has consistently remained below average. Three Ireland (Mobile), having been below average in Q4 2017, is now in line with the average in Q1 2018. Eir Mobile has remained in line with the average in Q4 2017 and Q1 2018. Tesco Mobile Ireland Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

46. Figure 22 shows a breakdown of all Mobile Coverage Issues (99) as reported to ComReg's Consumer Line in Q1 2018, compared quarter-on-quarter since Q1 2017, by type. The issues are also split by query and complaint.

47. Consumers were asked whether their issue related to data coverage only (using smartphone), voice coverage only or both, as set out below:

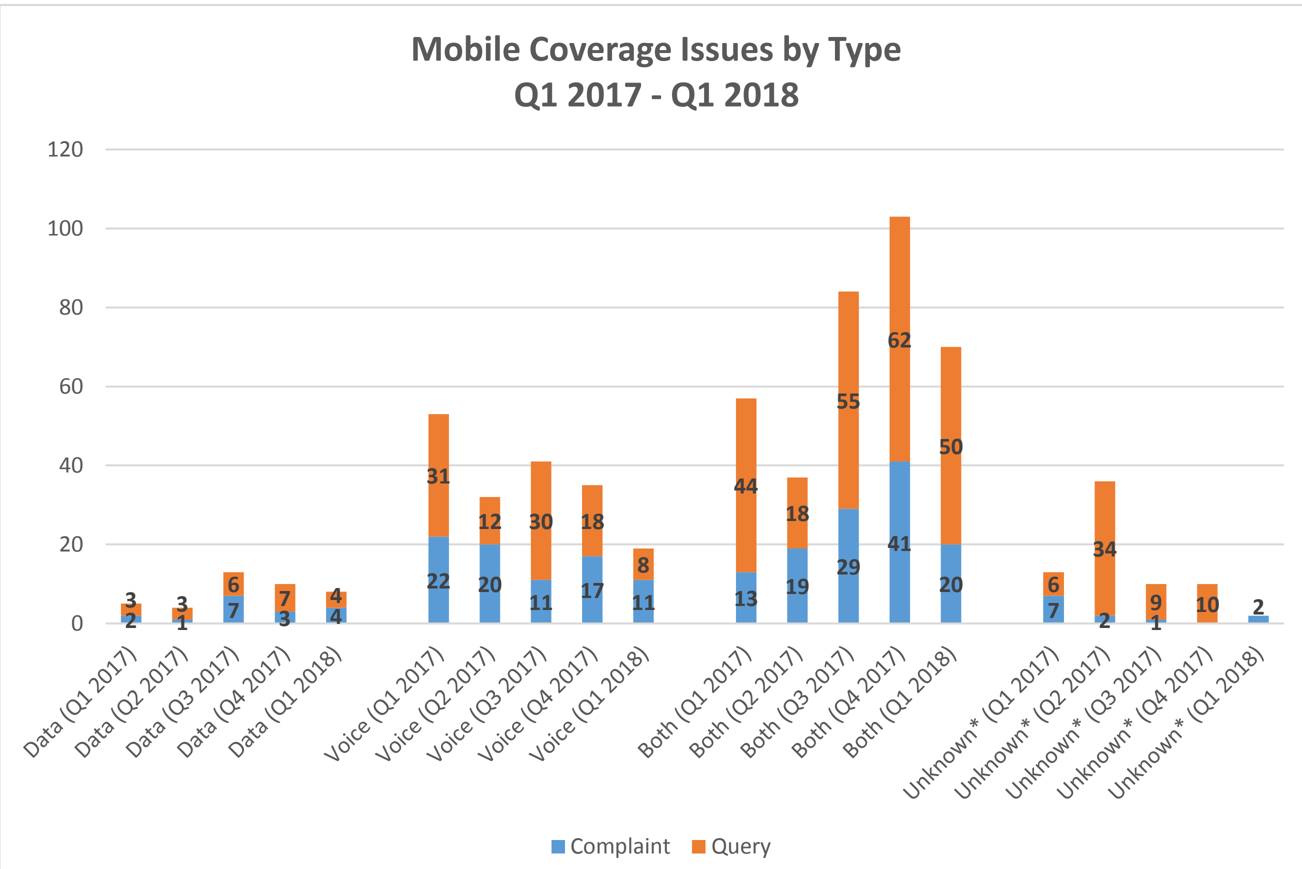


Figure 22: Query vs Complaint Split of Mobile Coverage Issues by Type Q1 2017 – Q1 2018

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

48. 19% of all mobile coverage issues reported in Q1 2018 related to a voice only issue, compared with 8% relating to a data only issue. In 71% of all mobile coverage issues, the consumer reported having experienced not one of, but both, voice and data issues.

49. Of the 99 issues recorded, 89 of those related to a voice issue, (whether voice only, or voice and data) accounting for 90% of all mobile coverage issues.

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

50. Figure 23 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Fixed Service Provider (where issues raised by Fixed Service Providers' customers was in excess of 100), split by query and complaint. The graph shows that, in comparison with Q4 2017, the overall number of fixed service provider issues recorded by ComReg's Consumer Line and noted in this publication has decreased by 3%.

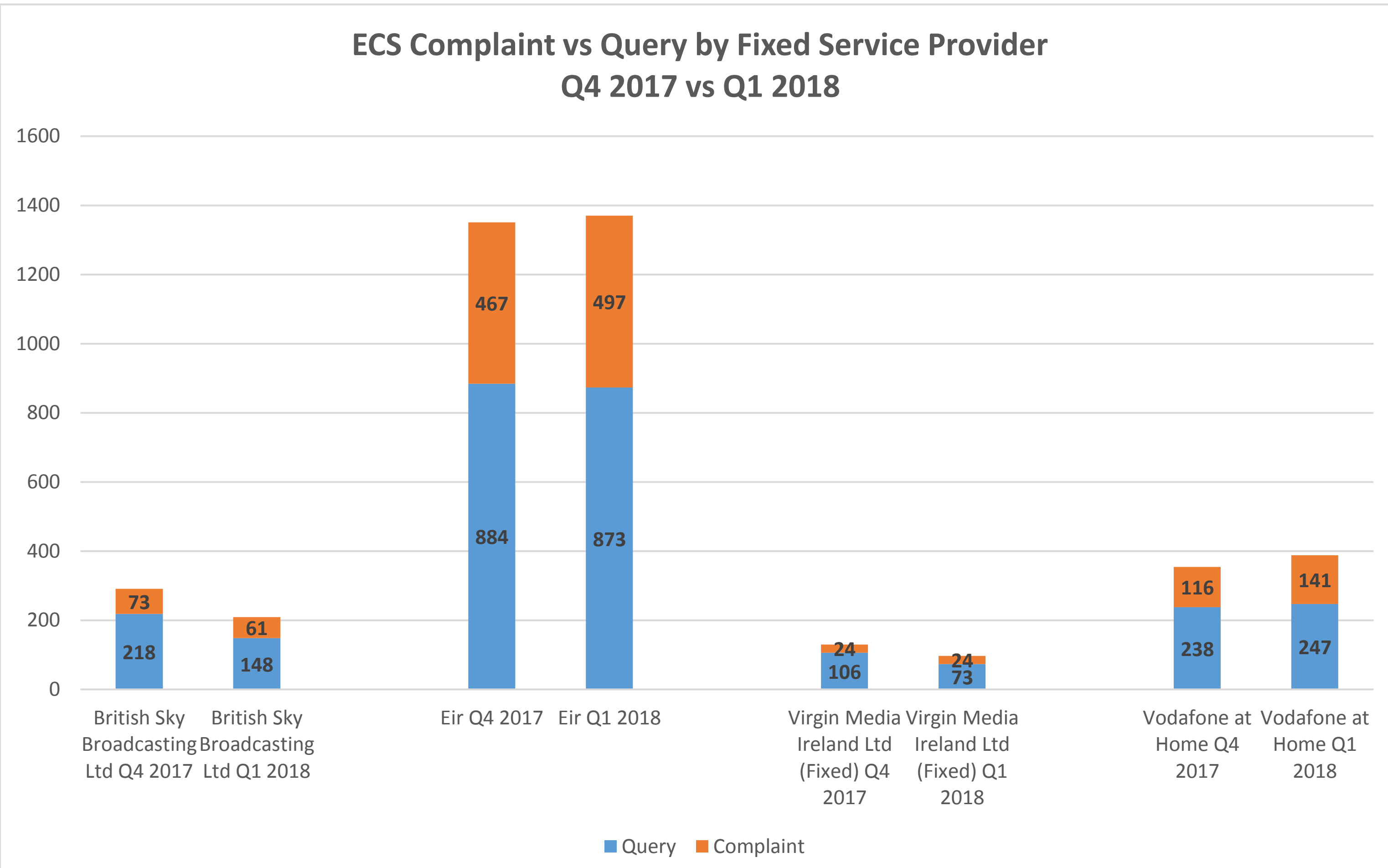


Figure 23: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q4 2017 vs Q1 2018

51. The number of complaints and queries decreased for British Sky Broadcasting Ltd. by 16% and 32% respectively, while increasing for Vodafone at Home by 22% and 4% respectively from Q4 2017 to Q1 2018. While the number of complaints increased for Eir by 6%, the number of queries decreased by 1% for the same

period. Virgin Media Ireland (Fixed) Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes. Please note that figure 28 of this publication provides a breakdown of fixed service provider complaints by classification type.

52. Figure 24 below provides an analysis of the number of complaints listed in figure 23 by the number of subscribers for each of the fixed service providers listed:

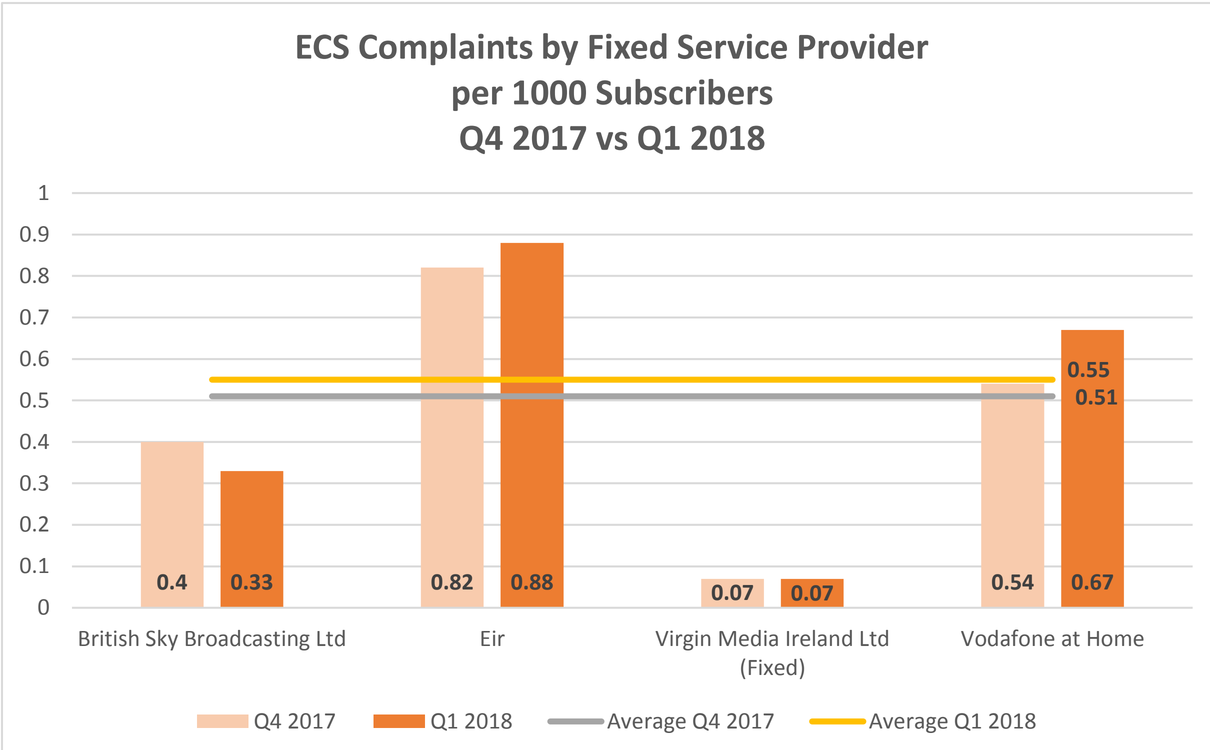


Figure 24: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q4 2017 vs Q1 2018

53. Please note that the average is the number of complaints received by ComReg's Consumer Line divided by the total number of subscribers in the market for service providers included in Figure 23. Negatively for customers of fixed service providers, this average has increased from Q4 2017 to Q1 2018.

54. British Sky Broadcasting Ltd. has consistently remained below average, with its number of complaints per 1000 subscribers decreasing in Q1 2018, while Vodafone at Home remains above average, with its number of complaints per 1000 subscribers increasing in Q1 2018. Eir has remained above average in both Q4 2017 and Q1 2018, with its number of complaints per 1000 subscribers increasing in Q1 2018. Virgin Media Ireland (Fixed) Q1 2018 figures are provided in the Q1 2018 publication for comparative purposes.

5.2 Fixed Provider ECS Issues by Classification Type

British Sky Broadcasting Ltd.

55. British Sky Broadcasting Ltd. issues, as shown in figure 25, have increased overall by 14% when compared with the same period last year (Q1 2017), however have decreased by 28% from Q4 2017 to Q1 2018.

56. Billing issues, contractual matters, service issues and installation issues increased by 5%, 29%, 32% and 50% respectively when comparing Q1 2017 with Q1 2018, while switching and number portability issues and all other classifications decreased by 13% and 25% respectively for the same comparison.

57. From Q4 2017 to Q1 2018 billing issues increased by 12%, while contractual matters, service issues, switching and number portability issues, installation issues and all other classifications decreased by 42%, 33%, 17%, 44% and 43% respectively for the same period.

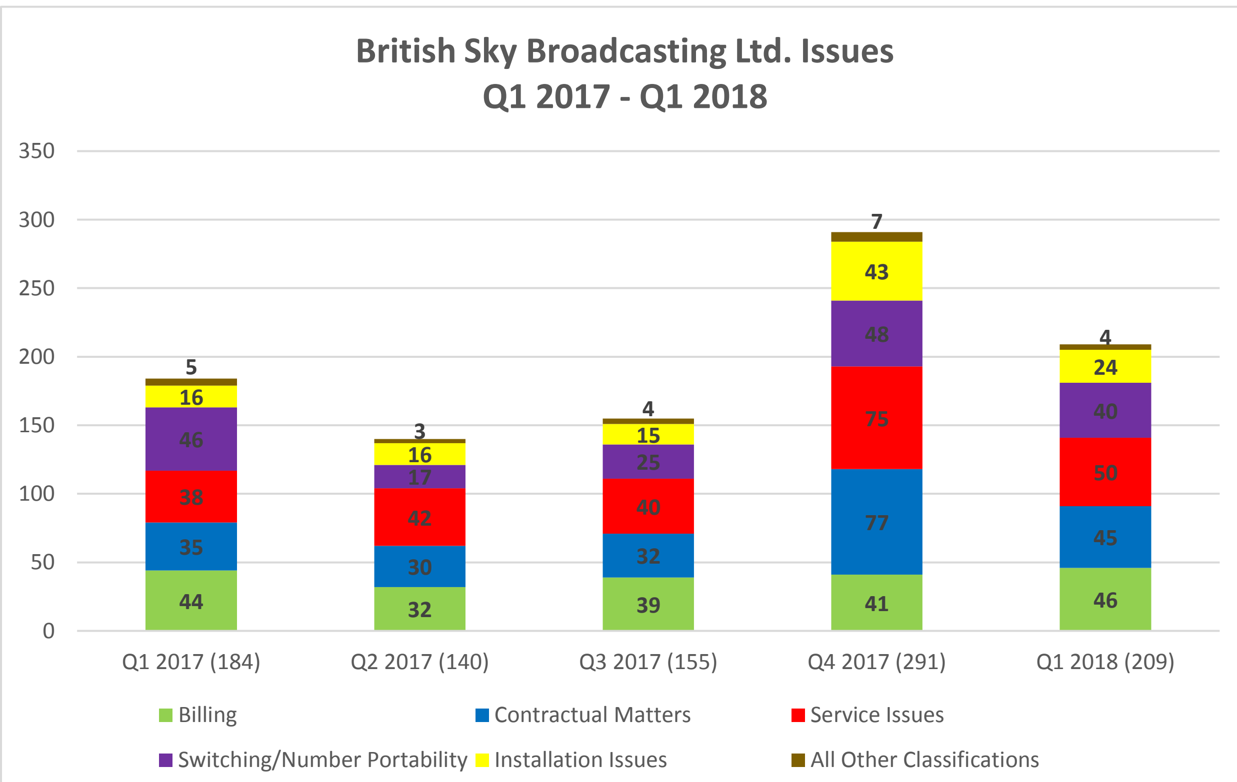


Figure 25: Split of ECS Issues by Classification Type for British Sky Broadcasting Ltd. Q1 2017 – Q1 2018

Eir

58. Eir issues, as shown in figure 26, have increased overall by 33% when compared with the same period last year (Q1 2017), with an increase of 1% from Q4 2017 to Q1 2018.

59. Billing issues, contractual matters, service issues, switching and number portability issues and installation issues increased by 4%, 87%, 36%, 3% and 65% respectively when comparing Q1 2017 with Q1 2018, while all other classifications decreased by 18% for the same comparison.

60. From Q4 2017 to Q1 2018 billing issues, contractual matters and installation issues increased by 7%, 11% and 8% respectively, while service issues, switching and number portability issues and all other classifications decreased by 11%, 11% and 18% respectively for the same period.

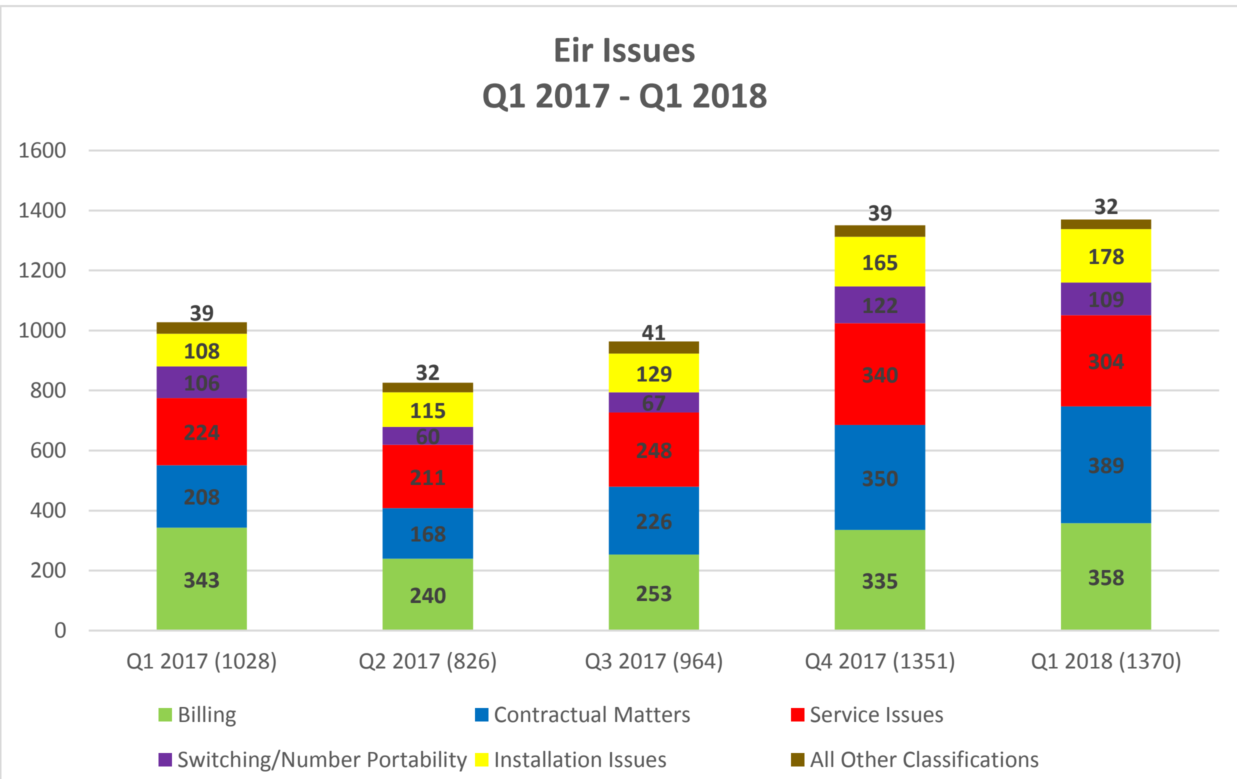


Figure 26: Split of ECS Issues by Classification Type for Eir Q1 2017 – Q1 2018

Vodafone At Home

61. Vodafone at Home issues, as shown in figure 27, have decreased overall by 14% when compared with the same period last year (Q1 2017), however have increased by 10% from Q4 2017 to Q1 2018.

62. Billing issues, contractual matters, switching and number portability issues and all other classifications decreased by 41%, 22%, 29% and 58% respectively when comparing Q1 2017 with Q1 2018, while service issues and installation issues increased by 27% and 37.5% respectively for the same comparison.

63. From Q4 2017 to Q1 2018 contractual matters and service issues increased by 34% and 13% respectively, while switching and number portability issues and all other classifications decreased by 5% and 17% respectively and billing issues and installation issues remained constant for the same period.

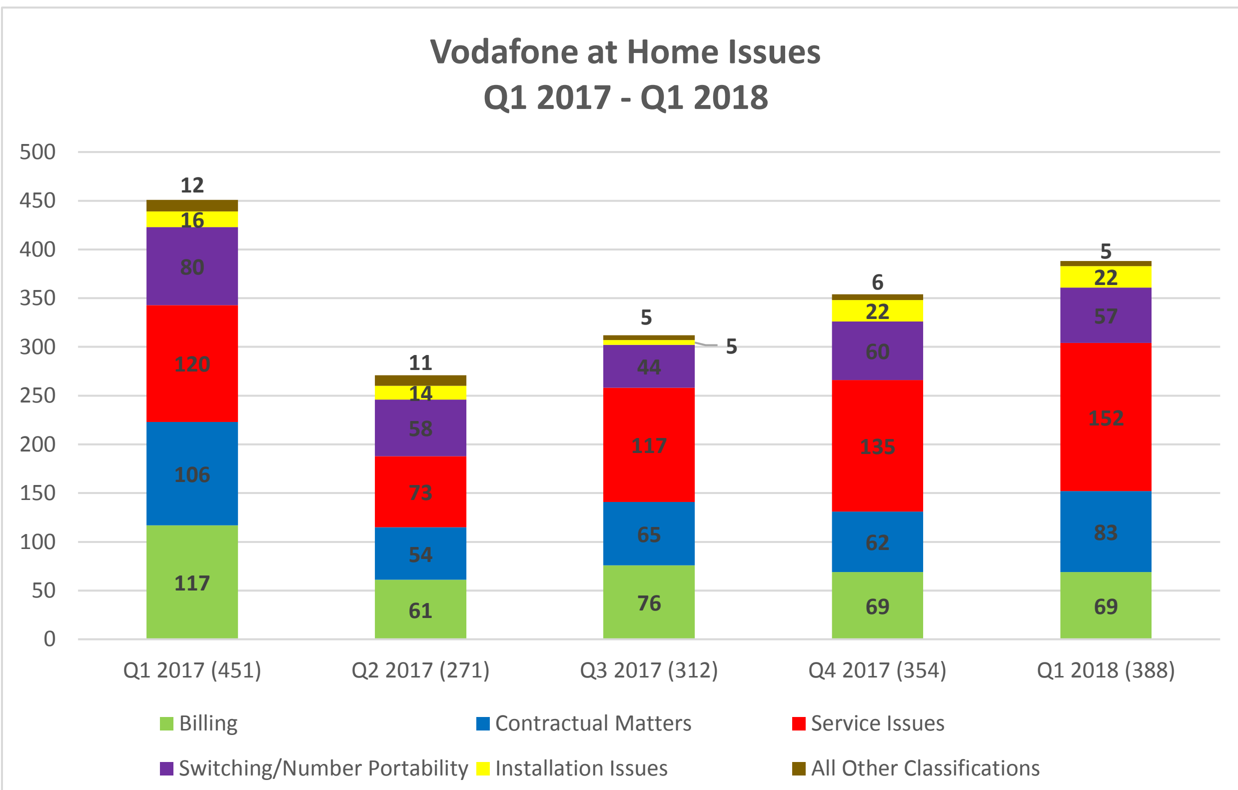


Figure 27: Split of ECS Issues by Classification Type for Vodafone at Home Q1 2017 – Q1 2018

5.3 Fixed Provider ECS Complaints by Classification Type

64. Figure 28 below shows complaints for each fixed service provider listed in figure 23, by classification type, comparing Q4 2017 with Q1 2018:

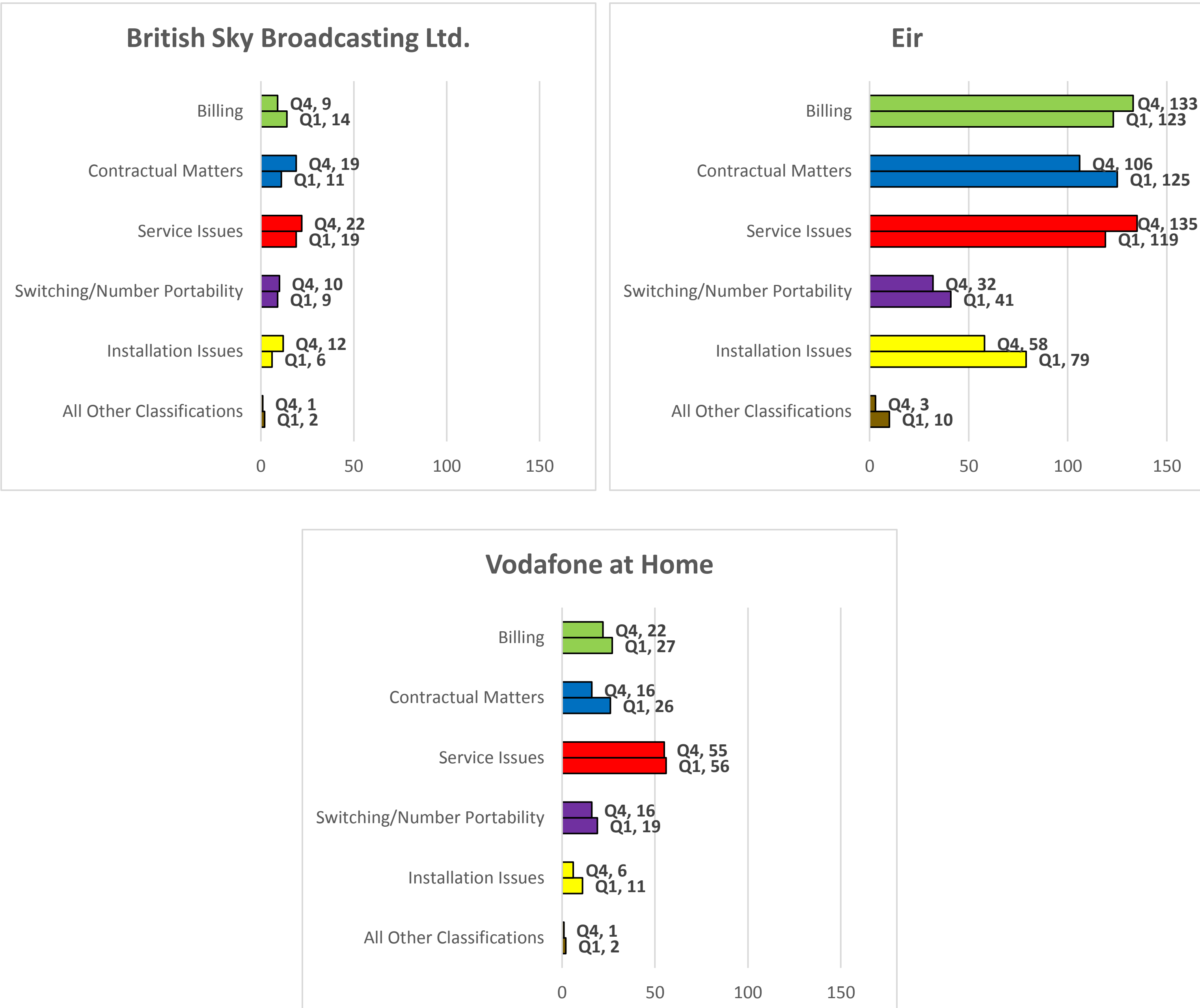


Figure 28: Split of Fixed Service Provider Complaints by Classification Type Q4 2017 vs Q1 2018

Billing Issues

65. Complaints relating to billing issues decreased for Eir by 10 from Q4 2017 to Q1 2018, while British Sky Broadcasting Ltd. and Vodafone at Home complaints increased by 5 for the same period.

Contractual Matters

66. Complaints relating to contractual matters decreased for British Sky Broadcasting Ltd. by 8 from Q4 2017 to Q1 2018, while Eir and Vodafone at Home complaints increased by 19 and 10 respectively for the same period.

Service Issues

67. Complaints relating to service issues decreased for British Sky Broadcasting Ltd. and Eir by 3 and 16 respectively from Q4 2017 to Q1 2018, while Vodafone at Home complaints increased by 1 for the same period.

Switching and Number Portability Issues

68. Complaints relating to switching and number portability issues decreased for British Sky Broadcasting Ltd. by 1 from Q4 2017 to Q1 2018, while Eir and Vodafone at Home complaints increased by 9 and 3 respectively for the same period.

Installation Issues

69. Complaints relating to installation issues decreased for British Sky Broadcasting Ltd. by 6 from Q4 2017 to Q1 2018, while Eir and Vodafone at Home complaints increased by 21 and 5 respectively for the same period.

All Other Classifications

70. Complaints relating to all other classifications increased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 1, 7 and 1 respectively from Q4 2017 to Q1 2018.

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:

• **Phone:** 01 804 9668

• **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.

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

• **Webchat:** Live webchat service available on https://www.comreg.ie/queries-complaints/phone/contact-consumer-care-3/

• **Email:** consumerline@comreg.ie

• **Irish Sign Language:** Should you wish to avail of this service please email our Consumer Line or SLIS (bookings@slis.ie) and an appointment will be arranged.

• **Post:** Consumer Line, Commission for Communications Regulation, FREEPOST, One Dockland Central, Guild Street, Dublin 1, D01 E4X0.

***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**

Annex 2: Classification Index

Billing & Disputed Charges includes:	
• Disputed Charges • Disputed Data Charges • Disputed Roaming Charges • Disputed PBX Hacking Charges	• Invoice Issues • Refund / Credit Issue • Billing & Disputed Charges Other

Contractual Matters includes:	
• Contract Not Provided • Contract Termination Request • Misleading Sales • Pricing Transparency • Terms and Conditions:	• Cancellation Penalties • Cooling Off Period • ‘Unlimited’ / Fair Usage • Contractual duration • Contract Change Notification • Contractual Other

Service Issues includes:	
• Broadband Speeds • Interference • Loss of Service • Mobile Coverage	• Quality of Service • Service Availability • Service Other

All Other Classifications	
• Delay Switching • New Tenant Process • Number Loss • Operator Unknown • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other • Delay in Installation	• Missed Appointment • USO Threshold Issue • Works Approval Required • Installation Other • Difficulty Accessing Customer Service • Failure to Respond • Inadequate Response • Customer Service Other

• Accessibility • Directory Enquiries Issue • ECAS • General Information Request • Net Neutrality • NDD Listing issue • Public Pay phones • Scams • Unsolicited Communications • Consumer Care Other • Authorisations / Licensing • Industry Query • Legal Query	• Market Analysis / Statistics • Media Query • Spectrum Query • ComReg not Consumer Care Other • Issues relevant to ASAI • Issues relevant to BAI • Issues relevant to CCPC • Issues relevant to DCENR • Issues relevant to DPC • TV issues • Not for ComReg Other

Premium Rate Services (PRS) includes: • Denial / Does Not Recall Engaging with PRS (incl. Subscriptions) • Subscription by a Minor • Difficulty Unsubscribing • General Request to Unsubscribe	• Unknown Short Code • Content or Service Not Received • PRS Provider Customer Service • General PRS Query • PRS Other

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.