



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

# ComReg Consumer Line Statistics Report

Q1 2019 – 1 January to 31 March 2019

## Information Notice

**Reference:** 19/51

**Version:** Final

**Date:** 30/05/2019

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

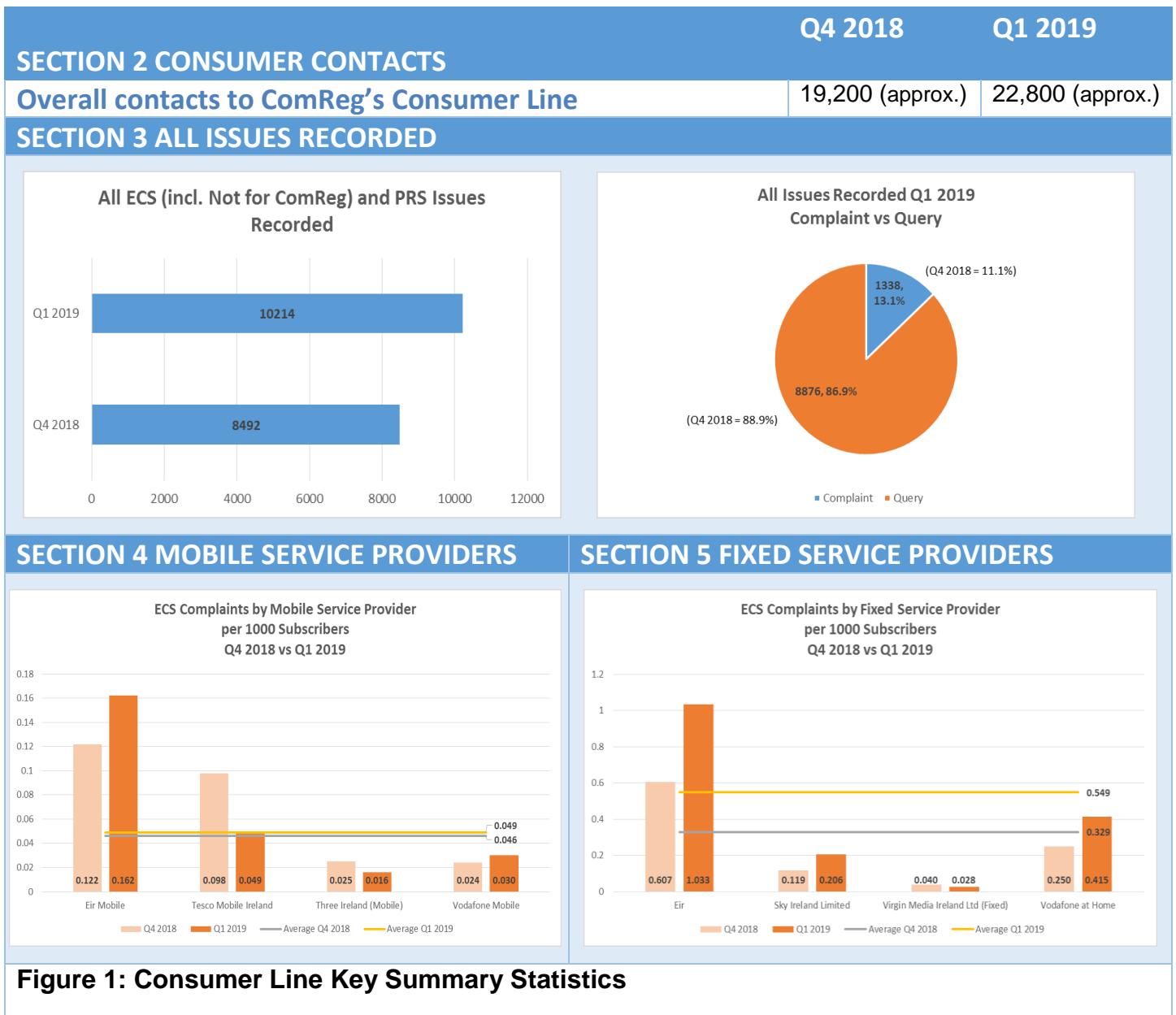
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.  
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.  
Teil | Tel +353 1 804 9600 Suíomh | Web [www.comreg.ie](http://www.comreg.ie)

# Content

Section	Page
1: Executive Summary .....	3
2: Consumer Contacts.....	4
3: Consumer Issues Recorded.....	5
3.1 All Issues Recorded by Classification Type .....	5
3.2 All Issues Recorded by Complaints vs Queries.....	6
4: Mobile Service Provider Statistics.....	7
4.1 Mobile Provider PRS Issues.....	7
4.2 Mobile Provider ECS Complaints .....	8
4.3 Mobile Provider ECS Complaints by Classification Type .....	9
4.4 Mobile Provider ECS Complaints Closed in Q1 2019 .....	10
4.5 Mobile Provider ECS Complaints Open at 31 March 2019 .....	10
5: Fixed Service Provider Statistics.....	11
5.1 Fixed Provider ECS Complaints vs Queries.....	11
5.2 Fixed Provider ECS Complaints by Classification Type .....	12
5.3 Fixed Provider ECS Complaints Closed in Q1 2019 .....	13
5.4 Fixed Provider ECS Complaints Open at 31 March 2019 .....	13

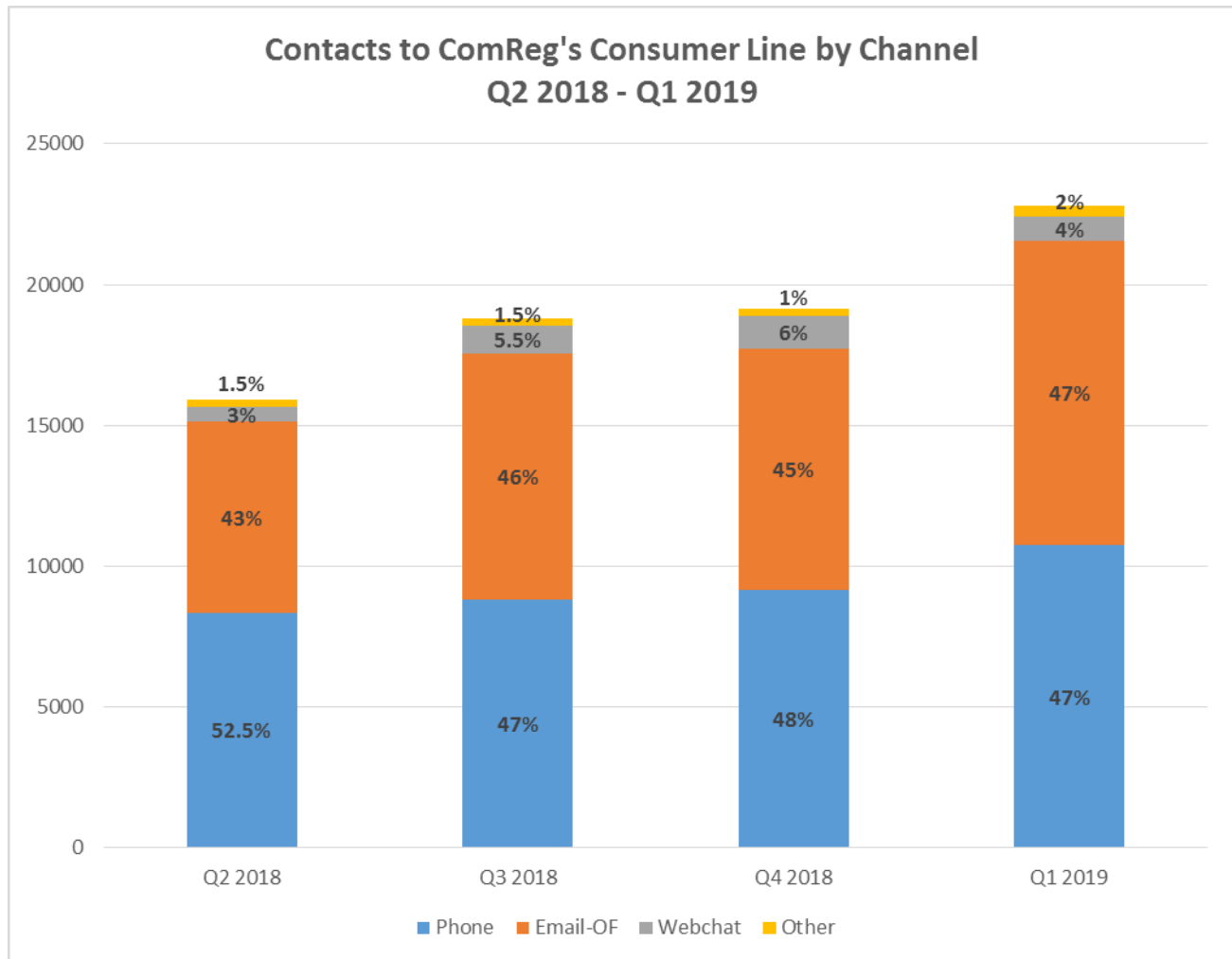
# 1: Executive Summary

- ComReg’s Consumer Care team manage consumer contacts of ECS, PRS and postal services. Whilst all methods of contact offered are set out in Annex 1, calls and emails (including online form contacts) account for over 90% of contact methods used. ComReg’s Consumer Line is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. This publication includes information on Service Provider issues, where issues raised by that Service Provider’s customers in Q1 2019, and recorded by ComReg, was in excess of 100. A snapshot of the statistics in this publication are as follows:



## 2: Consumer Contacts

2. In Q1 2019, approximately 22,800 consumer contacts were received by ComReg’s Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that phone and email (including online form) were tied as the most popular method of contact in Q1 2019.



**Figure 2: Contacts to ComReg’s Consumer Line Q2 2018 – Q1 2019**

### 3: Consumer Issues Recorded

- 3. In Q1 2019, there was a 20% increase in the total number of issues recorded, with ECS and PRS issues increasing by 30% and 14% respectively.

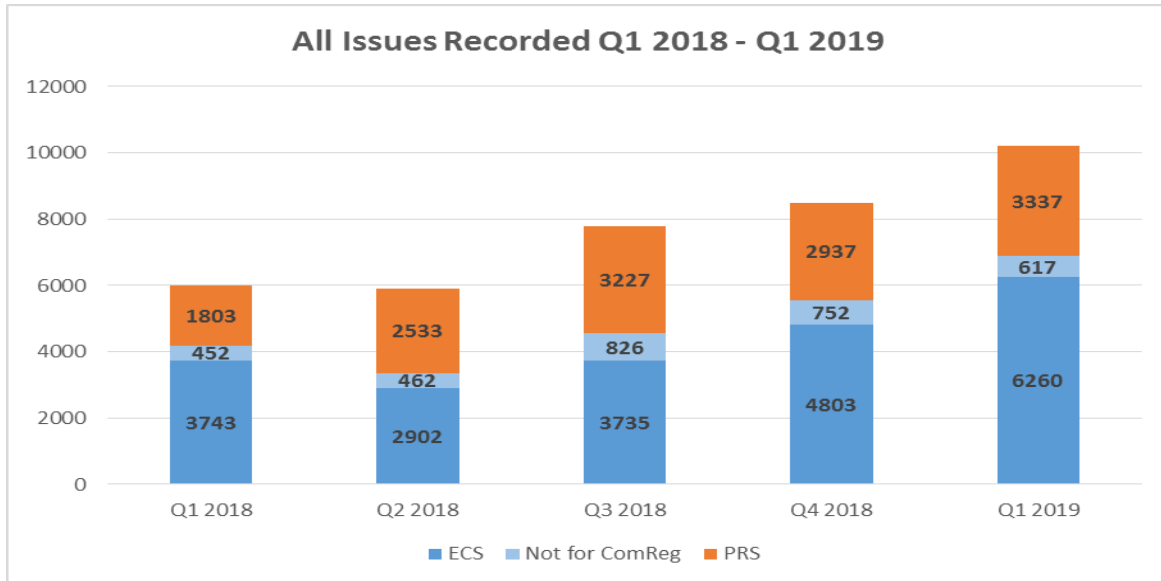


Figure 3: All Issues Recorded Q1 2018 – Q1 2019

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

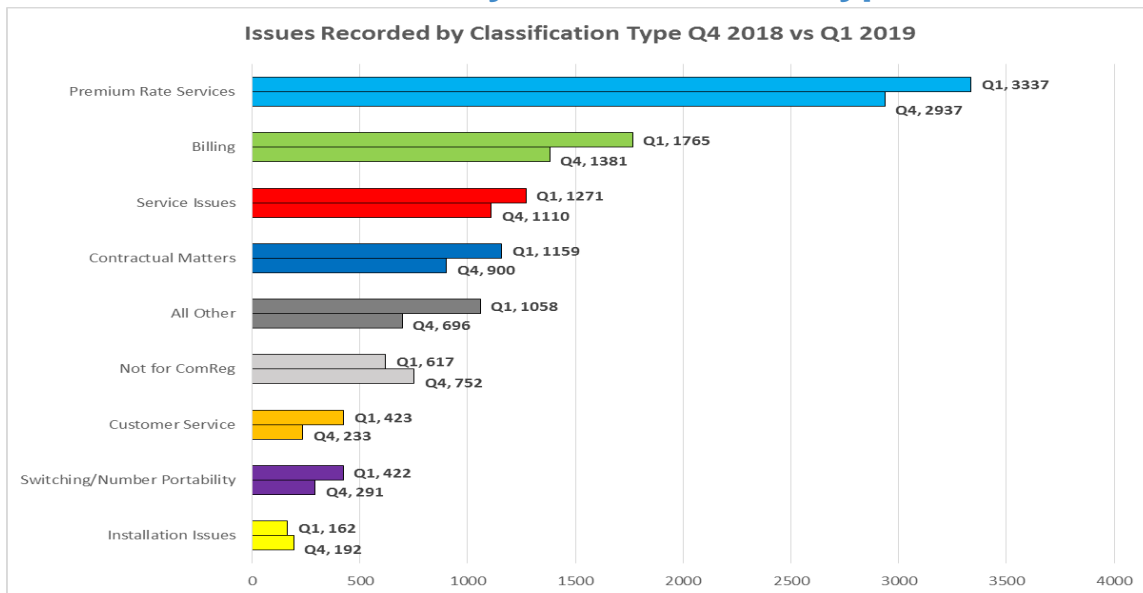
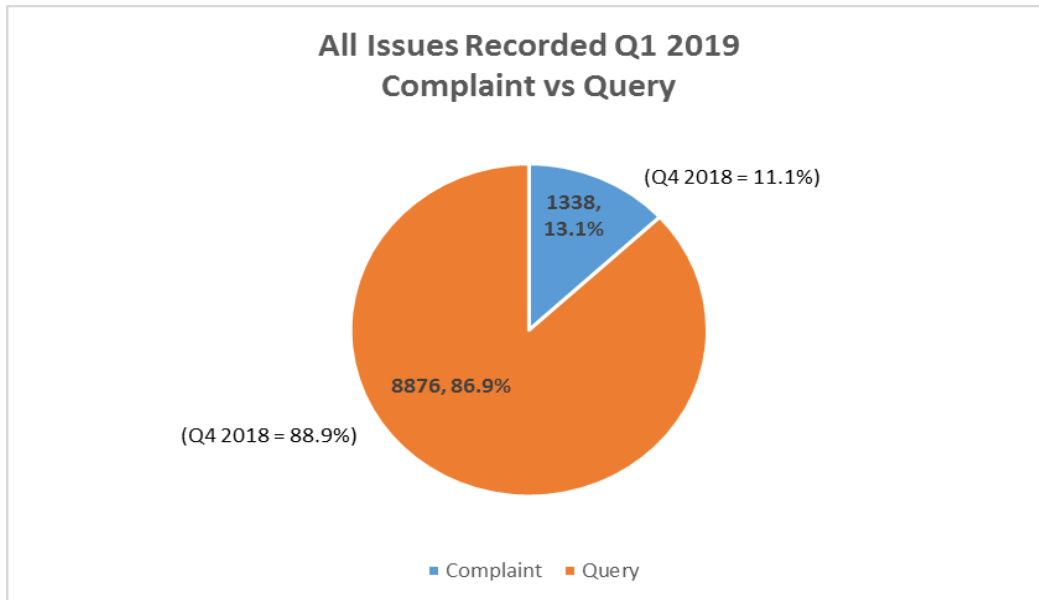


Figure 4: All Issues Recorded by Classification Type Q4 2018 vs Q1 2019

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

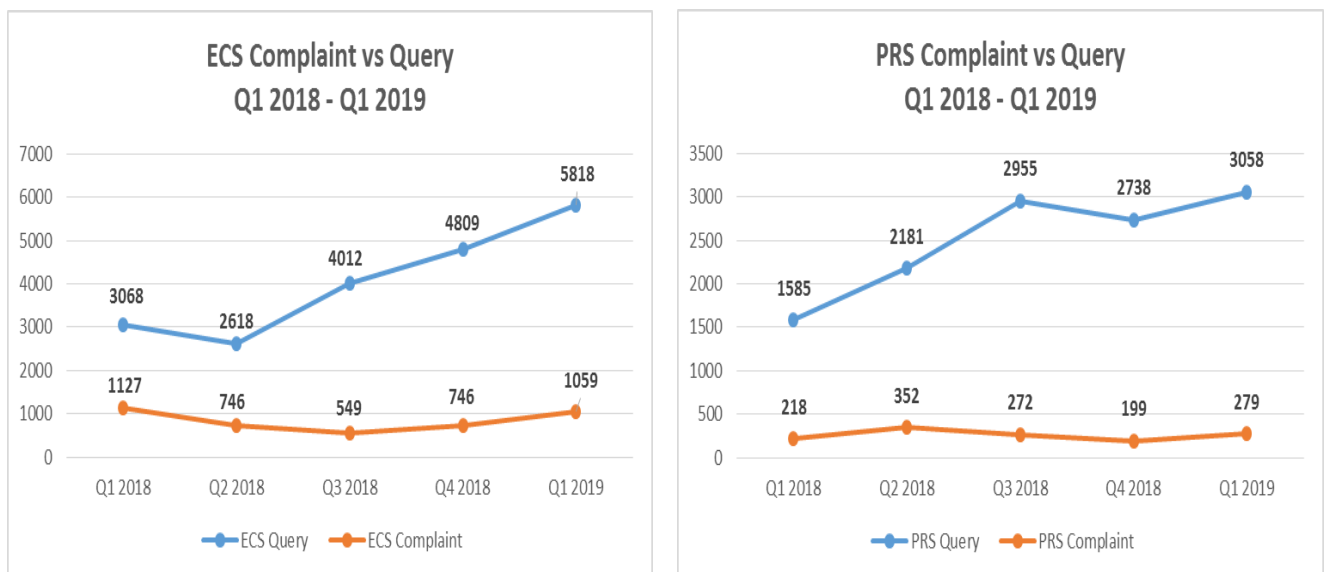
### 3.2 All Issues Recorded by Complaints vs Queries

- The overall ratio of complaints to queries has increased to 13.1% in Q1 2019. This is further split for ECS 15% and PRS 8%.



**Figure 5: Issues Recorded by Complaint and Query Q1 2019**

- Figure 6 gives a breakdown of ECS and PRS complaints and queries over the last 5 quarters. Both ECS and PRS queries increased by 90% and 93% respectively from Q1 2018 to Q1 2019. ECS complaints decreased by 6% while PRS complaints increased by 28% for the same period.

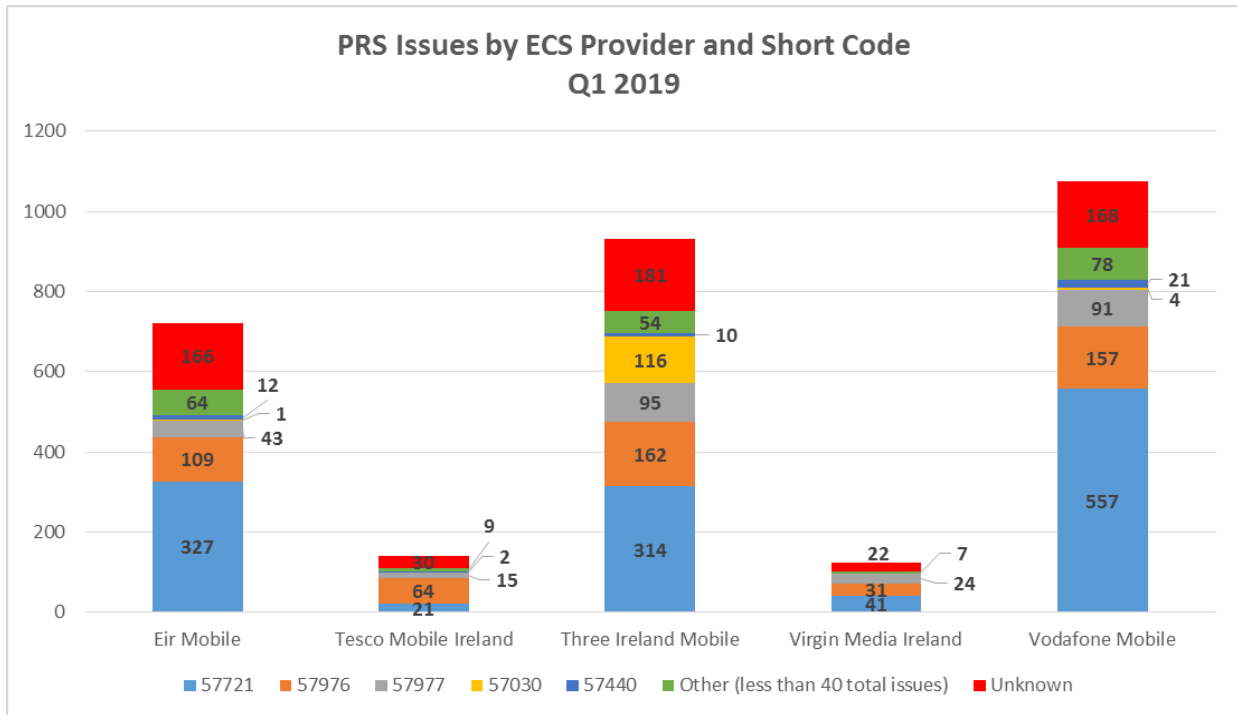


**Figure 6: All Issues by Complaint and Query for ECS and PRS Q1 2018 – Q1 2019**

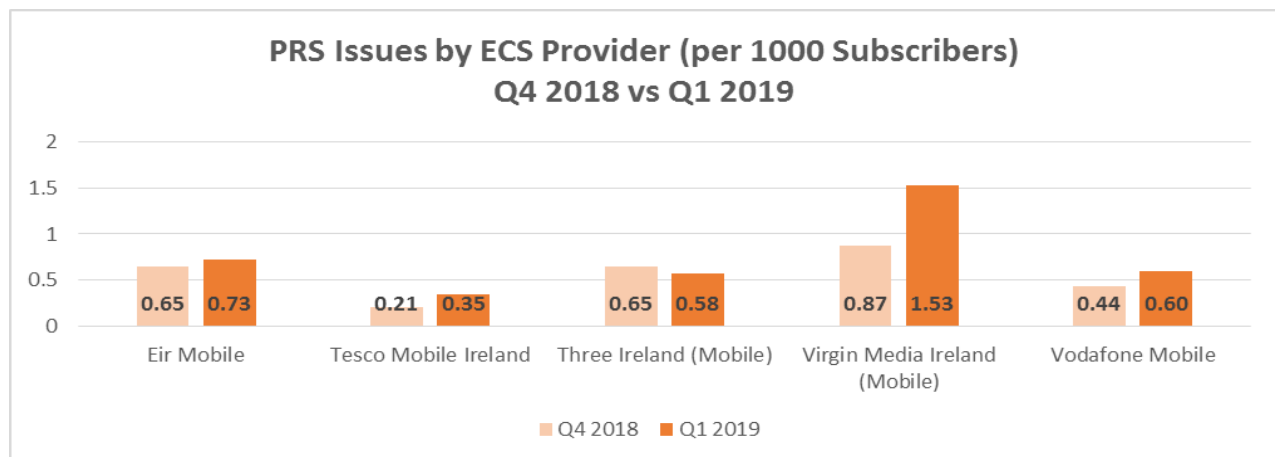
# 4: Mobile Service Provider Statistics

## 4.1 Mobile Provider PRS Issues

- 6. The number of PRS issues raised with ComReg’s Consumer Line in Q1 2019 is split by ECS Provider and further split by short code (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).

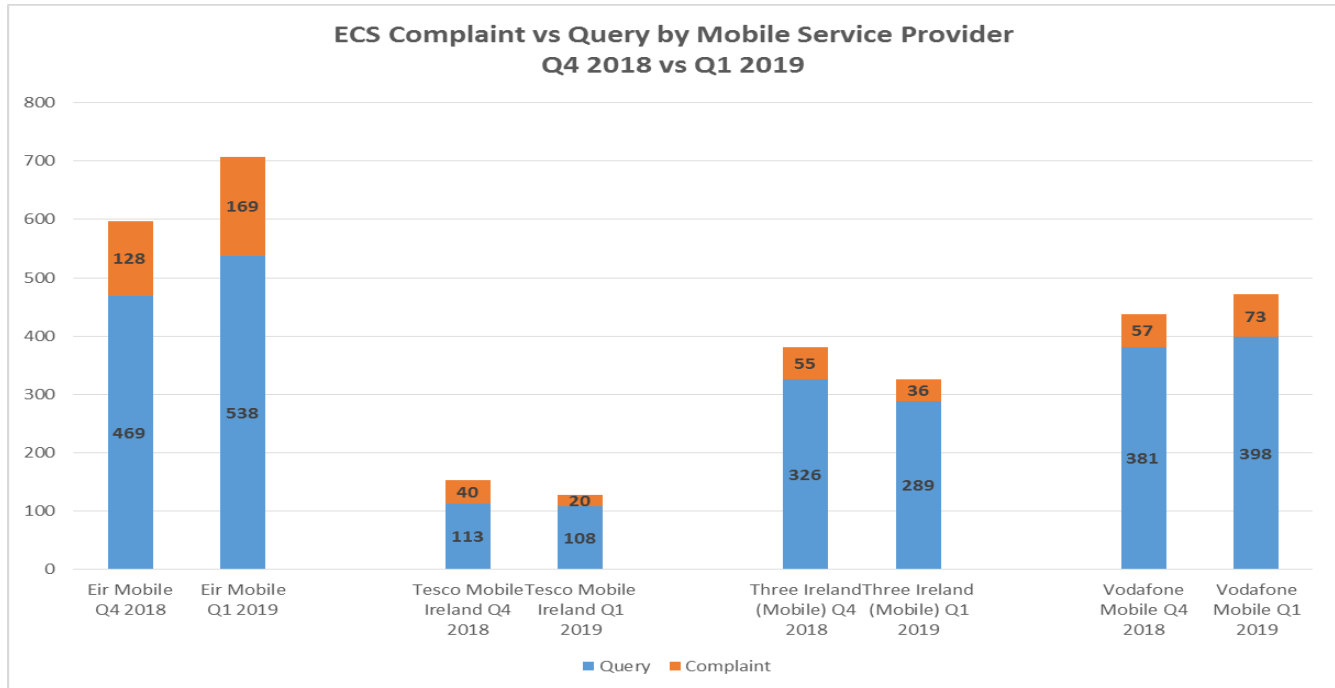


**Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q1 2019**

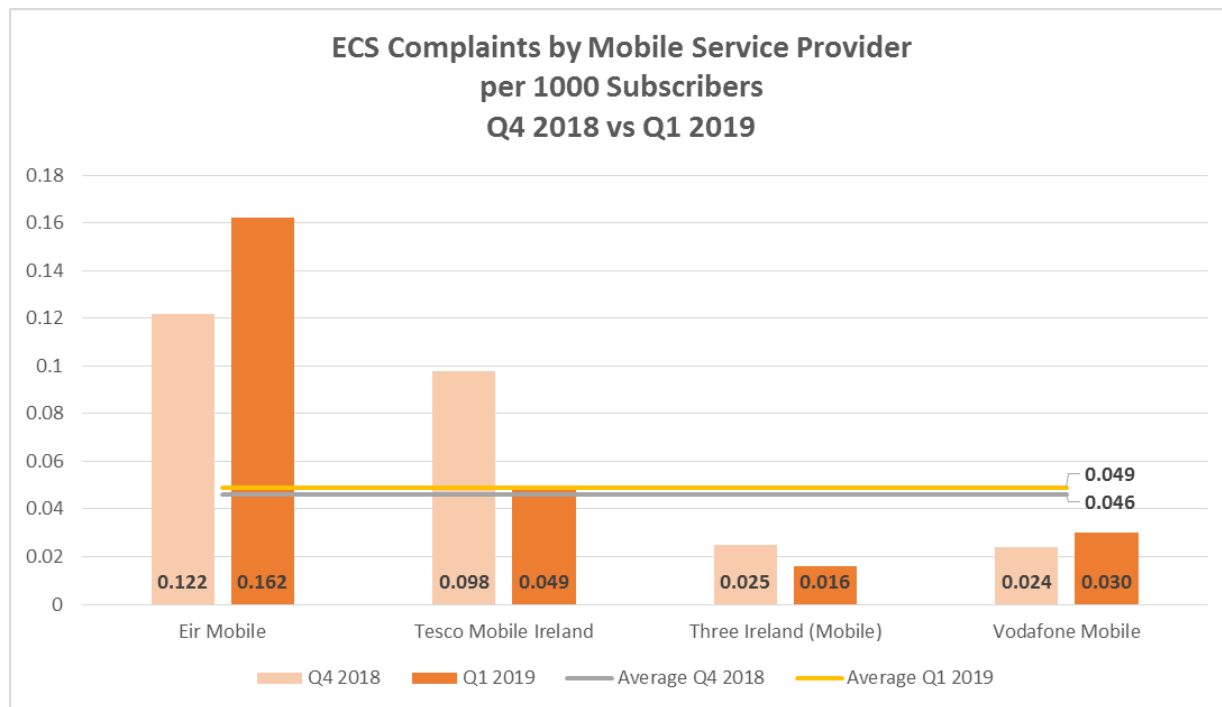


**Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q4 2018 vs Q1 2019**

## 4.2 Mobile Provider ECS Complaints



**Figure 9: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q4 2018 vs Q1 2019**

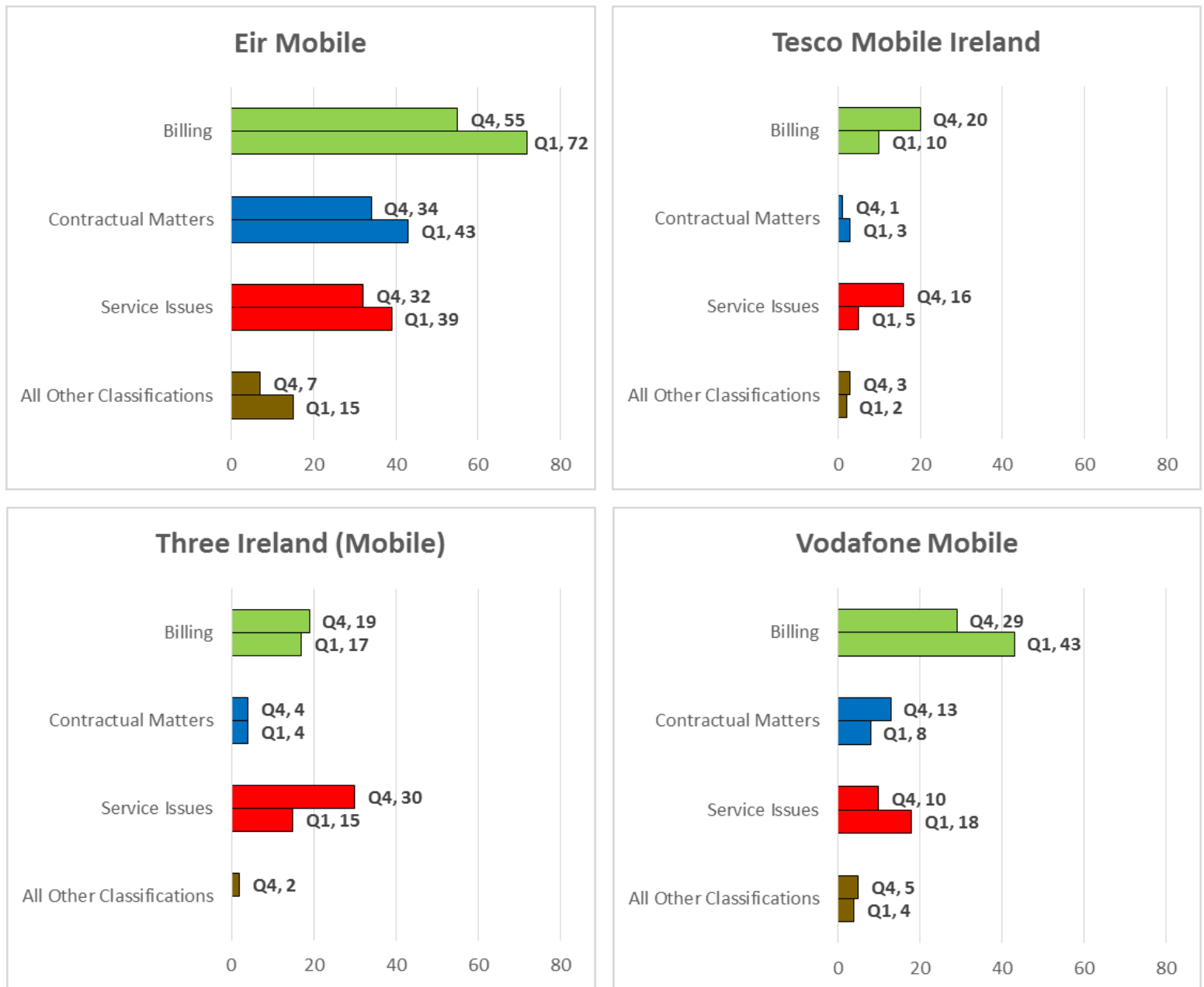


**Figure 10: ECS Complaints by Mobile Service Provider Q4 2018 vs Q1 2019 (per 1000 Subscribers)**



### 4.3 Mobile Provider ECS Complaints by Classification Type

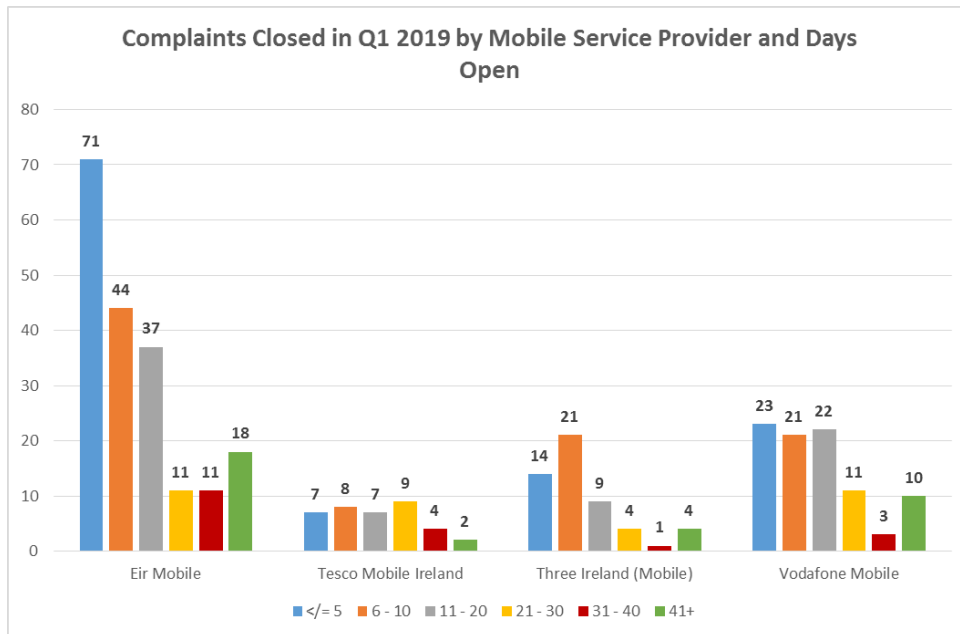
7. Figure 11 below shows ECS complaints for each mobile service provider listed in figure 9, by classification type, comparing Q4 2018 with Q1 2019.



**Figure 11: Split of Mobile Service Provider ECS Complaints by Classification Type Q4 2018 vs Q1 2019**

## 4.4 Mobile Provider ECS Complaints Closed in Q1 2019

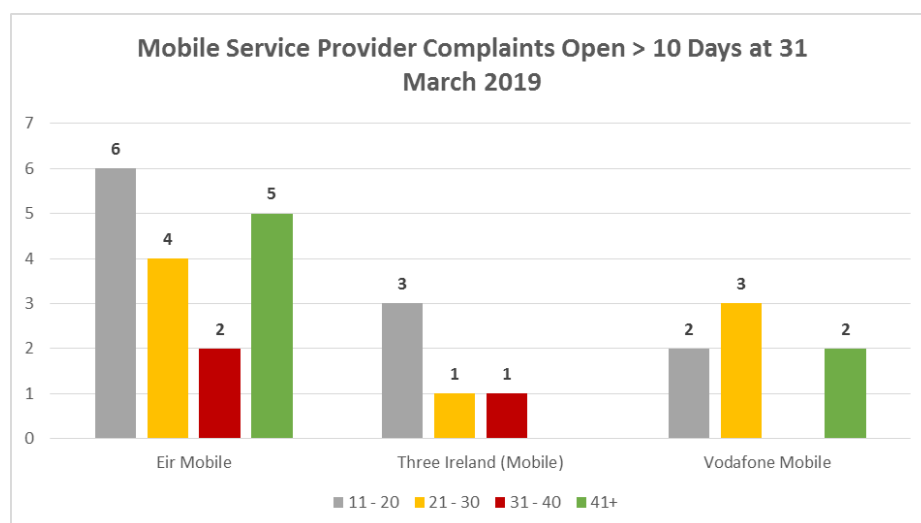
8. Figure 12 below shows ECS complaints closed in Q1 2019, for each mobile service provider listed in figure 9, broken down by number of days open.



**Figure 12: Mobile Service Provider ECS Complaints Closed in Q1 2019 by Number of Days Open**

## 4.5 Mobile Provider ECS Complaints Open at 31 March 2019

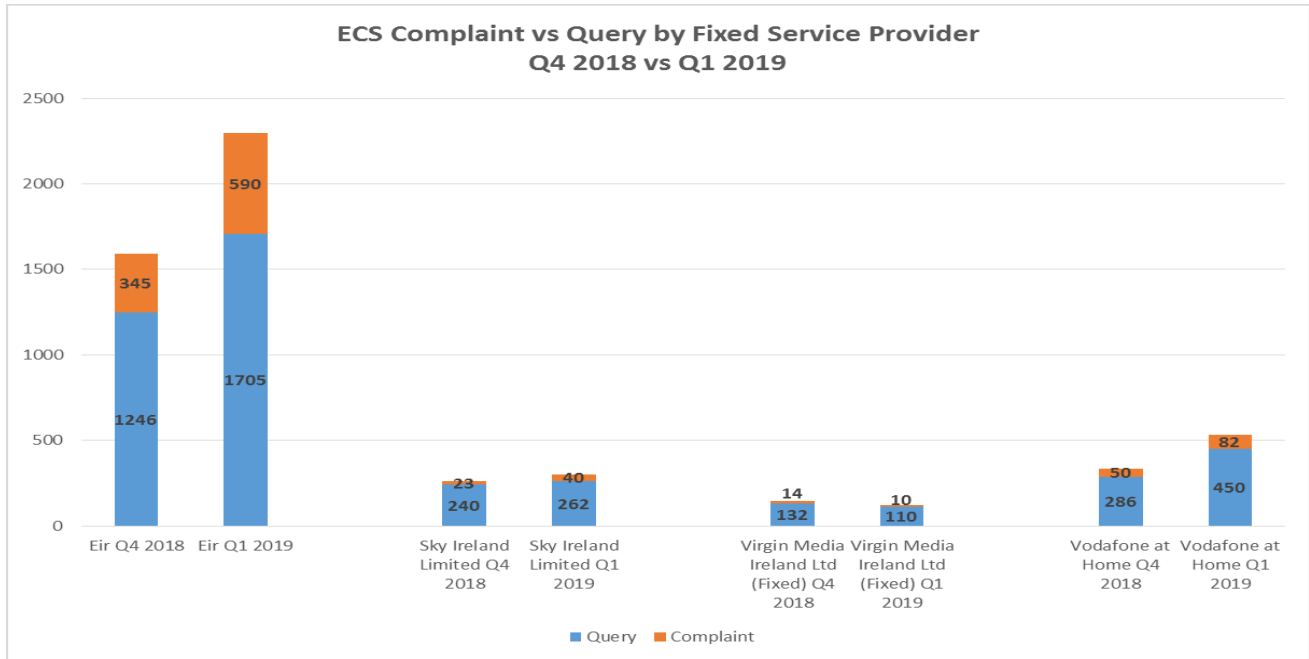
9. Figure 13 below shows ECS complaints open greater than 10 days at 31 March 2019, for each mobile service provider listed in figure 9, broken down by number of days open.



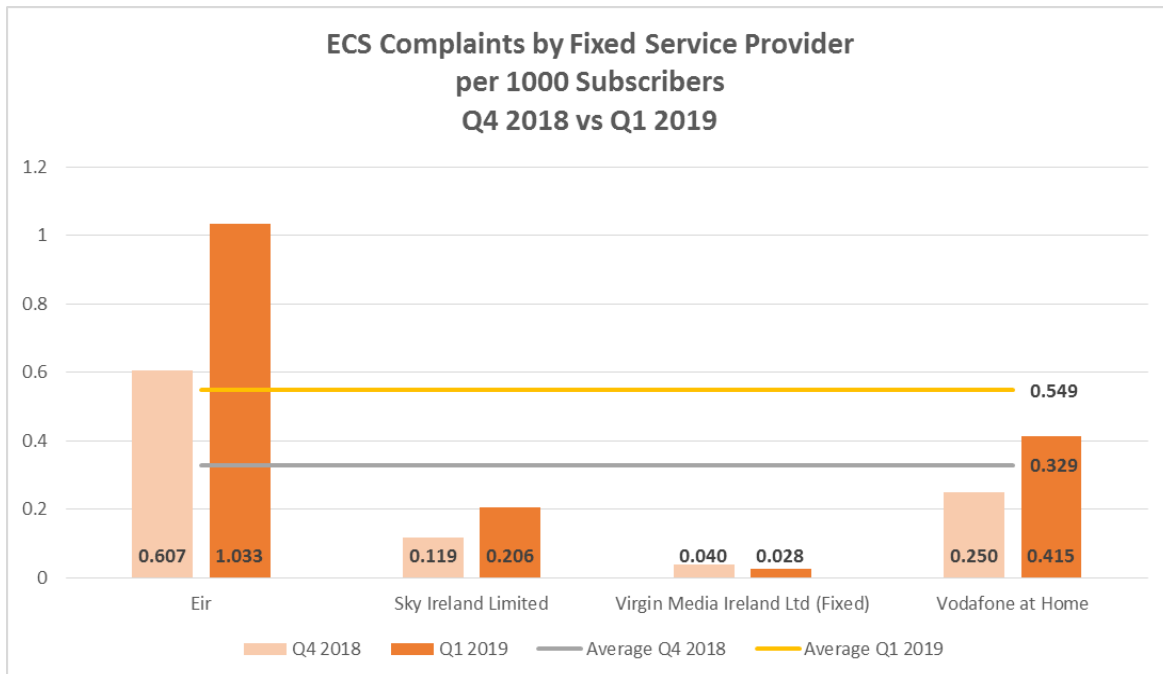
**Figure 13: Mobile Service Provider ECS Complaints Open > 10 Days at 31 March 2019 by Number of Days Open**

# 5: Fixed Service Provider Statistics

## 5.1 Fixed Provider ECS Complaints vs Queries



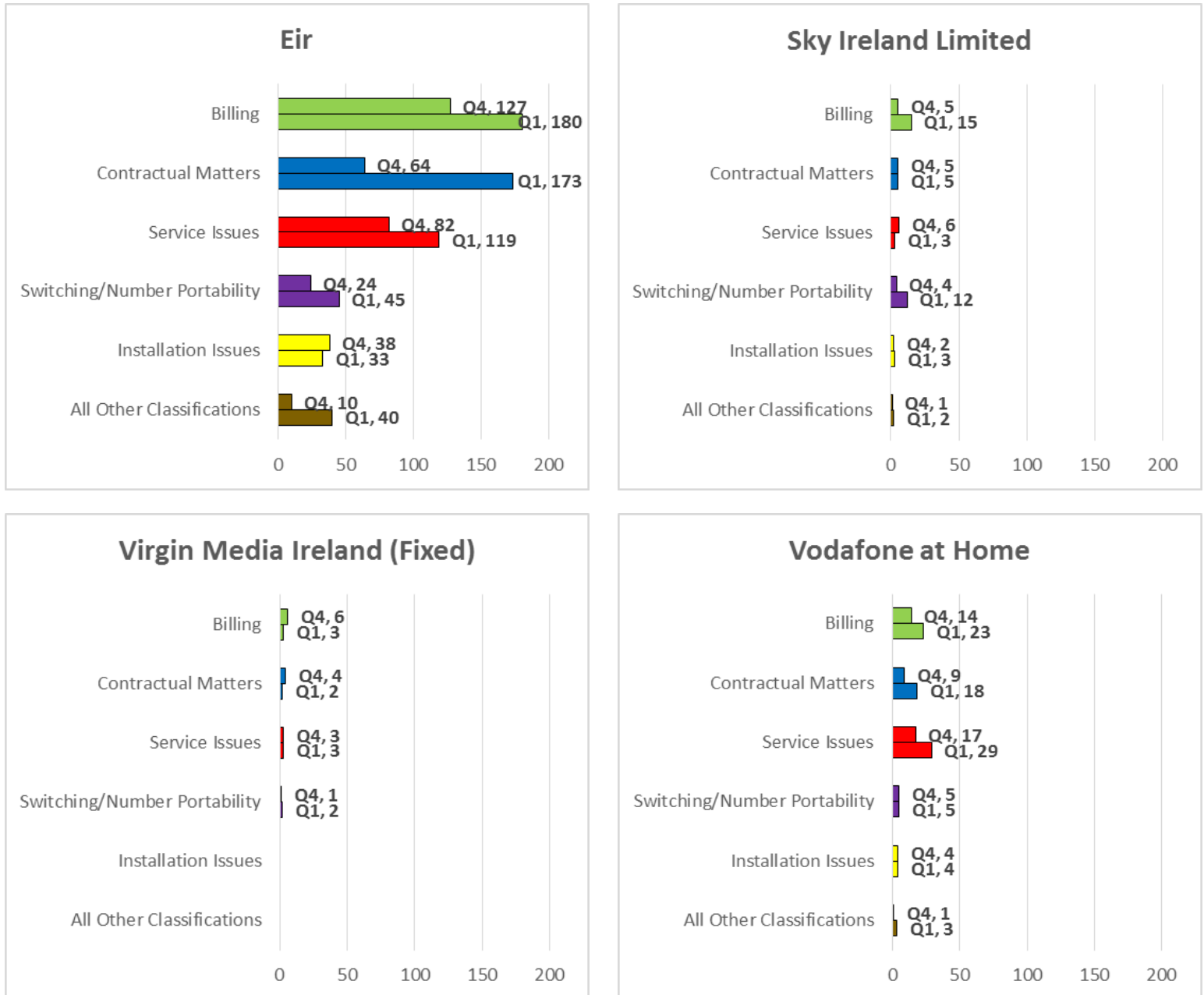
**Figure 14: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q4 2018 vs Q1 2019**



**Figure 15: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q4 2018 vs Q1 2019**

## 5.2 Fixed Provider ECS Complaints by Classification Type

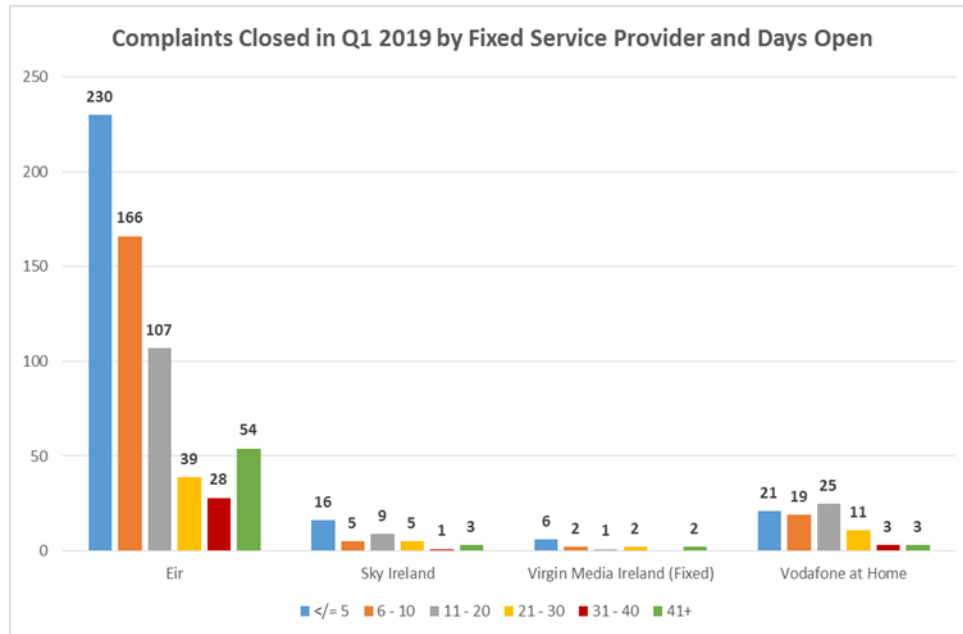
10. Figure 16 below shows ECS complaints for each fixed service provider listed in figure 14, by classification type, comparing Q4 2018 with Q1 2019.



**Figure 16: Split of Fixed Service Provider ECS Complaints by Classification Type Q4 2018 vs Q1 2019**

### 5.3 Fixed Provider ECS Complaints Closed in Q1 2019

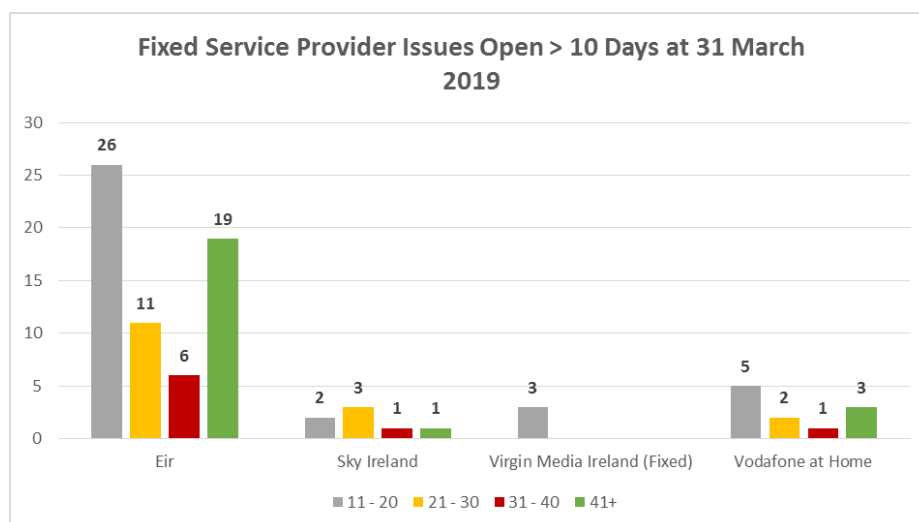
11. Figure 17 below shows ECS complaints closed in Q1 2019, for each fixed service provider listed in figure 14, broken down by number of days open.



**Figure 17: Fixed Service Provider ECS Complaints Closed in Q1 2019 by Number of Days Open**

### 5.4 Fixed Provider ECS Complaints Open at 31 March 2019

12. Figure 18 below shows ECS complaints open greater than 10 days at 31 March 2019, for each fixed service provider listed in figure 14, broken down by number of days open.



**Figure 18: Fixed Service Provider ECS Complaints Open > 10 Days at 31 March 2019 by Number of Days Open**

# Annex 1: ComReg Consumer Line Contact Details

## Contact Us

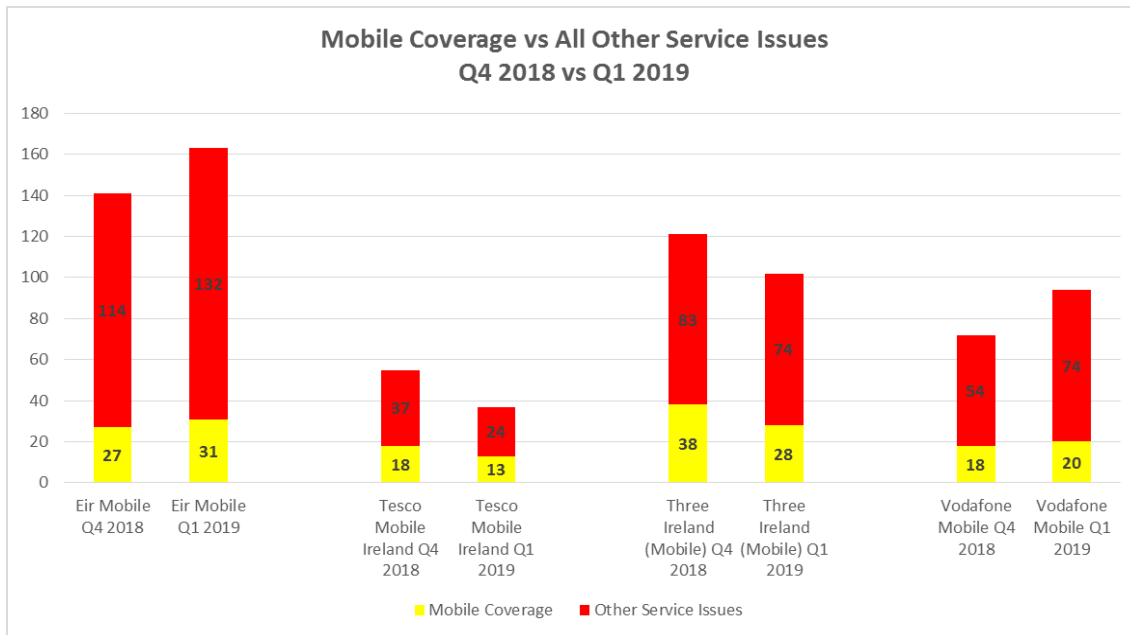
### Consumer Queries and Complaints - Landline, Mobile, Broadband

You can contact us in a variety of ways:

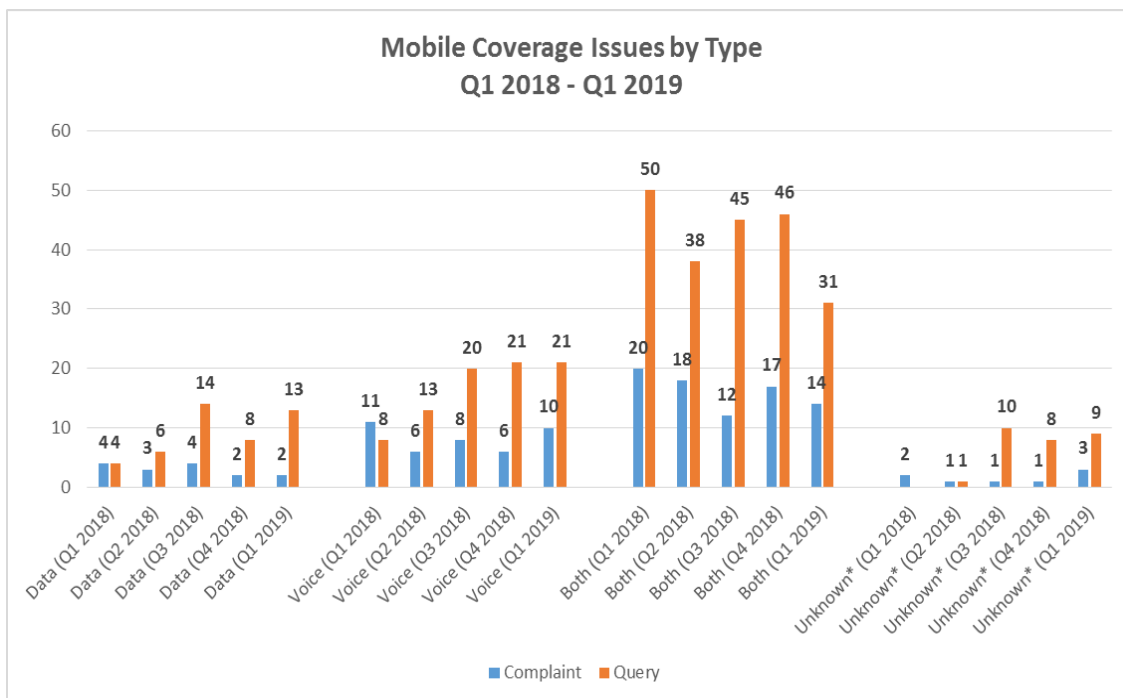
- **Phone:** 01 804 9668
- **Text so we can call you back:** Send a text with the word COMREG to 51500 (standard SMS rates apply\*) to receive a call back
- **Text so we can text you back:** Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply\*) outlining the issue you need assistance 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](mailto:consumerline@comreg.ie)
- **Irish Sign Language:** Should you wish to avail of this service please email our Consumer Line or SLIS ([bookings@slis.ie](mailto: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.

# Annex 2: Mobile Coverage Statistics

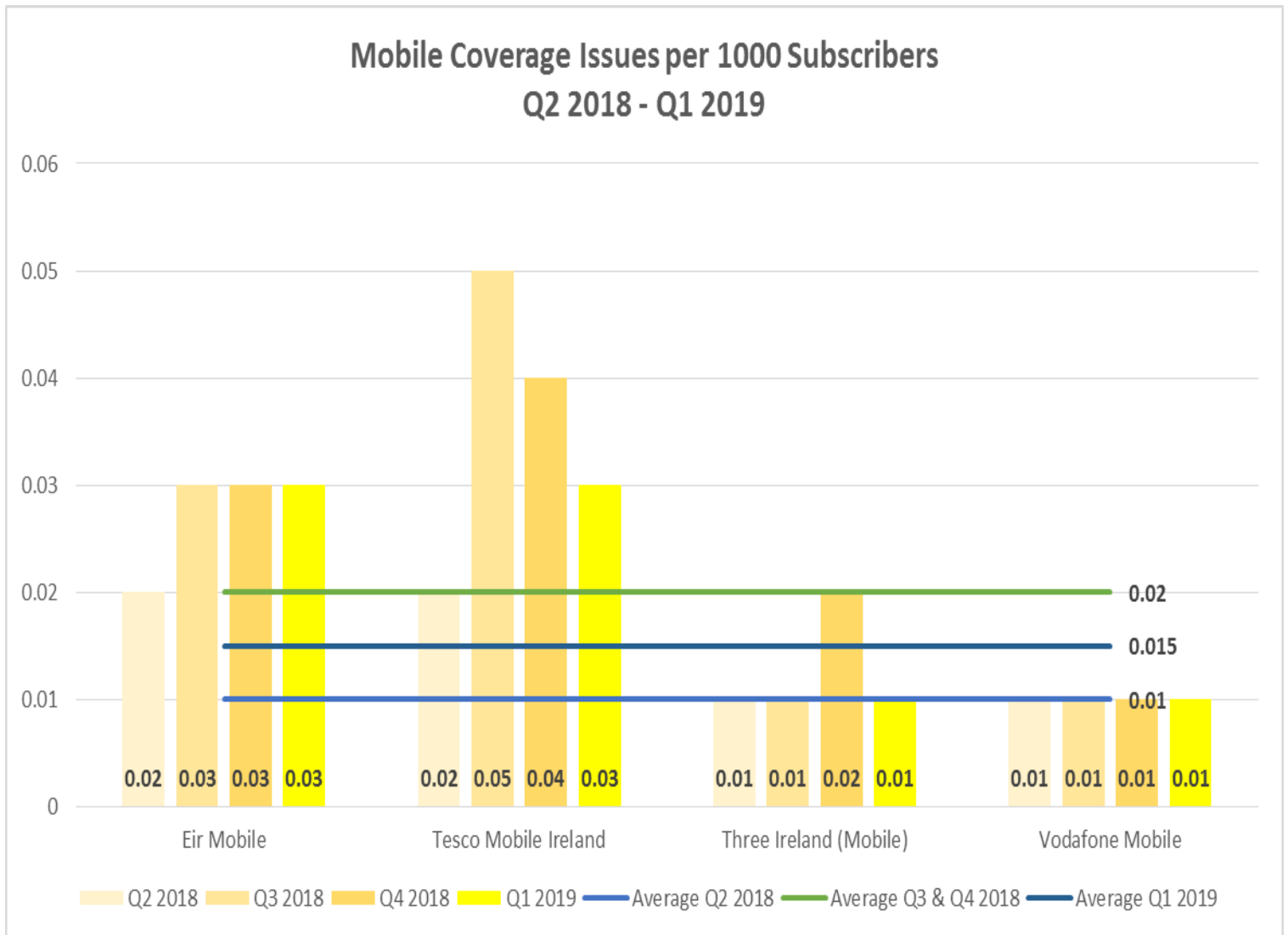


**Figure 19: Split of ECS Service Issues by Mobile Service Provider Q4 2018 vs Q1 2019**



\*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 Q1 2018 – Q1 2019**



**Figure 21: Mobile Coverage Issues (per 1000 Subscribers) Q2 2018 – Q1 2019**



## Annex 3: 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>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>
--	---

<b>All Other Classifications</b> <ul style="list-style-type: none"> <li>• Delay Switching</li> <li>• New Tenant Process</li> <li>• Number Loss</li> <li>• Operator Unknown</li> <li>• Switching Blocked</li> <li>• UAN Issues</li> <li>• Unsolicited Service (Slamming)</li> <li>• Switching Other</li> <li>• Delay in Installation</li> </ul>	<ul style="list-style-type: none"> <li>• Missed Appointment</li> <li>• USO Threshold Issue</li> <li>• Works Approval Required</li> <li>• Installation Other</li> <li>• Difficulty Accessing Customer Service</li> <li>• Failure to Respond</li> <li>• Inadequate Response</li> <li>• Customer Service Other</li> </ul>
--	--

<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> <li>• NDD Listing issue</li> <li>• Public Pay phones</li> <li>• Scams</li> <li>• Unsolicited Communications</li> <li>• Consumer Care Other</li> <li>• Authorisations / Licensing</li> <li>• Industry Query</li> <li>• Legal Query</li> </ul>	<ul style="list-style-type: none"> <li>• Market Analysis / Statistics</li> <li>• Media Query</li> <li>• Spectrum Query</li> <li>• ComReg not Consumer Care Other</li> <li>• Issues relevant to ASAI</li> <li>• Issues relevant to BAI</li> <li>• Issues relevant to CCPC</li> <li>• Issues relevant to DCENR</li> <li>• Issues relevant to DPC</li> <li>• TV issues</li> <li>• Not for ComReg 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>
---	--

## Legal Disclaimer

The information and statistics contained within this document are derived and based on consumer care line recorded information. The Commission for Communications Regulation (“ComReg”) receives queries and complaints on many types of consumer issues in the sector. This document does not constitute commercial or other advice. No warranty, representation or undertaking of any kind, express or implied, is given in relation to the information and statistics contained within this document. To the fullest extent permitted by law, neither ComReg nor any of its employees, servants or agents will be liable for any loss or damage arising out of or in connection with your use of, or any reliance whatsoever placed on this document (including, but not limited to, indirect or consequential loss or damages, loss of income, profit or opportunity, loss of or damage to property and claims of third parties) even if ComReg has been advised of the possibility of such loss or damages or such loss or damages were reasonably foreseeable.