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Rialáil Cumarsáide
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ComReg Consumer Line Statistics Report

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Information Notice

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An Coimisiún um Rialáil Cumarsáide
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Content

Section	Page
1: Executive Summary	3
2: Consumer Contacts.....	4
3: Consumer Issues Recorded.....	5
3.1 All Issues Recorded.....	5
3.2 All Issues Recorded by Classification Type.....	7
3.3 All Issues Recorded by Queries vs Complaints	8
4: Mobile Service Provider Statistics.....	10
4.1 Mobile Service Provider ECS Queries vs Complaints	10
4.2 Mobile Service Provider ECS Complaints by Classification Type.....	12
4.3 Mobile Service Provider ECS Issues Recorded	13
4.4 Mobile Service Provider ECS Complaints Closed in Q1 2020.....	15
4.5 Mobile Service Provider ECS Complaints Open at 31 March 2020.....	17
4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers.....	18
4.7 Mobile Service Provider PRS Issues	19
5: Fixed Service Provider Statistics.....	21
5.1 Fixed Service Provider ECS Queries vs Complaints	21
5.2 Fixed Service Provider ECS Complaints by Classification Type	23
5.3 Fixed Service Provider ECS Issues Recorded	24
5.4 Fixed Service Provider ECS Complaints Closed in Q1 2020.....	26
5.5 Fixed Service Provider ECS Complaints Open at 31 March 2020.....	28
5.6 Fixed Service Provider ECS Complaints per 100,000 Subscribers	29

1: Executive Summary

ComReg's Consumer Care team manage consumer contacts in relation to Electronic Communications Services (ECS), Premium Rate Services (PRS) and postal services. This publication includes information on service provider issues, where ECS issues raised by that service provider's customers in Q1 2020, and recorded by ComReg, was in excess of 100.

In Q1 2020, ComReg's Consumer Care team recorded approximately 23,000 contacts and 9,941 issues. This is a slight increase when compared to Q4 2019, where 9,409 issues were recorded, and approximately 21,000 consumer contacts were received. 85% of all issues recorded were queries and 15% of all issues were complaints. 52% of all issues recorded relate to ECS, 39% relate to PRS, and 9% relate to 'Not for ComReg'/Other. PRS SMS Subscription issues accounted for 38% of all issues recorded.

In Q1 2020, ComReg's Consumer Care team recorded 770 Mobile Service Provider issues for Eir. 384 issues were recorded for 3. 639 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 13.0 working days. The average number of complaints per 100,000 subscribers was 6.2, compared to an average of 5.1 complaints per 100,000 subscribers in Q4 2019.

In Q1 2020, ComReg's Consumer Care team recorded 1,466 Fixed Service Provider issues for Eir. 357 issues were recorded for Sky Ireland Limited. 122 issues were recorded for Virgin Media. 583 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 12.0 working days. The average number of complaints per 100,000 subscribers was 47.7, compared to an average of 39.7 complaints per 100,000 subscribers in Q4 2019.

2: Consumer Contacts

In Q1 2020, approximately 23,000 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 1 below shows the split of these contacts by channel¹ over the last four quarters. In Q1 2020, phone and e-mail/online form continued to be the most popular methods of contact.

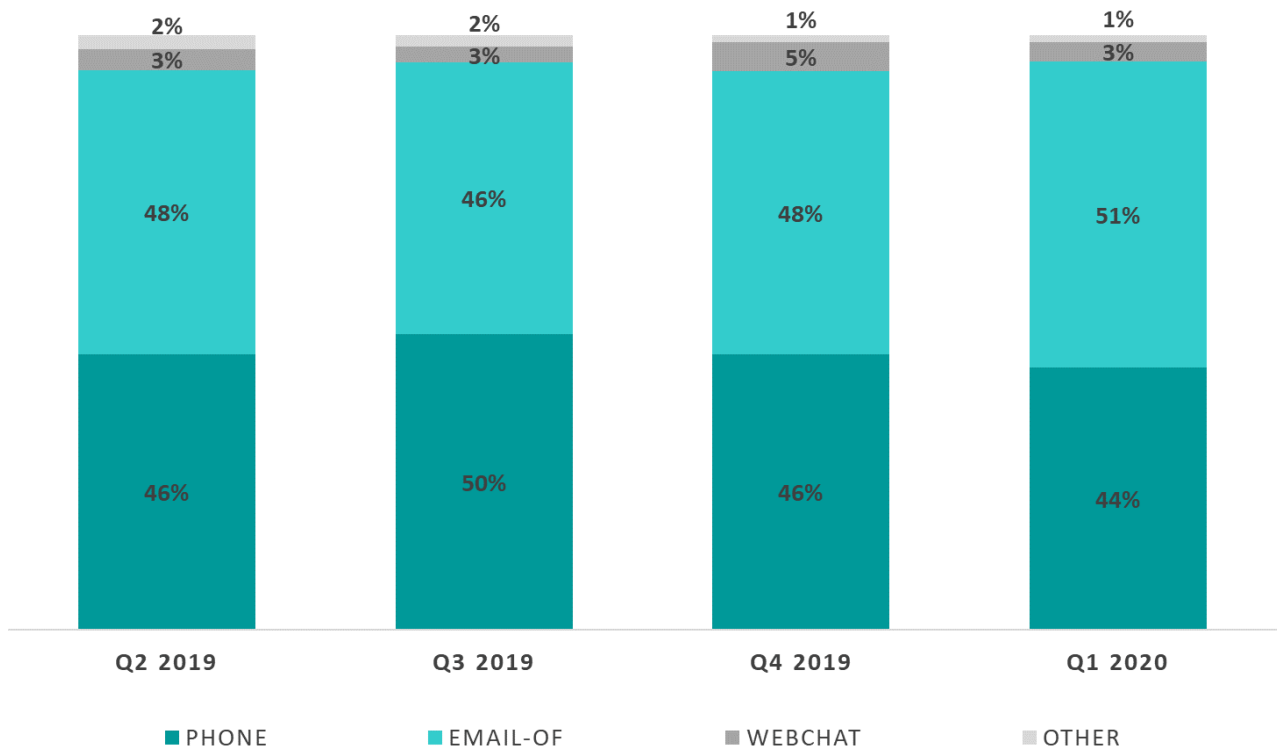


Figure 1: Split of contacts to ComReg’s Consumer Line by channel Q2 2019 – Q1 2020

¹ The contact channel ‘Other’ includes contacts received by letter and SMS. For further details on ComReg’s Consumer Line contact channels, see Annex 1.

3: Consumer Issues Recorded

3.1 All Issues Recorded

In Q1 2020, ComReg recorded 9,941 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 6% increase in the total number of issues recorded compared to Q4 2019; ECS issues decreased by 8%, and PRS issues increased by 38%. Figure 2 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q1 2019 to Q1 2020.

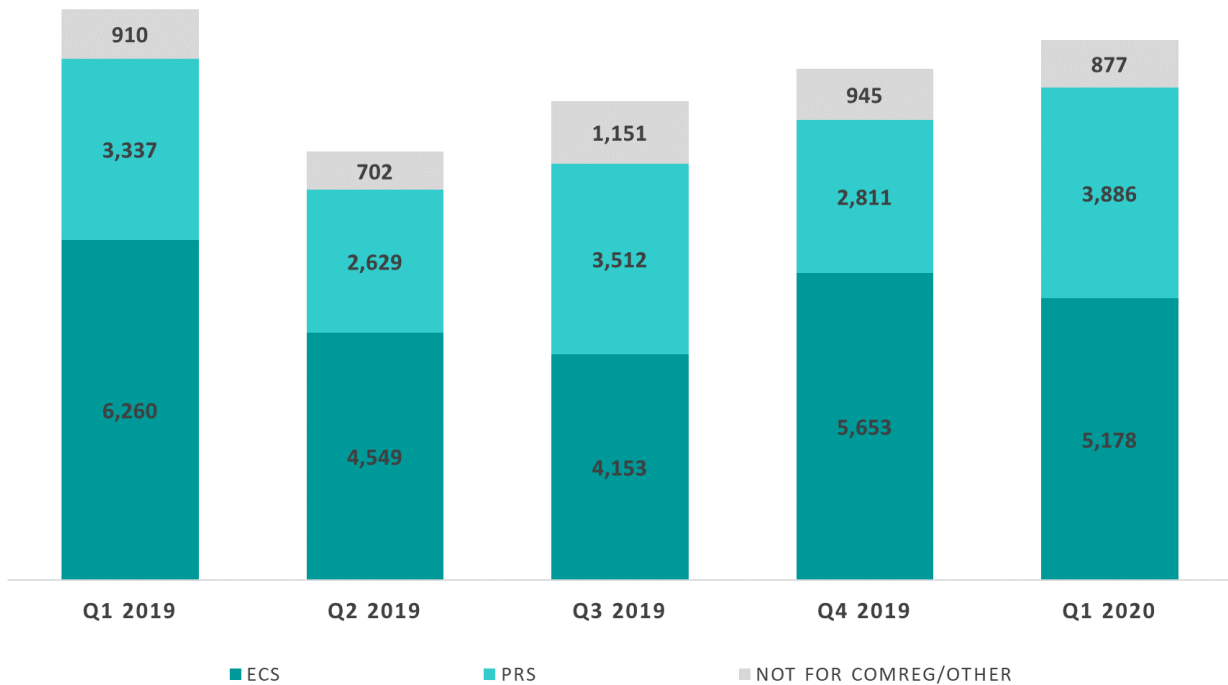


Figure 2: Number of issues recorded Q1 2019 – Q1 2020 by category

In Q1 2020, 52% of all issues recorded were in relation to ECS, while PRS and 'Not for ComReg/Other' issues accounted for 39% and 9% of all other issues, respectively. Figure 3 below shows the split of these three category types.

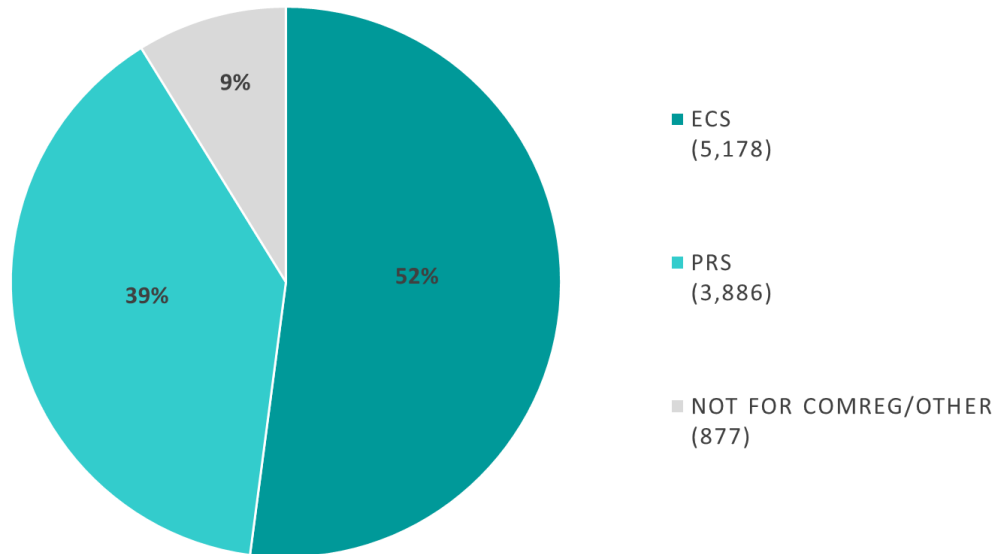


Figure 3: Split of all issues recorded in Q1 2020 by category

3.2 All Issues Recorded by Classification Type²

In Q1 2020, a total of 9,941 issues were recorded by ComReg’s Consumer Line. The categories ECS and PRS are further split by classification type, which indicate the nature of the issue, such as an ECS Billing Issue. Figure 4 below shows the number of issues recorded for each classification type, comparing Q4 2019 to Q1 2020.

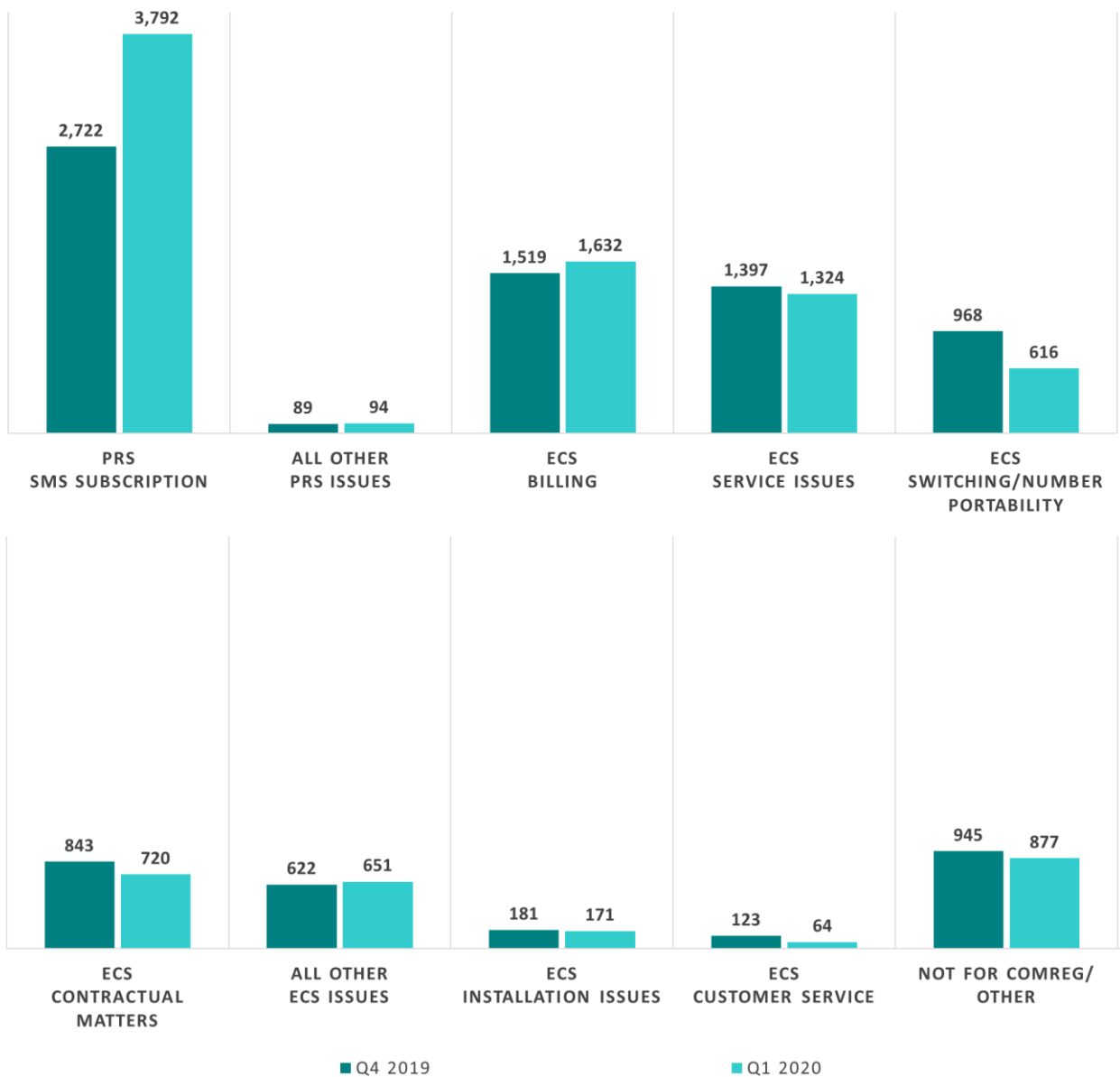


Figure 4: Number of issues recorded by classification type Q4 2019 vs Q1 2020

² See Annex 3 for Classification Type Index and Annex 2 for Mobile Coverage Service Issue details.

3.3 All Issues Recorded by Queries vs Complaints

ComReg’s Consumer Line records two types of issues: queries or complaints. In Q1 2020, 85% of all issues recorded were queries, and 15% were complaints. Of the 8,468 queries recorded in Q1 2020, 48% were in relation to ECS and 41% were in relation to PRS. Of the 1,473 complaints recorded, 73% were in relation to ECS and 27% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 10 and Figure 20.

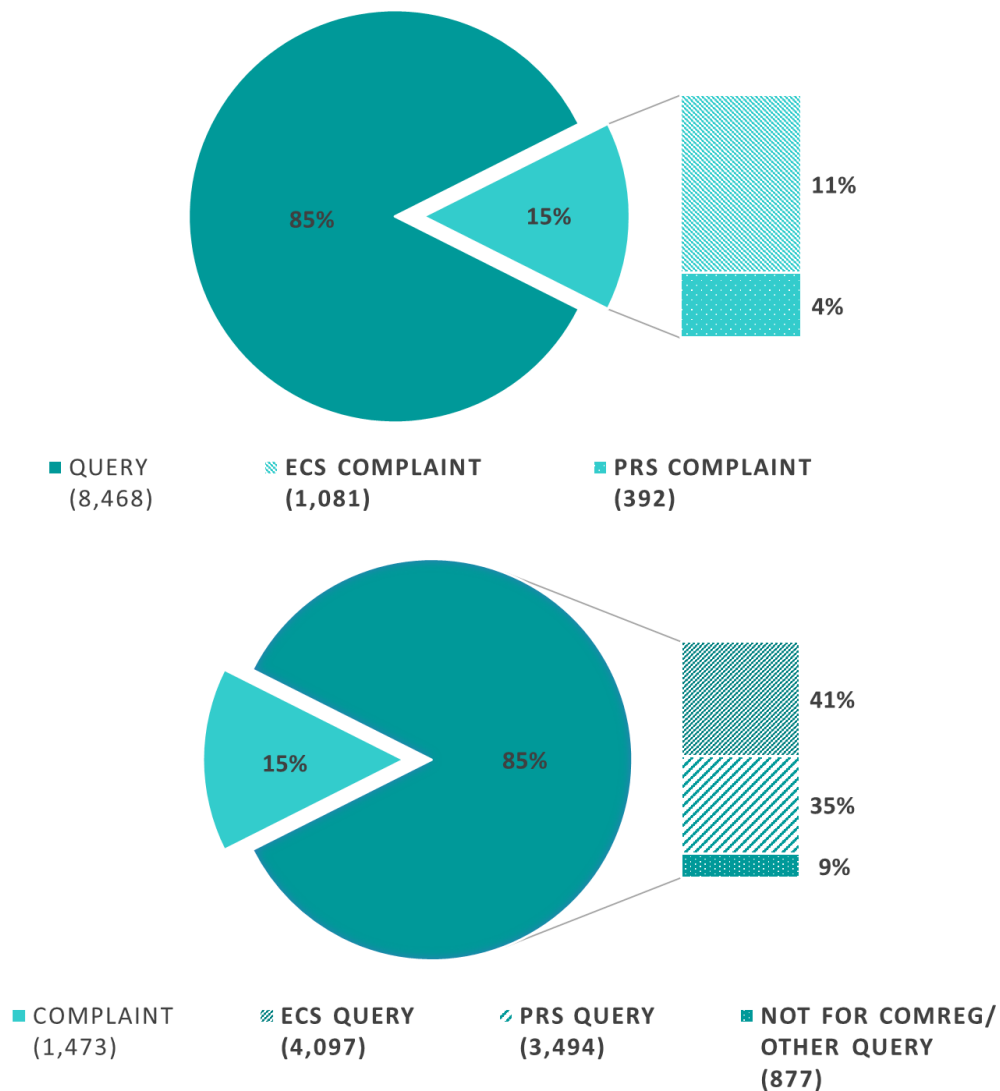


Figure 5: Split of issues recorded by issue type and category Q1 2020

Figure 6 shows the trend of ECS and PRS issues, split by query and complaint, over the last five quarters, which allows for a seasonal comparison of issues recorded in Q1 2019 to Q1 2020. From Q1 2019 to Q1 2020, ECS queries decreased by 30% and PRS queries increased by 14%; ECS complaints increased by 2%, and PRS complaints increased by 40%. See Figure 9 and Figure 19 for a breakdown of ECS complaints by classification.

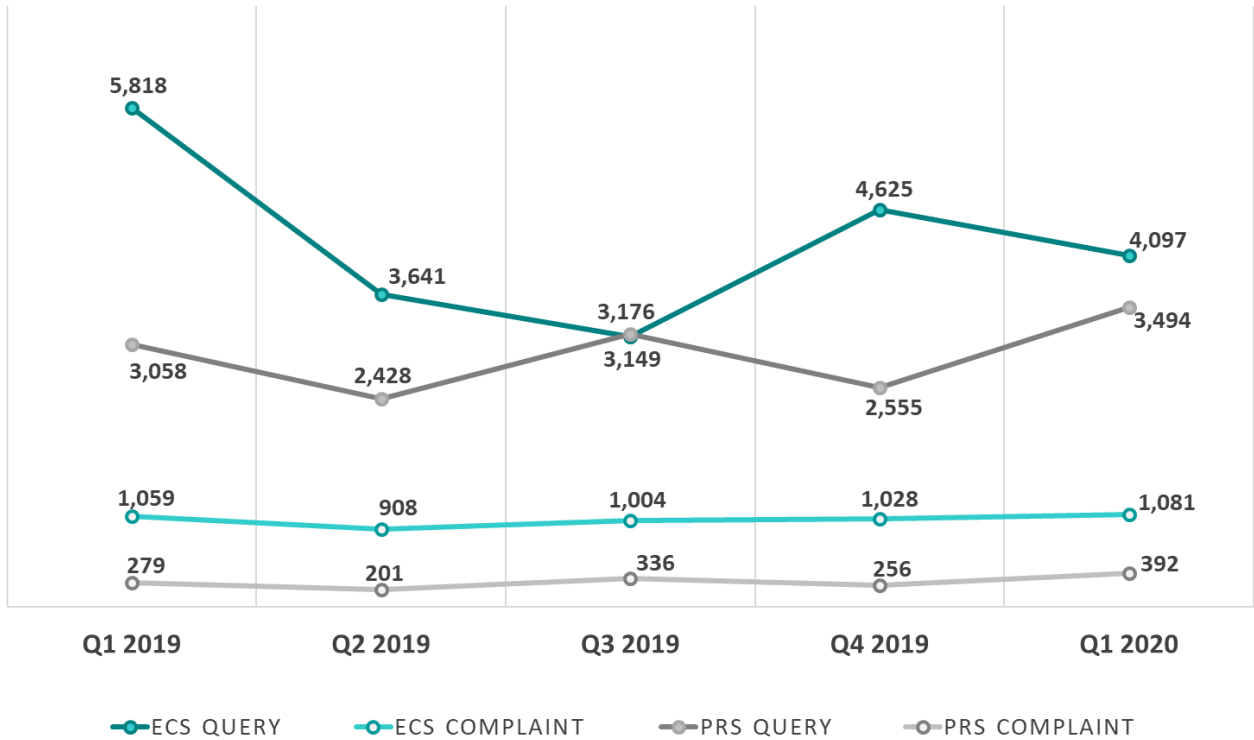


Figure 6: ECS and PRS complaints and queries recorded Q1 2019 – Q1 2020

4: Mobile Service Provider Statistics

4.1 Mobile Service Provider ECS Queries vs Complaints

Figure 7 shows the number of ECS queries and complaints recorded for Eir³, 3 and Vodafone, comparing Q4 2019 to Q1 2020. The overall number of ECS issues decreased by 8% from Q4 2019 to Q1 2020.

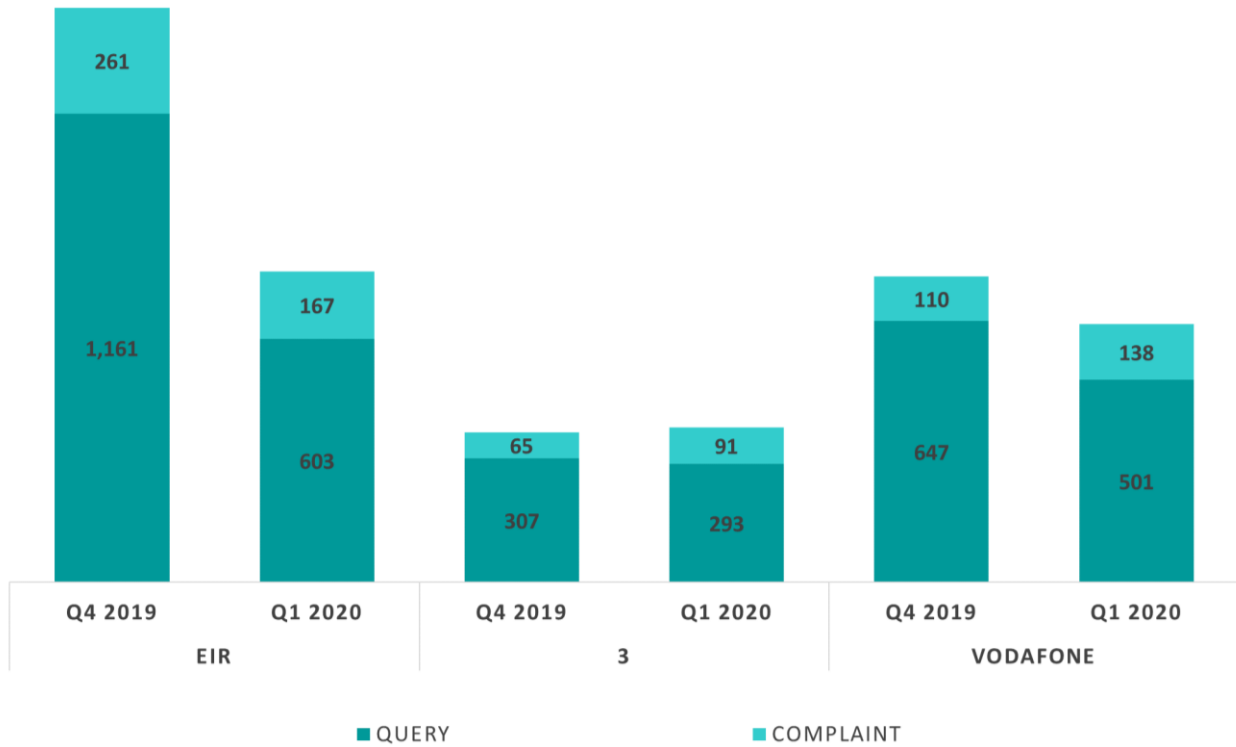


Figure 7: Number of ECS queries and complaints by Mobile Service Provider Q4 2019 vs Q1 2020

³ On this chart, issues recorded for GoMo are included in Eir’s figures.

Figure 8 shows the split of queries to complaints recorded for Eir³, 3 and Vodafone, comparing Q4 2019 to Q1 2020.

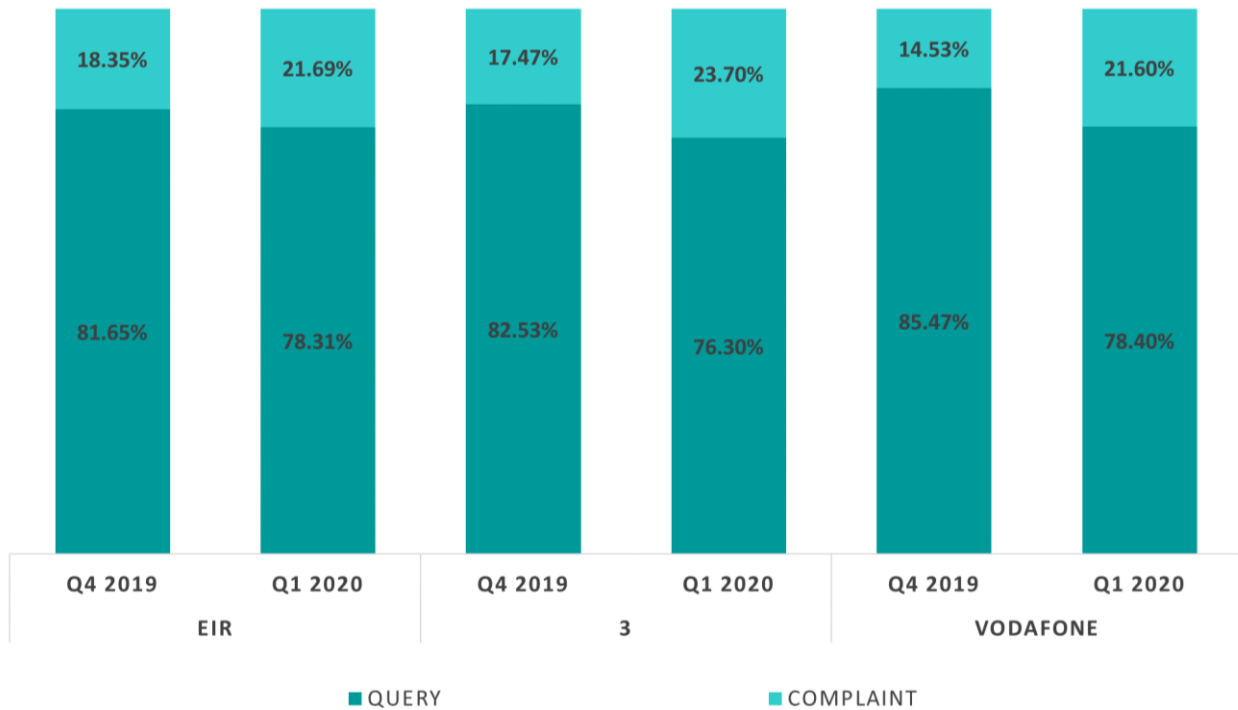


Figure 8: Split of ECS queries and complaints by Mobile Service Provider Q4 2019 vs Q1 2020

4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 9 shows ECS complaints by classification type for each Mobile Service Provider³ listed in Figure 8, comparing Q4 2019 with Q1 2020. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 10.

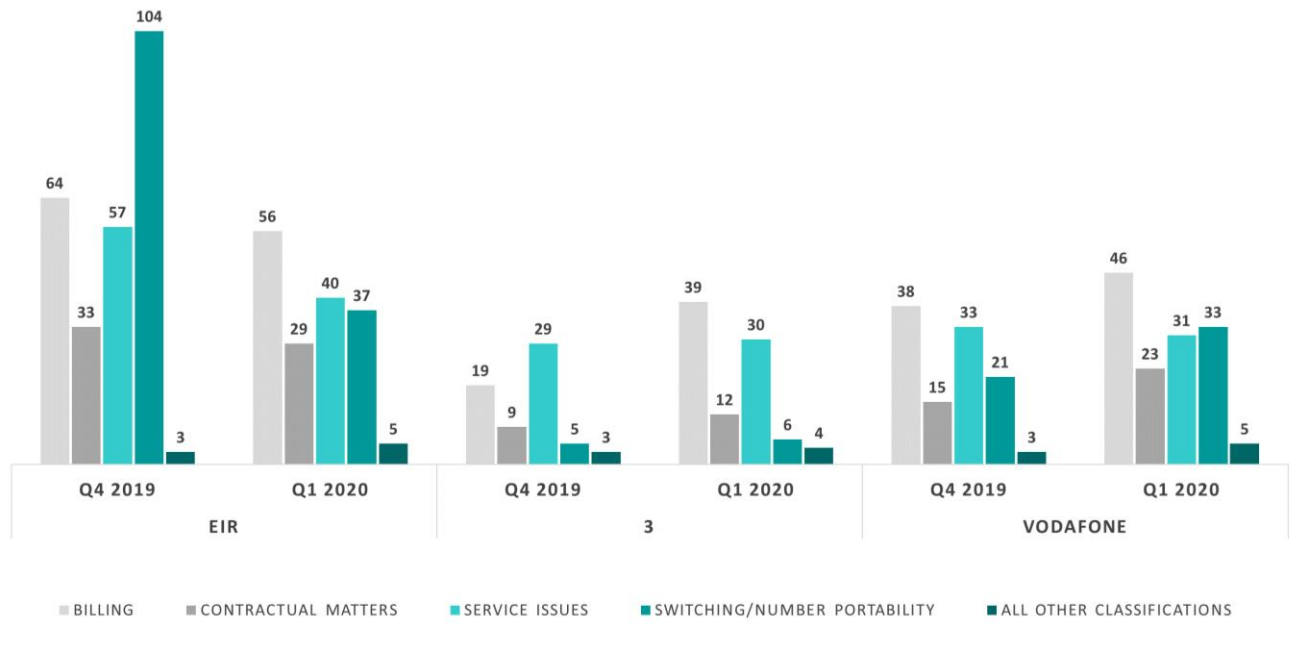


Figure 9: Mobile Service Provider ECS complaints by classification type Q4 2019 vs Q1 2020

4.3 Mobile Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of issues recorded for each Mobile Service Provider listed in Figure 7, as reported by consumers.

Issues Recorded for Mobile Service Providers

	Number of Issues	Percentage of Total Issues Recorded for Service Provider
Eir³		
Billed more than agreed amount	88	11%
Switching/number portability - delay switching	78	10%
Loss of service	60	8%
Billed after cancellation	54	7%
Service availability	45	6%
Switching/number portability - number loss	35	5%
Billed for service not received	35	5%
Mobile coverage	32	4%
Refund not received	28	4%
Terms & conditions - contractual duration	27	4%
3		
Billed more than agreed amount	63	16%
Mobile coverage	30	8%
Switching/number portability - unlock code issue	22	6%
Refund not received	21	5%
Billed for service not received	20	5%
Service issues - intermittent service	20	5%
Service availability	17	4%
Misleading sales	16	4%
Loss of service	15	4%
Terms & conditions - cancellation penalties	13	3%

Vodafone		
Switching/number portability - unlock code issue	128	20%
Billed more than agreed amount	66	10%
Billed after cancellation	43	7%
Loss of service	36	6%
Switching/number portability - delay switching	32	5%
Service availability	29	5%
Mobile coverage	27	4%
Refund not received	23	4%
Billed for service not received	20	3%
Credit not applied	19	3%

Figure 10: Highest number of issues recorded by Mobile Service Provider Q1 2020

4.4 Mobile Service Provider ECS Complaints Closed in Q1 2020

Figure 11 shows the number of ECS complaints closed in Q1 2020, for each Mobile Service Provider³ listed in Figure 7, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q1 2020 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

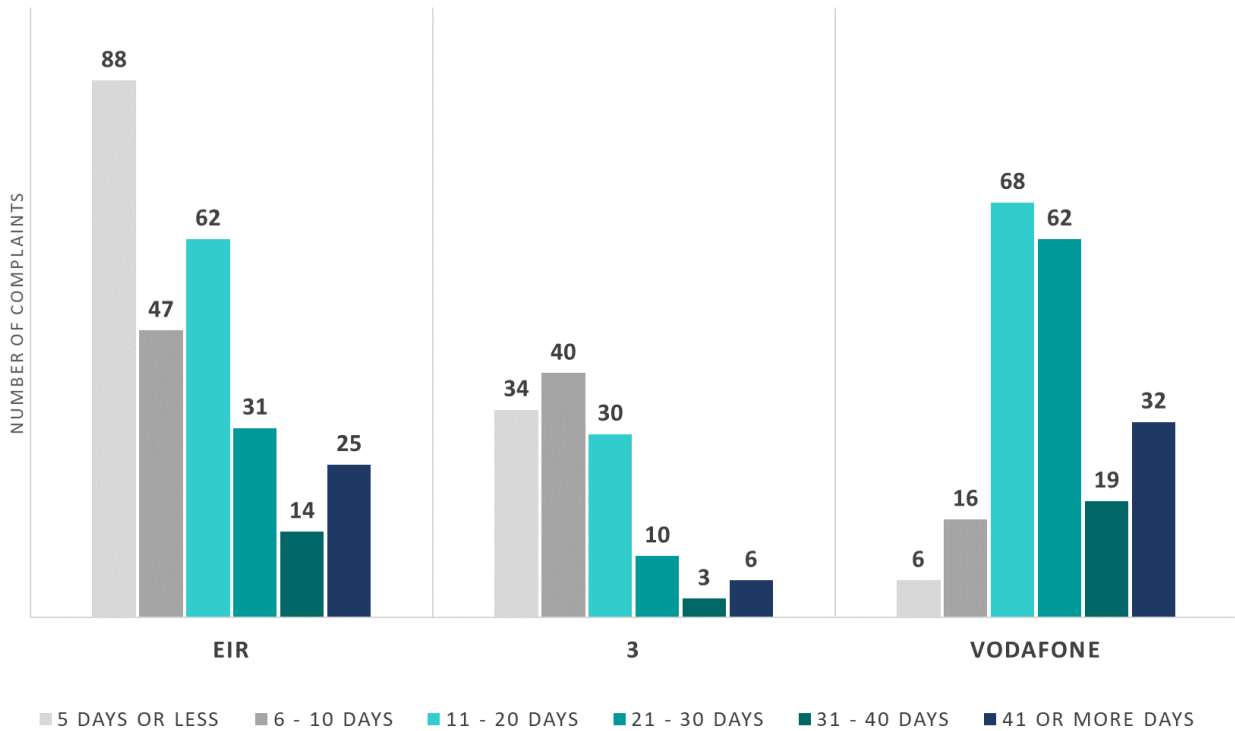


Figure 11: Number of ECS complaints closed in Q1 2020 by Mobile Service Provider and number of working days open

Figure 12 shows the median resolution time for ECS complaints closed in Q1 2020, for each Mobile Service Provider³ listed in Figure 7, broken down by number of working days open (Monday to Friday, and excluding public holidays). The resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Complaints closed within Q1 2020 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 January 2020. The ‘industry median’ is based on all complaints closed in Q1 2020 for all Mobile Service Providers.

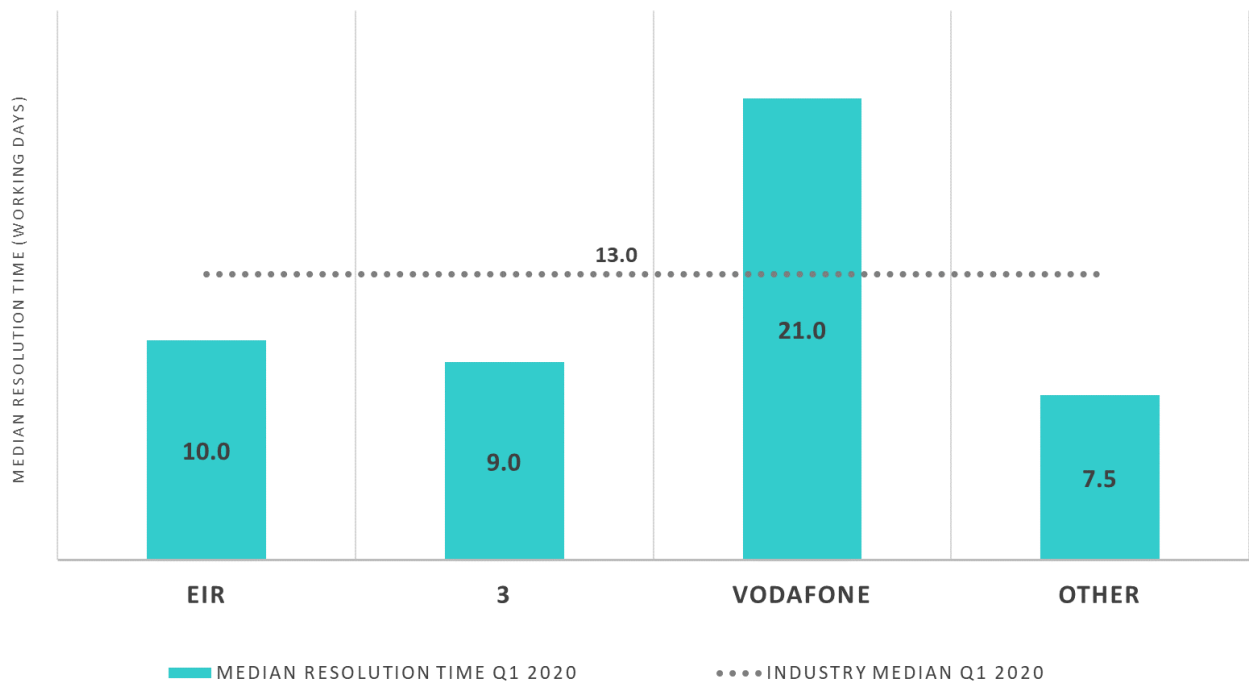


Figure 12: Median complaint resolution time by Mobile Service Provider Q1 2020

4.5 Mobile Service Provider ECS Complaints Open at 31 March 2020

Figure 13 shows the number ECS complaints open at 31 March 2020, for each Mobile Service Provider³ listed in Figure 7, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

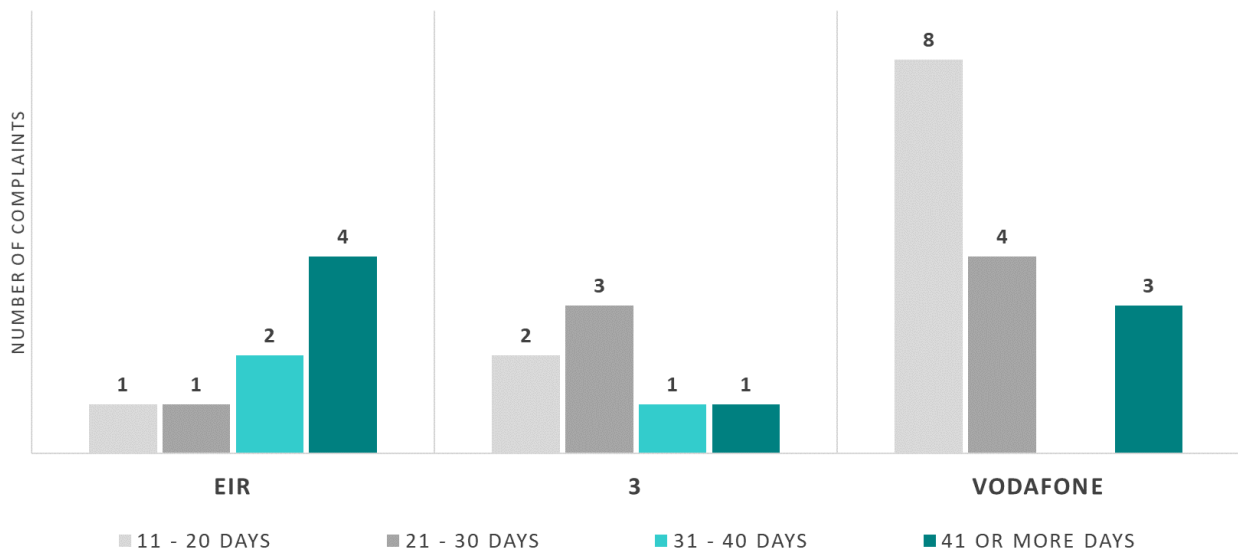


Figure 13: Mobile Service Provider ECS complaints open at 31 March 2020 by number of working days since first escalation

4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 14 below shows the average number of complaints (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider⁴ listed in Figure 7, comparing Q4 2019 to Q1 2020. The ‘industry average’ is based on complaints received for all Mobile Service Providers.

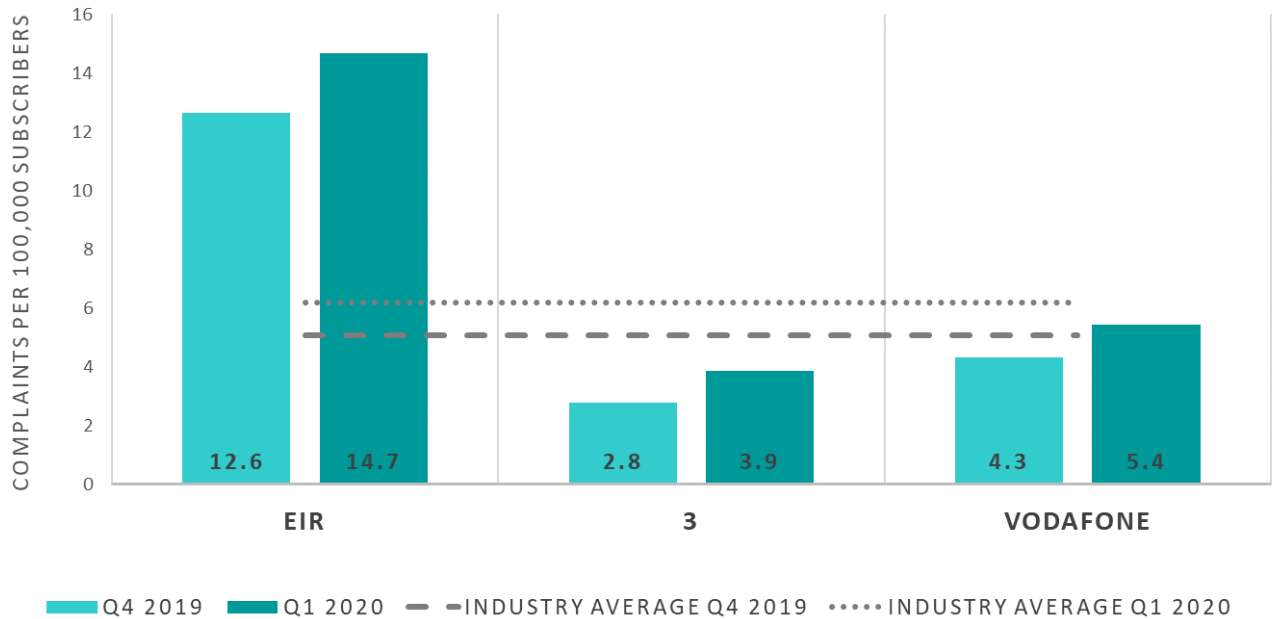


Figure 14: ECS complaints per 100,000 subscribers by Mobile Service Provider Q4 2019 vs Q1 2020

⁴ On this chart, issues recorded for GoMo are not included in Eir’s figures for Q4 2019, but are included in Eir’s figures in Q1 2020.

4.7 Mobile Service Provider PRS Issues

PRS texts are sent to five-digit short codes beginning with the number 5 (e.g. 57XXX), and texts to PRS typically cost more than ordinary texts, depending on the prefix number or short code. Figure 16 below shows the number of PRS issues raised with ComReg's Consumer Line in Q1 2020 split by short code and further split by ECS Service Provider (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).

Short Code	Network Operator & Number of Issues Recorded					
	Eir ³	3	Virgin Media	Vodafone	Other	Total
57977	142	428	17	116	114	817
57976	280	163	29	147	125	744
57721	423	117	2	12	104	658
57710	111	33	0	25	19	188
57030	1	34	0	0	7	42
Other	518	428	34	155	302	1,437
Total	1,475	1,203	82	455	671	3,886

Figure 15: Number of PRS issues recorded by PRS short code and ECS Service Provider Q1 2020

Figure 16 shows the average number of PRS issues recorded (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider⁴ listed in Figure 15, comparing Q4 2019 to Q1 2020.

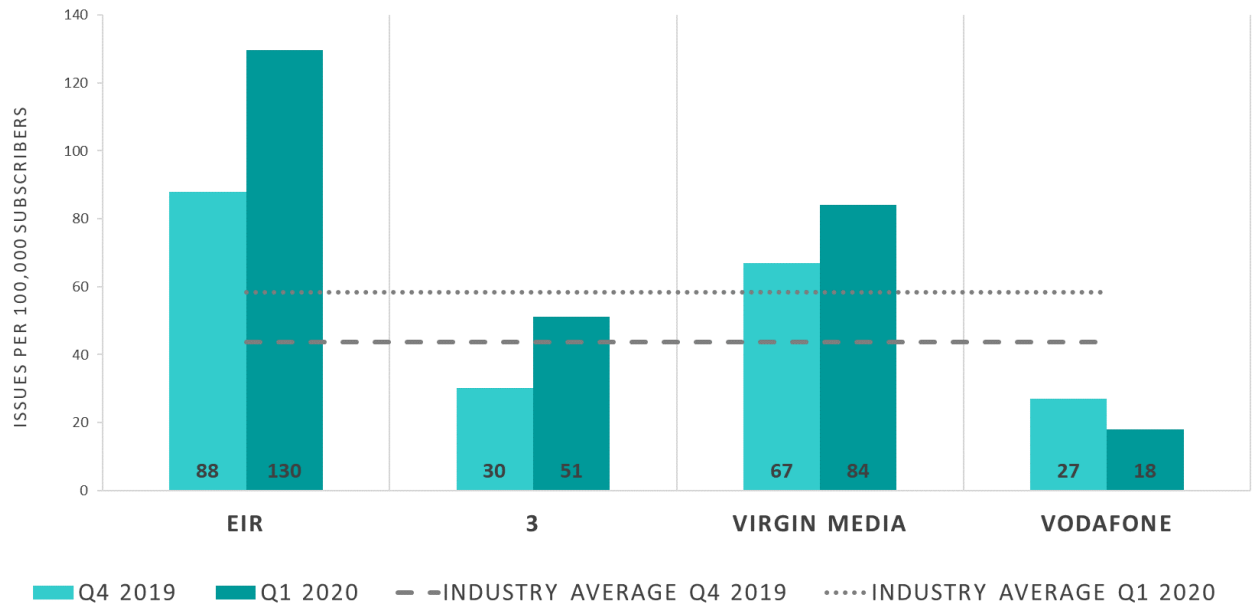


Figure 16: PRS issues by ECS Service Provider per 100,000 subscribers Q4 2019 vs Q1 2020

5: Fixed Service Provider Statistics

5.1 Fixed Service Provider ECS Queries vs Complaints

Figure 17 shows the number of ECS queries and complaints recorded for Eir, Sky Ireland Limited, Virgin Media and Vodafone, comparing Q4 2019 to Q1 2020.

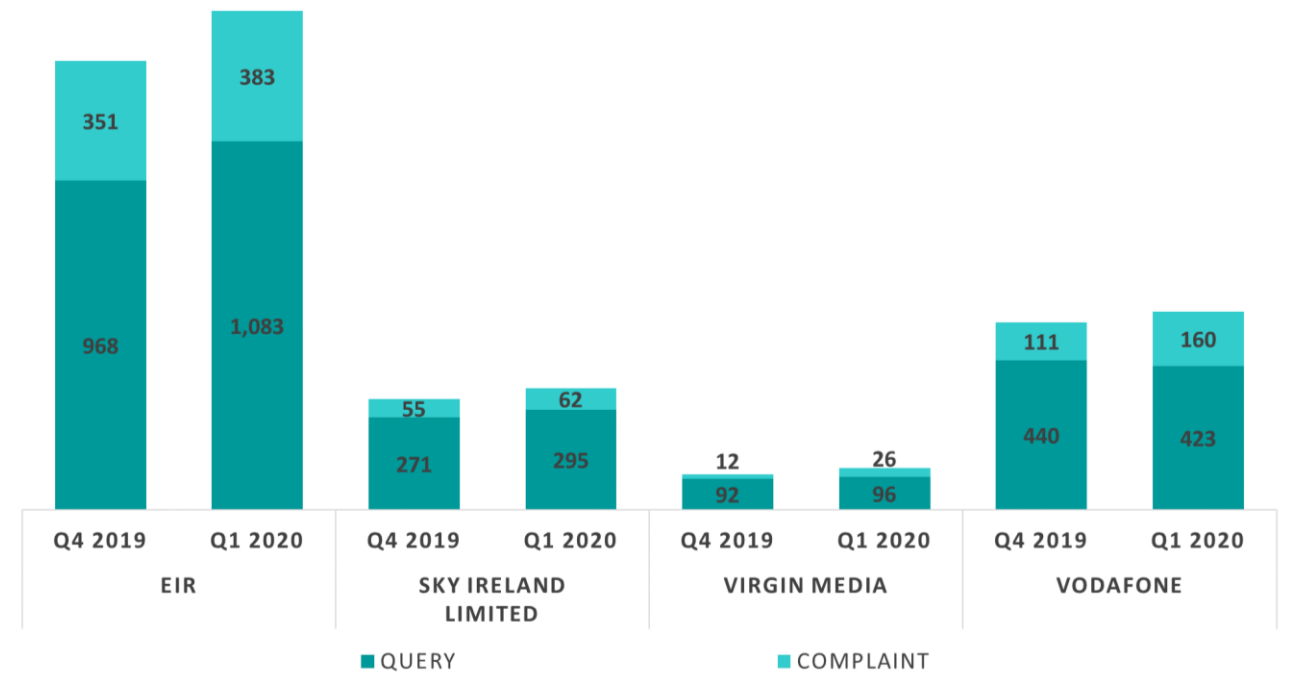


Figure 17: Number of ECS issues queries and complaints by Fixed Service Provider Q4 2019 vs Q1 2020

Figure 18 shows the split of queries to complaints recorded for Eir, Sky Ireland Limited, Virgin Media and Vodafone, comparing Q4 2019 to Q1 2020.

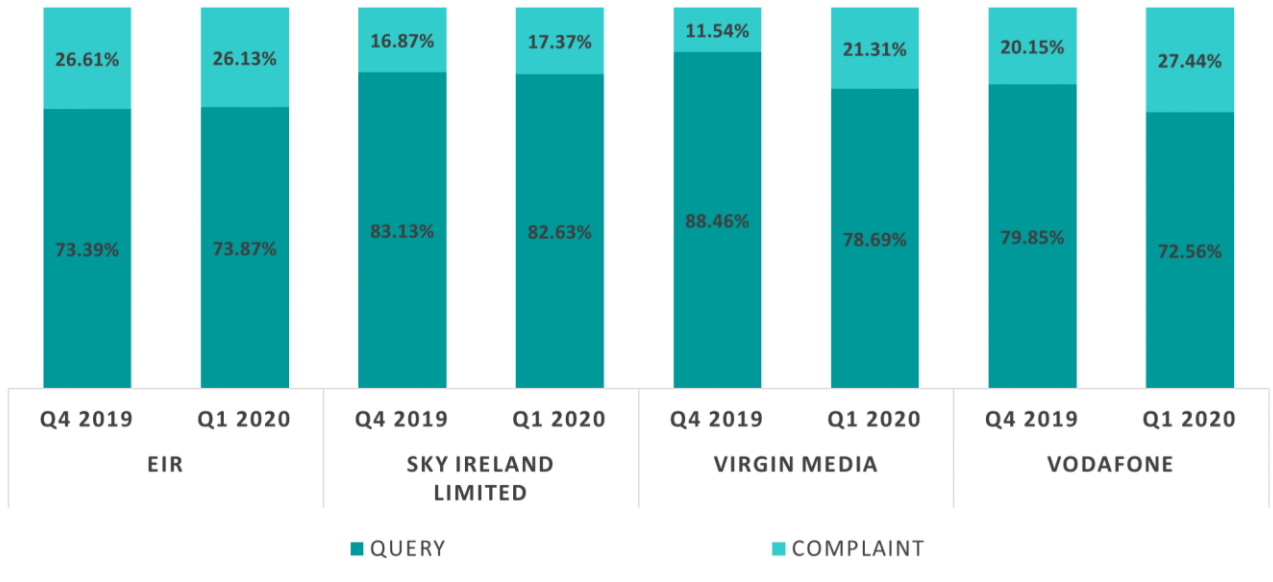


Figure 18: Split of ECS queries and complaints by Fixed Service Provider Q4 2019 vs Q1 2020

5.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 19 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 17, comparing Q4 2019 with Q1 2020. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 20.



Figure 19: Fixed Service Provider ECS complaints by classification type Q4 2019 vs Q1 2020

5.3 Fixed Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of ECS issues recorded for each Fixed Service Provider listed in Figure 17, as reported by consumers.

Issues Recorded for Fixed Service Providers		
	Number of Issues	Percentage of Total Issues Recorded for Service Provider
Eir		
Billed after cancellation	189	13%
Billed more than agreed amount	176	12%
Loss of service	140	10%
Service availability	112	8%
Service issues - e-mail	101	7%
Delay in installation	92	6%
Refund not received	58	4%
Contract termination issues - cancellation procedures	53	4%
Contract termination issues - cancellation not accepted	51	3%
Misleading sales	42	3%
Sky Ireland Limited		
Loss of service	50	14%
Billed after cancellation	41	11%
Contract termination issues - cancellation procedures	31	9%
Billed more than agreed amount	29	8%
Service issues - intermittent service	29	8%
Switching/number portability - UAN/CRN issue	19	5%
Contract termination issues - cancellation not accepted	16	4%
Delay in installation	13	4%
Service availability	13	4%
Billed for service not received	11	3%

Virgin Media		
Billed more than agreed amount	24	20%
Contract termination issues - cancellation procedures	12	10%
Loss of service	9	7%
Terms & conditions - cancellation penalties	6	5%
Billed after cancellation	5	4%
Billed for failed payment charge	5	4%
Misleading sales	4	3%
Contract change notification - contract change notification not received	4	3%
Service issues - intermittent service	4	3%
Bill not received	3	2%
Vodafone		
Loss of service	97	17%
Billed after cancellation	68	12%
Billed more than agreed amount	51	9%
Service issues - intermittent service	46	8%
Service availability	43	7%
Delay in installation	24	4%
Contract termination issues - cancellation procedures	19	3%
Billed for service not received	19	3%
Switching/number portability - UAN/CRN issue	19	3%
Switching/number portability - number loss	18	3%

Figure 20: Highest number of issues recorded by Fixed Service Provider Q1 2020

5.4 Fixed Service Provider ECS Complaints Closed in Q1 2020

Figure 21 below shows ECS complaints closed in Q1 2020, for each Fixed Service Provider listed in Figure 17, broken down by number of working days. Complaints closed within Q1 2020 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

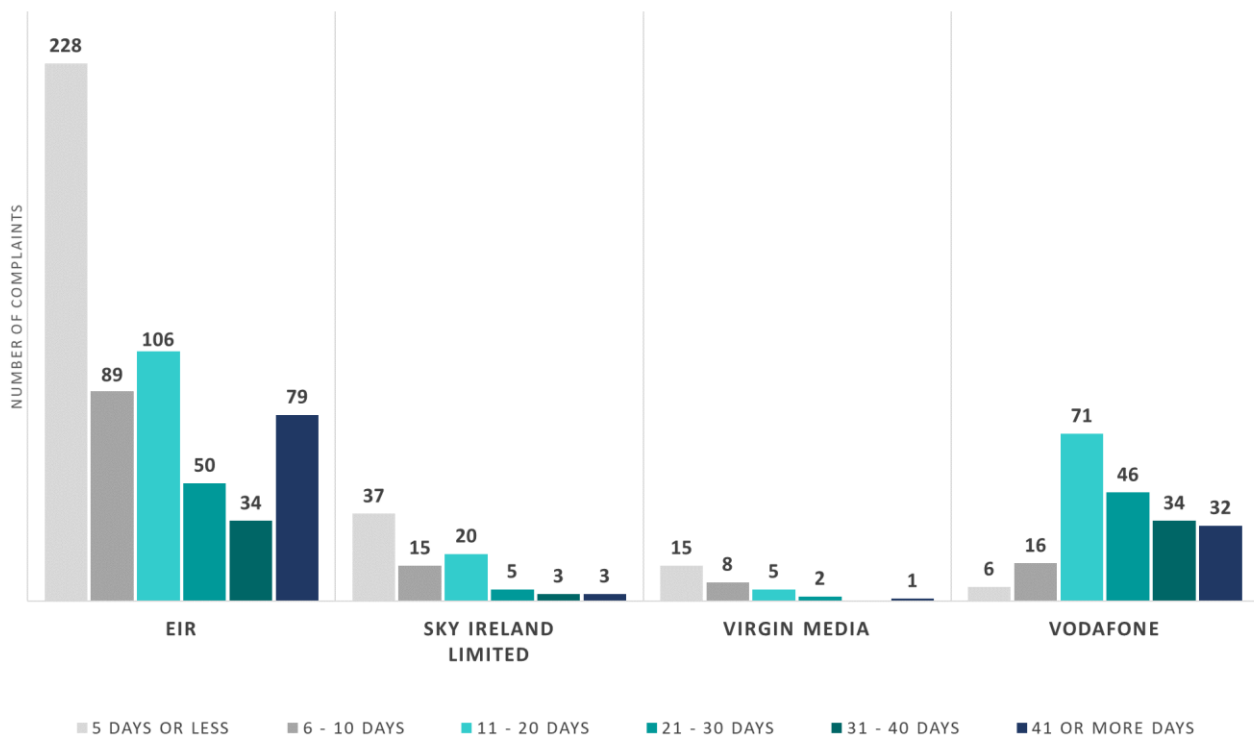


Figure 21: Number of Fixed Service Provider ECS complaints closed in Q1 2020 by number of working days open

Figure 22 shows the median resolution time for ECS complaints closed in Q1 2020, for each Fixed Service Provider listed in Figure 17, broken down by number of working days open (Monday to Friday, and excluding public holidays). The resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Complaints closed within Q1 2020 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 January 2020. The 'industry median' is based on all complaints closed in Q1 2020 for all Fixed Service Providers.

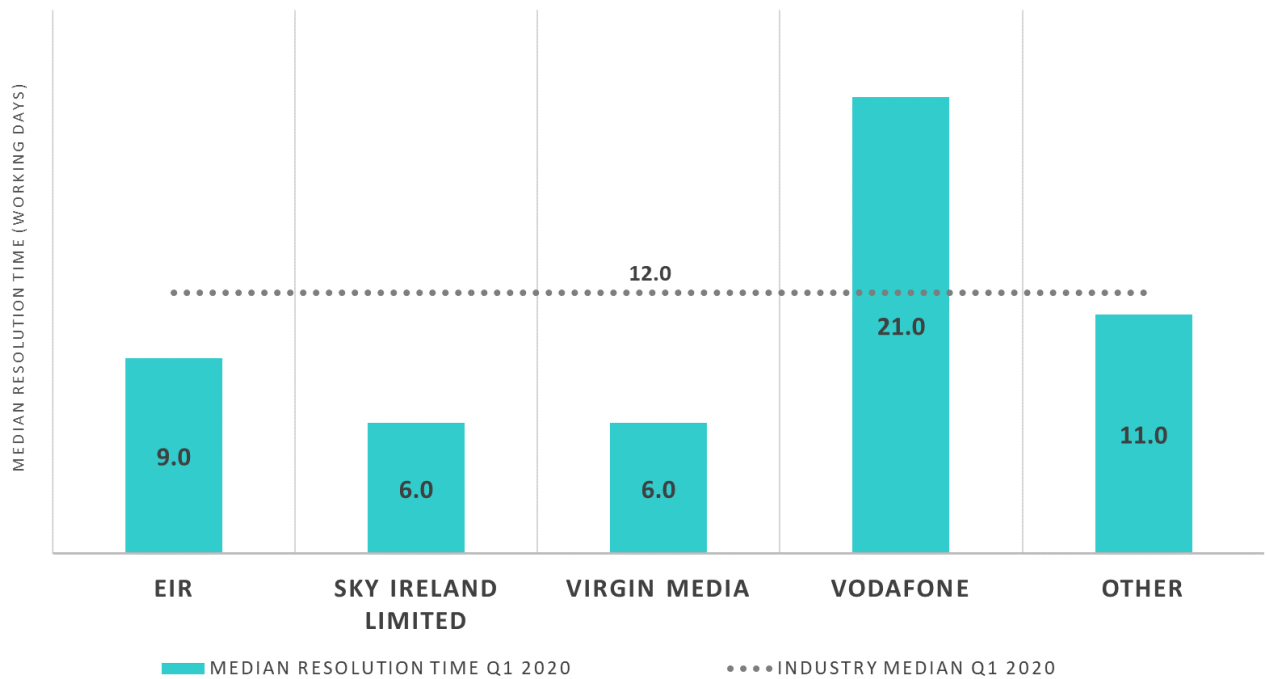


Figure 22: Median complaint resolution time by Fixed Service Provider Q1 2020

5.5 Fixed Service Provider ECS Complaints Open at 31 March 2020

Figure 23 shows the number of ECS complaints open at 31 March 2020, for each Fixed Service Provider listed in Figure 17, broken down by number of working days elapsed since they were first escalated to the Service Provider.

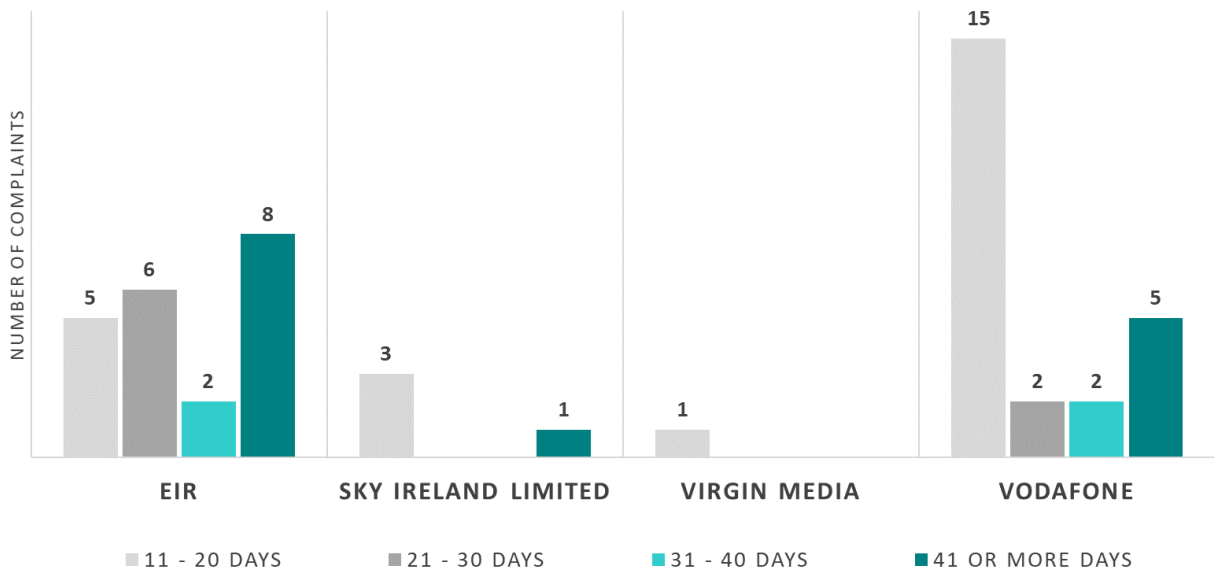


Figure 23: Fixed Service Provider ECS complaints open at 31 March 2020 by number of working days since first escalation

5.6 Fixed Service Provider ECS Complaints per 100,000 Subscribers

Figure 24 below shows the average complaint rate per 100,000 subscribers for each Fixed Service Provider listed in Figure 17, comparing Q4 2019 to Q1 2020. The ‘industry average’ is based on complaints received for all Fixed Service Providers.

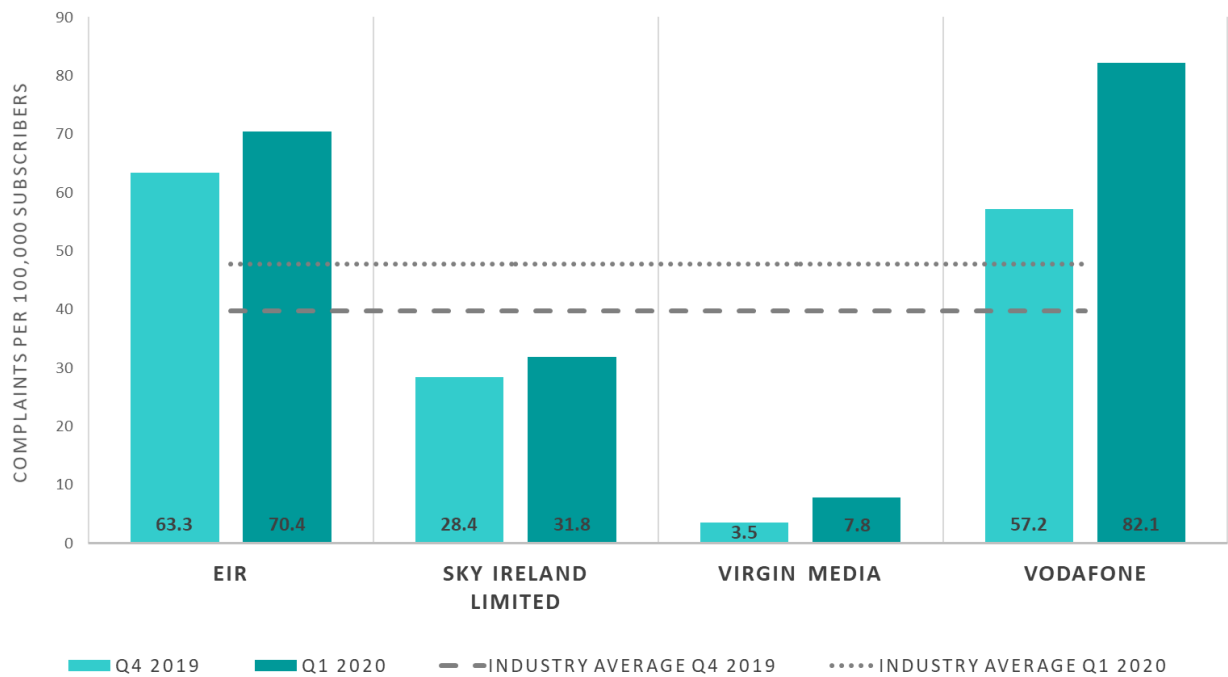


Figure 24: ECS complaints by Fixed Service Provider per 100,000 subscribers Q4 2019 vs Q1 2020

Annex 1: ComReg Consumer Line Contact Details



*The message will be charged at the standard text rate. 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. Please use keyword *ASKCOMREG* in all text messages, including replies.

Annex 2: Mobile Coverage Statistics

Figure 25 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider³ listed in Figure 7, comparing Q4 2019 to Q1 2020.

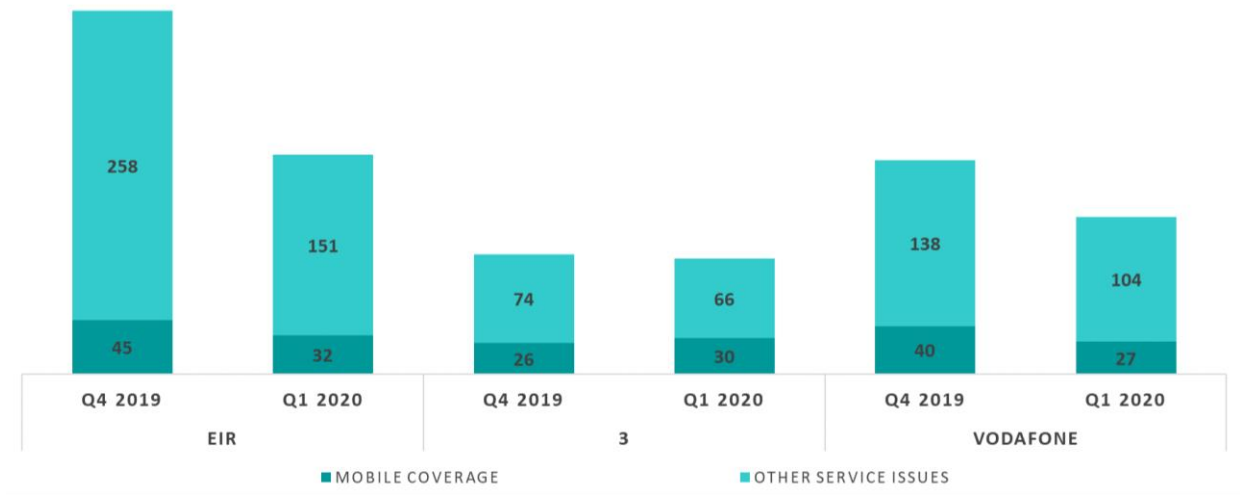
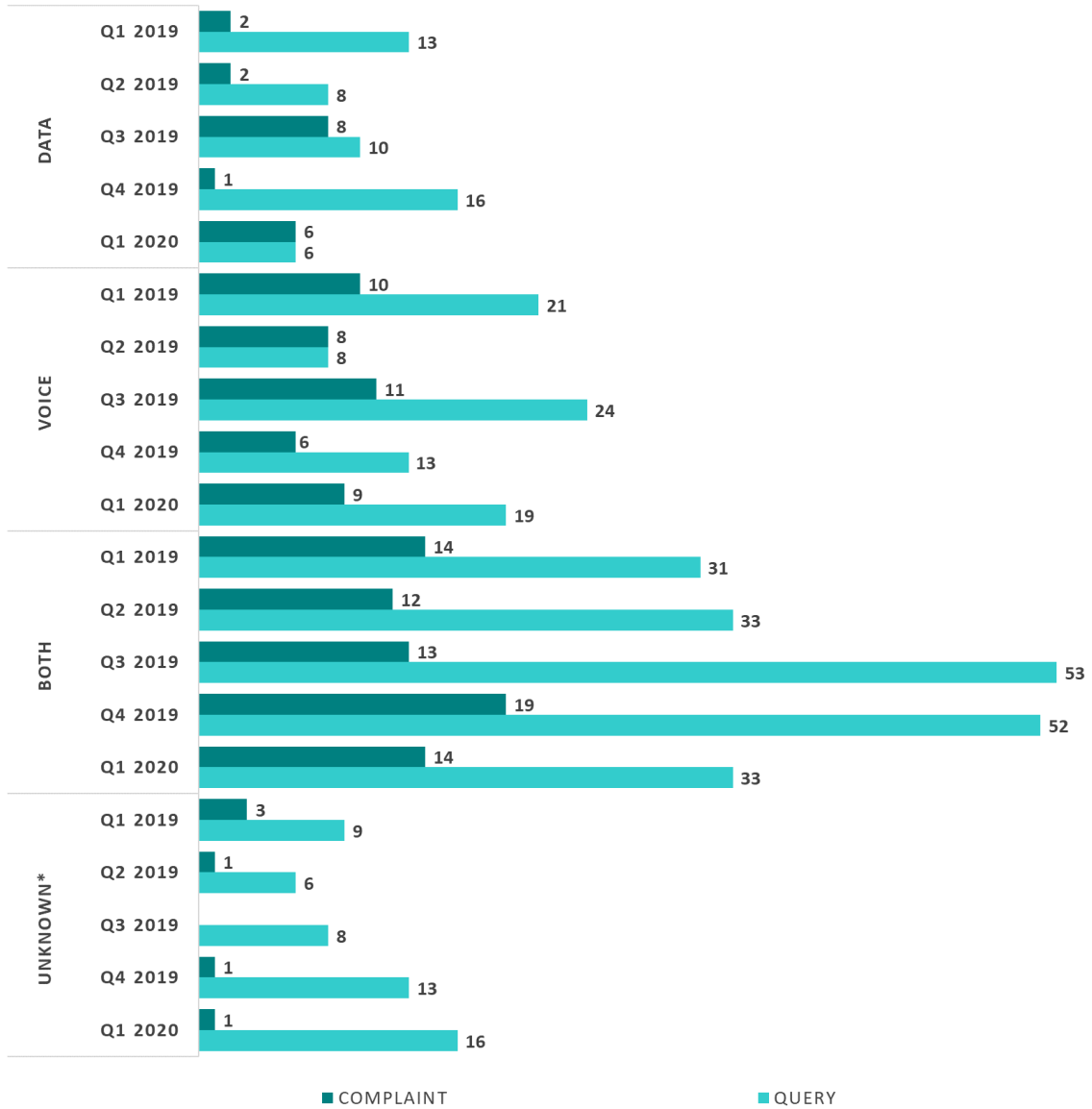


Figure 25: Number of ECS service issues by Mobile Service Provider Q4 2019 vs Q1 2020



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

Figure 26: Mobile Coverage Issues by Type Q1 2019 – Q1 2020

Figure 27 shows the average number of mobile coverage issues recorded (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider⁴ listed in Figure 7. The ‘industry average’ is based on mobile coverage issues recorded for all Mobile Service Providers.

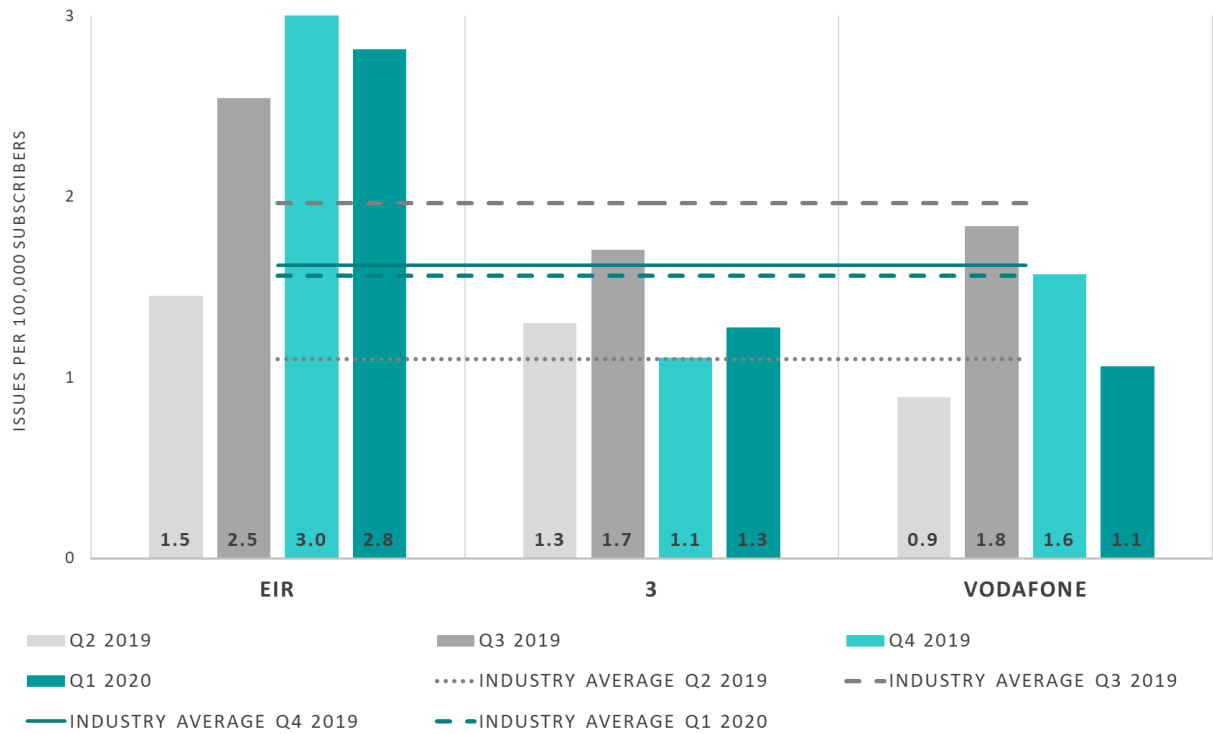


Figure 27: Mobile Coverage issues (per 100,000 Subscribers) Q2 2019 – Q1 2020

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types⁵ relevant to highest volume issues recorded in Q1 2020.

Billing includes:

- Bill not received
- Billed after cancellation
- Billed for failed payment charge
- Billed for service not received
- Billed more than agreed amount
- Credit not applied
- Refund not received

Contractual Matters includes:

- Contract change notification - contract change notification not received
- Contract termination issues - cancellation procedures
- Contract termination issues - cancellation not accepted
- Misleading sales
- Terms and conditions - cancellation penalties
- Terms and conditions - contractual duration

Service Issues includes:

- E-mail issue
- Intermittent service
- Loss of service
- Mobile coverage
- Service availability

Installation Issues includes:

- Delay in installation

Switching/Number Portability Issues includes:

- Delay switching
- Number loss
- UAN/CRN
- Unlock code issue

⁵ Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

Legal Disclaimer

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