



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q2 2018 – 1 April to 30 June 2018

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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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. Whilst all methods of contact offered are set out in Annex 1 calls and emails account for over 90% of contact methods used.¹
3. Based on the contacts to the Consumer Line ComReg publishes quarterly statistics in respect of the issues² raised by consumers. This publication reflects the period from 1 April 2018 to 30 June 2018.
4. This publication provides detail in relation to both the number and type of issues which consumers contacted our Consumer Line with during Q2 2018 and also includes details of total issues recorded in Q1 2018 and/or since Q2 2017, for comparative purposes.
5. The report highlights that the overall number of issues recorded by ComReg's Consumer Line has decreased since Q1 2018, with this figure also lower than the equivalent in Q2 2017. The ratio of complaints to queries decreased from Q1 2018 to Q2 2018 and the most common classifications of ECS issues consistently show as Billing, Contractual Matters and Service Issues over the last 5 quarters.
6. Both mobile and fixed line issues recorded by ComReg's Consumer Line and noted in this publication decreased from Q1 2018 to Q2 2018, while PRS issues increased for the same period.

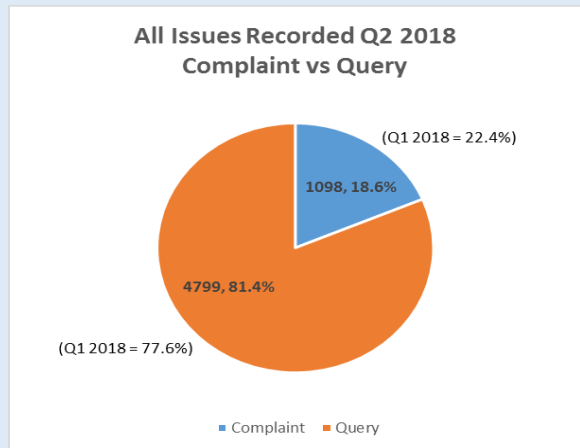
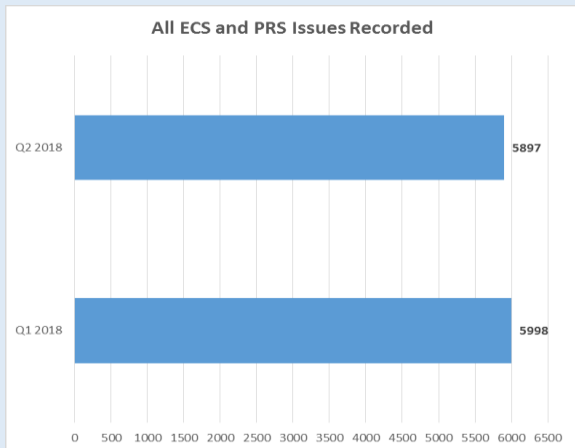
¹ Annex 1 provides details of how to contact ComReg's Consumer Line

² Issues are classified in accordance to the main categories as set out in Annex 2

1.1 ComReg Consumer Line Dashboard

SECTION 2 CONSUMER CONTACTS AND SATISFACTION	Q1 2018	Q2 2018
Overall contacts to ComReg’s Consumer Line (approx.)	16,500	16,000
Satisfaction with service received from ComReg’s Consumer Line	73%	80%

SECTION 3 ALL ISSUES RECORDED



SECTION 4 MOBILE SERVICE PROVIDER STATISTICS

SECTION 5 FIXED SERVICE PROVIDER STATISTICS

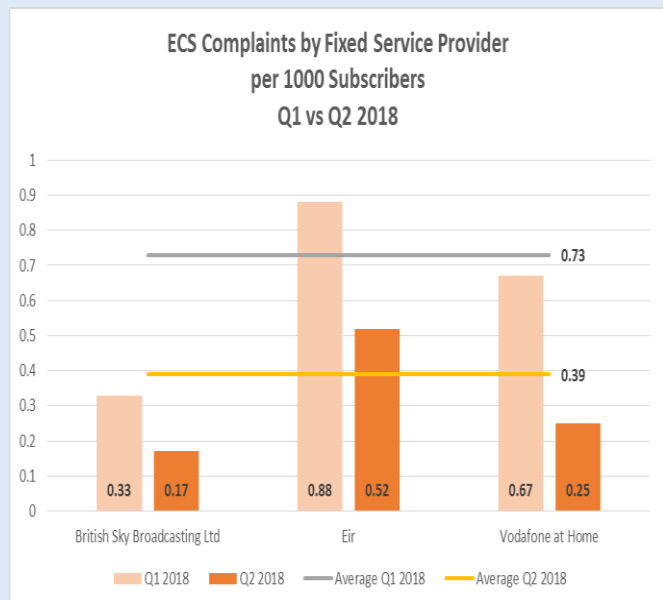
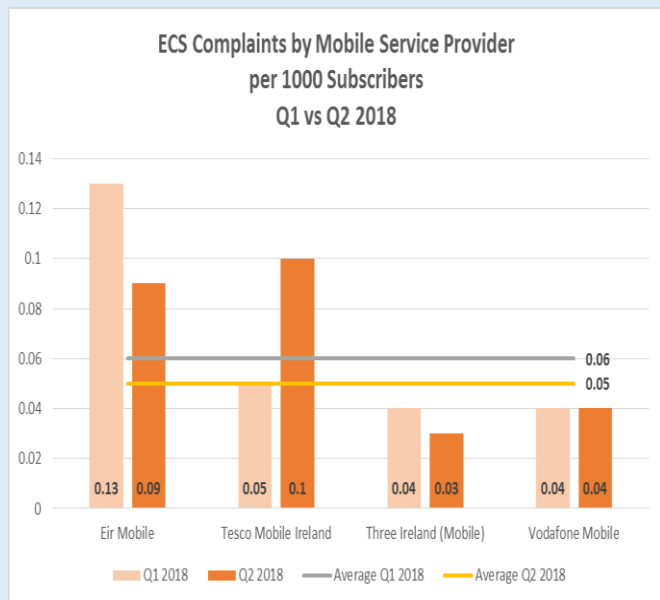


Figure 1: Consumer Line Key Summary Statistics

2: Consumer Contacts, Satisfaction and Open Cases

7. In Q2 2018, approximately 16,000 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 52% of contacts received via this method.

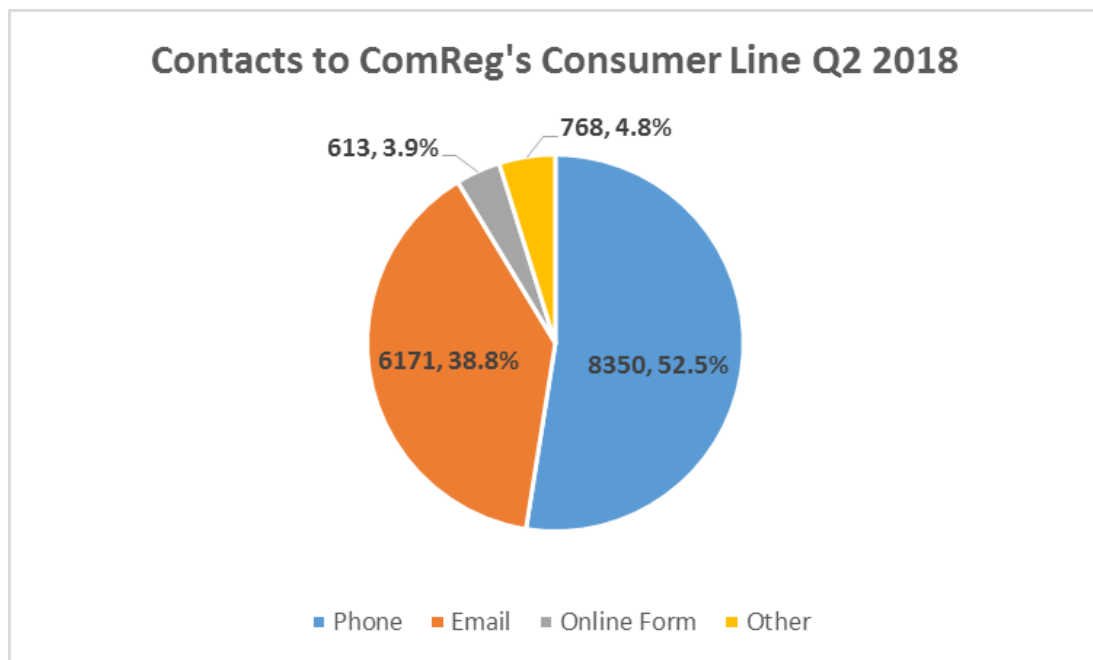


Figure 2: Contacts to ComReg's Consumer Line Q2 2018

8. 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 – 5.³
9. Of the 8,350 consumers who contacted ComReg's Consumer Line via phone in Q2 2018, 3.3%⁴ (279) fully completed the consumer survey which was available in April and May. Figure 3 overleaf details the questions contained in the survey and the results.

³ 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.

⁴ Consumer Survey was not available in June 2018.

Question	Q1 2018	Q2 2018
Q1: How satisfied are you with how the ComReg agent you just spoke to handled your call?	4.08	4.19
Q2: How helpful has your contact with ComReg been in helping you to progress the operator issue you raised?	4.01	4.09
Q3: How satisfied are you with how your operator handled your issues before you contacted ComReg?	1.56	1.74
Q4: Would you recommend our (ComReg) service to family/friends?	3.66	3.98

Figure 3: ComReg's Consumer Line Survey Results Q1 2018 vs Q2 2018

10. As at 30 June 2018 259 consumer cases were open, of which 162 consumer cases were open more than 10 working days, of which 67% are ECS complaints and 33% PRS complaints.⁵ A further split of the ECS consumer cases open more than 10 working days, 27% were open 20 working days or less, with a further 22% open 30 working days or less and 51% open more than 30 working days
11. The split between service provider as set out in figure 4 shows the majority of cases open more than 10 working days to be Eir customers, however the number of Eir cases as a percentage of all ECS cases open more than 10 working days reduced from 48% in Q1 2018 to 42% in Q2 2018.

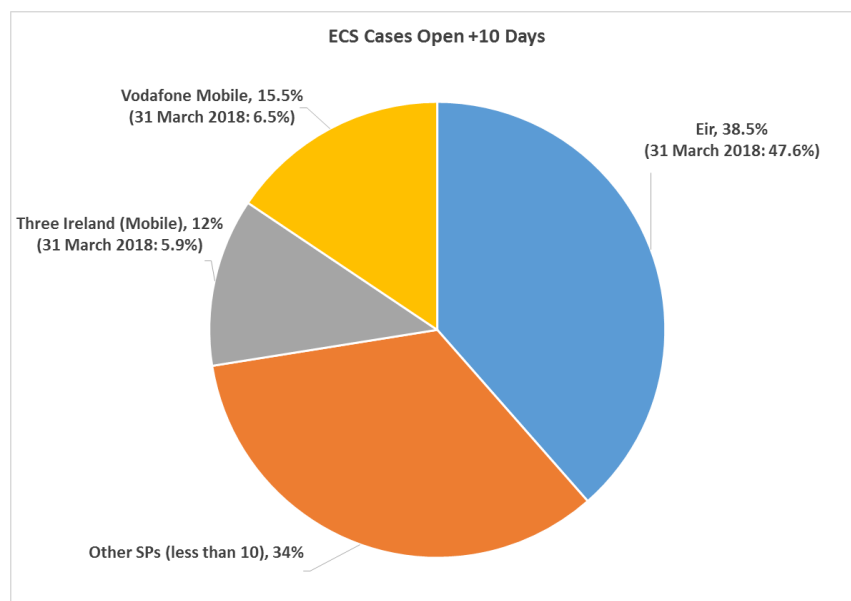


Figure 4: ComReg's Consumer Line ECS Cases Open + 10 days at 30 June 2018

⁵As at 31 March 2018, 463 consumer cases were open. Of this number, 191 consumer cases were open more than 10 working days, with 89% of these relating to ECS issues and 11% relating to PRS issues.

3: All Issues Recorded

12. In Q2 2018, a total of 5,897 issues were recorded by ComReg's Consumer Line. The trend in figure 5 below shows that, compared with Q1 2018, there was an overall decrease of 2% in the number of issues recorded. This decrease can be explained by the reduction of ECS issues (including Not for ComReg) by 20%, from 4,195 in Q1 2018 to 3,364 in Q2 2018, despite a 40% increase in PRS issues recorded during the same period.

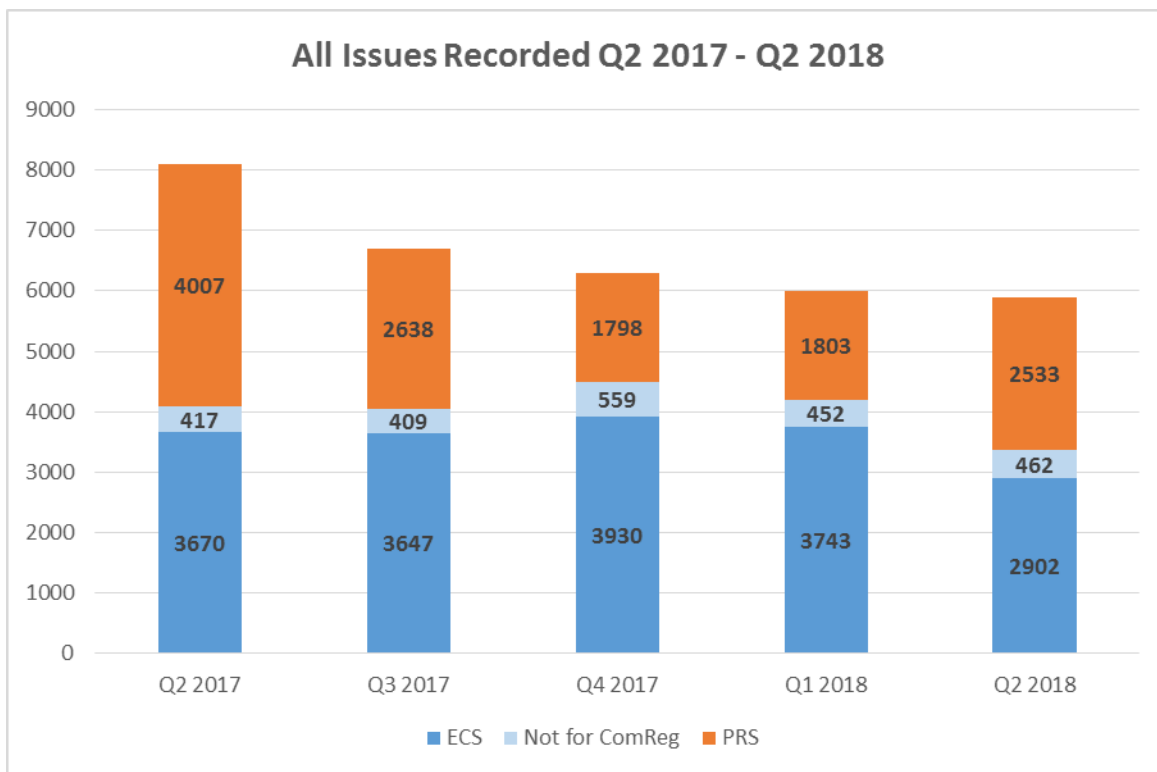


Figure 5: All Issues Recorded Q2 2017 – Q2 2018

13. Figure 5 also highlights that the total number of issues recorded has decreased by 27% from Q2 2017 to Q2 2018, with PRS and ECS issues (including Not for ComReg) reducing by 37% and 18% respectively during this period.

3.1 All Issues Recorded by Classification Type

14. Figure 6 shows the breakdown by classification type for issues recorded in Q2 2018 compared with Q1 2018.

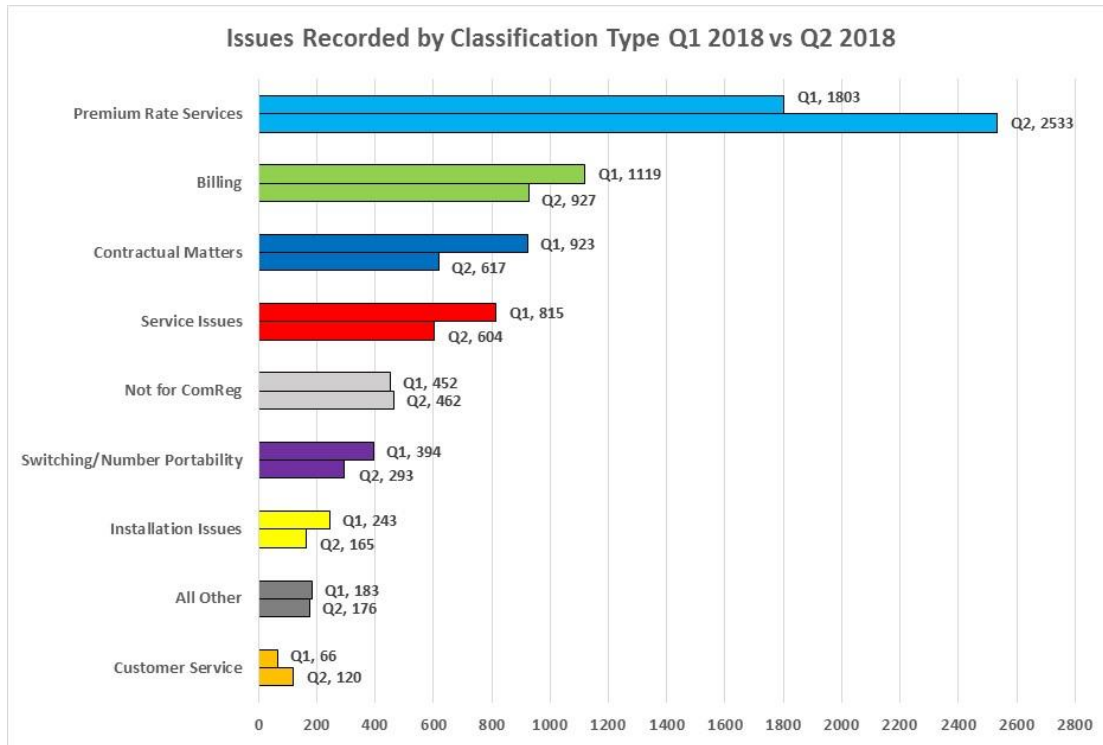


Figure 6: All Issues Recorded by Classification Type Q1 2018 vs Q2 2018

15. The top three ECS classifications -billing issues, contractual matters and service issues account for 36% of all issues recorded (compared with 48% in Q1 2018). Whilst billing and service issues decreased by 15% and 12% respectively, contractual matters decreased by 36% from Q2 2017 to Q2 2018.

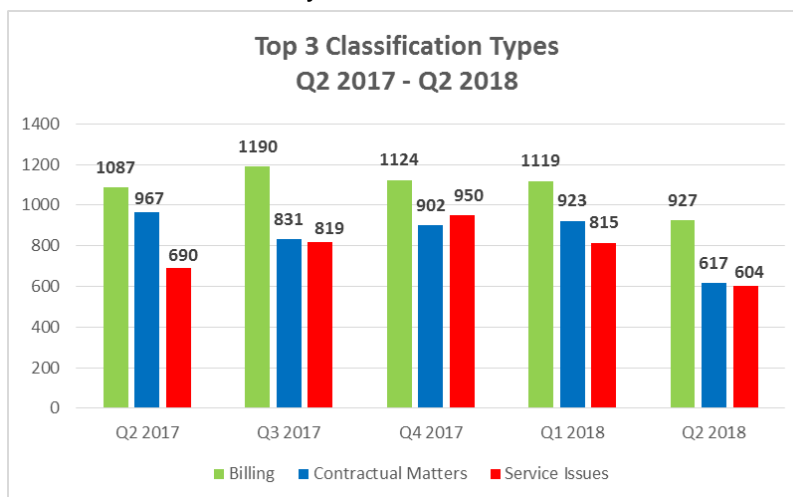


Figure 7: Top 3 Classification Types Q2 2017 – Q2 2018

3.2 All Issues Recorded by Complaints vs Queries

16. The overall ratio of complaints to queries has decreased to 19% in Q2 2018. This is further split for ECS 22% and PRS 14%

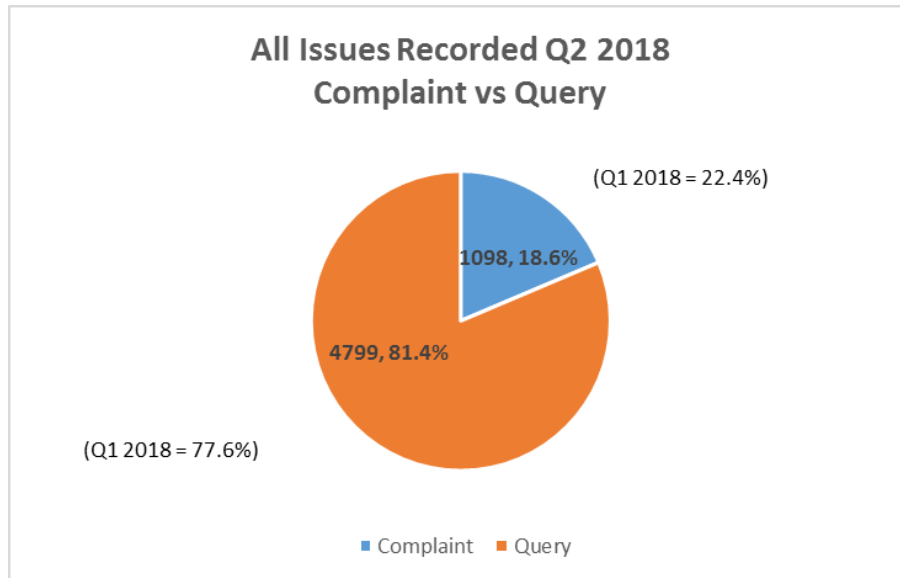


Figure 8: Breakdown of All Issues Recorded by Complaint and Query Q2 2018

17. Figure 9 gives a breakdown of complaints and queries by ECS and PRS, over the last 5 quarters. Whilst PRS complaints decreased by 51% Q2 17 to Q1 18, this quarter there is a 61% increase from Q1 2018 to Q2 2018.

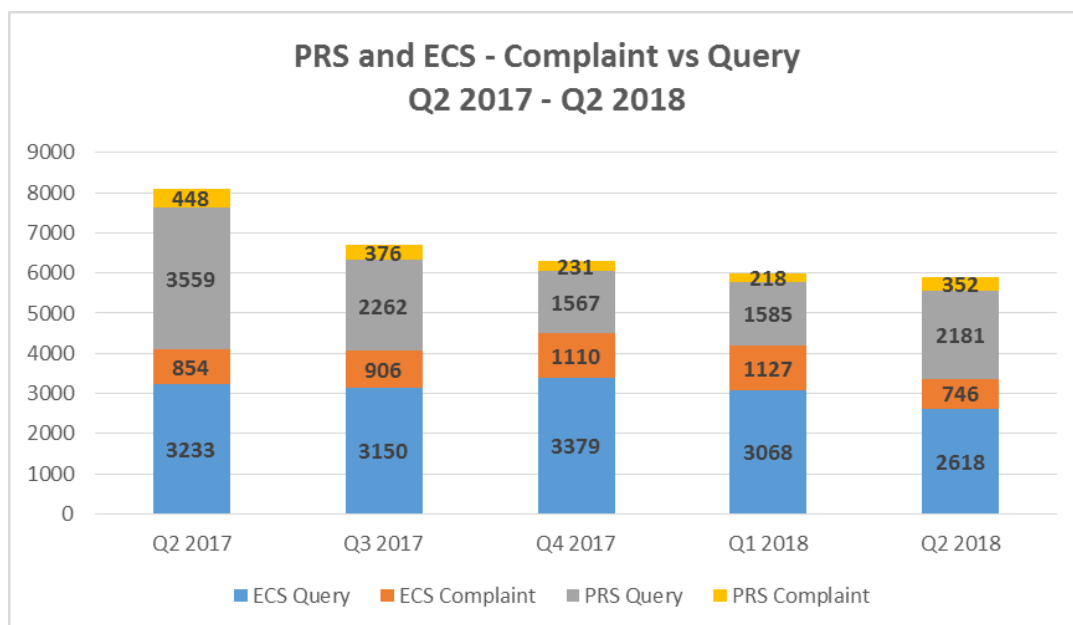


Figure 9: All Issues by Complaint and Query for ECS and PRS Q2 2017 – Q2 2018

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

18. In figure 10 the number of PRS issues raised with ComReg’s Consumer Line in Q2 2018, versus Q1 2018, 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 Q2 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”. 510 PRS issues are recorded as ‘unknown network operator’ in Q2 2018.

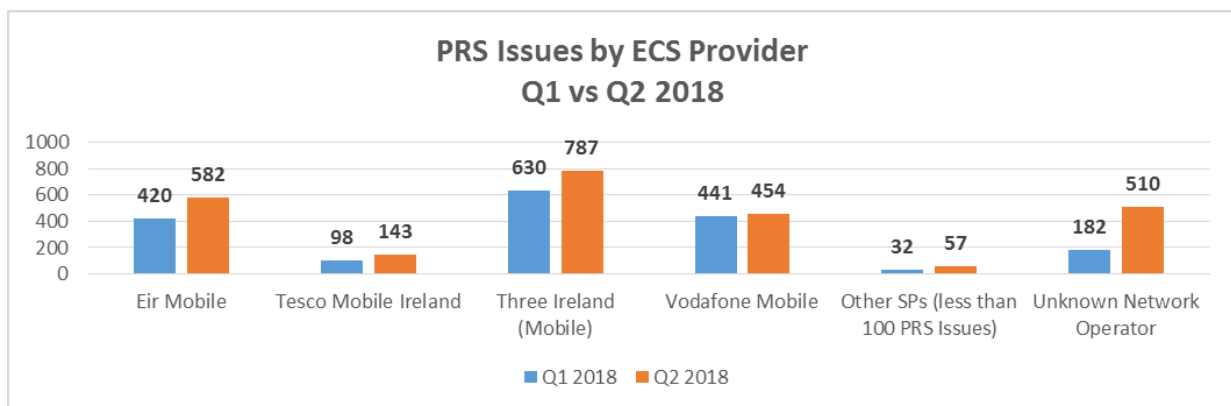


Figure 10: PRS Issues by ECS Provider Q1 2018 vs Q2 2018

19. Figure 11 below shows the PRS issues detailed in figure 12 for each ECS Provider listed per 1000 subscribers.

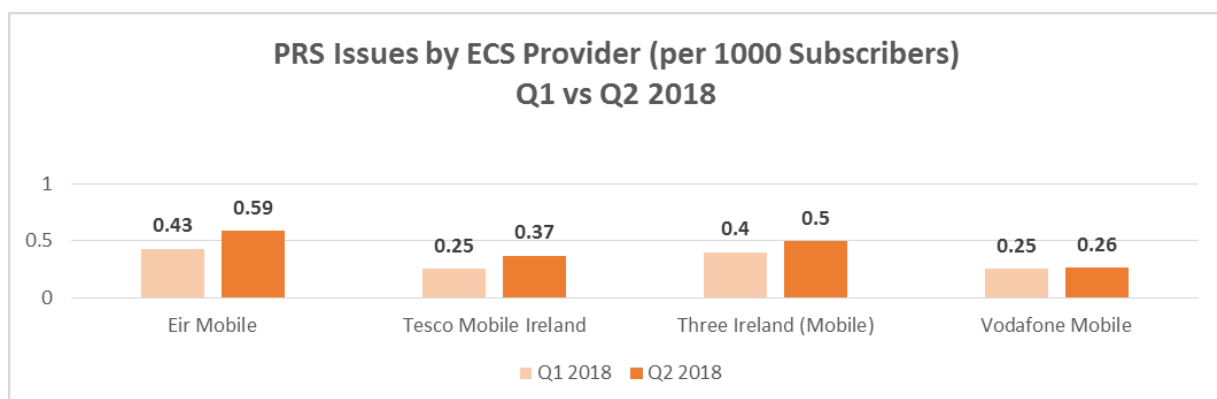


Figure 11: PRS Issues by ECS Provider (per 1000 Subscribers) Q1 2018 vs Q2 2018

4.2 Mobile Provider ECS Complaints vs Queries

20. Figure 12 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 Q1 2018, the overall number of mobile service provider issues recorded by ComReg's Consumer Line and noted in this publication has decreased by 5%.

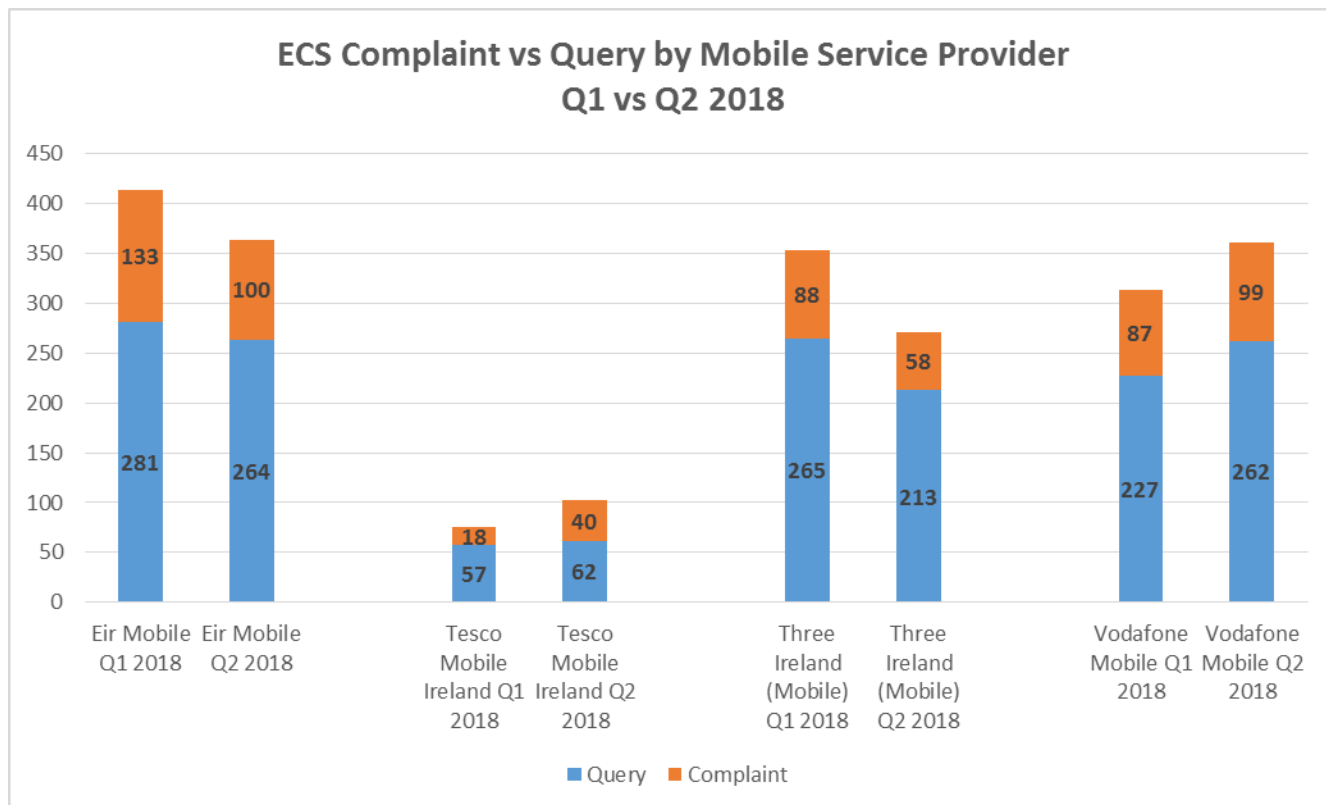


Figure 12: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q1 2018 vs Q2 2018

21. The number of complaints and queries has decreased for Eir Mobile by 25% and 6% respectively and for Three Ireland (Mobile) by 34% and 20% respectively from Q1 2018 to Q2 2018. The number of complaints and queries has increased for Tesco Mobile Ireland by 122% and 9% respectively and for Vodafone Mobile by 14% and 15% respectively for the same period. Tesco Mobile Ireland Q1 2018 figures are provided in the Q2 2018 publication for comparative purposes. Please note that figure 20 of this publication provides a breakdown of mobile service provider complaints by classification type.

22. Figure 13 below details the number of complaints listed in figure 14 by the number of subscribers for each of the mobile service providers listed:

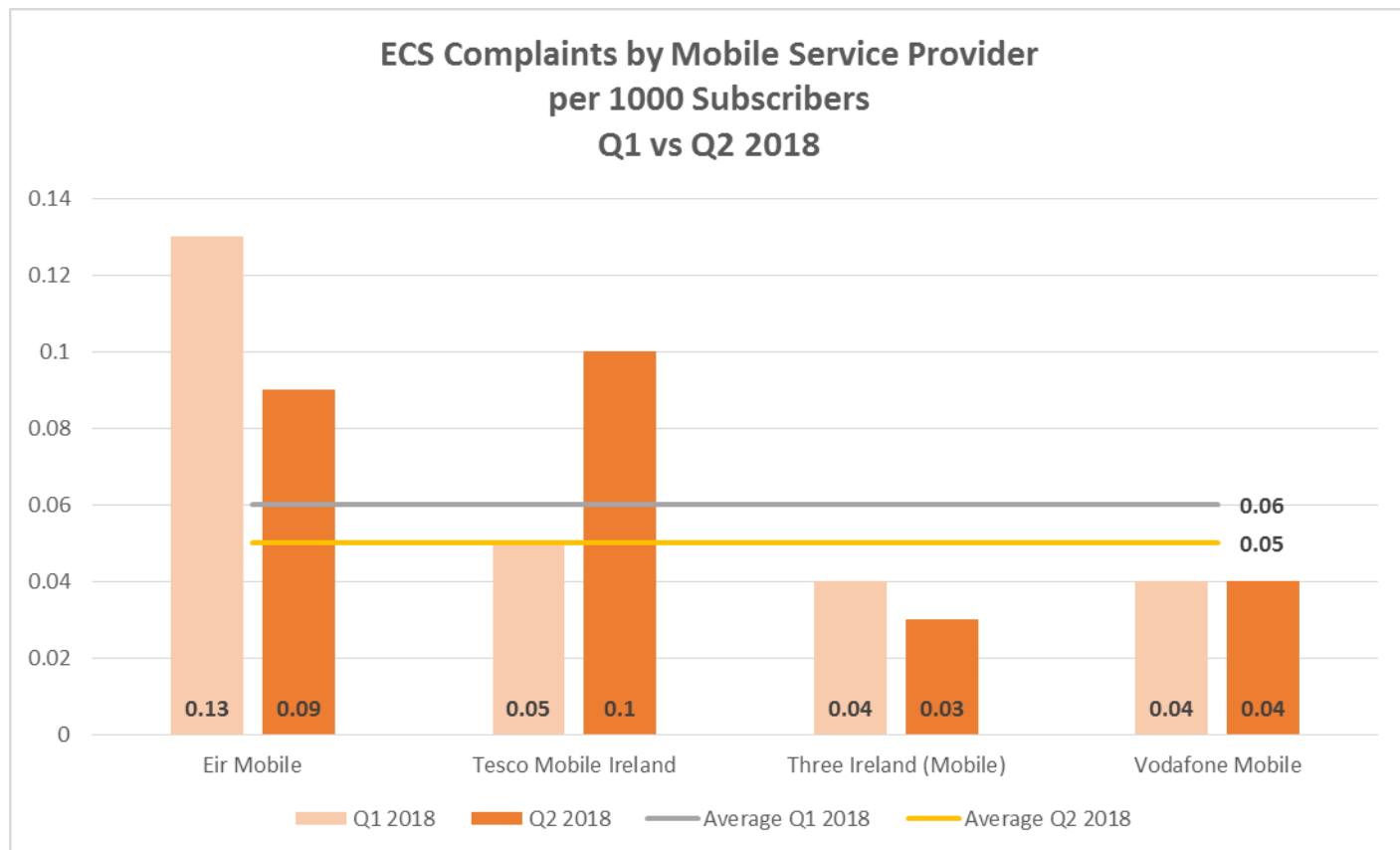


Figure 13: ECS Complaints by Mobile Service Provider (per 1000 Subscribers) Q1 2018 vs Q2 2018

23. 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. Positively for customers of mobile service providers, this average has decreased from Q1 2018 to Q2 2018.
24. Three Ireland (Mobile) and Vodafone Mobile have consistently remained below average, with the number of complaints per 1000 subscribers decreasing for Three Ireland (Mobile) in Q2 2018. Although Eir Mobile is above average in both quarters, its number of complaints per 1000 subscribers decreased in Q2 2018. Tesco Mobile Ireland is above average, with its number of complaints per 1000 subscribers increasing from Q1 2018 to Q2 2018. Tesco Mobile Ireland Q1 2018 figures are provided in the Q2 2018 publication for comparative purposes.

4.3 Mobile Provider ECS Issues by Classification Type

Eir Mobile

25. Eir Mobile issues, as shown in figure 16, have increased overall by 1% when compared with the same period last year (Q2 2017), however have decreased by 12% from Q1 2018 to Q2 2018.
26. Billing issues and all other classifications increased by 19% and 3% respectively when comparing Q2 2017 with Q2 2018, while contractual matters and service issues decreased by 15% and 11% for the same comparison.
27. From Q1 2018 to Q2 2018 billing issues, contractual matters and all other classifications decreased by 19%, 14% and 10% respectively, while service issues increased by 14% for the same period.

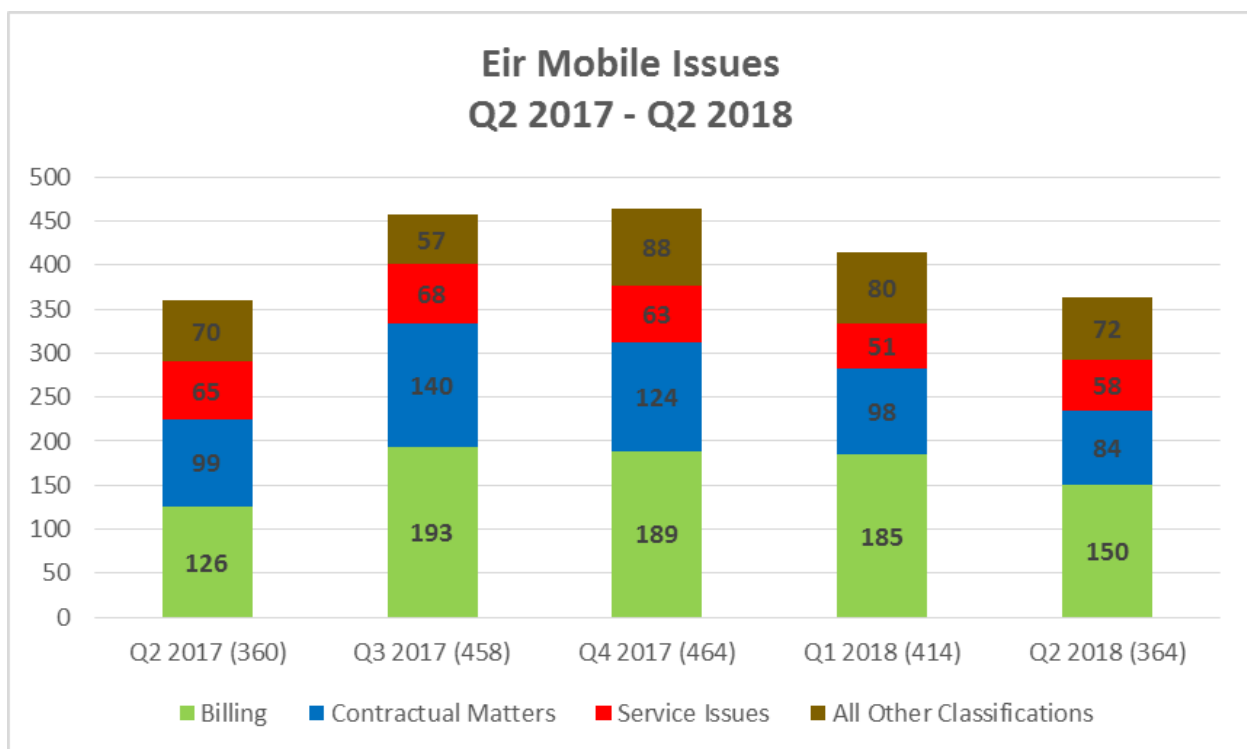


Figure 14: Split of ECS Issues by Classification Type for Eir Mobile Q2 2017 – Q2 2018

Tesco Mobile Ireland

28. Tesco Mobile Ireland issues, as shown in figure 17, have increased overall by 42% when compared with the same period last year (Q2 2017), with an increase of 36% from Q1 2018 to Q2 2018.
29. Billing issues, contractual matters and service issues increased by 52%, 1600% and 19% respectively when comparing Q2 2017 with Q2 2018, while all other classifications decreased by 24% for the same comparison.
30. From Q1 2018 to Q2 2018 billing issues, contractual matters and all other classifications increased by 26%, 89% and 167% respectively, while service issues remained constant for the same period.

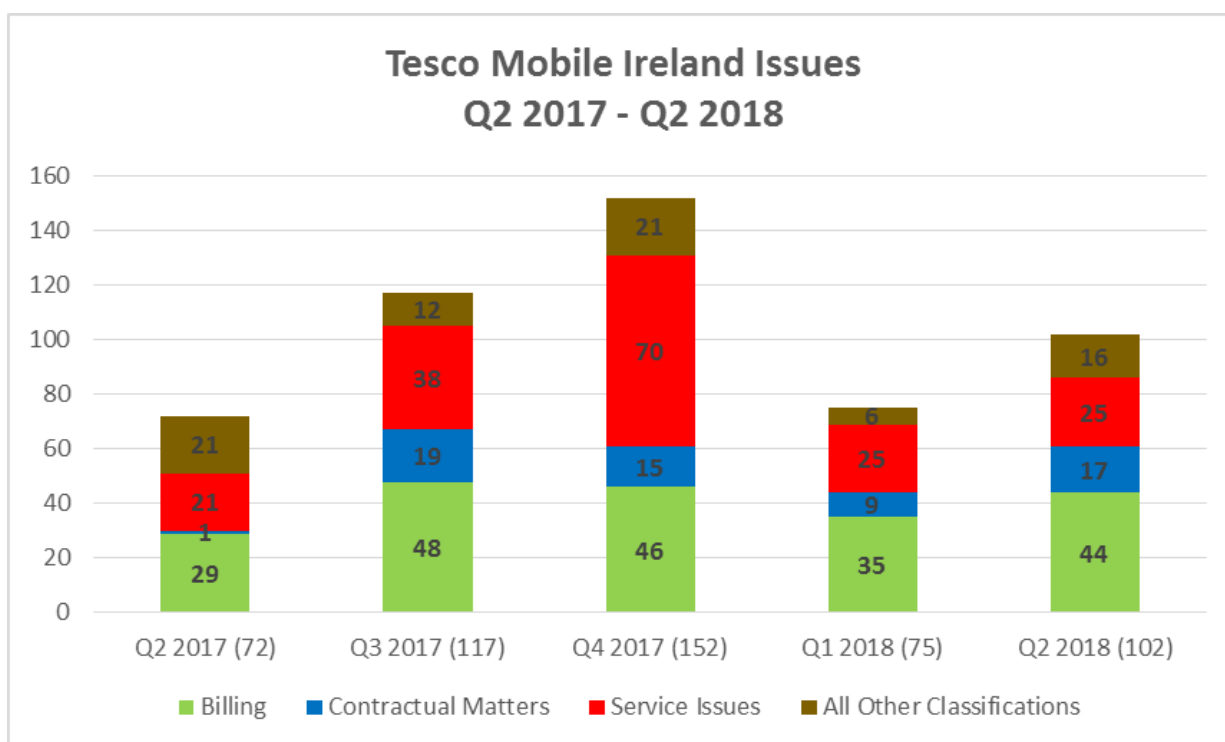


Figure 15: Split of ECS Issues by Classification Type for Tesco Mobile Ireland Q2 2017 – Q2 2018

Three Ireland (Mobile)

31. Three Ireland (Mobile) issues, as shown in figure 18, have decreased overall by 70% when compared with the same period last year (Q2 2017), with a decrease of 23% from Q1 2018 to Q2 2018.
32. Billing issues, contractual matters, service issues and all other classifications decreased by 58%, 88%, 33% and 62.5% respectively when comparing Q2 2017 with Q2 2018.
33. From Q1 2018 to Q2 2018 billing issues, contractual matters and service issues decreased by 18%, 49%, and 17% respectively, while all other classifications increased by 24% for the same period.

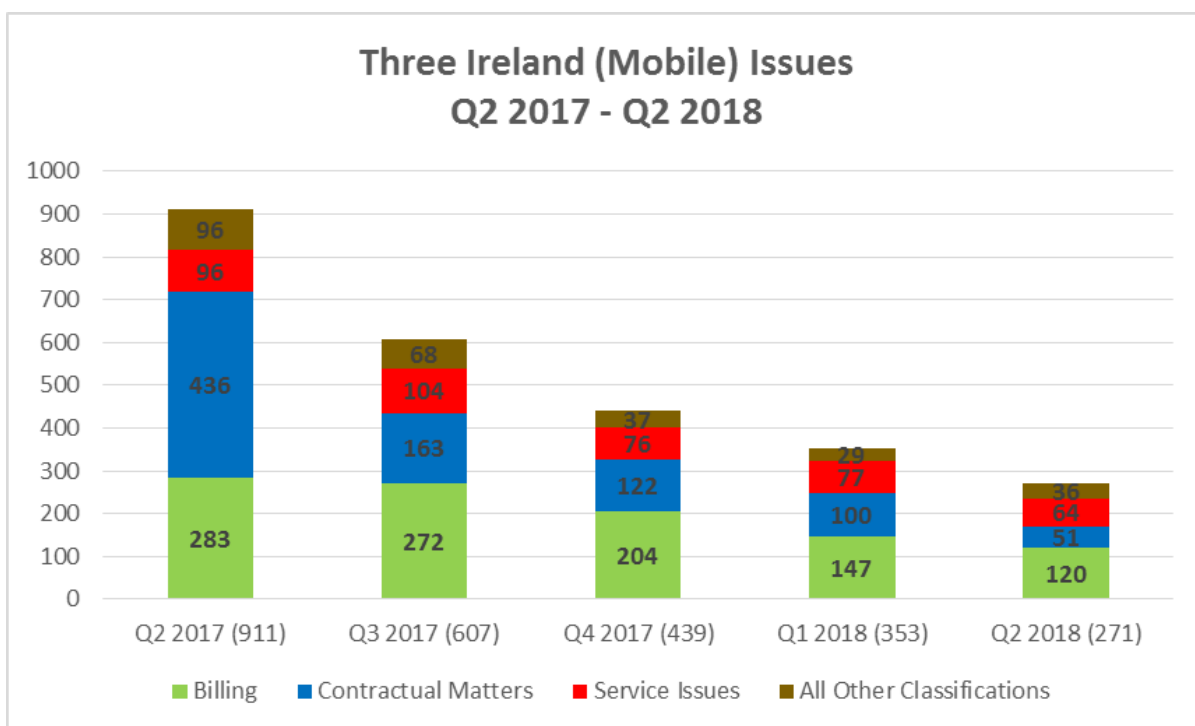


Figure 16: Split of ECS Issues by Classification Type for Three Ireland (Mobile) Q2 2017 – Q2 2018

Vodafone Mobile

34. Vodafone Mobile issues, as shown in figure 19, have increased overall by 6% when compared with the same period last year (Q2 2017), with an increase of 15% from Q1 2018 to Q2 2018.
35. Billing issues decreased by 14% when comparing Q2 2017 with Q2 2018, while contractual matters, service issues and all other classifications increased by 12.5%, 41% and 25% respectively for the same comparison.
36. From Q1 2018 to Q2 2018 billing issues, service issues and all other classifications increased by 3%, 64% and 33% respectively, while contractual matters decreased by 5% for the same period.

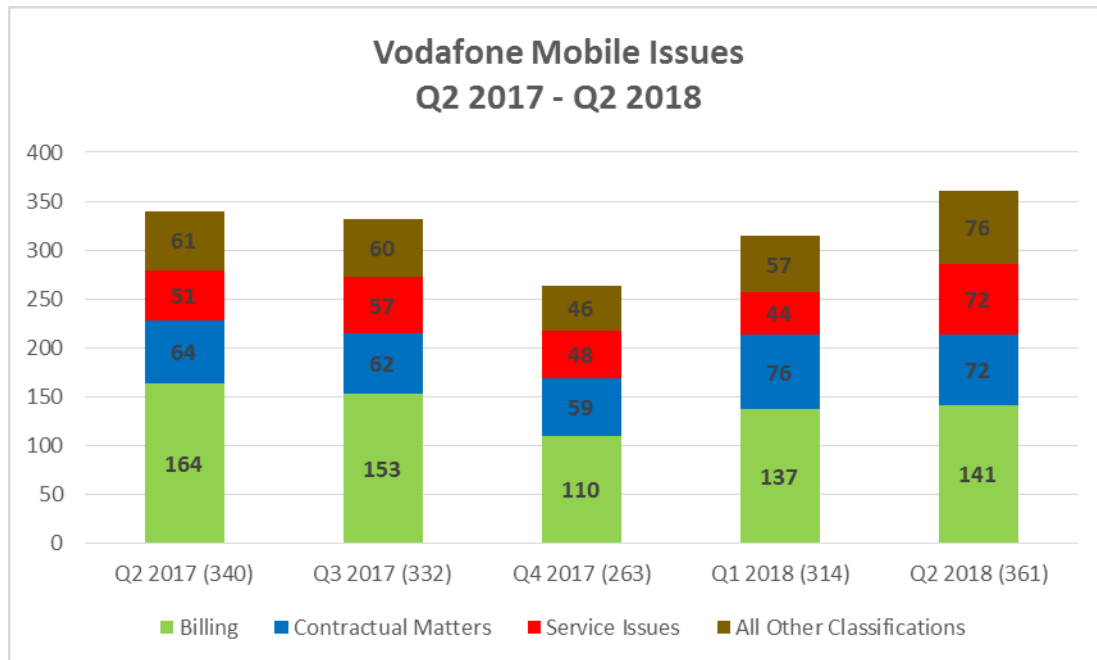


Figure 17: Split of ECS Issues by Classification Type for Vodafone Mobile Q2 2017 – Q2 2018

4.4 Mobile Provider ECS Complaints by Classification Type

37. Figure 18 below shows complaints for each mobile service provider listed in figure 14, by classification type, comparing Q1 2018 with Q2 2018:

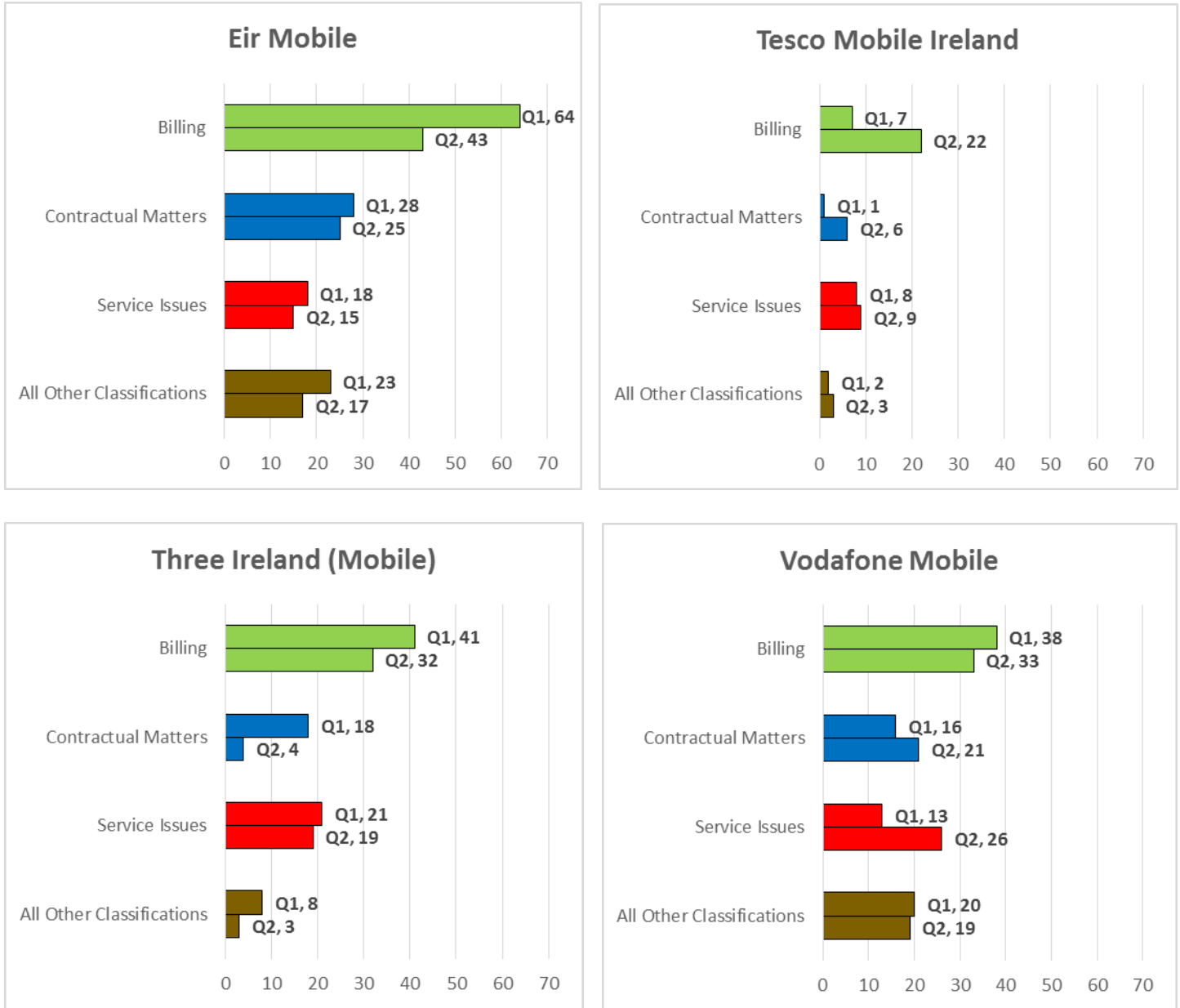


Figure 18: Split of Mobile Service Provider Complaints by Classification Type Q1 2018 vs Q2 2018

Billing Issues

38. Complaints relating to billing issues decreased for Eir Mobile, Three Ireland (Mobile) and Vodafone Mobile by 21, 9 and 5 respectively from Q1 2018 to Q2 2018, while Tesco Mobile Ireland complaints increased by 15 for the same period.

Contractual Matters

39. Complaints relating to contractual matters decreased for Eir Mobile and Three Ireland (Mobile) by 3 and 14 respectively from Q1 2018 to Q2 2018, while Tesco Mobile Ireland and Vodafone Mobile complaints both increased by 5 for the same period.

Service Issues

40. Complaints relating to service issues decreased for Eir Mobile and Three Ireland (Mobile) by 3 and 2 respectively from Q1 2018 to Q2 2018, while Tesco Mobile Ireland and Vodafone Mobile complaints increased by 1 and 13 respectively for the same period.

All Other Classifications

41. Complaints relating to all other classifications decreased for Eir Mobile, Three Ireland (Mobile) and Vodafone Mobile by 6, 5 and 1 respectively from Q1 2018 to Q2 2018, while Tesco Mobile Ireland complaints increased by 1 for the same period.

4.5 Mobile Provider Coverage Issues

42. Figure 19 shows all service issues recorded per mobile service provider, for Q2 2018 versus Q1 2018, split by mobile coverage issues versus all other service issues. Please note that Tesco Mobile Ireland Q1 2018 figures are provided in the Q2 2018 publication for comparative purposes.

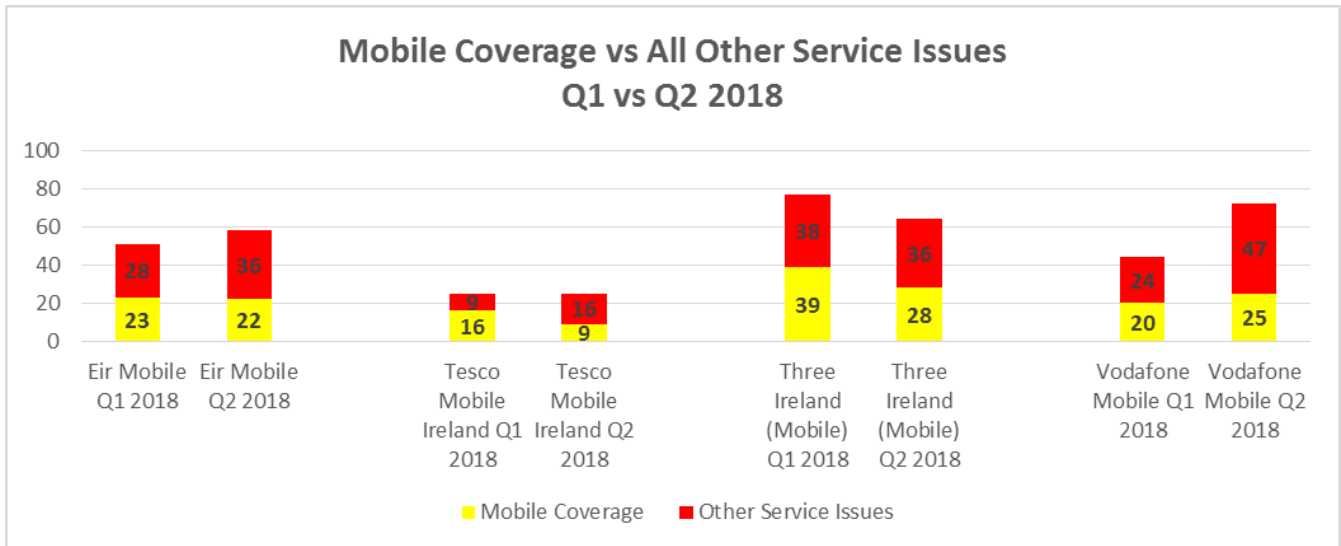


Figure 19: Split of ECS Service Issues by Mobile Service Provider Q1 2018 vs Q2 2018

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

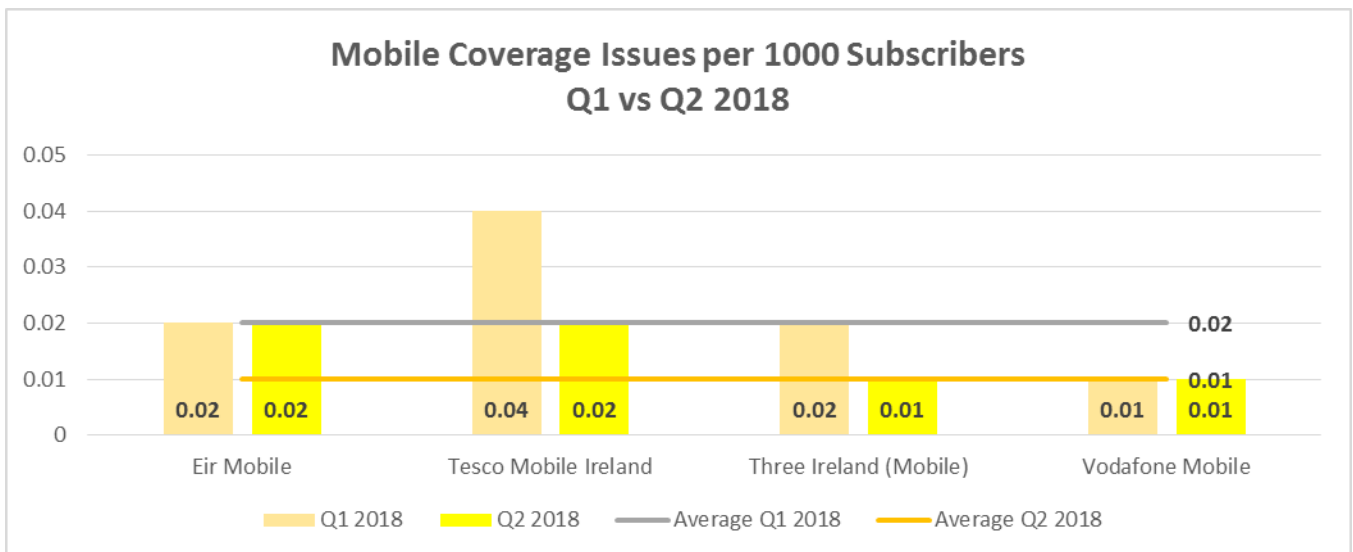


Figure 20: Mobile Coverage Issues by Mobile Service Provider (per 1000 subscribers) Q1 2018 vs Q2 2018

- 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 19.
- 45. Having been in line with the average in Q1 2018, Eir Mobile is above average in Q2 2018 with its number of complaints per 1000 subscribers unchanged. Tesco Mobile Ireland is above average in Q2 2018 and its Q1 2018 figures are provided in the Q2 2018 publication for comparative purposes. Three Ireland (Mobile) remains in line with the average, with its number of complaints per 1000 subscribers reducing from Q1 2018 to Q2 2018. Having been below average in Q1 2018, Vodafone Mobile is in line with the average in Q2 2018, with its number of complaints per 1000 subscribers unchanged.
- 46. Figure 21 shows a breakdown of all Mobile Coverage Issues (86) as reported to ComReg’s Consumer Line in Q2 2018, compared quarter-on-quarter since Q2 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:

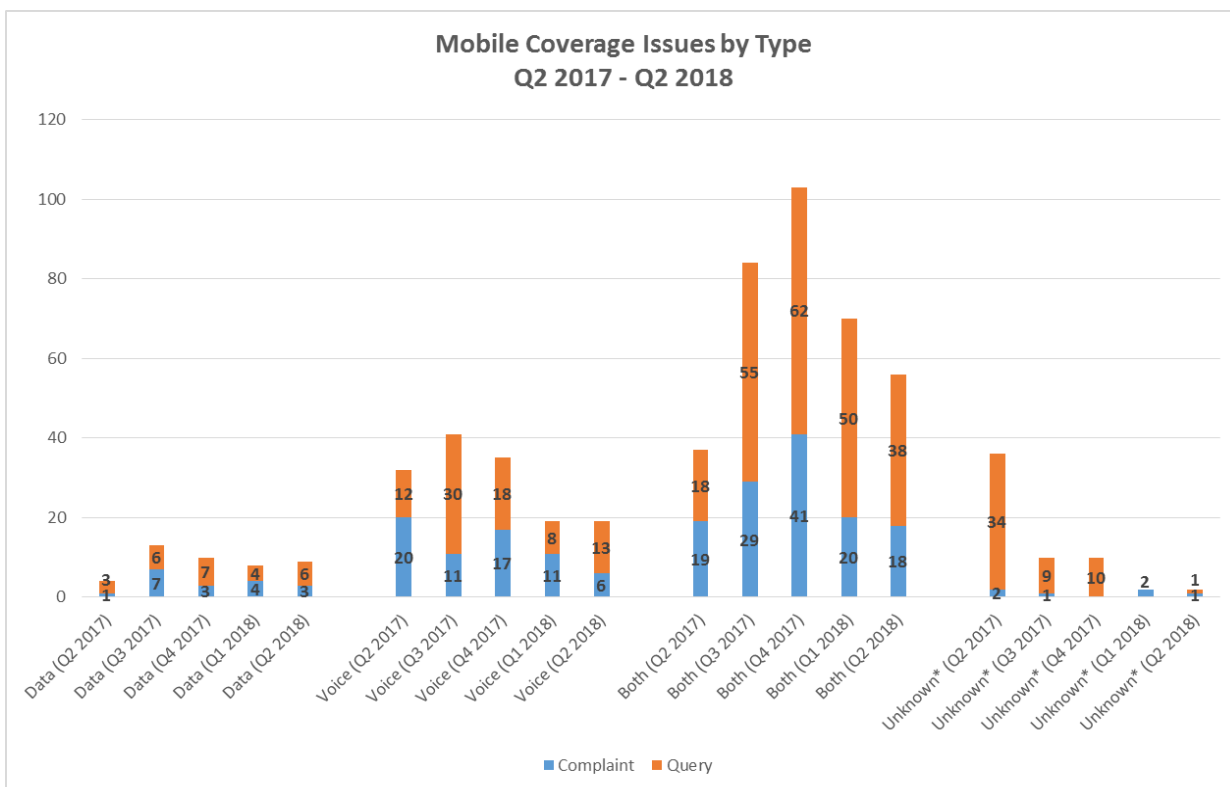


Figure 21: Query vs Complaint Mobile Coverage Issues by Type Q2 17 Q2 18

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

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

48. Figure 22 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 Q1 2018, the overall number of fixed service provider issues recorded by ComReg's Consumer Line and noted in this publication has decreased by 32%.

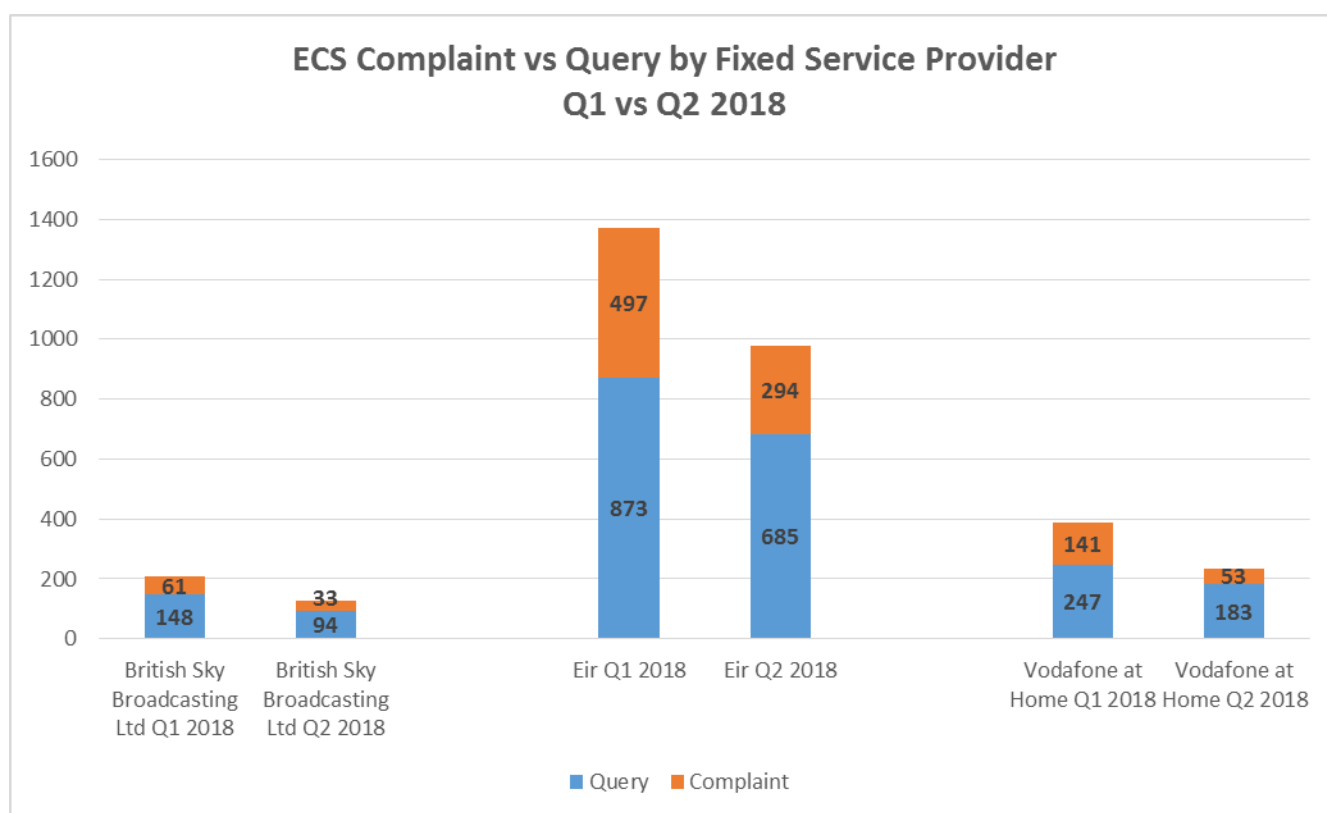


Figure 22: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q1 2018 vs Q2 2018

49. The number of complaints and queries decreased for British Sky Broadcasting Ltd. by 46% and 36% respectively, for Eir by 41% and 22% respectively and for Vodafone at Home by 62% and 26% respectively from Q1 2018 to Q2 2018. Please note that figure 27 of this publication provides a breakdown of fixed service provider complaints by classification type.

50. Figure 23 below details the number of complaints listed in figure 22 by the number of subscribers for each of the fixed service providers listed:

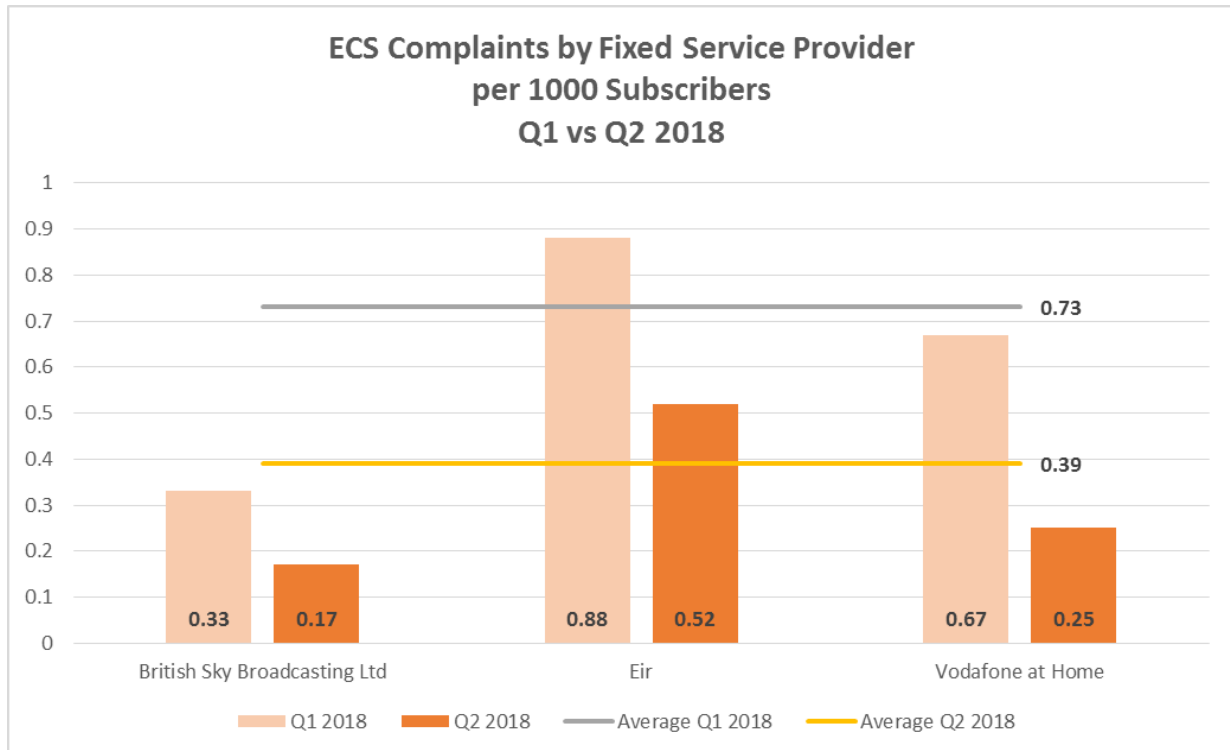


Figure 23: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q1 2018 vs Q2 2018

51. 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 22. Positively for customers of fixed service providers, this average has decreased from Q1 2018 to Q2 2018.
52. British Sky Broadcasting Ltd. and Vodafone at Home have consistently remained below average, with their number of complaints per 1000 subscribers decreasing in Q2 2018. Eir has remained above average in both Q1 2018 and Q2 2018, however its number of complaints per 1000 subscribers decreased in Q2 2018.

5.2 Fixed Provider ECS Issues by Classification Type

British Sky Broadcasting Ltd.

53. British Sky Broadcasting Ltd. issues, as shown in figure 26, have decreased overall by 9% when compared with the same period last year (Q2 2017), with a decrease of 39% from Q1 2018 to Q2 2018.
54. Billing issues, contractual matters, service issues and installation issues decreased by 12.5%, 3%, 33% and 37.5% respectively when comparing Q2 2017 with Q2 2018, while switching and number portability issues and all other classifications increased by 47% and 133% respectively for the same comparison.
55. From Q1 2018 to Q2 2018 billing issues, contractual matters, service issues, switching and number portability issues and installation issues decreased by 39%, 36%, 44%, 37.5% and 58% respectively while all other classifications increased by 75% for the same period.

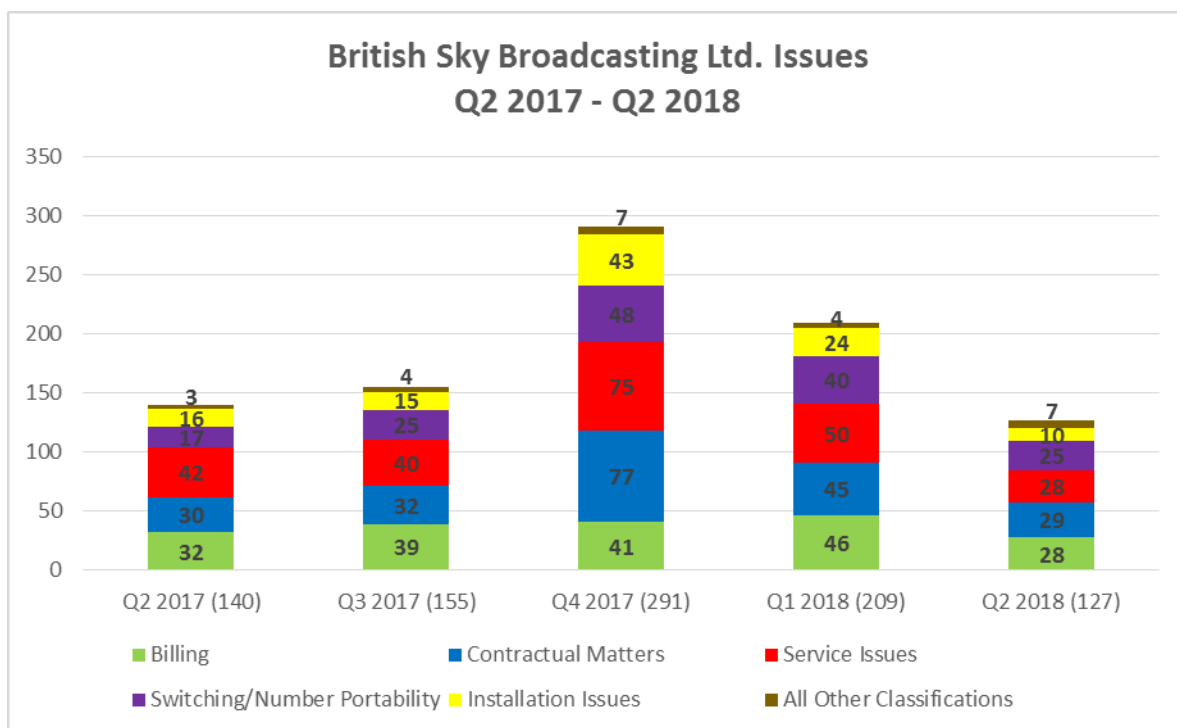


Figure 24: Split of ECS Issues by Classification Type for British Sky Broadcasting Ltd. Q2 2017 – Q2 2018

Eir

56. Eir issues, as shown in figure 25, have increased overall by 19% when compared with the same period last year (Q2 2017), however have decreased by 29% from Q1 2018 to Q2 2018.
57. Billing issues, contractual matters, service issues, switching and number portability issues, installation issues and all other classifications increased by 19%, 35%, 1%, 22%, 13% and 56% respectively when comparing Q2 2017 with Q2 2018.
58. From Q1 2018 to Q2 2018 billing issues, contractual matters, service issues, switching and number portability issues and installation issues decreased by 20%, 42%, 30%, 33% and 27% respectively, while all other classifications increased by 56% for the same period.

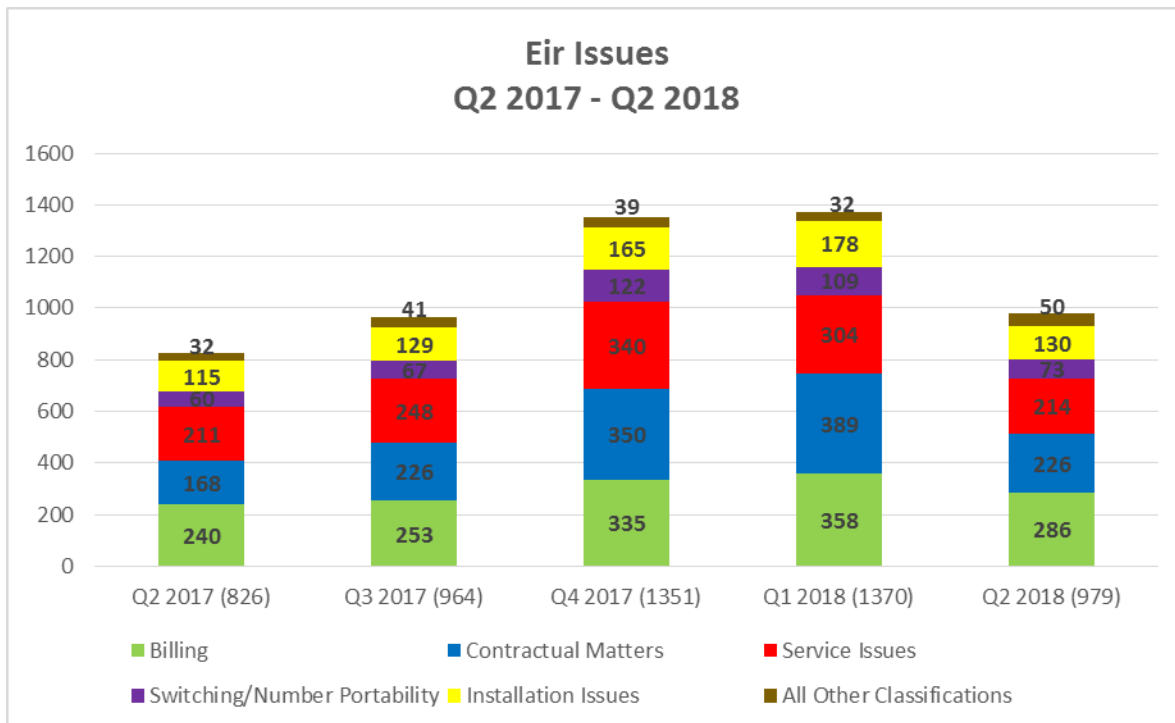


Figure 25: Split of ECS Issues by Classification Type for Eir Q2 2017 – Q2 2018

Vodafone At Home

59. Vodafone at Home issues, as shown in figure 26, have decreased overall by 13% when compared with the same period last year (Q2 2017), with a decrease of 39% from Q1 2018 to Q2 2018.
60. Billing issues, service issues, switching and number portability issues, installation issues and all other classifications decreased by 13%, 3%, 41%, 36% and 18% respectively when comparing Q2 2017 with Q2 2018, while contractual matters increased by 11% for the same comparison.
61. From Q1 2018 to Q2 2018 billing issues, contractual matters, service issues, switching and number portability and installation issues decreased by 23%, 28%, 53%, 40% and 59% respectively, while all other classifications increased by 80% for the same period.

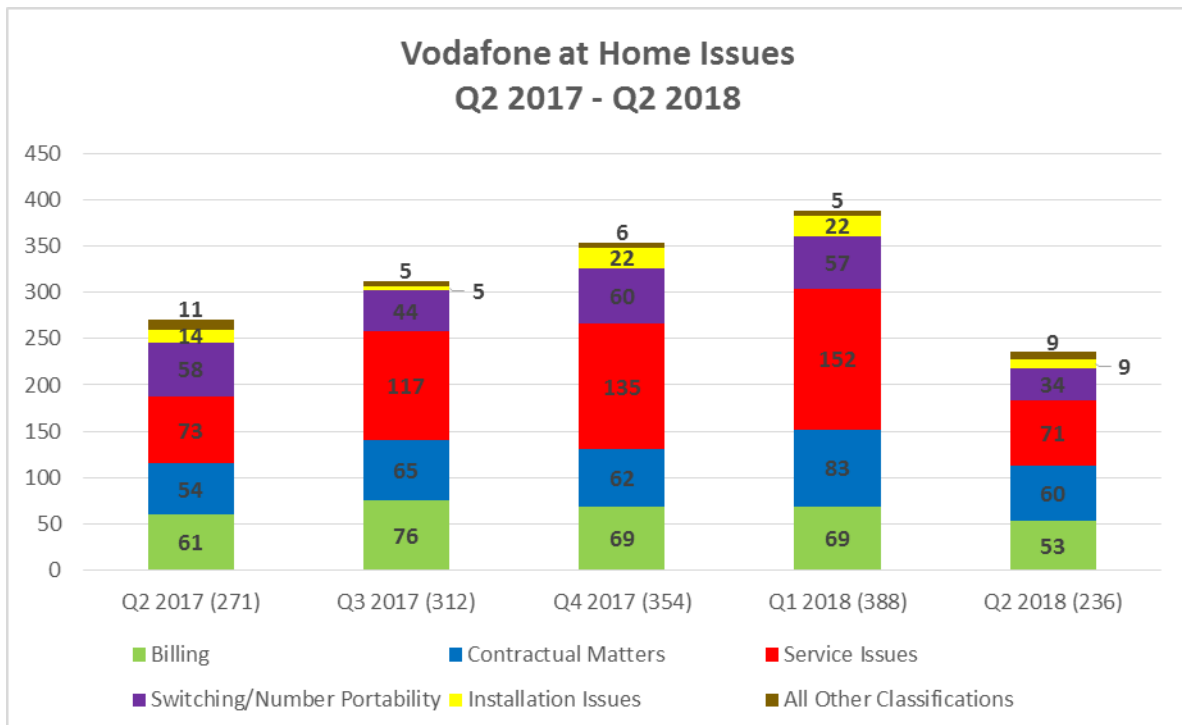


Figure 26: Split of ECS Issues by Classification Type for Vodafone at Home Q2 2017 – Q2 2018

5.3 Fixed Provider ECS Complaints by Classification Type

62. Figure 27 below shows complaints for each fixed service provider listed in figure 21, by classification type, comparing Q1 2018 with Q2 2018:

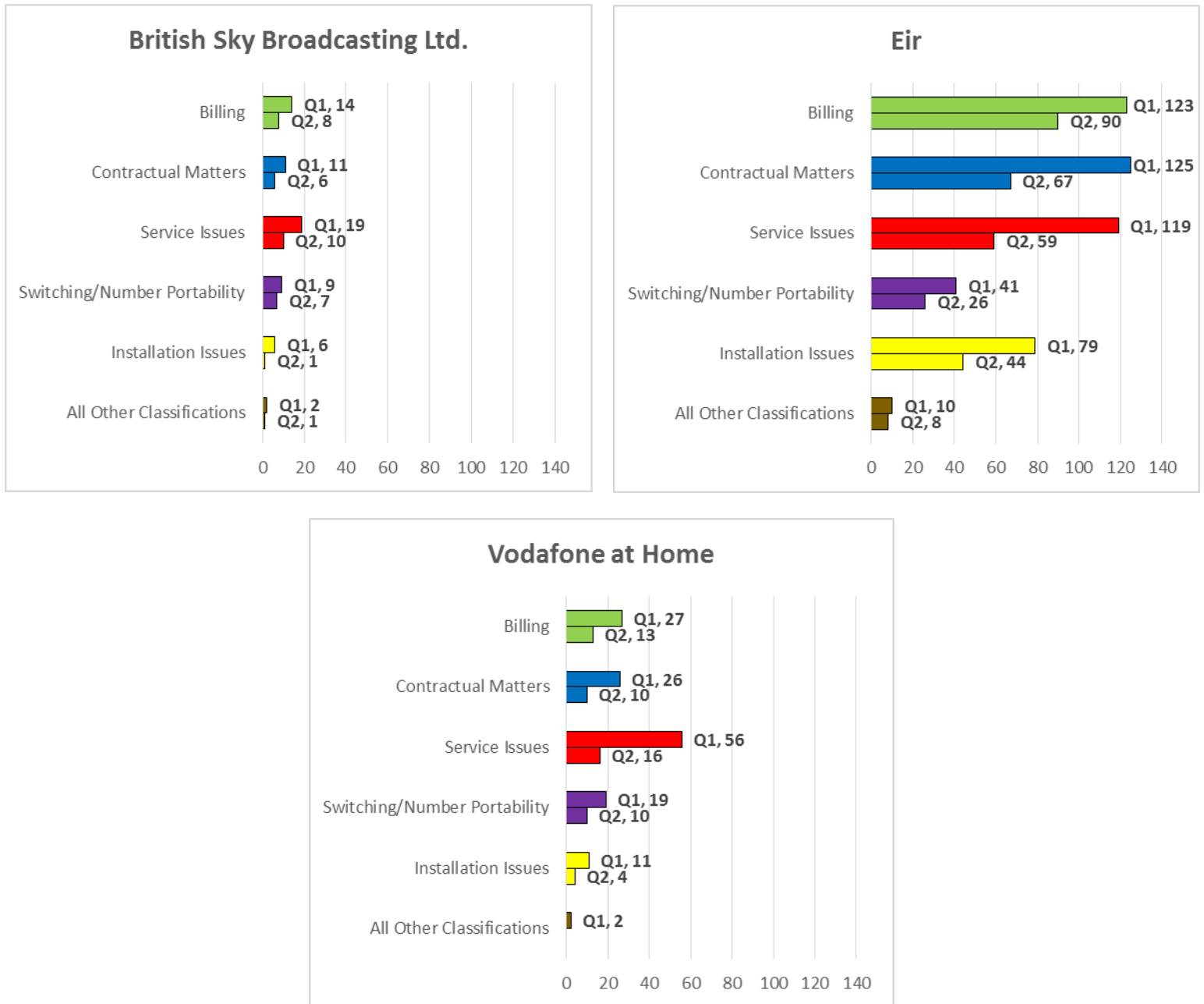


Figure 27: Split of Fixed Service Provider Complaints by Classification Type Q1 2018 vs Q2 2018

Billing Issues

63. Complaints relating to billing issues decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 6, 33 and 14 respectively from Q1 2018 to Q2 2018.

Contractual Matters

64. Complaints relating to contractual matters decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 5, 58 and 16 respectively from Q1 2018 to Q2 2018.

Service Issues

65. Complaints relating to service issues decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 9, 60 and 40 respectively from Q1 2018 to Q2 2018.

Switching and Number Portability Issues

66. Complaints relating to switching and number portability issues decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 2, 15 and 9 respectively from Q1 2018 to Q2 2018.

Installation Issues

67. Complaints relating to installation issues decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 5, 35 and 7 respectively from Q1 2018 to Q2 2018.

All Other Classifications

68. Complaints relating to all other classifications decreased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 1, 2 and 2 respectively from Q1 2018 to Q2 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
- **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: <ul style="list-style-type: none"> • Disputed Charges • Disputed Data Charges • Disputed Roaming Charges • Disputed PBX Hacking Charges 	<ul style="list-style-type: none"> • Invoice Issues • Refund / Credit Issue • Billing & Disputed Charges Other
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Contractual Matters includes: <ul style="list-style-type: none"> • Contract Not Provided • Contract Termination Request • Misleading Sales • Pricing Transparency • Terms and Conditions: 	<ul style="list-style-type: none"> • Cancellation Penalties • Cooling Off Period • 'Unlimited' / Fair Usage • Contractual duration • Contract Change Notification • Contractual Other
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Service Issues includes: <ul style="list-style-type: none"> • Broadband Speeds • Interference • Loss of Service • Mobile Coverage 	<ul style="list-style-type: none"> • Quality of Service • Service Availability • Service Other
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All Other Classifications <ul style="list-style-type: none"> • Delay Switching • New Tenant Process • Number Loss • Operator Unknown • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other • Delay in Installation 	<ul style="list-style-type: none"> • Missed Appointment • USO Threshold Issue • Works Approval Required • Installation Other • Difficulty Accessing Customer Service • Failure to Respond • Inadequate Response • Customer Service Other
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<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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
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<p>Premium Rate Services (PRS) includes:</p> <ul style="list-style-type: none"> • Denial / Does Not Recall Engaging with PRS (incl. Subscriptions) • Subscription by a Minor • Difficulty Unsubscribing • General Request to Unsubscribe 	<ul style="list-style-type: none"> • Unknown Short Code • Content or Service Not Received • PRS Provider Customer Service • General PRS Query • PRS Other
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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.