



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q2 2019 – 1 April to 30 June 2019

Information Notice

Reference: 19/77

Version: Final

Date: 09/08/2019

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

Content

| Section | Page |
|--|------|
| 1: Executive Summary | 4 |
| 2: Consumer Contacts..... | 5 |
| 3: Consumer Issues Recorded..... | 6 |
| 3.1 All Issues Recorded by Classification Type | 6 |
| 3.2 All Issues Recorded by Complaints vs Queries..... | 7 |
| 4: Mobile Service Provider Statistics..... | 8 |
| 4.1 Mobile Provider PRS Issues..... | 8 |
| 4.2 Mobile Provider ECS Complaints | 9 |
| 4.3 Mobile Provider ECS Complants by Classification Type | 10 |
| 4.4 Mobile Provider ECS Complaints Closed in Q2 2019 | 11 |
| 4.5 Mobile Provider ECS Complaints Open at 30 June 2019..... | 11 |
| 5: Fixed Service Provider Statistics..... | 12 |
| 5.1 Fixed Provider ECS Complaints vs Queries..... | 12 |
| 5.2 Fixed Provider ECS Complaints by Classification Type | 13 |
| 5.3 Fixed Provider ECS Complaints Closed in Q2 2019 | 14 |

Explanatory Note

Please note that in Section 3 now includes all issues classified as 'unknown' in the Not for ComReg/Other category as previously these figures have not been included within the quarterly report.

Please also note that any issue that has been classified as 'unknown' has not been attributed to any specific service provider.

1: Executive Summary

- ComReg’s Consumer Care team manage consumer contacts of ECS, PRS and postal services. This publication includes information on Service Provider issues, where ECS issues raised by that Service Provider’s customers in Q2 2019, and recorded by ComReg, was in excess of 100. A snapshot of the statistics in this publication are as follows:

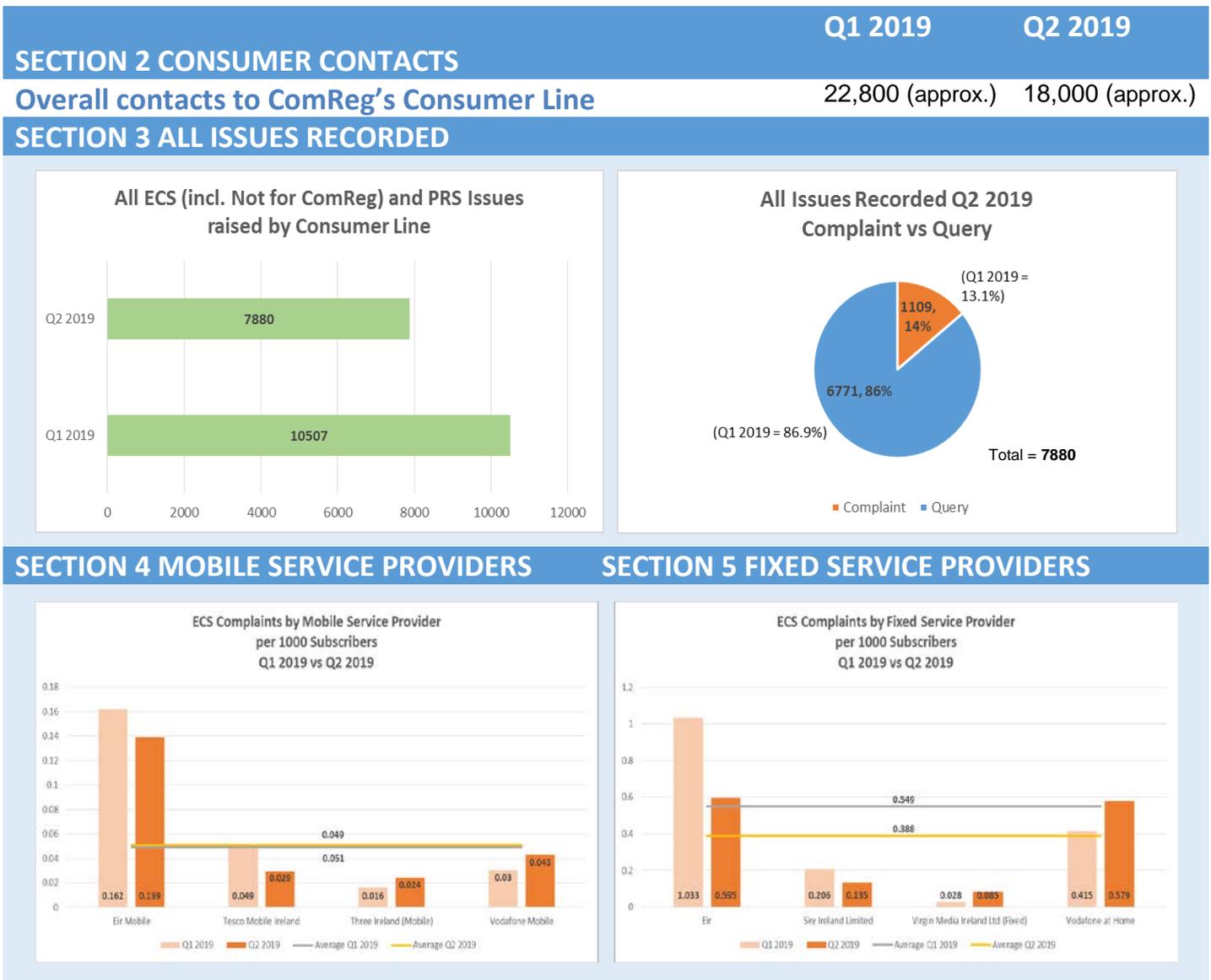


Figure 1: Consumer Line Key Summary Statistics

2: Consumer Contacts

- In Q2 2019, approximately 18,000 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 2 below shows the split of these contacts by contact type, highlighting that phone and email and online form were tied as the most popular method of contact in Q2 2019.

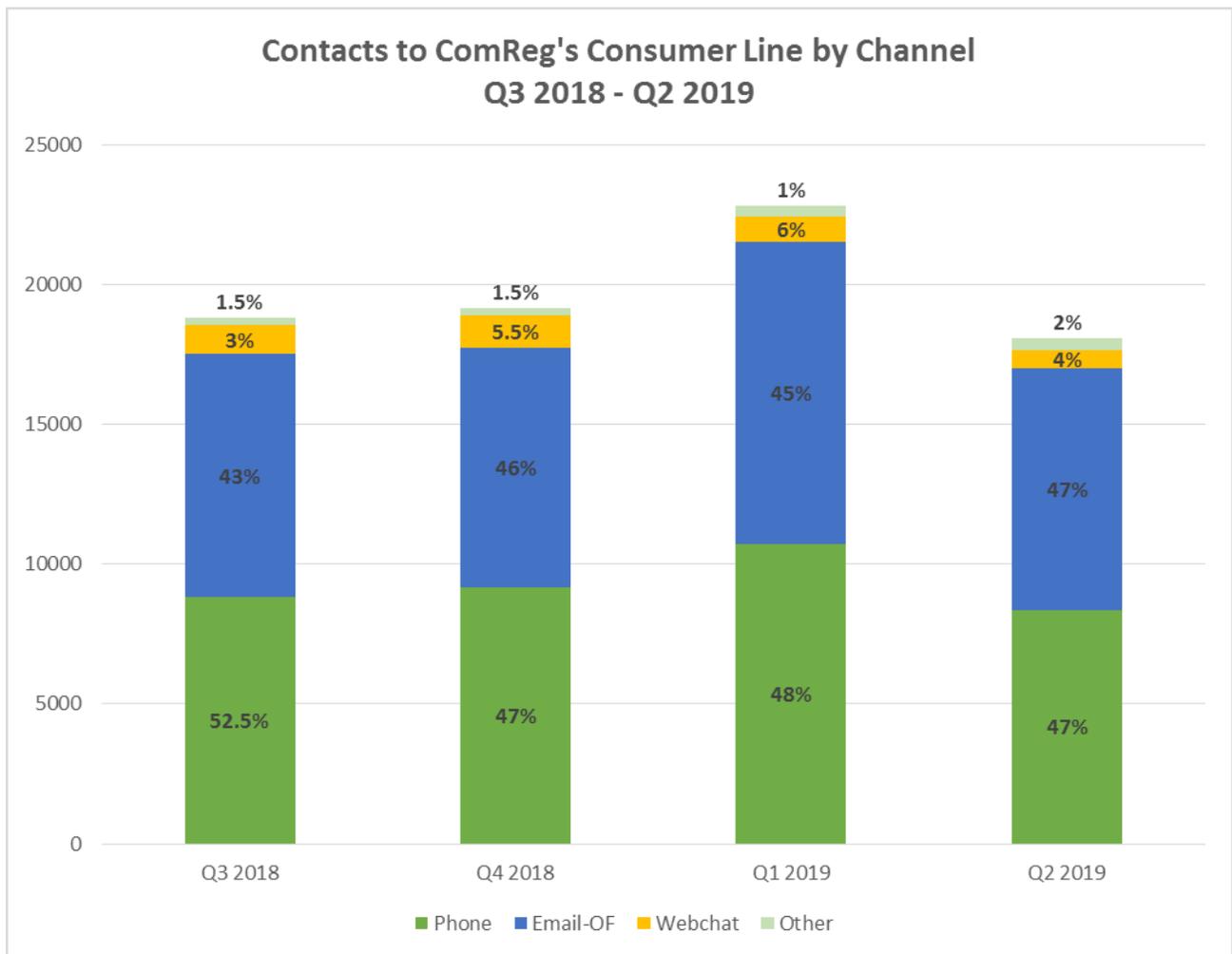
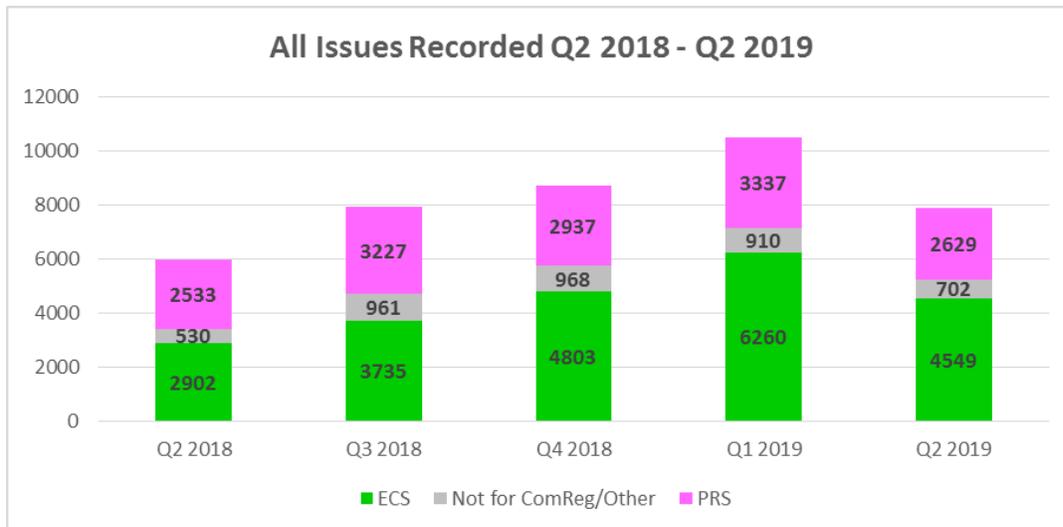


Figure 2: Contacts to ComReg’s Consumer Line Q3 2018 – Q2 2019

3: Consumer Issues Recorded

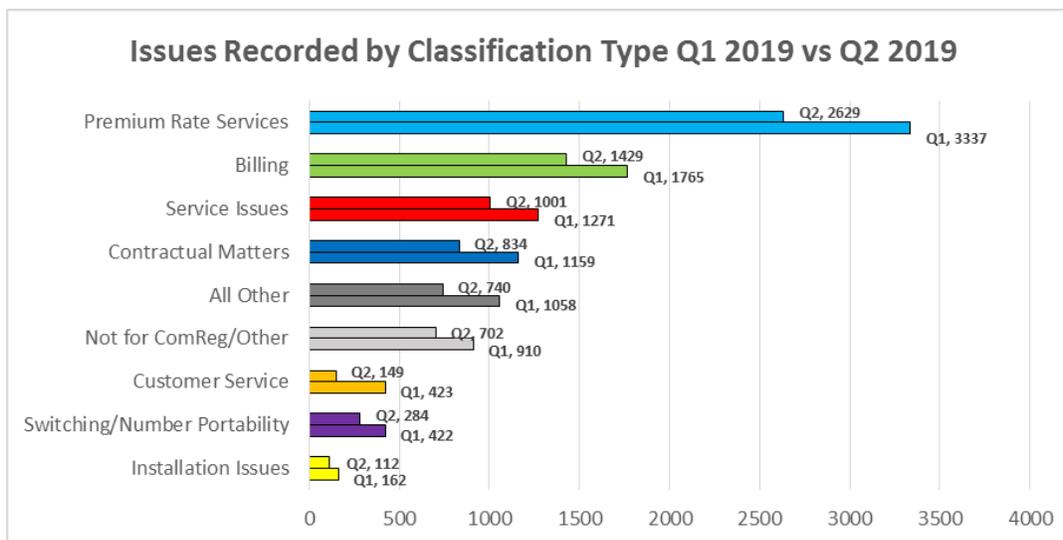
In Q2 2019, there was a 25% decrease in the total number of issues recorded, with ECS and PRS issues decreasing by 27% and 21% respectively.



*Please note that we have included in the Not for ComReg/Other category all issues classified as unknown.

Figure 3: All Issues Recorded Q2 2018 – Q2 2019

3.1 All Issues Recorded by Classification Type¹



*Please note that we have included in the Not for ComReg/Other category all issues classified as unknown.

Figure 4: All Issues Recorded by Classification Type Q1 2019 vs Q2 2019

¹ 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 14% in Q2 2019. This 14% is further split - ECS 82% and PRS 8%.



*Please note that we have included in the Not for ComReg/Other category all issues classified as unknown.

Figure 5: Issues Recorded by Complaint and Query Q2 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 57% and 11% respectively from Q2 2018 to Q2 2019. ECS complaints increased by 22% while PRS complaints decreased by 43% for the same period.

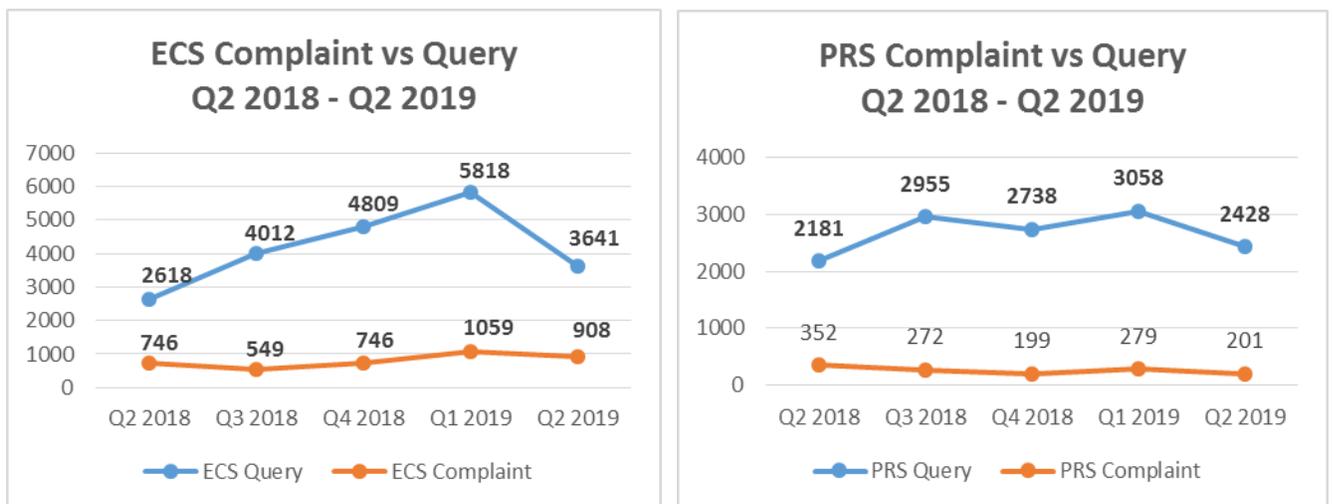
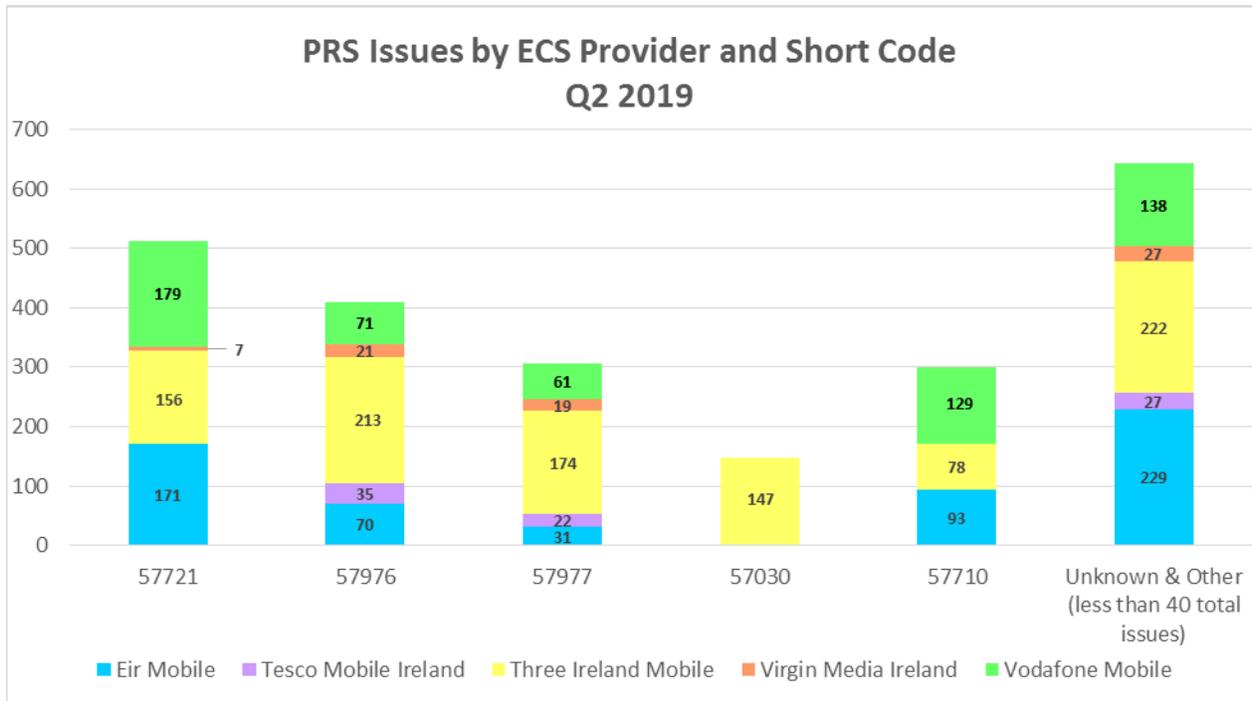


Figure 6: All Issues by Complaint and Query for ECS and PRS Q2 2018 – Q2 2019

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

- The number of PRS issues raised with ComReg’s Consumer Line in Q2 2019 is split by short code and further split by ECS Provider (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).



*Unknown refers to contacts from consumers where relevant information pertaining to the Short Code has not been provided

Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q2 2019

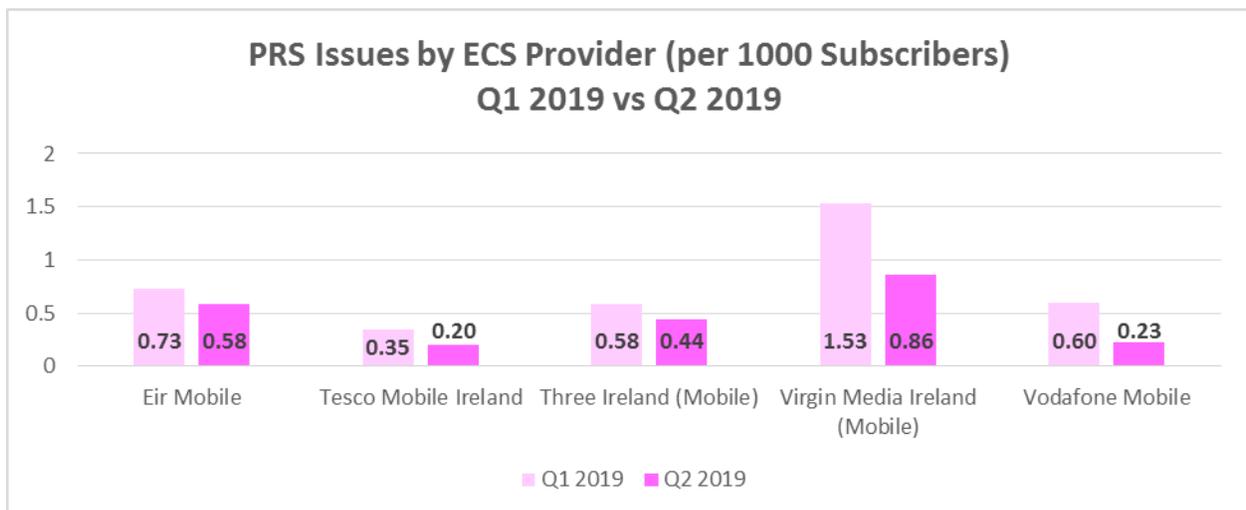


Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q1 2019 vs Q2 2019

4.2 Mobile Provider ECS Complaints

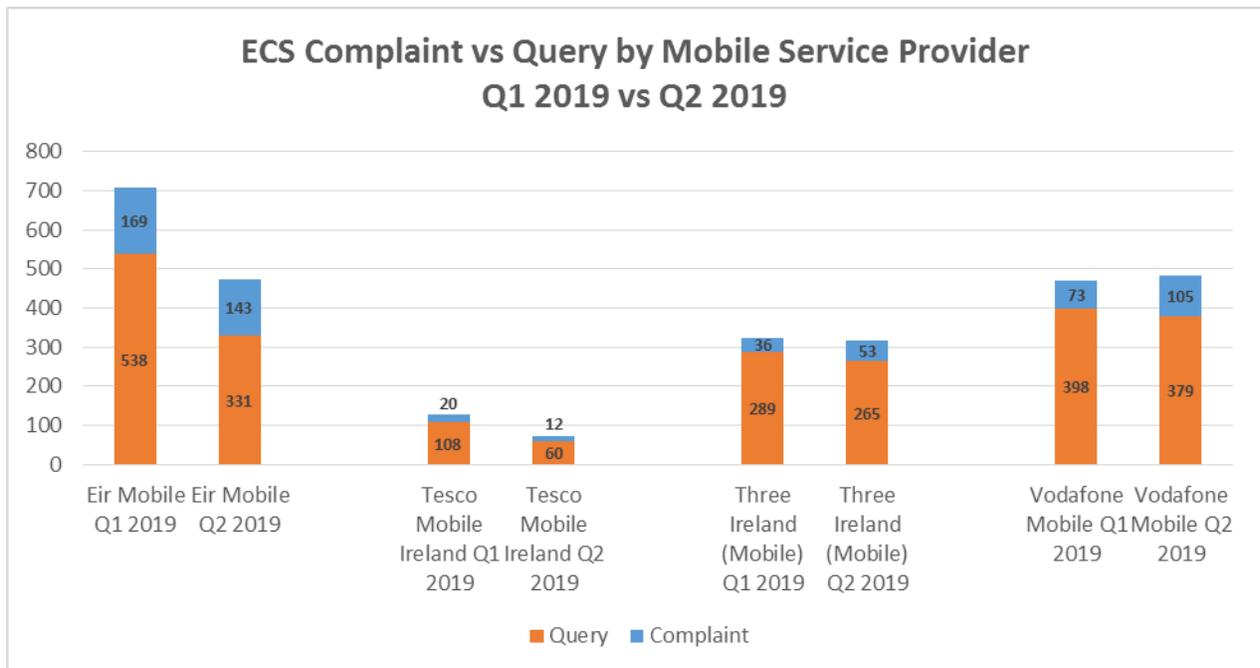


Figure 9: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q1 2019 vs Q2 2019

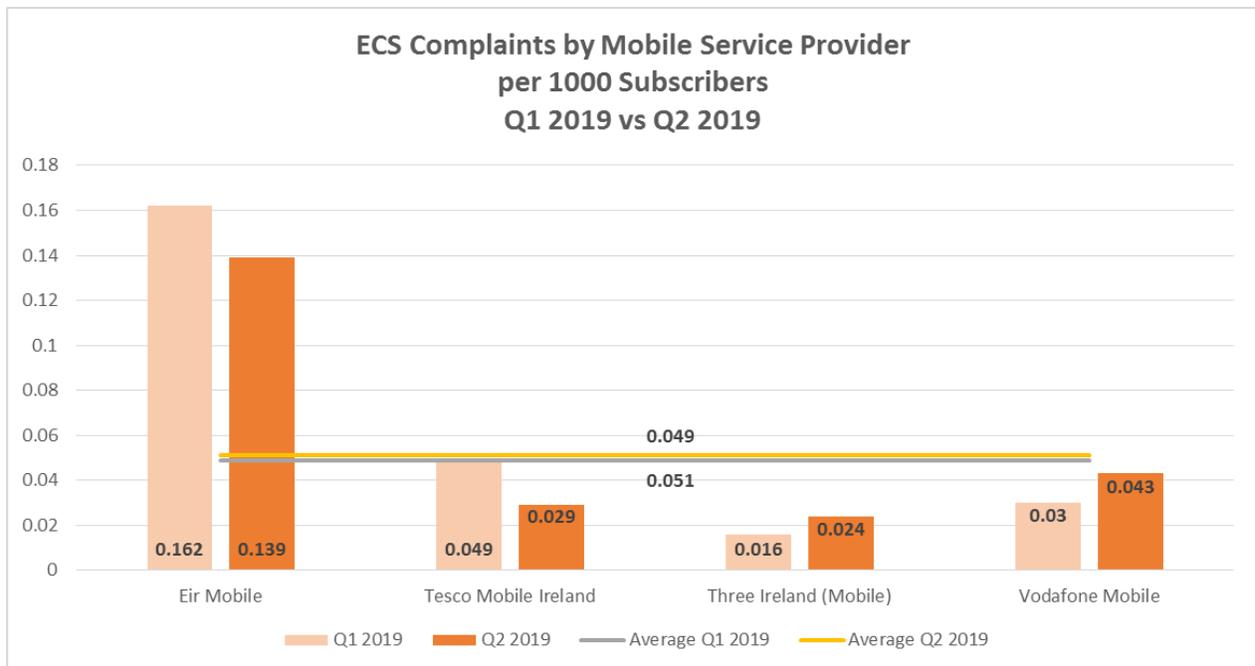


Figure 10: ECS Complaints by Mobile Service Provider Q1 2019 vs Q2 2019 (per 1000 Subscribers)

4.3 Mobile Provider ECS Complaints by Classification Type

6. Figure 11 below shows ECS complaints for each mobile service provider listed in figure 9, by classification type, comparing Q1 2019 with Q2 2019.

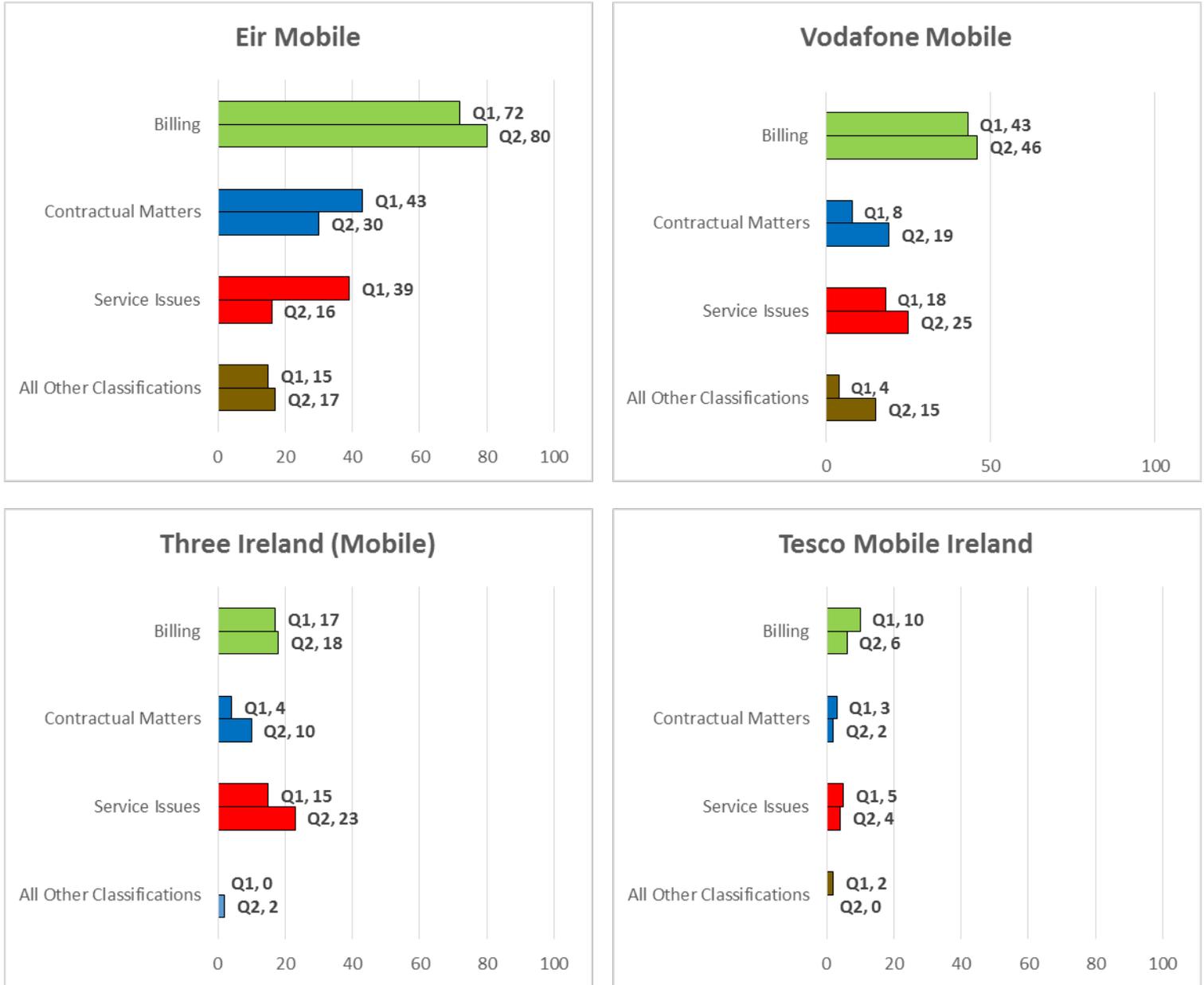


Figure 11: Split of Mobile Service Provider ECS Complaints by Classification Type Q1 2019 vs Q2 2019

4.4 Mobile Provider ECS Complaints Closed in Q2 2019

7. Figure 12 below shows ECS complaints closed in Q2 2019, for each mobile service provider listed in figure 9, broken down by number of days open.

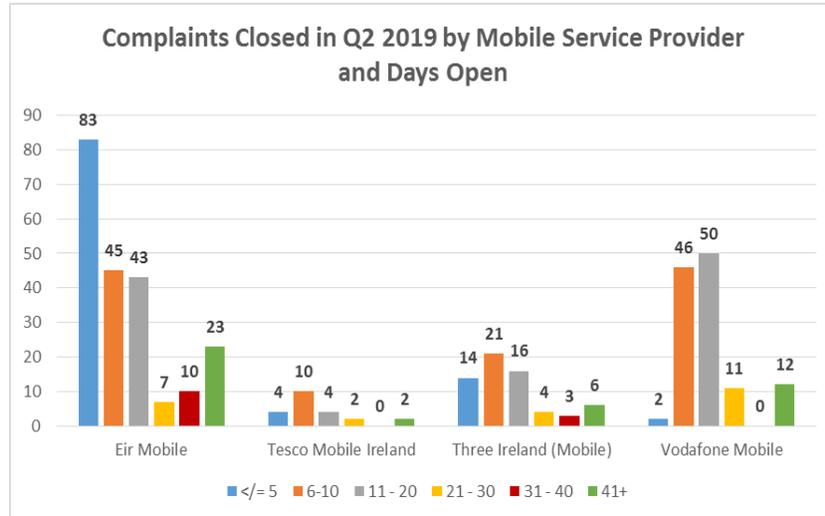


Figure 12: Mobile Service Provider ECS Complaints Closed in Q2 2019 by Number of Days Open

4.5 Mobile Provider ECS Complaints Open at 30 June 2019

8. Figure 13 below shows ECS complaints open greater than 10 days at 30 June 2019, for each mobile service provider listed in figure 9, broken down by number of days open.

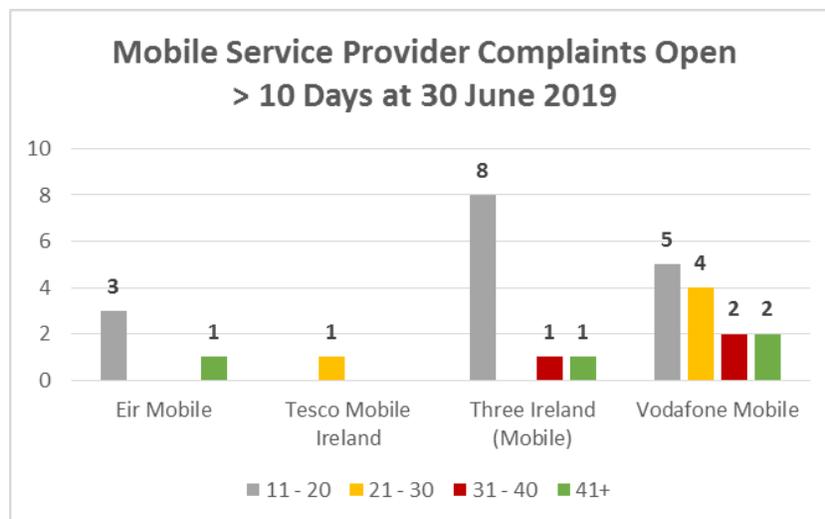


Figure 13: Mobile Service Provider ECS Complaints Open > 10 Days at 30 June 2019 by Number of Days Open

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

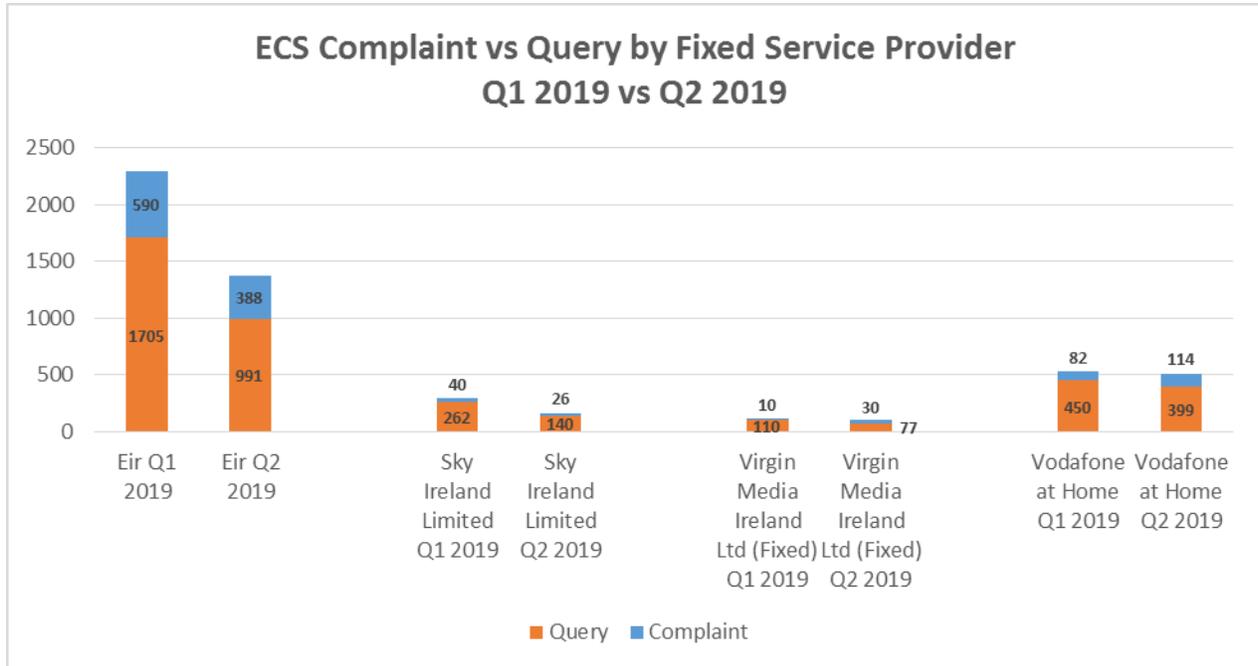


Figure 14: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q1 2019 vs Q2 2019

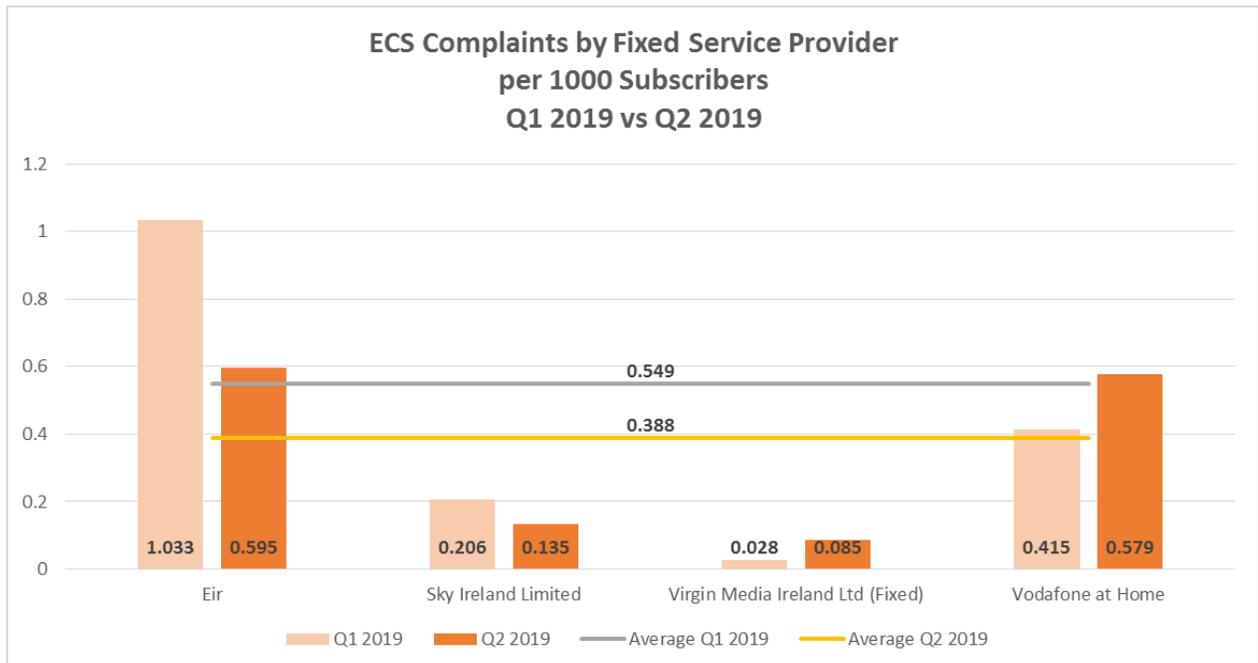


Figure 15: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q1 2019 vs Q2 2019

5.2 Fixed Provider ECS Complaints by Classification Type

9. Figure 16 below shows ECS complaints for each fixed service provider listed in figure 14, by classification type, comparing Q1 2019 with Q2 2019.

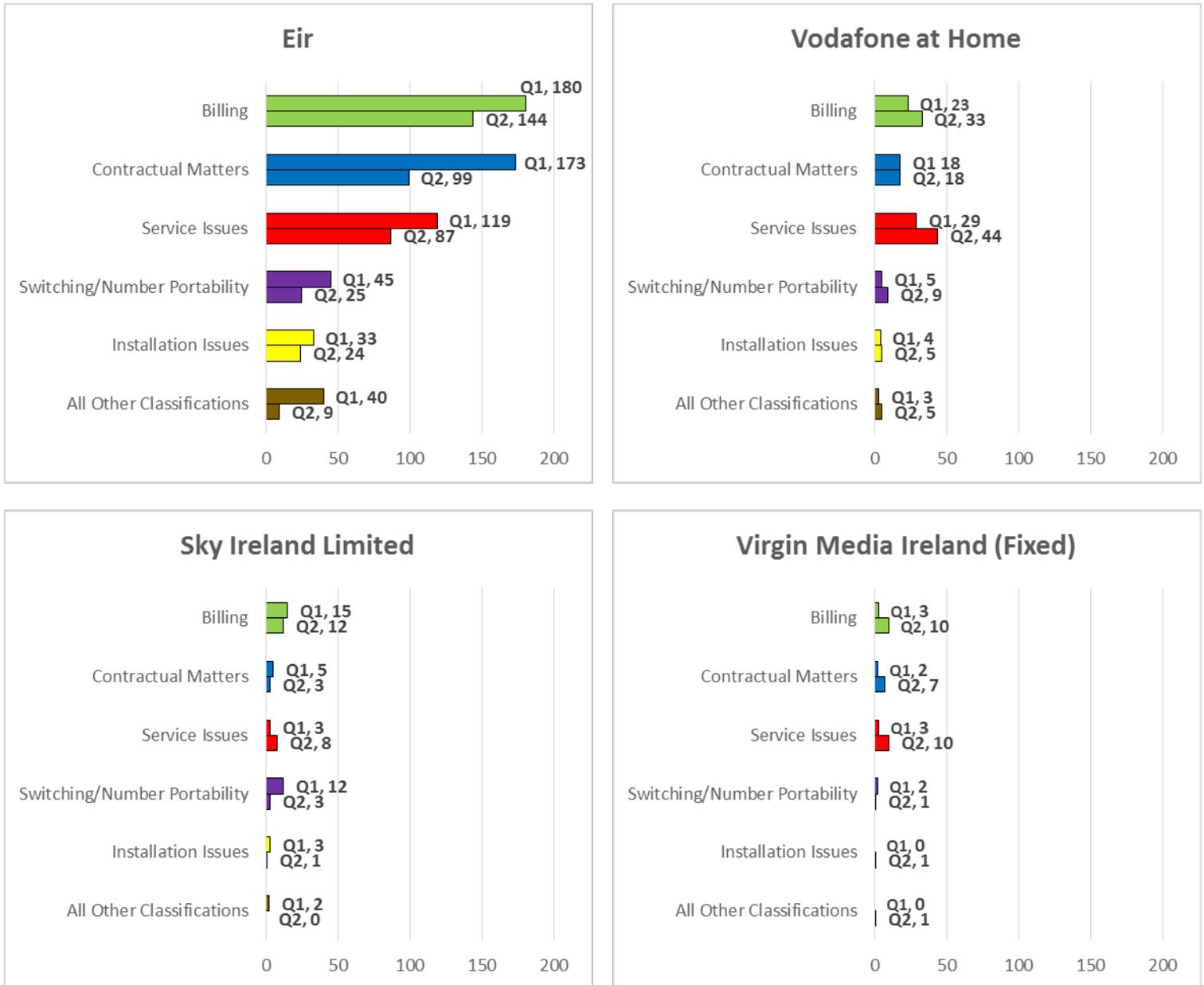


Figure 16: Split of Fixed Service Provider ECS Complaints by Classification Type Q1 2019 vs Q2 2019

5.3 Fixed Provider ECS Complaints Closed in Q2 2019

10. Figure 17 below shows ECS complaints closed in Q2 2019, for each fixed service provider listed in figure 14, broken down by number of days open.

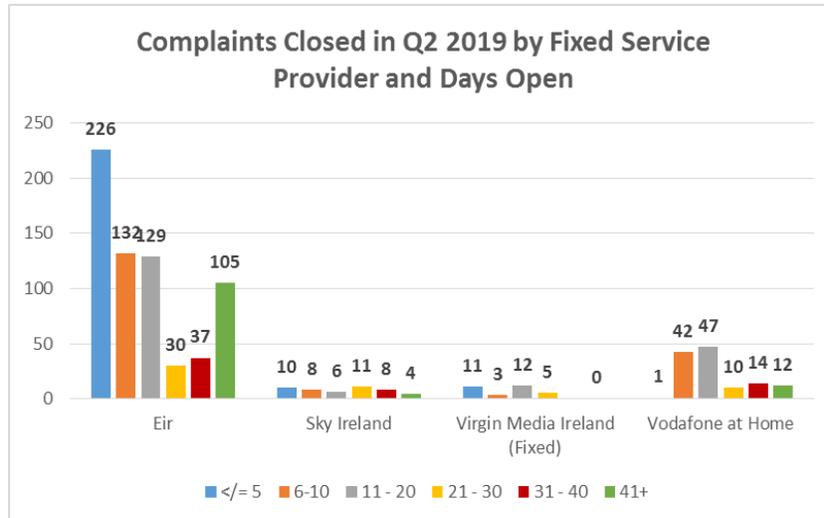


Figure 17: Fixed Service Provider ECS Complaints Closed in Q2 2019 by Number of Days Open

5.4 Fixed Provider ECS Complaints Open at 30 June 2019

11. Figure 18 below shows ECS complaints open greater than 10 days at 30 June 2019, for each fixed service provider listed in figure 14, broken down by number of days open.

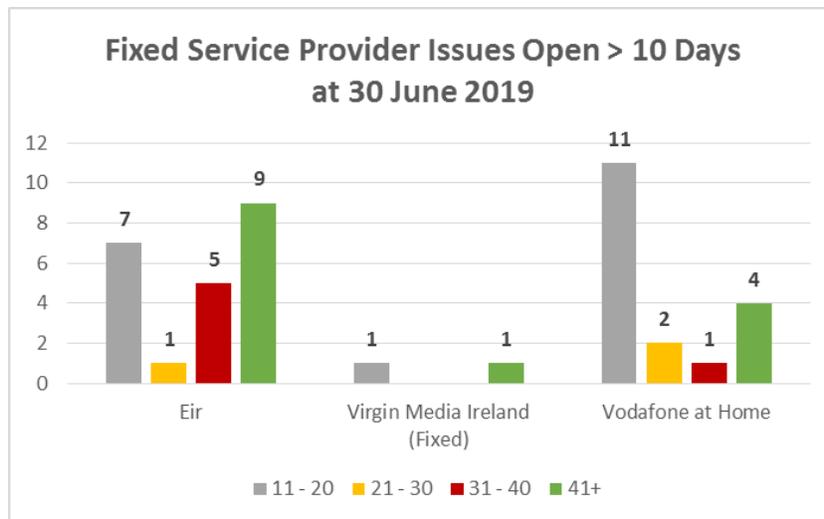
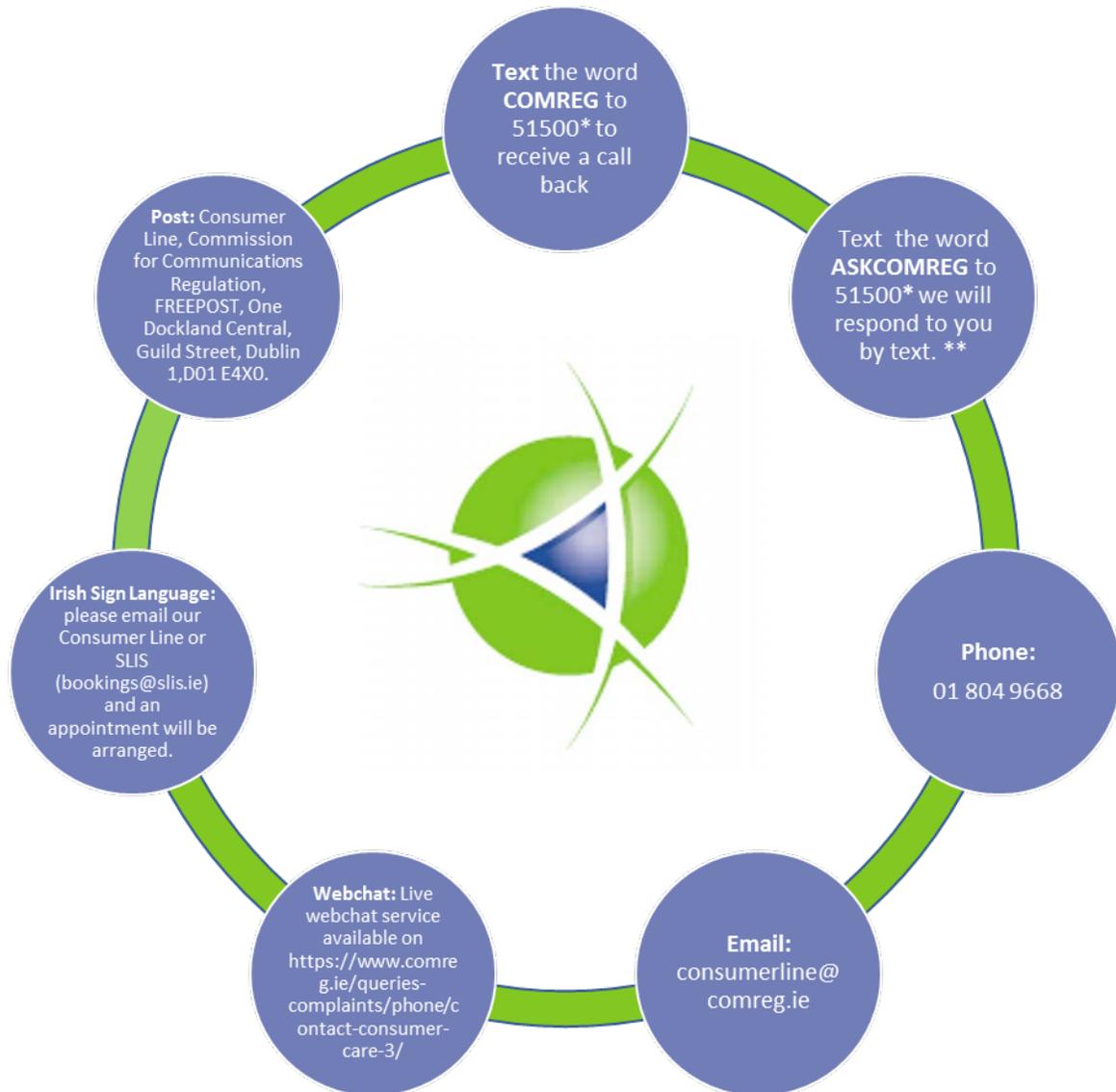


Figure 18: Fixed Service Provider ECS Complaints Open > 10 Days at 30 June 2019 by Number of Days Open

Annex 1: ComReg Consumer Line Contact Details

Channels available to Contact Us



*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.

** Please outline 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.

Annex 2: Mobile Coverage Statistics

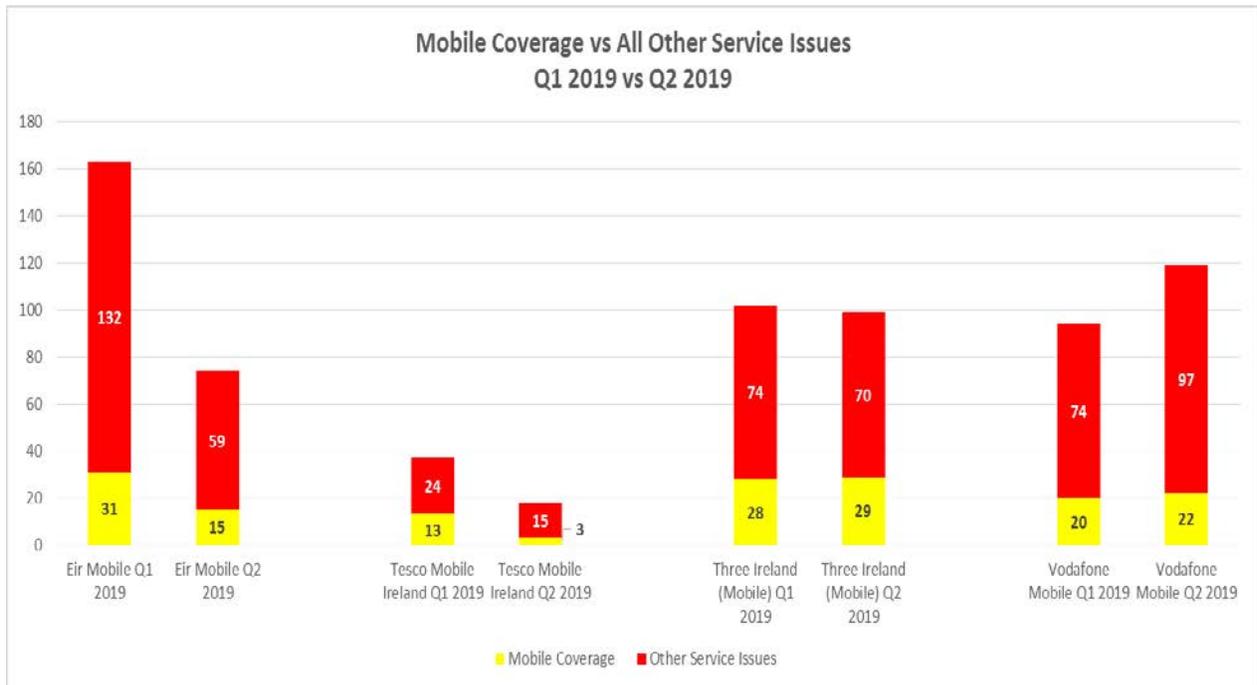
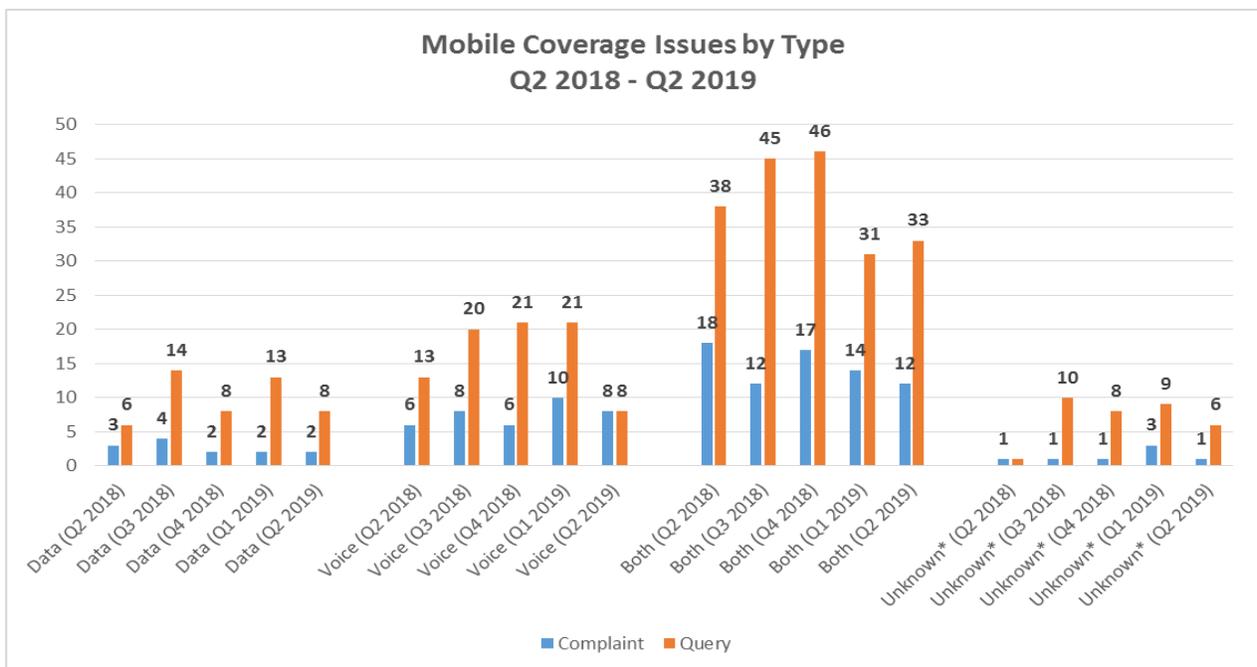


Figure 19: Split of ECS Service Issues by Mobile Service Provider Q1 2019 vs Q2 2019



*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 Q2 2018 – Q2 2019

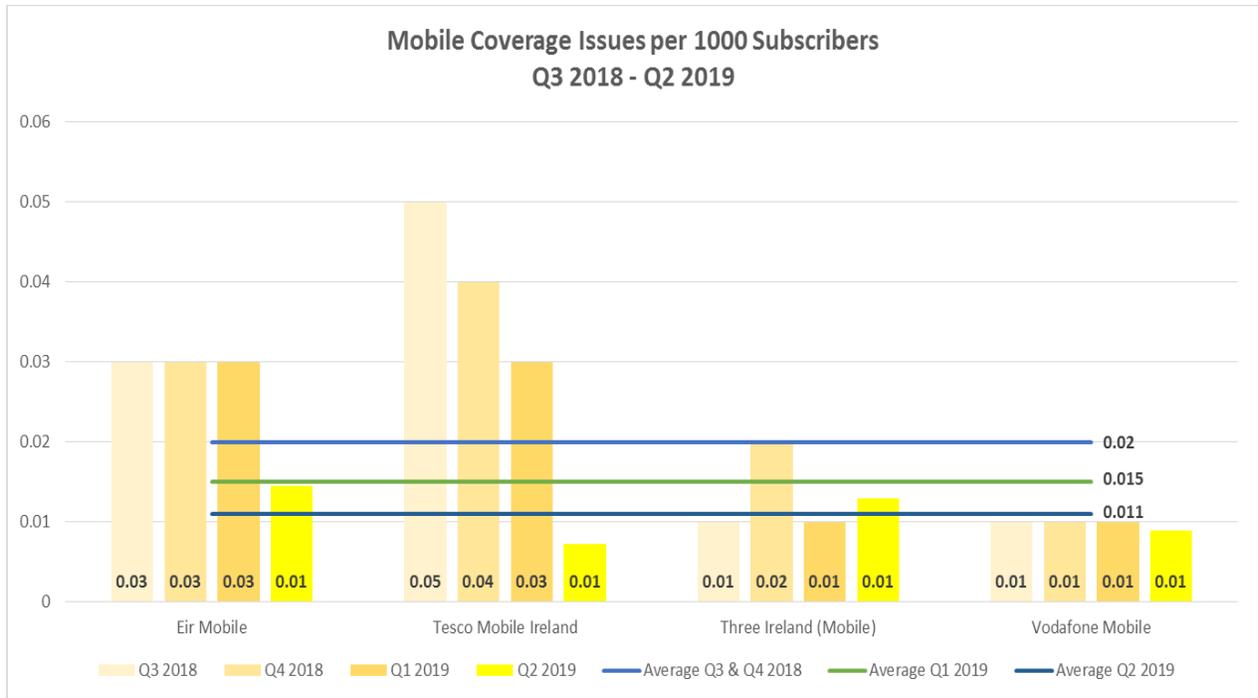


Figure 21: Mobile Coverage Issues (per 1000 Subscribers) Q3 2018 – Q2 2019

Annex 3: Classification Index

| | |
|---|---|
| <p>Billing & Disputed Charges includes:</p> <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 |
| <p>Contractual Matters includes:</p> <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 |
| <p>Service Issues includes:</p> <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 |
| <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 |
| <p>Customer Service includes:</p> <ul style="list-style-type: none"> • Customer Service Other • Difficulty Accessing Cust Service | <ul style="list-style-type: none"> • Failure to Respond • Inadequate response |

| | |
|--|--|
| <p>Installation Issues include:</p> <ul style="list-style-type: none"> • Delay Installation • Installation other • Missed appointment | <ul style="list-style-type: none"> • USO Threshold Issue • Inadequate response • Works Approval Required |
| <p>Switching/Number Portability Issues include:</p> <ul style="list-style-type: none"> • Delay Switching • New Tenant Process • Number Loss • Operator Unknown | <ul style="list-style-type: none"> • Switching Blocked • Switching Other • UAN • Unsolicited Service (Slamming) |
| <p>Not for ComReg/Other Issues include:</p> <ul style="list-style-type: none"> • Authorisations/Licensing • ComReg not Consumer Care Other • ECAS • Industry Query • Legal Query • Market Analysis/Stats • Media Query • Spectrum (Masts & Interference) • Issues relevant to ASAI • Issues relevant to BAI • Issues relevant to CCPC • Issues relevant to DCENR • Issues relevant to DPC • Not for ComReg Other • TV issues | <ul style="list-style-type: none"> • Accessibility equivalence • Directory Enquiries Issues • ECAS • General Info Request • NDD Issue • Net Neutrality • Public Pay Phone • Scams • Unsolicited Communications • VoIP • Consumer Care Other |

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.