ComReg Consumer Line Statistics Report
Q2 2021 – 1 April to 30 June 2021

Content

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 issues raised by service providers' customers and recorded by ComReg in Q2 2021[1].

In Q2 2021, ComReg's Consumer Care team recorded approximately 11,700 contacts and 4,390 issues. In Q1 2021, 6,498 issues were recorded, and approximately 18,400 consumer contacts were received. ComReg's Consumer Care team managed approximately 3,400 Service Provider contacts during Q2 2021, compared to 6,100 in Q1 2021. 84% of all issues recorded were queries and 16% of all issues were complaints. 81% of all issues recorded relate to ECS, 7% relate to PRS, and 12% relate to 'Not for ComReg'/Other. There was a 61% decrease in the total number of issues recorded compared to Q2 2020; ECS issues decreased by 40%, and PRS issues decreased by 93%.

In Q2 2021, ComReg's Consumer Care team recorded 347 Mobile Service Provider issues for Eir. 275 issues were recorded for 3. 318 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 9.0 working days, the same as in Q1 2021. The average number of complaints per 100,000 subscribers was 3.0, compared to an average of 5.1 complaints per 100,000 subscribers in Q1 2021.

In Q2 2021, ComReg's Consumer Care team recorded 892 Fixed Service Provider issues for Eir. 41 issues were recorded for Imagine. 186 issues were recorded for Sky Ireland Limited. 168 issues were recorded for Virgin Media. 466 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 8.0 working days, compared to 10.0 working days in Q1 2021. The average number of complaints per 100,000 subscribers was 33.5, compared to an average of 68.9 complaints per 100,000 subscribers in Q1 2021.

---

[1] The basis for inclusion is where the total number of ECS and PRS issues recorded in the relevant quarter is in excess of 100 and 40, respectively.

2: Consumer Line Overview

2.1 Consumer Line Contacts

In Q2 2021, approximately 11,700 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 channel[2] over the last four quarters. In Q2 2021, phone and e-mail/online form continued to be the most popular methods of contact. ComReg's Consumer Line received approximately 3,400 service provider contacts in Q2 2021.
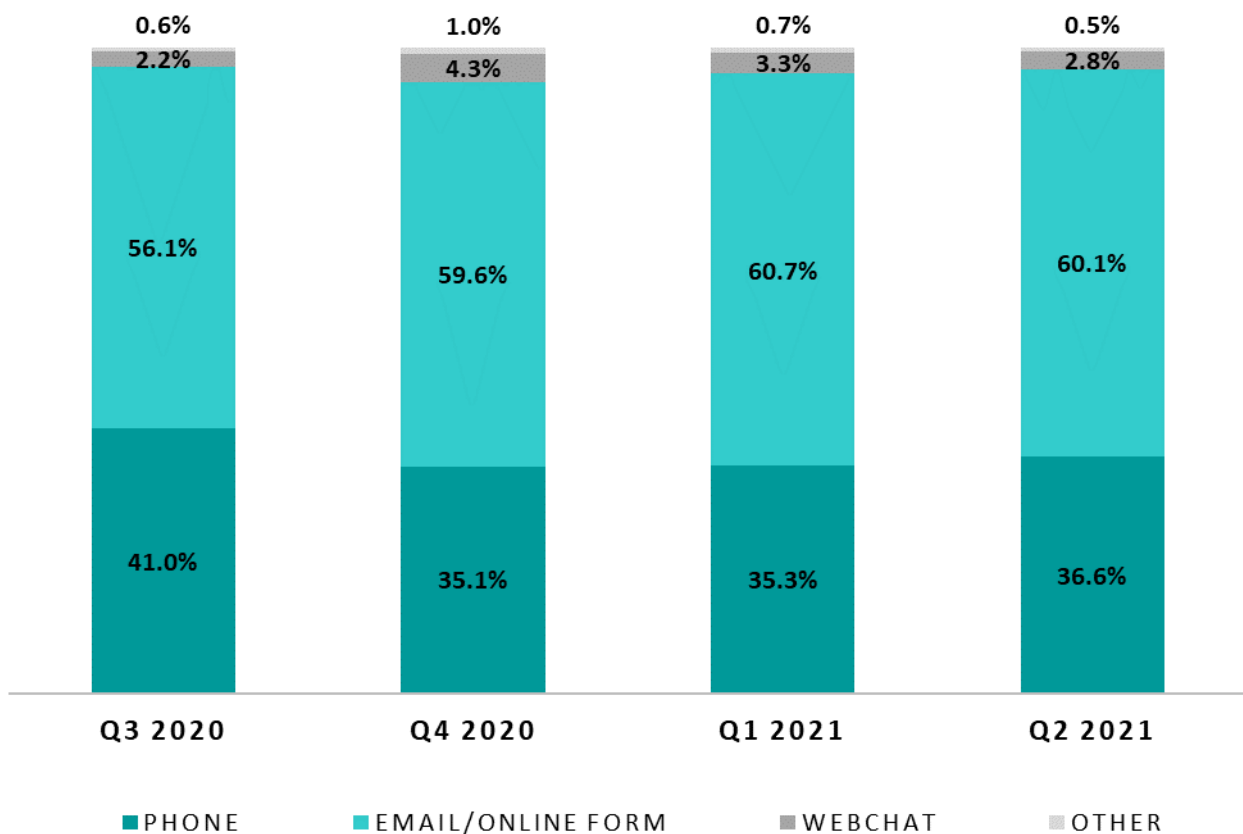
Figure 1: Split of contacts to ComReg's Consumer Line by channel Q3 2020 – Q2 2021

---

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

2.2 Consumer Line Survey

Consumers who contact ComReg's Consumer Line via phone are presented with the option to provide feedback through a phone or e-mail survey. The survey consists of four questions, three of which pertain to the consumer's experience with ComReg (for queries and complaints), and one of which pertains to the consumer's experience with their operator (for complaints only). Consumers are asked to rank their responses using a scale of 1 to 5[3].

In Q2 2021, consumers completed 661 phone surveys in relation to queries, 648 phone surveys in relation to complaints, and 129 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q2 2021.
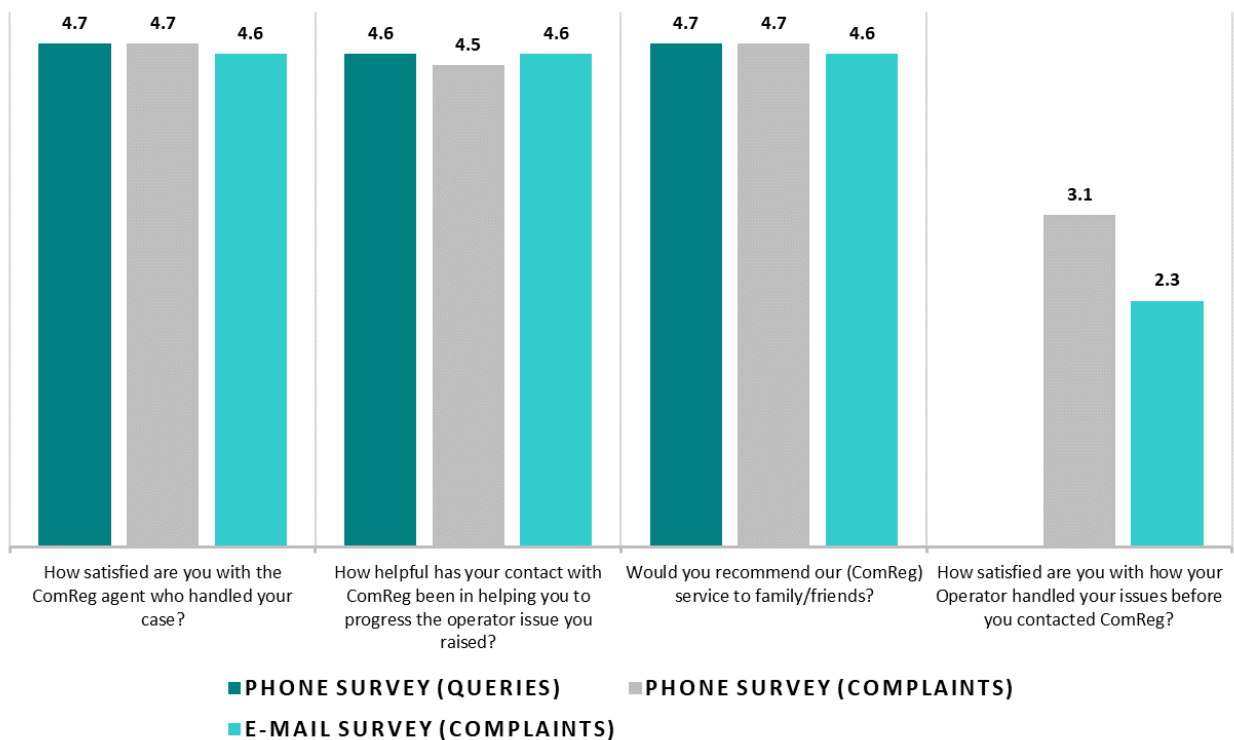
Figure 2: Consumer Line Survey ratings Q2 2021

---

[3] Consumers respond to the questions outlined in Figure 2 by pressing 1 – 5 on their telephone keypad (for telephone surveys), or by selecting a rating of 1 – 5 through a weblink (for e-mail surveys). 1 is the lowest option available to choose, thus expressing dissatisfaction, and 5 is the highest option, expressing satisfaction.

3: Consumer Issues Recorded

3.1 All Issues Recorded

In Q2 2021, ComReg recorded 4,390 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 61% decrease in the total number of issues recorded compared to Q2 2020; ECS issues decreased by 40%, and PRS issues decreased by 93%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q2 2020 to Q2 2021.
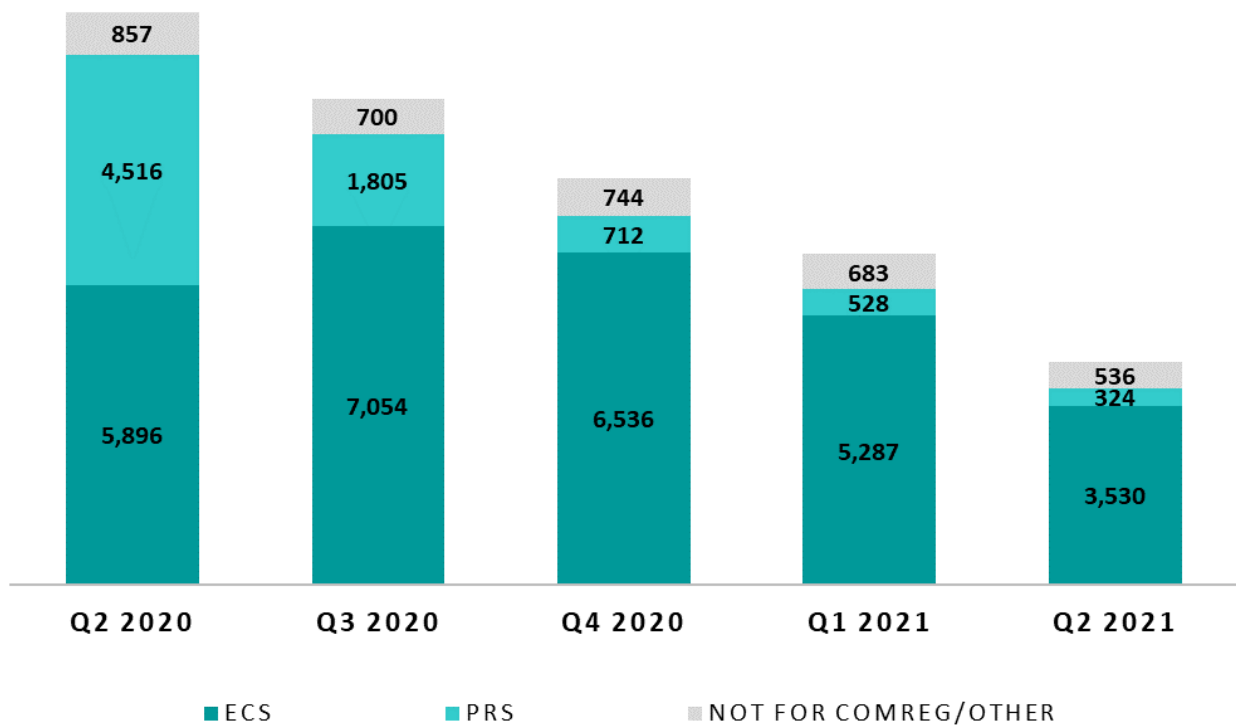
Figure 3: Number of issues recorded Q2 2020 – Q2 2021 by category

In Q2 2021, 81% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 7% and 12% of all other issues, respectively. Figure 4 below shows the split of these three category types.
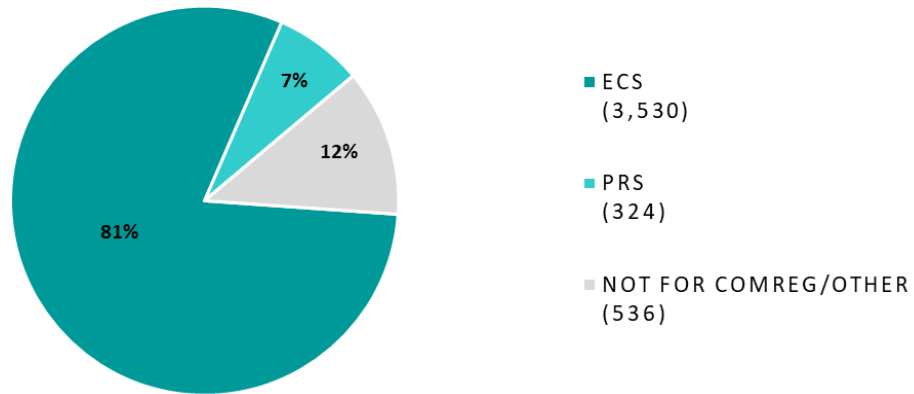
Figure 4: Split of all issues recorded in Q2 2021 by category

3.2 All Issues Recorded by Classification Type[4]

In Q2 2021, a total of 4,390 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 5 below shows the number of issues recorded for each classification type, comparing Q1 2021 to Q2 2021.
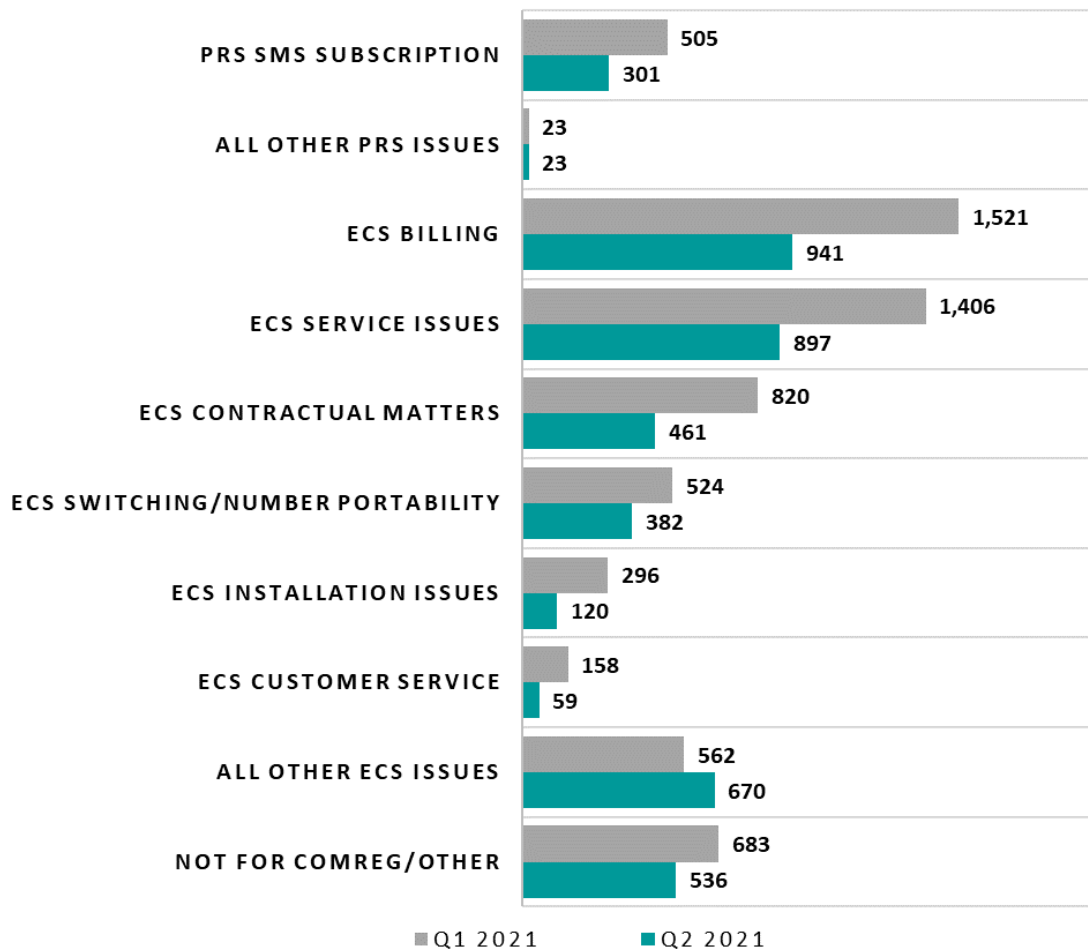
Figure 5: Number of issues recorded by classification type Q1 2021 vs Q2 2021

---

[4] 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 Q2 2021, 84% of all issues recorded were queries, and 16% were complaints. Of the 3,699 queries recorded in Q2 2021, 78% were in relation to ECS and 8% were in relation to PRS. Of the 691 complaints recorded, 95% were in relation to ECS and 5% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 22.
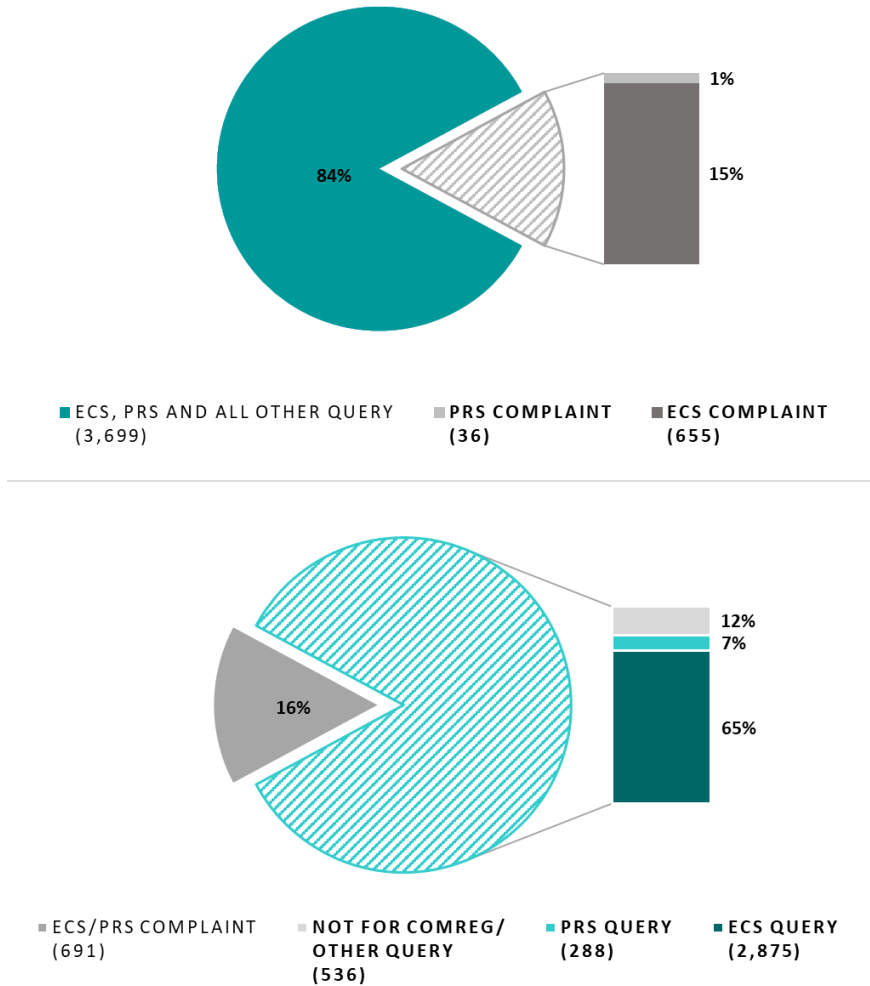
Figure 6: Split of issues recorded by issue type and category Q2 2021

Figure 7 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 Q2 2020 to Q2 2021. From Q2 2020 to Q2 2021, ECS queries decreased by 36% and PRS queries decreased by 93%; ECS complaints decreased by 52% and PRS complaints decreased by 93%. See Figure 16 for detail on PRS issues by ECS Provider and short code. See Figure 10 and Figure 21 for a breakdown of ECS complaints by classification type.
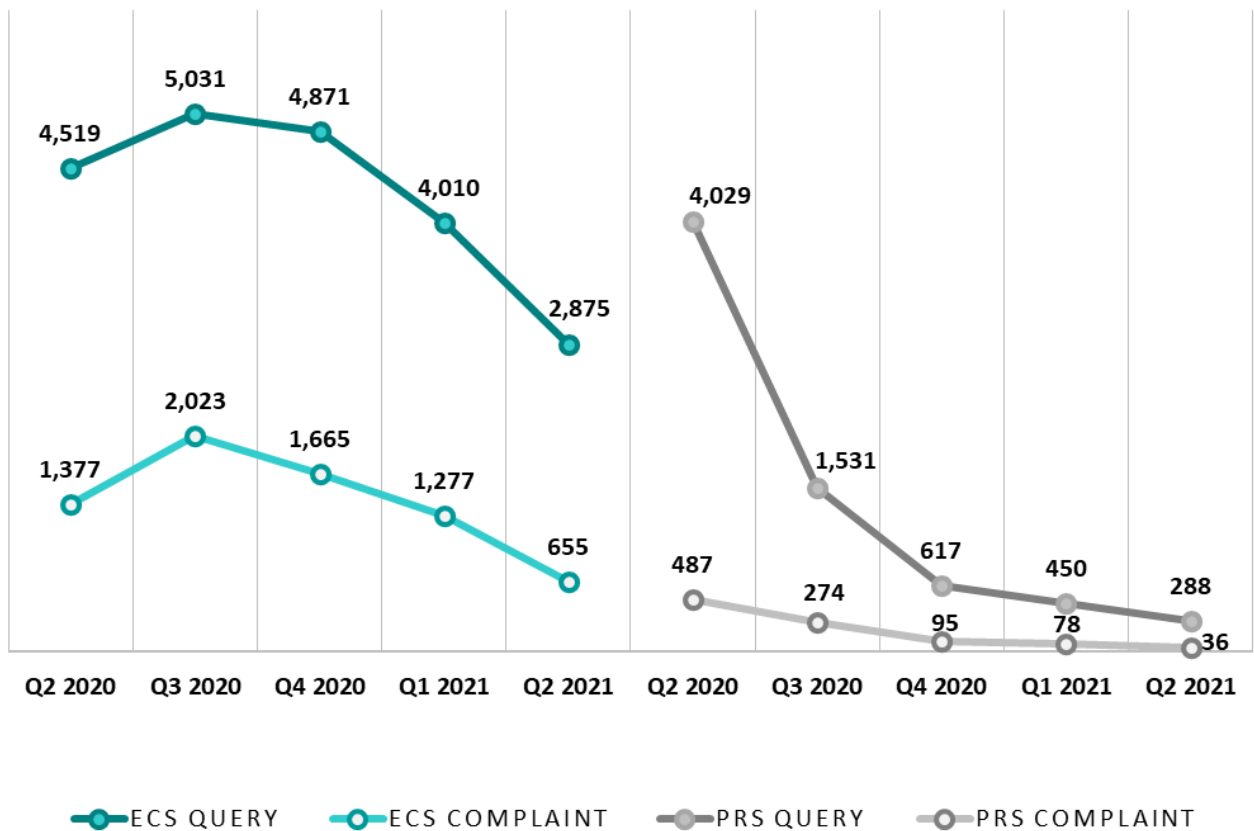
Figure 7: ECS and PRS complaints and queries recorded Q2 2020 – Q2 2021

4: Mobile Service Provider Statistics

4.1 Mobile Service Provider ECS Queries vs Complaints

Figure 8 shows the number of ECS queries and complaints recorded for Eir[5], 3[6], Vodafone[7] and 'Other' Mobile Service Providers[8], comparing Q1 2021 to Q2 2021. The total number of issues recorded for Mobile Service Providers in Q2 2021 was 1,195, a 28% decrease compared to Q1 2021, where 1,656 issues were recorded.
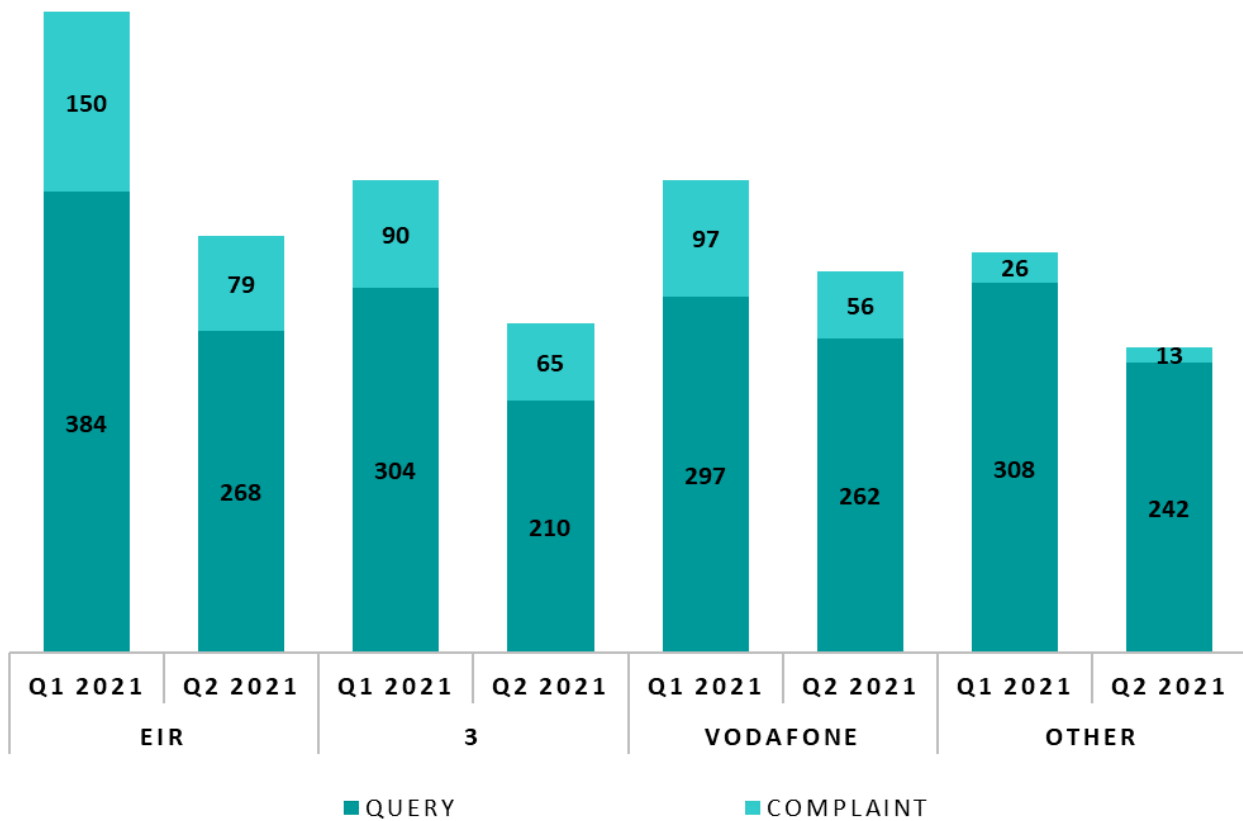
Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q1 2021 vs Q2 2021

---

[5] On this chart, issues recorded for GoMo are included in Eir's figures.

[6] On this chart, issues recorded for 48 are included in 3's figures.

[7] On this chart, issues recorded for Clear Mobile are included in Vodafone's figures.

[8] 'Other' Mobile Service Providers includes issues recorded for those Mobile Service Providers not named in Figure 8, or where the Mobile Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Mobile Service Providers.

Figure 9 shows the split of queries to complaints recorded for each Mobile Service Provider[6,7,8,8] in Figure 8, including the total industry average, comparing Q1 2021 to Q2 2021. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

Q1 2021

Provider	Query	Complaint
EIR	71.9%	28.1%
3	77.2%	22.8%
VODAFONE	75.4%	24.6%
OTHER	92.2%	7.8%
INDUSTRY AVERAGE	78.1%	21.9%

Q2 2021

Provider	Query	Complaint
EIR	77.2%	22.8%
3	76.4%	23.6%
VODAFONE	82.4%	17.6%
OTHER	94.9%	5.1%
INDUSTRY AVERAGE	82.2%	17.8%

Legend: QUERY, COMPLAINT, INDUSTRY AVERAGE QUERY, INDUSTRY AVERAGE COMPLAINT
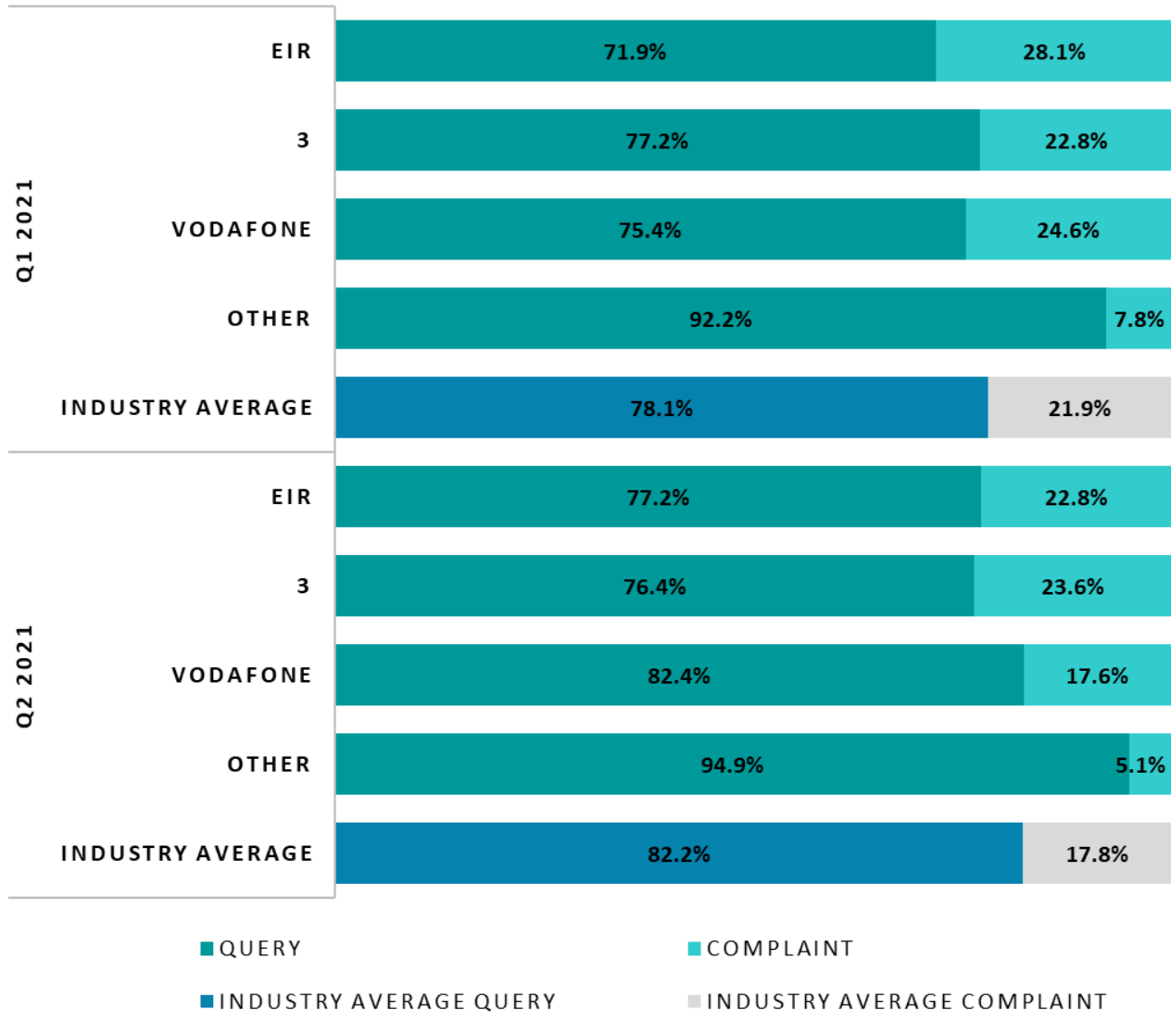
Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q1 2021 vs Q2 2021

4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider[6,7,8,8] listed in Figure 8, comparing Q1 2021 with Q2 2021. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

EIR

Classification	
BILLING	67
CONTRACTUAL MATTERS	21
SERVICE ISSUES	33
SWITCHING/NUMBER PORTABILITY	22
ALL OTHER CLASSIFICATIONS	7
BILLING	35
CONTRACTUAL MATTERS	10
SERVICE ISSUES	22
SWITCHING/NUMBER PORTABILITY	11
ALL OTHER CLASSIFICATIONS	1

3

Classification	
BILLING	42
CONTRACTUAL MATTERS	11
SERVICE ISSUES	28
SWITCHING/NUMBER PORTABILITY	4
ALL OTHER CLASSIFICATIONS	5
BILLING	28
CONTRACTUAL MATTERS	8
SERVICE ISSUES	22
SWITCHING/NUMBER PORTABILITY	3
ALL OTHER CLASSIFICATIONS	4

VODAFONE

	Q1 2021
BILLING	39
CONTRACTUAL MATTERS	18
SERVICE ISSUES	25
SWITCHING/NUMBER PORTABILITY	11
ALL OTHER CLASSIFICATIONS	4

	Q2 2021
BILLING	23
CONTRACTUAL MATTERS	10
SERVICE ISSUES	14
SWITCHING/NUMBER PORTABILITY	9
ALL OTHER CLASSIFICATIONS	

OTHER

	Q1 2021
BILLING	11
CONTRACTUAL MATTERS	2
SERVICE ISSUES	7
SWITCHING/NUMBER PORTABILITY	6
ALL OTHER CLASSIFICATIONS	

	Q2 2021
BILLING	8
CONTRACTUAL MATTERS	2
SERVICE ISSUES	2
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	1

■ Q1 2021　■ Q2 2021

Figure 10: Mobile Service Provider ECS complaints by classification type Q1 2021 vs Q2 2021

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[6,7,8] listed in Figure 8, as reported by consumers, comparing Q1 2021 to Q2 2021.

	Number of Issues Q1 2021	Number of Issues Q2 2021
Eir		
Billed more than agreed amount	60	44
Billed after cancellation	39	28
Refund not received		28
Loss of service	28	24
Switching/number portability - delay switching	22	17
Mobile coverage	33	16
Equipment issues - handset	26	15
Service issues - intermittent service	29	14
Contract termination issues - cancellation not accepted		12
Switching/number portability - unlock code issue	24	11
3		
Billed more than agreed amount	59	40
Mobile coverage	40	22
Equipment issues - handset	16	20
Service issues - intermittent service	20	11
Billed after cancellation	14	11
Contract termination issues - cancellation not accepted		11
Switching/number portability - unlock code issue	17	10
Loss of service	22	9
Net neutrality - broadband speeds received	16	9
Contract termination issues - cancellation procedures		9

Vodafone		
Switching/number portability - unlock code issue	28	33
Loss of service	32	24
Billed more than agreed amount	48	23
Mobile coverage	23	19
Billed after cancellation	16	18
Equipment issues - handset	21	15
Refund not received	14	15
Switching/number portability - delay switching	18	12
Contract termination issues - cancellation procedures		12
Switching/number portability - number loss		10

Figure 11: Highest number of issues recorded by Mobile Service Provider Q1 2021 vs Q2 2021

4.4 Mobile Service Provider ECS Complaints Closed in Q2 2021

Figure 12 shows the number of ECS complaints closed in Q2 2021, for each Mobile Service Provider[6,7,8] listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q2 2021 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

EIR

5 DAYS OR LESS	80
6 - 10 DAYS	9
11 - 20 DAYS	7
21 - 30 DAYS	4
31 - 40 DAYS	1
41 OR MORE DAYS	6

3

5 DAYS OR LESS	8
6 - 10 DAYS	32
11 - 20 DAYS	29
21 - 30 DAYS	13
31 - 40 DAYS	4
41 OR MORE DAYS	9

VODAFONE

5 DAYS OR LESS	38
6 - 10 DAYS	17
11 - 20 DAYS	25
21 - 30 DAYS	9
31 - 40 DAYS	10
41 OR MORE DAYS	12

■ NUMBER OF COMPLAINTS CLOSED
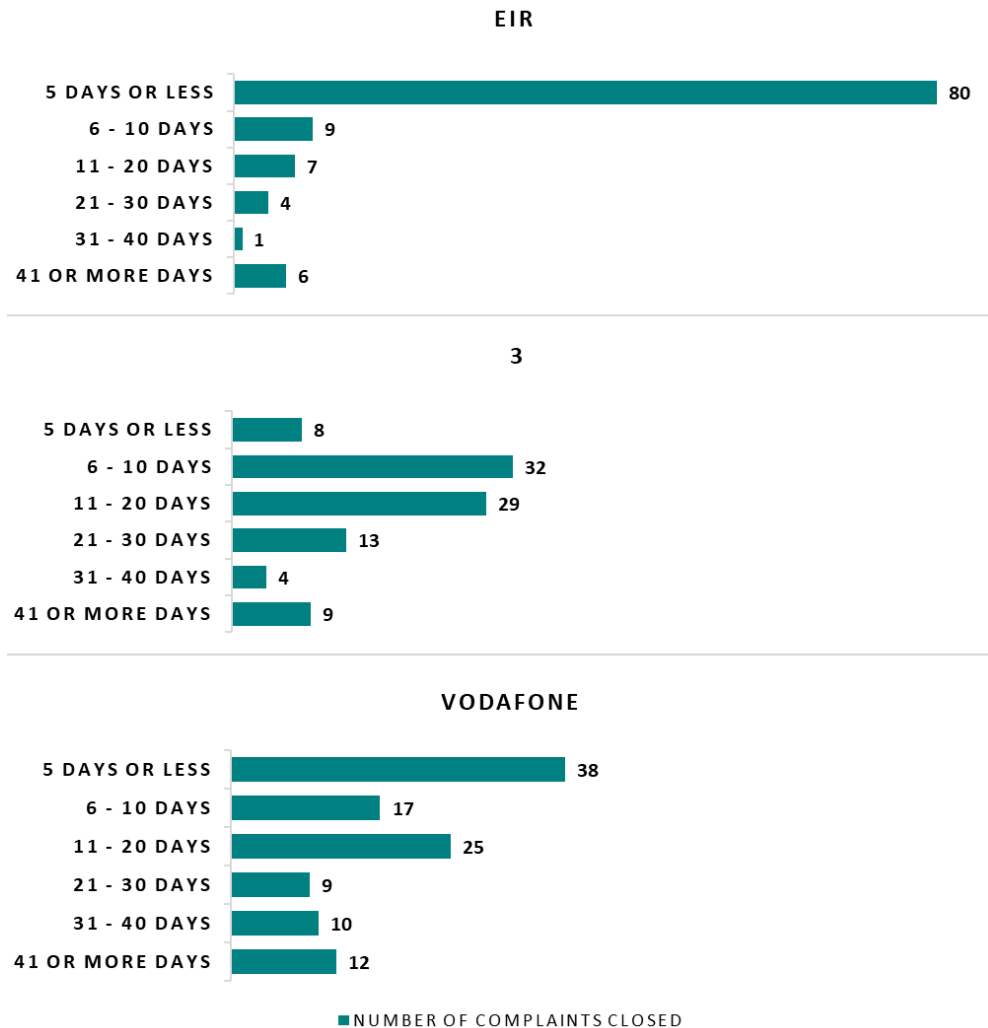
Figure 12: ECS complaints closed in Q2 2021 by Mobile Service Provider and number of working days open

Complaint 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. Figure 13[6,7,8,8] shows the median resolution time for ECS complaints in Figure 12, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q1 2021[9] to Q2 2021. Complaints closed within Q2 2021 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 April 2021. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Mobile Service Providers.

Figure 13: Median complaint resolution time by Mobile Service Provider Q1 2021 vs Q2 2021

---

[9] For details of complaints closed in Q1 2021, see ComReg Consumer Line Statistics Report Q1 2021.

Figure 14[6,7,8,8] provides a further breakdown of the Q2 2021 complaint resolution time of ECS complaints in Figure 13. In Figure 14, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The 'industry median' is a 'snapshot' based on all complaints closed within the quarter for all Mobile Service Providers.
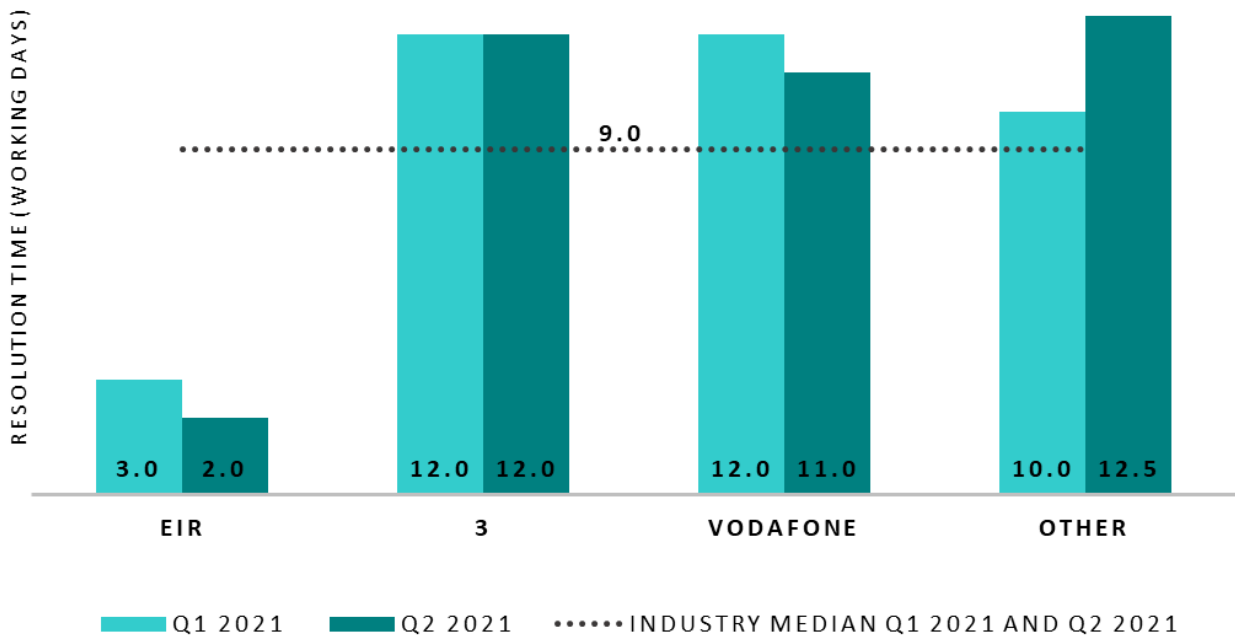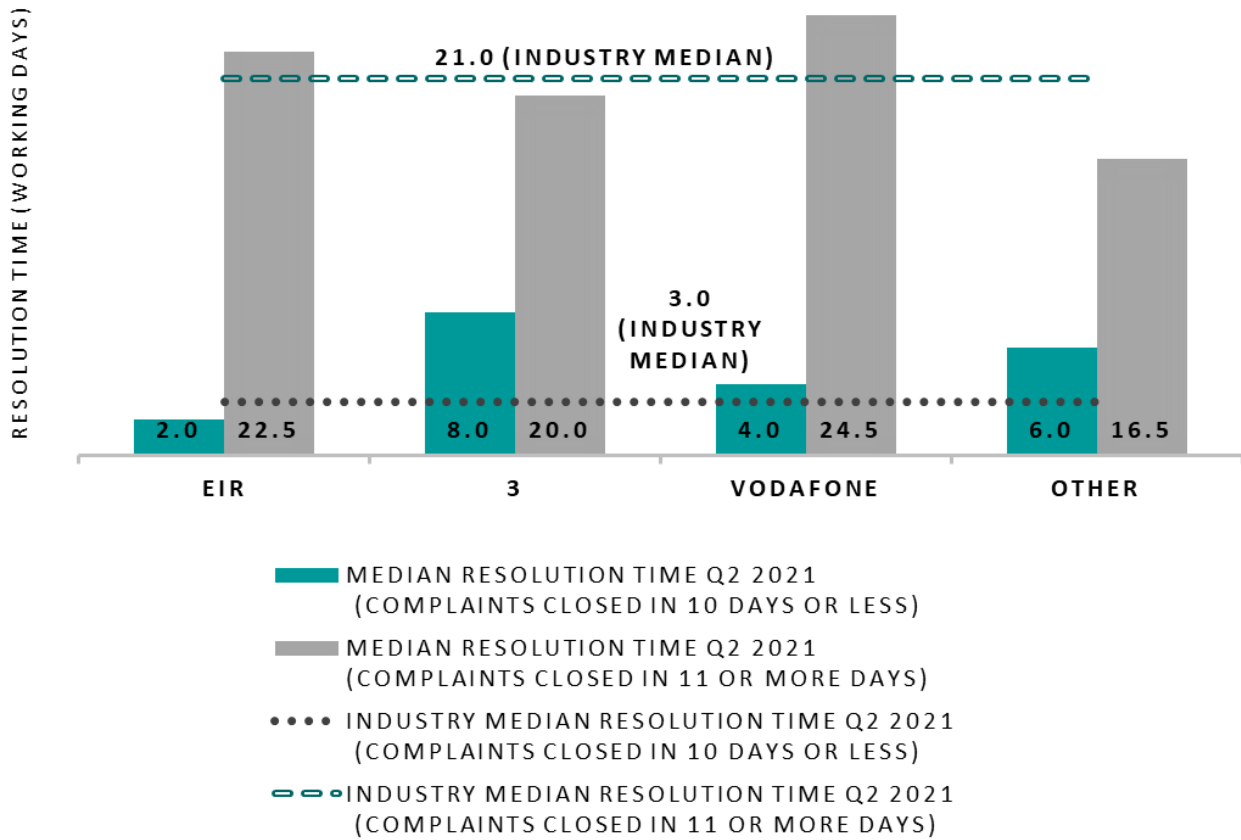

Figure 14: Median complaint resolution time by Mobile Service Provider Q2 2021, complaints closed in 10 days or less vs complaints closed in 11 days or more

4.5 Mobile Service Provider ECS Complaints Open at 30 June 2021

Figure 15 shows the number ECS complaints open at 30 June 2021, for each Mobile Service Provider[6,7,8] listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

EIR

10 DAYS OR LESS	8
11 - 20 DAYS	1
21 - 30 DAYS	
31 - 40 DAYS	
41 OR MORE DAYS	1

3

10 DAYS OR LESS	9
11 - 20 DAYS	3
21 - 30 DAYS	2
31 - 40 DAYS	1
41 OR MORE DAYS	2

VODAFONE

10 DAYS OR LESS	1
11 - 20 DAYS	2
21 - 30 DAYS	
31 - 40 DAYS	
41 OR MORE DAYS	

■ NUMBER OF COMPLAINTS
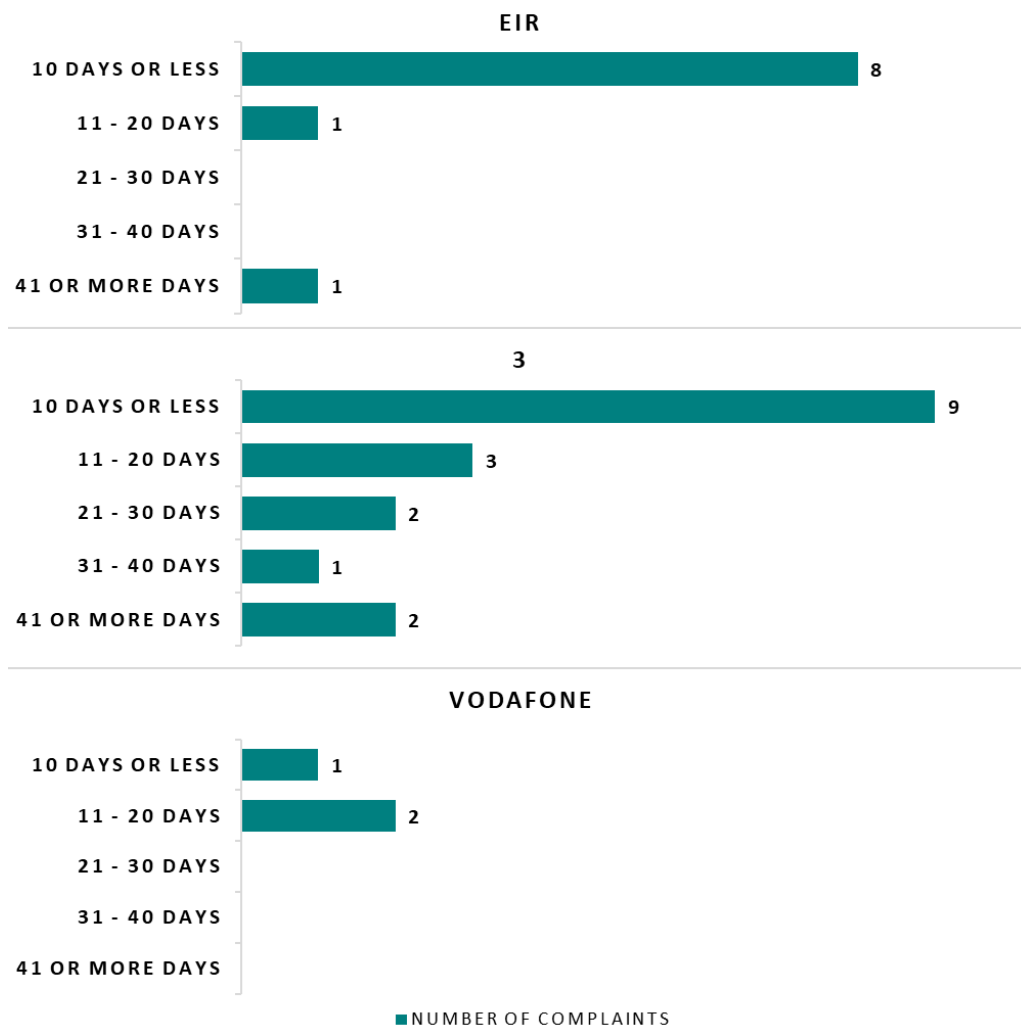
Figure 15: Mobile Service Provider ECS complaints open at 30 June 2021 by number of working days since first escalation

4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 16 below shows the average number of complaints per 100,000 subscribers for each Mobile Service Provider[6,7,8] listed in Figure 8 and the total industry average, comparing Q1 2021 to Q2 2021. The 'industry average' is a 'snapshot' based on complaints received for all Mobile Service Providers.

Figure 16: ECS complaints per 100,000 subscribers by Mobile Service Provider Q1 2021 vs Q2 2021

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 17 below shows the number of PRS issues raised with ComReg's Consumer Line in Q2 2021 split by short code and premium rate service provider[10] (where the total number of issues recorded for the short code during the quarter is greater than 40 issues) and further split by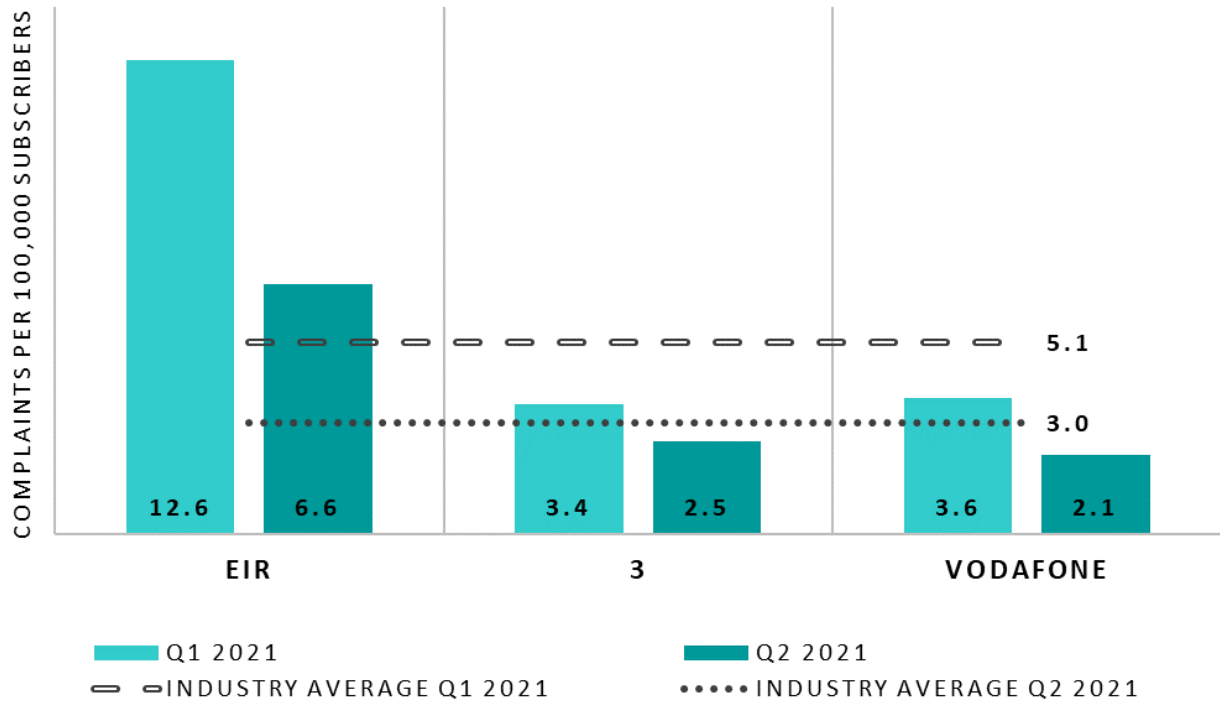 Mobile Service Provider[6,7] (where the total number of issues recorded for the Mobile Service Provider is greater than 40 issues).

Network Operator	Short Code and Premium Rate Service Provider		Total
	57976 (txtNation Ltd)	Other	
Eir	74	76	**150**
Tesco Mobile Ireland	27	24	**51**
3	22	20	**42**
Other	38	43	**81**
Total	**161**	**163**	**324**

Figure 17: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q2 2021

---

[10] http://www.irishstatutebook.ie/eli/2010/act/2/enacted/en/print, Section 3.
"premium rate service provider" means a person who does any or all of the following, for gain: (a) provides the contents of a premium rate service, (b) exercises editorial control over the contents of a premium rate service,
(c) packages together the contents of a premium rate service for the purpose of facilitating its provision,
(d) makes available a facility as part of a premium rate service,
(e) transfers a premium rate service from a content provider to one or more electronic communications networks, or
(f) provides the electronic communications service over which a premium rate service is provided, or provides the electronic communications network over which a premium rate service is transmitted.

Figure 18 shows the average number of PRS issues recorded (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider[6,7] listed in Figure 17 and the total industry average, comparing Q1 2021 to Q2 2021. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.
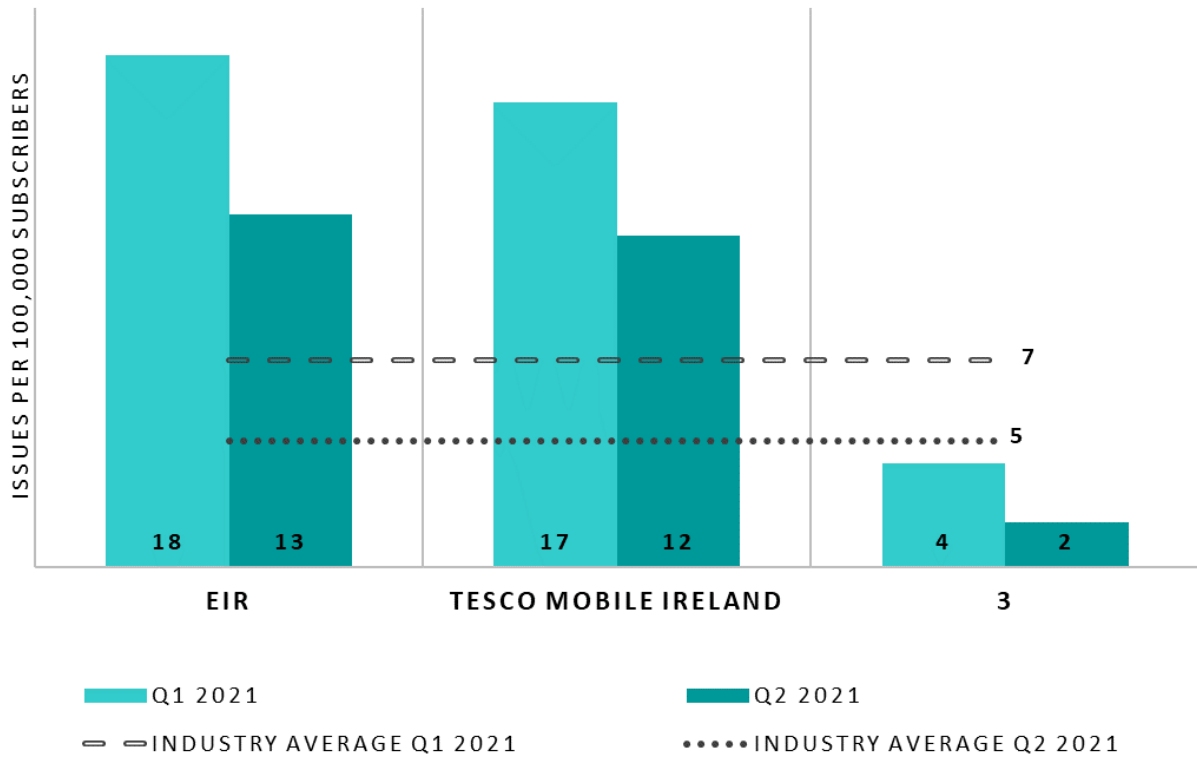
Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q1 2021 vs Q2 2021

5: Fixed Service Provider Statistics

5.1 Fixed Service Provider ECS Queries vs Complaints

Figure 19 shows the number of ECS queries and complaints recorded for Eir, Imagine, Sky Ireland Limited, Virgin Media, Vodafone, and all 'Other'[11] Fixed Service Providers, comparing Q1 2021 to Q2 2021. The total number of issues recorded for Fixed Service Providers in Q2 2021 was 2,335, a 33% decrease compared to Q1 2021, where 3,361 issues were recorded.
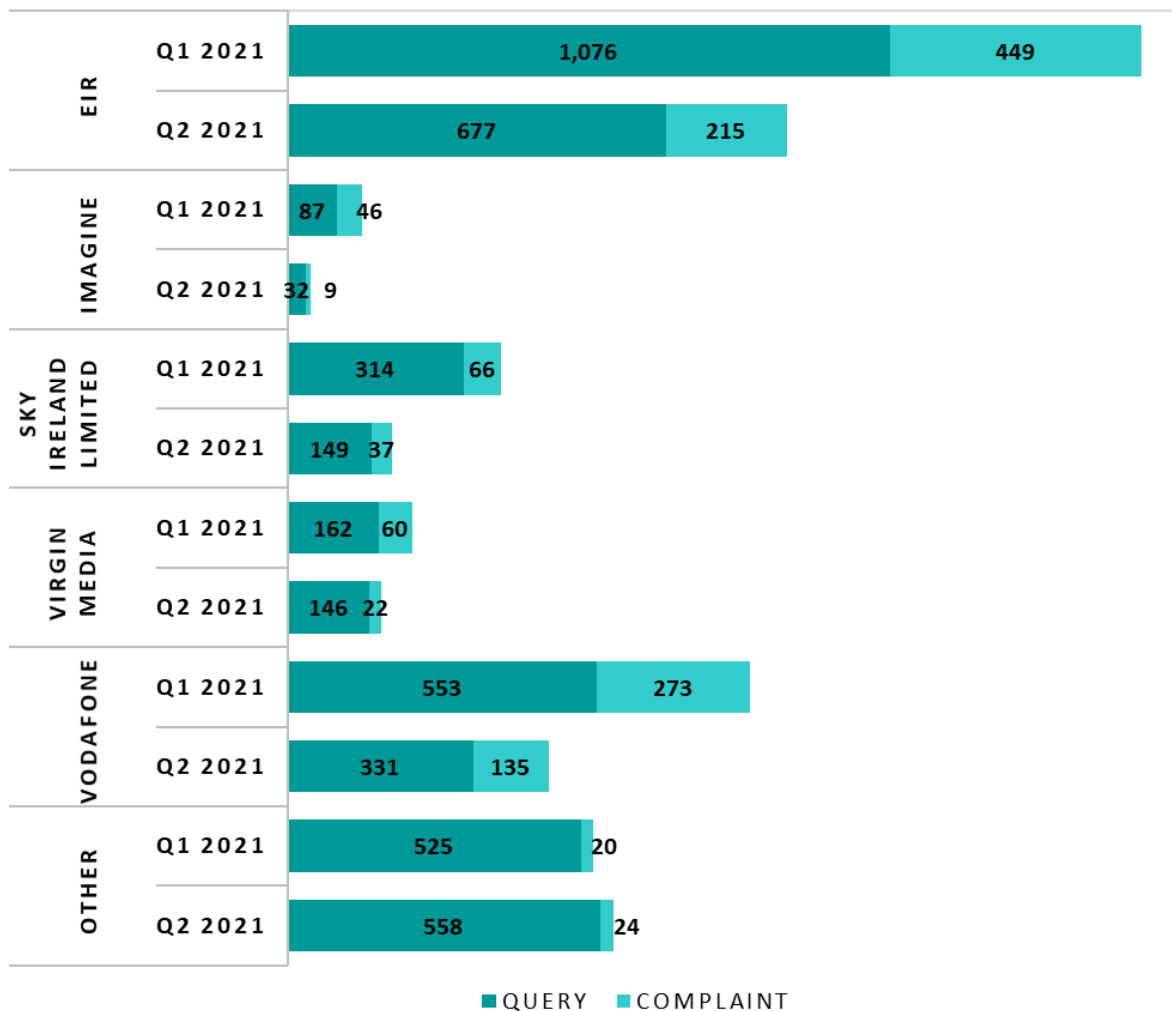
Figure 19: Number of ECS issues queries and complaints by Fixed Service Provider Q1 2021 vs Q2 2021

---

[11] 'Other' Fixed Service Providers includes issues recorded for those Fixed Service Providers not named in Figure 19, or where the Fixed Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Fixed Service Providers.

Figure 20 shows the split of queries to complaints recorded for Eir, Imagine, Sky Ireland Limited, Virgin Media and Vodafone, including the total industry average comparing Q1 2021 to Q2 2021. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.
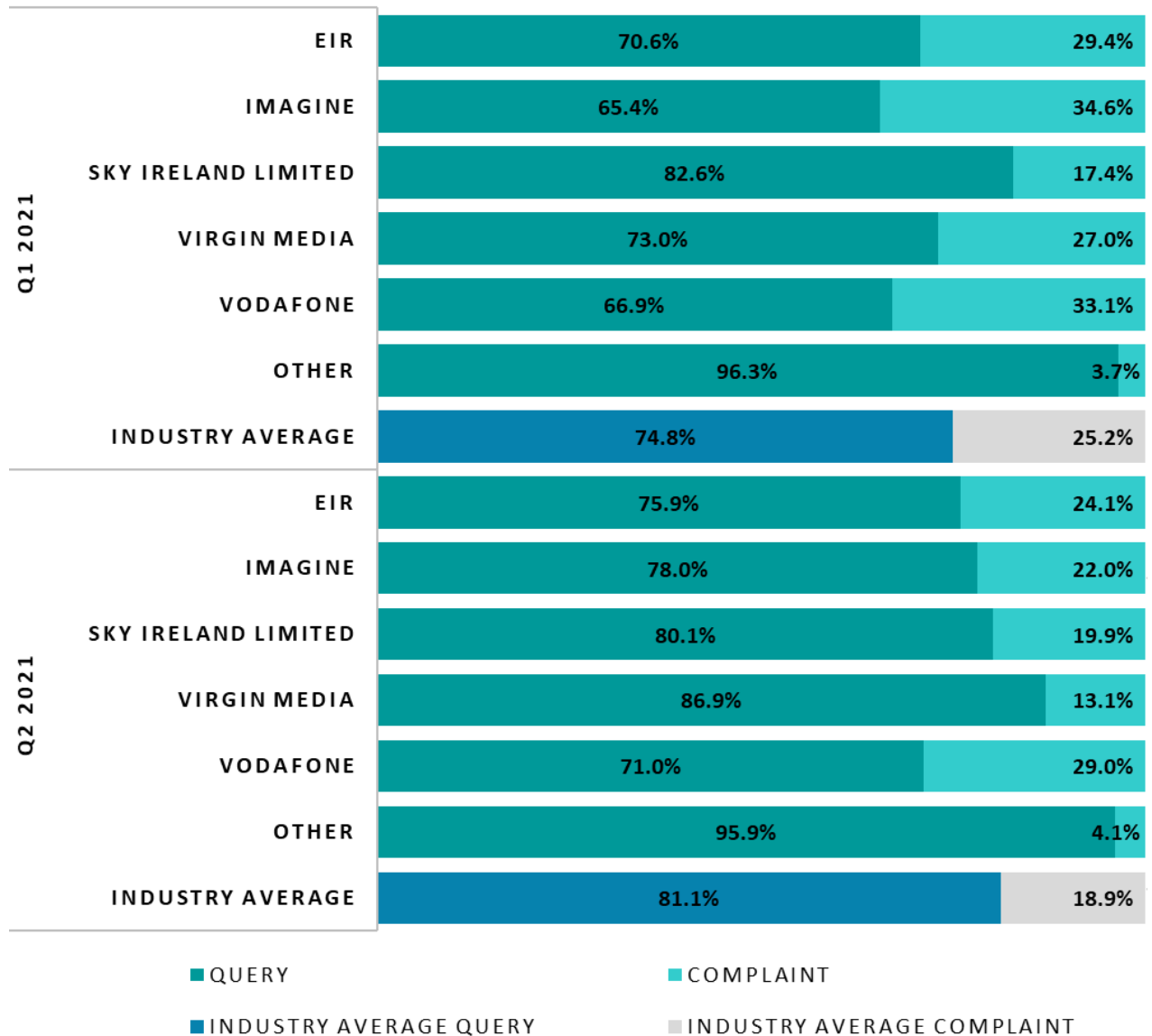
Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q1 2021 vs Q2 2021

5.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 21 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 19, comparing Q1 2021 with Q2 2021. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.

EIR

Classification	Value
BILLING	164
CONTRACTUAL MATTERS	75
INSTALLATION ISSUES	56
SERVICE ISSUES	99
SWITCHING/NUMBER PORTABILITY	33
ALL OTHER CLASSIFICATIONS	22
BILLING	89
CONTRACTUAL MATTERS	25
INSTALLATION ISSUES	18
SERVICE ISSUES	52
SWITCHING/NUMBER PORTABILITY	22
ALL OTHER CLASSIFICATIONS	9

IMAGINE

Classification	Value
BILLING	5
CONTRACTUAL MATTERS	7
INSTALLATION ISSUES	
SERVICE ISSUES	15
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	18
BILLING	
CONTRACTUAL MATTERS	1
INSTALLATION ISSUES	
SERVICE ISSUES	5
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	3

SKY IRELAND LIMITED

Classification	Value
BILLING	23
CONTRACTUAL MATTERS	9
INSTALLATION ISSUES	2
SERVICE ISSUES	14
SWITCHING/NUMBER PORTABILITY	12
ALL OTHER CLASSIFICATIONS	6
BILLING	9
CONTRACTUAL MATTERS	5
INSTALLATION ISSUES	6
SERVICE ISSUES	9
SWITCHING/NUMBER PORTABILITY	6
ALL OTHER CLASSIFICATIONS	2

VIRGIN MEDIA

Classification	Value
BILLING	31
CONTRACTUAL MATTERS	7
INSTALLATION ISSUES	
SERVICE ISSUES	12
SWITCHING/NUMBER PORTABILITY	4
ALL OTHER CLASSIFICATIONS	6
BILLING	13
CONTRACTUAL MATTERS	4
INSTALLATION ISSUES	1
SERVICE ISSUES	4
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	

VODAFONE

Classification	Value
BILLING	63
CONTRACTUAL MATTERS	17
INSTALLATION ISSUES	35
SERVICE ISSUES	98
SWITCHING/NUMBER PORTABILITY	53
ALL OTHER CLASSIFICATIONS	7
BILLING	31
CONTRACTUAL MATTERS	7
INSTALLATION ISSUES	10
SERVICE ISSUES	41
SWITCHING/NUMBER PORTABILITY	43
ALL OTHER CLASSIFICATIONS	3

OTHER

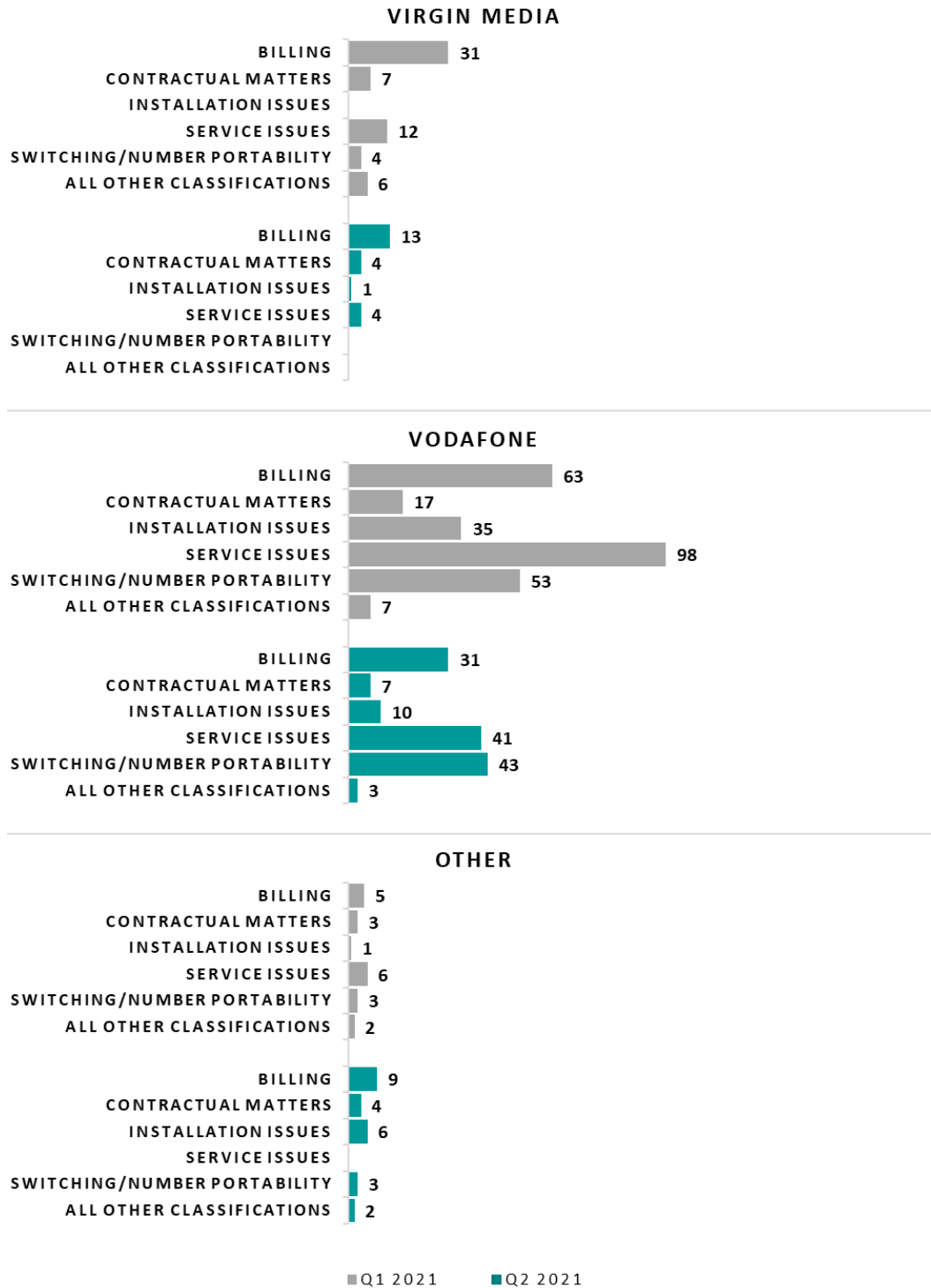| Classification	Value
BILLING	5
CONTRACTUAL MATTERS	3
INSTALLATION ISSUES	1
SERVICE ISSUES	6
SWITCHING/NUMBER PORTABILITY	3
ALL OTHER CLASSIFICATIONS	2
BILLING	9
CONTRACTUAL MATTERS	4
INSTALLATION ISSUES	6
SERVICE ISSUES	
SWITCHING/NUMBER PORTABILITY	3
ALL OTHER CLASSIFICATIONS	2

■ Q1 2021   ■ Q2 2021

Figure 21: Fixed Service Provider ECS complaints by classification type Q1 2021 vs Q2 2021

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 19, as reported by consumers, comparing Q1 2021 to Q2 2021.

	Number of Issues Q1 2021	Number of Issues Q2 2021
Eir		
Billed after cancellation	167	102
Service availability	85	95
Loss of service	168	91
Billed more than agreed amount	167	84
Delay in installation	120	50
Service issues - intermittent service	91	42
Contract termination issues - cancellation procedures	137	40
Refund not received	55	36
Contract termination issues - cancellation not accepted	69	31
Switching/number portability - number loss	42	30
Imagine		
Service issues - intermittent service	35	8
Net neutrality - broadband speeds received	48	7
Terms & conditions - unlimited/fair usage	15	5
Terms & conditions - cancellation penalties		3
Loss of service	8	2
Billed after cancellation	3	2
Contract termination issues - cancellation procedures		2
Service availability	2	2
Contract termination issues - cancellation outside minimum term		2
Billed more than agreed amount		1

Sky Ireland Limited		
Service issues - intermittent service	29	23
Billed after cancellation	41	20
Loss of service	44	15
Billed more than agreed amount	42	12
Delay in installation	26	12
Switching/number portability - delay switching	15	11
Switching/number portability - UAN/CRN issue		9
Contract termination issues - cancellation not accepted	18	8
Net neutrality - broadband speeds received	15	8
Service availability		7
Virgin Media		
Billed more than agreed amount	35	25
Billed after cancellation	30	16
Refund not received	12	11
Contractual matters - pricing transparency	7	10
Loss of service	12	9
Billed for failed payment charge		8
Equipment issues - other equipment		7
Service issues - intermittent service	16	6
Service availability		6
Contract termination issues - cancellation procedures	10	5
Vodafone		
Loss of service	158	99
Switching/number portability - number loss	88	54
Billed after cancellation	64	37
Service issues - intermittent service	76	35
Billed more than agreed amount	53	29
Delay in installation	79	24
Switching/number portability - delay switching	30	24
Net neutrality - broadband speeds received	34	22
Service availability	22	15
Switching/number portability - UAN/CRN issue		15

Figure 22: Highest number of issues recorded by Fixed Service Provider Q1 2021 vs Q2 2021

5.4 Fixed Service Provider ECS Complaints Closed in Q2 2021

Figure 23 below shows ECS complaints closed in Q2 2021, for each Fixed Service Provider listed in Figure 19, broken down by number of working days. Complaints closed within Q2 2021 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.
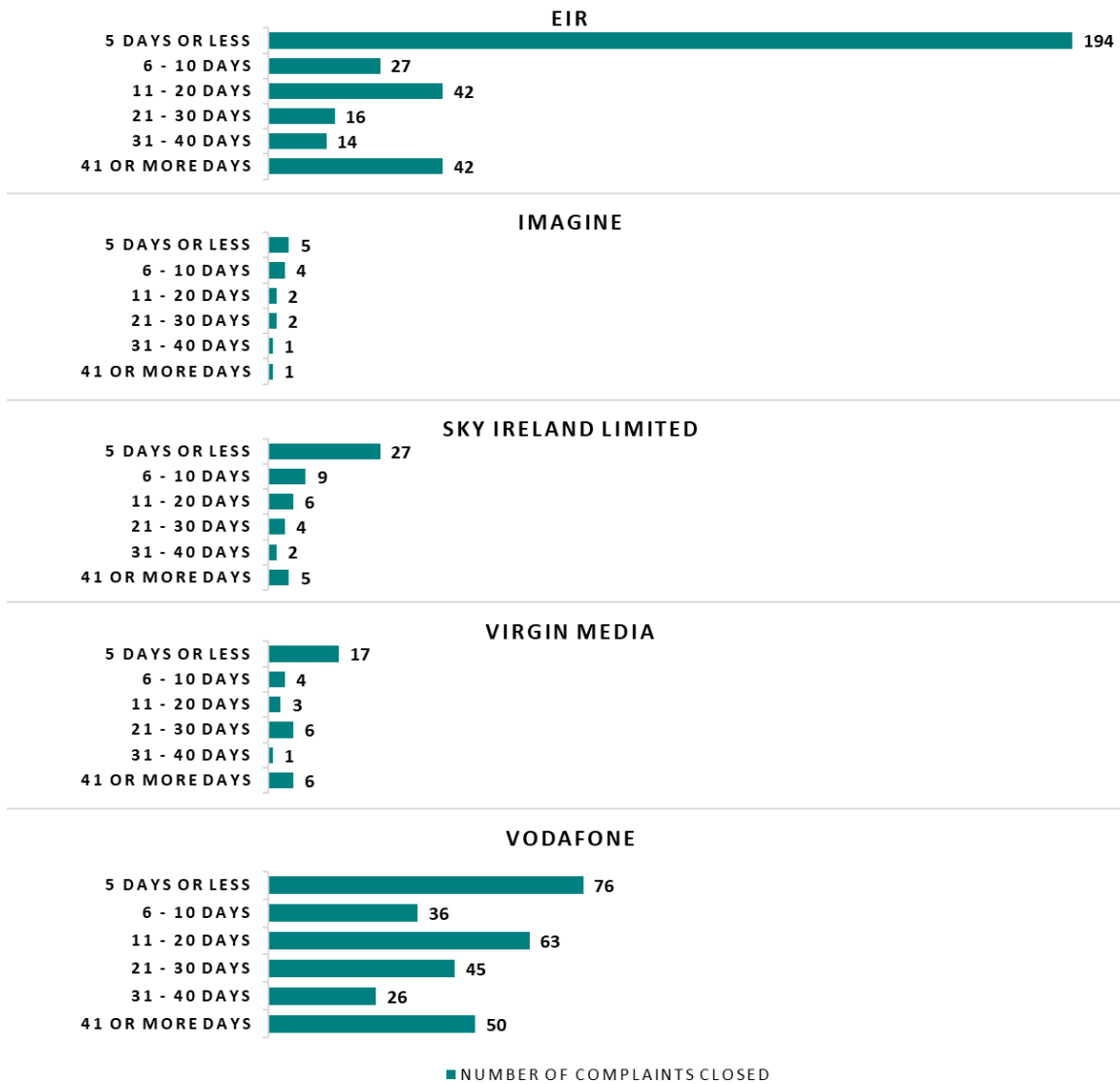
EIR

5 DAYS OR LESS	194
6 - 10 DAYS	27
11 - 20 DAYS	42
21 - 30 DAYS	16
31 - 40 DAYS	14
41 OR MORE DAYS	42

IMAGINE

5 DAYS OR LESS	5
6 - 10 DAYS	4
11 - 20 DAYS	2
21 - 30 DAYS	2
31 - 40 DAYS	1
41 OR MORE DAYS	1

SKY IRELAND LIMITED

5 DAYS OR LESS	27
6 - 10 DAYS	9
11 - 20 DAYS	6
21 - 30 DAYS	4
31 - 40 DAYS	2
41 OR MORE DAYS	5

VIRGIN MEDIA

5 DAYS OR LESS	17
6 - 10 DAYS	4
11 - 20 DAYS	3
21 - 30 DAYS	6
31 - 40 DAYS	1
41 OR MORE DAYS	6

VODAFONE

5 DAYS OR LESS	76
6 - 10 DAYS	36
11 - 20 DAYS	63
21 - 30 DAYS	45
31 - 40 DAYS	26
41 OR MORE DAYS	50

■ NUMBER OF COMPLAINTS CLOSED

Figure 23: Fixed Service Provider ECS complaints closed in Q2 2021 by number of working days open

Complaint 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. Figure 24 shows the median resolution time for ECS complaints in Figure 23, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q1 2021**Error! Bookmark not defined.** to Q2 2021. Complaints closed within Q2 2021 may be re-o pened complaints, and may have been first escalated to a Service Provider prior to 1 April 2021. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Fixed Service Providers.
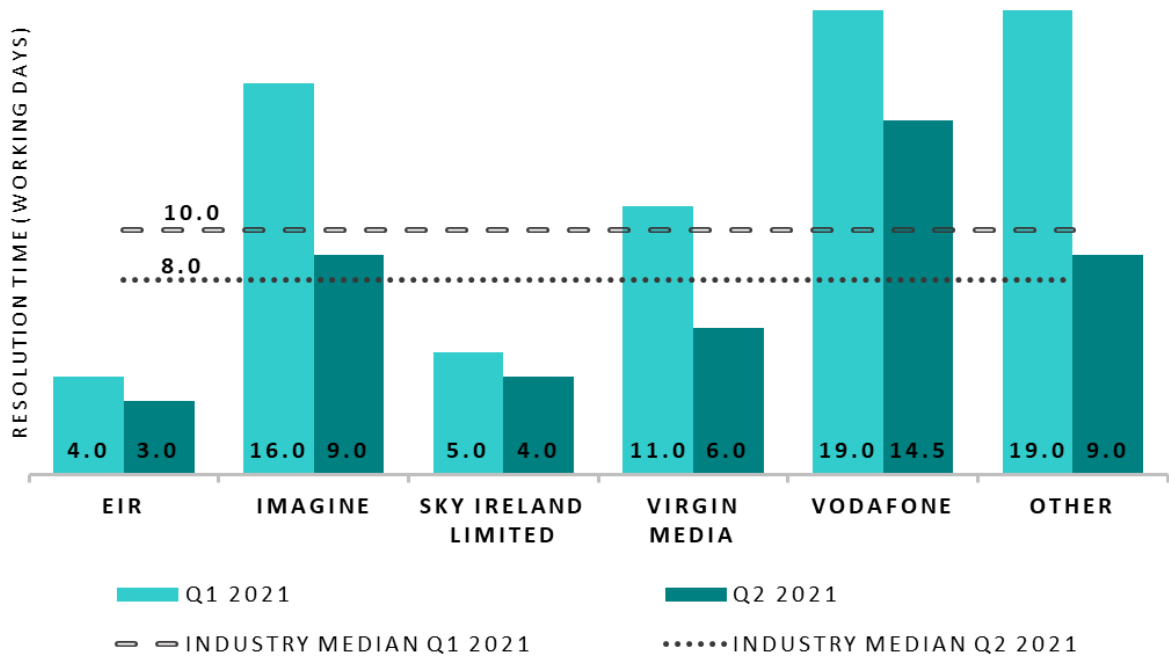
Figure 24: Median complaint resolution time by Fixed Service Provider Q1 2021 vs Q2 2021

Figure 25 provides a further breakdown of the Q2 2021 complaint resolution time of ECS complaints in Figure 24. In Figure 25, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The 'industry median' is a 'snapshot' based on all complaints closed within the quarter for all Fixed Service Providers.
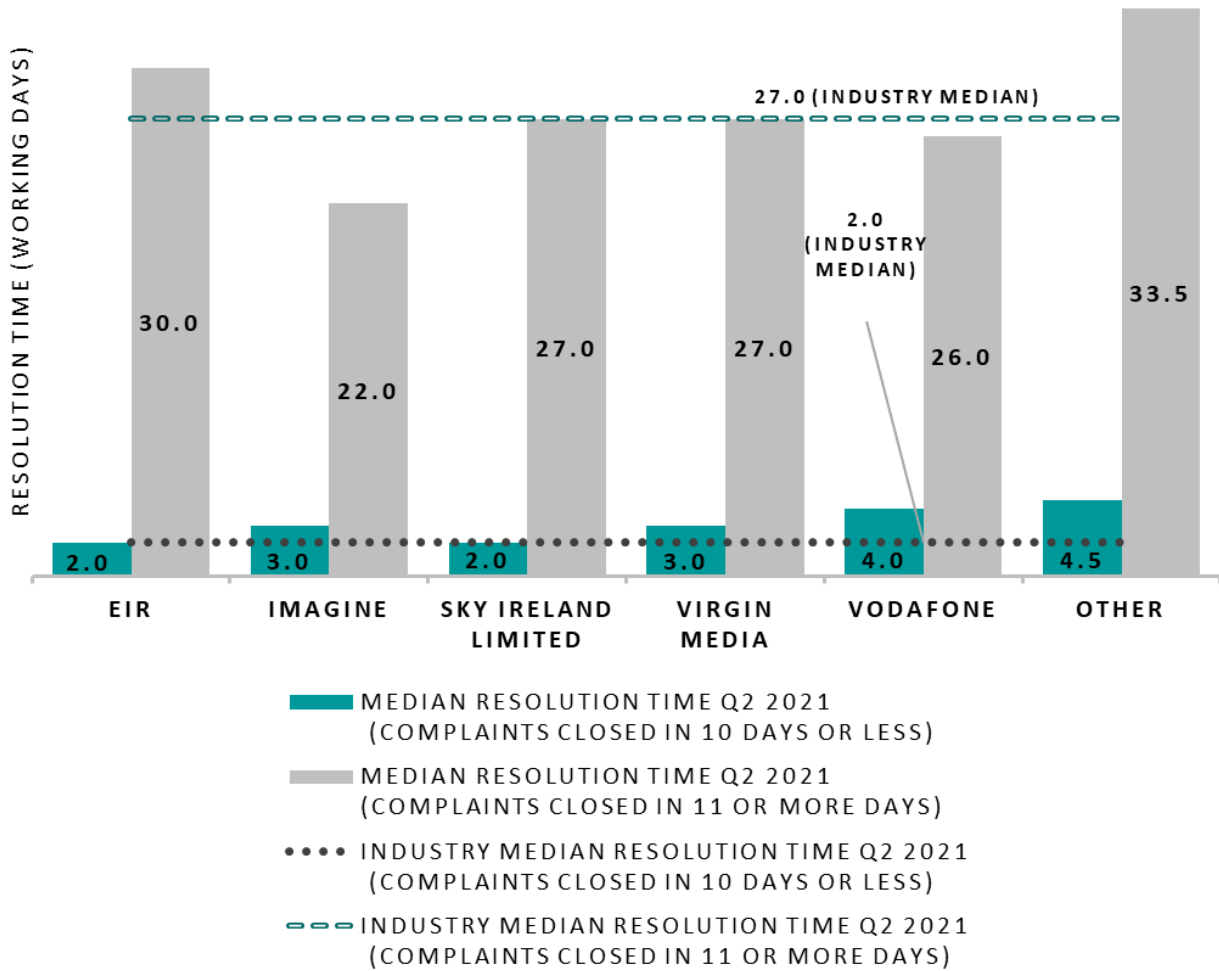

Figure 25: Median complaint resolution time by Fixed Service Provider Q2 2021, complaints closed in 10 days or less versus complaints closed in 11 days or more

5.5 Fixed Service Provider ECS Complaints Open at 30 June 2021

Figure 26 shows the number of ECS complaints open at 30 June 2021, for each Fixed Service Provider listed in Figure 19, broken down by number of working days elapsed since they were first escalated to the Service Provider.
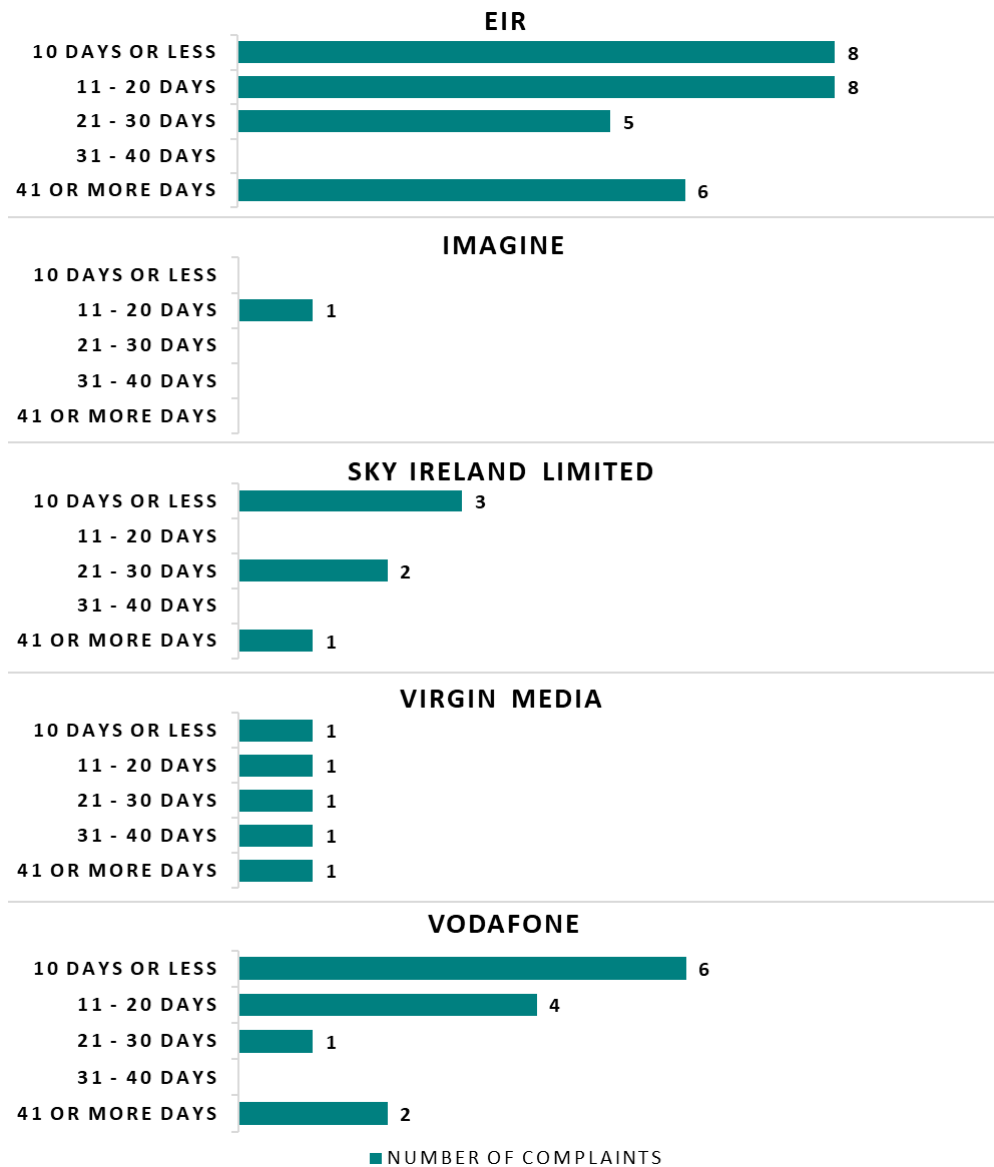

Figure 26: Fixed Service Provider ECS complaints open at 30 June 2021 by number of working days since first escalation

5.6 Fixed Service Provider ECS Complaints per 100,000 Subscribers

Figure 27 below shows the average complaint rate per 100,000 subscribers for each Fixed Service Provider listed in Figure 19[12] and the total industry average, comparing Q1 2021 to Q2 2021. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.
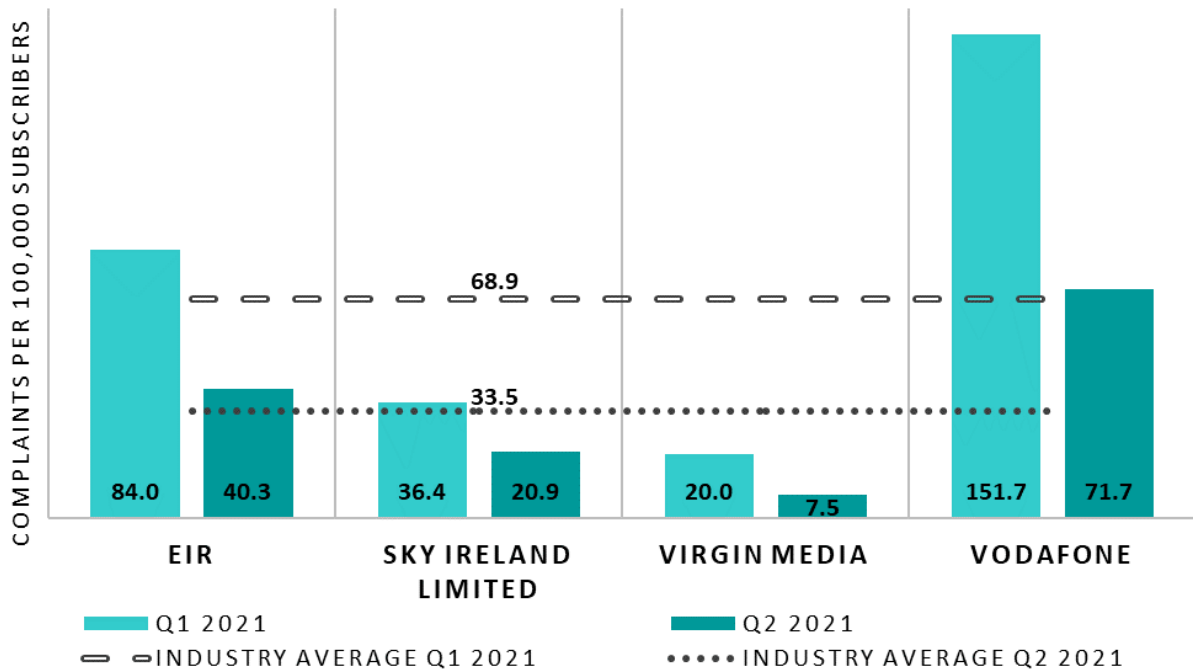

Figure 27: ECS complaints by Fixed Service Provider per 100,000 subscribers Q1 2021 vs Q2 2021

---

[12] Where subscriber data for the Fixed Service Provider is publicly available.

Annex 1: ComReg Consumer Line Contact Details

Phone

Consumer Queries: 01 804 9668

Business Consumer Queries: 01 804 9707

E-mail

Consumer Queries: **consumerline@comreg.ie**

Business Consumer Queries: **businessconsumers@comreg.ie**

SMS

Text *COMREG* to 51500* to receive a call back

Text *ASKCOMREG* to 51500** to receive a text back

Post

Consumer Line, Commission for Communications Regulation,

One Dockland Central

Guild St, Dublin

D01 E4X0

Irish Sign Language

E-mail **consumerline@comreg.ie** to make an appointment

Webchat

Available at **https://www.comreg.ie/queries-complaints/got-a-question/**

*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 28 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider[6,7,8,8] listed in Figure 8, comparing Q1 2021 to Q2 2021.
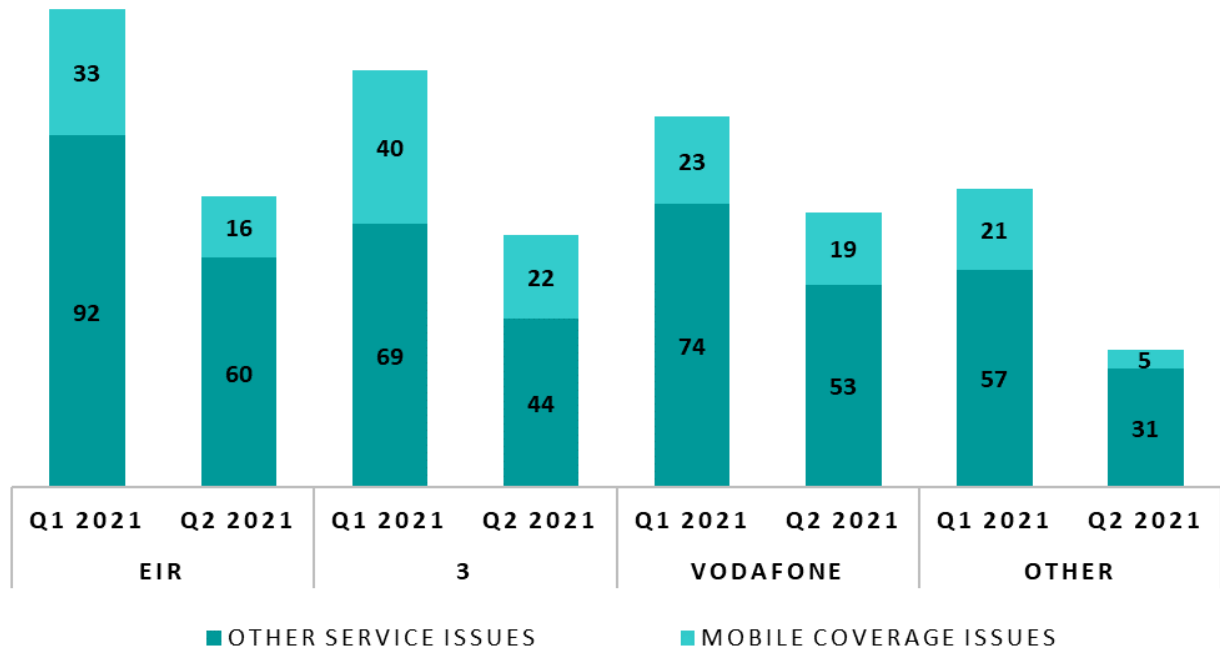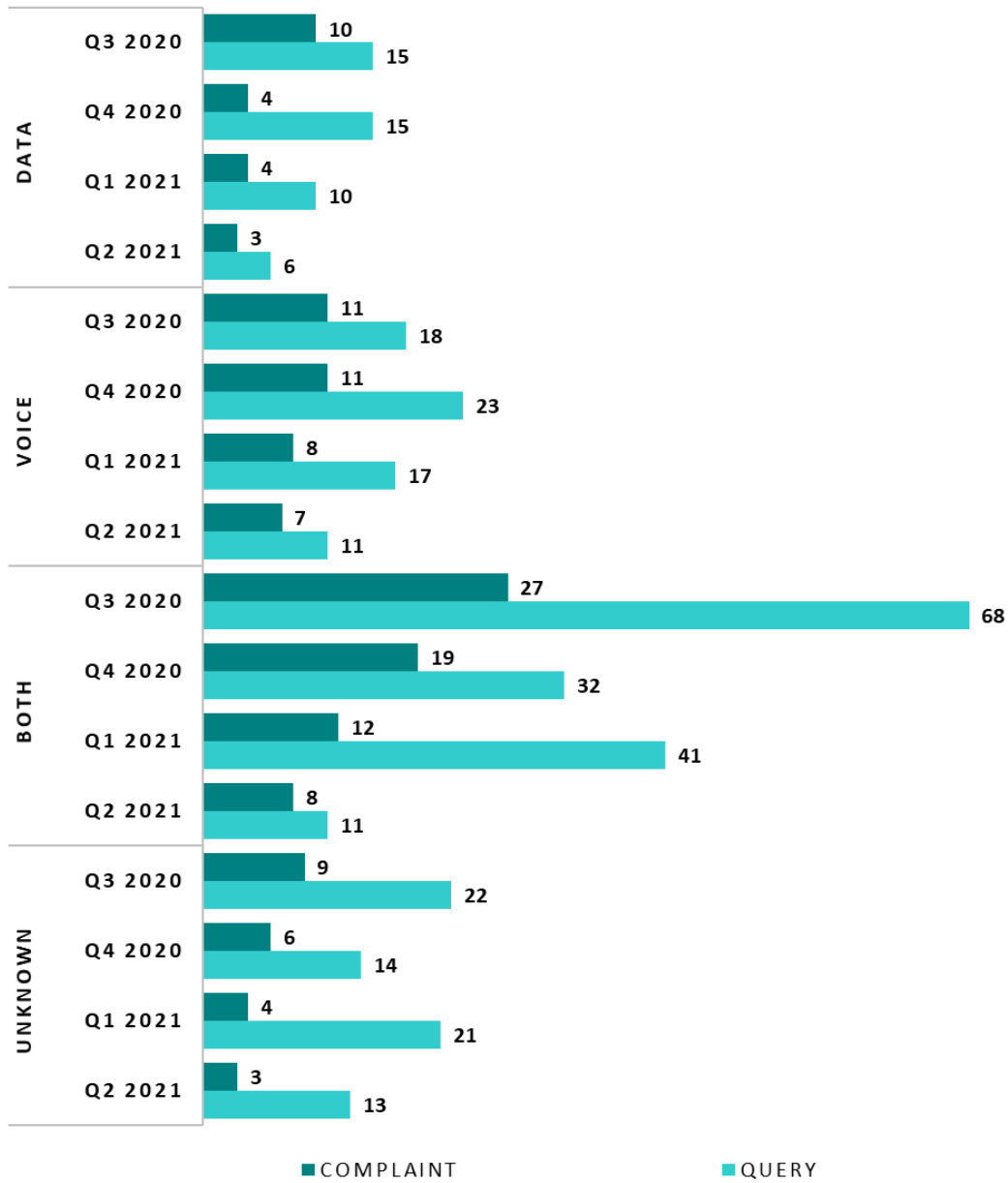

Figure 28: Number of ECS service issues by Mobile Service Provider Q1 2021 vs Q2 2021

DATA

Q3 2020 — COMPLAINT 10, QUERY 15
Q4 2020 — COMPLAINT 4, QUERY 15
Q1 2021 — COMPLAINT 4, QUERY 10
Q2 2021 — COMPLAINT 3, QUERY 6

VOICE

Q3 2020 — COMPLAINT 11, QUERY 18
Q4 2020 — COMPLAINT 11, QUERY 23
Q1 2021 — COMPLAINT 8, QUERY 17
Q2 2021 — COMPLAINT 7, QUERY 11

BOTH

Q3 2020 — COMPLAINT 27, QUERY 68
Q4 2020 — COMPLAINT 19, QUERY 32
Q1 2021 — COMPLAINT 12, QUERY 41
Q2 2021 — COMPLAINT 8, QUERY 11

UNKNOWN

Q3 2020 — COMPLAINT 9, QUERY 22
Q4 2020 — COMPLAINT 6, QUERY 14
Q1 2021 — COMPLAINT 4, QUERY 21
Q2 2021 — COMPLAINT 3, QUERY 13

■ COMPLAINT   ■ QUERY

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

Figure 29: Mobile Coverage Issues by Type Q3 2020 – Q2 2021

Figure 30 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider[6,7,8,8] listed in Figure 8. The 'industry average' is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.
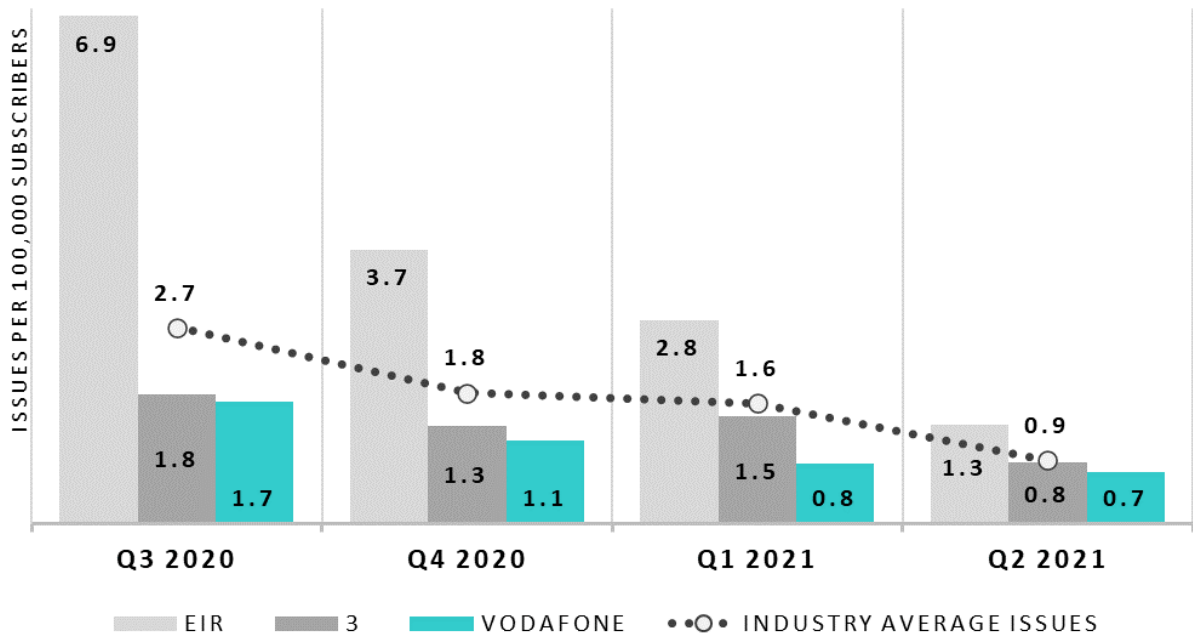
Figure 30: Mobile Coverage issues (per 100,000 Subscribers) Q3 2020 – Q2 2021

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types[13] relevant to highest volume issues recorded in Q2 2021[14].

Billing includes:
Billed after cancellation
Billed for failed payment charge
Billed more than agreed amount
Refund not received

Contractual Matters includes:
Contract termination issues - cancellation not accepted
Contract termination issues - cancellation procedures
Contract termination issues - cancellation outside minimum term
Pricing transparency
Terms & conditions - cancellation penalties
Terms & conditions - unlimited/fair usage

Installation Issues includes:
Delay in installation

Other ECS includes:
Net neutrality - broadband speeds received

Service Issues includes:
Equipment issues - handset
Equipment issues - other equipment
Loss of service
Mobile coverage
Service availability
Service issues - intermittent service

Switching/Number Portability Issues includes:
Delay switching
Number loss
UAN/CRN issue
Unlock code issue

---

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

[14] For detail on classification and sub-classification types relevant to highest volume issues recorded in Q1 2021, see ComReg Consumer Line Statistics Report Q1 2021.

Legal Disclaimer