



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q3 2018 – 1 July to 30 September 2018

Information Notice

Reference: 18/105

Version: Final

Date: 30/11/2018

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 Complaints by Classification Type	10
5: Fixed Service Provider Statistics.....	11
5.1 Fixed Provider ECS Complaints vs Queries.....	11
5.2 Fixed Provider ECS Complaints by Classification Type	12
Annex 1: Mobile Coverage Statistics	13
Annex 2: ComReg Consumer Line Contact Details	15
Annex 3: Classification Index	16

Corrigendum Q2 2018

Consumer Line Statistics Report Q2 2018 – 1 April to 30 June 2018 (Document Reference ComReg 18/75) paragraph 11 (in Section 2) read:

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.

This should have read as:

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 38.5% in Q2 2018.

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.

1: Executive Summary

1. ComReg’s Consumer Team are available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm and manage consumer contacts of ECS, PRS and postal services. Whilst all methods of contact offered are set out in Annex 2, calls and emails account for over 90% of contact methods used.
2. This publication includes information on Service Provider issues, where issues raised by that Service Providers’ customers in Q3 2018, and recorded by ComReg, was in excess of 100. Q2 2018 statistics which did not appear in the Q2 2018 publication are included in the Q3 2018 publication for comparative purposes.
3. A snapshot of the statistics in this publication are as follows:

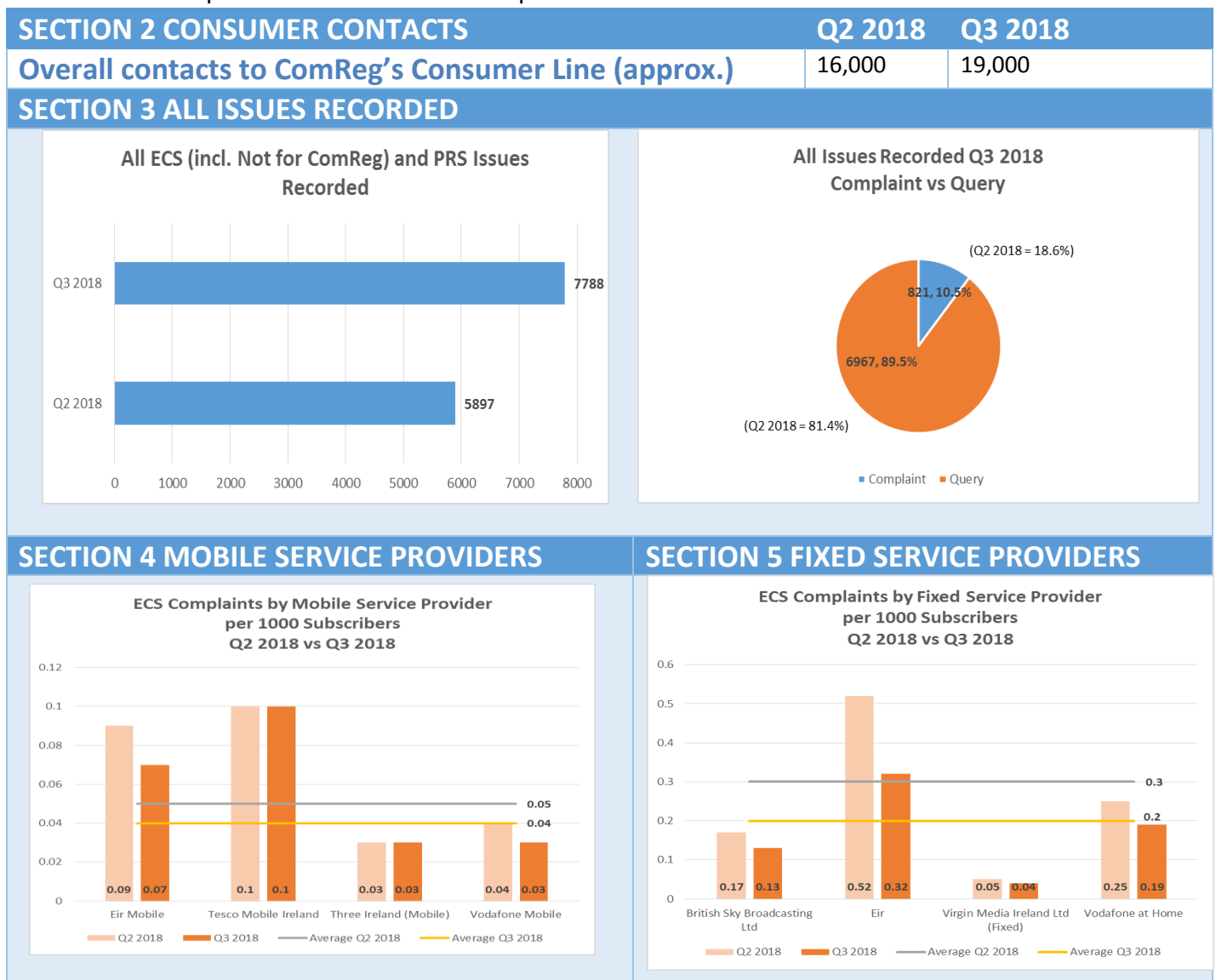


Figure 1: Consumer Line Key Summary Statistics

2: Consumer Contacts

4. In Q3 2018, approximately 19,000 consumer contacts were received by ComReg’s Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that the most popular method of contact in Q3 2018 was via phone, followed closely by e mail.

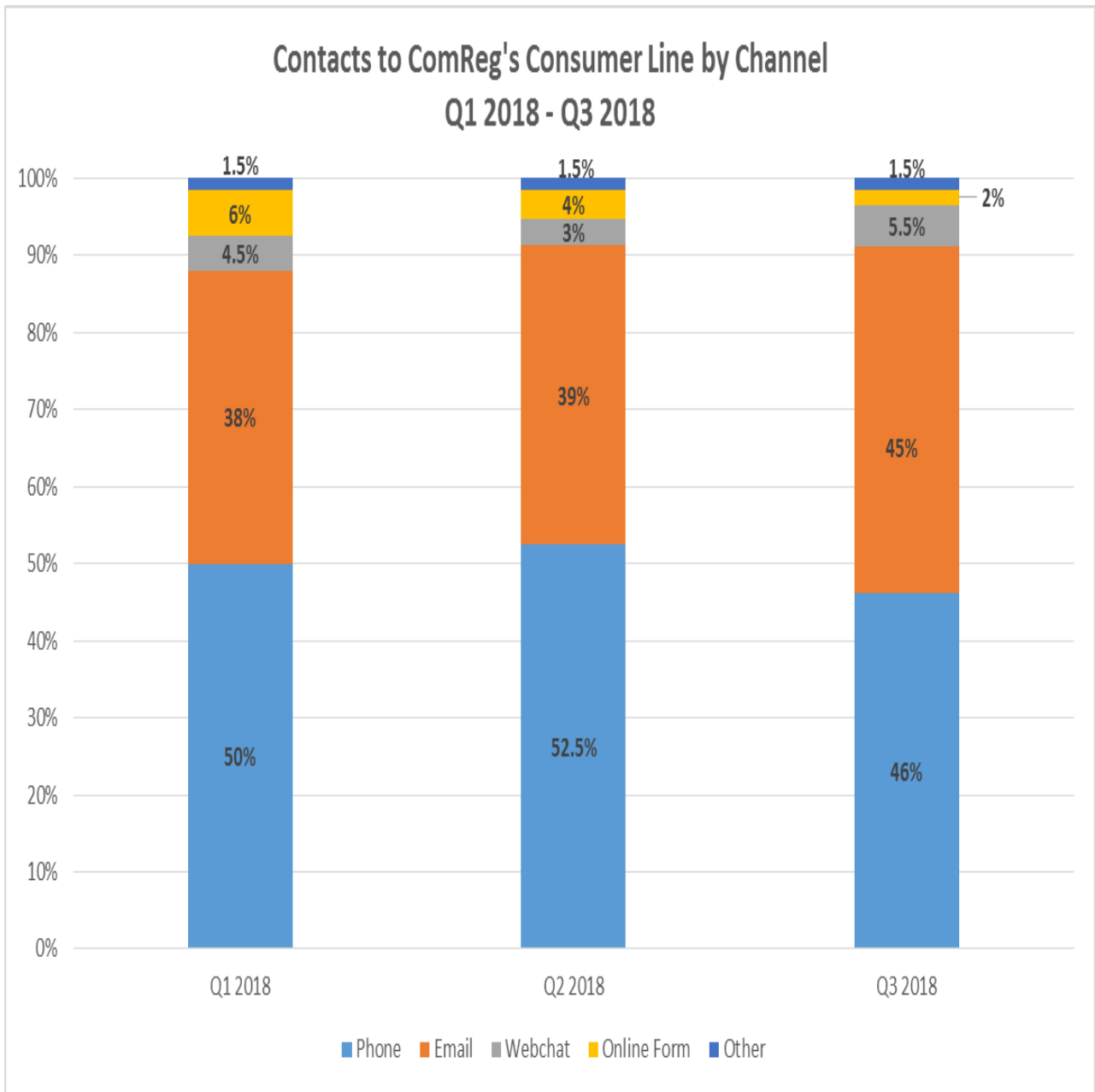


Figure 2: Contacts to ComReg’s Consumer Line Q3 2018

3: Consumer Issues Recorded

- 5. In Q3 2018, there was a 32% increase in the number of issues recorded with both PRS and ECS issues increasing substantially.

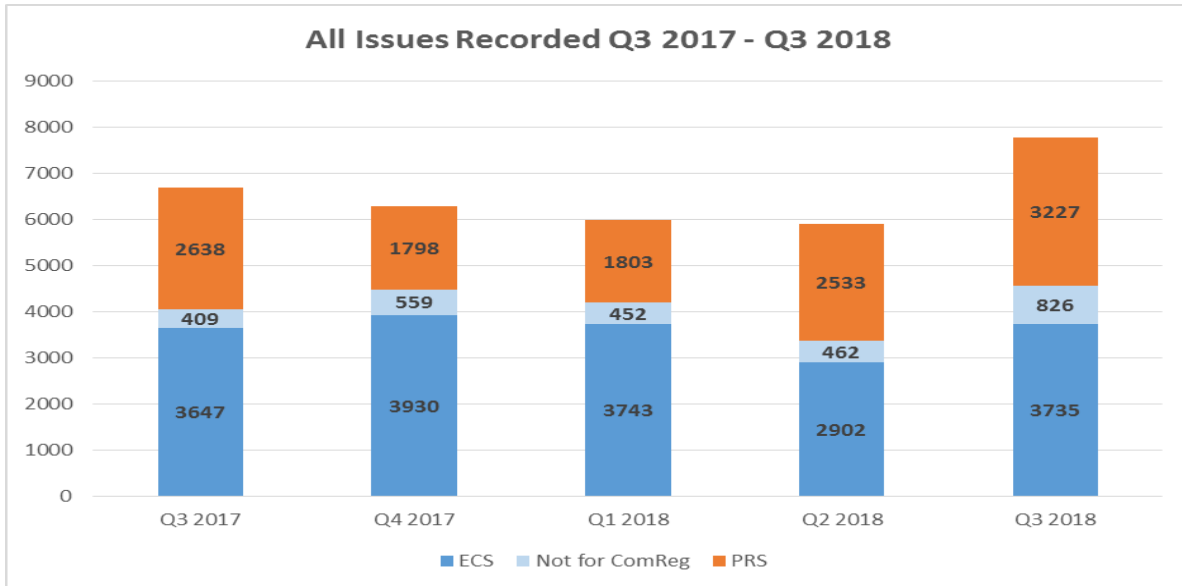


Figure 3: All Issues Recorded Q3 2017 – Q3 2018

3.1 All Issues Recorded by Classification Type

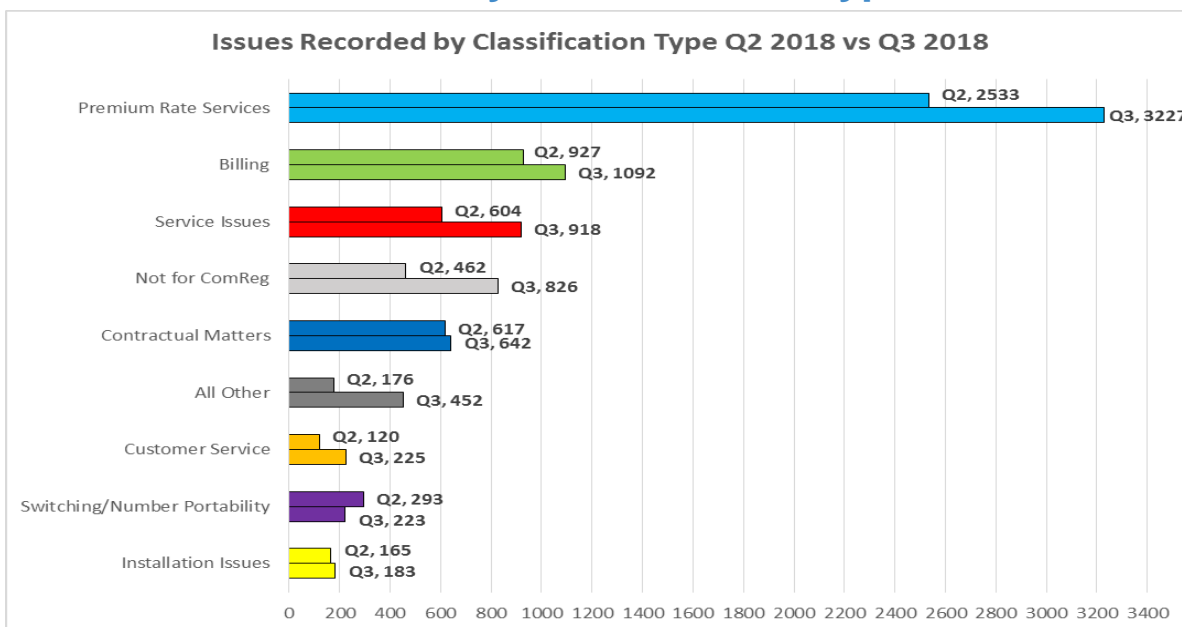


Figure 4: All Issues Recorded by Classification Type Q2 2018 vs Q3 2018

3.2 All Issues Recorded by Complaints vs Queries

- 6. The overall ratio of complaints to queries has decreased to 10.5% in Q3 2018. This is further split for ECS 12% and PRS 8%.

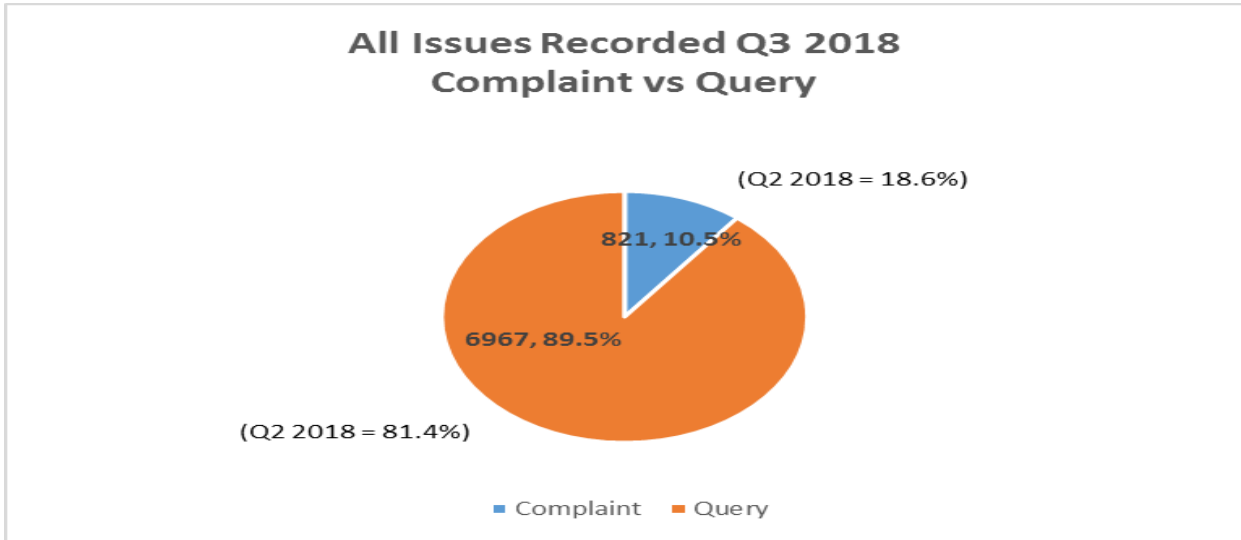


Figure 5: Issues Recorded by Complaint and Query Q3 2018

- 7. Figure 6 gives a breakdown of ECS and PRS complaints and queries over the last 5 quarters. Both ECS and PRS complaints decreased by 39% and 28% respectively from Q3 2017 to Q3 2018 and queries increased by 27% (ECS) and 31% (PRS) from Q3 2017 to Q3 2018.

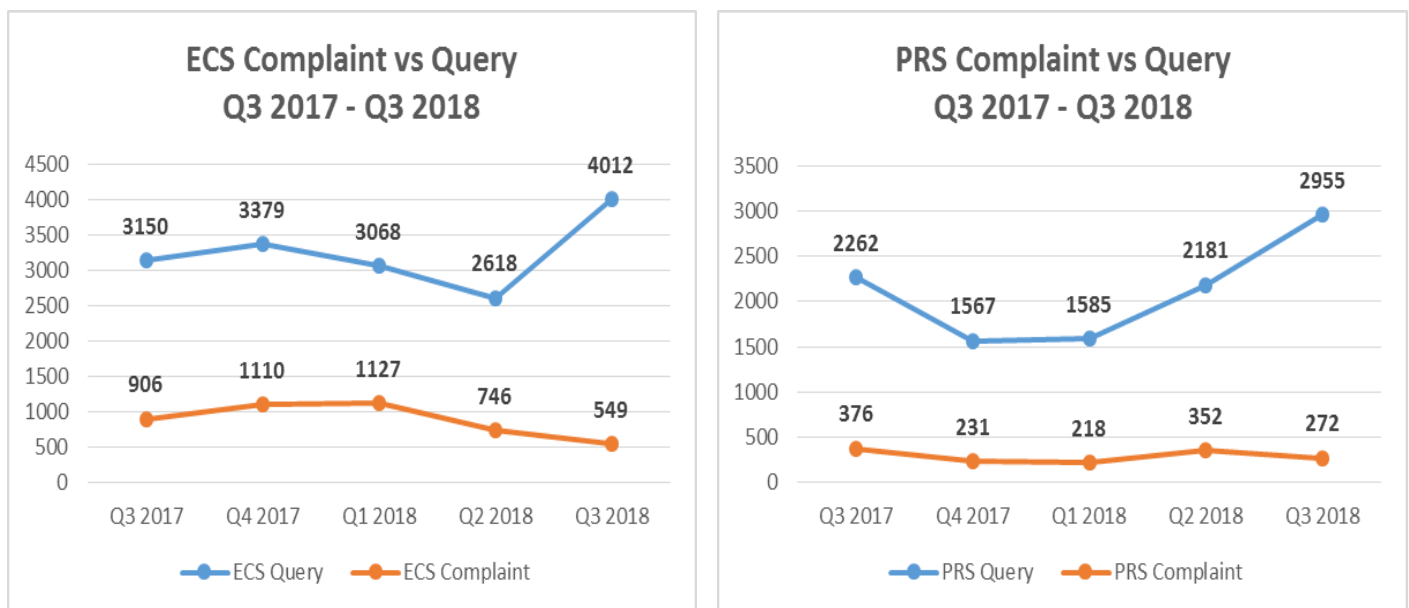


Figure 6: All Issues by Complaint and Query for ECS and PRS Q3 2017 – Q3 2018

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

- 8. The number of PRS issues raised with ComReg’s Consumer Line in Q3 2018 is split by ECS Provider and further split by short code (where known and where the total number of issues recorded during the quarter is greater than 40 issues).

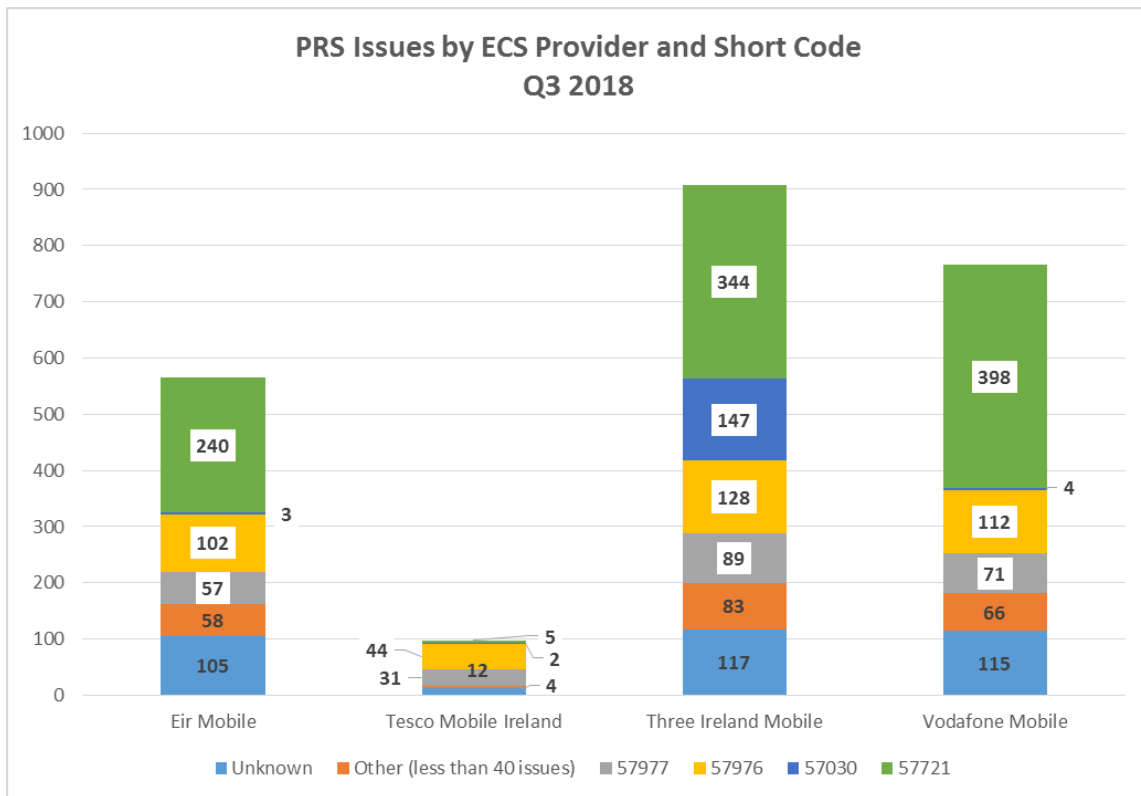


Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q2 2018 vs Q3 2018

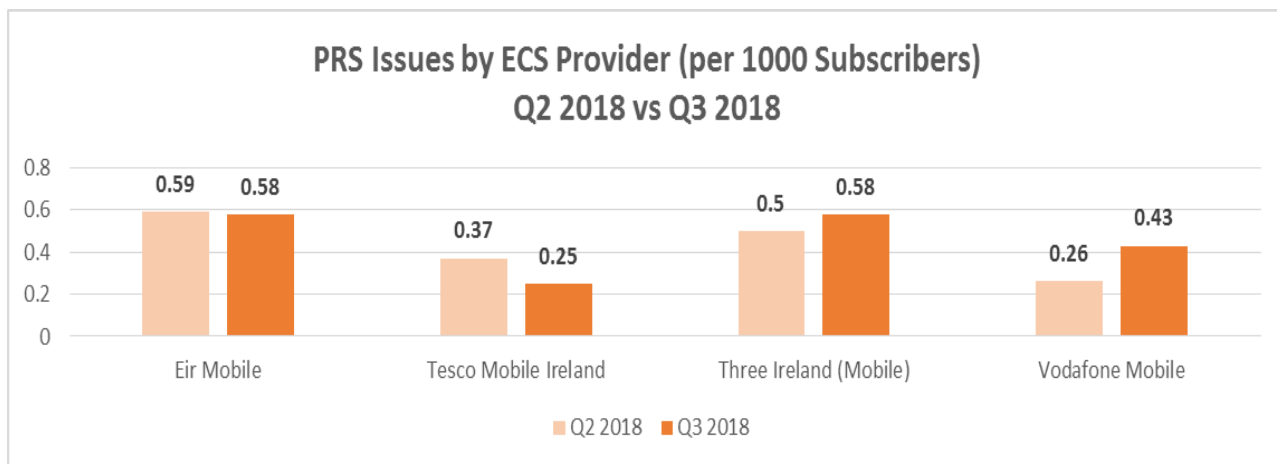


Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q2 2018 vs Q3 2018

4.2 Mobile Provider ECS Complaints

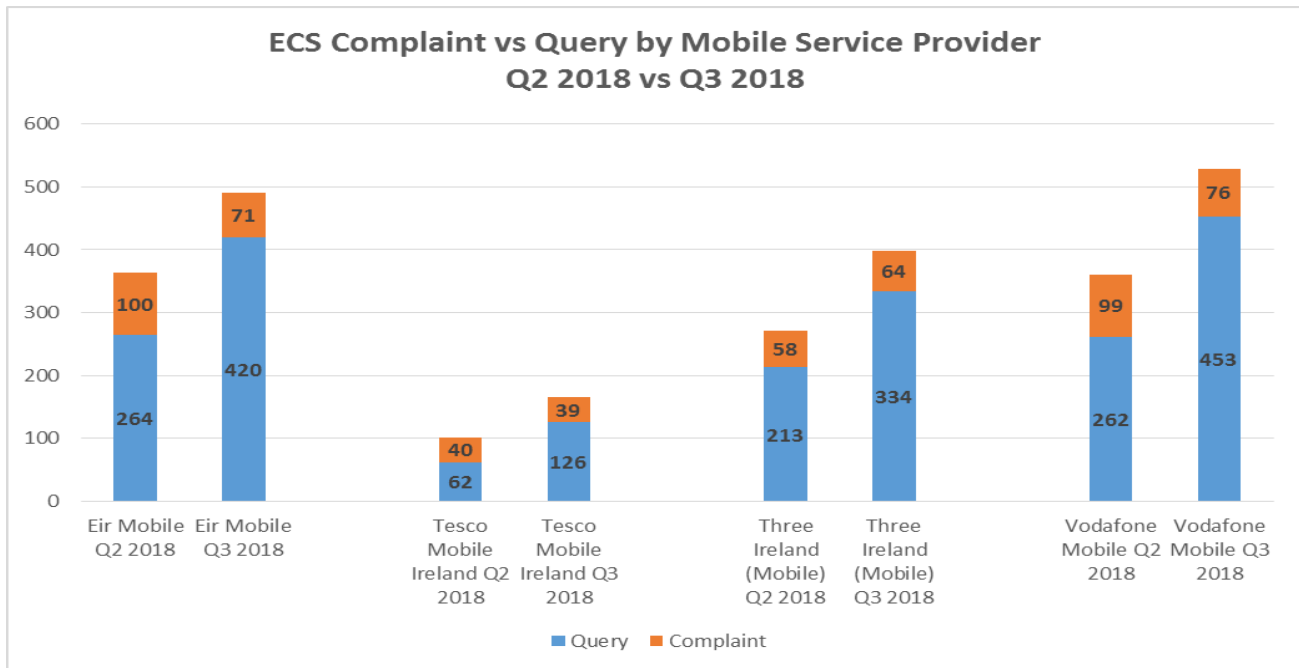


Figure 9: Split of ECS Issues by Mobile Service Provider Q2 2018 vs Q3 2018

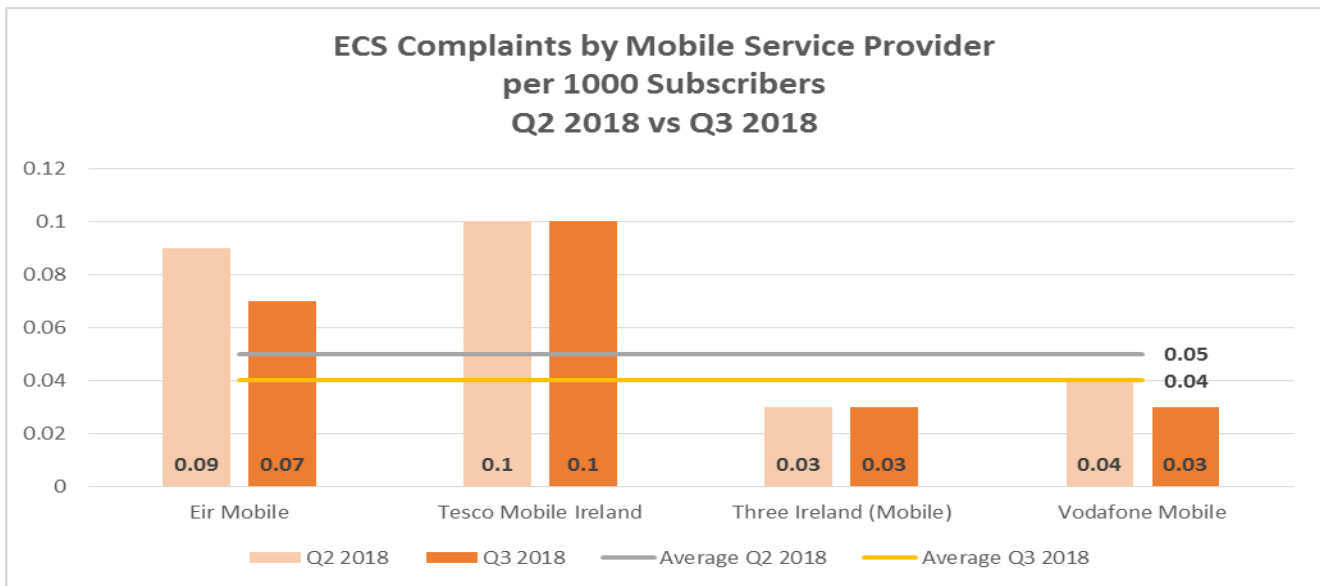


Figure 10: ECS Complaints by Mobile Service Provider (per 1000 Subscribers)

4.3 Mobile Provider ECS Complaints by Classification Type

9. Figure 11 below shows complaints for each mobile service provider listed in figure 9, by classification type, comparing Q2 2018 with Q3 2018:

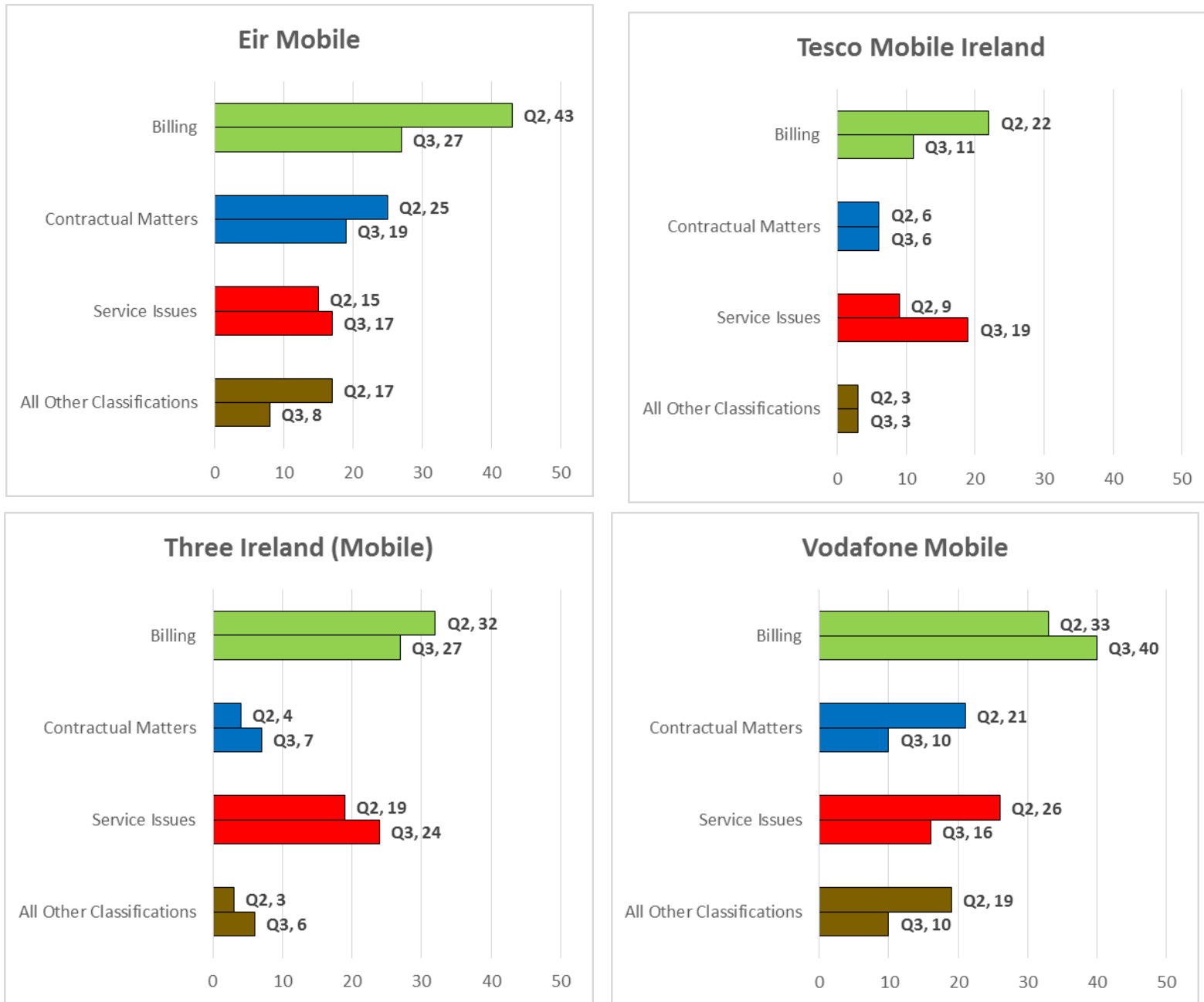


Figure 11: Split of Mobile Service Provider Complaints by Classification Type Q2 2018 vs Q3 2018

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

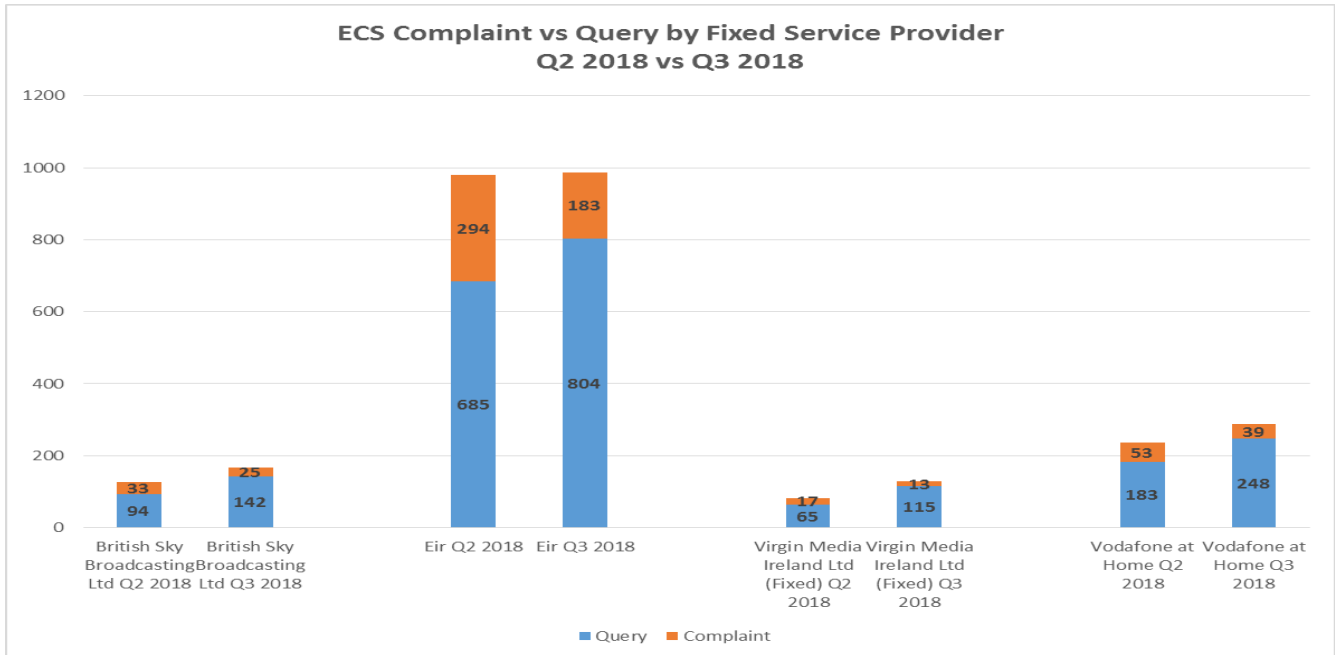


Figure 12: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q2 2018 vs Q3 2018

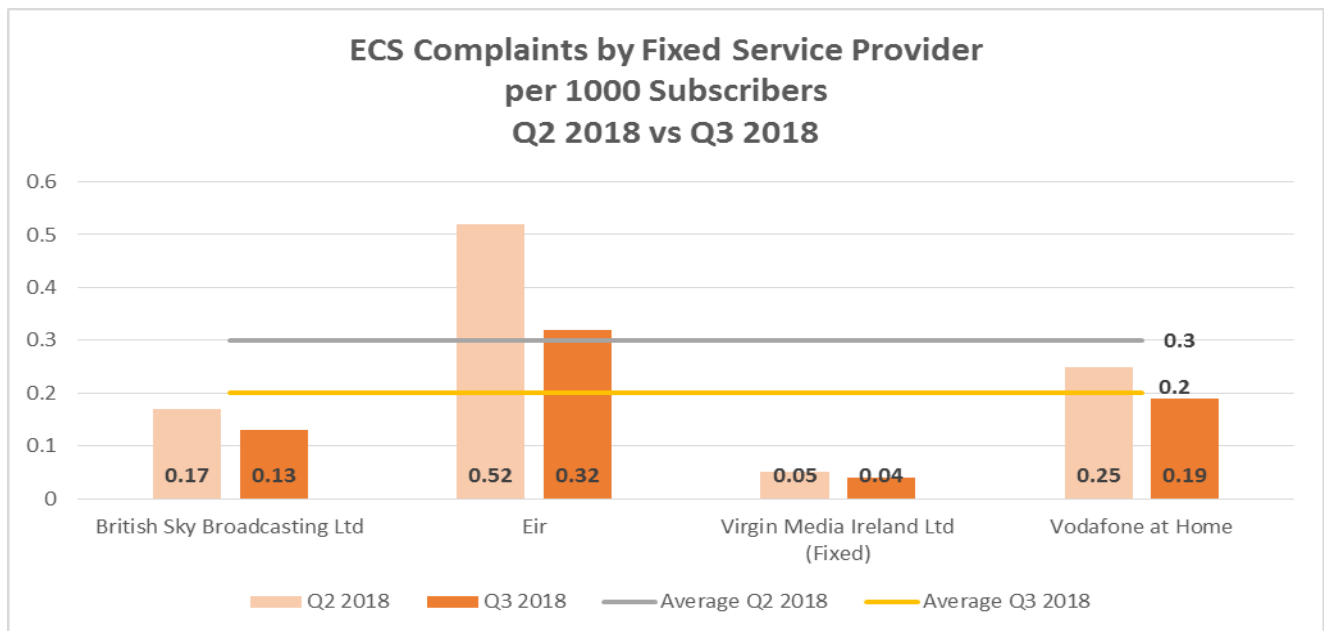


Figure 13: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q2 2018 vs Q3 2018

5.2 Fixed Provider ECS Complaints by Classification Type

10. Figure 14 below shows complaints for each fixed service provider listed in figure 12, by classification type, comparing Q2 2018 with Q3 2018.

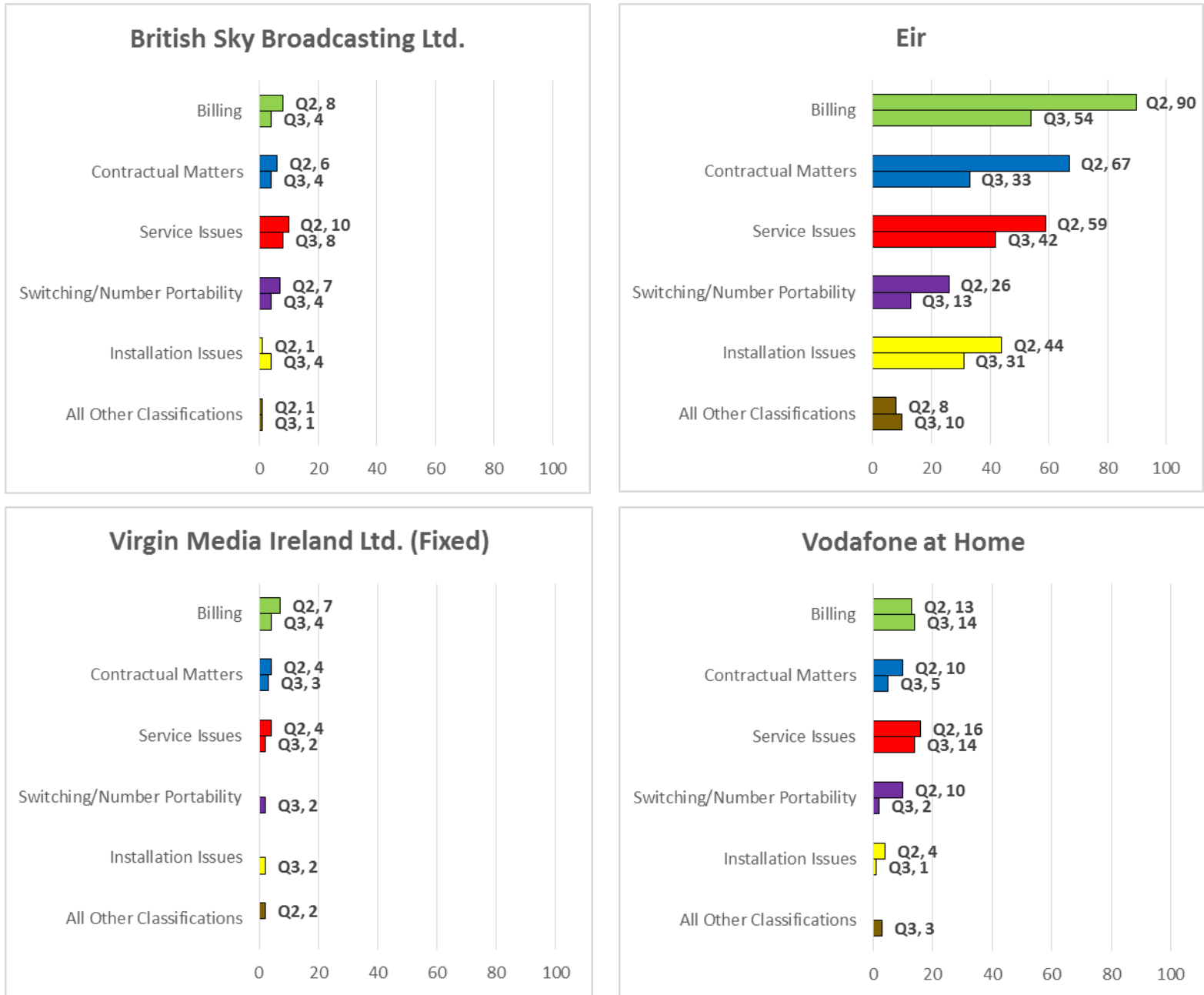
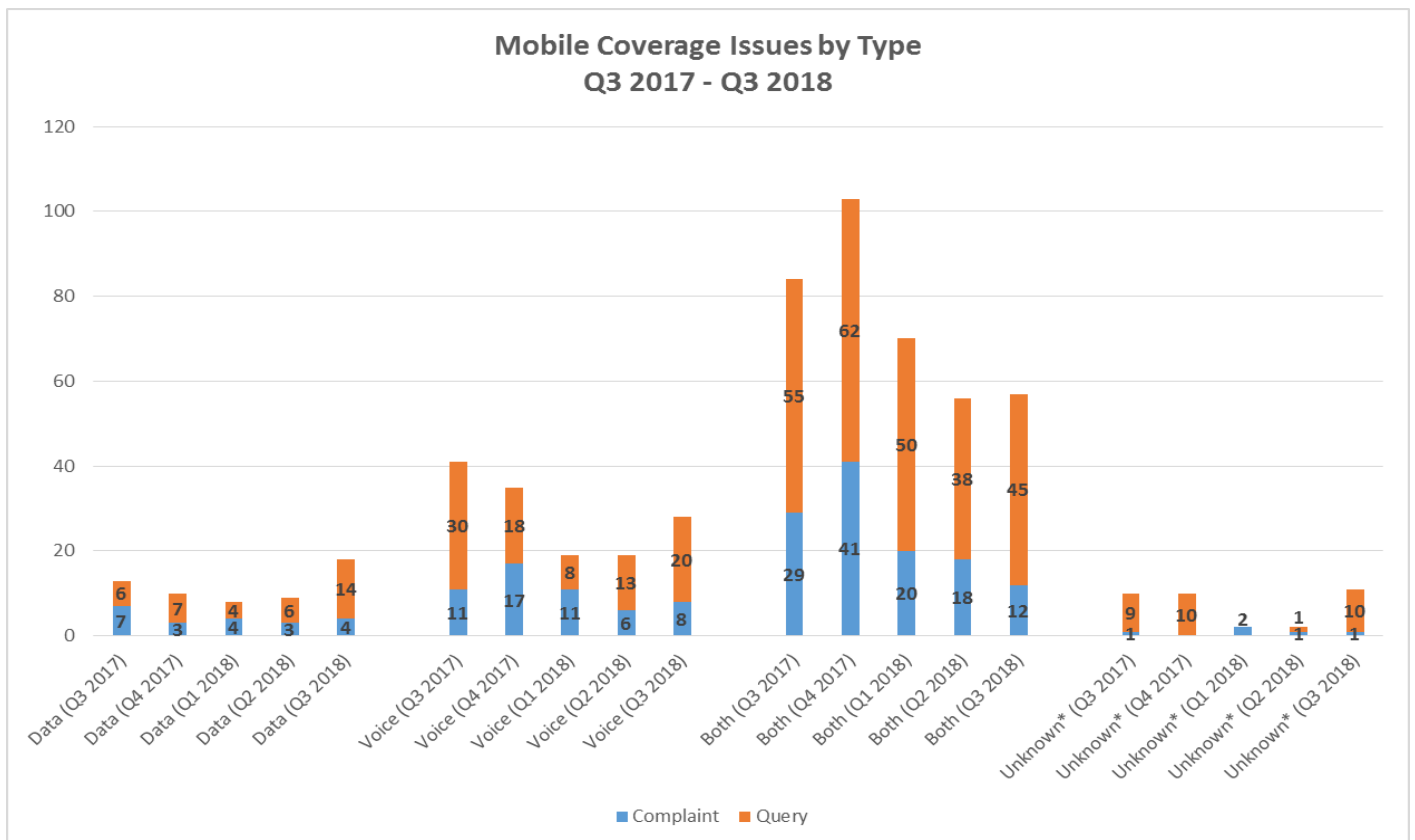
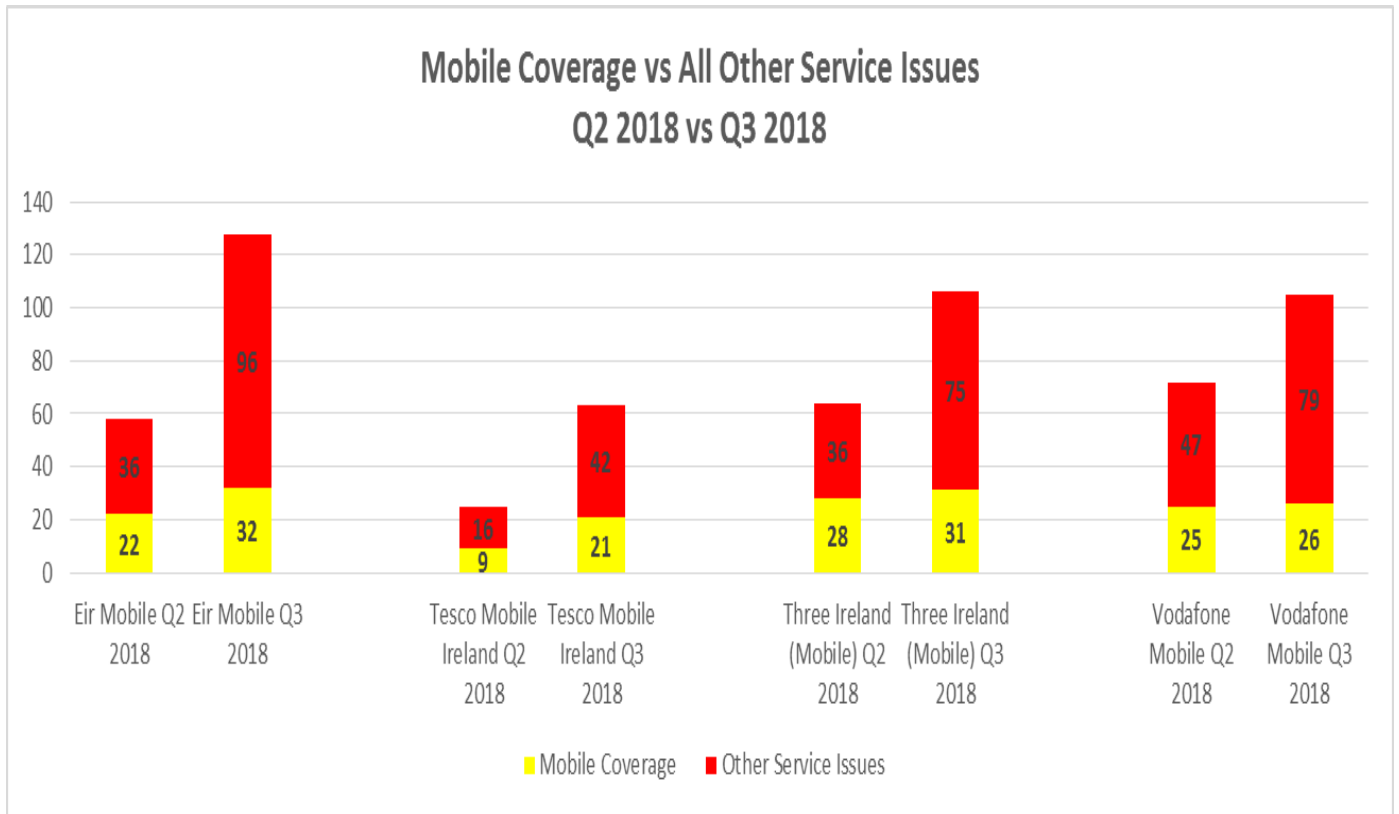
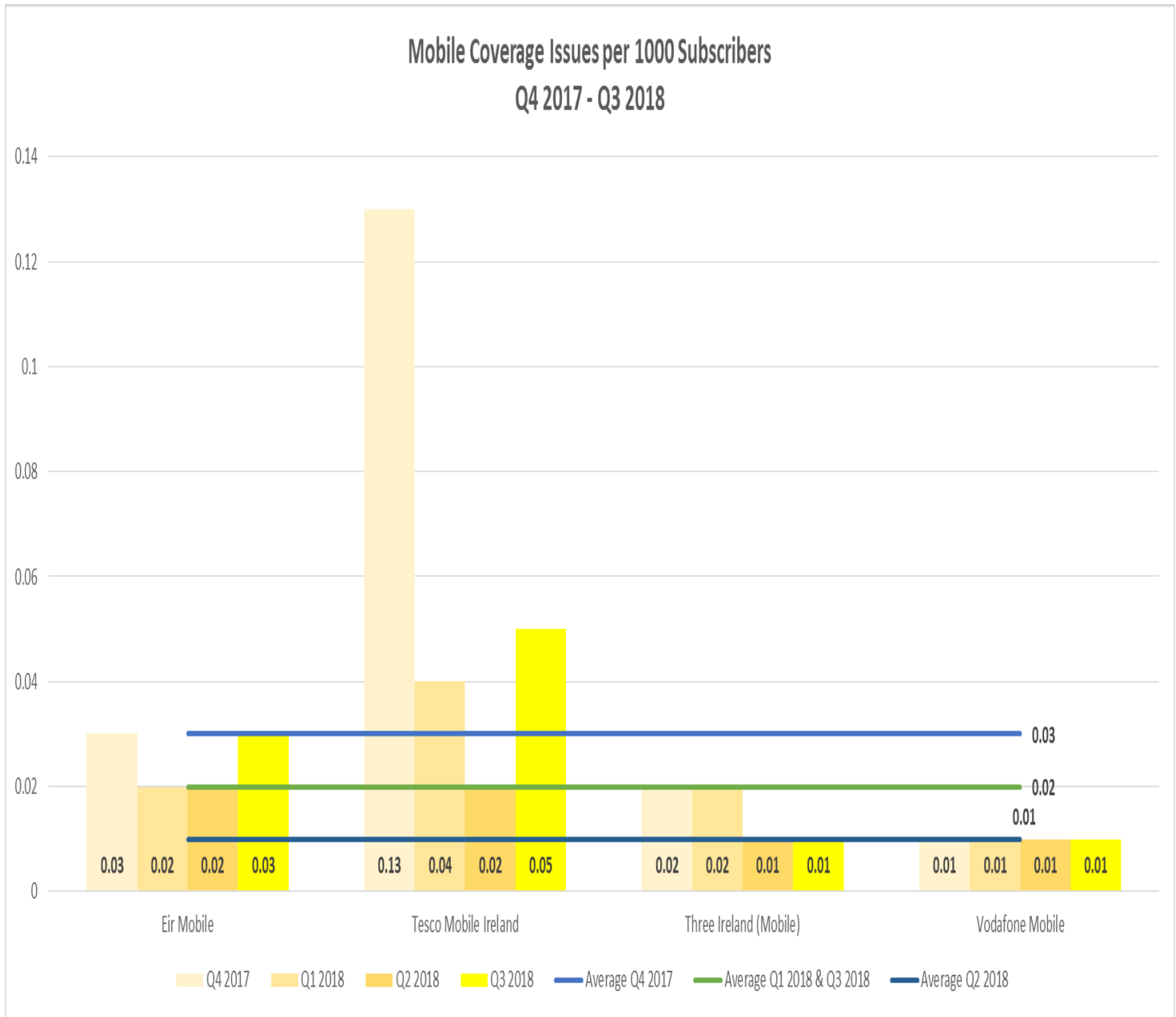


Figure 14: Split of Fixed Service Provider Complaints by Classification Type Q2 2018 vs Q3 2018

Annex 1: Mobile Coverage Statistics





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

Annex 2: 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.

Annex 3: Classification Index

<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>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

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
<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