ComReg Consumer Line Statistics Report

Q4 2017 – 1 October to 31 December 2017

Information Notice

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An Coimisiún um Rialáil Cumarsáide
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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 and consumers may contact our Consumer Line using a variety of methods, including phone, email, SMS, online form, webchat, post and Irish Sign Language.[1]

3. ComReg receives a high volume of contacts from consumers and a number of these contacts are classified as queries where we provide information to consumers on how to handle their issue with their service provider in the first instance. It is acknowledged, however, that some issues are often left unresolved and ComReg's Consumer Care team can assist consumers in having these unresolved issues, classed by ComReg as complaints, managed through to resolution where possible with their Service Provider. More information on ComReg's complaint handling procedures can be found in our complaints handling guide which is available on our website.[2]

4. ComReg publishes quarterly statistics in respect of the issues raised by consumers who contact our Consumer Line. This publication reflects the period from 1 October 2017 to 31 December 2017. All incidences of consumers contacting ComReg's Consumer Line were recorded with the individual issue being classified under one of the main categories as set out in Annex 2.

5. This publication provides detail in relation to both the number and type of issues which consumers contacted our Consumer Line with during Q4 2017 and also includes details of total issues recorded in Q3 2017 and/or since Q4 2016, for comparative purposes.

6. The report highlights that the overall number of issues recorded by ComReg's Consumer Line has decreased since Q3 2017, with this figure also lower than the equivalent in Q4 2016. The ratio of complaints to queries increased from Q3 2017

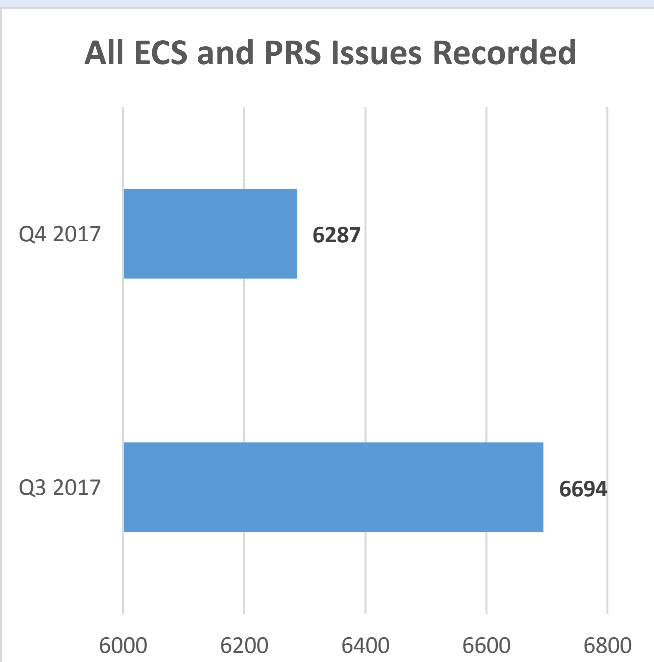
[1] Annex 1 provides details of how to contact ComReg's Consumer Line
[2] https://www.comreg.ie/media/2017/07/ComReg-Consumer-Complaints-Guide-Mobile.pdf

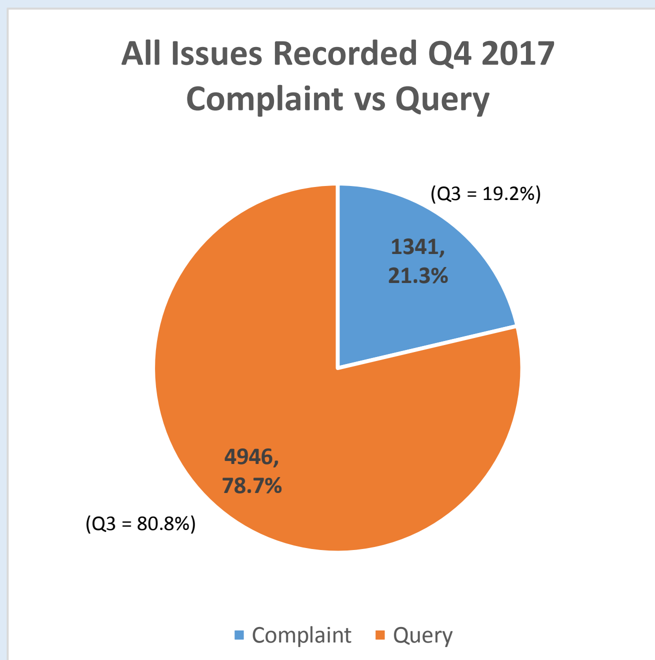
to Q4 2017 and the most common classifications of ECS issues consistently show as Billing, Contractual Matters and Service Issues over the last 5 quarters.

7. While mobile issues decreased from Q3 2017 to Q4 2017, fixed line issues increased, and, following a reduction in PRS issues from Q2 to Q3 2017, PRS issues have continued to decrease in Q4 2017.

1.1 ComReg Consumer Line Dashboard

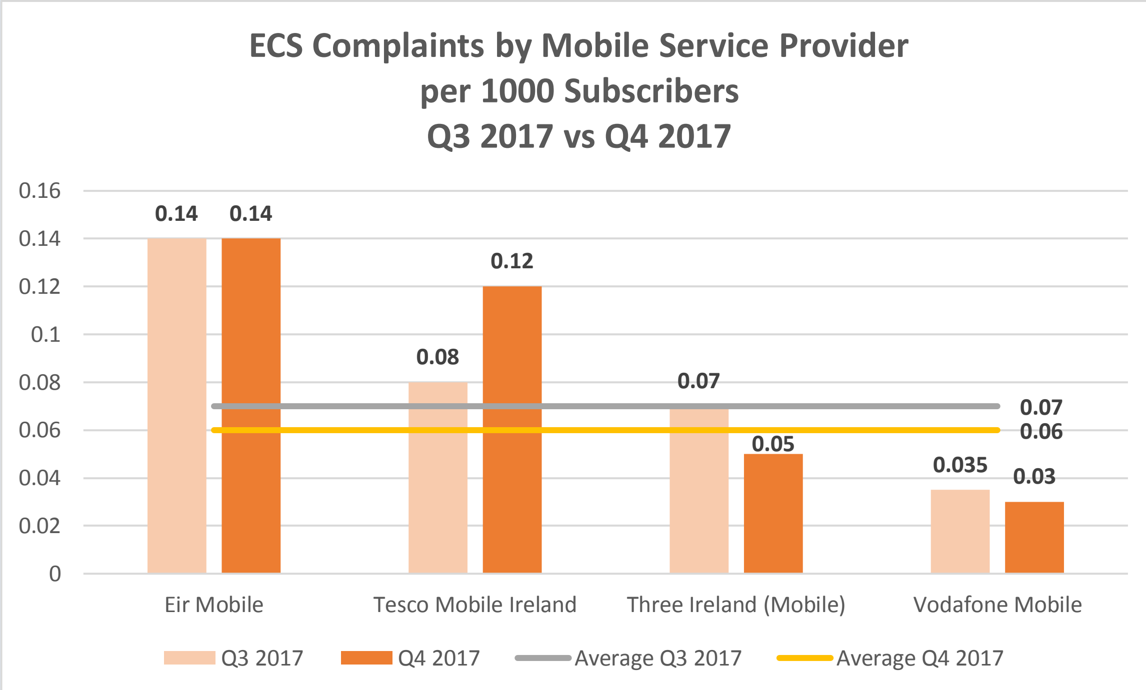
Section 2 CONSUMER CONTACTS AND SATISFACTION	Q3 2017	Q4 2017
Overall contacts to ComReg's Consumer Line (approx.)	16,000	16,500
Satisfaction with service received from ComReg's Consumer Line to recommend to others[3]	83%	79%
Section 3 ALL ISSUES RECORDED		





[3] This percentage reflects the average score (4.13 in Q3 2017, 3.94 in Q4 2017) given out of 5 by those consumers who contacted ComReg via phone and who took part in our Consumer Line survey (1363 in Q3 2017, 371 in Q4 2017), in response to the question 'Would you recommend our (ComReg) service to family/friends?'

Section 4 MOBILE SERVICE PROVIDER STATISTICS[4]



Section 5 FIXED SERVICE PROVIDER STATISTICS[5]

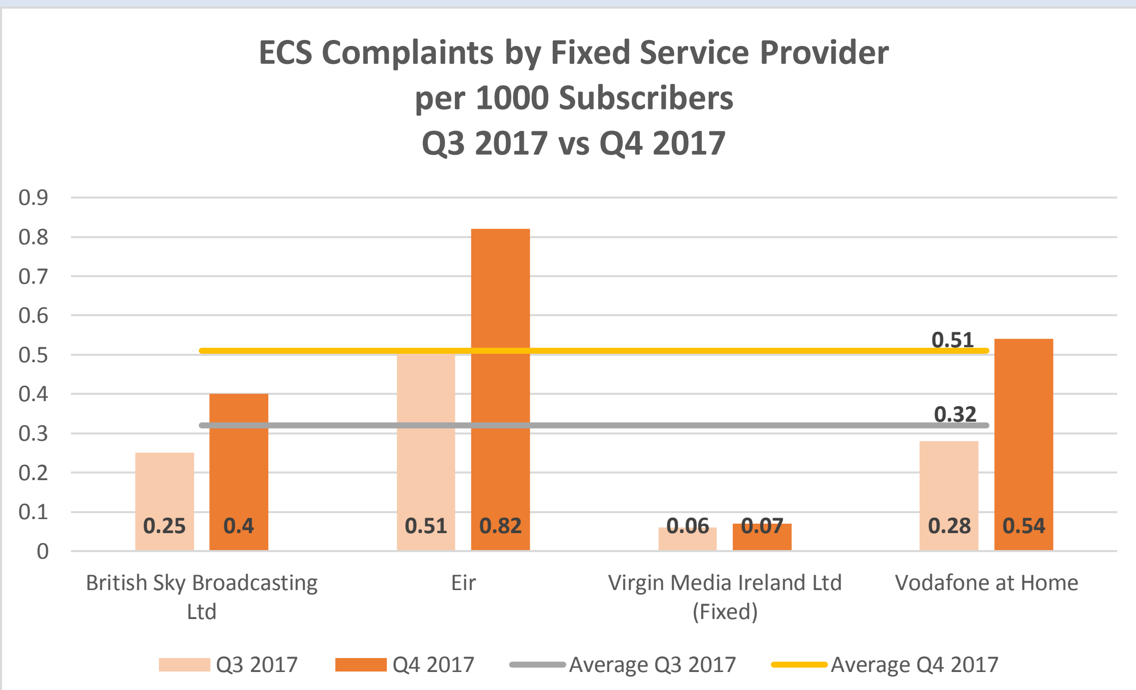


Figure 1: Consumer Line Key Summary Statistics

[4] Where the number of issues raised by Mobile Service Providers' customers was in excess of 100.
[5] Where the number of issues raised by Fixed Service Providers' customers was in excess of 100.

2: Consumer Contacts, Satisfaction and Open Cases

8. ComReg offers a variety of methods for consumers to contact our Consumer Line including phone, email, SMS, online form, webchat, post and Irish Sign Language.

9. In Q4 2017, approximately 16,500 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 almost 50% of contacts received via this method.

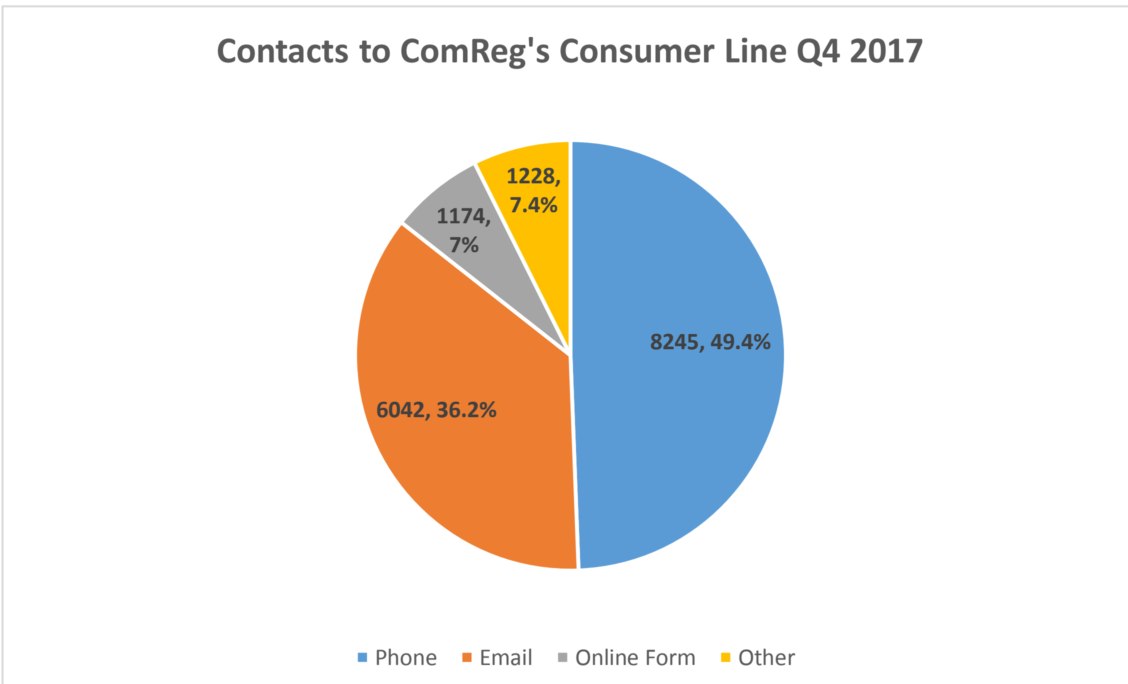


Figure 2: Contacts to ComReg's Consumer Line Q4 2017

10. 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.[6]

[6] 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.

11. Of the 8,245 consumers who contacted the Consumer Line via phone in Q4 2017, 4.5%[7] (371) fully completed the consumer survey. Figure 3 below details the questions contained in the survey and the results.

Question	Q3 2017	Q4 2017
Q1: How satisfied are you with how the ComReg agent you just spoke to handled your call?	4.39	4.33
Q2: How helpful has your contact with ComReg been in helping you to progress the operator issue you raised?	4.17	4.08
Q3: How satisfied are you with how your operator handled your issues before you contacted ComReg?	2.19	1.82
Q4: Would you recommend our (ComReg) service to family/friends?	4.13	3.94

Figure 3: ComReg's Consumer Line Survey Results Q3 vs Q4 2017

12. As at 31 December 2017, 438 consumer cases were open. Of this number, 212 were open 10 working days or less, which is within the time line for service providers to respond to their customer and to ComReg in respect of individual complaints. The remaining 226 consumer cases were open more than 10 working days awaiting responses from service providers[8], with 88% of these relating to ECS issues and 12% relating to PRS issues.

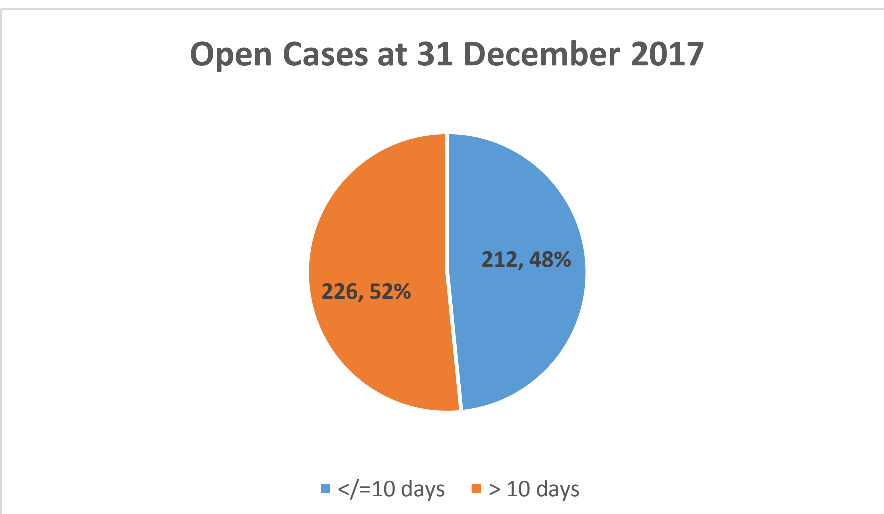


Figure 4: ComReg's Consumer Line Open Cases at 31 December 2017

[7] Consumer Survey was not available in December 2017.
[8] With the exception of one cases which was being reviewed internally.

13. Of the 88% (200) ECS consumer cases that were open more than 10 working days, the split between Service Provider shows the majority to be Eir customers who raised a complaint with ComReg's Consumer Line and whose complaint was open more than 10 days.

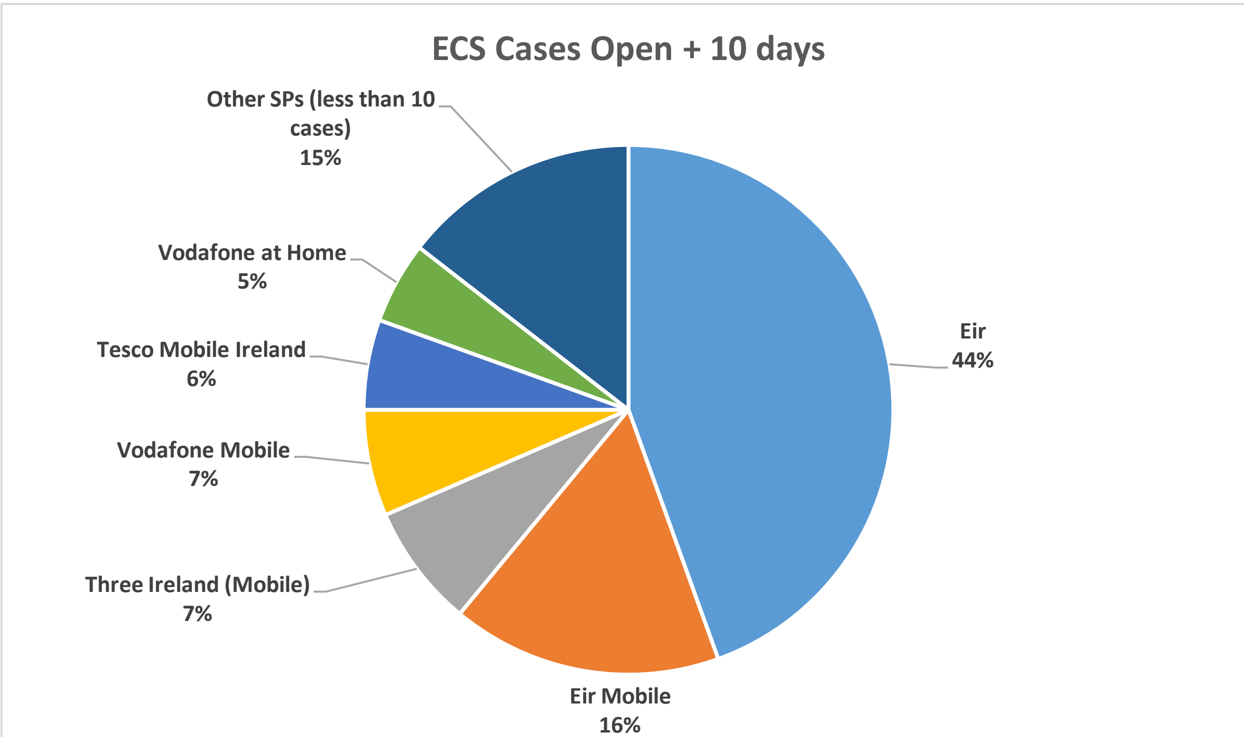


Figure 5: ComReg's Consumer Line ECS Cases Open + 10 days at 31 December 2017

3: All Issues Recorded

14. In Q4 2017, a total of 6,287 issues were recorded by ComReg's Consumer Line. The trend in figure 6 below shows that, compared with Q3 2017, there was an overall decrease of 6% in the number of issues recorded. This decrease can largely be attributed to the volume of PRS issues, which reduced by 32% from 2,638 in Q3 2017 to 1,798 in Q4 2017. Although there was a decrease in the overall number of issues recorded, ECS issues (including Not for ComReg) increased by 11% from Q3 2017 to Q4 2017.

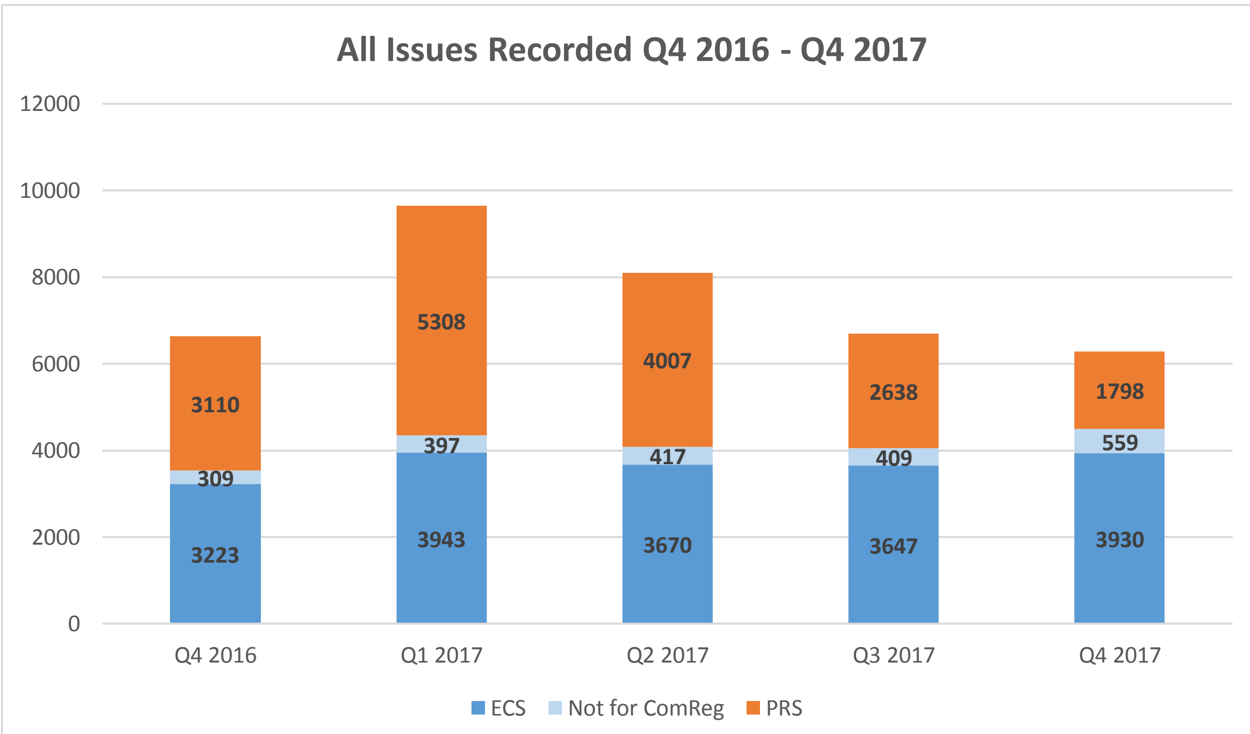


Figure 6: All Issues Recorded Q4 2016 – Q4 2017

15. Figure 6 also highlights that the total number of issues recorded has decreased by 5% from Q4 2016 to Q4 2017. After an increase of 71% from Q4 2016 to Q1 2017, PRS issues continue to fall each quarter from Q1 2017 to Q4 2017, with an overall decrease of 66% during this period.

3.1 All Issues Recorded by Classification Type

16. Figure 7 shows the breakdown by classification type for issues recorded in Q4 2017 compared with Q3 2017. The number of ECS issues (including Not for ComReg) raised with ComReg's Consumer Line increased by 11% from Q3 2017 to Q4 2017, with the trend of top ECS issues by classification type continuing to show billing issues, contractual matters and service issues (with more issues recorded than contractual matters in Q4 2017) as the top 3 classifications.

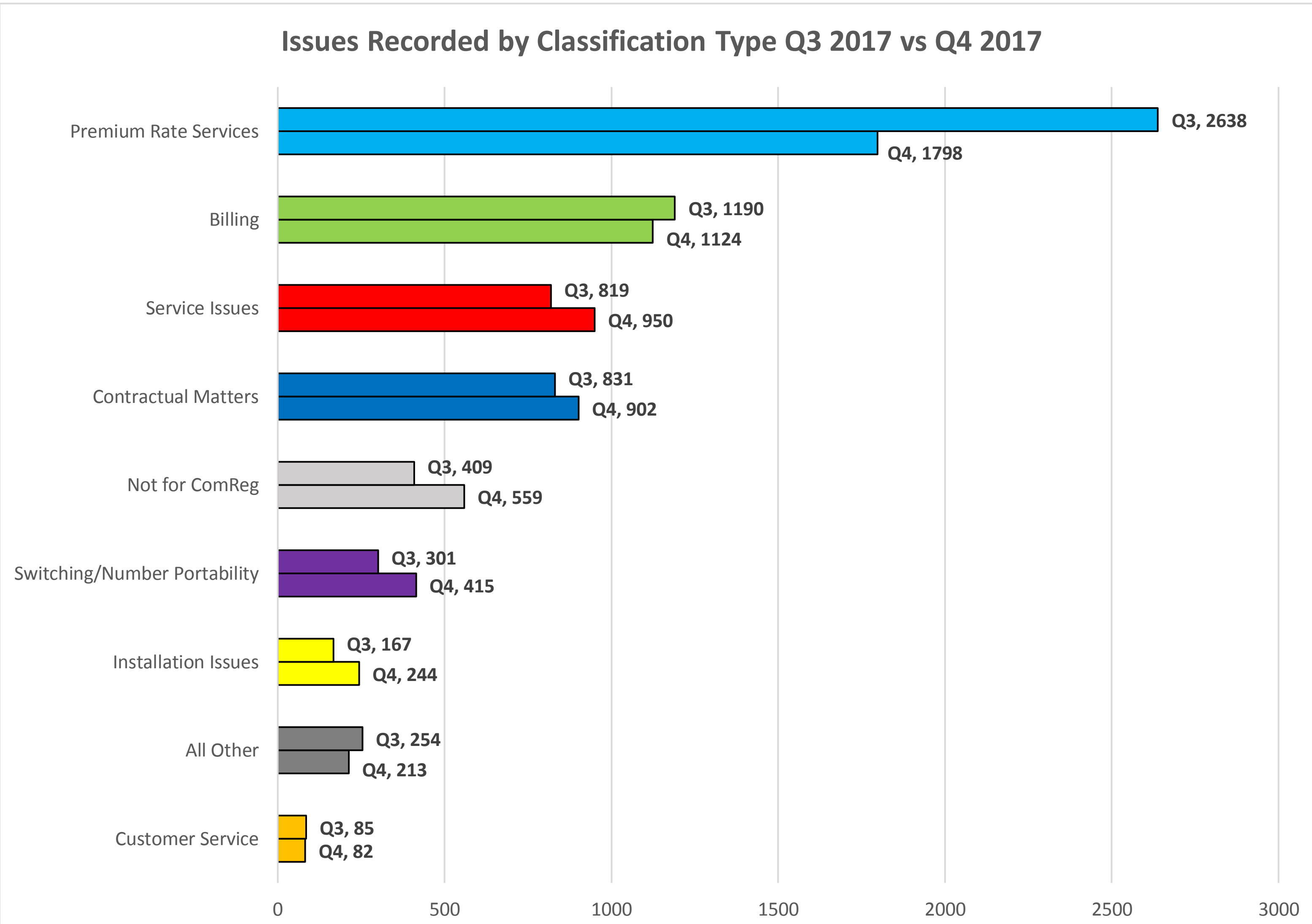


Figure 7: All Issues Recorded by Classification Type Q3 2017 vs Q4 2017

17. The top three classifications account for 47% of all issues recorded (compared with 42% in Q3) and 66% of all ECS issues recorded (compared with 70% in Q3). Upon closer inspection of these top 3 classifications, it appears that billing issues, contractual matters and service issues have increased by 1%, 42% and 16%

respectively from Q4 2016 to Q4 2017, as outlined below in figure 8. From Q3 2017 to Q4 2017 billing issues decreased by 6%, while contractual matters and service issues increased by 9% and 16% respectively for the same comparison.

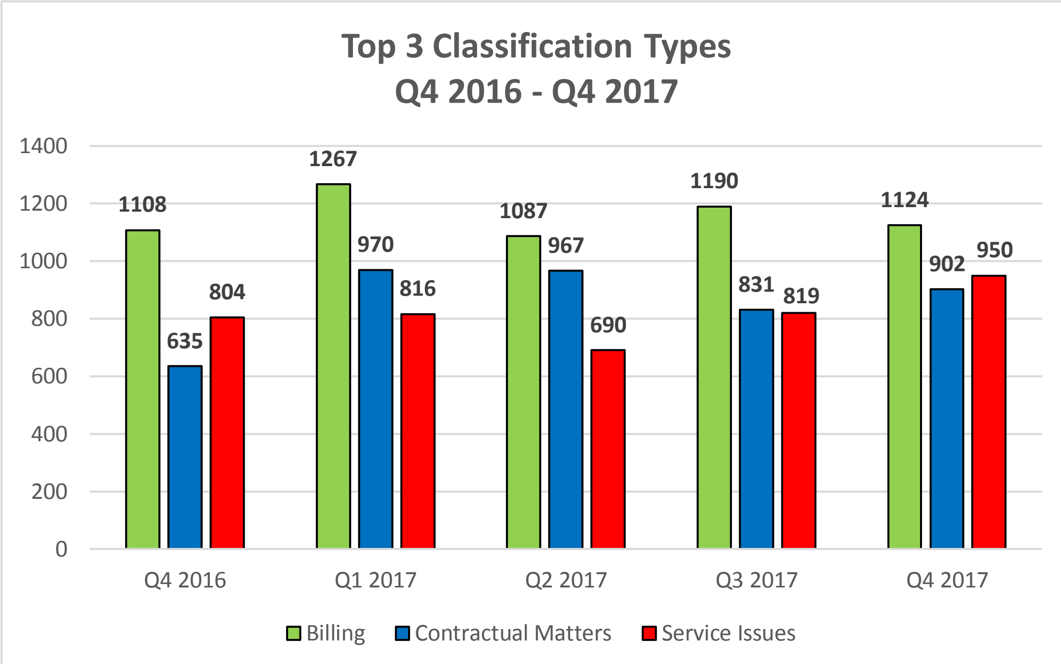


Figure 8: Top 3 Classification Types Q4 2016 – Q4 2017

3.2 All Issues Recorded by Complaints vs Queries

18. The overall ratio of complaints to queries has increased from 19% in Q3 2017 to 21% in Q4 2017.

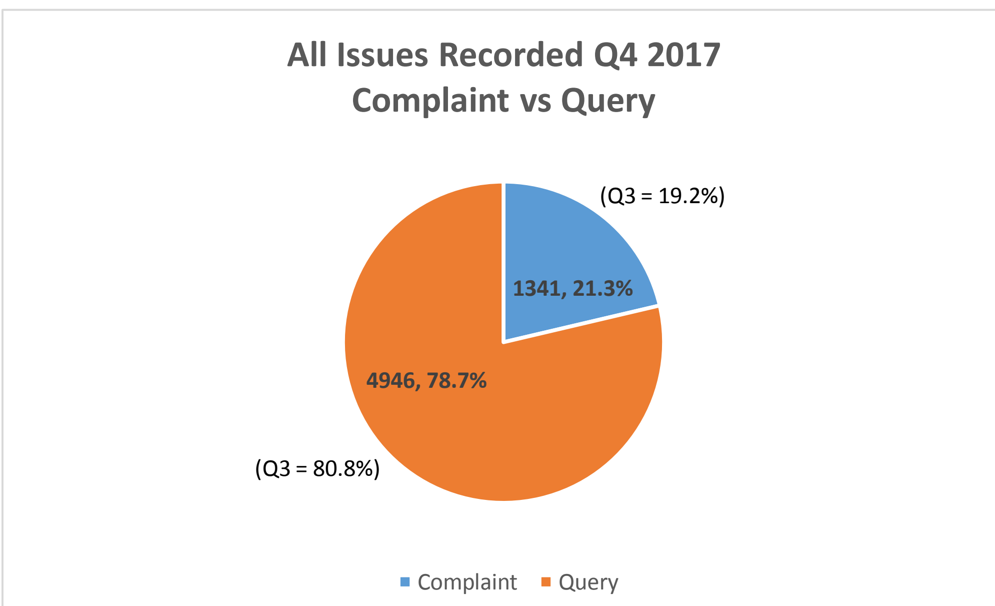


Figure 9: Breakdown of All Issues Recorded by Complaint and Query Q4 2017

19. Figure 10 gives a breakdown of complaints and queries by ECS and PRS, over the last 5 quarters. This shows that PRS complaints have been decreasing quarter on quarter since Q1 2017, with an overall decrease of 53% from Q1 2017 to Q4 2017. The ratio of PRS complaints to queries currently stands at 13%, compared with 14% in Q3 2017.

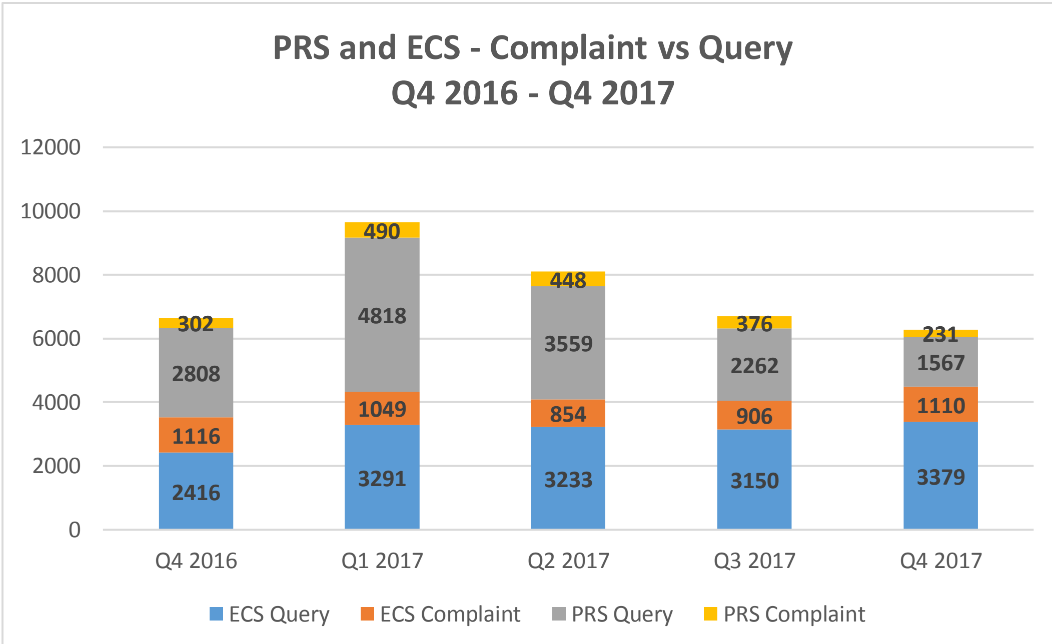


Figure 10: Breakdown of All Issues by Complaint and Query for ECS and PRS Q4 2016 – Q4 2017

20. ECS complaints have remained constant when comparing Q4 2016 with Q4 2017, however have increased by 23% from Q3 2017 to Q4 2017. The ratio of ECS complaints to queries currently stands at 24.7%, as evident in figure 11.

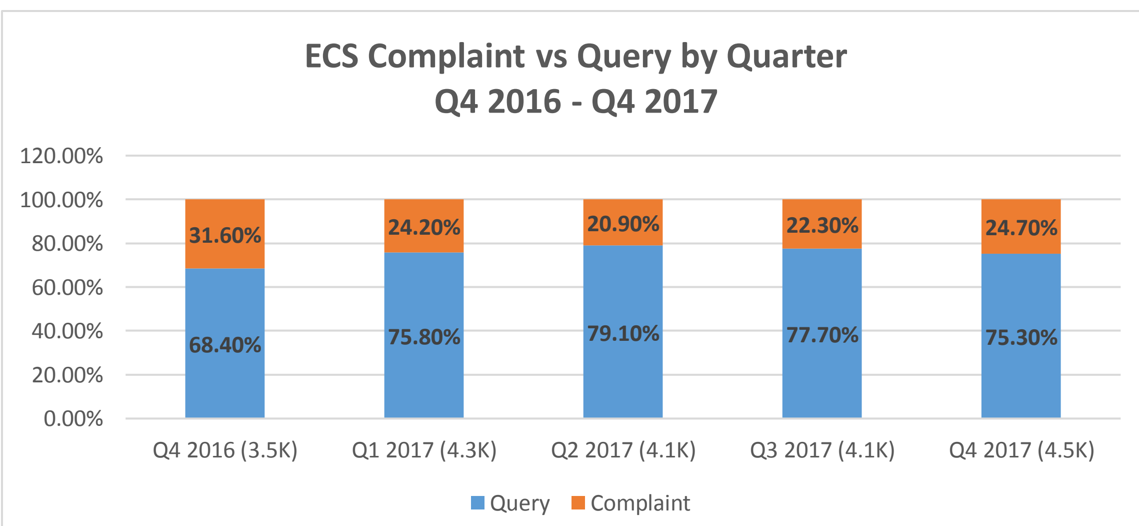


Figure 11: Split of ECS Issues (Complaint/Query) Q4 2016 – Q4 2017

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

21. In figure 12 the number of PRS issues raised to ComReg's Consumer Line is split by ECS Provider (where PRS issues raised by ECS Providers' customers was in excess of 100). 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".

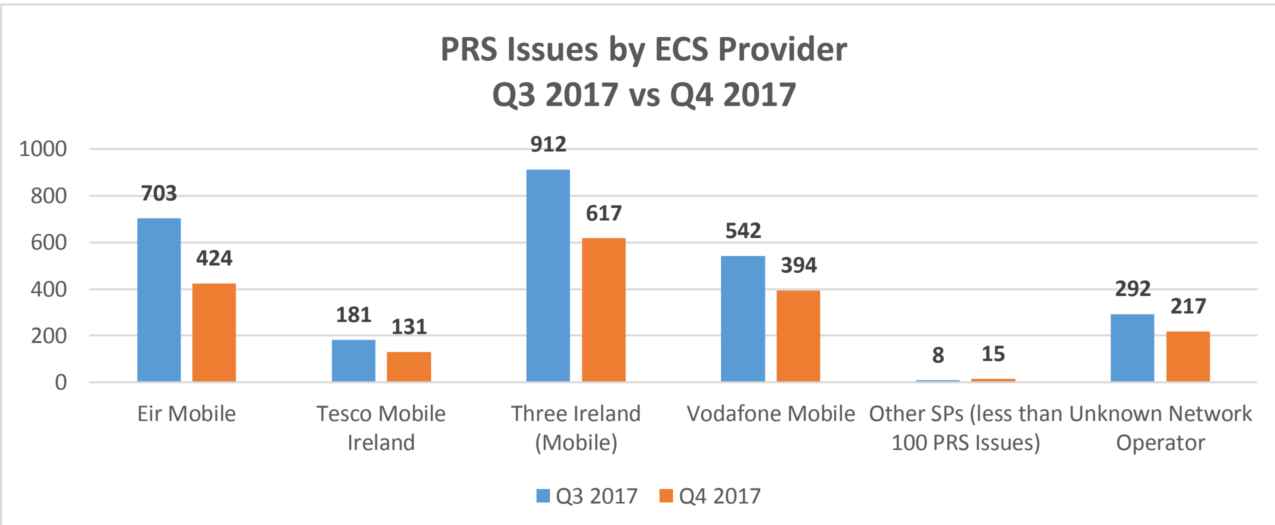


Figure 12: PRS Issues by ECS Provider Q3 2017 vs Q4 2017

22. Figure 13 below shows the PRS issues detailed in figure 12 for each ECS Provider listed per 1000 subscribers.

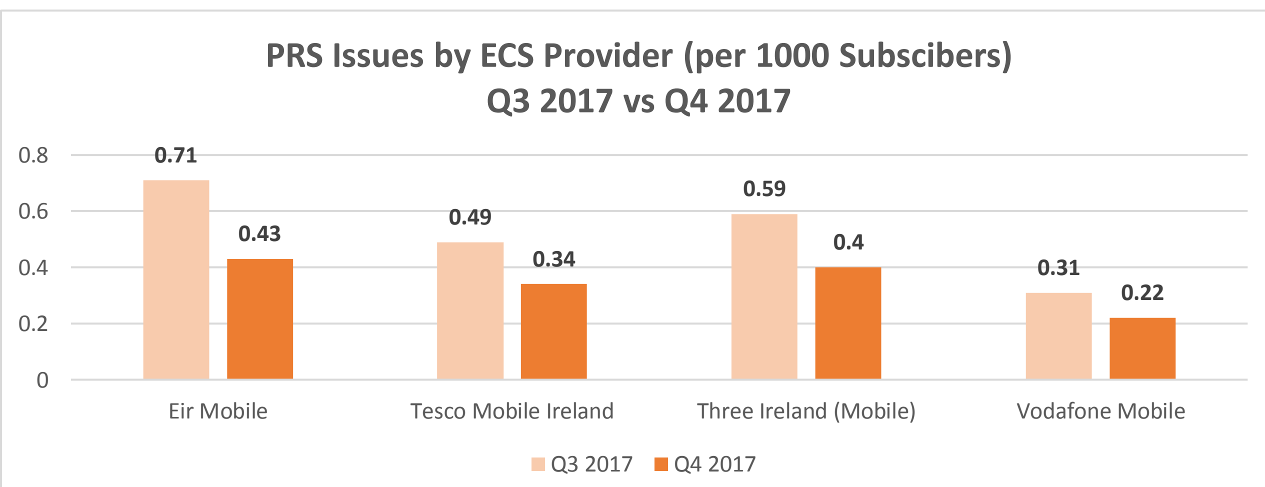


Figure 13: PRS Issues by ECS Provider (per 1000 Subscribers) Q3 2017 vs Q4 2017

4.2 Mobile Provider ECS Complaints vs Queries

24. Figure 14 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 Q3 2017, the overall number of mobile service provider issues has decreased by 13%.

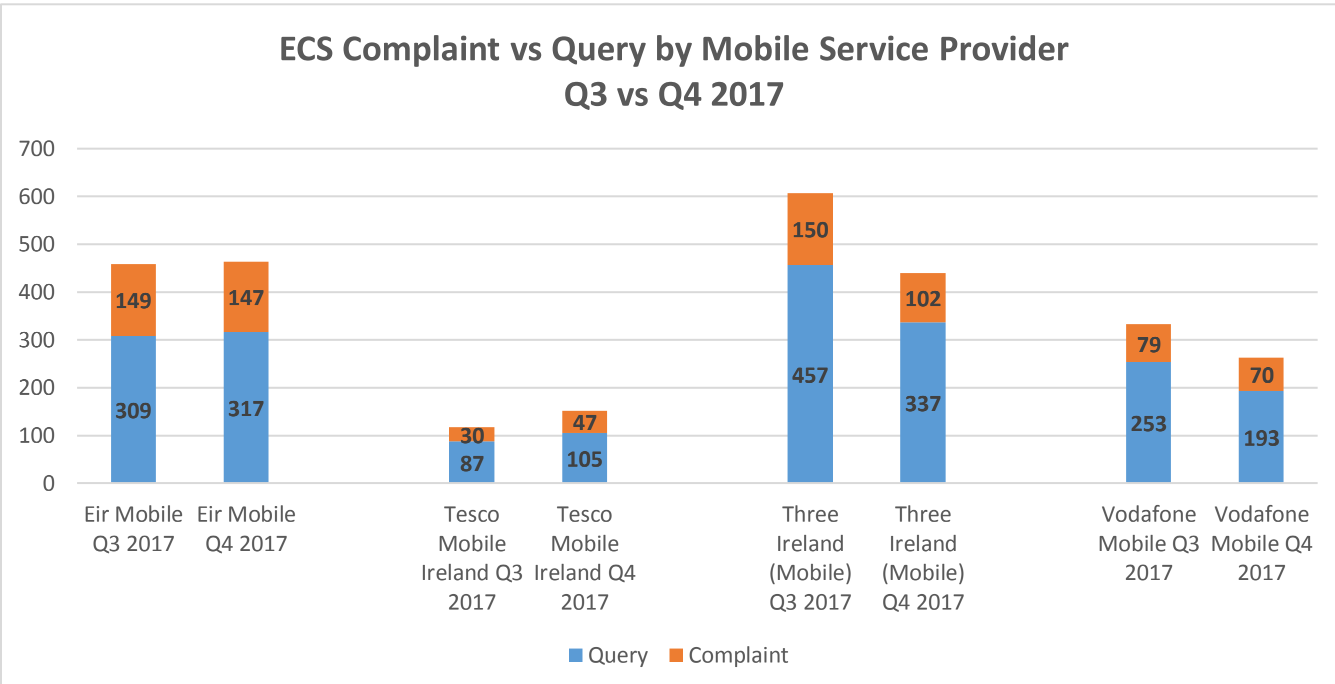


Figure 14: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q3 2017 vs Q4 2017

25. Eir Mobile has seen a decrease of 1% in complaints and an increase of 3% in queries from Q3 2017 to Q4 2017. Both the number of complaints and queries has increased for Tesco Mobile Ireland by 57% and 21% respectively for the same period. The number of complaints and queries has decreased for Three Ireland (Mobile) by 32% and 26% respectively and Vodafone Mobile by 11% and 24% respectively from Q3 2017 to Q4 2017. Please note that figure 20 of this publication provides a breakdown of mobile service provider complaints by classification type.

26. Figure 15 overleaf provides an analysis of the number of complaints listed in figure 14 by the number of subscribers for each of the mobile service providers listed:

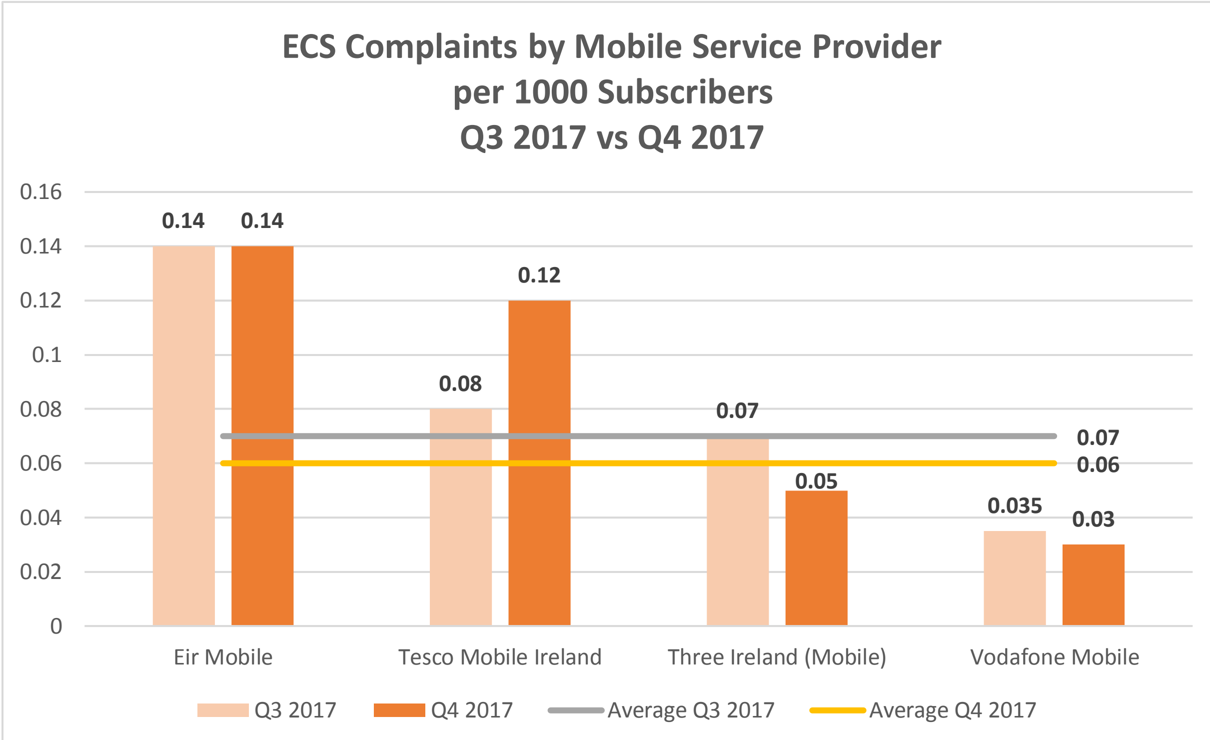


Figure 15: ECS Complaints by Mobile Service Provider (per 1000 Subscribers) Q3 2017 vs Q4 2017

27. 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.

28. Vodafone Mobile has consistently remained below average. Having been in line with the average in Q3 2017, Three Ireland (Mobile) is now below average in Q4 2017. Both Eir Mobile and Tesco Mobile Ireland are above average in both quarters, with the number of complaints per 1000 subscribers increasing in Q4 2017 for Tesco Mobile Ireland.

4.3 Mobile Provider ECS Issues by Classification Type

Eir Mobile

29. Eir Mobile issues, as shown in figure 16, have increased overall by 37% when compared with the same period last year (Q4 2016), with an increase of 1% from Q3 2017 to Q4 2017.

30. Billing issues, contractual matters, service issues and all other classifications increased by 21%, 72%, 3% and 80% respectively when comparing Q4 2016 with Q4 2017.

31. From Q3 2017 to Q4 2017 billing issues, contractual matters and service issues decreased by 2%, 11% and 7% respectively while all other classifications increased by 54% for the same period.

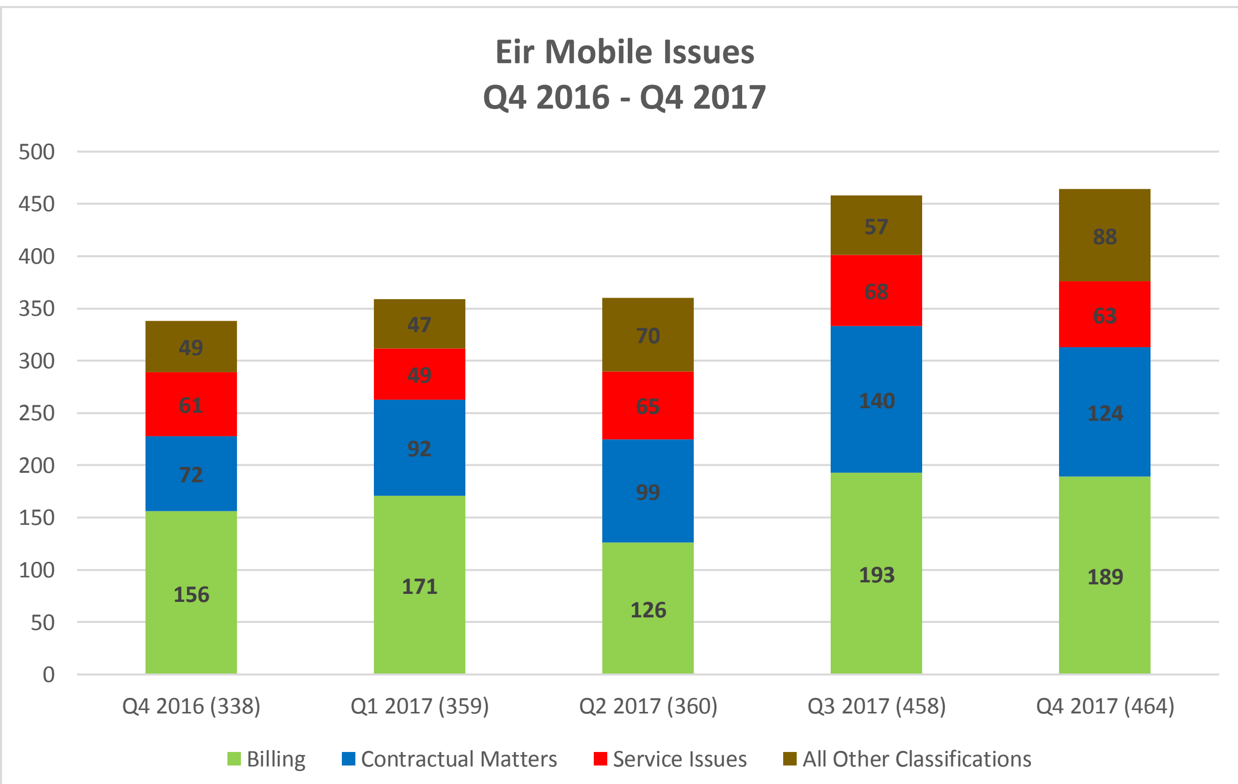


Figure 16: Split of ECS Issues by Classification Type for Eir Mobile Q4 2016 – Q4 2017

Tesco Mobile Ireland

32. Tesco Mobile Ireland issues, as shown in figure 17, have increased overall by 30% from Q3 2017 to Q4 2017. The total number of ECS issues for Tesco Mobile Ireland did not exceed 100 prior to Q3 2017 and therefore Tesco Mobile Ireland was not included in the publication prior to that period.

33. From Q3 2017 to Q4 2017 billing issues and contractual matters decreased by 4% and 21% respectively while service issues and all other classifications increased by 84% and 75% for the same period.

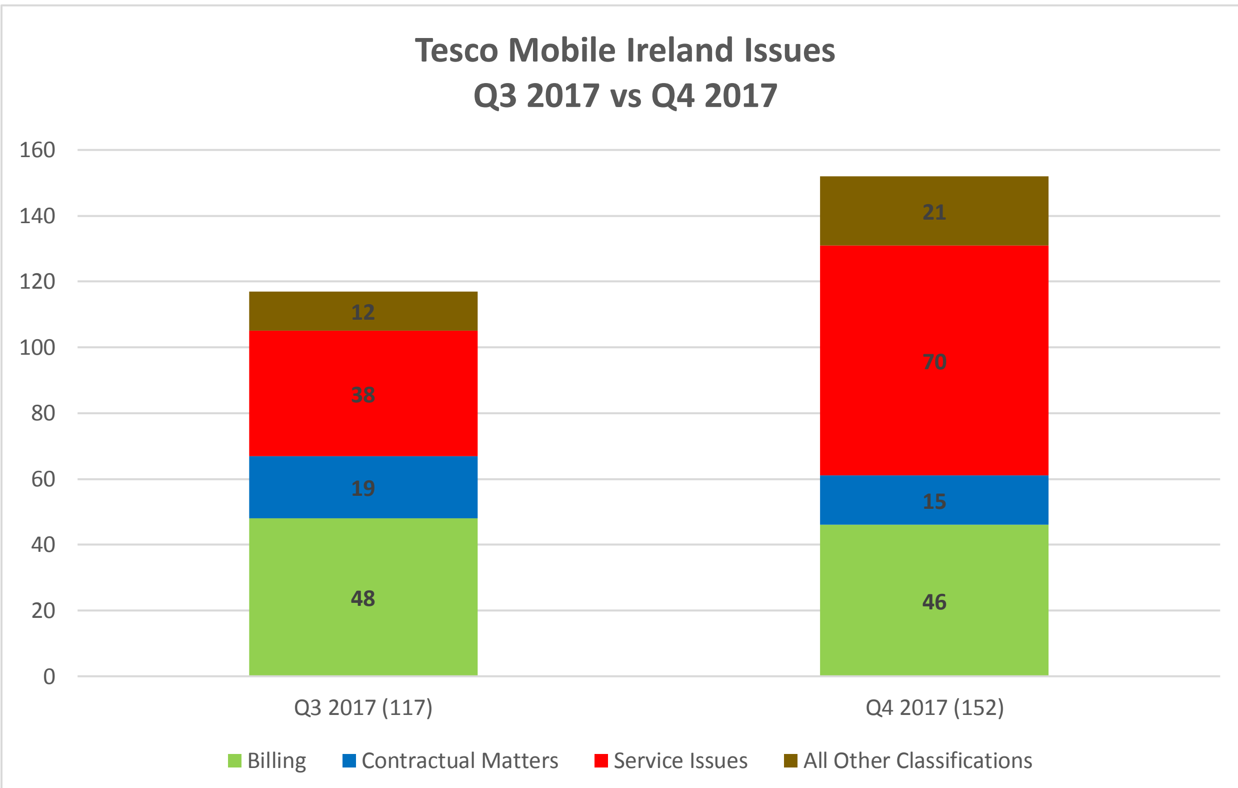


Figure 17: Split of ECS Issues by Classification Type for Tesco Mobile Ireland Q3 2017 – Q4 2017

Three Ireland (Mobile)

34. Three Ireland (Mobile) issues, as shown in figure 18, have decreased overall by 9% when compared with the same period last year (Q4 2016), with a decrease of 28% from Q3 2017 to Q4 2017.

35. Billing issues and contractual matters increased by 22% and 122% respectively when comparing Q4 2016 with Q4 2017, while service issues and all other classifications decreased by 64% and 29% for the same comparison.

36. From Q3 2017 to Q4 2017 billing issues, contractual matters, service issues and all other classifications decreased by 25%, 25%, 27% and 46% respectively.

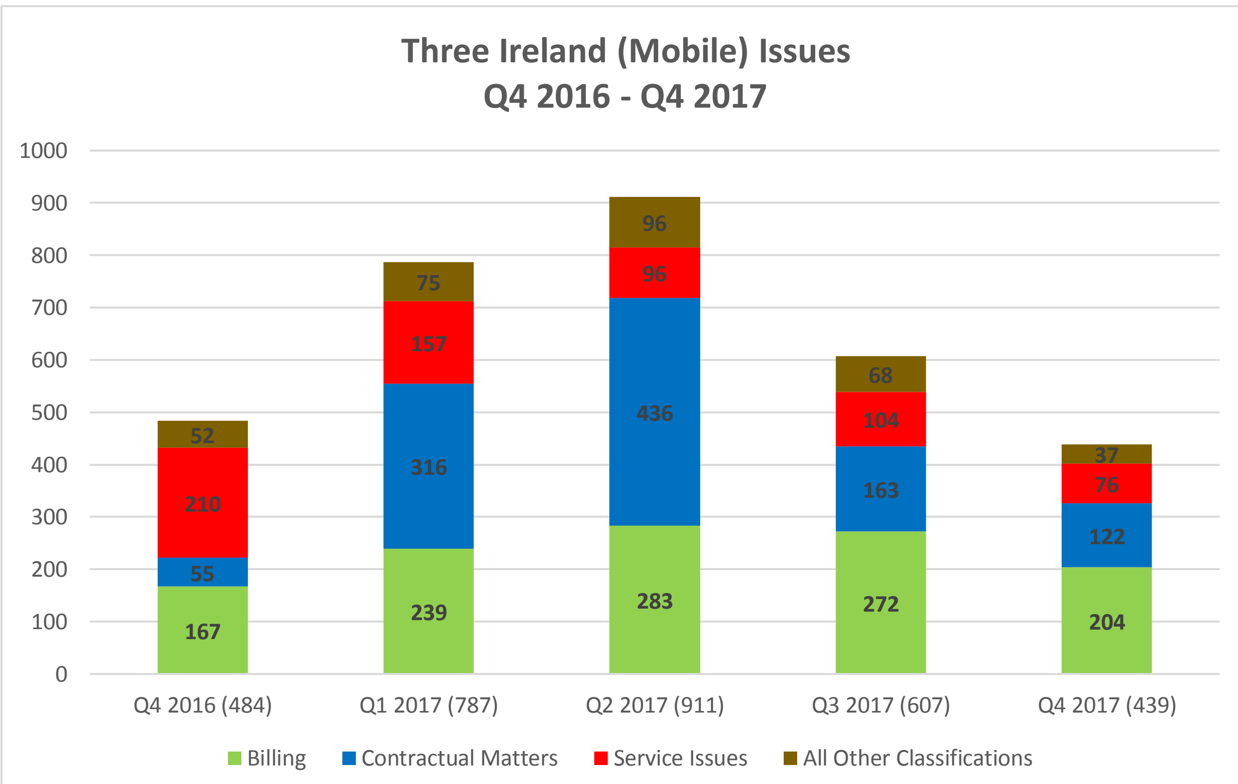


Figure 18: Split of ECS Issues by Classification Type for Three Ireland (Mobile) Q4 2016 – Q4 2017

Vodafone Mobile

37. Vodafone Mobile issues, as shown in figure 19, have decreased overall by 17% when compared with the same period last year (Q4 2016), with a decrease of 21% from Q3 2017 to Q4 2017.

38. Billing issues, contractual matters and all other classifications decreased by 11%, 31% and 28% respectively when comparing Q4 2016 with Q4 2017, while service issues increased by 12% for the same comparison.

39. From Q3 2017 to Q4 2017 billing issues, contractual matters, service issues and all other classifications decreased by 28%, 5%, 16% and 23% respectively.

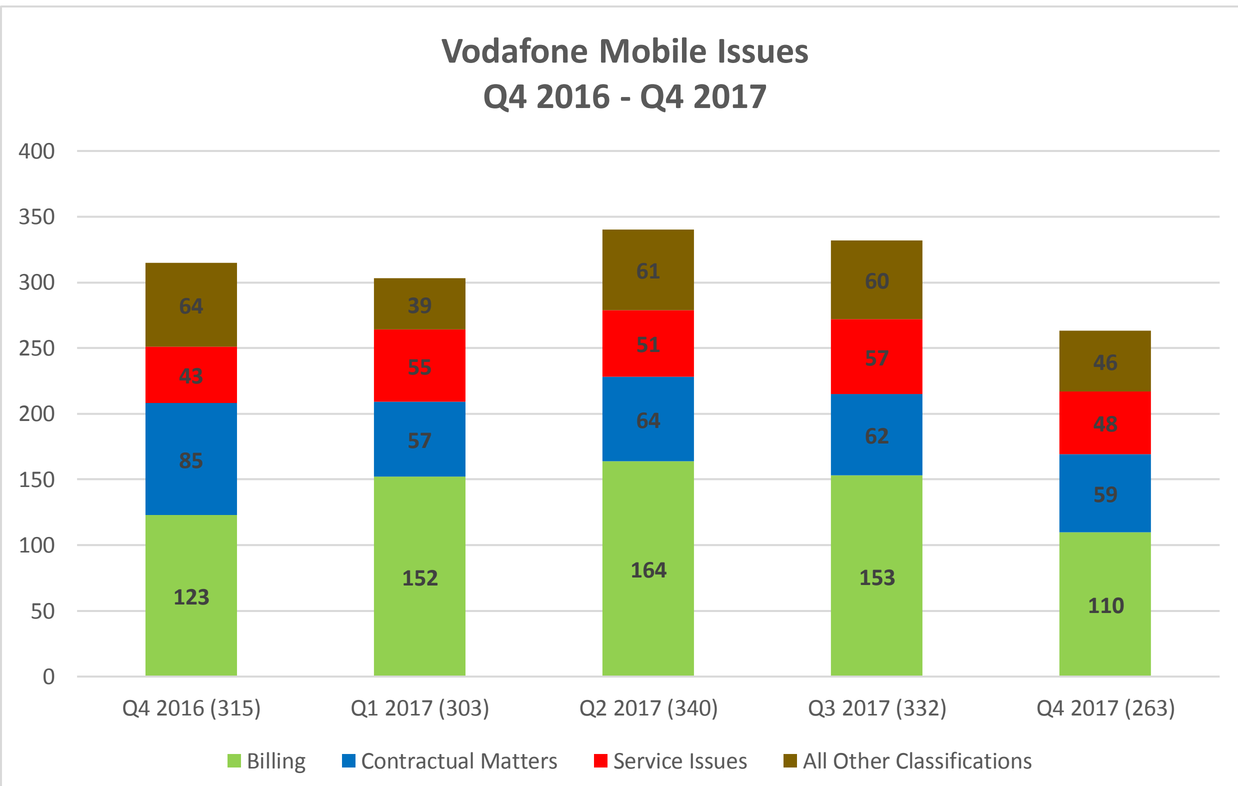


Figure 19: Split of ECS Issues by Classification Type for Vodafone Mobile Q4 2016 – Q4 2017

4.4 Mobile Provider ECS Complaints by Classification Type

40. Figure 20 below shows complaints for each mobile service provider listed in figure 14, by classification type, comparing Q3 2017 with Q4 2017:

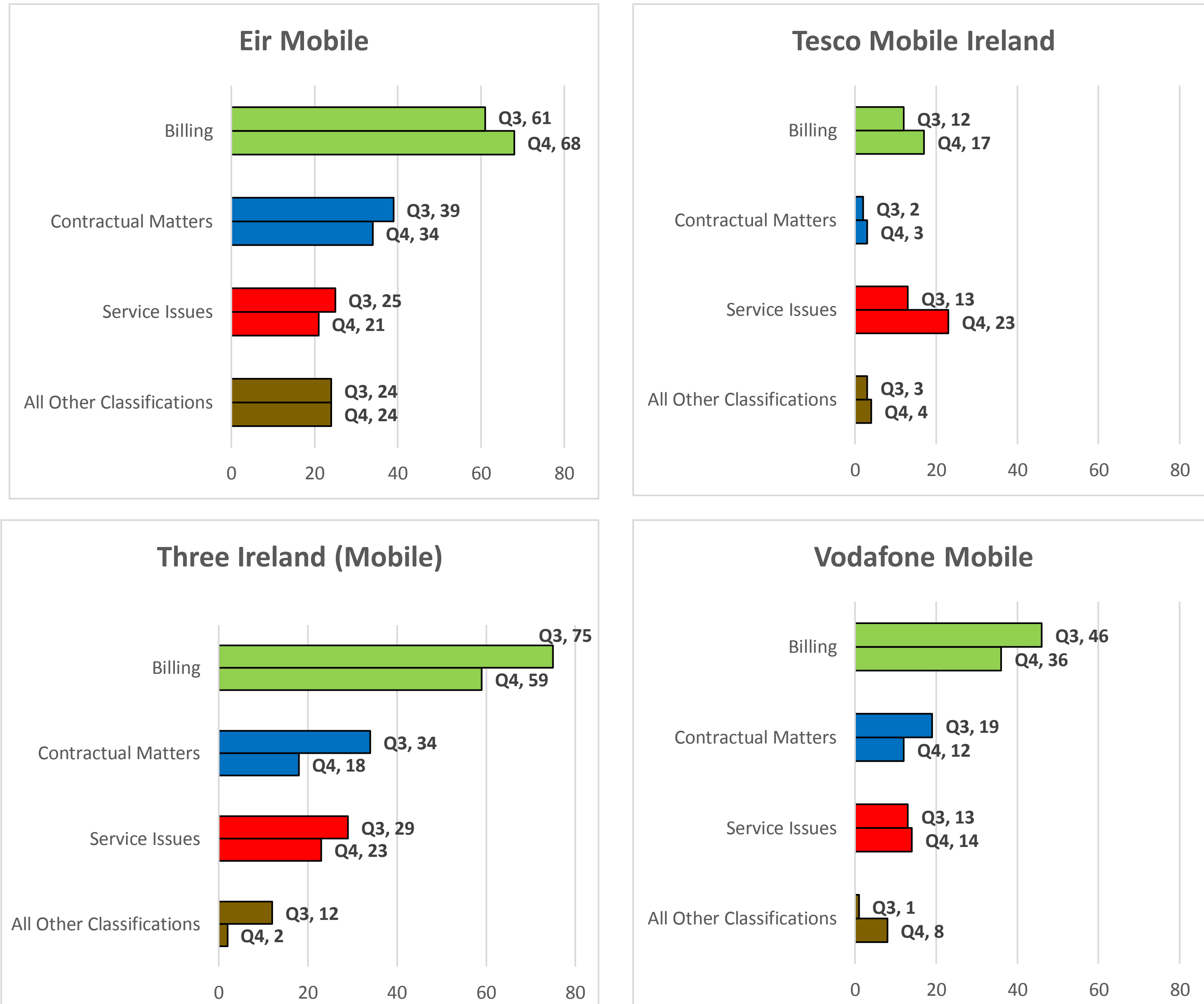


Figure 20: Split of Mobile Service Provider Complaints by Classification Type Q3 2017 vs Q4 2017

Billing Issues

41. Complaints relating to billing issues increased for Eir Mobile and Tesco Mobile Ireland by 7 and 5 respectively from Q3 2017 to Q4 2017, while Three Ireland (Mobile) and Vodafone Mobile complaints reduced by 16 and 10 respectively for the same period.

Contractual Matters

42. Complaints relating to contractual matters increased for Tesco Mobile Ireland by 1 from Q3 2017 to Q4 2017, while Eir Mobile, Three Ireland (Mobile) and Vodafone Mobile complaints reduced by 5, 16 and 7 respectively for the same period.

Service Issues

43. Complaints relating to service issues increased for Tesco Mobile Ireland and Vodafone Mobile by 10 and 1 respectively from Q3 2017 to Q4 2017, while Eir Mobile and Three Ireland (Mobile) complaints reduced by 4 and 6 respectively for the same period.

All Other Classifications

44. Complaints relating to all other classifications increased for Tesco Mobile Ireland and Vodafone Mobile by 1 and 7 respectively from Q3 2017 to Q4 2017. Three Ireland (Mobile) complaints reduced by 10, while Eir Mobile complaints remained constant for the same period.

4.5 Mobile Provider Coverage Issues

45. Figure 21 shows all service issues recorded, per mobile service provider, split by mobile coverage issues versus all other service issues.

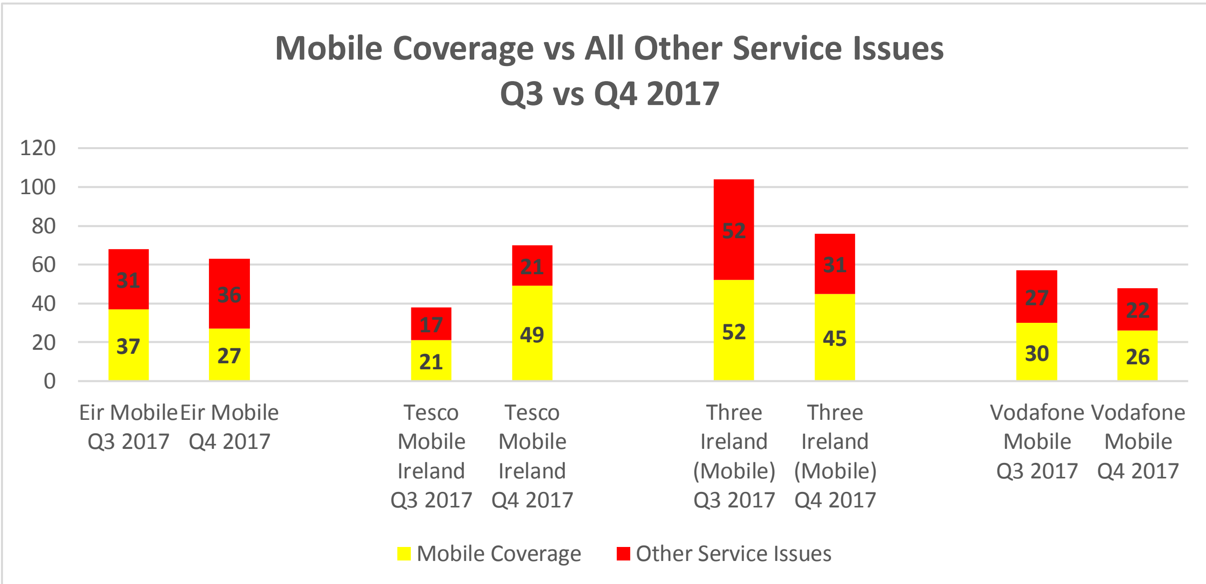


Figure 21: Split of ECS Service Issues by Mobile Service Provider Q3 2017 vs Q4 2017

46. Figure 22 below provides an analysis of the number of mobile coverage issues listed in figure 21 by the number of subscribers for each of the mobile service providers listed:

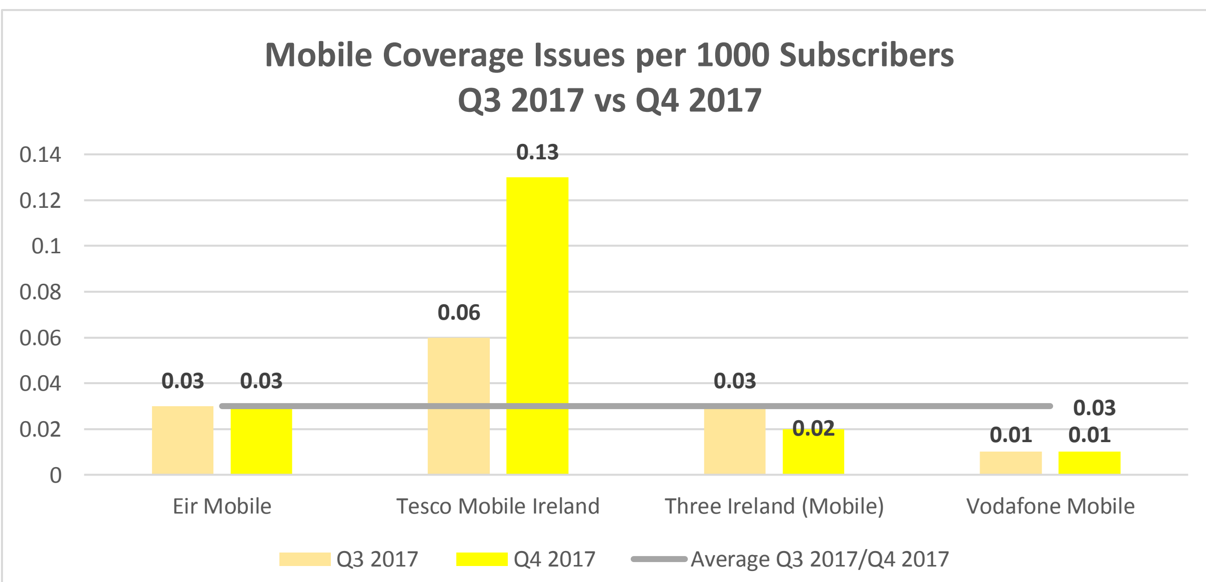


Figure 22: Mobile Coverage Issues by Mobile Service Provider (per 1000 subscribers) Q3 2017 vs Q4 2017

47. 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 21. This average remains unchanged from Q3 2017 to Q4 2017.

48. Vodafone Mobile has consistently remained below average. Having been in line with the average in Q3 2017, Three Ireland (Mobile) is now below average in Q4 2017. Eir Mobile is in line with the average in both Q3 and Q4 2017 with its number of mobile coverage issues per 1000 subscribers unchanged. Tesco Mobile Ireland is above average in both quarters, with the number of mobile coverage issues per 1000 subscribers increasing significantly in Q4 2017.

49. Figure 23 shows a breakdown of all Mobile Coverage Issues (158) as reported to ComReg's Consumer Line in Q4 2017, compared with Q1, Q2 and Q3 2017, by type. The issues are also split by query and complaint.

50. Consumers were asked whether their issue related to data coverage only (using smartphone), voice coverage only or both, as set out below:

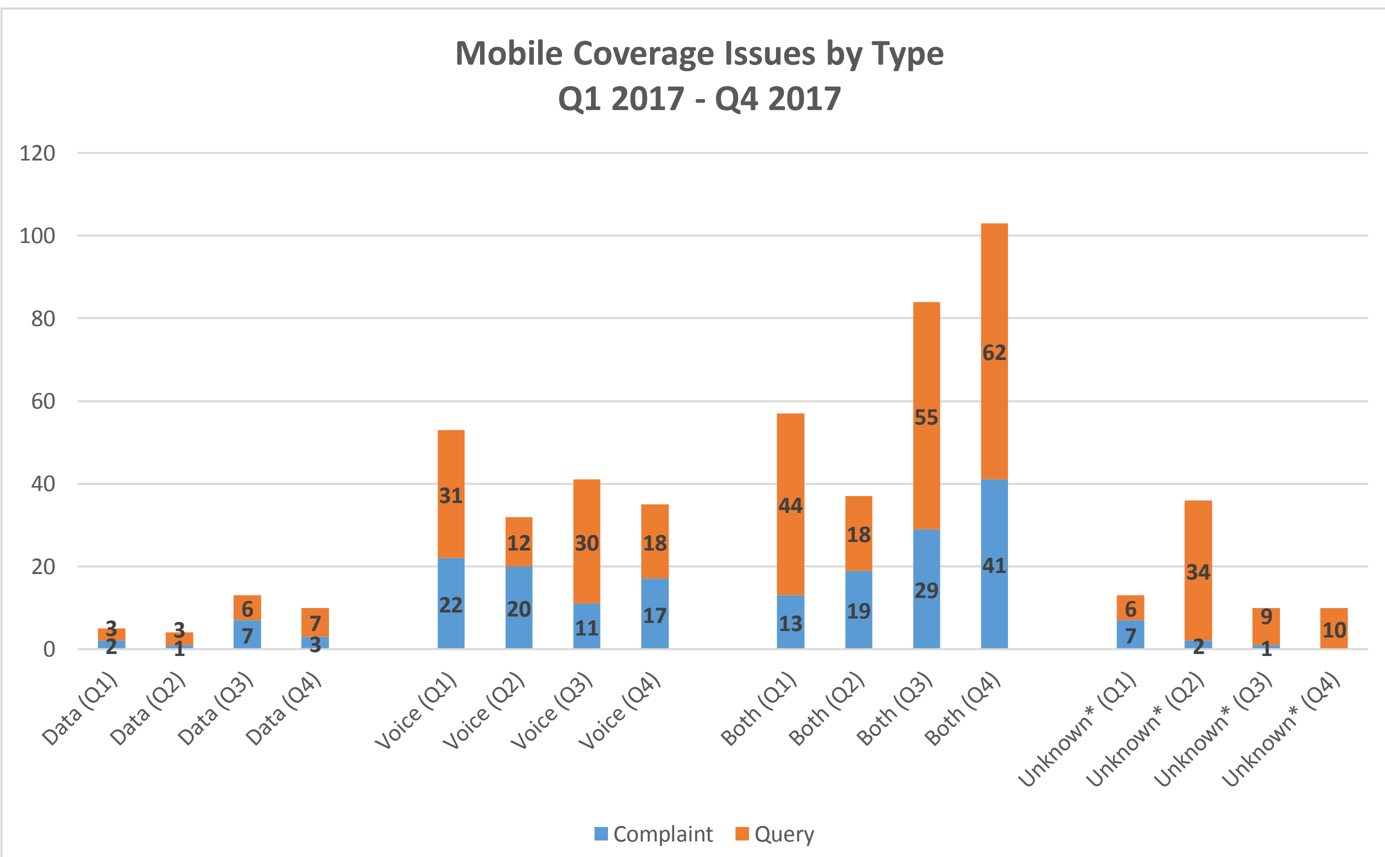


Figure 23: Query vs Complaint Split of Mobile Coverage Issues by Type Q1 – Q4 2017

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

51. 22% of all mobile coverage issues reported in Q4 2017 related to a voice only issue, compared to 6% relating to a data only issue. In 65% of all mobile coverage issues, the consumer reported having experienced not one of, but both, voice and data issues.

52. Of the 158 issues recorded, 138 of those related to a voice issue, (whether voice only, or voice and data) accounting for 87% of all mobile coverage issues.

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

53. Figure 24 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 Q3 2017, the overall number of fixed service provider issues has increased by 37%.

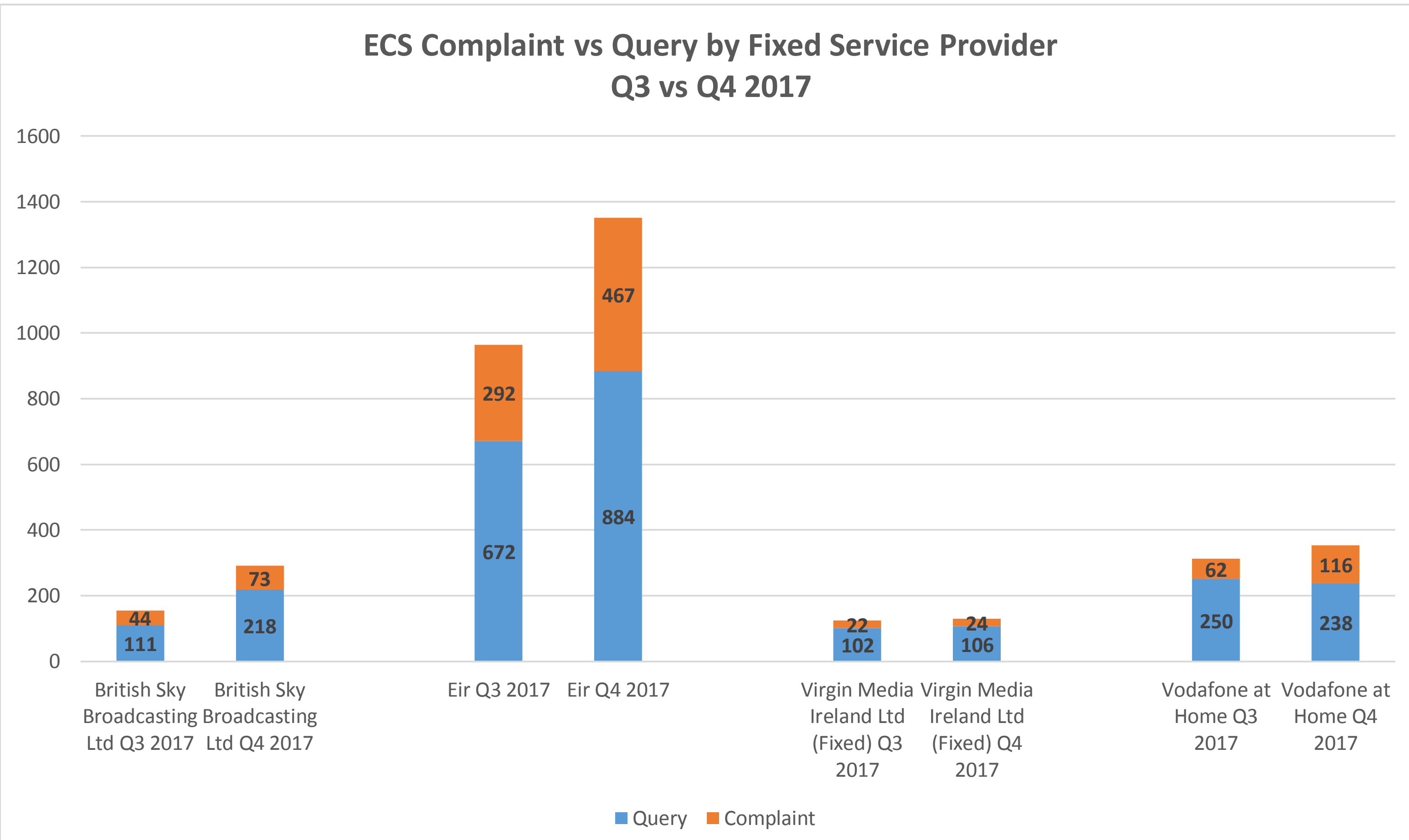


Figure 24: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q3 2017 vs Q4 2017

54. The number of complaints has increased for British Sky Broadcasting Ltd., Eir and Virgin Media Ireland (Fixed) by 66%, 60% and 9% respectively from Q3 2017 to Q4 2017. Similarly the number of queries has increased for these service providers by 96%, 32% and 4% respectively for the same period. While the number of queries decreased by 5% for Vodafone at Home from Q3 2017 to Q4

2017, the number of complaints show the greatest overall increase at 87% for the same period. Please note that figure 30 of this publication provides a breakdown of fixed service provider complaints by classification type.

55. Figure 25 below provides an analysis of the number of complaints listed in figure 24 by the number of subscribers for each of the fixed service providers listed:

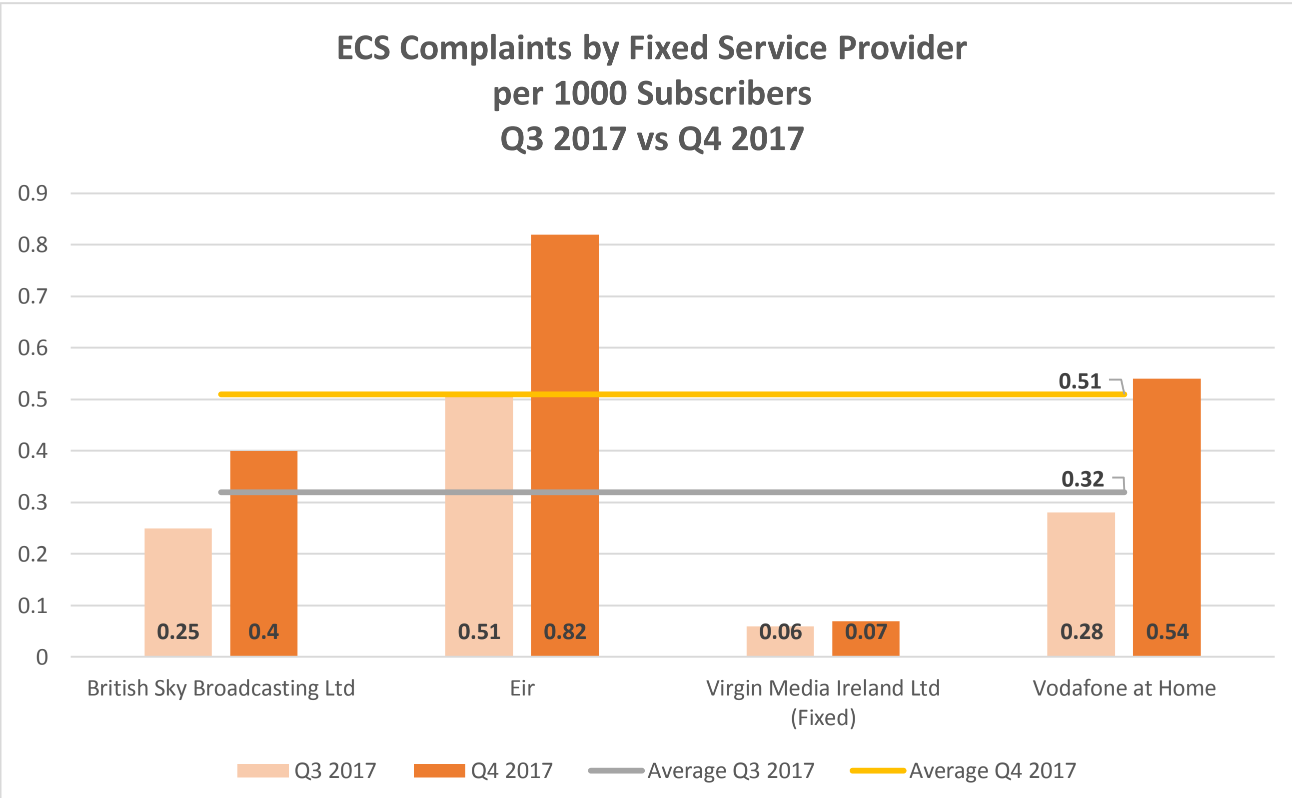


Figure 25: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q3 2017 vs Q4 2017

56. 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 24. Negatively for customers of fixed service providers, this average has increased from Q3 2017 to Q4 2017.

57. Virgin Media Ireland (Fixed) and British Sky Broadcasting Ltd. have consistently remained below average, despite their number of complaints per 1000 subscribers increasing in Q4 2017. Having been below average in Q3 2017, Vodafone at Home is now above average in Q4 2017, as its number of complaints per 1000 subscribers has increased. Eir has stayed above average in both Q3 2017 and Q4 2017, with its number of complaints per 1000 subscribers increasing in Q4 2017.

5.2 Fixed Provider ECS Issues by Classification Type

British Sky Broadcasting Ltd.

58. British Sky Broadcasting Ltd. issues, as shown in figure 26, have increased overall by 74% when compared with the same period last year (Q4 2016), with an increase of 88% from Q3 2017 to Q4 2017.

59. Billing issues, contractual matters, service issues, switching and number portability issues, installation issues and all other classifications increased by 11%, 141%, 50%, 41%, 330% and 75% respectively when comparing Q4 2016 with Q4 2017.

60. From Q3 2017 to Q4 2017 billing issues, contractual matters service issues, switching and number portability issues, installation issues and all other classifications increased by 5%, 141%, 87.5%, 92%, 187% and 75% respectively.

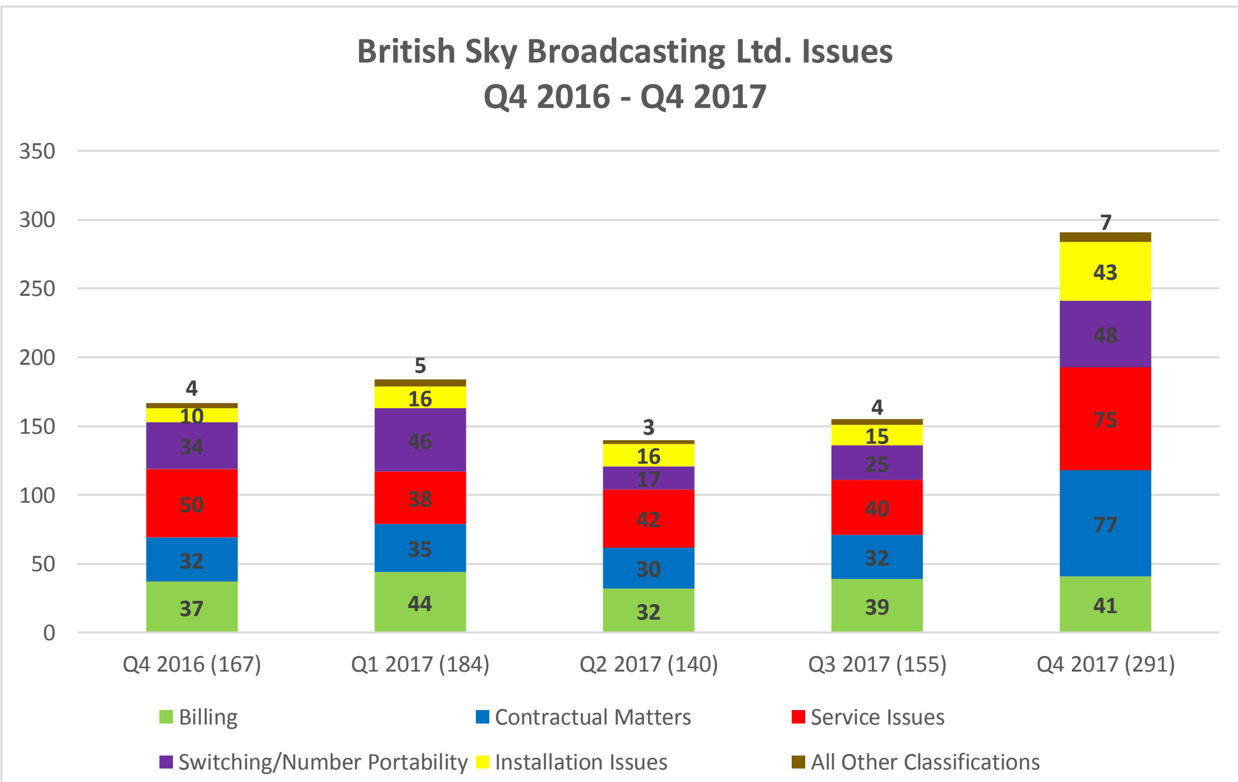


Figure 26: Split of ECS Issues by Classification Type for British Sky Broadcasting Ltd. Q4 2016 – Q4 2017

Eir

61. Eir issues, as shown in figure 27, have increased overall by 43% when compared with the same period last year (Q4 2016), with an increase of 40% from Q3 2017 to Q4 2017.

62. Contractual matters, service issues, switching and number portability issues and installation issues increased by 75%, 68%, 85% and 120% respectively when comparing Q4 2016 with Q4 2017, while billing issues and all other classifications decreased by 3% and 30% respectively for the same comparison.

63. From Q3 2017 to Q4 2017 billing issues, contractual matters, service issues, switching and number portability issues and installation issues increased by 32%, 55%, 37%, 82% and 28% respectively while all other classifications decreased by 5% for the same period.

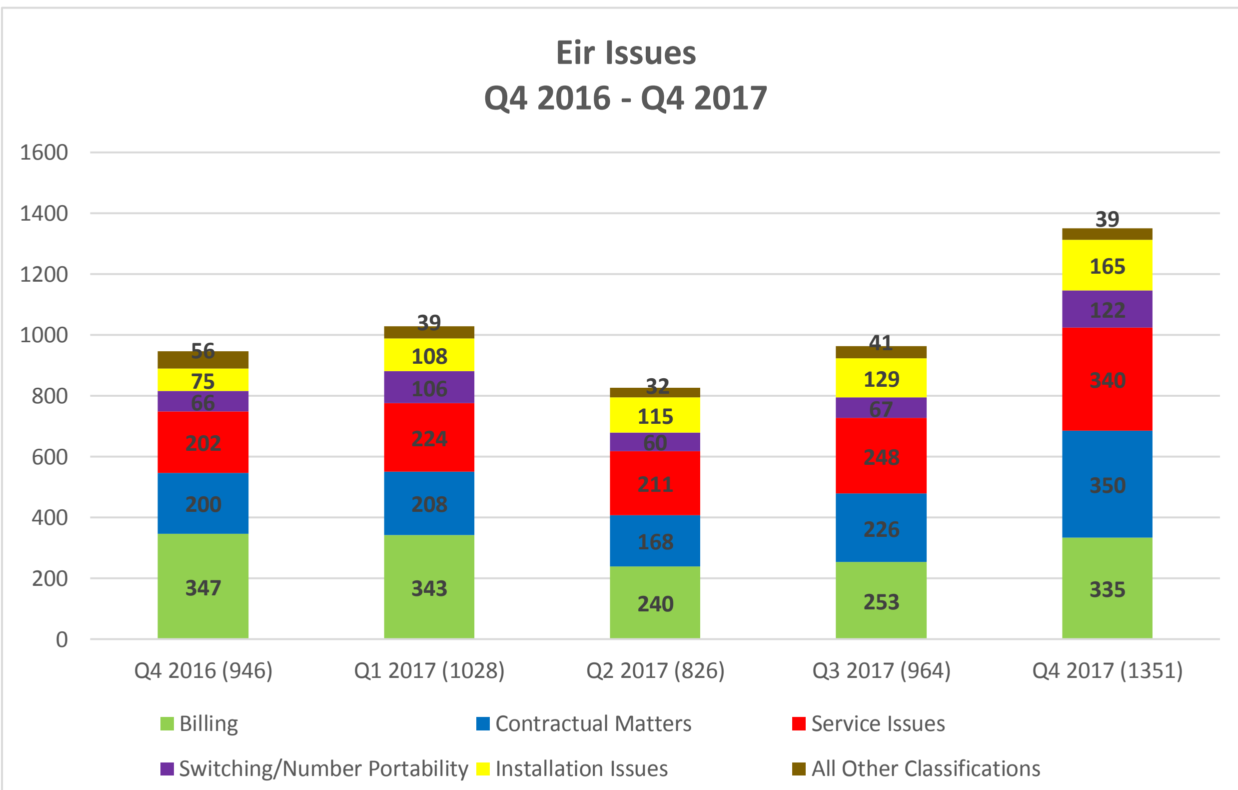


Figure 27: Split of ECS Issues by Classification Type for Eir Q4 2016 – Q4 2017

Virgin Media Ireland (Fixed)

64. Virgin Media Ireland (Fixed) issues, as shown in figure 28, have decreased overall by 18% when compared with the same period last year (Q4 2016), however have increased by 5% from Q3 2017 to Q4 2017.

65. Billing issues and contractual matters decreased by 18% and 48% respectively when comparing Q4 2016 with Q4 2017 while service issues, switching and number portability, installation issues and all other classifications increased by 14%, 31%, 300% and 29% for the same comparison.

66. From Q3 2017 to Q4 2017 billing issues, switching and number portability issues and installation issues increased by 5%, 112.5% and 300% respectively while contractual matters, service issues and all other classifications decreased by 10%, 4% and 25% respectively for the same period.

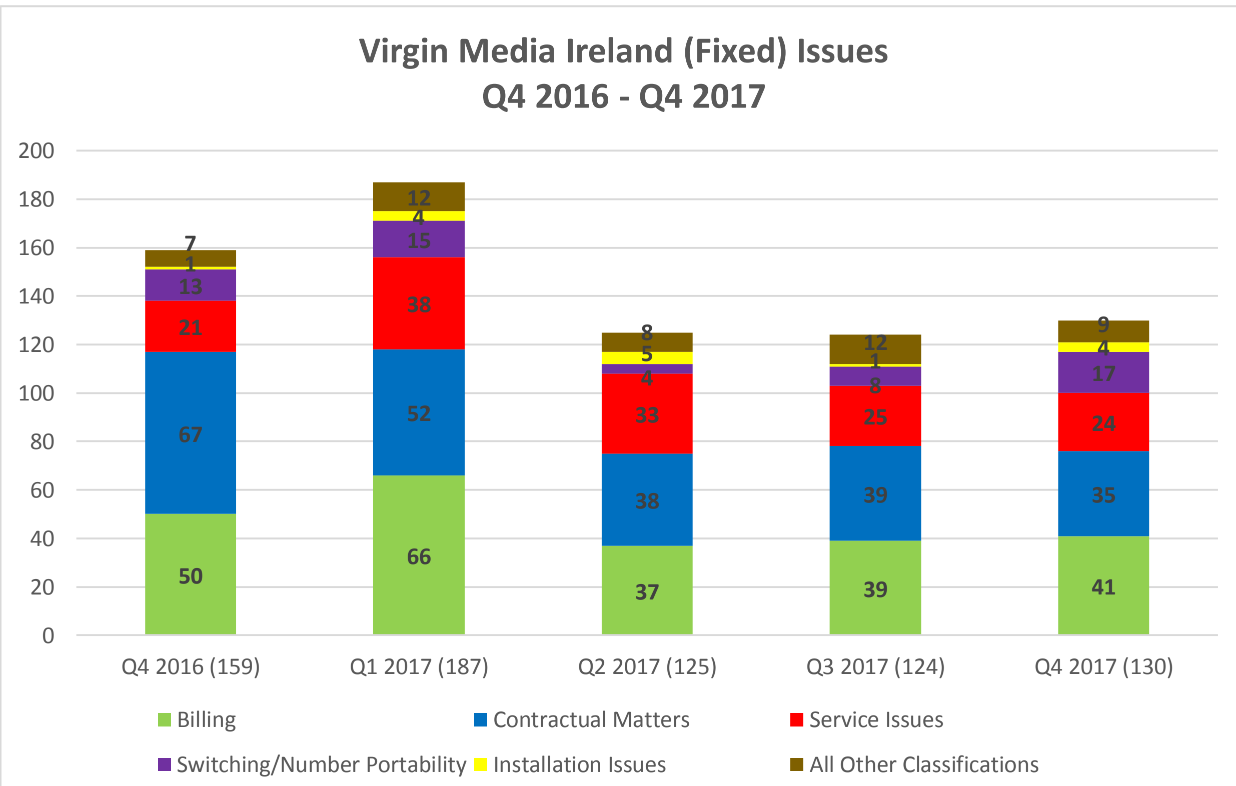


Figure 28: Split of ECS Issues by Classification Type for Virgin Media Ireland (Fixed) Q4 2016 – Q4 2017

Vodafone At Home

67. Vodafone at Home issues, as shown in figure 29, have increased overall by 1% when compared with the same period last year (Q4 2016), with an increase of 13% from Q3 2017 to Q4 2017.

68. Contractual matters, service issues and switching and number portability issues increased by 2%, 26% and 15% respectively when comparing Q4 2016 with Q4 2017, while billing issues and all other classifications decreased by 33% and 45%, and installation issues remained constant for the same comparison.

69. From Q3 2017 to Q4 2017 service issues, switching and number portability issues, installation issues and all other classifications increased by 15%, 36%, 340% and 20% respectively while billing issues and contractual matters decreased by 9% and 5% respectively for the same period.

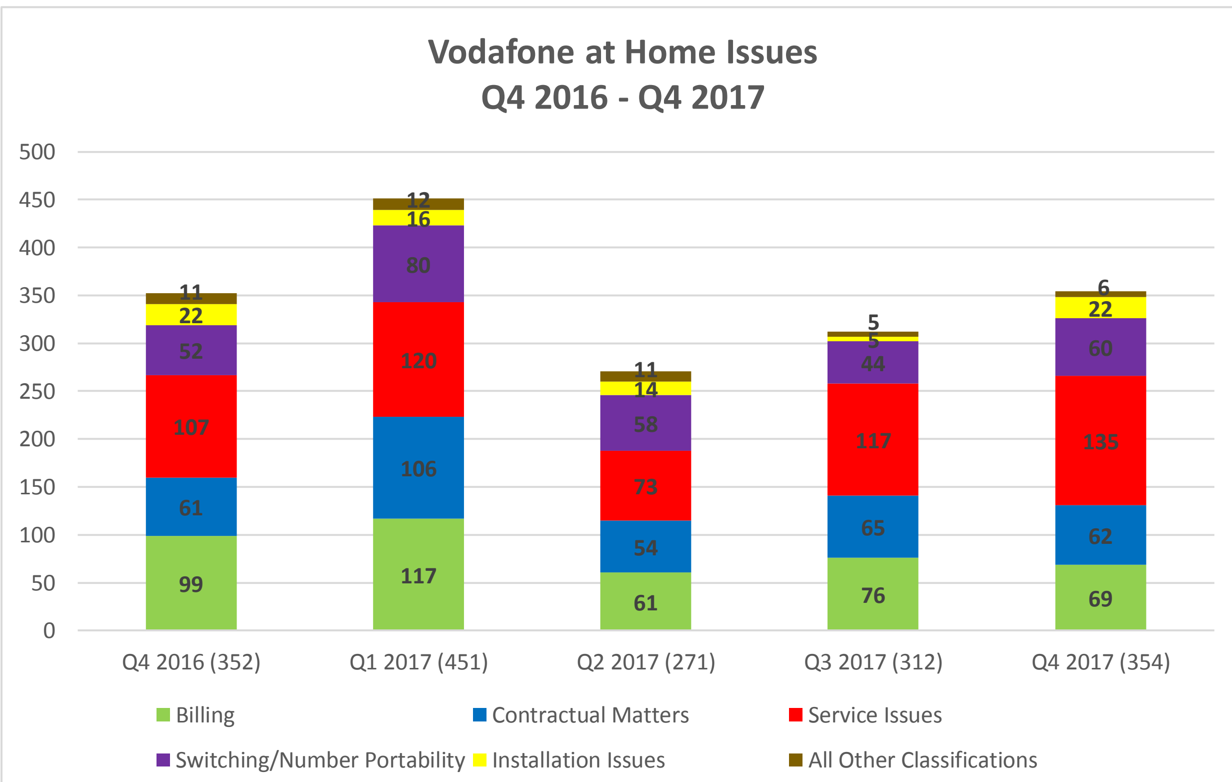


Figure 29: Split of ECS Issues by Classification Type for Vodafone at Home Q4 2016 – Q4 2017

5.3 Fixed Provider ECS Complaints by Classification Type

70. Figure 30 below shows complaints for each fixed service provider listed in figure 24, by classification type, comparing Q3 2017 with Q4 2017:

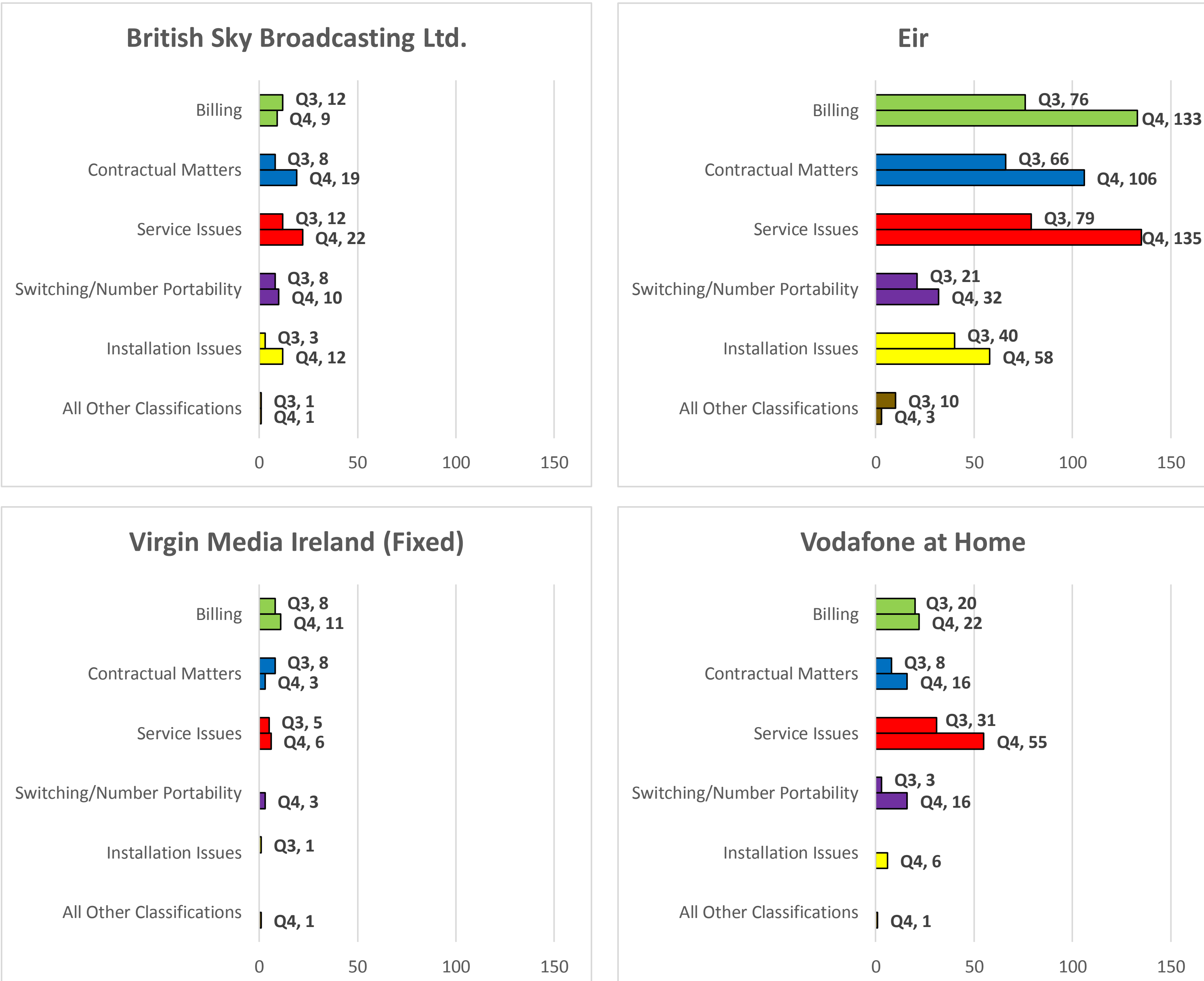


Figure 30: Split of Fixed Service Provider Complaints by Classification Type Q3 2017 vs Q4 2017

Billing Issues

71. Complaints relating to billing issues increased for Eir, Virgin Media Ireland (Fixed) and Vodafone at Home by 57, 3 and 2 respectively from Q3 2017 to Q4 2017, while British Sky Broadcasting Ltd. complaints reduced by 3 for the same period.

Contractual Matters

72. Complaints relating to contractual matters increased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 11, 40 and 8 respectively from Q3 2017 to Q4 2017, while Virgin Media Ireland (Fixed) complaints reduced by 5 for the same period.

Service Issues

73. Complaints relating to service issues increased for British Sky Broadcasting Ltd., Eir, Virgin Media Ireland (Fixed) and Vodafone at Home by 10, 56, 1 and 24 respectively from Q3 2017 to Q4 2017.

Switching and Number Portability Issues

74. Complaints relating to switching and number portability issues increased for British Sky Broadcasting Ltd., Eir, Virgin Media Ireland (Fixed) and Vodafone at Home by 2, 11, 3 and 13 respectively from Q3 2017 to Q4 2017.

Installation Issues

75. Complaints relating to installation issues increased for British Sky Broadcasting Ltd., Eir and Vodafone at Home by 9, 18 and 6 respectively from Q3 2017 to Q4 2017, while Virgin Media Ireland (Fixed) complaints reduced by 1 for the same period.

All Other Classifications

76. Complaints relating to all other classifications increased for both Virgin Media Ireland (Fixed) and Vodafone at Home by 1 from Q3 2017 to Q4 2017. Eir complaints reduced by 7, while British Sky Broadcasting Ltd. complaints remained constant for the same period.

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

• **Fax:** +353 1 8049680

• **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:	
• Disputed Charges • Disputed Data Charges • Disputed Roaming Charges • Disputed PBX Hacking Charges	• Invoice Issues • Refund / Credit Issue • Billing & Disputed Charges Other

Contractual Matters includes:	
• Contract Not Provided • Contract Termination Request • Misleading Sales • Pricing Transparency • Terms and Conditions:	• Cancellation Penalties • Cooling Off Period • 'Unlimited' / Fair Usage • Contractual duration • Contract Change Notification • Contractual Other

Service Issues includes:	
• Broadband Speeds • Interference • Loss of Service • Mobile Coverage	• Quality of Service • Service Availability • Service Other

All Other Classifications	
• Delay Switching • New Tenant Process • Number Loss • Operator Unknown • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other • Delay in Installation	• Missed Appointment • USO Threshold Issue • Works Approval Required • Installation Other • Difficulty Accessing Customer Service • Failure to Respond • Inadequate Response • Customer Service Other

• 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	• 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

Premium Rate Services (PRS) includes: • Denial / Does Not Recall Engaging with PRS (incl. Subscriptions) • Subscription by a Minor • Difficulty Unsubscribing • General Request to Unsubscribe	• Unknown Short Code • Content or Service Not Received • PRS Provider Customer Service • General PRS Query • PRS Other

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.