



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q4 2023 – 1 October to 31 December 2023

Information Notice

Reference: 24/09

Version: Final

Date: 02/02/2024

Content

Section	Page
1: Executive Summary	3
2: Consumer Care Overview	4
2.1 Consumer Care Contacts	4
2.2 Consumer Care Survey	5
3: Consumer Issues Recorded.....	6
3.1 All Issues Recorded.....	6
3.2 All Issues Recorded by Classification Type.....	8
3.3 All Issues Recorded by Queries vs Complaints	9
4: Mobile Service Provider Statistics.....	11
4.1 Mobile Service Provider ECS Queries vs Complaints	11
4.2 Mobile Service Provider ECS Complaints by Classification Type.....	13
4.3 Mobile Service Provider ECS Issues Recorded	15
4.4 Mobile Service Provider ECS Complaints Closed in Q4 2023.....	17
4.5 Mobile Service Provider ECS Complaints Open at 31 December 2023	21
4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers.....	22
4.7 Mobile Service Provider PRS Issues	23
5: Fixed Service Provider Statistics.....	25
5.1 Fixed Service Provider ECS Queries vs Complaints	25
5.2 Fixed Service Provider ECS Complaints by Classification Type	27
5.3 Fixed Service Provider ECS Issues Recorded	29
5.4 Fixed Service Provider ECS Complaints Closed in Q4 2023.....	31
5.5 Fixed Service Provider ECS Complaints Open at 31 December 2023	35
5.6 Fixed Service Provider ECS Complaints per 100,000 Lines.....	36

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 publication¹ includes information on issues raised by service providers' customers and recorded by ComReg in Q4 2023^{2,3}.

In Q4 2023, ComReg's Consumer Care team recorded approximately 8,500 consumer contacts and 3,400 issues. In Q3 2023, 3,400 issues were recorded, and approximately 8,800 consumer contacts were received. ComReg's Consumer Care team managed approximately 2,200 Service Provider contacts during Q3 2023 and 2,200 Service Provider contacts during Q4 2023. 91% of all issues recorded were queries and 9% of all issues were complaints. 81% of all issues recorded relate to ECS, 1% relate to PRS, and 18% relate to 'Not for ComReg'/Other. There was a 6% decrease in the total number of issues recorded compared to Q4 2022; ECS issues decreased by 3%, and PRS issues decreased by 73%.

In Q4 2023, ComReg's Consumer Care team recorded 227 Mobile Service Provider issues for Eir. 187 issues were recorded for 3. 209 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 9.0 working days, compared to 8.5 working days in Q3 2023. The average number of complaints per 100,000 subscribers was 0.7, compared to 1.1 in Q3 2023.

In Q4 2023, ComReg's Consumer Care team recorded 658 Fixed Service Provider issues for Eir. 275 issues were recorded for Sky. 211 issues were recorded for Virgin Media. 370 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 10.0 working days, compared to 7.0 working days in Q3 2023. The average number of complaints per 100,000 fixed voice lines was 3.4. The average number of complaints per 100,000 fixed broadband lines was 11.8.

¹ From Q4 2022, this publication has been re-named from "Consumer Line Statistics Report" to "Consumer Care Statistics Report".

² 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.

³ ECS providers are referred to in this report as per their trading name on the [ComReg Service Register](#).

2: Consumer Care Overview

2.1 Consumer Care Contacts

In Q4 2023, approximately 8,500 consumer contacts were received by ComReg’s Consumer Care. ComReg’s Consumer Care 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 channel⁴ over the last five quarters. In Q4 2023, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 2,200 service provider contacts in Q4 2023.

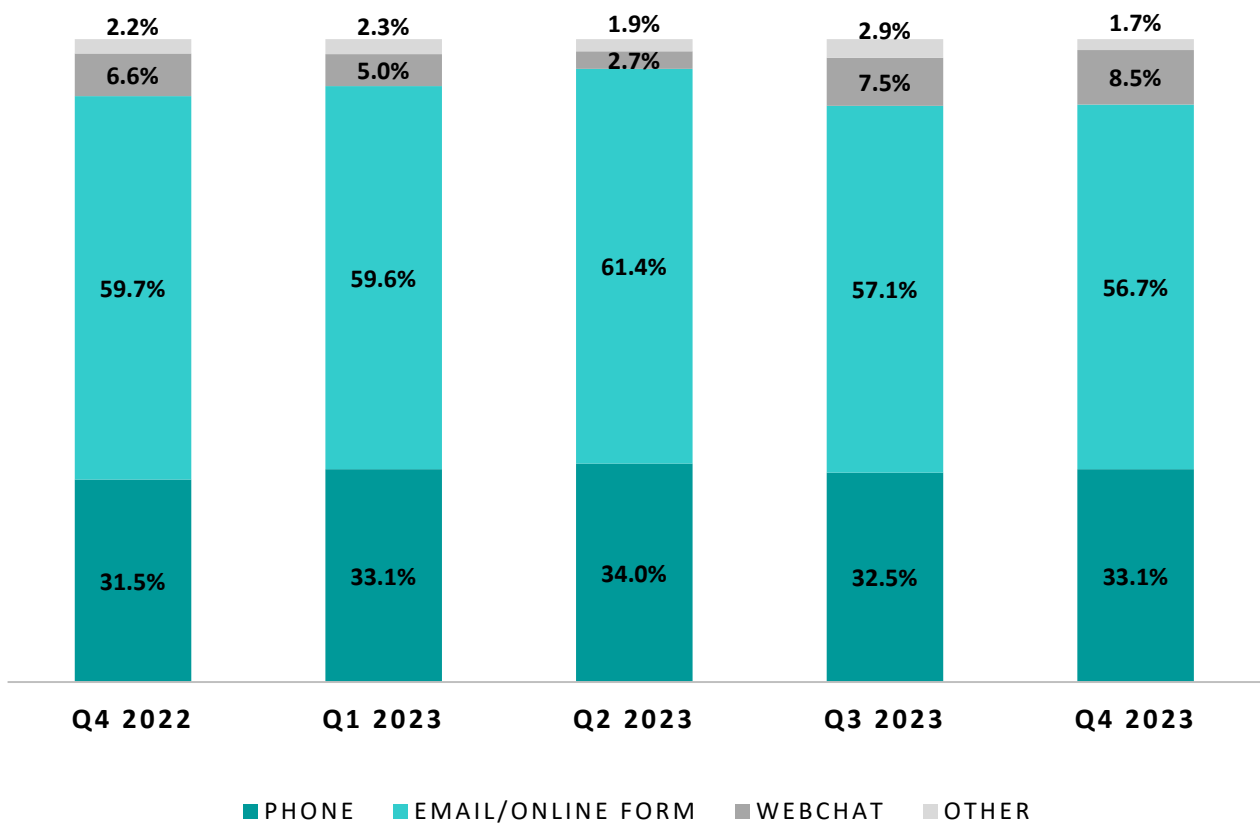


Figure 1: Split of contacts to ComReg’s Consumer Care by channel Q4 2022 – Q4 2023

⁴ The contact channel ‘Other’ includes contacts received by letter and SMS. For further details on ComReg’s Consumer Care contact channels, see Annex 1.

2.2 Consumer Care Survey

Consumers who contact ComReg’s Consumer Care 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 5⁵.

In Q4 2023, consumers completed 544 phone surveys in relation to queries, 447 phone surveys in relation to complaints, and 104 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q4 2023.

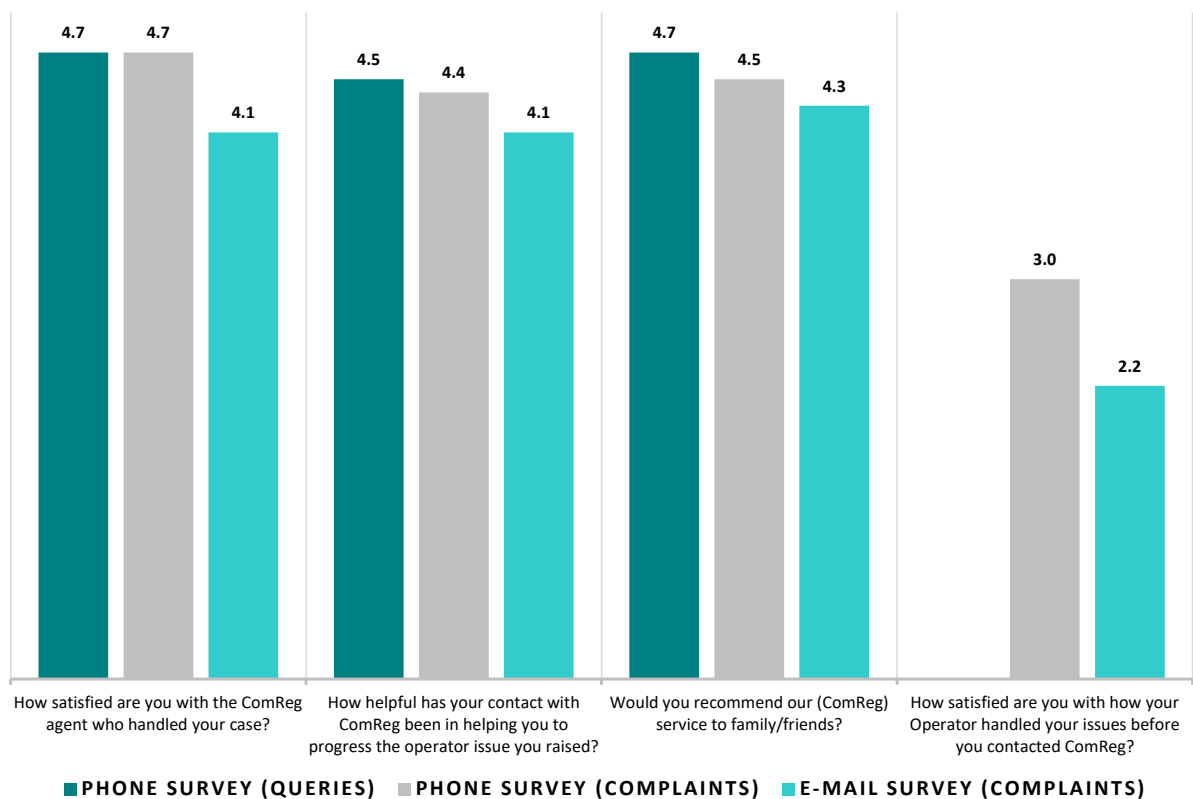


Figure 2: Consumer Care Survey ratings Q4 2023

⁵ 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 Q4 2023, ComReg recorded approximately 3,400 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 6% decrease in the total number of issues recorded compared to Q4 2022; ECS issues decreased by 3%, and PRS issues decreased by 73%. 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 Q4 2022 to Q4 2023.

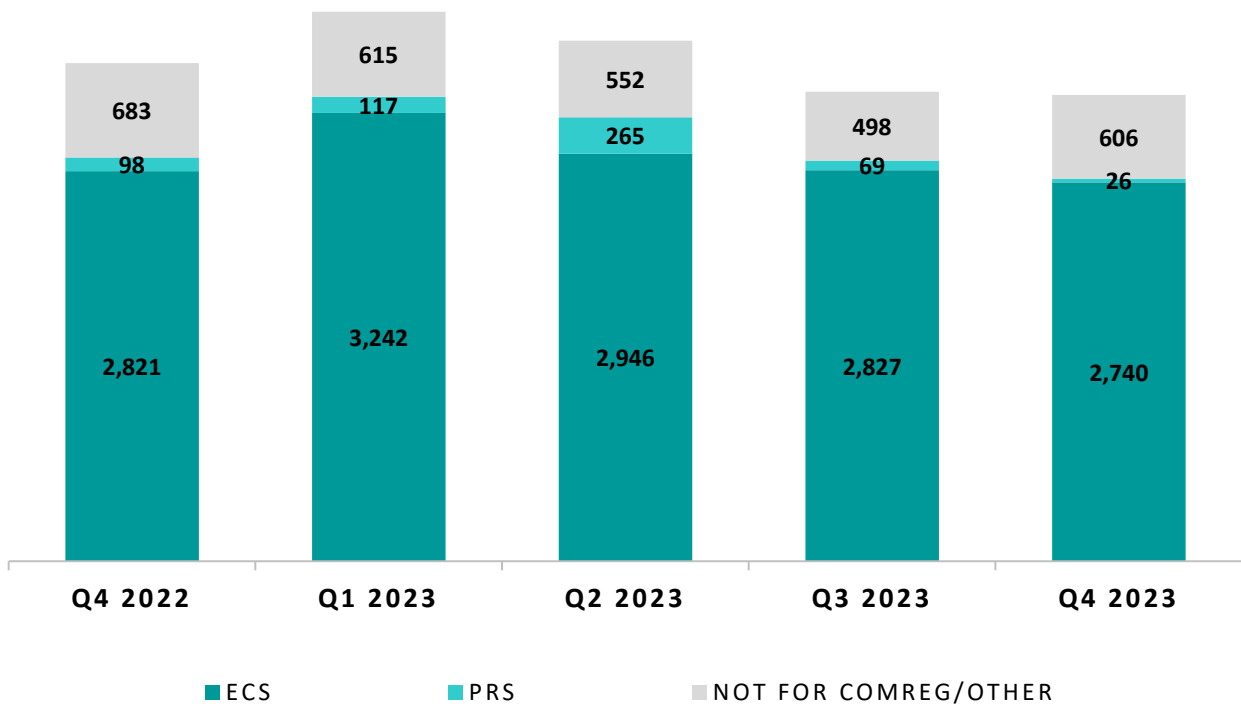


Figure 3: Number of issues recorded Q4 2022 – Q4 2023 by category

In Q4 2023, 81% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 1% and 18% of all other issues, respectively. Figure 4 below shows the split of these three category types.

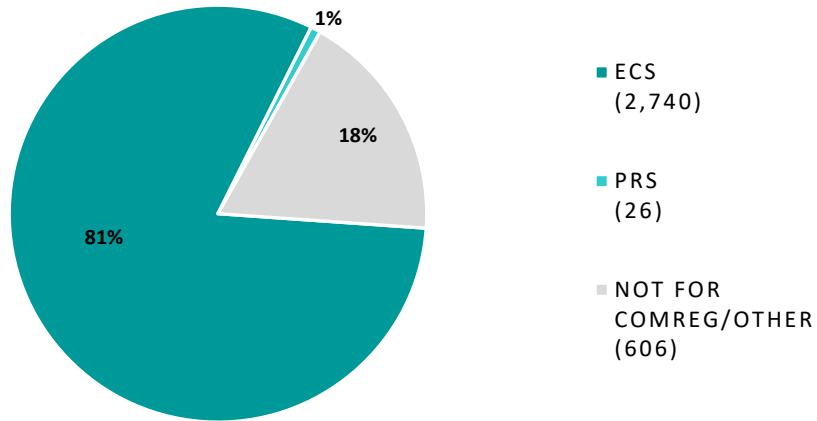


Figure 4: Split of all issues recorded in Q4 2023 by category

3.2 All Issues Recorded by Classification Type⁶

In Q4 2023, approximately 3,400 issues were recorded by ComReg’s Consumer Care. 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 Q3 2023 to Q4 2023.

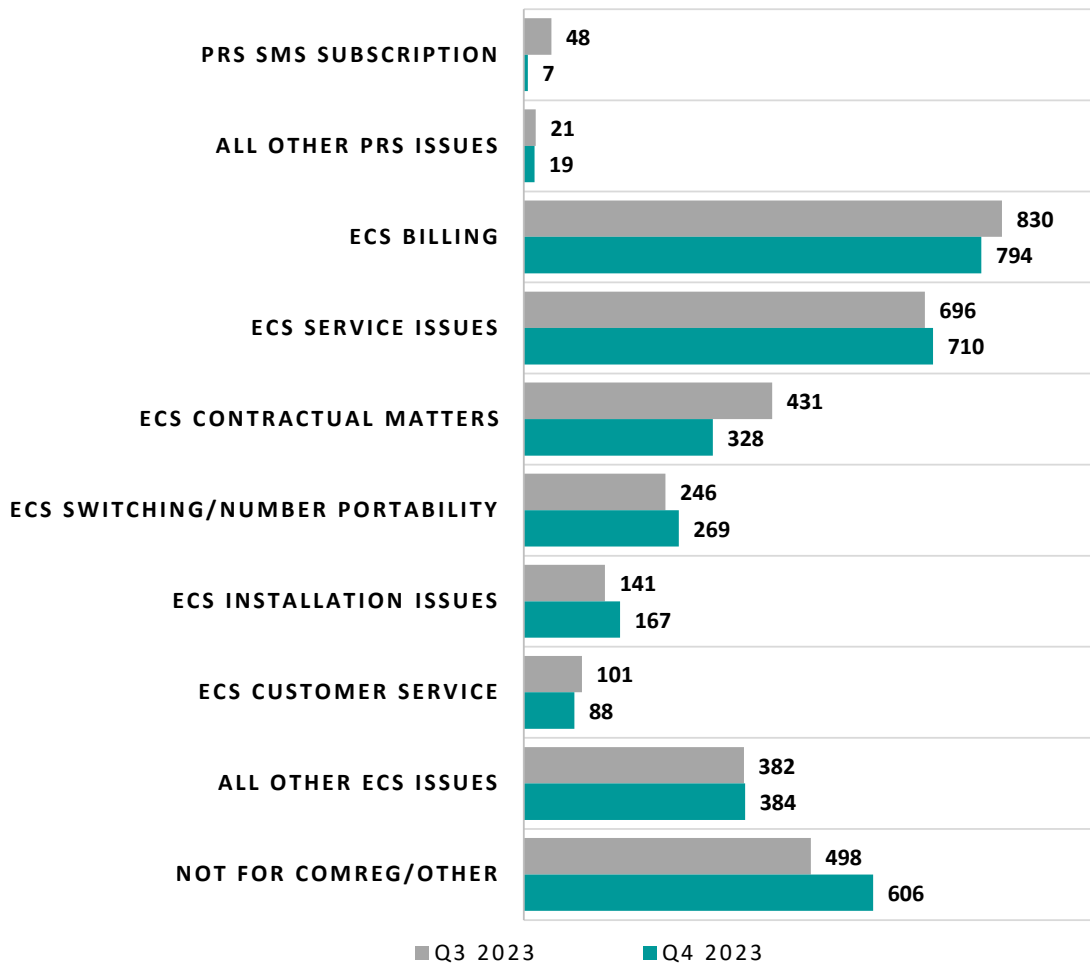


Figure 5: Number of issues recorded by classification type Q3 2023 vs Q4 2023

⁶ 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 Care records two types of issues: queries or complaints. In Q4 2023, 91% of all issues recorded were queries, and 9% were complaints. Of the 3,065 queries recorded in Q4 2023, 79% were in relation to ECS and 1% were in relation to PRS. Of the 307 complaints recorded, 99.7% were in relation to ECS and 0.3% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 23.

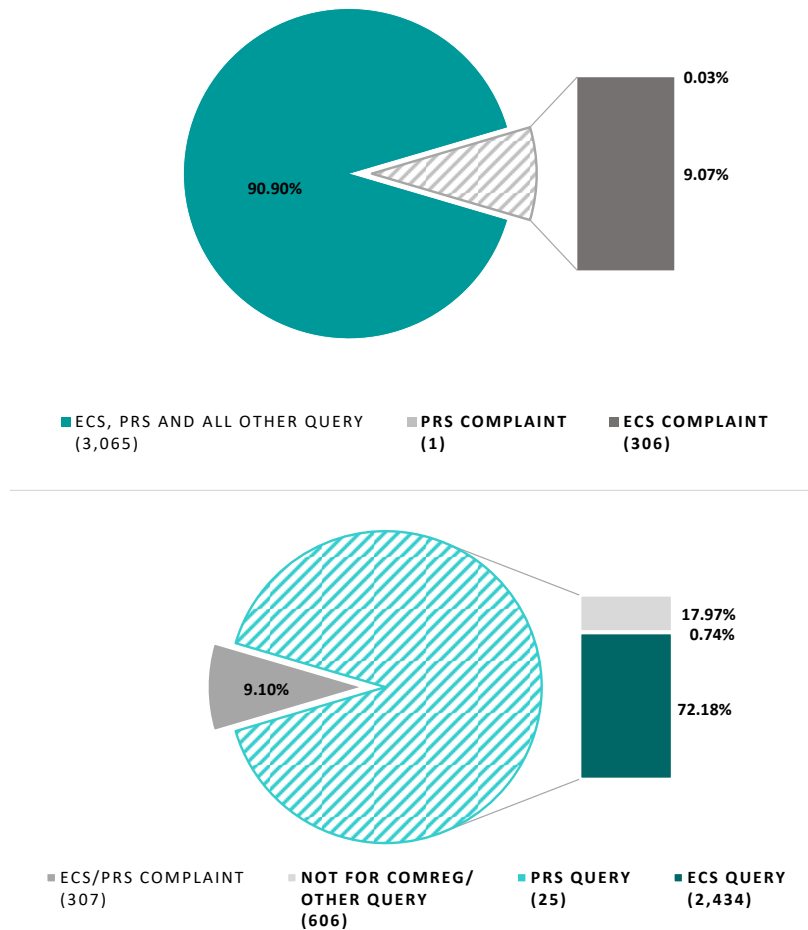


Figure 6: Split of issues recorded by issue type and category Q4 2023

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 Q4 2022 to Q4 2023. From Q4 2022 to Q4 2023, ECS queries decreased by 2% and PRS queries decreased by 74%; ECS complaints decreased by 11% and PRS complaints decreased by 67%. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.

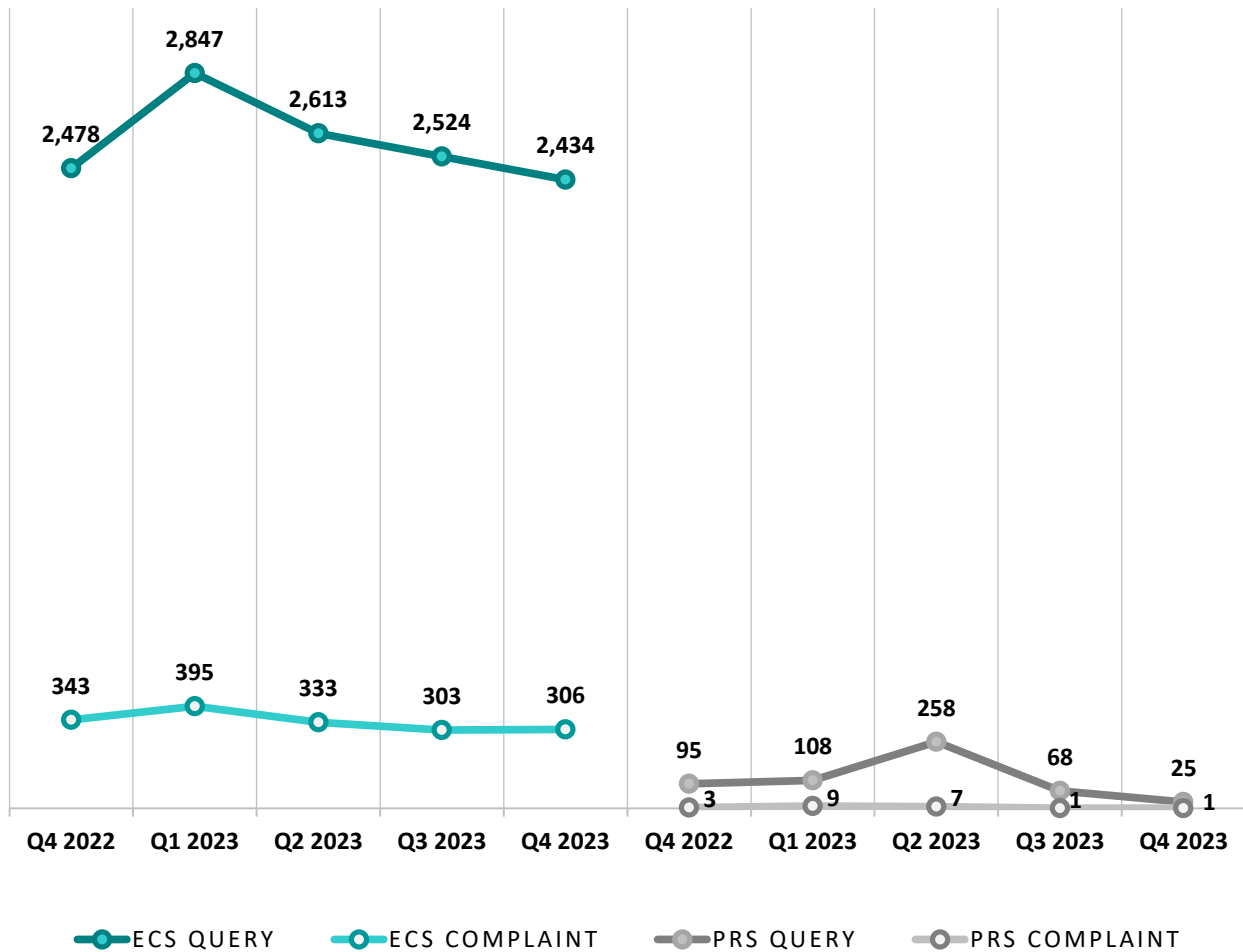


Figure 7: ECS and PRS complaints and queries recorded Q4 2022 – Q4 2023

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 Eir⁷, 3⁸, Vodafone⁹ and ‘Other’ Mobile Service Providers¹⁰, comparing Q3 2023 to Q4 2023. The total number of issues recorded for Mobile Service Providers in Q4 2023 was 882, compared to Q3 2023, where 955 issues were recorded.

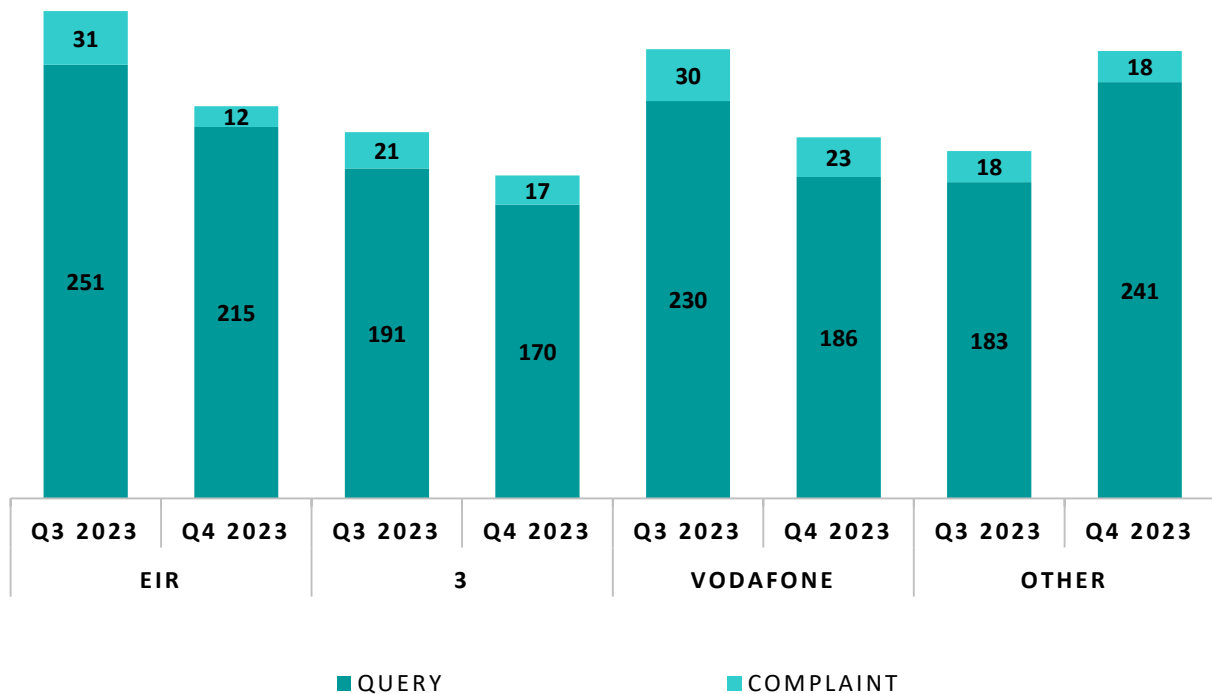


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q3 2023 vs Q4 2023

⁷ On this chart, issues recorded for GoMo are included in Eir’s figures.

⁸ On this chart, issues recorded for 48 are included in 3’s figures.

⁹ On this chart, issues recorded for Clear Mobile are included in Vodafone’s figures.

¹⁰ ‘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^{7,8,9,10} in Figure 8, including the total industry average, comparing Q3 2023 to Q4 2023. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

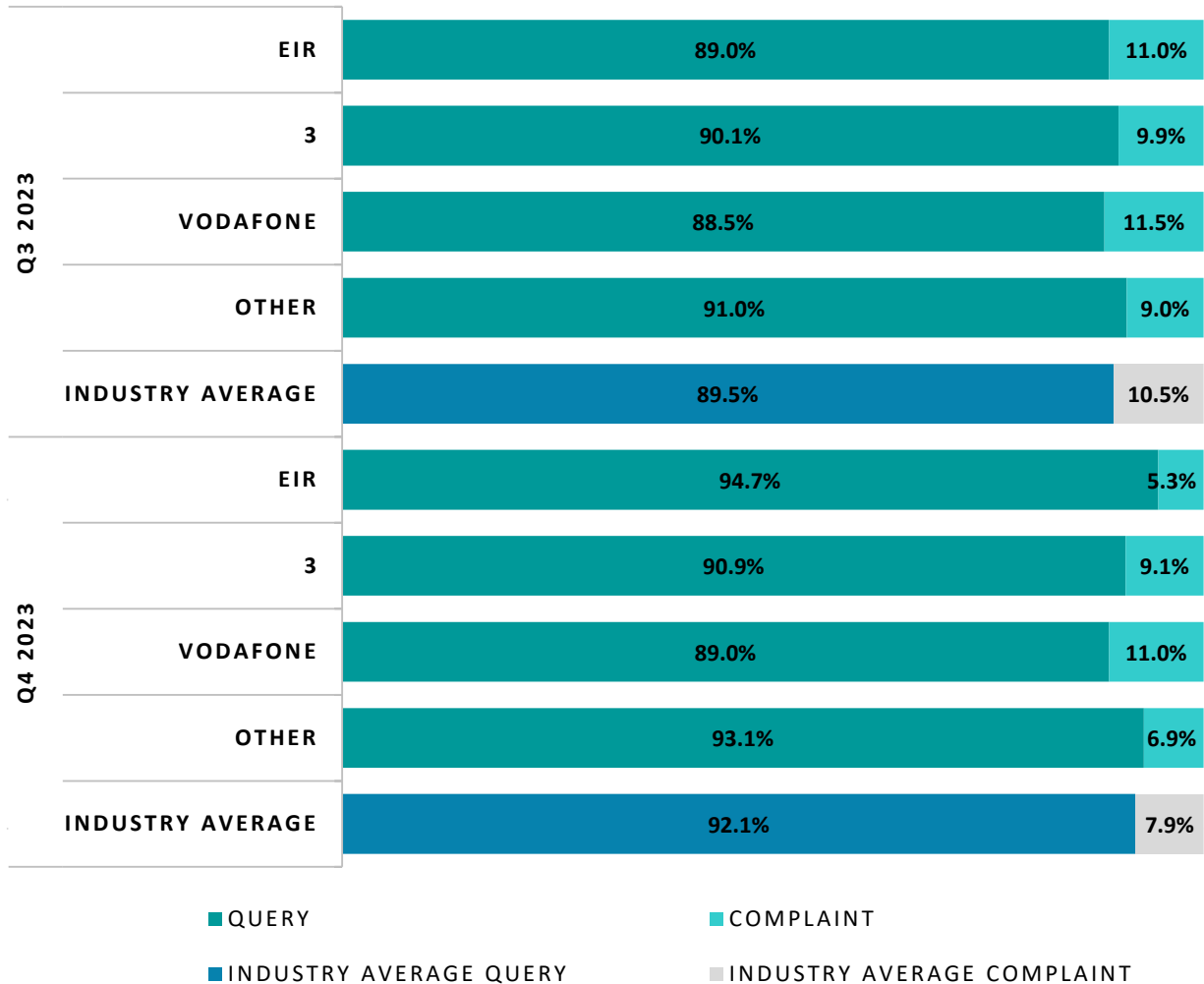
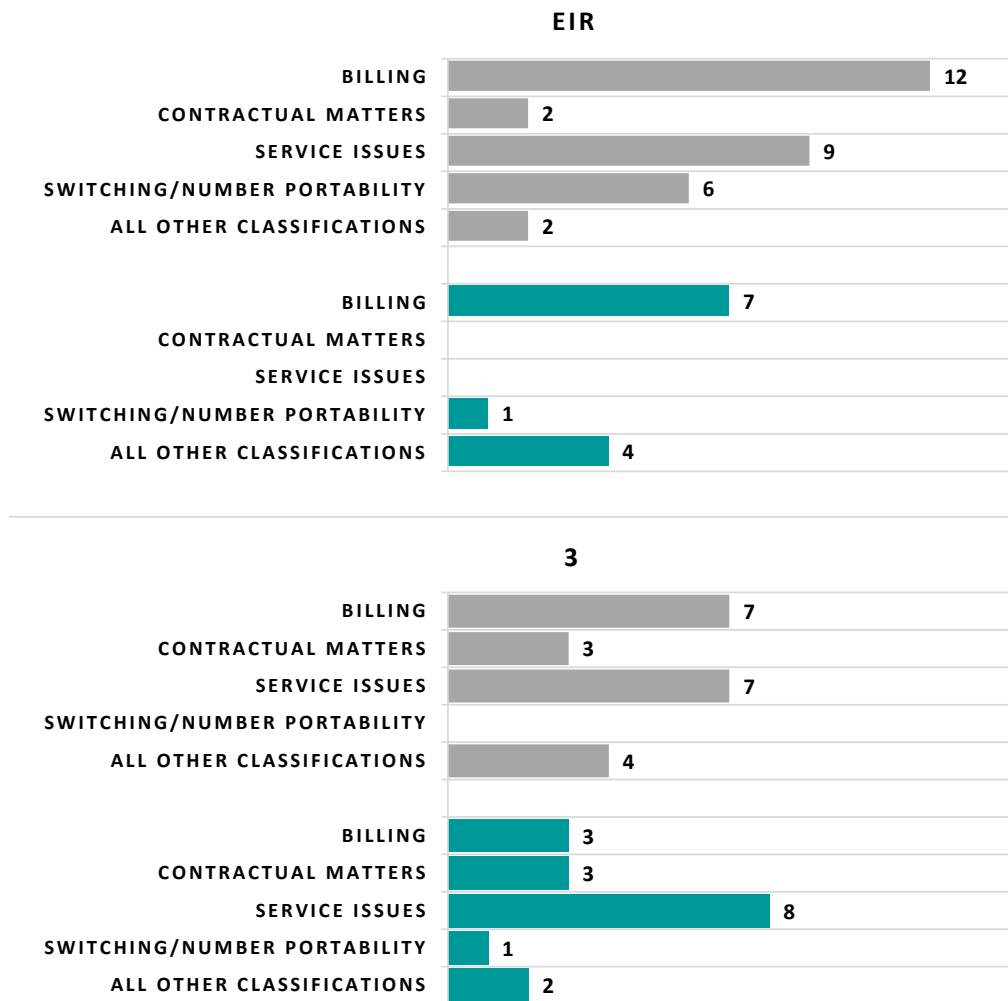


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q3 2023 vs Q4 2023

4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider^{7,8,9,10} listed in Figure 8, comparing Q3 2023 with Q4 2023. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.



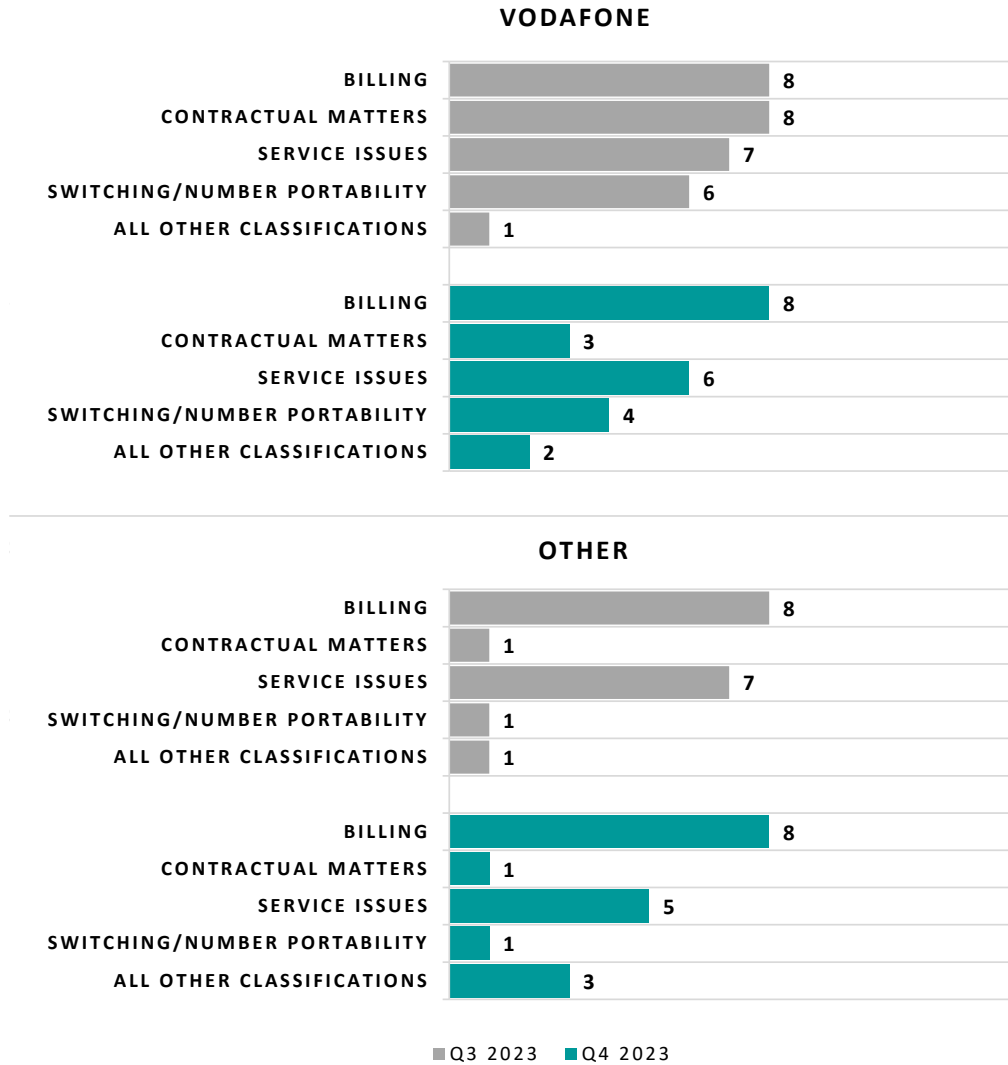


Figure 10: Mobile Service Provider ECS complaints by classification type Q3 2023 vs Q4 2023

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^{7,8,9} listed in Figure 8, as reported by consumers, comparing Q3 2023 to Q4 2023.

	Number of Issues Q3 2023	Number of Issues Q4 2023
Eir		
Billed more than agreed amount	39	40
Billed after cancellation	29	19
Accessing complaints process - issue lodging formal complaint	17	12
Switching/number portability - delay switching	9	12
Loss of service	15	10
Equipment issues - handset		7
Service issues - intermittent service		7
Billed for service not received	10	6
Billed for service not requested		6
Billed for calls not made		6
3		
Switching/number portability - delay switching	7	15
Loss of service	12	14
Billed more than agreed amount	24	13
Mobile coverage	9	13
Service issues - intermittent service	10	8
Credit not applied		8
Terms & conditions - cancellation penalties		8
Pricing transparency		6
Roaming issue - Outside EU data	6	5
Switching/number portability - number loss		5

Vodafone		
Billed more than agreed amount	32	24
Loss of service	11	22
Switching/number portability - delay switching	12	19
Equipment issues - handset	13	14
Billed after cancellation	10	14
Mobile coverage	24	11
Billed for service not received		8
Switching/number portability - unlock code issue	9	7
Misleading sales	12	6
Service issues - intermittent service		6

Figure 11: Highest number of issues recorded by Mobile Service Provider Q3 2023 vs Q4 2023

4.4 Mobile Service Provider ECS Complaints Closed in Q4 2023

Figure 12 shows the number of ECS complaints closed in Q4 2023, for each Mobile Service Provider^{7,8,9} listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q4 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

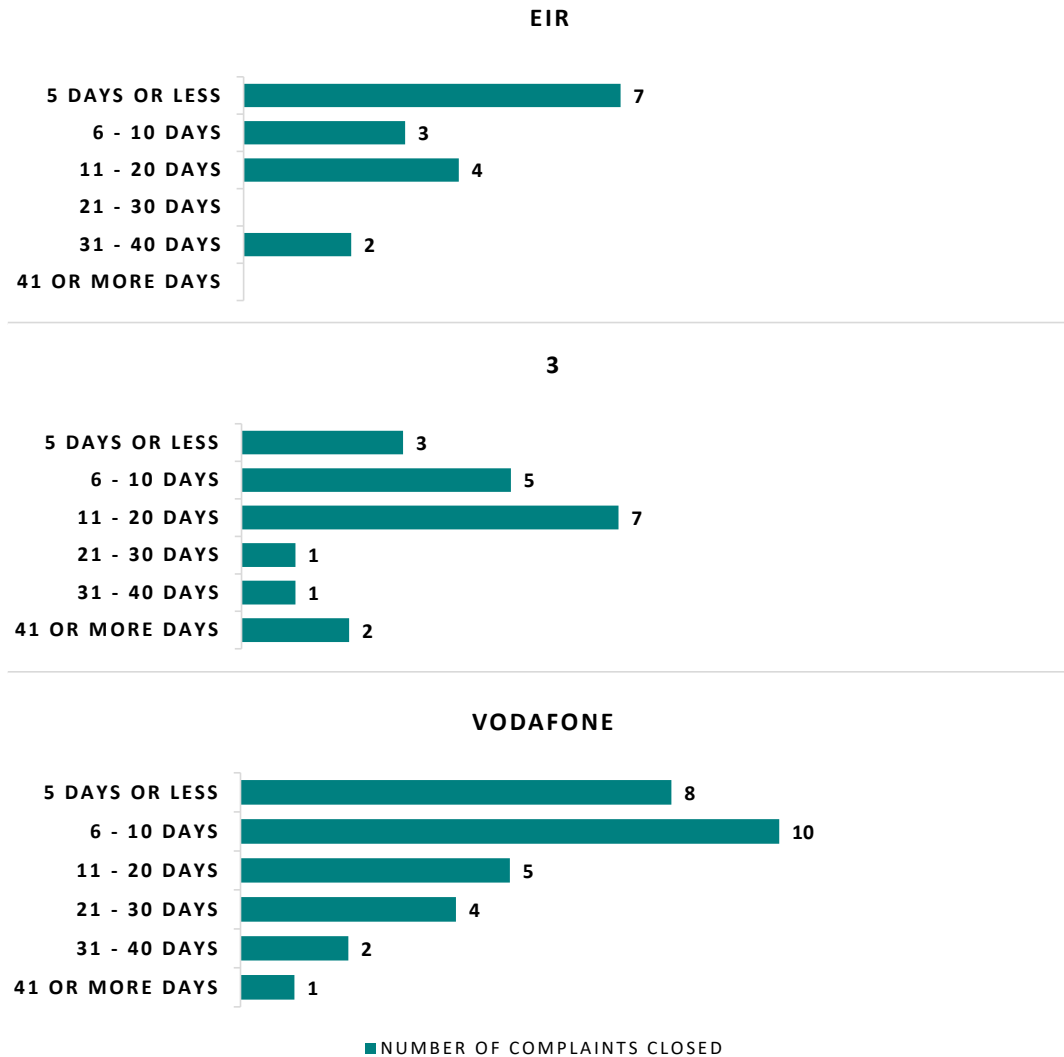


Figure 12: ECS complaints closed in Q4 2023 by Mobile Service Provider and number of working days open

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^{7,8,9,10} 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 Q3 2023¹¹ to Q4 2023. Complaints closed within Q4 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 October 2023. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Mobile Service Providers.

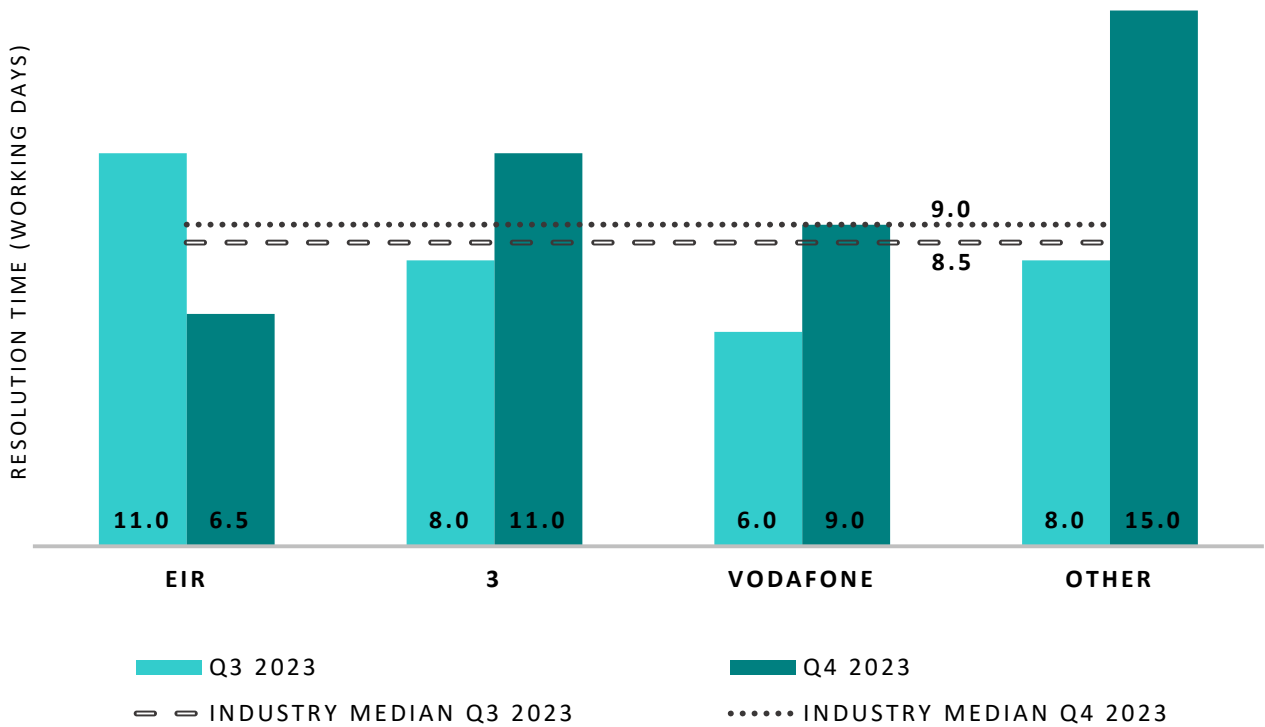


Figure 13: Median complaint resolution time by Mobile Service Provider Q3 2023 vs Q4 2023

¹¹ For details of complaints closed in Q3 2023, see ComReg Consumer Care Statistics Report Q3 2023.

Figure 14^{7,8,9,10} provides a further breakdown of the Q4 2023 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.

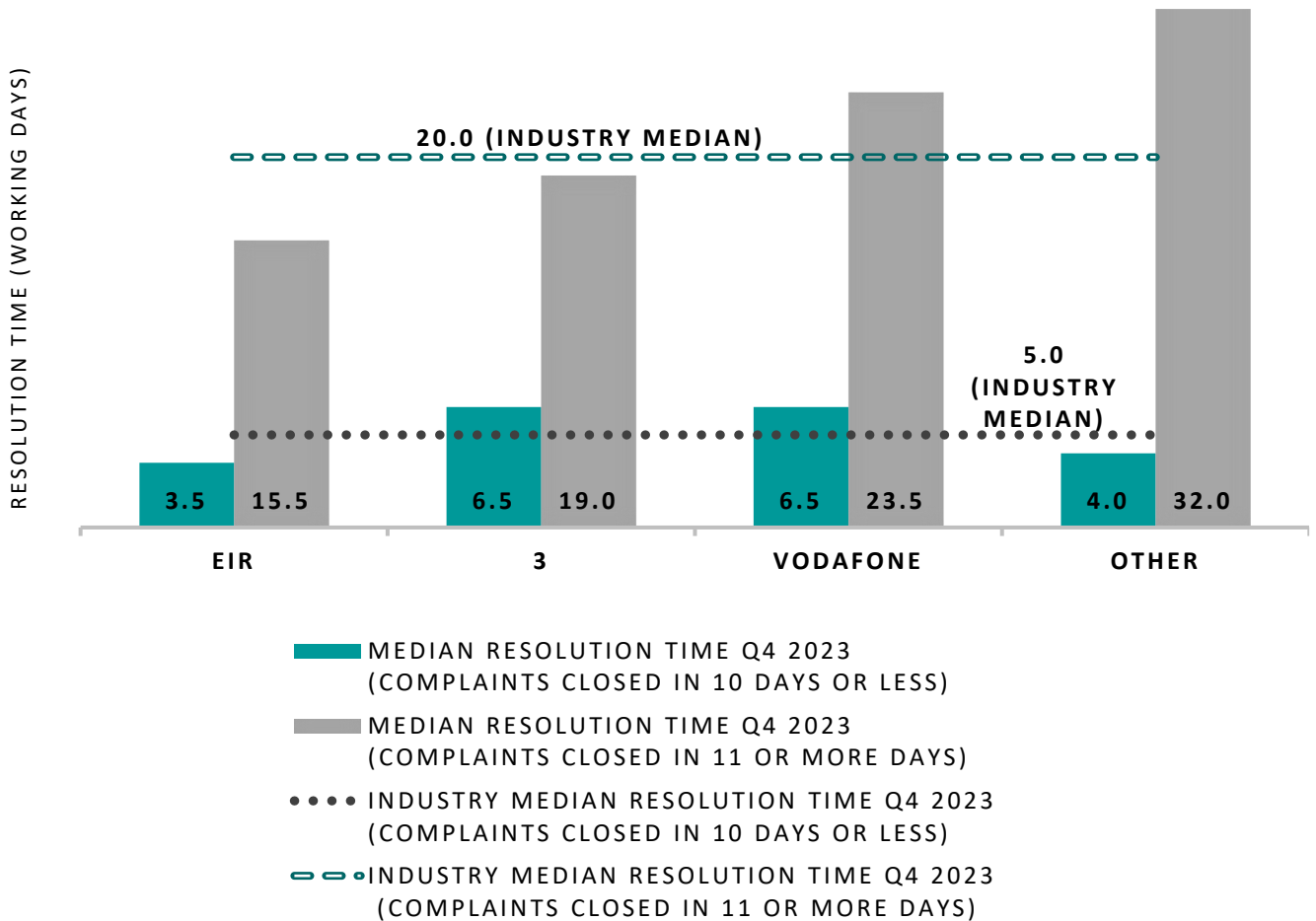


Figure 14: Median complaint resolution time by Mobile Service Provider Q4 2023, complaints closed in 10 days or less vs complaints closed in 11 days or more

Figure 15 below provides the Q4 2023 median resolution time for complaints in Figure 13, split by Service Provider^{7,8,9} and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.

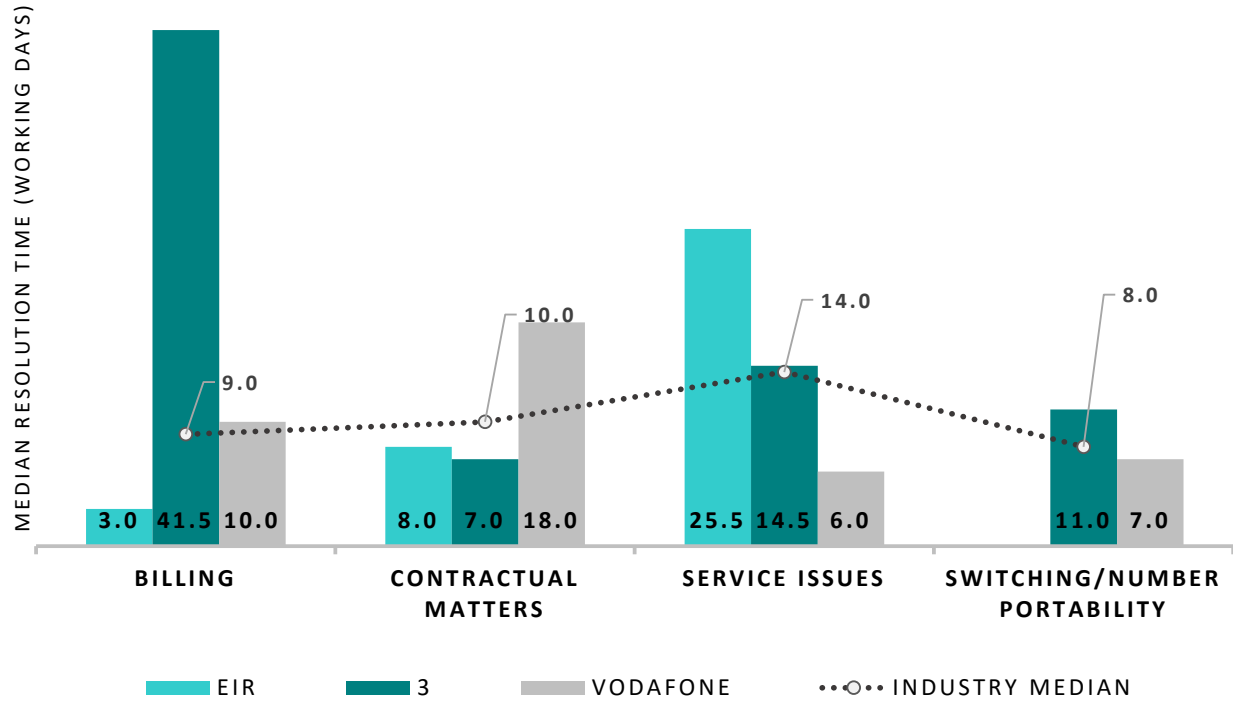


Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q4 2023

4.5 Mobile Service Provider ECS Complaints Open at 31 December 2023

Figure 16 shows the number ECS complaints open at 31 December 2023, for each Mobile Service Provider^{7,8,9} listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

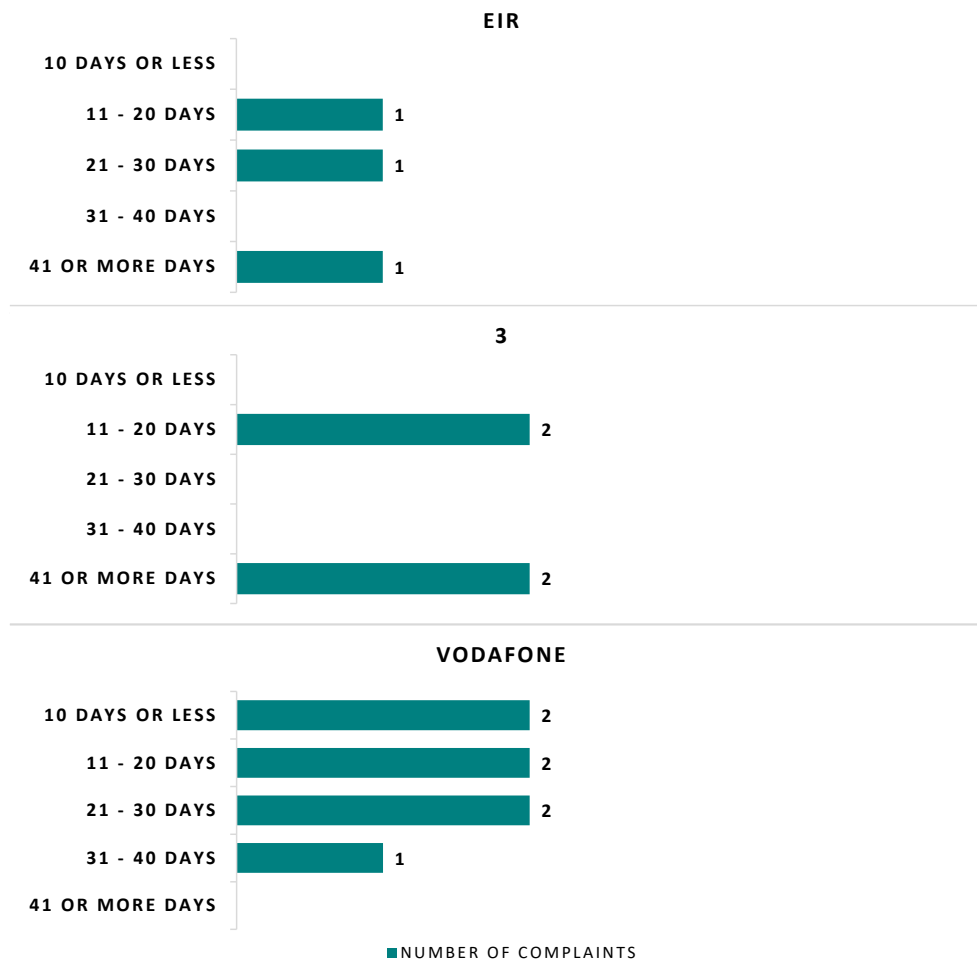


Figure 16: Mobile Service Provider ECS complaints open at 31 December 2023 by number of working days since first escalation

4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 17 below shows the average number of complaints per 100,000 subscribers for each Mobile Service Provider^{7,8,9} listed in Figure 8 and the total industry average, comparing Q3 2023 to Q4 2023. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

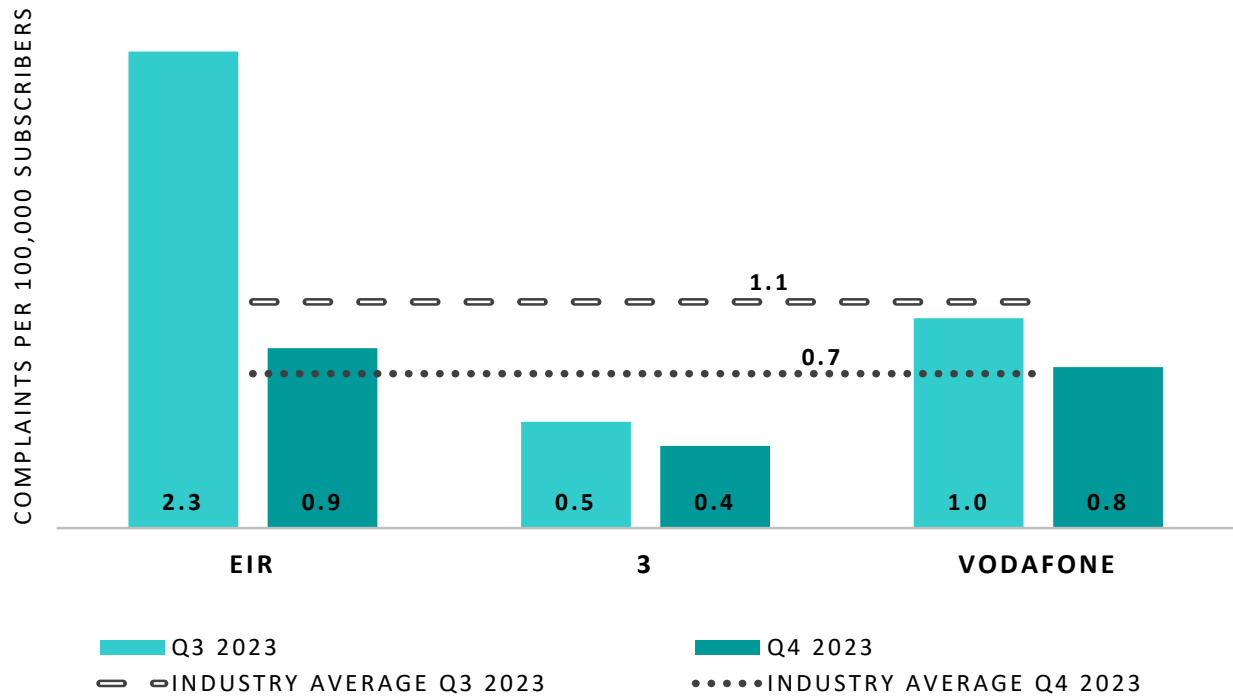


Figure 17: ECS complaints per 100,000 subscribers by Mobile Service Provider Q3 2023 vs Q4 2023

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 18 below shows the number of PRS issues (texts and voice calls) raised with ComReg’s Consumer Care in Q4 2023 split by short code and premium rate service provider¹² (where the total number of issues recorded for the short code and/or premium rate service provider during the quarter is greater than 40 issues) and further split by Mobile Service Provider (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	
	Other	Total
Other	26	26
Total	26	26

Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q4 2023

¹² <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 19 shows the average number of PRS issues recorded (rounded to one decimal place) per 100,000 subscribers for each Mobile Service Provider listed in Figure 18 and the total industry average, comparing Q3 2023² to Q4 2023. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.

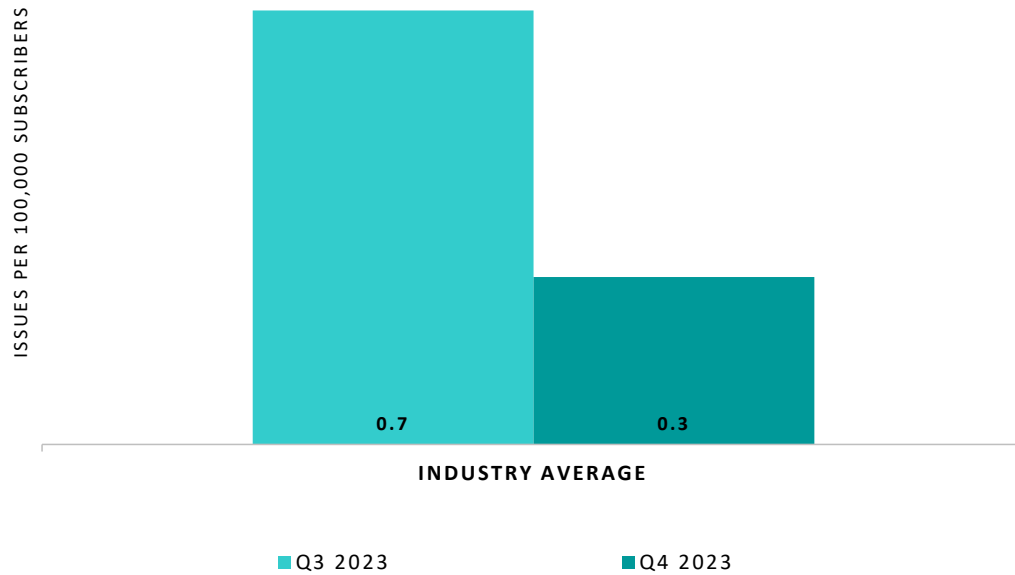


Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q3 2023 vs Q4 2023

5: Fixed Service Provider Statistics

5.1 Fixed Service Provider ECS Queries vs Complaints

Figure 20 shows the number of ECS queries and complaints recorded for Eir, Sky, Virgin Media, Vodafone, and all ‘Other’¹³ Fixed Service Providers, comparing Q3 2023 to Q4 2023. The total number of issues recorded for Fixed Service Providers in Q4 2023 was 1,857, compared to 1,860 issues in Q3 2023.

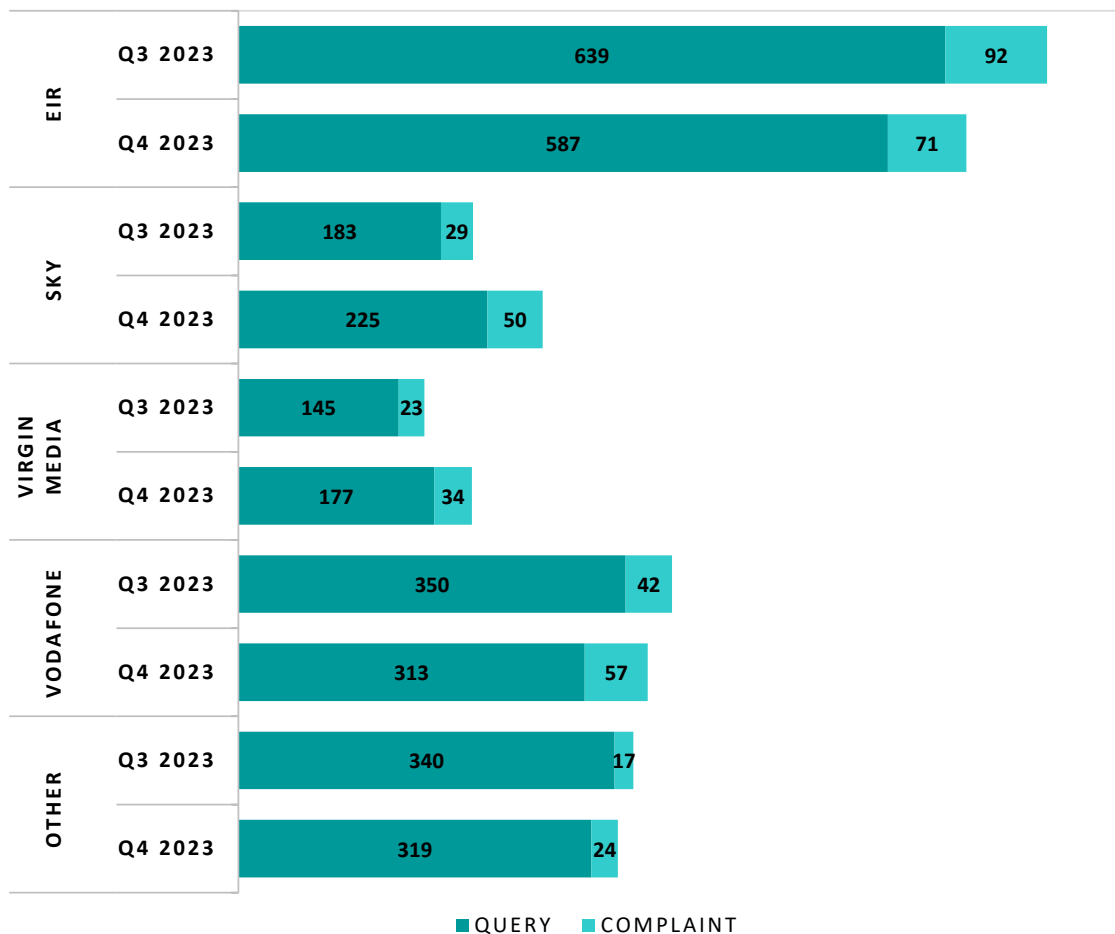


Figure 20: Number of ECS issues queries and complaints by Fixed Service Provider Q3 2023 vs Q4 2023

¹³ ‘Other’ Fixed Service Providers includes issues recorded for those Fixed Service Providers not named in Figure 20, 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 21 shows the split of queries to complaints recorded for Eir, Sky, Virgin Media and Vodafone, including the total industry average comparing Q3 2023 to Q4 2023. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

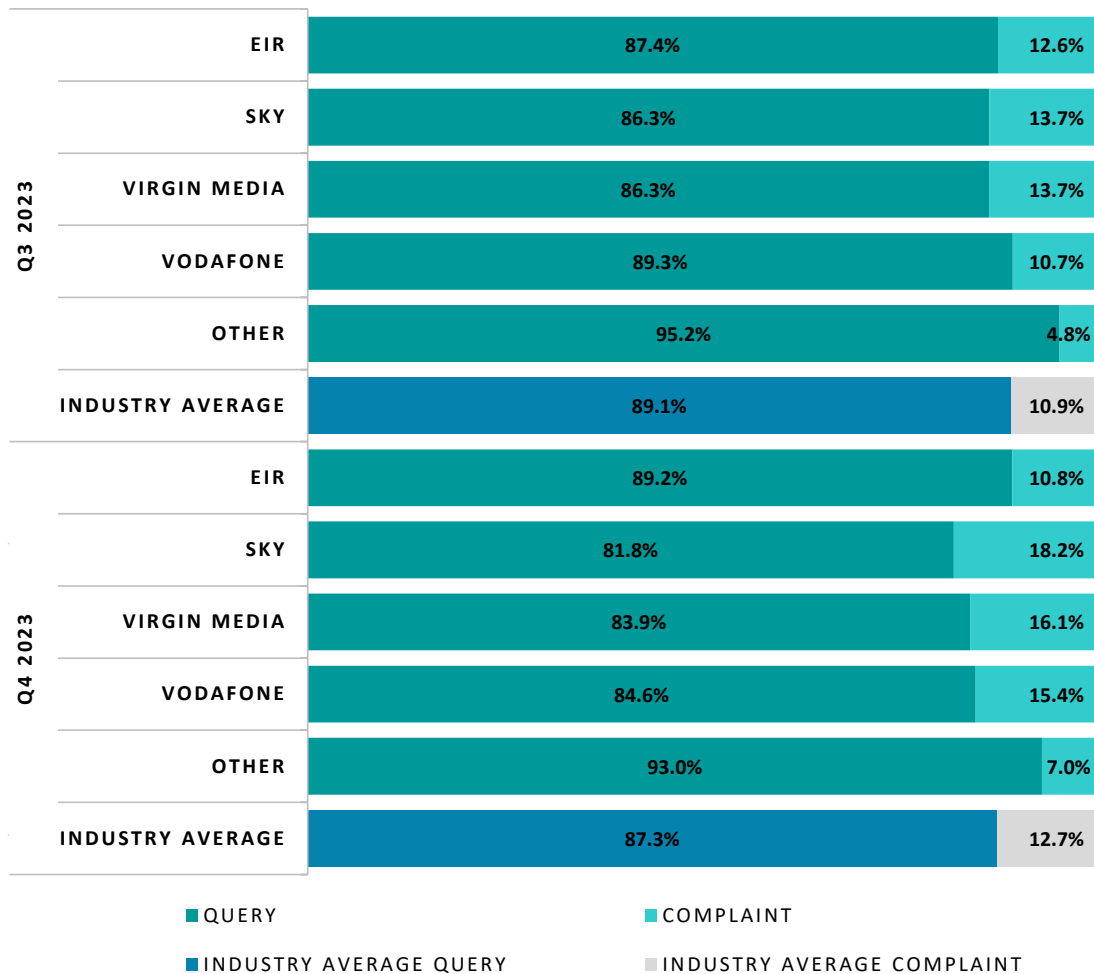
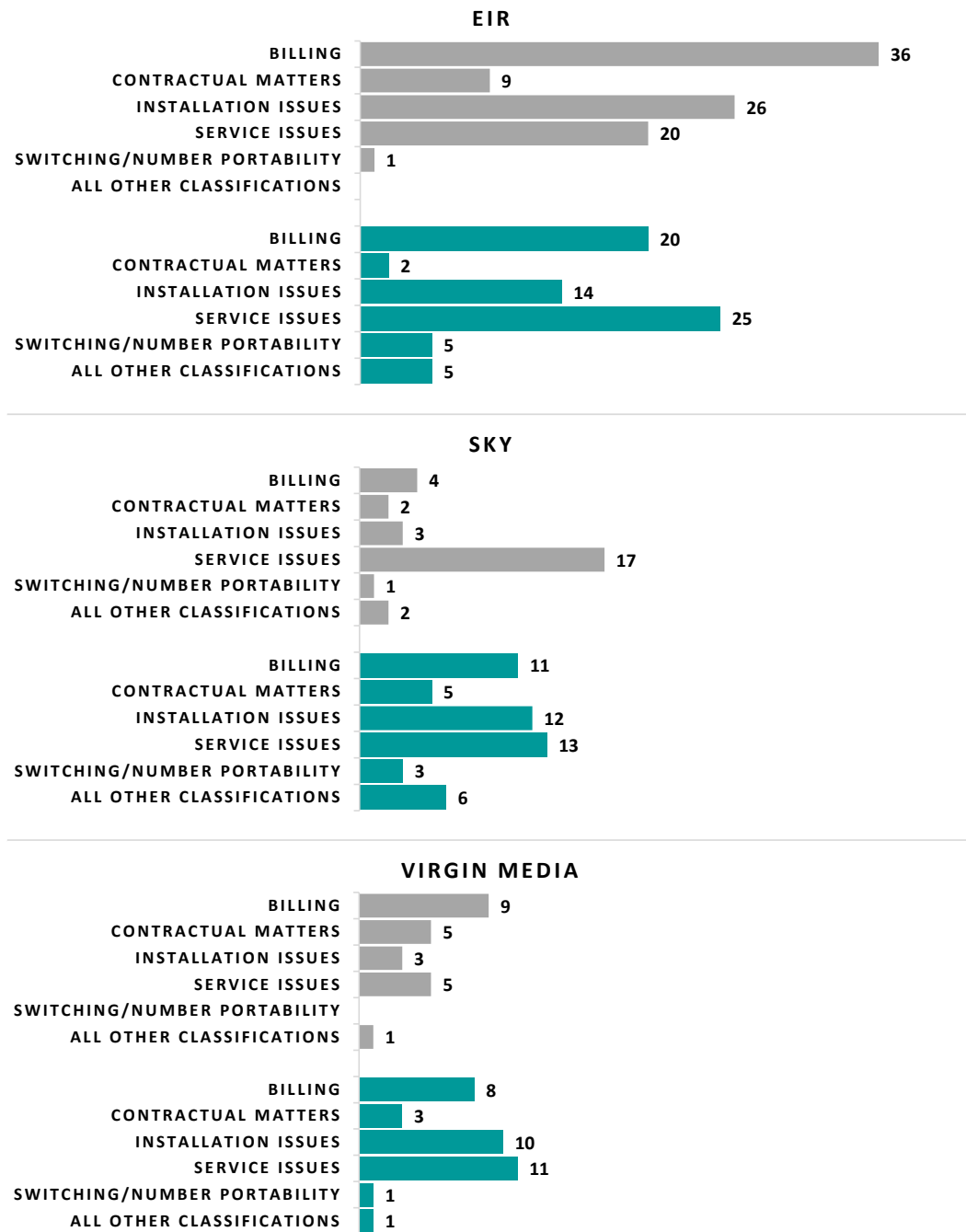


Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q3 2023 vs Q4 2023

5.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 22 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 20, comparing Q3 2023 with Q4 2023. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.



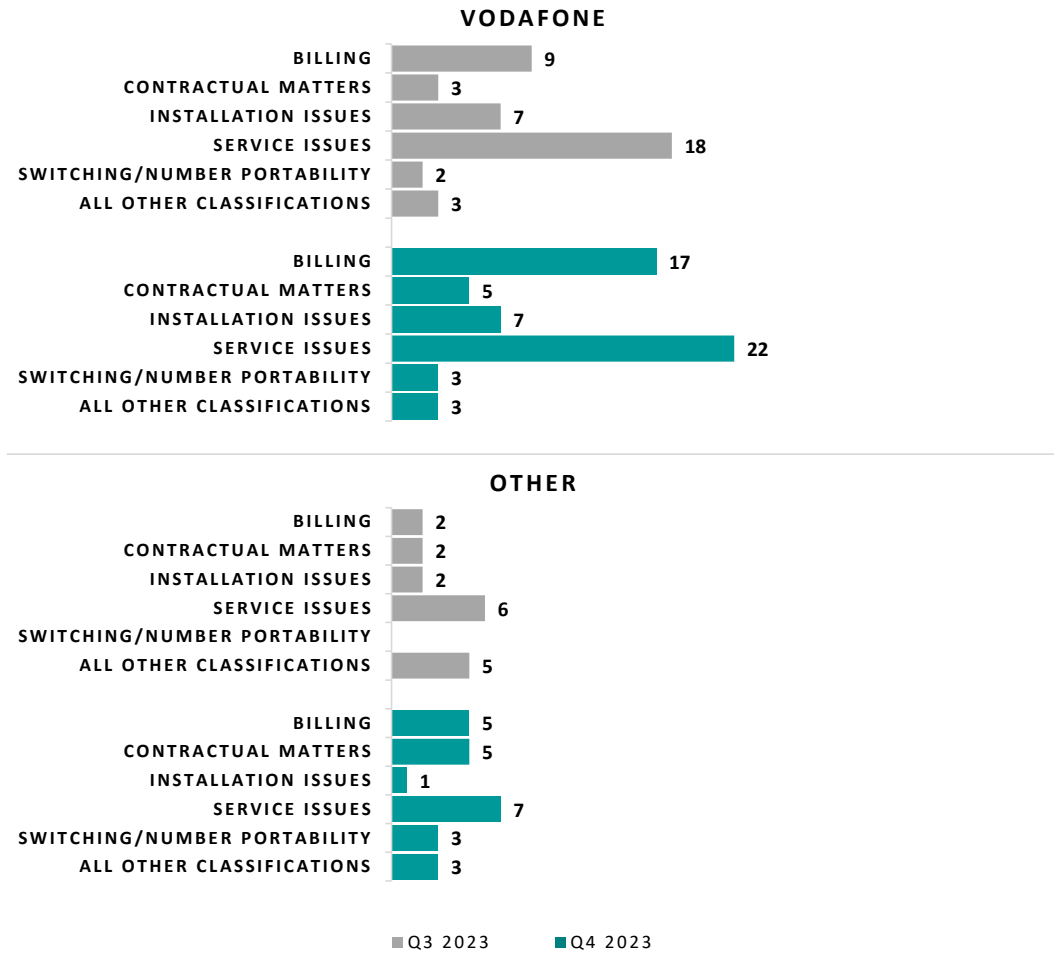


Figure 22: Fixed Service Provider ECS complaints by classification type Q3 2023 vs Q4 2023

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 20, as reported by consumers, comparing Q3 2023 to Q4 2023.

	Number of Issues Q3 2023	Number of Issues Q4 2023
Eir		
Loss of service	113	110
Billed after cancellation	120	88
Billed more than agreed amount	86	74
Delay in installation	47	46
Service availability	36	37
Accessing complaints process - issue lodging formal complaint	30	26
Net neutrality - broadband speeds received		24
Switching/number portability - delay switching		20
Double billed		18
Refund not received		16
Sky		
Loss of service	55	47
Delay in installation	16	28
Contract termination issues - cancellation not accepted	9	24
Net neutrality - broadband speeds received		21
Billed after cancellation	16	18
Billed more than agreed amount	13	16
Service availability	18	15
Service issues - intermittent service		13
Switching/number portability - UAN/CRN issue	11	11
Switching/number portability - delay switching	8	11

Virgin Media		
Loss of service	20	40
Delay in installation	14	17
Billed more than agreed amount	16	15
Billed after cancellation	11	14
Accessing complaints process - issue lodging formal complaint	8	13
Service availability	10	11
Installation issues - missed appointment		10
Pricing transparency	6	8
Equipment issues - other equipment		8
Service issues - intermittent service		8
Vodafone		
Loss of service	92	93
Billed more than agreed amount	38	51
Billed after cancellation	41	36
Delay in installation	19	22
Service availability	10	17
Switching/number portability - UAN/CRN issue	16	13
Double billed	15	12
Service issues - intermittent service		12
Switching/number portability - delay switching	20	11
Switching/number portability - number loss		9

Figure 23: Highest number of issues recorded by Fixed Service Provider Q3 2023 vs Q4 2023

5.4 Fixed Service Provider ECS Complaints Closed in Q4 2023

Figure 24 below shows ECS complaints closed in Q4 2023, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q4 2023 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

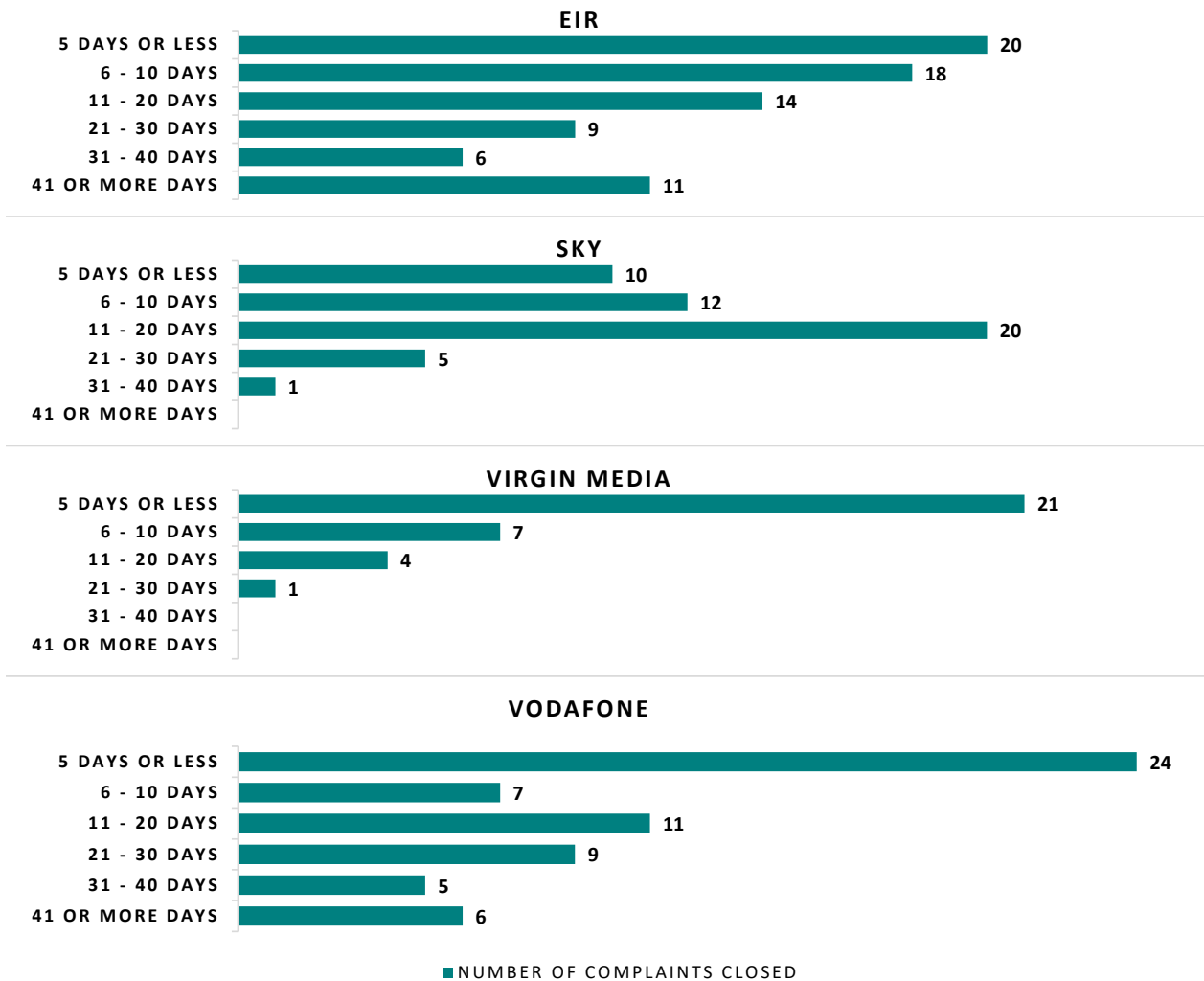


Figure 24: Fixed Service Provider ECS complaints closed in Q4 2023 by number of working days open

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 25 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 Q3 2023¹¹ to Q4 2023. Complaints closed within Q4 2023 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 October 2023. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

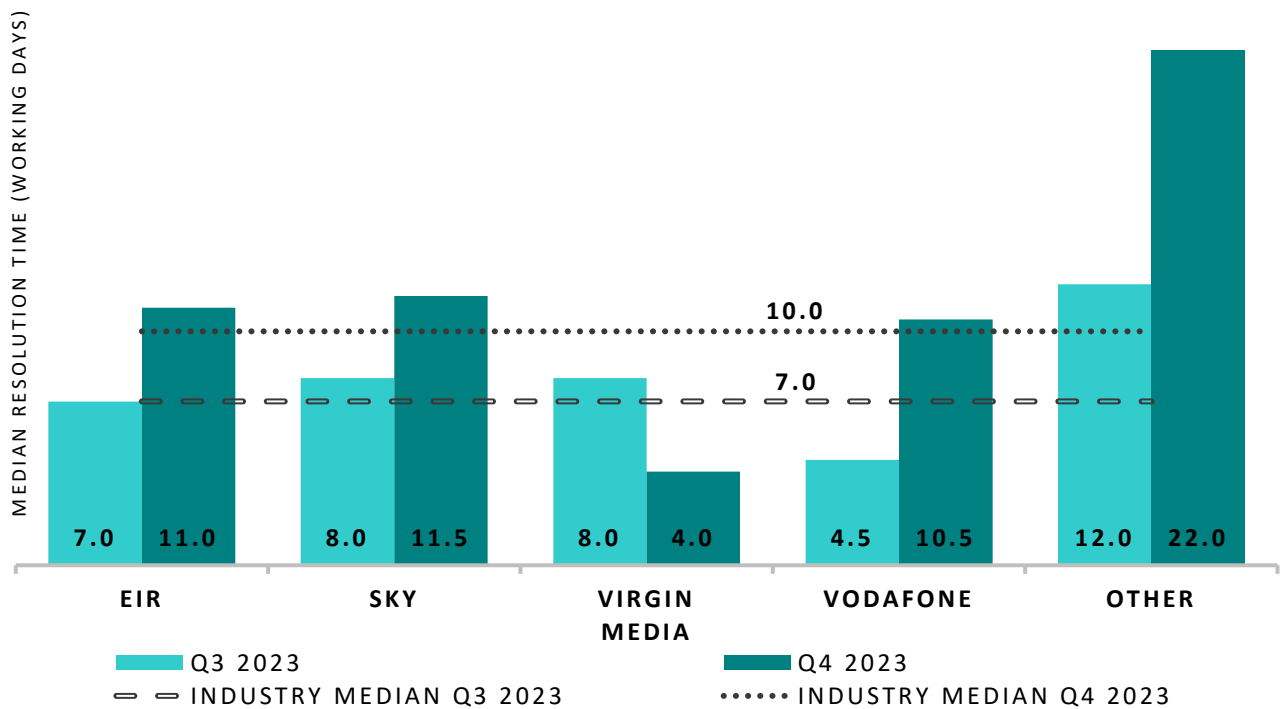


Figure 25: Median complaint resolution time by Fixed Service Provider Q3 2023 vs Q4 2023

Figure 26 provides a further breakdown of the Q4 2023 complaint resolution time of ECS complaints in Figure 25. In Figure 26, 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.

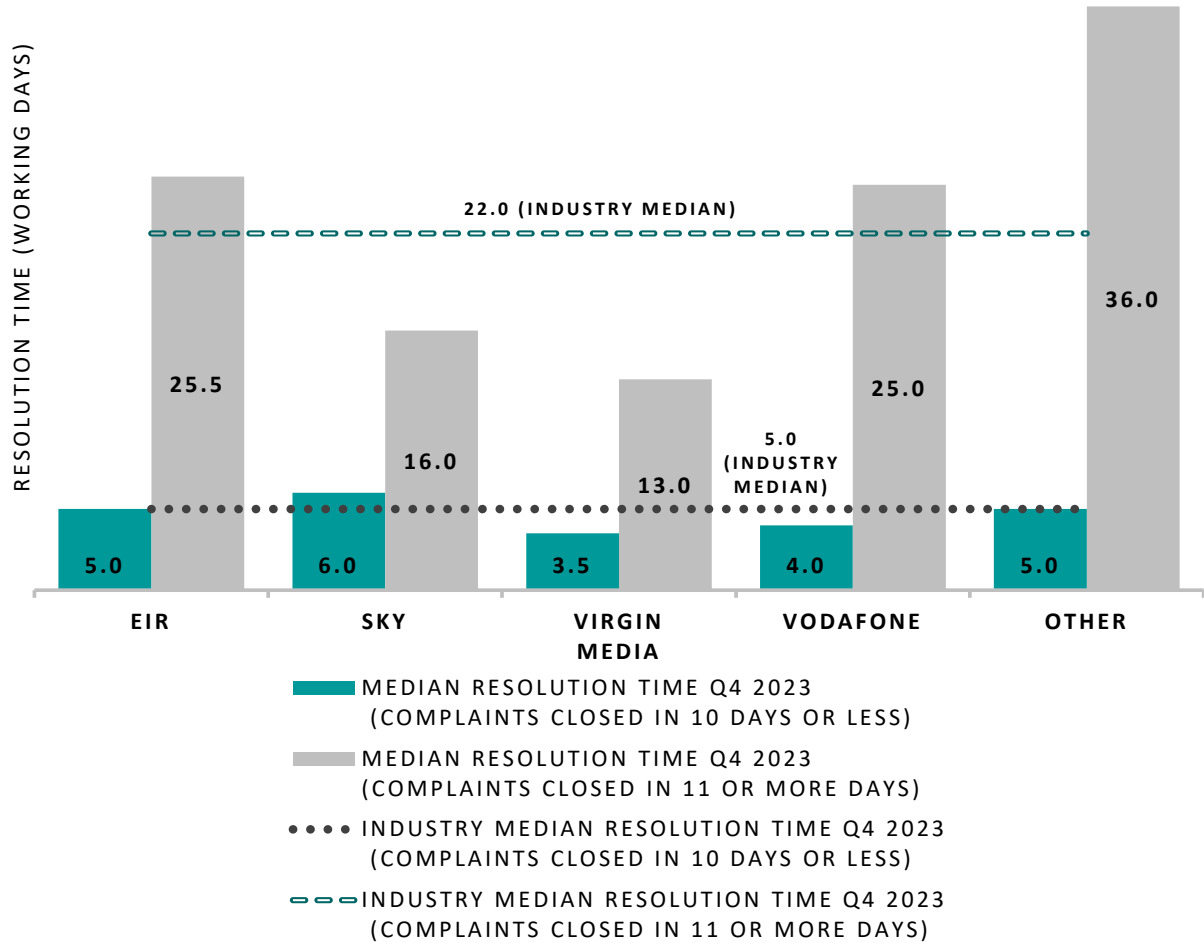


Figure 26: Median complaint resolution time by Fixed Service Provider Q4 2023, complaints closed in 10 days or less versus complaints closed in 11 days or more

Figure 27 below provides the Q4 2023 median resolution time for complaints in Figure 25, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 22.

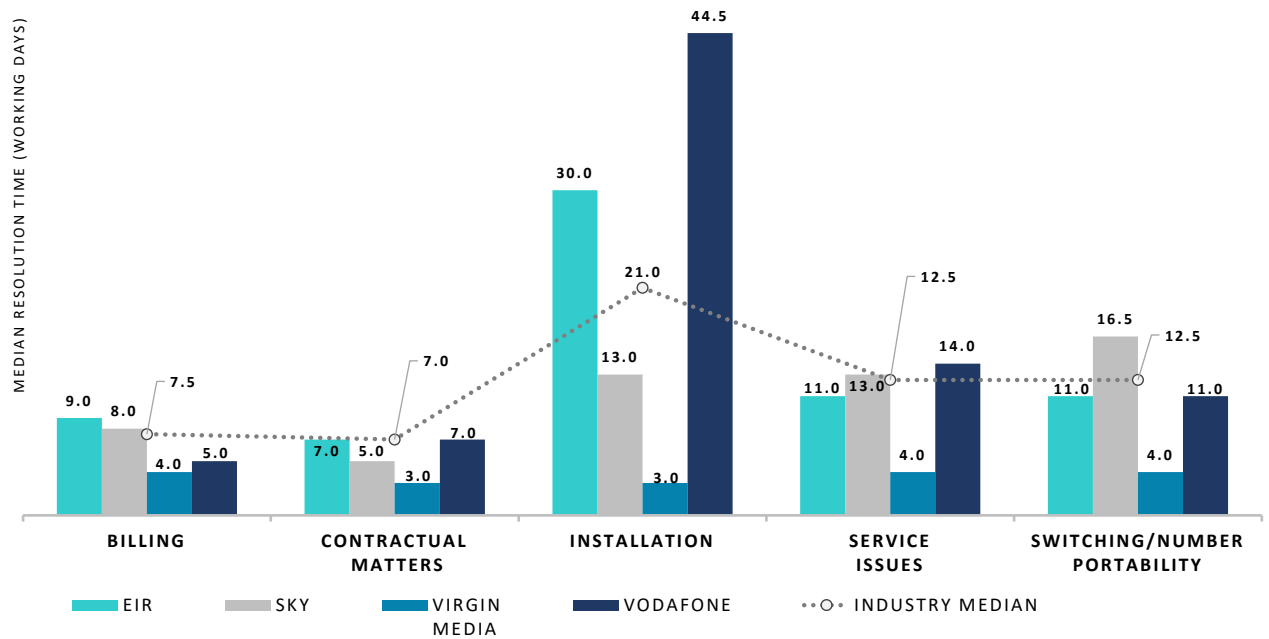


Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q4 2023

5.5 Fixed Service Provider ECS Complaints Open at 31 December 2023

Figure 28 shows the number of ECS complaints open at 31 December 2023, 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.

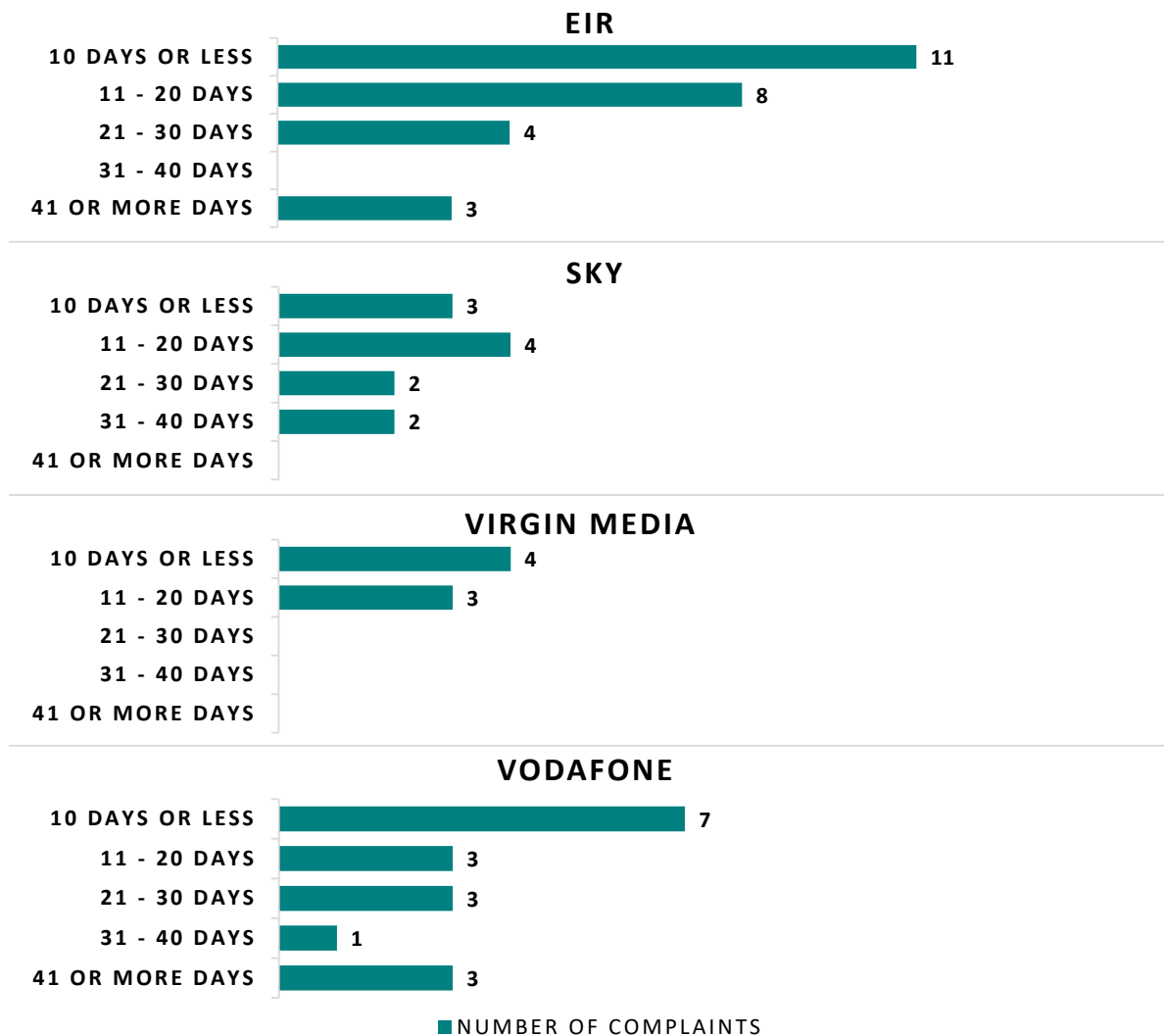


Figure 28: Fixed Service Provider ECS complaints open at 31 December 2023 by number of working days since first escalation

5.6 Fixed Service Provider ECS Complaints per 100,000 Lines¹⁴

Figure 29 below shows the average complaint rate per 100,000 fixed voice lines (as reported by Service Providers to ComReg) for each Fixed Service Provider listed in Figure 20 and the total industry average. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.

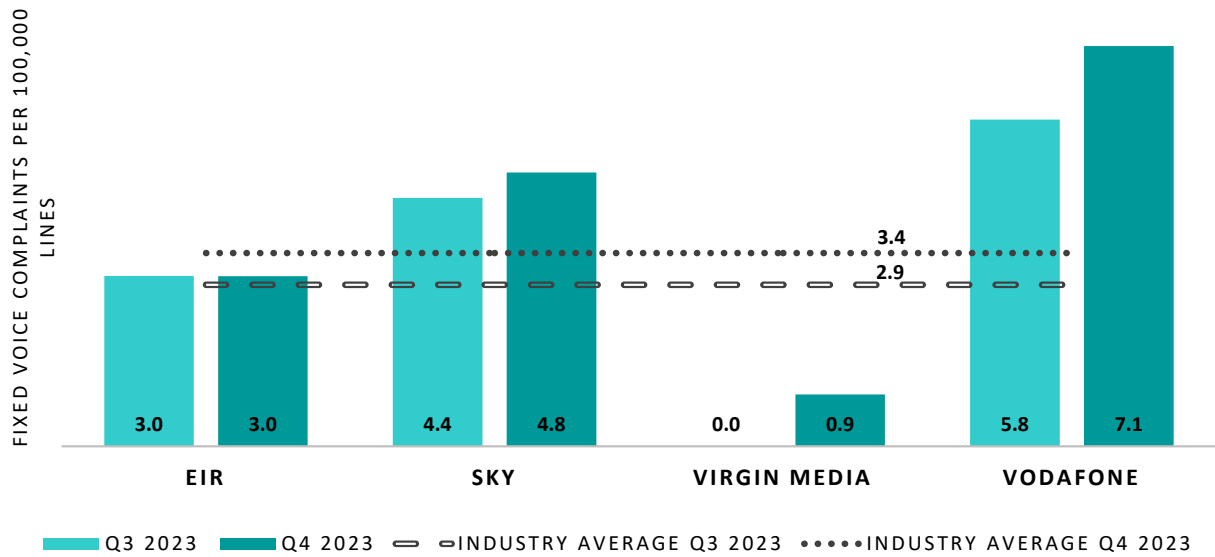


Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q3 2023 vs Q4 2023

¹⁴ From Q4 2022, ComReg’s Consumer Care Statistics Report has replaced ‘ECS Fixed Voice Complaints per 100,000 Subscribers’ with ‘ECS Fixed Voice Complaints per 100,000 Lines’ and ‘ECS Fixed Broadband Complaints per 100,000 Lines’. This metric has been updated to more accurately reflect the complaint rates in the evolving Fixed market.

Figure 30 below shows the average complaint rate per 100,000 broadband lines (as reported by Service Providers to ComReg) for each Fixed Service Provider listed in Figure 20 and the total industry average. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.

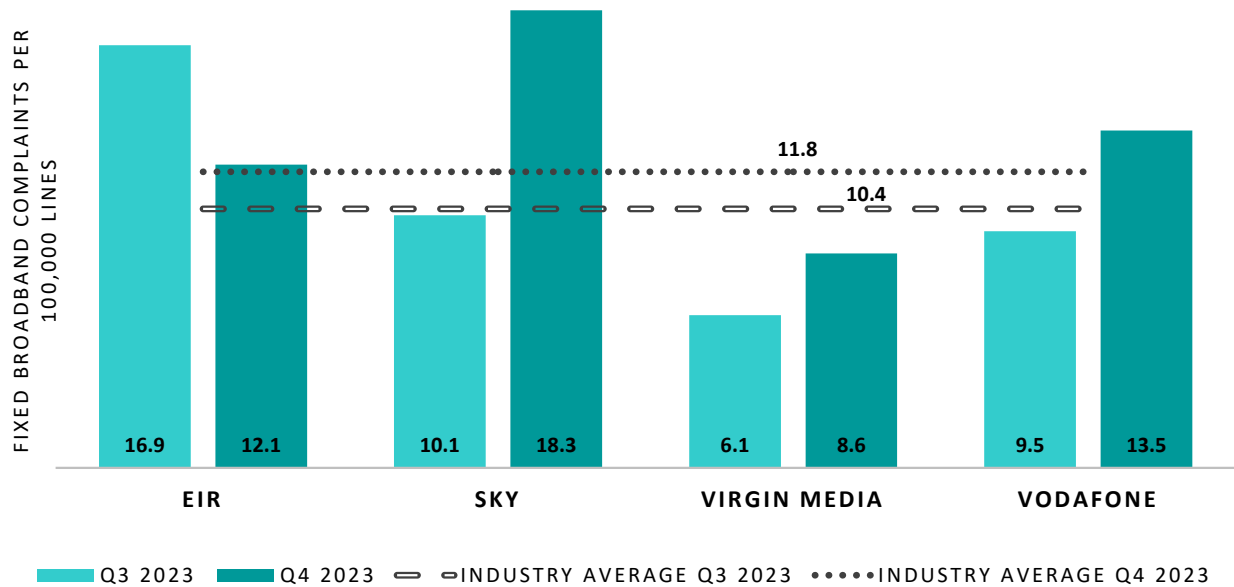


Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q3 2023 vs Q4 2023

Annex 1: ComReg Consumer Care Contact Details



*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 31 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider^{7,8,9,10} listed in Figure 8, comparing Q3 2023 to Q4 2023.

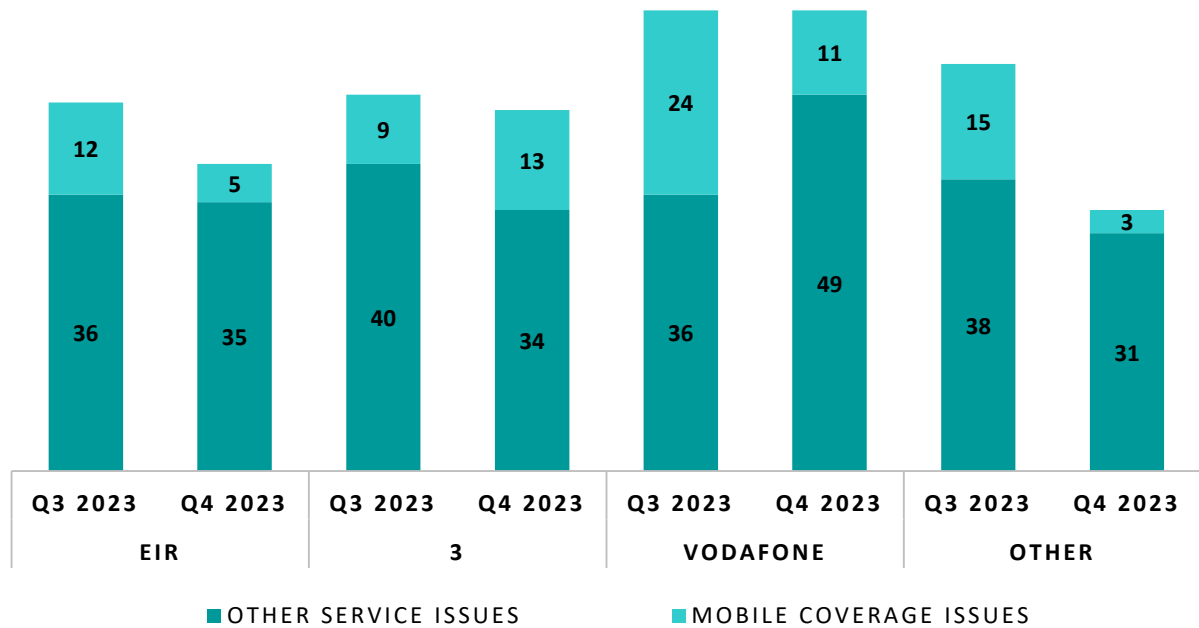
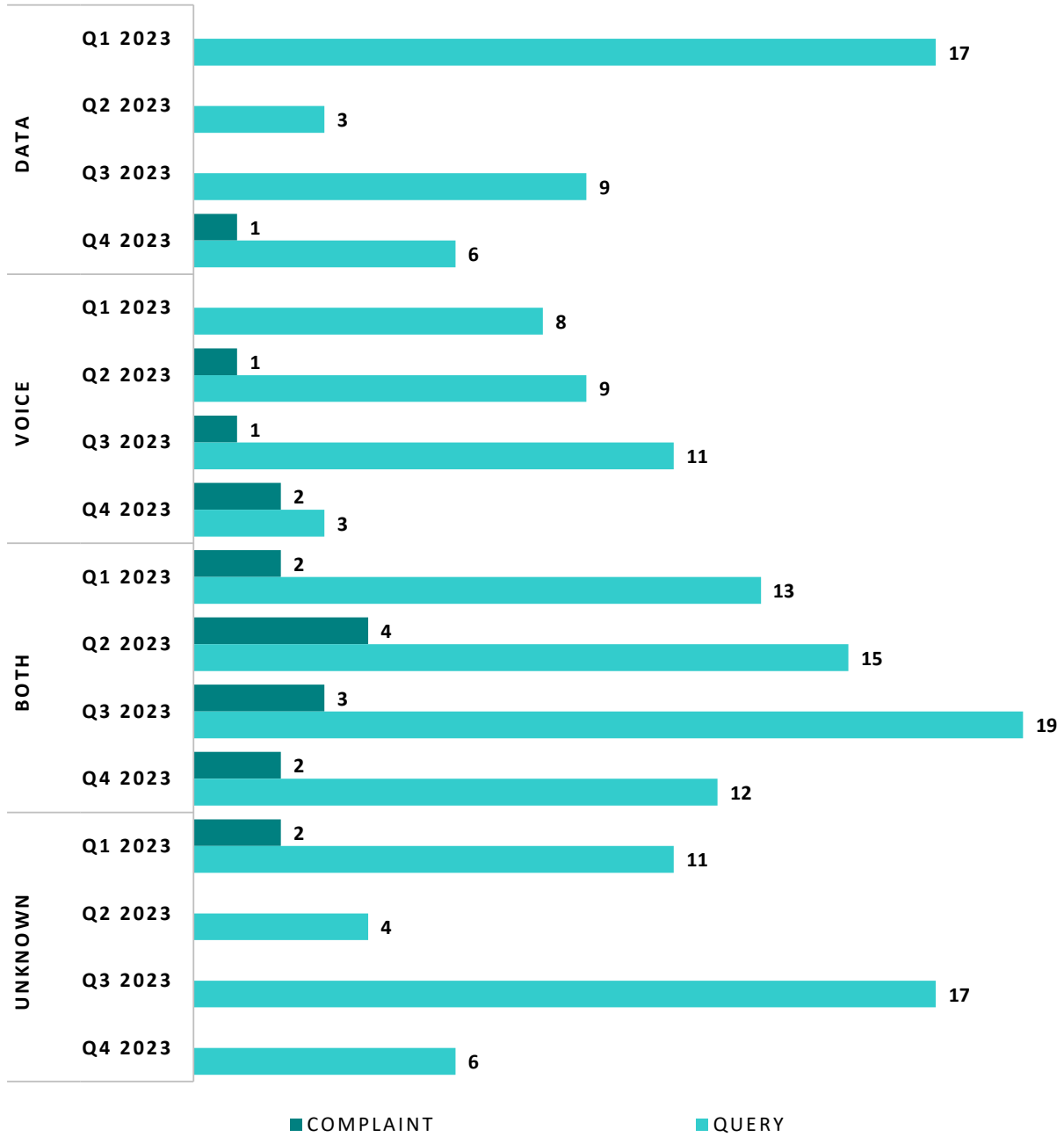


Figure 31: Number of ECS service issues by Mobile Service Provider Q3 2023 vs Q4 2023



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

Figure 32: Mobile Coverage Issues by Type Q1 2023 – Q4 2023

Figure 33 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider^{7,8,9} listed in Figure 8. The ‘industry average’ is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.

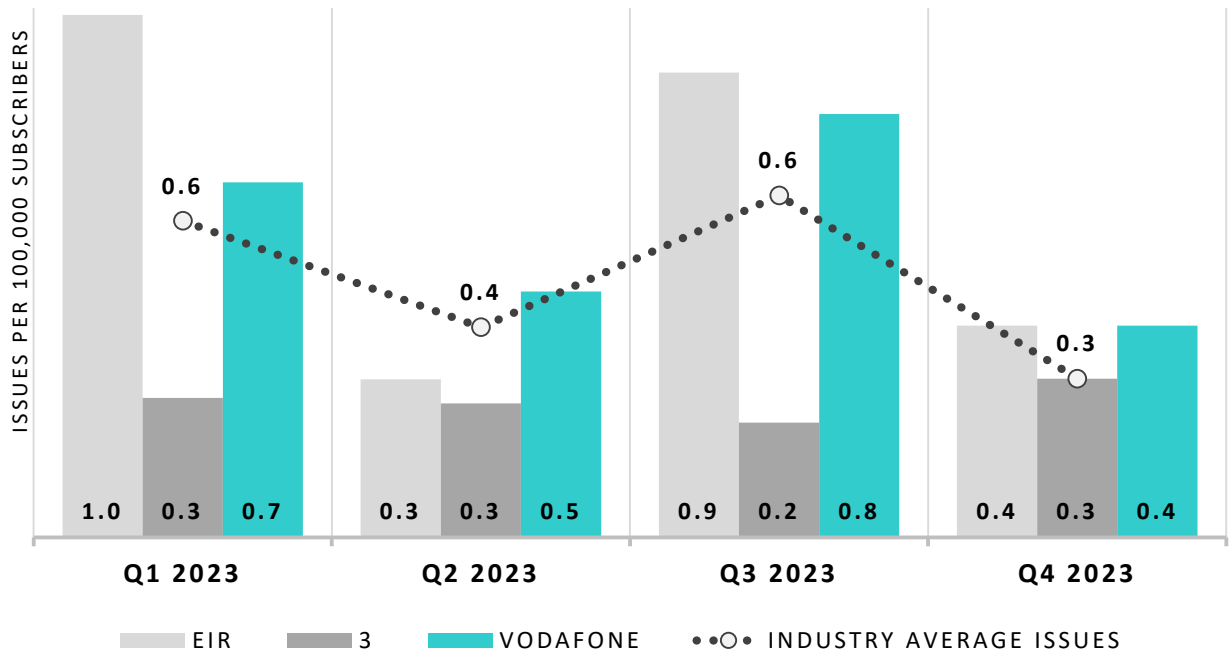


Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q1 2023 – Q4 2023

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types¹⁵ relevant to highest volume issues recorded in Q4 2023¹⁶.

<p>Billing includes:</p> <ul style="list-style-type: none"> Billed after cancellation Billed for calls not made Billed for service not received Billed for service not requested Billed more than agreed amount Credit not applied Double billed Refund not received
<p>Contractual Matters includes:</p> <ul style="list-style-type: none"> Contract termination issues - cancellation not accepted Misleading sales Pricing transparency Terms & conditions - cancellation penalties
<p>Customer Service includes:</p> <ul style="list-style-type: none"> Accessing complaints process - issue lodging formal complaint
<p>Installation Issues includes:</p> <ul style="list-style-type: none"> Delay in installation Missed appointment
<p>Net Neutrality includes:</p> <ul style="list-style-type: none"> Broadband speeds received
<p>Roaming includes:</p> <ul style="list-style-type: none"> Roaming issue - Outside EU data
<p>Service Issues includes:</p> <ul style="list-style-type: none"> Equipment issues - handset Equipment issues - other equipment Loss of service Mobile coverage Service availability Service issues - intermittent service

¹⁵ Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

¹⁶ For detail on classification and sub-classification types relevant to highest volume issues recorded in Q3 2023, see ComReg Consumer Care Statistics Report Q3 2023.

Switching/Number Portability Issues includes:

- Delay switching
- Number loss
- UAN/CRN issue
- Unlock code issue

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.