



ComReg Consumer Care Statistics Report

Q3 2024 – 1 July to 30 September 2024

Information Notice

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1: ComReg Consumer Care

The role of ComReg’s Consumer Care is to inform consumers on communication issues and escalate complaints made to electronic communications (“ECS” – broadband, home phone, and mobile phone), postal, and premium rate service providers (“PRS”).

ComReg’s Consumer Care manages consumer contacts in relation to ECS, PRS and postal services. ComReg’s Consumer Care records two types of consumer issues: queries and complaints. An issue is deemed a consumer “query” where the consumer contacts ComReg for information or advice, and ComReg are not actively engaging with their Service Provider. An issue is deemed a consumer “complaint” after ComReg formally raises the consumer’s issue directly with their Service Provider. When ComReg raises issues with Service Providers further contacts to and from Service Providers may follow during the process of resolving issues. Normally ComReg can only raise an issue with a Service Provider if the consumer has already lodged a formal complaint with their Service Provider, and, after 10 working days the issue remains unresolved. See [How ComReg Can Help](#) for further information.

This publication¹ includes information on issues raised to ComReg by service providers’ customers and recorded by ComReg in Q3 2024^{2,3}.

¹ From Q3 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: Executive Summary

In Q3 2024, ComReg's Consumer Care team recorded approximately 8,200 consumer contacts, compared to 9,200 consumer contacts in Q2 2024. In Q3 2024, approximately 3,300 issues were recorded, compared to 3,700 issues in Q2 2024. ComReg's Consumer Care team managed approximately 2,200 contacts from Service Providers during Q3 2024 and 2,200 contacts during Q2 2024.

In Q3 2024, 92% of all issues recorded were queries and 8% 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 4% decrease in the total number of issues recorded compared to Q3 2023; ECS issues decreased by 7%, and PRS issues decreased by 70%.

In Q3 2024, ComReg's Consumer Care team recorded 163 Mobile Service Provider issues for Eir. 176 issues were recorded for 3. 157 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 10.0 working days, compared to 11.0 working days in Q2 2024. The average number of complaints per 100,000 subscribers was 0.6, compared to 0.5 in Q2 2024.

In Q3 2024, ComReg's Consumer Care team recorded 623 Fixed Service Provider issues for Eir. 267 issues were recorded for Sky. 245 issues were recorded for Virgin Media. 332 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 8.0 working days, compared to 9.0 working days in Q2 2024. The average number of complaints per 100,000 fixed voice lines was 3.0. The average number of complaints per 100,000 fixed broadband lines was 9.4.

3: Consumer Care Overview

3.1 Consumer Care Contacts

In Q3 2024, approximately 8,200 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 Q3 2024, 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 Q3 2024.

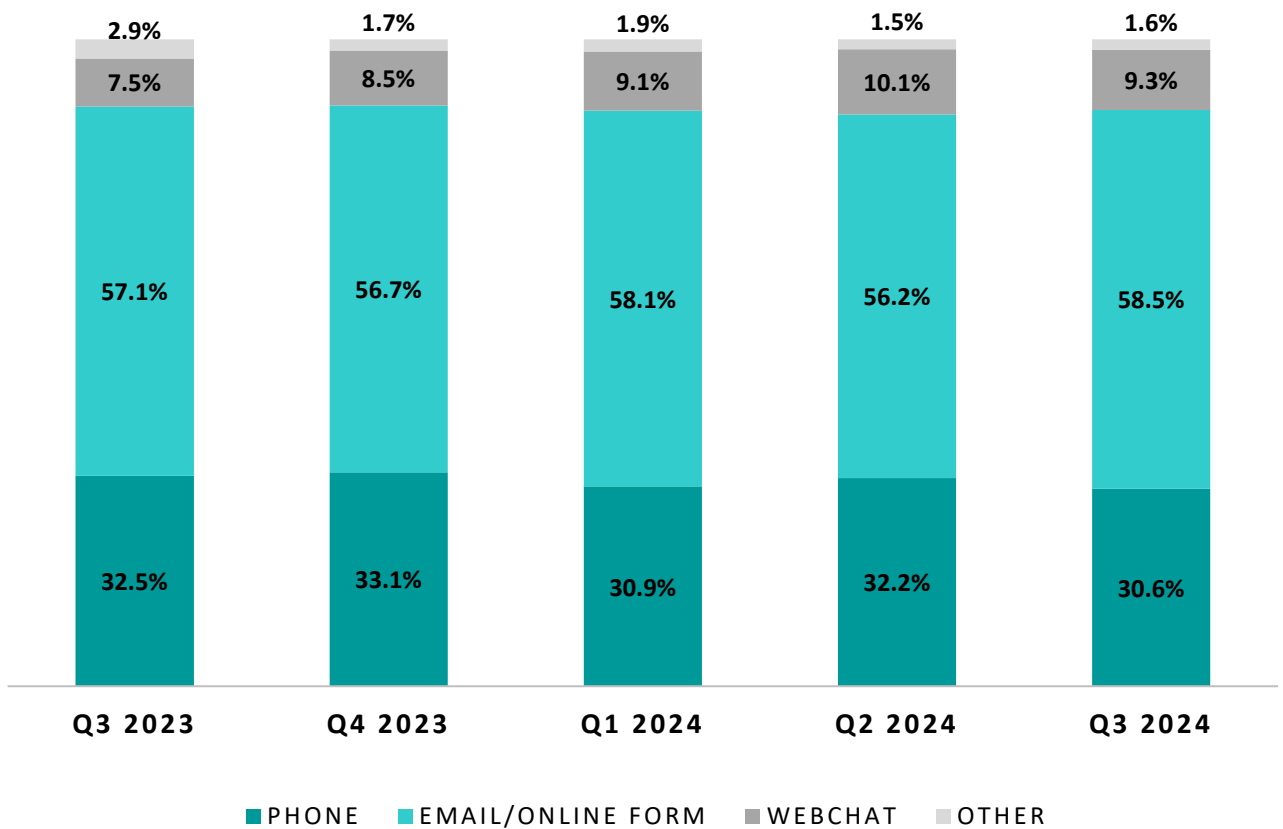


Figure 1: Split of contacts to ComReg’s Consumer Care by channel Q3 2023 – Q3 2024

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.

3.2 Consumer Care Survey

Consumers who contact ComReg 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 Q3 2024, consumers completed 522 phone surveys in relation to queries, 337 phone surveys in relation to complaints, and 94 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q3 2024.

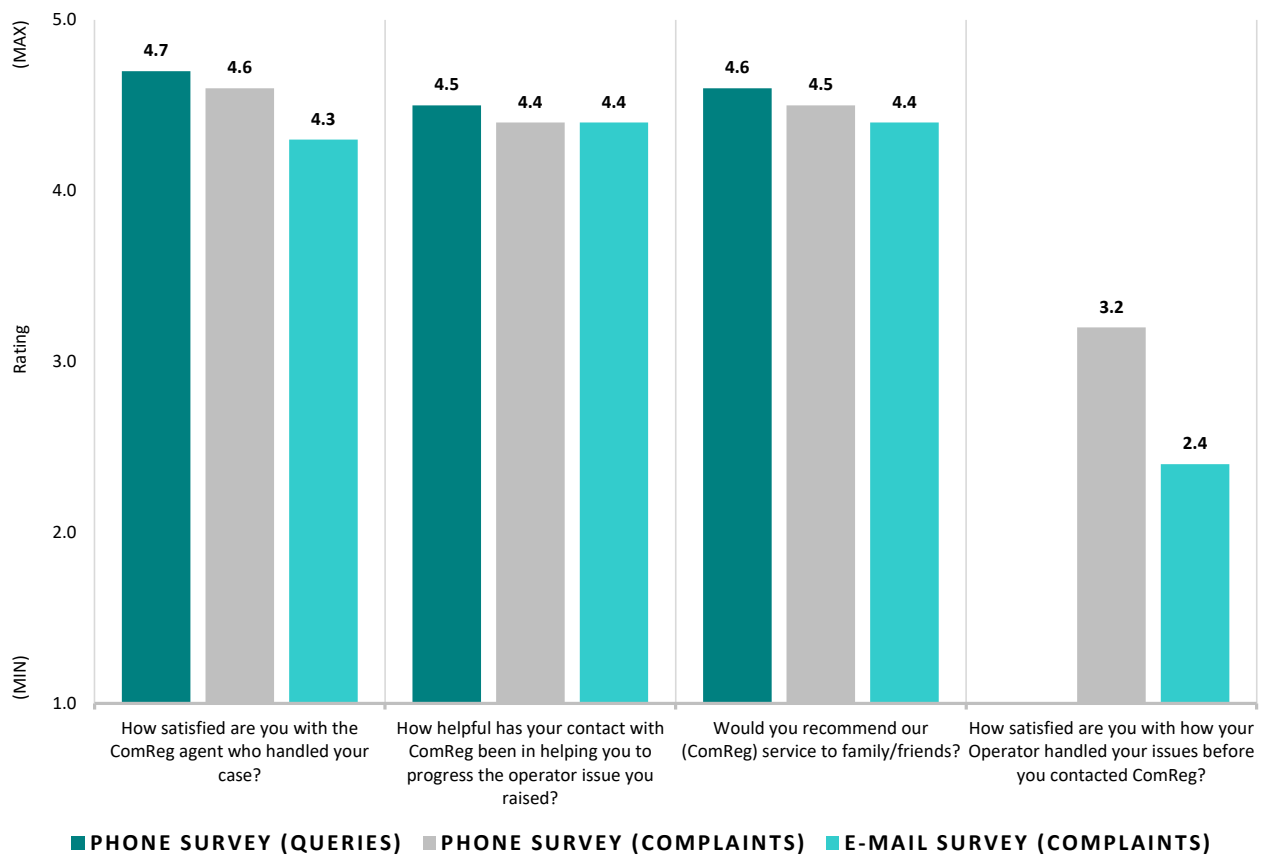


Figure 2: Consumer Care Survey ratings Q3 2024

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.

4: Consumer Issues Recorded

4.1 All Issues Recorded

In Q3 2024, ComReg recorded approximately 3,300 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 4% decrease in the total number of issues recorded compared to Q3 2023; ECS issues decreased by 7%, and PRS issues decreased by 70%. 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 Q3 2023 to Q3 2024.

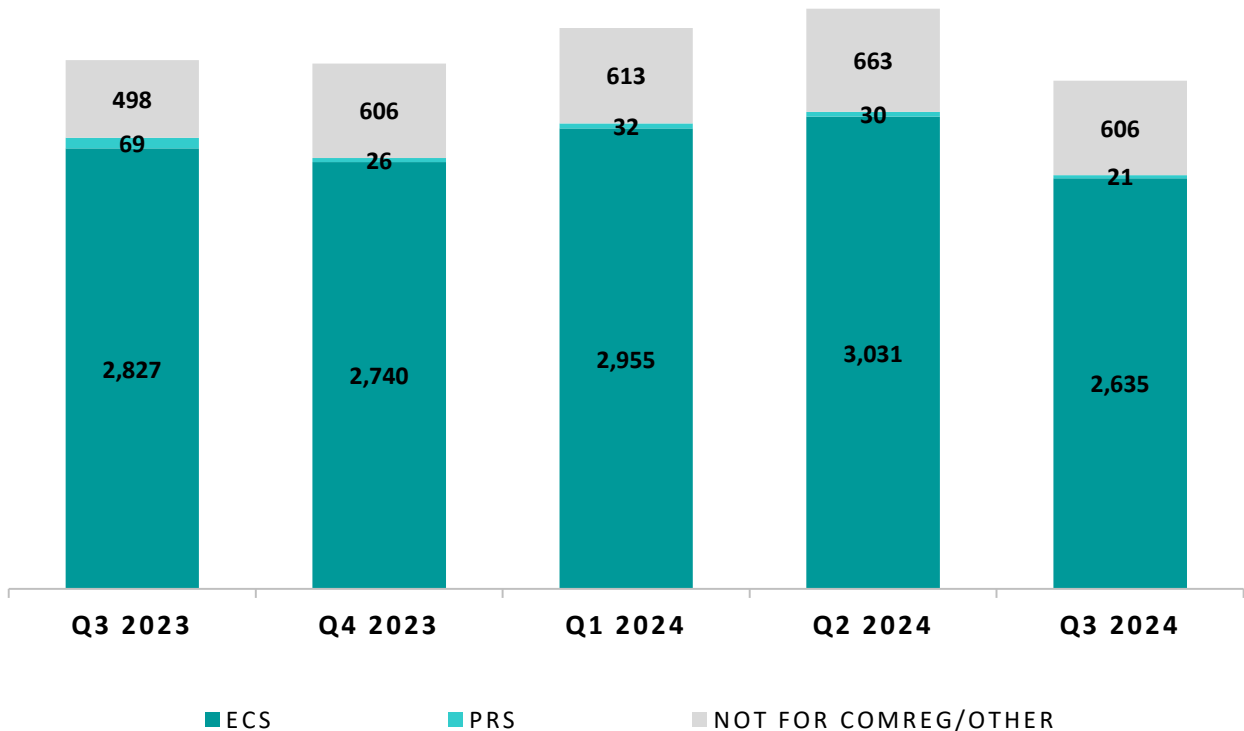


Figure 3: Number of issues recorded Q3 2023 – Q3 2024 by category

In Q3 2024, 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.

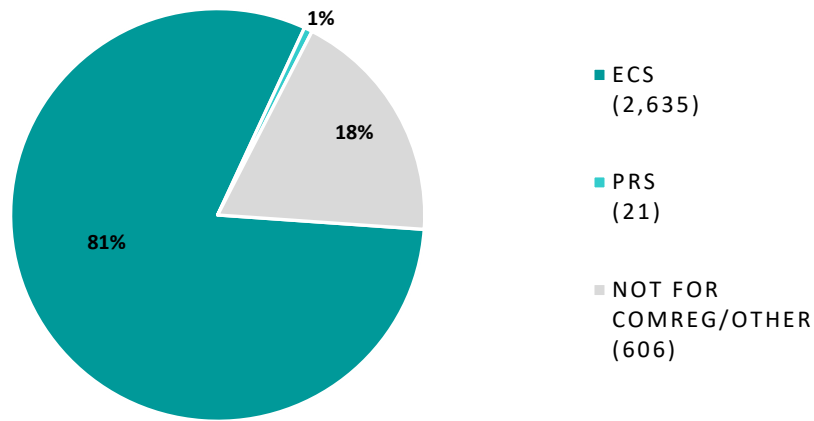


Figure 4: Split of all issues recorded in Q3 2024 by category

4.2 All Issues Recorded by Classification Type⁶

In Q3 2024, approximately 3,300 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 Q2 2024 to Q3 2024.

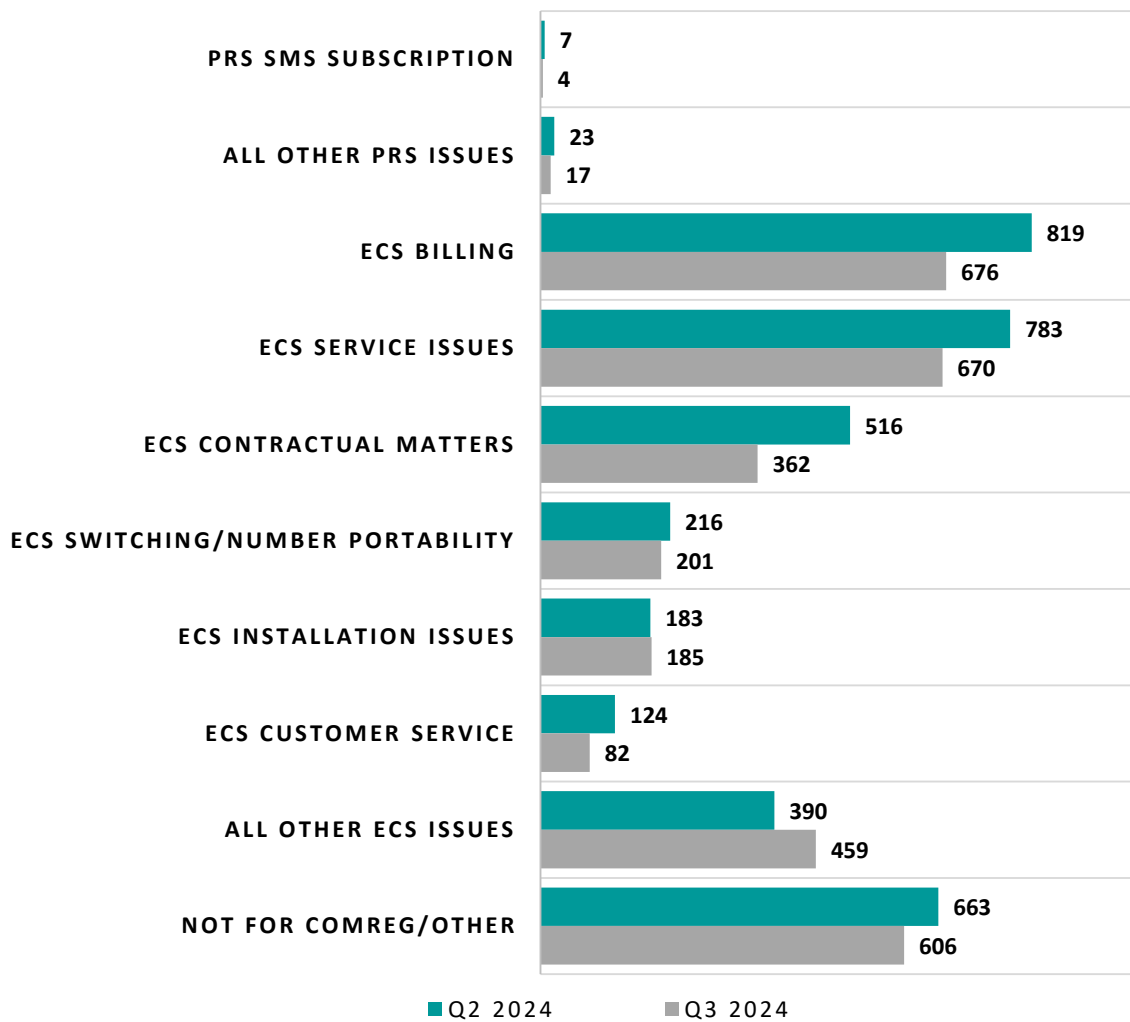


Figure 5: Number of issues recorded by classification type Q2 2024 vs Q3 2024

⁶ See Annex 3 for Classification Type Index and Annex 2 for Mobile Coverage Service Issue details.

4.3 All Issues Recorded by Queries vs Complaints

In Q3 2024, 92% of all issues recorded were queries, and 8% were complaints. Of the 3,010 queries recorded in Q3 2024, 79% were in relation to ECS and 1% were in relation to PRS. Of the 252 complaints recorded, 99.6% were in relation to ECS and 0.4% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 23.

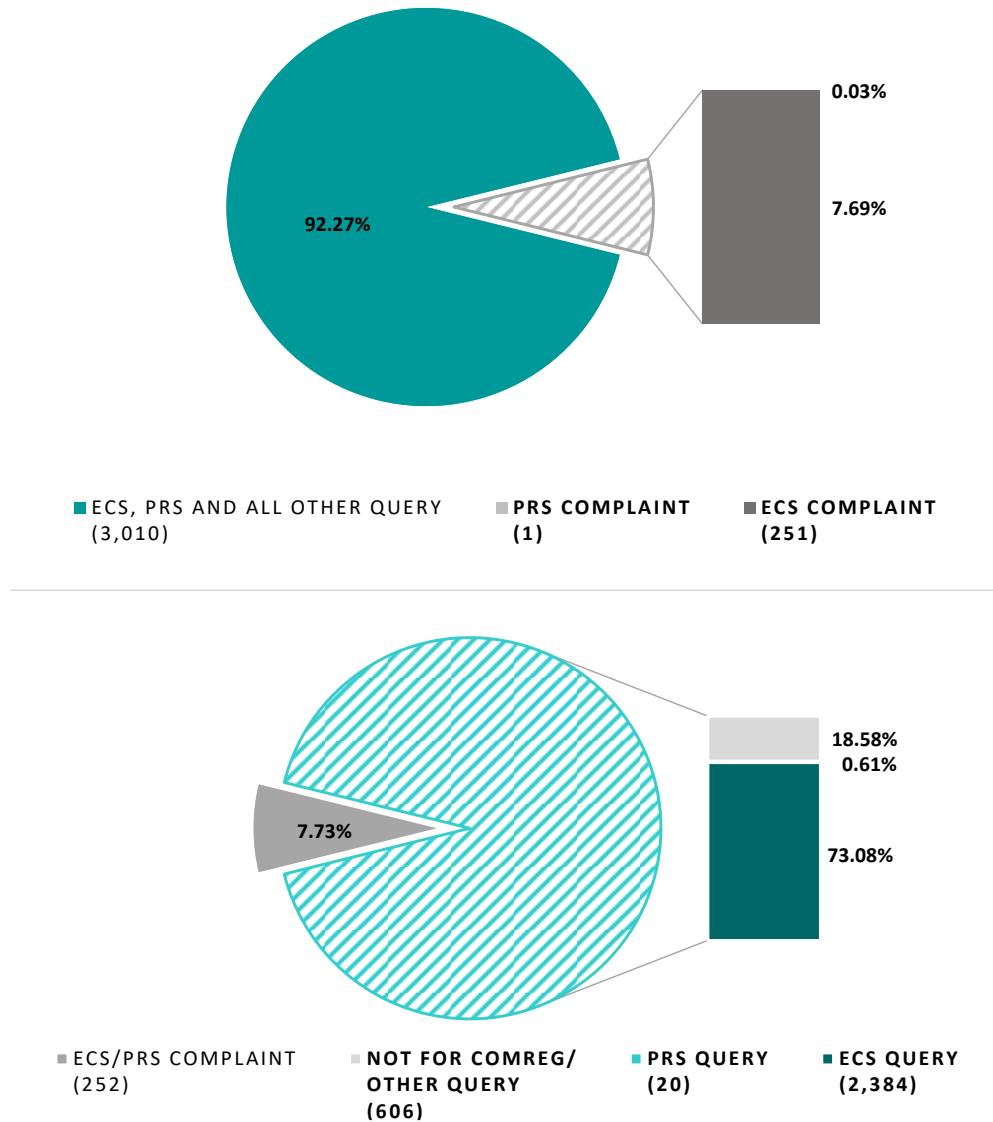


Figure 6: Split of issues recorded by issue type and category Q3 2024

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 Q3 2023 to Q3 2024. From Q2 2023 to Q3 2024, ECS queries decreased by 5% and PRS queries decreased by 71%; ECS complaints decreased by 17%. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.

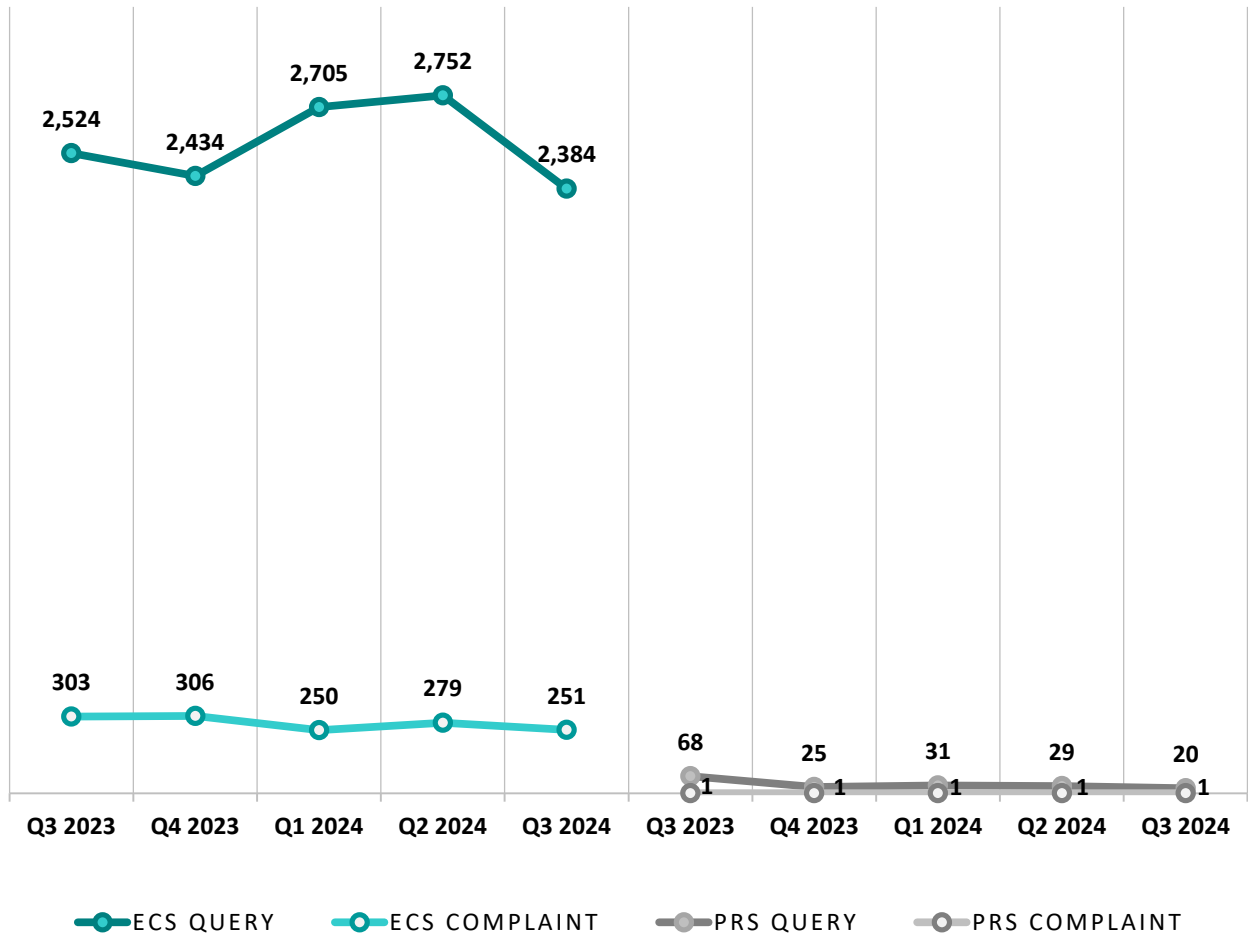


Figure 7: ECS and PRS complaints and queries recorded Q3 2023 – Q3 2024

5: Mobile Service Provider Statistics

5.1 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 Q2 2024 to Q3 2024. The total number of issues recorded for Mobile Service Providers in Q3 2024 was 752, compared to Q2 2024, where 822 issues were recorded.

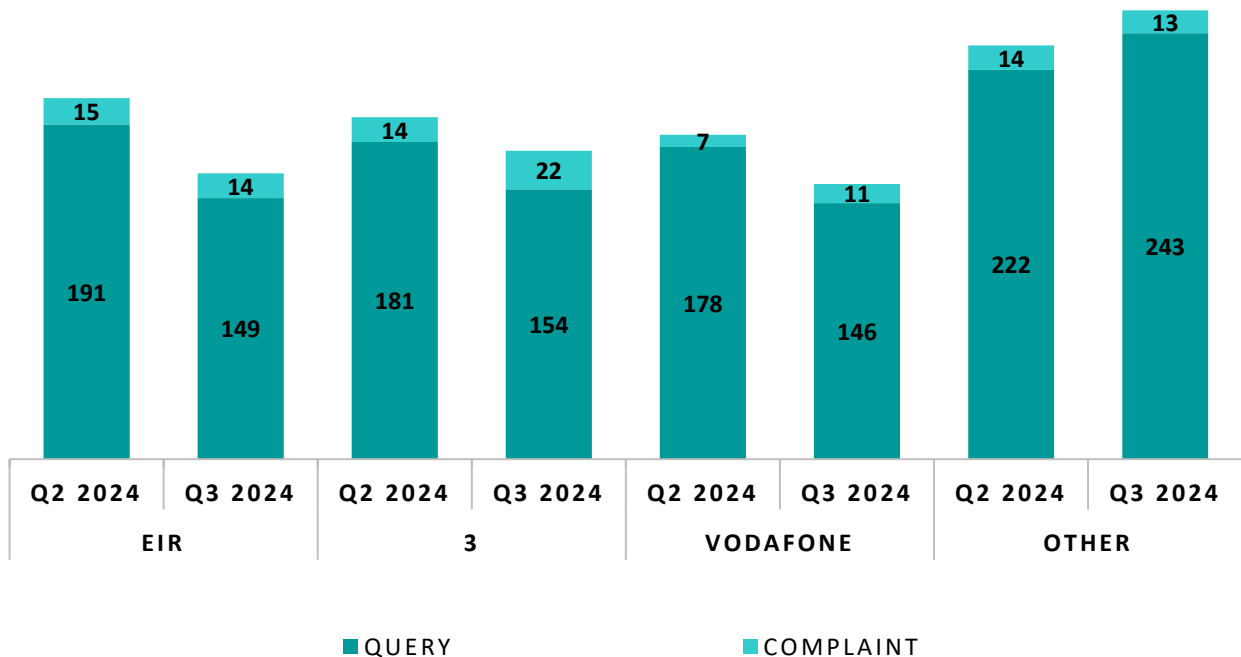


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q2 2024 vs Q3 2024

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 Q2 2024 to Q3 2024. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

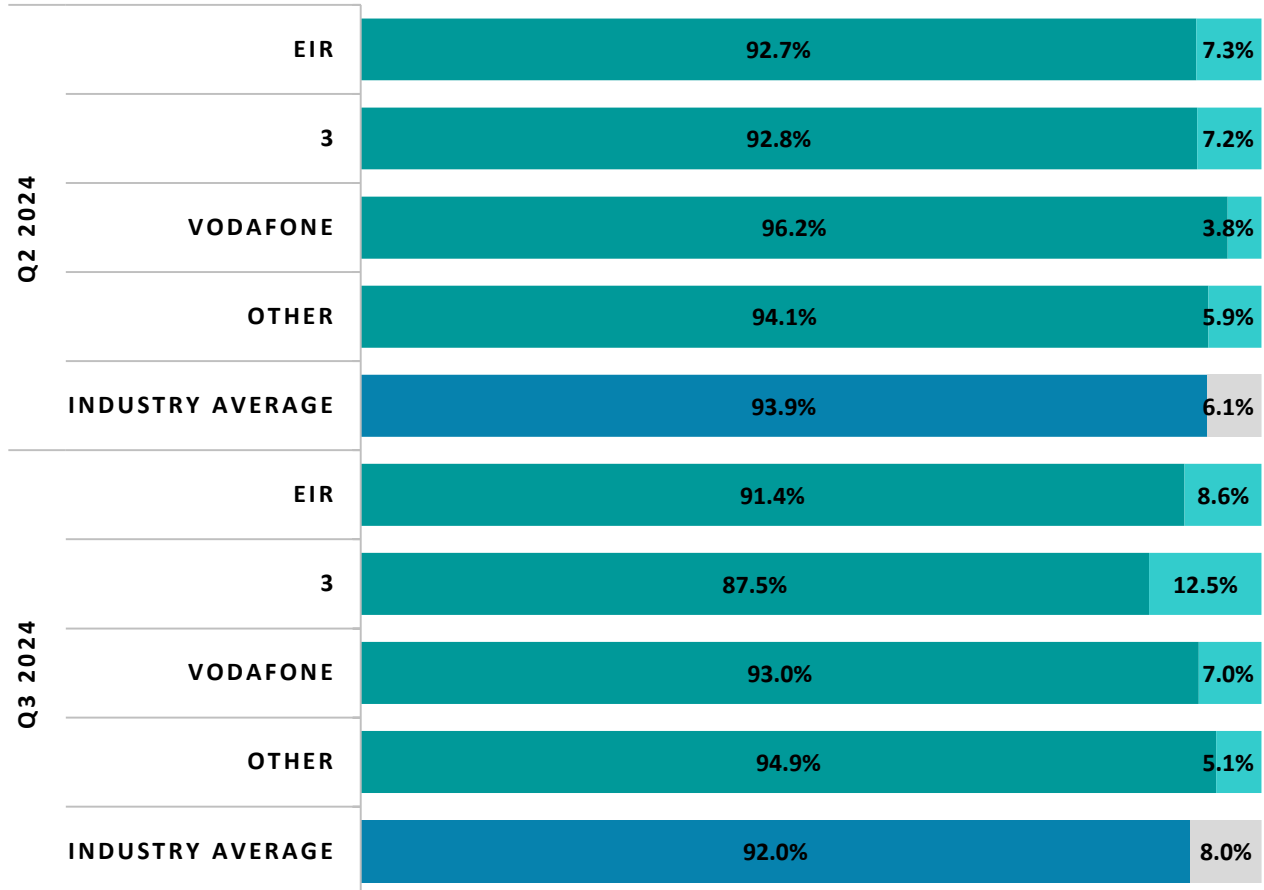
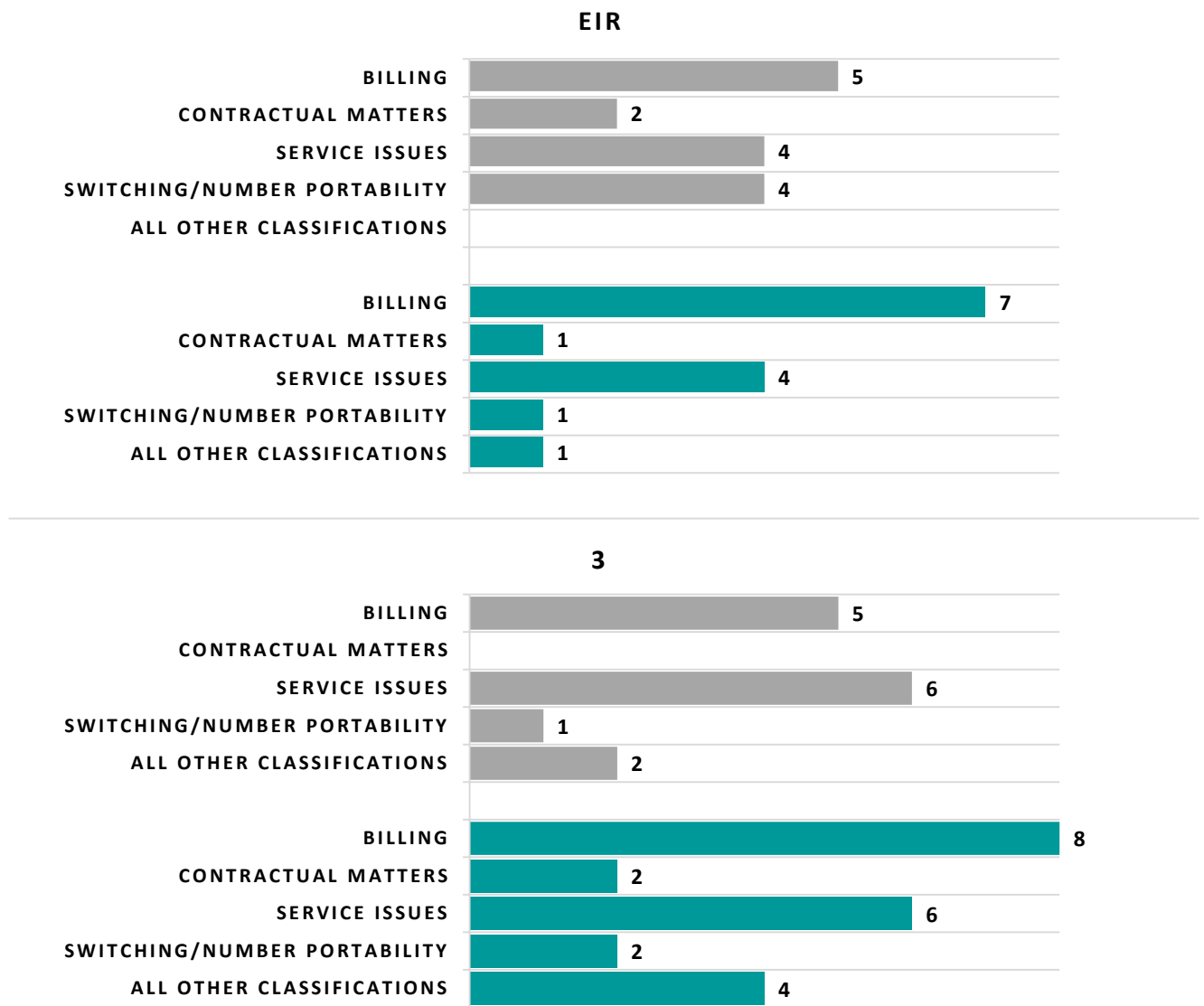


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q2 2024 vs Q3 2024

5.2 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 Q2 2024 with Q3 2024. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.



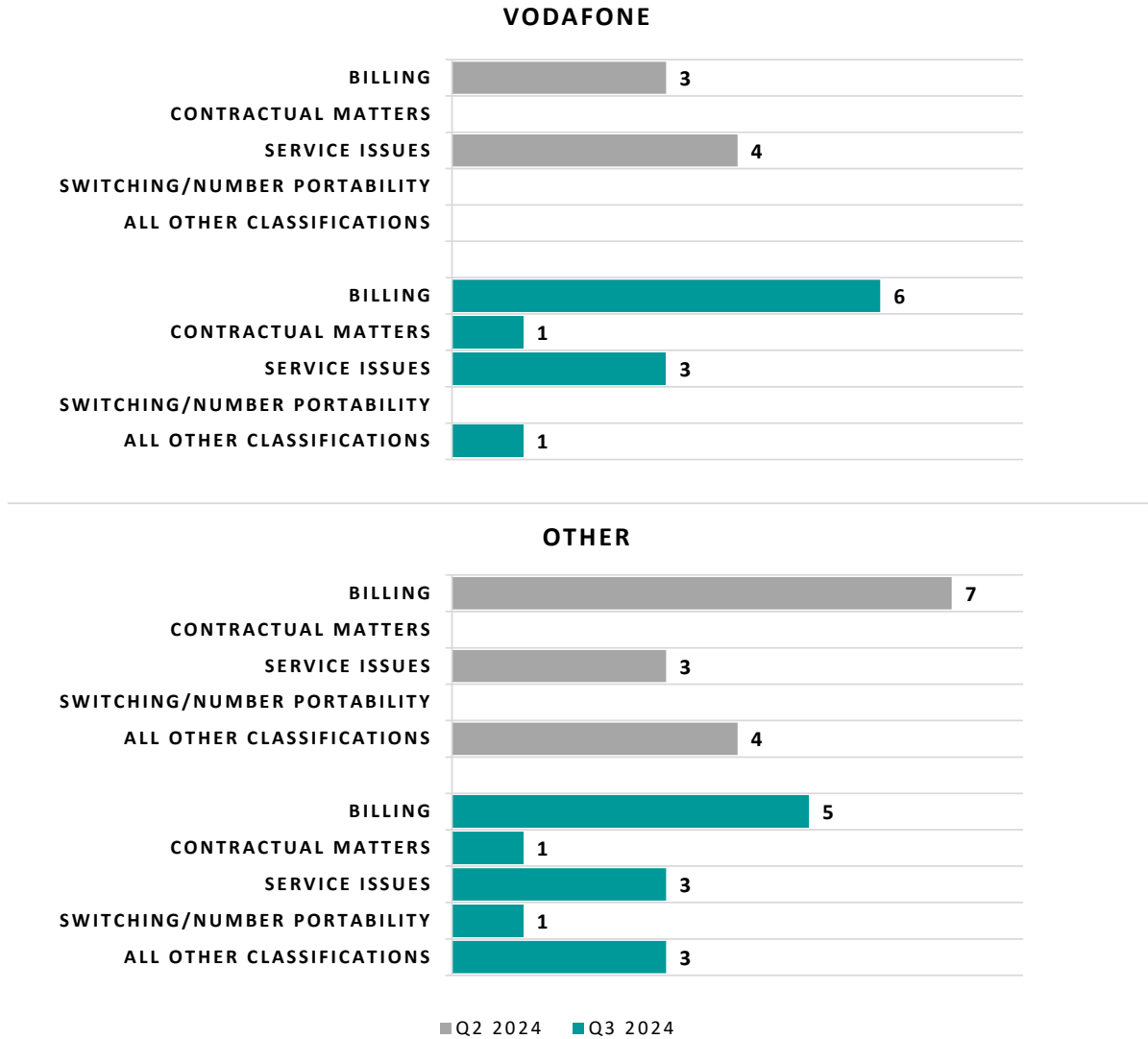


Figure 10: Mobile Service Provider ECS complaints by classification type Q2 2024 vs Q3 2024

5.3 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 Q2 2024 to Q3 2024.

| | Number of Issues Q2 2024 | Number of Issues Q3 2024 |
|---|--------------------------|--------------------------|
| Eir | | |
| Billed more than agreed amount | 41 | 27 |
| Billed after cancellation | 11 | 11 |
| Accessing complaints process - issue lodging formal complaint | 10 | 11 |
| Loss of service | 12 | 8 |
| Billed for service not requested | 7 | 8 |
| Service issues - intermittent service | | 8 |
| Mobile coverage | 7 | 6 |
| Switching/number portability - delay switching | 11 | 5 |
| Equipment issues - handset | 8 | 5 |
| Switching/number portability - number loss | | 5 |
| 3 | | |
| Mobile coverage | 13 | 13 |
| Billed more than agreed amount | 14 | 12 |
| Loss of service | 12 | 12 |
| Terms & conditions - cancellation penalties | 15 | 11 |
| Net neutrality - broadband speeds received | 9 | 10 |
| Equipment issues - handset | | 10 |
| Service issues - intermittent service | 11 | 8 |
| Billed after cancellation | 9 | 8 |
| Credit not applied | | 8 |
| Refund not received | | 7 |

| Vodafone | | |
|---|----|----|
| Loss of service | 21 | 17 |
| Mobile coverage | 14 | 16 |
| Billed more than agreed amount | 15 | 14 |
| Switching/number portability - unlock code issue | 8 | 13 |
| Equipment issues - handset | 9 | 9 |
| Accessing complaints process - issue lodging formal complaint | 7 | 9 |
| Refund not received | | 8 |
| Billed after cancellation | 11 | 7 |
| Terms & conditions - cancellation penalties | | 6 |
| Switching/number portability - number loss | 7 | 5 |

Figure 11: Highest number of issues recorded by Mobile Service Provider Q2 2024 vs Q3 2024

5.4 Mobile Service Provider ECS Complaints Closed in Q3 2024

Figure 12 shows the number of ECS complaints closed in Q3 2024, 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 Q3 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

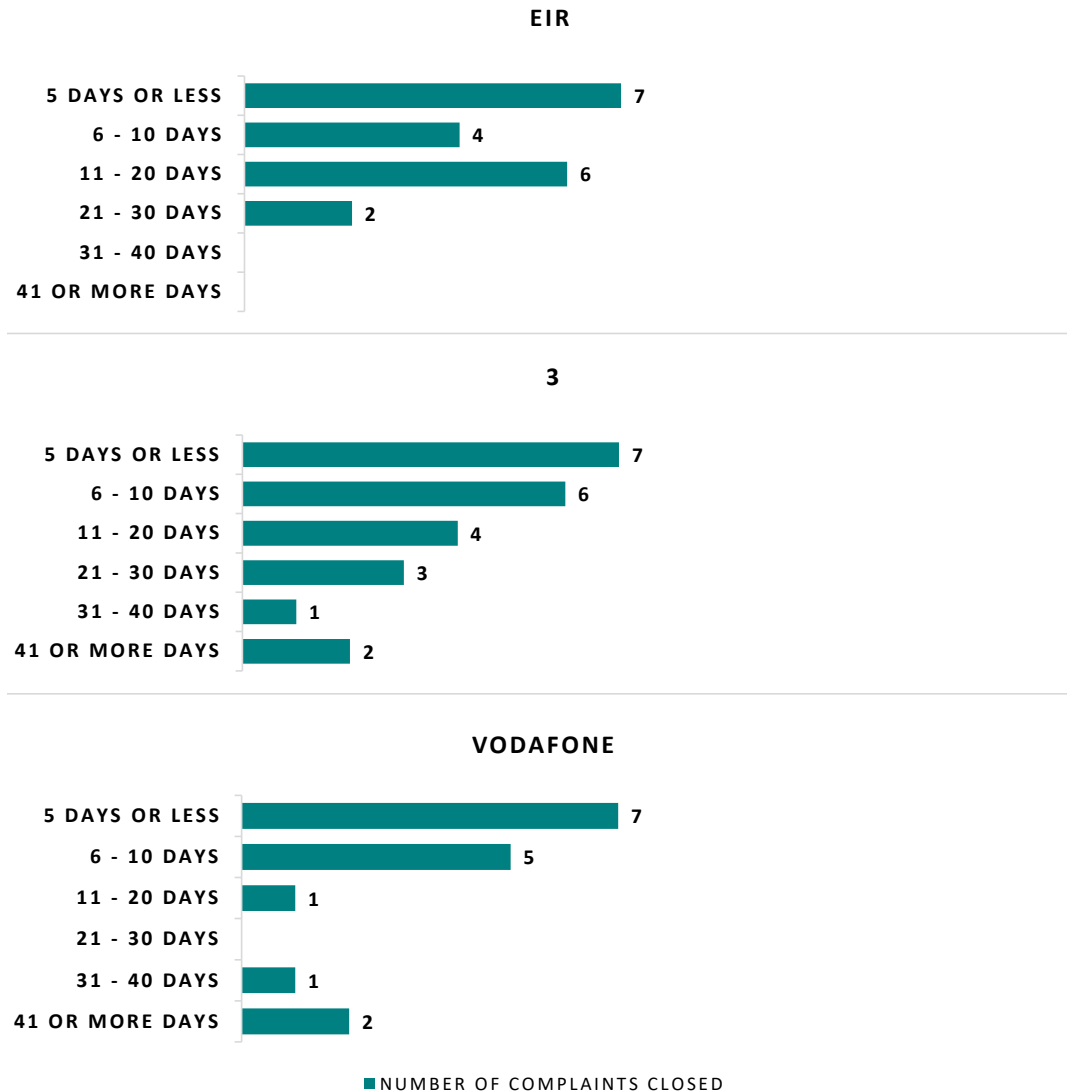


Figure 12: ECS complaints closed in Q3 2024 by Mobile Service Provider and number of working days open

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 Q2 2024¹¹ to Q3 2024. Complaints closed within Q3 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 July 2024. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Mobile Service Providers.

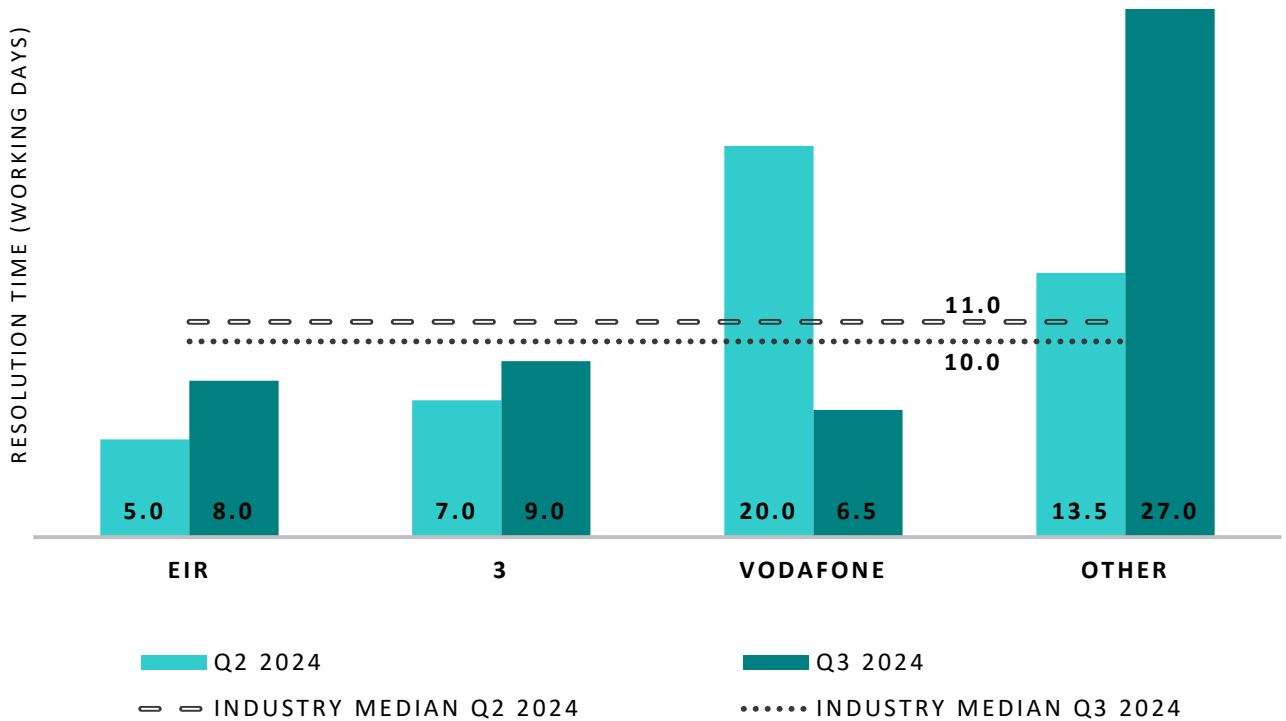


Figure 13: Median complaint resolution time by Mobile Service Provider Q2 2024 vs Q3 2024

¹¹ For details of complaints closed in Q2 2024, see ComReg Consumer Care Statistics Report Q2 2024.

Figure 14^{7,8,9,10} provides a further breakdown of the Q3 2024 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.

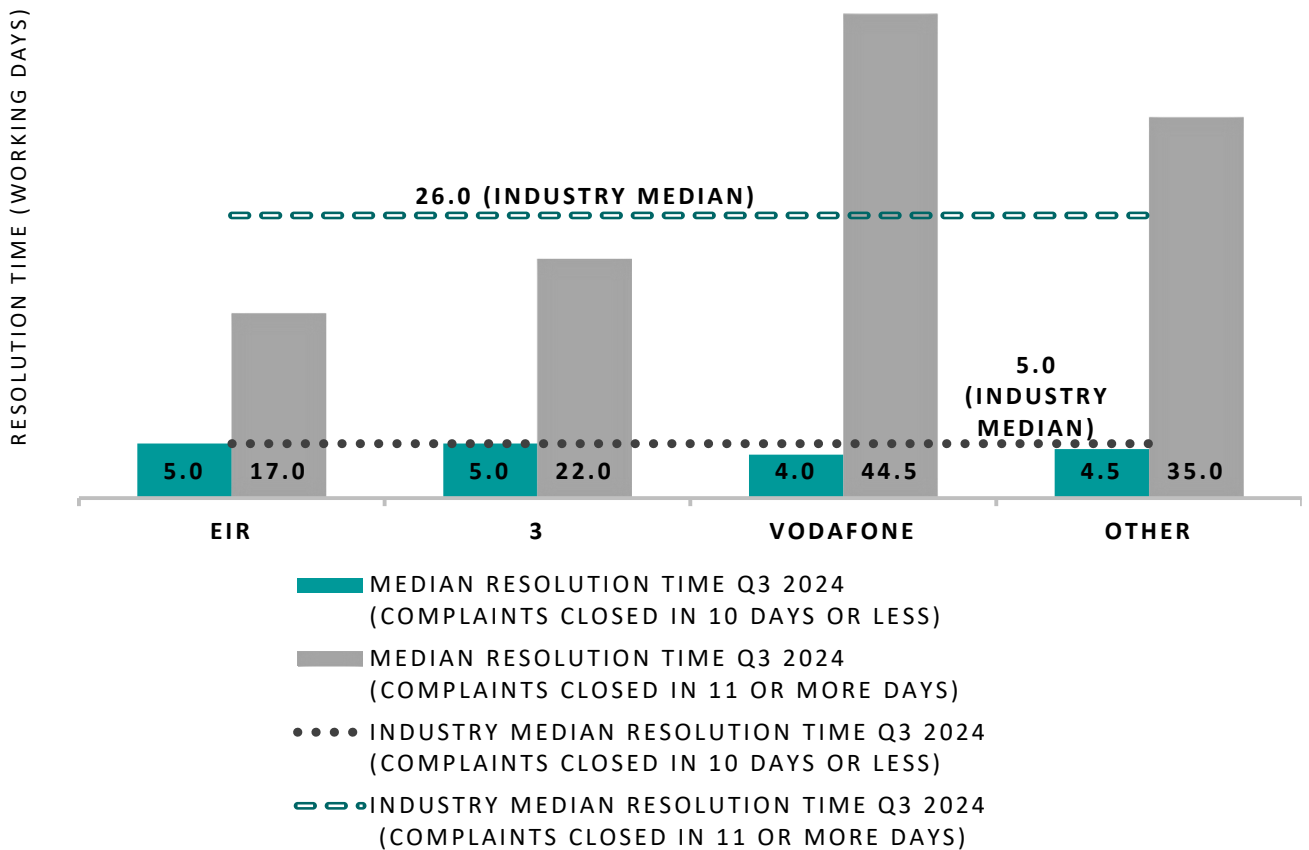


Figure 14: Median complaint resolution time by Mobile Service Provider Q3 2024, complaints closed in 10 days or less vs complaints closed in 11 days or more

Figure 15 below provides the Q3 2024 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.

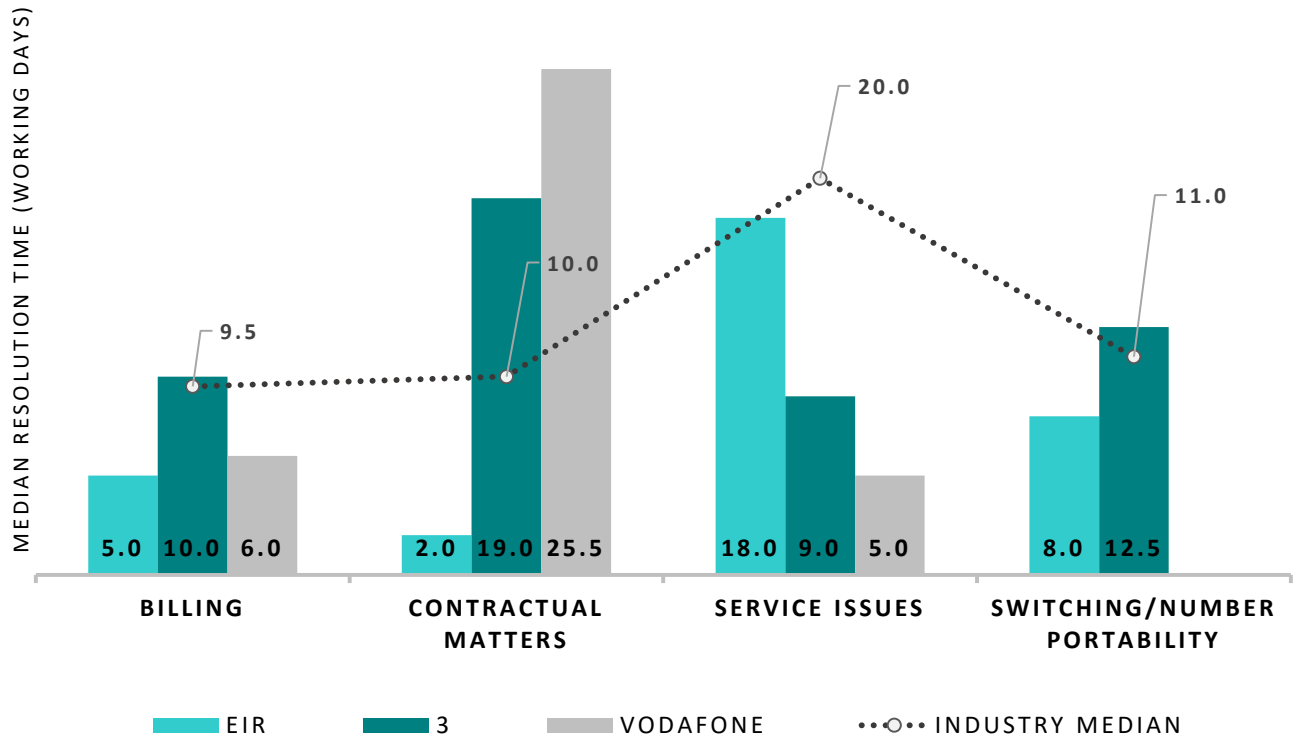


Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q3 2024

5.5 Mobile Service Provider ECS Complaints Open at 30 September 2024

Figure 16 shows the number ECS complaints open at 30 September 2024, 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 30 September 2024 by number of working days since first escalation

5.6 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 Q2 2024 to Q3 2024. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

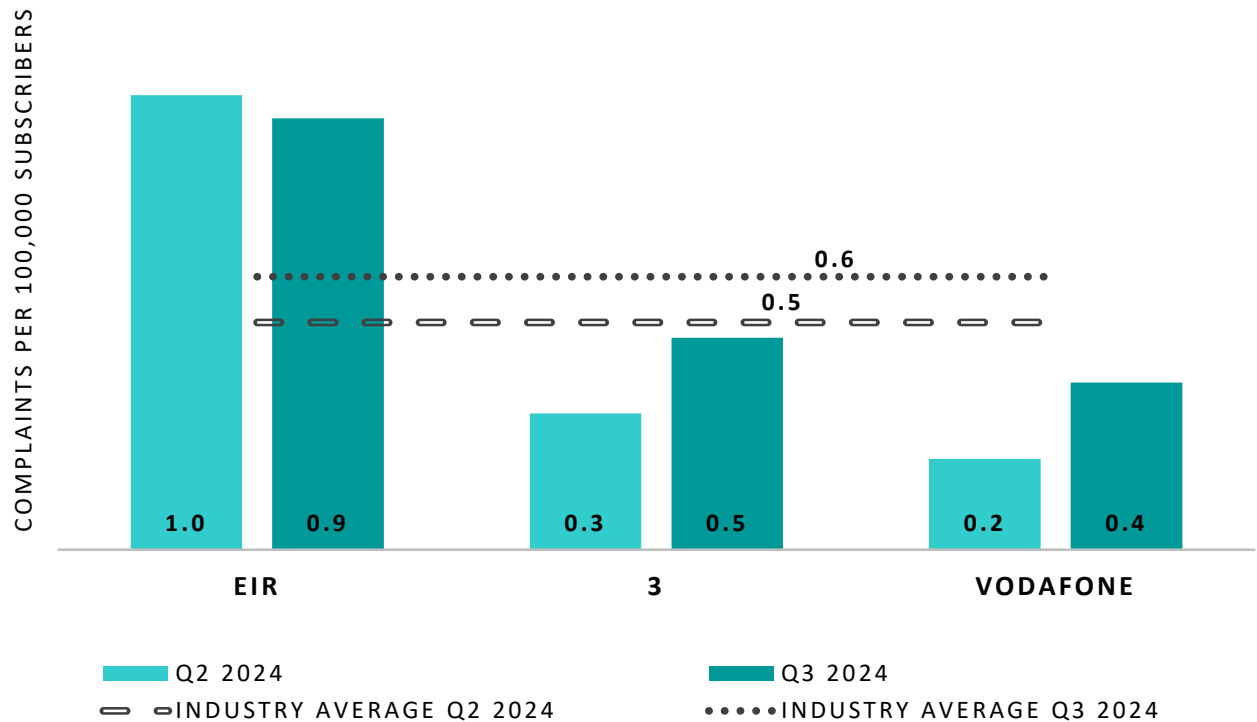


Figure 17: ECS complaints per 100,000 subscribers by Mobile Service Provider Q2 2024 vs Q3 2024

5.7 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 Q3 2024 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 | 21 | 21 |

Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q3 2024

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 Q2 2024 to Q3 2024. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.

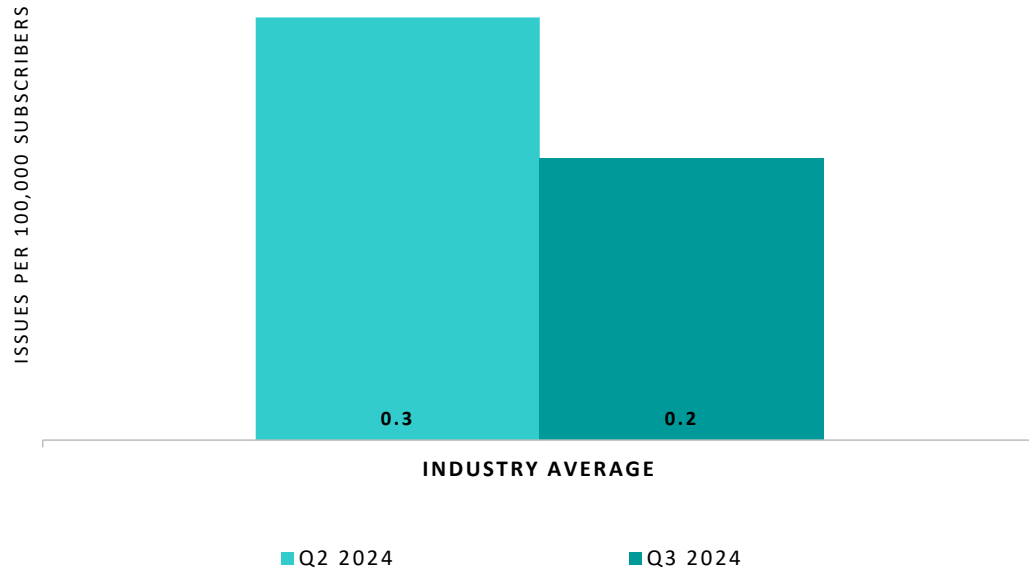


Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q2 2024 vs Q3 2024

6: Fixed Service Provider Statistics

6.1 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 Q2 2024 to Q3 2024. The total number of issues recorded for Fixed Service Providers in Q3 2024 was 1,880, compared to 2,207 issues in Q2 2024.

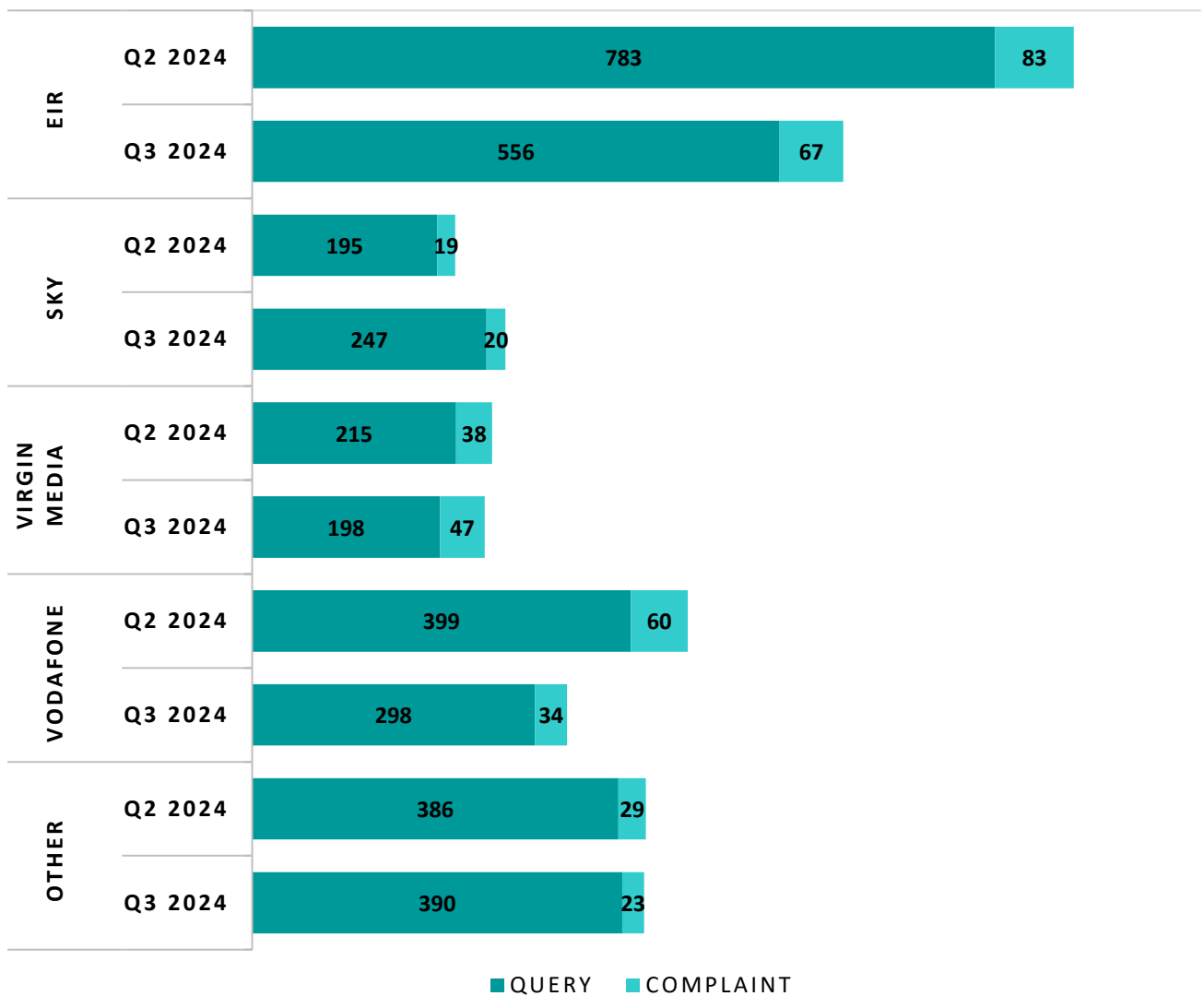


Figure 20: Number of ECS queries and complaints by Fixed Service Provider Q2 2024 vs Q3 2024

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 Q2 2024 to Q3 2024. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

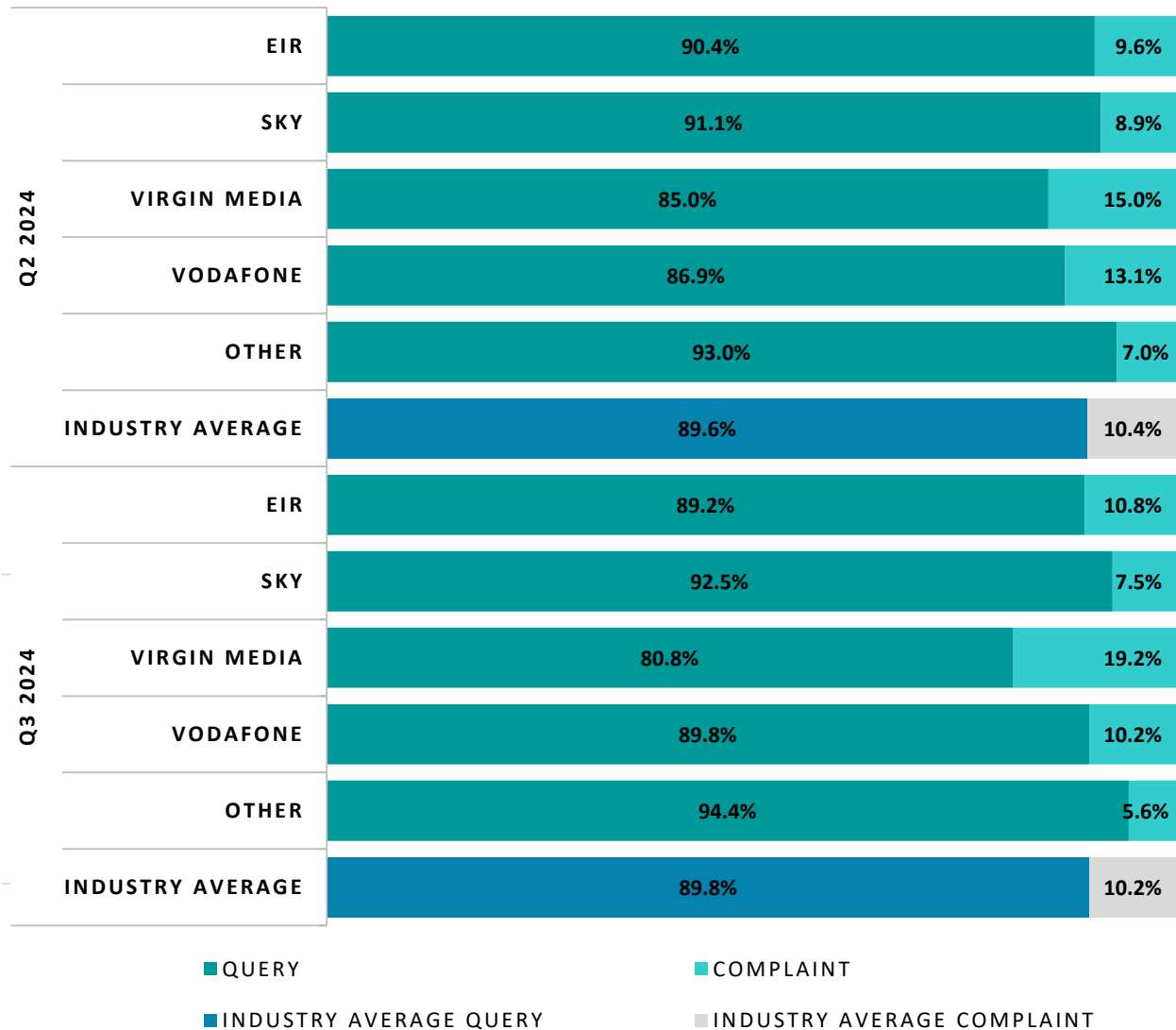
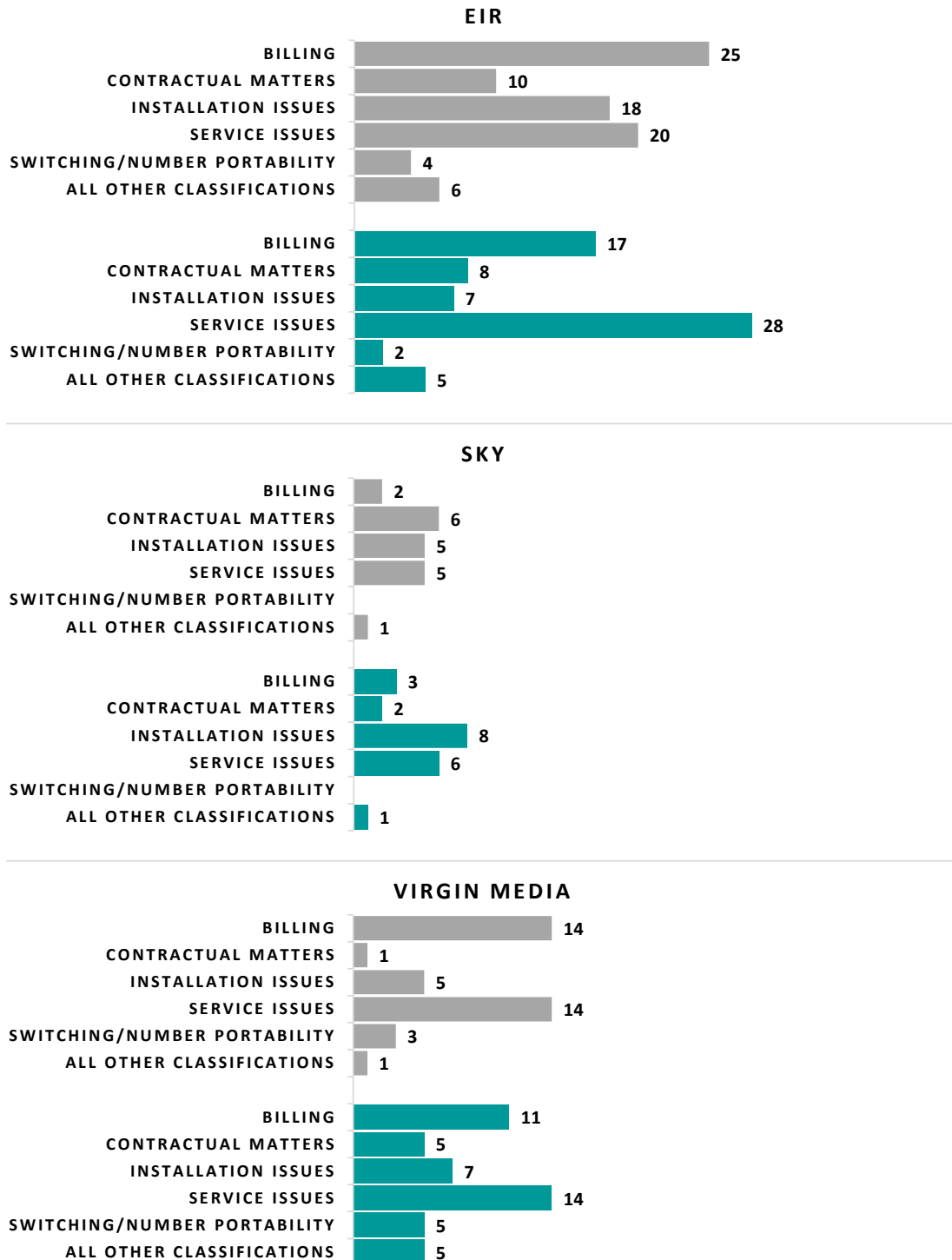


Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q2 2024 vs Q3 2024

6.2 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 Q2 2024 with Q3 2024. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.



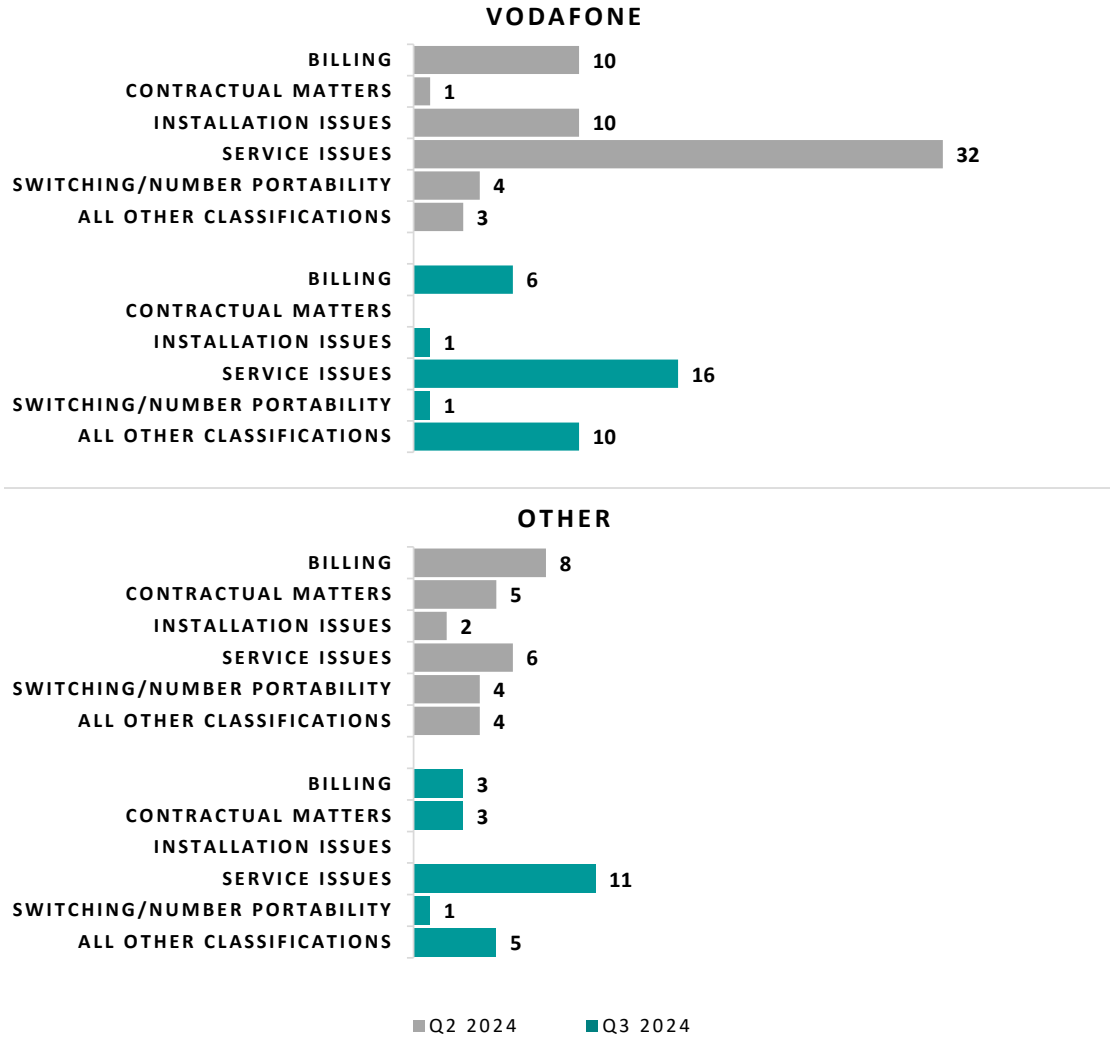


Figure 22: Fixed Service Provider ECS complaints by classification type Q2 2024 vs Q3 2024

6.3 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 Q2 2024 to Q3 2024.

| | Number of Issues Q2 2024 | Number of Issues Q3 2024 |
|---|--------------------------|--------------------------|
| Eir | | |
| Loss of service | 103 | 90 |
| Billed more than agreed amount | 109 | 70 |
| Billed after cancellation | 79 | 52 |
| Service availability | 37 | 50 |
| Delay in installation | 51 | 38 |
| Net neutrality - broadband speeds received | 28 | 26 |
| Service issues - intermittent service | | 21 |
| Refund not received | 30 | 20 |
| Pricing transparency | 64 | 16 |
| Terms & conditions - cancellation penalties | 30 | 16 |
| Sky | | |
| Loss of service | 28 | 44 |
| Billed after cancellation | 15 | 28 |
| Delay in installation | 23 | 24 |
| Contract termination issues - cancellation not accepted | 11 | 22 |
| Service availability | 11 | 14 |
| Switching/number portability - UAN/CRN issue | 9 | 14 |
| Billed more than agreed amount | 15 | 11 |
| Accessing complaints process - issue lodging formal complaint | 8 | 11 |
| Switching/number portability - delay switching | | 10 |
| Net neutrality - broadband speeds received | 9 | 9 |

| Virgin Media | | |
|---|-----|----|
| Loss of service | 82 | 41 |
| Billed more than agreed amount | 21 | 24 |
| Delay in installation | 16 | 23 |
| Service issues - intermittent service | 13 | 14 |
| Service availability | 6 | 13 |
| Billed after cancellation | 11 | 12 |
| Net neutrality - broadband speeds received | | 11 |
| Missed installation appointment | | 8 |
| Switching/number portability - number loss | | 7 |
| Damage on installation | | 7 |
| Vodafone | | |
| Loss of service | 115 | 79 |
| Billed more than agreed amount | 37 | 35 |
| Billed after cancellation | 34 | 35 |
| Delay in installation | 42 | 25 |
| Service issues - intermittent service | 25 | 15 |
| Net neutrality - broadband speeds received | 26 | 14 |
| Switching/number portability - UAN/CRN issue | 18 | 14 |
| Double billed | | 12 |
| Accessing complaints process - issue lodging formal complaint | | 10 |
| Service availability | | 8 |

Figure 23: Highest number of issues recorded by Fixed Service Provider Q2 2024 vs Q3 2024

6.4 Fixed Service Provider ECS Complaints Closed in Q3 2024

Figure 24 below shows ECS complaints closed in Q3 2024, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q3 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

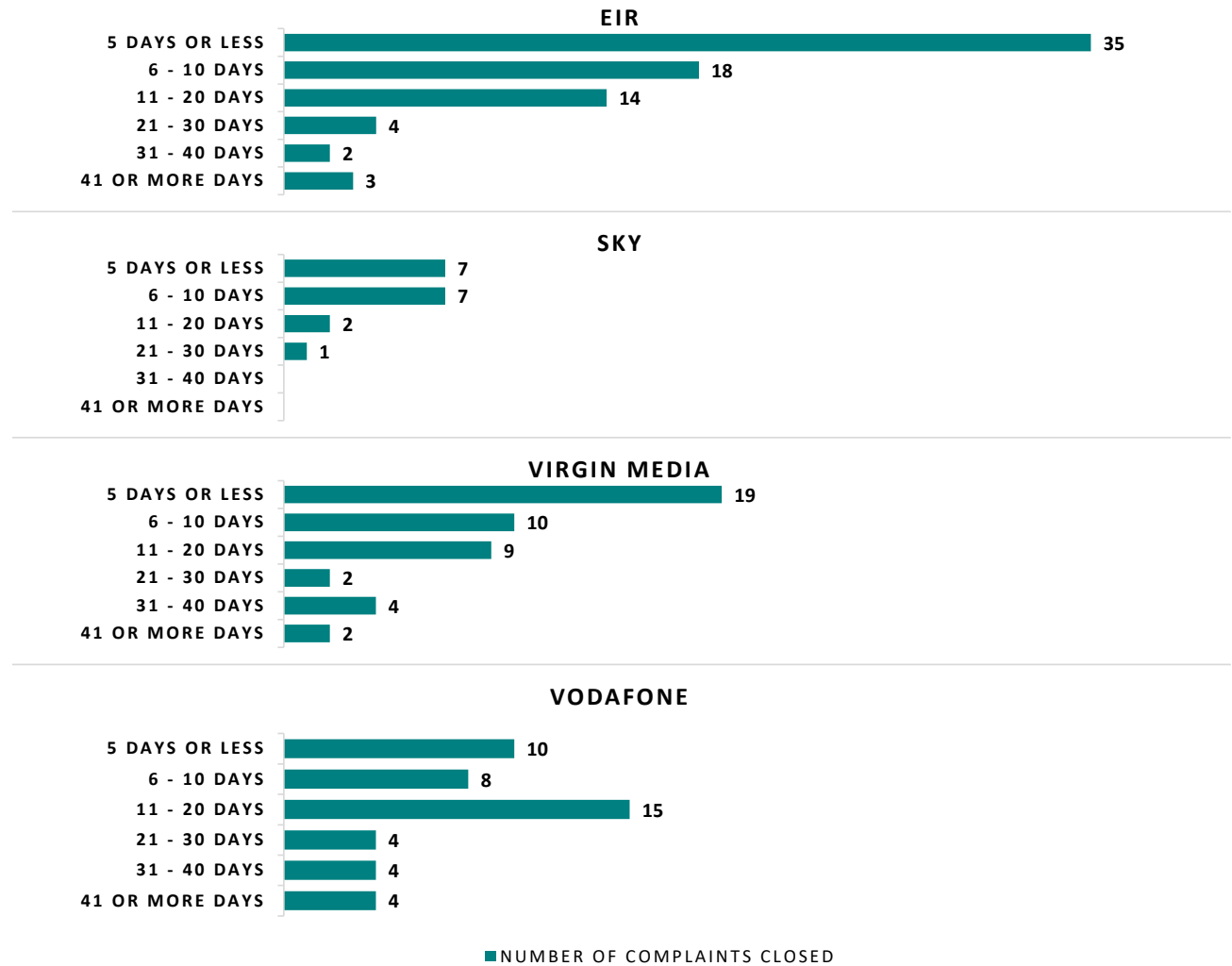


Figure 24: Fixed Service Provider ECS complaints closed in Q3 2024 by number of working days open

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 Q2 2024¹¹ to Q3 2024. Complaints closed within Q3 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 July 2024. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

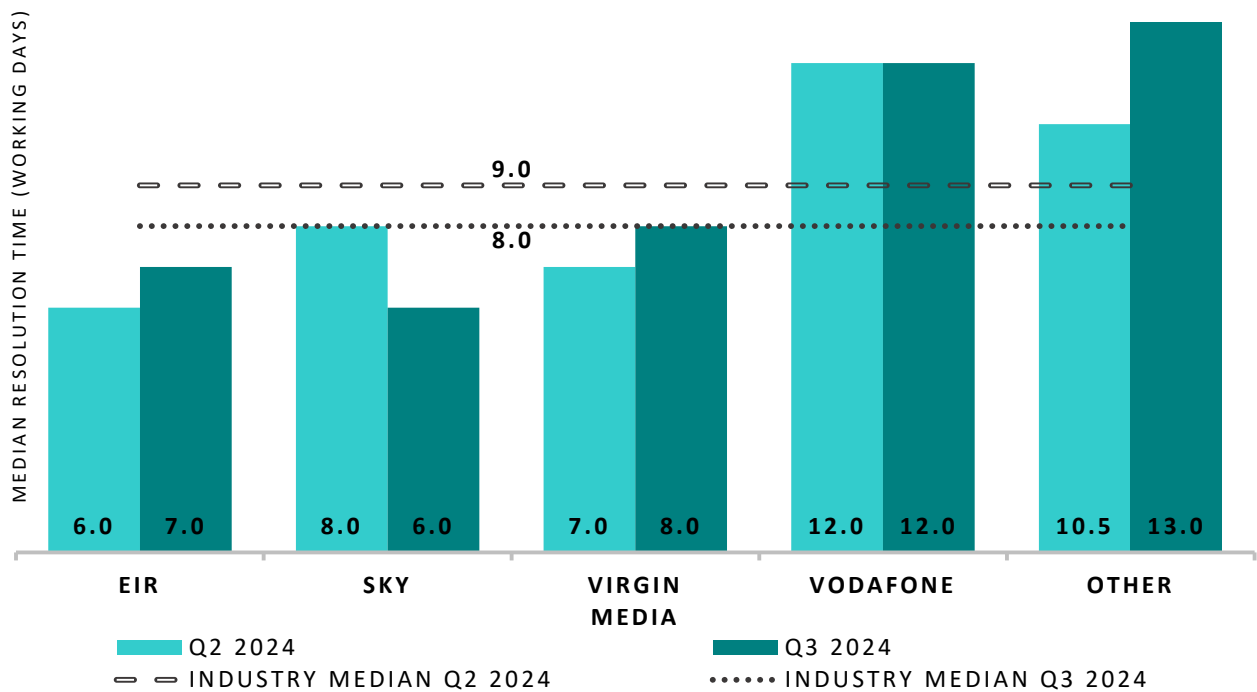


Figure 25: Median complaint resolution time by Fixed Service Provider Q2 2024 vs Q3 2024

Figure 26 provides a further breakdown of the Q3 2024 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.

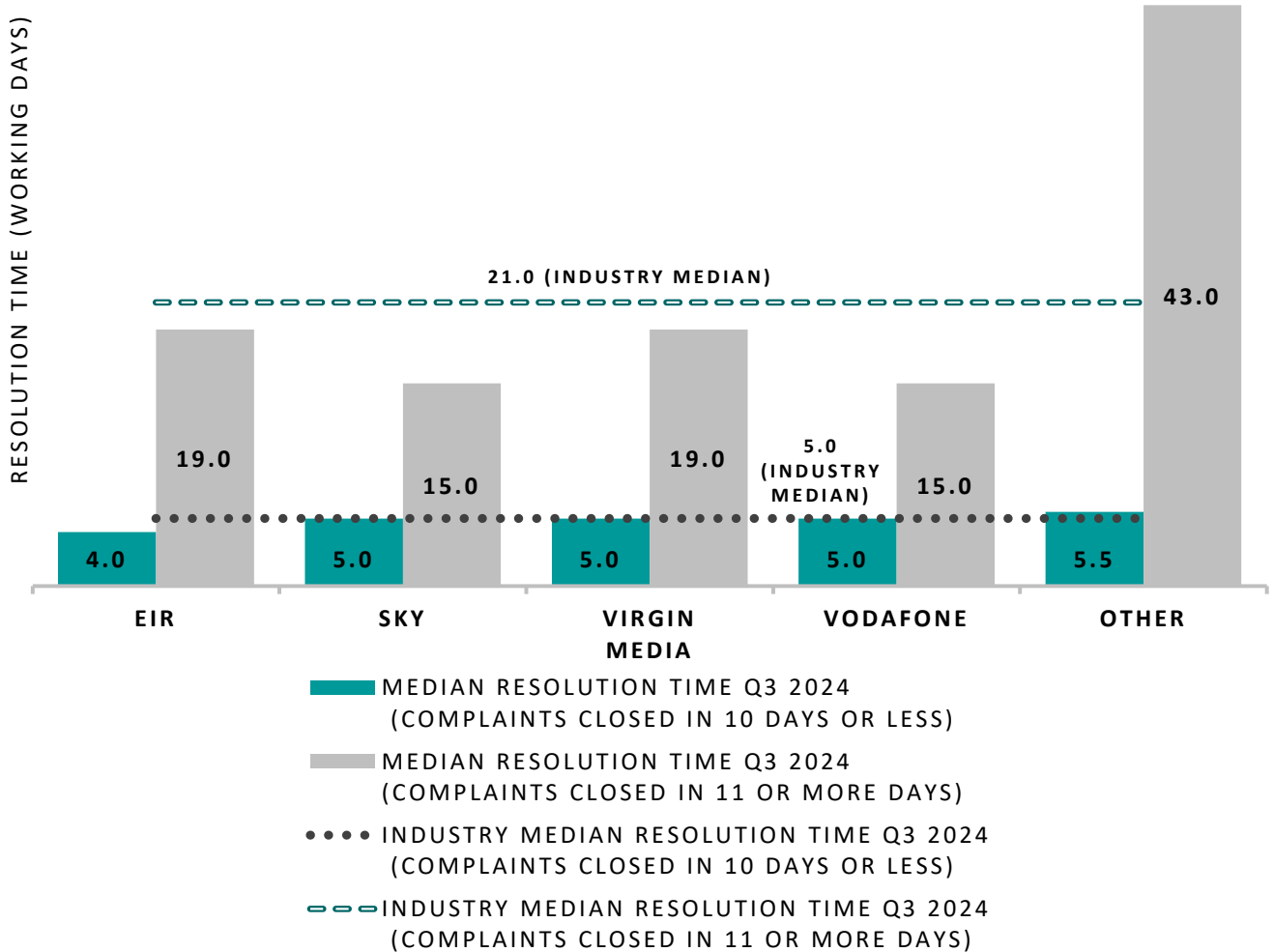


Figure 26: Median complaint resolution time by Fixed Service Provider Q3 2024, complaints closed in 10 days or less versus complaints closed in 11 days or more

Figure 27 below provides the Q3 2024 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.

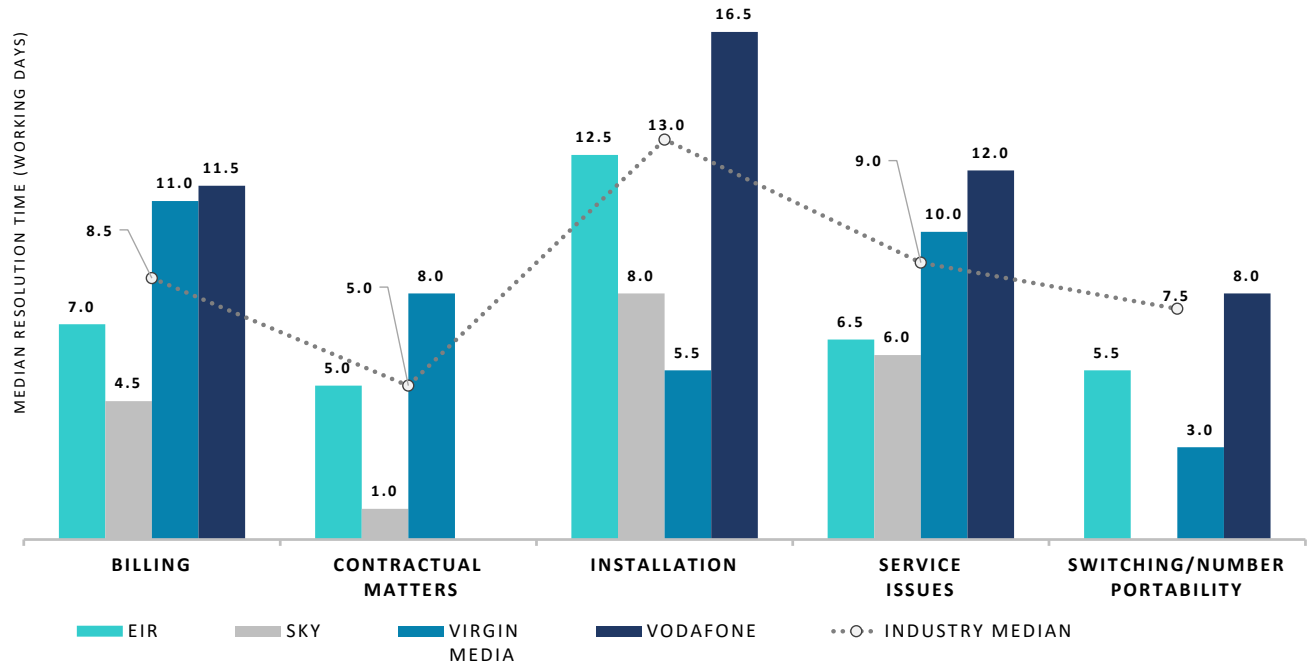


Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q3 2024

6.5 Fixed Service Provider ECS Complaints Open at 30 September 2024

Figure 28 shows the number of ECS complaints open at 30 September 2024, 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.

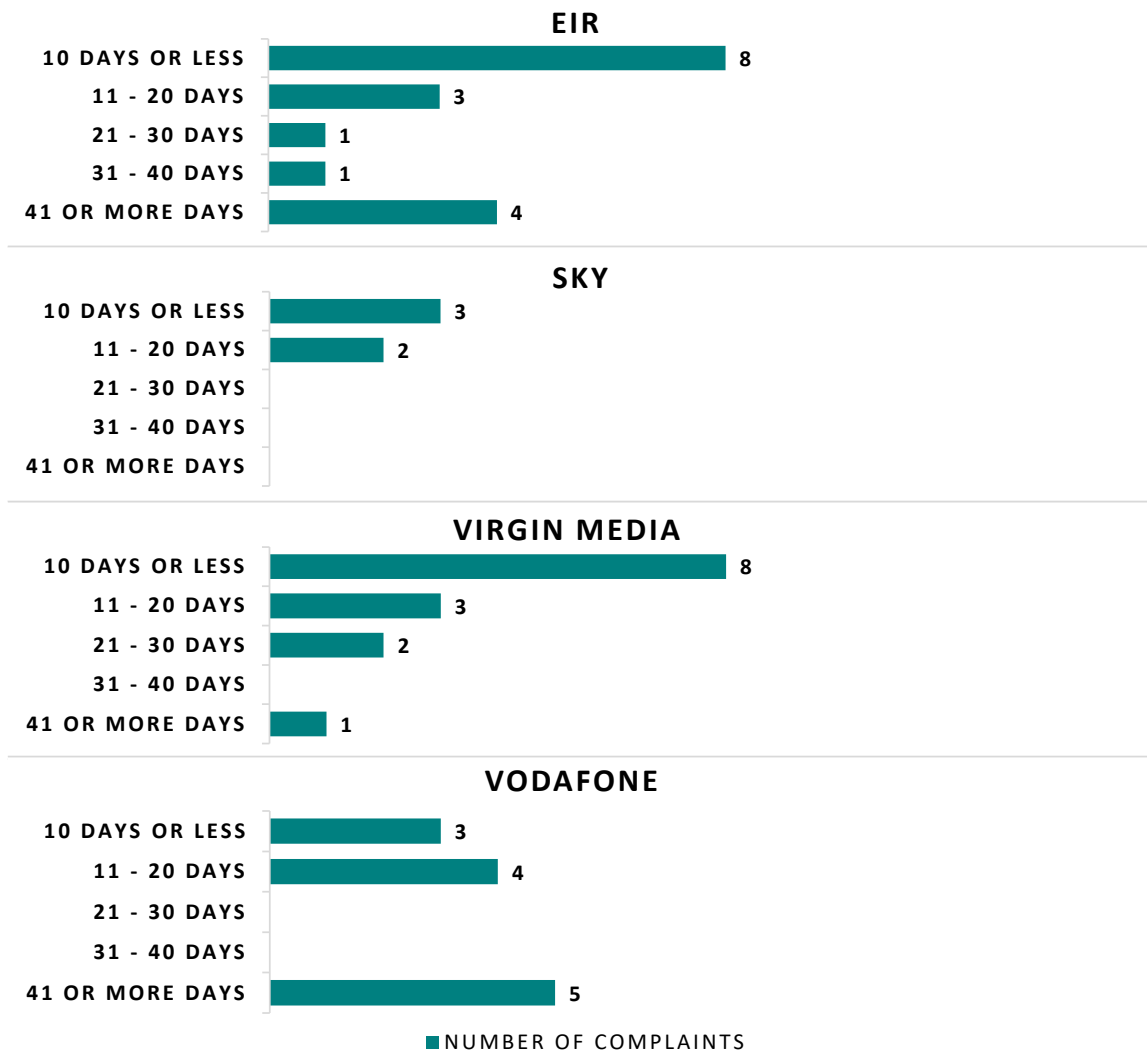


Figure 28: Fixed Service Provider ECS complaints open at 30 September 2024 by number of working days since first escalation

6.6 Fixed Service Provider ECS Complaints per 100,000 Lines¹⁴

Figure 29 below shows the average complaint rate per 100,000 fixed voice lines 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.

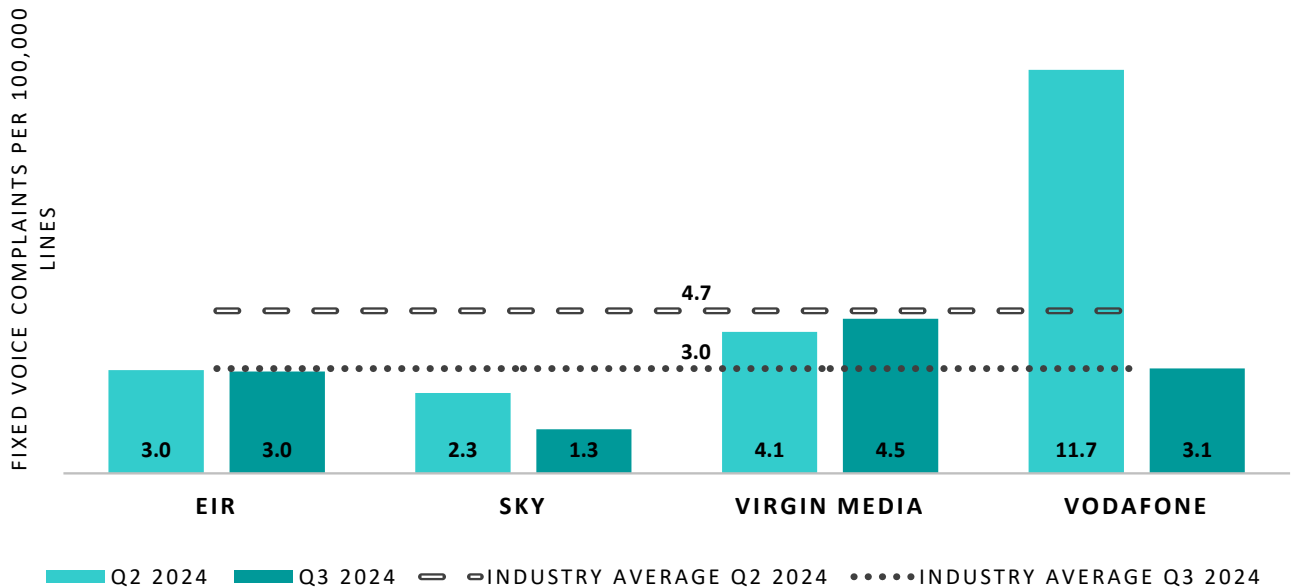


Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q2 2024 vs Q3 2024

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 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.

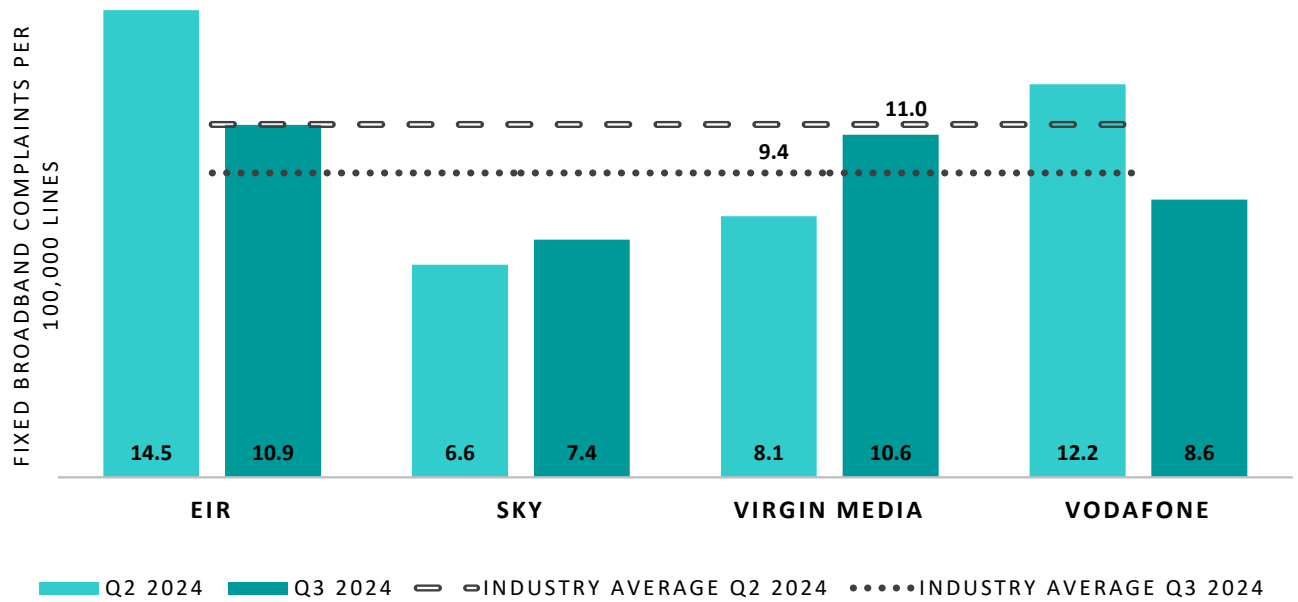


Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q2 2024 vs Q3 2024

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 Q2 2024 to Q3 2024.

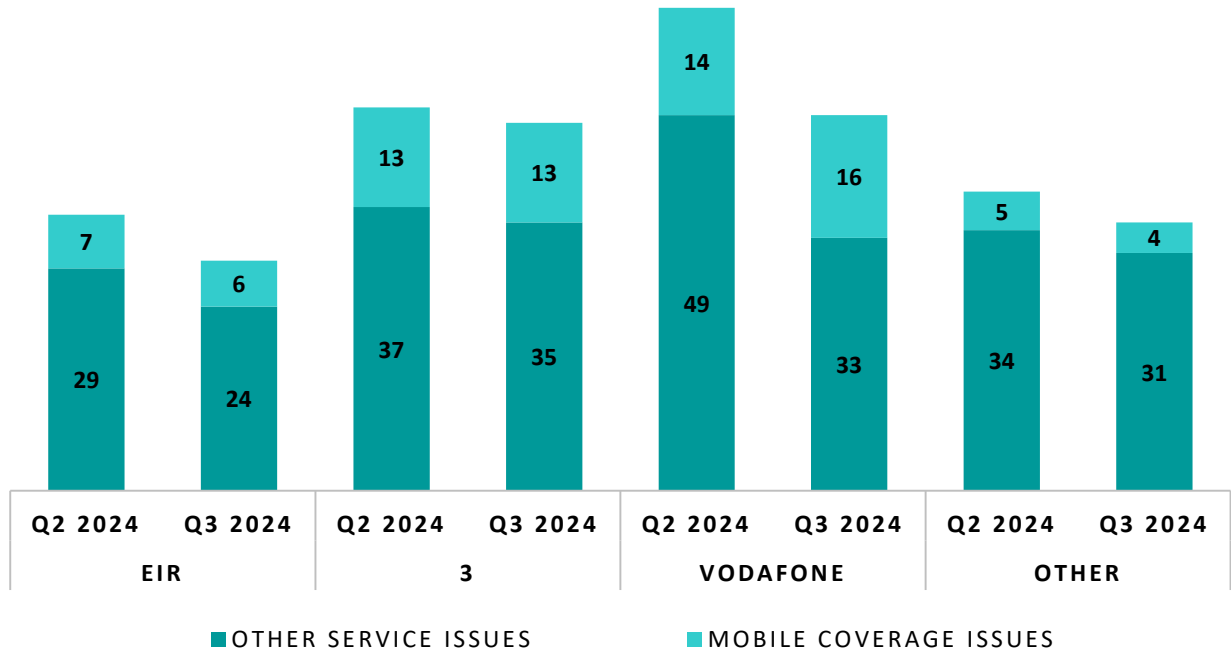
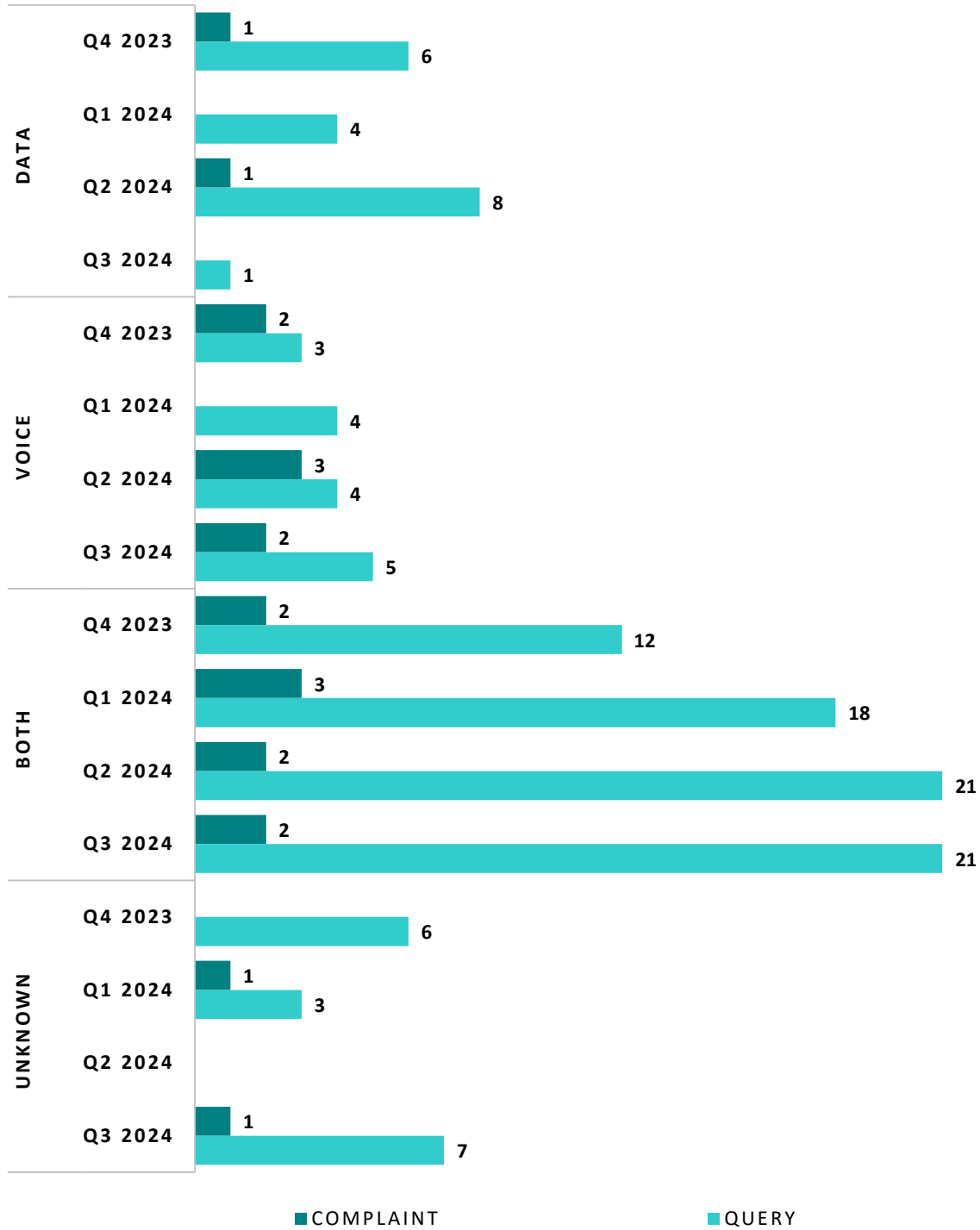


Figure 31: Number of ECS service issues by Mobile Service Provider Q2 2024 vs Q3 2024



*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 Q4 2023 – Q3 2024

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.

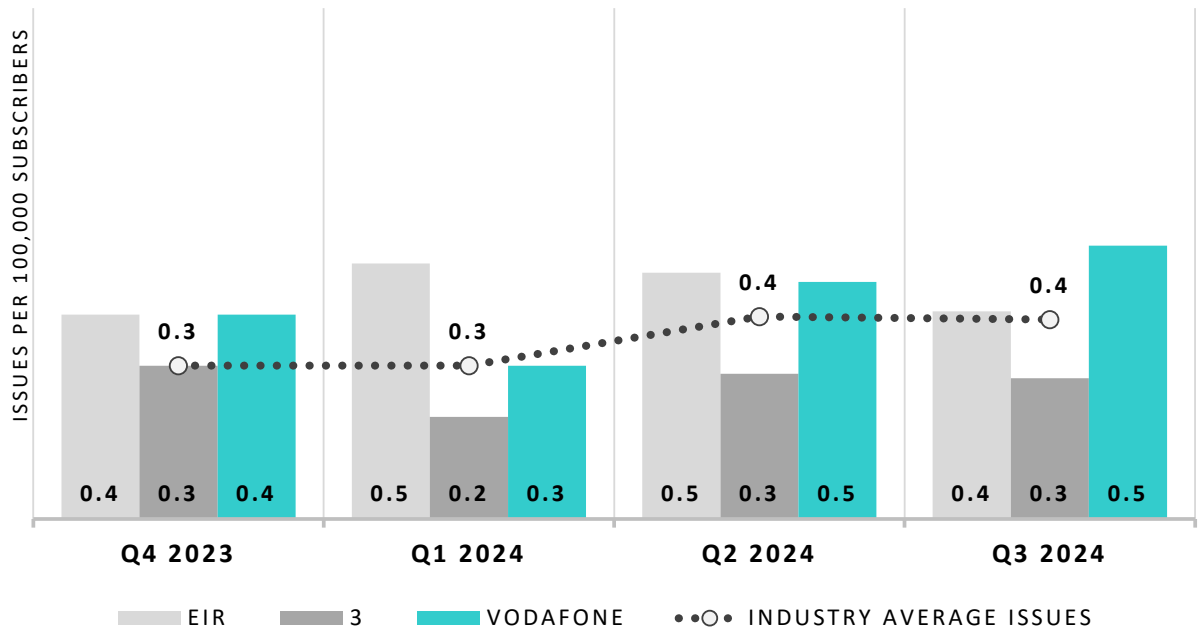


Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q4 2023 – Q3 2024

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types¹⁵ relevant to highest volume issues recorded in Q3 2024¹⁶.

| |
|---|
| <p>Billing includes:</p> <ul style="list-style-type: none"> Billed after cancellation 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 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"> Damage on installation Delay in installation Missed installation appointment |
| <p>Net Neutrality includes:</p> <ul style="list-style-type: none"> Broadband speeds received |
| <p>Service Issues includes:</p> <ul style="list-style-type: none"> Equipment issues - handset Loss of service Mobile coverage Service availability Service issues - intermittent service |
| <p>Switching/Number Portability Issues includes:</p> <ul style="list-style-type: none"> Delay switching Number loss UAN/CRN issue Unlock code issue |

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 Q2 2024, see ComReg Consumer Care Statistics Report Q2 2024.

Legal Disclaimer

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