An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Data.ComReg
Provider Complaints Reporting
User Guide

Version: 0.1

Date: 18 November 2026

DISCLAIMER

This document provides a guide for Data.ComReg – Provider Complaints Reporting users who are Providers required to report to ComReg on complaints made to it every 6 months. The purpose of this guide is to assist Providers in navigating the Data.ComReg – Provider Complaints Reporting portal. ComReg gives no representation, warranty, guarantee, undertaking or any assurance whatsoever (whether express or implied) as to the accuracy of information contained in this guide, or as to it being complete or up to date.

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1 Introduction

The Data.ComReg portal provides a facility for Providers to report complaints made to them by end-users to ComReg every six months.

Every **provider**[1] of electronic communications networks and electronic communications services ("**ECN**" and "**ECS**" respectively)[2] is required under the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023 (the **"2023 Act"**) to report to the Commission for Communications Regulation ("**ComReg**") every 6 months, on the end-user complaints received by them, within Reporting Period 1 due 09 December each year (for complaints received 01 June to 30 November) and Reporting Period 2 due 09 June each year (for complaints received 01 December to 31 May).

ComReg Decision D12/25 should be read in conjunction with this user-guide. See 'End-user Complaints Reporting and Data Provision; Specifications for providers of Electronic Communications' [Online:] ComReg D12/25 ComReg 25/68R , published 27 November 2025; and accompanying Instructions and Reporting Workbooks [online:] ComReg 25/68a and ComReg 25/68b

Using the Data.ComReg, Provider Complaints Reporting option, entities can upload their Broadband Complaints and/or Fixed Voice Complaints and/or Mobile Complaints monthly data reports to ComReg.

This User Guide details the reporting procedures of the Data.ComReg - Provider Complaints Reporting portal.



Providers are to submit their Complaints Data or their Nil Return on or before 9 June for the Reporting Period covering 1 December to 31 May, and on or before 9 December for the Reporting Period covering 1 June to 30 November.

[1] The term 'Provider' is defined in Section 40 of the Communications Regulation and Digital Hub Development Agency (Amendment) Act 2023.

[2] For the definitions of ECN and ECS see Part 1(2) of the European Union (Electronic Communications Code) Regulations ("ECC Regulations") [Online:] [S.I. No. 444 of 2022], published 12 September 2022.

1.1 Provider Complaints Process Overview

Using the Data.ComReg – Provider Complaints Reporting portal, broadband complaints and/or fixed voice complaints and/or mobile complaints data can be reported (uploaded) on a six-monthly basis.

After initial Data.ComReg Account access, the six-monthly process for Provider Complaints Reporting is:

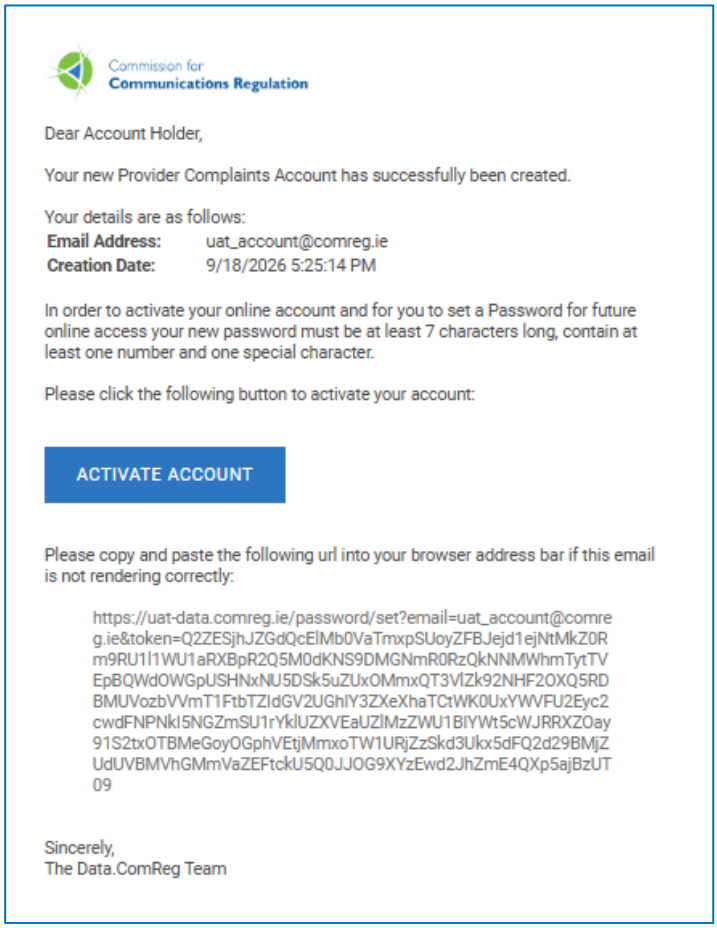
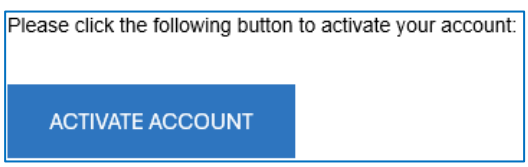
	**Download the latest Provider Complaints Reporting Schema** (template) via one of the following options: 1. The Schema download option within the Data.ComReg portal – Provider Complaints Reporting - Current Data Request. 2. Web links to Schemas on the ComReg *Provider Complaints Reporting Guidance* web page.
	**Complete the Provider Complaints Report** (fill in the schema). Supported formats are: 1. Excel XLSB (Binary) 2. XML
	**Submit (upload) the Provider Complaints Report using the Data.ComReg portal** – Provider Complaints Reporting – Current Data Request by the deadline date.
	**Check submission feedback** from ComReg. The Data.ComReg portal will automatically validate your submission. Any errors will be reported by email. Correct any errors and resubmit. Check metrics report has successfully been Accepted by ComReg.
	**Repeat every six-month** Repeat the same process by the deadline date every **six months**.

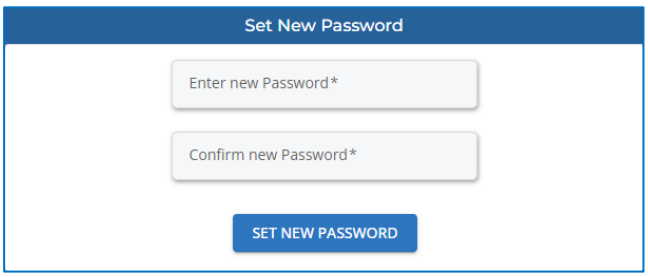
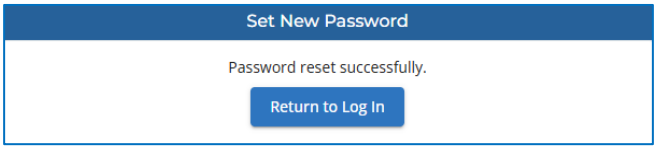
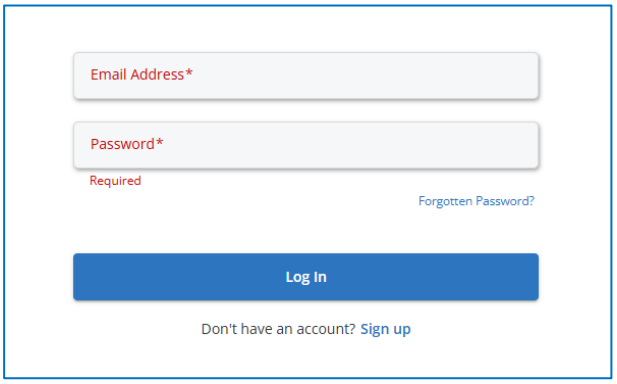
2 Accessing Data.ComReg

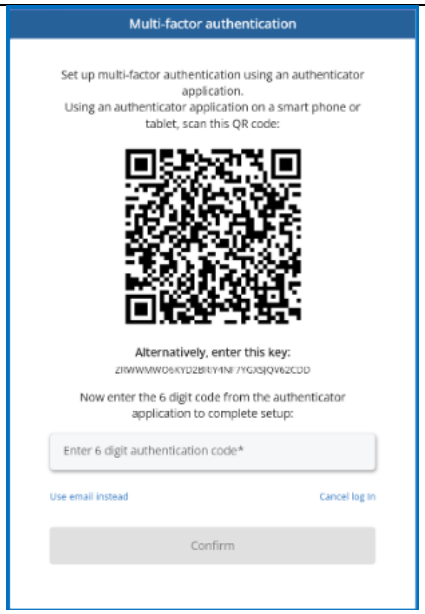
Access to Data.ComReg can be granted in the following manner:

(1)	You do **not have an existing ComReg Account.**
	If you do not have any existing ComReg Account, (for example: SMS SenderID Registry; Scam Metrics etc) you will receive an automatic ACTIVATE ACCOUNT email from DoNotReply@comreg.ie if your details have been provided to the ComReg Provider Complaints Reporting team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so.
	Please follow the section 2.1 Activating Your Account
OR	
(2)	You **have an existing ComReg Account.**
	If you have an existing ComReg Account (for example: SMS SenderID Registry; Scam Metrics etc) an automatic email (*Account Activation*) will NOT be sent to you. If your details have been provided to the ComReg Provider Complaints Reporting team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so, you can use your existing ComReg Account credentials to access Data.ComReg. For example, you can use your existing login credentials that you use to access the SMS SenderID Registry to now access Data.ComReg.
	Please follow the section 2.2 Logging In
	In case of access issues: 1) Please contact the ComReg Provider Complaints Reporting team at ECSComplaintsReport@comreg.ie 2) Alternatively, your organisations Data.ComReg main contact person can assist you as they are able to administer (create etc) accounts.

2.1 Activating Your Account

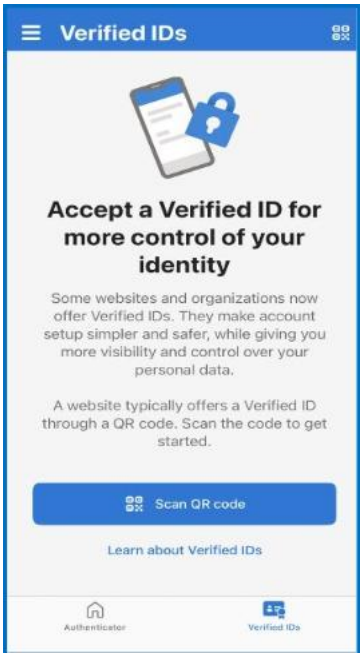
1.	If you do **not have any existing ComReg Account** (for example: SMS SenderID Registry; Scam Metrics etc), you will receive an automatic ACTIVATE ACCOUNT email from DoNotReply@comreg.ie if your details have been provided to the ComReg Provider Complaints Reporting team and they have created your account, or your own organisation's Data.ComReg main contact has similarly done so.
2.	The ComReg Provider Complaints Reporting Team will provide your login credentials via email.  Commission for Communications Regulation Dear Account Holder, Your new Provider Complaints Account has successfully been created. Your details are as follows: **Email Address:** uat_account@comreg.ie **Creation Date:** 9/18/2026 5:25:14 PM In order to activate your online account and for you to set a Password for future online access your new password must be at least 7 characters long, contain at least one number and one special character. Please click the following button to activate your account: ACTIVATE ACCOUNT Please copy and paste the following url into your browser address bar if this email is not rendering correctly: https://uat-data.comreg.ie/password/set?email=uat_account@comreg.ie&token=Q2ZESjhJZGdQcElMb0VaTmxpSUoyZFBJejd1ejNtMkZ0Rm9RU1l1WU1aRXBpR2Q5M0dKNS9DMGNmR0RzQkNNMWhmTytTVEpBQWdOWGpUSHNxNU5DSk5uZUxOMmxQT3VlZk92NHF2OXQ5RDBMUVozbVVmT1FtbTZIdGV2UGhlY3ZXeXhaTCtWK0UxYWVFU2Eyc2cwdFNPNkI5NGZmSU1rYklUZXVEaUZlMzZWU1BlYWt5cWJRRXZOay91S2txOTBMeGoyOGphVEtjMmxoTW1URjZzSkd3Ukx5dFQ2d29BMjZUdUVBMVhGMmVaZEFtckU5Q0JJOG9XYzEwd2JhZmE4QXp5ajBzUT09 Sincerely, The Data.ComReg Team If you have not been issued this, please contact: ECSComplaintsReport@comreg.ie
3.	Click ACTIVATE ACCOUNT link in the activation email.  Please click the following button to activate your account: ACTIVATE ACCOUNT

4.	Enter a new Password. Confirm your new Password.  The password must: a) be at least 7 characters in length a) include at least 1 number b) include at least 1 of the following special characters: # ? ! @ $ % ^ & * - Note: other special characters do not work. Click SET NEW PASSWORD to complete the activation setup. Click Return to Log In. 
5.	Enter your credentials Email Address and Password and then click Log In.  (Use the Forgotten Password? button if you need to reset your password).
6.	Upon successful login, it is **mandatory** to set up **Multi-factor Authentication (MFA).** You will be presented with the following Multi-factor authentication window:



(1) **To use the** Authenticator Application option, it is necessary to have an Authenticator Application installed on your smartphone or tablet (device).

You may need to install an Authenticator App, if you have not already done so before. (Go to your devices app store and install an Authenticator application).



Select Scan QR code (or equivalent) on the Authenticator App and Scan the QR Code. The Authenticator App will automatically add an authenticator entry that will generate a 6-digital code.

(These codes are refreshed every 30 seconds).

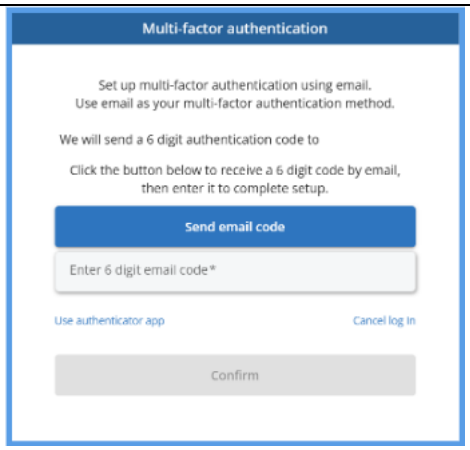
Enter the 6-digital code into the Enter 6-digit authenticator code* box of the Multi-factor authentication window to complete the setup and then click Confirm:



(2) **To use the** Email Option as an alternative multi-factor authentication method (rather than using an Authenticator App), click the Use email instead button:



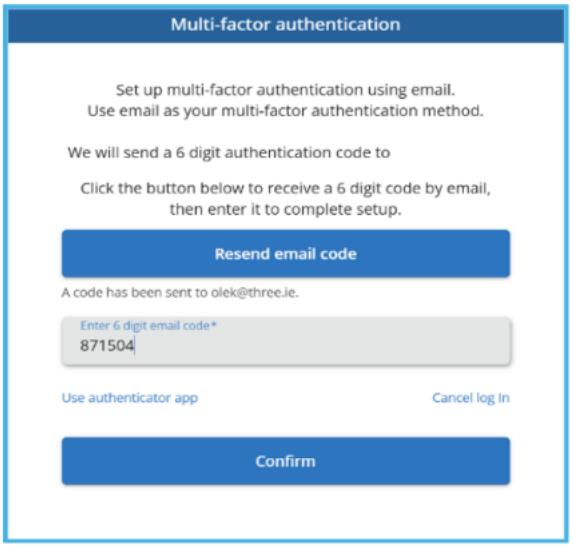
Click Send email code in the Multi-factor authentication window:



A 6-digit code will be sent to your email addresses (the email address that you used for your Username at login):

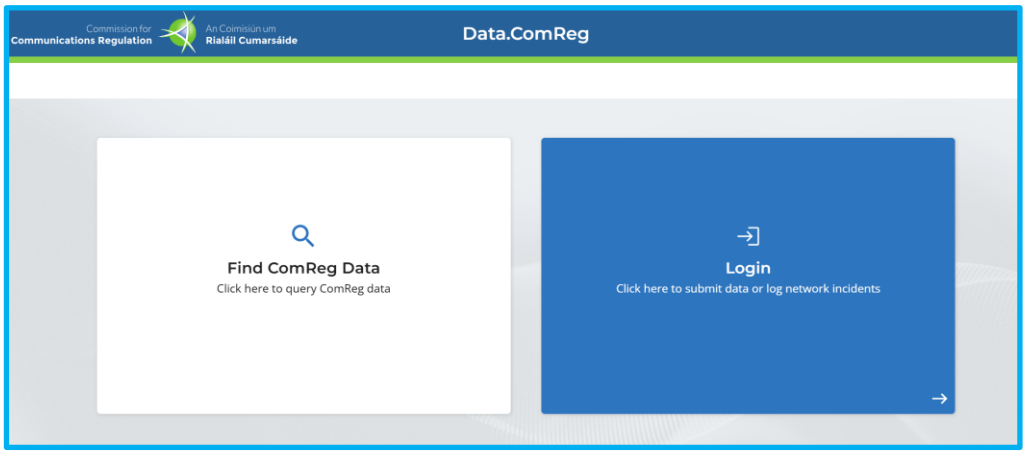
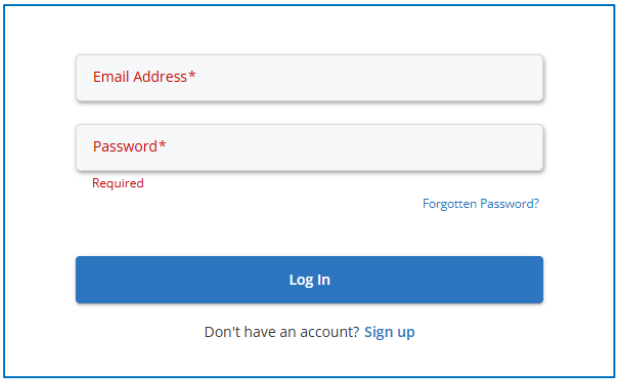


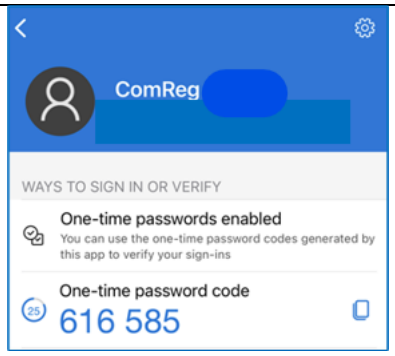
Enter the 6-digit code into the *Enter 6-digit authenticator code** box of the *Multi-factor authentication* window to complete the setup and then click Confirm



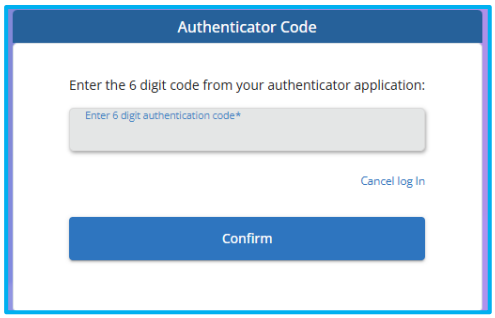
NOTE: If you wish to change your Multi-factor Authentication method between using an Authenticator Application or Email option, use the Reset MFA button under the Manage My Profile menu.

2.2 Logging In

1.	Access the Data.ComReg portal at the following link: https://data.comreg.ie/ Log in to the Data.ComReg portal.
2.	Select Login. 
3.	Enter your credentials Email Address and Password and then click 'Log In'.  (Use the Forgotten Password? button if you need to reset your password).
4.	**Multi-factor Authentication (MFA)** is now **mandatory**. (see section 2.1 Activating Your Account to setup MFA if you have not previously done so). 1. If you opted for the Authenticator Application option, open the Authenticator App on your Smartphone:

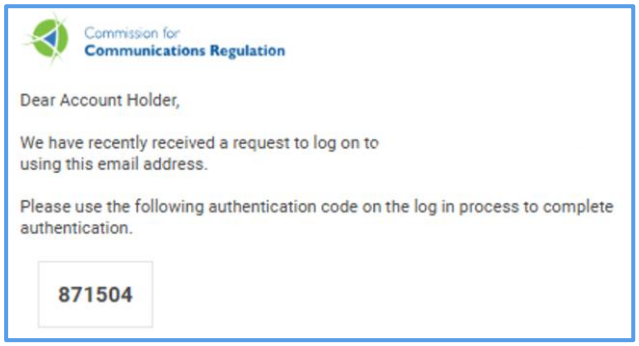


Enter the 6-digit code from your Authenticator app:

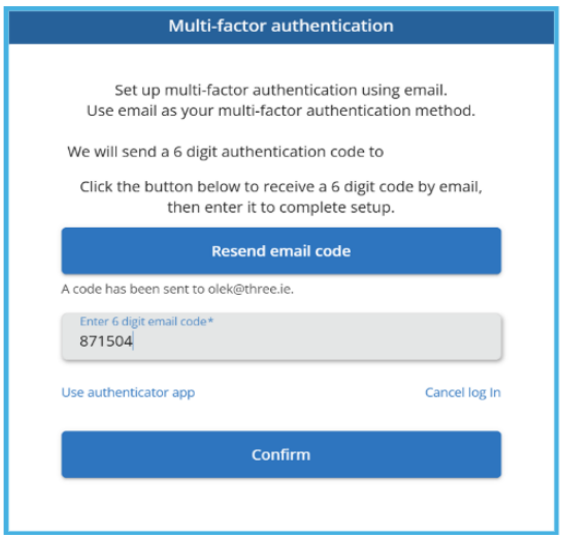


Click Confirm.

2. If you opted for the Email Option, check your email for an authentication code:

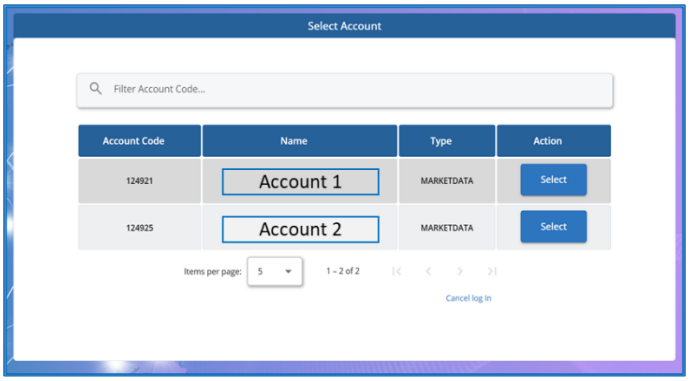


Enter the 6-digit code into the *Enter 6-digit authenticator code** box of the *Multi-factor authentication* window to complete the setup and then click Confirm:

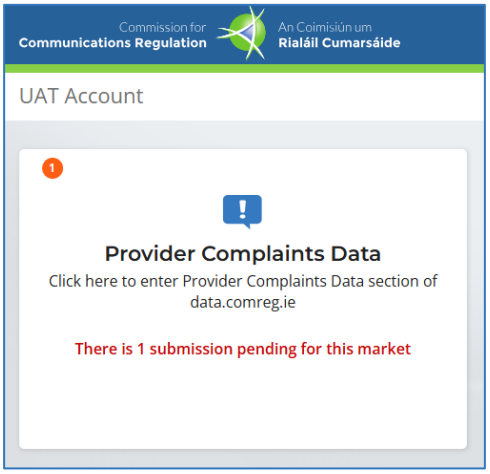


NOTE: If you wish to change your Multi-factor Authentication method between using an Authenticator Application or Email option, use the Reset MFA button under the Manage My Profile menu.

5. If you have access to multiple accounts, Select the specific account:

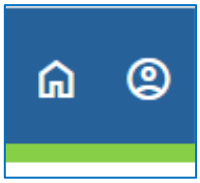
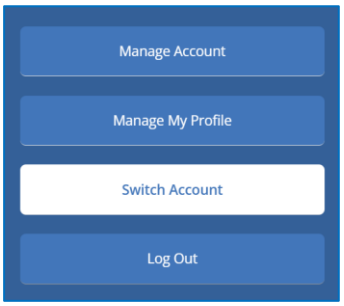
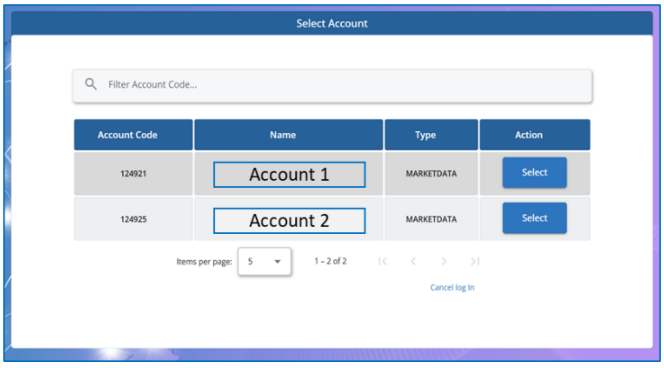
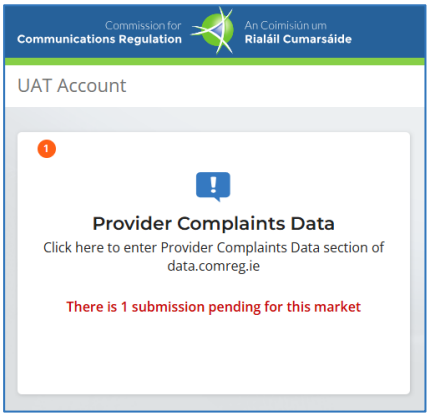


6. Select the 'Provider Complaints Data' tile:



2.3 Switching Accounts

Typically, you will only be accessing one account. Should you have access to multiple accounts, follow these instructions to switch accounts.

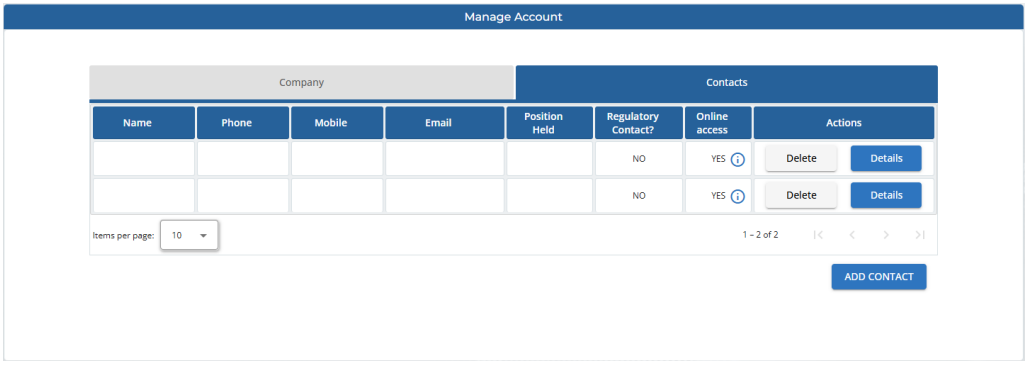
1.	Click Account button. 
2.	Select Switch Account. 
3.	Select the desired Account and click Select. 
4.	Select the 'Provider Complaints Data' tile: 

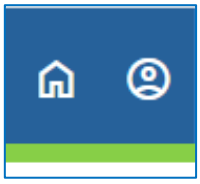
3 Managing Accounts

The Manage Account option provides the ability to:

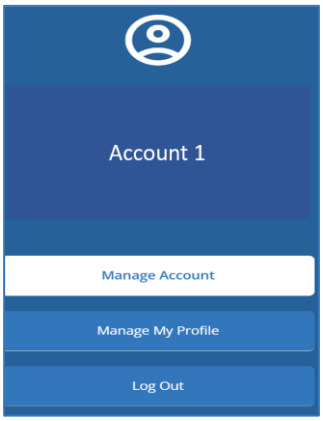
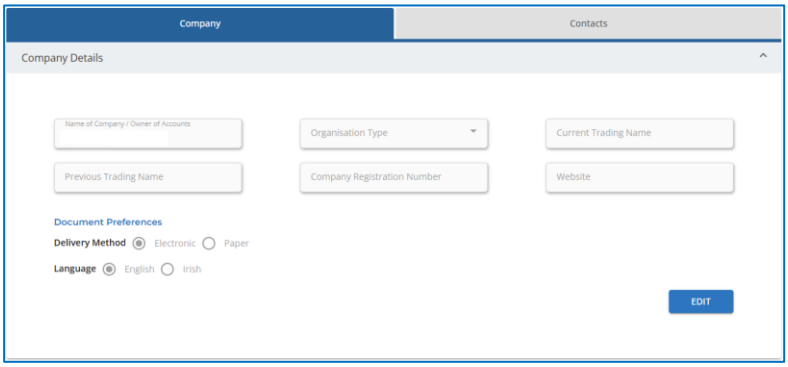
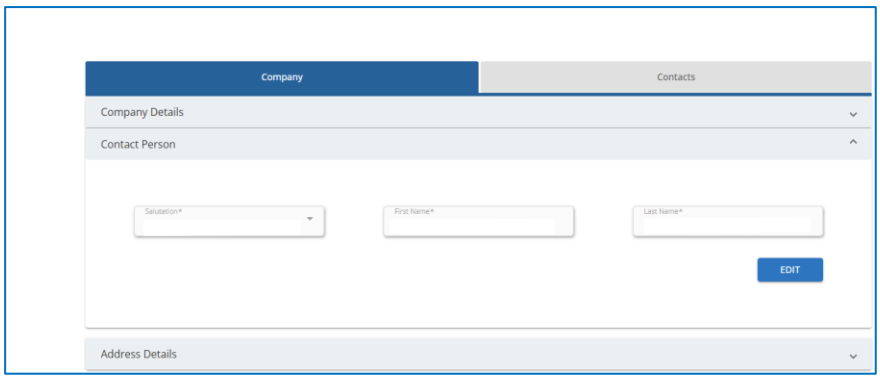
1) Use the Company menu to update your company details – address, main contact.

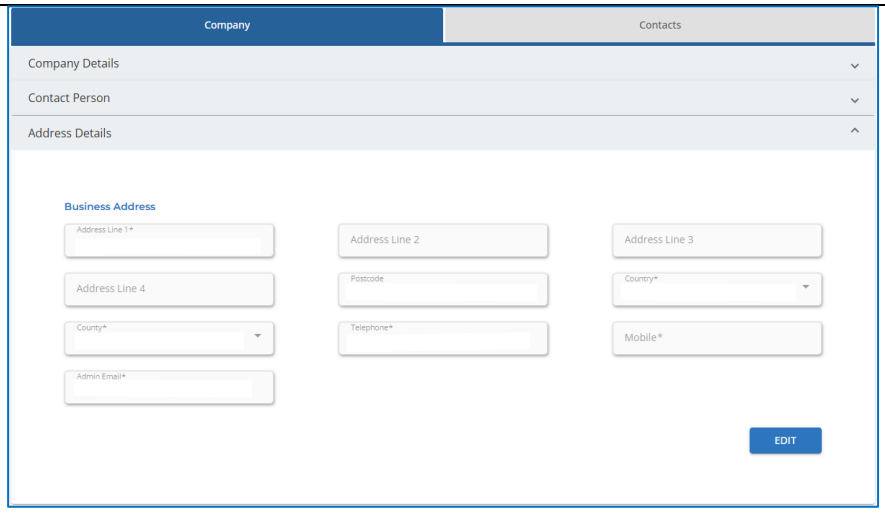
2) Use the Contact menu to:

1.	Add Additional Users to your account (ADD CONTACT). Remove a User (DELETE). Update User details (DETAILS).  Note: At least one contact must have Online Access.

1.	Access the Data.ComReg portal at the following link: https://data.comreg.ie/ Log in to the Data.ComReg portal.
2.	Click Account 

3.1 Update your company details

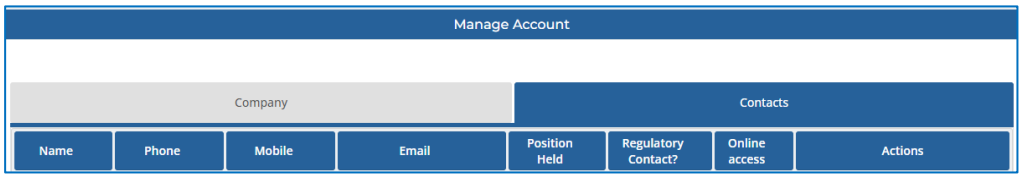
1.	Click Manage Account. 
2.	Select the Company tab. Fill in the Company Details.  Click EDIT when finished.
3.	Fill in the Contact Person.  Click EDIT when finished
4.	Fill in the Address Details.



Click EDIT when finished.

3.2 Add Additional Users to your account

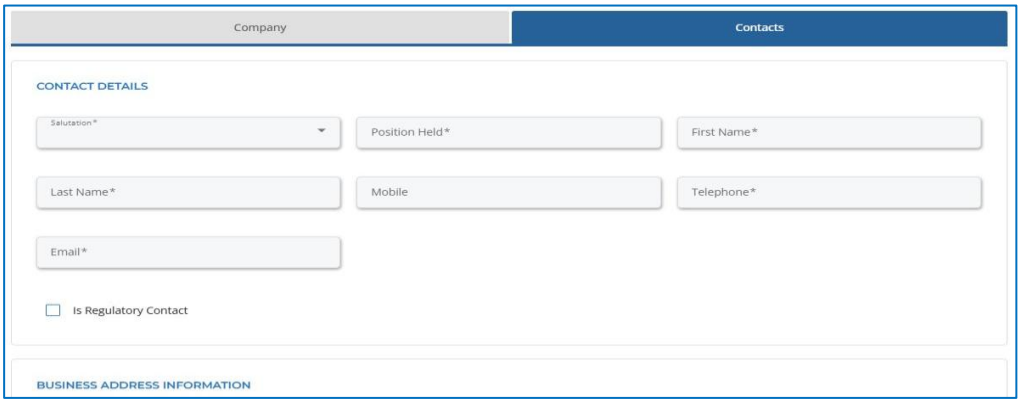
1. Select the Contacts tab.



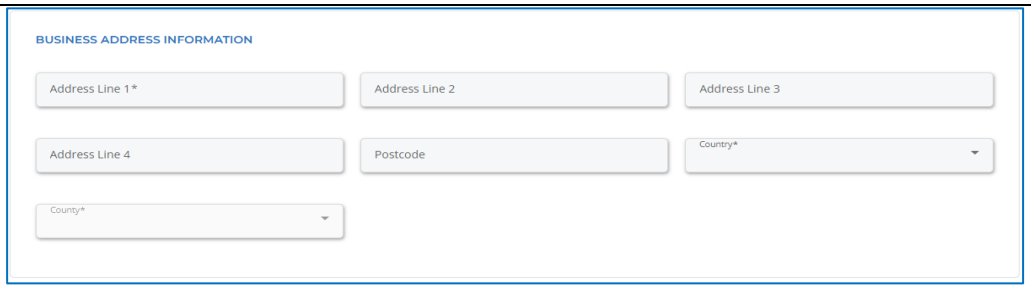
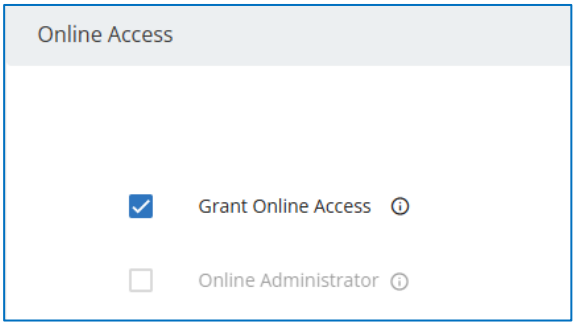
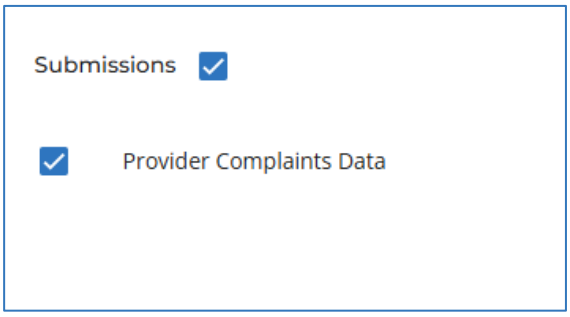
2. Click ADD CONTACT.



3. Fill in the new Contact Details.

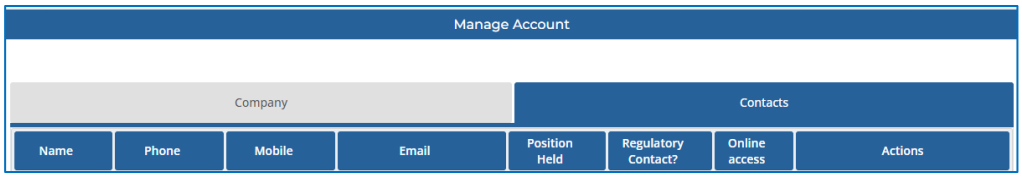
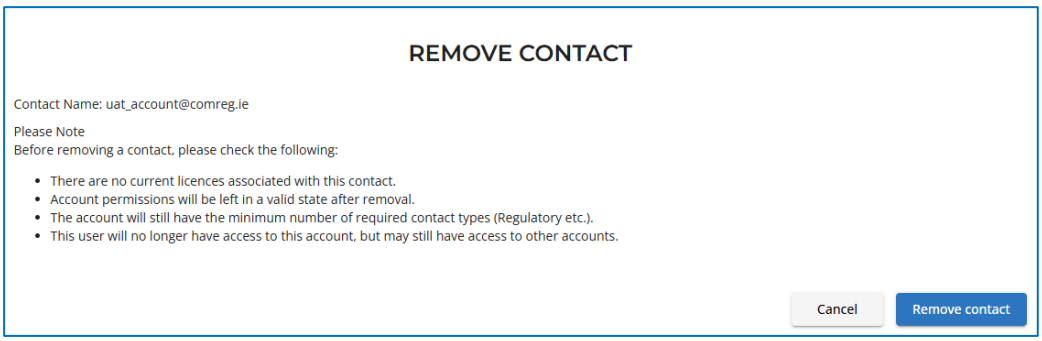


4. Fill in the Business Address Information.

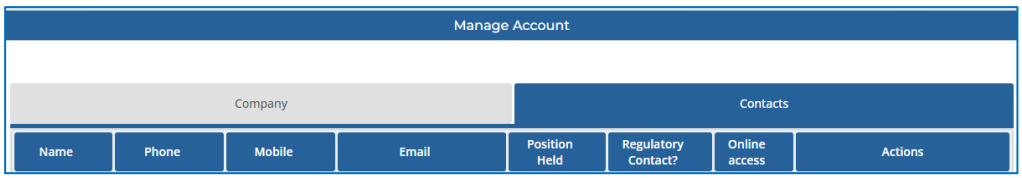
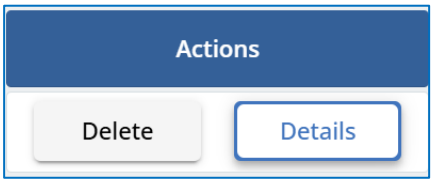
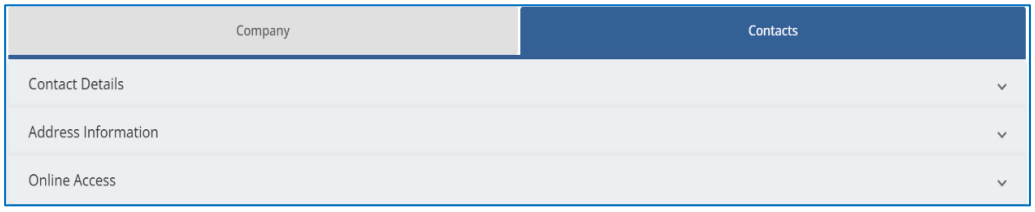
	
5.	Fill in the Online Access Permissions.  Note: At least one contact must have Online Access.
6.	Tick the Provider Complaints Data Submission option to enable data provision for Provider Complaints Data. 
7.	Click ADD NEW CONTACT. 
8a.	If the new contact **does not have any existing ComReg Account** (for example: SMS SenderID Registry; eLicensing etc), an automatic ACTIVATE ACCOUNT email will be sent to the new user. The new user must then setup their new password and MFA access.

	Please click the following button to activate your account: ACTIVATE ACCOUNT
8b.	If the new contact **has an existing ComReg Account** (for example: SMS SenderID Registry; eLicensing etc) an automatic email notification will NOT be sent to them after they have been added. The new user can now log in to Data.ComReg portal using their existing ComReg Account Username & Password (for example their SMS SenderID Registry Username & Password). Inform the new user that their account has been created and they can now log in to Data.ComReg.

3.3 Remove A User

1.	Select the Contacts tab. 
2.	Select Delete for a specific User. 
3.	Click Remove contact. 

3.4 Update User Details

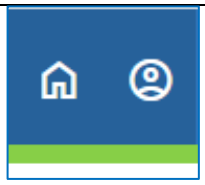
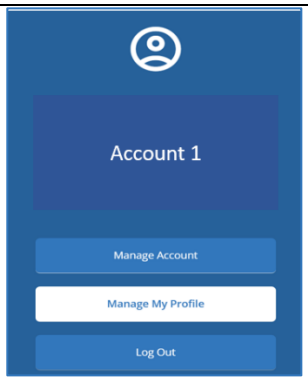
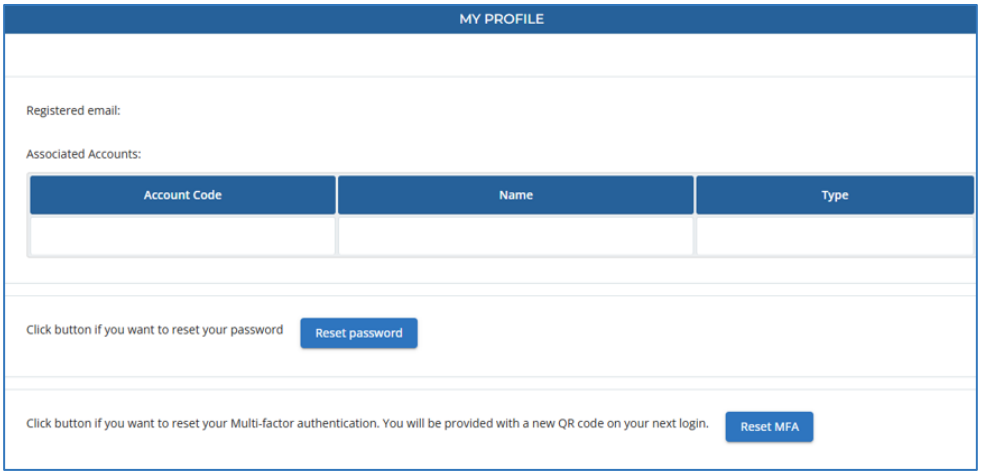
1.	Select the Contacts tab. 
2.	Select Details for a specific User. 
3.	Click Contact Details, Address Information or Online Access: 
4.	Select EDIT and make the necessary changes and then once complete select UPDATE.

3.5 Manage My Profile

The Manage My Profile option provides the ability to:

1) Reset your Password.
2) Reset your Multi-Factor Authentication, MFA.

1.	Access the Data.ComReg portal at the following link: https://data.comreg.ie/ Log in to the Data.ComReg portal.
2.	Click Account in top right-hand corner. Click Manage My Profile.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>3.</td><td>Check the Associated Account(s).

</td></tr>
<tr><td>4.</td><td>Click Reset Password to reset password.


➔ A RESET PIN email will be sent to User.</td></tr>
<tr><td>5.</td><td>Click Reset MFA to reset your Multi-Factor Authentication, MFA.
Use this option if you wish to change the method of authentication between using an Authenticator Application or the Email option.

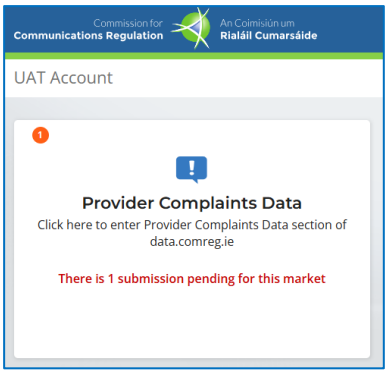
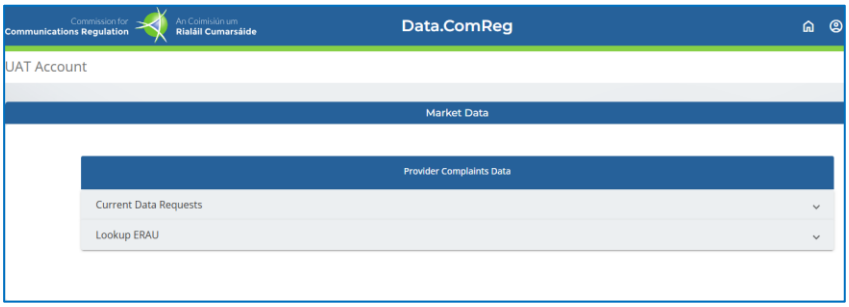
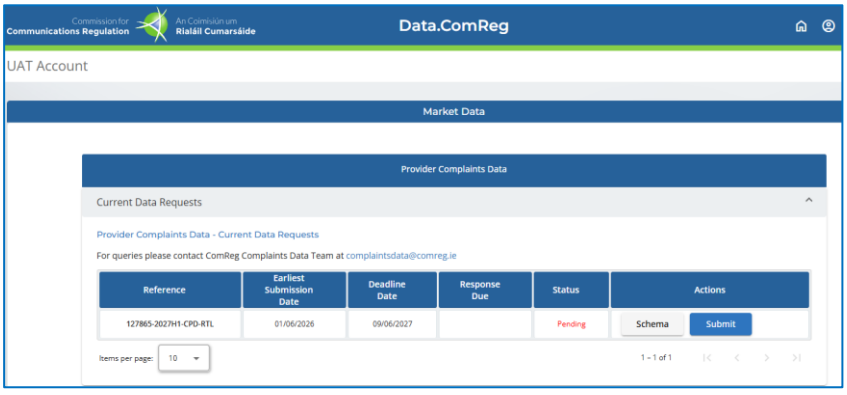

➔ At your next login you will be asked to setup you MFA again and you can choose between Authenticator App (using the QR Code) or Email option.</td></tr>
</table>

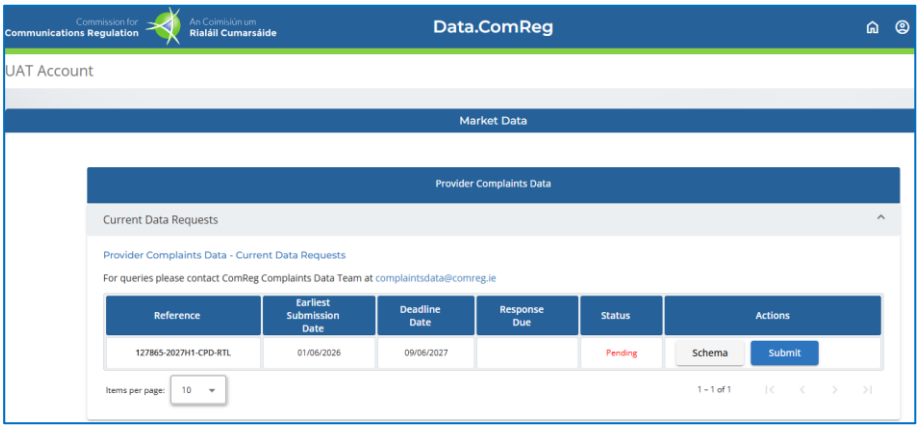
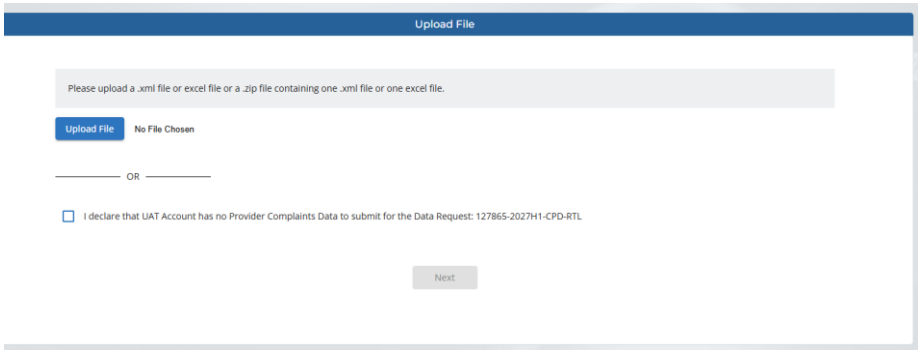
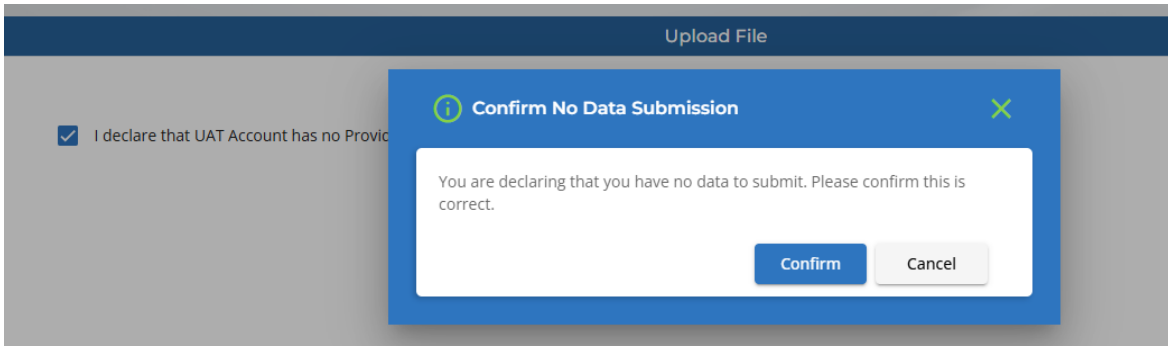
4 Submitting Reports

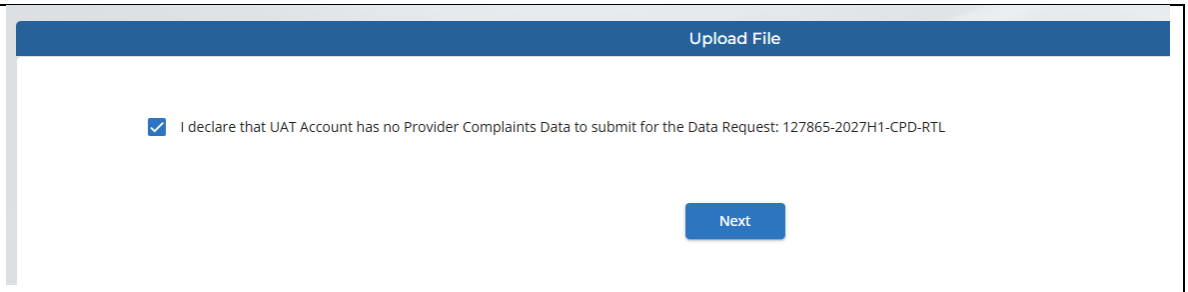
4.1 Submit ‘Nil Return’

[to be added]

Follow these instructions to Submit (upload) your Provider Complaints Data report to Data.ComReg – Provider Complaints Data – Current Data Request by the deadline date.

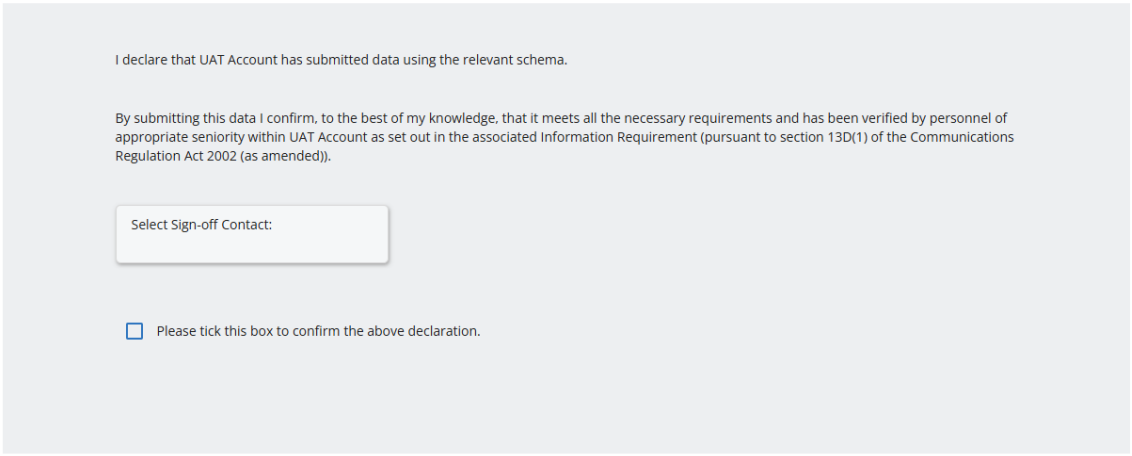
1.	Select Provider Complaints data Card: 
2.	Select Current Data Requests: 
3.	A Current Data Request example:  June (H1) 2027 Report Data Requests.

	Deadline: 9th June (9 working days).
4.	Click the Submit button: 
5.	You will be prompted to either Upload File or to make a Nil Return Declaration for the relevant reporting period by ticking the Declaration *'I declare that* [Account] *has no Provider Complaints Data to submit for the Data Request:* [relevant request]*'*. 
6.	When the Declaration is ticked a popup will prompt you to confirm the No Data submission. Click Confirm. 
7.	At the next prompt tick the box to confirm that the Nil Return is to be submitted, and click 'Next'.



8. Select the relevant Sign-Off Contact from the list to confirm the submission of the Nil Return.

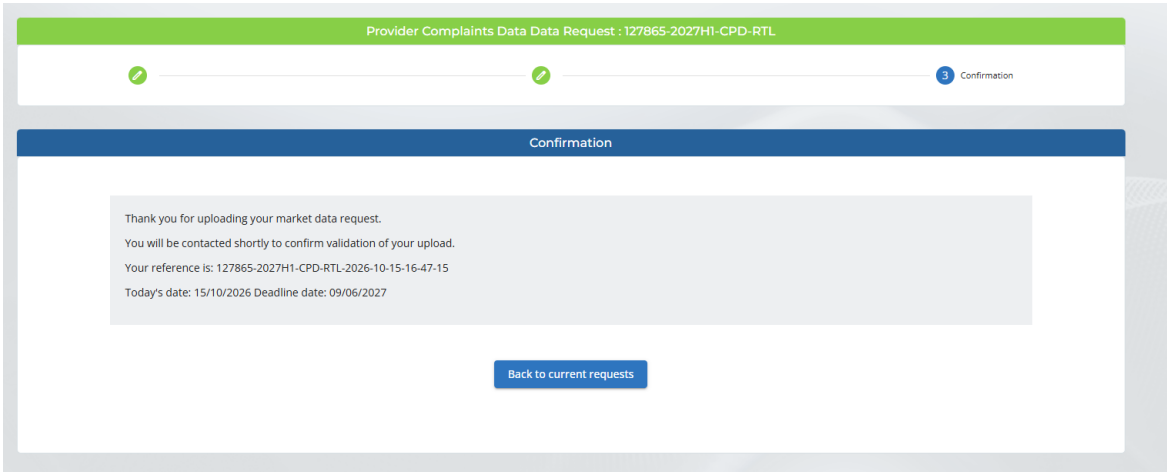
   Click the tick box to confirm the declaration.



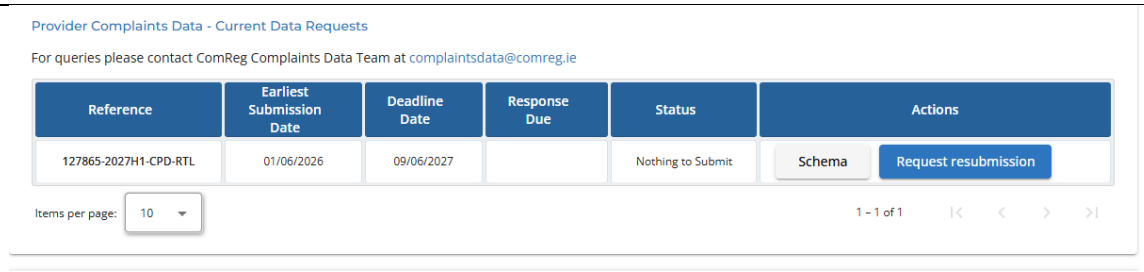
9.

   Click the ‘Submit’ button.

10. The system will display a Confirmation that the Nil Report has been submitted.

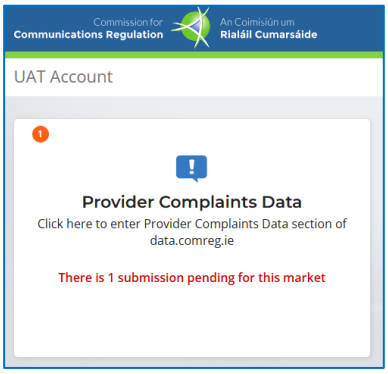
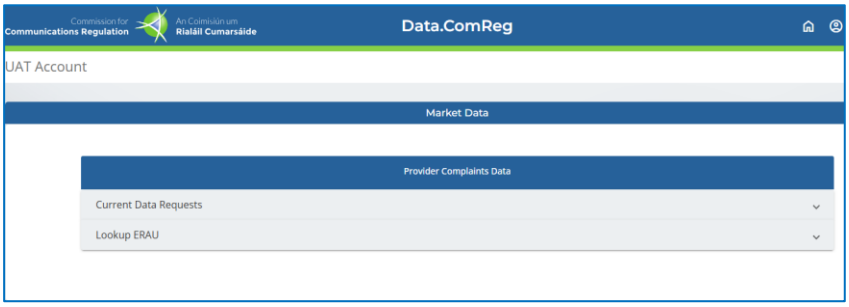


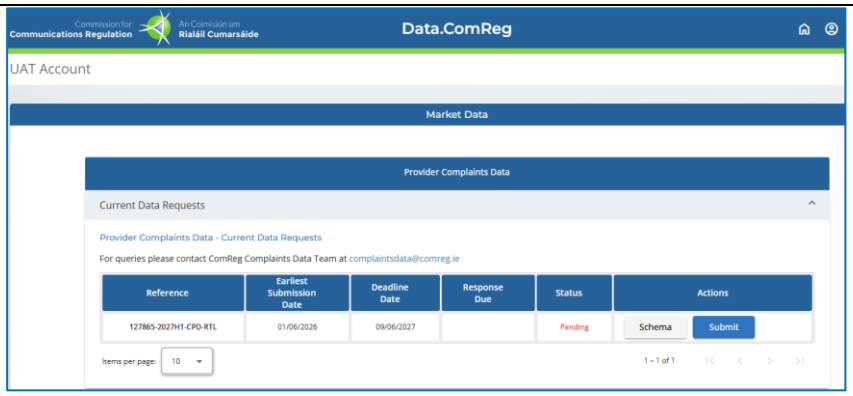
11. Click ‘Back to Current Requests to navigate back to the Open Data requests.



4.2 Submit Provider Complaints Data Reports

Follow these instructions to Submit (upload) your Provider Complaints Data report to Data.ComReg – Provider Complaints Data – Current Data Request by the deadline date.

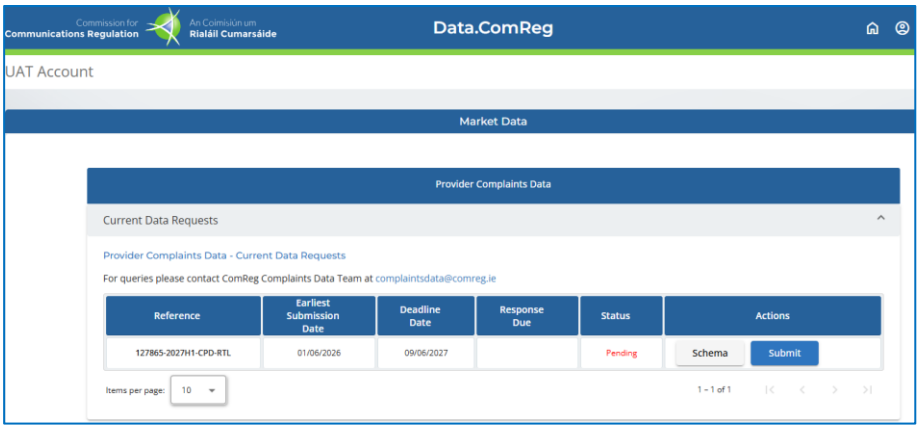
1.	Select Provider Complaints data Card: 
2.	Select Current Data Requests: 
3.	A Current Data Request example:



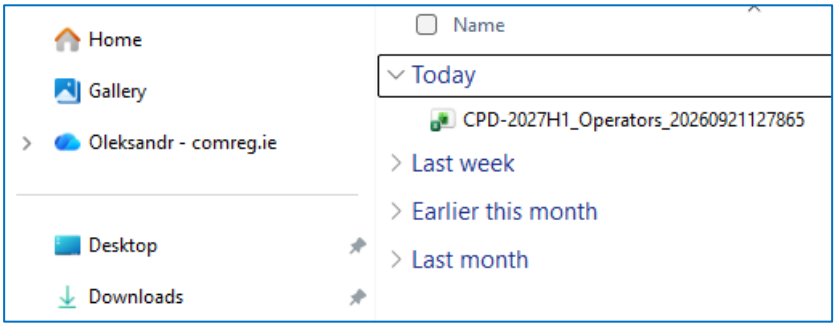
June (H1) 2027 Report Data Requests.

Deadline: 9th June (9 working days).

4. Download the Provider Complaints Data schema by clicking the Schema button:

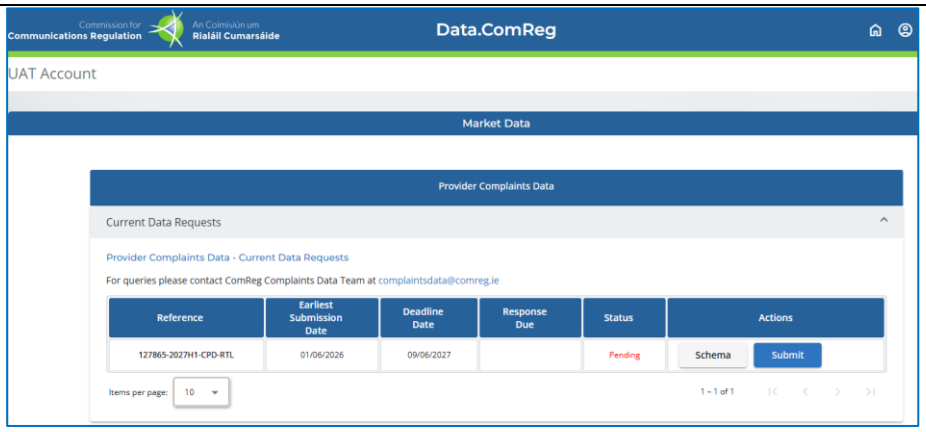


The File will be downloaded to your 'Download' Directory:

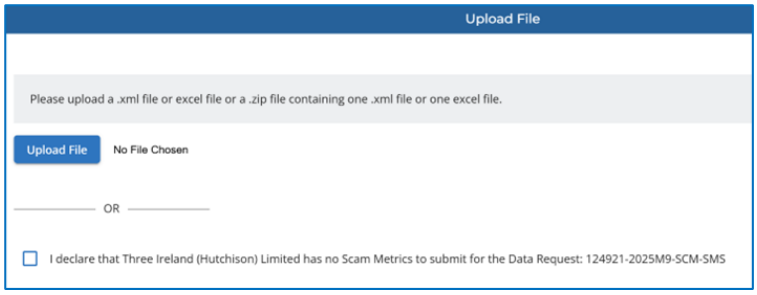


5. Complete the schema template.

6. Upload the completed template using the Submit button:



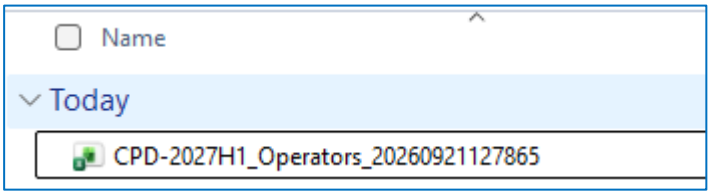
7. Select Upload File:



The accepted formats are:

- Excel .XLSB (Binary)
- .XML
- .ZIP

No specific filename convention is required; the system will automatically name the file after being uploaded.

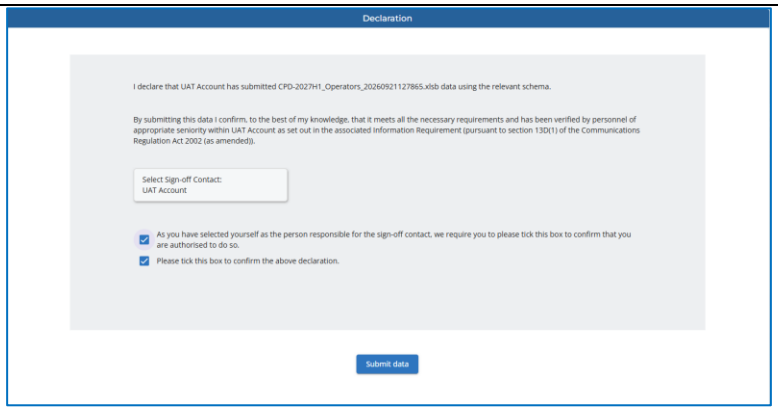


The system will display the name of the selected file.

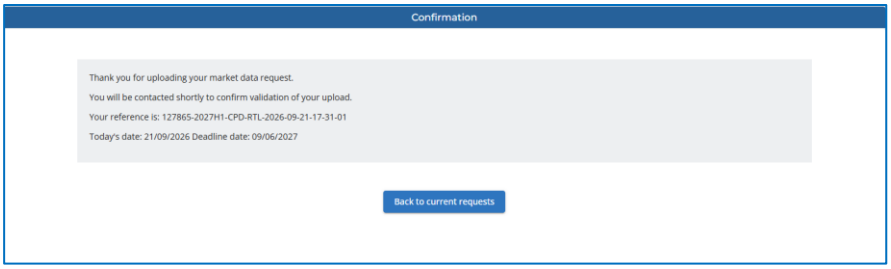
Click Next to continue the process.

8. Select Sign-off contact.

Tick the Declaration's and then click the Submit data button:



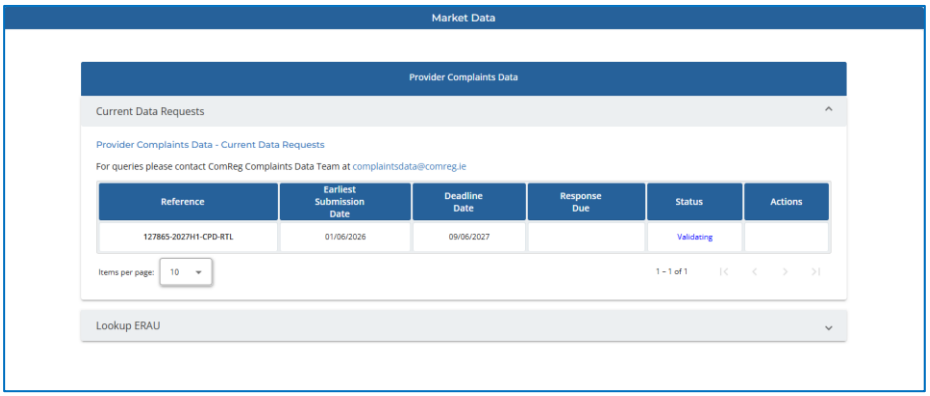
9. Receive Confirmation of your upload:



Click Back to current requests.

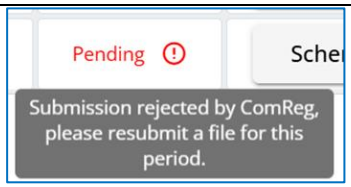
10.1 **Wait for feedback** from the system.

The status Validating will be presented whilst system processes your uploaded file:

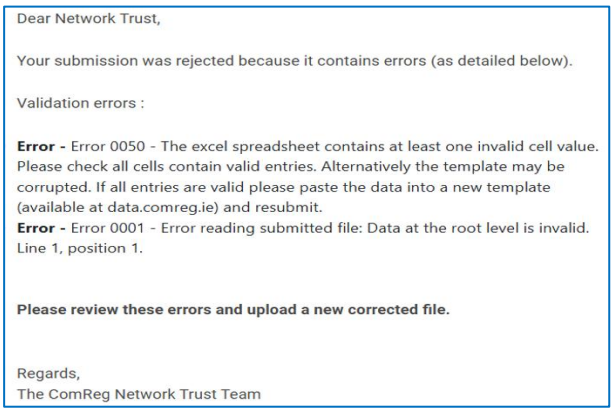


After the system has validated your upload, wait for feedback via email and observe the new 'Status' granted.

10.2 If you upload contains error(s) the Status will change to Pending.



You will receive an email detailing the errors (example below):


Dear Network Trust,

Your submission was rejected because it contains errors (as detailed below).

Validation errors :

Error - Error 0050 - The excel spreadsheet contains at least one invalid cell value. Please check all cells contain valid entries. Alternatively the template may be corrupted. If all entries are valid please paste the data into a new template (available at data.comreg.ie) and resubmit.
Error - Error 0001 - Error reading submitted file: Data at the root level is invalid. Line 1, position 1.

Please review these errors and upload a new corrected file.

Regards,
The ComReg Network Trust Team

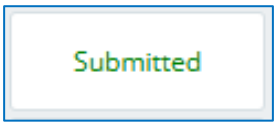
Correct the errors in the template and reattempt to Submit (upload) again.

For advice, see the following sections:

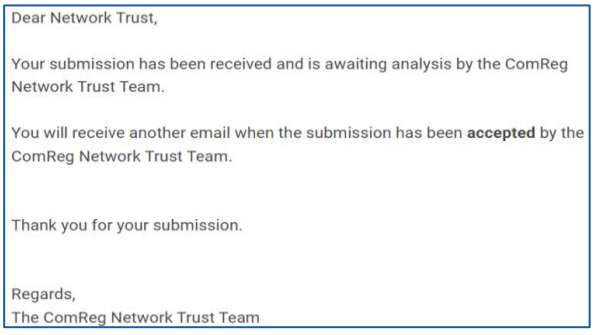
- Excel XLSB Template Guidance
- Appendix 1: Submit (Upload) Error Codes

10.3 If you upload contains **NO errors** the Status will change to Submitted.

(The file has been Submitted successfully but you must wait for final 'Accepted' status).



Example email:


Dear Network Trust,

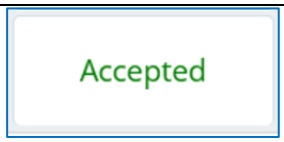
Your submission has been received and is awaiting analysis by the ComReg Network Trust Team.

You will receive another email when the submission has been **accepted** by the ComReg Network Trust Team.

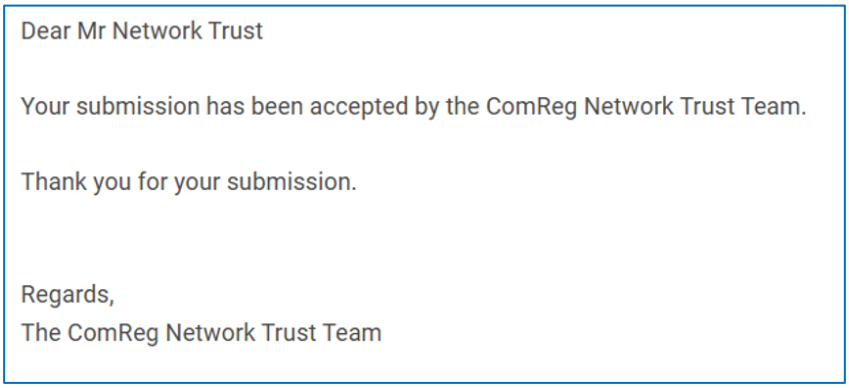
Thank you for your submission.

Regards,
The ComReg Network Trust Team

10.4 The ComReg Administrator will perform a visual check of your submitted file before setting the final Status to Accepted.



Example email:



4.3 Download Schemas via web link

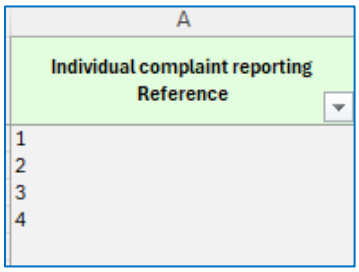
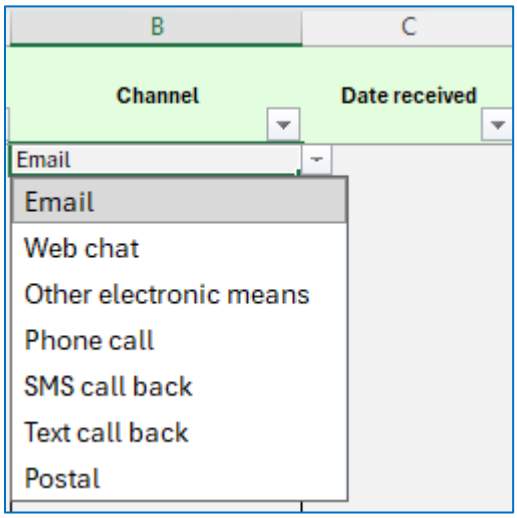
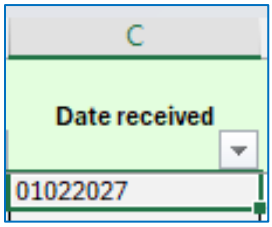
1.	The schema may also be downloaded using the following links Go to the https://www.comreg.ie/ website. Open the Data Submission Information & Guidance page: https://www.comreg.ie/industry/electronic-communications/market-information/submission-guidance-documents/ Within the Provider Complaints Reporting section choose 'Reporting Workbook ComReg 2568b (.XSLB)' to download. **Provider Complaints Reporting** **Instructions** | Reporting Workbook | User-guide Instructions Workbook ComReg 25/68a (EXCEL) | Reporting Workbook ComReg 2568b (.XSLB) | Provider Complaints Reporting User Guide (v 1.0) For instructions on completion of the Reporting Workbook also download 'Instructions Workbook ComReg 25/68a (EXCEL)'.

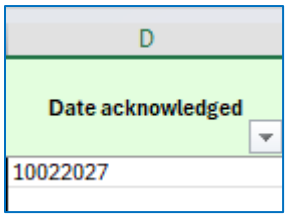
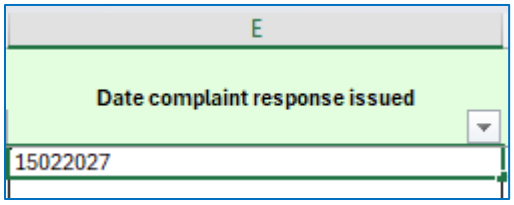
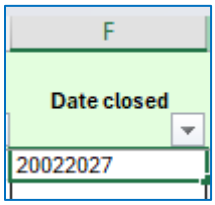
4.4 Schema Data Dictionary

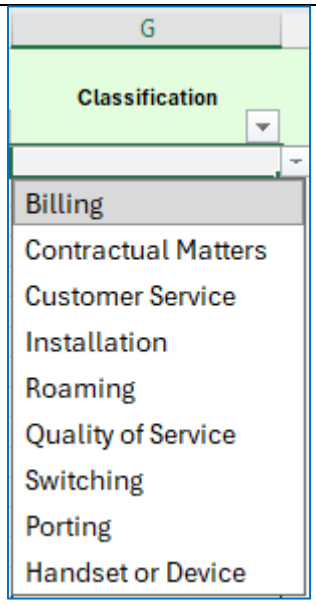
1.	The Data Dictionary (definitions of all variables within the schema) is available on sheet '2. Data_Dictionary' within the Instructions Workbook (ComReg 25/68a)  The Instructions Workbook containing the Data Dictionary can be downloaded using the following links. Go to the https://www.comreg.ie/ website. Open the Data Submission Information & Guidance page: https://www.comreg.ie/industry/electronic-communications/market-information/submission-guidance-documents/ Within the Provider Complaints Reporting section choose 'Instructions Workbook ComReg 25/68a (EXCEL)' to download. **Provider Complaints Reporting** **Instructions** | Reporting Workbook | User-guide Instructions Workbook ComReg 25/68a (EXCEL) | Reporting Workbook ComReg 2568b (.XSLB) | Provider Complaints Reporting User Guide (v 1.0)

4.5 Completing Broadband Complaints Excel XLSB Template

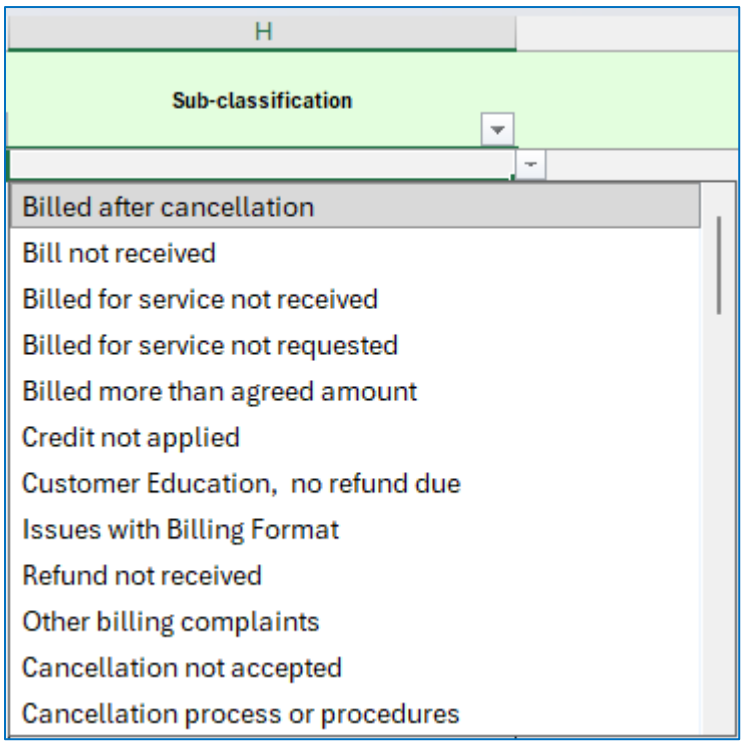
Follow these instructions and refer to the section *Excel XLSB Template Guidance* to fill in your Broadband Complaints H1/H2 report using the Excel XLSB schema. (Refer to the Data Dictionary for definitions).

1.	Select the Broadband Complaints sheet. Insert a unique Individual complaint reporting Reference for each of your line entries.  Individual complaint reporting Reference must be unique, up to 50 characters, alphanumeric and only with special characters (space) (.) (#) (/) (\) (_) (-)
2.	Select the relevant Channel from the drop-down list. 
3.	Insert the Data received  Note: The Data received must be 8 characters in the format DDMMYYY

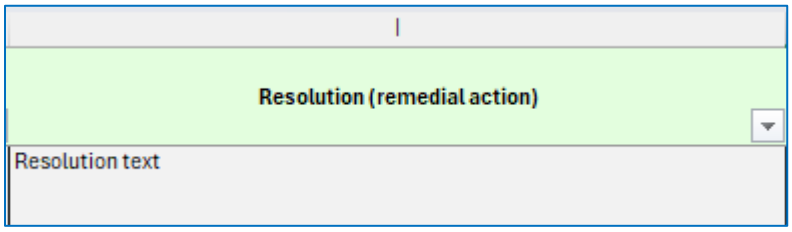
	Selected Data received must match the Current Data Request in the Provider Complaints Portal.
4.	Insert the Date acknowledged  Note: The Date acknowledged must be 8 characters in the format DDMMYYY Selected Date acknowledged must match the Current Data Request in the Provider Complaints Portal.
5.	Insert the Date complaint response issued  Note: The Date complaint response issue must be 8 characters in the format DDMMYYY Selected Date complaint response issue must match the Current Data Request in the Provider Complaints Portal.
6.	Insert the Date closed  Note: The Date closed must be 8 characters in the format DDMMYYY Selected Date closed must match the Current Data Request in the Provider Complaints Portal.
7.	Select the relevant Classification from the drop-down list.

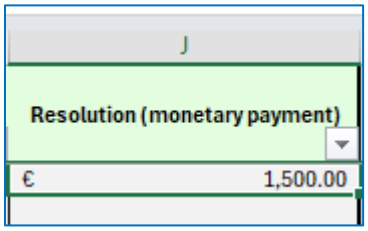
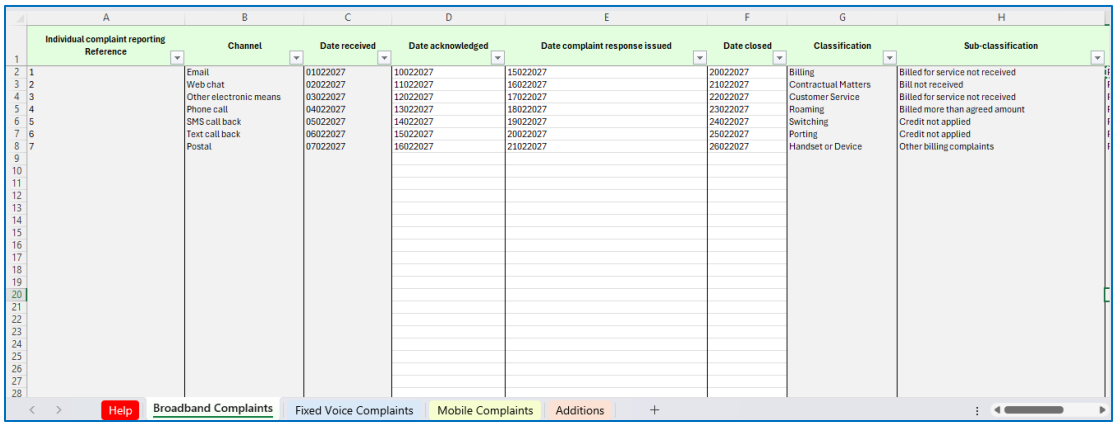
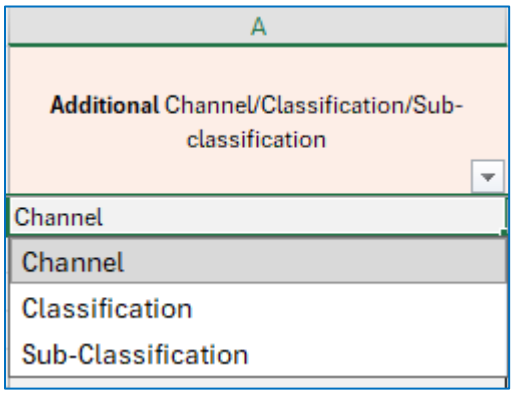


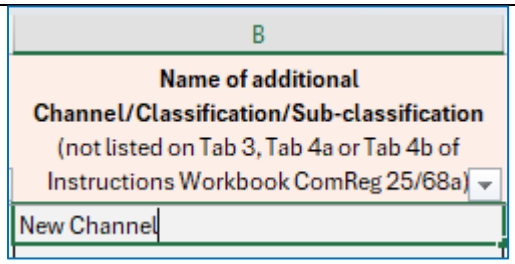
8. Select the relevant Sub-classification from the drop-down list.



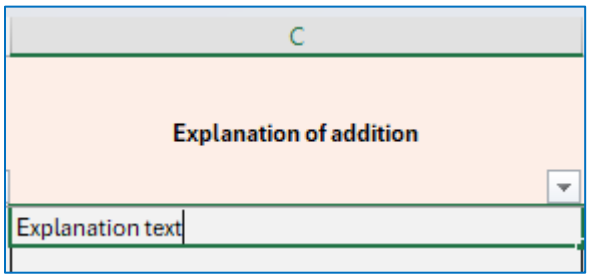
9. Insert the Resolution (remedial action)



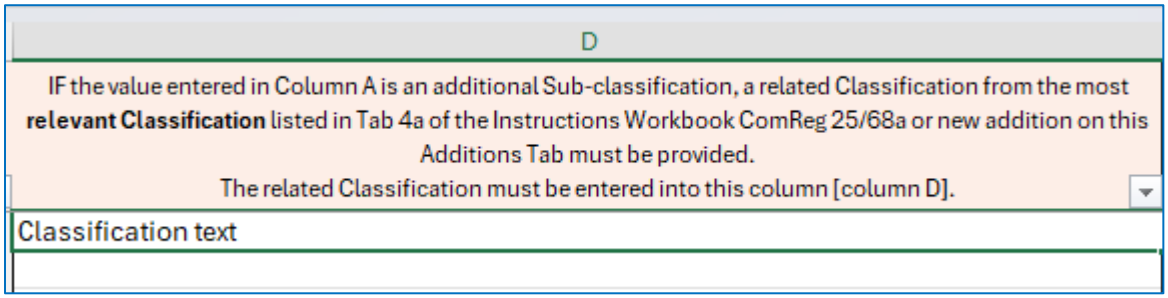
10.	Insert the Resolution (monetary payment)  Note: The Resolution (monetary payment) must be in range 0 to 999999.99
11.	Example of a completed Broadband Complaints sheet: 
12.	The Additions sheet is OPTIONAL. sheet can be used in cases where the Broadband Complaints contains channel, categories, or sub-categories that are not listed in the corresponding dropdown lists on the Broadband Complaints sheet. In this case: Select the relevant **Additional** Channel/Classification/Sub-classification from the drop-down list.  Insert **Name of additional** Channel/Classification/Sub-classification



Insert **Explanation of addition**



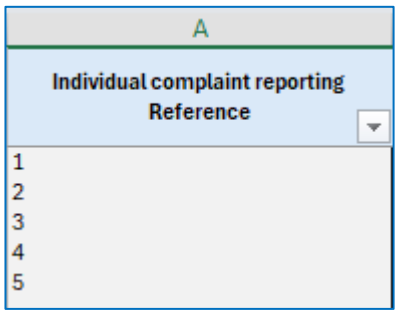
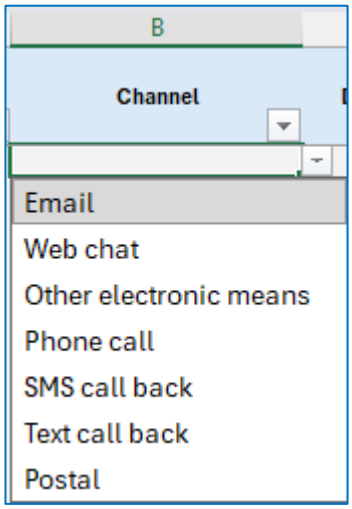
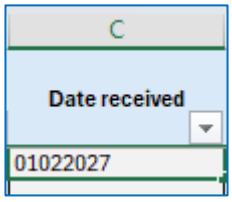
IF the value entered in Column **Additional** Channel/Classification/Sub-classification ID is an additional Sub-classification – the related Classification must be entered:

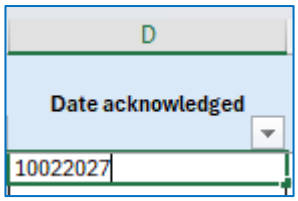
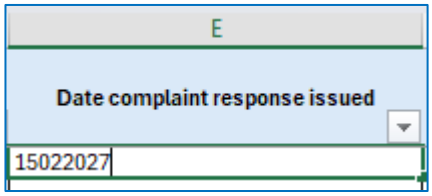
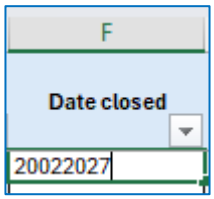


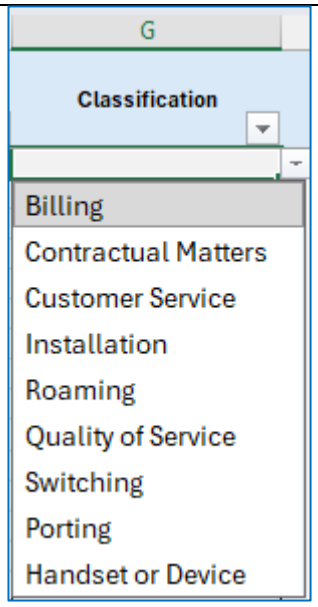
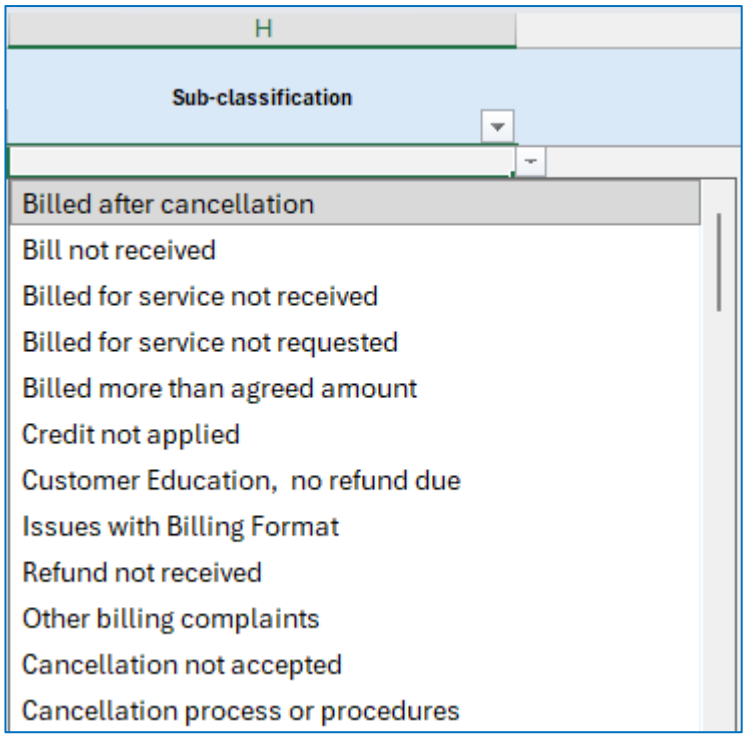
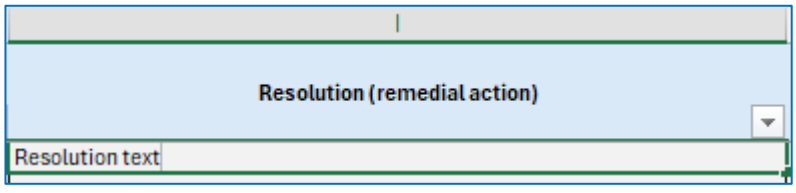
13. SAVE the sheet.

4.6 Completing Fixed Voice Complaints Excel XLSB Template

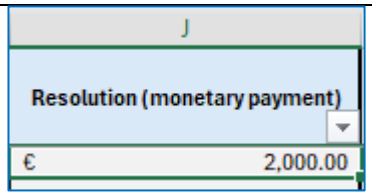
Follow these instructions and refer to the section *Excel XLSB Template Guidance* to fill in your Fixed Voice Complaints H1/H2 report using the Excel XLSB schema. (Refer to the Data Dictionary for definitions).

1.	Select the Fixed Voice Complaints sheet. Insert a unique Individual complaint reporting Reference for each of your line entries.  Individual complaint reporting Reference must be unique, up to 50 characters, alphanumeric and only with special characters (space) (.) (#) (/) (\) (_) (-)
2.	Select the relevant Channel from the drop-down list. 
3.	Insert the Date received  Note: The Date received must be 8 characters in the format DDMMYYY

	Selected Date received must match the Current Date Request in the Provider Complaints Portal.
4.	Insert the Date acknowledged  Note: The Date acknowledged must be 8 characters in the format DDMMYYY Selected Date acknowledged must match the Current Date Request in the Provider Complaints Portal.
5.	Insert the Date complaint response issued  Note: The Data complaint response issue must be 8 characters in the format DDMMYYY Selected Date complaint response issue must match the Current Date Request in the Provider Complaints Portal.
6.	Insert the Date closed  Note: The Date closed must be 8 characters in the format DDMMYYY Selected Data closed must match the Current Data Request in the Provider Complaints Portal.
7.	Select the relevant Classification from the drop-down list.

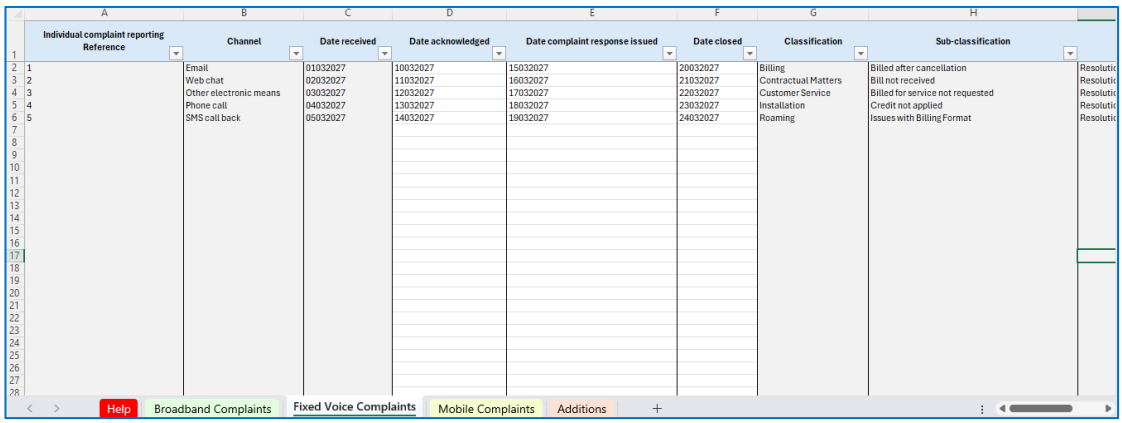
	
8.	Select the relevant Sub-classification from the drop-down list. 
9.	Insert the Resolution (remedial action) 
10	Insert the Resolution (monetary payment)

.



Note: The Resolution (monetary payment) must be in range 0 to 999999.99

11 . Example of a completed Fixed Voice Complaints sheet:

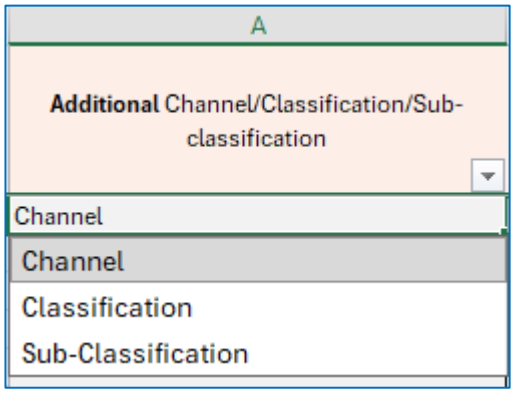


12 . The Additions sheet is OPTIONAL.

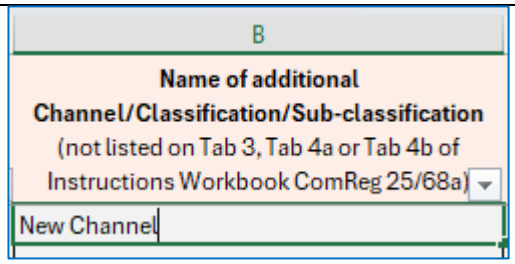
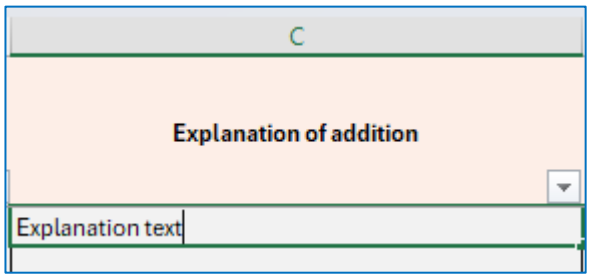
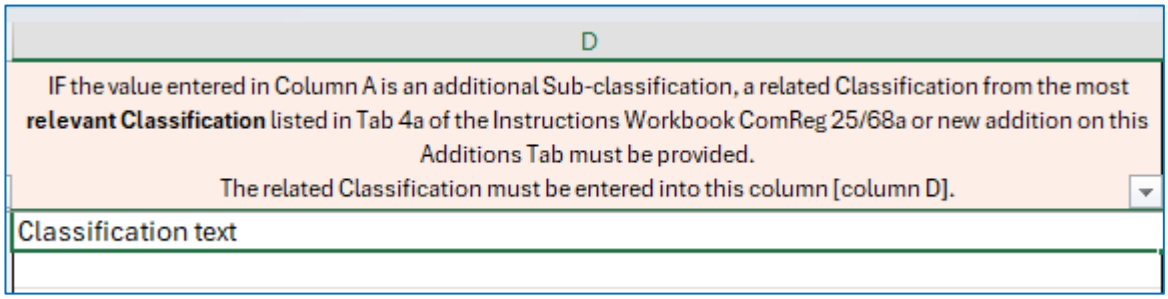
The Additions sheet can be used in cases where the Fixed Voice Complaints contains channel, categories, or sub-categories that are not listed in the corresponding dropdown lists on the Fixed Voice Complaints sheet.

In this case:

Select the relevant **Additional** Channel/Classification/Sub-classification from the drop-down list.

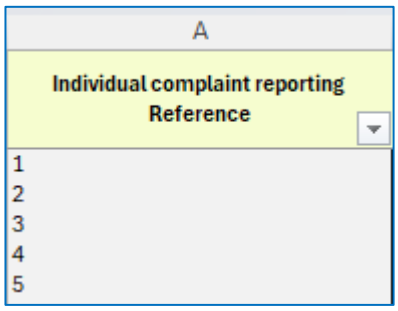
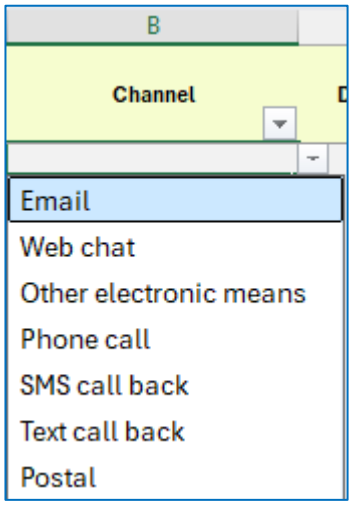
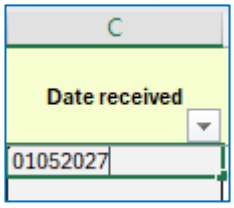


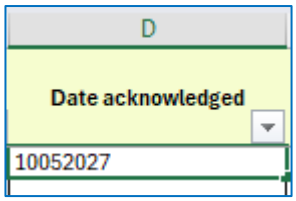
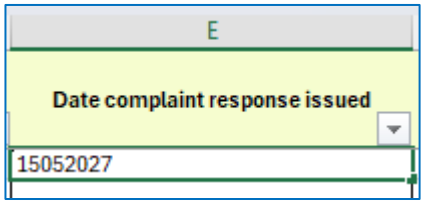
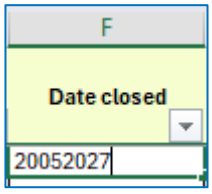
Insert **Name of additional** Channel/Classification/Sub-classification

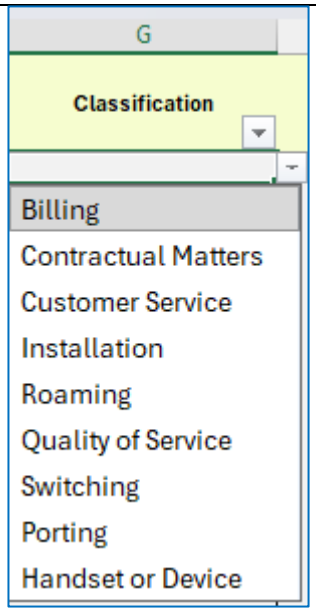
	 Insert **Explanation of addition**  If the value entered in Column **Additional** Channel/Classification/Sub-classification ID is an additional Sub-classification – the related Classification must be entered: 
13.	SAVE the sheet.

4.7 Completing Mobile Complaints Excel XLSB Template

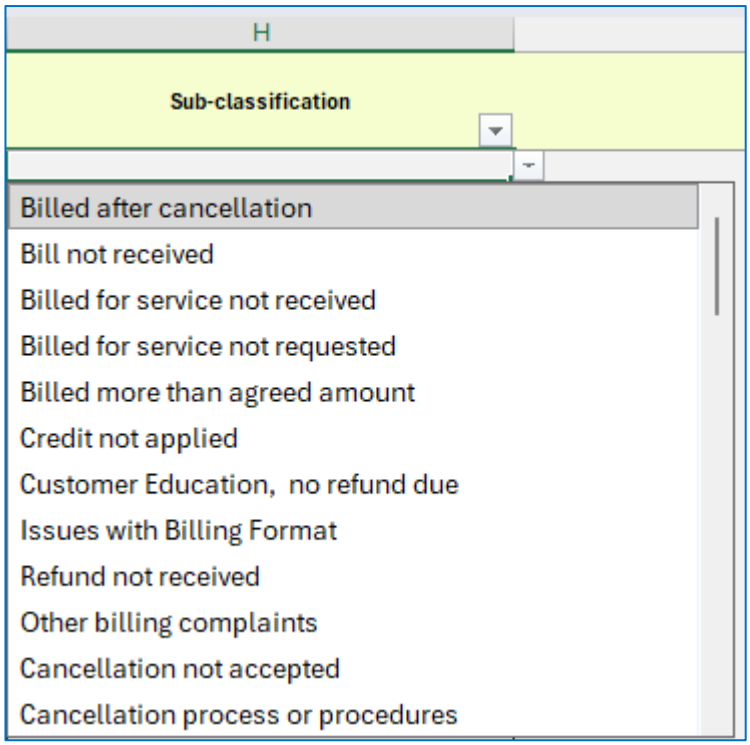
Follow these instructions and refer to the section *Excel XLSB Template Guidance* to fill in your Mobile Complaints H1/H2 report using the Excel XLSB schema. (Refer to the Data Dictionary for definitions).

1.	Select the Mobile Complaints sheet. Insert a unique Individual complaint reporting Reference for each of your line entries.  Individual complaint reporting Reference must be unique, up to 50 characters, alphanumeric and only with special characters (space) (.) (#) (/) (\) (_) (-)
2.	Select the relevant Channel from the drop-down list. 
3.	Insert the Data received  Note: The Date received must be 8 characters in the format DDMMYYY

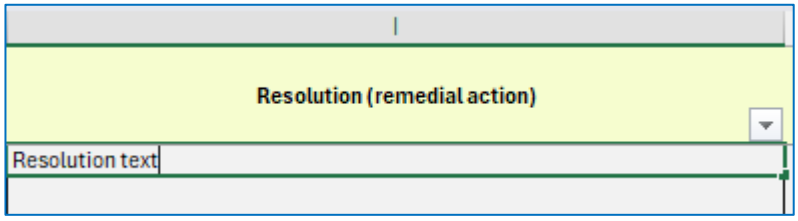
	Selected Date received must match the Current Data Request in the Provider Complaints Portal.
4.	Insert the Date acknowledged  Note: The Date acknowledged must be 8 characters in the format DDMMYYY Selected Date acknowledged must match the Current Date Request in the Provider Complaints Portal.
5.	Insert the Date complaint response issued  Note: The Date complaint response issue must be 8 characters in the format DDMMYYY Selected Date complaint response issue must match the Current Date Request in the Provider Complaints Portal.
6.	Insert the Date closed  Note: The Date closed must be 8 characters in the format DDMMYYY Selected Date closed must match the Current Data Request in the Provider Complaints Portal.
7.	Select the relevant Classification from the drop-down list.

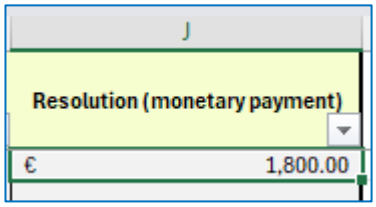
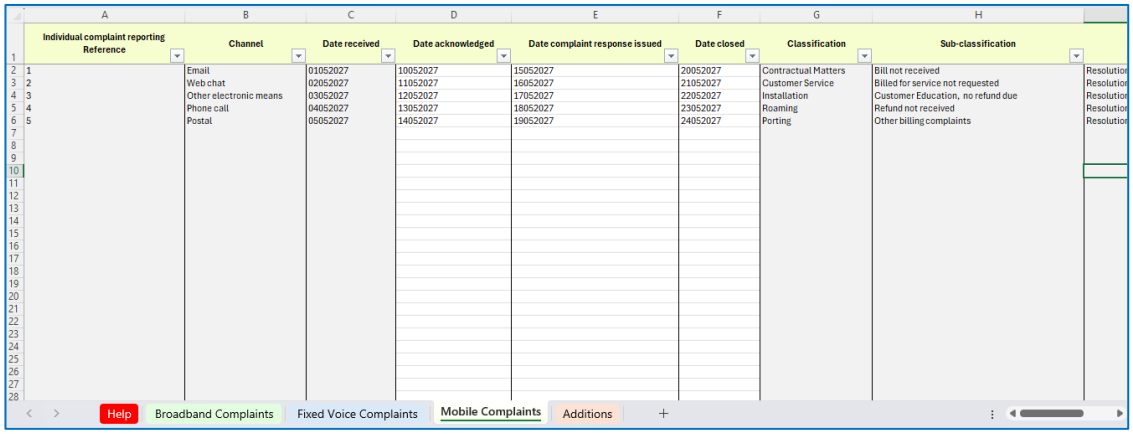
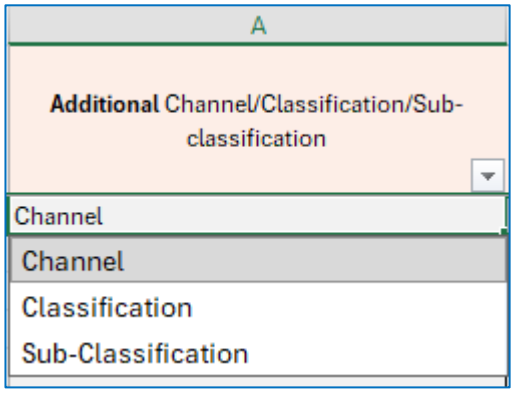


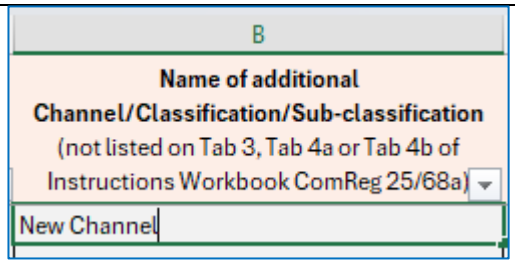
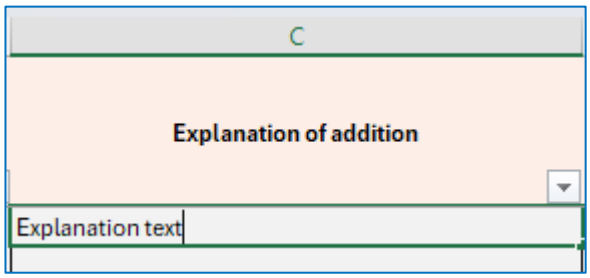
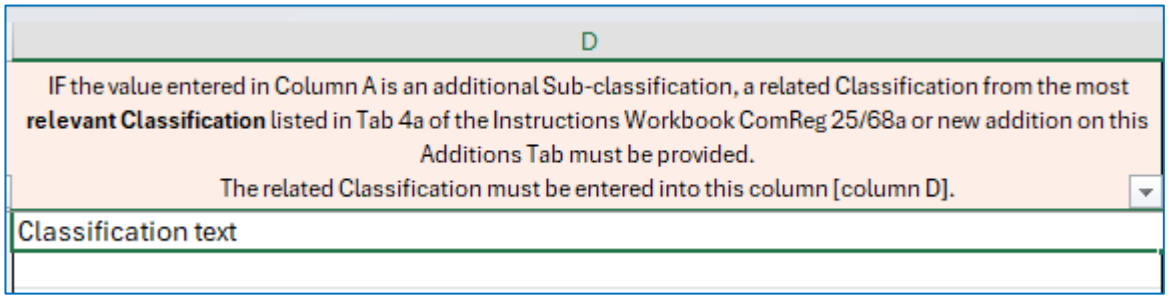
8. Select the relevant Sub-classification from the drop-down list.



9. Insert the Resolution (remedial action)

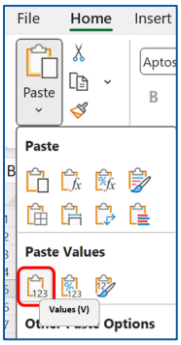


10.	Insert the Resolution (monetary payment)  Note: The Resolution (monetary payment) must be in range 0 to 999999.99
11.	Example of a completed Fixed Voice Complaints sheet: 
12.	The Additions sheet is OPTIONAL. The Additions sheet can be used in cases where the Mobile Complaints contains channel, categories, or sub-categories that are not listed in the corresponding dropdown lists on the Mobile Complaints sheet. In this case: Select the relevant **Additional** Channel/Classification/Sub-classification from the drop-down list.  Insert **Name of additional** Channel/Classification/Sub-classification

	 Insert **Explanation of addition**  IF the value entered in Column **Additional** Channel/Classification/Sub-classification ID is an additional Sub-classification – the related Classification must be entered: 
13	SAVE the sheet.

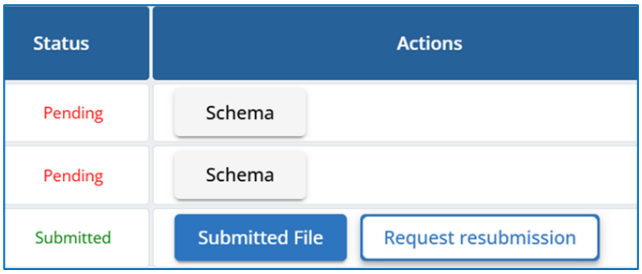
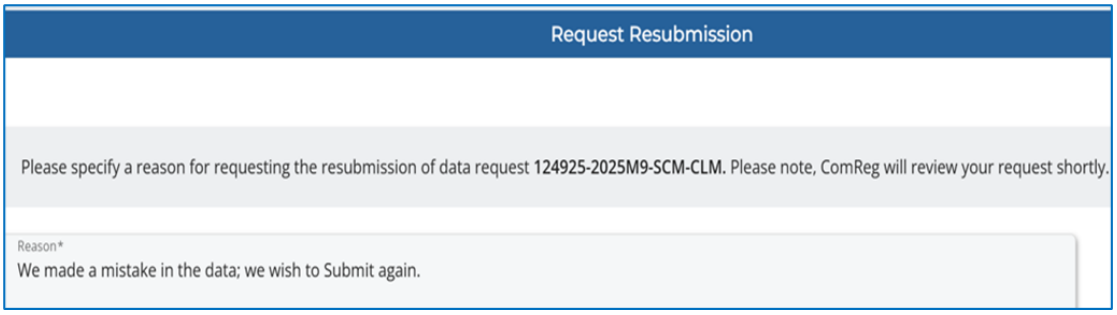
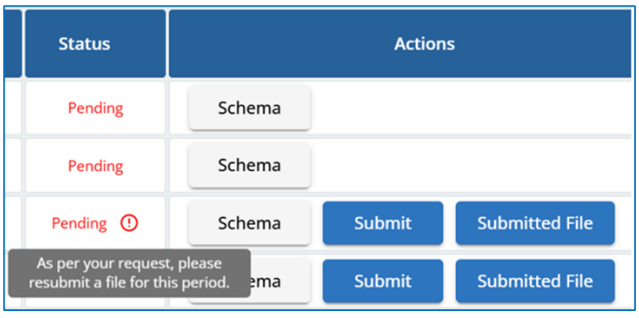
4.8 Excel XLSB Template Guidance

The following guidance may assist you in achieving an error free submission.

1.	The templates (schemas) incorporate a macro. Your organisation's security policy may not allow you to *Enable* the macro. The macro forces a *Paste Special* ***with Values*** when the C*opy & Paste* function is used. If the macro cannot be *Enabled*, then when copying from another source, (for instance, another separate sheet) and pasting into the template, always remember to use the ***Paste Special with Values*** option: 
2.	It is best practice to always download the schema for each H1/H2 report submission.

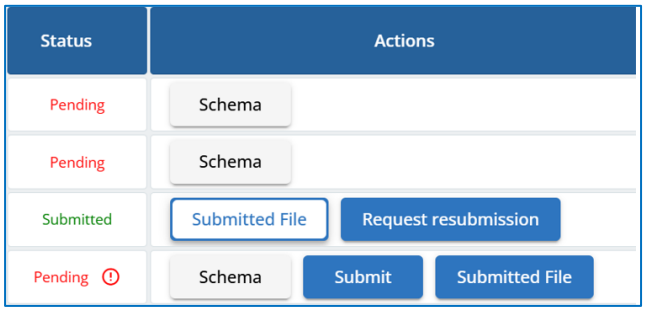
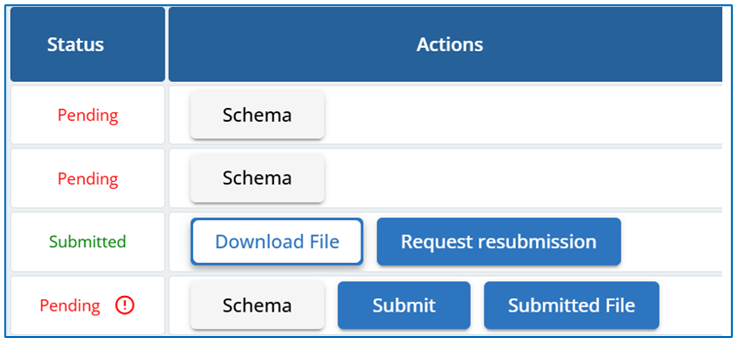
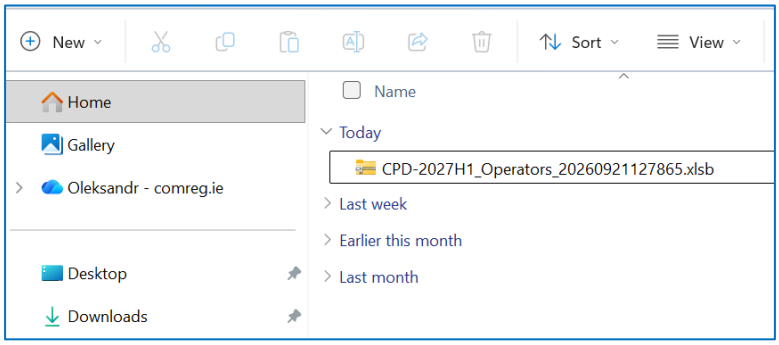
4.9 Request a Report Resubmission

You may Request a Resubmission of a Provider Complaints Data you have already submitted which will be considered on a case-by-case basis.

1	Select Request Resubmission within Current Data Request. 
2	Enter the Reason for resubmission  Tick to Confirm request then click Submit.
3.	The ComReg Administrator will assess your request. Feedback of approval / rejection will be sent via email.
4.	If approved, you may Submit again: 

4.10 Download an already Submitted File

User may download a Provider Complaints data report they have already submitted.

1.	Select Submitted File within Current Data Request 
2.	Select Download File 
3.	File downloaded to your Downloads directory: 

Appendix 1: Submit (Upload) Error Codes

After submitting your Provider Complaints Data report, you may receive feedback on errors that need correcting before submitting your report again. Some of these error references are provided for your information.

In the first instance please refer to the listing in this Appendix to help you understand and address the errors. If you are unable to find the error message you have received, please email ECSComplaintsReport@comreg.ie.

General Validation Rules

Error Number#	Message/Summary	Recommended Action
Error 0001	Error reading submitted file: {ErrorMessage}	This error occurs when the system cannot read the file you submitted. Please check the file format or try resubmitting.
Error 0002	Invalid file type on submission: '{FileExtension}'	Only xlsx, xlsb, or a zip file containing these formats are allowed. Please check your file type and submit the correct one.
Error 0004	The submitted file is in an incorrect format or it was submitted for the wrong submission type.	The submitted file is in an incorrect format or it was submitted for the wrong submission type. Please check the format, required content and submission type.
Error 0050	The Excel file contains an invalid cell value (e.g. #N/A or #REF) on the normalised sheets	The excel spreadsheet contains at least one invalid cell value. Please check all cells contain valid entries. Alternatively, the template may be corrupted. If all entries are valid, please paste the data into a new template (available at data.comreg.ie) and resubmit.
Error 0085	the .zip file is corrupted	The system was unable to process your zip file because it appeared to be corrupted or unreadable. Please create a new zip file using the correct format and try uploading it again.

Error Number#	Message/Summary	Recommended Action
Error 0103	the .zip contains multiple files and the market doesn't accept it (e.g. a zipped Provider Complaints XLSB or XML with multiple files is invalid)	The zip file should only contain one file. Please check the contents and submit the zip file with a single file.
Error 0104	the file inside the .zip is not allowed for the market (e.g. a Provider Complaints zip with a .doc instead of XLSB or XML)	The zip file must contain only the allowed file types. Please ensure that only the correct file types (e.g., xlsx, xlsb) are inside the zip.
Error 0105	the .zip does not contain a required file for that market (e.g. a Provider Complaints submission zip that does not contain XML or XLSB file)	The zip file must contain at least one file without the following extensions: .xls, .xlsx, .xlsb. Please add the missing file and try again.
Error 0108	the submitted file has no data filled in	The file submitted has no data. Please ensure the file contains the required information and submit it again.
Error 0249	Case where the Excel does not contains the columns IsBADCheck or IsBADResult on the Lookup worksheet:	We note that you are using a previous version of the data request template, please ensure you use the correct template (schema). This is available to download from data.comreg.ie.

There are further validation checks performed to assess:

- If the schema submitted matches the project of the data request submitted; and
- if any required element is missing or out of place/order.

First Level Validation (XSD validation):

The validation assessment reviews the data provided on the **Fixed Voice**, **Mobile**, and **Broadband** sheets.

Error Ref	**Field the error relates to**	**Recommended Action:** *Please ensure the following requirements are met:*
<CRID>	Individual Complaint Reporting Reference	• Mandatory • Data type: String • Min Length: 1 • Max Length: 20 • Allowed Characters: a-z A-Z 0-9 # . _ / \ -
<CH>	Channel	• Mandatory • Data type: Integer • Must be a valid Channel from the Channel lookup
<DR>	Date Received (DDMMYYYY)	• Mandatory • Data type: String • Date Format: DDMMYYYY
<DA>	Date Acknowledged (DDMMYYYY)	• Optional • Data type: String • Date Format: DDMMYYYY
<DRI>	Date Response Issued (DDMMYYYY)	• Optional • Data type: String • Date Format: DDMMYYYY
<DC>	Date Closed (DDMMYYYY)	• Optional • Data type: String • Date Format: DDMMYYYY

Error Ref	Field the error relates to	Recommended Action: *Please ensure the following requirements are met:*
<CLS>	Classification ID	• Mandatory • Data type: Integer • Must be a valid Classification from the Classification lookup
<SC>	Sub Classification ID	• Mandatory • Data type: Integer • Must be a valid Sub Classification from the Sub Classification lookup
<RRA>	Resolution Remedial Action	• Mandatory • Data type: String • Min Length: 1 • Max Length: 200
<RMP>	Resolution Monetary Payment	• Mandatory • Data type: Decimal • Min Value: 0 • Max Value: 999999.99 • Decimal Precision: 2

The validation assessment reviews the data provided on the **Additions** sheet.

Error Ref	**Field the error relates to**	**Recommended Action:** *Please ensure the following requirements are met:*
<ATID>	Addition Type ID	• Mandatory • Data type: String • Min Length: 1 • Max Length: 50
<AN>	Addition Name	• Mandatory • Data type: String • Min Length: 1 • Max Length: 50
<AE>	Addition Explanation	• Mandatory • Data type: String • Min Length: 1 • Max Length: 50
<ARC>	Addition Relevant Classification	• Mandatory • Data type: String • Min Length: 1 • Max Length: 50

Second Level Validation (logic validation):

If there are logic validation errors those are returned on the validation error mail.

Error #	Error message	Recommended Action
Error 0274	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DR (Date Received) is in a invalid date format. Date format is 'DDMMYYYY'.	This error occurs if Date Received for a particular complaint record is not in the expected XML format DDMMYYY. Please review and amend.
Error 0275	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DA (Date Acknowledged) is in a invalid date format. Date format is 'DDMMYYYY'	This error occurs if Date Acknowledged for a particular complaint record is not in the expected XML format DDMMYYY. Please review and amend.
Error 0276	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DRI (Date Response Issued) is in a invalid date format. Date format is 'DDMMYYYY'	This error occurs if Date Response Issued for a particular complaint record is not in the expected XML format DDMMYYY. Please review and amend.
Error 0277	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DC (Date Closed) is in a invalid date format. Date format is 'DDMMYYYY'.	This error occurs if Date Closed for a particular complaint record is not in the expected XML format DDMMYYY. Please review and amend.
Error 0278	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DA (Date Acknowledged) is required when *{COMPLAINTTYPE}*\\DRI (Date Response Issued) is entered.	This error occurs if Date Response Issued is informed but Date Acknowledged for a particular complaint record is not. Please review and amend.
Error 0279	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DRI (Date Response Issued) is required when *{COMPLAINTTYPE}*\\DC (Date Closed) is entered.	This error occurs if Date Closed is informed but Date Response Issued for a particular complaint record is not. Please review and amend.

Error #	Error message	Recommended Action
Error 0290	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DA (Date Acknowledged) cannot be earlier than *{COMPLAINTTYPE}*\\DR (Date Received).	This error occurs where Date Acknowledged is earlier than Date Received. Please review and amend.
Error 0291	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DRI (Date Response Issued) cannot be earlier than *{COMPLAINTTYPE}*\\DC (Date Acknowledged)	This error occurs where Date Response Issued is earlier than Date Acknowledged. Please review and amend.
Error 0292	CRID (Individual complaint reporting Reference): *{CRID}*, *{COMPLAINTTYPE}*\\DC (Date Closed) cannot be earlier than *{COMPLAINTTYPE}*\\DRI (Date Response Issued).	This error occurs where Date Closed is earlier than Date Response Issued. Please review and amend.