



Commission for
Communications Regulation

ComReg Consumer Line Statistics

Q1 2017 – 1 January 2017 to 31 March 2017

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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1 Executive Summary

1. The Commission for Communications Regulation (“ComReg”) is responsible for regulating the electronic communications sector (telecommunications, radio communications and broadcasting transmission), premium rate services and the postal sector. It is the responsibility of ComReg to inform and protect consumers, encourage innovation and to facilitate competition.
2. ComReg publishes quarterly statistics in respect of the issues raised by consumers who contact our Consumer Line¹. This publication reflects the period from 1 January 2017 to 31 March 2017. All incidences of consumers contacting ComReg's Consumer Line were logged and the individual issue recorded under one of the main categories as set out in Annex 2.
3. In Q1 2017 a total of 9,648 issues were raised by residential and business customers to ComReg’s Consumer Line. The trend in Figure 1 shows that, compared with Q4 2016, there was a overall increase of 45% in the number of issues. The notable increase is attributed to the volume of PRS issues that increased by 71% from 3,110 in Q4 2016 to 5,308 in Q1 2017.

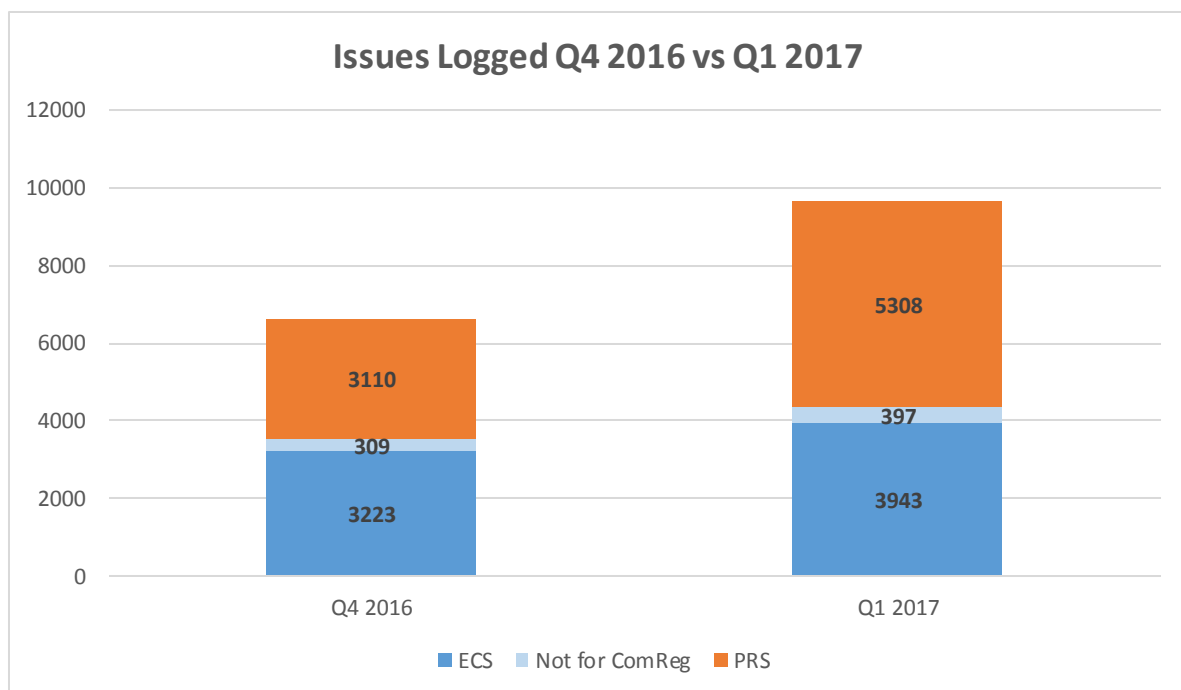


Figure 1: ECS (inc. Not for ComReg) and PRS issues reported to ComReg in Q1 2017 (9,648) compared with Q4 2016 (6,642)

¹ Annex 1 sets out the various ways in which ComReg’s Consumer Line can be contacted.

- Figure 2 shows the breakdown by classification type for the 9,648 issues raised with the Consumer Line in Q1 2017. This compares to 6,642 issues for the previous period, Q4 2016.

There was a increase of 23% in ECS issues raised with the Consumer Line and the trend of top ECS issues by classification type continued to show billing, service issues and contractual matters as the top 3 categories.

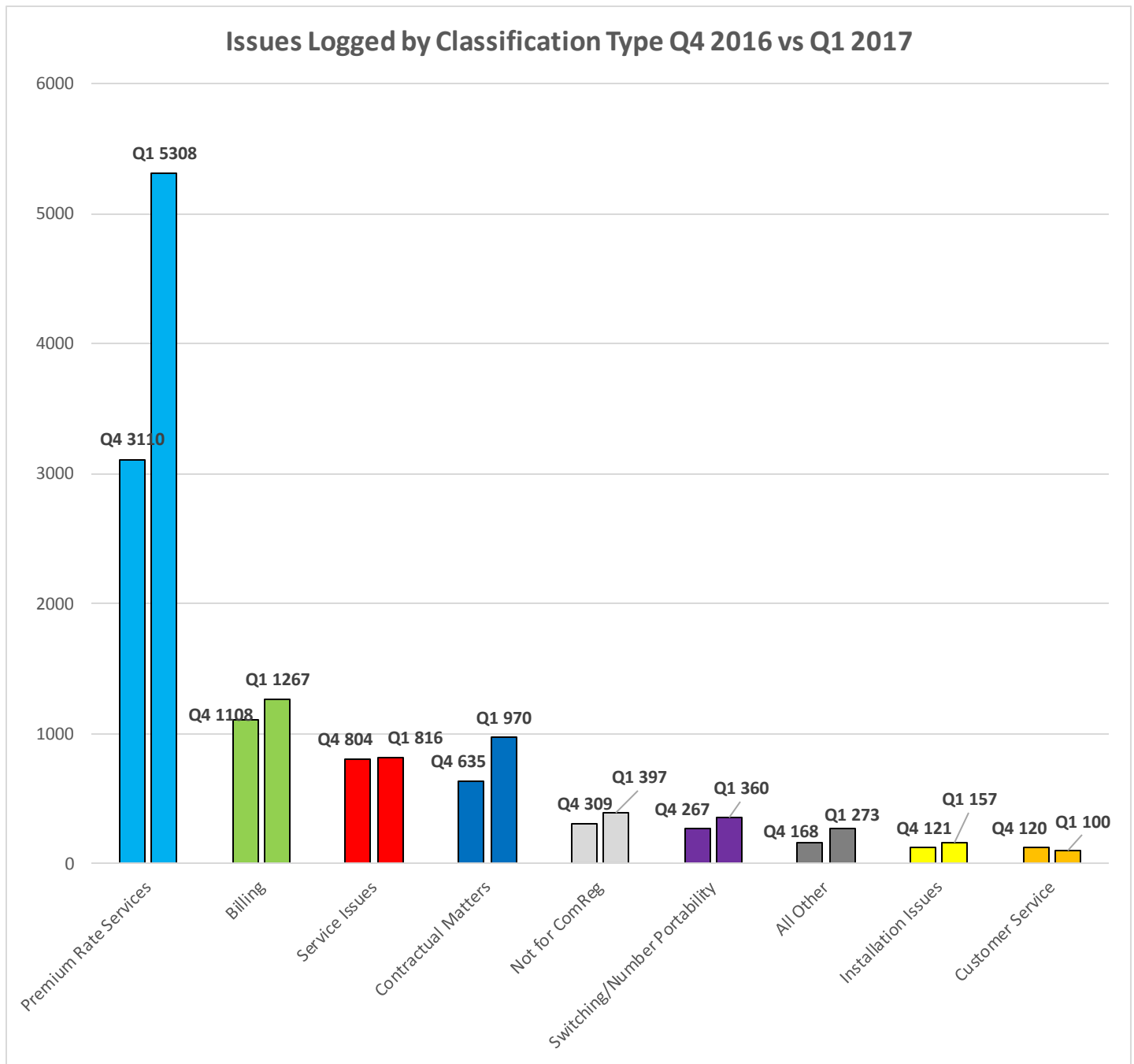


Figure 2: Breakdown of Q4 2016 v Q1 2017 issues by classification type

5. In Figure 3 the number of PRS issues raised to the Consumer Line is split further by ECS Provider (where PRS issues raised to the consumer line by ECS Providers' customers was in excess of 100 issues). As previously noted, PRS issues raised with ComReg's Consumer Line has increased from 3,110 in Q4 2016 to 5,308 in Q1 2017. In instances where consumers contact ComReg's Consumer Line via email, information pertaining to the consumer's ECS Provider is not always apparent and, as such, the ECS Provider in such instances is recorded as "unknown". ComReg has put in place a mechanism to capture details of the PRS network provider in the majority of PRS cases, and thus the percentage of "unknown" has decreased from 38% in Q4 2016 to 14% in Q1 2017.

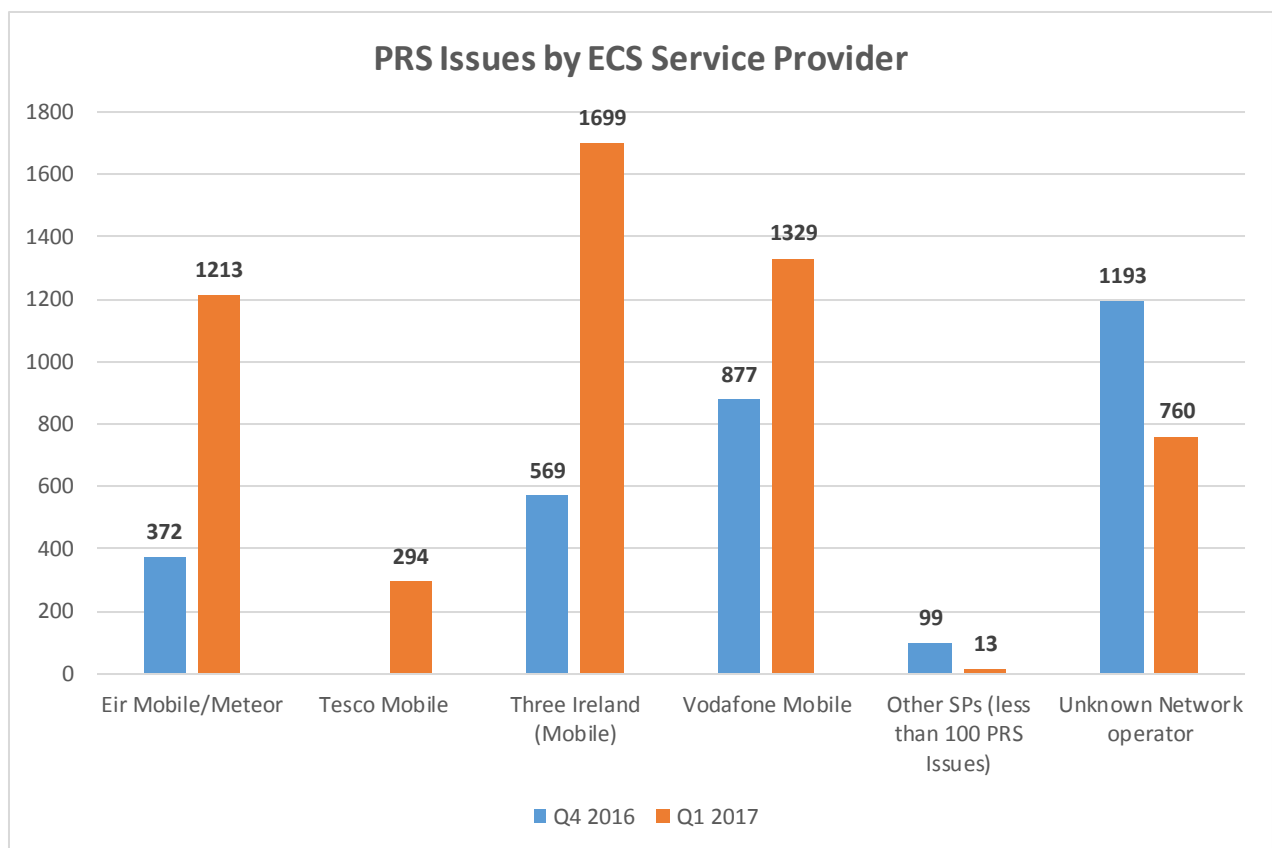


Figure 3: Breakdown of Q4 2016 v Q1 2017 PRS issues by ECS Service Provider

- The current ratio of total (ECS and PRS) complaints to queries is 16% to 84%, compared with 21.3% to 78.7% in Q4 2016. It must be noted that this shift in the downwards in the overall complaint to query ratio from Q4 2016 to Q1 2017 can be attributed to factors including a further large increase this quarter in the number of PRS queries received and trends observed in Figure 7 below.

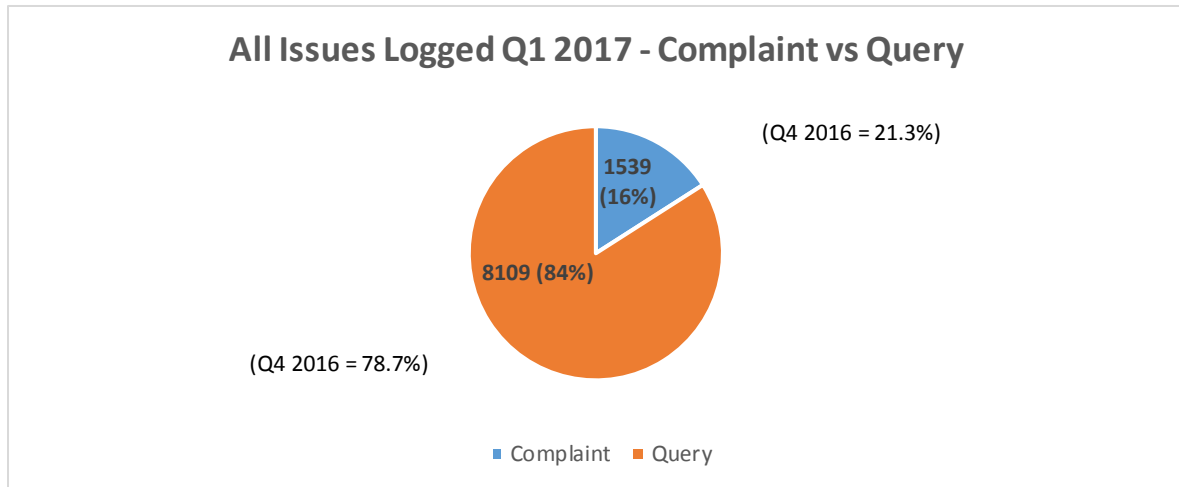


Figure 4: Breakdown between complaints and queries for Q1 2017 for all issues

- The current ratio of complaints to queries for ECS is 24%, which is a decrease from 32% in Q4 2016. The overall number of PRS complaints has increased, however the ratio of complaints to queries for PRS has decreased slightly to 9% (10% in Q4).

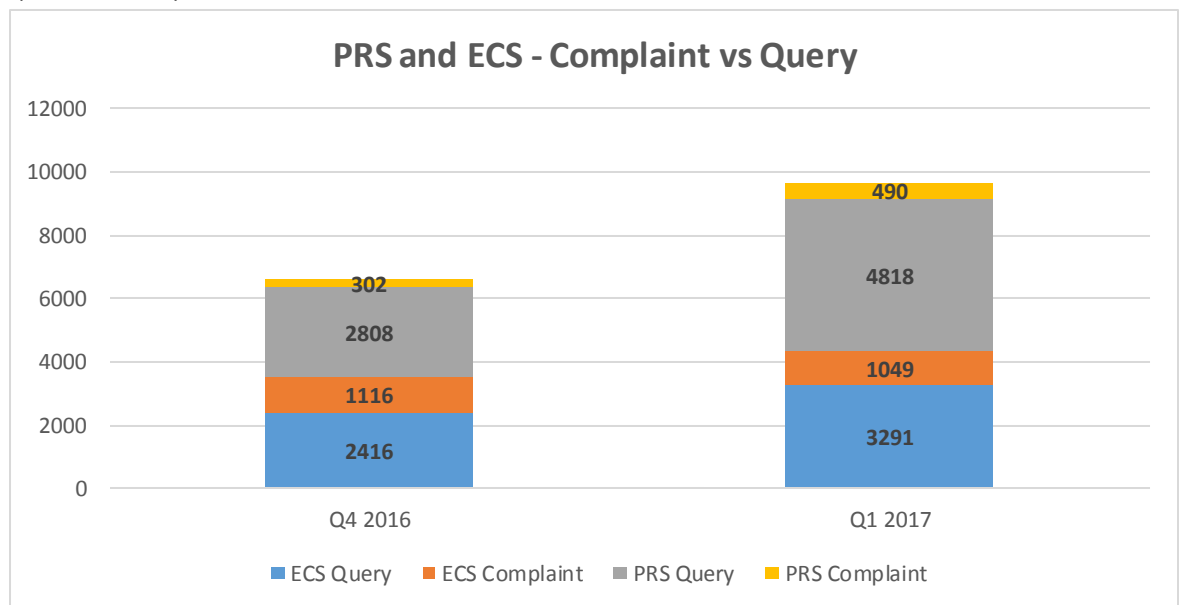


Figure 5: Breakdown between complaints and queries for Q4 2016 and Q1 2017 for ECS and PRS issues

8. The number of ECS complaints as a proportion of the total ECS issues logged by ComReg's Consumer Line has decreased from 28.2% in Q2 2016 to 24.2% in Q1 2017.

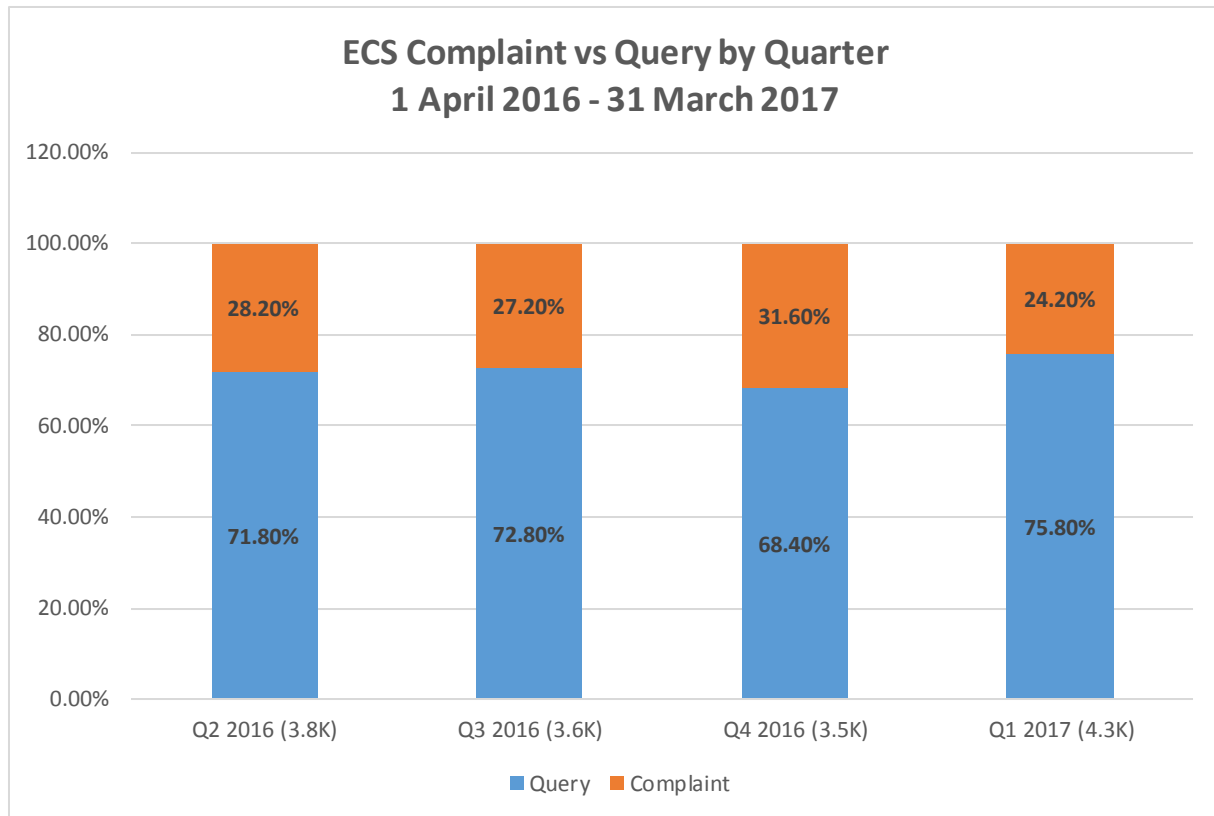


Figure 6: Split of ECS Issues (Complaints / Queries) by Quarter from 1 April 2016 to 31 March 2017

9. The number of complaints in proportion to all other types of issues raised by Service Providers' customers with the Consumer Line in Q1 2017, compared with Q4 2016, is set out in Figures 7 and 8. These have been split by mobile service provider and fixed service provider.

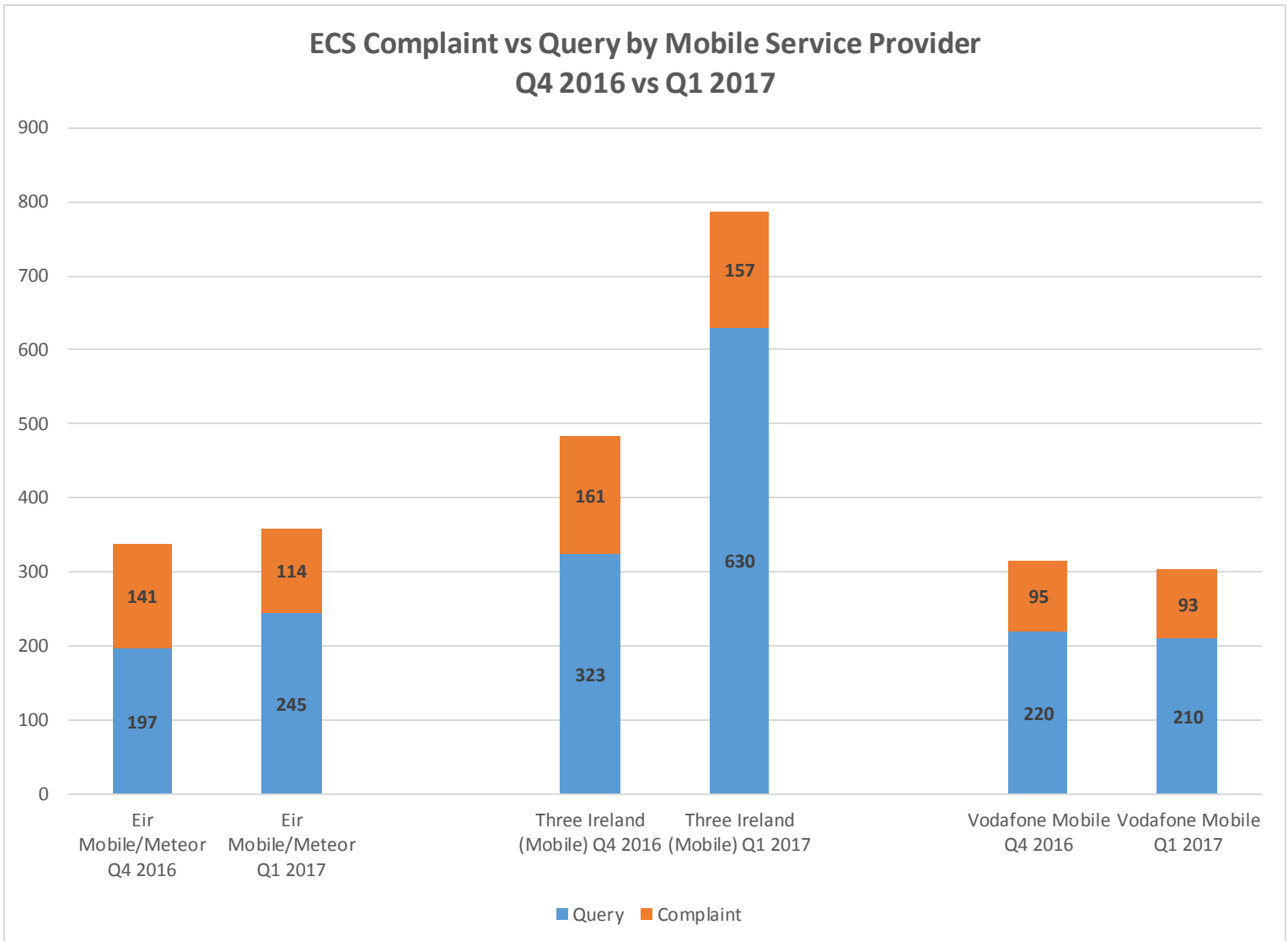


Figure 7: Split of ECS Issues - Complaints / Other Queries - Q4 2016 vs Q1 2017 by Mobile Service Provider

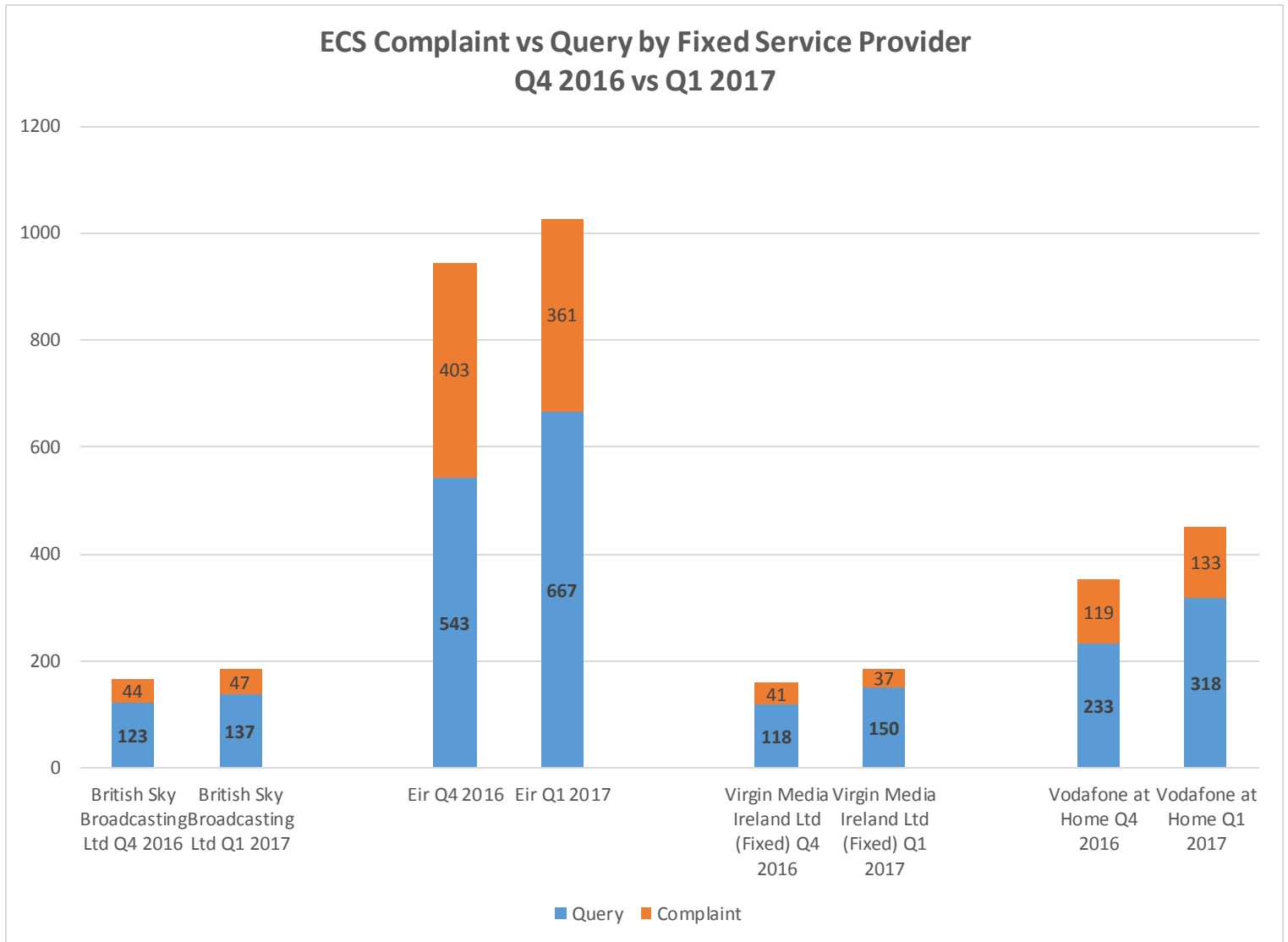


Figure 8: Split of ECS Issues - Complaints / Other Queries - Q4 2016 vs Q1 2017 by Fixed Service Provider

10. The number of complaints per 1000 subscribers by service provider for Q1 2017 compared with Q4 2016 is set out in Figure 9.

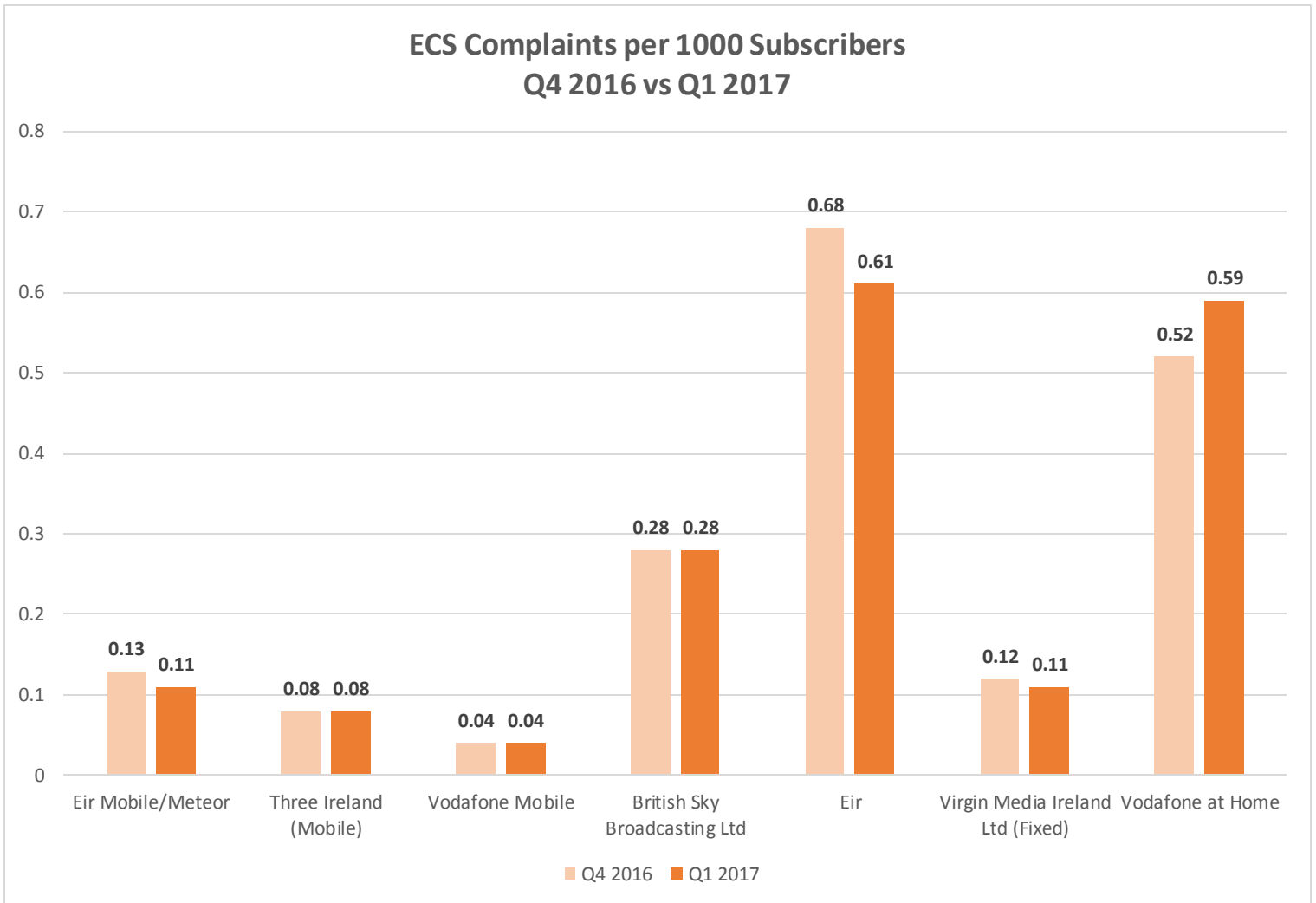


Figure 9: ECS complaints per 1000 subscribers Q4 2016 vs Q1 2017

11. The top ECS mobile issues raised to ComReg in Q1 2017 compared with Q4 2016, per mobile service provider, are set out in Figures 10-12 below.

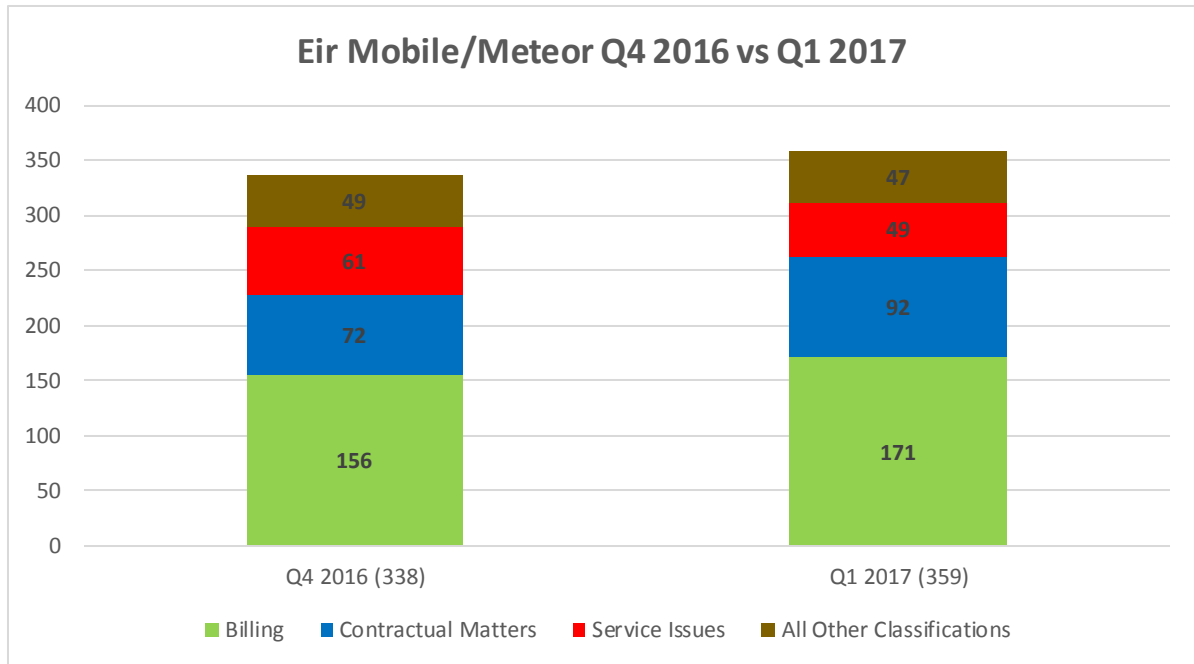


Figure 10: Split of ECS Issues by classification type for Eir Mobile/Meteor Q4 2016 vs Q1 2017

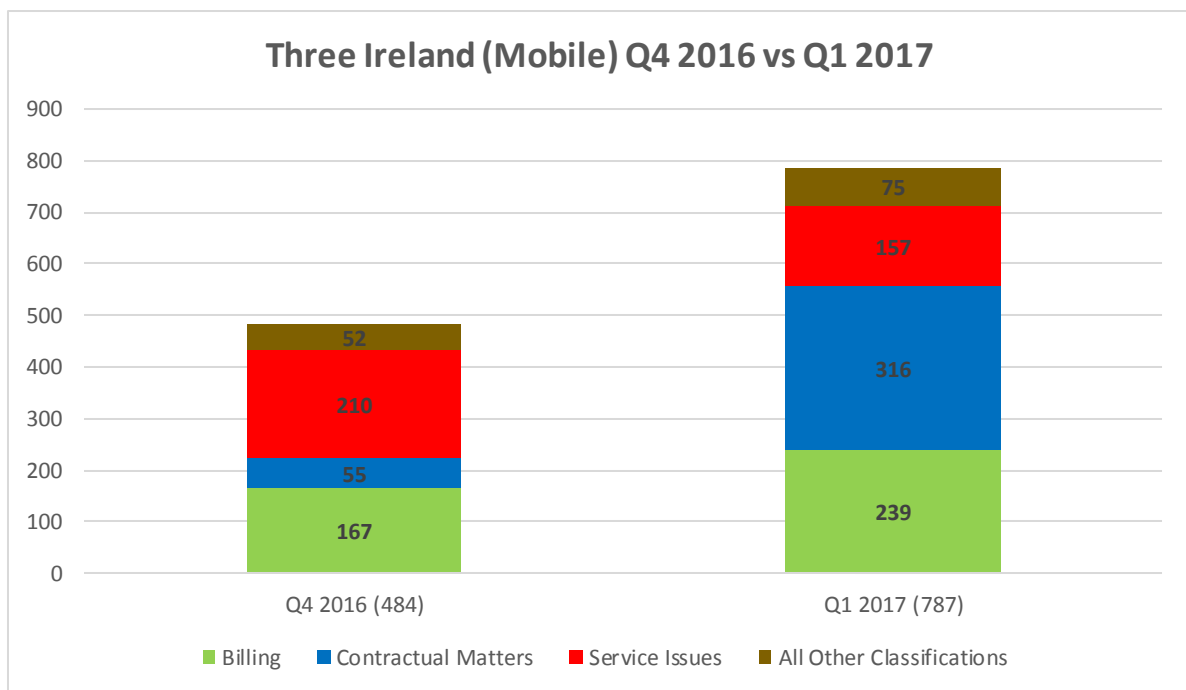


Figure 11: Split of ECS Issues by classification type for Three Ireland (Mobile) Q4 2016 vs Q1 2017

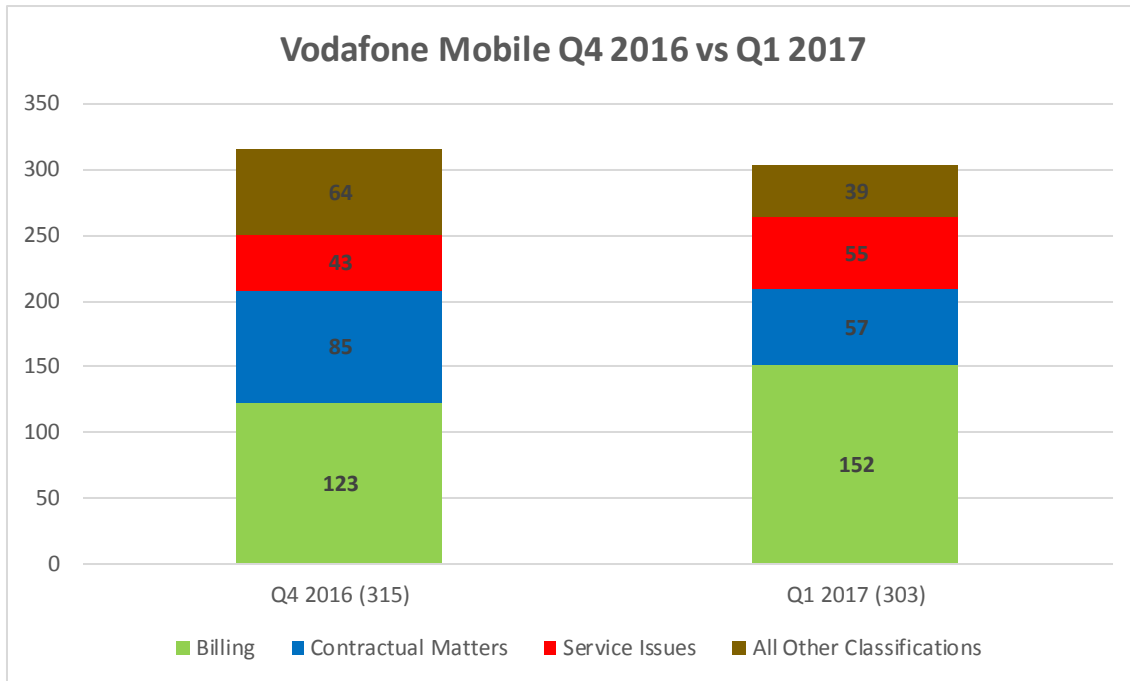


Figure 12: Split of ECS Issues by classification type for Vodafone Mobile Q4 2016 vs Q1 2017

12. Figure 13 shows the split within mobile service issues recorded by the Consumer Line for mobile coverage versus all other service issues as follows:

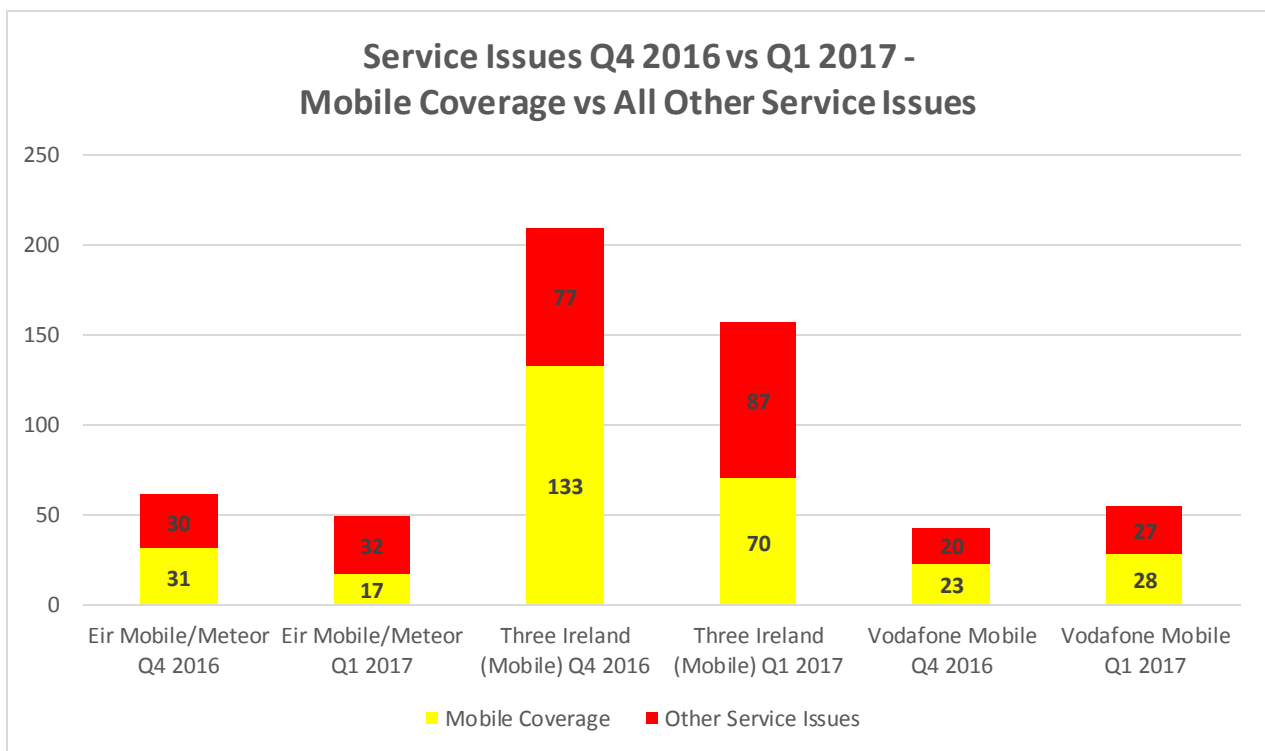


Figure 13: Split of ECS Service Issues by Mobile service provider for Q4 2016 v Q1 2017

13. Figure 14 below shows the number of mobile coverage issues reported by consumers to ComReg, per 1,000 subscribers for each of the three mobile service providers listed, for Q1 2017 compared with Q4 2016.

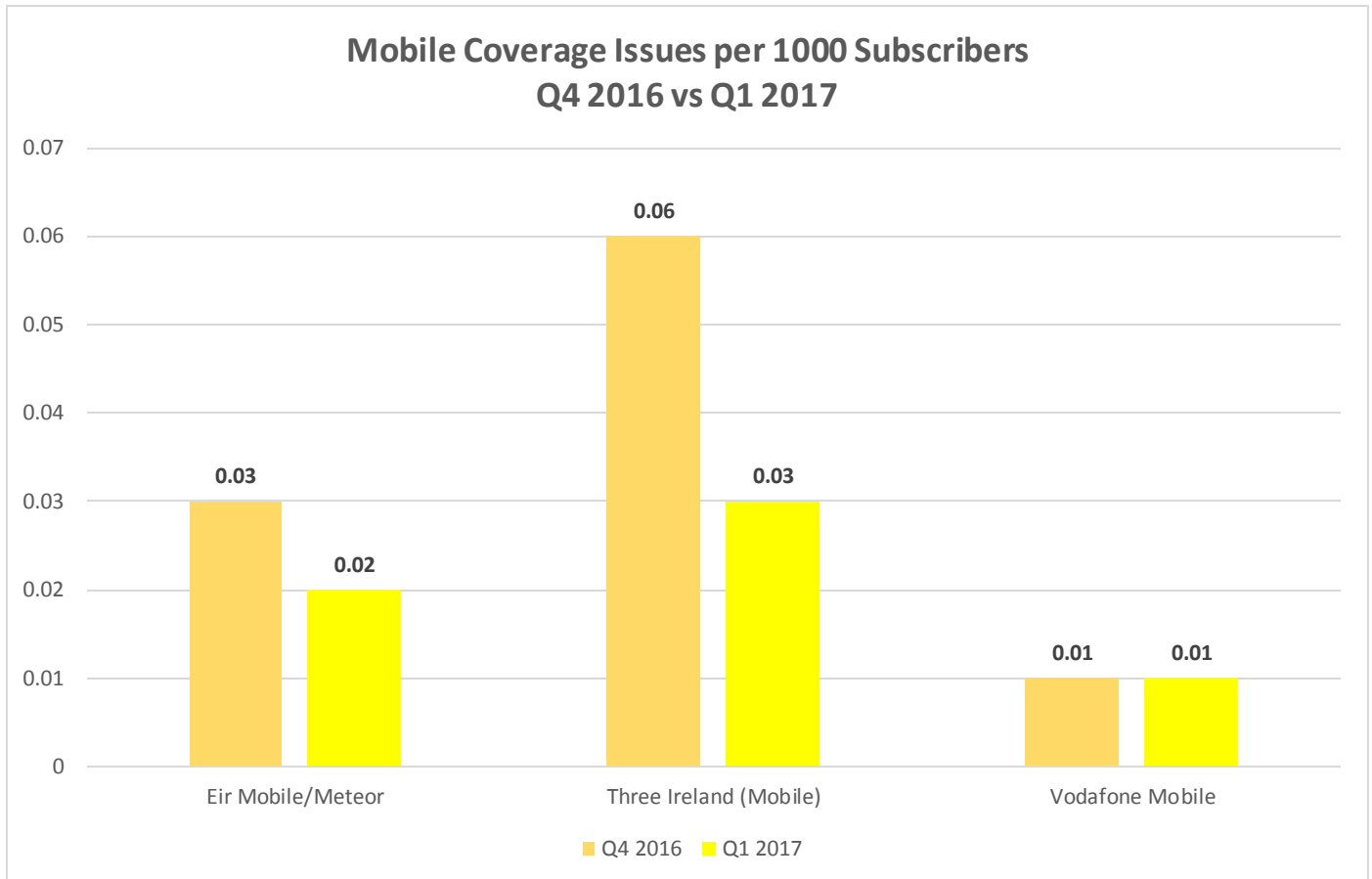


Figure 14: Mobile Coverage Issues per 1000 subscribers Q4 2016 v Q1 2017

14. Figures 15 and 16 show a breakdown of all Mobile Coverage Issues (128), as reported to ComReg’s Consumer Line in Q1 2017, by type and frequency and split by query versus complaint.

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

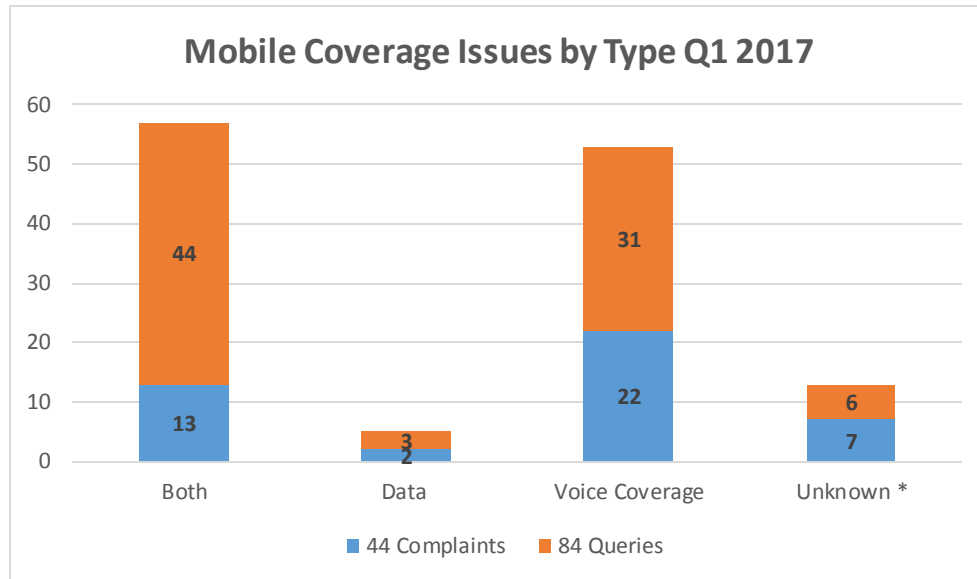


Figure 15: Query vs complaint split of Mobile Coverage Issues by Type

Consumers were also asked whether their issue occurred always, often or periodically, as set out below:

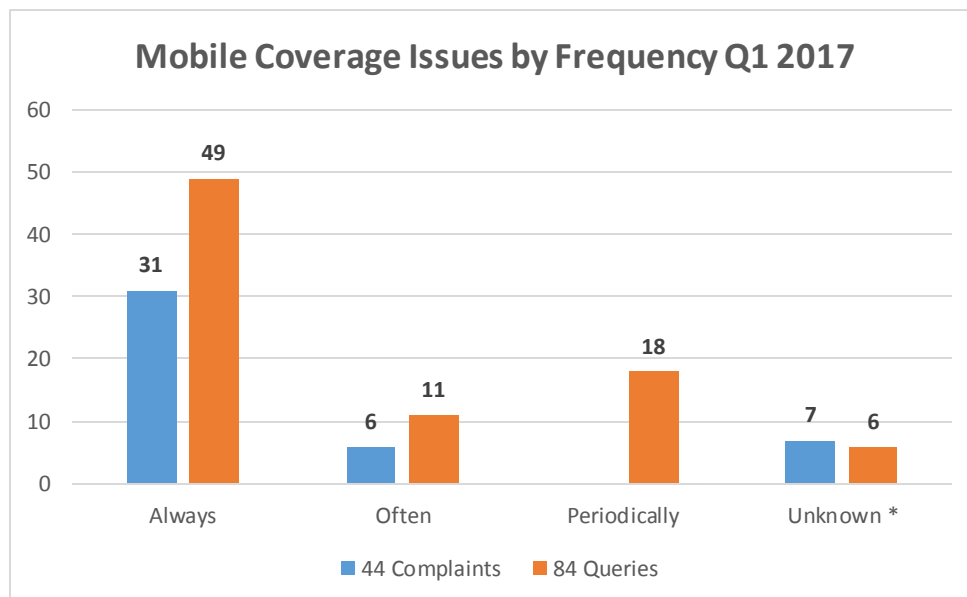


Figure 16: Query vs complaint split of Mobile Coverage Issues by Frequency

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

15. The top ECS issues recorded by ComReg’s Consumer Line, from all issues recorded excluding mobile, are set out in Figures 17-20. The Service Providers listed are only those where the total number of new issues raised in Q1 2017 were in excess of 100.

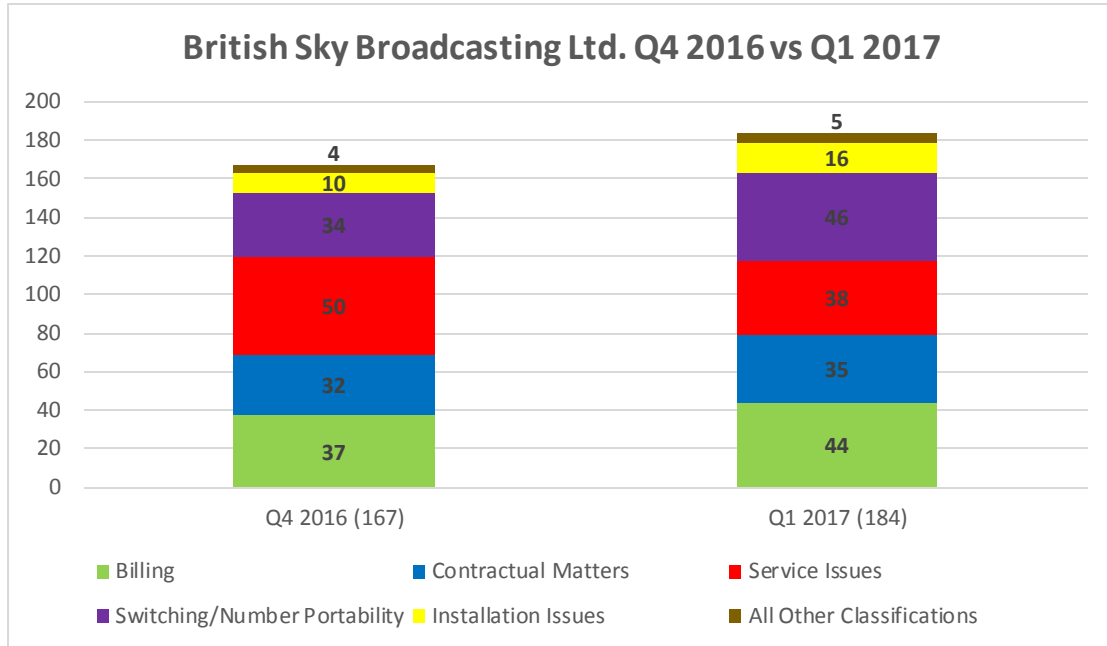


Figure 17: Split of ECS Issues by classification type for British Sky Broadcasting Ltd Q4 2016 vs Q1 2017

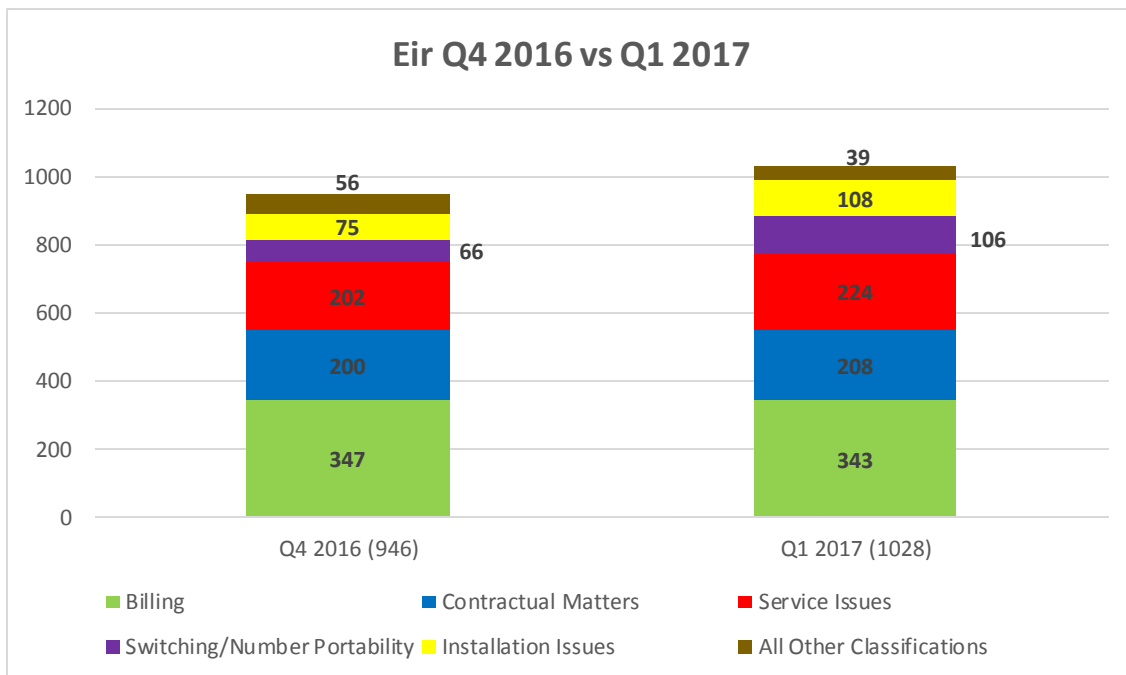


Figure 18: Split of ECS Issues by classification type for Eir Q4 2016 vs Q1 2017

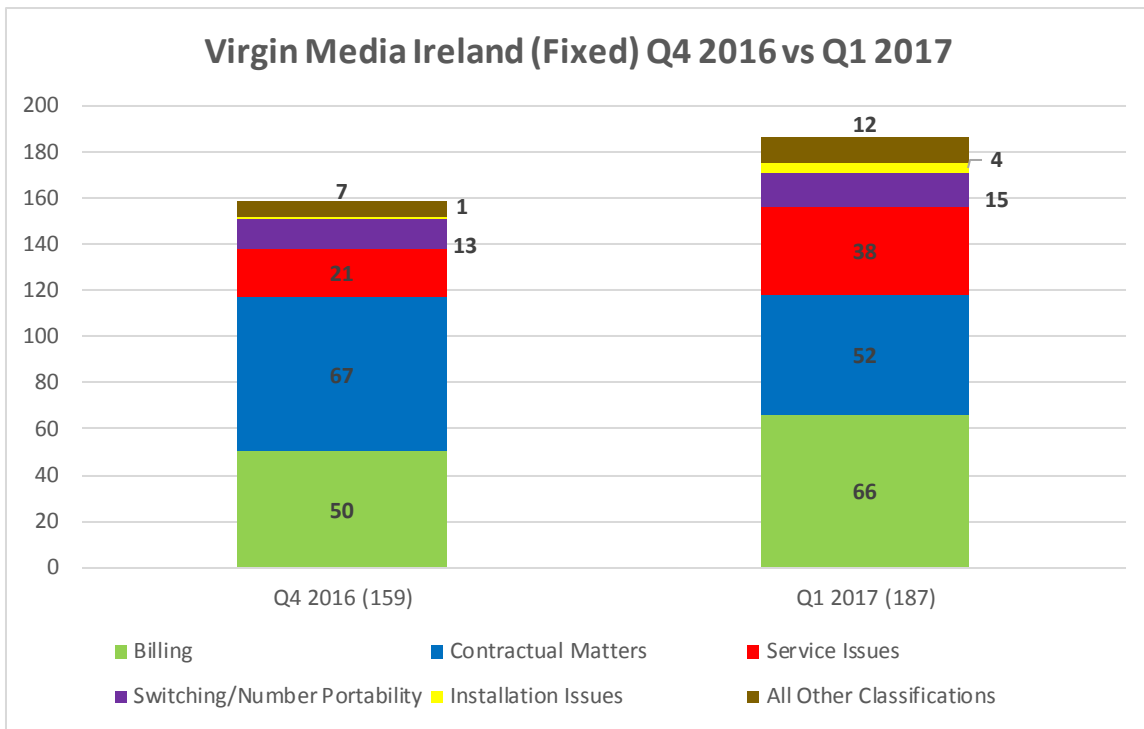


Figure 19: Split of ECS Issues by classification type for Virgin Media Ireland (Fixed) Q4 2016 vs Q1 2017

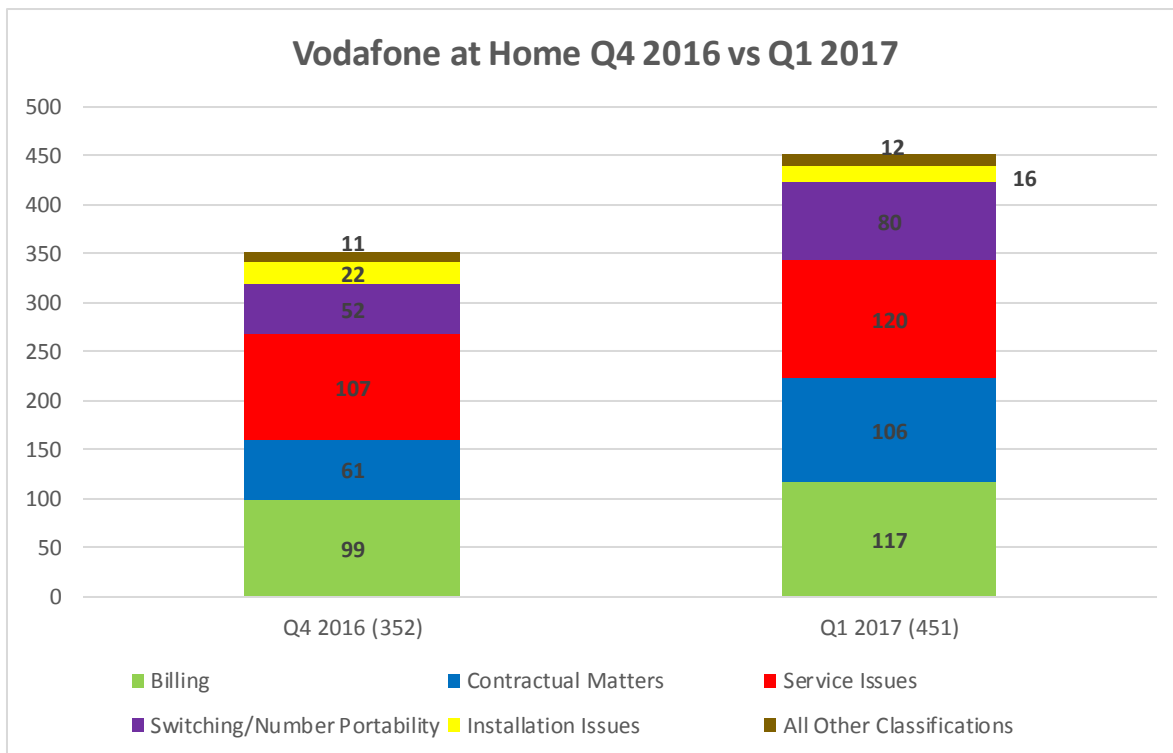


Figure 20: Split of ECS Issues by classification type for Vodafone at Home Q4 2016 vs Q1 2017

Annex 1: ComReg Consumer Line Contact Details

Contact Us

Consumer Queries and Complaints - Landline, Mobile, Broadband

You can contact us in a variety of ways:

• Call

- Business Issues at 01 804 9707
- All other Consumers issues 01 804 9668

• Fax: +353 1 8049680

• **Text so we can call you back** - Send a text with the word COMREG to 51500 (standard SMS rates apply*) to receive a call back

• **Text so we can text you back** - Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply*) outlining the issue you need assistance with and we will respond to you by text. **IMPORTANT** - Please use keyword ASKCOMREG in all text messages, including replies.

• **Online complaint form** - Complaint/query form on <http://www.comreg.ie/queries-complaints/>

• Email

- Business Issues - businessconsumers@comreg.ie
- All other Consumer Issues - consumerline@comreg.ie

• **Post:** Consumer Line, Commission for Communications Regulation, FREEPOST, Block DEF, Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1.

*The message will be charged at the standard text rate which is 7 cent – 14 cent depending on the operator. If you have any problems with the service please let us know at 01 804 9668 or 1890 229 668

Annex 2: Classification Index

<p>Billing & Disputed Charges includes:</p> <ul style="list-style-type: none"> • Disputed Charges • Disputed Data Charges • Disputed Roaming Charges • Disputed PBX Hacking Charges 	<ul style="list-style-type: none"> • Invoice Issues • Refund / Credit Issue • Billing & Disputed Charges Other
<p>Contractual Matters includes:</p> <ul style="list-style-type: none"> • Contract Not Provided • Contract Termination Request • Misleading Sales • Pricing Transparency • Terms and Conditions: 	<ul style="list-style-type: none"> • Cancellation Penalties • Cooling Off Period • 'Unlimited' / Fair Usage • Contractual duration • Contract Change Notification • Contractual Other
<p>Customer Service includes:</p> <ul style="list-style-type: none"> • Difficulty Accessing Customer Service • Failure to Respond 	<ul style="list-style-type: none"> • Inadequate Response • Customer Service Other
<p>Installation Issues includes:</p> <ul style="list-style-type: none"> • Delay in Installation • Missed Appointment • USO Threshold Issue 	<ul style="list-style-type: none"> • Works Approval Required • Installation Other
<p>Service Issues includes:</p> <ul style="list-style-type: none"> • Broadband Speeds • Interference • Loss of Service • Mobile Coverage 	<ul style="list-style-type: none"> • Quality of Service • Service Availability • Service Other

Switching & Number Portability includes: <ul style="list-style-type: none"> • Delay Switching • New Tenant Process • Number Loss • Operator Unknown 	<ul style="list-style-type: none"> • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other
Not for ComReg includes: <ul style="list-style-type: none"> • Issues relevant to ASAI • Issues relevant to BAI • Issues relevant to CCPC • Issues relevant to DCENR 	<ul style="list-style-type: none"> • Issues relevant to DPC • TV issues • Not for ComReg Other
Other includes: <ul style="list-style-type: none"> • Accessibility • Directory Enquiries Issue • ECAS • General Information Request • Net Neutrality 	<ul style="list-style-type: none"> • NDD Listing issue • Public Pay phones • Scams • Unsolicited Communications • Consumer Care Other
ComReg not Consumer Care includes: <ul style="list-style-type: none"> • Authorisations / Licensing • Industry Query • Legal Query • Market Analysis / Statistics 	<ul style="list-style-type: none"> • Media Query • Spectrum Query • ComReg not Consumer Care Other
Premium Rate Services (PRS) includes: <ul style="list-style-type: none"> • Denial / Does Not Recall Engaging with PRS (incl. Subscriptions) • Subscription by a Minor • Difficulty Unsubscribing • General Request to Unsubscribe 	<ul style="list-style-type: none"> • Unknown Short Code • Content or Service Not Received • PRS Provider Customer Service • General PRS Query • PRS Other

Disclaimer

The Commission for Communications Regulation (“ComReg”) receives queries and complaints on many types of consumer issues in the sector. It should be noted however that ComReg does not have legal powers of enforcement in relation to all types of consumer queries or complaints that it receives. Accordingly, this notice is for information purposes only and should not be construed as meaning that ComReg can or is bound to take enforcement action against any service provider in respect of an individual query or complaint.