



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q2 2017 – 1 April to 30 June 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 the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications, broadcasting transmission and premium rate services) and the postal sector. It is the responsibility of ComReg to inform and protect consumers, encourage innovation and to facilitate competition.
2. ComReg's Consumer Care team manage all direct contacts from consumers of electronic communications services (ECS), premium rate services (PRS) and postal services and consumers may contact our Consumer Line using a variety of methods, including phone, email, SMS, online form, webchat, post and most recently Irish Sign Language.¹
3. ComReg receives a high volume of contacts from consumers and a number of these contacts are classified as queries where we provide information to consumers on how to handle their issue with their service provider in the first instance. It is acknowledged, however, that some issues are often left unresolved and ComReg's Consumer Care team can assist consumers in having these unresolved issues, classed by ComReg as complaints, managed through to resolution where possible with their Service Provider. More information on ComReg's complaint handling procedures can be found in our complaints handling guide which is available on our website.²
4. ComReg publishes quarterly statistics in respect of the issues raised by consumers who contact our Consumer Line. This publication reflects the period from 1 April 2017 to 30 June 2017. All incidences of consumers contacting ComReg's Consumer Line were recorded with the individual issue being classified under one of the main categories as set out in Annex 2.
5. This publication provides detail in relation to both the number and type of issues which consumers contacted our Consumer Line with during Q2 2017 and also includes details of total issues recorded in Q1 2017 and/or since Q2 2016, for comparative purposes.
6. The report highlights that the overall number of issues recorded by ComReg's Consumer Line has decreased since Q1 2017, however this figure is still higher than the equivalent in Q2 2016. The ratio of complaints to queries has stayed almost constant from Q1 2017 to Q2 2017 and the most common classifications of

¹ Annex 1 provides details of how to contact ComReg's Consumer Line

² <https://www.comreg.ie/media/2017/07/ComReg-Consumer-Complaints-Guide-Mobile.pdf>

ECS issues consistently show as Billing, Contractual Matters and Service issues over the last 5 quarters.

7. While mobile issues increased from Q1 2017 to Q2 2017, fixed line issues decreased, and, following exponential growth in PRS issues from Q2 2016 to Q1 2017, PRS issues have decreased from Q1 2017 to Q2 2017.

1.1 New Requirements - Service Provider Codes of Practice

8. Following a public consultation, on 30 June 2017 ComReg published its Decision on minimum requirements for Service Providers' Codes of Practice for complaint handling. Service Providers have until 31 December 2017 to implement the new rules however, some Service Providers may have already put in place some aspects of the new measures.
9. The measures mean that in addition to the current requirements in place, Service Providers must implement the following, at a minimum, for complaints.

(i) All channels which can be used by end-users to make a complaint must be set out in the Service Provider's Code of Practice

(ii) At a minimum the first points of contact available for making complaints must be:

- A Freephone (1800) number or a 19XX Customer Support Short Code number or a geographic or mobile telephone number or a number that is free to all end-users, and
- An electronic means of contact, including an e-mail address and/or a complaints online form or direct online communication plainly associated with making a complaint that offers the ability to attach a document and does not have a word character restriction and provides a record in a durable form to the end-user, and
- An Address (excluding an address for an electronic means of contact)

(iii) Complainants cannot be transferred to a telephone line or any other service costing more than the cost of a call to a geographic number or mobile telephone number

(iv) The complaints acknowledgement is to be provided to the complainant within 2 working days and must contain the following minimum specified details:

- a. Acknowledgement of the complaint,
- b. Confirmation that the complaint is recorded,
- c. A timeframe for Complaint Response and Resolution and any other steps in the process,
- d. Details of the unique reference number to identify and track the individual complaint,
- e. Appropriate contact details for the end-user to use in order for the consumer to contact the undertaking,
- f. Next steps in the process,
- g. Details of the internet/world wide web link to the Code of Practice.

(v) The response to complaints is to be provided within 10 working days and where a final resolution cannot be provided within 10 working days the complainant is to be provided with a timeframe for resolution and the details of the Service Providers internal escalation process and details for contacting ComReg.

(vi) Complaints received must be tracked and recorded. The following minimum details must be recorded.

- a. The complainant's name, account number and contact details including a phone number;
- b. The date the complaint was raised by the end-user and dates of all communication throughout the life cycle of the complaint to final closure;
- c. A copy of the written complaint or notes made from the voice / online communications with the complainant relating to the complaint;
- d. All communications with the complainant including details of the response to the complaint, final resolution and any determination in respect of the complaint with associated documentation;

(vii) The mechanism whereby complainants can avail of refunds process is to be specified in the Code of Practice.

(viii) Service Providers must publish their Code of Practice in the following ways.

- a. a direct link to the Code of Practice must be clearly displayed on the Home page of the corporate website, and web pages established by the Service Provider for dealing directly with end-user complaints including web pages established by third parties where possible.
- b. the Code of Practice is to be returned or displayed to end-users using search terms which include 'code of practice', 'complaint', 'how to make a complaint' or 'how to complain', using the search facility of its corporate website and any web pages created for dealing directly with end-user complaints.
- c. details of an internet/web link to the Code of Practice must be included in the Complaint Acknowledgement;
- d. on receipt of a request from an end-user, Service Providers must provide a copy of their Code of Practice to the end-user in a format accessible to that end-user.

10. For full details please see ComReg Document number 17/62 Decision 04/17³.

1.2 New Access Method for ComReg's Consumer Line

11. On 30 June 2017 ComReg launched a service for consumers who wish to contact our consumer line using Irish Sign Language. This is a remote interpreter service offered by the Sign Language Interpreting Service (SLIS) via Skype. Consumers can use this service by using the facilities at ComReg's offices, with the interpreter in the Deaf Village (located in Cabra) or by participating independently in the Skype call. Any consumers who wish to avail of this service must contact our Consumer Line/SLIS via email to arrange an appointment.

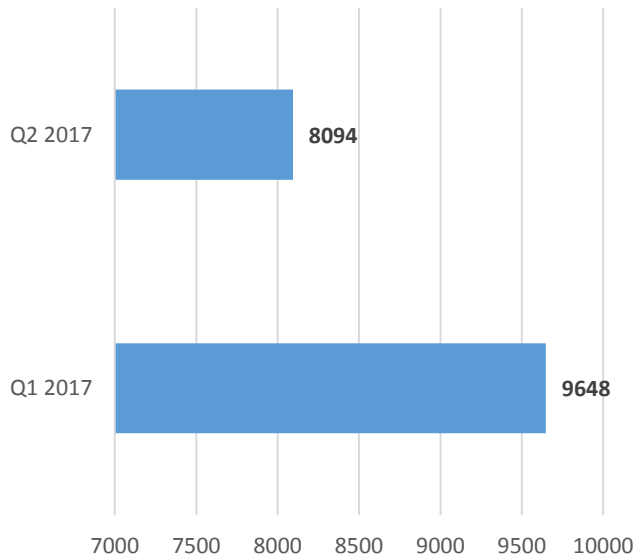
1.3 ComReg Consumer Line Dashboard

Section 2 CONSUMER CONTACTS AND SATISFACTION	Q1 2017	Q2 2017
Overall contacts to ComReg's Consumer Line (approx.)	19,000	17,500
Satisfaction with service received from ComReg's Consumer Line	83%	80%

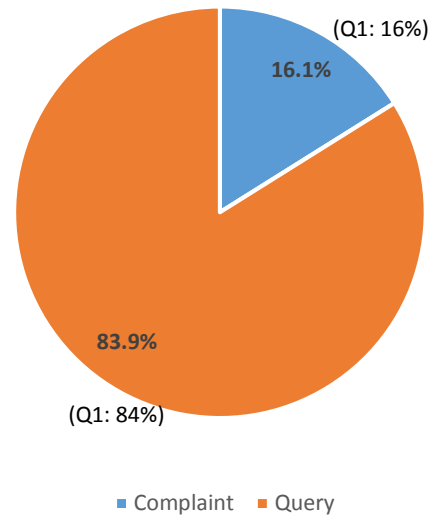
³ <https://www.comreg.ie/publication/electronic-communications-complaints-handling-code-practice-response-consultation-decision>

Section 3 ALL ISSUES RECORDED

All ECS and PRS Issues Recorded

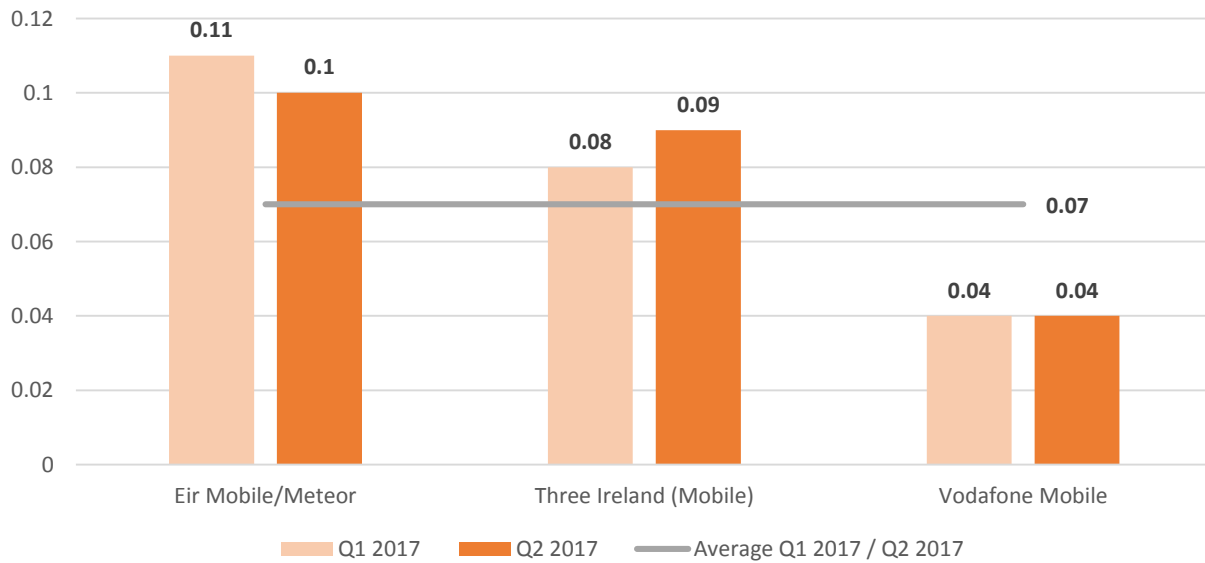


Complaints vs Queries Q2 2017



Section 4 MOBILE SERVICE PROVIDER STATISTICS

ECS Complaints by Mobile Service Provider per 1000 Subscribers Q1 vs Q2 2017



Section 5 FIXED SERVICE PROVIDER STATISTICS

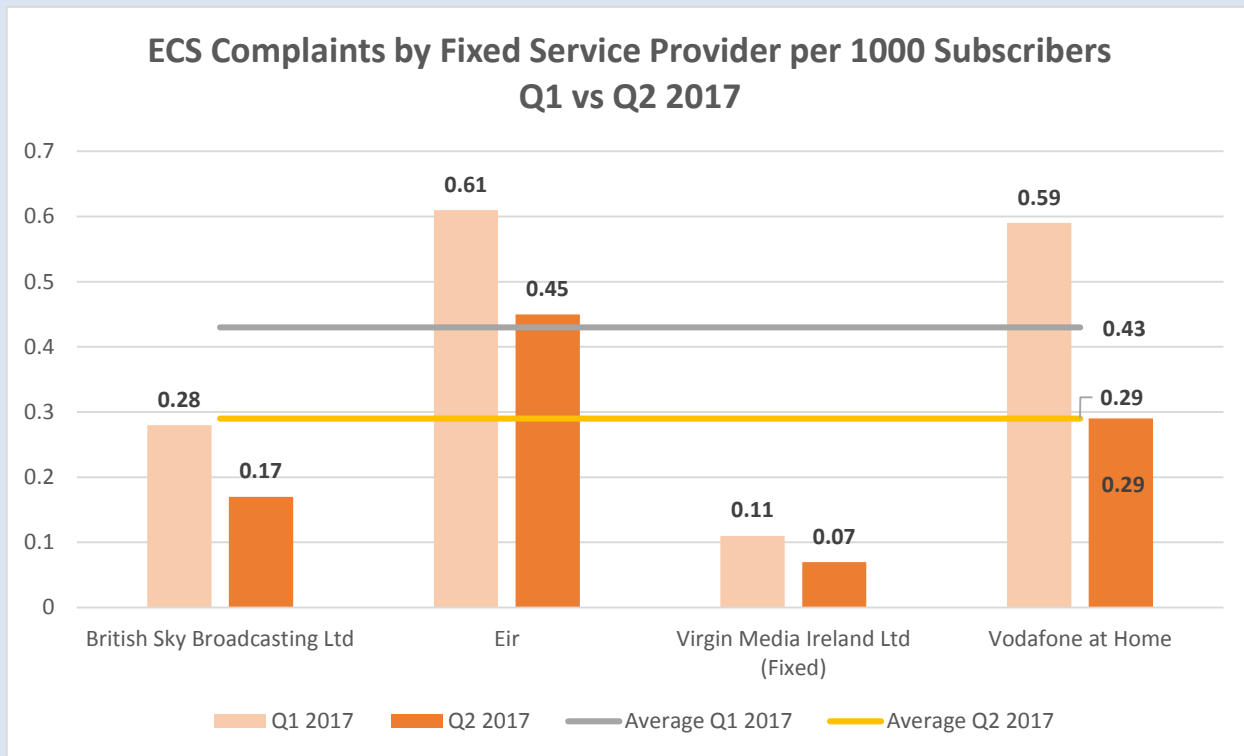


Figure 1: Consumer Line Key Summary Statistics

2: Consumer Contacts, Satisfaction and Open Cases

12. ComReg offers a variety of methods to consumers to contact our Consumer Line including phone, email, SMS, online form, webchat, post and most recently Irish Sign Language.
13. In Q2 2017, approximately 17,500 consumers contacted ComReg's Consumer Line. Figure 2 below shows the split of these contacts, highlighting that the most popular method of contact was via phone, with almost 60% of contacts received via this method.

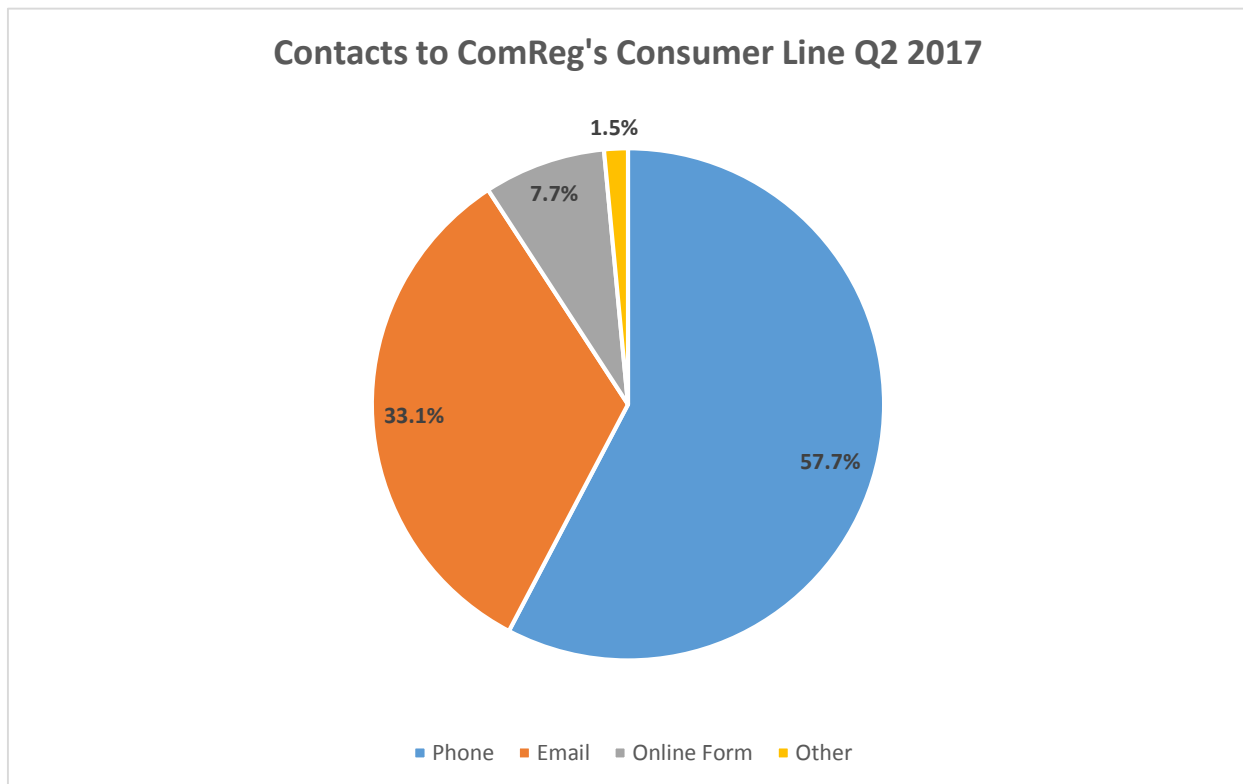


Figure 2: Contacts to ComReg's Consumer Line Q2 2017

14. Consumers who contact ComReg's Consumer Line via phone are presented with the option to provide feedback through a short survey at their end of their call. The survey consists of 5 questions and consumers are asked to rank their responses from lowest to highest, using a scale of 1 – 5.

15. Of the 10,025 consumers who contacted the Consumer Line via phone in Q2 2017, 8% (802) fully completed the consumer survey. Figure 3 below details the questions contained in the survey and the results.

Question	Q1 2017	Q2 2017
Q1: How satisfied are you with how the ComReg agent you just spoke to handled your call?	4.43	4.34
Q2: How helpful has your contact with ComReg been in helping you to progress the operator issue you raised?	4.21	4.15
Q3: How satisfied are you with how your operator handled your issues before you contacted ComReg?	2.35	2.36
Q4: Would you recommend our (ComReg) service to family/friends?	4.14	4

Figure 3: ComReg’s Consumer Line Survey Results Q1 vs Q2 2017

16. At 30 June 2017, 562 consumer cases were open. Of this number, 209 were open 10 working days or less, which is within the time line for service providers to respond to their customer and to ComReg in respect of individual complaints. The remaining 353 consumer cases were open more than 10 working days awaiting responses from service providers.

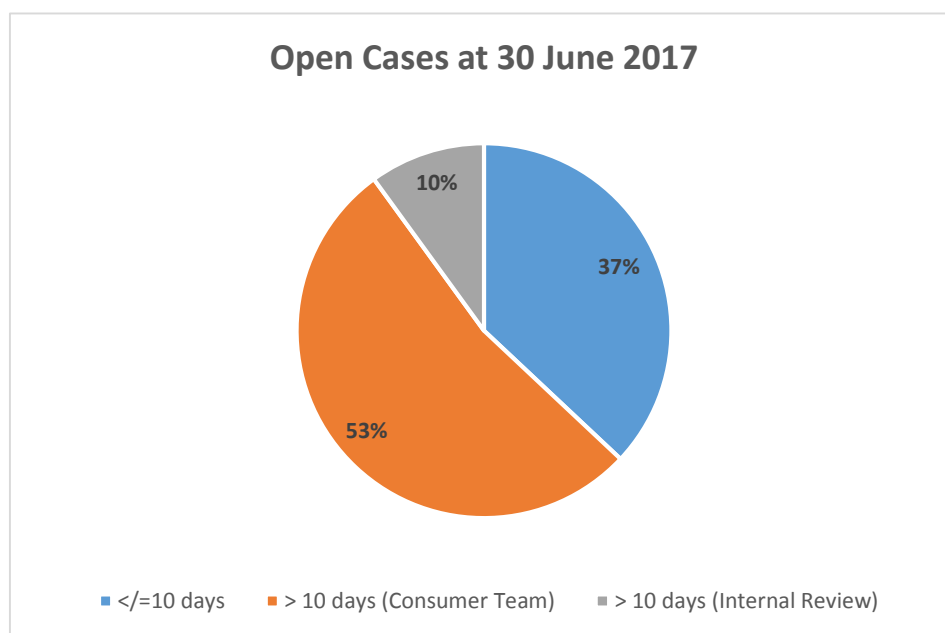


Figure 4: ComReg’s Consumer Line Open Cases at 30 June 2017

3: All Issues Recorded

17. In Q2 2017, a total of 8,094 issues were recorded by ComReg's Consumer Line. The trend in figure 5 below shows that, compared with Q1 2017, there was an overall decrease of 16% in the number of issues recorded. This decrease can largely be attributed to the volume of PRS issues, which reduced by 25% from 5,308 in Q1 2017 to 4,007 in Q2 2017.

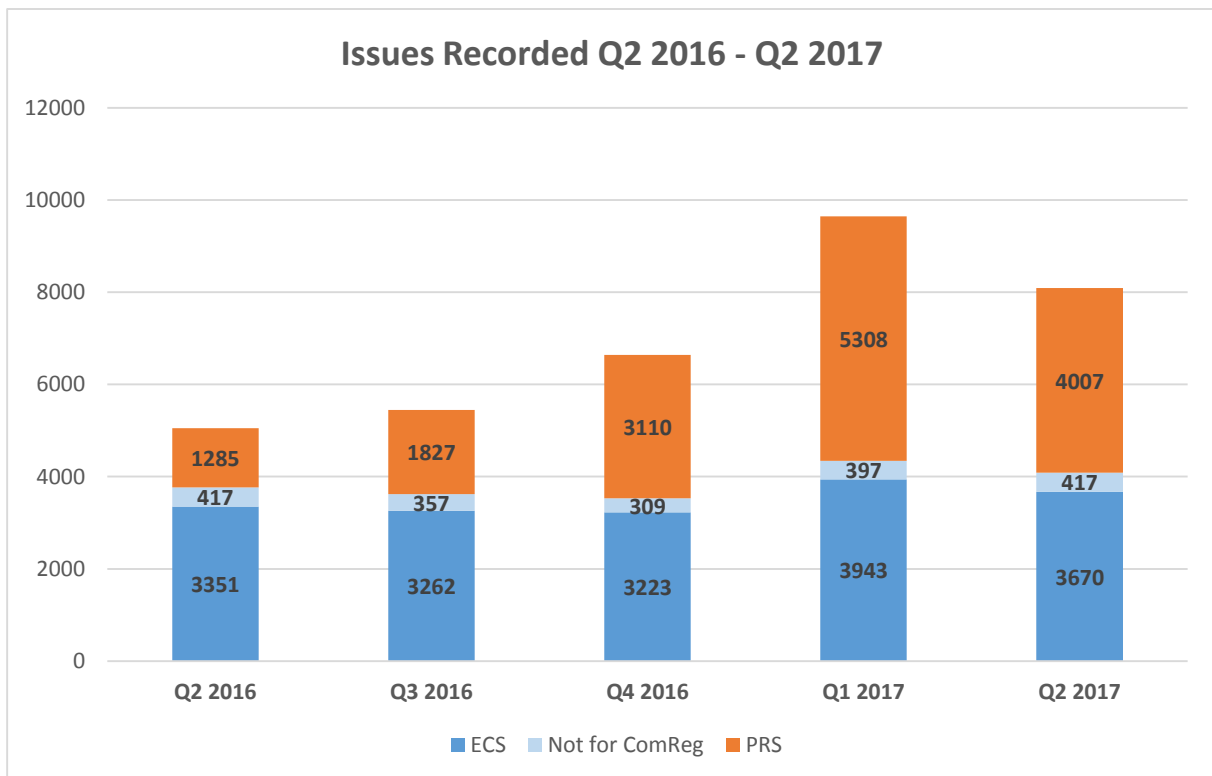


Figure 5: All Issues Recorded Q2 2016 – Q2 2017

18. Figure 5 also highlights that the total number of issues recorded has increased by 60% from Q2 2016 to Q2 2017. PRS issues increased by at least 70% each quarter from Q3 2016 to Q1 2017, however have fallen again by 25% in Q2 2017, as previously noted.

3.1 All Issues Recorded by Classification Type

19. Figure 6 shows the breakdown by classification type for issues recorded in Q2 2017 compared with Q1 2017. Although there was a decrease of 6% in ECS issues raised with ComReg's Consumer Line, the trend of top ECS issues by classification type continued to show billing issues, contractual matters and service issues as the top 3 classifications.

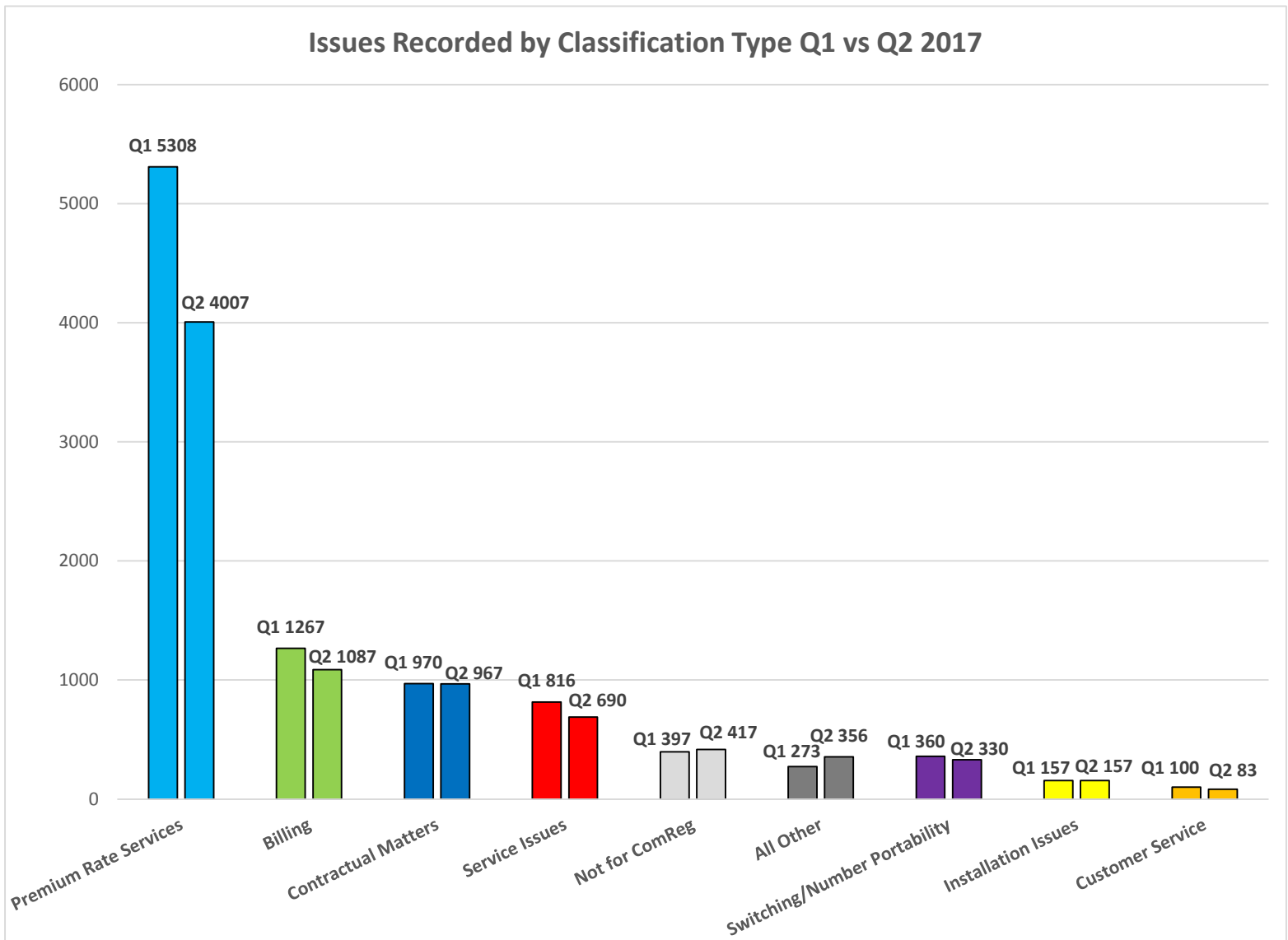


Figure 6: All Issues Recorded by Classification Type Q1 2017 vs Q2 2017

20. The top three classifications account for 34% of all issues recorded (compared with 32% in Q1) and 67% of all ECS issues recorded (compared with 70% in Q1). Upon closer inspection of these top 3 classifications, it appears that billing issues and service issues have decreased by 13% and 6% respectively from Q2 2016 to

Q2 2017, whilst contractual matters has increased by 41% for the same period, as outlined below in figure 7.

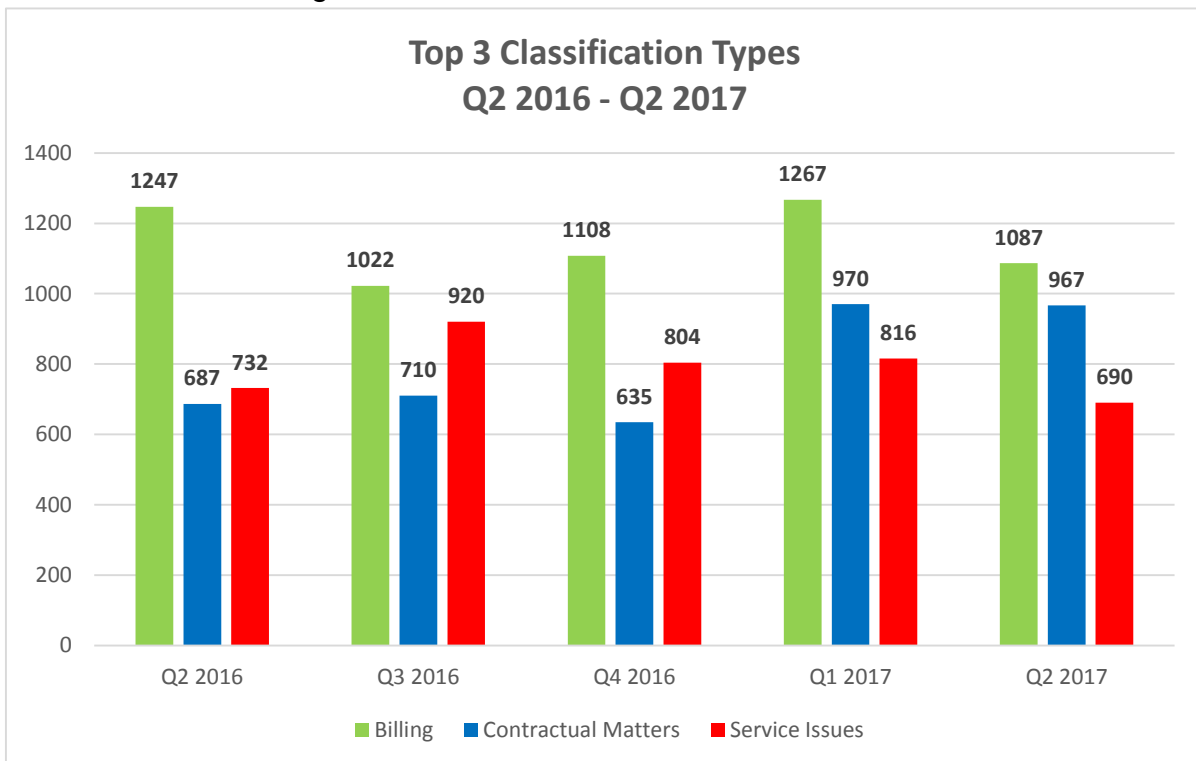


Figure 7: Top 3 Classification Types Q2 2016 – Q2 2017

3.2 All Issues Recorded by Complaints vs Queries

- 21. The overall ratio of complaints to queries from Q1 2017 to Q2 2017 has stayed constant at approximately 16%.

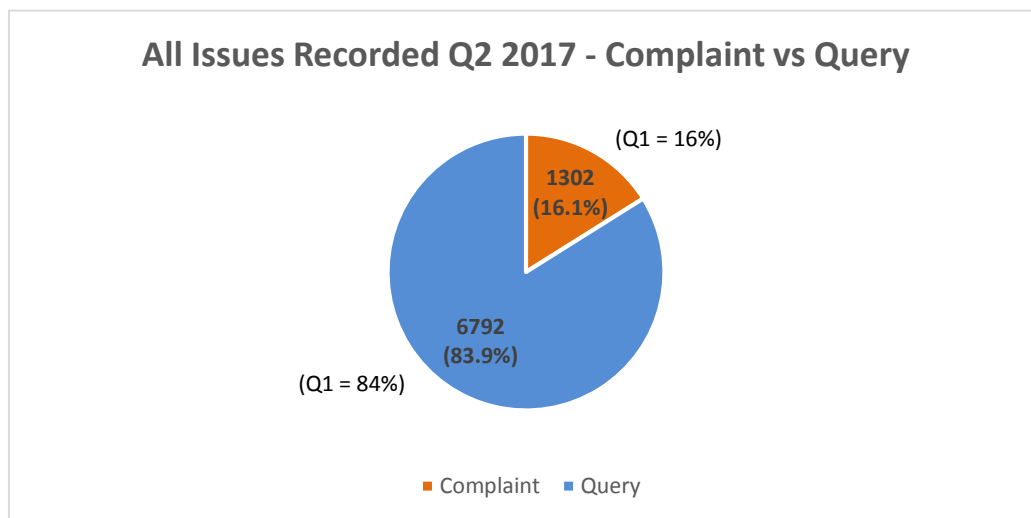


Figure 8: Breakdown of All Issues Recorded by Complaint and Query Q2 2017

22. Figure 9 gives a breakdown of complaints and queries by ECS and PRS, over the last 5 quarters. This shows that PRS complaints increased exponentially by 1650%, from 28 in Q2 2016 to 490 in Q1 2017, falling again by 9% to 448 in Q2 2017. The ratio of complaints to queries currently stands at 11%.

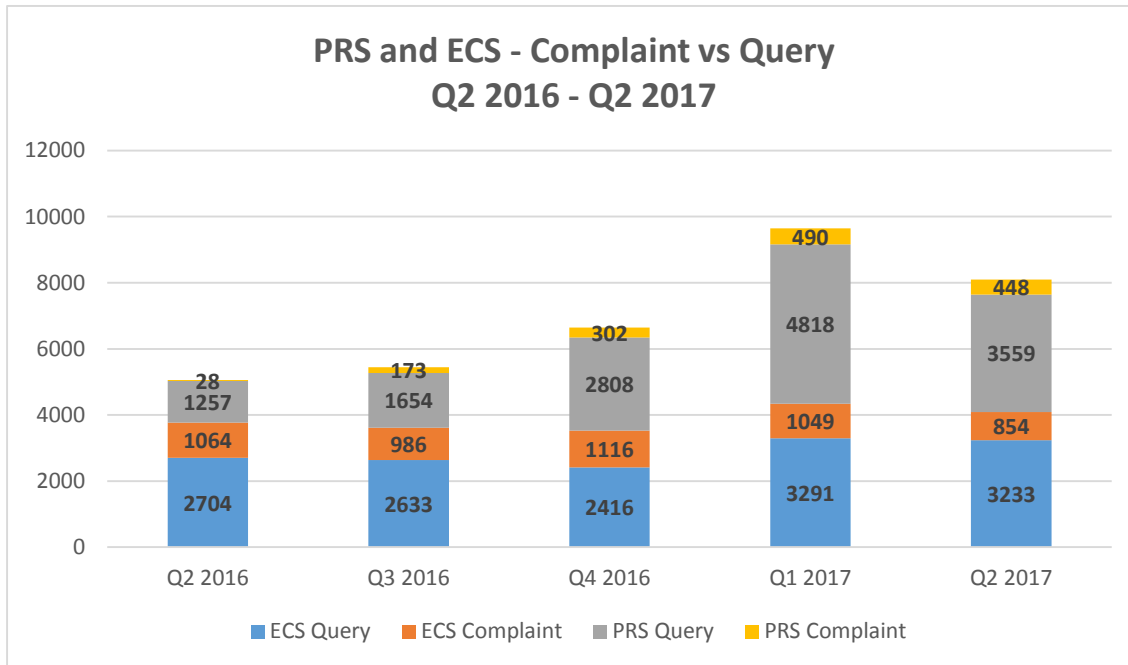


Figure 9: Breakdown of All Issues by Complaint and Query for ECS and PRS Q2 2016 – Q2 2017

23. ECS complaints decreased by 20% from Q2 2016 to Q2 2017, with the largest quarter on quarter decrease apparent at 19% from Q1 2017 to Q2 2017. The ratio of complaints to queries currently stands at 20.9%, as evident in figure 10.

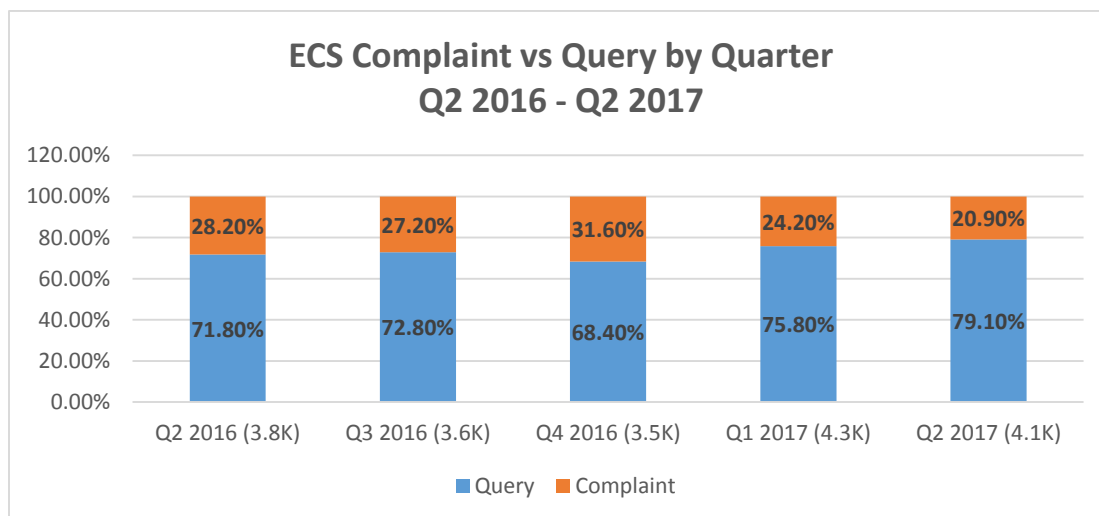


Figure 10: Split of ECS Issues (Complaint/Query) Q2 2016 – Q2 2017

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

24. In figure 11 the number of PRS issues raised to ComReg’s Consumer Line is split by ECS Provider (where PRS issues raised by ECS Providers’ customers was in excess of 100). In instances where consumers contact ComReg’s Consumer Line via email, information pertaining to their ECS Provider is not always provided and, as such, the ECS Provider in such instances is recorded as “unknown”.
25. Eir Mobile/Meteor, Three Ireland (Mobile) and Vodafone Mobile issues reduced from Q1 2017 to Q2 2017, with Three Ireland (Mobile) seeing the largest reduction at 32%. Tesco Mobile issues increased by 18% during the same period.

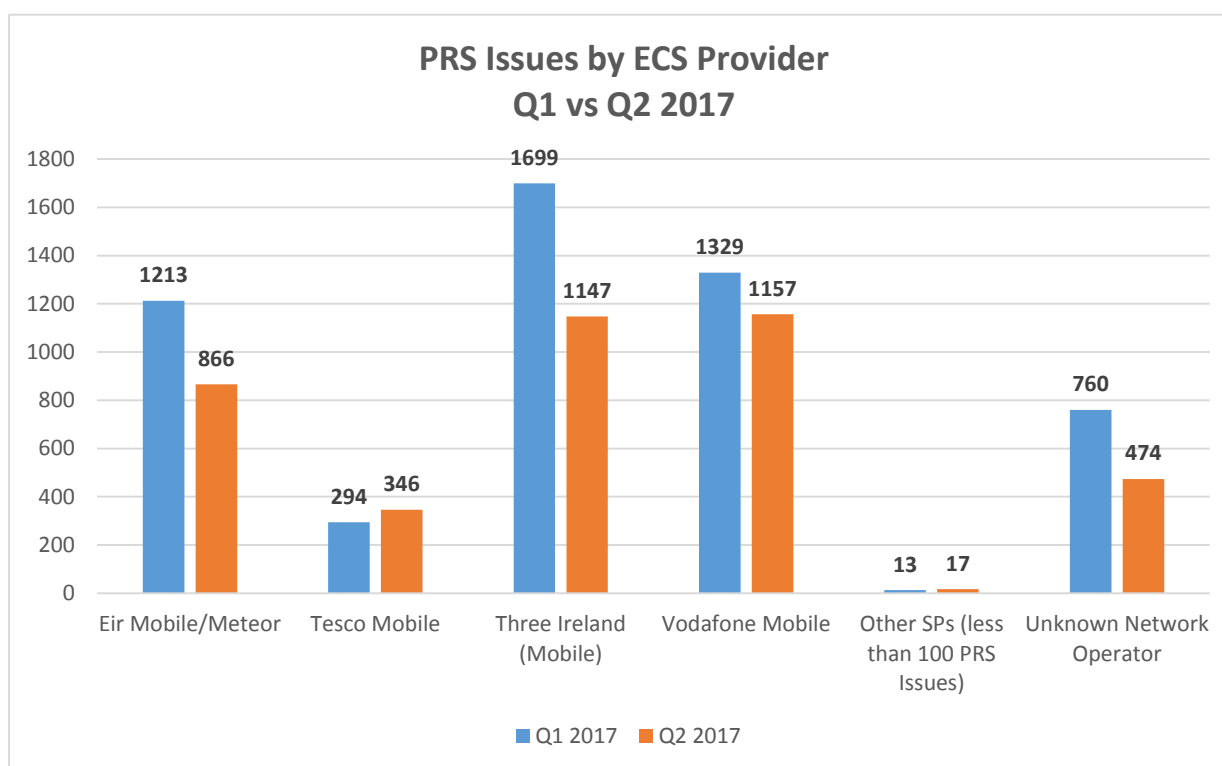


Figure 11: PRS Issues by ECS Provider Q1 2017 vs Q2 2017

26. Figure 12 overleaf shows the PRS issues detailed in figure 8 for each ECS Provider per 1000 subscribers. This shows that the number of PRS issues per 1000 subscribers decreased for Eir Mobile/Meteor, Three Ireland (Mobile) and Vodafone Mobile in Q2 2017, by 28%, 32% and 12% respectively, while the number of issues per 1000 subscribers increased by 17% for Tesco Mobile in Q2 2017.

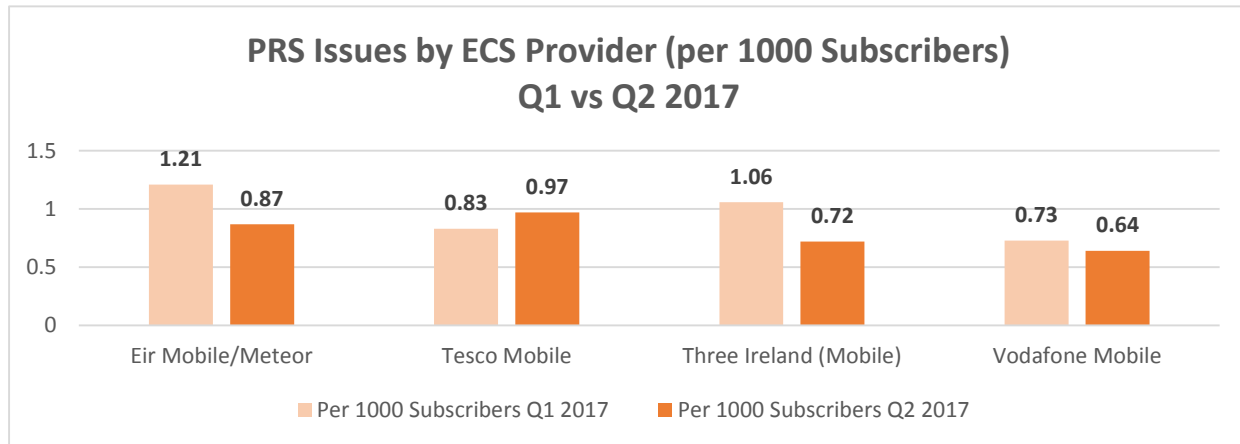


Figure 12: PRS Issues by ECS Provider (per 1000 Subscribers) Q1 2017 vs Q2 2017

4.2 Mobile Provider ECS Complaints vs Queries

27. Figure 13 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Mobile Service Provider, split by query and complaint. The trend shows that, in comparison with Q1 2017, the overall number of mobile service provider issues has increased by 11%.

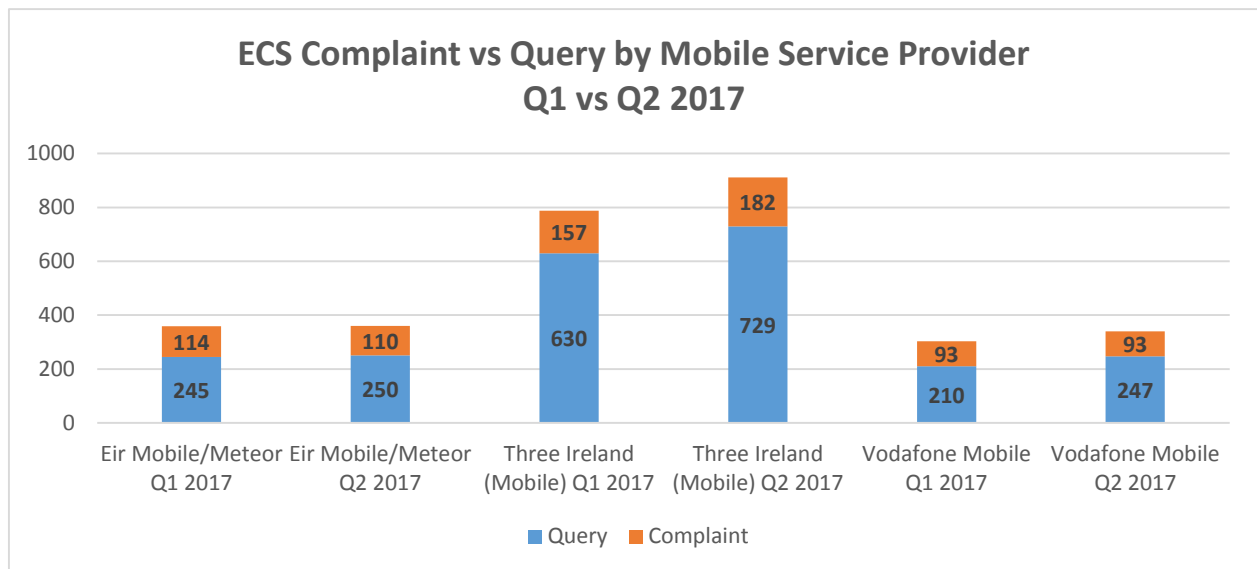


Figure 13: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q1 2017 vs Q2 2017

28. Eir Mobile/Meteor have seen an increase of 3.5% in complaints and a decrease of 2% in queries from Q1 2017 to Q2 2017, with the overall number of issues remaining almost constant. Both the number of complaints and queries has increased for Three Ireland (Mobile) by 16% and the number of complaints for

Vodafone Mobile has remained constant for the period, however queries have increased by 18%.

29. When the number of complaints listed in figure 13 is analysed in respect of the number of subscribers for each of the mobile service providers listed, the below is apparent:

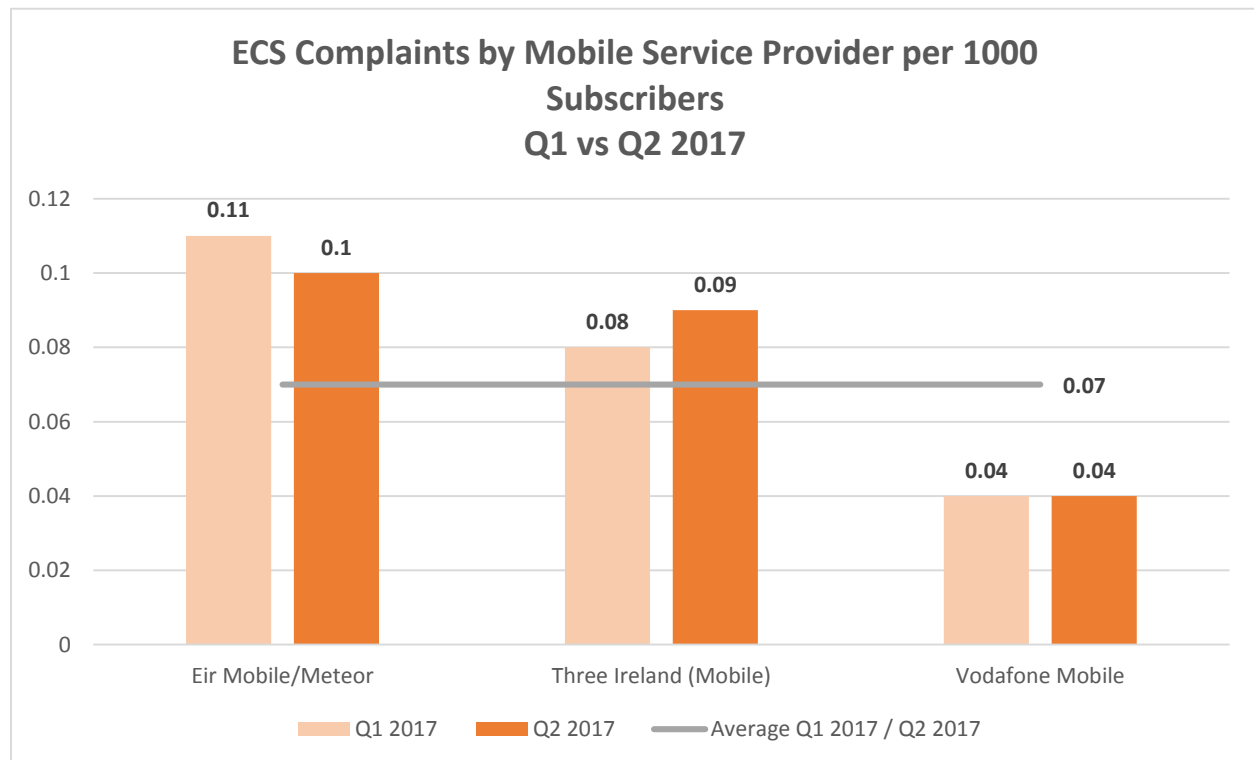


Figure 14: ECS Complaints by Mobile Service Provider (per 1000 Subscribers) Q1 2017 vs Q2 2017

30. Please note that the average is the number of complaints received by ComReg's Consumer Line divided by the total number of subscribers in the market for service providers included in Figure 13. This average remains unchanged from Q1 2017 to Q2 2017.
31. Vodafone Mobile have consistently remained below average, while both Eir Mobile/Meteor and Three Ireland Mobile are above average. Eir Mobile/Meteor complaints per 1000 subscribers have slightly decreased, while Three Ireland (Mobile) complaints per 1000 subscribers have slightly increased.

4.3 Mobile Provider ECS Issues by Classification Type

Eir Mobile / Meteor Issues

32. Eir Mobile/Meteor issues, as shown in figure 15, have increased quarter on quarter since Q2 2016, culminating in an overall increase in Q2 2017 of 35%. The total number of issues remained almost constant from Q1 2017 to Q2 2017.
33. While there has been a continuous increase in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.
34. Billing issues decreased by 11% from Q2 2016 to Q2 2017, however contractual matters, service issues and all other classifications increased by 68%, 103% and 100% respectively for the same period.
35. From Q1 2017 to Q2 2017 billing issues decreased by 26%, while contractual matters, service issues and all other classifications increased by 8%, 33% and 49% respectively for the same period.

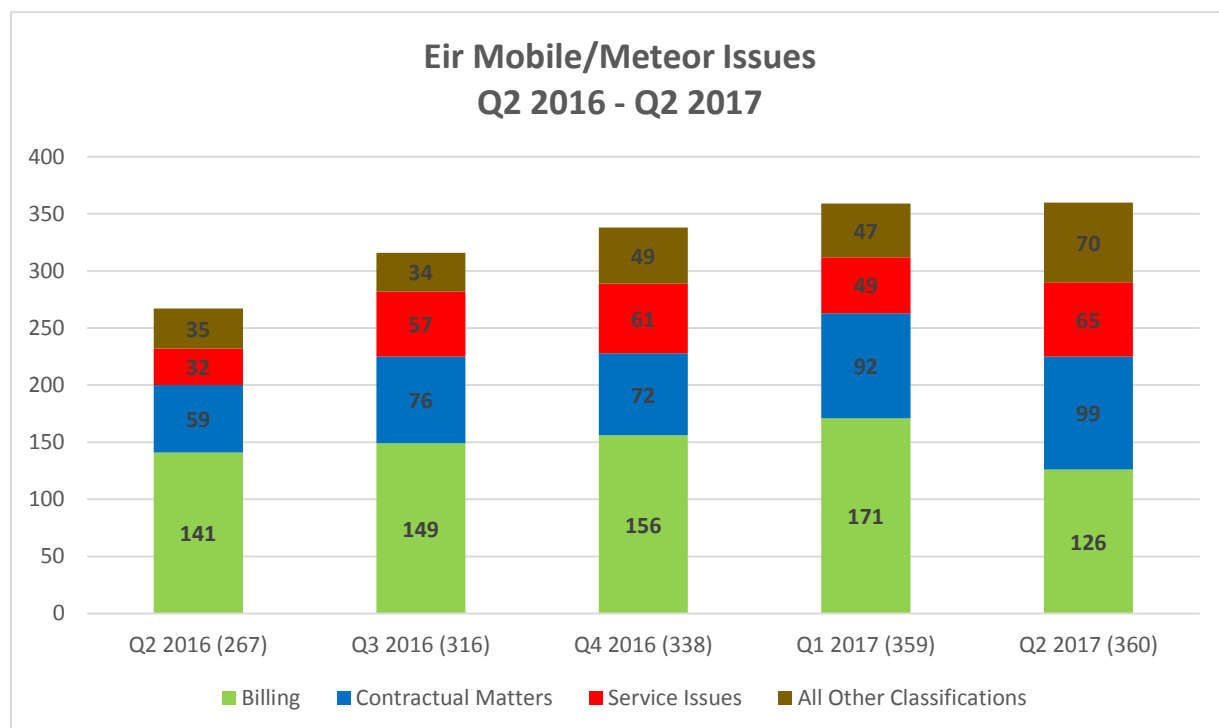


Figure 15: Split of ECS Issues by Classification Type for Eir Mobile/Meteor Q2 2016 – Q2 2017

Three Ireland (Mobile) Issues

36. Three Ireland (Mobile) issues, as shown in figure 16, have increased overall by 50% since Q2 2016, with a 16% increase from Q1 2017 to Q2 2017.
37. While there has been an increase in the overall number of issues, there has been a decrease quarter on quarter, from Q3 2016 to Q2 2017, in the number of service issues, with an overall reduction of 71%. (This follows a rise of 22% from Q2 2016 to Q3 2016).
38. However, following a reduction from Q2 2016 to Q3 2016, billing issues, contractual matters and all other classifications increased quarter on quarter from Q3 2016 to Q2 2017 by 85%, 738% and 243% respectively.
39. From Q1 2017 to Q2 2017 billing issues, contractual matters and all other classifications increased by 18%, 38% and 28% respectively, while service issues decreased by 39% for the same period.

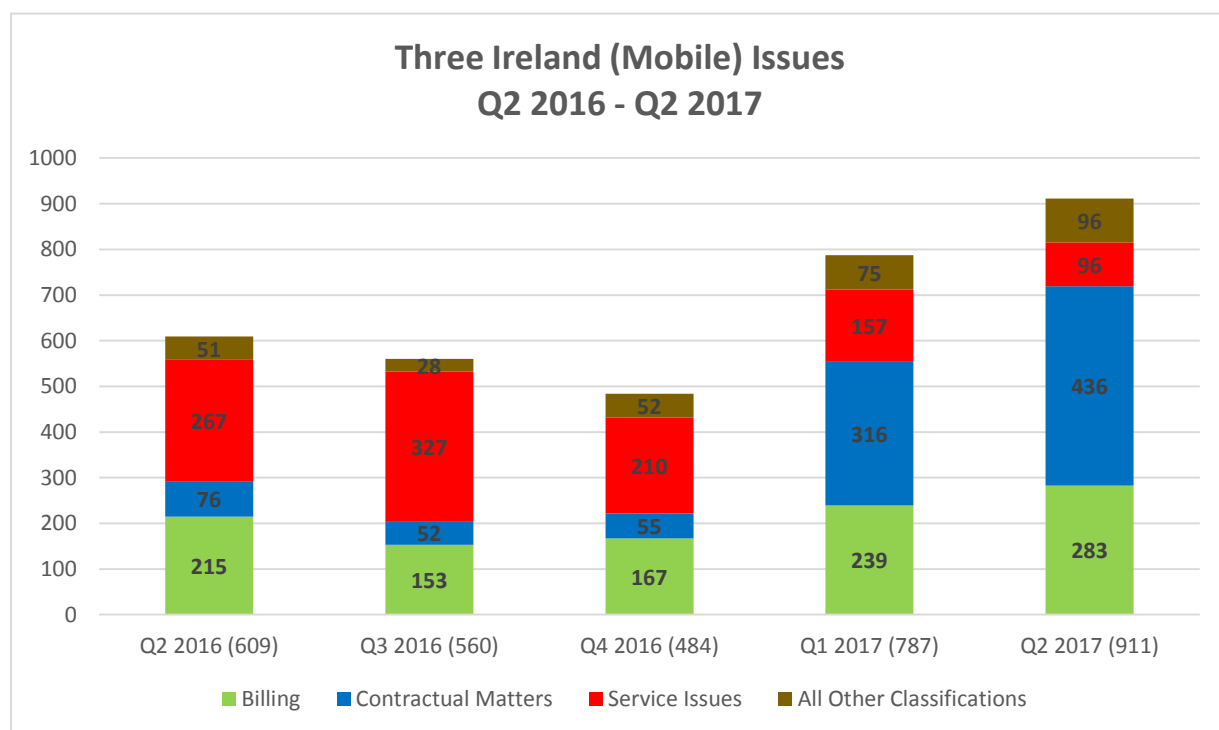


Figure 16: Split of ECS Issues by Classification Type for Three Ireland (Mobile) Q2 2016 – Q2 2017

Vodafone Mobile Issues

40. Vodafone Mobile issues, as shown in figure 17, have decreased overall by 2% since Q2 2016, however have increased by 12% from Q1 2017 to Q2 2017.
41. While there has been a decrease in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.
42. Billing issues and contractual matters decreased by 14% and 2% respectively from Q2 2016 to Q2 2017, while service issues and all other classifications increased by 34% and 15% respectively for the same period.
43. From Q1 2017 to Q2 2017 billing issues, contractual matters and all other classifications increased by 8%, 12% and 56% respectively, while service issues decreased by 7% for the same period.

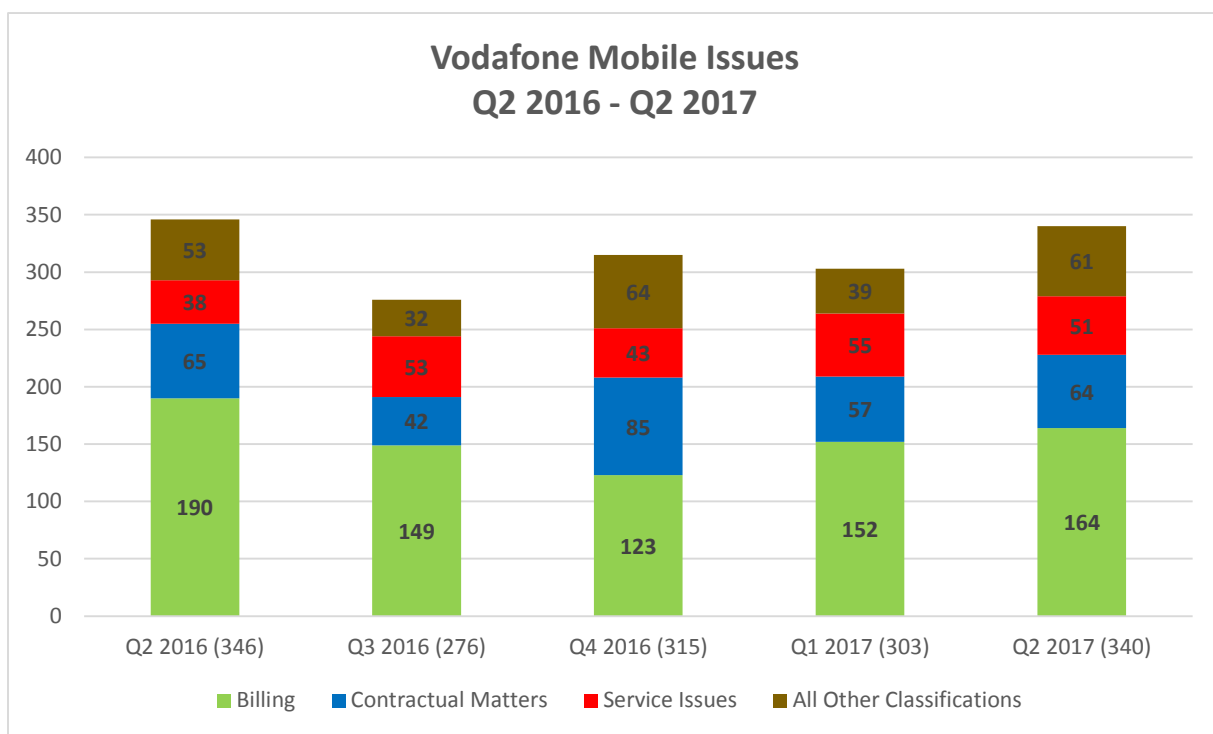


Figure 17: Split of ECS Issues by Classification Type for Vodafone Mobile Q2 2016 – Q2 2017

4.4 Mobile Provider Coverage Issues

Figure 18 shows all service issues recorded, per mobile service provider, split by mobile coverage issues versus all other service issues. The percentage of mobile coverage issues in respect of all service issues has increased for Eir Mobile/Meteor by 14%. There has been a reduction in the percentage of mobile coverage issues for Three Ireland (Mobile) and Vodafone Mobile of 9% and 14% respectively.

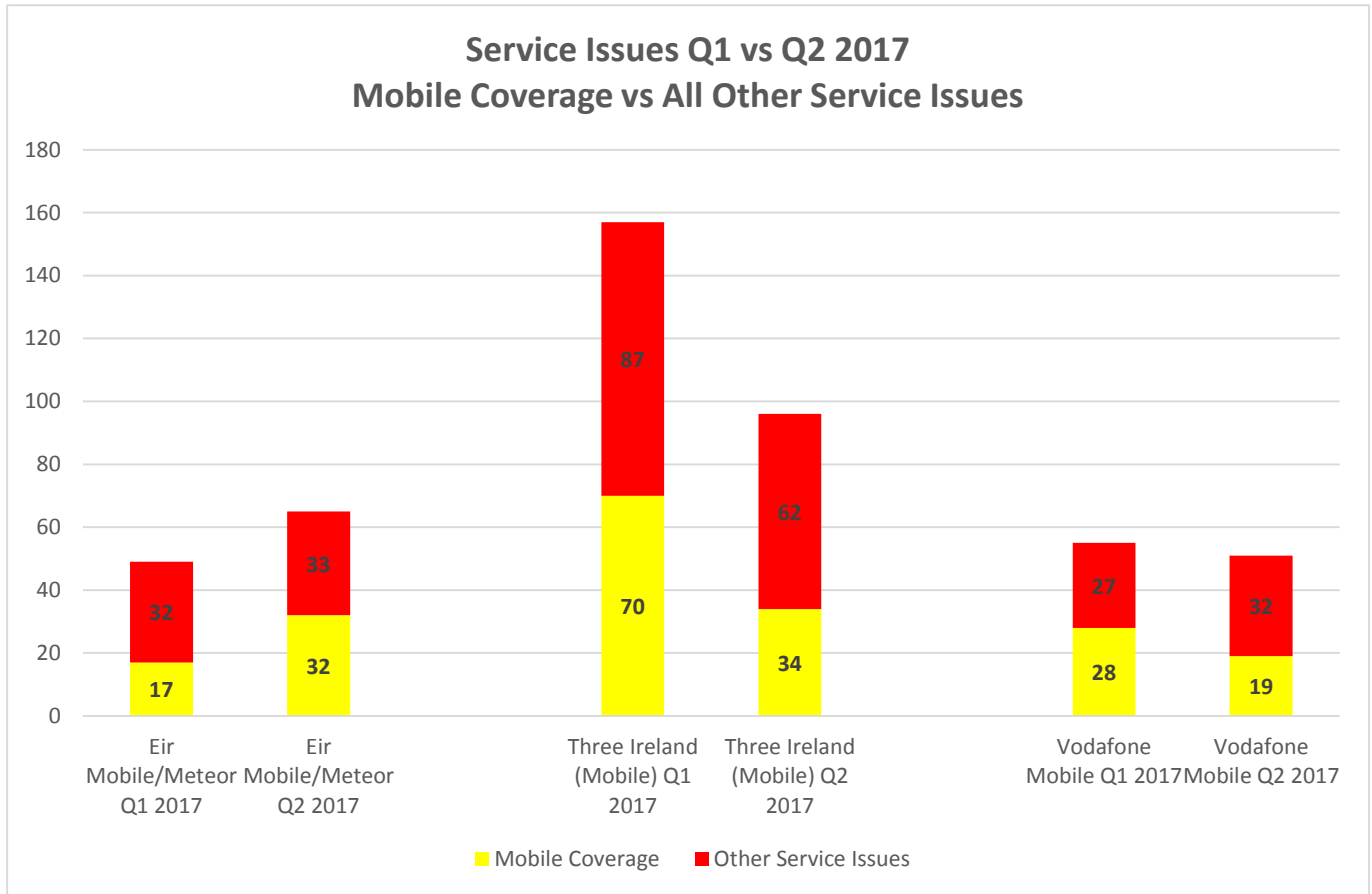


Figure 18: Split of ECS Service Issues by Mobile Service Provider Q1 2017 vs Q2 2017

44. When the number of mobile coverage issues listed in figure 18 is analysed in respect of the number of subscribers for each of the mobile service providers listed, the following is apparent:

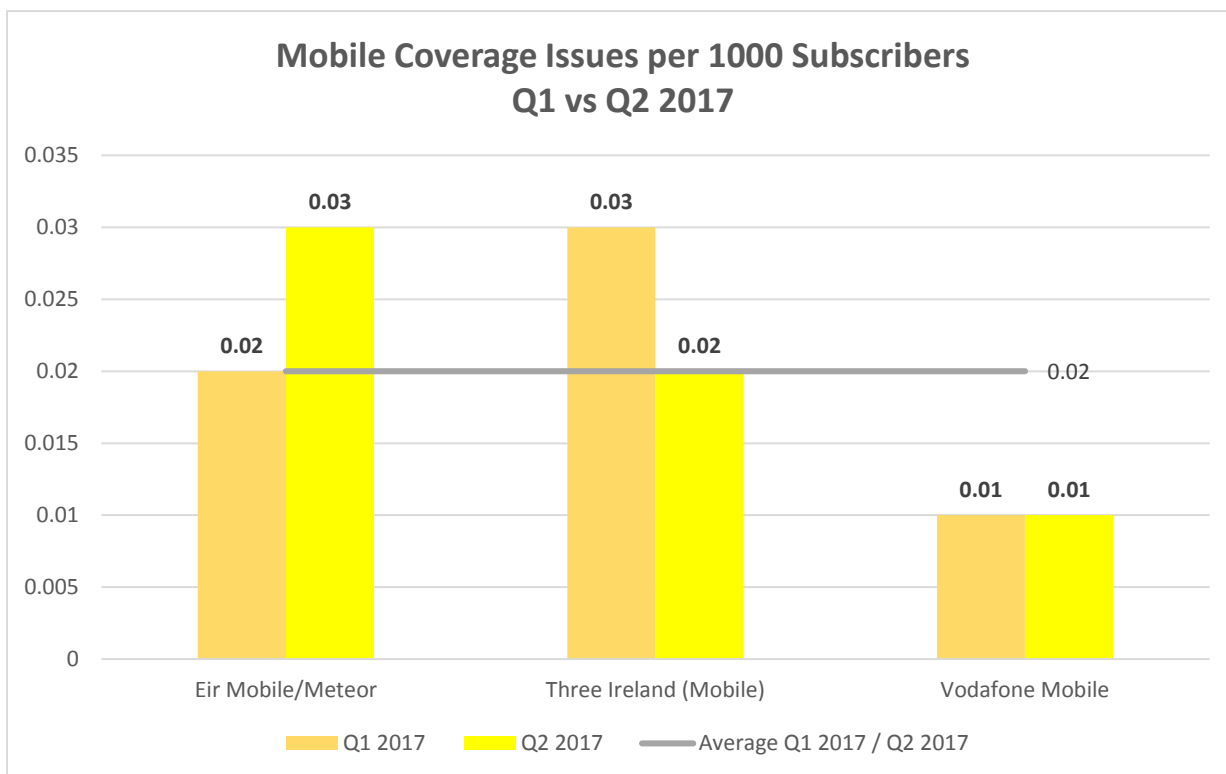


Figure 19: Mobile Coverage Issues by Mobile Service Provider (per 1000 subscribers) Q1 2017 vs Q2 2017

45. Please note that the average is the number of mobile coverage issues received by ComReg's Consumer Line divided by the total number of subscribers in the market for service providers included in Figure 18. This average remains unchanged from Q1 2017 to Q2 2017.
46. Vodafone Mobile have consistently remained below average. Eir Mobile/Meteor were in line with the average in Q1 2017, however their number of mobile coverage issues per 1000 subscribers increased in Q2 2017, placing them above average. Three Ireland (Mobile) were above average in Q1 2017, however a reduction in their number of mobile coverage issues per 1000 subscribers in Q2 2017 placed them in line with the average.
47. Figure 20 shows a breakdown of all Mobile Coverage Issues (109) as reported to ComReg's Consumer Line in Q2 2017, compared with Q1 2017, by type. The issues are also split by query and complaint.

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

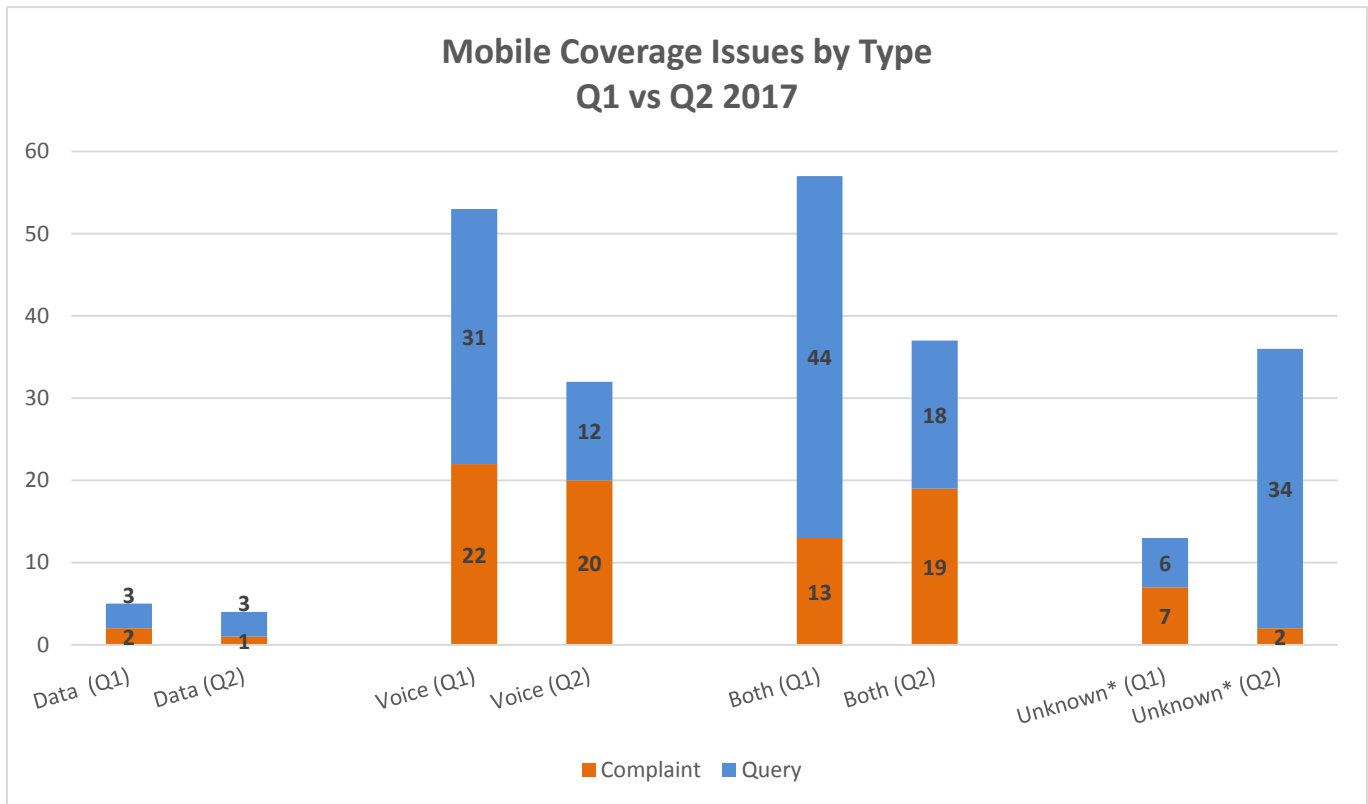


Figure 20: Query vs Complaint Split of Mobile Coverage Issues by Type Q1 2017 vs Q2 2017

49. 29% of all mobile coverage issues reported related to a voice only issue, compared to 4% relating to a data only issue. In 34% of all mobile coverage issues, the consumer reported having experienced not one of, but both, voice and data issues.
50. Of the 109 issues recorded, 69 of those related to a voice issue, (whether voice only, or voice and data) accounting for 63% of all mobile coverage issues.

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

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

51. Figure 21 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Fixed Service Provider, split by query and complaint. The trend shows that, in comparison with Q1 2017, the overall number of fixed service provider issues has decreased by 26%.

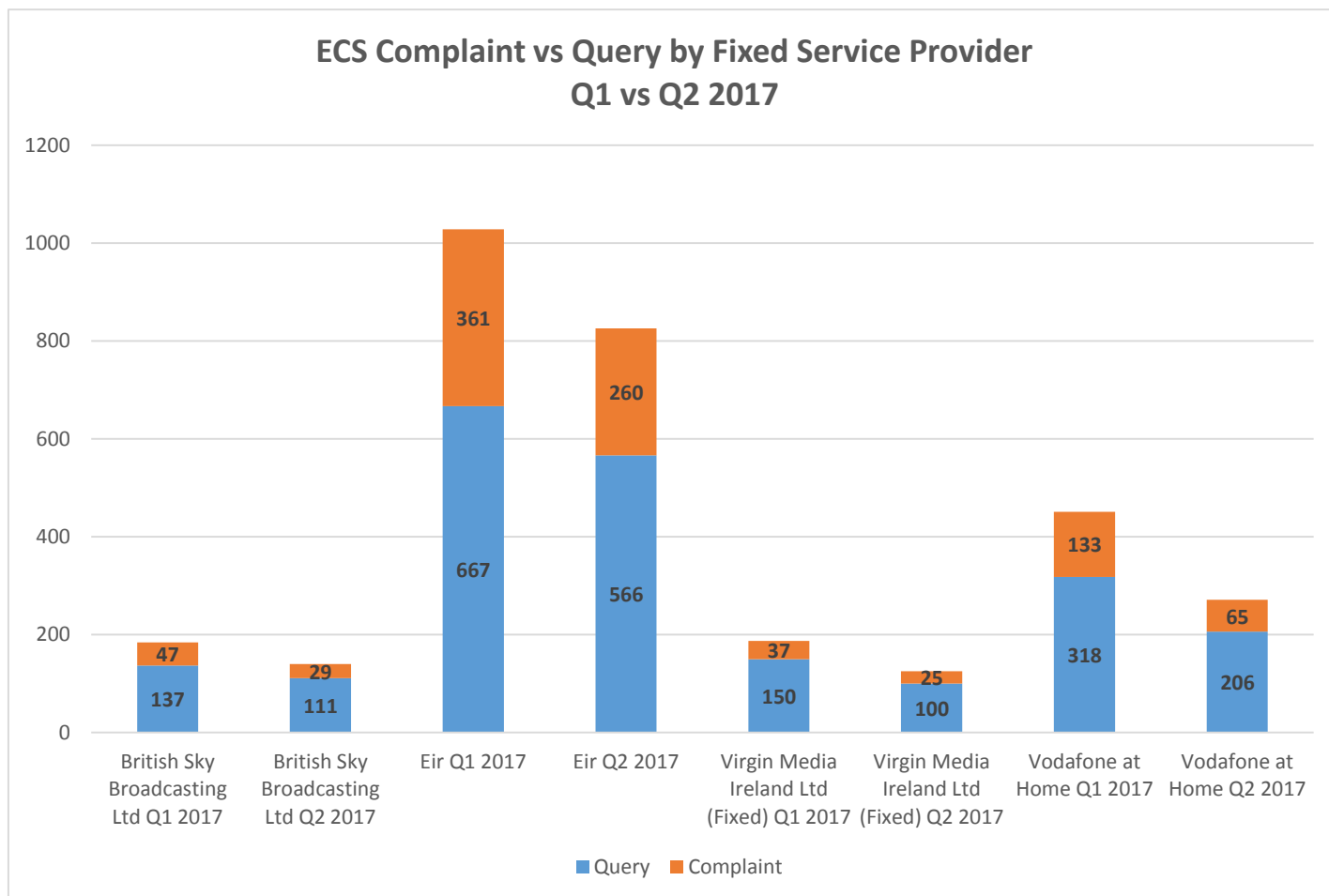


Figure 21: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q1 2017 vs Q2 2017

52. Both the number of complaints and queries has decreased for all of the fixed service providers listed. British Sky Broadcasting Ltd. complaints and queries have decreased by 38% and 19% respectively, Eir complaints and queries by 28% and 15% respectively and Virgin Media Ireland (Fixed) complaints and queries by 32% and 50% respectively. Finally Vodafone at Home have seen the greatest

overall reduction, with a decrease in complaints and queries of 51% and 35% respectively.

53. When the number of complaints listed in figure 21 is analysed in respect of the number of subscribers for each of the fixed service providers listed, the below is apparent:

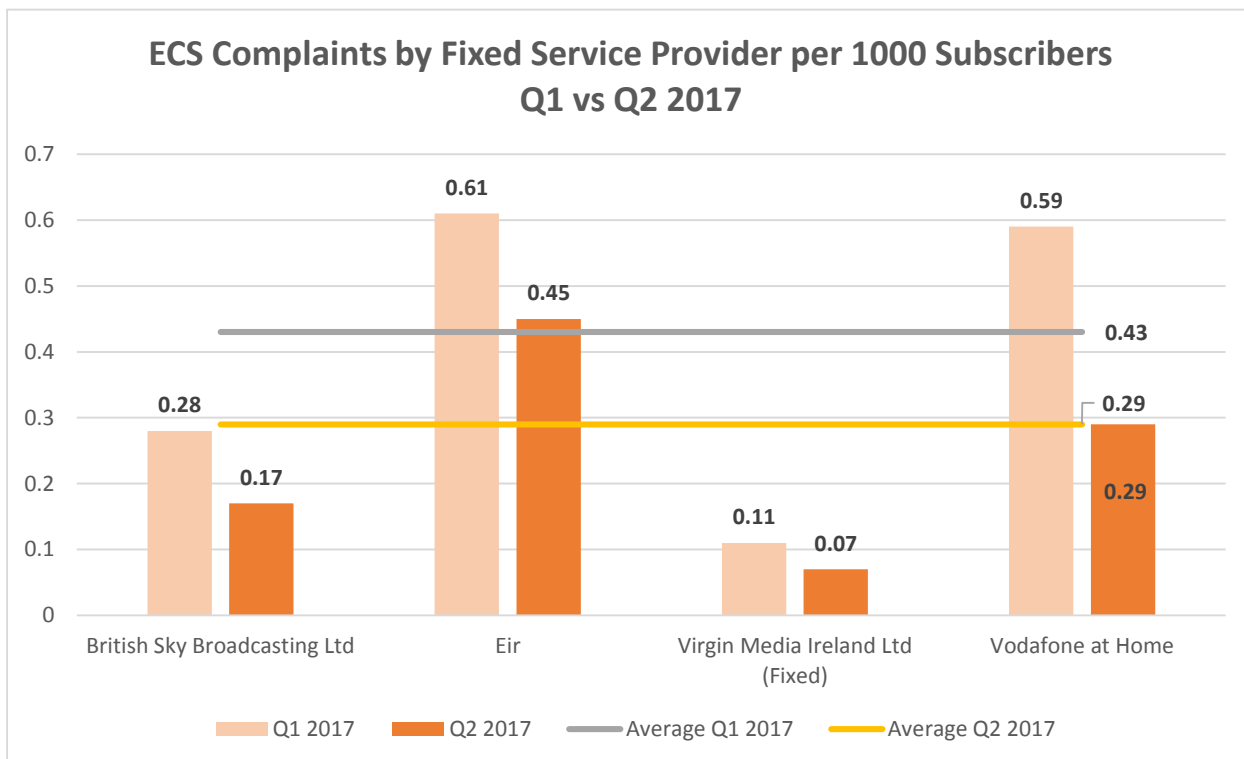


Figure 22: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q1 2017 vs Q2 2017

54. Please note that the average is the number of complaints received by ComReg's Consumer Line divided by the total number of subscribers in the market for service providers included in Figure 21. It should be noted that this average has reduced from Q1 2017 to Q2 2017, a positive for customers of fixed service providers.
55. British Sky Broadcasting Ltd. and Virgin Media Ireland (Fixed) have consistently remained below average. Eir have stayed above average in both Q1 2017 and Q2 2017, however their number of complaints per 1000 subscribers has decreased in Q2 2017. Having been above average in Q1 2017, Vodafone at Home are now in line with the average in Q2 2017, having reduced their complaints per 1000 subscribers.

5.2 Fixed Provider ECS Issues by Classification Type

British Sky Broadcasting Ltd.

56. British Sky Broadcasting Ltd. issues, as shown in figure 23, have increased overall by 21% since Q2 2016, however have decreased by 24% from Q1 2017 to Q2 2017.
57. While there has been an increase in the overall number of issues since Q2 2016, there has only been a steady increase quarter on quarter in billing issues, from Q2 2016 to Q1 2017, of 42%, with a fall of 27% from Q1 2017 to Q2 2017.
58. Contractual matters and service issues have increased by 58% and 100% respectively from Q2 2016 to Q2 2017, while all other classifications has decreased by 20% for the same period.
59. From Q1 2017 to Q2 2017 billing issues, contractual matters and all other classifications decreased by 27%, 14% and 46% respectively, while service issues increased by 11% for the same period.

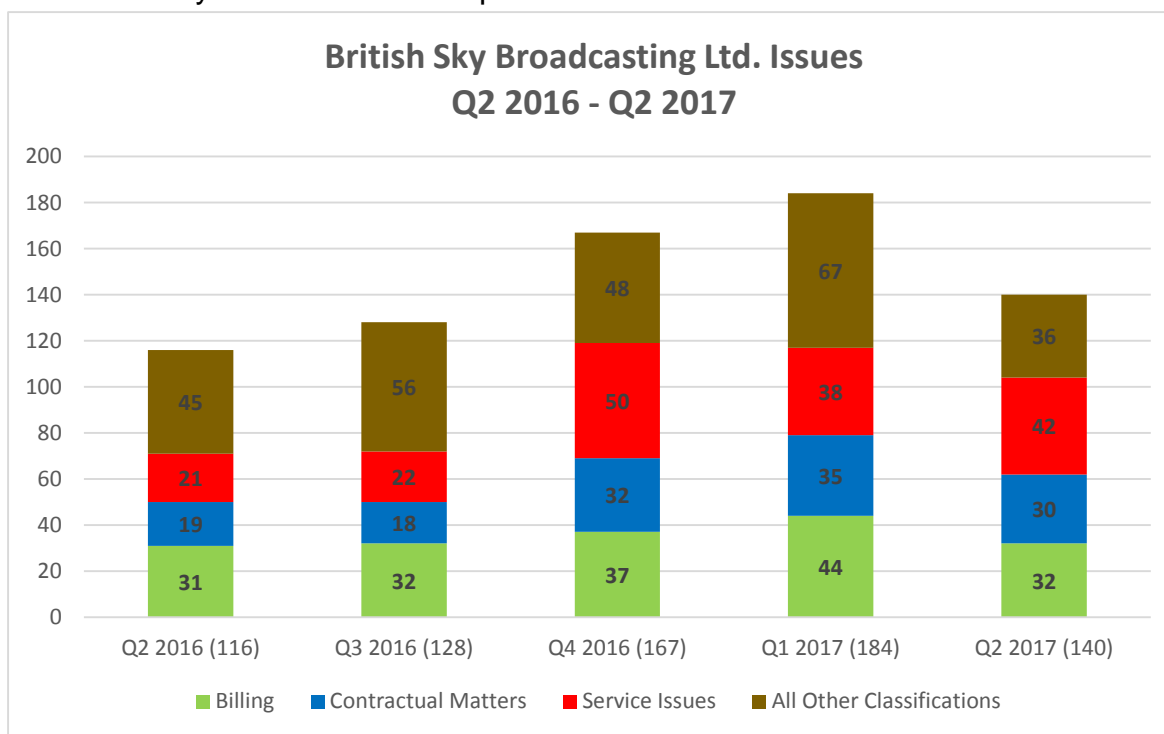


Figure 23: Split of ECS Issues by Classification Type for British Sky Broadcasting Ltd. Q2 2016 – Q2 2017

Eir

60. Eir issues, as shown in figure 24, have decreased overall by 18% since Q2 2016, with a 20% decrease from Q1 2017 to Q2 2017.
61. While there has been a decrease in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.
62. Billing issues, contractual matters and all other classifications decreased by 37%, 27% and 6% respectively from Q2 2016 to Q2 2017, while service issues increased by 19% for the same period.
63. From Q1 2017 to Q2 2017 billing issues, contractual matters, service issues and all other classifications decreased by 30%, 19%, 6% and 18% respectively.

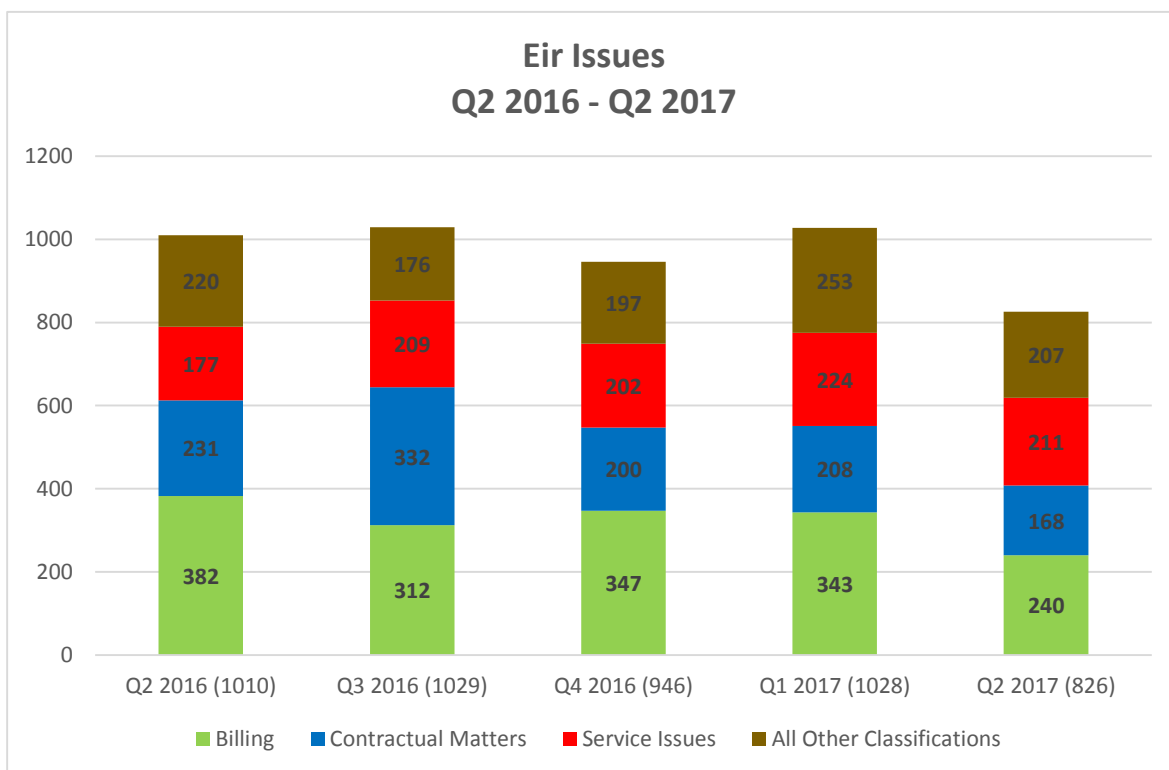


Figure 24: Split of ECS Issues by Classification Type for Eir Q2 2016 – Q2 2017

Virgin Media

64. Virgin Media Ireland (Fixed) issues, as shown in figure 25, have decreased overall by 48% since Q2 2016, with a 33% decrease from Q1 2017 to Q2 2017.
65. While there has been a decrease in the overall number of issues since Q2 2016, there has only been a steady decrease quarter on quarter in contractual matters, which reduced by 53% from Q2 2016 to Q2 2017.
66. Billing issues, service issues and all other classifications decreased from Q2 2016 to Q2 2017 by 61%, 11% and 45% respectively.
67. From Q1 2017 to Q2 2017 billing issues, contractual matters, service issues and all other classifications decreased by 44%, 27%, 13% and 45% respectively.

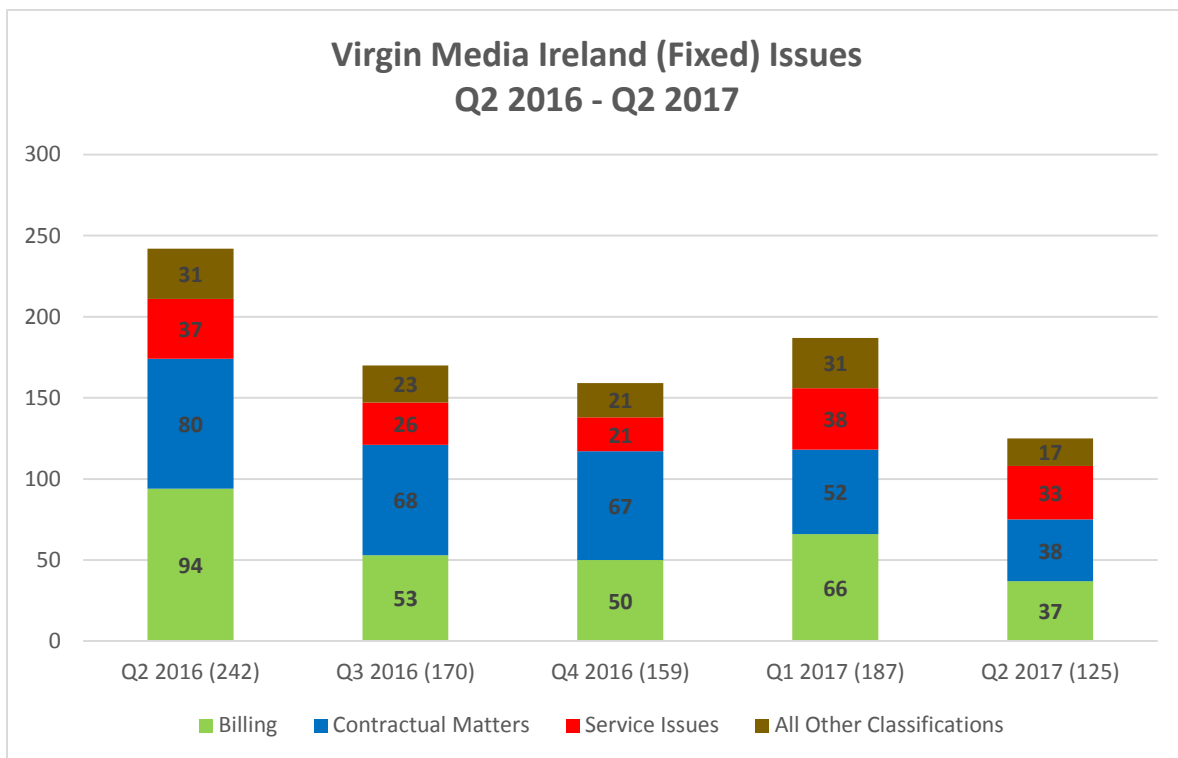


Figure 25: Split of ECS Issues by Classification Type for Virgin Media Ireland (Fixed) Q2 2016 – Q2 2017

Vodafone At Home

68. Vodafone at Home issues, as shown in figure 26, have increased overall by 3% since Q2 2016, however have decreased by 40% from Q1 2017 to Q2 2017.
69. While there has been an increase in the overall number of issues since Q2 2016, there has only been a steady increase quarter on quarter in service issues, from Q2 2016 to Q1 2017, of 76%, with a fall of 39% from Q1 2017 to Q2 2017.
70. Billing issues and contractual matters decreased by 3% and 8% respectively from Q2 2016 to Q2 2017, while all other classifications increased by 12% for the same period.
71. From Q1 2017 to Q2 2017 billing issues, contractual matters, service issues and all other classifications decreased by 48%, 49%, 39% and 23% respectively.

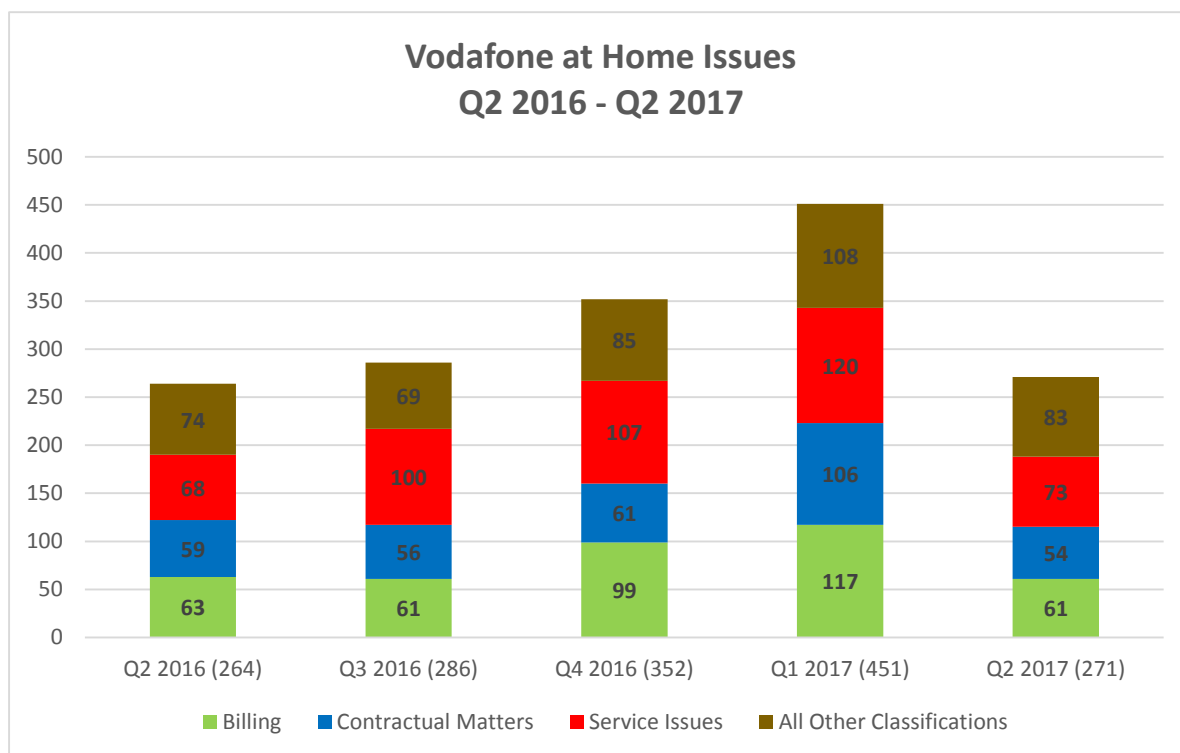


Figure 26: Split of ECS Issues by Classification Type for Vodafone at Home Q2 2016 – Q2 2017

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:

- **Phone:** 01 804 9668
- **Fax:** +353 1 8049680
- **Text so we can call you back:** Send a text with the word COMREG to 51500 (standard SMS rates apply*) to receive a call back
- **Text so we can text you back:** Send a text with the word ASKCOMREG to 51500 (standard SMS rates apply*) outlining the issue you need assistance with and we will respond to you by text. IMPORTANT - Please use keyword ASKCOMREG in all text messages, including replies.
- **Online complaint form:** Complaint/query form on <http://www.comreg.ie/queries-complaints/>
- **Webchat:** Live webchat service available on <https://www.comreg.ie/queries-complaints/phone/contact-consumer-care-3/>
- **Email:** consumerline@comreg.ie
- **Irish Sign Language:** Should you wish to avail of this service please email our Consumer Line or SLIS (bookings@slis.ie) and an appointment will be arranged.
- **Post:** Consumer Line, Commission for Communications Regulation, FREEPOST, One Dockland Central, Guild Street, Dublin 1, D01 E4X0.

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

Annex 2: Classification Index

Billing & Disputed Charges includes: <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
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Contractual Matters includes: <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
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Service Issues includes: <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
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All Other Classifications <ul style="list-style-type: none"> • Delay Switching • New Tenant Process • Number Loss • Operator Unknown • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other • Delay in Installation 	<ul style="list-style-type: none"> • Missed Appointment • USO Threshold Issue • Works Approval Required • Installation Other • Difficulty Accessing Customer Service • Failure to Respond • Inadequate Response • Customer Service Other
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<ul style="list-style-type: none"> • Accessibility • Directory Enquiries Issue • ECAS • General Information Request • Net Neutrality • NDD Listing issue • Public Pay phones • Scams • Unsolicited Communications • Consumer Care Other • Authorisations / Licensing • Industry Query • Legal Query 	<ul style="list-style-type: none"> • Market Analysis / Statistics • Media Query • Spectrum Query • ComReg not Consumer Care Other • Issues relevant to ASAI • Issues relevant to BAI • Issues relevant to CCPC • Issues relevant to DCENR • Issues relevant to DPC • TV issues • Not for ComReg Other
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<p>Premium Rate Services (PRS) includes:</p> <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
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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.