ComReg Consumer Line Statistics Report

Q3 2017 – 1 July to 30 September 2017

Information Notice

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An Coimisiún um Rialáil Cumarsáide
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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 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 July 2017 to 30 September 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 Q3 2017 and also includes details of total issues recorded in Q2 2017 and/or since Q3 2016, for comparative purposes.

6. The report highlights that the overall number of issues recorded by ComReg's Consumer Line has decreased since Q2 2017, however this figure is still higher than the equivalent in Q3 2016. The ratio of complaints to queries increased from Q2

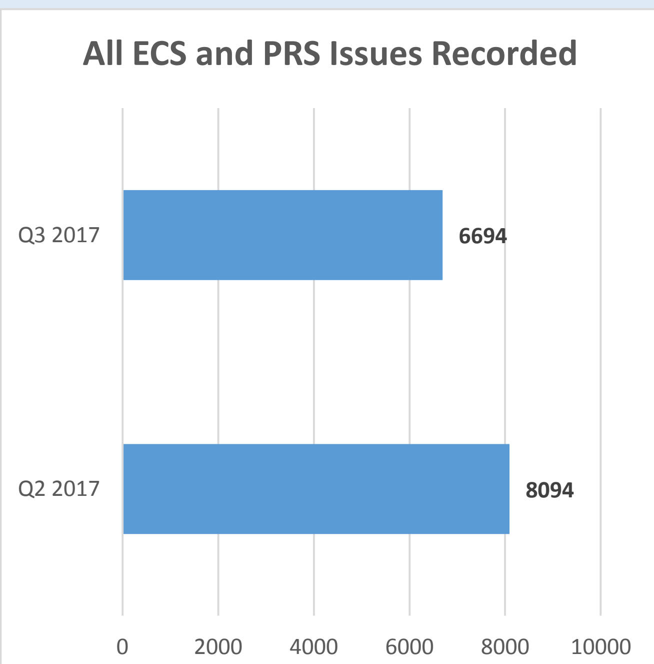
[1] Annex 1 provides details of how to contact ComReg's Consumer Line
[2] https://www.comreg.ie/media/2017/07/ComReg-Consumer-Complaints-Guide-Mobile.pdf

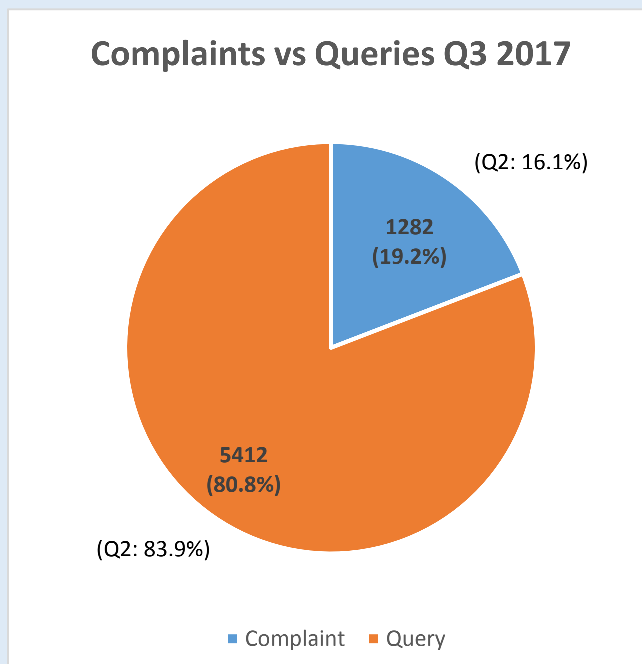
2017 to Q3 2017 and the most common classifications of ECS issues consistently show as Billing, Contractual Matters and Service Issues over the last 5 quarters.

7. While mobile issues decreased from Q2 2017 to Q3 2017, fixed line issues increased, and, following a reduction in PRS issues from Q1 to Q2 2017, PRS issues have continued to decrease in Q3 2017.

1.1 ComReg Consumer Line Dashboard

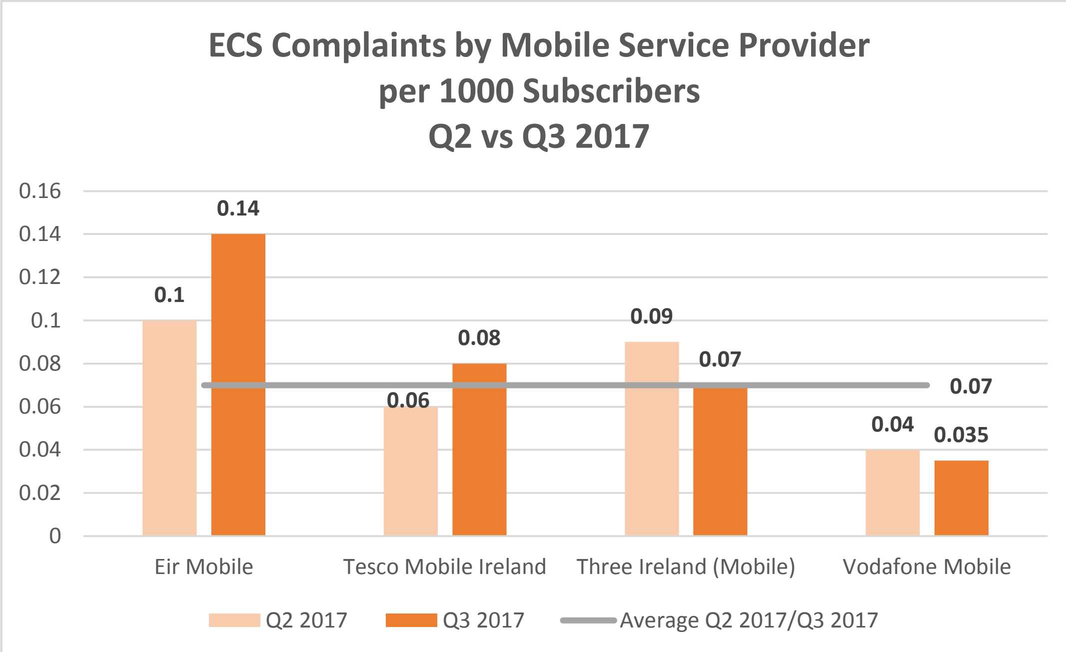
Section 2 CONSUMER CONTACTS AND SATISFACTION	Q2 2017	Q3 2017
Overall contacts to ComReg's Consumer Line (approx.)	17,500	16,000
Satisfaction with service received from ComReg's Consumer Line to recommend to others[3]	80%	83%
Section 3 ALL ISSUES RECORDED		





[3] This percentage reflects the average score (4 in Q2 2017, 4.3 in Q3 2017) given out of 5 by those consumers who contacted ComReg via phone and who took part in our Consumer Line survey (832 in Q2 2017, 1363 in Q3 2017), in response to the question 'Would you recommend our (ComReg) service to family/friends?'

Section 4 MOBILE SERVICE PROVIDER STATISTICS[4]



Section 5 FIXED SERVICE PROVIDER STATISTICS[5]

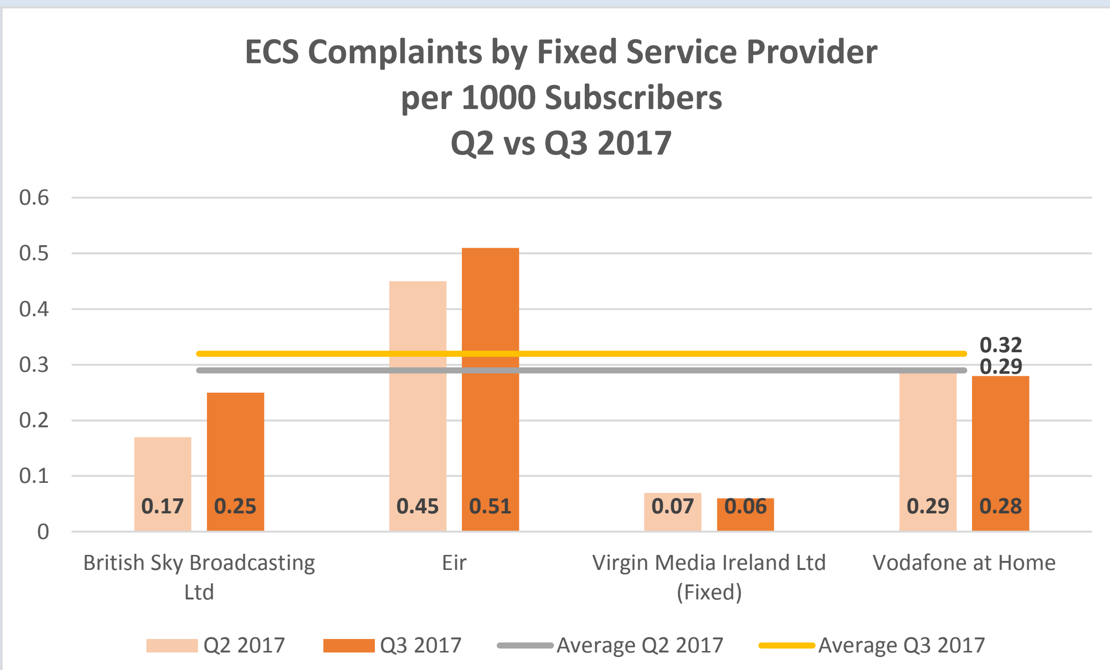


Figure 1: Consumer Line Key Summary Statistics

4 Where the number of issues raised by Mobile Service Providers' customers was in excess of 100. While not having exceeded 100 recorded issues and therefore not featuring in the Q2 2017 publication regarding ECS issues, Tesco Mobile Ireland Q2 2017 figures are provided in the Q3 2017 publication for comparative purposes.

5 Where the number of issues raised by Fixed Service Providers' customers was in excess of 100.

2: Consumer Contacts, Satisfaction and Open Cases

8. ComReg offers a variety of methods for consumers to contact our Consumer Line including phone, email, SMS, online form, webchat, post and most recently Irish Sign Language.

9. In Q3 2017, approximately 16,000 consumers contacted ComReg's Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that the most popular method of contact was via phone, with over 50% of contacts received via this method.

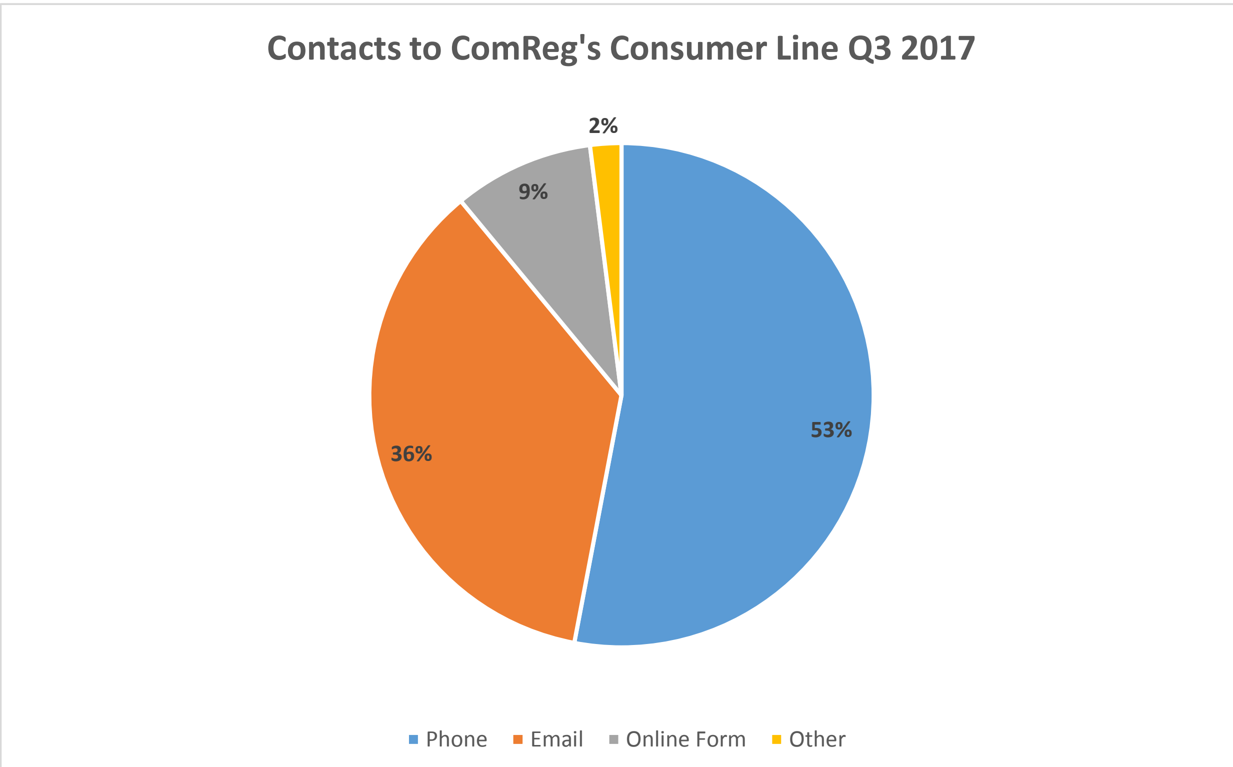


Figure 2: Contacts to ComReg's Consumer Line Q3 2017

10. Consumers who contact ComReg's Consumer Line via phone are presented with the option to provide feedback through a short survey at the end of their call. The survey consists of 5 questions and consumers are asked to rank their responses using a scale of 1 – 5.[6]

[6] Consumers respond to the questions outlined in Figure 3 overleaf by pressing 1 – 5 on their telephone keypad. 1 is the lowest option available to choose, thus expressing dissatisfaction, and 5 is the highest option, expressing satisfaction.

11. Of the 8,353 consumers who contacted the Consumer Line via phone in Q3 2017, 16% (1363) fully completed the consumer survey. Figure 3 below details the questions contained in the survey and the results.

Question	Q2 2017	Q3 2017
Q1: How satisfied are you with how the ComReg agent you just spoke to handled your call?	4.34	4.39
Q2: How helpful has your contact with ComReg been in helping you to progress the operator issue you raised?	4.15	4.17
Q3: How satisfied are you with how your operator handled your issues before you contacted ComReg?	2.36	2.19
Q4: Would you recommend our (ComReg) service to family/friends?	4	4.13

Figure 3: ComReg's Consumer Line Survey Results Q2 vs Q3 2017

12. As at 30 September 2017, 556 consumer cases were open. Of this number, 283 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 273 consumer cases were open more than 10 working days awaiting responses from service providers, with 63% of these relating to ECS issues and 35% relating to PRS issues.

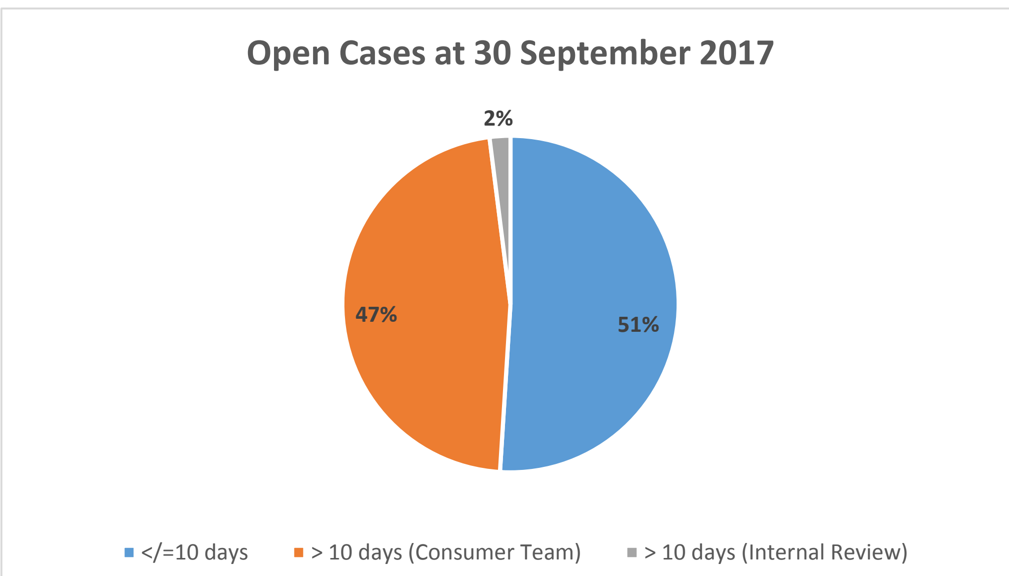


Figure 4: ComReg's Consumer Line Open Cases at 30 September 2017

3: All Issues Recorded

13. In Q3 2017, a total of 6,694 issues were recorded by ComReg's Consumer Line. The trend in figure 5 below shows that, compared with Q2 2017, there was an overall decrease of 17% in the number of issues recorded. This decrease can largely be attributed to the volume of PRS issues, which reduced by 34% from 4,007 in Q2 2017 to 2,638 in Q3 2017.

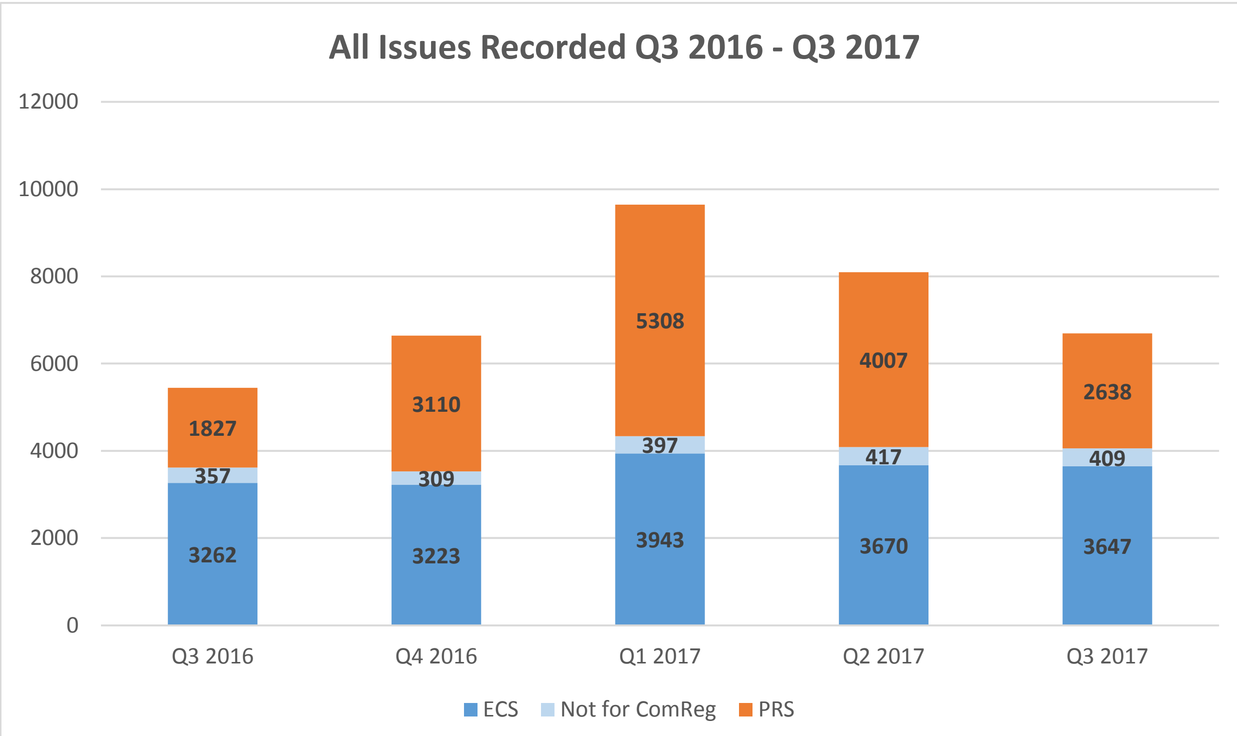


Figure 5: All Issues Recorded Q3 2016 – Q3 2017

14. Figure 5 also highlights that the total number of issues recorded has increased by 23% from Q3 2016 to Q3 2017. PRS issues increased by at least 70% each quarter from Q3 2016 to Q1 2017, however they have fallen again by 25% in Q2 2017 and a further 34% in Q3 2017, as previously noted.

3.1 All Issues Recorded by Classification Type

15. Figure 6 shows the breakdown by classification type for issues recorded in Q3 2017 compared with Q2 2017. The number of ECS issues raised with ComReg's Consumer Line remained almost constant, with the trend of top ECS issues by classification type continuing to show billing issues, contractual matters and service issues as the top 3 classifications.

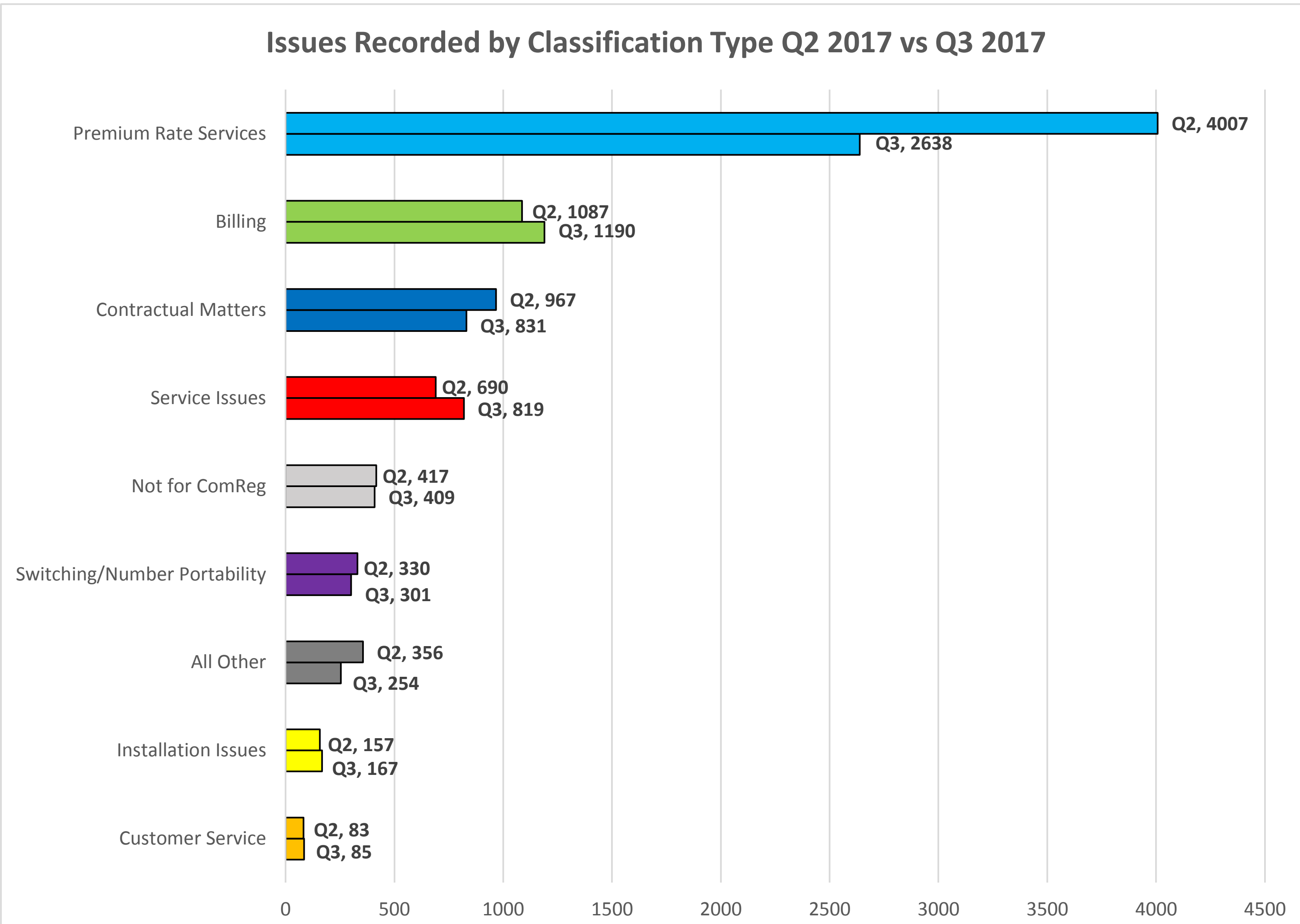


Figure 6: All Issues Recorded by Classification Type Q2 2017 vs Q3 2017

16. The top three classifications account for 42% of all issues recorded (compared with 34% in Q2) and 70% of all ECS issues recorded (compared with 67% in Q2). Upon closer inspection of these top 3 classifications, it appears that billing issues and contractual matters have increased by 16% and 17% respectively from Q3

2016 to Q3 2017, while service issues have decreased by 11% for the same period, as outlined below in figure 7.

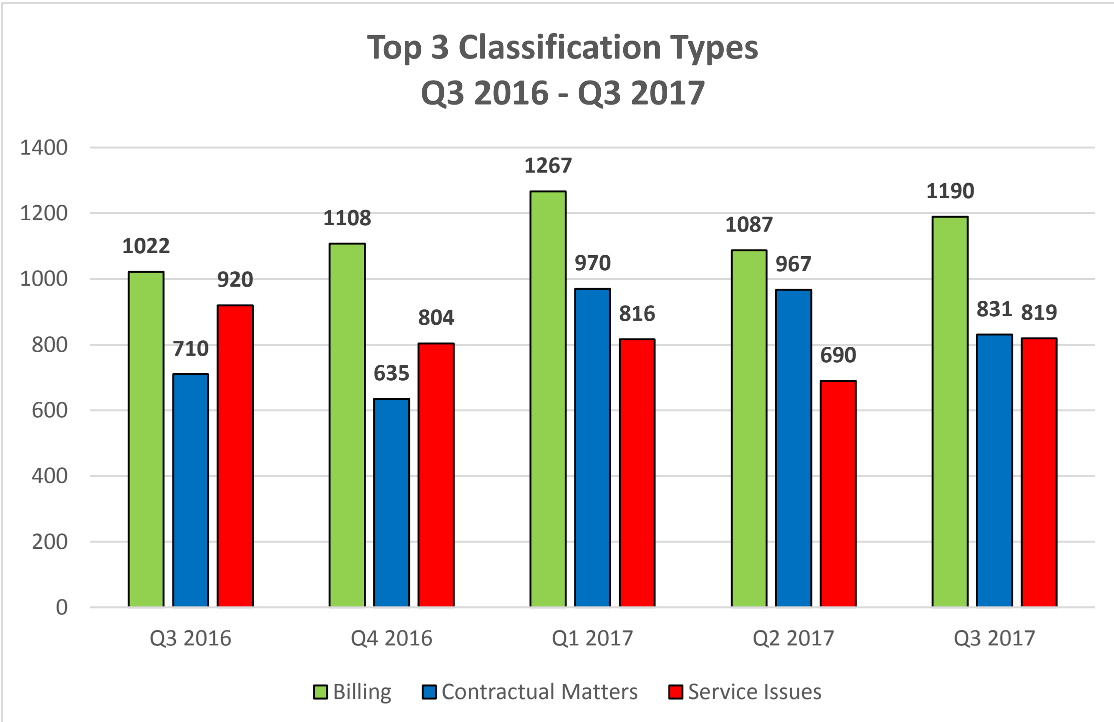


Figure 7: Top 3 Classification Types Q3 2016 – Q3 2017

3.2 All Issues Recorded by Complaints vs Queries

17. The overall ratio of complaints to queries has increased from 16% in Q2 2017 to 19% in Q3 2017.

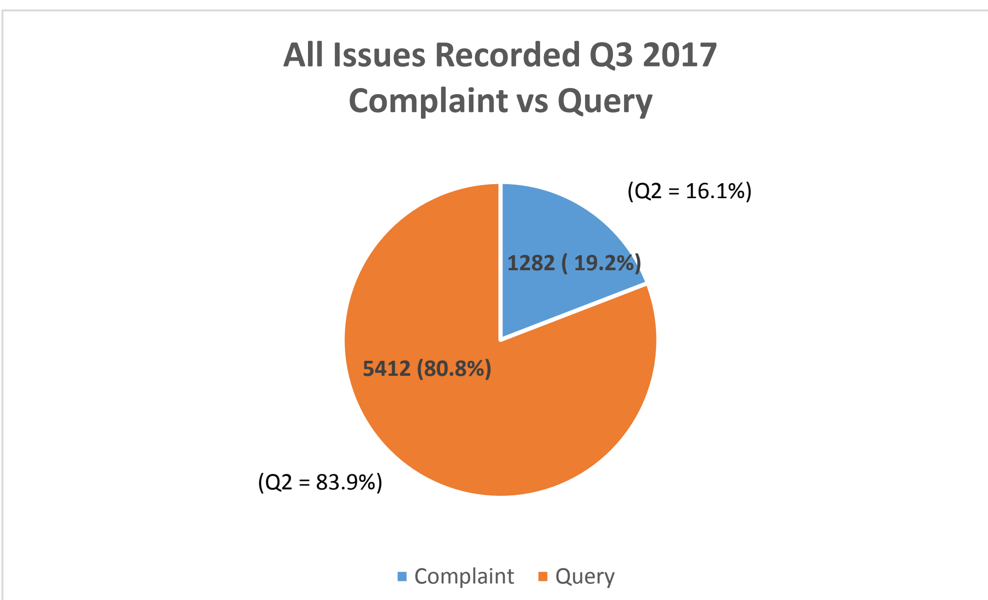


Figure 8: Breakdown of All Issues Recorded by Complaint and Query Q3 2017

18. Figure 9 gives a breakdown of complaints and queries by ECS and PRS, over the last 5 quarters. This shows that PRS complaints increased very significantly by 183%, from 173 in Q3 2016 to 490 in Q1 2017, falling again by 9% to 448 in Q2 2017 and again by 16% to 376 in Q3 2017. The ratio of PRS complaints to queries currently stands at 14%, compared with 11% in Q2 2017.

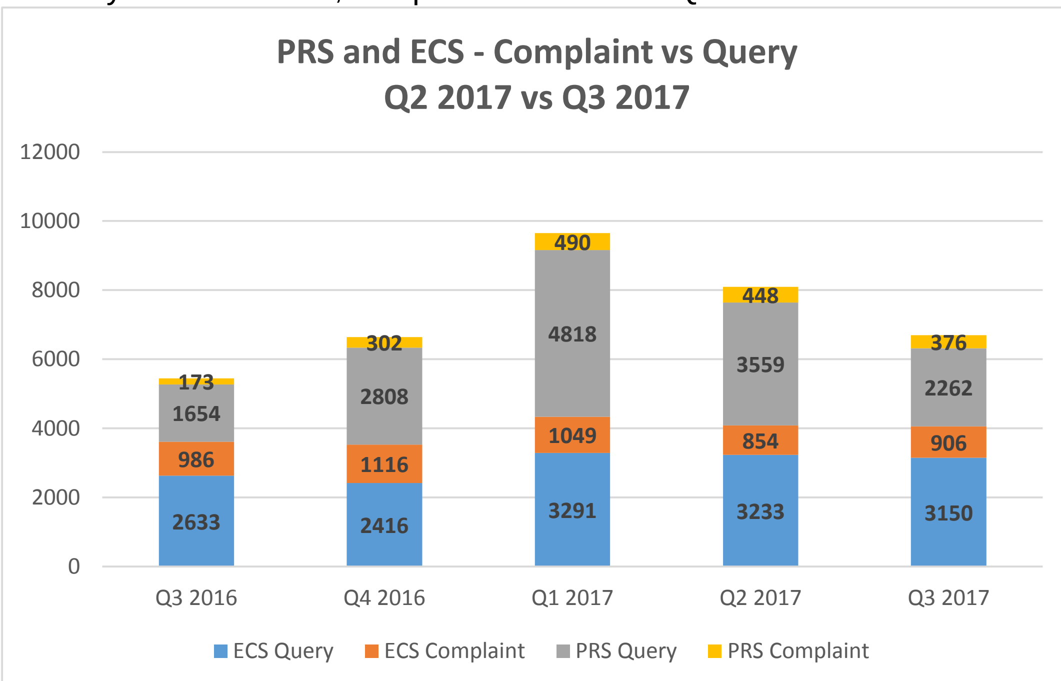


Figure 9: Breakdown of All Issues by Complaint and Query for ECS and PRS Q3 2016 – Q3 2017

19. ECS complaints have decreased by 8% from Q3 2016 to Q3 2017, however have increased by 6% from Q2 2017 to Q3 2017. The ratio of ECS complaints to queries currently stands at 22.3%, as evident in figure 10.

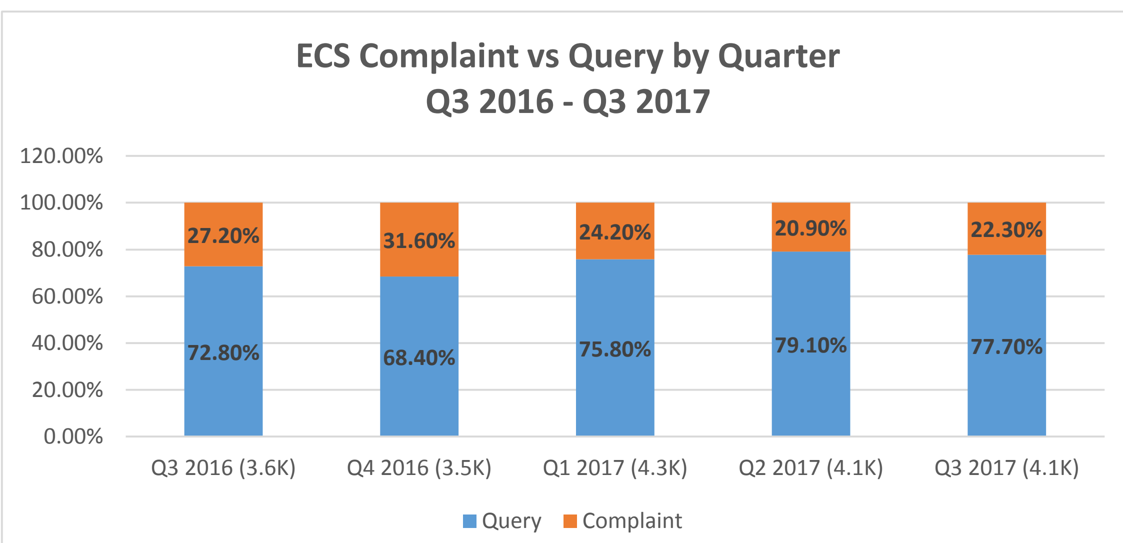


Figure 10: Split of ECS Issues (Complaint/Query) Q3 2016 – Q3 2017

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

20. 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".

21. Eir Mobile, Tesco Mobile Ireland, Three Ireland (Mobile) and Vodafone Mobile issues reduced from Q2 2017 to Q3 2017, with Vodafone Mobile seeing the largest reduction at 53%.

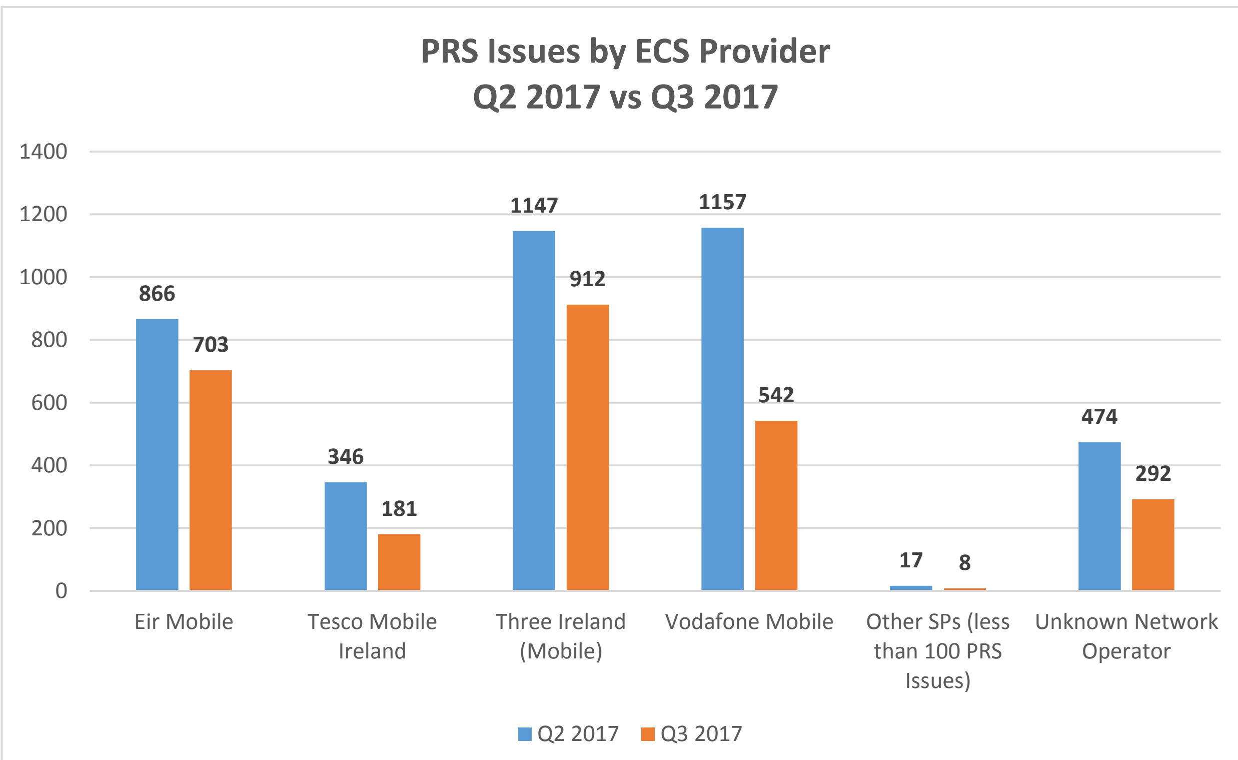


Figure 11: PRS Issues by ECS Provider Q2 2017 vs Q3 2017

22. Figure 12 overleaf shows the PRS issues detailed in figure 8 for each ECS Provider listed per 1000 subscribers. This shows that the number of PRS issues per 1000 subscribers decreased for Eir Mobile, Tesco Mobile Ireland, Three Ireland (Mobile) and Vodafone Mobile in Q3 2017, by 18%, 49%, 18% and 52% respectively.

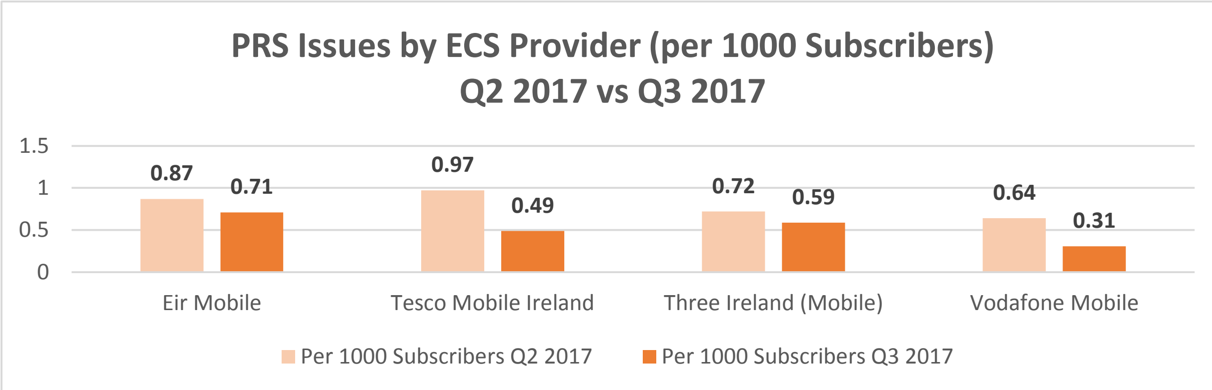


Figure 12: PRS Issues by ECS Provider (per 1000 Subscribers) Q2 2017 vs Q3 2017

4.2 Mobile Provider ECS Complaints vs Queries

23. Figure 13 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Mobile Service Provider (where issues raised by Mobile Service Providers' customers was in excess of 100), split by query and complaint. The trend shows that, in comparison with Q1 2017, the overall number of mobile service provider issues has decreased by 10%.

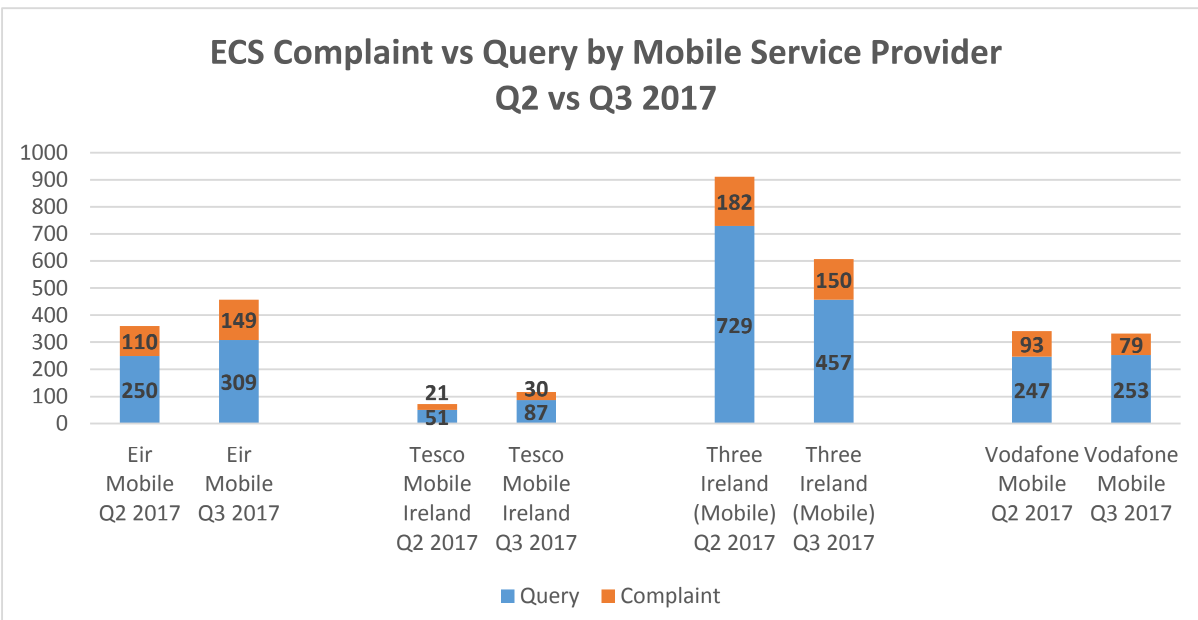


Figure 13: Split of ECS Issues (Complaint/Query) by Mobile Service Provider Q2 2017 vs Q3 2017

24. Eir Mobile has seen an increase of 35% and 24% in complaints and queries respectively from Q1 2017 to Q2 2017. The number of complaints and queries has decreased for Three Ireland (Mobile) by 18% and 37% respectively and the

number of complaints for Vodafone Mobile has decreased by 15% for the period, however queries have increased by 2%. Tesco Mobile Ireland Q2 2017 figures are provided in the Q3 2017 publication for comparative purposes.

25. Figure 14 below provides an analysis of the number of complaints listed in figure 13 by the number of subscribers for each of the mobile service providers listed:

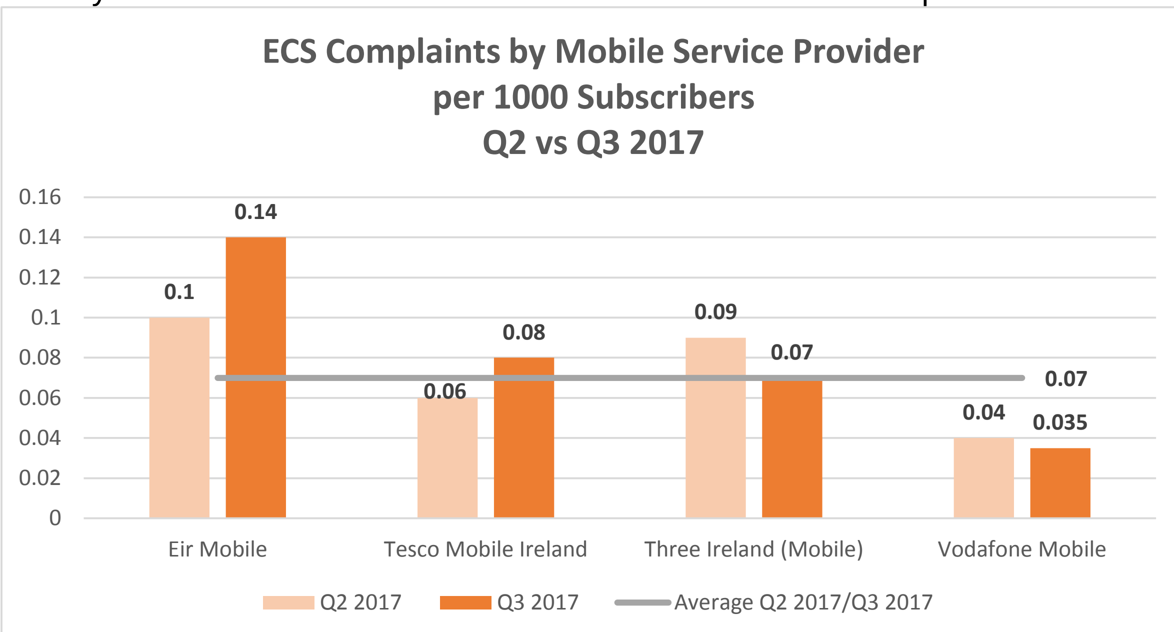


Figure 14: ECS Complaints by Mobile Service Provider (per 1000 Subscribers) Q2 2017 vs Q3 2017

26. 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 the service providers included in Figure 13. This average remains unchanged from Q2 2017 to Q3 2017.

27. Vodafone Mobile has consistently remained below average. Having been above average in Q2 2017, Three Ireland (Mobile) are now in line with the average in Q3 2017. Tesco Mobile Ireland statistics are presented for Q2 2017, despite less than 100 ECS issues having been recorded by ComReg's Consumer Line during this period, for comparative purposes. Eir Mobile is also above average, with its number of complaints per 1000 subscribers increasing from Q2 to Q3 2017.

4.3 Mobile Provider ECS Issues by Classification Type

Eir Mobile

28. Eir Mobile issues, as shown in figure 15, have increased overall by 45% when compared with the same period last year (Q3 2016), with an increase of 27% from Q2 2017 to Q3 2017.

29. 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.

30. Billing issues, contractual matters, service issues and all other classifications increased by 30%, 84%, 19% and 68% respectively when comparing Q3 2016 with Q3 2017.

31. From Q2 2017 to Q3 2017 billing issues, contractual matters and service issues increased by 53%, 41% and 5% respectively while all other classifications decreased by 19% for the same period.

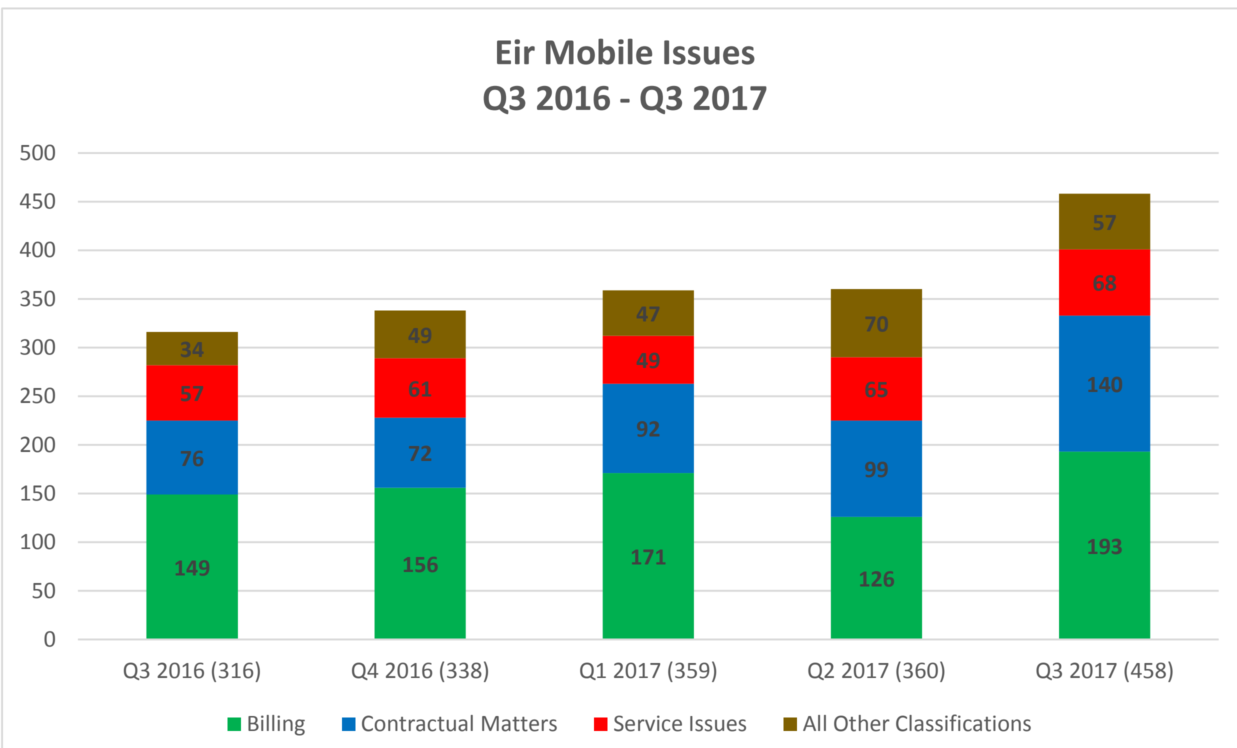


Figure 15: Split of ECS Issues by Classification Type for Eir Mobile Q3 2016 – Q3 2017

Tesco Mobile Ireland

32. This quarter the total number of ECS issues for Tesco Mobile Ireland exceeded 100 and therefore are included in the publication. For comparative purposes Tesco Mobile Ireland Q2 2017 figures are also provided.

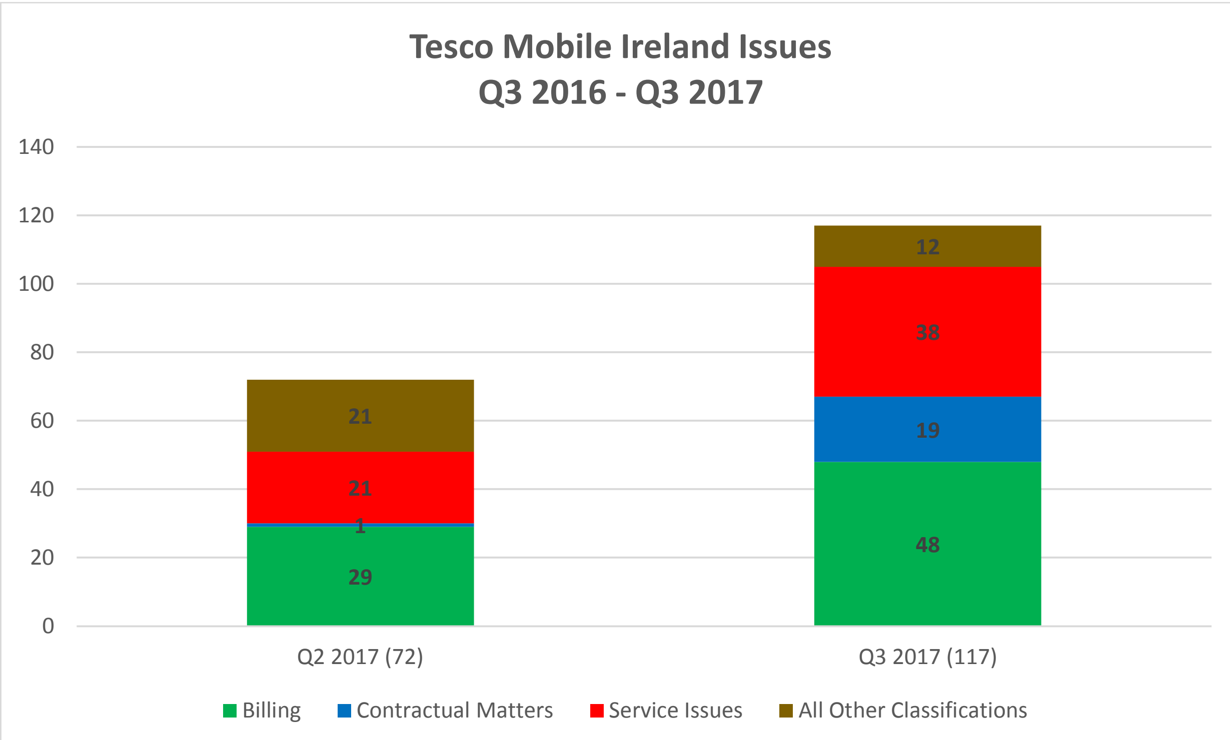


Figure 16: Split of ECS Issues by Classification Type for Tesco Mobile Ireland Q2 2017 vs Q3 2017

Three Ireland (Mobile)

33. Three Ireland (Mobile) issues, as shown in figure 17, have increased overall by 8% when compared with the same period last year (Q3 2016), however have decreased by 33% from Q2 2017 to Q3 2017.

34. While there has been an increase in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.

35. Billing issues, contractual matters and all other classifications increased by 78%, 213% and 143% respectively when comparing Q3 2016 with Q3 2017, while service issues decreased by 68% for the same comparison.

36. From Q2 2017 to Q3 2017 billing issues, contractual matters and all other classifications decreased by 4%, 63% and 29% respectively, while service issues increased by 8% for the same period.

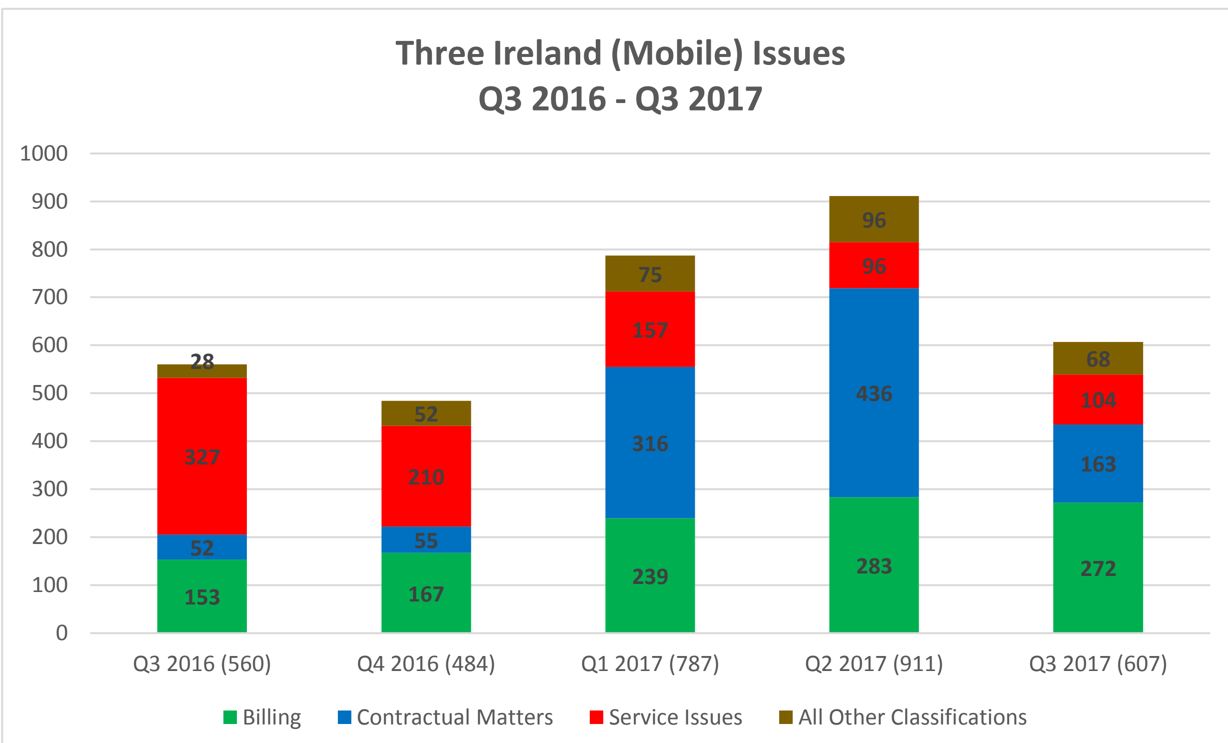


Figure 17: Split of ECS Issues by Classification Type for Three Ireland (Mobile) Q3 2016 – Q3 2017

Vodafone Mobile

37. Vodafone Mobile issues, as shown in figure 18, have increased overall by 20% when compared with the same period last year (Q3 2016), however have decreased by 2% from Q2 2017 to Q3 2017.

38. While there has been an increase in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.

39. Billing issues, contractual matters, service issues and all other classifications increased by 3%, 48%, 8% and 87.5% respectively when comparing Q3 2016 with Q3 2017.

40. From Q2 2017 to Q3 2017 billing issues, contractual matters and all other classifications decreased by 7%, 3% and 2% respectively, while service issues increased by 12% for the same period.

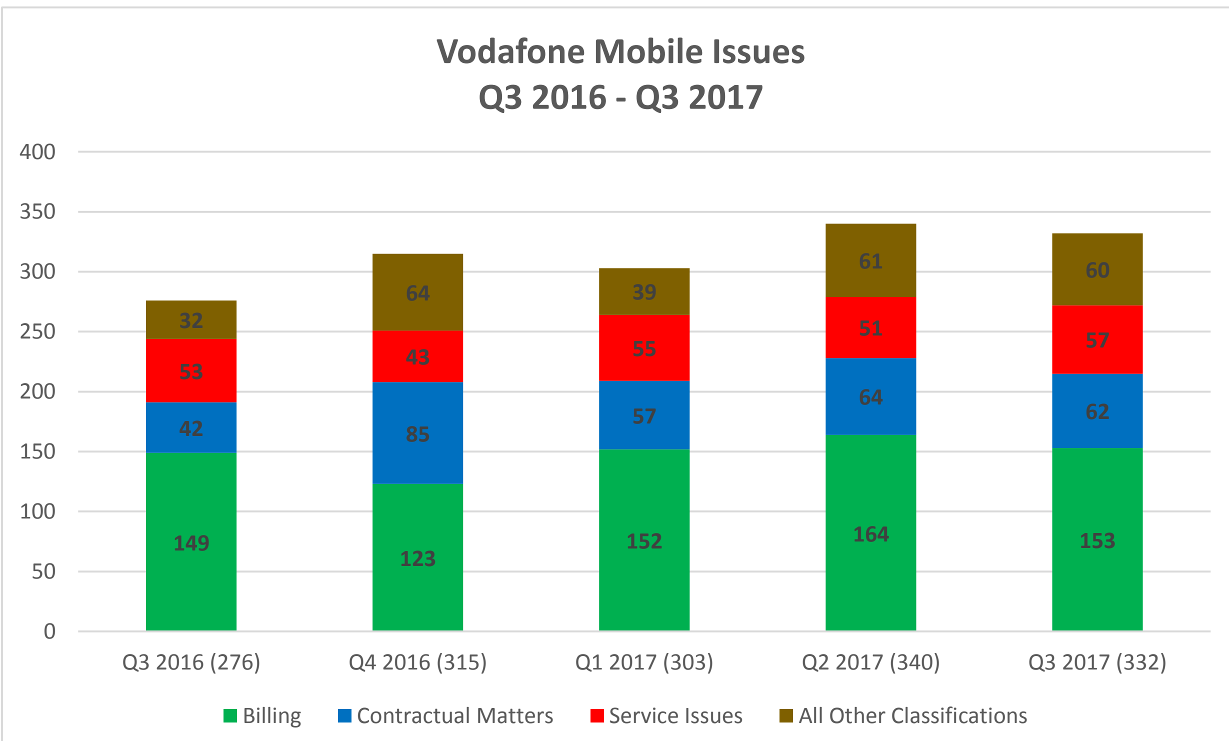


Figure 18: Split of ECS Issues by Classification Type for Vodafone Mobile Q3 2016 – Q3 2017

4.4 Mobile Provider Coverage Issues

41. Figure 19 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, Three Ireland (Mobile) and Vodafone Mobile by 5%, 15% and 16% respectively, however has decreased for Tesco Mobile Ireland by 26%. Please note that Tesco Mobile Ireland, while not having exceeded 100 ECS recorded issues and therefore not featuring in the Q2 2017 publication, are provided in the Q3 2017 publication for comparative purposes.

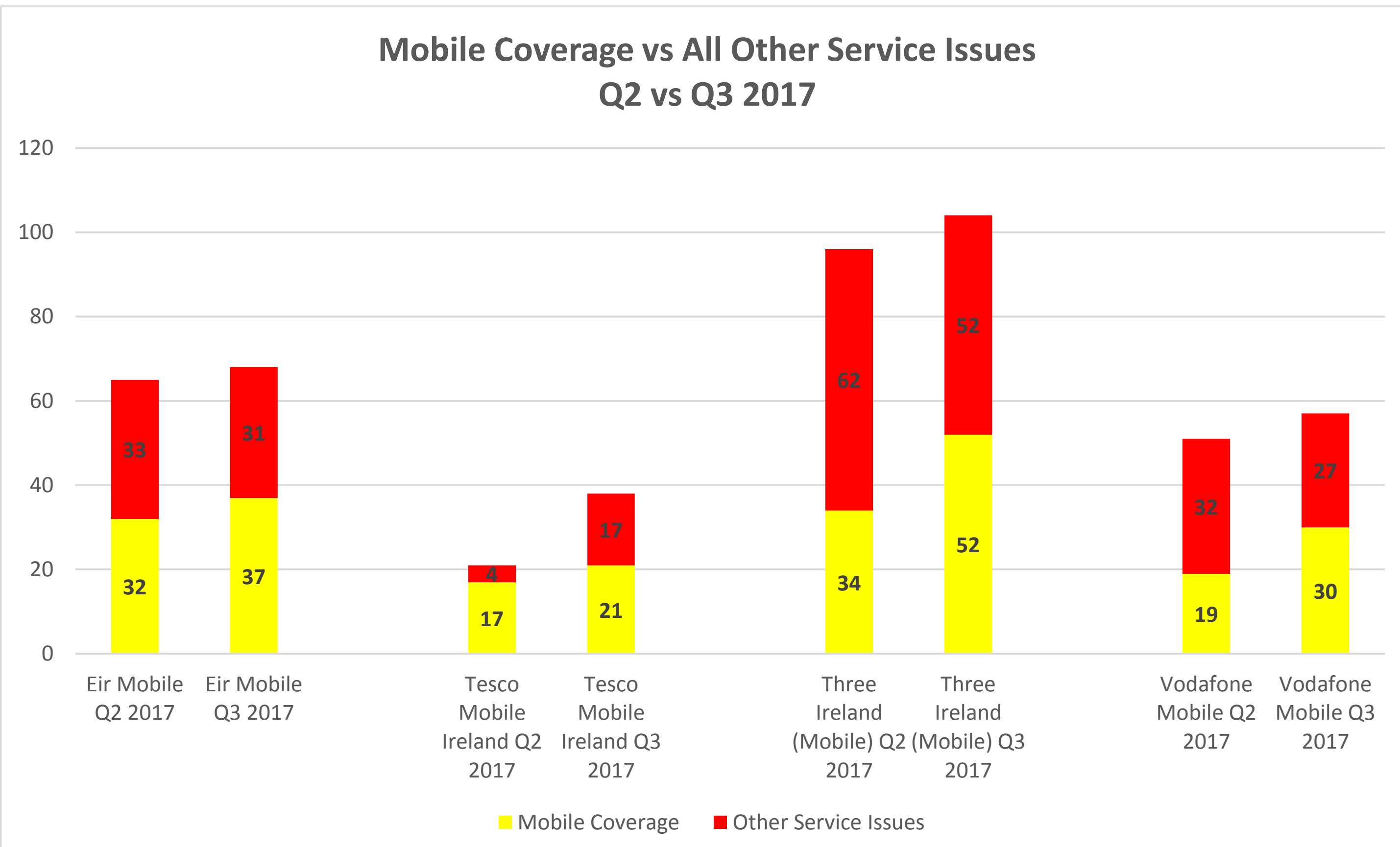


Figure 19: Split of ECS Service Issues by Mobile Service Provider Q2 2017 vs Q3 2017

42. Figure 20 below provides an analysis of the number of mobile coverage issues listed in figure 19 by the number of subscribers for each of the mobile service providers listed:

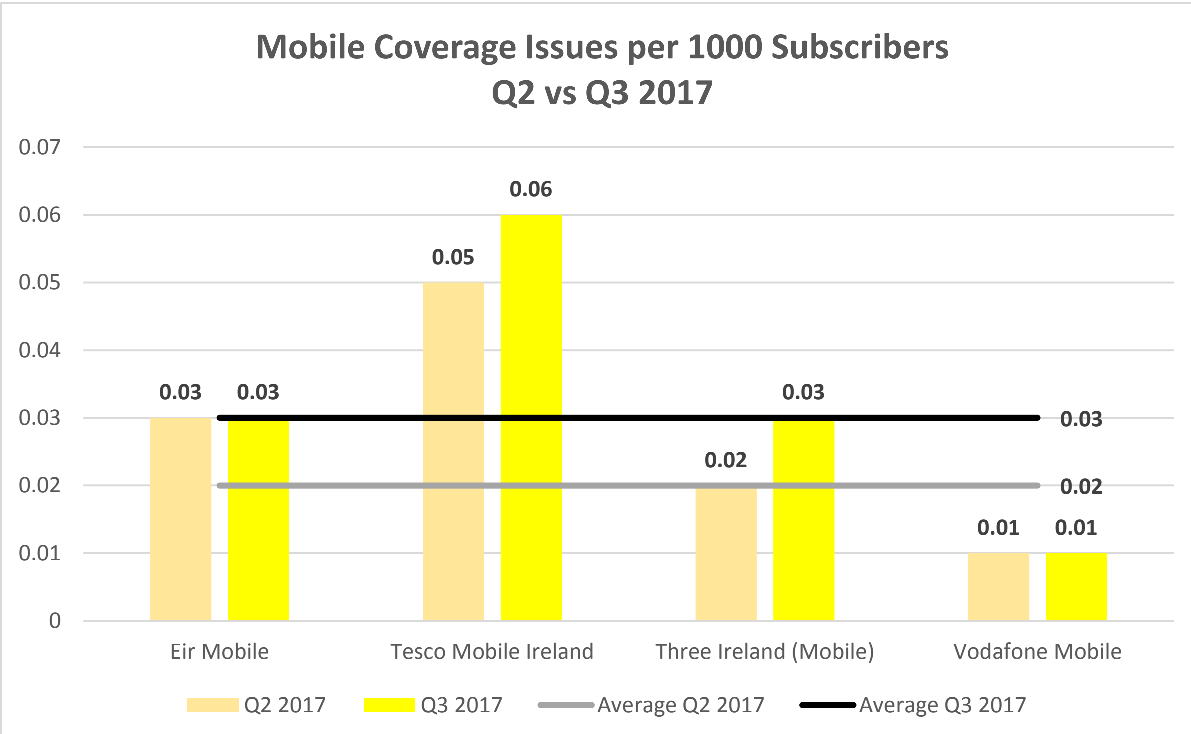


Figure 20: Mobile Coverage Issues by Mobile Service Provider (per 1000 subscribers) Q2 2017 vs Q3 2017

43. 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 the service providers included in Figure 19.

44. Vodafone Mobile has consistently remained below average. Eir Mobile was above average in Q2 2017, however is in line with the average in Q3 2017 with its number of mobile coverage issues per 1000 subscribers unchanged. Three Ireland (Mobile) remain in line with the average in Q3 2017 despite an increase in its number of mobile coverage issues per 1000 subscribers. Tesco Mobile Ireland statistics are presented for Q2 2017, despite less than 100 ECS issues having been recorded by ComReg's Consumer Line during this period, for comparative purposes.

45. Figure 21 shows a breakdown of all Mobile Coverage Issues (148) as reported to ComReg's Consumer Line in Q3 2017, compared with Q1 and Q2 2017, by type. The issues are also split by query and complaint.

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

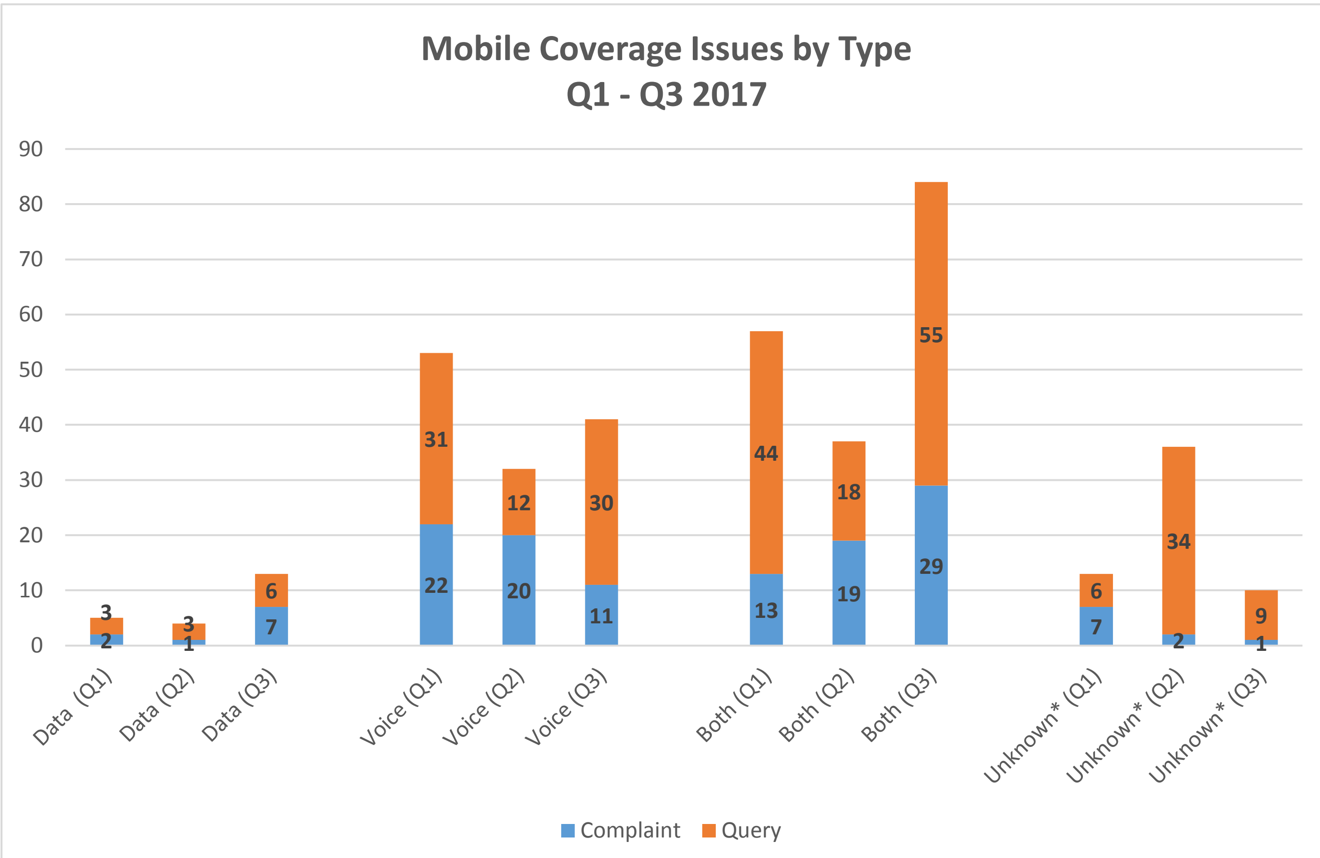


Figure 21: Query vs Complaint Split of Mobile Coverage Issues by Type Q1 – Q3 2017

47. 28% of all mobile coverage issues reported in Q3 2017 related to a voice only issue, compared to 9% relating to a data only issue. In 57% of all mobile coverage issues, the consumer reported having experienced not one of, but both, voice and data issues.

48. Of the 148 issues recorded, 125 of those related to a voice issue, (whether voice only, or voice and data) accounting for 84% of all mobile coverage issues.

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

49. Figure 22 gives a breakdown of all issues raised by consumers with ComReg's Consumer Line, by Fixed Service Provider (where issues raised by Fixed Service Providers' customers was in excess of 100), split by query and complaint. The graph shows that, in comparison with Q2 2017, the overall number of fixed service provider issues has increased by 14%.

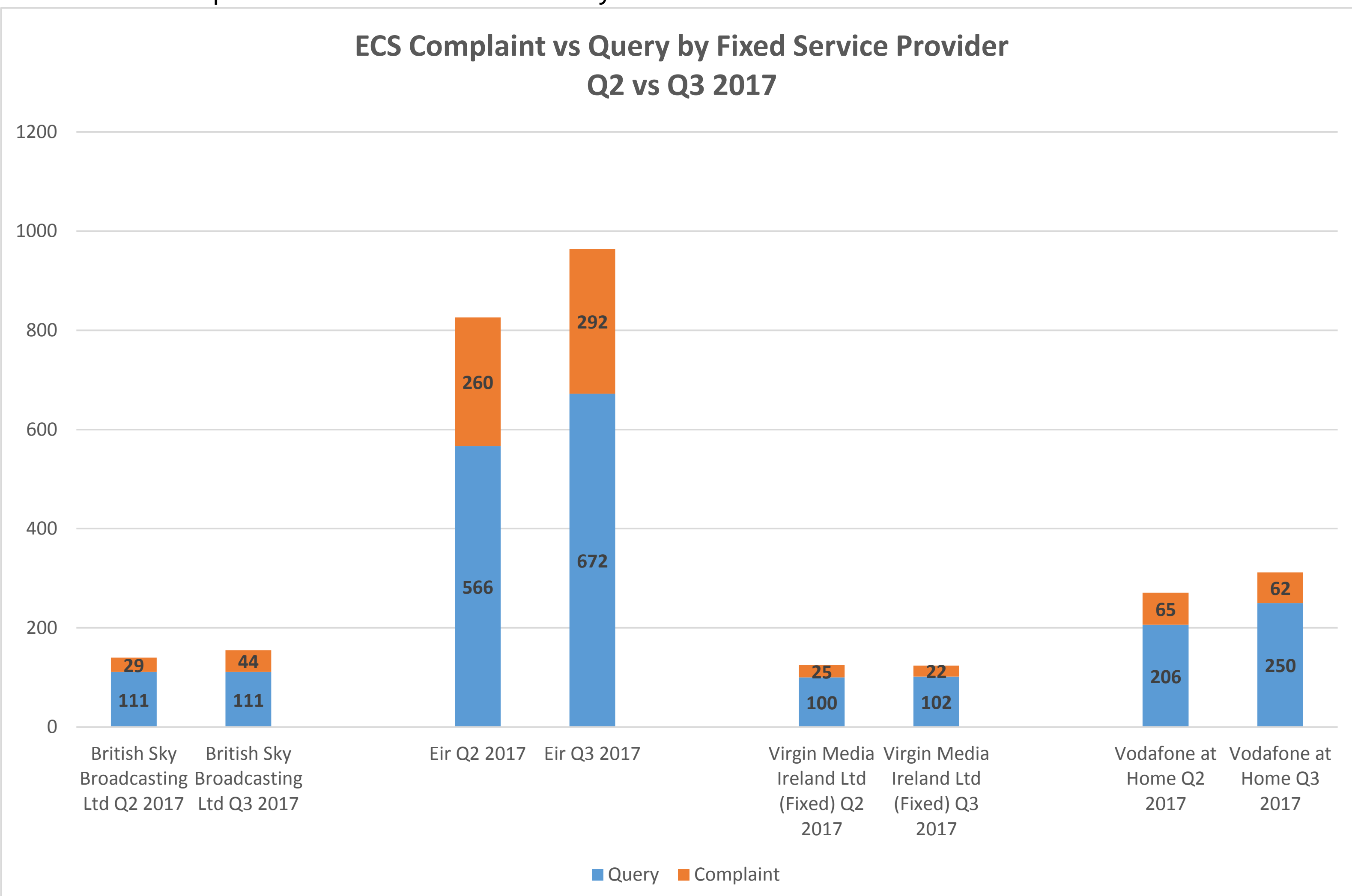


Figure 22: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q2 2017 vs Q3 2017

50. Both the number of complaints and queries has increased for Eir by 12% and 19% respectively. For both Virgin Media Ireland (Fixed) and Vodafone at Home the number of queries increased, by 2% and 21% respectively but the number of complaints decreased, by 12% and 5% respectively. While the number of queries

stayed constant for British Sky Broadcasting Ltd., the number of complaints show the greatest overall increase at 52%.

51. Figure 23 below provides an analysis of the number of complaints listed in figure 22 by the number of subscribers for each of the fixed service providers listed:

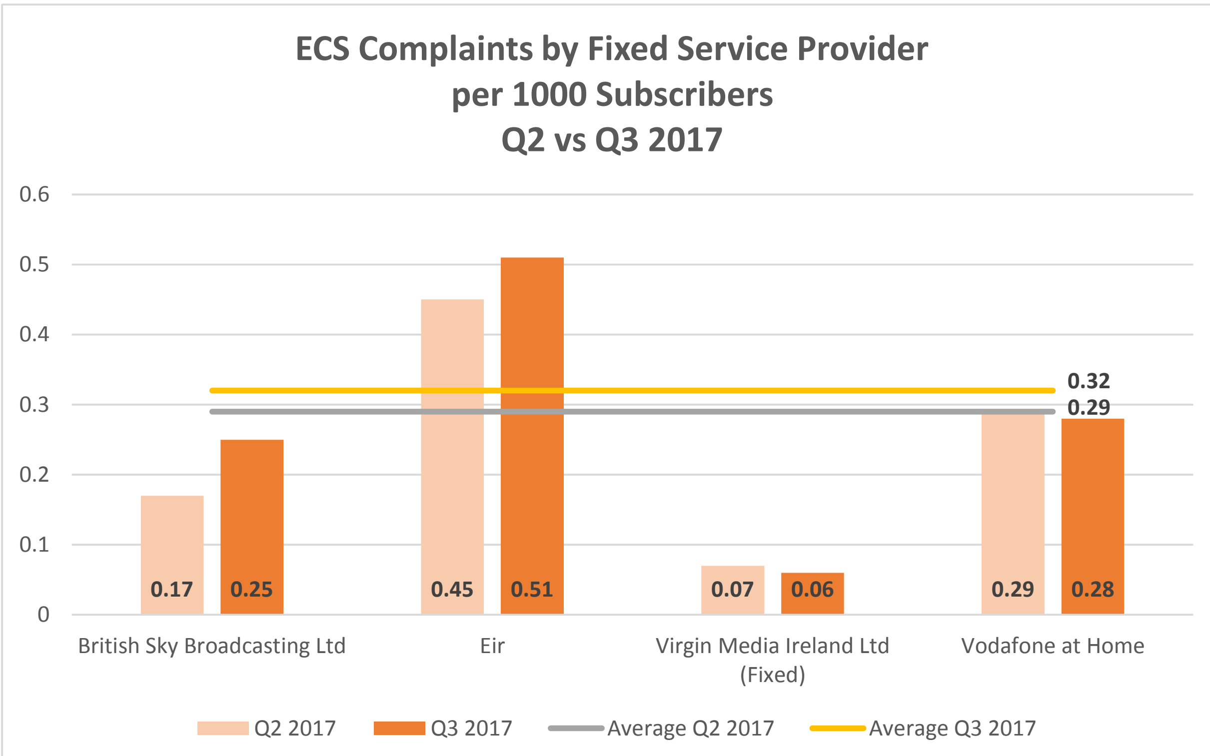


Figure 23: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q2 2017 vs Q3 2017

52. 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 22. Negatively for customers of fixed service providers, this average has increased from Q2 2017 to Q3 2017.

53. Virgin Media Ireland (Fixed) has consistently remained below average. Although its number of complaints per 1000 subscribers has increased in Q3 2017, British Sky Broadcasting Ltd. also remains below average. Having been in line with the average in Q2 2017, Vodafone at Home is now below average in Q3 2017, having reduced its complaints per 1000 subscribers. Eir has stayed above average in both Q2 2017 and Q3 2017, with its number of complaints per 1000 subscribers increasing in Q3 2017.

5.2 Fixed Provider ECS Issues by Classification Type

British Sky Broadcasting Ltd.

54. British Sky Broadcasting Ltd. issues, as shown in figure 24, have increased overall by 21% when compared with the same period last year (Q3 2016), with an increase of 11% from Q2 2017 to Q3 2017.

55. While there has been an increase in the overall number of issues, there has been no steady trend in relation to classification types, with fluctuations apparent in each.

56. Billing issues, contractual matters and service issues increased by 22%, 78% and 82% respectively when comparing Q3 2016 with Q3 2017, while all other classifications decreased by 21% for the same comparison.

57. From Q2 2017 to Q3 2017 billing issues, contractual matters and all other classifications increased by 22%, 7% and 22% respectively, while service issues decreased by 5% for the same period.

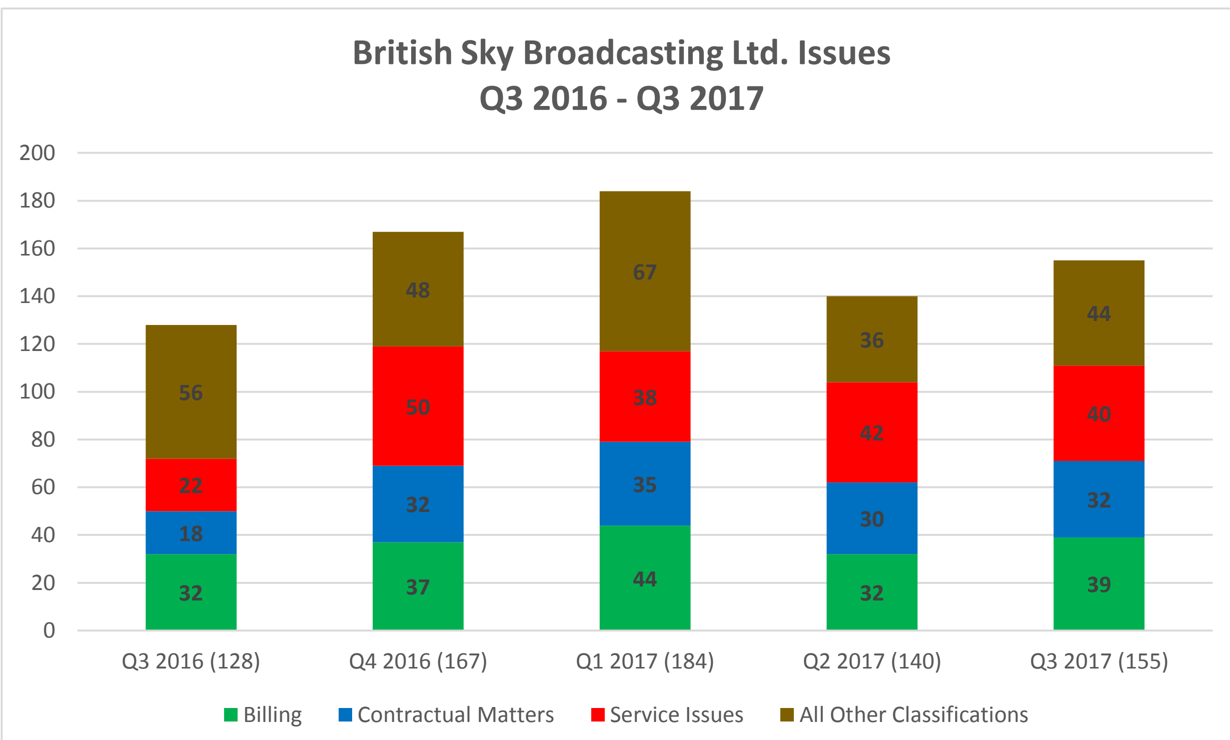


Figure 24: Split of ECS Issues by Classification Type for British Sky Broadcasting Ltd. Q3 2016 – Q3 2017

Eir

58. Eir issues, as shown in figure 25, have decreased overall by 6% when compared with the same period last year (Q3 2016), however have increased by 17% from Q2 2017 to Q3 2017.

59. 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.

60. Billing issues and contractual matters decreased by 19% and 32% respectively when comparing Q3 2016 with Q3 2017, while service issues and all other classifications increased by 19% and 35% respectively for the same comparison.

61. From Q2 2017 to Q3 2017 billing issues, contractual matters, service issues and all other classifications increased by 5%, 35%, 18% and 14% respectively.

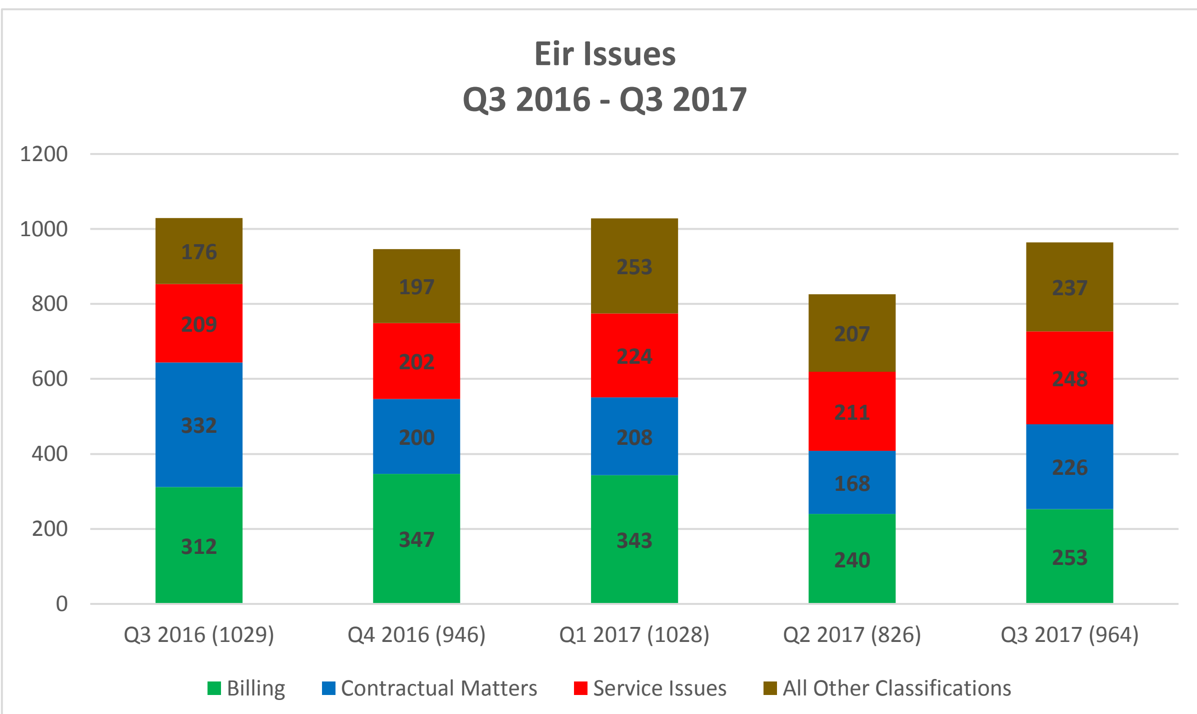


Figure 25: Split of ECS Issues by Classification Type for Eir Q3 2016 – Q3 2017

Virgin Media Ireland (Fixed)

62. Virgin Media Ireland (Fixed) issues, as shown in figure 26, have decreased overall by 27% when compared with the same period last year (Q3 2016), with a decrease of 1% from Q2 2017 to Q3 2017.

63. 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.

64. Billing issues, contractual matters, service issues and all other classifications decreased by 26%, 43%, 4% and 9% respectively when comparing Q3 2016 with Q3 2017.

65. From Q2 2017 to Q3 2017 billing issues, contractual matters and all other classifications increased by 5%, 3% and 24% respectively while service issues decreased by 24%.

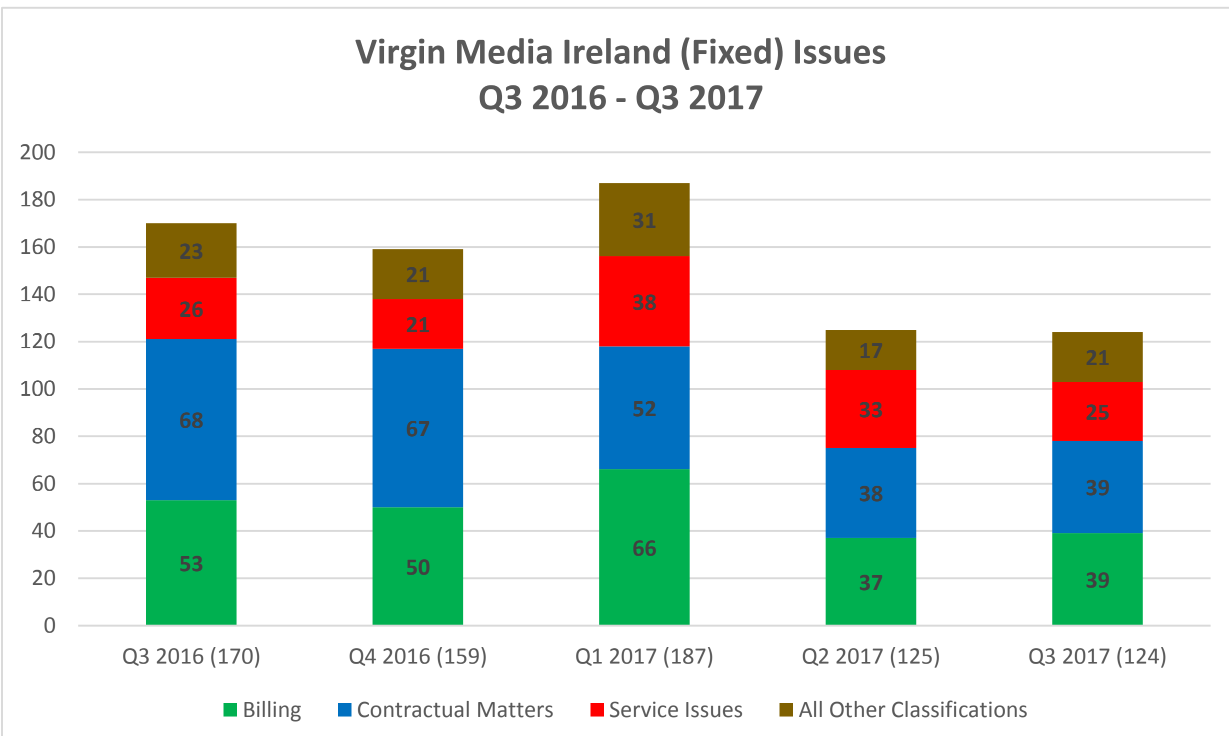


Figure 26: Split of ECS Issues by Classification Type for Virgin Media Ireland (Fixed) Q3 2016 – Q3 2017

Vodafone At Home

66. Vodafone at Home issues, as shown in figure 27, have increased overall by 9% when compared with the same period last year (Q3 2016), with an increase of 15% from Q2 2017 to Q3 2017.

67. 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.

68. Billing issues, contractual matters and service issues increased by 25%, 16% and 17% respectively when comparing Q3 2016 with Q3 2017, while all other classifications decreased by 22% for the same comparison.

69. From Q2 2017 to Q3 2017 billing issues, contractual matters and service issues increased by 25%, 20% and 60% respectively while all other classifications decreased by 35% for the same period.

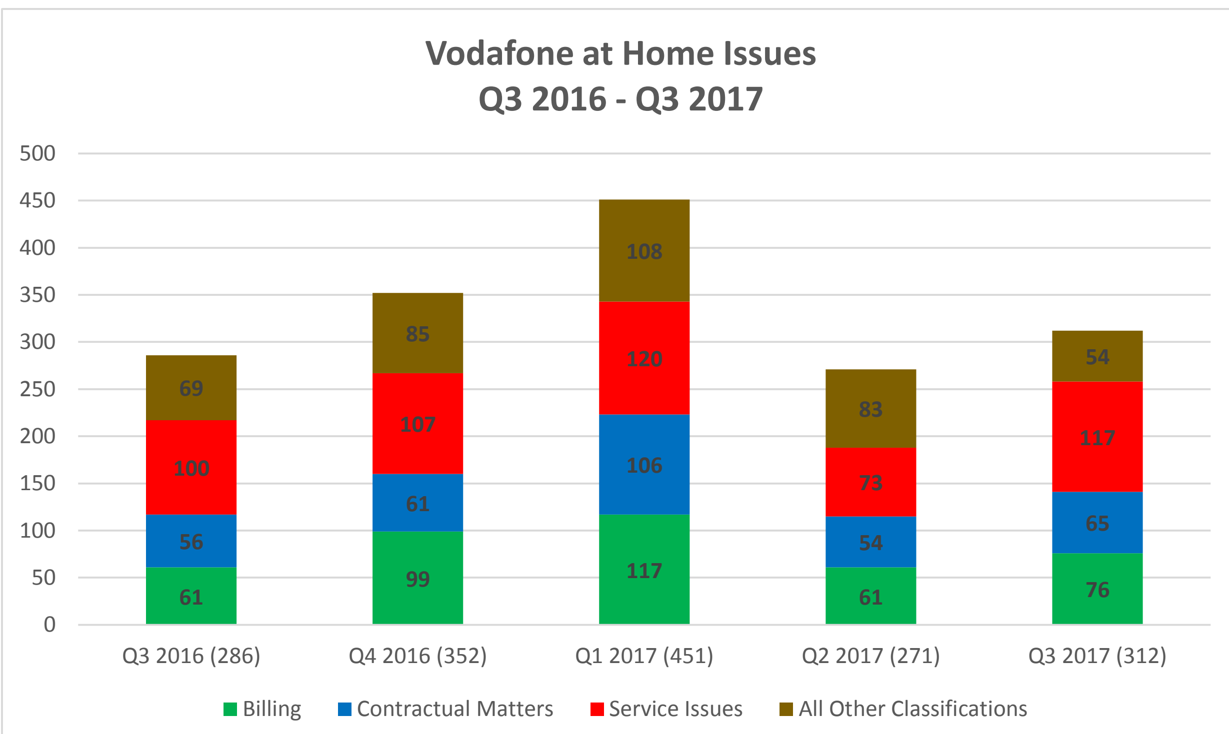


Figure 27: Split of ECS Issues by Classification Type for Vodafone at Home Q3 2016 – Q3 2017

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:	
• Disputed Charges • Disputed Data Charges • Disputed Roaming Charges • Disputed PBX Hacking Charges	• Invoice Issues • Refund / Credit Issue • Billing & Disputed Charges Other

Contractual Matters includes:	
• Contract Not Provided • Contract Termination Request • Misleading Sales • Pricing Transparency • Terms and Conditions:	• Cancellation Penalties • Cooling Off Period • ‘Unlimited’ / Fair Usage • Contractual duration • Contract Change Notification • Contractual Other

Service Issues includes:	
• Broadband Speeds • Interference • Loss of Service • Mobile Coverage	• Quality of Service • Service Availability • Service Other

All Other Classifications	
• Delay Switching • New Tenant Process • Number Loss • Operator Unknown • Switching Blocked • UAN Issues • Unsolicited Service (Slamming) • Switching Other • Delay in Installation	• Missed Appointment • USO Threshold Issue • Works Approval Required • Installation Other • Difficulty Accessing Customer Service • Failure to Respond • Inadequate Response • Customer Service Other

• 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	• 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

Premium Rate Services (PRS) includes: • Denial / Does Not Recall Engaging with PRS (incl. Subscriptions) • Subscription by a Minor • Difficulty Unsubscribing • General Request to Unsubscribe	• 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.