



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q4 2018 – 1 October to 31 December 2018

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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1: Executive Summary

- ComReg’s Consumer Care team manage consumer contacts of ECS, PRS and postal services. Whilst all methods of contact offered are set out in Annex 1, calls and emails (including online form contacts) account for over 90% of contact methods used. ComReg’s Consumer Line is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. This publication includes information on Service Provider issues, where issues raised by that Service Providers’ customers in Q4 2018, and recorded by ComReg, was in excess of 100. A snapshot of the statistics in this publication are as follows:

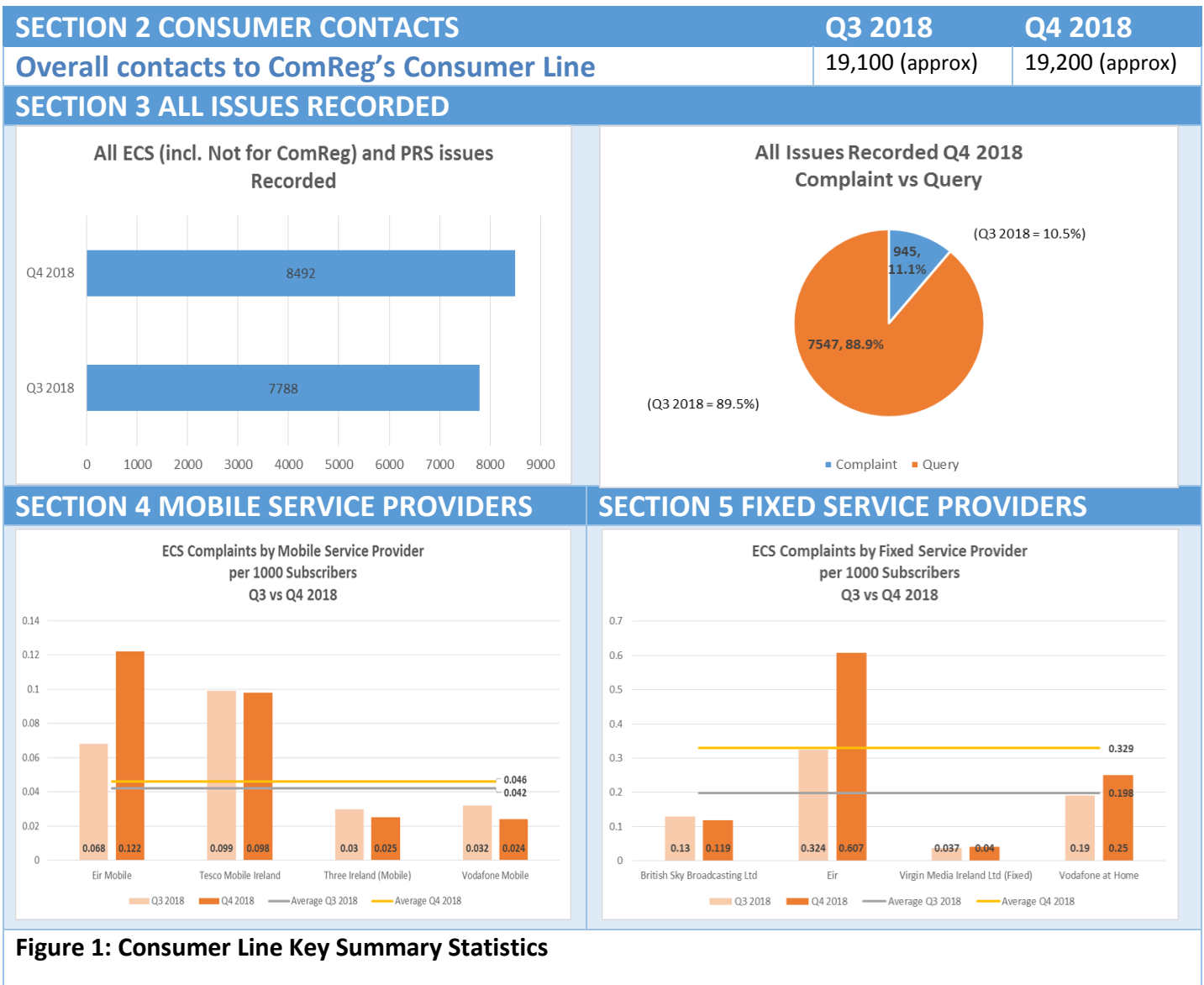


Figure 1: Consumer Line Key Summary Statistics

2: Consumer Contacts

2. In Q4 2018, approximately 19,100 consumer contacts were received by ComReg’s Consumer Line. Figure 2 below shows the split of these contacts by contact type, highlighting that the most popular method of contact in Q4 2018 was via phone, followed closely by email (including online form contacts).

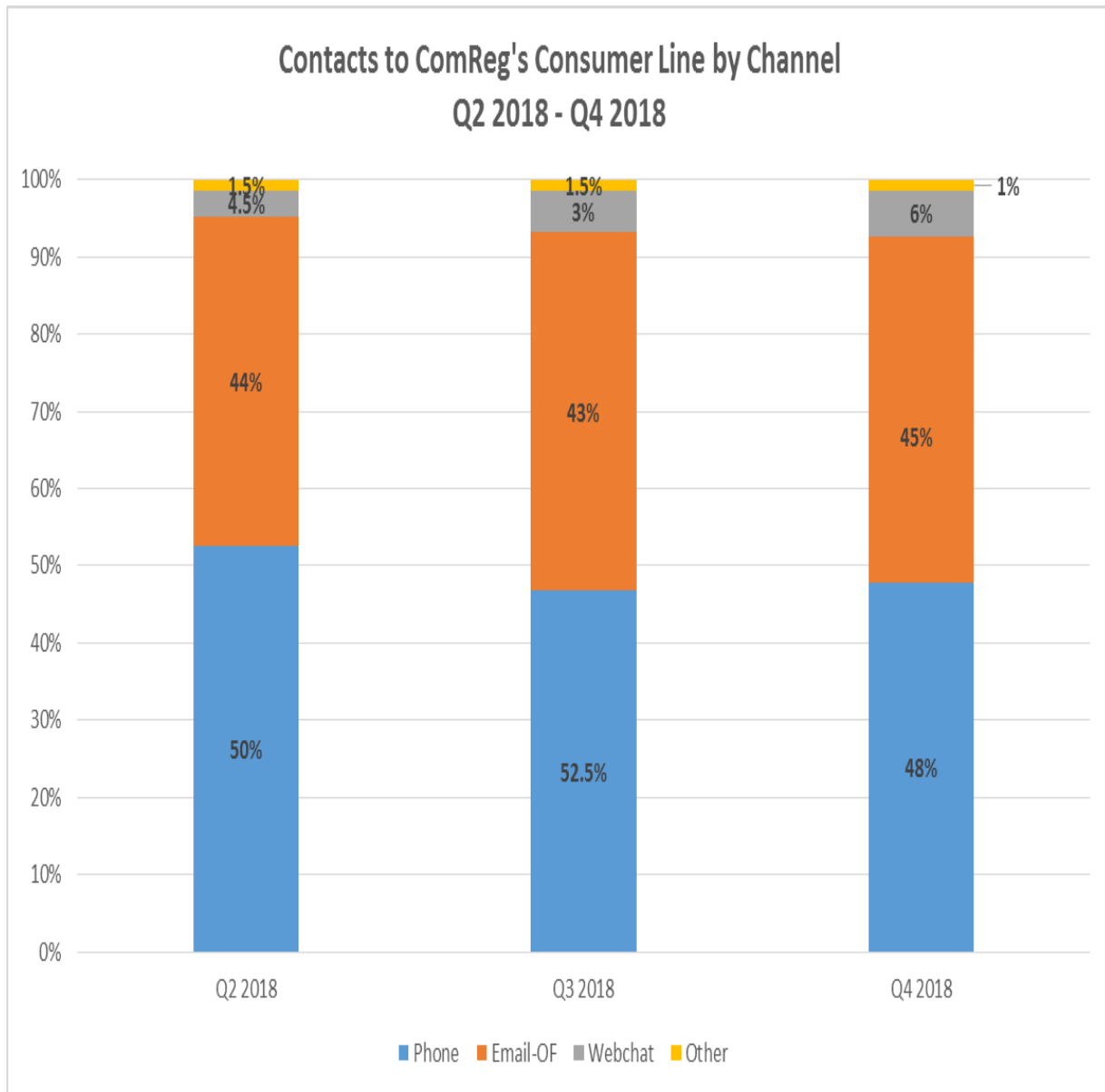


Figure 2: Contacts to ComReg’s Consumer Line Q4 2018

3: Consumer Issues Recorded

- 3. In Q4 2018, there was a 9% increase in the total number of issues recorded with ECS issues increasing by 29% and PRS issues decreasing by 9 %.

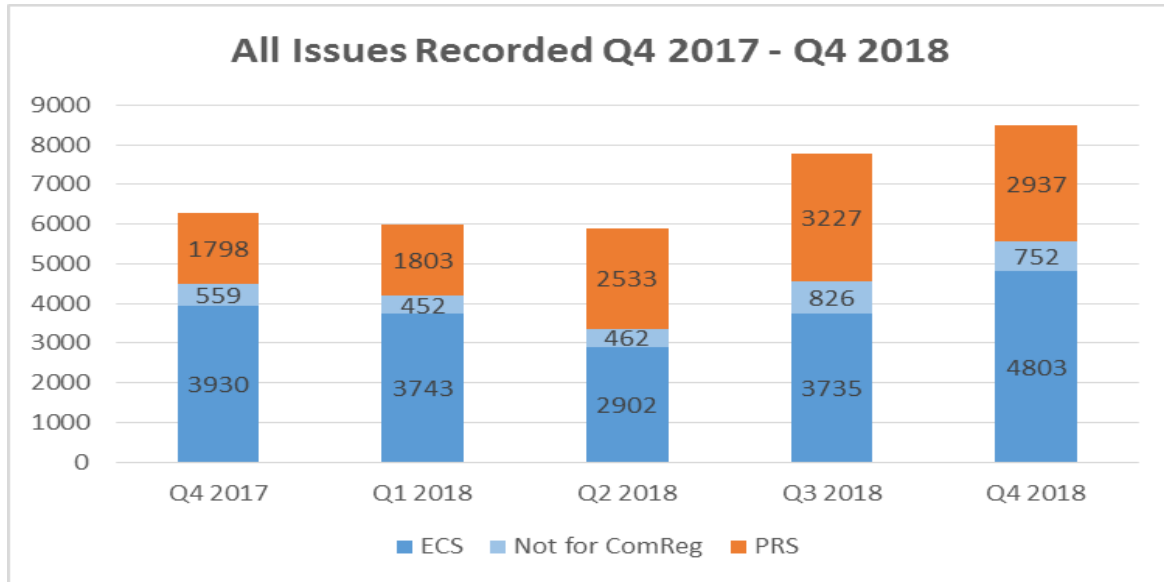


Figure 3: All Issues Recorded Q4 2017 – Q4 2018

3.1 All Issues Recorded by Classification Type¹

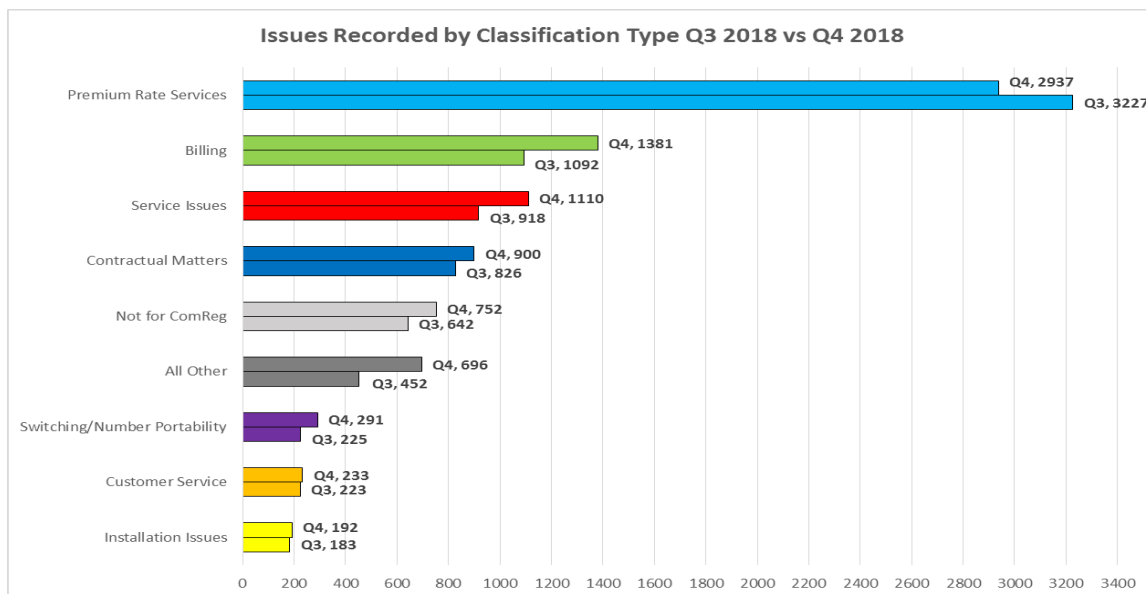


Figure 4: All Issues Recorded by Classification Type Q3 2018 vs Q4 2018

¹ See Annex 3 for all Classification Index and Annex 2 for mobile coverage service issue details

3.2 All Issues Recorded by Complaints vs Queries

- The overall ratio of complaints to queries has increased to 11.1% in Q4 2018. This is further split for ECS 13% and PRS 7%.

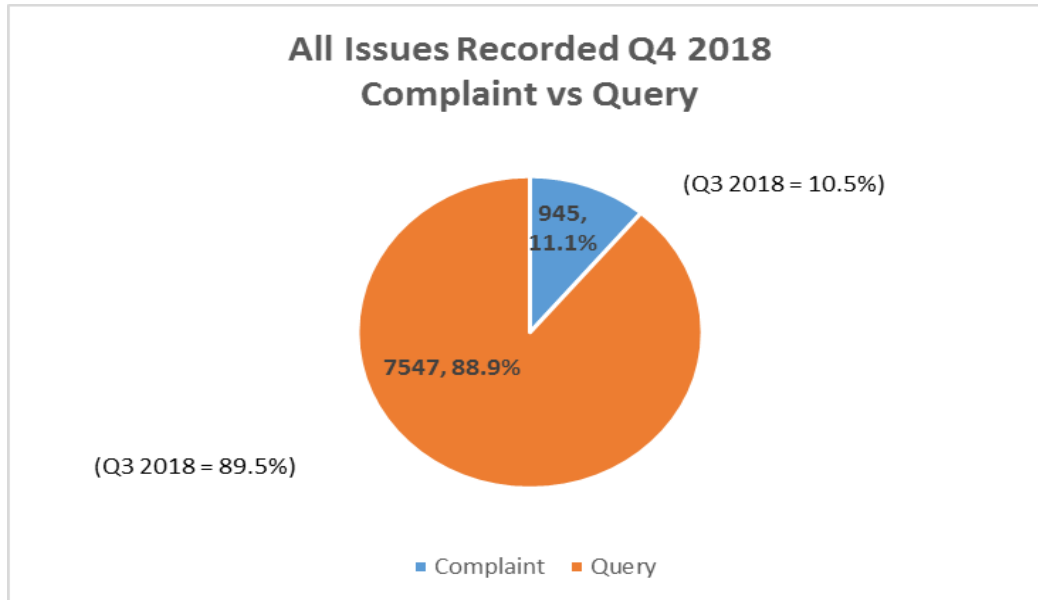


Figure 5: Issues Recorded by Complaint and Query Q4 2018

- Figure 6 gives a breakdown of ECS and PRS complaints and queries over the last 5 quarters. Both ECS and PRS complaints decreased by 33% and 14% respectively from Q4 2017 to Q4 2018 and queries increased by 42% (ECS) and 75% (PRS) from Q4 2017 to Q4 2018.

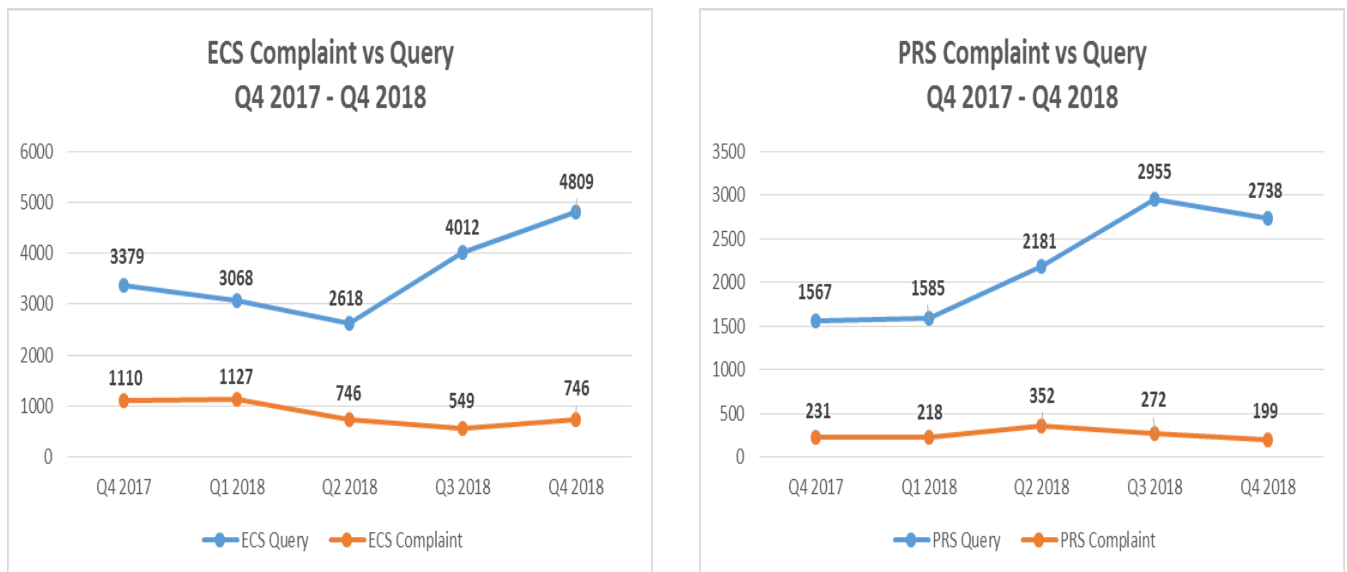


Figure 6: All Issues by Complaint and Query for ECS and PRS Q4 2017 – Q4 2018

4: Mobile Service Provider Statistics

4.1 Mobile Provider PRS Issues

- 6. The number of PRS issues raised with ComReg’s Consumer Line in Q4 2018 is split by ECS Provider and further split by short code (where known and where the total number of issues recorded during the quarter is greater than 40 issues).

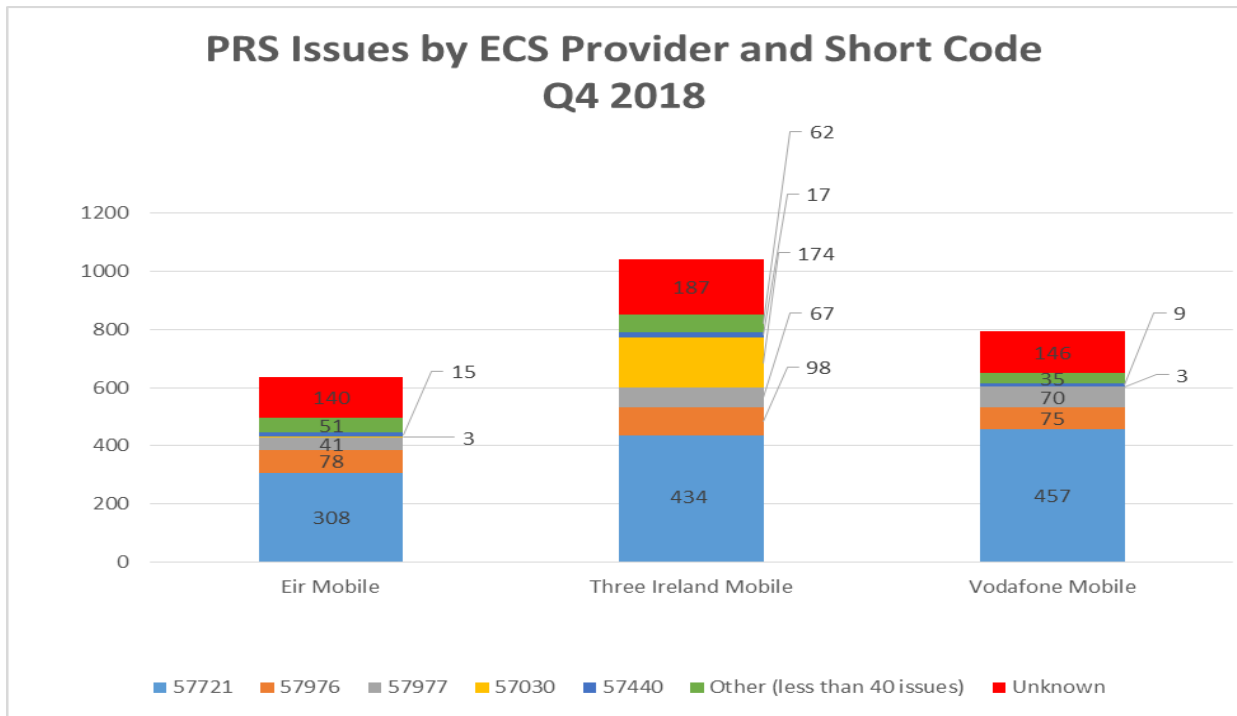


Figure 7: PRS Issues by PRS Shortcode and ECS Provider Q4 2018

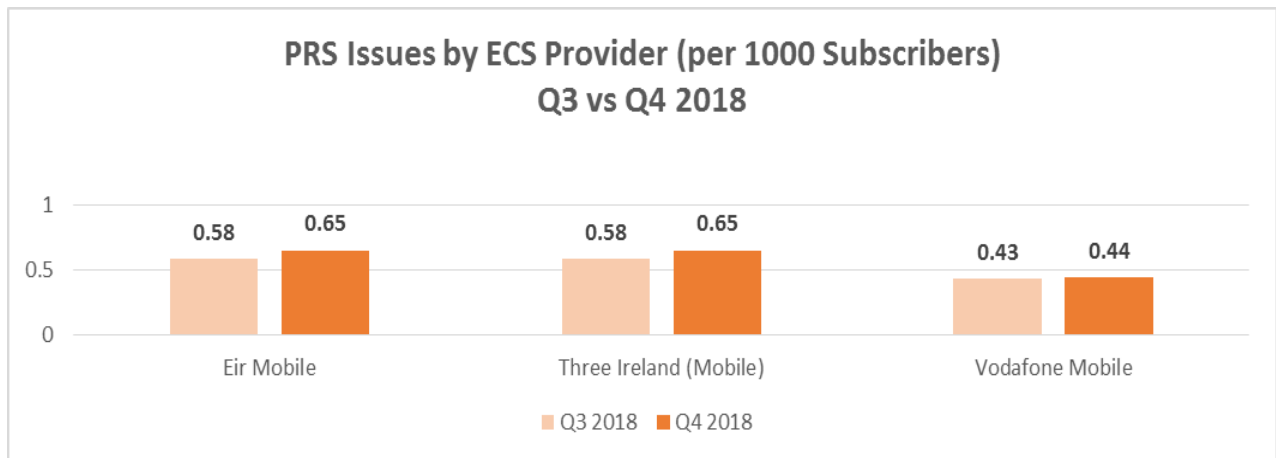


Figure 8: PRS Issues by ECS Provider (per 1000 Subscribers) Q3 2018 vs Q4 2018

4.2 Mobile Provider ECS Complaints

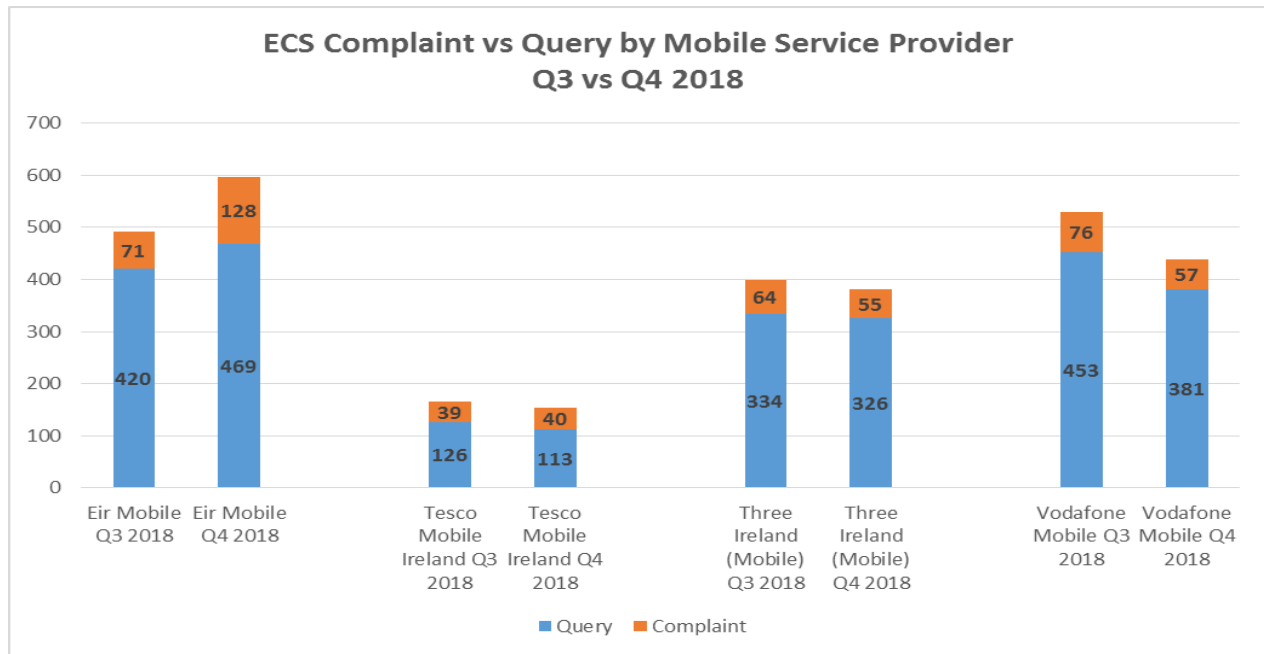


Figure 9: Split of ECS Issues by Mobile Service Provider Q3 2018 vs Q4 2018

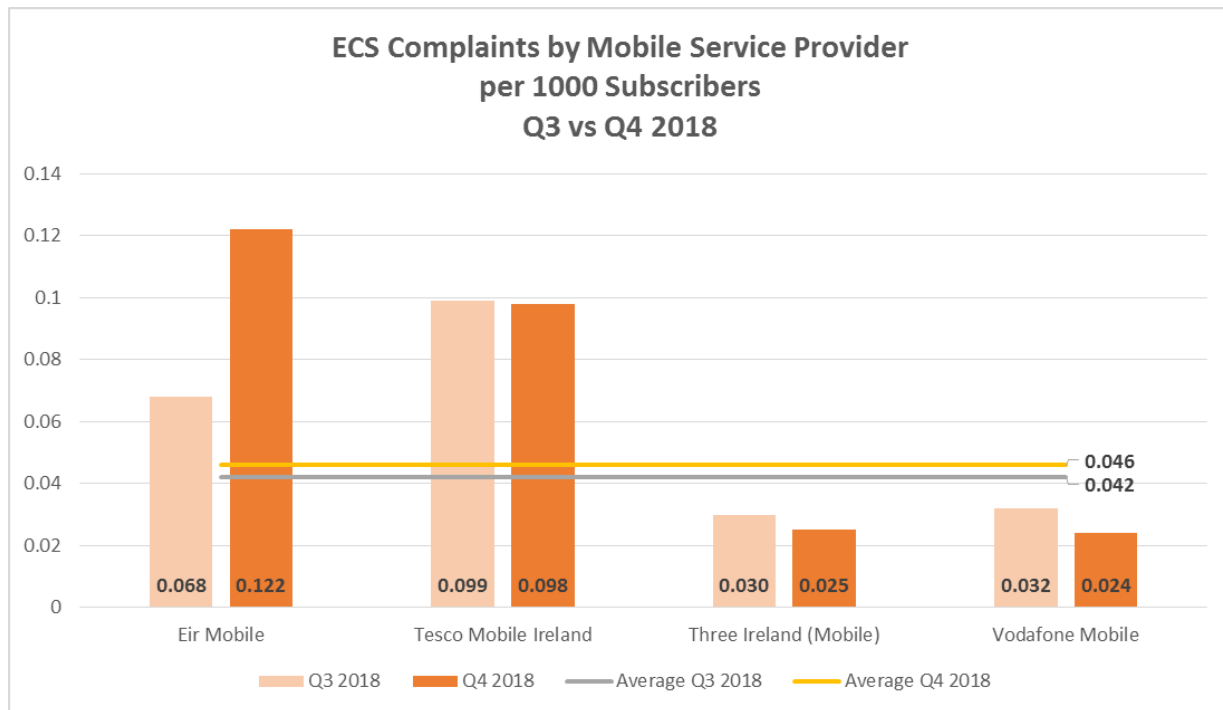


Figure 10: ECS Complaints by Mobile Service Provider Q3 2018 vs Q4 2018 (per 1000 Subscribers)

4.3 Mobile Provider ECS Complaints by Classification Type

7. Figure 11 below shows complaints for each mobile service provider listed in figure 9, by classification type, comparing Q3 2018 with Q4 2018:

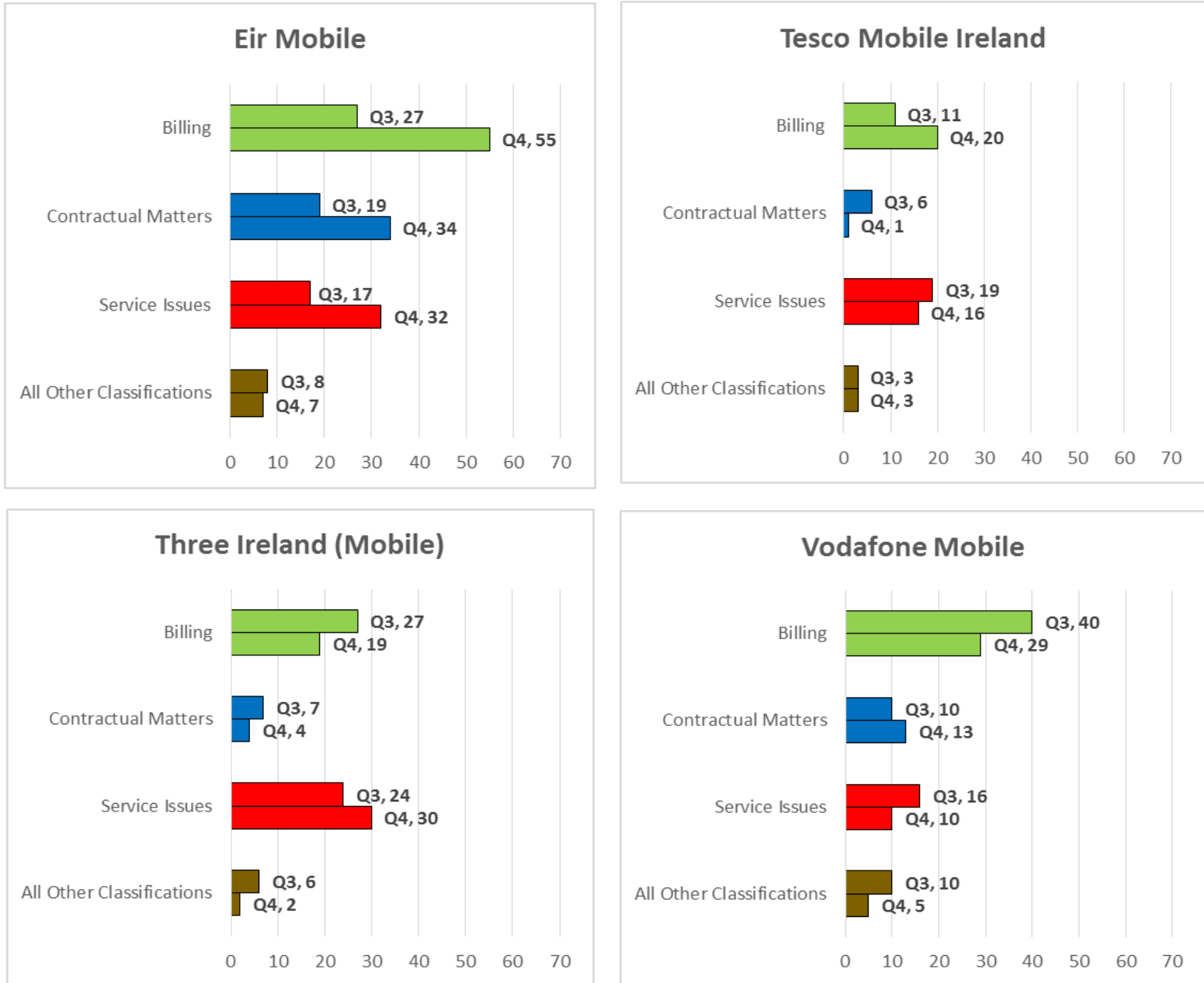


Figure 11: Split of Mobile Service Provider Complaints by Classification Type Q3 2018 vs Q4 2018

5: Fixed Service Provider Statistics

5.1 Fixed Provider ECS Complaints vs Queries

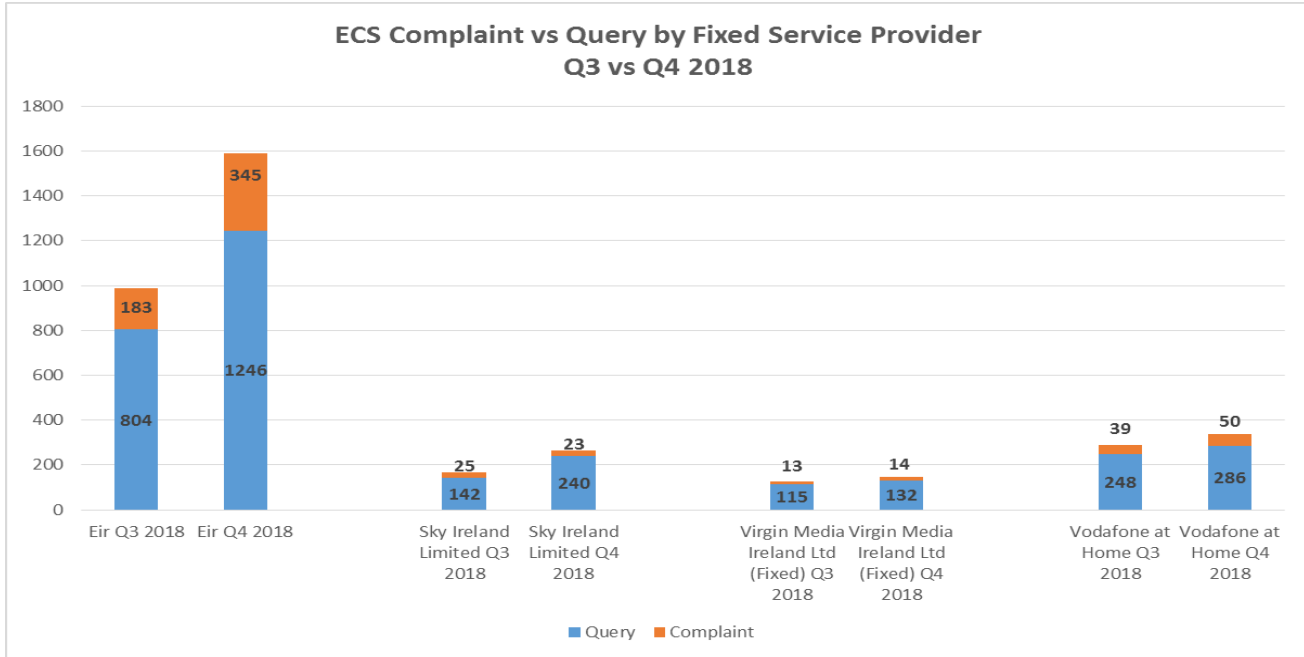


Figure 12: Split of ECS Issues (Complaint/Query) by Fixed Service Provider Q3 2018 vs Q4 2018

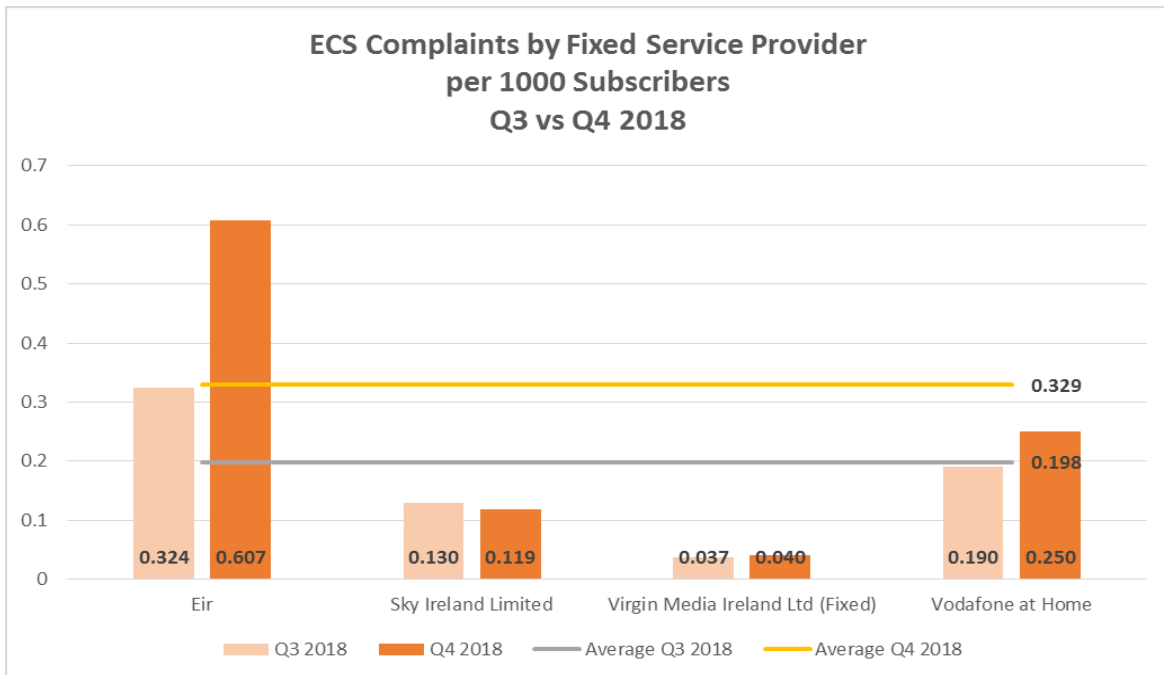


Figure 13: ECS Complaints by Fixed Service Provider (per 1000 Subscribers) Q3 2018 vs Q4 2018

5.2 Fixed Provider ECS Complaints by Classification Type

8. Figure 14 below shows complaints for each fixed service provider listed in figure 12, by classification type, comparing Q3 2018 with Q4 2018.

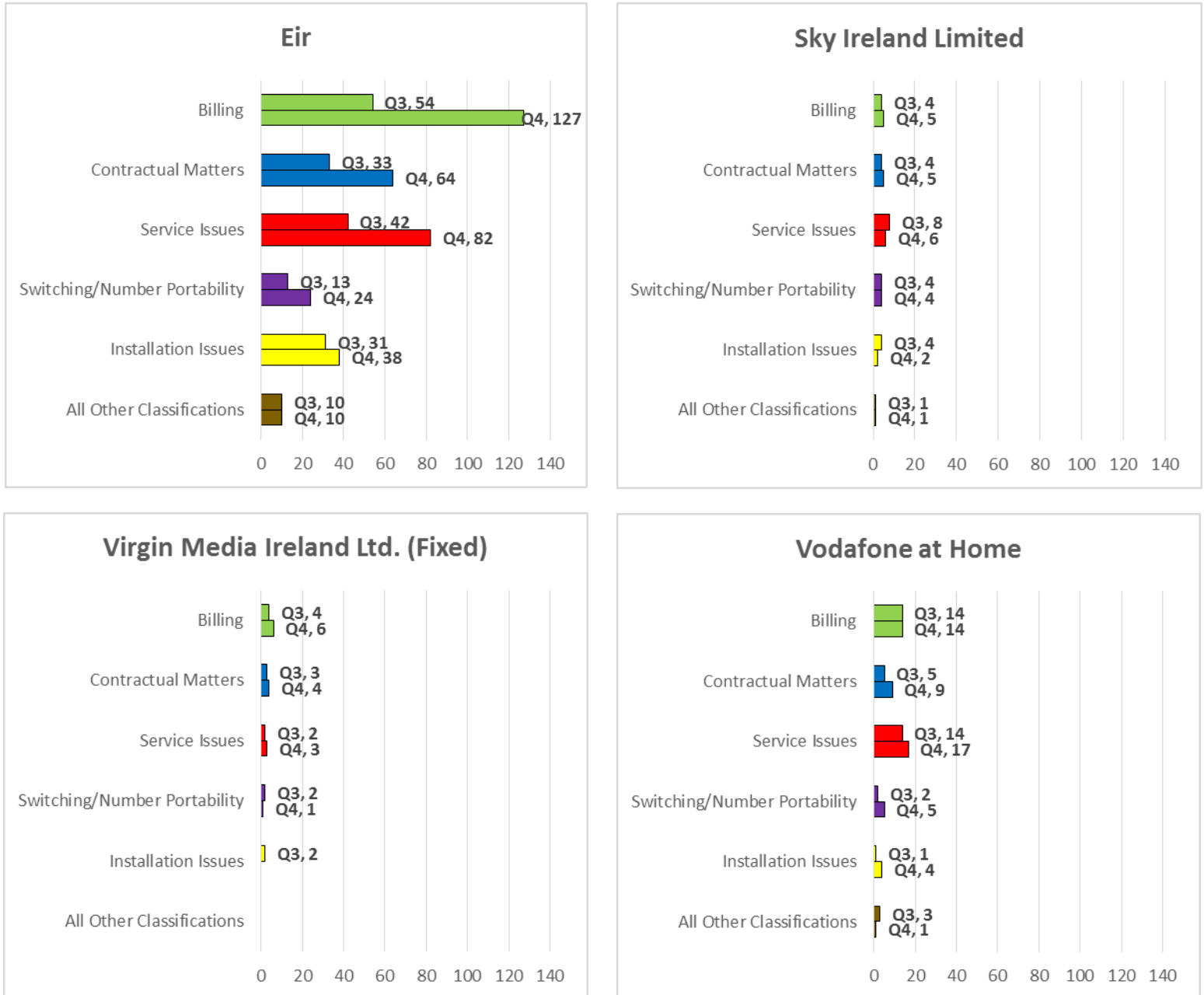


Figure 14: Split of Fixed Service Provider Complaints by Classification Type Q3 2018 vs Q4 2018

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
- **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.

Annex 2: Mobile Coverage Statistics

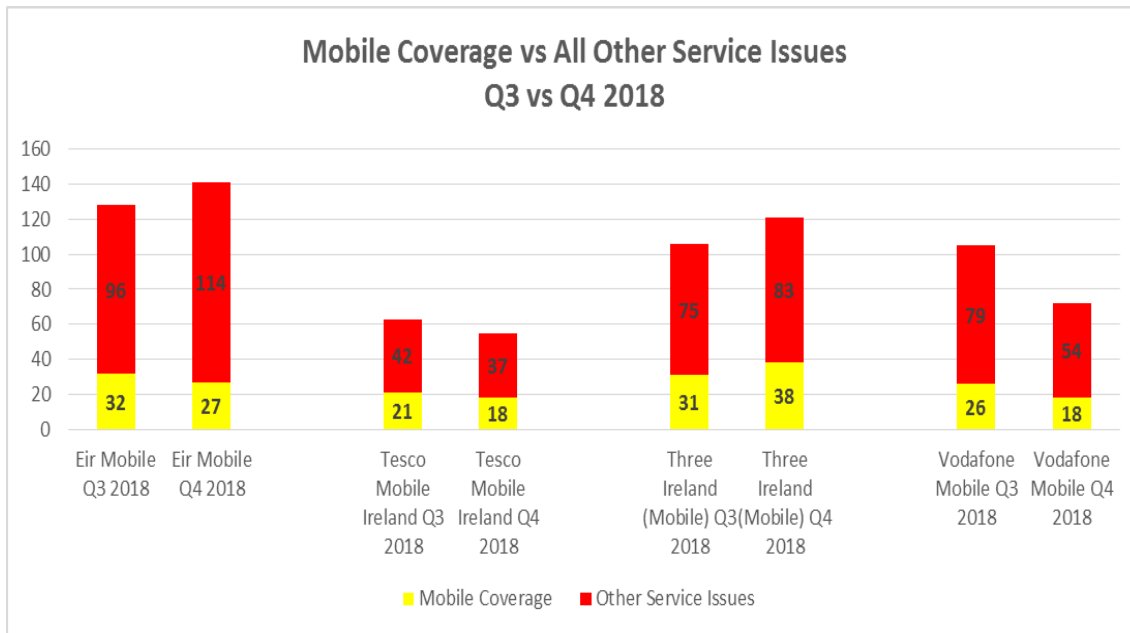
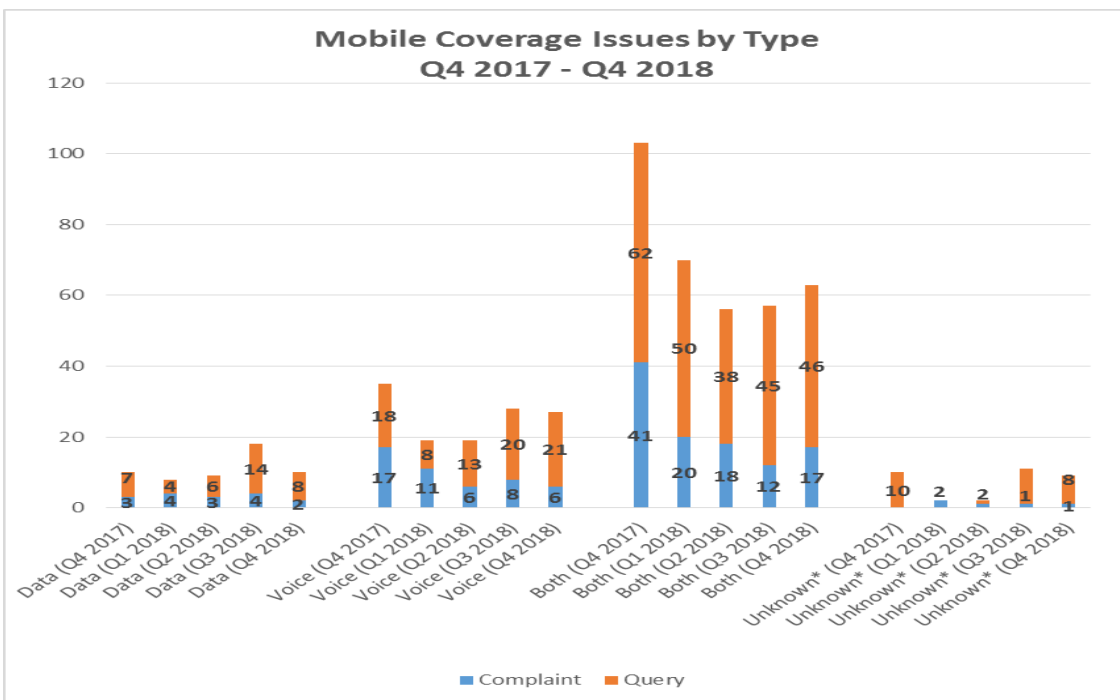


Figure 18: Split of ECS Service Issues by Mobile Service Provider Q3 2018 vs Q4 2018



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

Figure 19: Mobile Coverage Issues by Type Q4 2017 - Q4 2018

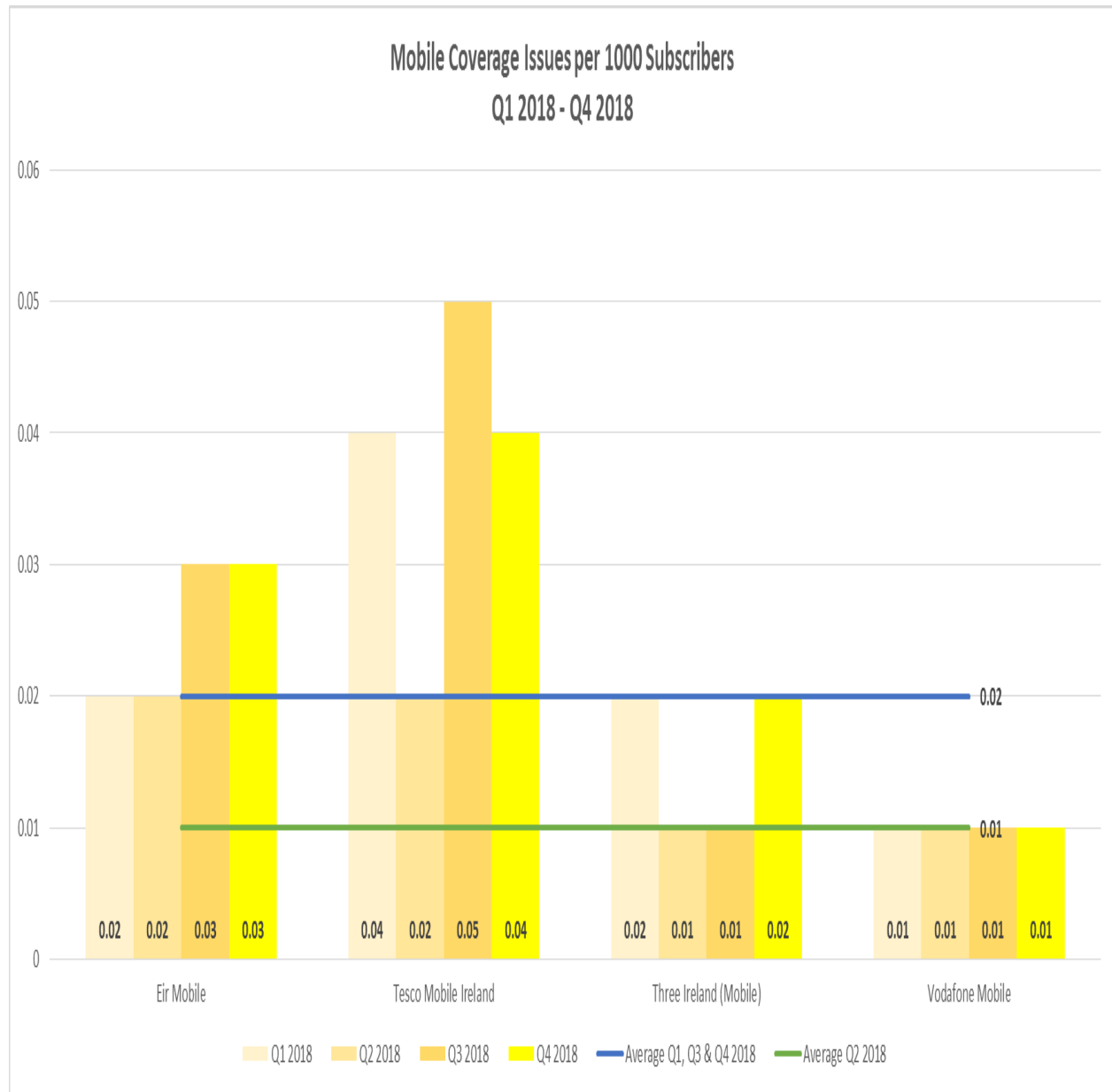


Figure 20: Mobile Coverage Issues (per 1000 Subscribers) Q1 2018 - Q4 2018

Annex 3: 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

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

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

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

<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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Legal Disclaimer

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