



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Line Statistics Report

Q4 2019 – 1 October to 31 December 2019

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 Suíomh | Web www.comreg.ie

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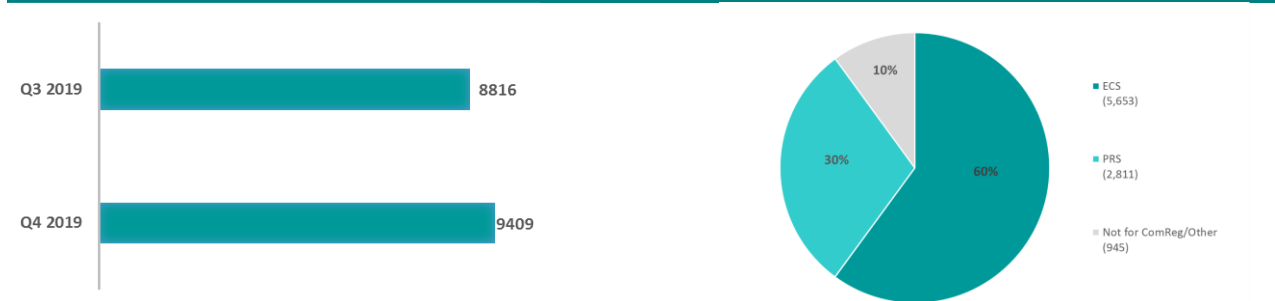
1: Executive Summary

ComReg’s Consumer Care team manage consumer contacts in relation to Electronic Communications Services (ECS), Premium Rate Services (PRS) and postal services. This publication includes information on Service Provider issues, where ECS issues raised by that Service Provider’s customers in Q4 2019, and recorded by ComReg, was in excess of 100. A ‘snapshot’ of the statistics in this publication are as follows:

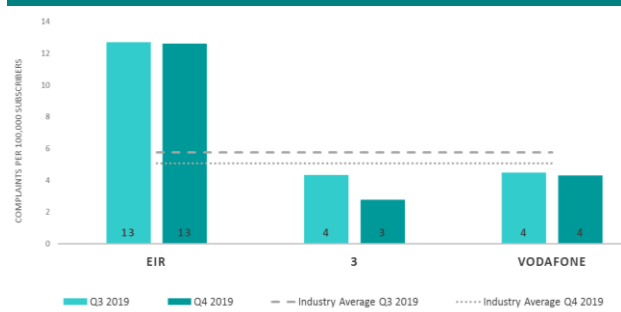
SECTION 2 CONSUMER CONTACTS

Overall contacts to ComReg’s Consumer Line	Q3 2019 20,000 (approx.)	Q4 2019 21,000 (approx.)
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SECTION 3 ALL ISSUES RECORDED



SECTION 4 MOBILE SERVICE PROVIDERS



SECTION 5 FIXED SERVICE PROVIDERS

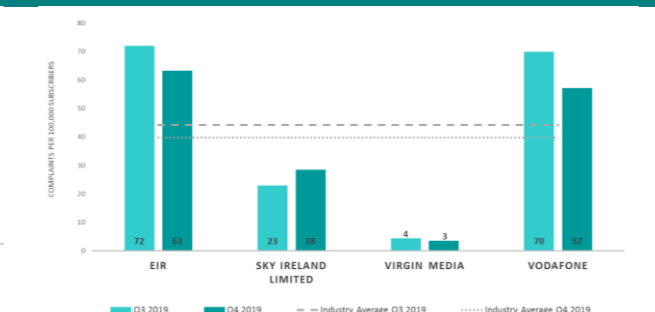


Figure 1: Consumer Line key summary statistics

2: Consumer Contacts

In Q4 2019, approximately 21,000 consumer contacts were received by ComReg’s Consumer Line. ComReg’s Consumer Line is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. Figure 2 below shows the split of these contacts by channel¹ over the last four quarters, highlighting that phone and email/online form continue to be the most popular methods of contact in Q4 2019.

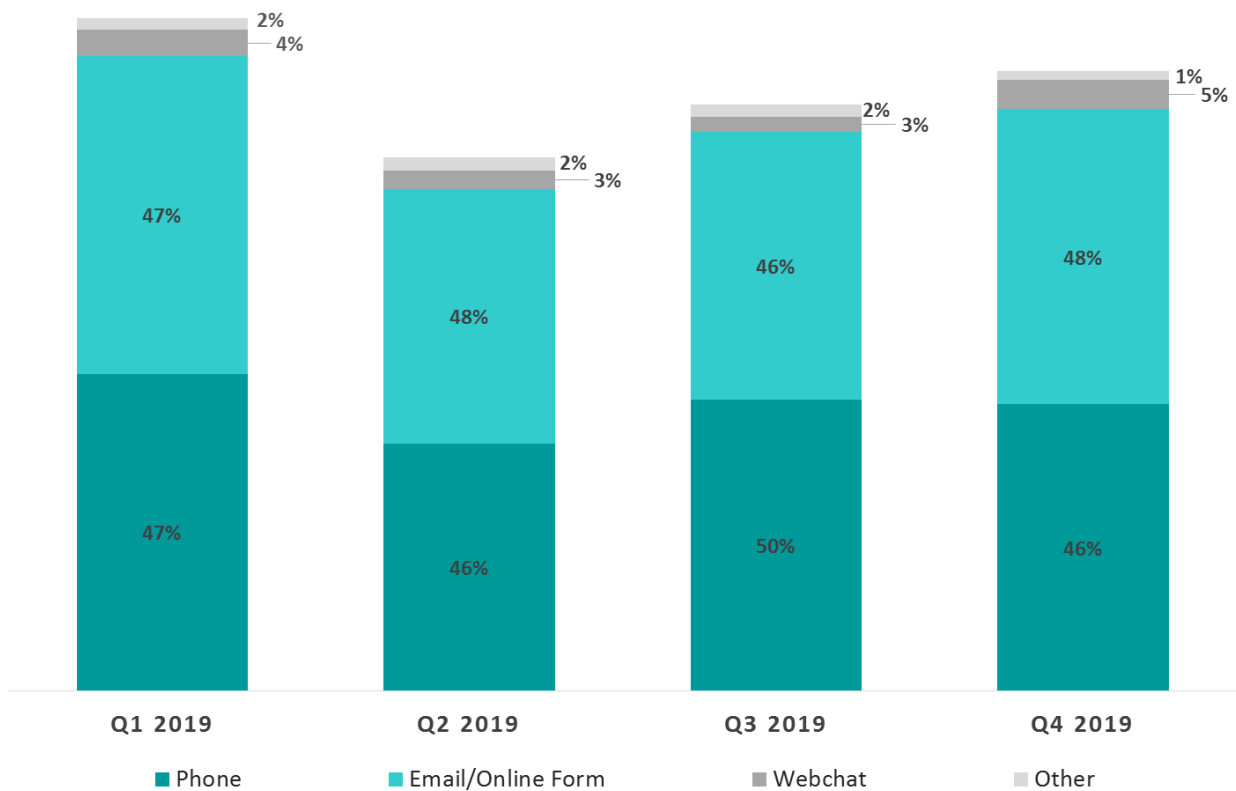


Figure 2: Split of contacts to ComReg’s Consumer Line by channel Q1 2019 – Q4 2019

¹ The contact channel ‘Other’ includes contacts received by letter and SMS. For further details on ComReg’s Consumer Line contact channels, see Annex 1.

3: Consumer Issues Recorded

3.1 All Issues Recorded

In Q4 2019, ComReg recorded 9,409 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was an 8% increase in the total number of issues recorded compared to Q4 2018. When compared to the same quarter in 2018, ECS issues increased by 18%, and PRS issues decreased by 4%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q4 2018 to Q4 2019.

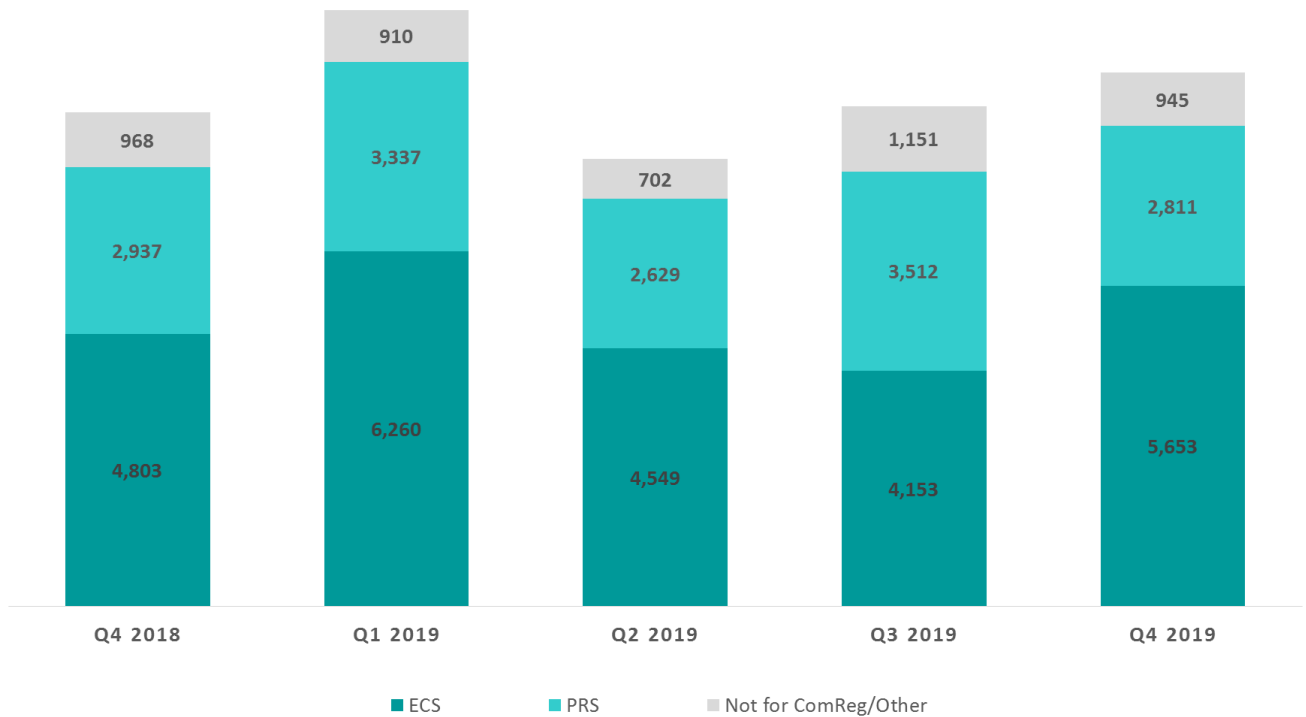


Figure 3: Number of issues recorded Q4 2018 – Q4 2019 by category

In Q4 2019, 60% of all issues recorded were in relation to ECS, while PRS and 'Not for ComReg/Other' issues accounted for 30% and 10% of all other issues, respectively. Figure 4 below shows the split of these three category types.

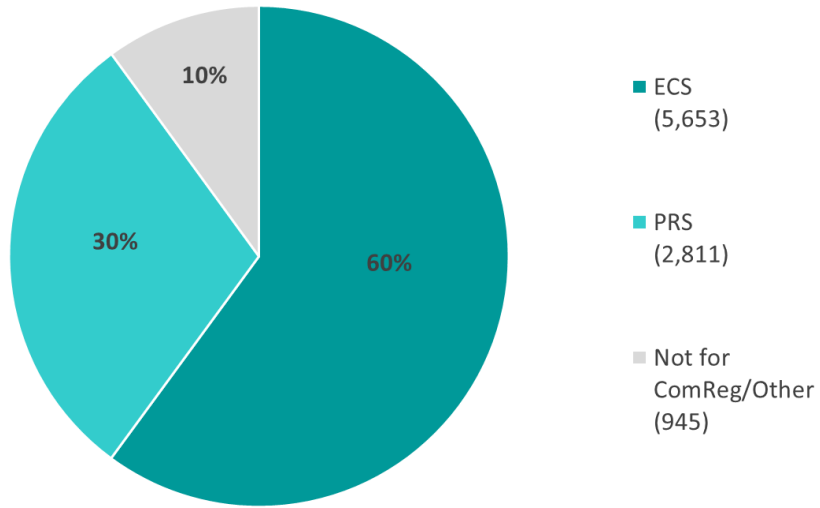


Figure 4: Split of all issues recorded in Q4 2019 by category

3.2 All Issues Recorded by Classification Type²

In Q4 2019, a total of 9,409 issues were recorded by ComReg’s Consumer Line. The categories ECS and PRS are further split by classification type, which indicate the nature of the issue, such as an ECS Billing Issue. Figure 5 below shows the number of issues recorded for each classification type, comparing Q3 2019 to Q4 2019.

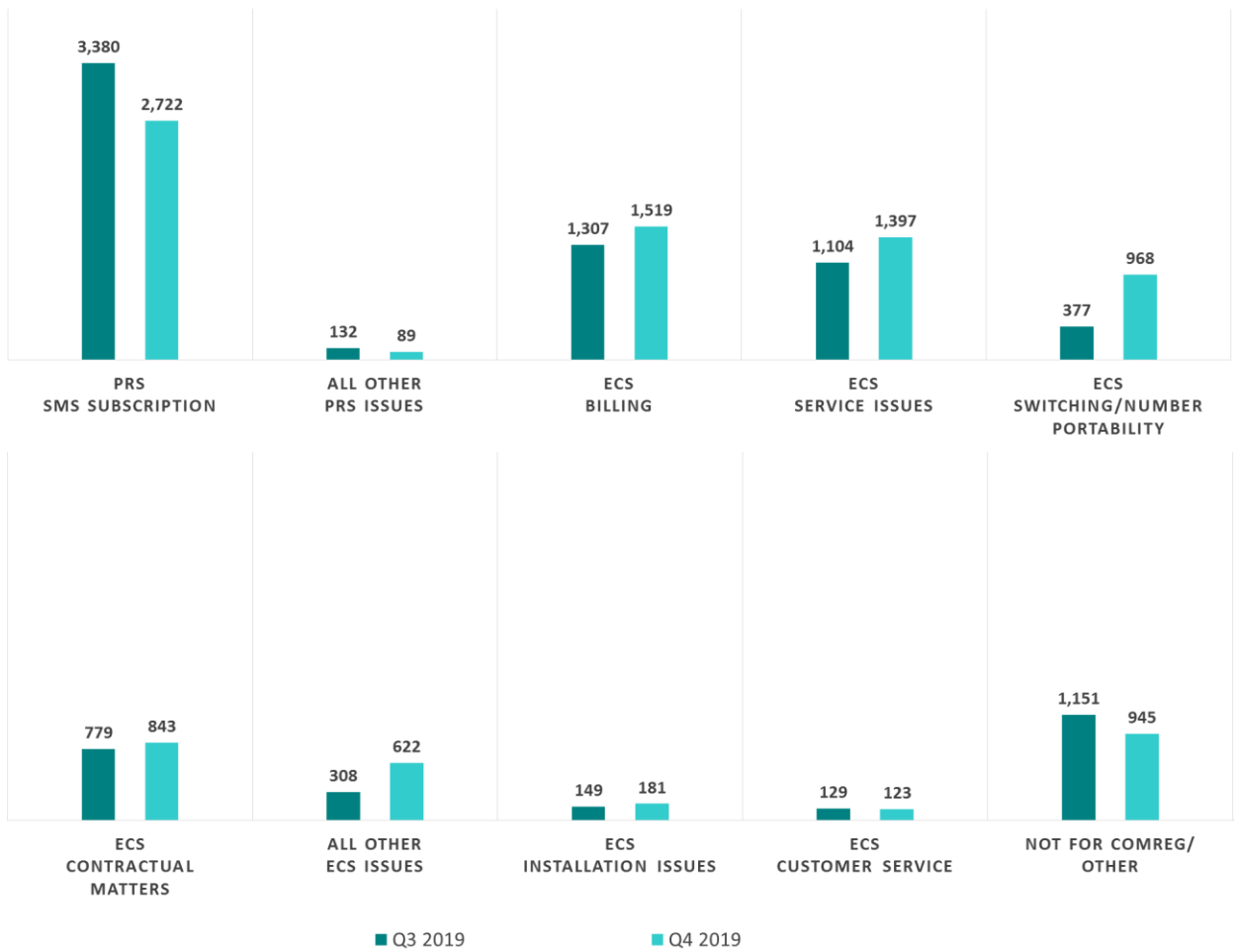


Figure 5: Number of issues recorded by classification type Q3 2019 vs Q4 2019

² See Annex 3 for Classification Type Index and Annex 2 for Mobile Coverage Service Issue details.

3.3 All Issues Recorded by Queries vs Complaints

ComReg’s Consumer Line records two types of issues: queries or complaints. In Q4 2019, 86% of all issues recorded were queries, and 14% were complaints. Of the 8,125 queries recorded in Q4 2019, 57% were in relation to ECS and 31% were in relation to PRS. Of the 1,284 complaints recorded, 80% were in relation to ECS and 20% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 20.

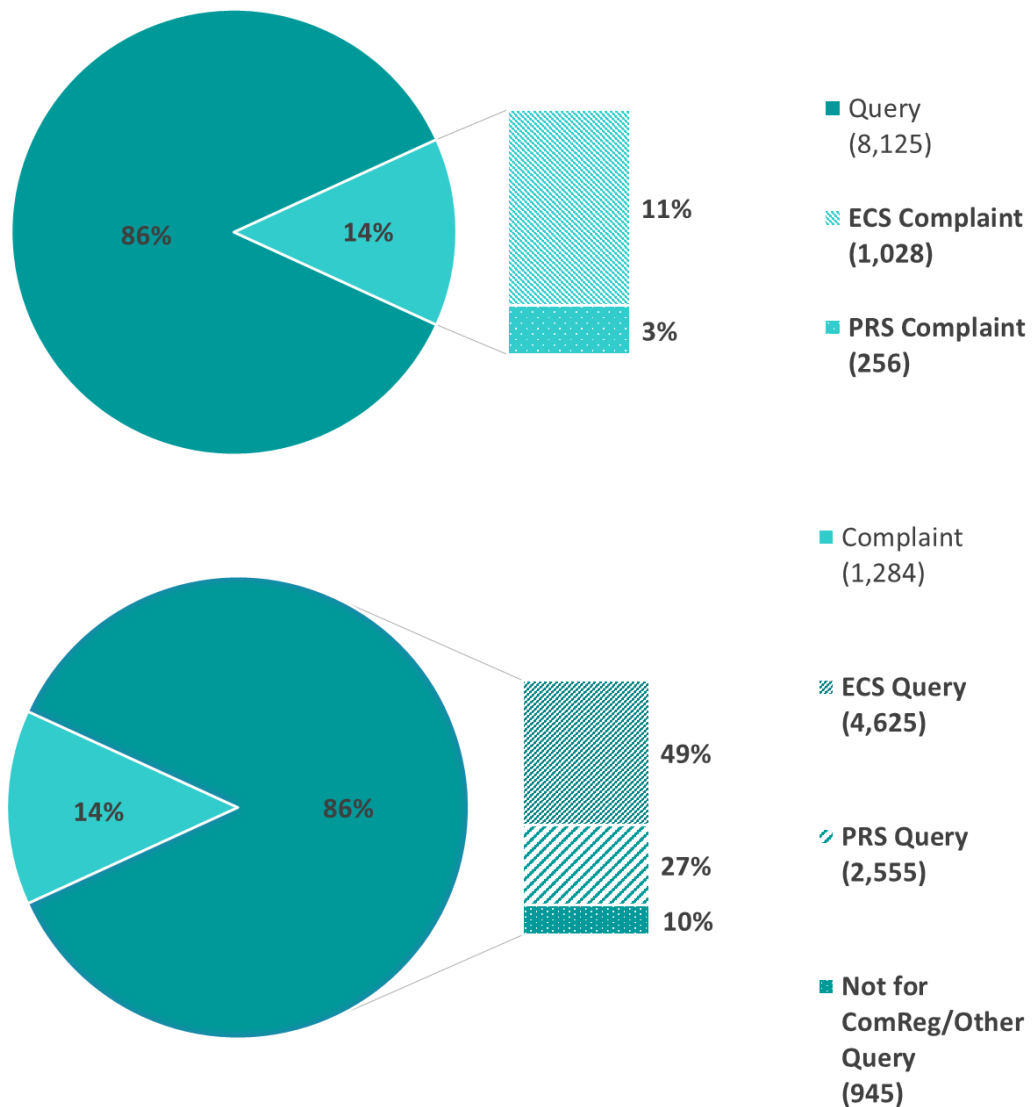


Figure 6: Split of issues recorded by issue type and category Q4 2019

Figure 7 shows the trend of ECS and PRS issues, split by query and complaint, over the last five quarters, which allows for a seasonal comparison of issues recorded in Q4 2018 to Q4 2019. From Q4 2018 to Q4 2019, ECS queries decreased by 4% and PRS queries decreased by 7%; ECS complaints increased by 38%, and PRS complaints increased by 29%. See Figure 10 and Figure 19 for a breakdown of ECS complaints by classification.

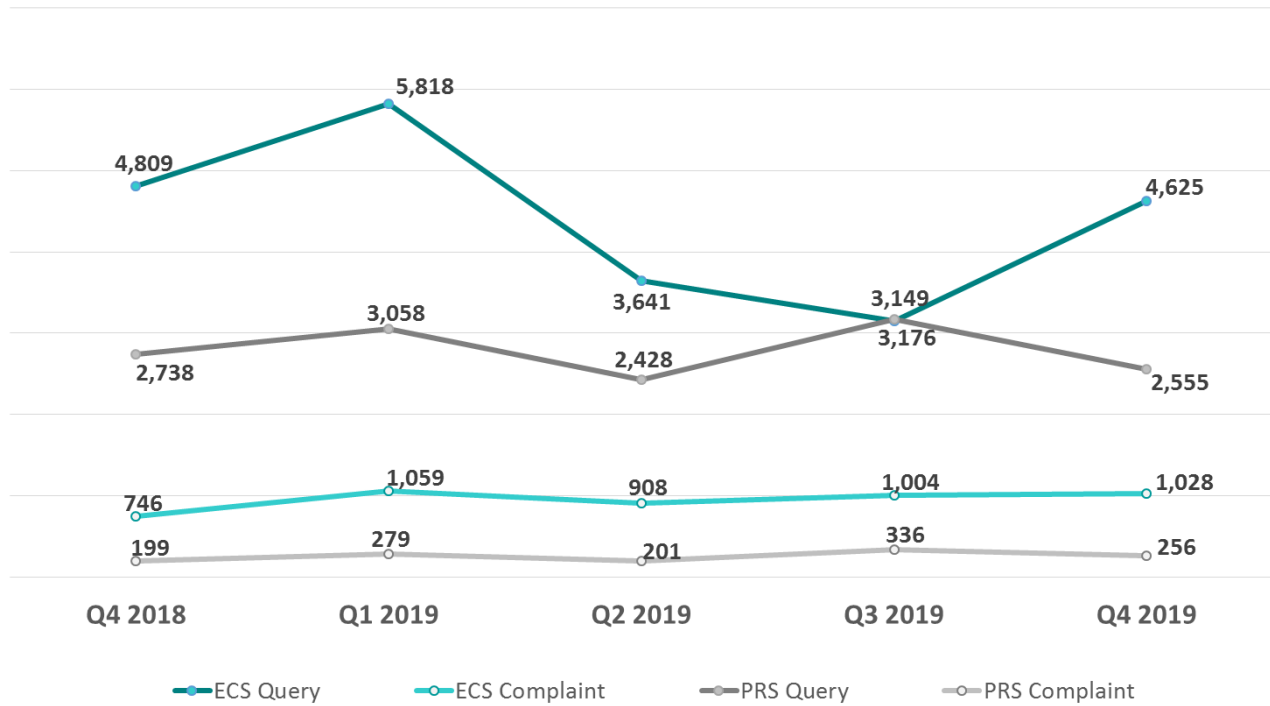


Figure 7: ECS and PRS complaints and queries recorded Q4 2018 – Q4 2019

4: Mobile Service Provider Statistics

4.1 Mobile Service Provider ECS Queries vs Complaints

Figure 8 shows the number of ECS queries and complaints recorded for Eir³, 3 and Vodafone, comparing Q3 2019 to Q4 2019. The overall number of ECS issues increased by 36% from Q3 2019 to Q4 2019.

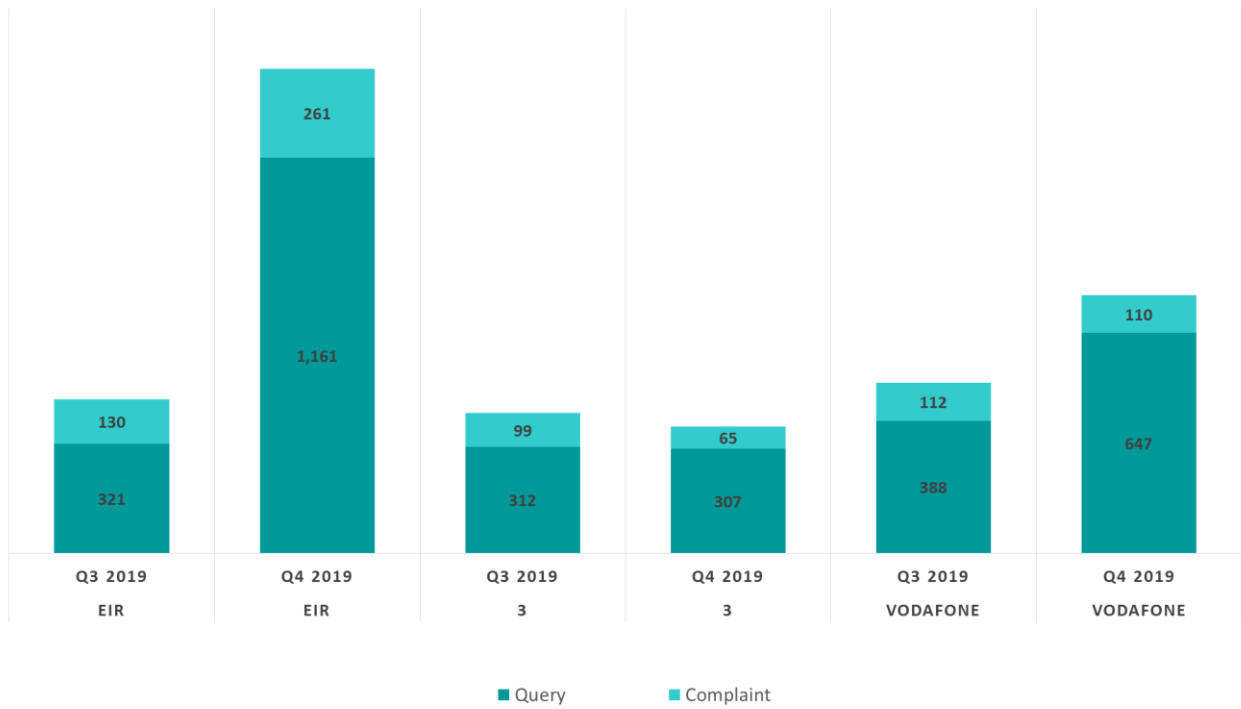


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q3 2019 vs Q4 2019

³On this chart, issues recorded for GoMo are included in Eir figures.

Figure 9 shows the split of queries to complaints recorded for Eir³, 3 and Vodafone, comparing Q3 2019 to Q4 2019.



Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q3 2019 vs Q4 2019

4.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider³ listed in Figure 8, comparing Q3 2019 with Q4 2019. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

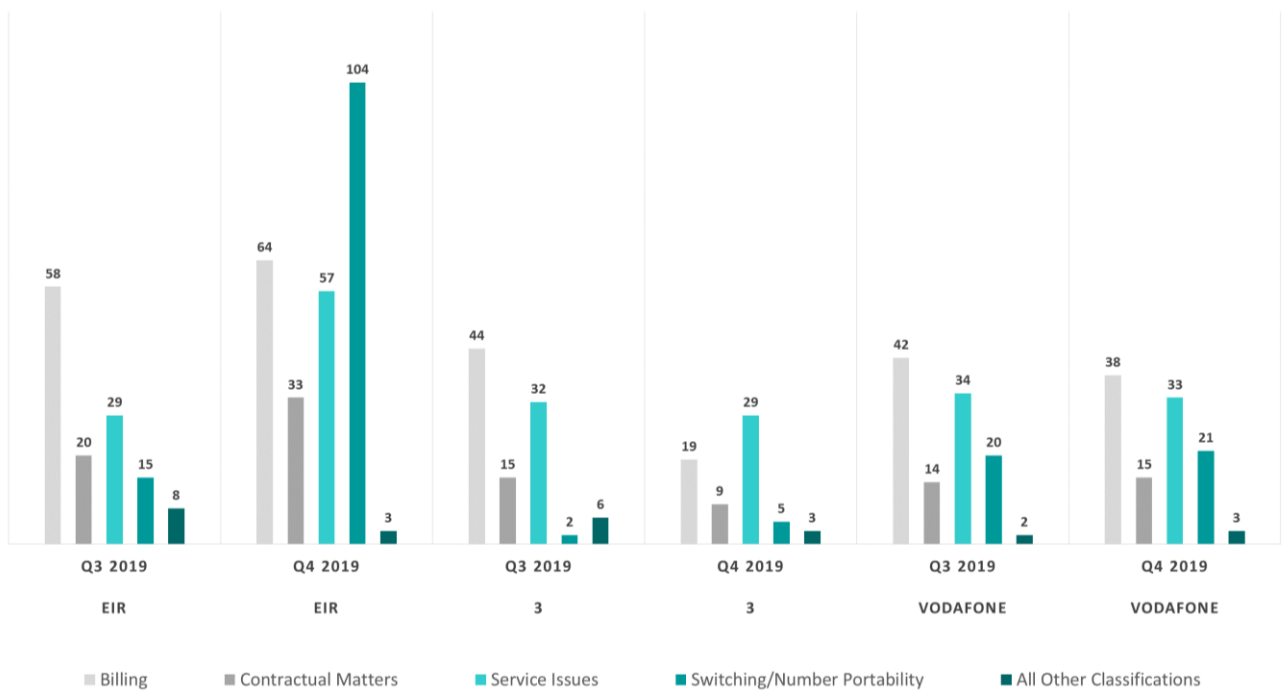


Figure 10: Mobile Service Provider ECS complaints by classification type Q3 2019 vs Q4 2019

4.3 Mobile Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of issues recorded for each Mobile Service Provider listed in Figure 8, as reported by consumers.

Issues Recorded for Mobile Service Providers		
	Number of Issues	Percentage of Total Issues Recorded for Service Provider
Eir³		
Switching/number portability - delay switching	253	18%
Switching/number portability - number loss	209	15%
Service availability	103	7%
Loss of service	97	7%
Billed after cancellation	70	5%
Contract termination issues - cancellation procedures	64	5%
Billed more than agreed amount	62	4%
Contract termination issues - cancellation not accepted	59	4%
Mobile coverage	45	3%
Billed for service not received	43	3%
3		
Billed more than agreed amount	43	12%
Mobile coverage	26	7%
Loss of service	25	7%
Switching/number portability - unlock code issue	22	6%
Refund not received	18	5%
Billed after cancellation	15	4%
Billed for service not received	15	4%
Misleading sales	14	4%
Equipment issues - handset	14	4%
Contract termination issues - cancellation not accepted	13	3%

Vodafone		
Switching/number portability - unlock code issue	130	17%
Billed more than agreed amount	66	9%
Loss of service	53	7%
Service availability	50	7%
Mobile coverage	40	5%
Billed after cancellation	38	5%
Switching/number portability - delay switching	29	4%
Refund not received	25	3%
Misleading sales	21	3%
Billed for service not received	20	3%

Figure 11: Highest number of issues recorded by Mobile Service Provider Q4 2019

4.4 Mobile Service Provider ECS Complaints Closed in Q4 2019

Figure 12 shows the number of ECS complaints closed in Q4 2019, for each Mobile Service Provider³ listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q4 2019 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

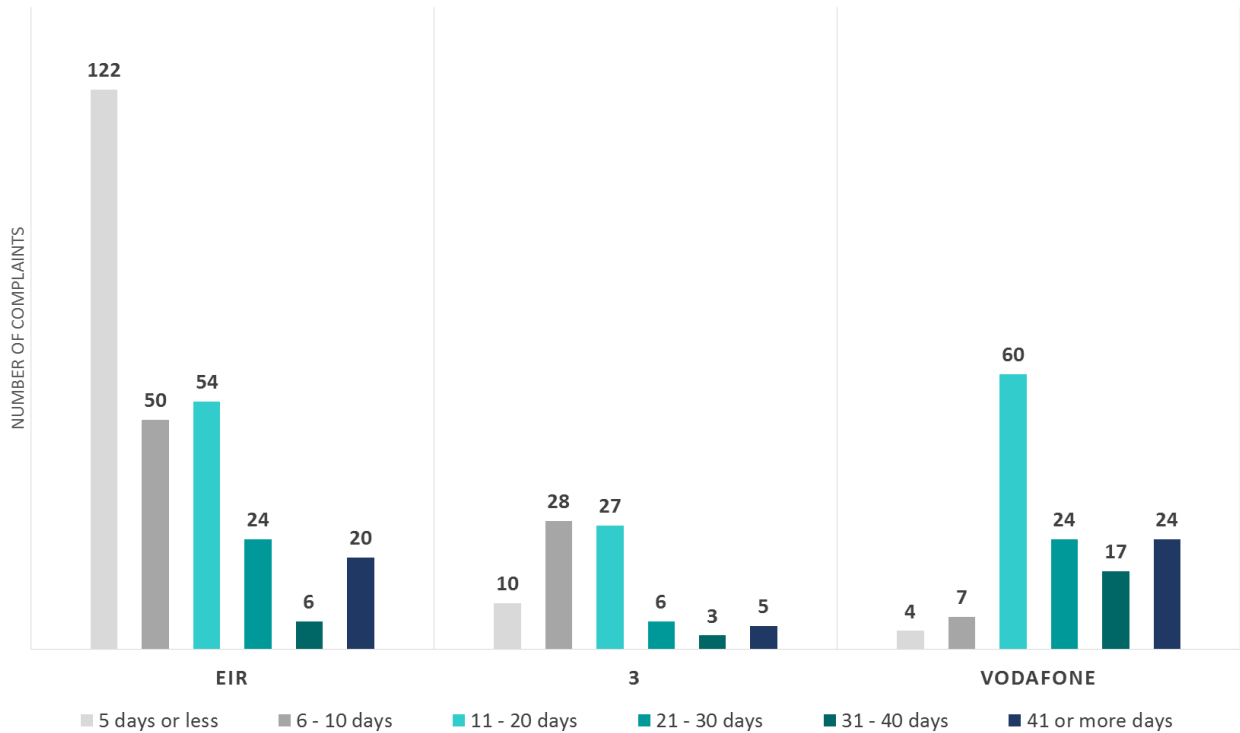


Figure 12: Number of ECS complaints closed in Q4 2019 by Mobile Service Provider and number of working days open

4.5 Mobile Service Provider ECS Complaints Open at 31 December 2019

Figure 13 shows the number ECS complaints open at 31 December 2019, for each Mobile Service Provider³ listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.⁴

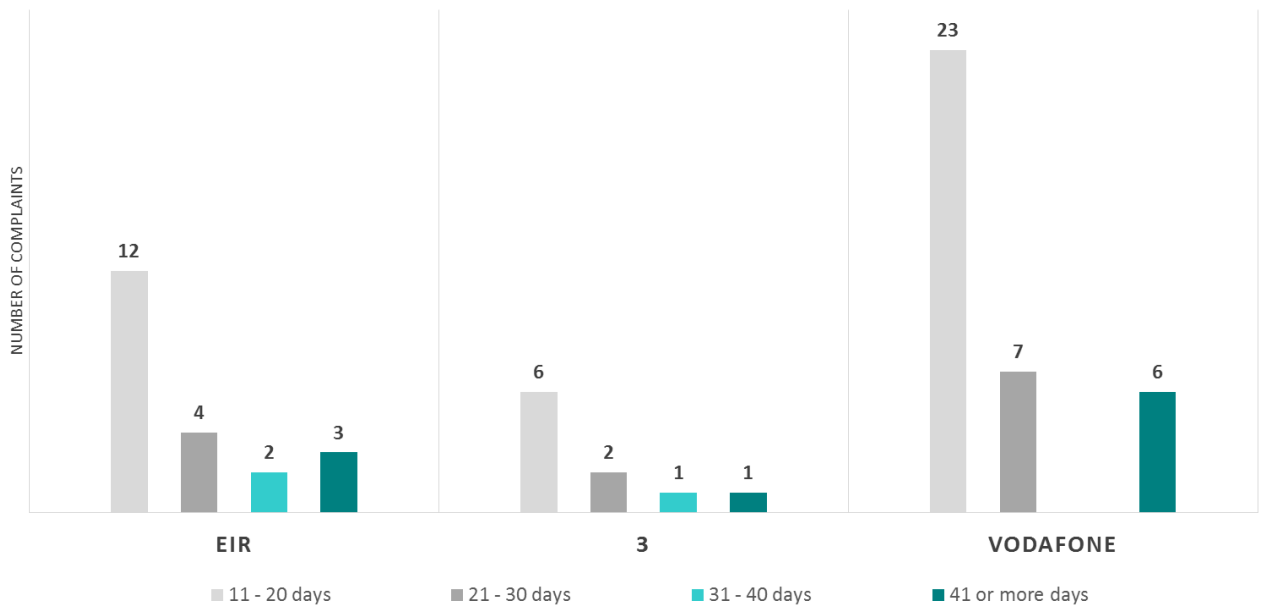


Figure 13: Mobile Service Provider ECS complaints open at 31 December 2019 by number of working days since first escalation

⁴ ComReg's Q3 2019 Consumer Line Statistics described complaints open at 30 September 2019 by "number of days open". This description has been updated in Figure 13. Complaints open at 31 December 2019 are now described by "number of working days elapsed since first escalation".

4.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 14 below shows the average number of complaints (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider listed in Figure 8, comparing Q3 2019 to Q4 2019⁵. The 'industry average' is based on complaints received for all Mobile Service Providers.

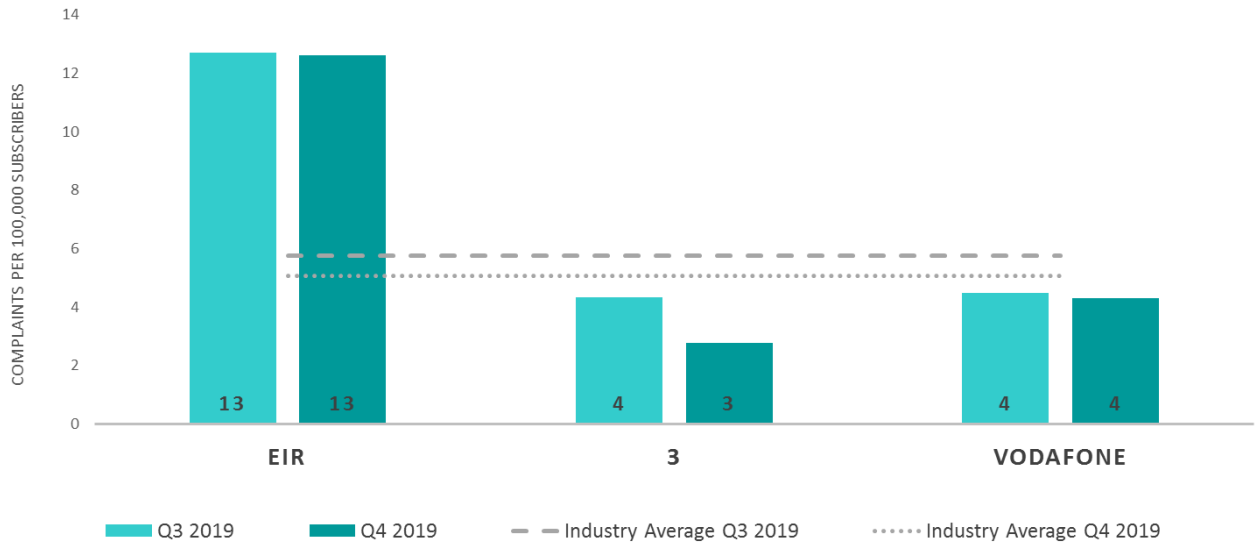


Figure 14: ECS complaints per 100,000 subscribers by Mobile Service Provider Q3 2019 vs Q4 2019

⁵On this chart, from Q1 2020, issues recorded for GoMo will be included in Eir's figures.

4.7 Mobile Service Provider PRS Issues

PRS texts are sent to five digit short codes beginning with the number 5 (e.g. 57XXX), and texts to PRS typically cost more than ordinary texts, depending on the prefix number or short code. The number of PRS issues raised with ComReg's Consumer Line in Q4 2019 is split by short code and further split by ECS Service Provider (where the total number of issues recorded for the short code during the quarter is greater than 40 issues).

Short Code	Network Operator & Number of Issues Recorded				Total
	Eir	3	Virgin Media	Vodafone	
57721	199	95	5	96	395
57976	155	103	18	115	391
57977	82	168	10	85	345
57710	119	48	1	139	307
57030	1	50	0	0	51
Unknown*/Other	374	242	32	256	904
Total	930	706	66	691	2393

*Unknown refers to contacts from consumers where relevant information pertaining to the Short Code has not been provided

Figure 15: Number of PRS issues recorded by PRS short code and ECS Service Provider Q4 2019

Figure 16 shows the average number of PRS issues recorded (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider⁵ listed in Figure 15, comparing Q3 2019 to Q4 2019.

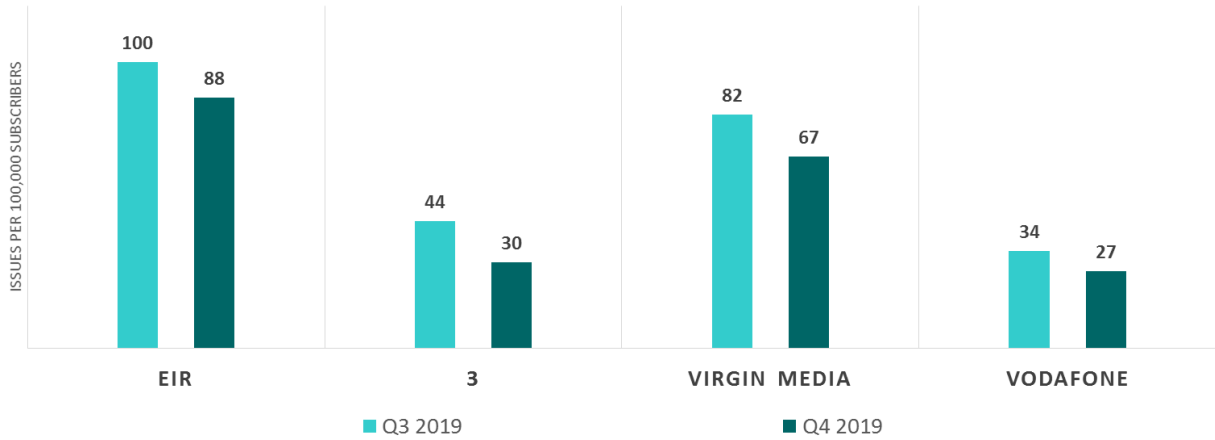


Figure 16: PRS issues by ECS Service Provider per 100,000 subscribers Q3 2019 vs Q4 2019

5: Fixed Service Provider Statistics

5.1 Fixed Service Provider ECS Queries vs Complaints

Figure 17 shows the number of ECS queries and complaints recorded for Eir, Sky Ireland Limited, Virgin Media and Vodafone, comparing Q3 2019 to Q4 2019.

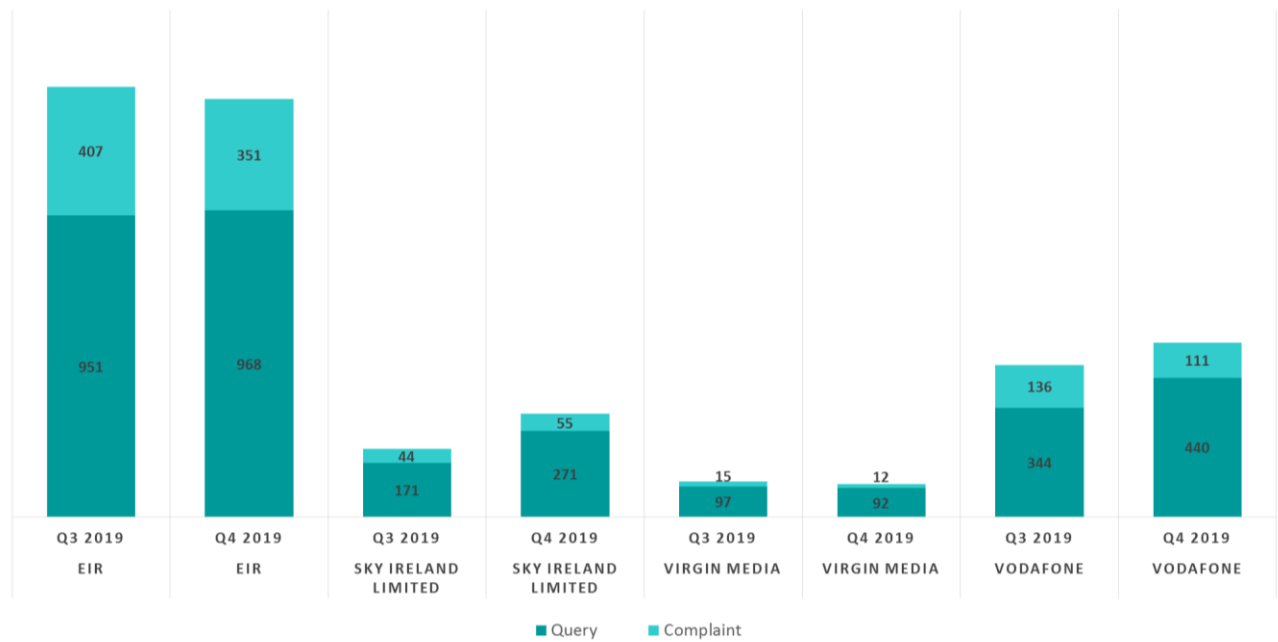


Figure 17: Number of ECS issues queries and complaints by Fixed Service Provider Q3 2019 vs Q4 2019

Figure 18 shows the split of queries to complaints recorded for Eir, Sky Ireland Limited, Virgin Media and Vodafone, comparing Q3 2019 to Q4 2019.

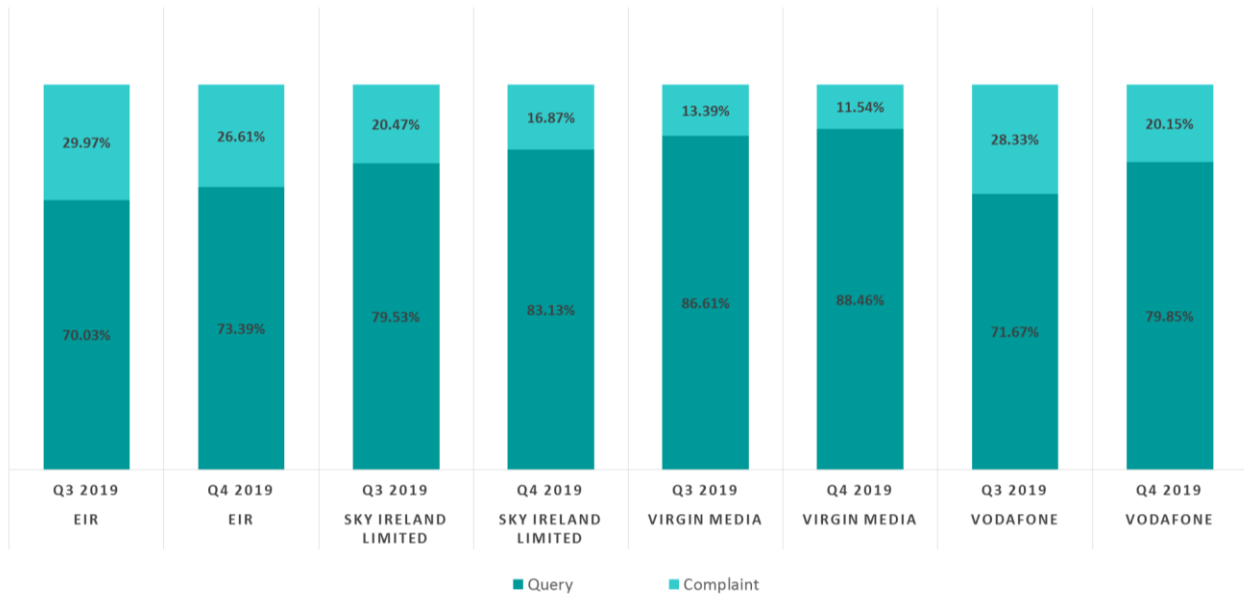


Figure 18: Split of ECS queries and complaints by Fixed Service Provider Q3 2019 vs Q4 2019

5.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 19 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 17, comparing Q3 2019 with Q4 2019. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 20.

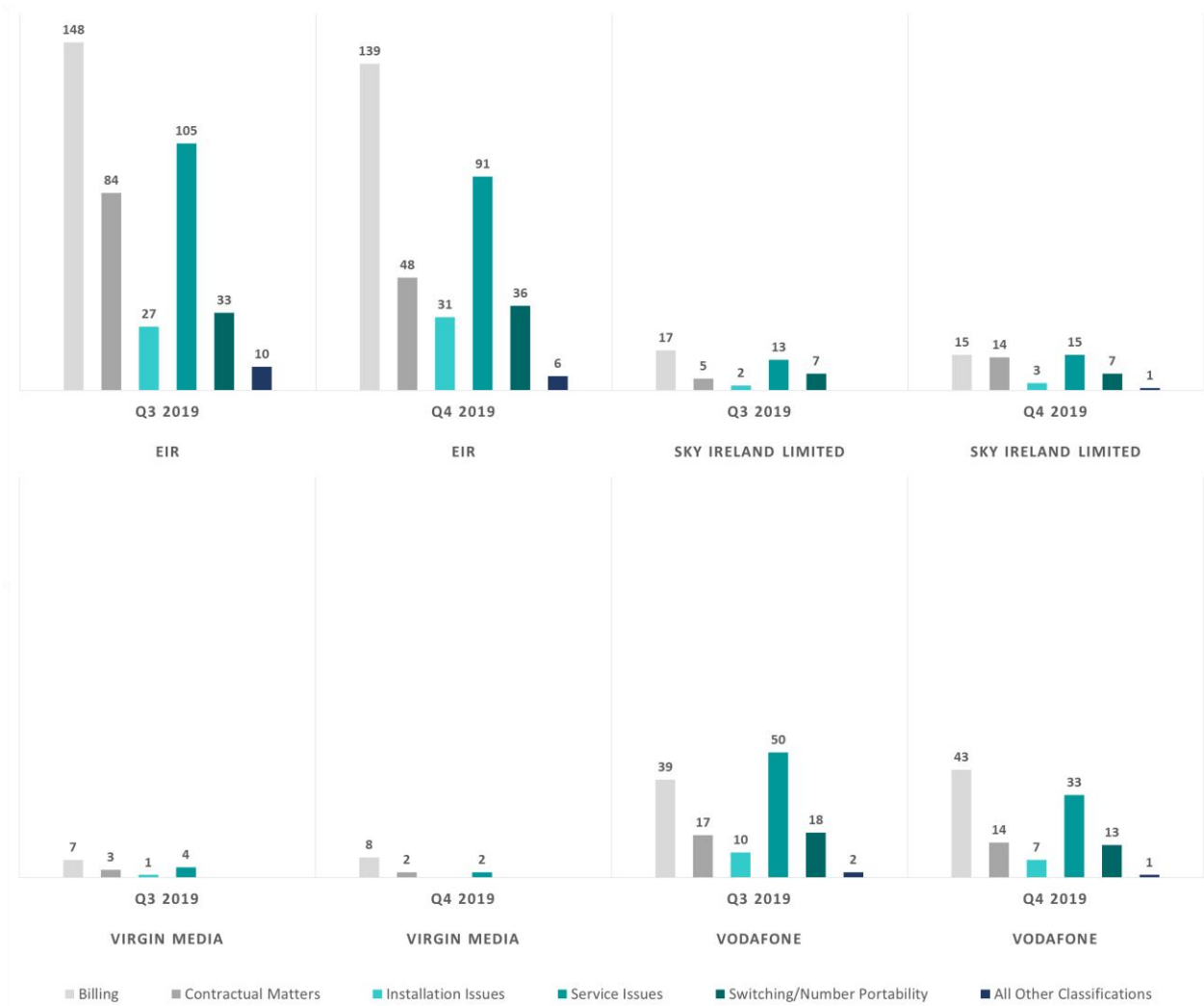


Figure 19: Fixed Service Provider ECS complaints by classification type Q3 2019 vs Q4 2019

5.3 Fixed Service Provider ECS Issues Recorded

The below table shows, in descending order, the highest number of ECS issues recorded for each Fixed Service Provider listed in Figure 17, as reported by consumers.

Issues Recorded for Fixed Service Providers		
	Number of Issues	Percentage of Total Issues Recorded for Service Provider
Eir		
Billed after cancellation	161	12%
Loss of service	159	12%
Billed more than agreed amount	140	11%
Service availability	106	8%
Delay in installation	83	6%
Contract termination issues - cancellation procedures	58	4%
Contract termination issues - cancellation not accepted	50	4%
Billed for service not received	44	3%
Refund not received	42	3%
Misleading sales	40	3%
Sky Ireland Limited		
Billed after cancellation	39	12%
Loss of service	37	11%
Billed more than agreed amount	27	8%
Contract termination issues - cancellation not accepted	21	6%
Delay in installation	16	5%
Switching/number portability - UAN/CRN issue	14	4%
Service availability	12	4%
Misleading sales	10	3%
Intermittent service	9	3%
Switching/number portability - delay switching	8	2%

Virgin Media		
Billed more than agreed amount	12	12%
Misleading sales	10	10%
Billed after cancellation	8	8%
Service availability	7	7%
Contract change notification - pricing transparency	6	6%
Billed for service not received	6	6%
Terms & conditions - cancellation penalties	5	5%
Contract termination issues - cancellation procedures	5	5%
Switching/number portability - number loss	4	4%
Loss of service	3	3%
Vodafone		
Loss of service	91	17%
Billed after cancellation	67	12%
Service availability	53	10%
Billed more than agreed amount	36	7%
Delay in installation	35	6%
Contract termination issues - cancellation procedures	24	4%
Service issues - intermittent service	24	4%
Switching/number portability - number loss	17	3%
Refund not received	14	3%
Misleading sales	14	3%

Figure 20: Highest number of issues recorded by Fixed Service Provider Q4 2019

5.4 Fixed Service Provider ECS Complaints Closed in Q4 2019

Figure 21 below shows ECS complaints closed in Q4 2019, for each Fixed Service Provider listed in Figure 17, broken down by number of working days. Complaints closed within Q4 2019 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

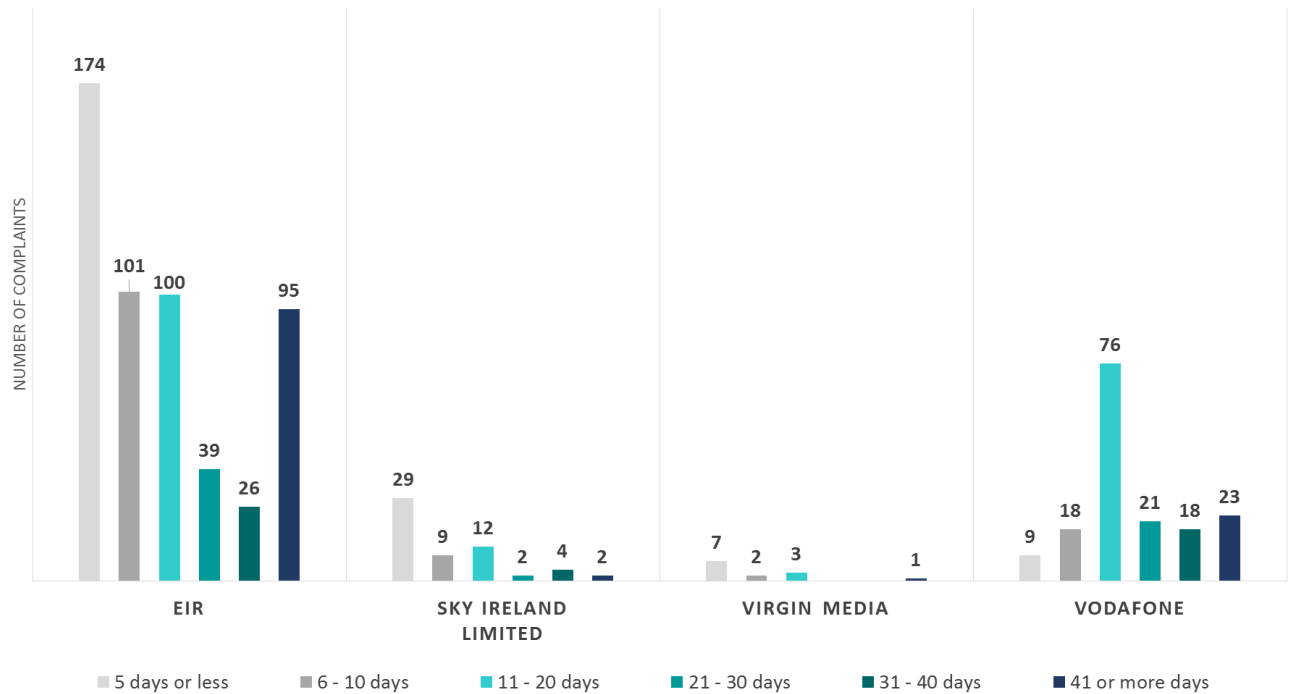


Figure 21: Number of Fixed Service Provider ECS complaints closed in Q4 2019 by number of working days open

5.5 Fixed Service Provider ECS Complaints Open at 31 December 2019

Figure 22 shows the number of ECS complaints open at 31 December 2019, for each Fixed Service Provider listed in Figure 17, broken down by number of working days elapsed since they were first escalated to the Service Provider.⁶

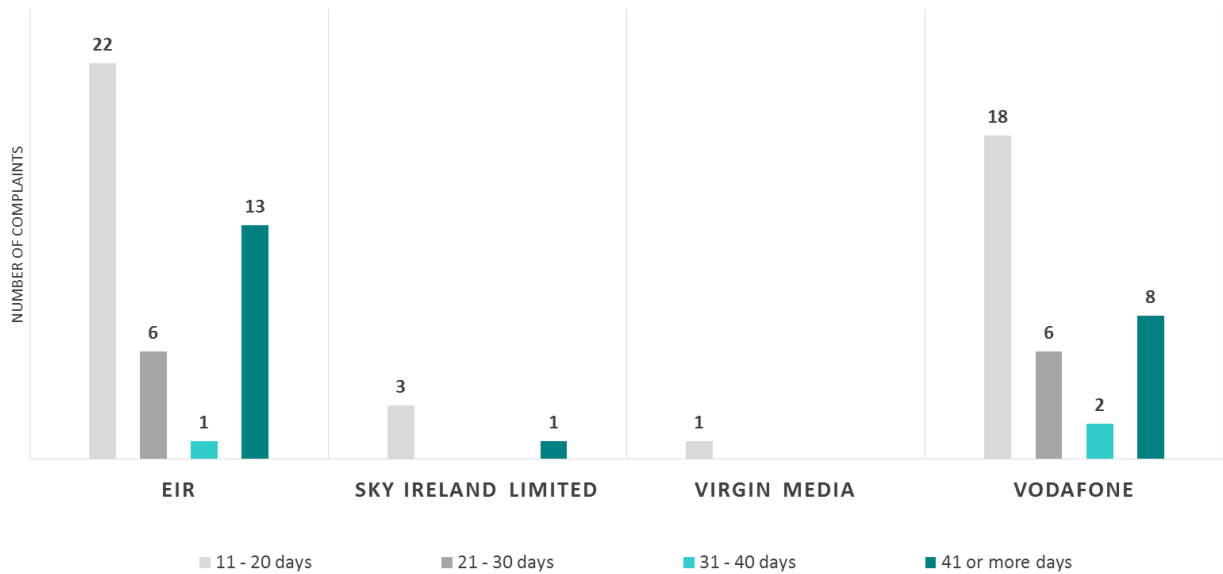


Figure 22: Fixed Service Provider ECS complaints open at 31 December 2019 by number of working days since first escalation

⁶ ComReg's Q3 2019 Consumer Line Statistics described complaints open at 30 September 2019 by "number of days open". This description has been updated in Figure 22. Complaints open at 31 December 2019 are now described by "number of working days elapsed since first escalation".

5.6 Fixed Service Provider ECS Complaints per 100,000 Subscribers

Figure 23 below shows the average complaint rate per 100,000 subscribers for each Fixed Service Provider listed in Figure 17, comparing Q3 2019 to Q4 2019. The ‘industry average’ is based on complaints received for all Fixed Service Providers.

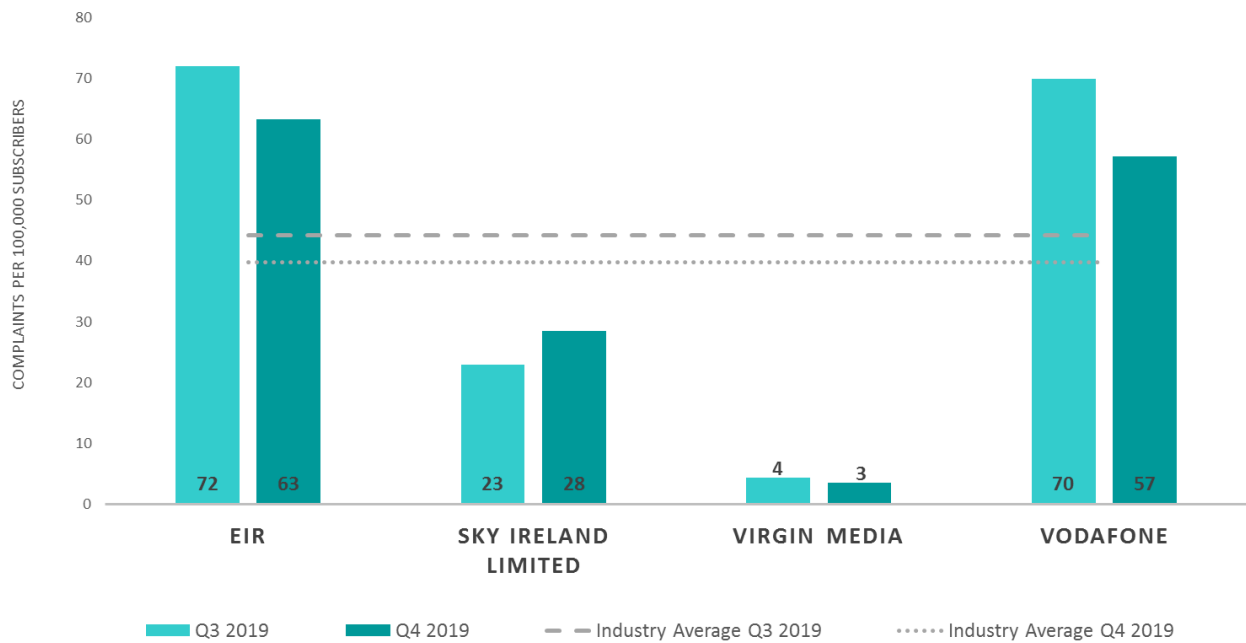


Figure 23: ECS complaints by Fixed Service Provider per 100,000 subscribers Q3 2019 vs Q4 2019

Annex 1: ComReg Consumer Line Contact Details



*The message will be charged at the standard text rate. If you have any problems with the service please let us know at 01 804 9668.

**Please outline the issue you need assistance with and we will respond to you by text. Please use keyword *ASKCOMREG* in all text messages, including replies.

Annex 2: Mobile Coverage Statistics

Figure 24 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider³ listed in Figure 8, comparing Q3 2019 to Q4 2019.

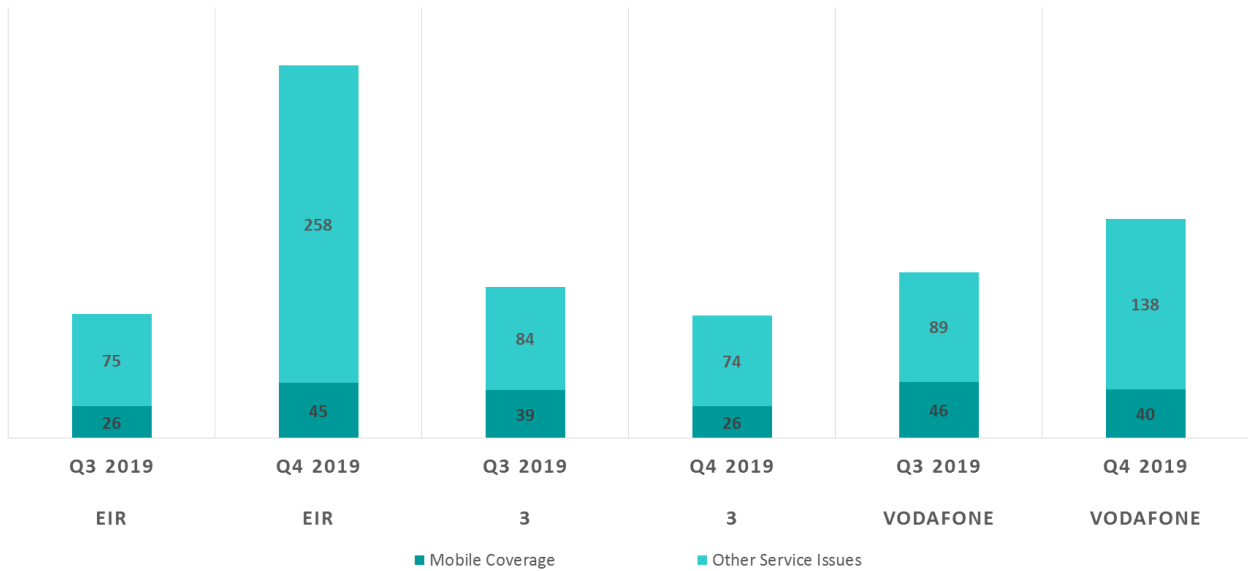
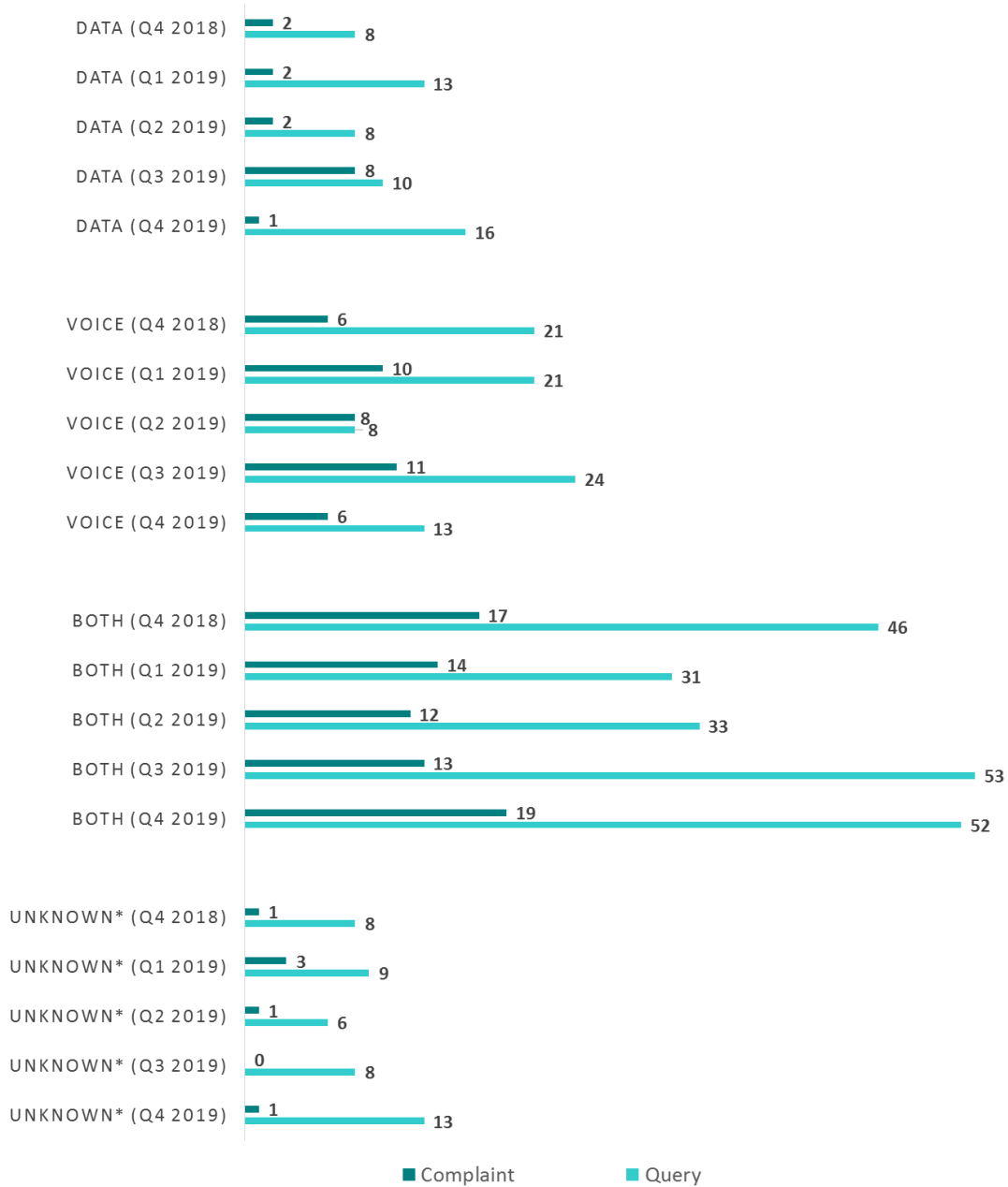


Figure 24: Number of ECS service issues by Mobile Service Provider Q3 2019 vs Q4 2019



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

Figure 25: Mobile Coverage Issues by Type Q4 2018 – Q4 2019

Figure 26 shows the average number of mobile coverage issues recorded (rounded to the nearest whole number) per 100,000 subscribers for each Mobile Service Provider⁵ listed in Figure 8. The ‘industry average’ is based on mobile coverage issues recorded for all Mobile Service Providers.

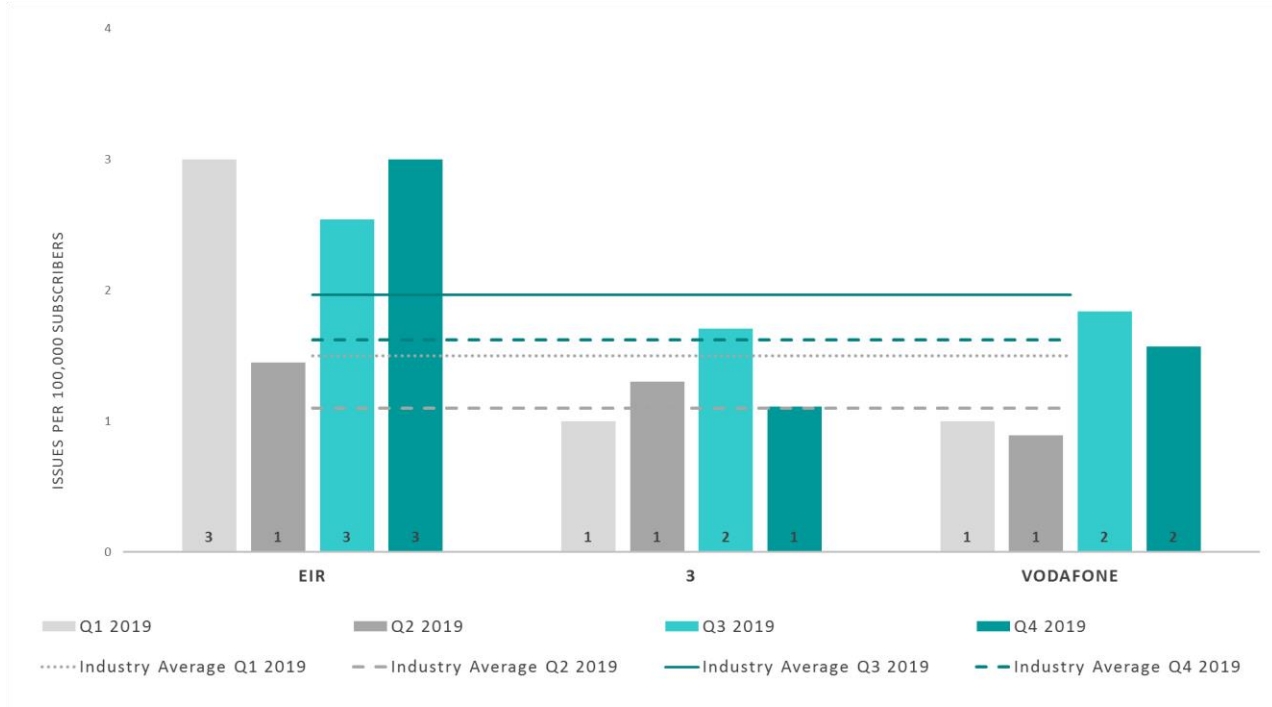


Figure 26: Mobile Coverage issues (per 1000 Subscribers) Q1 2019 – Q4 2019

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types⁷ relevant to highest volume issues recorded in Q4 2019.

Billing includes:

- Billed after cancellation
- Billed for service not received
- Billed more than agreed amount
- Refund not received

Contractual Matters includes:

- Contract change notification - pricing transparency
- Contract termination issues - cancellation procedures
- Contract termination issues - cancellation not accepted
- Misleading sales
- Terms and conditions - cancellation penalties

Service Issues includes:

- Equipment issues - handset
- Intermittent service
- Loss of service
- Mobile coverage
- Service availability

Installation Issues includes:

- Delay in installation

Switching/Number Portability Issues includes:

- Delay switching
- Number loss
- UAN/CRN
- Unlock code issue

⁷ Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

Legal Disclaimer

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