



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg Consumer Care Statistics Report

Q3 2025 – 1 July to 30 September 2025

## Information Notice

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# 1 ComReg Consumer Care

The role of ComReg's Consumer Care is to inform consumers on communication issues and escalate complaints made to electronic communications ("ECS" – broadband, home phone, and mobile phone), postal, and premium rate service providers ("PRS").

ComReg's Consumer Care manages consumer contacts in relation to ECS, PRS and postal services. ComReg's Consumer Care records two types of consumer issues: queries and complaints. An issue is deemed a consumer "query" where the consumer contacts ComReg for information or advice, and ComReg are not actively engaging with their Service Provider. An issue is deemed a consumer "complaint" after ComReg formally raises the consumer's issue directly with their Service Provider. When ComReg raises issues with Service Providers further contacts to and from Service Providers may follow during the process of resolving issues. Normally ComReg can only raise an issue with a Service Provider if the consumer has already lodged a formal complaint with their Service Provider, and, after 10 days the issue remains unresolved. See [How ComReg Can Help](#) for further information.

This publication<sup>1</sup> includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q3 2025.<sup>2,3</sup>

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<sup>1</sup> From Q3 2022, this publication has been re-named from "Consumer Line Statistics Report" to "Consumer Care Statistics Report".

<sup>2</sup> The basis for inclusion is where the total number of ECS and PRS issues recorded in the relevant quarter is in excess of 100 and 40, respectively.

<sup>3</sup> ECS providers are referred to in this report as per their trading name on the [ComReg Service Register](#).

## 2 Executive Summary

In Q3 2025, ComReg's Consumer Care team recorded approximately 9,500 consumer contacts, compared to 7,700 consumer contacts in Q2 2025. In Q3 2025, approximately 4,200 issues were recorded, compared to 3,300 issues in Q2 2025. ComReg's Consumer Care team managed approximately 2,600 contacts from Service Providers during Q3 2025 and 2,800 contacts during Q2 2025.

In Q3 2025, 91% of all issues recorded were queries and 8% of all issues were complaints. 85.8% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.2% and 14.0% of all other issues, respectively. There was a 28% increase in the total number of issues recorded compared to Q3 2024; ECS issues increased by 35%, and PRS issues decreased by 52%.

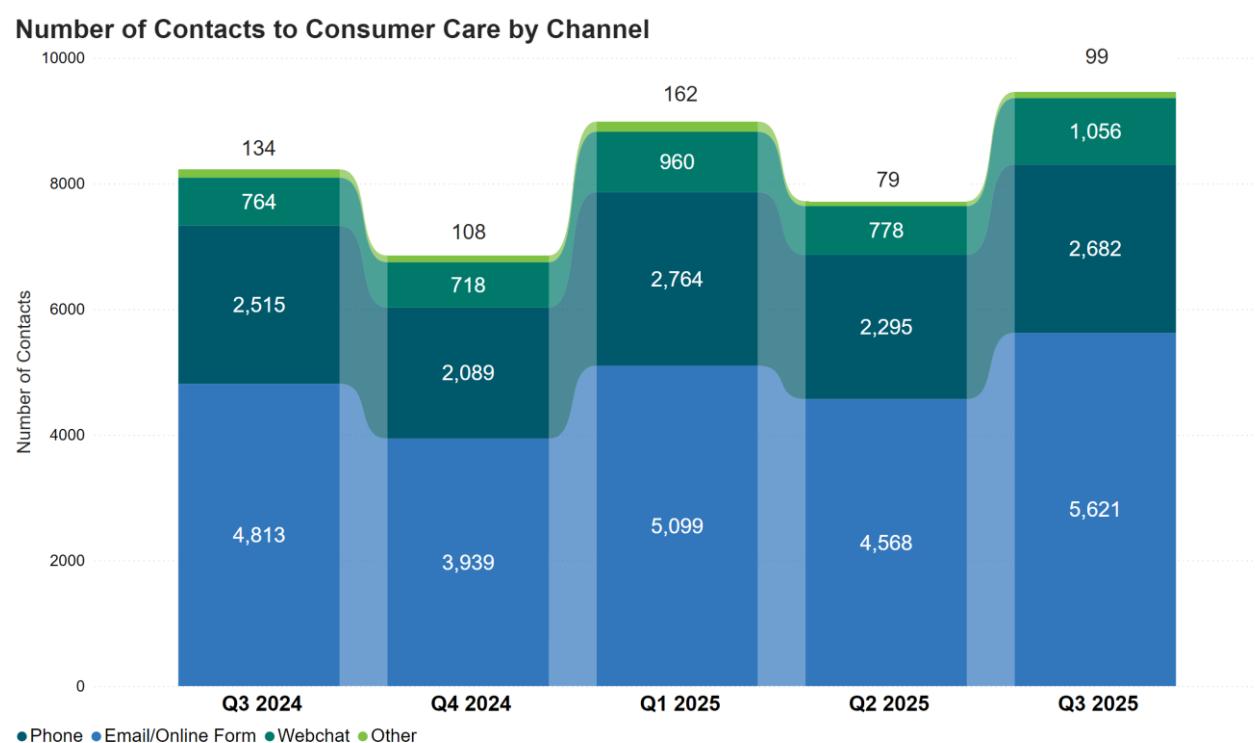
In Q3 2025, ComReg's Consumer Care team recorded 188 Mobile Service Provider issues for Eir. 146 issues were recorded for 3. 168 issues were recorded for Virgin Media. 179 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 9.5 working days, compared to 9.0 working days in Q2 2025. The average number of complaints per 100,000 subscribers was 2.0.

In Q3 2025, ComReg's Consumer Care team recorded 521 Fixed Service Provider issues for Eir. 116 issues were recorded for Imagine. 212 issues were recorded for Sky. 340 issues were recorded for Virgin Media. 201 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 10.0 working days, compared to 11.0 working days in Q2 2025. The average number of complaints per 100,000 fixed voice lines was 3.7. The average number of complaints per 100,000 fixed broadband lines was 11.1.

## 3 Consumer Care Overview

### 3.1 Consumer Care Contacts

In Q3 2025, approximately 9,500 consumer contacts were received by ComReg's Consumer Care. ComReg's Consumer Care is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. Figure 1 below shows the volume of these contacts by channel<sup>4</sup> over the last five quarters. In Q3 2025, phone and e-mail/online form continued to be the most popular methods of contact. ComReg's Consumer Care received approximately 2,600 service provider contacts in Q3 2025.



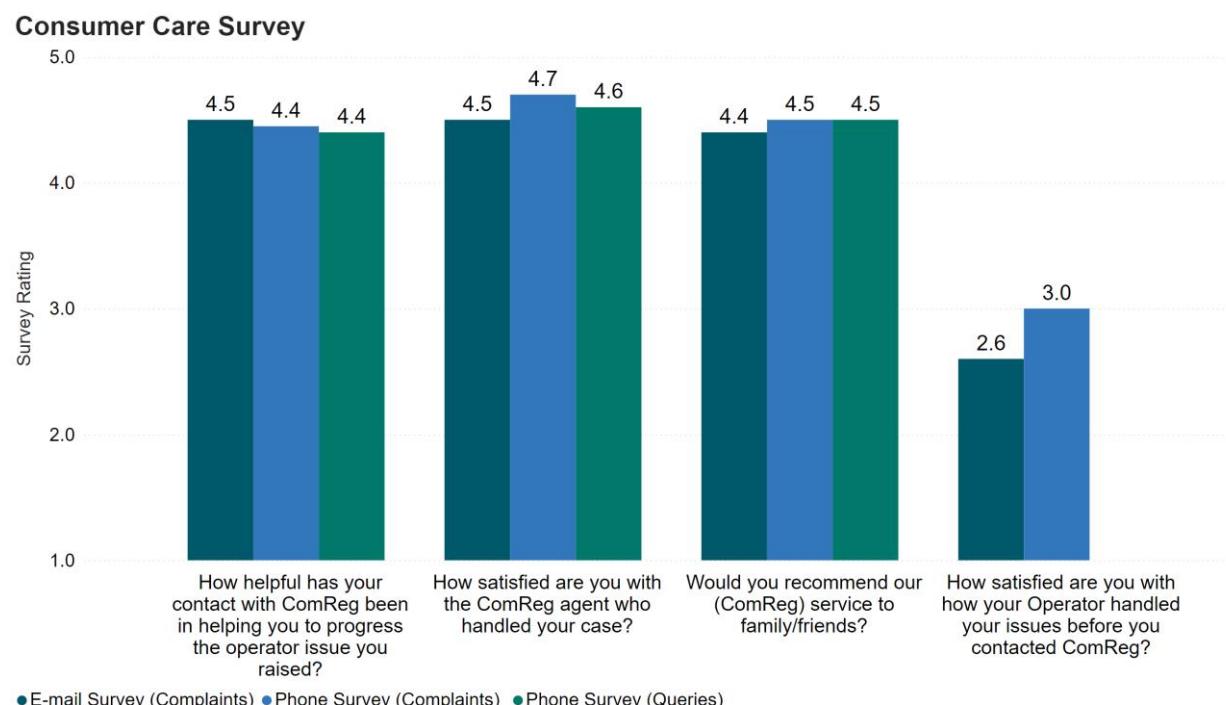
**Figure 1: Split of contacts to ComReg's Consumer Care by Channel Q3 2024 – Q3 2025**

<sup>4</sup> The contact channel 'Other' includes contacts received by letter and SMS. For further details on ComReg's Consumer Care contact channels, see Annex 1.

## 3.2 Consumer Care Survey

Consumers who contact ComReg Consumer Care via phone are presented with the option to provide feedback through a phone or e-mail survey. The survey consists of four questions, three of which pertain to the consumer's experience with ComReg (for queries and complaints), and one of which pertains to the consumer's experience with their operator (for complaints only). Consumers are asked to rank their responses using a scale of 1 to 5<sup>5</sup>.

In Q3 2025, consumers completed 480 phone surveys in relation to queries, 252 phone surveys in relation to complaints, and 69 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q3 2025.



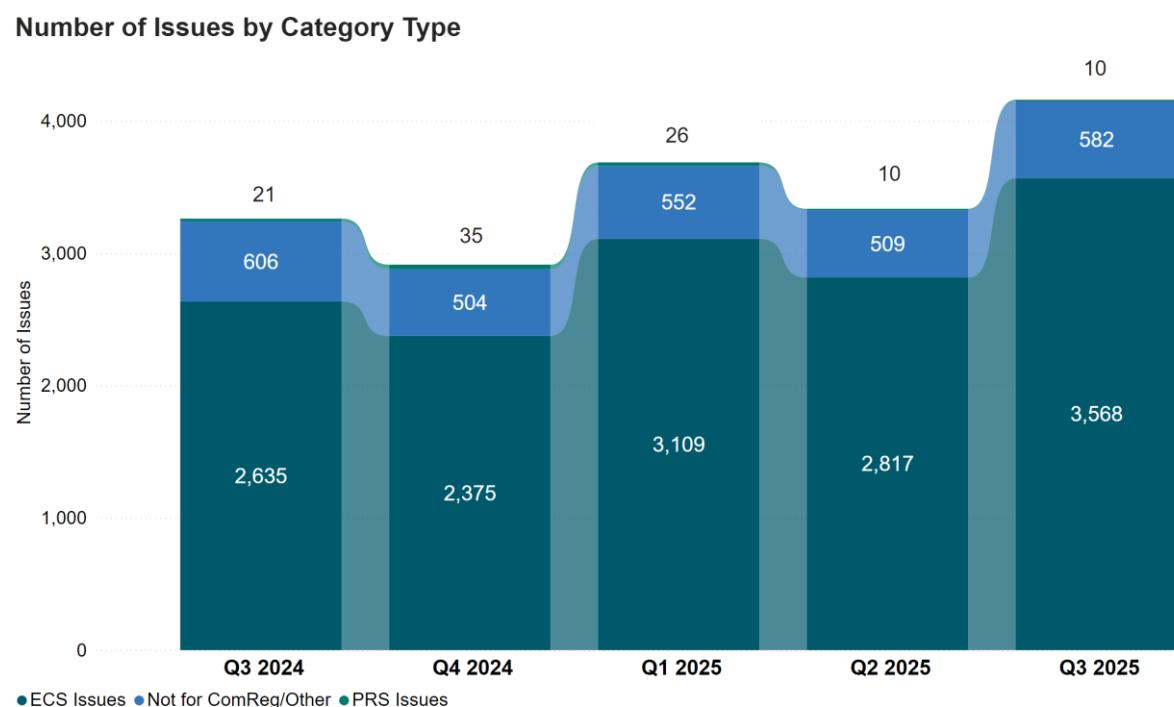
**Figure 2: Consumer Care Survey ratings Q3 2025**

<sup>5</sup> Consumers respond to the questions outlined in Figure 2 by pressing 1 – 5 on their telephone keypad (for telephone surveys), or by selecting a rating of 1 – 5 through a weblink (for e-mail surveys). 1 is the lowest option available to choose, thus expressing dissatisfaction, and 5 is the highest option, expressing satisfaction.

## 4 Consumer Issues Recorded

### 4.1 All Issues Recorded

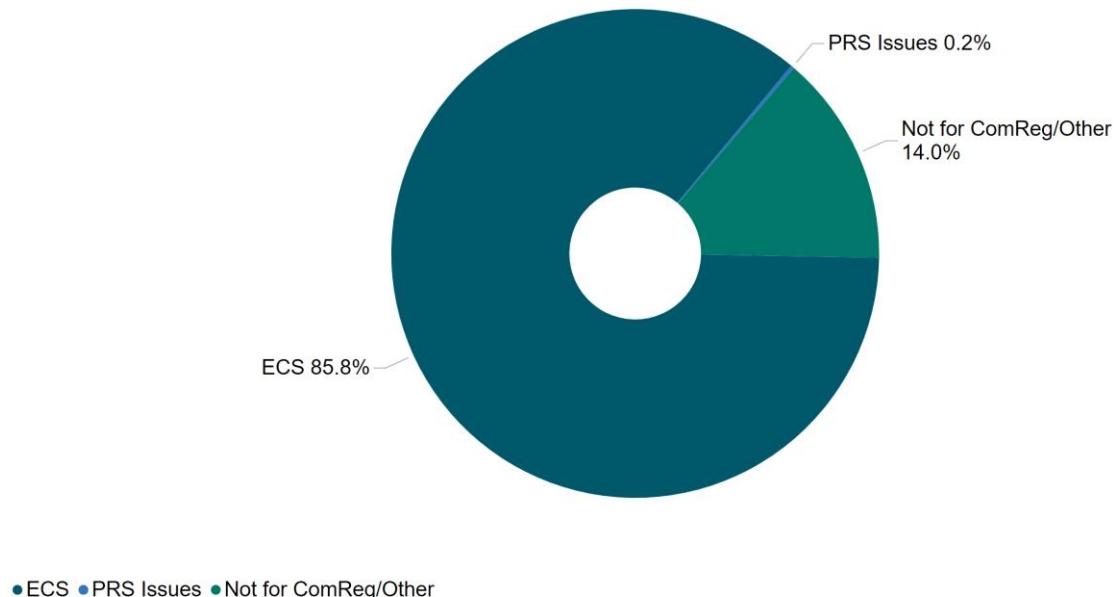
In Q3 2025, ComReg recorded approximately 4,200 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 28% increase in the total number of issues recorded compared to Q3 2024; ECS issues increased by 35%, and PRS issues decreased by 52%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q3 2024 to Q3 2025.



**Figure 3: Number of issues recorded Q3 2024 – Q3 2025 by category**

In Q3 2025, 85.8% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.2% and 14.0% of all other issues, respectively. Figure 4 below shows the split of these three category types.

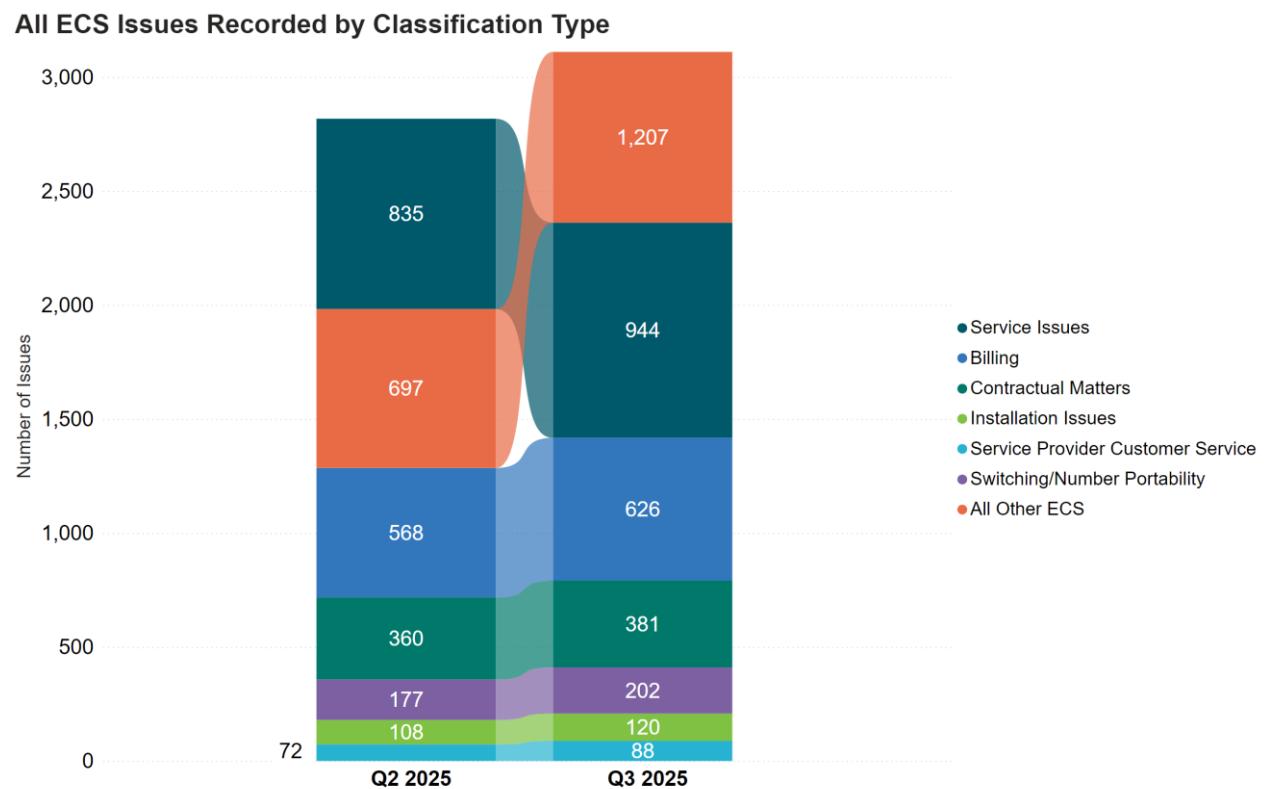
**Proportion of Issues by Category Type**



**Figure 4: Split of all issues recorded in Q3 2025 by category**

## 4.2 All ECS Issues Recorded by Classification Type<sup>6</sup>

In Q3 2025, approximately 4,200 issues were recorded by ComReg's Consumer Care. The category ECS is 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 ECS issues recorded for each classification type, comparing Q2 2025 to Q3 2025.



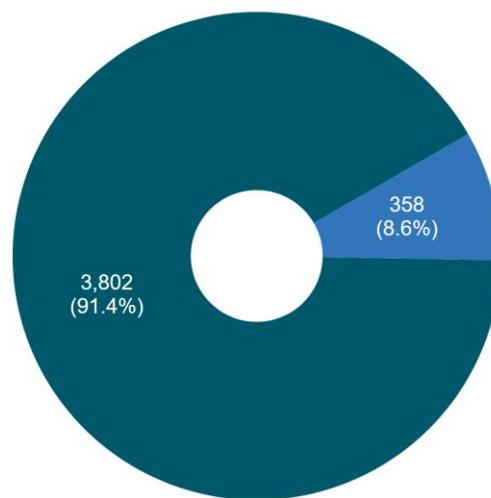
**Figure 5: Number of ECS issues recorded by classification type Q2 2025 vs Q3 2025**

<sup>6</sup> See Annex 1 for Classification Type Index.

## 4.3 All Issues Recorded by Queries vs Complaints

In Q3 2025, 91% of all issues recorded were queries, and 9% were complaints. Of the 3,802 queries recorded in Q3 2025, 84.4% were in relation to ECS and 0.3% were in relation to PRS. Of the 358 complaints recorded, 100.0% were in relation to ECS and 0.0% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 22.

Proportion of Issues by Query vs Complaint

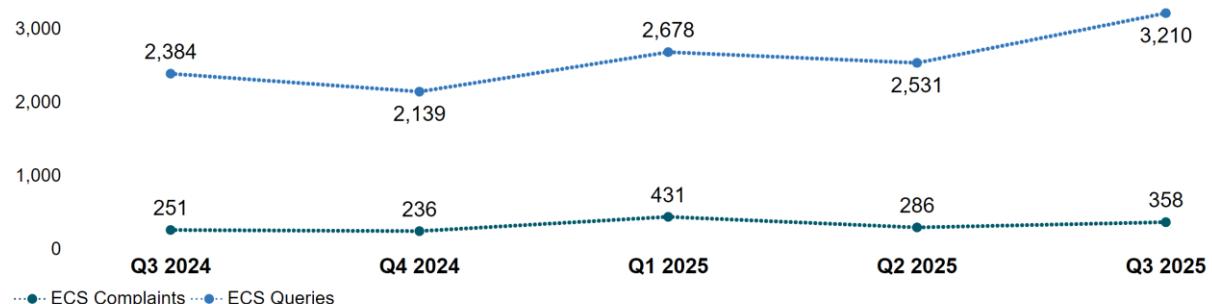


● Total Queries ● Total Complaints

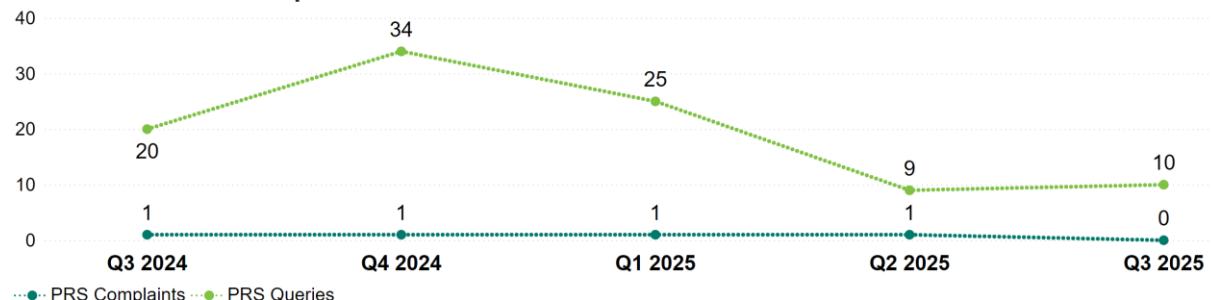
**Figure 6: Split of issues recorded by query vs complaint Q3 2025**

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 Q3 2024 to Q3 2025. From Q3 2024 to Q3 2025, ECS queries increased by 35% and PRS queries decreased by 50%; ECS complaints increased by 43% and PRS complaints decreased by 100%. See Figure 10 and Figure 21 for a breakdown of ECS complaints by classification type.

#### ECS Queries and Complaints



#### PRS Queries and Complaints

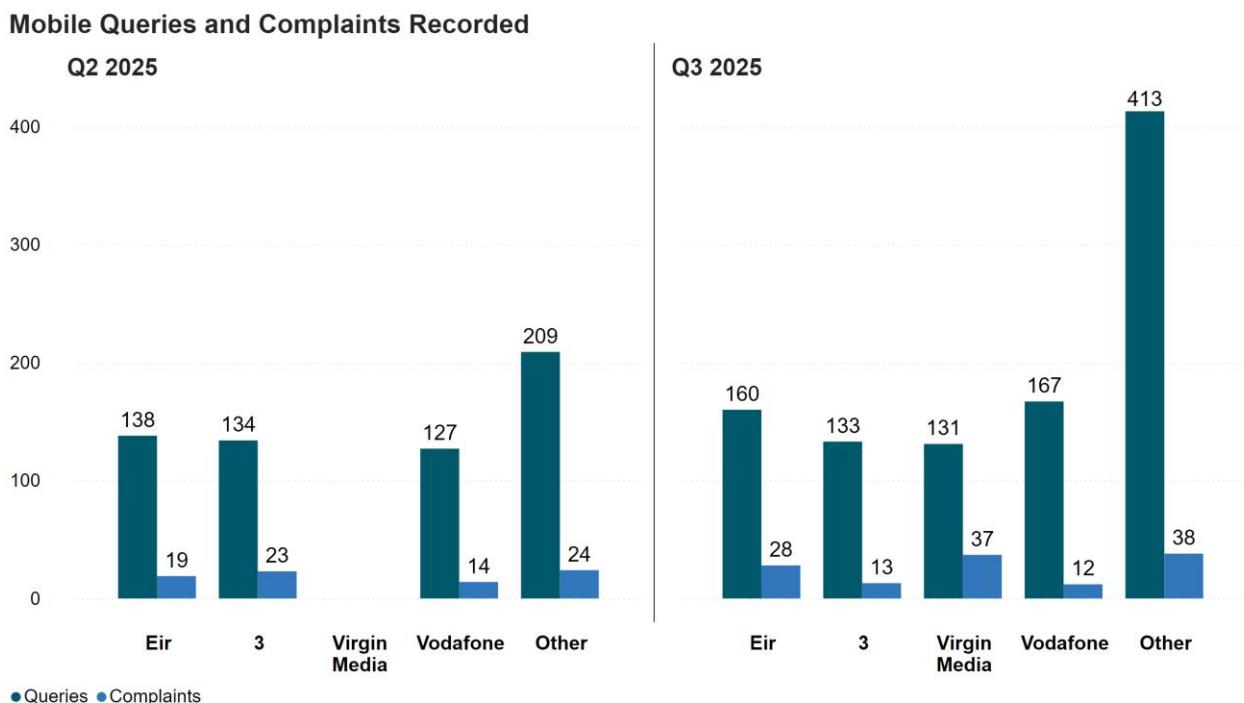


**Figure 7: ECS and PRS complaints and queries recorded Q3 2024 – Q3 2025**

## 5 Mobile Service Provider Statistics

### 5.1 Mobile Service Provider ECS Queries vs Complaints

Figure 8 shows the number of ECS queries and complaints recorded for Eir<sup>7</sup>, 3<sup>8</sup>, Virgin Media<sup>2</sup>, Vodafone<sup>9</sup> and ‘Other’ Mobile Service Providers<sup>10</sup>, comparing Q2 2025 to Q3 2025. The total number of issues recorded for Mobile Service Providers in Q3 2025 was 1,132, compared to Q2 2025, where 688 issues were recorded.



**Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q2 2025 vs Q3 2025**

<sup>7</sup> Throughout this report, issues recorded for GoMo are included in Eir’s figures.

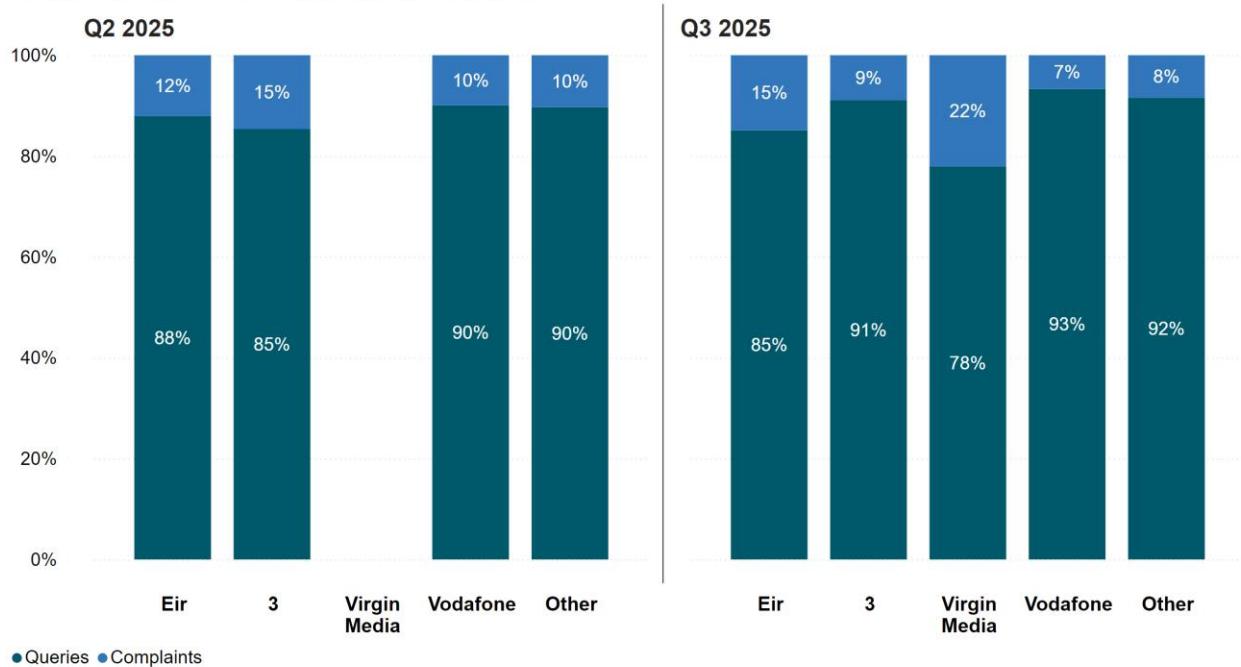
<sup>8</sup> Throughout this report, issues recorded for 48 are included in 3’s figures.

<sup>9</sup> Throughout this report, issues recorded for Clear Mobile are included in Vodafone’s figures.

<sup>10</sup> Throughout this report, ‘Other’ Mobile Service Providers includes issues recorded for those Mobile Service Providers not named in Figure 8, or where the Mobile Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Mobile Service Providers.

Figure 9 shows the split of queries to complaints recorded for each Mobile Service Provider in Figure 8, comparing Q2 2025 to Q3 2025.

**Mobile Queries and Complaints Recorded**

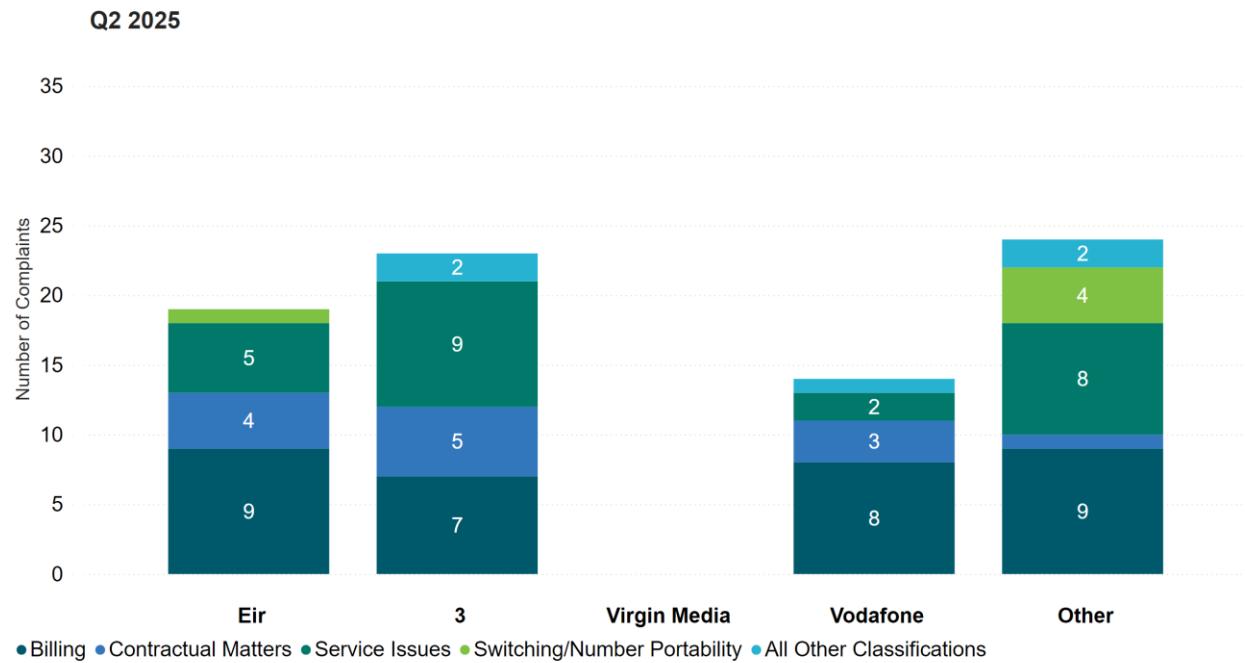


**Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q2 2025 vs Q3 2025**

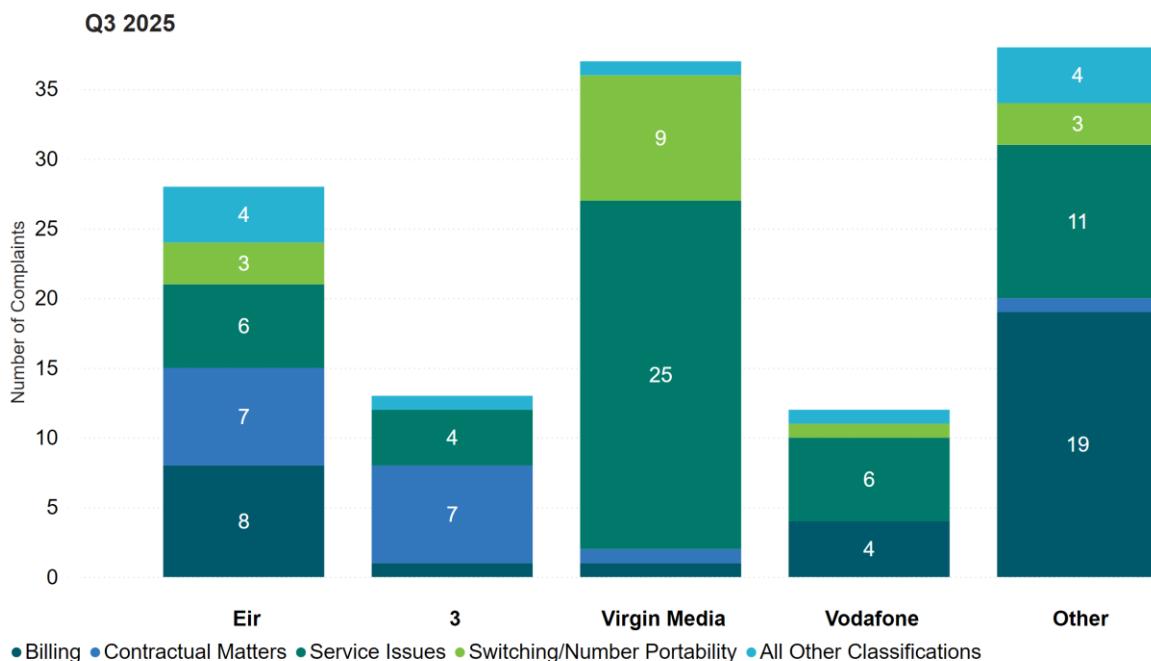
## 5.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider listed in Figure 8, comparing Q2 2025 with Q3 2025. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

### Mobile Complaints Recorded



Period	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
<b>Q2 2025</b>					
Eir	9	4	5	1	0
3	7	5	9	0	2
Virgin Media	0	0	0	0	0
Vodafone	8	3	2	0	1
Other	9	1	8	4	2

**Mobile Complaints Recorded**

Period	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
<b>Q3 2025</b>					
Eir	8	7	6	3	4
3	1	7	4	0	1
Virgin Media	1	1	25	9	1
Vodafone	4	0	6	1	1
Other	19	1	11	3	4

**Figure 10: Mobile Service Provider ECS complaints by classification type Q2 2025 vs Q3 2025**

## 5.3 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, comparing Q2 2025 to Q3 2025.

Eir	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Billed more than agreed amount	23	33
Billed after cancellation	10	14
Loss of service	11	13
Accessing complaints process - issue lodging formal complaint		8
Billed for service not received		7

3	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Billed more than agreed amount	22	20
Misleading sales		12
Equipment issues - handset		12
Loss of service		9
Mobile coverage		7

Virgin Media	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service		87
Switching/number portability - delay switching		13

Switching/number portability - number loss		13
Billed for service not received		6
Contract termination issues - cancellation not accepted		6

<b>Vodafone</b>	<b>Number of Issues</b>	<b>Number of Issues</b>
	<b>Q2 2025</b>	<b>Q3 2025</b>
Billed more than agreed amount	16	26
Mobile coverage	13	25
Loss of service	10	13
Equipment issues - handset	9	13
Switching/number portability - number loss		11

**Figure 11: Highest number of issues recorded by Mobile Service Provider Q2 2025 vs Q3 2025**

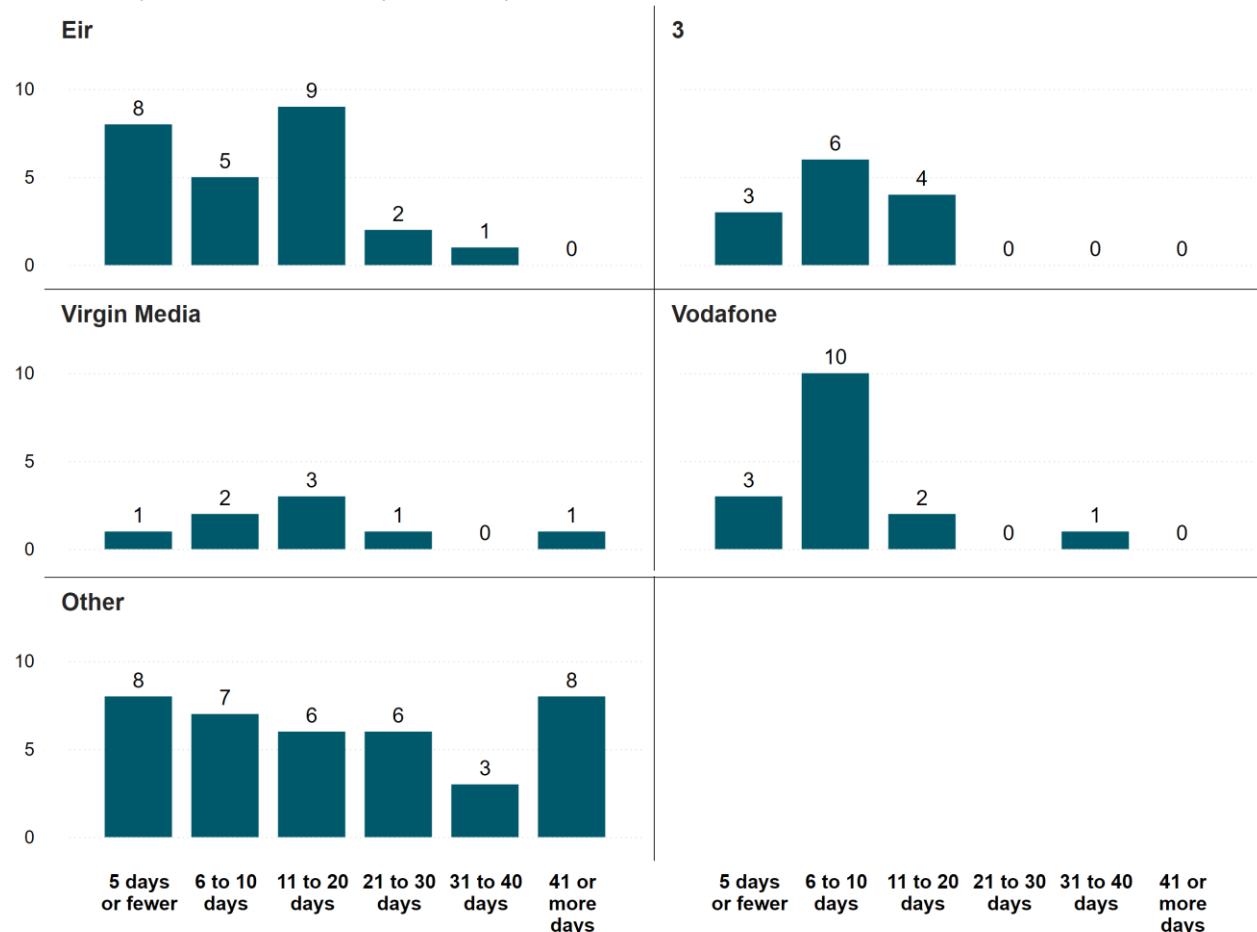
## 5.4 Mobile Service Provider ECS Complaints Closed in Q3 2025

### 5.4.1 Number of Complaints Closed by Service Provider

Figure 12 shows the number of ECS complaints closed in Q3 2025, for each Mobile Service Provider listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q3 2025 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

#### Mobile Complaints Closed

Number of complaints closed, broken down by number of days taken to resolve

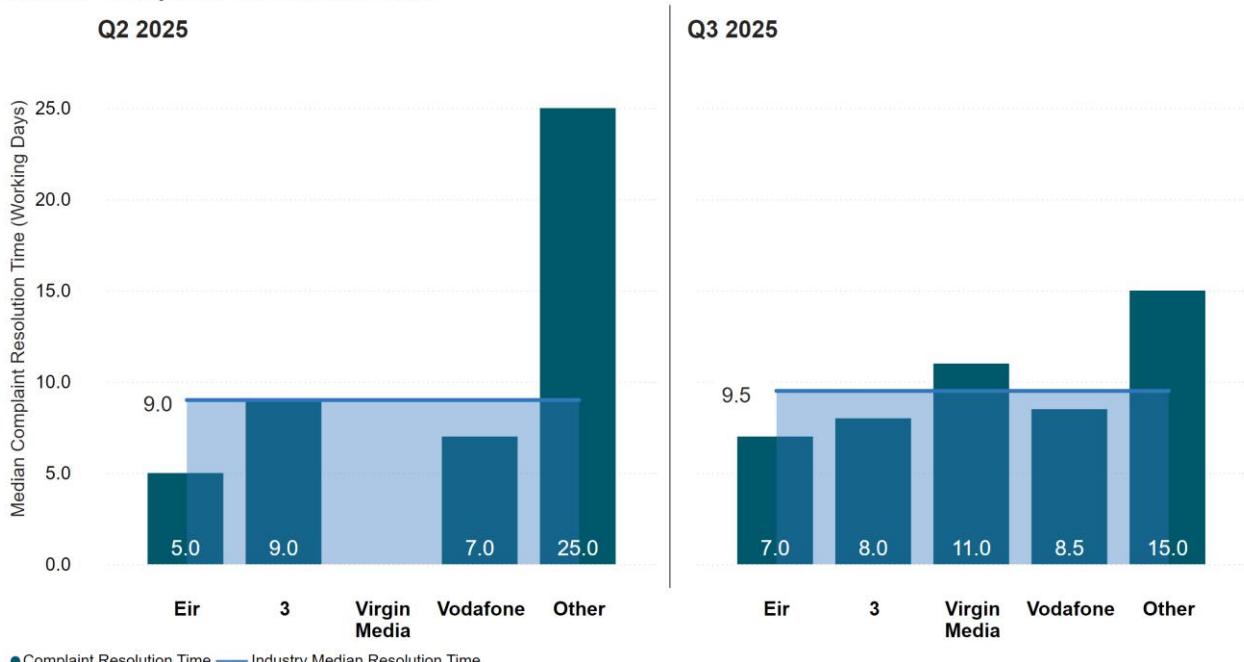


**Figure 12: ECS complaints closed in Q3 2025 by Mobile Service Provider and number of working days open**

## 5.4.2 Mobile Complaint Resolution Time

Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 13 shows the median resolution time for ECS complaints in Figure 12, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q2 2025<sup>11</sup> to Q3 2025. Complaints closed within Q3 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 July 2025. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Mobile Service Providers.

Mobile Complaint Resolution Time



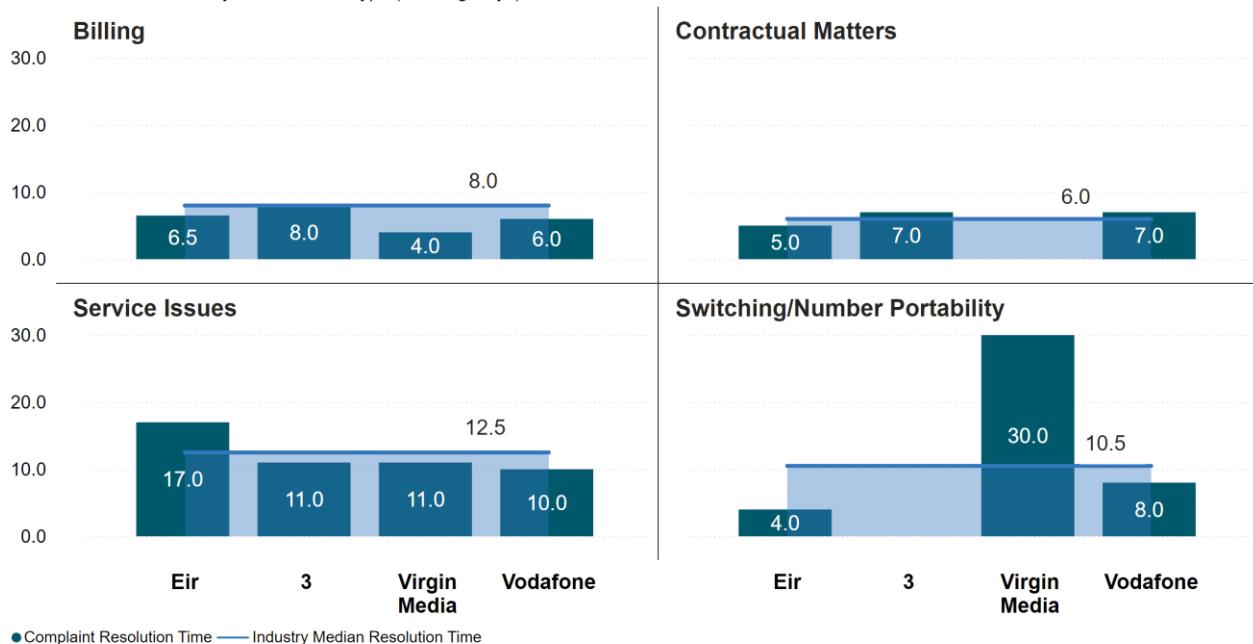
**Figure 13: Median complaint resolution time by Mobile Service Provider Q2 2025 vs Q3 2025**

<sup>11</sup> For details of complaints closed in Q2 2025, see ComReg Consumer Care Statistics Report Q2 2025.

Figure 14 below provides the Q3 2025 median resolution time for complaints in Figure 13, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.

#### Mobile Complaint Resolution Time

Median Resolution Time by Classification Type (Working Days)



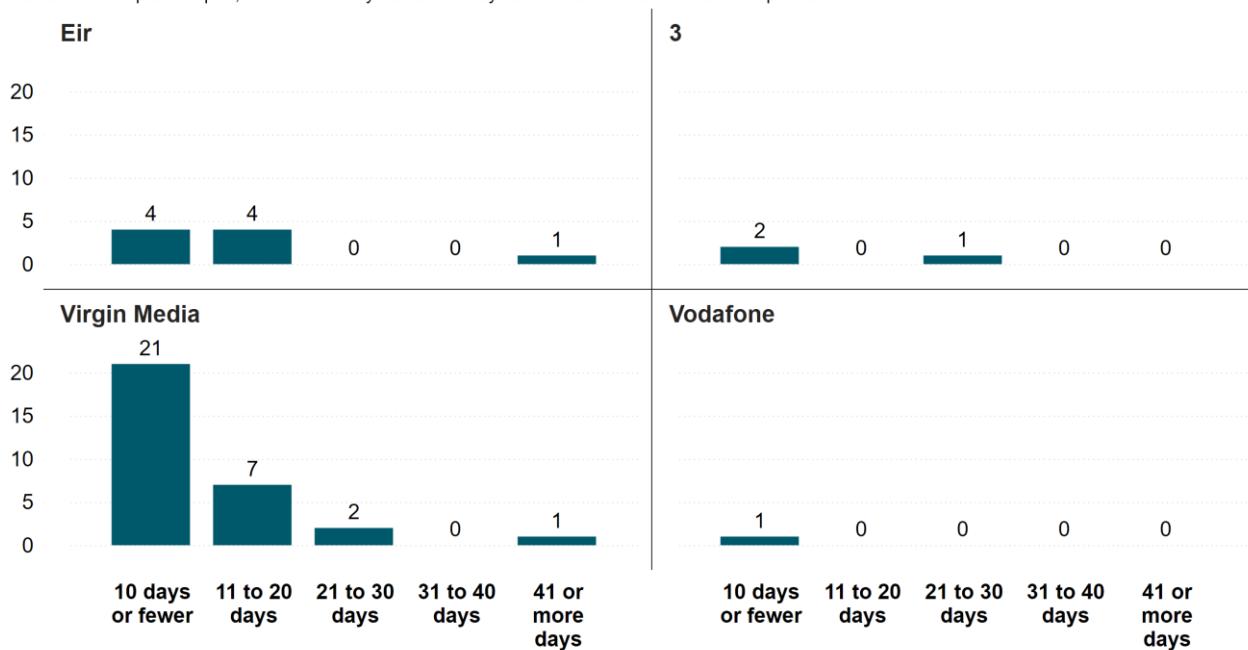
**Figure 14: Median complaint resolution time by classification type and Mobile Service Provider Q3 2025**

## 5.5 Mobile Service Provider ECS Complaints Open at 30 September 2025

Figure 15 shows the number ECS complaints open at 30 September 2025, for each Mobile Service Provider listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

### Mobile Complaints Open at 30 September 2025

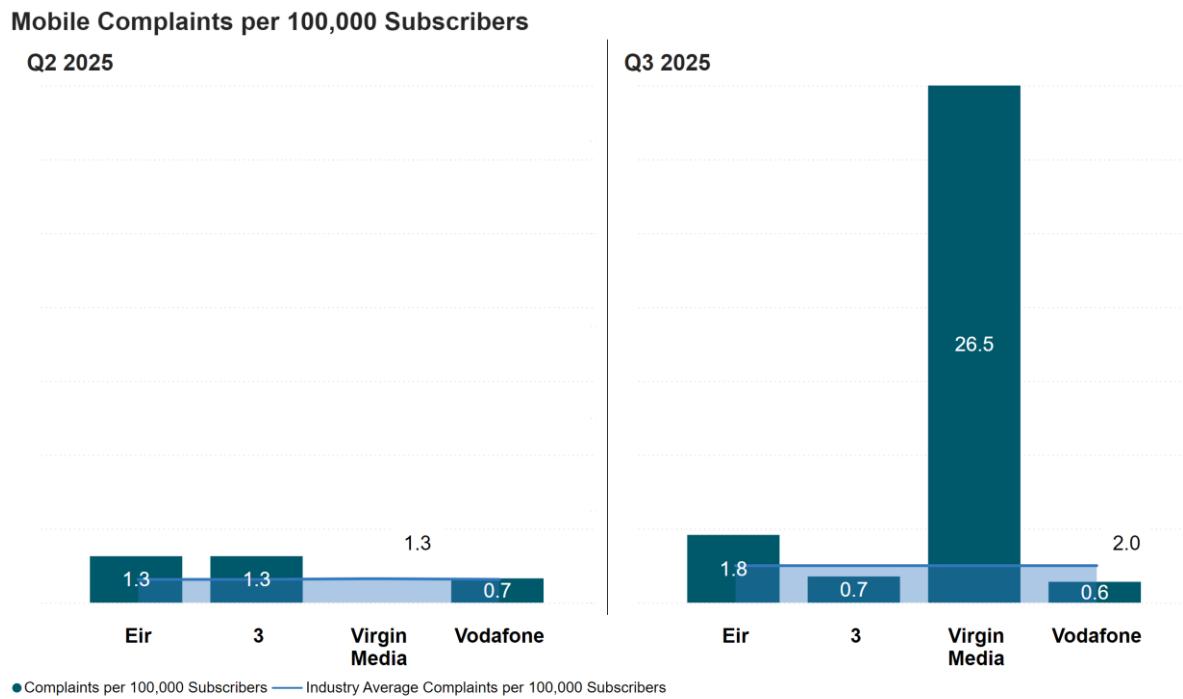
Number of complaints open, broken down by number of days since first escalation to service provider



**Figure 15: Mobile Service Provider ECS complaints open at 30 September 2025 by number of working days since first escalation**

## 5.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 16 below shows the average number of complaints per 100,000<sup>12</sup> subscribers for each Mobile Service Provider listed in Figure 8 and the total industry average for Q3 2025. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.



**Figure 16: ECS complaints per 100,000 subscribers by Mobile Service Provider Q2 2025 vs Q3 2025**

<sup>12</sup> From Q1 2025, ComReg’s Consumer Care Statistics Report has excluded machine to machine subscriptions from mobile subscribership figures.

## 5.7 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. Figure 17 below shows the number of PRS issues (texts and voice calls) raised with ComReg's Consumer Care in Q3 2025 split by short code and premium rate service provider (where the total number of issues recorded for the short code and/or premium rate service provider<sup>13</sup> during the quarter is greater than 40 issues) and further split by Mobile Service Provider (where the total number of issues recorded for the Mobile Service Provider is greater than 40 issues).

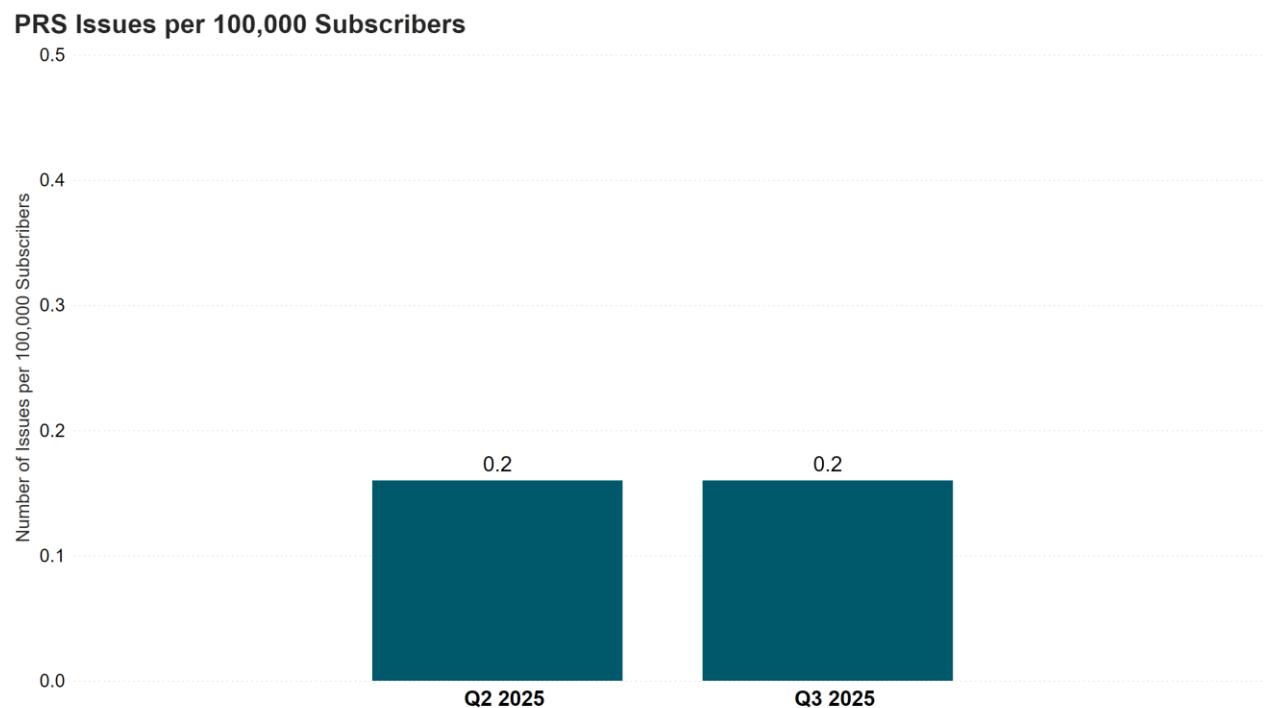
Network Operator	Short Code and Premium Rate Service Provider	Number of Issues
Other	Other	10

**Figure 17: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q3 2025**

<sup>13</sup> <http://www.irishstatutebook.ie/eli/2010/act/2/enacted/en/print>, Section 3.

“premium rate service provider” means a person who does any or all of the following, for gain: (a) provides the contents of a premium rate service, (b) exercises editorial control over the contents of a premium rate service, (c) packages together the contents of a premium rate service for the purpose of facilitating its provision, (d) makes available a facility as part of a premium rate service, (e) transfers a premium rate service from a content provider to one or more electronic communications networks, or (f) provides the electronic communications service over which a premium rate service is provided, or provides the electronic communications network over which a premium rate service is transmitted.

Figure 18 shows the industry average number of PRS issues recorded (rounded to one decimal place) per 100,000 subscribers.

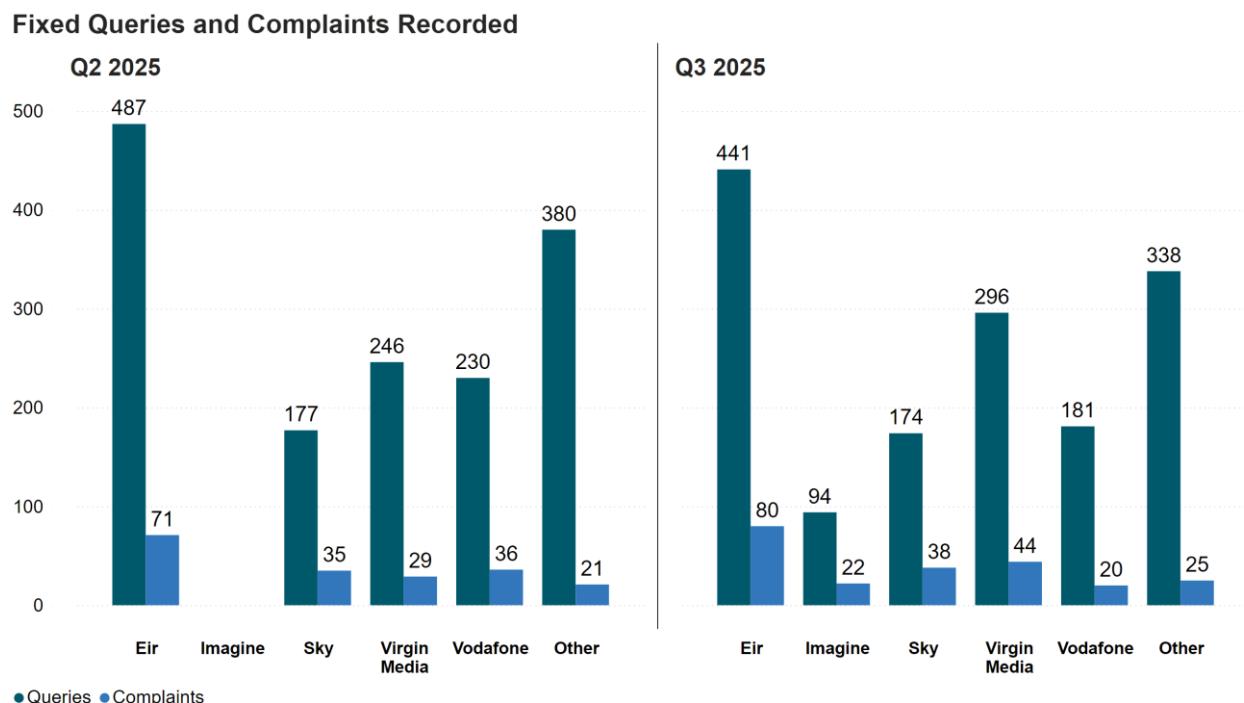


**Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q2 2025 vs Q3 2025**

## 6 Fixed Service Provider Statistics

### 6.1 Fixed Service Provider ECS Queries vs Complaints

Figure 19 shows the number of ECS queries and complaints recorded for Eir, Imagine<sup>2</sup>, Sky, Virgin Media, Vodafone, and all 'Other'<sup>14</sup> Fixed Service Providers, comparing Q2 2025 to Q3 2025. The total number of issues recorded for Fixed Service Providers in Q3 2025 was 1,753, compared to 1,787 issues in Q2 2025.

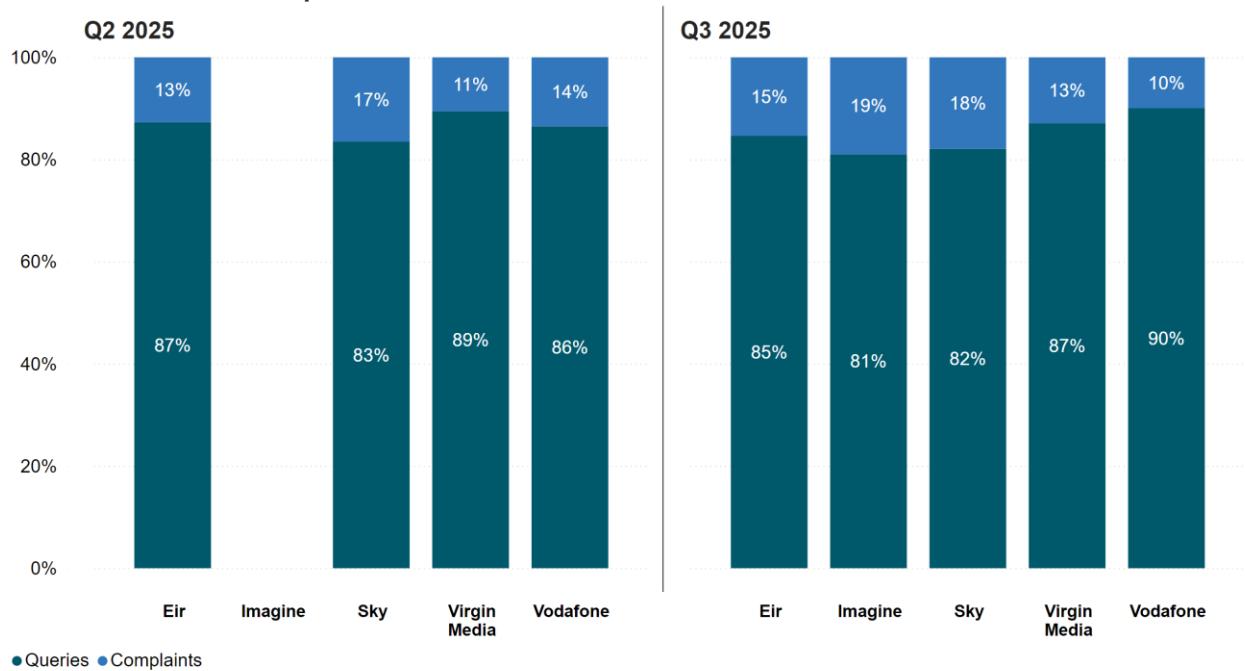


**Figure 19: Number of ECS queries and complaints by Fixed Service Provider Q2 2025 vs Q3 2025**

<sup>14</sup> 'Other' Fixed Service Providers includes issues recorded for those Fixed Service Providers not named in Figure 19, or where the Fixed Service Provider is not provided by the consumer. This allows a holistic view of issues recorded across all Fixed Service Providers.

Figure 20 shows the split of queries to complaints recorded for Eir, Imagine, Sky, Virgin Media and Vodafone, comparing Q2 2025 to Q3 2025.

#### Fixed Queries and Complaints Recorded

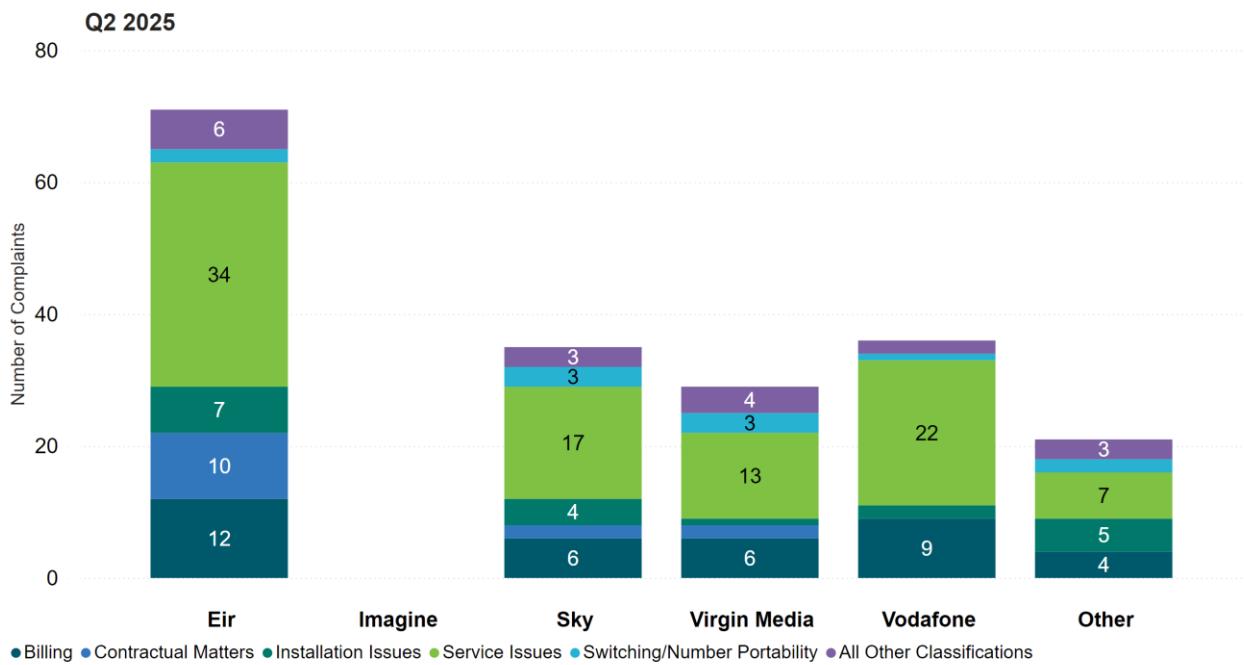


**Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q2 2025 vs Q3 2025**

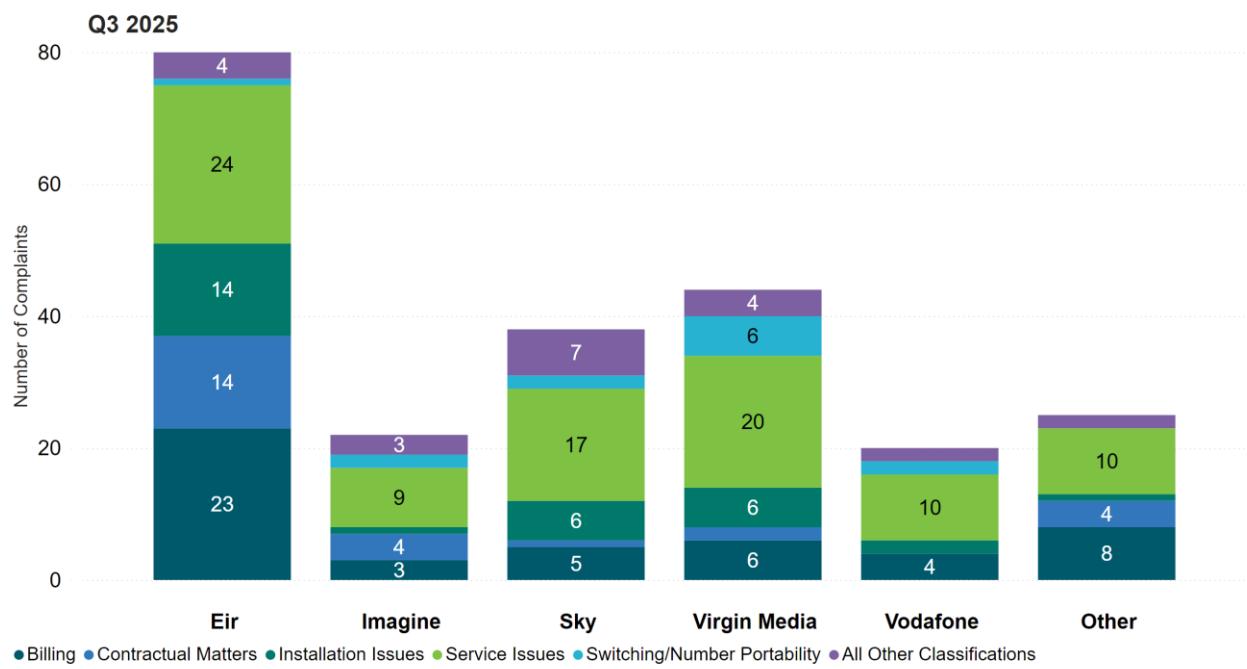
## 6.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 21 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 19, comparing Q2 2025 with Q3 2025. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.

Fixed Complaints Recorded



Period	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
<b>Q2 2025</b>						
Eir	12	10	7	34	2	6
Imagine	0	0	0	0	0	0
Sky	6	2	4	17	3	3
Virgin Media	6	2	1	13	3	4
Vodafone	9	0	2	22	1	2
Other	4	0	5	7	2	3

**Fixed Complaints Recorded**

Period	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
<b>Q3 2025</b>						
Eir	23	14	14	24	1	4
Imagine	3	4	1	9	2	3
Sky	5	1	6	17	2	7
Virgin Media	6	2	6	20	6	4
Vodafone	4	0	2	10	2	2
Other	8	4	1	10	0	2

**Figure 21: Fixed Service Provider ECS complaints by classification type Q2 2025 vs Q3 2025**

## 6.3 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 19, as reported by consumers, comparing Q2 2025 to Q3 2025.

Eir	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service	131	104
Billed more than agreed amount	53	61
Billed after cancellation	53	45
Service availability	27	36
Terms & conditions - cancellation penalties		36

Imagine	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service		45
Service issues - intermittent service		11
Delay in installation		7
Service availability		6
Contract termination issues - cancellation not accepted		5

Sky	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service	53	49
Service issues - intermittent service	12	16

Delay in installation	14	15
Billed after cancellation	11	12
Billed more than agreed amount	11	10

Virgin Media	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service	65	84
Service availability		25
Billed more than agreed amount	23	24
Delay in installation	15	23
Billed after cancellation	15	17

Vodafone	Number of Issues	Number of Issues
	Q2 2025	Q3 2025
Loss of service	89	42
Service availability		17
Billed more than agreed amount	16	16
Service issues - intermittent service	13	14
Delay in installation		13

**Figure 22: Highest number of issues recorded by Fixed Service Provider Q2 2025 vs Q3 2025**

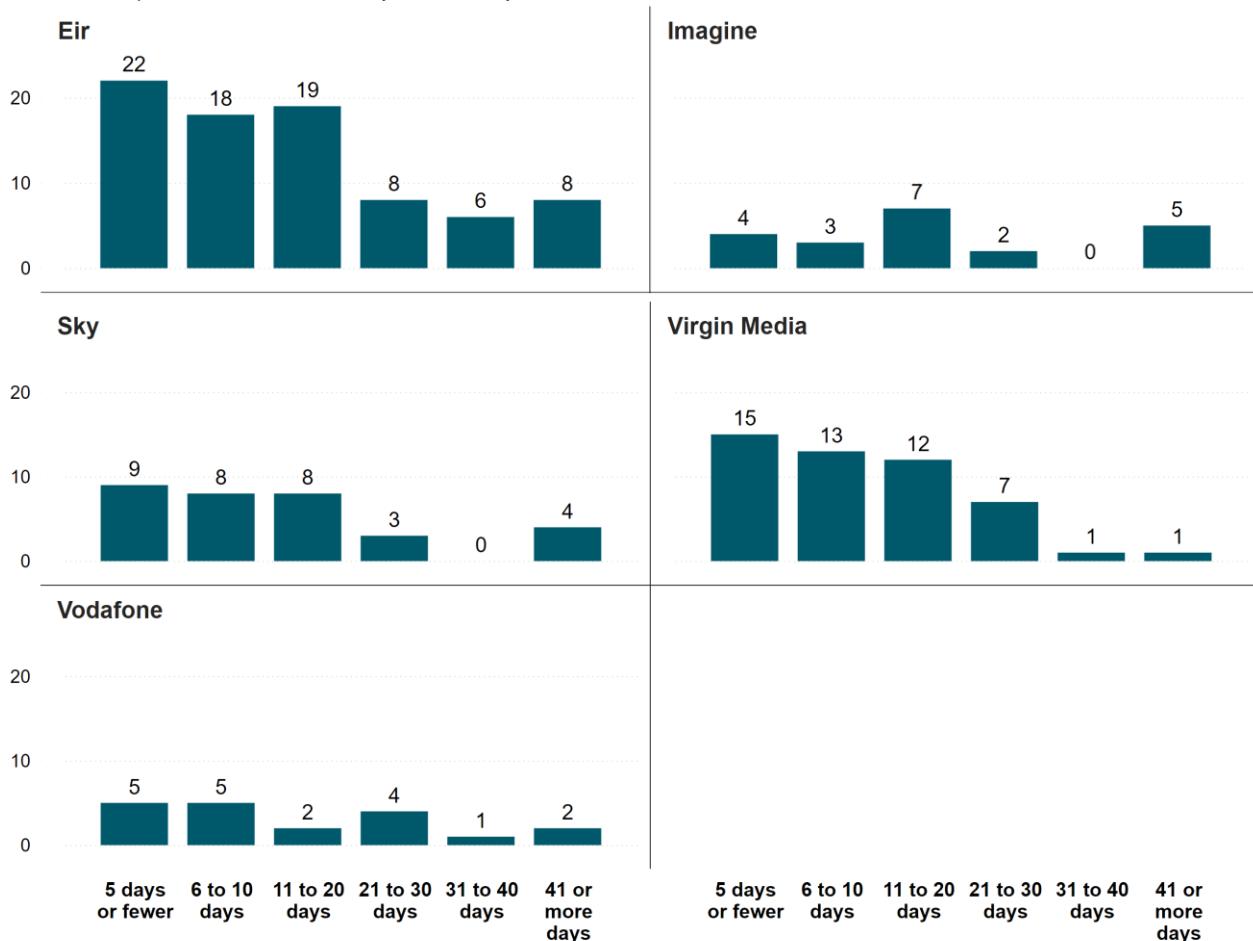
## 6.4 Fixed Service Provider ECS Complaints Closed in Q3 2025

### 6.4.1 Number of Complaints Closed by Service Provider

Figure 23 below shows ECS complaints closed in Q3 2025, for each Fixed Service Provider listed in Figure 19, broken down by number of working days. Complaints closed within Q3 2025 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

#### Fixed Complaints Closed

Number of complaints closed, broken down by number of days taken to resolve

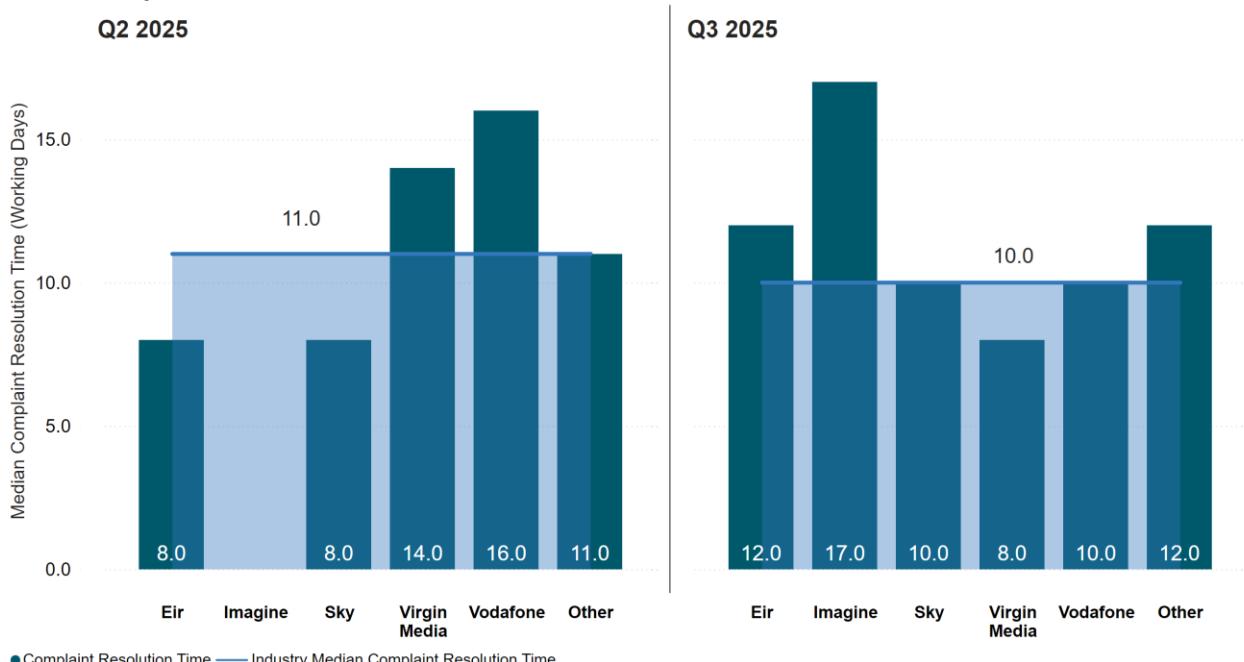


**Figure 23: Fixed Service Provider ECS complaints closed in Q3 2025 by number of working days open**

## 6.4.2 Fixed Complaint Resolution Time

Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 24 shows the median resolution time for ECS complaints in Figure 23, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q2 2025 to Q3 2025. Complaints closed within Q2 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 July 2025. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Fixed Service Providers.

Fixed Complaint Resolution Time



**Figure 24: Median complaint resolution time by Fixed Service Provider Q2 2025 vs Q3 2025**

Figure 25 below provides the Q3 2025 median resolution time for complaints in Figure 24, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 21.

### Fixed Complaint Resolution Time

Median Resolution Time by Classification Type (Working Days)



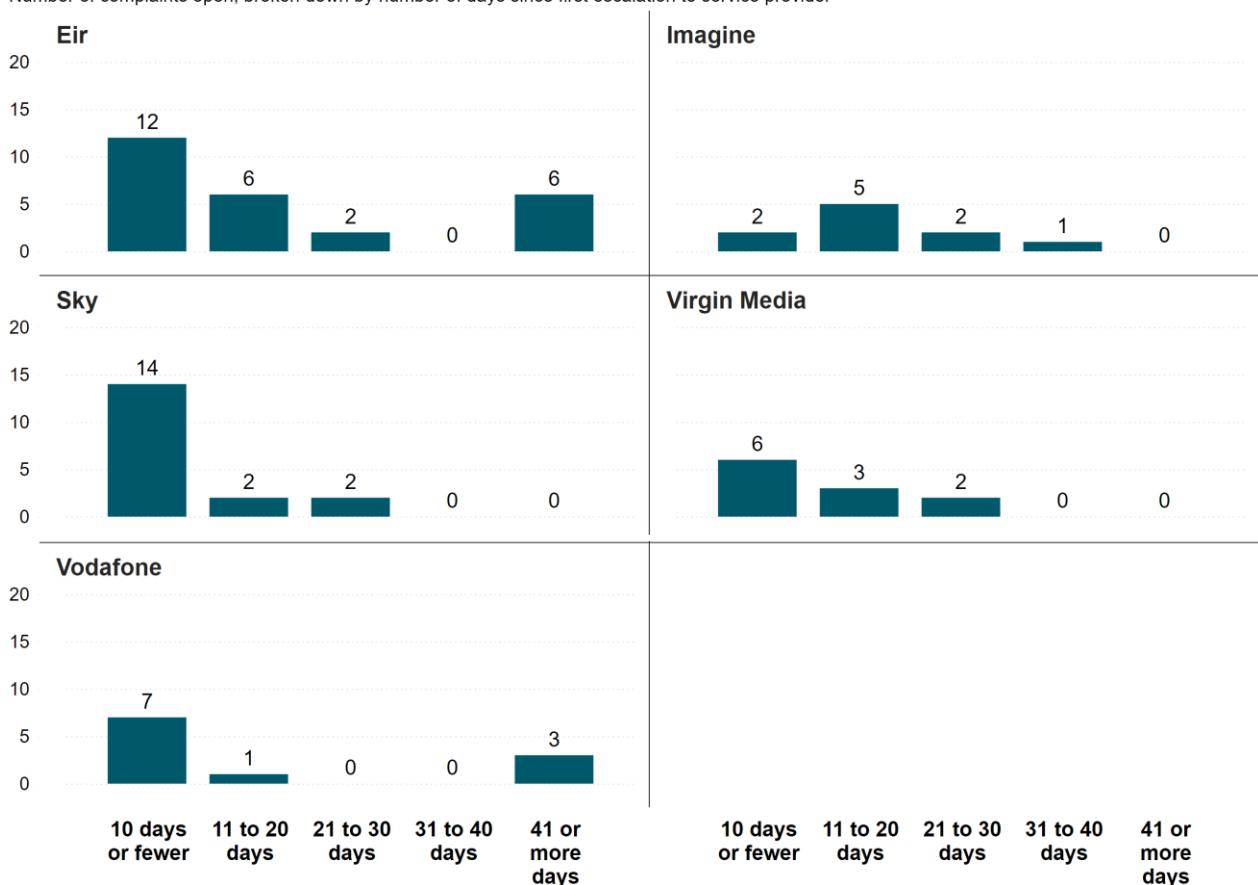
**Figure 25: Median complaint resolution time by classification type and Fixed Service Provider Q3 2025**

## 6.5 Fixed Service Provider ECS Complaints Open at 30 September 2025

Figure 26 shows the number of ECS complaints open at 30 September 2025, for each Fixed Service Provider listed in Figure 19, broken down by number of working days elapsed since they were first escalated to the Service Provider.

**Fixed Complaints Open at 30 September 2025**

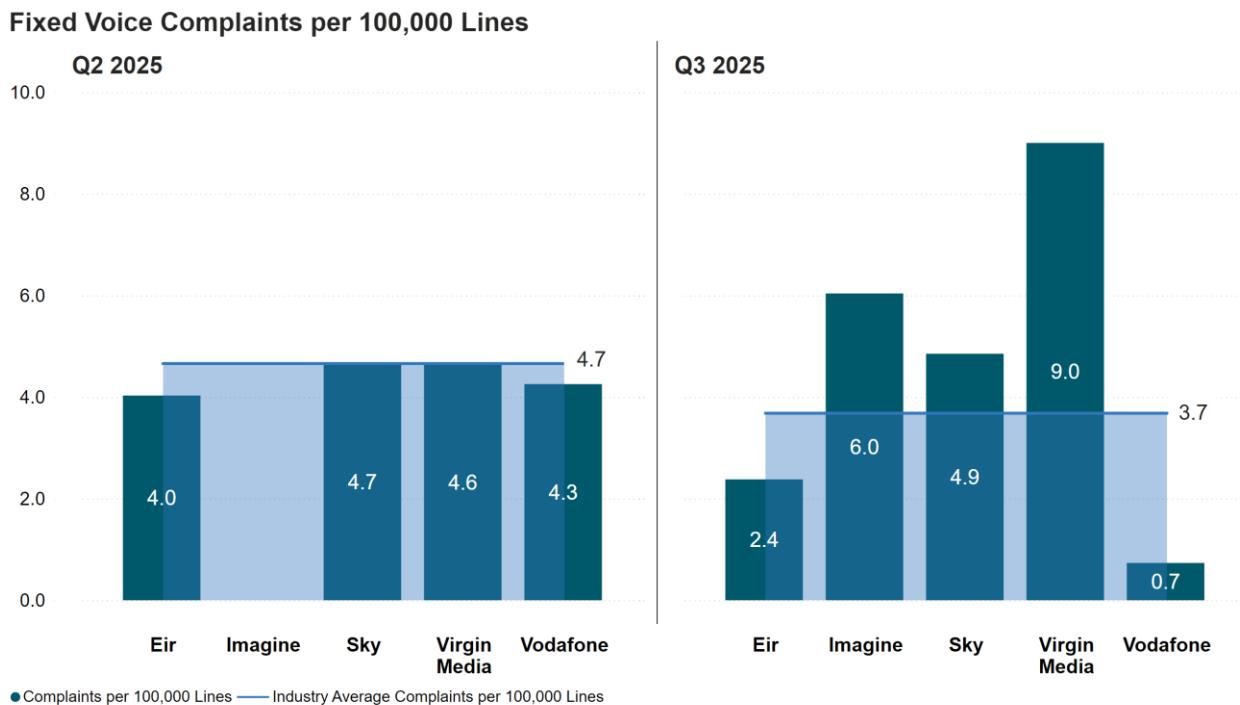
Number of complaints open, broken down by number of days since first escalation to service provider



**Figure 26: Fixed Service Provider ECS complaints open at 30 September 2025 by number of working days since first escalation**

## 6.6 Fixed Service Provider ECS Complaints per 100,000 Lines<sup>15</sup>

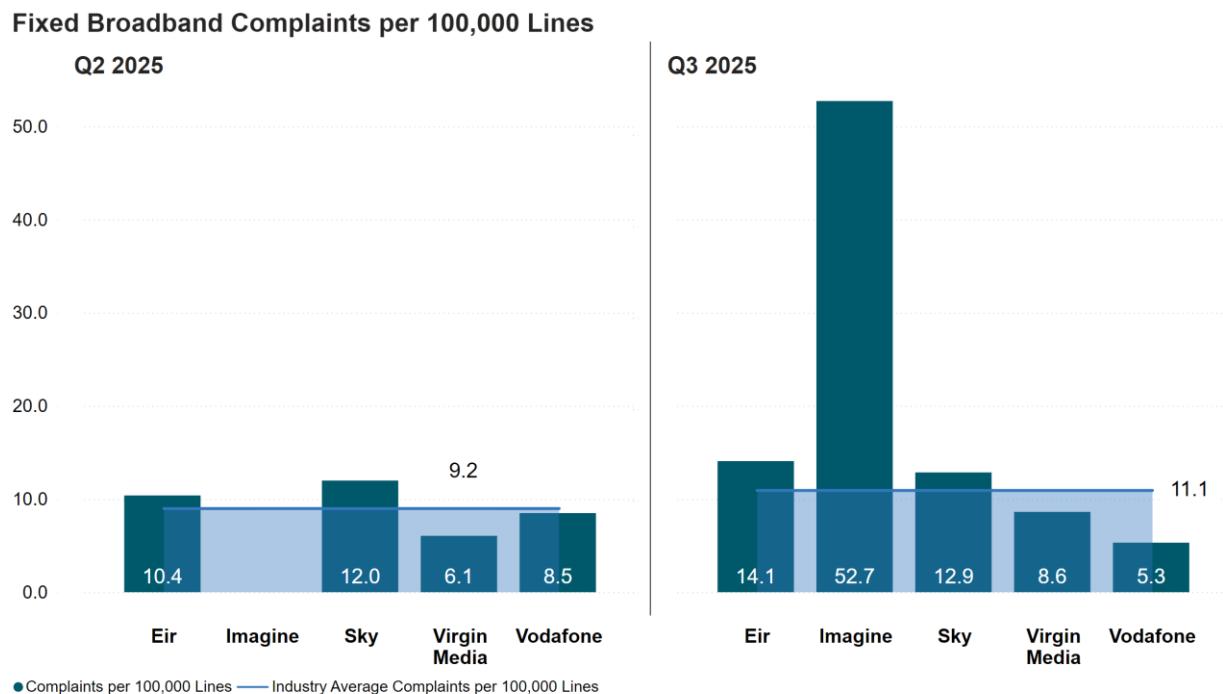
Figure 27 below shows the average complaint rate per 100,000 fixed voice lines for each Fixed Service Provider listed in Figure 19 and the total industry average. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Fixed Service Providers.



**Figure 27: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q2 2025 vs Q3 2025**

<sup>15</sup> From Q4 2022, ComReg's Consumer Care Statistics Report has replaced 'ECS Fixed Voice Complaints per 100,000 Subscribers' with 'ECS Fixed Voice Complaints per 100,000 Lines' and 'ECS Fixed Broadband Complaints per 100,000 Lines'. This metric has been updated to more accurately reflect the complaint rates in the evolving Fixed market.

Figure 28 below shows the average complaint rate per 100,000 broadband lines for each Fixed Service Provider listed in Figure 19 and the total industry average. The 'industry average' is a 'snapshot' based on complaints received for all Fixed Service Providers.



**Figure 28: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q2 2025 vs Q3 2025**

# Annex 1: ComReg Consumer Care Contact Details

## Phone

Consumer Queries: 01 804 9668

## E-mail

Consumer Queries: [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

## SMS

Text **COMREG** to 51500\* to receive a call back

Text **ASKCOMREG** to 51500\*\* to receive a text back

## Post

Consumer Line, Commission for Communications Regulation,  
One Dockland Central, Guild St, Dublin  
D01 E4X0

## Irish Sign Language

E-mail [consumerline@comreg.ie](mailto:consumerline@comreg.ie) to make an appointment

## Webchat

Available at <https://www.comreg.ie/advice-information/consumer-care/contact-our-consumer-care-team/>

## Access Officer

Email: [access@comreg.ie](mailto:access@comreg.ie)

Post: Access Officer, Commission for Communications Regulation,  
One Dockland Central, Guild Street, Dublin, D01 E4X0

Tel: 018049639

\*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 1: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types<sup>16</sup> relevant to highest volume issues recorded in Q3 2025<sup>17</sup>.

## **Billing includes:**

Billed after cancellation

Billed for service not received

Billed more than agreed amount

## **Contractual Matters includes:**

Contract termination issues - cancellation not accepted

Misleading sales

Terms & conditions - cancellation penalties

## **Installation includes:**

Delay in installation

## **Service Issues includes:**

Equipment issues - handset

Loss of service

Mobile coverage

Service availability

Service issues - intermittent service

<sup>16</sup> Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

<sup>17</sup> For detail on classification and sub-classification types relevant to highest volume issues recorded in Q2 2025, see ComReg Consumer Care Statistics Report Q2 2025.

**Service Provider Customer Service includes:**

Accessing complaints process - issue lodging formal complaint

**Switching/Number Portability includes:**

Switching/number portability - delay switching

Switching/number portability - number loss

**Legal Disclaimer**

The information and statistics contained within this document are derived and based on consumer care line recorded information. The Commission for Communications Regulation (“ComReg”) receives queries and complaints on many types of consumer issues in the sector. This document does not constitute commercial or other advice. No warranty, representation or undertaking of any kind, express or implied, is given in relation to the information and statistics contained within this document. To the fullest extent permitted by law, neither ComReg nor any of its employees, servants or agents will be liable for any loss or damage arising out of or in connection with your use of, or any reliance whatsoever placed on this document (including, but not limited to, indirect or consequential loss or damages, loss of income, profit or opportunity, loss of or damage to property and claims of third parties) even if ComReg has been advised of the possibility of such loss or damages or such loss or damages were reasonably foreseeable.