



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q1 2026 – 1 January to 31 March 2026

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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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 classifies each contact it receives as either a query or a complaint. A "query" is where the consumer contacts ComReg for information or advice, and ComReg is not required to engage with their Service Provider, and a complaint is defined in ComReg Decision 10/25¹. 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 publication² includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q1 2026.^{3,4}

¹ 'Complaint' means an issue raised by an end-user to a Provider through one of the complaint handling channels in the Provider's code of practice for complaints handling or an issue that is otherwise handled by the Provider in accordance with section 5.1.3(i) of [this Decision Instrument](#) relating to the Provider's product, service, or its complaint handling process (which includes difficulty experienced making a complaint) and either:

(a) the issue remains unresolved following an initial attempt by the Provider to resolve it and the end-user expresses dissatisfaction, or

(b) there has been no attempt by the Provider to resolve the issue and 2 Working Days have elapsed since the issue was raised to the Provider by the end-user; in such circumstances the issue will be deemed to be a Complaint from the day the issue was raised to the Provider by the end-user. It shall not be necessary for an end-user to use a particular word or formula of words to make a Complaint.

² From Q3 2022, this publication has been re-named from "Consumer Line Statistics Report" to "Consumer Care Statistics Report".

³ 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.

⁴ ECS providers are referred to in this report as per their trading name on the [ComReg Service Register](#).

2 Executive Summary

In Q1 2026, ComReg's Consumer Care team recorded approximately 8,500 consumer contacts, compared to 9,600 consumer contacts in Q4 2025. In Q1 2026, approximately 3,400 issues were recorded, compared to 3,600 issues in Q4 2025. ComReg's Consumer Care team managed approximately 3,600 contacts from Service Providers during Q1 2026 and 3,900 contacts during Q4 2025.

In Q1 2026, 89% of all issues recorded were queries and 11% of all issues were complaints. 85.3% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.1% and 14.6% of all other issues, respectively. There was a 9% decrease in the total number of issues recorded compared to Q1 2025; ECS issues decreased by 7%, and PRS issues decreased by 89%.

In Q1 2026, ComReg's Consumer Care team recorded 231 Mobile Service Provider issues for Eir. 140 issues were recorded for 3. 143 issues were recorded for Virgin Media. 156 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 11.0 working days, compared to 13.0 working days in Q4 2025. The average number of complaints per 100,000 subscribers was 2.0.

In Q1 2026, ComReg's Consumer Care team recorded 566 Fixed Service Provider issues for Eir. 304 issues were recorded for Sky. 313 issues were recorded for Virgin Media. 226 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 Q4 2025. The average number of complaints per 100,000 fixed voice lines was 4.8. The average number of complaints per 100,000 fixed broadband lines was 11.0.

3 Consumer Care Overview

3.1 Consumer Care Contacts

In Q1 2026, approximately 8,500 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 channel⁵ over the last five quarters. In Q1 2026, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 3,600 service provider contacts in Q1 2026.

Number of Contacts to Consumer Care by Channel

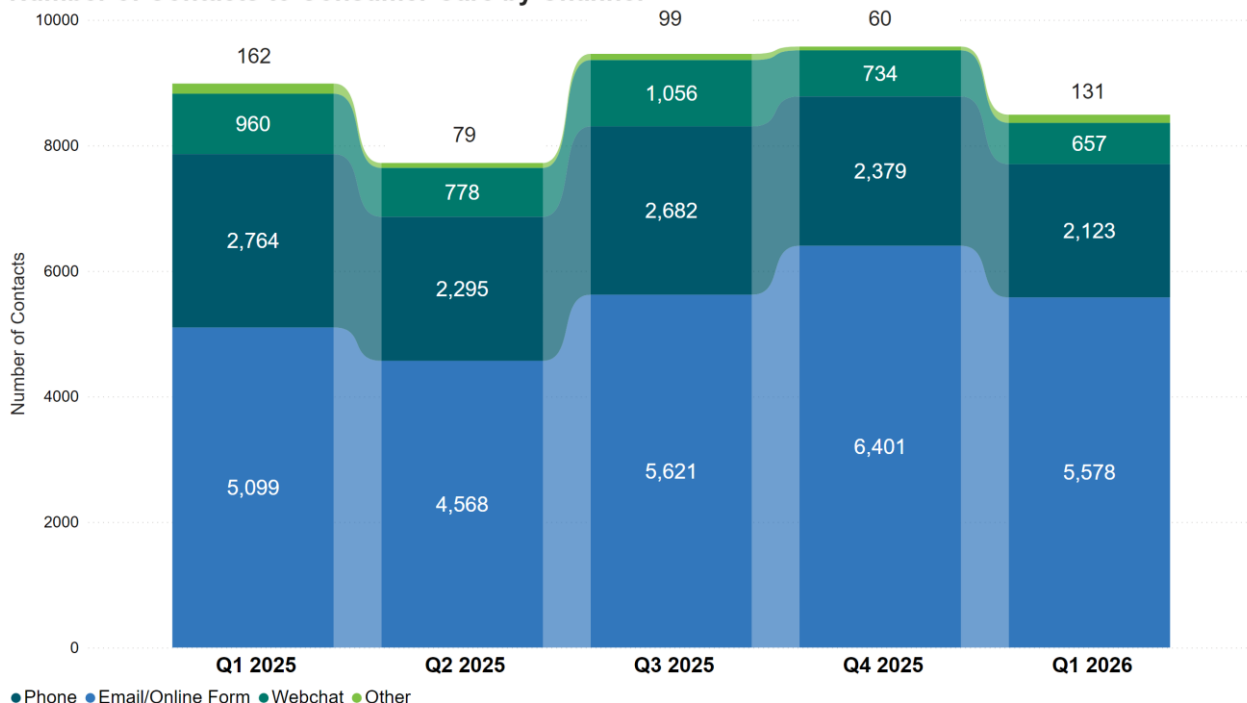


Figure 1: Split of contacts to ComReg's Consumer Care by Channel Q1 2025 – Q1 2026

⁵ 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 5⁶.

In Q1 2026, consumers completed 390 phone surveys in relation to queries, 259 phone surveys in relation to complaints, and 98 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q1 2026.

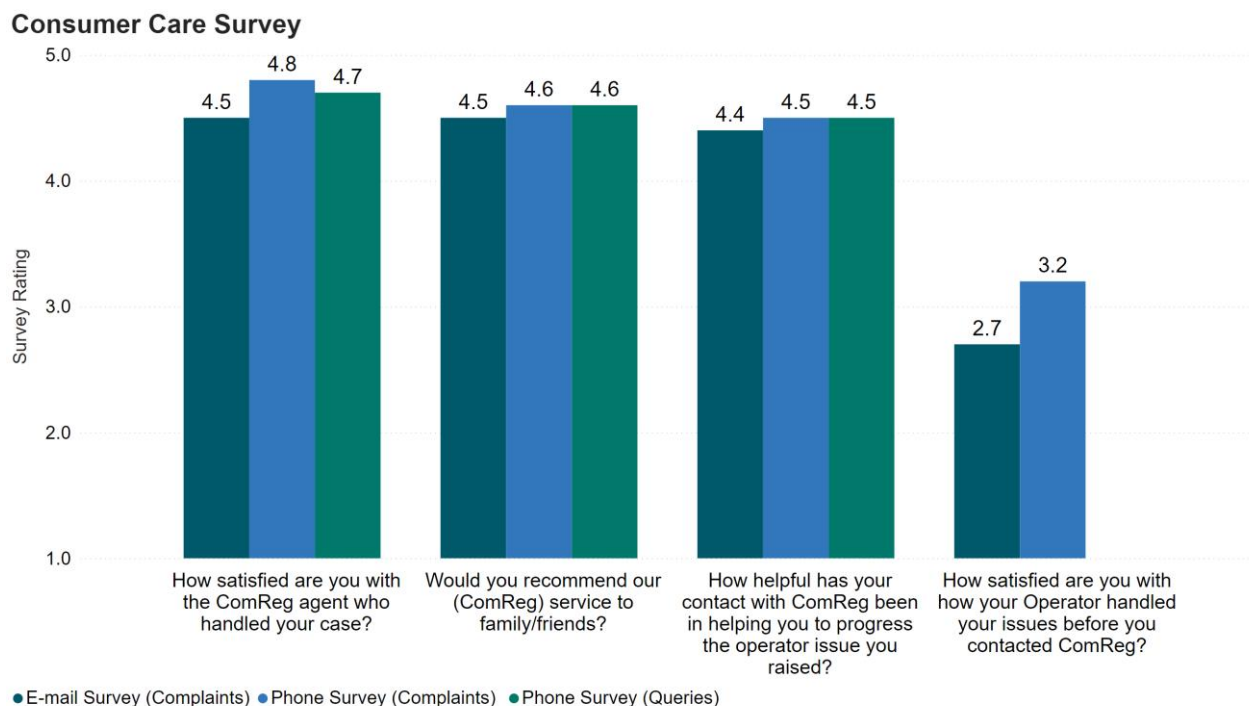


Figure 2: Consumer Care Survey ratings Q1 2026

⁶ 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 Q1 2026, ComReg recorded approximately 3,400 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 9% decrease in the total number of issues recorded compared to Q1 2025; ECS issues decreased by 7%, and PRS issues decreased by 89%. 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 Q1 2025 to Q1 2026.

Number of Issues by Category Type

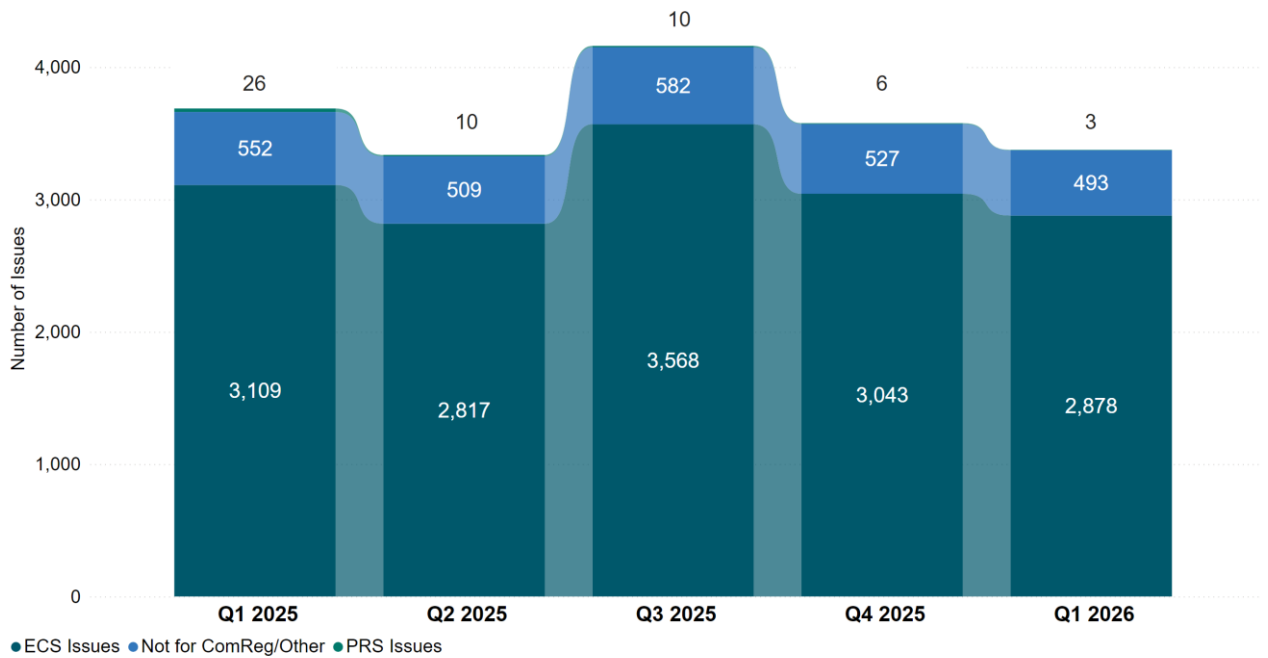


Figure 3: Number of issues recorded Q1 2025 – Q1 2026 by category

In Q1 2026, 85.3% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.1% and 14.6% of all other issues, respectively. Figure 4 below shows the split of these three category types.

Proportion of Issues by Category Type

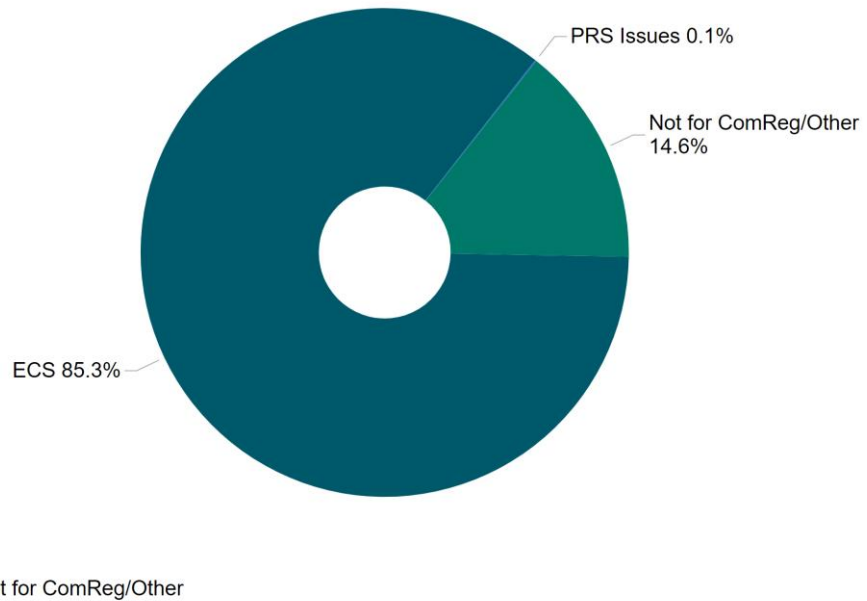


Figure 4: Split of all issues recorded in Q1 2026 by category

4.2 All ECS Issues Recorded by Classification Type⁷

In Q1 2026, approximately 3,400 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 Q4 2025 to Q1 2026.

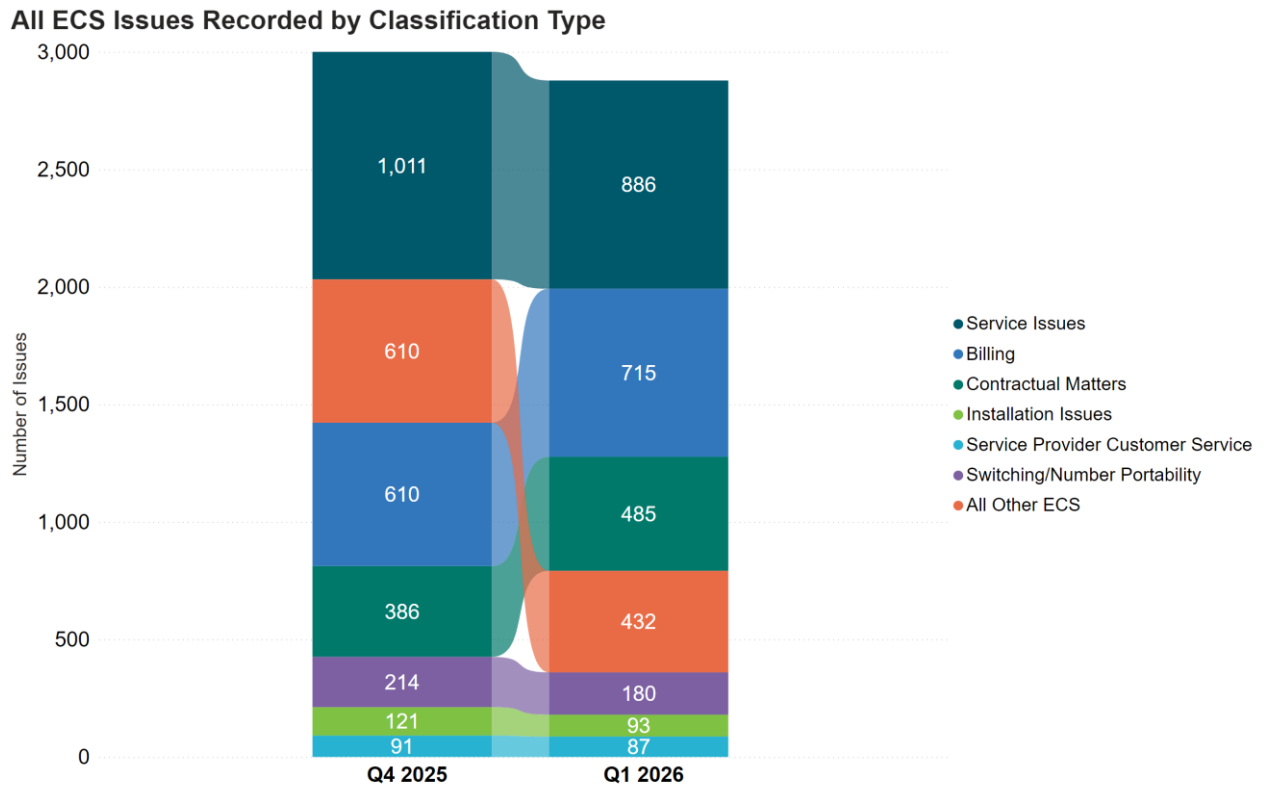


Figure 5: Number of ECS issues recorded by classification type Q4 2025 vs Q1 2026

⁷ See Annex 1 for Classification Type Index.

4.3 All Issues Recorded by Queries vs Complaints

In Q1 2026, 88.9% of all issues recorded were queries, and 11.1% were complaints. Of the 2,998 queries recorded in Q1 2026, 83.4% were in relation to ECS and 0.1% were in relation to PRS. Of the 376 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

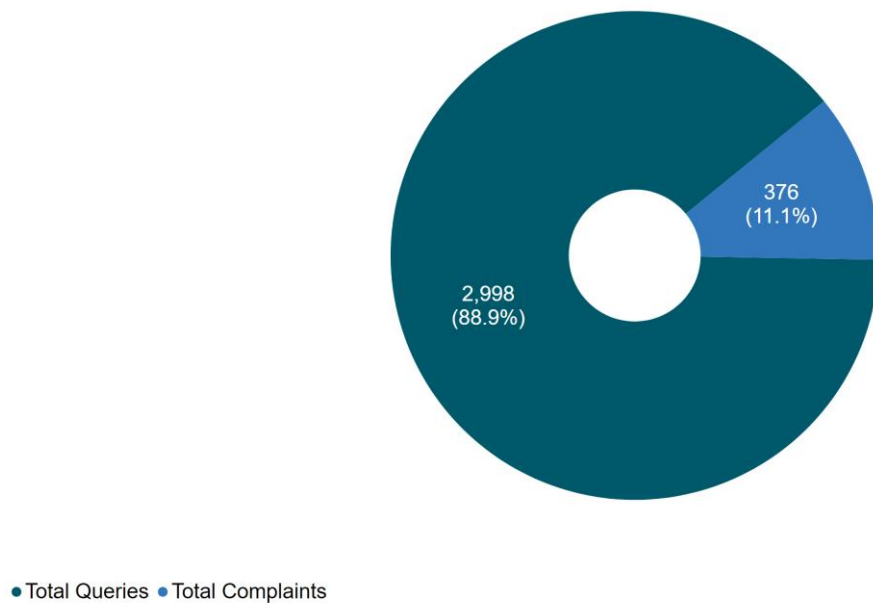
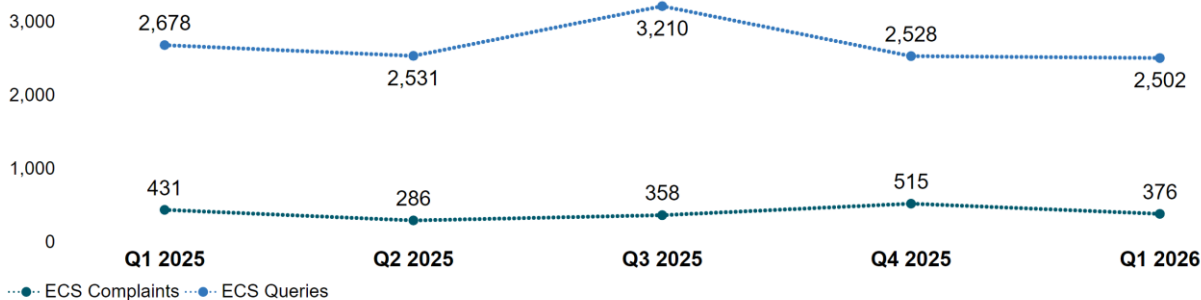


Figure 6: Split of issues recorded by query vs complaint Q1 2026

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 Q1 2025 to Q1 2026. From Q1 2025 to Q1 2026, ECS queries decreased by 7% and PRS queries decreased by 88%; ECS complaints decreased by 13% 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

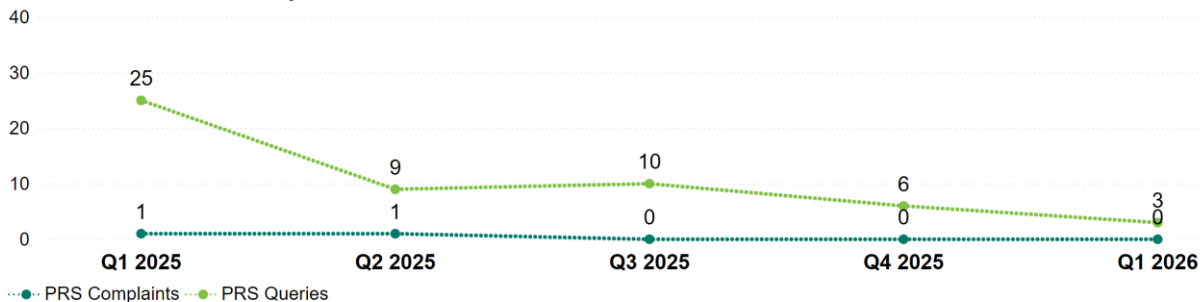


Figure 7: ECS and PRS complaints and queries recorded Q1 2025 – Q1 2026

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 Eir⁸, 3⁹, Virgin Media³, Vodafone¹⁰ and ‘Other’ Mobile Service Providers¹¹, comparing Q4 2025 to Q1 2026. The total number of issues recorded for Mobile Service Providers in Q1 2026 was 938 compared to Q4 2025, where 1,068 issues were recorded.

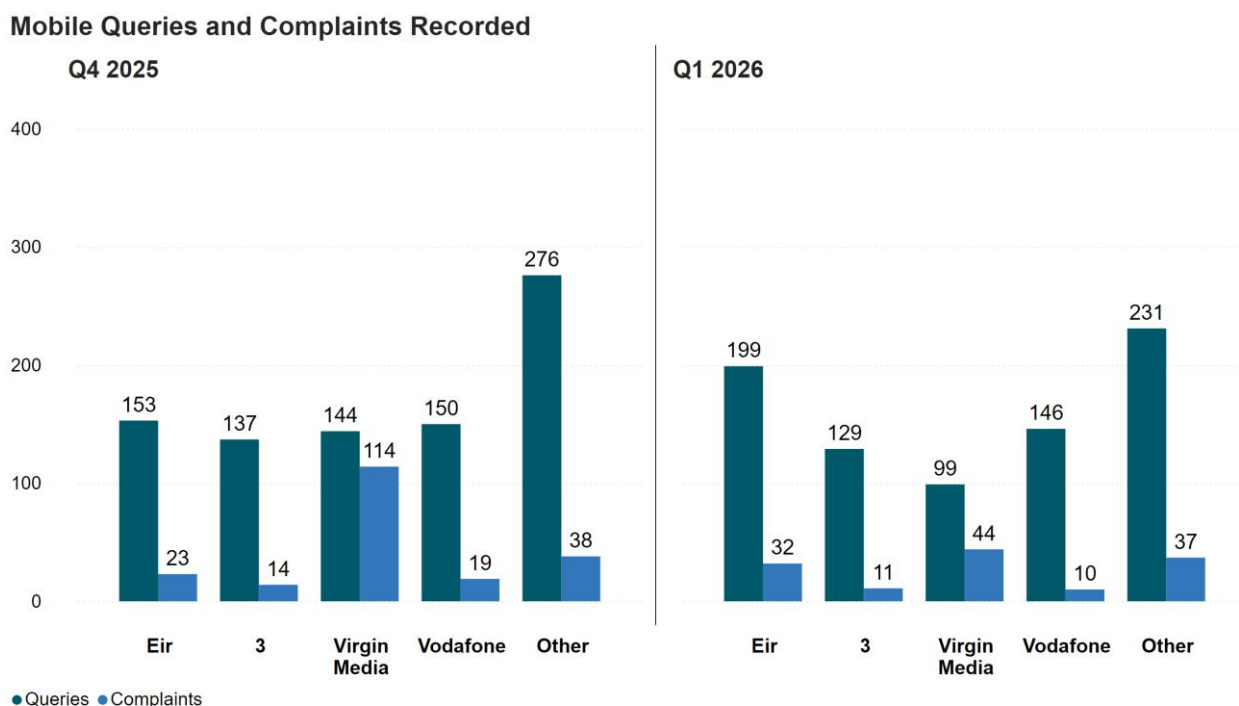


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q4 2025 vs Q1 2026

⁸ Throughout this report, issues recorded for GoMo are included in Eir’s figures.

⁹ Throughout this report, issues recorded for 48 are included in 3’s figures.

¹⁰ Throughout this report, issues recorded for Clear Mobile are included in Vodafone’s figures.

¹¹ 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 Q4 2025 to Q1 2026.

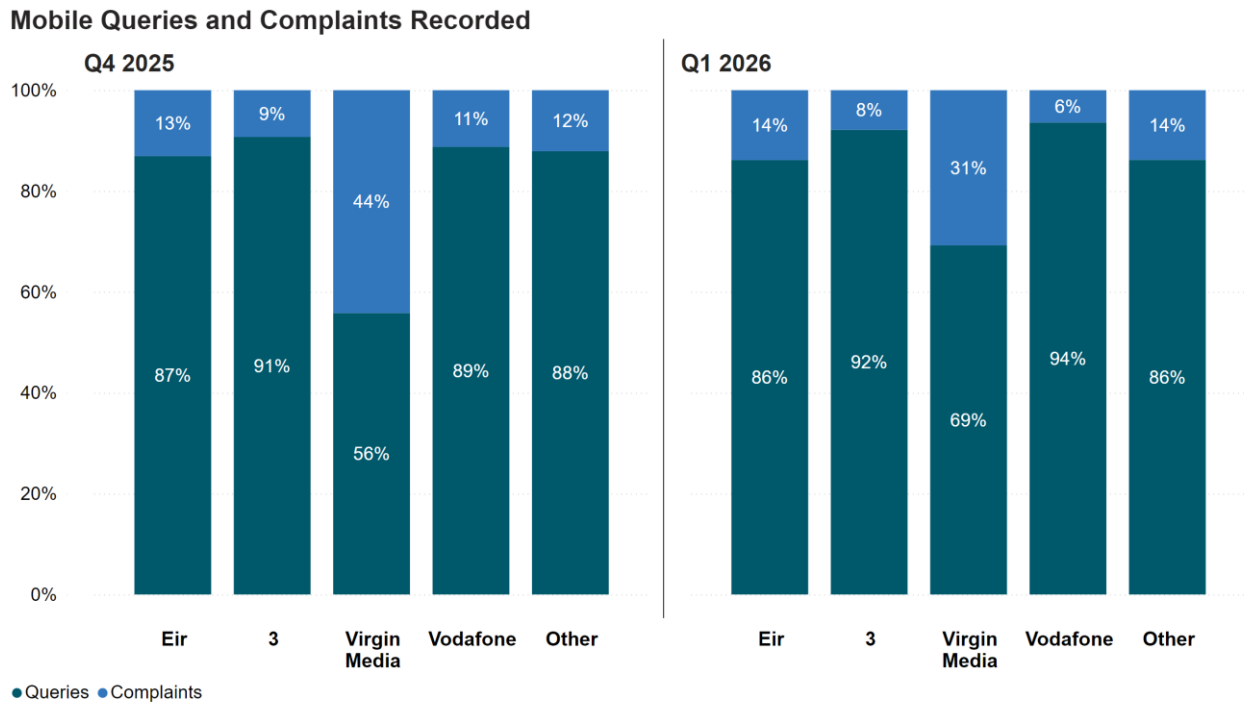
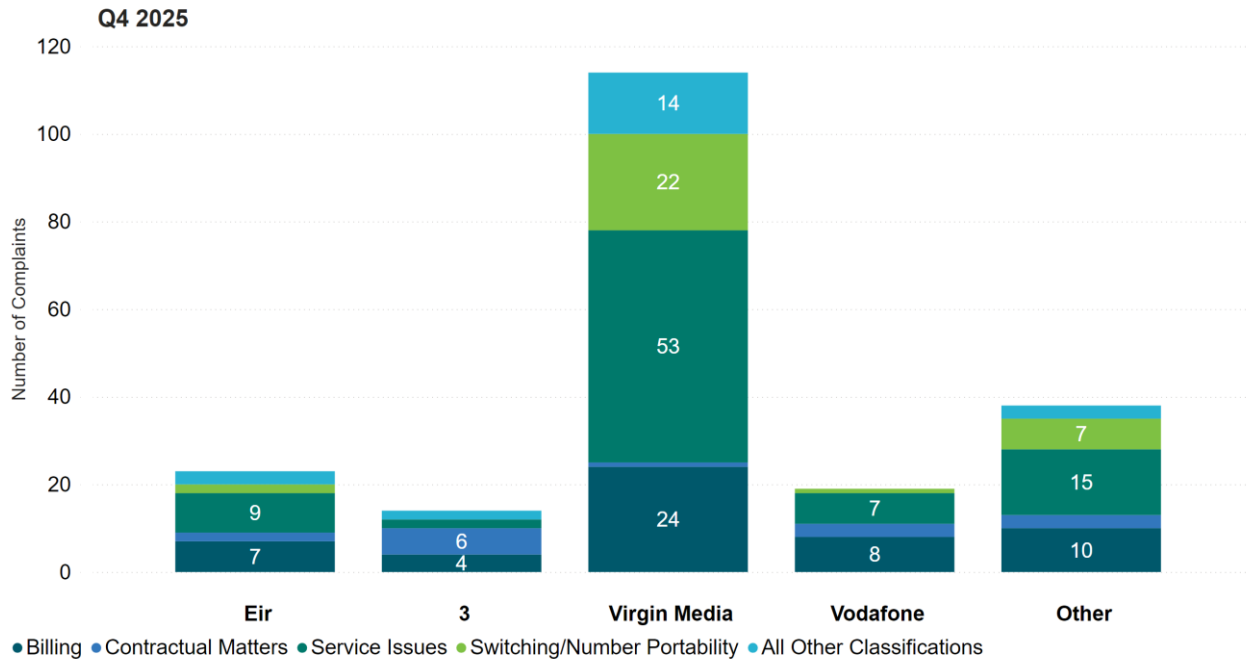


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q4 2025 vs Q1 2026

5.2 Mobile Service Provider ECS Complaints by Classification Type

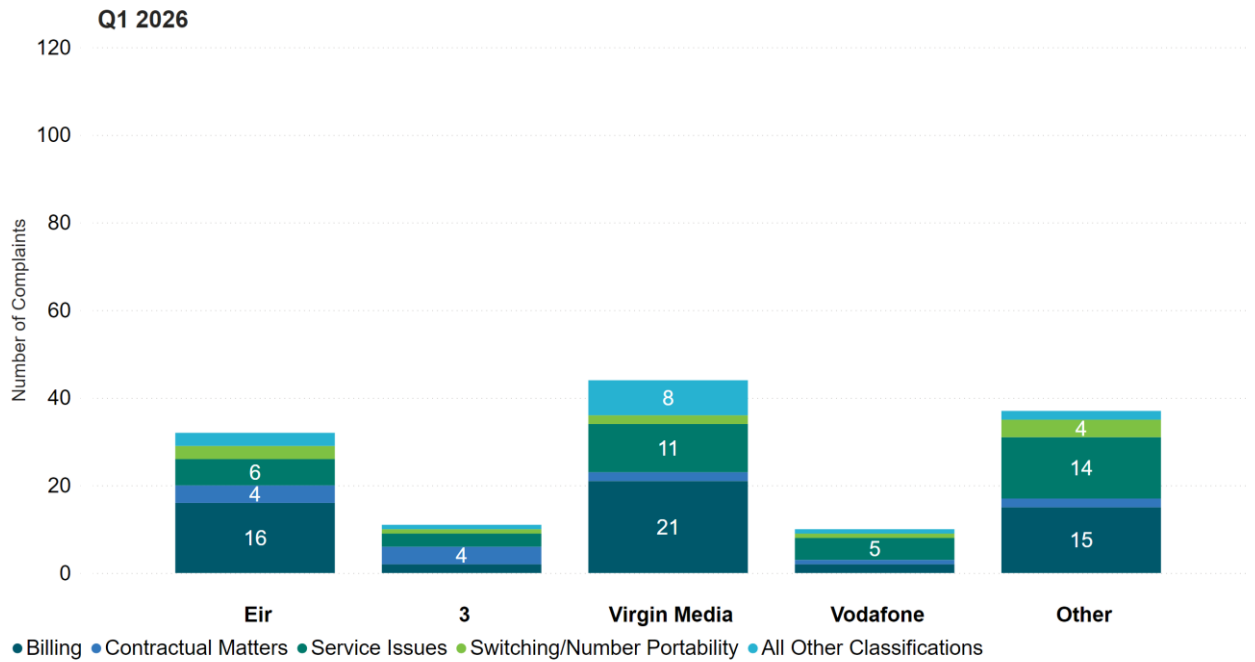
Figure 10 shows ECS complaints by classification type for each Mobile Service Provider listed in Figure 8, comparing Q4 2025 with Q1 2026. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

Mobile Complaints Recorded



Period	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
Q4 2025					
Eir	7	2	9	2	3
3	4	6	2	0	2
Virgin Media	24	1	53	22	14
Vodafone	8	3	7	1	0
Other	10	3	15	7	3

Mobile Complaints Recorded



Period	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
Q1 2026					
Eir	16	4	6	3	3
3	2	4	3	1	1
Virgin Media	21	2	11	2	8
Vodafone	2	1	5	1	1
Other	15	2	14	4	2

Figure 10: Mobile Service Provider ECS complaints by classification type Q4 2025 vs Q1 2026

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 Q4 2025 to Q1 2026.

Eir	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Billed more than agreed amount	26	34
Billed after cancellation	9	19
Loss of service	20	17
Equipment issues - handset	10	13
Switching/number portability - delay switching		12

3	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	11	16
Billed more than agreed amount	20	14
Service issues - intermittent service		11
Terms & conditions - cancellation penalties	13	10
Contract termination issues - cancellation not accepted		7

Virgin Media	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	96	21
Billed more than agreed amount	29	17

Billed after cancellation		9
Service issues - intermittent service		9
Switching/number portability - delay switching	14	8

Vodafone	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Mobile coverage	10	19
Billed more than agreed amount	21	14
Billed after cancellation		10
Misleading sales		10
Equipment issues - handset	13	9

Figure 11: Highest number of issues recorded by Mobile Service Provider Q4 2025 vs Q1 2026

5.4 Mobile Service Provider ECS Complaints Closed in Q1 2026

5.4.1 Number of Complaints Closed by Service Provider

Figure 12 shows the number of ECS complaints closed in Q1 2026, 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 Q1 2026 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

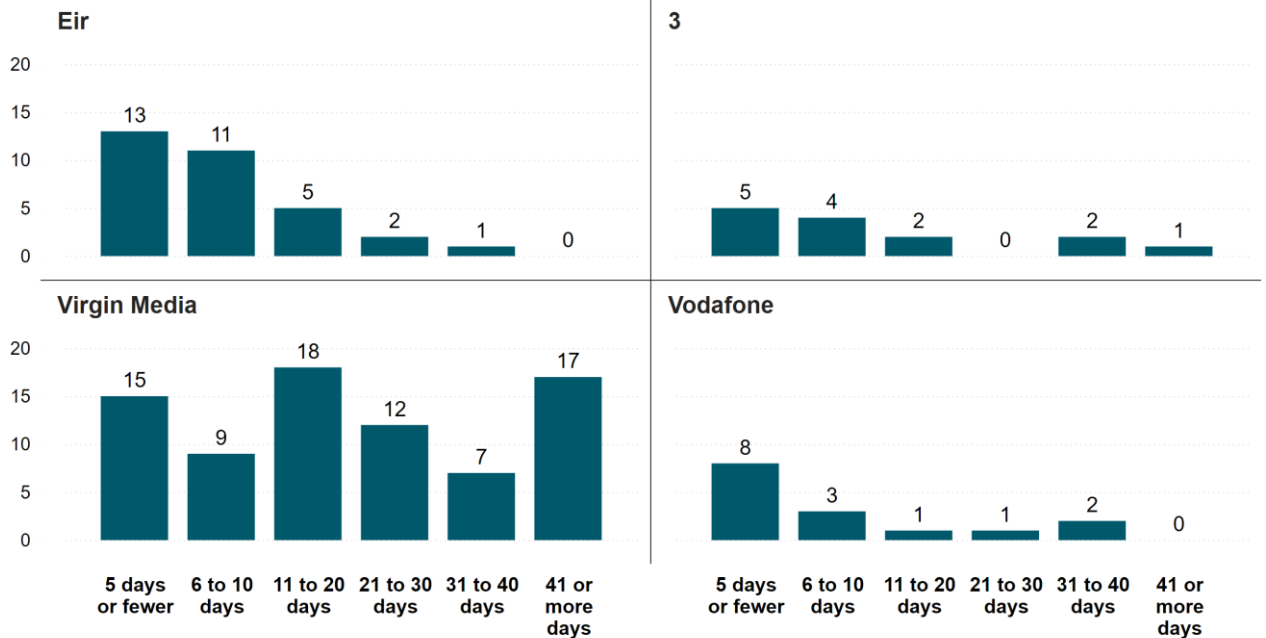


Figure 12: ECS complaints closed in Q1 2026 by Mobile Service Provider and number of working days open

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 Q4 2025¹² to Q1 2026. Complaints closed within Q1 2026 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 January 2026. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Mobile Service Providers.

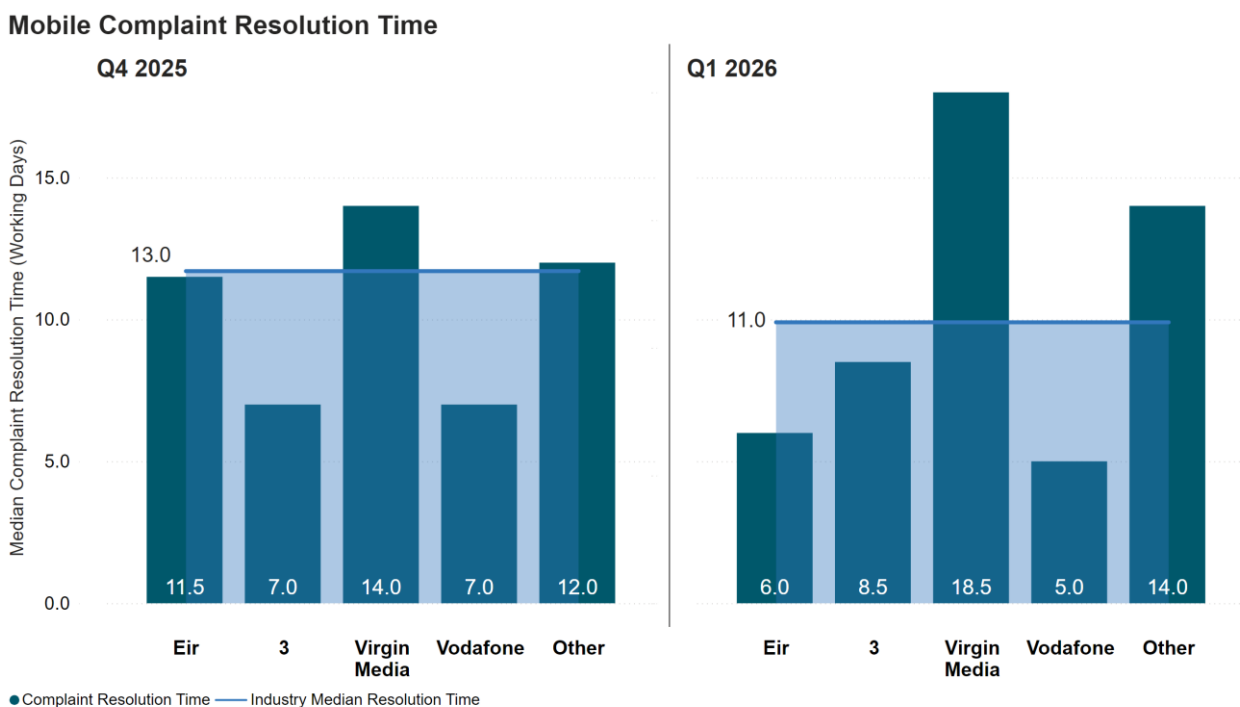


Figure 13: Median complaint resolution time by Mobile Service Provider Q4 2025 vs Q1 2026

¹² For details of complaints closed in Q4 2025, see ComReg Consumer Care Statistics Report Q4 2025.

Figure 14 below provides the Q1 2026 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)

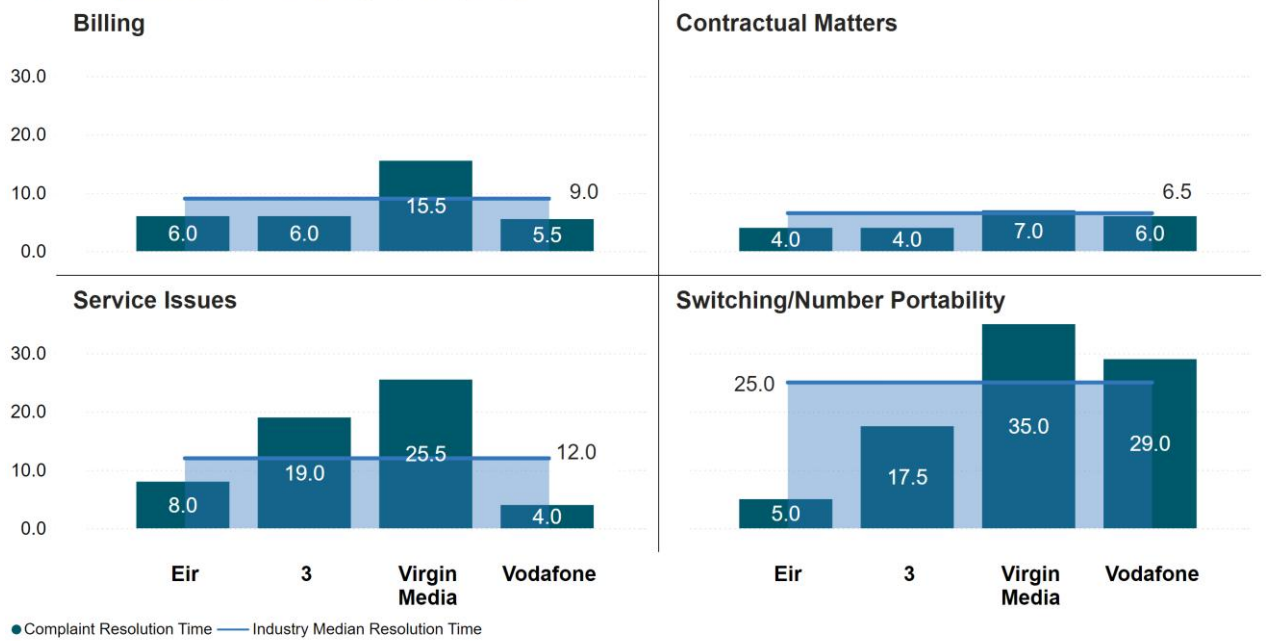


Figure 14: Median complaint resolution time by classification type and Mobile Service Provider Q1 2026

5.5 Mobile Service Provider ECS Complaints Open at 31 March 2026

Figure 15 shows the number ECS complaints open at 31 March 2026, 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 31 March 2026

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

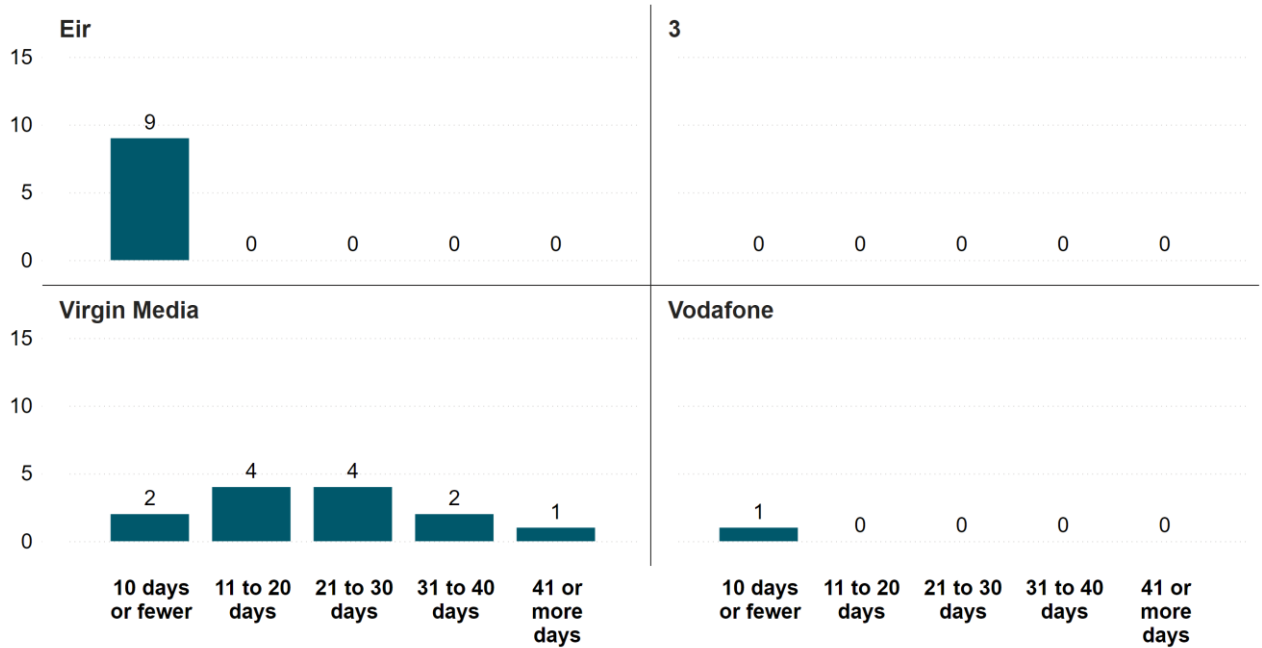


Figure 15: Mobile Service Provider ECS complaints open at 31 March 2026 by number of working days since first escalation

5.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 16¹³ below shows the average number of complaints per 100,000¹⁴ subscribers for each Mobile Service Provider listed in Figure 8 and the total industry average for Q1 2026. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

Mobile Complaints per 100,000 Subscribers

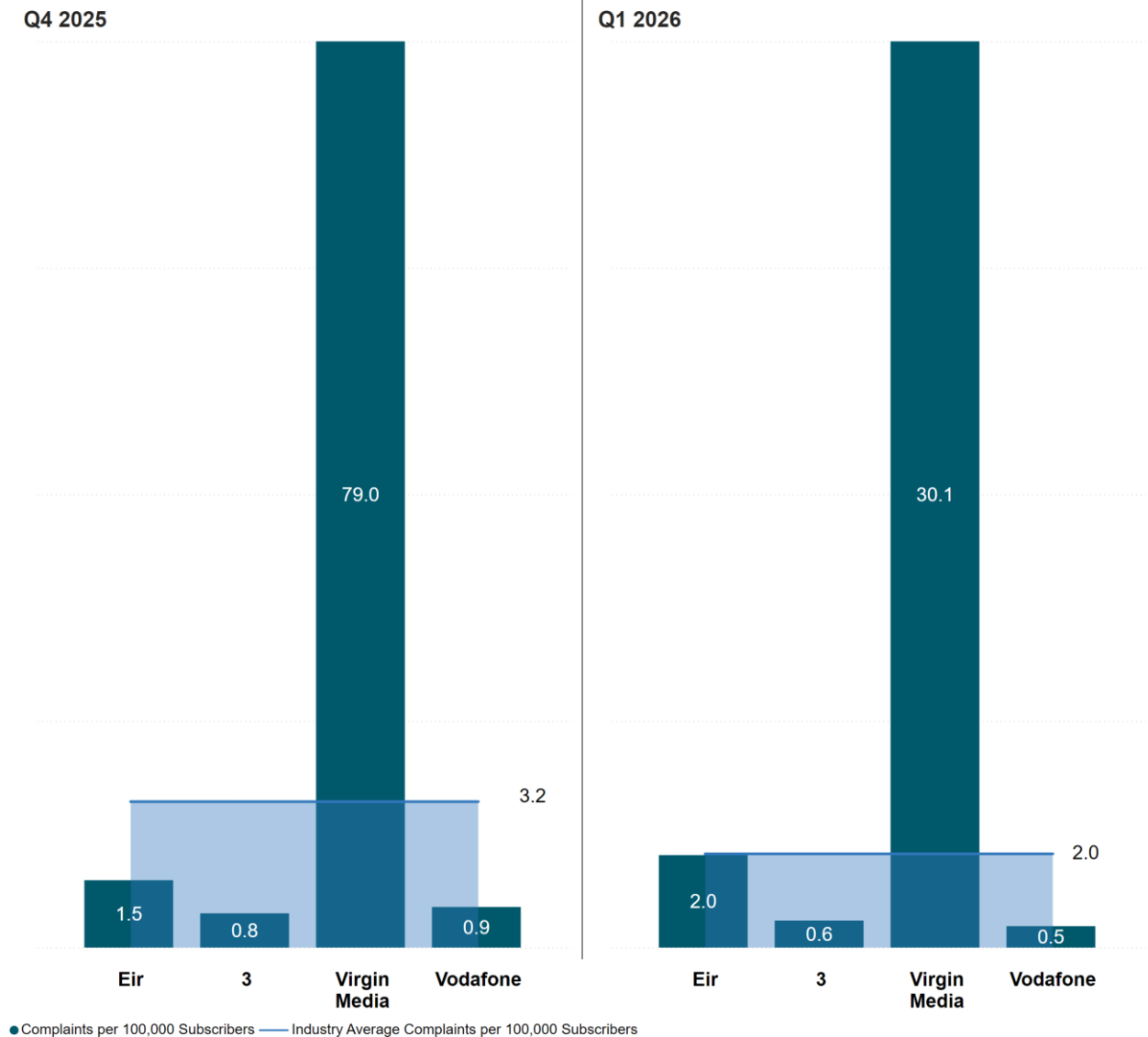


Figure 16: ECS complaints per 100,000 subscribers by Mobile Service Provider Q4 2025 vs Q1 2026

¹³ Visual representation is illustrative and not strictly to scale.

¹⁴ 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 Q1 2026 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 provider¹⁵ 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	3

Figure 17: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q1 2026

¹⁵ <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 two decimal places) per 100,000 subscribers.

PRS Issues per 100,000 Subscribers

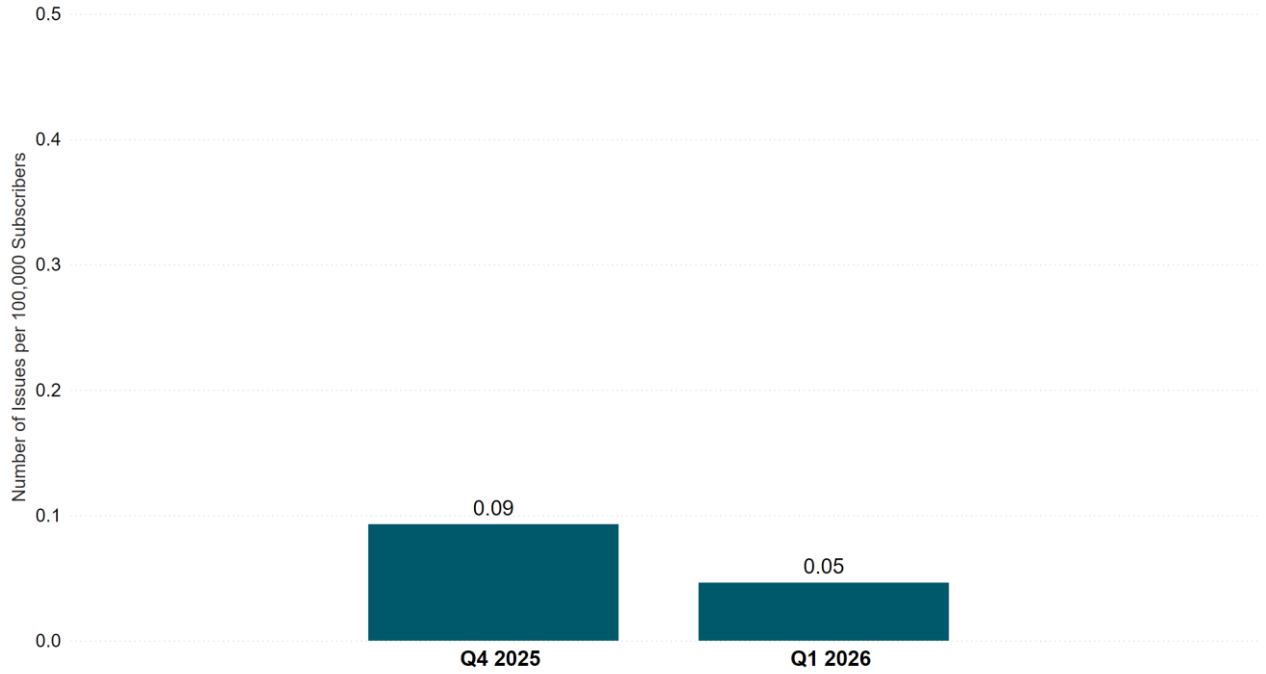


Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q4 2025 vs Q1 2026

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, Sky, Virgin Media, Vodafone, and all 'Other'¹⁶ Fixed Service Providers, comparing Q4 2025 to Q1 2026. The total number of issues recorded for Fixed Service Providers in Q1 2026 was 1,744, compared to 1,653 issues in Q4 2025.

Fixed Queries and Complaints Recorded

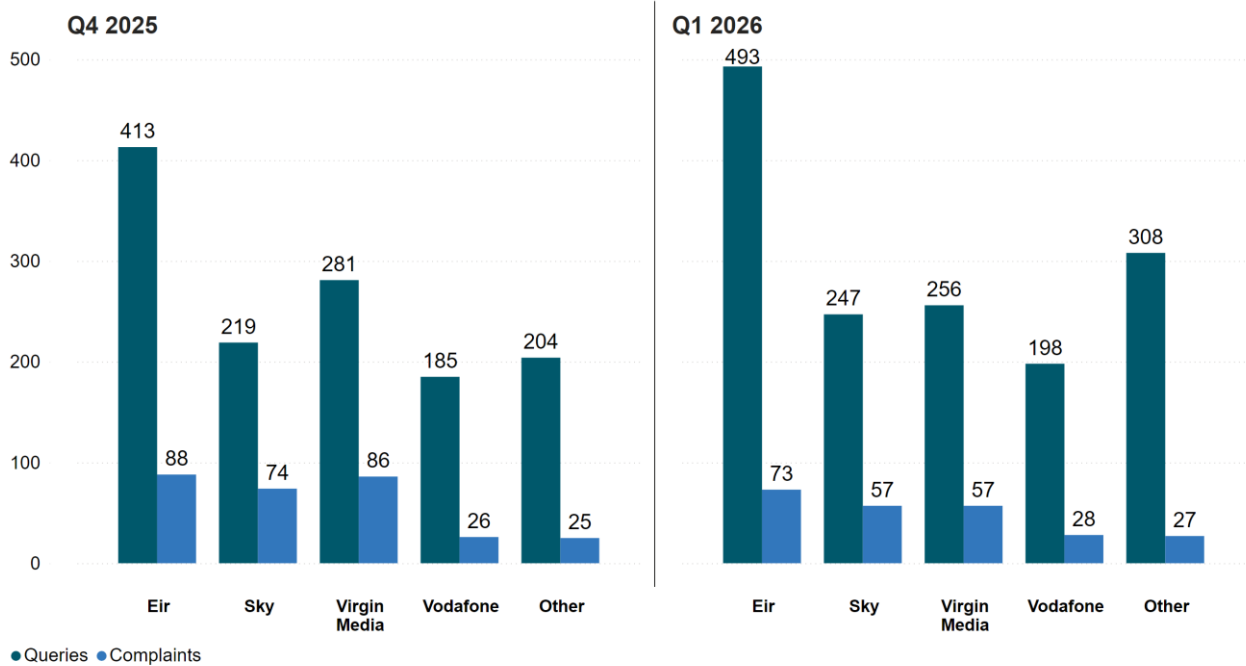


Figure 19: Number of ECS queries and complaints by Fixed Service Provider Q4 2025 vs Q1 2026

¹⁶ '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, Sky, Virgin Media and Vodafone, comparing Q4 2025 to Q1 2026.

Fixed Queries and Complaints Recorded

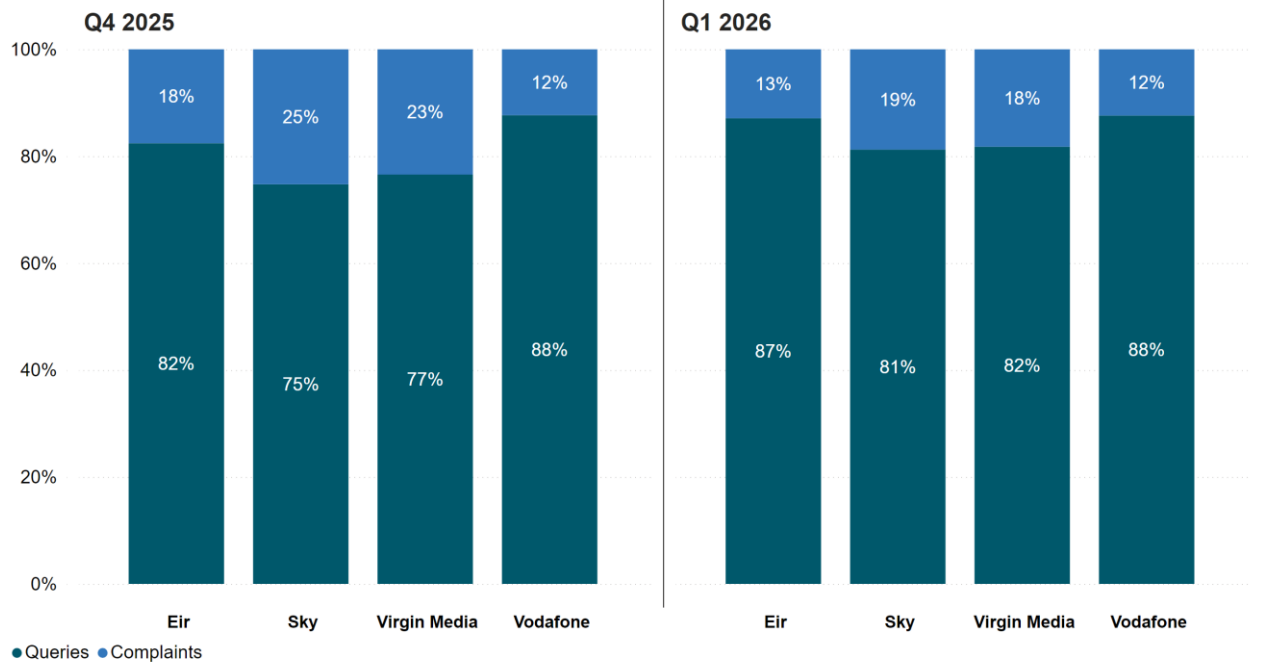
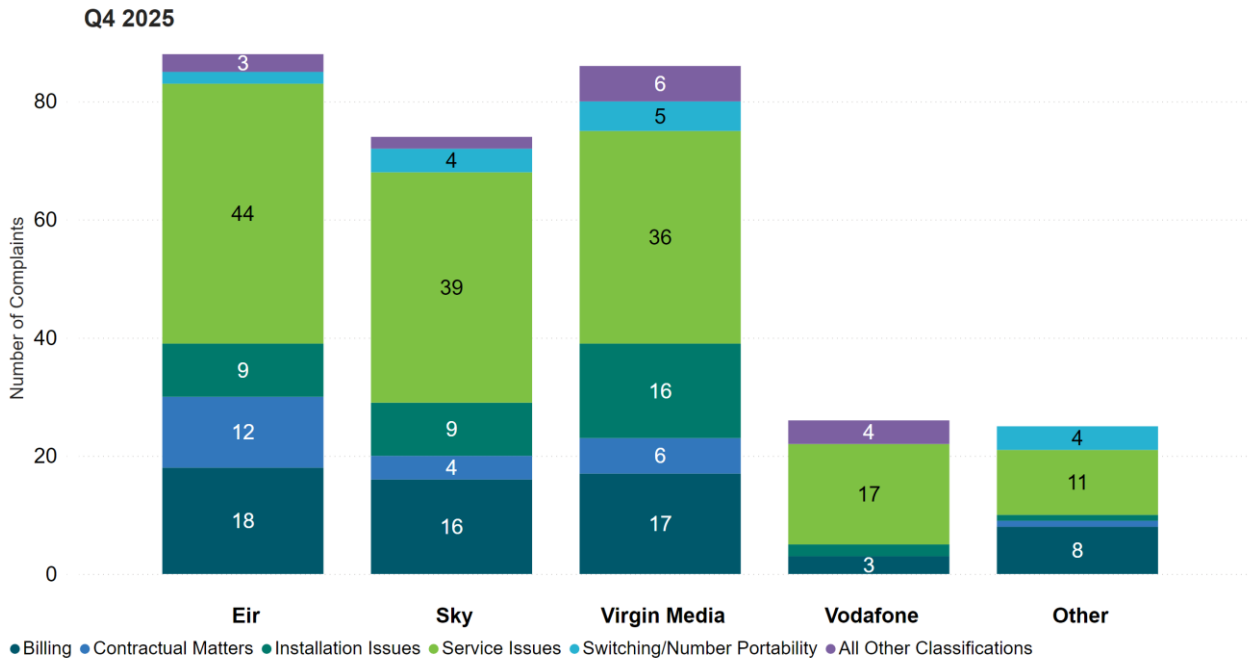


Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q4 2025 vs Q1 2026

6.2 Fixed Service Provider ECS Complaints by Classification Type

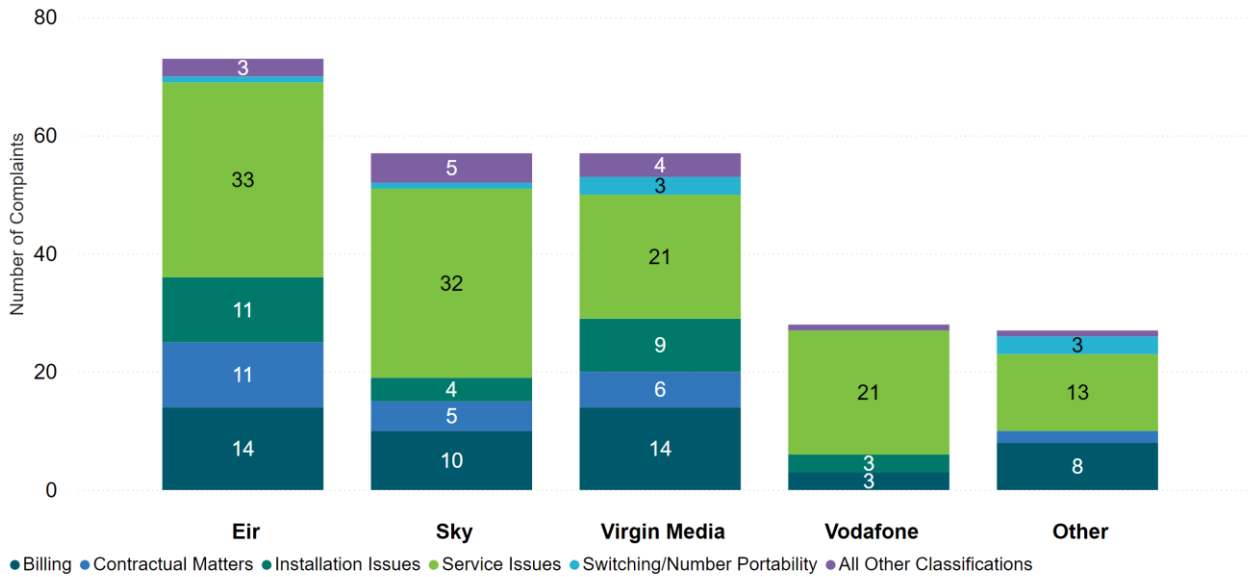
Figure 21 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 19, comparing Q4 2025 with Q1 2026. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.

Fixed Complaints Recorded



Period	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
Q4 2025						
Eir	18	12	9	44	2	3
Sky	16	4	9	39	4	2
Virgin Media	17	6	16	36	5	6
Vodafone	3	0	2	17	0	4
Other	8	1	1	11	4	0

Fixed Complaints Recorded
Q1 2026



Period	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
Q1 2026						
Eir	14	11	11	33	1	3
Sky	10	5	4	32	1	5
Virgin Media	14	6	9	21	3	4
Vodafone	3	0	3	21	0	1
Other	8	2	0	13	3	1

Figure 21: Fixed Service Provider ECS complaints by classification type Q4 2025 vs Q1 2026

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 Q4 2025 to Q1 2026.

Eir	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	151	124
Billed after cancellation		43
Billed more than agreed amount	26	43
Terms & conditions - cancellation penalties	33	37
Contractual matters - pricing transparency		36

Sky	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	79	82
Billed more than agreed amount	18	23
Service issues - intermittent service	14	18
Double billed		18
Contractual matters - pricing transparency		17

Virgin Media	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	74	57

Billed more than agreed amount	29	33
Service availability		26
Delay in installation	23	21
Billed after cancellation		20

Vodafone	Number of Issues	Number of Issues
	Q4 2025	Q1 2026
Loss of service	74	56
Billed after cancellation		17
Billed more than agreed amount	17	16
Service issues - intermittent service	19	14
Double billed		12

Figure 22: Highest number of issues recorded by Fixed Service Provider Q4 2025 vs Q1 2026

6.4 Fixed Service Provider ECS Complaints Closed in Q1 2026

6.4.1 Number of Complaints Closed by Service Provider

Figure 23 below shows ECS complaints closed in Q1 2026, for each Fixed Service Provider listed in Figure 19, broken down by number of working days. Complaints closed within Q1 2026 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

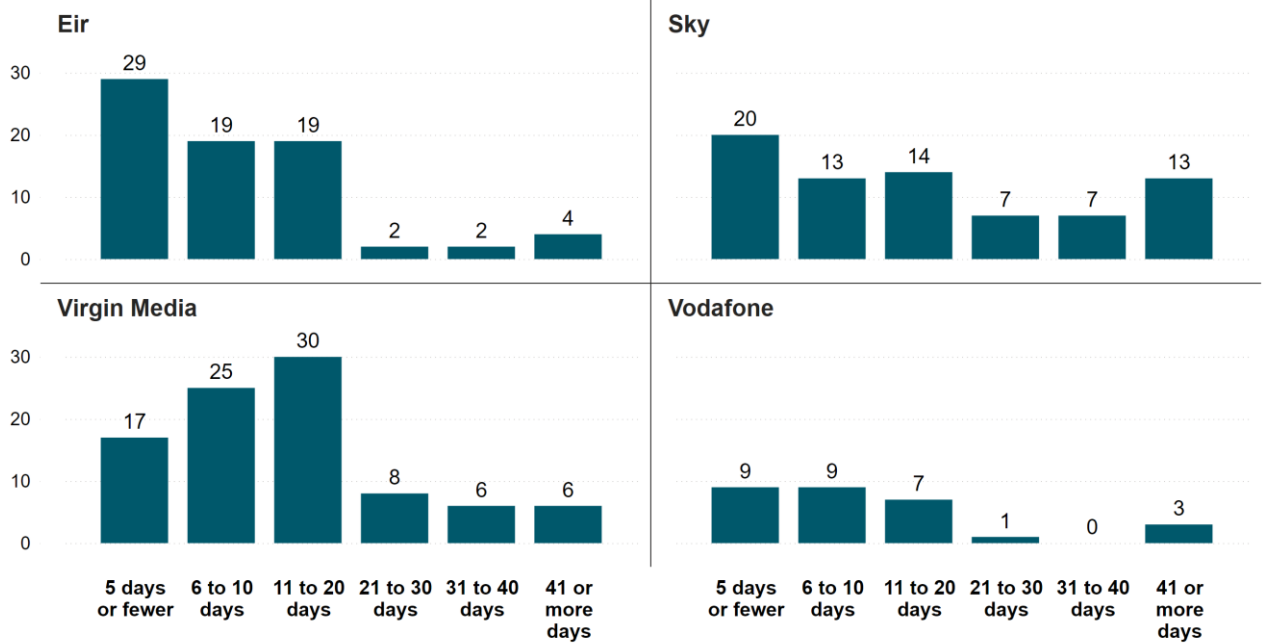


Figure 23: Fixed Service Provider ECS complaints closed in Q1 2026 by number of working days open

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 Q4 2025 to Q1 2026. Complaints closed within Q4 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 January 2026. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

Fixed Complaint Resolution Time

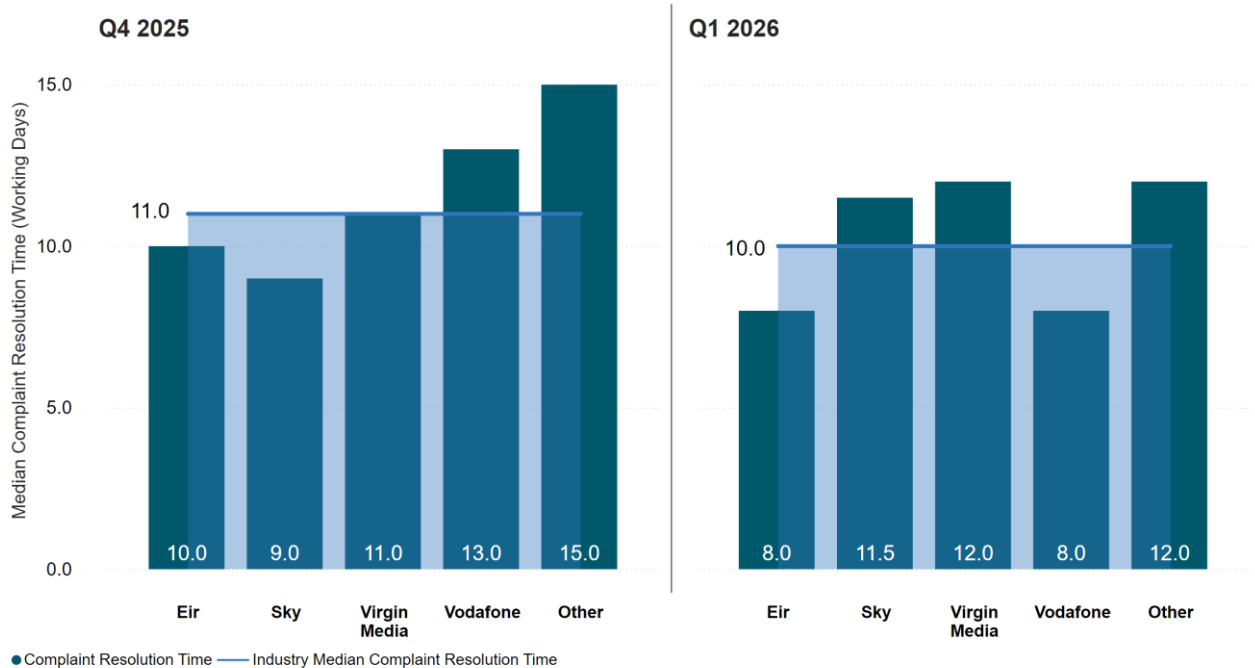


Figure 24: Median complaint resolution time by Fixed Service Provider Q4 2025 vs Q1 2026

Figure 25 below provides the Q1 2026 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)

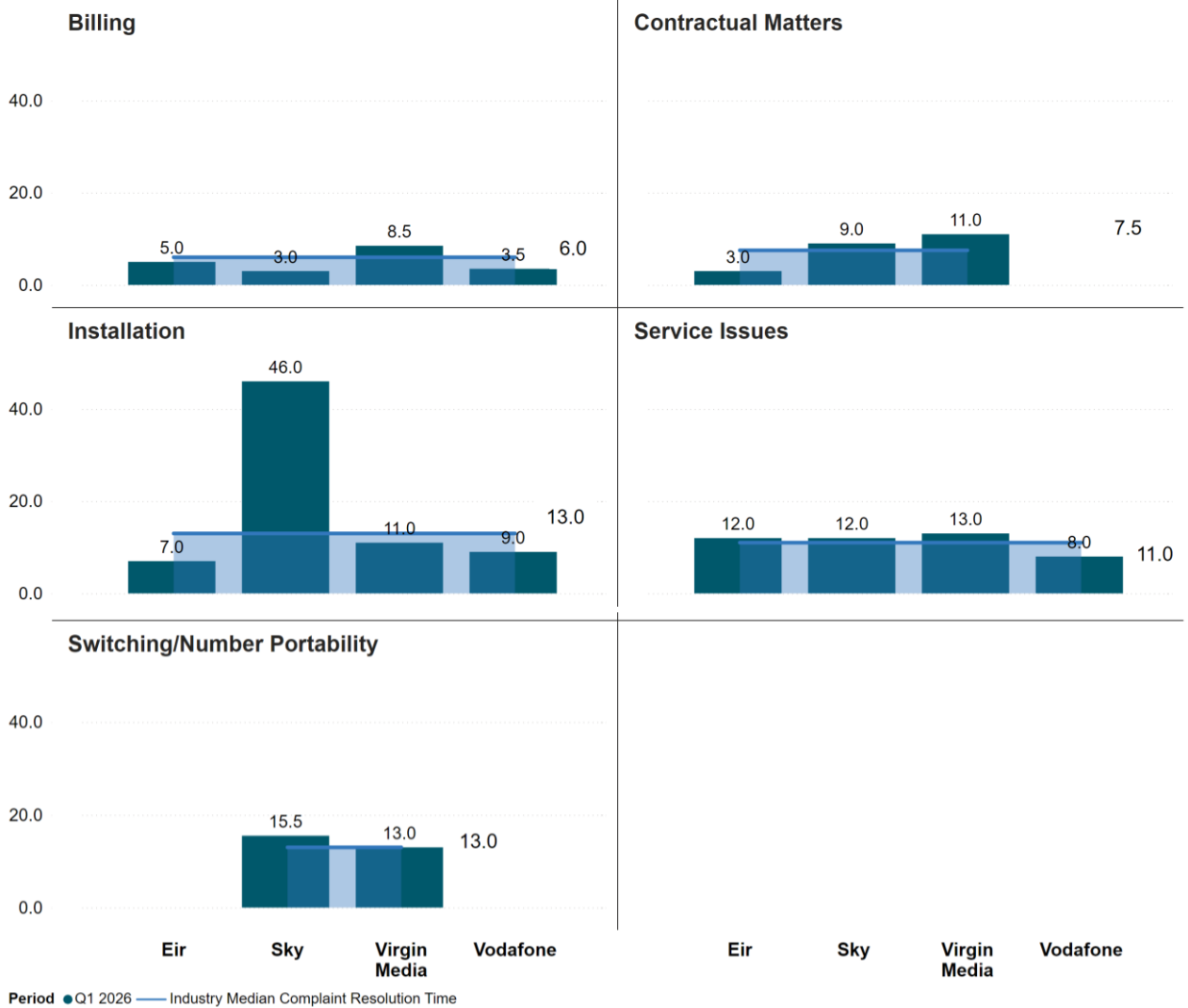


Figure 25: Median complaint resolution time by classification type and Fixed Service Provider Q1 2026

6.5 Fixed Service Provider ECS Complaints Open at 31 March 2026

Figure 26 shows the number of ECS complaints open at 31 March 2026, 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 31 March 2026

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

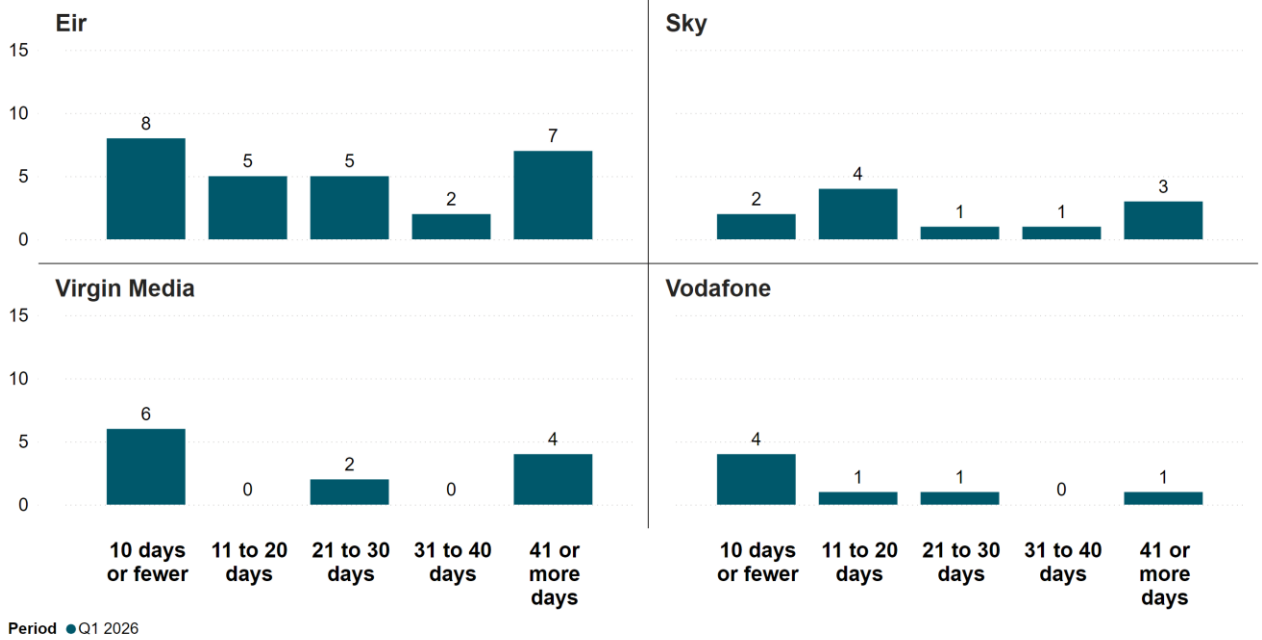


Figure 26: Fixed Service Provider ECS complaints open at 31 March 2026 by number of working days since first escalation

6.6 Fixed Service Provider ECS Complaints per 100,000 Lines¹⁷

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.

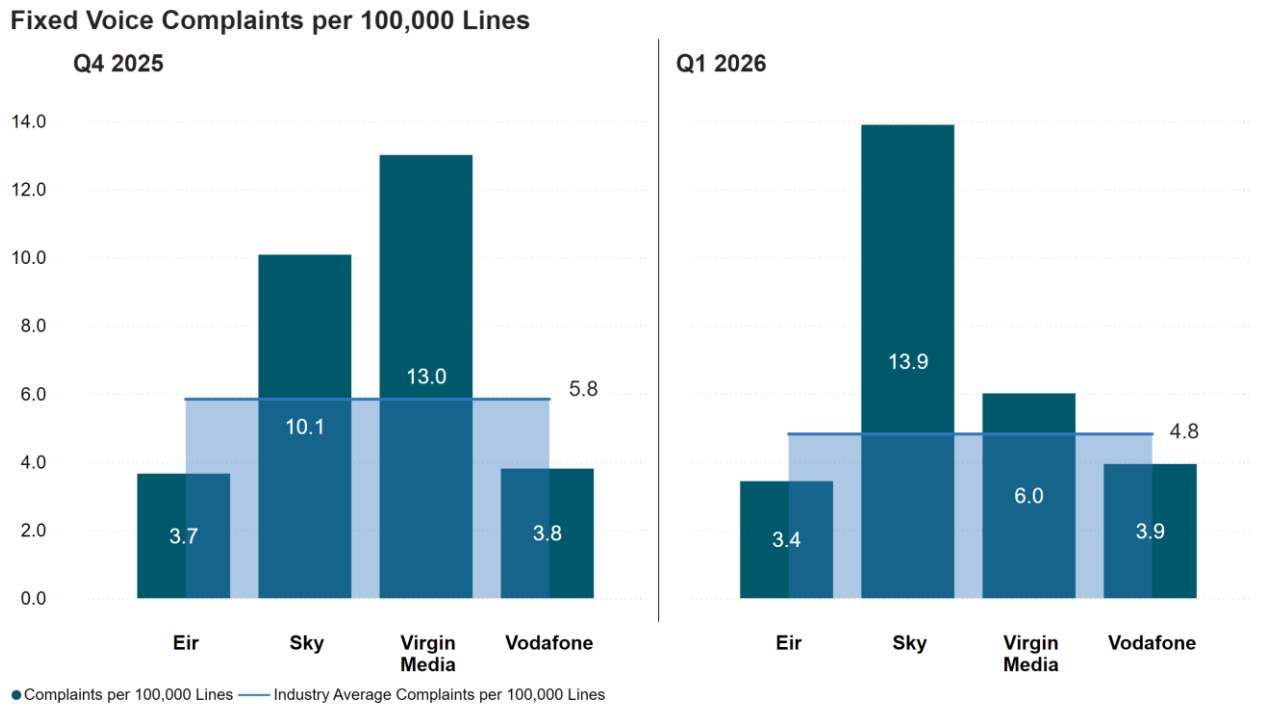


Figure 27: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q4 2025 vs Q1 2026

¹⁷ 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.

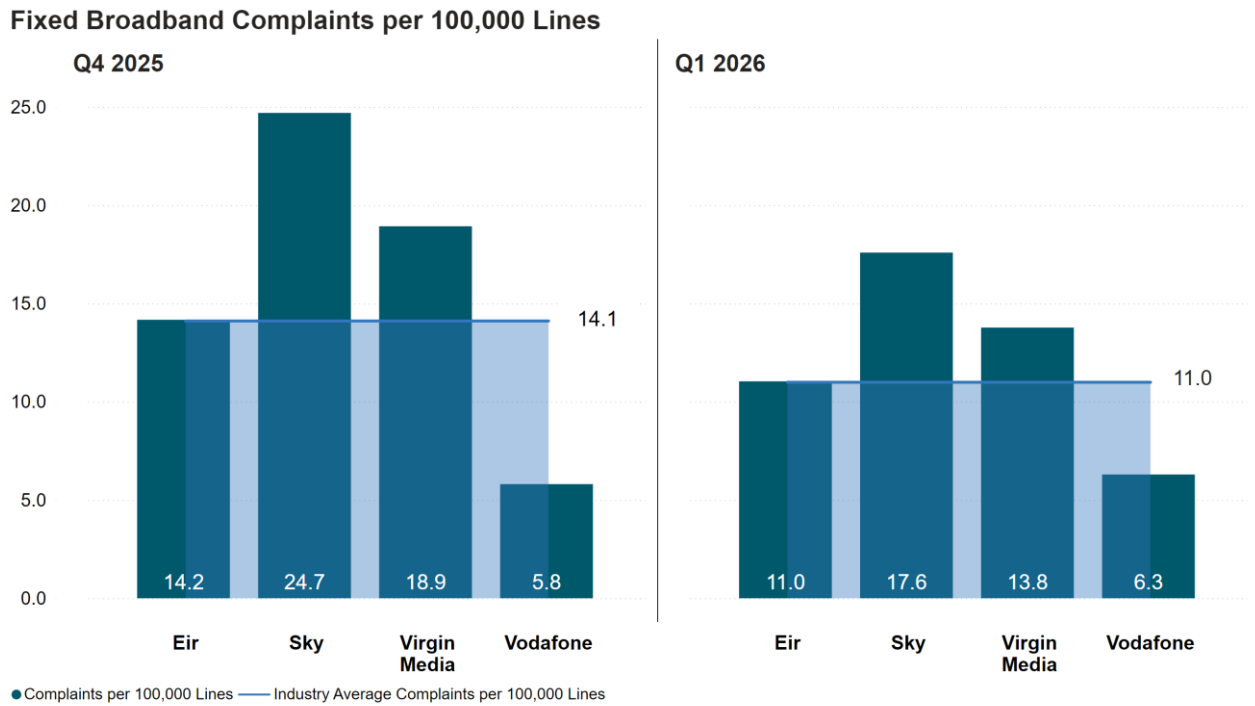


Figure 28: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q4 2025 vs Q1 2026

Annex 2: ComReg Consumer Care Contact Details

Phone

Consumer Queries: 01 804 9668

E-mail

Consumer Queries: 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 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

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 types¹⁸ relevant to highest volume issues recorded in Q1 2026¹⁹.

Billing includes:
Billed after cancellation
Billed more than agreed amount
Double billed

Contractual Matters includes:
Contractual matters - pricing transparency
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

¹⁸ Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

¹⁹ For detail on classification and sub-classification types relevant to highest volume issues recorded in Q4 2025, see ComReg Consumer Care Statistics Report Q4 2025.

Switching/Number Portability includes:

Switching/number portability - delay switching

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