



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q2 2025 – 1 April to 30 June 2025

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 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 publication¹ includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q2 2025.^{2,3}

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

² 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.

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

2 Executive Summary

In Q2 2025, ComReg's Consumer Care team recorded approximately 7,700 consumer contacts, compared to 9,000 consumer contacts in Q1 2025. In Q2 2025, approximately 3,300 issues were recorded, compared to 3,700 issues in Q1 2025. ComReg's Consumer Care team managed approximately 2,800 contacts from Service Providers during Q2 2025 and 3,100 contacts during Q1 2025.

In Q2 2025, 88% of all issues recorded were queries and 12% of all issues were complaints. 84.4% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.3% and 15.3% of all other issues, respectively. There was a 10% decrease in the total number of issues recorded compared to Q2 2024; ECS issues decreased by 7%, and PRS issues decreased by 67%.

In Q2 2025, ComReg's Consumer Care team recorded 157 Mobile Service Provider issues for Eir. 157 issues were recorded for 3. 141 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 9.0 working days, compared to 12.0 working days in Q1 2025. The average number of complaints per 100,000 subscribers was 1.3.

In Q2 2025, ComReg's Consumer Care team recorded 558 Fixed Service Provider issues for Eir. 75 issues were recorded for Pure Telecom. 212 issues were recorded for Sky. 275 issues were recorded for Virgin Media. 266 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 11.0 working days, compared to 9.0 working days in Q1 2025. The average number of complaints per 100,000 fixed voice lines was 4.7. The average number of complaints per 100,000 fixed broadband lines was 9.1.

3 Consumer Care Overview

3.1 Consumer Care Contacts

In Q2 2025, approximately 7,700 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 channel⁴ over the last five quarters. In Q2 2025, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 2,800 service provider contacts in Q2 2025.

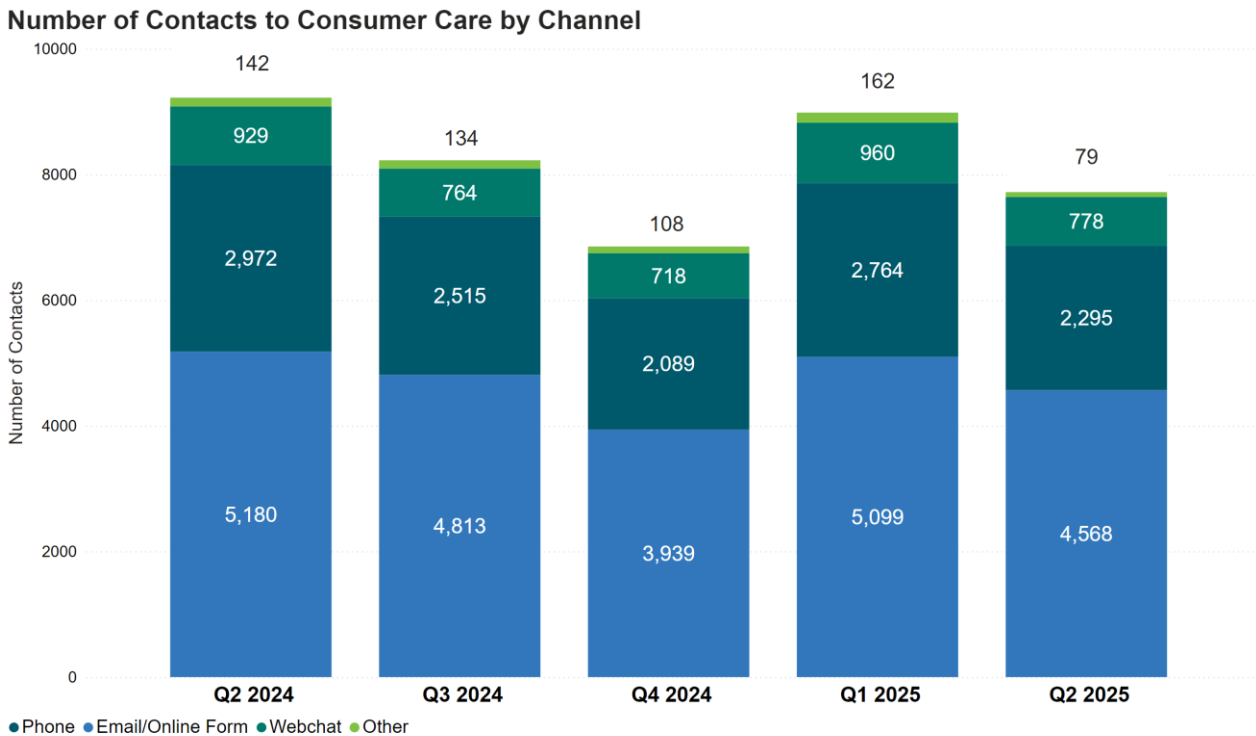


Figure 1: Split of contacts to ComReg's Consumer Care by Channel Q2 2024 – Q2 2025

⁴ 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 5⁵.

In Q2 2025, consumers completed 377 phone surveys in relation to queries, 271 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 Q2 2025.

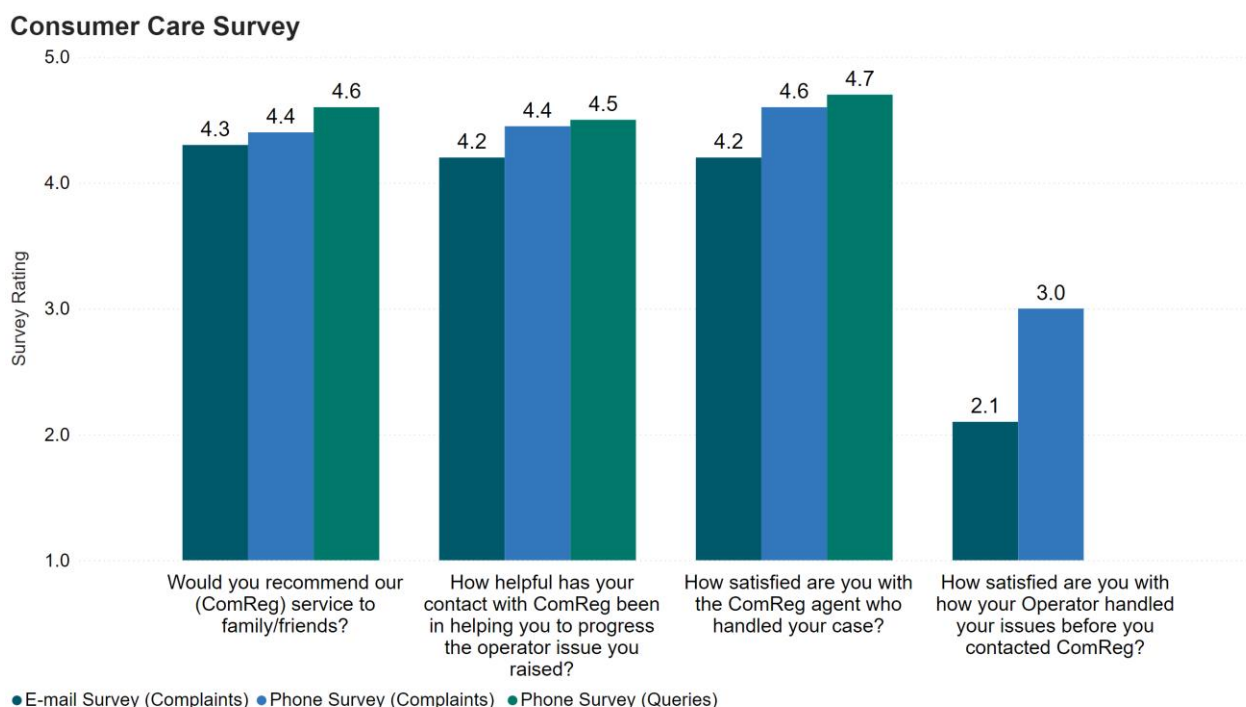


Figure 2: Consumer Care Survey ratings Q2 2025

⁵ 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 Q2 2025, ComReg recorded approximately 3,300 issues which are classified across three main categories: ECS, PRS and ‘Not for ComReg/Other’. There was a 10% decrease in the total number of issues recorded compared to Q2 2024; ECS issues decreased by 7%, and PRS issues decreased by 67%. 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 Q2 2024 to Q2 2025.

Number of Issues by Category Type

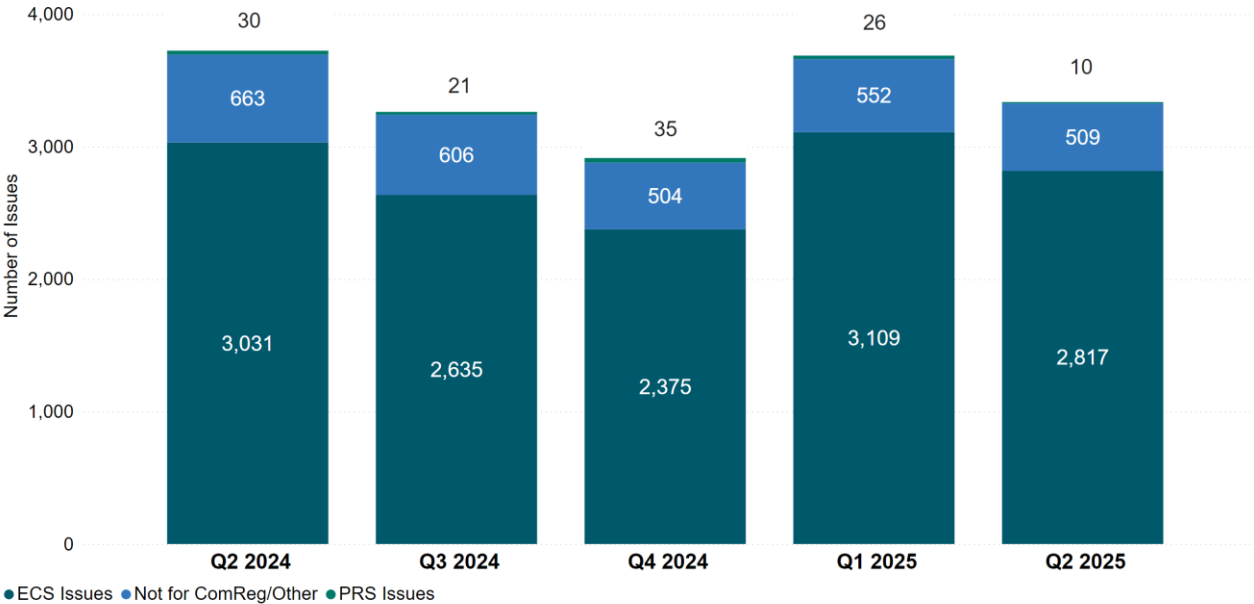


Figure 3: Number of issues recorded Q2 2024 – Q2 2025 by category

In Q2 2025, 84.4% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.3% and 15.3% of all other issues, respectively. Figure 4 below shows the split of these three category types.

Proportion of Issues by Category Type

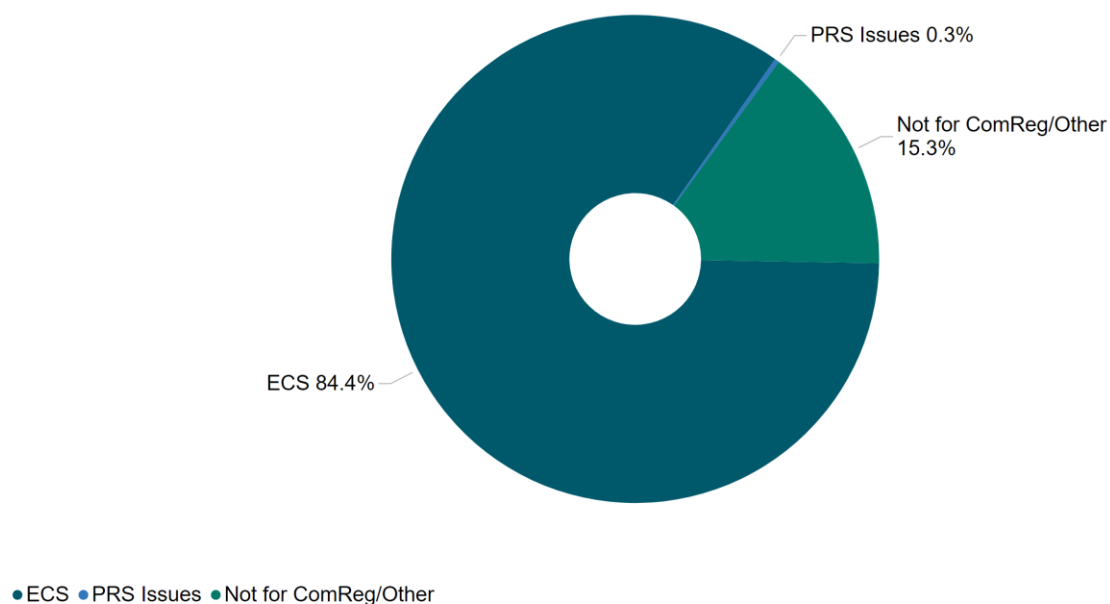


Figure 4: Split of all issues recorded in Q2 2025 by category

4.2 All ECS Issues Recorded by Classification Type⁶

In Q2 2025, approximately 3,300 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 Q1 2025 to Q2 2025.

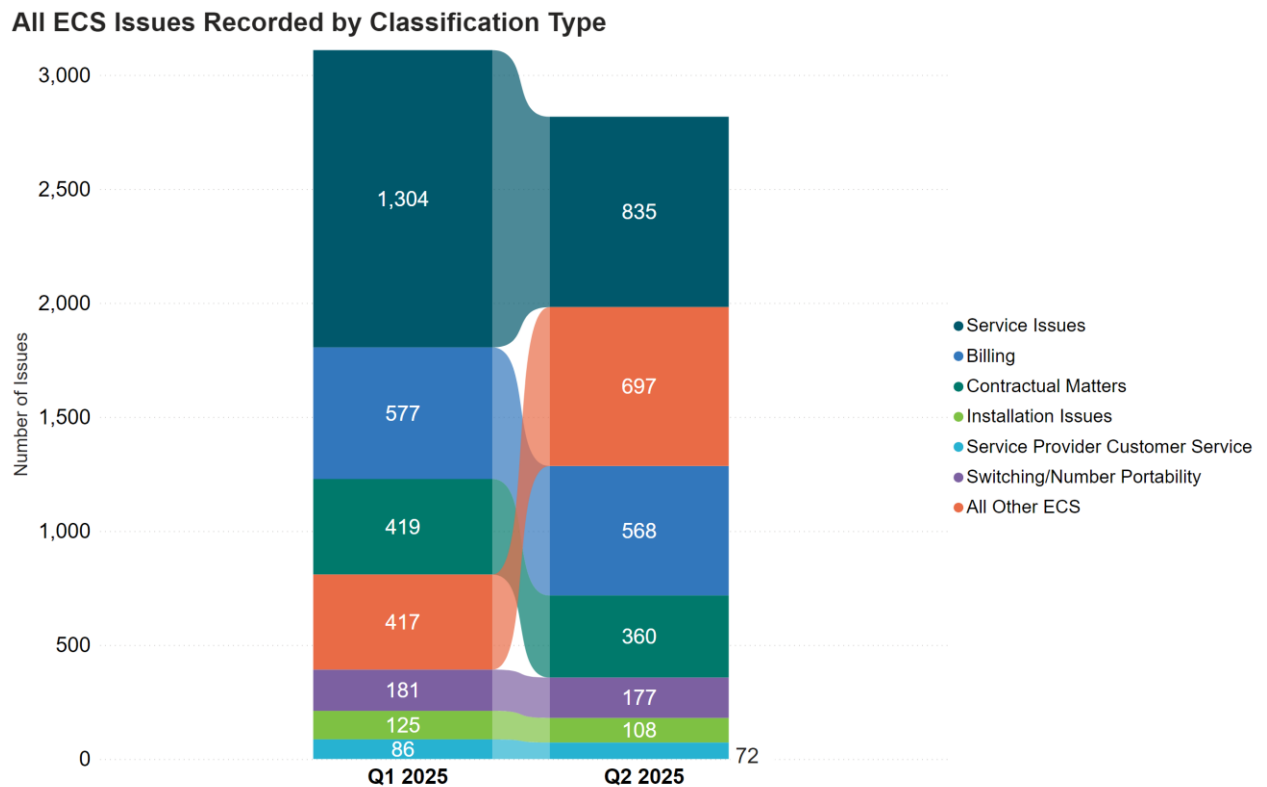


Figure 5: Number of ECS issues recorded by classification type Q1 2025 vs Q2 2025

⁶ See Annex 1 for Classification Type Index.

4.3 All Issues Recorded by Queries vs Complaints

In Q2 2025, 91% of all issues recorded were queries, and 9% were complaints. Of the 3,049 queries recorded in Q2 2025, 83% were in relation to ECS and 0.3% were in relation to PRS. Of the 287 complaints recorded, 99.7% were in relation to ECS and 0.3% 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

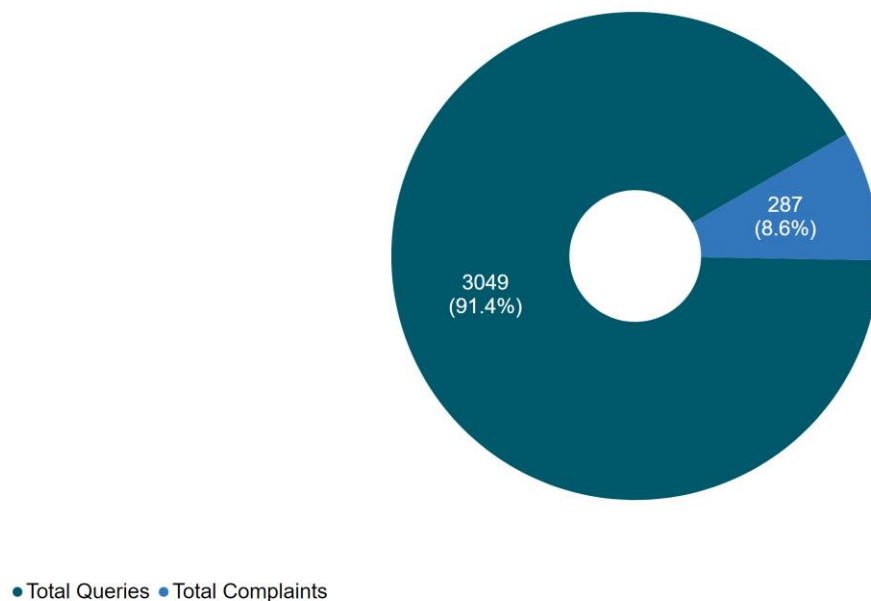


Figure 6: Split of issues recorded by query vs complaint Q2 2025

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 Q2 2024 to Q2 2025. From Q2 2024 to Q2 2025, ECS queries decreased by 8% and PRS queries decreased by 69%; ECS complaints increased by 3% and PRS complaints remained the same. See Figure 10 and Figure 21 for a breakdown of ECS complaints by classification type.

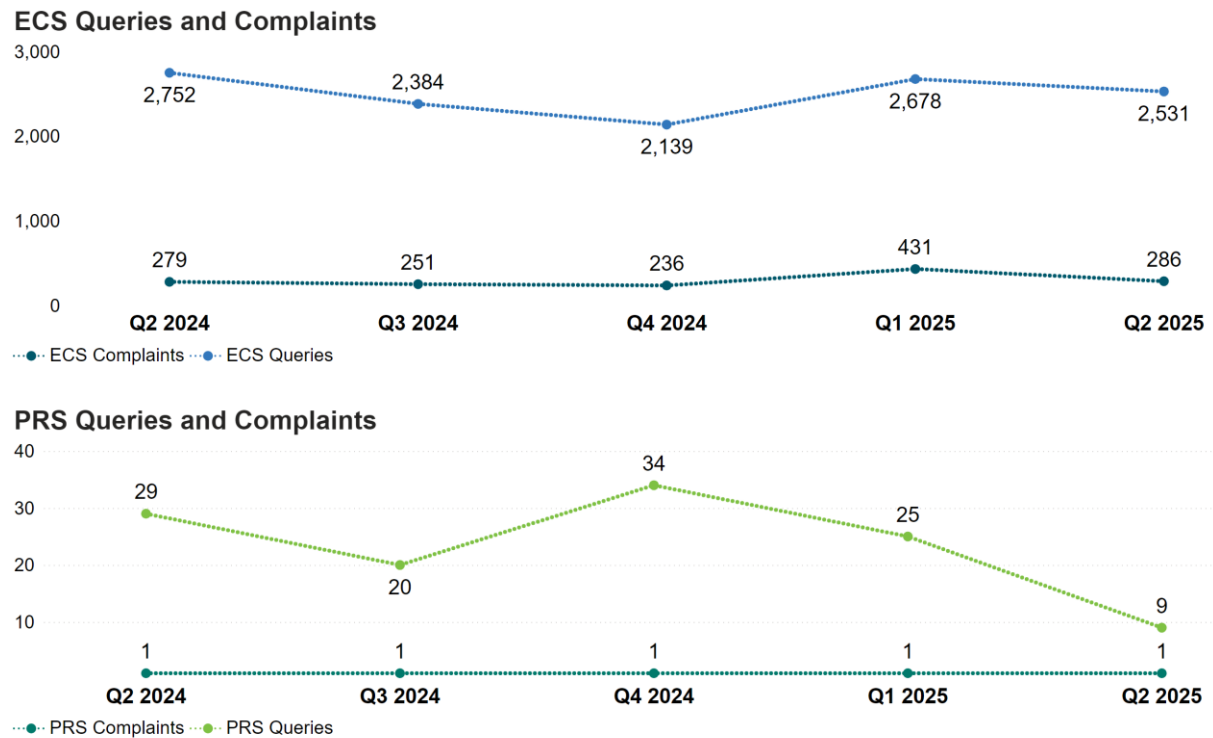


Figure 7: ECS and PRS complaints and queries recorded Q2 2024 – Q2 2025

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 Eir⁷, 3⁸, Vodafone⁹ and ‘Other’ Mobile Service Providers¹⁰, comparing Q1 2025 to Q2 2025. The total number of issues recorded for Mobile Service Providers in Q2 2025 was 688, compared to Q1 2025, where 681 issues were recorded.

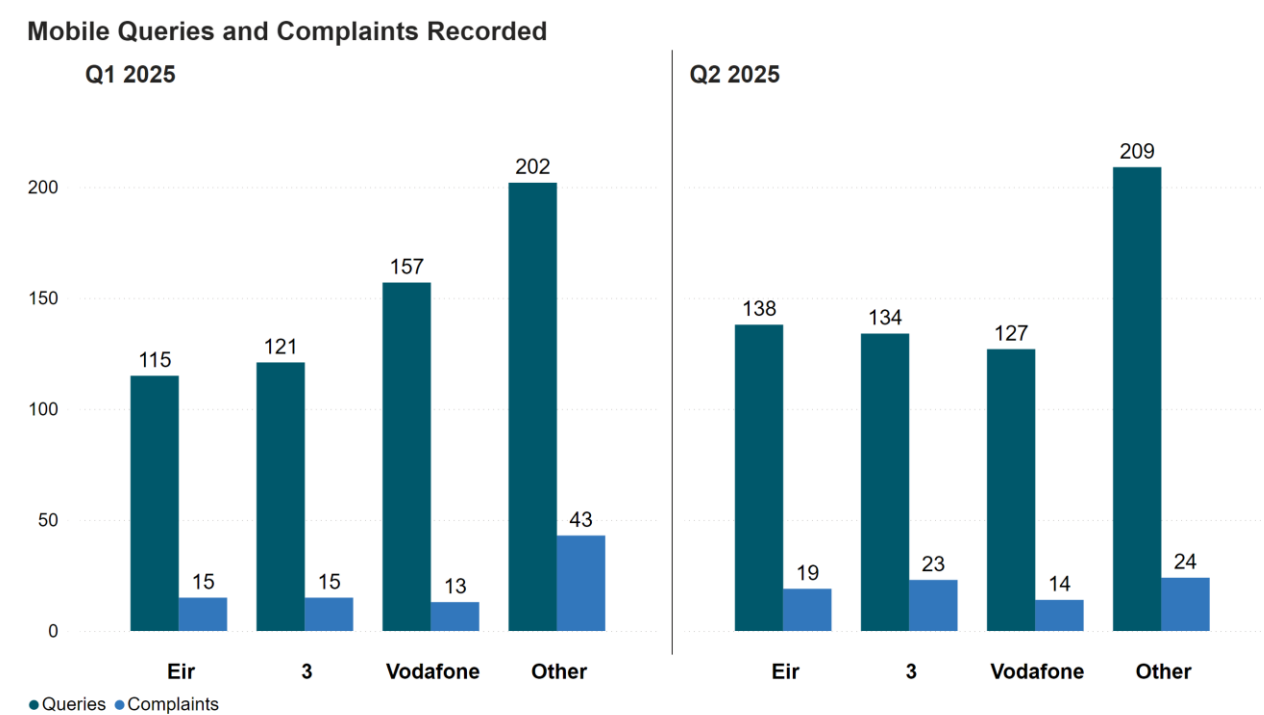


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q1 2025 vs Q2 2025

⁷ Throughout this report, issues recorded for GoMo are included in Eir’s figures.
⁸ Throughout this report, issues recorded for 48 are included in 3’s figures.
⁹ Throughout this report, issues recorded for Clear Mobile are included in Vodafone’s figures.
¹⁰ 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 Q1 2025 to Q2 2025.

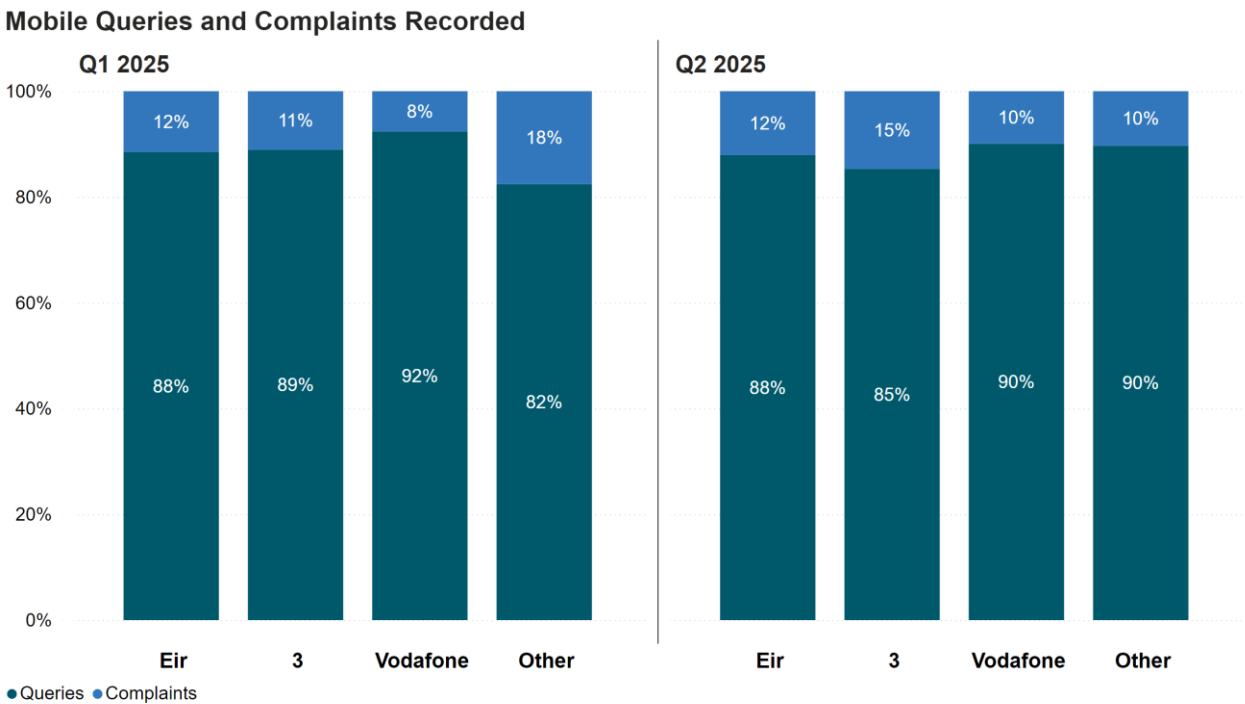


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q1 2025 vs Q2 2025

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 Q1 2025 with Q2 2025. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

Mobile Complaints Recorded

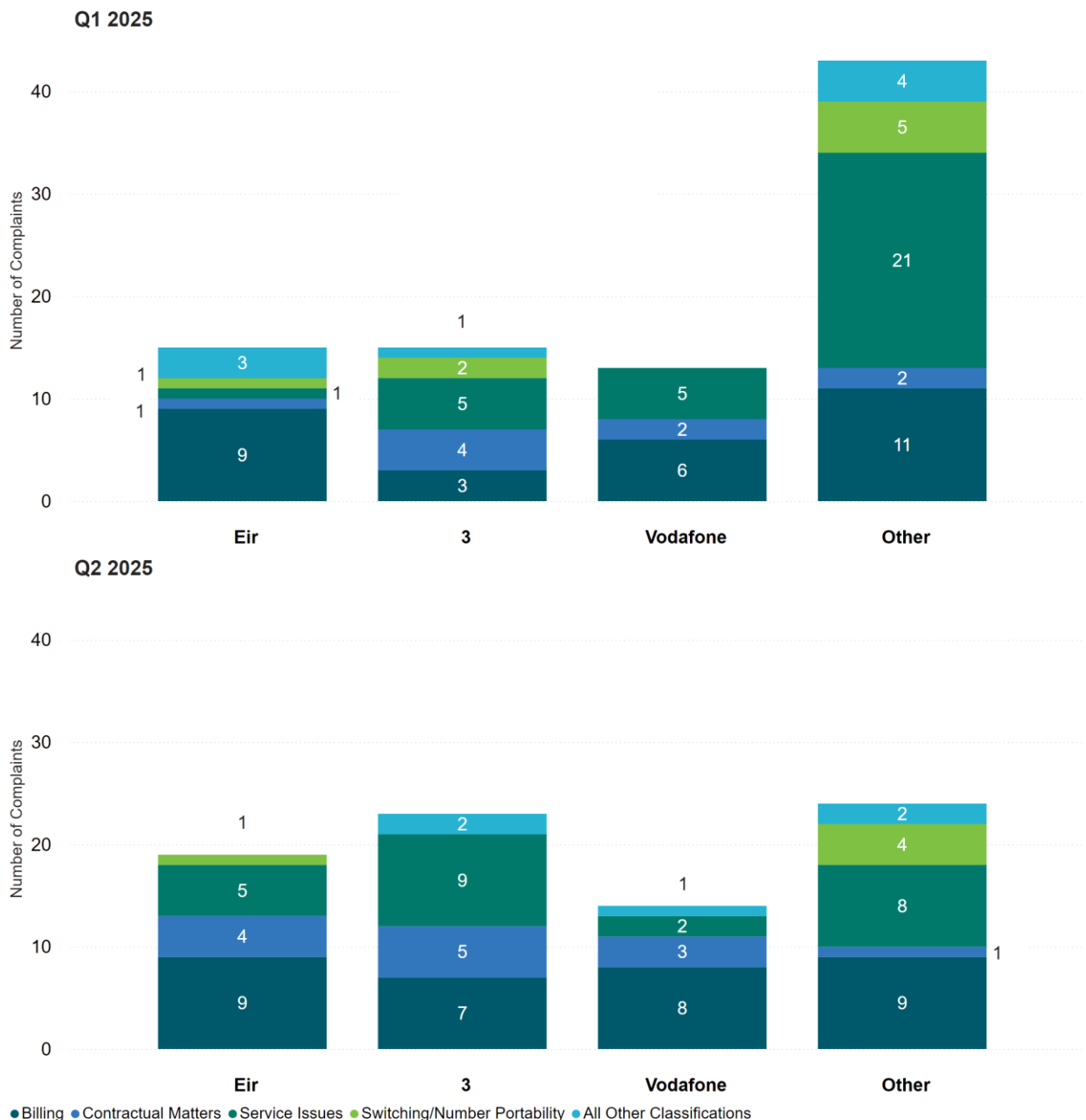


Figure 10: Mobile Service Provider ECS complaints by classification type Q1 2025 vs Q2 2025

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 Q1 2025 to Q2 2025.

Eir	Number of Issues Q1 2025	Number of Issues Q2 2025
Billed more than agreed amount	21	23
Loss of service	6	11
Billed after cancellation	5	10
Mobile coverage	8	9
Pricing transparency	7	9

3	Number of Issues Q1 2025	Number of Issues Q2 2025
Billed more than agreed amount	23	22
Terms & conditions - cancellation penalties	5	11
Net neutrality - broadband speeds received		10
Roaming - roaming outside EU		10
Service issues - Intermittent service	9	9

Vodafone	Number of Issues Q1 2025	Number of Issues Q2 2025
Billed more than agreed amount	13	16
Mobile coverage	25	13
Terms & conditions - cancellation penalties	7	11
Loss of service	14	10

Equipment issues - handset	10	9
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Figure 11: Highest number of issues recorded by Mobile Service Provider Q1 2025 vs Q2 2025

5.4 Mobile Service Provider ECS Complaints Closed in Q2 2025

5.4.1 Number of Complaints Closed by Service Provider

Figure 12 shows the number of ECS complaints closed in Q2 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 Q2 2025 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

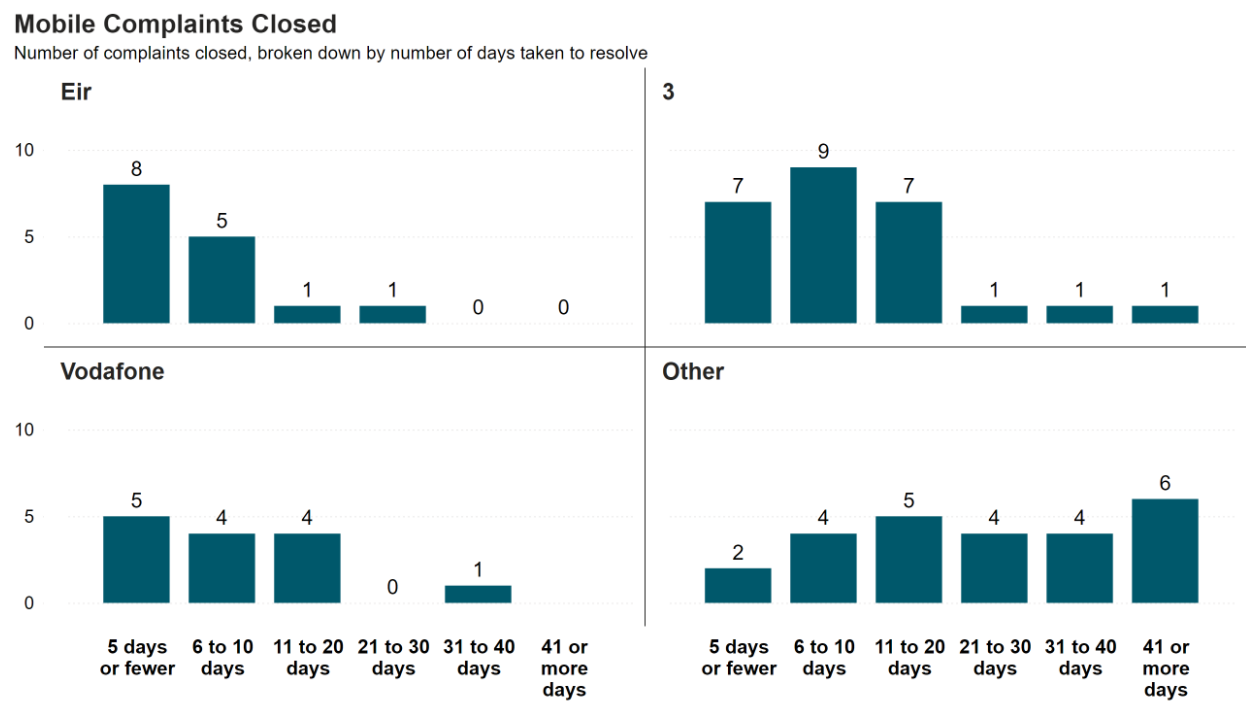


Figure 12: ECS complaints closed in Q2 2025 by Mobile Service Provider and number of working days open

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 Q1 2025¹¹ to Q2 2025. Complaints closed within Q2 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 April 2025. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Mobile Service Providers.

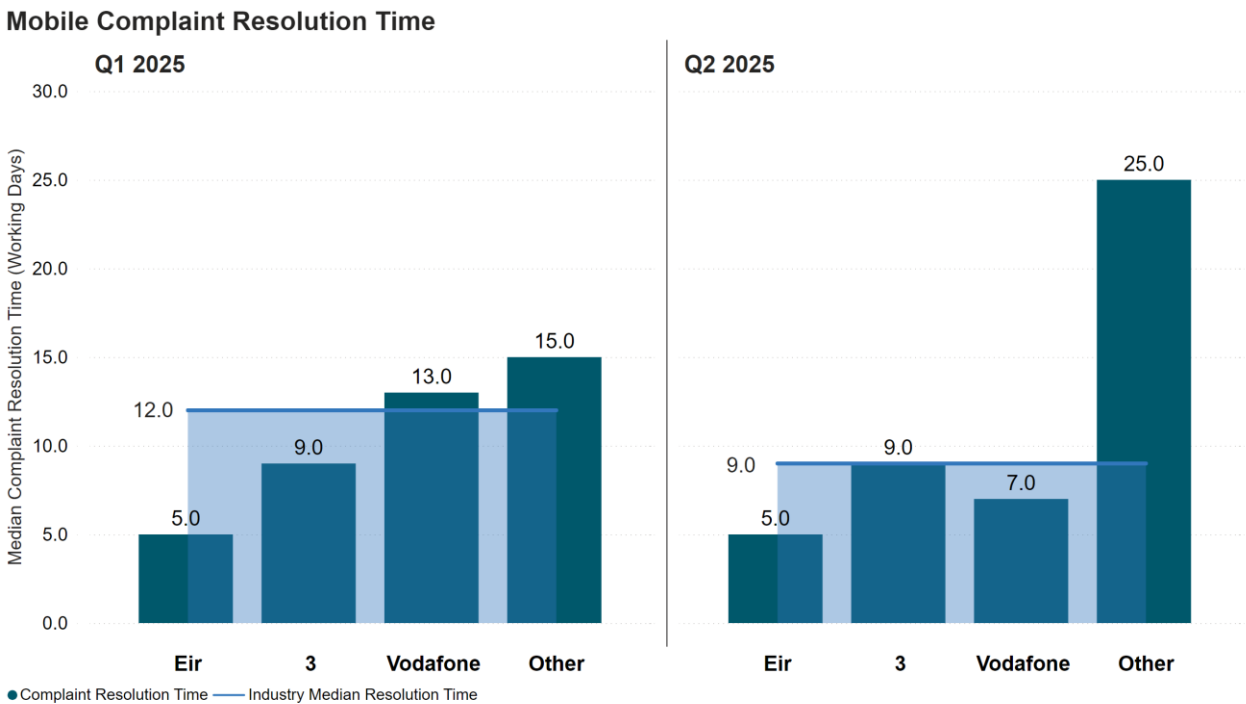


Figure 13: Median complaint resolution time by Mobile Service Provider Q1 2025 vs Q2 2025

¹¹ For details of complaints closed in Q1 2025, see ComReg Consumer Care Statistics Report Q1 2025.

Figure 14 below provides the Q2 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.

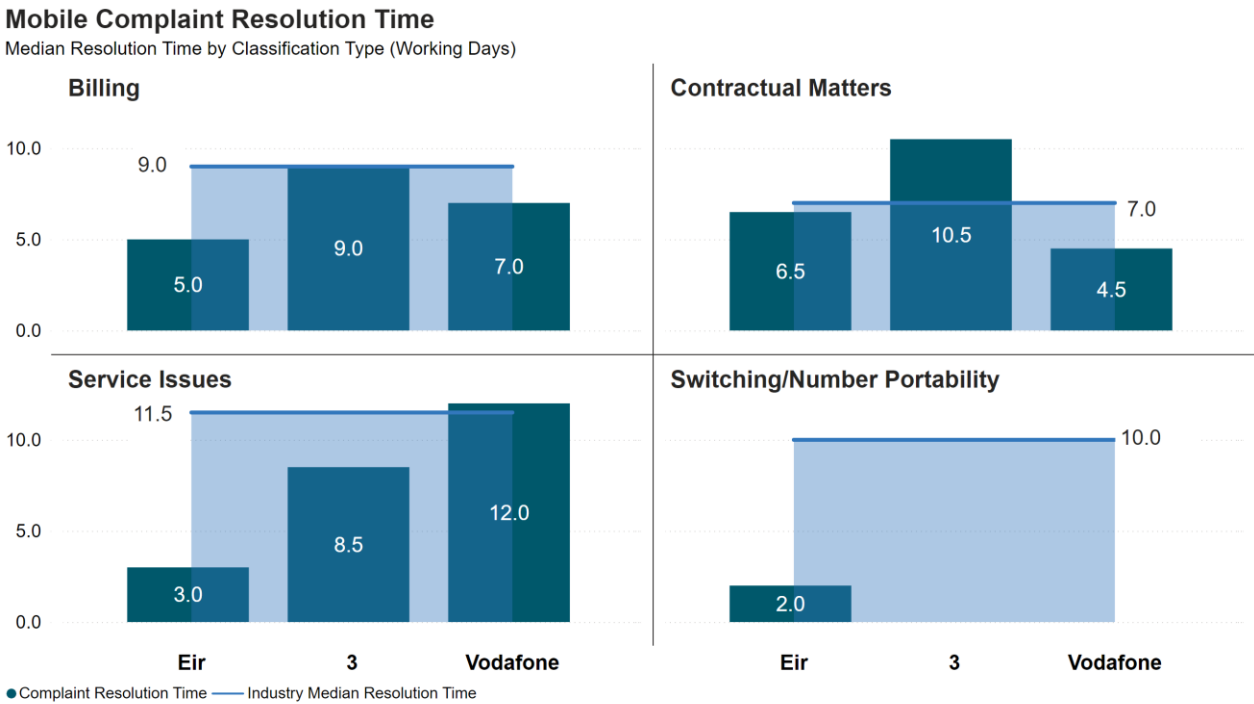


Figure 14: Median complaint resolution time by classification type and Mobile Service Provider Q2 2025

5.5 Mobile Service Provider ECS Complaints Open at 30 June 2025

Figure 15 shows the number ECS complaints open at 30 June 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.

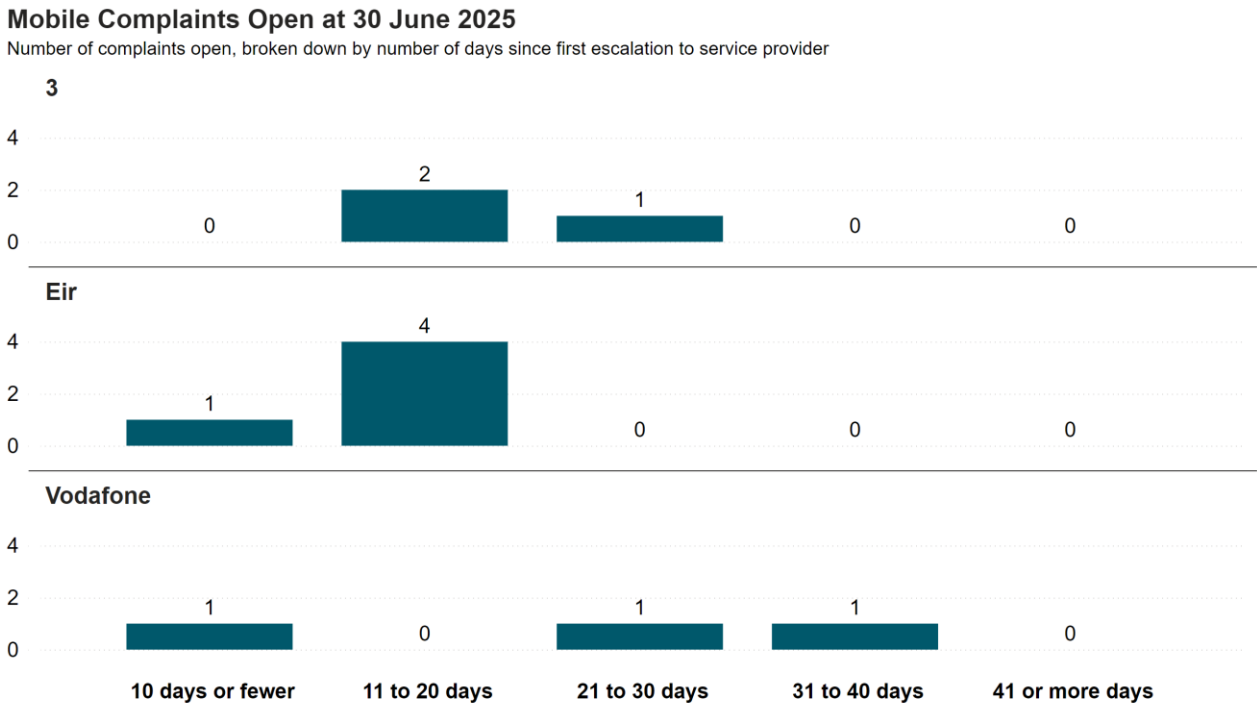


Figure 15: Mobile Service Provider ECS complaints open at 30 June 2025 by number of working days since first escalation

5.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 16 below shows the average number of complaints per 100,000¹² subscribers for each Mobile Service Provider listed in Figure 8 and the total industry average for Q2 2025. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

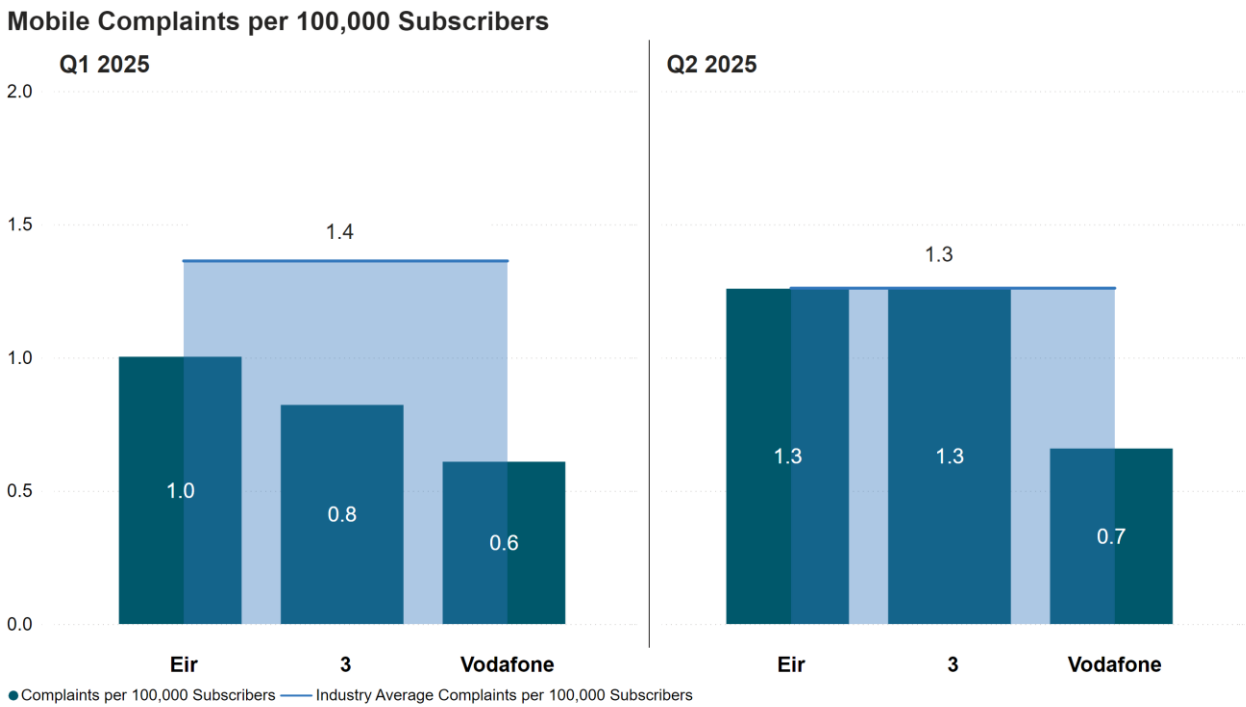


Figure 16: ECS complaints per 100,000 subscribers by Mobile Service Provider Q1 2025 vs Q2 2025

¹² 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 Q2 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 provider¹³ 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 Q2 2025

¹³ <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.

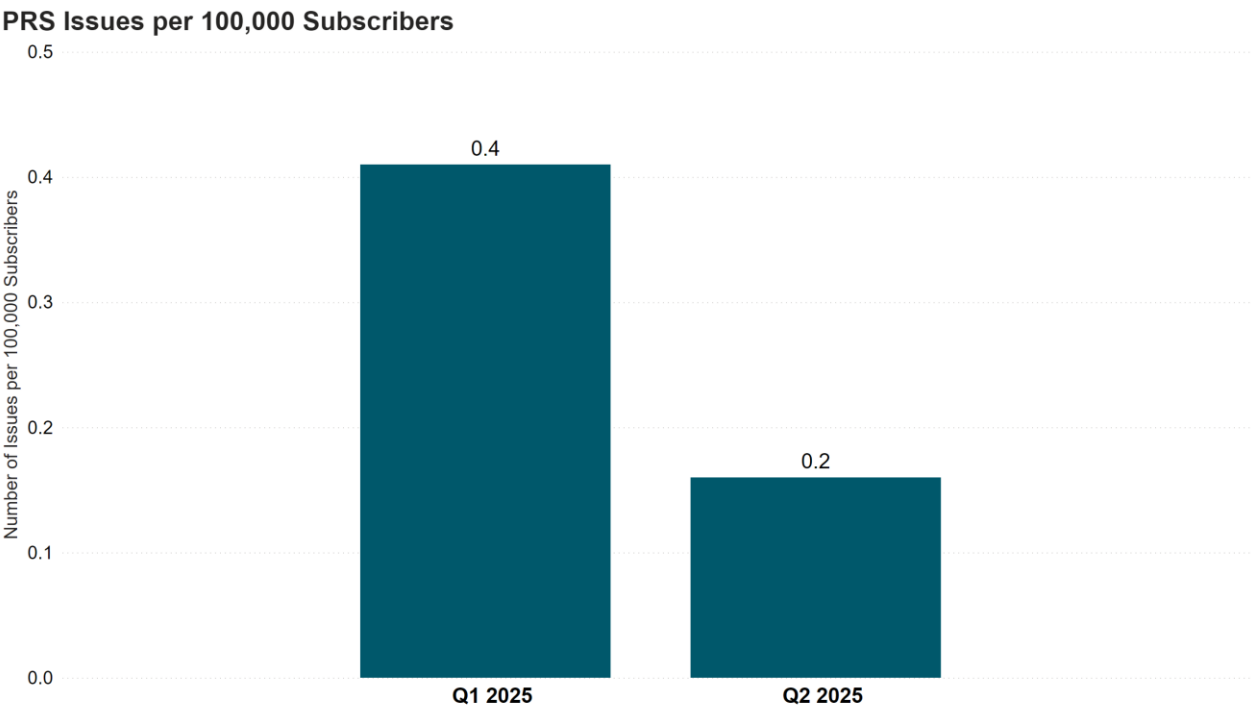


Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q1 2025 vs Q2 2025

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, Pure Telecom², Sky, Virgin Media, Vodafone, and all ‘Other’¹⁴ Fixed Service Providers, comparing Q1 2025 to Q2 2025. The total number of issues recorded for Fixed Service Providers in Q2 2025 was 1,787, compared to 2,212 issues in Q1 2025.

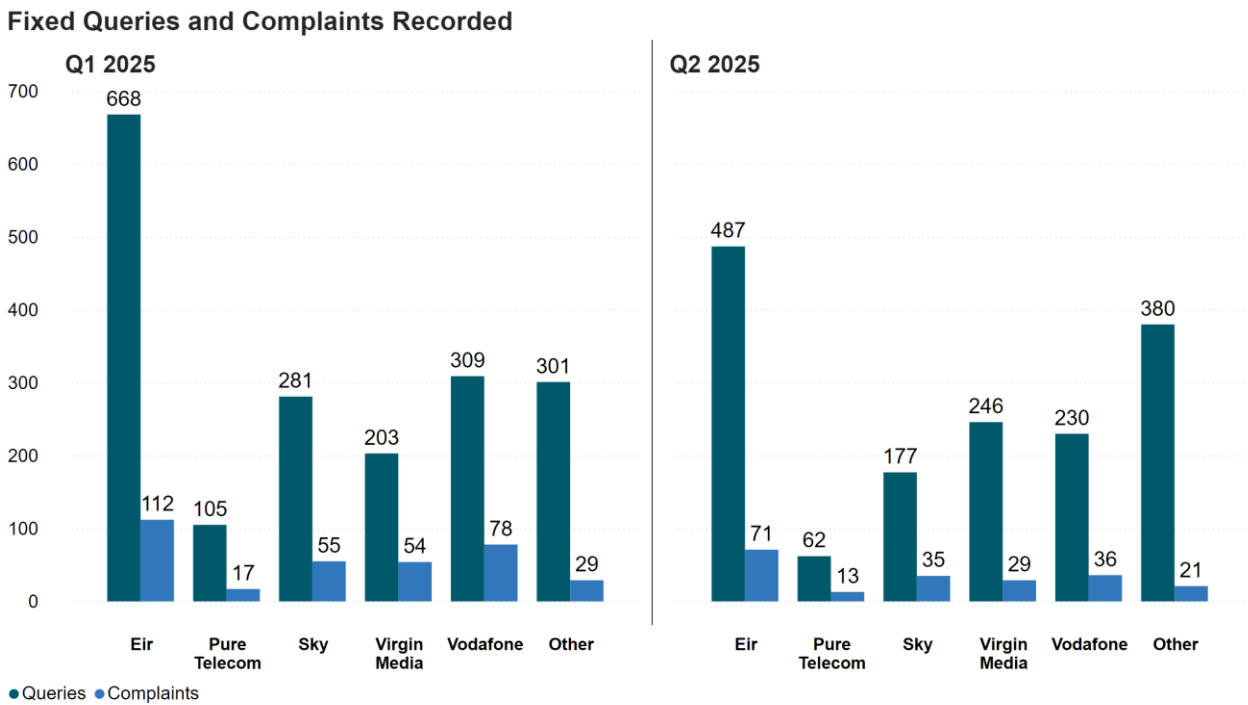


Figure 19: Number of ECS queries and complaints by Fixed Service Provider Q1 2025 vs Q2 2025

¹⁴ ‘Other’ Fixed Service Providers includes issues recorded for those Fixed Service Providers not named in Figure 20, 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, Pure Telecom, Sky, Virgin Media and Vodafone, comparing Q1 2025 to Q2 2025.

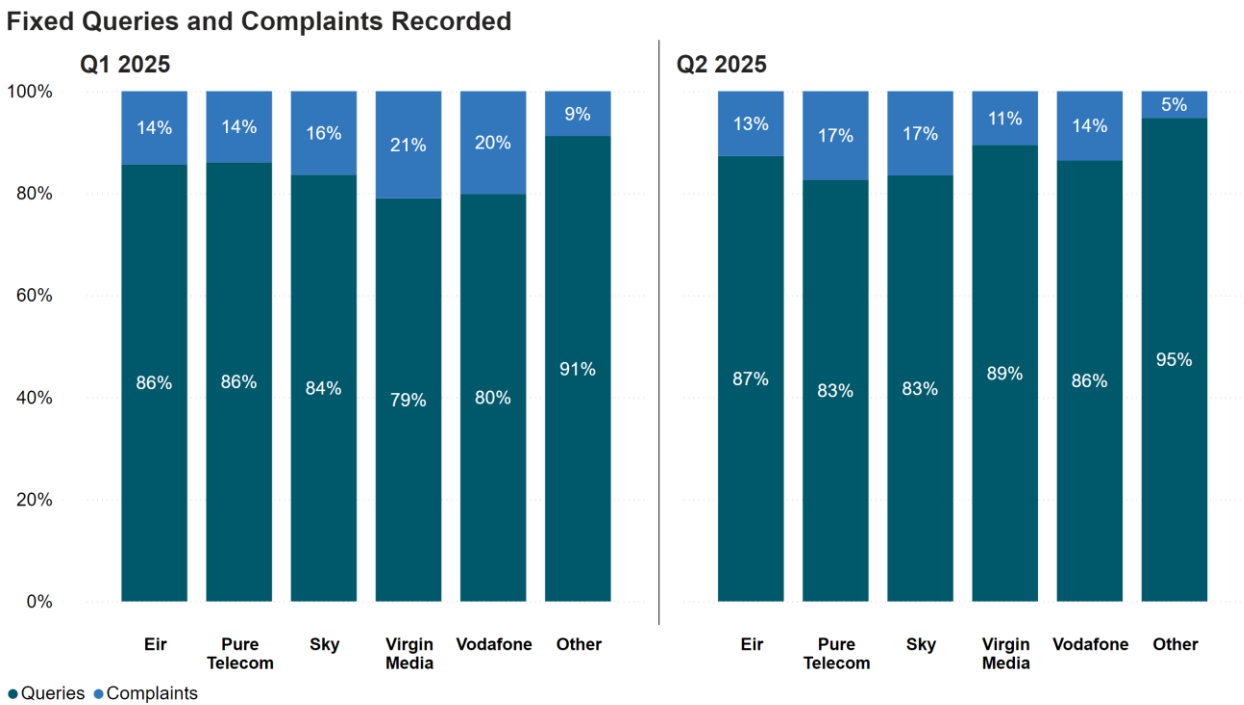
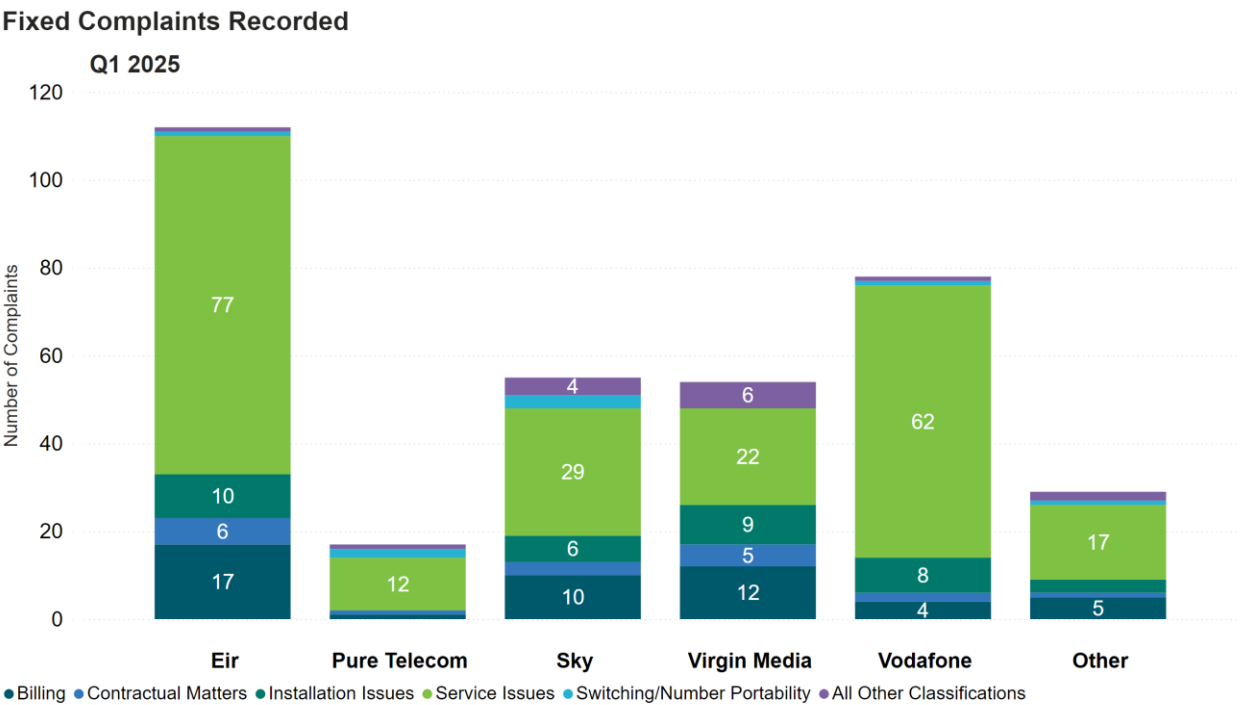


Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q1 2025 vs Q2 2025

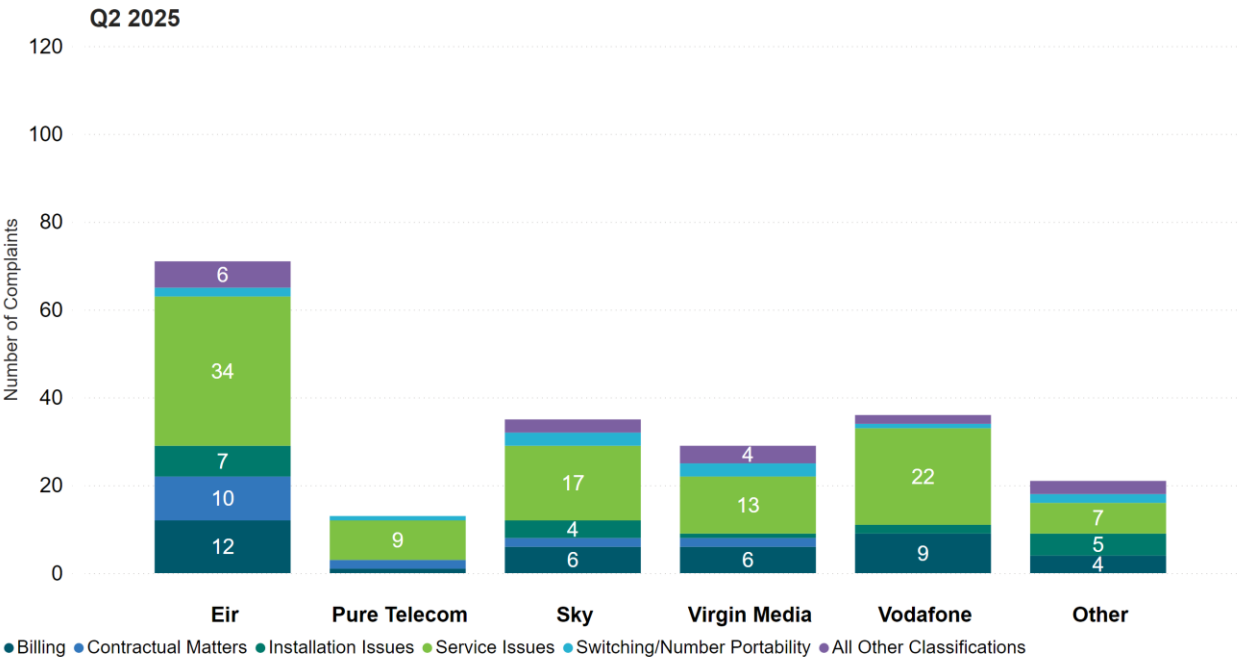
6.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 21 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 20, comparing Q1 2025 with Q2 2025. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.



Period	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
Q1 2025						
Eir	17	6	10	77	1	1
Pure Telecom	1	1	1	12	2	1
Sky	10	3	6	29	3	4
Virgin Media	12	5	9	22	1	6
Vodafone	4	2	8	62	1	1
Other	5	1	3	17	1	2

Fixed Complaints Recorded



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

Figure 21: Fixed Service Provider ECS complaints by classification type Q1 2025 vs Q2 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 Q1 2025 to Q2 2025.

Eir	Number of Issues	Number of Issues
	Q1 2025	Q2 2025
Loss of service	308	131
Billed more than agreed amount	53	53
Billed after cancellation	41	53
Pricing transparency	37	28
Service availability	40	27

Pure Telecom	Number of Issues	Number of Issues
	Q1 2025	Q2 2025
Loss of service	69	34
Terms & conditions - cancellation penalties	7	7
Billed after cancellation	8	6
Delay in installation		5
Billed more than agreed amount	8	4

Sky	Number of Issues	Number of Issues
	Q1 2025	Q2 2025
Loss of service	143	53
Delay in installation	15	14
Service issues - intermittent service	9	12
Billed after cancellation	15	11

Billed more than agreed amount	9	11
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Virgin Media	Number of Issues Q2 2025	Number of Issues Q2 2025
Loss of service	58	65
Billed more than agreed amount	25	23
Service issues - intermittent service	10	16
Delay in installation	19	15
Billed after cancellation	14	15

Vodafone	Number of Issues Q2 2025	Number of Issues Q2 2025
Loss of service	185	89
Billed after cancellation	14	17
Billed more than agreed amount	27	16
Service issues - intermittent service	12	13
Double billed	12	12

Figure 22: Highest number of issues recorded by Fixed Service Provider Q1 2025 vs Q2 2025

6.4 Fixed Service Provider ECS Complaints Closed in Q2 2025

Figure 23 below shows ECS complaints closed in Q2 2025, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q2 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

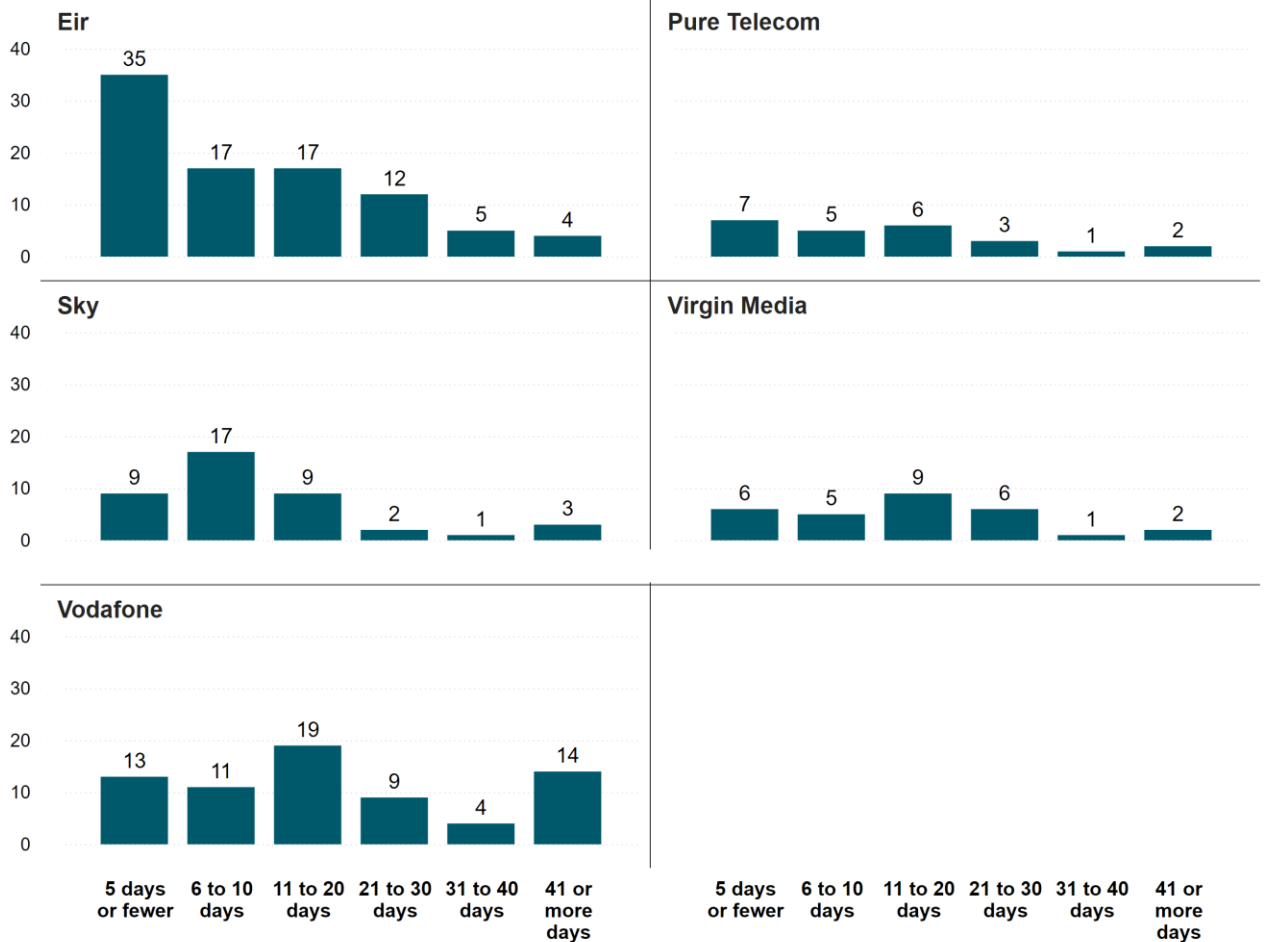


Figure 23: Fixed Service Provider ECS complaints closed in Q2 2025 by number of working days open

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 Q1 2025 to Q2 2025. Complaints closed within Q2 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 April 2025. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

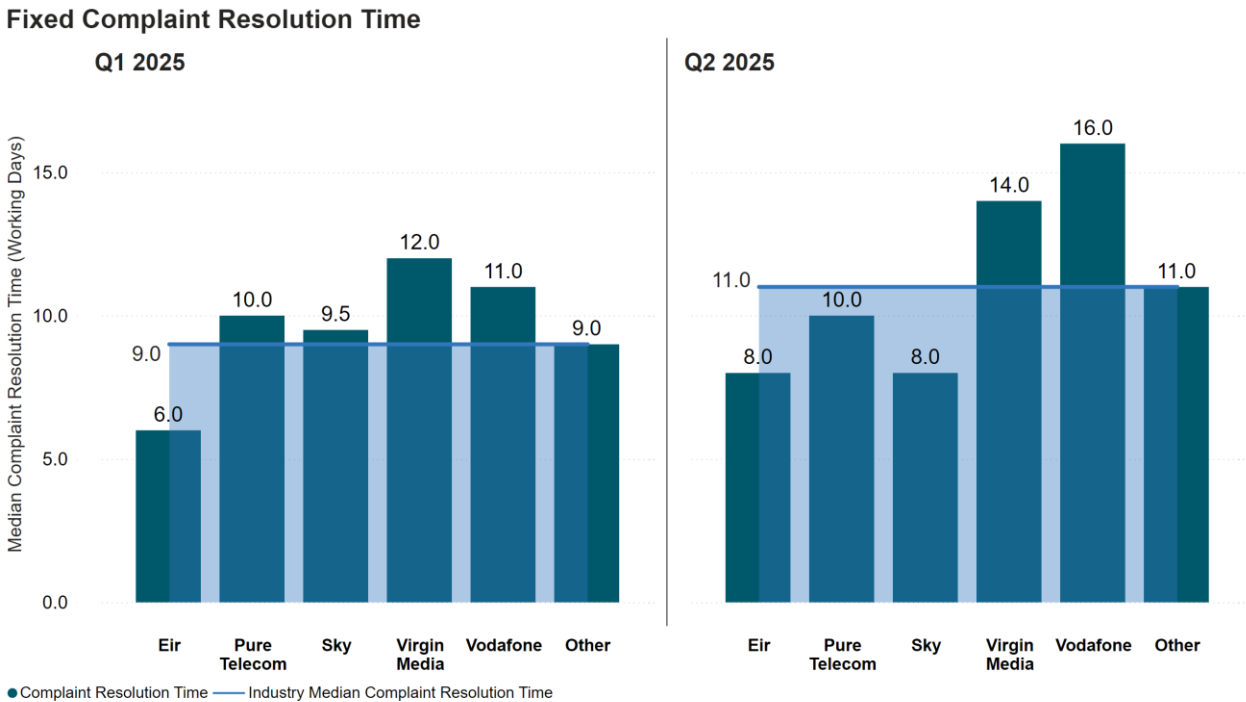


Figure 24: Median complaint resolution time by Fixed Service Provider Q1 2025 vs Q2 2025

Figure 25 below provides the Q2 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)

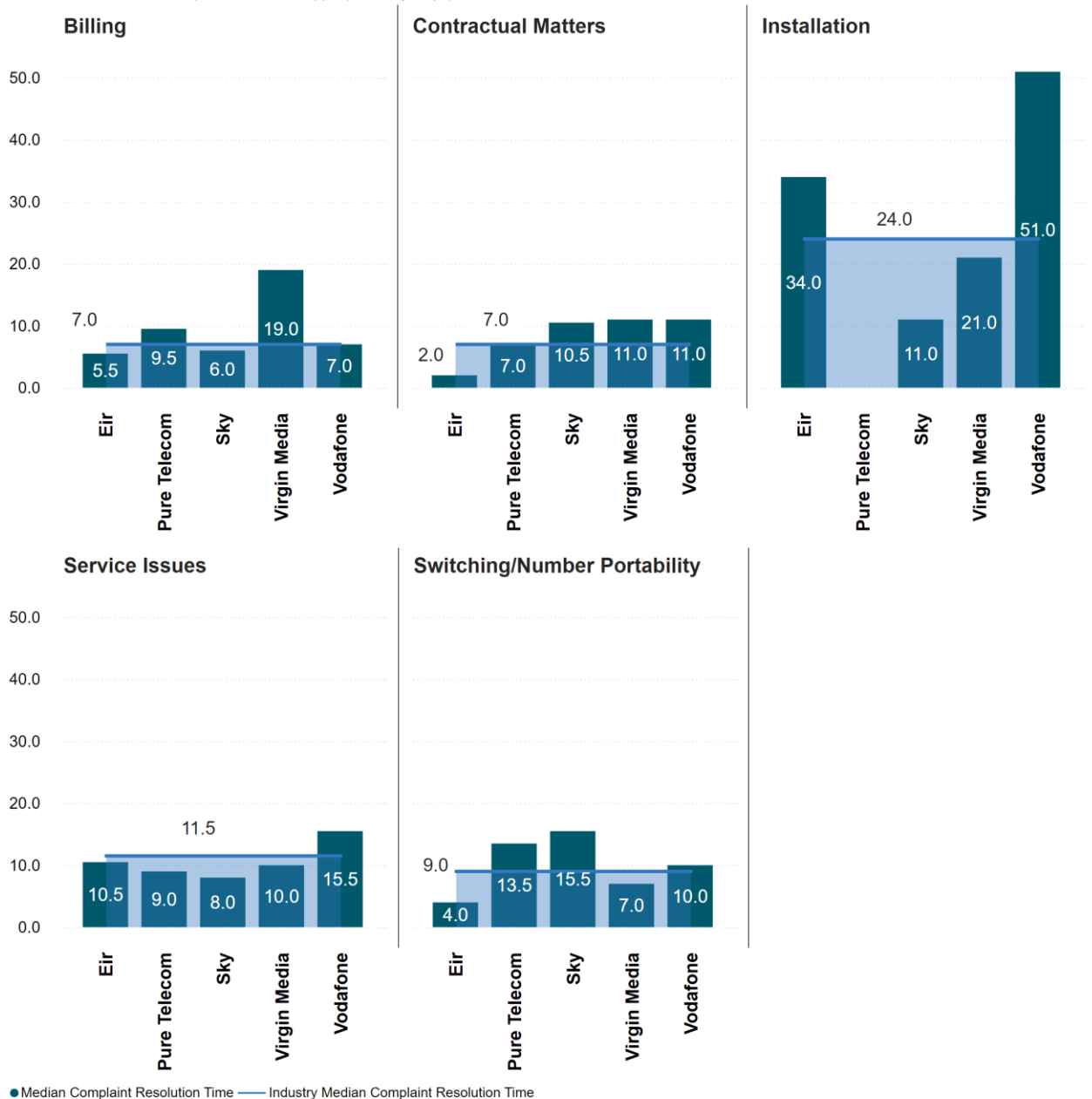


Figure 25: Median complaint resolution time by classification type and Fixed Service Provider Q2 2025

6.5 Fixed Service Provider ECS Complaints Open at 30 June 2025

Figure 26 shows the number of ECS complaints open at 30 June 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 June 2025

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

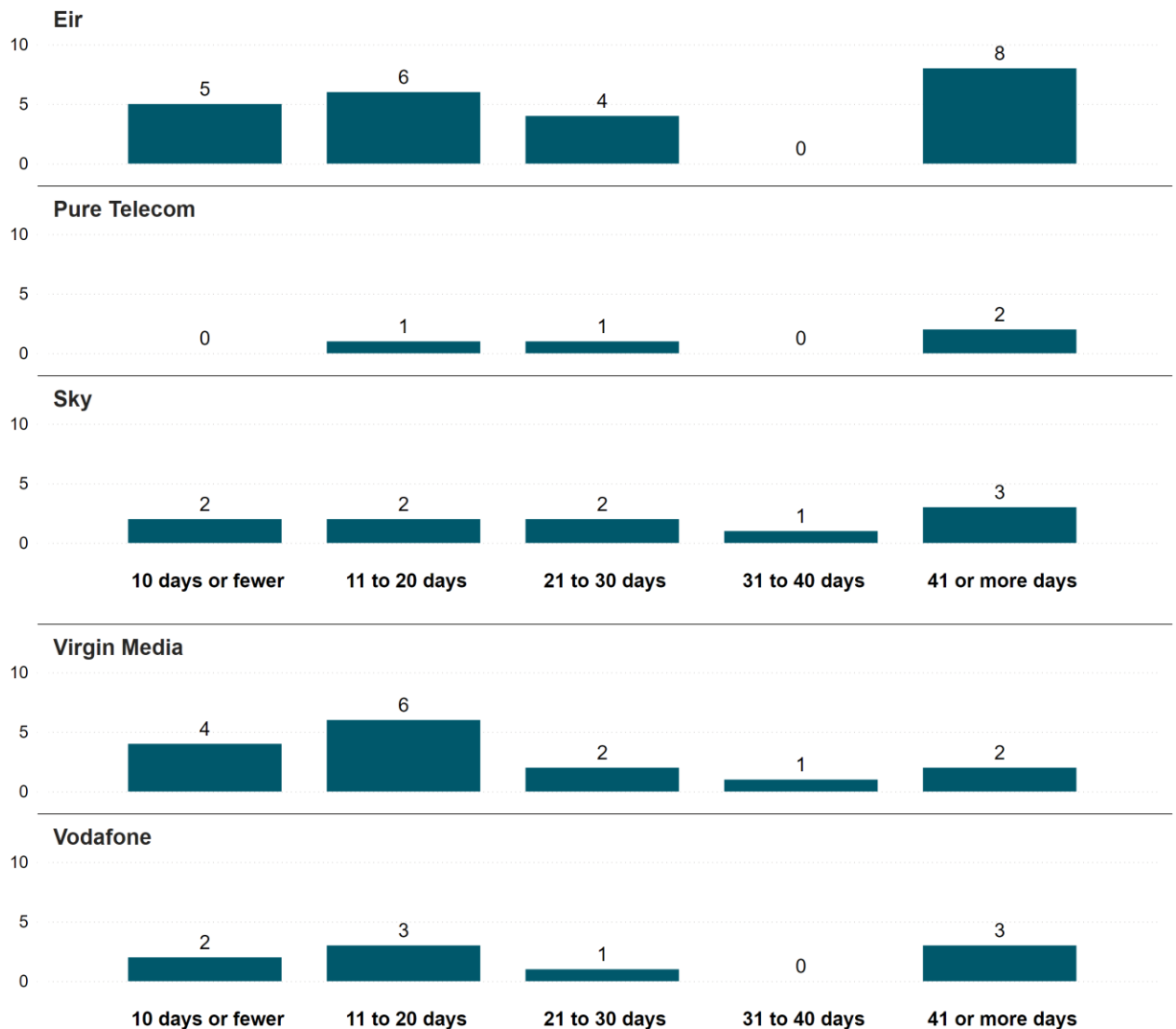


Figure 26: Fixed Service Provider ECS complaints open at 30 June 2025 by number of working days since first escalation

6.6 Fixed Service Provider ECS Complaints per 100,000 Lines¹⁵

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.

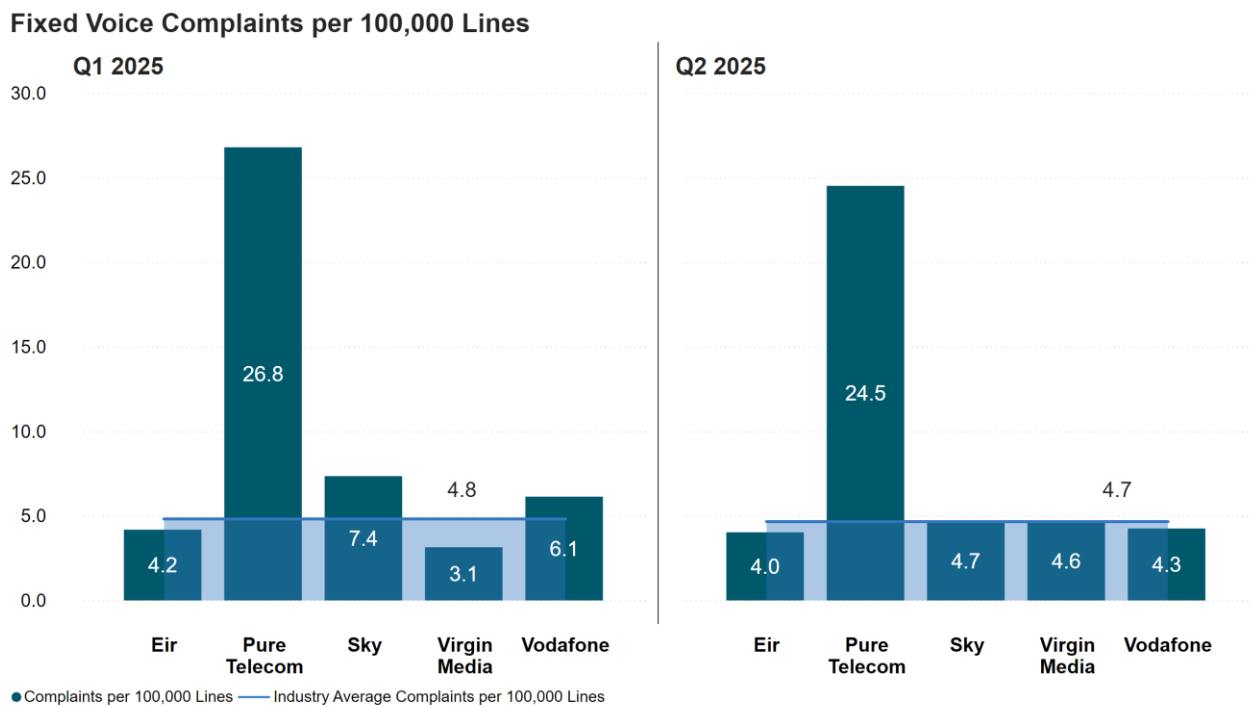


Figure 27: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q1 2025 vs Q2 2025

¹⁵ 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 20 and the total industry average. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Fixed Service Providers.

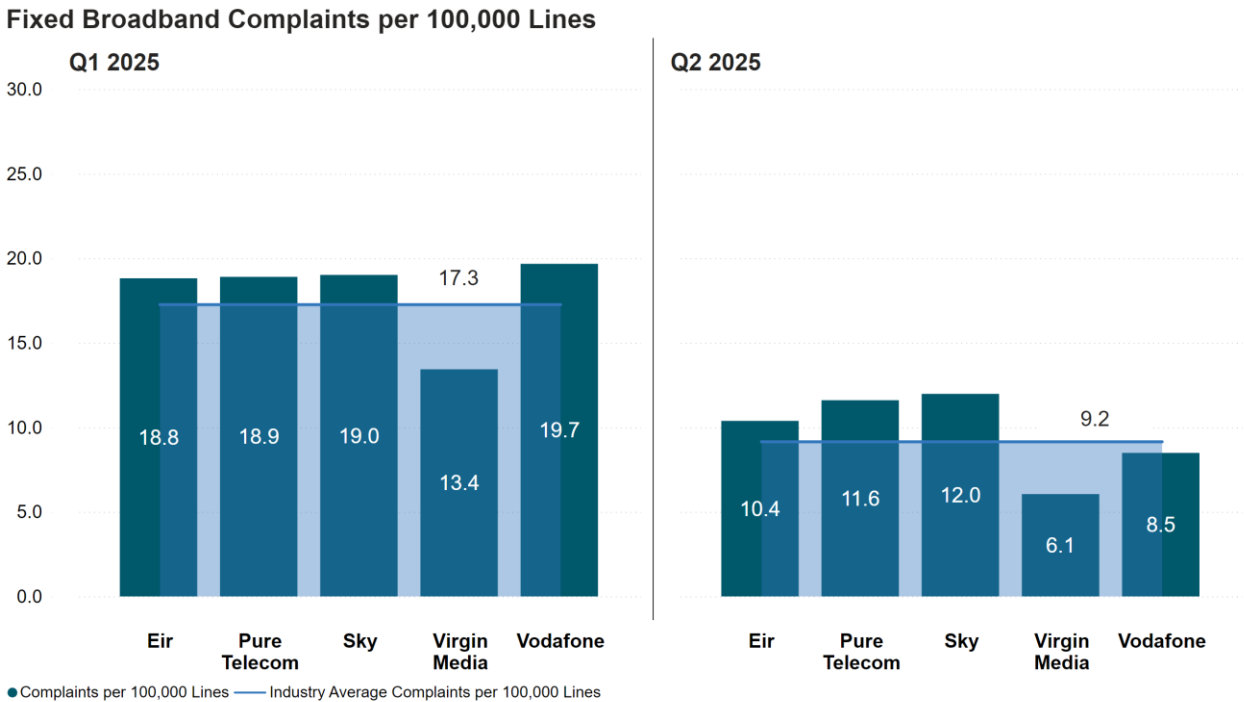


Figure 28: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q1 2025 vs Q2 2025

Annex 1: 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 types¹⁶ relevant to highest volume issues recorded in Q2 2025¹⁷.

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

Contractual Matters includes:
Pricing transparency
Terms & conditions - cancellation penalties

Installation includes:
Delay in installation

Net Neutrality includes:
Broadband speeds received

Service Issues includes:
Equipment issues - handset
Loss of service
Mobile coverage
Service availability
Service issues - intermittent service

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

¹⁷ For detail on classification and sub-classification types relevant to highest volume issues recorded in Q1 2025, see ComReg Consumer Care Statistics Report Q1 2025.

Roaming includes:

Roaming outside EU

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