An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q3 2026 – 1 July to 30 September 2026

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 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 10/25[1]. 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[2] includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q3 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 Q3 2026, ComReg's Consumer Care team recorded approximately 9,400 consumer contacts, compared to 7,900 consumer contacts in Q2 2026. In Q3 2026, approximately 3,600 issues were recorded, compared to 3,200 issues in Q2 2026. ComReg's Consumer Care team managed approximately 3,300 contacts from Service Providers during Q3 2026 and 2,900 contacts during Q2 2026.

In Q3 2026, 86% of all issues recorded were queries and 14% of all issues were complaints. 81% of all issues recorded were in relation to ECS, while PRS issues, 'ComReg General' and 'Not for ComReg/Postal/Other' issues accounted for 9.1%, 0.1% and 9.9% of all other issues, respectively. While there was a 12.6% increase in total issues recorded compared to Q2 2026, seasonally there was a 14% decrease in the total number of issues recorded compared to Q3 2025.

In Q3 2026, ComReg's Consumer Care team recorded 271 Mobile Service Provider issues for Eir. 193 issues were recorded for 3. 98 issues were recorded for Virgin Media. 155 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 7.0 working days, compared to 9.0 working days in Q2 2026. The average number of complaints per 100,000 subscribers was 2.5.

In Q3 2026, ComReg's Consumer Care team recorded 600 Fixed Service Provider issues for Eir. 252 issues were recorded for Sky. 485 issues were recorded for Virgin Media. 222 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 8.0 working days, compared to 7.0 working days in Q2 2026. The average number of complaints per 100,000 fixed voice lines was 3.1. The average number of complaints per 100,000 fixed broadband lines was 15.5.

3 Consumer Care Overview

3.1 Consumer Care Contacts

In Q3 2026, approximately 9,388 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[5] over the last five quarters. In Q3 2026, phone and e-mail/online form continued to be the most popular methods of contact. ComReg's Consumer Care received approximately 3,265 service provider contacts in Q3 2026.

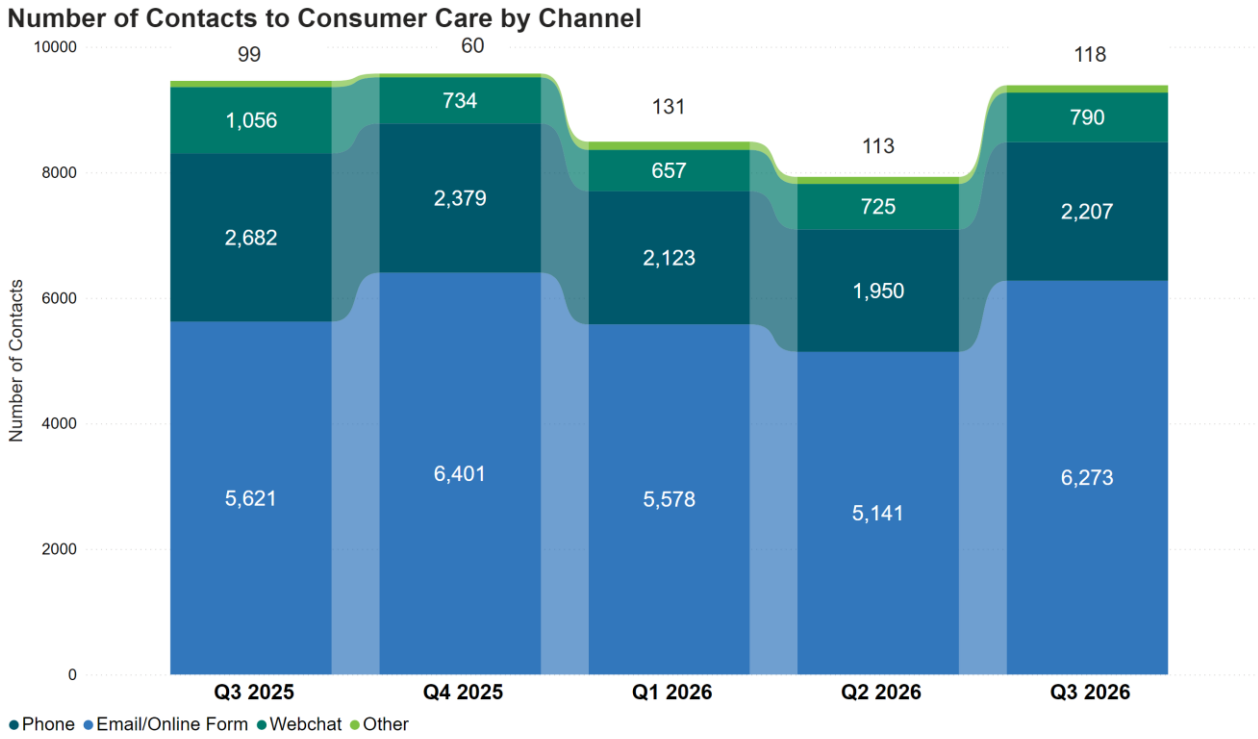


Figure 1: Split of contacts to ComReg's Consumer Care by Channel Q3 2025 – Q3 2026

[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 5[6].

In Q3 2026, consumers completed 397 phone surveys in relation to queries, 255 phone surveys in relation to complaints, and 83 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q3 2026.

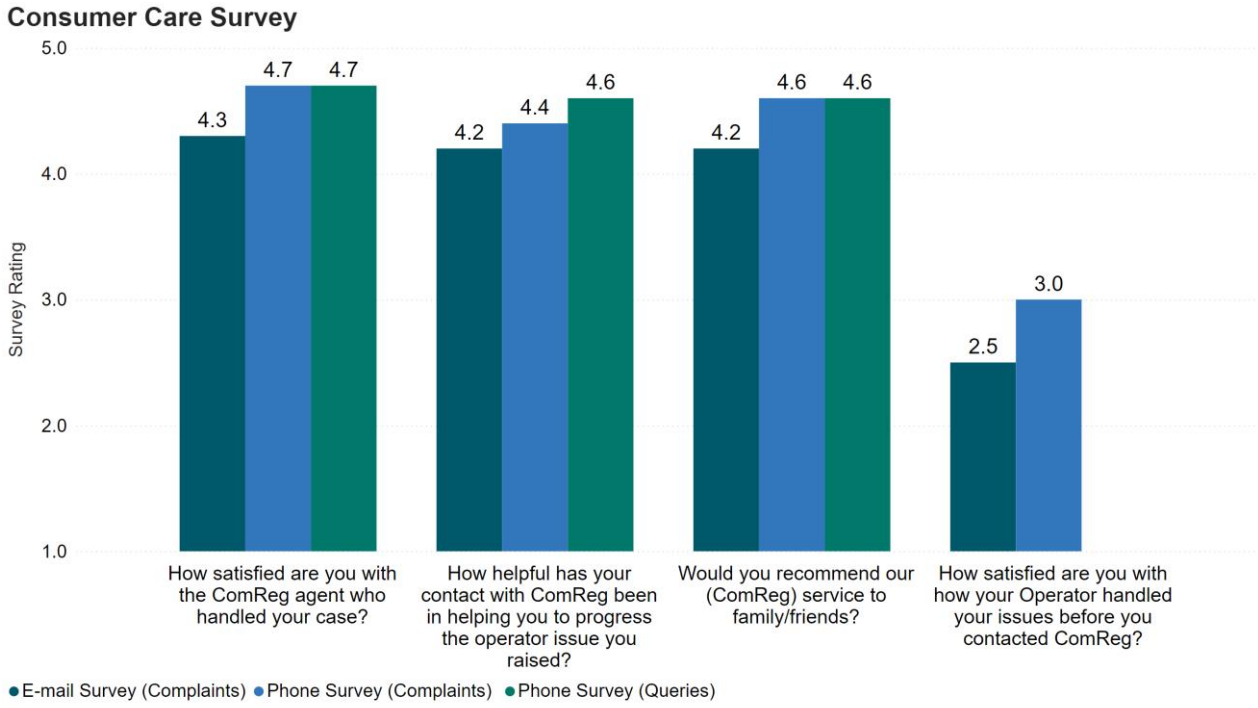


Figure 2: Consumer Care Survey ratings Q3 2026

[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 Q3 2026, ComReg recorded approximately 3,600 issues which are classified across four main categories: ComReg General[7], ECS, PRS and 'Not for ComReg/Postal/Other'. There was a 12.6% increase in total issues recorded compared to Q2 2026. 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 2025 to Q3 2026. There was a 14% decrease in the total number of issues recorded compared to Q3 2025.

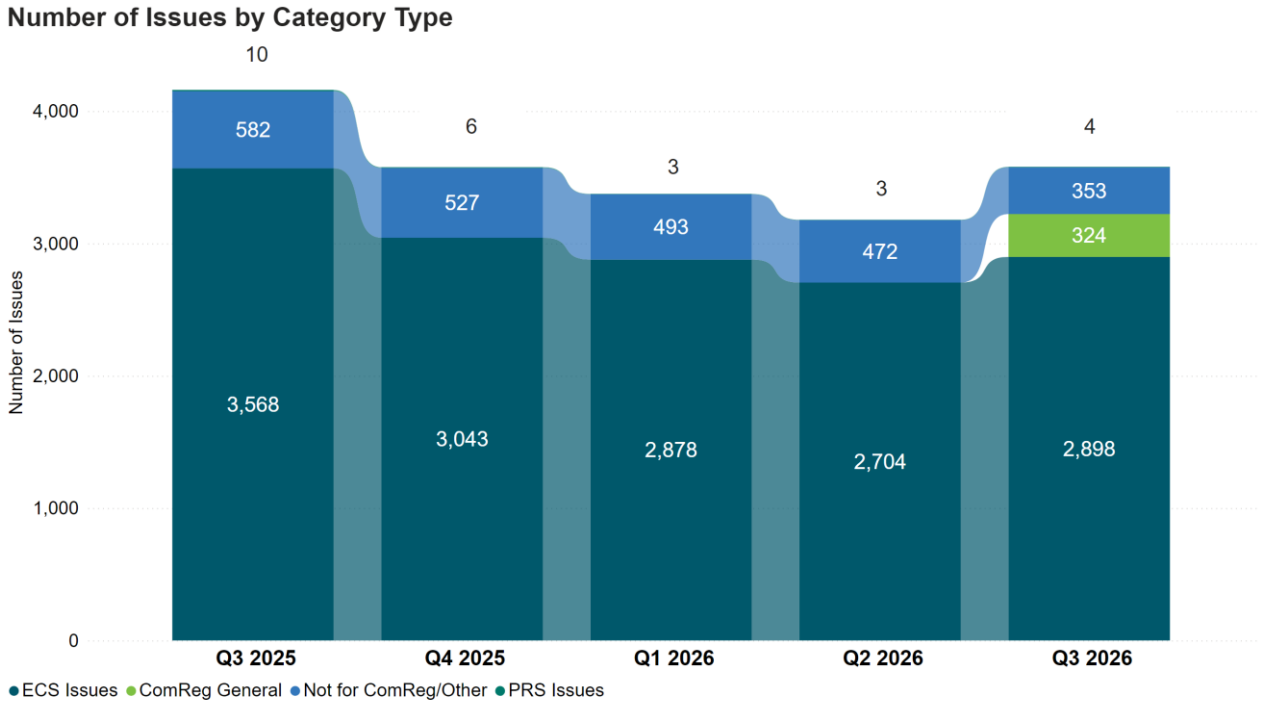


Figure 3: Number of issues recorded Q3 2025 – Q3 2026 by category

[7] 'ComReg General' is a new classification introduced in Q3 2026 and includes issues related to ComReg's functions not covered by ECS, PRS or Postal.

In Q3 2026, 81% of all issues recorded were in relation to ECS, while PRS issues, 'ComReg General' and 'Not for ComReg/Other' issues accounted for 9.1%, 0.1% and 9.9% of all other issues, respectively. Figure 4 below shows the split of these three category types.

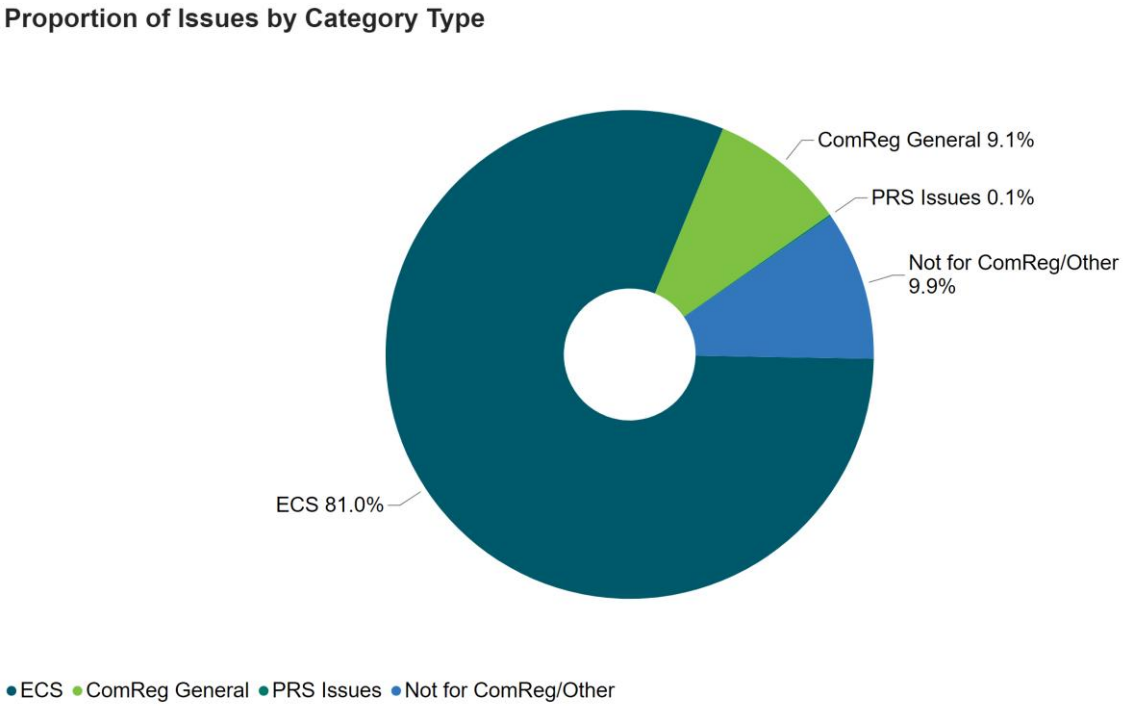


Figure 4: Split of all issues recorded in Q3 2026 by category

4.2 Highest Non-ECS Issues Recorded

The below tables show, in descending order, issues recorded for 'ComReg General', 'PRS' and 'Not for ComReg/Other' issue categories[8] as reported by consumers in Q3 2026, where the number of issues reported was 50 or greater.

ComReg General	Number of Issues Q3 2026
Consumer query - scams	86
Radio license query	63

Not for ComReg/Postal/Other	Number of Issues Q3 2026
Adjacent to ComReg's Remit	221
Other	132
Item lost or substantially delayed	78

4.3 All ECS Issues Recorded by Classification Type[9]

In Q3 2026, approximately 2,900 ECS issues were recorded by ComReg's Consumer Care. The category ECS is further split by classification type, which indicates 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 2026 to Q3 2026.

[8] For contact types included per category please see Annex 2

[9] See Annex 1 for Classification Type Index.

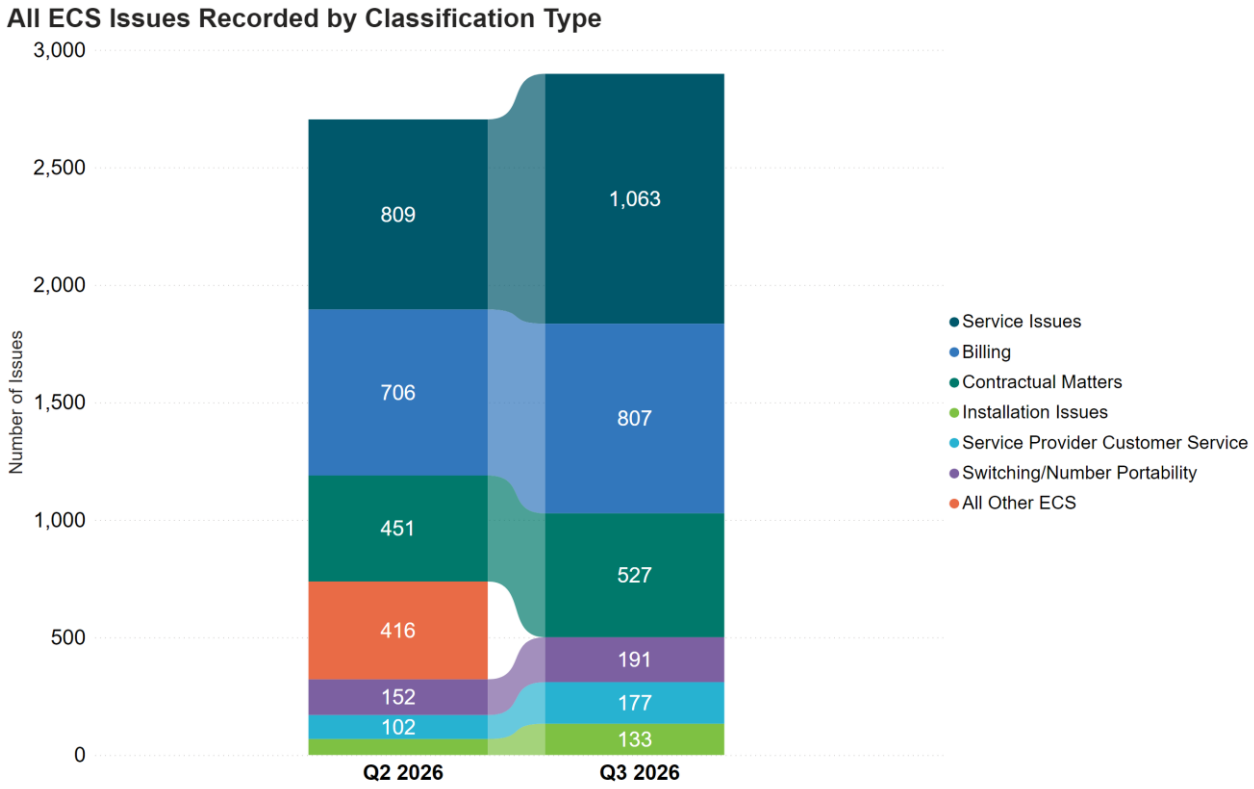


Figure 5: Number of ECS issues recorded by classification type Q2 2026 vs Q3 2026

4.4 All Issues Recorded by Queries vs Complaints

In Q3 2026, 86% of all issues recorded were queries, and 14% were complaints.

Of the 3,079 queries recorded in Q3 2026, 77.9% were in relation to ECS and 0.1% were in relation to PRS.

Of the 500 complaints recorded, 99.8% were in relation to ECS and 0.2% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 22.

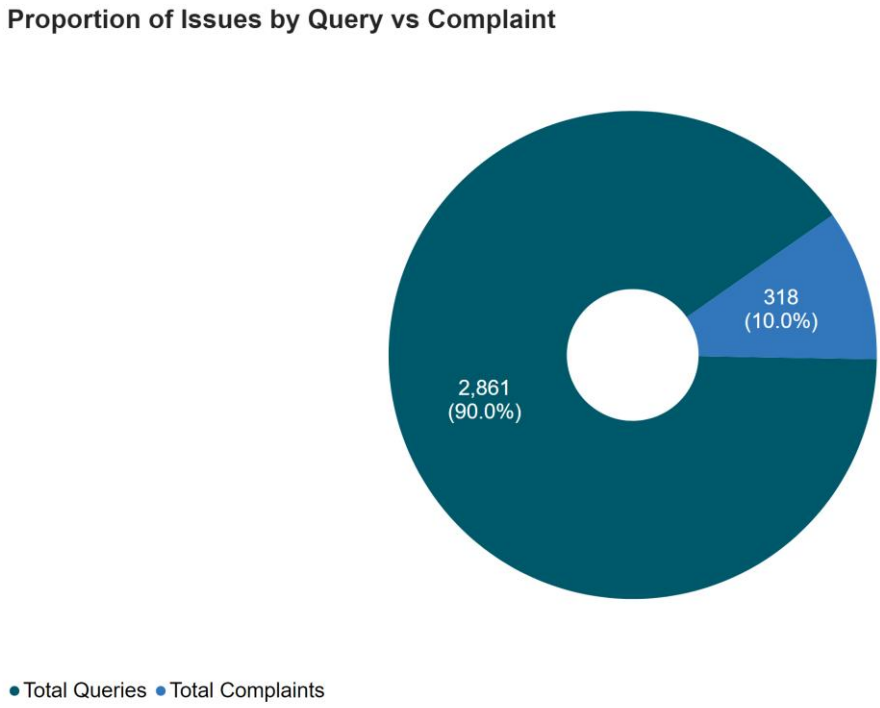


Figure 6: Split of issues recorded by query vs complaint Q3 2026

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 Q3 2025 to Q3 2026. From Q3 2025 to Q3 2026, ECS queries decreased by 25.3% and PRS queries decreased by 70%; ECS complaints increased by 39.4% and PRS complaints increased from 0 to 1. See Figure 10 and Figure 21 for a breakdown of ECS complaints by classification type.

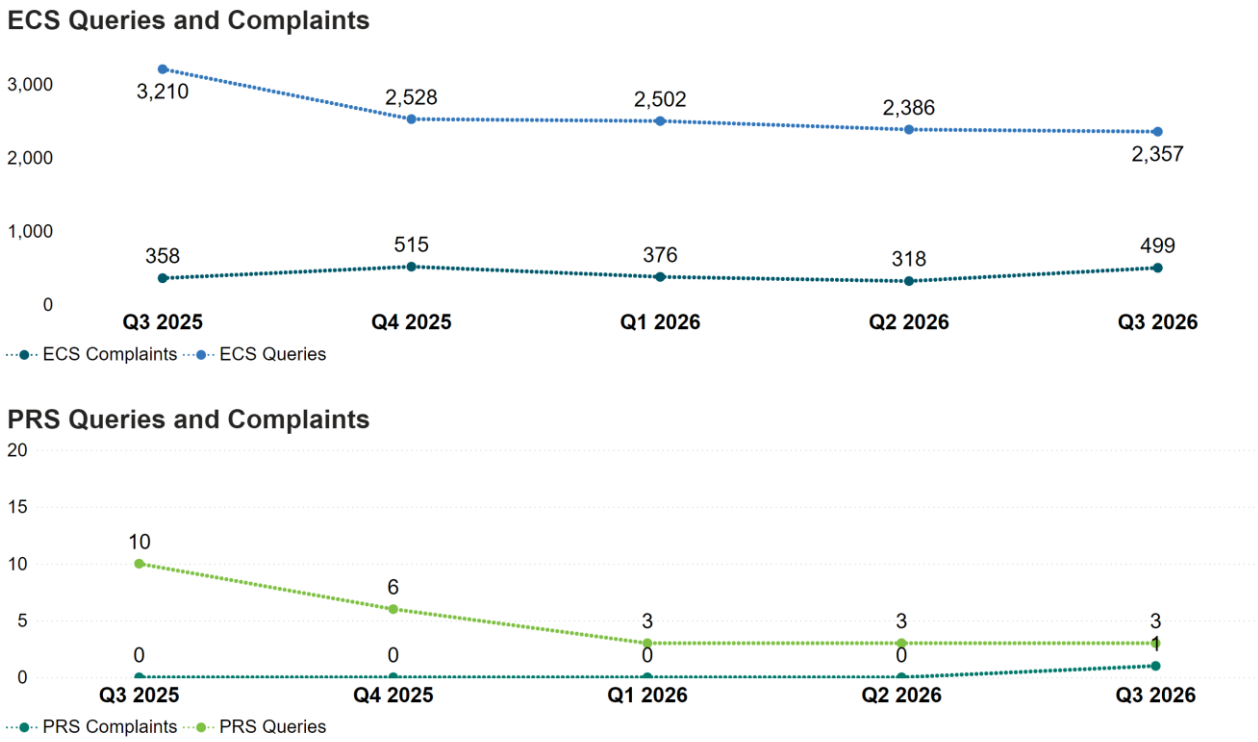


Figure 7: ECS and PRS complaints and queries recorded Q3 2025 – Q3 2026

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 Eir[10], 3[11], Virgin Media[3], Vodafone[12] and 'Other' Mobile Service Providers[13], comparing Q2 2026 to Q3 2026. The total number of issues recorded for Mobile Service Providers in Q3 2026 was 906 compared to Q2 2026, where 857 issues were recorded.

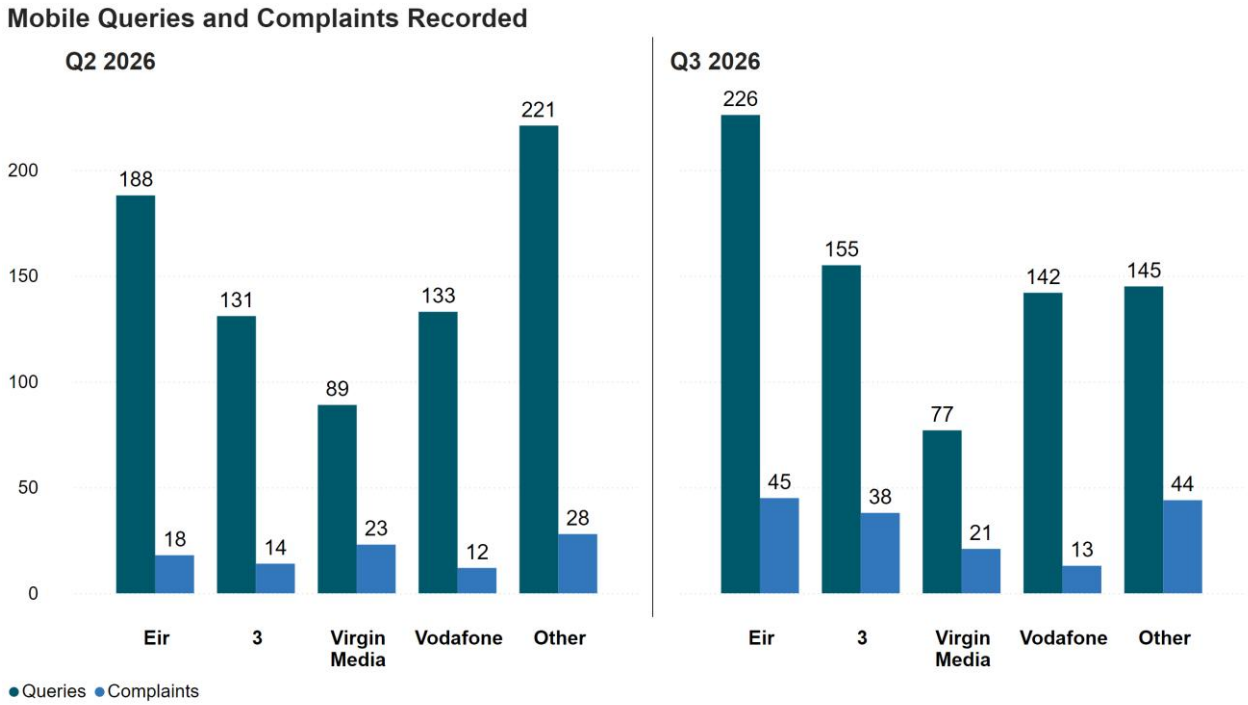


Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q2 2026 vs Q3 2026

[10] Throughout this report, issues recorded for GoMo are included in Eir's figures.

[11] Throughout this report, issues recorded for 48 are included in 3's figures.

[12] Throughout this report, issues recorded for Clear Mobile are included in Vodafone's figures.

[13] 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. See footnote 3.

Figure 9 shows the split of queries to complaints recorded for each Mobile Service Provider in Figure 8, comparing Q2 2026 to Q3 2026.

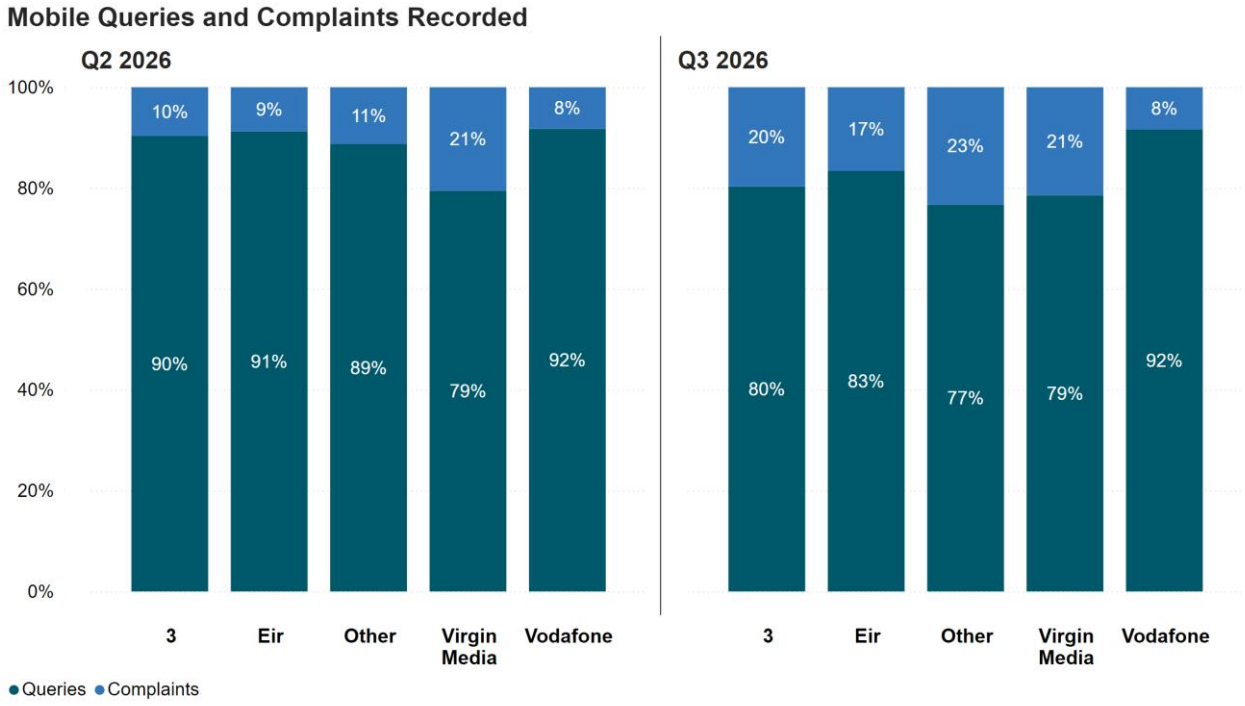
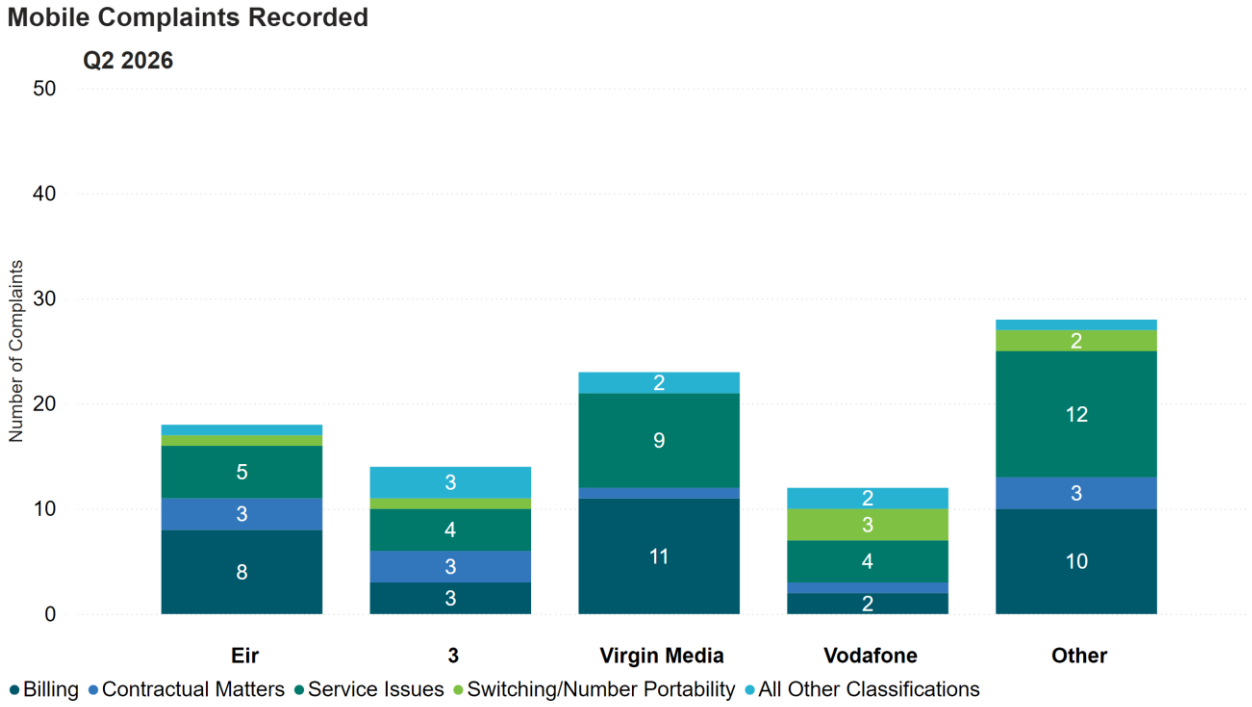


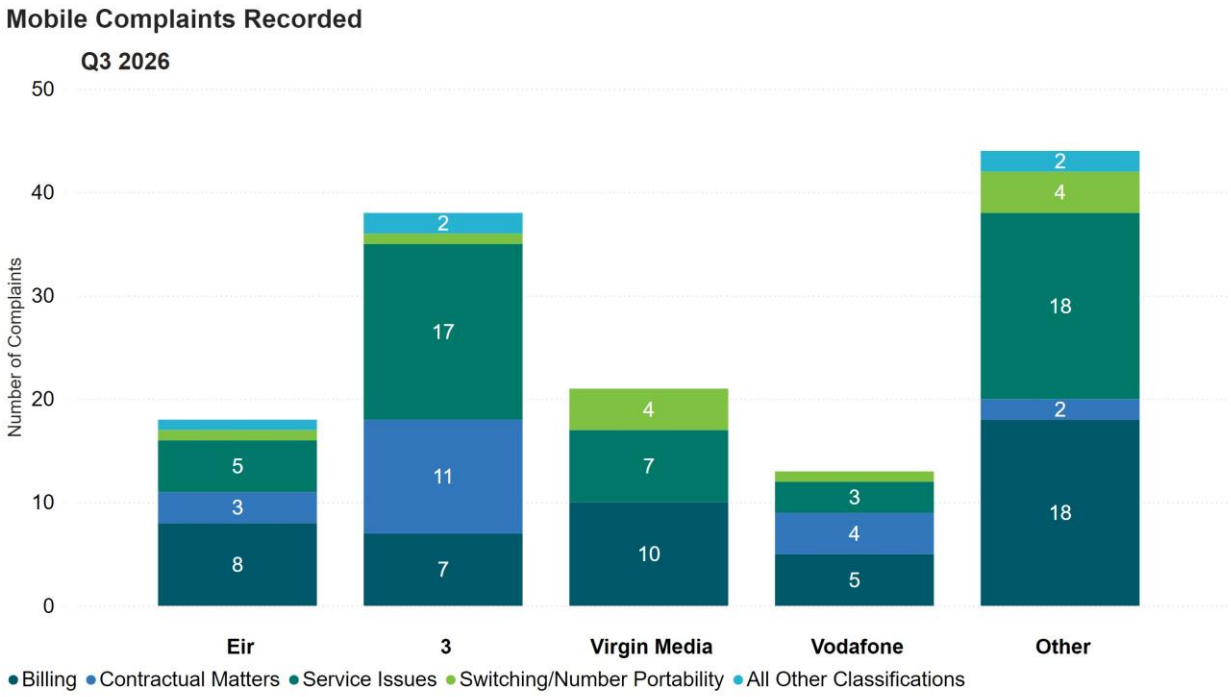
Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q2 2026 vs Q3 2026

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 Q2 2026 with Q3 2026. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.



Period	Service Provider	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
Q2 2026	Eir	8	3	5	1	1
	3	3	3	4	1	3
	Virgin Media	11	1	9	0	2
	Vodafone	2	1	4	3	2
	Other	10	3	12	2	1



Period	Service Provider	Billing	Contractual Matters	Service Issues	Switching/Number Portability	All Other Classifications
Q3 2026	Eir	8	3	5	1	1
	3	7	11	17	1	2
	Virgin Media	10	0	7	4	0
	Vodafone	5	4	3	1	0
	Other	18	2	18	4	2

Figure 10: Mobile Service Provider ECS complaints by classification type Q2 2026 vs Q3 2026

5.3 Mobile Service Provider ECS Issues Recorded[14]

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 in Q3 2026.

Eir	Number of Issues Q3 2026
Billed more than agreed amount	28
Total loss of service	25
Billed after cancellation	20
Issue contacting SP or lodging complaint	18
Billed for service not requested	15

3	Number of Issues Q3 2026
Billed more than agreed amount	22
Intermittent service	20
Total loss of service	9
Number loss	9
Cancellation penalties	11

[14] A comparison is not shown for the previous quarter due to amendments made to issue classifications in Q3.

Virgin Media	Number of Issues Q3 2026
Billed more than agreed amount	14
Number loss	12
Total loss of service	10
Issue contacting SP or lodging complaint	8
Refund not received	5

Vodafone	Number of Issues Q3 2026
Billed more than agreed amount	18
Total loss of service	14
Intermittent service	12
Equipment issues - handset	10
Issue contacting SP or lodging complaint	8

Figure 11: Highest number of issues recorded by Mobile Service Provider Q3 2026

5.4 Mobile Service Provider ECS Complaints Closed in Q3 2026

5.4.1 Number of Complaints Closed by Service Provider

Figure 12 shows the number of ECS complaints closed in Q3 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 Q3 2026 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

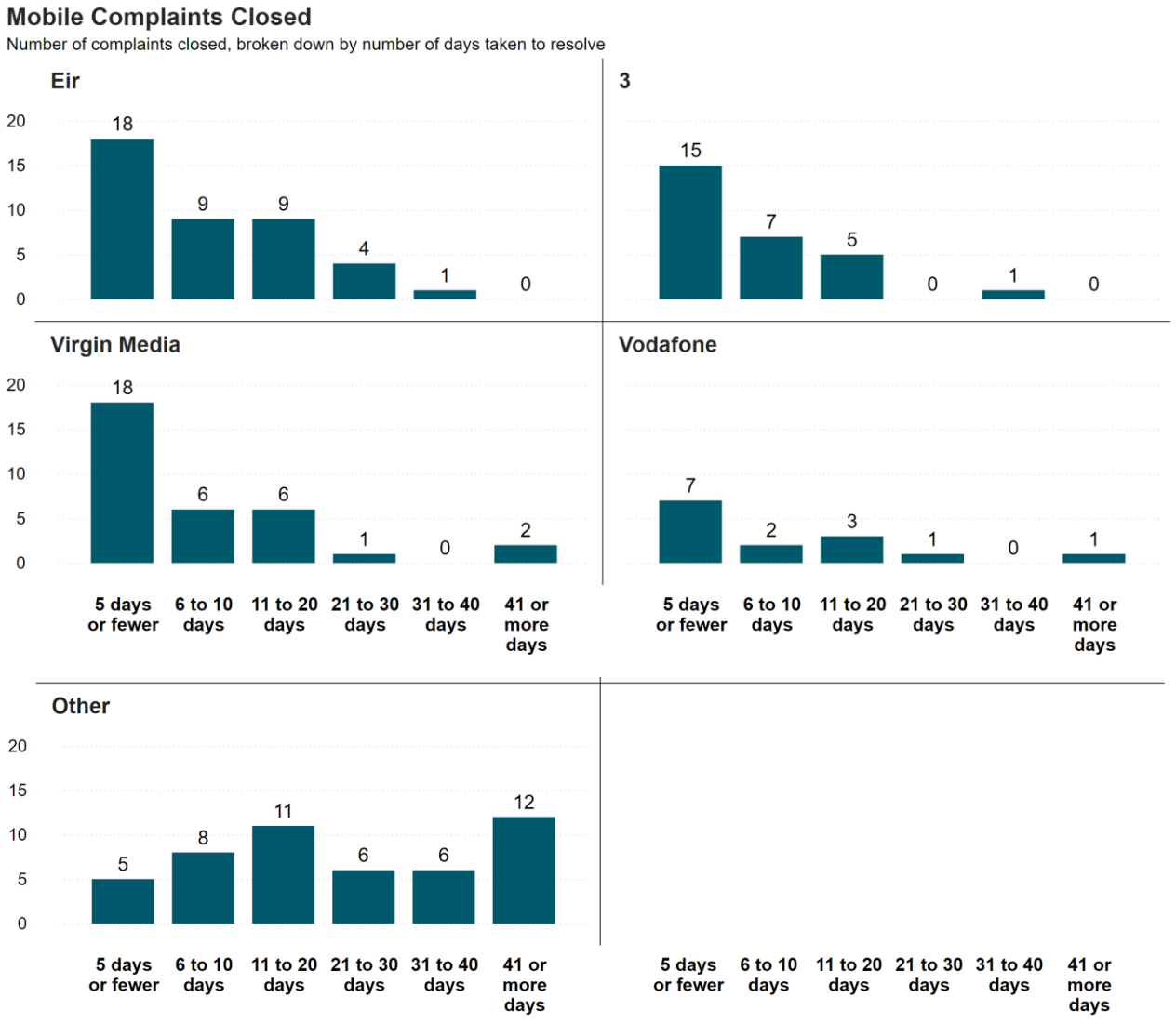


Figure 12: ECS complaints closed in Q3 2026 by Mobile Service Provider and number of working days open

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 Q2 2026[15] to Q3 2026. Complaints closed within Q3 2026 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 July 2026. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Mobile Service Providers.

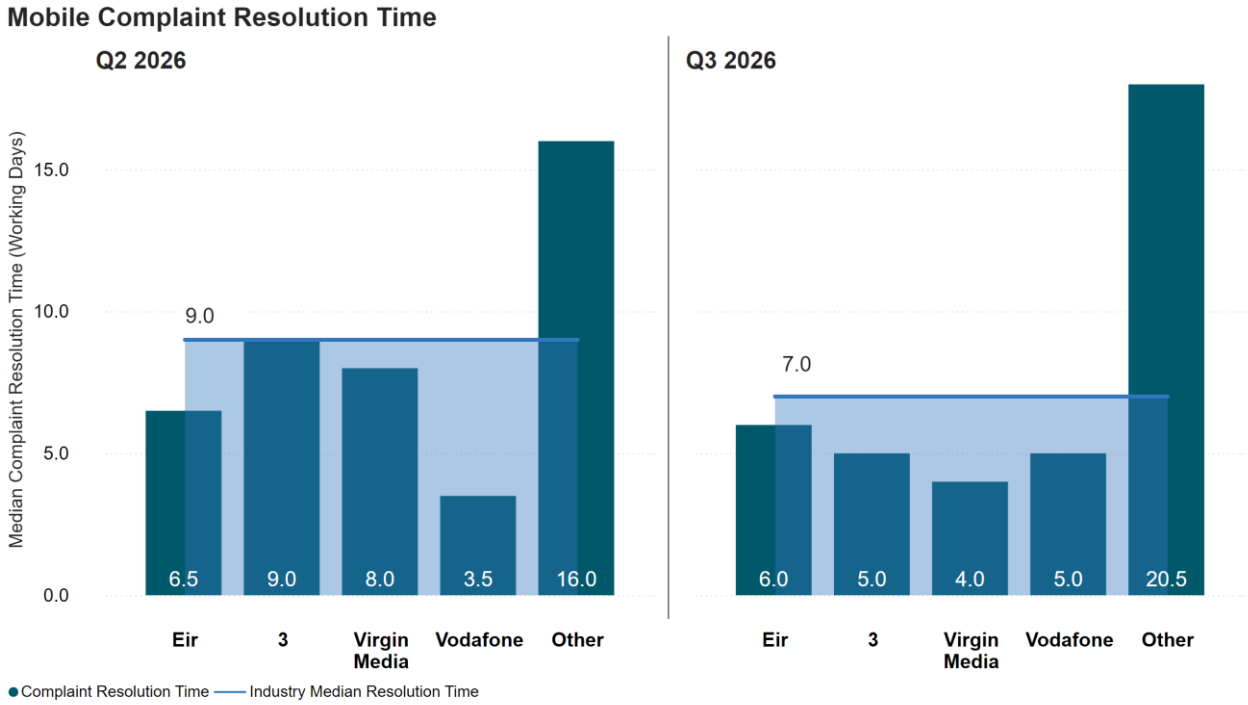


Figure 13: Median complaint resolution time by Mobile Service Provider Q2 2026 vs Q3 2026

[15] For details of complaints closed in Q2 2026, see ComReg Consumer Care Statistics Report Q2 2026.

Figure 14 below provides the Q3 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.

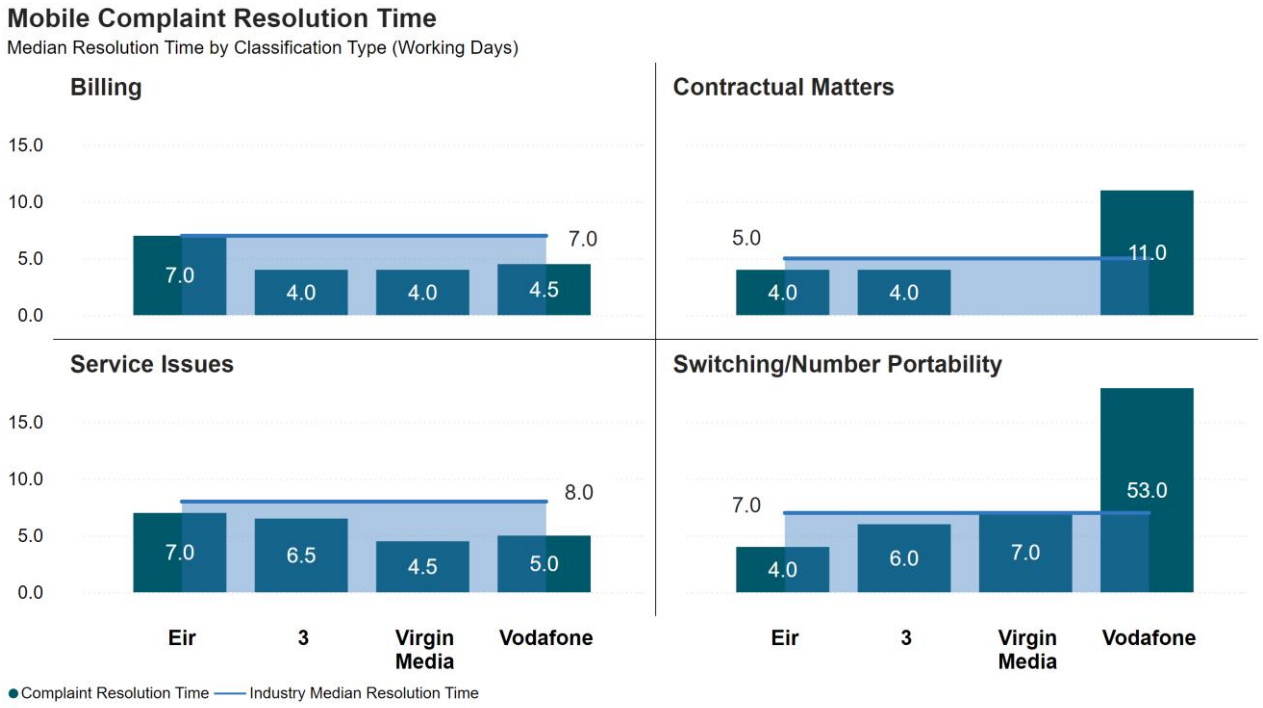


Figure 14: Median complaint resolution time by classification type and Mobile Service Provider Q3 2026

5.5 Mobile Service Provider ECS Complaints Open at 30 September 2026

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

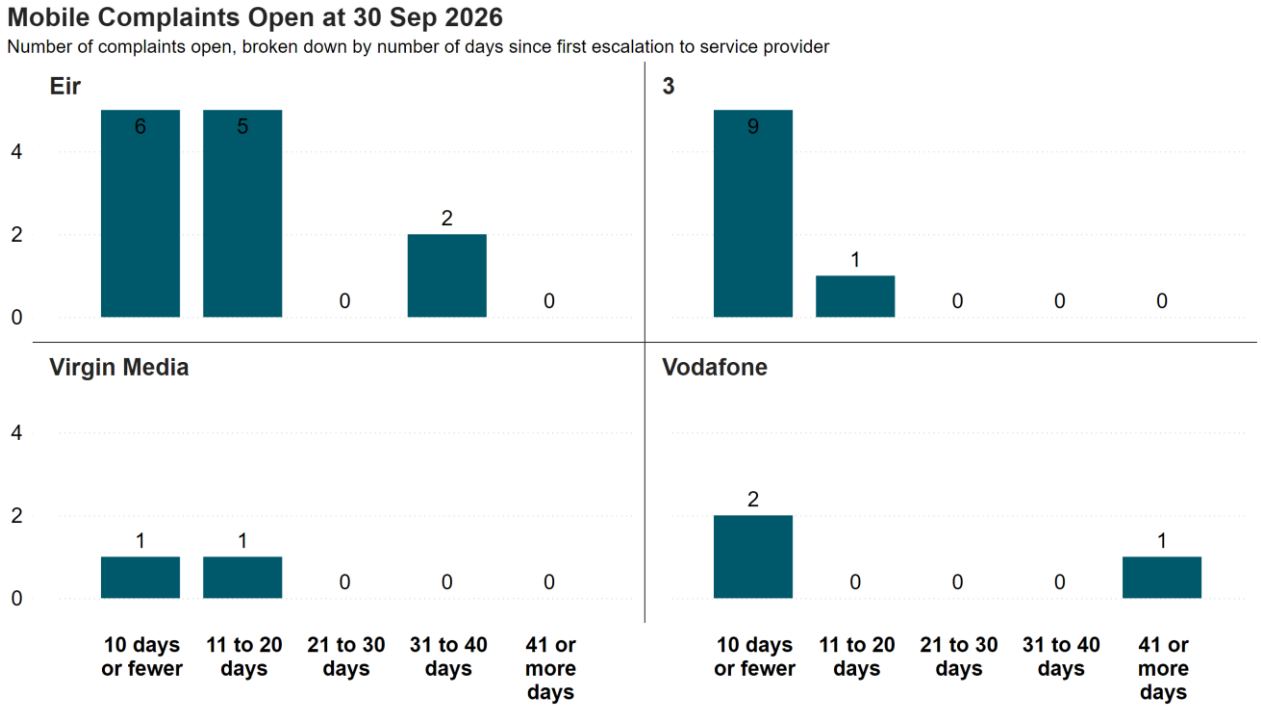


Figure 15: Mobile Service Provider ECS complaints open at 30 September 2026 by number of working days since first escalation

5.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 16[16] below shows the average number of complaints per 100,000[17] subscribers for each Mobile Service Provider listed in Figure 8 and the total industry average for Q3 2026. The 'industry average' is a 'snapshot' based on complaints received for all Mobile Service Providers.

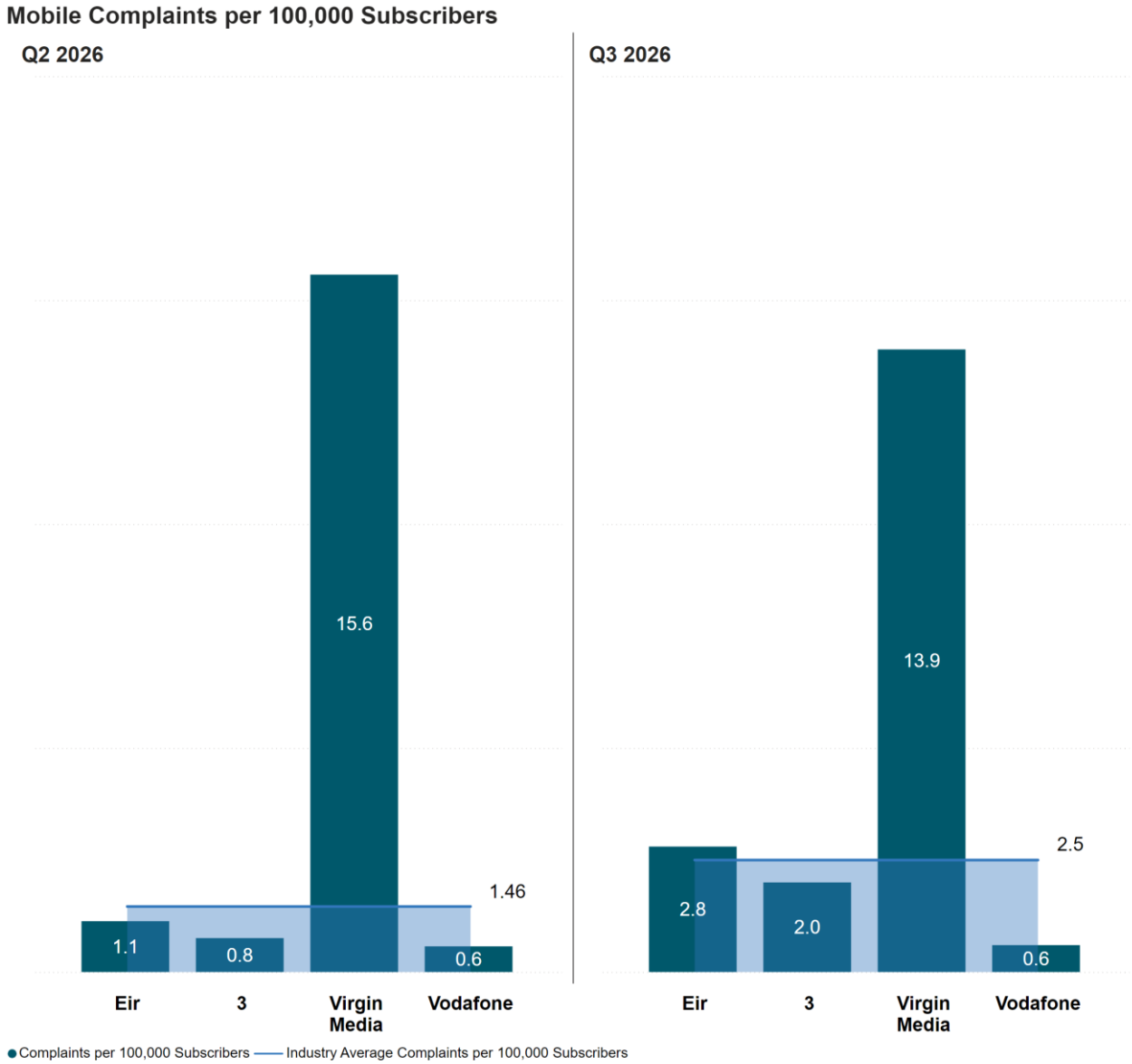


Figure 16: ECS complaints per 100,000 subscribers by Mobile Service Provider Q2 2026 vs Q3 2026

[16] Visual representation is illustrative and not strictly to scale.

[17] 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 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 provider[18] 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	4

Figure 17: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q3 2026

[18] 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.

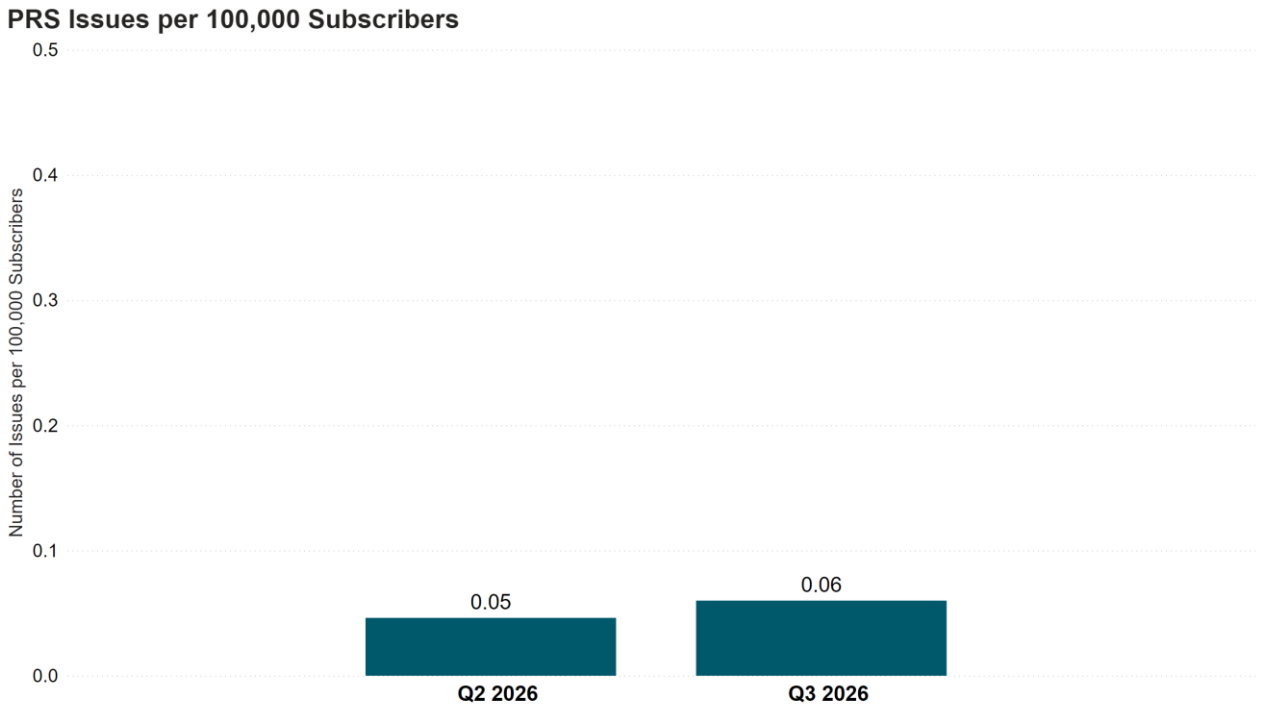


Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q2 2026 vs Q3 2026

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'[19] Fixed Service Providers, comparing Q2 2026 to Q3 2026. The total number of issues recorded for Fixed Service Providers in Q3 2026 was 1,813, compared to 1,687 issues in Q2 2026.

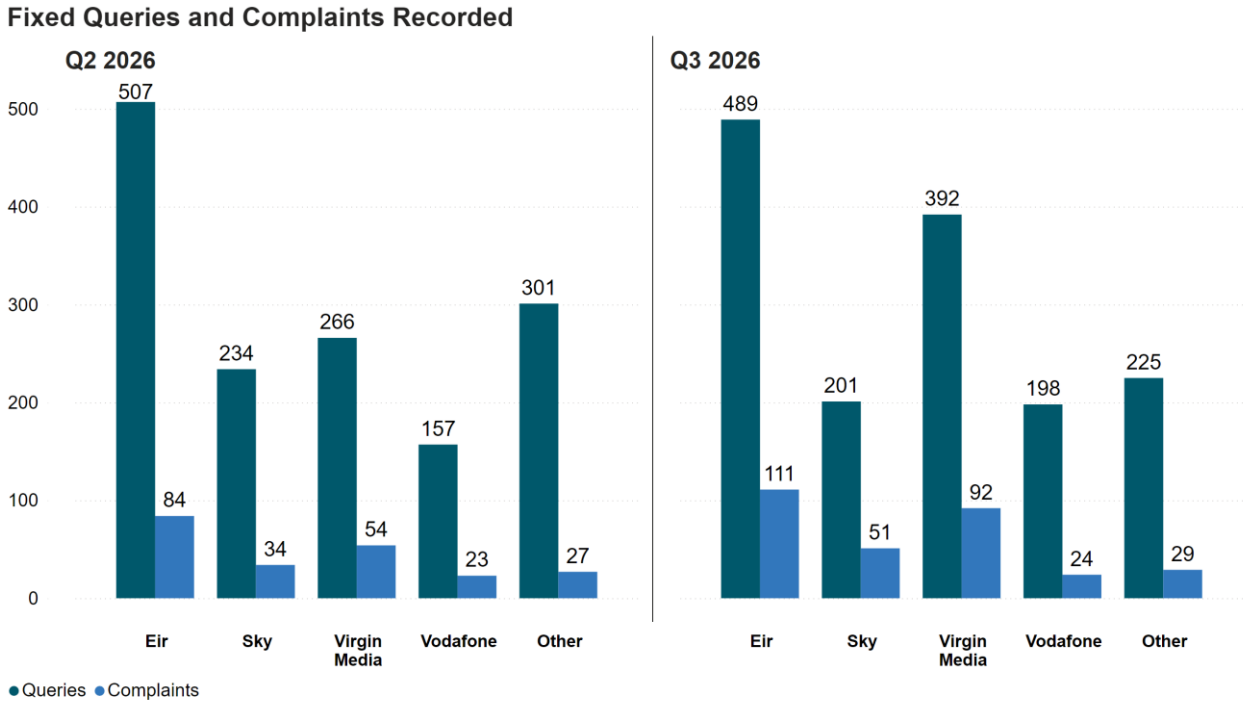


Figure 19: Number of ECS queries and complaints by Fixed Service Provider Q2 2026 vs Q3 2026

[19] '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. See footnote 3

Figure 20 shows the split of queries to complaints recorded for Eir, Sky, Virgin Media and Vodafone, comparing Q2 2026 to Q3 2026.

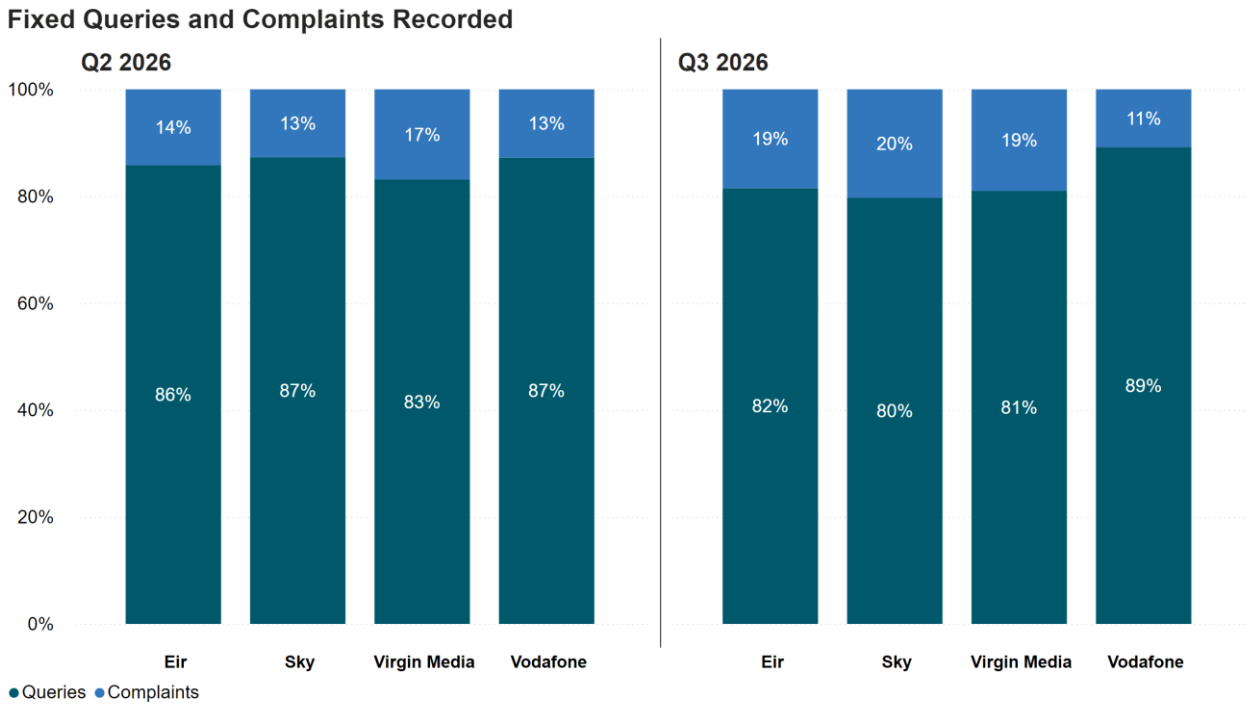
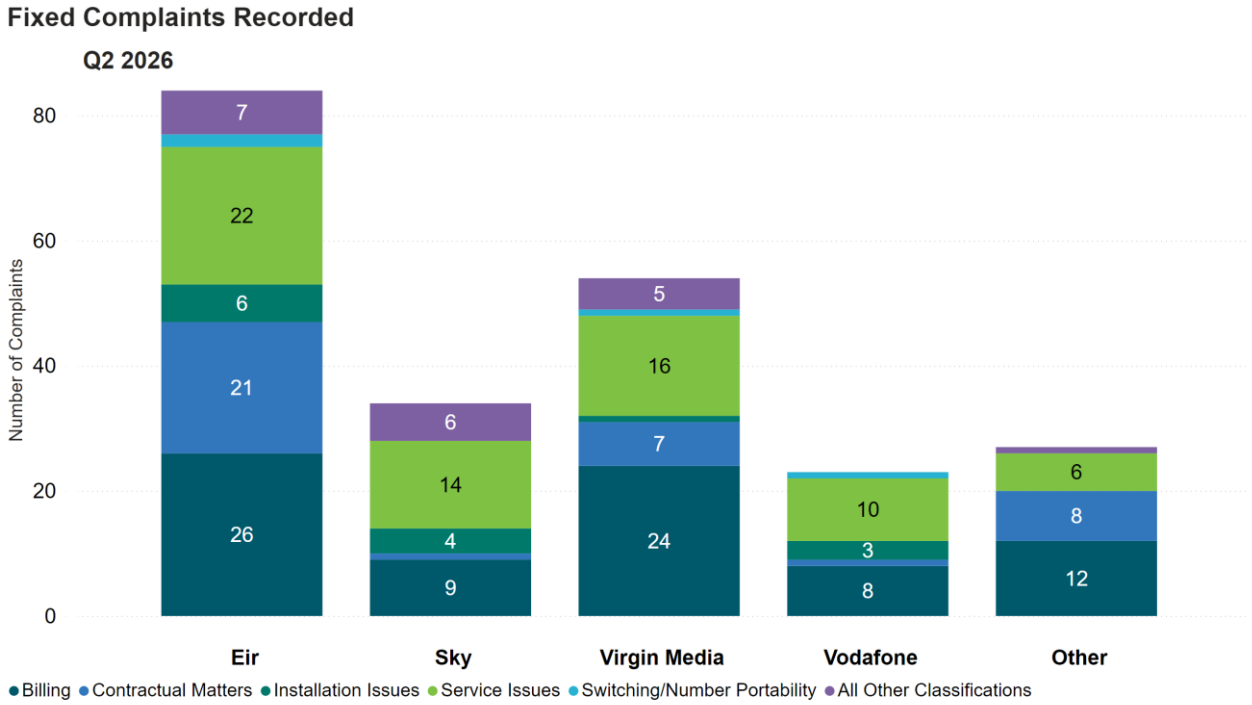


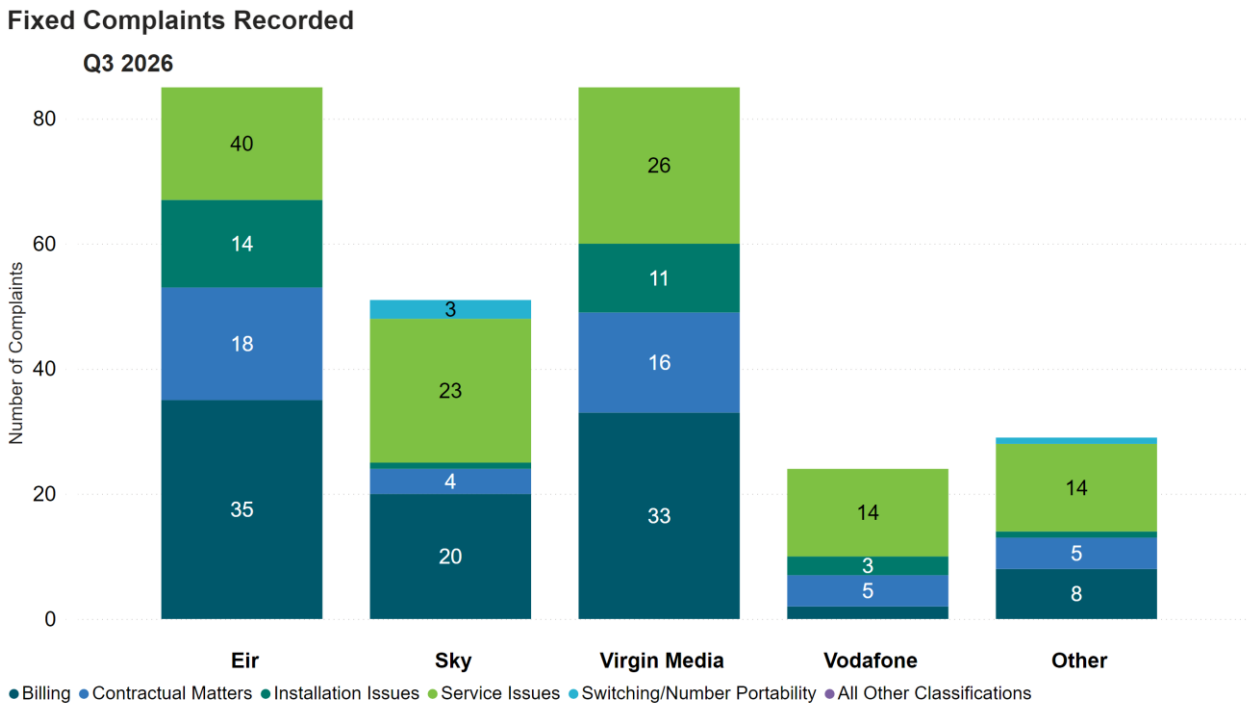
Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q2 2026 vs Q3 2026

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 Q2 2026 with Q3 2026. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.



Period	Service Provider	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
Q2 2026	Eir	26	21	6	22	2	7
	Sky	9	1	4	14	0	6
	Virgin Media	24	7	1	16	1	5
	Vodafone	8	1	3	10	1	0
	Other	12	8	0	6	0	1



Period	Service Provider	Billing	Contractual Matters	Installation Issues	Service Issues	Switching/Number Portability	All Other Classifications
Q3 2026	Eir	35	18	14	40	1	3
	Sky	20	4	1	23	3	3
	Virgin Media	33	16	11	26	3	4
	Vodafone	2	5	3	14	0	0
	Other	8	5	1	14	1	0

Figure 21: Fixed Service Provider ECS complaints by classification type Q2 2026 vs Q3 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 in Q3 2026.

Eir	Number of Issues Q3 2026
Total loss of service	101
Cancellation penalties	59
Availability of particular service at defined location	55
Billed more than agreed amount	37
Intermittent service	36

Sky	Number of Issues Q3 2026
Total loss of service	43
Billed more than agreed amount	26
Intermittent service	22
Billed after cancellation	21
Double billed after switching provider	18

Virgin Media	Number of Issues Q3 2026
Total loss of service	73
Billed more than agreed amount	42
Billed after cancellation	37
Issue contacting SP or lodging complaint	30
Availability of particular service at defined location	27

Vodafone	Number of Issues Q3 2026
Total loss of service	50
Billed more than agreed amount	25
Intermittent service	21
Cancellation penalties	17
Billed after cancellation	13

Figure 22: Highest number of issues recorded by Fixed Service Provider Q3 2026

6.4 Fixed Service Provider ECS Complaints Closed in Q3 2026

6.4.1 Number of Complaints Closed by Service Provider

Figure 23 below shows ECS complaints closed in Q3 2026, for each Fixed Service Provider listed in Figure 19, broken down by number of working days. Complaints closed within Q3 2026 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

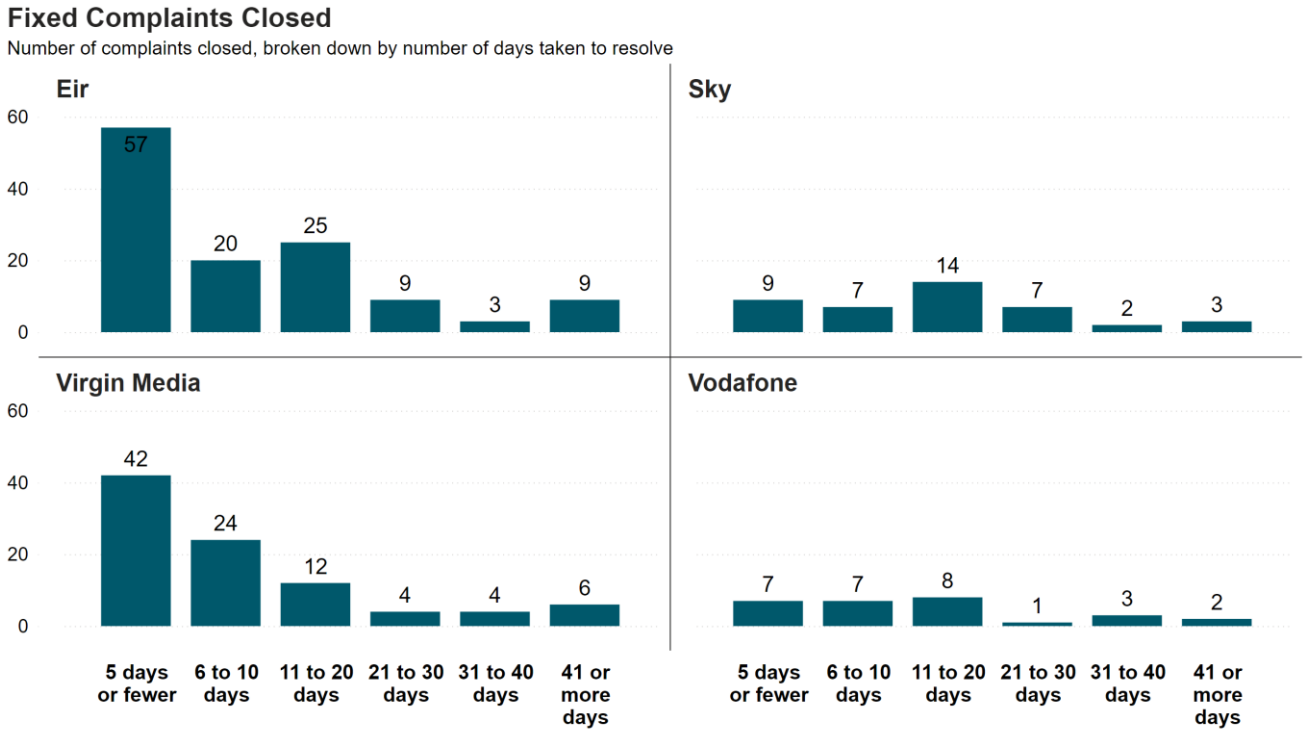


Figure 23: Fixed Service Provider ECS complaints closed in Q3 2026 by number of working days open

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 Q2 2026 to Q3 2026. Complaints closed within Q2 2026 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 July 2026. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Fixed Service Providers.

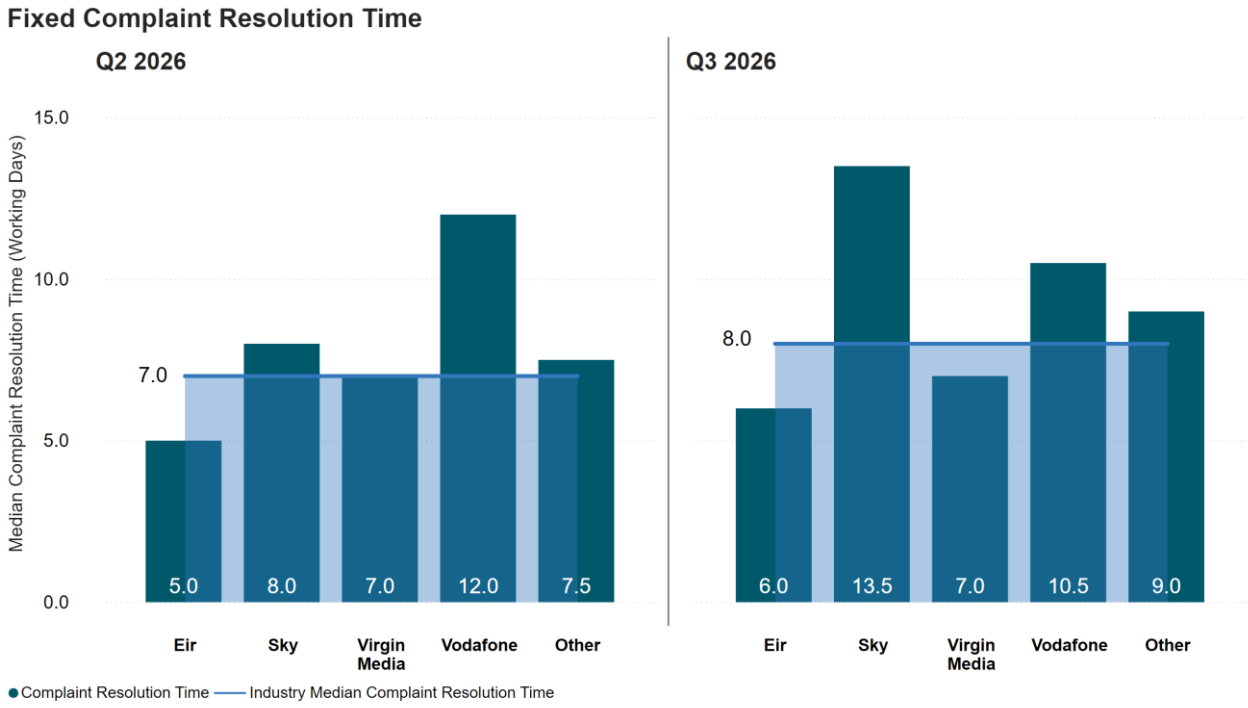


Figure 24: Median complaint resolution time by Fixed Service Provider Q2 2026 vs Q3 2026

Figure 25 below provides the Q3 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.



Figure 25: Median complaint resolution time by classification type and Fixed Service Provider Q3 2026

6.5 Fixed Service Provider ECS Complaints Open at 30 September 2026

Figure 26 shows the number of ECS complaints open at 30 September 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.

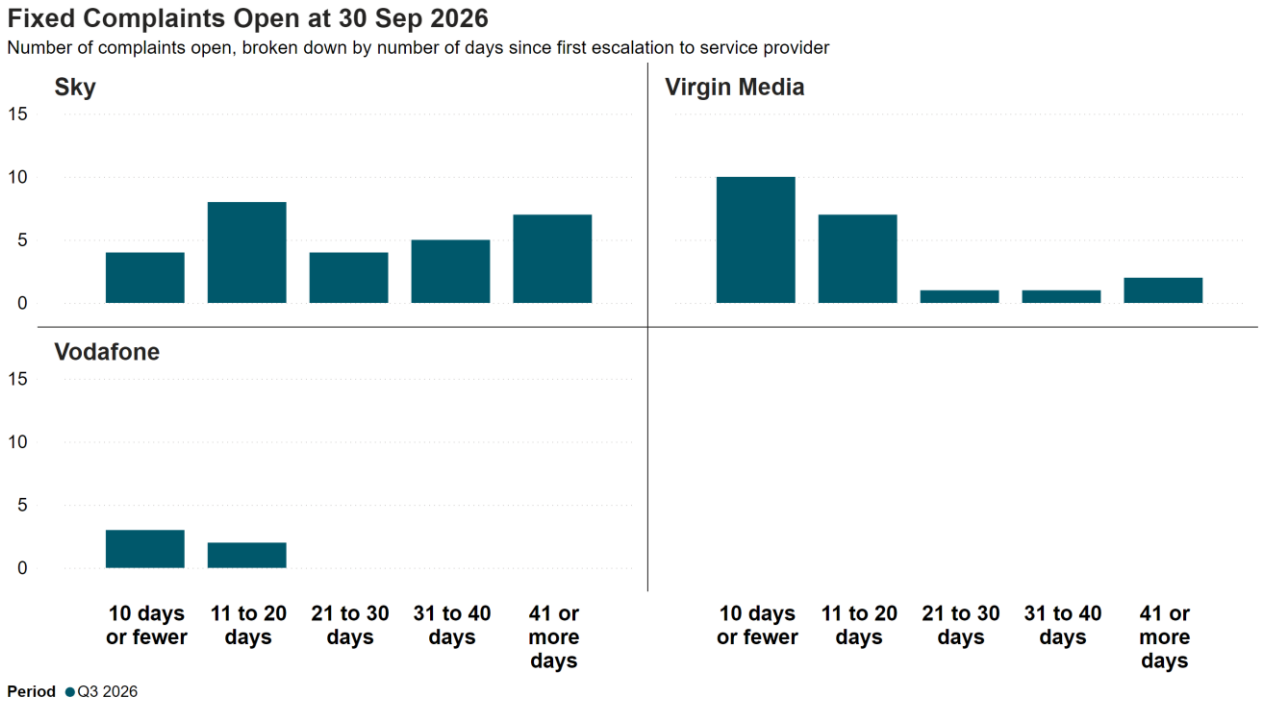


Figure 26: Fixed Service Provider ECS complaints open at 30 September 2026 by number of working days since first escalation

6.6 Fixed Service Provider ECS Complaints per 100,000 Lines[20]

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.

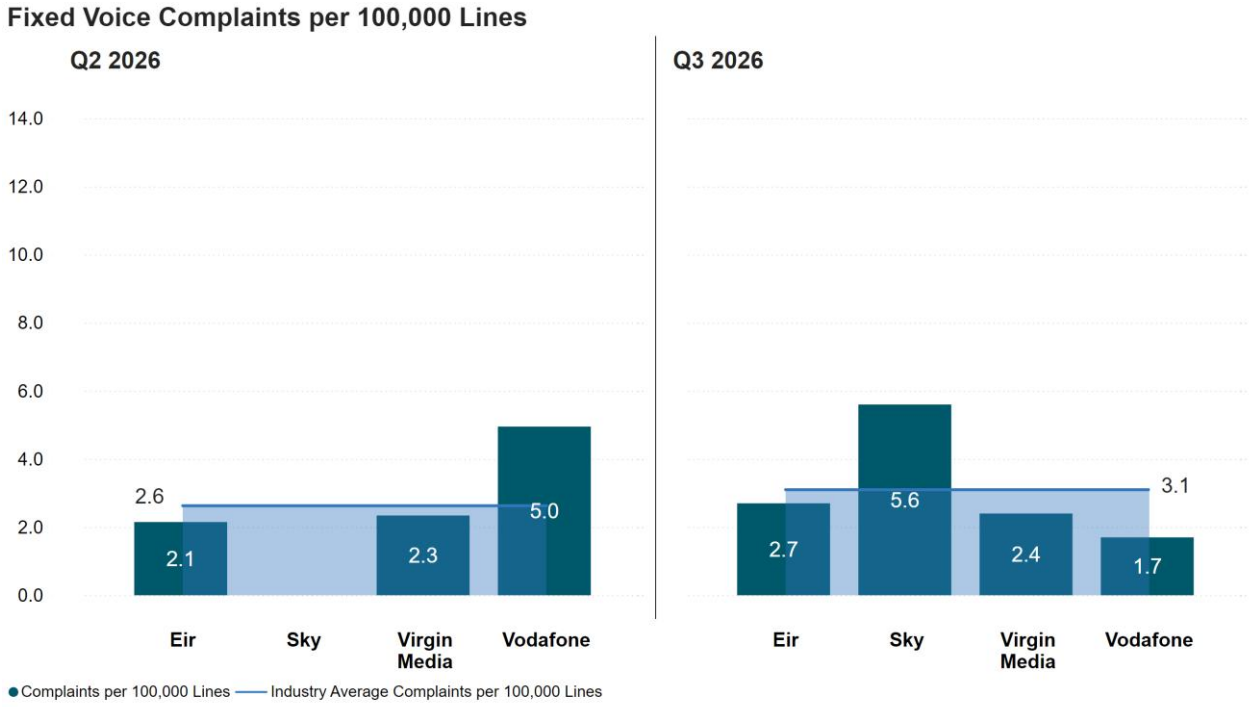


Figure 27: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q2 2026 vs Q3 2026

[20] 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.

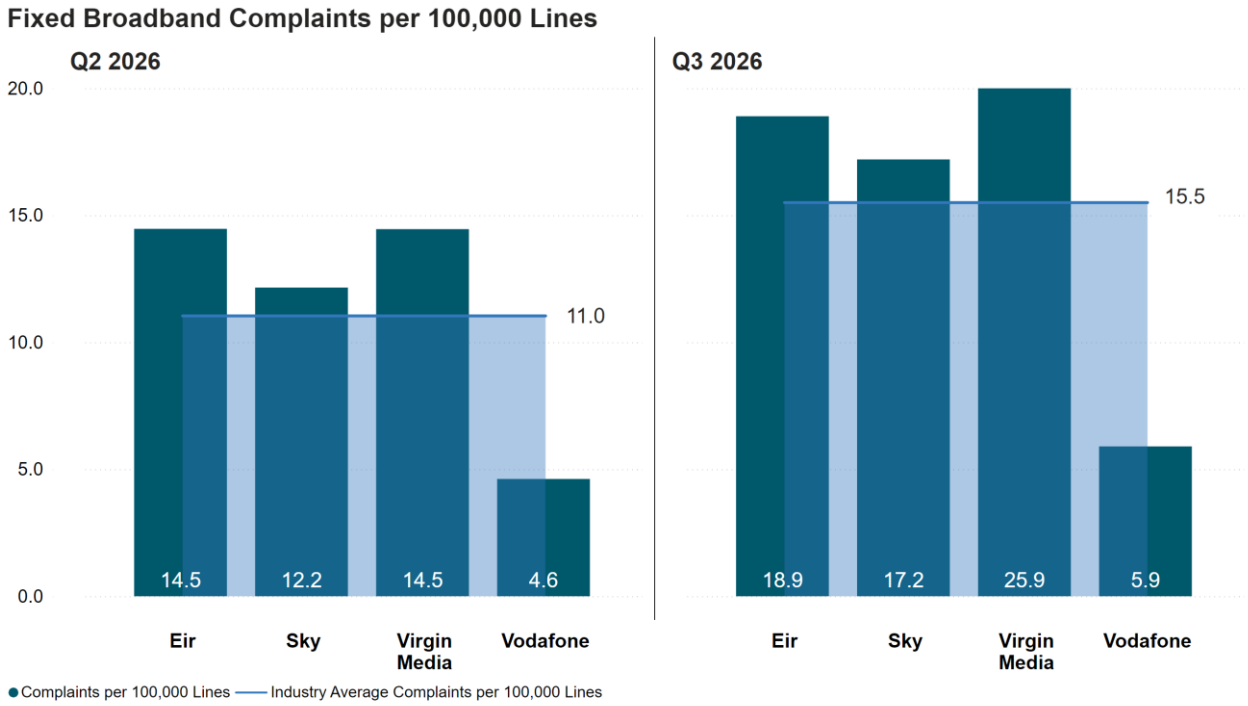
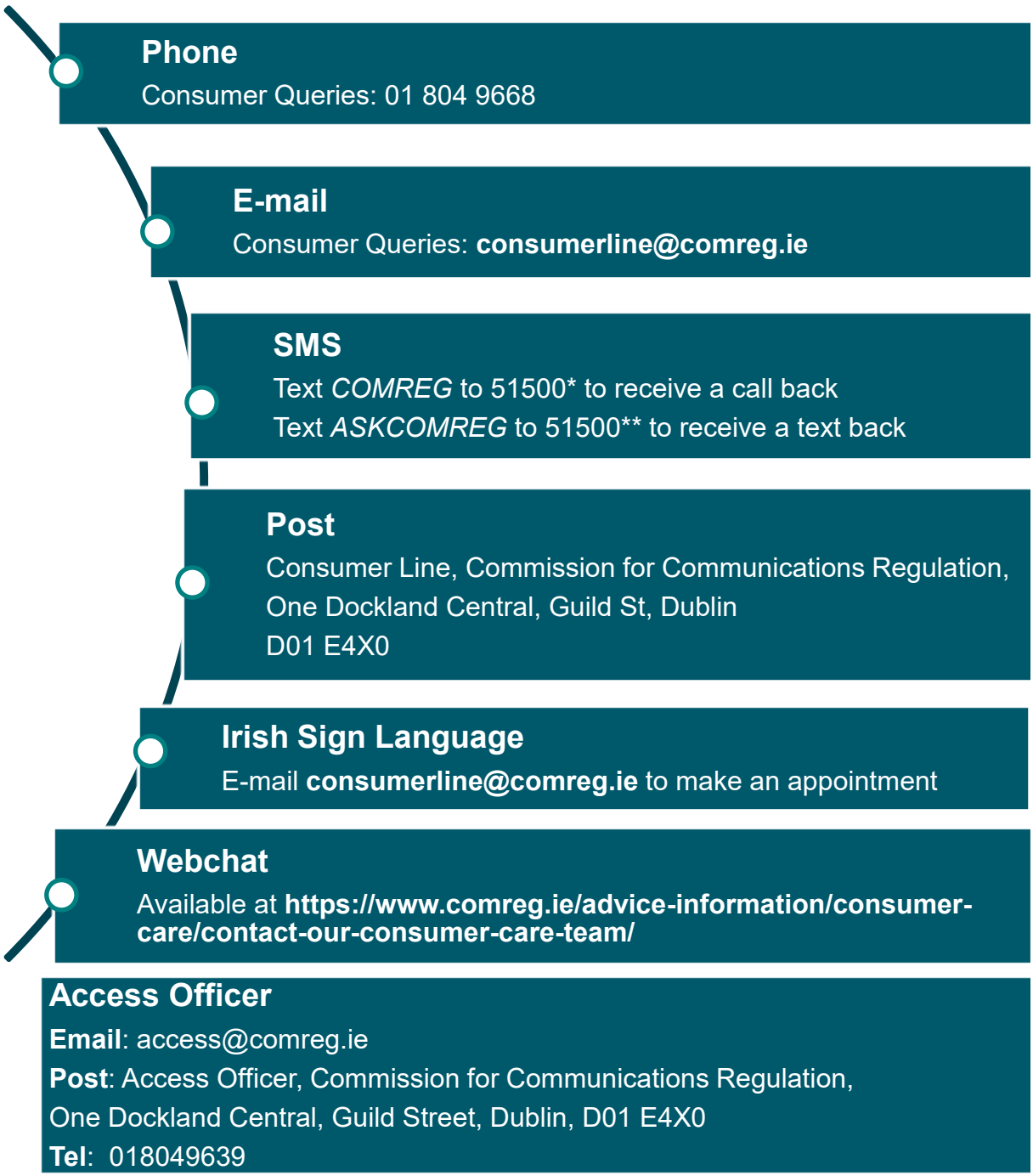


Figure 28: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q2 2026 vs Q3 2026

Annex 1: ComReg Consumer Care Contact Details



*The message will be charged at the standard text rate. If you have any problems with the service, please let us know at 01 804 9668. **Please outline the issue you need assistance with and we will respond to you by text. Please use keyword ASKCOMREG in all text messages, including replies.

Annex 2: ECS Classification Type Index

This Classification Type Index reflects the ECS classification and sub-classification types[21] relevant to highest volume issues recorded in Q3 2026[22].

Billing includes:
Billed after cancellation
Billed for service not received
Billed for service not requested
Billed more than agreed amount
Double billed
Refund not received

Contractual Matters includes:
Terms & conditions - cancellation penalties

Net Neutrality includes:
Net neutrality - broadband speeds received

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

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

[22] For detail on classification and sub-classification types relevant to highest volume issues recorded in Q2 2026, see ComReg Consumer Care Statistics Report Q2 2026.

Switching/Number Portability includes:
Switching/number portability – number loss

Annex 3: Highest Issues Contact Type Index

This contact type index reflects the top contact types[23] received under the ComReg General', 'PRS' and 'Not for ComReg/Other' issue categories as reported by consumers in Q3 2026.

ComReg General	Contact Types
Consumer query - scams	Consumers seeking information about scam prevention or ComReg's anti- scam measures
Radio license query	Queries seeking information on Radio Licensing

Not for ComReg/Postal/Other	Contact Types
Adjacent to ComReg's Remit	Issues more suited to another agency or body
Other	Queries which don't have an existing category
Item lost or substantially delayed	Issues regarding postal items not received, in whole or in part, by the recipient within a specified period of time
Customs	Issues in relation to customs and other postal charges

[23] Classifications may vary each quarter based on the nature of issues reported by consumers.

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