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Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg Consumer Care Statistics Report

Q4 2024 – 1 October to 31 December 2024

Information Notice

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Content

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 working days the issue remains unresolved. See How ComReg Can Help for further information.

This publication[1] includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q4 2024[2,3].

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[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 Q4 2024, ComReg's Consumer Care team recorded approximately 6,900 consumer contacts, compared to 8,200 consumer contacts in Q3 2024. In Q4 2024, approximately 2,900 issues were recorded, compared to 3,300 issues in Q3 2024. ComReg's Consumer Care team managed approximately 2,000 contacts from Service Providers during Q4 2024 and 2,200 contacts during Q3 2024.

In Q4 2024, 92% of all issues recorded were queries and 8% of all issues were complaints. 82% of all issues recorded relate to ECS, 1% relate to PRS, and 17% relate to 'Not for ComReg'/Other. There was a 14% decrease in the total number of issues recorded compared to Q4 2023; ECS issues decreased by 13%, and PRS issues increased by 35%.

In Q4 2024, ComReg's Consumer Care team recorded 125 Mobile Service Provider issues for Eir. 136 issues were recorded for 3. 164 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 8.5 working days, compared to 10.0 working days in Q3 2024. The average number of complaints per 100,000 subscribers was 0.6, the same as Q3 2024.

In Q4 2024, ComReg's Consumer Care team recorded 501 Fixed Service Provider issues for Eir. 256 issues were recorded for Sky. 216 issues were recorded for Virgin Media. 281 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 8.0 working days, the same as Q3 2024. The average number of complaints per 100,000 fixed voice lines was 2.9. The average number of complaints per 100,000 fixed broadband lines was 8.8.

3: Consumer Care Overview

3.1 Consumer Care Contacts

In Q4 2024, approximately 6,900 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 split of these contacts by channel[4] over the last five quarters. In Q4 2024, phone and e-mail/online form continued to be the most popular methods of contact. ComReg's Consumer Care received approximately 2,000 service provider contacts in Q4 2024.

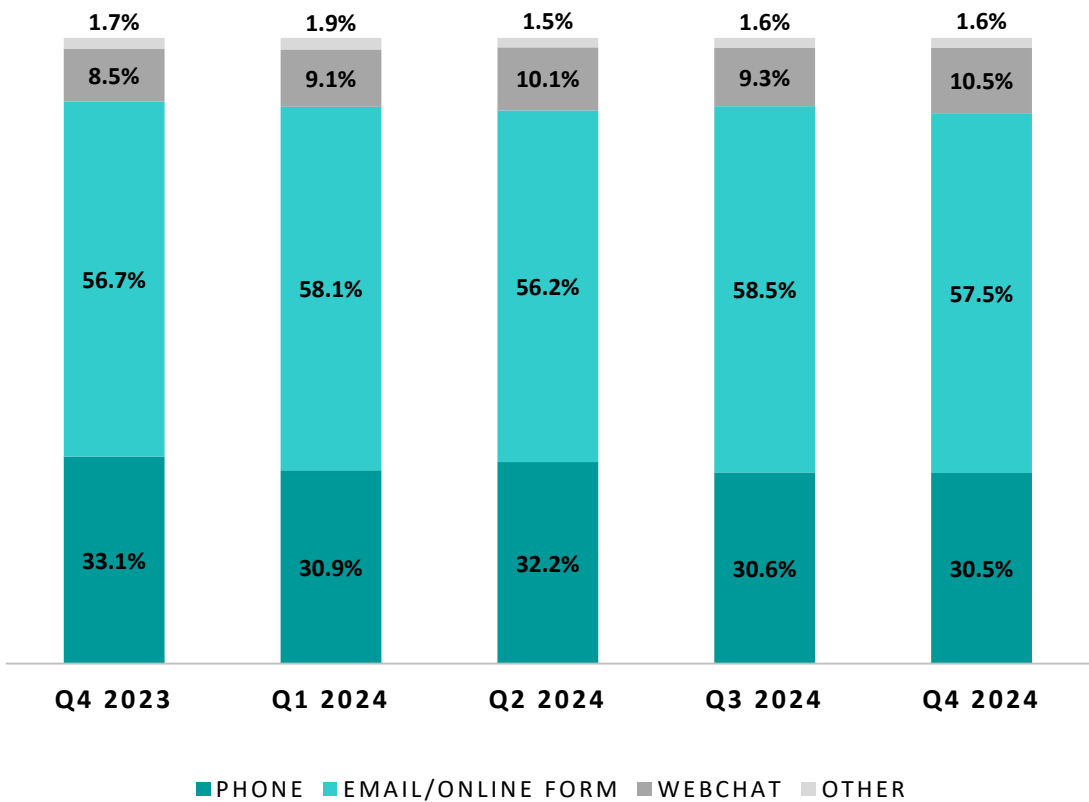**Figure 1: Split of contacts to ComReg's Consumer Care by channel Q4 2023 – Q4 2024**

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[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 5[5].

In Q4 2024, consumers completed 402 phone surveys in relation to queries, 250 phone surveys in relation to complaints, and 71 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q4 2024.
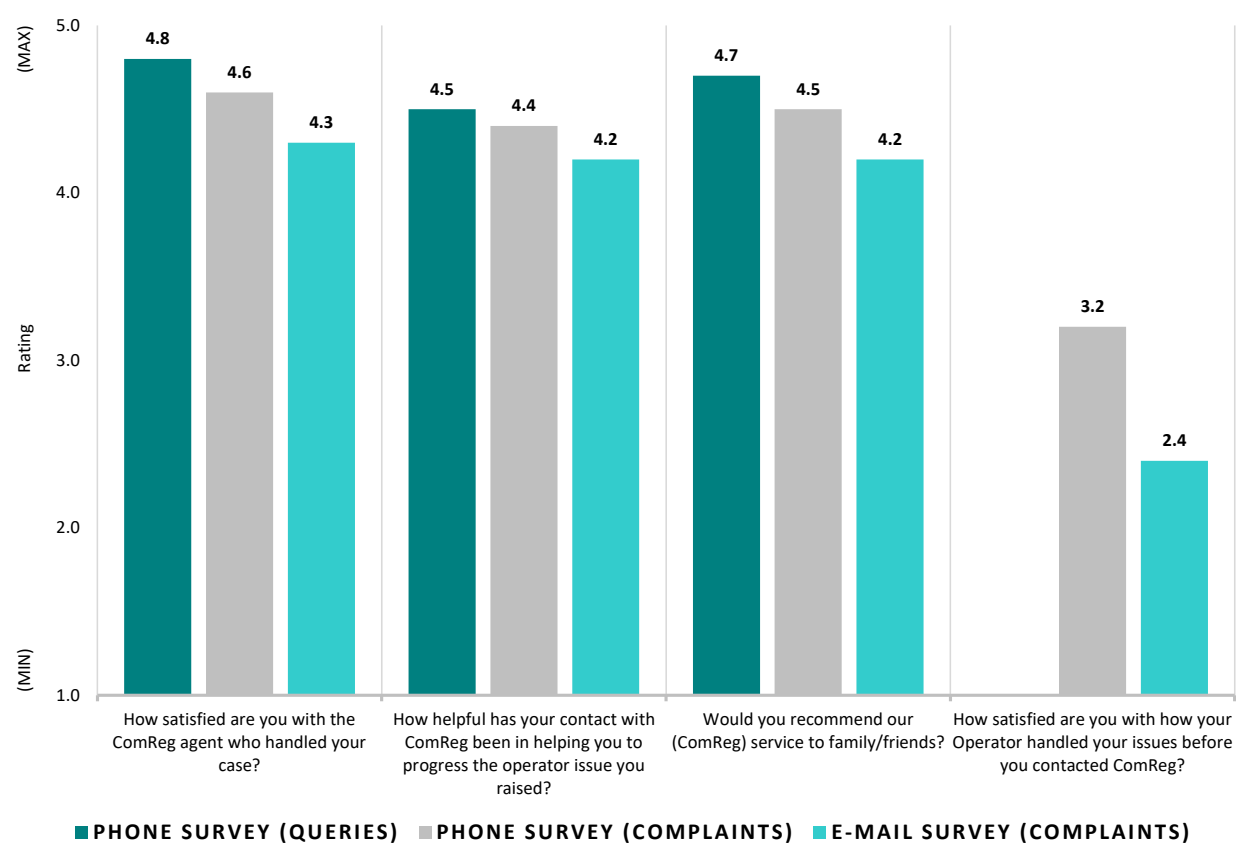
Figure 2: Consumer Care Survey ratings Q4 2024

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[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 Q4 2024, ComReg recorded approximately 2,900 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 14% decrease in the total number of issues recorded compared to Q4 2023; ECS issues decreased by 13%, and PRS issues increased by 35%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q4 2023 to Q4 2024.
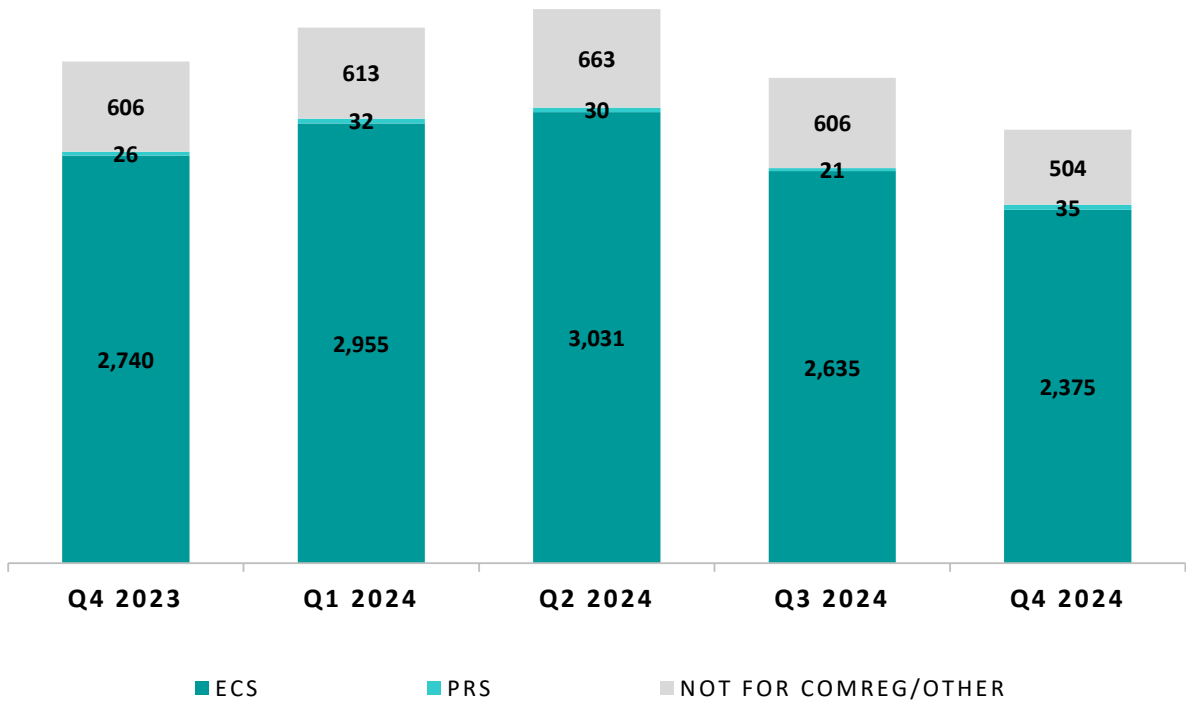
Figure 3: Number of issues recorded Q4 2023 – Q4 2024 by category

In Q4 2024, 82% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 1% and 17% of all other issues, respectively. Figure 4 below shows the split of these three category types.
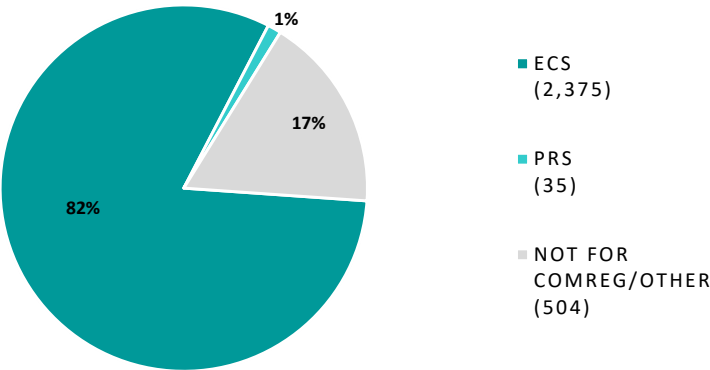
Figure 4: Split of all issues recorded in Q4 2024 by category

4.2 All Issues Recorded by Classification Type[6]

In Q4 2024, approximately 2,900 issues were recorded by ComReg's Consumer Care. The categories ECS and PRS are further split by classification type, which indicate the nature of the issue, such as an ECS Billing Issue. Figure 5 below shows the number of issues recorded for each classification type, comparing Q3 2024 to Q4 2024.
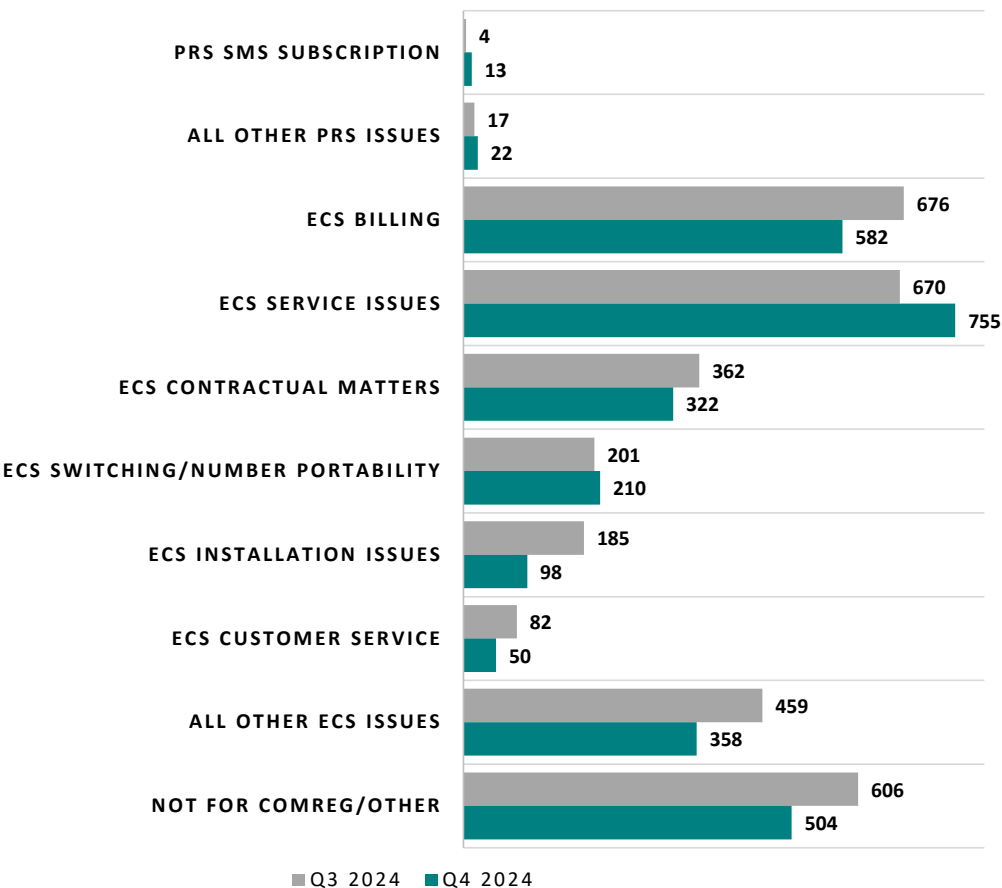
Figure 5: Number of issues recorded by classification type Q3 2024 vs Q4 2024

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

4.3 All Issues Recorded by Queries vs Complaints

In Q4 2024, 92% of all issues recorded were queries, and 8% were complaints. Of the 2,677 queries recorded in Q4 2024, 80% were in relation to ECS and 1% were in relation to PRS. Of the 237 complaints recorded, 99.6% were in relation to ECS and 0.4% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 23.
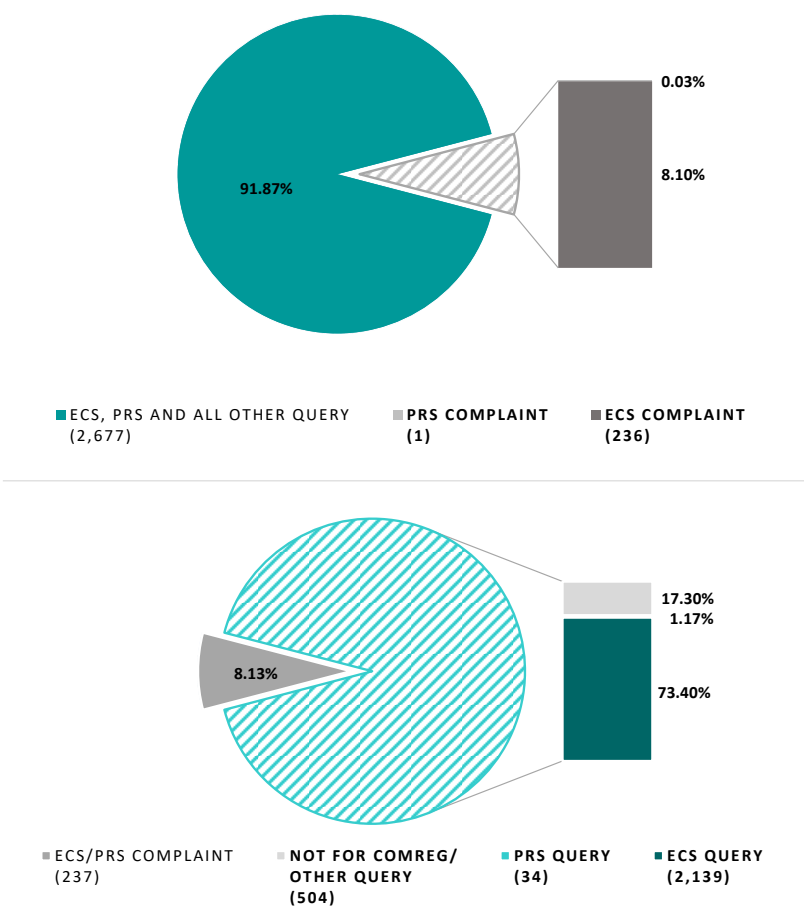
Figure 6: Split of issues recorded by issue type and category Q4 2024

Figure 7 shows the trend of ECS and PRS issues, split by query and complaint, over the last five quarters, which allows for a seasonal comparison of issues recorded in Q4 2023 to Q4 2024. From Q4 2023 to Q4 2024, ECS queries decreased by 12% and PRS queries increased by 36%; ECS complaints decreased by 23% and PRS complaints remained the same. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.
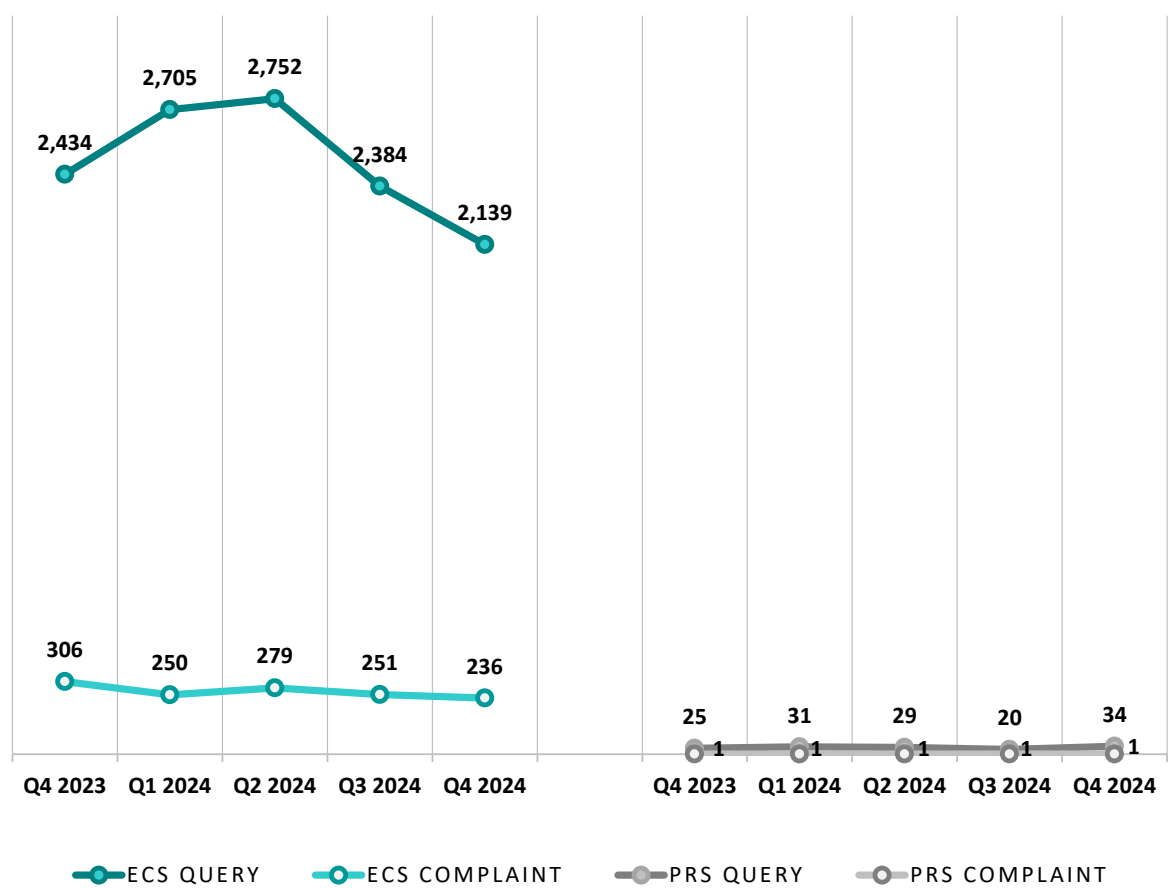
Figure 7: ECS and PRS complaints and queries recorded Q4 2023 – Q4 2024

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[7], 3[8], Vodafone[9] and 'Other' Mobile Service Providers[10], comparing Q3 2024 to Q4 2024. The total number of issues recorded for Mobile Service Providers in Q4 2024 was 602, compared to Q3 2024, where 752 issues were recorded.
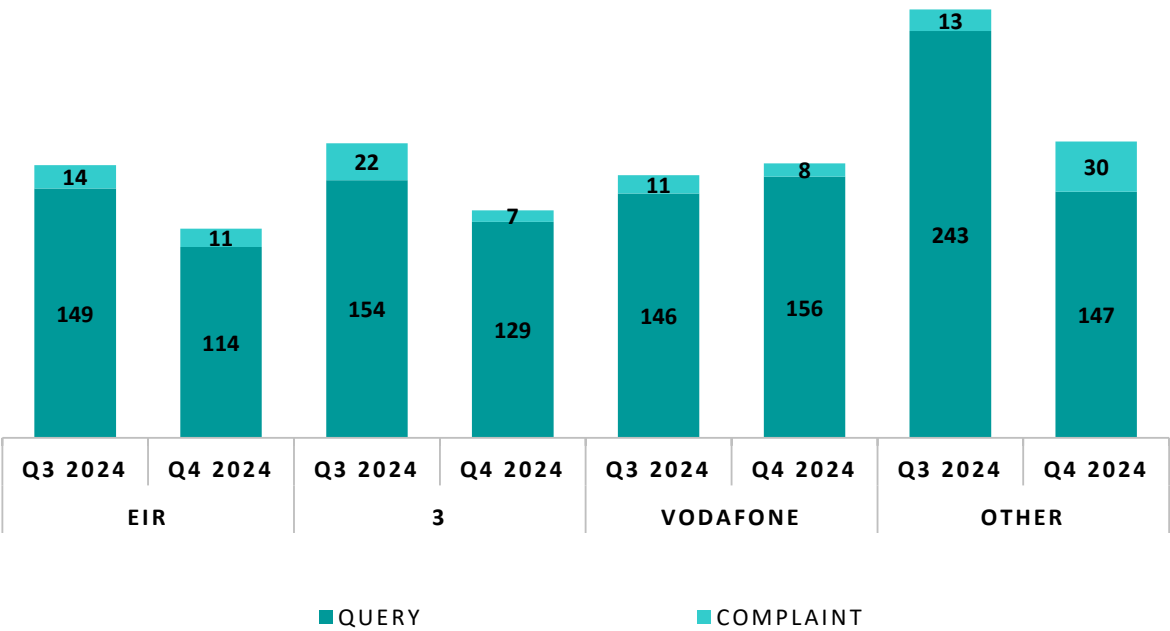
Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q3 2024 vs Q4 2024

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[7] On this chart, issues recorded for GoMo are included in Eir's figures.

[8] On this chart, issues recorded for 48 are included in 3's figures.

[9] On this chart, issues recorded for Clear Mobile are included in Vodafone's figures.

[10] '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[7,8,9,10] in Figure 8, including the total industry average, comparing Q3 2024 to Q4 2024. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.
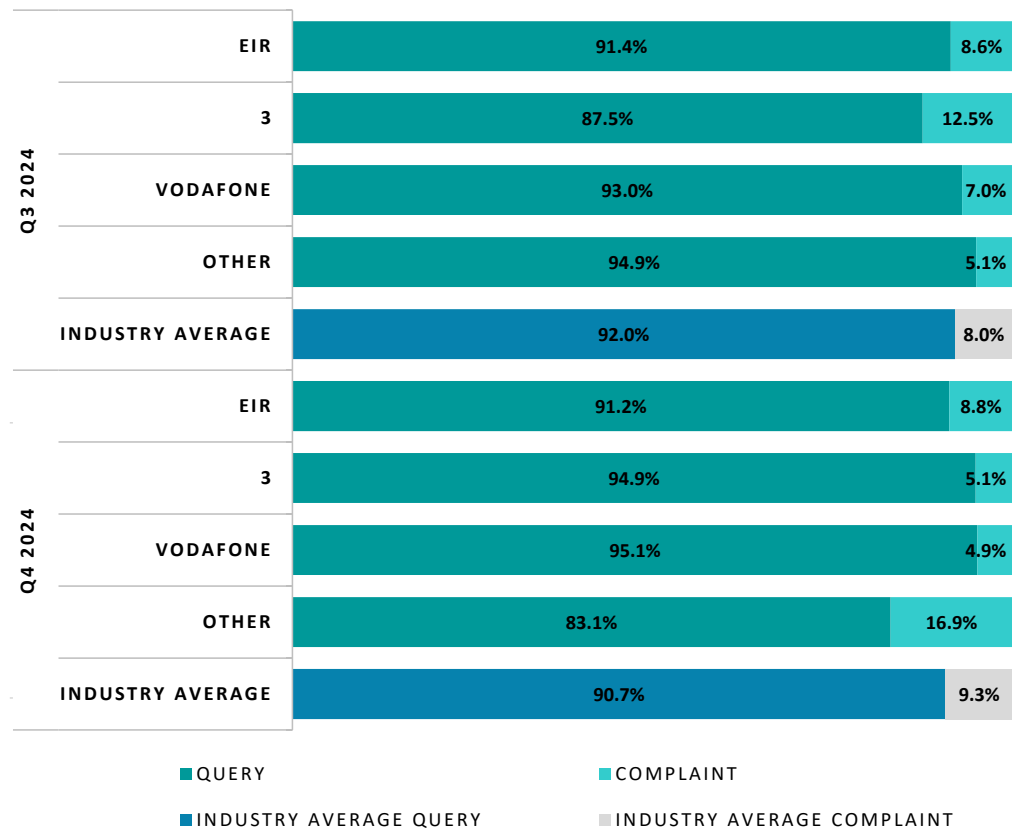
Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q3 2024 vs Q4 2024

5.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider[7,8,9,10] listed in Figure 8, comparing Q3 2024 with Q4 2024. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

EIR

Classification	Value
BILLING	7
CONTRACTUAL MATTERS	1
SERVICE ISSUES	4
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	1
BILLING	6
CONTRACTUAL MATTERS	1
SERVICE ISSUES	2
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	2

3

Classification	Value
BILLING	8
CONTRACTUAL MATTERS	2
SERVICE ISSUES	6
SWITCHING/NUMBER PORTABILITY	2
ALL OTHER CLASSIFICATIONS	4
BILLING	1
CONTRACTUAL MATTERS	2
SERVICE ISSUES	4
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	

VODAFONE

Classification	Q3 2024
BILLING	6
CONTRACTUAL MATTERS	1
SERVICE ISSUES	3
SWITCHING/NUMBER PORTABILITY	
ALL OTHER CLASSIFICATIONS	1

Classification	Q4 2024
BILLING	4
CONTRACTUAL MATTERS	
SERVICE ISSUES	2
SWITCHING/NUMBER PORTABILITY	2
ALL OTHER CLASSIFICATIONS	

OTHER

Classification	Q3 2024
BILLING	5
CONTRACTUAL MATTERS	1
SERVICE ISSUES	3
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	3

Classification	Q4 2024
BILLING	7
CONTRACTUAL MATTERS	5
SERVICE ISSUES	14
SWITCHING/NUMBER PORTABILITY	3
ALL OTHER CLASSIFICATIONS	1

■ Q3 2024   ■ Q4 2024

Figure 10: Mobile Service Provider ECS complaints by classification type Q3 2024 vs Q4 2024

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[7,8,9] listed in Figure 8, as reported by consumers, comparing Q3 2024 to Q4 2024.

	Number of Issues Q3 2024	Number of Issues Q4 2024
Eir		
Billed more than agreed amount	27	22
Billed after cancellation	11	10
Billed for service not requested	8	6
Mobile coverage	6	6
Equipment issues - handset	5	6
Switching/number portability - number loss	5	6
Billed for service not received		5
Bill medium - not agreed format		4
Refund not received		4
Pricing transparency		4
3		
Billed more than agreed amount	12	17
Mobile coverage	13	10
Billed for service not requested		9
Equipment issues - handset	10	8
Loss of service	12	7
Billed after cancellation	8	7
Service availability		6
Switching/number portability - number loss		6
Terms & conditions - cancellation penalties	11	5
Pricing transparency		4

Vodafone

Billed more than agreed amount	14	20
Mobile coverage	16	19
Switching/number portability - unlock code issue	13	13
Loss of service	17	12
Switching/number portability - number loss	5	11
Refund not received	8	8
Accessing complaints process - issue lodging formal complaint	9	7
Billed after cancellation	7	7
Misleading sales		7
Billed for service not requested		6

Figure 11: Highest number of issues recorded by Mobile Service Provider Q3 2024 vs Q4 2024

5.4 Mobile Service Provider ECS Complaints Closed in Q4 2024

Figure 12 shows the number of ECS complaints closed in Q4 2024, for each Mobile Service Provider[7,8,9] listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q4 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

EIR

Working days open	Number of complaints closed
5 DAYS OR LESS	6
6 - 10 DAYS	2
11 - 20 DAYS	
21 - 30 DAYS	
31 - 40 DAYS	1
41 OR MORE DAYS	1

3

Working days open	Number of complaints closed
5 DAYS OR LESS	5
6 - 10 DAYS	2
11 - 20 DAYS	3
21 - 30 DAYS	
31 - 40 DAYS	
41 OR MORE DAYS	1

VODAFONE

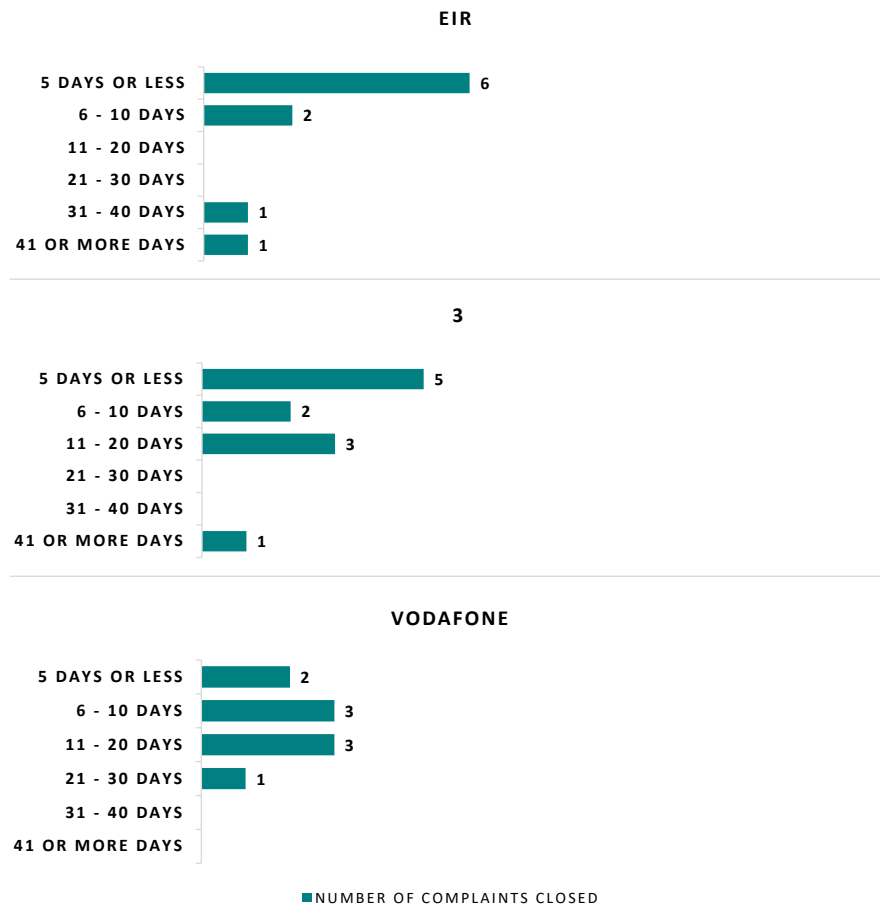| Working days open	Number of complaints closed
5 DAYS OR LESS	2
6 - 10 DAYS	3
11 - 20 DAYS	3
21 - 30 DAYS	1
31 - 40 DAYS	
41 OR MORE DAYS	

■ NUMBER OF COMPLAINTS CLOSED

Figure 12: ECS complaints closed in Q4 2024 by Mobile Service Provider and 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 13[7,8,9,10] 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 Q3 2024[11] to Q4 2024. Complaints closed within Q4 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 October 2024. 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 Q3 2024 vs Q4 2024

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[11] For details of complaints closed in Q3 2024, see ComReg Consumer Care Statistics Report Q3 2024.

Figure 14[7,8,9,10] provides a further breakdown of the Q4 2024 complaint resolution time of ECS complaints in Figure 13. In Figure 14, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The 'industry median' is a 'snapshot' based on all complaints closed within the quarter for all Mobile Service Providers.
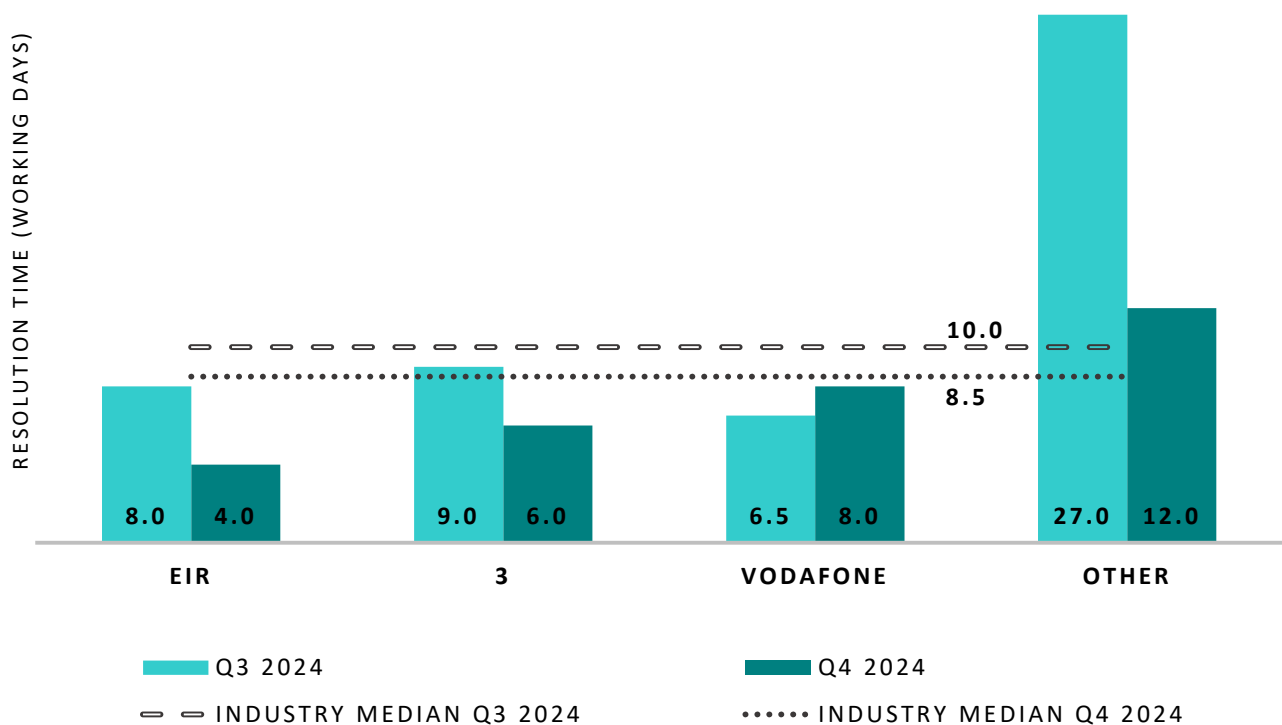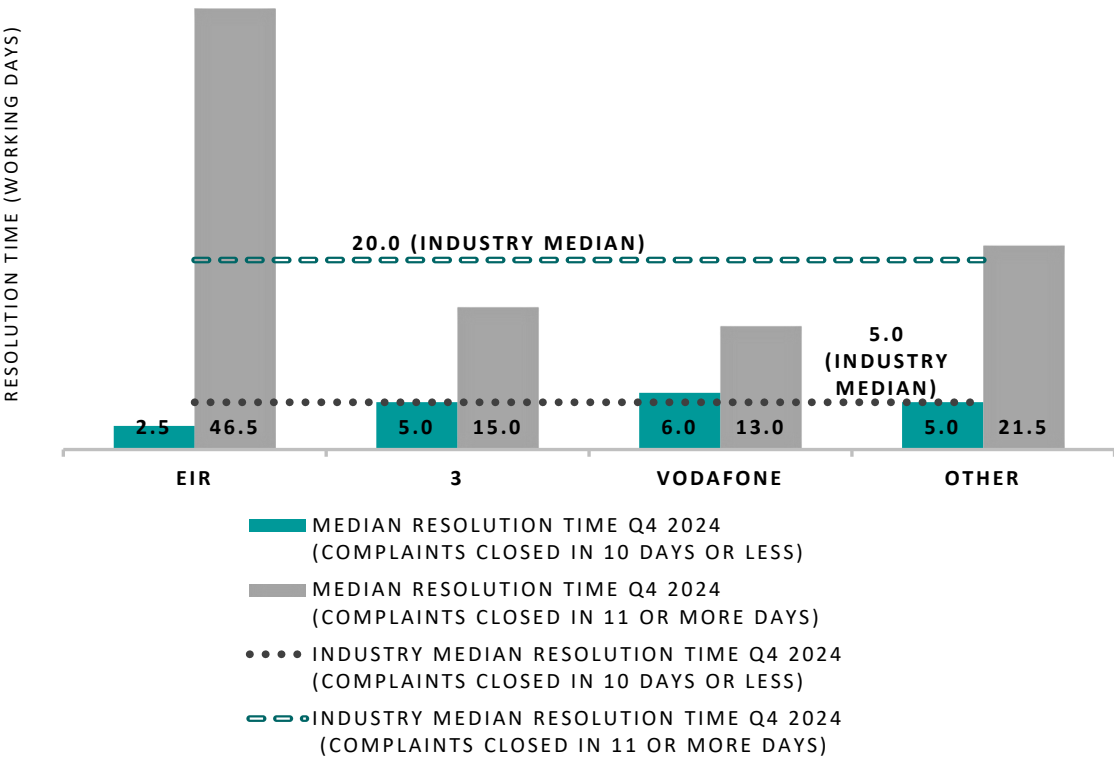

Figure 14: Median complaint resolution time by Mobile Service Provider Q4 2024, complaints closed in 10 days or less vs complaints closed in 11 days or more

Figure 15 below provides the Q4 2024 median resolution time for complaints in Figure 13, split by Service Provider[7,8,9] and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.
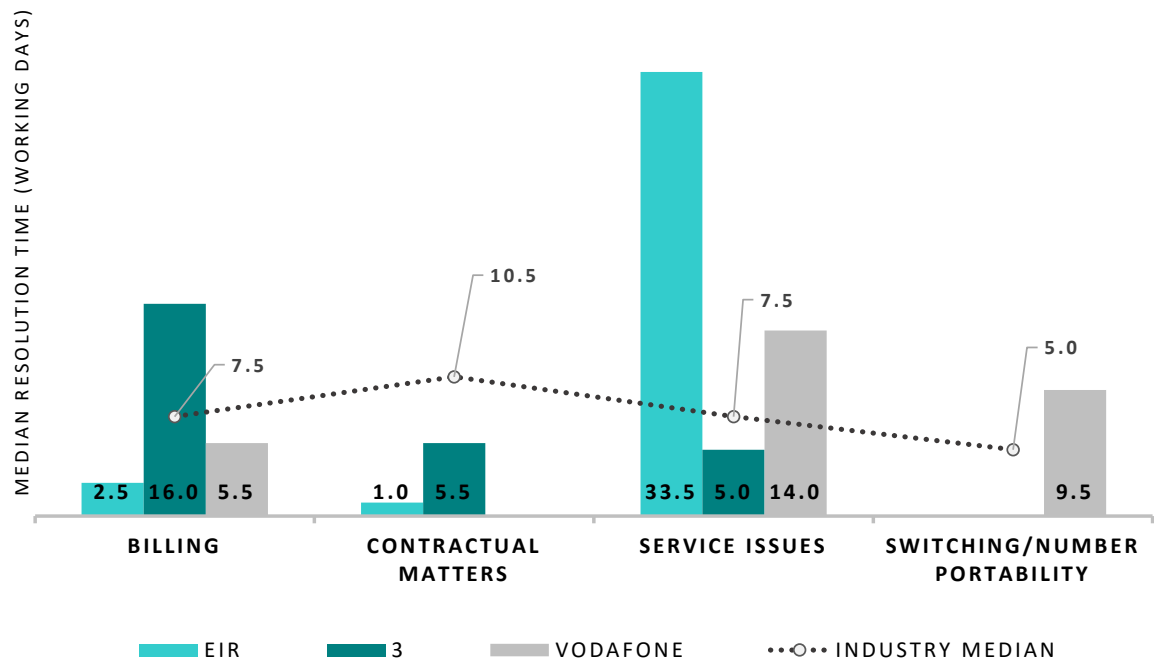
Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q4 2024

5.5 Mobile Service Provider ECS Complaints Open at 31 December 2024

Figure 16 shows the number ECS complaints open at 31 December 2024, for each Mobile Service Provider[7,8,9] listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.
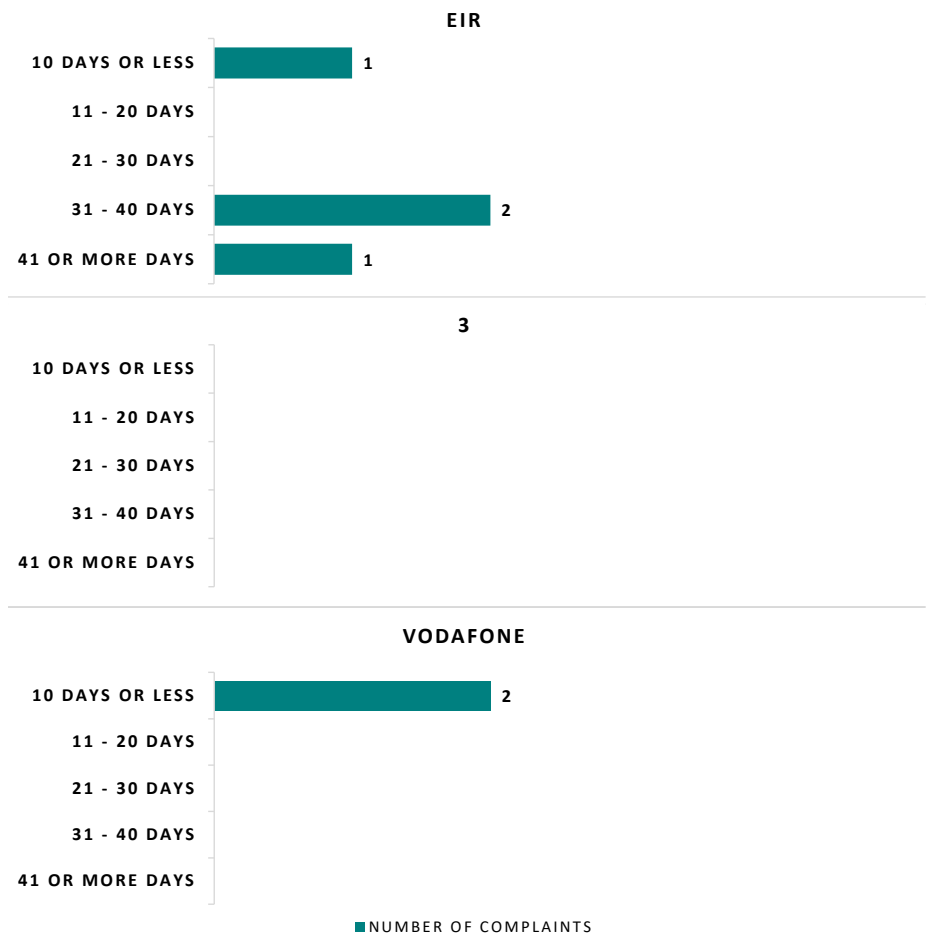
Figure 16: Mobile Service Provider ECS complaints open at 31 December 2024 by number of working days since first escalation

5.6 Mobile Service Provider ECS Complaints per 100,000 Subscribers

Figure 17 below shows the average number of complaints per 100,000 subscribers for each Mobile Service Provider[7,8,9] listed in Figure 8 and the total industry average, comparing Q3 2024 to Q4 2024. The 'industry average' is a 'snapshot' based on complaints received for all Mobile Service Providers.

Figure 17: ECS complaints per 100,000 subscribers by Mobile Service Provider Q3 2024 vs Q4 2024

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 18 below shows the number of PRS issues (texts and voice calls) raised with ComReg's Consumer Care in Q4 2024 split by short code and premium rate service provider[12] (where the total number of issues recorded for the short code and/or premium rate service provider 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).
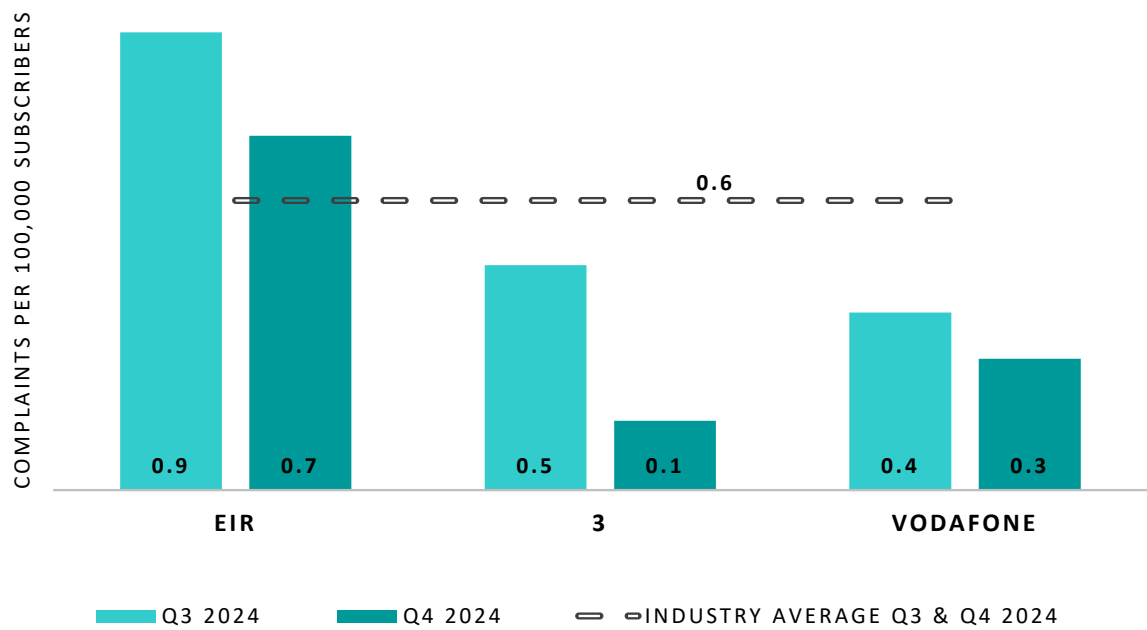
Network Operator	Short Code and Premium Rate Service Provider	
	Other	Total
Other	35	**35**

Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q4 2024

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[12] 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 19 shows the average number of PRS issues recorded (rounded to one decimal place) per 100,000 subscribers for each Mobile Service Provider listed in Figure 18 and the total industry average, comparing Q3 2024 to Q4 2024. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.
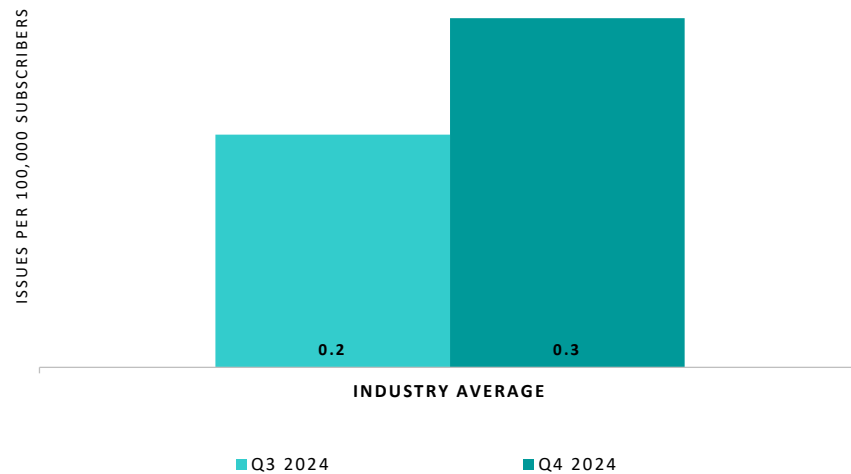
Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q3 2024 vs Q4 2024

6: Fixed Service Provider Statistics

6.1 Fixed Service Provider ECS Queries vs Complaints

Figure 20 shows the number of ECS queries and complaints recorded for Eir, Sky, Virgin Media, Vodafone, and all 'Other'[13] Fixed Service Providers, comparing Q3 2024 to Q4 2024. The total number of issues recorded for Fixed Service Providers in Q4 2024 was 1,526, compared to 1,880 issues in Q3 2024.
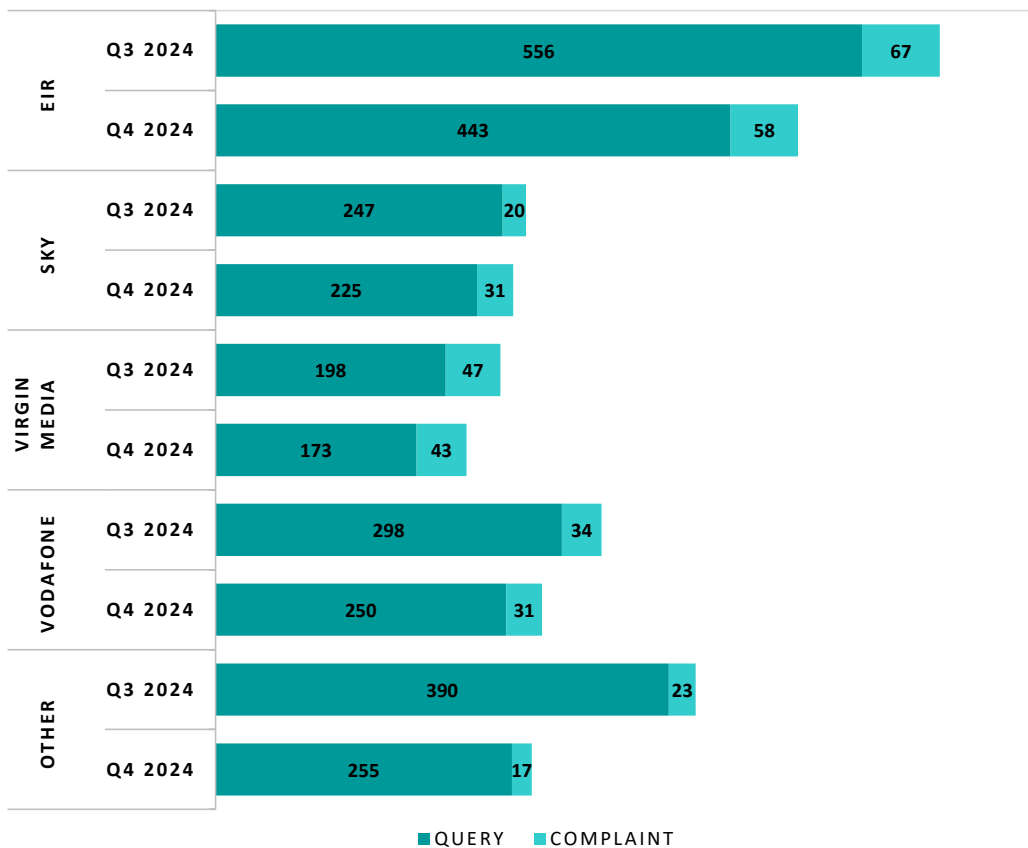
Figure 20: Number of ECS queries and complaints by Fixed Service Provider Q3 2024 vs Q4 2024

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[13] '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 21 shows the split of queries to complaints recorded for Eir, Sky, Virgin Media and Vodafone, including the total industry average comparing Q3 2024 to Q4 2024. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

Q3 2024	Query	Complaint
EIR	89.2%	10.8%
SKY	92.5%	7.5%
VIRGIN MEDIA	80.8%	19.2%
VODAFONE	89.8%	10.2%
OTHER	94.4%	5.6%
INDUSTRY AVERAGE	89.8%	10.2%

Q4 2024	Query	Complaint
EIR	88.4%	11.6%
SKY	87.9%	12.1%
VIRGIN MEDIA	80.1%	19.9%
VODAFONE	89.0%	11.0%
OTHER	93.8%	6.3%
INDUSTRY AVERAGE	88.2%	11.8%

Legend: QUERY, COMPLAINT, INDUSTRY AVERAGE QUERY, INDUSTRY AVERAGE COMPLAINT
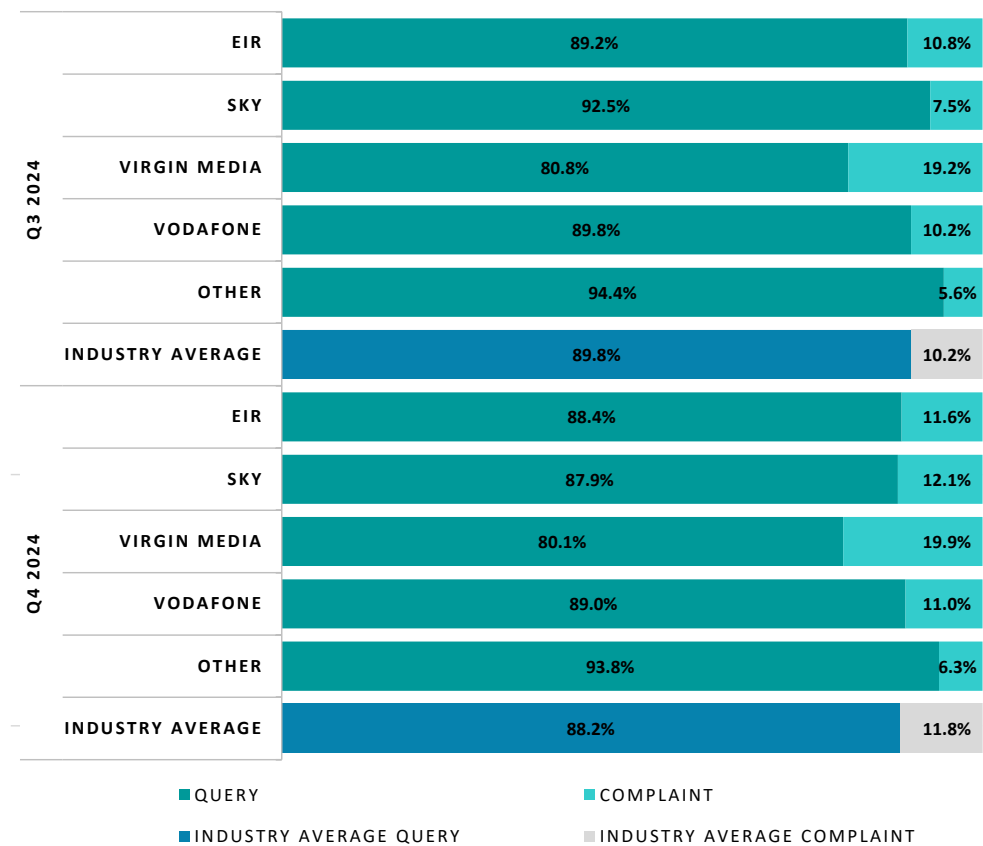
Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q3 2024 vs Q4 2024

6.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 22 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 20, comparing Q3 2024 with Q4 2024. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.

EIR

Classification	Q3 2024	Q4 2024
BILLING	17	23
CONTRACTUAL MATTERS	8	9
INSTALLATION ISSUES	7	8
SERVICE ISSUES	28	15
SWITCHING/NUMBER PORTABILITY	2	1
ALL OTHER CLASSIFICATIONS	5	2

SKY

Classification	Q3 2024	Q4 2024
BILLING	3	2
CONTRACTUAL MATTERS	2	2
INSTALLATION ISSUES	8	8
SERVICE ISSUES	6	15
SWITCHING/NUMBER PORTABILITY		3
ALL OTHER CLASSIFICATIONS	1	1

VIRGIN MEDIA

Classification	Q3 2024	Q4 2024
BILLING	11	8
CONTRACTUAL MATTERS	5	3
INSTALLATION ISSUES	7	11
SERVICE ISSUES	14	16
SWITCHING/NUMBER PORTABILITY	5	2
ALL OTHER CLASSIFICATIONS	5	3

VODAFONE

Classification	Value
BILLING	6
CONTRACTUAL MATTERS	
INSTALLATION ISSUES	1
SERVICE ISSUES	16
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	10
BILLING	3
CONTRACTUAL MATTERS	3
INSTALLATION ISSUES	6
SERVICE ISSUES	13
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	5

OTHER

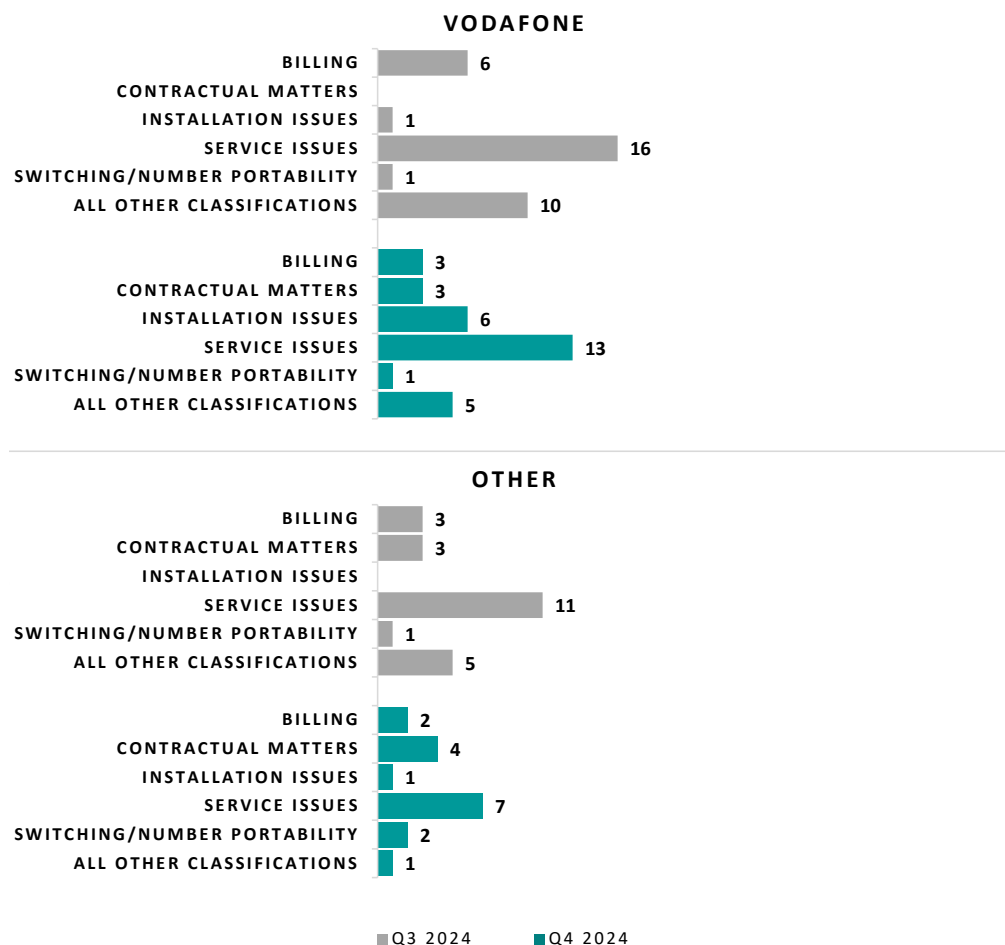| Classification	Value
BILLING	3
CONTRACTUAL MATTERS	3
INSTALLATION ISSUES	
SERVICE ISSUES	11
SWITCHING/NUMBER PORTABILITY	1
ALL OTHER CLASSIFICATIONS	5
BILLING	2
CONTRACTUAL MATTERS	4
INSTALLATION ISSUES	1
SERVICE ISSUES	7
SWITCHING/NUMBER PORTABILITY	2
ALL OTHER CLASSIFICATIONS	1

■ Q3 2024　　■ Q4 2024

Figure 22: Fixed Service Provider ECS complaints by classification type Q3 2024 vs Q4 2024

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 20, as reported by consumers, comparing Q3 2024 to Q4 2024.

	Number of Issues Q3 2024	Number of Issues Q4 2024
Eir		
Loss of service	90	99
Billed more than agreed amount	70	72
Billed after cancellation	52	36
Service availability	50	30
Terms & conditions - cancellation penalties	16	26
Delay in installation	38	21
Double billed		15
Contract termination issues - cancellation not accepted		15
Net neutrality - broadband speeds received	26	14
Misleading sales		11
Sky		
Loss of service	44	50
Billed more than agreed amount	11	23
Delay in installation	24	22
Contract termination issues - cancellation not accepted	22	22
Billed after cancellation	28	15
Service availability	14	15
Switching/number portability - delay switching	10	14
Service issues - intermittent service		11
Switching/number portability - UAN/CRN issue	14	9
Contract termination issues - cancellation procedures		8

Virgin Media		
Loss of service	41	52
Service availability	13	17
Billed more than agreed amount	24	14
Delay in installation	23	14
Service issues - intermittent service	14	13
Billed after cancellation	12	8
Terms & conditions - notice period		8
Contract termination issues - cancellation not accepted		7
Switching/number portability - number loss	7	6
Switching/number portability - delay switching		6

Vodafone		
Loss of service	79	81
Service issues - intermittent service	15	28
Billed more than agreed amount	35	22
Billed after cancellation	35	20
Net neutrality - broadband speeds received	14	15
Service availability	8	11
Double billed	12	10
Delay in installation	25	9
Terms & conditions - cancellation penalties		9
Switching/number portability - number loss		9

Figure 23: Highest number of issues recorded by Fixed Service Provider Q3 2024 vs Q4 2024

6.4 Fixed Service Provider ECS Complaints Closed in Q4 2024

Figure 24 below shows ECS complaints closed in Q4 2024, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q4 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.
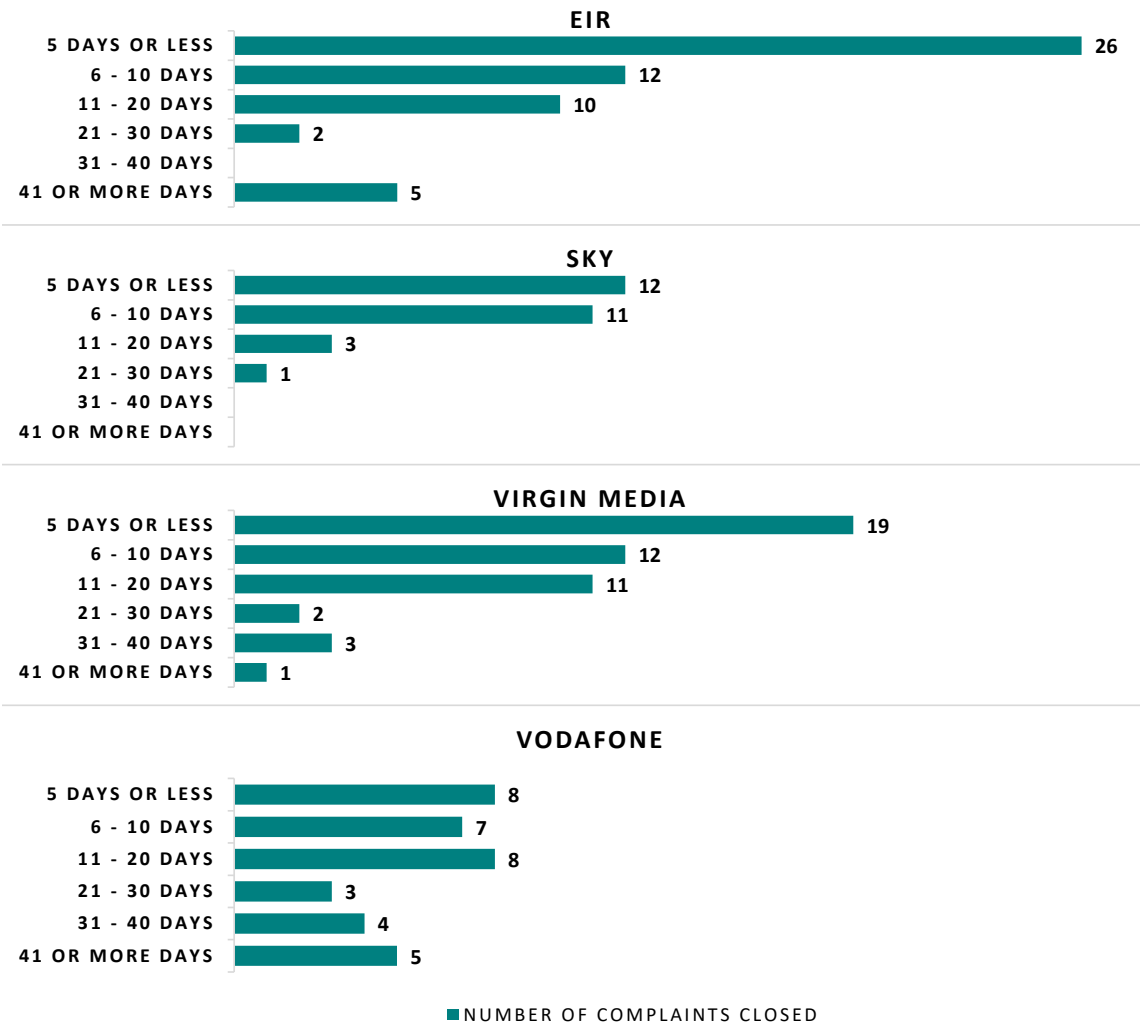
EIR

Days	Number
5 DAYS OR LESS	26
6 - 10 DAYS	12
11 - 20 DAYS	10
21 - 30 DAYS	2
31 - 40 DAYS	
41 OR MORE DAYS	5

SKY

Days	Number
5 DAYS OR LESS	12
6 - 10 DAYS	11
11 - 20 DAYS	3
21 - 30 DAYS	1
31 - 40 DAYS	
41 OR MORE DAYS	

VIRGIN MEDIA

Days	Number
5 DAYS OR LESS	19
6 - 10 DAYS	12
11 - 20 DAYS	11
21 - 30 DAYS	2
31 - 40 DAYS	3
41 OR MORE DAYS	1

VODAFONE

Days	Number
5 DAYS OR LESS	8
6 - 10 DAYS	7
11 - 20 DAYS	8
21 - 30 DAYS	3
31 - 40 DAYS	4
41 OR MORE DAYS	5

■ NUMBER OF COMPLAINTS CLOSED

Figure 24: Fixed Service Provider ECS complaints closed in Q4 2024 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 25 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 Q3 2024[11] to Q4 2024. Complaints closed within Q4 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 October 2024. The 'industry median' is a 'snapshot' based on all complaints closed within each quarter for all Fixed Service Providers.
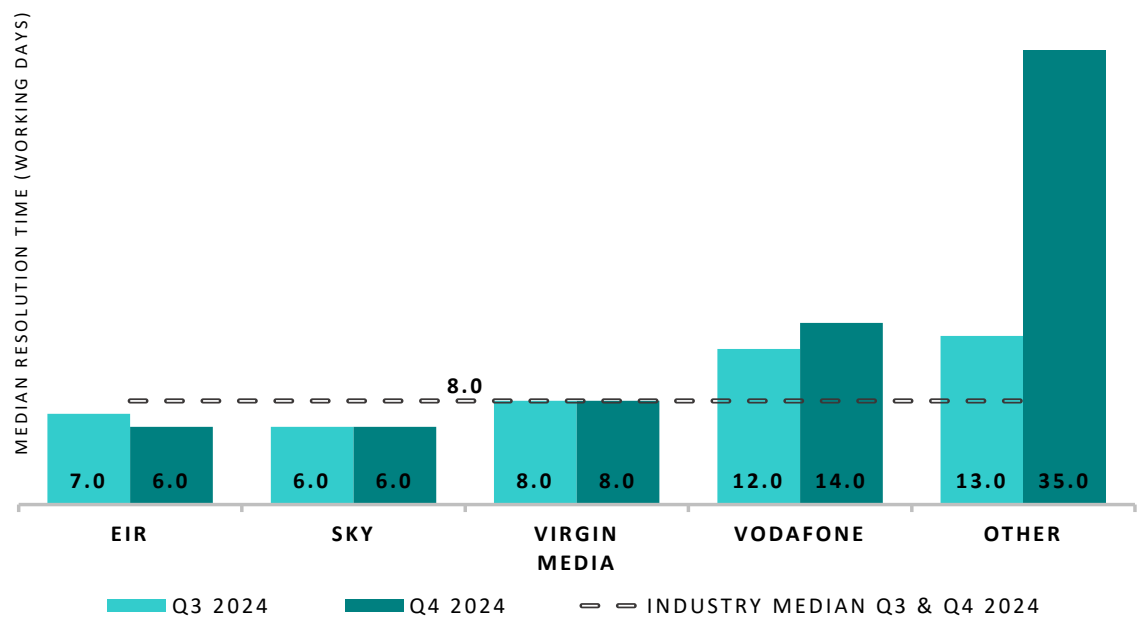

Figure 25: Median complaint resolution time by Fixed Service Provider Q3 2024 vs Q4 2024

Figure 26 provides a further breakdown of the Q4 2024 complaint resolution time of ECS complaints in Figure 25. In Figure 26, the median resolution time is further broken down by a) complaints closed in 10 days or less, and b) complaints closed within 11 days or more. The 'industry median' is a 'snapshot' based on all complaints closed within the quarter for all Fixed Service Providers.
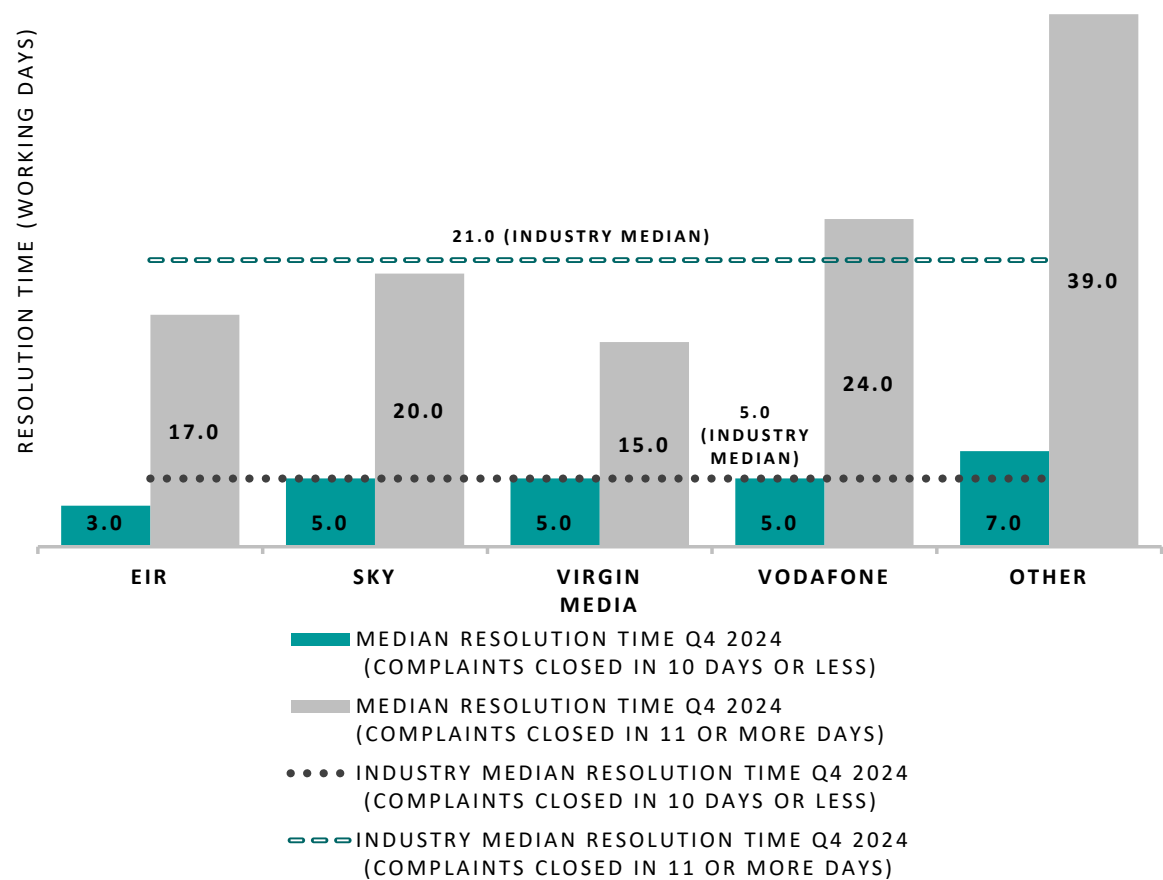

Figure 26: Median complaint resolution time by Fixed Service Provider Q4 2024, complaints closed in 10 days or less versus complaints closed in 11 days or more

Figure 27 below provides the Q4 2024 median resolution time for complaints in Figure 25, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 22.
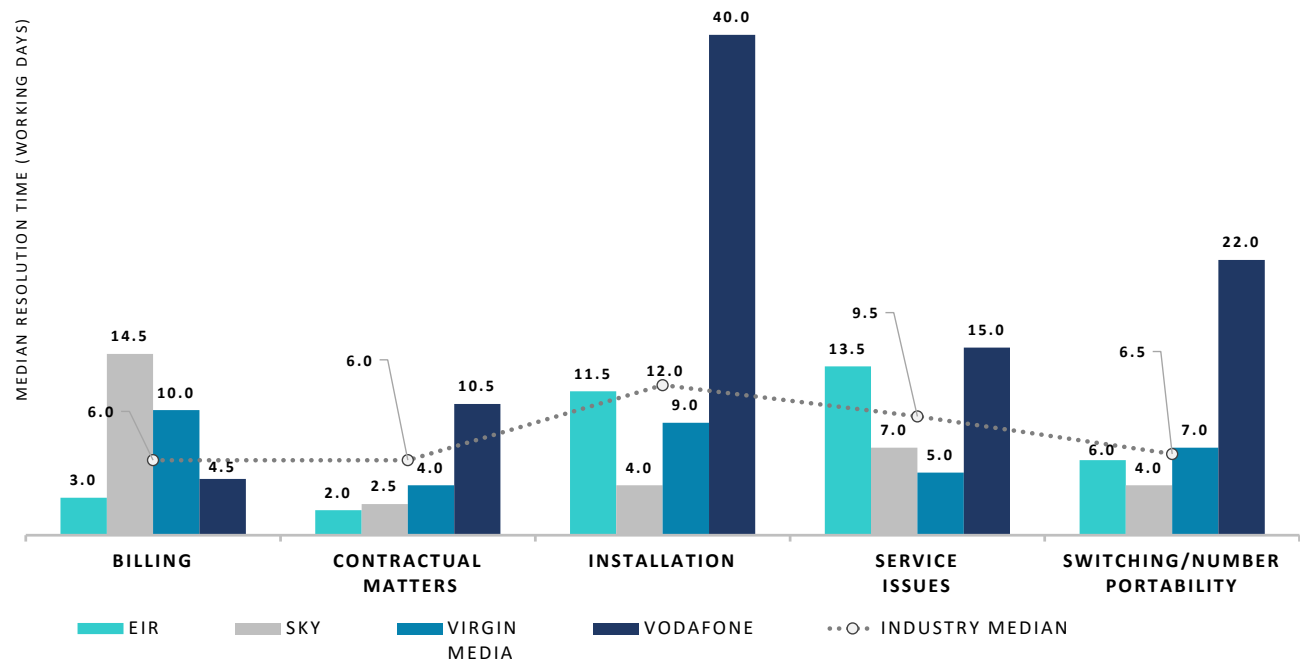

Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q4 2024

6.5 Fixed Service Provider ECS Complaints Open at 31 December 2024

Figure 28 shows the number of ECS complaints open at 31 December 2024, 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.
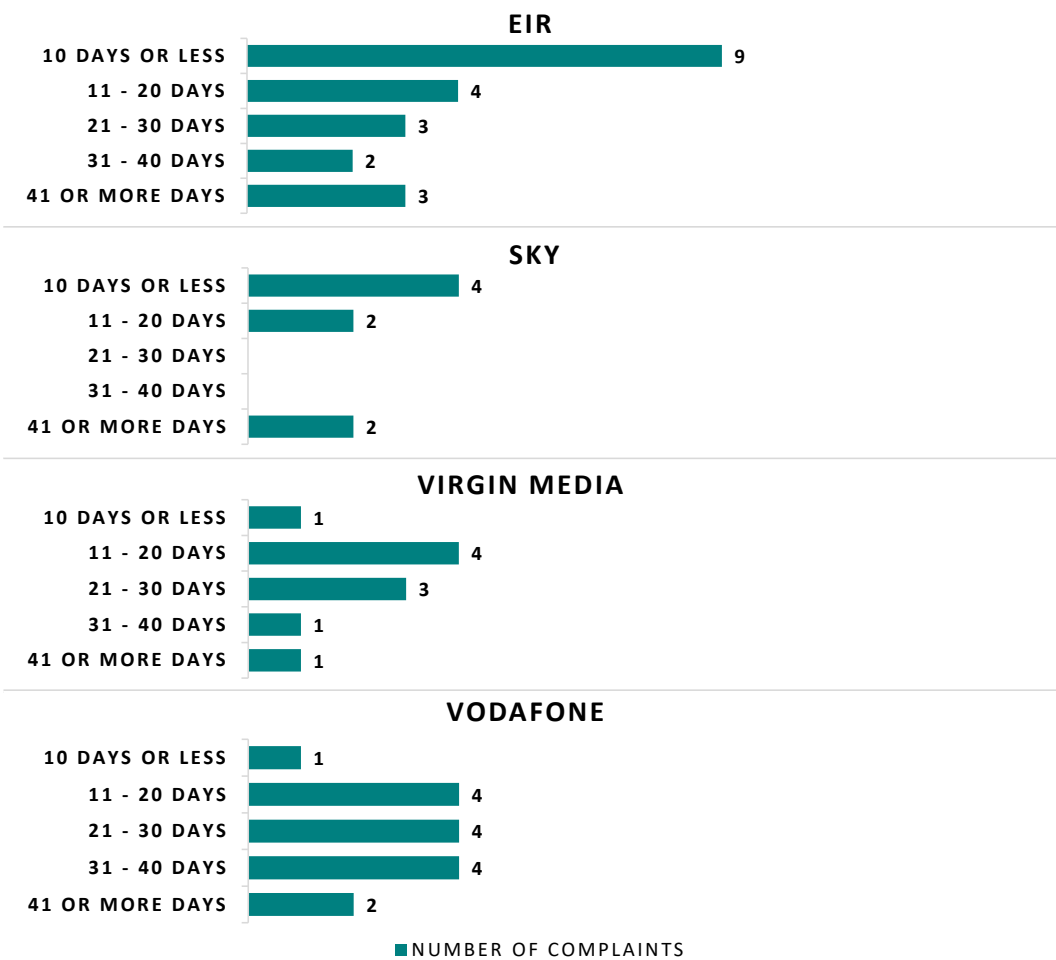
EIR

10 DAYS OR LESS	9
11 - 20 DAYS	4
21 - 30 DAYS	3
31 - 40 DAYS	2
41 OR MORE DAYS	3

SKY

10 DAYS OR LESS	4
11 - 20 DAYS	2
21 - 30 DAYS	
31 - 40 DAYS	
41 OR MORE DAYS	2

VIRGIN MEDIA

10 DAYS OR LESS	1
11 - 20 DAYS	4
21 - 30 DAYS	3
31 - 40 DAYS	1
41 OR MORE DAYS	1

VODAFONE

10 DAYS OR LESS	1
11 - 20 DAYS	4
21 - 30 DAYS	4
31 - 40 DAYS	4
41 OR MORE DAYS	2

■ NUMBER OF COMPLAINTS

Figure 28: Fixed Service Provider ECS complaints open at 31 December 2024 by number of working days since first escalation

6.6 Fixed Service Provider ECS Complaints per 100,000 Lines[14]

Figure 29 below shows the average complaint rate per 100,000 fixed voice 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.
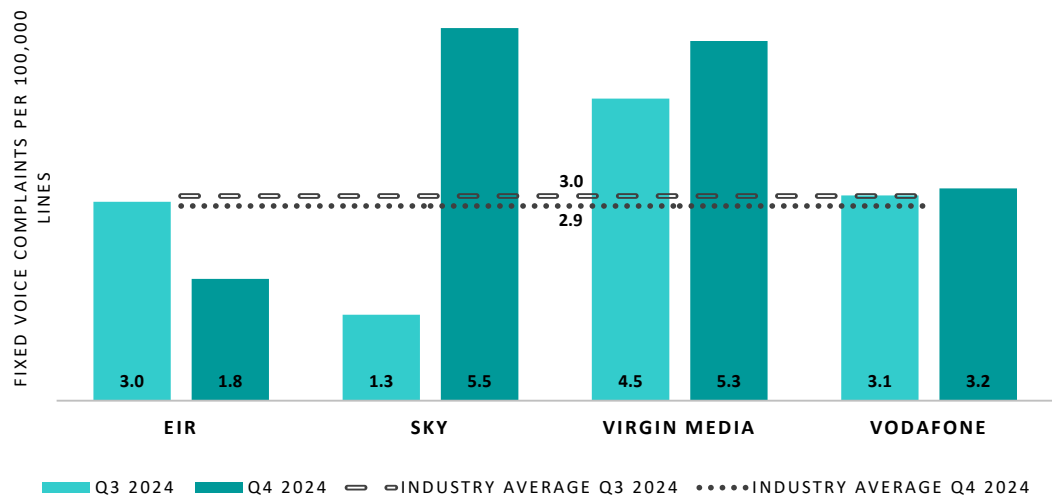

Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q3 2024 vs Q4 2024

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[14] 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 30 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.
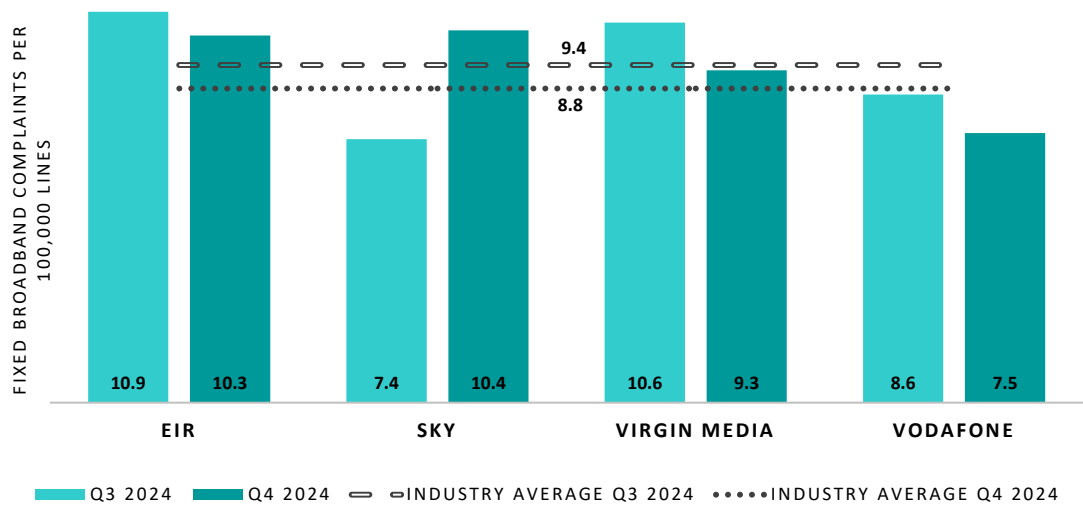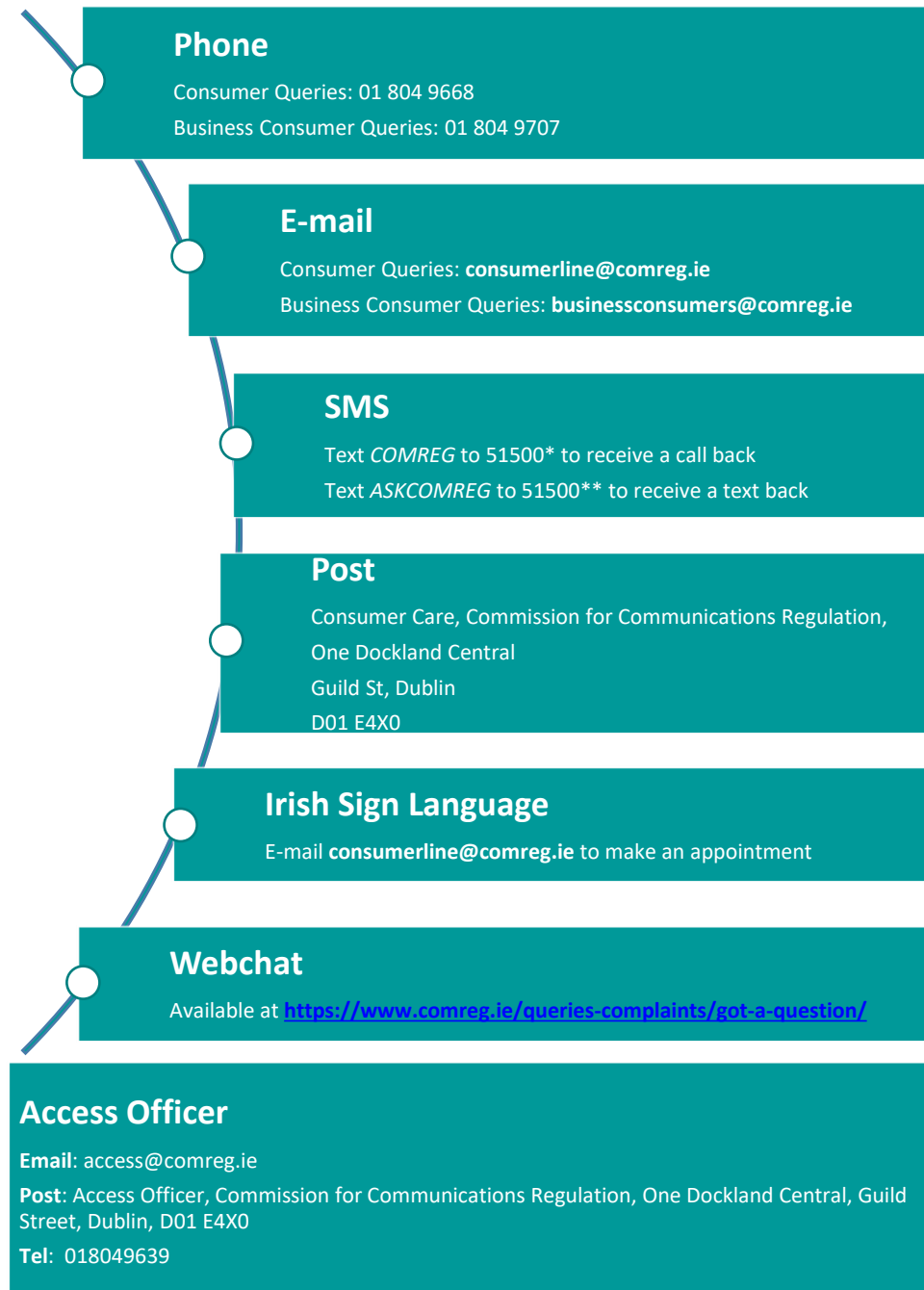

Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q3 2024 vs Q4 2024

Annex 1: ComReg Consumer Care Contact Details

Phone

Consumer Queries: 01 804 9668

Business Consumer Queries: 01 804 9707

E-mail

Consumer Queries: **consumerline@comreg.ie**

Business Consumer Queries: **businessconsumers@comreg.ie**

SMS

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

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

Post

Consumer Care, 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/queries-complaints/got-a-question/**

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 2: Mobile Coverage Statistics

Figure 31 below shows the number of mobile coverage issues versus all other service issues (as reported by consumers) for each Mobile Service Provider[7,8,9,10] listed in Figure 8, comparing Q3 2024 to Q4 2024.
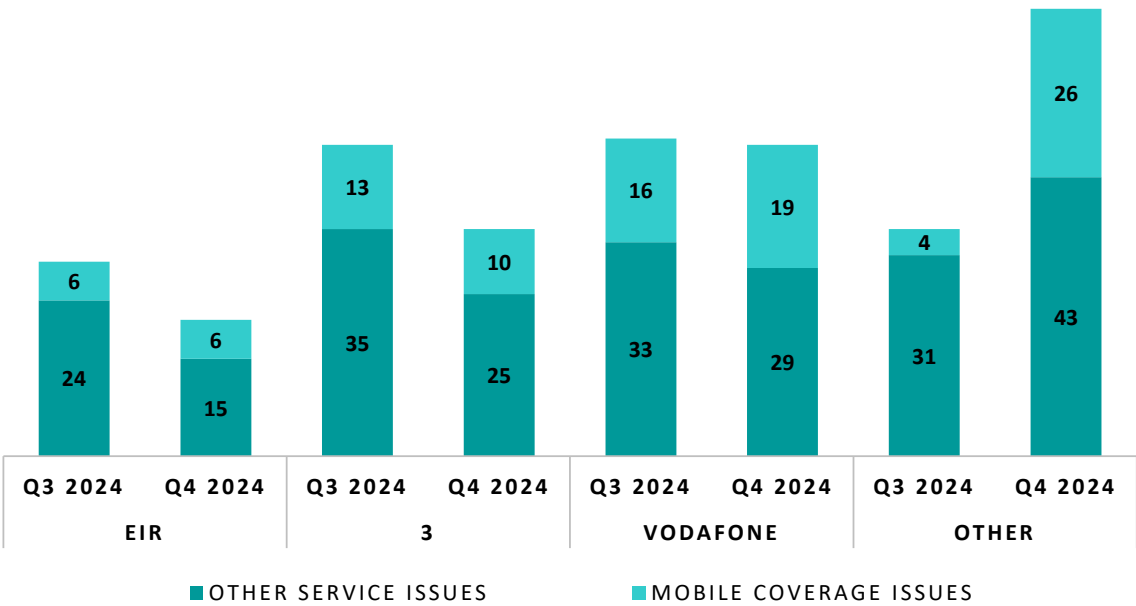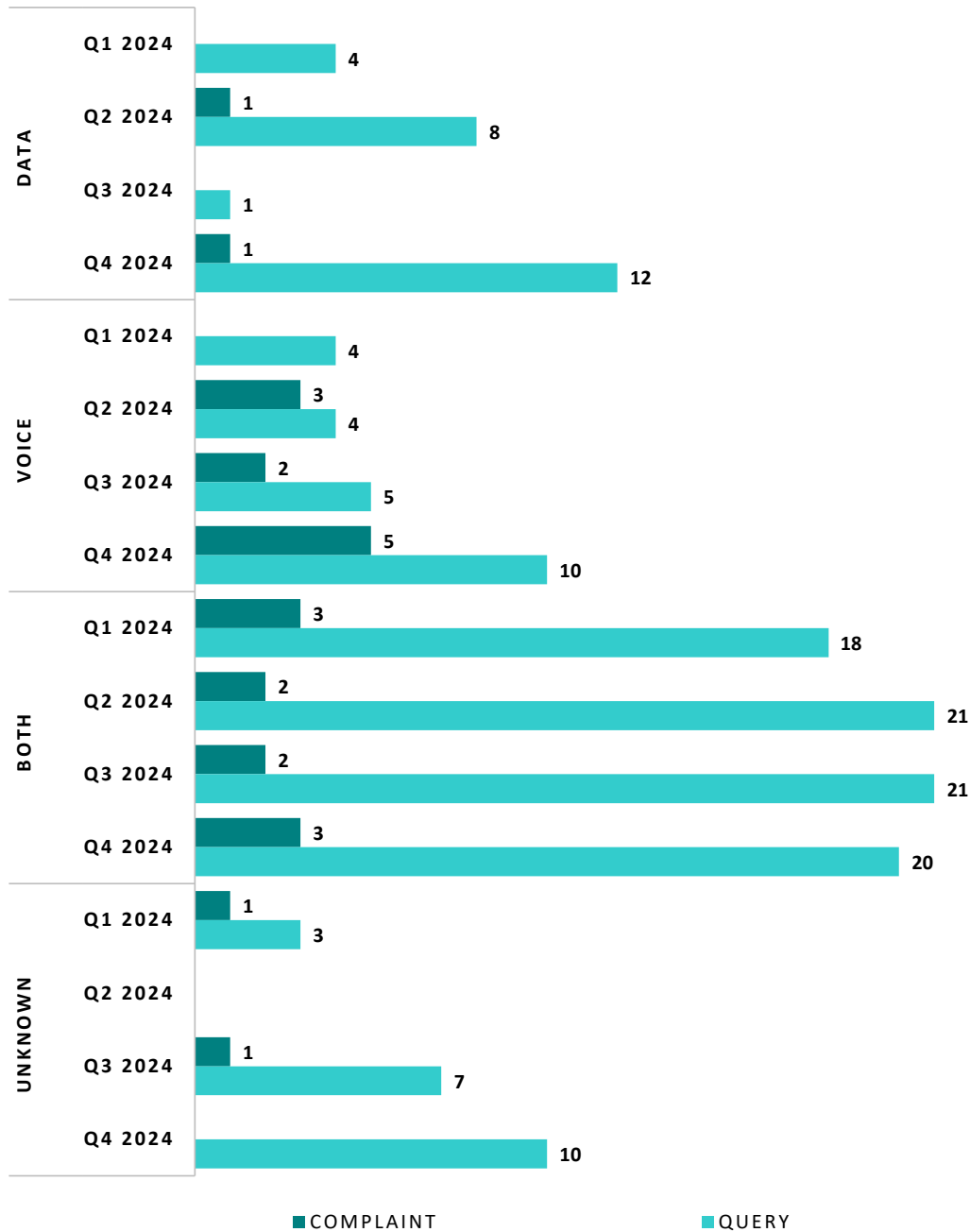

Figure 31: Number of ECS service issues by Mobile Service Provider Q3 2024 vs Q4 2024

DATA
- Q1 2024: Query 4
- Q2 2024: Complaint 1, Query 8
- Q3 2024: Query 1
- Q4 2024: Complaint 1, Query 12

VOICE
- Q1 2024: Query 4
- Q2 2024: Complaint 3, Query 4
- Q3 2024: Complaint 2, Query 5
- Q4 2024: Complaint 5, Query 10

BOTH
- Q1 2024: Complaint 3, Query 18
- Q2 2024: Complaint 2, Query 21
- Q3 2024: Complaint 2, Query 21
- Q4 2024: Complaint 3, Query 20

UNKNOWN
- Q1 2024: Complaint 1, Query 3
- Q2 2024:
- Q3 2024: Complaint 1, Query 7
- Q4 2024: Query 10

■ COMPLAINT   ■ QUERY

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

Figure 32: Mobile Coverage Issues by Type Q1 2024 – Q4 2024

Figure 33 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider[7,8,9] listed in Figure 8. The 'industry average' is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.
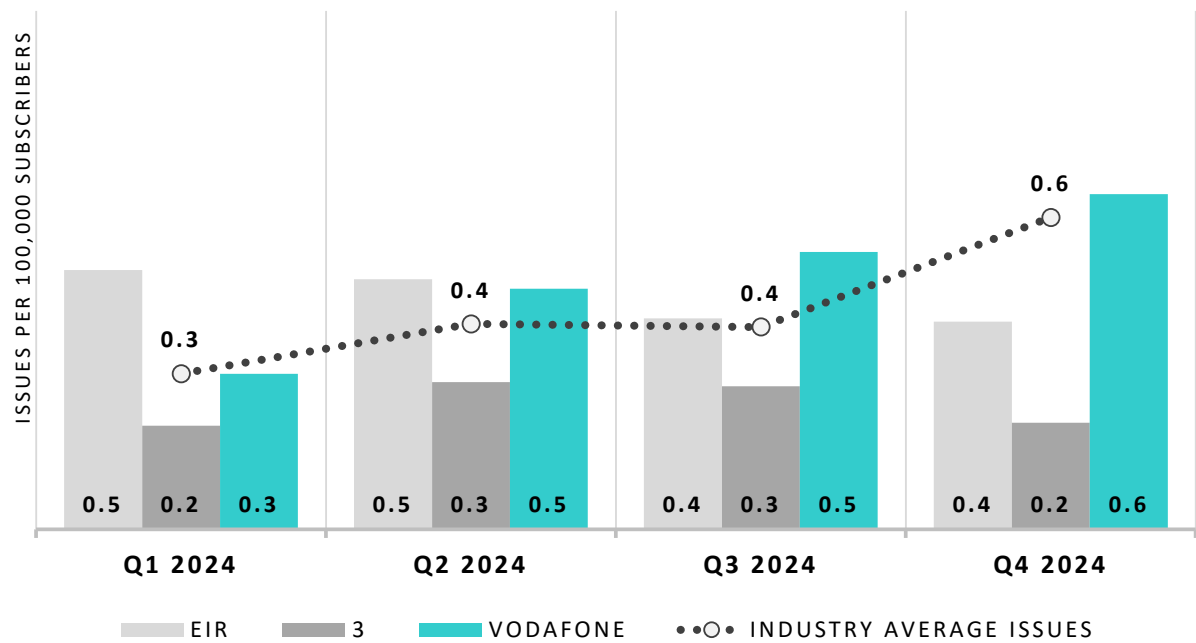
Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q1 2024 – Q4 2024

Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types[15] relevant to highest volume issues recorded in Q4 2024[16].

Billing includes:
Bill medium - not agreed format
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:
Contract termination issues - cancellation not accepted
Contract termination issues - cancellation procedures
Misleading sales
Pricing transparency
Terms & conditions - cancellation penalties
Terms & conditions - notice period

Customer Service includes:
Accessing complaints process - issue lodging formal complaint

Installation Issues 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

Switching/Number Portability Issues includes:
Delay switching
Number loss
UAN/CRN issue
Unlock code issue

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

[16] For detail on classification and sub-classification types relevant to highest volume issues recorded in Q3 2024, see ComReg Consumer Care Statistics Report Q3 2024.

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