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**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg Consumer Care Statistics Report

Q4 2025 – 1 October to 31 December 2025

## Information Notice

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# 1 ComReg Consumer Care

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

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

This publication<sup>1</sup> includes information on issues raised to ComReg by service providers' customers and recorded by ComReg in Q4 2025.<sup>2,3</sup>

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

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

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

## 2 Executive Summary

In Q4 2025, ComReg's Consumer Care team recorded approximately 9,600 consumer contacts, compared to 9,500 consumer contacts in Q3 2025. In Q4 2025, approximately 3,600 issues were recorded, compared to 4,200 issues in Q3 2025. ComReg's Consumer Care team managed approximately 3,900 contacts from Service Providers during Q4 2025 and 2,600 contacts during Q3 2025.

In Q4 2025, 86% of all issues recorded were queries and 14% of all issues were complaints. 85.1% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.2% and 14.7% of all other issues, respectively. There was a 23% increase in the total number of issues recorded compared to Q4 2024; ECS issues increased by 28%, and PRS issues decreased by 83%.

In Q4 2025, ComReg's Consumer Care team recorded 176 Mobile Service Provider issues for Eir. 151 issues were recorded for 3. 258 issues were recorded for Virgin Media. 169 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 13.0 working days, compared to 9.5 working days in Q3 2025. The average number of complaints per 100,000 subscribers was 3.2.

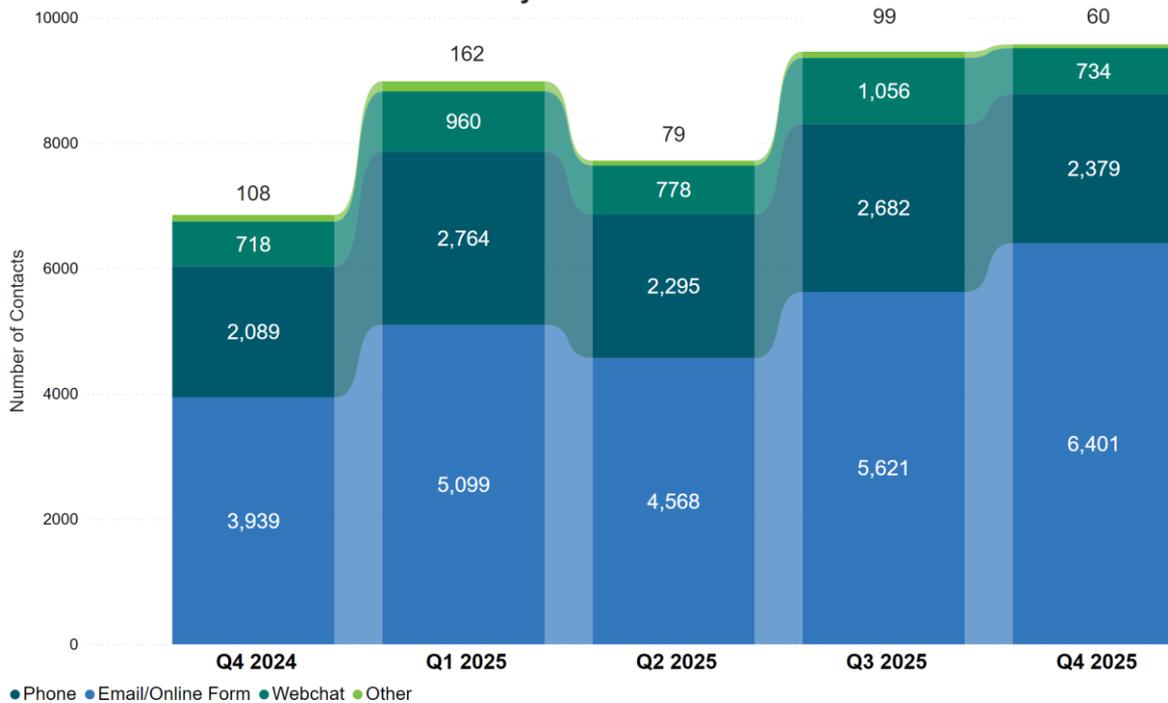
In Q4 2025, ComReg's Consumer Care team recorded 501 Fixed Service Provider issues for Eir. 52 issues were recorded for Imagine. 293 issues were recorded for Sky. 367 issues were recorded for Virgin Media. 211 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 11.0 working days, compared to 10.0 working days in Q3 2025. The average number of complaints per 100,000 fixed voice lines was 5.8. The average number of complaints per 100,000 fixed broadband lines was 14.1.

# 3 Consumer Care Overview

## 3.1 Consumer Care Contacts

In Q4 2025, approximately 9,600 consumer contacts were received by ComReg’s Consumer Care. ComReg’s Consumer Care is available from Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm. Figure 1 below shows the volume of these contacts by channel<sup>4</sup> over the last five quarters. In Q4 2025, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 3,900 service provider contacts in Q4 2025.

**Number of Contacts to Consumer Care by Channel**



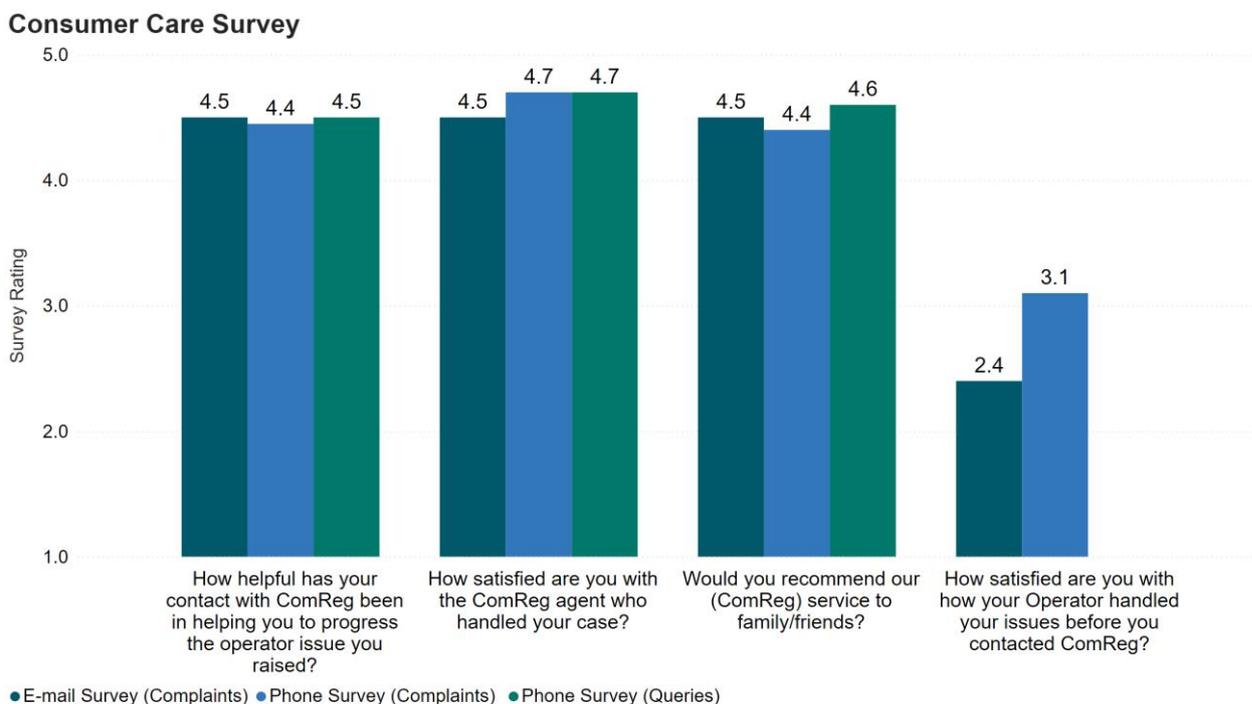
**Figure 1: Split of contacts to ComReg's Consumer Care by Channel Q4 2024 – Q4 2025**

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

### 3.2 Consumer Care Survey

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

In Q4 2025, consumers completed 366 phone surveys in relation to queries, 330 phone surveys in relation to complaints, and 131 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q4 2025.



**Figure 2: Consumer Care Survey ratings Q4 2025**

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

# 4 Consumer Issues Recorded

## 4.1 All Issues Recorded

In Q4 2025, ComReg recorded approximately 3,600 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 23% increase in the total number of issues recorded compared to Q4 2024; ECS issues increased by 28%, and PRS issues decreased by 83%. 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 2024 to Q4 2025.

Number of Issues by Category Type

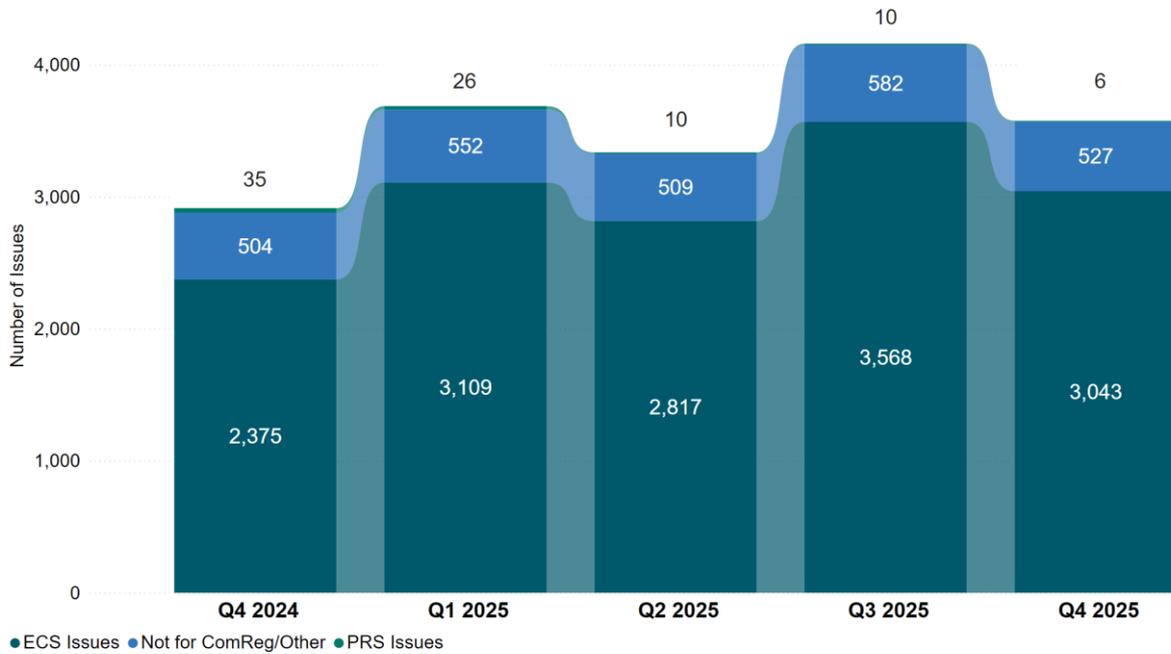


Figure 3: Number of issues recorded Q4 2024 – Q4 2025 by category

In Q4 2025, 85.1% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 0.2% and 14.7% of all other issues, respectively. Figure 4 below shows the split of these three category types.

Proportion of Issues by Category Type

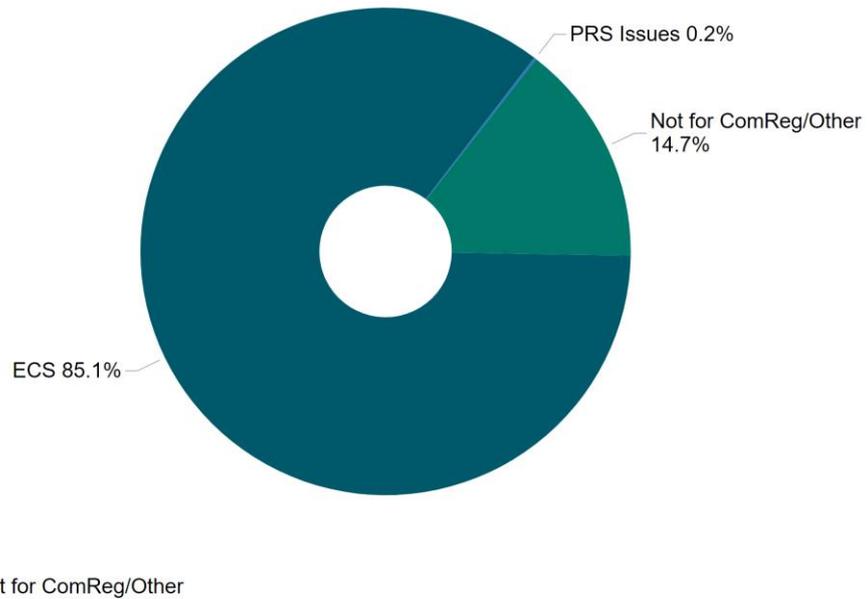
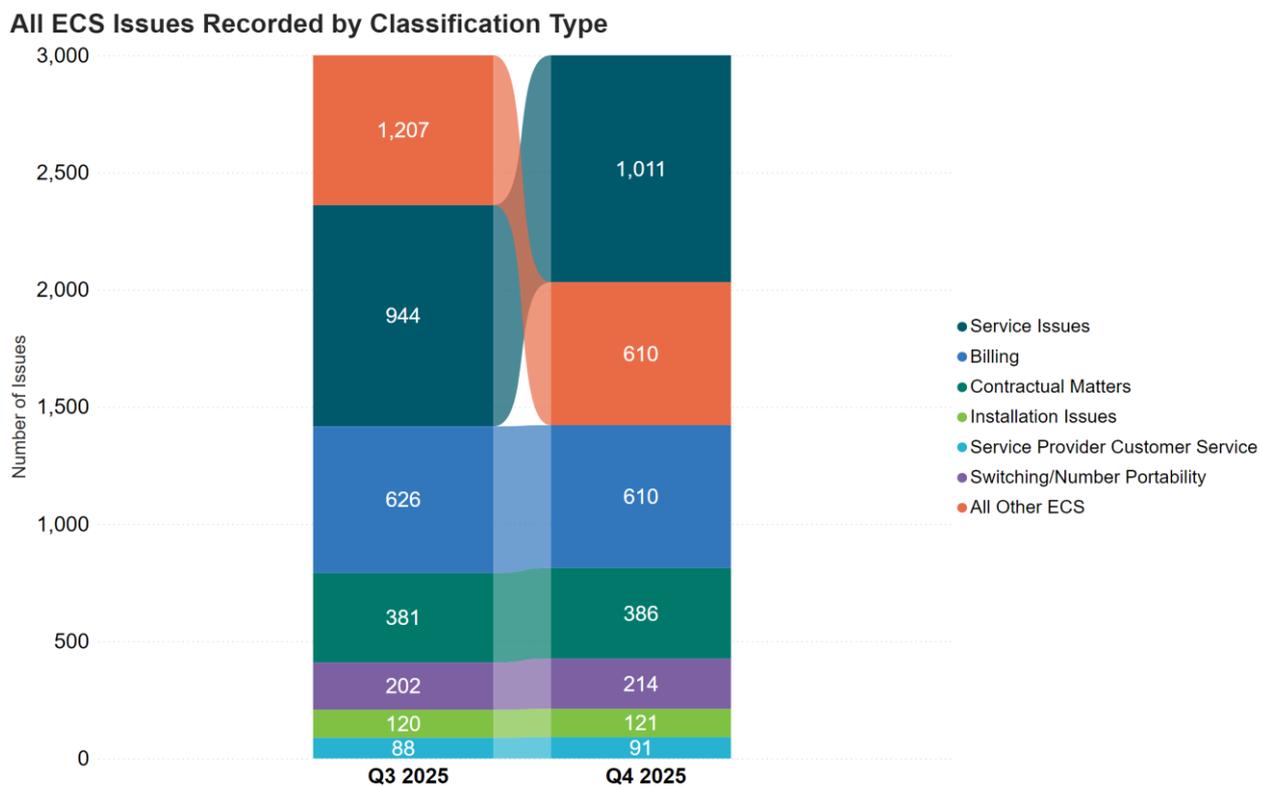


Figure 4: Split of all issues recorded in Q4 2025 by category

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

In Q4 2025, approximately 3,600 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 Q3 2025 to Q4 2025.



**Figure 5: Number of ECS issues recorded by classification type Q3 2025 vs Q4 2025**

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

### 4.3 All Issues Recorded by Queries vs Complaints

In Q4 2025, 86% of all issues recorded were queries, and 14% were complaints. Of the 3,061 queries recorded in Q4 2025, 82.6% were in relation to ECS and 0.2% were in relation to PRS. Of the 515 complaints recorded, 100.0% were in relation to ECS and 0.0% were in relation to PRS. For further detail on the highest volume ECS issues recorded, see Figure 11 and Figure 22.

Proportion of Issues by Query vs Complaint

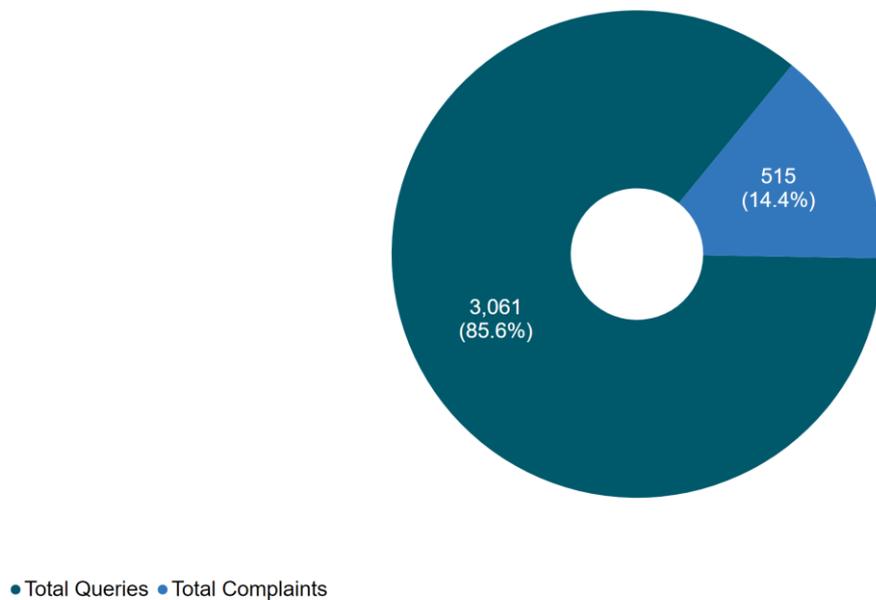
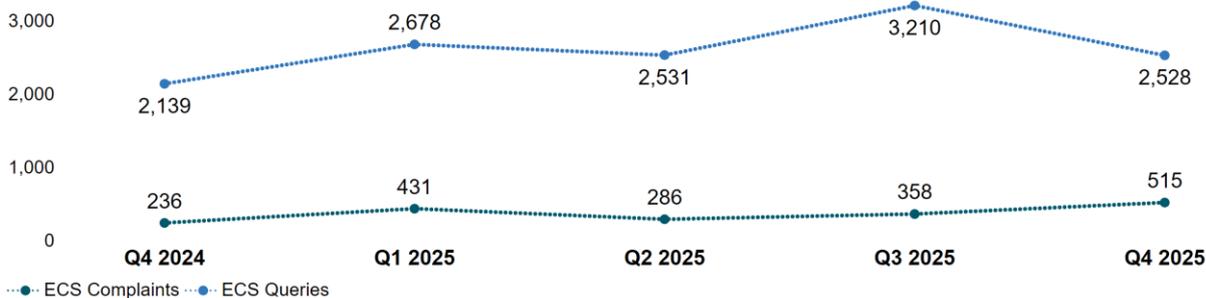


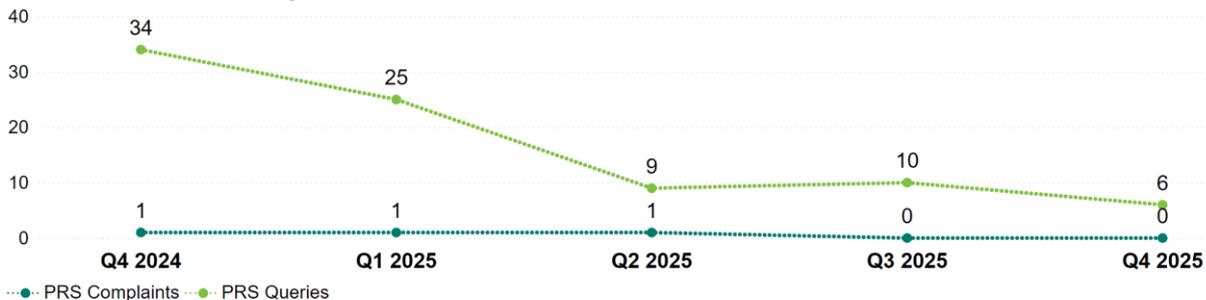
Figure 6: Split of issues recorded by query vs complaint Q4 2025

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 Q4 2024 to Q4 2025. From Q4 2024 to Q4 2025, ECS queries increased by 18% and PRS queries decreased by 83%; ECS complaints increased by 118% and PRS complaints decreased by 100%. See Figure 10 and Figure 21 for a breakdown of ECS complaints by classification type.

**ECS Queries and Complaints**



**PRS Queries and Complaints**

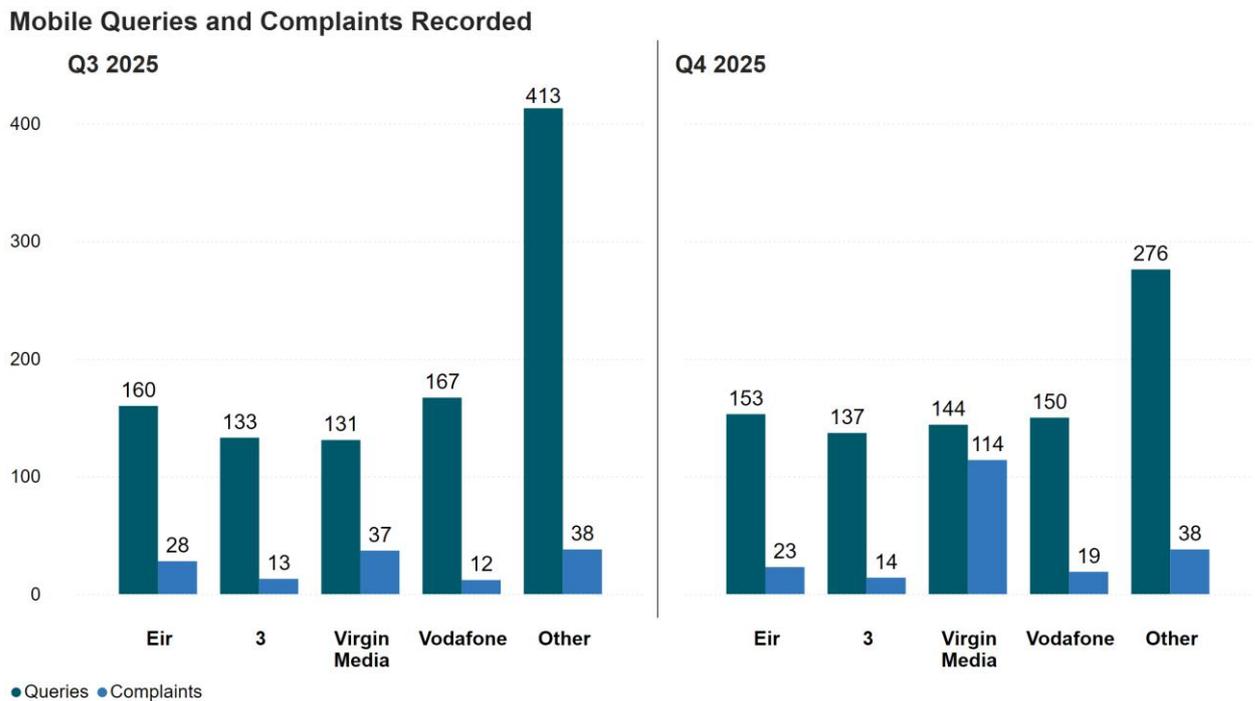


**Figure 7: ECS and PRS complaints and queries recorded Q4 2024 – Q4 2025**

# 5 Mobile Service Provider Statistics

## 5.1 Mobile Service Provider ECS Queries vs Complaints

Figure 8 shows the number of ECS queries and complaints recorded for Eir<sup>7</sup>, 3<sup>8</sup>, Virgin Media<sup>2</sup>, Vodafone<sup>9</sup> and ‘Other’ Mobile Service Providers<sup>10</sup>, comparing Q3 2025 to Q4 2025. The total number of issues recorded for Mobile Service Providers in Q4 2025 was 1,068 compared to Q3 2025, where 1,132 issues were recorded.



**Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q3 2025 vs Q4 2025**

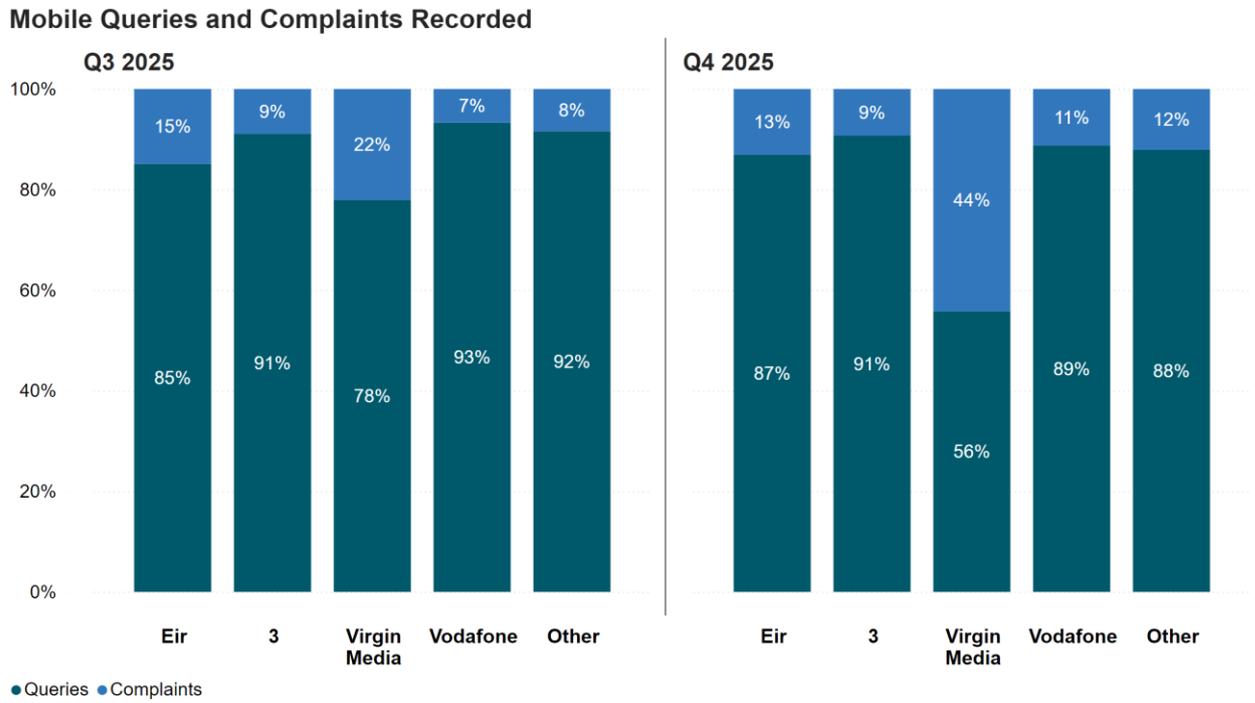
<sup>7</sup> Throughout this report, issues recorded for GoMo are included in Eir’s figures.

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

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

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

Figure 9 shows the split of queries to complaints recorded for each Mobile Service Provider in Figure 8, comparing Q3 2025 to Q4 2025.

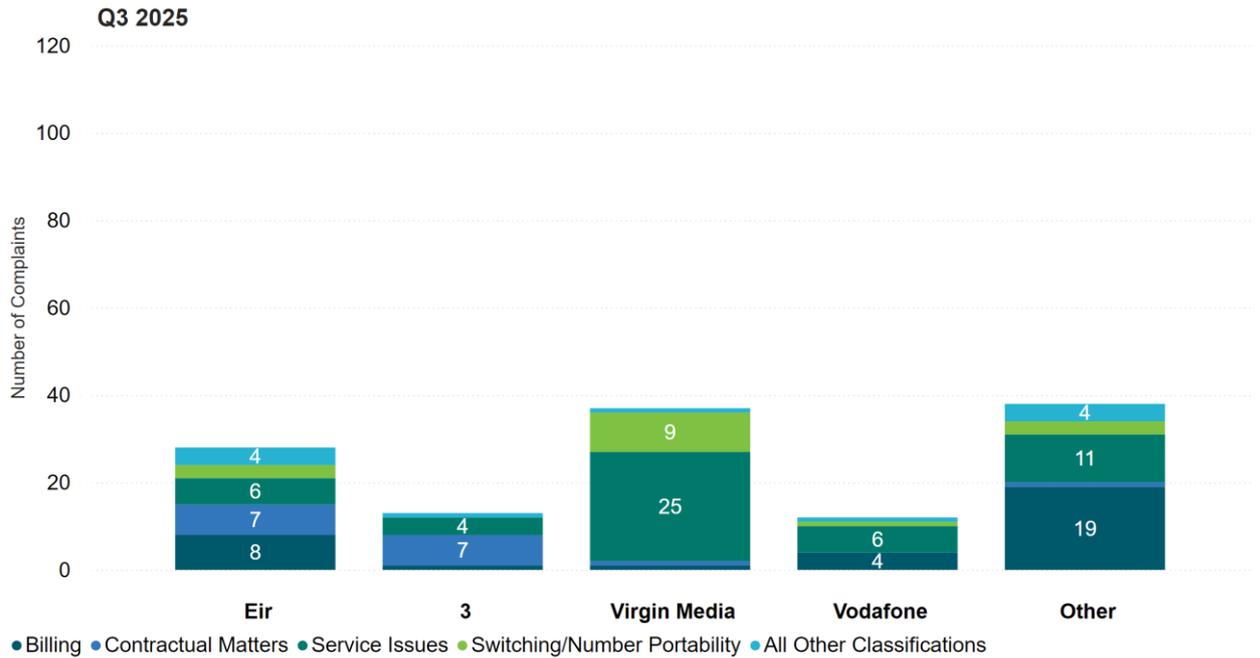


**Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q3 2025 vs Q4 2025**

## 5.2 Mobile Service Provider ECS Complaints by Classification Type

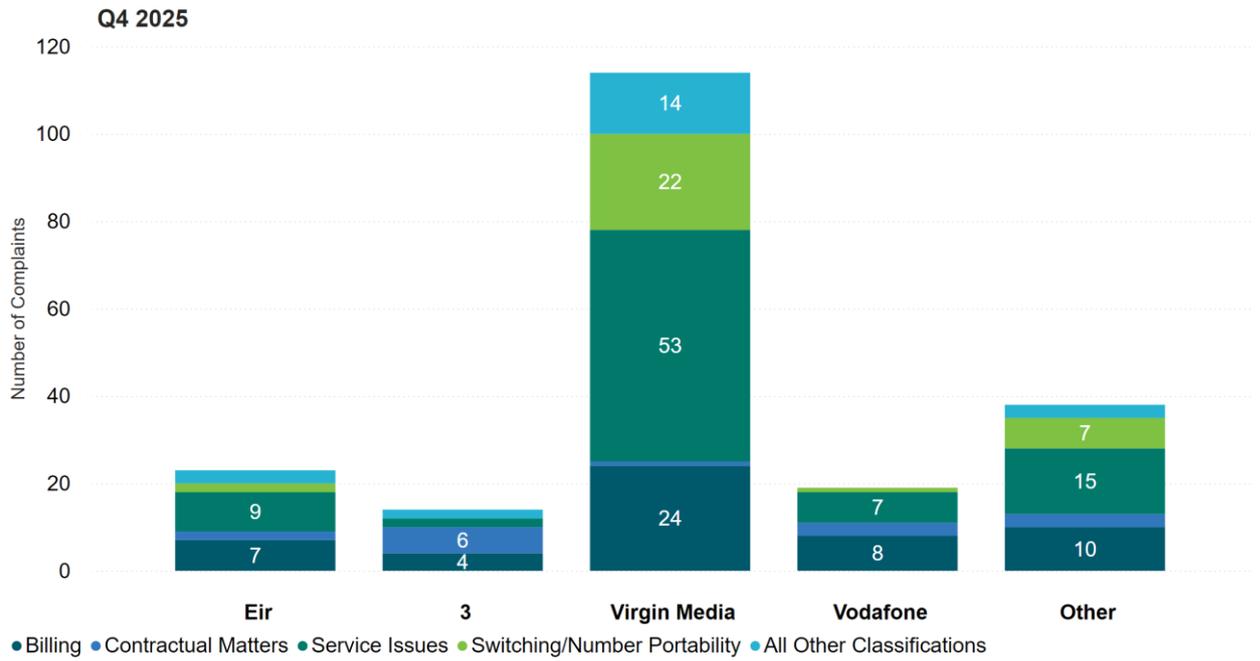
Figure 10 shows ECS complaints by classification type for each Mobile Service Provider listed in Figure 8, comparing Q3 2025 with Q4 2025. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.

**Mobile Complaints Recorded**



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

**Mobile Complaints Recorded**



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

**Figure 10: Mobile Service Provider ECS complaints by classification type Q3 2025 vs Q4 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 Q3 2025 to Q4 2025.

| Eir  | Number of Issues | Number of Issues |
|--|------------------|------------------|
|  | Q3 2025          | Q4 2025          |
| Billed more than agreed amount             |                  | 26               |
| Loss of service                            | 13               | 20               |
| Switching/number portability - number loss |                  | 10               |
| Equipment issues - handset                 |                  | 10               |
| Billed after cancellation                  | 14               | 9                |

| 3   | Number of Issues | Number of Issues |
|---|------------------|------------------|
|   | Q3 2025          | Q4 2025          |
| Billed more than agreed amount              | 20               | 20               |
| Terms & conditions - cancellation penalties |                  | 13               |
| Loss of service                             | 9                | 11               |
| Misleading sales                            | 12               | 9                |
| Billed after cancellation                   |                  | 9                |

| Virgin Media                   | Number of Issues | Number of Issues |
|--------------------------------|------------------|------------------|
|                                | Q3 2025          | Q4 2025          |
| Loss of service                | 87               | 96               |
| Billed more than agreed amount |                  | 29               |

|  |    |    |
|--|----|----|
| Switching/number portability - number loss     | 13 | 20 |
| Switching/number portability - delay switching | 13 | 14 |
| Refund not received                            |    | 13 |

| Vodafone                       | Number of Issues | Number of Issues |
|--------------------------------|------------------|------------------|
|                                | Q3 2025          | Q4 2025          |
| Billed more than agreed amount | 26               | 21               |
| Equipment issues - handset     | 13               | 13               |
| Loss of service                | 13               | 12               |
| Refund not received            |                  | 11               |
| Mobile coverage                | 25               | 10               |

**Figure 11: Highest number of issues recorded by Mobile Service Provider Q3 2025 vs Q4 2025**

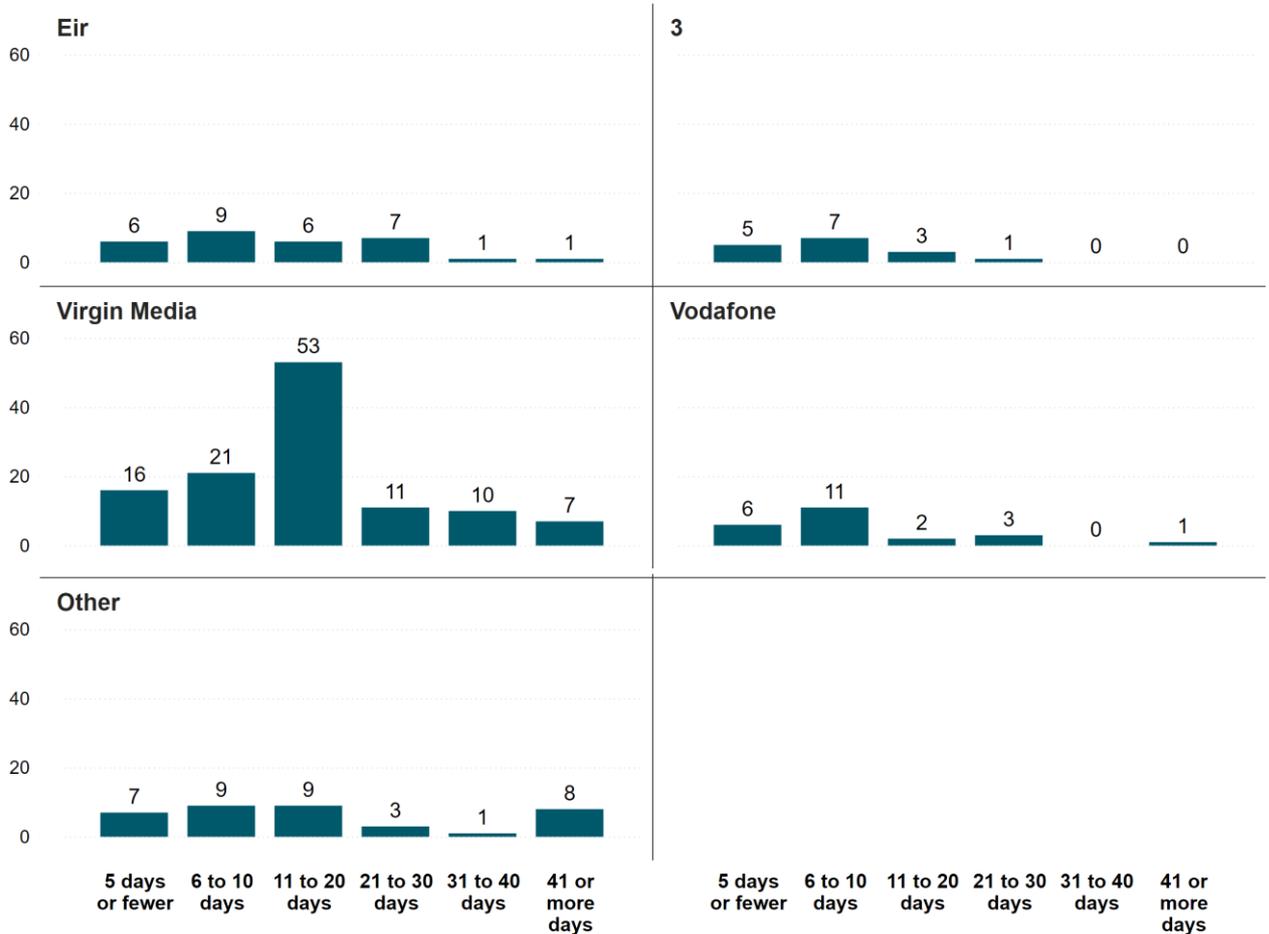
## 5.4 Mobile Service Provider ECS Complaints Closed in Q4 2025

### 5.4.1 Number of Complaints Closed by Service Provider

Figure 12 shows the number of ECS complaints closed in Q4 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 Q4 2025 may be re-opened complaints and may have been first escalated to a Service Provider in previous quarters.

#### Mobile Complaints Closed

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



**Figure 12: ECS complaints closed in Q4 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 Q3 2025<sup>11</sup> to Q4 2025. Complaints closed within Q4 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 October 2025. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Mobile Service Providers.



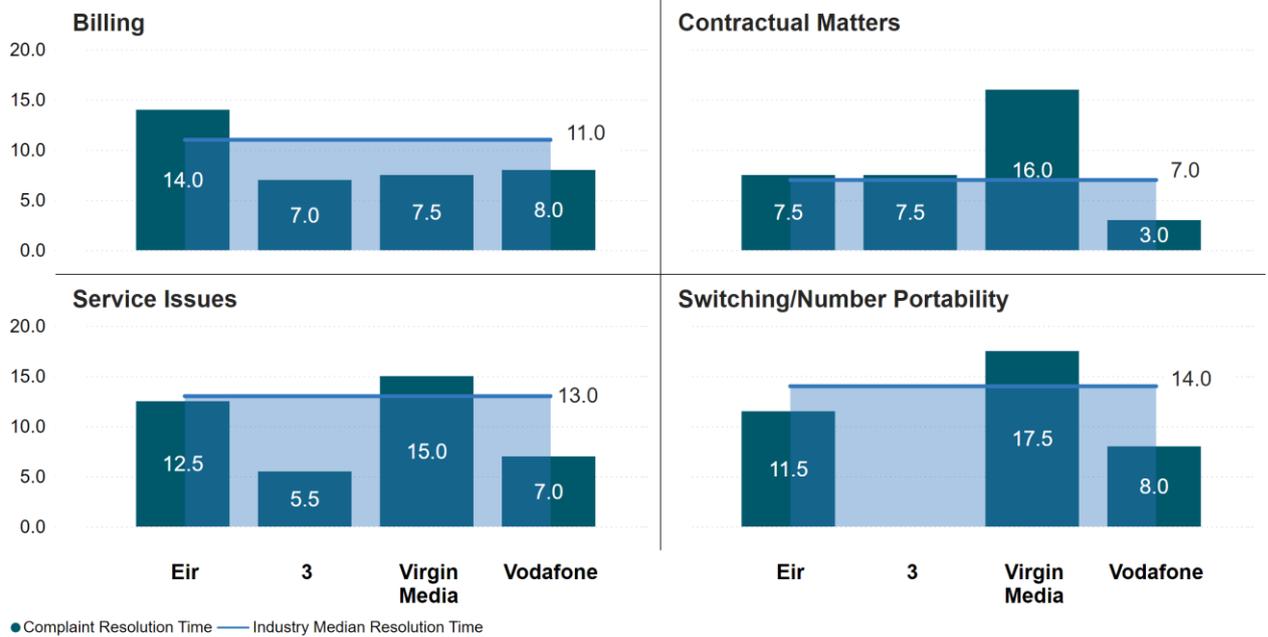
**Figure 13: Median complaint resolution time by Mobile Service Provider Q3 2025 vs Q4 2025**

<sup>11</sup> For details of complaints closed in Q3 2025, see ComReg Consumer Care Statistics Report Q3 2025.

Figure 14 below provides the Q4 2025 median resolution time for complaints in Figure 13, split by Service Provider and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.

**Mobile Complaint Resolution Time**

Median Resolution Time by Classification Type (Working Days)



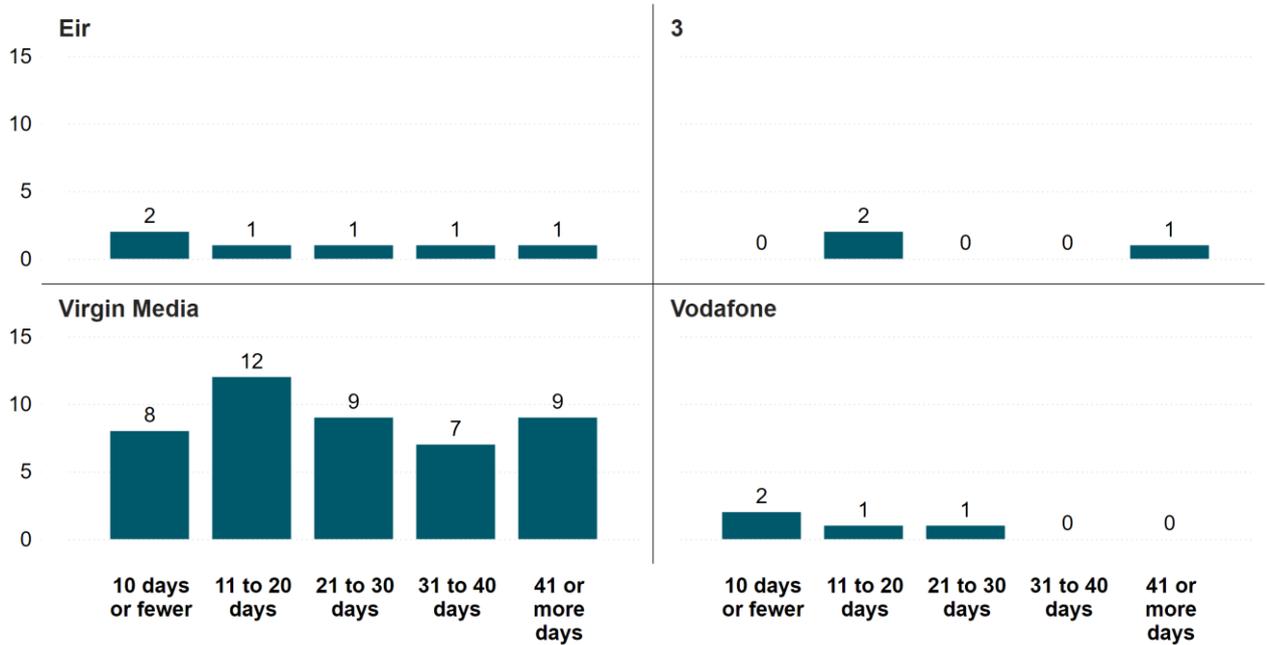
**Figure 14: Median complaint resolution time by classification type and Mobile Service Provider Q4 2025**

## 5.5 Mobile Service Provider ECS Complaints Open at 31 December 2025

Figure 15 shows the number ECS complaints open at 31 December 2025, for each Mobile Service Provider listed in Figure 8, broken down by the number of working days elapsed since they were first escalated to the Service Provider.

### Mobile Complaints Open at 31 December 2025

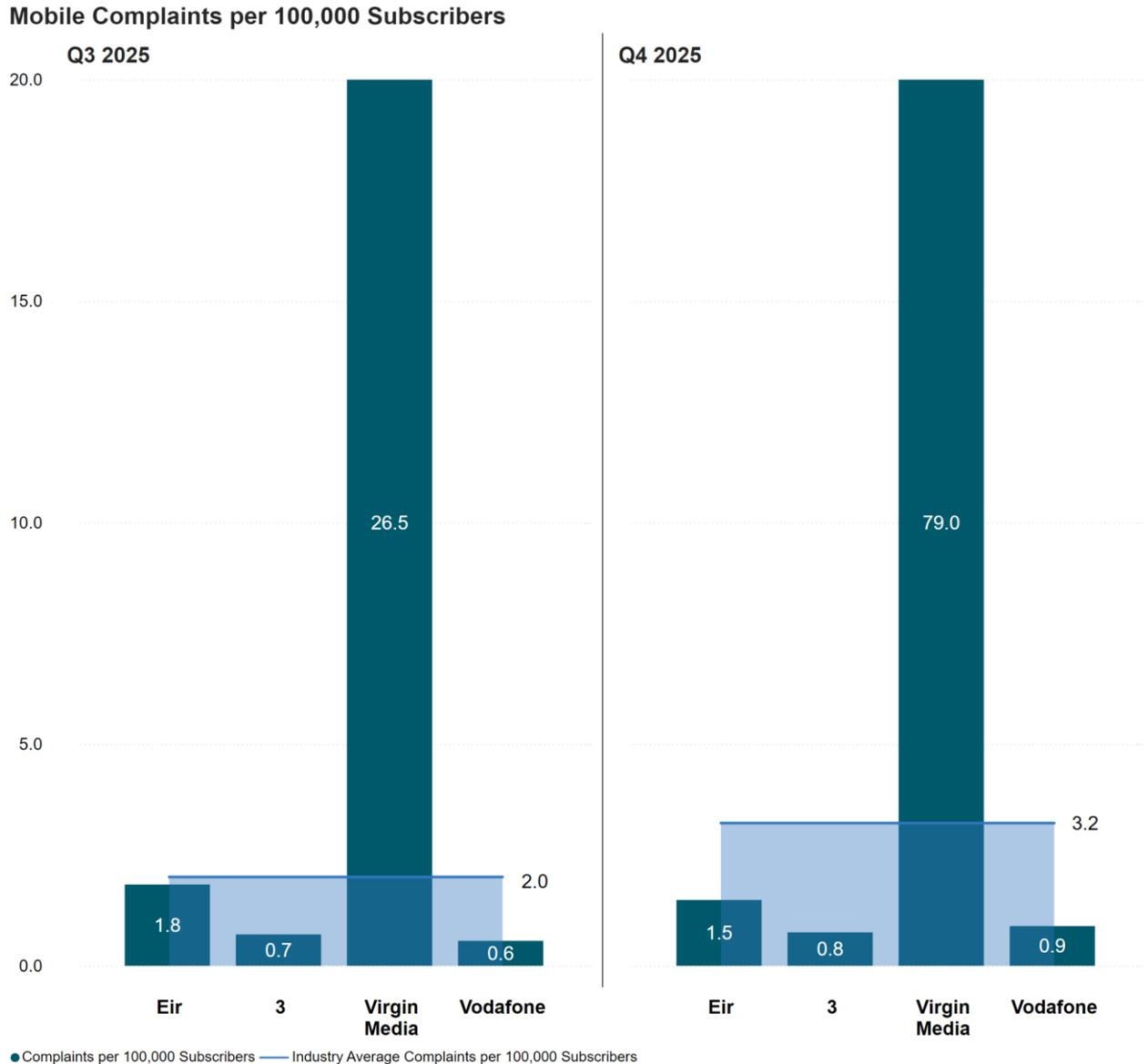
Number of complaints open, broken down by number of days since first escalation to service provider



**Figure 15: Mobile Service Provider ECS complaints open at 31 December 2025 by number of working days since first escalation**

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

Figure 16 below shows the average number of complaints per 100,000<sup>12</sup> subscribers for each Mobile Service Provider listed in Figure 8 and the total industry average for Q4 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 Q3 2025 vs Q4 2025**

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

## 5.7 Mobile Service Provider PRS Issues

PRS texts are sent to five-digit short codes beginning with the number 5 (e.g. 57XXX), and texts to PRS typically cost more than ordinary texts, depending on the prefix number or short code. Figure 17 below shows the number of PRS issues (texts and voice calls) raised with ComReg’s Consumer Care in Q4 2025 split by short code and premium rate service provider (where the total number of issues recorded for the short code and/or premium rate service provider<sup>13</sup> during the quarter is greater than 40 issues) and further split by Mobile Service Provider (where the total number of issues recorded for the Mobile Service Provider is greater than 40 issues).

| Network Operator | Short Code and Premium Rate Service Provider | Number of Issues |
|------------------|--|------------------|
| Other            | Other  | 6                |

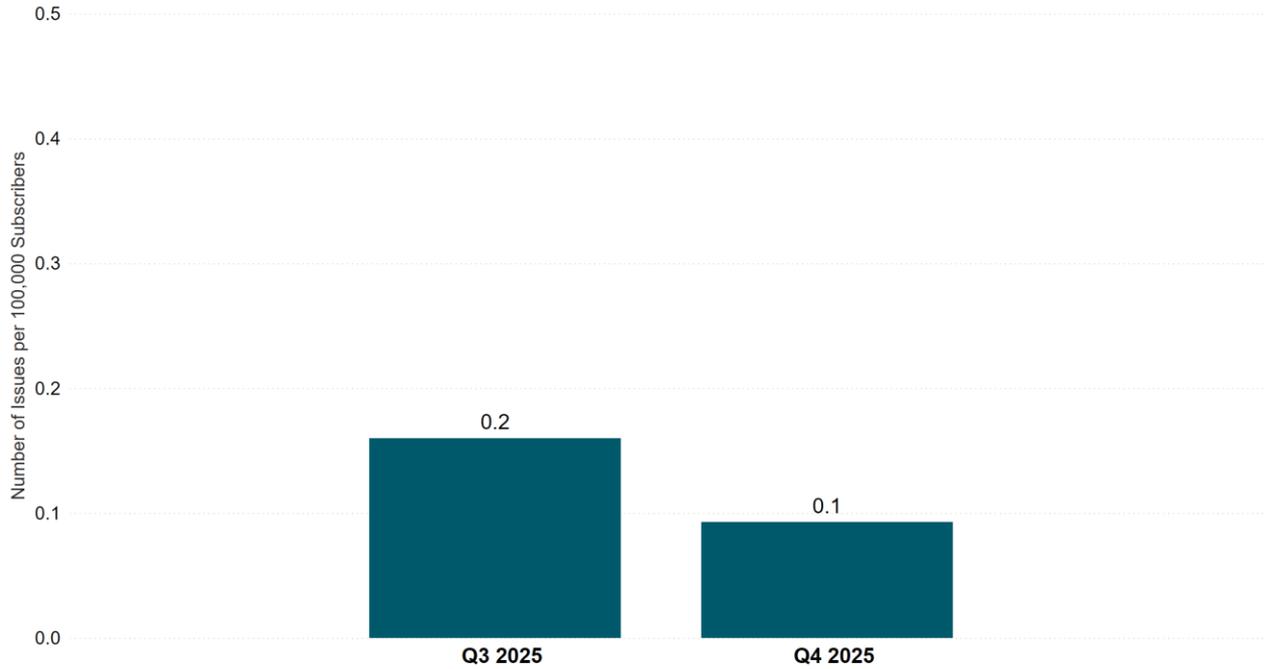
**Figure 17: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q4 2025**

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

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

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

**PRS Issues per 100,000 Subscribers**



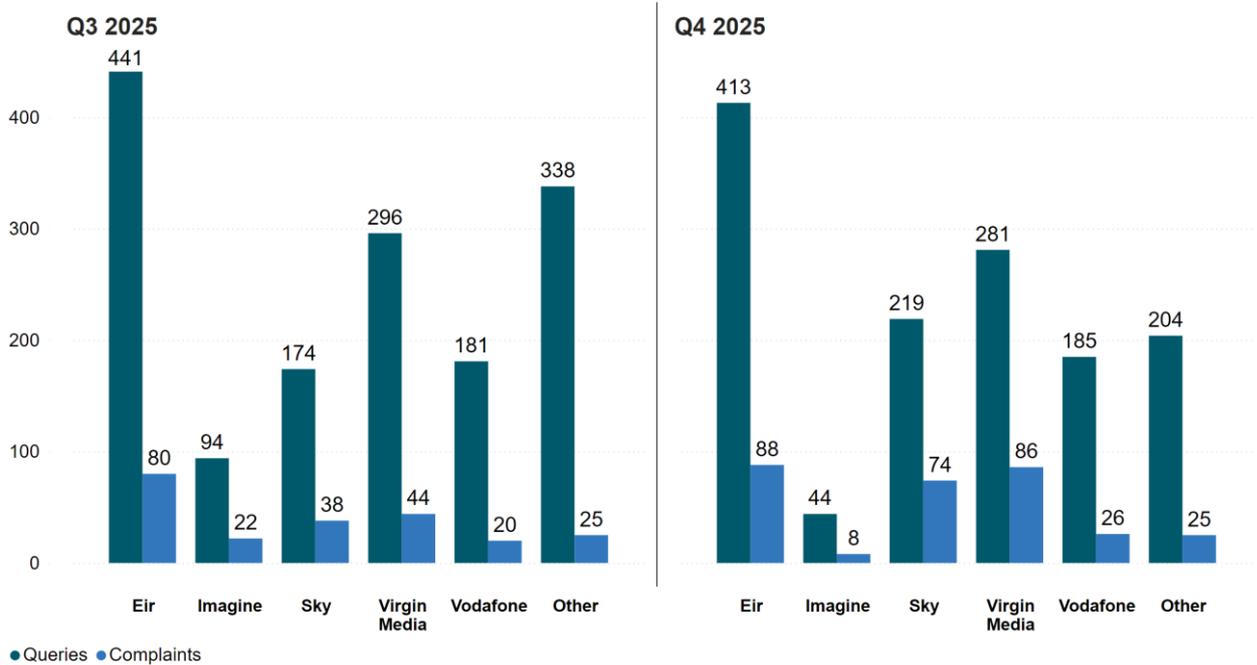
**Figure 18: PRS issues by ECS Provider per 100,000 subscribers Q3 2025 vs Q4 2025**

# 6 Fixed Service Provider Statistics

## 6.1 Fixed Service Provider ECS Queries vs Complaints

Figure 19 shows the number of ECS queries and complaints recorded for Eir, Imagine<sup>2</sup>, Sky, Virgin Media, Vodafone, and all ‘Other’<sup>14</sup> Fixed Service Providers, comparing Q3 2025 to Q4 2025. The total number of issues recorded for Fixed Service Providers in Q4 2025 was 1,655, compared to 1,753 issues in Q3 2025.

Fixed Queries and Complaints Recorded

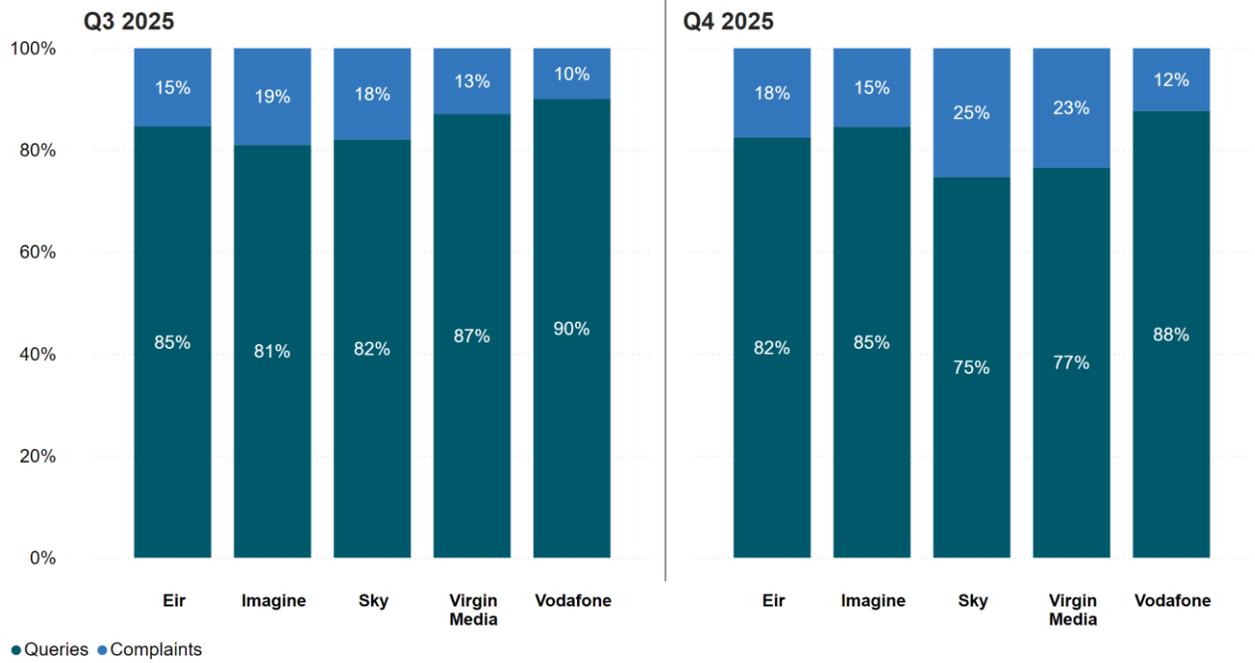


**Figure 19: Number of ECS queries and complaints by Fixed Service Provider Q3 2025 vs Q4 2025**

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

Figure 20 shows the split of queries to complaints recorded for Eir, Imagine, Sky, Virgin Media and Vodafone, comparing Q3 2025 to Q4 2025.

**Fixed Queries and Complaints Recorded**

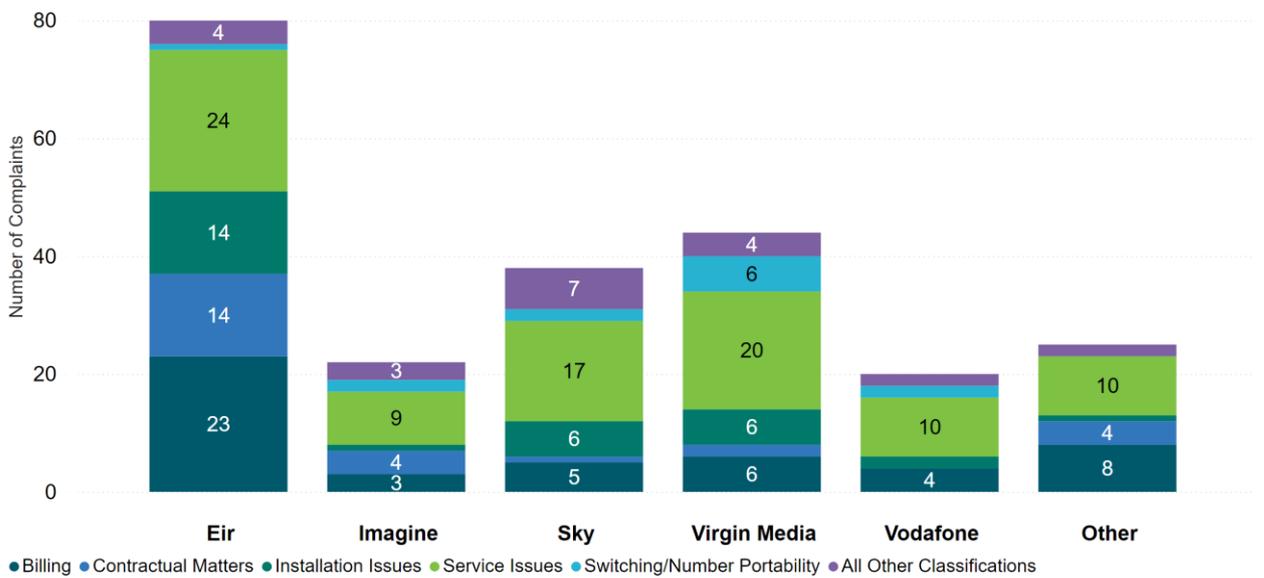


**Figure 20: Split of ECS queries and complaints by Fixed Service Provider Q3 2025 vs Q4 2025**

## 6.2 Fixed Service Provider ECS Complaints by Classification Type

Figure 21 shows ECS complaints by classification type for each Fixed Service Provider listed in Figure 19, comparing Q3 2025 with Q4 2025. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 22.

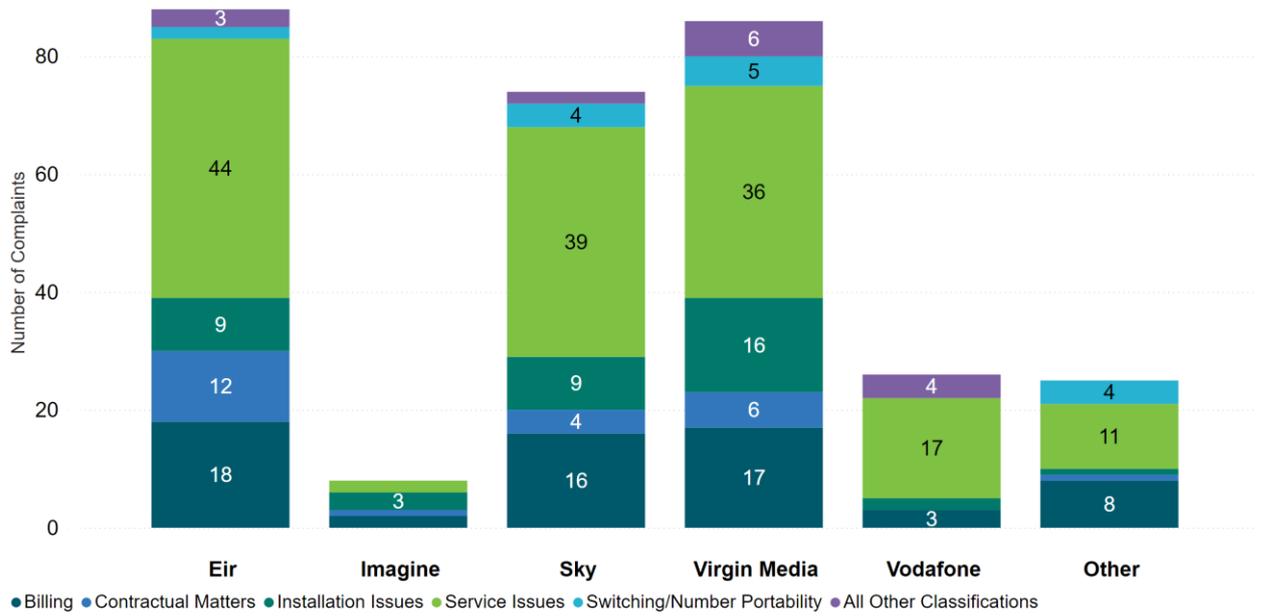
**Fixed Complaints Recorded**  
Q3 2025



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

**Fixed Complaints Recorded**

**Q4 2025**



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

**Figure 21: Fixed Service Provider ECS complaints by classification type Q3 2025 vs Q4 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 Q3 2025 to Q4 2025.

| <b>Eir</b>                                  | <b>Number of Issues</b> | <b>Number of Issues</b> |
|---|-------------------------|-------------------------|
|   | <b>Q3 2025</b>          | <b>Q4 2025</b>          |
| Loss of service                             | 104                     | 151                     |
| Service availability                        | 36                      | 38                      |
| Terms & conditions - cancellation penalties | 36                      | 33                      |
| Delay in installation                       |                         | 27                      |
| Billed more than agreed amount              | 61                      | 26                      |

| <b>Imagine</b>                             | <b>Number of Issues</b> | <b>Number of Issues</b> |
|--|-------------------------|-------------------------|
|  | <b>Q3 2025</b>          | <b>Q4 2025</b>          |
| Loss of service                            | 45                      | 7                       |
| Service availability                       | 6                       | 6                       |
| Net neutrality - broadband speeds received |                         | 5                       |
| Service issues - intermittent service      | 11                      | 4                       |
| Billed after cancellation                  |                         | 4                       |

| <b>Sky</b>            | <b>Number of Issues</b> | <b>Number of Issues</b> |
|-----------------------|-------------------------|-------------------------|
|                       | <b>Q3 2025</b>          | <b>Q4 2025</b>          |
| Loss of service       | 49                      | 79                      |
| Delay in installation | 15                      | 28                      |

|   |    |    |
|---|----|----|
| Billed more than agreed amount                          | 10 | 18 |
| Contract termination issues - cancellation not accepted |    | 16 |
| Service issues - intermittent service                   | 16 | 14 |

| Virgin Media  | Number of Issues | Number of Issues |
|---|------------------|------------------|
|   | Q3 2025          | Q4 2025          |
| Loss of service   | 84               | 74               |
| Billed more than agreed amount                          | 24               | 29               |
| Delay in installation                                   | 23               | 23               |
| Service issues - intermittent service                   |                  | 23               |
| Contract termination issues - cancellation not accepted |                  | 22               |

| Vodafone                              | Number of Issues | Number of Issues |
|---------------------------------------|------------------|------------------|
|                                       | Q3 2025          | Q4 2025          |
| Loss of service                       | 42               | 74               |
| Service issues - intermittent service | 14               | 19               |
| Billed more than agreed amount        | 16               | 17               |
| Service availability                  | 17               | 9                |
| Delay in installation                 | 13               | 9                |

**Figure 22: Highest number of issues recorded by Fixed Service Provider Q3 2025 vs Q4 2025**

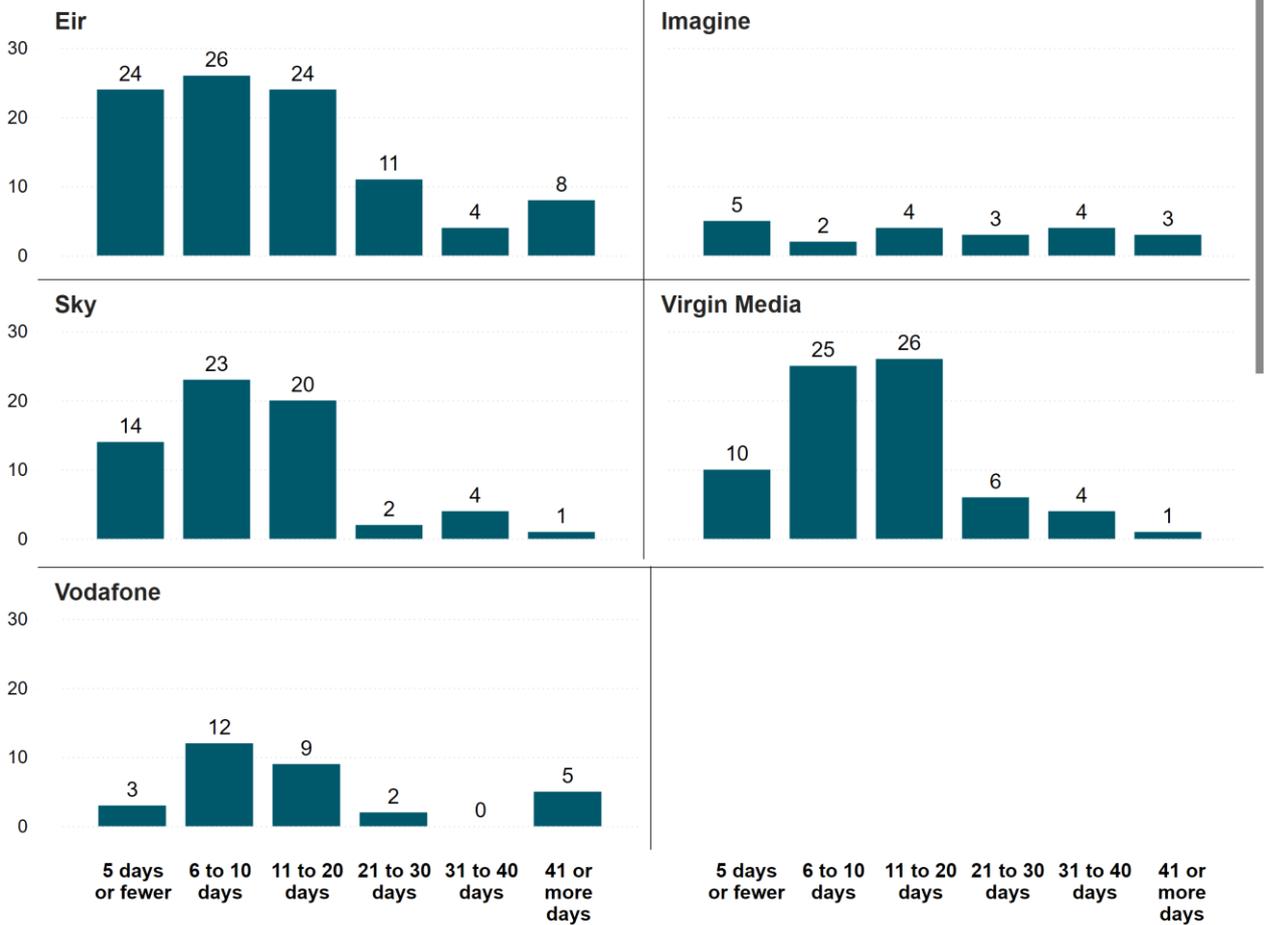
## 6.4 Fixed Service Provider ECS Complaints Closed in Q4 2025

### 6.4.1 Number of Complaints Closed by Service Provider

Figure 23 below shows ECS complaints closed in Q4 2025, for each Fixed Service Provider listed in Figure 19, broken down by number of working days. Complaints closed within Q4 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

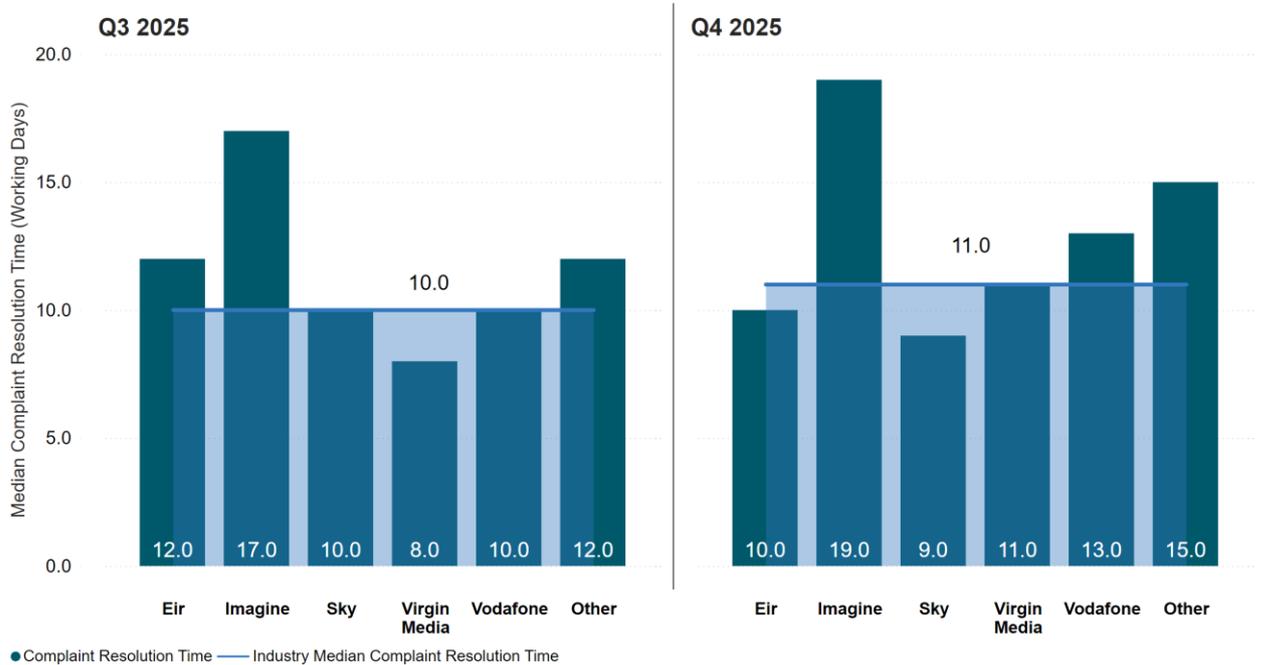


**Figure 23: Fixed Service Provider ECS complaints closed in Q4 2025 by number of working days open**

### 6.4.2 Fixed Complaint Resolution Time

Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 24 shows the median resolution time for ECS complaints in Figure 23, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q3 2025 to Q4 2025. Complaints closed within Q3 2025 may be re-opened complaints and may have been first escalated to a Service Provider prior to 1 October 2025. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

Fixed Complaint Resolution Time

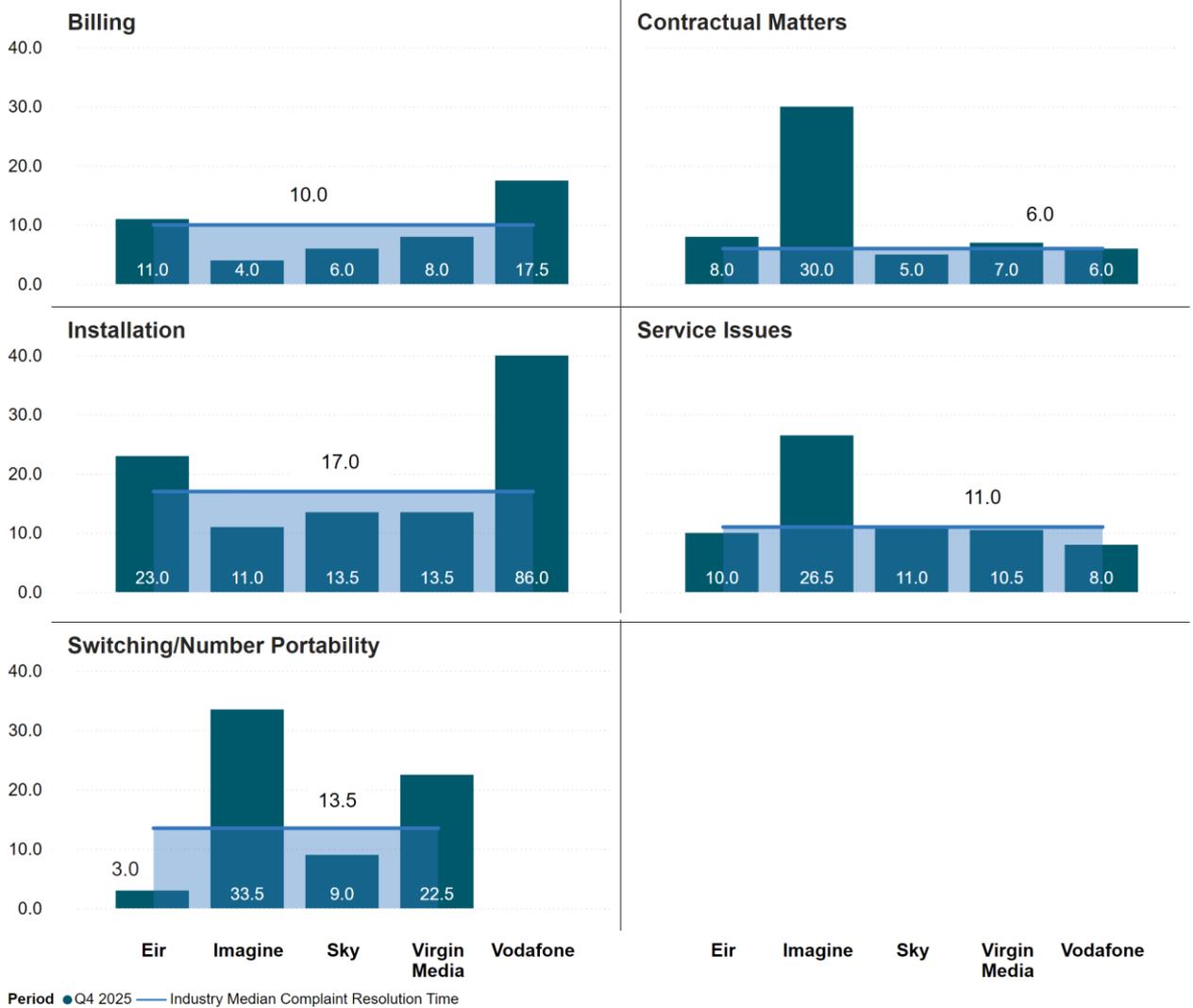


**Figure 24: Median complaint resolution time by Fixed Service Provider Q3 2025 vs Q4 2025**

Figure 25 below provides the Q4 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)



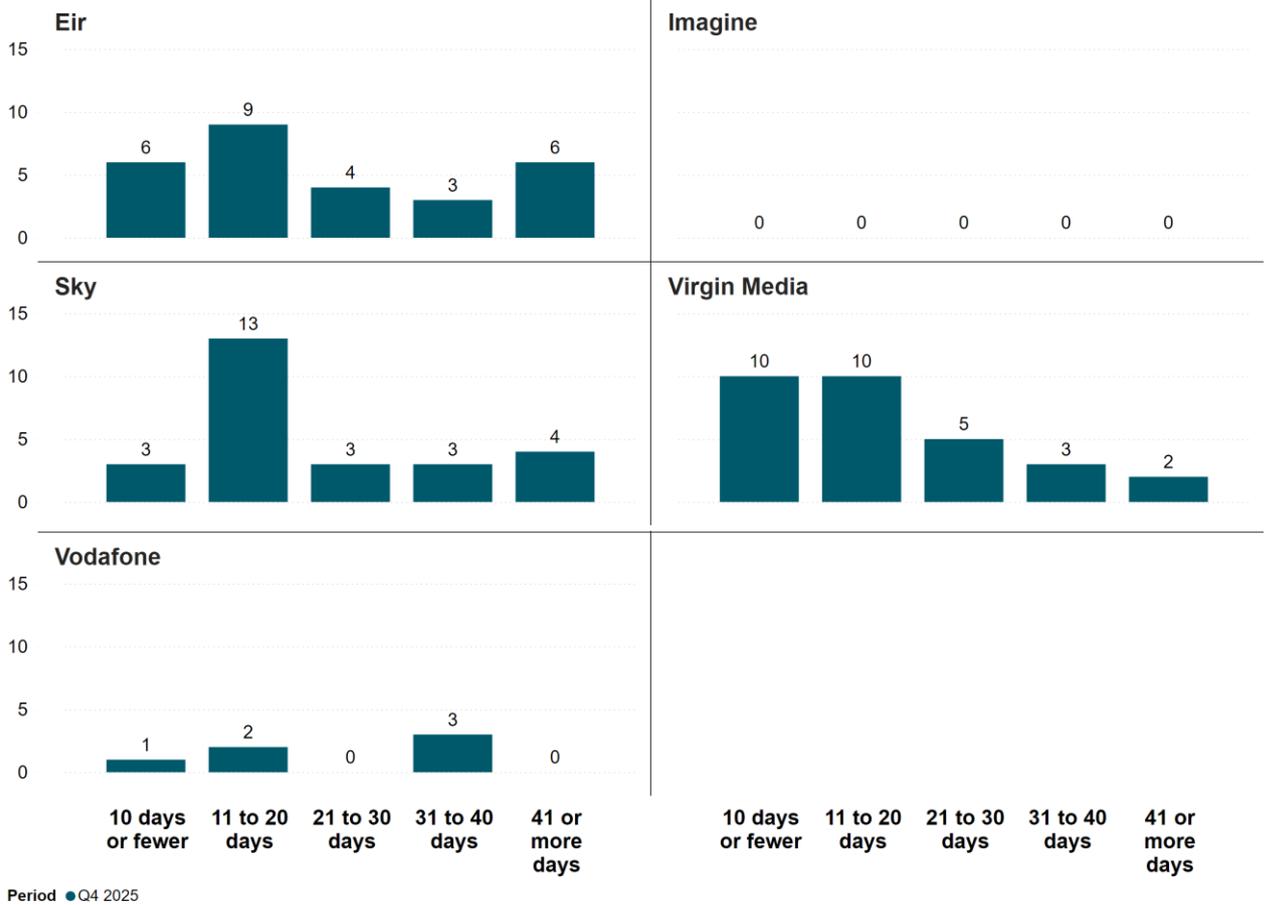
**Figure 25: Median complaint resolution time by classification type and Fixed Service Provider Q4 2025**

## 6.5 Fixed Service Provider ECS Complaints Open at 31 December 2025

Figure 26 shows the number of ECS complaints open at 31 December 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 31 December 2025

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

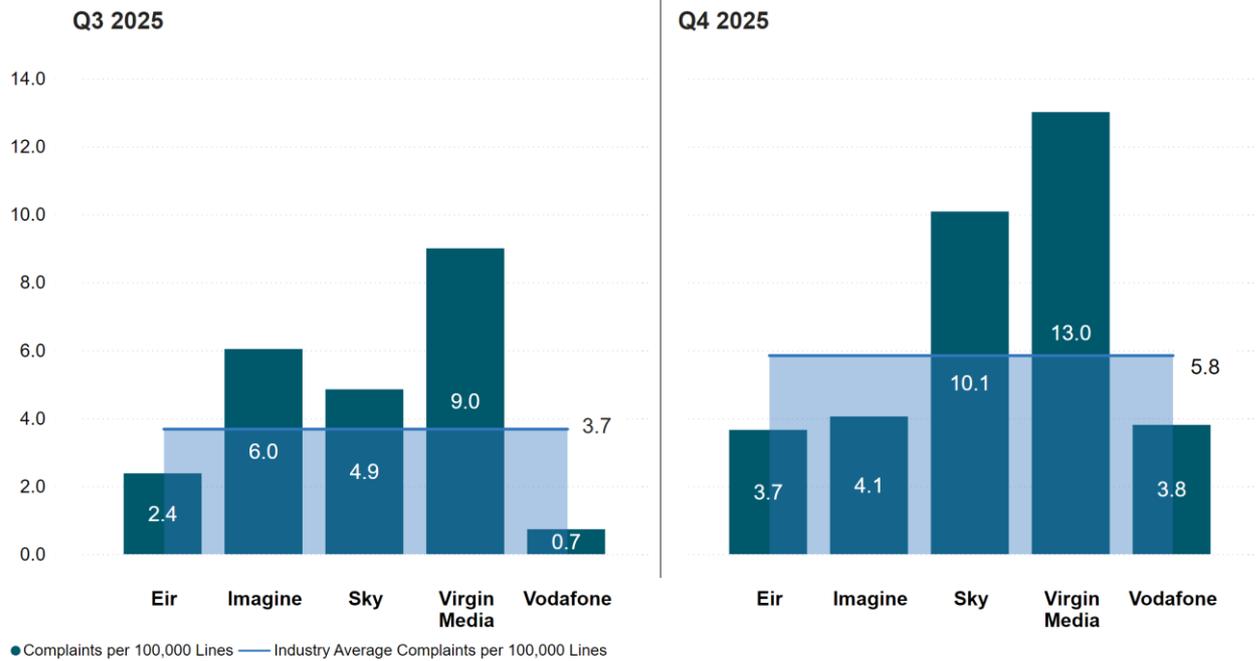


**Figure 26: Fixed Service Provider ECS complaints open at 31 December 2025 by number of working days since first escalation**

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

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

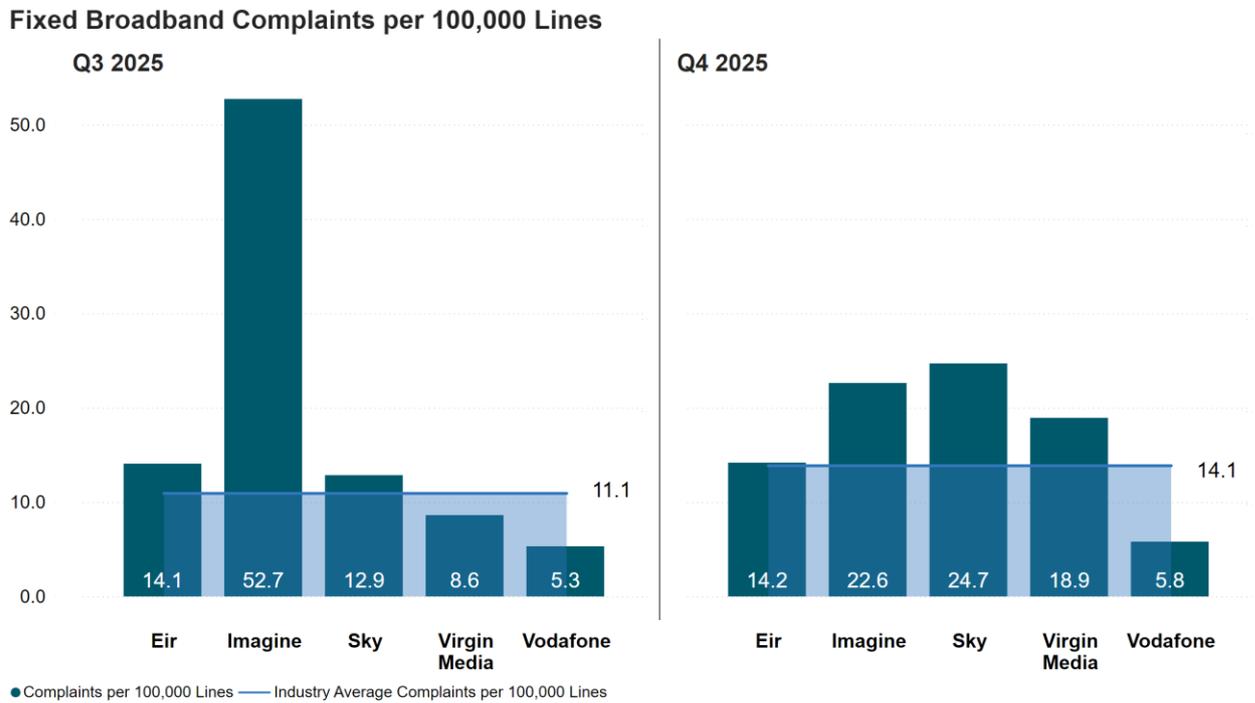
Fixed Voice Complaints per 100,000 Lines



**Figure 27: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q3 2025 vs Q4 2025**

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

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



**Figure 28: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q3 2025 vs Q4 2025**

# Annex 1: ComReg Consumer Care Contact Details

**Phone**  
Consumer Queries: 01 804 9668

**E-mail**  
Consumer Queries: [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

**SMS**  
Text *COMREG* to 51500\* to receive a call back  
Text *ASKCOMREG* to 51500\*\* to receive a text back

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

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

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

**Access Officer**  
**Email:** [access@comreg.ie](mailto:access@comreg.ie)  
**Post:** Access Officer, Commission for Communications Regulation,  
One Dockland Central, Guild Street, Dublin, D01 E4X0  
**Tel:** 018049639

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

# Annex 1: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types<sup>16</sup> relevant to highest volume issues recorded in Q4 2025<sup>17</sup>.

| <b>Billing includes:</b>       |
|--------------------------------|
| Billed after cancellation      |
| Billed more than agreed amount |
| Refund not received            |

| <b>Contractual Matters includes:</b>                    |
|---|
| Contract termination issues - cancellation not accepted |
| Misleading sales  |
| Terms & conditions - cancellation penalties             |

| <b>Installation includes:</b> |
|-------------------------------|
| Delay in installation         |

| <b>Service Issues includes:</b>       |
|---------------------------------------|
| Equipment issues - handset            |
| Loss of service                       |
| Mobile coverage                       |
| Service availability                  |
| Service issues - intermittent service |

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

<sup>17</sup> For detail on classification and sub-classification types relevant to highest volume issues recorded in Q3 2025, see ComReg Consumer Care Statistics Report Q3 2025.

| <b>Switching/Number Portability includes:</b>  |
|--|
| Switching/number portability - delay switching |
| Switching/number portability - number loss     |

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