



# ComReg Consumer Care Statistics Report

Q2 2024 – 1 April to 30 June 2024

## 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 working 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 Q2 2024<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 Q2 2024, ComReg's Consumer Care team recorded approximately 9,200 consumer contacts, compared to 9,000 consumer contacts in Q1 2024. In Q2 2024, approximately 3,700 issues were recorded, compared to 3,600 issues in Q1 2024. ComReg's Consumer Care team managed approximately 2,200 contacts from Service Providers during Q2 2024 and 2,400 contacts during Q1 2024.

In Q2 2024, 92% of all issues recorded were queries and 8% of all issues were complaints. 81% of all issues recorded relate to ECS, 1% relate to PRS, and 18% relate to 'Not for ComReg'/Other. There was a 1% decrease in the total number of issues recorded compared to Q2 2023; ECS issues increased by 3%, and PRS issues decreased by 89%.

In Q2 2024, ComReg's Consumer Care team recorded 206 Mobile Service Provider issues for Eir. 195 issues were recorded for 3. 185 issues were recorded for Vodafone. The median resolution time for Mobile Service Provider complaints was 11.0 working days, compared to 15.0 working days in Q1 2024. The average number of complaints per 100,000 subscribers was 0.5, compared to 0.6 in Q1 2024.

In Q2 2024, ComReg's Consumer Care team recorded 866 Fixed Service Provider issues for Eir. 214 issues were recorded for Sky. 253 issues were recorded for Virgin Media. 459 issues were recorded for Vodafone. The median resolution time for Fixed Service Provider complaints was 9.0 working days, compared to 11.0 working days in Q1 2024. The average number of complaints per 100,000 fixed voice lines was 4.7. The average number of complaints per 100,000 fixed broadband lines was 10.6.

# 3: Consumer Care Overview

## 3.1 Consumer Care Contacts

In Q2 2024, approximately 9,200 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<sup>4</sup> over the last five quarters. In Q2 2024, phone and e-mail/online form continued to be the most popular methods of contact. ComReg’s Consumer Care received approximately 2,200 service provider contacts in Q2 2024.

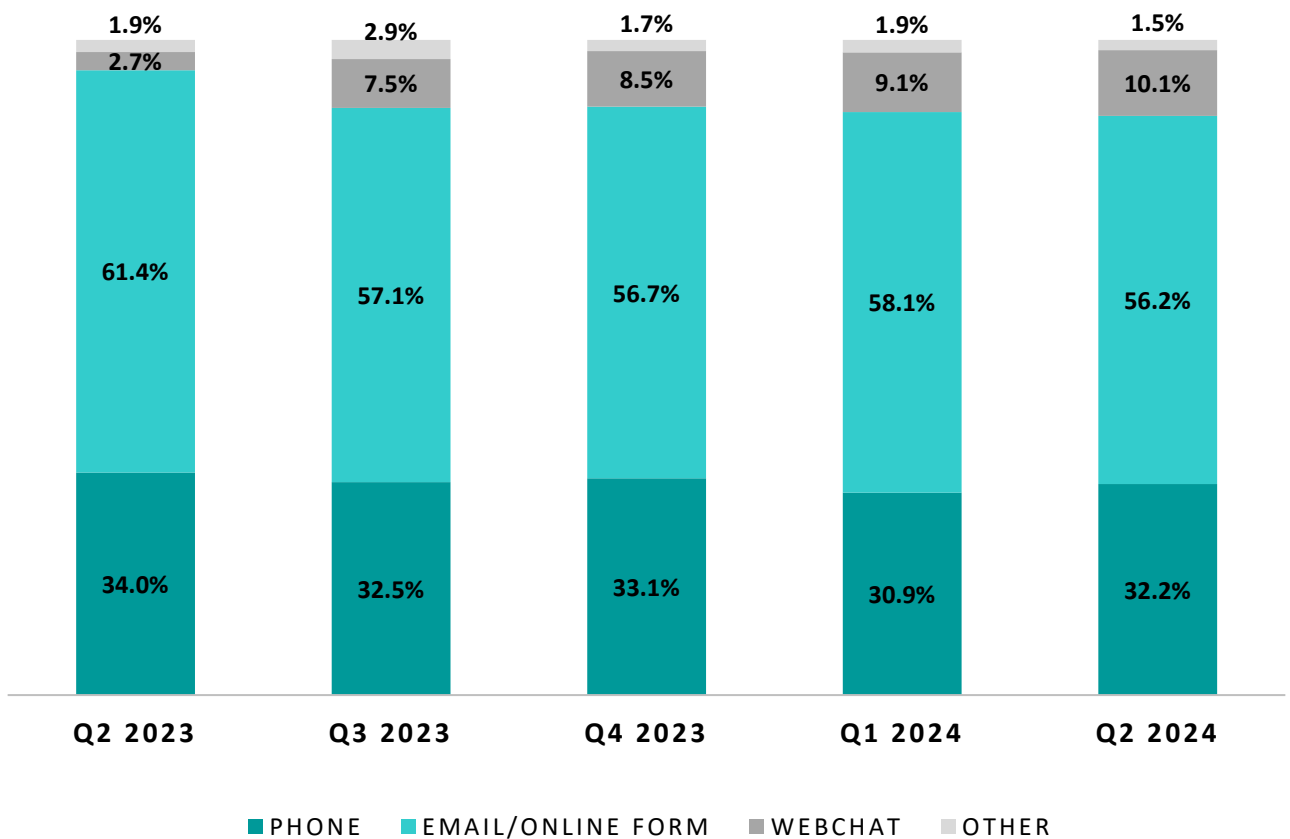


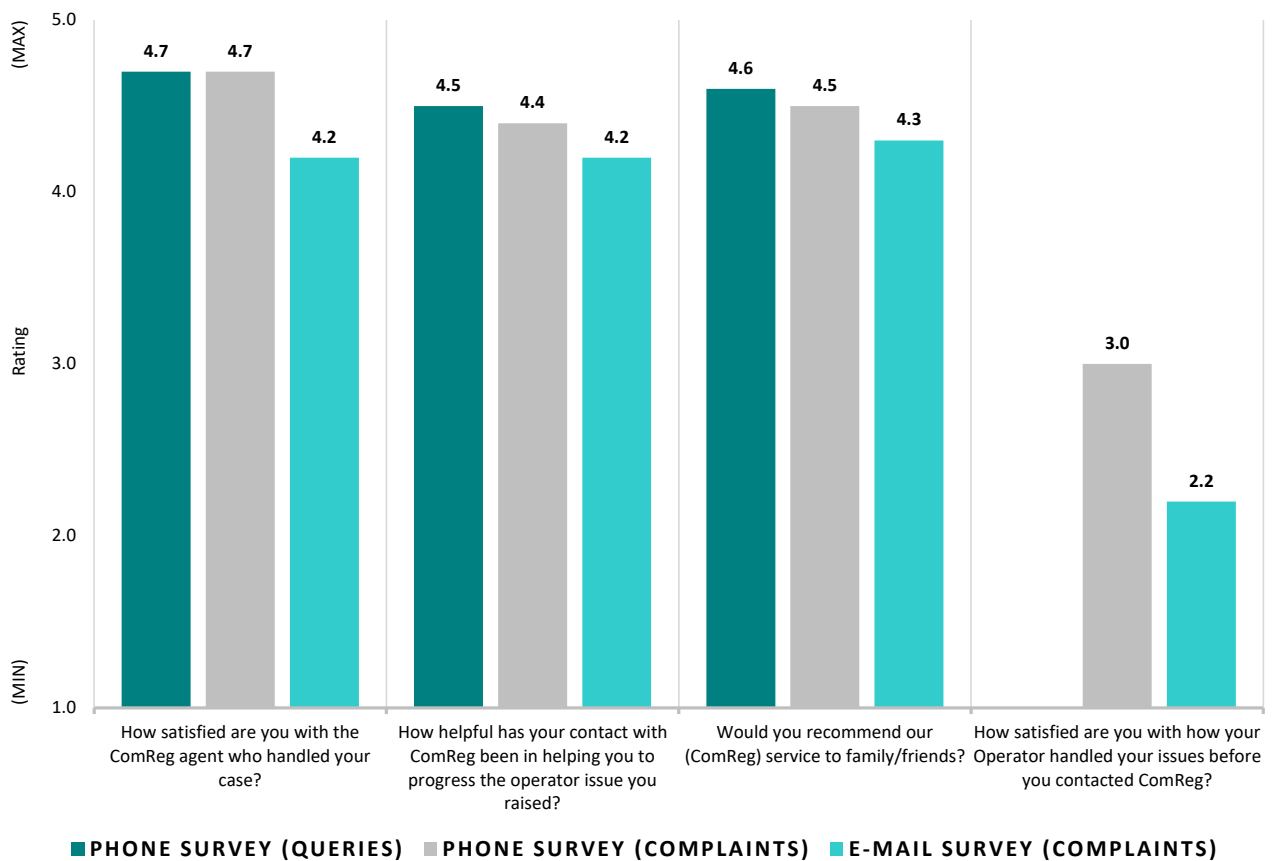
Figure 1: Split of contacts to ComReg’s Consumer Care by channel Q2 2023 – Q2 2024

<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 Q2 2024, consumers completed 627 phone surveys in relation to queries, 430 phone surveys in relation to complaints, and 121 e-mail surveys in relation to complaints. Figure 2 below outlines the questions contained in the survey and the average ratings received in Q2 2024.



**Figure 2: Consumer Care Survey ratings Q2 2024**

<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 Q2 2024, ComReg recorded approximately 3,700 issues which are classified across three main categories: ECS, PRS and 'Not for ComReg/Other'. There was a 1% decrease in the total number of issues recorded compared to Q2 2023; ECS issues increased by 3%, and PRS issues decreased by 89%. Figure 3 shows the trend in number of issues recorded over the last five quarters, which allows for a seasonal comparison of issues recorded in Q2 2023 to Q2 2024.

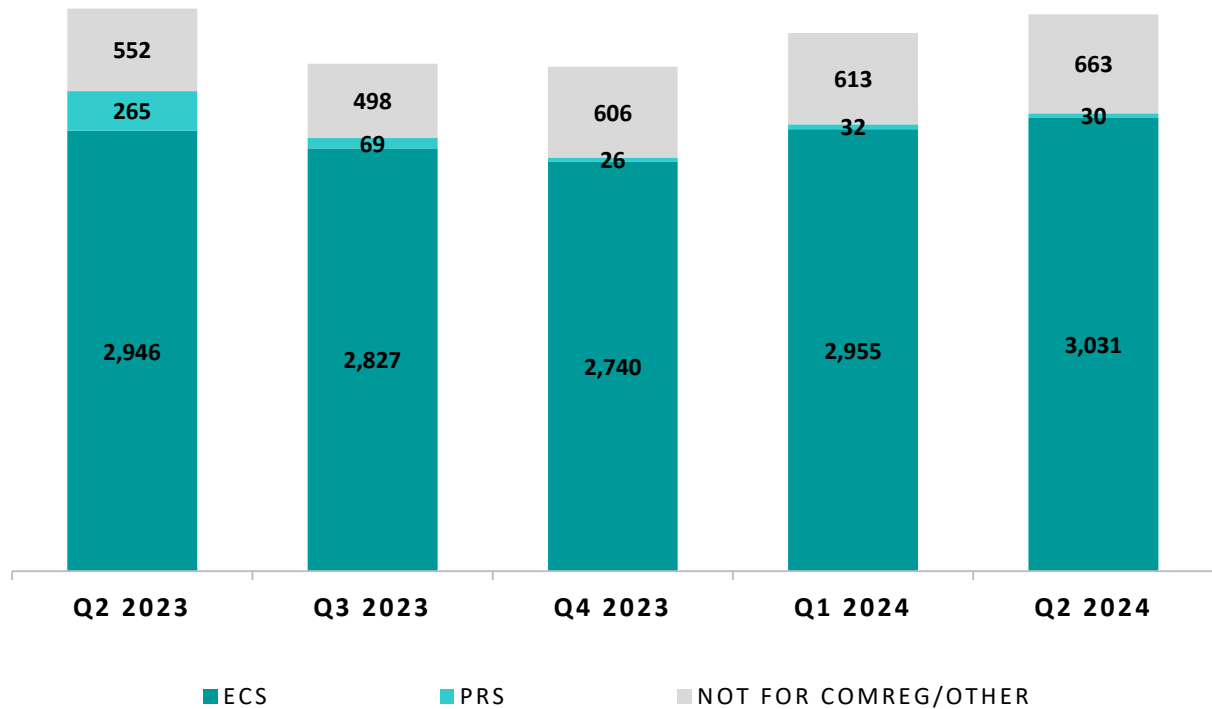


Figure 3: Number of issues recorded Q2 2023 – Q2 2024 by category

In Q2 2024, 81% of all issues recorded were in relation to ECS, while PRS issues and 'Not for ComReg/Other' issues accounted for 1% and 18% of all other issues, respectively. Figure 4 below shows the split of these three category types.

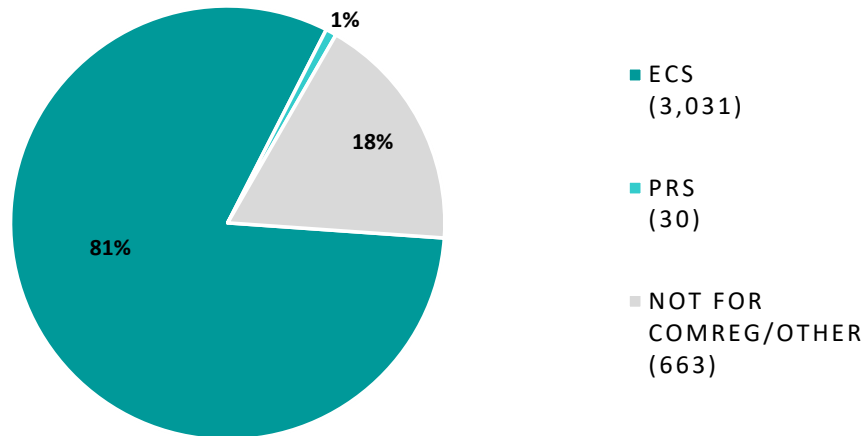


Figure 4: Split of all issues recorded in Q2 2024 by category



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

In Q2 2024, approximately 3,700 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 Q1 2024 to Q2 2024.

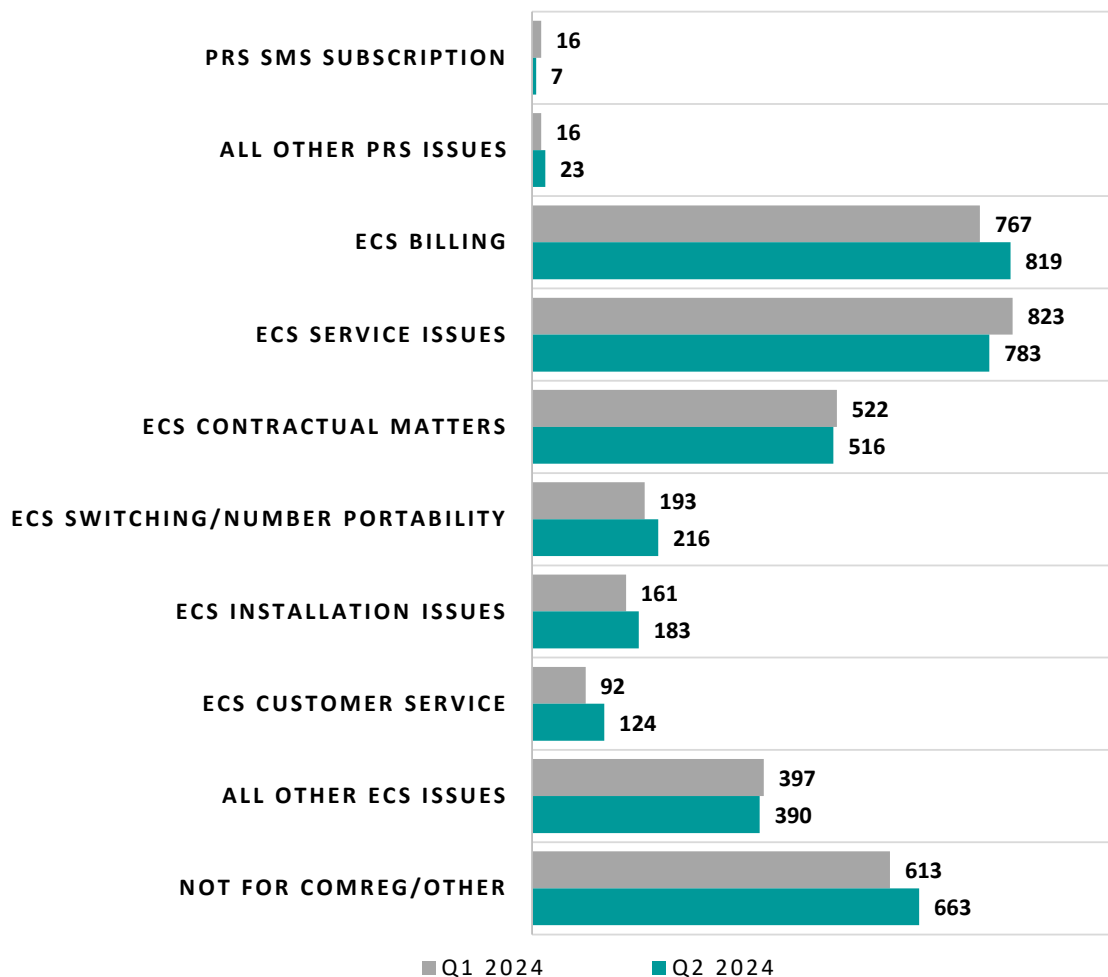


Figure 5: Number of issues recorded by classification type Q1 2024 vs Q2 2024

<sup>6</sup> 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 Q2 2024, 92% of all issues recorded were queries, and 8% were complaints. Of the 3,444 queries recorded in Q2 2024, 80% were in relation to ECS and 1% were in relation to PRS. Of the 280 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.

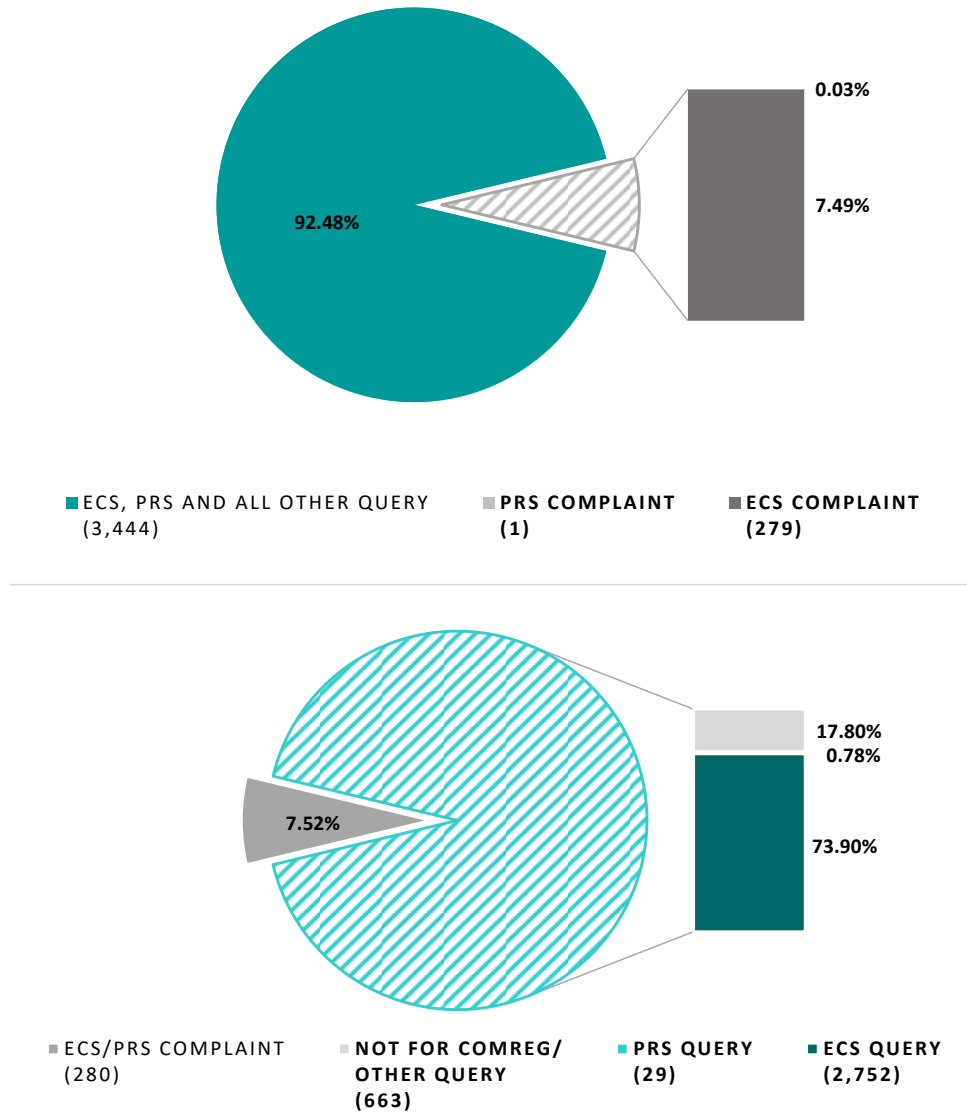


Figure 6: Split of issues recorded by issue type and category Q2 2024

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 Q2 2023 to Q2 2024. From Q2 2023 to Q2 2024, ECS queries increased by 5% and PRS queries decreased by 89%; ECS complaints decreased by 16% and PRS complaints decreased by 86%. See Figure 10 and Figure 22 for a breakdown of ECS complaints by classification type.

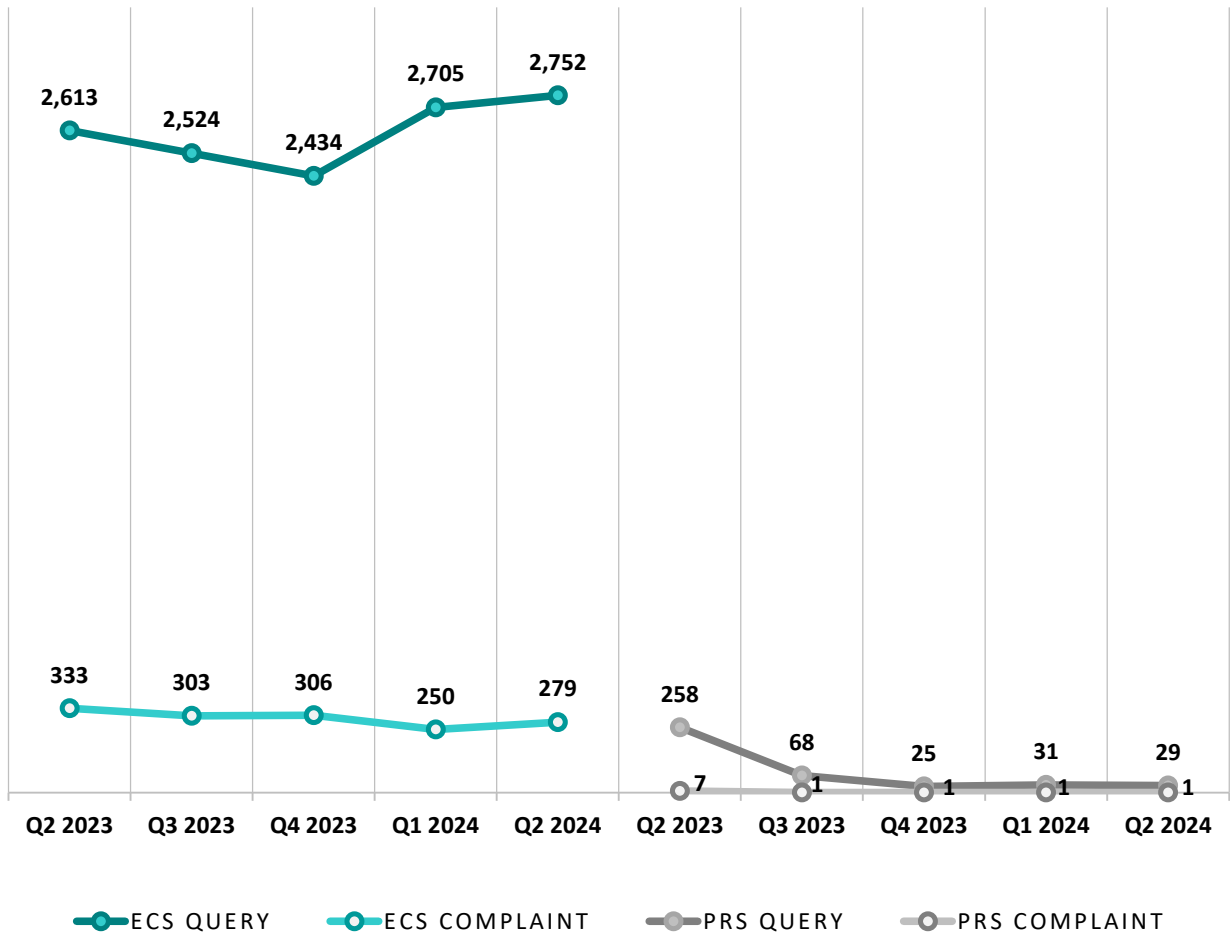
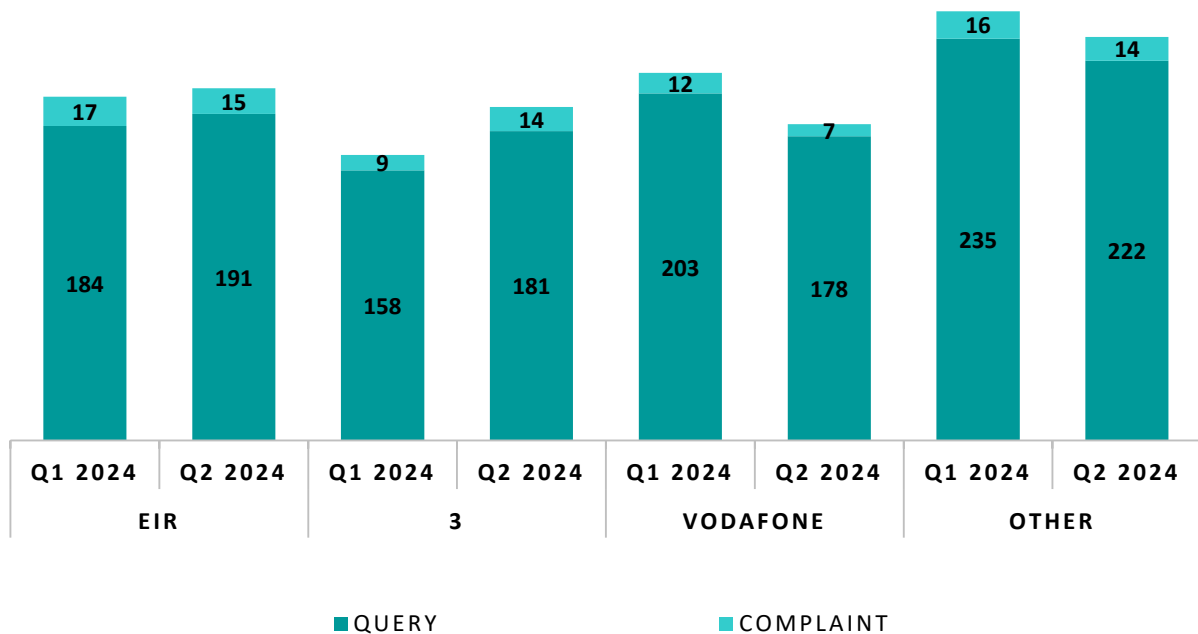


Figure 7: ECS and PRS complaints and queries recorded Q2 2023 – Q2 2024

# 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<sup>7</sup>, 3<sup>8</sup>, Vodafone<sup>9</sup> and ‘Other’ Mobile Service Providers<sup>10</sup>, comparing Q1 2024 to Q2 2024. The total number of issues recorded for Mobile Service Providers in Q2 2024 was 822, compared to Q1 2024, where 834 issues were recorded.



**Figure 8: Number of ECS queries and complaints by Mobile Service Provider Q1 2024 vs Q2 2024**

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

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

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

<sup>10</sup> ‘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<sup>7,8,9,10</sup> in Figure 8, including the total industry average, comparing Q1 2024 to Q2 2024. The 'industry average' is based on all issues recorded within each quarter for all Mobile Service Providers.

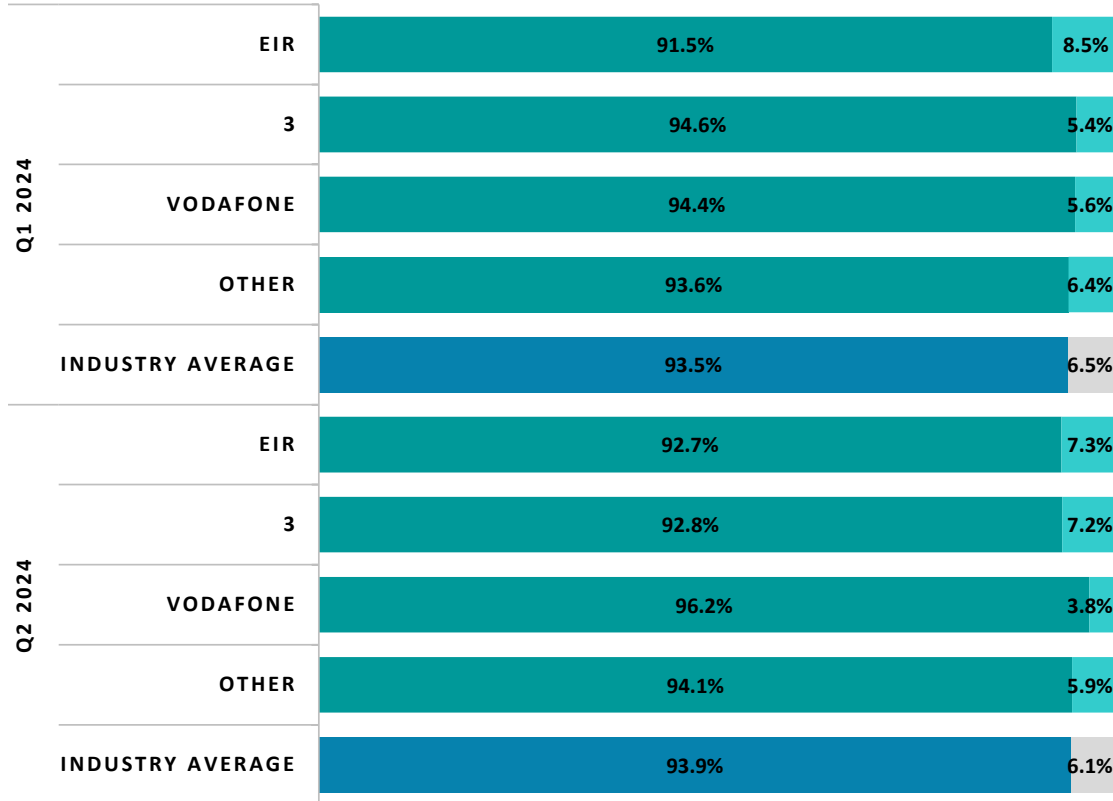
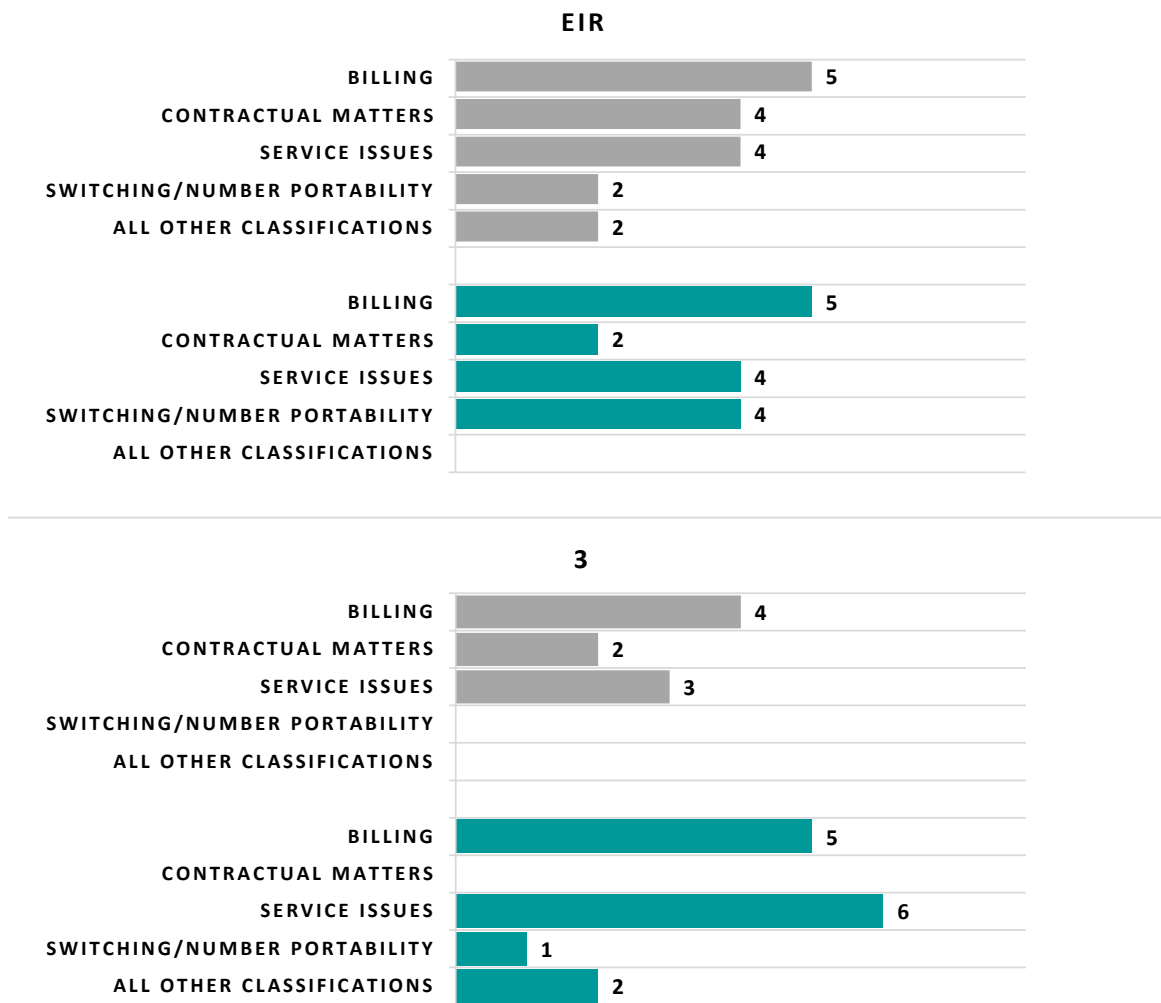


Figure 9: Split of ECS queries and complaints by Mobile Service Provider Q1 2024 vs Q2 2024

## 5.2 Mobile Service Provider ECS Complaints by Classification Type

Figure 10 shows ECS complaints by classification type for each Mobile Service Provider<sup>7,8,9,10</sup> listed in Figure 8, comparing Q1 2024 with Q2 2024. For details of the highest number of issues recorded for each Mobile Service Provider, see Figure 11.



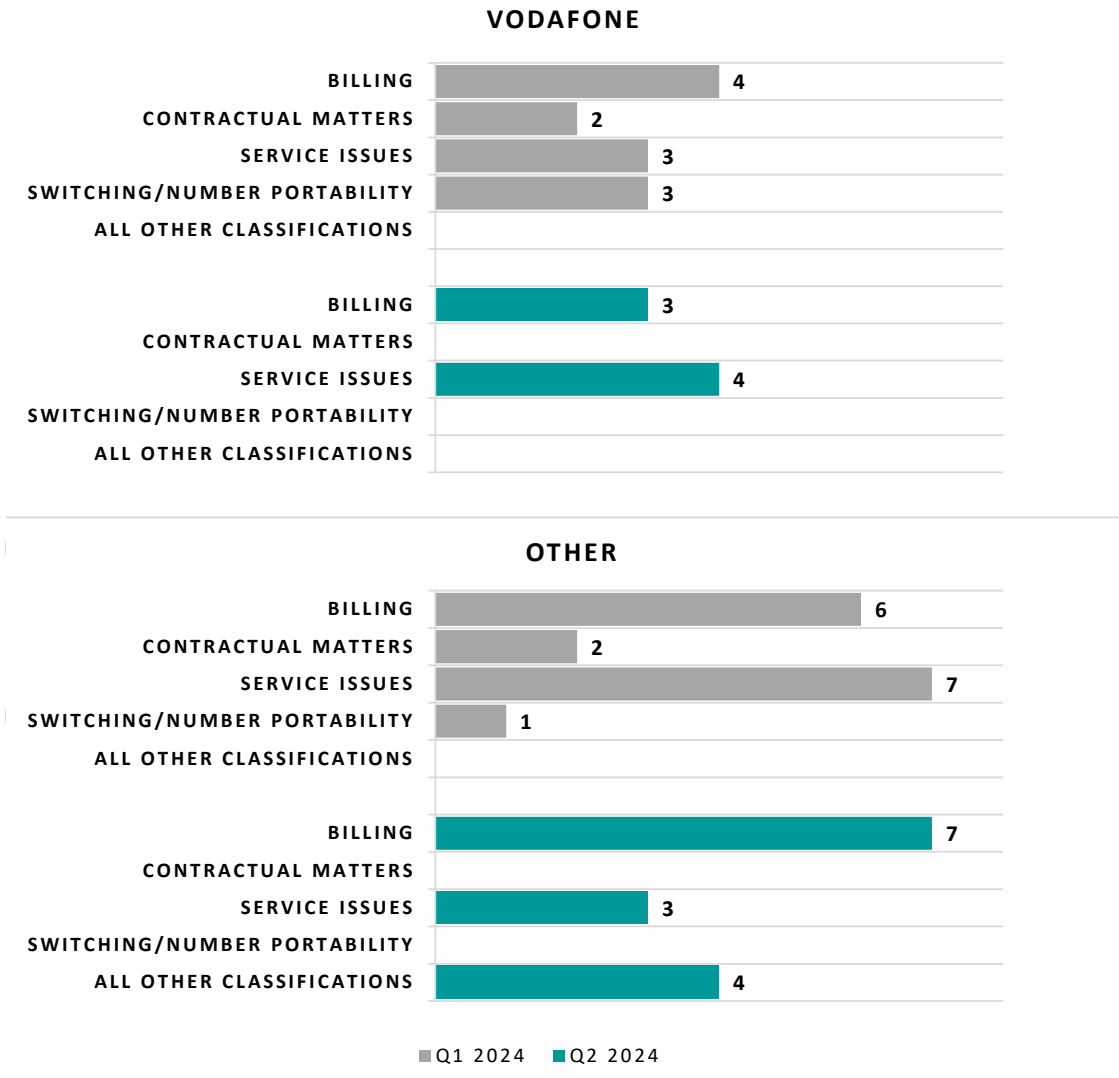


Figure 10: Mobile Service Provider ECS complaints by classification type Q1 2024 vs Q2 2024

## 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<sup>7,8,9</sup> listed in Figure 8, as reported by consumers, comparing Q1 2024 to Q2 2024.

	Number of Issues Q1 2024	Number of Issues Q2 2024
<b>Eir</b>		
Billed more than agreed amount	35	41
Misleading sales	6	15
Loss of service	11	12
Billed after cancellation	13	11
Switching/number portability - delay switching	6	11
Accessing complaints process - issue lodging formal complaint	10	10
Equipment issues - handset		8
Refund not received	11	7
Mobile coverage	7	7
Billed for service not requested		7
<b>3</b>		
Terms & conditions - cancellation penalties	7	15
Billed more than agreed amount	14	14
Mobile coverage	8	13
Loss of service	10	12
Accessing complaints process - issue lodging formal complaint	6	12
Service issues - intermittent service		11
Billed after cancellation	9	9
Net neutrality - broadband speeds received		9
Switching/number portability - unlock code issue		8
Service availability		7



<b>Vodafone</b>		
Loss of service	24	21
Billed more than agreed amount	31	15
Mobile coverage	10	14
Billed after cancellation	8	11
Service issues - intermittent service	8	11
Equipment issues - handset		9
Switching/number portability - unlock code issue	11	8
Accessing complaints process - issue lodging formal complaint	9	7
Switching/number portability - number loss		7
Pricing transparency	11	6

**Figure 11: Highest number of issues recorded by Mobile Service Provider Q1 2024 vs Q2 2024**

## 5.4 Mobile Service Provider ECS Complaints Closed in Q2 2024

Figure 12 shows the number of ECS complaints closed in Q2 2024, for each Mobile Service Provider<sup>7,8,9</sup> listed in Figure 8, broken down by number of working days open (Monday to Friday, and excluding public holidays). Complaints closed within Q2 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

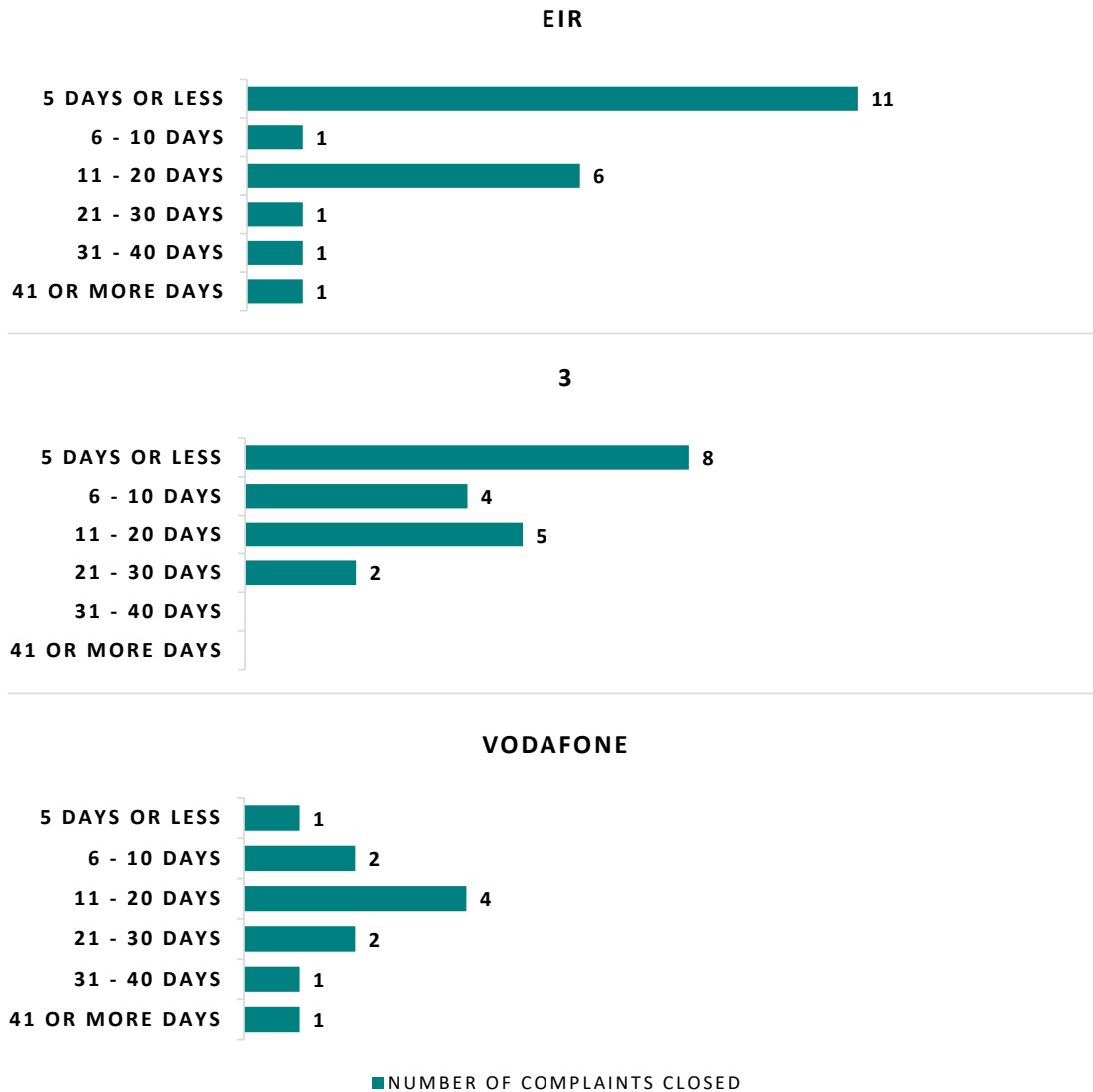
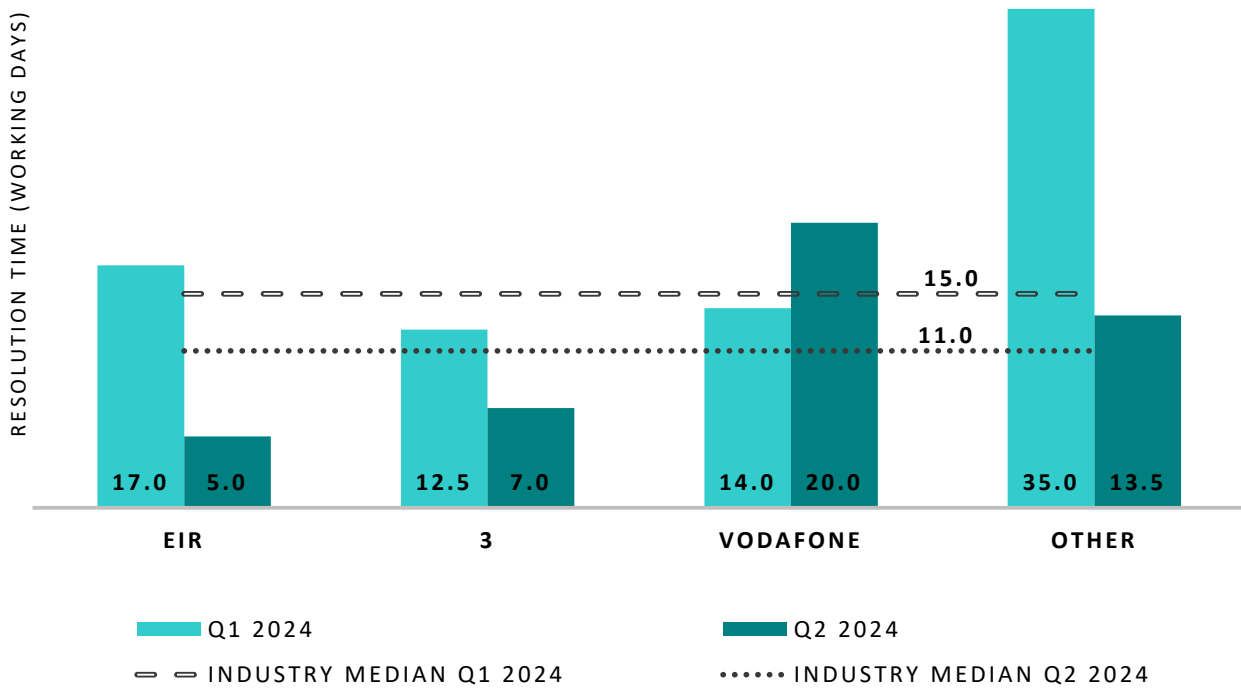


Figure 12: ECS complaints closed in Q2 2024 by Mobile Service Provider and number of working days open

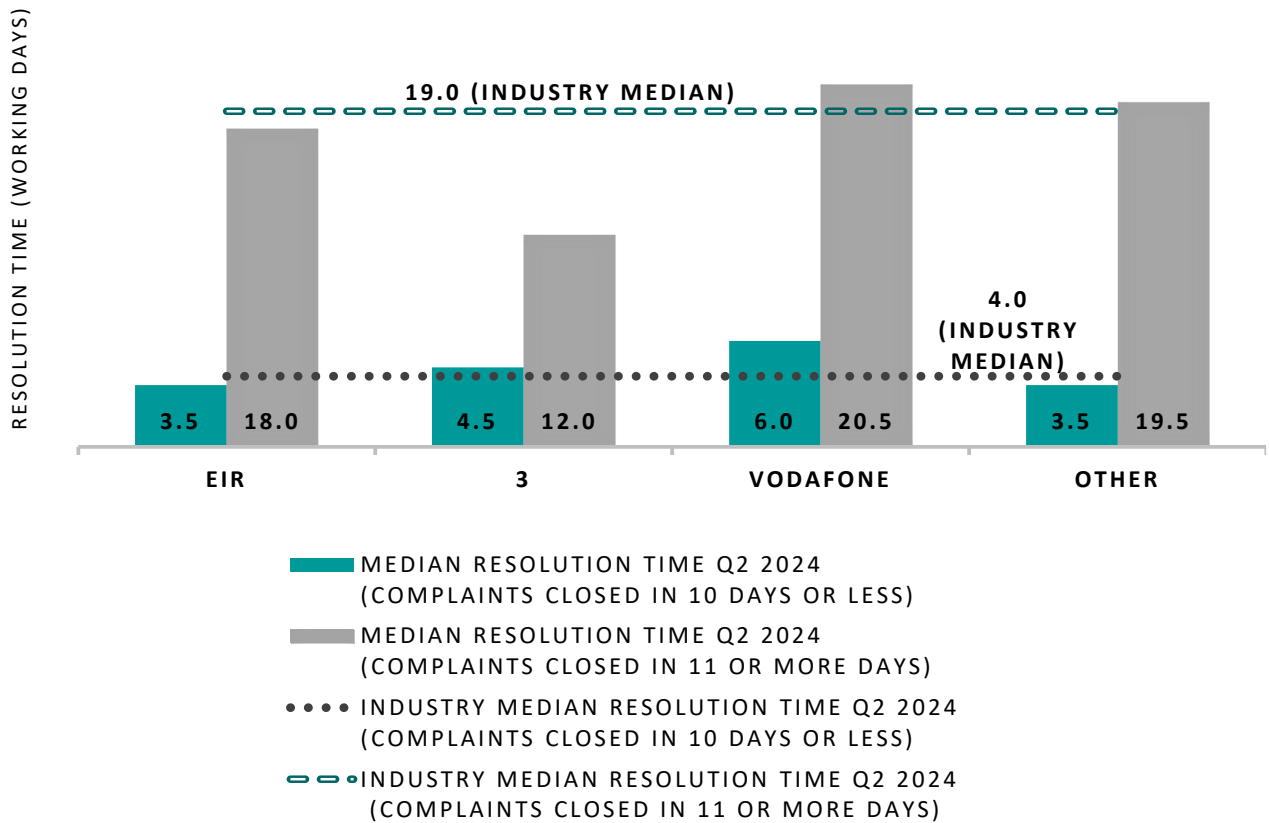
Complaint resolution time is measured in working days, from the date ComReg first escalates the complaint to a Service Provider to the date of complaint closure. Figure 13<sup>7,8,9,10</sup> shows the median resolution time for ECS complaints in Figure 12, broken down by number of working days open (Monday to Friday, and excluding public holidays), comparing Q1 2024<sup>11</sup> to Q2 2024. Complaints closed within Q2 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 April 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 Q1 2024 vs Q2 2024**

<sup>11</sup> For details of complaints closed in Q1 2024, see ComReg Consumer Care Statistics Report Q1 2024.

Figure 14<sup>7,8,9,10</sup> provides a further breakdown of the Q2 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 Q2 2024, complaints closed in 10 days or less vs complaints closed in 11 days or more**

Figure 15 below provides the Q2 2024 median resolution time for complaints in Figure 13, split by Service Provider<sup>7,8,9</sup> and by complaint classification type. For further detail on complaints recorded by Service Provider and classification type, see Figure 10.

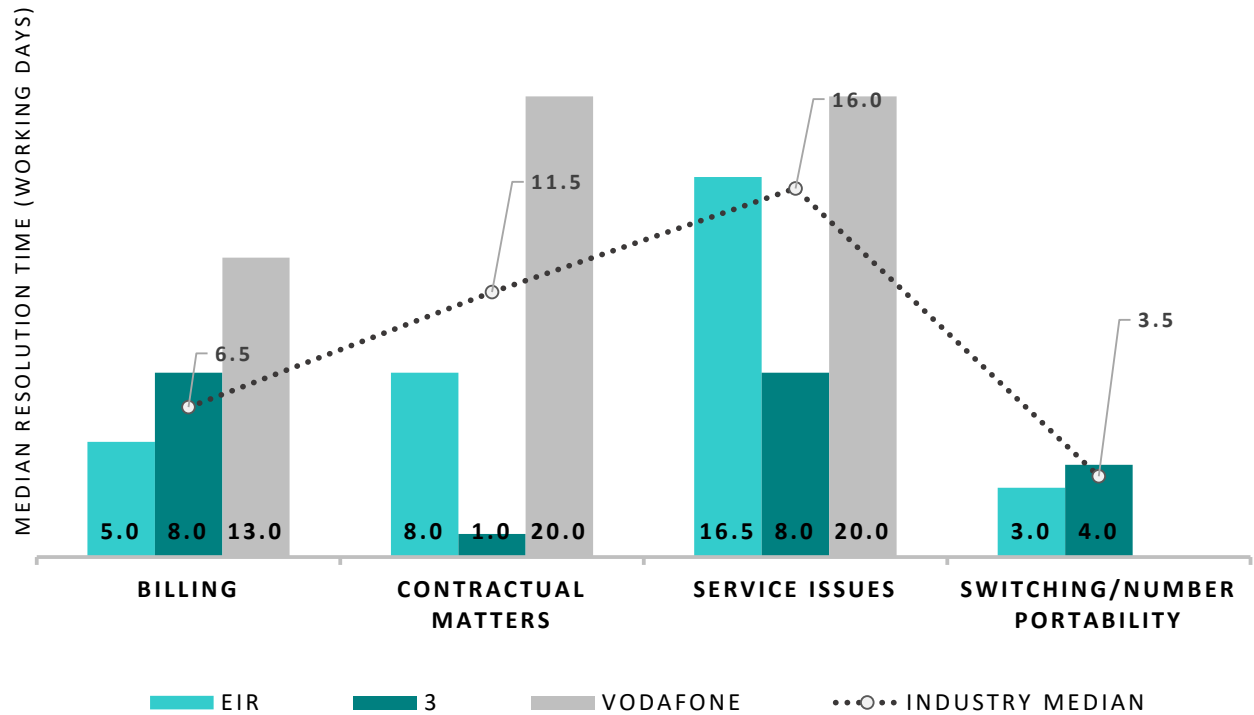


Figure 15: Median complaint resolution time by classification type and Mobile Service Provider Q2 2024

## 5.5 Mobile Service Provider ECS Complaints Open at 30 June 2024

Figure 16 shows the number ECS complaints open at 30 June 2024, for each Mobile Service Provider<sup>7,8,9</sup> 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 30 June 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<sup>7,8,9</sup> listed in Figure 8 and the total industry average, comparing Q1 2024 to Q2 2024. The ‘industry average’ is a ‘snapshot’ based on complaints received for all Mobile Service Providers.

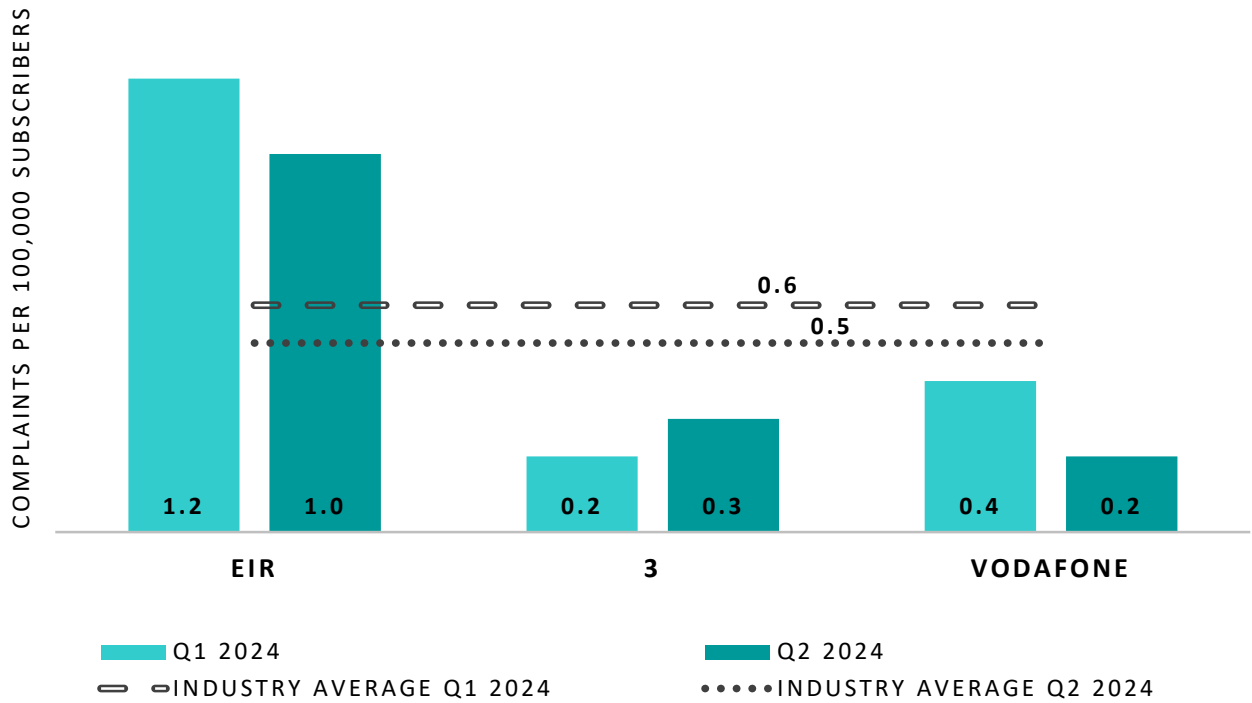


Figure 17: ECS complaints per 100,000 subscribers by Mobile Service Provider Q1 2024 vs Q2 2024

### 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 Q2 2024 split by short code and premium rate service provider<sup>12</sup> (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	30	30
Total	30	30

Figure 18: Number of PRS issues recorded by PRS short code, premium rate service provider and Mobile Service Provider Q2 2024

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<sup>12</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 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 Q1 2024 to Q2 2024. The 'industry average' is based on all PRS issues recorded for all Mobile Service Providers within each quarter.

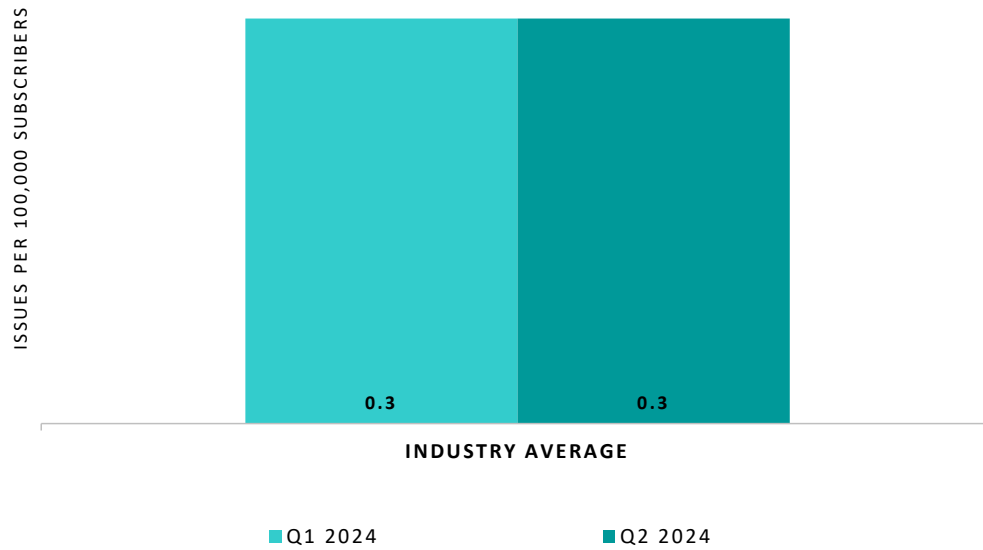


Figure 19: PRS issues by ECS Provider per 100,000 subscribers Q1 2024 vs Q2 2024

# 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’<sup>13</sup> Fixed Service Providers, comparing Q1 2024 to Q2 2024. The total number of issues recorded for Fixed Service Providers in Q2 2024 was 2,207, compared to 2,120 issues in Q1 2024.

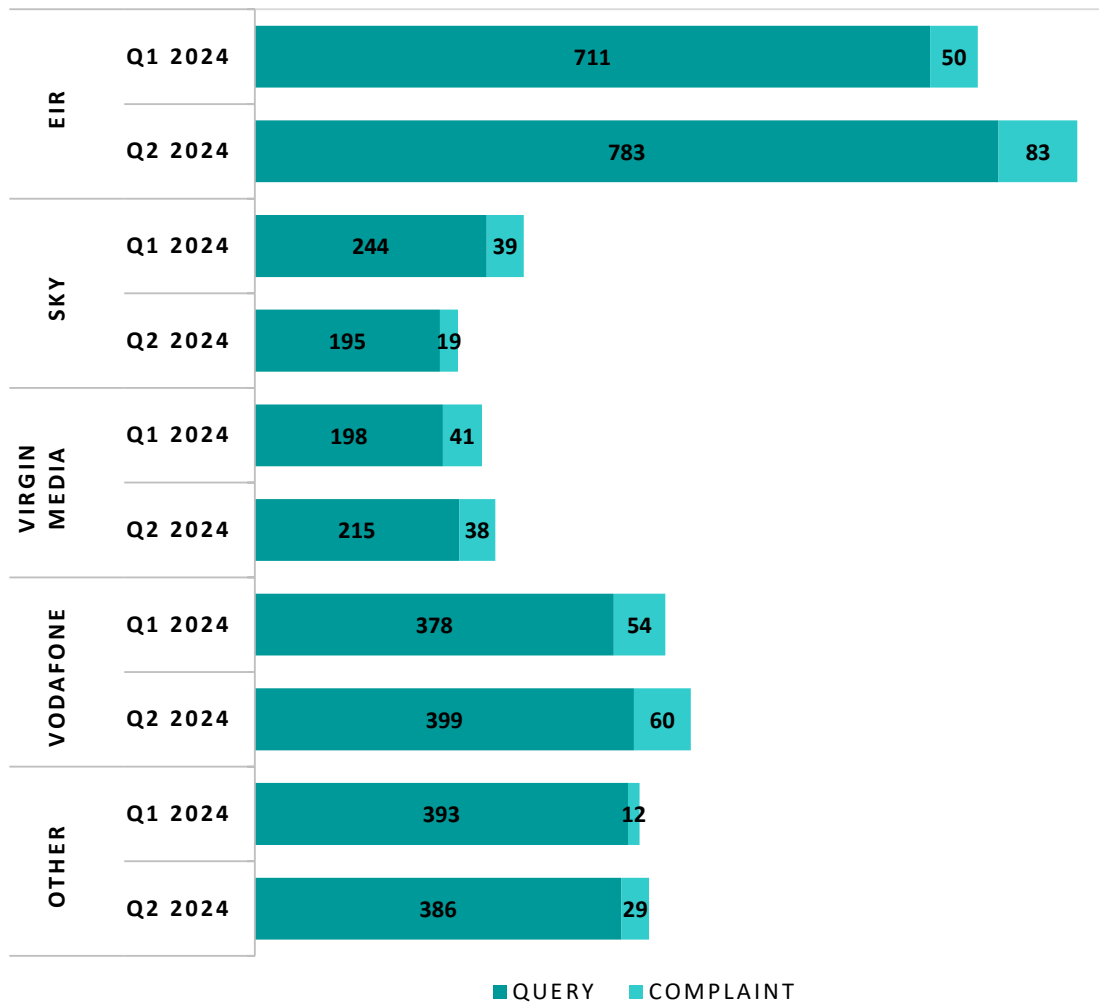


Figure 20: Number of ECS queries and complaints by Fixed Service Provider Q1 2024 vs Q2 2024

<sup>13</sup> ‘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 Q1 2024 to Q2 2024. The 'industry average' is based on all issues recorded within each quarter for all Fixed Service Providers.

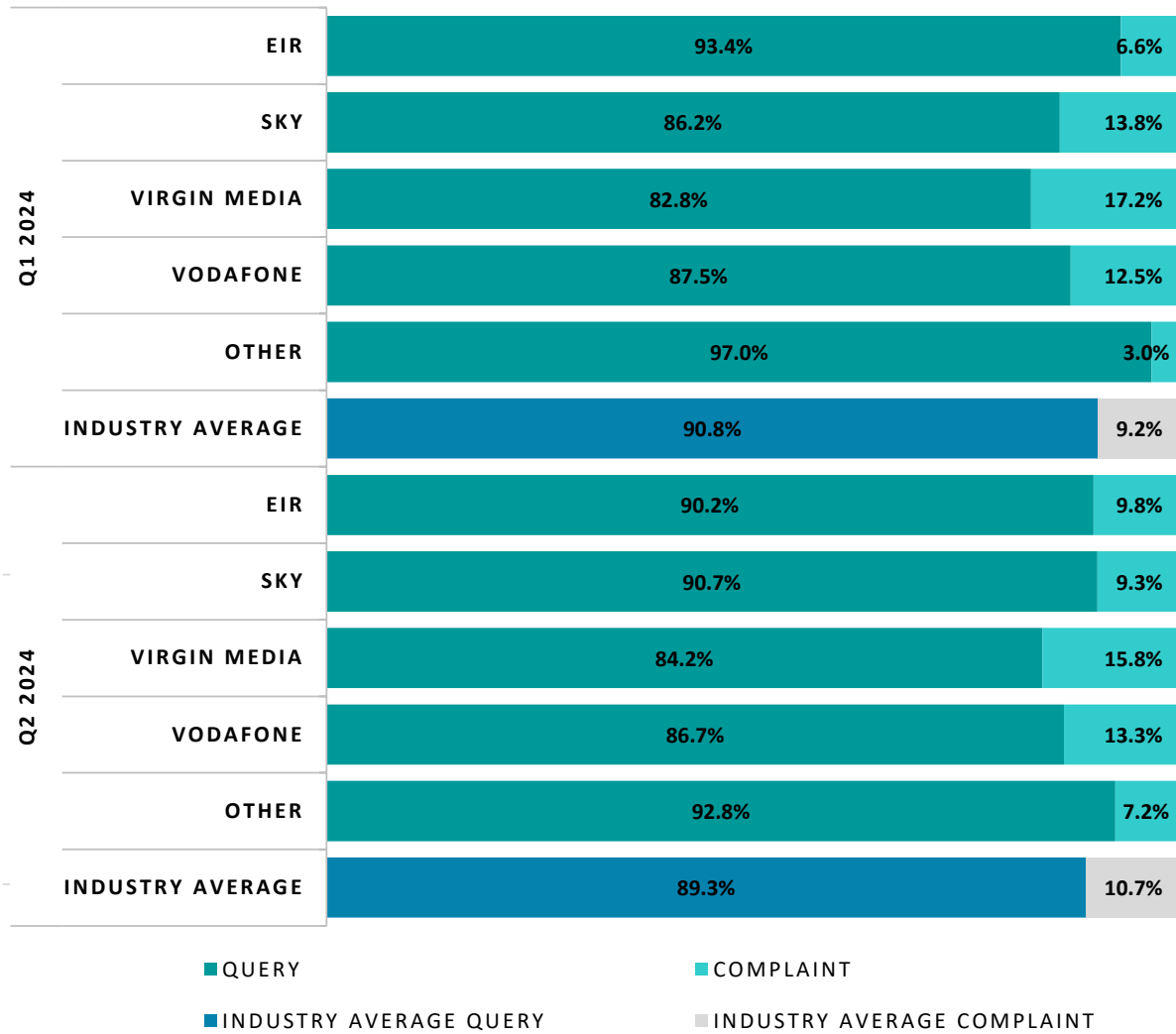
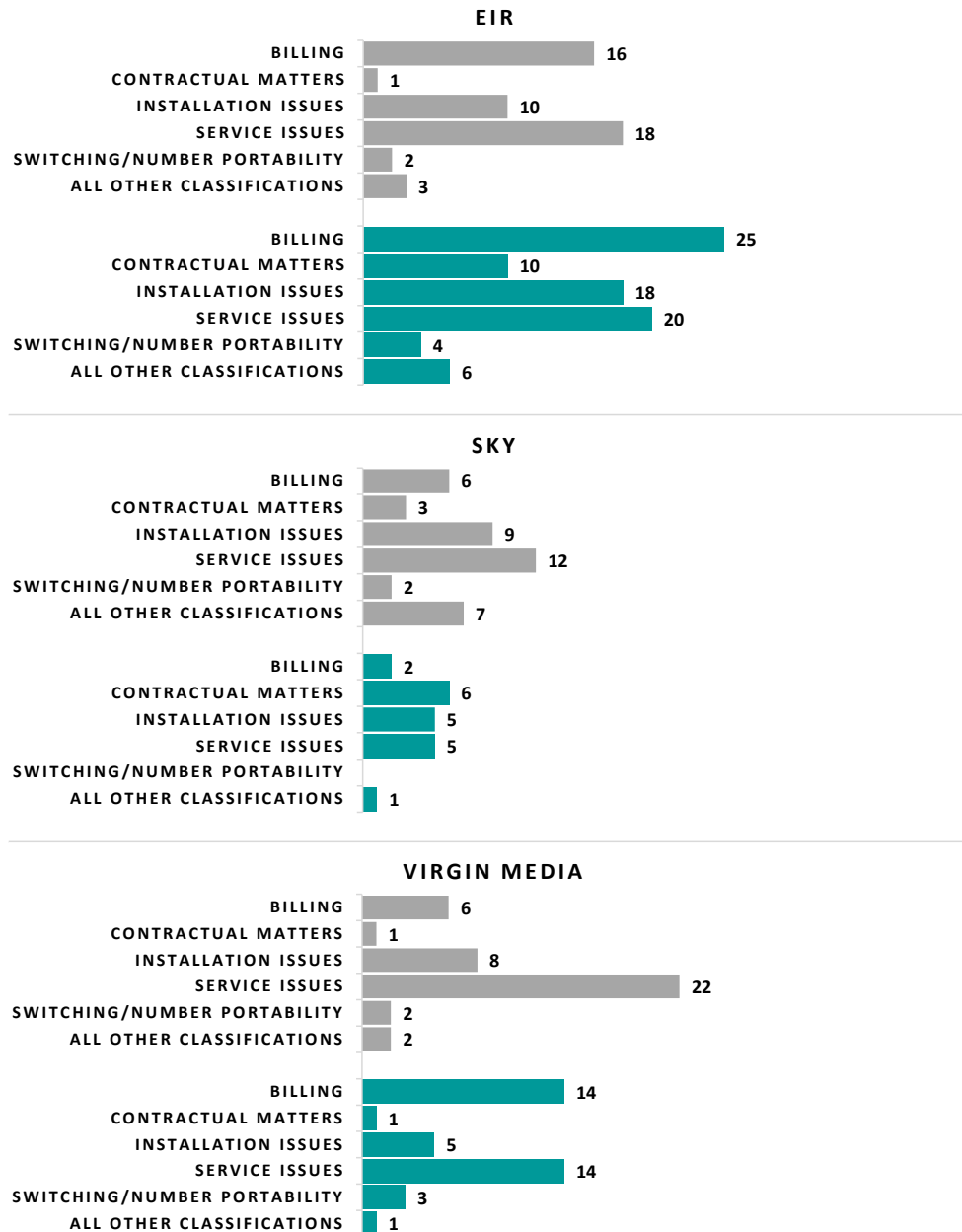


Figure 21: Split of ECS queries and complaints by Fixed Service Provider Q1 2024 vs Q2 2024

## 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 Q1 2024 with Q2 2024. For details of the highest number of issues recorded for each Fixed Service Provider, see Figure 23.



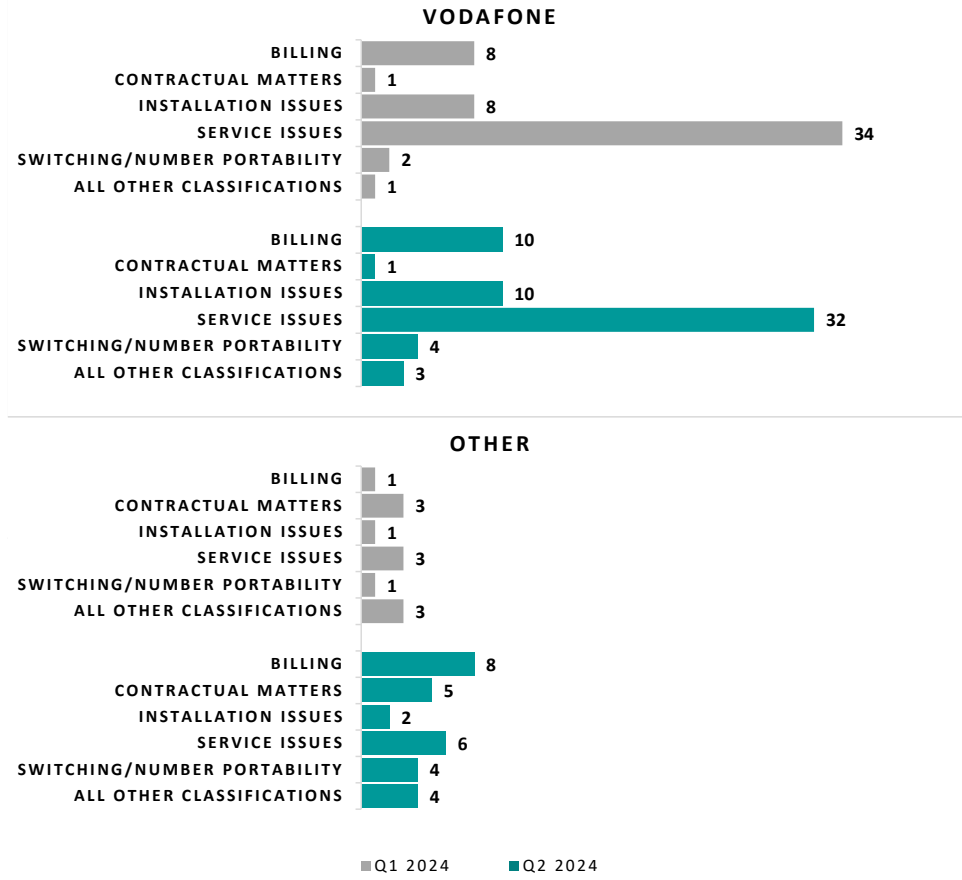


Figure 22: Fixed Service Provider ECS complaints by classification type Q1 2024 vs Q2 2024

## 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 Q1 2024 to Q2 2024.

	Number of Issues Q1 2024	Number of Issues Q2 2024
<b>Eir</b>		
Billed more than agreed amount	78	109
Loss of service	151	103
Billed after cancellation	64	79
Pricing transparency	49	64
Delay in installation	36	51
Service availability	40	37
Accessing complaints process - issue lodging formal complaint		36
Refund not received	21	30
Terms & conditions - cancellation penalties		30
Net neutrality - broadband speeds received		28
<b>Sky</b>		
Loss of service	52	28
Delay in installation	21	23
Contract termination issues - cancellation procedures	14	16
Billed after cancellation	22	15
Billed more than agreed amount	17	15
Contract termination issues - cancellation not accepted	29	11
Service availability	10	11
Net neutrality - broadband speeds received	16	9
Switching/number portability - UAN/CRN issue	10	9
Accessing complaints process - issue lodging formal complaint		8

<b>Virgin Media</b>		
Loss of service	72	82
Billed more than agreed amount	20	21
Delay in installation	13	16
Service issues - intermittent service	10	13
Billed after cancellation		11
Equipment issues - other equipment		9
Service availability	8	6
Contract termination issues - cancellation procedures	8	6
Accessing complaints process - issue lodging formal complaint	7	6
Contract termination issues - cancellation not accepted		6
<b>Vodafone</b>		
Loss of service	117	115
Delay in installation	28	42
Billed more than agreed amount	37	37
Billed after cancellation	37	34
Net neutrality - broadband speeds received	18	26
Service issues - intermittent service	15	25
Switching/number portability - UAN/CRN issue		18
Terms & conditions - cancellation penalties		16
Switching/number portability - delay switching		14
Refund not received		13

**Figure 23: Highest number of issues recorded by Fixed Service Provider Q1 2024 vs Q2 2024**

## 6.4 Fixed Service Provider ECS Complaints Closed in Q2 2024

Figure 24 below shows ECS complaints closed in Q2 2024, for each Fixed Service Provider listed in Figure 20, broken down by number of working days. Complaints closed within Q2 2024 may be re-opened complaints, and may have been first escalated to a Service Provider in previous quarters.

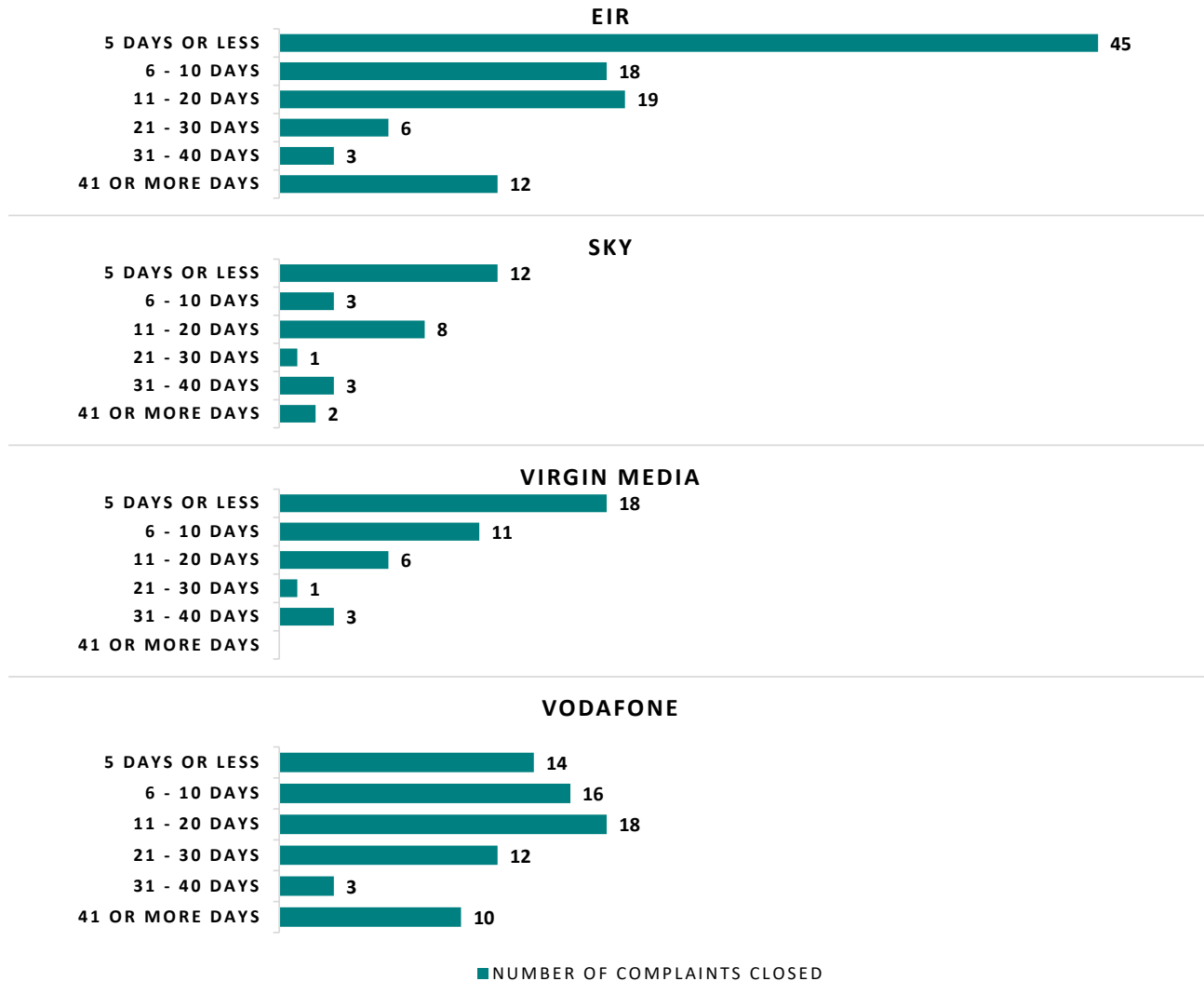


Figure 24: Fixed Service Provider ECS complaints closed in Q2 2024 by number of working days open



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 Q1 2024<sup>11</sup> to Q2 2024. Complaints closed within Q2 2024 may be re-opened complaints, and may have been first escalated to a Service Provider prior to 1 April 2024. The ‘industry median’ is a ‘snapshot’ based on all complaints closed within each quarter for all Fixed Service Providers.

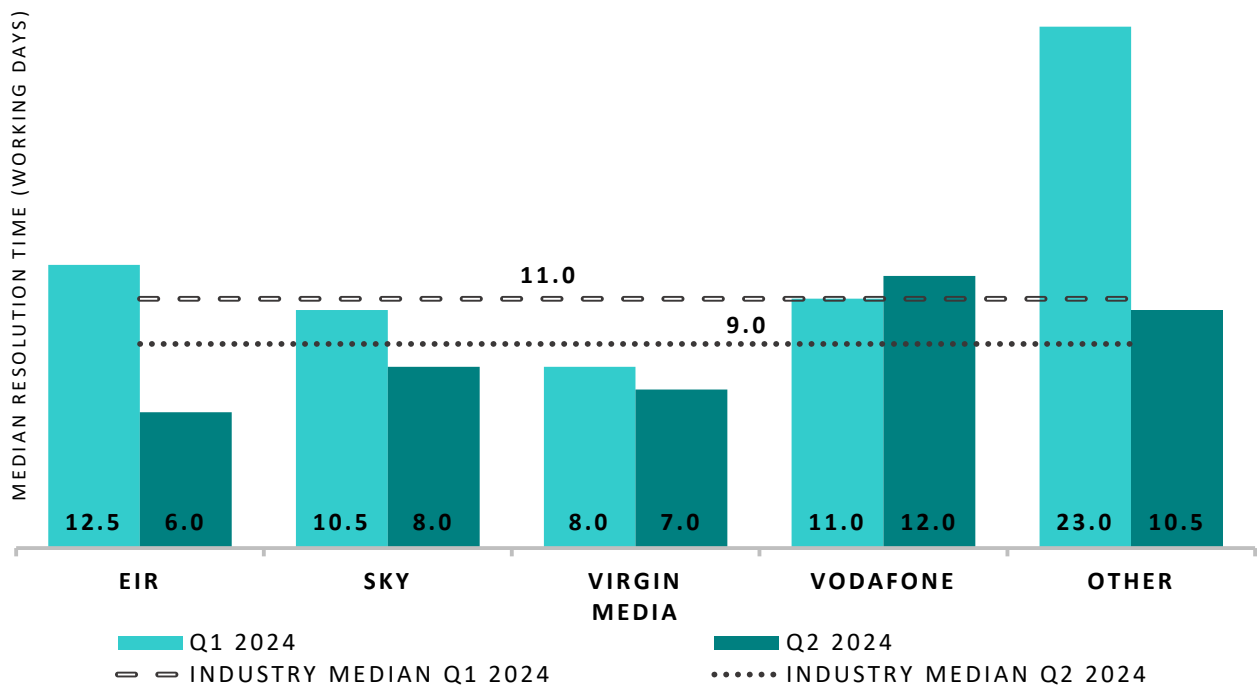
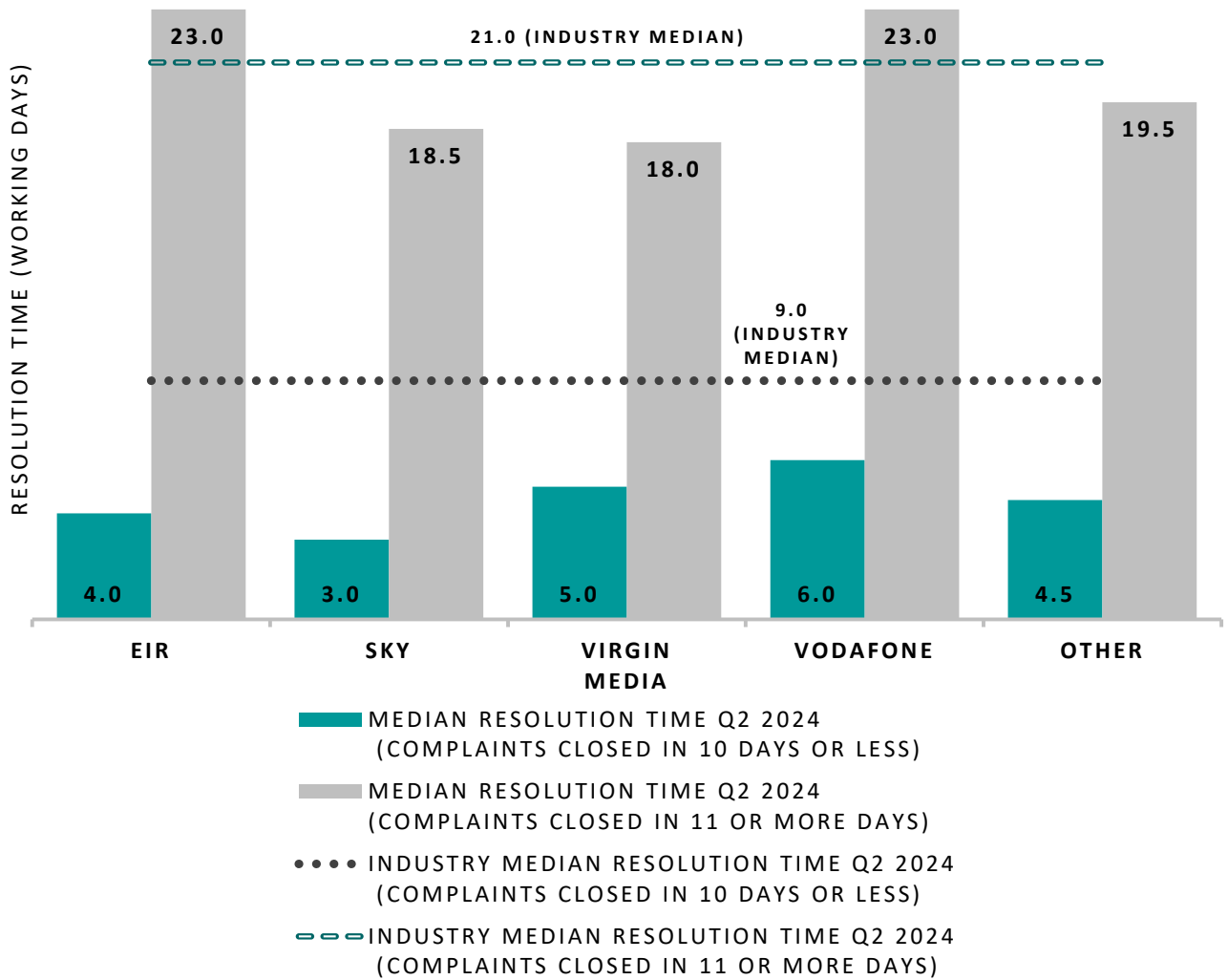


Figure 25: Median complaint resolution time by Fixed Service Provider Q1 2024 vs Q2 2024

Figure 26 provides a further breakdown of the Q2 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 Q2 2024, complaints closed in 10 days or less versus complaints closed in 11 days or more**

Figure 27 below provides the Q2 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.

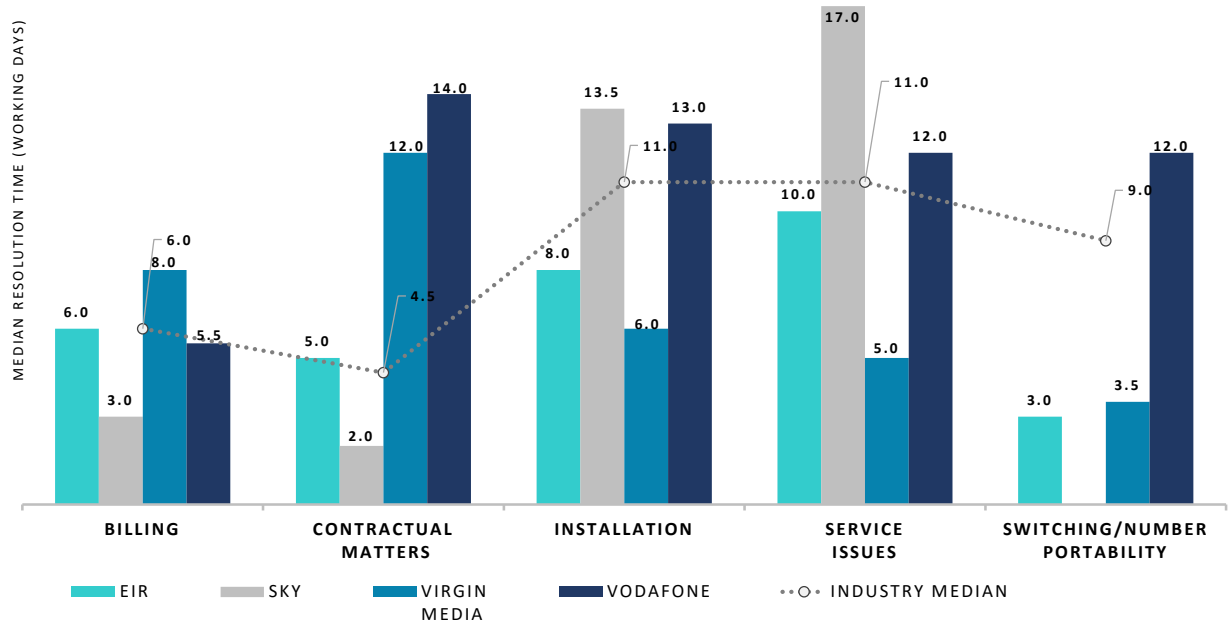
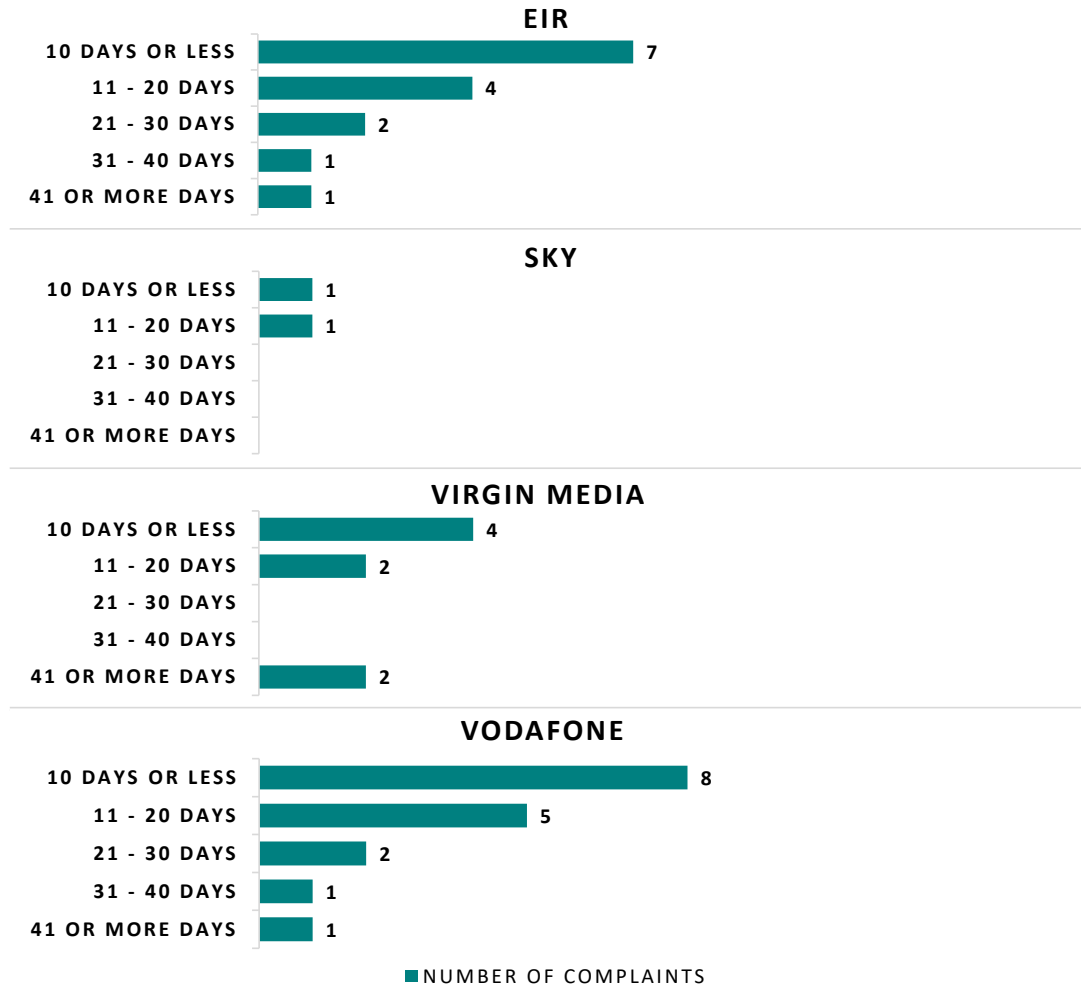


Figure 27: Median complaint resolution time by classification type and Fixed Service Provider Q2 2024

## 6.5 Fixed Service Provider ECS Complaints Open at 30 June 2024

Figure 28 shows the number of ECS complaints open at 30 June 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.



**Figure 28: Fixed Service Provider ECS complaints open at 30 June 2024 by number of working days since first escalation**

## 6.6 Fixed Service Provider ECS Complaints per 100,000 Lines<sup>14</sup>

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.

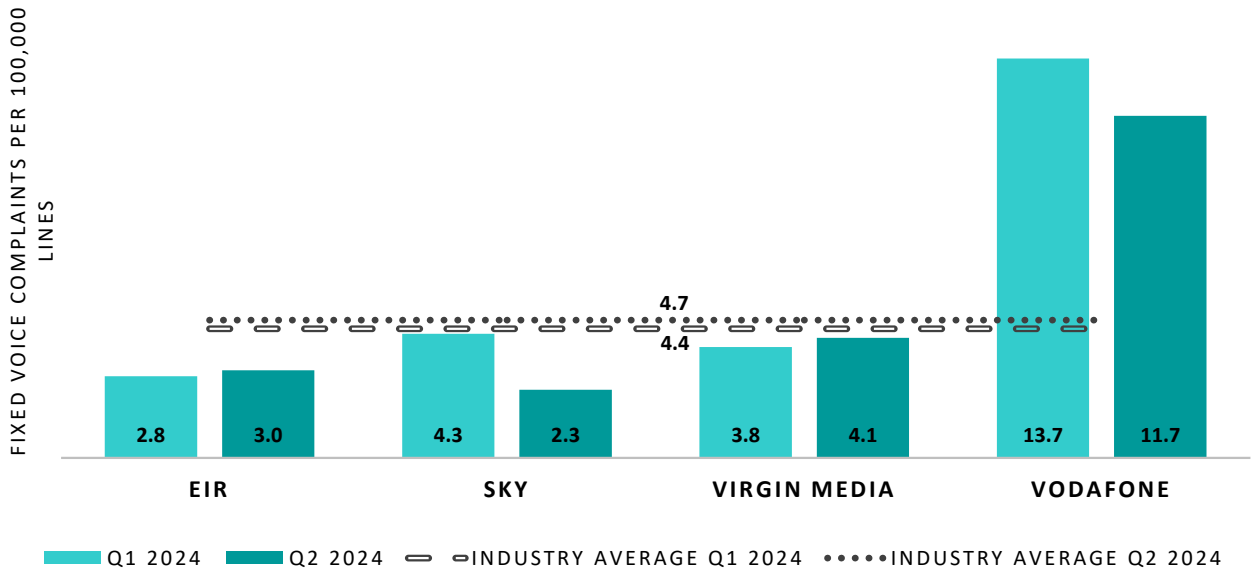


Figure 29: ECS voice complaints per 100,000 voice lines by Fixed Service Provider Q1 2024 vs Q2 2024

<sup>14</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 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.

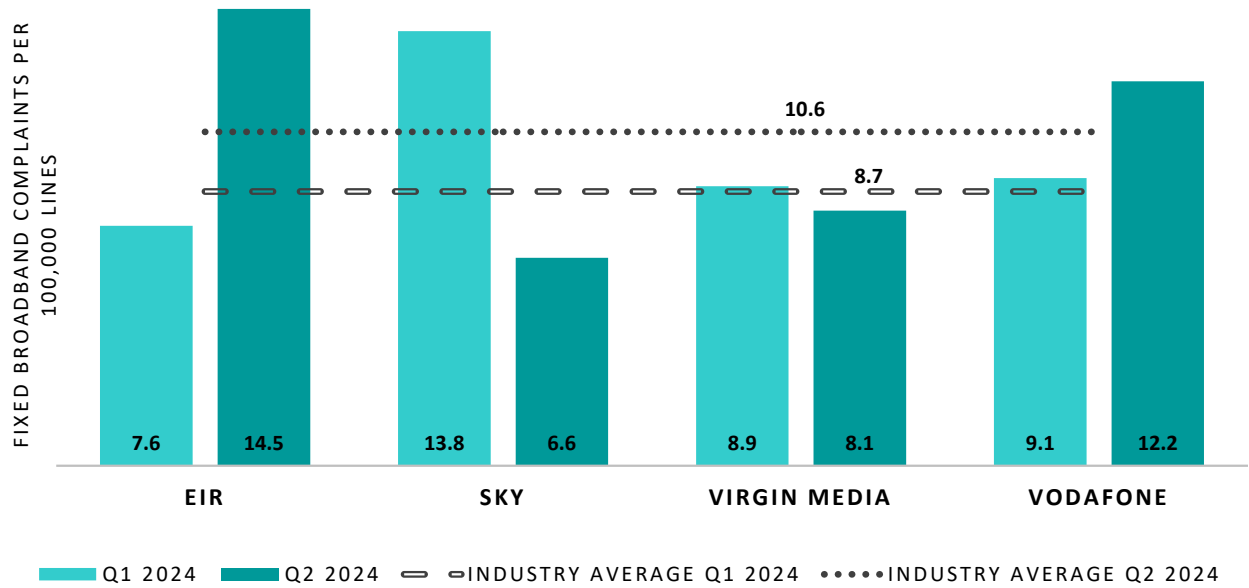


Figure 30: ECS fixed broadband complaints per 100,000 lines by Fixed Service Provider Q1 2024 vs Q2 2024

# 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: 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<sup>7,8,9,10</sup> listed in Figure 8, comparing Q1 2024 to Q2 2024.

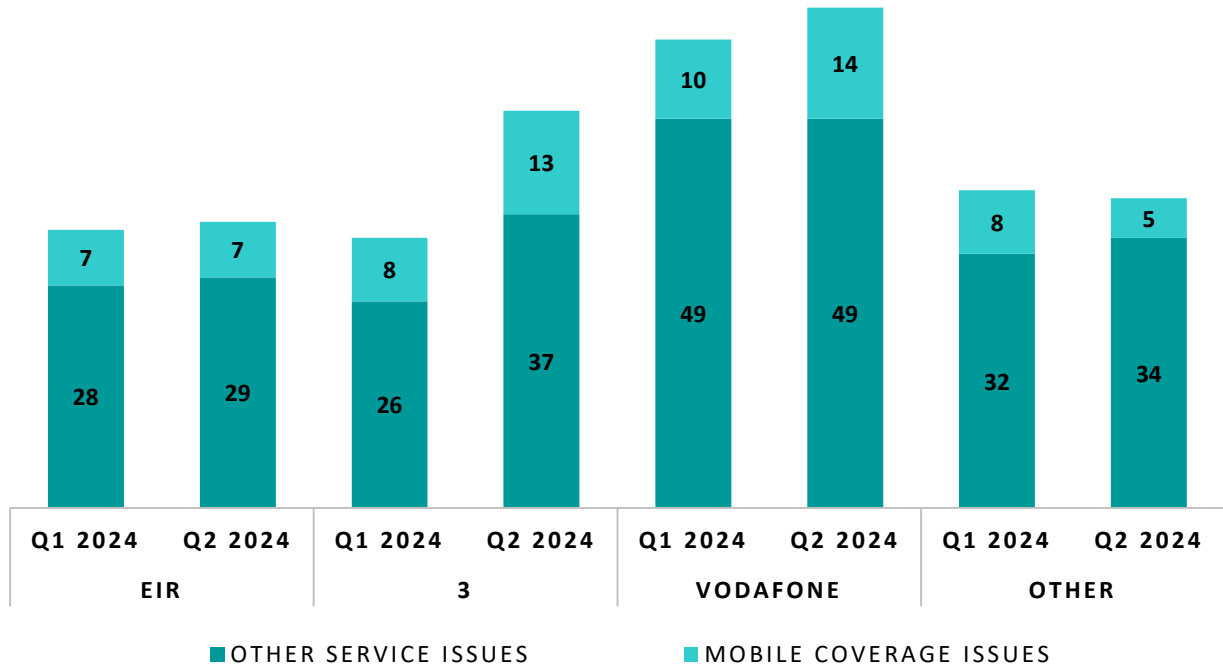
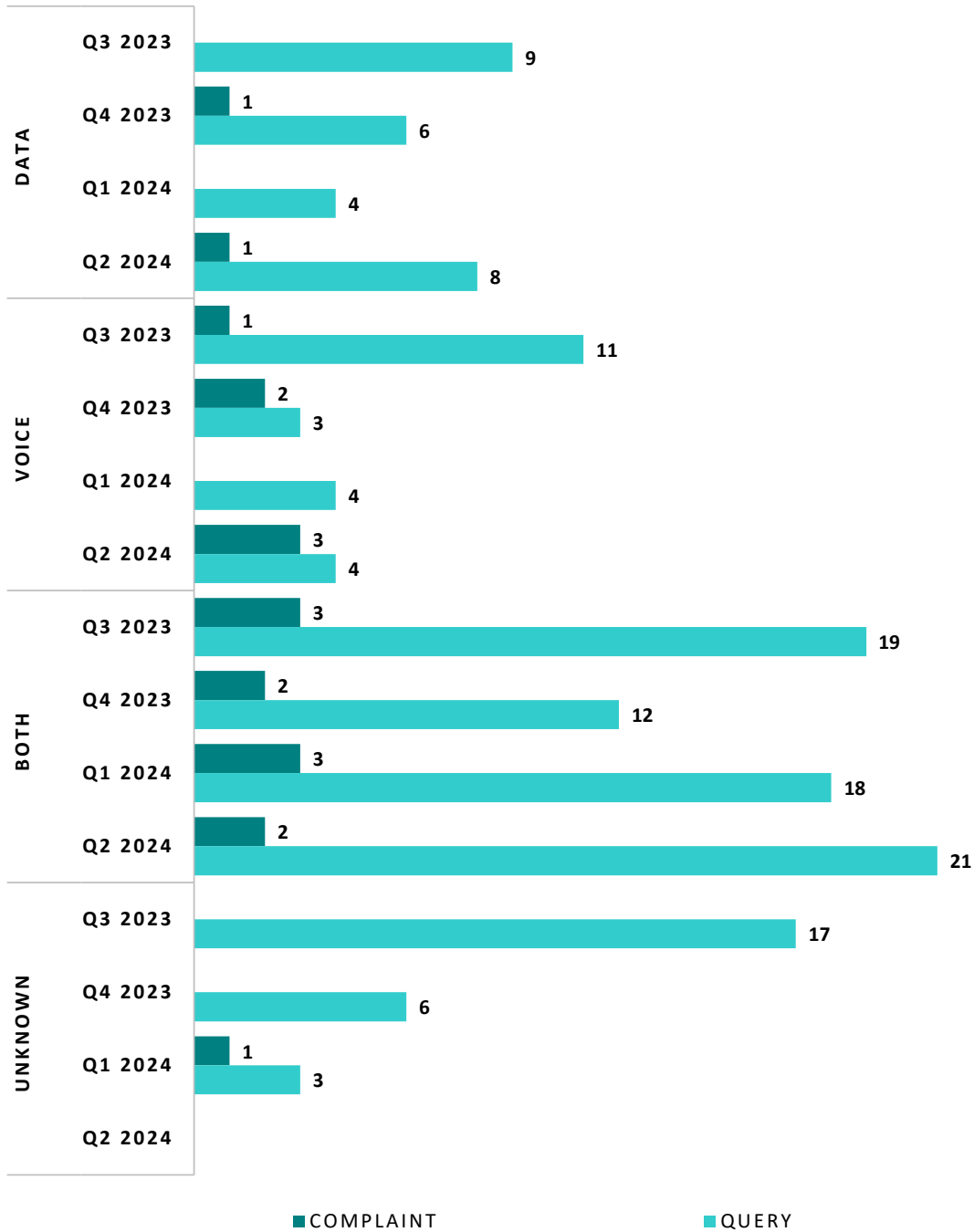


Figure 31: Number of ECS service issues by Mobile Service Provider Q1 2024 vs Q2 2024





\*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 Q3 2023 – Q2 2024

Figure 33 shows the average number of mobile coverage issues recorded per 100,000 subscribers for each Mobile Service Provider<sup>7,8,9</sup> listed in Figure 8. The ‘industry average’ is based on mobile coverage issues recorded for all Mobile Service Providers within each quarter.

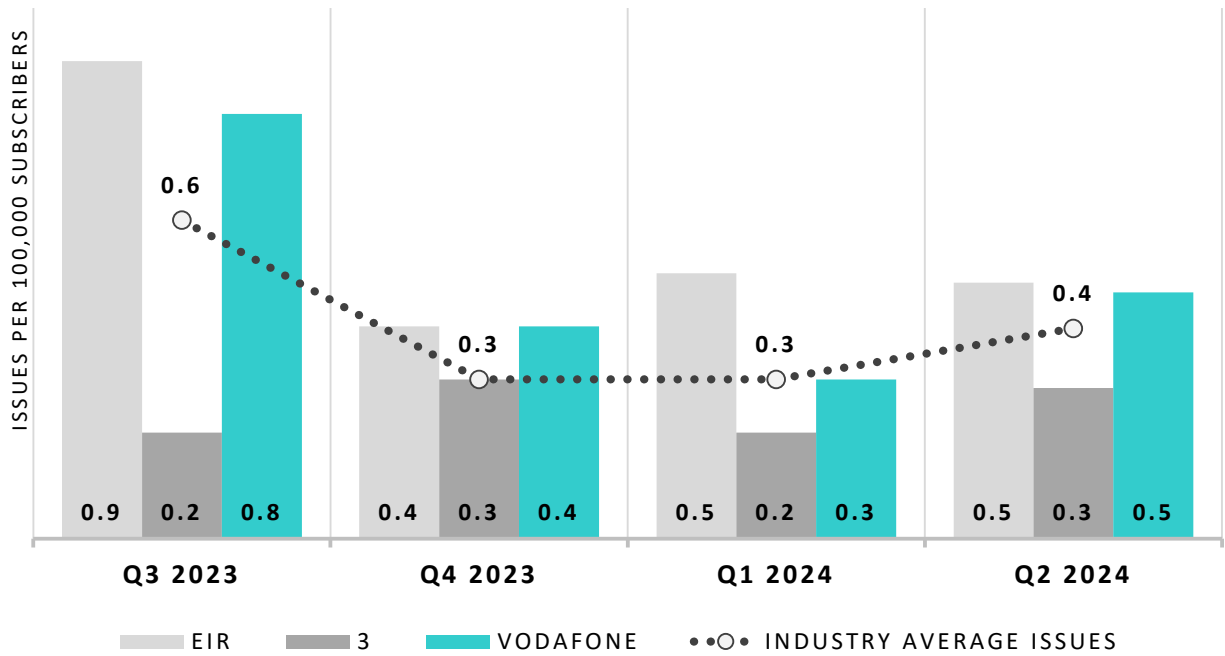


Figure 33: Mobile Coverage issues (per 100,000 Subscribers) Q3 2023 – Q2 2024

## Annex 3: Classification Type Index

This Classification Type Index reflects the classification and sub-classification types<sup>15</sup> relevant to highest volume issues recorded in Q2 2024<sup>16</sup>.

<p><b>Billing includes:</b></p> <ul style="list-style-type: none"> <li>Billed after cancellation</li> <li>Billed for service not requested</li> <li>Billed more than agreed amount</li> <li>Refund not received</li> </ul>
<p><b>Contractual Matters includes:</b></p> <ul style="list-style-type: none"> <li>Contract termination issues - cancellation not accepted</li> <li>Contract termination issues - cancellation procedures</li> <li>Misleading sales</li> <li>Pricing transparency</li> <li>Terms &amp; conditions - cancellation penalties</li> </ul>
<p><b>Customer Service includes:</b></p> <ul style="list-style-type: none"> <li>Accessing complaints process - issue lodging formal complaint</li> </ul>
<p><b>Installation Issues includes:</b></p> <ul style="list-style-type: none"> <li>Delay in installation</li> </ul>
<p><b>Net Neutrality includes:</b></p> <ul style="list-style-type: none"> <li>Broadband speeds received</li> </ul>
<p><b>Service Issues includes:</b></p> <ul style="list-style-type: none"> <li>Equipment issues - handset</li> <li>Equipment issues - other equipment</li> <li>Loss of service</li> <li>Mobile coverage</li> <li>Service availability</li> </ul>
<p><b>Switching/Number Portability Issues includes:</b></p> <ul style="list-style-type: none"> <li>Switching/number portability - delay switching</li> <li>Switching/number portability - number loss</li> <li>Switching/number portability - UAN/CRN issue</li> <li>Switching/number portability - unlock code issue</li> </ul>

<sup>15</sup> Sub-classification types may vary each quarter based on the nature of issues reported by consumers.

<sup>16</sup> For detail on classification and sub-classification types relevant to highest volume issues recorded in Q1 2024, see ComReg Consumer Care Statistics Report Q1 2024.

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