

	Page	Table	Title	Base Description	Base
● 1	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1100
● 9	2	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1100
● 17	3	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1100
● 27	4	4	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	791
● 37	5	5	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	203
42	6	6	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	68
● 47	7	7	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1100
● 58	8	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	941
69	9	9	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	133
74	10	10	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	43
● 79	11	11	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1100
● 86	12	12	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	1066
● 94	13	13	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1100
● 99	14	14	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	279
104	15	15	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All that have listened to recorded message on their landline or mobile	96

	Page	Table	Title	Base Description	Base
●	109	16	Q.TV	Base: All adults UK	1100
●	111	17	Q.INTERNET	Base: All adults UK	1100
●	112	18	Q. Breaks x Breaks	Base: All adults UK	1100

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	775 70%	393 73%	383 68%	138 87%ghik	167 88%fghik	180 92%fghik	146 79%ghik	84 54%hi	45 40%i	15 15%	305 88%fghik	470 63%hi	180 82%o	247 75%o	172 75%o	176 55%
A mobile phone (not a Smartphone) with internet access	116 11%	51 9%	65 12%	10 6%	13 7%	10 5%	26 14%cej	29 19%cdelij	18 16%cdelj	10 10%	23 7%	93 12%ej	23 10%	38 12%	21 9%	34 11%
A mobile phone without internet access	124 11%	65 12%	59 10%	10 6%	9 5%	6 3%	18 10%e	19 12%dej	27 24%cdelfg	36 35%cdelfgh	19 5%	105 14%cdelj	21 10%	29 9%	22 10%	52 16%mn
A tablet (e.g. iPad, Samsung Galaxy)	522 47%	254 47%	268 47%	60 38%i	95 50%i	122 62%cdghij	98 53%chi	75 49%i	46 41%i	25 25%	155 44%i	367 49%ci	144 66%mmo	169 51%o	109 47%o	100 31%
A desktop computer	274 25%	154 29%b	120 21%	47 30%dhi	33 17%	56 29%dhi	62 33%dhij	40 26%i	21 18%	15 15%	80 23%i	194 26%dhi	97 45%mmo	86 26%o	45 20%	46 14%
A laptop or netbook	593 54%	304 57%	289 51%	106 67%ghik	126 66%ghik	122 62%ghik	111 60%ghik	68 44%i	46 41%i	15 14%	232 67%ghik	361 48%i	163 75%mmo	201 61%no	111 48%o	117 37%
An e- reader (e.g. Kindle, Kobo)	125 11%	45 8%	81 14%a	8 5%	29 15%ci	26 13%ci	27 14%ci	23 15%ci	11 10%i	3 3%	37 11%i	89 12%ci	60 27%mmo	36 11%o	15 7%	15 5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 20%	155 29%b	68 12%	76 48%defghik	56 29%fghik	54 27%fghik	32 17%ghi	3 2%	2 1%	* *	132 38%efghik	91 12%ghi	59 27%no	65 20%	40 17%	58 18%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	40 8%	26 5%	21 13%ghik	16 8%ghik	14 7%ghi	13 7%ghi	2 1%	- -	1 1%	37 11%ghik	30 4%h	24 11%mmo	18 5%	11 5%	13 4%
Other mobile device	2 *	1 *	1 *	- -	- -	1 1%	- -	- -	1 1%	- -	- -	2 *	1 1%	- -	- -	1 *
SUMMARY CODES																
ANY MOBILE PHONE	976 89%	485 91%	492 87%	150 94%ghik	181 95%ghik	190 97%ghik	179 97%ghik	129 83%i	87 78%i	59 58%	331 95%ghik	645 86%hi	208 96%o	302 91%o	209 91%o	257 80%
ANY MOBILE WITH INTERNET ACCESS	875 80%	435 81%	440 78%	147 93%ghik	176 93%ghik	189 96%fghik	166 89%ghik	112 72%hi	62 55%i	24 24%	323 93%ghik	552 73%hi	196 90%o	278 84%o	193 84%o	208 65%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
ANY COMPUTER INC. TABLET	830	412	418	130	151	165	153	114	75	41	282	548	194	280	171	186
	75%	77%	74%	82%hik	80%hi	84%ghik	83%hik	74%i	66%i	40%	81%hik	73%i	89%no	85%no	74%o	58%
ANY COMPUTER EXC. TABLET	696	357	339	121	132	138	133	87	58	27	253	443	180	242	130	144
	63%	67%b	60%	76%ghik	70%ghik	70%ghik	72%ghik	56%i	52%i	26%	73%ghik	59%i	82%amno	73%no	56%o	45%
ANY GAMING DEVICE	232	158	74	77	57	56	34	5	2	1	135	97	64	69	41	58
	21%	30%b	13%	49%defghik	30%fghik	29%fghik	18%ghi	3%	1%	1%	39%efghik	13%ghi	29%amno	21%	18%	18%
ANY DEVICE	1028	510	518	157	187	192	183	141	97	71	344	684	213	322	218	274
	93%	95%b	92%	99%ghik	99%ghik	98%ghik	99%ghik	91%i	86%i	66%	99%ghik	91%i	98%o	97%o	94%o	86%
None	67	24	43	2	1	4	1	14	15	30	3	64	4	7	11	44
	6%	4%	8%	1%	1%	2%	1%	9%cdelfjk	13%cdelfjk	29%cdelfghjk	1%	8%cdelfj	2%	2%	5%	14%lmn
Don't know	5	1	4	-	1	-	1	-	1	2	1	4	1	1	2	1
	*	*	1%	-	1%	-	1%	-	*	2%eijk	*	1%	*	*	1%	*

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	775 70%	478 75% ^c	227 77% ^c	71 42%	510 86% ^e	266 53%	278 86% ^g	498 64%	627 74% ⁱ	149 60%	675 73% ^k	52 55%	33 60%	16 63%
A mobile phone (not a Smartphone) with internet access	116 11%	60 9%	30 10%	26 15% ^a	58 10%	58 12%	28 9%	88 11%	88 10%	28 11%	92 10%	13 14%	8 14%	4 14%
A mobile phone without internet access	124 11%	60 9%	30 10%	34 20% ^{ab}	31 5%	93 18% ^d	20 6%	104 13% ^f	81 10%	43 17% ^h	97 11%	12 13%	9 16%	6 22% ^j
A tablet (e.g. iPad, Samsung Galaxy)	522 47%	332 52% ^{bc}	121 41%	69 41%	341 57% ^e	181 36%	190 59% ^g	331 43%	405 48%	116 47%	446 48%	37 39%	26 48%	12 49%
A desktop computer	274 25%	164 26% ^c	87 29% ^c	23 14%	186 31% ^e	88 17%	82 25%	192 25%	218 26%	56 23%	248 27% ^{km}	14 15%	10 19%	3 10%
A laptop or netbook	593 54%	356 56% ^c	175 59% ^c	62 36%	382 64% ^e	211 42%	190 59%	403 52%	468 55%	125 50%	523 56% ^{km}	36 38%	24 44%	10 39%
An e- reader (e.g. Kindle, Kobo)	125 11%	87 14% ^b	23 8%	15 9%	84 14% ^e	41 8%	34 10%	91 12%	100 12%	26 10%	108 12%	12 13%	3 5%	2 10%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 20%	107 17% ^c	105 36% ^{ac}	10 6%	146 25% ^e	76 15%	85 26% ^g	137 18%	166 20%	56 23%	189 20%	17 18%	14 25%	3 12%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	38 6% ^c	28 10% ^c	- -	41 7%	26 5%	28 9% ^g	38 5%	54 6%	12 5%	60 6%	5 5%	1 2%	1 3%
Other mobile device	2 *	1 *	- -	1 *	1 *	1 *	1 *	1 *	2 *	- -	2 *	- -	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	976 89%	574 91% ^c	272 92% ^c	131 77%	574 97% ^e	402 80%	310 96% ^g	666 86%	761 89%	215 87%	831 90% ^k	72 77%	50 90%	24 95% ^k

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
ANY MOBILE WITH INTERNET ACCESS	875 80%	527 83% ^c	252 85% ^c	96 56%	557 94% ^e	318 63%	297 92% ^g	578 74%	700 82% ⁱ	175 71%	752 81% ^k	63 67%	41 74%	19 75%
ANY COMPUTER INC. TABLET	830 75%	490 77% ^c	233 79% ^c	106 62%	511 86% ^e	319 63%	265 82% ^g	565 73%	649 76%	181 73%	710 77% ^{km}	60 64%	44 80%	16 64%
ANY COMPUTER EXC. TABLET	696 63%	414 65% ^c	205 69% ^c	76 45%	434 73% ^e	262 52%	217 67%	479 62%	546 64%	150 60%	605 65% ^{km}	46 50%	33 60%	11 46%
ANY GAMING DEVICE	232 21%	115 18% ^c	107 36% ^{ac}	10 6%	153 26% ^e	80 16%	91 28% ^g	141 18%	173 20%	59 24%	197 21%	18 20%	14 25%	3 12%
ANY DEVICE	1028 93%	601 95% ^c	285 97% ^c	142 83%	587 99% ^e	442 87%	318 98% ^g	710 91%	801 94%	227 91%	867 94%	84 90%	53 97%	24 96%
None	67 6%	30 5%	10 3%	27 16% ^{ab}	7 1%	59 12% ^d	5 2%	62 8% ^f	48 6%	18 7%	55 6%	9 10%	1 3%	1 4%
Don't know	5 *	3 *	1 *	2 1%	1 *	4 1%	- -	5 1%	2 *	3 1%	5 1%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	775 70%	34 77%dk	92 81%djkl	64 71%dk	43 52%	61 69%d	93 80%djkl	109 77%djk	105 74%dk	74 69%d	33 60%	52 55%	16 63%
A mobile phone (not a Smartphone) with internet access	116 11%	2 4%	6 6%	9 10%h	23 27%abcefg hik	11 13%h	11 9%h	21 14%bh	3 2%	6 6%	8 14%h	13 14%h	4 14%h
A mobile phone without internet access	124 11%	5 12%	14 12%g	14 15%g	13 15%g	14 16%g	8 7%	6 4%	10 7%	14 13%g	9 16%g	12 13%g	6 22%gh
A tablet (e.g. iPad, Samsung Galaxy)	522 47%	20 45%	55 48%	33 37%	43 51%	45 51%	59 50%	61 43%	75 54%ck	56 52%c	26 48%	37 39%	12 49%
A desktop computer	274 25%	7 16%	24 21%	19 21%	20 24%	42 47%abcd fghijkl	30 26%l	40 28%kl	37 26%l	29 27%l	10 19%	14 15%	3 10%
A laptop or netbook	593 54%	19 43%	57 50%	45 50%	50 60%kl	52 59%kl	78 68%abc ijkl	76 54%k	88 63%ajkl	57 53%	24 44%	36 38%	10 39%
An e- reader (e.g. Kindle, Kobo)	125 11%	7 16%d	9 8%	5 6%	4 4%	19 21%bcd ij	15 13%	20 14%d	21 15%cd	9 8%	3 5%	12 13%	2 10%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 20%	5 12%	19 17%	24 26%g	18 22%g	26 29%ag l	19 16%	13 9%	35 25%g	29 27%gl	14 25%g	17 18%	3 12%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	66 6%	2 5%	12 10%fg	6 7%	7 8%	7 8%	3 2%	4 3%	13 9%fg	6 5%	1 2%	5 5%	1 3%
Other mobile device	2 *	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	976 89%	41 93%k	108 94%hik	81 89%k	75 90%k	84 95%hik	111 96%ghik	124 87%	118 84%	89 83%	50 90%	72 77%	24 95%k

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you **PERSONALLY** use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
ANY MOBILE WITH INTERNET ACCESS	875 80%	36 81%	97 85%ik	72 79%	64 77%	72 81%	104 90%dhijkl	121 85%ik	108 77%	78 73%	41 74%	63 67%	19 75%
ANY COMPUTER INC. TABLET	830 75%	29 67%	86 76%	67 73%	67 80%kl	66 74%	93 80%kl	101 71%	115 82%akl	85 79%kl	44 80%	60 64%	16 64%
ANY COMPUTER EXC. TABLET	696 63%	22 50%	67 59%	52 57%	57 68%kl	62 71%akl	84 72%ackl	87 62%	103 73%abckl	70 66%kl	33 60%	46 50%	11 46%
ANY GAMING DEVICE	232 21%	5 12%	22 19%g	24 27%gl	20 24%g	27 31%afgl	19 16%	13 9%	36 26%gl	30 28%gl	14 25%g	18 20%g	3 12%
ANY DEVICE	1028 93%	41 94%	110 96%i	84 93%	77 93%	86 97%i	111 96%	132 93%	131 94%	94 87%	53 97%	84 90%	24 96%
None	67 6%	3 6%	4 4%	6 6%	6 7%	3 3%	5 4%	10 7%	8 6%	10 9%	1 3%	9 10%	1 4%
Don't know	5 *	- -	- -	1 1%	- -	- -	- -	- -	1 *	4 3%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	775 70%	775 79%be	495 66%e	495 75%be	281 88%abce	-	746 79%j	298 92%fhij	640 86%fj	177 83%j	6 5%
A mobile phone (not a Smartphone) with internet access	116 11%	116 12%e	86 11%e	86 13%e	30 9%e	-	95 10%	26 8%	72 10%	24 11%	14 12%
A mobile phone without internet access	124 11%	124 13%de	104 14%de	104 16%de	20 6%e	-	77 8%gi	13 4%	41 6%	7 3%	45 38%fghi
A tablet (e.g. iPad, Samsung Galaxy)	522 47%	495 51%de	403 54%de	383 58%ade	112 35%e	20 23%	513 54%j	200 62%fj	413 55%j	129 60%j	4 3%
A desktop computer	274 25%	263 27%de	217 29%de	211 32%ade	52 16%e	5	268 28%j	127 39%fhj	212 28%j	84 39%fhj	1 1%
A laptop or netbook	593 54%	573 59%e	403 54%e	388 59%e	185 58%e	15 17%	583 61%j	252 77%fhj	478 64%j	152 71%fj	3 3%
An e- reader (e.g. Kindle, Kobo)	125 11%	123 13%e	89 12%e	88 13%e	35 11%e	1 1%	124 13%j	75 23%fhj	112 15%j	41 19%fj	-
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 20%	210 22%e	144 19%e	138 21%e	72 23%e	6 6%	219 23%j	95 29%j	195 26%j	68 32%fj	1 *
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	66 6%	62 6%	45 6%	43 6%	19 6%	2 2%	65 7%j	22 7%j	54 7%j	19 9%j	-
Other mobile device	2 *	1 *	2 *	1 *	-	1 1%	2 *	1 *	1 *	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
SUMMARY CODES											
ANY MOBILE PHONE	976	976	658	658	318	-	880	321	718	200	64
	89%	100%be	88%e	100%be	100%be	-	93%j	99%fij	96%fj	94%j	54%
ANY MOBILE WITH INTERNET ACCESS	875	875	568	568	307	-	825	315	697	197	20
	80%	90%be	76%e	86%be	96%abce	-	87%j	97%fhij	93%fj	92%j	17%
ANY COMPUTER INC. TABLET	830	783	582	549	234	33	806	301	637	188	8
	75%	80%de	78%e	83%bde	74%e	37%	85%j	93%fhj	85%j	88%j	7%
ANY COMPUTER EXC. TABLET	696	666	488	467	199	20	681	278	540	170	5
	63%	68%e	65%e	71%bde	62%e	22%	72%j	86%fhj	72%j	80%fj	4%
ANY GAMING DEVICE	232	219	150	144	75	6	227	100	205	70	1
	21%	22%e	20%e	22%e	23%e	6%	24%j	31%fj	27%j	33%fj	*
ANY DEVICE	1028	976	693	658	318	35	929	324	737	210	67
	93%	100%be	93%e	100%be	100%be	39%	98%j	100%j	99%j	99%j	56%
None	67	-	52	-	-	52	16	1	8	3	51
	6%	-	7%acd	-	-	58%abcd	2%	*	1%	1%	43%fghi
Don't know	5	-	2	-	-	2	4	-	1	-	1
	*	-	*	-	-	3%abcd	*	-	*	-	1%h

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Landline phone	748 68%	366 68%	382 68%	62 39%	86 45%	129 66%cdj	148 80%cdej	126 82%cdej	102 91%cdefgjk	93 90%cdefgjk	149 43%	599 80%cdej	164 75%mo	216 65%	161 70%	206 64%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	919 84%	457 85%	462 82%	141 89%hi	163 86%hi	184 94%dghijk	172 93%hik	133 86%hi	78 69%i	48 46%	304 87%hik	615 82%hi	198 91%no	297 90%o	193 84%o	231 72%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	232 21%	107 20%	126 22%	40 25%hi	54 28%hik	48 25%hi	45 24%hi	29 19%hi	11 10%	6 6%	94 27%hik	139 18%hi	51 23%	67 20%	50 21%	64 20%
SUMMARY CODES																
ANY MOBILE PHONE	976 89%	485 91%	492 87%	150 94%ghik	181 95%ghik	190 97%ghik	179 97%ghik	129 83%i	87 78%i	59 58%	331 95%ghik	645 86%hi	208 96%o	302 91%o	209 91%o	257 80%
NONE	10 1%	4 1%	6 1%	- -	- -	1 1%	- -	3 2%j	2 2%j	4 4%cdelfjk	- -	10 1%	1 *	1 *	3 1%	6 2%
ANY SERVICE	1056 96%	514 96%	543 96%	151 95%	181 95%	191 98%	181 98%	149 96%	106 95%	97 94%	332 95%	724 96%	215 98%o	325 98%no	219 95%	298 93%
ANY SERVICE (INC. MOBILE)	1090 99%	532 99%	558 99%	158 100%i	190 100%i	195 99%i	185 100%i	152 98%	111 98%	99 96%	348 100%ghi	742 99%i	217 100%	330 100%	228 99%	314 98%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
SERVICES HAVE																
MOBILE NOT LANDLINE	318 29%	158 29%	160 28%	88 55%efghi k	101 53%efghi k	62 32%fghik	35 19%hi	21 13%hi	7 6%	4 4%	189 54%efghi k	130 17%hi	53 24%	108 32%	66 29%	92 29%
LANDLINE NOT MOBILE	90 8%	39 7%	51 9%	1 *	6 3%	2 1%	4 2%	18 12%cdefj	22 19%cdefj k	38 37%cdefgh jk	7 2%	83 11%cdefj	9 4%	22 7%	18 8%	41 13%lm
LANDLINE AND MOBILE	658 60%	327 61%	331 59%	62 39%	80 42%	128 65%cdij	144 78%cdeij k	108 70%cdij	80 71%cdij	55 54%cj	142 41%	516 69%cdij	155 71%mo	194 59%	143 62%o	165 52%
LANDLINE OR MOBILE	1066 97%	523 98%	542 96%	150 95%	187 99%i	192 98%	183 99%i	147 95%	109 97%	97 94%	338 97%	728 97%	217 99%o	324 98%o	227 98%o	298 93%
None	44 4%	22 4%	22 4%	7 5%	9 5%	5 2%	5 2%	6 4%	6 5%	6 6%	17 5%	27 4%	4 2%	6 2%	12 5%mn	22 7%lm
Av number of services (inc mobile)	2.334	2.342	2.326	2.213	2.250	2.317	2.720	2.507	2.106	2.179	2.236	2.373	2.595	2.282	2.324	2.309
Standard Deviation	0.768	0.823	0.718	1.010	0.827	0.645	0.887	0.716	0.690	0.462	0.889	0.714	0.608	0.723	0.798	0.806
Error Variance	0.003	0.007	0.005	0.060	0.027	0.019	0.034	0.020	0.014	0.004	0.019	0.003	0.023	0.012	0.014	0.007

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Landline phone	748	467	144	136	389	358	215	533	565	183	618	68	41	21
	68%	74% ^b	49%	80% ^b	65%	71%	66%	69%	66%	74% ^h	67%	73%	74%	84% ^j
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	919	554	254	111	547	372	297	622	721	198	779	70	51	19
	84%	87% ^c	86% ^c	65%	92% ^e	74%	92% ^g	80%	85%	80%	84% ^k	75%	93% ^{km}	77%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	232	142	62	28	144	89	86	147	210	22	197	32	3	*
	21%	22%	21%	17%	24% ^e	18%	27% ^g	19%	25% ⁱ	9%	21% ^{lm}	34% ^{jl}	5%	1%
SUMMARY CODES														
ANY MOBILE PHONE	976	574	272	131	574	402	310	666	761	215	831	72	50	24
	89%	91% ^c	92% ^c	77%	97% ^e	80%	96% ^g	86%	89%	87%	90% ^k	77%	90%	95% ^k
NONE	10	4	-	6	1	9	-	10	8	3	9	1	-	-
	1%	1%	-	4% ^{ab}	*	2% ^d	-	1%	1%	1%	1%	1%	-	-
ANY SERVICE	1056	614	283	160	578	478	312	744	819	237	891	90	54	21
	96%	97%	96%	94%	97% ^e	95%	97%	96%	96%	96%	96% ^m	96% ^m	99% ^m	85%
ANY SERVICE (INC. MOBILE)	1090	630	296	164	594	496	324	766	844	245	917	92	55	25
	99%	99% ^c	100% ^c	96%	100% ^e	98%	100%	99%	99%	99%	99%	99%	100%	100%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
SERVICES HAVE														
MOBILE NOT LANDLINE	318	156	138	24	196	122	103	215	259	59	280	22	12	4
	29%	25% ^c	47% ^{ac}	14%	33% ^e	24%	32%	28%	30%	24%	30% ^m	24%	21%	16%
LANDLINE NOT MOBILE	90	49	10	30	11	78	8	82	63	27	67	19	3	1
	8%	8% ^b	3%	18% ^{ab}	2%	15% ^d	2%	11% ^f	7%	11%	7%	20% ^{jl}	5%	5%
LANDLINE AND MOBILE	658	418	134	106	378	280	207	451	502	156	551	50	38	20
	60%	66% ^b	45%	62% ^b	64% ^e	55%	64%	58%	59%	63%	59%	53%	69%	78% ^{jk}
LANDLINE OR MOBILE	1066	623	282	161	586	480	318	748	824	242	898	91	52	25
	97%	98% ^{bc}	95%	94%	98% ^e	95%	98%	96%	97%	98%	97%	97%	95%	100%
None	44	20	13	11	17	27	11	33	33	11	36	4	1	4
	4%	3%	4%	6%	3%	5% ^d	3%	4%	4%	4%	4%	4%	1%	15% ^{kl}
Av number of services (inc mobile)	2.334	2.482	2.145	2.139	2.335	2.333	2.361	2.324	2.337	2.322	2.328	2.452	2.584	1.914
Standard Deviation	0.768	0.819	0.727	0.561	0.790	0.757	0.846	0.740	0.766	0.785	0.735	0.938	0.535	0.980
Error Variance	0.003	0.007	0.013	0.006	0.011	0.004	0.017	0.003	0.004	0.013	0.004	0.044	0.032	0.044

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Landline phone	748	23	82	57	58	72	74	57	116	79	41	68	21
	68%	53%	72%ag	63%g	70%g	81%acfg	64%g	40%	83%abcdfg	73%ag	74%ag	73%ag	84%acfg
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	919	36	96	71	69	76	96	125	126	84	51	70	19
	84%	81%	84%	78%	83%	86%	83%	88%k	90%cikl	79%	93%cikl	75%	77%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	232	1	38	24	5	34	17	38	28	13	3	32	*
	21%	2%	33%adfhijl	26%adjil	6%	38%adfhijl	15%al	27%adjil	20%adjl	12%l	5%	34%adfhij l	1%
SUMMARY CODES													
ANY MOBILE PHONE	976	41	108	81	75	84	111	124	118	89	50	72	24
	89%	93%k	94%hik	89%k	90%k	95%hik	96%ghik	87%	84%	83%	90%	77%	95%k
NONE	10	1	-	1	-	-	2	2	-	4	-	1	-
	1%	1%	-	1%	-	-	1%	1%	-	4%h	-	1%	-
ANY SERVICE	1056	39	112	85	82	87	107	138	139	102	54	90	21
	96%	88%	98%al	93%	99%al	98%al	92%	98%al	99%acfl	95%l	99%al	96%l	85%
ANY SERVICE (INC. MOBILE)	1090	44	114	90	83	88	114	140	140	103	55	92	25
	99%	99%	100%	99%	100%	100%	99%	99%	100%i	96%	100%	99%	100%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
SERVICES HAVE													
MOBILE NOT LANDLINE	318 29%	20 45%ehijkl	32 28%h	29 32%ehl	23 27%	16 19%	40 35%ehl	72 51%bcdefhij kl	23 16%	24 23%	12 21%	22 24%	4 16%
LANDLINE NOT MOBILE	90 8%	3 6%	6 6%	5 6%	6 7%	4 4%	3 3%	5 3%	21 15%bcefg	14 13%fg	3 5%	19 20%abcdef gjl	1 5%
LANDLINE AND MOBILE	658 60%	21 47%	75 66%ag	52 57%g	52 62%g	68 77%acfgik	71 61%g	52 37%	95 68%agk	65 60%g	38 69%ag	50 53%g	20 78%acfgik
LANDLINE OR MOBILE	1066 97%	44 99%	114 100%cgij	86 95%	81 97%	88 100%g	114 99%g	129 91%	139 99%g	103 96%	52 95%	91 97%	25 100%g
None	44 4%	6 12%bdeghj	2 2%	6 7%h	1 1%	2 2%	9 8%h	3 2%	2 1%	5 5%	1 1%	4 4%	4 15%bdeghij k
Av number of services (inc mobile)	2.334	2.018	2.449	2.691	2.288	2.442	2.076	2.223	2.310	2.646	2.584	2.452	1.914
Standard Deviation	0.768	0.897	0.758	1.080	0.475	0.754	0.783	0.466	0.673	0.515	0.535	0.938	0.980
Error Variance	0.003	0.067	0.025	0.061	0.021	0.032	0.034	0.009	0.027	0.038	0.032	0.044	0.044

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Landline phone	748	658	748	658	-	90	644	215	475	157	94
	68%	67% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	68%	66%	64%	74% ^h	79% ^{igh}
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	919	856	647	604	252	43	892	307	690	201	21
	84%	88% ^{de}	86% ^{de}	92% ^{abde}	79% ^e	48%	94% ^j	94% ^j	93% ^j	94% ^j	18%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	232	223	159	154	69	4	220	93	182	67	2
	21%	23% ^e	21% ^e	23% ^e	22% ^e	5%	23% ^j	28% ^j	24% ^j	32% ^{fj}	2%
SUMMARY CODES											
ANY MOBILE PHONE	976	976	658	658	318	-	880	321	718	200	64
	89%	100% ^{be}	88% ^e	100% ^{be}	100% ^{be}	-	93% ^j	99% ^{fij}	96% ^{fj}	94% ^j	54%
NONE	10	-	-	-	-	-	-	-	-	1	10
	1%	-	-	-	-	-	-	-	-	*	8% ^{ighi}
ANY SERVICE	1056	943	748	658	285	90	937	317	723	210	100
	96%	97% ^d	100% ^{ad}	100% ^{ad}	89%	100% ^d	99% ^{hj}	98% ^j	97% ^j	98% ^j	84%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
ANY SERVICE (INC. MOBILE)	1090	976	748	658	318	90	948	325	746	213	110
	99%	100%	100%	100%	100%	100%	100%j	100%j	100%j	100%j	92%
SERVICES HAVE											
MOBILE NOT LANDLINE	318	318	-	-	318	-	282	110	263	54	14
	29%	33%bce	-	-	100%abce	-	30%j	34%j	35%fij	25%j	12%
LANDLINE NOT MOBILE	90	-	90	-	-	90	46	4	20	11	44
	8%	-	12%acd	-	-	100%abcd	5%gh	1%	3%	5%g	36%fghi
LANDLINE AND MOBILE	658	658	658	658	-	-	598	211	455	146	50
	60%	67%de	88%ade	100%abde	-	-	63%j	65%j	61%j	69%j	42%
LANDLINE OR MOBILE	1066	976	748	658	318	90	926	325	738	211	108
	97%	100%	100%	100%	100%	100%	98%j	100%fj	99%j	99%j	90%
None	44	34	-	-	34	-	12	8	23	3	19
	4%	3%bc	-	-	11%abce	-	1%	2%	3%f	2%	16%fghi
Av number of services (inc mobile)	2.334	2.334	2.713	2.713	1.826	-	2.584	2.292	2.454	2.869	2.065
Standard Deviation	0.768	0.768	0.673	0.673	0.571	-	0.778	0.890	0.885	0.606	0.544
Error Variance	0.003	0.003	0.004	0.004	0.004	-	0.006	0.049	0.010	0.022	0.003

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177	79	98	12	24	15	36	33	30	26	36	140	37	59	31	49
	16%	15%	17%	8%	13%	7%	20%cej	22%cej	26%cdcej	25%cdcej	10%	19%cej	17%	18%	13%	15%
Receiving a "live sales" marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276	124	152	22	27	35	61	49	44	39	49	227	63	90	49	73
	25%	23%	27%	14%	14%	18%	33%cdcej	32%cdcej	39%cdcej	38%cdcej	14%	30%cdcej	29%	27%	21%	23%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191	86	105	13	28	19	49	30	29	23	41	150	53	64	31	42
	17%	16%	19%	8%	15%	10%	26%cdcej	20%cej	26%cdcej	22%cej	12%	20%cej	25%no	19%	13%	13%
Some other type of call that you didn't want or ask for - for example a market research call	17	5	12	-	1	1	4	5	5	1	1	16	7	6	-	4
	2%	1%	2%	-	1%	1%	2%	3%cj	4%cdcej	1%	*	2%	3%n	2%	-	1%
SUMMARY CODES																
1 TYPE EXPERIENCED	160	73	87	16	9	24	36	22	28	25	25	135	23	48	42	47
	15%	14%	15%	10%	5%	12%d	19%cdj	14%dj	25%cdcej	24%cdcej	7%	18%cdj	11%	14%	18%	15%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
2 TYPES EXPERIENCED	111	56	55	7	13	13	19	32	16	11	19	92	37	35	13	26
	10%	11%	10%	4%	7%	7%	10%	21% jk	14% cdej	11% cj	6%	12% cj	17% no	11%	6%	8%
3 TYPES EXPERIENCED	85	34	52	6	15	7	22	9	14	14	21	64	21	29	14	21
	8%	6%	9%	4%	8%	3%	12% cej	6%	12% cegj	13% cegj	6%	9% e	9%	9%	6%	7%
4 TYPES EXPERIENCED	5	2	3	-	-	-	3	1	2	-	-	5	*	4	-	1
	*	*	1%	-	-	-	1% j	1%	1% j	-	-	1%	*	1%	-	*
ANY UNSOLICITED CALLS (LANDLINE)	362	165	198	29	37	44	79	64	59	50	66	296	81	115	69	96
	33%	31%	35%	18%	20%	22%	43% cdej	42% cdej	53% cdej k	49% cdej k	19%	39% cdej	37%	35%	30%	30%
None	738	371	367	130	153	153	106	91	53	53	282	455	137	215	162	224
	67%	69%	65%	82% fghik	80% fghik	78% fghik	57%	58%	47%	51%	81% fghik	61% hi	63%	65%	70%	70%
Av number of issues	1.824	1.787	1.855	1.652	2.156	1.605	1.890	1.830	1.812	1.767	1.938	1.799	1.977n	1.905n	1.608	1.754
Standard Deviation	0.842	0.808	0.870	0.817	0.807	0.744	0.927	0.729	0.888	0.857	0.843	0.841	0.752	0.892	0.815	0.843
Error Variance	0.002	0.004	0.004	0.026	0.022	0.015	0.013	0.010	0.008	0.009	0.013	0.002	0.007	0.007	0.009	0.006

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 16%	108 17%	36 12%	33 19%	80 13%	97 19% ^d	37 11%	140 18% ^f	142 17%	35 14%	149 16%	17 18%	7 12%	4 16%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 25%	175 28% ^b	43 14%	59 34% ^b	140 24%	136 27%	77 24%	199 26%	199 23%	77 31% ^h	239 26%	21 22%	12 22%	4 17%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 17%	123 19% ^b	33 11%	35 21% ^b	101 17%	90 18%	49 15%	142 18%	148 17%	43 17%	168 18%	15 16%	5 9%	3 12%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	11 2% ^b	-	6 3% ^b	8 1%	9 2%	7 2%	11 1%	13 2%	4 2%	16 2%	2 2%	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
SUMMARY CODES														
1 TYPE EXPERIENCED	160	93	32	35	75	84	46	114	103	57	132	15	10	3
	15%	15%	11%	20% ^b	13%	17%	14%	15%	12%	23% ^h	14%	16%	18%	11%
2 TYPES EXPERIENCED	111	74	15	23	69	43	26	85	83	28	96	9	4	2
	10%	12% ^b	5%	13% ^b	12%	8%	8%	11%	10%	11%	10%	9%	8%	9%
3 TYPES EXPERIENCED	85	55	17	14	36	50	22	63	72	14	77	5	2	1
	8%	9%	6%	8%	6%	10% ^d	7%	8%	8%	6%	8%	6%	3%	5%
4 TYPES EXPERIENCED	5	3	-	2	2	3	2	4	4	1	4	2	-	-
	*	1%	-	1%	*	1%	*	1%	1%	*	*	2%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	362	225	64	74	182	180	96	267	262	100	309	31	16	6
	33%	35% ^b	22%	43% ^b	31%	36%	30%	34%	31%	40% ^h	33%	33%	29%	26%
None	738	409	232	97	413	325	228	510	590	148	617	63	39	19
	67%	65%	78% ^{ac}	57%	69%	64%	70%	66%	69% ⁱ	60%	67%	67%	71%	74%
Av number of issues	1.824	1.857	1.753	1.787	1.807	1.842	1.780	1.840	1.914 ⁱ	1.589	1.848	1.785	1.468	1.765
Standard Deviation	0.842	0.835	0.847	0.865	0.792	0.892	0.858	0.837	0.852	0.770	0.840	0.926	0.691	0.829
Error Variance	0.002	0.003	0.012	0.008	0.004	0.003	0.009	0.002	0.003	0.005	0.002	0.023	0.032	0.040

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 16%	12 27%bfi	12 10%	13 15%	29 35%bcefg hij kl	17 20%f	8 7%	20 14%	27 19%f	10 9%	7 12%	17 18%f	4 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 25%	9 21%	23 20%	13 15%	35 42%abcefg jk l	19 21%	30 26%	30 21%	47 33%bcl	33 31%c	12 22%	21 22%	4 17%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 17%	5 11%	17 15%	13 14%	26 31%abcfg jk l	20 22%	15 13%	22 16%	35 25%fj	16 15%	5 9%	15 16%	3 12%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	2 4%	* *	2 2%	1 1%	* *	1 1%	5 3%	2 1%	3 2%	- -	2 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	160 15%	2 5%	16 14%	10 11%	15 18%g	10 11%	22 19%ag	10 7%	15 11%	32 29%abceghkl	10 18%g	15 16%	3 11%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
2 TYPES EXPERIENCED	111	7	8	6	18	17	12	9	14	4	4	9	2
	10%	17%gi	7%	7%	21%bcghik	20%bcgi	11%	6%	10%	4%	8%	9%	9%
3 TYPES EXPERIENCED	85	3	6	6	12	4	3	15	22	7	2	5	1
	8%	7%	5%	7%	14%befj	4%	2%	10%f	15%befjk	7%	3%	6%	5%
4 TYPES EXPERIENCED	5	*	*	-	1	-	-	1	1	-	-	2	-
	*	1%	*	-	1%	-	-	1%	1%	-	-	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	362	13	31	23	46	31	37	35	51	43	16	31	6
	33%	30%	27%	25%	55%abcdfghjkl	35%	32%	25%	36%	40%cg	29%	33%	26%
None	738	31	84	68	38	57	79	106	89	65	39	63	19
	67%	70%d	73%d	75%di	45%	65%d	68%d	75%di	64%d	60%	71%d	67%d	74%d
Av number of issues	1.824	2.134	1.704	1.827	1.994i	1.806	1.477	2.189	2.153bi	1.424	1.468	1.785	1.765
Standard Deviation	0.842	0.737	0.843	0.846	0.840	0.642	0.640	0.911	0.878	0.764	0.691	0.926	0.829
Error Variance	0.002	0.027	0.018	0.023	0.015	0.011	0.012	0.028	0.015	0.015	0.032	0.023	0.040

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 16%	157 16% ^d	177 24% ^{ad}	157 24% ^{ad}	- -	20 22% ^d	150 16%	41 12%	103 14%	34 16%	26 22% ^{gh}
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 25%	245 25% ^d	276 37% ^{ad}	245 37% ^{ad}	- -	31 34% ^{ad}	234 25%	73 23%	167 22%	54 25%	39 33% ^{fgh}
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 17%	173 18% ^d	191 26% ^{ad}	173 26% ^{ad}	- -	18 20% ^d	171 18%	66 20%	130 17%	51 24%	20 17%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	15 1%	17 2% ^d	15 2% ^d	- -	3 3% ^d	16 2%	5 1%	8 1%	5 2%	1 1%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
SUMMARY CODES											
1 TYPE EXPERIENCED	160	133	160	133	-	27	125	37	91	24	33
	15%	14%d	21%ad	20%ad	-	30%abcd	13%	11%	12%	11%	28%fghi
2 TYPES EXPERIENCED	111	104	111	104	-	7	98	37	69	29	13
	10%	11%d	15%ad	16%ade	-	8%d	10%	11%	9%	14%	11%
3 TYPES EXPERIENCED	85	76	85	76	-	10	76	24	56	19	9
	8%	8%d	11%ad	12%ad	-	11%d	8%	7%	7%	9%	8%
4 TYPES EXPERIENCED	5	5	5	5	-	-	5	-	3	2	-
	*	1%	1%	1%	-	-	1%	-	*	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	362	318	362	318	-	44	304	99	219	73	55
	33%	33%d	48%ad	48%ad	-	49%ad	32%	30%	29%	34%	46%fghi
None	738	658	385	340	318	46	644	227	527	140	64
	67%	67%bce	52%	52%	100%abce	51%	68%j	70%j	71%j	66%j	54%
Av number of issues	1.824	1.855e	1.824	1.855e	-	1.602	1.877j	1.867j	1.867j	1.976j	1.555
Standard Deviation	0.842	0.840	0.842	0.840	-	0.830	0.848	0.781	0.845	0.822	0.765
Error Variance	0.002	0.002	0.002	0.002	-	0.011	0.002	0.007	0.003	0.010	0.007

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 16%	177 28% ^c	177 49% ^{acfgijlm}	98 22%	177 65% ^{abcfghijklm}	177 100% ^{abcfghijklm}	50 34% ^{ci}	142 27%	121 44% ^{acgil}	88 23%	112 40% ^{acgil}	106 56% ^{acfghijlm}	43 29%	11 27%	10 61%	* 2%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 25%	276 44% ^{ci}	276 76% ^{acdfgijlm}	140 31%	134 49% ^{cfil}	121 68% ^{acdfgijlm}	50 35%	276 52% ^{acfi}	276 100% ^{abcdefgijklm}	134 35%	149 53% ^{acfil}	143 75% ^{acdfgijlm}	51 34%	15 37%	10 61%	4 18%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 17%	191 30% ^c	191 53% ^{acdfgilm}	107 24%	118 43% ^{acfgi}	106 60% ^{acdfgilm}	42 29%	163 31% ^c	143 52% ^{acfgilm}	96 25%	191 67% ^{abcd fghilm}	191 100% ^{abcdefghijlm}	57 38% ^{ci}	12 31%	10 56%	3 13%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	17 3%	17 5% ^c	9 2%	10 4%	10 6% ^{acfgi}	1 1%	13 2%	10 4%	8 2%	10 3%	10 5%	5 3%	17 43% ^{abcd efghijk}	17 100%	* 2%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
SUMMARY CODES																
1 TYPE EXPERIENCED	160 15%	160 25%cdfij kl	160 44%acdef ghijklm	62 14%	37 13%	33 19%fl	10 7%	110 21%cdfij l	97 35%acdef ghijklm	49 13%	34 12%	27 14%	12 8%	4 11%	3 15%	2 9%
2 TYPES EXPERIENCED	111 10%	111 18%	111 31%acfgi l	71 16%	65 24%aci	54 31%acfgi l	29 20%	103 20%	90 32%acdfg il	65 17%	77 27%acgil	75 39%acdfg ijlm	25 17%	7 18%	4 24%	3 13%
3 TYPES EXPERIENCED	85 8%	85 13%	85 24%acgi	43 9%	83 31%acfgi lm	83 47%abcdf ghijlm	24 16%ci	85 16%ci	84 30%acfgi lm	42 11%	84 30%acfgi lm	84 44%abcdf ghijlm	27 18%ci	5 12%	5 29%	- -
4 TYPES EXPERIENCED	5 *	5 1%	5 2%	5 1%	5 2%	5 3%a	1 1%	5 1%	5 2%	5 1%	5 2%	5 3%a	4 3%	5 14%abcde fghijkl	5 32%	- -
ANY UNSOLICITED CALLS (LANDLINE)	362 33%	362 57%cfil	362 100%acdfg ijlm	181 40%	191 70%acfg il	177 100%acdfg ijlm	64 44%	304 58%cfil	276 100%acdfg ijlm	162 42%	200 71%acfg il	191 100%acdfg ijlm	67 45%	22 54%	17 100%	5 22%
None	738 67%	272 43%bdehjk	- -	272 60%abdeg hjk	81 30%behk	- -	81 56%abdeg hjk	224 42%bdehjk	- -	224 58%abdeg hjk	82 29%behk	- -	82 55%abdeg hjk	18 46%behk	- -	18 78%
Av number of issues	1.824	1.824	1.824	1.953	2.304abc ghi	2.345abc ghi	2.245abc gh	1.954	1.992ab	2.017ab	2.303abc ghi	2.355abc ghi	2.338abc ghi	2.535	2.773	1.586
Standard Deviation	0.842	0.842	0.842	0.837	0.810	0.819	0.745	0.846	0.859	0.833	0.779	0.755	0.836	1.097	1.093	0.551
Error Variance	0.002	0.002	0.002	0.004	0.003	0.003	0.009	0.002	0.002	0.004	0.003	0.003	0.011	0.052	0.066	0.051

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GENDER		AGE										SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	791	382	409	55	73	103	126	106	173	155	128	663	160	222	157	252	
Weighted Base	748	366	382	62*	86*	129*	148	126*	102	93	149	599	164	216	161	206	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 24%	79 22%	98 26%	12 20%	24 28%e	15 11%	36 25%e	33 26%e	30 29%e	26 28%e	36 24%e	140 23%e	37 23%	59 27%	31 19%	49 24%	
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 37%	124 34%	152 40%	22 36%	27 31%	35 27%	61 41%e	49 39%	44 43%e	39 42%e	49 33%	227 38%e	63 39%	90 42%e	49 31%	73 36%	
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 26%	86 24%	105 27%	13 20%	28 32%e	19 15%	49 33%e	30 24%	29 28%e	23 24%	41 27%e	150 25%e	53 33%no	64 30%no	31 19%	42 21%	
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	5 1%	12 3%	- -	1 2%	1 1%	4 3%	5 4%	5 5%ij	1 1%	1 1%	16 3%	7 4%e	6 3%e	- -	4 2%	
SUMMARY CODES																	
1 TYPE EXPERIENCED	160 21%	73 20%	87 23%	16 26%e	9 11%	24 18%	36 24%e	22 17%	28 27%e	25 27%e	25 17%	135 22%e	23 14%	48 22%	42 26%e	47 23%e	
2 TYPES EXPERIENCED	111 15%	56 15%	55 14%	7 11%	13 15%	13 10%	19 13%	32 26%e	16 16%	11 12%	19 13%	92 15%	37 23%no	35 16%e	13 8%	26 13%	

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	791	382	409	55	73	103	126	106	173	155	128	663	160	222	157	252
Weighted Base	748	366	382	62*	86*	129*	148	126*	102	93	149	599	164	216	161	206
3 TYPES EXPERIENCED	85 11%	34 9%	52 14%	6 10%	15 18%eg	7 5%	22 15%e	9 7%	14 13%e	14 15%e	21 14%e	64 11%	21 13%	29 13%	14 9%	21 10%
4 TYPES EXPERIENCED	5 1%	2 1%	3 1%	- -	- -	- -	3 2%	1 1%	2 2%	- -	- -	5 1%	* *	4 2%	- -	1 1%
ANY UNSOLICITED CALLS (LANDLINE)	362 48%	165 45%	198 52%	29 46%	37 43%	44 34%	79 54%e	64 51%e	59 58%dej	50 54%e	66 44%	296 49%e	81 50%	115 53%	69 43%	96 47%
None	385 52%	201 55%	184 48%	34 54%	49 57%h	86 66%fghik	69 46%	62 49%	43 42%	43 46%	83 56%h	303 51%	83 50%	101 47%	92 57%	110 53%
Av number of issues	1.824	1.787	1.855	1.652	2.156	1.605	1.890	1.830	1.812	1.767	1.938	1.799	1.977n	1.905n	1.608	1.754
Standard Deviation	0.842	0.808	0.870	0.817	0.807	0.744	0.927	0.729	0.888	0.857	0.843	0.841	0.752	0.892	0.815	0.843
Error Variance	0.002	0.004	0.004	0.026	0.022	0.015	0.013	0.010	0.008	0.009	0.013	0.002	0.007	0.007	0.009	0.006

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	791	476	136	179	322	469	182	609	592	199	622	77	41	51
Weighted Base	748	467	144	136	389	358	215	533	565	183	618	68*	41*	21*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 24%	108 23%	36 25%	33 24%	80 21%	97 27%	37 17%	140 26%	142 25%	35 19%	149 24%	17 25%	7 17%	4 19%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 37%	175 37%	43 30%	59 43%b	140 36%	136 38%	77 36%	199 37%	199 35%	77 42%	239 39% m	21 30%	12 29%	4 21%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 26%	123 26%	33 23%	35 26%	101 26%	90 25%	49 23%	142 27%	148 26%	43 23%	168 27%	15 22%	5 12%	3 15%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	11 2%	- -	6 4%b	8 2%	9 2%	7 3%	11 2%	13 2%	4 2%	16 3%	2 2%	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	791	476	136	179	322	469	182	609	592	199	622	77	41	51
Weighted Base	748	467	144	136	389	358	215	533	565	183	618	68*	41*	21*
SUMMARY CODES														
1 TYPE EXPERIENCED	160	93	32	35	75	84	46	114	103	57	132	15	10	3
	21%	20%	22%	25%	19%	24%	21%	21%	18%	31%h	21%	22%	25%	13%
2 TYPES EXPERIENCED	111	74	15	23	69	43	26	85	83	28	96	9	4	2
	15%	16%	10%	17%	18%e	12%	12%	16%	15%	15%	16%	12%	11%	11%
3 TYPES EXPERIENCED	85	55	17	14	36	50	22	63	72	14	77	5	2	1
	11%	12%	11%	10%	9%	14%	10%	12%	13%	7%	12%	8%	4%	6%
4 TYPES EXPERIENCED	5	3	-	2	2	3	2	4	4	1	4	2	-	-
	1%	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	2%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	362	225	64	74	182	180	96	267	262	100	309	31	16	6
	48%	48%	44%	54%	47%	50%	44%	50%	46%	55%	50% ^m	45%	39%	31%
None	385	242	81	62	207	178	119	266	303	83	308	38	25	15
	52%	52%	56%	46%	53%	50%	56%	50%	54%	45%	50%	55%	61%	69% ^j
Av number of issues	1.824	1.857	1.753	1.787	1.807	1.842	1.780	1.840	1.914i	1.589	1.848	1.785	1.468	1.765
Standard Deviation	0.842	0.835	0.847	0.865	0.792	0.892	0.858	0.837	0.852	0.770	0.840	0.926	0.691	0.829
Error Variance	0.002	0.003	0.012	0.008	0.004	0.003	0.009	0.002	0.003	0.005	0.002	0.023	0.032	0.040

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	791	32	90	71	60	73	68	48	110	70	41	77	51
Weighted Base	748	23**	82*	57*	58*	72*	74*	57*	116*	79*	41*	68*	21*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 24%	12 51%	12 14%	13 24%	29 50% bcefhijk l	17 24%	8 11%	20 35% bfi	27 23%	10 12%	7 17%	17 25%	4 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 37%	9 40%	23 28%	13 23%	35 60% bcehijkl	19 26%	30 41% cl	30 54% bcejkl	47 40% cl	33 42% cl	12 29%	21 30%	4 21%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 26%	5 20%	17 21%	13 22%	26 44% bcfijkl	20 27%	15 21%	22 39% bfijl	35 30% j	16 20%	5 12%	15 22%	3 15%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	2 7%	* 1%	2 3%	1 2%	* 1%	1 1%	5 9% beh	2 1%	3 3%	- -	2 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	160 21%	2 9%	16 19%	10 18%	15 25%	10 14%	22 30% eh	10 18%	15 13%	32 40% bceghkl	10 25%	15 22%	3 13%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	791	32	90	71	60	73	68	48	110	70	41	77	51
Weighted Base	748	23**	82*	57*	58*	72*	74*	57*	116*	79*	41*	68*	21*
2 TYPES EXPERIENCED	111	7	8	6	18	17	12	9	14	4	4	9	2
	15%	32%	10%	11%	31% ^{bchijkl}	24% ^{bhi}	17%	16%	12%	5%	11%	12%	11%
3 TYPES EXPERIENCED	85	3	6	6	12	4	3	15	22	7	2	5	1
	11%	13%	7%	11%	21% ^{befj}	5%	4%	26% ^{bcefijkl}	18% ^{befj}	9%	4%	8%	6%
4 TYPES EXPERIENCED	5	*	*	-	1	-	-	1	1	-	-	2	-
	1%	2%	1%	-	2%	-	-	2%	1%	-	-	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	362	13	31	23	46	31	37	35	51	43	16	31	6
	48%	56%	37%	40%	78% ^{bcethijk l}	43%	50%	62% ^{bchjl}	44%	54% ^{bl}	39%	45%	31%
None	385	10	51	34	13	40	37	21	65	36	25	38	15
	52%	44%	63% ^{dgi}	60% ^{dg}	22%	57% ^d	50% ^d	38%	56% ^{dg}	46% ^d	61% ^{dg}	55% ^d	69% ^{dgi}
Av number of issues	1.824	2.134	1.704	1.827	1.994 ⁱ	1.806	1.477	2.189	2.153 ^{bi}	1.424	1.468	1.785	1.765
Standard Deviation	0.842	0.737	0.843	0.846	0.840	0.642	0.640	0.911	0.878	0.764	0.691	0.926	0.829
Error Variance	0.002	0.027	0.018	0.023	0.015	0.011	0.012	0.028	0.015	0.015	0.032	0.023	0.040

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	791	666	791	666	-	125	641	174	444	135	140
Weighted Base	748	658	748	658	-**	90	644	215	475	157	94
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 24%	157 24%	177 24%	157 24%	- -	20 22%	150 23%	41 19%	103 22%	34 22%	26 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 37%	245 37%	276 37%	245 37%	- -	31 34%	234 36%	73 34%	167 35%	54 34%	39 42%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 26%	173 26%	191 26%	173 26%	- -	18 20%	171 27%	66 31%	130 27%	51 32%	20 21%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	15 2%	17 2%	15 2%	- -	3 3%	16 3%	5 2%	8 2%	5 3%	1 1%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	791	666	791	666	-	125	641	174	444	135	140
Weighted Base	748	658	748	658	-**	90	644	215	475	157	94
SUMMARY CODES											
1 TYPE EXPERIENCED	160	133	160	133	-	27	125	37	91	24	33
	21%	20%	21%	20%	-	30% ^{abc}	19%	17%	19%	15%	36% ^{fghi}
2 TYPES EXPERIENCED	111	104	111	104	-	7	98	37	69	29	13
	15%	16% ^e	15%	16% ^e	-	8%	15%	17%	15%	18%	13%
3 TYPES EXPERIENCED	85	76	85	76	-	10	76	24	56	19	9
	11%	12%	11%	12%	-	11%	12%	11%	12%	12%	10%
4 TYPES EXPERIENCED	5	5	5	5	-	-	5	-	3	2	-
	1%	1%	1%	1%	-	-	1%	-	1%	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	362	318	362	318	-	44	304	99	219	73	55
	48%	48%	48%	48%	-	49%	47%	46%	46%	46%	59% ^{fgh}
None	385	340	385	340	-	46	340	116	257	84	39
	52%	52%	52%	52%	-	51%	53% ^j	54% ^j	54% ^j	54%	41%
Av number of issues	1.824	1.855^e	1.824	1.855^e	-	1.602	1.877^j	1.867^j	1.867^j	1.976^j	1.555
Standard Deviation	0.842	0.840	0.842	0.840	-	0.830	0.848	0.781	0.845	0.822	0.765
Error Variance	0.002	0.002	0.002	0.002	-	0.011	0.002	0.007	0.003	0.010	0.007

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	791	478	396	258	235	201	82	397	297	228	232	203	86	28	18	11
Weighted Base	748	459	362	278	217	177	90*	390	276	248	226	191	93*	28**	17**	11**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	177 24%	177 39%	177 49%acgi	98 35%	177 82%abcf ghijkl	177 100%abcf ghijkl	50 56%acgi	142 36%	121 44%	88 35%	112 50%acgi	106 56%acghi	43 46%	11 39%	10 61%	* 3%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	276 37%	276 60%c	276 76%acdfi jl	140 50%	134 62%c	121 68%ci	50 56%	276 71%acdf il	276 100%abcde fgijkl	134 54%	149 66%ci	143 75%acdfi l	51 55%	15 52%	10 61%	4 37%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	191 26%	191 42%	191 53%acgi	107 38%	118 54%acgi	106 60%acgi	42 46%	163 42%	143 52%acgi	96 39%	191 84%abcd efghil	191 100%abcde fghijl	57 62%acgi	12 44%	10 56%	3 26%
Some other type of call that you didn't want or ask for - for example a market research call	17 2%	17 4%	17 5%	9 3%	10 5%	10 6%	1 1%	13 3%	10 4%	8 3%	10 4%	10 5%	5 6%	17 61%	17 100%	* 4%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	791	478	396	258	235	201	82	397	297	228	232	203	86	28	18	11
Weighted Base	748	459	362	278	217	177	90*	390	276	248	226	191	93*	28**	17**	11**
SUMMARY CODES																
1 TYPE EXPERIENCED	160 21%	160 35% cdefi jkl	160 44% acdef ghijkl	62 22% fkl	37 17%	33 19%	10 11%	110 28% defij kl	97 35% cdefi jkl	49 20%	34 15%	27 14%	12 13%	4 15%	3 15%	2 18%
2 TYPES EXPERIENCED	111 15%	111 24%	111 31%	71 26%	65 30%	54 31%	29 32%	103 26%	90 32% a	65 26%	77 34% a	75 39% acgi	25 27%	7 25%	4 24%	3 26%
3 TYPES EXPERIENCED	85 11%	85 19%	85 24% c	43 15%	83 39% abcgi hil	83 47% abcfg	24 26% c	85 22%	84 30% acgi	42 17%	84 37% abcgi hil	84 44% abcfg	27 28% ci	5 17%	5 29%	-
4 TYPES EXPERIENCED	5 1%	5 1%	5 2%	5 2%	5 3%	5 3%	1 1%	5 1%	5 2%	5 2%	5 2%	5 3%	4 4%	5 20%	5 32%	-
ANY UNSOLICITED CALLS (LANDLINE)	362 48%	362 79% ci	362 100% acdfg ijl	181 65%	191 88% acfg il	177 100% acdfg ijl	64 71%	304 78% ci	276 100% acdfg ijl	162 65%	200 89% acfg il	191 100% acdfg ijl	67 72%	22 77%	17 100%	5 44%
None	385 52%	97 21% bdehjk	- -	97 35% abdeg hjk	26 12% behk	- -	26 29% bdehj k	86 22% bdehjk	- -	86 35% abdeg hjk	26 11% behk	- -	26 28% bdehj k	6 23%	- -	6 56%
Av number of issues	1.824	1.824	1.824	1.953	2.304abc ghi	2.345abc ghi	2.245abc gh	1.954	1.992ab	2.017ab	2.303abc ghi	2.355abc ghi	2.338abc ghi	2.535	2.773	1.586
Standard Deviation	0.842	0.842	0.842	0.837	0.810	0.819	0.745	0.846	0.859	0.833	0.779	0.755	0.836	1.097	1.093	0.551
Error Variance	0.002	0.002	0.002	0.004	0.003	0.003	0.009	0.002	0.002	0.004	0.003	0.003	0.011	0.052	0.066	0.051

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	203	94	109	13	22	14	39	25	51	39	35	168	51	66	31	55
Weighted Base	191	86*	105*	13**	28**	19**	49*	30**	29*	23*	41*	150	53*	64*	31**	42*
Listen to the full message before hanging up	9 4%	4 5%	4 4%	2 14%	- -	1 6%	- -	- -	2 7%f	3 15%fk	2 5%	7 4%	* 1%	4 6%	2 6%	2 6%
Listen to some of the message before hanging up	59 31%	31 36%	28 27%	3 27%	7 26%	9 47%	16 32%	11 35%	7 25%	6 26%	11 26%	49 32%	21 39%	21 33%	6 18%	11 27%
Hang up immediately, as soon as I realise it is a recorded message	123 64%	50 59%	73 69%	7 59%	21 74%	9 47%	33 68%	20 65%	20 68%	13 59%	28 69%	95 63%	32 60%	39 61%	23 76%	29 67%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	68 36%	36 41%	32 31%	5 41%	7 26%	10 53%	16 32%	11 35%	9 32%	9 41%	13 31%	55 37%	21 40%	25 39%	7 24%	14 33%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	203	128	28	47	81	122	40	163	152	51	171	18	5	9
Weighted Base	191	123	33**	35*	101*	90*	49*	142	148	43*	168	15**	5**	3**
Listen to the full message before hanging up	9 4%	3 2%	3 9%	3 7%	- -	9 10% ^d	- -	9 6%	7 5%	1 3%	8 5%	* 3%	- -	- -
Listen to some of the message before hanging up	59 31%	39 32%	10 30%	10 28%	39 39% ^e	20 23%	18 37%	41 29%	49 33%	10 24%	57 34%	2 16%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	123 64%	81 66%	20 61%	23 64%	62 61%	61 68%	31 63%	92 65%	92 62%	31 73%	103 61%	12 81%	5 100%	3 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	68 36%	42 34%	13 39%	13 36%	39 39%	29 32%	18 37%	49 35%	56 38%	11 27%	65 39%	3 19%	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	203	9	20	17	24	22	12	19	33	15	5	18	9
Weighted Base	191	5**	17**	13**	26**	20**	15**	22**	35*	16**	5**	15**	3**
Listen to the full message before hanging up	9	-	2	-	-	1	2	1	3	-	-	*	-
	4%	-	10%	-	-	6%	12%	4%	7%	-	-	3%	-
Listen to some of the message before hanging up	59	-	2	7	14	10	1	12	4	7	-	2	-
	31%	-	13%	54%	53%	49%	8%	55%	12%	44%	-	16%	-
Hang up immediately, as soon as I realise it is a recorded message	123	5	13	6	12	9	12	9	28	9	5	12	3
	64%	100%	77%	46%	47%	44%	80%	42%	81%	56%	100%	81%	100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	68	-	4	7	14	11	3	13	7	7	-	3	-
	36%	-	23%	54%	53%	56%	20%	58%	19%	44%	-	19%	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	203	176	203	176	-	27	171	53	124	44	32
Weighted Base	191	173	191	173	-**	18**	171	66*	130	51*	20**
Listen to the full message before hanging up	9 4%	6 4%	9 4%	6 4%	- -	2 12%	5 3%	2 3%	4 3%	3 5%	4 18%
Listen to some of the message before hanging up	59 31%	55 32%	59 31%	55 32%	- -	4 22%	55 32%	25 38%	40 30%	17 33%	4 20%
Hang up immediately, as soon as I realise it is a recorded message	123 64%	111 64%	123 64%	111 64%	- -	12 66%	111 65%	39 59%	87 66%	31 62%	12 61%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	68 36%	62 36%	68 36%	62 36%	- -	6 34%	60 35%	27 41%	44 34%	20 38%	8 39%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	203	203	203	105	127	116	40	167	149	92	203	203	57	13	10	3
Weighted Base	191	191	191	107*	118	106*	42*	163	143	96*	191	191	57*	12**	10**	3**
Listen to the full message before hanging up	9 4%	9 4%	9 4%	4 4%	3 3%	3 3%	1 2%	7 4%	5 3%	3 3%	9 4%	9 4%	1 1%	1 10%	- -	1 42%
Listen to some of the message before hanging up	59 31%	59 31%	59 31%	39 36%	37 31%	35 33%	10 24%	50 31%	38 27%	34 35%	59 31%	59 31%	19 32%	5 41%	5 53%	- -
Hang up immediately, as soon as I realise it is a recorded message	123 64%	123 64%	123 64%	64 60%	78 66%	68 64%	31 74%	106 65%	100 70%	59 62%	123 64%	123 64%	38 66%	6 49%	4 47%	2 58%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	68 36%	68 36%	68 36%	43 40%	41 34%	39 36%	11 26%	57 35%	43 30%	37 38%	68 36%	68 36%	19 34%	6 51%	5 53%	1 42%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	68	32	36	5	5	7	13	8	15	15	10	58	18	26	7	17
Weighted Base	68*	36**	32*	5**	7**	10**	16**	11**	9**	9**	13**	55*	21**	25**	7**	14**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48 71%	25 69%	23 72%	2 47%	7 100%	9 88%	11 69%	7 66%	5 55%	6 63%	10 78%	38 69%	15 70%	17 69%	6 75%	10 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	11 16%	6 15%	5 16%	1 25%	2 28%	2 16%	3 22%	1 9%	* 4%	1 10%	3 26%	7 13%	4 18%	3 13%	2 30%	1 9%
Telling you about a competition	6 9%	3 9%	3 9%	- -	3 36%	1 12%	2 15%	- -	- -	- -	3 21%	4 7%	1 6%	4 18%	- -	1 4%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	11 16%	5 15%	5 17%	1 24%	- -	1 12%	1 8%	3 27%	2 22%	2 24%	1 10%	10 17%	2 10%	7 27%	- -	2 14%
Other type	5 7%	2 5%	3 10%	- -	- -	- -	3 17%	1 12%	* 5%	1 5%	- -	5 9%	3 12%	2 7%	- -	* 3%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	60 89%	32 88%	29 90%	4 84%	7 100%	10 100%	13 84%	9 88%	8 81%	8 87%	12 93%	49 88%	18 85%	23 91%	7 89%	13 92%
ANY EXC. APPOINTMENT REMINDERS	51 75%	26 73%	25 77%	3 60%	7 100%	9 88%	12 76%	8 75%	6 59%	6 63%	10 83%	40 73%	16 74%	18 70%	7 89%	11 78%
Can't Remember	4 6%	2 7%	2 5%	1 16%	- -	- -	1 8%	- -	1 14%	1 7%	1 7%	3 6%	2 10%	* 2%	1 11%	1 5%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	68	41	10	17	30	38	15	53	54	14	64	4	-	-
Weighted Base	68*	42*	13**	13**	39**	29*	18**	49*	56*	11**	65*	3**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48 71%	30 71%	9 67%	9 72%	32 82%	16 55%	13 68%	35 72%	40 72%	8 66%	47 72%	1 47%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	11 16%	7 16%	2 18%	2 13%	9 22%	2 7%	5 30%	5 10%	9 15%	2 18%	10 15%	1 37%	- -	- -
Telling you about a competition	6 9%	6 15%	-	-	5 13%	1 4%	5 28%	1 2%	6 11%	-	6 10%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	11 16%	7 17%	3 20%	1 11%	4 11%	7 23%	3 14%	8 17%	8 15%	2 21%	11 17%	-	-	-
Other type	5 7%	4 9%	-	1 8%	3 7%	2 8%	1 6%	4 8%	4 7%	1 8%	4 7%	* 16%	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	60 89%	37 87%	13 100%	10 82%	36 94%	24 82%	15 82%	45 91%	50 88%	11 92%	58 89%	2 84%	-	-
ANY EXC. APPOINTMENT REMINDERS	51 75%	32 74%	10 80%	9 72%	34 87%	17 59%	13 68%	38 78%	41 73%	10 84%	49 75%	2 84%	-	-
Can't Remember	4 6%	3 7%	-	1 10%	1 3%	3 10%	2 12%	2 4%	4 7%	-	4 6%	-	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	68	-	5	8	13	11	3	11	6	7	-	4	-
Weighted Base	68*	..	4**	7**	14**	11**	3**	13**	7**	7**	..	3**	..
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48 71%	- -	3 69%	5 76%	10 70%	10 88%	2 59%	7 55%	6 87%	5 69%	- -	1 47%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	11 16%	- -	1 16%	2 24%	1 9%	2 19%	- -	- -	4 63%	- -	- -	1 37%	- -
Telling you about a competition	6 9%	- -	- -	- -	1 9%	1 6%	- -	1 9%	2 30%	1 18%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	11 16%	- -	1 31%	2 22%	2 18%	1 8%	* 13%	2 17%	1 13%	1 19%	- -	- -	- -
Other type	5 7%	- -	- -	- -	2 15%	- -	- -	2 19%	- -	- -	- -	* 16%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	60 89%	- -	4 100%	7 100%	12 88%	11 100%	2 73%	9 71%	7 100%	6 88%	- -	2 84%	- -
ANY EXC. APPOINTMENT REMINDERS	51 75%	- -	3 69%	7 100%	10 70%	10 92%	2 59%	7 55%	6 87%	5 69%	- -	2 84%	- -
Can't Remember	4 6%	- -	- -	- -	1 8%	- -	1 27%	1 10%	- -	1 12%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	68	59	68	59	-	9	57	20	39	17	11
Weighted Base	68*	62*	68*	62*	-**	6**	60*	27**	44*	20**	8**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48 71%	43 69%	48 71%	43 69%	- -	5 84%	43 72%	23 83%	32 73%	16 79%	5 60%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	11 16%	10 16%	11 16%	10 16%	- -	1 15%	11 18%	5 18%	6 14%	3 14%	- -
Telling you about a competition	6 9%	6 10%	6 9%	6 10%	- -	- -	6 10%	3 10%	5 11%	2 10%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	11 16%	11 18%	11 16%	11 18%	- -	- -	8 14%	3 10%	6 13%	2 10%	3 33%
Other type	5 7%	4 6%	5 7%	4 6%	- -	1 16%	4 7%	1 4%	2 6%	- -	1 7%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	60 89%	55 89%	60 89%	55 89%	- -	5 84%	53 88%	24 88%	38 87%	17 85%	7 93%
ANY EXC. APPOINTMENT REMINDERS	51 75%	46 74%	51 75%	46 74%	- -	5 84%	46 77%	23 83%	34 78%	16 83%	5 60%
Can't Remember	4 6%	4 7%	4 6%	4 7%	- -	- -	4 7%	2 8%	3 7%	3 15%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	68	68	68	37	40	38	10	54	44	30	68	68	17	6	5	1
Weighted Base	68*	68*	68*	43*	41*	39*	11**	57*	43*	37**	68*	68*	19**	6**	5**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48 71%	48 71%	48 71%	32 75%	31 77%	29 76%	10 88%	41 72%	31 71%	29 78%	48 71%	48 71%	17 85%	3 49%	3 61%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	11 16%	11 16%	11 16%	5 12%	6 16%	6 17%	2 17%	11 19%	9 21%	5 14%	11 16%	11 16%	3 16%	- -	- -	- -
Telling you about a competition	6 9%	6 9%	6 9%	4 10%	5 12%	5 13%	- -	6 10%	6 13%	4 10%	6 9%	6 9%	4 22%	1 18%	1 22%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	11 16%	11 16%	11 16%	3 6%	7 16%	7 17%	1 12%	7 12%	5 13%	1 4%	11 16%	11 16%	1 7%	1 19%	- -	1 100%
Other type	5 7%	5 7%	5 7%	4 9%	2 4%	2 5%	- -	4 8%	4 10%	4 11%	5 7%	5 7%	2 8%	1 18%	1 22%	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	60 89%	60 89%	60 89%	37 86%	38 94%	36 94%	11 100%	51 89%	38 88%	32 88%	60 89%	60 89%	18 92%	4 68%	3 61%	1 100%
ANY EXC. APPOINTMENT REMINDERS	51 75%	51 75%	51 75%	34 80%	33 81%	31 80%	10 88%	44 77%	32 75%	31 84%	51 75%	51 75%	17 85%	3 49%	3 61%	- -
Can't Remember	4 6%	4 6%	4 6%	4 9%	1 2%	1 2%	- -	3 6%	2 6%	2 6%	4 6%	4 6%	2 8%	1 14%	1 17%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 13%	68 13%	77 14%	30 19%ghik	41 22%ghik	26 13%gi	29 16%ghik	7 5%	8 7%	4 4%	71 20%ghik	74 10%gi	39 18%no	46 14%	24 10%	36 11%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 22%	122 23%	121 21%	32 20%gi	56 29%hik	62 32%cgghik	44 23%hi	32 21%gi	14 12%gi	5 5%	87 25%hi	156 21%hi	60 27%no	88 27%no	41 18%	55 17%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 27%	141 26%	151 27%	40 25%hi	65 34%ghik	76 39%cgghik	57 31%hi	33 22%gi	16 14%gi	5 5%	105 30%hi	188 25%hi	81 37%mo	81 24%	69 30%o	61 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 14%	73 14%	77 14%	23 15%gi	44 23%egghik	26 13%gi	32 17%ghik	12 8%	9 8%gi	3 3%	67 19%ghik	82 11%gi	32 14%	57 17%o	27 12%	34 11%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Some other type of call that you didn't want or ask for - for example a market research call	23	11	12	3	6	6	3	4	1	-	9	14	7	10	3	3
	2%	2%	2%	2%	3%	3%	1%	2%	1%	-	3%	2%	3%	3%	1%	1%
SUMMARY CODES																
1 TYPE EXPERIENCED	232	129	102	39	45	56	43	29	16	4	84	148	48	76	58	50
	21%	24% ^b	18%	25% ^{hi}	24% ^{hi}	28% ^{hik}	23% ^{hi}	19% ⁱ	14% ⁱ	4%	24% ^{hi}	20% ⁱ	22%	23% ^o	25% ^o	16%
2 TYPES EXPERIENCED	105	42	63	16	22	23	23	14	7	2	37	68	34	36	12	23
	10%	8%	11%	10% ⁱ	11% ⁱ	12% ⁱ	13% ⁱ	9% ⁱ	6% ⁱ	2%	11% ⁱ	9% ⁱ	16% ^{no}	11% ⁿ	5%	7%
3 TYPES EXPERIENCED	56	33	24	11	12	17	5	9	3	*	23	34	14	17	11	14
	5%	6%	4%	7% ⁱ	6% ⁱ	8% ^{fhi}	3%	6% ⁱ	3%	*	7% ⁱ	4% ⁱ	6%	5%	5%	4%
4 TYPES EXPERIENCED	59	26	33	6	22	10	15	1	2	2	28	31	15	20	12	11
	5%	5%	6%	4%	12% ^{ceghik}	5% ^g	8% ^{ghik}	1%	2%	2%	8% ^{ghik}	4%	7%	6%	5%	4%
ANY UNSOLICITED CALLS (MOBILE)	454	230	224	71	100	106	87	53	28	8	172	282	111	150	93	99
	41%	43%	40%	45% ^{hi}	53% ^{ghik}	54% ^{ghik}	47% ^{ghik}	34% ⁱ	25% ⁱ	8%	49% ^{ghik}	37% ^{hi}	51% ^{no}	45% ^o	40% ^o	31%
None	646	305	341	87	90	90	99	102	84	95	176	470	107	181	138	221
	59%	57%	60%	55%	47%	46%	53%	66% ^{defij}	75% ^{cdefij}	92% ^{cdefg}	51%	63% ^{defij}	49%	55%	60% ^l	69% ^{lmn}
Av number of issues	1.883	1.807	1.962	1.779	2.119 ^{gk}	1.855	1.902	1.666	1.711	2.066	1.977	1.826	1.972	1.880	1.760	1.905
Standard Deviation	1.082	1.061	1.099	1.001	1.206	1.073	1.121	0.844	0.982	1.331	1.135	1.046	1.057	1.077	1.106	1.099
Error Variance	0.003	0.006	0.006	0.017	0.018	0.014	0.017	0.016	0.019	0.127	0.009	0.004	0.012	0.009	0.015	0.011

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 13%	75 12%	47 16%	23 13%	89 15%	56 11%	47 15%	98 13%	128 15% ⁱ	17 7%	128 14%	10 11%	5 10%	1 6%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 22%	143 22%	69 23%	32 19%	157 26% ^e	87 17%	77 24%	167 21%	198 23%	46 18%	214 23%	20 22%	6 11%	3 14%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 27%	180 28%	77 26%	36 21%	199 33% ^e	94 19%	112 35% ^g	181 23%	244 29% ⁱ	48 20%	262 28% ^l	17 18%	7 12%	7 28% ^l
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 14%	82 13%	46 15%	21 13%	99 17% ^e	50 10%	50 16%	99 13%	129 15% ⁱ	20 8%	132 14%	10 11%	5 8%	3 11%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	14 2%	9 3%	1 1%	16 3%	7 1%	5 2%	18 2%	17 2%	6 2%	23 2%	- -	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	232 21%	121 19%	82 28%ac	28 16%	152 25%e	80 16%	77 24%	154 20%	179 21%	53 21%	195 21%	21 23%	9 17%	6 23%
2 TYPES EXPERIENCED	105 10%	63 10%	28 9%	14 8%	72 12%e	33 7%	34 10%	71 9%	88 10%	17 7%	98 11%k	2 2%	3 6%	2 9%k
3 TYPES EXPERIENCED	56 5%	28 4%	21 7%	7 4%	34 6%	23 4%	22 7%	34 4%	50 6%	7 3%	51 6%	4 4%	- -	1 4%
4 TYPES EXPERIENCED	59 5%	39 6%	12 4%	9 5%	39 7%	20 4%	19 6%	41 5%	52 6%	7 3%	52 6%	5 5%	2 3%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	454 41%	253 40%	143 48%ac	58 34%	298 50%e	155 31%	153 47%g	301 39%	370 43%i	84 34%	398 43%l	32 34%	14 26%	9 37%
None	646 59%	381 60%b	153 52%	112 66%b	297 50%	350 69%d	171 53%	476 61%f	482 57%	164 66%h	529 57%	61 66%	41 74%j	16 63%
Av number of issues	1.883	1.952	1.733	1.953	1.880	1.890	1.908	1.871	1.941i	1.628	1.909	1.793	1.591	1.564
Standard Deviation	1.082	1.118	0.991	1.116	1.084	1.082	1.099	1.075	1.099	0.967	1.080	1.190	1.005	0.874
Error Variance	0.003	0.006	0.008	0.021	0.005	0.007	0.010	0.004	0.004	0.012	0.003	0.052	0.084	0.036

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145	6	17	15	19	11	9	17	19	15	5	10	1
	13%	15%	15%	17%	22%fl	12%	8%	12%	13%	14%	10%	11%	6%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244	9	29	11	23	23	26	39	34	20	6	20	3
	22%	20%	25% c	12%	28% cj	26% c	23%	28% cj	24% c	18%	11%	22%	14%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293	8	40	17	26	18	38	47	46	23	7	17	7
	27%	18%	35% aceijk	19%	31% j	20%	33% cjk	33% cjk	33% cjk	22%	12%	18%	28% j
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149	6	20	6	25	11	10	18	24	12	5	10	3
	14%	14%	18% c	7%	29% cefghijk l	12%	9%	13%	17% c	12%	8%	11%	11%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	* 1%	1 1%	2 2%	1 2%	1 1%	3 3%	7 5%	4 3%	4 4%	- -	- -	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	232 21%	8 19%	20 17%	23 25%	19 22%	14 16%	34 30%behi	41 29%behi	21 15%	15 14%	9 17%	21 23%	6 23%
2 TYPES EXPERIENCED	105 10%	6 12%k	21 18%cg <h>ik</h>	3 3%	14 17% <h>cik</h>	9 10%k	16 14%ck	12 8%	11 8%	6 6%	3 6%	2 2%	2 9% <h>k</h>
3 TYPES EXPERIENCED	56 5%	2 4%	4 4%	1 1%	7 8% <h>cj</h>	4 4%	3 2%	11 8% <h>c</h>	16 12% <h>bcfij</h>	4 3%	- -	4 4%	1 4%
4 TYPES EXPERIENCED	59 5%	1 3%	8 7%	4 4%	6 8%	5 6%	3 2%	7 5%	8 6%	9 8%	2 3%	5 5%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	454 41%	17 38%	53 46% <h>ij</h>	31 35%	46 55% <h>ceijk</h>	32 36%	56 49% <h>ij</h>	71 50% <h>cijk</h>	57 41%	34 32%	14 26%	32 34%	9 37%
None	646 59%	27 62%	61 54%	59 65% <h>dg</h>	37 45%	57 64% <h>d</h>	60 51%	70 50%	83 59%	73 68% <h>bdfg</h>	41 74% <h>bdfg</h>	61 66% <h>dg</h>	16 63%
Av number of issues	1.883	1.764	2.021f	1.651	2.030f	1.981	1.537	1.783	2.207f	2.191	1.591	1.793	1.564
Standard Deviation	1.082	0.942	1.043	1.218	1.071	1.112	0.813	1.057	1.106	1.271	1.005	1.190	0.874
Error Variance	0.003	0.047	0.022	0.049	0.029	0.046	0.014	0.020	0.026	0.062	0.084	0.052	0.036

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 13%	145 15%e	90 12%e	90 14%e	55 17%be	- -	139 15%j	57 17%j	117 16%j	36 17%j	4 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 22%	244 25%be	142 19%e	142 22%e	102 32%abce	- -	225 24%j	100 31%fj	204 27%j	65 30%j	8 6%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 27%	293 30%e	202 27%e	202 31%e	91 29%e	- -	283 30%j	112 34%j	237 32%j	71 33%j	6 5%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 14%	149 15%e	93 12%e	93 14%e	56 18%be	-	144 15%j	58 18%j	122 16%j	38 18%j	4 3%
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	23 2%	11 2%	11 2%	12 4%b	-	19 2%	13 4%	19 3%	5 2%	3 2%
SUMMARY CODES											
1 TYPE EXPERIENCED	232 21%	232 24%be	135 18%e	135 21%e	96 30%abce	-	214 23%j	82 25%j	193 26%j	47 22%j	7 6%
2 TYPES EXPERIENCED	105 10%	105 11%e	66 9%e	66 10%e	39 12%e	-	100 11%j	46 14%j	87 12%j	24 11%j	2 2%
3 TYPES EXPERIENCED	56 5%	56 6%e	37 5%e	37 6%e	19 6%e	-	53 6%	18 6%	42 6%	21 10%fj	2 2%
4 TYPES EXPERIENCED	59 5%	59 6%e	38 5%e	38 6%e	21 7%e	-	58 6%j	26 8%j	50 7%j	15 7%j	2 1%
ANY UNSOLICITED CALLS (MOBILE)	454 41%	454 46%be	278 37%e	278 42%e	176 55%abce	-	426 45%j	174 53%fj	374 50%j	106 50%j	14 11%
None	646 59%	523 54%d	470 63%ad	380 58%d	143 45%	90 100%abcd	522 55%g	152 47%	372 50%	108 50%	106 89%fghi
Av number of issues	1.883	1.883	1.937	1.937	1.799	-	1.901	1.953	1.872	2.032	1.841
Standard Deviation	1.082	1.082	1.101	1.101	1.048	-	1.090	1.118	1.086	1.096	1.106
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.003	0.009	0.004	0.014	0.072

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 13%	145 23%	64 18%	145 32%abghk m	145 53%abceg hijkm	50 28%bhm	145 100%abcde ghijklm	115 22%	50 18%	112 29%abghm	87 31%abghk m	42 22%	73 49%abceg hijkm	4 11%	1 7%	3 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 22%	244 38%bh	97 27%	244 54%abdeg hkm	121 44%bhm	62 35%	90 62%abdeg hjk	244 46%abehm	77 28%	244 63%abcde ghjk	133 47%abehm	71 37%bh	104 69%abcde ghjk	9 23%	5 30%	4 18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 27%	293 46%b	130 36%	293 65%abdeg hjk	130 48%bm	69 39%	100 69%abdeg hjk	293 55%abehk m	112 41%	293 76%abcde ghjk	140 50%behm	78 41%	110 74%abdeg hjk	11 28%	6 33%	6 24%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline or mobile) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 14%	149 24%	67 19%	149 33%abegh	94 35%abegh	43 24%	73 51%abcdeghikm	127 24%	51 19%	126 33%abgh	149 53%abcdeghikm	57 30%bh	149 100%abcde fghijklm	8 19%	5 30%	2 10%
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	23 4%e	5 1%	23 5%bdeghi j	3 1%	* *	3 2%	8 2%	4 2%	6 2%	5 2%	3 2%	2 2%	23 58%abcde fghijkl	* 3%	23 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	232 21%	232 36%bdefh jkl	80 22%l	232 51%abdef ghijkl	53 19%	32 18%	27 18%	176 33%bdefh jkl	54 20%	170 44%abdef ghijkl	48 17%	34 18%	19 13%	19 49%bdefh jkl	4 26%	16 67%
2 TYPES EXPERIENCED	105 10%	105 17%	47 13%	105 23%abdhk	43 16%	28 16%	32 22%b	99 19%b	39 14%	99 26%abdeg hjk	47 17%	25 13%	33 22%b	5 13%	2 14%	3 12%
3 TYPES EXPERIENCED	56 5%	56 9%	26 7%	56 12%b	38 14%ab	18 10%	26 18%abgh	56 11%	24 9%	56 15%abh	43 15%abh	22 12%	37 25%abcde ghijk	4 10%	1 7%	3 13%
4 TYPES EXPERIENCED	59 5%	59 9%	27 8%	59 13%b	59 22%abcegh km	20 12%	59 40%abcde ghijklm	59 11%	23 8%	59 15%abh	59 21%abcegh km	25 13%	59 40%abcde ghijklm	2 5%	1 7%	1 3%
ANY UNSOLICITED CALLS (MOBILE)	454 41%	454 71%behk	181 50%	454 100%abdeg hjkm	193 71%behk	98 56%	145 100%abdeg hjkm	392 74%behk	140 51%	386 100%abdeg hjkm	199 70%behk	107 56%	149 100%abdeg hjkm	32 80%behk	9 54%	23 100%
None	646 59%	181 29%cfil	181 50%acdfgi jlm	- -	78 29%cfil	78 44%acdfgi jlm	- -	137 26%cfil	137 49%acdfgi jlm	- -	84 30%cfil	84 44%acdfgi jlm	- -	8 20%cfil	8 46%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19	
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**	
Av number of issues	1.883	1.883	2.005	1.883	2.548abc	2.275ac	2.834abc		2.006	2.115ac	2.021	2.592abc	2.350abc	2.937abc	1.745	1.913	1.664
Standard Deviation	1.082	1.082	1.095	1.082	1.201	1.132	1.172		1.108	1.101	1.110	1.167	1.162	1.079	1.134	1.118	1.150
Error Variance	0.003	0.003	0.007	0.003	0.008	0.013	0.011		0.004	0.009	0.004	0.008	0.013	0.009	0.046	0.125	0.070

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	941	448	493	129	147	149	151	112	150	103	276	665	189	274	189	289
Weighted Base	976	485	492	150	181	190	179	129	87	59*	331	645	208	302	209	257
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 15%	68 14%	77 16%	30 20%ghik	41 23%ghik	26 14%g	29 16%g	7 6%	8 9%	4 7%	71 22%ghik	74 11%	39 19%	46 15%	24 11%	36 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 25%	122 25%	121 25%	32 21%i	56 31%hi	62 33%chik	44 24%i	32 25%i	14 16%	5 8%	87 26%hi	156 24%hi	60 29%	88 29%n	41 20%	55 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 30%	141 29%	151 31%	40 27%i	65 36%hi	76 40%cgghik	57 32%hi	33 26%i	16 19%i	5 8%	105 32%hi	188 29%hi	81 39%mo	81 27%	69 33%o	61 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 15%	73 15%	77 16%	23 15%i	44 24%egghik	26 14%i	32 18%i	12 9%	9 10%	3 5%	67 20%ghik	82 13%i	32 15%	57 19%	27 13%	34 13%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	941	448	493	129	147	149	151	112	150	103	276	665	189	274	189	289
Weighted Base	976	485	492	150	181	190	179	129	87	59*	331	645	208	302	209	257
Some other type of call that you didn't want or ask for - for example a market research call	23	11	12	3	6	6	3	4	1	-	9	14	7	10	3	3
	2%	2%	2%	2%	3%	3%	1%	3%	2%	-	3%	2%	4%	3%	1%	1%
SUMMARY CODES																
1 TYPE EXPERIENCED	232	129	102	39	45	56	43	29	16	4	84	148	48	76	58	50
	24%	27%	21%	26%i	25%i	29%hi	24%i	22%i	18%i	7%	25%i	23%i	23%	25%	28%	19%
2 TYPES EXPERIENCED	105	42	63	16	22	23	23	14	7	2	37	68	34	36	12	23
	11%	9%	13%	10%	12%i	12%i	13%i	11%	8%	3%	11%i	11%i	16%no	12%n	6%	9%
3 TYPES EXPERIENCED	56	33	24	11	12	17	5	9	3	*	23	34	14	17	11	14
	6%	7%	5%	7%i	7%	9%fi	3%	7%i	3%	1%	7%i	5%	7%	6%	5%	6%
4 TYPES EXPERIENCED	59	26	33	6	22	10	15	1	2	2	28	31	15	20	12	11
	6%	5%	7%	4%	12%ceghik	5%	8%g	1%	3%	3%	9%ghk	5%	7%	7%	6%	4%
ANY UNSOLICITED CALLS (MOBILE)	454	230	224	71	100	106	87	53	28	8	172	282	111	150	93	99
	46%	47%	45%	48%hi	55%ghik	56%ghik	48%hi	41%i	32%i	14%	52%hik	44%hi	53%o	50%o	45%	39%
None	523	255	268	78	81	84	93	76	59	51	159	364	97	152	116	157
	54%	53%	55%	52%	45%	44%	52%	59%de	68%cdelfj k	86%cdelfg hjk	48%	56%dej	47%	50%	55%	61%lm
Av number of issues	1.883	1.807	1.962	1.779	2.119gk	1.855	1.902	1.666	1.711	2.066	1.977	1.826	1.972	1.880	1.760	1.905
Standard Deviation	1.082	1.061	1.099	1.001	1.206	1.073	1.121	0.844	0.982	1.331	1.135	1.046	1.057	1.077	1.106	1.099
Error Variance	0.003	0.006	0.006	0.017	0.018	0.014	0.017	0.016	0.019	0.127	0.009	0.004	0.012	0.009	0.015	0.011

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	941	543	238	160	464	477	259	682	728	213	769	67	47	58
Weighted Base	976	574	272	131	574	402	310	666	761	215	831	72*	50*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 15%	75 13%	47 17%	23 17%	89 16%	56 14%	47 15%	98 15%	128 17% ⁱ	17 8%	128 15%	10 14%	5 11%	1 6%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 25%	143 25%	69 25%	32 25%	157 27%	87 22%	77 25%	167 25%	198 26%	46 21%	214 26%	20 28%	6 13%	3 15%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 30%	180 31%	77 28%	36 28%	199 35% ^e	94 23%	112 36% ^g	181 27%	244 32% ⁱ	48 23%	262 32% ^l	17 24%	7 13%	7 30%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 15%	82 14%	46 17%	21 16%	99 17%	50 13%	50 16%	99 15%	129 17% ⁱ	20 9%	132 16%	10 14%	5 9%	3 12%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	941	543	238	160	464	477	259	682	728	213	769	67	47	58
Weighted Base	976	574	272	131	574	402	310	666	761	215	831	72*	50*	24*
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	14 2%	9 3%	1 1%	16 3%	7 2%	5 2%	18 3%	17 2%	6 3%	23 3%	- -	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	232 24%	121 21%	82 30%a	28 21%	152 26%e	80 20%	77 25%	154 23%	179 23%	53 25%	195 24%	21 29%	9 19%	6 24%
2 TYPES EXPERIENCED	105 11%	63 11%	28 10%	14 11%	72 13%e	33 8%	34 11%	71 11%	88 12%	17 8%	98 12%k	2 3%	3 7%	2 9%
3 TYPES EXPERIENCED	56 6%	28 5%	21 8%	7 6%	34 6%	23 6%	22 7%	34 5%	50 7%	7 3%	51 6%	4 6%	- -	1 4%
4 TYPES EXPERIENCED	59 6%	39 7%	12 4%	9 7%	39 7%	20 5%	19 6%	41 6%	52 7%	7 3%	52 6%	5 7%	2 3%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	454 46%	253 44%	143 53%a	58 44%	298 52%e	155 39%	153 49%	301 45%	370 49%i	84 39%	398 48%l	32 45%	14 29%	9 39%
None	523 54%	321 56%b	129 47%	72 56%	276 48%	246 61%d	157 51%	365 55%	391 51%	131 61%h	433 52%	40 55%	35 71%j	14 61%
Av number of issues	1.883	1.952	1.733	1.953	1.880	1.890	1.908	1.871	1.941i	1.628	1.909	1.793	1.591	1.564
Standard Deviation	1.082	1.118	0.991	1.116	1.084	1.082	1.099	1.075	1.099	0.967	1.080	1.190	1.005	0.874
Error Variance	0.003	0.006	0.008	0.021	0.005	0.007	0.010	0.004	0.004	0.012	0.003	0.052	0.084	0.036

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	941	46	110	90	69	81	99	99	103	72	47	67	58
Weighted Base	976	41*	108*	81*	75*	84*	111*	124*	118*	89*	50*	72*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 15%	6 16%	17 16%	15 19% ^f	19 25% ^{fl}	11 13%	9 8%	17 14%	19 16%	15 17%	5 11%	10 14%	1 6%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 25%	9 22%	29 27% ^c	11 14%	23 31% ^{cj}	23 27%	26 24%	39 32% ^{cjl}	34 29% ^c	20 22%	6 13%	20 28% ^c	3 15%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 30%	8 19%	40 37% ^{acej}	17 21%	26 34% ^j	18 21%	38 34% ^j	47 38% ^{acej}	46 39% ^{acej}	23 26%	7 13%	17 24%	7 30%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 15%	6 15%	20 19% ^c	6 8%	25 33% ^{bcefgijk l}	11 13%	10 9%	18 15%	24 20% ^{cf}	12 14%	5 9%	10 14%	3 12%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	941	46	110	90	69	81	99	99	103	72	47	67	58
Weighted Base	976	41*	108*	81*	75*	84*	111*	124*	118*	89*	50*	72*	24*
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	* 1%	1 1%	2 2%	1 2%	1 1%	3 3%	7 5%	4 3%	4 5%	- -	- -	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	232 24%	8 20%	20 18%	23 28%	19 25%	14 17%	34 31%behi	41 33%behi	21 18%	15 17%	9 19%	21 29%	6 24%
2 TYPES EXPERIENCED	105 11%	6 13%k	21 19%cik	3 4%	14 18%ck	9 11%	16 15%ck	12 9%	11 9%	6 7%	3 7%	2 3%	2 9%
3 TYPES EXPERIENCED	56 6%	2 5%	4 4%	1 1%	7 9%c	4 4%	3 2%	11 9%c	16 14%bcefij	4 4%	- -	4 6%	1 4%
4 TYPES EXPERIENCED	59 6%	1 3%	8 8%	4 4%	6 9%	5 6%	3 3%	7 6%	8 7%	9 10%	2 3%	5 7%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	454 46%	17 41%	53 49%j	31 39%	46 61%ceijl	32 38%	56 51%j	71 58%ceijl	57 48%j	34 38%	14 29%	32 45%	9 39%
None	523 54%	24 59%	55 51%	50 61%dg	29 39%	53 62%dg	55 49%	53 42%	61 52%	55 62%dg	35 71%bdfgh	40 55%	14 61%dg
Av number of issues	1.883	1.764	2.021f	1.651	2.030f	1.981	1.537	1.783	2.207f	2.191	1.591	1.793	1.564
Standard Deviation	1.082	0.942	1.043	1.218	1.071	1.112	0.813	1.057	1.106	1.271	1.005	1.190	0.874
Error Variance	0.003	0.047	0.022	0.049	0.029	0.046	0.014	0.020	0.026	0.062	0.084	0.052	0.036

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	941	941	666	666	275	-	816	257	640	170	95
Weighted Base	976	976	658	658	318	-**	880	321	718	200	64*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 15%	145 15%	90 14%	90 14%	55 17%	- -	139 16%j	57 18%j	117 16%j	36 18%j	4 7%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 25%	244 25%	142 22%	142 22%	102 32%abc	- -	225 26%j	100 31%j	204 28%j	65 32%j	8 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 30%	293 30%	202 31%	202 31%	91 29%	- -	283 32%j	112 35%j	237 33%j	71 35%j	6 10%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	941	941	666	666	275	-	816	257	640	170	95
Weighted Base	976	976	658	658	318	-**	880	321	718	200	64*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 15%	149 15%	93 14%	93 14%	56 18%	-	144 16%j	58 18%j	122 17%j	38 19%j	4 6%
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	23 2%	11 2%	11 2%	12 4%	-	19 2%	13 4%	19 3%	5 2%	3 4%
SUMMARY CODES											
1 TYPE EXPERIENCED	232 24%	232 24%	135 21%	135 21%	96 30%abc	-	214 24%j	82 26%j	193 27%j	47 23%j	7 12%
2 TYPES EXPERIENCED	105 11%	105 11%	66 10%	66 10%	39 12%	-	100 11%j	46 14%j	87 12%j	24 12%	2 4%
3 TYPES EXPERIENCED	56 6%	56 6%	37 6%	37 6%	19 6%	-	53 6%	18 6%	42 6%	21 10%h	2 3%
4 TYPES EXPERIENCED	59 6%	59 6%	38 6%	38 6%	21 7%	-	58 7%	26 8%	50 7%	15 7%	2 2%
ANY UNSOLICITED CALLS (MOBILE)	454 46%	454 46%	278 42%	278 42%	176 55%abc	-	426 48%j	174 54%j	374 52%j	106 53%j	14 21%
None	523 54%	523 54% ^d	380 58% ^d	380 58% ^d	143 45%	-	454 52%	147 46%	344 48%	95 47%	51 79% ^{fghi}
Av number of issues	1.883	1.883	1.937	1.937	1.799	-	1.901	1.953	1.872	2.032	1.841
Standard Deviation	1.082	1.082	1.101	1.101	1.048	-	1.090	1.118	1.086	1.096	1.106
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.003	0.009	0.004	0.014	0.072

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	941	560	334	402	251	172	127	469	254	343	252	176	133	34	16	19
Weighted Base	976	590	318	454	252	157	145	498	245	386	265	173	149	37**	15**	23**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 15%	145 25%	64 20%	145 32%abgh	145 58%abcegh hijk	50 32%bgh	145 100%abcde ghijkl	115 23%	50 21%	112 29%bh	87 33%abgh	42 24%	73 49%abcegh hijk	4 12%	1 8%	3 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	244 25%	244 41%bh	97 31%	244 54%abehk	121 48%bh	62 39%	90 62%abdeg hjk	244 49%abh	77 31%	244 63%abcde ghjk	133 50%abeh	71 41%b	104 69%abcde ghjk	9 25%	5 35%	4 18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	293 30%	293 50%b	130 41%	293 65%abdeh jk	130 52%b	69 44%	100 69%abdeh jk	293 59%abehk	112 46%	293 76%abcde ghjk	140 53%b	78 45%	110 74%abdegh jk	11 30%	6 39%	6 24%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	941	560	334	402	251	172	127	469	254	343	252	176	133	34	16	19
Weighted Base	976	590	318	454	252	157	145	498	245	386	265	173	149	37**	15**	23**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	149 15%	149 25%	67 21%	149 33%abgh	94 37%abgh	43 27%	73 51%abcdeghik	127 25%	51 21%	126 33%abgh	149 56%abcdeghik	57 33%bh	149 100%abcde fghijk	8 20%	5 36%	2 10%
Some other type of call that you didn't want or ask for - for example a market research call	23 2%	23 4%e	5 2%	23 5%bdeghi	3 1%	* *	3 2%	8 2%	4 2%	6 2%	5 2%	3 2%	2 2%	23 62%	* 3%	23 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	232 24%	232 39%bdefh jkl	80 25%l	232 51%abdef ghijkl	53 21%	32 20%	27 18%	176 35%bdefh jkl	54 22%l	170 44%bdefg h jkl	48 18%	34 20%	19 13%	19 52%	4 30%	16 67%
2 TYPES EXPERIENCED	105 11%	105 18%	47 15%	105 23%bhk	43 17%	28 18%	32 22%	99 20%	39 16%	99 26%abd h j k	47 18%	25 15%	33 22%	5 14%	2 17%	3 12%
3 TYPES EXPERIENCED	56 6%	56 10%	26 8%	56 12%	38 15%ab	18 12%	26 18%abh	56 11%	24 10%	56 15%ab	43 16%ab	22 13%	37 25%abcde ghik	4 11%	1 8%	3 13%
4 TYPES EXPERIENCED	59 6%	59 10%	27 9%	59 13%	59 23%abceghik	20 13%	59 40%abcde ghijk	59 12%	23 9%	59 15%abh	59 22%abcegh i	25 14%	59 40%abcdegh i j k	2 5%	1 8%	1 3%
ANY UNSOLICITED CALLS (MOBILE)	454 46%	454 77%behk	181 57%	454 100%abdegh j k	193 77%behk	98 63%	145 100%abdegh j k	392 79%behk	140 57%	386 100%abdegh j k	199 75%behk	107 62%	149 100%abdegh j k	32 86%	9 63%	23 100%
None	523 54%	137 23%cfil	137 43%acdfgi j l	- -	59 23%cfil	59 37%acdfgi j l	- -	106 21%cfil	106 43%acdfgi j l	- -	66 25%cfil	66 38%acdfgi j l	- -	5 14%	5 37%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	941	560	334	402	251	172	127	469	254	343	252	176	133	34	16	19
Weighted Base	976	590	318	454	252	157	145	498	245	386	265	173	149	37**	15**	23**
Av number of issues	1.883	1.883	2.005	1.883	2.548abc	2.275ac	2.834abc	2.006	2.115ac	2.021	2.592abc	2.350abc	2.937abc	1.745	1.913	1.664
Standard Deviation	1.082	1.082	1.095	1.082	1.201	1.132	1.172	1.108	1.101	1.110	1.167	1.162	1.079	1.134	1.118	1.150
Error Variance	0.003	0.003	0.007	0.003	0.008	0.013	0.011	0.004	0.009	0.004	0.008	0.013	0.009	0.046	0.125	0.070

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	133	62	71	20	36	20	28	10	15	4	56	77	27	45	22	39
Weighted Base	149	73*	77*	23**	44*	26**	32**	12**	9**	3**	67*	82*	32**	57*	27**	34*
Listen to the full message before hanging up	11 7%	6 8%	5 7%	2 10%	4 9%	3 10%	1 4%	- -	- -	1 31%	6 9%	5 6%	1 4%	8 14%	- -	2 5%
Listen to some of the message before hanging up	39 26%	19 26%	20 27%	5 20%	11 24%	3 10%	11 34%	7 57%	3 30%	1 25%	15 23%	24 29%	5 17%	17 30%	7 25%	10 30%
Hang up immediately, as soon as I realise it is a recorded message	100 67%	48 67%	51 67%	16 70%	30 67%	21 80%	20 63%	5 43%	6 70%	1 44%	46 68%	54 66%	25 79%	32 56%	20 75%	22 65%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	50 33%	24 33%	26 33%	7 30%	15 33%	5 20%	12 37%	7 57%	3 30%	2 56%	22 32%	28 34%	7 21%	25 44%	7 25%	12 35%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	133	73	39	21	81	52	42	91	113	20	115	8	4	6
Weighted Base	149	82*	46*	21**	99*	50*	50*	99*	129	20**	132	10**	5**	3**
Listen to the full message before hanging up	11 7%	5 6%	5 12%	1 4%	8 8%	3 6%	1 2%	10 10%	10 8%	1 3%	11 8%	- -	- -	- -
Listen to some of the message before hanging up	39 26%	22 27%	12 25%	5 24%	22 22%	17 33%	15 29%	24 24%	34 26%	5 24%	39 29%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	100 67%	55 67%	29 63%	15 72%	69 70%	30 60%	35 69%	65 66%	85 66%	15 73%	82 62%	10 100%	5 100%	3 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	50 33%	27 33%	17 37%	6 28%	30 30%	20 40%	16 31%	34 34%	44 34%	6 27%	50 38%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	133	6	20	7	18	9	10	16	20	9	4	8	6
Weighted Base	149	6**	20**	6**	25**	11**	10**	18**	24**	12**	5**	10**	3**
Listen to the full message before hanging up	11	-	-	-	4	1	-	1	3	2	-	-	-
	7%	-	-	-	16%	6%	-	7%	12%	19%	-	-	-
Listen to some of the message before hanging up	39	-	8	*	13	3	3	5	2	4	-	-	-
	26%	-	39%	8%	53%	32%	30%	26%	10%	33%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	100	6	12	6	8	7	7	12	18	6	5	10	3
	67%	100%	61%	92%	31%	62%	70%	67%	78%	48%	100%	100%	100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	50	-	8	*	17	4	3	6	5	6	-	-	-
	33%	-	39%	8%	69%	38%	30%	33%	22%	52%	-	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	133	133	86	86	47	-	127	47	106	30	5
Weighted Base	149	149	93*	93*	56*	-**	144	58*	122*	38**	4**
Listen to the full message before hanging up	11 7%	11 7%	4 4%	4 4%	7 12%	-	10 7%	4 7%	9 7%	5 13%	1 23%
Listen to some of the message before hanging up	39 26%	39 26%	25 26%	25 26%	14 25%	-	36 25%	9 16%	26 22%	7 19%	2 45%
Hang up immediately, as soon as I realise it is a recorded message	100 67%	100 67%	64 69%	64 69%	35 62%	-	98 68%	45 77%	87 71%	26 68%	1 32%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	50 33%	50 33%	29 31%	29 31%	21 38%	-	46 32%	13 23%	35 29%	12 32%	3 68%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	133	133	65	133	83	41	63	112	50	110	133	57	133	9	6	3
Weighted Base	149	149	67*	149	94*	43*	73*	127*	51*	126*	149	57*	149	8**	5**	2**
Listen to the full message before hanging up	11 7%	11 7%	4 6%	11 7%	5 6%	1 2%	5 7%	7 6%	4 8%	7 6%	11 7%	2 4%	11 7%	1 8%	- -	1 26%
Listen to some of the message before hanging up	39 26%	39 26%	21 31%	39 26%	21 23%	13 30%	12 16%	31 24%	13 26%	30 24%	39 26%	19 32%	39 26%	3 38%	2 45%	1 22%
Hang up immediately, as soon as I realise it is a recorded message	100 67%	100 67%	42 63%	100 67%	67 72%	29 68%	56 77%	89 70%	34 67%	89 71%	100 67%	37 64%	100 67%	4 54%	3 55%	1 52%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	50 33%	50 33%	25 37%	50 33%	27 28%	14 32%	17 23%	38 30%	17 33%	37 29%	50 33%	21 36%	50 33%	3 46%	2 45%	1 48%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	43	20	23	6	12	4	10	5	4	2	18	25	5	20	6	12
Weighted Base	50*	24**	26**	7**	15**	5**	12**	7**	3**	2**	22**	28**	7**	25**	7**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 61%	15 63%	15 58%	4 62%	6 41%	5 100%	7 56%	7 100%	1 19%	1 45%	10 48%	20 70%	2 38%	16 63%	3 52%	9 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 26%	7 28%	6 24%	1 21%	4 25%	- -	4 36%	2 36%	1 35%	- -	5 24%	8 27%	2 33%	3 10%	4 65%	4 33%
Telling you about a competition	5 9%	3 11%	2 7%	1 9%	2 11%	- -	2 19%	- -	- -	- -	2 10%	2 8%	1 19%	1 5%	- -	2 19%
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 30%	8 33%	7 28%	3 45%	6 43%	1 12%	3 21%	1 18%	1 19%	1 55%	9 44%	6 20%	1 19%	8 34%	2 28%	4 32%
Other type	3 6%	- -	3 11%	- -	1 9%	- -	2 13%	- -	- -	- -	1 6%	2 5%	2 24%	1 5%	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	44 89%	24 98%	21 80%	7 100%	13 91%	5 100%	9 74%	7 100%	1 54%	2 100%	20 94%	24 85%	3 53%	24 95%	6 93%	11 94%
ANY EXC. APPOINTMENT REMINDERS	35 71%	20 81%	16 62%	5 74%	8 58%	5 100%	8 64%	7 100%	1 54%	1 45%	14 63%	22 77%	3 53%	18 73%	4 65%	9 80%
Can't Remember	3 6%	* 2%	2 9%	- -	- -	- -	2 13%	- -	1 46%	- -	- -	3 10%	2 24%	- -	* 7%	1 6%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	43	23	14	6	25	18	14	29	37	6	43	-	-	-
Weighted Base	50*	27**	17**	6**	30**	20**	16**	34**	44*	6**	50*	-**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 61%	20 73%	8 45%	3 49%	16 54%	14 71%	11 72%	19 55%	25 57%	5 91%	30 61%	- -	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 26%	6 24%	5 32%	1 21%	7 22%	6 31%	5 31%	8 23%	13 29%	-	13 26%	-	-	-
Telling you about a competition	5 9%	3 12%	1 8%	-	4 13%	1 4%	3 17%	2 6%	5 10%	-	5 9%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 30%	9 32%	5 30%	1 22%	11 36%	4 22%	6 39%	9 26%	10 23%	5 91%	15 30%	-	-	-
Other type	3 6%	2 6%	1 8%	-	3 9%	-	-	3 8%	3 6%	-	3 6%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	44 89%	25 94%	15 90%	4 63%	25 84%	19 96%	16 100%	29 84%	39 89%	5 91%	44 89%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	35 71%	22 83%	10 59%	3 49%	19 62%	17 84%	12 78%	23 68%	30 68%	5 91%	35 71%	-	-	-
Can't Remember	3 6%	-	*	2 37%	2 7%	1 4%	-	3 8%	2 5%	*	3 6%	-	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	43	-	8	1	12	4	4	5	4	5	-	-	-
Weighted Base	50*	..	8**	***	17**	4**	3**	6**	5**	6**	..	..	..
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 61%	- -	6 78%	- -	7 44%	2 47%	2 49%	4 63%	4 84%	5 79%	- -	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 26%	- -	5 62%	- -	3 17%	- -	2 60%	1 16%	2 46%	- -	- -	- -	- -
Telling you about a competition	5 9%	- -	2 28%	- -	1 7%	- -	- -	1 19%	- -	- -	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 30%	- -	- -	- -	9 51%	3 62%	1 16%	- -	1 16%	3 43%	- -	- -	- -
Other type	3 6%	- -	- -	- -	2 9%	- -	- -	1 22%	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	44 89%	- -	8 100%	- -	15 91%	3 62%	2 76%	5 78%	5 100%	6 100%	- -	- -	- -
ANY EXC. APPOINTMENT REMINDERS	35 71%	- -	8 100%	- -	9 54%	2 47%	2 76%	5 78%	4 84%	5 79%	- -	- -	- -
Can't Remember	3 6%	- -	- -	* 100%	- -	2 38%	1 24%	- -	- -	- -	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	43	43	25	25	18	-	39	12	29	11	3
Weighted Base	50*	50*	29**	29**	21**	-**	46*	13**	35**	12**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 61%	30 61%	18 62%	18 62%	13 59%	-	28 60%	7 49%	20 57%	8 69%	1 48%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 26%	13 26%	9 30%	9 30%	4 20%	-	12 25%	3 21%	8 22%	3 23%	1 48%
Telling you about a competition	5 9%	5 9%	3 10%	3 10%	2 7%	-	5 10%	-	1 3%	1 6%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 30%	15 30%	6 20%	6 20%	9 45%	-	14 31%	5 40%	12 34%	1 10%	1 33%
Other type	3 6%	3 6%	2 5%	2 5%	1 6%	-	3 6%	-	1 4%	-	-
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	44 89%	44 89%	25 87%	25 87%	19 92%	-	41 89%	12 89%	33 92%	11 87%	2 81%
ANY EXC. APPOINTMENT REMINDERS	35 71%	35 71%	22 77%	22 77%	13 63%	-	33 71%	8 62%	24 69%	10 82%	1 48%
Can't Remember	3 6%	3 6%	2 8%	2 8%	* 2%	-	2 5%	2 11%	2 4%	2 13%	* 19%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	43	43	21	43	22	12	14	32	15	31	43	18	43	4	2	2
Weighted Base	50*	50*	25**	50*	27**	14**	17**	38**	17**	37**	50*	21**	50*	3**	2**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 61%	30 61%	15 62%	30 61%	15 57%	9 68%	8 46%	29 77%	12 72%	28 77%	30 61%	13 63%	30 61%	3 100%	2 100%	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 26%	13 26%	7 26%	13 26%	4 17%	4 26%	2 9%	9 25%	4 23%	9 26%	13 26%	5 23%	13 26%	- -	- -	- -
Telling you about a competition	5 9%	5 9%	3 12%	5 9%	3 10%	2 13%	1 8%	5 12%	3 17%	5 12%	5 9%	3 14%	5 9%	1 33%	1 48%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 30%	15 30%	6 23%	15 30%	9 32%	4 29%	7 40%	10 27%	4 22%	10 27%	15 30%	5 25%	15 30%	2 67%	1 52%	1 100%
Other type	3 6%	3 6%	2 6%	3 6%	1 5%	- -	1 7%	2 4%	2 9%	2 4%	3 6%	2 7%	3 6%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	44 89%	44 89%	22 88%	44 89%	24 89%	14 100%	14 83%	35 92%	14 82%	34 92%	44 89%	18 85%	44 89%	3 100%	2 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	35 71%	35 71%	19 76%	35 71%	18 67%	11 80%	9 52%	31 82%	13 77%	30 81%	35 71%	15 72%	35 71%	3 100%	2 100%	1 100%
Can't Remember	3 6%	3 6%	2 6%	3 6%	2 6%	- -	2 9%	2 4%	2 9%	2 4%	3 6%	2 7%	3 6%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Silent Calls	272 25%	128 24%	144 25%	35 22%	56 29%e	33 17%	51 28%e	36 23%	33 29%e	27 26%e	91 26%e	181 24%	61 28%	93 28%	48 21%	70 22%
Sales/marketing texts	244 22%	122 23%	121 21%	32 20%i	56 29%hik	62 32%cg <h>ik</h>	44 23%hi	32 21%i	14 12%i	5 5%	87 25%hi	156 21%hi	60 27%no	88 27%no	41 18%	55 17%
Sales/marketing calls	457 42%	219 41%	238 42%	49 31%	75 39%	90 46% cj	87 47% cj	65 42%	53 47% cj	39 38%	124 35%	333 44% cj	107 49% o	139 42%	97 42%	113 35%
Recorded message	283 26%	136 25%	147 26%	31 19%	57 30%	41 21%	62 33% cei	37 24%	33 29%	23 22%	88 25%	195 26%	70 32%no	100 30% o	51 22%	62 19%
Other type	40 4%	16 3%	24 4%	3 2%	8 4%	8 4%	6 4%	9 6%i	6 5%i	1 1%	10 3%	29 4%	14 6%no	16 5% n	3 1%	7 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	263 24%	137 26%	126 22%	44 28% g	36 19%	56 28% g	49 26%	26 17%	27 24%	25 24%	80 23%	183 24%	45 20%	75 23%	68 29% l	76 24%
2 TYPES EXPERIENCED	159 14%	75 14%	84 15%	15 10%	27 14%	29 15%	29 15%	31 20% cij	18 16%	11 11%	42 12%	117 16%	44 20%no	59 18% o	27 12%	29 9%
3 TYPES EXPERIENCED	112 10%	58 11%	54 10%	10 7%	22 12%	11 6%	18 10%	24 15% ce	16 15% ce	11 11%	33 9%	80 11%	24 11%	44 13%	18 8%	27 8%
4 TYPES EXPERIENCED	91 8%	41 8%	51 9%	11 7%	24 13% ghi	21 11% gi	20 11% gi	5 4%	5 5%	4 4%	35 10% gi	56 7%	28 13% o	26 8%	17 7%	20 6%
5 TYPES EXPERIENCED	3 *	1 *	2 *	- -	1 1%	1 *	- -	- -	1 1%	- -	1 *	1 *	2 1%	- -	- -	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 58%	313 59%	321 57%	81 51%	110 58%	118 60%	118 64% ci	87 56%	68 61%i	51 49%	192 55%	443 59% i	142 65% o	207 63% o	130 56%	155 48%
None	465 42%	222 41%	244 43%	77 49% f	80 42%	78 40%	67 36%	68 44%	44 39%	52 51% fhk	156 45%	309 41%	76 35%	123 37%	101 44%	165 52% lm
Mean number of mentions	2.103	2.034	2.171	1.863	2.343 ci	2.038	2.167	2.152	2.109	1.877	2.139	2.088	2.296 n	2.177 n	1.873	2.021
Standard Deviation	1.165	1.118	1.207	1.107	1.182	1.226	1.264	1.017	1.155	1.013	1.172	1.163	1.154	1.161	1.083	1.216
Error Variance	0.002	0.004	0.005	0.019	0.016	0.016	0.016	0.014	0.012	0.012	0.009	0.003	0.010	0.007	0.010	0.008

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Silent Calls	272	154	72	46	139	133	69	203	228	44	233	25	9	5
	25%	24%	24%	27%	23%	26%	21%	26%	27% ⁱ	18%	25%	27%	17%	19%
Sales/marketing texts	244	143	69	32	157	87	77	167	198	46	214	20	6	3
	22%	22%	23%	19%	26% ^e	17%	24%	21%	23%	18%	23%	22%	11%	14%
Sales/marketing calls	457	282	99	75	268	188	146	311	356	101	398	34	15	10
	42%	44% ^b	34%	44% ^b	45% ^e	37%	45%	40%	42%	41%	43% ^l	37%	27%	38%
Recorded message	283	164	70	49	166	117	80	203	229	54	249	22	8	4
	26%	26%	24%	29%	28%	23%	25%	26%	27%	22%	27%	24%	14%	16%
Other type	40	25	9	7	25	15	12	28	30	9	38	2	-	-
	4%	4%	3%	4%	4%	3%	4%	4%	4%	4%	4%	2%	-	-
SUMMARY CODES														
1 TYPE EXPERIENCED	263	135	88	40	153	110	84	180	193	70	216	29	12	6
	24%	21%	30% ^a	24%	26%	22%	26%	23%	23%	28%	23%	32%	21%	23%
2 TYPES EXPERIENCED	159	102	32	25	97	61	47	112	121	38	139	9	7	3
	14%	16%	11%	15%	16%	12%	14%	14%	14%	15%	15%	10%	13%	13%
3 TYPES EXPERIENCED	112	70	25	17	61	51	30	82	94	18	102	9	1	1
	10%	11%	9%	10%	10%	10%	9%	11%	11%	7%	11% ^l	9%	1%	6%
4 TYPES EXPERIENCED	91	52	25	14	54	37	26	66	78	13	82	6	2	1
	8%	8%	8%	8%	9%	7%	8%	8%	9%	5%	9%	6%	4%	5%
5 TYPES EXPERIENCED	3	2	-	*	2	1	1	1	2	1	3	-	-	-
	*	*	-	*	*	*	*	*	*	*	*	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635	365	170	100	372	263	191	444	493	141	546	54	22	12
	58%	58%	58%	58%	62% ^e	52%	59%	57%	58%	57%	59% ^l	58%	40%	48%
None	465	269	126	71	223	242	133	333	359	107	380	39	33	13
	42%	42%	42%	42%	38%	48% ^d	41%	43%	42%	43%	41%	42%	60% ^j	52%
Mean number of mentions	2.103	2.171 ^b	1.923	2.162	2.098	2.111	2.072	2.117	2.171 ⁱ	1.867	2.140	1.942	1.735	1.844
Standard Deviation	1.165	1.158	1.118	1.246	1.164	1.169	1.200	1.151	1.180	1.081	1.161	1.270	0.990	1.052
Error Variance	0.002	0.004	0.008	0.013	0.005	0.004	0.009	0.003	0.003	0.008	0.003	0.028	0.049	0.038

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Silent Calls	272	16	23	28	37	26	14	31	40	17	9	25	5
	25%	36%bfij	20%	31%fi	45%bfghijkl	29%fi	12%	22%	28%fi	16%	17%	27%fi	19%
Sales/marketing texts	244	9	29	11	23	23	26	39	34	20	6	20	3
	22%	20%	25%c	12%	28%cj	26%c	23%	28%cj	24%c	18%	11%	22%	14%
Sales/marketing calls	457	14	49	27	43	30	55	59	72	47	15	34	10
	42%	33%	43%	30%	52%cej	34%	48%cj	42%	51%acejk	43%	27%	37%	38%
Recorded message	283	9	31	17	36	28	25	34	46	22	8	22	4
	26%	20%	27%	19%	44%abcfgjkl	32%j	22%	24%	33%cijl	20%	14%	24%	16%
Other type	40	2	2	3	2	1	4	11	6	7	-	2	-
	4%	5%	1%	3%	3%	1%	3%	8%be	4%	6%	-	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	263	7	25	26	19	12	37	33	27	30	12	29	6
	24%	17%	22%	29%e	22%	14%	32%e	23%	20%	28%e	21%	32%e	23%
2 TYPES EXPERIENCED	159	6	20	8	19	17	24	18	19	8	7	9	3
	14%	15%	17%i	9%	23%cik	19%i	20%ci	13%	14%	7%	13%	10%	13%
3 TYPES EXPERIENCED	112	4	11	9	13	13	8	16	22	6	1	9	1
	10%	9%	10%	10%	16%ij	15%ij	7%	12%j	16%fij	5%	1%	9%	6%
4 TYPES EXPERIENCED	91	3	9	4	10	5	5	15	17	14	2	6	1
	8%	6%	8%	4%	12%	6%	5%	11%	12%c	13%cf	4%	6%	5%
5 TYPES EXPERIENCED	3	2	-	-	-	1	-	-	-	-	-	-	-
*		5%bcfghik	-	-	-	1%	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635	22	65	48	63	48	74	84	86	57	22	54	12
	58%	50%	57%	53%	75%abceghijkl	54%	63%j	59%j	61%j	53%	40%	58%	48%
None	465	22	49	43	21	40	42	58	54	50	33	39	13
	42%	50%d	43%d	47%d	25%	46%d	37%	41%d	39%	47%d	60%dfgh	42%d	52%d
Mean number of mentions	2.103	2.357	2.097	1.894	2.309f	2.277f	1.752	2.217f	2.361cf	2.063	1.735	1.942	1.844
Standard Deviation	1.165	1.328	1.105	1.208	1.177	1.015	0.919	1.224	1.175	1.277	0.990	1.270	1.052
Error Variance	0.002	0.065	0.017	0.028	0.023	0.021	0.013	0.022	0.018	0.033	0.049	0.028	0.038

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Silent Calls	272 25%	252 26%d	217 29%d	197 30%d	55 17%	20 22%	242 26%	82 25%	188 25%	62 29%	27 23%
Sales/marketing texts	244 22%	244 25%be	142 19%e	142 22%e	102 32%abce	-	225 24%j	100 31%fj	204 27%j	65 30%j	8 6%
Sales/marketing calls	457 42%	426 44%d	366 49%ade	335 51%ade	91 29%	31 34%	408 43%	145 45%	320 43%	97 45%	42 35%
Recorded message	283 26%	265 27%d	226 30%de	209 32%de	56 18%	18 20%	260 27%j	106 32%j	211 28%j	76 36%j	22 18%
Other type	40 4%	37 4%	28 4%	26 4%	12 4%	3 3%	35 4%	17 5%	26 4%	10 5%	4 3%
SUMMARY CODES											
1 TYPE EXPERIENCED	263 24%	236 24%	174 23%	147 22%	89 28%	27 30%	218 23%	75 23%	185 25%i	36 17%	36 30%i
2 TYPES EXPERIENCED	159 14%	153 16%e	113 15%e	108 16%e	45 14%e	6 7%	141 15%	56 17%	118 16%	34 16%	13 11%
3 TYPES EXPERIENCED	112 10%	102 10%d	94 13%d	83 13%d	19 6%	10 11%	101 11%	37 12%	72 10%	32 15%h	10 8%
4 TYPES EXPERIENCED	91 8%	90 9%e	69 9%e	68 10%e	22 7%e	1 1%	88 9%j	38 12%j	76 10%j	27 12%j	3 3%
5 TYPES EXPERIENCED	3 *	3 *	2 *	2 *	1 *	-	3 *	2 1%	2 *	1 *	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 58%	590 60%e	459 61%e	415 63%de	176 55%	44 49%	557 59%	209 64%j	457 61%j	131 62%	62 52%
None	465 42%	386 40%	289 39%	243 37%	143 45%c	46 51%abc	392 41%	116 36%	289 39%	82 38%	57 48%gh

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \\ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Mean number of mentions	2.103	2.136de	2.194de	2.251de	1.866	1.659	2.165j	2.236j	2.137j	2.434fhj	1.691
Standard Deviation	1.165	1.175	1.189	1.201	1.067	0.914	1.185	1.179	1.185	1.177	0.933
Error Variance	0.002	0.002	0.003	0.003	0.008	0.013	0.003	0.008	0.003	0.012	0.010

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19	
1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**	
272 25%	272 43%	191 53%acgim	193 43%	272 100%abchg hijklm	177 100%abchg hijklm	145 100%abcgh ijklm	213 40%	134 48%g	156 40%	167 59%acghim	118 62%acghim	94 63%acghim	14 34%	10 61%	3 14%	
244 22%	244 38%bh	97 27%	244 54%abdeg hkm	121 44%bhm	62 35%	90 62%abdeg hkm	244 46%abehm	77 28%	244 63%abcde ghjkm	133 47%abehm	71 37%bh	104 69%abcde ghjkm	9 23%	5 30%	4 18%	
457 42%	457 72%im	294 81%acdfm	320 71%im	199 73%im	136 77%im	105 72%im	457 86%acde fjlm	276 100%abcde fgijklm	314 81%acdfm	218 77%im	156 81%acm	115 77%im	21 52%	13 73%	8 35%	
283 26%	283 45%	200 55%acgi	199 44%	167 61%acgim	112 64%acgim	87 60%acgim	237 45%	149 54%acgi	171 44%	283 100%abcd efghim	191 100%abcd efghim	149 100%abcde fghim	15 37%	10 56%	5 23%	
40 4%	40 6%	22 6%	32 7%	14 5%	11 6%	4 3%	21 4%	15 5%	14 4%	15 5%	12 7%	8 5%	40 100%abcd efghijkl	17 100%	23 100%	
263 24%	263 41%bdefh ijklm	125 34%defjklm	167 37%defhjklm	42 15%im	24 13%im	23 16%im	189 36%defjklm	80 29%defjklm	130 34%defjklm	32 11%im	21 11%	15 10%	-	-	-	
159 14%	159 25%	89 25%	119 26%	53 20%	39 22%	26 18%	130 25%	68 25%	97 25%	65 23%	41 22%	30 20%	15 39%dfkl	3 15%	13 57%	
112 10%	112 18%	83 23%ci	69 15%	85 31%abcfg il	62 35%abcfg ilm	29 20%	109 21%	75 27%aci	63 16%	88 31%abcfg il	69 36%abcfg hilm	29 20%	6 15%	3 19%	3 11%	
91 8%	91 14%	58 16%	89 20%a	84 31%abcgh i	45 25%abg	64 44%abcde ghijklm	91 17%	48 17%	88 23%ab	88 31%abcgh i	52 27%abcgh	69 46%abcde ghijklm	9 24%	4 26%	5 22%	

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
5 TYPES EXPERIENCED	3 *	3 *	2 1%	3 1%	2 1%	2 1%	* *	3 1%	* *	2 1%	3 1%	2 1%	2 2%	3 7% abcdf ghijk	2 10%	1 4%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 58%	635 100%	362 100%	454 100%	272 100%	177 100%	145 100%	529 100%	276 100%	386 100%	283 100%	191 100%	149 100%	40 100%	17 100%	23 100%
None	465 42%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.103	2.103	2.279a	2.249	2.891abc	2.876abc	2.998abc	2.257a	2.407a	2.366a	2.938abc	2.937abc	3.192abc	3.463abc	4.197	2.892
Standard Deviation	1.165	1.165	1.191	1.234	1.162	1.143	1.197	1.196	1.184	1.262	1.112	1.104	1.170	1.471	1.478	1.221
Error Variance	0.002	0.002	0.004	0.004	0.005	0.006	0.011	0.003	0.005	0.005	0.004	0.006	0.010	0.060	0.121	0.078

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1066	507	559	130	151	151	156	127	187	164	281	785	201	305	211	349
Weighted Base	1066	523	542	150	187	192	183	147	109	97	338	728	217	324	227	298
Silent Calls	272 25%	128 24%	144 27%	35 23%	56 30%e	33 17%	51 28%e	36 25%	33 30%e	27 28%e	91 27%e	181 25%	61 28%	93 29%	48 21%	70 24%
Sales/marketing texts	244 23%	122 23%	121 22%	32 21%i	56 30%hik	62 32%chik	44 24%hi	32 22%i	14 13%i	5 5%	87 26%hi	156 21%hi	60 27%no	88 27%no	41 18%	55 18%
Sales/marketing calls	457 43%	219 42%	238 44%	49 32%	75 40%	90 47%c	87 47%cj	65 44%	53 48%cj	39 41%	124 37%	333 46%cj	107 49%o	139 43%	97 43%	113 38%
Recorded message	283 27%	136 26%	147 27%	31 21%	57 30%	41 21%	62 34%ce	37 25%	33 30%	23 23%	88 26%	195 27%	70 32%no	100 31%o	51 22%	62 21%
Other type	40 4%	16 3%	24 4%	3 2%	8 4%	8 4%	6 4%	9 6%i	6 5%i	1 1%	10 3%	29 4%	14 6%no	16 5%n	3 1%	7 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	263 25%	137 26%	126 23%	44 29%g	36 19%	56 29%g	49 27%	26 18%	27 25%	25 26%	80 24%	183 25%	45 21%	75 23%	68 30%l	76 25%
2 TYPES EXPERIENCED	159 15%	75 14%	84 15%	15 10%	27 14%	29 15%	29 16%	31 21%cij	18 16%	11 11%	42 12%	117 16%	44 20%no	59 18%o	27 12%	29 10%
3 TYPES EXPERIENCED	112 11%	58 11%	54 10%	10 7%	22 12%	11 6%	18 10%	24 16%ce	16 15%ce	11 11%	33 10%	80 11%	24 11%	44 14%	18 8%	27 9%
4 TYPES EXPERIENCED	91 9%	41 8%	51 9%	11 8%	24 13%ghi	21 11%gi	20 11%gi	5 4%	5 5%	4 4%	35 10%gi	56 8%	28 13%o	26 8%	17 7%	20 7%
5 TYPES EXPERIENCED	3 *	1 *	2 *	- -	1 1%	1 *	- -	- -	1 1%	- -	1 *	1 *	2 1%	- -	- -	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 60%	313 60%	321 59%	81 54%	110 59%	118 62%	118 65%i	87 59%	68 63%	51 52%	192 57%	443 61%	142 65%o	207 64%o	130 57%	155 52%
None	431 40%	210 40%	221 41%	69 46%	77 41%	74 38%	65 35%	60 41%	41 37%	46 48%f	146 43%	286 39%	75 35%	116 36%	97 43%	143 48%lm
Mean number of mentions	2.103	2.034	2.171	1.863	2.343ci	2.038	2.167	2.152	2.109	1.877	2.139	2.088	2.296n	2.177n	1.873	2.021
Standard Deviation	1.165	1.118	1.207	1.107	1.182	1.226	1.264	1.017	1.155	1.013	1.172	1.163	1.154	1.161	1.083	1.216
Error Variance	0.002	0.004	0.005	0.019	0.016	0.016	0.016	0.014	0.012	0.012	0.009	0.003	0.010	0.007	0.010	0.008

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1066	608	251	207	474	592	267	799	817	249	856	97	51	62
Weighted Base	1066	623	282	161	586	480	318	748	824	242	898	91*	52*	25*
Silent Calls	272	154	72	46	139	133	69	203	228	44	233	25	9	5
	25%	25%	25%	29%	24%	28%	22%	27%	28% <i>i</i>	18%	26%	28%	17%	19%
Sales/marketing texts	244	143	69	32	157	87	77	167	198	46	214	20	6	3
	23%	23%	24%	20%	27% <i>e</i>	18%	24%	22%	24%	19%	24%	23%	12%	14%
Sales/marketing calls	457	282	99	75	268	188	146	311	356	101	398	34	15	10
	43%	45% <i>b</i>	35%	47% <i>b</i>	46% <i>e</i>	39%	46%	42%	43%	42%	44% <i>l</i>	38%	29%	38%
Recorded message	283	164	70	49	166	117	80	203	229	54	249	22	8	4
	27%	26%	25%	30%	28%	24%	25%	27%	28%	22%	28%	24%	15%	16%
Other type	40	25	9	7	25	15	12	28	30	9	38	2	-	-
	4%	4%	3%	4%	4%	3%	4%	4%	4%	4%	4%	2%	-	-
SUMMARY CODES														
1 TYPE EXPERIENCED	263	135	88	40	153	110	84	180	193	70	216	29	12	6
	25%	22%	31% <i>a</i>	25%	26%	23%	26%	24%	23%	29%	24%	32%	22%	23%
2 TYPES EXPERIENCED	159	102	32	25	97	61	47	112	121	38	139	9	7	3
	15%	16%	11%	15%	17%	13%	15%	15%	15%	16%	15%	10%	14%	13%
3 TYPES EXPERIENCED	112	70	25	17	61	51	30	82	94	18	102	9	1	1
	11%	11%	9%	11%	10%	11%	10%	11%	11%	8%	11% <i>l</i>	9%	2%	6%
4 TYPES EXPERIENCED	91	52	25	14	54	37	26	66	78	13	82	6	2	1
	9%	8%	9%	9%	9%	8%	8%	9%	9%	5%	9%	6%	5%	5%
5 TYPES EXPERIENCED	3	2	-	*	2	1	1	1	2	1	3	-	-	-
	*	*	-	*	*	*	*	*	*	*	*	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635	365	170	100	372	263	191	444	493	141	546	54	22	12
	60%	59%	60%	62%	63% <i>e</i>	55%	60%	59%	60%	58%	61% <i>l</i>	60%	42%	48%
None	431	258	112	61	214	217	127	304	331	101	351	36	30	13
	40%	41%	40%	38%	37%	45% <i>d</i>	40%	41%	40%	42%	39%	40%	58% <i>j</i>	52%
Mean number of mentions	2.103	2.171 <i>b</i>	1.923	2.162	2.098	2.111	2.072	2.117	2.171 <i>i</i>	1.867	2.140	1.942	1.735	1.844
Standard Deviation	1.165	1.158	1.118	1.246	1.164	1.169	1.200	1.151	1.180	1.081	1.161	1.270	0.990	1.052
Error Variance	0.002	0.004	0.008	0.013	0.005	0.004	0.009	0.003	0.003	0.008	0.003	0.028	0.049	0.038

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1066	50	120	99	77	87	103	104	128	88	51	97	62
Weighted Base	1066	44*	114	86*	81*	88*	114*	129*	139	103*	52*	91*	25*
Silent Calls	272 25%	16 37%bfij	23 20%	28 33%fi	37 46%befghijk l	26 29%fcj	14 12%	31 24%fcj	40 28%fcj	17 17%	9 17%	25 28%fcj	5 19%
Sales/marketing texts	244 23%	9 21%	29 25%cd	11 13%	23 29%cdj	23 26%cd	26 23%	39 31%cdj	34 24%	20 19%	6 12%	20 23%	3 14%
Sales/marketing calls	457 43%	14 33%	49 43%	27 32%	43 53%acej	30 35%	55 48%cdj	59 46%	72 52%acej	47 45%	15 29%	34 38%	10 38%
Recorded message	283 27%	9 20%	31 27%	17 20%	36 45%abcfghijk l	28 32%j	25 22%	34 26%	46 33%cdj	22 21%	8 15%	22 24%	4 16%
Other type	40 4%	2 5%	2 1%	3 4%	2 3%	1 1%	4 3%	11 9%beijkl	6 4%	7 7%	- -	2 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	263 25%	7 17%	25 22%	26 30%e	19 23%	12 14%	37 32%eh	33 26%	27 20%	30 29%e	12 22%	29 32%eh	6 23%
2 TYPES EXPERIENCED	159 15%	6 15%	20 17%id	8 9%	19 24%cdik	17 19%id	24 21%cdi	18 14%	19 14%	8 7%	7 14%	9 10%	3 13%
3 TYPES EXPERIENCED	112 11%	4 9%	11 10%	9 10%	13 16%ij	13 15%j	8 7%	16 13%j	22 16%ij	6 5%	1 2%	9 9%	1 6%
4 TYPES EXPERIENCED	91 9%	3 6%	9 8%	4 4%	10 12%	5 6%	5 5%	15 12%	17 12%	14 14%cf	2 5%	6 6%	1 5%
5 TYPES EXPERIENCED	3 *	2 5%bcfghik	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 60%	22 51%	65 57%	48 56%	63 78%abcehijk l	48 55%	74 64%jl	84 65%jl	86 62%j	57 56%	22 42%	54 60%	12 48%
None	431 40%	21 49%cd	49 43%cd	38 44%cd	18 22%	40 45%cd	41 36%	45 35%	53 38%cd	45 44%cd	30 58%dfgh	36 40%cd	13 52%dfgh
Mean number of mentions	2.103	2.357	2.097	1.894	2.309f	2.277f	1.752	2.217f	2.361cf	2.063	1.735	1.942	1.844
Standard Deviation	1.165	1.328	1.105	1.208	1.177	1.015	0.919	1.224	1.175	1.277	0.990	1.270	1.052

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1066	50	120	99	77	87	103	104	128	88	51	97	62
Weighted Base	1066	44*	114	86*	81*	88*	114*	129*	139	103*	52*	91*	25*
Error Variance	0.002	0.065	0.017	0.028	0.023	0.021	0.013	0.022	0.018	0.033	0.049	0.028	0.038

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1066	941	791	666	275	125	873	260	662	181	162
Weighted Base	1066	976	748	658	318	90	926	325	738	211	108
Silent Calls	272 25%	252 26%d	217 29%d	197 30%d	55 17%	20 22%	242 26%	82 25%	188 25%	62 29%	27 25%
Sales/marketing texts	244 23%	244 25%be	142 19%e	142 22%e	102 32%abce	-	225 24%j	100 31%j	204 28%j	65 31%j	8 7%
Sales/marketing calls	457 43%	426 44%d	366 49%ade	335 51%ade	91 29%	31 34%	408 44%	145 45%	320 43%	97 46%	42 39%
Recorded message	283 27%	265 27%d	226 30%de	209 32%de	56 18%	18 20%	260 28%	106 32%j	211 29%j	76 36%j	22 20%
Other type	40 4%	37 4%	28 4%	26 4%	12 4%	3 3%	35 4%	17 5%	26 4%	10 5%	4 3%
SUMMARY CODES											
1 TYPE EXPERIENCED	263 25%	236 24%	174 23%	147 22%	89 28%	27 30%	218 24%	75 23%	185 25%i	36 17%	36 33%fgi
2 TYPES EXPERIENCED	159 15%	153 16%e	113 15%e	108 16%e	45 14%e	6 7%	141 15%	56 17%	118 16%	34 16%	13 13%
3 TYPES EXPERIENCED	112 11%	102 10%d	94 13%d	83 13%d	19 6%	10 11%	101 11%	37 12%	72 10%	32 15%	10 9%
4 TYPES EXPERIENCED	91 9%	90 9%e	69 9%e	68 10%e	22 7%e	1 1%	88 9%j	38 12%j	76 10%j	27 13%j	3 3%
5 TYPES EXPERIENCED	3 *	3 *	2 *	2 *	1 *	- -	3 *	2 1%	2 *	1 *	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635 60%	590 60%e	459 61%e	415 63%de	176 55%	44 49%	557 60%	209 64%	457 62%	131 62%	62 58%
None	431 40%	386 40%	289 39%	243 37%	143 45%c	46 51%abc	370 40%	116 36%	281 38%	80 38%	45 42%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \\ Don't access the internet (j)
Unweighted Base	1066	941	791	666	275	125	873	260	662	181	162
Weighted Base	1066	976	748	658	318	90	926	325	738	211	108
Mean number of mentions	2.103	2.136de	2.194de	2.251de	1.866	1.659	2.165j	2.236j	2.137j	2.434fhj	1.691
Standard Deviation	1.165	1.175	1.189	1.201	1.067	0.914	1.185	1.179	1.185	1.177	0.933
Error Variance	0.002	0.002	0.003	0.003	0.008	0.013	0.003	0.008	0.003	0.012	0.010

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1066	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1066	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Silent Calls	272 25%	272 43%	191 53%acgim	193 43%	272 100%abchg hijklm	177 100%abchg hijklm	145 100%abcgh ijklm	213 40%	134 48%g	156 40%	167 59%acghim	118 62%acghim	94 63%acghim	14 34%	10 61%	3 14%
Sales/marketing texts	244 23%	244 38%bh	97 27%	244 54%abdeg hkm	121 44%bhm	62 35%	90 62%abdeg hjkm	244 46%abehm	77 28%	244 63%abcde ghjkm	133 47%abehm	71 37%bh	104 69%abcde ghjkm	9 23%	5 30%	4 18%
Sales/marketing calls	457 43%	457 72%im	294 81%acdfm	320 71%im	199 73%im	136 77%im	105 72%im	457 86%acde fjlm	276 100%abcde fgijklm	314 81%acdfm	218 77%im	156 81%acm	115 77%im	21 52%	13 73%	8 35%
Recorded message	283 27%	283 45%	200 55%acgi	199 44%	167 61%acgim	112 64%acgim	87 60%acgim	237 45%	149 54%acgi	171 44%	283 100%abcd efghim	191 100%abcd efghim	149 100%abcde fghim	15 37%	10 56%	5 23%
Other type	40 4%	40 6%	22 6%	32 7%	14 5%	11 6%	4 3%	21 4%	15 5%	14 4%	15 5%	12 7%	8 5%	40 100%abcd efghijkl	17 100%	23 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	263 25%	263 41%bdefh ijklm	125 34%defjkl lm	167 37%defh klm	42 15%im	24 13%im	23 16%im	189 36%defjkl lm	80 29%defjkl lm	130 34%defjkl lm	32 11%im	21 11%	15 10%	-	-	-
2 TYPES EXPERIENCED	159 15%	159 25%	89 25%	119 26%	53 20%	39 22%	26 18%	130 25%	68 25%	97 25%	65 23%	41 22%	30 20%	15 39%dfkl	3 15%	13 57%
3 TYPES EXPERIENCED	112 11%	112 18%	83 23%ci	69 15%	85 31%abcfg ilm	62 35%abcfg ilm	29 20%	109 21%	75 27%aci	63 16%	88 31%abcfg il	69 36%abcfg hilm	29 20%	6 15%	3 19%	3 11%
4 TYPES EXPERIENCED	91 9%	91 14%	58 16%	89 20%a	84 31%abcgh i	45 25%abg	64 44%abcde ghijkm	91 17%	48 17%	88 23%ab	88 31%abcgh i	52 27%abcgh	69 46%abcde ghijkm	9 24%	4 26%	5 22%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1066	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1066	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
5 TYPES EXPERIENCED	3	3	2	3	2	2	*	3	*	2	3	2	2	3	2	1
	*	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	2%	7% ghijk	10%	4%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	635	635	362	454	272	177	145	529	276	386	283	191	149	40	17	23
	60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	431	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.103	2.103	2.279a	2.249	2.891abc	2.876abc	2.998abc	2.257a	2.407a	2.366a	2.938abc	2.937abc	3.192abc	3.463abc	4.197	2.892
Standard Deviation	1.165	1.165	1.191	1.234	1.162	1.143	1.197	1.196	1.184	1.262	1.112	1.104	1.170	1.471	1.478	1.221
Error Variance	0.002	0.002	0.004	0.004	0.005	0.006	0.011	0.003	0.005	0.005	0.004	0.006	0.010	0.060	0.121	0.078

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Listen to the full message before hanging up	19 2%	10 2%	8 2%	4 3%	4 2%	4 2%	1 1%	- -	2 2%	3 3%	8 2%	11 1%	2 1%	11 3%	2 1%	4 1%
Listen to some of the message before hanging up	83 8%	42 8%	41 7%	7 4%	16 8%	10 5%	21 12%	13 8%	10 9%	6 6%	23 6%	61 8%	23 11%	31 9%	11 5%	18 6%
Hang up immediately, as soon as I realise it is a recorded message	188 17%	86 16%	103 18%	20 13%	37 19%	28 14%	44 24%	24 16%	22 20%	13 13%	57 16%	131 17%	48 22%	60 18%	40 17%	40 13%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	101 9%	51 10%	49 9%	11 7%	20 11%	14 7%	21 12%	13 8%	12 11%	9 9%	31 9%	70 9%	24 11%	42 13%	13 6%	22 7%
None	817 74%	399 75%	418 74%	127 81%	133 70%	156 79%	124 67%	118 76%	79 71%	80 78%	261 75%	557 74%	148 68%	231 70%	180 78%	258 81%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Listen to the full message before hanging up	19 2%	8 1%	8 3%	3 2%	8 1%	11 2%	1 *	18 2%	17 2%	2 1%	18 2%	* *	- -	- -
Listen to some of the message before hanging up	83 8%	49 8%	21 7%	14 8%	51 9%	32 6%	27 8%	56 7%	69 8%	14 6%	81 9%lm	2 2%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	188 17%	114 18%	41 14%	34 20%	113 19%	76 15%	54 17%	134 17%	149 17%	40 16%	157 17%	19 21%	8 14%	4 16%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	101 9%	55 9%	29 10%	17 10%	57 10%	43 9%	27 8%	74 9%	85 10%	16 6%	98 11%klm	3 3%	- -	- -
None	817 74%	470 74%	226 76%	122 71%	429 72%	388 77%	243 75%	574 74%	623 73%	194 78%	678 73%	71 76%	47 86%	21 84%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Listen to the full message before hanging up	19	-	2	-	4	2	2	2	5	2	-	*	-
	2%	-	1%	-	5%	2%	2%	1%	3%	2%	-	*	-
Listen to some of the message before hanging up	83	-	10	7	19	13	3	14	6	8	-	2	-
	8%	-	8%j	8%j	22%abcfghij kl	14%afhjkl	3%	10%ajkl	5%	8%	-	2%	-
Hang up immediately, as soon as I realise it is a recorded message	188	9	20	10	15	15	20	18	38	12	8	19	4
	17%	20%	18%	11%	18%	17%	17%	13%	27%cgi	11%	14%	21%	16%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	101	-	11	7	21	14	5	17	11	11	-	3	-
	9%	-	10%ajl	8%j	26%abcfghij kl	16%afjkl	5%	12%ajkl	8%	10%ajl	-	3%	-
None	817	35	83	73	47	60	91	108	94	86	47	71	21
	74%	80%d	73%d	81%dh	56%	68%	78%d	76%d	67%	80%dh	86%deh	76%d	84%dh

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Listen to the full message before hanging up	19 2%	17 2%	12 2%	10 1%	7 2%	2 2%	15 2%	6 2%	13 2%	8 4%	4 3%
Listen to some of the message before hanging up	83 8%	79 8%	69 9% ^d	65 10% ^d	14 4%	4 4%	76 8%	32 10%	58 8%	21 10%	6 5%
Hang up immediately, as soon as I realise it is a recorded message	188 17%	176 18% ^d	153 20% ^d	141 21% ^d	35 11%	12 13%	176 19% ^j	72 22% ^j	146 20% ^j	51 24% ^j	12 10%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	101 9%	95 10%	79 11%	74 11% ^d	21 7%	6 7%	90 9%	38 12%	71 10%	29 14%	9 8%
None	817 74%	711 73%	521 70%	449 68%	262 82% ^{abc}	72 80% ^{bc}	688 73% ⁱ	220 68%	535 72%	137 64%	98 82% ^{fghi}

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Listen to the full message before hanging up	19 2%	19 3%	12 3%	14 3%	8 3%	3 2%	5 4%	13 2%	8 3%	9 2%	19 7%aegi	10 5%	11 7%aegi	2 5%	- -	2 8%
Listen to some of the message before hanging up	83 8%	83 13%	65 18%	63 14%	47 17%	38 22%acfgi	17 12%	68 13%	42 15%	52 14%	83 29%abcdfghi	63 33%abcdfghim	43 28%abcdfghi	6 14%	5 30%	1 2%
Hang up immediately, as soon as I realise it is a recorded message	188 17%	188 30%	131 36%acm	129 28%	116 43%acgim	73 42%acgim	67 46%acgim	163 31%	106 38%acim	116 30%	188 67%abcdfghim	126 66%abcdfghim	103 69%abcdfghim	7 19%	4 26%	3 13%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	101 9%	101 16%	76 21%g	76 17%	55 20%	41 23%agi	23 16%	80 15%	49 18%	60 16%	101 36%abcdfghi	71 37%abcdfghim	52 35%abcdfghi	7 19%	5 30%	2 10%
None	817 74%	352 55%bdefh jkl	162 45%jkl	255 56%bdefh jkl	105 39%jkl	64 36%jkl	58 40%jkl	291 55%bdefh jkl	127 46%jkl	216 56%bdefh kl	- -	- -	- -	25 63%defjkl	8 44%	18 77%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	279	132	147	27	44	30	51	31	57	39	71	208	65	92	47	75
Weighted Base	283	136	147	31**	57*	41**	62*	37**	33*	23*	88*	195	70*	100*	51*	62*
Listen to the full message before hanging up	19 7%	10 8%	8 6%	4 14%	4 7%	4 9%	1 2%	- -	2 7%	3 15%fk	8 9%	11 5%	2 2%	11 11%	2 4%	4 7%
Listen to some of the message before hanging up	83 29%	42 31%	41 28%	7 21%	16 28%	10 26%	21 35%	13 35%	10 30%	6 26%	23 26%	61 31%	23 33%	31 31%	11 22%	18 29%
Hang up immediately, as soon as I realise it is a recorded message	188 67%	86 63%	103 70%	20 65%	37 65%	28 68%	44 72%	24 65%	22 67%	13 59%	57 65%	131 67%	48 68%	60 60%	40 79% m	40 65%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	101 36%	51 38%	49 34%	11 35%	20 35%	14 35%	21 35%	13 35%	12 36%	9 41%	31 35%	70 36%	24 34%	42 42%	13 26%	22 35%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	279	162	58	59	133	146	64	215	217	62	237	24	7	11
Weighted Base	283	164	70*	49*	166	117	80*	203	229	54*	249	22**	8**	4**
Listen to the full message before hanging up	19 7%	8 5%	8 12%	3 5%	8 5%	11 9%	1 2%	18 9%	17 7%	2 3%	18 7%	* 2%	- -	- -
Listen to some of the message before hanging up	83 29%	49 30%	21 30%	14 29%	51 31%	32 28%	27 34%	56 28%	69 30%	14 26%	81 33%	2 11%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	188 67%	114 69%	41 58%	34 69%	113 68%	76 65%	54 68%	134 66%	149 65%	40 73%	157 63%	19 87%	8 100%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	101 36%	55 34%	29 42%	17 34%	57 35%	43 37%	27 34%	74 36%	85 37%	16 29%	98 39%	3 13%	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	279	12	33	22	31	29	21	29	41	19	7	24	11
Weighted Base	283	9**	31**	17**	36**	28**	25**	34**	46*	22**	8**	22**	4**
Listen to the full message before hanging up	19 7%	- -	2 5%	- -	4 11%	2 7%	2 7%	2 6%	5 10%	2 11%	- -	* 2%	- -
Listen to some of the message before hanging up	83 29%	- -	10 30%	7 42%	19 52%	13 44%	3 14%	14 43%	6 14%	8 39%	- -	2 11%	- -
Hang up immediately, as soon as I realise it is a recorded message	188 67%	9 100%	20 64%	10 58%	15 41%	15 55%	20 79%	18 53%	38 81%	12 56%	8 100%	19 87%	4 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	101 36%	- -	11 36%	7 42%	21 59%	14 51%	5 21%	17 49%	11 24%	11 50%	- -	3 13%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	279	252	232	205	47	27	244	83	189	63	34
Weighted Base	283	265	226	209	56*	18**	260	106*	211	76*	22**
Listen to the full message before hanging up	19 7%	17 6%	12 5%	10 5%	7 12%	2 12%	15 6%	6 6%	13 6%	8 10%	4 17%
Listen to some of the message before hanging up	83 29%	79 30%	69 30%	65 31%	14 25%	4 22%	76 29%	32 30%	58 28%	21 28%	6 27%
Hang up immediately, as soon as I realise it is a recorded message	188 67%	176 67%	153 68%	141 68%	35 62%	12 66%	176 68%	72 68%	146 69%	51 67%	12 56%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	101 36%	95 36%	79 35%	74 35%	21 38%	6 34%	90 35%	38 36%	71 34%	29 38%	9 44%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	279	279	211	181	166	121	76	228	154	153	279	203	133	16	10	6
Weighted Base	283	283	200	199	167	112*	87*	237	149	171	283	191	149	15**	10**	5**
Listen to the full message before hanging up	19 7%	19 7%	12 6%	14 7%	8 5%	3 3%	5 6%	13 6%	8 5%	9 5%	19 7%	10 5%	11 7%	2 12%	- -	2 35%
Listen to some of the message before hanging up	83 29%	83 29%	65 32%	63 32%	47 28%	38 34%	17 20%	68 29%	42 29%	52 31%	83 29%	63 33% ^f	43 28%	6 38%	5 53%	1 10%
Hang up immediately, as soon as I realise it is a recorded message	188 67%	188 67%	131 65%	129 65%	116 69%	73 65%	67 77%	163 69%	106 71%	116 68%	188 67%	126 66%	103 69%	7 50%	4 47%	3 56%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	101 36%	101 36%	76 38%	76 38%	55 33%	41 37%	23 26%	80 34%	49 33%	60 35%	101 36%	71 37%	52 35%	7 50%	5 53%	2 44%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	96	45	51	9	15	10	18	10	19	15	24	72	20	39	12	25
Weighted Base	101*	51*	49*	11**	20**	14**	21**	13**	12**	9**	31**	70*	24**	42*	13**	22**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	67 66%	33 65%	34 68%	6 57%	12 60%	13 91%	14 66%	10 73%	6 47%	7 71%	18 59%	49 70%	15 62%	27 64%	9 68%	16 74%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 22%	11 22%	11 22%	2 20%	6 28%	2 11%	7 31%	3 26%	1 11%	1 10%	8 25%	14 20%	5 20%	6 14%	6 49%	5 21%
Telling you about a competition	8 8%	5 9%	4 7%	1 6%	4 21%	1 9%	2 11%	- -	- -	- -	5 16%	4 5%	1 5%	4 10%	- -	3 13%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 25%	12 23%	13 26%	4 41%	6 32%	2 13%	3 12%	4 31%	3 21%	3 33%	11 35%	14 20%	3 14%	14 33%	2 14%	6 26%
Other type	6 6%	2 3%	4 9%	- -	1 6%	- -	3 12%	1 10%	* 4%	1 5%	1 4%	5 7%	3 11%	3 7%	- -	* 2%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	91 90%	47 92%	43 88%	11 100%	19 94%	14 100%	17 81%	12 90%	9 75%	9 95%	30 96%	61 87%	19 80%	38 92%	13 96%	20 95%
ANY EXC. APPOINTMENT REMINDERS	75 75%	39 76%	36 73%	8 71%	14 72%	13 91%	16 75%	10 80%	7 58%	7 71%	22 72%	53 76%	17 70%	30 71%	11 82%	18 81%
Can't Remember	7 7%	3 6%	4 8%	1 8%	- -	- -	3 13%	- -	2 21%	1 7%	1 3%	6 9%	4 16%	* 1%	1 10%	1 7%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	96	52	23	21	45	51	22	74	77	19	92	4	-	-
Weighted Base	101*	55*	29**	17**	57*	43*	27**	74*	85*	16**	98*	3**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	67 66%	41 74%	16 53%	11 65%	40 70%	27 62%	20 72%	47 64%	56 65%	11 72%	66 67%	1 47%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 22%	12 22%	7 24%	3 17%	14 24%	8 19%	9 32%	13 18%	20 23%	2 13%	21 21%	1 37%	- -	- -
Telling you about a competition	8 8%	7 13%	1 5%	- -	6 11%	2 5%	7 24%	2 3%	8 10%	- -	8 9%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 25%	14 26%	8 26%	3 16%	14 24%	11 26%	7 28%	17 23%	17 20%	7 47%	25 25%	- -	- -	- -
Other type	6 6%	4 7%	1 4%	1 6%	4 7%	2 5%	1 4%	5 7%	5 6%	1 6%	6 6%	* 16%	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	91 90%	51 93%	27 94%	12 73%	52 90%	39 90%	25 91%	66 90%	76 90%	14 91%	88 90%	2 84%	- -	- -
ANY EXC. APPOINTMENT REMINDERS	75 75%	45 81%	20 68%	11 65%	45 78%	31 71%	20 75%	55 74%	62 73%	13 85%	73 74%	2 84%	- -	- -
Can't Remember	7 7%	3 5%	* 2%	4 21%	3 6%	4 8%	2 8%	5 6%	6 8%	* 3%	7 7%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Table 15

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	96	-	12	9	18	14	6	14	9	10	-	4	-
Weighted Base	101*	-.**	11**	7**	21**	14**	5**	17**	11**	11**	-.**	3**	-.**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	67 66%	- -	8 74%	5 71%	10 48%	11 80%	3 63%	8 51%	10 92%	9 80%	- -	1 47%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 22%	- -	5 43%	2 22%	3 13%	2 14%	2 35%	1 6%	7 60%	- -	- -	1 37%	- -
Telling you about a competition	8 8%	- -	2 20%	- -	1 6%	1 4%	- -	1 7%	2 18%	1 12%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 25%	- -	1 11%	2 21%	11 52%	3 24%	1 17%	2 13%	2 16%	3 26%	- -	- -	- -
Other type	6 6%	- -	- -	- -	2 10%	- -	- -	4 22%	- -	- -	- -	* 16%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	91 90%	- -	11 100%	7 93%	21 96%	13 89%	5 86%	12 70%	11 100%	10 92%	- -	2 84%	- -
ANY EXC. APPOINTMENT REMINDERS	75 75%	- -	10 89%	7 93%	12 55%	12 83%	4 79%	9 56%	10 92%	9 80%	- -	2 84%	- -
Can't Remember	7 7%	- -	- -	* 7%	1 5%	2 11%	2 29%	1 8%	- -	1 8%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	96	87	78	69	18	9	82	29	61	25	13
Weighted Base	101*	95*	79*	74*	21**	6**	90*	38**	71*	29**	9**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	67 66%	62 65%	54 68%	49 67%	13 59%	5 84%	60 66%	28 74%	47 66%	23 78%	6 62%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 22%	21 22%	17 22%	17 23%	4 20%	1 15%	21 23%	8 20%	14 20%	6 19%	1 13%
Telling you about a competition	8 8%	8 9%	7 9%	7 9%	2 7%	- -	8 9%	3 7%	5 7%	3 9%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 25%	25 26%	15 19%	15 21%	9 45%	- -	21 24%	8 22%	16 23%	3 11%	3 36%
Other type	6 6%	5 6%	5 6%	4 5%	1 6%	1 16%	6 6%	1 3%	4 5%	- -	1 5%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	91 90%	86 90%	71 90%	66 90%	19 92%	5 84%	81 90%	34 89%	64 90%	25 87%	8 90%
ANY EXC. APPOINTMENT REMINDERS	75 75%	70 74%	62 78%	57 77%	13 63%	5 84%	68 76%	30 78%	53 75%	25 86%	6 62%
Can't Remember	7 7%	7 7%	6 8%	6 9%	* 2%	- -	6 7%	4 10%	5 6%	5 16%	* 5%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	96	96	74	65	51	40	19	74	49	50	96	71	45	8	5	3
Weighted Base	101*	101*	76*	76*	55*	41*	23**	80*	49*	60*	101*	71*	52*	7**	5**	2**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	67 66%	67 66%	52 69%	51 68%	38 69%	31 75%	14 63%	60 75%	35 71%	47 79%	67 66%	50 70%	36 68%	4 57%	3 61%	1 48%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 22%	22 22%	15 20%	16 21%	10 19%	9 23%	3 12%	18 23%	11 23%	13 21%	22 22%	14 19%	14 27%	- -	- -	- -
Telling you about a competition	8 8%	8 8%	7 9%	6 8%	6 12%	6 14%	1 6%	8 10%	6 13%	6 10%	8 8%	7 10%	6 12%	1 15%	1 22%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 25%	25 25%	15 20%	16 22%	14 25%	9 23%	7 30%	15 19%	9 19%	10 17%	25 25%	15 21%	15 29%	4 48%	1 24%	2 100%
Other type	6 6%	6 6%	5 7%	5 7%	3 6%	2 4%	1 6%	4 6%	4 9%	4 7%	6 6%	5 7%	3 5%	1 15%	1 22%	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	91 90%	91 90%	68 90%	67 89%	51 92%	40 96%	20 88%	73 91%	43 87%	54 90%	91 90%	64 89%	48 92%	5 73%	3 61%	2 100%
ANY EXC. APPOINTMENT REMINDERS	75 75%	75 75%	59 78%	59 77%	42 76%	35 83%	15 67%	65 81%	37 76%	51 85%	75 75%	55 76%	41 78%	4 57%	3 61%	1 48%
Can't Remember	7 7%	7 7%	6 7%	6 8%	2 4%	1 2%	2 7%	5 6%	4 8%	4 6%	7 7%	6 8%	4 8%	1 12%	1 17%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.TV

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Sky - Digital Satellite TV for a monthly subscription	360 33%	324 33% ^d	285 38% ^d	257 39% ^{ad}	67 21%	28 31% ^d	328 35% ^j	125 38% ^j	263 35% ^j	78 37% ^j	24 20%
Satellite TV from someone other than Sky	3 *	3 *	1 *	1 *	2 1%	- -	3 *	- -	2 *	- -	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	31 3%	29 3%	22 3%	20 3%	9 3%	2 2%	26 3%	5 2%	23 3%	3 1%	3 3%
Virgin Media through cable	167 15%	145 15%	111 15%	96 15%	49 15%	14 16%	149 16%	45 14%	120 16%	34 16%	14 12%
Freeview through a TV aerial and set-top box	190 17%	163 17%	117 16%	98 15%	66 21% ^c	19 21%	150 16%	54 17%	117 16%	44 21%	36 30% ^{fgh}
TV set which has Freeview channels built in (without a separate set-top box)	226 21%	194 20%	173 23% ^d	146 22% ^d	48 15%	26 29% ^{ad}	167 18%	47 14%	128 17%	32 15%	46 38% ^{fghi}
YouView set top box	3 *	3 *	- -	- -	3 1% ^{bc}	- -	3 *	3 1%	3 *	- -	- -
BT TV	43 4%	41 4%	33 4%	32 5%	8 3%	1 1%	42 4% ^j	22 7% ^j	28 4%	8 4%	1 1%
Talk Talk TV	20 2%	20 2%	11 1%	11 2%	9 3%	- -	20 2%	3 1%	16 2%	4 2%	- -
Other	27 2%	27 3%	18 2%	18 3%	9 3%	- -	26 3%	6 2%	21 3%	6 3%	- -
NO TV	78 7%	76 8% ^{bce}	25 3%	25 4%	52 16% ^{abce}	1 1%	73 8% ^j	32 10% ^j	68 9% ^j	22 10% ^j	1 1%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.TV

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \\ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Don't know	13	9	1	1	8	-	12	3	6	-	1
	1%	1% ^b	*	*	3% ^{abc}	-	1%	1%	1%	-	1%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.INTERNET

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Internet access at home	948	880	644	598	282	46	948	323	716	208	-
	86%	90%be	86%e	91%be	89%e	51%	100%ghij	99%hj	96%j	97%j	-
Internet access at work (through workplace network connection)	325	321	215	211	110	4	323	325	313	119	-
	30%	33%e	29%e	32%e	35%e	5%	34%j	100%fhij	42%fj	56%thj	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746	718	475	455	263	20	716	313	746	206	-
	68%	74%be	64%e	69%be	83%abce	23%	76%j	96%fj	100%fgij	96%fj	-
Internet access on publicly accessible computers (e.g. internet café, library)	206	193	151	140	53	11	200	118	198	206	-
	19%	20%	20%	21%e	17%	12%	21%j	36%fhj	27%fj	97%fghj	-
Other type of internet access	8	8	6	6	1	-	8	1	8	8	-
	1%	1%	1%	1%	*	-	1%	*	1%	4%fghj	-
None of these \ Don't access the internet	119	64	94	50	14	44	-	-	-	-	119
	11%	7%	13%acd	8%	4%	48%abcd	-	-	-	-	100%fghi

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
GENDER																
Male	535	535	-	80	90	101	88	81	51	44	171	364	109	159	124	143
	49%	100%b	-	51%	48%	51%	48%	52%	45%	43%	49%	48%	50%	48%	53%	45%
Female	565	-	565	78	100	95	97	74	62	59	177	387	109	171	108	176
	51%	-	100%a	49%	52%	49%	52%	48%	55%	57%	51%	52%	50%	52%	47%	55%
AGE																
16-24	158	80	78	158	-	-	-	-	-	-	158	-	23	56	33	47
	14%	15%	14%	100%defghi jk	-	-	-	-	-	-	45%defghi k	-	11%	17%	14%	15%
25-34	190	90	100	-	190	-	-	-	-	-	190	-	37	74	37	42
	17%	17%	18%	-	100%cefg jk	-	-	-	-	-	55%cefg k	-	17%	22%o	16%	13%
35-44	196	101	95	-	-	196	-	-	-	-	-	196	50	49	47	51
	18%	19%	17%	-	-	100%cd jk	-	-	-	-	-	26%cd ij	23% m	15%	20%	16%
45-54	185	88	97	-	-	-	185	-	-	-	-	185	48	49	46	42
	17%	16%	17%	-	-	-	100%cd jk	-	-	-	-	25%cd ij	22% mo	15%	20%	13%
55-64	155	81	74	-	-	-	-	155	-	-	-	155	30	47	32	46
	14%	15%	13%	-	-	-	-	100%cd jk	-	-	-	21%cd ij	14%	14%	14%	14%
65-74	112	51	62	-	-	-	-	-	112	-	-	112	16	32	15	50
	10%	9%	11%	-	-	-	-	-	100%cd jk	-	-	15%cd j	7%	10%	7%	16%lmn
75+	103	44	59	-	-	-	-	-	-	103	-	103	14	24	23	42
	9%	8%	10%	-	-	-	-	-	-	100%cd jk	-	14%cd j	6%	7%	10%	13%lm
16-34	348	171	177	158	190	-	-	-	-	-	348	-	60	130	69	89
	32%	32%	31%	100%efgh ik	100%efgh ik	-	-	-	-	-	100%efgh ik	-	28%	39%lno	30%	28%
35+	752	364	387	-	-	196	185	155	112	103	-	752	158	201	162	231
	68%	68%	69%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	72% m	61%	70% m	72% m

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
SOCIAL GRADE																
AB	218 20%	109 20%	109 19%	23 15%	37 19%	50 25%chi	48 26%chij	30 19%	16 14%	14 14%	60 17%	158 21%hi	218 100%mmo	-	-	-
C1	331 30%	159 30%	171 30%	56 35%i	74 39%efik	49 25%	49 26%	47 30%	32 29%	24 24%	130 37%efik	201 27%	-	331 100%lno	-	-
C2	231 21%	124 23%	108 19%	33 21%	37 19%	47 24%h	46 25%h	32 20%	15 13%	23 22%h	69 20%	162 22%h	-	-	231 100%lmo	-
DE	320 29%	143 27%	176 31%	47 29%	42 22%	51 26%	42 23%	46 30%	50 44%cd efgjk	42 41%defjk	89 26%	231 31%cd	-	-	-	320 100%lmn
MARITAL STATUS																
Married\Living as married	634 58%	321 60%	313 55%	29 19%	124 66%cij	140 71%chij	135 73%chijk	98 63%cij	68 60%cij	40 39%cd	154 44%cd	480 64%cij	144 66%co	194 59%co	157 68%mo	138 43%
Single	296 27%	167 31%b	128 23%	129 81%defgh ijk	62 32%fghik	44 22%ghik	28 15%i	18 12%i	10 8%	5 5%	191 55%defgh ik	105 14%i	51 24%	87 26%	50 22%	106 33%ln
Widow\Divorced\Separated	171 16%	47 9%	123 22%a	-	4 2%	12 6%cd	22 12%cdj	39 25%cd efj	35 31%cd efj	58 57%cd efghjk	4 1%	167 22%cd efj	23 10%	49 15%	23 10%	75 24%lmn
WORKING STATUS																
Working	595 54%	323 60%b	271 48%	66 41%hi	144 76%cg hijk	156 80%cg hijk	137 74%cg hijk	82 53%hi	10 9%i	-	210 60%chik	385 51%hi	148 68%mo	187 57%co	153 66%mo	107 33%
Not working	505 46%	212 40%	293 52%a	93 59%defj	46 24%	40 20%	48 26%	73 47%def	103 91%cd efghjk	103 100%cd efghjk	138 40%def	367 49%defj	70 32%	143 43%ln	78 34%	213 67%lmn
CHILDREN IN HOUSEHOLD																
Any	324 29%	139 26%	184 33%a	43 27%ghi	84 44%cg hijk	106 54%cf ghijk	74 40%cg hijk	13 8%hi	3 3%	1 1%	127 36%ghik	197 26%ghi	75 34%am	82 25%	77 33%am	90 28%
None	776 71%	396 74%b	380 67%	116 73%def	106 56%	90 46%	111 60%e	142 92%cd efghjk	110 97%cd efghjk	102 99%cd efghjk	222 64%e	555 74%defj	144 66%	249 75%ln	154 67%	230 72%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
AREA																
Urban	852 77%	410 77%	442 78%	124 78% _i	154 81% _{hi}	157 80% _i	153 83% _{hi}	114 74%	81 72%	70 68%	278 80% _{hi}	574 76% _i	170 78%	256 78%	192 83% _o	234 73%
Rural	248 23%	126 23%	122 22%	34 22%	36 19%	39 20%	32 17%	41 26%	32 28% _d _{fj}	33 32% _{cde} _{fj} k	70 20%	178 24%	48 22%	74 22%	39 17%	86 27% _n
COUNTRY																
England	927 84%	455 85%	472 84%	136 86% _i	163 86% _i	171 87% _i	161 87% _i	124 80%	92 82%	79 76%	298 86% _i	628 84% _i	192 88% _o	297 90% _{no}	187 81%	251 78%
Scotland	94 9%	43 8%	51 9%	13 8%	14 7%	15 7%	15 8%	12 8%	9 8%	15 15% _{de} _j _k	27 8%	66 9%	16 7%	23 7%	21 9%	34 11%
Wales	55 5%	26 5%	29 5%	8 5%	8 4%	7 4%	4 2%	12 8% _f	9 8% _f	8 8% _f	16 4%	39 5%	4 2%	9 3%	19 8% _{lm}	23 7% _{lm}
Northern Ireland	25 2%	11 2%	14 2%	1 1%	6 3%	3 2%	5 3%	6 4%	2 2%	1 1%	7 2%	18 2%	6 3%	3 1%	3 1%	13 4% _m
GOVERNMENT REGIONS																
North East	44 4%	20 4%	24 4%	6 4%	10 5%	6 3%	4 2%	9 6%	7 6%	3 3%	16 5%	28 4%	14 6%	10 3%	6 3%	14 4%
North West	114 10%	57 11%	57 10%	14 9%	20 11%	27 14%	20 11%	15 10%	9 8%	9 9%	35 10%	80 11%	24 11%	24 7%	31 13% _m	35 11%
Yorkshire and The Humber	91 8%	48 9%	43 8%	23 15% _{deg} _k	10 5%	14 7%	16 9%	9 6%	9 8%	8 8%	33 10%	57 8%	14 6%	31 9%	22 9%	24 8%
East Midlands	83 8%	42 8%	41 7%	17 10% _e	13 7%	6 3%	13 7%	16 10% _e	10 9% _e	9 9% _e	29 8% _e	54 7%	9 4%	36 11% _l	15 7%	23 7%
West Midlands	88 8%	47 9%	41 7%	8 5%	10 5%	16 8%	19 10%	14 9%	11 10%	9 9%	19 5%	70 9% _i	22 10%	26 8%	18 8%	23 7%
East of England	116 11%	51 9%	65 12%	14 9%	23 12%	32 16% _{gh} _{ik}	21 11%	12 8%	9 8%	5 5%	37 11%	79 10%	27 12%	31 9%	24 11%	34 11%
London	142 13%	71 13%	71 13%	14 9% _i	32 17% _{hi}	31 16% _i	32 17% _{hi}	21 13% _i	9 8% _i	3 3%	46 13% _i	96 13% _i	39 18%	40 12%	27 12%	36 11%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
South East	140	67	74	19	25	20	24	17	16	19	43	97	18	51	36	35
	13%	12%	13%	12%	13%	10%	13%	11%	14%	19%e	12%	13%	8%	15%l	15%l	11%
South West	107	53	55	20	20	20	12	11	13	12	40	68	25	47	10	25
	10%	10%	10%	13%	10%	10%	6%	7%	11%	11%	11%	9%	11%n	14%no	4%	8%
Wales	55	26	29	8	8	7	4	12	9	8	16	39	4	9	19	23
	5%	5%	5%	5%	4%	4%	2%	8%f	8%f	8%f	4%	5%	2%	3%	8%lm	7%lm
Scotland	94	43	51	13	14	15	15	12	9	15	27	66	16	23	21	34
	9%	8%	9%	8%	7%	7%	8%	8%	8%	15%dejk	8%	9%	7%	7%	9%	11%
Northern Ireland	25	11	14	1	6	3	5	6	2	1	7	18	6	3	3	13
	2%	2%	2%	1%	3%	2%	3%	4%	2%	1%	2%	2%	3%	1%	1%	4%lm
Q.1/2 PHONES OWN																
Mobile (any)	976	485	492	150	181	190	179	129	87	59	331	645	208	302	209	257
	89%	91%	87%	94%ghik	95%ghik	97%ghik	97%ghik	83%i	78%i	58%	95%ghik	86%hi	96%o	91%o	91%o	80%
Landline	748	366	382	62	86	129	148	126	102	93	149	599	164	216	161	206
	68%	68%	68%	39%	45%	66%cdj	80%cdj	82%cdj	91%cdelfgjk	90%cdelfgjk	43%	80%cdj	75%mo	65%	70%	64%
Mobile & Landline	658	327	331	62	80	128	144	108	80	55	142	516	155	194	143	165
	60%	61%	59%	39%	42%	65%cdij	78%cdelj	70%cdij	71%cdij	54%cj	41%	69%cdij	71%mo	59%	62%o	52%
Mobile only	318	158	160	88	101	62	35	21	7	4	189	130	53	108	66	92
	29%	29%	28%	55%efghik	53%efghik	32%fghik	19%hi	13%hi	6%	4%	54%efghik	17%hi	24%	32%	29%	29%
Landline only	90	39	51	1	6	2	4	18	22	38	7	83	9	22	18	41
	8%	7%	9%	*	3%	1%	2%	12%cdelfjk	19%cdelfjk	37%cdelfghjk	2%	11%cdelfj	4%	7%	8%	13%lm
INTERNET ACCESS																
Internet access at home	948	467	481	151	181	188	174	128	82	43	332	616	211	309	195	234
	86%	87%	85%	95%ghik	95%ghik	96%ghik	94%ghik	83%hi	73%i	42%	95%ghik	82%hi	97%no	94%no	84%o	73%
Internet access at work	325	168	158	62	75	78	74	31	5	-	137	188	106	119	70	29
	30%	31%	28%	39%ghik	40%ghik	40%ghik	40%ghik	20%hi	5%i	-	39%ghik	25%hi	49%lmno	36%o	30%o	9%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746	372	374	142	150	169	137	90	42	15	293	453	182	244	156	164
	68%	70%	66%	90%dfghik	79%ghik	86%fghik	74%ghik	58%hi	38%i	14%	84%fghik	60%hi	83%mmo	74%o	68%o	51%
Other type of internet access	213	108	106	53	34	41	40	28	10	7	87	126	56	82	38	37
	19%	20%	19%	34%defghik	18%hi	21%hi	22%hi	18%hi	9%	7%	25%hik	17%hi	26%no	25%no	17%	11%
None of these \ Don't access the internet	119	49	70	*	3	3	7	19	29	58	3	116	6	18	28	68
	11%	9%	12%	*	1%	2%	4%	12%cdelfj	26%cdelfgjk	56%cdelfghjk	1%	15%cdelfj	3%	5%	12%lm	21%lmn
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)																
Any unsolicited calls (landline or mobile)	635	313	321	81	110	118	118	87	68	51	192	443	142	207	130	155
	58%	59%	57%	51%	58%	60%	64%ci	56%	61%i	49%	55%	59%i	65%o	63%o	56%	48%
Any unsolicited calls (landline)	362	165	198	29	37	44	79	64	59	50	66	296	81	115	69	96
	33%	31%	35%	18%	20%	22%	43%cdelj	42%cdelj	53%cdelj	49%cdelj	19%	39%cdelj	37%	35%	30%	30%
Any unsolicited calls (mobile)	454	230	224	71	100	106	87	53	28	8	172	282	111	150	93	99
	41%	43%	40%	45%hi	53%ghik	54%ghik	47%ghik	34%i	25%i	8%	49%ghik	37%hi	51%no	45%o	40%o	31%
Silent calls (landline or mobile)	272	128	144	35	56	33	51	36	33	27	91	181	61	93	48	70
	25%	24%	25%	22%	29%e	17%	28%e	23%	29%e	26%e	26%e	24%	28%	28%	21%	22%
Landline silent calls	177	79	98	12	24	15	36	33	30	26	36	140	37	59	31	49
	16%	15%	17%	8%	13%	7%	20%cej	22%cej	26%cdelj	25%cdelj	10%	19%cej	17%	18%	13%	15%
Mobile silent calls	145	68	77	30	41	26	29	7	8	4	71	74	39	46	24	36
	13%	13%	14%	19%ghik	22%ghik	13%gi	16%ghik	5%	7%	4%	20%ghik	10%i	18%no	14%	10%	11%
Live sales/marketing (landline or mobile)	529	262	266	62	91	109	98	74	55	40	153	376	123	167	110	128
	48%	49%	47%	39%	48%	56%cij	53%ci	48%	49%	39%	44%	50%ci	56%o	51%o	48%	40%
Landline Live sales/ marketing	276	124	152	22	27	35	61	49	44	39	49	227	63	90	49	73
	25%	23%	27%	14%	14%	18%	33%cdelj	32%cdelj	39%cdelj	38%cdelj	14%	30%cdelj	29%	27%	21%	23%
Mobile Live sales/ marketing (phone or text)	386	194	192	54	81	98	74	48	24	7	135	251	99	120	84	83
	35%	36%	34%	34%hi	43%hik	50%oghijk	40%hi	31%i	22%i	7%	39%hi	33%hi	45%o	36%o	36%o	26%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Recorded message (landline or mobile)	283 26%	136 25%	147 26%	31 19%	57 30%	41 21%	62 33%cei	37 24%	33 29%	23 22%	88 25%	195 26%	70 32%no	100 30%o	51 22%	62 19%
Recorded message (landline)	191 17%	86 16%	105 19%	13 8%	28 15%	19 10%	49 26%cdej	30 20%cej	29 26%cdej	23 22%cej	41 12%	150 20%cej	53 25%no	64 19%	31 13%	42 13%
Recorded message (mobile)	149 14%	73 14%	77 14%	23 15%i	44 23%eghik	26 13%i	32 17%ghik	12 8%	9 8%i	3 3%	67 19%ghik	82 11%i	32 14%	57 17%o	27 12%	34 11%
Other type (landline or mobile)	40 4%	16 3%	24 4%	3 2%	8 4%	8 4%	6 4%	9 6%i	6 5%i	1 1%	10 3%	29 4%	14 6%no	16 5%n	3 1%	7 2%
Other type (landline)	17 2%	5 1%	12 2%	- -	1 1%	1 1%	4 2%	5 3%cj	5 4%cdej	1 1%	1 *	16 2%	7 3%n	6 2%	- -	4 1%
Other type (mobile)	23 2%	11 2%	12 2%	3 2%	6 3%	6 3%	3 1%	4 2%	1 1%	- -	9 3%	14 2%	7 3%	10 3%	3 1%	3 1%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
GENDER														
Male	535	321	167	47	323	212	139	396	410	126	455	43	26	11
	49%	51% ^c	57% ^c	28%	54% ^e	42%	43%	51% ^f	48%	51%	49%	46%	48%	44%
Female	565	313	128	123	271	293	184	380	442	122	472	51	29	14
	51%	49%	43%	72% ^{ab}	46%	58% ^d	57% ^g	49%	52%	49%	51%	54%	52%	56%
AGE														
16-24	158	29	129	-	66	93	43	116	124	34	136	13	8	1
	14%	5% ^c	44% ^{ac}	-	11%	18% ^d	13%	15%	15%	14%	15% ^m	14%	14%	5%
25-34	190	124	62	4	144	46	84	106	154	36	163	14	8	6
	17%	20% ^c	21% ^c	2%	24% ^e	9%	26% ^g	14%	18%	14%	18%	15%	14%	23%
35-44	196	140	44	12	156	40	106	90	157	39	171	15	7	3
	18%	22% ^{bc}	15% ^c	7%	26% ^e	8%	33% ^g	12%	18%	16%	18%	16%	13%	12%
45-54	185	135	28	22	137	48	74	111	153	32	161	15	4	5
	17%	21% ^{bc}	10%	13%	23% ^e	10%	23% ^g	14%	18%	13%	17%	16%	7%	21% ^l
55-64	155	98	18	39	82	73	13	142	114	41	124	12	12	6
	14%	15% ^b	6%	23% ^{ab}	14%	14%	4%	18% ^f	13%	17%	13%	13%	22%	25% ^j
65-74	112	68	10	35	10	103	3	110	81	32	92	9	9	2
	10%	11% ^b	3%	21% ^{ab}	2%	20% ^d	1%	14% ^f	9%	13%	10%	10%	16%	9%
75+	103	40	5	58	-	103	1	102	70	33	79	15	8	1
	9%	6% ^b	2%	34% ^{ab}	-	20% ^d	*	13% ^f	8%	13% ^h	8%	16% ^j	14%	6%
16-34	348	154	191	4	210	138	127	222	278	70	298	27	16	7
	32%	24% ^c	64% ^{ac}	2%	35% ^e	27%	39% ^g	29%	33%	28%	32%	29%	29%	27%
35+	752	480	105	167	385	367	197	555	574	178	628	66	39	18
	68%	76% ^b	36%	98% ^{ab}	65%	73% ^d	61%	71% ^f	67%	72%	68%	71%	71%	73%
SOCIAL GRADE														
AB	218	144	51	23	148	70	75	144	170	48	192	16	4	6
	20%	23% ^c	17%	13%	25% ^e	14%	23%	18%	20%	19%	21% ^l	17%	7%	25% ^l

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
C1	331	194	87	49	187	143	82	249	256	74	297	23	9	3
	30%	31%	30%	29%	32%	28%	25%	32%	30%	30%	32%lm	24%	16%	11%
C2	231	157	50	23	153	78	77	154	192	39	187	21	19	3
	21%	25%bc	17%	14%	26%e	15%	24%	20%	23%l	16%	20%	22%	35%jm	13%
DE	320	138	106	75	107	213	90	230	234	86	251	34	23	13
	29%	22%	36%a	44%a	18%	42%d	28%	30%	27%	35%h	27%	36%	41%j	51%j
MARITAL STATUS														
Married\Living as married	634	634	-	-	393	241	233	401	492	142	544	45	30	15
	58%	100%bc	-	-	66%e	48%	72%g	52%	58%	57%	59%	48%	54%	59%
Single	296	-	296	-	149	147	73	223	234	62	252	25	12	6
	27%	-	100%ac	-	25%	29%	23%	29%	27%	25%	27%	27%	21%	24%
Widow\Divorced\Separated	171	-	-	171	53	117	17	153	127	44	130	23	14	4
	16%	-	-	100%ab	9%	23%d	5%	20%f	15%	18%	14%	24%j	25%j	17%
WORKING STATUS														
Working	595	393	149	53	595	-	217	378	471	123	524	36	20	14
	54%	62%bc	50%c	31%	100%e	-	67%g	49%	55%	50%	57%kl	38%	37%	57%kl
Not working	505	241	147	117	-	505	107	398	381	124	402	58	35	11
	46%	38%	50%a	69%ab	-	100%d	33%	51%f	45%	50%	43%	62%jm	63%jm	43%
CHILDREN IN HOUSEHOLD														
Any	324	233	73	17	217	107	324	-	254	69	282	15	20	7
	29%	37%bc	25%c	10%	36%e	21%	100%g	-	30%	28%	30%k	16%	36%k	28%
None	776	401	223	153	378	398	-	776	598	179	645	79	35	18
	71%	63%	75%a	90%ab	64%	79%d	-	100%f	70%	72%	70%	84%jl	64%	72%
AREA														
Urban	852	492	234	127	471	381	254	598	852	-	744	72	19	18
	77%	78%	79%	74%	79%	75%	79%	77%	100%i	-	80%l	77%l	34%	71%l
Rural	248	142	62	44	123	124	69	179	-	248	183	21	36	7
	23%	22%	21%	26%	21%	25%	21%	23%	-	100%h	20%	23%	66%jkm	29%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
COUNTRY														
England	927	544	252	130	524	402	282	645	744	183	927	-	-	-
	84%	86% ^c	85% ^c	76%	88% ^e	80%	87%	83%	87% ⁱ	74%	100% ^{klm}	-	-	-
Scotland	94	45	25	23	36	58	15	79	72	21	-	94	-	-
	9%	7%	9%	13% ^a	6%	11% ^d	5%	10% ^f	8%	9%	-	100% ^{jlm}	-	-
Wales	55	30	12	14	20	35	20	35	19	36	-	-	55	-
	5%	5%	4%	8%	3%	7% ^d	6%	5%	2%	15% ^h	-	-	100% ^{ijkm}	-
Northern Ireland	25	15	6	4	14	11	7	18	18	7	-	-	-	25
	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	-	-	-	100% ^{ijkl}
GOVERNMENT REGIONS														
North East	44	25	12	7	21	24	12	33	44	-	44	-	-	-
	4%	4%	4%	4%	3%	5%	4%	4%	5% ⁱ	-	5% ^k	-	-	-
North West	114	56	37	21	63	51	48	66	114	-	114	-	-	-
	10%	9%	12%	13%	11%	10%	15% ^g	8%	13% ⁱ	-	12% ^{klm}	-	-	-
Yorkshire and The Humber	91	47	31	12	44	47	20	71	65	26	91	-	-	-
	8%	7%	11%	7%	7%	9%	6%	9%	8%	10%	10% ^{klm}	-	-	-
East Midlands	83	41	27	15	43	41	15	68	69	14	83	-	-	-
	8%	6%	9%	9%	7%	8%	5%	9% ^f	8%	6%	9% ^{klm}	-	-	-
West Midlands	88	63	11	14	57	31	27	62	55	34	88	-	-	-
	8%	10% ^b	4%	8%	10%	6%	8%	8%	6%	14% ^h	10% ^{klm}	-	-	-
East of England	116	78	25	13	82	34	34	82	83	33	116	-	-	-
	11%	12%	9%	8%	14% ^e	7%	11%	11%	10%	13%	13% ^{klm}	-	-	-
London	142	85	48	9	89	53	53	89	142	-	142	-	-	-
	13%	13% ^c	16% ^c	5%	15% ^e	10%	16% ^g	11%	17% ⁱ	-	15% ^{klm}	-	-	-
South East	140	84	30	27	74	66	44	97	122	19	140	-	-	-
	13%	13%	10%	16%	13%	13%	13%	12%	14% ⁱ	8%	15% ^{klm}	-	-	-
South West	107	65	30	12	52	55	29	78	50	58	107	-	-	-
	10%	10%	10%	7%	9%	11%	9%	10%	6%	23% ^h	12% ^{klm}	-	-	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Wales	55	30	12	14	20	35	20	35	19	36	-	-	55	-
	5%	5%	4%	8%	3%	7% ^d	6%	5%	2%	15% ^h	-	-	100% ^{jk}	-
Scotland	94	45	25	23	36	58	15	79	72	21	-	94	-	-
	9%	7%	9%	13% ^a	6%	11% ^d	5%	10% ^f	8%	9%	-	100% ^{jl}	-	-
Northern Ireland	25	15	6	4	14	11	7	18	18	7	-	-	-	25
	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	-	-	-	100% ^{kl}
Q.1/2 PHONES OWN														
Mobile (any)	976	574	272	131	574	402	310	666	761	215	831	72	50	24
	89%	91% ^c	92% ^c	77%	97% ^e	80%	96% ^g	86%	89%	87%	90% ^k	77%	90%	95% ^k
Landline	748	467	144	136	389	358	215	533	565	183	618	68	41	21
	68%	74% ^b	49%	80% ^b	65%	71%	66%	69%	66%	74% ^h	67%	73%	74%	84% ⁱ
Mobile & Landline	658	418	134	106	378	280	207	451	502	156	551	50	38	20
	60%	66% ^b	45%	62% ^b	64% ^e	55%	64%	58%	59%	63%	59%	53%	69%	78% ^{jk}
Mobile only	318	156	138	24	196	122	103	215	259	59	280	22	12	4
	29%	25% ^c	47% ^{ac}	14%	33% ^e	24%	32%	28%	30%	24%	30% ^m	24%	21%	16%
Landline only	90	49	10	30	11	78	8	82	63	27	67	19	3	1
	8%	8% ^b	3%	18% ^{ab}	2%	15% ^d	2%	11% ^f	7%	11%	7%	20% ^{jl}	5%	5%
INTERNET ACCESS														
Internet access at home	948	570	266	112	565	384	314	634	750	198	812	70	46	19
	86%	90% ^c	90% ^c	66%	95% ^e	76%	97% ^g	82%	88% ⁱ	80%	88% ^{km}	75%	84%	78%
Internet access at work	325	208	93	24	289	36	119	207	263	62	297	22	2	5
	30%	33% ^c	32% ^c	14%	49% ^e	7%	37% ^g	27%	31%	25%	32% ^{lm}	23% ^l	3%	18% ^l
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746	444	234	68	487	259	255	491	598	148	642	56	30	19
	68%	70% ^c	79% ^{ac}	40%	82% ^e	51%	79% ^g	63%	70% ⁱ	60%	69% ^l	59%	55%	75% ^l
Other type of internet access	213	121	68	24	117	96	65	148	181	33	194	15	3	2
	19%	19%	23% ^c	14%	20%	19%	20%	19%	21% ⁱ	13%	21% ^{lm}	16%	5%	7%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
None of these \ Don't access the internet	119 11%	51 8%	15 5%	53 31%ab	13 2%	107 21%d	5 1%	115 15%f	77 9%	42 17%h	89 10%	18 20%j	8 14%	5 18%j
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
Any unsolicited calls (landline or mobile)	635 58%	365 58%	170 58%	100 58%	372 62%e	263 52%	191 59%	444 57%	493 58%	141 57%	546 59%l	54 58%	22 40%	12 48%
Any unsolicited calls (landline)	362 33%	225 35%b	64 22%	74 43%b	182 31%	180 36%	96 30%	267 34%	262 31%	100 40%h	309 33%	31 33%	16 29%	6 26%
Any unsolicited calls (mobile)	454 41%	253 40%	143 48%ac	58 34%	298 50%e	155 31%	153 47%g	301 39%	370 43%i	84 34%	398 43%l	32 34%	14 26%	9 37%
Silent calls (landline or mobile)	272 25%	154 24%	72 24%	46 27%	139 23%	133 26%	69 21%	203 26%	228 27%i	44 18%	233 25%	25 27%	9 17%	5 19%
Landline silent calls	177 16%	108 17%	36 12%	33 19%	80 13%	97 19%d	37 11%	140 18%f	142 17%	35 14%	149 16%	17 18%	7 12%	4 16%
Mobile silent calls	145 13%	75 12%	47 16%	23 13%	89 15%	56 11%	47 15%	98 13%	128 15%i	17 7%	128 14%	10 11%	5 10%	1 6%
Live sales/marketing (landline or mobile)	529 48%	311 49%	132 45%	86 50%	318 54%e	210 42%	169 52%	359 46%	414 49%	115 46%	459 50%l	43 46%	17 31%	10 38%
Landline Live sales/marketing	276 25%	175 28%b	43 14%	59 34%b	140 24%	136 27%	77 24%	199 26%	199 23%	77 31%h	239 26%	21 22%	12 22%	4 17%
Mobile Live sales/marketing (phone or text)	386 35%	223 35%	111 38%	52 30%	257 43%e	129 26%	139 43%g	248 32%	315 37%i	72 29%	339 37%l	28 30%	11 20%	7 30%
Recorded message (landline or mobile)	283 26%	164 26%	70 24%	49 29%	166 28%	117 23%	80 25%	203 26%	229 27%	54 22%	249 27%	22 24%	8 14%	4 16%
Recorded message (landline)	191 17%	123 19%b	33 11%	35 21%b	101 17%	90 18%	49 15%	142 18%	148 17%	43 17%	168 18%	15 16%	5 9%	3 12%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Recorded message (mobile)	149 14%	82 13%	46 15%	21 13%	99 17%e	50 10%	50 16%	99 13%	129 15%i	20 8%	132 14%	10 11%	5 8%	3 11%
Other type (landline or mobile)	40 4%	25 4%	9 3%	7 4%	25 4%	15 3%	12 4%	28 4%	30 4%	9 4%	38 4%	2 2%	- -	- -
Other type (landline)	17 2%	11 2%b	- -	6 3%b	8 1%	9 2%	7 2%	11 1%	13 2%	4 2%	16 2%	2 2%	- -	- -
Other type (mobile)	23 2%	14 2%	9 3%	1 1%	16 3%	7 1%	5 2%	18 2%	17 2%	6 2%	23 2%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
GENDER													
Male	535	20	57	48	42	47	51	71	67	53	26	43	11
	49%	45%	50%	52%	51%	53%	44%	50%	48%	49%	48%	46%	44%
Female	565	24	57	43	41	41	65	71	74	55	29	51	14
	51%	55%	50%	48%	49%	47%	56%	50%	52%	51%	52%	54%	56%
AGE													
16-24	158	6	14	23	17	8	14	14	19	20	8	13	1
	14%	13%	13%	26% ^{befghl}	20% ^l	9%	12%	10%	13%	19% ^l	14%	14%	5%
25-34	190	10	20	10	13	10	23	32	25	20	8	14	6
	17%	23%	18%	11%	15%	12%	20%	22% ^c	18%	18%	14%	15%	23% ^c
35-44	196	6	27	14	6	16	32	31	20	20	7	15	3
	18%	13%	23% ^d	16%	7%	19% ^d	28% ^{dhl}	22% ^d	14%	19% ^d	13%	16%	12%
45-54	185	4	20	16	13	19	21	32	24	12	4	15	5
	17%	8%	18%	18%	16%	22% ^j	18%	23% ^{ij}	17%	11%	7%	16%	21% ^j
55-64	155	9	15	9	16	14	12	21	17	11	12	12	6
	14%	21%	13%	10%	19%	16%	10%	15%	12%	11%	22%	13%	25% ^{cfhi}
65-74	112	7	9	9	10	11	9	9	16	13	9	9	2
	10%	15%	8%	10%	12%	13%	7%	7%	11%	12%	16%	10%	9%
75+	103	3	9	8	9	9	5	3	19	12	8	15	1
	9%	7%	8%	9% ^g	11% ^g	11% ^g	5%	2%	14% ^{fg}	11% ^g	14% ^g	16% ^{fg}	6%
16-34	348	16	35	33	29	19	37	46	43	40	16	27	7
	32%	36%	30%	37% ^e	35%	21%	32%	32%	31%	37% ^e	29%	29%	27%
35+	752	28	80	57	54	70	79	96	97	68	39	66	18
	68%	64%	70%	63%	65%	79% ^{ci}	68%	68%	69%	63%	71%	71%	73%
SOCIAL GRADE													
AB	218	14	24	14	9	22	27	39	18	25	4	16	6
	20%	31% ^{dhj}	21% ^j	16%	11%	25% ^{dhj}	23% ^j	27% ^{dhj}	13%	23% ^j	7%	17%	25% ^{dj}
C1	331	10	24	31	36	26	31	40	51	47	9	23	3
	30%	24%	21%	34% ^{ejl}	43% ^{abfjkl}	29% ^l	26% ^l	28% ^l	36% ^{bjl}	44% ^{abfgjkl}	16%	24%	11%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
C2	231	6	31	22	15	18	24	27	36	10	19	21	3
	21%	13%	27% <i>i</i>	24% <i>i</i>	18%	20% <i>i</i>	21% <i>i</i>	19%	25% <i>i</i>	9%	35% <i>adgil</i>	22% <i>i</i>	13%
DE	320	14	35	24	23	23	34	36	35	25	23	34	13
	29%	33%	31%	27%	28%	26%	30%	26%	25%	24%	41% <i>hi</i>	36%	51% <i>bcdefgh</i> <i>i</i>
MARITAL STATUS													
Married\Living as married	634	25	56	47	41	63	78	85	84	65	30	45	15
	58%	57%	49%	52%	49%	71% <i>bcdk</i>	67% <i>bcdk</i>	60%	60%	60%	54%	48%	59%
Single	296	12	37	31	27	11	25	48	30	30	12	25	6
	27%	27%	32% <i>e</i>	35% <i>eh</i>	33% <i>e</i>	13%	22%	34% <i>eh</i>	21%	28% <i>e</i>	21%	27% <i>e</i>	24%
Widow\Divorced\Separated	171	7	21	12	15	14	13	9	27	12	14	23	4
	16%	16%	19% <i>g</i>	14%	18% <i>g</i>	16% <i>g</i>	11%	6%	19% <i>g</i>	11%	25% <i>fgi</i>	24% <i>fgi</i>	17% <i>g</i>
WORKING STATUS													
Working	595	21	63	44	43	57	82	89	74	52	20	36	14
	54%	47%	55% <i>jk</i>	48%	51%	65% <i>cjk</i>	70% <i>abcdhijk</i>	63% <i>cjk</i>	53% <i>k</i>	49%	37%	38%	57% <i>ik</i>
Not working	505	24	51	47	41	31	34	53	66	55	35	58	11
	46%	53% <i>f</i>	45% <i>f</i>	52% <i>efg</i>	49% <i>f</i>	35%	30%	37%	47% <i>f</i>	51% <i>f</i>	63% <i>befgl</i>	62% <i>befgh</i> <i>l</i>	43%
CHILDREN IN HOUSEHOLD													
Any	324	12	48	20	15	27	34	53	44	29	20	15	7
	29%	26%	42% <i>cdik</i>	22%	18%	30% <i>k</i>	29% <i>k</i>	37% <i>cdk</i>	31% <i>k</i>	27%	36% <i>dk</i>	16%	28%
None	776	33	66	71	68	62	82	89	97	78	35	79	18
	71%	74%	58%	78% <i>bg</i>	82% <i>bgj</i>	70%	71%	63%	69%	73% <i>b</i>	64%	84% <i>befgh</i> <i>j</i>	72%
AREA													
Urban	852	44	114	65	69	55	83	142	122	50	19	72	18
	77%	100% <i>cdefhij</i> <i>kl</i>	100% <i>cdefhijk</i> <i>l</i>	72% <i>ij</i>	83% <i>eij</i>	62% <i>j</i>	72% <i>ij</i>	100% <i>cdefhijk</i> <i>l</i>	87% <i>cefijl</i>	46%	34%	77% <i>eij</i>	71% <i>ij</i>
Rural	248	-	-	26	14	34	33	-	19	58	36	21	7
	23%	-	-	28% <i>abgh</i>	17% <i>abg</i>	38% <i>abdghk</i>	28% <i>abgh</i>	-	13% <i>abg</i>	54% <i>abcdfghk</i> <i>l</i>	66% <i>abcdefgh</i> <i>kl</i>	23% <i>abg</i>	29% <i>abgh</i>

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
COUNTRY													
England	927 84%	44 100%jkl	114 100%jkl	91 100%jkl	83 100%jkl	88 100%jkl	116 100%jkl	142 100%jkl	140 100%jkl	107 100%jkl	- -	- -	- -
Scotland	94 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	94 100%abcdef ghijl	- -
Wales	55 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	55 100%abcdefghi kl	- -	- -
Northern Ireland	25 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	25 100%abcdefg hijk
GOVERNMENT REGIONS													
North East	44 4%	44 100%bcdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
North West	114 10%	- -	114 100%acdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yorkshire and The Humber	91 8%	- -	- -	91 100%abdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -
East Midlands	83 8%	- -	- -	- -	83 100%abcefg hij kl	- -	- -	- -	- -	- -	- -	- -	- -
West Midlands	88 8%	- -	- -	- -	- -	88 100%abcd fghij kl	- -	- -	- -	- -	- -	- -	- -
East of England	116 11%	- -	- -	- -	- -	- -	116 100%abcde ghij kl	- -	- -	- -	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
London	142	-	-	-	-	-	-	142	-	-	-	-	-
	13%	-	-	-	-	-	-	100%abcdefhij kl	-	-	-	-	-
South East	140	-	-	-	-	-	-	-	140	-	-	-	-
	13%	-	-	-	-	-	-	-	100%abcdefgij kl	-	-	-	-
South West	107	-	-	-	-	-	-	-	-	107	-	-	-
	10%	-	-	-	-	-	-	-	-	100%abcdefghj kl	-	-	-
Wales	55	-	-	-	-	-	-	-	-	-	55	-	-
	5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
Scotland	94	-	-	-	-	-	-	-	-	-	-	94	-
	9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-
Northern Ireland	25	-	-	-	-	-	-	-	-	-	-	-	25
	2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
Q.1\2 PHONES OWN													
Mobile (any)	976	41	108	81	75	84	111	124	118	89	50	72	24
	89%	93%k	94%hik	89%k	90%k	95%hik	96%ghik	87%	84%	83%	90%	77%	95%k
Landline	748	23	82	57	58	72	74	57	116	79	41	68	21
	68%	53%	72%ag	63%g	70%g	81%acfg	64%g	40%	83%abcdefg	73%ag	74%ag	73%ag	84%acfg
Mobile & Landline	658	21	75	52	52	68	71	52	95	65	38	50	20
	60%	47%	66%ag	57%g	62%g	77%acfgik	61%g	37%	68%agk	60%g	69%ag	53%g	78%acfgik
Mobile only	318	20	32	29	23	16	40	72	23	24	12	22	4
	29%	45%ehijkl	28%h	32%ehl	27%	19%	35%ehl	51%bcdefhij kl	16%	23%	21%	24%	16%
Landline only	90	3	6	5	6	4	3	5	21	14	3	19	1
	8%	6%	6%	6%	7%	4%	3%	3%	15%bcefg	13%fg	5%	20%abcdef oil	5%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
INTERNET ACCESS													
Internet access at home	948	38	98	80	72	70	101	133	126	94	46	70	19
	86%	87%	86%	88%k	86%	80%	87%	94%ekl	90%ekl	88%k	84%	75%	78%
Internet access at work	325	9	29	30	13	42	40	44	53	38	2	22	5
	30%	21%j	25%j	33%dj	15%j	47%abdgjkl	34%djl	31%dj	38%abdgjkl	35%djl	3%	23%j	18%j
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746	28	61	70	34	66	92	102	111	76	30	56	19
	68%	64%d	54%	77%bdjk	41%	75%bdjk	79%bdjk	72%bdj	79%bdjk	71%bd	55%	59%d	75%bdj
Other type of internet access	213	-	11	12	4	46	33	14	51	21	3	15	2
	19%	-	10%a	14%a	5%	52%abcdfghi jkl	28%abcdgjl	10%a	37%abcdgijk l	20%adgj	5%	16%ad	7%a
None of these \ Don't access the internet	119	3	11	9	11	15	10	5	13	12	8	18	5
	11%	6%	10%	10%	13%g	17%g	8%	4%	9%	12%g	14%g	20%afgh	18%g
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)													
Any unsolicited calls (landline or mobile)	635	22	65	48	63	48	74	84	86	57	22	54	12
	58%	50%	57%	53%	75%abcegiijk l	54%	63%j	59%j	61%j	53%	40%	58%	48%
Any unsolicited calls (landline)	362	13	31	23	46	31	37	35	51	43	16	31	6
	33%	30%	27%	25%	55%abcefg hij kl	35%	32%	25%	36%	40%cg	29%	33%	26%
Any unsolicited calls (mobile)	454	17	53	31	46	32	56	71	57	34	14	32	9
	41%	38%	46%ij	35%	55%ceijk	36%	49%ij	50%cijk	41%	32%	26%	34%	37%
Silent calls (landline or mobile)	272	16	23	28	37	26	14	31	40	17	9	25	5
	25%	36%bfij	20%	31%fi	45%bfg hijkl	29%fi	12%	22%	28%fi	16%	17%	27%fi	19%
Landline silent calls	177	12	12	13	29	17	8	20	27	10	7	17	4
	16%	27%bfi	10%	15%	35%bcefg hij kl	20%fi	7%	14%	19%fi	9%	12%	18%fi	16%
Mobile silent calls	145	6	17	15	19	11	9	17	19	15	5	10	1
	13%	15%	15%	17%	22%fl	12%	8%	12%	13%	14%	10%	11%	6%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Live sales/marketing (landline or mobile)	529 48%	19 43%	57 50%cj	32 35%	47 57%cijl	39 44%	66 57%cijl	74 52%cj	79 56%cij	47 43%	17 31%	43 46%	10 38%
Landline Live sales/ marketing	276 25%	9 21%	23 20%	13 15%	35 42%abcefgijk 	19 21%	30 26%	30 21%	47 33%bcl	33 31% c	12 22%	21 22%	4 17%
Mobile Live sales/ marketing (phone or text)	386 35%	15 34%	48 42%cij	22 24%	34 41%cij	28 31%	49 42%cij	63 45%cijk	52 37% cj	28 26%	11 20%	28 30%	7 30%
Recorded message (landline or mobile)	283 26%	9 20%	31 27%	17 19%	36 44%abcefgijk 	28 32% j	25 22%	34 24%	46 33%cijl	22 20%	8 14%	22 24%	4 16%
Recorded message (landline)	191 17%	5 11%	17 15%	13 14%	26 31%abcefgijk 	20 22%	15 13%	22 16%	35 25% fj	16 15%	5 9%	15 16%	3 12%
Recorded message (mobile)	149 14%	6 14%	20 18% c	6 7%	25 29%cefgghijk 	11 12%	10 9%	18 13%	24 17% c	12 12%	5 8%	10 11%	3 11%
Other type (landline or mobile)	40 4%	2 5%	2 1%	3 3%	2 3%	1 1%	4 3%	11 8% be	6 4%	7 6%	- -	2 2%	- -
Other type (landline)	17 2%	2 4%	* *	2 2%	1 1%	* *	1 1%	5 3%	2 1%	3 2%	- -	2 2%	- -
Other type (mobile)	23 2%	* 1%	1 1%	2 2%	1 2%	1 1%	3 3%	7 5%	4 3%	4 4%	- -	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
GENDER											
Male	535	485	366	327	158	39	467	168	372	108	49
	49%	50%	49%	50%	50%	43%	49%	52%	50%	50%	41%
Female	565	492	382	331	160	51	481	158	374	106	70
	51%	50%	51%	50%	50%	57%	51%	48%	50%	50%	59%
AGE											
16-24	158	150	62	62	88	1	151	62	142	53	*
	14%	15%bce	8%e	9%e	28%abce	1%	16%j	19%j	19%j	25%fj	*
25-34	190	181	86	80	101	6	181	75	150	34	3
	17%	19%bce	12%	12%	32%abce	7%	19%j	23%j	20%j	16%j	2%
35-44	196	190	129	128	62	2	188	78	169	41	3
	18%	19%e	17%e	19%e	20%e	2%	20%j	24%j	23%j	19%j	3%
45-54	185	179	148	144	35	4	174	74	137	40	7
	17%	18%de	20%de	22%de	11%e	4%	18%j	23%j	18%j	19%j	5%
55-64	155	129	126	108	21	18	128	31	90	28	19
	14%	13%d	17%d	16%d	7%	20%d	14%	10%	12%	13%	16%
65-74	112	87	102	80	7	22	82	5	42	10	29
	10%	9%d	14%ad	12%d	2%	24%abcd	9%gh	2%	6%g	5%	24%fghi
75+	103	59	93	55	4	38	43	-	15	7	58
	9%	6%d	12%acd	8%d	1%	42%abcd	5%gh	-	2%g	3%g	49%fghi
16-34	348	331	149	142	189	7	332	137	293	87	3
	32%	34%bce	20%e	22%e	59%abce	7%	35%j	42%fj	39%j	41%j	3%
35+	752	645	599	516	130	83	616	188	453	126	116
	68%	66%d	80%ad	78%ad	41%	93%abcd	65%g	58%	61%	59%	97%fghi

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
SOCIAL GRADE											
AB	218	208	164	155	53	9	211	106	182	56	6
	20%	21%e	22%e	24%de	17%	9%	22%j	33%fhj	24%j	26%j	5%
C1	331	302	216	194	108	22	309	119	244	82	18
	30%	31%	29%	30%	34%	24%	33%j	37%j	33%j	39%j	15%
C2	231	209	161	143	66	18	195	70	156	38	28
	21%	21%	22%	22%	21%	20%	21%	22%	21%	18%	23%
DE	320	257	206	165	92	41	234	29	164	37	68
	29%	26%	28%	25%	29%	46%abcd	25%gi	9%	22%g	17%g	57%fghi
MARITAL STATUS											
Married\Living as married	634	574	467	418	156	49	570	208	444	121	51
	58%	59%d	62%d	63%d	49%	55%	60%j	64%j	60%j	57%j	43%
Single	296	272	144	134	138	10	266	93	234	68	15
	27%	28%bce	19%	20%e	43%abce	11%	28%j	29%j	31%j	32%j	13%
Widow\Divorced\Separated	171	131	136	106	24	30	112	24	68	24	53
	16%	13%d	18%ad	16%d	8%	34%abcd	12%g	7%	9%	11%	44%fghi
WORKING STATUS											
Working	595	574	389	378	196	11	565	289	487	117	13
	54%	59%be	52%e	57%e	62%be	13%	60%j	89%fhij	65%ij	55%j	10%
Not working	505	402	358	280	122	78	384	36	259	96	107
	46%	41%	48%ad	43%	38%	87%abcd	40%gh	11%	35%g	45%gh	90%fghi
CHILDREN IN HOUSEHOLD											
Any	324	310	215	207	103	8	314	119	255	65	5
	29%	32%e	29%e	32%e	32%e	9%	33%j	37%j	34%j	30%j	4%
None	776	666	533	451	215	82	634	207	491	148	115
	71%	68%	71%	68%	68%	91%abcd	67%	63%	66%	70%	96%fghi

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
AREA											
Urban	852	761	565	502	259	63	750	263	598	181	77
	77%	78%	76%	76%	81%e	70%	79%j	81%j	80%j	85%j	65%
Rural	248	215	183	156	59	27	198	62	148	33	42
	23%	22%	24%	24%	19%	30%cd	21%	19%	20%	15%	35%fghi
COUNTRY											
England	927	831	618	551	280	67	812	297	642	194	89
	84%	85%e	83%e	84%e	88%be	75%	86%j	91%fhj	86%j	91%j	74%
Scotland	94	72	68	50	22	19	70	22	56	15	18
	9%	7%	9%	8%	7%	21%abcd	7%	7%	7%	7%	15%fghi
Wales	55	50	41	38	12	3	46	2	30	3	8
	5%	5%	5%	6%	4%	3%	5%gi	1%	4%g	1%	7%gi
Northern Ireland	25	24	21	20	4	1	19	5	19	2	5
	2%	2%	3%	3%	1%	2%	2%	1%	3%	1%	4%
GOVERNMENT REGIONS											
North East	44	41	23	21	20	3	38	9	28	-	3
	4%	4%	3%	3%	6%bc	3%	4%ai	3%ai	4%ai	-	2%ai
North West	114	108	82	75	32	6	98	29	61	11	11
	10%	11%	11%	11%	10%	7%	10%ai	9%	8%	5%	9%
Yorkshire and The Humber	91	81	57	52	29	5	80	30	70	12	9
	8%	8%	8%	8%	9%	6%	8%	9%	9%	6%	7%
East Midlands	83	75	58	52	23	6	72	13	34	4	11
	8%	8%	8%	8%	7%	7%	8%gghi	4%	5%	2%	9%gghi
West Midlands	88	84	72	68	16	4	70	42	66	46	15
	8%	9%	10%cd	10%de	5%	4%	7%	13%f	9%	22%fghj	13%f

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
East of England	116	111	74	71	40	3	101	40	92	33	10
	11%	11%e	10%e	11%e	13%e	4%	11%	12%	12%	15%	8%
London	142	124	57	52	72	5	133	44	102	14	5
	13%	13%bce	8%	8%	23%abce	5%	14%ij	13%ij	14%ij	6%	4%
South East	140	118	116	95	23	21	126	53	111	51	13
	13%	12%d	16%d	14%d	7%	24%abcd	13%	16%	15%	24%fhj	11%
South West	107	89	79	65	24	14	94	38	76	21	12
	10%	9%	11%	10%	8%	15%ad	10%	12%	10%	10%	10%
Wales	55	50	41	38	12	3	46	2	30	3	8
	5%	5%	5%	6%	4%	3%	5%gi	1%	4%g	1%	7%gi
Scotland	94	72	68	50	22	19	70	22	56	15	18
	9%	7%	9%	8%	7%	21%abcd	7%	7%	7%	7%	15%fghi
Northern Ireland	25	24	21	20	4	1	19	5	19	2	5
	2%	2%	3%	3%	1%	2%	2%	1%	3%	1%	4%
Q.1/2 PHONES OWN											
Mobile (any)	976	976	658	658	318	-	880	321	718	200	64
	89%	100%be	88%e	100%be	100%be	-	93%j	99%fij	96%fj	94%j	54%
Landline	748	658	748	658	-	90	644	215	475	157	94
	68%	67%d	100%ad	100%ad	-	100%ad	68%	66%	64%	74%h	79%fgh
Mobile & Landline	658	658	658	658	-	-	598	211	455	146	50
	60%	67%de	88%ade	100%abde	-	-	63%j	65%j	61%j	69%j	42%
Mobile only	318	318	-	-	318	-	282	110	263	54	14
	29%	33%bce	-	-	100%abce	-	30%j	34%j	35%fij	25%j	12%
Landline only	90	-	90	-	-	90	46	4	20	11	44
	8%	-	12%acd	-	-	100%abcd	5%gh	1%	3%	5%g	36%fghi

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
INTERNET ACCESS											
Internet access at home	948	880	644	598	282	46	948	323	716	208	-
	86%	90%be	86%e	91%be	89%e	51%	100%ghij	99%hj	96%j	97%j	-
Internet access at work	325	321	215	211	110	4	323	325	313	119	-
	30%	33%e	29%e	32%e	35%e	5%	34%j	100%fhj	42%fj	56%fhj	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746	718	475	455	263	20	716	313	746	206	-
	68%	74%be	64%e	69%be	83%abce	23%	76%j	96%fj	100%fgij	96%fj	-
Other type of internet access	213	200	157	146	54	11	208	119	206	213	-
	19%	21%e	21%e	22%e	17%	12%	22%j	37%fhj	28%fj	100%fghj	-
None of these \ Don't access the internet	119	64	94	50	14	44	-	-	-	-	119
	11%	7%	13%acd	8%	4%	48%abcd	-	-	-	-	100%fghi
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)											
Any unsolicited calls (landline or mobile)	635	590	459	415	176	44	557	209	457	131	62
	58%	60%e	61%e	63%de	55%	49%	59%	64%j	61%j	62%	52%
Any unsolicited calls (landline)	362	318	362	318	-	44	304	99	219	73	55
	33%	33%d	48%ad	48%ad	-	49%ad	32%	30%	29%	34%	46%fghi
Any unsolicited calls (mobile)	454	454	278	278	176	-	426	174	374	106	14
	41%	46%be	37%e	42%e	55%abce	-	45%j	53%fj	50%j	50%j	11%
Silent calls (landline or mobile)	272	252	217	197	55	20	242	82	188	62	27
	25%	26%d	29%d	30%d	17%	22%	26%	25%	25%	29%	23%
Landline silent calls	177	157	177	157	-	20	150	41	103	34	26
	16%	16%d	24%ad	24%ad	-	22%d	16%	12%	14%	16%	22%gh
Mobile silent calls	145	145	90	90	55	-	139	57	117	36	4
	13%	15%e	12%e	14%e	17%be	-	15%j	17%j	16%j	17%j	4%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1100	941	791	666	275	125	893	260	668	183	175
Weighted Base	1100	976	748	658	318	90	948	325	746	213	119
Live sales/marketing (landline or mobile)	529 48%	498 51%de	390 52%de	360 55%de	138 43%	31 34%	471 50%j	175 54%j	383 51%j	115 54%j	45 37%
Landline Live sales/ marketing	276 25%	245 25%d	276 37%ad	245 37%ad	- -	31 34%ad	234 25%	73 23%	167 22%	54 25%	39 33%fgh
Mobile Live sales/ marketing (phone or text)	386 35%	386 40%be	248 33%e	248 38%e	138 43%be	- -	364 38%j	148 45%j	316 42%j	93 44%j	10 9%
Recorded message (landline or mobile)	283 26%	265 27%d	226 30%de	209 32%de	56 18%	18 20%	260 27%j	106 32%j	211 28%j	76 36%fj	22 18%
Recorded message (landline)	191 17%	173 18%d	191 26%ad	173 26%ad	- -	18 20%d	171 18%	66 20%	130 17%	51 24%	20 17%
Recorded message (mobile)	149 14%	149 15%e	93 12%e	93 14%e	56 18%be	- -	144 15%j	58 18%j	122 16%j	38 18%j	4 3%
Other type (landline or mobile)	40 4%	37 4%	28 4%	26 4%	12 4%	3 3%	35 4%	17 5%	26 4%	10 5%	4 3%
Other type (landline)	17 2%	15 1%	17 2%d	15 2%d	- -	3 3%d	16 2%	5 1%	8 1%	5 2%	1 1%
Other type (mobile)	23 2%	23 2%	11 2%	11 2%	12 4%b	- -	19 2%	13 4%	19 3%	5 2%	3 2%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
GENDER																
Male	535 49%	313 49%	165 45%	230 51%	128 47%	79 45%	68 47%	262 50%	124 45%	194 50%	136 48%	86 45%	73 49%	16 40%	5 27%	11 48%
Female	565 51%	321 51%	198 55%	224 49%	144 53%	98 55%	77 53%	266 50%	152 55%	192 50%	147 52%	105 55%	77 51%	24 60%	12 73%	12 52%
AGE																
16-24	158 14%	81 13%bek	29 8%	71 16%behk	35 13%k	12 7%	30 21%abegh jk	62 12%	22 8%	54 14%behk	31 11%	13 7%	23 15%behk	3 7%	- -	3 12%
25-34	190 17%	110 17%bh	37 10%	100 22%behk	56 21%bh	24 14%	41 28%abegh k	91 17%bh	27 10%	81 21%bh	57 20%bh	28 15%	44 30%abegh jk	8 19%	1 8%	6 27%
35-44	196 18%	118 19%bdehk	44 12%	106 23%bdehj k	33 12%	15 8%	26 18%e 21%bdehj k	109 13%	35 13%	98 25%abdeh jk	41 14%	19 10%	26 18%e	8 19%	1 7%	6 27%
45-54	185 17%	118 19%	79 22%	87 19%	51 19%	36 21%	29 20%	98 18%	61 22%	74 19%	62 22%	49 26%	32 22%	6 16%	4 22%	3 12%
55-64	155 14%	87 14%f	64 18%cfi	53 12%f	36 13%f	33 19%cfi	7 5%	74 14%f	49 18%cfi	48 12%f	37 13%f	30 16%fi	12 8%	9 22%fi	5 29%	4 16%
65-74	112 10%	68 11%ci	59 16%actgil	28 6%	33 12%cfi	30 17%actgil	8 5%	55 10%c	44 16%actgil	24 6%	33 12%ci	29 15%cfil	9 6%	6 15%	5 29%	1 6%
75+	103 9%	51 8%cil	50 14%actgij l	8 2%	27 10%cfil	26 15%actgij lm	4 3%	40 8%cil	39 14%actgij l	7 2%	23 8%cil	23 12%cfil	3 2%	1 2%	1 4%	- -
16-34	348 32%	192 30%behk	66 18%	172 38%abegh k	91 33%behk	36 21%	71 49%abcde ghijk	153 29%beh	49 18%	135 35%behk	88 31%behk	41 21%	67 45%abdeg hjk	10 26%	1 8%	9 40%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
35+	752	443	296	282	181	140	74	376	227	251	195	150	82	29	16	14
	68%	70%cfl	82%acdfigl	62%f	67%fl	79%acdfigl	51%	71%cfl	82%acdfigl	65%f	69%fl	79%acdfigl	55%	74%f	92%	60%
SOCIAL GRADE																
AB	218	142	81	111	61	37	39	123	63	99	70	53	32	14	7	7
	20%	22%	22%	25%	22%	21%	27%	23%	23%	26%	25%	28%	21%	35%	42%	32%
C1	331	207	115	150	93	59	46	167	90	120	100	64	57	16	6	10
	30%	33%	32%	33%	34%	34%	31%	32%	33%	31%	35%	34%	38%	40%	37%	41%
C2	231	130	69	93	48	31	24	110	49	84	51	31	27	3	-	3
	21%	21%	19%	21%	18%	18%	16%	21%	18%	22%	18%	16%	18%	8%	-	13%
DE	320	155	96	99	70	49	36	128	73	83	62	42	34	7	4	3
	29%	24%	27%	22%	26%	28%	25%	24%	27%	21%	22%	22%	23%	17%	21%	13%
MARITAL STATUS																
Married\Living as married	634	365	225	253	154	108	75	311	175	223	164	123	82	25	11	14
	58%	58%	62%	56%	57%	61%	52%	59%	63%fl	58%	58%	64%fl	55%	62%	67%	59%
Single	296	170	64	143	72	36	47	132	43	111	70	33	46	9	-	9
	27%	27%bkh	18%	31%beghk	26%bkh	21%	33%behk	25%bkh	15%	29%bkh	25%bh	17%	31%bkh	21%	-	37%
Widow\Divorced\Separated	171	100	74	58	46	33	23	86	59	52	49	35	21	7	6	1
	16%	16%	20%ci	13%	17%	18%	16%	16%	21%ci	13%	17%	18%	14%	16%	33%	4%
WORKING STATUS																
Working	595	372	182	298	139	80	89	318	140	257	166	101	99	25	8	16
	54%	59%beh	50%	66%abdehk	51%	45%	62%be	60%bdeh	51%	67%abdehk	59%be	53%	66%bdehk	62%	49%	70%
Not working	505	263	180	155	133	97	56	210	136	129	117	90	50	15	9	7
	46%	41%ci	50%acfigl	34%	49%cgil	55%acfigl	38%	40%	49%acgil	33%	41%	47%cil	34%	38%	51%	30%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
CHILDREN IN HOUSEHOLD																
Any	324	191	96	153	69	37	47	169	77	139	80	49	50	12	7	5
	29%	30%e	26%	34%bde	25%	21%	33%e	32%e	28%	36%bdek	28%	26%	34%e	30%	39%	23%
None	776	444	267	301	203	140	98	359	199	248	203	142	99	28	11	18
	71%	70%	74%ci	66%	75%ci	79%actgi	67%	68%	72%	64%	72%	74%i	66%	70%	61%	77%
AREA																
Urban	852	493	262	370	228	142	128	414	199	315	229	148	129	30	13	17
	77%	78%	72%	81%bh	84%bh	80%	89%abghk	78%	72%	81%bh	81%bh	77%	86%abh	76%	76%	75%
Rural	248	141	100	84	44	35	17	115	77	72	54	43	20	9	4	6
	23%	22%fl	28%cdfij	19%	16%	20%	11%	22%fl	28%cdfij	19%	19%	23%fl	14%	24%	24%	25%
COUNTRY																
England	927	546	309	398	233	149	128	459	239	339	249	168	132	38	16	23
	84%	86%	85%	88%	86%	84%	88%	87%	87%	88%	88%	88%	89%	96%	91%	100%
Scotland	94	54	31	32	25	17	10	43	21	28	22	15	10	2	2	-
	9%	9%	8%	7%	9%	10%	7%	8%	8%	7%	8%	8%	7%	4%	9%	-
Wales	55	22	16	14	9	7	5	17	12	11	8	5	5	-	-	-
	5%	3%	4%	3%	3%	4%	4%	3%	4%	3%	3%	3%	3%	-	-	-
Northern Ireland	25	12	6	9	5	4	1	10	4	7	4	3	3	-	-	-
	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	-	-	-
GOVERNMENT REGIONS																
North East	44	22	13	17	16	12	6	19	9	15	9	5	6	2	2	*
	4%	4%	4%	4%	6%	7%	4%	4%	3%	4%	3%	2%	4%	5%	10%	2%
North West	114	65	31	53	23	12	17	57	23	48	31	17	20	2	*	1
	10%	10%	8%	12%	9%	7%	12%	11%	8%	12%	11%	9%	13%	4%	3%	5%
Yorkshire and The Humber	91	48	23	31	28	13	15	32	13	22	17	13	6	3	2	2
	8%	8%	6%	7%	10%ghil	8%	11%h	6%	5%	6%	6%	7%	4%	8%	11%	7%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
East Midlands	83	63	46	46	37	29	19	47	35	34	36	26	25	2	1	1
	8%	10%	13%	10%	14%	17%acgi	13%	9%	13%	9%	13%	13%	16%agi	6%	7%	6%
West Midlands	88	48	31	32	26	17	11	39	19	28	28	20	11	1	*	1
	8%	8%	9%	7%	10%	10%	7%	7%	7%	7%	10%	10%	7%	3%	2%	3%
East of England	116	74	37	56	14	8	9	66	30	49	25	15	10	4	1	3
	11%	12%de	10%de	12%de	5%	5%	6%	12%de	11%de	13%de	9%	8%	7%	10%	4%	14%
London	142	84	35	71	31	20	17	74	30	63	34	22	18	11	5	7
	13%	13%	10%	16%b	11%	11%	12%	14%	11%	16%b	12%	12%	12%	29%abdefghijkl	28%	29%
South East	140	86	51	57	40	27	19	79	47	52	46	35	24	6	2	4
	13%	14%	14%	13%	15%	15%	13%	15%	17%	14%	16%	18%	16%	14%	10%	17%
South West	107	57	43	34	17	10	15	47	33	28	22	16	12	7	3	4
	10%	9%	12%dei	8%	6%	6%	10%	9%	12%de	7%	8%	8%	8%	17%de	15%	18%
Wales	55	22	16	14	9	7	5	17	12	11	8	5	5	-	-	-
	5%	3%	4%	3%	3%	4%	4%	3%	4%	3%	3%	3%	3%	-	-	-
Scotland	94	54	31	32	25	17	10	43	21	28	22	15	10	2	2	-
	9%	9%	8%	7%	9%	10%	7%	8%	8%	7%	8%	8%	7%	4%	9%	-
Northern Ireland	25	12	6	9	5	4	1	10	4	7	4	3	3	-	-	-
	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	-	-	-
Q.1/2 PHONES OWN																
Mobile (any)	976	590	318	454	252	157	145	498	245	386	265	173	149	37	15	23
	89%	93%bh	88%	100%abdeg	93%	89%	100%abdeg	94%beh	89%	100%abdeg	94%b	91%	100%abdeg	94%	85%	100%
				hijk			hijk			hijk			hijk			
Landline	748	459	362	278	217	177	90	390	276	248	226	191	93	28	17	11
	68%	72%cfil	100%acdfg	61%	80%acfi	100%acdfg	62%	74%cfil	100%acdfg	64%	80%acfi	100%acdfg	62%	70%	100%	49%
			ijlm		l	ijlm			ijlm		l	ijlm				

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

* small base; ** very small base (under 30) ineligible for sig testing

Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Mobile & Landline	658 60%	415 65%	318 88%acdfgijlm	278 61%	197 72%ci	157 89%acdfgijlm	90 62%	360 68%c	245 89%acdfgijlm	248 64%	209 74%acfil	173 91%acdfgijlm	93 62%	26 64%	15 85%	11 49%
Mobile only	318 29%	176 28%bdehjk	- -	176 39%abdeg hjk	55 20%behk	- -	55 38%abdeg hjk	138 26%behk	- -	138 36%abdeg hjk	56 20%behk	- -	56 38%abdeg hjk	12 30%behk	- -	12 51%
Landline only	90 8%	44 7%cfil	44 12%actgijl	- -	20 7%cfil	20 11%ctgil	- -	31 6%cfil	31 11%actgil	- -	18 6%cfil	18 9%cfil	- -	3 6%cfil	3 15%	- -
INTERNET ACCESS																
Internet access at home	948 86%	557 88%	304 84%	426 94%abdeg h	242 89%	150 85%	139 96%abdeg h	471 89%b	234 85%	364 94%abdeg h	260 92%beh	171 90%	144 97%abdeg hkm	35 87%	16 96%	19 82%
Internet access at work	325 30%	209 33%e	99 27%	174 38%bdeh	82 30%	41 23%	57 39%beh	175 33%e	73 27%	148 38%beh	106 37%beh	66 34%e	58 39%beh	17 44%eh	5 28%	13 55%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	746 68%	457 72%beh	219 60%	374 82%abdeg hjkm	188 69%beh	103 58%	117 81%bdehk	383 73%beh	167 60%	316 82%abdeg hjkm	211 75%beh	130 68%	122 82%abdeg hk	26 66%	8 45%	19 81%
Other type of internet access	213 19%	131 21%	73 20%	106 23%	62 23%	34 19%	36 25%	115 22%	54 20%	93 24%	76 27%	51 27%	38 25%	10 24%	5 29%	5 20%
None of these \ Don't access the internet	119 11%	62 10%cfil	55 15%actgijl	14 3%	27 10%cfil	26 15%ctgijl	4 3%	45 8%cil	39 14%ctgijl	10 3%	22 8%ci	20 10%cfil	4 3%	4 9%	1 4%	3 12%
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)																
Any unsolicited calls (landline or mobile)	635 58%	635 100%	362 100%	454 100%	272 100%	177 100%	145 100%	529 100%	276 100%	386 100%	283 100%	191 100%	149 100%	40 100%	17 100%	23 100%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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Table 18

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1100	622	396	402	280	201	127	512	297	343	279	203	133	36	18	19
Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Any unsolicited calls (landline)	362 33%	362 57%cfil	362 100%acdfg ijlm	181 40%	191 70%acfg il	177 100%acdfg ijlm	64 44%	304 58%cfil	276 100%acdfg ijlm	162 42%	200 71%acfg il	191 100%acdfg ijlm	67 45%	22 54%	17 100%	5 22%
Any unsolicited calls (mobile)	454 41%	454 71%behk	181 50%	454 100%abdeg hjkm	193 71%behk	98 56%	145 100%abdeg hjkm	392 74%behk	140 51%	386 100%abdeg hjkm	199 70%behk	107 56%	149 100%abdeg hjkm	32 80%behk	9 54%	23 100%
Silent calls (landline or mobile)	272 25%	272 43%	191 53%acgim	193 43%	272 100%abcg hijklm	177 100%abcg hijklm	145 100%abcm	213 40%	134 48%g	156 40%	167 59%acghi m	118 62%acghi m	94 63%acghi m	14 34%	10 61%	3 14%
Landline silent calls	177 16%	177 28%ci	177 49%acfgi ijlm	98 22%	177 65%abcf ghijlm	177 100%abcm ghijklm	50 34%ci	142 27%	121 44%acgil	88 23%	112 40%acgil	106 56%acfg ijlm	43 29%	11 27%	10 61%	* 2%
Mobile silent calls	145 13%	145 23%	64 18%	145 32%abghk m	145 53%abceg hijkm	50 28%bhm	145 100%abcde ghijklm	115 22%	50 18%	112 29%abghm	87 31%abghk m	42 22%	73 49%abceg hijkm	4 11%	1 7%	3 14%
Live sales/marketing (landline or mobile)	529 48%	529 83%im	304 84%im	392 86%dm	213 79%im	142 81%im	115 79%im	529 100%abcd efijklm	276 100%abcd efijklm	386 100%abcde fijklm	237 84%im	163 86%im	127 85%im	53%	73%	36%
Landline Live sales/marketing	276 25%	276 44%ci	276 76%acdfg ijlm	140 31%	134 49%cfil	121 68%acdfg ijlm	50 35%	276 52%acfi l	276 100%abcde fgijklm	134 35%	149 53%acfil	143 75%acdfg ijlm	51 34%	15 37%	10 61%	4 18%
Mobile Live sales/marketing (phone or text)	386 35%	386 61%behkm	162 45%	386 85%abdeg hjkm	156 58%bhm	88 50%	112 78%abdeh jkm	386 73%abdeh jkm	134 48%	386 100%abcde fghijklm	171 60%behm	96 51%	126 84%abdeg hjkm	14 36%	8 49%	6 26%
Recorded message (landline or mobile)	283 26%	283 45%	200 55%acgi	199 44%	167 61%acgim	112 64%acgim	87 60%acgim	237 45%	149 54%acgi	171 44%	283 100%abcd efghim	191 100%abcd efghim	149 100%abcde fghim	15 37%	10 56%	5 23%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
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Weighted Base	1100	635	362	454	272	177	145	529	276	386	283	191	149	40*	17**	23**
Recorded message (landline)	191 17%	191 30% _c	191 53% _{acdfgilm}	107 24%	118 43% _{acfgi}	106 60% _{acdfgilm}	42 29%	163 31% _c	143 52% _{acfgiilm}	96 25%	191 67% _{abcd}	191 100% _{abcde}	57 38% _{ci}	12 31%	10 56%	3 13%
Recorded message (mobile)	149 14%	149 24%	67 19%	149 33% _{abegh}	94 35% _{abegh}	43 24%	73 51% _{abcdeghikm}	127 24%	51 19%	126 33% _{abgh}	149 53% _{abcdeghikm}	57 30% _{bh}	149 100% _{abcde}	8 19%	5 30%	2 10%
Other type (landline or mobile)	40 4%	40 6%	22 6%	32 7%	14 5%	11 6%	4 3%	21 4%	15 5%	14 4%	15 5%	12 7%	8 5%	40 100% _{abcd}	17 100%	23 100%
Other type (landline)	17 2%	17 3%	17 5% _c	9 2%	10 4%	10 6% _{acfgi}	1 1%	13 2%	10 4%	8 2%	10 3%	10 5%	5 3%	17 43% _{abcd}	17 100%	* 2%
Other type (mobile)	23 2%	23 4% _e	5 1%	23 5% _{bddeghi}	3 1%	* *	3 2%	8 2%	4 2%	6 2%	5 2%	3 2%	2 2%	23 58% _{abcde}	* 3%	23 100%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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