

	Page	Table	Title	Base Description	Base
■	1	1	QAGE: What is your age?	Base: All complained about landline service in past 6 months	2234
■	2	2	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	2234
■	3	3	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	2234
■	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	676
■	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	642
■	6	6	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	801
	7	7	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	115
■	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2234
■	9	9	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	2234

	Page	Table	Title	Base Description	Base
●	10	10	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1043
●	11	11	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	2234
●	12	12	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	720
●	13	13	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	2234
●	14	14	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	2234
●	15	15	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	2234
●	16	16	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	2234
●	17	17	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	2234

	Page	Table	Title	Base Description	Base
●	18	18	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	2234
●	19	19	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	2234
●	20	20	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	2234
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	2234
●	22	22	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	2234
	23	23	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1043
●	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Landline telephone service.	Base: All complained about landline service in past 6 months	2234
●	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Landline telephone service.	Base: All complained about landline service in past 6 months	2234
●	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Landline telephone service	Base: All complained about landline service in past 6 months	2234

	Page	Table	Title	Base Description	Base
■	27	27	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	2234
■	28	28	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	2234
■	29	29	Q17: Where do you live?	Base: All complained about landline service in past 6 months	2234
■	30	30	Q18a: What is your gender?	Base: All complained about landline service in past 6 months	2234
■	31	31	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about landline service in past 6 months	2234
■	32	32	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	2234
■	33	33	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	2234
■	34	34	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	2234
■	35	35	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	2234
■	36	36	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about landline service in past 6 months	2234
■	37	37	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	2234

	Page	Table	Title	Base Description	Base
■	38	38	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about landline service in past 6 months	2234
■	1	1	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	2	2	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	3	3	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	865
■	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	1388
■	6	6	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	823
	7	7	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	125

	Page	Table	Title	Base Description	Base
■	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	9	9	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	10	10	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	1456
■	11	11	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	3201
■	12	12	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	1543
■	13	13	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	3201
■	14	14	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	3201
■	15	15	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	3201

	Page	Table	Title	Base Description	Base
●	16	16	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	17	17	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	18	18	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	19	19	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	20	20	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	3201
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	22	22	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	23	23	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	1456

	Page	Table	Title	Base Description	Base
●	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	3201
●	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Fixed Broadband internet	Base: All complained about fixed broadband internet service in past 6 months	3201
●	27	27	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	28	28	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	29	29	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	30	30	Q18a: What is your gender?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	31	31	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	3201
●	32	32	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	3201



	Page	Table	Title	Base Description	Base
■	33	33	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	34	34	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	35	35	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	36	36	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	3201
■	37	37	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	3201
■	38	38	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	3201
■	1	1	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	2	2	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
●	3	3	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	615
●	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	571
●	6	6	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	650
	7	7	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	98
●	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
■	9	9	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	10	10	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	893
■	11	11	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	12	12	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	722
■	13	13	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	14	14	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	15	15	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
●	16	16	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	17	17	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	18	18	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	19	19	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	20	20	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	22	22	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
●	23	23	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	893
●	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	27	27	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	28	28	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
●	29	29	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
■	30	30	Q18a: What is your gender?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	31	31	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	32	32	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	33	33	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	34	34	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	35	35	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	36	36	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934

	Page	Table	Title	Base Description	Base
■	37	37	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	38	38	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1934
■	1	1	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	3205
■	2	2	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	3205
■	3	3	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	3205
■	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	1176
■	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	916
■	6	6	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	908

	Page	Table	Title	Base Description	Base
■	7	7	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	205
■	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	3205
■	9	9	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	3205
■	10	10	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1593
■	11	11	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	3205
■	12	12	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	1069
■	13	13	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	3205
■	14	14	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	3205



	Page	Table	Title	Base Description	Base
●	15	15	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	3205
●	16	16	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	3205
●	17	17	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	3205
●	18	18	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	3205
●	19	19	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	3205
●	20	20	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	3205
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	3205
●	22	22	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	3205

	Page	Table	Title	Base Description	Base
■	23	23	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1593
■	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	3205
■	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	3205
■	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Mobile phone service	Base: All complained about mobile phone service in past 6 months	3205
■	27	27	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	3205
■	28	28	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	3205
■	29	29	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	3205
■	30	30	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	3205

	Page	Table	Title	Base Description	Base
●	31	31	Q18a: What is your gender?	Base: All complained about mobile phone service in past 6 months	3205
●	32	32	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	3205
●	33	33	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	3205
●	34	34	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	3205
	35	35	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	3205
●	36	36	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	3205
●	37	37	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	3205
●	38	38	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	3205
●	39	39	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	3205

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
16 - 17	17	7	4	5	-	5	8	4	9	8
	1%	1%	1%	1%	-	*	1%	1%	1%	1%
18 - 24	951	295	341	274	42	405	392	154	380	559
	43%km	43%	43%	42%	37%	36%	49%Tk	49%Tl	36%	49%Tm
25 - 34	689	199	265	199	26	388	232	69	352	329
	31%kl	29%	33%jl	31%	23%	35%TCI	29%kl	22%	33%kn	29%
35 - 44	314	97	117	85	14	187	89	38	174	138
	14%lc	14%	15%	13%	13%	17%TC	11%	12%	16%kn	12%
45 - 54	140	43	44	42	10	66	51	23	72	66
	6%	6%	6%	7%	9%	6%	6%	7%	7%	6%
55 - 64	81	23	14	30	14	41	26	15	51	28
	4%h	3%h	2%	5%h	12%Tghl	4%	3%	5%	5%kn	2%
65 +	43	14	9	12	7	26	5	12	17	23
	2%lc	2%	1%	2%	6%Tghl	2%C	1%	4%TC	2%	2%
NET: 16-34	1657	501	610	478	67	798	632	226	742	896
	74%jm	74%jl	77%jl	74%jl	60%	71%	79%TKl	72%	70%	78%Tm
NET: 36-54	453	140	161	128	25	253	139	61	246	204
	20%	21%	20%	20%	22%	23%C	17%	19%	23%kn	18%
NET: 55+	124	37	23	42	21	66	31	27	68	50
	6%h	6%h	3%	7%h	19%Tghl	6%C	4%	9%TC	6%kn	4%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

**QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Hearing	230	72	81	72	5	109	79	42	114	115
	10%	11%	10%	11% <b>j</b>	5%	10%	10%	13%	11%	10%
Eyesight	400	141	134	119	6	193	148	59	191	208
	18% <b>j</b>	21% <b>j</b>	17% <b>j</b>	18% <b>j</b>	5%	17%	19%	19%	18%	18%
Mobility	267	78	100	84	6	129	102	36	131	136
	12% <b>j</b>	11% <b>j</b>	13% <b>j</b>	13% <b>j</b>	5%	12%	13%	11%	12%	12%
Dexterity	227	66	85	71	4	99	98	30	99	127
	10% <b>j</b>	10% <b>j</b>	11% <b>j</b>	11% <b>j</b>	3%	9%	12% <b>k</b>	10%	9%	11%
Breathing	348	108	116	109	14	179	125	44	170	177
	16% <b>j</b>	16% <b>j</b>	15% <b>j</b>	17% <b>j</b>	13%	16%	16%	14%	16%	15%
Mental abilities	392	115	140	131	6	183	162	47	187	203
	18% <b>j</b>	17% <b>j</b>	18% <b>j</b>	20% <b>j</b>	5%	16%	20% <b>kl</b>	15%	18%	18%
Social/behavioural	371	107	150	108	6	194	135	42	171	196
	17% <b>j</b>	16% <b>j</b>	19% <b>j</b>	17% <b>j</b>	6%	17%	17%	14%	16%	17%
Your mental health	633	195	208	208	21	308	251	75	297	328
	28% <b>j</b>	29% <b>j</b>	26% <b>j</b>	32% <b>hj</b>	19%	28%	31% <b>l</b>	24%	28%	29%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	181	48	60	63	10	86	64	31	80	99
	8% <b>j</b>	7% <b>j</b>	8% <b>j</b>	10% <b>j</b>	9%	8% <b>j</b>	8% <b>j</b>	10% <b>j</b>	8% <b>j</b>	9% <b>j</b>
Prefer not to say	191	55	68	45	22	86	66	39	70	110
	9% <b>j</b>	8% <b>j</b>	9% <b>j</b>	7% <b>j</b>	19% <b>Tghi</b>	8% <b>j</b>	8% <b>j</b>	12% <b>TkC</b>	7% <b>j</b>	10% <b>m</b>
Don't know	42	16	15	6	5	26	10	7	19	22
	2% <b>j</b>	2% <b>j</b>	2% <b>j</b>	1% <b>j</b>	4% <b>l</b>	2% <b>j</b>	1% <b>j</b>	2% <b>j</b>	2% <b>j</b>	2% <b>j</b>
Nothing	433	115	164	118	37	269	118	46	255	173
	19% <b>Cn</b>	17% <b>j</b>	21% <b>j</b>	18% <b>j</b>	33% <b>Tghi</b>	24% <b>TCI</b>	15% <b>j</b>	15% <b>j</b>	24% <b>Tn</b>	15% <b>j</b>
NET: Any limiting characteristic	1567	492	547	479	49	737	608	223	711	844
	70% <b>jk</b>	73% <b>j</b>	69% <b>j</b>	74% <b>hj</b>	44% <b>j</b>	66% <b>j</b>	76% <b>Tk</b>	71% <b>j</b>	67% <b>j</b>	73% <b>km</b>

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

**Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
The service not performing as it should	648	-	-	648	-	321	232	96	307	336
		29% <b>gh</b>	-	100% <b>Tghj</b>	-	29%	29%	30%	29%	29%
A billing, pricing or payment issue	457	457	-	-	-	233	159	66	238	216
		20% <b>hj</b>	67% <b>Thj</b>	-	-	21%	20%	21%	23% <b>n</b>	19%
A problem relating to the installation or set up of your service	416	-	416	-	-	220	155	41	185	227
		19% <b>gij</b>	52% <b>Tgj</b>	-	-	20% <b>l</b>	19% <b>l</b>	13%	17%	20%
A problem with a repair to the service	379	-	379	-	-	198	129	52	181	195
		17% <b>gij</b>	48% <b>Tgj</b>	-	-	18%	16%	16%	17%	17%
Dissatisfaction with customer service from a previous occasion or contact	222	222	-	-	-	75	99	48	94	125
		10% <b>hijk</b>	33% <b>Thij</b>	-	-	7%	12% <b>k</b>	15% <b>lk</b>	9%	11%
Or something else	113	-	-	-	113	72	28	13	50	50
		5% <b>ghj</b>	-	-	100% <b>Tghi</b>	6% <b>C</b>	4%	4%	5%	4%
SUMMARY:										
Billing and Customer service	678	678	-	-	-	307	258	113	333	341
		30% <b>hij</b>	100% <b>Thij</b>	-	-	27%	32% <b>k</b>	36% <b>lk</b>	32%	30%
Repairs and Installation	795	-	795	-	-	418	284	93	366	422
		36% <b>gij</b>	100% <b>Tgj</b>	-	-	37% <b>l</b>	35%	29%	35%	37%
Service Issues	648	-	-	648	-	321	232	96	307	336
		29% <b>ghj</b>	-	100% <b>Tghj</b>	-	29%	29%	30%	29%	29%
Something else	113	-	-	-	113	72	28	13	50	50
		5% <b>ghj</b>	-	-	100% <b>Tghi</b>	6% <b>C</b>	4%	4%	5%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

**Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Billing and Customer service

**Base: All complained about landline service in past 6 months - Billing and Customer service complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	676	676	-	-	-	306	259	111	329	343
Weighted Base	678	678	..	..	..	307	258	113	333	341
Effective base	642	642	-	-	-	290	247	105	312	326
Bill was a lot higher than expected	178 26%	178 26%	-	-	-	98 32% <b>C</b>	52 20%	28 25%	98 29%	79 23%
Payment issues (including setting up/making a payment, non-direct debit charges)	124 18% <b>l</b>	124 18%	-	-	-	69 22% <b>l</b>	45 17%	11 9%	74 22% <b>m</b>	51 15%
Bill was inaccurate	103 15%	103 15%	-	-	-	47 15%	37 14%	19 17%	53 16%	50 15%
Getting a refund, credit note or cashback	92 14%	92 14%	-	-	-	42 14%	33 13%	16 14%	45 13%	47 14%
The format of the bill	80 12%	80 12%	-	-	-	41 13%	29 11%	10 9%	47 14%	32 9%
Bill contained items I shouldn't have been charged for	78 11%	78 11%	-	-	-	41 13%	25 10%	12 11%	37 11%	39 11%
Took too long to resolve issue	62 9%	62 9%	-	-	-	19 6%	29 11% <b>k</b>	14 12%	25 8%	34 10%
Gave incorrect information	53 8%	53 8%	-	-	-	18 6%	22 8%	13 11%	25 8%	27 8%
Unable to get through to relevant person	49 7%	49 7%	-	-	-	18 6%	23 9%	7 6%	27 8%	21 6%
Unable to get through to anyone	49 7%	49 7%	-	-	-	20 7%	19 8%	9 8%	22 7%	27 8%
Didn't do what they said they would do	46 7%	46 7%	-	-	-	15 5%	17 7%	14 12% <b>k</b>	17 5%	28 8%
Rude/dismissive	40 6%	40 6%	-	-	-	13 4%	16 6%	11 10% <b>k</b>	12 4%	26 8% <b>m</b>
Costs of going above data allowance	2 *	2 *	-	-	-	2 1%	-	-	2 1%	-
Costs of international and roaming calls	1 *	1 *	-	-	-	1 *	-	-	1 *	-
Pre-pay credit lost or not credited to card	1 *	1 *	-	-	-	1 *	-	-	1 *	-
A different issue	5 1%	5 1%	-	-	-	4 1%	-	1 1%	4 1%	1 *

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

**Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Service issues

**Base: All complained about landline service in past 6 months - Service issue complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	642	-	-	642	-	321	225	96	297	340
Weighted Base	648	..*	..*	648	..*	321	232	96*	307	336
Effective base	609	-	-	609	-	303	215	91	282	322
Complete loss of service	264	-	-	264	-	124	95	45	107	153
	41%	-	-	41%	-	39%	41%	46%	35%	46% <b>m</b>
Poor line quality	248	-	-	248	-	119	84	44	119	126
	38%	-	-	38%	-	37%	36%	46%	39%	37%
Service is not consistently available	216	-	-	216	-	109	74	33	102	114
	33%	-	-	33%	-	34%	32%	35%	33%	34%
Connection speed slower than advertised or led to expect	63	-	-	63	-	39	17	8	38	25
	10%	-	-	10%	-	12%	7%	8%	12% <b>n</b>	7%
Problems with voice over internet (VOIP) telephone calls	30	-	-	30	-	19	7	4	14	17
	5%	-	-	5%	-	6%	3%	4%	4%	5%
Unable to get certain channels/content	22	-	-	22	-	19	2	1	18	4
	3% <b>n</b>	-	-	3%	-	6% <b>Cl</b>	1%	1%	6% <b>n</b>	1%
Poor picture quality	10	-	-	10	-	5	3	2	8	3
	2%	-	-	2%	-	2%	1%	2%	2%	1%
Problems with calls being disconnected during a call or not connected at all	9	-	-	9	-	8	1	-	7	2
	1%	-	-	1%	-	2%	*	-	2%	1%
Unable to access 5G service	8	-	-	8	-	7	1	-	5	3
	1%	-	-	1%	-	2%	*	-	1%	1%
Unable to access 4G service	7	-	-	7	-	7	-	-	6	1
	1%	-	-	1%	-	2% <b>C</b>	-	-	2% <b>n</b>	*
Poor indoor reception/coverage	6	-	-	6	-	5	1	-	2	4
	1%	-	-	1%	-	1%	1%	-	1%	1%
Text or voice mails delivered late	5	-	-	5	-	5	-	-	3	2
	1%	-	-	1%	-	2%	-	-	1%	1%
Poor outside reception/ coverage	4	-	-	4	-	4	-	-	4	-
	1%	-	-	1%	-	1%	-	-	1% <b>n</b>	-
A different issue (please describe it briefly in your own words)	11	-	-	11	-	5	2	4	5	6
	2%	-	-	2%	-	2%	1%	5% <b>C</b>	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

**Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Repairs and Installation

**Base: All complained about landline service in past 6 months - Repair and Installation complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	801	-	801	-	-	420	287	94	365	429
Weighted Base	795	-**	795	-**	-**	418	284	93*	366	422
Effective base	758	-	758	-	-	398	272	89	345	407
Switching issues (e.g. problems trying to switch or problems porting your number)	136	-	136	-	-	79	44	13	62	73
	17%	-	17%	-	-	19%	15%	14%	17%	17%
Time taken to repair a fault	122	-	122	-	-	72	33	17	66	55
	15%	-	15%	-	-	17%	12%	18%	18%	13%
Time taken to install the service	121	-	121	-	-	72	39	10	61	60
	15%	-	15%	-	-	17%	14%	11%	17%	14%
Missed/ moved installation appointment	108	-	108	-	-	66	32	10	50	57
	14%	-	14%	-	-	16%	11%	11%	14%	13%
Damage to property during installation	108	-	108	-	-	50	50	8	43	65
	14%	-	14%	-	-	12%	18%kl	9%	12%	15%
Complaining about an engineer	106	-	106	-	-	56	34	16	51	54
	13%	-	13%	-	-	13%	12%	17%	14%	13%
Arranging an appointment for an engineer visit	99	-	99	-	-	60	28	11	50	49
	12%	-	12%	-	-	14%	10%	12%	14%	12%
Arranging an installation	98	-	98	-	-	64	29	4	47	50
	12%kl	-	12%	-	-	15%Cl	10%	5%	13%	12%
Missed/moved repair appointment	89	-	89	-	-	43	29	17	44	45
	11%	-	11%	-	-	10%	10%	19%klC	12%	11%
Damage to property during repair	86	-	86	-	-	49	28	10	39	46
	11%	-	11%	-	-	12%	10%	10%	11%	11%
A different issue	7	-	7	-	-	4	1	2	3	3
	1%	-	1%	-	-	1%	*	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Something else

**Base: All complained about landline service in past 6 months - Something else complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	115	-	-	-	115	74	28	13	52	52
Weighted Base	113	-.**	-.**	-.**	113	72*	28**	13**	50*	50*
Effective base	109	-	-	-	109	70	27	12	49	50
Change to your package or service (upgrading or downgrading your service)	38 34%	-	-	-	38 34%	24 33%	11 38%	3 26%	13 26%	21 41%
Service not performing as advertised or as told in store/over the phone	26 23%	-	-	-	26 23%	16 22%	6 22%	4 31%	12 25%	10 19%
Switching issues (e.g. problems trying to switch or problems porting your number)	26 23%	-	-	-	26 23%	12 16%	11 39%	3 22%	10 19%	13 25%
Complaining about the terms of your contract	21 19%	-	-	-	21 19%	14 19%	5 19%	2 18%	11 22%	9 18%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 1%	-	-	-	1 2%
A different issue (please describe it briefly in your own words)	15 13%	-	-	-	15 13%	10 14%	-	5 38%	7 14%	8 15%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

**Q8: In dealing with [Provider] about this complaint did you contact them...?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Only/mainly on the phone	728	227	211	254	35	370	255	103	373	351
		33%h	33%h	27%	39%Tgh	33%	32%	33%	35%n	31%
Only/mainly via email	278	75	101	89	12	140	98	40	131	143
	12%	11%	13%	14%	11%	12%	12%	13%	12%	12%
Only/mainly via mobile application	216	58	87	62	9	121	66	29	105	109
	10%	8%	11%	10%	8%	11%	8%	9%	10%	9%
Only/mainly via web form	209	65	76	59	8	99	74	35	101	106
	9%	10%	10%	9%	7%	9%	9%	11%	10%	9%
Only/mainly via webchat	209	81	70	46	11	101	78	29	100	106
	9%	12%h	9%	7%	10%	9%	10%	9%	10%	9%
Only/mainly by social media	193	59	82	40	11	87	79	27	75	114
	9%	9%	10%h	6%	10%	8%	10%	9%	7%	10%h
Only/mainly in store	188	52	77	52	8	99	62	28	84	102
	8%	8%	10%	8%	7%	9%	8%	9%	8%	9%
Only/mainly by letter	162	48	76	30	8	70	71	21	60	99
	7%h	7%	10%Tl	5%	7%	6%	9%h	7%	6%	9%h
Only/mainly via another contact method	17	4	6	5	2	11	6	-	12	5
	1%	1%	1%	1%	2%	1%	1%	-	1%	*
Don't know	35	8	8	11	7	20	12	2	14	15
	2%	1%	1%	2%	6%Tgh	2%	2%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	294	85	110	71	294	-	-	247	38
		13%Cln	13%	14%	11%	24%Tghi	-	-	23%Tn	3%
9 -	(9)	150	41	57	39	150	-	-	111	39
		7%Cln	6%	7%	6%	12%Tgi	-	-	10%Tn	3%
8 -	(8)	324	85	120	101	324	-	-	183	141
		15%Cln	13%	15%	16%	29%TCI	-	-	17%Tn	12%
7 -	(7)	349	95	131	110	349	-	-	171	175
		16%Cln	14%	16%	17%	31%TCI	-	-	16%	15%
6 -	(6)	315	104	108	91	-	315	-	115	194
		14%klm	15%	14%	14%	-	39%TKl	-	11%	17%Tm
5 -	(5)	306	90	119	88	-	306	-	91	210
		14%klm	13%	15%	14%	-	38%TKl	-	9%	18%Tm
4 -	(4)	181	64	57	53	-	181	-	51	130
		8%klm	9%	7%	8%	-	23%TKl	-	5%	11%Tm
3 -	(3)	135	50	37	43	-	-	135	39	93
		6%kCm	7%h	5%	7%	-	-	43%TKl	4%	8%Tm
2 -	(2)	68	27	20	20	-	-	68	15	52
		3%kCm	4%	3%	3%	-	-	21%TKl	1%	4%Tm
1 - Extremely dissatisfied	(1)	112	37	36	33	-	-	112	33	79
		5%kCm	5%	5%	6%	-	-	36%TKl	3%	7%Tm
NET: Dissatisfied	(1-3)	314	113	93	96	-	-	314	87	223
		14%kCm	17%h	12%	15%	-	-	100%TKl	8%	19%Tm
NET: Neutral	(4-6)	802	258	284	232	-	802	-	257	534
		36%klm	38%j	36%j	36%j	-	100%TKl	-	24%	46%Tm
NET: Satisfied	(7-10)	1118	307	418	321	1118	-	-	712	393
		50%gCln	45%	53%g	49%	64%Tghi	100%TCI	-	67%Tn	34%
Mean score		6.32Cln	6.11	6.48g	6.23	7.08Tghi	8.35TCI	5.17I	7.25Tn	5.46
Standard error		0.05	0.10	0.09	0.10	0.04	0.03	0.05	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about landline service in past 6 months whose complaint was completely resolved**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1043	329	365	297	52	704	254	85	1043	
Weighted Base		1056	333	366	307	50*	712	257	87*	1056	-.**
Effective base		988	312	345	282	49	667	241	80	988	-
10 - Extremely satisfied	(10)	247	77	85	62	22	247	-	-	247	-
		23%Cl	23%	23%	20%	43%Tghi	35%TCI	-	-	23%	-
9 -	(9)	111	29	42	30	10	111	-	-	111	-
		10%Cl	9%	11%	10%	20%Tgi	16%TCI	-	-	10%	-
8 -	(8)	183	49	64	60	10	183	-	-	183	-
		17%Cl	15%	17%	20%	19%	26%TCI	-	-	17%	-
7 -	(7)	171	55	56	56	4	171	-	-	171	-
		16%Cl	16%	15%	18%	9%	24%TCI	-	-	16%	-
6 -	(6)	115	40	41	34	-	-	115	-	115	-
		11%kl	12%j	11%j	11%j	-	-	45%TCkl	-	11%	-
5 -	(5)	91	30	33	26	2	-	91	-	91	-
		9%kl	9%	9%	8%	4%	-	36%TCkl	-	9%	-
4 -	(4)	51	20	15	15	-	-	51	-	51	-
		5%kl	6%	4%	5%	-	-	20%TCkl	-	5%	-
3 -	(3)	39	11	16	10	2	-	-	39	39	-
		4%kl	3%	4%	3%	4%	-	-	45%TCkl	4%	-
2 -	(2)	15	6	3	6	-	-	-	15	15	-
		1%kl	2%	1%	2%	-	-	-	17%TCkl	1%	-
1 - Extremely dissatisfied	(1)	33	15	10	8	1	-	-	33	33	-
		3%kl	4%	3%	3%	1%	-	-	38%TCkl	3%	-
NET: Dissatisfied	(1-3)	87	31	29	24	3	-	-	87	87	-
		8%kl	9%	8%	8%	5%	-	-	100%TCkl	8%	-
NET: Neutral	(4-6)	257	90	90	75	2	-	257	-	257	-
		24%kl	27%j	25%j	24%j	4%	-	100%TCkl	-	24%	-
NET: Satisfied	(7-10)	712	211	247	208	46	712	-	-	712	-
		67%Cl	63%	68%	68%	91%Tghi	100%TCI	-	-	67%	-
Mean score		7.25Cl	7.06	7.30	7.18	8.59Tghi	8.61TCI	5.25l	2.07	7.25	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of finding provider contact details.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	334	93	131	84	286	30	18	250	80
		15%Cl	14%	16%	13%	23%Tgl	4%	6%	24%Tn	7%
9 -	(9)	276	81	93	88	212	42	22	162	114
		12%Cl	12%	12%	14%	19%TCI	5%	7%	15%Tn	10%
8 -	(8)	309	92	112	89	204	87	18	155	152
		14%Cl	14%	14%	13%	18%TCI	11%I	6%	15%	13%
7 -	(7)	344	101	127	98	182	134	29	149	191
		15%I	15%	16%	15%	16%I	17%I	9%	14%	17%
6 -	(6)	292	103	86	91	108	156	28	121	169
		13%k	15%h	11%	14%	10%	19%TK	9%	12%	15%km
5 -	(5)	275	82	104	76	49	175	50	90	180
		12%km	12%	13%	12%	4%	22%TKI	16%k	9%	16%Tm
4 -	(4)	152	51	58	42	31	90	31	52	97
		7%jkm	7%j	7%j	6%j	3%	11%TK	10%k	5%	8%km
3 -	(3)	113	29	40	40	21	59	33	35	74
		5%km	4%	5%	6%	2%	7%TKI	11%TK	3%	6%km
2 -	(2)	52	16	12	20	8	16	28	16	36
		2%k	2%	2%	3%	1%	2%k	9%TKC	2%	3%km
1 - Extremely dissatisfied	(1)	66	28	18	17	5	11	50	21	45
		3%kC	4%h	2%	3%	*	1%k	16%TKC	2%	4%km
Not applicable		21	2	14	3	10	3	8	6	12
		1%	*	2%gi	*	1%	*	2%TKC	1%	1%
NET: Dissatisfied	(1-3)	232	74	70	77	35	86	111	72	155
		10%km	11%	9%	12%	3%	11%k	35%TKC	7%	13%Tm
NET: Neutral	(4-6)	718	235	248	209	188	421	109	263	446
		32%km	35%j	31%	32%	17%	53%TKI	35%k	25%	39%Tm
NET: Satisfied	(7-10)	1263	367	463	359	884	292	87	715	537
		57%Cl	54%	58%	55%	79%TCI	36%I	28%	68%Tn	47%
Mean score		6.75Cl	6.63	6.86	6.67	7.22Tgl	7.93TCI	5.87I	7.41Tn	6.17
Standard error		0.05	0.09	0.08	0.09	0.06	0.07	0.16	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of getting through to the right person (PHONE).**

**Base: All complained about landline service in past 6 months by phone**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		720	221	210	252	37	365	251	104	368	348
Weighted Base		728	227	211	254	35*	370	255	103*	373	351
Effective base		685	211	198	240	35	346	240	99	349	332
10 - Extremely satisfied	(10)	112	31	37	35	9	100	9	3	90	21
		15%Cl	14%	18%	14%	26%	27%TCI	3%	3%	24%Tn	6%
9 -	(9)	79	21	29	21	9	64	13	3	53	27
		11%Cl	9%	14%	8%	24%Tgi	17%TCI	5%	3%	14%h	8%
8 -	(8)	106	34	33	34	5	78	26	2	71	34
		15%lm	15%	16%	13%	15%	21%TCI	10%l	2%	19%h	10%
7 -	(7)	89	33	20	32	4	56	29	4	49	40
		12%l	15%	9%	12%	12%	15%l	11%l	4%	13%	11%
6 -	(6)	72	15	25	31	2	30	35	7	33	39
		10%	7%	12%	12%g	6%	8%	14%k	7%	9%	11%
5 -	(5)	104	28	23	51	2	18	74	11	32	71
		14%km	12%	11%	20%Tghj	5%	5%	29%TKl	11%k	9%	20%Tm
4 -	(4)	55	21	15	18	-	11	26	18	19	36
		7%k	9%	7%	7%	-	3%	10%k	17%Tk	5%	10%km
3 -	(3)	38	20	7	9	1	3	21	14	15	23
		5%kl	9%Th	3%	4%	3%	1%	8%k	13%TKl	4%	6%
2 -	(2)	28	4	13	11	-	3	12	13	5	23
		4%km	2%	6%g	4%	-	1%	5%k	12%TKC	1%	7%km
1 - Extremely dissatisfied	(1)	39	19	8	10	2	3	9	27	4	35
		5%km	8%h	4%	4%	6%	1%	4%k	26%TKC	1%	10%Tm
Not applicable		6	1	2	2	1	3	1	2	2	3
		1%	1%	1%	1%	3%	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	105	44	27	31	3	10	42	53	24	80
		14%km	19%j	13%	12%	9%	3%	16%k	51%TKC	6%	23%Tm
NET: Neutral	(4-6)	231	64	63	100	4	58	136	36	84	146
		32%jkm	28%j	30%j	39%Tghj	11%	16%	53%TKl	35%k	23%	42%Tm
NET: Satisfied	(7-10)	386	118	119	121	27	298	76	12	263	122
		53%Cl	52%	57%	48%	77%Tghl	81%TCI	30%l	12%	70%Tn	35%
Mean score		6.49Cl	6.19	6.76g	6.36	7.77Tghl	7.98TCI	5.49l	3.62	7.50Tn	5.42
Standard error		0.10	0.18	0.18	0.16	0.41	0.10	0.13	0.24	0.12	0.14

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**The time taken to handle your issue.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	275	70	116	71	244	18	14	219	53
		12%Cl	10%	15%gl	11%	22%TCI	2%	5%Cl	21%Tn	5%
9 -	(9)	227	64	77	72	175	36	16	137	84
		10%Cl	9%	10%	11%	16%TCI	4%	5%	13%Tn	7%
8 -	(8)	330	99	114	99	230	82	18	179	147
		15%Cl	15%	14%	15%	21%TCI	10%l	6%	17%Tn	13%
7 -	(7)	338	98	118	104	194	123	21	172	165
		15%l	14%	15%	16%	17%l	15%l	7%	16%	14%
6 -	(6)	307	98	118	81	111	154	42	114	192
		14%km	14%	15%	12%	10%	19%TK	13%	11%	17%Tm
5 -	(5)	261	80	98	72	63	158	39	85	173
		12%km	12%	12%	11%	6%	20%TKl	12%k	8%	15%Tm
4 -	(4)	179	71	62	40	38	108	32	63	112
		8%km	10%l	8%	6%	3%	13%TK	10%k	6%	10%km
3 -	(3)	134	40	36	49	33	63	38	42	90
		6%km	6%	5%	8%h	3%	8%k	12%TKl	4%	8%km
2 -	(2)	71	20	20	29	12	35	24	18	52
		3%km	3%	2%	4%h	1%	4%k	8%TKl	2%	5%km
1 - Extremely dissatisfied	(1)	98	36	29	28	7	22	69	22	76
		4%kCl	5%	4%	4%	1%	3%k	22%TKl	2%	7%Tm
Not applicable		15	2	6	3	10	3	1	4	7
		1%	*	1%	*	1%	*	*	*	1%
NET: Dissatisfied	(1-3)	303	96	85	106	52	120	132	82	217
		14%hkm	14%h	11%	16%h	5%	15%k	42%TKl	8%	19%Tm
NET: Neutral	(4-6)	746	248	279	194	213	420	113	262	476
		33%jkm	37%ij	35%ij	30%	19%	52%TKl	36%k	25%	41%Tm
NET: Satisfied	(7-10)	1170	332	425	346	843	259	69	708	449
		52%Cl	49%	53%	53%	75%TCI	22%l	22%	67%Tn	39%
Mean score		6.44Cl	6.25	6.61g	6.38	7.66TCI	5.96l	4.40	7.24Tn	5.71
Standard error		0.05	0.10	0.09	0.10	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Getting the issue resolved to your satisfaction.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	287	82	100	82	23	262	16	8	234
		13%Cl	12%	13%	13%	20%Tgh	23%TCI	2%	3%	22%Tn
9 -	(9)	206	64	67	62	13	162	29	15	128
		9%Cl	9%	8%	10%	12%	15%TCI	4%	5%	12%Tn
8 -	(8)	342	91	132	103	17	237	87	17	175
		15%Cl	13%	17%	16%	15%	21%TCI	11%I	5%	17%
7 -	(7)	349	87	132	117	14	184	136	29	164
		16%I	13%	17%g	18%g	12%	16%I	17%I	9%	16%
6 -	(6)	315	104	118	82	12	120	154	41	134
		14%k	15%	15%	13%	10%	11%	19%TK	13%	13%
5 -	(5)	273	97	95	69	12	59	181	34	80
		12%km	14%	12%	11%	11%	5%	23%TKI	11%k	8%
4 -	(4)	186	61	62	54	8	48	93	45	58
		8%km	9%	8%	8%	7%	4%	12%TK	14%TK	5%
3 -	(3)	120	42	39	37	2	19	61	39	43
		5%k	6%	5%	6%	2%	2%	8%TKI	13%TKI	4%
2 -	(2)	53	17	20	16	-	8	25	20	14
		2%km	3%	3%	2%	-	1%	3%k	6%TKI	1%
1 - Extremely dissatisfied	(1)	89	30	25	25	8	10	14	65	19
		4%kCl	4%	3%	4%	7%h	1%	2%	21%TKI	2%
Not applicable		14	3	4	3	3	8	5	1	5
		1%	*	1%	*	3%Tgh	1%	1%	*	*
NET: Dissatisfied	(1-3)	262	90	84	77	11	37	101	124	76
		12%km	13%	11%	12%	9%	3%	13%k	40%TKI	7%
NET: Neutral	(4-6)	774	262	276	205	32	227	428	120	272
		35%km	39%ij	35%	32%	28%	20%	53%TKI	38%k	26%
NET: Satisfied	(7-10)	1184	324	430	363	67	846	268	69	702
		53%gCl	48%	54%g	56%g	59%g	76%TCI	23%I	22%	66%Tn
Mean score		6.51Cl	6.33	6.57	6.56	6.93g	7.71TCI	5.67I	4.39	7.30Tn
Standard error		0.05	0.09	0.08	0.09	0.25	0.06	0.07	0.15	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Courtesy and politeness of advisors.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	353	97	127	105	305	31	16	263	82
		16% <b>Cm</b>	14%	16%	21%	27% <b>TCI</b>	4%	5%	25% <b>Tn</b>	7%
9 -	(9)	238	69	89	69	172	45	21	137	101
		11% <b>C</b>	10%	11%	9%	15% <b>TCI</b>	6%	7%	13% <b>h</b>	9%
8 -	(8)	359	120	116	98	239	97	23	185	173
		16% <b>C</b>	18%	15%	22% <b>h</b>	21% <b>TCI</b>	12% <b>l</b>	7%	18%	15%
7 -	(7)	330	106	115	97	161	130	38	142	185
		15%	16%	14%	11%	14%	16%	12%	13%	16%
6 -	(6)	298	87	114	86	100	166	32	116	181
		13% <b>k</b>	13%	14%	9%	9%	21% <b>TK</b>	10%	11%	16% <b>m</b>
5 -	(5)	271	75	103	84	71	158	43	95	171
		12% <b>km</b>	11%	13%	9%	6%	20% <b>TKl</b>	14% <b>k</b>	9%	15% <b>Tm</b>
4 -	(4)	145	40	48	51	21	90	34	45	98
		7% <b>km</b>	6%	6%	6%	2%	11% <b>TK</b>	11% <b>TK</b>	4%	8% <b>Tm</b>
3 -	(3)	103	37	47	17	22	41	40	30	72
		5% <b>ikm</b>	5% <b>i</b>	6% <b>l</b>	3%	2%	5% <b>k</b>	13% <b>TKl</b>	3%	6% <b>Tm</b>
2 -	(2)	44	10	12	21	8	17	19	14	29
		2% <b>k</b>	1%	1%	3% <b>Tgh</b>	1%	2% <b>k</b>	6% <b>TKl</b>	1%	3%
1 - Extremely dissatisfied	(1)	67	30	19	14	10	14	43	21	44
		3% <b>k</b>	4% <b>hi</b>	2%	2%	1%	2%	14% <b>TKl</b>	2%	4% <b>m</b>
Not applicable		26	8	7	5	7	14	5	8	14
		1%	1%	1%	1%	1%	2% <b>k</b>	2%	1%	1%
NET: Dissatisfied	(1-3)	214	76	78	52	40	71	103	66	145
		10% <b>km</b>	11%	10%	8%	4%	9% <b>k</b>	33% <b>TKl</b>	6%	13% <b>Tm</b>
NET: Neutral	(4-6)	715	202	264	221	192	413	109	255	450
		32% <b>km</b>	30%	33%	34% <b>j</b>	17%	52% <b>TKl</b>	35% <b>k</b>	24%	39% <b>Tm</b>
NET: Satisfied	(7-10)	1279	392	446	370	879	303	98	727	541
		57% <b>Cm</b>	58%	56%	57%	79% <b>TCI</b>	38% <b>l</b>	31%	69% <b>Tn</b>	47%
Mean score		6.81 <b>CI</b>	6.73	6.81	6.83	7.91 <b>TCI</b>	5.98 <b>l</b>	4.98	7.47 <b>Tn</b>	6.22
Standard error		0.05	0.09	0.08	0.23	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Advisor doing what they said they would do.**

**Base: All complained about landline service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	113	1118	802	314	1056	1150
Effective base		2119	642	758	609	109	1061	760	297	988	1105
10 - Extremely satisfied	(10)	316	87	117	88	24	274	30	12	243	69
		14% <b>Cln</b>	13%	15%	14%	21% <b>Tgi</b>	25% <b>TCl</b>	4%	4%	23% <b>Tn</b>	6%
9 -	(9)	255	71	86	82	16	200	46	9	150	104
		11% <b>Cln</b>	10%	11%	13%	14%	18% <b>TCl</b>	6%	3%	14% <b>Tn</b>	9%
8 -	(8)	341	92	140	94	15	231	72	37	186	152
		15% <b>C</b>	14%	18% <b>g</b>	15%	13%	21% <b>TCl</b>	9%	12%	18% <b>n</b>	13%
7 -	(7)	314	98	111	90	16	161	124	30	142	165
		14% <b>l</b>	15%	14%	14%	14%	14% <b>l</b>	15% <b>l</b>	9%	13%	14%
6 -	(6)	312	87	106	110	9	116	170	26	109	202
		14% <b>klm</b>	13%	13%	17% <b>g</b>	8%	10%	21% <b>Tkl</b>	8%	10%	18% <b>Tn</b>
5 -	(5)	280	110	91	64	15	60	177	44	93	180
		13% <b>klm</b>	16% <b>Tkl</b>	11%	10%	14%	5%	22% <b>Tkl</b>	14% <b>k</b>	9%	16% <b>Tn</b>
4 -	(4)	148	43	55	46	3	30	81	37	54	93
		7% <b>kl</b>	6%	7%	7%	3%	3%	10% <b>Tkl</b>	12% <b>Tl</b>	5%	8% <b>klm</b>
3 -	(3)	109	35	36	33	5	18	54	37	27	81
		5% <b>klm</b>	5%	5%	5%	4%	2%	7% <b>k</b>	12% <b>TlC</b>	3%	7% <b>Tn</b>
2 -	(2)	54	18	16	18	2	10	24	19	19	35
		2% <b>kl</b>	3%	2%	3%	2%	1%	3% <b>k</b>	6% <b>TlC</b>	2%	3%
1 - Extremely dissatisfied	(1)	76	31	25	16	4	8	12	56	20	55
		3% <b>klCln</b>	5%	3%	2%	4%	1%	1%	18% <b>TlC</b>	2%	5% <b>klm</b>
Not applicable		31	7	13	7	4	10	13	8	12	14
		1%	1%	2%	1%	4% <b>Tgi</b>	1%	2%	3% <b>k</b>	1%	1%
NET: Dissatisfied	(1-3)	239	84	77	67	11	37	90	112	67	171
		11% <b>klm</b>	12%	10%	10%	10%	3%	11% <b>k</b>	36% <b>TlC</b>	6%	15% <b>Tn</b>
NET: Neutral	(4-6)	739	239	252	220	27	205	427	107	256	475
		33% <b>klm</b>	35% <b>j</b>	32%	34% <b>j</b>	24%	18%	53% <b>Tkl</b>	34% <b>k</b>	24%	41% <b>Tn</b>
NET: Satisfied	(7-10)	1225	348	453	354	70	866	272	88	722	490
		55% <b>Cln</b>	51%	57% <b>g</b>	55%	62% <b>g</b>	77% <b>TCl</b>	34%	28%	68% <b>Tn</b>	43%
Mean score		6.89 <b>gCln</b>	6.47	6.79 <b>g</b>	6.73	7.13 <b>g</b>	7.86 <b>TCl</b>	5.84 <b>l</b>	4.67	7.41 <b>Tn</b>	6.03
Standard error		0.05	0.09	0.08	0.09	0.24	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	297	79	121	78	259	21	17	226	66
		13%Cl	12%	15%g	12%	23%TCI	3%	5%C	21%Tn	6%
9 -	(9)	233	66	79	75	184	34	15	142	89
		10%Cl	10%	10%	12%	16%TCI	4%	5%	13%Tn	8%
8 -	(8)	322	94	116	95	215	86	21	176	145
		14%Cl	14%	15%	15%	19%TCI	11%I	7%	17%Tn	13%
7 -	(7)	334	102	126	88	179	126	29	155	176
		15%I	15%	16%	14%	16%I	16%I	9%	15%	15%
6 -	(6)	301	103	104	83	114	154	32	105	193
		13%km	15%	13%	13%	10%	19%TK	10%	10%	17%Tm
5 -	(5)	288	97	98	83	70	172	46	102	181
		13%km	14%	12%	13%	6%	21%TKI	15%k	10%	16%Tm
4 -	(4)	162	41	71	47	39	85	39	46	114
		7%km	6%	9%gj	7%	3%	11%TK	12%TK	4%	10%Tm
3 -	(3)	114	35	34	41	30	54	29	41	73
		5%k	5%	4%	6%	3%	7%k	9%TK	4%	6%km
2 -	(2)	63	20	14	24	6	32	24	24	38
		3%k	3%	2%	4%h	1%	4%k	8%TKC	2%	3%
1 - Extremely dissatisfied	(1)	89	32	24	25	12	22	55	28	60
		4%k	5%	3%	4%	1%	3%k	17%TKC	3%	5%km
Not applicable		32	10	8	8	10	15	7	11	15
		1%	1%	1%	1%	1%	2%	2%	1%	1%
NET: Dissatisfied	(1-3)	265	87	72	90	48	109	108	93	172
		12%hkm	13%h	9%	14%h	4%	14%k	34%TKC	9%	15%Tm
NET: Neutral	(4-6)	751	240	272	213	223	411	117	253	488
		34%km	35%j	34%j	33%j	20%	51%TKI	37%k	24%	42%Tm
NET: Satisfied	(7-10)	1186	341	442	336	836	267	83	699	475
		53%Cl	50%	56%g	52%	75%TCI	33%I	26%	66%Tn	41%
Mean score		6.55Cl	6.42	6.72g	6.46	7.69TCI	5.67I	4.71	7.23Tn	5.92
Standard error		0.05	0.09	0.08	0.10	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Offering compensation or a goodwill payment.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	290	89	110	70	21	30	11	225	61
		13% <b>Cm</b>	13%	14%	11%	19% <b>l</b>	4%	4%	21% <b>Tn</b>	5%
9 -	(9)	251	65	85	85	15	194	44	158	91
		11% <b>Cm</b>	10%	11%	13%	13%	17% <b>TCi</b>	6%	15% <b>Tn</b>	8%
8 -	(8)	324	101	125	82	15	209	80	170	151
		14% <b>C</b>	15%	16%	13%	13%	19% <b>TCi</b>	10%	16%	13%
7 -	(7)	302	92	112	85	13	158	122	130	168
		14% <b>l</b>	14%	14%	13%	12%	14% <b>l</b>	15% <b>l</b>	12%	15%
6 -	(6)	274	83	92	91	8	102	136	107	167
		12% <b>k</b>	12%	12%	14% <b>j</b>	7%	9%	17% <b>TK</b>	10%	15% <b>km</b>
5 -	(5)	290	91	106	78	16	76	169	109	179
		13% <b>km</b>	13%	13%	12%	14%	7%	21% <b>TKl</b>	14% <b>k</b>	16% <b>Tm</b>
4 -	(4)	167	54	60	48	5	46	90	50	115
		7% <b>km</b>	8%	8%	7%	5%	4%	11% <b>TK</b>	10% <b>k</b>	10% <b>Tm</b>
3 -	(3)	118	39	40	35	4	28	57	34	82
		5% <b>km</b>	6%	5%	5%	4%	3%	7% <b>k</b>	10% <b>TK</b>	7% <b>Tm</b>
2 -	(2)	59	13	26	19	2	8	33	17	42
		3% <b>k</b>	2%	3%	3%	2%	1%	4% <b>TK</b>	6% <b>TK</b>	4% <b>km</b>
1 - Extremely dissatisfied	(1)	107	43	26	34	5	14	24	23	82
		5% <b>kCm</b>	6% <b>h</b>	3%	5%	4%	1%	3% <b>k</b>	22% <b>TKl</b>	7% <b>Tm</b>
Not applicable		51	8	12	22	10	32	16	34	13
		2% <b>m</b>	1%	1%	3% <b>gh</b>	9% <b>Tghl</b>	3%	2%	1%	1%
NET: Dissatisfied	(1-3)	285	94	92	88	11	51	114	73	206
		13% <b>km</b>	14%	12%	14%	10%	5%	14% <b>k</b>	38% <b>TKl</b>	18% <b>Tm</b>
NET: Neutral	(4-6)	732	228	259	217	28	224	396	266	460
		33% <b>km</b>	34%	33%	33%	25%	20%	49% <b>TKl</b>	36% <b>k</b>	40% <b>Tm</b>
NET: Satisfied	(7-10)	1166	348	433	322	64	811	276	683	471
		52% <b>Cm</b>	51%	54%	50%	56%	73% <b>TCi</b>	34% <b>l</b>	65% <b>Tn</b>	41%
Mean score		6.51 <b>CIn</b>	6.40	6.61	6.42	6.97 <b>gj</b>	7.66 <b>TCi</b>	5.70 <b>l</b>	7.32 <b>Tn</b>	5.78
Standard error		0.05	0.10	0.09	0.10	0.25	0.06	0.07	0.15	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

**Base: All complained about landline service in past 6 months**

		Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2234	676	801	642	1121	799	314	1043	1164
Weighted Base		2234	678	795	648	1118	802	314	1056	1150
Effective base		2119	642	758	609	1061	760	297	988	1105
10 - Extremely satisfied	(10)	327	93	115	95	279	35	13	253	69
		15% <b>Cm</b>	14%	14%	15%	25% <b>Tg</b>	4%	4%	24% <b>Tn</b>	6%
9 -	(9)	265	66	99	88	197	50	19	163	101
		12% <b>Cm</b>	10%	12%	14% <b>g</b>	18% <b>TCi</b>	6%	6%	15% <b>Tn</b>	9%
8 -	(8)	353	105	113	116	237	87	28	190	161
		16% <b>Cm</b>	16%	14%	18%	21% <b>TCi</b>	11%	9%	18% <b>n</b>	14%
7 -	(7)	354	117	128	90	175	144	35	139	211
		16% <b>l</b>	17%	16%	14%	16%	18% <b>l</b>	11%	13%	18% <b>km</b>
6 -	(6)	275	82	112	72	86	150	39	103	172
		12% <b>km</b>	12%	14%	11%	8%	19% <b>TKi</b>	12% <b>kl</b>	10%	15% <b>Tm</b>
5 -	(5)	268	86	94	74	68	167	33	97	168
		12% <b>km</b>	13%	12%	11%	6%	21% <b>TKi</b>	10% <b>k</b>	9%	15% <b>Tm</b>
4 -	(4)	157	50	55	49	40	81	37	47	105
		7% <b>km</b>	7%	7%	8%	4%	10% <b>TKi</b>	12% <b>TKi</b>	4%	9% <b>Tm</b>
3 -	(3)	101	29	37	34	13	49	39	30	70
		5% <b>km</b>	4%	5%	5% <b>j</b>	1%	6% <b>k</b>	12% <b>TKi</b>	3%	6% <b>km</b>
2 -	(2)	47	10	21	11	11	20	15	12	33
		2% <b>k</b>	1%	3%	2%	1%	3% <b>k</b>	5% <b>TKi</b>	1%	3% <b>km</b>
1 - Extremely dissatisfied	(1)	72	34	19	15	6	13	52	16	54
		3% <b>kCm</b>	5% <b>Thi</b>	2%	2%	1%	2% <b>k</b>	17% <b>TKi</b>	2%	5% <b>Tm</b>
Not applicable		15	4	3	5	5	5	5	5	7
		1%	1%	*	1%	*	1%	2% <b>k</b>	*	1%
NET: Dissatisfied	(1-3)	219	73	77	60	30	83	106	58	157
		10% <b>km</b>	11%	10%	9%	3%	10% <b>k</b>	34% <b>TKi</b>	6%	14% <b>Tm</b>
NET: Neutral	(4-6)	700	219	260	194	194	398	108	247	444
		31% <b>km</b>	32%	33%	30%	17%	50% <b>TKi</b>	34% <b>k</b>	23%	39% <b>Tm</b>
NET: Satisfied	(7-10)	1299	382	454	389	889	316	95	746	541
		58% <b>Cm</b>	56%	57%	60%	80% <b>TCi</b>	39% <b>l</b>	30%	71% <b>Tn</b>	47%
Mean score		6.78 <b>CIn</b>	6.62	6.78	6.89 <b>g</b>	7.88 <b>TCi</b>	5.98 <b>l</b>	4.88	7.63 <b>Tn</b>	6.10
Standard error		0.05	0.09	0.08	0.09	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**SUMMARY : Satisfied**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Willingness to help resolve your issue	1299	382	454	389	74	889	316	95	746	541
	58% <b>Cln</b>	56%	57%	60%	66%	80% <b>TCl</b>	39% <b>l</b>	30%	71% <b>Tn</b>	47%
Courtesy and politeness of advisors	1279	392	446	370	71	879	303	98	727	541
	57% <b>Cln</b>	58%	56%	57%	63%	79% <b>TCl</b>	38% <b>l</b>	31%	69% <b>Tn</b>	47%
Ease of finding provider contact details	1263	367	463	359	74	884	292	87	715	537
	57% <b>Cln</b>	54%	58%	55%	65% <b>g</b>	79% <b>TCl</b>	36% <b>l</b>	28%	68% <b>Tn</b>	47%
Advisor doing what they said they would do	1225	348	453	354	70	866	272	88	722	490
	55% <b>Cln</b>	51%	57% <b>g</b>	55%	62% <b>g</b>	77% <b>TCl</b>	34% <b>l</b>	28%	68% <b>Tn</b>	43%
Logging of query details to avoid having to repeat yourself	1186	341	442	336	67	836	267	83	699	475
	53% <b>Cln</b>	50%	56% <b>g</b>	52%	59%	75% <b>TCl</b>	33% <b>l</b>	26%	66% <b>Tn</b>	41%
Getting the issue resolved to your satisfaction	1184	324	430	363	67	846	268	69	702	470
	53% <b>gCln</b>	48%	54% <b>g</b>	56% <b>g</b>	59% <b>g</b>	76% <b>TCl</b>	33% <b>l</b>	22%	66% <b>Tn</b>	41%
The time taken to handle your issue	1170	332	425	346	68	843	259	69	708	449
	52% <b>Cln</b>	49%	53%	53%	61% <b>g</b>	75% <b>TCl</b>	32% <b>l</b>	22%	67% <b>Tn</b>	39%
Offering compensation or a goodwill payment	1166	348	433	322	64	811	276	79	683	471
	52% <b>Cln</b>	51%	54%	50%	56%	73% <b>TCl</b>	34% <b>l</b>	25%	65% <b>Tn</b>	41%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

**Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Completely resolved	1056	333	366	307	50	712	257	87	1056	-
		49%	46%	47%	45%	64%TCI	32%	28%	100%Tn	-
Partly resolved	962	284	365	279	35	353	461	148	-	962
		43%km	42%j	46%j	43%j	32%	57%TKI	47%k	-	84%Tm
Not resolved at all	188	57	57	58	16	40	73	75	-	188
		8%km	8%	7%	9%	4%	9%k	24%TkC	-	16%Tm
Don't know	28	4	7	5	12	13	11	4	-	-
		1%mn	1%	1%	11%Tghl	1%	1%	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Yes	895	276	318	257	44	613	213	69	895	-
	40% <b>Cln</b>	41%	40%	40%	39%	55% <b>TCln</b>	27%	22%	85% <b>Tln</b>	-
No	143	50	42	47	4	86	40	17	143	-
	6% <b>n</b>	7%	5%	7%	4%	8% <b>C</b>	5%	5%	14% <b>Tn</b>	-
Don't know	17	7	6	2	2	13	3	1	17	-
	1% <b>n</b>	1%	1%	*	2%	1%	*	*	2% <b>Tn</b>	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about landline service in past 6 months whose complaint was completely resolved**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1043	329	365	297	52	704	254	85	1043	-
Weighted Base	1056	333	366	307	50*	712	257	87*	1056	-**
Effective base	988	312	345	282	49	667	241	80	988	-
Yes	895	276	318	257	44	613	213	69	895	-
	85%	83%	87%	84%	87%	86%	83%	80%	85%	-
No	143	50	42	47	4	86	40	17	143	-
	14%	15%	11%	15%	9%	12%	16%	19%	14%	-
Don't know	17	7	6	2	2	13	3	1	17	-
	2%	2%	2%	1%	4%	2%	1%	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?**  
**Landline telephone service.**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Not at all important	229	77	70	68	14	75	98	57	98	127
	10%h	11%	9%	10%	13%	7%	12%k	18%lC	9%	11%
Not very important	533	167	189	159	18	211	222	100	184	341
	24%km	25%	24%	25%	16%	19%	28%Tk	32%Tk	17%	30%Tm
Fairly important	805	230	301	237	36	421	301	82	364	434
	36%l	34%	38%	37%	32%	38%l	38%l	26%	34%	38%
Very important	667	205	234	184	44	411	181	75	409	247
	30%Clh	30%	29%	28%	39%Thi	37%TCi	23%	24%	39%Tn	22%
NET: Important	1471	435	535	421	80	832	482	158	774	682
	66%Clh	64%	67%	65%	71%	74%TCi	60%l	50%	73%Tn	59%
NET: Not important	763	243	260	227	33	286	320	157	282	468
	34%km	36%	33%	35%	29%	26%	40%Tk	50%TkC	27%	41%Tm

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?**  
**Landline telephone service.**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
The service has become more important	724	210	267	215	33	388	238	99	397	322
	32%h	31%	34%	33%	29%	35%k	30%	31%	36%Tm	28%
The service has become less important	904	272	347	251	35	446	346	112	382	513
	40%jm	40%	44%j	39%	31%	40%	43%l	36%	36%	45%Tm
No different	606	197	181	183	45	283	219	104	277	314
	27%h	29%h	23%	28%h	40%Tph	25%	27%	33%Tk	26%	27%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?**  
**Landline telephone service**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
More willing to make a complaint	547	134	212	183	18	308	166	73	301	243
	24%gCn	20%	27%gj	28%gi	16%	28%C	21%	23%	28%Tn	21%
Less willing to make a complaint	729	221	289	193	27	354	264	112	302	422
	33%jm	33%	36%ij	30%	24%	32%	33%	35%	29%	37%Tm
No different	774	271	234	219	50	389	286	99	376	386
	35%h	40%Thi	29%	34%	44%Thi	35%	36%	31%	36%	34%
Don't know	184	53	60	53	19	67	86	31	77	99
	8%k	8%	8%	8%	17%Tgh	6%	11%Tk	10%k	7%	9%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

**Q15: What is your current employment status?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Employed or self-employed (full-time - 30hrs/wk+)	1088	330	392	324	43	644	334	110	615	463
		49% <b>g</b> <b>l</b> <b>n</b>	49% <b>j</b>	50% <b>j</b>		58% <b>T</b> <b>C</b> <b>l</b>	42% <b>l</b>	35%	58% <b>T</b> <b>n</b>	40%
Employed or self-employed (part-time - 8-29 hrs/wk+)	546	159	212	150	25	233	232	81	214	329
		24% <b>k</b> <b>m</b>	23%	27%	23%	21%	29% <b>T</b> <b>k</b>	26%	20%	29% <b>T</b> <b>m</b>
Homemaker	258	79	90	79	10	77	124	57	83	174
		12% <b>k</b> <b>m</b>	12%	11%	9%	7%	16% <b>T</b> <b>k</b>	18% <b>T</b> <b>k</b>	8%	15% <b>T</b> <b>m</b>
Student / under education	195	64	65	52	14	86	77	31	79	111
		9%	9%	8%	12%	8%	10%	10%	7%	10%
Temporarily not working (unemployed / illness)	94	31	27	24	12	47	27	21	40	50
		4%	5%	3%	10% <b>T</b> <b>g</b> <b>h</b>	4%	3%	7% <b>C</b>	4%	4%
Retired	52	15	9	20	8	30	8	14	26	23
		2% <b>h</b> <b>C</b>	2%	1%	3% <b>h</b>	3% <b>C</b>	1%	5% <b>T</b> <b>C</b>	2%	2%
NET: Employed	1634	488	604	473	68	877	566	192	829	792
		73% <b>j</b> <b>n</b>	72% <b>j</b>	76% <b>j</b>	73% <b>j</b>	78% <b>T</b> <b>C</b> <b>l</b>	71% <b>l</b>	61%	79% <b>T</b> <b>n</b>	69%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

**Q16: Approximately, what is your total annual income before tax?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Up to 10,399 Pounds	268	80	96	71	21	134	80	53	161	99
	12% <b>n</b>	12%	12%	11%	19% <b>Tgi</b>	12%	10%	17% <b>TkC</b>	15% <b>Tn</b>	9%
10,400-15,599 Pounds	306	95	112	91	7	130	125	51	150	155
	14% <b>j</b>	14% <b>j</b>	14% <b>j</b>	14% <b>j</b>	7%	12%	16% <b>k</b>	16% <b>k</b>	14%	13%
15,600-25,999 Pounds	453	140	161	133	20	204	186	63	165	284
	20% <b>m</b>	21%	20%	20%	18%	18%	23% <b>k</b>	20%	16%	25% <b>Tm</b>
26,000-36,399 Pounds	401	124	149	118	11	201	155	45	187	212
	18% <b>j</b>	18% <b>j</b>	19% <b>j</b>	18% <b>j</b>	9%	18%	19%	14%	18%	18%
36,400-51,999 Pounds	346	94	132	104	16	204	106	37	163	182
	16% <b>j</b>	14%	17%	16%	14%	18% <b>Cl</b>	13%	12%	15%	16%
52,000+	317	100	107	96	13	184	95	37	173	139
	14% <b>j</b>	15%	13%	15%	12%	16% <b>C</b>	12%	12%	16% <b>n</b>	12%
Don't know	53	17	13	12	11	21	22	11	22	29
	2% <b>j</b>	3%	2%	2%	10% <b>Tghi</b>	2%	3%	3%	2%	3%
Would rather not say	89	28	26	22	13	40	32	17	36	50
	4% <b>j</b>	4%	3%	3%	12% <b>Tghi</b>	4%	4%	5%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

### Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
East Midlands	169 8%	46 7%	66 8%	46 7%	11 10%	87 8%	63 8%	20 6%	83 8%	87 8%
East of England	136 6%	39 6%	38 5%	52 8%h	7 7%	66 6%	44 5%	26 8%	64 6%	71 6%
London	686 31%	205 30%	251 32%	205 32%	25 22%	356 32%	231 29%	99 32%	347 33%	333 29%
North East	114 5%	46 7%	36 5%	28 4%	4 3%	44 4%	54 7%k	16 5%	48 5%	62 5%
North West	241 11%	70 10%	89 11%	68 11%	13 12%	121 11%	85 11%	35 11%	113 11%	127 11%
Scotland	134 6%	39 6%	44 6%	42 7%	9 8%	65 6%	48 6%	21 7%	57 5%	72 6%
South East	232 10%	75 11%	77 10%	67 10%	14 12%	117 10%	77 10%	38 12%	94 9%	135 12%um
South West	98 4%	36 5%	35 4%	22 3%	5 4%	49 4%	36 4%	14 4%	55 5%	43 4%
Ulster / Northern Ireland	46 2%	17 3%	16 2%	11 2%	2 2%	13 1%	23 3%k	10 3%k	22 2%	22 2%
Wales	73 3%	17 3%	27 3%	24 4%	6 5%	42 4%	25 3%	6 2%	42 4%	29 3%
West Midlands	185 8%	52 8%	75 10%	48 7%	9 8%	92 8%	74 9%	19 6%	75 7%	109 9%
Yorks & Humber	118 5%	37 5%	38 5%	34 5%	9 8%	65 6%	44 5%	10 3%	56 5%	60 5%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n



**Ofcom - Complaints Handling Tracker - 2021**

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

**Q18a: What is your gender?****Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Female	1187	361	411	353	63	585	440	162	546	631
	53%	53%	52%	54%	56%	52%	55%	52%	52%	55%
Male	995	306	363	282	44	515	341	139	493	487
	45%	45%	46%	44%	39%	46%	42%	44%	47% <b>n</b>	42%
Prefer to use my own term	36	8	15	12	1	13	16	7	11	24
	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%
Prefer not to say	16	4	6	1	5	5	5	6	6	8
	1%	1%	1%	*	5% <b>lgh</b>	*	1%	2% <b>lk</b>	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

**Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Yes	2046	612	729	606	99	1053	720	274	1000	1026
	92% <i>ln</i>	90%	92%	93% <i>gj</i>	88%	94% <i>TC</i>	90%	87%	95% <i>Tn</i>	89%
No	126	48	44	30	4	41	61	24	38	86
	6% <i>km</i>	7%	6%	5%	4%	4%	8% <i>k</i>	8% <i>k</i>	4%	7% <i>Tn</i>
Prefer not to say	62	19	21	13	9	24	21	17	18	38
	3%	3%	3%	2%	8% <i>Tgh</i>	2%	3%	5% <i>TkC</i>	2%	3% <i>m</i>

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

**Q20: And which of the following best describes the main income earner in your household?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
A	440	138	170	116	16	249	139	53	261	176
	20% <sup>n</sup>	20%	21%	18%	14%	22% <sup>Cl</sup>	17%	17%	25% <sup>Tn</sup>	15%
B	510	135	194	162	19	278	172	60	242	264
	23%	20%	24% <sup>g</sup>	25% <sup>g</sup>	17%	25% <sup>l</sup>	21%	19%	23%	23%
C1	455	132	154	148	21	208	183	64	187	261
	20%	19%	19%	23%	19%	19%	23% <sup>k</sup>	20%	18%	23% <sup>m</sup>
C2	430	136	144	127	23	195	166	69	193	229
	19%	20%	18%	20%	21%	17%	21%	22%	18%	20%
D	159	53	68	28	9	78	49	31	68	90
	7% <sup>l</sup>	8% <sup>l</sup>	8% <sup>l</sup>	4%	8%	7%	6%	10% <sup>C</sup>	6%	8%
E	240	84	65	66	24	109	93	38	104	131
	11% <sup>h</sup>	12% <sup>h</sup>	8%	10%	22% <sup>Tgh</sup>	10%	12%	12%	10%	11%
NET: AB	950	273	364	278	35	527	311	113	503	439
	43% <sup>l</sup> <sup>n</sup>	40%	46% <sup>g</sup>	43% <sup>j</sup>	31%	47% <sup>TC</sup>	39%	36%	48% <sup>Tn</sup>	38%
NET: ABC1	1405	405	518	427	56	735	493	177	690	700
	63% <sup>l</sup>	60% <sup>j</sup>	65% <sup>g</sup>	66% <sup>g</sup>	49%	66% <sup>l</sup>	62%	56%	65% <sup>n</sup>	61%
NET: C2DE	829	274	276	222	57	383	309	138	365	450
	37%	40% <sup>h</sup>	35%	34%	51% <sup>Tgh</sup>	34%	38%	44% <sup>Tk</sup>	35%	39% <sup>m</sup>
NET: DE	398	138	132	94	34	187	142	69	172	221
	18%	20% <sup>l</sup>	17%	15%	30% <sup>Tgh</sup>	17%	18%	22% <sup>k</sup>	16%	19%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

**Q21: Which of these best describes the place you live most of the time?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
A city or large town (including suburbs)	1356	393	484	413	67	739	455	162	726	619
	61% <i>lm</i>	58%	61%	64% <i>g</i>	59%	66% <i>TCl</i>	57%	52%	69% <i>Tn</i>	54%
A small town	661	228	232	171	30	288	261	112	251	401
	30% <i>lm</i>	34% <i>kl</i>	29%	26%	26%	26%	33% <i>k</i>	36% <i>Tk</i>	24%	35% <i>Tm</i>
A village, hamlet or isolated dwelling in the countryside	196	51	72	59	14	82	75	39	74	118
	9%	8%	9%	9%	12%	7%	9%	12% <i>Tk</i>	7%	10% <i>lm</i>
Prefer not to say	22	6	7	6	3	9	11	2	5	12
	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%
NET: Urban	2017	621	715	584	96	1027	716	274	977	1020
	90%	92% <i>kl</i>	90%	90%	85%	92% <i>kl</i>	89%	87%	93% <i>Tn</i>	89%
NET: Rural	196	51	72	59	14	82	75	39	74	118
	9%	8%	9%	9%	12%	7%	9%	12% <i>Tk</i>	7%	10% <i>lm</i>

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

**QHH1: How many people are there in your household, including yourself and any children?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Small (1-2 people)	672 30%	219 32%	234 30%	179 28%	40 36%	325 29%	237 30%	110 35%	318 30%	342 30%
Medium (3-4 people)	1000 45%	306 45%	365 46%	284 44%	45 40%	551 49%TC	329 41%	120 38%	500 47%in	492 43%
Large (5+ people)	562 25%k	153 23%	195 25%	185 29%g	28 25%	241 22%	236 29%Tk	85 27%k	238 23%	316 27%am

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

**QHH3: And what is the total number of children in the household (under 18)?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
1	664	198	261	188	17	347	236	81	324	337
	30%	29%j	33%j	29%j	15%	31%	29%	26%	31%	29%
2	520	165	193	136	26	258	192	70	234	279
	23%	24%	24%	21%	23%	23%	24%	22%	22%	24%
3	215	68	71	69	8	98	86	32	101	111
	10%	10%	9%	11%	7%	9%	11%	10%	10%	10%
4	72	21	25	22	5	33	30	9	36	34
	3%	3%	3%	3%	4%	3%	4%	3%	3%	3%
5+	59	18	18	21	3	25	21	13	26	33
	3%	3%	2%	3%	3%	2%	3%	4%	2%	3%
No children in household	703	209	227	213	55	357	237	110	334	357
	31%	31%	29%	33%	48%Tgh	32%	30%	35%	32%	31%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

**QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
None	64	27	17	18	3	17	28	19	26	36
	3%k	4%h	2%	3%	3%	2%	3%k	6%TlC	2%	3%
1	531	162	191	158	20	252	188	91	250	274
	24%	24%	24%	24%	18%	23%	23%	29%k	24%	24%
2	1020	331	366	268	55	561	339	119	512	496
	46%l	49%l	46%	41%	49%	50%TCI	42%	38%	49%h	43%
3	327	83	119	105	19	160	122	45	147	177
	15%	12%	15%	16%g	17%	14%	15%	14%	14%	15%
4	162	43	61	51	6	71	73	18	78	81
	7%	6%	8%	8%	6%	6%	9%k	6%	7%	7%
5+	130	32	41	49	9	57	52	21	43	86
	6%l	5%	5%	7%g	8%	5%	7%	7%	4%	7%h

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

### FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Most vulnerable	757	218	277	225	37	348	289	119	346	401
	34%	32%	35%	35%	33%	31%	36% <b>k</b>	38% <b>k</b>	33%	35%
Potentially vulnerable	914	288	335	259	32	462	335	116	434	474
	41% <b>j</b>	42% <b>j</b>	42% <b>j</b>	40% <b>j</b>	28%	41%	42%	37%	41%	41%
Least vulnerable	421	128	144	130	19	247	123	52	219	196
	19% <b>i</b>	19%	18%	20%	17%	22% <b>TC</b>	15%	16%	21% <b>n</b>	17%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

**QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?**

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2234	676	801	642	115	1121	799	314	1043	1164
Weighted Base	2234	678	795	648	113	1118	802	314	1056	1150
Effective base	2119	642	758	609	109	1061	760	297	988	1105
Universal Credit (and household has other earnings)	405 18%j	114 17%	157 20%j	123 19%j	11 10%	194 17%	154 19%	56 18%	185 18%	220 19%
Employment and Support Allowance (ESA)	347 16%	93 14%	139 18%g	102 16%	13 11%	169 15%	123 15%	55 18%	183 17%h	162 14%
Personal Independence Payment (PIP)	272 12%	81 12%	98 12%	85 13%	8 7%	140 13%	98 12%	33 11%	141 13%	128 11%
Income Support	247 11%	68 10%	95 12%	76 12%	8 7%	130 12%k	93 12%	24 8%	122 12%	122 11%
Pensions Credit (Guaranteed Credit)	233 10%	72 11%	94 12%	60 9%	7 6%	125 11%	81 10%	28 9%	126 12%h	106 9%
Universal Credit (and household has no other earnings)	221 10%	73 11%k	88 11%k	49 8%	11 10%	112 10%	89 11%k	20 7%	100 9%	117 10%
Carer's allowance	216 10%	69 10%	88 11%	52 8%	6 6%	109 10%	73 9%	34 11%	109 10%	105 9%
Income-based Jobseeker's Allowance	205 9%g	44 7%	99 12%Tgij	56 9%	5 5%	112 10%	71 9%	21 7%	101 10%	101 9%
Pensions Credit (no Guaranteed Credit)	141 6%	36 5%	64 8%g	37 6%	3 3%	70 6%	53 7%	18 6%	66 6%	75 7%
NET: Any benefit	1569 70%jk	471 69%j	603 76%Tgij	440 68%j	55 49%	732 66%	613 76%Tk	223 71%	719 68%	834 72%h
Other	66 3%	14 2%	21 3%	22 3%	8 7%Tgh	33 3%	24 3%	9 3%	32 3%	31 3%
None of these	614 27%hC	197 29%h	175 22%	192 30%h	49 44%Tghi	361 32%TC	169 21%	83 26%	315 30%h	289 25%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
16 - 17	27	8	3	14	2	9	11	7	7	18
	1%	1%	*	1%	1%	1%	1%	1%	*	1%
18 - 24	1142	299	323	473	47	520	461	161	451	674
	36%h	35%	39%Tac	34%	40%	33%	42%Teq	31%	31%	40%Th
25 - 34	988	292	268	403	26	506	354	128	497	485
	31%dg	34%cd	33%d	29%	22%	32%g	32%g	25%	34%h	29%
35 - 44	522	138	128	239	17	296	142	85	262	255
	16%f	16%	16%	17%	14%	19%f	13%	16%	18%h	15%
45 - 54	251	67	58	116	9	132	61	58	119	130
	8%f	8%	7%	8%	8%	8%f	6%	11%Tf	8%	8%
55 - 64	183	35	30	110	8	82	48	53	94	85
	6%b	4%	4%	8%Tab	6%	5%	4%	10%Te	6%	5%
65 +	87	24	7	46	10	42	22	24	41	46
	3%b	3%b	1%	3%b	8%Tab	3%	2%	5%Te	3%	3%
NET: 16-34	2157	599	594	889	75	1035	827	295	955	1176
	67%cg	69%cd	73%Tcd	63%	63%	65%g	75%Teq	57%	65%	69%h
NET: 36-54	773	205	187	356	26	428	203	142	381	386
	24%f	24%	23%	25%	22%	27%Tf	18%	28%f	26%h	23%
NET: 55+	270	59	38	156	18	124	70	77	135	131
	8%bf	7%	5%	11%Tab	15%Tab	8%	6%	15%Te	9%	8%

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

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Hearing	257	73	89	88	7	119	87	51	112	145
	8% <b>c</b>	8%	11% <b>Tc</b>	6%	6%	8%	8%	10%	8%	9%
Eyesight	500	160	129	201	9	234	178	89	221	276
	16% <b>d</b>	19% <b>Tcd</b>	16% <b>d</b>	14% <b>d</b>	8%	15%	16%	17%	15%	16%
Mobility	319	84	94	129	11	154	106	58	141	175
	10%	10%	12%	9%	9%	10%	10%	11%	10%	10%
Dexterity	224	54	80	85	6	94	91	39	105	117
	7%	6%	10% <b>Tac</b>	6%	5%	6%	8% <b>ce</b>	7%	7%	7%
Breathing	450	113	119	201	18	220	156	75	198	250
	14%	13%	15%	14%	15%	14%	14%	15%	13%	15%
Mental abilities	508	138	151	211	9	246	176	87	221	283
	16% <b>d</b>	16% <b>d</b>	18% <b>cd</b>	15% <b>d</b>	8%	16%	16%	17%	15%	17%
Social/behavioural	446	132	133	175	6	216	161	69	213	228
	14% <b>d</b>	15% <b>d</b>	16% <b>cd</b>	13% <b>d</b>	5%	14%	15%	13%	15%	13%
Your mental health	1129	290	249	561	29	541	404	184	514	606
	35% <b>bd</b>	34%	30%	40% <b>Tabd</b>	25%	34%	37%	36%	35%	36%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	314	60	84	156	14	154	93	66	138	174
	10% <b>a</b>	7%	10% <b>a</b>	11% <b>a</b>	12%	10%	8%	13% <b>Tef</b>	9%	10%
Prefer not to say	210	66	59	68	17	100	79	31	93	112
	7% <b>c</b>	8% <b>c</b>	7% <b>c</b>	5%	15% <b>Tabc</b>	6%	7%	6%	6%	7%
Don't know	38	10	10	11	7	24	11	3	18	16
	1%	1%	1%	1%	6% <b>Tabc</b>	2%	1%	1%	1%	1%
Nothing	829	190	197	402	40	454	242	133	434	387
	26% <b>a</b>	22%	24%	29% <b>ab</b>	34% <b>ab</b>	29% <b>d</b>	22%	26%	29% <b>Ti</b>	23%
NET: Any limiting characteristic	2124	596	553	920	55	1009	768	348	927	1178
	66% <b>dh</b>	69% <b>d</b>	68% <b>d</b>	66% <b>d</b>	46%	64%	70% <b>Te</b>	68%	63%	70% <b>Th</b>

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

**Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
The service not performing as it should	1401	-	-	1401	-	693	459	249	607	787
		44% <b>abd</b>	-	100% <b>Tabd</b>	-	44%	42%	48% <b>f</b>	41%	46% <b>h</b>
A billing, pricing or payment issue	612	612	-	-	-	323	194	94	314	291
		19% <b>acd</b>	71% <b>Tbcd</b>	-	-	20%	18%	18%	21% <b>i</b>	17%
A problem relating to the installation or set up of your service	418	-	418	-	-	227	138	54	216	198
		13% <b>acd</b>	51% <b>Tacd</b>	-	-	14% <b>g</b>	13%	10%	15% <b>i</b>	12%
A problem with a repair to the service	400	-	400	-	-	191	154	55	180	219
		12% <b>acd</b>	49% <b>Tacd</b>	-	-	12%	14%	11%	12%	13%
Dissatisfaction with customer service from a previous occasion or contact	251	251	-	-	-	87	114	50	92	153
		8% <b>bcde</b>	29% <b>Tbcd</b>	-	-	5%	10% <b>Te</b>	10% <b>e</b>	6%	9% <b>h</b>
Or something else	118	-	-	-	118	65	40	13	62	46
		4% <b>abc</b>	-	-	100% <b>Tabc</b>	4%	4%	3%	4% <b>i</b>	3%
SUMMARY:										
Billing and Customer service	863	863	-	-	-	411	308	144	406	445
		27% <b>bcd</b>	100% <b>Tbcd</b>	-	-	26%	28%	28%	28%	26%
Repairs and Installation	819	-	819	-	-	418	292	109	396	416
		26% <b>acd</b>	100% <b>Tacd</b>	-	-	26% <b>g</b>	27% <b>g</b>	21%	27%	25%
Service Issues	1401	-	-	1401	-	693	459	249	607	787
		44% <b>abd</b>	-	100% <b>Tabd</b>	-	44%	42%	48% <b>f</b>	41%	46% <b>h</b>
Something else	118	-	-	-	118	65	40	13	62	46
		4% <b>abc</b>	-	-	100% <b>Tabc</b>	4%	4%	3%	4% <b>i</b>	3%

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

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

## Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	865	865	-	-	-	404	315	146	400	453
Weighted Base	863	863	..	..	..	411	308	144	406	445
Effective base	821	821	-	-	-	385	298	139	380	430
Bill was a lot higher than expected	251 29%	251 29%	-	-	-	133 32%	71 23%	48 33%	124 31%	125 28%
Bill was inaccurate	153 18%	153 18%	-	-	-	78 19%	51 17%	23 16%	86 21%	67 15%
Payment issues (including setting up/making a payment, non-direct debit charges)	130 15%	130 15%	-	-	-	76 18%	39 13%	16 11%	80 20%	49 11%
Getting a refund, credit note or cashback	105 12%	105 12%	-	-	-	56 14%	37 12%	11 8%	53 13%	51 11%
Bill contained items I shouldn't have been charged for	104 12%	104 12%	-	-	-	57 14%	34 11%	13 9%	52 13%	51 11%
Took too long to resolve issue	86 10%	86 10%	-	-	-	27 7%	41 13%	18 12%	29 7%	53 12%
The format of the bill	76 9%	76 9%	-	-	-	48 12%	23 8%	5 3%	44 11%	29 7%
Didn't do what they said they would do	66 8%	66 8%	-	-	-	16 4%	34 11%	16 11%	19 5%	46 10%
Unable to get through to anyone	59 7%	59 7%	-	-	-	19 5%	28 9%	12 8%	19 5%	40 9%
Rude/dismissive	51 6%	51 6%	-	-	-	15 4%	22 7%	14 10%	19 5%	29 7%
Unable to get through to relevant person	51 6%	51 6%	-	-	-	19 5%	21 7%	11 7%	17 4%	31 7%
Gave incorrect information	44 5%	44 5%	-	-	-	16 4%	15 5%	13 9%	16 4%	26 6%
Costs of going above data allowance	6 1%	6 1%	-	-	-	6 1%	-	-	5 1%	1 *
Costs of international and roaming calls	5 1%	5 1%	-	-	-	5 1%	1 *	-	5 1%	1 *
Pre-pay credit lost or not credited to card	4 *	4 *	-	-	-	3 1%	1 *	-	2 *	2 1%
A different issue	15 2%	15 2%	-	-	-	7 2%	3 1%	4 3%	6 2%	8 2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

**Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Service issues

**Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1388	-	-	1388	-	678	457	253	595	785
Weighted Base	1401	..**	..**	1401	..**	693	459	249	607	787
Effective base	1327	-	-	1327	-	649	437	242	569	751
Connection speed slower than advertised or led to expect	776 55%	-	-	776 55%	-	375 54%	266 58%	135 54%	313 52%	461 59%h
Complete loss of service	471 34%	-	-	471 34%	-	221 32%	138 30%	112 45%Te	199 33%	270 34%
Service is not consistently available	461 33%h	-	-	461 33%	-	210 30%	147 32%	104 42%Te	168 28%	292 37%h
Problems with voice over internet (VOIP) telephone calls	147 10%	-	-	147 10%	-	72 10%	55 12%	20 8%	55 9%	90 11%
Poor line quality	40 3%	-	-	40 3%	-	21 3%	11 2%	8 3%	24 4%l	15 2%
Unable to get certain channels/content	34 2%	-	-	34 2%	-	21 3%l	6 1%	8 3%	19 3%	15 2%
Problems with calls being disconnected during a call or not connected at all	10 1%	-	-	10 1%	-	6 1%	2 *	2 1%	7 1%	3 *
Poor picture quality	8 1%	-	-	8 1%	-	5 1%	2 *	1 *	6 1%	2 *
Poor outside reception/ coverage	8 1%	-	-	8 1%	-	6 1%	1 *	1 1%	4 1%	4 *
Poor indoor reception/coverage	7 1%	-	-	7 1%	-	4 1%	2 *	2 1%	1 *	6 1%
Unable to access 4G service	7 1%	-	-	7 1%	-	5 1%	1 *	1 1%	3 1%	4 *
Unable to access 5G service	5 *	-	-	5 *	-	3 *	1 *	1 1%	3 1%	2 *
Text or voice mails delivered late	5 *	-	-	5 *	-	4 1%	- 1%	2 1%	4 1%	1 *
A different issue (please describe it briefly in your own words)	19 1%	-	-	19 1%	-	10 1%	4 1%	4 2%	10 2%	9 1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

**Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Repairs and Installation

**Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	823	-	823	-	-	416	294	113	396	420
Weighted Base	819	-**	819	-**	-**	418	292	109	396	416
Effective base	781	-	781	-	-	395	279	107	375	399
Time taken to repair a fault	154	-	154	-	-	69	61	24	72	81
	19%	-	19%	-	-	16%	21%	22%	18%	20%
Switching issues (e.g. problems trying to switch or problems porting your number)	135	-	135	-	-	79	39	17	78	55
	17%	-	17%	-	-	19%	13%	15%	20% <i>l</i>	13%
Time taken to install the service	130	-	130	-	-	69	42	19	67	63
	16%	-	16%	-	-	16%	14%	18%	17%	15%
Arranging an installation	126	-	126	-	-	77	34	15	66	58
	15%	-	15%	-	-	18% <i>f</i>	12%	14%	17%	14%
Arranging an appointment for an engineer visit	110	-	110	-	-	69	30	11	64	46
	13%	-	13%	-	-	16% <i>f</i>	10%	10%	16% <i>l</i>	11%
Missed/ moved installation appointment	100	-	100	-	-	61	26	12	53	47
	12%	-	12%	-	-	15% <i>f</i>	9%	11%	13%	11%
Damage to property during installation	97	-	97	-	-	54	31	12	42	55
	12%	-	12%	-	-	13%	11%	11%	11%	13%
Missed/moved repair appointment	93	-	93	-	-	49	34	11	40	54
	11%	-	11%	-	-	12%	12%	10%	10%	13%
Complaining about an engineer	79	-	79	-	-	36	26	16	29	50
	10%	-	10%	-	-	9%	9%	15% <i>ee</i>	7%	12% <i>h</i>
Damage to property during repair	78	-	78	-	-	40	32	6	31	47
	10%	-	10%	-	-	10%	11%	6%	8%	11%
A different issue	19	-	19	-	-	8	6	5	8	11
	2%	-	2%	-	-	2%	2%	5%	2%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

**Something else**

**Base: All complained about fixed broadband internet service in past 6 months - Something else complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	125	-	-	-	125	68	41	16	65	49
Weighted Base	118	-.**	-.**	-.**	118	65*	40*	13**	62*	46*
Effective base	118	-	-	-	118	64	39	15	61	46
Service not performing as advertised or as told in store/over the phone	37 31%	-	-	-	37 31%	18 27%	16 40%	3 24%	19 31%	15 32%
Change to your package or service (upgrading or downgrading your service)	32 27%	-	-	-	32 27%	19 30%	10 26%	3 21%	21 34%	9 20%
Complaining about the terms of your contract	28 23%	-	-	-	28 23%	16 25%	8 20%	3 26%	13 21%	12 26%
Switching issues (e.g. problems trying to switch or problems porting your number)	16 13%	-	-	-	16 13%	8 12%	7 17%	1 10%	7 12%	6 13%
Keeping your mobile phone number when changing suppliers	2 2%	-	-	-	2 2%	1 2%	1 2%	-	-	1 2%
A different issue (please describe it briefly in your own words)	16 14%	-	-	-	16 14%	9 13%	2 6%	5 42%	8 13%	7 16%

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

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



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

**Q8: In dealing with [Provider] about this complaint did you contact them...?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Only/mainly on the phone	1572	387	297	838	50	792	500	281	754	805
		49%abf	45%b	60%Tabd	42%	50%af	45%	55%Tf	51%i	48%
Only/mainly via webchat	358	96	99	151	12	179	120	58	171	182
	11%	11%	12%	11%	10%	11%	11%	11%	12%	11%
Only/mainly via email	291	90	93	98	10	151	105	35	128	161
	9%cd	10%cd	11%cd	7%	9%	10%	10%	7%	9%	9%
Only/mainly via web form	212	59	64	79	9	97	75	40	85	125
	7%	7%	8%cd	6%	8%	6%	7%	8%	6%	7%
Only/mainly via mobile application	211	65	73	69	4	102	79	30	103	107
	7%cd	8%cd	9%Tcd	5%	4%	6%	7%	6%	7%	6%
Only/mainly in store	186	56	65	56	10	86	78	21	83	103
	6%cd	6%cd	8%Tcd	4%	8%cd	5%	7%g	4%	6%	6%
Only/mainly by social media	171	61	60	46	3	81	63	27	76	94
	5%cd	7%cd	7%Tcd	3%	2%	5%	6%	5%	5%	6%
Only/mainly by letter	138	36	55	42	5	72	48	19	45	92
	4%ch	4%	7%Tcd	3%	4%	5%	4%	4%	3%	5%h
Only/mainly via another contact method	21	5	4	9	3	11	7	3	13	8
	1%	1%	*	1%	3%Tabd	1%	1%	1%	1%	*
Don't know	41	7	9	13	12	16	23	2	12	17
	1%	1%	1%	1%	10%Tabd	1%	2%eg	*	1%	1%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	400	114	116	150	20	400	-	-	357	40
		13%fg	13%	14%b	11%	17%	25%Tfg	-	-	24%Ti	2%
9 -	(9)	244	55	68	105	15	244	-	-	203	41
		8%fg	6%	8%	7%	13%Tad	15%Tfg	-	-	14%Ti	2%
8 -	(8)	434	111	106	201	16	434	-	-	271	161
		14%fg	13%	13%	14%	14%	27%Tfg	-	-	18%Ti	10%
7 -	(7)	508	130	127	237	14	508	-	-	237	264
		16%fg	15%	16%	17%	12%	32%Tfg	-	-	16%	16%
6 -	(6)	396	102	113	168	14	-	396	-	129	263
		12%egh	12%	14%	12%	12%	-	36%Teg	-	9%	16%Th
5 -	(5)	436	123	130	164	19	-	436	-	125	301
		14%egh	14%	16%b	12%	16%	-	40%Teg	-	8%	18%Th
4 -	(4)	268	83	49	127	8	-	268	-	61	203
		8%begrh	10%b	6%	9%b	6%	-	24%Teg	-	4%	12%Th
3 -	(3)	199	46	45	104	4	-	-	199	49	150
		6%efh	5%	5%	7%	3%	-	-	39%Tef	3%	9%Th
2 -	(2)	116	32	30	54	1	-	-	116	14	101
		4%efh	4%	4%	4%	1%	-	-	23%Tef	1%	6%Th
1 - Extremely dissatisfied	(1)	200	66	35	91	8	-	-	200	25	170
		6%befh	8%b	4%	6%b	7%	-	-	39%Tef	2%	10%Th
NET: Dissatisfied	(1-3)	515	144	109	249	13	-	-	515	88	421
		16%efh	17%	13%	18%b	11%	-	-	100%Tef	6%	25%Th
NET: Neutral	(4-6)	1099	308	292	459	40	-	1099	-	315	767
		34%egh	36%	36%	33%	34%	-	100%Teg	-	21%	45%Th
NET: Satisfied	(7-10)	1587	411	418	693	65	1587	-	-	1067	506
		50%fg	48%	51%	49%	55%	100%Tfg	-	-	73%Ti	30%
Mean score		6.21fgl	6.10	6.44Tad	6.11	6.69Tad	8.34Tfg	5.12g	2.00	7.52Ti	5.09
Standard error		0.05	0.09	0.09	0.07	0.23	0.03	0.02	0.04	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/ef/fg - T/h/i

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1456	400	396	595	65	1048	317	91	1456	-
Weighted Base		1471	406	396	607	62*	1067	315	88*	1471	-.**
Effective base		1385	380	375	569	61	999	300	86	1385	-
10 - Extremely satisfied	(10)	357	102	101	139	15	357	-	-	357	-
		24% <b>fg</b>	25%	26%	23%	24%	33% <b>Tfg</b>	-	-	24%	-
9 -	(9)	203	46	56	88	13	203	-	-	203	-
		14% <b>fg</b>	11%	14%	15%	20%	19% <b>Tfg</b>	-	-	14%	-
8 -	(8)	271	70	65	127	9	271	-	-	271	-
		18% <b>fg</b>	17%	16%	21%	15%	25% <b>Tfg</b>	-	-	18%	-
7 -	(7)	237	64	52	113	8	237	-	-	237	-
		16% <b>fg</b>	16%	13%	19% <b>b</b>	14%	22% <b>Tfg</b>	-	-	16%	-
6 -	(6)	129	30	44	49	7	-	129	-	129	-
		9% <b>eg</b>	7%	11%	8%	12%	-	41% <b>Teg</b>	-	9%	-
5 -	(5)	125	43	41	36	5	-	125	-	125	-
		8% <b>eg</b>	11% <b>c</b>	10% <b>c</b>	6%	7%	-	39% <b>Teg</b>	-	8%	-
4 -	(4)	61	27	13	20	1	-	61	-	61	-
		4% <b>e</b>	7% <b>b</b>	3%	3%	2%	-	19% <b>Teg</b>	-	4%	-
3 -	(3)	49	8	14	25	2	-	-	49	49	-
		3% <b>ef</b>	2%	3%	4%	3%	-	-	55% <b>Tef</b>	3%	-
2 -	(2)	14	3	6	5	-	-	-	14	14	-
		1% <b>e</b>	1%	2%	1%	-	-	-	16% <b>Tef</b>	1%	-
1 - Extremely dissatisfied	(1)	25	13	5	5	2	-	-	25	25	-
		2% <b>ef</b>	3% <b>c</b>	1%	1%	3%	-	-	28% <b>Tef</b>	2%	-
NET: Dissatisfied	(1-3)	88	25	25	35	4	-	-	88	88	-
		6% <b>ef</b>	6%	6%	6%	7%	-	-	100% <b>Tef</b>	6%	-
NET: Neutral	(4-6)	315	100	98	105	13	-	315	-	315	-
		21% <b>c</b>	25% <b>c</b>	25% <b>c</b>	17%	21%	-	100% <b>Teg</b>	-	21%	-
NET: Satisfied	(7-10)	1067	282	273	467	45	1067	-	-	1067	-
		73% <b>fg</b>	69%	69%	77% <b>Tah</b>	72%	100% <b>Tfg</b>	-	-	73%	-
Mean score		7.62 <b>fg</b>	7.36	7.50	7.64	7.61	8.64 <b>Tfg</b>	5.22 <b>g</b>	2.27	7.52	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of finding provider contact details.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Issue					Satisfaction			Complaint resolved	
		Total (T)	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
			(a)	(b)	(c)	(d)					
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	521	124	134	239	24	441	46	34	395	124
		16%fg	14%	16%	17%	20%	28%Tfg	4%	7%I	27%TI	7%
9 -	(9)	345	87	95	148	14	265	62	18	217	123
		11%fg	10%	12%	11%	12%	17%Tfg	6%	4%	15%TI	7%
8 -	(8)	478	134	117	218	10	319	128	31	255	219
		15%dfg	16%I	14%	16%I	8%	20%Tfg	12%g	6%	17%TI	13%
7 -	(7)	484	121	122	223	18	248	192	44	205	277
		15%g	14%	15%	16%	16%	16%g	17%g	9%	14%	16%
6 -	(6)	362	100	104	143	14	128	194	39	129	229
		11%egh	12%	13%	10%	12%	8%	18%Teg	8%	9%	14%TI
5 -	(5)	380	120	100	143	17	82	236	62	109	262
		12%eh	14%I	12%	10%	14%	5%	21%Teg	12%ee	7%	15%TI
4 -	(4)	217	54	61	94	8	41	130	47	61	153
		7%eh	6%	7%	7%	7%	3%	12%Te	9%ee	4%	9%TI
3 -	(3)	153	42	27	80	4	25	66	62	41	112
		5%eh	5%	3%	6%b	3%	2%	6%ee	12%TeI	3%	7%TI
2 -	(2)	84	25	17	39	3	13	18	53	22	61
		3%eh	3%	2%	3%	2%	1%	2%	10%TeI	2%	4%h
1 - Extremely dissatisfied	(1)	141	51	30	58	2	8	18	115	24	114
		4%ehb	6%b	4%	4%	2%	1%	2%ee	22%TeI	2%	7%TI
Not applicable		38	6	11	15	6	18	11	8	12	20
		1%	1%	1%	1%	5%Tabc	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	378	117	74	178	8	46	102	231	87	286
		12%behf	14%bd	9%	13%b	7%	3%	9%ee	45%TeI	6%	17%TI
NET: Neutral	(4-6)	959	274	265	381	38	251	559	148	300	645
		30%eh	32%I	32%I	27%	32%	16%	51%Teg	29%ee	20%	38%TI
NET: Satisfied	(7-10)	1827	466	468	828	65	1273	427	128	1072	743
		57%fg	54%	57%	59%a	55%	80%Tfg	39%g	25%	73%TI	44%
Mean score		6.71afgi	6.51	6.81a	6.75a	6.97	7.99Tfg	5.96g	4.35	7.63TI	5.92
Standard error		0.04	0.09	0.08	0.07	0.22	0.05	0.06	0.12	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of getting through to the right person (PHONE).**

**Base: All complained about fixed broadband internet service in past 6 months by phone**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1543	380	293	817	53	769	489	285	736	794
Weighted Base		1572	387	297	838	50*	792	500	281	754	805
Effective base		1478	363	280	785	49	736	469	273	703	762
10 - Extremely satisfied	(10)	191	41	44	96	10	176	8	7	165	26
		12%fg	11%	15%	11%	19%	22%Tfg	2%	2%	22%Th	3%
9 -	(9)	130	29	38	59	4	115	12	2	92	36
		8%fg	8%	13%Tad	7%	7%	15%Tfg	2%	1%	12%Th	4%
8 -	(8)	250	63	39	138	10	190	51	10	160	89
		16%fg	16%	13%	16%	21%	24%Tfg	10%g	3%	21%Th	11%
7 -	(7)	226	58	38	120	10	135	78	12	119	106
		14%g	15%	13%	14%	19%	17%g	16%g	4%	16%	13%
6 -	(6)	177	42	33	97	4	76	88	14	77	98
		11%g	11%	11%	12%	9%	10%g	18%Teg	5%	10%	12%
5 -	(5)	188	45	29	105	9	45	117	26	54	132
		12%eh	12%	10%	13%	17%	6%	23%Teg	9%e	7%	16%Th
4 -	(4)	126	26	27	71	1	27	69	31	38	85
		8%eh	7%	9%	9%	2%	3%	14%Te	11%e	5%	11%Th
3 -	(3)	96	30	12	54	-	11	41	44	14	82
		6%eh	8%g	4%	6%	-	1%	8%e	16%Tef	2%	10%Th
2 -	(2)	56	11	10	34	1	7	17	32	11	45
		4%eh	3%	3%	4%	2%	1%	3%e	12%Tef	1%	6%Th
1 - Extremely dissatisfied	(1)	124	36	25	61	2	9	14	101	24	98
		8%eh	9%	9%	7%	3%	1%	3%e	36%Tef	3%	12%Th
Not applicable		9	4	1	3	-	2	5	2	1	7
		1%	1%	*	*	-	*	1%	1%	*	1%h
NET: Dissatisfied	(1-3)	276	77	48	149	3	26	73	178	48	226
		18%deh	20%g	16%g	18%g	5%	3%	15%e	63%Tef	6%	28%Th
NET: Neutral	(4-6)	491	114	89	273	14	147	273	70	170	315
		31%egh	29%	30%	33%	28%	19%	55%Teg	25%e	23%	39%Th
NET: Satisfied	(7-10)	797	192	159	412	33	617	149	31	536	256
		51%fg	50%	53%	49%	67%Tad	78%Tfg	30%g	11%	71%Th	32%
Mean score		6.20fgl	6.06	6.40	6.13	7.14Tad	7.73Tfg	5.45g	3.18	7.38TI	5.09
Standard error		0.07	0.14	0.16	0.09	0.30	0.07	0.09	0.14	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**The time taken to handle your issue.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Issue					Satisfaction			Complaint resolved	
		Total (T)	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
			(a)	(b)	(c)	(d)					
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	363	106	104	141	13	332	20	11	318	45
		11%fg	12%	13%	10%	11%	21%Tfg	2%	2%	22%TI	3%
9 -	(9)	296	76	93	115	13	251	32	13	204	90
		9%fg	9%	11%t	8%	11%	16%Tfg	3%	3%	14%TI	5%
8 -	(8)	431	96	120	198	17	324	94	13	267	162
		13%fg	11%	15%a	14%a	15%	20%Tfg	9%g	2%	18%TI	10%
7 -	(7)	448	130	111	195	13	280	139	29	224	222
		14%g	15%	14%	14%	11%	18%Tfg	13%g	6%	15%	13%
6 -	(6)	393	117	96	167	13	155	201	37	153	235
		12%eg	14%	12%	12%	11%	10%	18%Teg	7%	10%	14%h
5 -	(5)	376	105	99	150	23	105	231	39	118	249
		12%egh	12%	12%	11%	19%Tab	7%	21%Teg	8%	8%	15%Th
4 -	(4)	293	68	74	140	11	71	176	47	71	217
		9%eh	8%	9%	10%	9%	4%	16%Teg	9%e	5%	13%Th
3 -	(3)	188	48	40	98	4	21	104	64	39	148
		6%eh	6%	5%	7%b	3%	1%	9%Te	12%Te	3%	9%Th
2 -	(2)	153	38	33	80	3	20	56	77	32	120
		5%eh	4%	4%	6%	2%	1%	5%e	15%Tef	2%	7%Th
1 - Extremely dissatisfied	(1)	240	76	47	112	4	18	39	183	39	198
		7%eh	9%bd	6%	8%	3%	1%	4%e	36%Tel	3%	12%Th
Not applicable		19	3	3	6	6	9	7	3	6	8
		1%	*	*	*	5%Tab	1%	1%	1%	*	*
NET: Dissatisfied	(1-3)	582	162	120	290	10	59	199	324	110	465
		18%bdeh	19%bd	15%	21%bd	9%	4%	18%e	63%Tel	7%	27%Th
NET: Neutral	(4-6)	1062	290	269	457	46	331	609	122	342	701
		33%egh	34%	33%	33%	39%	21%	55%Teg	24%	23%	41%Th
NET: Satisfied	(7-10)	1539	407	427	648	56	1188	285	66	1012	519
		48%fg	47%	52%Tac	46%	47%	75%Tfg	26%g	13%	69%TI	31%
Mean score		6.10cfd	6.06	6.38Tac	5.92	6.46c	7.61Tfg	5.25g	3.25	7.32TI	5.05
Standard error		0.05	0.09	0.09	0.07	0.22	0.05	0.06	0.11	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Getting the issue resolved to your satisfaction.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	415	108	112	179	17	392	18	5	373	41
		13%fg	12%	14%	13%	14%	25%Tfg	2%	1%	25%Th	2%
9 -	(9)	284	74	77	121	11	246	31	7	205	75
		9%fg	9%	9%	9%	10%	15%Tfg	3%	1%	14%Th	4%
8 -	(8)	460	117	123	207	13	359	87	14	288	168
		14%fg	14%	15%	15%	11%	23%Tfg	8%g	3%	20%Th	10%
7 -	(7)	430	109	125	178	18	258	145	27	202	225
		13%g	13%	15%	13%	16%	16%Tfg	13%g	5%	14%	13%
6 -	(6)	397	103	107	172	15	149	209	39	142	253
		12%egh	12%	13%	12%	13%	9%	19%Teg	8%	10%	15%Th
5 -	(5)	361	120	102	125	14	79	250	32	97	257
		11%cegh	14%Tc	12%c	9%	12%	5%	23%Teg	6%	7%	15%Th
4 -	(4)	293	76	62	143	12	47	180	66	74	217
		9%eh	9%	8%	10%b	10%	3%	16%Te	13%Te	5%	13%Th
3 -	(3)	188	55	48	81	4	21	97	70	40	147
		6%eh	6%	6%	6%	3%	1%	9%Te	14%Te	3%	9%Th
2 -	(2)	125	32	21	71	-	13	40	71	20	102
		4%deh	4%b	3%	5%bd	-	1%	4%e	14%Te	1%	6%Th
1 - Extremely dissatisfied	(1)	222	62	37	117	6	12	33	177	20	200
		7%bafh	7%b	5%	8%b	5%	1%	3%e	34%Te	1%	12%Th
Not applicable		26	6	6	7	7	12	8	6	11	8
		1%	1%	1%	*	6%Tab	1%	1%	1%	1%	*
NET: Dissatisfied	(1-3)	535	150	106	269	10	46	170	318	80	449
		17%bdeh	17%bd	13%	19%Tbd	8%	3%	15%e	62%Te	5%	27%Th
NET: Neutral	(4-6)	1051	300	270	440	41	275	639	137	313	726
		33%egh	35%	33%	31%	35%	17%	58%Teg	27%e	21%	43%Th
NET: Satisfied	(7-10)	1589	408	436	685	60	1254	282	53	1067	510
		50%fg	47%	53%a	49%	51%	79%Tfg	26%g	10%	73%Th	30%
Mean score		6.23fgl	6.14	6.50Tac	6.11	6.62	7.86Tfg	5.32g	3.15	7.60TI	5.06
Standard error		0.05	0.09	0.09	0.07	0.22	0.05	0.06	0.10	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Courtesy and politeness of advisors.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	627	145	146	308	28	528	71	28	478	148
		20%fgi	17%	18%	22%ab	24%	33%Tfg	6%	5%	32%TI	9%
9 -	(9)	394	112	85	181	16	278	89	28	230	159
		12%fgi	13%	10%	13%	14%	17%Tfg	8%	5%	16%TI	9%
8 -	(8)	555	139	145	256	16	348	165	42	288	263
		17%g	16%	18%	18%	13%	22%Tfg	15%g	8%	20%h	16%
7 -	(7)	396	106	106	168	16	181	167	48	155	236
		12%	12%	13%	12%	13%	11%	15%Teg	9%	11%	14%h
6 -	(6)	356	100	108	136	11	109	199	47	136	219
		11%e	12%	13%e	10%	9%	7%	18%Teg	9%	9%	13%h
5 -	(5)	336	100	98	128	11	63	206	67	80	248
		11%eh	12%	12%e	9%	10%	4%	19%Teg	13%e	5%	15%Th
4 -	(4)	164	52	44	62	6	29	89	46	33	129
		5%eh	6%	5%	4%	5%	2%	8%Te	9%Te	2%	8%Th
3 -	(3)	138	46	29	62	2	14	64	61	30	107
		4%eh	5%	3%	4%	2%	1%	6%e	12%Tel	2%	6%Th
2 -	(2)	83	19	27	36	1	11	28	43	11	71
		3%eh	2%	3%	3%	1%	1%	3%e	8%Tel	1%	4%Th
1 - Extremely dissatisfied	(1)	109	40	24	45	1	11	9	89	17	90
		3%eh	5%e	3%	3%	1%	1%	1%	17%Tel	1%	5%Th
Not applicable		42	5	7	20	9	15	11	16	11	24
		1%	1%	1%	1%	8%Tab	1%	1%	3%Tel	1%	1%
NET: Dissatisfied	(1-3)	331	105	79	142	4	36	102	193	59	268
		10%deh	12%e	10%e	10%e	4%	2%	9%e	37%Tel	4%	16%Th
NET: Neutral	(4-6)	856	252	250	326	29	201	495	160	250	596
		27%ceh	29%e	30%Te	23%	24%	13%	45%Teg	31%Te	17%	35%Th
NET: Satisfied	(7-10)	1973	502	483	913	76	1334	492	146	1151	806
		62%fgi	58%	59%	65%Tab	64%	84%Tfg	45%g	28%	78%TI	48%
Mean score		7.03afgi	6.80	6.91	7.19Tab	7.64Tab	8.26Tfg	6.29g	4.74	8.03TI	6.16
Standard error		0.04	0.09	0.08	0.07	0.20	0.05	0.06	0.12	0.05	0.06

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



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Advisor doing what they said they would do.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	507	126	116	241	25	441	47	19	419	85
		16%fg	15%	14%	17%	21%	28%Tfg	4%	4%	29%th	5%
9 -	(9)	372	96	100	161	16	308	52	12	260	112
		12%fg	11%	12%	11%	13%	19%Tfg	5%g	2%	18%th	7%
8 -	(8)	473	128	124	208	13	335	107	31	255	213
		15%fg	15%	15%	15%	11%	21%Tfg	10%g	6%	17%th	13%
7 -	(7)	464	116	120	214	14	239	190	35	180	278
		14%gh	13%	15%	15%	12%	15%g	17%Tg	7%	12%	16%h
6 -	(6)	370	96	118	140	16	114	213	42	134	230
		12%egh	11%	14%Tah	10%	13%	7%	19%Teg	8%	9%	14%Th
5 -	(5)	353	102	101	137	13	66	227	60	93	255
		11%eh	12%	12%	10%	11%	4%	21%Teg	12%e	6%	15%Th
4 -	(4)	206	59	47	92	7	35	122	49	52	153
		6%eh	7%	6%	7%	6%	2%	11%Te	9%Te	4%	9%Th
3 -	(3)	144	48	35	60	2	14	72	59	32	112
		5%eh	6%	4%	4%	2%	1%	7%Te	11%Te	2%	7%Th
2 -	(2)	90	23	15	51	1	8	28	54	13	74
		3%eh	3%	2%	4%b	1%	*	3%e	10%Te	1%	4%Th
1 - Extremely dissatisfied	(1)	169	56	35	77	2	13	19	137	17	148
		5%efh	6%b	4%	6%b	1%	1%	2%e	27%Te	1%	9%Th
Not applicable		53	15	8	21	10	16	22	16	15	31
		2%	2%	1%	1%	8%Tab	1%	2%e	3%Te	1%	2%
NET: Dissatisfied	(1-3)	403	126	85	188	4	34	120	250	62	335
		13%deh	15%bd	10%b	13%bd	4%	2%	11%e	49%Te	4%	20%Th
NET: Neutral	(4-6)	929	257	267	369	36	215	563	151	280	639
		29%eh	30%	33%b	26%	31%	14%	51%Teg	29%e	19%	38%Th
NET: Satisfied	(7-10)	1816	466	459	823	68	1322	395	98	1114	689
		57%fg	54%	56%	59%a	57%	88%Tfg	36%g	19%	76%th	41%
Mean score		6.68fgl	6.51	6.73	6.71	7.31Tabc	8.12Tfg	5.86g	3.95	7.87TI	5.67
Standard error		0.05	0.09	0.08	0.07	0.21	0.05	0.06	0.12	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	409	102	118	173	17	365	28	16	339	69
		13%fg	12%	14%	12%	15%	23%Tfg	3%	3%	23%Th	4%
9 -	(9)	329	85	84	147	13	268	47	14	228	100
		10%fg	10%	10%	11%	11%	17%Tfg	4%	3%	15%Th	6%
8 -	(8)	448	114	116	200	18	339	90	19	259	187
		14%fg	13%	14%	14%	15%	21%Tfg	8%g	4%	18%Th	11%
7 -	(7)	452	132	117	188	15	255	169	29	211	234
		14%g	15%	14%	13%	12%	16%g	15%g	6%	14%	14%
6 -	(6)	345	93	102	135	14	118	192	35	119	218
		11%egh	11%	13%e	10%	12%	7%	17%Teg	7%	8%	13%Th
5 -	(5)	410	123	95	175	17	70	271	70	121	283
		13%eh	14%	12%	12%	15%	4%	25%Teg	14%e	8%	17%Th
4 -	(4)	243	63	68	108	4	54	130	59	56	186
		8%eh	7%	8%e	8%	3%	3%	12%Te	11%Te	4%	11%Th
3 -	(3)	167	48	38	78	3	29	83	55	41	125
		5%eh	6%	5%	6%	2%	2%	8%Te	11%Te	3%	7%Th
2 -	(2)	95	25	27	38	5	15	31	50	18	76
		3%eh	3%	3%	3%	5%	1%	3%e	10%Te	1%	5%Th
1 - Extremely dissatisfied	(1)	203	60	43	97	3	20	37	146	30	170
		6%efh	7%	5%	7%	3%	1%	3%e	28%Te	2%	10%Th
Not applicable		100	17	10	64	9	55	23	22	48	46
		3%b	2%	1%	5%Tab	8%Tab	3%l	2%	4%l	3%	3%
NET: Dissatisfied	(1-3)	465	133	109	212	11	63	150	251	90	371
		15%eh	15%	13%	15%	10%	4%	14%e	49%Te	6%	22%Th
NET: Neutral	(4-6)	998	279	266	417	35	242	593	163	296	686
		31%eh	32%	33%	30%	30%	15%	54%Teg	32%e	20%	41%Th
NET: Satisfied	(7-10)	1638	434	434	708	62	1226	334	78	1037	590
		51%fg	50%	53%	51%	53%	77%Tfg	30%g	15%	71%Th	35%
Mean score		6.38fgl	6.28	6.49	6.35	6.79	7.81Tfg	5.55g	3.75	7.54TI	5.39
Standard error		0.05	0.09	0.09	0.07	0.23	0.05	0.06	0.11	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Offering compensation or a goodwill payment.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	386	109	112	142	23	336	34	16	314	68
		12%fgl	13%	14%cl	10%	19%Tad	21%Tfg	3%	3%	21%TI	4%
9 -	(9)	308	86	101	113	9	244	53	12	213	93
		10%fgl	10%	12%Tc	8%	8%	15%Tfg	5%g	2%	14%TI	5%
8 -	(8)	405	117	117	156	16	284	94	27	232	171
		13%fgl	14%	14%cl	11%	13%	18%Tfg	9%g	5%	16%TI	10%
7 -	(7)	348	101	110	123	14	184	136	29	152	193
		11%cg	12%cl	13%Tc	9%	12%	12%g	12%g	6%	10%	11%
6 -	(6)	350	104	103	126	16	132	178	40	145	203
		11%eg	12%cl	13%cl	9%	14%	8%	16%Teg	8%	10%	12%
5 -	(5)	325	93	82	134	15	96	186	43	108	213
		10%eh	11%	10%	10%	13%	6%	17%Teg	8%	7%	13%Th
4 -	(4)	216	51	57	101	8	55	130	31	56	157
		7%eh	6%	7%	7%	6%	3%	12%Teg	6%e	4%	9%Th
3 -	(3)	167	51	40	76	-	38	91	37	46	118
		5%deh	6%cl	5%cl	5%cl	-	2%	8%Te	7%e	3%	7%Th
2 -	(2)	136	25	29	80	2	26	66	43	34	101
		4%eh	3%	4%	6%Tab	2%	2%	6%Te	8%Te	2%	6%Th
1 - Extremely dissatisfied	(1)	361	97	48	213	2	64	85	211	53	303
		11%bdeh	11%bd	6%	15%Tabd	2%	4%	8%e	41%Tel	4%	18%Th
Not applicable		199	29	20	137	13	128	46	26	117	75
		6%abfl	3%	2%	10%Tab	11%Tab	8%Tfg	4%	5%	8%TI	4%
NET: Dissatisfied	(1-3)	664	174	117	368	5	129	243	292	134	522
		21%bdeh	20%bd	14%cl	26%Tabd	4%	8%	22%e	57%Tel	9%	31%Th
NET: Neutral	(4-6)	891	248	242	362	39	283	494	114	309	572
		28%egh	29%	30%	26%	33%	18%	45%Teg	22%e	21%	34%Th
NET: Satisfied	(7-10)	1447	412	440	533	62	1047	316	84	911	525
		45%cfgl	48%cl	54%Tad	38%	52%cl	66%Tfg	29%g	16%	62%TI	31%
Mean score		6.01cfgl	6.11c	6.53Tad	5.52	7.07Tabc	7.42Tfg	5.25g	3.42	7.29TI	4.94
Standard error		0.05	0.10	0.09	0.09	0.22	0.06	0.07	0.12	0.07	0.07

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

**Base: All complained about fixed broadband internet service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base		3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base		3047	821	781	1327	118	1492	1053	502	1385	1626
10 - Extremely satisfied	(10)	542	138	122	257	26	467	58	18	444	96
		17%fg	16%	15%	18%b	22%	29%Tfg	5%	3%	30%TI	6%
9 -	(9)	362	83	101	164	14	287	61	14	248	113
		11%fg	10%	12%	12%	12%	18%Tfg	6%	3%	17%TI	7%
8 -	(8)	493	119	138	220	17	333	129	31	267	224
		15%fg	14%	17%	16%	14%	21%Tfg	12%	6%	18%TI	13%
7 -	(7)	431	120	110	183	18	239	156	37	176	251
		13%g	14%	13%	13%	15%	15%g	14%	7%	12%	15%h
6 -	(6)	376	107	96	164	9	111	216	49	130	243
		12%eh	12%	12%	12%	8%	7%	20%Teg	9%	9%	14%TI
5 -	(5)	365	113	96	141	16	76	232	58	87	272
		11%eh	13%g	12%	10%	13%	5%	21%Teg	11%e	6%	16%TI
4 -	(4)	199	52	69	76	4	32	107	61	54	144
		6%eh	6%	8%Tcd	5%	3%	2%	10%Te	12%Te	4%	9%TI
3 -	(3)	142	38	27	72	6	14	73	55	20	118
		4%eh	4%	3%	5%b	5%	1%	7%Te	11%Tel	1%	7%TI
2 -	(2)	94	26	27	40	1	11	37	46	21	71
		3%eh	3%	3%	3%	1%	1%	3%e	9%Tel	1%	4%TI
1 - Extremely dissatisfied	(1)	167	59	27	79	2	9	18	140	19	145
		5%beh	7%bd	3%	6%b	2%	1%	2%e	27%Tel	1%	9%TI
Not applicable		28	9	7	7	6	8	13	8	6	16
		1%	1%	1%	*	5%Tab	*	1%	1%e	*	1%
NET: Dissatisfied	(1-3)	403	123	80	190	9	34	128	241	60	334
		13%beh	14%b	10%	14%b	8%	2%	12%e	47%Tel	4%	20%TI
NET: Neutral	(4-6)	941	272	260	380	29	219	555	167	271	659
		29%eh	31%g	32%g	27%	24%	14%	50%Teg	33%e	18%	39%TI
NET: Satisfied	(7-10)	1829	460	471	824	75	1326	404	99	1134	684
		57%ahg	53%	58%	59%a	63%a	84%Tfg	37%g	19%	77%TI	40%
Mean score		6.72afg	6.50	6.77a	6.78a	7.25Tab	8.13Tfg	5.93g	4.00	7.91TI	5.70
Standard error		0.05	0.09	0.08	0.07	0.21	0.05	0.06	0.12	0.06	0.06

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**SUMMARY : Satisfied**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Courtesy and politeness of advisors	1973	502	483	913	76	1334	492	146	1151	806
	62% <i>d</i> <i>g</i>	58%	59%	65% <i>Ta</i> <i>b</i>	64%	84% <i>Tf</i> <i>g</i>	45% <i>g</i>	28%	78% <i>Tf</i>	48%
Willingness to help resolve your issue	1829	460	471	824	75	1326	404	99	1134	684
	57% <i>a</i> <i>f</i> <i>g</i>	53%	58%	59% <i>a</i>	63% <i>a</i>	84% <i>Tf</i> <i>g</i>	37% <i>g</i>	19%	77% <i>Tf</i>	40%
Ease of finding provider contact details	1827	466	468	828	65	1273	427	128	1072	743
	57% <i>d</i> <i>g</i>	54%	57%	59% <i>a</i>	55%	80% <i>Tf</i> <i>g</i>	39% <i>g</i>	25%	73% <i>Tf</i>	44%
Advisor doing what they said they would do	1816	466	459	823	68	1322	395	98	1114	689
	57% <i>d</i> <i>g</i>	54%	56%	59% <i>a</i>	57%	83% <i>Tf</i> <i>g</i>	36% <i>g</i>	19%	76% <i>Tf</i>	41%
Logging of query details to avoid having to repeat yourself	1638	434	434	708	62	1226	334	78	1037	590
	51% <i>d</i> <i>g</i>	50%	53%	51%	53%	77% <i>Tf</i> <i>g</i>	30% <i>g</i>	15%	74% <i>Tf</i>	35%
Getting the issue resolved to your satisfaction	1589	408	436	685	60	1254	282	53	1067	510
	50% <i>d</i> <i>g</i>	47%	53% <i>a</i>	49%	51%	79% <i>Tf</i> <i>g</i>	26% <i>g</i>	10%	73% <i>Tf</i>	30%
The time taken to handle your issue	1539	407	427	648	56	1188	285	66	1012	519
	48% <i>d</i> <i>g</i>	47%	52% <i>Ta</i> <i>c</i>	46%	47%	75% <i>Tf</i> <i>g</i>	26% <i>g</i>	13%	69% <i>Tf</i>	31%
Offering compensation or a goodwill payment	1447	412	440	533	62	1047	316	84	911	525
	45% <i>c</i> <i>f</i> <i>g</i>	48% <i>c</i>	54% <i>Ta</i> <i>c</i>	38%	52% <i>c</i>	66% <i>Tf</i> <i>g</i>	29% <i>g</i>	16%	62% <i>Tf</i>	31%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

**Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Completely resolved	1471	406	396	607	62	1067	315	88	1471	-
		47%	48% <sup>c</sup>	43%	52%	67% <sup>Tfg</sup>	29% <sup>g</sup>	17%	100% <sup>Tf</sup>	-
Partly resolved	1304	336	348	581	39	461	630	214	-	1304
		39%	43% <sup>bd</sup>	42%	33%	29%	57% <sup>Teg</sup>	42% <sup>de</sup>	-	77% <sup>Th</sup>
Not resolved at all	389	109	68	205	7	45	137	207	-	389
		12% <sup>bddeh</sup>	13% <sup>bd</sup>	8%	6%	3%	12% <sup>de</sup>	40% <sup>Tef</sup>	-	23% <sup>Th</sup>
Don't know	37	12	6	8	11	14	17	6	-	-
		1% <sup>hi</sup>	1% <sup>c</sup>	1%	9% <sup>Tabd</sup>	1%	2%	1%	-	-

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Yes	1171	330	325	464	53	887	235	50	1171	-
		37% <i>c</i> f <i>g</i>	38% <i>c</i>	33%	45% <i>c</i>	56% <i>T</i> f <i>g</i>	21% <i>g</i>	10%	80% <i>T</i> <i>h</i>	-
No	281	71	69	134	7	165	77	39	281	-
		9% <i>d</i>	8%	10%	6%	10% <i>f</i>	7%	7%	19% <i>T</i> <i>h</i>	-
Don't know	19	6	3	9	2	16	3	-	19	-
		1% <i>d</i>	1%	*	2%	1% <i>f</i> <i>g</i>	*	-	1% <i>T</i> <i>h</i>	-

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1456	400	396	595	65	1048	317	91	1456	-
Weighted Base	1471	406	396	607	62*	1067	315	88*	1471	-**
Effective base	1385	380	375	569	61	999	300	86	1385	-
Yes	1171	330	325	464	53	887	235	50	1171	-
	80% <b>fg</b>	81%	82% <b>c</b>	76%	86%	83% <b>ffg</b>	74% <b>g</b>	56%	80%	-
No	281	71	69	134	7	165	77	39	281	-
	19% <b>h</b>	17%	17%	22% <b>d</b>	11%	15%	25% <b>fe</b>	44% <b>feh</b>	19%	-
Don't know	19	6	3	9	2	16	3	-	19	-
	1%	1%	1%	1%	3%	1%	1%	-	1%	-

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

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



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?**

**Fixed Broadband internet.**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Not at all important	92	30	32	25	6	28	42	22	39	52
		3%ce	3%cc	4%cc	2%	5%ce	2%	4%ce	4%ce	3%
Not very important	317	95	120	86	17	104	158	55	76	235
		10%ceh	11%cc	15%Tcd	6%	14%ceh	14%Teg	11%ce	5%	14%Th
Fairly important	790	253	244	264	29	378	321	91	316	464
		25%cegh	29%Tc	30%Tc	19%	24%g	29%Teg	18%	21%	27%Th
Very important	2001	485	423	1026	67	1076	578	346	1040	943
		63%abh	56%	73%Tabd	56%	68%Tf	53%	67%Tf	71%Ti	56%
NET: Important	2791	738	667	1290	96	1454	899	438	1356	1406
		87%bfi	86%b	92%Tabd	81%	92%Tfg	82%	85%	92%Ti	83%
NET: Not important	410	125	151	111	22	132	200	77	115	287
		13%ceh	14%cc	19%Tcd	8%	18%Te	15%ce	8%	8%	17%Th

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?**

**Fixed Broadband internet.**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
The service has become more important	1693	426	368	846	54	890	529	274	834	845
	53%kl	49%	45%	60%Tabd	45%	56%TI	48%	53%	57%TI	50%
The service has become less important	668	214	257	183	14	310	280	77	256	407
	21%cdgh	25%Tcd	31%Tacd	13%	11%	20%g	25%Teg	15%	17%	24%Th
No different	840	223	194	372	51	386	291	163	381	442
	26%	26%	24%	27%	43%Tabc	24%	26%	32%Tef	26%	26%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?**  
**Fixed Broadband internet**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
More willing to make a complaint	1103	248	285	542	27	568	354	181	522	572
		34%ad	29%	35%ad	39%Tad	36%	32%	35%	35%	34%
Less willing to make a complaint	692	210	233	226	23	323	276	93	284	401
		22%c	24%c	29%Tcd	16%	20%	25%Teg	18%	19%	24%h
No different	1176	328	238	566	43	599	377	199	576	591
		37%b	38%b	29%	40%Td	38%	34%	39%	39%h	35%
Don't know	230	77	62	66	26	96	92	42	89	129
		7%c	9%c	8%c	5%	22%Tabc	6%	8%e	6%	8%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

**Q15: What is your current employment status?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Employed or self-employed (full-time - 30hrs/wk+)	1622	454	419	707	42	882	504	236	842	772
		51% <b>d</b> <b>f</b> <b>g</b>	53% <b>d</b>	51% <b>d</b>	50% <b>d</b>	56% <b>T</b> <b>f</b> <b>g</b>	46%	46%	57% <b>T</b> <b>i</b>	46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	695	191	193	286	24	305	284	106	275	414
		22% <b>h</b>	22%	24%	20%	19%	26% <b>T</b> <b>e</b> <b>g</b>	21%	19%	24% <b>T</b> <b>h</b>
Homemaker	308	96	91	105	16	130	115	62	121	182
		10% <b>c</b>	11% <b>c</b>	11% <b>c</b>	7%	8%	10%	12% <b>e</b>	8%	11% <b>h</b>
Student / under education	268	55	62	139	12	130	103	36	97	163
		8% <b>h</b>	6%	8%	10% <b>a</b>	8%	9%	7%	7%	10% <b>h</b>
Temporarily not working (unemployed / illness)	198	44	40	100	13	86	69	43	83	110
		6%	5%	5%	7% <b>b</b>	5%	6%	8% <b>e</b>	6%	7%
Retired	111	22	14	64	11	54	25	32	54	52
		3% <b>b</b>	3%	2%	5% <b>a</b> <b>b</b>	3%	2%	6% <b>T</b> <b>e</b> <b>r</b>	4%	3%
NET: Employed	2317	645	612	993	66	1187	787	342	1116	1186
		72% <b>d</b> <b>g</b>	75% <b>d</b>	75% <b>d</b>	71% <b>d</b>	75% <b>g</b>	72% <b>g</b>	66%	76% <b>T</b> <b>i</b>	70%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

**Q16: Approximately, what is your total annual income before tax?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Up to 10,399 Pounds	332	102	93	128	8	175	102	55	165	162
	10%	12% <sup>c</sup>	11%	9%	7%	11%	9%	11%	11%	10%
10,400-15,599 Pounds	416	118	122	163	13	189	161	66	176	234
	13%	14%	15% <sup>c</sup>	12%	11%	12%	15% <sup>e</sup>	13%	12%	14%
15,600-25,999 Pounds	643	173	169	278	23	298	232	112	281	359
	20%	20%	21%	20%	19%	19%	21%	22%	19%	21%
26,000-36,399 Pounds	523	142	159	212	10	268	181	73	232	289
	16% <sup>d</sup>	16% <sup>d</sup>	19% <sup>fcd</sup>	15% <sup>d</sup>	8%	17%	16%	14%	16%	17%
36,400-51,999 Pounds	516	126	132	241	17	278	162	75	253	259
	16%	15%	16%	17%	14%	18%	15%	15%	17%	15%
52,000+	525	138	110	260	17	275	159	90	272	251
	16% <sup>b</sup>	16%	13%	19% <sup>b</sup>	15%	17%	14%	17%	18% <sup>i</sup>	15%
Don't know	103	24	15	56	8	41	46	16	38	59
	3% <sup>b</sup>	3%	2%	4% <sup>b</sup>	7% <sup>Tab</sup>	3%	4% <sup>e</sup>	3%	3%	3%
Would rather not say	144	41	19	63	22	62	57	26	54	81
	5% <sup>b</sup>	5% <sup>b</sup>	2%	4% <sup>b</sup>	19% <sup>Tab</sup>	4%	5%	5%	4%	5%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

### Q17: Where do you live?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
East Midlands	246 8%	63 7%	62 8%	109 8%	12 10%	121 8%	80 7%	44 9%	115 8%	130 8%
East of England	213 7%	58 7%	45 5%	105 8%	5 4%	106 7%	63 6%	44 8%	98 7%	114 7%
London	773 24% <b>cg</b>	227 26% <b>c</b>	233 29% <b>Tcd</b>	291 21%	22 19%	398 25% <b>g</b>	274 25% <b>g</b>	101 20%	372 25%	394 23%
North East	169 5%	45 5%	49 6%	66 5%	9 7%	79 5%	54 5%	36 7%	69 5%	97 6%
North West	371 12%	97 11%	99 12%	161 12%	13 11%	178 11%	131 12%	62 12%	161 11%	205 12%
Scotland	180 6%	50 6%	52 6%	73 5%	5 5%	86 5%	67 6%	28 5%	81 5%	95 6%
South East	339 11%	89 10%	78 9%	162 12%	10 8%	163 10%	116 11%	60 12%	150 10%	186 11%
South West	198 6%	49 6%	44 5%	93 7%	13 11% <b>Tab</b>	99 6%	67 6%	32 6%	91 6%	103 6%
Ulster / Northern Ireland	58 2%	13 2%	11 1%	30 2%	3 3%	27 2%	22 2%	9 2%	29 2%	28 2%
Wales	148 5%	38 4%	28 3%	76 5% <b>b</b>	7 6%	75 5%	47 4%	27 5%	74 5%	75 4%
West Midlands	302 9%	72 8%	72 9%	145 10%	12 10%	148 9%	110 10%	44 9%	137 9%	161 10%
Yorks & Humber	204 6%	62 7%	46 6%	88 6%	8 7%	106 7%	69 6%	29 6%	96 6%	106 6%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

**Q18a: What is your gender?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Female	1876	505	440	868	62	913	672	291	852	1005
	59%	59%	54%	62% <sup>Tbd</sup>	52%	58%	61%	56%	58%	59%
Male	1265	345	358	510	52	651	407	207	602	648
	40%	40%	44% <sup>Tc</sup>	36%	44%	41% <sup>f</sup>	37%	40%	41%	38%
Prefer to use my own term	46	10	16	16	3	17	16	13	13	32
	1%	1%	2%	1%	2%	1%	1%	2% <sup>ce</sup>	1%	2% <sup>h</sup>
Prefer not to say	14	2	4	6	2	5	4	5	4	9
	*	*	*	*	1%	*	*	1%	*	1%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

**Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Yes	3002	798	761	1336	106	1507	1014	481	1404	1567
	94%	93%	93%	95% <b>Ta</b> <b>d</b>	90%	95% <b>f</b>	92%	93%	95% <b>T</b> <b>i</b>	93%
No	143	48	41	47	7	54	63	26	49	92
	4%	6% <b>c</b>	5%	3%	6%	3%	6% <b>e</b>	5%	3%	5% <b>h</b>
Prefer not to say	56	17	16	17	5	26	22	8	18	35
	2%	2%	2%	1%	4% <b>T</b> <b>c</b>	2%	2%	2%	1%	2%

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



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

**Q20: And which of the following best describes the main income earner in your household?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
A	403	125	131	135	12	226	127	49	234	167
		13% <sup>cd</sup>	15% <sup>c</sup>	16% <sup>Tc</sup>	10%	14% <sup>fg</sup>	12%	10%	16% <sup>Ti</sup>	10%
B	751	192	190	348	21	375	267	108	348	401
	23%	22%	23%	25%	17%	24%	24%	21%	24%	24%
C1	816	191	203	387	35	395	274	148	340	457
	25% <sup>a</sup>	22%	25%	28% <sup>a</sup>	30%	25%	25%	29%	23%	27% <sup>h</sup>
C2	597	187	138	256	16	282	223	92	249	345
	19%	22% <sup>bd</sup>	17%	18%	13%	18%	20%	18%	17%	20% <sup>h</sup>
D	265	67	68	119	10	138	81	45	128	132
	8%	8%	8%	9%	9%	9%	7%	9%	9%	8%
E	370	101	89	155	25	170	128	72	172	192
	12%	12%	11%	11%	21% <sup>Tabc</sup>	11%	12%	14% <sup>e</sup>	12%	11%
NET: AB	1153	317	321	483	32	602	394	157	581	568
	36% <sup>g</sup>	37% <sup>d</sup>	39% <sup>cd</sup>	35%	27%	38% <sup>g</sup>	36% <sup>g</sup>	31%	40% <sup>Ti</sup>	34%
NET: ABC1	1969	508	524	870	68	996	668	305	921	1024
	62%	59%	64% <sup>a</sup>	62%	57%	63%	61%	59%	63%	61%
NET: C2DE	1232	355	295	531	51	591	432	210	549	669
	38%	41% <sup>b</sup>	36%	38%	43%	37%	39%	41%	37%	39%
NET: DE	635	168	157	275	35	309	209	117	301	324
	20%	19%	19%	20%	29% <sup>Tabc</sup>	19%	19%	23%	20%	19%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

**Q21: Which of these best describes the place you live most of the time?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
A city or large town (including suburbs)	1799	486	476	783	54	949	592	258	890	895
		56% <b>d</b> <b>g</b>	56% <b>d</b>	58% <b>d</b>	56% <b>d</b>	60% <b>T</b> <b>f</b> <b>g</b>	54%	50%	61% <b>T</b> <b>i</b>	53%
A small town	1044	290	259	448	47	480	385	179	444	587
	33%	34%	32%	32%	40%	30%	35% <b>e</b>	35%	30%	35% <b>h</b>
A village, hamlet or isolated dwelling in the countryside	335	80	77	164	14	148	112	74	132	197
	10%	9%	9%	12%	12%	9%	10%	14% <b>T</b> <b>e</b> <b>f</b>	9%	12% <b>h</b>
Prefer not to say	23	6	7	6	4	9	10	4	4	14
	1%	1%	1%	*	3% <b>T</b> <b>a</b> <b>b</b> <b>c</b>	1%	1%	1%	*	1%
NET: Urban	2843	776	735	1231	100	1429	977	437	1334	1482
	89% <b>g</b>	90%	90%	88%	85%	90% <b>g</b>	89% <b>g</b>	85%	91% <b>i</b>	88%
NET: Rural	335	80	77	164	14	148	112	74	132	197
	10%	9%	9%	12%	12%	9%	10%	14% <b>T</b> <b>e</b> <b>f</b>	9%	12% <b>h</b>

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

**QHH1: How many people are there in your household, including yourself and any children?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	<b>3201</b>	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	<b>3201</b>	863	819	1401	118	1587	1099	515	1471	1693
Effective base	<b>3047</b>	821	781	1327	118	1492	1053	502	1385	1626
Small (1-2 people)	<b>1048</b>	281	265	460	42	525	346	176	488	544
	<b>33%</b>	33%	32%	33%	35%	33%	31%	34%	33%	32%
Medium (3-4 people)	<b>1447</b>	397	380	623	47	744	473	230	677	758
	<b>45%</b>	46%	46%	44%	40%	47%	43%	45%	46%	45%
Large (5+ people)	<b>707</b>	185	174	318	30	317	281	108	306	391
	<b>22%</b>	21%	21%	23%	25%	20%	<b>26%Te</b>	21%	21%	23%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

**QHH3: And what is the total number of children in the household (under 18)?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
1	883	250	255	350	28	458	293	131	432	445
	28%	29% <sup>c</sup>	31% <sup>Tc</sup>	25%	24%	29%	27%	26%	29%	26%
2	703	198	193	290	23	351	250	102	302	398
	22%	23%	24%	21%	19%	22%	23%	20%	21%	23% <sup>h</sup>
3	292	83	71	132	6	141	108	43	142	145
	9%	10%	9%	9%	5%	9%	10%	8%	10%	9%
4	81	31	20	27	2	37	28	15	39	41
	3%	4% <sup>c</sup>	2%	2%	2%	2%	3%	3%	3%	2%
5+	71	20	23	22	7	25	33	13	30	41
	2%	2%	3%	2%	6% <sup>Tac</sup>	2%	3% <sup>e</sup>	3%	2%	2%
No children in household	1170	281	257	581	52	574	387	210	525	623
	37% <sup>ab</sup>	33%	31%	41% <sup>Tab</sup>	44% <sup>ab</sup>	36%	35%	41% <sup>f</sup>	36%	37%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

**QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	<b>3201</b>	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	<b>3201</b>	863	819	1401	118	1587	1099	515	1471	1693
Effective base	<b>3047</b>	821	781	1327	118	1492	1053	502	1385	1626
None	<b>57</b>	15	23	17	1	27	19	11	25	31
	<b>2%</b>	2%	<b>3%<sup>c</sup></b>	1%	1%	2%	2%	2%	2%	2%
1	<b>672</b>	211	191	254	16	325	234	112	321	340
	<b>21%<sup>d</sup></b>	<b>24%<sup>Tcd</sup></b>	<b>23%<sup>cd</sup></b>	18%	13%	21%	21%	22%	22%	20%
2	<b>1633</b>	448	405	713	67	846	535	252	777	843
	<b>51%</b>	52%	49%	51%	57%	<b>53%<sup>f</sup></b>	49%	49%	53%	50%
3	<b>479</b>	108	120	231	20	243	166	70	198	274
	<b>15%</b>	13%	15%	<b>16%<sup>a</sup></b>	17%	15%	15%	14%	13%	<b>16%<sup>h</sup></b>
4	<b>217</b>	46	44	119	8	86	92	39	84	131
	<b>7%</b>	5%	5%	<b>9%<sup>Tab</sup></b>	7%	5%	<b>8%<sup>e</sup></b>	8%	6%	<b>8%<sup>h</sup></b>
5+	<b>143</b>	34	35	67	6	59	53	31	65	75
	<b>4%</b>	4%	4%	5%	5%	4%	5%	<b>6%<sup>e</sup></b>	4%	4%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

### FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Most vulnerable	936	267	265	378	25	449	328	159	412	516
	29%	31% <sup>cd</sup>	32% <sup>cd</sup>	27%	22%	28%	30%	31%	28%	30%
Potentially vulnerable	1300	349	362	552	37	665	446	189	611	680
	41% <sup>de</sup>	40%	44% <sup>cd</sup>	39%	31%	42% <sup>g</sup>	41%	37%	42%	40%
Least vulnerable	717	182	159	352	25	370	222	125	356	357
	22%	21%	19%	25% <sup>ab</sup>	21%	23%	20%	24%	24% <sup>h</sup>	21%

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

**QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?**

**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3201	865	823	1388	125	1566	1107	528	1456	1707
Weighted Base	3201	863	819	1401	118	1587	1099	515	1471	1693
Effective base	3047	821	781	1327	118	1492	1053	502	1385	1626
Universal Credit (and household has other earnings)	539 17%	158 18%	153 19% <b>c</b>	212 15%	16 14%	259 16%	198 18%	82 16%	241 16%	296 17%
Employment and Support Allowance (ESA)	375 12%	102 12%	118 14% <b>Tc</b>	140 10%	15 13%	185 12%	126 11%	64 12%	182 12%	190 11%
Personal Independence Payment (PIP)	363 11% <b>d</b>	96 11%	101 12% <b>d</b>	160 11% <b>d</b>	6 5%	175 11%	120 11%	68 13%	177 12%	183 11%
Carer's allowance	271 8%	75 9%	70 9%	115 8%	10 8%	126 8%	94 9%	51 10%	121 8%	148 9%
Income Support	270 8%	69 8%	88 11% <b>Tc</b>	105 7%	7 6%	136 9%	102 9% <b>g</b>	31 6%	115 8%	153 9%
Universal Credit (and household has no other earnings)	256 8% <b>c</b>	83 10% <b>c</b>	78 9% <b>c</b>	88 6%	8 6%	131 8%	90 8%	35 7%	131 9%	121 7%
Pensions Credit (Guaranteed Credit)	218 7% <b>c</b>	74 9% <b>c</b>	78 10% <b>Tc</b>	58 4%	8 7%	116 7%	75 7%	27 5%	105 7%	110 7%
Income-based Jobseeker's Allowance	189 6% <b>c</b>	50 6%	80 10% <b>Tacd</b>	56 4%	4 3%	106 7% <b>g</b>	63 6%	20 4%	91 6%	97 6%
Pensions Credit (no Guaranteed Credit)	126 4% <b>cd</b>	31 4% <b>d</b>	57 7% <b>Tacd</b>	38 3%	- -	65 4%	43 4%	18 4%	53 4%	73 4%
NET: Any benefit	1740 54% <b>c</b>	511 59% <b>Tcd</b>	530 65% <b>Tacd</b>	642 46%	57 48%	822 52%	649 59% <b>Teg</b>	269 52%	766 52%	961 57% <b>h</b>
Other	91 3%	22 3%	22 3%	40 3%	8 7% <b>Tabd</b>	42 3%	35 3%	15 3%	47 3%	41 2%
None of these	1389 43% <b>abf</b>	335 39% <b>b</b>	267 33%	731 52% <b>Tab</b>	55 47% <b>b</b>	733 46% <b>f</b>	423 38%	233 45% <b>f</b>	668 45% <b>i</b>	700 41%

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

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
16 - 17	10	4	2	1	2	5	4	1	1	8
	1%	1%	*	*	2%Tfi	1%	1%	*	*	1% <b>m</b>
18 - 24	828	250	300	241	38	327	379	122	346	464
	43% <b>km</b>	39%	47% <b>fe</b>	43%	39%	35%	52% <b>Tkl</b>	42%	37%	47% <b>Tm</b>
25 - 34	576	190	199	162	25	304	198	74	295	273
	30%	30%	31%	29%	26%	33% <b>Cl</b>	27%	26%	32%	28%
35 - 44	272	102	82	75	12	145	79	48	150	121
	14%	16%	13%	13%	13%	16% <b>C</b>	11%	17% <b>C</b>	16% <b>n</b>	12%
45 - 54	119	51	25	39	4	65	35	18	59	59
	6% <b>f</b>	8% <b>f</b>	4%	7% <b>fi</b>	4%	7%	5%	6%	6%	6%
55 - 64	92	30	18	34	9	52	21	18	56	35
	5% <b>c</b>	5%	3%	6% <b>f</b>	9% <b>f</b>	6% <b>C</b>	3%	6% <b>C</b>	6% <b>n</b>	4%
65 +	39	10	9	12	7	25	5	8	21	17
	2% <b>c</b>	2%	1%	2%	7% <b>Tefl</b>	3% <b>C</b>	1%	3% <b>C</b>	2%	2%
NET: 16-34	1414	444	501	403	65	636	581	196	642	746
	73% <b>km</b>	70%	79% <b>Tefl</b>	71%	67%	69%	81% <b>Tkl</b>	68%	69%	76% <b>m</b>
NET: 36-54	390	153	107	115	16	210	115	66	209	179
	20% <b>C</b>	24% <b>f</b>	17%	20%	17%	23% <b>C</b>	16%	23% <b>C</b>	23% <b>n</b>	18%
NET: 55+	130	41	28	46	15	77	26	27	77	53
	7% <b>C</b>	6%	4%	8% <b>f</b>	16% <b>Tefl</b>	8% <b>C</b>	4%	9% <b>C</b>	8% <b>n</b>	5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

**QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Hearing	187	55	72	52	9	93	63	32	95	92
	10%	9%	11%	9%		10%	9%	11%	10%	9%
Eyesight	346	103	134	99	10	161	134	51	166	174
	18%	16%	21% <b>ej</b>	18%	10%	17%	19%	18%	18%	18%
Mobility	224	67	72	76	9	113	70	41	110	110
	12%	11%	11%	13%	9%	12%	10%	14%	12%	11%
Dexterity	174	58	64	51	2	71	68	35	70	100
	9% <b>j</b>	9% <b>j</b>	10% <b>j</b>	9% <b>j</b>	2%	8%	9%	12% <b>kk</b>	8%	10%
Breathing	290	101	95	81	14	131	114	45	143	145
	15%	16%	15%	14%	14%	14%	16%	16%	15%	15%
Mental abilities	326	96	127	95	9	151	130	45	147	174
	17%	15%	20% <b>ej</b>	17%	9%	16%	18%	16%	16%	18%
Social/behavioural	297	92	112	86	8	133	119	45	123	169
	15%	14%	18% <b>j</b>	15%	8%	14%	16%	15%	13%	17% <b>m</b>
Your mental health	660	234	202	200	24	311	250	99	322	334
	34% <b>j</b>	37% <b>j</b>	32%	35%	25%	34%	35%	34%	35%	34%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	176	60	53	50	14	91	61	25	84	88
	9%	9%	8%	9%	15%	10%	8%	9%	9%	9%
Prefer not to say	126	38	43	31	14	57	57	13	58	67
	7%	6%	7%	6%	15% <b>Tefl</b>	6%	8%	4%	6%	7%
Don't know	32	5	16	7	5	19	10	4	16	14
	2%	1%	2% <b>e</b>	1%	5% <b>Tel</b>	2%	1%	1%	2%	1%
Nothing	417	143	115	135	24	239	126	52	230	181
	22% <b>C</b>	22%	18%	24% <b>f</b>	25%	26% <b>TCI</b>	17%	18%	25% <b>n</b>	18%
NET: Any limiting characteristic	1359	452	462	391	54	608	530	221	625	717
	70% <b>jk</b>	71% <b>j</b>	73% <b>j</b>	69% <b>j</b>	56%	66%	73% <b>k</b>	76% <b>TK</b>	67%	73% <b>m</b>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

**Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
The service not performing as it should	564	-	-	564	-	268	205	91	279	283
		29%efj	-	100%Teftj	-	29%	28%	31%	30%	29%
A billing, pricing or payment issue	468	468	-	-	-	228	176	64	237	226
		24%efj	73%Tfij	-	-	25%	24%	22%	26%	23%
A problem relating to the installation or set up of your service	351	-	351	-	-	173	133	45	166	183
		18%efj	55%Teftj	-	-	19%	18%	15%	18%	19%
A problem with a repair to the service	285	-	285	-	-	136	108	41	135	149
		15%efj	45%Teftj	-	-	15%	15%	14%	14%	15%
Dissatisfaction with customer service from a previous occasion or contact	170	170	-	-	-	60	76	34	67	97
		9%efj	27%Tfij	-	-	6%	11%k	12%k	7%	10%
Or something else	97	-	-	-	97	58	23	15	45	41
		5%efj	-	-	100%Teftj	6%C	3%	5%	5%	4%
SUMMARY:										
Billing and Customer service	637	637	-	-	-	288	252	98	304	323
		33%efj	100%Tfij	-	-	31%	35%	34%	33%	33%
Repairs and Installation	636	-	636	-	-	309	241	85	300	332
		33%efj	100%Teftj	-	-	34%	33%	29%	32%	34%
Service Issues	564	-	-	564	-	268	205	91	279	283
		29%efj	-	100%Teftj	-	29%	28%	31%	30%	29%
Something else	97	-	-	-	97	58	23	15	45	41
		5%efj	-	-	100%Teftj	6%C	3%	5%	5%	4%

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

**Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Billing and Customer service

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	615	615	-	-	-	267	248	100	284	320
Weighted Base	637	637	..	..	..	288	252	98*	304	323
Effective base	534	534	-	-	-	233	215	86	248	277
Bill was a lot higher than expected	195 31%	195 31%	-	-	-	106 37% <b>C</b>	66 26%	23 24%	97 32%	95 29%
Bill was inaccurate	110 17%	110 17%	-	-	-	39 14%	55 22% <b>k</b>	16 16%	50 16%	58 18%
Payment issues (including setting up/making a payment, non-direct debit charges)	101 16%	101 16%	-	-	-	45 15%	38 15%	19 20%	51 17%	49 15%
Getting a refund, credit note or cashback	87 14%	87 14%	-	-	-	54 19% <b>C</b>	23 9%	11 11%	52 17% <b>m</b>	35 11%
Bill contained items I shouldn't have been charged for	81 13%	81 13%	-	-	-	35 12%	31 12%	15 15%	39 13%	41 13%
The format of the bill	66 10%	66 10%	-	-	-	37 13%	22 9%	7 7%	36 12%	30 9%
Took too long to resolve issue	51 8%	51 8%	-	-	-	21 7%	19 8%	10 10%	16 5%	33 10% <b>m</b>
Didn't do what they said they would do	50 8%	50 8%	-	-	-	17 6%	20 8%	13 13% <b>k</b>	20 6%	28 9%
Rude/dismissive	40 6%	40 6%	-	-	-	13 5%	16 6%	10 10%	20 7%	19 6%
Unable to get through to anyone	36 6%	36 6%	-	-	-	15 5%	17 7%	3 4%	17 6%	18 6%
Gave incorrect information	31 5%	31 5%	-	-	-	9 3%	15 6%	7 8%	12 4%	17 5%
Unable to get through to relevant person	27 4%	27 4%	-	-	-	9 3%	12 5%	6 7%	14 5%	11 3%
Costs of international and roaming calls	5 1%	5 1%	-	-	-	5 2%	-	-	5 2% <b>n</b>	-
Costs of going above data allowance	5 1%	5 1%	-	-	-	5 2%	-	-	4 1%	2 *
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	2 1%	-	-	1 *	2 *
A different issue	7 1%	7 1%	-	-	-	4 1%	2 1%	1 1%	5 2%	2 1%

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

**Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Service issues

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	571	-	-	571	-	264	208	99	264	303
Weighted Base	564	-.**	-.**	564	-.**	268	205	91*	279	283
Effective base	493	-	-	493	-	228	180	86	229	262
Unable to get certain channels/content	201 36%	-	-	201 36%	-	98 37%	79 38%	24 27%	86 31%	115 41% <b>m</b>
Complete loss of service	199 35%	-	-	199 35%	-	88 33%	72 35%	40 44%	84 30%	114 40% <b>m</b>
Service is not consistently available	176 31%	-	-	176 31%	-	85 32%	53 26%	39 43% <b>TC</b>	98 35%	78 28%
Poor picture quality	97 17%	-	-	97 17%	-	50 19%	30 14%	17 19%	56 20%	41 14%
Connection speed slower than advertised or led to expect	51 9%	-	-	51 9%	-	28 10%	15 7%	7 8%	26 9%	25 9%
Poor line quality	26 5%	-	-	26 5%	-	16 6%	7 4%	3 3%	20 7% <b>n</b>	6 2%
Problems with voice over internet (VOIP) telephone calls	11 2%	-	-	11 2%	-	9 3%	2 1%	-	9 3%	3 1%
Unable to access 4G service	5 1%	-	-	5 1%	-	4 1%	1 *	1 1%	3 1%	2 1%
Poor outside reception/ coverage	4 1%	-	-	4 1%	-	3 1%	1 *	1 1%	2 1%	2 1%
Problems with calls being disconnected during a call or not connected at all	4 1%	-	-	4 1%	-	2 1%	2 1%	1 1%	3 1%	1 1%
Text or voice mails delivered late	4 1%	-	-	4 1%	-	3 1%	-	1 1%	3 1%	1 *
Unable to access 5G service	3 1%	-	-	3 1%	-	3 1%	-	-	3 1%	-
Poor indoor reception/coverage	2 *	-	-	2 *	-	1 1%	-	1 1%	1 *	1 1%
A different issue (please describe it briefly in your own words)	17 3%	-	-	17 3%	-	9 3%	2 1%	6 7% <b>C</b>	7 3%	9 3%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

**Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Repairs and Installation

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	650	-	650	-	-	306	250	94	300	345
Weighted Base	636	-**	636	-**	-**	309	241	85*	300	332
Effective base	560	-	560	-	-	264	216	81	258	298
Switching issues (e.g. problems trying to switch or problems porting your number)	121 19%	- -	121 19%	- -	- -	68 22%	37 15%	16 18%	61 20%	60 18%
Time taken to install the service	100 16%	- -	100 16%	- -	- -	48 16%	40 16%	12 15%	49 16%	51 15%
Arranging an appointment for an engineer visit	91 14%	- -	91 14%	- -	- -	43 14%	37 15%	11 13%	45 15%	45 14%
Time taken to repair a fault	89 14%	- -	89 14%	- -	- -	44 14%	29 12%	16 19%	41 14%	47 14%
Missed/ moved installation appointment	84 13%	- -	84 13%	- -	- -	43 14%	30 12%	11 13%	39 13%	45 13%
Arranging an installation	81 13%	- -	81 13%	- -	- -	46 15%	26 11%	9 11%	46 15%	35 10%
Damage to property during repair	75 12%	- -	75 12%	- -	- -	34 11%	32 13%	10 12%	31 10%	45 13%
Damage to property during installation	74 12%	- -	74 12%	- -	- -	43 14%	26 11%	4 5%	37 12%	36 11%
Complaining about an engineer	62 10%	- -	62 10%	- -	- -	35 11%	17 7%	10 12%	33 11%	29 9%
Missed/moved repair appointment	55 9%	- -	55 9%	- -	- -	23 7%	24 10%	8 9%	28 9%	26 8%
A different issue	16 3%	- -	16 3%	- -	- -	7 2%	5 2%	4 5%	11 3%	6 2%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

**Something else**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	98	-	-	-	98	58	27	13	45	42
Weighted Base	97*	-.**	-.**	-.**	97*	58*	23**	15**	45*	41*
Effective base	85	-	-	-	85	50	23	12	39	36
Change to your package or service (upgrading or downgrading your service)	40 42%	-	-	-	40 42%	22 38%	11 49%	7 43%	17 38%	17 41%
Service not performing as advertised or as told in store/over the phone	29 30%	-	-	-	29 30%	16 28%	7 30%	6 37%	13 28%	13 32%
Complaining about the terms of your contract	17 17%	-	-	-	17 17%	11 19%	5 22%	1 5%	8 18%	7 18%
Switching issues (e.g. problems trying to switch or problems porting your number)	12 13%	-	-	-	12 13%	6 10%	4 18%	2 14%	2 5%	6 16%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 1%	-	-	-	1 2%
A different issue (please describe it briefly in your own words)	13 14%	-	-	-	13 14%	9 16%	-	4 29%	8 18%	5 13%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

**Q8: In dealing with [Provider] about this complaint did you contact them...?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Only/mainly on the phone	767	290	187	251	39	383	271	113	408	353
		40% <b>f</b>	45% <b>Tf</b>	29%	45% <b>f</b>	42%	38%	39%	44% <b>Tn</b>	36%
Only/mainly via email	204	60	79	58	7	93	81	30	96	108
	11%	9%	12%	10%	8%	10%	11%	11%	10%	11%
Only/mainly via webchat	200	64	62	66	7	76	84	39	91	108
	10%	10%	10%	12%	7%	8%	12% <b>k</b>	14% <b>k</b>	10%	11%
Only/mainly via mobile application	157	45	69	35	8	76	61	20	68	87
	8%	7%	11% <b>Tef</b>	6%	8%	8%	8%	7%	7%	9%
Only/mainly in store	153	49	52	47	5	74	54	25	72	79
	8%	8%	8%	8%	5%	8%	8%	9%	8%	8%
Only/mainly via web form	151	45	67	36	4	68	60	24	68	83
	8%	7%	10% <b>ef</b>	6%	4%	7%	8%	8%	7%	8%
Only/mainly by social media	144	42	59	35	7	69	56	18	65	74
	7%	7%	9%	6%	7%	8%	8%	6%	7%	8%
Only/mainly by letter	122	36	56	24	6	56	48	18	40	77
	6%	6%	9% <b>Tef</b>	4%	6%	6%	7%	6%	4%	8% <b>m</b>
Only/mainly via another contact method	8	2	3	3	1	7	1	1	7	1
	*	*	*	*	1%	1%	*	*	1% <b>n</b>	*
Don't know	28	6	2	8	12	21	6	2	14	9
	1% <b>f</b>	1%	*	1% <b>f</b>	13% <b>Tef</b>	2% <b>C</b>	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	217	76	53	70	19	217	-	-	186	29
			11% <b>Cln</b>	12% <b>f</b>	8%	12% <b>f</b>	24% <b>TCI</b>	-	-	20% <b>Tn</b>	3%
9 -	(9)	159	46	58	46	9	159	-	-	121	35
			8% <b>Cln</b>	7%	9%	8%	10%	17% <b>TCI</b>	-	13% <b>Tn</b>	4%
8 -	(8)	268	85	95	75	13	268	-	-	171	94
			14% <b>Cln</b>	13%	15%	13%	13%	29% <b>TCI</b>	-	18% <b>Tn</b>	10%
7 -	(7)	280	81	104	78	17	280	-	-	134	142
			14% <b>Cln</b>	13%	16%	14%	18%	30% <b>TCI</b>	-	14%	15%
6 -	(6)	271	94	94	76	6	-	271	-	102	164
			14% <b>klm</b>	15% <b>j</b>	15% <b>j</b>	14%	6%	38% <b>TKl</b>	-	11%	17% <b>km</b>
5 -	(5)	298	112	105	70	11	-	298	-	106	187
			15% <b>klm</b>	18% <b>l</b>	16%	12%	11%	41% <b>TKl</b>	-	11%	19% <b>Tm</b>
4 -	(4)	153	45	42	59	6	-	153	-	40	113
			8% <b>klm</b>	7%	7%	11% <b>f</b>	7%	21% <b>TKl</b>	-	4%	12% <b>Tm</b>
3 -	(3)	124	39	37	43	5	-	-	124	32	88
			6% <b>kCm</b>	6%	6%	8%	5%	-	43% <b>TKl</b>	3%	9% <b>Tm</b>
2 -	(2)	63	22	21	17	2	-	-	63	18	45
			3% <b>kC</b>	3%	3%	3%	2%	-	22% <b>TKl</b>	2%	5% <b>km</b>
1 - Extremely dissatisfied	(1)	102	37	27	30	8	-	-	102	19	82
			5% <b>kCm</b>	6%	4%	5%	8%	-	35% <b>TKl</b>	2%	8% <b>Tm</b>
NET: Dissatisfied	(1-3)	289	98	85	91	15	-	-	289	69	215
			15% <b>kCm</b>	15%	13%	16%	16%	-	100% <b>TKl</b>	7%	22% <b>Tm</b>
NET: Neutral	(4-6)	722	252	241	205	23	-	722	-	248	464
			37% <b>klm</b>	40% <b>j</b>	38% <b>j</b>	36% <b>j</b>	24%	100% <b>TKl</b>	-	27%	47% <b>Tm</b>
NET: Satisfied	(7-10)	923	288	309	268	58	923	-	-	612	300
			48% <b>Cln</b>	45%	49%	48%	60% <b>Tet</b>	100% <b>TCI</b>	-	66% <b>Tn</b>	31%
Mean score		6.22	6.16	6.25	6.19	6.59	8.34	5.16	2.08	7.22	5.27
Standard error		0.06	0.10	0.09	0.11	0.28	0.04	0.03	0.05	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		893	284	300	264	45	577	243	73	893	-
Weighted Base		928	304	300	279	45*	612	248	69*	928	-.**
Effective base		774	248	258	229	39	502	210	62	774	-
10 - Extremely satisfied	(10)	186	67	46	61	12	186	-	-	186	-
		20%TCI	22%	15%	22%	26%	30%TCI	-	-	20%	-
9 -	(9)	121	37	45	33	6	121	-	-	121	-
		13%TCI	12%	15%	12%	14%	20%TCI	-	-	13%	-
8 -	(8)	171	57	52	54	8	171	-	-	171	-
		18%TCI	19%	17%	19%	18%	28%TCI	-	-	18%	-
7 -	(7)	134	38	46	42	8	134	-	-	134	-
		14%TCI	13%	15%	15%	18%	22%TCI	-	-	14%	-
6 -	(6)	102	36	35	29	3	-	102	-	102	-
		11%TCI	12%	12%	10%	6%	-	41%TCI	-	11%	-
5 -	(5)	106	39	36	27	4	-	106	-	106	-
		11%TCI	13%	12%	10%	10%	-	43%TCI	-	11%	-
4 -	(4)	40	10	11	16	2	-	40	-	40	-
		4%TCI	3%	4%	6%	5%	-	16%TCI	-	4%	-
3 -	(3)	32	9	13	8	2	-	-	32	32	-
		3%TCI	3%	4%	3%	3%	-	-	46%TCI	3%	-
2 -	(2)	18	6	6	5	-	-	-	18	18	-
		2%TCI	2%	2%	2%	-	-	-	26%TCI	2%	-
1 - Extremely dissatisfied	(1)	19	5	11	3	-	-	-	19	19	-
		2%TCI	2%	4%	1%	-	-	-	28%TCI	2%	-
NET: Dissatisfied	(1-3)	69	21	31	16	2	-	-	69	69	-
		7%TCI	7%	10%	6%	3%	-	-	100%TCI	7%	-
NET: Neutral	(4-6)	248	84	82	73	9	-	248	-	248	-
		27%TCI	28%	27%	26%	21%	-	100%TCI	-	27%	-
NET: Satisfied	(7-10)	612	199	188	190	34	612	-	-	612	-
		66%TCI	66%	63%	68%	76%	100%TCI	-	-	66%	-
Mean score		7.22CI	7.30	6.96	7.35	7.70	8.59TCI	5.25I	2.19	7.22	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of finding provider contact details.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
		Total (T)									
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	251	89	68	74	19	223	17	12	199	49
		13% <b>Cm</b>	14%	11%	13%	20% <b>f</b>	24% <b>TCi</b>	2%	4%	21% <b>Tn</b>	5%
9 -	(9)	234	69	86	67	12	168	53	13	147	85
		12% <b>Cm</b>	11%	14%	12%	12%	18% <b>TCi</b>	7%	5%	16% <b>Tn</b>	9%
8 -	(8)	287	102	98	76	10	181	92	14	153	131
		15% <b>kl</b>	16%	15%	13%	11%	20% <b>TCi</b>	13% <b>kl</b>	5%	17%	13%
7 -	(7)	301	80	110	93	19	164	114	23	135	162
		16% <b>kl</b>	13%	17% <b>ke</b>	16%	20%	18% <b>kl</b>	16% <b>kl</b>	8%	15%	17%
6 -	(6)	241	86	73	77	5	74	131	36	102	138
		12% <b>jk</b>	14% <b>jl</b>	11%	14% <b>jl</b>	5%	8%	18% <b>TKl</b>	12% <b>kl</b>	11%	14%
5 -	(5)	214	65	75	63	12	50	141	24	87	122
		11% <b>kl</b>	10%	12%	11%	12%	5%	19% <b>TKl</b>	8%	9%	12% <b>km</b>
4 -	(4)	148	52	60	34	3	26	88	34	42	105
		8% <b>km</b>	8%	9% <b>ij</b>	6%	3%	3%	12% <b>TKl</b>	12% <b>TKl</b>	5%	11% <b>Tm</b>
3 -	(3)	89	27	24	30	9	12	43	34	25	62
		5% <b>km</b>	4%	4%	5%	9% <b>f</b>	1%	6% <b>kl</b>	12% <b>TKl</b>	3%	6% <b>km</b>
2 -	(2)	50	21	15	13	1	9	21	20	12	37
		3% <b>km</b>	3%	2%	2%	1%	1%	3% <b>kl</b>	7% <b>TKl</b>	1%	4% <b>km</b>
1 - Extremely dissatisfied	(1)	100	42	19	32	7	6	19	75	20	76
		5% <b>klCm</b>	7% <b>f</b>	3%	6% <b>f</b>	7%	1%	3% <b>kl</b>	26% <b>TKl</b>	2%	8% <b>Tm</b>
Not applicable		18	4	6	6	1	12	3	3	6	11
		1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET: Dissatisfied	(1-3)	240	90	59	75	16	27	83	130	57	175
		12% <b>km</b>	14% <b>f</b>	9%	13% <b>f</b>	17% <b>f</b>	3%	11% <b>kl</b>	45% <b>TKl</b>	6%	18% <b>Tm</b>
NET: Neutral	(4-6)	603	203	208	173	19	149	360	94	231	365
		31% <b>klm</b>	32% <b>jl</b>	33% <b>jl</b>	31% <b>jl</b>	20%	16%	50% <b>TKl</b>	32% <b>kl</b>	25%	37% <b>Tm</b>
NET: Satisfied	(7-10)	1073	340	362	310	61	735	276	62	635	427
		56% <b>Cm</b>	53%	57%	55%	63%	80% <b>TCi</b>	38% <b>kl</b>	21%	68% <b>Tn</b>	44%
Mean score		6.57 <b>CIn</b>	6.48	6.65	6.56	6.77	7.89 <b>TCi</b>	5.86 <b>kl</b>	4.19	7.40 <b>Tn</b>	5.83
Standard error		0.06	0.11	0.09	0.11	0.28	0.06	0.07	0.16	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of getting through to the right person (PHONE).**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
		(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)	
		Total (T)									
Unweighted Base		722	256	184	245	37	347	256	119	363	352
Weighted Base		767	290	187	251	39*	383	271	113	408	353
Effective base		631	227	159	213	32	305	224	103	321	305
10 - Extremely satisfied	(10)	79	30	21	26	2	70	7	1	69	9
		10%Cln	10%	11%	10%	4%	18%TCI	3%	1%	17%Tn	3%
9 -	(9)	72	25	19	23	4	64	6	1	59	13
		9%Cln	9%	10%	9%	11%	17%TCI	2%	1%	14%Tn	4%
8 -	(8)	119	40	33	38	7	88	28	3	84	34
		15%Cln	14%	18%	15%	18%	23%TCI	10%l	2%	21%Tn	10%
7 -	(7)	104	38	23	39	5	67	32	6	62	43
		14%l	13%	12%	15%	13%	17%l	12%	5%	15%	12%
6 -	(6)	94	35	32	23	4	31	54	9	46	48
		12%	12%	17%l	9%	9%	8%	20%TKl	8%	11%	14%
5 -	(5)	94	32	19	36	7	30	58	7	41	50
		12%k	11%	10%	14%	17%	8%	21%TKl	6%	10%	14%
4 -	(4)	70	24	18	25	4	13	44	13	17	51
		9%km	8%	9%	10%	10%	3%	16%TKl	11%k	4%	14%Tm
3 -	(3)	56	27	8	18	2	13	27	15	17	38
		7%k	9%	4%	7%	4%	3%	10%k	13%TKl	4%	11%Cm
2 -	(2)	20	10	4	5	1	4	7	9	4	15
		3%	4%	2%	2%	2%	1%	2%	8%TKC	1%	4%km
1 - Extremely dissatisfied	(1)	57	25	10	18	4	2	7	49	7	49
		7%kCln	9%	5%	7%	11%	*	3%k	43%TKC	2%	14%Tm
Not applicable		3	2	-	1	-	1	2	1	1	2
		*	1%	-	*	-	*	1%	1%	*	1%
NET: Dissatisfied	(1-3)	133	63	22	41	7	19	41	72	29	103
		17%km	22%f	12%	16%	17%	5%	15%k	64%TKC	7%	29%Tm
NET: Neutral	(4-6)	258	92	68	84	14	74	156	29	105	149
		34%km	32%	37%	33%	36%	19%	57%TKl	25%	26%	42%Tm
NET: Satisfied	(7-10)	374	133	97	125	18	290	73	11	273	99
		49%Cln	46%	52%	50%	47%	76%TCI	27%l	10%	67%Tn	28%
Mean score		6.14Cln	5.95	6.47	6.15	5.87	7.56TCI	5.42l	3.03	7.22Tn	4.90
Standard error		0.10	0.17	0.18	0.16	0.43	0.11	0.12	0.21	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - T/e/f/l/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**The time taken to handle your issue.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	233	73	79	67	14	200	23	10	174	55
		12% <b>Cm</b>	11%	12%	12%	14%	22% <b>TCI</b>	3%	4%	19% <b>Tn</b>	6%
9 -	(9)	234	69	91	62	12	181	44	10	156	74
		12% <b>Cm</b>	11%	14%	11%	13%	20% <b>TCI</b>	6%	3%	17% <b>Tn</b>	8%
8 -	(8)	238	65	81	82	10	169	59	11	134	104
		12% <b>Cm</b>	10%	13%	15% <b>ee</b>	11%	18% <b>TCI</b>	8% <b>l</b>	4%	14% <b>nn</b>	11%
7 -	(7)	285	104	81	86	14	153	112	21	136	144
		15% <b>l</b>	16%	13%	15%	14%	17% <b>l</b>	15% <b>l</b>	7%	15%	15%
6 -	(6)	243	87	83	68	5	78	143	21	107	133
		13% <b>kl</b>	14% <b>j</b>	13% <b>j</b>	12%	5%	8%	20% <b>TKl</b>	7%	12%	14%
5 -	(5)	216	61	76	62	17	61	129	26	84	128
		11% <b>k</b>	10%	12%	11%	17% <b>ee</b>	7%	18% <b>TKl</b>	9%	9%	13% <b>km</b>
4 -	(4)	165	53	64	44	4	40	95	31	56	108
		9% <b>km</b>	8%	10%	8%	5%	4%	13% <b>TKl</b>	11% <b>k</b>	6%	11% <b>Tm</b>
3 -	(3)	124	43	47	31	4	28	65	32	40	81
		6% <b>km</b>	7%	7%	5%	4%	3%	9% <b>TKl</b>	11% <b>TKl</b>	4%	8% <b>km</b>
2 -	(2)	76	36	14	20	6	11	29	36	24	53
		4% <b>k</b>	6% <b>f</b>	2%	4%	6% <b>f</b>	1%	4% <b>k</b>	12% <b>TKl</b>	3%	5% <b>km</b>
1 - Extremely dissatisfied	(1)	109	43	17	40	10	2	17	90	11	95
		6% <b>TKCm</b>	7% <b>f</b>	3%	7% <b>f</b>	11% <b>f</b>	*	2% <b>k</b>	31% <b>TKl</b>	1%	10% <b>Tm</b>
Not applicable		10	5	3	1	1	2	6	2	5	4
		1%	1%	*	*	1%	*	1%	1%	1%	*
NET: Dissatisfied	(1-3)	310	121	78	91	20	41	112	157	74	229
		16% <b>TKm</b>	19% <b>f</b>	12%	16%	21% <b>f</b>	4%	15% <b>k</b>	34% <b>TKl</b>	8%	23% <b>Tm</b>
NET: Neutral	(4-6)	624	200	223	175	26	179	367	78	248	369
		32% <b>km</b>	31%	35%	31%	27%	19%	51% <b>TKl</b>	27% <b>k</b>	27%	38% <b>Tm</b>
NET: Satisfied	(7-10)	990	311	332	297	50	702	237	51	601	376
		51% <b>CIn</b>	49%	52%	53%	52%	76% <b>TCI</b>	33% <b>l</b>	18%	65% <b>Tn</b>	38%
Mean score		6.32 <b>CIn</b>	6.13	6.55 <b>ee</b>	6.32	6.15	7.69 <b>TCI</b>	5.63 <b>l</b>	3.69	7.20 <b>Tn</b>	5.50
Standard error		0.06	0.11	0.10	0.11	0.30	0.07	0.08	0.15	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Getting the issue resolved to your satisfaction.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	228	71	62	76	19	204	20	4	198	24
		12%Cl	11%	10%	14%	20%TeI	22%TCI	3%	1%	21%Tn	2%
9 -	(9)	181	69	63	36	14	148	27	7	127	53
		9%Cl	11%I	10%I	6%	14%I	16%TCI	4%	2%	14%Tn	5%
8 -	(8)	297	92	100	92	13	203	76	18	174	120
		15%Cl	14%	16%	16%	13%	22%TCI	11%I	6%	19%Tn	12%
7 -	(7)	286	88	101	83	13	167	100	19	138	146
		15%I	14%	16%	15%	14%	18%TCI	14%I	7%	15%	15%
6 -	(6)	244	74	102	65	3	83	136	25	102	143
		13%k	12%j	16%TeIj	12%j	4%	9%	19%TkI	9%	11%	15%km
5 -	(5)	238	82	82	65	8	45	162	31	78	154
		12%km	13%	13%	12%	8%	5%	22%TkI	11%k	8%	16%Tm
4 -	(4)	157	57	53	43	4	30	95	32	45	110
		8%km	9%	8%	8%	4%	3%	13%Tk	11%k	5%	11%Tm
3 -	(3)	118	42	29	39	9	15	58	45	35	81
		6%km	7%	5%	7%	9%	2%	8%k	16%TK	4%	8%Tm
2 -	(2)	70	23	21	25	1	14	33	23	20	50
		4%k	4%	3%	4%	1%	1%	5%k	8%TK	2%	5%km
1 - Extremely dissatisfied	(1)	105	38	18	36	12	10	10	84	9	92
		5%fkCm	6%f	3%	6%f	12%TeI	1%	1%	29%TK	1%	9%Tm
Not applicable		10	1	6	3	1	5	4	1	3	6
		1%	*	1%	1%	1%	1%	1%	*	*	1%
NET: Dissatisfied	(1-3)	293	103	68	100	22	39	101	153	64	223
		15%fk	16%f	11%	18%f	23%f	4%	14%k	53%TK	7%	23%Tm
NET: Neutral	(4-6)	639	213	237	174	16	158	393	88	224	407
		33%fk	33%j	37%ij	31%j	16%	17%	54%TkI	31%k	24%	42%Tm
NET: Satisfied	(7-10)	992	321	326	287	59	721	224	47	637	343
		51%Cl	50%	51%	51%	61%	78%TCI	31%I	16%	69%Tn	35%
Mean score		6.33Cl	6.25	6.46	6.23	6.51	7.71TCI	5.89I	3.73	7.36Tn	5.35
Standard error		0.06	0.10	0.09	0.11	0.31	0.07	0.07	0.14	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Courtesy and politeness of advisors.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	321	107	96	95	23	274	27	19	258	62
		17% <i>CIn</i>	17%	15%	17%	24% <i>f</i>	30% <i>TCI</i>	4%	7%	28% <i>Tn</i>	6%
9 -	(9)	223	70	81	68	4	164	47	12	142	80
		12% <i>CIn</i>	11%	13% <i>j</i>	12% <i>j</i>	4%	18% <i>TCI</i>	7%	4%	15% <i>Tn</i>	8%
8 -	(8)	320	107	94	102	17	178	121	20	167	151
		17% <i>kl</i>	17%	15%	18%	17%	19% <i>kl</i>	17% <i>kl</i>	7%	18%	15%
7 -	(7)	263	91	102	59	11	120	125	18	123	135
		14% <i>kl</i>	14%	16% <i>kl</i>	11%	11%	13% <i>kl</i>	17% <i>TKl</i>	6%	13%	14%
6 -	(6)	224	62	84	65	13	75	120	28	69	152
		12% <i>km</i>	10%	13%	12%	13%	8%	17% <i>TKl</i>	10%	7%	16% <i>Tm</i>
5 -	(5)	232	71	78	75	8	45	143	44	81	146
		12% <i>km</i>	11%	12%	13%	9%	5%	20% <i>TKl</i>	15% <i>k</i>	9%	15% <i>Tm</i>
4 -	(4)	130	50	41	37	3	25	67	39	30	96
		7% <i>km</i>	8%	6%	7%	3%	3%	9% <i>TKl</i>	13% <i>TKl</i>	3%	10% <i>Tm</i>
3 -	(3)	95	34	28	28	5	15	41	38	28	65
		5% <i>km</i>	5%	4%	5%	5%	2%	6% <i>k</i>	13% <i>TKl</i>	3%	7% <i>km</i>
2 -	(2)	38	14	14	9	2	8	13	17	13	25
		2%	2%	2%	2%	2%	1%	2%	6% <i>TKl</i>	1%	3%
1 - Extremely dissatisfied	(1)	64	29	15	17	2	3	10	51	8	55
		3% <i>kCm</i>	5% <i>f</i>	2%	3%	2%	*	1% <i>k</i>	18% <i>TKl</i>	1%	6% <i>Tm</i>
Not applicable		24	4	3	9	8	15	7	3	9	11
		1%	1%	*	2% <i>f</i>	8% <i>Tefl</i>	2%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	197	77	57	54	9	26	65	106	50	145
		10% <i>km</i>	12%	9%	10%	9%	3%	9% <i>k</i>	37% <i>TKl</i>	5%	15% <i>Tm</i>
NET: Neutral	(4-6)	586	182	203	177	24	145	330	111	180	393
		30% <i>km</i>	29%	32%	31%	25%	16%	46% <i>TKl</i>	38% <i>TKl</i>	19%	40% <i>Tm</i>
NET: Satisfied	(7-10)	1127	375	373	324	55	737	320	70	690	429
		58% <i>CIn</i>	59%	59%	57%	57%	80% <i>TCI</i>	44% <i>kl</i>	24%	74% <i>Tn</i>	44%
Mean score		6.84 <i>CIn</i>	6.74	6.86	6.89	7.17	8.07 <i>TCI</i>	6.16 <i>kl</i>	4.65	7.73 <i>Tn</i>	6.02
Standard error		0.06	0.10	0.09	0.10	0.26	0.06	0.07	0.16	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Advisor doing what they said they would do.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	284	94	88	83	19	249	25	11	230	53
		15%Cln	15%	14%	15%	20%	27%TCI	3%	4%	25%Tn	5%
9 -	(9)	240	79	74	78	9	184	48	8	158	80
		12%Cln	12%	12%	14%	9%	20%TCI	7%l	3%	17%Tn	8%
8 -	(8)	295	96	100	87	13	182	97	16	157	138
		15%l	15%	16%	15%	14%	20%TCI	13%l	6%	17%	14%
7 -	(7)	254	68	95	77	14	132	109	14	117	133
		13%l	11%	15%e	14%	14%	14%l	15%l	5%	13%	14%
6 -	(6)	223	76	80	59	7	61	131	30	86	133
		12%kl	12%	13%	11%	7%	7%	18%TKl	10%kl	9%	14%km
5 -	(5)	234	85	77	59	12	43	147	44	82	150
		12%km	13%	12%	10%	13%	5%	20%Tk	15%kl	9%	15%Tm
4 -	(4)	135	34	57	41	3	39	70	26	33	99
		7%km	5%	9%e	7%	3%	4%	10%TKl	9%kl	4%	10%Tm
3 -	(3)	104	40	29	31	5	9	54	41	32	69
		5%km	6%	5%	5%	5%	1%	7%kl	14%TKl	3%	7%km
2 -	(2)	49	19	11	16	3	6	20	23	13	34
		3%kl	3%	2%	3%	3%	1%	3%kl	8%TKl	1%	4%km
1 - Extremely dissatisfied	(1)	88	41	17	26	3	6	13	69	10	75
		5%kCm	6%l	3%	5%	3%	1%	2%kl	24%TKl	1%	8%Tm
Not applicable		27	5	5	8	10	12	9	6	9	14
		1%	1%	1%	1%	10%Tef	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	241	100	58	73	10	21	86	133	55	178
		12%lkm	16%l	9%	13%l	11%	2%	12%kl	46%TKl	6%	18%Tm
NET: Neutral	(4-6)	592	196	215	159	22	143	348	101	202	383
		31%km	31%	34%j	28%	23%	15%	48%TKl	35%kl	22%	39%Tm
NET: Satisfied	(7-10)	1074	337	358	324	55	747	278	49	662	403
		56%Cln	53%	56%	57%	57%	81%TCI	39%l	17%	71%Tn	41%
Mean score		6.66CIn	6.50	6.73	6.70	6.97	8.02TCI	5.94l	4.07	7.61Tn	5.78
Standard error		0.06	0.11	0.09	0.11	0.27	0.06	0.07	0.15	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
		(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)	
		Total (T)									
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	241	75	71	76	18	216	20	5	200	37
		12%Cln	12%	11%	13%	19%I	23%TCI	3%	2%	22%Tn	4%
9 -	(9)	225	70	87	60	9	174	37	14	144	79
		12%Cln	11%	14%	11%	9%	19%TCI	5%	5%	16%Tn	8%
8 -	(8)	243	80	88	69	7	150	76	18	139	103
		13%I	12%	14%	12%	7%	16%TCI	10%	6%	15%kn	10%
7 -	(7)	298	99	90	95	15	155	127	15	128	166
		15%I	15%	14%	17%	15%	17%I	18%I	5%	14%	17%
6 -	(6)	256	91	85	68	11	84	140	31	97	159
		13%kl	14%	13%	12%	12%	9%	19%TKl	11%	10%	16%Tm
5 -	(5)	249	81	91	70	8	61	152	37	93	151
		13%klm	13%	14%	12%	8%	7%	21%TKl	13%kl	10%	15%km
4 -	(4)	143	44	52	42	5	33	83	27	45	95
		7%klm	7%	8%	8%	5%	4%	11%TKl	9%kl	5%	10%Tm
3 -	(3)	95	39	28	25	2	12	52	31	32	59
		5%kl	6%	4%	4%	2%	1%	7%TKl	11%TKl	3%	6%km
2 -	(2)	54	19	13	18	4	12	16	26	18	37
		3%kl	3%	2%	3%	5%	1%	2%	9%TKl	2%	4%km
1 - Extremely dissatisfied	(1)	104	38	22	37	6	10	14	79	16	86
		5%klCln	6%	4%	6%I	7%	1%	2%	27%TKl	2%	9%Tm
Not applicable		26	3	8	4	11	17	5	4	16	7
		1%	*	1%	1%	11%Tefl	2%	1%	2%	2%	1%
NET: Dissatisfied	(1-3)	253	96	63	80	13	34	82	137	66	182
		13%klm	15%I	10%	14%I	14%	4%	11%kl	47%TKl	7%	19%Tm
NET: Neutral	(4-6)	648	215	228	180	24	177	375	96	235	405
		34%klm	34%	36%	32%	25%	19%	52%TKl	33%kl	25%	41%Tm
NET: Satisfied	(7-10)	1007	323	336	299	48	695	260	52	611	384
		52%Cln	51%	53%	53%	50%	75%TCI	36%I	18%	66%Tn	39%
Mean score		6.46Cln	6.34	6.59	6.41	6.62	7.75TCI	5.81I	3.98	7.32Tn	5.65
Standard error		0.06	0.10	0.09	0.11	0.30	0.07	0.07	0.15	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Offering compensation or a goodwill payment.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
		Total (T)									
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	231	75	74	73	10	200	23	8	186	44
		12% <b>Cm</b>	12%	12%	13%	10%	22% <b>TCI</b>	3%	3%	20% <b>Tn</b>	5%
9 -	(9)	215	75	72	62	5	157	49	9	133	81
		11% <b>Cm</b>	12%	11%	11%	5%	17% <b>TCI</b>	7% <b>I</b>	3%	14% <b>Tn</b>	8%
8 -	(8)	266	73	107	73	12	170	81	14	130	132
		14% <b>I</b>	11%	17% <b>e</b>	13%	13%	18% <b>TCI</b>	11% <b>I</b>	5%	14%	13%
7 -	(7)	261	86	90	76	9	127	109	24	114	145
		13% <b>I</b>	13%	14%	14%	9%	14% <b>I</b>	15% <b>I</b>	8%	12%	15%
6 -	(6)	208	60	75	63	10	77	106	24	97	109
		11%	9%	12%	11%	10%	8%	15% <b>TKI</b>	8%	10%	11%
5 -	(5)	232	73	83	64	12	67	132	32	94	134
		12% <b>k</b>	11%	13%	11%	13%	7%	18% <b>TKI</b>	11%	10%	14% <b>km</b>
4 -	(4)	135	46	49	34	7	29	78	28	46	86
		7% <b>km</b>	7%	8%	6%	7%	3%	11% <b>TKI</b>	10% <b>k</b>	5%	9% <b>km</b>
3 -	(3)	99	42	25	27	4	19	51	29	30	65
		5% <b>km</b>	7% <b>f</b>	4%	5%	4%	2%	7% <b>k</b>	10% <b>TKI</b>	3%	7% <b>km</b>
2 -	(2)	58	21	18	16	3	15	33	11	17	40
		3% <b>k</b>	3%	3%	3%	3%	2%	5% <b>k</b>	4% <b>k</b>	2%	4% <b>km</b>
1 - Extremely dissatisfied	(1)	157	61	31	52	12	17	39	101	33	121
		8% <b>TKCm</b>	10% <b>f</b>	5%	9% <b>f</b>	12% <b>f</b>	2%	5% <b>k</b>	35% <b>TKC</b>	4%	12% <b>Tm</b>
Not applicable		72	25	10	24	13	45	20	7	48	20
		4% <b>Tn</b>	4% <b>f</b>	2%	4% <b>f</b>	14% <b>TefI</b>	5% <b>C</b>	3%	2%	5% <b>n</b>	2%
NET: Dissatisfied	(1-3)	314	125	75	96	19	51	122	141	81	226
		16% <b>TKm</b>	20% <b>f</b>	12%	17% <b>f</b>	20% <b>f</b>	6%	17% <b>k</b>	49% <b>TKC</b>	9%	23% <b>Tm</b>
NET: Neutral	(4-6)	575	178	207	161	29	173	317	85	236	329
		30% <b>km</b>	28%	33%	28%	30%	19%	44% <b>TKI</b>	29% <b>k</b>	25%	34% <b>Tm</b>
NET: Satisfied	(7-10)	973	309	344	284	36	654	263	56	563	402
		50% <b>Clm</b>	48% <b>j</b>	54% <b>j</b>	50% <b>j</b>	37%	71% <b>TCI</b>	36% <b>I</b>	19%	61% <b>Tn</b>	41%
Mean score		6.29 <b>Clm</b>	6.12	6.53 <b>ej</b>	6.30	5.74	7.61 <b>TCI</b>	5.64 <b>I</b>	3.83	7.14 <b>Tn</b>	5.54
Standard error		0.06	0.11	0.10	0.12	0.31	0.07	0.08	0.16	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/I/j - T/k/C/I - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
		Total (T)									
Unweighted Base		1934	615	650	571	98	895	733	306	893	1010
Weighted Base		1934	637	636	564	97*	923	722	289	928	978
Effective base		1671	534	560	493	85	776	633	264	774	872
10 - Extremely satisfied	(10)	299	102	78	99	19	251	37	10	244	50
		15% <b>Cm</b>	16%	12%	18% <b>f</b>	20%	27% <b>TCi</b>	5%	4%	26% <b>Tn</b>	5%
9 -	(9)	257	83	90	75	9	203	46	8	168	88
		13% <b>Cm</b>	13%	14%	13%	9%	22% <b>TCi</b>	6% <b>i</b>	3%	18% <b>Tn</b>	9%
8 -	(8)	313	92	105	95	21	178	105	30	178	130
		16% <b>i</b>	14%	16%	17%	22%	19% <b>Ci</b>	14%	10%	19% <b>n</b>	13%
7 -	(7)	245	84	79	73	9	115	116	14	101	140
		13% <b>i</b>	13%	12%	13%	10%	12% <b>i</b>	16% <b>TKi</b>	5%	11%	14% <b>km</b>
6 -	(6)	204	73	72	53	5	57	120	27	69	133
		11% <b>km</b>	12%	11%	9%	5%	6%	17% <b>TKi</b>	9%	7%	14% <b>Tm</b>
5 -	(5)	237	77	88	61	11	59	145	32	83	151
		12% <b>km</b>	12%	14%	11%	11%	6%	20% <b>TKi</b>	11% <b>k</b>	9%	15% <b>Tm</b>
4 -	(4)	139	47	55	34	2	25	75	39	39	98
		7% <b>km</b>	7%	9% <b>j</b>	6%	2%	3%	10% <b>TKi</b>	14% <b>TKi</b>	4%	10% <b>Tm</b>
3 -	(3)	94	27	30	32	4	14	48	31	21	70
		5% <b>km</b>	4%	5%	6%	5%	2%	7% <b>k</b>	11% <b>TKi</b>	2%	7% <b>Tm</b>
2 -	(2)	47	15	18	12	2	9	20	18	10	36
		2% <b>km</b>	2%	3%	2%	2%	1%	3% <b>k</b>	6% <b>TKi</b>	1%	4% <b>km</b>
1 - Extremely dissatisfied	(1)	83	34	14	27	9	3	8	73	10	73
		4% <b>TKCm</b>	5% <b>f</b>	2%	5% <b>f</b>	9% <b>TF</b>	*	1%	25% <b>TKi</b>	1%	7% <b>Tm</b>
Not applicable		17	1	8	2	6	10	3	4	6	9
		1%	*	1%	*	6% <b>Tefi</b>	1%	*	2%	1%	1%
NET: Dissatisfied	(1-3)	224	76	62	71	15	26	75	123	40	179
		12% <b>km</b>	12%	10%	13%	15%	3%	10% <b>k</b>	42% <b>TKi</b>	4%	18% <b>Tm</b>
NET: Neutral	(4-6)	579	198	215	149	18	141	340	99	191	382
		30% <b>km</b>	31% <b>j</b>	34% <b>ij</b>	26%	19%	15%	47% <b>TKi</b>	34% <b>k</b>	21%	39% <b>Tm</b>
NET: Satisfied	(7-10)	1114	362	352	342	58	747	304	63	692	409
		58% <b>Cm</b>	57%	55%	61%	60%	81% <b>TCi</b>	42% <b>i</b>	22%	74% <b>Tn</b>	42%
Mean score		6.75 <b>CIn</b>	6.70	6.70	6.85	6.83	8.06 <b>TCi</b>	6.08 <b>i</b>	4.24	7.76 <b>Tn</b>	5.80
Standard error		0.06	0.10	0.09	0.11	0.30	0.06	0.07	0.16	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/i - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?**

### **SUMMARY : Satisfied**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Courtesy and politeness of advisors	1127	375	373	324	55	737	320	70	690	429
	58% <i>Cln</i>	59%	59%	57%	57%	80% <i>TCl</i>	44% <i>l</i>	24%	74% <i>Tn</i>	44%
Willingness to help resolve your issue	1114	362	352	342	58	747	304	63	692	409
	58% <i>Cln</i>	57%	55%	61%	60%	81% <i>TCl</i>	42% <i>l</i>	22%	74% <i>Tn</i>	42%
Advisor doing what they said they would do	1074	337	358	324	55	747	278	49	662	403
	56% <i>Cln</i>	53%	56%	57%	57%	81% <i>TCl</i>	39% <i>l</i>	17%	71% <i>Tn</i>	41%
Ease of finding provider contact details	1073	340	362	310	61	735	276	62	635	427
	56% <i>Cln</i>	53%	57%	55%	63%	80% <i>TCl</i>	38% <i>l</i>	21%	68% <i>Tn</i>	44%
Logging of query details to avoid having to repeat yourself	1007	323	336	299	48	695	260	52	611	384
	52% <i>Cln</i>	51%	53%	53%	50%	75% <i>TCl</i>	36% <i>l</i>	18%	66% <i>Tn</i>	39%
Getting the issue resolved to your satisfaction	992	321	326	287	59	721	224	47	637	343
	51% <i>Cln</i>	50%	51%	51%	61%	78% <i>TCl</i>	31% <i>l</i>	16%	69% <i>Tn</i>	35%
The time taken to handle your issue	990	311	332	297	50	702	237	51	601	376
	51% <i>Cln</i>	49%	52%	53%	52%	76% <i>TCl</i>	33% <i>l</i>	18%	65% <i>Tn</i>	38%
Offering compensation or a goodwill payment	973	309	344	284	36	654	263	56	563	402
	50% <i>Cln</i>	48% <i>j</i>	54% <i>j</i>	50% <i>j</i>	37%	71% <i>TCl</i>	36% <i>l</i>	19%	61% <i>Tn</i>	41%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

**Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Completely resolved	928	304	300	279	45	612	248	69	928	-
		48%	47%	49%	47%	66%TCI	34%I	24%	100%Tn	-
Partly resolved	758	246	274	211	27	256	395	107	-	758
		39%km	43%j	37%	28%	28%	55%Tkl	37%k	-	78%Tm
Not resolved at all	220	77	58	72	13	44	68	108	-	220
		11%km	9%	13%	14%	5%	9%k	37%TkC	-	22%Tm
Don't know	28	10	3	3	11	12	10	6	-	-
		1%mn	2%	1%	11%Tefi	1%	1%	2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Yes	789	267	262	226	33	550	188	51	789	-
	41% <b>Cln</b>	42%	41%	40%	34%	60% <b>TCI</b>	26% <b>l</b>	18%	85% <b>Tn</b>	-
No	136	36	37	51	11	60	58	17	136	-
	7% <b>n</b>	6%	6%	9% <b>el</b>	11% <b>e</b>	7%	8%	6%	15% <b>Tn</b>	-
Don't know	4	1	2	1	1	1	2	1	4	-
	*	*	*	*	1%	*	*	*	*	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	893	284	300	264	45	577	243	73	893	-
Weighted Base	928	304	300	279	45*	612	248	69*	928	-**
Effective base	774	248	258	229	39	502	210	62	774	-
Yes	789	267	262	226	33	550	188	51	789	-
		88% <b>ij</b>	87% <b>j</b>	81%	74%	90% <b>TCI</b>	76%	74%	85%	-
No	136	36	37	51	11	60	58	17	136	-
		12%	12%	18%	24% <b>ef</b>	10%	23% <b>TK</b>	25% <b>TL</b>	15%	-
Don't know	4	1	2	1	1	1	2	1	4	-
	*	*	1%	*	2%	*	1%	1%	*	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f//ij - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?**  
**Cable, satellite or other Pay TV.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Not at all important	85	28	32	25	1	33	33	19	23	61
	4% <sub>mi</sub>	4%	5%	4%	1%	4%	5%	6%	2%	6% <sub>Tm</sub>
Not very important	301	77	132	79	13	82	161	58	94	204
	16% <sub>ekm</sub>	12%	21% <sub>Tefi</sub>	14%	13%	9%	22% <sub>Tk</sub>	20% <sub>k</sub>	10%	21% <sub>Tm</sub>
Fairly important	710	248	245	179	37	325	284	100	305	391
	37% <sub>fi</sub>	39% <sub>fi</sub>	39% <sub>fi</sub>	32%	39%	35%	39%	35%	33%	40% <sub>mi</sub>
Very important	838	284	227	281	46	483	243	112	507	322
	43% <sub>fcn</sub>	45% <sub>fi</sub>	36%	50% <sub>Tf</sub>	47% <sub>fi</sub>	52% <sub>TCl</sub>	34%	39%	55% <sub>Tn</sub>	33%
NET: Important	1548	532	472	461	83	808	528	213	812	713
	80% <sub>Clh</sub>	83% <sub>fi</sub>	74%	82% <sub>fi</sub>	86% <sub>fi</sub>	87% <sub>TCl</sub>	73%	74%	87% <sub>Tn</sub>	73%
NET: Not important	386	105	164	104	13	116	194	76	116	265
	20% <sub>km</sub>	17%	26% <sub>Tefi</sub>	18%	14%	13%	27% <sub>Tk</sub>	26% <sub>Tk</sub>	13%	27% <sub>Tm</sub>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?**

**Cable, satellite or other Pay TV.**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
The service has become more important	788	267	240	249	32	404	273	111	424	356
	41% <sub>n</sub>	42%	38%	44% <sub>f</sub>	33%	44% <sub>C</sub>	38%	38%	46% <sub>Tn</sub>	36%
The service has become less important	608	178	254	152	24	263	258	87	235	364
	31% <sub>m</sub>	28%	40% <sub>Teij</sub>	27%	24%	28%	36% <sub>Tk</sub>	30%	25%	37% <sub>Tm</sub>
No different	538	193	142	163	41	256	191	91	270	258
	28% <sub>f</sub>	30% <sub>f</sub>	22%	29% <sub>f</sub>	42% <sub>Teij</sub>	28%	26%	32%	29%	26%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?**  
**Cable, satellite or other Pay TV**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
More willing to make a complaint	528 27%	166 26%	164 26%	179 32% <b>eff</b>	18 19%	279 30% <b>C</b>	178 25%	70 24%	280 30% <b>n</b>	242 25%
Less willing to make a complaint	565 29% <b>m</b>	178 28%	214 34% <b>Teff</b>	154 27%	19 20%	259 28%	227 32%	78 27%	235 25%	322 33% <b>m</b>
No different	685 35%	247 39% <b>f</b>	204 32%	190 34%	44 45% <b>fi</b>	317 34%	254 35%	114 39%	354 38% <b>n</b>	324 33%
Don't know	156 8%	46 7%	53 8%	41 7%	15 16% <b>Teff</b>	67 7%	62 9%	26 9%	60 6%	89 9% <b>m</b>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

**Q15: What is your current employment status?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Employed or self-employed (full-time - 30hrs/wk+)	999	324	343	297	35	565	314	120	577	417
		52% <b>CIn</b>	51% <b>j</b>	54% <b>j</b>	53% <b>j</b>	61% <b>TCl</b>	43%	41%	62% <b>Tn</b>	43%
Employed or self-employed (part-time - 8-29 hrs/wk+)	469	159	154	135	22	189	206	74	177	284
		24% <b>kIn</b>	25%	24%	22%	20%	28% <b>Tk</b>	26%	19%	29% <b>Tm</b>
Homemaker	199	65	74	47	13	60	99	40	61	132
		10% <b>kIn</b>	10%	12%	14%	7%	14% <b>Tk</b>	14% <b>k</b>	7%	13% <b>Tm</b>
Student / under education	149	53	37	48	11	57	68	25	64	81
		8%	8%	6%	11%	6%	9% <b>k</b>	9%	7%	8%
Temporarily not working (unemployed / illness)	75	26	17	22	10	23	31	21	26	46
		4%	4%	3%	4%	3%	4%	7% <b>Tk</b>	3%	5% <b>m</b>
Retired	43	10	11	15	7	29	4	10	25	18
		2% <b>C</b>	2%	2%	3%	3% <b>C</b>	1%	3% <b>C</b>	3%	2%
NET: Employed	1468	483	497	432	56	755	519	194	754	701
		76% <b>jIn</b>	76% <b>j</b>	78% <b>j</b>	77% <b>j</b>	82% <b>TCl</b>	72%	67%	81% <b>Tn</b>	72%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

**Q16: Approximately, what is your total annual income before tax?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Up to 10,399 Pounds	201	66	67	59	8	92	71	38	105	95
	10%	10%	11%	10%	8%	10%	10%	13%	11%	10%
10,400-15,599 Pounds	256	103	91	49	14	102	103	51	95	158
	13% <i>m</i>	16% <i>i</i>	14% <i>i</i>	9%	15%	11%	14%	18% <i>k</i>	10%	16% <i>m</i>
15,600-25,999 Pounds	394	119	141	118	15	172	156	65	163	227
	20%	19%	22%	21%	16%	19%	22%	22%	18%	23% <i>m</i>
26,000-36,399 Pounds	305	79	113	102	10	146	123	35	146	153
	16%	12%	18% <i>e</i>	18% <i>e</i>	10%	16%	17%	12%	16%	16%
36,400-51,999 Pounds	342	115	109	103	15	163	143	36	170	169
	18% <i>i</i>	18%	17%	18%	15%	18%	20% <i>i</i>	13%	18%	17%
52,000+	334	127	92	103	11	199	85	51	209	123
	17% <i>Cn</i>	20% <i>f</i>	15%	18%	11%	22% <i>TC</i>	12%	18% <i>C</i>	23% <i>Tn</i>	13%
Don't know	48	10	8	19	12	20	23	5	17	28
	2%	2%	1%	3% <i>f</i>	12% <i>Tefi</i>	2%	3%	2%	2%	3%
Would rather not say	55	17	14	12	12	28	18	9	25	26
	3%	3%	2%	2%	12% <i>Tefi</i>	3%	3%	3%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

## Q17: Where do you live?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
East Midlands	149 8%	50 8%	54 9%	36 6%	9 9%	73 8%	47 7%	28 10%	72 8%	76 8%
East of England	146 8%	55 9%	39 6%	49 9%	4 4%	65 7%	59 8%	22 8%	70 8%	75 8%
London	523 27%	172 27%	178 28%	150 27%	24 24%	242 26%	204 28%	77 26%	267 29%	249 25%
North East	114 6%	33 5%	49 8%	29 5%	3 3%	44 5%	42 6%	28 10%T/C	62 7%	50 5%
North West	219 11%	61 10%	78 12%	73 13%	7 7%	111 12%	71 10%	38 13%	109 12%	109 11%
Scotland	109 6%	33 5%	29 5%	42 7%	5 5%	50 5%	39 5%	20 7%	51 5%	54 6%
South East	183 9%	67 10%	59 9%	51 9%	7 7%	93 10%	65 9%	26 9%	82 9%	100 10%
South West	102 5%	35 6%	30 5%	26 5%	11 11%T/fi	59 6%	33 5%	10 3%	53 6%	47 5%
Ulster / Northern Ireland	38 2%	12 2%	9 1%	11 2%	6 6%Tefi	20 2%	15 2%	3 1%	17 2%	18 2%
Wales	78 4%	26 4%	24 4%	25 4%	3 3%	34 4%	38 5%l	6 2%	41 4%	37 4%
West Midlands	163 8%mi	55 9%	59 9%l	33 6%	16 16%Tel	77 8%	63 9%	23 8%	57 6%	102 10%mi
Yorks & Humber	109 6%	38 6%	26 4%	41 7%l	4 4%	55 6%	44 6%	10 4%	47 5%	62 6%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

**Q18a: What is your gender?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Female	1075	370	328	317	60	493	419	163	499	555
	56%	58% <sup>f</sup>	52%	56%	62%	53%	58%	57%	54%	57%
Male	804	249	288	235	32	413	278	113	418	380
	42%	39%	45% <sup>e</sup>	42%	33%	45% <sup>C</sup>	38%	39%	45% <sup>n</sup>	39%
Prefer to use my own term	39	12	14	10	3	11	19	9	6	31
	2% <sup>m</sup>	2%	2%	2%	3%	1%	3% <sup>k</sup>	3% <sup>k</sup>	1%	3% <sup>m</sup>
Prefer not to say	16	6	5	3	2	7	6	4	4	12
	1%	1%	1%	1%	2%	1%	1%	1%	*	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

**Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Yes	1780	594	578	522	84	874	644	261	884	872
	92% <b>Cn</b>	93%	91%	93%	87%	95% <b>TC</b>	89%	90%	95% <b>Tn</b>	89%
No	119	37	42	33	7	39	57	23	36	82
	6% <b>m</b>	6%	7%	6%	8%	4%	8% <b>k</b>	8% <b>k</b>	4%	8% <b>Tm</b>
Prefer not to say	36	6	15	9	5	10	21	5	8	24
	2%	1%	2%	2%	5% <b>Tei</b>	1%	3% <b>k</b>	2%	1%	2% <b>m</b>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

**Q20: And which of the following best describes the main income earner in your household?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
A	312	88	130	82	12	154	118	41	182	126
	16% <sub>m</sub>	14%	20% <sub>Tei</sub>	15%	13%	17%	16%	14%	20% <sub>Tn</sub>	13%
B	442	144	150	140	8	220	158	64	217	224
	23% <sub>j</sub>	23% <sub>j</sub>	24% <sub>j</sub>	25% <sub>j</sub>	9%	24%	22%	22%	23%	23%
C1	475	158	143	147	27	215	184	76	208	253
	25%	25%	22%	26%	27%	23%	26%	26%	22%	26%
C2	355	123	117	98	17	163	134	58	168	183
	18%	19%	18%	17%	18%	18%	19%	20%	18%	19%
D	160	61	45	40	14	91	54	15	86	74
	8%	10%	7%	7%	14% <sub>Tfi</sub>	10% <sub>l</sub>	7%	5%	9%	8%
E	190	64	51	57	18	80	74	36	67	119
	10% <sub>m</sub>	10%	8%	10%	19% <sub>Tefi</sub>	9%	10%	12%	7%	12% <sub>m</sub>
NET: AB	754	232	280	222	21	374	276	105	399	350
	39% <sub>j</sub>	36% <sub>j</sub>	44% <sub>Tej</sub>	39% <sub>j</sub>	21%	41%	38%	36%	43% <sub>n</sub>	36%
NET: ABC1	1229	390	423	369	47	589	460	180	607	603
	64% <sub>j</sub>	61% <sub>j</sub>	66% <sub>j</sub>	65% <sub>j</sub>	49%	64%	64%	62%	65%	62%
NET: C2DE	705	247	213	195	49	334	262	109	321	375
	36%	39%	34%	35%	51% <sub>Tefi</sub>	36%	36%	38%	35%	38%
NET: DE	350	125	96	97	32	172	128	51	153	192
	18%	20%	15%	17%	34% <sub>Tefi</sub>	19%	18%	18%	17%	20%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

**Q21: Which of these best describes the place you live most of the time?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
A city or large town (including suburbs)	1106	344	376	333	53	589	380	136	602	490
	57% <i>lm</i>	54%	59%	59%	54%	64% <i>TCI</i>	53%	47%	65% <i>Tn</i>	50%
A small town	615	220	188	173	33	239	265	112	242	364
	32% <i>lm</i>	35%	30%	31%	35%	26%	37% <i>Tk</i>	39% <i>Tk</i>	26%	37% <i>Tm</i>
A village, hamlet or isolated dwelling in the countryside	199	71	69	52	7	91	72	37	78	119
	10%	11%	11%	9%	7%	10%	10%	13%	8%	12% <i>lm</i>
Prefer not to say	13	2	2	5	4	4	5	4	6	5
	1%	*	*	1%	4% <i>Tei</i>	*	1%	1%	1%	1%
NET: Urban	1721	564	564	507	86	828	645	248	845	854
	89%	88%	89%	90%	89%	90%	89%	86%	91% <i>an</i>	87%
NET: Rural	199	71	69	52	7	91	72	37	78	119
	10%	11%	11%	9%	7%	10%	10%	13%	8%	12% <i>lm</i>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

**QHH1: How many people are there in your household, including yourself and any children?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Small (1-2 people)	522	185	168	140	29	244	185	93	259	253
	27%	29%	26%	25%	30%	26%	26%	32% <b>C</b>	28%	26%
Medium (3-4 people)	961	311	318	292	40	494	349	118	479	469
	50% <b>I</b>	49%	50%	52%	41%	54% <b>I</b>	48% <b>I</b>	41%	52%	48%
Large (5+ people)	451	141	150	132	28	185	187	79	190	256
	23%	22%	24%	23%	29%	20%	26% <b>k</b>	27% <b>k</b>	20%	26% <b>m</b>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

**QHH3: And what is the total number of children in the household (under 18)?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
1	580	189	195	178	18	278	212	90	278	293
	30%	30% <i>f</i>	31% <i>j</i>	32% <i>j</i>	19%	30%	29%	31%	30%	30%
2	475	134	182	142	16	231	175	69	225	247
	25%	21%	29% <i>e</i> <i>j</i>	25%	17%	25%	24%	24%	24%	25%
3	188	69	57	54	8	88	78	22	88	98
	10%	11%	9%	10%	8%	9%	11%	8%	9%	10%
4	53	17	18	15	4	18	24	11	22	30
	3%	3%	3%	3%	4%	2%	3%	4%	2%	3%
5+	55	16	18	14	6	22	22	10	23	29
	3%	3%	3%	3%	6%	2%	3%	4%	2%	3%
No children in household	584	213	165	162	45	286	210	87	292	281
	30%	33% <i>f</i>	26%	29%	46% <i>Tef</i>	31%	29%	30%	31%	29%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

**QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
None	57	14	26	14	3	17	29	11	30	26
	3%	2%	4%	2%	4%	2%	4% <b>k</b>	4%	3%	3%
1	411	148	156	92	16	186	147	78	187	218
	21% <b>i</b>	23% <b>i</b>	25% <b>i</b>	16%	16%	20%	20%	27% <b>l</b> <b>C</b>	20%	22%
2	921	300	278	300	43	480	321	120	479	430
	48%	47%	44%	53% <b>l</b> <b>e</b>	44%	52% <b>l</b> <b>C</b>	44%	42%	52% <b>n</b>	44%
3	322	106	97	100	19	146	135	41	139	177
	17%	17%	15%	18%	20%	16%	19%	14%	15%	18%
4	129	42	48	32	7	60	55	13	53	74
	7%	7%	8%	6%	7%	7%	8%	5%	6%	8%
5+	94	27	31	27	9	35	34	25	40	53
	5%	4%	5%	5%	9% <b>e</b>	4%	5%	9% <b>l</b> <b>C</b>	4%	5%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

### FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Most vulnerable	610	204	219	163	24	267	236	108	252	353
	32% <sup>m</sup>	32%	34%	29%	25%	29%	33%	37% <sup>k</sup>	27%	36% <sup>Tm</sup>
Potentially vulnerable	794	243	276	242	32	369	326	100	385	398
	41% <sup>l</sup>	38%	43%	43%	33%	40%	45% <sup>kl</sup>	34%	42%	41%
Least vulnerable	427	164	118	128	17	239	120	68	249	173
	22% <sup>Cn</sup>	26% <sup>f</sup>	19%	23%	17%	26% <sup>TC</sup>	17%	24% <sup>C</sup>	27% <sup>Tn</sup>	18%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

**QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?**

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1934	615	650	571	98	895	733	306	893	1010
Weighted Base	1934	637	636	564	97*	923	722	289	928	978
Effective base	1671	534	560	493	85	776	633	264	774	872
Universal Credit (and household has other earnings)	323 17%	102 16%	114 18%	96 17%	11 11%	150 16%	127 18%	46 16%	157 17%	166 17%
Employment and Support Allowance (ESA)	229 12%	74 12%	97 15% <b>Tij</b>	52 9%	6 6%	104 11%	92 13%	33 11%	98 11%	127 13%
Personal Independence Payment (PIP)	229 12%	91 14% <b>f</b>	64 10%	66 12%	9 9%	116 13%	72 10%	41 14%	110 12%	115 12%
Carer's allowance	212 11%	70 11%	67 11%	69 12%	6 6%	89 10%	87 12%	36 12%	107 11%	103 11%
Pensions Credit (Guaranteed Credit)	185 10%	70 11% <b>j</b>	66 10% <b>j</b>	47 8% <b>j</b>	2 2%	90 10%	72 10%	23 8%	92 10%	90 9%
Universal Credit (and household has no other earnings)	183 9%	55 9%	72 11%	51 9%	5 5%	89 10%	71 10%	24 8%	83 9%	95 10%
Income Support	179 9%	56 9%	67 11% <b>j</b>	52 9%	4 4%	82 9%	70 10%	27 9%	82 9%	97 10%
Income-based Jobseeker's Allowance	153 8% <b>ee</b>	31 5%	73 11% <b>Tei</b>	44 8%	5 5%	78 8%	54 7%	22 7%	70 8%	82 8%
Pensions Credit (no Guaranteed Credit)	110 6% <b>ee</b>	36 6%	41 6% <b>j</b>	33 6% <b>j</b>	1 1%	44 5%	46 6%	20 7%	48 5%	61 6%
NET: Any benefit	1229 64% <b>jk</b>	400 63% <b>j</b>	456 72% <b>Teij</b>	337 60% <b>j</b>	37 38%	547 59%	490 68% <b>kk</b>	193 67% <b>kl</b>	552 59%	663 68% <b>Tnn</b>
Other	64 3%	13 2%	12 2%	23 4% <b>f</b>	15 15% <b>Tefi</b>	29 3%	23 3%	12 4%	28 3%	31 3%
None of these	659 34% <b>fCn</b>	230 36% <b>f</b>	173 27%	209 37% <b>f</b>	47 48% <b>Tefi</b>	360 39% <b>TCi</b>	212 29%	87 30%	356 38% <b>Tn</b>	293 30%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

# Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
16 - 17	26	8	6	7	6	12	7	7	13	11
	1%	1%	1%	1%	3% <b>Tefl</b>	1%	1%	2%	1%	1%
18 - 24	1283	442	390	374	77	601	513	169	580	677
	40% <b>km</b>	37%	44% <b>fe</b>	41%	39%	35%	48% <b>Tkl</b>	39%	36%	43% <b>Tm</b>
25 - 34	1045	419	294	280	51	594	330	122	555	482
	33%	35% <b>lj</b>	33%	30%	26%	35% <b>Cl</b>	31%	28%	35% <b>ln</b>	31%
35 - 44	491	169	131	159	33	292	128	72	266	223
	15% <b>lc</b>	14%	15%	17%	17%	17% <b>C</b>	12%	17% <b>C</b>	17%	14%
45 - 54	204	88	50	56	10	116	58	31	110	92
	6%	7%	6%	6%	5%	7%	5%	7%	7%	6%
55 - 64	116	47	20	32	18	62	35	19	63	51
	4% <b>l</b>	4% <b>f</b>	2%	3%	9% <b>Tefl</b>	4%	3%	4%	4%	3%
65 +	40	18	5	13	4	22	8	10	17	20
	1%	2% <b>f</b>	1%	1%	2% <b>f</b>	1%	1%	2% <b>C</b>	1%	1%
NET: 16-34	2354	869	691	661	134	1207	850	298	1147	1170
	73%	73%	77% <b>Tefl</b>	72%	67%	71%	79% <b>Tkl</b>	69%	72%	75% <b>m</b>
NET: 36-54	695	256	181	215	43	407	185	102	376	316
	22% <b>lc</b>	22%	20%	23%	22%	24% <b>C</b>	17%	24% <b>C</b>	23% <b>ln</b>	20%
NET: 55+	156	65	25	45	22	84	43	29	80	71
	5% <b>l</b>	5% <b>f</b>	3%	5% <b>f</b>	11% <b>Tefl</b>	5%	4%	7% <b>C</b>	5%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/ef/ij - T/k/Cl - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Hearing	289	103	87	86	14	156	93	39	151	136
	9%	9%	10%	9%	7%	9%	9%	9%	9%	9%
Eyesight	554	192	157	181	23	299	180	75	274	278
	17%	16%	18%	20%	12%	18%	17%	17%	17%	18%
Mobility	327	115	106	95	11	166	106	55	144	182
	10%	10%	12%	10%	6%	10%	10%	13%	9%	12%
Dexterity	258	76	93	82	7	126	97	35	112	146
	8%	6%	10%	9%	4%	7%	9%	8%	7%	9%
Breathing	453	171	128	133	21	236	149	68	222	230
	14%	14%	14%	14%	11%	14%	14%	16%	14%	15%
Mental abilities	515	170	180	147	18	254	182	78	263	250
	16%	14%	20%	16%	9%	15%	17%	18%	16%	16%
Social/behavioural	484	172	154	137	21	246	174	64	223	259
	15%	14%	17%	15%	10%	14%	16%	15%	14%	17%
Your mental health	1080	413	264	355	49	548	378	154	540	525
	34%	35%	29%	39%	24%	32%	35%	36%	34%	34%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	263	95	69	84	16	126	91	46	119	140
	8%	8%	8%	9%	8%	7%	8%	11%	7%	9%
Prefer not to say	235	87	66	58	23	107	94	33	103	119
	7%	7%	7%	6%	12%	6%	9%	8%	6%	8%
Don't know	56	13	16	16	12	30	20	6	24	26
	2%	1%	2%	2%	6%	2%	2%	1%	2%	2%
Nothing	729	288	182	190	69	450	184	96	418	305
	23%	24%	20%	21%	35%	27%	17%	22%	26%	20%
NET: Any limiting characteristic	2185	803	632	656	94	1111	780	294	1058	1107
	68%	67%	71%	71%	47%	65%	72%	69%	66%	71%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

**Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
The service not performing as it should	920	-	-	920	-	461	322	137	399	510
		29%efjm	-	100%Tefj	-	27%	30%	32%	25%	33%Tm
A billing, pricing or payment issue	851	851	-	-	-	481	265	105	489	353
		27%ijn	72%Tfi	-	-	28%C	25%	24%	31%Tn	23%
A problem relating to the installation or set up of your service	561	-	561	-	-	309	194	57	280	277
		18%eijl	63%Teij	-	-	18%l	18%l	13%	17%	18%
Dissatisfaction with customer service from a previous occasion or contact	338	338	-	-	-	140	138	60	143	187
		11%ijk	28%Tfi	-	-	8%	13%Tk	14%Tk	9%	12%kn
A problem with a repair to the service	335	-	335	-	-	183	114	39	175	158
		10%eijl	37%Teij	-	-	11%	11%	9%	11%	10%
Or something else	199	-	-	-	199	123	44	31	116	71
		6%efiCn	-	-	100%Tefi	7%C	4%	7%C	7%kn	5%
SUMMARY:										
Billing and Customer service	1190	1190	-	-	-	621	403	165	632	541
		37%Tfi	100%Tfi	-	-	37%	37%	38%	39%kn	35%
Repairs and Installation	896	-	896	-	-	492	308	97	456	435
		28%eijl	100%Teij	-	-	29%l	29%l	23%	28%	28%
Service Issues	920	-	-	920	-	461	322	137	399	510
		29%efjm	-	100%Tefj	-	27%	30%	32%	25%	33%Tm
Something else	199	-	-	-	199	123	44	31	116	71
		6%efiCn	-	-	100%Tefi	7%C	4%	7%C	7%kn	5%

Proportions/Mean: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

**Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Billing and Customer service

**Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1176	1176	-	-	-	613	405	158	619	540
Weighted Base	1190	1190	..	..	..	621	403	165	632	541
Effective base	1134	1134	-	-	-	591	389	154	599	519
Bill was inaccurate	223 19%	223 19%	-	-	-	127 20% <b>C</b>	61 15%	35 21%	139 22% <b>n</b>	84 15%
Bill was a lot higher than expected	212 18%	212 18%	-	-	-	119 19%	64 16%	29 18%	115 18%	94 17%
Bill contained items I shouldn't have been charged for	164 14%	164 14%	-	-	-	83 13%	57 14%	25 15%	87 14%	76 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	149 13%	149 13%	-	-	-	80 13%	45 11%	23 14%	91 14%	58 11%
Getting a refund, credit note or cashback	128 11%	128 11%	-	-	-	71 11%	36 9%	21 13%	73 12%	53 10%
Took too long to resolve issue	110 9%	110 9%	-	-	-	47 8%	48 12% <b>k</b>	15 9%	55 9%	53 10%
The format of the bill	104 9%	104 9%	-	-	-	66 11% <b>C</b>	26 6%	12 8%	56 9%	46 9%
Costs of going above data allowance	99 8%	99 8%	-	-	-	57 9%	33 8%	9 5%	59 9%	39 7%
Pre-pay credit lost or not credited to card	92 8%	92 8%	-	-	-	54 9%	29 7%	9 6%	52 8%	40 7%
Didn't do what they said they would do	80 7%	80 7%	-	-	-	29 5%	36 9% <b>k</b>	16 10% <b>k</b>	31 5%	45 8% <b>m</b>
Costs of international and roaming calls	79 7%	79 7%	-	-	-	45 7%	25 6%	10 6%	37 6%	42 8%
Unable to get through to relevant person	70 6%	70 6%	-	-	-	29 5%	31 8% <b>k</b>	10 6%	28 4%	42 8% <b>m</b>
Unable to get through to anyone	69 6%	69 6%	-	-	-	35 6%	28 7%	6 4%	29 5%	39 7%
Gave incorrect information	65 5%	65 5%	-	-	-	30 5%	24 6%	10 6%	32 5%	33 6%
Rude/dismissive	61 5% <b>m</b>	61 5%	-	-	-	23 4%	24 6%	14 8% <b>k</b>	16 3%	44 8% <b>Tm</b>
A different issue	25 2%	25 2%	-	-	-	10 2%	8 2%	7 4%	12 2%	12 2%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

**Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Service issues

**Base: All complained about mobile phone service in past 6 months - Service issue complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	916	-	-	916	-	460	325	131	400	505
Weighted Base	920	..**	..**	920	..**	461	322	137	399	510
Effective base	879	-	-	879	-	441	311	128	384	485
Service is not consistently available	238 26%	-	-	238 26%	-	124 27%	75 23%	39 29%	89 22%	148 29% <b>m</b>
Unable to access 4G service	232 25%	-	-	232 25%	-	123 27%	76 24%	33 24%	92 23%	137 27%
Poor indoor reception/coverage	219 24% <b>m</b>	-	-	219 24%	-	105 23%	75 23%	39 28%	69 17%	149 29% <b>Tm</b>
Poor outside reception/ coverage	213 23%	-	-	213 23%	-	93 20%	80 25%	39 28% <b>k</b>	75 19%	136 27% <b>m</b>
Complete loss of service	213 23%	-	-	213 23%	-	103 22%	71 22%	39 28%	90 23%	121 24%
Unable to access 5G service	185 20%	-	-	185 20%	-	109 24% <b>C</b>	50 15%	26 19%	92 23%	90 18%
Problems with calls being disconnected during a call or not connected at all	158 17%	-	-	158 17%	-	86 19%	43 13%	29 21% <b>C</b>	59 15%	98 19%
Text or voice mails delivered late	106 12%	-	-	106 12%	-	53 12%	42 13%	11 8%	53 13%	53 10%
Connection speed slower than advertised or led to expect	16 2%	-	-	16 2%	-	8 2%	5 2%	2 2%	7 2%	8 2%
Problems with voice over internet (VOIP) telephone calls	4 *	-	-	4 *	-	4 1%	-	-	3 1%	1 *
Poor line quality	2 *	-	-	2 *	-	2 1%	-	-	1 *	1 *
Unable to get certain channels/content	2 *	-	-	2 *	-	1 *	1 *	-	2 *	-
Poor picture quality	1 *	-	-	1 *	-	1 *	-	-	1 *	-
A different issue (please describe it briefly in your own words)	17 2%	-	-	17 2%	-	7 1%	6 2%	4 3%	8 2%	10 2%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

**Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

### Repairs and Installation

**Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	908	-	908	-	-	494	317	97	456	445
Weighted Base	896	-**	896	-**	-**	492	308	97*	456	435
Effective base	869	-	869	-	-	474	302	93	437	426
Switching issues (e.g. problems trying to switch or problems porting your number)	530 59%	- -	530 59%	- -	- -	287 58%	188 61%	56 58%	263 58%	264 61%
Arranging an installation	16 2%	- -	16 2%	- -	- -	13 3%	2 1%	1 1%	10 2%	7 2%
Time taken to install the service	13 2%	- -	13 2%	- -	- -	12 2% <b>C</b>	1 *	1 1%	8 2%	5 1%
Damage to property during installation	13 1%	- -	13 1%	- -	- -	11 2%	2 1%	- -	9 2%	5 1%
Time taken to repair a fault	13 1%	- -	13 1%	- -	- -	6 1%	5 2%	1 1%	7 1%	6 1%
Missed/moved repair appointment	11 1%	- -	11 1%	- -	- -	8 2%	3 1%	- -	7 2%	4 1%
Arranging an appointment for an engineer visit	9 1%	- -	9 1%	- -	- -	7 1%	2 1%	- -	4 1%	5 1%
Damage to property during repair	8 1%	- -	8 1%	- -	- -	5 1%	3 1%	- -	4 1%	4 1%
Complaining about an engineer	7 1%	- -	7 1%	- -	- -	5 1%	- -	2 2% <b>C</b>	3 1%	4 1%
Missed/ moved installation appointment	6 1%	- -	6 1%	- -	- -	5 1%	- -	1 1%	5 1%	1 *
A different issue	310 35%	- -	310 35%	- -	- -	169 34%	104 34%	36 38%	165 36%	143 33%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?**

**Something else**

**Base: All complained about mobile phone service in past 6 months - Something else complaint**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	205	-	-	-	205	129	46	30	118	74
Weighted Base	199	-.**	-.**	-.**	199	123	44*	31**	116	71*
Effective base	195	-	-	-	195	122	44	29	112	70
Change to your package or service (upgrading or downgrading your service)	48 24%	-	-	-	48 24%	32 26%	8 19%	8 27%	29 25%	17 25%
Keeping your mobile phone number when changing suppliers	40 20%	-	-	-	40 20%	26 21%	10 23%	4 13%	29 25%	10 14%
Complaining about the terms of your contract	31 16%	-	-	-	31 16%	18 14%	9 19%	5 17%	13 11%	16 23% <sup>m</sup>
Service not performing as advertised or as told in store/over the phone	30 15%	-	-	-	30 15%	20 16%	6 14%	4 12%	16 14%	10 14%
Switching issues (e.g. problems trying to switch or problems porting your number)	29 14%	-	-	-	29 14%	15 12%	9 21%	5 14%	15 13%	12 17%
A different issue (please describe it briefly in your own words)	33 17%	-	-	-	33 17%	21 17%	4 9%	8 26%	20 17%	12 17%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

**Q8: In dealing with [Provider] about this complaint did you contact them...?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Only/mainly on the phone	1088	438	253	327	69	590	339	159	575	504
		34% <b>f</b>	37% <b>f</b>	36% <b>f</b>	35%	35%	31%	37% <b>C</b>	36% <b>n</b>	32%
Only/mainly via webchat	426	177	102	121	27	233	123	70	218	204
	13%	15% <b>f</b>	11%	13%	13%	14%	11%	16% <b>C</b>	14%	13%
Only/mainly in store	324	95	102	109	18	179	109	36	160	155
	10% <b>e</b>	8%	11% <b>e</b>	12% <b>e</b>	9%	11%	10%	8%	10%	10%
Only/mainly via email	296	107	86	86	17	157	106	34	139	154
	9%	9%	10%	9%	9%	9%	10%	8%	9%	10%
Only/mainly via mobile application	288	107	80	79	21	148	97	43	138	148
	9%	9%	9%	9%	11%	9%	9%	10%	9%	10%
Only/mainly by social media	268	91	98	68	10	122	113	33	129	136
	8%	8%	11% <b>Teij</b>	7%	5%	7%	10% <b>Tk</b>	8%	8%	9%
Only/mainly via web form	254	90	79	79	6	139	97	18	132	122
	8% <b>j</b>	8% <b>j</b>	9% <b>j</b>	9% <b>j</b>	3%	8% <b>j</b>	9% <b>j</b>	4%	8%	8%
Only/mainly by letter	180	66	74	32	8	81	75	24	75	101
	6% <b>i</b>	6% <b>i</b>	8% <b>Teij</b>	4%	4%	5%	7% <b>k</b>	6%	5%	6% <b>m</b>
Only/mainly via another contact method	27	8	11	7	2	16	6	5	10	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	54	10	10	12	22	34	14	7	26	17
	2%	1%	1%	1%	11% <b>Teij</b>	2%	1%	2%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	443	182	122	86	53	443	-	-	387	52
		14% <b>CIn</b>	15% <b>i</b>	14% <b>f</b>	9%	27% <b>Tefi</b>	26% <b>TCI</b>	-	-	24% <b>Tm</b>	3%
9 -	(9)	216	71	65	64	16	216	-	-	156	58
		7% <b>CIn</b>	6%	7%	7%	8%	13% <b>TCI</b>	-	-	10% <b>Tm</b>	4%
8 -	(8)	489	180	143	138	29	489	-	-	307	175
		15% <b>CIn</b>	15%	16%	15%	14%	29% <b>TCI</b>	-	-	19% <b>Tm</b>	11%
7 -	(7)	550	189	162	173	26	550	-	-	272	275
		17% <b>CIn</b>	16%	18%	19% <b>j</b>	13%	32% <b>TCI</b>	-	-	17%	18%
6 -	(6)	419	165	113	120	21	-	419	-	171	242
		13% <b>kIm</b>	14%	13%	13%	11%	-	39% <b>TKl</b>	-	11%	16% <b>Tm</b>
5 -	(5)	401	140	118	126	17	-	401	-	126	258
		13% <b>kIm</b>	12%	13%	14%	9%	-	37% <b>TKl</b>	-	8%	17% <b>Tm</b>
4 -	(4)	258	98	77	77	6	-	258	-	76	179
		8% <b>jkIm</b>	8% <b>j</b>	9% <b>f</b>	8% <b>j</b>	3%	-	24% <b>TKl</b>	-	5%	12% <b>Tm</b>
3 -	(3)	144	52	36	44	12	-	-	144	43	99
		4% <b>kCm</b>	4%	4%	5%	6%	-	-	34% <b>TKl</b>	3%	6% <b>Tm</b>
2 -	(2)	102	35	23	36	7	-	-	102	21	80
		3% <b>kCm</b>	3%	3%	4%	4%	-	-	24% <b>TKl</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied	(1)	184	77	38	56	12	-	-	184	44	138
		6% <b>kCm</b>	6% <b>f</b>	4%	6%	6%	-	-	43% <b>TKl</b>	3%	9% <b>Tm</b>
NET: Dissatisfied	(1-3)	429	165	97	137	31	-	-	429	108	317
		13% <b>fkCm</b>	14% <b>f</b>	11%	15% <b>f</b>	16%	-	-	100% <b>TKl</b>	7%	20% <b>Tm</b>
NET: Neutral	(4-6)	1078	403	308	322	44	-	1078	-	373	680
		34% <b>jkIm</b>	34% <b>j</b>	34% <b>j</b>	35% <b>j</b>	22%	-	100% <b>TKl</b>	-	23%	44% <b>Tm</b>
NET: Satisfied	(7-10)	1698	621	492	461	123	1698	-	-	1123	560
		53% <b>CIn</b>	52%	55% <b>i</b>	50%	62% <b>Tefi</b>	100% <b>TCI</b>	-	-	70% <b>Tm</b>	36%
Mean score		6.40 <b>ICIn</b>	6.39 <b>i</b>	6.53 <b>f</b>	6.16	6.95 <b>Tefi</b>	8.33 <b>TCI</b>	5.15 <b>l</b>	1.91	7.37 <b>Tm</b>	5.41
Standard error		0.04	0.07	0.08	0.08	0.19	0.03	0.02	0.04	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

**Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?**

**Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1593	619	456	400	118	1118	369	106	1593	-
Weighted Base		1603	632	456	399	116	1123	373	108	1603	-.**
Effective base		1532	599	437	384	112	1075	355	102	1532	-
10 - Extremely satisfied	(10)	387	160	109	73	45	387	-	-	387	-
			24% <b>CI</b>	25% <b>CI</b>	18%	39% <b>TeFI</b>	34% <b>TCI</b>	-	-	24%	-
9 -	(9)	156	57	44	44	12	156	-	-	156	-
			10% <b>CI</b>	9%	10%	10%	14% <b>TCI</b>	-	-	10%	-
8 -	(8)	307	127	84	76	21	307	-	-	307	-
			19% <b>CI</b>	20%	18%	19%	27% <b>TCI</b>	-	-	19%	-
7 -	(7)	272	106	69	83	15	272	-	-	272	-
			17% <b>CI</b>	17%	21% <b>FI</b>	13%	24% <b>TCI</b>	-	-	17%	-
6 -	(6)	171	72	49	38	11	-	171	-	171	-
			11% <b>CI</b>	11%	10%	10%	-	46% <b>TCI</b>	-	11%	-
5 -	(5)	126	41	44	37	4	-	126	-	126	-
			8% <b>CI</b>	7%	10%	9%	-	34% <b>TCI</b>	-	8%	-
4 -	(4)	76	27	27	22	-	-	76	-	76	-
			5% <b>CI</b>	4% <b>CI</b>	6% <b>CI</b>	5% <b>CI</b>	-	20% <b>TCI</b>	-	5%	-
3 -	(3)	43	20	13	8	2	-	-	43	43	-
			3% <b>CI</b>	3%	3%	2%	-	-	40% <b>TCI</b>	3%	-
2 -	(2)	21	8	3	9	1	-	-	21	21	-
			1% <b>CI</b>	1%	1%	2%	-	-	20% <b>TCI</b>	1%	-
1 - Extremely dissatisfied	(1)	44	16	14	10	4	-	-	44	44	-
			3% <b>CI</b>	2%	3%	3%	-	-	40% <b>TCI</b>	3%	-
NET: Dissatisfied	(1-3)	108	43	31	27	7	-	-	108	108	-
			7% <b>CI</b>	7%	7%	6%	-	-	100% <b>TCI</b>	7%	-
NET: Neutral	(4-6)	373	140	119	97	16	-	373	-	373	-
			23% <b>CI</b>	22% <b>CI</b>	26% <b>CI</b>	14%	-	100% <b>TCI</b>	-	23%	-
NET: Satisfied	(7-10)	1123	449	306	275	93	1123	-	-	1123	-
			70% <b>CI</b>	71%	67%	69%	80% <b>TeFI</b>	100% <b>TCI</b>	-	70%	-
Mean score		7.37 <b>CI</b>	7.43	7.28	7.17	8.05 <b>TeFI</b>	8.59 <b>TCI</b>	5.25 <b>FI</b>	1.99	7.37	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \*\* very small base (under 30) ineligible for sig testing

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of finding provider contact details.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	554	224	141	144	45	490	45	19	431	121
		17%Cl	19%	16%	16%	23%fl	29%TCI	4%	4%	27%Tn	8%
9 -	(9)	330	108	95	100	27	256	54	19	211	115
		10%Cl	9%	11%	11%	13%	15%TCI	5%	5%	13%Tn	7%
8 -	(8)	546	199	149	169	28	363	145	38	288	256
		17%Cl	17%	17%	18%	14%	21%TCI	13%l	9%	18%	16%
7 -	(7)	470	159	150	140	21	251	179	40	216	252
		15%l	13%	17%ej	15%	10%	15%l	17%l	9%	13%	16%km
6 -	(6)	367	125	112	104	25	138	192	37	159	199
		11%kl	11%	12%	11%	13%	8%	18%TKl	9%	10%	13%km
5 -	(5)	370	138	107	105	20	83	240	47	119	242
		12%kl	12%	12%	11%	10%	5%	22%TKl	11%kl	7%	16%Tm
4 -	(4)	208	82	59	59	8	52	115	41	75	127
		6%kl	7%	7%	6%	4%	3%	11%TKl	10%TKl	5%	8%Tm
3 -	(3)	117	55	28	27	6	19	60	37	33	81
		4%kl	5%l	3%	3%	3%	1%	6%TKl	9%TKl	2%	5%Tm
2 -	(2)	79	33	18	25	3	7	27	46	22	57
		2%kl	3%	2%	3%	1%	*	2%kl	11%TKl	1%	4%Tm
1 - Extremely dissatisfied	(1)	121	52	27	35	6	11	11	98	33	86
		4%kl	4%	3%	4%	3%	1%	1%	23%TKl	2%	6%Tm
Not applicable		44	14	10	11	9	29	9	6	16	19
		1%	1%	1%	1%	5%Tel	2%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	317	141	73	88	15	37	98	181	88	224
		10%kl	12%l	8%	10%	8%	2%	9%kl	42%TKl	5%	14%Tm
NET: Neutral	(4-6)	944	344	278	268	54	272	547	125	353	568
		29%kl	29%	31%	29%	27%	16%	51%TKl	29%kl	22%	36%Tm
NET: Satisfied	(7-10)	1900	691	535	553	121	1360	423	117	1146	745
		59%Cl	58%	60%	60%	61%	80%TCI	39%l	27%	71%Tn	48%
Mean score		6.86Cl	6.78	6.88	6.85	7.27Tel	8.02TCI	6.00l	4.43	7.59Tn	6.13
Standard error		0.04	0.07	0.08	0.08	0.17	0.05	0.06	0.14	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Ease of getting through to the right person (PHONE).**

**Base: All complained about mobile phone service in past 6 months by phone**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1069	426	254	320	69	579	339	151	563	496
Weighted Base		1088	438	253	327	69*	590	339	159	575	504
Effective base		1033	413	244	309	66	559	326	148	544	479
10 - Extremely satisfied	(10)	152	61	41	35	15	143	8	1	127	25
		14% <b>Cm</b>	14%	16%	11%	22% <b>l</b>	24% <b>TCI</b>	2%	1%	22% <b>Tn</b>	5%
9 -	(9)	113	43	30	33	6	98	11	3	80	33
		10% <b>Cm</b>	10%	12%	10%	9%	17% <b>TCI</b>	3%	2%	14% <b>Tn</b>	6%
8 -	(8)	161	62	40	48	11	126	30	4	96	65
		15% <b>Cm</b>	14%	16%	15%	17%	21% <b>TCI</b>	9% <b>l</b>	3%	17%	13%
7 -	(7)	155	62	37	48	8	90	55	10	86	69
		14% <b>l</b>	14%	15%	15%	12%	15% <b>l</b>	16% <b>l</b>	7%	15%	14%
6 -	(6)	123	45	29	44	5	51	57	15	52	69
		11%	10%	11%	13%	7%	9%	17% <b>TK</b>	9%	9%	14% <b>km</b>
5 -	(5)	137	57	27	46	7	38	90	8	55	80
		13% <b>kl</b>	13%	11%	14%	10%	7%	27% <b>TK</b>	5%	10%	16% <b>km</b>
4 -	(4)	64	24	13	27	1	14	33	17	18	44
		6% <b>km</b>	5%	5%	8% <b>jl</b>	1%	2%	10% <b>TK</b>	11% <b>TK</b>	3%	9% <b>Tm</b>
3 -	(3)	64	21	19	21	3	12	31	20	23	40
		6% <b>kl</b>	5%	7%	6%	4%	2%	9% <b>TK</b>	13% <b>TK</b>	4%	8% <b>km</b>
2 -	(2)	34	19	7	7	-	7	11	16	14	20
		3% <b>kl</b>	4%	3%	2%	-	1%	3% <b>k</b>	10% <b>TKC</b>	2%	4%
1 - Extremely dissatisfied	(1)	76	42	9	18	7	4	10	62	20	57
		7% <b>klCm</b>	10% <b>fl</b>	3%	6%	11% <b>fl</b>	1%	3% <b>k</b>	39% <b>TKC</b>	3%	11% <b>Tm</b>
Not applicable		8	2	2	1	4	6	2	1	6	3
		1%	*	1%	*	6% <b>Tefl</b>	1%	*	1%	1%	1%
NET: Dissatisfied	(1-3)	174	83	35	47	10	24	53	98	56	117
		16% <b>km</b>	19%	14%	14%	15%	4%	16% <b>kk</b>	62% <b>TKC</b>	10%	23% <b>Tm</b>
NET: Neutral	(4-6)	323	125	69	116	13	103	180	40	125	193
		30% <b>km</b>	29%	27%	36% <b>efl</b>	19%	17%	53% <b>TKl</b>	25% <b>k</b>	22%	38% <b>Tm</b>
NET: Satisfied	(7-10)	581	228	148	163	41	458	104	19	388	192
		53% <b>Cm</b>	52%	58% <b>kl</b>	50%	60%	78% <b>TCI</b>	31% <b>l</b>	12%	67% <b>Tn</b>	38%
Mean score		6.42 <b>CI</b>	6.24	6.76 <b>el</b>	6.30	6.88	7.81 <b>TCI</b>	5.61 <b>l</b>	3.18	7.25 <b>Tn</b>	5.49
Standard error		0.08	0.13	0.16	0.14	0.36	0.08	0.11	0.20	0.10	0.11

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n  
\* small base

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**The time taken to handle your issue.**

**Base: All complained about mobile phone service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
		Total (T)									
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	411	156	122	96	38	376	23	13	338	72
		13% <i>Cm</i>	13%	14% <i>i</i>	10%	19% <i>Tei</i>	22% <i>TCi</i>	2%	3%	21% <i>Tn</i>	5%
9 -	(9)	316	112	82	90	31	254	44	18	207	106
		10% <i>Cm</i>	9%	9%	10%	16% <i>Tei</i>	15% <i>TCi</i>	4%	4%	13% <i>Tn</i>	7%
8 -	(8)	479	180	155	118	26	351	110	19	285	192
		15% <i>Cm</i>	15%	17% <i>i</i>	13%	13%	21% <i>TCi</i>	10% <i>i</i>	4%	18% <i>Tn</i>	12%
7 -	(7)	449	163	115	147	25	280	137	33	231	213
		14% <i>i</i>	14%	13%	16%	13%	16% <i>TCi</i>	13% <i>i</i>	8%	14%	14%
6 -	(6)	423	137	129	139	19	191	193	40	188	231
		13% <i>ki</i>	11%	14% <i>ie</i>	15% <i>ej</i>	10%	11%	18% <i>TKi</i>	9%	12%	15% <i>km</i>
5 -	(5)	395	143	112	122	18	123	229	42	150	231
		12% <i>km</i>	12%	13%	13%	9%	7%	21% <i>TKi</i>	10%	9%	15% <i>Tm</i>
4 -	(4)	260	98	66	83	13	58	160	42	76	180
		8% <i>km</i>	8%	7%	9%	6%	3%	15% <i>TKi</i>	10% <i>k</i>	5%	12% <i>Tm</i>
3 -	(3)	178	79	50	40	9	27	103	48	49	124
		6% <i>km</i>	7% <i>i</i>	6%	4%	4%	2%	10% <i>TKi</i>	11% <i>TKi</i>	3%	8% <i>Tm</i>
2 -	(2)	106	35	32	33	6	19	39	48	26	77
		3% <i>km</i>	3%	4%	4%	3%	1%	4% <i>k</i>	11% <i>TKi</i>	2%	5% <i>Tm</i>
1 - Extremely dissatisfied	(1)	164	76	30	49	8	10	34	121	45	117
		5% <i>TKi</i>	6% <i>f</i>	3%	5%	4%	1%	3% <i>k</i>	28% <i>TKi</i>	3%	8% <i>Tm</i>
Not applicable		25	11	2	5	7	11	7	7	7	13
		1%	1% <i>f</i>	*	1%	4% <i>Tei</i>	1%	1%	2%	*	1%
NET: Dissatisfied	(1-3)	448	190	113	122	23	55	175	217	120	318
		14% <i>km</i>	16% <i>f</i>	13%	13%	12%	3%	16% <i>k</i>	51% <i>TKi</i>	8%	20% <i>Tm</i>
NET: Neutral	(4-6)	1077	378	308	343	49	372	582	124	414	642
		34% <i>km</i>	32% <i>j</i>	34% <i>j</i>	37% <i>Tei</i>	25%	22%	54% <i>TKi</i>	29% <i>k</i>	26%	41% <i>Tm</i>
NET: Satisfied	(7-10)	1655	611	474	451	120	1260	313	82	1061	583
		52% <i>Cm</i>	51%	53%	49%	60% <i>Tei</i>	74% <i>TCi</i>	29% <i>i</i>	19%	66% <i>Tn</i>	37%
Mean score		6.41	6.33	6.54	6.28	6.97	7.66	5.44	3.89	7.25	5.58
Standard error		0.04	0.08	0.08	0.08	0.18	0.05	0.06	0.13	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/i - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Getting the issue resolved to your satisfaction.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	420	170	111	95	43	381	29	10	355	61
		13% <i>CIn</i>	14% <i>l</i>	12%	10%	22% <i>TeI</i>	22% <i>TCI</i>	3%	2%	22% <i>Tn</i>	4%
9 -	(9)	347	128	106	88	25	295	44	9	243	99
		11% <i>CIn</i>	11%	12%	10%	12%	17% <i>TCI</i>	4%	2%	15% <i>Tn</i>	6%
8 -	(8)	509	185	145	153	26	378	111	20	316	191
		16% <i>CIn</i>	16%	16%	17%	13%	22% <i>TCI</i>	10% <i>l</i>	5%	20% <i>Tn</i>	12%
7 -	(7)	478	157	159	136	26	286	160	31	234	238
		15% <i>l</i>	13%	18% <i>Te</i>	15%	13%	17% <i>l</i>	15% <i>l</i>	7%	15%	15%
6 -	(6)	392	133	113	123	23	154	210	28	160	231
		12% <i>kIm</i>	11%	13%	13%	11%	9%	20% <i>TKl</i>	6%	10%	15% <i>Tm</i>
5 -	(5)	374	146	100	107	21	90	237	47	118	241
		12% <i>kIm</i>	12%	11%	12%	10%	5%	22% <i>TKl</i>	11% <i>k</i>	7%	15% <i>Tm</i>
4 -	(4)	232	88	70	69	5	55	128	50	69	159
		7% <i>kIm</i>	7% <i>j</i>	8% <i>j</i>	7% <i>j</i>	3%	3%	12% <i>TK</i>	12% <i>TK</i>	4%	10% <i>Tm</i>
3 -	(3)	155	63	43	41	7	26	87	42	40	112
		5% <i>kIm</i>	5%	5%	4%	4%	2%	8% <i>TK</i>	10% <i>TK</i>	3%	7% <i>Tm</i>
2 -	(2)	116	47	23	41	5	13	53	51	30	85
		4% <i>kIm</i>	4%	3%	4% <i>f</i>	3%	1%	5% <i>k</i>	12% <i>TKl</i>	2%	5% <i>Tm</i>
1 - Extremely dissatisfied	(1)	162	67	22	59	14	6	16	141	29	132
		5% <i>TKCm</i>	6% <i>f</i>	2%	6% <i>f</i>	7% <i>f</i>	*	2% <i>k</i>	33% <i>TKl</i>	2%	8% <i>Tm</i>
Not applicable		20	4	3	8	4	15	3	2	8	8
		1%	*	*	1%	2% <i>TeI</i>	1%	*	*	*	1%
NET: Dissatisfied	(1-3)	433	177	88	141	26	44	156	233	100	329
		14% <i>TKm</i>	15% <i>f</i>	10%	15% <i>f</i>	13%	3%	14% <i>k</i>	54% <i>TKl</i>	6%	21% <i>Tm</i>
NET: Neutral	(4-6)	998	368	284	298	49	299	575	124	347	631
		31% <i>kIm</i>	31%	32%	32% <i>j</i>	25%	18%	53% <i>TKl</i>	29% <i>k</i>	22%	41% <i>Tm</i>
NET: Satisfied	(7-10)	1754	641	521	472	120	1340	343	71	1149	589
		55% <i>CIn</i>	54%	58% <i>l</i>	51%	60% <i>l</i>	79% <i>TCI</i>	32% <i>l</i>	17%	72% <i>Tn</i>	38%
Mean score		6.51 <i>lCIn</i>	6.47	6.72 <i>TeI</i>	6.28	6.93 <i>TeI</i>	7.84 <i>TCI</i>	5.61 <i>l</i>	3.58	7.49 <i>Tn</i>	5.53
Standard error		0.04	0.08	0.08	0.08	0.19	0.05	0.06	0.13	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**Courtesy and politeness of advisors.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	555	232	138	128	56	488	44	22	448	101
		17% <b>CIn</b>	20% <b>fI</b>	15%	14%	28% <b>TefI</b>	29% <b>TCI</b>	4%	5%	28% <b>Tn</b>	6%
9 -	(9)	376	132	106	117	22	291	62	24	221	154
		12% <b>C</b>	11%	12%	13%	11%	17% <b>TCI</b>	6%	5%	14% <b>n</b>	10%
8 -	(8)	579	203	169	185	22	374	161	45	303	275
		18% <b>Cj</b>	17% <b>j</b>	19% <b>j</b>	20% <b>j</b>	11%	22% <b>TCI</b>	15% <b>I</b>	10%	19%	18%
7 -	(7)	438	142	140	132	23	229	175	34	207	229
		14% <b>I</b>	12%	16% <b>e</b>	14%	12%	13% <b>I</b>	16% <b>TKI</b>	8%	13%	15%
6 -	(6)	397	145	108	116	29	131	215	52	156	233
		12% <b>km</b>	12%	12%	13%	14%	8%	20% <b>TKI</b>	12% <b>k</b>	10%	15% <b>Tm</b>
5 -	(5)	327	137	85	87	18	83	204	40	117	198
		10% <b>km</b>	12%	9%	9%	9%	5%	19% <b>TKI</b>	9% <b>k</b>	7%	13% <b>Tm</b>
4 -	(4)	186	57	69	56	5	37	101	48	53	129
		6% <b>km</b>	5%	8% <b>Tej</b>	6% <b>j</b>	2%	2%	9% <b>TKI</b>	11% <b>TKI</b>	3%	8% <b>Tm</b>
3 -	(3)	118	44	36	32	6	19	63	36	33	82
		4% <b>km</b>	4%	4%	3%	3%	1%	6% <b>TKI</b>	8% <b>TKI</b>	2%	5% <b>Tm</b>
2 -	(2)	77	31	15	29	3	15	25	38	18	58
		2% <b>km</b>	3%	2%	3% <b>f</b>	1%	1%	2% <b>k</b>	9% <b>TKI</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied	(1)	110	52	22	29	6	10	15	85	28	81
		3% <b>kCm</b>	4% <b>f</b>	2%	3%	3%	1%	1% <b>k</b>	20% <b>TKI</b>	2%	5% <b>Tm</b>
Not applicable		41	14	8	10	9	21	14	6	19	17
		1%	1%	1%	1%	4% <b>TefI</b>	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	306	127	73	90	15	44	103	159	80	221
		10% <b>km</b>	11%	8%	10%	8%	3%	10% <b>k</b>	37% <b>TKI</b>	5%	14% <b>Tm</b>
NET: Neutral	(4-6)	910	339	261	258	52	251	519	140	326	561
		28% <b>km</b>	29%	29%	28%	26%	15%	48% <b>TKI</b>	33% <b>k</b>	20%	36% <b>Tm</b>
NET: Satisfied	(7-10)	1948	709	553	562	124	1382	442	125	1179	758
		61% <b>CIn</b>	60%	62%	61%	62%	81% <b>TCI</b>	41% <b>I</b>	29%	74% <b>Tn</b>	49%
Mean score		6.96 <b>CIn</b>	6.94	6.95	6.89	7.42 <b>TefI</b>	8.07 <b>TCI</b>	6.08 <b>I</b>	4.73	7.72 <b>Tn</b>	6.20
Standard error		0.04	0.07	0.08	0.08	0.17	0.05	0.06	0.14	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - T/ef/I/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Advisor doing what they said they would do.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	522	211	141	125	46	462	44	17	427	92
		16% <b>CIn</b>	18% <b>I</b>	16%	14%	23% <b>TfI</b>	27% <b>TCI</b>	4%	4%	27% <b>Tn</b>	6%
9 -	(9)	399	137	117	119	26	316	65	18	236	162
		12% <b>CIn</b>	12%	13%	13%	13%	19% <b>TCI</b>	6%	4%	15% <b>Tn</b>	10%
8 -	(8)	479	180	129	144	27	334	121	24	275	199
		15% <b>CIn</b>	15%	14%	16%	14%	20% <b>TCI</b>	11% <b>I</b>	6%	17% <b>n</b>	13%
7 -	(7)	440	163	133	125	20	243	166	31	197	237
		14% <b>I</b>	14%	15%	14%	10%	14% <b>I</b>	15% <b>I</b>	7%	12%	15% <b>m</b>
6 -	(6)	381	130	111	123	16	149	201	31	174	203
		12% <b>kI</b>	11%	12%	13% <b>j</b>	8%	9%	19% <b>TKI</b>	7%	11%	13%
5 -	(5)	373	150	94	109	21	84	236	53	124	239
		12% <b>kIm</b>	13%	10%	12%	11%	5%	22% <b>TKI</b>	12% <b>k</b>	8%	15% <b>Tm</b>
4 -	(4)	200	65	75	55	6	43	112	45	57	141
		6% <b>kIm</b>	5%	8% <b>Tej</b>	6%	3%	3%	10% <b>TKI</b>	10% <b>TKI</b>	4%	9% <b>Tm</b>
3 -	(3)	149	54	44	40	11	27	68	53	38	109
		5% <b>kIm</b>	5%	5%	4%	5%	2%	6% <b>TKI</b>	12% <b>TKI</b>	2%	7% <b>Tm</b>
2 -	(2)	83	29	23	29	2	9	31	43	24	56
		3% <b>kIm</b>	2%	3%	3%	1%	1%	3% <b>k</b>	10% <b>TKI</b>	1%	4% <b>m</b>
1 - Extremely dissatisfied	(1)	133	56	25	41	11	9	18	107	37	94
		4% <b>kCm</b>	5% <b>f</b>	3%	4%	5%	1%	2% <b>k</b>	25% <b>TKI</b>	2%	6% <b>Tm</b>
Not applicable		45	15	5	12	14	23	15	7	15	25
		1% <b>f</b>	1%	1%	1%	7% <b>TeI</b>	1%	1%	2%	1%	2%
NET: Dissatisfied	(1-3)	365	139	92	110	23	45	117	202	98	259
		11% <b>kIm</b>	12%	10%	12%	12%	3%	11% <b>k</b>	47% <b>TKI</b>	6%	17% <b>Tm</b>
NET: Neutral	(4-6)	954	345	280	287	43	275	549	130	355	582
		30% <b>kIm</b>	29% <b>j</b>	31% <b>j</b>	31% <b>j</b>	21%	16%	51% <b>TKI</b>	30% <b>k</b>	22%	37% <b>Tm</b>
NET: Satisfied	(7-10)	1841	690	520	512	119	1355	397	90	1135	691
		57% <b>CIn</b>	58%	58%	56%	60%	80% <b>TCI</b>	37% <b>I</b>	21%	71% <b>Tn</b>	44%
Mean score		6.78 <b>CIn</b>	6.80	6.80	6.67	7.13 <b>I</b>	8.02 <b>TCI</b>	5.91 <b>I</b>	4.09	7.69 <b>Tn</b>	5.97
Standard error		0.04	0.07	0.08	0.08	0.19	0.05	0.06	0.13	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**  
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about mobile phone service in past 6 months**

		Issue				Satisfaction			Complaint resolved		
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
		(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)	
		Total (T)									
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	443	170	124	111	40	408	23	13	369	71
		14% <b>Cm</b>	14%	14%	12%	20% <b>Te</b>	24% <b>TC</b>	2%	3%	23% <b>Tn</b>	5%
9 -	(9)	349	120	108	95	26	282	50	17	228	118
		11% <b>Cm</b>	10%	12%	10%	13%	17% <b>TC</b>	5%	4%	14% <b>Tn</b>	8%
8 -	(8)	498	177	154	138	28	376	99	23	289	206
		16% <b>Cm</b>	15%	17%	15%	14%	22% <b>TC</b>	9% <b>l</b>	5%	18% <b>Tn</b>	13%
7 -	(7)	443	161	126	133	23	255	164	24	204	230
		14% <b>l</b>	14%	14%	14%	11%	15% <b>l</b>	15% <b>l</b>	5%	13%	15%
6 -	(6)	383	122	123	115	24	140	205	38	153	227
		12% <b>km</b>	10%	14% <b>e</b>	12%	12%	8%	19% <b>TK</b>	9%	10%	15% <b>Tm</b>
5 -	(5)	401	149	107	127	18	95	258	48	147	240
		13% <b>km</b>	13%	12%	14%	9%	6%	24% <b>TK</b>	11% <b>k</b>	9%	15% <b>Tm</b>
4 -	(4)	220	82	59	72	7	45	128	47	74	142
		7% <b>km</b>	7%	7%	8% <b>j</b>	3%	3%	12% <b>TK</b>	11% <b>TK</b>	5%	9% <b>Tm</b>
3 -	(3)	155	65	47	39	5	31	73	51	42	113
		5% <b>km</b>	5%	5%	4%	2%	2%	7% <b>TK</b>	12% <b>TK</b>	3%	7% <b>Tm</b>
2 -	(2)	86	39	12	31	4	17	32	37	20	64
		3% <b>fk</b>	3% <b>f</b>	1%	3% <b>f</b>	2%	1%	3% <b>k</b>	9% <b>TK</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied	(1)	160	78	29	45	8	13	26	121	41	118
		5% <b>fk</b>	7% <b>ff</b>	3%	5%	4%	1%	2% <b>k</b>	28% <b>TK</b>	3%	8% <b>Tm</b>
Not applicable		67	27	8	16	17	35	20	12	36	27
		2% <b>f</b>	2% <b>f</b>	1%	2%	8% <b>Te</b>	2%	2%	3%	2%	2%
NET: Dissatisfied	(1-3)	401	182	88	115	17	61	131	209	102	294
		13% <b>fk</b>	15% <b>ff</b>	10%	12%	8%	4%	12% <b>k</b>	49% <b>TK</b>	6%	19% <b>Tm</b>
NET: Neutral	(4-6)	1004	353	289	313	49	280	591	133	375	610
		31% <b>km</b>	30%	32% <b>j</b>	34% <b>ej</b>	25%	17%	55% <b>TK</b>	31% <b>k</b>	23%	39% <b>Tm</b>
NET: Satisfied	(7-10)	1733	628	512	477	116	1321	336	76	1090	626
		54% <b>Cm</b>	53%	57% <b>l</b>	52%	59%	78% <b>TC</b>	31% <b>l</b>	18%	68% <b>Tn</b>	40%
Mean score		6.58 <b>CIn</b>	6.43	6.78 <b>Te</b>	6.45	7.17 <b>Te</b>	7.85 <b>TC</b>	5.63 <b>l</b>	3.90	7.43 <b>Tn</b>	5.72
Standard error		0.04	0.08	0.08	0.08	0.18	0.05	0.06	0.13	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/ff/ij - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Offering compensation or a goodwill payment.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	414	169	118	89	38	368	33	12	349	64
		13% <b>C</b> <sub>n</sub>	14% <b>i</b>	13% <b>i</b>	10%	19% <b>T</b> <sub>fi</sub>	22% <b>T</b> <sub>CI</sub>	3%	3%	22% <b>T</b> <sub>n</sub>	4%
9 -	(9)	343	111	113	99	20	280	48	15	223	119
		11% <b>C</b> <sub>n</sub>	9%	13% <b>e</b>	11%	10%	17% <b>T</b> <sub>CI</sub>	4%	3%	14% <b>T</b> <sub>n</sub>	8%
8 -	(8)	458	163	151	126	19	318	115	25	259	197
		14% <b>C</b> <sub>n</sub>	14%	17% <b>e</b> <sub>j</sub>	14%	9%	19% <b>T</b> <sub>CI</sub>	11% <b>i</b>	6%	16% <b>n</b>	13%
7 -	(7)	442	157	144	119	21	234	172	35	211	227
		14% <b>i</b>	13%	16%	13%	11%	14% <b>i</b>	16% <b>i</b>	8%	13%	15%
6 -	(6)	371	113	121	119	18	154	192	26	156	209
		12% <b>k</b> <sub>i</sub>	10%	13% <b>e</b>	13% <b>e</b>	9%	9% <b>i</b>	18% <b>T</b> <sub>ki</sub>	6%	10%	13% <b>k</b> <sub>m</sub>
5 -	(5)	349	136	86	101	26	89	216	44	128	211
		11% <b>k</b> <sub>m</sub>	11%	10%	11%	13%	5%	20% <b>T</b> <sub>ki</sub>	10% <b>k</b>	8%	14% <b>T</b> <sub>m</sub>
4 -	(4)	205	79	55	67	4	62	109	35	69	132
		6% <b>k</b> <sub>m</sub>	7% <b>j</b>	6% <b>j</b>	7% <b>j</b>	2%	4%	10% <b>T</b> <sub>ki</sub>	8% <b>k</b>	4%	8% <b>T</b> <sub>m</sub>
3 -	(3)	163	70	48	39	7	49	76	39	51	112
		5% <b>k</b> <sub>m</sub>	6%	5%	4%	3%	3%	7% <b>T</b> <sub>ki</sub>	9% <b>T</b> <sub>ki</sub>	3%	7% <b>T</b> <sub>m</sub>
2 -	(2)	98	38	22	32	6	24	36	38	30	64
		3% <b>k</b> <sub>m</sub>	3%	2%	3%	3%	1%	3% <b>k</b>	9% <b>T</b> <sub>ki</sub>	2%	4% <b>m</b>
1 - Extremely dissatisfied	(1)	243	116	27	85	15	37	58	148	54	186
		8% <b>T</b> <sub>ki</sub> <b>C</b> <sub>n</sub>	10% <b>T</b> <sub>fi</sub>	3%	9% <b>f</b>	8% <b>f</b>	2%	5% <b>k</b>	35% <b>T</b> <sub>ki</sub>	3%	12% <b>T</b> <sub>m</sub>
Not applicable		117	37	12	44	25	84	22	12	73	38
		4% <b>C</b> <sub>n</sub>	3% <b>f</b>	1%	5% <b>f</b>	13% <b>T</b> <sub>efi</sub>	5% <b>T</b> <sub>CI</sub>	2%	3%	5% <b>n</b>	2%
NET: Dissatisfied	(1-3)	504	223	96	156	28	109	170	225	135	362
		16% <b>T</b> <sub>ki</sub> <b>m</b>	19% <b>T</b> <sub>fi</sub>	11%	17% <b>f</b>	14%	6%	16% <b>k</b>	52% <b>T</b> <sub>ki</sub>	8%	23% <b>T</b> <sub>m</sub>
NET: Neutral	(4-6)	926	328	262	287	48	305	517	104	353	551
		29% <b>k</b> <sub>m</sub>	28%	29%	31%	24%	18%	48% <b>T</b> <sub>ki</sub>	24% <b>k</b>	22%	35% <b>T</b> <sub>m</sub>
NET: Satisfied	(7-10)	1657	601	526	433	98	1201	368	88	1042	607
		52% <b>C</b> <sub>n</sub>	50%	59% <b>T</b> <sub>efi</sub>	47%	49%	71% <b>T</b> <sub>CI</sub>	34% <b>i</b>	21%	65% <b>T</b> <sub>n</sub>	39%
Mean score		6.38 <b>C</b> <sub>n</sub>	6.23	6.79 <b>T</b> <sub>efi</sub>	6.14	6.65 <b>i</b>	7.58 <b>T</b> <sub>CI</sub>	5.61 <b>i</b>	3.74	7.30 <b>T</b> <sub>n</sub>	5.50
Standard error		0.05	0.08	0.08	0.09	0.21	0.06	0.07	0.14	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/i - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

**Base: All complained about mobile phone service in past 6 months**

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base		3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base		3077	1134	869	879	195	1629	1045	404	1532	1500
10 - Extremely satisfied	(10)	506	199	126	131	50	450	41	16	423	78
		16% <b>C</b>	17%	14%	14%	25% <b>Tef</b>	26% <b>TCi</b>	4%	4%	26% <b>Tn</b>	5%
9 -	(9)	387	127	113	122	25	311	60	16	260	124
		12% <b>C</b>	11%	13%	13%	13%	18% <b>TCi</b>	6%	4%	16% <b>Tn</b>	8%
8 -	(8)	521	194	160	142	26	363	133	26	287	232
		16% <b>C</b>	16%	18%	15%	13%	21% <b>TCi</b>	12% <b>l</b>	6%	18% <b>n</b>	15%
7 -	(7)	470	172	138	137	23	249	189	32	220	243
		15% <b>l</b>	14%	15%	15%	11%	15% <b>l</b>	18% <b>TKl</b>	7%	14%	16%
6 -	(6)	406	156	112	120	18	155	213	38	133	269
		13% <b>km</b>	13%	12%	13%	9%	9%	20% <b>TKl</b>	9%	8%	17% <b>Tm</b>
5 -	(5)	359	118	107	113	22	80	223	55	133	216
		11% <b>km</b>	10%	12%	12%	11%	5%	21% <b>TKl</b>	13% <b>k</b>	8%	14% <b>Tm</b>
4 -	(4)	184	71	53	52	9	36	106	42	54	126
		6% <b>km</b>	6%	6%	6%	4%	2%	10% <b>TKl</b>	10% <b>TKl</b>	3%	8% <b>Tm</b>
3 -	(3)	132	55	38	34	5	24	64	44	29	101
		4% <b>km</b>	5%	4%	4%	3%	1%	6% <b>TKl</b>	10% <b>TKl</b>	2%	7% <b>Tm</b>
2 -	(2)	87	31	23	32	2	11	29	47	24	63
		3% <b>km</b>	3%	3%	3%	1%	1%	3% <b>k</b>	11% <b>TKl</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied	(1)	124	59	20	33	13	6	13	106	27	95
		4% <b>TKCm</b>	5% <b>f</b>	2%	4%	6% <b>f</b>	*	1% <b>k</b>	25% <b>TKl</b>	2%	6% <b>Tm</b>
Not applicable		26	8	6	4	7	13	7	7	14	10
		1%	1%	1%	*	4% <b>Tef</b>	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	344	145	81	99	20	40	107	197	80	259
		11% <b>km</b>	12% <b>f</b>	9%	11%	10%	2%	10% <b>k</b>	46% <b>TKl</b>	5%	17% <b>Tm</b>
NET: Neutral	(4-6)	949	344	271	285	48	272	542	135	320	611
		30% <b>km</b>	29%	30%	31%	24%	16%	50% <b>TKl</b>	32% <b>k</b>	20%	39% <b>Tm</b>
NET: Satisfied	(7-10)	1885	692	538	532	124	1373	422	90	1190	677
		59% <b>C</b>	58%	60%	58%	62%	81% <b>TCi</b>	39% <b>l</b>	21%	74% <b>Tn</b>	43%
Mean score		6.82 <b>C</b>	6.76	6.88	6.77	7.18 <b>el</b>	8.03 <b>TCi</b>	5.99 <b>l</b>	4.13	7.70 <b>Tn</b>	5.93
Standard error		0.04	0.07	0.08	0.08	0.19	0.04	0.06	0.13	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?**

**SUMMARY : Satisfied**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Courtesy and politeness of advisors	1948	709	553	562	124	1382	442	125	1179	758
	61% <i>Cln</i>	60%	62%	61%	62%	81% <i>TCl</i>	41% <i>l</i>	29%	74% <i>Tn</i>	49%
Ease of finding provider contact details	1900	691	535	553	121	1360	423	117	1146	745
	59% <i>Cln</i>	58%	60%	60%	61%	80% <i>TCl</i>	39% <i>l</i>	27%	71% <i>Tn</i>	48%
Willingness to help resolve your issue	1885	692	538	532	124	1373	422	90	1190	677
	59% <i>Cln</i>	58%	60%	58%	62%	81% <i>TCl</i>	39% <i>l</i>	21%	74% <i>Tn</i>	43%
Advisor doing what they said they would do	1841	690	520	512	119	1355	397	90	1135	691
	57% <i>Cln</i>	58%	58%	56%	60%	80% <i>TCl</i>	37% <i>l</i>	21%	71% <i>Tn</i>	44%
Getting the issue resolved to your satisfaction	1754	641	521	472	120	1340	343	71	1149	589
	55% <i>Cln</i>	54%	58% <i>l</i>	51%	60% <i>l</i>	79% <i>TCl</i>	32% <i>l</i>	17%	72% <i>Tn</i>	38%
Logging of query details to avoid having to repeat yourself	1733	628	512	477	116	1321	336	76	1090	626
	54% <i>Cln</i>	53%	57% <i>l</i>	52%	59%	78% <i>TCl</i>	31% <i>l</i>	18%	68% <i>Tn</i>	40%
Offering compensation or a goodwill payment	1657	601	526	433	98	1201	368	88	1042	607
	52% <i>Cln</i>	50%	59% <i>Tel</i>	47%	49%	71% <i>TCl</i>	34% <i>l</i>	21%	65% <i>Tn</i>	39%
The time taken to handle your issue	1655	611	474	451	120	1260	313	82	1061	583
	52% <i>Cln</i>	51%	53%	49%	60% <i>Tel</i>	74% <i>TCl</i>	29% <i>l</i>	19%	66% <i>Tn</i>	37%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

**Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Completely resolved	1603	632	456	399	116	1123	373	108	1603	-
		50% <i>Cl</i> n	53% <i>l</i> i	43%	59% <i>T</i> i	66% <i>T</i> Cl	35% <i>l</i>	25%	100% <i>T</i> n	-
Partly resolved	1241	426	375	392	49	507	576	157	-	1241
		39% <i>k</i> m	36% <i>j</i>	42% <i>e</i> j	43% <i>T</i> ej	30%	53% <i>T</i> kl	37% <i>k</i>	-	80% <i>T</i> m
Not resolved at all	316	114	61	119	22	52	104	160	-	316
		10% <i>k</i> m	10% <i>f</i>	7%	13% <i>T</i> ef	3%	10% <i>k</i>	37% <i>T</i> kC	-	20% <i>T</i> m
Don't know	45	17	5	11	12	16	25	4	-	-
		1% <i>m</i> n	1%	1%	6% <i>T</i> ef	1%	2% <i>T</i> k	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Yes	1373	540	390	340	102	995	307	71	1373	-
		43% <i>Cl</i> n	45% <i>l</i> i	37%	51% <i>T</i> f <i>i</i>	59% <i>T</i> C <i>l</i>	28% <i>l</i>	17%	86% <i>T</i> n	-
No	210	85	60	56	9	115	62	33	210	-
		7% <i>n</i>	7%	6%	4%	7%	6%	8%	13% <i>T</i> n	-
Don't know	21	7	6	3	5	12	5	4	21	-
		1% <i>n</i>	1%	*	3% <i>T</i> e <i>f</i> i	1%	*	1%	1% <i>T</i> n	-

Proportions/Mean: Columns Tested (5% risk level) - *T/e/f/i/j* - *T/k/C/l* - *T/m/n*

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

**Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?**

**Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1593	619	456	400	118	1118	369	106	1593	-
Weighted Base	1603	632	456	399	116	1123	373	108	1603	-**
Effective base	1532	599	437	384	112	1075	355	102	1532	-
Yes	1373	540	390	340	102	995	307	71	1373	-
	86%	85%	86%	85%	88%	89%TCI	82%I	66%	86%	-
No	210	85	60	56	9	115	62	33	210	-
	13% <i>k</i>	13%	13%	14%	8%	10%	17% <i>k</i>	30% <i>Tx,C</i>	13%	-
Don't know	21	7	6	3	5	12	5	4	21	-
	1%	1%	1%	1%	4% <i>Teff</i>	1%	1%	4% <i>k</i>	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?**

**Mobile phone service.**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Not at all important	137 4%	50 4%	44 5%	38 4%	5 2%	54 3%	52 5% <b>k</b>	31 7% <b>l</b>	64 4%	69 4%
Not very important	445	143	149	136	17	155	227	62	122	316
	14% <b>km</b>	12%	17% <b>Tej</b>	15% <b>j</b>		9%	21% <b>TCI</b>	15% <b>k</b>	8%	20% <b>Tm</b>
Fairly important	980	365	320	239	56	486	389	105	429	535
	31% <b>lm</b>	31% <b>i</b>	36% <b>Tei</b>	26%	28%	29%	36% <b>TCI</b>	24%	27%	34% <b>Tm</b>
Very important	1643	631	383	508	121	1003	409	231	988	637
	51% <b>fCn</b>	53% <b>f</b>	43%	55% <b>Tf</b>	61% <b>Tef</b>	59% <b>TC</b>	38%	54% <b>C</b>	62% <b>Tn</b>	41%
NET: Important	2623	997	703	747	177	1489	798	336	1417	1171
	82% <b>fCn</b>	84% <b>f</b>	78%	81%	89% <b>Tfi</b>	88% <b>TCI</b>	74%	78%	88% <b>Tn</b>	75%
NET: Not important	582	193	193	174	22	209	280	93	186	386
	18% <b>km</b>	16%	22% <b>Tej</b>	19% <b>j</b>	11%	12%	26% <b>TK</b>	22% <b>k</b>	12%	25% <b>Tm</b>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?**

**Mobile phone service.**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
The service has become more important	1418	554	352	434	79	819	420	179	789	619
		44% <i>Cn</i>	47% <i>f</i>	39%	47% <i>f</i>	40%	48% <i>TCi</i>	39%	42%	49% <i>Tn</i>
The service has become less important	911	309	334	235	34	429	366	116	367	528
		28% <i>km</i>	26% <i>j</i>	37% <i>Teij</i>	25% <i>j</i>	17%	25%	34% <i>TKi</i>	27%	23%
No different	875	327	211	252	86	450	292	134	447	411
		27% <i>f</i>	27% <i>f</i>	24%	27%	43% <i>Tei</i>	26%	27%	31%	28%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?**  
**Mobile phone service**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
More willing to make a complaint	926	371	268	250	37	523	278	125	499	421
	29% <sub>j</sub>	31% <sub>ij</sub>	30% <sub>j</sub>	27% <sub>j</sub>	19%	31% <sub>C</sub>	26%	29%	31% <sub>n</sub>	27%
Less willing to make a complaint	913	295	327	257	35	466	360	86	399	501
	28% <sub>ejlm</sub>	25% <sub>j</sub>	36% <sub>Teij</sub>	28% <sub>j</sub>	17%	27% <sub>l</sub>	33% <sub>TKl</sub>	20%	25%	32% <sub>Tm</sub>
No different	1143	438	248	359	98	619	345	179	606	521
	36% <sub>C</sub>	37% <sub>f</sub>	28%	39% <sub>f</sub>	49% <sub>Teff</sub>	36% <sub>C</sub>	32%	42% <sub>TKC</sub>	38% <sub>n</sub>	33%
Don't know	224	86	53	55	29	90	94	39	100	115
	7% <sub>k</sub>	7%	6%	6%	15% <sub>Teff</sub>	5%	9% <sub>k</sub>	9% <sub>k</sub>	6%	7%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Page 27

Table 27

**Q14: Is your personal mobile phone on a contract or pay as you go?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Contract (with monthly bills)	2332	919	628	654	131	1287	728	317	1240	1068
		73% <i>Cn</i>	77% <i>Tfij</i>	70%	71%	66%	76% <i>TC</i>	68%	74% <i>C</i>	77% <i>Tn</i>
									69%	
Pay as you go	824	258	253	256	57	391	329	104	347	460
		26% <i>ekm</i>	22%	28% <i>e</i>	28% <i>e</i>	29% <i>e</i>	23%	30% <i>Tk</i>	24%	30% <i>Tm</i>
Don't know	49	13	15	11	10	20	21	9	16	29
		2%	1%	2%	1%	5% <i>Tefi</i>	1%	2%	2%	2% <i>m</i>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

**Q15: What is your current employment status?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Employed or self-employed (full-time - 30hrs/wk+)	1646	639	469	454	83	979	466	201	961	674
		51% <b>Cn</b>	54% <b>ij</b>	52% <b>j</b>	42%	58% <b>TCl</b>	43%	47%	60% <b>Tn</b>	43%
Employed or self-employed (part-time - 8-29 hrs/wk+)	743	257	224	219	43	354	295	93	321	417
		23% <b>km</b>	22%	25%	24%	21%	27% <b>Tk</b>	22%	20%	27% <b>Tm</b>
Homemaker	318	117	100	82	19	125	140	53	111	201
		10% <b>km</b>	10%	11%	9%	7%	13% <b>Tk</b>	12% <b>k</b>	7%	13% <b>Tm</b>
Student / under education	280	90	67	99	24	129	109	42	120	149
		9%	8%	7%	11% <b>ef</b>	8%	10% <b>k</b>	10%	7%	10% <b>km</b>
Temporarily not working (unemployed / illness)	178	69	30	53	25	93	59	26	71	98
		6% <b>f</b>	6% <b>f</b>	3%	6% <b>f</b>	5%	5%	6%	4%	6% <b>km</b>
Retired	41	16	6	14	5	18	8	15	19	19
		1%	1%	1%	2%	1%	1%	3% <b>Tk</b>	1%	1%
NET: Employed	2388	897	693	673	126	1333	762	294	1281	1091
		75% <b>Cln</b>	75% <b>j</b>	77% <b>ij</b>	73% <b>j</b>	78% <b>TCl</b>	71%	68%	80% <b>Tn</b>	70%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/ij - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

**Q16: Approximately, what is your total annual income before tax?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Up to 10,399 Pounds	406	128	132	113	33	214	124	68	228	178
	13%	11%	15% <b>e</b>	12%	17% <b>e</b>	13%	12%	16% <b>C</b>	14% <b>n</b>	11%
10,400-15,599 Pounds	447	174	136	123	14	216	174	57	196	240
	14% <b>j</b>	15% <b>j</b>	15% <b>j</b>	13% <b>j</b>	7%	13%	16% <b>k</b>	13%	12%	15% <b>m</b>
15,600-25,999 Pounds	627	226	195	175	31	322	223	81	285	338
	20%	19%	22% <b>j</b>	19%	15%	19%	21%	19%	18%	22% <b>m</b>
26,000-36,399 Pounds	538	199	165	148	26	293	185	60	272	262
	17%	17%	18%	16%	13%	17%	17%	14%	17%	17%
36,400-51,999 Pounds	498	196	129	157	15	275	155	68	235	260
	16% <b>j</b>	16% <b>j</b>	14% <b>j</b>	17% <b>j</b>	8%	16%	14%	16%	15%	17%
52,000+	456	195	104	130	27	271	124	61	277	176
	14% <b>Cn</b>	16% <b>f</b>	12%	14%	14%	16% <b>C</b>	12%	14%	17% <b>Tn</b>	11%
Don't know	93	29	11	32	21	41	36	15	47	39
	3% <b>j</b>	2%	1%	3% <b>f</b>	10% <b>Tefl</b>	2%	3%	4%	3%	2%
Would rather not say	140	43	23	42	32	65	56	19	64	64
	4% <b>f</b>	4%	3%	5% <b>f</b>	16% <b>Tefl</b>	4%	5%	4%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

### Q17: Where do you live?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
East Midlands	227 7%	86 7%	68 8%	56 6%	17 8%	128 8%	71 7%	28 7%	115 7%	109 7%
East of England	203 6%	75 6%	66 7% <i>i</i>	46 5%	16 8%	107 6%	70 6%	25 6%	98 6%	104 7%
London	891 28%	300 25%	275 31% <i>e</i>	270 29% <i>e</i>	46 23%	462 27%	314 29%	115 27%	457 29%	425 27%
North East	168 5%	65 5%	47 5%	48 5%	9 4%	80 5%	55 5%	33 8% <i>l</i> <i>C</i>	74 5%	88 6%
North West	329 10%	133 11%	89 10%	88 10%	20 10%	169 10%	113 10%	47 11%	163 10%	162 10%
Scotland	194 6%	72 6%	49 5%	57 6%	15 8%	98 6%	65 6%	31 7%	100 6%	89 6%
South East	306 10% <i>f</i>	128 11% <i>f</i>	64 7%	96 10% <i>f</i>	18 9%	164 10%	107 10%	35 8%	145 9%	157 10%
South West	186 6%	68 6%	44 5%	59 6%	14 7%	106 6%	52 5%	28 6%	105 7%	78 5%
Ulster / Northern Ireland	66 2%	21 2%	18 2%	20 2%	7 3%	43 3%	15 1%	7 2%	30 2%	35 2%
Wales	131 4%	47 4%	44 5%	33 4%	7 4%	72 4%	45 4%	14 3%	73 5%	57 4%
West Midlands	291 9%	91 8%	88 10%	91 10%	22 11%	153 9%	104 10%	34 8%	139 9%	149 10%
Yorks & Humber	213 7%	103 9% <i>l</i> <i>f</i>	43 5%	58 6%	9 5%	116 7%	66 6%	30 7%	103 6%	105 7%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

**Q18a: What is your gender?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Female	1840	702	481	519	137	961	628	251	917	898
	57%	59% <sup>f</sup>	54%	56%	69% <sup>Tefl</sup>	57%	58%	58%	57%	58%
Male	1298	460	395	385	58	708	425	165	661	620
	40%	39% <sup>j</sup>	44% <sup>ej</sup>	42% <sup>j</sup>	29%	42%	39%	39%	41%	40%
Prefer to use my own term	47	21	15	10	1	20	17	10	19	26
	1%	2%	2%	1%	1%	1%	2%	2%	1%	2%
Prefer not to say	21	7	5	5	3	10	8	3	7	13
	1%	1%	1%	1%	2%	1%	1%	1%	*	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/l/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

**Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Yes	2976	1108	829	863	175	1594	991	390	1504	1438
	93%	93%	93%	94%	88%	94%	92%	91%	94%	92%
No	160	59	47	41	13	71	56	33	68	87
	5%	5%	5%	4%	7%	4%	5%	8%	4%	6%
Prefer not to say	70	23	19	16	11	33	30	6	31	33
	2%	2%	2%	2%	6%	2%	3%	1%	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

**Q20: And which of the following best describes the main income earner in your household?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
A	482	163	165	135	19	279	146	56	296	182
	15% <i>n</i>	14%	18% <i>Teij</i>	15%	10%	16% <i>C</i>	14%	13%	18% <i>Tn</i>	12%
B	695	255	214	210	16	372	239	84	346	343
	22% <i>j</i>	21% <i>j</i>	24% <i>j</i>	23% <i>j</i>	8%	22%	22%	20%	22%	22%
C1	763	292	186	217	68	382	275	106	359	391
	24%	25%	21%	24%	34% <i>Teij</i>	23%	26%	25%	22%	25%
C2	643	242	177	192	32	347	212	84	315	319
	20%	20%	20%	21%	16%	20%	20%	20%	20%	20%
D	267	108	72	73	14	141	83	43	133	131
	8%	9%	8%	8%	7%	8%	8%	10%	8%	8%
E	356	130	82	94	50	177	123	56	154	191
	11%	11%	9%	10%	25% <i>Teij</i>	10%	11%	13%	10%	12% <i>m</i>
NET: AB	1176	418	379	344	35	651	385	141	643	525
	37% <i>n</i>	35% <i>j</i>	42% <i>Teij</i>	37% <i>j</i>	17%	38% <i>l</i>	36%	33%	40% <i>Tn</i>	34%
NET: ABC1	1940	710	566	561	103	1033	660	247	1001	916
	61% <i>j</i>	60% <i>j</i>	63% <i>j</i>	61% <i>j</i>	52%	61%	61%	57%	62% <i>n</i>	59%
NET: C2DE	1265	480	331	359	96	665	418	183	602	641
	39%	40%	37%	39%	48% <i>Teij</i>	39%	39%	43%	38%	41% <i>m</i>
NET: DE	622	238	153	168	64	318	205	99	287	322
	19%	20%	17%	18%	32% <i>Teij</i>	19%	19%	23%	18%	21% <i>m</i>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

**Q21: Which of these best describes the place you live most of the time?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
A city or large town (including suburbs)	1861	705	533	531	92	1043	587	231	1037	807
		58% <b>jCn</b>	59% <b>j</b>	59% <b>j</b>	58% <b>j</b>	61% <b>TCl</b>	54%	54%	65% <b>Tn</b>	52%
A small town	1046	366	298	303	79	502	386	157	434	600
		33% <b>kAm</b>	31%	33%	40% <b>Te</b>	30%	36% <b>k</b>	37% <b>k</b>	27%	39% <b>Tm</b>
A village, hamlet or isolated dwelling in the countryside	266	109	61	75	21	139	90	37	120	139
	8%	9%	7%	8%	11%	8%	8%	9%	7%	9%
Prefer not to say	32	10	5	11	6	14	14	4	12	12
	1%	1%	1%	1%	3% <b>Ter</b>	1%	1%	1%	1%	1%
NET: Urban	2907	1071	830	834	172	1545	974	389	1471	1407
	91% <b>j</b>	90%	93% <b>el</b>	91%	86%	91%	90%	90%	92%	90%
NET: Rural	266	109	61	75	21	139	90	37	120	139
	8%	9%	7%	8%	11%	8%	8%	9%	7%	9%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

**QHH1: How many people are there in your household, including yourself and any children?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	<b>3205</b>	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	<b>3205</b>	1190	896	920	199	1698	1078	429	1603	1557
Effective base	<b>3077</b>	1134	869	879	195	1629	1045	404	1532	1500
Small (1-2 people)	<b>1043</b>	388	271	311	74	542	354	148	524	505
	<b>33%</b>	33%	30%	34%	37%	32%	33%	34%	33%	32%
Medium (3-4 people)	<b>1487</b>	553	429	413	92	816	477	193	756	708
	<b>46%</b>	46%	48%	45%	46%	48%	44%	45%	47%	45%
Large (5+ people)	<b>675</b>	249	197	196	33	340	246	89	324	343
	<b>21%</b>	21%	22%	21%	17%	20%	23%	21%	20%	22%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n



## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

**QHH3: And what is the total number of children in the household (under 18)?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
1	932	337	287	263	44	487	324	121	451	474
	29%	28%	32%	29%	22%	29%	30%	28%	28%	30%
2	730	279	215	194	42	390	239	100	364	355
	23%	23%	24%	21%	21%	23%	22%	23%	23%	23%
3	269	104	77	78	10	147	92	31	148	116
	8%	9%	9%	9%	5%	9%	9%	7%	9%	7%
4	89	33	25	25	5	42	35	12	43	45
	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%
5+	62	18	21	18	5	28	23	11	24	37
	2%	1%	2%	2%	3%	2%	2%	3%	1%	2%
No children in household	1123	419	271	342	92	605	364	155	573	529
	35%	35%	30%	37%	46%	36%	34%	36%	36%	34%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

**QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	<b>3205</b>	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	<b>3205</b>	1190	896	920	199	1698	1078	429	1603	1557
Effective base	<b>3077</b>	1134	869	879	195	1629	1045	404	1532	1500
None	<b>72</b>	26	19	20	7	28	32	12	26	43
	<b>2%</b>	2%	2%	2%	3%	2%	<b>3%k</b>	3%	2%	<b>3%<i>m</i></b>
1	<b>757</b>	276	230	208	42	377	266	114	376	367
	<b>24%</b>	23%	26%	23%	21%	22%	25%	27%	23%	24%
2	<b>1521</b>	580	409	436	95	866	467	188	806	705
	<b>47%<i>l</i></b>	49%	46%	47%	48%	<b>51%<i>TC</i></b>	43%	44%	<b>50%<i>n</i></b>	45%
3	<b>486</b>	176	137	139	34	245	174	67	226	251
	<b>15%</b>	15%	15%	15%	17%	14%	16%	16%	14%	16%
4	<b>219</b>	76	57	72	13	111	85	23	103	111
	<b>7%</b>	6%	6%	8%	7%	7%	8%	5%	6%	7%
5+	<b>151</b>	56	43	44	8	72	54	25	67	81
	<b>5%</b>	5%	5%	5%	4%	4%	5%	6%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

### FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Most vulnerable	1029	372	324	281	52	509	360	160	495	527
	32%	31%	36% <sup>Tefl</sup>	31%	26%	30%	33%	37% <sup>Tlk</sup>	31%	34%
Potentially vulnerable	1309	486	391	376	56	710	451	149	641	659
	41% <sup>j</sup>	41% <sup>j</sup>	44% <sup>j</sup>	41% <sup>j</sup>	28%	42% <sup>l</sup>	42% <sup>l</sup>	35%	40%	42%
Least vulnerable	633	260	146	189	39	373	175	86	356	268
	20% <sup>lCn</sup>	22% <sup>f</sup>	16%	21% <sup>f</sup>	19%	22% <sup>C</sup>	16%	20%	22% <sup>n</sup>	17%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/l/i/j - T/k/C/l - T/m/n

## Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 39

**QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?**

**Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3205	1176	908	916	205	1696	1093	416	1593	1564
Weighted Base	3205	1190	896	920	199	1698	1078	429	1603	1557
Effective base	3077	1134	869	879	195	1629	1045	404	1532	1500
Universal Credit (and household has other earnings)	539 17%	199 17%	160 18%	155 17%	26 13%	279 16%	206 19%	54 13%	282 18%	251 16%
Employment and Support Allowance (ESA)	428 13%	152 13%	147 16%Tei	107 12%	22 11%	220 13%	161 15%	47 11%	210 13%	217 14%
Personal Independence Payment (PIP)	349 11%	130 11%	99 11%	102 11%	17 9%	193 11%	104 10%	52 12%	171 11%	175 11%
Universal Credit (and household has no other earnings)	290 9%	105 9%	88 10%	83 9%	14 7%	160 9%	92 9%	39 9%	130 8%	154 10%
Carer's allowance	290 9%	101 9%	103 11%Tei	73 8%	13 6%	146 9%	110 10%	35 8%	143 9%	145 9%
Income Support	283 9%	103 9%	99 11%j	72 8%	10 5%	145 9%	104 10%	34 8%	130 8%	148 10%
Pensions Credit (Guaranteed Credit)	256 8%	97 8%	92 10%Ti	66 7%	2 1%	137 8%	89 8%	30 7%	114 7%	140 9%
Income-based Jobseeker's Allowance	231 7%	79 7%	76 9%	71 8%	5 3%	121 7%	84 8%	26 6%	114 7%	115 7%
Pensions Credit (no Guaranteed Credit)	151 5%	48 4%	59 7%Tej	43 5%	1 1%	71 4%	53 5%	27 6%	61 4%	89 6%mi
NET: Any benefit	1987 62%jkm	706 59%	646 72%Teij	547 59%	88 44%	977 58%	749 70%TKi	261 61%	928 58%	1034 66%Tmi
Other	102 3%	37 3%	19 2%	30 3%	16 8%Teif	48 3%	38 4%	16 4%	50 3%	49 3%
None of these	1131 35%fCn	454 38%fi	233 26%	348 38%fi	96 48%Tefi	680 40%TCi	296 28%	155 36%Ci	635 40%Tni	479 31%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n