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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	691 65%	332 65%	358 65%	137 91%efghi k	160 83%fghik	140 79%fghik	116 69%ghik	92 55%hi	34 31%i	13 13%	296 86%fghik	394 55%hi	173 76%no	225 75%no	142 63%o	151 49%
A mobile phone (not a Smartphone) with internet access	156 15%	83 16%	74 13%	16 11%	31 16%	30 17%	24 14%	20 12%	19 17%	16 16%	47 14%	109 15%	30 13%	41 14%	38 17%	48 15%
A mobile phone without internet access	178 17%	80 16%	98 18%	5 4%	15 8%	20 12%c	25 15%cj	39 24%cdej	37 34%cdefj k	35 35%cdefgj k	21 6%	157 22%cdej	29 13%	44 15%	38 17%	67 22%lm
A tablet (e.g. iPad, Samsung Galaxy)	460 43%	212 41%	248 45%	50 33%	109 57%cg hij k	102 58%cg hij k	78 47%hi	66 40%i	33 30%	21 21%	160 47%chi	300 42%hi	122 54%no	147 49%o	91 41%	100 32%
A desktop computer	272 26%	161 31%b	111 20%	20 13%	51 27%chi	72 41%cd hij k	52 31%chij	50 30%chij	15 13%	12 13%	71 21%	201 28%chij	78 34%no	94 31%no	50 22%	50 16%
A laptop or netbook	577 54%	292 57%	285 52%	97 64%ghik	125 65%fghik	112 64%ghik	88 52%i	83 50%i	49 45%i	23 23%	222 65%fghik	355 49%i	149 66%no	206 69%no	109 49%o	113 36%
An e- reader (e.g. Kindle, Kobo)	123 12%	51 10%	72 13%	14 9%	24 13%	20 11%	23 13%	18 11%	14 12%	10 10%	38 11%	84 12%	46 20% mno	39 13%o	21 10%	16 5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	204 19%	136 27%b	67 12%	57 38%fghik	64 33%fghik	48 27%fghik	26 15%ghi	7 4%i	2 2%	-	120 35%fghik	83 12%ghi	35 15%	70 23%l	47 21%	52 17%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	70 7%	36 7%	34 6%	25 16%efghi k	25 13%fghik	12 7%fghik	3 2%	3 2%	2 2%	-	50 15%efghik	20 3%	13 6%	22 7%	19 9%	17 5%
Other mobile device	1 *	1 *	-	-	-	-	-	-	1 1%	-	-	1 *	-	-	-	1 *
SUMMARY CODES																
ANY MOBILE PHONE	948 89%	455 89%	493 90%	143 95%hik	182 94%ghik	170 97%ghik	158 94%hik	145 87%i	89 81%i	61 61%	325 95%ghik	623 87%i	218 96%no	285 95%no	197 88%o	248 80%

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
ANY MOBILE WITH INTERNET ACCESS	804 76%	395 77%	410 75%	143 95% <i>ghik</i>	176 92% <i>ghik</i>	158 90% <i>ghik</i>	136 81% <i>ghik</i>	110 66% <i>hi</i>	53 49% <i>i</i>	27 27%	320 93% <i>ghik</i>	485 67% <i>hi</i>	195 86% <i>no</i>	257 85% <i>no</i>	167 75% <i>o</i>	186 60%
ANY COMPUTER INC. TABLET	795 75%	386 75%	408 74%	108 72% <i>hi</i>	164 85% <i>cghik</i>	152 86% <i>cghik</i>	138 82% <i>hik</i>	125 75% <i>hi</i>	64 58% <i>i</i>	44 44%	272 79% <i>hik</i>	522 73% <i>hi</i>	198 87% <i>no</i>	255 85% <i>no</i>	160 72% <i>o</i>	180 58%
ANY COMPUTER EXC. TABLET	683 64%	351 68% <i>b</i>	332 60%	100 66% <i>hi</i>	136 71% <i>hik</i>	137 78% <i>ghik</i>	112 66% <i>hi</i>	107 64% <i>hi</i>	57 52% <i>i</i>	34 35%	236 69% <i>hi</i>	447 62% <i>hi</i>	175 77% <i>no</i>	234 78% <i>no</i>	134 60% <i>o</i>	139 45%
ANY GAMING DEVICE	228 21%	148 29% <i>b</i>	80 15%	63 42% <i>fghik</i>	71 37% <i>fghik</i>	54 31% <i>fghik</i>	26 15% <i>ghi</i>	10 6% <i>i</i>	4 4% <i>i</i>	-	133 39% <i>fghik</i>	95 13% <i>ghi</i>	37 16%	78 26% <i>lo</i>	55 25%	57 18%
ANY DEVICE	990 93%	481 94%	508 93%	148 98% <i>ghik</i>	189 98% <i>ghik</i>	174 99% <i>ghik</i>	164 97% <i>ghik</i>	152 91% <i>i</i>	98 89% <i>i</i>	66 66%	337 98% <i>ghik</i>	653 91% <i>i</i>	221 97% <i>o</i>	291 97% <i>o</i>	208 93% <i>o</i>	269 87%
None	69 7%	31 6%	38 7%	2 1%	3 2%	3 1%	4 3%	14 9% <i>cdefj</i>	11 10% <i>cdefj</i>	32 32% <i>cdefghjk</i>	5 2%	64 9% <i>cdefj</i>	6 3%	8 3%	15 7%	40 13% <i>lmn</i>
Don't know	3 *	1 *	2 *	1 1%	-	-	-	-	1 1%	2 2%	1 *	2 *	-	1 *	1 *	1 *

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	691 65%	422 68% ^c	212 74% ^c	57 36%	457 80% ^e	234 48%	240 83% ^g	451 58%	573 67% ⁱ	118 59%	596 67% ^l	54 60%	26 49%	15 61%
A mobile phone (not a Smartphone) with internet access	156 15%	97 16%	40 14%	19 12%	78 14%	78 16%	42 14%	114 15%	126 15%	31 15%	138 15%	10 11%	5 9%	3 14%
A mobile phone without internet access	178 17%	104 17% ^b	26 9%	48 31% ^{ab}	61 11%	117 24% ^d	31 11%	147 19% ^f	139 16%	39 20%	139 16%	19 21%	15 28% ^j	5 23%
A tablet (e.g. iPad, Samsung Galaxy)	460 43%	301 49% ^{bc}	104 37%	55 35%	289 51% ^e	171 35%	167 58% ^g	293 38%	362 42%	98 49%	387 43%	37 41%	25 47%	11 46%
A desktop computer	272 26%	191 31% ^{bc}	54 19%	27 17%	198 35% ^e	74 15%	97 33% ^g	175 23%	218 25%	54 27% ^{km}	244 27% ^{km}	15 16%	10 19%	3 14%
A laptop or netbook	577 54%	350 57% ^c	170 59% ^c	57 36%	367 64% ^e	210 43%	171 59%	406 53%	466 54%	111 55%	498 56% ^l	50 56% ^l	17 33%	12 49%
An e- reader (e.g. Kindle, Kobo)	123 12%	82 13%	23 8%	18 12%	75 13%	48 10%	31 11%	91 12%	102 12%	21 10%	105 12%	9 10%	6 11%	3 12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	204 19%	115 19% ^c	75 26% ^{ac}	14 9%	140 24% ^e	64 13%	85 29% ^g	118 15%	163 19%	41 21%	177 20%	12 14%	11 21%	3 14%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	70 7%	40 6% ^c	27 9% ^c	3 2%	49 9% ^e	21 4%	32 11% ^g	39 5%	56 7%	14 7%	68 8% ^k	1 1%	1 3%	* 1%
Other mobile device	1 *	1 *	-	-	-	1 *	-	1 *	-	1 *	1 *	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	948 89%	569 92% ^c	261 91% ^c	118 75%	545 96% ^e	403 82%	281 97% ^g	667 86%	774 90%	174 87%	802 90%	78 87%	45 86%	23 94%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
ANY MOBILE WITH INTERNET ACCESS	804 76%	492 80% ^c	237 83% ^c	75 47%	512 90% ^e	292 60%	262 90% ^g	542 70%	665 77% ⁱ	139 69%	695 78% ^{kl}	61 67%	31 58%	17 71%
ANY COMPUTER INC. TABLET	795 75%	489 79% ^c	211 74% ^c	95 60%	488 85% ^e	307 62%	244 84% ^g	550 71%	633 73%	162 81% ^h	676 76%	67 75%	35 66%	16 66%
ANY COMPUTER EXC. TABLET	683 64%	422 68% ^c	186 65% ^c	75 47%	435 76% ^e	248 50%	207 71% ^g	476 62%	547 63%	135 68%	589 66% ^l	56 62%	25 47%	13 54%
ANY GAMING DEVICE	228 21%	129 21% ^c	83 29% ^{ac}	15 10%	156 27% ^e	72 15%	92 32% ^g	135 18%	182 21%	46 23%	201 22%	12 14%	11 21%	4 15%
ANY DEVICE	990 93%	589 95% ^c	272 95% ^c	129 82%	564 99% ^e	426 87%	287 99% ^g	703 91%	804 93%	185 92%	834 93%	83 91%	51 95%	23 94%
None	69 7%	28 5%	13 5%	28 18% ^{ab}	7 1%	62 13% ^d	3 1%	66 9% ^f	56 7%	13 6%	58 7%	7 8%	2 3%	2 6%
Don't know	3 *	2 *	1 *	1 *	-	3 1%	-	3 *	1 *	2 1% ^h	2 *	* *	1 1%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	691 65%	35 77%j	66 65%	63 69%j	54 63%	67 69%j	54 59%	95 71%j	102 65%	60 65%	26 49%	54 60%	15 61%
A mobile phone (not a Smartphone) with internet access	156 15%	1 3%	10 10%	12 14%	11 13%	23 24%abik	23 25%abijk	20 15%	27 17%a	10 11%	5 9%	10 11%	3 14%
A mobile phone without internet access	178 17%	5 10%	14 14%g	6 6%	21 24%cg	24 24%cg	19 21%cg	6 5%	28 18%cg	16 18%cg	15 28%cg	19 21%cg	5 23%cg
A tablet (e.g. iPad, Samsung Galaxy)	460 43%	22 48%	44 43%	31 34%	33 38%	54 56%cg	47 51%cg	45 34%	73 46%	38 42%	25 47%	37 41%	11 46%
A desktop computer	272 26%	11 25%	24 23%	22 24%	29 33%kl	28 28%	26 28%	40 30%kl	46 29%kl	19 20%	10 19%	15 16%	3 14%
A laptop or netbook	577 54%	25 55%	55 55%j	46 50%	44 51%	59 60%j	44 48%	70 53%j	99 63%fj	56 61%j	17 33%	50 56%j	12 49%
An e- reader (e.g. Kindle, Kobo)	123 12%	6 12%	12 12%	5 5%	9 10%	9 10%	16 17%cg	9 7%	27 17%cg	12 14%	6 11%	9 10%	3 12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	204 19%	6 14%	21 21%	11 12%	27 32%cgkl	29 30%cgkl	18 19%	17 13%	31 20%	17 19%	11 21%	12 14%	3 14%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	70 7%	4 8%	5 5%	10 11%k	9 10%k	8 8%k	10 10%k	8 6%	10 6%	5 6%	1 3%	1 1%	* 1%
Other mobile device	1 *	-	-	-	1 1%	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY MOBILE PHONE	948 89%	41 90%	88 87%	75 82%	78 91%	92 94%c	83 89%	119 89%	144 91%	83 91%	45 86%	78 87%	23 94%
ANY MOBILE WITH INTERNET ACCESS	804 76%	37 80%j	75 74%	62 78%j	62 72%	81 83%jk	68 73%	112 85%jkl	123 78%j	68 74%	31 58%	61 67%	17 71%

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
ANY COMPUTER INC. TABLET	795	38	66	60	65	80	67	97	129	74	35	67	16
	75%	83%	66%	66%	76%	82%abc	72%	73%	82%bcj	80%bc	66%	75%	66%
ANY COMPUTER EXC. TABLET	683	32	59	50	56	68	54	85	118	67	25	56	13
	64%	70%j	59%	55%	65%	70%j	58%	64%	75%bcfj	73%cj	47%	62%	54%
ANY GAMING DEVICE	228	9	21	12	29	31	23	19	37	19	11	12	4
	21%	19%	21%	14%	33%cgkl	32%cgkl	25%	14%	24%	21%	21%	14%	15%
ANY DEVICE	990	43	90	79	82	94	85	122	149	89	51	83	23
	93%	94%	90%	87%	96%	97%c	92%	92%	95%	97%bc	95%	91%	94%
None	69	3	11	12	3	3	8	11	8	1	2	7	2
	7%	6%	10%i	13%ei	4%	3%	8%ci	8%ci	5%	1%	3%	8%ci	6%ci
Don't know	3	-	-	-	1	-	-	-	-	2	1	*	-
	*	-	-	-	1%	-	-	-	-	2%	1%	*	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.1.2 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	691 65%	691 73%be	455 66%e	455 72%be	236 75%be	-	255 71%	117 73%	328 60%
A mobile phone (not a Smartphone) with internet access	156 15%	156 16%e	104 15%e	104 16%e	52 17%e	-	53 15%	26 16%	81 15%
A mobile phone without internet access	178 77%	178 19%e	127 18%e	127 20%e	51 16%e	-	53 15%	18 11%	107 20%
A tablet (e.g. iPad, Samsung Galaxy)	460 43%	445 47%e	327 47%e	316 50%de	128 41%e	10 17%	194 54%	66 41%	214 39%
A desktop computer	272 26%	259 27%de	208 30%de	201 32%de	58 18%	7 12%	100 28%	34 21%	150 27%
A laptop or netbook	577 54%	561 59%e	405 58%e	396 62%de	164 52%e	9 14%	211 59%	101 63%	273 50%
An e-reader (e.g. Kindle, Kobo)	123 12%	120 13%de	99 14%de	98 15%de	23 7%	1 2%	48 13%	24 15%	57 10%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	204 19%	200 21%e	136 20%e	136 21%e	63 20%e	-	84 24%	33 21%	89 16%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	70 7%	68 7%e	40 6%e	40 6%e	27 9%e	-	32 9%	14 9%	23 4%
Other mobile device	1 *	-	1 *	-	-	1 1%ac	-	1 *	-
SUMMARY CODES									
ANY MOBILE PHONE	948 89%	948 100%be	634 92%e	634 100%be	314 100%be	-	331 92%	149 93%	476 87%
ANY MOBILE WITH INTERNET ACCESS	804 76%	804 85%be	530 76%e	530 84%be	274 87%be	-	294 82%	135 84%	387 71%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	Q.1.2 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
ANY COMPUTER INC. TABLET	795	759	556	537	222	19	291	125	390
	75%	80%de	80%de	85%ade	71%e	32%	81%	78%	71%
ANY COMPUTER EXC. TABLET	683	657	488	474	183	14	249	109	339
	64%	69%de	70%de	75%ade	58%e	24%	69%	68%	62%
ANY GAMING DEVICE	228	221	148	148	73	-	93	40	96
	21%	23%e	21%e	23%e	23%e	-	26%	25%	18%
ANY DEVICE	990	948	654	634	314	20	346	156	498
	93%	100%be	94%e	100%be	100%be	33%	96%	98%	91%
None	69	-	38	-	-	38	13	3	49
	7%	-	5%acd	-	-	64%abcd	4%	2%	9%
Don't know	3	-	1	-	-	1	1	1	1
	*	-	*	-	-	3%abcd	*	*	*

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	691 65%	289 70%bcf	243 57%	243 57%	48 67%	414 71%bcfg	265 58%	654 65%bcf	659 73%	664 73%	421 85%hil	526 85%hil	675 73%	525 84%hil
A mobile phone (not a Smartphone) with internet access	156 15%	57 14%	64 15%	64 15%	12 17%	90 15%	66 14%	151 15%	137 15%	138 15%	61 12%	80 13%	140 15%	79 13%
A mobile phone without internet access	178 17%	64 16%	89 21%e	89 21%e	12 16%	82 14%	94 20%ee	172 17%	130 14%km	129 14%km	52 10%	51 8%	131 14%km	57 9%
A tablet (e.g. iPad, Samsung Galaxy)	460 43%	213 52%bcfg	160 38%	160 38%	34 47%	286 49%bcf	172 37%	440 44%bcf	453 50%	449 50%	266 54%	327 53%	456 49%	325 52%
A desktop computer	272 26%	118 29%	114 27%	114 27%	19 27%	150 26%	123 27%	262 26%	268 30%	263 29%	166 34%	194 31%	270 29%	194 31%
A laptop or netbook	577 54%	241 59%bcf	204 48%	204 48%	43 61%	352 60%bcf	220 48%	553 55%bcf	565 62%	565 62%	334 67%	408 66%	570 61%	413 66%
An e- reader (e.g. Kindle, Kobo)	123 12%	55 13%	48 11%	48 11%	8 11%	77 13%	49 11%	120 12%	120 13%	121 13%	67 14%	81 13%	120 13%	83 13%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	204 19%	90 22%bcf	63 15%	63 15%	15 21%	129 22%bcf	67 15%	199 20%bcf	199 22%	201 22%	126 25%	161 26%	202 22%	159 25%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	70 7%	32 8%f	19 5%	19 5%	4 5%	49 8%bcf	19 4%	67 7%	68 7%	69 8%	47 9%	54 9%	68 7%	57 9%
Other mobile device	1 *	-	-	-	-	1 *	-	1 *	1 *	1 *	-	1 *	1 *	-
SUMMARY CODES														
ANY MOBILE PHONE	948 89%	376 92%bcf	364 85%	364 85%	67 94%	541 93%bcf	392 86%	901 90%bcf	852 94%	856 94%	484 98%hil	602 97%hil	870 94%	604 97%hil

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
ANY MOBILE WITH INTERNET ACCESS	804 76%	331 81%bcf	288 68%	288 68%	58 82%bcf	480 82%bcfg	311 68%	762 76%bcf	755 83%	760 84%	452 91%hil	576 93%hil	773 83%	570 92%hil
ANY COMPUTER INC. TABLET	795 75%	329 80%bcf	290 68%	290 68%	61 85%bcf	470 81%bcfg	310 68%	757 75%bcf	774 85%	772 85%	439 89%	534 86%	782 84%	537 86%
ANY COMPUTER EXC. TABLET	683 64%	286 70%bcf	252 59%	252 59%	52 72%	402 69%bcf	272 59%	654 65%	669 74%	665 73%	390 79%il	468 76%	674 73%	476 76%
ANY GAMING DEVICE	228 21%	98 24%bcf	69 16%	69 16%	16 23%	146 25%bcf	73 16%	221 22%bcf	220 24%	224 25%	144 29%	179 29%	224 24%	180 29%
ANY DEVICE	990 93%	394 96%bcf	381 89%	381 89%	69 97%	564 97%bcfg	410 90%	940 93%bcf	889 98%	890 98%	495 100%hil	612 99%	909 98%	616 99%
None	69 7%	16 4%	45 11%adeg	45 11%adeg	2 2%	18 3%	47 10%adeg	64 6%e	16 2%j	15 2%j	1 *	7 1%	18 2%j	7 1%
Don't know	3 *	1 *	* *	* *	1 1%	2 *	* *	2 *	2 *	2 *	- -	- -	2 *	- -

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Landline phone	693	321	373	76	104	108	120	127	81	79	179	514	170	183	149	191
	65%	63%	68%	50%	54%	61%	72%cdj	76%cdcej	74%cdcej	79%cdcej	52%	71%cdcej	75%mo	61%	67%	62%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	855	416	439	129	174	154	132	134	79	52	303	552	197	274	176	208
	80%	81%	80%	86%hi	90%fghik	88%fhik	79%i	81%i	72%i	53%	88%fghik	77%i	87%no	91%no	79%o	67%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	218	101	117	41	41	39	55	32	5	4	82	136	65	50	56	47
	20%	20%	21%	27%hi	22%hi	22%hi	33%dghik	19%hi	5%	4%	24%hi	19%hi	29%mo	16%	25%mo	15%
SUMMARY CODES																
ANY MOBILE PHONE	948	455	493	143	182	170	158	145	89	61	325	623	218	285	197	248
	89%	89%	90%	95%hik	94%ghik	97%ghik	94%hik	87%i	81%i	61%	95%ghik	87%i	96%no	95%no	88%o	80%
NONE	28	15	13	3	2	2	-	8	6	9	5	24	2	2	7	16
	3%	3%	2%	2%	1%	1%	-	5%f	5%defj	9%cdfej	1%	3%f	1%	1%	3%	5%lm
ANY SERVICE	978	464	514	138	185	164	159	148	98	86	324	655	218	287	207	267
	92%	90%	94%	92%	96%ghik	93%	94%i	89%	89%	87%	94%i	91%	96%o	95%o	92%o	86%
ANY SERVICE (INC. MOBILE)	1034	498	536	148	191	175	168	159	104	90	338	695	224	298	217	294
	97%	97%	98%	98%i	99%hi	99%hi	100%ghik	95%	95%	91%	99%hi	97%i	99%o	99%o	97%	95%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

Total	GENDER		AGE									SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
SERVICES HAVE																
MOBILE NOT LANDLINE	314 30%	162 32%	152 28%	67 45% <small>efghik</small>	80 42% <small>efghik</small>	64 36% <small>ghik</small>	44 26% <small>i</small>	29 17%	19 18%	10 10%	148 43% <small>efghik</small>	166 23% <small>i</small>	52 23%	113 37% <small>lmno</small>	60 27%	89 29%
LANDLINE NOT MOBILE	59 6%	27 5%	32 6%	- -	2 1%	1 1%	7 4% <small>j</small>	10 6% <small>cdejk</small>	11 10% <small>cdefjk</small>	27 28% <small>cdefghjk</small>	2 1%	57 8% <small>cdejk</small>	4 2%	11 4%	12 5%	33 10% <small>lm</small>
LANDLINE AND MOBILE	634 60%	294 57%	341 62%	76 50%	101 53%	106 60%	114 68% <small>cdij</small>	116 70% <small>cdij</small>	70 63% <small>ij</small>	51 52%	177 52%	457 64% <small>cdij</small>	166 73% <small>mno</small>	172 57%	137 61% <small>o</small>	159 51%
LANDLINE OR MOBILE	1007 95%	482 94%	525 96%	143 95%	184 96% <small>i</small>	172 97% <small>hi</small>	165 98% <small>hi</small>	155 93%	100 92%	88 89%	327 95% <small>i</small>	680 95% <small>i</small>	222 98% <small>no</small>	295 98% <small>no</small>	209 94%	280 90%
None	84 8%	49 10%	35 6%	12 8%	7 4%	12 7%	10 6%	18 11% <small>d</small>	12 11% <small>d</small>	13 13% <small>dfj</small>	19 6%	64 9% <small>d</small>	9 4%	14 5%	17 8%	44 14% <small>lmn</small>
Av number of services (inc mobile)	2.180	2.093	2.262	2.247	2.144	1.813	2.684	1.958	2.255	2.001	2.205	2.170	2.142	2.154	2.510	2.057
Standard Deviation	0.906	0.908	0.902	1.124	0.750	0.700	0.966	0.978	0.820	0.645	0.981	0.881	0.870	0.891	1.030	0.845
Error Variance	0.005	0.009	0.009	0.074	0.028	0.026	0.044	0.048	0.013	0.013	0.026	0.005	0.038	0.023	0.032	0.008

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Landline phone	693 65%	433 70%b	151 53%	110 70%b	382 67%	312 63%	194 67%	500 65%	546 63%	148 74%h	584 65%	56 62%	35 65%	18 74%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	855 80%	527 85%c	227 80%c	101 64%	503 88%e	352 72%	253 87%g	602 78%	685 80%	169 85%	722 81%	71 79%	42 80%	20 81%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	218 20%	125 20%	71 25%c	22 14%	153 27%e	65 13%	72 25%	146 19%	184 21%	33 17%	189 21%m	21 23%m	8 15%m	* 1%
SUMMARY CODES														
ANY MOBILE PHONE	948 89%	569 92%c	261 91%c	118 75%	545 96%e	403 82%	281 97%g	667 86%	774 90%	174 87%	802 90%	78 87%	45 86%	23 94%
NONE	28 3%	10 2%	8 3%	11 7%a	5 1%	23 5%d	2 1%	26 3%f	25 3%	4 2%	22 2%	5 6%	1 2%	-
ANY SERVICE	978 92%	586 95%bc	252 88%	140 89%	547 96%e	432 88%	275 95%	703 91%	786 91%	192 96%h	831 93%	79 87%	46 87%	23 94%
ANY SERVICE (INC. MOBILE)	1034 97%	609 98%c	278 97%	147 93%	566 99%e	468 95%	288 99%g	745 97%	837 97%	197 98%	872 98%	85 94%	52 98%	24 100%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
SERVICES HAVE														
MOBILE NOT LANDLINE	314 30%	163 26%	116 41%ac	34 21%	175 31%	139 28%	91 31%	223 29%	268 31%i	45 23%	266 30%	27 30%	15 29%	6 24%
LANDLINE NOT MOBILE	59 6%	27 4%	6 2%	26 16%ab	12 2%	47 10%d	4 1%	55 7%f	40 5%	19 9%h	48 5%	5 5%	4 8%	1 5%
LANDLINE AND MOBILE	634 60%	406 66%bc	145 51%	84 53%	370 65%e	264 54%	190 66%g	444 58%	506 59%	129 64%	536 60%	52 57%	30 57%	17 70%
LANDLINE OR MOBILE	1007 95%	596 96%c	267 93%	144 91%	557 98%e	450 92%	284 98%g	723 94%	814 94%	193 96%	850 95%	83 92%	50 94%	24 98%
None	84 8%	32 5%	34 12%a	18 11%a	24 4%	59 12%d	15 5%	69 9%	76 9%i	8 4%	64 7%	12 13%	7 13%	1 6%
Av number of services (inc mobile)	2.180	2.215	2.135	2.160	2.255	2.142	2.241	2.163	2.174	2.222	2.230	1.711	2.015	2.492
Standard Deviation	0.906	0.801	1.109	0.832	0.914	0.904	0.847	0.924	0.944	0.583	0.901	0.780	1.140	0.556
Error Variance	0.005	0.007	0.027	0.015	0.018	0.006	0.020	0.006	0.006	0.011	0.006	0.051	0.108	0.018

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Landline phone	693	34	69	45	49	76	64	81	112	55	35	56	18
	65%	74% ^c	68% ^c	49%	57%	79% ^{cdgjk}	69% ^c	61%	71% ^c	60%	65%	62%	74% ^c
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	855	36	75	57	73	86	80	102	133	80	42	71	20
	80%	80%	74%	63%	85% ^c	88% ^{bcg}	86% ^c	77% ^c	85% ^c	88% ^{bc}	80%	79% ^c	81% ^c
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	218	5	38	38	15	29	9	21	24	10	8	21	*
	20%	10%	38% ^{adfgghijk}	41% ^{adfgghijk}	18% ^l	30% ^{aafghil}	10%	16% ^l	15% ^l	11%	15% ^l	23% ^{fil}	1%
SUMMARY CODES													
ANY MOBILE PHONE	948	41	88	75	78	92	83	119	144	83	45	78	23
	89%	90%	87%	82%	91%	94% ^c	89%	89%	91%	91%	86%	87%	94%
NONE	28	-	5	5	1	1	2	2	6	1	1	5	-
	3%	-	5%	6%	1%	1%	3%	1%	4%	1%	2%	6%	-
ANY SERVICE	978	44	91	77	84	92	90	118	146	89	46	79	23
	92%	96%	90%	85%	97% ^{cjk}	95% ^c	97% ^{ck}	89%	93%	97% ^{cgjk}	87%	87%	94%
ANY SERVICE (INC. MOBILE)	1034	46	96	86	85	97	90	131	151	91	52	85	24
	97%	100%	95%	94%	99%	99%	97%	99%	96%	99%	98%	94%	100%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
SERVICES HAVE													
MOBILE NOT LANDLINE	314 30%	11 25%	27 27%	34 37%e	32 38%e	20 20%	24 25%	45 34%e	38 24%	35 38%eh	15 29%	27 30%	6 24%
LANDLINE NOT MOBILE	59 6%	4 8%	8 8%	4 4%	3 3%	4 4%	5 5%	7 5%	7 4%	7 8%	4 8%	5 5%	1 5%
LANDLINE AND MOBILE	634 60%	30 66%c	61 60%	41 45%	46 54%	72 74%cdgik	59 64%c	74 56%	105 67%ci	48 52%	30 57%	52 57%	17 70%ci
LANDLINE OR MOBILE	1007 95%	45 98%	96 95%	79 87%	81 94%	96 99%c	88 95%	126 95%	150 95%c	90 98%c	50 94%	83 92%	24 98%c
None	84 8%	2 4%	10 10%	14 15%defi	2 3%	5 5%	3 3%	14 11%i	11 7%	3 3%	7 13%di	12 13%dfi	1 6%
Av number of services (inc mobile)	2.180	1.610	2.397	1.802	2.902	2.575	2.813	1.908	2.169	2.065	2.015	1.711	2.492
Standard Deviation	0.906	0.544	0.849	0.789	1.009	0.777	0.913	0.907	0.866	0.598	1.140	0.780	0.556
Error Variance	0.005	0.074	0.028	0.026	0.102	0.067	0.052	0.037	0.044	0.030	0.108	0.051	0.018

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Landline phone	693	634	693	634	-	59	246	116	361
	65%	67% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	69%	72%	66%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	855	806	607	579	226	27	313	144	414
	80%	85% ^{de}	87% ^{de}	91% ^{abde}	72% ^{de}	47%	87%	90%	76%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	218	208	155	153	55	3	80	41	101
	20%	22% ^e	22% ^e	24% ^{de}	18% ^e	4%	22%	25%	18%
SUMMARY CODES									
ANY MOBILE PHONE	948	948	634	634	314	-	331	149	476
	89%	100% ^{be}	92% ^{de}	100% ^{be}	100% ^{be}	-	92%	93%	87%
NONE	28	-	-	-	-	-	5	1	19
	3%	-	-	-	-	-	1%	1%	3%
ANY SERVICE	978	893	693	634	259	59	347	157	491
	92%	94% ^d	100% ^{ad}	100% ^{ad}	82%	100% ^{ad}	97%	98%	90%
ANY SERVICE (INC. MOBILE)	1034	948	693	634	314	59	354	158	529
	97%	100%	100%	100%	100%	100%	99%	99%	97%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	Q.112 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
SERVICES HAVE									
MOBILE NOT LANDLINE	314	314	-	-	314	-	99	39	157
	30%	33%bce	-	-	100%abce	-	27%	24%	29%
LANDLINE NOT MOBILE	59	-	59	-	-	59	14	5	42
	6%	-	8%acd	-	-	100%abcd	4%	3%	8%
LANDLINE AND MOBILE	634	634	634	634	-	-	233	110	320
	60%	67%de	92%ade	100%abde	-	-	65%	69%	58%
LANDLINE OR MOBILE	1007	948	693	634	314	59	345	154	518
	95%	100%	100%	100%	100%	100%	96%	97%	95%
None	84	55	-	-	55	-	12	3	57
	8%	6%bce	-	-	18%abce	-	3%	2%	10%
Av number of services (inc mobile)	2.180	2.180	2.782	2.782	1.505	-	2.205	2.891	2.141
Standard Deviation	0.906	0.906	0.717	0.717	0.550	-	0.688	0.963	0.923
Error Variance	0.005	0.005	0.005	0.005	0.004	-	0.009	0.042	0.008

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Landline phone	693 65%	288 70%	271 64%	271 64%	56 78%bcf	410 70%bc	295 64%	678 67%	619 68% ^m	610 67%	330 67%	408 66%	622 67%	389 62%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	855 80%	350 85%bcf	306 72%	306 72%	66 93%bcfg	517 89%bcfg	329 72%	816 81%bcf	833 92%	822 91%	460 93%	560 90%	835 90%	557 90%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	218 20%	93 23%	75 18%	75 18%	17 24%	135 23% ^f	80 17%	209 21%	199 22%	206 23%	136 27%	166 27%	210 23%	160 26%
SUMMARY CODES														
ANY MOBILE PHONE	948 89%	376 92%bcf	364 85%	364 85%	67 94%	541 93%bcf	392 86%	901 90%bcf	852 94%	856 94%	484 98% ^{chil}	602 97% ^{hil}	870 94%	604 97% ^{hil}
NONE	28 3%	5 1%	19 4% ^{ae}	19 4% ^{ae}	-	7 1%	19 4% ^{ae}	25 2%	4 *	4 *	1 *	4 1%	7 1%	5 1%
ANY SERVICE	978 92%	395 96%bcfg	372 87%	372 87%	72 100%bcfg	568 97%bcfg	401 88%	934 93%bcf	885 98%	882 97%	488 98% ^{am}	599 97%	900 97%	598 96%
ANY SERVICE (INC. MOBILE)	1034 97%	405 99%bcf	408 96%	408 96%	72 100%	577 99%bcf	439 96%	981 98%	903 100%	903 100%	495 100%	615 99%	922 99%	617 99%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
SERVICES HAVE														
MOBILE NOT LANDLINE	314	108	128	128	14	151	135	279	261	272	159	198	277	219
	30%	26%	30%	30%	19%	26%	30%	28%	29%	30%	32%	32%	30%	35%
LANDLINE NOT MOBILE	59	20	35	35	2	21	38	57	28	26	5	4	28	3
	6%	5%	8%e	8%e	3%	4%	8%e	6%	3%jkm	3%km	1%	1%	3%jkm	1%
LANDLINE AND MOBILE	634	268	236	236	54	390	256	621	591	584	324	404	594	386
	60%	65%bcf	55%	55%	75%bcfg	67%bcf	56%	62%bc	65%	64%	65%	65%	64%	62%
LANDLINE OR MOBILE	1007	396	399	399	69	562	430	958	880	881	489	606	899	607
	95%	97%	93%	93%	97%	96%	94%	95%	97%	97%	99%	98%	97%	98%
None	84	15	54	54	-	16	57	72	22	26	8	20	30	25
	8%	4%	13%adeg	13%adeg	-	3%	12%adeg	7%ade	2%	3%	2%	3%	3%	4%
Av number of services (inc mobile)	2.180	2.161	2.105	2.105	2.816	2.469	2.070	2.236	2.544	2.502	2.758	2.520	2.485	2.350
Standard Deviation	0.906	0.713	0.935	0.935	0.631	0.830	0.921	0.904	0.885	0.881	0.821	0.952	0.879	0.898
Error Variance	0.005	0.008	0.011	0.011	0.040	0.008	0.009	0.005	0.009	0.009	0.017	0.017	0.008	0.015

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	100 19%	105 19%	18 12%	29 15%	22 13%	33 19%	41 25% <i>cde</i> <i>jk</i>	29 26% <i>cde</i> <i>jk</i>	33 33% <i>cde</i> <i>jk</i>	47 14%	157 22% <i>ce</i> <i>jk</i>	44 19%	57 19%	49 22%	54 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	153 30%	174 32%	28 18%	47 24%	45 26%	49 29%	75 45% <i>cde</i> <i>jk</i>	43 39% <i>cde</i> <i>jk</i>	40 40% <i>cde</i> <i>jk</i>	75 22%	252 35% <i>cde</i> <i>jk</i>	71 31%	103 34% <i>o</i>	71 32%	82 26%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	114 22%	134 24%	19 13%	36 19%	38 22%	44 26% <i>cj</i>	48 29% <i>cdj</i>	31 28% <i>cdj</i>	33 34% <i>cde</i> <i>jk</i>	55 16%	194 27% <i>cdj</i>	56 25%	74 25%	60 27%	59 19%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	9 2%	25 5% <i>a</i>	1 1%	4 2%	3 2%	12 7% <i>cde</i> <i>jk</i>	6 4%	5 4%	4 4%	5 1%	30 4% <i>j</i>	9 4%	12 4%	6 3%	7 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	185 17%	81 16%	104 19%	23 15%	28 14%	29 16%	29 17%	35 21%	21 19%	21 21%	51 15%	134 19%	45 20%	57 19%	38 17%	46 15%
2 TYPES EXPERIENCED	86 8%	42 8%	44 8%	4 2%	10 5%	12 7%	14 8%	19 12% <i>cdj</i>	13 12% <i>cdj</i>	15 15% <i>cde</i> <i>jk</i>	14 4%	73 10% <i>cdj</i>	22 10%	29 10%	12 5%	23 7%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

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

Base: All adults UK

Total	GENDER		AGE									SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
3 TYPES EXPERIENCED	140	64	76	12	19	19	24	29	18	18	31	109	30	39	36	35
	13%	12%	14%	8%	10%	11%	14%	18% ^{cj}	17% ^j	18% ^{cdj}	9%	15% ^j	13%	13%	16%	11%
4 TYPES EXPERIENCED	9	5	4	-	2	-	2	2	2	1	2	7	-	4	4	2
	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	-	1%	2%	*
ANY UNSOLICITED CALLS (LANDLINE)	420	192	229	38	60	59	69	85	54	55	98	322	97	128	90	105
	40%	37%	42%	26%	31%	34%	41% ^{cj}	51% ^{cdej}	49% ^{cdej}	56% ^{cdefj}	29%	45% ^{cdej}	43% ^o	43% ^o	40%	34%
None	642	322	320	112	133	117	100	81	56	44	245	397	130	172	134	206
	60%	63%	58%	74% ^{fghik}	69% ^{ghik}	66% ^{ghik}	59% ⁱ	49%	51%	44%	71% ^{fghik}	55% ⁱ	57%	57%	60%	66% ^{ilm}
Av number of issues	1.936	1.964	1.913	1.710	1.938	1.836	1.997	1.984	2.005	1.984	1.849	1.963	1.848	1.923	2.068	1.921
Standard Deviation	0.927	0.930	0.926	0.918	0.983	0.889	0.955	0.928	0.927	0.891	0.960	0.917	0.868	0.928	1.006	0.908
Error Variance	0.002	0.004	0.004	0.034	0.017	0.014	0.017	0.012	0.010	0.009	0.011	0.002	0.007	0.007	0.012	0.007

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	132 21%b	40 14%	33 21%	104 18%	100 20%	36 12%	169 22%f	156 18%	49 25%	170 19%	20 22%	12 23%	3 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	218 35%b	55 19%	54 34%b	179 31%	148 30%	83 28%	244 32%	254 30%	72 36%	273 30%	24 26%	24 45%jk	6 26%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	172 28%b	36 13%	41 26%b	138 24%	110 22%	60 21%	189 24%	195 23%	54 27%	208 23%m	23 25%m	16 30%m	1 5%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	26 4%	4 1%	4 3%	15 3%	20 4%	8 3%	26 3%	24 3%	11 5%	32 4%	1 1%	2 3%	- -

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
SUMMARY CODES														
1 TYPE EXPERIENCED	185 17%	113 18%	42 15%	30 19%	97 17%	88 18%	52 18%	133 17%	150 17%	35 18%	164 18%k	8 9%	8 15%	5 22%k
2 TYPES EXPERIENCED	86 8%	52 8%	13 5%	21 13%b	43 7%	44 9%	19 7%	67 9%	64 7%	22 11%	69 8%	11 12%	5 10%	1 6%
3 TYPES EXPERIENCED	140 13%	100 16%b	20 7%	19 12%	78 14%	61 13%	29 10%	111 14%	109 13%	30 15%	115 13%m	12 14%	12 23%m	1 3%
4 TYPES EXPERIENCED	9 1%	7 1%	1 *	1 1%	5 1%	5 1%	2 1%	7 1%	6 1%	4 2%	9 1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	420 40%	273 44%b	77 27%	70 45%b	223 39%	198 40%	102 35%	318 41%	329 38%	92 46%	356 40%	32 35%	25 47%	8 31%
None	642 60%	345 56%	209 73%ac	88 55%	348 61%	293 60%	188 65%	454 59%	533 62%	109 54%	538 60%	59 65%	28 53%	17 69%
Av number of issues	1.936	2.007	1.742	1.875	1.955	1.915	1.822	1.973	1.911	2.027	1.914	2.133	2.172	1.381
Standard Deviation	0.927	0.944	0.904	0.862	0.934	0.921	0.926	0.926	0.922	0.945	0.939	0.807	0.892	0.701
Error Variance	0.002	0.003	0.012	0.008	0.005	0.003	0.009	0.003	0.003	0.009	0.003	0.016	0.031	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	10 23%	22 22%	14 16%	17 20%	20 20%	25 26%g	16 12%	30 19%	16 17%	12 23%	20 22%	3 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	12 27%	43 43%cgikl	24 26%	24 28%	35 36%	26 28%	34 25%	48 31%	26 28%	24 45%cgk	24 26%	6 26%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	16 36%l	29 29%l	20 22%l	16 18%	26 26%l	20 22%l	31 23%l	33 21%l	18 20%l	16 30%l	23 25%l	1 5%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	2 5%	3 3%	6 6%d	- -	2 2%	3 4%	6 4%	7 5%	2 3%	2 3%	1 1%	- -
SUMMARY CODES 1 TYPE EXPERIENCED	185 17%	10 21%	18 18%	8 9%	15 17%	17 17%	23 24%ck	22 17%	33 21%ck	19 21%ck	8 15%	8 9%	5 22%ck

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
2 TYPES EXPERIENCED	86 8%	6 12%	9 9%	3 3%	8 9%	10 10%	7 8%	9 7%	10 7%	7 8%	5 10%	11 12% ^c	1 6%
3 TYPES EXPERIENCED	140 13%	7 15%	21 21% ^d	13 14% ^d	9 10%	14 15% ^d	10 10%	14 11%	18 12%	9 10%	12 23% ^d	12 14%	1 3%
4 TYPES EXPERIENCED	9 1%	-	-	3 3%	-	1 1%	2 2%	1 1%	2 1%	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	420 40%	22 48%	47 47% ^c	27 29%	32 37%	41 43%	42 45%	46 35%	64 41%	36 39%	25 47%	32 35%	8 31%
None	642 60%	24 52%	54 53%	64 71% ^b	54 63%	56 57%	51 55%	86 65%	93 59%	56 61%	28 53%	59 65%	17 69%
Av number of issues	1.936	1.856	2.063	2.391	1.801	2.000	1.794	1.870	1.838	1.731	2.172	2.133	1.381
Standard Deviation	0.927	0.872	0.911	1.042	0.851	0.934	0.987	0.929	0.966	0.866	0.892	0.807	0.701
Error Variance	0.002	0.032	0.015	0.043	0.021	0.024	0.024	0.022	0.016	0.022	0.031	0.016	0.023

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

Base: All adults UK

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	186 20%d	205 30%ad	186 29%ad	-	19 32%ad	64 18%	35 22%	123 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	294 31%d	327 47%ad	294 46%ad	-	32 55%ad	118 33%	52 33%	180 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	226 24%d	249 36%ad	226 36%ad	-	22 38%ad	80 22%	44 27%	144 26%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	31 3%d	34 5%d	31 5%d	-	4 6%d	6 2%	6 4%	21 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	185 17%	165 17%d	185 27%ad	165 26%ad	-	20 34%ad	62 17%	29 18%	95 17%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
2 TYPES EXPERIENCED	86 8%	78 8% ^d	86 12% ^{ad}	78 12% ^{ad}	-	8 14% ^d	28 8%	10 6%	55 10%
3 TYPES EXPERIENCED	140 13%	128 13% ^d	140 20% ^{ad}	128 20% ^{ad}	-	12 21% ^d	49 14%	27 17%	81 15%
4 TYPES EXPERIENCED	9 1%	8 1%	9 1%	8 1%	-	1 2% ^d	1 *	2 1%	5 1%
ANY UNSOLICITED CALLS (LANDLINE)	420 40%	379 40% ^d	420 61% ^{ad}	379 60% ^{ad}	-	42 71% ^{ad}	140 39%	67 42%	236 43%
None	642 60%	569 60% ^{bce}	273 39%	256 40%	314 100% ^{abce}	17 29%	219 61%	93 58%	312 57%
Av number of issues	1.936	1.945	1.936	1.945	-	1.853	1.921	2.029	1.982
Standard Deviation	0.927	0.927	0.927	0.927	-	0.931	0.911	0.983	0.913
Error Variance	0.002	0.002	0.002	0.002	-	0.016	0.006	0.015	0.003

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	73 18%	94 22%	94 22%	27 38%abcefg	123 21%	98 21%	203 20%	180 20%	173 19%	86 17%	115 19%	182 20%	105 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	129 32%	137 32%	137 32%	40 56%abcefg	205 35%	145 32%	323 32%	287 32%	281 31%	144 29%	185 30%	289 31%	180 29%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	100 24%	106 25%	106 25%	27 38%abcefg	147 25%	118 26%	246 24%	228 25%	220 24%	112 23%	152 25%	229 25%	142 23%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	8 2%	16 4%	16 4%	5 7%a	16 3%	16 3%	32 3%	28 3%	26 3%	16 3%	21 3%	28 3%	20 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	185 17%	77 19%	70 16%	70 16%	11 16%	101 17%	75 16%	179 18%	164 18%	166 18%	80 16%	107 17%	165 18%	104 17%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
2 TYPES EXPERIENCED	86 8%	30 7%	45 10%	45 10%	10 13%	45 8%	47 10%	86 9%	73 8%	72 8%	31 6%	47 8%	73 8%	41 7%
3 TYPES EXPERIENCED	140 13%	55 13%	61 14%	61 14%	20 28%abcfe	92 16%	65 14%	140 14%	128 14%	122 13%	66 13%	80 13%	129 14%	78 12%
4 TYPES EXPERIENCED	9 1%	2 1%	3 1%	3 1%	2 3%a	6 1%	3 1%	8 1%	7 1%	6 1%	5 1%	7 1%	7 1%	
ANY UNSOLICITED CALLS (LANDLINE)	420 40%	164 40%	178 42%	178 42%	43 60%abcfe	244 42%	191 42%	414 41%	372 41%	366 40%	181 37%	242 39%	374 40%	230 37%
None	642 60%	246 60% ^d	248 58% ^d	248 58% ^d	28 40%	339 58% ^d	267 58% ^d	592 59% ^d	534 59%	542 60%	314 63%	377 61%	555 60%	392 63%
Av number of issues	1.936	1.892	1.981	1.981	2.299 ^{ag}	2.008	1.975	1.944	1.942	1.914	1.978	1.950	1.945	1.943
Standard Deviation	0.927	0.922	0.894	0.894	0.932	0.943	0.894	0.923	0.929	0.921	0.957	0.947	0.929	0.954
Error Variance	0.002	0.005	0.004	0.004	0.020	0.004	0.004	0.002	0.002	0.002	0.006	0.004	0.002	0.004

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 19%	205 31%ci	205 49%acfgi	102 23%	205 68%abcfghijlmn	205 100%abcdfghijklmn	48 34%ci	171 30%ci	161 49%acfgi	82 21%	157 45%acfgi	153 61%abctfghijlm	57 33%ci	17 42%ci	17 49%acgi	3 28%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 31%	327 49%ci	327 78%acdfgijlmn	164 37%	176 59%acfil	161 79%acdfgijlmn	56 39%	327 57%acfi	327 100%abcde fgijklmn	147 37%	201 58%acfil	191 77%acdfgijlmn	72 42%	21 51%	19 56%ci	2 27%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 23%	249 38%ci	249 59%acfgi	127 28%	168 56%acfgi	153 75%abcdfghilm	56 39%ci	214 37%ci	191 59%acfgi	111 28%	249 71%abcd fghilm	249 100%abcde fghijklmn	73 42%ci	22 54%acgi	20 59%acfgi	2 27%
Some other type of call that you didn't want or ask for - for example a market research call	34 3%	34 5%	34 8%cgi	17 4%	18 6%	17 8%cgi	6 4%	23 4%	19 6%	15 4%	21 6%	20 8%cgi	9 5%	34 85%abcd efg hijk	34 100%abcde fghijklm	3 35%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
* small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Base: All adults UK

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
SUMMARY CODES																
1 TYPE EXPERIENCED	185 17%	185 28% cdefijkl	185 44% acdefghijklmn	88 20% dl	39 13%	27 13%	18 13%	134 23% defjkl	110 34% cdefgijkl	75 19% l	48 14%	41 16% l	14 8%	8 21% l	8 24% l	1 11%
2 TYPES EXPERIENCED	86 8%	86 13% ci	86 21% acdfgijl	34 8%	42 14% cfi	35 17% cfi	9 7%	76 13% ci	71 22% acdfgijl	32 8%	64 19% acfil	61 24% acdfgijl	16 10%	6 15%	5 15%	2 27%
3 TYPES EXPERIENCED	140 13%	140 21%	140 33% acgi	77 17%	135 45% abcfgil	134 65% abcdfghijlmn	37 26% ci	137 24% ci	136 42% abcfgil	65 16%	138 40% acfgijl	138 55% abcdfghijlmn	49 28% ci	12 30%	12 34% ci	* 3%
4 TYPES EXPERIENCED	9 1%	9 1%	9 2%	6 1%	9 3%	9 5% acgi	4 3%	9 2%	9 3%	6 1%	9 3%	9 4% ac	4 3%	9 23% abcdefghijkl	9 27% abcdefghijkl	1 10%
ANY UNSOLICITED CALLS (LANDLINE)	420 40%	420 63% cfil	420 100% acdfgijlm	205 46%	226 75% acfgil	205 100% acdfgijlm	69 49%	356 62% cfil	327 100% acdfgijlm	177 45%	260 75% acfgil	249 100% acdfgijlm	84 49%	36 89% acfgil	34 100% acdfgijl	5 51%
None	642 60%	242 37% bdehjk mn	-	242 54% abdeg hjkmn	73 25% behkn	-	73 51% abdeg hjkmn	216 38% bdehjk mn	-	216 55% abdeg hjkmn	88 25% behkn	-	88 51% abdeg hjkmn	5 11% behk	-	5 49%
Av number of issues	1.936	1.936	1.936	1.999	2.505abc	2.614abc	2.395abc	2.061	2.138ab	2.007	2.416abc	2.466abc	2.514abc	2.619abc	2.637abc	2.260
Standard Deviation	0.927	0.927	0.927	0.958	0.827	0.768	0.955	0.930	0.923	0.958	0.830	0.808	0.840	1.123	1.141	1.136
Error Variance	0.002	0.002	0.002	0.005	0.003	0.003	0.014	0.002	0.003	0.006	0.003	0.003	0.010	0.036	0.039	0.258

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have landline phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	700	330	370	50	98	101	93	107	128	123	148	552	164	176	140	220
Weighted Base	693	321	373	76*	104*	108*	120*	127*	81	79	179	514	170	183	149	191
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	100 31%	105 28%	18 24%	29 28%	22 21%	33 27%	41 32%	29 35%e	33 42%defjk	47 26%	157 31%	44 26%	57 31%	49 33%	54 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	153 48%	174 47%	28 36%	47 45%	45 42%	49 41%	75 59%cefj	43 53%	40 51%	75 42%	252 49%	71 42%	103 56%lo	71 47%	82 43%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	114 36%	134 36%	19 25%	36 34%	38 35%	44 36%	48 38%	31 38%	33 42%	55 31%	194 38%	56 33%	74 41%	60 40%	59 31%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	9 3%	25 7%a	1 1%	4 4%	3 3%	12 10%j	6 5%	5 6%	4 5%	5 3%	30 6%	9 5%	12 7%	6 4%	7 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	185 27%	81 25%	104 28%	23 30%	28 27%	29 27%	29 24%	35 28%	21 26%	21 27%	51 28%	134 26%	45 26%	57 31%	38 25%	46 24%
2 TYPES EXPERIENCED	86 12%	42 13%	44 12%	4 5%	10 10%	12 11%	14 11%	19 15%	13 16%j	15 19%cj	14 8%	73 14%	22 13%	29 16%	12 8%	23 12%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have landline phone

Total	GENDER		AGE									SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	700	330	370	50	98	101	93	107	128	123	148	552	164	176	140	220
Weighted Base	693	321	373	76*	104*	108*	120*	127*	81	79	179	514	170	183	149	191
3 TYPES EXPERIENCED	140	64	76	12	19	19	24	29	18	18	31	109	30	39	36	35
	20%	20%	20%	16%	19%	18%	20%	23%	22%	23%	17%	21%	18%	22%	24%	18%
4 TYPES EXPERIENCED	9	5	4	-	2	-	2	2	2	1	2	7	-	4	4	2
	1%	2%	1%	-	2%	-	2%	2%	2%	1%	1%	1%	-	2%	3%	1%
ANY UNSOLICITED CALLS (LANDLINE)	420	192	229	38	60	59	69	85	54	55	98	322	97	128	90	105
	61%	60%	61%	51%	58%	55%	57%	67%	66%	70%cej	55%	63%	57%	70%do	60%	55%
None	273	129	144	37	44	48	52	41	27	23	81	192	73	54	59	87
	39%	40%	39%	49%li	42%	45%li	43%	33%	34%	30%	45%li	37%	43%lm	30%	40%	45%lm
Av number of issues	1.936	1.964	1.913	1.710	1.938	1.836	1.997	1.984	2.005	1.984	1.849	1.963	1.848	1.923	2.068	1.921
Standard Deviation	0.927	0.930	0.926	0.918	0.983	0.889	0.955	0.928	0.927	0.891	0.960	0.917	0.868	0.928	1.006	0.908
Error Variance	0.002	0.004	0.004	0.034	0.017	0.014	0.017	0.012	0.010	0.009	0.011	0.002	0.007	0.007	0.012	0.007

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	700	431	129	140	316	384	172	528	533	167	554	60	35	51
Weighted Base	693	433	151*	110	382	312	194	500	546	148	584	56*	35**	18*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	132 31%	40 26%	33 30%	104 27%	100 32%	36 18%	169 34%	156 29%	49 33%	170 29%	20 35%	12 36%	3 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	218 50%b	55 37%	54 49%	179 47%	148 48%	83 43%	244 49%	254 47%	72 49%	273 47%	24 42%	24 69%	6 35%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	172 40%b	36 24%	41 37%b	138 36%	110 35%	60 31%	189 38%	195 36%	54 36%	208 36% ^m	23 40% ^m	16 46%	1 7%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	26 6%	4 3%	4 4%	15 4%	20 6%	8 4%	26 5%	24 4%	11 7%	32 5%	1 2%	2 5%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	185 27%	113 26%	42 28%	30 27%	97 26%	88 28%	52 27%	133 27%	150 27%	35 24%	164 28%	8 15%	8 22%	5 30%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	700	431	129	140	316	384	172	528	533	167	554	60	35	51
Weighted Base	693	433	151*	110	382	312	194	500	546	148	584	56*	35**	18*
2 TYPES EXPERIENCED	86 12%	52 12%	13 9%	21 19% ^b	43 11%	44 14%	19 10%	67 13%	64 12%	22 15%	69 12%	11 20%	5 15%	1 8%
3 TYPES EXPERIENCED	140 20%	100 23% ^b	20 13%	19 17%	78 21%	61 20%	29 15%	111 22%	109 20%	30 21%	115 20% ^m	12 22% ^m	12 35%	1 4%
4 TYPES EXPERIENCED	9 1%	7 2%	1 1%	1 1%	5 1%	5 2%	2 1%	7 1%	6 1%	4 3%	9 2%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	420 61%	273 63% ^b	77 51%	70 64%	223 58%	198 63%	102 53%	318 64% ^f	329 60%	92 62%	356 61% ^m	32 56%	25 72%	8 42%
None	273 39%	160 37%	73 49% ^a	40 36%	159 42%	114 37%	92 47% ^g	181 36%	217 40%	56 38%	228 39%	25 44%	10 28%	10 58% ^g
Av number of issues	1.936	2.007	1.742	1.875	1.955	1.915	1.822	1.973	1.911	2.027	1.914	2.133	2.172	1.381
Standard Deviation	0.927	0.944	0.904	0.862	0.934	0.921	0.926	0.926	0.922	0.945	0.939	0.807	0.892	0.701
Error Variance	0.002	0.003	0.012	0.008	0.005	0.003	0.009	0.003	0.003	0.009	0.003	0.016	0.031	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	700	35	76	42	52	67	62	70	98	52	35	60	51
Weighted Base	693	34**	69*	45*	49*	76*	64*	81*	112*	55*	35**	56*	18*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	10 31%	22 32%	14 32%	17 35%	20 26%	25 38%gl	16 20%	30 26%	16 29%	12 36%	20 35%	3 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	12 36%	43 63%lghkl	24 53%	24 50%	35 46%	26 41%	34 42%	48 43%	26 47%	24 69%	24 42%	6 35%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	16 49%	29 42%l	20 44%l	16 32%l	26 34%l	20 32%l	31 38%l	33 29%l	18 33%l	16 46%	23 40%l	1 7%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	2 6%	3 4%	6 13%l	- -	2 3%	3 5%	6 7%	7 6%	2 4%	2 5%	1 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	185 27%	10 29%	18 26%	8 18%	15 30%	17 22%	23 35%k	22 27%	33 30%	19 35%k	8 22%	8 15%	5 30%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	700	35	76	42	52	67	62	70	98	52	35	60	51
Weighted Base	693	34**	69*	45*	49*	76*	64*	81*	112*	55*	35**	56*	18*
2 TYPES EXPERIENCED	86 12%	6 17%	9 13%	3 6%	8 17%	10 12%	7 11%	9 12%	10 9%	7 13%	5 15%	11 20%	1 8%
3 TYPES EXPERIENCED	140 20%	7 20%	21 30%hl	13 29%l	9 18%	14 19%	10 15%	14 17%	18 16%	9 17%	12 35%	12 22%l	1 4%
4 TYPES EXPERIENCED	9 1%	-	-	3 6%	-	1 1%	2 4%	1 1%	2 2%	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	420 61%	22 66%	47 68%l	27 59%	32 65%l	41 54%	42 65%l	46 57%	64 57%	36 65%l	25 72%	32 56%	8 42%
None	273 39%	12 34%	22 32%	18 41%	17 35%	35 46%	23 35%	34 43%	48 43%	19 35%	10 28%	25 44%	10 58%bdfi
Av number of issues	1.936	1.856	2.063	2.391	1.801	2.000	1.794	1.870	1.838	1.731	2.172	2.133	1.381
Standard Deviation	0.927	0.872	0.911	1.042	0.851	0.934	0.987	0.929	0.966	0.866	0.892	0.807	0.701
Error Variance	0.002	0.032	0.015	0.043	0.021	0.024	0.024	0.022	0.016	0.022	0.031	0.016	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	700	623	700	623	-	77	234	107	383
Weighted Base	693	634	693	634	..**	59*	246	116*	361
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	186 29%	205 30%	186 29%	-	19 32%	64 26%	35 30%	123 34%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	294 46%	327 47%	294 46%	-	32 55%	118 48%	52 45%	180 50%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	226 36%	249 36%	226 36%	-	22 38%	80 33%	44 38%	144 40%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	31 5%	34 5%	31 5%	-	4 6%	6 3%	6 5%	21 6%
SUMMARY CODES									
1 TYPE EXPERIENCED	185 27%	165 26%	185 27%	165 26%	-	20 34%	62 25%	29 25%	95 26%
2 TYPES EXPERIENCED	86 12%	78 12%	86 12%	78 12%	-	8 14%	28 11%	10 8%	55 15%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

Base: All who have landline phone

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	700	623	700	623	-	77	234	107	383
Weighted Base	693	634	693	634	..**	59*	246	116*	361
3 TYPES EXPERIENCED	140 20%	128 20%	140 20%	128 20%	-	12 21%	49 20%	27 23%	81 22%
4 TYPES EXPERIENCED	9 1%	8 1%	9 1%	8 1%	-	1 2%	1 1%	2 2%	5 1%
ANY UNSOLICITED CALLS (LANDLINE)	420 61%	379 60%	420 61%	379 60%	-	42 71%	140 57%	67 58%	236 65%
None	273 39%	256 40%	273 39%	256 40%	-	17 29%	107 43%	48 42%	125 35%
Av number of issues	1.936	1.945	1.936	1.945	-	1.853	1.921	2.029	1.982
Standard Deviation	0.927	0.927	0.927	0.927	-	0.931	0.911	0.983	0.913
Error Variance	0.002	0.002	0.002	0.002	-	0.016	0.006	0.015	0.003

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	700	272	299	299	55	390	322	685	590	581	291	367	595	344
Weighted Base	693	288	271	271	56*	410	295	678	619	610	330	408	622	389
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	73 25%	94 35%a	94 35%a	27 49%aefg	123 30%	98 33%	203 30%	180 29%	173 28%	86 26%	115 28%	182 29%	105 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	129 45%	137 51%	137 51%	40 71%abcefg	205 50%	145 49%	323 48%	287 46%	281 46%	144 44%	185 45%	289 46%	180 46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	100 35%	106 39%	106 39%	27 49%	147 36%	118 40%	246 36%	228 37%	220 36%	112 34%	152 37%	229 37%	142 36%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	8 3%	16 6%	16 6%	5 8%	16 4%	16 5%	32 5%	28 5%	26 4%	16 5%	21 5%	28 5%	20 5%
SUMMARY CODES														
1 TYPE EXPERIENCED	185 27%	77 27%	70 26%	70 26%	11 21%	101 25%	75 26%	179 26%	164 27%	166 27%	80 24%	107 26%	165 26%	104 27%

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	700	272	299	299	55	390	322	685	590	581	291	367	595	344
Weighted Base	693	288	271	271	56*	410	295	678	619	610	330	408	622	389
2 TYPES EXPERIENCED	86 12%	30 11%	45 17%	45 17%	10 17%	45 11%	47 16%	86 13%	73 12%	72 12%	31 9%	47 12%	73 12%	41 11%
3 TYPES EXPERIENCED	140 20%	55 19%	61 22%	61 22%	20 36%ag	92 22%	65 22%	140 21%	128 21%	122 20%	66 20%	80 20%	129 21%	78 20%
4 TYPES EXPERIENCED	9 1%	2 1%	3 1%	3 1%	2 4%	6 1%	3 1%	8 1%	7 1%	6 1%	5 1%	7 2%	7 1%	7 2%
ANY UNSOLICITED CALLS (LANDLINE)	420 61%	164 57%	178 66%	178 66%	43 77%aeg	244 60%	191 65%	414 61%	372 60%	366 60%	181 55%	242 59%	374 60%	230 59%
None	273 39%	124 43%cd	93 34%	93 34%	13 23%	166 40%cd	104 35%	265 39%cd	247 40%	244 40%	149 45%	166 41%	248 40%	159 41%
Av number of issues	1.936	1.892	1.981	1.981	2.299ag	2.008	1.975	1.944	1.942	1.914	1.978	1.950	1.945	1.943
Standard Deviation	0.927	0.922	0.894	0.894	0.932	0.943	0.894	0.923	0.929	0.921	0.957	0.947	0.929	0.954
Error Variance	0.002	0.005	0.004	0.004	0.020	0.004	0.004	0.002	0.002	0.002	0.006	0.004	0.002	0.004

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have landline phone

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	700	502	432	253	252	217	82	423	338	219	284	252	94	36	33	6
Weighted Base	693	494	420	279	246	205	89*	425	327	245	283	249	107*	37*	34*	6**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	205 30%	205 41%	205 49%acgi	102 37%	205 83%abcf ghijklm n	205 100%abcdf ghijklmn	48 54%acgi	171 40%	161 49%acgi	82 33%	157 55%acgi	153 61%abcgh i	57 53%cgi	17 46%	17 49%	3 44%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	327 47%	327 66%	327 78%acfin	164 59%	176 72%ci	161 79%acfin	56 63%	327 77%acfin mn	327 100%abcde fgijklmn	147 60%	201 71%ci	191 77%acfin n	72 67%	21 56%	19 56%	2 42%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	249 36%	249 50%	249 59%acgi	127 46%	168 68%abcgh i	153 75%abcgh i	56 63%ci	214 50%	191 59%acgi	111 45%	249 88%abcd efghilm n	249 100%abcde fghijlmn	73 68%acgi	22 59%	20 59%	2 42%
Some other type of call that you didn't want or ask for - for example a market research call	34 5%	34 7%	34 8%	17 6%	18 7%	17 8%	6 6%	23 5%	19 6%	15 6%	21 8%	20 8%	9 9%	34 93%abcd efghijk l	34 100%abcde fghijkl	3 55%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	700	502	432	253	252	217	82	423	338	219	284	252	94	36	33	6
Weighted Base	693	494	420	279	246	205	89*	425	327	245	283	249	107*	37*	34*	6**
SUMMARY CODES																
1 TYPE EXPERIENCED	185 27%	185 37%defjk l	185 44%cddefg hijklmn	88 32%dekl	39 16%	27 13%	18 21%	134 32%dekl	110 34%defjk l	75 30%dekl	48 17%	41 16%	14 13%	8 23%	8 24%	1 17%
2 TYPES EXPERIENCED	86 12%	86 17%	86 21%cfi	34 12%	42 17%	35 17%	9 11%	76 18%	71 22%cfi	32 13%	64 23%cfi	61 24%acfi	16 15%	6 17%	5 15%	2 42%
3 TYPES EXPERIENCED	140 20%	140 28%	140 33%	77 28%	135 55%abcgh imn	134 65%abcdf ghijklmn	37 42%aci	137 32%	136 42%abcgi	65 26%	138 49%abcgi	138 55%abcfg himn	49 46%abcgi	12 32%	12 34%	* 5%
4 TYPES EXPERIENCED	9 1%	9 2%	9 2%	6 2%	9 4%	9 5%	4 5%	9 2%	9 3%	6 2%	9 3%	9 4%	4 4%	9 25%abcde fghijkl	9 27%abcde fghijkl	1 16%
ANY UNSOLICITED CALLS (LANDLINE)	420 61%	420 85%ci	420 100%acdfg ijlm	205 74%	226 92%acfg il	205 100%acdfg ijlm	69 78%	356 84%ci	327 100%acdfg ijlm	177 72%	260 92%acfg il	249 100%acdfg ijlm	84 78%	36 97%cfgi	34 100%acfgi	5 81%
None	273 39%	74 15%bdehjk n	-	74 26%abdegh jkmn	20 8%behk	-	20 22%bdehj kmn	69 16%bdehjk mn	-	69 28%abdegh jkmn	23 8%behk	-	23 22%bdehjk mn	1 3%behk	-	1 19%
Av number of issues	1.936	1.936	1.936	1.999	2.505abc	2.614abc	2.395abc	2.061	2.138ab	2.007	2.416abc	2.466abc	2.514abc	2.619abc	2.637abc	2.260
Standard Deviation	0.927	0.927	0.927	0.958	0.827	0.768	0.955	0.930	0.923	0.958	0.830	0.808	0.840	1.123	1.141	1.136
Error Variance	0.002	0.002	0.002	0.005	0.003	0.003	0.014	0.002	0.003	0.006	0.003	0.003	0.010	0.036	0.039	0.258

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	252	123	129	12	32	34	35	37	48	54	44	208	58	71	58	65
Weighted Base	249	114*	134	19**	36**	38*	44*	48*	31*	33*	55*	194	56*	74*	60*	59*
Listen to the full message before hanging up	24 10%	11 9%	13 10%	4 23%	2 6%	3 8%	7 16%	2 3%	3 10%	3 8%	6 12%	17 9%	4 6%	13 18% _n	2 3%	5 9%
Listen to some of the message before hanging up	51 20%	23 20%	27 20%	2 10%	8 22%	3 8%	9 20%	8 18%	9 29% _e	12 35% _{ek}	10 18%	41 21%	12 22%	14 19%	9 14%	16 28%
Hang up immediately, as soon as I realise it is a recorded message	174 70%	80 70%	94 70%	13 67%	26 72%	32 83% _{hi}	28 64%	38 79% _i	19 61%	19 57%	39 70%	135 70%	40 72%	47 64%	50 83% _{mo}	37 63%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	75 30%	34 30%	41 30%	6 33%	10 28%	6 17%	16 36%	10 21%	12 39% _e	14 43% _{eg}	16 30%	58 30%	16 28%	27 36% _n	10 17%	22 37% _n

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All that have received recorded messages on their landline

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	252	171	32	49	112	140	55	197	193	59	205	28	16	3
Weighted Base	249	172	36**	41*	138	110	60*	189	195	54*	208	23**	16**	1**
Listen to the full message before hanging up	24 10%	17 10%	4 12%	3 8%	13 10%	10 9%	6 11%	17 9%	19 10%	5 8%	23 11%	- -	1 5%	- -
Listen to some of the message before hanging up	51 20%	32 19%	7 19%	12 30%	25 18%	26 23%	10 17%	41 21%	43 22%	7 14%	46 22%	2 8%	3 16%	- -
Hang up immediately, as soon as I realise it is a recorded message	174 70%	123 72%	25 70%	26 63%	100 72%	74 67%	43 72%	131 69%	132 68%	42 78%	139 67%	21 92%	13 78%	1 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	75 30%	48 28%	11 30%	15 37%	38 28%	36 33%	17 28%	58 31%	63 32%	12 22%	69 33%	2 8%	3 22%	- -

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											Northern Ireland (l)
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	
Unweighted Base	252	18	32	18	19	21	23	27	30	17	16	28	3
Weighted Base	249	16**	29**	20**	16**	26**	20**	31**	33**	18**	16**	23**	1**
Listen to the full message before hanging up	24 10%	4 24%	1 5%	2 12%	2 14%	4 14%	2 8%	2 7%	2 6%	4 20%	1 5%	- -	- -
Listen to some of the message before hanging up	51 20%	3 20%	8 27%	5 23%	6 39%	4 16%	3 14%	5 15%	7 23%	5 30%	3 16%	2 8%	- -
Hang up immediately, as soon as I realise it is a recorded message	174 70%	9 56%	20 68%	13 65%	7 47%	18 71%	16 77%	24 77%	23 72%	9 50%	13 78%	21 92%	1 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	75 30%	7 44%	9 32%	7 35%	8 53%	8 29%	5 23%	7 23%	9 28%	9 50%	3 22%	2 8%	- -

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their landline

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	252	224	252	224	-	28	76	41	154
Weighted Base	249	226	249	226	..**	22**	80*	44*	144
Listen to the full message before hanging up	24 10%	21 9%	24 10%	21 9%	-	3 13%	5 6%	4 10%	17 11%
Listen to some of the message before hanging up	51 20%	45 20%	51 20%	45 20%	-	6 26%	14 18%	10 22%	29 20%
Hang up immediately, as soon as I realise it is a recorded message	174 70%	160 71%	174 70%	160 71%	-	14 61%	61 76%	30 68%	99 69%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	75 30%	66 29%	75 30%	66 29%	-	9 39%	19 24%	14 32%	45 31%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	252	92	117	117	29	142	128	250	222	216	98	137	224	126
Weighted Base	249	100*	106*	106*	27**	147	118	246	228	220	112*	152	229	142
Listen to the full message before hanging up	24 10%	9 9%	10 9%	10 9%	2 9%	10 7%	11 9%	23 9%	21 9%	21 9%	9 8%	18 12%	21 9%	14 10%
Listen to some of the message before hanging up	51 20%	15 15%	23 22%	23 22%	4 14%	28 19%	24 21%	49 20%	44 19%	41 18%	22 19%	29 19%	44 19%	25 17%
Hang up immediately, as soon as I realise it is a recorded message	174 70%	75 75%	73 69%	73 69%	21 78%	109 74%	83 70%	174 71%	163 72%	159 72%	81 72%	105 69%	165 72%	104 73%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	75 30%	25 25%	33 31%	33 31%	6 22%	38 26%	35 30%	72 29%	65 28%	61 28%	31 28%	47 31%	65 28%	38 27%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	252	252	252	113	170	158	50	213	195	99	252	252	62	22	20	3
Weighted Base	249	249	249	127*	168	153	56*	214	191	111*	249	249	73*	22**	20**	2**
Listen to the full message before hanging up	24 10%	24 10%	24 10%	14 11%	12 7%	12 8%	3 6%	20 9%	15 8%	9 8%	24 10%	24 10%	5 6%	2 10%	2 10%	-
Listen to some of the message before hanging up	51 20%	51 20%	51 20%	26 20%	37 22%	33 22%	11 20%	46 22%	45 24%	23 21%	51 20%	51 20%	12 16%	4 19%	3 15%	1 48%
Hang up immediately, as soon as I realise it is a recorded message	174 70%	174 70%	174 70%	88 69%	118 70%	107 70%	41 74%	148 69%	131 68%	79 71%	174 70%	174 70%	56 77%	16 71%	15 75%	1 52%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	75 30%	75 30%	75 30%	39 31%	50 30%	46 30%	14 26%	66 31%	60 32%	32 29%	75 30%	75 30%	16 23%	6 29%	5 25%	1 48%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	82	40	42	4	10	6	13	7	19	23	14	68	16	26	13	27
Weighted Base	75*	34*	41*	6**	10**	6**	16**	10**	12**	14**	16**	58*	16**	27**	10**	22**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	26 75%	24 58%	3 44%	8 77%	5 83%	13 82%	9 87%	5 45%	7 47%	10 65%	39 67%	11 72%	18 65%	8 75%	13 59%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	10 29%	12 29%	5 82%	4 36%	3 41%	5 33%	- -	3 23%	2 16%	9 54%	13 22%	2 14%	10 38%	2 15%	8 36%
Telling you about a competition	4 5%	1 2%	3 8%	1 13%	1 11%	- -	2 12%	- -	- -	- -	2 12%	2 3%	- -	2 7%	- -	2 9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	7 22%	9 23%	1 13%	1 11%	1 20%	3 21%	3 25%	4 36%	3 24%	2 12%	15 25%	6 36%	5 19%	2 16%	4 20%
Other type	4 5%	- -	4 10%	- -	- -	- -	- -	2 16%	2 13%	1 6%	- -	4 7%	2 10%	1 4%	- -	1 7%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	63 84%	30 88%	33 81%	6 100%	10 100%	6 100%	14 90%	9 87%	9 74%	8 58%	16 100%	47 80%	14 90%	23 86%	9 86%	17 77%
ANY EXC. APPOINTMENT REMINDERS	57 77%	27 80%	30 74%	6 100%	9 89%	6 100%	13 82%	9 87%	7 59%	7 51%	15 93%	42 72%	12 76%	21 78%	9 86%	15 71%
Can't Remember	9 13%	4 12%	5 13%	- -	- -	- -	1 10%	1 13%	2 13%	5 36%	- -	9 16%	2 10%	3 10%	1 14%	4 17%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	82	53	11	18	31	51	16	66	68	14	75	4	3	-
Weighted Base	75*	48*	11**	15**	38**	36*	17**	58*	63*	12**	69*	2**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	33 67%	9 79%	8 54%	29 77%	20 55%	12 72%	37 64%	39 63%	10 82%	44 64%	2 100%	3 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	16 33%	3 29%	3 17%	13 35%	8 23%	7 44%	14 25%	20 32%	2 14%	21 31%	* 18%	-	-
Telling you about a competition	4 5%	3 6%	1 7%	-	3 8%	1 2%	1 7%	3 5%	4 6%	-	4 6%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	11 22%	4 34%	2 16%	6 17%	10 29%	2 14%	14 25%	16 25%	1 9%	17 24%	-	-	-
Other type	4 5%	-	2 20%	2 12%	2 4%	2 7%	-	4 7%	3 5%	1 8%	4 6%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	63 84%	44 91%	10 90%	9 57%	36 93%	27 75%	17 100%	46 79%	52 83%	11 92%	57 83%	2 100%	3 100%	-
ANY EXC. APPOINTMENT REMINDERS	57 77%	39 80%	10 90%	9 57%	34 89%	23 64%	14 86%	43 74%	47 75%	10 87%	52 75%	2 100%	3 100%	-
Can't Remember	9 13%	4 9%	1 5%	5 31%	3 7%	7 18%	-	9 16%	9 15%	-	9 14%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	82	8	11	9	11	6	6	7	9	8	3	4	-
Weighted Base	75*	7**	9**	7**	8**	8**	5**	7**	9**	9**	3**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	5 72%	6 69%	6 80%	4 45%	4 53%	3 63%	6 84%	5 54%	5 58%	3 100%	2 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	-	5 50%	4 56%	2 20%	4 52%	1 24%	3 43%	3 33%	-	-	* 18%	-
Telling you about a competition	4 5%	-	-	2 23%	-	-	1 24%	-	1 12%	-	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	* 4%	3 34%	2 31%	1 13%	1 9%	2 49%	5 69%	1 11%	1 14%	-	-	-
Other type	4 5%	1 12%	2 17%	-	-	-	1 12%	-	-	1 11%	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	63 84%	5 76%	7 81%	6 88%	6 72%	8 100%	4 88%	7 100%	7 77%	6 72%	3 100%	2 100%	-
ANY EXC. APPOINTMENT REMINDERS	57 77%	5 72%	7 81%	6 88%	5 65%	8 100%	3 63%	6 84%	6 66%	5 58%	3 100%	2 100%	-
Can't Remember	9 13%	1 12%	2 19%	1 12%	2 28%	-	-	-	2 23%	1 17%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	82	72	82	72	-	10	20	16	51
Weighted Base	75*	66*	75*	66*	..**	9**	19*	14*	45*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	44 66%	49 66%	44 66%	-	6 65%	13 66%	10 69%	30 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	19 28%	22 29%	19 28%	-	3 34%	4 20%	4 27%	15 32%
Telling you about a competition	4 5%	4 6%	4 5%	4 6%	-	-	-	2 16%	2 4%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	15 23%	17 22%	15 23%	-	2 21%	4 21%	5 38%	8 18%
Other type	4 5%	3 5%	4 5%	3 5%	-	1 10%	-	2 11%	2 5%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	63 84%	56 86%	63 84%	56 86%	-	6 71%	17 91%	12 87%	38 85%
ANY EXC. APPOINTMENT REMINDERS	57 77%	51 78%	57 77%	51 78%	-	6 71%	15 78%	12 81%	35 78%
Can't Remember	9 13%	8 12%	9 13%	8 12%	-	2 19%	2 9%	2 13%	4 10%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?
Base: All that have listened to recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	82	24	37	37	9	44	40	80	69	67	27	46	69	36
Weighted Base	75*	25**	33*	33*	6**	38*	35*	72*	65*	61*	31**	47*	65*	38**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	15 60%	24 74%	24 74%	3 55%	26 68%	26 76%	48 67%	44 68%	41 66%	24 77%	31 65%	44 68%	28 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	8 33%	8 25%	8 25%	2 32%	10 25%	9 26%	22 30%	18 27%	18 29%	11 37%	16 35%	18 27%	12 32%
Telling you about a competition	4 5%	-	-	-	2 27%	4 10%	-	4 5%	4 6%	4 6%	2 6%	4 8%	4 6%	3 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	4 16%	5 15%	5 15%	3 57%	12 30%	5 14%	16 22%	14 21%	14 22%	3 11%	11 23%	14 21%	7 18%
Other type	4 5%	-	2 7%	2 7%	-	2 4%	2 7%	4 6%	3 4%	3 4%	2 5%	3 5%	3 4%	2 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	63 84%	23 93%	27 82%	27 82%	5 86%	34 88%	29 83%	62 86%	57 88%	54 87%	29 95%	42 90%	57 88%	34 91%
ANY EXC. APPOINTMENT REMINDERS	57 77%	21 83%	25 77%	25 77%	3 55%	30 78%	27 79%	56 78%	51 79%	48 78%	29 93%	38 80%	51 79%	32 85%
Can't Remember	9 13%	2 7%	3 10%	3 10%	1 14%	5 12%	3 10%	8 11%	7 11%	7 11%	1 5%	4 8%	7 11%	4 9%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing

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

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

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	82	82	82	37	56	52	15	72	69	30	82	82	16	7	6	1
Weighted Base	75*	75*	75*	39**	50*	46*	14**	66*	60*	32**	75*	75*	16**	6**	5**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	49 66%	49 66%	49 66%	28 72%	34 69%	33 72%	11 76%	45 68%	44 73%	22 70%	49 66%	49 66%	14 82%	5 83%	4 79%	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 29%	22 29%	22 29%	16 40%	14 29%	11 24%	8 58%	22 33%	17 28%	14 44%	22 29%	22 29%	8 50%	4 58%	3 48%	1 100%
Telling you about a competition	4 5%	4 5%	4 5%	4 10%	4 8%	4 8%	3 19%	4 6%	4 6%	4 12%	4 5%	4 5%	3 19%	1 18%	1 22%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 22%	17 22%	17 22%	9 24%	14 28%	14 31%	5 34%	15 22%	15 25%	7 22%	17 22%	17 22%	4 23%	3 41%	3 51%	-
Other type	4 5%	4 5%	4 5%	3 7%	2 3%	2 3%	-	3 5%	3 5%	3 8%	4 5%	4 5%	-	1 9%	1 11%	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	63 84%	63 84%	63 84%	37 94%	44 89%	40 88%	14 100%	58 88%	52 87%	30 93%	63 84%	63 84%	15 92%	6 91%	5 89%	1 100%
ANY EXC. APPOINTMENT REMINDERS	57 77%	57 77%	57 77%	35 88%	39 78%	35 77%	14 96%	53 80%	48 79%	28 88%	57 77%	57 77%	15 89%	6 91%	5 89%	1 100%
Can't Remember	9 13%	9 13%	9 13%	1 3%	5 11%	5 12%	-	6 10%	6 11%	1 4%	9 13%	9 13%	1 8%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	66 13%	76 14%	17 12%	33 17%ghi	33 19%ghik	32 19%ghi	15 9%	8 7%	4 4%	50 15%hi	92 13%i	23 10%	58 19%lo	31 14%	31 10%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	104 20%	136 25%	33 22%hi	57 30%ghik	48 27%hi	51 30%ghik	32 19%hi	11 10%	8 9%	90 26%hi	151 21%hi	53 23%	89 30%no	45 20%	53 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	132 26%	158 29%	49 33%hi	62 32%hi	57 32%hi	58 34%hik	44 27%hi	17 16%i	4 4%	111 32%hik	180 25%hi	58 26%o	106 35%lo	71 32%o	54 18%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	73 14%	99 18%	25 16%hi	42 22%hik	43 25%ghik	31 18%hi	22 13%hi	5 5%	5 5%	67 19%hi	106 15%hi	34 15%	70 23%lo	34 15%	34 11%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	5 1%	- -	1 1%	2 1%	4 2%	2 1%	* *	* *	1 *	8 1%	2 1%	4 1%	2 1%	1 *
SUMMARY CODES																
1 TYPE EXPERIENCED	240 23%	116 23%	124 23%	47 31% ^{fhi}	40 21% ⁱ	48 27% ⁱ	31 19% ⁱ	46 28% ⁱ	20 18% ⁱ	8 9%	87 25% ⁱ	154 21% ⁱ	61 27% ^{oo}	75 25% ^{oo}	62 28% ^{oo}	42 13%
2 TYPES EXPERIENCED	82 8%	43 8%	39 7%	6 4%	19 10% ⁱ	13 8% ⁱ	24 14% ^{chijk}	14 8% ⁱ	4 4%	1 1%	25 7% ⁱ	57 8% ⁱ	23 10% ⁿ	29 10% ⁿ	9 4%	20 6%
3 TYPES EXPERIENCED	54 5%	13 2%	41 7% ^a	8 5%	16 8% ^{hik}	11 6% ⁱ	10 6% ⁱ	7 4%	2 2%	1 1%	24 7% ^{hi}	30 4% ⁱ	7 3%	23 8% ^{lo}	13 6%	10 3%
4 TYPES EXPERIENCED	68 6%	33 7%	35 6%	11 7%	17 9% ^{ghi}	19 11% ^{ghik}	14 8% ^{ghi}	4 2%	2 1%	2 2%	28 8% ^{ghi}	40 6% ^h	9 4%	30 10% ^{lo}	15 7%	15 5%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	206 40%	241 44%	71 47% ^{hi}	92 48% ^{hi}	91 52% ^{hik}	81 48% ^{hi}	72 43% ^{hi}	28 25% ⁱ	13 13%	163 48% ^{hik}	284 40% ^{hi}	102 45% ^{oo}	157 52% ^{oo}	101 45% ^{oo}	87 28%
None	615 58%	307 60%	308 56%	79 53%	101 52%	85 48%	87 52%	95 57%	82 75% ^{cdefg}	86 87% ^{cdefg}	180 52%	435 60% ^{ej}	125 55%	143 48%	123 55%	223 72% ^{imn}
Av number of issues	1.911	1.839	1.972	1.750	2.115 ^{gh}	2.005 ^{gh}	2.164 ^{gh}	1.609	1.474	1.704	1.956 ^h	1.885	1.674	2.077 ⁱ	1.830	1.981
Standard Deviation	1.153	1.143	1.161	1.147	1.168	1.217	1.203	0.972	0.879	1.187	1.170	1.145	1.011	1.206	1.185	1.139
Error Variance	0.003	0.007	0.006	0.029	0.016	0.017	0.023	0.015	0.019	0.067	0.010	0.005	0.011	0.011	0.017	0.014

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	92 15%	34 12%	17 10%	95 17%e	47 10%	51 18%g	91 12%	115 13%	27 14%	128 14%m	8 9%	5 9%	1 4%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	157 25%c	61 22%	22 14%	152 27%e	88 18%	78 27%	163 21%	187 22%	53 27%	208 23%	17 19%	12 23%	3 14%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	177 29%	76 27%	38 24%	192 34%e	98 20%	98 34%g	192 25%	243 28%	47 24%	249 28%	23 25%	11 21%	7 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	118 19%c	42 15%c	12 8%	124 22%e	48 10%	58 20%	114 15%	144 17%	28 14%	148 17%	15 16%	7 13%	2 10%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \ Living as married (a)	Single (b)	Widow/D ivorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	5 1%	3 1%	1 1%	6 1%	3 1%	4 1%	6 1%	7 1%	3 1%	9 1%	-	-	-
SUMMARY CODES														
1 TYPE EXPERIENCED	240 23%	142 23%	65 23%	33 21%	147 26%e	94 19%	70 24%	170 22%	188 22%	52 26%	198 22%	24 26%	12 23%	7 27%
2 TYPES EXPERIENCED	82 8%	47 8%	28 10%c	6 4%	52 9%	30 6%	24 8%	57 7%	73 9%	8 4%	73 8%	2 3%	4 7%	2 9%
3 TYPES EXPERIENCED	54 5%	40 6%c	13 5%c	1 1%	40 7%e	14 3%	19 7%	34 4%	40 5%	13 7%	46 5%	5 6%	2 4%	* 2%
4 TYPES EXPERIENCED	68 6%	47 8%	13 4%	8 5%	47 8%e	21 4%	25 9%	44 6%	57 7%	11 5%	61 7%	5 5%	2 5%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	277 45%c	120 42%	50 32%	288 50%e	159 32%	141 49%g	306 40%	361 42%	86 43%	382 43%	36 40%	20 38%	10 39%
None	615 58%	341 55%	166 58%	108 68%a	283 50%	332 68%d	149 51%	466 60%f	501 58%	114 57%	513 57%	54 60%	33 62%	15 61%
Av number of issues	1.911	1.982	1.809	1.765	1.981	1.785	2.043	1.850	1.929	1.836	1.946	1.753	1.758	1.406
Standard Deviation	1.153	1.172	1.065	1.242	1.175	1.106	1.223	1.117	1.151	1.168	1.164	1.143	1.094	0.759
Error Variance	0.003	0.005	0.011	0.030	0.006	0.007	0.012	0.005	0.004	0.015	0.004	0.042	0.066	0.021

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	9 19% ^l	22 22% ^{eghikl}	18 20% ^{il}	20 23% ^{eghikl}	9 10%	14 15%	14 11%	16 10%	7 8%	5 9%	8 9%	1 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	8 19%	32 32% ^{ghl}	24 26%	22 26%	23 24%	21 23%	25 19%	32 20%	19 21%	12 23%	17 19%	3 14%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	6 12%	39 39% ^{agij}	35 38% ^{agi}	30 35% ^{ag}	28 29%	23 25%	27 21%	43 27%	18 20%	11 21%	23 25%	7 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	8 17%	25 25% ^{hil}	23 25% ^{hil}	17 19%	14 14%	14 15%	22 16%	18 12%	8 9%	7 13%	15 16%	2 10%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	- -	1 1%	2 3%	2 3%	- -	- -	2 1%	- -	1 1%	- -	- -	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	240 23%	7 16%	18 18%	13 14%	24 28%	23 24%	25 27%	34 26%	26 17%	27 30%ch	12 23%	24 26%	7 27%
2 TYPES EXPERIENCED	82 8%	5 11%	12 12%fik	5 5%	6 7%	12 12%dfik	2 3%	10 7%	18 12%fik	3 3%	4 7%	2 3%	2 9%
3 TYPES EXPERIENCED	54 5%	2 3%	1 1%	7 8%b	8 9%b	4 4%	6 7%	5 4%	10 6%	3 4%	2 4%	5 6%	* 2%
4 TYPES EXPERIENCED	68 6%	2 5%	19 18%efghijkl	12 13%ghil	6 7%	4 4%	6 6%	5 4%	4 3%	3 3%	2 5%	5 5%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	16 35%	49 49%	39 43%	45 53%	43 44%	40 43%	54 41%	59 37%	36 40%	20 38%	36 40%	10 39%
None	615 58%	30 65%	51 51%	52 57%	41 47%	54 56%	53 57%	78 59%	99 63%	55 60%	33 62%	54 60%	15 61%
Av number of issues	1.911	1.904	2.415ghi	2.622ghi	2.011	1.741	1.816	1.658	1.861	1.480	1.758	1.753	1.406
Standard Deviation	1.153	1.079	1.321	1.371	1.232	0.985	1.174	1.013	0.945	0.938	1.094	1.143	0.759
Error Variance	0.003	0.097	0.039	0.049	0.046	0.029	0.041	0.023	0.017	0.025	0.066	0.042	0.021

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.12 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	142 15%e	89 13%e	89 14%e	54 17%e	-	60 17%	15 9%	68 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	240 25%e	151 22%e	151 24%e	89 29%be	-	99 28%	40 25%	109 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	290 31%e	185 27%e	185 29%e	106 34%be	-	115 32%	51 32%	131 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	172 18%e	107 15%e	107 17%e	65 21%e	-	79 22%	27 17%	72 13%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	6 1%	6 1%	3 1%	-	2 1%	1 1%	7 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	240 23%	240 25%e	149 21%e	149 23%e	92 29%be	-	87 24%	47 30%	109 20%
2 TYPES EXPERIENCED	82 8%	82 9%e	51 7%e	51 8%e	30 10%e	-	38 11%	11 7%	33 6%
3 TYPES EXPERIENCED	54 5%	54 6%	32 5%	32 5%	22 7%e	-	29 8%	6 4%	20 4%
4 TYPES EXPERIENCED	68 6%	68 7%e	44 6%e	44 7%e	25 8%e	-	26 7%	10 6%	34 6%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	447 47%be	279 40%e	279 44%e	169 54%bce	-	180 50%	76 48%	200 36%
None	615 58%	501 53%	415 60%ad	356 56%ad	145 46%	59 100%abcd	179 50%	84 52%	348 64%
Av number of issues	1.911	1.911	1.930	1.930	1.880	-	1.971	1.766	1.942
Standard Deviation	1.153	1.153	1.175	1.175	1.120	-	1.109	1.155	1.215
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.007	0.021	0.008

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	66 16%	54 13%	54 13%	12 17%	87 15%	57 12%	133 13%	133 15%	132 15%	78 16%	101 16%	136 15%	97 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	109 27%bcf	81 19%	81 19%	20 28%	157 27%bcf	86 19%	229 23%	224 25%	225 25%	131 26%	173 28%	229 25%	171 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	129 32%bcf	102 24%	102 24%	21 30%	185 32%bcf	107 23%	279 28%	273 30%	272 30%	172 35%	210 34%	279 30%	211 34%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	87 21%bcfg	58 14%	58 14%	14 19%	118 20%bcf	61 13%	163 16%	165 18%	164 18%	101 20%	128 21%	167 18%	125 20%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	5 1%	5 1%	* *	4 1%	5 1%	9 1%	8 1%	8 1%	6 1%	8 1%	8 1%	8 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	240 23%	98 24%	80 19%	80 19%	16 22%	149 25%bcf	86 19%	229 23%	222 24%	220 24%	134 27%	158 26%	228 25%	161 26%
2 TYPES EXPERIENCED	82 8%	40 10%	28 7%	28 7%	5 7%	52 9%	29 6%	79 8%	78 9%	79 9%	39 8%	57 9%	78 8%	56 9%
3 TYPES EXPERIENCED	54 5%	29 7%	19 4%	19 4%	1 1%	36 6%	19 4%	51 5%	53 6%	53 6%	31 6%	36 6%	53 6%	36 6%
4 TYPES EXPERIENCED	68 6%	32 8%	24 6%	24 6%	10 14%bcfg	46 8%	26 6%	64 6%	63 7%	62 7%	41 8%	56 9%	65 7%	53 9%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	200 49%bcf	153 36%	153 36%	31 44%	284 49%bcfg	162 35%	426 42%bcf	418 46%	418 46%	249 50%	310 50%	427 46%	310 50%
None	615 58%	211 51%	273 64%aeg	273 64%aeg	40 56%	300 51%	296 65%aeg	580 58%e	488 54%	490 54%	246 50%	309 50%	502 54%	313 50%
Av number of issues	1.911	1.984	1.954	1.954	2.157	1.941	1.950	1.908	1.918	1.921	1.955	1.997	1.917	1.971
Standard Deviation	1.153	1.148	1.186	1.186	1.355	1.157	1.194	1.151	1.150	1.149	1.203	1.202	1.154	1.192
Error Variance	0.003	0.007	0.010	0.010	0.063	0.005	0.010	0.003	0.004	0.004	0.007	0.005	0.004	0.005

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	142 21%	69 16%	142 32%abghk	142 48%abcdeg hijklmn	48 23%	142 100%abcde ghijklmn	125 22%	56 17%	121 31%abghk	105 30%abgh	56 22%	90 53%abcdeg hijklmn	8 20%	6 17%	3 35%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 23%	240 36%bh	108 26%	240 54%abdeg hjkn	131 44%abehk	63 31%	103 72%abcde ghijklmn	240 42%behk	94 29%	240 61%abdeg hijklmn	146 42%behk	81 33%	115 67%abcde ghijklmn	15 38%	12 33%	5 50%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 27%	290 44%beh	137 32%	290 65%abdeg hijklmn	132 44%beh	63 31%	105 73%abdeg hijklmn	290 51%abehk	114 35%	290 74%abcde ghijklmn	157 45%beh	91 37%	116 68%abdeg hijklmn	17 43%	13 37%	5 59%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Base: All adults UK

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 16%	172 26%b	84 20%	172 38%abegh k	113 38%abegh	57 28%b	90 63%abode ghijklmn	153 27%b	72 22%	141 36%abgh	172 49%abode ghikn	73 29%b	172 100%abode fghijklmn	13 32%	9 27%	5 50%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	5 1%	9 2%	5 2%	3 1%	3 2%	6 1%	2 1%	5 1%	5 1%	2 1%	5 3%	9 23%abcdef ghijkl	3 9%abcd eghijk	9 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	240 23%	240 36%bdefh ijklmn	106 25%dfjk	240 54%abdef ghijklmn	53 18%	40 20%	20 14%	204 36%bdefh ijklmn	77 24%f	188 48%abdef ghijklmn	60 17%	43 17%	29 17%	7 17%	5 16%	4 41%
2 TYPES EXPERIENCED	82 8%	82 12%	39 9%	82 18%abdeh k	35 12%	20 10%	18 13%	79 14%b	32 10%	79 20%abdeg hk	49 14%	29 12%	34 20%abdeh k	5 13%	4 13%	1 9%
3 TYPES EXPERIENCED	54 5%	54 8%	24 6%	54 12%bh	39 13%abh	15 7%	35 24%abcdeg hijklmn	54 9%	23 7%	54 14%abeh	46 13%abh	21 8%	37 22%abcdeg hijklmn	2 4%	2 5%	-
4 TYPES EXPERIENCED	68 6%	68 10%	34 8%	68 15%abh hk	67 22%abcdeg hk	26 13%	67 47%abcde ghijklmn	68 12%	30 9%	68 17%abgh	68 20%abghk	32 13%	68 40%abcde ghijklmn	6 15%	5 14%	1 14%
ANY UNSOLICITED CALLS (MOBILE)	447 42%	447 67%behkn	205 49%	447 100%abdeg hijklmn	197 66%behk	102 50%	142 100%abdeg hijklmn	409 72%behkn	164 50%	392 100%abdeg hijklmn	227 65%behk	127 51%	172 100%abdeg hijklmn	23 57%	17 50%	9 100%
None	615 58%	215 33%cfil	215 51%acdfgi jl	-	103 34%cfil	103 50%acdfgi jl	-	163 28%cfil	163 50%acdfgi jl	-	121 35%cfil	121 49%acdfgi jl	-	17 43%cfil	17 50%acfgil	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All adults UK

Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Av number of issues	1.911	1.911	1.965	1.911	2.662abc	2.295ac	3.117abc	1.990	2.073	2.033	2.585abc	2.386abc	2.897abc	2.713	2.493	2.933
Standard Deviation	1.153	1.153	1.184	1.153	1.245	1.256	1.111	1.173	1.211	1.179	1.212	1.235	1.162	1.511	1.376	1.922
Error Variance	0.003	0.003	0.008	0.003	0.009	0.017	0.009	0.004	0.010	0.004	0.007	0.013	0.009	0.104	0.126	0.369

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	922	441	481	102	176	162	125	123	136	98	278	644	205	269	176	272
Weighted Base	948	455	493	143*	182	170	158	145	89	61*	325	623	218	285	197	248
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	66 14%	76 16%	17 12%	33 18%hi	33 20%ghi	32 20%ghi	15 10%	8 9%	4 7%	50 15%	92 15%i	23 10%	58 20%lo	31 16%	31 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	104 23%	136 28%	33 23%	57 31%hi	48 28%hi	51 32%hi	32 22%h	11 12%	8 14%	90 28%hi	151 24%hi	53 24%	89 31%o	45 23%	53 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	132 29%	158 32%	49 34%hi	62 34%hi	57 33%hi	58 37%hi	44 30%i	17 19%i	4 7%	111 34%hi	180 29%hi	58 27%	106 37%lo	71 36%o	54 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	73 16%	99 20%	25 17%h	42 23%hi	43 26%ghik	31 19%hi	22 15%h	5 6%	5 7%	67 20%hi	106 17%hi	34 16%	70 25%lo	34 17%	34 14%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	922	441	481	102	176	162	125	123	136	98	278	644	205	269	176	272
Weighted Base	948	455	493	143*	182	170	158	145	89	61*	325	623	218	285	197	248
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	5 1%	- -	1 1%	2 1%	4 2%	2 1%	* *	* 1%	1 *	8 1%	2 1%	4 1%	2 1%	1 *
SUMMARY CODES																
1 TYPE EXPERIENCED	240 25%	116 26%	124 25%	47 33% <i>i</i>	40 22%	48 28% <i>i</i>	31 20%	46 32% <i>fi</i>	20 22%	8 14%	87 27% <i>i</i>	154 25% <i>i</i>	61 28% <i>o</i>	75 26% <i>o</i>	62 32% <i>o</i>	42 17%
2 TYPES EXPERIENCED	82 9%	43 9%	39 8%	6 4%	19 10% <i>i</i>	13 8%	24 15% <i>chij</i>	14 10%	4 5%	1 2%	25 8%	57 9% <i>i</i>	23 11%	29 10%	9 5%	20 8%
3 TYPES EXPERIENCED	54 6%	13 3%	41 8% <i>a</i>	8 5%	16 9% <i>hi</i>	11 7%	10 6%	7 5%	2 2%	1 1%	24 7% <i>i</i>	30 5%	7 3%	23 8% <i>l</i>	13 7%	10 4%
4 TYPES EXPERIENCED	68 7%	33 7%	35 7%	11 7%	17 10% <i>gh</i>	19 11% <i>gh</i>	14 9% <i>h</i>	4 3%	2 2%	2 3%	28 9% <i>h</i>	40 6%	9 4%	30 11% <i>l</i>	15 7%	15 6%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	206 45%	241 49%	71 50% <i>hi</i>	92 51% <i>hi</i>	91 54% <i>hi</i>	81 51% <i>hi</i>	72 49% <i>hi</i>	28 31%	13 21%	163 50% <i>hi</i>	284 46% <i>hi</i>	102 47% <i>o</i>	157 55% <i>o</i>	101 51% <i>o</i>	87 35%
None	501 53%	249 55%	252 51%	72 50%	90 49%	79 46%	77 49%	73 51%	61 69% <i>cdefgjk</i>	48 79% <i>cdefgjk</i>	162 50%	339 54%	117 53%	127 45%	97 49%	160 65% <i>imn</i>
Av number of issues	1.911	1.839	1.972	1.750	2.115gh	2.005gh	2.164gh	1.609	1.474	1.704	1.956h	1.885	1.674	2.077i	1.830	1.981
Standard Deviation	1.153	1.143	1.161	1.147	1.168	1.217	1.203	0.972	0.879	1.187	1.170	1.145	1.011	1.206	1.185	1.139
Error Variance	0.003	0.007	0.006	0.029	0.016	0.017	0.023	0.015	0.019	0.067	0.010	0.005	0.011	0.011	0.017	0.014

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	922	556	224	142	461	461	259	663	729	193	741	76	42	63
Weighted Base	948	569	261	118	545	403	281	667	774	174	802	78*	45*	23*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	92 16%	34 13%	17 14%	95 17%e	47 12%	51 18%	91 14%	115 15%	27 16%	128 16% ^m	8 11%	5 11%	1 4%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	157 28% ^c	61 24%	22 18%	152 28%	88 22%	78 28%	163 24%	187 24%	53 30%	208 26%	17 22%	12 27%	3 15%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	177 31%	76 29%	38 32%	192 35% ^e	98 24%	98 35%	192 29%	243 31%	47 27%	249 31%	23 29%	11 25%	7 30%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	118 21% ^c	42 16%	12 10%	124 23% ^e	48 12%	58 21%	114 17%	144 19%	28 16%	148 18%	15 19%	7 15%	2 11%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have a mobile phone

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	922	556	224	142	461	461	259	663	729	193	741	76	42	63
Weighted Base	948	569	261	118	545	403	281	667	774	174	802	78*	45*	23*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	5 1%	3 1%	1 1%	6 1%	3 1%	4 1%	6 1%	7 1%	3 1%	9 1%	-	-	-
SUMMARY CODES														
1 TYPE EXPERIENCED	240 25%	142 25%	65 25%	33 28%	147 27%	94 23%	70 25%	170 26%	188 24%	52 30%	198 25%	24 30%	12 26%	7 29%
2 TYPES EXPERIENCED	82 9%	47 8%	28 11%	6 5%	52 10%	30 7%	24 9%	57 9%	73 9%	8 5%	73 9%	2 3%	4 8%	2 10%
3 TYPES EXPERIENCED	54 6%	40 7% ^c	13 5%	1 1%	40 7% ^e	14 3%	19 7%	34 5%	40 5%	13 8%	46 6%	5 7%	2 5%	* 2%
4 TYPES EXPERIENCED	68 7%	47 8%	13 5%	8 7%	47 9%	21 5%	25 9%	44 7%	57 7%	11 6%	61 8%	5 6%	2 5%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	277 49%	120 46%	50 43%	288 53% ^e	159 40%	141 50%	306 46%	361 47%	86 49%	382 48%	36 46%	20 44%	10 42%
None	501 53%	292 51%	141 54%	68 57%	258 47%	243 60% ^d	140 50%	361 54%	413 53%	88 51%	420 52%	42 54%	25 56%	13 58%
Av number of issues	1.911	1.982	1.809	1.765	1.981	1.785	2.043	1.850	1.929	1.836	1.946	1.753	1.758	1.406
Standard Deviation	1.153	1.172	1.065	1.242	1.175	1.106	1.223	1.117	1.151	1.168	1.164	1.143	1.094	0.759
Error Variance	0.003	0.005	0.011	0.030	0.006	0.007	0.012	0.005	0.004	0.015	0.004	0.042	0.066	0.021

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	922	38	93	75	67	77	76	104	130	81	42	76	63
Weighted Base	948	41*	88*	75*	78*	92*	83*	119*	144	83*	45*	78*	23*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	9 21% ^l	22 25% ^{eghikl}	18 24% ^{ehil}	20 25% ^{ehil}	9 10%	14 17%	14 12%	16 11%	7 9%	5 11%	8 11%	1 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	8 20%	32 37% ^{ghl}	24 32% ^l	22 29%	23 25%	21 26%	25 21%	32 22%	19 23%	12 27%	17 22%	3 15%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	6 13%	39 45% ^{afghij}	35 47% ^{afghij}	30 39% ^a	28 31%	23 27%	27 23%	43 30%	18 22%	11 25%	23 29%	7 30%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	8 19%	25 28% ^{hil}	23 31% ^{ehil}	17 21%	14 15%	14 17%	22 18%	18 13%	8 10%	7 15%	15 19%	2 11%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	922	38	93	75	67	77	76	104	130	81	42	76	63
Weighted Base	948	41*	88*	75*	78*	92*	83*	119*	144	83*	45*	78*	23*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	- -	1 1%	2 3%	2 3%	- -	- -	2 1%	- -	1 2%	- -	- -	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	240 25%	7 18%	18 20%	13 17%	24 30%	23 25%	25 30%	34 29%	26 18%	27 33%ch	12 26%	24 30%	7 29%
2 TYPES EXPERIENCED	82 9%	5 12%	12 14%fik	5 6%	6 8%	12 13%dk	2 3%	10 8%	18 13%fik	3 4%	4 8%	2 3%	2 10%
3 TYPES EXPERIENCED	54 6%	2 4%	1 1%	7 10%b	8 10%b	4 4%	6 8%	5 4%	10 7%	3 4%	2 5%	5 7%	* 2%
4 TYPES EXPERIENCED	68 7%	2 5%	19 21%aefghijk l	12 15%eghil	6 8%	4 5%	6 7%	5 5%	4 3%	3 3%	2 5%	5 6%	* 1%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	16 39%	49 56%ch	39 52%	45 58%ch	43 47%	40 48%	54 46%	59 41%	36 44%	20 44%	36 46%	10 42%
None	501 53%	25 61%	38 44%	36 48%	33 42%	49 53%	43 52%	64 54%	85 59%bd	47 56%	25 56%	42 54%	13 58%
Av number of issues	1.911	1.904	2.415ghi	2.622ghi	2.011	1.741	1.816	1.658	1.861	1.480	1.758	1.753	1.406
Standard Deviation	1.153	1.079	1.321	1.371	1.232	0.985	1.174	1.013	0.945	0.938	1.094	1.143	0.759
Error Variance	0.003	0.097	0.039	0.049	0.046	0.029	0.041	0.023	0.017	0.025	0.066	0.042	0.021

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

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

Base: All who have a mobile phone

	Total	Q.12 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	922	922	623	623	299	-	315	132	479
Weighted Base	948	948	634	634	314	**	331	149	476
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	142 15%	89 14%	89 14%	54 17%	-	60 18%	15 10%	68 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	240 25%	151 24%	151 24%	89 29%	-	99 30%	40 27%	109 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	290 31%	185 29%	185 29%	106 34%	-	115 35%	51 34%	131 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	172 18%	107 17%	107 17%	65 21%	-	79 24%	27 18%	72 15%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

Base: All who have a mobile phone

	Total	Q.12 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	922	922	623	623	299	-	315	132	479
Weighted Base	948	948	634	634	314	**	331	149	476
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	6 1%	6 1%	3 1%	-	2 1%	1 1%	7 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	240 25%	240 25%	149 23%	149 23%	92 29%	-	87 26%	47 32%	109 23%
2 TYPES EXPERIENCED	82 9%	82 9%	51 8%	51 8%	30 10%	-	38 12%	11 8%	33 7%
3 TYPES EXPERIENCED	54 6%	54 6%	32 5%	32 5%	22 7%	-	29 9%	6 4%	20 4%
4 TYPES EXPERIENCED	68 7%	68 7%	44 7%	44 7%	25 8%	-	26 8%	10 7%	34 7%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	447 47%	279 44%	279 44%	169 54%bc	-	180 54%	76 51%	200 42%
None	501 53%	501 53%	356 56% ^d	356 56% ^d	145 46%	-	151 46%	73 49%	276 58%
Av number of issues	1.911	1.911	1.930	1.930	1.880	-	1.971	1.766	1.942
Standard Deviation	1.153	1.153	1.175	1.175	1.120	-	1.109	1.155	1.215
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.007	0.021	0.008

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	922	358	370	370	68	509	399	878	804	805	427	545	824	541
Weighted Base	948	376	364	364	67*	541	392	901	852	856	484	602	870	604
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	66 18%	54 15%	54 15%	12 18%	87 16%	57 14%	133 15%	133 16%	132 15%	78 16%	101 17%	136 16%	97 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	109 29% ^f	81 22%	81 22%	20 30%	157 29% ^{bcd}	86 22%	229 25%	224 26%	225 26%	131 27%	173 29%	229 26%	171 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	129 34%	102 28%	102 28%	21 31%	185 34% ^f	107 27%	279 31%	273 32%	272 32%	172 35%	210 35%	279 32%	211 35%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	87 23% ^{bcd}	58 16%	58 16%	14 20%	118 22% ^f	61 15%	163 18%	165 19%	164 19%	101 21%	128 21%	167 19%	125 21%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	922	358	370	370	68	509	399	878	804	805	427	545	824	541
Weighted Base	948	376	364	364	67*	541	392	901	852	856	484	602	870	604
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	5 1%	5 1%	* *	4 1%	5 1%	9 1%	8 1%	8 1%	6 1%	8 1%	8 1%	8 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	240 25%	98 26%	80 22%	80 22%	16 23%	149 28%	86 22%	229 25%	222 26%	220 26%	134 28%	158 26%	228 26%	161 27%
2 TYPES EXPERIENCED	82 9%	40 11%	28 8%	28 8%	5 7%	52 10%	29 7%	79 9%	78 9%	79 9%	39 8%	57 10%	78 9%	56 9%
3 TYPES EXPERIENCED	54 6%	29 8%	19 5%	19 5%	1 1%	36 7%	19 5%	51 6%	53 6%	53 6%	31 6%	36 6%	53 6%	36 6%
4 TYPES EXPERIENCED	68 7%	32 8%	24 7%	24 7%	10 15%bcfg	46 9%	26 7%	64 7%	63 7%	62 7%	41 9%	56 9%	65 7%	53 9%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	200 53%bcf	153 42%	153 42%	31 46%	284 53%bcf	162 41%	426 47%	418 49%	418 49%	249 51%	310 52%	427 49%	310 51%
None	501 53%	177 47%	211 58%ae	211 58%ae	36 54%	257 47%	230 59%ae	475 53%	433 51%	438 51%	235 49%	291 48%	444 51%	294 49%
Av number of issues	1.911	1.984	1.954	1.954	2.157	1.941	1.950	1.908	1.918	1.921	1.955	1.997	1.917	1.971
Standard Deviation	1.153	1.148	1.186	1.186	1.355	1.157	1.194	1.151	1.150	1.149	1.203	1.202	1.154	1.192
Error Variance	0.003	0.007	0.010	0.010	0.063	0.005	0.010	0.003	0.004	0.004	0.007	0.005	0.004	0.005

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Base: All who have a mobile phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	922	600	378	405	275	192	130	511	295	350	316	224	154	36	29	10
Weighted Base	948	621	379	447	281	186	142	540	294	392	326	226	172	37*	31**	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 15%	142 23%	69 18%	142 32%abgh	142 51%abcdeg hijkm	48 26%	142 100%abcde ghijklm	125 23%	56 19%	121 31%abgh	105 32%abgh	56 25%	90 53%abcdeg hijkm	8 22%	6 19%	3 35%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	240 25%	240 39%b	108 29%	240 54%abegh jk	131 47%abehk	63 34%	103 72%abcde ghijklm	240 45%beh	94 32%	240 61%abdeg hijkm	146 45%beh	81 36%	115 67%abcde ghijkm	15 41%	12 38%	5 50%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	290 31%	290 47%beh	137 36%	290 65%abdeg hijkm	132 47%be	63 34%	105 73%abdeg hijkm	290 54%abehk	114 39%	290 74%abcde ghijkm	157 48%beh	91 40%	116 68%abdeg hijkm	17 47%	13 42%	5 59%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All who have a mobile phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	922	600	378	405	275	192	130	511	295	350	316	224	154	36	29	10
Weighted Base	948	621	379	447	281	186	142	540	294	392	326	226	172	37*	31**	9**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	172 18%	172 28%	84 22%	172 38%abgh	113 40%abgh	57 31%	90 63%abode ghikm	153 28%	72 25%	141 36%abgh	172 53%abode ghik	73 32%b	172 100%abode fghijkm	13 36%	9 31%	5 50%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	5 1%	9 2%	5 2%	3 1%	3 2%	6 1%	2 1%	5 1%	5 2%	2 1%	5 3%	9 25%abcde fghijkl	3 11%	9 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	240 25%	240 39%bdefh jklm	106 28%dfjkl	240 54%abdef ghijklm	53 19%	40 21%	20 14%	204 38%bdefh jklm	77 26%fil	188 48%abdef ghijklm	60 18%	43 19%	29 17%	7 19%	5 18%	4 41%
2 TYPES EXPERIENCED	82 9%	82 13%	39 10%	82 18%abeh	35 12%	20 11%	18 13%	79 15%	32 11%	79 20%abdeh k	49 15%	29 13%	34 20%beh	5 14%	4 14%	1 9%
3 TYPES EXPERIENCED	54 6%	54 9%	24 6%	54 12%b	39 14%abh	15 8%	35 24%abcde ghijklm	54 10%	23 8%	54 14%abh	46 14%abh	21 9%	37 22%abcdegh ikm	2 4%	2 5%	-
4 TYPES EXPERIENCED	68 7%	68 11%	34 9%	68 15%b	67 24%abcde ghijklm	26 14%	67 47%abcde ghijklm	68 13%	30 10%	68 17%abh	68 21%abgh	32 14%	68 40%abcde ghijklm	6 17%	5 15%	1 14%
ANY UNSOLICITED CALLS (MOBILE)	447 47%	447 72%behk	205 54%	447 100%abdeg hijkm	197 70%behk	102 55%	142 100%abdeg hijkm	409 76%behk	164 56%	392 100%abdeg hijkm	227 70%behk	127 56%	172 100%abdeg hijkm	23 63%	17 56%	9 100%
None	501 53%	174 28%cfil	174 46%acdfgi jl	-	84 30%cfil	84 45%acdfgi jl	-	131 24%cfil	131 44%acdfgi jl	-	99 30%cfil	99 44%acdfgi jl	-	13 37%cfil	13 44%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All who have a mobile phone

Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	922	600	378	405	275	192	130	511	295	350	316	224	154	36	29	10
Weighted Base	948	621	379	447	281	186	142	540	294	392	326	226	172	37*	31**	9**
Av number of issues	1.911	1.911	1.965	1.911	2.662abc	2.295ac	3.117abc	1.990	2.073	2.033	2.585abc	2.386abc	2.897abc	2.713	2.493	2.933
Standard Deviation	1.153	1.153	1.184	1.153	1.245	1.256	1.111	1.173	1.211	1.179	1.212	1.235	1.162	1.511	1.376	1.922
Error Variance	0.003	0.003	0.008	0.003	0.009	0.017	0.009	0.004	0.010	0.004	0.007	0.013	0.009	0.104	0.126	0.369

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	154	63	91	16	38	40	25	19	8	8	54	100	29	56	32	37
Weighted Base	172	73*	99*	25**	42*	43*	31**	22**	5**	5**	67*	106*	34**	70*	34**	34**
Listen to the full message before hanging up	9 5%	4 5%	6 6%	1 4%	3 8%	2 4%	3 9%	- -	- -	1 13%	4 7%	5 5%	2 7%	3 4%	2 6%	2 7%
Listen to some of the message before hanging up	37 21%	14 19%	23 23%	9 35%	9 20%	7 16%	5 16%	5 23%	2 40%	* 7%	17 26%	19 18%	5 16%	19 27%	7 22%	5 14%
Hang up immediately, as soon as I realise it is a recorded message	126 73%	55 76%	71 71%	15 60%	30 72%	35 80%	23 76%	17 77%	3 60%	4 81%	45 67%	81 77%	26 77%	48 69%	25 73%	27 80%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	46 27%	17 24%	29 29%	10 40%	12 28%	9 20%	7 24%	5 23%	2 40%	1 19%	22 33%	24 23%	8 23%	22 31%	9 27%	7 20%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	154	103	36	15	99	55	53	101	124	30	126	13	6	9
Weighted Base	172	118*	42**	12**	124*	48*	58*	114*	144	28**	148	15**	7**	2**
Listen to the full message before hanging up	9 5%	6 5%	3 7%	- -	3 2%	7 14% ^d	3 5%	6 6%	9 6%	1 2%	9 6%	- -	- -	- -
Listen to some of the message before hanging up	37 21%	23 19%	12 28%	2 18%	29 23%	8 17%	16 28%	20 18%	31 22%	5 19%	37 25%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	126 73%	89 75%	27 65%	10 82%	93 75%	33 69%	39 67%	88 77%	104 72%	22 79%	102 69%	15 100%	7 100%	2 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	46 27%	29 25%	15 35%	2 18%	31 25%	15 31%	19 33%	27 23%	40 28%	6 21%	46 31%	- -	- -	- -

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	154	5	22	20	14	11	12	17	17	8	6	13	9
Weighted Base	172	8**	25**	23**	17**	14**	14**	22**	18**	8**	7**	15**	2**
Listen to the full message before hanging up	9 5%	1 15%	-	1 2%	-	1 9%	2 13%	3 12%	1 5%	1 13%	-	-	-
Listen to some of the message before hanging up	37 21%	4 47%	5 19%	4 16%	6 35%	5 32%	4 31%	4 18%	4 23%	2 21%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	126 73%	3 38%	20 81%	19 82%	11 65%	8 58%	8 56%	15 70%	13 72%	5 66%	7 100%	15 100%	2 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	46 27%	5 62%	5 19%	4 18%	6 35%	6 42%	6 44%	7 30%	5 28%	3 34%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	154	154	94	94	60	-	72	25	61
Weighted Base	172	172	107*	107*	65*	**	79*	27*	72*
Listen to the full message before hanging up	9 5%	9 5%	2 2%	2 2%	7 11%bc	-	7 9%	1 4%	1 2%
Listen to some of the message before hanging up	37 21%	37 21%	20 18%	20 18%	17 26%	-	19 24%	5 20%	15 20%
Hang up immediately, as soon as I realise it is a recorded message	126 73%	126 73%	85 80%cd	85 80%cd	41 63%	-	53 67%	20 76%	56 78%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	46 27%	46 27%	22 20%	22 20%	24 37%bc	-	26 33%	7 24%	16 22%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	154	79	48	48	12	107	51	146	145	145	85	111	147	109
Weighted Base	172	87*	58*	58*	14**	118*	61*	163	165	164	101*	128*	167	125*
Listen to the full message before hanging up	9 5%	7 8%	1 2%	1 2%	-	8 7%	1 2%	8 5%	8 5%	8 5%	4 4%	8 6%	8 5%	8 6%
Listen to some of the message before hanging up	37 21%	20 23%	13 23%	13 23%	3 19%	27 23%	13 22%	36 22%	37 22%	37 22%	22 22%	27 21%	37 22%	28 22%
Hang up immediately, as soon as I realise it is a recorded message	126 73%	60 68%	44 75%	44 75%	11 81%	82 70%	46 76%	119 73%	120 73%	119 73%	74 74%	93 73%	122 73%	89 71%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	46 27%	28 32%	14 25%	14 25%	3 19%	36 30%	14 24%	44 27%	45 27%	45 27%	26 26%	35 27%	45 27%	36 29%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	154	72	154	96	48	77	134	62	125	154	62	154	11	8	4
Weighted Base	172	84*	172	113*	57*	90*	153	72*	141	172	73*	172	13**	9**	5**
Listen to the full message before hanging up	9 5%	2 2%	9 5%	3 3%	1 1%	3 3%	8 5%	1 2%	6 4%	9 5%	1 1%	9 5%	-	-	-
Listen to some of the message before hanging up	37 21%	17 20%	37 21%	24 21%	9 17%	20 22%	32 21%	16 22%	30 21%	37 21%	13 18%	37 21%	2 18%	1 12%	1 26%
Hang up immediately, as soon as I realise it is a recorded message	126 73%	65 77%	126 73%	86 76%	47 82%	68 75%	114 74%	55 76%	104 74%	126 73%	59 81%	126 73%	11 82%	8 88%	3 74%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	46 27%	19 23%	46 27%	27 24%	10 18%	22 25%	39 26%	17 24%	36 26%	46 27%	14 19%	46 27%	2 18%	1 12%	1 26%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

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

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	39	15	24	6	11	8	6	4	2	2	17	22	7	16	8	8
Weighted Base	46*	17**	29**	10**	12**	9**	7**	5**	2**	1**	22**	24**	8**	22**	9**	7**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	11 62%	11 39%	4 41%	11 95%	3 32%	1 16%	3 53%	- -	- -	15 71%	7 27%	4 48%	9 41%	6 65%	3 45%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	6 37%	13 46%	7 67%	2 19%	4 40%	4 50%	2 30%	2 75%	* 35%	9 41%	11 44%	4 46%	9 41%	5 53%	2 31%
Telling you about a competition	10 21%	2 14%	7 26%	4 44%	2 19%	2 24%	- -	1 22%	- -	- -	7 31%	3 13%	1 14%	6 27%	2 24%	1 8%
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	3 18%	8 29%	- -	4 32%	1 15%	4 50%	2 30%	1 25%	1 65%	4 18%	8 32%	2 22%	5 25%	3 31%	1 21%
Other type	1 2%	- -	1 4%	- -	- -	- -	- -	1 22%	- -	- -	- -	1 5%	- -	1 5%	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	42 91%	16 93%	26 89%	10 100%	12 100%	7 79%	7 100%	3 53%	2 100%	1 100%	22 100%	20 82%	7 84%	19 89%	9 100%	6 92%
ANY EXC. APPOINTMENT REMINDERS	36 79%	15 86%	21 74%	10 100%	11 95%	6 64%	5 66%	3 53%	2 75%	* 35%	21 97%	15 62%	6 77%	15 71%	9 93%	6 84%
Can't Remember	3 7%	1 7%	2 7%	- -	- -	2 21%	- -	1 25%	- -	- -	- -	3 13%	1 16%	1 6%	- -	1 8%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	MARITAL STATUS				WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	39	25	12	2	23	16	17	22	33	6	39	-	-	-
Weighted Base	46*	29**	15**	2**	31**	15**	19**	27**	40**	6**	46*	-**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	13 46%	7 50%	1 54%	17 53%	5 36%	11 59%	11 40%	19 48%	3 49%	22 48%	-	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	11 37%	8 53%	1 46%	13 40%	7 48%	4 19%	16 59%	18 46%	1 19%	20 43%	-	-	-
Telling you about a competition	10 21%	4 13%	6 41%	-	7 22%	3 19%	3 18%	6 24%	10 25%	-	10 21%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	10 34%	2 12%	-	6 19%	5 37%	6 29%	6 22%	9 22%	3 47%	12 25%	-	-	-
Other type	1 2%	-	1 8%	-	-	1 8%	1 6%	-	1 3%	-	1 2%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	42 91%	26 89%	14 92%	2 100%	30 96%	12 80%	17 91%	24 90%	36 89%	6 100%	42 91%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	36 79%	20 70%	14 92%	2 100%	25 82%	11 72%	14 74%	22 82%	32 80%	4 68%	36 79%	-	-	-
Can't Remember	3 7%	3 11%	-	-	1 4%	2 13%	1 3%	3 10%	3 8%	-	3 7%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	39	3	5	4	3	5	6	5	5	3	-	-	-
Weighted Base	46*	5**	5**	4**	6**	6**	6**	7**	5**	3**	**	**	**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	4 76%	3 61%	2 49%	1 20%	4 61%	1 22%	2 37%	3 62%	2 60%	-	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	3 56%	3 57%	2 58%	5 80%	-	1 18%	4 61%	1 18%	1 40%	-	-	-
Telling you about a competition	10 21%	-	3 72%	1 20%	5 81%	-	-	-	1 18%	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	3 56%	1 29%	-	-	2 34%	2 39%	1 22%	2 30%	-	-	-	-
Other type	1 2%	-	-	-	-	1 19%	-	-	-	-	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	42 91%	5 100%	5 100%	4 86%	6 100%	5 81%	5 79%	7 100%	4 74%	3 100%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	36 79%	5 100%	5 100%	4 86%	6 100%	4 61%	3 40%	5 78%	3 62%	3 100%	-	-	-
Can't Remember	3 7%	-	-	1 14%	-	-	1 21%	-	1 26%	-	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

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

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

	Total	Q.12 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	39	39	20	20	19	-	22	7	11
Weighted Base	46*	46*	22**	22**	24**	**	26*	7*	16*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	22 48%	12 55%	12 55%	10 41%	-	12 46%	2 37%	10 63%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	20 43%	8 37%	8 37%	12 47%	-	9 35%	2 37%	10 61%
Telling you about a competition	10 21%	10 21%	5 25%	5 25%	4 18%	-	4 16%	-	6 36%
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	12 25%	8 35%	8 35%	4 16%	-	8 30%	1 18%	5 32%
Other type	1 2%	1 2%	1 5%	1 5%	-	-	1 4%	-	-
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	42 91%	42 91%	19 89%	19 89%	22 92%	-	24 91%	5 72%	16 100%
ANY EXC. APPOINTMENT REMINDERS	36 79%	36 79%	16 72%	16 72%	21 85%	-	20 74%	4 54%	16 100%
Can't Remember	3 7%	3 7%	1 6%	1 6%	2 8%	-	1 5%	2 28%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	39	23	9	9	3	32	9	37	38	38	20	29	38	30
Weighted Base	46*	28**	14**	14**	3**	36**	14**	44*	45*	45*	26**	35**	45*	36**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	12 44%	9 60%	9 60%	1 56%	16 45%	9 60%	21 48%	21 46%	21 46%	13 48%	17 48%	21 46%	17 48%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	10 38%	9 61%	9 61%	2 76%	14 38%	9 61%	19 42%	20 44%	20 44%	13 49%	17 49%	20 44%	17 48%
Telling you about a competition	10 21%	4 15%	5 34%	5 34%	1 32%	5 14%	5 34%	10 22%	10 22%	10 22%	6 22%	10 28%	10 22%	10 28%
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	8 29%	5 35%	5 35%	-	9 26%	5 35%	12 26%	12 26%	12 26%	4 16%	8 24%	12 26%	9 25%
Other type	1 2%	1 4%	-	-	-	1 3%	-	1 3%	1 3%	1 3%	1 4%	1 3%	1 3%	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	42 91%	25 91%	14 100%	14 100%	3 100%	31 88%	14 100%	40 90%	41 90%	41 90%	24 91%	32 93%	41 90%	33 93%
ANY EXC. APPOINTMENT REMINDERS	36 79%	21 75%	14 100%	14 100%	3 100%	26 72%	14 100%	34 77%	35 78%	35 78%	23 88%	30 86%	35 78%	30 84%
Can't Remember	3 7%	1 5%	-	-	-	3 9%	-	3 7%	3 7%	3 7%	1 5%	1 4%	3 7%	1 4%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 24 (QS0365 - 836818)

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

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

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	39	17	39	21	9	16	33	15	31	39	13	39	2	1	1
Weighted Base	46*	19**	46*	27**	10**	22**	39**	17**	36**	46*	14**	46*	2**	1**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	22 48%	10 52%	22 48%	15 56%	6 64%	14 63%	19 49%	9 50%	19 53%	22 48%	9 64%	22 48%	1 51%	-	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	20 43%	8 42%	20 43%	9 35%	4 38%	9 42%	15 38%	7 39%	13 37%	20 43%	7 47%	20 43%	-	-	-
Telling you about a competition	10 21%	5 25%	10 21%	7 27%	4 37%	7 33%	10 25%	5 28%	10 27%	10 21%	4 27%	10 21%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	12 25%	7 35%	12 25%	7 28%	5 53%	5 23%	10 25%	6 35%	8 23%	12 25%	5 38%	12 25%	-	-	-
Other type	1 2%	1 6%	1 2%	-	-	-	1 3%	1 7%	1 3%	1 2%	-	1 2%	1 49%	1 100%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	42 91%	17 87%	42 91%	24 90%	9 87%	21 94%	35 89%	15 86%	32 88%	42 91%	13 91%	42 91%	1 51%	-	1 100%
ANY EXC. APPOINTMENT REMINDERS	36 79%	13 68%	36 79%	21 77%	6 64%	20 88%	30 76%	12 68%	28 78%	36 79%	10 74%	36 79%	1 51%	-	1 100%
Can't Remember	3 7%	1 7%	3 7%	3 10%	1 13%	1 6%	3 8%	1 7%	3 9%	3 7%	1 9%	3 7%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

Total	GENDER		AGE										SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Silent Calls	299	141	159	30	56	45	56	47	33	33	85	214	61	96	69	74
	28%	27%	29%	20%	29%	25%	33% ^c	28%	30%	34% ^c	25%	30%	27%	32% ^o	31%	24%
Sales/marketing texts	240	104	136	33	57	48	51	32	11	8	90	151	53	89	45	53
	23%	20%	25%	22% ^{hi}	30% ^{ghik}	27% ^{hi}	30% ^{ghik}	19% ^{hi}	10%	9%	26% ^{hi}	21% ^{hi}	23%	30% ^{no}	20%	17%
Sales/marketing calls	503	226	277	64	90	79	82	96	52	41	154	349	108	161	114	120
	47%	44%	51%	43%	47%	45%	49%	58% ^{ceij}	47%	41%	45%	49%	48%	54% ^o	51% ^o	38%
Recorded message	348	151	196	35	65	65	59	56	35	34	99	249	77	118	78	75
	33%	30%	36%	23%	33%	37% ^c	35%	33%	32%	34%	29%	35% ^c	34% ^o	39% ^o	35% ^o	24%
Other type	40	12	28	1	5	4	14	7	5	4	6	34	10	15	7	8
	4%	2%	5% ^a	1%	3%	2%	8% ^{cdej}	4%	5%	4%	2%	5% ^j	5%	5%	3%	2%
SUMMARY CODES																
1 TYPE EXPERIENCED	256	129	127	41	40	50	29	51	25	21	81	176	70	76	50	60
	24%	25%	23%	27%	21%	28% ^f	18%	31% ^f	23%	21%	23%	24%	31% ^o	25%	22%	19%
2 TYPES EXPERIENCED	154	71	83	17	23	23	31	24	19	17	40	114	38	48	26	41
	14%	14%	15%	11%	12%	13%	18%	14%	17%	17%	12%	16%	17%	16%	12%	13%
3 TYPES EXPERIENCED	130	52	78	13	28	17	16	22	16	17	41	88	27	41	30	31
	12%	10%	14%	9%	15%	9%	10%	13%	15%	17%	12%	12%	12%	14%	13%	10%
4 TYPES EXPERIENCED	103	44	60	12	20	23	26	14	4	4	32	71	19	39	25	21
	10%	8%	11%	8%	10% ^{hi}	13% ^{hi}	16% ^{hi}	9%	4%	4%	9% ^{hi}	10% ^{hi}	8%	13% ^o	11%	7%
5 TYPES EXPERIENCED	11	4	7	-	4	-	2	2	3	1	4	7	2	3	4	3
	1%	1%	1%	-	2%	-	1%	1%	2% ^e	1%	1%	1%	1%	1%	2%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663	304	358	83	116	114	108	115	67	59	199	463	157	212	136	157
	62%	59%	65%	55%	60%	65%	64%	69% ^{cj}	61%	60%	58%	64%	69% ^o	71% ^{no}	61% ^o	51%
None	399	209	190	67	77	62	60	51	43	40	144	256	69	89	88	154
	38%	41%	35%	45% ^g	40%	35%	36%	31%	39%	40%	42% ^g	36%	31%	29%	39% ^m	49% ^{lmn}
Mean number of mentions	2.220	2.124	2.302	1.966	2.387	2.155	2.546 ^{ceg}	2.117	2.112	2.104	2.211	2.224	2.029	2.3301	2.356	2.146
Standard Deviation	1.227	1.216	1.233	1.117	1.268	1.249	1.338 ^{hik}	1.247	1.106	1.012	1.223	1.231	1.145	1.292	1.292	1.139
Error Variance	0.002	0.005	0.004	0.022	0.015	0.015	0.021	0.016	0.012	0.011	0.009	0.003	0.009	0.009	0.013	0.007

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Silent Calls	299 28%	188 30%	68 24%	43 27%	168 29%	131 27%	72 25%	227 29%	231 27%	69 34%h	255 29%m	25 28%	16 31%m	3 13%
Sales/marketing texts	240 23%	157 25%c	61 22%	22 14%	152 27%e	88 18%	78 27%	163 21%	187 22%	53 27%	208 23%	17 19%	12 23%	3 14%
Sales/marketing calls	503 47%	313 51%b	110 39%	80 51%b	288 50%	215 44%	139 48%	364 47%	402 47%	101 50%	420 47%	42 46%	31 58%	11 45%
Recorded message	348 33%	233 38%b	67 23%	49 31%	208 36%e	140 29%	93 32%	254 33%	279 32%	69 34%	291 33%m	31 34%m	22 41%m	4 15%
Other type	40 4%	28 5%	7 2%	6 4%	19 3%	22 4%	12 4%	28 4%	29 3%	11 6%	38 4%	1 1%	2 3%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	256 24%	145 23%	68 24%	43 27%	140 25%	116 24%	75 26%	181 23%	201 23%	55 28%	211 24%	22 25%	13 25%	10 40%
2 TYPES EXPERIENCED	154 14%	90 14%	35 12%	29 18%	78 14%	76 15%	37 13%	117 15%	122 14%	32 16%	135 15%	12 13%	5 9%	2 9%
3 TYPES EXPERIENCED	130 12%	84 14%	28 10%	18 11%	76 13%	54 11%	26 9%	104 14%	96 11%	34 17%h	103 12%	15 17%m	11 21%m	1 4%
4 TYPES EXPERIENCED	103 10%	74 12%bc	20 7%	10 6%	67 12%e	36 7%	33 11%	70 9%	87 10%	16 8%	88 10%	7 7%	7 13%	1 4%
5 TYPES EXPERIENCED	11 1%	8 1%	2 1%	1 1%	4 1%	7 1%	4 1%	8 1%	9 1%	2 1%	11 1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 62%	407 66%b	155 54%	101 64%	372 65%	291 59%	180 62%	483 63%	521 60%	142 71%h	557 62%	56 62%	36 68%	14 57%
None	399 38%	212 34%	131 46%a	56 36%	199 35%	200 41%	110 38%	289 37%	341 40%i	58 29%	338 38%	35 38%	17 32%	10 43%
Mean number of mentions	2.220	2.330c	2.065	2.016	2.295	2.125	2.259	2.206	2.224	2.206	2.242m	2.109m	2.319m	1.515
Standard Deviation	1.227	1.262	1.173	1.123	1.272	1.164	1.359	1.176	1.225	1.241	1.248	1.074	1.173	0.945
Error Variance	0.002	0.004	0.010	0.011	0.005	0.004	0.011	0.003	0.003	0.010	0.003	0.020	0.037	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Silent Calls	299 28%	16 35%gl	34 34%gl	23 26%	32 37%gl	27 27%	35 37%gil	25 19%	43 27%l	20 22%	16 31%l	25 28%	3 13%
Sales/marketing texts	240 23%	8 19%	32 32%ghl	24 26%	22 26%	23 24%	21 23%	25 19%	32 20%	19 21%	12 23%	17 19%	3 14%
Sales/marketing calls	503 47%	18 39%	63 63%acfhikl	41 45%	44 51%	51 53%	42 45%	51 39%	70 45%	40 43%	31 58%g	42 46%	11 45%
Recorded message	348 33%	21 46%hil	42 41%hl	32 35%l	29 33%l	33 34%l	29 31%l	40 30%l	42 27%	25 27%	22 41%l	31 34%l	4 15%
Other type	40 4%	2 5%	3 3%	7 8%	2 3%	3 2%	2 4%	7 6%	2 5%	2 3%	2 3%	1 1%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	256 24%	13 28%c	25 25%c	11 12%	26 31%c	25 26%c	21 23%	29 22%	37 24%c	24 26%c	13 25%	22 25%c	10 40%cfgh
2 TYPES EXPERIENCED	154 14%	8 18%	13 13%	9 10%	13 15%	13 14%	17 19%	24 18%	22 14%	15 16%	5 9%	12 13%	2 9%
3 TYPES EXPERIENCED	130 12%	4 10%	11 10%	9 10%	15 17%l	8 9%	12 13%	12 9%	17 11%	15 16%l	11 21%gl	15 17%l	1 4%
4 TYPES EXPERIENCED	103 10%	4 10%	21 21%dfghikl	12 13%l	6 6%	14 14%l	7 8%	8 6%	14 9%	3 3%	7 13%l	7 7%	1 4%
5 TYPES EXPERIENCED	11 1%	1 3%	2 2%	2 2%	1 2%	-	1 1%	1 1%	2 1%	-	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 62%	31 69%	72 71%cg	46 51%	62 72%c	62 63%	60 65%	75 56%	93 59%	56 61%	36 68%	56 62%	14 57%
None	399 38%	14 31%	29 29%	45 49%bd	24 28%	36 37%	33 35%	58 44%b	64 41%	35 39%	17 32%	35 38%	10 43%
Mean number of mentions	2.220	2.140	2.473ii	2.906defghi	2.124i	2.249i	2.224i	2.081i	2.169i	1.938	2.319i	2.109i	1.515
Standard Deviation	1.227	1.241	1.318	1.497	1.229	1.298	1.220	1.173	1.184	0.942	1.173	1.074	0.945
Error Variance	0.002	0.050	0.023	0.049	0.029	0.032	0.026	0.022	0.017	0.016	0.037	0.020	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	Q.1 2 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Silent Calls	299 28%	281 30%d	246 35%ad	227 36%ad	54 17%	19 32%d	103 29%	43 27%	165 30%
Sales/marketing texts	240 23%	240 25%e	151 22%e	151 24%e	89 29%be	-	99 28%	40 25%	109 20%
Sales/marketing calls	503 47%	471 50%d	397 57%ad	365 58%ad	106 34%	32 55%d	184 51%	82 51%	260 47%
Recorded message	348 33%	326 34%d	283 41%ad	261 41%ad	65 21%	22 38%d	135 37%	51 32%	181 33%
Other type	40 4%	37 4%d	37 5%d	33 5%d	3 1%	4 6%d	8 2%	7 4%	25 5%
SUMMARY CODES									
1 TYPE EXPERIENCED	256 24%	238 25%	166 24%	147 23%	90 29%	19 32%	88 25%	46 29%	124 23%
2 TYPES EXPERIENCED	154 14%	144 15%d	123 18%d	114 18%d	31 10%	9 16%	50 14%	16 10%	89 16%
3 TYPES EXPERIENCED	130 12%	118 12%d	107 15%d	95 15%d	23 7%	12 20%d	54 15%	17 11%	68 12%
4 TYPES EXPERIENCED	103 10%	102 11%e	80 11%e	79 12%de	23 7%	1 1%	42 12%	20 12%	48 9%
5 TYPES EXPERIENCED	11 1%	10 1%	10 1%	9 1%	1 *	1 2%	4 1%	2 1%	6 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 62%	621 66%d	494 71%ad	452 71%ad	169 54%	42 71%d	238 66%	102 64%	341 62%
None	399 38%	327 34%bc	199 29%	182 29%	145 46%abce	17 29%	121 34%	58 36%	208 38%
Mean number of mentions	2.220	2.239d	2.330de	2.365de	1.900	1.944	2.259	2.250	2.247
Standard Deviation	1.227	1.239	1.239	1.252	1.138	1.015	1.180	1.365	1.242
Error Variance	0.002	0.003	0.003	0.004	0.009	0.019	0.006	0.020	0.004

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Silent Calls	299	113	134	134	30	173	138	288	269	263	139	183	272	169
		28%	31%	31%	42%ag	30%	30%	29%	30%	29%	28%	30%	29%	27%
Sales/marketing texts	240	109	81	81	20	157	86	229	224	225	131	173	229	171
		23%	27%bcf	19%	28%	27%bcf	19%	23%	25%	25%	26%	28%	25%	27%
Sales/marketing calls	503	205	201	201	50	309	211	489	451	446	249	309	457	304
		47%	50%	47%	69%abcefg	53%af	46%	49%	50%	49%	50%	50%	49%	49%
Recorded message	348	155	139	139	33	213	151	337	321	315	167	227	324	213
		33%	38%	33%	46%bcg	36%	33%	33%	35%	35%	34%	37%	35%	34%
Other type	40	10	19	19	5	19	19	38	33	31	20	26	33	25
		4%	3%	5%	7%	3%	4%	4%	4%	3%	4%	4%	4%	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	256	99	93	93	16	147	101	244	223	225	126	149	230	152
		24%	22%	22%	22%	25%	22%	24%	25%	25%	25%	24%	25%	24%
2 TYPES EXPERIENCED	154	60	69	69	12	78	73	149	136	136	62	92	136	85
		14%	15%	16%	17%	13%	16%	15%	15%	15%	13%	15%	15%	14%
3 TYPES EXPERIENCED	130	56	59	59	11	80	61	128	121	116	60	77	121	70
		12%	14%	14%	15%	14%	13%	13%	13%	13%	12%	12%	13%	11%
4 TYPES EXPERIENCED	103	47	34	34	12	72	37	99	96	97	55	72	98	72
		10%	12%	8%	16%bcf	12%bcf	8%	10%	11%	11%	11%	12%	11%	12%
5 TYPES EXPERIENCED	11	4	4	4	2	6	4	10	8	7	7	9	8	8
		1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663	268	264	264	55	388	280	637	593	589	317	407	602	395
		62%	65%	62%	77%bcfg	67%	61%	63%	65%	65%	64%	66%	65%	63%
None	399	142	163	163	17	195	178	369	314	319	178	212	328	227
		38%	35%	38%cd	23%	33%	39%cd	37%cd	35%	35%	36%	34%	35%	37%
Mean number of mentions	2.220	2.252	2.249	2.249	2.590	2.294	2.231	2.228	2.247	2.226	2.290	2.318	2.241	2.296
Standard Deviation	1.227	1.192	1.210	1.210	1.406	1.257	1.206	1.225	1.229	1.217	1.321	1.293	1.232	1.308
Error Variance	0.002	0.006	0.005	0.005	0.036	0.004	0.005	0.002	0.003	0.003	0.006	0.005	0.003	0.005

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Silent Calls	299 28%	299 45%	226 54%acgi	197 44%	299 100%abcg hijklmn	205 100%abcg hijklmn	142 100%abcgh ijklmn	255 44%	176 54%acgi	164 42%	219 63%abcgh i	168 67%abcgh i	113 66%abcgh i	21 51%	18 52%	5 53%
Sales/marketing texts	240 23%	240 36%bh	108 26%	240 54%abdeg hjkn	131 44%abehk	63 31%	103 72%abcde ghijklmn	240 42%behk	94 29%	240 61%abdeg hjkmn	146 42%behk	81 33%	115 67%abcde ghijklmn	15 38%	12 33%	5 50%
Sales/marketing calls	503 47%	503 76%n	349 83%acmn	340 76%	238 79%mn	167 81%mn	113 79%mn	503 88%acde fijlmn	327 100%abcde fgijklmn	323 82%amn	278 80%mn	209 84%acmn	135 79%n	25 63%	21 60%	6 62%
Recorded message	348 33%	348 52%	260 62%acgi	227 51%	219 73%abcgh i	157 76%abcgh i	105 74%abcgh i	298 52%	201 62%acgi	192 49%	348 100%abcd efghimn	249 100%abcd efghimn	172 100%abcde fghimn	25 63%	21 63%	5 53%
Other type	40 4%	40 6%	36 9%g	23 5%	21 7%	17 8%	8 6%	27 5%	21 6%	19 5%	25 7%	22 9%g	13 8%	40 100%abcd efghijkl	34 100%abcd efghijkl	9 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	256 24%	256 39%bdefh ijklmn	123 29%defjk lmn	166 37%bdefh ijklmn	30 10%m	19 9%	15 11%m	189 33%defhj klmn	81 25%defjk lmn	134 34%defhj klmn	37 11%m	23 9%	17 10%	-	-	-
2 TYPES EXPERIENCED	154 14%	154 23%defl	111 26%defl	97 22%f	46 15%	32 16%	16 11%	135 24%defl	76 23%df	87 22%df	76 22%f	55 22%f	26 15%	9 21%	7 21%	2 24%
3 TYPES EXPERIENCED	130 12%	130 20%	99 24%ci	72 16%	110 37%abcfg hilmn	88 43%abcfg hijlmn	29 20%	128 22%ci	92 28%acimn	59 15%	115 33%abcfg imn	89 36%abcfg imn	44 26%ci	4 11%	4 10%	2 23%
4 TYPES EXPERIENCED	103 10%	103 16%	70 17%	97 22%a	100 33%abcgh i	55 27%abg	75 52%abcde ghijklmn	101 18%	62 19%	97 25%abg	101 29%abcgh	65 26%abg	73 43%abceg hijk	8 20%	8 23%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

Total	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
5 TYPES EXPERIENCED	11 1%	11 2%	10 2%	8 2%	6 2%	6 3%	- -	11 2%	8 2%	7 2%	11 3%	10 4% ^f	4 2%	11 28% ^{abcde} fghijkl	10 28% ^{abcde} fghijkl	2 18%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 62%	663 100%	420 100%	447 100%	299 100%	205 100%	142 100%	572 100%	327 100%	392 100%	348 100%	249 100%	172 100%	40 100%	34 100%	9 100%
None	399 38%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.220	2.220	2.414 ^a	2.347	3.100 ^{abc} ghi	3.054 ^{abc} ghi	3.368 ^{abc} deghijk	2.361	2.569 ^{acg}	2.440 ^a	2.994 ^{abc} ghi	3.019 ^{abc} ghi	3.266 ^{abc} ghij	4.144 ^{abc} defghijk	4.083 ^{abc} defghijk	4.173
Standard Deviation	1.227	1.227	1.227	1.312	1.098	1.057	1.201	1.238	1.234	1.336	1.130	1.126	1.186	1.437	1.399	1.756
Error Variance	0.002	0.002	0.003	0.004	0.004	0.005	0.011	0.003	0.005	0.005	0.004	0.005	0.009	0.052	0.059	0.308

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

Total	GENDER		AGE									SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	999	479	520	102	178	163	130	132	156	138	280	719	211	279	194	315
Weighted Base	1007	482	525	143*	184	172	165	155	100	88	327	680	222	295	209	280
Silent Calls	299	141	159	30	56	45	56	47	33	33	85	214	61	96	69	74
	30%	29%	30%	21%	30%	26%	34%	30%	33%	38%cej	26%	31%	27%	32%	33%	26%
Sales/marketing texts	240	104	136	33	57	48	51	32	11	8	90	151	53	89	45	53
	24%	22%	26%	23%hi	31%hik	28%hi	31%hik	21%hi	11%	10%	27%hi	22%hi	24%	30%o	22%	19%
Sales/marketing calls	503	226	277	64	90	79	82	96	52	41	154	349	108	161	114	120
	50%	47%	53%	45%	49%	46%	50%	62%cdeijk	51%	46%	47%	51%	49%	55%o	54%o	43%
Recorded message	348	151	196	35	65	65	59	56	35	34	99	249	77	118	78	75
	35%	31%	37%	24%	35%	38%c	36%	36%	35%	38%c	30%	37%c	34%	40%o	37%o	27%
Other type	40	12	28	1	5	4	14	7	5	4	6	34	10	15	7	8
	4%	3%	5%a	1%	3%	3%	9%cdej	4%	5%	5%	2%	5%	5%	5%	3%	3%
SUMMARY CODES																
1 TYPE EXPERIENCED	256	129	127	41	40	50	29	51	25	21	81	176	70	76	50	60
	25%	27%	24%	28%	22%	29%f	18%	33%df	25%	23%	25%	26%	31%o	26%	24%	22%
2 TYPES EXPERIENCED	154	71	83	17	23	23	31	24	19	17	40	114	38	48	26	41
	15%	15%	16%	12%	12%	13%	19%	15%	19%	20%	12%	17%	17%	16%	13%	15%
3 TYPES EXPERIENCED	130	52	78	13	28	17	16	22	16	17	41	88	27	41	30	31
	13%	11%	15%	9%	15%	10%	10%	14%	16%	19%cef	13%	13%	12%	14%	14%	11%
4 TYPES EXPERIENCED	103	44	60	12	20	23	26	14	4	4	32	71	19	39	25	21
	10%	9%	11%	9%	11%hi	13%hi	16%hi	9%	4%	4%	10%	10%hi	9%	13%o	12%	7%
5 TYPES EXPERIENCED	11	4	7	-	4	-	2	2	3	1	4	7	2	3	4	3
	1%	1%	1%	-	2%	-	1%	1%	3%e	1%	1%	1%	1%	1%	2%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663	304	358	83	116	114	108	115	67	59	199	463	157	212	136	157
	66%	63%	68%	58%	63%	66%	66%	74%cdj	67%	67%	61%	68%	71%o	72%o	65%	56%
None	344	178	166	60	68	58	56	40	34	29	128	216	65	83	73	123
	34%	37%	32%	42%g	37%g	34%	34%	26%	33%	33%	39%g	32%	29%	28%	35%	44%lm
Mean number of mentions	2.220	2.124	2.302	1.966	2.387	2.155	2.546ceg	2.117	2.112	2.104	2.211	2.224	2.029	2.330i	2.356	2.146
Standard Deviation	1.227	1.216	1.233	1.117	1.268	1.249	1.338	1.247	1.106	1.012	1.223	1.231	1.145	1.292	1.292	1.139
Error Variance	0.002	0.005	0.004	0.022	0.015	0.015	0.021	0.016	0.012	0.011	0.009	0.003	0.009	0.009	0.013	0.007

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	999	592	231	176	470	529	262	737	782	217	801	82	49	67
Weighted Base	1007	596	267	144	557	450	284	723	814	193	850	83*	50*	24*
Silent Calls	299 30%	188 32%	68 25%	43 30%	168 30%	131 29%	72 25%	227 31%	231 28%	69 36%	255 30% ^m	25 30% ^m	16 33% ^m	3 13%
Sales/marketing texts	240 24%	157 26% ^c	61 23%	22 15%	152 27% ^e	88 20%	78 27%	163 23%	187 23%	53 28%	208 24%	17 21%	12 25%	3 14%
Sales/marketing calls	503 50%	313 53% ^b	110 41%	80 55% ^b	288 52%	215 48%	139 49%	364 50%	402 49%	101 52%	420 49%	42 50%	31 61%	11 46%
Recorded message	348 35%	233 39% ^b	67 25%	49 34%	208 37%	140 31%	93 33%	254 35%	279 34%	69 36%	291 34% ^m	31 37% ^m	22 44% ^m	4 15%
Other type	40 4%	28 5%	7 3%	6 4%	19 3%	22 5%	12 4%	28 4%	29 4%	11 6%	38 4%	1 1%	2 3%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	256 25%	145 24%	68 26%	43 30%	140 25%	116 26%	75 27%	181 25%	201 25%	55 29%	211 25%	22 27%	13 27%	10 41%
2 TYPES EXPERIENCED	154 15%	90 15%	35 13%	29 20%	78 14%	76 17%	37 13%	117 16%	122 15%	32 17%	135 16%	12 14%	5 10%	2 9%
3 TYPES EXPERIENCED	130 13%	84 14%	28 11%	18 12%	76 14%	54 12%	26 9%	104 14% ^f	96 12%	34 17% ^h	103 12%	15 18% ^m	11 22% ^m	1 4%
4 TYPES EXPERIENCED	103 10%	74 12%	20 7%	10 7%	67 12%	36 8%	33 12%	70 10%	87 11%	16 8%	88 10%	7 8%	7 14%	1 4%
5 TYPES EXPERIENCED	11 1%	8 1%	2 1%	1 1%	4 1%	7 2%	4 1%	8 1%	9 1%	2 1%	11 1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 66%	407 68% ^b	155 58%	101 70% ^b	372 67%	291 65%	180 63%	483 67%	521 64%	142 74% ^h	557 66%	56 67%	36 73%	14 58%
None	344 34%	190 32%	112 42% ^{ac}	43 30%	185 33%	159 35%	104 37%	240 33%	293 36% ⁱ	51 26%	293 34%	28 33%	14 27%	10 42%
Mean number of mentions	2.220	2.330^c	2.065	2.016	2.295	2.125	2.259	2.206	2.224	2.206	2.242^m	2.109^m	2.319^m	1.515
Standard Deviation	1.227	1.262	1.173	1.123	1.272	1.164	1.359	1.176	1.225	1.241	1.248	1.074	1.173	0.945
Error Variance	0.002	0.004	0.010	0.011	0.005	0.004	0.011	0.003	0.003	0.010	0.003	0.020	0.037	0.023

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

Total	GOVERNMENT REGIONS												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	999	43	104	79	72	84	84	111	137	87	49	82	67
Weighted Base	1007	45*	96*	79*	81*	96*	88*	126	150	90*	50*	83*	24*
Silent Calls	299	16	34	23	32	27	35	25	43	20	16	25	3
	30%	35% ^l	36% ^{gl}	30% ^l	40% ^{gil}	28%	40% ^{gil}	20%	29% ^l	23%	33% ^l	30% ^l	13%
Sales/marketing texts	240	8	32	24	22	23	21	25	32	19	12	17	3
	24%	19%	34% ^{eghl}	30%	28%	24%	24%	20%	21%	22%	25%	21%	14%
Sales/marketing calls	503	18	63	41	44	51	42	51	70	40	31	42	11
	50%	40%	66% ^{afghil}	52%	54%	53%	47%	41%	47%	44%	61% ^g	50%	46%
Recorded message	348	21	42	32	29	33	29	40	42	25	22	31	4
	35%	47% ^{hil}	43% ^{hil}	41% ^l	35% ^l	34% ^l	33% ^l	31% ^l	28%	27%	44% ^l	37% ^l	15%
Other type	40	2	3	2	3	2	3	7	2	2	2	1	-
	4%	5%	3%	9%	3%	2%	4%	6%	5%	3%	3%	1%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	256	13	25	11	26	25	21	29	37	24	13	22	10
	25%	29%	26%	14%	33% ^c	26%	24%	23%	25%	26%	27%	27%	41% ^{cfgh}
2 TYPES EXPERIENCED	154	8	13	9	13	13	17	24	22	15	5	12	2
	15%	18%	14%	11%	16%	14%	20%	19%	15%	16%	10%	14%	9%
3 TYPES EXPERIENCED	130	4	11	9	15	8	12	12	17	15	11	15	1
	13%	10%	11%	12%	18% ^l	9%	13%	9%	12%	17% ^l	22% ^{gl}	18% ^l	4%
4 TYPES EXPERIENCED	103	4	21	12	6	14	7	8	14	3	7	7	1
	10%	10%	22% ^{dfghikl}	15% ⁱ	7%	14% ⁱ	8%	6%	9%	3%	14% ⁱ	8%	4%
5 TYPES EXPERIENCED	11	1	2	2	1	-	1	1	2	-	-	-	-
	1%	3%	2%	3%	2%	-	1%	1%	2%	-	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663	31	72	46	62	62	60	75	93	56	36	56	14
	66%	70%	75% ^{cgl}	59%	77% ^{cgl}	64%	68%	59%	62%	62%	73%	67%	58%
None	344	13	24	33	19	35	28	51	57	34	14	28	10
	34%	30%	25%	41% ^{bd}	23%	36%	32%	41% ^{bd}	38%	38%	27%	33%	42% ^{bd}
Mean number of mentions	2.220	2.140	2.473ⁱⁱ	2.906^{defghi}	2.124ⁱ	2.249ⁱ	2.224ⁱ	2.081ⁱ	2.169ⁱ	1.938	2.319ⁱ	2.109ⁱ	1.515
Standard Deviation	1.227	1.241	1.318	1.497^{kl}	1.229	1.298	1.220	1.173	1.184	0.942	1.173	1.074	0.945
Error Variance	0.002	0.050	0.023	0.049	0.029	0.032	0.026	0.022	0.017	0.016	0.037	0.020	0.023

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	Q.1 2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	999	922	700	623	299	77	330	139	536
Weighted Base	1007	948	693	634	314	59*	345	154	518
Silent Calls	299 30%	281 30% ^d	246 35% ^{ad}	227 36% ^{ad}	54 17%	19 32% ^d	103 30%	43 28%	165 32%
Sales/marketing texts	240 24%	240 25% ^e	151 22% ^e	151 24% ^e	89 29% ^{be}	-	99 29%	40 26%	109 21%
Sales/marketing calls	503 50%	471 50% ^d	397 57% ^{ad}	365 58% ^{ad}	106 34%	32 55% ^d	184 53%	82 53%	260 50%
Recorded message	348 35%	326 34% ^d	283 41% ^{ad}	261 41% ^{ad}	65 21%	22 38% ^d	135 39%	51 33%	181 35%
Other type	40 4%	37 4% ^d	37 5% ^d	33 5% ^d	3 1%	4 6% ^d	8 2%	7 5%	25 5%
SUMMARY CODES									
1 TYPE EXPERIENCED	256 25%	238 25%	166 24%	147 23%	90 29%	19 32%	88 26%	46 30%	124 24%
2 TYPES EXPERIENCED	154 15%	144 15% ^d	123 18% ^d	114 18% ^d	31 10%	9 16%	50 15%	16 10%	89 17%
3 TYPES EXPERIENCED	130 13%	118 12% ^d	107 15% ^d	95 15% ^d	23 7%	12 20% ^d	54 16%	17 11%	68 13%
4 TYPES EXPERIENCED	103 10%	102 11% ^e	80 11% ^e	79 12% ^{de}	23 7%	1 1%	42 12%	20 13%	48 9%
5 TYPES EXPERIENCED	11 1%	10 1%	10 1%	9 1%	1 *	1 2%	4 1%	2 1%	6 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 66%	621 66% ^d	494 71% ^{ad}	452 71% ^{ad}	169 54%	42 71% ^d	238 69%	102 66%	341 66%
None	344 34%	327 34% ^{bc}	199 29%	182 29%	145 46% ^{abcde}	17 29%	107 31%	52 34%	178 34%
Mean number of mentions	2.220	2.239^d	2.330^{de}	2.365^{de}	1.900	1.944	2.259	2.250	2.247
Standard Deviation	1.227	1.239	1.239	1.252	1.138	1.015	1.180	1.365	1.242
Error Variance	0.002	0.003	0.003	0.004	0.009	0.019	0.006	0.020	0.004

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	999	379	420	420	70	533	452	953	837	836	431	550	857	544
Weighted Base	1007	396	399	399	69*	562	430	958	880	881	489	606	899	607
Silent Calls	299	113	134	134	30	173	138	288	269	263	139	183	272	169
	30%	29%	34%	34%	43%ag	31%	32%	30%	31%	30%	28%	30%	30%	28%
Sales/marketing texts	240	109	81	81	20	157	86	229	224	225	131	173	229	171
	24%	28%bcf	20%	20%	29%	28%bcf	20%	24%	25%	26%	27%	28%	25%	28%
Sales/marketing calls	503	205	201	201	50	309	211	489	451	446	249	309	457	304
	50%	52%	50%	50%	71%abcefg	55%	49%	51%	51%	51%	51%	51%	51%	50%
Recorded message	348	155	139	139	33	213	151	337	321	315	167	227	324	213
	35%	39%	35%	35%	47%	38%	35%	35%	36%	36%	34%	38%	36%	35%
Other type	40	10	19	19	5	19	19	38	33	31	20	26	33	25
	4%	3%	5%	5%	7%	3%	4%	4%	4%	3%	4%	4%	4%	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	256	99	93	93	16	147	101	244	223	225	126	149	230	152
	25%	25%	23%	23%	23%	26%	23%	25%	25%	26%	26%	25%	26%	25%
2 TYPES EXPERIENCED	154	60	69	69	12	78	73	149	136	136	62	92	136	85
	15%	15%	17%	17%	18%	14%	17%	16%	15%	15%	13%	15%	15%	14%
3 TYPES EXPERIENCED	130	56	59	59	11	80	61	128	121	116	60	77	121	70
	13%	14%	15%	15%	16%	14%	14%	13%	14%	13%	12%	13%	13%	11%
4 TYPES EXPERIENCED	103	47	34	34	12	72	37	99	96	97	55	72	98	72
	10%	12%	9%	9%	17%f	13%	9%	10%	11%	11%	11%	12%	11%	12%
5 TYPES EXPERIENCED	11	4	4	4	2	6	4	10	8	7	7	9	8	8
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663	268	264	264	55	388	280	637	593	589	317	407	602	395
	66%	68%	66%	66%	79%bcfg	69%	65%	67%	67%	67%	65%	67%	67%	65%
None	344	128	135	135	14	173	150	321	287	292	172	199	297	212
	34%	32%	34%d	34%d	21%	31%	35%cd	33%cd	33%	33%	35%	33%	33%	35%
Mean number of mentions	2.220	2.252	2.249	2.249	2.590	2.294	2.231	2.228	2.247	2.226	2.290	2.318	2.241	2.296
Standard Deviation	1.227	1.192	1.210	1.210	1.406	1.257	1.206	1.225	1.229	1.217	1.321	1.293	1.232	1.308
Error Variance	0.002	0.006	0.005	0.005	0.036	0.004	0.005	0.002	0.003	0.003	0.006	0.005	0.003	0.005

Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

Total	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	999	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1007	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Silent Calls	299 30%	299 45%	226 54%acgi	197 44%	299 100%abcg hijklmn	205 100%abcg hijklmn	142 100%abcgh ijklmn	255 44%	176 54%acgi	164 42%	219 63%abcgh i	168 67%abcgh i	113 66%abcgh i	21 51%	18 52%	5 53%
Sales/marketing texts	240 24%	240 36%bh	108 26%	240 54%abdeg hjk	131 44%abehk	63 31%	103 72%abcde ghijklmn	240 42%behk	94 29%	240 61%abdeg hjkmn	146 42%behk	81 33%	115 67%abcde ghijklmn	15 38%	12 33%	5 50%
Sales/marketing calls	503 50%	503 76%n	349 83%acmn	340 76%	238 79%mn	167 81%mn	113 79%mn	503 88%acde fijlmn	327 100%abcde fgijklmn	323 82%amn	278 80%mn	209 84%acmn	135 79%n	25 63%	21 60%	6 62%
Recorded message	348 35%	348 52%	260 62%acgi	227 51%	219 73%abcgh i	157 76%abcgh i	105 74%abcgh i	298 52%	201 62%acgi	192 49%	348 100%abcd efghimn	249 100%abcd efghimn	172 100%abcde fghimn	25 63%	21 63%	5 53%
Other type	40 4%	40 6%	36 9%g	23 5%	21 7%	17 8%	8 6%	27 5%	21 6%	19 5%	25 7%	22 9%g	13 8%	40 100%abcd efghijkl	34 100%abcd efghijkl	9 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	256 25%	256 39%bdefh ijklmn	123 29%defjk lmn	166 37%bdefh ijklmn	30 10%m	19 9%	15 11%m	189 33%defhj klmn	81 25%defjk lmn	134 34%defhj klmn	37 11%m	23 9%	17 10%	-	-	-
2 TYPES EXPERIENCED	154 15%	154 23%defl	111 26%defl	97 22%f	46 15%	32 16%	16 11%	135 24%defl	76 23%df	87 22%df	76 22%f	55 22%f	26 15%	9 21%	7 21%	2 24%
3 TYPES EXPERIENCED	130 13%	130 20%	99 24%ci	72 16%	110 37%abcfg hilmn	88 43%abcfg hijlmn	29 20%	128 22%ci	92 28%acimn	59 15%	115 33%abcfg imn	89 36%abcfg imn	44 26%ci	4 11%	4 10%	2 23%
4 TYPES EXPERIENCED	103 10%	103 16%	70 17%	97 22%a	100 33%abcgh i	55 27%abg	75 52%abcde ghijklmn	101 18%	62 19%	97 25%abg	101 29%abcgh	65 26%abg	73 43%abcge hijk	8 20%	8 23%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	999	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1007	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
5 TYPES EXPERIENCED	11 1%	11 2%	10 2%	8 2%	6 2%	6 3%	- -	11 2%	8 2%	7 2%	11 3%	10 4% ^f	4 2%	11 28% ^{abcde} fghijkl	10 28% ^{abcde} fghijkl	2 18%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	663 66%	663 100%	420 100%	447 100%	299 100%	205 100%	142 100%	572 100%	327 100%	392 100%	348 100%	249 100%	172 100%	40 100%	34 100%	9 100%
None	344 34%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.220	2.220	2.414 ^a	2.347	3.100 ^{abc} ghi	3.054 ^{abc} ghi	3.368 ^{abc} deghijk	2.361	2.569 ^{acg}	2.440 ^a	2.994 ^{abc} ghi	3.019 ^{abc} ghi	3.266 ^{abc} ghij	4.144 ^{abc} defghijk	4.083 ^{abc} defghijk	4.173
Standard Deviation	1.227	1.227	1.227	1.312	1.098	1.057	1.201	1.238	1.234	1.336	1.130	1.126	1.186	1.437	1.399	1.756
Error Variance	0.002	0.002	0.003	0.004	0.004	0.005	0.011	0.003	0.005	0.005	0.004	0.005	0.009	0.052	0.059	0.308

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7Aii7Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Listen to the full message before hanging up	33 3%	14 3%	19 3%	5 4%	5 3%	5 3%	9 6%g	2 1%	3 3%	3 3%	11 3%	22 3%	6 3%	16 5%	4 2%	7 2%
Listen to some of the message before hanging up	78 7%	33 6%	45 8%	10 7%	15 8%	8 4%	12 7%	11 6%	11 10%e	12 12%e	24 7%	53 7%	16 7%	27 9%	14 6%	20 6%
Hang up immediately, as soon as I realise it is a recorded message	246 23%	108 21%	138 25%	20 13%	47 24%c	54 31%chij	39 23%	45 27%c	22 20%	20 20%	67 19%	180 25%c	57 25%o	78 26%o	63 28%o	48 16%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	109 10%	45 9%	64 12%	15 10%	20 10%	11 6%	22 13%	12 7%	14 13%	14 14%e	35 10%	74 10%	21 9%	43 14%o	18 8%	27 9%
None	714 67%	362 70%	352 64%	116 77%ek	128 67%	111 63%	109 65%	111 67%	74 68%	65 66%	244 71%	470 65%	150 66%	183 61%	145 65%	235 76%lmn

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q.7Aii7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Listen to the full message before hanging up	33 3%	22 4%	7 3%	3 2%	16 3%	16 3%	9 3%	23 3%	28 3%	5 2%	32 4%	-	1 2%	-
Listen to some of the message before hanging up	78 7%	46 7%	19 6%	13 8%	44 8%	34 7%	21 7%	57 7%	65 8%	13 6%	73 8% ^m	2 2%	3 5%	-
Hang up immediately, as soon as I realise it is a recorded message	246 23%	172 28% ^b	42 15%	32 21%	154 27% ^e	93 19%	66 23%	180 23%	194 23%	52 26%	195 22%	29 32% ^j ^m	18 35% ^j ^m	4 15%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	109 10%	68 11%	24 9%	16 10%	59 10%	50 10%	30 10%	79 10%	92 11%	17 9%	104 12% ^k ^m	2 2%	3 7%	-
None	714 67%	386 62%	219 77% ^a	109 69%	363 64%	351 71% ^d	197 68%	517 67%	582 68%	132 66%	603 67%	59 66%	31 59%	21 85% ^j ^k ^l

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q.7Aii7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											Northern Ireland (l)
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Listen to the full message before hanging up	33 3%	5 11%bhkl	1 1%	3 3%	2 3%	5 5%	3 3%	5 4%	3 2%	5 5%k	1 2%	-	-
Listen to some of the message before hanging up	78 7%	5 12%kl	11 11%kl	6 7%	11 12%kl	9 9%	7 8%	9 7%	9 5%	7 8%	3 5%	2 2%	-
Hang up immediately, as soon as I realise it is a recorded message	246 23%	12 27%	31 31%il	23 25%	16 19%	20 21%	20 22%	29 22%	31 20%	13 14%	18 35%hil	29 32%hil	4 15%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	109 10%	11 23%ghjkl	12 12%kl	9 10%kl	13 15%kl	13 14%kl	10 11%kl	12 9%kl	11 7%	12 13%kl	3 7%	2 2%	-
None	714 67%	24 54%	59 59%	59 65%	57 67%	65 66%	64 69%	93 70%	115 73%ab	67 73%a	31 59%	59 66%	21 85%abcdefg jk

Q.7Aii7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Listen to the full message before hanging up	33 3%	30 3%	25 4%	22 4%	7 2%	3 5%	12 3%	5 3%	18 3%
Listen to some of the message before hanging up	78 7%	72 8%	61 9%	55 9%	17 5%	6 10%	30 8%	11 7%	40 7%
Hang up immediately, as soon as I realise it is a recorded message	246 23%	233 25% ^d	206 30% ^{ad}	192 30% ^{ad}	41 13%	14 23% ^d	94 26%	37 23%	129 23%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	109 10%	100 11%	85 12%	76 12%	24 8%	9 15%	42 12%	15 9%	57 10%
None	714 67%	623 66% ^{bc}	410 59%	374 59%	249 79% ^{abce}	36 62%	225 63%	109 68%	367 67%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q.7Aii7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Listen to the full message before hanging up	33 3%	16 4%	11 3%	11 3%	2 3%	18 3%	12 3%	31 3%	29 3%	29 3%	13 3%	25 4%	29 3%	21 3%
Listen to some of the message before hanging up	78 7%	32 8%	33 8%	33 8%	5 8%	47 8%	35 8%	75 7%	71 8%	68 7%	36 7%	48 8%	71 8%	44 7%
Hang up immediately, as soon as I realise it is a recorded message	246 23%	108 26%	100 23%	100 23%	25 35%	152 26%	109 24%	240 24%	230 25%	227 25%	120 24%	159 26%	233 25%	152 24%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	109 10%	49 12%	44 10%	44 10%	8 11%	63 11%	47 10%	105 10%	98 11%	95 10%	49 10%	74 12%	98 11%	65 10%
None	714 67%	255 62%	287 67% ^d	287 67% ^d	39 54%	371 64%	307 67%	669 67% ^d	586 65%	593 65%	328 66%	392 63%	606 65%	410 66%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q.7Aii7Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1062	654	432	405	300	217	130	554	338	350	344	252	154	40	33	10
Weighted Base	1062	663	420	447	299	205	142	572	327	392	348	249	172	40*	34*	9**
Listen to the full message before hanging up	33 3%	33 5%	25 6%	23 5%	15 5%	12 6%	6 4%	27 5%	17 5%	15 4%	33 9%acgi	24 10%acgi	13 8%	2 5%	2 6%	-
Listen to some of the message before hanging up	78 7%	78 12%	58 14%	53 12%	52 17%ai	36 17%	24 17%	69 12%	52 16%	44 11%	78 22%abcghi	55 22%abcgi	39 23%abcgi	5 13%	4 12%	1 13%
Hang up immediately, as soon as I realise it is a recorded message	246 23%	246 37%	185 44%acgi	160 36%	159 53%abcghi	116 57%abcghi	78 55%abcghi	210 37%	141 43%i	137 35%	246 71%abcde fghimn	179 72%abcde fghimn	129 75%abcde fghimn	19 47%	16 48%	4 40%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	109 10%	109 16%	82 20%	74 17%	67 22%i	48 24%ai	30 21%	96 17%	68 21%	59 15%	109 31%abcd fghi	77 31%abcdg hi	51 30%abcgi	7 19%	6 18%	1 13%
None	714 67%	315 48%bdefh jkl	161 38%defjk l	221 49%bdefh jkl	81 27%jkl	48 24%jkl	37 26%jkl	274 48%bdefh jkl	125 38%defjk l	201 51%bdefh jkl	-	-	-	15 37%jkl	13 37%jkl	4 47%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7Aii7Bi Response to recorded message on landline or mobile phone
Base: All who have received a recorded message on either their mobile or landline

	GENDER		AGE									SOCIAL GRADE				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	344	156	188	23	58	61	48	45	54	55	81	263	76	106	75	87
Weighted Base	348	151	196	35**	65*	65*	59*	56*	35*	34*	99*	249	77*	118*	78*	75*
Listen to the full message before hanging up	33 9%	14 9%	19 10%	5 15%	5 8%	5 8%	9 16%g	2 3%	3 9%	3 8%	11 11%	22 9%	6 8%	16 14%	4 5%	7 9%
Listen to some of the message before hanging up	78 22%	33 22%	45 23%	10 28%	15 23%	8 12%	12 21%	11 19%	11 31%e	12 35%ek	24 25%	53 21%	16 21%	27 23%	14 18%	20 27%
Hang up immediately, as soon as I realise it is a recorded message	246 71%	108 71%	138 70%	20 56%	47 73%	54 83%hi	39 67%	45 81%hi	22 61%	20 59%	67 67%	180 72%	57 74%	78 66%	63 80%o	48 64%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	109 31%	45 30%	64 33%	15 44%	20 31%	11 17%	22 37%e	12 22%	14 40%e	14 43%eg	35 36%e	74 30%	21 27%	43 37%	18 23%	27 36%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	344	226	59	59	169	175	88	256	268	76	276	35	21	12
Weighted Base	348	233	67*	49*	208	140	93*	254	279	69*	291	31**	22**	4**
Listen to the full message before hanging up	33 9%	22 10%	7 11%	3 6%	16 8%	16 12%	9 10%	23 9%	28 10%	5 7%	32 11%	-	1 4%	-
Listen to some of the message before hanging up	78 22%	46 20%	19 28%	13 27%	44 21%	34 24%	21 22%	57 22%	65 23%	13 19%	73 25%	2 6%	3 12%	-
Hang up immediately, as soon as I realise it is a recorded message	246 71%	172 74%	42 63%	32 66%	154 74%	93 66%	66 70%	180 71%	194 70%	52 76%	195 67%	29 94%	18 84%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	109 31%	68 29%	24 37%	16 34%	59 28%	50 36%	30 32%	79 31%	92 33%	17 25%	104 36%	2 6%	3 16%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

Q.7Aii7Bi Response to recorded message on landline or mobile phone

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	344	21	43	30	28	27	30	34	39	24	21	35	12
Weighted Base	348	21**	42*	32**	29**	33**	29**	40*	42*	25**	22**	31**	4**
Listen to the full message before hanging up	33 9%	5 24%	1 4%	3 9%	2 8%	5 15%	3 10%	5 12%	3 6%	5 19%	1 4%	-	-
Listen to some of the message before hanging up	78 22%	5 26%	11 26%	6 19%	11 37%	9 26%	7 25%	9 22%	9 20%	7 29%	3 12%	2 6%	-
Hang up immediately, as soon as I realise it is a recorded message	246 71%	12 57%	31 74%	23 72%	16 56%	20 63%	20 71%	29 72%	31 73%	13 52%	18 84%	29 94%	4 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	109 31%	11 50%	12 29%	9 28%	13 45%	13 41%	10 36%	12 31%	11 27%	12 48%	3 16%	2 6%	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

Q.7Aii7Bi Response to recorded message on landline or mobile phone

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

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	344	316	284	256	60	28	126	49	186
Weighted Base	348	326	283	261	65*	22**	135	51*	181
Listen to the full message before hanging up	33 9%	30 9%	25 9%	22 9%	7 11%	3 13%	12 9%	5 10%	18 10%
Listen to some of the message before hanging up	78 22%	72 22%	61 22%	55 21%	17 26%	6 26%	30 22%	11 22%	40 22%
Hang up immediately, as soon as I realise it is a recorded message	246 71%	233 71%	206 73%	192 74%	41 63%	14 61%	94 70%	37 73%	129 71%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	109 31%	100 31%	85 30%	76 29%	24 37%	9 39%	42 31%	15 29%	57 32%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Q.7Aii7Bi Response to recorded message on landline or mobile phone
 Base: All who have received a recorded message on either their mobile or landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	344	143	145	145	34	204	156	334	307	302	145	204	310	190
Weighted Base	348	155	139	139	33**	213	151	337	321	315	167	227	324	213
Listen to the full message before hanging up	33 9%	16 11%	11 8%	11 8%	2 7%	18 9%	12 8%	31 9%	29 9%	29 9%	13 8%	25 11%	29 9%	21 10%
Listen to some of the message before hanging up	78 22%	32 21%	33 24%	33 24%	5 17%	47 22%	35 23%	75 22%	71 22%	68 22%	36 22%	48 21%	71 22%	44 21%
Hang up immediately, as soon as I realise it is a recorded message	246 71%	108 70%	100 72%	100 72%	25 76%	152 71%	109 72%	240 71%	230 72%	227 72%	120 72%	159 70%	233 72%	152 71%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	109 31%	49 31%	44 32%	44 32%	8 24%	63 30%	47 31%	105 31%	98 31%	95 30%	49 29%	74 32%	98 30%	65 31%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 ** very small base (under 30) ineligible for sig testing

Q.7Aii7Bi Response to recorded message on landline or mobile phone
 Base: All who have received a recorded message on either their mobile or landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	344	262	205	214	161	93	289	204	172	344	252	154	25	21	5
Weighted Base	348	260	227	219	157	105*	298	201	192	348	249	172	25**	21**	5**
Listen to the full message before hanging up	33 9%	25 10%	23 10%	15 7%	12 8%	6 6%	27 9%	17 8%	15 8%	33 9%	24 10%	13 8%	2 8%	2 10%	-
Listen to some of the message before hanging up	78 22%	58 22%	53 23%	52 24%	36 23%	24 23%	69 23%	52 26%	44 23%	78 22%	55 22%	39 23%	5 21%	4 20%	1 24%
Hang up immediately, as soon as I realise it is a recorded message	246 71%	185 71%	160 71%	159 73%	116 74%	78 74%	210 70%	141 70%	137 71%	246 71%	179 72%	129 75%	19 75%	16 76%	4 76%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	109 31%	82 32%	74 33%	67 31%	48 31%	30 29%	96 32%	68 34%	59 31%	109 31%	77 31%	51 30%	7 29%	6 29%	1 24%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: All that have listened to recorded message on their landline or mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	110	49	61	9	19	11	18	9	21	23	28	82	21	37	19	33
Weighted Base	109*	45*	64*	15**	20**	11**	22**	12**	14**	14**	35**	74*	21**	43**	18**	27**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	33 72%b	31 49%	6 39%	18 89%	5 47%	13 58%	10 80%	5 38%	7 47%	24 67%	40 54%	14 66%	22 50%	14 77%	15 55%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	16 36%	23 36%	11 72%	6 29%	5 45%	9 41%	2 13%	4 31%	3 19%	17 47%	23 30%	6 28%	18 42%	5 30%	10 37%
Telling you about a competition	13 12%	3 7%	10 15%	4 28%	3 17%	2 18%	2 9%	1 9%	- -	- -	8 22%	5 7%	1 5%	7 16%	2 13%	2 9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	10 22%	18 28%	1 5%	5 25%	3 23%	7 32%	4 33%	5 34%	3 24%	6 16%	22 30%	7 35%	11 25%	5 25%	5 19%
Other type	5 5%	- -	5 8%	- -	- -	- -	- -	3 22%	2 11%	1 6%	- -	5 7%	2 7%	2 5%	- -	1 5%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	94 86%	41 91%	53 83%	15 100%	20 100%	9 83%	20 93%	10 80%	11 78%	8 58%	35 100%	59 80%	19 92%	37 86%	16 92%	21 79%
ANY EXC. APPOINTMENT REMINDERS	85 77%	38 84%	46 73%	15 100%	19 94%	8 72%	17 76%	10 80%	9 61%	7 51%	34 97%	50 68%	17 80%	31 72%	16 92%	20 75%
Can't Remember	11 10%	4 9%	7 11%	- -	- -	2 17%	1 7%	1 11%	2 11%	5 36%	- -	11 15%	2 8%	4 9%	1 8%	4 16%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone
Base: All that have listened to recorded message on their landline or mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	110	69	22	19	45	65	28	82	91	19	103	4	3	-
Weighted Base	109*	68*	24**	16**	59*	50*	30**	79*	92*	17**	104*	2**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	41 60%	15 60%	8 50%	39 65%	25 50%	20 65%	44 56%	51 56%	13 74%	58 56%	2 100%	3 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	25 36%	11 45%	4 22%	24 40%	15 31%	10 32%	29 37%	36 40%	3 16%	39 38%	* 18%	-	-
Telling you about a competition	13 12%	6 9%	7 28%	-	9 16%	4 7%	5 15%	8 11%	13 14%	-	13 12%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	20 29%	5 22%	2 15%	12 21%	15 30%	8 27%	20 25%	24 27%	3 19%	28 27%	-	-	-
Other type	5 5%	-	3 13%	2 11%	2 3%	4 7%	1 4%	4 5%	4 4%	1 6%	5 5%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	94 86%	62 91%	22 91%	10 60%	56 95%e	38 76%	29 94%	66 83%	78 85%	16 94%	89 86%	2 100%	3 100%	-
ANY EXC. APPOINTMENT REMINDERS	85 77%	53 77%	22 91%	10 60%	51 86%e	34 67%	24 77%	61 77%	70 76%	14 83%	79 76%	2 100%	3 100%	-
Can't Remember	11 10%	6 9%	1 2%	5 29%	3 5%	9 17%	1 2%	11 14%	11 12%	-	11 11%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

	Total	GOVERNMENT REGIONS											Northern Ireland (l)	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)		
Unweighted Base	110	10	14	11	13	11	11	11	11	11	11	3	4	-
Weighted Base	109*	11**	12**	9**	13**	13**	10**	12**	11**	12**	3**	2**	-**	-
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	7 69%	8 64%	6 62%	5 38%	8 57%	4 42%	7 57%	7 62%	7 58%	3 100%	2 100%	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	3 26%	7 60%	5 60%	5 40%	4 29%	2 22%	7 57%	4 35%	1 9%	-	*	18%	-
Telling you about a competition	13 12%	-	3 28%	2 18%	5 36%	-	1 11%	-	2 18%	-	-	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	3 29%	5 37%	2 24%	1 8%	3 20%	4 40%	6 52%	3 22%	1 11%	-	-	-	-
Other type	5 5%	1 8%	2 13%	-	-	1 8%	1 5%	-	-	1 9%	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	94 86%	9 84%	10 86%	8 85%	11 82%	12 92%	8 82%	12 100%	9 81%	9 79%	3 100%	2 100%	-	-
ANY EXC. APPOINTMENT REMINDERS	85 77%	9 81%	10 86%	8 85%	10 78%	11 83%	5 53%	10 79%	8 72%	8 68%	3 100%	2 100%	-	-
Can't Remember	11 10%	1 9%	2 14%	1 15%	2 18%	-	1 13%	-	2 19%	1 13%	-	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone

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

	Total	Q.112 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	110	100	91	81	19	10	39	17	59
Weighted Base	109*	100*	85*	76*	24**	9**	42*	15*	57*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	58 58%	54 63%	48 63%	10 41%	6 65%	22 52%	10 67%	37 64%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	36 36%	28 33%	25 33%	12 47%	3 34%	13 31%	5 35%	23 41%
Telling you about a competition	13 12%	13 13%	8 10%	8 11%	4 18%	- -	4 10%	2 15%	7 11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	26 26%	24 28%	22 29%	4 16%	2 21%	12 29%	6 41%	13 23%
Other type	5 5%	4 4%	5 6%	4 6%	- -	1 10%	1 3%	2 11%	2 4%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	94 86%	88 88%	72 85%	66 86%	22 92%	6 71%	38 90%	12 84%	51 88%
ANY EXC. APPOINTMENT REMINDERS	85 77%	78 78%	64 75%	58 76%	21 85%	6 71%	31 74%	12 78%	47 82%
Can't Remember	11 10%	10 10%	9 11%	8 10%	2 8%	2 19%	3 7%	2 16%	4 7%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	110	44	44	44	11	66	47	106	96	94	40	67	96	57
Weighted Base	109*	49*	44*	44*	8**	63*	47*	105*	98*	95*	49*	74*	98*	65*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	24 49%	30 68%	30 68%	4 51%	36 56%	32 69%	62 59%	57 58%	54 57%	30 61%	41 56%	57 58%	39 59%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	19 38%	17 38%	17 38%	3 39%	21 34%	18 38%	38 37%	35 36%	35 37%	23 46%	32 43%	35 36%	27 42%
Telling you about a competition	13 12%	4 8%	5 11%	5 11%	2 21%	8 13%	5 11%	13 12%	13 13%	13 14%	7 14%	13 18%	13 13%	12 19%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	12 25%	10 22%	10 22%	3 44%	20 32%	10 21%	27 26%	25 25%	25 26%	8 16%	19 25%	25 25%	15 23%
Other type	5 5%	1 2%	2 5%	2 5%	-	3 4%	2 5%	5 5%	4 4%	4 4%	3 5%	4 5%	4 4%	3 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	94 86%	45 91%	39 87%	39 87%	7 89%	56 88%	41 87%	91 87%	87 89%	84 88%	45 92%	67 90%	87 89%	59 91%
ANY EXC. APPOINTMENT REMINDERS	85 77%	38 77%	37 83%	37 83%	5 65%	48 75%	39 84%	81 78%	77 79%	74 78%	45 91%	60 81%	77 79%	55 84%
Can't Remember	11 10%	3 6%	3 8%	3 8%	1 11%	6 10%	3 7%	10 9%	9 9%	9 9%	3 6%	5 7%	9 9%	5 8%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	110	88	65	68	54	26	96	75	52	110	84	44	8	7	1
Weighted Base	109*	82*	74*	67*	48*	30**	96*	68*	59*	109*	77*	51*	7**	6**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 58%	52 63%	43 58%	43 65%	34 71%	20 65%	58 61%	47 68%	35 60%	64 58%	51 66%	28 55%	5 70%	4 65%	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	39 36%	28 34%	33 45%	22 33%	14 29%	16 52%	35 36%	22 32%	25 43%	39 36%	26 34%	26 51%	4 49%	3 40%	1 100%
Telling you about a competition	13 12%	8 10%	13 17%	10 15%	7 14%	9 30%	13 13%	8 12%	13 22%	13 12%	7 9%	12 24%k	1 15%	1 18%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 25%	23 28%	20 27%	21 31%	19 39%	10 33%	25 26%	21 31%	15 26%	28 25%	21 28%	15 29%	3 35%	3 42%	-
Other type	5 5%	5 6%	4 5%	2 2%	2 3%	-	4 4%	4 6%	4 6%	5 5%	4 5%	1 2%	2 23%	2 27%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	94 86%	69 84%	69 93%	60 90%	43 89%	29 96%	85 88%	59 87%	54 91%	94 86%	65 85%	47 92%	6 77%	5 73%	1 100%
ANY EXC. APPOINTMENT REMINDERS	85 77%	61 75%	62 84%	52 78%	36 75%	27 90%	76 79%	52 76%	49 83%	85 77%	59 76%	42 82%	6 77%	5 73%	1 100%
Can't Remember	11 10%	9 11%	3 4%	7 10%	5 11%	1 4%	8 9%	6 10%	3 5%	11 10%	9 12%	3 6%	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.TV
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Sky - Digital Satellite TV for a monthly subscription	359 34%	359 88%bcdefg	41 10%	41 10%	7 10%	359 62%bcdfg	44 10%	359 36%bcdf	336 37%	334 37%	178 36%	229 37%	337 36%	236 38%
Satellite TV from someone other than Sky	17 2%	17 4%bcefg	1 *	1 *	-	-	1 *	17 2%ef	16 2%	14 2%	14 3%	11 2%	17 2%	15 2%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	37 4%	37 9%bcefg	6 1%	6 1%	3 4%	8 1%	37 8%bcefg	37 4%bce	33 4%	33 4%	8 2%	15 2%	33 4%	15 2%
Virgin Media through cable	160 15%	1 *	10 2%a	10 2%a	-	160 27%abcdfg	11 2%a	160 16%abcdf	152 17%	154 17%	89 18%	105 17%	152 16%	105 17%
Freeview through a TV aerial and set-top box	198 19%	16 4%	198 46%adeg	198 46%adeg	4 5%	16 3%	198 43%adeg	198 20%ade	153 17%	154 17%	98 20%	115 19%	162 17%	112 18%
TV set which has Freeview channels built in (without a separate set-top box)	235 22%	32 8%	235 55%adeg	235 55%adeg	6 9%	43 7%	235 51%adeg	235 23%ade	175 19%	175 19%	85 17%	118 19%	183 20%	116 19%
YouView set top box	1 *	-	1 *	1 *	1 1%	1 *	1 *	1 *	1 *	1 *	-	-	1 *	-
BT Vision	44 4%	6 2%	7 2%	7 2%	44 62%abcefg	44 8%abcf	8 2%	44 4%abcf	42 5%	42 5%	26 5%	26 4%	43 5%	31 5%
Talk Talk TV	27 3%	4 1%	3 1%	3 1%	27 38%abcefg	27 5%abcf	4 1%	27 3%bcf	27 3%	27 3%	15 3%	15 2%	27 3%	15 2%
Other	19 2%	-	4 1%e	4 1%e	-	-	4 1%e	19 2%ae	19 2%	19 2%	8 2%	15 2%	19 2%	12 2%
NO TV	49 5%	-	-	-	-	-	-	-	37 4%	39 4%	21 4%	29 5%	39 4%	25 4%
Don't know	7 1%	-	-	-	-	-	-	-	5 *	5 *	3 1%	2 *	5 *	2 *

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
* small base

Q.INTERNET
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Using a Wi-Fi (wireless) connection to broadband	893 84%	378 92%bcfg	312 73%	312 73%	68 95%bcfg	547 94%bcfg	341 74%	852 85%bcf	893 99%ijklm	893 98%ijklm	467 94%	582 94%	893 96%	586 94%
Using a wired (Ethernet) connection to broadband	98 9%	33 8%	31 7%	31 7%	8 11%	63 11%	35 8%	95 9%	98 11%	84 9%	98 20%hiklm	64 10%	98 11%	64 10%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	415 39%	168 41%	161 38%	161 38%	34 48%	247 42%	170 37%	397 39%	393 43%	399 44%	273 55%chil	415 67%hijlm	415 45%	339 54%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	7 1%	2 1%	2 *	2 *	1 1%	5 1%	3 1%	7 1%	6 1%	6 1%	6 1%	6 1%	7 1%	6 1%
While travelling using a Wi-Fi (wireless) network	331 31%	126 31%	121 28%	121 28%	23 32%	199 34%f	126 27%	314 31%	320 35%	331 36%	331 67%hiklm	283 46%hil	328 35%	331 53%hikl
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	489 46%	203 49%bcf	178 42%	178 42%	37 52%	304 52%bcf	188 41%	471 47%	464 51%	468 52%	343 69%chil	489 79%hijl	480 52%	489 79%hijl
At work or place of study	255 24%	102 25%	88 21%	88 21%	22 31%	163 28%bcf	92 20%	245 24%	252 28%	252 28%	255 51%hiklm	232 37%hil	253 27%	255 41%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	214 20%	92 22%	79 19%	79 19%	24 33%bcfg	137 24%	84 18%	205 20%	208 23%	214 24%	187 38%chil	198 32%hil	211 23%	214 34%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	70 7%	30 7%	20 5%	20 5%	6 8%	43 7%	21 5%	65 7%	63 7%	68 7%	70 14%chil	68 11%hil	67 7%	70 11%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	209 20%	87 21%	78 18%	78 18%	19 26%	128 22%	84 18%	199 20%	199 22%	206 23%	179 36%chil	209 34%hil	207 22%	209 34%hil

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q.INTERNET
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Home/personal email address	845 80%	339 83%bcf	313 73%	313 73%	67 94%abcfg	508 87%bcfg	332 73%	804 80%bcf	827 91%	830 91%	470 95%hil	585 94%hl	838 90%	589 95%hl
Work email address	205 19%	79 19%	78 18%	78 18%	11 16%	122 21%	84 18%	196 19%	199 22%	201 22%	172 35%hil	182 29%hil	202 22%	196 31%hil
None of these/Don't access the internet	117 11%	26 6%	76 18%adeg	76 18%adeg	1 1%	28 5%	79 17%adeg	107 11%ade	-	-	-	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
GENDER																
Male	513	513	-	76	90	92	85	78	50	43	166	347	110	145	119	140
	48%	100%b	-	51%	47%	52%	50%	47%	45%	43%	48%	48%	48%	48%	53%	45%
Female	549	-	549	74	103	84	83	88	60	56	177	372	117	156	104	171
	52%	-	100%a	49%	53%	48%	50%	53%	55%	57%	52%	52%	52%	52%	47%	55%
AGE																
16-24	150	76	74	150	-	-	-	-	-	-	150	-	22	53	33	43
	14%	15%	13%	100%defghi	-	-	-	-	-	-	44%defghi	-	10%	18%l	15%	14%
				jk							k					
25-34	193	90	103	-	193	-	-	-	-	-	193	-	29	62	47	54
	18%	17%	19%	-	100%cefghi	-	-	-	-	-	56%cefghi	-	13%	21%l	21%l	17%
					jk						k					
35-44	176	92	84	-	-	176	-	-	-	-	-	176	42	63	34	37
	17%	18%	15%	-	-	100%cdfghi	-	-	-	-	-	24%cdfgh	18%	21%o	15%	12%
						jk						ij				
45-54	168	85	83	-	-	-	168	-	-	-	-	168	53	42	36	36
	16%	17%	15%	-	-	-	100%cddeghi	-	-	-	-	23%cddegh	23%mo	14%	16%	12%
							jk					ij				
55-64	166	78	88	-	-	-	-	166	-	-	-	166	36	41	37	52
	16%	15%	16%	-	-	-	-	100%cddefhi	-	-	-	23%cddefh	16%	14%	17%	17%
								jk				ij				
65-74	110	50	60	-	-	-	-	-	110	-	-	110	29	23	19	40
	10%	10%	11%	-	-	-	-	-	100%cdfegi	-	-	15%cdfeg	13%	8%	8%	13%
									jk			ij				
75+	99	43	56	-	-	-	-	-	-	99	-	99	16	17	17	49
	9%	8%	10%	-	-	-	-	-	-	100%cddefgh	-	14%cddefgh	7%	6%	8%	16%lmn
										jk		j				
SOCIAL GRADE																
AB	227	110	117	22	29	42	53	36	29	16	51	176	227	-	-	-
	21%	21%	21%	15%	15%	24%j	32%cdij	21%	26%cdj	17%	15%	24%cdij	100%mmo	-	-	-
C1	301	145	156	53	62	63	42	41	23	17	115	185	-	301	-	-
	28%	28%	28%	35%hi	32%hi	36%ghik	25%	24%	21%	17%	34%hik	26%l	-	100%lno	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
C2	224 21%	119 23%	104 19%	33 22%	47 24%	34 20%	36 22%	37 22%	19 17%	17 17%	80 23%	144 20%	-	-	224 100%lmo	-
DE	311 29%	140 27%	171 31%	43 28%	54 28%	37 21%	36 22%	52 32%e	40 36%ef	49 49%cddefg hjk	97 28%	214 30%e	-	-	-	311 100%lmn
MARITAL STATUS																
Married/Living as married	618 58%	311 61%	308 56%	31 20%	132 68%cgij	134 76%cg hij k	120 71%cgij	93 56%ci	68 62%cij	41 41%c	162 47%c	456 63%cij	159 70%o	187 62%o	147 66%o	126 41%
Single	286 27%	155 30%b	131 24%	119 79%defgh ijk	58 30%efghi k	30 17%hi	34 20%hi	29 17%hi	9 8%	7 7%	177 52%defgh ik	108 15%hi	48 21%	77 26%	57 25%	105 34%lm
Widow/Divorced/Separated	158 75%	48 9%	110 20%a	1 1%	2 1%	12 7%cdj	15 9%cdj	44 27%cdefj	32 30%cdefj k	51 52%cdefgh jk	3 1%	155 21%cdefj	21 9%	37 12%	20 9%	80 26%lmn
WORKING STATUS																
Working	571 54%	309 60%b	261 48%	72 48%hi	134 69%cg hik	135 77%cg hij k	126 75%cg hij k	92 55%hi	11 10%i	1 1%	206 60%hik	365 51%hi	147 65%o	193 64%o	143 64%o	88 28%
Not working	491 46%	204 40%	287 52%a	78 52%def	59 31%	41 23%	42 25%	74 45%def	99 90%cdefg jk	98 99%cdefg hjk	138 40%ef	354 49%defj	79 35%	108 36%	81 36%	223 72%lmn
CHILDREN IN HOUSEHOLD																
Any	290 27%	131 26%	159 29%	33 22%ghi	99 51%cfghi jk	101 57%cfghi jk	51 30%ghik	6 4%i	*	-	132 38%cg hik	159 22%ghi	58 26%	85 28%	72 32%	75 24%
None	772 73%	382 74%	390 71%	118 78%dej	94 49%	75 43%	117 70%de	160 96%cdef jk	109 100%cdef jk	99 100%cdefg jk	212 62%de	560 78%defj	169 74%	216 72%	152 68%	235 76%
AREA																
Urban	862 81%	414 81%	448 82%	135 89%fghik	168 87%ghik	143 81%	132 78%	129 78%	82 75%	74 75%	302 88%fghik	560 78%	182 80%	239 79%	190 85%	251 81%
Rural	200 19%	100 19%	101 18%	16 11%	25 13%	33 19%	36 22%cj	37 22%cdj	28 25%cdj	25 25%cdj	41 12%	159 22%cdj	45 20%	62 21%	33 15%	60 19%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
COUNTRY																
England	894 84%	434 85%	461 84%	132 88%g	175 91%eghk	141 80%	147 87%g	123 74%	90 82%	86 87%g	307 89%eghk	588 82%	187 83%	260 87%	186 83%	260 84%
Scotland	90 9%	41 8%	49 9%	12 8%	7 3%	21 12%dfj	7 4%	23 14%dfj	13 12%dfj	8 8%	18 5%	72 10%dfj	24 11%	22 7%	23 10%	21 7%
Wales	53 5%	25 5%	28 5%	3 2%	6 3%	8 5%	12 7%j	15 9%cdj	4 4%	3 3%	9 3%	44 6%j	13 6%	9 3%	11 5%	20 6%
Northern Ireland	24 2%	13 3%	11 2%	3 2%	5 3%	6 3%	2 1%	4 3%	1 2%	8 1%	16 2%	2 2%	2 1%	9 3%	3 1%	9 3%
GOVERNMENT REGIONS																
North East	46 4%	21 4%	25 5%	10 7%	8 4%	6 3%	6 4%	7 4%	4 3%	5 5%	18 5%	28 4%	7 3%	10 3%	16 7%	13 4%
North West	101 9%	51 10%	50 9%	10 7%	18 9%	13 7%	16 9%	22 13%	11 10%	11 11%	28 8%	72 10%	23 10%	21 7%	17 8%	39 13% ^m
Yorkshire and The Humber	91 9%	41 8%	50 9%	18 12%	20 10%	11 7%	13 8%	13 8%	10 9%	6 6%	37 11%	54 7%	15 7%	21 7%	21 9%	34 11%
East Midlands	86 8%	44 8%	42 8%	20 13%	15 8%	11 6%	10 6%	14 8%	9 8%	9 9%	34 10%	52 7%	5 2%	33 11% ^l	21 9% ^l	28 9% ^l
West Midlands	97 9%	46 9%	51 9%	13 9%	24 12%	15 9%	19 11%	12 7%	8 7%	6 6%	37 11%	60 8%	14 6%	33 11%	23 10%	28 9%
East of England	93 9%	45 9%	47 9%	10 6%	17 9%	15 9%	13 8%	11 6%	16 14% ^{gj}	12 12%	26 8%	67 9%	22 10%	29 9%	19 9%	23 7%
London	133 12%	68 13%	64 12%	20 13%	29 15% ^{gh}	36 20% ^{ghik}	20 12%	12 8%	6 6%	8 9%	49 14% ^h	84 12% ^h	34 15%	38 13%	22 10%	39 13%
South East	157 15%	77 15%	80 15%	15 10%	32 17%	26 14%	31 18%	22 13%	15 14%	16 16%	47 14%	110 15%	46 20% ^o	44 15%	33 15%	34 11%
South West	92 9%	41 8%	51 9%	17 11%	13 7%	9 5%	18 11%	10 6%	13 12% ^e	11 12% ^e	29 9%	62 9%	23 10%	31 10%	16 7%	21 7%
Wales	53 5%	25 5%	28 5%	3 2%	6 3%	8 5%	12 7% ^j	15 9% ^{cdj}	4 4%	3 3%	9 3%	44 6% ^j	13 6%	9 3%	11 5%	20 6%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q. Breaks x Breaks
Base: All adults UK

	GENDER		AGE										SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
Scotland	90	41	49	12	7	21	7	23	13	8	18	72	24	22	23	21
	9%	8%	9%	8%	3%	12% ^{dfj}	4%	14% ^{dfj}	12% ^{dfj}	8%	5%	10% ^{dfj}	11%	7%	10%	7%
Northern Ireland	24	13	11	3	5	6	2	4	16	2	8	16	2	9	3	9
	2%	3%	2%	2%	3%	3%	1%	3%	2%	1%	2%	2%	1%	3%	1%	3%
Q.12 PHONES OWN																
Mobile (any)	948	455	493	143	182	170	158	145	89	61	325	623	218	285	197	248
	89%	89%	90%	95% ^{hik}	94% ^{ghik}	97% ^{ghik}	94% ^{hik}	87% ⁱ	81% ⁱ	61%	95% ^{ghik}	87% ⁱ	96% ^{no}	95% ^{no}	88% ^o	80%
Landline	693	321	373	76	104	108	120	127	81	79	179	514	170	183	149	191
	65%	63%	68%	50%	54%	61%	72% ^{cdj}	76% ^{cdej}	74% ^{cdej}	79% ^{cdej}	52%	71% ^{cdej}	75% ^{mo}	61%	67%	62%
Mobile & Landline	634	294	341	76	101	106	114	116	70	51	177	457	166	172	137	159
	60%	57%	62%	50%	53%	60%	68% ^{cdij}	70% ^{cdij}	63% ^{ij}	52%	52%	64% ^{cdij}	73% ^{mno}	57%	61% ^o	51%
Mobile only	314	162	152	67	80	64	44	29	19	10	148	166	52	113	60	89
	30%	32%	28%	45% ^{fghik}	42% ^{fghik}	36% ^{ghik}	26% ⁱ	17%	18%	10%	43% ^{fghik}	23% ⁱ	23%	37% ^{lno}	27%	29%
Landline only	59	27	32	-	2	1	7	10	11	27	2	57	4	11	12	33
	6%	5%	6%	-	1%	1%	4% ^j	6% ^{cdej}	10% ^{cdefj}	28% ^{cdefghjk}	1%	8% ^{cdej}	2%	4%	5%	10% ^{lm}
PAY TV SERVICE																
Sky	359	169	191	52	82	67	59	53	30	17	133	226	74	116	80	89
	34%	33%	35%	34% ⁱ	42% ^{hik}	38% ⁱ	35% ⁱ	32% ⁱ	28% ⁱ	17%	39% ^{hik}	31% ⁱ	33%	39% ^o	36%	29%
Virgin Media	160	74	86	28	20	31	33	28	14	7	47	113	41	40	40	39
	15%	14%	16%	18% ⁱ	10%	18% ^{di}	20% ^{di}	17% ⁱ	12%	7%	14%	16% ⁱ	18%	13%	18%	13%
Other	548	272	276	63	84	75	82	99	68	77	147	401	120	143	106	179
	52%	53%	50%	42%	44%	43%	49%	60% ^{cdej}	62% ^{cdefj}	77% ^{cdefghjk}	43%	56% ^{cdej}	53%	48%	47%	58% ^{mn}
TV																
ANY SATELLITE	410	193	218	59	89	75	66	62	39	20	147	263	85	134	92	99
	39%	38%	40%	39% ⁱ	46% ^{ik}	43% ⁱ	39% ⁱ	38% ⁱ	36% ⁱ	20%	43% ⁱ	37% ⁱ	38%	45% ^o	41% ^o	32%
ANY FREEVIEW INC. YOUVIEW	427	211	216	47	61	58	60	78	52	71	108	319	93	107	83	145
	40%	41%	39%	31%	32%	33%	36%	47% ^{cdej}	47% ^{cdej}	72% ^{cdefghjk}	32%	44% ^{cdej}	41%	35%	37%	47% ^{mn}
ANY FREEVIEW EXC. YOUVIEW	427	211	216	47	61	58	60	78	52	71	108	319	93	107	83	145
	40%	41%	39%	31%	32%	33%	36%	47% ^{cdej}	47% ^{cdej}	72% ^{cdefghjk}	32%	44% ^{cdej}	41%	35%	37%	47% ^{mn}

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1062	513	549	108	186	168	134	143	168	155	294	768	217	286	209	350
Weighted Base	1062	513	549	150*	193	176	168	166	110	99	343	719	227	301	224	311
ANY IPTV	72 7%	34 7%	37 7%	10 7%	14 7%	7 4%	13 8%	12 7%	9 8%	7 7%	24 7%	48 7%	19 8%	21 7%	14 6%	18 6%
ANY PAY TV	584 55%	272 53%	311 57%	89 59% _{ei}	114 59% _{ei}	104 59% _{ei}	103 61% _{hi}	92 55% _{ei}	53 49% _{ei}	30 30%	203 59% _{ei}	381 53% _{ei}	131 58% _{eo}	175 58% _{eo}	131 59% _{eo}	146 47%
ANY FTA	458 43%	226 44%	232 42%	49 32%	64 33%	64 36%	64 38%	86 52% _{odefj}	59 54% _{odefj}	72 72% _{odefg hjk}	113 33%	345 48% _{odefj}	100 44%	119 39%	92 41%	148 48%
ANY TV SERVICE	1006 95%	485 95%	521 95%	133 88%	178 93%	168 96%	161 96%	163 98% _{cdj}	107 98% _{cj}	96 97% _{cj}	311 91%	695 97% _{cdj}	220 97%	285 95%	210 94%	291 94%
INTERNET																
FIXED BROADBAND AT HOME	907 85%	438 85%	469 85%	139 93% _{hik}	186 96% _{fghik}	165 94% _{ghik}	151 90% _{hik}	141 85% _{hi}	78 71% _{ei}	48 48%	325 95% _{ghik}	582 81% _{hi}	216 95% _{no}	283 94% _{no}	189 84% _{eo}	219 71%
ANY WIFI ACCESS	907 85%	436 85%	472 86%	144 96% _{ghik}	186 96% _{ghik}	165 94% _{ghik}	155 92% _{ghik}	137 82% _{hi}	76 70% _{ei}	45 45%	330 96% _{ghik}	578 80% _{hi}	215 95% _{no}	282 94% _{no}	190 85% _{eo}	219 71%
ANY WIRED (ETHERNET) ACCESS	496 47%	249 48%	247 45%	104 69% _{fghik}	111 58% _{fghik}	113 64% _{fghik}	75 44% _{hi}	62 37% _{hi}	20 18%	11 11%	215 63% _{fghik}	280 39% _{hi}	122 54% _{eo}	166 55% _{eo}	107 48% _{eo}	100 32%
ANY MOBILE (3G/4G) ACCESS	619 58%	305 59%	314 57%	121 80% _{fghik}	149 78% _{fghik}	123 70% _{fghik}	98 58% _{hik}	86 52% _{hi}	30 27% _{ei}	11 11%	270 79% _{fghik}	349 49% _{hi}	144 64% _{eo}	211 70% _{no}	128 57% _{eo}	136 44%
INTERNET ACCESS AT HOME	929 87%	453 88%	476 87%	145 97% _{ghik}	189 98% _{fghik}	170 96% _{ghik}	156 93% _{hik}	141 85% _{hi}	80 73% _{ei}	48 48%	335 98% _{fghik}	594 83% _{hi}	218 96% _{no}	285 95% _{no}	194 87% _{eo}	232 75%
INTERNET ACCESS OUTSIDE OF HOME	623 59%	308 60%	315 57%	121 80% _{fghik}	148 77% _{fghik}	129 73% _{fghik}	100 60% _{hik}	88 53% _{hi}	25 23% _{ei}	11 12%	269 78% _{fghik}	354 49% _{hi}	147 65% _{eo}	211 70% _{no}	135 60% _{eo}	130 42%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
GENDER														
Male	513	311	155	48	309	204	131	382	414	100	434	41	25	13
	48%	50%c	54%c	30%	54%e	41%	45%	49%	48%	50%	49%	46%	47%	53%
Female	549	308	131	110	261	287	159	390	448	101	461	49	28	11
	52%	50%	46%	70%ab	46%	59%d	55%	51%	52%	50%	51%	54%	53%	47%
AGE														
16-24	150	31	119	1	72	78	33	118	135	16	132	12	3	3
	14%	5%	42%ac	1%	13%	16%	11%	15%	16%i	8%	15%	13%	6%	13%
25-34	193	132	58	2	134	59	99	94	168	25	175	7	6	5
	18%	21%c	20%c	1%	23%e	12%	34%g	12%	19%i	12%	20%k	7%	12%	22%k
35-44	176	134	30	12	135	41	101	75	143	33	141	21	8	6
	17%	22%bc	11%	8%	24%e	8%	35%g	10%	17%	16%	16%	23%	16%	23%
45-54	168	120	34	15	126	42	51	117	132	36	147	7	12	2
	16%	19%bc	12%	9%	22%e	9%	18%	15%	15%	18%	16%	8%	23%k	10%
55-64	166	93	29	44	92	74	6	160	129	37	123	23	15	4
	16%	15%	10%	28%ab	16%	15%	2%	21%f	15%	19%	14%	25%j	29%j	18%
65-74	110	68	9	32	11	99	*	109	82	28	90	13	4	2
	10%	11%b	3%	21%ab	2%	20%d	*	14%f	9%	14%	10%	14%	8%	9%
75+	99	41	7	51	1	98	-	99	74	25	86	8	3	1
	9%	7%b	2%	32%ab	*	20%d	-	13%f	9%	13%	10%	9%	6%	5%
SOCIAL GRADE														
AB	227	159	48	21	147	79	58	169	182	45	187	24	13	2
	21%	26%bc	17%	13%	26%e	16%	20%	22%	21%	22%	21%m	27% ^m	25%	10%
C1	301	187	77	37	193	108	85	216	239	62	260	22	9	9
	28%	30%	27%	24%	34%e	22%	29%	28%	28%	31%	29%	24%	17%	39% ^l
C2	224	147	57	20	143	81	72	152	190	33	186	23	11	3
	21%	24%c	20%	13%	25%e	16%	25%	20%	22%	17%	21%	26%	21%	13%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
DE	311	126	105	80	88	223	75	235	251	60	260	21	20	9
	29%	20%	37%a	51%ab	15%	45%d	26%	31%	29%	30%	29%	24%	37%	39%
MARITAL STATUS														
Married \ Living as married	618	618	-	-	380	238	234	385	498	120	529	47	29	14
	58%	100%bc	-	-	67%e	48%	80%g	50%	58%	60%	59%	52%	55%	56%
Single	286	-	286	-	145	141	47	239	249	37	244	23	13	6
	27%	-	100%ac	-	25%	29%	16%	31%f	29%i	18%	27%	26%	25%	25%
Widow \ Divorced \ Separated	158	-	-	158	46	112	9	148	114	43	122	20	11	5
	15%	-	-	100%ab	8%	23%d	3%	19%f	13%	22%h	14%	23%j	20%	19%
WORKING STATUS														
Working	571	380	145	46	571	-	206	365	472	99	486	46	25	14
	54%	62%bc	51%c	29%	100%e	-	71%g	47%	55%	50%	54%	50%	47%	60%
Not working	491	238	141	112	-	491	84	407	390	101	409	45	28	10
	46%	38%	49%a	71%ab	-	100%d	29%	53%f	45%	50%	46%	50%	53%	40%
CHILDREN IN HOUSEHOLD														
Any	290	234	47	9	206	84	290	-	236	54	257	17	8	8
	27%	38%bc	16%c	6%	36%e	17%	100%g	-	27%	27%	29%	19%	16%	33%l
None	772	385	239	148	365	407	-	772	625	146	638	73	45	16
	73%	62%	84%a	94%ab	64%	83%d	-	100%f	73%	73%	71%	81%	84%m	67%
AREA														
Urban	862	498	249	114	472	390	236	625	862	-	746	71	35	10
	81%	81%c	87%ac	72%	83%	79%	81%	81%	100%i	-	83%lm	79%lm	65%lm	42%
Rural	200	120	37	43	99	101	54	146	-	200	149	19	18	14
	19%	19%b	13%	28%ab	17%	21%	19%	19%	-	100%h	17%	21%	35%j	58%kl
COUNTRY														
England	894	529	244	122	486	409	257	638	746	149	894	-	-	-
	84%	86%c	85%c	77%	85%	83%	88%g	83%	87%i	74%	100%klm	-	-	-
Scotland	90	47	23	20	46	45	17	73	71	19	-	90	-	-
	9%	8%	8%	13%a	8%	9%	6%	9%	8%	10%	-	100%jln	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Wales	53	29	13	11	25	28	8	45	35	18	-	-	53	-
	5%	5%	5%	7%	4%	6%	3%	6%	4%	9%h	-	-	100%jkm	-
Northern Ireland	24	14	6	5	14	10	8	16	10	14	-	-	-	24
	2%	2%	2%	3%	3%	2%	3%	2%	1%	7%h	-	-	-	100%kl
GOVERNMENT REGIONS														
North East	46	24	13	9	26	20	12	33	46	-	46	-	-	-
	4%	4%	4%	6%	5%	4%	4%	4%	5%i	-	5%k	-	-	-
North West	101	49	28	24	49	52	25	76	101	-	101	-	-	-
	9%	8%	10%	15%a	9%	11%	8%	10%	12%i	-	11%klm	-	-	-
Yorkshire and The Humber	91	59	23	9	46	45	35	55	74	17	91	-	-	-
	9%	10%	8%	6%	8%	9%	12%g	7%	9%	8%	10%klm	-	-	-
East Midlands	86	38	33	15	46	40	23	63	67	19	86	-	-	-
	8%	6%	11%a	9%	8%	8%	8%	8%	8%	10%	10%klm	-	-	-
West Midlands	97	65	27	5	61	36	38	59	80	17	97	-	-	-
	9%	11%c	9%c	3%	11%	7%	13%g	8%	9%	9%	11%klm	-	-	-
East of England	93	63	13	17	43	50	21	71	51	42	93	-	-	-
	9%	10%b	5%	11%b	7%	10%	7%	9%	6%	21%h	10%klm	-	-	-
London	133	82	44	7	76	57	40	93	133	-	133	-	-	-
	12%	13%c	15%c	5%	13%	12%	14%	12%	15%i	-	15%klm	-	-	-
South East	157	98	38	22	94	63	39	118	144	13	157	-	-	-
	15%	16%	13%	14%	17%	13%	14%	15%	17%i	6%	18%klm	-	-	-
South West	92	52	27	13	45	47	23	68	51	41	92	-	-	-
	9%	8%	9%	8%	8%	10%	8%	9%	6%	20%h	10%klm	-	-	-
Wales	53	29	13	11	25	28	8	45	35	18	-	-	53	-
	5%	5%	5%	7%	4%	6%	3%	6%	4%	9%h	-	-	100%jkm	-
Scotland	90	47	23	20	46	45	17	73	71	19	-	90	-	-
	9%	8%	8%	13%a	8%	9%	6%	9%	8%	10%	-	100%jlm	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
Northern Ireland	24	14	6	5	14	10	8	16	10	14	-	-	-	24
	2%	2%	2%	3%	3%	2%	3%	2%	1%	7%h	-	-	-	100%gkl
Q.12 PHONES OWN														
Mobile (any)	948	569	261	118	545	403	281	667	774	174	802	78	45	23
	89%	92%c	91%c	75%	96%e	82%	97%g	86%	90%	87%	90%	87%	86%	94%
Landline	693	433	151	110	382	312	194	500	546	148	584	56	35	18
	65%	70%b	53%	70%b	67%	63%	67%	65%	63%	74%h	65%	62%	65%	74%
Mobile & Landline	634	406	145	84	370	264	190	444	506	129	536	52	30	17
	60%	66%bc	51%	53%	65%e	54%	66%g	58%	59%	64%	60%	57%	57%	70%
Mobile only	314	163	116	34	175	139	91	223	268	45	266	27	15	6
	30%	26%	41%ac	21%	31%	28%	31%	29%	31%i	23%	30%	30%	29%	24%
Landline only	59	27	6	26	12	47	4	55	40	19	48	5	4	1
	6%	4%	2%	16%ab	2%	10%d	1%	7%f	5%	9%h	5%	5%	8%	5%
PAY TV SERVICE														
Sky	359	227	89	43	215	145	125	234	292	68	295	31	22	11
	34%	37%c	31%	27%	38%e	29%	43%g	30%	34%	34%	33%	34%	42%	44%
Virgin Media	160	93	48	19	98	62	39	121	151	9	140	17	1	2
	15%	15%	17%	12%	17%	13%	13%	16%	18%i	5%	16%l	19%l	2%	8%
Other	548	321	131	96	268	281	134	414	426	123	469	37	31	12
	52%	52%	46%	61%ab	47%	57%d	46%	54%	49%	61%h	52%	41%	59%	48%
TV														
ANY SATELLITE	410	267	95	48	241	169	132	278	333	78	337	38	24	11
	39%	43%bc	33%	31%	42%e	34%	46%g	36%	39%	39%	38%	42%	46%	44%
ANY FREEVIEW INC. YOUVIEW	427	237	105	85	191	235	100	326	334	93	369	26	24	8
	40%	38%	37%	54%ab	34%	48%d	35%	42%f	39%	46%	41%k	29%	45%	33%
ANY FREEVIEW EXC. YOUVIEW	427	237	105	85	191	235	100	326	334	93	369	26	24	8
	40%	38%	37%	54%ab	34%	48%d	35%	42%f	39%	46%	41%k	29%	45%	33%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1062	618	249	195	482	580	268	794	837	225	850	92	52	68
Weighted Base	1062	618	286	158	571	491	290	772	862	200	894	90*	53*	24*
ANY IPTV	72 7%	53 9% ^c	14 5%	4 3%	45 8%	26 5%	24 8%	48 6%	50 6%	22 11% ^h	61 7%	3 4%	4 8%	3 12%
ANY PAY TV	584 55%	366 59% ^c	151 53% ^c	67 42%	352 62% ^e	232 47%	184 64% ^g	399 52%	488 57% ⁱ	96 48%	491 55%	50 56%	27 50%	16 64%
ANY FTA	458 43%	263 42%	105 37%	90 57% ^{ab}	210 37%	248 51% ^d	106 37%	351 46% ^f	361 42%	96 48%	392 44%	31 35%	26 49%	8 33%
ANY TV SERVICE	1006 95%	599 97% ^b	256 89%	152 96% ^b	543 95%	463 94%	278 96%	728 94%	814 94%	192 96%	848 95%	83 92%	51 97%	24 100%
INTERNET														
FIXED BROADBAND AT HOME	907 85%	562 91% ^{bc}	244 86% ^c	100 64%	540 95% ^e	366 75%	271 94% ^g	635 82%	732 85%	175 87%	772 86% ^m	72 79%	45 84%	18 75%
ANY WIFI ACCESS	907 85%	558 90% ^c	248 87% ^c	101 64%	539 94% ^e	369 75%	275 95% ^g	632 82%	734 85%	174 87%	775 87% ^m	72 80%	43 80%	18 75%
ANY WIRED (ETHERNET) ACCESS	496 47%	309 50% ^c	145 51% ^c	41 26%	351 62% ^e	144 29%	177 61% ^g	318 41%	415 48%	81 40%	433 48% ^l	42 46% ^l	11 21%	9 39% ^l
ANY MOBILE (3G/4G) ACCESS	619 58%	376 61% ^c	191 67% ^c	52 33%	405 71% ^e	214 44%	209 72% ^g	411 53%	510 59%	109 55%	544 61% ^{kl}	42 47%	18 33%	15 62% ^l
INTERNET ACCESS AT HOME	929 87%	575 93% ^{bc}	250 88% ^c	105 66%	552 97% ^e	378 77%	282 97% ^g	647 84%	753 87%	176 88%	792 89% ^k	73 80%	45 84%	20 81%
INTERNET ACCESS OUTSIDE OF HOME	623 59%	383 62% ^c	186 65% ^c	53 34%	419 73% ^e	204 42%	218 75% ^g	404 52%	513 60%	110 55%	543 61% ^{kl}	44 48%	20 38%	16 66% ^l

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
GENDER													
Male	513 48%	21 45%	51 50%	41 45%	44 51%	46 47%	45 49%	68 52%	77 49%	41 45%	25 47%	41 46%	13 53%
Female	549 52%	25 55%	50 50%	50 55%	42 49%	51 53%	47 51%	64 48%	80 51%	51 55%	28 53%	49 54%	11 47%
AGE													
16-24	150 14%	10 23%hj	10 10%	18 19%	20 23%hj	13 13%	10 10%	20 15%	15 10%	17 18%	3 6%	12 13%	3 13%
25-34	193 18%	8 17%	18 18%	20 22%k	15 17%	24 24%k	17 18%	29 22%k	32 20%k	13 14%	6 12%	7 7%	5 22%k
35-44	176 17%	6 13%	13 12%	11 13%	11 12%	15 16%	15 16%	36 27%bcdhi	26 16%	9 9%	8 16%	21 23%i	6 23%i
45-54	168 16%	6 13%	16 16%	13 14%	10 11%	19 20%k	13 14%	20 15%	31 20%k	18 20%k	12 23%k	7 8%	2 10%
55-64	166 16%	7 15%	22 22%g	13 14%	14 16%	12 12%	11 11%	12 9%	22 14%	10 11%	15 29%efghi	23 25%efghi	4 18%
65-74	110 10%	4 8%	11 11%	10 11%	9 10%	8 8%	16 17%g	6 5%	15 9%	13 14%g	4 8%	13 14%g	2 9%
75+	99 9%	5 12%	11 11%	6 7%	9 10%	6 7%	12 13%	8 6%	16 10%	11 13%	3 6%	8 9%	1 5%
SOCIAL GRADE													
AB	227 21%	7 15%	23 22%d	15 16%	5 5%	14 14%	22 24%d	34 25%dl	46 29%cdel	23 25%dl	13 25%d	24 27%dl	2 10%
C1	301 28%	10 22%	21 21%	21 23%	33 38%bj	33 34%	29 31%	38 29%	44 28%	31 34%j	9 17%	22 24%	9 39%bj
C2	224 21%	16 35%bgl	17 17%	21 23%	21 24%	23 23%	19 21%	22 16%	33 21%	16 18%	11 21%	23 26%	3 13%
DE	311 29%	13 29%	39 39%hik	34 38%h	28 32%	28 29%	23 25%	39 29%	34 22%	21 23%	20 37%h	21 24%	9 39%hi

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
MARITAL STATUS													
Married/Living as married	618 58%	24 51%	49 48%	59 65%bd	38 45%	65 67%bd	63 68%bd	82 62%bd	98 62%bd	52 57%	29 55%	47 52%	14 56%
Single	286 27%	13 28%	28 28%f	23 25%	33 38%f	27 27%	13 14%	44 33%f	38 24%	27 29%f	13 25%	23 26%	6 25%
Widow/Divorced/Separated	158 15%	9 21%eg	24 24%ceg	9 10%	15 17%eg	5 5%	17 18%eg	7 6%	22 14%g	13 14%g	11 20%eg	20 23%ceg	5 19%eg
WORKING STATUS													
Working	571 54%	26 56%	49 49%	46 51%	46 54%	61 63%f	43 46%	76 57%	94 60%	45 49%	25 47%	46 50%	14 60%
Not working	491 46%	20 44%	52 51%	45 49%	40 46%	36 37%	50 54%e	57 43%	63 40%	47 51%	28 53%	45 50%	10 40%
CHILDREN IN HOUSEHOLD													
Any	290 27%	12 27%	25 24%	35 39%bthjk	23 27%	38 39%fthjk	21 23%	40 30%	39 25%	23 25%	8 16%	17 19%	8 33%
None	772 73%	33 73%	76 76%c	55 61%	63 73%	59 61%	71 77%ce	93 70%	118 75%ce	68 75%	45 84%cel	73 81%ce	16 67%
AREA													
Urban	862 81%	46 100%cdefijk	101 100%cdefhijk	74 81%fil	67 78%fil	80 82%fiji	51 55%	133 100%cdefhijk	144 92%cdefijkl	51 56%	35 65%l	71 79%fil	10 42%
Rural	200 19%	-	-	17 19%abgh	19 22%abgh	17 18%abgh	42 45%abcdeghk	-	13 8%bg	41 44%abcdeghk	18 35%abegh	19 21%abgh	14 58%abcdegh jk
COUNTRY													
England	894 84%	46 100%ijkl	101 100%ijkl	91 100%ijkl	86 100%ijkl	97 100%ijkl	93 100%ijkl	133 100%ijkl	157 100%ijkl	92 100%ijkl	-	-	-
Scotland	90 9%	-	-	-	-	-	-	-	-	-	-	90 100%abcdef ghijl	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
Wales	53 5%	-	-	-	-	-	-	-	-	-	53 100%abcdefghi	-	-
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%abcdefg hijk
GOVERNMENT REGIONS													
North East	46 4%	46 100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-
North West	101 9%	-	101 100%acdefghij kl	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	91 9%	-	-	91 100%abdefghij kl	-	-	-	-	-	-	-	-	-
East Midlands	86 8%	-	-	-	86 100%abcefg hij kl	-	-	-	-	-	-	-	-
West Midlands	97 9%	-	-	-	-	97 100%abcd fghij kl	-	-	-	-	-	-	-
East of England	93 9%	-	-	-	-	-	93 100%abcdeghij kl	-	-	-	-	-	-
London	133 12%	-	-	-	-	-	-	133 100%abdefhij kl	-	-	-	-	-
South East	157 15%	-	-	-	-	-	-	-	157 100%abcdefgij kl	-	-	-	-

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
South West	92 9%	-	-	-	-	-	-	-	-	92 100%abcdeghjkl	-	-	-
Wales	53 5%	-	-	-	-	-	-	-	-	-	53 100%abcdeghijkl	-	-
Scotland	90 9%	-	-	-	-	-	-	-	-	-	-	90 100%abcdeghijkl	-
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%abcdeghijkl
Q.1/2 PHONES OWN													
Mobile (any)	948 89%	41 90%	88 87%	75 82%	78 91%	92 94% <i>c</i>	83 89%	119 89%	144 91%	83 91%	45 86%	78 87%	23 94%
Landline	693 65%	34 74% <i>c</i>	69 68% <i>c</i>	45 49%	49 57%	76 79% <i>cdgjk</i>	64 69% <i>c</i>	81 61%	112 71% <i>c</i>	55 60%	35 65%	56 62%	18 74% <i>c</i>
Mobile & Landline	634 60%	30 66% <i>c</i>	61 60%	41 45%	46 54%	72 74% <i>cdgjk</i>	59 64% <i>c</i>	74 56%	105 67% <i>ci</i>	48 52%	30 57%	52 57%	17 70% <i>ci</i>
Mobile only	314 30%	11 25%	27 27%	34 37% <i>e</i>	32 38% <i>e</i>	20 20%	24 25%	45 34% <i>e</i>	38 24%	35 38% <i>eh</i>	15 29%	27 30%	6 24%
Landline only	59 6%	4 8%	8 8%	4 4%	3 3%	4 4%	5 5%	7 5%	7 4%	7 8%	4 8%	5 5%	1 5%
PAY TV SERVICE													
Sky	359 34%	18 39%	33 33%	35 38%	21 24%	41 42% <i>d</i>	26 28%	43 33%	53 34%	26 28%	22 42%	31 34%	11 44% <i>d</i>
Virgin Media	160 15%	5 12%	13 13% <i>j</i>	7 8%	25 29% <i>bcfgijl</i>	20 21% <i>cj</i>	10 11%	16 12% <i>j</i>	30 19% <i>cj</i>	12 13% <i>j</i>	1 2%	17 19% <i>j</i>	2 8%
Other	548 52%	29 63% <i>ehk</i>	65 65% <i>eghkl</i>	55 60% <i>ehk</i>	44 51%	39 40%	61 65% <i>eghkl</i>	60 46%	68 43%	48 52%	31 59% <i>e</i>	37 41%	12 48%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1062	44	109	93	77	86	91	118	143	89	52	92	68
Weighted Base	1062	46*	101*	91*	86*	97*	93*	133	157	92*	53*	90*	24*
TV													
ANY SATELLITE	410 39%	18 39%	37 37%	40 44% ^d	21 24%	45 46% ^d	33 35%	59 44% ^d	58 37%	27 30%	24 46% ^d	38 42% ^d	11 44% ^d
ANY FREEVIEW INC. YOUVIEW	427 40%	24 53% ^{gk}	52 52% ^{eghkl}	40 45% ^g	38 44% ^g	34 35%	51 55% ^{eghkl}	33 25%	57 36%	38 42% ^g	24 45% ^g	26 29%	8 33%
ANY FREEVIEW EXC. YOUVIEW	427 40%	24 53% ^{gk}	52 52% ^{eghkl}	40 45% ^g	38 44% ^g	34 35%	51 55% ^{eghkl}	33 25%	57 36%	38 42% ^g	24 45% ^g	26 29%	8 33%
ANY IPTV	72 7%	4 8%	6 6%	11 12% ^e	5 5%	3 3%	6 7%	12 9%	7 5%	8 8%	4 8%	3 4%	3 12% ^e
ANY PAY TV	584 55%	25 56%	52 52%	52 58%	50 59%	64 66% ^{fi}	41 45%	70 53%	91 58%	44 48%	27 50%	50 56%	16 64% ^f
ANY FTA	458 43%	24 53% ^g	56 56% ^{eghkl}	44 49% ^g	38 45%	34 35%	54 58% ^{eghkl}	44 33%	59 38%	39 42%	26 49%	31 35%	8 33%
ANY TV SERVICE	1006 95%	45 98%	97 97% ^{gi}	88 97%	81 94%	97 100% ^{edghik}	92 99% ^{gi}	117 89%	149 95%	81 88%	51 97%	83 92%	24 100% ^{gi}
INTERNET													
FIXED BROADBAND AT HOME	907 85%	39 86%	76 75%	70 77%	76 89% ^{bl}	85 88% ^{bl}	80 86%	120 91% ^{bckl}	140 89% ^{bcl}	86 94% ^{bckl}	45 84%	72 79%	18 75%
ANY WIFI ACCESS	907 85%	41 90%	75 75%	74 82%	78 91% ^{bl}	88 91% ^{bl}	77 83%	118 89% ^{bl}	140 89% ^{bl}	83 91% ^{bl}	43 80%	72 80%	18 75%
ANY WIRED (ETHERNET) ACCESS	496 47%	24 52% ^j	43 42% ^j	42 46% ^j	47 54% ^{ij}	56 58% ^{ijl}	46 50% ^{ij}	60 45% ^j	86 55% ^{ij}	30 33%	11 21%	42 46% ^j	9 39% ^j
ANY MOBILE (3G/4G) ACCESS	619 58%	32 70% ^{ijk}	61 61% ^j	57 62% ^j	64 74% ^{fghijk}	64 65% ^{ijk}	49 53% ^j	76 57% ^j	99 63% ^{ijk}	43 47%	18 33%	42 47%	15 62% ^j
INTERNET ACCESS AT HOME	929 87%	41 90%	81 81%	77 85%	77 90%	88 91%	80 86%	121 92% ^{lbkl}	141 89%	86 94% ^{lbkl}	45 84%	73 80%	20 81%
INTERNET ACCESS OUTSIDE OF HOME	623 59%	32 69% ^{ijk}	57 57% ^j	58 64% ^{ij}	59 68% ^{ijk}	63 65% ^{ij}	60 65% ^{ijk}	74 56% ^{ij}	104 66% ^{ijk}	37 40%	20 38%	44 48%	16 66% ^{ij}

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.12 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
GENDER									
Male	513	455	321	294	162	27	169	74	272
	48%	48%	46%	46%	52%	46%	47%	46%	50%
Female	549	493	373	341	152	32	191	86	276
	52%	52%	54%	54%	48%	54%	53%	54%	50%
AGE									
16-24	150	143	76	76	67	-	52	28	63
	14%	15%be	11%e	12%e	21%abce	-	14%	17%	11%
25-34	193	182	104	101	80	2	82	20	84
	18%	19%be	15%e	16%e	26%abce	4%	23%	12%	15%
35-44	176	170	108	106	64	1	67	31	75
	17%	18%e	16%e	17%e	20%e	2%	19%	20%	14%
45-54	168	158	120	114	44	7	59	33	82
	16%	17%	17%	18%	14%	11%	16%	21%	15%
55-64	166	145	127	116	29	10	53	28	99
	16%	15%d	18%d	18%d	9%	17%	15%	17%	18%
65-74	110	89	81	70	19	11	30	14	68
	10%	9%	12%d	11%d	6%	19%acd	8%	9%	12%
75+	99	61	79	51	10	27	17	7	77
	9%	6%d	11%ad	8%d	3%	46%abcd	5%	4%	14%
SOCIAL GRADE									
AB	227	218	170	166	52	4	74	41	120
	21%	23%de	24%de	26%de	17%e	7%	21%	26%	22%
C1	301	285	183	172	113	11	116	40	143
	28%	30%e	26%	27%	36%bce	18%	32%	25%	26%
C2	224	197	149	137	60	12	80	40	106
	21%	21%	22%	22%	19%	20%	22%	25%	19%
DE	311	248	191	159	89	33	89	39	179
	29%	26%	28%	25%	28%	55%abcd	25%	25%	33%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.12 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
MARITAL STATUS									
Married/Living as married	618 58%	569 60%de	433 62%de	406 64%de	163 52%	27 46%	227 63%	93 58%	321 59%
Single	286 27%	261 28%be	151 22%e	145 23%e	116 37%abce	6 10%	89 25%	48 30%	131 24%
Widow/Divorced/Separated	158 15%	118 12%	110 16%	84 13%	34 11%	26 44%abcd	43 12%	19 12%	96 17%
WORKING STATUS									
Working	571 54%	545 58%e	382 55%e	370 58%e	175 56%e	12 20%	215 60%	98 61%	268 49%
Not working	491 46%	403 42%	312 45%	264 42%	139 44%	47 80%abcd	145 40%	62 39%	281 51%
CHILDREN IN HOUSEHOLD									
Any	290 27%	281 30%e	194 28%e	190 30%e	91 29%e	4 6%	125 35%	39 24%	134 24%
None	772 73%	667 70%	500 72%	444 70%	223 71%	55 94%abcd	234 65%	121 76%	414 76%
AREA									
Urban	862 81%	774 82%e	546 79%	506 80%e	268 86%be	40 68%	292 81%	151 94%	426 78%
Rural	200 19%	174 18%	148 21%cd	129 20%	45 14%	19 32%acd	68 19%	9 6%	123 22%
COUNTRY									
England	894 84%	802 85%	584 84%	536 84%	266 85%	48 82%	295 82%	140 88%	469 85%
Scotland	90 9%	78 8%	56 8%	52 8%	27 9%	5 8%	31 9%	17 11%	37 7%
Wales	53 5%	45 5%	35 5%	30 5%	15 5%	4 8%	22 6%	1 1%	31 6%
Northern Ireland	24 2%	23 2%	18 3%	17 3%	6 2%	1 2%	11 3%	2 1%	12 2%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1'2 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
GOVERNMENT REGIONS									
North East	46 4%	41 4%	34 5%	30 5%	11 4%	4 6%	18 5%	5 3%	29 5%
North West	101 9%	88 9%	69 10%	61 10%	27 9%	8 13%	33 9%	13 8%	65 12%
Yorkshire and The Humber	91 9%	75 8%	45 6%	41 6%	34 11%bc	4 7%	35 10%	7 4%	55 10%
East Midlands	86 8%	78 8%	49 7%	46 7%	32 10%	3 5%	21 6%	25 16%	44 8%
West Midlands	97 9%	92 10%	76 11%cd	72 11%cd	20 6%	4 7%	41 11%	20 13%	39 7%
East of England	93 9%	83 9%	64 9%	59 9%	24 8%	5 9%	26 7%	10 6%	61 11%
London	133 12%	119 13%	81 12%	74 12%	45 14%	7 12%	43 12%	16 10%	60 11%
South East	157 15%	144 15%	112 16%	105 17%	38 12%	7 11%	53 15%	30 19%	68 12%
South West	92 9%	83 9%	55 8%	48 8%	35 11%	7 12%	26 7%	12 7%	48 9%
Wales	53 5%	45 5%	35 5%	30 5%	15 5%	4 8%	22 6%	1 1%	31 6%
Scotland	90 9%	78 8%	56 8%	52 8%	27 9%	5 8%	31 9%	17 11%	37 7%
Northern Ireland	24 2%	23 2%	18 3%	17 3%	6 2%	1 2%	11 3%	2 1%	12 2%
Q.1'2 PHONES OWN									
Mobile (any)	948 89%	948 100%be	634 92%e	634 100%be	314 100%be	-	331 92%	149 93%	476 87%
Landline	693 65%	634 67%cd	693 100%ad	634 100%ad	-	59 100%ad	246 69%	116 72%	361 66%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.112 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
Mobile & Landline	634	634	634	634	-	-	233	110	320
	60%	67%de	92%ade	100%abde	-	-	65%	69%	58%
Mobile only	314	314	-	-	314	-	99	39	157
	30%	33%bce	-	-	100%abce	-	27%	24%	29%
Landline only	59	-	59	-	-	59	14	5	42
	6%	-	8%acd	-	-	100%abcd	4%	3%	8%
PAY TV SERVICE									
Sky	359	331	246	233	99	14	359	-	50
	34%	35%	36%	37%e	31%	24%	100%	-	9%
Virgin Media	160	149	116	110	39	5	-	160	11
	15%	16%	17%	17%	12%	9%	-	100%	2%
Other	548	476	361	320	157	42	50	11	548
	52%	50%	52%	50%	50%	71%abcd	14%	7%	100%
TV									
ANY SATELLITE	410	376	288	268	108	20	359	1	101
	39%	40%	41%	42%d	35%	33%	100%	1%	18%
ANY FREEVIEW INC. YOUVIEW	427	364	271	236	128	35	41	10	427
	40%	38%	39%	37%	41%	59%abcd	11%	6%	78%
ANY FREEVIEW EXC. YOUVIEW	427	364	271	236	128	35	41	10	427
	40%	38%	39%	37%	41%	59%abcd	11%	6%	78%
ANY IPTV	72	67	56	54	14	2	7	-	72
	7%	7%	8%	8%d	4%	3%	2%	-	13%
ANY PAY TV	584	541	410	390	151	21	359	160	126
	55%	57%de	59%de	61%de	48%	36%	100%	100%	23%
ANY FTA	458	392	295	256	135	38	44	11	458
	43%	41%	42%	40%	43%	65%abcd	12%	7%	83%
ANY TV SERVICE	1006	901	678	621	279	57	359	160	548
	95%	95%d	98%ad	98%ad	89%	97%	100%	100%	100%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.112 PHONES OWN				PAY TV SERVICE			
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1062	922	700	623	299	77	346	145	572
Weighted Base	1062	948	693	634	314	59*	359	160	548
INTERNET									
FIXED BROADBAND AT HOME	907	852	619	591	261	28	336	152	437
	85%	90%de	89%de	93%abde	83%e	48%	93%	95%	80%
ANY WIFI ACCESS	907	856	610	584	272	26	334	154	437
	85%	90%e	88%e	92%bde	87%e	44%	93%	96%	80%
ANY WIRED (ETHERNET) ACCESS	496	484	330	324	159	5	178	89	238
	47%	51%e	48%e	51%e	51%e	9%	50%	56%	43%
ANY MOBILE (3G/4G) ACCESS	619	602	408	404	198	4	229	105	300
	58%	63%e	59%e	64%e	63%e	7%	64%	66%	55%
INTERNET ACCESS AT HOME	929	870	622	594	277	28	337	152	456
	87%	92%e	90%e	94%bde	88%e	48%	94%	95%	83%
INTERNET ACCESS OUTSIDE OF HOME	623	604	389	386	219	3	236	105	297
	59%	64%be	56%e	61%e	70%bce	6%	66%	66%	54%

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
GENDER														
Male	513 48%	193 47%	211 49%	211 49%	34 48%	272 47%	226 49%	485 48%	438 48%	436 48%	249 50%	305 49%	453 49%	308 49%
Female	549 52%	218 53%	216 51%	216 51%	37 52%	311 53%	232 51%	521 52%	469 52%	472 52%	247 50%	314 51%	476 51%	315 51%
AGE														
16-24	150 14%	59 14%	47 11%	47 11%	10 14%	89 15% ^l	49 11%	133 13%	139 15%	144 16%	104 21% ^h ^{il}	121 20%	145 16%	121 19%
25-34	193 18%	89 22% ^b ^{bcf}	61 14%	61 14%	14 19%	114 19% ^f	64 14%	178 18%	186 20%	186 20%	111 22%	149 24%	189 20%	148 24%
35-44	176 17%	75 18%	58 14%	58 14%	7 10%	104 18%	64 14%	168 17%	165 18%	165 18%	113 23%	123 20%	170 18%	129 21%
45-54	168 16%	66 16%	60 14%	60 14%	13 18%	103 18%	64 14%	161 16%	151 17%	155 17%	75 15%	98 16%	156 17%	100 16%
55-64	166 16%	62 15%	78 18%	78 18%	12 17%	92 16%	86 19%	163 16%	141 16%	137 15%	62 12%	86 14%	141 15%	88 14%
65-74	110 10%	39 10%	52 12%	52 12%	9 13%	53 9%	59 13%	107 11%	78 9% ^j ^{km}	76 8% ^j ^{km}	20 4%	30 5%	80 9% ^j ^{km}	25 4%
75+	99 9%	20 5%	71 17% ^{aeg}	71 17% ^{aeg}	7 9%	30 5%	72 16% ^{aeg}	96 10% ^{ae}	48 5% ^j ^{km}	45 5% ^j ^{km}	11 2%	11 2%	48 5% ^j ^{km}	11 2%
SOCIAL GRADE														
AB	227 21%	85 21%	93 22%	93 22%	19 27%	131 23%	100 22%	220 22%	216 24%	215 24%	122 25%	144 23%	218 23%	147 24%
C1	301 28%	134 33% ^b ^{bcf}	107 25%	107 25%	21 29%	175 30%	119 26%	285 28%	283 31%	282 31%	166 34%	211 34%	285 31%	211 34%
C2	224 21%	92 22%	83 19%	83 19%	14 20%	131 22%	92 20%	210 21%	189 21%	190 21%	107 22%	128 21%	194 21%	135 22%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
DE	311	99	145	145	18	146	148	291	219	219	100	136	232	130
	29%	24%	34%ae	34%ae	25%	25%	32%ae	29%	24%	24%	20%	22%	25%	21%
MARITAL STATUS														
Married/Living as married	618	267	237	237	53	366	263	599	562	558	309	376	575	383
	58%	65%bcf	56%	56%	74%bcfg	63%bc	57%	60%	62%	62%	62%	61%	62%	62%
Single	286	95	105	105	14	151	105	256	244	248	145	191	250	186
	27%	23%	25%	25%	19%	26%	23%	25%	27%	27%	29%	31%	27%	30%
Widow/Divorced/Separated	158	48	85	85	4	67	90	152	100	101	41	52	105	53
	15%	12%	20%adeg	20%adeg	6%	11%	20%adeg	15%	11%	11%	8%	8%	11%	9%
WORKING STATUS														
Working	571	241	191	191	45	352	210	543	540	539	351	405	552	419
	54%	59%bcf	45%	45%	64%bcf	60%bcfg	46%	54%bcf	60%	59%	71%hil	65%hil	59%	67%hil
Not working	491	169	235	235	26	232	248	463	366	369	144	214	378	204
	46%	41%	55%adeg	55%adeg	36%	40%	54%adeg	46%ee	40%jkm	41%jkm	29%	35%	41%jkm	33%
CHILDREN IN HOUSEHOLD														
Any	290	132	100	100	24	184	106	278	271	275	177	209	282	218
	27%	32%bcf	23%	23%	33%	32%bcf	23%	28%	30%	30%	36%	34%	30%	35%
None	772	278	326	326	48	399	351	728	635	632	318	411	647	404
	73%	68%	77%ae	77%ae	67%	68%	77%ae	72%	70%	70%	64%	66%	70%	65%
AREA														
Urban	862	333	334	334	50	488	361	814	732	734	415	510	753	513
	81%	81%cd	78%	78%	70%	84%cd	79%	81%cd	81%	81%	84%	82%	81%	82%
Rural	200	78	93	93	22	96	96	192	175	174	81	109	176	110
	19%	19%	22%	22%	30%aeg	16%	21%	19%	19%	19%	16%	18%	19%	18%
COUNTRY														
England	894	337	369	369	61	491	392	848	772	775	433	544	792	543
	84%	82%	86%	86%	85%	84%	86%	84%	85%	85%	87%	88%	85%	87%
Scotland	90	38	26	26	3	50	31	83	72	72	42	42	73	44
	9%	9%	6%	6%	5%	9%	7%	8%	8%	8%	8%	7%	8%	7%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Wales	53	24	24	24	4	27	26	51	45	43	11	18	45	20
	5%	6%	6%	6%	6%	5%	6%	5%	5% ^j	5% ^j	2%	3%	5% ^j	3%
Northern Ireland	24	11	8	8	3	16	8	24	18	18	9	15	20	16
	2%	3%	2%	2%	4%	3%	2%	2%	2%	2%	2%	2%	2%	3%
GOVERNMENT REGIONS														
North East	46	18	24	24	4	25	24	45	39	41	24	32	41	32
	4%	4%	6%	6%	5%	4%	5%	4%	4%	5%	5%	5%	4%	5%
North West	101	37	52	52	6	52	56	97	76	75	43	61	81	57
	9%	9%	12%	12%	9%	9%	12%	10%	8%	8%	9%	10%	9%	9%
Yorkshire and The Humber	91	40	40	40	11	52	44	88	70	74	42	57	77	58
	9%	10%	9%	9%	15%	9%	10%	9%	8%	8%	8%	9%	8%	9%
East Midlands	86	21	38	38	5	50	38	81	76	78	47	64	77	59
	8%	5%	9%	9%	6%	9%	8%	8%	8%	9%	9%	10%	8%	9%
West Midlands	97	45	34	34	3	64	34	97	85	88	56	64	88	63
	9%	11%	8%	8%	4%	11%	7%	10%	9%	10%	11%	10%	9%	10%
East of England	93	33	51	51	6	41	54	92	80	77	46	49	80	60
	9%	8%	12% ^e	12% ^e	9%	7%	12% ^e	9%	9%	9%	9%	8%	9%	10%
London	133	59	33	33	12	70	44	117	120	118	60	76	121	74
	12%	14% ^{bcd}	8%	8%	16% ^{bc}	12%	10%	12% ^{bc}	13%	13%	12%	12%	13%	12%
South East	157	58	57	57	7	91	59	149	140	140	86	99	141	104
	15%	14%	13%	13%	10%	16%	13%	15%	15%	15%	17%	16%	15%	17%
South West	92	27	38	38	8	44	39	81	86	83	30	43	86	37
	9%	7%	9%	9%	11%	8%	8%	8%	9% ^m	9% ^m	6%	7%	9% ^m	6%
Wales	53	24	24	24	4	27	26	51	45	43	11	18	45	20
	5%	6%	6%	6%	6%	5%	6%	5%	5% ^j	5% ^j	2%	3%	5% ^j	3%
Scotland	90	38	26	26	3	50	31	83	72	72	42	42	73	44
	9%	9%	6%	6%	5%	9%	7%	8%	8%	8%	8%	7%	8%	7%
Northern Ireland	24	11	8	8	3	16	8	24	18	18	9	15	20	16
	2%	3%	2%	2%	4%	3%	2%	2%	2%	2%	2%	2%	2%	3%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
Q.12 PHONES OWN														
Mobile (any)	948	376	364	364	67	541	392	901	852	856	484	602	870	604
	89%	92%bcf	85%	85%	94%	93%bcf	86%	90%bcf	94%	94%	98%hil	97%hil	94%	97%hil
Landline	693	288	271	271	56	410	295	678	619	610	330	408	622	389
	65%	70%	64%	64%	78%bcf	70%bc	64%	67%	68%lm	67%	67%	66%	67%	62%
Mobile & Landline	634	268	236	236	54	390	256	621	591	584	324	404	594	386
	60%	65%bcf	55%	55%	75%bcfg	67%bcf	56%	62%bc	65%	64%	65%	65%	64%	62%
Mobile only	314	108	128	128	14	151	135	279	261	272	159	198	277	219
	30%	26%	30%	30%	19%	26%	30%	28%	29%	30%	32%	32%	30%	35%h
Landline only	59	20	35	35	2	21	38	57	28	26	5	4	28	3
	6%	5%	8%e	8%e	3%	4%	8%e	6%	3%jkm	3%km	1%	1%	3%jkm	1%
PAY TV SERVICE														
Sky	359	359	41	41	7	359	44	359	336	334	178	229	337	236
	34%	88%bcdefg	10%	10%	10%	62%bcdfg	10%	36%bcdf	37%	37%	36%	37%	36%	38%
Virgin Media	160	1	10	10	-	160	11	160	152	154	89	105	152	105
	15%	*	2%a	2%a	-	27%abcdfg	2%a	16%abcdf	17%	17%	18%	17%	16%	17%
Other	548	101	427	427	72	126	458	548	437	437	238	300	456	297
	52%	25%	100%aeg	100%aeg	100%aeg	22%	100%aeg	54%ae	48%	48%	48%	49%	49%	48%
TV														
ANY SATELLITE	410	410	48	48	10	364	79	410	381	378	198	253	383	263
	39%	100%bcdefg	11%	11%	14%	62%bcdfg	17%bc	41%bcdf	42%	42%	40%	41%	41%	42%
ANY FREEVIEW INC. YOUVIEW	427	48	427	427	10	59	427	427	323	323	181	231	340	224
	40%	12%	100%adefg	100%adefg	14%	10%	93%adeg	42%ade	36%	36%	36%	37%	37%	36%
ANY FREEVIEW EXC. YOUVIEW	427	48	427	427	10	59	427	427	323	323	181	231	340	224
	40%	12%	100%adefg	100%adefg	14%	10%	93%adeg	42%ade	36%	36%	36%	37%	37%	36%
ANY IPTV	72	10	10	10	72	72	12	72	69	68	41	42	70	46
	7%	2%	2%	2%	100%abcefg	12%abcf	3%	7%abcf	8%	8%	8%	7%	8%	7%
ANY PAY TV	584	364	59	59	72	584	66	584	550	548	302	370	552	382
	55%	89%bcfg	14%	14%	100%abcf	100%abcf	14%	58%bcf	61%	60%	61%	60%	59%	61%

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1062	395	453	453	73	558	485	1009	867	865	438	563	890	559
Weighted Base	1062	410	427	427	72*	584	458	1006	907	907	496	619	929	623
ANY FTA	458	79	427	427	12	66	458	458	351	352	187	246	368	237
	43%	19% ^e	100% ^{adeg}	100% ^{adeg}	16%	11%	100% ^{adeg}	45% ^{ade}	39%	39%	38%	40%	40%	38%
ANY TV SERVICE	1006	410	427	427	72	584	458	1006	865	864	472	589	886	596
	95%	100%	100%	100%	100%	100%	100%	100%	95%	95%	95%	95%	95%	96%
INTERNET														
FIXED BROADBAND AT HOME	907	381	323	323	69	550	351	865	907	893	480	588	907	590
	85%	93% ^{bcfg}	76%	76%	97% ^{bcfg}	94% ^{bcfg}	77%	86% ^{bcf}	100% ^{ajklm}	98% ^{km}	97%	95%	98% ^{km}	95%
ANY WIFI ACCESS	907	378	323	323	68	548	352	864	893	907	479	594	902	600
	85%	92% ^{bcfg}	76%	76%	95% ^{bcfg}	94% ^{bcfg}	77%	86% ^{bcf}	99% ^{ajkm}	100% ^{hijklm}	97%	96%	97%	96%
ANY WIRED (ETHERNET) ACCESS	496	198	181	181	41	302	187	472	480	479	496	395	490	462
	47%	48% ^f	42%	42%	57% ^{bcf}	52% ^{bcf}	41%	47%	53%	53%	100% ^{hiklm}	64% ^{hil}	53%	74% ^{hikl}
ANY MOBILE (3G/4G) ACCESS	619	253	231	231	42	370	246	589	588	594	395	619	609	543
	58%	62% ^{bcf}	54%	54%	58%	63% ^{bcf}	54%	59%	65%	65%	80% ^{hil}	100% ^{hijlm}	66%	87% ^{hijl}
INTERNET ACCESS AT HOME	929	383	340	340	70	552	368	886	907	902	490	609	929	609
	87%	93% ^{bcfg}	80%	80%	98% ^{bcfg}	95% ^{bcfg}	80%	88% ^{bcf}	100% ^{ajklm}	99% ^m	99%	98%	100% ^{ijklm}	98%
INTERNET ACCESS OUTSIDE OF HOME	623	263	224	224	46	382	237	596	590	600	462	543	609	623
	59%	64% ^{bcf}	52%	52%	65%	65% ^{bcfg}	52%	59% ^{bcf}	65%	66%	93% ^{hikl}	88% ^{hil}	66%	100% ^{hijkl}

Fieldwork : 05/05/2017 - 09/05/2017 (Week 18)

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

* small base