Page	Table	Title	Base Description	Base
1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	2411
2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	764
3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	662
4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	904
5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	81
6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2411
7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	2411
8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1176

Page	Table	Title	Base Description	Base
37	37	Financial vulnerability.	Base: All complained about landline service in past 6 months	2411
1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	3202
2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	834
3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	1410
4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	847
5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	111
6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	3202
7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	3202

Page	Table	Title	Base Description	Base
33	33	QHH1 How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	3202
34	34	QHH3 And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	3202
35	35	QHH4: ADULTS IN HOUSEHOLD.	Base: All complained about fixed broadband internet service in past 6 months	3202
36	36	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	3202
37	37	Financial vulnerability.	Base: All complained about fixed broadband internet service in past 6 months	3202
1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	682
3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	584

Page	Table	Title	Base Description	Base
4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	678
5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	90
6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	963
9	9	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
10	10	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	690

Page	Table	Title	Base Description	Base
11	11	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
12	12	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
13	13	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
14	14	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
15	15	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
16	16	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034
17	17	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	2034

Page	Table	Title	Base Description	Base
2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	1278
3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	957
4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	961
5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	190
6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	3386
7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	3386
8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1752

Page	Table	Title	Base Description	Base
25	25	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	3386
26	26	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	3386
27	27	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	3386
28	28	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	3386
29	29	Q18a: What is your gender?	Base: All complained about mobile phone service in past 6 months	3386
30	30	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	3386
31	31	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	3386
32	32	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	3386
33	33	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	3386

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Table 1

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
The service not performing as it should	667 28%ghj	-	-	667 100%Tghj	-	347 27%	221 28%	98 28%	331 28%	329 28%
A billing, pricing or payment issue	554 23%hij	554 72%Thij	-	-	-	300 23%	173 22%	81 24%	300 25%n	248 21%
A problem relating to the installation or set up of your service	498 21%gij	-	498 55%Tgij	-	-	259 20%	178 23%	61 18%	238 20%	257 22%
A problem with a repair to the service	402 17%gij	-	402 45%Tgij	-	-	231 18%	124 16%	48 14%	190 16%	206 17%
Dissatisfaction with customer service from a previous occasion or contact	214 9%hij	214 28%Thij	-	-	-	93 7%	73 9%	47 14%TkC	92 8%	119 10%m
Or something else	77 3%ghin	-	-	-	77 100%Tghi	47 4%	20 3%	10 3%	49 4%n	19 2%
SUMMARY:										
Billing and Customer service	768 32%hij	768 100%Thij	-	-	-	393 31%	246 31%	129 37%k	392 33%	367 31%
Repairs and Installation	900 37%gijl	-	900 100%Tgij	-	-	490 38%l	301 38%l	109 32%	428 36%	463 39%
Service Issues	667 28%ghj	-	-	667 100%Tghj	-	347 27%	221 28%	98 28%	331 28%	329 28%
Something else	77 3%ghin	-	-	-	77 100%Tghi	47 4%	20 3%	10 3%	49 4%n	19 2%

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

* = Less than .5

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Table 2

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(g)	(h)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	764	764	-	-	-	382	250	132	387	368
Weighted Base	768	768	-**	-**	-**	393	246	129	392	367
Effective base	712	712	-	-	-	355	235	123	359	344
Bill was a lot higher than expected	195 25%	195 25%	- -	- -	- -	103 26%	64 26%	28 21%	101 26%	92 25%
Payment issues (including setting up/making a payment, non-direct debit charges)	138 18%	138 18%	- -	- -	- -	70 18%	47 19%	21 16%	75 19%	63 17%
Bill was inaccurate	123 16%	123 16%	- -	- -	- -	76 19%C	31 13%	16 12%	78 20%n	45 12%
Bill contained items I shouldn't have been charged for	120 16%l	120 16%	- -	- -	- -	79 20%Cl	34 14%l	7 6%	65 17%	55 15%
The format of the bill	107 14%	107 14%	- -	- -	- -	55 14%	38 16%	14 11%	52 13%	53 14%
Getting a refund, credit note or cashback	99 13%	99 13%	- -	- -	- -	60 15%	25 10%	15 11%	51 13%	46 12%
Took too long to resolve issue	72 9%	72 9%	- -	- -	- -	29 7%	26 11%	17 13%	31 8%	40 11%
Unable to get through to anyone	70 9%	70 9%	- -	- -	- -	31 8%	24 10%	15 12%	28 7%	41 11%
Gave incorrect information	65 9%	65 9%	- -	- -	- -	34 9%	16 6%	15 12%	33 9%	32 9%
Didn't do what they said they would do	60 8%	60 8%	- -	- -	- -	25 6%	22 9%	13 10%	28 7%	30 8%
Rude/dismissive	46 6%	46 6%	- -	- -	- -	24 6%	9 4%	13 10%C	25 6%	21 6%
Unable to get through to relevant person	41 5%	41 5%	- -	- -	- -	19 5%	15 6%	6 5%	17 4%	24 7%
Costs of international and roaming calls	8 1%	8 1%	- -	- -	- -	7 2%C	- -	1 1%	4 1%	4 1%
Pre-pay credit lost or not credited to card	6 1%	6 1%	- -	- -	- -	5 1%	1 *	- -	5 1%	1 *
A different issue	15 2%	15 2%	- -	- -	- -	7 2%	3 1%	5 4%	6 1%	8 2%

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

* = Less than .5

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Table 3

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	662	-	-	662	-	339	222	101	318	338
Weighted Base	667	-**	-**	667	-**	347	221	98*	331	329
Effective base	619	-	-	619	-	318	207	94	298	317
Complete loss of service	283 42%	- -	- -	283 42%	- -	151 44%	92 42%	40 40%	130 39%	150 45%
Poor line quality	262 39%	- -	- -	262 39%	- -	128 37%	89 40%	45 46%	140 42%	119 36%
Service is not consistently available	193 29%	- -	- -	193 29%	- -	102 29%	59 27%	32 32%	78 24%	114 **35%m**
Connection speed slower than advertised or led to expect	89 13%	- -	- -	89 13%	- -	53 15%	28 13%	8 8%	45 14%	44 13%
Problems with voice over internet (VOIP) telephone calls	43 6%	- -	- -	43 6%	- -	33 **9%C**	7 3%	4 4%	30 **9%n**	11 3%
Poor picture quality	20 3%	- -	- -	20 3%	- -	15 4%	5 2%	1 1%	14 4%	6 2%
Unable to get certain channels/content	20 3%	- -	- -	20 3%	- -	14 4%	4 2%	2 2%	14 **4%n**	5 1%
Unable to access 4G service	10 1%	- -	- -	10 1%	- -	7 2%	3 1%	- -	7 2%	3 1%
Poor outside reception/ coverage	9 1%	- -	- -	9 1%	- -	6 2%	3 1%	- -	4 1%	4 1%
Problems with calls being disconnected during a call or not connected at all	6 1%	- -	- -	6 1%	- -	3 1%	3 1%	- -	3 1%	3 1%
Text or voice mails delivered late	6 1%	- -	- -	6 1%	- -	4 1%	2 1%	- -	3 1%	2 1%
Poor indoor reception/coverage	4 1%	- -	- -	4 1%	- -	3 1%	1 *	- -	3 1%	1 *
A different issue (please describe it briefly in your own words)	6 1%	- -	- -	6 1%	- -	2 *	5 2%	- -	2 1%	4 1%

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

* = Less than .5

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Table 4

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	904	-	904	-	-	489	305	110	420	476
Weighted Base	900	-**	900	-**	-**	490	301	109	428	463
Effective base	844	-	844	-	-	458	284	102	392	445
Time taken to install the service	169 / 19%	- / -	169 / 19%	- / -	- / -	93 / 19%	54 / 18%	22 / 21%	89 / 21%	80 / 17%
Switching issues (e.g. problems trying to switch or problems porting your number)	156 / 17%	- / -	156 / 17%	- / -	- / -	89 / 18%	52 / 17%	14 / 13%	73 / 17%	83 / 18%
Damage to property during installation	137 / 15%	- / -	137 / 15%	- / -	- / -	81 / 16%	46 / 15%	10 / 10%	73 / 17%	63 / 14%
Time taken to repair a fault	132 / 15%	- / -	132 / 15%	- / -	- / -	77 / 16%	42 / 14%	13 / 12%	70 / 16%	63 / 14%
Arranging an installation	127 / 14%	- / -	127 / 14%	- / -	- / -	74 / 15%	42 / 14%	12 / 11%	60 / 14%	68 / 15%
Missed/ moved installation appointment	121 / 13%	- / -	121 / 13%	- / -	- / -	70 / 14%	36 / 12%	15 / 14%	60 / 14%	60 / 13%
Arranging an appointment for an engineer visit	109 / 12%	- / -	109 / 12%	- / -	- / -	76 / 16%Cl	27 / 9%	5 / 5%	58 / 14%	51 / 11%
Complaining about an engineer	107 / 12%	- / -	107 / 12%	- / -	- / -	66 / 14%	28 / 9%	12 / 11%	51 / 12%	54 / 12%
Damage to property during repair	106 / 12%	- / -	106 / 12%	- / -	- / -	64 / 13%	32 / 11%	10 / 9%	44 / 10%	63 / 14%
Missed/moved repair appointment	102 / 11%	- / -	102 / 11%	- / -	- / -	58 / 12%	33 / 11%	12 / 11%	50 / 12%	48 / 10%
A different issue	7 / 1%	- / -	7 / 1%	- / -	- / -	4 / 1%	4 / 1%	- / -	3 / 1%	4 / 1%

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

JB25450

* = Less than .5

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Table 5

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	81	-	-	-	81	49	22	10	51	21
Weighted Base	77*	-**	-**	-**	77*	47*	20**	10**	49*	19**
Effective base	75	-	-	-	75	45	21	9	48	19
Change to your package or service (upgrading or downgrading your service)	27 *35%*	- -	- -	- -	27 *35%*	19 *41%*	5 *27%*	2 *23%*	17 *34%*	7 *34%*
Complaining about the terms of your contract	16 *21%*	- -	- -	- -	16 *21%*	8 *17%*	4 *20%*	4 *45%*	10 *21%*	4 *23%*
Service not performing as advertised or as told in store/over the phone	16 *21%*	- -	- -	- -	16 *21%*	10 *22%*	5 *26%*	1 *8%*	9 *19%*	6 *30%*
Switching issues (e.g. problems trying to switch or problems porting your number)	13 *17%*	- -	- -	- -	13 *17%*	5 *11%*	5 *27%*	2 *23%*	8 *16%*	4 *21%*
Keeping your mobile phone number when changing suppliers	4 *6%*	- -	- -	- -	4 *6%*	4 *8%*	- -	1 *7%*	4 *8%*	- -
A different issue (please describe it briefly in your own words)	13 *17%*	- -	- -	- -	13 *17%*	9 *19%*	2 *8%*	2 *25%*	8 *17%*	2 *12%*

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

* = Less than .5

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Table 6

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Only/mainly on the phone	735 / 30%h	263 / 34%h	199 / 22%	241 / 36%Th	32 / 42%Th	398 / 31%	228 / 29%	109 / 31%	397 / 33%n	330 / 28%
Only/mainly via email	293 / 12%	106 / 14%i	112 / 12%	68 / 10%	7 / 9%	156 / 12%	95 / 12%	41 / 12%	148 / 12%	139 / 12%
Only/mainly via webchat	268 / 11%	87 / 11%	103 / 11%	73 / 11%	6 / 8%	155 / 12%l	84 / 11%	29 / 8%	134 / 11%	131 / 11%
Only/mainly via web form	237 / 10%	64 / 8%	102 / 11%	64 / 10%	6 / 8%	118 / 9%	78 / 10%	41 / 12%	111 / 9%	126 / 11%
Only/mainly by social media	233 / 10%j	65 / 9%j	107 / 12%gj	59 / 9%j	1 / 2%	112 / 9%	90 / 11%	31 / 9%	101 / 8%	130 / 11%m
Only/mainly via mobile application	213 / 9%	69 / 9%	92 / 10%i	47 / 7%	5 / 7%	110 / 9%	68 / 9%	35 / 10%	102 / 8%	110 / 9%
Only/mainly in store	210 / 9%	53 / 7%	95 / 11%g	57 / 9%	5 / 6%	122 / 10%	66 / 8%	22 / 6%	108 / 9%	100 / 8%
Only/mainly by letter	173 / 7%	44 / 6%	80 / 9%g	46 / 7%	3 / 4%	72 / 6%	66 / 8%k	35 / 10%k	74 / 6%	98 / 8%m
Only/mainly via another contact method	18 / 1%	4 / 1%	7 / 1%	4 / 1%	2 / 3%Tgi	12 / 1%	5 / 1%	1 / *	10 / 1%	8 / 1%
Don't know	32 / 1%hn	12 / 2%h	2 / *	8 / 1%h	9 / 12%Tghi	22 / 2%	7 / 1%	3 / 1%	17 / 1%n	6 / *

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

* = Less than .5

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Table 7

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

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	315 13%CIn	98 13%	116 13%	84 13%	17 23%Tghi	315 25%TCl	-	-	255 21%Tn	52 4%
9 -	(9)	215 9%CIn	69 9%	82 9%	58 9%	6 8%	215 17%TCl	-	-	157 13%Tn	56 5%
8 -	(8)	350 15%CIn	110 14%	134 15%	92 14%	15 19%	350 27%TCl	-	-	219 18%Tn	130 11%
7 -	(7)	396 16%CI	117 15%	157 17%	113 17%	10 12%	396 31%TCl	-	-	179 15%	213 18%m
6 -	(6)	339 14%klm	110 14%	126 14%	97 14%	7 9%	-	339 43%Tkl	-	126 10%	211 18%Tm
5 -	(5)	294 12%klm	93 12%	114 13%	78 12%	10 13%	-	294 37%Tkl	-	101 8%	188 16%Tm
4 -	(4)	155 6%kl	43 6%	62 7%	47 7%	3 4%	-	155 20%Tkl	-	57 5%	94 8%m
3 -	(3)	132 5%Cm	46 6%	47 5%	37 5%	2 3%	-	-	132 38%TkC	33 3%	95 8%Tm
2 -	(2)	87 4%kC	28 4%	26 3%	33 5%h	1 1%	-	-	87 25%TkC	30 3%	57 5%m
1 - Extremely dissatisfied	(1)	127 5%Cm	55 7%hi	36 4%	29 4%	7 9%h	-	-	127 37%TkC	42 4%	83 7%Tm
NET: Dissatisfied	(1-3)	346 14%kCm	129 17%h	109 12%	98 15%	10 13%	-	-	346 100%TkC	105 9%	234 20%Tm
NET: Neutral	(4-6)	788 33%klm	246 32%	301 33%	221 33%	20 26%	-	788 100%Tkl	-	283 24%	493 42%Tm
NET: Satisfied	(7-10)	1277 53%CIn	393 51%	490 54%	347 52%	47 61%	1277 100%TCl	-	-	811 68%Tn	451 38%
Mean score		6.42CIn	6.30	6.53	6.37	6.85	8.35TCl	5.23l	2.02	7.22Tn	5.62
Standard error		0.05	0.09	0.08	0.10	0.30	0.03	0.03	0.05	0.07	0.07

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 8

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

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

		Total (T)	Issue Billing and Customer service (g)	Issue Repairs and Installation (h)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base		1176	387	420	318	51	790	281	105	1176	-
Weighted Base		1200	392	428	331	49*	811	283	105*	1200	-**
Effective base		1097	359	392	298	48	738	262	98	1097	-
10 - Extremely satisfied	(10)	255 21%CI	81 21%	93 22%	65 20%	15 31%	255 31%TCI	-	-	255 21%	-
9 -	(9)	157 13%jCI	53 14%j	58 13%j	45 14%j	2 3%	157 19%TCI	-	-	157 13%	-
8 -	(8)	219 18%CI	70 18%	75 18%	61 18%	14 28%	219 27%TCI	-	-	219 18%	-
7 -	(7)	179 15%CI	62 16%	58 14%	54 16%	5 10%	179 22%TCI	-	-	179 15%	-
6 -	(6)	126 10%kl	38 10%	43 10%	40 12%	5 10%	-	126 44%Tkl	-	126 10%	-
5 -	(5)	101 8%kl	36 9%	38 9%	21 6%	6 12%	-	101 36%Tkl	-	101 8%	-
4 -	(4)	57 5%kl	16 4%	27 6%	14 4%	-	-	57 20%Tkl	-	57 5%	-
3 -	(3)	33 3%kC	8 2%	14 3%	10 3%	1 2%	-	-	33 31%TkC	33 3%	-
2 -	(2)	30 3%kC	12 3%	9 2%	10 3%	-	-	-	30 29%TkC	30 3%	-
1 - Extremely dissatisfied	(1)	42 4%kC	16 4%	14 3%	10 3%	2 3%	-	-	42 40%TkC	42 4%	-
NET: Dissatisfied	(1-3)	105 9%kC	36 9%	36 9%	30 9%	2 5%	-	-	105 100%TkC	105 9%	-
NET: Neutral	(4-6)	283 24%kl	89 23%	108 25%	75 23%	11 22%	-	283 100%Tkl	-	283 24%	-
NET: Satisfied	(7-10)	811 68%CI	266 68%	284 66%	225 68%	36 73%	811 100%TCI	-	-	811 68%	-
Mean score		7.22CI	7.19	7.20	7.21	7.68	8.60TCI	5.24I	1.92	7.22	-

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

JB25450

* = Less than .5

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Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	394 16%Cln	121 16%	139 15%	114 17%	19 24%h	358 28%TCl	28 4%	8 2%	300 25%Tn	86 7%
9 -	(9)	253 10%Cln	66 9%	105 12%g	73 11%	8 11%	192 15%TCl	43 5%	18 5%	161 13%Tn	91 8%
8 -	(8)	357 15%Cln	113 15%	137 15%	96 14%	10 13%	277 22%TCl	63 8%	17 5%	209 17%n	141 12%
7 -	(7)	352 15%l	109 14%	136 15%	96 14%	11 15%	200 16%l	123 16%l	30 9%	151 13%	200 17%m
6 -	(6)	325 13%km	114 15%	110 12%	90 14%	11 14%	118 9%	170 22%Tkl	38 11%	125 10%	198 17%Tm
5 -	(5)	274 11%km	85 11%	114 13%	69 10%	6 7%	61 5%	183 23%Tkl	30 9%k	102 8%	170 14%Tm
4 -	(4)	162 7%km	49 6%	65 7%	45 7%	2 3%	28 2%	93 12%Tk	41 12%Tk	55 5%	105 9%Tm
3 -	(3)	113 5%k	29 4%	44 5%	37 6%	3 4%	19 2%	53 7%Tk	41 12%TkC	41 3%	72 6%m
2 -	(2)	68 3%km	33 4%h	18 2%	16 2%	1 2%	9 1%	18 2%k	40 12%TkC	16 1%	50 4%Tm
1 - Extremely dissatisfied	(1)	87 4%kC	42 5%Thi	24 3%	20 3%	2 3%	4 *	6 1%	77 22%TkC	31 3%	55 5%m
Not applicable		25 1%	6 1%	6 1%	10 1%	3 4%Tgh	11 1%	8 1%	5 2%	9 1%	11 1%
NET: Dissatisfied	(1-3)	269 11%km	103 13%h	86 10%	73 11%	7 9%	33 3%	77 10%k	159 46%TkC	88 7%	177 15%Tm
NET: Neutral	(4-6)	761 32%km	249 32%	289 32%	204 31%	19 25%	207 16%	446 57%Tkl	109 32%k	282 23%	472 40%Tm
NET: Satisfied	(7-10)	1356 56%Cln	410 53%	518 58%	380 57%	48 63%	1027 80%TCl	257 33%l	72 21%	822 68%Tn	518 44%
Mean score		6.73Cln	6.54	6.80g	6.81	7.29g	8.00TCl	5.82l	4.13	7.43Tn	6.02
Standard error		0.05	0.09	0.08	0.10	0.27	0.05	0.07	0.14	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		732	257	199	240	36	391	228	113	395	329
Weighted Base		735	263	199	241	32*	398	228	109	397	330
Effective base		681	240	185	223	34	364	212	105	367	306
10 - Extremely satisfied	(10)	94 13%Cln	31 12%	27 14%	30 12%	6 17%	86 22%TCl	7 3%	1 1%	78 20%Tn	14 4%
9 -	(9)	74 10%Cl	21 8%	22 11%	29 12%	1 5%	67 17%TCl	7 3%	-	49 12%n	23 7%
8 -	(8)	116 16%Cl	40 15%	33 16%	37 15%	7 22%	99 25%TCl	14 6%	3 3%	79 20%n	37 11%
7 -	(7)	115 16%l	39 15%	31 16%	39 16%	6 18%	69 17%l	41 18%l	6 5%	65 16%	49 15%
6 -	(6)	79 11%	40 15%hi	15 8%	21 9%	2 5%	30 8%	43 19%Tkl	6 5%	38 10%	41 12%
5 -	(5)	87 12%k	27 10%	31 16%	27 11%	2 5%	20 5%	53 23%Tkl	14 13%k	37 9%	49 15%m
4 -	(4)	43 6%k	15 6%	9 5%	16 7%	2 8%	11 3%	24 10%Tk	8 7%k	15 4%	28 9%m
3 -	(3)	40 5%km	12 5%	11 5%	14 6%	4 12%	2 1%	17 7%k	21 20%TkC	9 2%	30 9%Tm
2 -	(2)	39 5%k	12 5%	11 6%	15 6%	1 3%	5 1%	16 7%k	18 16%TkC	12 3%	27 8%m
1 - Extremely dissatisfied	(1)	40 5%kC	21 8%h	6 3%	11 5%	2 5%	4 1%	4 2%	32 30%TkC	12 3%	27 8%m
Not applicable		8 1%	4 2%	2 1%	1 1%	-	3 1%	4 2%	1 1%	3 1%	3 1%
NET: Dissatisfied	(1-3)	119 16%km	45 17%	28 14%	40 17%	7 20%	12 3%	36 16%k	71 65%TkC	33 8%	84 25%Tm
NET: Neutral	(4-6)	209 28%km	82 31%	56 28%	65 27%	6 18%	62 16%	120 52%Tkl	27 25%k	90 23%	118 36%Tm
NET: Satisfied	(7-10)	400 54%Cln	132 50%	113 57%	135 56%	20 62%	322 81%TCl	69 30%l	9 9%	271 68%Tn	124 38%
Mean score		6.41Cln	6.24	6.59	6.43	6.50	7.83TCl	5.48l	3.13	7.22Tn	5.43
Standard error		0.10	0.17	0.18	0.17	0.46	0.10	0.13	0.20	0.12	0.14

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

JB25450

* = Less than .5

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Fieldwork: 16th November 2020 - 31st December 2020

Table 11

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied (10)	318 13%Cln	96 13%	119 13%	89 13%	14 19%	288 23%TCl	25 3%	5 1%	241 20%Tn	71 6%
9 - (9)	274 11%Cln	73 10%	120 13%g	70 11%	10 13%	218 17%TCl	39 5%	17 5%	181 15%Tn	91 8%
8 - (8)	348 14%Cln	107 14%	141 16%	90 14%	10 14%	255 20%TCl	77 10%l	16 5%	206 17%Tn	139 12%
7 - (7)	373 15%l	112 15%	145 16%	106 16%	11 14%	207 16%l	129 16%l	38 11%	173 14%	195 17%
6 - (6)	312 13%klm	111 15%	103 11%	89 13%	9 11%	131 10%	154 20%Tkl	27 8%	125 10%	185 16%Tm
5 - (5)	270 11%k	90 12%	106 12%	69 10%	6 8%	90 7%	150 19%Tkl	30 9%	117 10%	150 13%m
4 - (4)	164 7%km	49 6%	63 7%	50 7%	2 3%	29 2%	100 13%Tk	35 10%Tk	44 4%	120 10%Tm
3 - (3)	139 6%km	46 6%	40 4%	50 7%h	2 3%	27 2%	65 8%Tk	47 13%TkC	46 4%	88 7%m
2 - (2)	78 3%k	26 3%	28 3%	21 3%	2 3%	11 1%	24 3%k	44 13%TkC	27 2%	51 4%m
1 - Extremely dissatisfied (1)	113 5%kCm	50 6%h	30 3%	28 4%	6 7%	12 1%	20 2%k	81 24%TkC	31 3%	80 7%Tm
Not applicable	20 1%	7 1%	5 1%	4 1%	4 5%Tghi	10 1%	5 1%	5 1%	7 1%	6 1%
NET: Dissatisfied (1-3)	330 14%hkm	122 16%h	98 11%	99 15%h	10 13%	49 4%	108 14%k	172 50%TkC	104 9%	220 19%Tm
NET: Neutral (4-6)	747 31%km	250 33%	272 30%	207 31%	17 23%	250 20%	405 51%Tkl	92 27%k	286 24%	455 39%Tm
NET: Satisfied (7-10)	1315 55%Cln	388 51%	525 58%g	356 53%	46 59%	968 76%TCl	270 34%l	76 22%	802 67%Tn	497 42%
Mean score	6.53Cln	6.33	6.73gi	6.47	6.89	7.73TCl	5.70l	4.00	7.25Tn	5.80
Standard error	0.05	0.09	0.08	0.10	0.31	0.06	0.07	0.14	0.07	0.07

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

JB25450

Ofcom - Complaints Handling Tracker - 2020
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Table 12

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue: Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfaction: Satisfied (k)	Neutral (C)	Dissatisfied (l)	Complaint resolved: Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied (10)	325 / 13%Cln	103 / 13%	116 / 13%	89 / 13%	16 / 21%h	298 / 23%TCl	21 / 3%	7 / 2%	261 / 22%Tn	58 / 5%
9 - (9)	258 / 11%Cln	83 / 11%	101 / 11%	61 / 9%	12 / 16%	222 / 17%TCl	29 / 4%	7 / 2%	177 / 15%Tn	76 / 6%
8 - (8)	396 / 16%Cl	118 / 15%	144 / 16%	120 / 18%	14 / 19%	296 / 23%TCl	78 / 10%	22 / 6%	211 / 18%	181 / 15%
7 - (7)	361 / 15%l	117 / 15%	132 / 15%	106 / 16%	6 / 8%	199 / 16%l	144 / 18%Tl	18 / 5%	175 / 15%	184 / 16%
6 - (6)	322 / 13%k	99 / 13%	138 / 15%i	78 / 12%	7 / 8%	114 / 9%	163 / 21%Tkl	44 / 13%k	134 / 11%	187 / 16%Tm
5 - (5)	282 / 12%km	85 / 11%	113 / 13%	75 / 11%	9 / 11%	69 / 5%	171 / 22%Tkl	42 / 12%k	113 / 9%	166 / 14%m
4 - (4)	165 / 7%km	55 / 7%	62 / 7%	45 / 7%	4 / 5%	42 / 3%	86 / 11%Tk	38 / 11%Tk	48 / 4%	114 / 10%Tm
3 - (3)	128 / 5%km	40 / 5%	47 / 5%	39 / 6%	2 / 3%	17 / 1%	58 / 7%Tk	53 / 15%TkC	36 / 3%	90 / 8%Tm
2 - (2)	70 / 3%k	26 / 3%	19 / 2%	25 / 4%h	-	9 / 1%	24 / 3%k	37 / 11%TkC	24 / 2%	44 / 4%m
1 - Extremely dissatisfied (1)	89 / 4%kCm	39 / 5%h	25 / 3%	22 / 3%	3 / 5%	5 / *	9 / 1%	75 / 22%TkC	19 / 2%	69 / 6%Tm
Not applicable	14 / 1%m	2 / *	2 / *	7 / 1%	3 / 4%Tghi	6 / *	5 / 1%	3 / 1%	1 / *	7 / 1%m
NET: Dissatisfied (1-3)	287 / 12%km	105 / 14%h	90 / 10%	86 / 13%	6 / 8%	31 / 2%	91 / 12%k	165 / 48%TkC	79 / 7%	204 / 17%Tm
NET: Neutral (4-6)	769 / 32%km	239 / 31%	314 / 35%i	198 / 30%	19 / 25%	225 / 18%	420 / 53%Tkl	124 / 36%k	295 / 25%	467 / 40%Tm
NET: Satisfied (7-10)	1340 / 56%Cln	421 / 55%	494 / 55%	376 / 56%	49 / 64%	1015 / 79%TCl	272 / 35%l	53 / 15%	824 / 69%Tn	500 / 42%
Mean score	6.63Cln	6.52	6.69	6.60	7.30Tghi	7.87TCl	5.76l	3.98	7.39Tn	5.85
Standard error	0.05	0.09	0.08	0.09	0.28	0.05	0.07	0.13	0.07	0.07

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

* = Less than .5

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Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	401 17%Cln	135 18%	134 15%	111 17%	21 28%Tghi	357 28%TCl	30 4%	14 4%	313 26%Tn	83 7%
9 -	(9)	326 14%Cln	96 12%	134 15%	89 13%	7 9%	257 20%TCl	55 7%	14 4%	209 17%Tn	113 10%
8 -	(8)	381 16%Cl	116 15%	141 16%	114 17%	10 13%	257 20%TCl	98 12%l	25 7%	187 16%	191 16%
7 -	(7)	333 14%	103 13%	127 14%	91 14%	12 16%	173 14%	126 16%l	35 10%	148 12%	184 16%m
6 -	(6)	292 12%km	96 13%	118 13%	73 11%	5 7%	97 8%	155 20%Tkl	41 12%k	115 10%	172 15%Tm
5 -	(5)	267 11%km	79 10%	106 12%	73 11%	10 12%	59 5%	164 21%Tkl	44 13%k	97 8%	167 14%Tm
4 -	(4)	147 6%km	35 5%	65 7%g	44 7%	3 4%	28 2%	79 10%Tk	41 12%Tk	48 4%	97 8%Tm
3 -	(3)	98 4%km	42 5%h	30 3%	25 4%	1 1%	22 2%	42 5%k	34 10%TkC	29 2%	66 6%Tm
2 -	(2)	56 2%k	24 3%	20 2%	11 2%	2 3%	6 *	18 2%k	32 9%TkC	16 1%	39 3%m
1 - Extremely dissatisfied	(1)	73 3%k	32 4%h	16 2%	23 3%h	2 2%	5 *	14 2%k	54 16%TkC	23 2%	50 4%m
Not applicable		37 2%	10 1%	10 1%	13 2%	4 6%Tghi	15 1%	10 1%	12 3%TkC	12 1%	16 1%
NET: Dissatisfied	(1-3)	227 9%km	98 13%Thi	66 7%	59 9%	4 6%	34 3%	73 9%k	120 35%TkC	68 6%	155 13%Tm
NET: Neutral	(4-6)	706 29%km	210 27%	289 32%g	190 28%	18 23%	183 14%	397 50%Tkl	126 37%Tk	261 22%	436 37%Tm
NET: Satisfied	(7-10)	1440 60%Cln	450 59%	536 60%	405 61%	50 65%	1045 82%TCl	308 39%l	88 25%	858 71%Tn	571 48%
Mean score		6.94Cln	6.83	6.97	6.97	7.43	8.10TCl	6.02l	4.67	7.63Tn	6.23
Standard error		0.05	0.09	0.08	0.09	0.27	0.05	0.07	0.14	0.07	0.07

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

* = Less than .5

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Table 14

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

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	370 15%Cln	123 16%	130 14%	100 15%	17 23%	333 26%TCl	25 3%	12 3%	288 24%Tn	78 7%
9 -	(9)	309 13%Cln	92 12%	117 13%	88 13%	12 16%	240 19%TCl	56 7%l	12 3%	197 16%Tn	106 9%
8 -	(8)	391 16%Cl	127 17%	149 17%	104 16%	10 13%	278 22%TCl	86 11%	27 8%	218 18%n	171 15%
7 -	(7)	346 14%jl	110 14%j	138 15%j	95 14%j	3 3%	173 14%l	144 18%Tkl	28 8%	151 13%	193 16%m
6 -	(6)	298 12%km	87 11%	109 12%	92 14%	11 14%	114 9%	148 19%Tkl	36 10%	112 9%	185 16%Tm
5 -	(5)	280 12%km	82 11%	111 12%	77 12%	10 13%	59 5%	182 23%Tkl	39 11%k	101 8%	176 15%Tm
4 -	(4)	143 6%km	49 6%	49 5%	42 6%	3 4%	35 3%	69 9%Tk	40 11%Tk	47 4%	95 8%Tm
3 -	(3)	95 4%km	29 4%	43 5%	20 3%	3 3%	13 1%	43 5%k	39 11%TkC	26 2%	67 6%Tm
2 -	(2)	58 2%k	22 3%	24 3%	10 2%	2 3%	9 1%	13 2%k	36 10%TkC	18 1%	38 3%m
1 - Extremely dissatisfied	(1)	84 4%kC	35 5%h	21 2%	27 4%	1 2%	7 1%	11 1%	66 19%TkC	28 2%	55 5%m
Not applicable		37 2%	10 1%	9 1%	13 2%	5 6%Tghi	15 1%	11 1%	11 3%TkC	13 1%	14 1%
NET: Dissatisfied	(1-3)	238 10%km	86 11%	89 10%	57 9%	6 8%	30 2%	67 9%k	141 41%TkC	73 6%	160 14%Tm
NET: Neutral	(4-6)	721 30%km	219 29%	268 30%	210 32%	24 31%	207 16%	400 51%Tkl	114 33%k	259 22%	456 39%Tm
NET: Satisfied	(7-10)	1415 59%Cln	452 59%	534 59%	386 58%	42 55%	1025 80%TCl	310 39%l	79 23%	854 71%Tn	547 46%
Mean score		6.85Cln	6.79	6.86	6.87	7.24	8.02TCl	6.03l	4.38	7.55Tn	6.14
Standard error		0.05	0.09	0.08	0.09	0.28	0.05	0.07	0.14	0.07	0.07

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 15

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

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	329 14%Cln	111 14%	115 13%	87 13%	16 21%h	291 23%TCl	28 4%	9 3%	250 21%Tn	75 6%
9 -	(9)	288 12%Cln	81 11%	118 13%	80 12%	8 11%	228 18%TCl	48 6%	12 4%	186 15%Tn	97 8%
8 -	(8)	384 16%Cl	118 15%	146 16%	111 17%	9 12%	279 22%TCl	84 11%l	21 6%	222 19%n	161 14%
7 -	(7)	338 14%l	100 13%	132 15%	96 14%	10 12%	189 15%l	121 15%l	28 8%	153 13%	181 15%
6 -	(6)	322 13%km	111 15%	115 13%	88 13%	8 11%	122 10%	159 20%Tkl	42 12%	112 9%	208 18%Tm
5 -	(5)	279 12%km	86 11%	96 11%	87 13%	11 14%	72 6%	175 22%Tkl	32 9%k	111 9%	165 14%Tm
4 -	(4)	166 7%km	52 7%	74 8%i	37 6%	2 3%	46 4%	72 9%Tk	47 14%TkC	61 5%	105 9%Tm
3 -	(3)	106 4%km	29 4%	45 5%	29 4%	2 3%	15 1%	54 7%Tk	37 11%TkC	33 3%	70 6%Tm
2 -	(2)	67 3%k	26 3%	24 3%	13 2%	3 4%	7 1%	20 3%k	40 12%TkC	22 2%	44 4%m
1 - Extremely dissatisfied	(1)	89 4%kC	40 5%h	25 3%	22 3%	2 3%	11 1%	14 2%	65 19%TkC	31 3%	57 5%m
Not applicable		42 2%	12 2%	8 1%	17 3%h	5 6%Tgh	17 1%	12 1%	13 4%TkC	19 2%	14 1%
NET: Dissatisfied	(1-3)	262 11%km	96 13%	95 11%	64 10%	8 10%	33 3%	88 11%k	141 41%TkC	85 7%	172 15%Tm
NET: Neutral	(4-6)	768 32%km	249 32%	286 32%	212 32%	21 28%	240 19%	406 52%Tkl	121 35%k	284 24%	478 41%Tm
NET: Satisfied	(7-10)	1339 56%Cln	410 53%	512 57%	374 56%	43 56%	987 77%TCl	282 36%l	71 20%	811 68%Tn	514 44%
Mean score		6.69Cln	6.58	6.71	6.76	6.99	7.83TCl	5.89l	4.27	7.34Tn	6.04
Standard error		0.05	0.09	0.08	0.09	0.29	0.05	0.07	0.14	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 16

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

Base: All complained about landline service in past 6 months

		Issue				Satisfaction			Complaint resolved	
	Total	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(g)	(h)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	**2411**	764	904	662	81	1259	799	353	1176	1203
Weighted Base	**2411**	768	900	667	77*	1277	788	346	1200	1178
Effective base	**2251**	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied (10)	**316** **13%CIn**	108 14%	104 12%	91 14%	12 16%	283 **22%TCl**	25 3%	8 2%	251 **21%Tn**	61 5%
9 - (9)	**309** **13%CIn**	87 11%	142 **16%Tgi**	73 11%	7 9%	250 **20%TCl**	47 6%	13 4%	197 **16%Tn**	112 9%
8 - (8)	**356** **15%Cl**	117 15%	139 15%	84 13%	16 **21%i**	246 **19%TCl**	84 11%	26 8%	189 16%	162 14%
7 - (7)	**340** **14%l**	92 12%	148 **16%g**	94 14%	6 8%	174 **14%l**	137 **17%Tkl**	29 9%	157 13%	182 15%
6 - (6)	**286** **12%km**	88 11%	121 13%	71 11%	6 8%	108 8%	142 **18%Tkl**	36 10%	113 9%	171 **15%Tm**
5 - (5)	**271** **11%km**	92 12%	88 10%	82 12%	9 12%	61 5%	162 **21%Tkl**	47 **14%k**	94 8%	174 **15%Tm**
4 - (4)	**155** **6%km**	53 7%	58 6%	41 6%	3 4%	39 3%	79 **10%Tk**	37 **11%Tk**	49 4%	104 **9%Tm**
3 - (3)	**113** **5%k**	41 **5%j**	38 4%	34 **5%j**	-	32 3%	44 **6%k**	37 **11%TkC**	48 4%	64 5%
2 - (2)	**66** **3%k**	16 2%	20 2%	29 **4%Tgh**	1 1%	15 1%	23 **3%k**	28 **8%Tk**	26 2%	37 3%
1 - Extremely dissatisfied (1)	**119** **5%hkm**	45 **6%h**	28 3%	42 **6%h**	4 6%	17 1%	29 **4%k**	74 **21%TkC**	26 2%	91 **8%Tm**
Not applicable	**81** **3%hn**	29 **4%h**	13 1%	27 **4%h**	12 **16%Tghi**	54 **4%C**	17 2%	11 3%	49 **4%n**	21 2%
NET: Dissatisfied (1-3)	**298** **12%hkm**	102 **13%h**	86 10%	105 **16%Thj**	5 7%	63 5%	96 **12%k**	139 **40%TkC**	100 8%	191 **16%Tm**
NET: Neutral (4-6)	**712** **30%km**	233 30%	267 30%	194 29%	18 23%	208 16%	384 **49%Tkl**	120 **35%k**	256 21%	449 **38%Tm**
NET: Satisfied (7-10)	**1320** **55%Cln**	404 53%	534 **59%Tgi**	341 51%	42 54%	952 **75%TCl**	292 **37%l**	76 22%	794 **66%Tn**	516 44%
Mean score	**6.63iCln**	6.55	**6.83Tgi**	6.39	**7.08i**	**7.77TCl**	**5.81l**	4.33	**7.36Tn**	5.92
Standard error	**0.05**	0.09	0.08	0.11	0.30	0.06	0.07	0.14	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 17

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

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base		2411	768	900	667	77*	1277	788	346	1200	1178
Effective base		2251	712	844	619	75	1176	746	329	1097	1125
10 - Extremely satisfied	(10)	366 15%hCln	116 15%	111 12%	120 18%h	19 25%Tgh	331 26%TCl	26 3%	9 3%	286 24%Tn	76 6%
9 -	(9)	336 14%Cl	100 13%	140 16%	80 12%	16 20%i	265 21%TCl	57 7%l	14 4%	193 16%n	138 12%
8 -	(8)	372 15%Cl	128 17%	147 16%	91 14%	6 8%	267 21%TCl	86 11%l	20 6%	206 17%n	161 14%
7 -	(7)	362 15%l	111 15%	137 15%	106 16%	7 10%	191 15%	134 17%l	37 11%	169 14%	192 16%
6 -	(6)	317 13%km	94 12%	133 15%	81 12%	9 12%	98 8%	181 23%Tkl	38 11%	125 10%	188 16%Tm
5 -	(5)	230 10%km	75 10%	81 9%	64 10%	10 13%	43 3%	145 18%Tkl	43 12%k	82 7%	146 12%Tm
4 -	(4)	162 7%km	43 6%	69 8%	49 7%	1 2%	29 2%	87 11%Tk	47 13%Tk	53 4%	107 9%Tm
3 -	(3)	98 4%k	37 5%	32 4%	29 4%	-	24 2%	38 5%k	37 11%TkC	37 3%	60 5%m
2 -	(2)	53 2%km	16 2%	19 2%	17 2%	1 1%	8 1%	14 2%k	30 9%TkC	14 1%	37 3%m
1 - Extremely dissatisfied	(1)	87 4%kCm	37 5%h	21 2%	26 4%	4 5%	10 1%	13 2%	64 19%TkC	26 2%	61 5%Tm
Not applicable		29 1%	10 1%	10 1%	5 1%	4 5%Tghi	12 1%	9 1%	8 2%k	8 1%	12 1%
NET: Dissatisfied	(1-3)	238 10%km	90 12%h	72 8%	71 11%	4 6%	42 3%	65 8%k	130 38%TkC	76 6%	158 13%Tm
NET: Neutral	(4-6)	709 29%km	212 28%	283 31%	193 29%	21 27%	169 13%	412 52%Tkl	127 37%Tk	260 22%	440 37%Tm
NET: Satisfied	(7-10)	1435 60%Cln	455 59%	535 59%	397 60%	48 63%	1054 83%TCl	302 38%l	80 23%	855 71%Tn	567 48%
Mean score		6.87Cln	6.80	6.90	6.85	7.49Tghi	8.04TCl	6.03l	4.43	7.53Tn	6.20
Standard error		0.05	0.09	0.08	0.10	0.28	0.05	0.07	0.14	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 18

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Courtesy and politeness of advisors	1440 60%CIn	450 59%	536 60%	405 61%	50 65%	1045 82%TCl	308 39%l	88 25%	858 71%Tn	571 48%
Willingness to help resolve your issue	1435 60%CIn	455 59%	535 59%	397 60%	48 63%	1054 83%TCl	302 38%l	80 23%	855 71%Tn	567 48%
Advisor doing what they said they would do	1415 59%CIn	452 59%	534 59%	386 58%	42 55%	1025 80%TCl	310 39%l	79 23%	854 71%Tn	547 46%
Ease of finding provider contact details	1356 56%CIn	410 53%	518 58%	380 57%	48 63%	1027 80%TCl	257 33%l	72 21%	822 68%Tn	518 44%
Getting the issue resolved to your satisfaction	1340 56%CIn	421 55%	494 55%	376 56%	49 64%	1015 79%TCl	272 35%l	53 15%	824 69%Tn	500 42%
Logging of query details to avoid having to repeat yourself	1339 56%CIn	410 53%	512 57%	374 56%	43 56%	987 77%TCl	282 36%l	71 20%	811 68%Tn	514 44%
Offering compensation or a goodwill payment	1320 55%CIn	404 53%	534 59%Tgi	341 51%	42 54%	952 75%TCl	292 37%l	76 22%	794 66%Tn	516 44%
The time taken to handle your issue	1315 55%CIn	388 51%	525 58%g	356 53%	46 59%	968 76%TCl	270 34%l	76 22%	802 67%Tn	497 42%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 19

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Completely resolved	1200	392	428	331	49	811	283	105	1200	-
	50%Cln	51%	48%	50%	64%Tghi	64%TCl	36%	30%	100%Tn	-
Partly resolved	973	290	394	276	13	399	429	144	-	973
	40%jkm	38%j	44%gj	41%j	17%	31%	54%Tkl	42%k	-	83%Tm
Not resolved at all	205	76	69	53	6	51	64	89	-	205
	8%km	10%	8%	8%	8%	4%	8%k	26%TkC	-	17%Tm
Don't know	34	10	9	7	8	15	12	7	-	-
	1%mn	1%	1%	1%	11%Tghi	1%	1%	2%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 20

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Yes	1028	334	369	283	43	723	227	78	1028	-
	43%CIn	44%	41%	42%	55%Thi	57%TCl	29%l	23%	86%Tn	-
No	157	52	54	45	5	79	54	24	157	-
	7%n	7%	6%	7%	7%	6%	7%	7%	13%Tn	-
Don't know	15	5	5	3	1	9	2	4	15	-
	1%n	1%	1%	*	2%	1%	*	1%	1%n	-

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

Ofcom - Complaints Handling Tracker - 2020
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Table 21

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

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

		Issue				Satisfaction			Complaint resolved	
	Total **(T)**	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	**1176**	387	420	318	51	790	281	105	1176	-
Weighted Base	**1200**	392	428	331	49*	811	283	105*	1200	-**
Effective base	**1097**	359	392	298	48	738	262	98	1097	-
Yes	**1028**	334	369	283	43	723	227	78	1028	-
	86%CI	85%	86%	85%	86%	**89%TCl**	80%	74%	86%	-
No	**157**	52	54	45	5	79	54	24	157	-
	13%k	13%	13%	14%	11%	10%	**19%Tk**	**22%Tk**	13%	-
Don't know	**15**	5	5	3	1	9	2	4	15	-
	1%	1%	1%	1%	3%	1%	1%	3%	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 22

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Not at all important	232	80	73	68	11	88	79	64	100	124
	10%k	10%	8%	10%	14%	7%	10%k	19%TkC	8%	11%
Not very important	528	170	193	156	9	210	224	94	196	326
	22%jkm	22%j	21%j	23%j	11%	16%	28%Tk	27%Tk	16%	28%Tm
Fairly important	838	253	357	203	25	436	305	97	397	436
	35%il	33%	40%Tgi	30%	32%	34%l	39%Tkl	28%	33%	37%
Very important	813	264	277	240	32	542	180	91	506	293
	34%Cln	34%	31%	36%h	42%h	42%TCl	23%	26%	42%Tn	25%
NET: Important	1651	518	634	443	57	978	485	188	903	728
	68%Cln	67%	70%	66%	74%	77%TCl	62%l	54%	75%Tn	62%
NET: Not important	760	250	266	224	20	299	303	158	297	449
	32%km	33%	30%	34%	26%	23%	38%Tk	46%TkC	25%	38%Tm

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 23

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
The service has become more important	745 31%Cn	219 29%	286 32%	218 33%	23 30%	443 35%TC	200 25%	102 30%	422 35%Tn	312 26%
The service has become less important	946 39%ijlm	294 38%j	417 46%Tgij	222 33%j	13 17%	490 38%l	345 44%Tkl	111 32%	426 35%	513 44%Tm
No different	719 30%h	255 33%h	198 22%	226 34%Th	41 53%Tghi	344 27%	242 31%	133 38%TkC	352 29%	352 30%

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

* = Less than .5

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Table 24

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
More willing to make a complaint	580 24%gCn	157 20%	216 24%	191 29%Tgh	17 22%	355 28%TC	147 19%	79 23%	339 28%Tn	237 20%
Less willing to make a complaint	795 33%ij	246 32%j	346 39%Tgij	191 29%j	11 15%	389 30%	303 38%Tkl	103 30%	363 30%	428 36%m
No different	823 34%h	289 38%h	257 29%	241 36%h	35 46%Th	444 35%	266 34%	113 33%	408 34%	402 34%
Don't know	213 9%	75 10%i	81 9%	43 7%	14 18%Tghi	90 7%	72 9%	51 15%TkC	90 7%	111 9%

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

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 25

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Employed or self-employed (full-time - 30hrs/wk+)	1332 55%jCln	422 55%j	519 58%j	366 55%j	24 32%	785 61%TCl	395 50%	151 44%	782 65%Tn	539 46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	517 21%m	163 21%	188 21%	149 22%	17 22%	238 19%	193 24%k	87 25%k	192 16%	320 27%Tm
Homemaker	213 9%km	60 8%	86 10%	57 9%	10 13%	80 6%	85 11%k	49 14%Tk	79 7%	130 11%Tm
Student / under education	190 8%m	60 8%	69 8%	52 8%	8 10%	89 7%	71 9%	30 9%	68 6%	112 10%m
Temporarily not working (unemployed / illness)	125 5%	44 6%h	32 4%	37 6%	13 16%Tghi	63 5%	39 5%	23 7%	59 5%	63 5%
Retired	34 1%	18 2%hi	6 1%	5 1%	5 6%Tghi	23 2%C	6 1%	5 2%	19 2%	14 1%
NET: Employed	1848 77%jln	585 76%j	707 79%j	515 77%j	41 54%	1022 80%TCl	588 75%	238 69%	974 81%Tn	859 73%

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

* = Less than .5

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Fieldwork: 16th November 2020 - 31st December 2020

Table 26

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Up to 10,399 Pounds	296 12%	99 13%	112 12%	76 11%	9 12%	138 11%	91 11%	68 20%TkC	160 13%	131 11%
10,400-15,599 Pounds	381 16%	123 16%	154 17%i	85 13%	19 25%Ti	181 14%	141 18%k	60 17%	194 16%	184 16%
15,600-25,999 Pounds	469 19%m	147 19%	192 21%	119 18%	12 15%	253 20%	156 20%	61 18%	199 17%	261 22%m
26,000-36,399 Pounds	393 16%j	121 16%j	154 17%j	113 17%j	5 6%	197 15%	142 18%	54 15%	182 15%	210 18%
36,400-51,999 Pounds	405 17%	120 16%	153 17%	125 19%j	7 9%	236 19%l	124 16%	44 13%	218 18%	185 16%
52,000+	318 13%C	105 14%	107 12%	96 14%	9 12%	202 16%TCl	81 10%	35 10%	181 15%n	136 12%
Don't know	57 2%	13 2%	12 1%	22 3%h	10 13%Tghi	22 2%	24 3%	12 3%	21 2%	31 3%
Would rather not say	91 4%h	39 5%h	16 2%	30 5%h	6 8%Th	48 4%	30 4%	13 4%	44 4%	40 3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 27

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
East Midlands	163 7%	60 8%h	48 5%	46 7%	9 11%h	74 6%	65 8%k	24 7%	80 7%	81 7%
East of England	180 7%	66 9%	68 8%	41 6%	5 6%	107 8%C	42 5%	31 9%C	102 9%	77 7%
London	662 27%j	209 27%j	270 30%j	171 26%	12 16%	341 27%	232 29%	88 26%	320 27%	333 28%
North East	126 5%	37 5%	50 6%	33 5%	5 7%	60 5%	38 5%	29 8%TkC	64 5%	59 5%
North West	259 11%	87 11%	101 11%	65 10%	6 8%	144 11%	78 10%	38 11%	130 11%	127 11%
Scotland	143 6%	35 5%	63 7%g	40 6%	5 6%	55 4%	59 7%k	28 8%k	59 5%	80 7%
South East	219 9%C	68 9%	73 8%	69 10%	9 11%	133 10%C	52 7%	33 10%	112 9%	106 9%
South West	159 7%	46 6%	59 7%	48 7%	6 8%	94 7%l	49 6%	15 4%	79 7%	76 6%
Ulster / Northern Ireland	52 2%	15 2%	20 2%	16 2%	1 1%	32 2%	11 1%	9 3%	24 2%	26 2%
Wales	87 4%	24 3%	35 4%	25 4%	3 4%	46 4%	31 4%	9 3%	44 4%	41 4%
West Midlands	215 9%	67 9%	70 8%	71 11%	8 10%	115 9%	79 10%l	21 6%	112 9%	100 8%
Yorks & Humber	147 6%	53 7%	45 5%	41 6%	8 10%	76 6%	52 7%	19 6%	73 6%	72 6%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 28

Q18a: What is your gender?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Female	1342 56%	419 55%	491 55%	387 58%	46 60%	721 56%	440 56%	181 52%	649 54%	673 57%
Male	1018 42%	328 43%	393 44%	267 40%	30 39%	534 42%	334 42%	149 43%	532 44%n	473 40%
Prefer to use my own term	34 1%m	11 1%	13 1%	9 1%	1 1%	11 1%	10 1%	13 4%TkC	8 1%	25 2%m
Prefer not to say	17 1%	10 1%h	3 *	4 1%	1 1%	11 1%	4 *	3 1%	11 1%	6 *

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

JB25450

* = Less than .5

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Table 29

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Yes	2225	696	836	628	65	1195	722	308	1144	1053
	92%jln	91%	93%j	94%gj	85%	94%l	92%	89%	95%Tn	89%
No	140	54	53	29	5	51	55	34	37	101
	6%km	7%i	6%	4%	6%	4%	7%k	10%Tk	3%	9%Tm
Prefer not to say	46	18	11	10	7	31	11	4	18	24
	2%	2%	1%	1%	9%Tghi	2%	1%	1%	2%	2%

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

* = Less than .5

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Fieldwork: 16th November 2020 - 31st December 2020

Table 30

Q19: What is your age?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
16 - 17	16 1%km	3 *	8 1%	5 1%	- -	2 *	10 1%k	4 1%k	- -	14 1%m
18 - 24	790 33%k	251 33%	296 33%	220 33%	23 30%	354 28%	298 38%Tk	138 40%Tk	356 30%	423 36%m
25 - 34	890 37%j	279 36%j	341 38%j	254 38%j	16 21%	481 38%	293 37%	116 34%	436 36%	447 38%
35 - 44	445 18%Cln	143 19%	176 20%	111 17%	15 19%	295 23%TCl	111 14%	39 11%	258 22%Tn	178 15%
45 - 54	169 7%	53 7%	54 6%	51 8%	11 14%Tghi	94 7%	51 6%	24 7%	93 8%	74 6%
55 - 64	68 3%	22 3%	17 2%	21 3%	7 9%Tghi	35 3%	16 2%	16 5%C	37 3%	29 2%
65 +	33 1%	17 2%hi	8 1%	3 *	5 6%Thi	17 1%	9 1%	8 2%	19 2%	13 1%
NET: 16-34	1696 70%jkm	533 69%j	645 72%j	479 72%j	39 51%	837 66%	600 76%Tk	259 75%k	793 66%	884 75%Tm
NET: 36-54	614 25%Cln	195 25%	230 26%	163 24%	26 34%	389 30%TCl	163 21%	63 18%	351 29%Tn	252 21%
NET: 55+	101 4%	39 5%h	25 3%	24 4%	12 15%Tghi	51 4%	25 3%	24 7%TkC	56 5%	42 4%

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

* = Less than .5

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Table 31

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
A	456	154	193	104	6	271	123	62	317	138
	19%jCn	20%ij	21%ij	16%	8%	21%C	16%	18%	26%Tn	12%
B	589	173	227	180	9	315	194	79	276	308
	24%j	23%j	25%j	27%j	11%	25%	25%	23%	23%	26%
C1	542	149	200	172	21	286	186	70	239	289
	22%	19%	22%	26%g	27%	22%	24%	20%	20%	25%m
C2	425	157	146	106	15	224	141	60	192	226
	18%	21%hi	16%	16%	20%	18%	18%	17%	16%	19%m
D	184	59	73	42	10	80	68	37	78	105
	8%	8%	8%	6%	13%i	6%	9%	11%k	6%	9%m
E	215	75	62	63	16	101	76	38	98	112
	9%	10%h	7%	9%	21%Tghi	8%	10%	11%	8%	9%
NET: AB	1044	327	420	283	15	586	317	141	593	445
	43%jn	43%j	47%j	42%j	19%	46%C	40%	41%	49%Tn	38%
NET: ABC1	1587	476	620	455	35	872	503	211	832	735
	66%j	62%j	69%gj	68%gj	46%	68%Cl	64%	61%	69%Tn	62%
NET: C2DE	824	291	280	212	41	405	285	134	368	443
	34%m	38%hi	31%	32%	54%Tghi	32%	36%k	39%k	31%	38%m
NET: DE	400	134	135	105	26	181	144	75	176	217
	17%	17%	15%	16%	34%Tghi	14%	18%k	22%Tk	15%	18%m

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

* = Less than .5

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Table 32

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
A city or large town (including suburbs)	1434	448	560	391	34	803	450	181	798	623
	59%jln	58%j	62%j	59%j	44%	63%Cl	57%	52%	66%Tn	53%
A small town	706	232	247	196	31	335	258	114	291	406
	29%m	30%	27%	29%	41%Thi	26%	33%k	33%k	24%	34%Tm
A village, hamlet or isolated dwelling in the countryside	244	78	84	73	9	124	74	46	101	139
	10%	10%	9%	11%	12%	10%	9%	13%	8%	12%m
Prefer not to say	27	9	9	7	2	16	6	6	11	10
	1%	1%	1%	1%	3%	1%	1%	2%	1%	1%
NET: Urban	2140	680	807	587	65	1137	708	294	1088	1029
	89%	89%	90%	88%	85%	89%l	90%l	85%	91%n	87%
NET: Rural	244	78	84	73	9	124	74	46	101	139
	10%	10%	9%	11%	12%	10%	9%	13%	8%	12%m

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

* = Less than .5

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Table 33

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Small (1-2 people)	759	252	280	202	25	389	236	135	374	369
	31%	33%	31%	30%	32%	30%	30%	39%TkC	31%	31%
Medium (3-4 people)	1183	379	448	322	34	664	391	129	616	556
	49%l	49%	50%	48%	44%	52%l	50%l	37%	51%	47%
Large (5+ people)	469	136	172	142	19	224	162	82	210	252
	19%	18%	19%	21%	24%	18%	21%	24%k	17%	21%m

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

* = Less than .5

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Table 34

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
1	754 31%j	235 31%	317 35%Tij	187 28%	15 20%	409 32%	236 30%	109 32%	400 33%	347 29%
2	571 24%l	181 24%	216 24%	154 23%	20 25%	313 24%l	195 25%l	64 18%	284 24%	281 24%
3	172 7%	49 6%	58 6%	59 9%	6 8%	91 7%	55 7%	27 8%	87 7%	83 7%
4	55 2%	21 3%	16 2%	17 3%	1 1%	24 2%	23 3%	8 2%	25 2%	30 3%
5+	40 2%	14 2%	15 2%	9 1%	2 3%	18 1%	13 2%	9 3%	15 1%	22 2%
No children in household	819 34%	267 35%	278 31%	241 36%h	33 43%h	422 33%	267 34%	130 38%	388 32%	414 35%

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

* = Less than .5

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Table 35

QHH4: ADULTS IN HOUSEHOLD.

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
None	50	25	15	9	2	14	22	14	24	25
	2%k	3%hi	2%	1%	2%	1%	3%k	4%Tk	2%	2%
1	615	200	247	147	21	301	204	111	290	307
	26%	26%	27%i	22%	27%	24%	26%	32%TkC	24%	26%
2	1133	351	419	337	26	670	344	120	612	513
	47%jl	46%j	47%j	51%j	34%	52%TCl	44%l	35%	51%Tn	44%
3	321	96	117	94	15	165	110	46	155	164
	13%	12%	13%	14%	20%	13%	14%	13%	13%	14%
4	172	54	61	49	8	77	63	32	76	91
	7%	7%	7%	7%	10%	6%	8%	9%k	6%	8%
5+	120	42	42	31	5	50	46	24	42	77
	5%	5%	5%	5%	7%	4%	6%	7%k	3%	7%m

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

* = Less than .5

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Table 36

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

Base: All complained about landline service in past 6 months

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(g)	(h)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Hearing	170	58	64	44	4	79	61	30	94	74
	7%	8%	7%	7%	5%	6%	8%	9%	8%	6%
Eyesight	246	83	96	62	5	124	88	34	120	123
	10%	11%	11%	9%	7%	10%	11%	10%	10%	10%
Mobility	251	58	116	70	7	121	89	42	128	119
	10%g	8%	13%g	11%	9%	9%	11%	12%	11%	10%
Dexterity	237	71	112	51	2	136	75	26	123	114
	10%	9%	12%Tgij	8%	3%	11%	10%	8%	10%	10%
Breathing	230	75	96	52	7	114	75	40	125	98
	10%	10%	11%	8%	9%	9%	10%	12%	10%	8%
Mental abilities	293	99	109	78	8	152	102	40	156	135
	12%	13%	12%	12%	10%	12%	13%	11%	13%	11%
Social/behavioural	269	88	103	75	4	131	95	43	129	134
	11%	11%	11%	11%	5%	10%	12%	12%	11%	11%
Your mental health	446	143	161	125	18	236	146	65	233	208
	19%	19%	18%	19%	23%	18%	18%	19%	19%	18%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	118	39	42	29	7	64	34	20	62	50
	5%	5%	5%	4%	9%	5%	4%	6%	5%	4%
Prefer not to say	319	103	100	99	18	180	101	38	135	173
	13%	13%	11%	15%h	23%Tgh	14%	13%	11%	11%	15%m
Don't know	36	7	13	12	5	16	19	2	12	23
	2%	1%	1%	2%	6%Tghi	1%	2%l	1%	1%	2%
Nothing	631	213	205	190	23	394	163	73	355	268
	26%Cn	28%h	23%	29%h	30%	31%TCl	21%	21%	30%Tn	23%
NET: Any limiting characteristic	1425	446	582	365	32	687	505	233	698	713
	59%jk	58%j	65%Tgij	55%j	41%	54%	64%Tk	67%Tk	58%	61%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 37

Financial vulnerability.

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2411	764	904	662	81	1259	799	353	1176	1203
Weighted Base	2411	768	900	667	77*	1277	788	346	1200	1178
Effective base	2251	712	844	619	75	1176	746	329	1097	1125
Most vulnerable	752 **31%k**	231 30%	290 32%	206 31%	24 32%	356 28%	257 **33%k**	139 **40%TkC**	346 29%	394 **33%m**
Potentially vulnerable	1063 **44%l**	335 44%	435 **48%Tij**	267 40%	26 34%	584 **46%l**	350 **44%l**	130 37%	541 45%	514 44%
Least vulnerable	447 19%	149 19%	147 16%	141 **21%h**	10 13%	267 **21%Cl**	127 16%	53 15%	247 **21%n**	198 17%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 1

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
The service not performing as it should	1417 44%abd	-	-	1417 100%Tabd	-	718 43%	451 44%	248 50%Tef	632 42%	767 46%h
A billing, pricing or payment issue	615 19%bcd	615 73%Tbcd	-	-	-	332 20%	185 18%	99 20%	310 20%	299 18%
A problem relating to the installation or set up of your service	443 14%acdg	-	443 53%Tacd	-	-	270 16%Tfg	129 13%g	44 9%	235 15%i	207 13%
A problem with a repair to the service	393 12%acd	-	393 47%Tacd	-	-	202 12%	141 14%	50 10%	183 12%	210 13%
Dissatisfaction with customer service from a previous occasion or contact	224 7%bcd	224 27%Tbcd	-	-	-	101 6%	84 8%e	39 8%	99 7%	123 7%
Or something else	109 3%abc	-	-	-	109 100%Tabc	55 3%	36 4%	17 4%	56 4%	45 3%
SUMMARY:										
Billing and Customer service	839 26%bcd	839 100%Tbcd	-	-	-	433 26%	269 26%	138 28%	409 27%	422 26%
Repairs and Installation	836 26%acdg	-	836 100%Tacd	-	-	472 28%g	270 26%g	94 19%	418 28%	418 25%
Service Issues	1417 44%abd	-	-	1417 100%Tabd	-	718 43%	451 44%	248 50%Tef	632 42%	767 46%h
Something else	109 3%abc	-	-	-	109 100%Tabc	55 3%	36 4%	17 4%	56 4%	45 3%

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

* = Less than .5

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Table 2

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	834	834	-	-	-	429	270	135	402	424
Weighted Base	839	839	-**	-**	-**	433	269	138	409	422
Effective base	777	777	-	-	-	399	251	127	374	395
Bill was a lot higher than expected	251 30%	251 30%	- -	- -	- -	134 31%	76 28%	41 30%	118 29%	131 31%
Bill was inaccurate	137 16%	137 16%	- -	- -	- -	79 18%	36 13%	22 16%	79 **19%i**	57 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	134 16%	134 16%	- -	- -	- -	82 **19%f**	31 12%	21 15%	70 17%	64 15%
Bill contained items I shouldn't have been charged for	114 14%	114 14%	- -	- -	- -	70 **16%g**	32 12%	12 8%	58 14%	55 13%
Getting a refund, credit note or cashback	108 13%	108 13%	- -	- -	- -	60 14%	31 11%	18 13%	56 14%	51 12%
The format of the bill	103 12%	103 12%	- -	- -	- -	64 **15%g**	30 11%	10 7%	54 13%	47 11%
Unable to get through to anyone	69 8%	69 8%	- -	- -	- -	29 7%	29 11%	11 8%	30 7%	37 9%
Took too long to resolve issue	64 8%	64 8%	- -	- -	- -	27 6%	23 9%	14 10%	31 7%	33 8%
Gave incorrect information	62 7%	62 7%	- -	- -	- -	28 6%	18 7%	16 **12%e**	32 8%	30 7%
Didn't do what they said they would do	61 7%	61 7%	- -	- -	- -	30 7%	16 6%	15 11%	32 8%	29 7%
Unable to get through to relevant person	51 6%	51 6%	- -	- -	- -	23 5%	17 6%	11 8%	20 5%	30 7%
Rude/dismissive	43 5%	43 5%	- -	- -	- -	22 5%	13 5%	8 6%	16 4%	26 6%
Costs of international and roaming calls	6 1%	6 1%	- -	- -	- -	5 1%	1 *	- -	4 1%	2 1%
Pre-pay credit lost or not credited to card	4 *	4 *	- -	- -	- -	4 1%	- -	- -	3 1%	1 *
A different issue	20 2%	20 2%	- -	- -	- -	9 2%	4 2%	7 5%	13 3%	8 2%

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

* = Less than .5

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Table 3

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

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

	Total (T)	Issue: Billing and Customer service (a)	Issue: Repairs and Installation (b)	Issue: Service issues (c)	Issue: Something else (d)	Satisfaction: Satisfied (e)	Satisfaction: Neutral (f)	Satisfaction: Dissatisfied (g)	Complaint resolved: Yes (h)	Complaint resolved: No (i)
Unweighted Base	1410	-	-	1410	-	697	454	259	616	776
Weighted Base	1417	-**	-**	1417	-**	718	451	248	632	767
Effective base	1318	-	-	1318	-	655	422	242	578	723
Connection speed slower than advertised or led to expect	742 52%	-	-	742 52%	-	375 52%	230 51%	137 55%	315 50%	418 55%
Service is not consistently available	508 36%h	-	-	508 36%	-	226 31%	163 36%	119 48%Tef	182 29%	322 42%Th
Complete loss of service	478 34%	-	-	478 34%	-	228 32%	152 34%	98 39%e	223 35%	245 32%
Problems with voice over internet (VOIP) telephone calls	147 10%g	-	-	147 10%	-	87 12%g	46 10%	15 6%	73 12%	73 10%
Poor line quality	59 4%	-	-	59 4%	-	28 4%	20 4%	11 4%	28 4%	31 4%
Poor picture quality	30 2%	-	-	30 2%	-	20 3%	7 2%	3 1%	16 2%	14 2%
Unable to get certain channels/content	28 2%	-	-	28 2%	-	12 2%	9 2%	6 3%	12 2%	14 2%
Unable to access 4G service	15 1%	-	-	15 1%	-	12 2%	3 1%	1 *	10 2%	6 1%
Poor indoor reception/coverage	11 1%	-	-	11 1%	-	5 1%	3 1%	2 1%	4 1%	7 1%
Problems with calls being disconnected during a call or not connected at all	10 1%	-	-	10 1%	-	5 1%	5 1%	-	4 1%	6 1%
Poor outside reception/ coverage	10 1%	-	-	10 1%	-	6 1%	3 1%	1 *	5 1%	5 1%
Text or voice mails delivered late	8 1%	-	-	8 1%	-	6 1%	2 *	-	6 1%	2 *
A different issue (please describe it briefly in your own words)	22 2%	-	-	22 2%	-	12 2%	6 1%	4 2%	11 2%	9 1%

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

* = Less than .5

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	847	-	847	-	-	466	281	100	413	433
Weighted Base	836	-**	836	-**	-**	472	270	94*	418	418
Effective base	783	-	783	-	-	435	258	90	385	397
Time taken to install the service	150 18%	- -	150 18%	- -	- -	100 21%fg	40 15%	11 11%	86 21%	64 15%
Time taken to repair a fault	148 18%	- -	148 18%	- -	- -	78 16%	52 19%	18 19%	76 18%	72 17%
Switching issues (e.g. problems trying to switch or problems porting your number)	139 17%	- -	139 17%	- -	- -	85 18%	42 16%	12 13%	72 17%	67 16%
Missed/ moved installation appointment	121 14%	- -	121 14%	- -	- -	77 16%	36 13%	8 8%	57 14%	63 15%
Arranging an installation	120 14%	- -	120 14%	- -	- -	74 16%	36 13%	11 11%	67 16%	53 13%
Arranging an appointment for an engineer visit	111 13%	- -	111 13%	- -	- -	57 12%	46 17%g	7 7%	60 14%	51 12%
Missed/moved repair appointment	101 12%	- -	101 12%	- -	- -	56 12%	39 14%	6 7%	41 10%	60 14%
Damage to property during installation	93 11%	- -	93 11%	- -	- -	61 13%	22 8%	9 10%	52 12%	41 10%
Complaining about an engineer	84 10%	- -	84 10%	- -	- -	46 10%	23 9%	15 15%	39 9%	45 11%
Damage to property during repair	84 10%	- -	84 10%	- -	- -	45 9%	27 10%	12 13%	37 9%	47 11%
A different issue	27 3%	- -	27 3%	- -	- -	17 4%	6 2%	4 4%	11 3%	16 4%

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

* = Less than .5

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Table 5

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

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

	Total (T)	Issue: Billing and Customer service (a)	Issue: Repairs and Installation (b)	Issue: Service issues (c)	Issue: Something else (d)	Satisfaction: Satisfied (e)	Satisfaction: Neutral (f)	Satisfaction: Dissatisfied (g)	Complaint resolved: Yes (h)	Complaint resolved: No (i)
Unweighted Base	111	-	-	-	111	57	36	18	56	47
Weighted Base	109	-**	-**	-**	109	55*	36*	17**	56*	45*
Effective base	102	-	-	-	102	52	34	17	52	43
Change to your package or service (upgrading or downgrading your service)	32 / 29%	- / -	- / -	- / -	32 / 29%	20 / 37%	10 / 26%	2 / 11%	18 / 32%	13 / 29%
Service not performing as advertised or as told in store/over the phone	29 / 26%	- / -	- / -	- / -	29 / 26%	15 / 27%	7 / 20%	6 / 37%	17 / 30%	10 / 23%
Switching issues (e.g. problems trying to switch or problems porting your number)	22 / 20%	- / -	- / -	- / -	22 / 20%	9 / 15%	10 / 27%	4 / 20%	11 / 20%	10 / 22%
Complaining about the terms of your contract	18 / 17%	- / -	- / -	- / -	18 / 17%	7 / 12%	7 / 18%	5 / 29%	8 / 15%	10 / 23%
Keeping your mobile phone number when changing suppliers	4 / 4%	- / -	- / -	- / -	4 / 4%	4 / 7%	- / -	- / -	4 / 6%	- / -
A different issue (please describe it briefly in your own words)	19 / 18%	- / -	- / -	- / -	19 / 18%	9 / 16%	8 / 21%	2 / 14%	8 / 14%	7 / 16%

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

* = Less than .5

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Table 6

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Only/mainly on the phone	1522 48%ab	356 42%b	285 34%	829 59%Tabd	52 47%b	776 46%	466 45%	279 56%Tef	742 49%	770 47%
Only/mainly via webchat	372 12%	104 12%	95 11%	163 11%	9 8%	204 12%	108 11%	59 12%	170 11%	196 12%
Only/mainly via email	287 9%c	91 11%c	89 11%c	97 7%	10 9%	144 9%	104 10%	39 8%	128 8%	154 9%
Only/mainly via mobile application	259 8%c	75 9%c	88 10%Tc	89 6%	8 7%	141 8%	88 9%	31 6%	129 9%	129 8%
Only/mainly via web form	217 7%	61 7%	56 7%	93 7%	6 6%	107 6%	73 7%	37 8%	103 7%	112 7%
Only/mainly by social media	198 6%cd	48 6%d	87 10%Tacd	62 4%	1 1%	109 7%	67 7%	22 4%	86 6%	111 7%
Only/mainly in store	162 5%c	49 6%c	68 8%Tc	36 3%	8 7%c	88 5%	55 5%	18 4%	76 5%	84 5%
Only/mainly by letter	134 4%cg	38 5%c	58 7%Tac	33 2%	5 4%	79 5%g	49 5%g	6 1%	57 4%	77 5%
Only/mainly via another contact method	19 1%	8 1%	6 1%	5 *	-	9 1%	6 1%	4 1%	9 1%	9 1%
Don't know	33 1%	9 1%	4 *	10 1%	11 10%Tabc	21 1%	10 1%	2 *	17 1%	9 1%

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

* = Less than .5

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Table 7

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

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

		Total (T)	Issue: Billing and Customer service (a)	Issue: Repairs and Installation (b)	Issue: Service issues (c)	Issue: Something else (d)	Satisfaction: Satisfied (e)	Satisfaction: Neutral (f)	Satisfaction: Dissatisfied (g)	Complaint resolved: Yes (h)	Complaint resolved: No (i)
Unweighted Base		3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base		3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base		2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied	(10)	407 13%fgi	113 13%	122 15%c	153 11%	19 17%c	407 24%Tfg	-	-	347 23%Ti	54 3%
9 -	(9)	256 8%fgi	73 9%	76 9%	103 7%	4 4%	256 15%Tfg	-	-	198 13%Ti	57 3%
8 -	(8)	503 16%fgi	115 14%	138 17%	230 16%	20 18%	503 30%Tfg	-	-	323 21%Ti	177 11%
7 -	(7)	512 16%fgi	132 16%	136 16%	232 16%	12 11%	512 31%Tfg	-	-	264 17%	245 15%
6 -	(6)	422 13%egh	105 13%	121 14%	181 13%	14 13%	-	422 41%Teg	-	143 9%	275 17%Th
5 -	(5)	358 11%egh	92 11%	99 12%	150 11%	16 15%	-	358 35%Teg	-	101 7%	249 15%Th
4 -	(4)	247 8%egh	71 9%	50 6%	119 8%b	6 5%	-	247 24%Teg	-	58 4%	188 11%Th
3 -	(3)	184 6%efh	47 6%	38 5%	93 7%	6 5%	-	-	184 37%Tef	36 2%	142 9%Th
2 -	(2)	93 3%efh	25 3%	18 2%	50 4%	-	-	-	93 19%Tef	14 1%	77 5%Th
1 - Extremely dissatisfied	(1)	221 7%befh	66 8%b	39 5%	106 7%b	12 11%b	-	-	221 44%Tef	32 2%	188 11%Th
NET: Dissatisfied	(1-3)	498 16%befh	138 16%b	94 11%	248 18%b	17 16%	-	-	498 100%Tef	82 5%	407 25%Th
NET: Neutral	(4-6)	1026 32%egh	269 32%	270 32%	451 32%	36 33%	-	1026 100%Teg	-	302 20%	711 43%Th
NET: Satisfied	(7-10)	1678 52%fgi	433 52%	472 56%Tc	718 51%	55 51%	1678 100%Tfg	-	-	1131 75%Ti	533 32%
Mean score		6.32cfgi	6.27	6.66Tac	6.15	6.34	8.33Tfg	5.17g	1.92	7.55Ti	5.21
Standard error		0.05	0.09	0.08	0.07	0.26	0.03	0.02	0.04	0.06	0.06

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

* = Less than .5

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Table 8

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1487	402	413	616	56	1100	302	85	1487	-
Weighted Base		1515	409	418	632	56*	1131	302	82*	1515	-**
Effective base		1389	374	385	578	52	1031	281	78	1389	-
10 - Extremely satisfied	(10)	347 23%fg	96 24%	97 23%	136 21%	18 32%	347 31%Tfg	-	-	347 23%	-
9 -	(9)	198 13%fg	53 13%	61 15%	80 13%	4 7%	198 17%Tfg	-	-	198 13%	-
8 -	(8)	323 21%afg	66 16%	78 19%	163 26%Tab	16 28%a	323 29%Tfg	-	-	323 21%	-
7 -	(7)	264 17%fg	82 20%bd	61 14%	118 19%d	4 8%	264 23%Tfg	-	-	264 17%	-
6 -	(6)	143 9%eg	35 9%	47 11%	57 9%	4 7%	-	143 47%Teg	-	143 9%	-
5 -	(5)	101 7%eg	31 7%	29 7%	36 6%	5 9%	-	101 33%Teg	-	101 7%	-
4 -	(4)	58 4%e	14 3%	18 4%	24 4%	2 4%	-	58 19%Teg	-	58 4%	-
3 -	(3)	36 2%ef	14 4%c	14 3%c	7 1%	1 1%	-	-	36 44%Tef	36 2%	-
2 -	(2)	14 1%e	5 1%	5 1%	4 1%	-	-	-	14 18%Tef	14 1%	-
1 - Extremely dissatisfied	(1)	32 2%ef	13 3%c	9 2%	8 1%	2 4%	-	-	32 39%Tef	32 2%	-
NET: Dissatisfied	(1-3)	82 5%cef	32 8%c	28 7%c	19 3%	3 5%	-	-	82 100%Tef	82 5%	-
NET: Neutral	(4-6)	302 20%eg	80 19%	94 22%	117 19%	11 20%	-	302 100%Teg	-	302 20%	-
NET: Satisfied	(7-10)	1131 75%fg	297 73%	296 71%	496 78%ab	42 75%	1131 100%Tfg	-	-	1131 75%	-
Mean score		7.55fg	7.40	7.47	7.68a	7.73	8.55Tfg	5.28g	2.05	7.55	-

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

JB25450

* = Less than .5

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Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	526 16%fgi	139 17%	123 15%	238 17%	27 24%Tabc	443 26%Tfg	47 5%	36 7%f	382 25%Ti	137 8%
9 - (9)	384 12%afgi	76 9%	111 13%a	184 13%a	12 11%	307 18%Tfg	61 6%g	15 3%	232 15%Ti	148 9%
8 - (8)	538 17%dfg	148 18%d	140 17%d	240 17%d	9 9%	378 23%Tfg	121 12%g	39 8%	294 19%Ti	241 15%
7 - (7)	489 15%g	133 16%	132 16%	213 15%	11 10%	269 16%g	186 18%Tg	33 7%	218 14%	268 16%
6 - (6)	340 11%eg	88 10%	90 11%	147 10%	16 14%	125 7%	185 18%Teg	30 6%	134 9%	203 12%h
5 - (5)	330 10%eh	80 10%	94 11%	144 10%	12 11%	70 4%	208 20%Teg	52 10%e	98 6%	226 14%Th
4 - (4)	195 6%eh	51 6%	52 6%	88 6%	3 3%	34 2%	111 11%Te	50 10%Te	53 4%	140 8%Th
3 - (3)	149 5%eh	41 5%	49 6%	57 4%	3 2%	21 1%	58 6%e	70 14%Tef	40 3%	108 7%Th
2 - (2)	80 3%e	25 3%	18 2%	32 2%	5 5%	7 *	30 3%e	43 9%Tef	24 2%	54 3%h
1 - Extremely dissatisfied (1)	145 5%befh	47 6%b	24 3%	66 5%b	8 7%b	10 1%	14 1%	120 24%Tef	32 2%	111 7%Th
Not applicable	27 1%	11 1%	5 1%	8 1%	4 3%Tbc	14 1%	5 *	8 2%f	7 *	16 1%
NET: Dissatisfied (1-3)	373 12%eh	113 13%	90 11%	155 11%	16 14%	38 2%	102 10%e	234 47%Tef	96 6%	273 17%Th
NET: Neutral (4-6)	865 27%eh	219 26%	235 28%	379 27%	31 28%	229 14%	504 49%Teg	132 27%e	286 19%	568 34%Th
NET: Satisfied (7-10)	1937 60%fgi	496 59%	506 60%	876 62%	59 54%	1397 83%Tfg	415 40%g	124 25%	1127 74%Ti	794 48%
Mean score	6.82fgi	6.69	6.85	6.89	6.81	8.07Tfg	6.01g	4.30	7.62Ti	6.09
Standard error	0.04	0.09	0.08	0.07	0.27	0.04	0.06	0.13	0.06	0.06

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

* = Less than .5

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Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1489	341	281	815	52	751	455	283	714	766
Weighted Base		1522	356	285	829	52*	776	466	279	742	770
Effective base		1396	322	262	764	48	706	426	264	671	716
10 - Extremely satisfied	(10)	177 12%fgi	44 12%	38 13%	88 11%	7 14%	159 21%Tfg	10 2%	8 3%	146 20%Ti	28 4%
9 -	(9)	139 9%fgi	29 8%	34 12%	69 8%	7 13%	121 16%Tfg	15 3%	3 1%	106 14%Ti	34 4%
8 -	(8)	243 16%afgi	41 12%	62 22%Tac	129 16%	11 21%	196 25%Tfg	41 9%g	6 2%	145 20%Ti	98 13%
7 -	(7)	227 15%g	46 13%	37 13%	139 17%	6 11%	140 18%g	73 16%g	14 5%	125 17%i	100 13%
6 -	(6)	146 10%g	47 13%Tb	17 6%	78 9%	3 6%	66 9%g	73 16%Teg	6 2%	53 7%	93 12%h
5 -	(5)	182 12%eh	45 13%	39 14%	95 11%	2 4%	40 5%	107 23%Teg	35 13%e	62 8%	118 15%Th
4 -	(4)	136 9%eh	32 9%	24 9%	77 9%	2 5%	29 4%	79 17%Teg	28 10%e	45 6%	90 12%Th
3 -	(3)	83 5%eh	17 5%	10 3%	49 6%	7 13%Tab	6 1%	33 7%e	44 16%Tef	19 3%	63 8%Th
2 -	(2)	63 4%eh	15 4%	12 4%	35 4%	1 1%	9 1%	22 5%e	32 11%Tef	17 2%	46 6%h
1 - Extremely dissatisfied	(1)	122 8%befh	36 10%b	12 4%	68 8%b	6 12%b	8 1%	13 3%e	101 36%Tef	23 3%	97 13%Th
Not applicable		4 *	1 *	-	2 *	-	1 *	1 *	1 *	1 *	3 *
NET: Dissatisfied	(1-3)	268 18%beh	69 19%b	34 12%	151 18%b	13 26%b	23 3%	68 14%e	177 63%Tef	59 8%	206 27%Th
NET: Neutral	(4-6)	463 30%deh	125 35%d	80 28%	251 30%d	8 15%	135 17%	258 55%Teg	70 25%e	159 21%	301 39%Th
NET: Satisfied	(7-10)	787 52%afgi	160 45%	171 60%Tac	425 51%	31 59%	617 79%Tfg	139 30%g	31 11%	523 70%Ti	260 34%
Mean score		6.18fgi	5.97	6.66Tac	6.10	6.32	7.73Tfg	5.41g	3.16	7.25Ti	5.16
Standard error		0.07	0.15	0.15	0.09	0.42	0.07	0.09	0.14	0.09	0.09

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

* = Less than .5

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Table 11

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

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

		Issue				Satisfaction			Complaint resolved	
	Total (T)	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	361 11%fgi	100 12%	101 12%	142 10%	17 16%	331 20%Tfg	18 2%	12 2%	299 20%Ti	57 3%
9 - (9)	339 11%fgi	92 11%	110 13%Tc	126 9%	12 11%	292 17%Tfg	41 4%g	7 1%	242 16%Ti	96 6%
8 - (8)	476 15%fgi	110 13%	135 16%	214 15%	17 16%	355 21%Tfg	105 10%g	17 3%	267 18%Ti	205 12%
7 - (7)	454 14%g	118 14%	127 15%	199 14%	10 10%	312 19%Tfg	124 12%g	18 4%	242 16%i	210 13%
6 - (6)	369 12%gh	92 11%	103 12%	160 11%	14 13%	169 10%g	181 18%Teg	19 4%	143 9%	222 13%h
5 - (5)	334 10%eh	91 11%	90 11%	145 10%	9 8%	96 6%	198 19%Teg	40 8%	115 8%	219 13%Th
4 - (4)	260 8%eh	72 9%	58 7%	122 9%	8 7%	54 3%	161 16%Teg	45 9%e	66 4%	191 12%Th
3 - (3)	211 7%deh	48 6%	55 7%d	107 8%d	1 1%	27 2%	113 11%Te	71 14%Te	56 4%	152 9%Th
2 - (2)	131 4%beh	37 4%b	21 3%	68 5%b	5 5%	15 1%	41 4%e	75 15%Tef	26 2%	104 6%Th
1 - Extremely dissatisfied (1)	239 7%befh	69 8%b	32 4%	128 9%b	10 9%b	13 1%	37 4%e	189 38%Tef	49 3%	185 11%Th
Not applicable	27 1%	11 1%	4 *	8 1%	5 4%Tabc	16 1%	7 1%	4 1%	11 1%	10 1%
NET: Dissatisfied (1-3)	581 18%beh	154 18%b	108 13%	302 21%Tb	16 15%	54 3%	191 19%e	335 67%Tef	132 9%	441 27%Th
NET: Neutral (4-6)	963 30%egh	254 30%	251 30%	427 30%	31 29%	319 19%	540 53%Teg	104 21%	324 21%	631 38%Th
NET: Satisfied (7-10)	1630 51%fgi	420 50%	473 57%Tac	680 48%	57 52%	1289 77%Tfg	287 28%g	54 11%	1049 69%Ti	569 34%
Mean score	6.21cfgi	6.17	6.62Tac	5.97	6.49	7.69Tfg	5.33g	3.03	7.28Ti	5.23
Standard error	0.05	0.09	0.08	0.07	0.27	0.05	0.06	0.11	0.06	0.06

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

* = Less than .5

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Table 12

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	395 12%fgi	109 13%	104 12%	166 12%	16 15%	372 22%Tfg	15 1%	8 2%	335 22%Ti	56 3%
9 - (9)	347 11%fgi	86 10%	107 13%c	141 10%	13 12%	304 18%Tfg	38 4%g	5 1%	270 18%Ti	73 4%
8 - (8)	509 16%fgi	122 15%	156 19%ac	215 15%	15 14%	415 25%Tfg	84 8%g	10 2%	319 21%Ti	189 11%
7 - (7)	455 14%g	122 15%	129 15%	192 14%	13 12%	274 16%g	160 16%g	21 4%	223 15%	228 14%
6 - (6)	369 12%egh	97 12%	97 12%	163 12%	12 11%	138 8%g	208 20%Teg	24 5%	119 8%	250 15%Th
5 - (5)	358 11%egh	111 13%cd	99 12%d	143 10%	6 5%	94 6%	225 22%Teg	39 8%	109 7%	244 15%Th
4 - (4)	221 7%eh	44 5%	62 7%	103 7%	11 10%a	32 2%	141 14%Teg	48 10%Te	50 3%	166 10%Th
3 - (3)	193 6%eh	51 6%	35 4%	100 7%b	6 6%	24 1%	88 9%Te	81 16%Tef	32 2%	158 10%Th
2 - (2)	120 4%eh	33 4%	20 2%	62 4%b	5 4%	9 1%	37 4%e	74 15%Tef	23 2%	95 6%Th
1 - Extremely dissatisfied (1)	215 7%befh	60 7%b	25 3%	124 9%Tb	7 6%	5 *	25 2%e	185 37%Tef	25 2%	186 11%Th
Not applicable	19 1%	3 *	3 *	8 1%	5 4%Tabc	11 1%	6 1%	3 1%	8 1%	5 *
NET: Dissatisfied (1-3)	528 16%beh	144 17%b	80 10%	286 20%Tb	18 16%b	38 2%	150 15%e	340 68%Tef	81 5%	440 27%Th
NET: Neutral (4-6)	949 30%egh	252 30%	258 31%	409 29%	29 26%	263 16%	574 56%Teg	111 22%e	279 18%	661 40%Th
NET: Satisfied (7-10)	1706 53%fgi	440 52%	495 59%Tac	713 50%	58 53%	1365 81%Tfg	297 29%g	44 9%	1148 76%Ti	546 33%
Mean score	6.36cfgi	6.33	6.77Tac	6.13	6.48	7.93Tfg	5.47g	2.95	7.65Ti	5.20
Standard error	0.05	0.09	0.08	0.07	0.27	0.04	0.06	0.10	0.06	0.06

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

* = Less than .5

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Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Total (T)	Issue: Billing and Customer service (a)	Issue: Repairs and Installation (b)	Issue: Service issues (c)	Issue: Something else (d)	Satisfaction: Satisfied (e)	Satisfaction: Neutral (f)	Satisfaction: Dissatisfied (g)	Complaint resolved: Yes (h)	Complaint resolved: No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	551 17%fgi	126 15%	132 16%	271 19%a	23 21%	475 28%Tfg	48 5%	29 6%	419 28%Ti	125 8%
9 - (9)	483 15%fgi	122 15%	136 16%	213 15%	11 10%	371 22%Tfg	89 9%g	23 5%	292 19%Ti	190 12%
8 - (8)	538 17%fg	127 15%	138 17%	262 18%d	10 10%	358 21%Tfg	141 14%g	39 8%	281 19%i	255 15%
7 - (7)	448 14%g	122 15%	115 14%	190 13%	20 19%	212 13%g	198 19%Teg	38 8%	188 12%	255 15%h
6 - (6)	360 11%eh	99 12%	108 13%c	143 10%	10 9%	99 6%	212 21%Teg	49 10%e	138 9%	219 13%Th
5 - (5)	321 10%eh	93 11%	83 10%	132 9%	14 12%	74 4%	167 16%Te	80 16%Te	93 6%	225 14%Th
4 - (4)	164 5%eh	34 4%	59 7%Tac	66 5%	4 4%	32 2%	85 8%Te	47 9%Te	35 2%	127 8%Th
3 - (3)	131 4%eh	50 6%Tbc	28 3%	50 4%	3 2%	29 2%	47 5%e	54 11%Tef	29 2%	101 6%Th
2 - (2)	56 2%eh	16 2%	18 2%	19 1%	2 2%	6 *	13 1%e	37 7%Tef	6 *	47 3%Th
1 - Extremely dissatisfied (1)	98 3%befh	40 5%Tbc	14 2%	40 3%	4 4%	4 *	10 1%e	85 17%Tef	19 1%	79 5%Th
Not applicable	53 2%bh	10 1%	5 1%	30 2%b	8 7%Tabc	19 1%	15 1%	19 4%Tef	12 1%	28 2%h
NET: Dissatisfied (1-3)	285 9%efh	106 13%Tbc	60 7%	110 8%	9 8%	39 2%	70 7%e	176 35%Tef	55 4%	227 14%Th
NET: Neutral (4-6)	845 26%eh	226 27%	250 30%Tc	341 24%	28 25%	204 12%	465 45%Teg	175 35%Te	267 18%	571 35%Th
NET: Satisfied (7-10)	2019 63%fgi	497 59%	521 62%	936 66%a	65 59%	1416 84%Tfg	476 46%g	128 26%	1181 78%Ti	825 50%
Mean score	7.09afgi	6.81	7.08a	7.26Ta	7.05	8.21Tfg	6.35g	4.73	7.95Ti	6.29
Standard error	0.04	0.09	0.08	0.06	0.24	0.04	0.06	0.12	0.05	0.06

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

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* = Less than .5

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Table 14

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base		3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base		2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied	(10)	497 16%fgi	128 15%	114 14%	234 17%	21 19%	449 27%Tfg	35 3%	13 3%	404 27%Ti	87 5%
9 -	(9)	372 12%fgi	84 10%	111 13%a	166 12%	11 10%	308 18%Tfg	55 5%g	9 2%	258 17%Ti	113 7%
8 -	(8)	533 17%fgi	138 16%	146 17%	235 17%	14 13%	389 23%Tfg	118 12%g	26 5%	308 20%Ti	224 14%
7 -	(7)	439 14%g	106 13%	129 15%	192 14%	12 11%	228 14%g	176 17%Teg	35 7%	188 12%	248 15%h
6 -	(6)	374 12%eh	100 12%	104 12%	157 11%	13 12%	128 8%	201 20%Teg	44 9%	121 8%	250 15%Th
5 -	(5)	345 11%eh	100 12%	88 11%	145 10%	12 11%	85 5%	199 19%Teg	61 12%e	103 7%	239 14%Th
4 -	(4)	227 7%eh	58 7%	76 9%c	81 6%	12 11%	41 2%	136 13%Te	50 10%Te	53 4%	171 10%Th
3 -	(3)	124 4%eh	37 4%	28 3%	57 4%	1 1%	18 1%	57 6%Te	49 10%Tef	23 2%	100 6%Th
2 -	(2)	90 3%eh	24 3%	21 2%	43 3%	2 2%	9 1%	22 2%e	60 12%Tef	16 1%	72 4%Th
1 - Extremely dissatisfied	(1)	148 5%befh	53 6%b	16 2%	75 5%b	4 4%	2 *	16 2%e	130 26%Tef	27 2%	121 7%Th
Not applicable		54 2%bh	11 1%	4 1%	31 2%b	7 6%Tabc	20 1%	11 1%	22 5%Tef	14 1%	27 2%
NET: Dissatisfied	(1-3)	361 11%beh	114 14%b	64 8%	176 12%b	8 7%	28 2%	96 9%e	238 48%Tef	66 4%	293 18%Th
NET: Neutral	(4-6)	946 30%eh	258 31%	268 32%c	383 27%	37 34%	255 15%	536 52%Teg	155 31%e	278 18%	659 40%Th
NET: Satisfied	(7-10)	1841 57%fgi	456 54%	499 60%a	828 58%	58 53%	1374 82%Tfg	384 37%g	83 17%	1159 76%Ti	672 41%
Mean score		6.74fgi	6.56	6.87a	6.77	6.87	8.09Tfg	5.91g	3.84	7.81Ti	5.76
Standard error		0.04	0.09	0.08	0.07	0.24	0.04	0.06	0.12	0.06	0.06

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

* = Less than .5

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Table 15

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	450 / 14%fgi	115 / 14%	127 / 15%	188 / 13%	20 / 18%	401 / 24%Tfg	40 / 4%g	9 / 2%	355 / 23%Ti	91 / 6%
9 - (9)	346 / 11%fgi	80 / 10%	120 / 14%Tacd	139 / 10%	7 / 6%	288 / 17%Tfg	50 / 5%g	8 / 2%	238 / 16%Ti	106 / 6%
8 - (8)	502 / 16%fgi	137 / 16%	137 / 16%	214 / 15%	14 / 13%	383 / 23%Tfg	100 / 10%g	19 / 4%	303 / 20%Ti	197 / 12%
7 - (7)	443 / 14%g	109 / 13%	108 / 13%	211 / 15%	15 / 13%	247 / 15%g	172 / 17%Tg	23 / 5%	209 / 14%	232 / 14%
6 - (6)	354 / 11%egh	101 / 12%	95 / 11%	144 / 10%	14 / 13%	132 / 8%	191 / 19%Teg	32 / 6%	122 / 8%	229 / 14%Th
5 - (5)	378 / 12%eh	98 / 12%	106 / 13%	160 / 11%	14 / 13%	97 / 6%	221 / 22%Teg	60 / 12%e	115 / 8%	257 / 16%Th
4 - (4)	211 / 7%eh	58 / 7%	51 / 6%	99 / 7%	4 / 4%	45 / 3%	112 / 11%Te	54 / 11%Te	57 / 4%	154 / 9%Th
3 - (3)	158 / 5%eh	43 / 5%	35 / 4%	75 / 5%	5 / 5%	22 / 1%	67 / 7%e	69 / 14%Tef	35 / 2%	120 / 7%Th
2 - (2)	110 / 3%eh	26 / 3%	30 / 4%	49 / 3%	5 / 5%	15 / 1%	39 / 4%e	56 / 11%Tef	23 / 1%	87 / 5%Th
1 - Extremely dissatisfied (1)	172 / 5%befh	58 / 7%b	17 / 2%	92 / 6%b	5 / 5%	9 / 1%	18 / 2%e	145 / 29%Tef	24 / 2%	146 / 9%Th
Not applicable	77 / 2%b	14 / 2%	10 / 1%	47 / 3%ab	6 / 6%Tab	38 / 2%	16 / 2%	24 / 5%Tef	34 / 2%	32 / 2%
NET: Dissatisfied (1-3)	440 / 14%beh	127 / 15%b	82 / 10%	215 / 15%b	16 / 14%	46 / 3%	124 / 12%e	269 / 54%Tef	82 / 5%	353 / 21%Th
NET: Neutral (4-6)	944 / 29%eh	257 / 31%	252 / 30%	403 / 28%	32 / 29%	274 / 16%	524 / 51%Teg	146 / 29%e	294 / 19%	640 / 39%Th
NET: Satisfied (7-10)	1741 / 54%fgi	441 / 53%	492 / 59%Tac	752 / 53%	55 / 51%	1319 / 79%Tfg	362 / 35%g	60 / 12%	1105 / 73%Ti	626 / 38%
Mean score	6.55fgi	6.42	6.89Tac	6.42	6.56	7.90Tfg	5.79g	3.47	7.62Ti	5.57
Standard error	0.05	0.09	0.08	0.07	0.26	0.05	0.06	0.11	0.06	0.06

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

* = Less than .5

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Table 16

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	383 12%fgi	113 13%c	111 13%c	143 10%	17 15%	344 21%Tfg	25 2%	13 3%	309 20%Ti	69 4%
9 - (9)	313 10%cfgi	100 12%c	99 12%c	99 7%	14 12%c	255 15%Tfg	47 5%g	10 2%	213 14%Ti	100 6%
8 - (8)	416 13%cfg	112 13%c	149 18%Tacd	148 10%	7 7%	303 18%Tfg	91 9%g	22 4%	227 15%i	188 11%
7 - (7)	418 13%cg	112 13%	137 16%Tc	153 11%	16 15%	243 15%g	155 15%g	19 4%	205 14%	212 13%
6 - (6)	330 10%egh	80 9%	95 11%	147 10%	9 8%	131 8%g	178 17%Teg	22 4%	122 8%	208 13%Th
5 - (5)	316 10%egh	89 11%	83 10%	133 9%	12 11%	110 7%	175 17%Teg	31 6%	115 8%	198 12%Th
4 - (4)	171 5%e	48 6%	44 5%	72 5%	7 6%	56 3%	83 8%Te	32 6%e	67 4%	101 6%h
3 - (3)	169 5%beh	40 5%	29 3%	96 7%b	4 4%	36 2%	76 7%Te	57 12%Tef	42 3%	123 7%Th
2 - (2)	141 4%aeh	21 3%	31 4%	88 6%Tabd	1 1%	20 1%	73 7%Te	49 10%Te	31 2%	109 7%Th
1 - Extremely dissatisfied (1)	356 11%beh	91 11%b	41 5%	215 15%Tab	9 8%	50 3%	94 9%e	212 43%Tef	71 5%	279 17%Th
Not applicable	189 6%abfi	33 4%b	18 2%	124 9%Tab	14 13%Tab	129 8%Tf	30 3%	29 6%f	113 7%Ti	63 4%
NET: Dissatisfied (1-3)	666 21%beh	152 18%b	100 12%	399 28%Tabd	15 13%	106 6%	242 24%e	318 64%Tef	144 10%	512 31%Th
NET: Neutral (4-6)	818 26%egh	217 26%	222 27%	351 25%	27 25%	297 18%	435 42%Teg	85 17%	304 20%	507 31%Th
NET: Satisfied (7-10)	1529 48%cfgi	437 52%Tc	496 59%Tacd	543 38%	54 49%c	1146 68%Tfg	319 31%g	65 13%	954 63%Ti	569 34%
Mean score	6.07cfgi	6.30c	6.72Tac	5.48	6.52c	7.51Tfg	5.25g	3.06	7.20Ti	5.09
Standard error	0.05	0.10	0.09	0.08	0.28	0.06	0.07	0.12	0.07	0.07

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

* = Less than .5

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Table 17

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

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

	Total (T)	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
		Issue				**Satisfaction**			**Complaint resolved**	
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
10 - Extremely satisfied (10)	509 16%fgi	122 15%	116 14%	251 18%b	20 18%	452 27%Tfg	43 4%	15 3%	415 27%Ti	89 5%
9 - (9)	423 13%fgi	115 14%	132 16%c	164 12%	12 11%	346 21%Tfg	63 6%g	14 3%	284 19%Ti	137 8%
8 - (8)	574 18%fgi	144 17%	146 17%	268 19%	16 14%	408 24%Tfg	140 14%g	25 5%	319 21%Ti	253 15%
7 - (7)	424 13%g	115 14%	119 14%	180 13%	11 10%	241 14%g	145 14%g	38 8%	177 12%	243 15%h
6 - (6)	383 12%egh	97 12%	114 14%	162 11%	11 10%	114 7%	230 22%Teg	39 8%	135 9%	242 15%Th
5 - (5)	317 10%eh	81 10%	88 11%	132 9%	15 14%	51 3%	204 20%Teg	62 12%e	90 6%	224 14%Th
4 - (4)	188 6%eh	55 7%	49 6%	77 5%	7 6%	32 2%	103 10%Te	53 11%Te	38 3%	147 9%Th
3 - (3)	130 4%eh	32 4%	35 4%	59 4%	4 3%	14 1%	53 5%e	63 13%Tef	19 1%	109 7%Th
2 - (2)	79 2%eh	19 2%	21 2%	38 3%	1 1%	5 *	24 2%e	50 10%Tef	13 1%	62 4%Th
1 - Extremely dissatisfied (1)	146 5%befh	54 6%Tb	14 2%	71 5%b	8 7%b	5 *	12 1%e	129 26%Tef	16 1%	130 8%Th
Not applicable	30 1%	6 1%	4 *	15 1%	6 5%Tabc	10 1%	9 1%	11 2%Tef	9 1%	14 1%
NET: Dissatisfied (1-3)	355 11%befh	105 12%b	70 8%	168 12%b	13 12%	24 1%	90 9%e	241 48%Tef	49 3%	301 18%Th
NET: Neutral (4-6)	887 28%eh	233 28%	250 30%	371 26%	33 30%	196 12%	537 52%Teg	154 31%e	262 17%	613 37%Th
NET: Satisfied (7-10)	1929 60%fgi	495 59%	513 61%	863 61%	58 53%	1447 86%Tfg	391 38%g	91 18%	1195 79%Ti	722 44%
Mean score	6.87fgi	6.72	6.99a	6.89	6.71	8.22Tfg	6.06g	3.92	7.97Ti	5.86
Standard error	0.04	0.09	0.08	0.07	0.26	0.04	0.06	0.12	0.05	0.06

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

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* = Less than .5

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Table 18

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Courtesy and politeness of advisors	2019 63%fgi	497 59%	521 62%	936 66%a	65 59%	1416 84%Tfg	476 46%g	128 26%	1181 78%Ti	825 50%
Ease of finding provider contact details	1937 60%fgi	496 59%	506 60%	876 62%	59 54%	1397 83%Tfg	415 40%g	124 25%	1127 74%Ti	794 48%
Willingness to help resolve your issue	1929 60%fgi	495 59%	513 61%	863 61%	58 53%	1447 86%Tfg	391 38%g	91 18%	1195 79%Ti	722 44%
Advisor doing what they said they would do	1841 57%fgi	456 54%	499 60%a	828 58%	58 53%	1374 82%Tfg	384 37%g	83 17%	1159 76%Ti	672 41%
Logging of query details to avoid having to repeat yourself	1741 54%fgi	441 53%	492 59%Tac	752 53%	55 51%	1319 79%Tfg	362 35%g	60 12%	1105 73%Ti	626 38%
Getting the issue resolved to your satisfaction	1706 53%fgi	440 52%	495 59%Tac	713 50%	58 53%	1365 81%Tfg	297 29%g	44 9%	1148 76%Ti	546 33%
The time taken to handle your issue	1630 51%fgi	420 50%	473 57%Tac	680 48%	57 52%	1289 77%Tfg	287 28%g	54 11%	1049 69%Ti	569 34%
Offering compensation or a goodwill payment	1529 48%cfgi	437 52%Tc	496 59%Tacd	543 38%	54 49%c	1146 68%Tfg	319 31%g	65 13%	954 63%Ti	569 34%

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

* = Less than .5

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Table 19

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Completely resolved	1515	409	418	632	56	1131	302	82	1515	-
	47%fgi	49%	50%c	45%	51%	67%Tfg	29%g	17%	100%Ti	-
Partly resolved	1240	312	357	543	29	486	568	186	-	1240
	39%deh	37%d	43%Tacd	38%d	27%	29%	55%Teg	37%e	-	75%Th
Not resolved at all	411	110	61	225	15	47	144	221	-	411
	13%beh	13%b	7%	16%Tb	14%b	3%	14%e	44%Tef	-	25%Th
Don't know	35	8	1	18	8	14	13	9	-	-
	1%bhi	1%b	*	1%b	8%Tabc	1%	1%	2%	-	-

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

* = Less than .5

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Table 20

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Yes	1196	319	349	481	48	943	207	47	1196	-
	37%cfgi	38%	42%Tc	34%	44%c	56%Tfg	20%g	9%	79%Ti	-
No	299	82	66	144	7	170	93	36	299	-
	9%i	10%	8%	10%	6%	10%	9%	7%	20%Ti	-
Don't know	20	9	3	7	1	19	2	-	20	-
	1%i	1%	*	1%	1%	1%fg	*	-	1%Ti	-

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

* = Less than .5

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Table 21

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

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

	Total (T)	Issue Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfaction Satisfied (e)	Neutral (f)	Dissatisfied (g)	Complaint resolved Yes (h)	No (i)
Unweighted Base	1487	402	413	616	56	1100	302	85	1487	-
Weighted Base	1515	409	418	632	56*	1131	302	82*	1515	-**
Effective base	1389	374	385	578	52	1031	281	78	1389	-
Yes	1196	319	349	481	48	943	207	47	1196	-
	79%fg	78%	84%Tac	76%	86%	83%Tfg	69%	57%	79%	-
No	299	82	66	144	7	170	93	36	299	-
	20%e	20%	16%	23%b	12%	15%	31%Te	43%Tef	20%	-
Don't know	20	9	3	7	1	19	2	-	20	-
	1%	2%	1%	1%	2%	2%	1%	-	1%	-

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

* = Less than .5

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Table 22

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Not at all important	88	29	38	20	1	26	37	25	37	50
	3%ce	3%c	5%Tc	1%	1%	2%	4%e	5%Te	2%	3%
Not very important	324	109	123	85	7	124	151	49	100	222
	10%ceh	13%Tcd	15%Tcd	6%	6%	7%	15%Teg	10%	7%	13%Th
Fairly important	759	221	274	240	24	391	298	71	309	440
	24%cgh	26%c	33%Tacd	17%	22%	23%g	29%Teg	14%	20%	27%Th
Very important	2030	480	401	1072	77	1137	541	352	1069	939
	63%abfi	57%b	48%	76%Tab	70%ab	68%Tf	53%	71%Tf	71%Ti	57%
NET: Important	2790	701	675	1312	101	1528	838	424	1378	1379
	87%abfi	84%	81%	93%Tab	93%ab	91%Tfg	82%	85%	91%Ti	84%
NET: Not important	412	138	161	105	8	150	188	74	137	272
	13%ceh	16%Tcd	19%Tcd	7%	7%	9%	18%Te	15%e	9%	16%Th

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

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* = Less than .5

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Table 23

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Fixed Broadband internet.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
The service has become more important	1719 54%abfi	411 49%b	367 44%	892 63%Tabd	50 46%	934 56%f	491 48%	295 59%Tf	876 58%Ti	827 50%
The service has become less important	747 23%cdgh	212 25%cd	316 38%Tacd	203 14%	16 15%	370 22%g	301 29%Teg	76 15%	280 18%	459 28%Th
No different	735 23%b	216 26%b	154 18%	323 23%b	43 39%Tabd	374 22%	234 23%	127 26%	359 24%	365 22%

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

* = Less than .5

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Table 24

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

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

	Total (T)	Issue Billing and Customer service (a)	Issue Repairs and Installation (b)	Issue Service issues (c)	Issue Something else (d)	Satisfaction Satisfied (e)	Satisfaction Neutral (f)	Satisfaction Dissatisfied (g)	Complaint resolved Yes (h)	Complaint resolved No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
More willing to make a complaint	1068 33%ab	244 29%	222 26%	571 40%Tabd	32 30%	569 34%f	308 30%	191 38%Tf	492 32%	565 34%
Less willing to make a complaint	715 22%cdgh	207 25%cd	282 34%Tacd	210 15%	15 14%	376 22%g	261 25%Tg	78 16%	294 19%	417 25%Th
No different	1245 39%bi	332 40%b	284 34%	580 41%b	49 45%b	659 39%	386 38%	201 40%	647 43%Ti	587 36%
Don't know	173 5%c	55 7%c	49 6%c	56 4%	13 12%Tbc	74 4%	71 7%e	28 6%	83 5%	82 5%

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

* = Less than .5

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Table 25

Q15: What is your current employment status?

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

	Total (T)	Issue Billing and Customer service (a)	Issue Repairs and Installation (b)	Issue Service issues (c)	Issue Something else (d)	Satisfaction Satisfied (e)	Satisfaction Neutral (f)	Satisfaction Dissatisfied (g)	Complaint resolved Yes (h)	Complaint resolved No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Employed or self-employed (full-time - 30hrs/wk+)	1734 54%dfgi	454 54%d	488 58%Tcd	752 53%d	40 37%	995 59%Tfg	507 49%	232 47%	930 61%Ti	793 48%
Employed or self-employed (part-time - 8-29 hrs/wk+)	603 19%h	163 19%	161 19%	262 19%	18 16%	283 17%	223 22%Te	98 20%	235 16%	363 22%Th
Homemaker	263 8%h	78 9%	67 8%	104 7%	13 12%	114 7%	97 9%e	53 11%e	90 6%	166 10%Th
Student / under education	313 10%	72 9%	66 8%	155 11%b	19 17%Tabc	153 9%	116 11%	43 9%	127 8%	179 11%h
Temporarily not working (unemployed / illness)	224 7%b	63 7%b	42 5%	106 7%b	14 12%Tb	97 6%	70 7%	58 12%Tef	95 6%	126 8%
Retired	65 2%	9 1%	12 1%	38 3%a	6 5%Tab	37 2%	13 1%	14 3%f	38 3%i	24 1%
NET: Employed	2337 73%dgi	617 73%d	649 78%Tcd	1014 72%d	58 53%	1277 76%Tfg	730 71%	329 66%	1165 77%Ti	1156 70%

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

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* = Less than .5

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Table 26

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

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

	Total (T)	Issue Billing and Customer service (a)	Issue Repairs and Installation (b)	Issue Service issues (c)	Issue Something else (d)	Satisfaction Satisfied (e)	Satisfaction Neutral (f)	Satisfaction Dissatisfied (g)	Complaint resolved Yes (h)	Complaint resolved No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Up to 10,399 Pounds	329 10%c	102 12%c	99 12%c	114 8%	15 13%	154 9%	105 10%	70 14%Tef	141 9%	183 11%
10,400-15,559 Pounds	361 11%c	121 14%Tc	111 13%c	116 8%	13 12%	174 10%	121 12%	66 13%	174 12%	183 11%
15,600-25,999 Pounds	622 19%	171 20%	167 20%	263 19%	20 19%	308 18%	221 22%e	92 19%	259 17%	355 21%h
26,000-36,399 Pounds	543 17%	118 14%	157 19%ad	256 18%a	12 11%	298 18%	175 17%	70 14%	260 17%	278 17%
36,400-51,999 Pounds	590 18%di	145 17%	152 18%d	281 20%d	11 10%	349 21%fg	167 16%	74 15%	324 21%Ti	264 16%
52,000+	516 16%	124 15%	114 14%	262 18%ab	17 16%	284 17%	144 14%	88 18%	253 17%	261 16%
Don't know	111 3%	28 3%	20 2%	51 4%	12 11%Tabc	52 3%	47 5%eg	12 2%	46 3%	59 4%
Would rather not say	130 4%b	29 3%	17 2%	75 5%b	9 8%Tab	59 3%	45 4%	26 5%	57 4%	69 4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 27

Q17: Where do you live?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
East Midlands	228 7%	57 7%	46 6%	115 8%b	10 9%	111 7%	82 8%	35 7%	108 7%	119 7%
East of England	209 7%	65 8%	54 6%	86 6%	4 3%	123 7%	59 6%	26 5%	107 7%	101 6%
London	727 23%	203 24%	205 25%c	292 21%	27 25%	359 21%	259 25%e	110 22%	325 21%	395 24%
North East	146 5%	32 4%	51 6%ac	54 4%	8 7%	70 4%	51 5%	25 5%	69 5%	76 5%
North West	361 11%	103 12%	104 12%	141 10%	13 12%	200 12%	101 10%	59 12%	175 12%	179 11%
Scotland	188 6%	46 5%	42 5%	97 7%	3 3%	103 6%	57 6%	28 6%	84 6%	102 6%
South East	372 12%	95 11%	77 9%	185 13%b	15 14%	191 11%	108 11%	72 15%f	187 12%	182 11%
South West	228 7%f	50 6%	57 7%	115 8%	6 5%	139 8%f	53 5%	35 7%	114 8%	110 7%
Ulster / Northern Ireland	69 2%	16 2%	20 2%	29 2%	4 3%	35 2%	23 2%	12 2%	30 2%	39 2%
Wales	119 4%	22 3%	29 4%	62 4%a	5 5%	52 3%	47 5%	19 4%	59 4%	56 3%
West Midlands	335 10%	87 10%	90 11%	149 10%	10 9%	178 11%	109 11%	48 10%	159 10%	173 10%
Yorks & Humber	221 7%	62 7%	60 7%	92 7%	6 5%	116 7%	77 8%	28 6%	100 7%	119 7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 28

Q18a: What is your gender?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Female	1931	490	478	899	65	988	618	325	888	1020
	60%	58%	57%	63%ab	59%	59%	60%	65%Te	59%	62%
Male	1221	332	342	504	43	668	391	163	610	601
	38%g	40%	41%c	36%	39%	40%g	38%g	33%	40%i	36%
Prefer to use my own term	32	11	14	6	1	9	13	9	8	23
	1%c	1%c	2%c	*	1%	1%	1%e	2%e	1%	1%h
Prefer not to say	18	5	2	9	1	12	3	2	10	7
	1%	1%	*	1%	1%	1%	*	*	1%	*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 29

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

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

	Total (T)	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
		Issue				**Satisfaction**			**Complaint resolved**	
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Yes	3007	770	773	1365	100	1591	947	470	1447	1528
	94%a	92%	92%	96%Tabd	91%	95%f	92%	94%	95%Ti	93%
No	147	57	49	37	5	61	61	25	51	96
	5%c	7%Tc	6%c	3%	4%	4%	6%e	5%	3%	6%h
Prefer not to say	47	12	15	16	5	26	19	3	17	27
	1%	1%	2%	1%	4%Tac	2%	2%	1%	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 30

Q19: What is your age?

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

	Total (T)	Issue: Billing and Customer service (a)	Issue: Repairs and Installation (b)	Issue: Service issues (c)	Issue: Something else (d)	Satisfaction: Satisfied (e)	Satisfaction: Neutral (f)	Satisfaction: Dissatisfied (g)	Complaint resolved: Yes (h)	Complaint resolved: No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
16 - 17	28 / 1%	8 / 1%	4 / *	14 / 1%	2 / 2%b	9 / 1%	15 / 1%e	4 / 1%	8 / 1%	16 / 1%
18 - 24	932 / 29%gh	241 / 29%	270 / 32%c	387 / 27%	34 / 31%	450 / 27%	359 / 35%Teg	123 / 25%	389 / 26%	538 / 33%Th
25 - 34	1077 / 34%d	291 / 35%d	313 / 37%cd	452 / 32%d	22 / 20%	559 / 33%	371 / 36%g	148 / 30%	496 / 33%	572 / 35%
35 - 44	682 / 21%fi	174 / 21%	175 / 21%	309 / 22%	23 / 21%	402 / 24%Tf	170 / 17%	110 / 22%f	370 / 24%Ti	304 / 18%
45 - 54	290 / 9%bf	81 / 10%b	47 / 6%	150 / 11%b	11 / 10%	154 / 9%f	71 / 7%	65 / 13%Tef	153 / 10%	133 / 8%
55 - 64	140 / 4%bf	32 / 4%	21 / 2%	75 / 5%b	12 / 11%Tabc	74 / 4%	30 / 3%	37 / 7%Tef	71 / 5%	64 / 4%
65 +	54 / 2%	12 / 1%	6 / 1%	30 / 2%b	5 / 4%b	31 / 2%	12 / 1%	11 / 2%	29 / 2%	23 / 1%
NET: 16-34	2037 / 64%cdgh	539 / 64%d	587 / 70%Tacd	852 / 60%	58 / 53%	1018 / 61%g	744 / 72%Teg	275 / 55%	892 / 59%	1127 / 68%Th
NET: 36-54	971 / 30%bfi	255 / 30%	222 / 27%	459 / 32%b	35 / 32%	555 / 33%f	241 / 23%	175 / 35%Tf	523 / 35%Ti	438 / 27%
NET: 55+	194 / 6%bf	44 / 5%b	27 / 3%	106 / 7%b	16 / 15%Tabc	105 / 6%f	42 / 4%	48 / 10%Tef	100 / 7%	86 / 5%

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

* = Less than .5

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Table 31

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
A	381 12%ci	114 14%c	130 16%Tc	127 9%	10 9%	223 13%f	102 10%	56 11%	221 15%Ti	158 10%
B	800 25%d	220 26%d	197 24%d	370 26%d	13 12%	425 25%	261 25%	114 23%	382 25%	413 25%
C1	858 27%	207 25%	210 25%	409 29%a	32 29%	425 25%	298 29%e	135 27%	387 26%	457 28%
C2	589 18%	148 18%	151 18%	268 19%	23 21%	329 20%	180 18%	80 16%	272 18%	310 19%
D	235 7%	58 7%	63 8%	107 8%	7 7%	109 7%	83 8%	43 9%	107 7%	128 8%
E	338 11%	92 11%	85 10%	137 10%	25 23%Tabc	165 10%	102 10%	71 14%Tef	147 10%	185 11%
NET: AB	1181 37%d	334 40%cd	327 39%d	497 35%d	23 21%	648 39%	363 35%	170 34%	603 40%i	571 35%
NET: ABC1	2039 64%d	542 65%d	537 64%d	906 64%d	54 50%	1074 64%	661 64%	305 61%	990 65%	1028 62%
NET: C2DE	1163 36%	297 35%	299 36%	511 36%	55 50%Tabc	604 36%	366 36%	193 39%	525 35%	623 38%
NET: DE	574 18%	150 18%	148 18%	244 17%	32 30%Tabc	275 16%	185 18%	113 23%Tef	253 17%	313 19%

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

* = Less than .5

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Table 32

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
A city or large town (including suburbs)	1857 **58%i**	495 59%	488 58%	815 57%	59 54%	1019 **61%fg**	568 55%	270 54%	932 **62%Ti**	907 55%
A small town	1005 **31%eh**	247 29%	274 33%	446 31%	38 35%	478 28%	350 **34%e**	177 **36%e**	422 28%	575 **35%Th**
A village, hamlet or isolated dwelling in the countryside	312 10%	89 11%	69 8%	145 10%	8 8%	166 10%	104 10%	42 8%	147 10%	159 10%
Prefer not to say	29 1%	8 1%	5 1%	12 1%	3 **3%Tbc**	15 1%	5 *	9 **2%f**	14 1%	10 1%
NET: Urban	2862 89%	741 88%	762 91%	1261 89%	97 89%	1497 89%	918 89%	447 90%	1354 89%	1482 90%
NET: Rural	312 10%	89 11%	69 8%	145 10%	8 8%	166 10%	104 10%	42 8%	147 10%	159 10%

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

* = Less than .5

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Table 33

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Small (1-2 people)	1006	292	261	416	37	506	324	177	473	519
	31%	35%c	31%	29%	34%	30%	32%	36%e	31%	31%
Medium (3-4 people)	1634	414	447	725	49	884	514	236	793	826
	51%	49%	53%	51%	45%	53%g	50%	47%	52%	50%
Large (5+ people)	562	134	128	277	23	288	188	85	249	306
	18%	16%	15%	20%ab	21%	17%	18%	17%	16%	19%

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

* = Less than .5

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Table 34

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

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

	Total (T)	Issue Billing and Customer service (a)	Issue Repairs and Installation (b)	Issue Service issues (c)	Issue Something else (d)	Satisfaction Satisfied (e)	Satisfaction Neutral (f)	Satisfaction Dissatisfied (g)	Complaint resolved Yes (h)	Complaint resolved No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
1	935 29%cdg	248 30%d	297 36%Tacd	369 26%	21 19%	493 29%g	326 32%g	116 23%	485 32%i	443 27%
2	704 22%	174 21%	192 23%	317 22%	22 20%	384 23%	212 21%	107 22%	349 23%	348 21%
3	225 7%	55 7%	54 6%	108 8%	8 7%	127 8%	65 6%	33 7%	102 7%	120 7%
4	57 2%	14 2%	15 2%	26 2%	2 2%	25 1%	22 2%	10 2%	28 2%	27 2%
5+	45 1%	13 2%	10 1%	22 2%	- -	25 2%	15 1%	5 1%	16 1%	27 2%
No children in household	1237 39%bh	335 40%b	269 32%	576 41%b	57 52%Tabc	623 37%	386 38%	227 46%Tef	535 35%	685 41%h

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 35

QHH4: ADULTS IN HOUSEHOLD.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
None	36	12	12	8	3	19	13	4	17	18
	1%	1%c	1%c	1%	3%c	1%	1%	1%	1%	1%
1	666	203	184	256	22	332	217	117	309	344
	21%c	24%Tc	22%c	18%	20%	20%	21%	23%	20%	21%
2	1651	418	453	738	43	901	512	238	820	815
	52%d	50%d	54%d	52%d	39%	54%g	50%	48%	54%i	49%
3	485	121	110	230	24	263	145	77	232	249
	15%	14%	13%	16%	22%ab	16%	14%	15%	15%	15%
4	230	51	49	122	7	105	90	35	89	139
	7%	6%	6%	9%ab	6%	6%	9%e	7%	6%	8%h
5+	135	33	28	64	10	58	50	27	48	86
	4%	4%	3%	5%	9%Tab	3%	5%	5%	3%	5%h

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

* = Less than .5

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Table 36

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

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

	Total (T)	Issue — Billing and Customer service (a)	Issue — Repairs and Installation (b)	Issue — Service issues (c)	Issue — Something else (d)	Satisfaction — Satisfied (e)	Satisfaction — Neutral (f)	Satisfaction — Dissatisfied (g)	Complaint resolved — Yes (h)	Complaint resolved — No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Hearing	180 / 6%	49 / 6%	59 / 7%c	65 / 5%	6 / 5%	83 / 5%	72 / 7%e	24 / 5%	86 / 6%	90 / 5%
Eyesight	304 / 9%	92 / 11%	71 / 9%	133 / 9%	8 / 7%	142 / 8%	104 / 10%	58 / 12%e	134 / 9%	169 / 10%
Mobility	249 / 8%	63 / 8%	81 / 10%c	100 / 7%	5 / 4%	110 / 7%	96 / 9%e	42 / 9%	94 / 6%	151 / 9%h
Dexterity	222 / 7%c	56 / 7%	88 / 11%Tacd	74 / 5%	3 / 3%	112 / 7%	71 / 7%	39 / 8%	95 / 6%	126 / 8%
Breathing	282 / 9%	79 / 9%	74 / 9%	119 / 8%	10 / 9%	134 / 8%	93 / 9%	56 / 11%e	120 / 8%	159 / 10%
Mental abilities	300 / 9%	66 / 8%	96 / 11%a	131 / 9%	7 / 7%	133 / 8%	111 / 11%e	56 / 11%e	118 / 8%	180 / 11%h
Social/behavioural	273 / 9%	76 / 9%	91 / 11%Tc	97 / 7%	9 / 8%	132 / 8%	96 / 9%	45 / 9%	112 / 7%	158 / 10%h
Your mental health	694 / 22%b	194 / 23%b	152 / 18%	331 / 23%b	18 / 16%	336 / 20%	228 / 22%	130 / 26%Te	299 / 20%	390 / 24%h
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	194 / 6%h	44 / 5%	48 / 6%	97 / 7%	6 / 5%	94 / 6%	60 / 6%	40 / 8%e	69 / 5%	119 / 7%h
Prefer not to say	407 / 13%c	120 / 14%c	111 / 13%	148 / 10%	28 / 26%Tabc	224 / 13%g	133 / 13%	49 / 10%	201 / 13%	197 / 12%
Don't know	39 / 1%	12 / 1%	12 / 1%	11 / 1%	4 / 3%Tc	14 / 1%	19 / 2%e	5 / 1%	12 / 1%	26 / 2%h
Nothing	1192 / 37%bfi	288 / 34%	260 / 31%	604 / 43%Tab	39 / 36%	692 / 41%Tfg	324 / 32%	176 / 35%	646 / 43%Ti	532 / 32%
NET: Any limiting characteristic	1565 / 49%deh	419 / 50%d	453 / 54%Tcd	654 / 46%d	38 / 35%	747 / 44%	550 / 54%Te	268 / 54%Te	657 / 43%	897 / 54%Th

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

* = Less than .5

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Table 37

Financial vulnerability.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3202	834	847	1410	111	1649	1041	512	1487	1680
Weighted Base	3202	839	836	1417	109	1678	1026	498	1515	1651
Effective base	2980	777	783	1318	102	1541	965	475	1389	1559
Most vulnerable	864 **27%h**	229 27%	239 29%	364 26%	31 29%	415 25%	286 28%	163 **33%Te**	358 24%	496 **30%Th**
Potentially vulnerable	1366 **43%dg**	368 **44%d**	398 **48%Tcd**	566 40%	34 31%	756 **45%g**	432 **42%g**	178 36%	698 **46%Ti**	656 40%
Least vulnerable	731 **23%b**	184 22%	163 19%	361 **25%b**	23 21%	396 24%	216 21%	119 24%	357 24%	371 22%

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

* = Less than .5

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Table 1

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
The service not performing as it should	587 29%efj	-	-	587 100%Tefj	-	334 31%	179 27%	74 26%	289 29%	290 29%
A billing, pricing or payment issue	496 24%fijn	496 71%Tfij	-	-	-	282 26%	156 24%	58 21%	286 29%Tn	206 20%
A problem relating to the installation or set up of your service	356 17%eij	-	356 54%Teij	-	-	194 18%	102 16%	59 21%	158 16%	193 19%
A problem with a repair to the service	302 15%eij	-	302 46%Teij	-	-	154 14%	108 17%	39 14%	142 14%	158 16%
Dissatisfaction with customer service from a previous occasion or contact	204 10%fijkm	204 29%Tfij	-	-	-	81 7%	82 13%k	41 15%Tk	69 7%	134 13%Tm
Or something else	89 4%efin	-	-	-	89 100%Tefi	50 5%	28 4%	11 4%	54 5%n	25 2%
SUMMARY:										
Billing and Customer service	700 34%fij	700 100%Tfij	-	-	-	363 33%	238 36%	99 35%	355 36%	340 34%
Repairs and Installation	658 32%eij	-	658 100%Teij	-	-	349 32%	211 32%	98 35%	300 30%	351 35%m
Service Issues	587 29%efj	-	-	587 100%Tefj	-	334 31%	179 27%	74 26%	289 29%	290 29%
Something else	89 4%efin	-	-	-	89 100%Tefi	50 5%	28 4%	11 4%	54 5%n	25 2%

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

* = Less than .5

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Table 2

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	682	682	-	-	-	332	241	109	322	353
Weighted Base	700	700	-**	-**	-**	363	238	99*	355	340
Effective base	585	585	-	-	-	288	205	94	279	302
Bill was a lot higher than expected	226 32%n	226 32%	- -	- -	- -	125 34%	75 32%	26 26%	137 39%n	87 26%
Bill was inaccurate	116 17%	116 17%	- -	- -	- -	70 19%	33 14%	13 13%	66 19%	49 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	107 15%	107 15%	- -	- -	- -	67 18%l	32 13%	8 9%	63 18%	44 13%
The format of the bill	86 12%	86 12%	- -	- -	- -	58 16%Cl	22 9%	6 6%	56 16%n	29 8%
Getting a refund, credit note or cashback	82 12%	82 12%	- -	- -	- -	49 13%	26 11%	7 7%	53 15%n	28 8%
Bill contained items I shouldn't have been charged for	81 12%l	81 12%	- -	- -	- -	49 14%l	29 12%l	3 3%	44 12%	36 11%
Unable to get through to anyone	63 9%m	63 9%	- -	- -	- -	30 8%	22 9%	11 11%	15 4%	46 14%Tm
Took too long to resolve issue	60 9%	60 9%	- -	- -	- -	21 6%	28 12%k	10 10%	19 5%	41 12%m
Gave incorrect information	54 8%	54 8%	- -	- -	- -	30 8%	11 5%	13 13%C	23 7%	30 9%
Didn't do what they said they would do	52 7%	52 7%	- -	- -	- -	19 5%	21 9%	12 12%k	17 5%	36 10%m
Unable to get through to relevant person	50 7%	50 7%	- -	- -	- -	18 5%	22 9%	10 10%	15 4%	35 10%m
Rude/dismissive	41 6%	41 6%	- -	- -	- -	17 5%	12 5%	12 12%TkC	20 6%	21 6%
Costs of international and roaming calls	2 *	2 *	- -	- -	- -	2 1%	- -	- -	- -	2 1%
Pre-pay credit lost or not credited to card	2 *	2 *	- -	- -	- -	1 *	1 *	- -	- -	2 *
A different issue	17 2%	17 2%	- -	- -	- -	7 2%	4 2%	6 6%kC	7 2%	10 3%

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

* = Less than .5

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Table 3

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

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

	Total (T)	Issue: Billing and Customer service (e)	Issue: Repairs and Installation (f)	Issue: Service issues (i)	Issue: Something else (j)	Satisfaction: Satisfied (k)	Satisfaction: Neutral (C)	Satisfaction: Dissatisfied (l)	Complaint resolved: Yes (m)	Complaint resolved: No (n)
Unweighted Base	584	-	-	584	-	321	187	76	279	296
Weighted Base	587	-**	-**	587	-**	334	179	74*	289	290
Effective base	499	-	-	499	-	275	159	66	238	253
Complete loss of service	212	-	-	212	-	118	63	30	110	98
	36%	-	-	36%	-	35%	35%	41%	38%	34%
Unable to get certain channels/content	204	-	-	204	-	123	56	25	107	96
	35%	-	-	35%	-	37%	31%	34%	37%	33%
Service is not consistently available	187	-	-	187	-	100	59	28	81	104
	32%	-	-	32%	-	30%	33%	38%	28%	36%
Poor picture quality	129	-	-	129	-	73	39	16	66	61
	22%	-	-	22%	-	22%	22%	22%	23%	21%
Connection speed slower than advertised or led to expect	53	-	-	53	-	32	16	6	24	29
	9%	-	-	9%	-	9%	9%	8%	8%	10%
Problems with voice over internet (VOIP) telephone calls	28	-	-	28	-	20	6	2	17	11
	5%	-	-	5%	-	6%	3%	3%	6%	4%
Poor line quality	17	-	-	17	-	10	6	2	12	5
	3%	-	-	3%	-	3%	3%	2%	4%	2%
Poor outside reception/ coverage	5	-	-	5	-	4	2	-	1	5
	1%	-	-	1%	-	1%	1%	-	*	2%
Unable to access 4G service	5	-	-	5	-	5	1	-	3	2
	1%	-	-	1%	-	1%	*	-	1%	1%
Problems with calls being disconnected during a call or not connected at all	5	-	-	5	-	2	3	-	1	5
	1%	-	-	1%	-	1%	2%	-	*	2%
Poor indoor reception/coverage	4	-	-	4	-	2	1	2	2	2
	1%	-	-	1%	-	*	*	2%	1%	1%
Text or voice mails delivered late	2	-	-	2	-	2	1	-	2	1
	*	-	-	*	-	*	*	-	1%	*
A different issue (please describe it briefly in your own words)	10	-	-	10	-	7	1	2	4	6
	2%	-	-	2%	-	2%	*	3%	2%	2%

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

* = Less than .5

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Table 4

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

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

	Total (T)	Issue: Billing and Customer service (e)	Issue: Repairs and Installation (f)	Issue: Service issues (i)	Issue: Something else (j)	Satisfaction: Satisfied (k)	Satisfaction: Neutral (C)	Satisfaction: Dissatisfied (l)	Complaint resolved: Yes (m)	Complaint resolved: No (n)
Unweighted Base	678	-	678	-	-	349	227	102	310	361
Weighted Base	658	-**	658	-**	-**	349	211	98*	300	351
Effective base	575	-	575	-	-	296	193	86	262	307
Time taken to install the service	122 19%	- -	122 19%	- -	- -	71 20%	35 16%	17 17%	57 19%	63 18%
Switching issues (e.g. problems trying to switch or problems porting your number)	115 17%	- -	115 17%	- -	- -	72 21%C	26 12%	17 17%	69 23%n	44 13%
Arranging an installation	114 17%	- -	114 17%	- -	- -	67 19%	26 13%	21 22%	55 18%	58 16%
Arranging an appointment for an engineer visit	94 14%	- -	94 14%	- -	- -	51 15%	27 13%	16 16%	44 15%	51 14%
Time taken to repair a fault	94 14%	- -	94 14%	- -	- -	48 14%	33 16%	13 13%	50 17%	42 12%
Missed/ moved installation appointment	93 14%	- -	93 14%	- -	- -	54 15%	27 13%	12 13%	43 14%	49 14%
Missed/moved repair appointment	86 13%	- -	86 13%	- -	- -	51 15%	23 11%	12 12%	43 14%	42 12%
Damage to property during installation	83 13%	- -	83 13%	- -	- -	50 14%	26 12%	7 8%	39 13%	44 13%
Damage to property during repair	81 12%	- -	81 12%	- -	- -	42 12%	33 16%l	6 6%	39 13%	43 12%
Complaining about an engineer	79 12%	- -	79 12%	- -	- -	39 11%	26 12%	14 14%	28 9%	51 15%m
A different issue	12 2%	- -	12 2%	- -	- -	5 1%	4 2%	3 3%	5 2%	7 2%

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

* = Less than .5

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Table 5

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	90	-	-	-	90	48	30	12	52	28
Weighted Base	89*	-**	-**	-**	89*	50*	28**	11**	54*	25**
Effective base	77	-	-	-	77	41	26	10	45	24
Change to your package or service (upgrading or downgrading your service)	40 / 45%	- / -	- / -	- / -	40 / 45%	22 / 44%	13 / 45%	5 / 47%	25 / 45%	11 / 44%
Service not performing as advertised or as told in store/over the phone	22 / 24%	- / -	- / -	- / -	22 / 24%	14 / 28%	5 / 17%	3 / 26%	15 / 28%	4 / 16%
Switching issues (e.g. problems trying to switch or problems porting your number)	10 / 12%	- / -	- / -	- / -	10 / 12%	5 / 10%	5 / 18%	1 / 6%	5 / 9%	4 / 17%
Complaining about the terms of your contract	8 / 10%	- / -	- / -	- / -	8 / 10%	4 / 7%	5 / 17%	- / -	5 / 9%	2 / 8%
Keeping your mobile phone number when changing suppliers	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
A different issue (please describe it briefly in your own words)	11 / 13%	- / -	- / -	- / -	11 / 13%	8 / 15%	2 / 5%	2 / 21%	7 / 12%	4 / 15%

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

* = Less than .5

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

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

	Total (T)	**Issue** Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	**Satisfaction** Satisfied (k)	Neutral (C)	Dissatisfied (l)	**Complaint resolved** Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Only/mainly on the phone	748 37%f	303 43%Tf	151 23%	258 44%Tf	37 41%f	412 38%	222 34%	115 41%	399 40%n	343 34%
Only/mainly via webchat	226 11%	76 11%	65 10%	75 13%	9 10%	123 11%	70 11%	33 12%	109 11%	116 11%
Only/mainly via email	212 10%	70 10%	79 12%	51 9%	11 13%	130 12%	58 9%	24 9%	103 10%	103 10%
Only/mainly by social media	178 9%	55 8%	72 11%	46 8%	4 4%	85 8%	74 11%kl	19 7%	94 9%	82 8%
Only/mainly via mobile application	173 8%	59 8%	67 10%	44 7%	4 4%	91 8%	63 10%	19 7%	79 8%	91 9%
Only/mainly via web form	173 8%	50 7%	80 12%Tei	37 6%	5 6%	79 7%	73 11%k	21 7%	86 9%	86 9%
Only/mainly in store	151 7%	40 6%	65 10%e	40 7%	5 6%	80 7%	45 7%	25 9%	64 6%	82 8%
Only/mainly by letter	137 7%	38 5%	66 10%Tei	30 5%	4 4%	76 7%	42 6%	20 7%	49 5%	85 8%m
Only/mainly via another contact method	14 1%	4 1%	9 1%	2 *	-	7 1%	4 1%	4 1%	3 *	11 1%
Don't know	22 1%	4 1%	4 1%	5 1%	10 11%Tefi	13 1%	8 1%	2 1%	11 1%	7 1%

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

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Table 7

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

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

		Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base		2034	682	678	584	90	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	259 13%Cln	90 13%	69 11%	79 13%	20 22%Tefi	259 24%TCl	-	-	206 21%Tn	48 5%
9 -	(9)	181 9%Cln	59 8%	60 9%	58 10%	5 6%	181 17%TCl	-	-	131 13%Tn	49 5%
8 -	(8)	319 16%Cln	111 16%	96 15%	96 16%	16 18%	319 29%TCl	-	-	206 21%Tn	113 11%
7 -	(7)	337 17%Cl	103 15%	124 19%	102 17%	9 10%	337 31%TCl	-	-	166 17%	167 17%
6 -	(6)	261 13%klm	83 12%	92 14%	74 13%	12 13%	-	261 40%Tkl	-	88 9%	166 17%Tm
5 -	(5)	247 12%klm	97 14%	74 11%	61 10%	14 16%	-	247 38%Tkl	-	90 9%	152 15%Tm
4 -	(4)	150 7%klm	58 8%	46 7%	44 8%	2 2%	-	150 23%Tkl	-	42 4%	104 10%Tm
3 -	(3)	113 6%Cm	42 6%	36 5%	33 6%	2 2%	-	-	113 40%TkC	27 3%	84 8%Tm
2 -	(2)	62 3%kC	18 3%	25 4%	16 3%	3 3%	-	-	62 22%TkC	18 2%	44 4%m
1 - Extremely dissatisfied	(1)	107 5%kCm	39 6%	37 6%	24 4%	6 7%	-	-	107 38%TkC	24 2%	78 8%Tm
NET: Dissatisfied	(1-3)	281 14%kCm	99 14%	98 15%	74 13%	11 12%	-	-	281 100%TkC	69 7%	206 20%Tm
NET: Neutral	(4-6)	657 32%klm	238 34%	211 32%	179 31%	28 32%	-	657 100%Tkl	-	221 22%	423 42%Tm
NET: Satisfied	(7-10)	1096 54%Cln	363 52%	349 53%	334 57%	50 56%	1096 100%TCl	-	-	708 71%Tn	377 37%
Mean score		6.44Cln	6.37	6.32	6.59	6.78	8.33TCl	5.17l	2.02	7.35Tn	5.55
Standard error		0.05	0.10	0.09	0.10	0.28	0.04	0.03	0.05	0.07	0.07

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

* = Less than .5

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Table 8

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		963	322	310	279	52	659	229	75	963	-
Weighted Base		997	355	300	289	54*	708	221	69*	997	-**
Effective base		823	279	262	238	45	567	194	63	823	-
10 - Extremely satisfied	(10)	206 / 21%CI	76 / 21%	50 / 17%	61 / 21%	19 / 34%Tf	206 / 29%TCI	-	-	206 / 21%	-
9 -	(9)	131 / 13%CI	51 / 14%	35 / 12%	42 / 15%	3 / 5%	131 / 18%TCI	-	-	131 / 13%	-
8 -	(8)	206 / 21%CI	72 / 20%	58 / 19%	63 / 22%	14 / 25%	206 / 29%TCI	-	-	206 / 21%	-
7 -	(7)	166 / 17%CI	60 / 17%	53 / 18%	48 / 17%	6 / 11%	166 / 23%TCI	-	-	166 / 17%	-
6 -	(6)	88 / 9%kl	26 / 7%	28 / 9%	28 / 10%	5 / 10%	-	88 / 40%Tkl	-	88 / 9%	-
5 -	(5)	90 / 9%kl	32 / 9%	28 / 9%	25 / 9%	5 / 9%	-	90 / 41%Tkl	-	90 / 9%	-
4 -	(4)	42 / 4%k	15 / 4%	11 / 4%	16 / 5%	1 / 1%	-	42 / 19%Tkl	-	42 / 4%	-
3 -	(3)	27 / 3%kC	14 / 4%	9 / 3%	4 / 1%	-	-	-	27 / 39%TkC	27 / 3%	-
2 -	(2)	18 / 2%k	5 / 1%	12 / 4%Tei	1 / *	-	-	-	18 / 26%TkC	18 / 2%	-
1 - Extremely dissatisfied	(1)	24 / 2%kC	5 / 1%	15 / 5%Tei	1 / *	2 / 4%i	-	-	24 / 35%TkC	24 / 2%	-
NET: Dissatisfied	(1-3)	69 / 7%ikC	24 / 7%i	37 / 12%Tei	6 / 2%	2 / 4%	-	-	69 / 100%TkC	69 / 7%	-
NET: Neutral	(4-6)	221 / 22%kl	73 / 21%	68 / 23%	69 / 24%	11 / 20%	-	221 / 100%Tkl	-	221 / 22%	-
NET: Satisfied	(7-10)	708 / 71%CI	258 / 73%	195 / 65%	214 / 74%f	41 / 76%	708 / 100%TCI	-	-	708 / 71%	-
Mean score		7.35fCI	7.44f	6.90	7.62f	7.81f	8.53TCI	5.21l	2.04	7.35	-

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

* = Less than .5

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Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2034	682	678	584	90	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	318 16%Cln	114 16%	88 13%	95 16%	22 24%Tf	275 25%TCl	22 3%	21 7%C	229 23%Tn	84 8%
9 -	(9)	226 11%Cln	63 9%	74 11%	78 13%e	11 12%	185 17%TCl	26 4%	16 6%	145 15%Tn	81 8%
8 -	(8)	359 18%Cl	132 19%	105 16%	112 19%	11 12%	266 24%TCl	76 12%l	18 6%	198 20%n	158 16%
7 -	(7)	307 15%l	99 14%	101 15%	95 16%	13 15%	171 16%l	108 16%l	29 10%	144 14%	162 16%
6 -	(6)	228 11%k	66 9%	91 14%e	59 10%	11 12%	81 7%	121 18%Tkl	25 9%	87 9%	138 14%m
5 -	(5)	187 9%k	55 8%	71 11%	49 8%	12 14%	41 4%	124 19%Tkl	21 8%k	69 7%	112 11%m
4 -	(4)	143 7%km	63 9%ij	45 7%	33 6%	2 2%	28 3%	84 13%Tk	31 11%Tk	49 5%	93 9%Tm
3 -	(3)	112 6%km	40 6%	40 6%	30 5%	2 2%	20 2%	56 9%Tk	36 13%Tk	26 3%	83 8%Tm
2 -	(2)	53 3%k	27 4%i	15 2%	11 2%	1 1%	11 1%	18 3%k	25 9%TkC	18 2%	35 4%m
1 - Extremely dissatisfied	(1)	81 4%k	36 5%	20 3%	24 4%	1 2%	7 1%	17 3%k	57 20%TkC	26 3%	51 5%m
Not applicable		18 1%	5 1%	7 1%	2 *	3 4%Tei	10 1%	5 1%	2 1%	6 1%	8 1%
NET: Dissatisfied	(1-3)	246 12%jkm	104 15%j	74 11%	65 11%	4 4%	37 3%	91 14%k	118 42%TkC	71 7%	169 17%Tm
NET: Neutral	(4-6)	558 27%km	184 26%	208 32%ei	141 24%	25 29%	151 14%	330 50%Tkl	77 27%k	204 20%	344 34%Tm
NET: Satisfied	(7-10)	1211 60%Cln	407 58%	368 56%	380 65%Tef	56 63%	897 82%TCl	231 35%	83 30%	716 72%Tn	485 48%
Mean score		6.77Cln	6.60	6.69	6.97e	7.43Tef	7.96TCl	5.71l	4.63	7.45Tn	6.12
Standard error		0.06	0.10	0.09	0.10	0.24	0.06	0.08	0.17	0.07	0.08

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		690	264	149	243	34	362	213	115	354	329
Weighted Base		748	303	151	258	37**	412	222	115*	399	343
Effective base		599	233	127	210	30	318	183	100	310	284
10 - Extremely satisfied	(10)	81 / 11%Cln	25 / 8%	16 / 11%	34 / 13%	7 / 18%	75 / 18%TCl	3 / 1%	3 / 3%	70 / 18%Tn	10 / 3%
9 -	(9)	76 / 10%Cln	30 / 10%	15 / 10%	25 / 10%	6 / 16%	67 / 16%TCl	6 / 3%	3 / 3%	59 / 15%Tn	16 / 5%
8 -	(8)	124 / 17%l	59 / 20%	22 / 14%	38 / 15%	5 / 15%	98 / 24%TCl	26 / 12%l	- / -	75 / 19%	48 / 14%
7 -	(7)	114 / 15%l	45 / 15%	21 / 14%	40 / 16%	8 / 21%	72 / 17%l	38 / 17%l	4 / 4%	69 / 17%	46 / 13%
6 -	(6)	88 / 12%l	40 / 13%	18 / 12%	29 / 11%	1 / 2%	47 / 12%l	37 / 17%l	4 / 4%	42 / 11%	46 / 13%
5 -	(5)	58 / 8%k	19 / 6%	17 / 11%	18 / 7%	3 / 8%	8 / 2%	42 / 19%Tkl	7 / 6%k	25 / 6%	33 / 10%
4 -	(4)	64 / 9%k	20 / 7%	17 / 11%	26 / 10%	1 / 2%	20 / 5%	31 / 14%Tk	14 / 12%k	22 / 5%	42 / 12%m
3 -	(3)	58 / 8%km	22 / 7%	16 / 11%	17 / 6%	3 / 8%	9 / 2%	21 / 9%k	29 / 25%TkC	12 / 3%	43 / 12%Tm
2 -	(2)	26 / 4%	17 / 6%	2 / 1%	7 / 3%	1 / 2%	8 / 2%	9 / 4%	10 / 8%Tk	12 / 3%	15 / 4%
1 - Extremely dissatisfied	(1)	55 / 7%km	22 / 7%	6 / 4%	24 / 9%	3 / 8%	7 / 2%	8 / 3%	40 / 35%TkC	13 / 3%	41 / 12%Tm
Not applicable		3 / *	3 / 1%	- / -	- / -	- / -	2 / 1%	1 / *	1 / 1%	1 / *	3 / 1%
NET: Dissatisfied	(1-3)	139 / 19%km	61 / 20%	25 / 16%	48 / 18%	7 / 18%	23 / 6%	38 / 17%k	78 / 68%TkC	36 / 9%	99 / 29%Tm
NET: Neutral	(4-6)	211 / 28%k	80 / 26%	52 / 35%	74 / 29%	4 / 12%	75 / 18%	110 / 50%Tkl	25 / 22%	89 / 22%	121 / 35%Tm
NET: Satisfied	(7-10)	395 / 53%Cln	159 / 52%	74 / 49%	136 / 53%	26 / 70%	311 / 76%TCl	74 / 33%l	10 / 9%	274 / 69%Tn	121 / 35%
Mean score		6.23Cln	6.16	6.23	6.22	6.88	7.54TCl	5.45l	3.07	7.17Tn	5.18
Standard error		0.10	0.16	0.20	0.18	0.48	0.11	0.14	0.21	0.13	0.14

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 11

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2034	682	678	584	90*	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	237 12%Cln	73 10%	73 11%	82 14%	10 12%	221 20%TCl	9 1%	7 2%	179 18%Tn	52 5%
9 -	(9)	236 12%Cln	77 11%	87 13%	61 10%	11 12%	186 17%TCl	37 6%	13 4%	155 16%Tn	79 8%
8 -	(8)	335 16%Cl	103 15%	108 16%	106 18%	16 19%	253 23%TCl	60 9%	22 8%	196 20%Tn	136 14%
7 -	(7)	265 13%l	86 12%	89 14%	84 14%	6 7%	163 15%l	85 13%l	18 6%	124 12%	139 14%
6 -	(6)	259 13%l	97 14%i	89 14%	58 10%	16 18%i	115 11%l	129 20%Tkl	15 5%	102 10%	149 15%m
5 -	(5)	230 11%k	78 11%	90 14%i	55 9%	7 8%	68 6%	140 21%Tkl	22 8%	101 10%	128 13%
4 -	(4)	156 8%km	51 7%	41 6%	56 9%	8 9%	37 3%	89 14%Tk	29 10%k	53 5%	102 10%Tm
3 -	(3)	133 7%km	50 7%	46 7%	35 6%	3 3%	22 2%	64 10%Tk	46 16%TkC	43 4%	89 9%Tm
2 -	(2)	62 3%km	31 4%f	10 2%	18 3%	3 3%	10 1%	20 3%k	32 11%TkC	13 1%	48 5%Tm
1 - Extremely dissatisfied	(1)	107 5%fkCm	49 7%f	20 3%	32 5%	6 7%	10 1%	20 3%k	77 27%TkC	23 2%	79 8%Tm
Not applicable		14 1%	6 1%	4 1%	2 *	2 2%i	11 1%	3 *	1 *	6 1%	5 *
NET: Dissatisfied	(1-3)	301 15%km	129 18%Tf	76 12%	85 14%	12 13%	42 4%	104 16%k	155 55%TkC	80 8%	216 21%Tm
NET: Neutral	(4-6)	645 32%klm	226 32%	220 33%	168 29%	31 35%	220 20%	359 55%Tkl	67 24%	257 26%	379 38%Tm
NET: Satisfied	(7-10)	1073 53%Cln	339 48%	358 54%e	333 57%e	44 50%	823 75%TCl	191 29%l	59 21%	654 66%Tn	406 40%
Mean score		6.43eCln	6.17	6.62e	6.52e	6.48	7.67TCl	5.49l	3.84	7.20Tn	5.67
Standard error		0.06	0.10	0.09	0.11	0.28	0.06	0.08	0.16	0.07	0.08

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 12

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

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

		Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base		2034	682	678	584	90	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	271 13%CIn	90 13%	79 12%	88 15%	16 17%	254 23%TCl	13 2%	4 2%	226 23%Tn	43 4%
9 -	(9)	216 11%CIn	79 11%	70 11%	55 9%	11 12%	187 17%TCl	24 4%	5 2%	156 16%Tn	57 6%
8 -	(8)	329 16%CIn	115 16%	93 14%	101 17%	21 23%f	251 23%TCl	70 11%l	8 3%	202 20%Tn	126 13%
7 -	(7)	318 16%jl	106 15%j	114 17%j	94 16%j	4 4%	181 17%l	117 18%l	19 7%	145 15%	170 17%
6 -	(6)	237 12%klm	73 10%	76 12%	77 13%	11 12%	97 9%	122 19%Tkl	18 6%	79 8%	154 15%Tm
5 -	(5)	240 12%km	81 12%	88 13%	58 10%	12 13%	67 6%	135 21%Tkl	37 13%k	90 9%	148 15%Tm
4 -	(4)	155 8%km	64 9%	47 7%	39 7%	6 6%	22 2%	95 14%Tk	38 13%Tk	43 4%	105 10%Tm
3 -	(3)	114 6%km	30 4%	49 7%e	30 5%	5 5%	19 2%	47 7%k	47 17%TkC	29 3%	81 8%Tm
2 -	(2)	55 3%km	20 3%	17 3%	18 3%	-	3 *	21 3%k	31 11%TkC	12 1%	43 4%Tm
1 - Extremely dissatisfied	(1)	89 4%kCm	40 6%f	21 3%	25 4%	4 4%	7 1%	10 2%	72 26%TkC	13 1%	74 7%Tm
Not applicable		10 1%	3 *	4 1%	2 *	2 2%i	7 1%	2 *	1 *	3 *	4 *
NET: Dissatisfied	(1-3)	258 13%km	90 13%	86 13%	73 12%	8 9%	29 3%	79 12%k	150 53%TkC	54 5%	198 20%Tm
NET: Neutral	(4-6)	631 31%km	218 31%	211 32%	174 30%	28 32%	187 17%	352 54%Tkl	93 33%k	212 21%	407 40%Tm
NET: Satisfied	(7-10)	1135 56%CIn	390 56%	356 54%	339 58%	50 57%	873 80%TCl	224 34%l	38 13%	728 73%Tn	396 39%
Mean score		6.57CIn	6.50	6.50	6.67	6.96	7.88TCl	5.66l	3.61	7.55Tn	5.62
Standard error		0.05	0.10	0.09	0.10	0.26	0.06	0.07	0.13	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2034	682	678	584	90	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	340 17%fCln	120 17%f	84 13%	112 19%f	24 27%Tef	303 28%TCl	24 4%	13 5%	264 26%Tn	73 7%
9 -	(9)	277 14%Cln	107 15%	84 13%	76 13%	10 12%	208 19%TCl	59 9%l	10 3%	175 18%Tn	98 10%
8 -	(8)	350 17%Cl	112 16%	120 18%	107 18%	11 13%	239 22%TCl	83 13%	28 10%	179 18%	167 17%
7 -	(7)	295 15%l	95 14%	103 16%	86 15%	11 12%	147 13%	123 19%Tkl	25 9%	123 12%	169 17%m
6 -	(6)	223 11%k	64 9%	78 12%	70 12%	12 13%	87 8%	114 17%Tkl	23 8%	99 10%	122 12%
5 -	(5)	204 10%km	70 10%	68 10%	56 10%	9 10%	52 5%	113 17%Tk	39 14%k	70 7%	130 13%Tm
4 -	(4)	109 5%km	39 6%	39 6%	27 5%	3 3%	19 2%	62 9%Tk	28 10%Tk	32 3%	76 8%Tm
3 -	(3)	98 5%km	37 5%	36 5%	22 4%	2 2%	15 1%	49 7%Tk	34 12%TkC	24 2%	72 7%Tm
2 -	(2)	45 2%km	15 2%	15 2%	13 2%	1 1%	9 1%	14 2%k	23 8%TkC	10 1%	33 3%m
1 - Extremely dissatisfied	(1)	65 3%km	28 4%	21 3%	13 2%	2 3%	4 *	11 2%k	50 18%TkC	16 2%	47 5%m
Not applicable		27 1%m	11 2%	9 1%	4 1%	3 4%i	13 1%	6 1%	8 3%kC	4 *	19 2%m
NET: Dissatisfied	(1-3)	208 10%km	81 12%	72 11%	49 8%	6 6%	28 3%	74 11%k	106 38%TkC	51 5%	152 15%Tm
NET: Neutral	(4-6)	536 26%km	174 25%	185 28%	153 26%	24 27%	157 14%	288 44%Tkl	91 32%Tk	201 20%	327 33%Tm
NET: Satisfied	(7-10)	1263 62%Cln	434 62%	391 59%	381 65%	56 63%	898 82%TCl	289 44%l	76 27%	741 74%Tn	507 50%
Mean score		6.98Cln	6.95	6.78	7.16f	7.43f	8.10TCl	6.10l	4.63	7.75Tn	6.23
Standard error		0.05	0.10	0.09	0.10	0.26	0.06	0.08	0.16	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 14

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2034	682	678	584	90	1050	685	299	963	1038
Weighted Base		2034	700	658	587	89*	1096	657	281	997	1006
Effective base		1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied	(10)	291 14%Cln	100 14%	74 11%	93 16%f	23 26%Tefi	261 24%TCl	19 3%	11 4%	233 23%Tn	55 5%
9 -	(9)	242 12%Cln	76 11%	74 11%	86 15%	6 6%	189 17%TCl	36 6%	16 6%	157 16%Tn	82 8%
8 -	(8)	355 17%Cl	128 18%	116 18%	102 17%	9 11%	279 25%TCl	65 10%l	10 4%	205 21%n	146 14%
7 -	(7)	301 15%l	83 12%	127 19%Tei	77 13%	14 16%	151 14%l	128 19%Tkl	23 8%	130 13%	169 17%m
6 -	(6)	250 12%k	90 13%	70 11%	80 14%	10 12%	84 8%	136 21%Tkl	30 11%	97 10%	150 15%m
5 -	(5)	225 11%km	74 11%	82 12%	58 10%	11 12%	57 5%	133 20%Tkl	34 12%k	66 7%	155 15%Tm
4 -	(4)	133 7%km	50 7%	48 7%	32 5%	3 3%	33 3%	72 11%Tk	28 10%Tk	44 4%	84 8%m
3 -	(3)	71 3%km	24 3%	24 4%	20 3%	4 4%	14 1%	24 4%k	34 12%TkC	16 2%	51 5%Tm
2 -	(2)	71 3%k	34 5%	18 3%	18 3%	1 2%	11 1%	26 4%k	34 12%TkC	21 2%	47 5%m
1 - Extremely dissatisfied	(1)	73 4%kCm	32 5%	20 3%	18 3%	2 2%	8 1%	12 2%k	53 19%TkC	21 2%	52 5%m
Not applicable		24 1%	10 1%	5 1%	4 1%	5 5%Tefi	9 1%	6 1%	9 3%TkC	6 1%	15 1%
NET: Dissatisfied	(1-3)	214 11%km	89 13%	62 9%	56 9%	7 8%	33 3%	61 9%k	121 43%TkC	58 6%	151 15%Tm
NET: Neutral	(4-6)	607 30%km	214 31%	199 30%	170 29%	24 27%	174 16%	340 52%Tkl	92 33%k	207 21%	389 39%Tm
NET: Satisfied	(7-10)	1189 58%Cln	387 55%	392 60%	358 61%	52 59%	880 80%TCl	249 38%l	60 21%	726 73%Tn	451 45%
Mean score		6.77Cln	6.62	6.70	6.97e	7.18	7.91TCl	5.90l	4.32	7.57Tn	6.00
Standard error		0.05	0.10	0.09	0.10	0.27	0.06	0.07	0.16	0.07	0.07

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

* = Less than .5

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Table 15

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

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

	Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied (10)	262 13%Cln	90 13%	67 10%	79 13%	25 29%Tefi	235 21%TCl	18 3%	9 3%	211 21%Tn	48 5%
9 - (9)	238 12%Cln	63 9%	102 15%Te	67 11%	6 7%	201 18%TCl	28 4%	9 3%	157 16%Tn	81 8%
8 - (8)	322 16%Cl	118 17%	88 13%	105 18%f	11 13%	238 22%TCl	64 10%	19 7%	187 19%n	132 13%
7 - (7)	294 14%l	102 15%	94 14%	90 15%	8 9%	176 16%l	101 15%l	17 6%	147 15%	146 14%
6 - (6)	261 13%km	90 13%	88 13%	68 12%	14 16%	105 10%	130 20%Tkl	27 9%	95 10%	162 16%Tm
5 - (5)	248 12%km	77 11%	98 15%i	62 11%	11 13%	63 6%	146 22%Tkl	38 14%k	84 8%	157 16%Tm
4 - (4)	138 7%km	45 6%	48 7%	41 7%	3 4%	26 2%	74 11%Tk	37 13%Tk	34 3%	100 10%Tm
3 - (3)	100 5%km	38 5%	30 5%	32 5%	1 1%	22 2%	45 7%k	38 12%TkC	25 2%	74 7%Tm
2 - (2)	64 3%k	29 4%	17 3%	16 3%	2 2%	9 1%	28 4%k	27 10%TkC	22 2%	41 4%m
1 - Extremely dissatisfied (1)	79 4%kCm	35 5%	22 3%	21 4%	1 2%	8 1%	13 2%k	58 21%TkC	22 2%	55 5%m
Not applicable	29 1%	13 2%	5 1%	6 1%	5 6%Tefi	14 1%	9 1%	6 2%	14 1%	10 1%
NET: Dissatisfied (1-3)	243 12%jkm	102 15%fj	68 10%	69 12%j	4 4%	38 4%	86 13%k	119 42%TkC	69 7%	170 17%Tm
NET: Neutral (4-6)	646 32%km	213 30%	234 36%i	170 29%	29 33%	193 18%	350 53%Tkl	102 36%k	213 21%	418 42%Tm
NET: Satisfied (7-10)	1116 55%Cln	373 53%	351 53%	341 58%	51 58%	851 78%TCl	211 32%l	54 19%	702 70%Tn	407 40%
Mean score	6.61Cln	6.45	6.59	6.71	7.41Tefi	7.80TCl	5.65l	4.20	7.44Tn	5.83
Standard error	0.05	0.10	0.09	0.10	0.25	0.06	0.07	0.15	0.07	0.07

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

JB25450

* = Less than .5

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Table 16

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied (10)	268 / 13%Cln	93 / 13%	89 / 14%	70 / 12%	15 / 17%	238 / 22%TCl	19 / 3%	11 / 4%	203 / 20%Tn	62 / 6%
9 - (9)	217 / 11%Cln	80 / 11%	77 / 12%	54 / 9%	6 / 7%	176 / 16%TCl	28 / 4%	13 / 4%	148 / 15%Tn	65 / 6%
8 - (8)	299 / 15%Cl	89 / 13%	106 / 16%	93 / 16%	12 / 13%	217 / 20%TCl	62 / 9%	20 / 7%	160 / 16%	137 / 14%
7 - (7)	277 / 14%l	82 / 12%	102 / 16%j	87 / 15%	6 / 7%	152 / 14%l	104 / 16%l	22 / 8%	138 / 14%	139 / 14%
6 - (6)	249 / 12%k	88 / 12%	95 / 15%i	58 / 10%	8 / 8%	105 / 10%	117 / 18%Tkl	27 / 10%	103 / 10%	143 / 14%m
5 - (5)	205 / 10%km	70 / 10%	61 / 9%	66 / 11%	8 / 10%	63 / 6%	115 / 18%Tkl	26 / 9%k	72 / 7%	129 / 13%Tm
4 - (4)	125 / 6%km	48 / 7%	39 / 6%	29 / 5%	8 / 9%	36 / 3%	71 / 11%Tkl	18 / 6%k	42 / 4%	81 / 8%m
3 - (3)	101 / 5%k	34 / 5%	25 / 4%	37 / 6%	5 / 6%	24 / 2%	49 / 7%Tk	28 / 10%Tk	33 / 3%	65 / 6%m
2 - (2)	65 / 3%km	17 / 2%	23 / 3%	24 / 4%	1 / 1%	17 / 2%	29 / 4%k	18 / 7%Tk	18 / 2%	44 / 4%m
1 - Extremely dissatisfied (1)	154 / 8%fkm	64 / 9%f	30 / 5%	52 / 9%f	7 / 8%	20 / 2%	47 / 7%k	86 / 31%TkC	40 / 4%	109 / 11%Tm
Not applicable	76 / 4%f	37 / 5%f	9 / 1%	18 / 3%	12 / 14%Tefi	48 / 4%C	15 / 2%	12 / 4%	41 / 4%	32 / 3%
NET: Dissatisfied (1-3)	319 / 16%fkm	115 / 16%f	78 / 12%	113 / 19%f	13 / 15%	61 / 6%	125 / 19%k	133 / 47%TkC	91 / 9%	218 / 22%Tm
NET: Neutral (4-6)	578 / 28%km	205 / 29%	196 / 30%	153 / 26%	24 / 27%	204 / 19%	304 / 46%Tkl	71 / 25%k	217 / 22%	352 / 35%Tm
NET: Satisfied (7-10)	1061 / 52%Cln	344 / 49%	375 / 57%Tej	303 / 52%	40 / 45%	783 / 71%TCl	213 / 32%l	65 / 23%	649 / 65%Tn	403 / 40%
Mean score	6.42Cln	6.33	6.69Tei	6.21	6.42	7.62TCl	5.43l	4.11	7.24Tn	5.64
Standard error	0.06	0.11	0.09	0.11	0.33	0.07	0.09	0.17	0.08	0.08

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 17

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
10 - Extremely satisfied (10)	315 15%CIn	106 15%	83 13%	104 18%f	22 25%Tef	279 25%TCl	29 4%	7 3%	251 25%Tn	60 6%
9 - (9)	244 12%CIn	85 12%	69 11%	82 14%	8 9%	201 18%TCl	32 5%	11 4%	160 16%Tn	82 8%
8 - (8)	349 17%CI	122 17%	118 18%	99 17%	11 12%	254 23%TCl	69 11%	26 9%	192 19%n	153 15%
7 - (7)	331 16%Il	121 17%	117 18%	84 14%	9 10%	171 16%l	132 20%Tkl	28 10%	153 15%	176 18%
6 - (6)	250 12%kl	67 10%	91 14%e	81 14%e	11 12%	94 9%	135 21%Tkl	21 8%	97 10%	150 15%m
5 - (5)	196 10%km	56 8%	72 11%	54 9%	14 16%e	40 4%	120 18%Tk	36 13%k	56 6%	139 14%Tm
4 - (4)	130 6%km	48 7%	44 7%	33 6%	5 6%	29 3%	71 11%Tk	31 11%Tk	36 4%	89 9%Tm
3 - (3)	77 4%km	28 4%	29 4%	18 3%	2 2%	15 1%	37 6%k	26 9%Tk	17 2%	58 6%Tm
2 - (2)	55 3%k	32 5%Tfi	14 2%	8 1%	1 1%	4 *	19 3%k	32 11%TkC	19 2%	35 3%
1 - Extremely dissatisfied (1)	74 4%kCm	30 4%	20 3%	21 4%	4 4%	4 *	9 1%k	61 22%TkC	14 1%	59 6%Tm
Not applicable	11 1%	5 1%	2 *	2 *	2 2%fi	5 *	4 1%	2 1%	3 *	5 1%
NET: Dissatisfied (1-3)	207 10%km	90 13%i	62 9%	48 8%	6 7%	24 2%	65 10%k	118 42%TkC	51 5%	152 15%Tm
NET: Neutral (4-6)	576 28%km	172 25%	206 31%e	168 29%	31 35%	163 15%	326 50%Tkl	88 31%k	189 19%	377 38%Tm
NET: Satisfied (7-10)	1240 61%CIn	433 62%	388 59%	369 63%	50 56%	904 83%TCl	262 40%l	73 26%	755 76%Tn	471 47%
Mean score	6.86CIn	6.76	6.75	7.08ef	7.06	8.03TCl	5.99l	4.34	7.70Tn	6.04
Standard error	0.05	0.10	0.09	0.10	0.27	0.05	0.07	0.16	0.07	0.07

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 18

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Courtesy and politeness of advisors	1263 62%CIn	434 62%	391 59%	381 65%	56 63%	898 82%TCl	289 44%l	76 27%	741 74%Tn	507 50%
Willingness to help resolve your issue	1240 61%CIn	433 62%	388 59%	369 63%	50 56%	904 83%TCl	262 40%l	73 26%	755 76%Tn	471 47%
Ease of finding provider contact details	1211 60%CIn	407 58%	368 56%	380 65%Tef	56 63%	897 82%TCl	231 35%	83 30%	716 72%Tn	485 48%
Advisor doing what they said they would do	1189 58%CIn	387 55%	392 60%	358 61%	52 59%	880 80%TCl	249 38%l	60 21%	726 73%Tn	451 45%
Getting the issue resolved to your satisfaction	1135 56%CIn	390 56%	356 54%	339 58%	50 57%	873 80%TCl	224 34%l	38 13%	728 73%Tn	396 39%
Logging of query details to avoid having to repeat yourself	1116 55%CIn	373 53%	351 53%	341 58%	51 58%	851 78%TCl	211 32%l	54 19%	702 70%Tn	407 40%
The time taken to handle your issue	1073 53%CIn	339 48%	358 54%e	333 57%e	44 50%	823 75%TCl	191 29%l	59 21%	654 66%Tn	406 40%
Offering compensation or a goodwill payment	1061 52%CIn	344 49%	375 57%Tej	303 52%	40 45%	783 71%TCl	213 32%l	65 23%	649 65%Tn	403 40%

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

* = Less than .5

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Table 19

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Completely resolved	997	355	300	289	54	708	221	69	997	-
	49%Cln	51%	46%	49%	61%Tfi	65%TCl	34%l	24%	100%Tn	-
Partly resolved	823	267	304	237	15	352	353	117	-	823
	40%jkm	38%j	46%Tej	40%j	17%	32%	54%Tkl	42%k	-	82%Tm
Not resolved at all	183	72	47	53	10	24	70	89	-	183
	9%km	10%	7%	9%	11%	2%	11%k	32%TkC	-	18%Tm
Don't know	31	6	7	8	9	11	13	6	-	-
	2%mn	1%	1%	1%	11%Tefi	1%	2%	2%	-	-

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

* = Less than .5

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Table 20

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Yes	844	296	263	241	45	626	165	53	844	-
	42%CIn	42%	40%	41%	50%	57%TCl	25%l	19%	85%Tn	-
No	142	56	36	44	6	73	53	16	142	-
	7%n	8%	6%	7%	7%	7%	8%	6%	14%Tn	-
Don't know	11	3	1	4	4	8	3	-	11	-
	1%n	*	*	1%	4%Tefi	1%	*	-	1%n	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 21

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	963	322	310	279	52	659	229	75	963	-
Weighted Base	997	355	300	289	54*	708	221	69*	997	-**
Effective base	823	279	262	238	45	567	194	63	823	-
Yes	844	296	263	241	45	626	165	53	844	-
	85%C	84%	88%	83%	82%	88%TCl	75%	77%	85%	-
No	142	56	36	44	6	73	53	16	142	-
	14%k	16%	12%	15%	11%	10%	24%Tk	23%k	14%	-
Don't know	11	3	1	4	4	8	3	-	11	-
	1%	1%	*	1%	7%Tefi	1%	1%	-	1%	-

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

* = Less than .5

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Table 22

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Not at all important	102	34	39	24	5	44	32	25	42	57
	5%	5%	6%	4%	6%	4%	5%	9%TkC	4%	6%
Not very important	342	111	126	88	18	129	160	53	118	218
	17%km	16%	19%	15%	20%	12%	24%Tk	19%k	12%	22%Tm
Fairly important	694	232	242	193	27	352	247	95	284	400
	34%m	33%	37%	33%	30%	32%	38%k	34%	28%	40%Tm
Very important	896	323	251	282	39	570	218	108	553	331
	44%fCn	46%f	38%	48%f	44%	52%TCl	33%	38%	55%Tn	33%
NET: Important	1590	556	492	476	66	922	465	203	837	731
	78%Cln	79%	75%	81%f	74%	84%TCl	71%	72%	84%Tn	73%
NET: Not important	444	144	165	111	23	174	192	78	160	275
	22%km	21%	25%i	19%	26%	16%	29%Tk	28%Tk	16%	27%Tm

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

* = Less than .5

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Table 23

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
The service has become more important	873 43%Cn	285 41%	272 41%	277 47%e	39 44%	532 49%TCl	234 36%	107 38%	474 48%Tn	390 39%
The service has become less important	648 32%j	213 30%j	250 38%Teij	170 29%j	14 16%	321 29%	244 37%Tk	83 30%	280 28%	360 36%Tm
No different	513 25%f	203 29%f	135 21%	140 24%	35 40%Tfi	243 22%	179 27%k	91 32%Tk	243 24%	256 25%

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

JB25450

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Table 24

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
More willing to make a complaint	561 / 28%C	194 / 28%	171 / 26%	175 / 30%	21 / 24%	340 / 31%C	149 / 23%	72 / 25%	300 / 30%n	256 / 26%
Less willing to make a complaint	583 / 29%j	186 / 27%j	237 / 36%Teij	146 / 25%	14 / 16%	293 / 27%	215 / 33%k	75 / 27%	253 / 25%	320 / 32%m
No different	758 / 37%f	279 / 40%f	197 / 30%	242 / 41%f	40 / 45%f	404 / 37%	244 / 37%	109 / 39%	394 / 39%	355 / 35%
Don't know	132 / 7%	41 / 6%	53 / 8%i	25 / 4%	13 / 15%Tefi	59 / 5%	49 / 7%	25 / 9%k	51 / 5%	75 / 7%

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

* = Less than .5

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Table 25

Q15: What is your current employment status?

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Employed or self-employed (full-time - 30hrs/wk+)	1175 58%jCln	405 58%j	388 59%j	346 59%j	36 41%	722 66%TCl	324 49%	130 46%	686 69%Tn	478 48%
Employed or self-employed (part-time - 8-29 hrs/wk+)	417 21%km	138 20%	152 23%i	105 18%	22 25%	181 17%	168 26%Tk	68 24%k	157 16%	256 25%Tm
Homemaker	176 9%m	72 10%	54 8%	43 7%	6 7%	73 7%	72 11%k	31 11%k	56 6%	116 12%Tm
Student / under education	164 8%m	48 7%	44 7%	60 10%f	12 14%ef	70 6%	67 10%k	26 9%	48 5%	105 10%Tm
Temporarily not working (unemployed / illness)	82 4%	27 4%	18 3%	29 5%	10 11%Tefi	39 4%	21 3%	23 8%TkC	41 4%	39 4%
Retired	20 1%	11 2%f	2 *	5 1%	3 3%fi	11 1%	4 1%	4 2%	8 1%	11 1%
NET: Employed	1592 78%jln	543 78%j	540 82%Tij	451 77%j	58 65%	903 82%TCl	492 75%	197 70%	843 85%Tn	734 73%

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

* = Less than .5

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Table 26

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Up to 10,399 Pounds	207 10%k	75 11%	64 10%	52 9%	15 17%Tfi	86 8%	76 12%k	45 16%Tk	102 10%	99 10%
10,400-15,599 Pounds	244 12%	82 12%	96 15%i	52 9%	14 16%	107 10%	97 15%k	40 14%k	109 11%	128 13%
15,600-25,999 Pounds	356 17%m	125 18%	117 18%	102 17%	11 13%	180 16%	131 20%	44 16%	138 14%	213 21%Tm
26,000-36,399 Pounds	374 18%l	120 17%	125 19%	118 20%	11 12%	219 20%l	120 18%l	35 12%	200 20%	169 17%
36,400-51,999 Pounds	411 20%C	147 21%	122 19%	126 22%	15 17%	253 23%C	105 16%	53 19%	209 21%	200 20%
52,000+	345 17%C	122 17%	111 17%	103 18%	9 10%	212 19%C	87 13%	46 16%	197 20%n	144 14%
Don't know	45 2%	12 2%	11 2%	17 3%	4 5%	20 2%	17 3%	8 3%	19 2%	25 3%
Would rather not say	53 3%	17 2%	12 2%	15 3%	9 10%Tefi	19 2%	23 4%k	10 4%	24 2%	27 3%

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

* = Less than .5

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Table 27

Q17: Where do you live?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
East Midlands	143	60	40	36	7	68	53	21	63	76
	7%	9%	6%	6%	8%	6%	8%	7%	6%	8%
East of England	123	46	41	27	8	62	37	24	68	53
	6%	7%	6%	5%	9%	6%	6%	8%	7%	5%
London	543	166	205	152	20	306	174	63	275	258
	27%	24%	31%Te	26%	23%	28%	26%	22%	28%	26%
North East	102	35	38	25	3	39	37	26	49	52
	5%	5%	6%	4%	3%	4%	6%	9%TkC	5%	5%
North West	210	77	74	56	3	112	66	32	105	104
	10%j	11%j	11%j	10%	3%	10%	10%	12%	11%	10%
Scotland	117	47	33	31	6	66	38	14	58	56
	6%	7%	5%	5%	7%	6%	6%	5%	6%	6%
South East	225	75	63	72	14	127	60	37	101	120
	11%	11%	10%	12%	16%	12%	9%	13%	10%	12%
South West	136	42	39	49	6	87	33	16	68	65
	7%	6%	6%	8%	7%	8%C	5%	6%	7%	6%
Ulster / Northern Ireland	45	16	17	9	4	23	17	5	15	27
	2%	2%	3%	1%	4%	2%	3%	2%	1%	3%
Wales	63	17	18	25	3	34	21	7	33	30
	3%	2%	3%	4%	3%	3%	3%	3%	3%	3%
West Midlands	176	58	56	52	10	76	82	19	82	93
	9%	8%	9%	9%	12%	7%	12%Tkl	7%	8%	9%
Yorks & Humber	151	61	33	52	4	94	39	17	80	71
	7%f	9%f	5%	9%f	5%	9%	6%	6%	8%	7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 28

Q18a: What is your gender?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Female	1144	382	345	360	57	577	412	156	536	591
	56%	55%	52%	61%Tef	64%	53%	63%Tkl	55%	54%	59%m
Male	848	305	292	222	29	506	232	109	452	384
	42%C	44%	44%i	38%	33%	46%TCl	35%	39%	45%n	38%
Prefer to use my own term	31	9	17	2	2	9	9	13	10	20
	2%i	1%	3%i	*	2%i	1%	1%	5%TkC	1%	2%
Prefer not to say	11	4	4	3	1	3	5	3	-	11
	1%m	1%	1%	*	1%	*	1%	1%	-	1%m

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 29

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Yes	1903	654	613	555	80	1035	610	257	951	923
	94%	93%	93%	95%	91%	94%	93%	92%	95%n	92%
No	102	35	35	27	5	47	35	20	38	63
	5%	5%	5%	5%	6%	4%	5%	7%	4%	6%m
Prefer not to say	29	12	9	5	3	13	12	4	9	19
	1%	2%	1%	1%	4%i	1%	2%	1%	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 30

Q19: What is your age?

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
16 - 17	15	5	7	3	-	6	8	1	2	13
	1%	1%	1%	*	-	1%	1%	*	*	1%m
18 - 24	650	212	233	183	22	276	268	105	243	391
	32%km	30%	35%	31%	25%	25%	41%Tk	37%k	24%	39%Tm
25 - 34	661	227	240	173	22	379	208	73	340	316
	32%l	32%	36%ij	29%	24%	35%l	32%	26%	34%	31%
35 - 44	434	147	131	135	20	284	101	49	257	168
	21%Cn	21%	20%	23%	23%	26%TCl	15%	18%	26%Tn	17%
45 - 54	181	69	35	63	14	101	46	33	103	78
	9%f	10%f	5%	11%f	16%Tf	9%	7%	12%C	10%	8%
55 - 64	73	28	10	27	7	37	22	13	40	31
	4%f	4%f	2%	5%f	8%Tf	3%	3%	5%	4%	3%
65 +	21	11	3	4	4	12	3	6	11	9
	1%	2%	*	1%	4%Tfi	1%	*	2%C	1%	1%
NET: 16-34	1325	445	479	358	43	662	484	179	586	720
	65%jkm	63%j	73%Teij	61%j	49%	60%	74%Tkl	64%	59%	72%Tm
NET: 36-54	615	217	166	198	34	385	147	83	359	246
	30%fCn	31%f	25%	34%f	39%f	35%TC	22%	29%C	36%Tn	24%
NET: 55+	94	39	13	31	11	49	25	19	52	40
	5%f	6%f	2%	5%f	13%Tefi	4%	4%	7%	5%	4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 31

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
A	333	108	130	83	11	205	91	37	198	129
	16%n	15%	20%i	14%	12%	19%Cl	14%	13%	20%Tn	13%
B	543	187	186	159	11	286	191	67	268	269
	27%j	27%j	28%j	27%j	13%	26%	29%	24%	27%	27%
C1	510	163	153	169	24	270	162	78	240	263
	25%	23%	23%	29%ef	27%	25%	25%	28%	24%	26%
C2	333	120	101	90	22	174	117	42	154	175
	16%	17%	15%	15%	24%fi	16%	18%	15%	15%	17%
D	155	65	44	39	6	78	51	26	70	81
	8%	9%	7%	7%	7%	7%	8%	9%	7%	8%
E	160	57	43	46	15	83	46	31	68	89
	8%	8%	7%	8%	16%Tefi	8%	7%	11%C	7%	9%
NET: AB	876	295	317	242	22	491	282	104	465	398
	43%j	42%j	48%Teij	41%j	25%	45%l	43%	37%	47%n	40%
NET: ABC1	1386	458	470	412	47	761	443	182	705	661
	68%j	65%j	71%ej	70%j	52%	69%	67%	65%	71%n	66%
NET: C2DE	648	242	188	175	42	335	214	99	292	345
	32%	35%f	29%	30%	48%Tefi	31%	33%	35%	29%	34%m
NET: DE	315	122	87	85	20	161	96	57	138	170
	15%	17%f	13%	14%	23%fi	15%	15%	20%TkC	14%	17%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 32

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
A city or large town (including suburbs)	1213 60%jCn	416 59%j	411 62%j	348 59%j	39 44%	692 63%C	358 54%	164 58%	647 65%Tn	552 55%
A small town	617 30%	219 31%	198 30%	163 28%	37 41%Tfi	302 28%	224 34%k	91 32%	265 27%	342 34%m
A village, hamlet or isolated dwelling in the countryside	189 9%	62 9%	45 7%	73 12%Tf	9 10%	97 9%	69 11%	23 8%	79 8%	104 10%
Prefer not to say	15 1%	3 *	4 1%	4 1%	4 5%Tefi	5 *	6 1%	3 1%	6 1%	8 1%
NET: Urban	1830 90%	635 91%	608 92%ij	511 87%	76 85%	994 91%	582 89%	255 91%	913 92%	894 89%
NET: Rural	189 9%	62 9%	45 7%	73 12%Tf	9 10%	97 9%	69 11%	23 8%	79 8%	104 10%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 33

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Small (1-2 people)	590 29%	200 29%	183 28%	180 31%	26 30%	293 27%	196 30%	100 **36%Tk**	280 28%	303 30%
Medium (3-4 people)	1033 **51%l**	370 53%	341 52%	281 48%	41 46%	593 **54%Cl**	318 48%	123 44%	534 **54%n**	484 48%
Large (5+ people)	411 20%	129 18%	134 20%	126 21%	22 25%	210 19%	143 22%	58 21%	184 18%	218 22%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 34

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
1	659	236	238	165	20	368	203	88	339	315
	32%	34%i	36%ij	28%	23%	34%	31%	31%	34%	31%
2	533	179	175	160	20	294	171	68	264	257
	26%	26%	27%	27%	22%	27%	26%	24%	26%	26%
3	134	53	35	38	9	74	40	21	61	72
	7%	8%	5%	6%	10%	7%	6%	7%	6%	7%
4	50	15	16	17	2	21	20	9	27	23
	2%	2%	2%	3%	2%	2%	3%	3%	3%	2%
5+	34	15	9	8	2	19	9	7	15	20
	2%	2%	1%	1%	2%	2%	1%	2%	1%	2%
No children in household	623	202	185	200	37	321	214	89	292	319
	31%	29%	28%	34%f	42%Tef	29%	33%	32%	29%	32%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 35

QHH4: ADULTS IN HOUSEHOLD.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
None	36 2%	16 2%	11 2%	8 1%	1 1%	12 1%	16 2%	7 3%	14 1%	20 2%
1	427 21%	150 21%	146 22%	110 19%	20 23%	208 19%	140 21%	79 28%TkC	186 19%	233 23%m
2	1028 51%Cln	371 53%j	318 48%	303 52%	36 40%	625 57%TCl	286 43%	117 42%	560 56%Tn	459 46%
3	306 15%k	89 13%	103 16%	95 16%	18 20%	129 12%	132 20%Tk	44 16%	130 13%	168 17%m
4	144 7%	47 7%	49 7%	41 7%	7 8%	79 7%	46 7%	19 7%	69 7%	71 7%
5+	94 5%	27 4%	31 5%	29 5%	7 8%	42 4%	37 6%	15 5%	38 4%	55 5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 36

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Hearing	146 / 7%	50 / 7%	50 / 8%	44 / 8%	2 / 2%	77 / 7%	44 / 7%	24 / 9%	77 / 8%	68 / 7%
Eyesight	223 / 11%	73 / 10%	84 / 13%	57 / 10%	8 / 10%	121 / 11%	68 / 10%	33 / 12%	106 / 11%	114 / 11%
Mobility	195 / 10%	61 / 9%	74 / 11%	51 / 9%	9 / 10%	95 / 9%	72 / 11%	27 / 10%	101 / 10%	93 / 9%
Dexterity	169 / 8%	55 / 8%	65 / 10%	44 / 7%	5 / 6%	93 / 8%	51 / 8%	25 / 9%	83 / 8%	86 / 9%
Breathing	185 / 9%	68 / 10%	53 / 8%	60 / 10%	4 / 5%	100 / 9%	62 / 9%	23 / 8%	102 / 10%	80 / 8%
Mental abilities	198 / 10%ej	48 / 7%	87 / 13%Tej	61 / 10%ej	1 / 2%	98 / 9%	69 / 10%	31 / 11%	91 / 9%	104 / 10%
Social/behavioural	231 / 11%j	75 / 11%j	85 / 13%j	69 / 12%j	2 / 2%	118 / 11%	72 / 11%	41 / 14%	101 / 10%	126 / 13%
Your mental health	391 / 19%	151 / 22%j	119 / 18%	112 / 19%	10 / 11%	182 / 17%	146 / 22%k	63 / 23%k	191 / 19%	199 / 20%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	95 / 5%	22 / 3%	26 / 4%	41 / 7%Tef	6 / 7%	54 / 5%	28 / 4%	12 / 4%	51 / 5%	43 / 4%
Prefer not to say	252 / 12%	84 / 12%	83 / 13%	59 / 10%	26 / 29%Tefi	145 / 13%	79 / 12%	28 / 10%	119 / 12%	124 / 12%
Don't know	24 / 1%	9 / 1%	8 / 1%	6 / 1%	2 / 2%	10 / 1%	10 / 2%	4 / 2%	7 / 1%	17 / 2%
Nothing	654 / 32%fC	233 / 33%f	169 / 26%	224 / 38%Tf	28 / 32%	418 / 38%TCl	157 / 24%	79 / 28%	354 / 35%n	290 / 29%
NET: Any limiting characteristic	1103 / 54%jk	375 / 54%j	398 / 61%Teij	298 / 51%j	32 / 36%	523 / 48%	411 / 63%Tk	169 / 60%k	518 / 52%	574 / 57%m

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 37

Financial vulnerability.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2034	682	678	584	90	1050	685	299	963	1038
Weighted Base	2034	700	658	587	89*	1096	657	281	997	1006
Effective base	1734	585	575	499	77	900	582	256	823	886
Most vulnerable	594	204	192	162	35	269	222	102	249	327
	29%km	29%	29%	28%	39%i	25%	34%Tk	36%Tk	25%	33%m
Potentially vulnerable	882	307	297	249	29	517	269	96	461	415
	43%l	44%	45%j	42%	33%	47%Cl	41%	34%	46%n	41%
Least vulnerable	461	160	146	144	12	270	126	65	245	211
	23%j	23%j	22%	25%j	13%	25%C	19%	23%	25%	21%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
The service not performing as it should	965 28%efj	-	-	965 100%Tefj	-	541 28%	295 29%	129 28%	460 26%	488 31%Tm
A billing, pricing or payment issue	948 28%fijn	948 74%Tfij	-	-	-	554 29%	254 25%	141 31%C	559 32%Tn	382 24%
A problem relating to the installation or set up of your service	561 17%eij	-	561 59%Teij	-	-	328 17%	172 17%	62 14%	278 16%	278 18%
A problem with a repair to the service	391 12%eij	-	391 41%Teij	-	-	228 12%l	125 12%l	38 8%	210 12%	174 11%
Dissatisfaction with customer service from a previous occasion or contact	334 10%fijk	334 26%Tfij	-	-	-	152 8%	111 11%k	71 16%TkC	147 8%	184 12%Tm
Or something else	187 6%efiln	-	-	-	187 100%Tefi	127 7%Cl	47 5%	13 3%	118 7%n	54 3%
SUMMARY:										
Billing and Customer service	1283 38%fij	1283 100%Tfij	-	-	-	705 37%	365 36%	212 47%TkC	706 40%n	566 36%
Repairs and Installation	952 28%eijl	-	952 100%Teij	-	-	555 29%l	297 30%l	100 22%	489 28%	452 29%
Service Issues	965 28%efj	-	-	965 100%Tefj	-	541 28%	295 29%	129 28%	460 26%	488 31%Tm
Something else	187 6%efiln	-	-	-	187 100%Tefi	127 7%Cl	47 5%	13 3%	118 7%n	54 3%

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 2

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1278	1278	-	-	-	696	369	213	690	576
Weighted Base	1283	1283	-**	-**	-**	705	365	212	706	566
Effective base	1228	1228	-	-	-	669	354	205	665	552
Bill was a lot higher than expected	276 / 22%	276 / 22%	-	-	-	156 / 22%	69 / 19%	51 / 24%	149 / 21%	124 / 22%
Bill was inaccurate	211 / **16%n**	211 / 16%	-	-	-	128 / 18%	53 / 14%	31 / 15%	144 / **20%Tn**	67 / 12%
Payment issues (including setting up/making a payment, non-direct debit charges)	200 / 16%	200 / 16%	-	-	-	119 / 17%	48 / 13%	33 / 15%	121 / 17%	78 / 14%
Bill contained items I shouldn't have been charged for	172 / 13%	172 / 13%	-	-	-	103 / 15%	45 / 12%	24 / 11%	102 / 14%	69 / 12%
Getting a refund, credit note or cashback	134 / 10%	134 / 10%	-	-	-	81 / 12%	34 / 9%	19 / 9%	77 / 11%	57 / 10%
Pre-pay credit lost or not credited to card	105 / 8%	105 / 8%	-	-	-	57 / 8%	39 / **11%l**	9 / 4%	62 / 9%	43 / 8%
The format of the bill	100 / 8%	100 / 8%	-	-	-	62 / 9%	24 / 7%	14 / 7%	62 / 9%	37 / 6%
Took too long to resolve issue	94 / 7%	94 / 7%	-	-	-	37 / 5%	34 / **9%k**	23 / **11%k**	42 / 6%	50 / 9%
Costs of international and roaming calls	92 / **7%l**	92 / 7%	-	-	-	63 / **9%l**	23 / 6%	7 / 3%	55 / 8%	38 / 7%
Unable to get through to anyone	89 / 7%	89 / 7%	-	-	-	45 / 6%	26 / 7%	19 / 9%	40 / 6%	49 / **9%m**
Didn't do what they said they would do	88 / 7%	88 / 7%	-	-	-	40 / 6%	27 / 7%	21 / **10%k**	34 / 5%	54 / **10%m**
Gave incorrect information	80 / 6%	80 / 6%	-	-	-	38 / 5%	23 / 6%	19 / 9%	41 / 6%	38 / 7%
Unable to get through to relevant person	74 / 6%	74 / 6%	-	-	-	31 / 4%	19 / 5%	24 / **11%TkC**	36 / 5%	38 / 7%
Rude/dismissive	56 / **4%m**	56 / 4%	-	-	-	27 / 4%	17 / 5%	13 / 6%	18 / 3%	36 / **6%m**
A different issue	21 / 2%	21 / 2%	-	-	-	13 / 2%	5 / 1%	2 / 1%	17 / **2%n**	4 / 1%

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

JB25450

* = Less than .5

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Table 3

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	957	-	-	957	-	539	292	126	452	487
Weighted Base	965	-**	-**	965	-**	541	295	129	460	488
Effective base	919	-	-	919	-	517	281	122	435	468
Service is not consistently available	276 29%	- -	- -	276 29%	- -	154 29%	84 29%	38 29%	132 29%	140 29%
Poor indoor reception/coverage	275 28%	- -	- -	275 28%	- -	163 30%	72 24%	39 30%	121 26%	148 30%
Unable to access 4G service	246 25%	- -	- -	246 25%	- -	144 27%	73 25%	29 23%	114 25%	129 26%
Complete loss of service	238 25%	- -	- -	238 25%	- -	136 25%	66 22%	36 28%	132 **29%n**	102 21%
Poor outside reception/ coverage	203 21%	- -	- -	203 21%	- -	113 21%	62 21%	29 23%	86 19%	113 23%
Problems with calls being disconnected during a call or not connected at all	165 17%	- -	- -	165 17%	- -	93 17%	50 17%	22 17%	76 17%	86 18%
Text or voice mails delivered late	132 14%	- -	- -	132 14%	- -	77 14%	44 15%	11 8%	64 14%	65 13%
Connection speed slower than advertised or led to expect	6 1%	- -	- -	6 1%	- -	3 1%	2 1%	1 1%	3 1%	4 1%
Poor picture quality	4 *	- -	- -	4 *	- -	3 1%	1 *	- -	1 *	3 1%
Problems with voice over internet (VOIP) telephone calls	4 *	- -	- -	4 *	- -	2 *	2 1%	- -	1 *	3 1%
Poor line quality	3 *	- -	- -	3 *	- -	3 1%	1 *	- -	2 *	1 *
Unable to get certain channels/content	2 *	- -	- -	2 *	- -	1 *	1 *	- -	1 *	1 *
A different issue (please describe it briefly in your own words)	19 2%	- -	- -	19 2%	- -	9 2%	7 2%	4 3%	9 2%	11 2%

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 4

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	961	-	961	-	-	560	300	101	489	461
Weighted Base	952	-**	952	-**	-**	555	297	100*	489	452
Effective base	920	-	920	-	-	537	286	96	470	440
Switching issues (e.g. problems trying to switch or problems porting your number)	533 *56%*	- -	533 *56%*	- -	- -	314 *56%*	162 *55%*	58 *58%*	264 *54%*	265 *59%*
Damage to property during installation	13 *1%*	- -	13 *1%*	- -	- -	10 *2%*	2 *1%*	1 *1%*	9 *2%*	4 *1%*
Time taken to install the service	12 *1%*	- -	12 *1%*	- -	- -	8 *2%*	3 *1%*	- -	6 *1%*	6 *1%*
Time taken to repair a fault	11 *1%*	- -	11 *1%*	- -	- -	6 *1%*	3 *1%*	1 *1%*	4 *1%*	7 *2%*
Missed/ moved installation appointment	10 *1%*	- -	10 *1%*	- -	- -	7 *1%*	2 *1%*	- -	5 *1%*	4 *1%*
Arranging an installation	9 *1%*	- -	9 *1%*	- -	- -	5 *1%*	2 *1%*	1 *1%*	4 *1%*	4 *1%*
Missed/moved repair appointment	9 *1%*	- -	9 *1%*	- -	- -	6 *1%*	2 *1%*	- -	3 *1%*	6 *1%*
Damage to property during repair	8 *1%*	- -	8 *1%*	- -	- -	6 *1%*	2 *1%*	- -	2 *	6 *1%*
Complaining about an engineer	7 *1%*	- -	7 *1%*	- -	- -	7 *1%*	- -	- -	5 *1%*	2 *
Arranging an appointment for an engineer visit	3 *	- -	3 *	- -	- -	3 *1%*	- -	- -	1 *	2 *
A different issue	385 *40%*	- -	385 *40%*	- -	- -	222 *40%*	124 *42%*	40 *40%*	209 *43%*	171 *38%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 5

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	**190**	-	-	-	190	129	48	13	121	54
Weighted Base	**187**	-**	-**	-**	187	127	47*	13**	118	54*
Effective base	**181**	-	-	-	181	123	46	13	115	52
Keeping your mobile phone number when changing suppliers	**46** **25%**	- -	- -	- -	46 25%	33 26%	11 24%	2 17%	26 22%	15 27%
Change to your package or service (upgrading or downgrading your service)	**42** **23%**	- -	- -	- -	42 23%	35 28%	7 15%	- -	32 27%	9 17%
Service not performing as advertised or as told in store/over the phone	**31** **16%**	- -	- -	- -	31 16%	22 18%	4 9%	4 32%	18 15%	12 22%
Switching issues (e.g. problems trying to switch or problems porting your number)	**19** **10%**	- -	- -	- -	19 10%	7 6%	12 **25%Tk**	- -	9 8%	7 12%
Complaining about the terms of your contract	**18** **10%**	- -	- -	- -	18 10%	12 9%	5 11%	1 9%	13 11%	5 9%
A different issue (please describe it briefly in your own words)	**42** **23%**	- -	- -	- -	42 23%	27 22%	8 18%	7 50%	26 22%	12 23%

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

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Table 6

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Only/mainly on the phone	1046	444	208	338	56	622	276	148	574	459
	31%fC	35%Tf	22%	35%Tf	30%f	32%C	28%	33%	32%	29%
Only/mainly via webchat	526	224	114	162	26	329	118	79	294	227
	16%fC	17%f	12%	17%f	14%	17%C	12%	17%C	17%	15%
Only/mainly via email	387	128	140	99	21	220	115	52	197	185
	11%	10%	15%Tei	10%	11%	11%	11%	12%	11%	12%
Only/mainly via mobile application	313	118	101	84	10	153	119	40	165	141
	9%	9%	11%j	9%	5%	8%	12%Tk	9%	9%	9%
Only/mainly by social media	288	88	113	76	11	168	82	38	151	135
	9%	7%	12%Teij	8%	6%	9%	8%	8%	9%	9%
Only/mainly via web form	286	102	93	82	10	143	100	43	134	151
	8%	8%	10%j	8%	5%	7%	10%k	9%	8%	10%m
Only/mainly in store	253	88	96	57	12	142	93	19	120	129
	7%l	7%	10%Tei	6%	7%	7%l	9%l	4%	7%	8%
Only/mainly by letter	197	67	72	54	5	94	74	28	86	106
	6%	5%	8%ej	6%	2%	5%	7%k	6%	5%	7%m
Only/mainly via another contact method	23	12	3	6	1	16	5	2	11	11
	1%	1%	*	1%	*	1%	1%	*	1%	1%
Don't know	67	13	12	8	34	41	22	4	39	15
	2%ein	1%	1%	1%	18%Tefi	2%	2%	1%	2%n	1%

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

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Ofcom - Complaints Handling Tracker - 2020
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Table 7

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

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

		Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	519 15%iCln	206 16%i	145 15%	122 13%	46 25%Tefi	519 27%TCl	- -	- -	445 25%Tn	65 4%
9 -	(9)	337 10%Cln	125 10%	92 10%	100 10%	20 11%	337 17%TCl	- -	- -	253 14%Tn	80 5%
8 -	(8)	518 15%Cln	196 15%	164 17%i	129 13%	28 15%	518 27%TCl	- -	- -	325 18%Tn	189 12%
7 -	(7)	555 16%eCl	179 14%	154 16%	190 20%Te	32 17%	555 29%TCl	- -	- -	286 16%	259 17%
6 -	(6)	420 12%klm	146 11%	127 13%	129 13%	19 10%	- -	420 42%Tkl	- -	163 9%	248 16%Tm
5 -	(5)	372 11%klm	136 11%	106 11%	106 11%	23 12%	- -	372 37%Tkl	- -	120 7%	247 16%Tm
4 -	(4)	212 6%klm	83 6%j	63 7%j	60 6%	5 3%	- -	212 21%Tkl	- -	63 4%	144 9%Tm
3 -	(3)	169 5%jkCm	74 6%j	43 5%j	50 5%j	2 1%	- -	- -	169 37%TkC	47 3%	120 8%Tm
2 -	(2)	102 3%kCm	48 4%f	20 2%	31 3%	4 2%	- -	- -	102 22%TkC	28 2%	72 5%Tm
1 - Extremely dissatisfied	(1)	183 5%kCm	90 7%Tf	37 4%	48 5%	7 4%	- -	- -	183 40%TkC	44 2%	135 9%Tm
NET: Dissatisfied	(1-3)	453 13%fjkCm	212 17%Tfij	100 10%	129 13%j	13 7%	- -	- -	453 100%TkC	119 7%	327 21%Tm
NET: Neutral	(4-6)	1004 30%klm	365 28%	297 31%	295 31%	47 25%	- -	1004 100%Tkl	- -	345 19%	639 41%Tm
NET: Satisfied	(7-10)	1929 57%Cln	705 55%	555 58%	541 56%	127 68%Tefi	1929 100%TCl	- -	- -	1308 74%Tn	593 38%
Mean score		6.61Cln	6.47	6.75ei	6.52	7.31Tefi	8.42TCl	5.21l	1.97	7.56Tn	5.54
Standard error		0.04	0.08	0.08	0.08	0.17	0.03	0.02	0.04	0.05	0.06

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

* = Less than .5

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Table 8

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

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

		Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base		1752	690	489	452	121	1294	341	117	1752	-
Weighted Base		1772	706	489	460	118	1308	345	119	1772	-**
Effective base		1685	665	470	435	115	1245	327	113	1685	-
10 - Extremely satisfied	(10)	445 25%CI	182 26%	122 25%	101 22%	40 34%Tfi	445 34%TCI	-	-	445 25%	-
9 -	(9)	253 14%CI	100 14%	66 13%	69 15%	19 16%	253 19%TCI	-	-	253 14%	-
8 -	(8)	325 18%CI	122 17%	98 20%	85 19%	19 16%	325 25%TCI	-	-	325 18%	-
7 -	(7)	286 16%CI	111 16%	76 16%	83 18%	16 14%	286 22%TCI	-	-	286 16%	-
6 -	(6)	163 9%kl	68 10%	39 8%	47 10%	9 8%	-	163 47%Tkl	-	163 9%	-
5 -	(5)	120 7%kl	49 7%	36 7%	26 6%	9 7%	-	120 35%Tkl	-	120 7%	-
4 -	(4)	63 4%kl	19 3%	21 4%	22 5%	1 1%	-	63 18%Tkl	-	63 4%	-
3 -	(3)	47 3%kC	18 3%	15 3%	12 3%	2 2%	-	-	47 39%TkC	47 3%	-
2 -	(2)	28 2%kC	15 2%	6 1%	7 1%	1 1%	-	-	28 24%TkC	28 2%	-
1 - Extremely dissatisfied	(1)	44 2%kC	22 3%	11 2%	8 2%	2 2%	-	-	44 37%TkC	44 2%	-
NET: Dissatisfied	(1-3)	119 7%kC	55 8%	32 6%	27 6%	5 4%	-	-	119 100%TkC	119 7%	-
NET: Neutral	(4-6)	345 19%kl	136 19%	96 20%	94 21%	19 16%	-	345 100%Tkl	-	345 19%	-
NET: Satisfied	(7-10)	1308 74%CI	514 73%	361 74%	338 74%	94 80%	1308 100%TCI	-	-	1308 74%	-
Mean score		7.56CI	7.52	7.55	7.51	8.02Tefi	8.65TCI	5.29I	2.03	7.56	-

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

JB25450

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Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	648 19%Cln	238 19%	182 19%	176 18%	52 28%Tefi	575 30%TCl	40 4%	33 7%C	497 28%Tn	138 9%
9 -	(9)	429 13%Cln	140 11%	132 14%e	132 14%e	24 13%	346 18%TCl	61 6%	22 5%	278 16%Tn	149 10%
8 -	(8)	606 18%Cl	226 18%	156 16%	187 19%	37 20%	443 23%TCl	128 13%l	35 8%	325 18%	272 17%
7 -	(7)	458 14%l	170 13%	144 15%	118 12%	26 14%	280 15%l	147 15%l	30 7%	245 14%	206 13%
6 -	(6)	364 11%km	143 11%	100 11%	102 11%	19 10%	129 7%	194 19%Tkl	41 9%	135 8%	224 14%Tm
5 -	(5)	334 10%km	135 11%	94 10%	93 10%	12 7%	64 3%	222 22%Tkl	48 11%k	107 6%	219 14%Tm
4 -	(4)	203 6%km	77 6%	66 7%	55 6%	6 3%	34 2%	118 12%Tk	50 11%Tk	74 4%	128 8%Tm
3 -	(3)	129 4%jkm	50 4%j	37 4%	40 4%j	2 1%	25 1%	54 5%Tk	50 11%TkC	40 2%	86 6%Tm
2 -	(2)	87 3%km	42 3%	18 2%	24 2%	3 1%	12 1%	21 2%k	53 12%TkC	20 1%	64 4%Tm
1 - Extremely dissatisfied	(1)	103 3%fkCm	55 4%Tfj	16 2%	30 3%	1 1%	2 *	14 1%k	86 19%TkC	36 2%	66 4%Tm
Not applicable		27 1%	8 1%	6 1%	8 1%	5 3%Tefi	18 1%	4 *	5 1%	15 1%	8 1%
NET: Dissatisfied	(1-3)	318 9%jkm	147 11%Tfj	72 8%j	94 10%j	6 3%	40 2%	90 9%k	189 42%TkC	96 5%	215 14%Tm
NET: Neutral	(4-6)	901 27%jkm	355 28%j	260 27%j	250 26%	37 20%	228 12%	534 53%Tkl	140 31%k	316 18%	571 37%Tm
NET: Satisfied	(7-10)	2140 63%Cln	773 60%	614 65%e	613 64%	139 74%Tefi	1644 85%TCl	375 37%l	121 27%	1344 76%Tn	765 49%
Mean score		7.06eCln	6.87	7.15e	7.07	7.84Tefi	8.22TCl	5.97l	4.57	7.75Tn	6.28
Standard error		0.04	0.07	0.07	0.08	0.15	0.04	0.06	0.14	0.05	0.06

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

* = Less than .5

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Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1034	437	211	328	58	614	273	147	561	459
Weighted Base		1046	444	208	338	56*	622	276	148	574	459
Effective base		995	421	202	317	55	591	263	142	541	441
10 - Extremely satisfied	(10)	157 15%Cln	69 15%	29 14%	42 12%	17 31%Tefi	144 23%TCl	7 3%	6 4%	135 24%Tn	21 5%
9 -	(9)	112 11%Cln	41 9%	27 13%	37 11%	7 12%	96 15%TCl	11 4%	6 4%	79 14%n	33 7%
8 -	(8)	182 17%Cl	78 18%	37 18%	58 17%	9 16%	151 24%TCl	24 9%	8 5%	119 21%n	64 14%
7 -	(7)	157 15%l	52 12%	37 18%e	56 17%	12 21%	103 17%l	48 17%l	6 4%	85 15%	69 15%
6 -	(6)	111 11%	38 8%	18 9%	51 15%Tef	3 6%	54 9%	48 17%Tkl	9 6%	54 9%	51 11%
5 -	(5)	117 11%km	56 13%	20 10%	38 11%	3 6%	32 5%	70 26%Tkl	15 10%k	43 8%	73 16%Tm
4 -	(4)	58 6%km	28 6%	13 6%	17 5%	1 1%	14 2%	30 11%Tk	14 9%k	18 3%	40 9%Tm
3 -	(3)	66 6%km	33 7%	11 5%	21 6%	1 2%	12 2%	25 9%k	29 19%TkC	18 3%	47 10%Tm
2 -	(2)	32 3%k	18 4%i	9 4%i	4 1%	1 2%	5 1%	7 3%k	20 14%TkC	10 2%	22 5%m
1 - Extremely dissatisfied	(1)	47 5%km	30 7%fi	5 3%	11 3%	1 1%	4 1%	7 3%k	36 25%TkC	9 2%	38 8%Tm
Not applicable		6 1%	2 *	1 1%	2 1%	1 2%	6 1%	- -	- -	5 1%	1 *
NET: Dissatisfied	(1-3)	145 14%km	82 18%Tij	25 12%	36 11%	3 5%	21 3%	39 14%k	85 58%TkC	36 6%	108 23%Tm
NET: Neutral	(4-6)	286 27%jkm	121 27%j	51 24%	106 31%j	8 14%	100 16%	148 54%Tkl	37 25%k	115 20%	165 36%Tm
NET: Satisfied	(7-10)	609 58%Cln	240 54%	131 63%e	194 57%	45 80%Tefi	495 80%TCl	89 32%l	25 17%	417 73%Tn	186 41%
Mean score		6.67Cln	6.39	6.81	6.74	7.89Tefi	7.84TCl	5.59l	3.77	7.56Tn	5.57
Standard error		0.08	0.13	0.17	0.13	0.28	0.08	0.12	0.22	0.09	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

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

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

		Total (T)	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
			Issue				**Satisfaction**			**Complaint resolved**	
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	460 14%Cln	175 14%	140 15%i	105 11%	40 21%Tefi	429 22%TCl	23 2%	8 2%	378 21%Tn	76 5%
9 -	(9)	429 13%Cln	150 12%	137 14%	120 12%	22 12%	365 19%TCl	53 5%l	11 2%	283 16%Tn	144 9%
8 -	(8)	545 16%Cln	217 17%	143 15%	154 16%	31 16%	412 21%TCl	101 10%	32 7%	339 19%Tn	203 13%
7 -	(7)	501 15%l	179 14%	150 16%	147 15%	26 14%	300 16%l	166 17%l	35 8%	278 16%	214 14%
6 -	(6)	414 12%klm	136 11%	126 13%	126 13%	25 13%	189 10%	191 19%Tkl	34 7%	159 9%	245 16%Tm
5 -	(5)	378 11%km	143 11%	103 11%	113 12%	18 10%	109 6%	208 21%Tkl	61 14%k	143 8%	224 14%Tm
4 -	(4)	237 7%jkm	90 7%j	71 8%j	71 7%j	5 3%	52 3%	132 13%Tk	52 12%Tk	65 4%	167 11%Tm
3 -	(3)	189 6%km	81 6%j	46 5%	57 6%	5 2%	40 2%	83 8%Tk	66 14%TkC	63 4%	121 8%Tm
2 -	(2)	70 2%km	28 2%	12 1%	25 3%f	5 2%	4 *	26 3%k	39 9%TkC	15 1%	54 3%Tm
1 - Extremely dissatisfied	(1)	139 4%fkCm	78 6%Tfi	17 2%	40 4%f	5 3%	9 *	19 2%k	112 25%TkC	37 2%	102 7%Tm
Not applicable		24 1%	7 1%	6 1%	6 1%	6 3%Tefi	20 1%C	2 *	2 1%	11 1%	10 1%
NET: Dissatisfied	(1-3)	398 12%fkm	187 15%Tfj	75 8%	122 13%f	14 8%	53 3%	128 13%k	217 48%TkC	115 6%	277 18%Tm
NET: Neutral	(4-6)	1029 30%km	369 29%	301 32%	311 32%	48 26%	350 18%	531 53%Tkl	148 33%k	368 21%	636 41%Tm
NET: Satisfied	(7-10)	1935 57%Cln	720 56%	570 60%i	526 55%	119 64%i	1505 78%TCl	343 34%l	87 19%	1278 72%Tn	636 41%
Mean score		6.69Cln	6.54	6.94Tei	6.53	7.27Tei	7.85TCl	5.70l	3.97	7.48Tn	5.81
Standard error		0.04	0.07	0.07	0.08	0.17	0.04	0.06	0.12	0.05	0.06

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 12

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied (10)	495 15%Cln	200 16%i	132 14%	121 13%	43 23%Tefi	470 24%TCl	22 2%	4 1%	423 24%Tn	65 4%
9 - (9)	398 12%Cln	146 11%	126 13%	106 11%	21 11%	341 18%TCl	43 4%	14 3%	289 16%Tn	108 7%
8 - (8)	564 17%Cln	208 16%	169 18%	156 16%	31 16%	438 23%TCl	97 10%l	29 6%	355 20%Tn	201 13%
7 - (7)	483 14%l	164 13%	160 17%ej	140 15%	20 11%	293 15%l	158 16%l	32 7%	246 14%	233 15%
6 - (6)	416 12%klm	159 12%	107 11%	121 13%	30 16%	175 9%	207 21%Tkl	34 7%	155 9%	251 16%Tm
5 - (5)	381 11%km	131 10%	118 12%	113 12%	18 10%	99 5%	235 23%Tkl	47 10%k	139 8%	233 15%Tm
4 - (4)	196 6%km	77 6%	47 5%	67 7%j	5 3%	49 3%	103 10%Tk	44 10%Tk	74 4%	120 8%Tm
3 - (3)	177 5%jkm	80 6%j	52 5%j	42 4%	3 2%	25 1%	86 9%Tk	66 15%TkC	34 2%	142 9%Tm
2 - (2)	114 3%km	40 3%	24 3%	45 5%f	4 2%	17 1%	37 4%k	60 13%TkC	27 2%	83 5%Tm
1 - Extremely dissatisfied (1)	139 4%fkCm	73 6%Tff	16 2%	42 4%f	7 4%	6 *	11 1%k	121 27%TkC	23 1%	114 7%Tm
Not applicable	23 1%	5 *	2 *	11 1%f	6 3%Tefi	17 1%	4 *	3 1%	6 *	11 1%
NET: Dissatisfied (1-3)	429 13%fjkm	194 15%Tfj	92 10%	130 13%fj	14 7%	48 2%	134 13%k	247 54%TkC	84 5%	338 22%Tm
NET: Neutral (4-6)	993 29%km	367 29%	272 29%	301 31%	53 28%	323 17%	545 54%Tkl	125 28%k	368 21%	604 39%Tm
NET: Satisfied (7-10)	1940 57%Cln	717 56%	586 62%Tei	524 54%	114 61%	1541 80%TCl	321 32%l	79 17%	1313 74%Tn	606 39%
Mean score	6.69Cln	6.60	6.90Tei	6.51	7.25Tei	7.93TCl	5.67l	3.71	7.64Tn	5.62
Standard error	0.04	0.07	0.07	0.08	0.18	0.04	0.06	0.12	0.05	0.06

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied (10)	654 / 19%Cln	250 / 19%	170 / 18%	179 / 19%	55 / 29%Tefi	584 / 30%TCl	45 / 4%	25 / 6%	527 / 30%Tn	114 / 7%
9 - (9)	432 / 13%Cln	168 / 13%	118 / 12%	121 / 13%	25 / 13%	351 / 18%TCl	61 / 6%	20 / 4%	283 / 16%Tn	147 / 9%
8 - (8)	618 / 18%Cl	228 / 18%	181 / 19%	177 / 18%	31 / 17%	428 / 22%TCl	154 / 15%l	36 / 8%	337 / 19%	273 / 17%
7 - (7)	446 / 13%l	153 / 12%	142 / 15%e	133 / 14%	18 / 10%	250 / 13%	152 / 15%l	44 / 10%	203 / 11%	238 / 15%m
6 - (6)	398 / 12%km	155 / 12%	112 / 12%	115 / 12%	16 / 9%	146 / 8%	195 / 19%Tkl	57 / 12%k	152 / 9%	241 / 15%Tm
5 - (5)	315 / 9%km	125 / 10%	87 / 9%	82 / 9%	21 / 11%	67 / 3%	193 / 19%Tkl	56 / 12%Tk	97 / 5%	213 / 14%Tm
4 - (4)	206 / 6%km	69 / 5%	68 / 7%	63 / 6%	7 / 3%	46 / 2%	104 / 10%Tk	56 / 12%Tk	70 / 4%	134 / 9%Tm
3 - (3)	124 / 4%km	52 / 4%j	36 / 4%	34 / 4%	2 / 1%	18 / 1%	56 / 6%Tk	50 / 11%TkC	38 / 2%	83 / 5%Tm
2 - (2)	70 / 2%k	29 / 2%	17 / 2%	22 / 2%	2 / 1%	7 / *	25 / 3%k	38 / 8%TkC	26 / 1%	41 / 3%m
1 - Extremely dissatisfied (1)	75 / 2%fjkCm	45 / 3%Tfj	10 / 1%	21 / 2%j	- / -	4 / *	11 / 1%k	60 / 13%TkC	23 / 1%	52 / 3%Tm
Not applicable	48 / 1%	10 / 1%	10 / 1%	18 / 2%e	10 / 5%Tefi	28 / 1%	8 / 1%	11 / 2%C	16 / 1%	23 / 1%
NET: Dissatisfied (1-3)	269 / 8%jkm	126 / 10%Tfj	63 / 7%j	76 / 8%j	4 / 2%	29 / 1%	92 / 9%k	149 / 33%TkC	87 / 5%	177 / 11%Tm
NET: Neutral (4-6)	920 / 27%km	349 / 27%	267 / 28%	260 / 27%	43 / 23%	259 / 13%	492 / 49%Tkl	168 / 37%Tk	318 / 18%	588 / 38%Tm
NET: Satisfied (7-10)	2150 / 63%Cln	798 / 62%	612 / 64%	610 / 63%	129 / 69%	1613 / 84%TCl	412 / 41%l	126 / 28%	1351 / 76%Tn	771 / 49%
Mean score	7.15Cln	7.06	7.16	7.13	7.84Tefi	8.23TCl	6.10l	4.88	7.86Tn	6.34
Standard error	0.04	0.07	0.07	0.08	0.15	0.04	0.06	0.13	0.05	0.06

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 14

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	584 17%Cln	236 18%	148 16%	159 16%	42 22%f	533 28%TCl	38 4%	14 3%	486 27%Tn	89 6%
9 -	(9)	480 14%eCln	152 12%	162 17%Te	139 14%	28 15%	403 21%TCl	57 6%	20 4%	330 19%Tn	147 9%
8 -	(8)	539 16%Cln	193 15%	160 17%	153 16%	32 17%	403 21%TCl	112 11%l	24 5%	327 18%Tn	208 13%
7 -	(7)	418 12%l	148 12%	129 14%	120 12%	20 11%	239 12%l	158 16%Tkl	20 4%	192 11%	222 14%m
6 -	(6)	381 11%km	134 10%	117 12%	115 12%	14 8%	153 8%	190 19%Tkl	38 8%	154 9%	220 14%Tm
5 -	(5)	347 10%km	145 11%f	78 8%	104 11%	21 11%	77 4%	218 22%Tkl	53 12%k	110 6%	230 15%Tm
4 -	(4)	215 6%km	82 6%	65 7%	61 6%	6 3%	52 3%	106 11%Tk	57 13%Tk	72 4%	137 9%Tm
3 -	(3)	159 5%km	62 5%	48 5%	44 5%	5 3%	24 1%	74 7%Tk	62 14%TkC	36 2%	121 8%Tm
2 -	(2)	79 2%km	38 3%f	15 2%	23 2%	3 2%	9 *	24 2%k	46 10%TkC	18 1%	59 4%Tm
1 - Extremely dissatisfied	(1)	121 4%fkCm	70 5%Tfij	18 2%	29 3%	3 2%	4 *	12 1%k	104 23%TkC	31 2%	89 6%Tm
Not applicable		62 2%m	23 2%	9 1%	18 2%	12 7%Tefi	32 2%	16 2%	15 3%kC	16 1%	37 2%m
NET: Dissatisfied	(1-3)	359 11%km	170 13%Tfij	81 9%	96 10%	12 6%	37 2%	110 11%k	212 47%TkC	85 5%	269 17%Tm
NET: Neutral	(4-6)	943 28%km	362 28%	260 27%	280 29%	41 22%	282 15%	513 51%Tkl	148 33%Tk	335 19%	587 38%Tm
NET: Satisfied	(7-10)	2022 60%Cln	729 57%	600 63%e	572 59%	121 65%e	1578 82%TCl	365 36%l	78 17%	1335 75%Tn	667 43%
Mean score		6.93eCln	6.74	7.09e	6.93	7.46Tei	8.15TCl	5.90l	4.01	7.82Tn	5.93
Standard error		0.04	0.07	0.07	0.08	0.17	0.04	0.06	0.12	0.05	0.06

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 15

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

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

	Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied (10)	505 15%Cln	185 14%	161 17%i	121 13%	37 20%i	462 24%TCl	29 3%	13 3%	405 23%Tn	91 6%
9 - (9)	415 12%Cln	140 11%	118 12%	131 14%	27 14%	335 17%TCl	63 6%	17 4%	284 16%Tn	126 8%
8 - (8)	571 17%Cln	207 16%	171 18%	165 17%	29 15%	441 23%TCl	104 10%l	26 6%	359 20%Tn	208 13%
7 - (7)	515 15%l	192 15%	156 16%	141 15%	27 14%	307 16%l	166 17%l	42 9%	260 15%	251 16%
6 - (6)	372 11%klm	152 12%	103 11%	104 11%	14 7%	147 8%	190 19%Tkl	35 8%	132 7%	233 15%Tm
5 - (5)	393 12%km	145 11%	110 12%	122 13%	16 9%	102 5%	227 23%Tkl	64 14%k	136 8%	248 16%Tm
4 - (4)	202 6%jkm	72 6%	59 6%j	67 7%j	4 2%	44 2%	113 11%Tk	46 10%Tk	67 4%	132 8%Tm
3 - (3)	120 4%km	51 4%	29 3%	35 4%	5 2%	19 1%	44 4%k	56 12%TkC	37 2%	81 5%Tm
2 - (2)	104 3%km	44 3%	22 2%	33 3%	6 3%	13 1%	40 4%k	51 11%TkC	22 1%	80 5%Tm
1 - Extremely dissatisfied (1)	115 3%fkCm	67 5%Tfi	13 1%	29 3%f	5 3%	8 *	13 1%k	94 21%TkC	36 2%	80 5%Tm
Not applicable	74 2%f	28 2%	11 1%	18 2%	18 9%Tefi	49 3%	15 2%	9 2%	34 2%	31 2%
NET: Dissatisfied (1-3)	339 10%fkm	162 13%Tf	64 7%	97 10%f	16 9%	41 2%	97 10%k	202 44%TkC	95 5%	240 15%Tm
NET: Neutral (4-6)	967 29%jkm	369 29%j	271 29%j	292 30%j	34 18%	293 15%	529 53%Tkl	145 32%k	335 19%	613 39%Tm
NET: Satisfied (7-10)	2006 59%Cln	724 56%	606 64%Tei	558 58%	119 64%	1546 80%TCl	362 36%l	98 22%	1308 74%Tn	675 43%
Mean score	6.84eCln	6.65	7.09Tei	6.75	7.30Tei	7.97TCl	5.87l	4.19	7.61Tn	5.96
Standard error	0.04	0.07	0.07	0.08	0.19	0.04	0.06	0.12	0.05	0.06

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 16

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

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

		Total (T)	Issue				Satisfaction			Complaint resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	486 14%Cln	182 14%	137 14%	128 13%	39 21%Tefi	426 22%TCl	38 4%	22 5%	405 23%Tn	74 5%
9 -	(9)	400 12%Cln	148 12%	119 12%	115 12%	18 10%	326 17%TCl	58 6%	17 4%	262 15%Tn	133 9%
8 -	(8)	533 16%Cl	174 14%	179 19%Te	156 16%	24 13%	397 21%TCl	108 11%l	29 6%	309 17%n	216 14%
7 -	(7)	453 13%l	168 13%	137 14%	127 13%	22 12%	257 13%l	171 17%Tkl	25 5%	224 13%	226 14%
6 -	(6)	382 11%k	143 11%	124 13%i	96 10%	19 10%	176 9%	166 17%Tkl	40 9%	179 10%	195 13%m
5 -	(5)	330 10%km	119 9%	95 10%	101 10%	15 8%	107 6%	186 19%Tkl	38 8%k	125 7%	202 13%Tm
4 -	(4)	191 6%km	74 6%	59 6%	50 5%	8 4%	55 3%	102 10%Tk	34 7%k	62 4%	125 8%Tm
3 -	(3)	158 5%km	60 5%	46 5%	47 5%	5 3%	38 2%	73 7%Tk	47 10%TkC	47 3%	109 7%Tm
2 -	(2)	121 4%km	49 4%	23 2%	41 4%f	8 4%	25 1%	44 4%k	52 11%TkC	37 2%	82 5%Tm
1 - Extremely dissatisfied	(1)	207 6%fkCm	114 9%Tfij	25 3%	62 6%f	6 3%	26 1%	42 4%k	139 31%TkC	44 2%	161 10%Tm
Not applicable		124 4%fCn	50 4%f	9 1%	41 4%f	23 12%Tefi	96 5%TCl	17 2%	11 3%	78 4%n	35 2%
NET: Dissatisfied	(1-3)	486 14%fkm	223 17%Tfij	94 10%	150 16%f	19 10%	89 5%	159 16%k	238 52%TkC	128 7%	352 23%Tm
NET: Neutral	(4-6)	904 27%km	336 26%	278 29%	247 26%	42 23%	338 18%	454 45%Tkl	112 25%k	366 21%	522 33%Tm
NET: Satisfied	(7-10)	1872 55%Cln	673 52%	571 60%Tei	526 55%	102 55%	1406 73%TCl	374 37%l	93 20%	1200 68%Tn	650 42%
Mean score		6.60eCln	6.39	6.88Tei	6.52	7.04Tei	7.73TCl	5.71l	3.90	7.47Tn	5.63
Standard error		0.05	0.08	0.08	0.09	0.20	0.05	0.07	0.14	0.06	0.07

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
Fieldwork: 16th November 2020 - 31st December 2020

Table 17

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

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

		Total (T)	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
			Issue				**Satisfaction**			**Complaint resolved**	
Unweighted Base		3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base		3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base		3249	1228	920	919	181	1847	966	435	1685	1511
10 - Extremely satisfied	(10)	585 17%Cln	235 18%	148 16%	153 16%	48 26%Tefi	534 28%TCl	36 4%	14 3%	499 28%Tn	75 5%
9 -	(9)	471 14%Cln	166 13%	143 15%	136 14%	26 14%	387 20%TCl	67 7%l	18 4%	311 18%Tn	159 10%
8 -	(8)	610 18%Cl	223 17%	174 18%	178 18%	36 19%	449 23%TCl	124 12%l	37 8%	348 20%n	254 16%
7 -	(7)	466 14%el	144 11%	147 15%e	155 16%e	21 11%	244 13%l	182 18%Tkl	40 9%	222 13%	238 15%m
6 -	(6)	380 11%km	144 11%	116 12%	105 11%	15 8%	139 7%	196 20%Tkl	46 10%k	134 8%	243 16%Tm
5 -	(5)	320 9%km	128 10%	87 9%	89 9%	15 8%	80 4%	188 19%Tkl	52 11%k	121 7%	192 12%Tm
4 -	(4)	203 6%km	82 6%	59 6%	55 6%	7 4%	40 2%	109 11%Tk	54 12%Tk	57 3%	142 9%Tm
3 -	(3)	122 4%km	56 4%	35 4%	29 3%	3 2%	21 1%	47 5%k	54 12%TkC	26 1%	94 6%Tm
2 -	(2)	91 3%km	38 3%	22 2%	27 3%	4 2%	9 *	31 3%k	51 11%TkC	21 1%	69 4%Tm
1 - Extremely dissatisfied	(1)	103 3%fkCm	53 4%f	12 1%	34 4%f	3 2%	5 *	15 2%k	83 18%TkC	22 1%	80 5%Tm
Not applicable		35 1%	13 1%	9 1%	5 *	8 4%Tefi	21 1%	9 1%	5 1%	12 1%	14 1%
NET: Dissatisfied	(1-3)	316 9%fkm	147 11%Tfj	69 7%	91 9%	10 5%	35 2%	93 9%k	188 42%TkC	68 4%	243 16%Tm
NET: Neutral	(4-6)	903 27%jkm	355 28%j	263 28%j	249 26%	37 20%	259 13%	493 49%Tkl	152 33%Tk	312 18%	576 37%Tm
NET: Satisfied	(7-10)	2132 63%Cln	769 60%	612 64%e	621 64%e	131 70%Te	1615 84%TCl	409 41%l	108 24%	1380 78%Tn	726 47%
Mean score		7.03Cln	6.91	7.12e	7.00	7.66Tefi	8.18TCl	6.03l	4.39	7.90Tn	6.06
Standard error		0.04	0.07	0.07	0.08	0.17	0.04	0.06	0.12	0.05	0.06

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 18

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

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

	Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Courtesy and politeness of advisors	2150 63%CIn	798 62%	612 64%	610 63%	129 69%	1613 84%TCl	412 41%l	126 28%	1351 76%Tn	771 49%
Ease of finding provider contact details	2140 63%CIn	773 60%	614 65%e	613 64%	139 74%Tefi	1644 85%TCl	375 37%l	121 27%	1344 76%Tn	765 49%
Willingness to help resolve your issue	2132 63%CIn	769 60%	612 64%e	621 64%e	131 70%Te	1615 84%TCl	409 41%l	108 24%	1380 78%Tn	726 47%
Advisor doing what they said they would do	2022 60%CIn	729 57%	600 63%e	572 59%	121 65%e	1578 82%TCl	365 36%l	78 17%	1335 75%Tn	667 43%
Logging of query details to avoid having to repeat yourself	2006 59%CIn	724 56%	606 64%Tei	558 58%	119 64%	1546 80%TCl	362 36%l	98 22%	1308 74%Tn	675 43%
Getting the issue resolved to your satisfaction	1940 57%CIn	717 56%	586 62%Tei	524 54%	114 61%	1541 80%TCl	321 32%l	79 17%	1313 74%Tn	606 39%
The time taken to handle your issue	1935 57%CIn	720 56%	570 60%i	526 55%	119 64%i	1505 78%TCl	343 34%l	87 19%	1278 72%Tn	636 41%
Offering compensation or a goodwill payment	1872 55%CIn	673 52%	571 60%Tei	526 55%	102 55%	1406 73%TCl	374 37%l	93 20%	1200 68%Tn	650 42%

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 19

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Completely resolved	1772	706	489	460	118	1308	345	119	1772	-
	52%iCln	55%i	51%	48%	63%Tefi	68%TCl	34%l	26%	100%Tn	-
Partly resolved	1231	427	382	380	41	541	537	152	-	1231
	36%jkm	33%j	40%Tej	39%ej	22%	28%	54%Tkl	34%k	-	79%Tm
Not resolved at all	328	139	70	108	12	52	102	175	-	328
	10%fkm	11%f	7%	11%f	7%	3%	10%k	39%TkC	-	21%Tm
Don't know	55	11	11	18	15	27	20	8	-	-
	2%mn	1%	1%	2%	8%Tefi	1%	2%	2%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 20

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Yes	1542	611	428	407	97	1169	278	95	1542	-
	46%CIn	48%i	45%	42%	52%i	61%TCl	28%l	21%	87%Tn	-
No	206	90	53	51	13	128	57	22	206	-
	6%n	7%	6%	5%	7%	7%	6%	5%	12%Tn	-
Don't know	24	5	8	2	8	12	10	2	24	-
	1%n	*	1%	*	4%Tefi	1%	1%	*	1%Tn	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 21

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	1752	690	489	452	121	1294	341	117	1752	-
Weighted Base	1772	706	489	460	118	1308	345	119	1772	-**
Effective base	1685	665	470	435	115	1245	327	113	1685	-
Yes	1542	611	428	407	97	1169	278	95	1542	-
	87%CI	87%	88%	88%	82%	89%CI	81%	80%	87%	-
No	206	90	53	51	13	128	57	22	206	-
	12%	13%	11%	11%	11%	10%	16%Tk	19%Tk	12%	-
Don't know	24	5	8	2	8	12	10	2	24	-
	1%	1%	2%	*	6%Tefi	1%	3%Tk	2%	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 22

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Not at all important	127	43	44	32	7	48	50	29	52	69
	4%k	3%	5%	3%	4%	2%	5%k	6%Tk	3%	4%m
Not very important	477	165	177	120	15	173	229	74	165	298
	14%jkm	13%	19%Teij	12%	8%	9%	23%Tkl	16%k	9%	19%Tm
Fairly important	1031	362	346	278	45	562	358	111	481	536
	30%lm	28%	36%Teij	29%	24%	29%	36%Tkl	25%	27%	34%Tm
Very important	1751	713	384	535	120	1145	367	239	1073	656
	52%fCn	56%Tf	40%	55%Tf	64%Tefi	59%TCl	37%	53%C	61%Tn	42%
NET: Important	2783	1075	730	813	165	1707	725	350	1554	1193
	82%fCln	84%f	77%	84%f	88%Tf	89%TCl	72%	77%C	88%Tn	76%
NET: Not important	603	208	221	152	22	221	279	103	218	367
	18%jkm	16%	23%Teij	16%	12%	11%	28%Tkl	23%Tk	12%	24%Tm

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

* = Less than .5

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Table 23

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
The service has become more important	1515	598	372	464	82	939	364	213	902	598
	45%fCn	47%f	39%	48%f	44%	49%TC	36%	47%C	51%Tn	38%
The service has become less important	1015	341	398	251	25	502	404	110	408	595
	30%eijklm	27%j	42%Teij	26%j	14%	26%	40%Tkl	24%	23%	38%Tm
No different	855	344	182	250	79	488	236	131	461	366
	25%f	27%f	19%	26%f	43%Tefi	25%	24%	29%C	26%	23%

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

* = Less than .5

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Table 24

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
More willing to make a complaint	897 26%jC	317 25%	239 25%	305 32%Tefj	36 19%	534 28%C	232 23%	131 29%C	507 29%n	383 25%
Less willing to make a complaint	985 29%ijl	348 27%j	360 38%Teij	241 25%	36 19%	539 28%	340 34%Tkl	107 24%	474 27%	505 32%Tm
No different	1233 36%f	524 41%Tfi	284 30%	344 36%f	81 44%fi	725 38%C	340 34%	169 37%	664 37%	554 36%
Don't know	270 8%	94 7%	68 7%	75 8%	33 18%Tefi	131 7%	92 9%k	47 10%k	127 7%	118 8%

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

* = Less than .5

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Table 25

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

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Contract (with monthly bills)	2533	969	707	732	126	1463	728	341	1376	1123
	75%jn	75%j	74%	76%j	67%	76%	73%	75%	78%Tn	72%
Pay as you go	827	307	237	226	56	450	268	108	385	427
	24%m	24%	25%	23%	30%	23%	27%k	24%	22%	27%Tm
Don't know	26	8	7	6	4	15	7	4	11	9
	1%	1%	1%	1%	2%Tefi	1%	1%	1%	1%	1%

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

* = Less than .5

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Fieldwork: 16th November 2020 - 31st December 2020

Table 26

Q15: What is your current employment status?

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

	Total	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Employed or self-employed (full-time - 30hrs/wk+)	1850 55%jCln	687 54%j	559 59%Tej	535 55%j	68 37%	1177 61%TCl	459 46%	214 47%	1090 62%Tn	741 48%
Employed or self-employed (part-time - 8-29 hrs/wk+)	715 21%km	268 21%	214 23%	200 21%	33 18%	357 19%	261 26%Tk	97 21%	315 18%	387 25%Tm
Homemaker	276 8%km	108 8%	81 8%	71 7%	17 9%	118 6%	106 11%Tk	52 12%Tk	107 6%	164 11%Tm
Student / under education	290 9%f	107 8%	58 6%	92 10%f	33 17%Tefi	143 7%	113 11%Tki	34 8%	126 7%	156 10%m
Temporarily not working (unemployed / illness)	223 7%f	97 8%f	37 4%	57 6%f	32 17%Tefi	119 6%	57 6%	46 10%TkC	115 7%	99 6%
Retired	33 1%f	16 1%f	2 *	10 1%f	4 2%f	15 1%	9 1%	9 2%Tk	17 1%	13 1%
NET: Employed	2565 76%jCln	955 74%j	774 81%Teij	735 76%j	101 54%	1534 80%TCl	720 72%	311 69%	1406 79%Tn	1128 72%

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

* = Less than .5

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Table 27

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

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

	Total (T)	Issue: Billing and Customer service (e)	Issue: Repairs and Installation (f)	Issue: Service issues (i)	Issue: Something else (j)	Satisfaction: Satisfied (k)	Satisfaction: Neutral (C)	Satisfaction: Dissatisfied (l)	Complaint resolved: Yes (m)	Complaint resolved: No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Up to 10,399 Pounds	413 12%	168 13%	108 11%	108 11%	29 16%	210 11%	137 14%k	66 15%k	229 13%	176 11%
10,400-15,599 Pounds	467 14%k	173 14%	142 15%	129 13%	23 12%	218 11%	163 16%k	86 19%Tk	226 13%	230 15%
15,600-25,999 Pounds	668 20%	229 18%	221 23%Tei	186 19%	32 17%	376 19%	202 20%	90 20%	310 17%	349 22%Tm
26,000-36,399 Pounds	583 17%j	236 18%j	162 17%j	167 17%j	17 9%	357 19%	156 16%	69 15%	301 17%	273 17%
36,400-51,999 Pounds	575 17%l	225 18%	149 16%	176 18%	25 13%	369 19%Cl	150 15%	57 13%	332 19%n	240 15%
52,000+	452 13%C	176 14%	128 13%	130 13%	17 9%	298 15%TC	98 10%	56 12%	264 15%n	186 12%
Don't know	103 3%f	38 3%f	15 2%	27 3%	23 12%Tefi	50 3%	42 4%k	11 2%	57 3%	41 3%
Would rather not say	125 4%k	38 3%	26 3%	41 4%	20 11%Tefi	51 3%	55 6%Tk	18 4%	54 3%	66 4%

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

JB25450

* = Less than .5

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Table 28

Q17: Where do you live?

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

	Total (T)	Issue — Billing and Customer service (e)	Issue — Repairs and Installation (f)	Issue — Service issues (i)	Issue — Something else (j)	Satisfaction — Satisfied (k)	Satisfaction — Neutral (C)	Satisfaction — Dissatisfied (l)	Complaint resolved — Yes (m)	Complaint resolved — No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
East Midlands	229	93	61	58	18	118	75	35	132	95
	7%	7%	6%	6%	9%	6%	7%	8%	7%	6%
East of England	206	76	59	60	11	128	50	29	103	100
	6%	6%	6%	6%	6%	7%	5%	6%	6%	6%
London	869	307	270	261	30	492	269	108	449	406
	26%j	24%j	28%ej	27%j	16%	25%	27%	24%	25%	26%
North East	171	63	50	54	4	87	52	32	86	80
	5%	5%	5%	6%	2%	5%	5%	7%k	5%	5%
North West	371	147	109	94	21	207	111	53	198	166
	11%	11%	11%	10%	11%	11%	11%	12%	11%	11%
Scotland	181	69	50	48	14	109	53	19	91	89
	5%	5%	5%	5%	8%	6%	5%	4%	5%	6%
South East	371	141	95	108	28	206	110	55	191	176
	11%	11%	10%	11%	15%	11%	11%	12%	11%	11%
South West	228	81	62	68	17	139	60	29	130	96
	7%	6%	6%	7%	9%	7%	6%	6%	7%	6%
Ulster / Northern Ireland	50	17	17	12	4	36	9	5	28	22
	1%	1%	2%	1%	2%	2%C	1%	1%	2%	1%
Wales	127	57	30	33	7	74	36	16	72	54
	4%	4%	3%	3%	4%	4%	4%	4%	4%	3%
West Midlands	320	133	77	92	17	187	96	37	178	134
	9%	10%	8%	10%	9%	10%	10%	8%	10%	9%
Yorks & Humber	262	99	71	78	14	145	81	35	115	142
	8%	8%	7%	8%	8%	8%	8%	8%	6%	9%m

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

* = Less than .5

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Table 29

Q18a: What is your gender?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Female	2023	745	567	581	129	1164	600	259	1072	922
	60%	58%	60%	60%	69%Tefi	60%	60%	57%	61%	59%
Male	1302	511	369	368	53	739	386	177	678	604
	38%j	40%j	39%j	38%j	28%	38%	38%	39%	38%	39%
Prefer to use my own term	40	19	12	8	-	14	12	15	12	24
	1%	2%	1%	1%	-	1%	1%	3%TkC	1%	2%m
Prefer not to say	22	7	2	8	5	13	5	4	10	10
	1%	1%	*	1%	3%Tefi	1%	1%	1%	1%	1%

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

* = Less than .5

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Table 30

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Yes	3154	1201	868	912	173	1815	921	418	1687	1421
	93%fn	94%f	91%	95%f	93%	94%C	92%	92%	95%Tn	91%
No	166	57	68	34	6	80	59	27	56	105
	5%m	4%	7%Tei	4%	3%	4%	6%k	6%	3%	7%Tm
Prefer not to say	66	25	16	18	7	34	25	8	29	33
	2%	2%	2%	2%	4%	2%	2%	2%	2%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 31

Q19: What is your age?

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
16 - 17	28	14	3	8	4	11	14	4	11	14
	1%	1%f	*	1%	2%Tf	1%	1%k	1%	1%	1%
18 - 24	1068	376	310	317	65	540	385	143	515	538
	32%k	29%	33%	33%	35%	28%	38%Tkl	32%	29%	34%Tm
25 - 34	1215	478	373	323	42	692	363	160	642	557
	36%j	37%j	39%ij	33%j	22%	36%	36%	35%	36%	36%
35 - 44	693	246	203	207	38	441	169	83	386	297
	20%C	19%	21%	21%	20%	23%TCl	17%	18%	22%	19%
45 - 54	265	115	47	78	25	182	49	34	159	100
	8%fC	9%f	5%	8%f	14%Tefi	9%TC	5%	8%C	9%n	6%
55 - 64	92	39	11	31	11	54	18	20	46	45
	3%f	3%f	1%	3%f	6%Tef	3%	2%	4%C	3%	3%
65 +	24	17	5	2	1	9	6	9	13	10
	1%	1%i	1%	*	*	*	1%	2%TkC	1%	1%
NET: 16-34	2312	867	686	648	111	1243	761	307	1168	1109
	68%jk	68%j	72%Teij	67%	60%	64%	76%Tkl	68%	66%	71%Tm
NET: 36-54	958	360	250	284	63	622	218	117	545	396
	28%Cn	28%	26%	29%	34%f	32%TCl	22%	26%	31%n	25%
NET: 55+	116	56	16	33	12	63	24	29	59	54
	3%f	4%f	2%	3%f	6%Tf	3%	2%	6%TkC	3%	3%

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

JB25450

* = Less than .5

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Table 32

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

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
A	509 15%jn	185 14%j	182 19%Teij	133 14%j	9 5%	308 16%	133 13%	68 15%	341 19%Tn	167 11%
B	792 23%j	291 23%j	243 26%j	232 24%j	26 14%	468 24%	225 22%	98 22%	406 23%	380 24%
C1	862 25%	332 26%	218 23%	255 26%	56 30%f	484 25%	250 25%	127 28%	430 24%	413 26%
C2	614 18%	222 17%	168 18%	188 20%	36 19%	343 18%	200 20%	71 16%	310 17%	295 19%
D	267 8%	109 8%	70 7%	69 7%	19 10%	154 8%	71 7%	41 9%	117 7%	140 9%m
E	343 10%f	145 11%f	70 7%	88 9%	41 22%Tefi	171 9%	124 12%Tk	47 10%	169 10%	164 11%
NET: AB	1301 38%jn	476 37%j	426 45%Teij	365 38%j	34 18%	776 40%C	358 36%	167 37%	747 42%Tn	547 35%
NET: ABC1	2163 64%j	808 63%j	644 68%Tej	620 64%j	91 49%	1260 65%C	608 61%	294 65%	1177 66%n	960 62%
NET: C2DE	1223 36%f	475 37%f	308 32%	345 36%	96 51%Tefi	669 35%	395 39%k	160 35%	595 34%	600 38%m
NET: DE	609 18%f	253 20%fi	139 15%	157 16%	60 32%Tefi	326 17%	195 19%	88 20%	285 16%	304 20%m

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

* = Less than .5

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Table 33

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
A city or large town (including suburbs)	2006 59%jCn	764 60%j	578 61%j	573 59%j	91 49%	1199 62%TCl	554 55%	253 56%	1140 64%Tn	843 54%
A small town	1044 31%km	388 30%	277 29%	301 31%	77 41%Tefi	536 28%	355 35%Tk	152 34%k	458 26%	565 36%Tm
A village, hamlet or isolated dwelling in the countryside	301 9%	122 9%	92 10%	75 8%	13 7%	172 9%	89 9%	40 9%	155 9%	139 9%
Prefer not to say	35 1%	9 1%	5 *	15 2%ef	6 3%Tef	22 1%	5 1%	8 2%C	18 1%	11 1%
NET: Urban	3050 90%	1152 90%	855 90%	874 91%	168 90%	1735 90%	910 91%	405 89%	1599 90%	1409 90%
NET: Rural	301 9%	122 9%	92 10%	75 8%	13 7%	172 9%	89 9%	40 9%	155 9%	139 9%

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

* = Less than .5

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Table 34

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

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

| | Total | Issue | | | | Satisfaction | | | Complaint resolved | |
| | | Billing and Customer service | Repairs and Installation | Service issues | Something else | Satisfied | Neutral | Dissatisfied | Yes | No |
	(T)	(e)	(f)	(i)	(j)	(k)	(C)	(l)	(m)	(n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Small (1-2 people)	1067	432	295	281	60	570	325	173	545	498
	32%	34%i	31%	29%	32%	30%	32%	38%TkC	31%	32%
Medium (3-4 people)	1670	616	487	475	92	999	475	196	891	762
	49%l	48%	51%	49%	49%	52%Cl	47%	43%	50%	49%
Large (5+ people)	649	235	170	209	35	360	204	85	336	299
	19%	18%	18%	22%f	19%	19%	20%	19%	19%	19%

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

* = Less than .5

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Table 35

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
1	1083 **32%l**	403 31%	322 **34%j**	311 32%	47 25%	648 **34%l**	314 31%	122 27%	591 33%	486 31%
2	773 23%	275 21%	227 24%	222 23%	49 26%	454 24%	223 22%	96 21%	409 23%	352 23%
3	222 7%	81 6%	60 6%	70 7%	11 6%	121 6%	67 7%	34 8%	120 7%	96 6%
4	69 2%	23 2%	16 2%	27 3%	2 1%	40 2%	21 2%	8 2%	34 2%	33 2%
5+	55 2%	27 2%	12 1%	14 1%	3 2%	29 1%	19 2%	8 2%	23 1%	28 2%
No children in household	1182 35%	474 37%	314 33%	321 33%	74 39%	636 33%	360 36%	186 **41%Tk**	593 33%	564 36%

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

JB25450

* = Less than .5

Ofcom - Complaints Handling Tracker - 2020
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Table 36

QHH4: ADULTS IN HOUSEHOLD.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
None	51 2%	16 1%	13 1%	21 2%	2 1%	20 1%	23 2%k	8 2%	25 1%	24 2%
1	785 23%	316 25%i	225 24%	202 21%	42 23%	408 21%	245 24%k	132 29%Tk	385 22%	377 24%
2	1669 49%Cl	631 49%	477 50%	475 49%	87 46%	1016 53%TCl	457 46%	196 43%	908 51%n	742 48%
3	459 14%	159 12%	134 14%	135 14%	31 16%	269 14%	132 13%	58 13%	243 14%	209 13%
4	258 8%	94 7%	62 7%	83 9%	17 9%	135 7%	87 9%	35 8%	129 7%	126 8%
5+	164 5%	66 5%	41 4%	49 5%	8 4%	81 4%	58 6%	25 5%	82 5%	80 5%

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

* = Less than .5

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Table 37

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Hearing	200 6%	72 6%	55 6%	61 6%	12 6%	102 5%	65 6%	33 7%	110 6%	87 6%
Eyesight	307 9%	107 8%	94 10%	90 9%	15 8%	171 9%	93 9%	42 9%	162 9%	142 9%
Mobility	293 9%	111 9%	97 10%j	76 8%	9 5%	164 8%	86 9%	43 10%	154 9%	136 9%
Dexterity	243 7%j	93 7%j	84 9%ij	60 6%	6 3%	139 7%	71 7%	33 7%	129 7%	113 7%
Breathing	310 9%i	135 11%i	94 10%i	68 7%	13 7%	171 9%	96 10%	44 10%	164 9%	143 9%
Mental abilities	332 10%j	112 9%	127 13%Teij	85 9%	8 4%	172 9%	112 11%	48 11%	187 11%	141 9%
Social/behavioural	302 9%	108 8%	94 10%j	91 9%j	9 5%	186 10%	85 8%	31 7%	172 10%	125 8%
Your mental health	652 19%	265 21%f	158 17%	192 20%	38 20%	356 18%	197 20%	100 22%	341 19%	307 20%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	165 5%	62 5%	38 4%	53 6%	12 6%	93 5%	44 4%	28 6%	92 5%	70 5%
Prefer not to say	487 14%	171 13%	138 15%	142 15%	36 19%e	288 15%	142 14%	57 12%	227 13%	241 15%m
Don't know	61 2%	18 1%	21 2%	11 1%	10 5%Tefi	27 1%	28 3%Tk	6 1%	25 1%	34 2%
Nothing	1073 32%fCln	416 32%f	239 25%	340 35%Tf	78 42%Tef	701 36%TCl	255 25%	117 26%	623 35%Tn	435 28%
NET: Any limiting characteristic	1765 52%jk	678 53%j	553 58%Teij	472 49%j	62 33%	913 47%	578 58%Tk	274 60%Tk	897 51%	850 54%m

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

* = Less than .5

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Table 38

Financial vulnerability.

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

	Total (T)	Issue Billing and Customer service (e)	Issue Repairs and Installation (f)	Issue Service issues (i)	Issue Something else (j)	Satisfaction Satisfied (k)	Satisfaction Neutral (C)	Satisfaction Dissatisfied (l)	Complaint resolved Yes (m)	Complaint resolved No (n)
Unweighted Base	3386	1278	961	957	190	1924	1009	453	1752	1578
Weighted Base	3386	1283	952	965	187	1929	1004	453	1772	1559
Effective base	3249	1228	920	919	181	1847	966	435	1685	1511
Most vulnerable	1023	396	285	285	56	533	329	160	514	489
	30%	31%	30%	30%	30%	28%	33%k	35%Tk	29%	31%
Potentially vulnerable	1486	552	442	433	60	876	427	183	787	680
	44%j	43%j	46%j	45%j	32%	45%	43%	40%	44%	44%
Least vulnerable	649	260	183	179	28	419	150	81	360	284
	19%C	20%	19%	19%	15%	22%TC	15%	18%	20%	18%

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

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* = Less than .5