

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 1

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
BT	1409	697	712	172	164	171	238	239	311	114	421	394	291	304	814	595	961	448
	21.87% <sup>demp</sup>	22.13%	21.63%	19.31% <sup>d</sup>	15.27%	17.13%	21.51% <sup>de</sup>	25.73% <sup>Tcde</sup>	30.36% <sup>Tcde</sup>	27.18% <sup>Tcde</sup>	24.01% <sup>Tm</sup>	21.68%	22.23%	19.41%	22.82%	20.69%	18.64%	34.76% <sup>TP</sup>
EE	243	120	123	43	39	39	39	30	33	20	60	73	42	68	133	110	194	49
	3.77%	3.81%	3.72%	4.87%	3.59%	3.90%	3.48%	3.27%	3.25%	4.69%	3.41%	4.03%	3.21%	4.33%	3.73%	3.82%	3.77%	3.76%
Plusnet	354	168	186	24	42	50	64	71	71	31	97	99	77	81	196	158	250	104
	5.49% <sup>cdp</sup>	5.32%	5.66%	2.72%	3.92%	4.96% <sup>c</sup>	5.77% <sup>c</sup>	7.66% <sup>Tcde</sup>	6.97% <sup>Tcd</sup>	7.52% <sup>cd</sup>	5.55%	5.43%	5.90%	5.16%	5.49%	5.50%	4.85%	8.04% <sup>TP</sup>
Post Office	63	32	32	2	8	13	21	6	11	2	14	15	13	21	28	35	50	13
	0.98% <sup>c</sup>	1.01%	0.96%	0.23%	0.74%	1.31% <sup>c</sup>	1.90% <sup>Tcdg</sup>	0.61%	1.09%	0.56%	0.78%	0.81%	1.03%	1.36%	0.80%	1.21%	0.97%	1.02%
Sky	1115	508	607	146	183	202	232	141	153	58	300	282	252	281	582	533	912	203
	17.31% <sup>ahkn</sup>	16.13%	18.44% <sup>Ta</sup>	16.40%	17.03%	20.19% <sup>Tghi</sup>	20.98% <sup>Tcdg</sup>	15.17%	14.96%	13.83%	17.14%	15.50%	19.25% <sup>k</sup>	17.98%	16.30%	18.56% <sup>Tn</sup>	17.70%	15.73%
TalkTalk	594	298	296	53	91	93	85	83	120	69	157	144	124	169	301	294	477	118
	9.23% <sup>ckn</sup>	9.47%	9.00%	5.93%	8.47%	9.33% <sup>c</sup>	7.64%	8.98% <sup>c</sup>	11.72% <sup>Tcdf</sup>	16.60% <sup>Tcdef</sup>	8.97%	7.91%	9.51%	10.82% <sup>Tk</sup>	8.43%	10.22% <sup>Tn</sup>	9.25%	9.12%
Virgin Media	1122	548	574	153	182	162	184	166	196	80	307	310	248	258	617	506	1047	76
	17.42% <sup>q</sup>	17.40%	17.45%	17.17%	16.95%	16.20%	16.61%	17.67%	19.10%	19.18%	17.53%	17.05%	18.94%	16.48%	17.28%	17.60%	20.31% <sup>Tq</sup>	5.88%
Vodafone	265	152	112	44	52	56	50	28	25	10	87	83	35	60	170	95	212	53
	4.11% <sup>bhlo</sup>	4.83% <sup>Tb</sup>	3.41%	4.96% <sup>hi</sup>	4.84% <sup>hi</sup>	5.62% <sup>Tghi</sup>	4.51% <sup>h</sup>	3.00%	2.43%	2.31%	4.97% <sup>l</sup>	4.55% <sup>l</sup>	2.64%	3.86%	4.75% <sup>To</sup>	3.31%	4.11%	4.11%
Home Telecom	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	1	-
	0.01%	-	0.02%	-	-	-	-	-	0.07%	-	-	-	-	0.05%	-	0.03%	0.01%	-
Hyperoptic	10	5	5	3	3	1	3	-	-	-	1	5	1	3	6	4	10	-
	0.16%	0.16%	0.15%	0.30%	0.31%	0.12%	0.25%	-	-	-	0.07%	0.28%	0.06%	0.18%	0.18%	0.13%	0.19%	-
John Lewis Broadband	14	5	9	1	1	-	4	4	2	3	5	3	4	2	8	6	4	10
	0.22% <sup>p</sup>	0.16%	0.28%	0.07%	0.05%	-	0.37%	0.42%	0.21%	0.73% <sup>Tde</sup>	0.30%	0.15%	0.34%	0.13%	0.22%	0.22%	0.08%	0.81% <sup>TP</sup>
KCOM / Karoo / Kingston Communications	42	26	16	5	3	6	9	10	6	3	9	15	9	9	24	18	38	4
	0.66%	0.82%	0.50%	0.57%	0.28%	0.56%	0.83%	1.10% <sup>d</sup>	0.56%	0.80%	0.54%	0.80%	0.68%	0.59%	0.67%	0.63%	0.74%	0.31%

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

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Absolutes/col percents

Table 1

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Now TV Broadband	80 1.24% <sup>cj</sup>	41 1.29%	39 1.19%	3 0.36%	11 1.05%	12 1.25%	14 1.23%	22 2.37% <sup>Tcd</sup>	12 1.17%	5 1.26%	11 0.63%	25 1.37% <sup>j</sup>	14 1.04%	30 1.94% <sup>Tj</sup>	36 1.01%	44 1.53%	69 1.35%	11 0.82%
Panasonic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.06%	2 0.01%	-	-	-	2 0.03%	2 0.16%	2 0.04%	-	-	1 0.07%	1 0.07%	-	1 0.03%	1 0.03%	2 0.04%	2 0.02%
Pop Telecom	2 0.03%	-	2 0.05%	-	2 0.16% <sup>T</sup>	-	-	-	-	-	-	-	-	2 0.11%	-	2 0.06%	2 0.03%	-
See The Light	5 0.08%	2 0.07%	3 0.09%	-	1 0.07%	1 0.11%	2 0.21%	1 0.12%	-	-	-	3 0.14%	3 0.20%	-	3 0.07%	3 0.09%	3 0.07%	2 0.14%
Shell Energy Broadband	38 0.58% <sup>b</sup>	25 0.80%	12 0.38%	2 0.28%	3 0.30%	3 0.34%	8 0.73%	8 0.84%	10 1.01%	2 0.54%	16 0.91% <sup>k</sup>	5 0.28%	6 0.48%	10 0.66%	21 0.59%	17 0.58%	27 0.52%	11 0.83%
SSE	23 0.35% <sup>n</sup>	9 0.29%	13 0.41%	2 0.24%	-	5 0.50% <sup>d</sup>	3 0.31%	7 0.78% <sup>Tdh</sup>	1 0.13%	3 0.82% <sup>d</sup>	4 0.24%	3 0.17%	2 0.15%	13 0.85% <sup>Tjkl</sup>	7 0.20%	15 0.53%	16 0.31%	6 0.50%
Utility warehouse	34 0.53% <sup>adlp</sup>	9 0.27%	25 0.77% <sup>Ta</sup>	-	1 0.06%	5 0.50%	8 0.73% <sup>cd</sup>	8 0.82% <sup>cd</sup>	11 1.08% <sup>Tcd</sup>	2 0.42%	9 0.52%	13 0.73% <sup>l</sup>	2 0.13%	10 0.64%	22 0.63%	12 0.41%	22 0.43%	12 0.94% <sup>p</sup>
Zen Internet	10 0.16%	5 0.17%	5 0.14%	-	1 0.10%	-	3 0.27%	1 0.15%	5 0.45% <sup>T</sup>	-	7 0.40% <sup>Tm</sup>	2 0.10%	1 0.11%	-	9 0.24%	1 0.05%	6 0.11%	4 0.34%
Origin	8 0.12% <sup>p</sup>	3 0.11%	4 0.13%	-	2 0.18%	2 0.24%	3 0.26%	-	2 0.04%	-	2 0.10%	2 0.09%	2 0.03%	4 0.23%	3 0.10%	4 0.14%	4 0.07%	4 0.30%
Onestream	3 0.04%	2 0.06%	1 0.02%	-	-	2 0.18%	-	1 0.06%	1 0.05%	-	-	1 0.05%	1 0.10%	1 0.03%	1 0.03%	2 0.06%	1 0.03%	1 0.12%
Gigaclear	1 0.02%	-	1 0.04%	-	-	-	1 0.07%	1 0.05%	-	-	-	-	1 0.09%	-	-	1 0.04%	-	1 0.09%
Other answers	18 0.28% <sup>p</sup>	10 0.33%	8 0.24%	2 0.27%	1 0.08%	1 0.07%	3 0.29%	5 0.50%	2 0.24%	4 0.94% <sup>Tde</sup>	5 0.27%	4 0.21%	3 0.25%	6 0.40%	9 0.24%	10 0.34%	9 0.17%	9 0.72% <sup>tp</sup>
Don't have a landline telephone/line rental service	84 13.72% <sup>fghi</sup>	438 13.89%	446 13.55%	181 20.34% <sup>Tfgh</sup>	255 23.71% <sup>Tefg</sup>	166 16.59% <sup>Tfgh</sup>	128 11.57% <sup>hi</sup>	94 10.09% <sup>hi</sup>	51 5.01% <sup>i</sup>	9 2.14%	204 11.65%	304 16.72% <sup>Tjlm</sup>	165 12.65%	210 13.44%	508 14.23%	376 13.08%	759 14.73% <sup>Tq</sup>	125 9.66%

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

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**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Don't know	103	44	58	53	31	9	5	2	1	2	35	34	12	21	70	33	77	25
	1.59% <sup>fgh</sup>	1.41%	1.77%	5.96% <sup>h</sup>	2.84% <sup>Tefgh</sup>	0.91% <sup>h</sup>	0.45%	0.24%	0.07%	0.47%	2.02% <sup>l</sup>	1.88%	0.91%	1.34%	1.95% <sup>To</sup>	1.15%	1.50%	1.96%

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

# **Reasons to Complain Survey** **ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 2

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	Ni (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
BT	1409 21.87% himr	1127 20.85%	140 25.99% Ta	72 23.57%	70 36.18% Tab c	140 25.99% Th im	44 17.07%	151 21.13% i	85 16.25%	85 15.13%	161 20.36% i	72 23.57% hi	161 26.55% Tf g hijm	155 18.22%	207 23.52% fhi m	146 26.45% Tf g hijm	70 36.18% Tef ghijklmno	1314 23.14% Tr	90 12.74%
EE	243 3.77% o	204 3.78%	22 4.02%	15 4.78% d	2 1.02%	22 4.02%	12 4.58% p	28 3.97%	14 2.59%	26 4.66% op	18 3.81%	15 4.78% op	22 3.61%	43 5.04% op	31 3.54%	11 2.02%	2 1.02%	213 3.74%	29 4.03%
Plusnet	354 5.49% r	283 5.23%	31 5.81%	30 9.68% Ta	10 5.22%	31 5.81%	13 4.95%	35 4.85%	24 4.61%	26 4.56%	31 6.60%	30 9.68% Tghi lm	30 4.87%	34 3.96%	57 6.47% m	35 6.36%	10 5.22%	325 5.72% Tr	22 3.14%
Post Office	63 0.98%	48 0.89%	8 1.47%	7 2.21% a	1 0.37%	8 1.47% n	2 0.79%	7 0.98%	7 1.37%	13 2.31% Tmno	3 0.68%	7 2.21% mno	6 1.07%	3 0.39%	3 0.39%	2 0.44%	1 0.37%	57 1.00%	6 0.86%
Sky	1115 17.31%	924 17.09%	93 17.26%	53 17.47%	45 23.25% Ta	93 17.26%	46 17.83%	140 19.68% no	104 19.87% no	104 18.53%	73 15.82%	53 17.47%	102 16.75%	142 16.71%	134 15.16%	79 14.42%	45 23.25% Tjn o	978 17.22%	131 18.51%
TalkTalk	594 9.23% h	499 9.23%	52 9.77%	31 10.13%	12 6.13%	52 9.77%	28 10.89% h	71 9.91% h	33 6.25%	51 9.05%	37 7.96%	31 10.13%	60 9.98% h	74 8.67%	89 10.08% h	57 10.40% h	12 6.13%	511 9.00%	75 10.63%
Virgin Media	1122 17.42% d p	981 18.15% Td	80 14.89%	41 13.54%	20 10.46%	80 14.89%	59 23.01% Teg hkop	114 15.98%	87 16.62%	127 22.65% Teg hklno	95 20.61% eko p	41 13.54%	105 17.26% p	160 18.88% p	151 17.18% p	82 14.85%	20 10.46%	981 17.27%	138 19.44%
Vodafone	265 4.11% hq	224 4.15%	19 3.45%	13 4.26%	9 4.45%	19 3.45%	9 3.36%	25 3.47%	11 2.15%	24 4.21%	20 4.34%	13 4.26%	25 4.11%	46 5.47% h	39 4.38%	26 4.76% h	9 4.45%	216 3.80%	49 6.88% Tq
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	1 0.09%	-	-	-	1 0.01%	-
Hyperoptic	10 0.16%	10 0.19%	-	-	-	-	-	-	-	-	-	-	-	10 1.18% Teghijl no	-	-	-	9 0.15%	1 0.19%
John Lewis Broadband	14 0.22%	11 0.21%	1 0.12%	3 0.83%	-	1 0.12%	-	-	1 0.15%	1 0.17%	1 0.13%	3 0.83% gm	2 0.32%	-	3 0.32%	4 0.75% Tgm	-	14 0.25%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

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Table 2

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
KCOM / Karoo / Kingston Communications	42 0.66% n	42 0.78% T	-	-	-	-	-	-	42 8.04% Tefgijk Imnop	-	-	-	-	-	-	-	-	42 0.74% T	-
Now TV Broadband	80 1.24%	71 1.31%	6 1.16%	2 0.64%	1 0.36%	6 1.16%	2 0.89%	12 1.73%	11 2.04%	10 1.74%	4 0.89%	2 0.64%	11 1.75%	7 0.77%	11 1.26%	4 0.66%	1 0.36%	75 1.32%	5 0.73%
Panasonic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	1 0.11%	-	-	1 0.11%	-	1 0.09%	-	1 0.16%	-	-	-	-	-	-	-	2 0.04%	-
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	2 0.38% T	-	-	-	-	-	-	2 0.03%	-
See The Light	5 0.08%	5 0.10%	-	-	-	-	-	-	-	-	-	-	2 0.30%	-	1 0.12%	2 0.42% T	-	5 0.09%	-
Shell Energy Broadband	38 0.58%	33 0.62%	2 0.34%	* 0.15%	2 0.98%	2 0.34%	-	2 0.29%	5 0.98%	3 0.56%	3 0.60%	* 0.15%	5 0.79%	3 0.30%	10 1.09%	3 0.61%	2 0.98%	36 0.63%	2 0.28%
SSE	23 0.35%	18 0.33%	-	4 1.47% Tab	-	-	-	2 0.30%	3 0.55%	5 0.87%	-	4 1.47% Tejmn	3 0.42%	1 0.13%	1 0.11%	4 0.64%	-	20 0.35%	3 0.40%
Utility warehouse	34 0.53%	28 0.52%	4 0.70%	2 0.74%	-	4 0.70%	1 0.26%	5 0.72%	1 0.19%	2 0.29%	2 0.51%	2 0.74%	5 0.82%	1 0.07%	7 0.79%	5 0.87% m	-	31 0.55%	3 0.41%
Zen Internet	10 0.16%	9 0.16%	1 0.19%	* 0.14%	-	1 0.19%	-	1 0.20%	-	-	-	* 0.14%	2 0.30%	-	2 0.17%	4 0.71% Tm	-	10 0.18%	-
Origin	8 0.12%	8 0.14%	-	-	-	-	-	-	1 0.23%	1 0.18%	* 0.10%	-	2 0.33%	-	2 0.21%	1 0.18%	-	7 0.12%	* 0.06%
Onestream	3 0.04%	2 0.04%	-	1 0.17%	-	-	-	-	1 0.10%	-	1 0.21%	1 0.17%	-	1 0.10%	-	-	-	3 0.05%	-
Gigaclear	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	1 0.16%	-	-	-	* 0.05%	-	-	1 0.02%	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

Prepared by Yonder

**.YONDER**

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	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Other answers	18 0.28%	13 0.24%	3 0.60%	1 0.48%	1 0.31%	3 0.60%	-	2 0.23%	1 0.17%	-	1 0.29%	1 0.48%	5 0.76% <sup>m</sup>	-	1 0.15%	3 0.57%	1 0.31%	16 0.29%	1 0.10%
Don't have a landline telephone/line rental service	884 13.72% <sup>c</sup> klq	771 14.27% <sup>Tc</sup>	70 13.00% <sup>c</sup>	22 7.06%	21 10.91%	70 13.00% <sup>kl</sup>	38 14.81% <sup>kl</sup>	107 14.99% <sup>kl</sup>	87 16.48% <sup>kl</sup>	72 12.74% <sup>k</sup>	74 16.07% <sup>kl</sup>	22 7.06%	53 8.82%	154 18.15% <sup>Tei</sup> kinop	119 13.47% <sup>kl</sup>	68 12.29% <sup>k</sup>	21 10.91%	731 12.87%	134 18.95% <sup>Tq</sup>
Don't know	103 1.59% <sup>q</sup>	88 1.62%	6 1.12%	8 2.68%	1 0.38%	6 1.12%	4 1.56%	11 1.48%	7 1.35%	12 2.21% <sup>j</sup>	2 0.46%	8 2.68% <sup>j</sup>	7 1.22%	16 1.89%	14 1.56%	14 2.61% <sup>j</sup>	1 0.38%	81 1.42%	19 2.64% <sup>q</sup>

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 3

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
BT	1409	1409	1409	-	-	-	-	-	-	-	-	-	-	-
	21.87% jk	cdefghi hijk	Tdefg	100.00% Tcddefghijk	-	-	-	-	-	-	-	-	-	-
EE	243	243	-	243	-	-	-	-	-	-	-	-	-	-
	3.77% bdfghi	4.45% Tbdfghi	-	100.00% Tabdefghijk	-	-	-	-	-	-	-	-	-	-
Plusnet	354	354	-	-	354	-	-	-	-	-	-	-	-	-
	5.49% bcfghik	6.48% Tbcfghik	-	-	100.00% Tabcefghijk	-	-	-	-	-	-	-	-	-
Post Office	63	63	-	-	-	63	-	-	-	-	-	-	-	-
	0.98% bdfgh	1.16% Tbdfgh	-	-	-	100.00% Tabcddefghijk	-	-	-	-	-	-	-	-
Sky	1115	1115	-	-	-	-	1115	-	-	-	-	-	-	-
	17.31% jk	20.44% Tbcddefghijk	-	-	-	-	100.00% Tabcddefghijk	-	-	-	-	-	-	-
TalkTalk	594	594	-	-	-	-	-	594	-	-	-	-	-	-
	9.23% k	10.90% Tbcddefhijk	-	-	-	-	-	100.00% Tabcddefhijk	-	-	-	-	-	-
Virgin Media	1122	1122	-	-	-	-	-	-	1122	-	-	-	-	-
	17.42% jk	20.57% Tbcddefgijk	-	-	-	-	-	-	100.00% Tabcddefgijk	-	-	-	-	-
Vodafone	265	265	-	-	-	-	-	-	-	265	-	-	-	-
	4.11% bcddefgh	4.85% Tbcddefgh	-	-	-	-	-	-	-	100.00% Tabcddefghjk	-	-	-	-
Home Telecom	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.01%	0.01%	-	-	-	-	-	-	-	-	-	-	-	-
Hyperoptic	10	10	-	-	-	-	-	-	-	-	-	-	-	-
	0.16%	0.18%	-	-	-	-	-	-	-	-	-	-	-	-
John Lewis Broadband	14	14	-	-	-	-	-	-	-	-	-	-	-	-
	0.22%	0.26%	-	-	-	-	-	-	-	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 3

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
KCOM / Karoo / Kingston Communications	42 0.66%bfh	42 0.77%Tbfh	-	-	-	-	-	-	-	-	42 100.00%Tabcdefghik	-	-	-
Now TV Broadband	80 1.24%bfgh	80 1.46%Tbdfgh	-	-	-	-	-	-	-	-	-	80 100.00%Tabcdefghij	-	-
Panasonic	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
See The Light	5 0.08%	5 0.09%	-	-	-	-	-	-	-	-	-	-	-	-
Shell Energy Broadband	38 0.58%bfh	38 0.69%Tbfh	-	-	-	-	-	-	-	-	-	-	-	-
SSE	23 0.35%b	23 0.41%b	-	-	-	-	-	-	-	-	-	-	23 100.00%	-
Utility warehouse	34 0.53%bfh	34 0.63%Tbfh	-	-	-	-	-	-	-	-	-	-	-	34 100.00%
Zen Internet	10 0.16%	10 0.19%	-	-	-	-	-	-	-	-	-	-	-	-
Origin	8 0.12%	8 0.14%	-	-	-	-	-	-	-	-	-	-	-	-
Onestream	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-
Gigaclear	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	18 0.28%	18 0.33%	-	-	-	-	-	-	-	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder

**.YONDER**



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 3

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Utili- ty Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34*
Don't have a landline telephone/line rental service	884 13.72%abcdefghijk	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	103 1.59%abdfgh	-	-	-	-	-	-	-	-	-	-	-	-	-

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 4

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
BT	1409 21.87%quvz	1383 21.87%quvz	213 83.85%Tnpqst uvwxyzA	259 21.68%qvz	55 14.97%v	2 6.06%	247 23.05%quvz	147 26.24%Tnpqvz	120 17.39%vz	43 9.08%	192 21.65%qvz	21 17.61%v	16 19.26%v	32 11.64%	15 16.27%
EE	243 3.77%osw	237 3.74%osw	2 0.61%	138 11.50%Tnoqstu vwxyzA	10 2.78%	2 7.93%	17 1.59%	12 2.17%	19 2.80%	11 2.21%	12 1.35%	1 0.77%	3 3.30%	4 1.47%	2 2.12%
Plusnet	354 5.49%ouvwz	343 5.43%ouvwz	1 0.33%	60 5.00%ou	34 9.35%Tnopsu vwz	4 14.54%	61 5.72%ouvz	47 8.33%Tnopuw z	19 2.82%o	14 2.92%o	33 3.77%o	13 10.88%Tnopsu vwz	26 31.56%Tnopqst uvwxyzA	6 2.05%	6 6.20%o
Post Office	63 0.98%	63 1.00%	1 0.43%	9 0.76%	4 1.14%	-	10 0.96%	6 1.00%	10 1.50%	4 0.80%	14 1.53%	1 1.03%	1 1.27%	-	-
Sky	1115 17.31%ov	1094 17.29%ov	12 4.66%	221 18.48%otvyA	52 14.24%ov	2 7.25%	207 19.25%otvyA	79 14.19%ov	111 16.10%ov	41 8.53%	150 16.86%ov	19 15.37%ov	7 8.65%	171 62.71%Tnopqst uvwxyzA	8 8.91%
TalkTalk	594 9.23%opvz	582 9.20%opvz	3 1.22%	81 6.73%o	41 11.13%opvz	4 16.52%	113 10.56%opvz	74 13.20%Tnopvz	82 11.81%Tnopvz	22 4.70%o	85 9.56%opvz	22 18.17%Tnopsw yz	5 6.35%o	9 3.27%	9 9.08%oz
Virgin Media	1122 17.42%opwxz	1111 17.57%opwxz	5 2.00%	182 15.18%oz	63 17.23%oz	5 19.65%	172 16.06%oz	94 16.74%oz	135 19.56%opwxz	266 55.68%Tnopqs tuwxyzA	124 13.94%oz	11 9.31%oz	9 10.74%oz	10 3.68%	12 12.84%oz
Vodafone	265 4.11%opsuv	262 4.14%opsuv	3 1.11%	20 1.65%	20 5.31%opsuv	3 10.85%	28 2.62%	15 2.60%	17 2.46%	4 0.86%	123 13.89%Tnopqst uvwxyz	3 2.69%	* 0.48%	7 2.51%	7 7.47%opstuvy
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	1 0.07%	-	-	-	-	-	-	-	-
Hyperoptic	10 0.16%	10 0.16%	-	-	-	-	4 0.34%	1 0.23%	2 0.36%	3 0.54%p	-	-	-	-	-
John Lewis Broadband	14 0.22%	14 0.23%	1 0.43%	1 0.05%	3 0.94%Tnpsu	-	1 0.11%	3 0.63%p	* 0.05%	1 0.21%	1 0.13%	-	1 1.84%Tnpsuwz	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 4

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
KCOM / Karoo / Kingston Communications	42 0.66%	42 0.67%	-	6 0.53%	2 0.60%	-	7 0.70%	4 0.69%	15 2.11% z	1 0.21%	4 0.40%	2 1.39%	-	-	-
Now TV Broadband	80 1.24%w	80 1.26%w	-	9 0.77%	5 1.48%	-	15 1.42%	6 1.11%	14 2.01%opw	3 0.57%	4 0.48%	1 0.88%	2 2.01%o	5 1.66%	3 2.84%ow
Panasonic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	-	-	1 0.16%	-	-	-	-	-	-	-	-	-	-
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	2 1.86% Tnpqstuvw
See The Light	5 0.08%	5 0.08%	-	-	-	-	3 0.24%	-	-	-	3 0.29%	-	-	-	-
Shell Energy Broadband	38 0.58%p	38 0.59%p	-	* 0.04%	1 0.38%	-	6 0.57%p	9 1.67% Tnpuvw	2 0.31%	-	4 0.50%	2 1.93% kopuv	1 1.24% pv	1 0.35%	3 2.92% Tnopqsuvw
SSE	23 0.35%	21 0.34%	-	2 0.17%	2 0.53%	-	6 0.58%	2 0.30%	4 0.53%	1 0.25%	1 0.08%	-	2 1.92% Tnopwz	-	2 2.29% Tnoptwz
Utility warehouse	34 0.53%	34 0.54%	-	5 0.42%	-	-	2 0.15%	1 0.11%	1 0.10%	2 0.36%	5 0.51%	1 0.99%	-	-	-
Zen Internet	10 0.16%	10 0.16%	-	1 0.05%	2 0.67% Tnp	-	1 0.13%	-	2 0.28%	-	1 0.11%	* 0.39%	2 2.79% Tnopstuvwz	-	-
Origin	8 0.12%	8 0.12%	-	1 0.12%	2 0.41%	-	-	-	4 0.51% Tns	-	-	-	-	* 0.14%	-
Onestream	3 0.04%	3 0.04%	-	-	1 0.26%	1 3.23%	-	-	1 0.07%	1 0.11%	-	-	-	-	-
Gigaclear	1 0.02%	1 0.02%	-	1 0.10%	-	-	-	-	-	-	-	-	-	-	-
Other answers	18 0.28%	18 0.28%	-	3 0.27%	1 0.29%	-	3 0.30%	1 0.17%	2 0.29%	-	4 0.45%	1 0.72%	-	1 0.34%	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 4

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Don't have a landline telephone/line rental service	884 13.72%ot	880 13.90%Tot	11 4.15%	183 15.27%otz	64 17.32%otvz	2 8.78%	154 14.35%ot	51 9.11%o	122 17.72%Tnotw z	55 11.59%o	117 13.22%ot	17 14.25%o	7 8.59%	26 9.52%o	25 26.67%Tnopstvwxyz
Don't know	103 1.59%n	82 1.30%	3 1.20%	15 1.24%	3 0.80%	1 5.18%	13 1.23%	8 1.49%	8 1.19%	7 1.39%	11 1.28%	4 3.61%nq	- -	2 0.67%	* 0.52%

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 5

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-er-able (t)	Poten-tially vuln-er-able (u)	Least vuln-er-able (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
BT	1409 21.87% cdefghij klqrs	1382 22.41% Tdefghij kl	1221 91.80% Ta cdefghij kl	17 5.90% gh ik	20 5.19% hi k	3 5.04% ik	53 4.13% hi	19 2.83%	32 2.23%	2 0.81%	-	-	3 5.60% ik	1 2.27%	1 1.59%	762 21.14% q rs	375 84.38% T oqrs	339 18.14% rs	5 2.53%	21 2.11%	178 16.40% t	781 23.56% T t	307 22.83% t	459 21.78%	924 22.64%
EE	243 3.77% bd fghios	236 3.83% bd fghi	7 0.50%	186 64.07% Ta bdefghij kl	1 0.27%	4 7.24% bd fghi	15 1.16% g	1 0.13%	15 1.01%	4 1.29% g	-	2 1.80% g	-	-	-	100 2.76%	12 2.78%	61 3.29%	2 0.92%	20 2.00%	47 4.37%	125 3.77%	39 2.91%	78 3.72%	152 3.73%
Plusnet	354 5.49% bc fghikop qrs	353 5.72% Tbcfg hik	-	1 0.21%	342 87.87% Ta bcefghij kl	1 1.98% bg h	3 0.27%	1 0.12%	-	4 1.33% bfgh	-	-	-	1 2.19%	-	66 1.82% s	4 0.89%	51 2.72% os	1 0.27%	2 0.20%	51 4.69%	198 5.96%	74 5.48%	120 5.67%	223 5.46%
Post Office	63 0.98% bg hox	60 0.97% bg h	* 0.03%	1 0.20%	1 0.23%	41 68.37% Ta bcdghij kl	11 0.85% bg	-	5 0.31%	-	-	-	1 2.19% bghi	-	-	20 0.55%	1 0.24%	11 0.57%	1 0.76%	5 0.47%	15 1.35%	28 0.85%	16 1.18%	32 1.53% Tx	31 0.76%
Sky	1115 17.31% b cdeghij klprs	1107 17.95% Tb cdeghijk l	7 0.53%	20 6.95% bdghk	-	1 0.91%	1046 82.16% Ta bcddeghij kl	4 0.68%	17 1.15%	9 3.22% bdgh	-	1 0.72%	1 1.84% d	-	-	980 27.19% Tp rs	11 2.50% s	952 50.95% To prs	6 2.95% s	4 0.45%	202 18.57%	575 17.34%	214 15.90%	362 17.15%	707 17.32%
TalkTalk	594 9.23% bc dfhijkl opqsv	586 9.50% Tb cdfhijkl l	7 0.52% h	4 1.43% h	3 0.78% h	1 1.15% h	8 0.60% h	559 84.44% Tabcd efhijkl	-	4 1.30% h	-	-	-	-	-	260 7.21% pq s	8 1.77% s	81 4.34% p s	160 82.93% To pqs	4 0.42%	115 10.57% v	331 9.97% v	91 6.73%	193 9.13%	364 8.93%
Virgin Media	1122 17.42% b cdefgij klpqr	1101 17.85% Tb cdefgijk l	5 0.38%	7 2.47% bd fg	* 0.07%	-	9 0.70%	3 0.49%	1066 73.93% Ta bcdgefij kl	9 3.03% bdfg	-	1 0.86%	-	-	-	919 25.50% Tp qr	1 0.29%	76 4.08% p	5 2.47% p	826 83.89% T opqr	182 16.76%	581 17.52%	254 18.87%	363 17.20%	724 17.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 5

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Vodafone	265 4.11%bc dfghopq s	259 4.20%bc dfgh	4 0.29%	5 1.58%bd	-	2 2.90%bd f	6 0.50%	4 0.61%	9 0.64%	229 77.60%Tabcd efghijkl	-	-	-	-	-	105 2.93%	9 1.93%	60 3.20%	4 1.99%	23 2.35%	62 5.72%Tu	129 3.88%	54 4.00%	82 3.90%	175 4.28%
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.05%	-	1 0.02%
Hyperoptic	10 0.16%	10 0.16%	-	-	-	-	-	-	-	-	-	-	-	-	-	5 0.14%	-	5 0.26%	-	-	-	8 0.23%	2 0.18%	3 0.13%	7 0.18%
John Lewis Broadband	14 0.22%o	14 0.23%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.13%	10 0.29%	3 0.21%	7 0.33%	7 0.18%
KCOM / Karoo / Kingston Communications	42 0.66%bf hs	42 0.68%bfh	-	-	-	-	-	-	-	-	42 86.90%Tabcd efghikl	-	-	-	-	23 0.64% s	-	21 1.12%Tos	-	-	10 0.92%	20 0.59%	12 0.93%	17 0.79%	25 0.62%
Now TV Broadband	80 1.24%bd fghopqs	80 1.30%bdfgh	-	-	-	-	-	-	1 0.08%	-	-	78 78.34%Tabcd efghijl	-	-	-	17 0.48%	-	7 0.39%	-	1 0.12%	10 0.91%	52 1.58%Tv	9 0.70%	30 1.40%	49 1.20%
Panasonic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	* 0.03%	1 0.03%	2 0.04%
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	-	2 0.08%	-
See The Light	5 0.08%a	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	4 0.11%	-	3 0.16%	-	-	1 0.14%	4 0.11%	-	3 0.12%	3 0.06%
Shell Energy Broadband	38 0.58%bf hoqs	36 0.59%bfh	-	-	-	-	-	-	-	-	-	-	36 70.66%Tabcd efghijk	-	-	4 0.10%	-	1 0.06%	-	-	6 0.53%	16 0.47%	13 0.98%	12 0.59%	25 0.62%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 5

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**

**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)	
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080	
SSE	23 0.35%ox	23 0.37%bh	-	-	-	-	2 0.13%	-	-	-	-	-	-	20 78.47%	-	0.11%	4 -	-	4 0.22%	-	-	10 0.89%Tu	8 0.23%	3 0.24%	10 0.48%	7 0.17%
Utility warehouse	34 0.53%bhs	33 0.53%bh	-	1 0.31%	-	-	3 0.22%	-	-	-	-	-	-	29 90.46%	-	0.39%	14 -	-	13 0.69%os	-	-	4 0.37%	23 0.70%	6 0.44%	10 0.47%	24 0.59%
Zen Internet	10 0.16%o	10 0.16%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.04%	-	1 0.07%	-	-	1 0.13%	5 0.14%	4 0.29%	4 0.17%	6 0.16%	
Origin	8 0.12%o	8 0.12%	1 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	* 0.01%	-	* 0.02%	-	-	2 0.20%	3 0.10%	-	2 0.10%	5 0.13%	
Onestream	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.05%	1 0.04%	-	1 0.03%	2 0.06%	
Gigaclear	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	* 0.01%	-	* 0.02%	-	-	-	1 0.02%	-	1 0.04%	* 0.01%	
Other answers	18 0.28%x	17 0.27%	-	1 0.46%b	-	-	1 0.07%	-	1 0.06%	-	-	-	-	* 1.70%	-	7 0.20%	-	6 0.33%	-	1 0.09%	2 0.16%	12 0.37%	2 0.17%	14 0.66%Tx	4 0.10%	
Don't have a landline telephone/line rental service	884 13.72%a bdfgopq rsu	748 12.12%bd f	72 5.42%	48 16.42%ab dfg	19 4.94%	7 11.41%	106 8.30%bd	64 9.70%b d	286 19.83%T abdfgi	31 10.49%b d	6 13.10%b d	17 17.04%b d	7 13.83%b d	4 15.37%	-	281 7.81%p	19 4.37%	154 8.26%p	10 5.19%	73 7.39%	174 16.04%T u	381 11.47%	225 16.70%T u	291 13.79%	546 13.37%	
Don't know	103 1.59%ab fhosuw	51 0.83%	6 0.49%	-	2 0.64%	1 1.00%	11 0.90%	7 1.01%	11 0.75%	3 0.92%	-	1 1.23%	3 5.87%Tabcd fghi	-	3 7.95%	31 0.87%	4 0.85%	20 1.09%	-	5 0.52%	12 1.10%	23 0.69%	16 1.18%	15 0.71%	66 1.61%w	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 6

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
BT Mobile	254 3.94%bmop	149 4.74%Tb	104 3.17%	28 3.17%	35 3.21%	31 3.15%	38 3.39%	41 4.45%	63 6.11%Tcdef	18 4.30%	82 4.70%lm	77 4.22%lm	52 3.99%	42 2.71%	159 4.46%To	95 3.29%	178 3.46%	75 5.83%Tp
EE	1197 18.57%h	577 18.32%	620 18.82%	180 20.22%h	218 20.28%h	190 19.06%h	220 19.90%h	160 17.23%	154 15.06%	74 17.63%	336 19.16%	359 19.78%lm	239 18.30%	262 16.76%	695 19.47%	502 17.46%	948 18.41%	248 19.24%
giffgaff	368 5.71%i	168 5.32%	200 6.08%	69 7.77%Thi	79 7.33%Thi	56 5.64%i	51 4.65%	54 5.81%i	49 4.75%i	9 2.25%	89 5.05%	102 5.61%	67 5.14%	110 7.03%Tj	190 5.34%	177 6.17%	299 5.80%	69 5.34%
Lycamobile	25 0.39%q	17 0.54%	8 0.25%	13 1.44%Tefgh i	5 0.48%	2 0.23%	3 0.25%	1 0.14%	0 0.09%	-	4 0.21%	7 0.39%	5 0.37%	10 0.62%	11 0.30%	15 0.51%	25 0.49%Tq	-
O2	1073 16.66%c	493 15.64%	581 17.64%	123 13.84%	181 16.80%	187 18.69%c	212 19.09%Tcg	143 15.40%	161 15.69%	68 16.23%	294 16.80%	277 15.26%	222 16.95%	280 17.89%	572 16.02%	502 17.46%	846 16.41%	228 17.66%
Tesco Mobile	560 8.69%adekn p	249 7.89%	311 9.44%	61 6.88%	52 4.82%	68 6.86%	85 7.72%d	105 11.36%Tcde f	123 12.03%Tcde f	64 15.30%Tcdef	141 8.02%	134 7.40%	137 10.50%Tjk	147 9.41%	275 7.70%	285 9.91%Tn	424 8.22%	136 10.53%Tp
Three	690 10.72%bhiq	367 11.64%Tb	324 9.84%	106 11.93%hi	151 14.02%Tghi	131 13.14%Tghi	123 11.12%hi	85 9.16%i	73 7.14%	21 5.02%	205 11.71%	191 10.50%	132 10.10%	162 10.38%	396 11.09%	294 10.25%	592 11.49%Tq	98 7.62%
Virgin Media	478 7.42%eq	233 7.38%	245 7.45%	56 6.27%	71 6.56%	56 5.63%	81 7.28%	71 7.70%	99 9.68%Tcde	44 10.56%Tcde	132 7.53%	141 7.74%	96 7.36%	109 6.96%	273 7.64%	205 7.15%	416 8.07%Tq	62 4.82%
Vodafone	887 13.77%	419 13.31%	468 14.21%	131 14.68%	161 14.97%	155 15.57%h	146 13.22%	121 13.04%	120 11.73%	52 12.48%	239 13.62%	263 14.49%	182 13.93%	203 12.95%	502 14.06%	385 13.40%	712 13.82%	175 13.56%
1p Mobile	17 0.27%	12 0.37%	5 0.17%	-	-	2 0.19%	1 0.13%	3 0.38%	5 0.51%d	5 1.23%Tcdef	6 0.35%	3 0.14%	5 0.35%	4 0.25%	9 0.25%	8 0.30%	14 0.27%	3 0.24%
Asda Mobile	27 0.42%	12 0.38%	15 0.46%	-	1 0.06%	1 0.08%	5 0.43%	7 0.75%cd	9 0.90%Tcde	5 1.13%Tcde	5 0.30%	6 0.30%	5 0.38%	11 0.71%	11 0.30%	16 0.56%	21 0.41%	6 0.48%
ID Mobile	121 1.88%	62 1.96%	60 1.81%	13 1.43%	18 1.70%	28 2.83%Ti	20 1.83%	20 2.14%	18 1.80%	3 0.80%	30 1.71%	43 2.35%	24 1.83%	25 1.58%	73 2.03%	49 1.69%	97 1.88%	25 1.90%
Lebara	65 1.01%	34 1.07%	31 0.95%	9 1.02%	9 0.82%	6 0.61%	7 0.62%	19 2.00%Tdef	9 0.88%	7 1.56%	17 0.98%	20 1.12%	11 0.81%	17 1.07%	38 1.05%	27 0.95%	49 0.96%	16 1.21%

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 6

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Plusnet	81	52	29	11	11	9	12	13	20	6	27	23	14	17	50	31	61	19
	1.26% <sup>b</sup>	1.66% <sup>Tb</sup>	0.87%	1.21%	1.05%	0.85%	1.05%	1.38%	1.93%	1.45%	1.55%	1.26%	1.07%	1.08%	1.40%	1.07%	1.19%	1.51%
Sky	272	141	131	42	35	36	50	38	52	19	68	75	60	70	143	129	209	63
	4.23%	4.49%	3.98%	4.70%	3.23%	3.65%	4.51%	4.07%	5.12%	4.57%	3.86%	4.14%	4.56%	4.45%	4.00%	4.50%	4.06%	4.91%
Smarty	95	48	47	11	19	19	23	10	11	1	20	31	12	31	51	44	80	14
	1.47% <sup>i</sup>	1.51%	1.43%	1.22%	1.77% <sup>i</sup>	1.77% <sup>i</sup>	2.08% <sup>i</sup>	1.12%	1.06%	0.25%	1.15%	1.70%	0.93%	2.01% <sup>i</sup>	1.43%	1.52%	1.56%	1.12%
Talk mobile	34	19	15	3	*	6	4	10	9	2	8	13	7	6	21	13	29	5
	0.53% <sup>d</sup>	0.60%	0.47%	0.34%	0.05%	0.63% <sup>d</sup>	0.36%	1.05% <sup>Td</sup>	0.85% <sup>d</sup>	0.46%	0.47%	0.70%	0.53%	0.41%	0.59%	0.46%	0.56%	0.41%
Talk Talk	13	8	5	1	-	3	2	1	4	2	4	3	2	4	7	6	9	4
	0.20%	0.24%	0.16%	0.11%	-	0.30%	0.16%	0.14%	0.35%	0.53% <sup>d</sup>	0.22%	0.19%	0.15%	0.24%	0.20%	0.20%	0.18%	0.31%
Utility Warehouse	14	2	11	-	-	2	2	2	6	2	5	2	1	5	7	7	10	3
	0.21% <sup>a</sup>	0.07%	0.34% <sup>a</sup>	-	-	0.18%	0.22%	0.23%	0.55% <sup>Td</sup>	0.42%	0.28%	0.12%	0.08%	0.35%	0.20%	0.23%	0.20%	0.26%
Voxi	38	16	22	12	9	-	6	5	5	-	8	18	6	5	27	11	29	9
	0.58% <sup>e</sup>	0.51%	0.65%	1.31% <sup>Tei</sup>	0.82% <sup>e</sup>	-	0.59% <sup>e</sup>	0.57% <sup>e</sup>	0.52% <sup>e</sup>	-	0.48%	1.00% <sup>Tm</sup>	0.46%	0.32%	0.74%	0.39%	0.56%	0.70%
T-Mobile	3	3	-	-	-	1	-	-	2	-	2	-	-	1	2	1	1	2
	0.04%	0.09%	-	-	-	0.11%	-	-	0.16%	-	0.09%	-	-	0.07%	0.05%	0.04%	0.02%	0.13%
The Phone Co-op	1	1	-	-	-	-	-	1	*	-	-	1	*	-	1	*	1	-
	0.02%	0.04%	-	-	-	-	-	0.10%	0.04%	-	-	0.05%	0.03%	-	0.03%	0.01%	0.02%	-
Other answers	14	5	9	4	1	-	3	2	2	2	5	3	5	1	8	5	12	2
	0.21%	0.17%	0.26%	0.41%	0.06%	-	0.28%	0.21%	0.23%	0.54% <sup>e</sup>	0.30%	0.17%	0.37%	0.04%	0.24%	0.19%	0.24%	0.12%
Don't have a personal mobile	64	38	26	1	2	*	10	13	24	14	13	15	11	25	27	36	48	15
	0.99% <sup>cde</sup>	1.20%	0.78%	0.13%	0.15%	0.04%	0.88% <sup>de</sup>	1.35% <sup>cde</sup>	2.32% <sup>Tcdef</sup>	3.45% <sup>Tcdef</sup>	0.72%	0.81%	0.87%	1.58% <sup>Tj</sup>	0.77%	1.26%	0.94%	1.18%
Don't know	54	28	26	17	20	7	3	2	5	-	12	11	13	18	23	31	42	12
	0.84% <sup>fg</sup>	0.89%	0.79%	1.89% <sup>Tfghi</sup>	1.84% <sup>Tefgh</sup>	0.72%	0.26%	0.22%	0.52%	-	0.71%	0.61%	0.96%	1.16%	0.66%	1.07%	0.82%	0.92%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 7

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
BT Mobile	254 3.94%o	205 3.79%	28 5.27%	9 3.06%	11 5.88%	28 5.27%o	9 3.59%	30 4.28%	14 2.67%	21 3.65%	18 3.84%	9 3.06%	32 5.26%o	42 4.98%o	27 3.04%	12 2.12%	11 5.88%o	216 3.81%	33 4.67%
EE	1197 18.57% p	1009 18.66% d	89 16.57%	78 25.38% Tab	21 10.95%	89 16.57%	51 19.81% p	124 17.46% p	85 16.19%	144 25.54% Teg hjlno	84 18.13% p	78 25.38% Teg hjlno	93 15.38%	181 21.25% hlp	151 17.15%	96 17.50%	21 10.95%	1045 18.40%	140 19.84%
giffgaff	368 5.71% i	313 5.78%	33 6.13%	12 3.99%	10 5.17%	33 6.13% i	15 5.92%	48 6.79% i	33 6.22% i	18 3.27%	31 6.71% i	12 3.99%	34 5.58%	52 6.12% i	41 4.62%	41 7.36% i	10 5.17%	314 5.52%	50 7.06%
Lycamobile	25 0.39% q	25 0.47%	-	-	-	-	1 0.38%	-	1 0.13%	1 0.21%	2 0.41%	-	1 0.24%	16 1.85% Tegh iklno	3 0.35%	* 0.08%	-	10 0.17%	16 2.23% Tq
O2	1073 16.66% c kr	877 16.23% c	103 19.18% c	30 9.79%	63 32.69% Tab c	103 19.18% ik	41 16.00% k	117 16.48% k	91 17.32% k	76 13.54%	77 16.62% k	30 9.79%	87 14.34%	160 18.88% ik	142 16.06% k	86 15.65% k	63 32.69% Tef ghijklmno	974 17.14% Tr	94 13.34%
Tesco Mobile	560 8.69% am r	445 8.24%	55 10.30%	40 13.13% Ta	19 9.75%	55 10.30% m	15 5.85%	49 6.84%	35 6.73%	40 7.18%	40 8.61%	40 13.13% Tfg him	73 12.02% Tfgh im	50 5.83%	87 9.90% m	56 10.23% m	19 9.75%	530 9.34% Tr	25 3.55%
Three	690 10.72% d lpq	586 10.84% d	55 10.29%	38 12.35% d	11 5.91%	55 10.29%	19 7.52%	75 10.57%	74 14.04% Tfj lp	63 11.19% l	43 9.37%	38 12.35% lp	45 7.38%	106 12.50% flp	105 11.93% lp	55 10.04%	11 5.91%	570 10.04%	119 16.74% Tq
Virgin Media	478 7.42% be	422 7.81% Tb	20 3.79%	24 7.78% b	11 5.86%	20 3.79%	23 9.00% e	50 7.05% e	41 7.76% e	53 9.40% eo	43 9.30% eo	24 7.78% e	59 9.79% Teo	62 7.34% e	60 6.78% e	31 5.64%	11 5.86%	422 7.42%	52 7.41%
Vodafone	887 13.77% i	745 13.78%	81 15.13%	40 13.10%	21 10.65%	81 15.13% i	36 14.12%	87 12.17%	72 13.64%	58 10.35%	57 12.25%	40 13.10%	85 14.02%	115 13.52%	136 15.39% i	100 18.20% Tgi jmp	21 10.65%	786 13.83%	97 13.64%
1p Mobile	17 0.27%	14 0.26%	1 0.09%	1 0.20%	2 1.16% Ta	1 0.09%	3 1.03% Th	2 0.32%	-	2 0.28%	2 0.36%	1 0.20%	2 0.30%	1 0.13%	2 0.18%	1 0.20%	2 1.16% Thm	16 0.28%	1 0.17%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 7

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Asda Mobile	27 0.42%	24 0.44%	1 0.16%	-	2 1.17%	1 0.16%	2 0.62%	4 0.50%	6 1.13% <sup>To</sup>	2 0.39%	1 0.24%	-	3 0.54%	2 0.26%	4 0.45%	-	2 1.17% <sup>o</sup>	26 0.46%	-
ID Mobile	121 1.88% <sup>r</sup>	102 1.89%	15 2.76%	4 1.29%	1 0.26%	15 2.76%	6 2.24%	17 2.40%	14 2.69%	12 2.13%	7 1.57%	4 1.29%	12 1.97%	10 1.17%	14 1.55%	10 1.86%	1 0.26%	113 1.99% <sup>r</sup>	5 0.75%
Lebara	65 1.01%	55 1.02%	4 0.81%	4 1.44%	1 0.38%	4 0.81%	1 0.37%	15 2.08% <sup>Tim</sup>	5 1.00%	5 0.81%	7 1.42%	4 1.44%	2 0.37%	5 0.60%	10 1.12%	6 1.09%	1 0.38%	60 1.06%	5 0.67%
Plusnet	81 1.26%	64 1.19%	5 0.84%	9 2.88% <sup>Tab</sup>	3 1.69%	5 0.84%	4 1.62%	8 1.07%	6 1.24%	5 0.84%	4 0.84%	9 2.88% <sup>Teim</sup>	10 1.67%	4 0.48%	12 1.40%	11 1.98% <sup>m</sup>	3 1.69%	74 1.31%	7 0.94%
Sky	272 4.23% <sup>m</sup>	230 4.25%	21 3.93%	9 3.05%	12 6.33%	21 3.93% <sup>m</sup>	20 7.62% <sup>Teikmn</sup>	32 4.44% <sup>m</sup>	27 5.24% <sup>m</sup>	22 3.92% <sup>m</sup>	19 4.09% <sup>m</sup>	9 3.05%	36 5.95% <sup>m</sup>	15 1.76%	37 4.16% <sup>m</sup>	22 4.06% <sup>m</sup>	12 6.33% <sup>m</sup>	247 4.35%	25 3.48%
Smarty	95 1.47% <sup>mq</sup>	85 1.58%	8 1.44%	2 0.54%	-	8 1.44%	4 1.67%	19 2.71% <sup>Thkmnop</sup>	5 0.92%	14 2.49% <sup>mop</sup>	12 2.50% <sup>mop</sup>	2 0.54%	14 2.31% <sup>mo</sup>	4 0.50%	10 1.17%	3 0.48%	-	76 1.34%	15 2.14%
Talk mobile	34 0.53%	29 0.53%	3 0.53%	* 0.15%	2 1.22%	3 0.53%	-	6 0.85%	3 0.53%	4 0.79%	4 0.92%	* 0.15%	1 0.18%	3 0.36%	5 0.57%	2 0.32%	2 1.22%	32 0.56%	2 0.31%
Talk Talk	13 0.20%	11 0.19%	1 0.10%	1 0.39%	1 0.40%	1 0.10%	-	-	1 0.13%	1 0.19%	1 0.22%	1 0.39%	2 0.36%	2 0.24%	4 0.41%	-	1 0.40%	12 0.22%	1 0.10%
Utility Warehouse	14 0.21%	13 0.23%	1 0.18%	-	-	1 0.18%	1 0.26%	3 0.38%	-	-	1 0.28%	-	2 0.28%	1 0.07%	2 0.24%	4 0.67% <sup>T</sup>	-	11 0.20%	2 0.32%
Voxi	38 0.58%	34 0.64%	1 0.21%	2 0.50%	1 0.30%	1 0.21%	-	7 0.95%	4 0.69%	2 0.38%	1 0.30%	2 0.50%	2 0.29%	10 1.15%	6 0.64%	3 0.60%	1 0.30%	29 0.52%	7 0.96%
T-Mobile	3 0.04%	3 0.05%	-	-	-	-	-	-	-	2 0.29% <sup>T</sup>	1 0.24%	-	-	-	-	-	-	3 0.05%	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	* 0.05%	-	1 0.16%	-	-	-	-	-	-	-	1 0.02%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 7

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Country					Region											Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (g)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Other answers	14 0.21%q	13 0.24%	1 0.19%	-	-	1 0.19%	-	2 0.29%	2 0.44%	2 0.29%	1 0.31%	-	1 0.15%	3 0.38%	1 0.14%	-	-	8 0.15%	5 0.64%Tq
Don't have a personal mobile	64 0.99%r	54 0.99%	8 1.54%	1 0.37%	*	8 1.54%	4 1.75%	8 1.07%	4 0.80%	6 1.10%	4 0.85%	1 0.37%	6 0.99%	4 0.47%	11 1.22%	7 1.20%	*	61 1.07%r	1 0.11%
Don't know	54 0.84%	49 0.90%	3 0.56%	2 0.80%	-	3 0.56%	2 0.67%	9 1.26% m	3 0.52%	9 1.60% m	3 0.61%	2 0.80%	4 0.61%	2 0.27%	13 1.53% Tm	4 0.73%	-	44 0.77%	8 1.06%

**Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r**  
**Overlap formulae used.**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 8

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
BT Mobile	254 3.94%cdfghi	240 4.40%Tcdfghi	213 15.09%Tacdfe ijk	2 0.64%	1 0.24%	1 1.72%	12 1.06%	3 0.52%	5 0.45%	3 1.06%	-	-	-	-
EE	1197 18.57%gi	999 18.31%gi	259 18.41%gi	138 56.70%Tabdefg hijk	60 16.93%i	9 14.32%	221 19.83%gi	81 13.55%i	182 16.19%i	20 7.45%	6 14.90%	9 11.50%	2 9.13%	5 14.66%
giffgaff	368 5.71%b	301 5.52%b	55 3.91%	10 4.21%	34 9.72%Tabcfh	4 6.63%	52 4.70%	41 6.89%b	63 5.65%	20 7.38%b	2 5.25%	5 6.83%	2 8.70%	-
Lycamobile	25 0.39%	22 0.40%	2 0.11%	2 0.83%	4 1.04%bf	-	2 0.16%	4 0.70%b	5 0.44%	3 1.04%b	-	-	-	-
O2	1073 16.66%ci	906 16.61%ci	247 17.56%ci	17 7.03%	61 17.35%ci	10 16.21%	207 18.53%ci	113 19.07%ci	172 15.36%ci	28 10.64%	7 17.71%ci	15 19.10%ci	6 27.84%	2 4.80%
Tesco Mobile	560 8.69%	500 9.17%Tcf	147 10.42%Tcfi	12 5.00%	47 13.18%Tacfhi	6 8.88%	79 7.12%	74 12.42%Tacfhi	94 8.35%	15 5.50%	4 9.20%	6 7.75%	2 7.38%	1 1.85%
Three	690 10.72%abdi	560 10.26%bd	120 8.52%	19 7.97%	19 5.51%	10 16.35%di	111 9.97%d	82 13.72%Tabcdfi	135 12.03%bdi	17 6.42%	15 34.54%Tabcdfg hi	14 17.40%bcdi	4 16.11%	1 1.98%
Virgin Media	478 7.42%bdfgi	416 7.62%bdfgi	43 3.08%	11 4.35%	14 3.94%	4 6.06%	41 3.66%	22 3.78%	266 23.70%Tabcdefg ijk	4 1.56%	1 2.33%	3 3.38%	1 5.27%	2 5.07%
Vodafone	887 13.77%cdhik	758 13.90%cdhik	192 13.63%ci	12 4.93%	33 9.46%	14 21.40%cdhik	150 13.41%ci	85 14.26%cdk	124 11.01%ci	123 46.54%Tabcdefg hjk	4 8.31%	4 5.32%	1 3.16%	5 13.28%
1p Mobile	17 0.27%	17 0.32%	2 0.14%	2 0.68%	2 0.64%	-	2 0.15%	2 0.31%	4 0.35%	1 0.51%	-	1 1.86%Tabf	-	-
Asda Mobile	27 0.42%	25 0.46%	2 0.17%	1 0.38%	4 1.13%b	-	5 0.41%	3 0.43%	3 0.30%	2 0.59%	2 3.76%Tabfgh	3 3.65%Tabcfgh	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 8

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
ID Mobile	121 1.88%h	100 1.83%h	21 1.52%	1 0.38%	13 3.73%Tabcfh	1 1.98%	19 1.67%	22 3.71%Tabcfh	11 1.01%	3 1.23%	2 4.01%c	1 1.34%	-	1 3.54%
Lebara	65 1.01%ah	47 0.86%	9 0.63%	2 0.78%	2 0.47%	2 3.90%abdfh	6 0.52%	7 1.25%h	4 0.34%	4 1.67%h	-	7 8.44%Tabcdfghi	-	-
Plusnet	81 1.26%	74 1.35%f	16 1.11%	3 1.10%	26 7.21%Tabcfghi	1 1.63%	7 0.63%	5 0.86%	9 0.77%	* 0.15%	-	2 2.03%	2 6.90%	-
Sky	272 4.23%bdgh	245 4.48%Tbdgh	32 2.25%h	4 1.65%	6 1.58%	-	171 15.31%Tabcddegh ijk	9 1.50%	10 0.89%	7 2.58%h	-	5 5.66%dgh	-	-
Smarty	95 1.47%af	69 1.26%	15 1.09%	2 0.83%	6 1.66%	-	8 0.76%	9 1.45%	12 1.08%	7 2.67%f	-	3 3.36%f	2 9.63%	-
Talk mobile	34 0.53%	31 0.56%b	3 0.19%	* 0.17%	5 1.33%bf	-	2 0.16%	6 0.94%bf	6 0.55%	3 1.02%	-	-	-	4 11.14%
Talk Talk	13 0.20%	11 0.19%	-	-	1 0.22%	-	-	10 1.66%Tabfh	-	-	-	-	-	-
Utility Warehouse	14 0.21%	14 0.25%	-	-	-	-	-	-	-	-	-	-	-	14 40.00%
Voxi	38 0.58%abf	20 0.36%	3 0.20%	-	5 1.43%abfh	-	-	5 0.79%f	2 0.18%	2 0.66%f	-	2 2.39%abcfh	-	1 3.67%
T-Mobile	3 0.04%	3 0.05%	2 0.12%	-	-	-	-	1 0.19%	-	-	-	-	-	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	14 0.21%a	9 0.16%	1 0.04%	-	1 0.28%	-	1 0.05%	-	5 0.43%	1 0.23%	-	-	-	-
Don't have a personal mobile	64 0.99%	62 1.13%T	20 1.41%	4 1.58%	9 2.50%Tafh	-	8 0.76%	10 1.72%	7 0.66%	2 0.70%	-	-	1 4.23%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 8

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Don't know	54	30	6	2	2	1	13	2	4	1	-	-	*	-
	0.84%a	0.55%	0.40%	0.79%	0.43%	0.93%	1.13%a	0.40%	0.35%	0.39%	-	-	1.65%	-

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 9

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
BT Mobile	254 3.94%pqstuvw xz	254 4.01%pqstu vwxyzA	254 100.00%Tnpqstuvw	-	-	-	-	-	-	-	-	-	-	-	-
EE	1197 18.57%oqstuv wxyzA	1197 18.91%Toqstuvwxy zA	-	1197 100.00%Tnoqstuvw yzA	-	-	-	-	* 0.07%	-	* 0.05%	-	-	-	-
giffgaff	368 5.71%opstuvw xyzA	368 5.81%Topstuvwxy zA	-	-	368 100.00%Tnopstuvw yzA	-	-	-	-	-	-	-	-	-	-
Lycamobile	25 0.39%	25 0.40%	-	-	-	25 100.00%	-	-	-	-	-	-	-	-	-
O2	1073 16.66%opqtuv wxyzA	1073 16.97%Topqtuvwxy zA	-	-	-	-	1073 100.00%Tnopqtuvw yzA	-	-	-	-	-	-	-	-
Tesco Mobile	560 8.69%opqsuvw xyzA	560 8.84%Topqsuvwx zA	-	-	-	-	-	560 100.00%Tnopqsuvwx yzA	-	-	-	-	-	-	-
Three	690 10.72%opqstv wxyzA	690 10.91%Topqstvwxy zA	-	* 0.04%	-	-	-	-	690 100.00%Tnopqstvw yzA	-	* 0.05%	-	-	-	-
Virgin Media	478 7.42%opqstuw xyzA	478 7.55%Topqstuvwxy zA	-	-	-	-	-	-	-	478 100.00%Tnopqstuw yzA	-	-	-	-	-
Vodafone	887 13.77%opqstu vxyzA	887 14.02%Topqstuvxy zA	-	* 0.04%	-	-	-	-	* 0.07%	-	887 100.00%Tnopqstuv yzA	-	-	-	-
1p Mobile	17 0.27%	17 0.27%	-	1 0.05%	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 9

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**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Asda Mobile	27 0.42%p	27 0.43%p	-	-	-	-	-	-	-	-	-	-	-	-	-
iD Mobile	121 1.88%opqstuv wz	121 1.92%opqstuvwz	-	-	-	-	-	-	-	-	-	121 100.00%Tnopqstuvw yzA	-	-	-
Lebara	65 1.01%pstuw	65 1.03%pstuw	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	81 1.26%pstuvw	81 1.28%pstuvw	-	-	-	-	-	-	-	-	-	-	81 100.00%Tnopqstuvw xzA	-	-
Sky	272 4.23%opqstuv wx	272 4.30%Topqstuvwx	-	-	-	-	-	-	-	-	-	-	-	272 100.00%Tnopqstuvw xyA	-
Smarty	95 1.47%pqstuvw	95 1.50%pqstuvw	-	-	-	-	-	-	-	-	-	-	-	-	95 100.00%Tnopqstuvwxyz
Talk mobile	34 0.53%ps	34 0.54%ps	-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk	13 0.20%	13 0.21%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility Warehouse	14 0.21%	14 0.22%	-	-	-	-	-	-	-	-	-	-	-	-	-
Voxi	38 0.58%psw	38 0.60%psw	-	-	-	-	-	-	-	-	-	-	-	-	-
T-Mobile	3 0.04%	3 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	14 0.21%	14 0.22%	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 9

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Don't have a personal mobile	64 0.99%npstuw	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	54 0.84%npssuw	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 10

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
BT Mobile	254 3.94%cd fghiqs	252 4.08%T cd fghi	216 16.25%Ta cdefghij kl	3 1.16%	1 0.22%	- -	17 1.34%h	3 0.51%	7 0.51%	- -	- -	1 1.35%	- -	- -	- -	162 4.50%T qrs	86 19.45%To qrs	58 3.09%Ts	2 1.15%	11 1.09%	38 3.51%	139 4.20%	53 3.96%	86 4.06%	163 3.98%
EE	1197 18.57%g il	1149 18.62%g il	245 18.41%g il	154 52.82%T abdefgh ijkl	67 17.25%i l	10 16.21%	245 19.26%g il	93 14.10%i	250 17.34%il	23 7.82%	9 18.39%i	13 13.12%	3 5.38%	3 10.28%	7 20.63%	690 19.13%	85 19.09%	382 20.46%T	29 15.07%	177 18.00%	200 18.46%	621 18.72%	251 18.62%	374 17.72%	783 19.20%
giffgaff	368 5.71%ab oq	339 5.50%b	52 3.92%	19 6.38%	33 8.49%Ta bfh	6 9.95%	64 5.04%	44 6.69%b	75 5.23%	15 4.96%	2 4.57%	7 7.15%	2 4.57%	2 7.55%	- -	171 4.74%	15 3.40%	87 4.67%	14 7.29%	49 4.94%	81 7.47%Tu	178 5.35%	74 5.48%	139 6.58%	216 5.31%
Lycamobile	25 0.39%	25 0.40%	2 0.12%	2 0.69%	4 0.95%b	- -	6 0.46%	4 0.56%	4 0.31%	2 0.73%	- -	- -	- -	- -	- -	14 0.38%q	2 0.48%	3 0.14%	4 1.92%To qs	4 0.38%	5 0.46%	13 0.38%	3 0.23%	8 0.37%	16 0.38%
O2	1073 16.66% i	1040 16.85% i	228 17.11%ci	25 8.45%	64 16.56% i	13 22.26% ci	240 18.82%T ci	121 18.25% i	239 16.61% i	33 11.21%	10 19.67% i	17 16.79% i	9 17.24%	7 26.45%	2 5.07%	628 17.41% s	69 15.53%	340 18.22%	43 22.38% s	148 15.07%	170 15.63%	545 16.42%	232 17.26%	348 16.51%	689 16.89%
Tesco Mobile	560 8.69% f q tv	543 8.81% f	143 10.72%Ta cfhi	17 5.96%	55 14.17%Ta cfhi	4 6.97%	90 7.06%	79 11.95%Ta cfhi	107 7.43%	16 5.29%	4 7.99%	7 6.71%	10 20.03%Tabcf hik	- -	1 1.96%	293 8.12% q	46 10.43% q	134 7.15%	25 12.79% eoq	81 8.22%	72 6.66% v	335 10.09% Tt	95 7.08%	208 9.87% T	341 8.35%
Three	690 10.72% a bdu	649 10.53% bd	105 7.86%	24 8.39%	26 6.70%	12 19.74% ab cdfi	123 9.67%	93 13.98% T abcdfi	178 12.35% ab di	22 7.32%	15 30.01% T abcdfgh il	16 16.52% bc dfi	3 6.70%	5 18.34%	1 2.10%	363 10.08%	36 8.06%	184 9.85%	26 13.42%	104 10.61%	129 11.86%	326 9.83% u	172 12.77% T	214 10.17%	445 10.91%
Virgin Media	478 7.42% bc dfgiq	468 7.58% Tb cd fgi	38 2.85%	8 2.86%	14 3.72%	5 7.70%	44 3.46%	28 4.18%	306 21.24% Ta bcdefgij kl	9 2.99%	1 2.02%	4 3.59%	2 3.48%	1 4.58%	2 5.36%	340 9.42% Tp qr	21 4.70% q	49 2.63%	7 3.79%	250 25.44% To pqr	73 6.76%	271 8.16% Tv	81 5.98%	163 7.71%	294 7.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 10

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**

**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Uti- lity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Vodafone	887 13.77% dhks	856 13.88% dhk	189 14.20% ch	18 6.23%	40 10.18%	5 7.58%	180 14.12% hk	90 13.63% k	159 11.04% c	136 46.19% Ta bdefghj kl	5 9.27%	5 5.25%	6 12.29%	2 9.45%	5 14.05%	500 13.88% s	61 13.76%	291 15.56% Tos	23 11.75%	112 11.38%	162 14.90%	447 13.48%	185 13.78%	272 12.90%	583 14.28%
1p Mobile	17 0.27%	17 0.28%	1 0.09%	2 0.56%	2 0.58%	-	2 0.13%	2 0.28%	4 0.27%	1 0.46%	-	1 1.50% Ta bf	1 1.11%	-	-	6 0.16%	1 0.17%	3 0.15%	-	2 0.18%	4 0.39%	10 0.29%	3 0.19%	6 0.30%	10 0.24%
Asda Mobile	27 0.42%	26 0.42%	2 0.14%	1 0.31%	3 0.89% b	-	5 0.36%	3 0.38%	5 0.36%	2 0.53%	2 3.27% Ta bcfgh	3 2.95% Ta bcfgh	1 1.92% b	1 2.19%	-	13 0.36%	1 0.11%	7 0.39%	2 0.80%	3 0.27%	6 0.53%	18 0.53%	2 0.17%	13 0.63%	12 0.30%
iD Mobile	121 1.88% o	118 1.92%	21 1.60%	1 0.32%	15 3.84% Ta bcfhi	2 3.48% c	21 1.63%	28 4.21% Ta bcfhi	19 1.31%	3 1.10%	2 3.48% c	1 1.08%	3 6.07% Ta bcfhi	-	1 3.74%	52 1.45%	6 1.26%	31 1.64%	4 1.91%	12 1.17%	25 2.31%	57 1.72%	27 1.99%	39 1.84%	79 1.93%
Lebara	65 1.01% oq s	60 0.97%	7 0.50%	2 0.65%	3 0.70%	1 2.25%	6 0.49%	7 1.12%	11 0.77%	4 1.49%	-	9 9.53% Ta bcdfghi j	5 8.82% Ta bcdfghi	-	-	18 0.49%	1 0.22%	10 0.52%	2 0.89%	3 0.30%	11 0.99%	43 1.31% T	8 0.56%	14 0.67%	48 1.17%
Plusnet	81 1.26% fh ops	80 1.29% fh	14 1.02%	5 1.58%	28 7.22% Ta bcfghi	1 1.73%	7 0.55%	7 1.06%	8 0.57%	* 0.13%	-	2 2.00%	1 1.95%	2 5.99%	1 1.59%	22 0.61%	* 0.11%	16 0.86%	* 0.18%	5 0.51%	10 0.90%	38 1.16%	28 2.05% Tu	30 1.43%	48 1.17%
Sky	272 4.23% bc dghprs	272 4.41% Tb cdgh	29 2.15% h	4 1.37%	5 1.41%	-	187 14.71% Ta bcdeghij kl	12 1.83%	12 0.80%	13 4.26% dh	1 1.33%	6 5.78% bc dgh	2 4.22% h	* 1.70%	-	220 6.11% Tp rs	8 1.84% s	209 11.17% To prs	* 0.17%	3 0.27%	52 4.75%	130 3.90%	76 5.67% Tu	90 4.29%	172 4.22%
Smarty	95 1.47% ao pqs	86 1.39%	16 1.20%	1 0.34%	6 1.51%	-	12 0.96%	10 1.45%	18 1.26%	8 2.59% cf	-	3 3.46% cf	3 5.36% Ta bcfh	2 8.36%	-	30 0.83%	1 0.20%	17 0.89%	2 0.94%	7 0.66%	17 1.60%	46 1.38%	15 1.12%	23 1.10%	61 1.50%
Talk mobile	34 0.53% b	32 0.52% b	2 0.12%	* 0.14%	5 1.21% b	-	5 0.42%	6 0.84% b	8 0.55%	3 0.92% b	-	-	* 0.87%	-	2 5.02%	13 0.37%	2 0.35%	7 0.40%	2 0.88%	3 0.27%	5 0.49%	15 0.45%	6 0.46%	11 0.53%	21 0.53%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 10

**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Talk Talk	13 0.20%	13 0.21%	- -	- -	1 0.20%	1 1.15%bfh	-	11 1.64%Tabfh	-	-	-	-	-	-	-	4 0.11%	-	2 0.12%	2 0.99%Toqs	-	2 0.19%	4 0.12%	6 0.42%	5 0.23%	8 0.20%
Utility Warehouse	14 0.21%	14 0.22%	-	-	-	-	1 0.05%	-	-	-	-	-	-	-	13 40.49%	5 0.14%	-	4 0.21%	-	-	1 0.12%	9 0.28%	3 0.22%	6 0.29%	7 0.18%
Voxi	38 0.58%ab fo	31 0.51%bf	2 0.14%	-	5 1.30%abf	-	-	10 1.45%Ta bf	9 0.64%f	1 0.40%f	-	3 3.21%Tabcf hi	-	-	-	9 0.25%	-	6 0.31%	1 0.57%	2 0.23%	4 0.35%	16 0.47%	12 0.91%	10 0.46%	24 0.60%
T-Mobile	3 0.04%	3 0.05%	2 0.12%	-	-	-	-	1 0.17%	-	-	-	-	-	-	-	1 0.03%	-	-	1 0.58%Toqs	-	-	2 0.05%	1 0.08%	3 0.13%x	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.03%	* 0.03%	* 0.02%	1 0.02%	
Other answers	14 0.21%q	12 0.19%	-	-	1 0.26%	-	1 0.09%	1 0.20%	7 0.46%ab	1 0.21%	-	-	-	-	-	5 0.15%q	-	1 0.03%	1 0.69%q	2 0.22%	1 0.11%	4 0.12%	3 0.25%	6 0.28%	7 0.17%
Don't have a personal mobile	64 0.99%v	62 1.01%	18 1.33%	5 1.78%	9 2.27%Tafh	-	8 0.59%	11 1.59%h	9 0.59%	3 0.88%	-	-	-	1 3.67%	-	32 0.88%	3 0.61%	17 0.90%	3 1.56%	6 0.66%	10 0.89%	43 1.29%Tv	5 0.34%	30 1.42%Tx	32 0.78%
Don't know	54 0.84%ab gosuwx	22 0.36%	2 0.15%	-	2 0.39%	1 0.99%g	10 0.80%abg	-	6 0.41%	1 0.50%	-	-	-	* 1.43%	-	16 0.43%	1 0.22%	13 0.69%o	1 0.27%	1 0.11%	8 0.75%	9 0.28%	5 0.40%	11 0.50%	21 0.52%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 11

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
BT	1330 20.65% demp	661 20.99%	669 20.32%	163 18.31%	168 15.63%	160 16.00%	232 20.92% de	220 23.68% Tcde	289 28.20% Tcde fg	99 23.66% cde	395 22.52% Tm	378 20.83% m	279 21.35% m	278 17.76%	773 21.66% To	557 19.40%	918 17.82%	412 31.93% Tp
EE	291 4.51%	140 4.43%	151 4.59%	46 5.13%	56 5.18%	49 4.94%	38 3.46%	43 4.63%	38 3.74%	20 4.87%	78 4.43%	82 4.49%	58 4.41%	74 4.72%	159 4.46%	132 4.58%	227 4.40%	64 4.95%
Plusnet	389 6.04% cdp	182 5.77%	207 6.30%	27 3.06%	47 4.38%	60 5.99% c	70 6.29% c	76 8.18% Tcd	74 7.24% cd	35 8.49% Tcd	102 5.82%	109 6.00%	91 6.99%	87 5.55%	211 5.92%	178 6.20%	274 5.31%	116 8.98% Tp
Post Office	60 0.92%	30 0.94%	30 0.91%	5 0.55%	14 1.31%	7 0.68%	15 1.39%	6 0.61%	11 1.06%	2 0.43%	13 0.74%	17 0.91%	10 0.77%	20 1.28%	29 0.83%	30 1.05%	48 0.93%	11 0.89%
Sky	1273 19.77% aghi	580 18.40%	694 21.08% Ta	186 20.92% hi	219 20.38% hi	222 22.24% ghi	263 23.74% Tghi	158 17.08%	160 15.64%	64 15.42%	342 19.51%	339 18.66%	281 21.49%	312 19.91%	681 19.08%	593 20.63%	1034 20.08%	239 18.53%
TalkTalk	662 10.28% cn	328 10.41%	334 10.15%	71 7.96%	105 9.78%	107 10.74%	94 8.50%	90 9.72%	126 12.28% Tcf g	68 16.40% Tcdef	166 9.48%	164 9.03%	135 10.29%	197 12.60% Tjk	330 9.25%	332 11.55% Tn	522 10.13%	140 10.86%
Virgin Media	1442 22.38% q	718 22.80%	724 21.98%	225 25.31% f	259 24.04%	237 23.74%	224 20.21%	197 21.20%	217 21.14%	83 19.99%	384 21.92%	417 22.97%	304 23.21%	337 21.50%	801 22.46%	640 22.28%	1340 26.02% Tq	101 7.84%
Vodafone	295 4.58% bghil o	182 5.79% Tb	113 3.43%	37 4.20%	79 7.33% Tcfgh i	57 5.68% ghi	55 4.99% hi	30 3.24%	27 2.66%	10 2.31%	94 5.35% l	100 5.53% Tlm	41 3.17%	60 3.81%	194 5.44% To	101 3.52%	239 4.64%	56 4.35%
Home Telecom	1 0.01%	-	1 0.02%	-	-	-	-	-	1 0.07%	-	-	-	-	1 0.05%	-	1 0.03%	1 0.01%	-
Hyperoptic	37 0.57% ghq	19 0.60%	18 0.55%	11 1.24% Tghi	12 1.09% Tgh	5 0.52% gh	9 0.79% gh	-	-	-	12 0.70%	13 0.71%	7 0.57%	4 0.26%	25 0.71% Tq	12 0.40%	37 0.71% Tq	-
John Lewis Broadband	20 0.31% p	9 0.29%	11 0.32%	3 0.37%	1 0.05%	-	5 0.45%	4 0.42%	3 0.31%	4 0.98% Tde	9 0.49%	5 0.27%	4 0.34%	2 0.13%	14 0.38%	6 0.22%	8 0.15%	12 0.95% Tp
KCOM / Karoo	49 0.75% b	31 0.99%	17 0.53%	5 0.57%	6 0.52%	6 0.60%	12 1.08%	11 1.16%	6 0.56%	3 0.80%	14 0.81%	15 0.80%	10 0.73%	10 0.66%	29 0.81%	20 0.69%	43 0.83%	6 0.43%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 11

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Now Broadband	99	49	50	10	19	14	16	23	12	5	15	33	16	36	48	51	87	12
	1.54%j	1.55%	1.53%	1.12%	1.77%	1.37%	1.46%	2.50%Th	1.13%	1.26%	0.84%	1.81%j	1.19%	2.28%Tj	1.33%	1.79%	1.70%	0.90%
O2 Broadband	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	1
	0.01%	0.02%	-	-	-	-	-	-	0.06%	-	-	-	-	0.04%	-	0.02%	-	0.05%
Origin	9	3	6	-	2	3	3	1	*	-	2	1	*	6	3	6	4	4
	0.14%p	0.09%	0.18%	-	0.18%	0.32%	0.26%	0.06%	0.04%	-	0.10%	0.06%	0.03%	0.36%T	0.08%	0.21%	0.09%	0.34%p
Pop Telecom	2	-	2	-	2	-	-	-	-	-	-	-	-	2	-	2	2	-
	0.03%	-	0.05%	-	0.16%T	-	-	-	-	-	-	-	-	0.11%	-	0.06%	0.03%	-
See The Light	6	1	4	1	2	-	1	1	-	-	-	4	1	*	4	2	4	2
	0.09%	0.05%	0.13%	0.14%	0.19%	-	0.13%	0.12%	-	-	-	0.22%	0.11%	0.03%	0.11%	0.07%	0.08%	0.15%
Shell Energy Broadband	52	32	20	6	7	5	9	9	11	3	20	10	8	14	30	22	39	13
	0.80%	1.02%	0.59%	0.64%	0.69%	0.51%	0.85%	1.02%	1.10%	0.81%	1.13%	0.55%	0.60%	0.88%	0.84%	0.75%	0.76%	0.97%
SSE	26	12	14	2	2	8	3	8	1	2	4	4	2	16	8	18	19	6
	0.40%n	0.38%	0.42%	0.24%	0.22%	0.78%	0.26%	0.83%Th	0.13%	0.42%	0.25%	0.20%	0.15%	1.02%Tjkl	0.23%	0.62%Tn	0.38%	0.50%
Three Broadband	12	5	6	-	4	1	2	3	1	-	4	5	2	1	9	3	10	2
	0.18%	0.17%	0.19%	-	0.36%	0.14%	0.22%	0.29%	0.14%	-	0.24%	0.26%	0.18%	0.04%	0.25%	0.10%	0.20%	0.13%
Utility Warehouse	32	5	27	3	1	5	8	5	9	2	9	13	2	9	22	10	21	11
	0.50%adl	0.15%	0.83%Ta	0.29%	0.06%	0.50%	0.73%d	0.52%	0.92%d	0.42%	0.50%	0.72%l	0.13%	0.56%	0.61%	0.36%	0.41%	0.88%
Zen Internet	15	8	7	*	3	-	6	1	5	-	9	3	2	1	12	3	9	7
	0.24%p	0.25%	0.23%	0.04%	0.32%	-	0.50%	0.15%	0.45%	-	0.51%Tm	0.19%	0.15%	0.06%	0.35%	0.10%	0.17%	0.52%p
ASK4 Internet	2	2	-	2	-	-	-	-	-	-	-	2	-	-	2	-	2	-
	0.03%	0.06%	-	0.23%T	-	-	-	-	-	-	-	0.11%	-	-	0.06%	-	0.04%	-
FibreNest	3	3	-	-	2	-	-	1	-	-	*	2	1	-	2	1	2	1
	0.05%	0.10%	-	-	0.18%	-	-	0.13%	-	-	0.03%	0.11%	0.05%	-	0.07%	0.02%	0.05%	0.05%
Glide Broadband	3	3	-	2	1	-	-	-	-	-	-	3	-	-	3	-	3	-
	0.05%	0.11%	-	0.26%	0.11%	-	-	-	-	-	-	0.19%T	-	-	0.10%	-	0.07%	-
Supanet	3	*	2	-	-	-	-	2	1	-	1	1	*	-	2	*	1	2
	0.04%	0.01%	0.07%	-	-	-	-	0.19%	0.10%	-	0.06%	0.07%	0.04%	-	0.06%	0.02%	0.02%	0.13%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 11

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Gigaclear	7 0.10%p	2 0.07%	4 0.13%	-	1 0.10%	-	1 0.07%	2 0.21%	2 0.21%	1 0.14%	1 0.06%	3 0.19%	1 0.09%	1 0.05%	5 0.13%	2 0.07%	1 0.02%	6 0.45%Tp
Onestream	3 0.04%	2 0.06%	1 0.02%	-	-	2 0.18%	-	1 0.06%	1 0.05%	-	-	1 0.05%	1 0.10%	1 0.03%	1 0.03%	2 0.06%	1 0.03%	1 0.12%
WightFibre	1 0.02%	-	1 0.03%	-	* 0.05%	1 0.05%	-	-	-	-	-	-	1 0.04%	* 0.03%	-	1 0.03%	1 0.01%	* 0.04%
iTalk	1 0.02%	-	1 0.04%	-	-	1 0.07%	1 0.06%	-	-	-	-	-	1 0.05%	1 0.05%	-	1 0.05%	1 0.01%	1 0.05%
The Phone Co-op	2 0.03%	2 0.06%	-	-	-	-	-	2 0.16%	* 0.04%	-	-	1 0.05%	1 0.07%	-	1 0.03%	1 0.03%	2 0.04%	-
Other answers	43 0.67%	21 0.68%	21 0.65%	1 0.13%	5 0.45%	8 0.78%	8 0.72%	6 0.62%	10 1.01%c	5 1.19%c	11 0.65%	13 0.72%	9 0.68%	9 0.60%	25 0.69%	18 0.64%	31 0.61%	12 0.90%
Not applicable - I don't have a fixed broadband service	141 2.19%hjn	67 2.12%	74 2.26%	22 2.46%	19 1.77%	28 2.78%h	26 2.35%	28 3.04%h	13 1.30%	5 1.19%	27 1.52%	38 2.07%	20 1.52%	57 3.65%Tjkl	64 1.80%	77 2.68%Tn	114 2.22%	27 2.09%
Don't know	132 2.05%afgh	51 1.63%	81 2.45%Ta	61 6.83%Tdefg hi	40 3.70%Tefgh i	14 1.39%gh	6 0.57%	2 0.18%	4 0.43%	5 1.21%g	41 2.32%	40 2.22%	20 1.49%	31 1.99%	81 2.27%	51 1.77%	106 2.06%	26 2.00%

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



## Reasons to Complain Survey

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**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
BT	1330 20.65%a himr	1057 19.56%	140 26.05%Ta	66 21.63%	67 34.62%Tab c	140 26.05%Tfg hijm	42 16.21%	138 19.34%	88 16.68%	84 14.88%	93 20.06% i	66 21.63% i	147 24.20%Tfh im	147 17.35%	193 21.92%him m	127 23.01%fhi m	67 34.62%Tef ghijklmno	1235 21.75%Tr	91 12.87%
EE	291 4.51%o	235 4.35%	33 6.13%	17 5.62%	6 2.90%	33 6.13%hno	11 4.18%	30 4.22%	16 3.10%	35 6.22%hno	21 4.57%	17 5.62%o	25 4.12%	52 6.16%Thno	31 3.54%	13 2.41%	6 2.90%	257 4.52%	32 4.47%
Plusnet	389 6.04%ar	309 5.71%	37 6.88%	32 10.41%Ta	12 6.21%	37 6.88%	15 6.02%	40 5.62%	25 4.84%	31 5.43%	32 6.92%	32 10.41%Tghi lm	30 4.92%	38 4.46%	62 7.00%	36 6.49%	12 6.21%	358 6.31%Tr	24 3.43%
Post Office	60 0.92%	48 0.88%	6 1.03%	6 1.84%	1 0.37%	6 1.03%	1 0.21%	5 0.75%	3 0.61%	11 1.88%Tn	5 1.06%	6 1.84%n	3 0.53%	13 1.48%n	3 0.39%	4 0.70%	1 0.37%	53 0.93%	4 0.62%
Sky	1273 19.77%	1064 19.68%	105 19.61%	56 18.36%	48 24.99%	105 19.61%	52 20.34%	161 22.58%	113 21.48%	117 20.82%	81 17.45%	56 18.36%	119 19.61%	156 18.36%	162 18.41%	103 18.73%	48 24.99%j	1111 19.55%	156 22.01%
TalkTalk	662 10.28%	557 10.30%	56 10.40%	35 11.28%	15 7.74%	56 10.40%	29 11.49%	85 11.88%	42 8.08%	50 8.86%	42 9.02%	35 11.28%	62 10.17%	85 9.98%	99 11.26%	63 11.45%	15 7.74%	570 10.04%	83 11.70%
Virgin Media	1442 22.38%cd dkpq	1267 23.44%Tbc d	102 18.90%	47 15.46%	26 13.20%	102 18.90%	81 31.59%Teg hklmnop	168 23.55%kp	118 22.49%kp	162 28.75%Teh klno	118 25.50%eko p	47 15.46%	123 20.29%p	207 24.32%eko p	187 21.19%p	105 19.00%	26 13.20%	1244 21.90%	182 25.67%
Vodafone	295 4.58%hq	253 4.68%	19 3.46%	15 4.82%	9 4.54%	19 3.46%	10 4.00%	27 3.81%	12 2.35%	18 3.28%	27 5.82%h	15 4.82%	33 5.38%h	55 6.43%Tegh i	46 5.21%h	25 4.54%	9 4.54%	245 4.31%	51 7.16%Tq
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	1 0.09%	-	-	-	1 0.01%	-
Hyperoptic	37 0.57%	36 0.66%	1 0.19%	-	-	1 0.19%	-	3 0.47%	4 0.84%l	-	-	-	-	26 3.01%Tefg hijklno	2 0.27%	-	-	31 0.55%	5 0.67%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/eff/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

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	Country					Region											Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
John Lewis Broadband	20 0.31%	17 0.31%	1 0.12%	3 0.83%	-	1 0.12%	-	-	1 0.15%	1 0.17%	1 0.13%	3 0.83%g	4 0.66%	3 0.32%	4 0.41%	4 0.75%g	-	20 0.35%	-
KCOM / Karoo	49 0.75%gm	49 0.90%Tb	-	-	-	-	-	-	49 9.25%Tefgijk Imnop	-	-	-	-	-	-	-	-	48 0.84%	1 0.14%
Now Broadband	99 1.54%	87 1.61%	8 1.44%	4 1.18%	1 0.36%	8 1.44%	2 0.89%	15 2.07%	13 2.50%o	11 1.90%	6 1.21%	4 1.18%	12 2.02%	10 1.17%	15 1.68%	4 0.66%	1 0.36%	93 1.64%	6 0.86%
O2 Broadband	1 0.01%	1 0.01%	-	-	-	-	-	-	-	1 0.12%	-	-	-	-	-	-	-	1 0.01%	-
Origin	9 0.14%	8 0.15%	-	1 0.19%	-	-	-	-	1 0.23%	1 0.18%	* 0.10%	1 0.19%	3 0.56%T	-	2 0.21%	* 0.08%	-	8 0.15%	* 0.06%
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	2 0.38%T	-	-	-	-	-	-	2 0.03%	-
See The Light	6 0.09%	6 0.11%	-	-	-	-	-	-	-	-	1 0.27%	-	1 0.12%	1 0.11%	1 0.12%	2 0.34%	-	5 0.09%	1 0.14%
Shell Energy Broadband	52 0.80%	45 0.83%	2 0.34%	3 0.91%	2 0.98%	2 0.34%	-	2 0.29%	5 0.95%	3 0.56%	5 1.03%	3 0.91%	5 0.90%	3 0.30%	13 1.44%gm	9 1.70%Tegm	2 0.98%	48 0.85%	3 0.49%
SSE	26 0.40%	21 0.40%	1 0.11%	4 1.30%Tab	-	1 0.11%	-	2 0.30%	3 0.66%	5 0.87%	-	4 1.30%Tejm	3 0.49%	1 0.13%	3 0.36%	4 0.65%	-	23 0.41%	3 0.40%
Three Broadband	12 0.18%	10 0.19%	-	-	2 0.84%	-	-	1 0.08%	1 0.13%	-	3 0.62%	-	3 0.46%	1 0.16%	2 0.23%	-	2 0.84%	11 0.20%	1 0.09%
Utility Warehouse	32 0.50%	27 0.50%	4 0.70%	1 0.44%	-	4 0.70% m	1 0.26%	6 0.79% m	1 0.19%	2 0.29%	2 0.51%	1 0.44%	5 0.82% m	-	6 0.69% m	5 0.87% m	-	29 0.52%	3 0.41%
Zen Internet	15 0.24%	12 0.22%	1 0.19%	2 0.80%	-	1 0.19%	-	2 0.34%	1 0.17%	1 0.13%	-	2 0.80% m	2 0.40%	-	2 0.17%	4 0.71% Tm	-	15 0.27%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

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	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
ASK4 Internet	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	2 0.38%T	-	-	-	-	-	-	2 0.03%	-
FibreNest	3 0.05%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-	3 0.48%T	-	3 0.05%	-
Glide Broadband	3 0.05%	3 0.06%	-	-	-	-	1 0.45%T	2 0.33%T	-	-	-	-	-	-	-	-	-	3 0.06%	-
Supanet	3 0.04%	2 0.03%	1 0.19%	-	-	1 0.19%	-	-	-	-	-	-	1 0.21%	-	-	-	-	3 0.05%	-
Gigaclear	7 0.10%	7 0.12%	-	-	-	-	-	-	-	-	3 0.61%Tm	-	1 0.13%	-	2 0.25%	1 0.14%	-	7 0.12%	-
Onestream	3 0.04%	2 0.04%	-	1 0.17%	-	-	-	-	1 0.10%	-	-	1 0.17%	-	1 0.10%	-	-	-	3 0.05%	-
WightFibre	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	1 0.11%	-	-	1 0.02%	-
iTalk	1 0.02%	1 0.01%	1 0.13%	-	-	1 0.13%	-	-	-	1 0.13%	-	-	-	-	-	-	-	1 0.01%	1 0.10%
The Phone Co-op	2 0.03%	1 0.02%	1 0.11%	-	-	1 0.11%	-	-	-	1 0.16%	-	-	-	-	-	-	-	2 0.03%	-
Other answers	43 0.67%	37 0.68%	3 0.51%	3 0.85%	1 0.31%	3 0.51%	2 0.65%	1 0.19%	4 0.78%	3 0.52%	3 0.57%	3 0.85%	6 1.00%	5 0.64%	8 0.87%	5 0.93%	1 0.31%	41 0.73%	2 0.22%
Not applicable - I don't have a fixed broadband service	141 2.19%q	125 2.32%	8 1.54%	4 1.20%	4 2.04%	8 1.54%	4 1.41%	11 1.55%	11 2.06%	10 1.85%	7 1.53%	4 1.20%	11 1.80%	34 3.98%Tegj kl	21 2.40%	17 3.01%	4 2.04%	104 1.84%	35 4.93%Tq
Don't know	132 2.05%q	111 2.06%	10 1.95%	8 2.71%	2 0.91%	10 1.95%	6 2.20%	13 1.79%	12 2.37%	17 3.05%	9 1.94%	8 2.71%	8 1.25%	12 1.46%	16 1.86%	18 3.28%lm	2 0.91%	103 1.81%	25 3.53%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 13

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
BT	1330 20.65%cd efghi jk	1252 22.94%Tcdefgh ijk	1221 86.67%Tacdefgh ijk	7 2.74%dfh	-	0.66%	0.63%	7 1.17%	5 0.45%	4 1.47%d	-	-	-	-
EE	291 4.51%bdfghi	243 4.45%bdfgh	17 1.22%	186 76.76%Tabdefgh ijk	1 0.17%	1 0.90%	20 1.81%dh	4 0.70%	7 0.64%	5 1.73%	-	-	-	1 2.68%
Plusnet	389 6.04%bcfghik	368 6.74%Tbcfghik	20 1.43%fh	1 0.43%	342 96.71%Tabcefgh ijk	1 1.43%fh	-	3 0.51%f	* 0.02%	-	-	-	-	-
Post Office	60 0.92%bfgh	52 0.96%bfgh	3 0.21%	4 1.78%bfgh	1 0.33%	41 64.26%Tabcdfgh ijk	1 0.05%	1 0.12%	-	2 0.65%h	-	-	-	-
Sky	1273 19.77%bcdghij k	1156 21.19%Tbcdghij k	53 3.74%dgh	15 6.11%dghk	3 0.96%	11 17.16%bcdghij k	1046 93.84%Tabcdegh ijk	8 1.28%	9 0.80%	6 2.42%h	-	-	2 7.38%	3 8.12%
TalkTalk	662 10.28%bcdefhi jk	591 10.83%Tbcdefhi jk	19 1.33%fh	1 0.34%	1 0.22%	-	4 0.40%	559 94.02%Tabcdefh ijk	3 0.29%	4 1.53%h	-	-	-	-
Virgin Media	1442 22.38%abcdefg ijk	1145 20.99%bcdefgij k	32 2.28%dg	15 6.01%bdfg	-	5 7.15%bdfg	17 1.48%dg	-	1066 94.95%Tabcdefg ijk	9 3.50%dg	-	1 1.47%dg	-	-
Vodafone	295 4.58%bcd fgh	262 4.79%bcd fgh	2 0.17%	4 1.57%b	4 1.11%b	-	9 0.85%b	4 0.65%	9 0.80%b	229 86.59%Tabcdefghjk	-	-	-	-
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	-
Hyperoptic	37 0.57%abfh	11 0.20%	-	-	-	-	-	-	-	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 13

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
John Lewis Broadband	20 0.31%	17 0.32%	1 0.06%	1 0.43%	-	1 1.64%bdfgh	-	-	-	-	-	-	-	-
KCOM / Karoo	49 0.75%bfh	42 0.77%bfh	-	-	-	-	-	-	-	-	42 100.00%Tabcdefghik	-	-	-
Now Broadband	99 1.54%bdfgh	81 1.48%bdfgh	-	2 0.73%b	-	-	1 0.06%	-	1 0.08%	-	-	78 97.04%Tabcdefghij	-	-
O2 Broadband	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-
Origin	9 0.14%	8 0.15%	-	1 0.56%bfh	-	-	-	-	-	-	-	-	-	-
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
See The Light	6 0.09%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-
Shell Energy Broadband	52 0.80%bfgh	41 0.76%bfh	3 0.21%	-	-	1 1.79%bdfgh	1 0.09%	-	-	-	-	-	-	-
SSE	26 0.40%b	22 0.40%b	1 0.04%	-	1 0.16%	-	-	-	-	-	-	-	20 90.37%	-
Three Broadband	12 0.18%a	3 0.05%	2 0.14%	-	-	-	-	-	1 0.06%	-	-	-	-	-
Utility Warehouse	32 0.50%bbf	30 0.54%bfh	1 0.04%	-	-	-	-	-	-	-	-	-	-	29 85.54%
Zen Internet	15 0.24%	13 0.23%	2 0.17%	-	-	-	-	-	-	-	-	-	-	-
ASK4 Internet	2 0.03%a	* *	-	-	-	-	-	-	* 0.02%	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 13

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
FibreNest	3 0.05%a	* 0.01%	-	-	-	-	-	-	-	-	-	-	-	-
Glide Broadband	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-
Supanet	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-
Gigaclear	7 0.10%a	3 0.05%	1 0.06%	-	-	-	-	-	-	-	-	-	-	-
Onestream	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-
WightFibre	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-
iTalk	1 0.02%	1 0.03%	1 0.05%	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	43 0.67%afh	16 0.29%	4 0.30%	-	-	-	1 0.10%	1 0.18%	-	-	-	1 1.49%dfh	1 2.25%	-
Not applicable - I don't have a fixed broadband service	141 2.19%abdfgh	34 0.62%f	17 1.18%af	2 0.78%	-	-	2 0.17%	3 0.44%	5 0.42%	2 0.71%	-	-	-	1 3.67%
Don't know	132 2.05%abdf	52 0.96%	10 0.71%	4 1.76%	1 0.34%	3 5.02%abdfg	6 0.52%	6 0.94%	16 1.46%	4 1.39%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 14

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
BT	1330 20.65%quvz	1311 20.72%quvz	216 85.22%Tnpqst uvwxyzA	245 20.47%quvz	52 14.17%v	2 6.06%	228 21.21%quvz	143 25.48%Tnpquv z	105 15.15%v	38 7.93%	189 21.30%quvz	21 17.61%v	14 16.75%v	29 10.50%	16 16.81%v
EE	291 4.51%osvwz	286 4.51%osvwz	3 1.33%	154 12.83%Tnoqstu vwzA	19 5.04%osvwz	2 7.93%	25 2.29%	17 3.10%	24 3.53%	8 1.74%	18 2.04%	1 0.77%	5 5.68%o	4 1.47%	1 1.04%
Plusnet	389 6.04%ouvz	379 5.99%ouvz	1 0.33%	67 5.61%oz	33 8.99%Tnopuv wz	4 14.54%	64 6.01%ovz	55 9.86%Tnopsuv wz	26 3.78%o	14 3.03%o	40 4.47%o	15 12.34%Tnopsu vwz	28 34.74%Tnopqst uvwxyzA	5 2.01%	6 6.20%o
Post Office	60 0.92%	60 0.94%	-	10 0.81%	6 1.61%	-	13 1.23%	4 0.74%	12 1.70%w	5 0.96%	5 0.51%	2 1.71%	1 1.27%	-	-
Sky	1273 19.77%otvy	1256 19.85%otvy	17 6.73%	245 20.49%otvy	64 17.45%ov	6 22.90%	240 22.32%Totuvy	90 16.06%ov	123 17.83%ov	44 9.23%	180 20.28%ovy	21 17.10%ov	7 8.65%	187 68.79%Tnopqs tuvwxyA	12 12.94%
TalkTalk	662 10.28%opvz	651 10.30%opvz	3 1.33%	93 7.80%o	44 12.04%opvz	4 14.75%	121 11.26%opvz	79 14.14%Tnopvw z	93 13.40%Tnopvz	28 5.80%o	90 10.18%ovz	28 22.99%Tnopqst uvwxyzA	7 8.71%o	12 4.45%	10 10.17%o
Virgin Media	1442 22.38%owyz	1427 22.56%Towyz	7 2.90%	250 20.89%oyz	75 20.51%oz	4 17.74%	239 22.31%owyz	107 19.13%oz	178 25.79%Toptwx yz	306 64.07%Tnopqs tuwxyzA	159 17.95%oz	19 15.54%oz	8 10.17%o	12 4.25%	18 19.25%oz
Vodafone	295 4.58%opsv	291 4.60%opsv	-	23 1.93%o	15 3.98%op	2 8.50%	33 3.08%o	16 2.79%o	22 3.13%o	9 1.85%	136 15.38%Tnopqst uvwxyz	3 2.69%o	* 0.48%	13 4.62%op	8 8.09%opstuvy
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	1 0.07%	-	-	-	-	-	-	-	-
Hyperoptic	37 0.57%w	37 0.58%w	-	6 0.47%	2 0.63%w	-	11 1.00%w	1 0.23%	7 0.99%w	4 0.73%w	-	-	1 1.41%w	-	1 1.44%w

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 14

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
John Lewis Broadband	20 0.31%	20 0.31%	1 0.43%	3 0.29%	3 0.94%su	-	1 0.11%	6 1.10%Tnsuw	* 0.05%	1 0.21%	1 0.13%	-	1 1.84%Tnsuwz	-	-
KCOM / Karoo	49 0.75%	49 0.77%	-	9 0.75%	2 0.60%	-	10 0.89%	4 0.69%	15 2.11%Tnopw	1 0.21%	5 0.51%	2 1.39%	-	1 0.24%	-
Now Broadband	99 1.54%w	99 1.56%w	1 0.53%	13 1.08%	7 1.92%	-	17 1.55%	7 1.19%	16 2.37%w	4 0.74%	5 0.59%	1 0.88%	2 2.45%	6 2.10%w	3 3.62%vw
O2 Broadband	1 0.01%	1 0.01%	-	-	-	-	1 0.06%	-	-	-	-	-	-	-	-
Origin	9 0.14%	9 0.14%	-	3 0.24%	2 0.41%	-	-	-	4 0.51%Tns	-	-	-	-	* 0.14%	-
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	2 1.86%Tnpqstuvw
See The Light	6 0.09%	6 0.09%	-	-	-	-	3 0.26%	-	-	-	3 0.34%Tn	-	-	-	-
Shell Energy Broadband	52 0.80%p	52 0.82%p	-	3 0.23%	2 0.64%	-	9 0.83%	10 1.85%Tnpu	3 0.50%	2 0.38%	6 0.71%	3 2.58%kopuv	1 1.24%	2 0.80%	3 2.92%Topuv
SSE	26 0.40%	25 0.39%	-	3 0.22%	2 0.53%	-	7 0.64%	-	5 0.69%	1 0.25%	2 0.28%	-	2 1.92%noptw	* 0.16%	2 2.29%Tnoptw
Three Broadband	12 0.18%	12 0.19%	-	1 0.05%	2 0.44%	1 2.63%	1 0.07%	-	7 0.98%Tnpstw	1 0.28%	-	-	-	-	-
Utility Warehouse	32 0.50%	32 0.51%	-	7 0.56%	-	-	2 0.15%	1 0.11%	1 0.10%	2 0.36%	5 0.51%	1 0.99%	1 0.64%	-	-
Zen Internet	15 0.24%	15 0.24%	-	2 0.19%	3 0.84%Tn	-	1 0.13%	-	4 0.56%	-	1 0.11%	* 0.39%	2 2.79%Tnopstwz	-	1 1.03%t
ASK4 Internet	2 0.03%	2 0.03%	-	1 0.06%	-	-	-	-	-	-	1 0.12%	-	-	-	-
FibreNest	3 0.05%	3 0.05%	-	2 0.16%	-	-	-	-	1 0.10%	-	-	-	-	* 0.18%	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

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**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 14

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	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Glide Broadband	3 0.05%	3 0.05%	-	1 0.10%	2 0.63%Tnsw	-	-	-	-	-	-	-	-	-	-
Supanet	3 0.04%	3 0.04%	-	* 0.04%	-	-	1 0.09%	-	-	-	1 0.14%	-	-	-	-
Gigaclear	7 0.10%	7 0.10%	-	2 0.20%	-	-	-	2 0.37%	-	-	1 0.07%	1 0.61% s	-	-	-
Onestream	3 0.04%	3 0.04%	-	-	1 0.26%	1 3.23%	-	-	1 0.07%	1 0.11%	-	-	-	-	-
WightFibre	1 0.02%	1 0.02%	-	-	-	-	-	1 0.09%	* 0.07%	-	-	-	-	-	-
iTalk	1 0.02%	1 0.02%	-	1 0.06%	1 0.19%	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	-	-	1 0.16%	-	-	-	-	-	-	-	-	-	-
Other answers	43 0.67%	43 0.67%	1 0.45%	6 0.49%	1 0.21%	-	14 1.30%Tntv	1 0.19%	4 0.64%	-	8 0.90%	-	-	1 0.29%	3 3.28%Tnpqtuvz
Not applicable - I don't have a fixed broadband service	141 2.19%otvz	140 2.21%otvz	-	33 2.73%otvz	13 3.59%otvz	* 1.72%	19 1.76%z	5 0.83%	31 4.44%Tnostw z	3 0.72%	16 1.77%z	2 1.36%	-	-	8 7.98%Tnopstvwxyz
Don't know	132 2.05%nz	101 1.60%	2 0.75%	15 1.26%	15 4.18%Tnopsuwvz	-	15 1.38%	11 2.04%z	10 1.50%	7 1.41%	15 1.71%	1 1.04%	1 1.26%	-	1 1.08%

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 15

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
BT	1330 20.65% defghij klqrst	1330 21.56% Todefg hijkl	1330 100.00% Tacde fghijkl	-	-	-	-	-	-	-	-	-	-	-	-	732 20.31% rs	384 86.49% T	308 16.46% rs	8 4.23% s	10 1.02%	171 15.80%	744 22.42% T	294 21.80% t	433 20.54%	879 21.55% T
EE	291 4.51% bd fghikos	291 4.71% Tbdfg hik	-	291 100.00% Tabde fghijkl	-	-	-	-	-	-	-	-	-	-	-	110 3.06% s	17 3.93% s	70 3.74% os	7 3.58%	13 1.31%	59 5.41%	152 4.57%	50 3.71%	103 4.88%	181 4.45%
Plusnet	389 6.04% bc fghikop qrs	389 6.31% Tbcfg hik	-	-	389 100.00% Tabce fghijkl	-	-	-	-	-	-	-	-	-	-	75 2.08% s	4 0.92% s	58 3.08% op s	1 0.27%	1 0.10%	52 4.82%	213 6.43%	87 6.43%	133 6.30%	244 5.98%
Post Office	60 0.92% bf ghoqs	60 0.96% bfg h	-	-	-	60 100.00% Tabcd fghijkl	-	-	-	-	-	-	-	-	-	11 0.30%	3 0.63%	5 0.29%	-	2 0.18%	9 0.84%	36 1.08%	11 0.79%	27 1.28%	31 0.75%
Sky	1273 19.77% b cdeg hij klprs	1273 20.64% Tbcde ghijkl	-	-	-	-	1273 100.00% Tabcd efghijkl	-	-	-	-	-	-	-	-	1089 30.22% rs	3 0.71% Tp	1058 56.63% To prs	9 4.50% ps	9 0.91%	232 21.34%	640 19.28%	261 19.36%	397 18.81%	825 20.22%
TalkTalk	662 10.28% b cdef hij klpqsv	662 10.73% Tbcde fghijkl	-	-	-	-	-	662 100.00% Tabcd efghijkl	-	-	-	-	-	-	-	273 7.56% pq s	9 2.00% s	96 5.12% p s	156 80.67% To pqsv	6 0.59%	129 11.92% v	354 10.67% v	107 7.97%	221 10.48%	404 9.89%
Virgin Media	1442 22.38% b cdef gij klpqr	1442 23.37% Tbcde fgijkl	-	-	-	-	-	-	1442 100.00% Tabcd efgijkl	-	-	-	-	-	-	1051 29.16% Tp qr	11 2.40%	109 5.81% pr	3 1.34%	909 92.30% T opqr	249 22.95%	714 21.52%	332 24.67% u	470 22.30%	912 22.36%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 15

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Vodafone	295 4.58% <sup>bc</sup> dfghkop qs	295 4.79% <sup>Tbcd</sup> ghk	-	-	-	-	-	-	-	295 100.00% <sup>Tabcd</sup> efghijkl	-	-	-	-	-	116 3.22%	8 1.86%	65 3.48%	9 4.45%	24 2.46%	54 4.98%	140 4.21%	68 5.08%	88 4.19%	198 4.84%
Home Telecom	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.05%	-	-	1 0.02%
Hyperoptic	37 0.57% <sup>bf</sup> host	37 0.60% <sup>bfb</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-	11 0.30%	-	10 0.52% <sup>os</sup>	-	-	1 0.06%	14 0.44%	19 1.44% <sup>Tt</sup> u	7 0.32%	30 0.73%
John Lewis Broadband	20 0.31% <sup>oq</sup>	20 0.32%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.03%	-	-	-	-	1 0.13%	13 0.38%	5 0.41%	10 0.47%	10 0.25%
KCOM / Karoo	49 0.75% <sup>bf</sup> ghs	49 0.79% <sup>bfbgh</sup>	-	-	-	-	-	-	-	-	49 100.00% <sup>Tabcd</sup> efghijkl	-	-	-	-	25 0.70% <sup>s</sup>	-	23 1.24% <sup>Tops</sup>	-	-	11 0.98%	22 0.65%	16 1.20%	21 1.00%	28 0.67%
Now Broadband	99 1.54% <sup>bd</sup> fghopqs	99 1.60% <sup>bdfgh</sup>	-	-	-	-	-	-	-	-	-	99 100.00% <sup>Tabcd</sup> efghijkl	-	-	-	18 0.50%	-	8 0.43%	-	-	15 1.39%	57 1.73%	18 1.34%	35 1.66%	63 1.54%
O2 Broadband	1 0.01%	1 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.06%	-	-	-	1 0.02%
Origin	9 0.14% <sup>o</sup>	9 0.14%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.03%	-	1 0.05%	-	-	4 0.38%	3 0.09%	-	2 0.10%	7 0.17%
Pop Telecom	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	-	2 0.08%	-
See The Light	6 0.09%	6 0.10%	-	-	-	-	-	-	-	-	-	-	-	-	-	4 0.12%	-	3 0.17%	-	-	1 0.14%	2 0.05%	2 0.16%	3 0.15%	3 0.07%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 15

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Shell Energy Broadband	52 0.80%bf ghoqs	52 0.84%bfgh	-	-	-	-	-	-	-	-	-	-	52 100.00%Tabcd efghijk	-	-	8 0.22%	1 0.27%	2 0.11%	-	-	8 0.71%	28 0.84%	13 0.98%	13 0.63%	36 0.89%
SSE	26 0.40%bf hox	26 0.42%bfh	-	-	-	-	-	-	-	-	-	-	-	26 100.00%	-	5 0.13%	-	3 0.16%	-	-	10 0.94%Tu v	10 0.32%	3 0.23%	12 0.56%	9 0.22%
Three Broadband	12 0.18%o	12 0.19%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.04%	-	1 0.04%	-	1 0.07%	-	5 0.16%	6 0.43%	4 0.20%	8 0.19%
Utility Warehouse	32 0.50%bf h	32 0.52%bfh	-	-	-	-	-	-	-	-	-	-	-	-	32 100.00%	14 0.39%	-	13 0.68%os	-	-	2 0.17%	22 0.67%	5 0.35%	10 0.49%	22 0.54%
Zen Internet	15 0.24%o	15 0.25%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.04%	-	1 0.07%	-	-	2 0.21%	5 0.14%	8 0.61%Tu	6 0.31%	8 0.20%
ASK4 Internet	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.12%	-	-	1 0.03%	1 0.03%
FibreNest	3 0.05%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	1 0.07%	2 0.07%	-	2 0.11%	1 0.02%
Glide Broadband	3 0.05%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.07%	-	-	3 0.08%
Supanet	3 0.04%	3 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	-	2 0.09%	-	-	-	2 0.05%	1 0.07%	1 0.06%	1 0.04%
Gigaclear	7 0.10%o	7 0.11%	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	5 0.15%	1 0.08%	3 0.15%	3 0.08%
Onestream	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.05%	1 0.04%	-	1 0.03%	2 0.06%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
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**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 15

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
WightFibre	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.01%	-	1 0.03%	-	-	* 0.04%	1 0.02%	-	* 0.02%	1 0.01%
ITalk	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.04%	-	1 0.03%	1 0.02%
The Phone Co-op	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	* 0.03%	* 0.02%	2 0.04%
Other answers	43 0.67%bf hos	43 0.70%bfh	-	-	-	-	-	-	-	-	-	-	-	-	-	11 0.30%	-	10 0.54%os	-	-	5 0.42%	27 0.82%	9 0.63%	17 0.81%	26 0.63%
Not applicable - I don't have a fixed broadband service	141 2.19%abcd fghioqpsx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24 0.66%	2 0.42%	14 0.74%	-	4 0.44%	41 3.78%Tu v	65 1.97%	19 1.41%	50 2.36%	75 1.83%
Don't know	132 2.05%abcd fghioqpsux	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20 0.56%	2 0.36%	8 0.45%	2 0.95%	6 0.61%	25 2.29%uv	34 1.01%	10 0.75%	34 1.63%	67 1.64%

**Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 16

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
BT	444 6.89%mp	233 7.40%	211 6.41%	88 9.94%Tefgi	77 7.18%	55 5.47%	64 5.73%	61 6.63%	73 7.13%	26 6.17%	137 7.82%mp	114 6.29%	107 8.20%mp	85 5.46%	251 7.04%	193 6.71%	329 6.38%	116 8.95%Tp
Sky	1868 28.99%	901 28.61%	967 29.37%	235 26.40%	292 27.13%	302 30.23%	385 34.77%Tcdg hi	252 27.14%	292 28.49%	110 26.43%	530 30.26%	496 27.32%	394 30.16%	447 28.54%	1027 28.76%	841 29.28%	1469 28.51%	399 30.91%
TalkTalk	193 3.00%k	96 3.04%	98 2.97%	29 3.29%	36 3.32%	32 3.24%	27 2.43%	26 2.84%	28 2.75%	15 3.54%	58 3.29%k	38 2.07%	51 3.87%k	48 3.05%	95 2.67%	98 3.42%	164 3.18%	29 2.28%
Virgin Media	985 15.29%q	481 15.26%	504 15.31%	148 16.64%	154 14.30%	152 15.25%	150 13.57%	155 16.68%	161 15.74%	64 15.37%	268 15.31%	278 15.28%	212 16.20%	227 14.51%	546 15.29%	439 15.28%	911 17.69%Tq	73 5.69%
Freeview	11 0.17%	7 0.21%	4 0.13%	1 0.06%	2 0.20%	2 0.17%	4 0.40%	1 0.14%	-	1 0.22%	1 0.08%	3 0.17%	-	7 0.42%TI	5 0.13%	7 0.23%	10 0.20%	1 0.07%
Freesat	5 0.07%	2 0.07%	2 0.07%	-	-	1 0.12%	-	-	2 0.22%	1 0.27%	1 0.06%	2 0.13%	-	1 0.07%	3 0.10%	1 0.04%	5 0.09%	-
Polish TV (non-specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Polsat	2 0.04%	2 0.08%	-	-	-	2 0.25%T	-	-	-	-	-	-	-	2 0.16%	-	2 0.09%	2 0.05%	-
Other answers	24 0.38%	15 0.46%	10 0.29%	3 0.38%	1 0.10%	7 0.72%	8 0.69%	2 0.21%	2 0.20%	1 0.25%	8 0.44%	8 0.42%	4 0.34%	4 0.28%	15 0.43%	9 0.31%	16 0.31%	8 0.64%
Invalid - Streaming service / on-demand / non-TV package	72 1.12%dj	31 0.97%	41 1.26%	6 0.65%	4 0.34%	14 1.41% d	23 2.07%Tcdi	13 1.38% d	12 1.16% d	1 0.24%	11 0.61%	21 1.15%	20 1.55% j	20 1.30%	31 0.88%	41 1.41%	61 1.18%	11 0.87%
Not applicable - I don't have a pay TV service	2636 40.91%cljp	1315 41.76%	1320 40.10%	278 31.22%	455 42.33% c	412 41.26% c	439 39.62% c	411 44.29% Tc	448 43.72% c	193 46.13% Tcf	669 38.20%	809 44.54% Tjl	487 37.25%	670 42.80% jl	1479 41.43%	1157 40.27%	2022 39.26%	613 47.53% Tp
Don't know	202 3.13%ae i	67 2.13%	135 4.09% Ta	102 11.43% Tdefg hi	55 5.12% Tefgh i	19 1.90% fgh	8 0.72%	6 0.69%	6 0.59%	6 1.38%	69 3.93% TKl	48 2.62%	32 2.42%	54 3.42%	117 3.27%	85 2.97%	163 3.16%	39 3.04%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 17

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
BT	444 6.89%	365 6.76%	38 7.04%	18 5.99%	23 11.76% Tac	38 7.04%	16 6.11%	50 7.05%	26 5.04%	33 5.92%	31 6.80%	18 5.99%	35 5.84%	65 7.66%	65 7.33%	43 7.84%	23 11.76% Thik I	379 6.67%	64 8.97%	
Sky	1868 28.99% m	1548 28.64%	157 29.15%	95 31.16%	68 35.02%	157 29.15%	83 32.24% m	220 30.89% m	186 35.46% Tel mno	165 29.43%	135 29.17%	95 31.16%	175 28.90%	210 24.73%	231 26.24%	143 25.91%	68 35.02% mno	1655 29.15%	206 29.03%	
TalkTalk	193 3.00% q	172 3.18%	12 2.16%	7 2.18%	3 1.75%	12 2.16%	7 2.73%	17 2.33%	16 3.13%	20 3.64%	8 1.73%	7 2.18%	15 2.50%	41 4.86% Tegj	31 3.47%	16 2.96%	3 1.75%	158 2.79%	33 4.61% Tq	
Virgin Media	985 15.29% b dep	868 16.06% Tbd	60 11.25%	39 12.58%	17 8.98%	60 11.25%	59 23.12% Teg hjklnop	103 14.51%	76 14.44%	104 18.43% eop	70 15.04%	39 12.58%	90 14.86%	157 18.48% Tek op	141 15.95% ep	69 12.57%	17 8.98%	858 15.10%	122 17.29%	
Freeview	11 0.17% q	11 0.20%	-	-	-	-	-	-	1 0.21%	1 0.12%	-	-	1 0.10%	6 0.70% T	1 0.16%	1 0.17%	-	6 0.10%	5 0.73% Tq	
Freesat	5 0.07%	3 0.06%	-	1 0.37%	-	-	-	-	-	-	-	1 0.37%	-	1 0.15%	1 0.12%	1 0.21%	-	5 0.08%	-	
Polish TV (non-specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Polsat	2 0.04%	2 0.05%	-	-	-	-	-	-	1 0.16%	-	-	-	-	-	2 0.19%	-	-	2 0.04%	-	
Other answers	24 0.38%	17 0.32%	4 0.66%	2 0.55%	2 0.98%	4 0.66%	-	4 0.51%	1 0.25%	2 0.36%	1 0.28%	2 0.55%	1 0.17%	2 0.25%	3 0.39%	2 0.42%	2 0.98%	22 0.38%	3 0.37%	
Invalid - Streaming service / on-demand / non-TV package	72 1.12%	60 1.10%	7 1.36%	3 1.00%	2 1.10%	7 1.36%	3 1.29%	15 2.06% Tn	3 0.66%	3 0.60%	6 1.23%	3 1.00%	10 1.57%	7 0.82%	7 0.76%	6 1.07%	2 1.10%	67 1.18%	4 0.57%	
Not applicable - I don't have a pay TV service	2636 40.91% r	2180 40.33%	251 46.75% Ta	129 42.28%	75 38.84%	251 46.75% Tfg him	82 31.87%	280 39.35%	204 38.94%	209 37.12%	194 41.93% f	129 42.28% f	266 43.83% fi	325 38.28%	369 41.92% f	251 45.56% Tfg him	75 38.84%	2377 41.85% Tr	225 31.84%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 17

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**  
**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Don't know	202	178	9	12	3	9	7	23	9	25	18	12	14	35	31	18	3	150	47
	3.13%q	3.29%	1.64%	3.89%	1.56%	1.64%	2.65%	3.25%	1.72%	4.39%eh	3.81%	3.89%	2.23%	4.06%eh	3.47%	3.29%	1.56%	2.64%	6.59%Tq

**Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r**  
**Overlap formulae used.**



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 18

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
BT	444 6.89%dfghik	421 7.72%Tdfghik	375 26.60%Tacdfe ijk	12 5.08%dfgh	4 1.12%h	1 1.70%h	11 1.00%h	8 1.32%h	1 0.12%	9 3.25%fh	- -	- -	- -	- -
Sky	1868 28.99%bdghik	1693 31.03%Tbdeghi k	339 24.05%dghk	61 25.30%dghk	51 14.35%h	11 16.89%h	952 85.35%Tabodeg hijk	81 13.65%h	76 6.79%	60 22.61%dghk	21 49.50%Tabodegh ik	7 9.17%	4 18.36%	13 37.82%
TalkTalk	193 3.00%bdfh	183 3.36%Tbcdh	5 0.35%	2 0.73%	1 0.15%	1 2.34%b	6 0.51%	160 26.99%Tabodefh ijk	5 0.43%	4 1.46%b	- -	- -	- -	- -
Virgin Media	985 15.29%bcdfgij k	907 16.62%Tbcdfgij k	21 1.47%f	20 8.11%bdfg	2 0.55%	5 7.31%bdfg	4 0.40%	4 0.70%	826 73.59%Tabcdefg ijk	23 8.76%bdfgk	- -	1 1.47%	- -	- -
Freeview	11 0.17%a	7 0.12%	1 0.08%	- -	2 0.43%h	- -	1 0.10%	1 0.12%	- -	2 0.67%ah	- -	1 0.77%h	- -	- -
Freesat	5 0.07%	5 0.08%	2 0.17%	- -	- -	1 1.79%Tabdfh	- -	1 0.18%	- -	- -	- -	- -	- -	- -
Polish TV (non- specific)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Polsat	2 0.04%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other answers	24 0.38%b	19 0.35%b	1 0.07%	3 1.40%Tabfgh	3 0.97%bfg	- -	- -	- -	- -	5 1.86%Tabfgh	1 3.10%Tabfgh	- -	- -	1 3.77%
Invalid - Streaming service / on-demand / non-TV package	72 1.12%	57 1.05%	19 1.31%	1 0.43%	3 0.98%	1 1.03%	6 0.55%	4 0.73%	11 0.96%	3 1.24%	1 1.93%	8 10.15%Tabcdfghi	- -	- -
Not applicable - I don't have a pay TV service	2636 40.91%afh	2026 37.14%h	605 42.97%afh	125 51.67%Tabfh	278 78.58%Tabcfgh ij	43 68.28%Tabcfhj	116 10.45%	325 54.71%Tabfh	180 16.00%f	147 55.46%Tabfh	19 45.48%fh	63 78.44%Tabcfgh ij	18 81.64%	20 58.41%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 18

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**  
**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Don't know	202	137	41	18	10	*	18	10	24	12	-	-	-	-
	3.13%afg	2.52%	2.94%	7.28%Tabdfghk	2.88%	0.66%	1.66%	1.60%	2.13%	4.69%afgh	-	-	-	-

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 19

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
BT	444 6.89%vyzA	440 6.96%qvyyzA	86 34.06%Tnpqstu vwxyzA	85 7.08%yzA	15 4.11%	2 8.50%	69 6.43%	46 8.28%qvyyzA	36 5.18%	21 4.37%	61 6.89%yz	6 4.61%	* 0.58%	8 3.00%	1 0.95%
Sky	1868 28.99%oqtvA	1838 29.05%oqtvA	58 22.74%v	382 31.94%Tnoqtu vyA	87 23.71%v	3 10.55%	340 31.71%oqtuvy A	134 23.88%v	184 26.65%v	49 10.26%	291 32.76%Tnoqtu vyA	31 25.32%v	16 19.80%v	209 76.61%Tnopqs tuwxyzA	17 17.56%
TalkTalk	193 3.00%z	190 3.00%z	2 0.88%	29 2.44%z	14 3.84%oz	4 14.68%	43 4.03%ovz	25 4.42%opvz	26 3.76%oz	7 1.53%	23 2.56%z	4 3.06%z	* 0.43%	* 0.12%	2 1.93%
Virgin Media	985 15.29%owyzA	977 15.45%TowyzA	11 4.24%z	177 14.81%oz	49 13.23%oz	4 14.93%	148 13.83%oz	81 14.47%oz	104 15.14%oz	250 52.42%Tnopqs tuwxyzA	112 12.64%oz	12 9.52%z	5 6.20%z	3 0.96%	7 6.88%z
Freeview	11 0.17%	11 0.17%	-	2 0.17%	-	1 5.26%	2 0.14%	2 0.34%	1 0.12%	1 0.19%	2 0.20%	1 0.58%	-	-	-
Freesat	5 0.07%n	4 0.06%	-	-	-	-	-	-	-	-	2 0.27%n	-	-	-	-
Polish TV (non- specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Polsat	2 0.04%	2 0.04%	-	-	-	-	1 0.08%	-	2 0.24%Tn	-	-	-	-	-	-
Other answers	24 0.38%	24 0.38%	-	2 0.20%	2 0.47%	-	7 0.62%	-	3 0.46%	1 0.24%	6 0.64%	-	-	-	1 1.02%t
Invalid - Streaming service / on-demand / non-TV package	72 1.12%	71 1.11%	5 1.99%w	12 0.99%	4 1.05%	-	18 1.63%w	5 0.90%	7 1.08%	10 2.04%w	4 0.45%	-	-	* 0.16%	3 3.45%wz
Not applicable - I don't have a pay TV service	2636 40.91%ovz	2596 41.03%ovz	86 33.74%z	470 39.31%vz	181 49.08%Tnopsv wz	11 44.37%	420 39.13%vz	252 45.02%opsvz	307 44.44%ovz	124 25.94%z	361 40.70%vz	68 56.13%Tnopst uvwz	57 70.09%Tnopqs tuwz	48 17.45%	64 67.85%Tnopqstuvwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 19

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**  
**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

		Q.2 Mobile supplier														
		Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base		6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Don't know		202	173	6	37	17	*	26	15	20	14	26	1	2	5	*
		3.13% <sub>n</sub>	2.74%	2.35%	3.05%	4.52%	1.72%	2.40%	2.68%	2.93%	3.01%	2.89%	0.79%	2.91%	1.70%	0.37%

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 20

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utility Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
BT	444 6.89%df ghikqrs	441 7.14%T dfghik	384 28.88%Ta cdefghij kl	17 6.01%df ghk	4 1.05%	3 4.71%fh	3 0.25%	9 1.34%f	11 0.74%	8 2.80%fh	- -	- -	1 2.36%f	- -	- -	444 12.32% Tqrs	444 100.00%Toqrs	- -	- -	- -	67 6.22%	233 7.03%	104 7.74%	142 6.71%	292 7.15%
Sky	1868 28.99%b degihkl prs	1846 29.92%T bcdeghe kl	308 23.12%d eghkl	70 24.02%d eghkl	58 14.79%hl	5 9.19%	1058 83.06%T abcdegh ijkl	96 14.44%hl	109 7.53%	65 22.05%d ghkl	23 47.74%Ta bcdeghik l	8 8.12%	2 4.01%	3 11.24%	13 39.35%	1868 51.82%Tprs	- -	1868 100.00%Toprs	- -	- -	308 28.34%	966 29.13%	411 30.56%	589 27.90%	1221 29.93%
TalkTalk	193 3.00%bd fhpqsv	192 3.11%Tb dfh	8 0.62%	7 2.39%bd fh	1 0.14%	-	9 0.68%	156 23.58%Ta bcdefhij kl	3 0.18%	9 2.91%bdfh	- -	- -	- -	- -	- -	193 5.37%Tpqs	- -	- -	193 100.00%Topqs	- -	46 4.28%Tv	106 3.20%v	25 1.89%	74 3.50%	110 2.69%
Virgin Media	985 15.29%b cdefgij klpqr	974 15.79%Tb cdefgijk l	10 0.75%	13 4.45%bd fg	1 0.25%	2 2.98%d	9 0.71%	6 0.87%	909 63.04%Ta bcdefgij kl	24 8.22%bdfgk l	- -	- -	- -	- -	- -	985 27.32%Tpqr	- -	- -	- -	985 100.00%T opqr	170 15.66%	512 15.43%	204 15.16%	312 14.80%	640 15.69%
Freeview	11 0.17%a	9 0.15%	1 0.04%	- -	2 0.39%h	-	2 0.17%	1 0.11%	-	2 0.60%bh	- -	1 0.62%h	1 1.05%bh	- -	- -	11 0.31%Tq	- -	- -	- -	- -	5 0.45%	5 0.14%	1 0.05%	2 0.08%	7 0.18%
Freesat	5 0.07%	5 0.07%	2 0.18%	- -	- -	- -	- -	1 0.16%	-	- -	- -	- -	1 2.19%Tabcd fghi	- -	- -	5 0.13%	- -	- -	- -	- -	- -	2 0.07%	1 0.09%	2 0.11%	2 0.05%
Polish TV (non- specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Polsat	2 0.04%	2 0.04%	1 0.06%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 6.31%	-	2 0.07%	- -	- -	- -	- -	- -	1 0.03%	2 0.12%	- -	2 0.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 20

**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**  
**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Uti- lity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Potenti- ally vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Other answers	24 0.38%ah q	21 0.34%h	1 0.07%	2 0.83%bg h	3 0.88%bfg h	-	2 0.12%	-	* 0.02%	5 1.67%Ta bfg	1 2.69%Tabfg h	-	3 5.08%Tabcd fghk	-	1 3.99%	24 0.67%Tqs	-	-	-	-	4 0.37%	15 0.45%	3 0.23%	5 0.24%	19 0.47%
Invalid - Streaming service / on-demand / non-TV package	72 1.12%fq s	71 1.16%f	18 1.32%	1 0.26%	7 1.76%f	1 1.10%	7 0.55%	4 0.66%	20 1.39%	3 1.11%	1 1.67%	9 9.50%Ta bcdg fghi	* 0.82%	-	-	72 2.00%Tpqs	-	-	-	-	13 1.21%	39 1.18%	11 0.84%	32 1.51%	39 0.95%
Not applicable - I don't have a pay TV service	2636 40.91%a fhopqrs	2475 40.12%f h	561 42.16%f h	167 57.60%T abfh	304 78.19%T abcfghi j	49 82.03%T abcfghi j	161 12.68%	377 56.88%T abfh	367 25.43%f	169 57.29%T abfh	23 47.89%f h	81 81.76%T abcfghi j	43 83.61%T abcfghi j	21 82.45%	18 56.66%	-	-	-	-	-	435 40.06%	1380 41.59%	560 41.57%	909 43.06%T x	1628 39.90%
Don't know	202 3.13%af hopqrsu vw	133 2.16%	37 2.80%	13 4.44%af h	10 2.56%	-	23 1.80%	13 1.95%	24 1.67%	10 3.36%	-	-	* 0.87%	-	-	-	-	-	-	-	37 3.42%uv	59 1.77%	24 1.76%	44 2.08%	120 2.93%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 21

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Had reason to complain	1768	893	875	367	401	282	249	203	188	78	548	497	334	389	1045	722	1452	315
moq	27.44%fg	28.34%	26.57%	41.28%Tefg	37.32%Tefg	28.21%fghi	22.49%h	21.83%	18.30%	18.71%	31.26%TkIm	27.38%	25.53%	24.82%	29.29%To	25.14%	28.19%Tq	24.43%
Landline phone	276	149	127	33	56	49	37	41	43	17	98	78	37	63	176	100	213	63
lo	4.28%	4.74%	3.85%	3.69%	5.25%	4.87%	3.31%	4.47%	4.18%	4.06%	5.61%TI	4.28%	2.82%	4.02%	4.93%To	3.48%	4.13%	4.91%
Mobile phone	591	306	285	137	162	101	78	51	46	16	197	161	103	131	357	234	504	86
q	9.17%fg	9.71%	8.66%	15.41%Tefg	15.09%Tefg	10.16%fghi	7.03%hi	5.46%	4.45%	3.83%	11.22%TkIm	8.85%	7.84%	8.37%	10.01%To	8.13%	9.79%Tq	6.70%
Fixed broadband internet	1214	615	599	230	270	203	178	150	133	50	382	346	234	252	728	486	987	227
mo	18.84%fg	19.53%	18.19%	25.88%Tefg	25.07%Tefg	20.37%fghi	16.04%	16.12%	12.98%	12.06%	21.80%TIIm	19.03%	17.90%	16.11%	20.39%To	16.92%	19.16%	17.59%
Pay TV	241	143	98	42	69	39	37	24	17	13	79	61	58	44	140	101	211	30
bhmq	3.74%	4.54%Tb	2.98%	4.67%gh	6.38%Tefgh	3.89%h	3.36%h	2.62%	1.68%	3.19%	4.48%Im	3.37%	4.42%Im	2.79%	3.91%	3.53%	4.10%Tq	2.33%
None of these	4674	2257	2417	522	674	717	859	725	838	339	1204	1319	974	1177	2523	2151	3699	975
p	72.56%cdjn	71.65%	73.43%	58.68%	62.68%	71.79%cd	77.51%Tcde	78.17%Tcde	81.70%Tcde	81.29%Tcde	68.74%	72.60%j	74.47%j	75.18%Tj	70.70%	74.86%Tn	71.80%	75.57%Tp
Don't know	*	*	-	*	-	-	-	-	-	-	-	*	-	-	*	-	*	-
	0.01%	0.01%	-	0.04%	-	-	-	-	-	-	-	0.02%	-	-	0.01%	-	0.01%	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 22

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
NET: Had reason to complain	1768 27.44% hkq	1514 28.00% Tcd	155 28.89% cd	59 19.19%	40 20.75%	155 28.89% kp	63 24.49%	208 29.14% hkp	122 23.22%	142 25.34%	118 25.51%	59 19.19%	145 23.94%	327 38.44% Tef ghijklnop	255 28.96% hkp	134 24.34%	40 20.75%	1431 25.19%	321 45.40% Tq
Landline phone	276 4.28% hq	242 4.47%	19 3.60%	9 2.97%	6 2.97%	19 3.60%	7 2.85%	24 3.37%	12 2.38%	24 4.32%	14 2.97%	9 2.97%	33 5.49% h	60 7.03% Tefg hjko	49 5.58% h	18 3.23%	6 2.97%	231 4.07%	44 6.21% Tq
Mobile phone	591 9.17% q	511 9.45%	48 9.01%	19 6.25%	13 6.53%	48 9.01%	17 6.81%	67 9.45%	35 6.66%	48 8.48%	40 8.58%	19 6.25%	44 7.26%	136 15.97% Tefg hijklmnop	85 9.66%	39 7.04%	13 6.53%	448 7.89%	139 19.61% Tq
Fixed broadband internet	1214 18.84% ckq	1031 19.07% c	114 21.24% c	37 12.09%	32 16.66%	114 21.24% ko	51 19.81% k	152 21.32% klo	91 17.41%	98 17.35%	82 17.80%	37 12.09%	100 16.47%	195 22.92% Thi klo	174 19.80% k	88 15.93%	32 16.66%	1011 17.79%	192 27.12% Tq
Pay TV	241 3.74% ckq	215 3.98% Tc	16 2.92%	4 1.17%	7 3.44%	16 2.92%	10 3.84%	30 4.24% k	16 3.10%	20 3.49%	14 3.09%	4 1.17%	22 3.57%	49 5.73% Teko	40 4.52% k	15 2.69%	7 3.44%	193 3.39%	48 6.74% Tq
None of these	4674 72.56% mr	3892 72.00%	382 71.04%	247 80.81% Tab	153 79.25% ab	382 71.04% m	194 75.51% m	505 70.86% m	403 76.78% Tgm n	420 74.66% m	344 74.49% m	247 80.81% Teg mn	461 76.06% m	523 61.56%	626 71.04% m	416 75.66% m	153 79.25% egm n	4249 74.80% Tr	387 54.60%
Don't know	* 0.01%	-	* 0.07%	-	-	* 0.07%	-	-	-	-	-	-	-	-	-	-	-	* 0.01%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 23

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents**

	Q.1 Landline supplier													Util- ity Ware- house
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	(m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Had reason to complain	1768 27.44%jk	1523 27.92%jk	368 26.11%jk	81 33.56%bfjk	95 26.94%jk	27 42.60%Tabdfjk	288 25.81%j	172 28.94%jk	337 30.01%jk	95 35.96%Tabdfjk	4 9.90%	12 15.01%	8 34.56%	5 15.90%
Landline phone	276 4.28%f	273 5.01%Tf	94 6.70%Tadf	11 4.73%	11 3.00%	6 9.72%df	33 2.96%	35 5.85%f	56 4.97%f	20 7.45%Tdf	-	1 1.75%	2 7.15%	1 3.08%
Mobile phone	591 9.17%	494 9.06%	114 8.09%	30 12.44%	26 7.47%	13 20.61%Tabdfghk	104 9.29%	58 9.83%	90 8.05%	41 15.33%Tabdfghk	4 8.66%	3 3.94%	-	3 9.28%
Fixed broadband internet	1214 18.84%fj	1045 19.15%fj	255 18.09%j	49 20.07%j	71 19.96%j	13 20.51%j	183 16.46%j	120 20.15%j	255 22.71%Tabfjk	58 21.76%j	1 1.25%	9 11.22%	8 34.56%	3 7.85%
Pay TV	241 3.74%	231 4.23%Td	52 3.67%	11 4.56%	7 1.93%	6 9.73%Tbdgik	66 5.94%Tabdg	19 3.14%	60 5.35%Td	7 2.58%	-	1 0.99%	-	* 1.33%
None of these	4674 72.56%ei	3933 72.08%ei	1041 73.89%cei	161 66.44%	258 73.06%ei	36 57.40%	827 74.19%cei	422 71.06%	786 69.99%	169 64.04%	38 90.10%Tabcdef ghi	68 84.99%Tabcdeg hi	15 65.44%	29 84.10%
Don't know	* 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 24

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Had reason to complain	1768 27.44%t	1748 27.63%Tt	89 35.02%Tnpqst xz	318 26.60%t	89 24.31%	11 43.81%	299 27.87%t	121 21.68%	224 32.49%Tnpqtx z	137 28.57%t	274 30.88%Tnqbxz	24 19.62%	21 26.06%	65 23.79%	29 30.68%
Landline phone	276 4.28%z	270 4.27%z	26 10.36%Tnpqstu vwz	40 3.31%	16 4.33%	5 18.52%	45 4.20%	18 3.19%	22 3.12%	28 5.84%puz	46 5.21%z	5 4.06%	3 3.54%	5 1.66%	5 4.87%
Mobile phone	591 9.17%pt	579 9.16%pt	25 10.04%t	87 7.28%	28 7.62%	5 20.08%	94 8.74%t	25 4.53%	109 15.75%Tnopqs twxyz	53 11.12%pbx	103 11.62%Tnptx	5 4.08%	5 6.22%	20 7.18%	10 10.14%
Fixed broadband internet	1214 18.84%	1206 19.06%T	56 21.99%	239 20.01%	60 16.28%	5 18.33%	213 19.87%	91 16.33%	133 19.32%	87 18.22%	187 21.08%t	20 16.22%	18 22.31%	42 15.25%	21 22.31%
Pay TV	241 3.74%q	241 3.80%q	26 10.06%Tnpqstu vwxyzA	40 3.37%	5 1.23%	3 11.92%	41 3.80%q	14 2.44%	29 4.21%q	25 5.31%qtA	39 4.43%q	3 2.78%	1 0.75%	12 4.52%q	-
None of these	4674 72.56%nouw	4578 72.37%ouw	165 64.98%	878 73.40%ou	278 75.69%ouw	14 56.19%	774 72.13%o	438 78.32%Tnopsu vw	466 67.51%	341 71.43%	613 69.12%	97 80.38%ouw	60 73.94%	208 76.21%ouw	66 69.32%
Don't know	* 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 25

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Had reason to complain	1768 27.44% x	1709 27.70% T	342 25.74% T	92 31.65% j	98 25.26% k	23 38.66% j	332 26.04% k	193 29.14% j	428 29.66% b	111 37.59% T	7 14.07% T	18 18.55% T	10 19.56% T	7 28.05% T	8 24.76% T	1076 29.86% T	159 35.79% T	497 26.63% T	89 45.80% T	307 31.19% T	378 34.82% T	826 24.89% T	371 27.53% T	649 30.75% T	1038 25.43% T
Landline phone	276 4.28% x	274 4.44% T	81 6.11% Ta	10 3.36% d	9 2.38% d	5 8.49% d	48 3.77% d	33 5.05% d	56 3.88% d	25 8.37% T	- - T	1 1.42% T	- - T	2 6.21% T	1 3.26% T	194 5.39% T	25 5.65% T	87 4.65% T	22 11.13% To	57 5.83% T	56 5.14% T	144 4.34% T	45 3.31% T	112 5.29% Tx	144 3.52% T
Mobile phone	591 9.17% ah	544 8.81% T	109 8.19% T	40 13.89% Ta	26 6.70% T	12 20.23% Ta	110 8.61% T	63 9.59% T	107 7.45% T	46 15.74% Ta	4 7.52% T	5 4.76% T	3 5.57% T	- - T	3 9.81% T	377 10.45% T	68 15.24% To	160 8.58% T	42 21.55% To	95 9.66% T	151 13.94% Tu	283 8.52% T	97 7.21% T	218 10.34% Tx	327 8.00% T
Fixed broadband internet	1214 18.84% f	1205 19.54% T	239 17.95% T	50 17.13% T	78 20.04% j	13 21.81% T	210 16.48% T	137 20.72% f	334 23.17% T	76 25.82% Ta	3 6.55% T	15 15.10% T	8 15.01% T	7 28.05% T	5 16.25% T	696 19.30% q	98 22.16% q	321 17.18% T	50 25.80% T	213 21.68% T	246 22.65% T	554 16.69% T	285 21.20% T	440 20.84% T	732 17.94% T
Pay TV	241 3.74% d	237 3.84% d	48 3.57% d	12 4.13% d	5 1.30% d	1 0.91% d	75 5.92% Ta	17 2.55% d	60 4.15% d	19 6.31% T	- - T	1 0.80% T	- - T	- - T	* 1.41% T	235 6.52% T	33 7.47% T	117 6.24% T	16 8.47% T	68 6.91% T	47 4.37% T	127 3.84% T	47 3.52% T	93 4.40% T	142 3.49% T
None of these	4674 72.56% oprstw	4460 72.30% i	988 74.26% h	199 68.35% T	291 74.74% i	36 61.34% T	942 73.96% i	469 70.86% i	1014 70.34% i	184 62.41% T	42 85.93% c	81 81.45% c	42 80.44% i	19 71.95% T	24 75.24% T	2528 70.14% p	285 64.21% r	1370 73.37% o	105 54.20% T	678 68.81% r	707 65.14% T	2492 75.11% T	976 72.47% t	1461 69.25% T	3042 74.56% Tw
Don't know	* 0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	* 0.04%	-	-	-	* 0.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 26

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents who have service**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
<b>Landline phone</b>																		
Total	5558	2712	2846	708	821	833	980	834	974	409	1548	1513	1142	1355	3061	2497	4393	1165
Had reason to complain	276	149	127	33	56	49	37	41	43	17	98	78	37	63	176	100	213	63
	4.96%lo	5.50%	4.45%	4.64%	6.88%Tfh	5.84%	3.74%	4.97%	4.40%	4.14%	6.35%TI	5.14%I	3.23%	4.65%	5.75%To	4.00%	4.84%	5.43%
<b>Mobile phone</b>																		
Total	6378	3112	3266	888	1074	998	1098	915	1002	403	1740	1802	1296	1541	3542	2837	5104	1275
Had reason to complain	591	306	285	137	162	101	78	51	46	16	197	161	103	131	357	234	504	86
	9.26%fghio	9.83%	8.73%	15.43%Tefghi	15.11%Tefghi	10.17%fghi	7.09%hi	5.53%	4.55%	3.97%	11.30%Tklim	8.92%	7.91%	8.51%	10.09%To	8.23%	9.89%Tq	6.78%
<b>Fixed broadband</b>																		
Total	6301	3083	3218	867	1057	971	1082	899	1012	413	1726	1779	1288	1508	3505	2796	5038	1263
Had reason to complain	1214	615	599	230	270	203	178	150	133	50	382	346	234	252	728	486	987	227
	19.27%fghi	19.96%	18.61%	26.53%Tefghi	25.52%Tefghi	20.95%fghi	16.43%	16.63%h	13.16%	12.21%	22.14%TIIm	19.43%	18.17%	16.72%	20.76%To	17.39%	19.59%	17.97%
<b>Pay TV</b>																		
Total	3734	1804	1930	606	617	572	646	504	565	224	1072	987	800	875	2059	1675	3069	666
Had reason to complain	240	142	98	42	69	38	37	24	17	13	79	60	58	44	139	101	210	30
	6.44%bhq	7.89%Tb	5.08%	6.85%hi	11.13%Tcefg	6.65%hi	5.76%hi	4.82%	3.05%	5.95%	7.32%	6.12%	7.22%	4.98%	6.75%	6.05%	6.85%	4.51%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 27

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents who have service**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
<b>Landline phone</b>																				
Total	5558	4634	467	284	172	467	218	606	438	491	388	284	553	695	763	483	172	4949	574	
Had reason to complain	276 4.96%q	242 5.22%	19 4.14%	9 3.19%	6 3.33%	19 4.14%	7 3.34%	24 3.96%	12 2.84%	24 4.95%	14 3.53%	9 3.19%	33 6.02%h	60 8.58%Tefg hijkop	49 6.45%h	18 3.68%	6 3.33%	231 4.67%	44 7.66%Tq	
<b>Mobile phone</b>																				
Total	6378	5352	529	305	193	529	252	705	521	556	459	305	600	846	870	543	193	5619	707	
Had reason to complain	591 9.26%q	511 9.54%	48 9.15%	19 6.27%	13 6.55%	48 9.15%	17 6.93%	67 9.55%	35 6.72%	48 8.57%	40 8.65%	19 6.27%	44 7.33%	136 16.05%Tefg hijknop	85 9.78%	39 7.13%	13 6.55%	448 7.98%	139 19.63%Tq	
<b>Fixed broadband</b>																				
Total	6301	5280	529	302	189	529	253	701	514	552	455	302	595	816	860	534	189	5576	673	
Had reason to complain	1214 19.27% kq	1031 19.52% c	114 21.57% c	37 12.24%	32 17.01%	114 21.57% k	51 20.09% k	152 21.66% ko	91 17.77%	98 17.68%	82 18.08%	37 12.24%	100 16.77%	195 23.87% Thijklo	174 20.29% k	88 16.42%	32 17.01%	1011 18.13%	192 28.53% Tq	
<b>Pay TV</b>																				
Total	3734	3166	279	174	116*	279	171	417	317	350	263	174	331	517	505	294	116*	3236	479	
Had reason to complain	240 6.44% ck q	215 6.80% c	15 5.34%	4 2.06%	7 5.72%	15 5.34%	10 5.75%	30 7.24% k	16 5.13%	20 5.60%	14 5.43%	4 2.06%	22 6.53%	49 9.41% Tk	40 7.89% k	15 5.04%	7 5.72%	192 5.93%	48 9.98% Tq	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 28

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
<b>Landline phone</b>														
Total	5558	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Had reason to complain	276 4.96%f	273 5.01%f	94 6.70%Tadf	11 4.73%	11 3.00%	6 9.72%df	33 2.96%	35 5.85%f	56 4.97%f	20 7.45%df	- -	1 1.75%	2 7.15%	1 3.08%
<b>Mobile phone</b>														
Total	6378	5394	1389	239	345	63*	1107	584	1115	263	42*	80*	22**	34**
Had reason to complain	591 9.26%	494 9.17%	114 8.21%	30 12.64%k	26 7.66%	13 20.61%Tabdfghk	104 9.36%	58 10.00%	90 8.11%	41 15.44%Tabdfghk	4 8.66%	3 3.94%	-	3 9.28%
<b>Fixed broadband</b>														
Total	6301	5422	1392	241	354	63*	1113	592	1118	263	42*	80*	23**	33**
Had reason to complain	1214 19.27%fj	1045 19.27%fj	255 18.30%j	49 20.23%j	71 19.96%j	13 20.51%j	183 16.48%j	120 20.24%j	255 22.81%Tabfjk	58 21.92%j	1 1.25%	9 11.22%	8 34.56%	3 8.15%
<b>Pay TV</b>														
Total	3734	3372	785	116*	72*	19**	992	265	932	115*	22**	9**	4**	14**
Had reason to complain	240 6.44%	230 6.82%T	52 6.58%	11 9.52%	7 9.46%	6 31.71%	66 6.68%	19 7.05%	60 6.45%	7 5.95%	-	-	-	* 3.20%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 29

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents who have service**

	Q2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
<b>Landline phone</b>															
Total	5558	5447	243	1014	304	23**	919	509	568	423	770	104*	74*	246	69*
Had reason to complain	276 4.96%z	270 4.96%z	26 10.81%Tnpqstu wz	40 3.91%	16 5.24%	5 20.31%	45 4.90%	18 3.51%	22 3.79%	28 6.60%z	46 6.01%z	5 4.73%	3 3.87%	5 1.83%	5 6.65%
<b>Mobile phone</b>															
Total	6378	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Had reason to complain	591 9.26%npt	579 9.16%pt	25 10.04%t	87 7.28%	28 7.62%	5 20.08%	94 8.74%t	25 4.53%	109 15.75%Tnopqs twxyz	53 11.12%ptx	103 11.62%Tnpbx	5 4.08%	5 6.22%	20 7.18%	10 10.14%
<b>Fixed broadband</b>															
Total	6301	6186	254	1164	355	25**	1055	555	660	474	871	120*	81*	272	87*
Had reason to complain	1214 19.27%	1206 19.49%T	56 21.99%	239 20.57%	60 16.88%	5 18.65%	213 20.22%	91 16.46%	133 20.22%	87 18.36%	187 21.46%tz	20 16.45%	18 22.31%	42 15.25%	21 24.24%
<b>Pay TV</b>															
Total	3734	3660	163	714	183	14**	636	303	376	344	522	53*	24**	224	27**
Had reason to complain	240 6.44%	240 6.55%q	26 15.66%Tnpqstu vwz	40 5.64%	5 2.47%	3 21.42%	41 6.42%	13 4.25%	29 7.73%q	25 7.37%q	39 7.52%q	3 6.33%	1 2.52%	12 5.49%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 30

**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
<b>Landline phone</b>																									
Total	5558	5421	1258	243	370	53*	1168	598	1156	264	42*	82*	44*	22**	32**	3323	425	1713	183	912	911	2937	1121	1819	3535
Had reason to complain	276 4.96%dx	274 5.05%df	81 6.46%Ta	10 4.02%	9 2.51%	5 9.58%df	48 4.11%	33 5.60%df	56 4.84%	25 9.35%T	- Tacdf	1 1.71%	- -	2 7.34%	1 3.26%	194 5.85%T	25 5.90%	87 5.07%	22 11.73%To	57 6.29%	56 6.12%	144 4.90%	45 3.98%	112 6.14%Tx	144 4.06%
<b>Mobile phone</b>																									
Total	6378	6107	1313	286	381	60*	1266	651	1433	293	49*	99*	52*	25**	32**	3573	441	1851	190	978	1076	3274	1342	2080	4048
Had reason to complain	591 9.26%ah vx	544 8.90%	109 8.30%	40 14.14%Ta	26 6.85%	12 20.23%Ta	110 8.66%	63 9.74%	107 7.49%	46 15.88%Ta	4 7.52%	5 4.76%	3 5.57%	- -	3 9.81%	377 10.54%T	68 15.34%To	160 8.65%	42 21.89%To	95 9.72%	151 14.07%Tu	283 8.63%	97 7.24%	218 10.49%Tx	327 8.07%
<b>Fixed broadband</b>																									
Total	6301	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3581	442	1854	193	980	1044	3252	1327	2060	4006
Had reason to complain	1214 19.27% jqux	1205 19.54%T fj	239 17.95%	50 17.13%	78 20.04%j	13 21.81%	210 16.48%	137 20.72% j	334 23.17%T abcfj	76 25.82%Ta	3 6.55%	15 15.10%	8 15.01%	7 28.05%	5 16.25%	696 19.43%q	98 22.25%q	321 17.31%	50 25.80%T oq	213 21.77%q u	246 23.54%T	554 17.02%	285 21.50%u x	440 21.34%T	732 18.27%
<b>Pay TV</b>																									
Total	3734	3623	752	123*	78*	10**	1105	281	1055	123*	24**	9**	8**	5**	14**	3533	444	1868	193	985	637	1898	775	1169	2413
Had reason to complain	240 6.44%	236 6.52%	48 6.32%	12 9.81%	5 6.47%	1 5.40%	75 6.82%	17 6.00%	60 5.67%	19 15.16%Tabfg	- -	- -	- -	- -	* 3.25%	234 6.63%	33 7.47%	117 6.24%	16 8.47%	68 6.91%	47 7.45%	127 6.67%	47 6.11%	93 7.94%Tx	142 5.87%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 31

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	264	136	128	27	52	47	35	43	41	19	90	73	42	59	163	101	197	67
Weighted base	276	149	127	33**	56*	49*	37**	41*	43*	17**	98*	78*	37*	63*	176	100*	213	63*
The service not performing as it should, for example, poor call/line quality, loss of service	135 48.92%	66 44.42%	69 54.23%	14 41.24%	27 48.71%	17 35.11%	17 46.97%	21 51.29%	28 65.05%Te	10 61.75%	45 45.77%	46 59.02%	15 41.09%	29 45.97%	91 51.62%	44 44.17%	107 50.11%	28 44.93%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 30.82%	50 33.70%	35 27.42%	12 36.23%	16 28.78%	20 41.96%	15 41.99%	9 22.48%	10 22.50%	2 12.45%	37 37.89%	20 26.26%	12 32.52%	15 24.41%	58 32.75%	27 27.41%	62 29.34%	23 35.76%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	63 22.81%k	41 27.35%	22 17.46%	6 17.72%	16 27.49%	18 37.17%T	6 16.91%	9 22.11%	7 16.10%	1 7.34%	28 28.10%k	9 12.08%	5 14.85%	20 32.47%k	37 21.02%	26 25.96%	54 25.45%	9 13.95%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	62 22.43%bq	41 27.27%	21 16.73%	5 15.20%	14 25.55%	20 40.15%Th	4 10.83%	11 25.82%	6 13.11%	3 15.58%	19 18.93%	18 23.08%	9 23.62%	17 26.39%	37 20.76%	25 25.36%	54 25.63%q	7 11.69%
Dissatisfaction with customer service from a previous occasion or contact	54 19.75%b	36 24.44%	18 14.21%	13 39.16%	13 22.71%	9 19.15%	6 15.63%	6 14.68%	6 12.84%	2 12.73%	22 22.32%	15 18.97%	6 16.64%	12 18.50%	37 20.84%	18 17.81%	43 20.32%	11 17.81%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 31

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	276	149	127	33**	56*	49*	37**	41*	43*	17**	98*	78*	37*	63*	176	100*	213	63*
Something else (please specify)	20 7.32%a	3 1.92%	17 13.68%Ta	2 6.78%	1 2.11%	-	2 5.93%	4 9.45%	6 14.96%de	4 25.20%	6 6.01%	7 9.26%	2 4.56%	5 8.58%	13 7.45%	7 7.09%	15 7.03%	5 8.30%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 32

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	264	224	22	12	6	22	7	24	15	26	14	12	30	48	41	19	6	224	39
Weighted base	276	242	19**	9**	6**	19**	7**	24**	12**	24**	14**	9**	33**	60*	49*	18**	6**	231	44*
The service not performing as it should, for example, poor call/line quality, loss of service	135 48.92%	118 48.92%	10 52.96%	3 33.85%	3 59.18%	10 52.96%	1 17.04%	8 34.04%	6 49.69%	14 56.61%	8 54.68%	3 33.85%	20 60.52%	21 35.87%	30 60.42% <sup>m</sup>	10 56.91%	3 59.18%	115 49.79%	20 45.02%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 30.82%	74 30.55%	6 28.59%	3 35.16%	2 42.63%	6 28.59%	4 59.23%	9 36.49%	2 18.31%	5 21.20%	4 32.61%	3 35.16%	12 35.33%	18 29.72%	19 37.69%	1 4.61%	2 42.63%	71 30.67%	13 30.66%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	63 22.81%	61 25.31% <sup>T</sup>	1 2.71%	- -	1 21.48%	1 2.71%	2 23.73%	7 31.20%	2 14.61%	6 26.37%	7 47.58%	- -	6 17.35%	20 32.69%	9 18.45%	3 15.98%	1 21.48%	50 21.43%	13 30.38%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	62 22.43%	54 22.20%	4 22.82%	4 42.00%	- -	4 22.82%	1 14.31%	4 17.70%	2 13.75%	6 25.39%	3 18.91%	4 42.00%	5 15.40%	20 33.38%	9 17.68%	4 23.27%	- -	48 20.56%	14 32.57%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 32

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	276	242	19**	9**	6**	19**	7**	24**	12**	24**	14**	9**	33**	60*	49*	18**	6**	231	44*
Dissatisfaction with customer service from a previous occasion or contact	54 19.75%	53 21.92%	-	1 11.33%	* 7.89%	-	2 29.76%	5 22.17%	2 19.43%	4 16.49%	3 25.32%	1 11.33%	14 41.33%	8 14.11%	11 22.78%	2 12.47%	* 7.89%	41 17.75%	13 30.51%
Something else (please specify)	20 7.32%	19 7.66%	1 6.46%	* 4.72%	-	1 6.46%	-	1 3.40%	1 5.34%	2 6.71%	2 11.80%	* 4.72%	4 10.67%	6 10.12%	1 2.55%	3 16.54%	-	19 8.39%	1 1.78%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 33

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	264	261	88	10	12	5	34	36	53	14	-	2	2	1
Weighted base	276	273	94*	11**	11**	6**	33**	35*	56*	20**	..*	1**	2**	1**
The service not performing as it should, for example, poor call/line quality, loss of service	135 48.92%	133 48.74%	47 50.34%	7 57.46%	4 36.77%	1 15.38%	11 31.97%	21 60.17%	30 53.07%	9 46.35%	-	1 100.00%	-	1 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 30.82%	85 31.09%	29 31.03%	2 21.04%	3 25.12%	5 82.25%	12 37.39%	11 32.01%	15 26.59%	5 25.46%	-	-	1 59.11%	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	63 22.81%	63 23.01%	21 22.45%	3 27.38%	1 6.20%	2 33.14%	9 28.12%	6 16.51%	9 16.62%	9 44.46%	-	-	1 40.89%	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	62 22.43% <sup>b</sup>	61 22.15% <sup>b</sup>	14 14.31%	6 51.89%	1 5.74%	-	9 27.07%	13 38.48% <sup>Tab</sup>	14 25.31%	4 18.09%	-	-	-	-
Dissatisfaction with customer service from a previous occasion or contact	54 19.75%	54 19.72%	18 18.66%	-	4 33.55%	1 15.38%	6 18.58%	7 19.11%	15 26.76%	2 10.80%	-	-	1 40.89%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 33

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	276	273	94*	11**	11**	6**	33**	35*	56*	20**	..*	1**	2**	1**
Something else (please specify)	20	20	7	-	-	-	1	-	10	3	-	-	-	-
	7.32%	7.38%	7.66%	-	-	-	2.20%	-	17.18%Tag	13.46%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 34

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	264	258	22	36	15	4	45	21	21	27	42	5	4	5	4
Weighted base	276	270	26**	40**	16**	5**	45*	18**	22**	28**	46*	5**	3**	5**	5**
The service not performing as it should, for example, poor call/line quality, loss of service	135 48.92%	131 48.49%	8 32.23%	17 42.43%	8 52.45%	2 35.25%	21 47.22%	7 37.56%	11 49.87%	14 50.95%	27 58.58%	3 60.51%	1 34.56%	2 46.95%	3 69.29%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 30.82%	83 30.73%	5 18.20%	12 30.14%	4 25.67%	- -	15 33.13%	5 25.67%	10 48.32%	7 24.46%	19 41.91%	2 39.49%	1 27.35%	* 7.77%	2 41.52%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	63 22.81%	62 22.98%	8 31.30%	12 29.76%	5 30.61%	3 64.75%	5 11.71%	5 25.30%	4 16.49%	8 27.95%	8 17.34%	1 22.98%	- -	3 57.20%	- -
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	62 22.43%	59 21.80%	8 29.96%	7 17.30%	3 19.80%	- -	11 23.71%	4 21.21%	2 10.37%	11 39.46%	9 19.36%	2 42.90%	1 21.28%	1 11.92%	- -
Dissatisfaction with customer service from a previous occasion or contact	54 19.75%	52 19.40%	5 18.60%	8 19.07%	1 3.90%	- -	7 14.62%	2 13.60%	9 40.37%	7 24.84%	5 11.89%	3 63.41%	1 44.16%	2 35.03%	3 69.29%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 34

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	276	270	26**	40**	16**	5**	45*	18**	22**	28**	46*	5**	3**	5**	5**
Something else (please specify)	20	20	2	3	1	-	5	1	-	3	3	-	-	-	1
	7.32%	7.48%	9.29%	7.30%	4.55%	-	10.06%	4.29%	-	11.58%	7.39%	-	-	-	12.31%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 35

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	264	261	80	11	12	3	42	35	53	17	-	2	-	2	1	178	27	75	20	53	55	145	36	110	135
Weighted base	276	274	81*	10**	9**	5**	48*	33**	56*	25**	-**	1**	-**	2**	1**	194	25**	87*	22**	57*	56*	144	45*	112*	144
The service not performing as it should, for example, poor call/line quality, loss of service	135 48.92% <sup>t</sup>	134 49.12% <sup>f</sup>	47 58.27% <sup>f</sup>	3 28.45%	5 52.45%	1 18.74%	10 20.67%	18 52.97%	36 64.52% <sup>T</sup>	11 43.09%	-	1 100.00%	-	-	1 100.00%	91 46.73%	12 47.26%	36 41.28%	9 41.63%	31 53.49%	17 31.08%	76 52.77% <sup>t</sup>	21 46.40%	56 50.28%	65 45.57%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 30.82%	85 31.07%	25 31.18%	4 40.00%	4 39.13%	5 100.00%	15 30.51%	10 30.39%	15 26.58%	6 26.22%	-	-	-	1 59.11%	-	56 29.00%	13 50.34%	22 25.05%	5 25.11%	17 28.83%	18 32.05%	49 33.76%	9 19.77%	33 29.22%	46 32.20%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	63 22.81% <sup>h</sup>	62 22.66% <sup>h</sup>	19 22.89%	3 34.22%	1 7.09%	1 18.74%	15 30.53% <sup>h</sup>	8 22.80%	6 10.84%	9 34.85%	-	-	-	1 40.89%	-	51 26.42%	10 39.98%	21 24.27%	8 38.41%	12 20.82%	23 41.25% <sup>T</sup>	29 20.45%	9 20.32%	29 25.91%	31 21.47%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	62 22.43% <sup>a</sup>	60 21.80%	13 16.05%	1 10.96%	1 6.56%	-	8 16.71%	15 45.63%	17 30.34%	4 16.97%	-	-	-	-	-	55 28.48% <sup>T</sup>	5 21.52%	20 22.66%	9 43.86%	19 32.48%	19 34.05% <sup>T</sup>	28 19.17%	6 12.99%	20 17.59%	31 21.58%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 35

**Q.6 What was the issue/s you had reason to complain about in connection with your home landline?****Base: All who had a reason to complain about landline phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	276	274	81*	10**	9**	5**	48*	33**	56*	25**	-**	1**	-**	2**	1**	194	25**	87*	22**	57*	56*	144	45*	112*	144
Dissatisfaction with customer service from a previous occasion or contact	54 19.75%	54 19.71%	14 16.63%	1 13.63%	1 13.62%	1 18.74%	9 19.52%	5 16.15%	14 25.54%	7 28.98%	-	-	-	1 40.89%	-	45 23.31%	3 13.48%	21 24.67%	3 14.82%	14 24.19%	10 18.64%	26 18.25%	12 26.12%	24 21.54%	26 17.80%
Something else (please specify)	20 7.32%	20 7.38%	5 6.69%	-	-	-	3 5.26%	-	10 17.14% a	3 10.74%	-	-	-	-	-	11 5.82%	2 8.86%	3 3.47%	-	6 10.57%	2 3.66%	10 6.63%	6 13.91%	6 5.37%	14 9.89%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 36

**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?****Base: All who had a reason to complain about landline phone provider**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	264	136	128	27	52	47	35	43	41	19	90	73	42	59	163	101	197	67
Weighted base	276	149	127	33**	56*	49*	37**	41*	43*	17**	98*	78*	37*	63*	176	100*	213	63*
NET: Yes	208	113	95	23	43	37	27	34	31	12	69	65	23	50	135	73	159	49
	75.26%	75.40%	75.09%	71.36%	76.89%	76.43%	73.86%	81.00%	72.63%	69.66%	70.61%	83.97%l	62.77%	79.09%	76.51%	73.05%	74.59%	77.49%
Yes - to my landline provider	180	94	86	13	34	34	23	32	31	12	64	56	18	42	120	60	134	46
	65.19%l	63.21%	67.52%	40.55%	60.38%	70.80%	62.36%	77.62%	72.63%	69.66%	64.89%	71.93%l	48.96%	66.84%	68.00%	60.23%	63.07%	72.28%
Yes - to Ofcom	36	24	12	11	13	5	5	1	-	-	12	10	5	9	23	14	33	4
	13.16%gh	16.25%	9.52%	34.72%	23.20%gh	10.44%	14.56%	3.38%	-	-	12.72%	13.12%	12.66%	14.19%	12.90%	13.62%	15.31%	5.97%
Yes - other (please specify)	1	1	-	-	-	1	-	-	-	-	-	-	*	*	-	1	*	*
	0.31%	0.57%	-	-	-	1.76%	-	-	-	-	-	-	1.16%	0.68%	-	0.85%	0.20%	0.67%
No	62	35	27	9	9	10	10	6	12	5	28	12	10	11	40	21	47	14
	22.30%	23.44%	20.95%	28.64%	15.93%	21.36%	26.14%	15.10%	27.37%	30.34%	28.30%	16.03%	28.02%	17.30%	22.88%	21.27%	22.23%	22.51%
Don't know	7	2	5	-	4	1	-	2	-	-	1	-	3	2	1	6	7	-
	2.45%n	1.16%	3.96%	-	7.18%	2.21%	-	3.90%	-	-	1.09%	-	9.21%Tjk	3.61%	0.61%	5.68%Tn	3.17%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 37

**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?****Base: All who had a reason to complain about landline phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	264	224	22	12	6	22	7	24	15	26	14	12	30	48	41	19	6	224	39
Weighted base	276	242	19**	9**	6**	19**	7**	24**	12**	24**	14**	9**	33**	60*	49*	18**	6**	231	44*
NET: Yes	208 75.26%	185 76.44%	13 69.04%	7 73.05%	3 49.85%	13 69.04%	6 82.96%	21 88.03%	10 80.66%	18 73.96%	10 74.13%	7 73.05%	22 66.23%	46 77.77%	37 76.19%	13 75.74%	3 49.85%	172 74.52%	35 80.13%
Yes - to my landline provider	180 65.19%	158 65.36%	12 63.88%	7 73.05%	3 49.85%	12 63.88%	6 82.96%	21 88.03%	7 55.94%	17 69.47%	10 74.13%	7 73.05%	18 54.72%	35 58.88%	30 60.93%	13 75.74%	3 49.85%	156 67.50%	24 53.85%
Yes - to Ofcom	36 13.16%q	36 14.79%	1 2.96%	- -	- -	1 2.96%	1 12.72%	4 16.40%	3 24.71%	1 5.80%	1 7.50%	- -	4 11.51%	11 18.89%	9 18.99%	1 5.13%	- -	22 9.51%	14 32.58%Tq
Yes - other (please specify)	1 0.31%	* 0.18%	* 2.20%	- -	- -	* 2.20%	- -	- -	- -	* 1.76%	- -	- -	- -	- -	- -	- -	- -	1 0.37%	- -
No	62 22.30%	51 21.00%	5 28.00%	2 26.95%	3 50.15%	5 28.00%	1 17.04%	3 11.97%	2 19.34%	6 23.35%	2 14.08%	2 26.95%	11 33.77%	12 20.58%	9 17.89%	4 24.26%	3 50.15%	56 24.07%	6 13.24%
Don't know	7 2.45%q	6 2.55%	1 2.96%	- -	- -	1 2.96%	- -	- -	- -	1 2.69%	2 11.80%	- -	- -	1 1.66%	3 5.92%	- -	- -	3 1.41%	3 6.63%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 38

**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?****Base: All who had a reason to complain about landline phone provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	264	261	88	10	12	5	34	36	53	14	-	2	2	1
Weighted base	276	273	94*	11**	11**	6**	33**	35*	56*	20**	..**	1**	2**	1**
NET: Yes	208	206	72	9	10	5	22	28	36	17	-	1	1	1
	75.26%	75.31%	76.82%	75.83%	90.88%	82.09%	67.10%	80.24%	65.32%	87.03%	-	100.00%	59.11%	100.00%
Yes - to my landline provider	180	179	70	4	7	3	17	26	31	14	-	1	1	1
	65.19%	65.57%	74.45%Tah	33.25%	63.16%	55.03%	52.48%	74.41%	55.86%	72.92%	-	100.00%	59.11%	100.00%
Yes - to Ofcom	36	35	6	5	3	2	6	5	7	3	-	-	-	-
	13.16%b	12.86%b	6.11%	42.58%	27.72%	27.06%	17.38%	13.71%	11.88%	14.11%	-	-	-	-
Yes - other (please specify)	1	1	*	-	-	-	-	-	*	-	-	-	-	-
	0.31%	0.31%	0.45%	-	-	-	-	-	0.77%	-	-	-	-	-
No	62	61	22	3	1	1	7	6	17	3	-	-	1	-
	22.30%	22.22%	23.18%	24.17%	9.12%	17.91%	22.35%	18.11%	29.85%	12.97%	-	-	40.89%	-
Don't know	7	7	-	-	-	-	3	1	3	-	-	-	-	-
	2.45%	2.47%	-	-	-	-	10.55%	1.65%	4.83%	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 39

**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?****Base: All who had a reason to complain about landline phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	264	258	22	36	15	4	45	21	21	27	42	5	4	5	4
Weighted base	276	270	26**	40**	16**	5**	45*	18**	22**	28**	46*	5**	3**	5**	5**
NET: Yes	208	203	20	30	11	5	32	12	18	24	33	4	2	4	2
	75.26%	75.12%	76.09%	76.18%	66.04%	100.00%	71.75%	68.32%	82.53%	86.48%	70.35%	79.50%	83.19%	92.23%	53.83%
Yes - to my landline provider	180	175	17	25	9	2	30	12	15	17	31	4	2	4	2
	65.19%	64.83%	63.99%	62.74%	53.43%	35.25%	65.71%	65.12%	70.06%	62.00%	67.28%	79.50%	83.19%	92.23%	53.83%
Yes - to Ofcom	36	35	4	6	2	3	3	1	5	8	4	-	-	-	-
	13.16%	13.12%	15.89%	15.78%	12.60%	64.75%	7.68%	3.20%	21.01%	28.17%	7.59%	-	-	-	-
Yes - other (please specify)	1	1	-	-	-	-	*	-	*	-	-	-	-	-	-
	0.31%	0.32%	-	-	-	-	0.95%	-	1.98%	-	-	-	-	-	-
No	62	60	6	7	5	-	12	6	4	4	13	1	*	*	2
	22.30%	22.38%	23.91%	17.53%	30.37%	-	26.05%	31.68%	17.47%	13.52%	27.32%	20.50%	16.81%	7.77%	46.17%
Don't know	7	7	-	2	1	-	1	-	-	-	1	-	-	-	-
	2.45%	2.50%	-	6.28%	3.59%	-	2.20%	-	-	-	2.33%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 40

**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?****Base: All who had a reason to complain about landline phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	264	261	80	11	12	3	42	35	53	17	-	2	-	2	1	178	27	75	20	53	55	145	36	110	135
Weighted base	276	274	81*	10**	9**	5**	48*	33**	56*	25**	-**	1**	-**	2**	1**	194	25**	87*	22**	57*	56*	144	45*	112*	144
NET: Yes	208	206	63	8	8	4	33	28	38	19	-	1	-	1	1	150	18	68	18	43	45	114	32	84	107
	75.26%	75.33%	78.17%	79.59%	89.58%	78.18%	68.31%	83.18%	68.37%	75.70%	-	100.00%	-	59.11%	100.00%	77.32%	73.15%	77.93%	83.92%	74.41%	80.67%	78.90%	72.12%	75.43%	74.73%
Yes - to my landline provider	180	178	62	5	8	4	25	25	32	14	-	1	-	1	1	123	18	56	14	31	37	103	27	71	97
	65.19%	65.18%	76.24%T afh	48.50%	82.62%	78.18%	51.56%	74.81%	56.72%	54.69%	-	100.00%	-	59.11%	100.00%	63.25%	73.15%	65.00%	64.35%	53.67%	65.80%	71.54%T	61.48%	63.74%	67.44%
Yes - to Ofcom	36	35	5	3	2	-	8	5	8	5	-	-	-	-	-	34	3	13	5	14	11	16	5	17	14
	13.16%b	12.94%b	6.27%	31.09%	17.37%	-	16.74%	13.68%	14.05%	21.01%	-	-	-	-	-	17.64%T	11.29%	14.97%	21.04%	24.22%T	19.63%	11.43%	10.63%	15.00%	10.07%
Yes - other (please specify)	1	1	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1	-
	0.31%	0.31%	0.53%	-	-	-	-	-	0.76%	-	-	-	-	-	-	0.22%	-	-	-	0.74%	0.76%	0.30%	-	0.76%	-
No	62	61	18	2	1	1	12	5	16	5	-	-	-	1	-	41	7	16	3	15	11	29	12	25	33
	22.30%	22.20%	21.83%	20.41%	10.42%	21.82%	24.45%	15.11%	28.74%	19.95%	-	-	-	40.89%	-	20.88%	26.85%	18.07%	16.08%	25.59%	19.33%	19.82%	27.88%	22.53%	23.30%
Don't know	7	7	-	-	-	-	3	1	2	1	-	-	-	-	-	3	-	3	-	-	-	2	-	2	3
	2.45%	2.47%	-	-	-	-	7.25%b	1.71%	2.89%	4.35%	-	-	-	-	-	1.79%	-	4.00%	-	-	-	1.28%	-	2.03%	1.97%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 41

**Q.8 Why didn't you make a complaint about your landline service or supplier?****Base: All who didn't complain about landline phone provider**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	67	39	28	9	10	13	9	9	11	6	32	12	12	11	44	23	50	17
Weighted base	62*	35*	27**	9**	9**	10**	10**	6**	12**	5**	28**	12**	10**	11**	40*	21**	47*	14**
It's not worth the hassle	31 49.75%	17 48.04%	14 52.00%	5 52.44%	4 49.08%	8 76.68%	5 54.32%	3 41.80%	3 26.76%	2 45.30%	15 52.58%	6 51.17%	4 39.67%	5 50.48%	21 52.14%	10 45.21%	23 49.14%	7 51.77%
The problem resolved itself	13 21.80%	9 26.91%	4 15.06%	2 19.59%	3 28.44%	1 9.69%	2 25.73%	2 38.69%	3 26.52%	-	2 5.55%	4 35.07%	5 47.60%	3 23.58%	6 14.69%	7 35.28%	10 21.60%	3 22.48%
They wouldn't do anything anyway	12 18.76%	5 14.77%	6 24.01%	2 21.07%	1 9.27%	4 35.26%	1 11.74%	* 7.57%	1 8.56%	2 47.83%	5 16.26%	1 9.49%	* 4.32%	5 49.45%	6 14.17%	6 27.47%	11 22.36%	1 6.82%
I didn't have the time	9 14.59%	6 16.99%	3 11.42%	3 27.72%	2 23.09%	2 14.97%	1 11.74%	1 18.01%	-	* 9.36%	6 23.19%	-	* 4.32%	2 19.07%	6 16.01%	3 11.88%	7 14.09%	2 16.22%
I did not know where to go/ who to complain to	7 12.14%	7 19.85%	1 1.98%	2 19.56%	-	-	2 23.55%	1 9.93%	2 18.46%	1 11.38%	6 20.70%	2 13.76%	-	-	7 18.55%	-	6 13.38%	1 8.05%
I/ someone else sorted the problem out	4 6.52%	2 6.52%	2 6.53%	-	1 13.83%	2 14.66%	-	-	1 10.61%	-	3 11.01%	-	* 4.70%	* 4.27%	3 7.60%	1 4.48%	3 5.81%	1 8.87%
Other (please specify)	7 11.75%a	1 2.97%	6 23.32%	-	-	2 15.76%	1 8.15%	* 3.85%	3 29.65%	1 21.13%	3 12.07%	3 20.79%	1 12.35%	-	6 14.77%	1 6.02%	6 12.99%	1 7.62%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 42

**Q.8 Why didn't you make a complaint about your landline service or supplier?****Base: All who didn't complain about landline phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	67	54	6	4	3	6	1	3	4	6	2	4	12	12	9	5	3	60	7
Weighted base	62*	51*	5**	2**	3**	5**	1**	3**	2**	6**	2**	2**	11**	12**	9**	4**	3**	56*	6**
It's not worth the hassle	31 49.75%	26 52.09%	2 40.36%	2 80.34%	-	2 40.36%	-	1 36.53%	1 34.41%	5 85.74%	1 41.47%	2 80.34%	6 52.26%	4 34.58%	6 68.53%	3 63.75%	-	28 49.44%	3 52.69%
The problem resolved itself	13 21.80%	11 21.08%	3 49.96%	-	-	3 49.96%	-	-	-	-	-	-	3 24.53%	6 48.66%	*	2 34.87%	-	12 21.72%	1 22.58%
They wouldn't do anything anyway	12 18.76%	11 21.69%	1 9.69%	-	-	1 9.69%	-	-	2 85.49%	2 28.95%	-	-	2 20.27%	-	3 31.60%	2 52.17%	-	10 17.43%	2 31.47%
I didn't have the time	9 14.59%	8 16.73%	-	*	-	-	1 100.00%	2 63.47%	-	1 14.69%	-	*	2 15.38%	1 6.40%	1 12.77%	1 22.15%	-	9 16.11%	-
I did not know where to go/ who to complain to	7 12.14%	5 10.44%	1 9.69%	-	2 57.17%	1 9.69%	-	1 36.72%	-	-	1 58.53%	-	1 5.53%	1 6.40%	2 19.41%	-	2 57.17%	7 13.41%	-
I/ someone else sorted the problem out	4 6.52%	3 6.37%	-	-	1 27.09%	-	-	-	-	1 18.26%	-	-	*	-	2 19.44%	-	1 27.09%	4 7.20%	-
Other (please specify)	7 11.75%	7 13.34%	-	-	*	-	-	-	-	-	-	-	2 18.89%	3 28.22%	1 13.44%	-	*	6 11.57%	1 13.40%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 43

**Q.8 Why didn't you make a complaint about your landline service or supplier?****Base: All who didn't complain about landline phone provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	67	66	23	3	2	1	9	7	17	2	-	-	1	-
Weighted base	62*	61*	22**	3**	1**	1**	7**	6**	17**	3**	..**	..**	1**	..**
It's not worth the hassle	31 49.75%	31 50.37%	8 35.29%	2 66.81%	-	1 100.00%	3 46.24%	3 52.95%	11 63.83%	3 100.00%	-	-	-	-
The problem resolved itself	13 21.80%	13 20.83%	8 35.35%	1 33.19%	-	-	2 22.63%	-	2 14.01%	-	-	-	-	-
They wouldn't do anything anyway	12 18.76%	12 18.99%	5 21.52%	-	-	-	* 6.43%	4 59.70%	2 11.66%	-	-	-	1 100.00%	-
I didn't have the time	9 14.59%	9 14.77%	2 10.03%	1 28.30%	* 49.74%	-	2 24.70%	1 19.74%	2 11.66%	-	-	-	-	-
I did not know where to go/ who to complain to	7 12.14%	7 12.29%	4 17.90%	1 28.30%	-	-	1 14.29%	-	2 10.30%	-	-	-	-	-
I/ someone else sorted the problem out	4 6.52%	4 6.60%	2 11.39%	-	* 50.26%	-	-	-	1 6.22%	-	-	-	-	-
Other (please specify)	7 11.75%	7 11.89%	3 14.97%	-	-	-	-	2 31.44%	2 11.85%	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 44

**Q.8 Why didn't you make a complaint about your landline service or supplier?****Base: All who didn't complain about landline phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	67	66	7	8	5	-	12	7	4	6	12	1	1	1	1
Weighted base	62*	60*	6**	7**	5**	-**	12**	6**	4**	4**	13**	1**	***	***	2**
It's not worth the hassle	31 49.75%	29 48.83%	3 43.66%	4 62.43%	2 45.24%	-	7 58.37%	2 33.23%	2 59.08%	* 12.73%	4 35.62%	1 100.00%	-	* 100.00%	2 100.00%
The problem resolved itself	13 21.80%	13 22.20%	2 26.18%	-	2 44.71%	-	2 18.61%	* 8.63%	2 40.92%	* 12.33%	5 38.99%	-	-	-	-
They wouldn't do anything anyway	12 18.76%	10 17.27%	2 30.77%	-	-	-	5 44.33%	1 9.28%	-	1 30.20%	2 12.91%	-	-	-	-
I didn't have the time	9 14.59%	8 13.02%	1 17.90%	2 26.46%	1 12.85%	-	1 11.42%	-	-	-	2 19.46%	-	* 100.00%	-	-
I did not know where to go/ who to complain to	7 12.14%	7 12.37%	1 17.90%	2 26.46%	1 12.85%	-	-	1 9.28%	-	2 45.47%	2 13.01%	-	-	-	-
I/ someone else sorted the problem out	4 6.52%	4 6.64%	-	1 11.20%	* 10.05%	-	-	2 40.32%	-	* 12.33%	-	-	-	-	-
Other (please specify)	7 11.75%	7 11.96%	1 17.28%	1 11.22%	1 29.10%	-	1 6.79%	2 26.84%	-	* 11.99%	1 9.37%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 45

**Q.8 Why didn't you make a complaint about your landline service or supplier?****Base: All who didn't complain about landline phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	67	66	20	2	2	1	12	6	17	4	-	-	-	1	-	42	8	15	4	15	12	33	13	27	36
Weighted base	62*	61*	18**	2**	1**	1**	12**	5**	16**	5**	-**	-**	-**	1**	-**	41*	7**	16**	3**	15**	11**	29**	12**	25**	33*
It's not worth the hassle	31	31	7	1	-	1	5	3	11	3	-	-	-	-	-	21	2	9	*	10	6	13	9	16	14
	49.75%	50.37%	37.80%	53.70%	-	100.00%	44.37%	65.97%	66.12%	51.87%	-	-	-	-	-	52.88%	35.84%	54.19%	14.40%	68.37%	53.44%	43.95%	72.82%	63.13%	41.32%
The problem resolved itself	13	13	6	1	-	-	3	-	3	-	-	-	-	-	-	6	2	3	-	2	2	7	-	5	8
	21.80%	20.83%	33.02%	46.30%	-	-	25.45%	-	17.97%	-	-	-	-	-	-	15.16%	24.44%	17.34%	-	12.15%	20.77%	26.11%	-	19.15%	23.42%
They wouldn't do anything anyway	12	12	3	-	-	-	2	4	2	-	-	-	-	1	-	7	1	3	1	2	4	5	2	7	5
	18.76%	18.99%	16.39%	-	-	-	19.36%	74.38%	12.08%	-	-	-	-	100.00%	-	17.67%	12.02%	22.26%	26.68%	13.21%	32.97%	18.26%	13.38%	27.34%	13.93%
I didn't have the time	9	9	3	-	*	-	2	-	2	1	-	-	-	-	-	6	1	2	1	2	1	5	1	5	3
	14.59%	14.77%	16.80%	-	49.74%	-	15.51%	-	12.08%	25.21%	-	-	-	-	-	15.46%	11.67%	14.66%	35.92%	13.21%	13.49%	17.99%	4.07%	20.66%	7.55%
I did not know where to go/ who to complain to	7	7	5	-	-	-	1	-	1	1	-	-	-	-	-	5	1	3	-	1	2	4	2	6	2
	12.14%	12.29%	26.51%	-	-	-	8.98%	-	3.64%	22.92%	-	-	-	-	-	12.66%	11.67%	20.51%	-	7.70%	16.24%	14.27%	13.21%	23.15%	4.91%
I/ someone else sorted the problem out	4	4	1	-	*	-	1	-	2	-	-	-	-	-	-	2	1	-	-	2	*	-	2	-	4
	6.52%	6.60%	4.39%	-	50.26%	-	10.62%	-	9.34%	-	-	-	-	-	-	5.62%	11.56%	-	-	10.22%	4.51%	-	14.59%	-	12.00%
Other (please specify)	7	7	2	-	-	-	-	2	3	-	-	-	-	-	-	4	1	-	1	2	*	3	2	3	5
	11.75%	11.89%	10.52%	-	-	-	-	39.18%	21.04%	-	-	-	-	-	-	8.90%	16.13%	-	23.01%	11.78%	2.24%	11.07%	13.16%	10.30%	13.85%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 46

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	556	285	271	117	167	92	64	52	44	20	187	157	92	120	344	212	466	90
Weighted base	591	306	285	137*	162	101*	78*	51*	46*	16**	197	161	103*	131*	357	234	504	86*
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	284 48.02%b	162 53.04%Tb	122 42.63%	66 48.30%	73 44.97%	47 46.39%	35 44.43%	30 58.37%	24 53.11%	9 56.95%	90 45.85%	72 45.02%	58 56.17%	64 48.56%	162 45.47%	121 51.90%	239 47.45%	44 51.31%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	190 32.16%a	85 27.79%	105 36.84%Ta	48 34.93%	58 35.71%	34 33.45%	21 27.42%	16 30.64%	10 21.25%	4 23.19%	61 31.15%	54 33.60%	24 23.55%	51 38.65%l	115 32.25%	75 32.02%	168 33.38%	22 25.04%
Dissatisfaction with customer service from a previous occasion or contact	114 19.36%	66 21.43%	49 17.14%	20 14.72%	35 21.86%	17 16.97%	18 23.18%	12 22.72%	9 20.70%	3 15.94%	39 19.94%	31 19.11%	18 17.18%	27 20.50%	70 19.57%	44 19.04%	100 19.90%	14 16.23%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	101 17.13%q	60 19.49%	42 14.61%	23 17.11%	34 21.12%fg	27 26.42%Tfg	7 9.03%	4 7.34%	5 10.37%	1 7.73%	34 17.08%	27 16.68%	17 16.65%	24 18.14%	60 16.90%	41 17.49%	94 18.65%q	7 8.30%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	76 12.91%	48 15.70%	28 9.93%	18 13.42%	27 16.55%	16 16.00%	9 11.00%	4 7.20%	2 4.79%	* 2.71%	38 19.38%Tkm	17 10.43%	10 9.49%	12 8.94%	55 15.35%	21 9.18%	67 13.22%	10 11.11%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 46

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	591	306	285	137*	162	101*	78*	51*	46*	16**	197	161	103*	131*	357	234	504	86*
Something else (please specify)	20 3.34%dp	7 2.36%	13 4.39%	- -	1 0.32%	2 1.73%	6 7.77%cd	3 5.47%cd	7 15.37%Tcd	2 10.07%	9 4.66%	5 3.33%	1 1.11%	4 3.12%	15 4.06%	5 2.23%	13 2.54%	7 8.01%Tp

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 47

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Country					Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	556	474	48	22	12	48	22	65	38	44	40	22	40	105	77	43	12	432	121	
Weighted base	591	511	48*	19**	13**	48*	17**	67*	35*	48*	40*	19**	44*	136*	85*	39*	13**	448	139*	
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	284 48.02%i	242 47.44%	25 51.89%	9 45.64%	8 59.98%	25 51.89%	9 53.40%	33 48.30%	17 48.53%	15 31.97%	19 47.56%	9 45.64%	18 41.32%	63 46.35%	50 58.22%i	19 48.29%	8 59.98%	222 49.53%	60 43.25%	
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	190 32.16%	166 32.51%	14 29.32%	7 38.24%	2 19.50%	14 29.32%	5 30.39%	24 35.07%	8 23.09%	18 38.59%	16 41.54%	7 38.24%	15 34.68%	41 30.05%	29 34.31%	9 23.05%	2 19.50%	136 30.36%	52 37.32%	
Dissatisfaction with customer service from a previous occasion or contact	114 19.36%	103 20.14%	6 12.70%	3 17.33%	2 16.49%	6 12.70%	3 14.34%	15 22.56%	6 16.59%	13 27.85%	6 13.90%	3 17.33%	11 25.94%	20 14.41%	20 24.02%	9 23.57%	2 16.49%	88 19.55%	27 19.26%	
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	101 17.13% <sup>b</sup> eg	95 18.65% <sup>b</sup>	3 5.72%	1 6.60%	2 15.59%	3 5.72%	4 21.94%	4 5.98%	4 10.67%	12 24.43% <sup>eg</sup>	7 17.00%	1 6.60%	7 16.08%	37 27.42% <sup>Teg</sup>	13 14.79%	8 21.63% <sup>eg</sup>	2 15.59%	72 15.96%	30 21.37%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 47

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Country					Region											Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	591	511	48*	19**	13**	48*	17**	67*	35*	48*	40*	19**	44*	136*	85*	39*	13**	448	139*
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	76 12.91%	67 13.14%	6 12.26%	3 13.72%	1 4.90%	6 12.26%	3 19.63%	7 10.85%	8 22.93%in	2 3.19%	7 18.77%i	3 13.72%	6 13.51%	25 18.17%i	6 7.47%	2 6.29%	1 4.90%	53 11.88%	23 16.60%
Something else (please specify)	20 3.34%	18 3.48%	2 4.00%	- -	- -	2 4.00%	- -	3 4.44%	2 6.21%	2 3.68%	1 1.29%	- -	2 5.04%	6 4.77%	2 1.95%	- -	- -	17 3.76%	3 2.06%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 48

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	566	465	105	29	30	11	95	56	80	38	4	4	-	4
Weighted base	591	494	114*	30**	26**	13**	104*	58*	90*	41*	4**	3**	..**	3**
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	284 48.02%ai	224 45.32%	54 47.60%	9 30.21%	14 54.21%	7 51.40%	44 42.30%	29 49.00%	45 49.93%	13 30.87%	2 41.07%	2 48.35%	-	3 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	190 32.16%	159 32.09%	33 28.81%	9 30.49%	7 25.88%	4 33.43%	35 33.76%	18 31.18%	32 35.38%	17 42.60%	1 14.61%	-	-	-
Dissatisfaction with customer service from a previous occasion or contact	114 19.36%	102 20.60%	30 25.99%	8 28.04%	4 14.73%	2 14.50%	25 23.66%	9 16.10%	16 18.08%	4 9.10%	1 14.61%	1 34.02%	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	101 17.13%	85 17.17%	12 10.51%	8 25.75%	4 14.10%	1 5.16%	20 19.07%	12 19.95%	21 22.97%b	7 18.17%	-	-	-	-
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	76 12.91%h	66 13.42%h	13 10.97%	9 30.07%	1 3.58%	* 1.81%	18 17.18%h	5 8.97%	5 5.34%	14 33.43%Tabgh	2 58.93%	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 48

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	591	494	114*	30**	26**	13**	104*	58*	90*	41*	4**	3**	-**	3**
Something else (please specify)	20 3.34%	15 2.97%	6 5.50% <sup>f</sup>	1 1.74%	3 11.06%	- -	- -	- -	3 2.87%	- -	- -	1 17.63%	- -	- -

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 49

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	556	546	21	87	24	7	90	25	97	48	97	4	6	21	8
Weighted base	591	579	25**	87*	28**	5**	94*	25**	109*	53*	103*	5**	5**	20**	10**
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	284 48.02%	279 48.15%	6 22.01%	39 44.43%	7 24.19%	3 54.77%	48 50.90%	15 58.88%	62 57.11%w	29 54.68%	42 40.75%	2 37.39%	2 33.21%	10 51.70%	8 80.19%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	190 32.16%	186 32.18%	10 38.83%	28 32.50%	14 49.39%	1 28.51%	33 35.27%	4 15.48%	31 28.94%	11 19.81%	39 37.38%	2 40.94%	3 65.89%	7 35.28%	1 11.11%
Dissatisfaction with customer service from a previous occasion or contact	114 19.36%	111 19.21%	5 19.72%	19 21.33%	3 12.38%	1 29.48%	18 19.30%	3 12.21%	23 20.85%	10 18.39%	19 18.14%	2 42.09%	* 9.57%	2 8.52%	5 52.77%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	101 17.13%	100 17.27%	8 32.74%	13 15.36%	4 14.63%	- -	11 11.64%	8 30.87%	19 17.41%	14 25.57%	22 20.90%	- -	1 21.10%	* 1.96%	- -
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	76 12.91%	74 12.86%	8 30.95%	16 18.50% s	3 9.15%	2 33.87%	7 7.00%	2 6.80%	11 10.52%	5 10.11%	13 12.23%	- -	1 22.65%	5 24.21%	1 12.26%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 49

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	591	579	25**	87*	28**	5**	94*	25**	109*	53*	103*	5**	5**	20**	10**
Something else (please specify)	20	20	2	3	1	-	2	-	4	4	3	-	-	1	-
	3.34%	3.40%	6.88%	2.98%	5.02%	-	2.42%	-	3.46%	7.99%	3.04%	-	-	2.84%	-

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 50

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	556	519	103	35	30	12	102	58	98	45	4	6	4	-	4	346	59	154	33	87	136	281	83	215	298
Weighted base	591	544	109*	40**	26**	12**	110*	63*	107*	46*	4**	5**	3**	-**	3**	377	68*	160	42**	95*	151	283	97*	218	327
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	284 48.02% t	259 47.54%	54 49.19%	9 21.72%	15 57.88%	5 40.03%	58 52.44%	28 44.60%	54 50.76%	19 41.68%	2 41.07%	3 65.48%	3 100.00%	-	3 100.00%	162 42.99%	26 38.85%	74 45.92%	18 43.14%	38 40.23%	60 39.92%	144 50.90%	44 45.31%	108 49.46%	155 47.61%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	190 32.16%	176 32.40%	35 32.08%	15 38.16%	8 30.50%	2 16.05%	36 32.41%	21 33.02%	33 30.42%	19 41.26%	1 14.61%	-	-	-	-	122 32.50%	22 31.92%	51 31.59%	14 34.34%	33 34.75%	49 32.31%	95 33.66%	33 34.44%	65 29.66%	109 33.50%
Dissatisfaction with customer service from a previous occasion or contact	114 19.36%	109 20.01%	22 20.01%	12 28.95%	5 18.29%	3 24.01%	28 25.82%	13 20.49%	18 17.19%	4 8.03%	1 14.61%	1 22.74%	-	-	-	75 20.02%	10 14.38%	37 23.30%	5 12.44%	22 22.96%	29 19.44%	52 18.24%	24 24.23%	51 23.56%	56 17.28%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	101 17.13%	94 17.23%	14 13.18%	17 41.66%	3 12.39%	2 15.04%	16 14.13%	12 18.78%	19 17.81%	10 21.04%	-	-	1 23.37%	-	-	73 19.40% q	15 21.97%	23 14.34%	9 21.54% q	25 26.70% T	26 17.05%	52 18.56%	17 17.18%	35 15.98%	60 18.40%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 50

**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?****Base: All who had a reason to complain about mobile phone provider**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	591	544	109*	40**	26**	12**	110*	63*	107*	46*	4**	5**	3**	-**	3**	377	68*	160	42**	95*	151	283	97*	218	327
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	76 12.91% u	68 12.59% h	14 13.20%	9 22.92%	1 3.63%	2 16.28%	15 13.31%	6 9.70%	5 5.00%	12 26.81% T agh	2 58.93%	1 24.99%	- -	- -	-	56 14.97% o	17 24.87% T	21 12.93%	4 10.61%	13 13.43%	36 23.88% Tu v	27 9.48%	9 9.11%	28 12.76%	44 13.46%
Something else (please specify)	20 3.34% oq	18 3.25%	5 4.47%	1 1.30%	3 11.21%	- -	1 0.72%	- -	5 4.59%	- -	-	1 11.78%	2 62.81%	- -	-	7 1.88%	1 1.60%	1 0.84%	- -	3 2.73%	4 2.53%	11 3.78%	2 2.40%	6 2.85%	11 3.50%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 51

**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?****Base: All who had a reason to complain about mobile phone provider**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	556	285	271	117	167	92	64	52	44	20	187	157	92	120	344	212	466	90
Weighted base	591	306	285	137*	162	101*	78*	51*	46*	16**	197	161	103*	131*	357	234	504	86*
NET: Yes	393	211	182	88	105	69	59	35	25	10	139	99	70	85	238	155	344	49
	66.46%	69.07%	63.67%	64.51%	64.72%	68.36%	76.15%h	69.92%	55.72%	61.37%	70.73%	61.41%	68.24%	64.86%	66.54%	66.34%	68.14%	56.69%
Yes - to my mobile phone provider	360	189	171	80	89	65	57	34	25	9	126	91	63	79	218	142	311	49
	60.96%	61.79%	60.06%	58.56%	54.77%	64.04%	73.55%Td	67.16%	55.72%	58.66%	64.27%	56.89%	61.51%	60.54%	60.95%	60.96%	61.69%	56.69%
Yes - to Ofcom	39	29	11	8	17	11	2	1	-	-	18	8	7	6	26	13	39	-
	6.68%bq	9.41%Tb	3.74%	6.10%	10.28%	10.83%	2.60%	2.77%	-	-	9.19%	5.19%	6.73%	4.68%	7.39%	5.58%	7.82%Tq	-
Yes - other (please specify)	2	1	1	1	-	-	-	1	-	*	2	-	-	*	2	*	2	-
	0.33%	0.47%	0.18%	0.38%	-	-	-	2.00%	-	2.71%	0.78%	-	-	0.33%	0.43%	0.19%	0.39%	-
No	180	90	91	42	49	30	19	15	20	6	53	56	30	41	109	71	145	35
	30.48%	29.28%	31.78%	30.31%	30.02%	29.26%	23.85%	30.08%	44.28%f	38.63%	27.20%	34.62%	29.01%	31.49%	30.54%	30.40%	28.68%	41.02%Tp
Don't know	18	5	13	7	9	2	-	-	-	-	4	6	3	5	10	8	16	2
	3.06%	1.66%	4.56%	5.18%	5.26%	2.38%	-	-	-	-	2.07%	3.97%	2.76%	3.65%	2.92%	3.26%	3.19%	2.29%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 52  
**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?**  
**Base: All who had a reason to complain about mobile phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ty ethnic (r)
Unweighted base	556	474	48	22	12	48	22	65	38	44	40	22	40	105	77	43	12	432	121
Weighted base	591	511	48*	19**	13**	48*	17**	67*	35*	48*	40*	19**	44*	136*	85*	39*	13**	448	139*
NET: Yes	393 66.46% <sub>q</sub>	339 66.46%	32 65.77%	15 79.56%	6 49.41%	32 65.77%	11 64.75%	43 64.11%	21 60.26%	40 83.31% <sub>Thl</sub>	26 66.03%	15 79.56%	26 58.23%	95 70.25%	52 60.95%	25 64.80%	6 49.41%	286 63.70%	104 74.87% <sub>q</sub>
Yes - to my mobile phone provider	360 60.96%	311 60.86%	29 60.38%	15 79.56%	5 38.89%	29 60.38%	11 64.75%	40 59.67%	17 49.33%	37 77.67% <sub>Thl</sub>	23 58.14%	15 79.56%	23 52.53%	88 64.51%	48 56.43%	23 60.12%	5 38.89%	264 58.81%	93 67.23%
Yes - to Ofcom	39 6.68%	36 6.95%	3 5.39%	-	1 10.53%	3 5.39%	1 5.31%	7 9.67%	3 9.69%	3 7.14%	3 7.89%	-	4 8.14%	9 6.27%	4 4.97%	2 4.69%	1 10.53%	26 5.70%	14 10.02%
Yes - other (please specify)	2 0.33%	2 0.38%	-	-	-	-	-	-	* 1.24%	-	-	-	1 2.30%	-	1 0.61%	-	-	1 0.32%	1 0.37%
No	180 30.48% <sub>i</sub>	154 30.15%	16 32.68%	4 20.44%	6 50.59%	16 32.68%	6 35.25%	20 30.43%	14 39.74% <sub>i</sub>	6 13.24%	12 30.61%	4 20.44%	18 40.23% <sub>i</sub>	36 26.52%	28 32.50% <sub>i</sub>	14 35.20% <sub>i</sub>	6 50.59%	149 33.32% <sub>Tr</sub>	30 21.73%
Don't know	18 3.06%	17 3.39%	1 1.55%	-	-	1 1.55%	-	4 5.46%	-	2 3.45%	1 3.37%	-	1 1.53%	4 3.24%	6 6.55%	-	-	13 2.98%	5 3.39%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 53

**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?****Base: All who had a reason to complain about mobile phone provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	556	465	105	29	30	11	95	56	80	38	4	4	-	4
Weighted base	591	494	114*	30**	26**	13**	104*	58*	90*	41*	4**	3**	..**	3**
NET: Yes	393 66.46%	335 67.77%	78 68.47%	19 64.51%	14 54.23%	10 73.04%	70 67.12%	40 69.08%	64 70.86%	26 64.54%	4 100.00%	3 82.37%	-	1 27.17%
Yes - to my mobile phone provider	360 60.96%	304 61.44%	71 62.65%	17 57.19%	14 52.59%	10 73.04%	56 54.50%	35 60.39%	64 70.35%	23 56.13%	4 100.00%	3 82.37%	-	1 27.17%
Yes - to Ofcom	39 6.68%h	38 7.73%Th	8 7.12%	2 7.31%	-	1 6.90%	14 13.14%Th	7 11.98%h	1 1.30%	4 10.19%h	-	1 34.02%	-	-
Yes - other (please specify)	2 0.33%	2 0.40%	1 0.45%	-	* 1.64%	-	-	-	1 1.12%	-	-	-	-	-
No	180 30.48%	143 28.87%	34 29.79%	6 21.19%	12 45.77%	3 21.80%	27 26.39%	18 30.92%	24 26.72%	14 33.77%	-	1 17.63%	-	2 72.83%
Don't know	18 3.06%	17 3.35%	2 1.74%	4 14.30%	-	1 5.16%	7 6.49%	-	2 2.42%	1 1.68%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 54

**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?****Base: All who had a reason to complain about mobile phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	556	546	21	87	24	7	90	25	97	48	97	4	6	21	8
Weighted base	591	579	25**	87*	28**	5**	94*	25**	109*	53*	103*	5**	5**	20**	10**
NET: Yes	393 66.46%	388 67.00%	23 89.36%	61 69.55%	18 64.30%	4 70.85%	60 63.82%	21 81.00%	74 68.39%	29 53.80%	68 65.80%	4 79.57%	5 90.43%	11 57.88%	6 58.67%
Yes - to my mobile phone provider	360 60.96%	356 61.46%	19 72.75%	55 62.84%	14 51.39%	2 42.33%	53 56.84%	21 81.00%	71 65.75%	26 48.37%	63 61.31%	4 79.57%	5 90.43%	11 57.88%	6 58.67%
Yes - to Ofcom	39 6.68%	39 6.73%	6 24.42%	7 8.10%	4 12.90%	1 28.51%	7 7.97%	-	3 2.64%	3 5.43%	6 6.16%	1 21.67%	-	-	-
Yes - other (please specify)	2 0.33%	2 0.34%	-	-	-	-	1 0.55%	-	-	-	-	-	-	-	1 10.53%
No	180 30.48%	177 30.59%	3 10.64%	21 24.24%	10 35.70%	1 29.15%	33 35.12%	5 19.00%	31 28.64%	23 44.11%p	32 31.08%	1 20.43%	*	8 42.12%	4 41.33%
Don't know	18 3.06%n	14 2.41%	-	5 6.21%n	-	-	1 1.05%	-	3 2.96%	1 2.09%	3 3.12%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 55

**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?****Base: All who had a reason to complain about mobile phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	556	519	103	35	30	12	102	58	98	45	4	6	4	-	4	346	59	154	33	87	136	281	83	215	298
Weighted base	591	544	109*	40**	26**	12**	110*	63*	107*	46*	4**	5**	3**	-**	3**	377	68*	160	42**	95*	151	283	97*	218	327
NET: Yes	393 66.46%	371 68.16%T	75 68.62%	33 82.47%	13 51.71%	10 80.53%	74 67.14%	42 65.96%	74 69.10%	29 63.10%	4 100.00%	3 63.23%	2 81.73%	-	1 27.17%	271 71.86%T	52 77.46%	109 68.29%	32 76.53%	70 73.25%	105 69.72%	193 68.23%	63 64.83%	149 68.49%	218 66.67%
Yes - to my mobile phone provider	360 60.96%	338 62.18%T	70 64.18%	29 72.81%	13 50.04%	8 66.20%	67 60.74%	38 59.67%	69 64.63%	23 50.52%	4 100.00%	3 63.23%	2 81.73%	-	1 27.17%	240 63.78%	48 70.26%	100 62.74%	23 55.64%	62 65.46%	92 60.55%	181 63.90%	57 58.89%	134 61.23%	201 61.55%
Yes - to Ofcom	39 6.68%	39 7.25%	6 5.79%	5 11.42%	-	3 26.31%	7 6.40%	6 9.31%	6 5.15%	6 12.58%	-	1 22.74%	-	-	-	35 9.36%T	5 8.02%	12 7.65%	9 20.89%	9 9.31%	18 12.18%Tu	14 4.78%	7 7.04%	21 9.71%	18 5.59%
Yes - other (please specify)	2 0.33%	2 0.36%	1 0.47%	-	* 1.66%	-	-	-	1 0.94%	-	-	-	-	-	-	2 0.52%	* 0.64%	-	-	1 1.06%	-	1 0.34%	1 1.04%	1 0.24%	1 0.44%
No	180 30.48%o	161 29.63%	34 31.38%	5 11.60%	13 48.29%	2 13.88%	31 27.94%	22 34.04%	32 29.87%	15 31.62%	-	2 36.77%	1 18.27%	-	2 72.83%	100 26.42%	15 22.54%	45 28.34%	10 23.47%	24 25.58%	39 25.78%	87 30.64%	33 34.40%	67 30.57%	100 30.72%
Don't know	18 3.06%ao uw	12 2.21%	-	2 5.94%	-	1 5.59%	5 4.92%b	-	1 1.03%	2 5.27%b	-	-	-	-	-	7 1.73%	-	5 3.37%	-	1 1.17%	7 4.50%	3 1.13%	1 0.77%	2 0.94%	9 2.62%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 56

**Q.11 Why didn't you make a complaint about your mobile service or supplier?****Base: All who didn't complain about mobile phone provider**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	176	84	92	36	56	28	13	17	18	8	54	53	30	39	107	69	142	34
Weighted base	180	90*	91*	42**	49*	30**	19**	15**	20**	6**	53*	56*	30**	41*	109*	71*	145	35**
It's not worth the hassle	81 44.85%	47 52.66%	34 37.13%	19 46.31%	23 46.94%	13 42.24%	5 24.77%	11 72.28%	10 48.09%	1 13.19%	24 45.57%	27 48.75%	11 38.39%	18 43.31%	51 47.19%	29 41.25%	63 43.81%	17 49.09%
They wouldn't do anything anyway	49 27.28%	21 23.32%	28 31.19%	11 25.92%	11 22.38%	13 42.13%	5 26.27%	3 22.29%	5 23.83%	2 30.25%	11 20.85%	20 36.16%	3 11.56%	14 34.96%	31 28.66%	18 25.16%	38 26.59%	11 30.08%
I didn't have the time	42 23.53%	19 20.81%	24 26.22%	13 30.30%	13 27.63%	7 23.25%	5 29.20%	3 16.60%	1 4.92%	* 7.78%	13 24.27%	8 14.72%	9 31.22%	12 28.89%	21 19.40%	21 29.87%	34 23.33%	9 24.34%
I did not know where to go/ who to complain to	26 14.49%	12 13.23%	14 15.73%	5 11.35%	11 22.42%	6 18.85%	- -	3 16.85%	1 4.16%	1 23.53%	6 11.15%	4 6.90%	5 15.16%	12 28.56%Tk	10 8.98%	16 22.95%Tn	21 14.71%	5 13.60%
The problem resolved itself	25 13.61%	11 11.74%	14 15.47%	6 13.30%	5 10.57%	6 20.45%	5 25.19%	1 6.73%	2 7.52%	1 8.88%	8 15.03%	9 15.45%	4 13.10%	4 9.68%	17 15.24%	8 11.11%	19 13.26%	5 15.05%
I/ someone else sorted the problem out	22 12.06%	10 11.39%	12 12.72%	5 13.20%	5 9.74%	3 10.78%	4 20.46%	2 13.98%	2 11.71%	- -	8 15.20%	4 7.76%	6 20.75%	3 7.53%	12 11.41%	9 13.07%	19 13.46%	2 6.35%
Other (please specify)	11 6.32%	5 5.22%	7 7.42%	- -	1 2.35%	2 6.90%	- -	1 4.78%	6 27.93%	2 29.56%	4 7.94%	6 11.21%	- -	1 2.20%	10 9.61%	1 1.28%	8 5.42%	4 10.01%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 57

**Q.11 Why didn't you make a complaint about your mobile service or supplier?****Base: All who didn't complain about mobile phone provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	176	152	14	5	5	14	8	21	15	6	14	5	13	33	25	17	5	143	32
Weighted base	180	154	16**	4**	6**	16**	6**	20**	14**	6**	12**	4**	18**	36**	28**	14**	6**	149	30**
It's not worth the hassle	81 44.85%	72 46.47%	4 23.12%	-	6 86.84%	4 23.12%	2 31.80%	9 42.64%	8 58.94%	2 25.91%	5 42.90%	-	7 37.26%	19 52.39%	16 58.07%	4 31.68%	6 86.84%	65 43.50%	16 52.37%
They wouldn't do anything anyway	49 27.28%	45 29.38%	4 24.60%	-	-	4 24.60%	-	7 32.59%	4 30.58%	1 11.76%	4 35.19%	-	9 53.53%	6 15.77%	7 26.80%	7 49.33%	-	40 27.07%	9 28.82%
I didn't have the time	42 23.53%	35 22.41%	2 12.61%	4 93.00%	2 34.91%	2 12.61%	1 14.14%	2 8.50%	5 33.41%	1 14.42%	5 41.90%	4 93.00%	1 3.51%	5 15.09%	8 29.95%	7 50.80%	2 34.91%	33 21.95%	10 31.78%
I did not know where to go/ who to complain to	26 14.49%	21 13.80%	4 25.25%	-	1 13.16%	4 25.25%	1 18.88%	3 14.71%	2 14.47%	-	3 21.53%	-	2 10.52%	4 10.50%	3 11.37%	4 26.91%	1 13.16%	23 15.32%	3 8.72%
The problem resolved itself	25 13.61%	20 13.04%	2 13.94%	-	2 34.91%	2 13.94%	1 12.65%	2 9.39%	1 6.30%	2 29.56%	2 16.63%	-	2 8.90%	7 20.04%	1 3.59%	3 20.83%	2 34.91%	21 13.95%	4 12.21%
I/ someone else sorted the problem out	22 12.06%	22 14.11%	-	-	-	-	2 26.43%	3 13.94%	1 6.10%	2 30.11%	1 8.10%	-	2 8.66%	6 17.37%	5 18.73%	1 3.96%	-	16 10.65%	6 19.25%
Other (please specify)	11 6.32%	10 6.48%	1 7.23%	* 7.00%	-	1 7.23%	-	4 19.88%	-	-	-	* 7.00%	1 6.13%	4 10.86%	1 3.28%	-	-	11 7.36%	* 1.34%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 58  
**Q.11 Why didn't you make a complaint about your mobile service or supplier?**  
**Base: All who didn't complain about mobile phone provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	176	140	32	8	13	2	27	19	22	12	-	1	-	2
Weighted base	180	143	34**	6**	12**	3**	27**	18**	24**	14**	..**	1**	..**	2**
It's not worth the hassle	81 44.85%	62 43.66%	13 39.11%	1 20.49%	6 46.08%	-	13 46.94%	9 47.22%	9 38.27%	9 63.78%	-	-	-	2 100.00%
They wouldn't do anything anyway	49 27.28%	36 24.90%	9 27.80%	2 24.25%	2 19.07%	-	7 24.12%	6 32.17%	6 24.21%	2 12.38%	-	-	-	2 100.00%
I didn't have the time	42 23.53%	30 20.70%	4 12.97%	4 55.38%	2 18.85%	-	9 32.42%	5 25.14%	1 5.77%	2 16.17%	-	-	-	2 100.00%
I did not know where to go/ who to complain to	26 14.49%	20 14.36%	5 14.84%	-	-	2 62.15%	3 9.57%	3 18.80%	4 15.53%	3 24.58%	-	1 100.00%	-	-
The problem resolved itself	25 13.61%	20 14.21%	4 12.65%	1 12.16%	1 4.44%	-	5 20.06%	4 23.31%	4 15.45%	1 9.03%	-	-	-	-
I/ someone else sorted the problem out	22 12.06%	18 12.93%	6 16.34%	-	2 16.46%	-	4 14.15%	3 14.72%	3 11.15%	1 6.45%	-	-	-	-
Other (please specify)	11 6.32%	11 7.69%	4 11.78%	-	2 18.75%	1 37.85%	2 6.37%	1 4.11%	1 4.74%	-	-	-	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 59

**Q.11 Why didn't you make a complaint about your mobile service or supplier?****Base: All who didn't complain about mobile phone provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	176	174	3	22	9	2	33	7	30	18	31	1	1	10	3
Weighted base	180	177	3**	21**	10**	1**	33**	5**	31**	23**	32**	1**	***	8**	4**
It's not worth the hassle	81 44.85%	78 43.95%	1 19.81%	12 55.86%	4 38.52%	-	15 46.37%	1 24.84%	15 47.37%	9 39.04%	14 45.22%	1 100.00%	-	2.91%	52.07%
They wouldn't do anything anyway	49 27.28%	49 27.72%	-	5 25.12%	2 15.13%	-	12 37.74%	1 16.45%	12 37.09%	7 29.53%	5 14.37%	-	-	2 27.92%	1 29.65%
I didn't have the time	42 23.53%	42 23.91%	-	8 37.71%	1 6.21%	-	9 28.53%	-	7 20.91%	8 33.39%	6 17.94%	-	* 100.00%	3 30.83%	-
I did not know where to go/ who to complain to	26 14.49%	26 14.72%	-	1 6.58%	4 37.16%	1 44.88%	3 7.64%	2 34.02%	3 9.05%	1 4.48%	6 18.81%	-	-	5 61.89%	1 29.65%
The problem resolved itself	25 13.61%	25 13.84%	1 40.11%	2 7.37%	-	-	5 15.49%	* 10.15%	7 23.49%	2 8.96%	4 13.13%	-	-	2 21.54%	1 22.42%
I/ someone else sorted the problem out	22 12.06%	22 12.26%	-	3 15.65%	1 7.55%	1 55.12%	2 7.10%	2 34.99%	6 18.27%	-	4 12.00%	1 100.00%	-	* 4.65%	2 47.93%
Other (please specify)	11 6.32%	11 6.43%	1 40.08%	* 1.91%	1 14.07%	-	1 3.27%	1 12.46%	1 2.91%	2 7.96%	3 9.30%	-	-	1 9.01%	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 60

**Q.11 Why didn't you make a complaint about your mobile service or supplier?****Base: All who didn't complain about mobile phone provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	176	162	33	6	13	2	31	22	30	14	-	2	1	-	2	99	14	46	10	25	39	87	30	70	94
Weighted base	180	161	34**	5**	13**	2**	31**	22**	32**	15**	-**	2**	1**	-**	2**	100*	15**	45*	10**	24**	39*	87*	33**	67*	100*
It's not worth the hassle	81	71	13	1	6	1	13	12	12	7	-	1	1	-	2	40	3	19	3	12	18	32	21	30	41
	44.85%	43.92%	38.24%	11.21%	51.23%	35.57%	41.12%	56.33%	38.66%	47.23%	-	67.95%	100.00%	-	100.00%	40.09%	20.76%	41.60%	29.47%	49.41%	45.72%	37.05%	62.96%	44.65%	41.04%
They wouldn't do anything anyway	49	43	9	1	3	-	7	8	9	2	-	1	1	-	2	25	5	9	3	6	6	32	6	20	23
	27.28%	26.97%	27.42%	16.99%	25.28%	-	23.61%	36.57%	27.37%	11.54%	-	67.95%	100.00%	-	100.00%	25.17%	34.95%	20.43%	33.82%	24.04%	14.51%	37.24% <sup>t</sup>	18.52%	29.67%	22.97%
I didn't have the time	42	39	5	3	2	-	9	5	8	2	-	-	-	-	2	21	6	11	-	3	10	14	10	12	28
	23.53% <sup>u</sup>	24.18%	13.82%	71.79%	18.11%	-	30.86%	21.02%	25.37%	15.07%	-	-	-	-	100.00%	21.51%	37.48%	24.16%	-	10.35%	25.10%	15.89%	29.34%	17.92%	27.45%
I did not know where to go/ who to complain to	26	24	5	-	-	-	6	5	4	2	-	2	-	-	-	18	4	7	2	4	8	12	3	11	15
	14.49%	15.17%	15.99%	-	-	-	19.82%	22.15%	11.66%	13.46%	-	100.00%	-	-	-	17.86%	25.91%	14.60%	19.96%	17.87%	20.42%	14.01%	10.18%	16.18%	14.68%
The problem resolved itself	25	21	5	-	1	-	6	4	1	2	-	-	-	-	-	14	2	6	2	4	10	11	1	8	13
	13.61%	13.13%	15.74%	-	11.22%	-	21.19%	19.49%	4.00%	16.11%	-	-	-	-	-	13.97%	12.23%	13.42%	22.59%	15.34%	24.93%	12.62%	2.33%	11.41%	13.18%
I/ someone else sorted the problem out	22	18	5	-	2	-	3	1	4	2	-	-	-	-	-	10	1	4	2	3	3	13	4	6	15
	12.06%	10.90%	14.50%	-	12.77%	-	8.87%	6.55%	12.20%	14.47%	-	-	-	-	-	10.06%	3.54%	9.37%	24.59%	11.55%	8.90%	14.55%	12.71%	8.46%	15.28%
Other (please specify)	11	11	3	-	2	1	2	1	3	*	-	-	-	-	-	5	2	2	-	-	1	7	2	5	6
	6.32%	7.07%	7.58%	-	18.02%	64.43%	5.68%	3.43%	7.96%	2.84%	-	-	-	-	-	4.67%	14.17%	5.47%	-	-	2.32%	7.84%	6.85%	6.80%	5.69%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 61

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1152	571	581	191	263	206	164	149	131	48	354	331	217	250	685	467	939	213
Weighted base	1214	615	599	230	270	203	178	150	133	50*	382	346	234	252	728	486	987	227
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	75.11%ae	71.69%	78.62%Ta	83.51%Tde	71.42%	63.05%	77.12%e	76.77%e	80.88%e	77.93%	74.42%	74.67%	76.78%	75.21%	74.54%	75.96%	74.71%	76.87%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	195 16.06%	91 14.75%	104 17.41%	31 13.26%	52 19.39%	40 19.71%	31 17.71%	17 11.52%	18 13.81%	5 10.01%	57 15.00%	57 16.53%	35 14.91%	46 18.10%	114 15.73%	81 16.57%	161 16.31%	34 15.00%
Dissatisfaction with customer service from a previous occasion or contact	149 12.29%b	95 15.45%Tb	54 9.05%	19 8.46%	40 14.71%	27 13.41%	23 13.05%	16 10.72%	17 12.77%	7 13.13%	60 15.80%Tk	33 9.55%	31 13.24%	25 9.85%	93 12.84%	56 11.48%	129 13.04%	21 9.06%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	140 11.52%q	80 12.99%	60 10.02%	24 10.49%	32 11.81%	23 11.53%	25 13.86%	22 14.54%	11 8.50%	3 5.43%	49 12.70%	40 11.70%	22 9.42%	29 11.44%	89 12.23%	51 10.47%	128 13.01%Tq	11 5.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 61

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	1214	615	599	230	270	203	178	150	133	50*	382	346	234	252	728	486	987	227
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	125 10.31%	75 12.11%	51 8.45%	23 9.91%	36 13.20%	30 14.51% <sup>f</sup>	13 7.17%	11 7.32%	10 7.76%	3 6.33%	43 11.34%	36 10.30%	17 7.31%	29 11.52%	79 10.85%	46 9.50%	104 10.49%	22 9.50%
Something else (please specify)	37 3.02% <sup>d</sup>	19 3.17%	17 2.88%	3 1.27%	2 0.90%	4 1.74%	6 3.23%	11 7.69% <sup>Tcdeh</sup>	2 1.54%	9 16.95% <sup>Tcdefh</sup>	7 1.93%	15 4.36%	11 4.75% <sup>m</sup>	3 1.25%	22 3.09%	14 2.93%	28 2.85%	9 3.80%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 62

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	1152	960	113	46	33	113	52	144	89	97	82	46	84	164	154	94	33	968	171
Weighted base	1214	1031	114*	37*	32**	114*	51*	152	91*	98*	82*	37*	100*	195	174	88*	32**	1011	192
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	912 75.11% <sup>ij</sup>	779 75.57%	80 69.89%	33 89.68% <sup>Tb</sup>	20 62.08%	80 69.89%	35 69.51%	114 75.03%	69 75.13%	60 61.97%	59 71.98%	33 89.68% <sup>Tef ij</sup>	76 76.00%	147 75.30% <sup>il</sup>	145 83.31% <sup>Tei</sup>	73 83.74% <sup>lei</sup>	20 62.08%	771 76.28%	132 68.70%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	195 16.06%	167 16.16%	20 17.58%	6 14.95%	3 8.75%	20 17.58%	13 26.48% <sup>o</sup>	34 22.70% <sup>To</sup>	13 13.85%	12 12.54%	12 14.19%	6 14.95%	14 14.22%	36 18.64% <sup>o</sup>	25 14.11%	7 7.97%	3 8.75%	152 15.05%	40 20.65%
Dissatisfaction with customer service from a previous occasion or contact	149 12.29%	131 12.74%	10 8.94%	3 7.41%	5 15.50%	10 8.94%	6 12.01%	16 10.27%	7 7.54%	17 17.81%	15 17.94%	3 7.41%	14 13.82%	27 13.62%	20 11.30%	11 12.02%	5 15.50%	116 11.43%	33 17.36%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	140 11.52% <sup>h</sup>	123 11.98%	11 9.82%	3 8.35%	2 6.66%	11 9.82%	7 14.07% <sup>h</sup>	22 14.52% <sup>h</sup>	3 3.78%	19 19.79% <sup>Thn</sup>	13 16.05% <sup>h</sup>	3 8.35%	9 9.31%	24 12.48% <sup>h</sup>	17 9.74%	8 8.72%	2 6.66%	115 11.42%	23 12.06%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 62

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	1214	1031	114*	37*	32**	114*	51*	152	91*	98*	82*	37*	100*	195	174	88*	32**	1011	192
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	125 10.31% <sup>q</sup>	110 10.64% <sup>c</sup>	9 8.32%	- -	6 18.58%	9 8.32%	6 10.98%	16 10.37%	11 12.23% <sup>k</sup>	18 18.12% <sup>Tkn</sup>	9 10.83%	- -	8 8.00%	24 12.29% <sup>k</sup>	13 7.65%	5 6.01%	6 18.58%	95 9.37%	30 15.85% <sup>Tq</sup>
Something else (please specify)	37 3.02%	32 3.08%	4 3.46%	* 1.26%	1 1.60%	4 3.46%	3 6.55%	4 2.36%	4 4.10%	2 1.56%	5 5.53%	* 1.26%	4 4.07%	7 3.43%	3 1.77%	1 1.41%	1 1.60%	35 3.44%	2 1.00%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 63

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	1152	986	230	46	76	11	174	116	237	52	1	12	7	3
Weighted base	1214	1045	255	49*	71*	13**	183	120*	255	58*	1**	9**	8**	3**
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	912 75.11%	782 74.83%	184 72.24%	33 67.83%	50 70.40%	5 39.39%	140 76.16%	93 77.42%	202 79.21%	43 73.80%	1 100.00%	7 78.52%	6 79.30%	1 54.97%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	195 16.06%h	169 16.21%h	35 13.55%	10 21.26%	13 18.12%	4 34.56%	34 18.73%h	29 24.60%Tabh	28 11.04%	11 18.24%	- -	2 20.06%	1 12.24%	- -
Dissatisfaction with customer service from a previous occasion or contact	149 12.29%	135 12.96%	25 9.86%	4 7.52%	11 16.04%	5 37.95%	19 10.25%	12 10.33%	40 15.82%	14 24.20%Tabfg	- -	1 16.14%	- -	- -
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	140 11.52%	118 11.33%	31 12.14%	8 16.67%	9 12.37%	3 20.03%	15 8.44%	12 10.12%	32 12.70%	7 12.00%	- -	1 7.36%	- -	- -

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 63

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Weighted base	1214	1045	255	49*	71*	13**	183	120*	255	58*	1**	9**	8**	3**
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	125 10.31%	109 10.47%	26 10.23%	9 17.93%	9 13.12%	2 15.42%	16 8.83%	16 13.44%	21 8.35%	8 14.61%	- -	- -	1 8.47%	- -
Something else (please specify)	37 3.02%f	31 2.93%f	7 2.72%	1 2.46%	3 4.41%f	- -	- -	7 5.69%f	11 4.25%f	- -	- -	- -	- -	1 45.03%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 64

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	1152	1142	49	218	62	4	205	92	128	86	170	18	16	43	16
Weighted base	1214	1206	56*	239	60*	5**	213	91*	133	87*	187	20**	18**	42*	21**
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	912 75.11%o	907 75.20%o	33 58.45%	189 78.80%oq	39 65.00%	4 82.04%	164 76.99%o	67 73.33%	104 78.09%o	60 69.10%	135 72.09%	18 91.64%	15 85.64%	36 87.20%oqv	17 80.18%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	195 16.06%	191 15.86%	12 21.05%	36 14.99%	15 24.71%uv	1 17.96%	34 16.08%	18 19.70%	16 12.18%	10 11.09%	35 18.48%	2 12.59%	1 4.86%	4 9.75%	3 16.01%
Dissatisfaction with customer service from a previous occasion or contact	149 12.29%	148 12.26%	8 14.54%	20 8.17%	11 18.31%p	- -	22 10.32%	8 9.28%	14 10.45%	14 16.18%	34 18.36%Tnp sz	3 15.83%	1 7.53%	2 4.24%	4 17.26%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	140 11.52%	139 11.56%	15 27.46%Tnpqtu vwz	27 11.24%	4 7.08%	- -	31 14.59%t	4 4.68%	14 10.65%	10 11.96%	19 10.32%	4 21.55%	2 12.07%	2 3.93%	2 9.91%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 64

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	1214	1206	56*	239	60*	5**	213	91*	133	87*	187	20**	18**	42*	21**
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	125 10.31%	125 10.38%	6 11.27%	34 14.23%	3 4.21%	- -	14 6.59%	12 13.44%	10 7.16%	8 9.48%	27 14.32%	2 10.70%	- -	4 9.64%	1 5.57%
Something else (please specify)	37 3.02%	37 3.05%	2 3.14%	3 1.17%	- -	- -	8 3.89%	3 3.01%	4 3.30%	7 8.27%	2 1.32%	1 6.13%	2 8.94%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
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Absolutes/col percents

Table 65

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	1152	1143	218	50	83	11	195	133	311	71	3	18	9	6	4	623	83	284	44	197	235	569	229	438	672
Weighted base	1214	1205	239	50*	78*	13**	210	137	334	76*	3**	15**	8**	7**	5**	696	98*	321	50*	213	246	554	285	440	732
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	912 75.11%o pt	907 75.23%	179 74.98%	37 74.04%	59 75.03%	8 58.16%	154 73.36%	107 77.68%	262 78.56% i	49 64.58%	2 68.72%	11 71.96%	6 78.11%	6 77.86%	4 76.99%	504 72.48% p	55 56.19%	245 76.23% p	31 63.08%	164 76.82% p	170 69.12%	417 75.38%	225 78.89% t	346 78.61% T	537 73.36%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	195 16.06% v	193 15.98%	38 16.05%	8 16.03%	13 17.13%	2 15.78%	35 16.86%	31 22.70% T ah	42 12.60%	14 17.88%	- -	2 12.03%	* 5.67%	1 13.09%	- -	113 16.23%	25 25.77% T oqs	48 14.96%	8 16.58%	29 13.56%	55 22.41% T v	94 16.90% v	24 8.30%	73 16.71%	116 15.79%
Dissatisfaction with customer service from a previous occasion or contact	149 12.29%	148 12.26%	21 8.99%	4 7.74%	9 11.97%	5 37.96%	18 8.79%	16 11.37%	48 14.41%	18 24.00% Tabcf g	- -	1 9.68%	1 13.62%	- -	- -	89 12.81%	11 11.59%	38 11.86%	5 9.72%	33 15.40%	31 12.56%	73 13.20%	30 10.36%	62 14.09%	83 11.37%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	140 11.52%	138 11.47%	29 12.21%	3 6.01%	9 10.91%	3 20.04%	22 10.62%	15 11.13%	40 11.94%	11 14.50%	- -	2 13.37%	* 6.25%	- -	- -	93 13.40%	18 18.20%	35 10.88%	7 14.38%	32 15.03%	25 10.32%	61 11.10%	40 13.88%	51 11.57%	86 11.78%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 65

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?****Base: All who had a reason to complain about fixed broadband provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	1214	1205	239	50*	78*	13**	210	137	334	76*	3**	15**	8**	7**	5**	696	98*	321	50*	213	246	554	285	440	732
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	125 10.31%h	124 10.32%h	25 10.39%	6 12.77%	9 11.87%	2 15.43%	28 13.15%h	17 12.33%h	18 5.40%	12 15.63%h	1 31.28%	2 15.16%	2 21.89%	1 9.05%	- -	79 11.38% s	17 17.65% T	34 10.67%	12 23.47% To qs	14 6.51%	31 12.53%	53 9.65%	35 12.44%	41 9.43%	80 10.98%
Something else (please specify)	37 3.02%fq	37 3.05%f	7 2.91%	1 1.25%	3 3.99%f	-	1 0.50%	7 5.34%f	16 4.79%f	-	-	-	-	-	1 23.01%	14 2.08%	1 1.10%	4 1.20%	-	10 4.47% oq	2 0.94%	16 2.90%	13 4.67% t	13 3.02%	22 2.95%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 66

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?****Base: All who had a reason to complain about fixed broadband provider**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1152	571	581	191	263	206	164	149	131	48	354	331	217	250	685	467	939	213
Weighted base	1214	615	599	230	270	203	178	150	133	50*	382	346	234	252	728	486	987	227
NET: Yes	870	446	424	142	190	148	136	115	98	40	281	239	168	183	519	351	707	163
	71.68% <sup>c</sup>	72.55%	70.79%	61.92%	70.63%	72.63% <sup>c</sup>	76.71% <sup>c</sup>	76.97% <sup>c</sup>	73.51%	79.86% <sup>c</sup>	73.51%	69.00%	71.82%	72.49%	71.36%	72.17%	71.61%	72.00%
Yes - to my fixed broadband provider	831	421	410	136	173	142	135	111	98	36	265	229	161	176	495	336	672	160
	68.47% <sup>c</sup>	68.50%	68.45%	59.01%	64.22%	69.84% <sup>c</sup>	75.70% <sup>cd</sup>	74.46% <sup>c</sup>	73.51% <sup>c</sup>	72.26%	69.46%	66.38%	68.69%	69.64%	68.00%	69.18%	68.05%	70.29%
Yes - to Ofcom	41	29	11	6	19	11	2	1	1	1	20	9	6	6	29	12	38	2
	3.34% <sup>bq</sup>	4.77% <sup>Tb</sup>	1.88%	2.66%	6.99% <sup>Tfgh</sup>	5.20% <sup>fg</sup>	1.01%	0.76%	0.81%	2.08%	5.13%	2.61%	2.73%	2.21%	3.93%	2.46%	3.89%	0.95%
Yes - other (please specify)	12	7	5	1	2	*	1	3	1	4	2	4	2	3	6	6	10	2
	0.99%	1.13%	0.84%	0.44%	0.66%	0.21%	0.40%	2.17%	0.77%	7.60% <sup>Todeh</sup>	0.46%	1.29%	1.02%	1.35%	0.86%	1.19%	0.97%	1.08%
No	325	164	161	79	74	53	41	34	35	8	95	105	59	67	200	125	263	62
	26.76%	26.67%	26.85%	34.53% <sup>Tfgi</sup>	27.28%	26.19%	23.29%	22.53%	26.49%	16.33%	24.88%	30.24%	25.10%	26.37%	27.43%	25.76%	26.65%	27.25%
Don't know	19	5	14	8	6	2	-	1	-	2	6	3	7	3	9	10	17	2
	1.56% <sup>a</sup>	0.78%	2.35%	3.55% <sup>Tf</sup>	2.09%	1.19%	-	0.50%	-	3.81% <sup>fh</sup>	1.61%	0.77%	3.08%	1.15%	1.21%	2.07%	1.74%	0.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 67

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?****Base: All who had a reason to complain about fixed broadband provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	1152	960	113	46	33	113	52	144	89	97	82	46	84	164	154	94	33	968	171
Weighted base	1214	1031	114*	37*	32**	114*	51*	152	91*	98*	82*	37*	100*	195	174	88*	32**	1011	192
NET: Yes	870	739	84	27	20	84	31	113	58	79	63	27	75	144	121	56	20	718	144
	71.68%	71.72%	73.24%	74.14%	62.34%	73.24%	61.09%	74.67%	63.47%	80.52% o	76.10%	74.14%	75.02%	73.90%	69.06%	64.10%	62.34%	71.00%	75.02%
Yes - to my fixed broadband provider	831	704	80	27	20	80	29	110	55	77	55	27	68	138	118	55	20	686	137
	68.47%	68.32%	70.14%	74.14%	60.90%	70.14%	57.29%	72.20%	60.20%	78.58% o	76.42%	74.14%	68.19%	70.64%	67.75%	62.95%	60.90%	67.86%	71.22%
Yes - to Ofcom	41	35	6	-	*	6	2	6	3	3	3	-	4	6	6	1	*	30	10
	3.34%	3.35%	4.86%	-	1.44%	4.86%	4.51%	3.78%	3.27%	2.67%	3.93%	-	4.09%	3.27%	3.31%	1.68%	1.44%	2.99%	5.37%
Yes - other (please specify)	12	11	1	-	-	1	*	2	-	*	5	-	3	-	-	-	-	12	-
	0.99%	1.03%	1.20%	-	-	1.20%	0.72%	1.17%	-	0.44%	6.50% Tghimno	-	2.74%	-	-	-	-	1.19%	-
No	325	274	29	10	12	29	20	35	33	17	18	10	24	46	49	31	12	283	41
	26.76%	26.61%	25.34%	25.86%	37.66%	25.34%	38.91% i	23.09%	35.58% i	17.89%	22.28%	25.86%	24.14%	23.82%	28.17%	35.90% i	37.66%	27.97%	21.39%
Don't know	19	17	2	-	-	2	-	3	1	2	1	-	1	4	5	-	-	10	7
	1.56% q	1.68%	1.42%	-	-	1.42%	-	2.24%	0.95%	1.59%	1.62%	-	0.85%	2.28%	2.77%	-	-	1.03%	3.59% q

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 68

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?****Base: All who had a reason to complain about fixed broadband provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	1152	986	230	46	76	11	174	116	237	52	1	12	7	3
Weighted base	1214	1045	255	49*	71*	13**	183	120*	255	58*	1**	9**	8**	3**
NET: Yes	870 71.68%	751 71.84%	181 70.83%	37 76.57%	46 64.78%	10 80.26%	134 72.83%	88 73.39%	180 70.78%	42 72.94%	-	6 70.59%	7 85.03%	2 62.00%
Yes - to my fixed broadband provider	831 68.47%	713 68.21%	172 67.67%	37 75.43%	46 64.78%	10 80.26%	122 66.54%	81 67.52%	171 66.98%	41 70.96%	-	6 70.59%	7 85.03%	2 62.00%
Yes - to Ofcom	41 3.34%	40 3.79%	9 3.55%	1 1.13%	* 0.52%	-	14 7.80% <sup>Tad</sup>	3 2.66%	11 4.32%	1 1.97%	-	-	-	-
Yes - other (please specify)	12 0.99%	11 1.05%	-	-	* 0.52%	-	1 0.72%	5 4.03% <sup>Tab</sup>	2 0.80%	2 3.08% <sup>b</sup>	-	1 7.36%	-	-
No	325 26.76%	278 26.62%	72 28.24%	11 23.43%	23 32.71%	3 19.74%	47 25.44%	31 26.13%	68 26.70%	16 27.06%	1 100.00%	2 22.15%	1 14.97%	1 38.00%
Don't know	19 1.56%	16 1.53%	2 0.94%	-	2 2.51%	-	3 1.73%	1 0.48%	6 2.52%	-	-	1 7.26%	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 69

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?****Base: All who had a reason to complain about fixed broadband provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	1152	1142	49	218	62	4	205	92	128	86	170	18	16	43	16
Weighted base	1214	1206	56*	239	60*	5**	213	91*	133	87*	187	20**	18**	42*	21**
NET: Yes	870 71.68%t	863 71.60%t	45 80.96%t	159 66.56%	43 71.48%t	5 100.00%	156 73.07%t	49 53.48%	101 76.03%t	62 71.60%t	143 76.49%t	16 78.97%	11 61.35%	31 75.64%t	16 75.00%
Yes - to my fixed broadband provider	831 68.47%t	825 68.40%t	44 79.15%t	157 65.57%t	41 68.73%t	5 100.00%	142 66.59%t	46 50.69%	94 70.42%t	56 64.32%	141 75.59%nt	16 78.97%	11 61.35%	31 75.64%t	16 75.00%
Yes - to Ofcom	41 3.34%	40 3.33%	2 3.59%	4 1.85%	3 4.50%	-	11 5.03%	3 3.57%	10 7.13%Tnp	4 4.13%	4 2.09%	-	-	-	-
Yes - other (please specify)	12 0.99%	12 1.00%	-	* 0.15%	1 1.10%	-	4 1.79%	-	1 0.78%	3 3.14%p	2 0.95%	-	-	-	-
No	325 26.76%	325 26.95%	11 19.04%	74 30.90%	16 26.30%	-	57 26.62%	41 44.65%Tnopqs uvwz	31 23.29%	22 25.36%	41 21.81%	4 21.03%	7 38.65%	10 24.36%	5 25.00%
Don't know	19 1.56%n	18 1.46%	-	6 2.54%	1 2.22%	-	1 0.31%	2 1.87%	1 0.68%	3 3.04%	3 1.71%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 70

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?**

**Base: All who had a reason to complain about fixed broadband provider**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	1152	1143	218	50	83	11	195	133	311	71	3	18	9	6	4	623	83	284	44	197	235	569	229	438	672
Weighted base	1214	1205	239	50*	78*	13**	210	137	334	76*	3**	15**	8**	7**	5**	696	98*	321	50*	213	246	554	285	440	732
NET: Yes	870	867	178	39	51	7	146	103	234	57	1	9	7	7	4	510	74	237	38	154	180	399	215	322	521
	71.68%	71.92%	74.54%	78.51%	65.23%	57.13%	69.44%	75.25%	69.90%	75.04%	31.28%	61.52%	93.22%	90.95%	80.58%	73.30%	74.99%	73.94%	76.72%	71.98%	73.17%	72.06%	75.38%	73.21%	71.19%
Yes - to my fixed broadband provider	831	828	171	37	51	7	141	95	219	54	1	9	7	7	4	480	69	227	34	144	163	387	210	303	502
	68.47%	68.68%	71.82%	73.39%	65.23%	57.13%	67.27%	69.39%	65.69%	70.72%	31.28%	61.52%	93.22%	90.95%	80.58%	69.02%	69.68%	70.67%	67.63%	67.51%	66.13%	69.98%	73.56%	68.81%	68.58%
Yes - to Ofcom	41	41	7	4	*	-	7	4	14	5	-	-	-	-	-	34	7	10	5	11	19	16	2	21	19
	3.34%v	3.37%	2.73%	8.50%d	0.47%	-	3.39%	3.06%	4.08%	5.92%	-	-	-	-	-	4.87%T	7.56%	3.27%	9.08%	5.36%	7.66%Tu	2.94%	0.74%	4.87%	2.54%
																					v				
Yes - other (please specify)	12	12	-	-	*	-	1	5	3	2	-	1	-	-	-	*	-	-	-	*	2	6	3	6	7
	0.99%o	1.00%	-	-	0.47%	-	0.63%	3.52%Ta	0.92%	2.33%b	-	4.42%	-	-	-	0.06%	-	-	-	0.20%	0.70%	1.01%	1.08%	1.25%	0.89%
							b																		
No	325	322	60	11	25	6	62	33	92	18	2	5	1	1	1	179	23	79	12	59	63	144	70	110	204
	26.76%	26.69%	25.10%	21.49%	32.50%	42.87%	29.68%	24.34%	27.41%	23.55%	68.72%	34.13%	6.78%	9.05%	19.42%	25.72%	23.45%	24.77%	23.28%	27.49%	25.49%	26.06%	24.62%	24.97%	27.81%
Don't know	19	17	1	-	2	-	2	1	9	1	-	1	-	-	-	7	2	4	-	1	3	10	-	8	7
	1.56%a	1.39%	0.35%	-	2.27%	-	0.88%	0.42%	2.69%	1.41%	-	4.36%	-	-	-	0.98%	1.56%	1.30%	-	0.52%	1.34%	1.88%	-	1.82%	1.00%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 71

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?****Base: All who didn't complain about fixed broadband provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	326	164	162	67	78	59	38	38	34	12	96	107	57	66	203	123	267	59
Weighted base	325	164	161	79*	74*	53*	41*	34*	35**	8**	95*	105*	59*	67*	200	125*	263	62*
It's not worth the hassle	139 42.71%	66 40.13%	73 45.35%	39 48.93%	27 36.58%	19 36.23%	20 48.88%	14 42.18%	17 48.72%	2 24.84%	44 45.99%	45 43.21%	21 36.38%	28 42.84%	89 44.53%	50 39.81%	116 43.93%	23 37.53%
They wouldn't do anything anyway	96 29.65%	49 30.10%	47 29.19%	27 34.60%	18 25.02%	18 33.69%	12 28.29%	9 27.86%	10 28.87%	1 14.44%	31 32.31%	31 29.89%	14 23.38%	21 31.00%	62 31.04%	34 27.43%	76 29.00%	20 32.40%
The problem was resolved	92 28.35%	51 31.22%	41 25.41%	19 24.14%	17 23.45%	18 33.85%	7 17.65%	13 37.85%	16 44.75%	2 21.70%	21 22.55%	33 31.40%	18 30.80%	20 29.66%	54 27.19%	38 30.19%	73 27.70%	19 31.09%
I didn't have the time	62 19.03%	31 18.63%	31 19.44%	19 24.25%	16 21.19%	12 21.99%	10 23.14%	5 13.88%	1 1.49%	* 5.85%	18 18.55%	19 18.60%	15 25.05%	10 15.08%	37 18.58%	25 19.76%	53 20.28%	8 13.72%
I/ someone else sorted the problem out	39 11.96%k	17 10.43%	22 13.52%	13 16.32%	10 13.76%	6 11.25%	3 7.53%	1 3.41%	5 14.09%	1 6.41%	14 15.03%	7 6.46%	10 16.70%	8 12.02%	21 10.54%	18 14.22%	31 11.91%	8 12.16%
I did not know where to go/ who to complain to	23 7.04%	9 5.67%	14 8.45%	7 9.24%	8 11.30%	2 4.43%	2 3.68%	3 9.93%	- -	- -	4 4.30%	9 8.52%	5 8.35%	5 7.48%	13 6.51%	10 7.89%	16 5.91%	7 11.86%
Other (please specify)	20 6.14%	12 7.33%	8 4.92%	3 3.72%	3 4.39%	2 4.30%	4 9.60%	4 11.67%	1 2.43%	3 32.85%	8 8.17%	3 2.61%	7 11.31%k	3 4.21%	10 5.26%	9 7.54%	14 5.33%	6 9.58%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 72

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?****Base: All who didn't complain about fixed broadband provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	326	271	31	14	10	31	18	41	30	20	19	14	23	41	46	33	10	283	41
Weighted base	325	274	29**	10**	12**	29**	20**	35*	33**	17**	18**	10**	24**	46*	49*	31**	12**	283	41*
It's not worth the hassle	139 42.71%	120 43.84%	12 41.65%	2 23.72%	2 34.68%	12 41.65%	6 28.89%	13 36.71%	21 64.84%	7 37.78%	8 41.92%	2 23.72%	6 24.34%	21 44.58%	24 48.48%	16 50.54%	4 34.68%	121 42.93%	16 39.76%
They wouldn't do anything anyway	96 29.65%	86 31.36%	7 23.78%	3 35.88%	-	7 23.78%	4 19.80%	8 22.53%	16 49.74%	7 42.73%	4 19.81%	3 35.88%	8 32.50%	11 23.76%	12 23.53%	17 52.46%	-	85 29.94%	11 26.93%
The problem was resolved	92 28.35%	72 26.32%	14 48.87%	2 22.80%	4 29.61%	14 48.87%	7 35.71%	10 29.53%	6 19.41%	6 33.62%	2 12.84%	2 22.80%	8 34.84%	13 28.78%	9 18.35%	9 30.10%	4 29.61%	78 27.68%	13 32.61%
I didn't have the time	62 19.03%	55 19.92%	2 6.21%	2 25.31%	3 24.59%	2 6.21%	5 25.86%	6 16.59%	10 31.12%	3 20.03%	2 13.41%	2 25.31%	5 18.97%	10 22.55%	7 13.87%	6 18.36%	3 24.59%	52 18.40%	10 23.84%
I/ someone else sorted the problem out	39 11.96%	32 11.58%	3 11.02%	2 16.13%	2 19.53%	3 11.02%	2 10.23%	4 12.06%	5 14.52%	2 9.19%	1 7.21%	2 16.13%	3 13.63%	4 9.38%	8 15.35%	3 8.49%	2 19.53%	35 12.51%	3 8.43%
I did not know where to go/ who to complain to	23 7.04%	20 7.42%	1 3.52%	-	2 12.46%	1 3.52%	1 3.31%	3 8.73%	4 12.49%	1 7.51%	1 7.37%	-	1 2.79%	3 7.44%	3 5.36%	3 10.01%	2 12.46%	18 6.28%	5 12.45%
Other (please specify)	20 6.14%	19 6.82%	1 2.70%	-	* 3.73%	1 2.70%	3 13.01%	2 4.90%	2 5.10%	-	3 19.01%	-	1 5.51%	2 4.08%	5 10.26%	1 3.22%	* 3.73%	19 6.65%	1 2.75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 73

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?****Base: All who didn't complain about fixed broadband provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	326	276	67	12	23	4	41	37	68	16	1	2	2	1
Weighted base	325	278	72*	11**	23**	3**	47*	31*	68*	16**	1**	2**	1**	1**
It's not worth the hassle	139 42.71%	121 43.32%	31 42.50%	-	10 41.94%	1 36.79%	23 49.82%	13 43.12%	32 47.14%	8 52.27%	-	1 39.65%	1 43.46%	1 100.00%
They wouldn't do anything anyway	96 29.65%	81 28.99%	23 31.97%	5 40.98%	5 21.67%	* 9.22%	12 25.85%	13 40.57%	18 26.01%	2 11.79%	1 100.00%	1 60.35%	1 56.54%	1 100.00%
The problem was resolved	92 28.35%	83 29.92%	18 25.62%	1 12.63%	8 34.64%	-	18 38.79%	9 28.00%	22 32.39%	4 25.28%	-	1 60.35%	-	-
I didn't have the time	62 19.03%b	50 17.82%b	2 2.34%	1 12.22%	6 27.55%	1 36.93%	10 21.84%b	8 26.75%b	14 20.69%b	4 25.62%	-	-	-	1 100.00%
I/ someone else sorted the problem out	39 11.96%	36 13.02%	13 18.38%	3 22.96%	6 27.39%	-	3 6.48%	2 5.66%	6 8.56%	3 22.10%	-	-	-	-
I did not know where to go/ who to complain to	23 7.04%a	16 5.64%	4 5.87%	1 6.68%	1 5.81%	1 26.28%	3 7.31%	1 2.53%	2 2.74%	3 16.90%	-	-	-	-
Other (please specify)	20 6.14%	16 5.63%	3 4.63%	3 29.08%	1 3.71%	-	1 1.18%	5 14.78%Taft	1 2.06%	2 10.15%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 74

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?****Base: All who didn't complain about fixed broadband provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	326	326	11	70	16	-	59	39	34	25	39	5	6	9	4
Weighted base	325	325	11**	74*	16**	**	57*	41*	31**	22**	41*	4**	7**	10**	5**
It's not worth the hassle	139 42.71%	139 42.71%	5 50.53%	27 36.48%	5 32.65%	-	25 44.43%	16 38.89%	14 44.59%	8 38.47%	18 43.40%	4 100.00%	3 44.50%	4 35.69%	5 100.00%
They wouldn't do anything anyway	96 29.65%	96 29.65%	3 25.88%	21 27.86%	3 21.60%	-	18 32.57%	7 18.04%	10 31.22%	7 32.40%	15 35.87%	1 29.26%	4 62.20%	3 33.90%	2 43.72%
The problem was resolved	92 28.35%	92 28.35%	3 32.28%	15 20.95%	4 28.11%	-	17 29.43%	18 44.48%Tnp	8 27.03%	8 36.62%	9 22.09%	1 20.62%	-	4 34.94%	1 21.43%
I didn't have the time	62 19.03%	62 19.03%	-	19 25.65%	2 15.18%	-	6 10.92%	7 17.81%	5 17.37%	4 17.82%	12 28.78% s	-	2 28.85%	1 12.41%	2 40.34%
I/ someone else sorted the problem out	39 11.96%	39 11.96%	1 9.58%	9 12.69%	1 9.39%	-	7 13.06%	5 12.64%	4 12.87%	1 2.65%	6 14.30%	1 24.40%	-	3 29.38%	-
I did not know where to go/ who to complain to	23 7.04%	23 7.04%	3 23.80%	4 5.29%	2 12.69%	-	3 5.47%	3 7.34%	3 9.46%	1 3.38%	4 9.81%	1 15.84%	-	-	-
Other (please specify)	20 6.14%	20 6.14%	1 10.23%	5 7.25%	1 5.44%	-	6 10.97%	1 2.28%	-	1 4.85%	3 7.67%	1 15.84%	1 8.96%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 75

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?****Base: All who didn't complain about fixed broadband provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	326	323	58	11	26	5	56	39	93	18	2	5	1	1	1	169	20	70	13	60	70	153	63	119	195
Weighted base	325	322	60*	11**	25**	6**	62*	33*	92*	18**	2**	5**	1**	1**	1**	179	23**	79*	12**	59*	63*	144	70*	110	204
It's not worth the hassle	139 42.71%	137 42.61%	30 50.48%	1 10.69%	11 41.65%	1 16.94%	22 35.77%	15 44.66%	44 47.55%	8 45.36%	-	2 38.50%	1 100.00%	-	1 100.00%	81 45.04%	10 44.49%	36 45.36%	4 37.03%	28 46.99%	26 41.92%	61 42.36%	36 50.95%	51 46.83%	84 41.28%
They wouldn't do anything anyway	96 29.65%	96 29.95%	17 28.39%	3 28.83%	6 22.49%	* 4.24%	20 31.54%	16 46.59% ah	25 26.99%	2 10.23%	2 100.00%	4 72.93%	1 100.00%	1 100.00%	1 100.00%	46 25.80%	2 8.97%	24 29.74%	6 48.64%	14 24.03%	15 24.10%	43 30.12%	29 41.58% T	36 32.34%	57 28.11%
The problem was resolved	92 28.35% v	91 28.42%	17 27.64%	1 13.46%	10 37.76%	-	21 34.17%	9 27.66%	25 27.69%	5 28.23%	-	1 23.49%	-	-	-	56 31.40%	9 37.67%	24 29.92%	1 12.58%	20 33.24%	19 30.87%	44 30.45%	12 16.60%	33 30.02%	55 27.01%
I didn't have the time	62 19.03% a bu	59 18.22% b	3 5.16%	3 28.53%	6 25.09%	1 17.01%	11 18.21%	8 25.09% b	19 20.66% b	4 22.23%	-	-	-	-	1 100.00%	36 19.86%	1 2.87%	20 25.75%	2 15.05%	13 21.57%	17 26.34% u	16 11.36%	13 18.53%	16 14.42%	43 21.18%
I/ someone else sorted the problem out	39 11.96% g	38 11.87% g	7 12.05%	2 17.21%	7 27.66%	3 53.95%	7 10.94%	1 1.58%	7 7.36%	5 26.11%	-	-	-	-	-	19 10.58%	4 16.50%	9 11.07%	2 15.24%	3 5.88%	9 14.82%	21 14.56%	6 8.73%	11 10.31%	28 13.53%
I did not know where to go/ who to complain to	23 7.04% s	22 6.91%	6 9.47%	1 7.12%	1 5.29%	1 12.10%	5 7.73%	1 2.37%	6 6.03%	3 14.66%	-	-	-	-	-	10 5.86% s	2 7.28%	7 9.40%	1 6.81%	1 0.94%	3 5.25%	14 9.38%	3 4.06%	11 9.99%	12 5.85%
Other (please specify)	20 6.14%	20 6.20%	3 5.56%	3 31.01%	1 3.38%	-	1 0.88%	5 13.86% f	3 3.74%	2 8.81%	2 75.86%	1 11.64%	-	-	-	9 4.95%	3 11.76%	2 2.55%	2 17.44%	1 1.97%	2 3.63%	8 5.48%	7 10.40%	3 3.17%	16 8.09%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 76

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	227	132	95	33	66	42	30	24	20	12	76	61	47	43	137	90	198	29
Weighted base	241	143	98*	42**	69*	39*	37**	24**	17**	13**	79*	61*	58*	44*	140	101*	211	30**
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	105 43.70%	56 38.84%	50 50.80%	15 36.76%	29 42.27%	20 50.76%	19 50.18%	10 42.67%	6 37.22%	6 44.39%	30 37.74%	25 40.81%	26 44.39%	25 57.59%	55 39.09%	51 50.07%	91 43.27%	14 46.75%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 35.34%	50 35.22%	35 35.51%	16 38.64%	26 37.58%	12 31.82%	12 31.60%	5 21.75%	8 46.02%	6 45.11%	22 28.22%	23 37.84%	26 44.82%	14 32.08%	45 32.43%	40 39.34%	74 35.19%	11 36.40%
Dissatisfaction with customer service from a previous occasion or contact	48 19.91%d	35 24.42%	13 13.33%	17 40.60%	7 10.18%	7 18.89%	7 17.92%	6 22.93%	2 13.25%	2 17.17%	18 23.27%	11 18.61%	11 18.45%	8 17.60%	30 21.23%	18 18.09%	41 19.64%	7 21.80%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	46 19.11%b	37 25.54%Tb	10 9.73%	7 16.70%	15 21.71%	11 29.55%	7 17.82%	2 9.79%	2 9.62%	2 15.62%	15 19.27%	10 16.54%	12 21.33%	8 19.46%	25 18.08%	21 20.53%	42 19.88%	4 13.65%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 76

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	241	143	98*	42**	69*	39*	37**	24**	17**	13**	79*	61*	58*	44*	140	101*	211	30**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	45 18.65%	31 21.39%	14 14.64%	8 19.96%	19 27.66%	7 16.88%	5 12.19%	3 11.56%	4 21.95%	-	17 21.20%	12 19.88%	8 14.35%	8 18.03%	29 20.62%	16 15.93%	44 20.85%	1 3.15%
Something else (please specify)	12 5.14%op	5 3.74%	7 7.17%	1 2.41%	-	1 2.49%	-	4 15.50%	1 5.18%	6 43.15%	7 8.95%	4 6.76%	* 0.55%	1 2.07%	11 7.99%To	1 1.20%	8 3.65%	5 15.58%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
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Absolutes/col percents

Table 77

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	227	201	15	6	5	15	9	29	20	21	14	6	19	41	31	17	5	182	44
Weighted base	241	215	16**	4**	7**	16**	10**	30**	16**	20**	14**	4**	22**	49**	40**	15**	7**	193	48*
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	105 43.70%	92 42.79%	8 48.57%	2 52.82%	4 56.83%	8 48.57%	6 65.65%	10 33.25%	6 39.89%	6 28.08%	8 52.97%	2 52.82%	6 25.86%	17 34.19%	22 54.63%	12 81.13%	4 56.83%	85 44.35%	19 40.32%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 35.34%	82 38.10%	3 16.52%	1 17.01%	- -	3 16.52%	2 20.00%	14 45.78%	2 14.82%	11 54.19%	6 44.08%	1 17.01%	10 44.59%	22 44.40%	13 31.64%	3 20.20%	- -	65 33.63%	20 42.71%
Dissatisfaction with customer service from a previous occasion or contact	48 19.91%	47 21.77%	1 7.31%	- -	- -	1 7.31%	2 18.82%	6 19.80%	6 35.99%	4 19.64%	1 9.62%	- -	3 14.99%	12 24.16%	11 26.66%	2 15.54%	- -	34 17.73%	14 28.98%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	46 19.11%	45 20.89%	1 3.35%	1 16.21%	- -	1 3.35%	2 23.68%	7 21.61%	2 10.07%	2 8.74%	5 34.86%	1 16.21%	1 6.11%	20 41.09%	5 13.29%	1 7.68%	- -	34 17.82%	12 24.56%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 77

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	241	215	16**	4**	7**	16**	10**	30**	16**	20**	14**	4**	22**	49**	40**	15**	7**	193	48*
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	45 18.65%	39 18.26%	3 17.86%	-	3 43.17%	3 17.86%	-	9 29.26%	2 13.21%	4 20.49%	2 13.57%	-	4 18.03%	11 22.04%	7 16.71%	1 7.13%	3 43.17%	34 17.60%	11 23.13%
Something else (please specify)	12 5.14%	11 5.06%	1 6.39%	* 13.96%	-	1 6.39%	-	1 2.70%	1 5.15%	1 4.94%	-	* 13.96%	6 25.77%	-	2 4.48%	1 6.09%	-	12 6.42%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 78

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	227	214	47	9	6	3	61	19	59	6	-	1	-	1
Weighted base	241	231	52*	11**	7**	6**	66*	19**	60*	7**	..**	1**	..**	***
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	105 43.70%	100 43.14%	23 45.28%	2 17.86%	1 15.82%	1 24.01%	27 41.03%	10 53.21%	30 49.32%	2 35.60%	- -	- -	- -	* 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 35.34%	83 36.07%	17 33.07%	4 37.19%	1 17.77%	5 75.99%	32 48.03%Th	5 25.74%	15 25.65%	2 35.60%	- -	1 100.00%	- -	- -
Dissatisfaction with customer service from a previous occasion or contact	48 19.91%	48 20.80%	7 13.93%	- -	3 40.27%	- -	16 24.31%	4 18.97%	14 23.51%	4 62.75%	- -	- -	- -	- -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	46 19.11%	45 19.35%	13 24.66%	4 34.10%	1 11.24%	- -	10 14.77%	6 31.93%	11 18.15%	1 10.63%	- -	- -	- -	- -

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 78

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	241	231	52*	11**	7**	6**	66*	19**	60*	7**	..**	1**	..**	***
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	45 18.65%	44 18.87%	9 17.64%	4 36.79%	- -	- -	10 14.79%	5 25.68%	14 23.22%	2 26.63%	- -	- -	- -	- -
Something else (please specify)	12 5.14%	11 4.87%	3 6.62%	- -	2 26.14%	- -	* 0.48%	- -	5 8.02%	- -	- -	- -	- -	- -

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 79

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	227	226	20	39	6	2	39	16	28	23	35	4	1	10	-
Weighted base	241	241	26**	40*	5**	3**	41*	14**	29**	25**	39**	3**	1**	12**	-.**
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	105 43.70%	105 43.79%	9 33.90%	18 44.63%	1 32.47%	-	24 59.65%Tn	4 32.20%	17 58.95%	8 30.50%	15 38.65%	3 75.09%	-	5 44.68%	-
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 35.34%	85 35.22%	11 41.32%	11 27.67%	-	1 27.62%	15 37.49%	7 48.66%	12 42.22%	5 20.03%	14 35.95%	2 57.85%	1 100.00%	6 45.77%	-
Dissatisfaction with customer service from a previous occasion or contact	48 19.91%	48 19.95%	5 19.05%	6 14.55%	-	-	6 14.64%	5 33.36%	5 17.19%	5 20.61%	11 27.18%	1 30.00%	-	5 39.34%	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	46 19.11%	46 19.14%	8 30.31%	11 26.34%	1 32.52%	2 72.38%	4 10.65%	2 15.79%	6 20.21%	5 21.33%	5 13.94%	-	-	1 6.53%	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 79

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	241	241	26**	40*	5**	3**	41*	14**	29**	25**	39**	3**	1**	12**	-**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	45 18.65%	45 18.68%	5 20.85%	6 14.61%	2 43.66%	1 27.62%	5 12.93%	1 9.37%	9 32.01%	9 35.22%	6 14.76%	- -	- -	* 2.85%	- -
Something else (please specify)	12 5.14%	12 5.14%	1 4.25%	4 11.00%	* 11.03%	- -	- -	1 6.55%	1 3.10%	3 10.98%	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 80

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	227	223	42	12	5	1	66	17	63	15	-	1	-	-	1	224	29	109	15	70	48	123	38	93	127
Weighted base	241	237	48*	12**	5**	1**	75*	17**	60*	19**	-**	1**	-**	-**	***	235	33**	117*	16**	68*	47*	127*	47*	93*	142*
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	105 43.70%t	103 43.50%	21 44.46%	4 36.95%	2 40.54%	1 100.00%	32 42.09%	9 51.39%	29 48.97%	5 25.88%	- -	- -	- -	- -	* 100.00%	104 44.38%	16 47.26%	47 40.24%	10 63.94%	31 45.87%	12 25.09%	61 47.99%t	20 41.56%	41 44.15%	62 43.54%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	85 35.34%h s	83 35.21%h	16 33.01%	5 41.55%	1 24.07%	- -	39 51.35%T ah	4 21.91%	12 19.57%	7 35.82%	- -	1 100.00%	- -	- -	- -	81 34.56%h s	10 28.73%	54 46.02%T os	2 13.84%	15 22.01%	21 43.90%	45 35.31%	15 31.50%	27 28.88%	57 39.77%
Dissatisfaction with customer service from a previous occasion or contact	48 19.91%	48 20.24%	9 18.35%	1 8.23%	- -	- -	14 18.01%	2 14.42%	15 25.13%	7 38.79%	- -	- -	- -	- -	- -	43 18.27%	5 16.24%	20 16.78%	2 9.79%	16 24.07% u	16 33.84%T	21 16.48%	8 17.37%	17 18.68%	30 20.90%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	46 19.11%	46 19.43%	11 22.72%	2 17.43%	1 19.13%	1 100.00%	15 19.82%	6 32.89%	7 12.34%	4 20.29%	- -	- -	- -	- -	- -	46 19.61%	10 28.93%	16 13.88%	6 37.60%	14 20.77%	8 17.48%	24 18.52%	14 29.92%	17 18.27%	29 20.44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 80

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?****Base: All who had a reason to complain about pay TV provider**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	241	237	48*	12**	5**	1**	75*	17**	60*	19**	..*	1**	..*	..*	***	235	33**	117*	16**	68*	47*	127*	47*	93*	142*
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	45 18.65%	45 18.96%	10 21.45%	4 33.88%	-	1 100.00%	8 9.96%	6 35.29%	12 19.72%	5 26.20%	-	-	-	-	-	45 19.14%	6 16.64%	16 14.08%	5 27.69%	18 27.18%	12 25.18%	23 18.13%	9 19.66%	16 17.73%	28 19.42%
Something else (please specify)	12 5.14%	11 4.74%	3 7.19%	-	2 35.39%	-	1 1.61%	-	5 8.05%	-	-	-	-	-	-	12 5.27%	2 4.85%	6 5.11%	-	5 7.08%	1 3.09%	10 7.49%	1 2.90%	2 2.16%	10 7.29%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 81

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?****Base: All who had a reason to complain about pay TV provider**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	227	132	95	33	66	42	30	24	20	12	76	61	47	43	137	90	198	29
Weighted base	241	143	98*	42**	69*	39*	37**	24**	17**	13**	79*	61*	58*	44*	140	101*	211	30**
NET: Yes	165 68.28%	98 68.60%	66 67.81%	32 77.52%	46 66.56%	22 57.66%	26 70.52%	17 68.84%	10 59.56%	11 83.29%	52 66.08%	39 64.45%	41 71.56%	32 73.26%	91 65.37%	73 72.29%	147 69.72%	17 58.12%
Yes - to my Pay TV provider	137 56.95%j	81 56.35%	57 57.83%	20 47.76%	32 47.24%	21 53.31%	26 70.52%	17 68.84%	10 59.56%	11 83.29%	37 46.94%	37 60.22%	33 57.36%	30 69.85%j	74 52.76%	64 62.73%	120 56.79%	17 58.12%
Yes - to Ofcom	28 11.68%bo	22 15.42%	6 6.21%	9 20.84%	13 19.32%	6 16.03%	-	-	-	-	19 23.84%TkIm	3 5.61%	4 7.25%	2 4.13%	22 15.86%To	6 5.91%	28 13.34%	-
Yes - other (please specify)	4 1.84%a	* 0.30%	4 4.10%	4 9.67%	-	* 1.10%	-	-	-	-	-	-	4 6.95%T	* 0.98%	-	4 4.38%n	4 2.11%	-
No	72 29.79%	43 30.11%	29 29.31%	9 22.48%	18 26.64%	16 42.34%	11 29.48%	8 31.16%	7 40.44%	2 16.71%	25 31.58%	22 35.55%	14 23.55%	12 26.74%	47 33.32%	25 24.92%	59 28.07%	13 41.88%
Don't know	5 1.93%	2 1.28%	3 2.88%	-	5 6.80%T	-	-	-	-	-	2 2.34%	-	3 4.89%	-	2 1.32%	3 2.79%	5 2.21%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 82

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?****Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	227	201	15	6	5	15	9	29	20	21	14	6	19	41	31	17	5	182	44
Weighted base	241	215	16**	4**	7**	16**	10**	30**	16**	20**	14**	4**	22**	49**	40**	15**	7**	193	48*
NET: Yes	165 68.28%	150 69.87%	9 59.38%	2 45.51%	3 50.06%	9 59.38%	3 35.01%	26 86.32%	11 67.73%	15 74.88%	10 73.48%	2 45.51%	13 61.88%	39 80.19%	22 54.51%	10 70.74%	3 50.06%	131 67.98%	34 70.39%
Yes - to my Pay TV provider	137 56.95%	124 57.45%	9 59.38%	1 29.29%	3 50.06%	9 59.38%	1 9.41%	24 81.04%	9 52.56%	14 70.99%	9 66.28%	1 29.29%	12 56.85%	27 55.31%	19 48.66%	8 51.76%	3 50.06%	113 58.60%	24 51.07%
Yes - to Ofcom	28 11.68%	28 12.81%	-	1 16.21%	-	-	3 25.60%	5 17.96%	2 15.17%	2 9.14%	1 7.21%	1 16.21%	1 5.02%	8 16.63%	2 5.85%	3 18.99%	-	19 9.92%	9 18.93%
Yes - other (please specify)	4 1.84% <sup>q</sup>	4 2.06%	-	-	-	-	-	-	-	* 2.18%	-	-	-	4 8.25%	-	-	-	* 0.22%	4 8.41% <sup>Tq</sup>
No	72 29.79%	60 27.97%	6 40.62%	2 54.49%	3 49.94%	6 40.62%	6 64.99%	4 13.68%	5 32.27%	5 25.12%	4 26.52%	2 54.49%	8 38.12%	9 17.78%	14 36.27%	4 29.26%	3 49.94%	59 30.55%	12 25.76%
Don't know	5 1.93%	5 2.17%	-	-	-	-	-	-	-	-	-	-	-	1 2.03%	4 9.22%	-	-	3 1.47%	2 3.85%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 83  
**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?**  
**Base: All who had a reason to complain about pay TV provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	227	214	47	9	6	3	61	19	59	6	-	1	-	1
Weighted base	241	231	52*	11**	7**	6**	66*	19**	60*	7**	..**	1**	..**	***
NET: Yes	165	162	39	11	4	6	51	12	37	1	-	-	-	*
	68.28%	70.11%T	75.56%	100.00%	58.05%	100.00%	76.71%	63.89%	61.05%	11.62%	-	-	-	100.00%
Yes - to my Pay TV provider	137	135	35	11	4	5	41	8	29	-	-	-	-	*
	56.95%	58.28%	67.36%	100.00%	58.05%	75.99%	62.59%	41.85%	48.86%	-	-	-	-	100.00%
Yes - to Ofcom	28	28	7	-	-	1	5	5	8	1	-	-	-	-
	11.68%	12.20%	13.97%	-	-	24.01%	8.06%	26.58%	13.91%	11.62%	-	-	-	-
Yes - other (please specify)	4	4	-	-	-	-	4	-	*	-	-	-	-	-
	1.84%	1.93%	-	-	-	-	6.06%T	-	0.71%	-	-	-	-	-
No	72	64	11	-	3	-	13	7	23	6	-	1	-	-
	29.79%a	27.87%	20.88%	-	41.95%	-	19.02%	36.11%	38.95%af	88.38%	-	100.00%	-	-
Don't know	5	5	2	-	-	-	3	-	-	-	-	-	-	-
	1.93%	2.02%	3.56%	-	-	-	4.27%	-	-	-	-	-	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 84

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?****Base: All who had a reason to complain about pay TV provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	227	226	20	39	6	2	39	16	28	23	35	4	1	10	-
Weighted base	241	241	26**	40*	5**	3**	41*	14**	29**	25**	39**	3**	1**	12**	**
NET: Yes	165 68.28%	164 68.22%	22 87.88%	30 73.35%	3 63.44%	2 72.38%	22 54.22%	7 50.19%	22 74.99%	16 64.20%	26 66.83%	2 57.85%	1 100.00%	10 82.88%	-
Yes - to my Pay TV provider	137 56.95%	137 57.06%	20 78.38%	27 66.59%	1 26.65%	2 72.38%	19 45.46%	7 50.19%	20 67.45%	8 33.33%	24 60.65%	2 57.85%	1 100.00%	6 50.24%	-
Yes - to Ofcom	28 11.68%	28 11.51%	5 21.19%	3 8.53%	2 36.79%	-	5 11.61%	-	2 7.54%	8 30.87%	2 6.18%	-	-	-	-
Yes - other (please specify)	4 1.84%	4 1.85%	-	-	-	-	-	-	* 1.47%	-	-	-	-	4 32.64%	-
No	72 29.79%	72 29.84%	3 12.12%	9 22.08%	2 36.56%	1 27.62%	18 43.35%	7 49.81%	5 18.70%	9 35.80%	13 33.17%	1 42.15%	-	2 17.12%	-
Don't know	5 1.93%	5 1.94%	-	2 4.56%	-	-	1 2.42%	-	2 6.32%	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 85

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?****Base: All who had a reason to complain about pay TV provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potent- ially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	227	223	42	12	5	1	66	17	63	15	-	1	-	-	1	224	29	109	15	70	48	123	38	93	127
Weighted base	241	237	48*	12**	5**	1**	75*	17**	60*	19**	-**	1**	-**	-**	***	235	33**	117*	16**	68*	47*	127*	47*	93*	142*
NET: Yes	165 68.28%h	163 68.70%h	35 73.30%	12 96.93%	2 43.19%	1 100.00%	59 77.93%h	10 61.83%	33 55.28%	11 58.79%	-	-	-	-	*	161 68.36%	22 66.93%	86 73.52%	10 63.88%	42 62.11%	32 67.85%	90 70.75%	34 71.39%	64 68.64%	98 68.74%
Yes - to my Pay TV provider	137 56.95%	136 57.18%	32 66.98%	11 90.59%	2 43.19%	-	50 65.93%h	6 34.00%	27 45.95%	7 39.09%	-	-	-	-	*	137 58.45%	17 51.15%	79 67.68%T os	7 41.46%	35 50.97%	21 43.36%	80 62.54%	29 61.76%	52 55.97%	82 57.82%
Yes - to Ofcom	28 11.68%	28 11.87%	5 10.50%	1 12.27%	-	1 100.00%	6 7.99%	6 32.85%	6 9.86%	4 19.71%	-	-	-	-	-	28 11.98%	7 21.78%	9 7.42%	4 24.35%	8 12.19%	12 24.76%Tu	11 8.77%	5 9.62%	15 16.22%	12 8.60%
Yes - other (please specify)	4 1.84%	4 1.87%	-	-	-	-	4 5.33%	-	* 0.71%	-	-	-	-	-	-	* 0.18%	-	-	-	* 0.63%	4 8.46%Tu	* 0.33%	-	* 0.46%	4 2.82%
No	72 29.79%f	70 29.34%f	11 22.84%	* 3.07%	3 56.81%	-	14 18.32%	6 38.17%	27 44.72%T abf	8 41.21%	-	1 100.00%	-	-	-	70 29.65%	9 27.53%	28 24.06%	6 36.12%	26 37.89%	15 32.15%	34 26.36%	14 28.61%	29 31.36%	40 27.98%
Don't know	5 1.93%	5 1.97%	2 3.86%	-	-	-	3 3.75%	-	-	-	-	-	-	-	-	5 1.99%	2 5.54%	3 2.43%	-	-	-	4 2.88%	-	-	5 3.28%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 86

**Q.17 Why didn't you make a complaint about your pay TV service or supplier?****Base: All who didn't complain about pay TV provider**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	76	46	30	9	20	17	12	8	8	2	27	22	15	12	49	27	66	10
Weighted base	72*	43*	29**	9**	18**	16**	11**	8**	7**	2**	25**	22**	14**	12**	47*	25**	59*	13**
It's not worth the hassle	26 36.81%	15 35.53%	11 38.74%	1 10.12%	6 33.58%	7 39.95%	3 25.19%	5 64.39%	4 57.35%	1 51.25%	11 43.62%	10 44.14%	4 28.17%	2 18.76%	20 43.87%	6 23.83%	22 36.48%	5 38.39%
The problem resolved itself	20 27.33%	14 31.77%	6 20.68%	3 33.88%	6 33.77%	3 17.64%	3 31.05%	2 28.83%	2 25.81%	-	9 35.64%	4 20.08%	5 36.72%	1 12.24%	13 28.37%	6 25.42%	17 29.04%	2 19.28%
They wouldn't do anything anyway	19 26.70%	14 31.42%	6 19.62%	4 44.47%	4 23.12%	5 27.64%	3 23.69%	2 29.74%	1 20.01%	-	4 17.08%	8 36.70%	3 20.46%	4 35.75%	12 26.25%	7 27.52%	14 23.78%	5 40.44%
I didn't have the time	14 19.27%	6 14.68%	8 26.16%	1 9.05%	7 38.68%	4 22.61%	2 20.08%	-	-	-	4 15.19%	4 18.98%	3 19.41%	3 28.33%	8 16.96%	6 23.52%	11 18.17%	3 24.46%
I did not know where to go/ who to complain to	7 9.80%	3 6.68%	4 14.47%	1 8.22%	4 19.75%	1 8.14%	1 12.03%	-	-	-	2 7.35%	3 12.68%	1 8.79%	1 10.83%	5 9.84%	2 9.73%	5 8.41%	2 16.32%
I/ someone else sorted the problem out	5 6.35%	3 6.11%	2 6.72%	1 13.74%	1 8.10%	1 4.78%	-	-	1 14.45%	-	1 4.07%	1 3.62%	1 10.88%	1 11.00%	2 3.86%	3 10.94%	4 6.00%	1 8.02%
Other (please specify)	4 6.25%a	1 1.82%	4 12.88%	1 6.51%	-	1 3.33%	1 5.99%	3 3.48%	1 19.00%	1 48.75%	1 4.38%	2 8.89%	1 10.79%	-	3 6.49%	1 5.81%	3 5.74%	1 8.63%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 87

**Q.17 Why didn't you make a complaint about your pay TV service or supplier?****Base: All who didn't complain about pay TV provider**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	76	65	6	3	2	6	6	5	7	6	4	3	8	10	12	7	2	62	13
Weighted base	72*	60*	6**	2**	3**	6**	6**	4**	5**	5**	4**	2**	8**	9**	14**	4**	3**	59*	12**
It's not worth the hassle	26 36.81%	23 38.42%	- -	- -	3 100.00%	- -	4 54.84%	3 64.27%	2 42.87%	1 29.32%	1 36.82%	- -	2 29.88%	* 3.05%	8 56.26%	1 23.15%	3 100.00%	26 43.31%T	1 7.64%
The problem resolved itself	20 27.33%	16 26.97%	3 45.51%	* 25.61%	- -	3 45.51%	2 27.02%	- -	2 39.01%	2 39.97%	* 9.75%	* 25.61%	- -	5 56.52%	4 28.83%	1 24.36%	- -	14 23.18%	6 48.64%
They wouldn't do anything anyway	19 26.70%	16 27.40%	3 42.12%	- -	- -	3 42.12%	4 60.35%	1 17.16%	2 34.76%	1 12.59%	1 36.82%	- -	* 4.51%	1 11.41%	6 39.54%	1 23.15%	- -	17 29.72%	2 13.64%
I didn't have the time	14 19.27%	14 22.99%	- -	- -	- -	- -	- -	1 17.16%	* 8.35%	1 18.12%	3 90.25%	- -	3 42.31%	1 16.84%	3 21.28%	* 8.34%	- -	11 18.64%	3 23.30%
I did not know where to go/ who to complain to	7 9.80%	6 10.62%	- -	1 33.18%	- -	- -	- -	1 18.57%	1 15.06%	- -	1 33.34%	1 33.18%	- -	1 15.23%	1 3.80%	2 39.31%	- -	6 10.85%	- -
I/ someone else sorted the problem out	5 6.35%	3 5.19%	1 12.37%	1 33.18%	- -	1 12.37%	- -	- -	- -	- -	- -	1 33.18%	1 10.12%	- -	2 15.86%	- -	- -	4 6.33%	1 6.78%
Other (please specify)	4 6.25%	4 6.12%	- -	1 41.21%	- -	- -	- -	- -	1 9.94%	- -	- -	1 41.21%	1 13.18%	* 3.05%	1 3.80%	1 29.20%	- -	4 7.62%	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 88

**Q.17 Why didn't you make a complaint about your pay TV service or supplier?****Base: All who didn't complain about pay TV provider**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	76	67	13	-	2	-	14	7	24	5	-	1	-	-
Weighted base	72*	64*	11**	..	3**	..	13**	7**	23**	6**	..	1**	..	..
It's not worth the hassle	26 36.81%	24 36.65%	2 21.92%	-	2 62.30%	-	7 55.37%	3 37.58%	10 42.36%	-	-	-	-	-
The problem resolved itself	20 27.33%	19 29.95%	4 41.09%	-	-	-	3 25.16%	1 13.77%	5 23.20%	5 87.98%	-	-	-	-
They wouldn't do anything anyway	19 26.70%	17 26.62%	4 32.52%	-	-	-	1 4.35%	2 36.37%	7 31.90%	3 52.30%	-	-	-	-
I didn't have the time	14 19.27%	12 18.87%	2 14.84%	-	1 37.70%	-	4 30.88%	-	4 19.05%	-	-	-	-	-
I did not know where to go/ who to complain to	7 9.80%	5 7.97%	2 15.77%	-	-	-	1 10.45%	1 11.74%	1 5.64%	-	-	-	-	-
I/ someone else sorted the problem out	5 6.35%	5 7.09%	1 6.00%	-	-	-	-	2 31.42%	1 4.31%	-	-	1 100.00%	-	-
Other (please specify)	4 6.25%	4 6.03%	2 20.99%	-	-	-	1 4.35%	-	1 4.56%	-	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 89

**Q.17 Why didn't you make a complaint about your pay TV service or supplier?****Base: All who didn't complain about pay TV provider**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	76	76	4	9	3	1	17	9	6	9	12	2	-	3	-
Weighted base	72*	72*	3**	9**	2**	1**	18**	7**	5**	9**	13**	1**	-**	2**	-**
It's not worth the hassle	26 36.81%	26 36.81%	* 11.91%	4 41.19%	* 15.93%	-	10 54.51%	2 34.57%	2 32.54%	3 32.97%	2 16.76%	1 100.00%	-	-	-
The problem resolved itself	20 27.33%	20 27.33%	2 53.00%	4 48.77%	* 30.18%	-	1 6.47%	1 18.81%	2 27.85%	2 22.67%	6 48.79%	-	-	1 38.14%	-
They wouldn't do anything anyway	19 26.70%	19 26.70%	-	* 4.15%	* 15.93%	-	7 38.49%	2 24.79%	2 43.94%	2 22.31%	5 37.05%	-	-	1 38.14%	-
I didn't have the time	14 19.27%	14 19.27%	-	2 24.57%	1 53.89%	-	4 22.45%	1 17.75%	2 28.21%	4 44.62%	-	-	-	-	-
I did not know where to go/ who to complain to	7 9.80%	7 9.80%	-	-	-	-	2 13.90%	1 11.64%	-	-	3 24.12%	-	-	1 30.72%	-
I/ someone else sorted the problem out	5 6.35%	5 6.35%	-	1 14.43%	-	1 100.00%	1 3.66%	1 11.58%	-	-	-	1 71.16%	-	-	-
Other (please specify)	4 6.25%	4 6.25%	1 35.09%	-	* 15.93%	-	1 6.54%	1 19.51%	-	-	-	-	-	1 31.15%	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 90

**Q.17 Why didn't you make a complaint about your pay TV service or supplier?****Base: All who didn't complain about pay TV provider**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21) Potenti			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Least vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	76	74	12	1	2	-	16	7	29	6	-	1	-	-	-	74	9	28	6	30	18	36	12	33	40
Weighted base	72*	70*	11**	***	3**	-**	14**	6**	27**	8**	-**	1**	-**	-**	-**	70*	9**	28**	6**	26**	15**	34*	14**	29**	40*
It's not worth the hassle	26 36.81%	25 36.36%	3 28.38%	100.00%	2 62.30%	-	6 42.64%	2 34.69%	11 39.96%	1 16.20%	-	-	-	-	-	26 37.96%	2 21.87%	11 38.68%	3 58.72%	10 39.26%	1 8.42%	17 49.83%	7 51.05%	9 30.24%	18 44.26%
The problem resolved itself	20 27.33%	20 28.22%	4 40.83%	-	-	-	3 22.95%	1 14.40%	6 21.67%	5 69.07%	-	-	-	-	-	19 26.66%	3 28.95%	8 29.66%	-	8 29.53%	4 23.58%	7 20.76%	6 40.73%	7 24.39%	11 28.44%
They wouldn't do anything anyway	19 26.70%	19 27.56%	4 32.32%	-	-	-	1 3.97%	2 38.06%	10 38.26%	2 31.62%	-	-	-	-	-	19 27.53%	4 49.05%	4 13.14%	2 41.39%	9 33.20%	4 23.01%	8 24.29%	5 38.90%	8 26.03%	12 29.10%
I didn't have the time	14 19.27% <sup>x</sup>	13 18.30%	2 14.75%	-	1 37.70%	-	4 26.19%	-	5 19.81%	1 14.73%	-	-	-	-	-	13 18.28%	1 9.77%	8 29.97%	-	3 13.34%	7 45.79%	5 14.60%	2 14.37%	9 30.85%	4 9.96%
I did not know where to go/ who to complain to	7 9.80%	7 10.12%	1 9.71%	-	-	-	5 32.89%	1 12.29%	1 2.42%	-	-	-	-	-	-	7 10.10%	-	4 15.27%	1 13.36%	2 7.63%	3 16.92%	2 7.42%	-	2 8.44%	4 9.57%
I/ someone else sorted the problem out	5 6.35%	5 6.56%	-	-	-	-	-	2 32.87%	2 6.19%	-	-	1 100.00%	-	-	-	5 6.55%	1 9.14%	-	1 21.67%	2 6.42%	1 5.46%	2 7.27%	-	3 10.10%	2 4.07%
Other (please specify)	4 6.25%	4 6.45%	2 20.85%	-	-	-	1 8.37%	-	1 3.99%	-	-	-	-	-	-	4 6.44%	2 17.62%	2 6.46%	-	1 4.14%	* 1.73%	4 10.94%	-	3 8.99%	2 4.70%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 91

**Q.18a How important or not, are each of these communications services to your household at the moment?**

**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**

**Summary**

**Base: All respondents who have service**

	Landline	Mobile	Fixed Broadband	Pay TV
Unweighted base	5546	6374	6291	3671
Weighted base	5558	6378	6301	3806
NET: Important	2143 38.55%	5905 92.57%	6032 95.73%	2522 66.26%
4 - very important	1127 20.27%	4457 69.88%	4863 77.17%	1116 29.32%
3	1016 18.28%	1447 22.69%	1169 18.56%	1406 36.94%
2	1097 19.74%	364 5.71%	207 3.29%	744 19.55%
1 - not at all important	2318 41.71%	110 1.72%	62 0.98%	540 14.19%
NET: Not important	3416 61.45%	474 7.43%	269 4.27%	1284 33.74%
Mean	2.17	3.61	3.72	2.81
Standard deviation	1.18	0.68	0.57	1.01
Standard error	0.02	0.01	0.01	0.02

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 92

**Q.18a** How important or not, are each of these communications services to your household at the moment?

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5546	2692	2854	589	785	844	950	937	1007	434	1546	1519	1156	1325	3065	2481	4366	1180
Weighted base	5558	2712	2846	708	821	833	980	834	974	409	1548	1513	1142	1355	3061	2497	4393	1165
NET: Important	2143 38.55%defk p	1025 37.80%	1117 39.26%	276 38.98%def	256 31.24%	230 27.66%	267 27.29%	297 35.60%ef	525 53.88%Tcde fg	291 71.13%Tode fgh	635 41.01%Tk	525 34.67%	431 37.71%	553 40.78%k	1159 37.88%	983 39.38%	1605 36.54%	537 46.11%Tp
4 - very important	1127 20.27%acde fknp	504 18.59%	623 21.88%Ta	87 12.35%	108 13.18%	111 13.32%	132 13.42%	164 19.70%cddef fg	327 33.52%Tcde fgh	198 48.41%Tode fgh	314 20.31%k	257 16.99%	235 20.59%k	320 23.62%Tk	571 18.67%	555 22.24%Tn	832 18.93%	295 25.32%Tp
3	1016 18.28%efp	521 19.21%	495 17.39%	189 26.63%Tdef gh	148 18.07%f	119 14.34%	136 13.87%	133 15.90%	198 20.36%efg	93 22.72%Tefg	320 20.70%Tlm	268 17.68%	195 17.11%	233 17.16%	588 19.21%	428 17.14%	774 17.61%	242 20.79%Tp
2	1097 19.74%di	545 20.08%	553 19.42%	177 25.06%Tdhi	116 14.14%	177 21.31%di	211 21.50%di	183 21.95%di	186 19.04%di	47 11.52%	286 18.45%	321 21.24%	241 21.06%	250 18.43%	607 19.83%	490 19.63%	885 20.15%	212 18.17%
1 - not at all important	2318 41.71%chiq	1142 42.12%	1176 41.32%	255 35.96%hi i	448 54.62%Tcgh i	425 51.04%Tcgh i	502 51.21%Tcgh i	354 42.45%chi	264 27.08%hi	71 17.35%	628 40.54%	667 44.09%T	471 41.23%	553 40.78%	1295 42.30%	1024 40.99%	1902 43.30%Tq	416 35.71%
NET: Not important	3416 61.45%hijq	1687 62.20%	1728 60.74%	432 61.02%hi	564 68.76%Tchi i	602 72.34%Tcgh i	712 72.71%Tcgh i	537 64.40%hi	449 46.12%hi	118 28.87%	913 58.99%	988 65.33%Tjm	712 62.29%	802 59.22%	1902 62.12%	1514 60.62%	2788 63.46%Tq	628 53.89%
Mean	2.17defkp	2.14	2.20	2.15def	1.90	1.90	1.90	2.13def	2.60Tcdefg h	3.02Tcdefg h	2.21k	2.08	2.17	2.24Tk	2.14	2.21	2.12	2.36Tp
Standard deviation	1.18	1.16	1.19	1.05	1.12	1.09	1.09	1.16	1.21	1.14	1.18	1.14	1.17	1.21	1.16	1.20	1.16	1.20
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.04

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 93

**Q.18a How important or not, are each of these communications services to your household at the moment?****Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'****Landline - to make and receive calls****Base: All respondents who have service**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	5546	4601	470	300	175	470	240	621	460	481	409	300	535	592	745	518	175	4979	530
Weighted base	5558	4634	467	284	172	467	218	606	438	491	388	284	553	695	763	483	172	4949	574
NET: Important	2143 38.55% p	1805 38.96% d	183 39.24% d	111 39.05% d	43 24.88% p	183 39.24% p	72 33.11% p	224 37.01% p	151 34.50% p	198 40.33% p	135 34.69% p	111 39.05% p	226 40.94% p	297 42.66% fhj p	314 41.17% hp	188 39.05% p	43 24.88% p	1888 38.14% p	236 41.12% p
4 - very important	1127 20.27% p	946 20.41% d	95 20.23% d	66 23.33% d	20 11.60% p	95 20.23% p	37 16.90% p	124 20.50% p	77 17.58% p	104 21.28% p	75 19.44% p	66 23.33% p	125 22.65% p	147 21.16% p	157 20.59% p	99 20.42% p	20 11.60% p	1021 20.63% p	99 17.31% p
3	1016 18.28% q	860 18.55% q	89 19.02% q	45 15.72% q	23 13.28% q	89 19.02% q	35 16.21% q	100 16.51% q	74 16.92% q	93 19.05% q	59 15.25% q	45 15.72% q	101 18.28% q	149 21.50% jp	157 20.58% jp	90 18.63% q	23 13.28% q	867 17.51% q	137 23.82% Tq
2	1097 19.74% q	917 19.78% q	88 18.78% q	52 18.43% q	40 23.43% q	88 18.78% q	33 14.88% q	105 17.42% q	104 23.70% fgj	101 20.53% q	67 17.19% q	52 18.43% q	107 19.29% q	162 23.34% Tfg j	143 18.78% q	95 19.75% q	40 23.43% q	947 19.14% q	147 25.53% Tq
1 - not at all important	2318 41.71% r	1912 41.26% r	196 41.98% r	121 42.52% r	89 51.68% Tab	196 41.98% mn	114 52.01% Teh ilmno	276 45.57% mn	183 41.80% mn	192 39.14% r	187 48.12% Til mn	121 42.52% mn	220 39.78% r	236 34.01% r	305 40.05% mn	199 41.20% mn	89 51.68% Teh ilmno	2114 42.72% Tr	191 33.35% r
NET: Not important	3416 61.45% c	2829 61.04% c	284 60.76% c	173 60.95% c	129 75.12% Tab	284 60.76% c	146 66.89% mn	381 62.99% c	287 65.50% mn	293 59.67% c	254 65.31% mn	173 60.95% c	326 59.06% c	399 57.34% c	449 58.83% c	294 60.95% c	129 75.12% Teg hijklmno	3061 61.86% c	338 58.88% c
Mean	2.17dfp	2.18d	2.17d	2.20d	1.85	2.17p	1.98	2.12p	2.10p	2.22fp	2.06	2.20p	2.24fjp	2.30Tfgjhp	2.22fp	2.18p	1.85	2.16	2.25
Standard deviation	1.18	1.18	1.18	1.22	1.05	1.18	1.17	1.20	1.13	1.18	1.19	1.22	1.20	1.15	1.18	1.18	1.05	1.18	1.10
Standard error	0.02	0.02	0.05	0.07	0.08	0.05	0.08	0.05	0.05	0.05	0.06	0.07	0.05	0.05	0.04	0.05	0.08	0.02	0.05

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 94

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Landline - to make and receive calls**

**Base: All respondents who have service**

Q.1 Landline supplier

	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (l)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	5546	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	5558	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Important	2143 38.55%fh	2101 38.51%fh	593 42.11%Tadfh	117 48.30%Tadfh	126 35.50%	28 44.52%	386 34.65%	267 44.87%Tadfh	376 33.47%	90 33.90%	13 30.70%	29 36.59%	12 52.90%	18 51.85%
4 - very important	1127 20.27%fh	1119 20.51%Tfh	329 23.34%Tafhi	63 26.07%Tfh	73 20.71%	14 21.40%	197 17.63%	148 24.88%Tafhi	194 17.31%	42 15.83%	6 14.85%	19 24.16%	5 22.54%	3 9.64%
3	1016 18.28%a	982 18.00%	264 18.77%	54 22.23%d	52 14.79%	15 23.12%	190 17.02%	119 19.99%	181 16.16%	48 18.07%	7 15.85%	10 12.43%	7 30.37%	14 42.21%
2	1097 19.74%	1079 19.78%	294 20.86%	43 17.84%	58 16.40%	15 23.07%	228 20.48%	102 17.16%	249 22.20%Tdg	43 16.26%	14 32.99%cdgik	11 13.30%	2 9.33%	6 16.15%
1 - not at all important	2318 41.71%bc	2276 41.72%bc	522 37.04%	82 33.86%	170 48.10%Tabcg	21 32.40%	500 44.88%Tabcg	226 37.97%	498 44.33%bcg	132 49.84%Tabceg	15 36.31%	40 50.11%bc	9 37.76%	11 32.00%
NET: Not important	3416 61.45%bcg	3355 61.49%bcg	816 57.89%	125 51.70%	228 64.50%bcg	35 55.48%	729 65.35%Tabcg	328 55.13%	747 66.53%Tabcg	175 66.10%bcg	29 69.30%	51 63.41%	11 47.10%	16 48.15%
Mean	2.17fhi	2.17fhi	2.28Tadfh	2.41Tadfh	2.08	2.34	2.07	2.32Tadfh	2.06	2.00	2.09	2.11	2.38	2.29
Standard deviation	1.18	1.18	1.19	1.20	1.21	1.15	1.15	1.21	1.14	1.15	1.06	1.27	1.23	1.04
Standard error	0.02	0.02	0.03	0.08	0.06	0.15	0.03	0.05	0.03	0.07	0.16	0.13	0.27	0.17

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 95

**Q.18a How important or not, are each of these communications services to your household at the moment?**

**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	5546	5429	241	1024	310	23	902	523	547	412	741	105	76	269	65
Weighted base	5558	5447	243	1014	304	23**	919	509	568	423	770	104*	74*	246	69*
NET: Important	2143 38.55%nuxzA	2064 37.89%uxA	106 43.63%uxzA	384 37.84%xA	109 35.74%xA	9 38.26%	371 40.39%uxzA	232 45.64%Tnpquv wxzA	189 33.20%xA	158 37.51%xA	299 38.85%xA	25 24.03%xA	25 33.58%xA	78 31.48%xA	6 9.28%
4 - very important	1127 20.27%nuA	1084 19.90%uA	60 24.72%quA	208 20.56%uA	51 16.81%xA	5 22.02%	196 21.34%uA	136 26.74%Tnpqsu vwzA	87 15.39%xA	81 19.06%xA	146 18.93%xA	19 18.75%xA	13 16.97%xA	41 16.82%xA	1 1.89%
3	1016 18.28%nxA	980 17.99%xA	46 18.92%x	175 17.27%x	58 18.93%xA	4 16.24%	175 19.05%xA	96 18.90%xA	101 17.81%x	78 18.45%x	153 19.92%xA	5 5.28%	12 16.60%x	36 14.66%x	5 7.40%
2	1097 19.74%	1079 19.81%	54 22.09%	197 19.46%	68 22.40%	11 46.53%	175 19.00%	94 18.51%	109 19.12%	90 21.36%	140 18.16%	26 25.21%	12 15.72%	55 22.40%	13 18.47%
1 - not at all important	2318 41.71%ot	2304 42.30%Tot	83 34.28%	433 42.71%ot	127 41.86%	4 15.21%	373 40.61%	182 35.85%	271 47.68%Tnost	174 41.13%	331 42.99%ot	53 50.76%ot	37 50.70%ot	114 46.12%ot	50 72.24%Tnopqstuvwxyz
NET: Not important	3416 61.45%t	3383 62.11%Tt	137 56.37%	630 62.16%t	195 64.26%t	14 61.74%	548 59.61%	276 54.36%	379 66.80%Tnost	264 62.49%t	471 61.15%t	79 75.97%Tnopst vw	49 66.42%	169 68.52%Tost	63 90.72%Tnopqstuvwxyz
Mean	2.17nuA	2.15uA	2.34Tnquwxyz A	2.16uA	2.11A	2.45	2.21uxzA	2.37Tnpqsuvw xyzA	2.01A	2.15A	2.15A	1.92A	2.00A	2.02A	1.39
Standard deviation	1.18	1.17	1.19	1.18	1.13	1.02	1.19	1.22	1.13	1.16	1.17	1.15	1.17	1.13	0.71
Standard error	0.02	0.02	0.08	0.04	0.06	0.21	0.04	0.05	0.05	0.06	0.04	0.11	0.13	0.07	0.09

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 96

**Q.18a** How important or not, are each of these communications services to your household at the moment?

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

Landline - to make and receive calls

Base: All respondents who have service

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	5546	5416	1269	244	402	50	1134	607	1113	256	43	92	47	21	35	3206	395	1662	176	877	919	3095	977	1929	3415
Weighted base	5558	5421	1258	243	370	53*	1168	598	1156	264	42*	82*	44*	22**	32**	3323	425	1713	183	912	911	2937	1121	1819	3535
NET: Important	2143 38.55%a fhvx	2075 38.27% h	540 42.89% T adfh	120 49.55% T adfhijl	128 34.47% T adfhijl	26 49.66% h	406 34.77% T adfh	261 43.69% T adfh	380 32.89% T adfh	95 36.08% T adfh	13 30.70% T adfh	31 37.25% T adfh	13 28.24% T adfh	11 49.39% T adfh	18 55.84% T adfh	1346 40.49% T adfh	181 42.62% T adfh	680 39.69% T adfh	104 56.88% T opqs	353 38.73% T opqs	342 37.54% v opqs	1211 41.25% T v opqs	328 29.26% T x opqs	777 42.71% T x opqs	1261 35.67% T x opqs
4 - very important	1127 20.27% fhvx	1109 20.46% T fh	303 24.07% T afhi	67 27.47% T afhil	78 20.96% T afhil	13 24.33% T afhil	206 17.62% T afhil	150 25.07% T afhil	190 16.42% T afhil	42 16.05% T afhil	6 14.85% T afhil	21 25.15% T afhil	5 11.72% T afhil	6 25.80% T afhil	3 10.19% T afhil	691 20.81% T afhil	83 19.63% T afhil	362 21.14% T afhil	51 28.05% T ops	176 19.33% T ops	161 17.67% T tv	688 23.44% T tv	162 14.48% T x	418 23.00% T x	665 18.82% T x
3	1016 18.28% a dvx	966 17.81% d	237 18.82% d	54 22.08% d	50 13.51% T dvx	13 25.33% T dvx	200 17.15% T dvx	111 18.62% T dvx	190 16.47% T dvx	53 20.03% T dvx	7 15.85% T dvx	10 12.10% T dvx	7 16.52% T dvx	5 23.58% T dvx	15 45.65% T dvx	654 19.68% T dvx	98 23.00% T dvx	318 18.55% T dvx	53 28.83% T oqs	177 19.40% T oqs	181 19.87% v oqs	523 17.81% v oqs	166 14.78% T x	359 19.71% x oqs	595 16.85% T x
2	1097 19.74% w	1069 19.72% T w	241 19.16% T w	40 16.62% T w	66 17.78% T w	8 14.79% T w	255 21.81% g i	103 17.27% T abgi	265 22.89% T abgi	41 15.39% T bcg	14 32.99% b cdgik	11 12.97% T cdgik	9 20.49% T cdgik	3 12.17% T cdgik	3 10.31% T cdgik	691 20.78% T cdgik	81 19.05% T cdgik	352 20.54% T cdgik	32 17.68% T cdgik	203 22.29% T cdgik	174 19.11% T cdgik	553 18.83% T cdgik	234 20.84% T cdgik	306 16.82% T cdgik	748 21.16% Tw cdgik
1 - not at all important	2318 41.71% b coru	2277 42.00% T bc	477 37.95% T bc	82 33.83% T abcb	177 47.75% T abcb	19 35.55% T c	507 43.42% b c	233 39.05% T c	511 44.23% b c	128 48.53% T bcg	15 36.31% T bcg	41 49.79% T bcg	23 51.27% c bcg	8 38.45% T bcg	11 33.84% T bcg	1287 38.73% r bcg	163 38.33% r bcg	681 39.76% r bcg	47 25.45% T bcg	355 38.98% r bcg	395 43.35% T tu	1173 39.93% T tu	559 49.89% T tu	736 40.47% T tu	1526 43.17% T tu
NET: Not important	3416 61.45% b cgoruw	3346 61.73% T bcg	719 57.11% T bcg	123 50.45% T cg	243 65.53% b cg	27 50.34% T cg	762 65.23% T abcb	337 56.31% T abcb	776 67.11% T abcb	169 63.92% c abcb	29 69.30% c abcb	52 62.75% T abcb	32 71.76% c abcb	11 50.61% T abcb	14 44.16% T abcb	1978 59.51% r abcb	244 57.38% r abcb	1033 60.31% r abcb	79 43.12% T qs	559 61.27% r qs	569 62.46% T qs	1725 58.75% T tu	793 70.74% T tu	1042 57.29% T tu	2274 64.33% Tw tu
Mean	2.17fhv x	2.17fh	2.29Tad fhil	2.43Tad fhil	2.08	2.38	2.09	2.30Tad fhil	2.05	2.04	2.09	2.13	1.89	2.37	2.32	2.23T	2.24	2.21	2.59Top qs	2.19	2.12v	2.25Tlv	1.94	2.25Tx	2.11
Standard deviation	1.18	1.18	1.20	1.22	1.20	1.21	1.14	1.22	1.12	1.15	1.06	1.28	1.08	1.26	1.06	1.17	1.16	1.18	1.15	1.15	1.15	1.21	1.11	1.21	1.16
Standard error	0.02	0.02	0.03	0.08	0.06	0.17	0.03	0.05	0.03	0.07	0.16	0.13	0.16	0.28	0.18	0.02	0.06	0.03	0.09	0.04	0.04	0.02	0.04	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 97

**Q.18a How important or not, are each of these communications services to your household at the moment?**

**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**

**Mobile**

**Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6374	3083	3291	756	1044	1013	1072	1027	1037	425	1739	1799	1314	1522	3538	2836	5086	1288
Weighted base	6378	3112	3266	888	1074	998	1098	915	1002	403	1740	1802	1296	1541	3542	2837	5104	1275
NET: Important	5905 92.57%ahim q	2830 90.93%	3075 94.13%Ta	836 94.18%hi	1017 94.66%Thi	945 94.72%Thi	1040 94.68%Thi	845 92.36%hi	892 89.03%hi	329 81.68%	1599 91.89%	1686 93.58%hm	1218 93.96%hm	1402 90.98%	3285 92.75%	2620 92.34%	4772 93.50%Tq	1133 88.86%
4 - very important	4457 69.88%ahij q	1961 63.02%	2496 76.42%Ta	612 68.86%hi	782 72.77%Thi	729 73.01%Thi	830 75.59%Tcgh i	634 69.32%hi	660 65.85%hi	211 52.43%	1172 67.40%	1300 72.14%Tj	917 70.74%	1068 69.33%	2472 69.81%	1985 69.97%	3609 70.72%Tq	848 66.50%
3	1447 22.69%bf	869 27.91%Tb	579 17.72%	225 25.31%fi	235 21.89%	217 21.71%	210 19.09%	211 23.04%	232 23.19%fi	118 29.25%Tdef gh	426 24.50%	386 21.45%	301 23.22%	334 21.66%	813 22.95%	635 22.37%	1162 22.77%	285 22.36%
2	364 5.71%bflp	222 7.13%Tb	142 4.34%	49 5.50%	52 4.85%	44 4.38%	44 4.04%	48 5.26%	74 7.39%Tdef	53 13.07%Tdef gh	110 6.35%li	95 5.27%	57 4.40%	101 6.59%li	205 5.80%	158 5.59%	264 5.17%	100 7.87%Tp
1 - not at all important	110 1.72%cdckp	60 1.93%	50 1.52%	3 0.32%	5 0.49%	9 0.90%	14 1.28%	22 2.38%cdce	36 3.58%Todef	21 5.25%Todef g	31 1.75%	21 1.14%	21 1.65%	37 2.43%Tk	51 1.44%	59 2.07%	68 1.34%	42 3.27%Tp
NET: Not important	474 7.43%bdefp	282 9.07%Tb	192 5.87%	52 5.82%	57 5.34%	53 5.28%	58 5.32%	70 7.64%	110 10.97%Tode fg	74 18.32%Todef gh	141 8.11%	116 6.42%	78 6.04%	139 9.02%Tkl	257 7.25%	217 7.66%	332 6.50%	142 11.14%Tp
Mean	3.61ahijq	3.52	3.69Ta	3.63hi	3.67Tghi	3.67Tghi	3.69Tghi	3.59hi	3.51i	3.29	3.58	3.65Tjm	3.63j	3.58	3.61	3.60	3.63Tq	3.52
Standard deviation	0.68	0.71	0.63	0.60	0.59	0.60	0.61	0.70	0.78	0.89	0.69	0.63	0.65	0.72	0.66	0.69	0.65	0.78
Standard error	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.02

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 98

**Q.18a How important or not, are each of these communications services to your household at the moment?****Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'****Mobile****Base: All respondents who have service**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6374	5315	541	322	196	541	280	718	549	556	483	322	587	715	852	575	196	5668	654
Weighted base	6378	5352	529	305	193	529	252	705	521	556	459	305	600	846	870	543	193	5619	707
NET: Important	5905 92.57%	4946 92.41%	491 92.91%	282 92.49%	186 96.23%	491 92.91%	236 93.52%	653 92.69%	486 93.30%	516 92.84%	418 91.26%	282 92.49%	547 91.21%	792 93.63%	802 92.15%	495 91.04%	186 96.23% <sup>ljo</sup>	5191 92.37%	668 94.43%
4 - very important	4457 69.88%	3741 69.90%	353 66.75%	218 71.39%	146 75.52% <sup>b</sup>	353 66.75%	184 72.97%	491 69.61%	367 70.45%	376 67.63%	325 70.89%	218 71.39%	410 68.26%	585 69.19%	636 73.08% <sup>e</sup>	368 67.66%	146 75.52% <sup>e</sup>	3929 69.92%	494 69.80%
3	1447 22.69% <sup>n</sup>	1205 22.51%	138 26.16%	64 21.10%	40 20.71%	138 26.16% <sup>n</sup>	52 20.55%	163 23.08%	119 22.84%	140 25.22% <sup>n</sup>	93 20.37%	64 21.10%	138 22.96%	207 24.44% <sup>n</sup>	166 19.07%	127 23.38%	40 20.71%	1262 22.46%	174 24.63%
2	364 5.71%	316 5.90%	28 5.23%	15 5.07%	5 2.66%	28 5.23%	12 4.64%	41 5.88%	29 5.48%	33 5.95%	34 7.49% <sup>p</sup>	15 5.07%	37 6.10%	42 4.93%	50 5.76%	38 7.05% <sup>p</sup>	5 2.66%	322 5.74%	36 5.11%
1 - not at all important	110 1.72% <sup>r</sup>	91 1.69%	10 1.86%	7 2.44%	2 1.12%	10 1.86%	5 1.84%	10 1.44%	6 1.22%	7 1.21%	6 1.25%	7 2.44%	16 2.69%	12 1.44%	18 2.09%	10 1.91%	2 1.12%	106 1.89% <sup>Tr</sup>	3 0.47%
NET: Not important	474 7.43%	406 7.59%	37 7.09%	23 7.51%	7 3.77%	37 7.09%	16 6.48%	52 7.31%	35 6.70%	40 7.16%	40 8.74% <sup>p</sup>	23 7.51%	53 8.79% <sup>p</sup>	54 6.37%	68 7.85%	49 8.96% <sup>p</sup>	7 3.77%	429 7.63%	39 5.57%
Mean	3.61	3.61	3.58	3.61	3.71 <sup>b</sup>	3.58	3.65	3.61	3.63	3.59	3.61	3.61	3.57	3.61	3.63	3.57	3.71 <sup>elo</sup>	3.60	3.64
Standard deviation	0.68	0.68	0.68	0.70	0.57	0.68	0.66	0.67	0.65	0.66	0.68	0.70	0.73	0.65	0.69	0.71	0.57	0.68	0.60
Standard error	0.01	0.01	0.03	0.04	0.04	0.03	0.04	0.02	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.04	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 99

**Q.18a** How important or not, are each of these communications services to your household at the moment?

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Mobile**

**Base:** All respondents who have service

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (l)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6374	5386	1395	235	378	57	1081	595	1076	256	43	89	19	37
Weighted base	6378	5394	1389	239	345	63*	1107	584	1115	263	42*	80*	22**	34**
NET: Important	5905	4981	1253	228	304	60	1048	533	1048	250	39	67	17	33
	92.57%bdk	92.35%bdk	90.23%	95.32%bdk	88.18%	94.26%	94.76%Tabdgk	91.21%	93.98%abdk	95.22%bdk	93.34%	83.60%	77.48%	97.97%
4 - very important	4457	3746	918	162	226	38	833	417	776	192	25	51	12	20
	69.88%b	69.45%b	66.09%	67.76%	65.52%	59.76%	75.25%Tabcdeh jk	71.31%b	69.56%	73.22%b	59.91%	63.99%	54.29%	57.31%
3	1447	1235	335	66	78	22	216	116	272	58	14	16	5	14
	22.69%f	22.90%f	24.13%f	27.56%fg	22.65%	34.50%fg	19.51%	19.90%	24.42%f	22.01%	33.43%f	19.61%	23.18%	40.67%
2	364	314	104	9	31	1	44	35	56	11	3	10	5	1
	5.71%f	5.81%f	7.49%Tafh	3.73%	8.94%Tacfhi	1.63%	3.94%	6.06%	4.99%	4.03%	6.66%	12.05%Tacefhi	22.52%	2.03%
1 - not at all important	110	99	32	2	10	3	14	16	12	2	-	3	-	-
	1.72%	1.84%h	2.28%h	0.95%	2.88%h	4.11%	1.31%	2.72%h	1.03%	0.74%	-	4.35%hi	-	-
NET: Not important	474	413	136	11	41	4	58	51	67	13	3	13	5	1
	7.43%f	7.65%fh	9.77%Tacfhi	4.68%	11.82%Tacfhi	5.74%	5.24%	8.79%f	6.02%	4.78%	6.66%	16.40%Tacfhi	22.52%	2.03%
Mean	3.61bdk	3.60bdk	3.54	3.62	3.51	3.50	3.69Tabdegkh	3.60	3.63bdk	3.68bdk	3.53	3.43	3.32	3.55
Standard deviation	0.68	0.68	0.73	0.61	0.78	0.73	0.61	0.73	0.63	0.59	0.63	0.87	0.84	0.54
Standard error	0.01	0.01	0.02	0.04	0.04	0.10	0.02	0.03	0.02	0.04	0.10	0.09	0.19	0.09

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 100

Q.18a How important or not, are each of these communications services to your household at the moment?

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Mobile**

Base: All respondents who have service

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6374	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6378	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Important	5905	5856	235	1111	342	24	989	504	643	443	829	113	73	259	92
	92.57%t	92.58%t	92.59%	92.88%	92.98%	95.38%	92.16%	89.99%	93.20%	92.75%	93.50%t	93.42%	90.22%	95.07%t	97.34%t
4 - very important	4457	4436	150	858	258	17	746	381	507	329	621	82	61	213	73
	69.88%o	70.12%To	59.18%	71.73%o	70.04%o	68.93%	69.53%o	68.09%o	73.40%o	68.85%o	69.98%o	67.59%	75.89%o	78.12%Tnoqst	76.82%o
3	1447	1421	85	253	84	7	243	123	137	114	209	31	12	46	19
	22.69%nz	22.46%z	33.41%Tnpqst uvwyzA	21.16%	22.94%	26.45%	22.64%	21.90%	19.79%	23.90%z	23.52%z	25.83%	14.32%	16.95%	20.52%
2	364	361	14	63	22	1	64	42	39	28	43	8	8	12	1
	5.71%	5.70%	5.61%	5.26%	6.06%	2.95%	5.93%	7.55%A	5.58%	5.90%	4.80%	6.58%	9.78%A	4.49%	1.15%
1 - not at all important	110	109	5	22	4	*	20	14	8	6	15	-	-	1	1
	1.72%	1.72%	1.80%	1.86%	0.96%	1.67%	1.90%	2.46%	1.22%	1.35%	1.71%	-	-	0.43%	1.51%
NET: Not important	474	470	19	85	26	1	84	56	47	35	58	8	8	13	3
	7.43%	7.42%	7.41%	7.12%	7.02%	4.62%	7.84%	10.01%TrnwzA	6.80%	7.25%	6.50%	6.58%	9.78%	4.93%	2.66%
Mean	3.61o	3.61To	3.50	3.63o	3.62o	3.63	3.60	3.56	3.65ot	3.60	3.62o	3.61	3.66	3.73Tnoqqstv w	3.73o
Standard deviation	0.68	0.67	0.69	0.67	0.64	0.64	0.69	0.74	0.64	0.66	0.66	0.61	0.65	0.56	0.56
Standard error	0.01	0.01	0.04	0.02	0.03	0.13	0.02	0.03	0.02	0.03	0.02	0.05	0.07	0.03	0.06

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 101

**Q.18a How important or not, are each of these communications services to your household at the moment?**

**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**

**Mobile**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (j)	SSE (m)	Uti- lity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6374	6103	1324	288	416	55	1223	659	1396	287	50	114	55	23	35	3449	412	1787	183	949	1098	3462	1160	2215	3915
Weighted base	6378	6107	1313	286	381	60*	1266	651	1433	293	49*	99*	52*	25**	32**	3573	441	1851	190	978	1076	3274	1342	2080	4048
NET: Important	5905 92.57% dk	5652 92.56% dk	1189 90.59%	272 95.31% b	336 88.22%	53 88.85%	1196 94.47% T	592 90.94%	1350 94.22% T	281 96.11% T	46 94.21%	85 86.16%	45 87.10%	20 80.56%	32 97.86%	3332 93.25% T	413 93.62%	1725 93.20%	169 88.83%	916 93.64% r	995 92.54%	3021 92.25%	1256 93.61%	1915 92.05%	3772 93.18% T
4 - very important	4457 69.88% p	4283 70.14% d	886 67.54%	192 67.08%	244 64.15%	38 63.07%	938 74.13% T	467 71.62% d	1031 71.94% b	204 69.75%	30 61.75%	68 69.05%	33 63.55%	13 51.80%	19 57.68%	2488 69.63% p	284 64.30%	1335 72.11% T	119 62.47% oprs	662 67.67%	744 69.20%	2289 69.92%	967 72.11%	1427 68.59%	2880 71.14% T
3	1447 22.69% a	1369 22.42%	303 23.05%	81 28.23% T	92 24.07%	15 25.78%	257 20.34%	126 19.32%	319 22.28%	77 26.35% f	16 32.46% g	17 17.11%	12 23.55%	7 28.76%	13 40.18%	844 23.62% q	129 29.31% T	390 21.09%	50 26.36%	254 25.97% T	251 23.34%	731 22.34%	289 21.51%	488 23.46%	892 22.04%
2	364 5.71% f	349 5.71% f	92 7.02% Ta	11 3.90%	34 8.93% Ta	4 6.77%	54 4.29%	42 6.52%	70 4.87%	9 3.23%	3 5.79%	10 10.33% cf	4 7.85%	5 19.44%	1 2.14%	185 5.18%	23 5.29%	97 5.21%	13 6.87%	49 5.05%	61 5.71%	189 5.78%	69 5.16%	120 5.77%	214 5.29%
1 - not at all important	110 1.72% h	106 1.73% h	31 2.38% h	2 0.79%	11 2.84% fh	3 4.37% hi	16 1.24%	17 2.54% h	13 0.91%	2 0.67%	-	3 3.51% h	3 5.05% cfhi	-	-	56 1.57%	5 1.09%	29 1.59%	8 4.30% To	13 1.30%	19 1.75%	65 1.97%	16 1.23%	45 2.18%	62 1.53%
NET: Not important	474 7.43% fh iox	454 7.44% fh i	123 9.41% Ta cfhi	13 4.69%	45 11.78% T acfh	7 11.15% i	70 5.53%	59 9.06% cf hi	83 5.78%	11 3.89%	3 5.79%	14 13.84% T acfh	7 12.90% c fhi	5 19.44%	1 2.14%	241 6.75%	28 6.38%	126 6.80%	21 11.17% os	62 6.36%	80 7.46%	254 7.75%	86 6.39%	165 7.95%	276 6.82%
Mean	3.61bdr	3.61bd	3.56	3.62	3.50	3.48	3.67Tab degkl	3.60d	3.65Tab dl	3.65d	3.56	3.52	3.46	3.32	3.56	3.61r	3.57	3.64Tor	3.47	3.60r	3.60	3.60	3.64	3.58	3.63Tw
Standard deviation	0.68	0.68	0.73	0.60	0.78	0.81	0.62	0.72	0.62	0.58	0.61	0.82	0.85	0.80	0.55	0.66	0.65	0.66	0.80	0.65	0.68	0.69	0.64	0.70	0.66
Standard error	0.01	0.01	0.02	0.04	0.04	0.11	0.02	0.03	0.02	0.03	0.09	0.08	0.11	0.17	0.09	0.01	0.03	0.02	0.06	0.02	0.02	0.01	0.02	0.01	0.01

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 102

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6291	3050	3241	737	1025	989	1047	1008	1048	437	1730	1775	1303	1483	3505	2786	5014	1277
Weighted base	6301	3083	3218	867	1057	971	1082	899	1012	413	1726	1779	1288	1508	3505	2796	5038	1263
NET: Important	6032 95.73% <sup>c</sup>	2954 95.82%	3078 95.65%	793 91.41%	1004 94.99% <sup>c</sup>	946 97.50% <sup>Tcd</sup>	1051 97.15% <sup>Tcd</sup>	865 96.21% <sup>c</sup>	977 96.46% <sup>c</sup>	396 95.98% <sup>c</sup>	1658 96.05%	1707 95.95%	1228 95.36%	1439 95.42%	3365 96.00%	2667 95.39%	4831 95.89%	1201 95.11%
4 - very important	4863 77.17% <sup>cdlo</sup>	2359 76.52%	2503 77.80%	594 68.53%	785 74.26% <sup>c</sup>	769 79.28% <sup>cd</sup>	870 80.41% <sup>Tcd</sup>	709 78.84% <sup>cd</sup>	820 81.04% <sup>Tcd</sup>	315 76.26% <sup>c</sup>	1373 79.57% <sup>Tlm</sup>	1402 78.80% <sup>lm</sup>	955 74.15%	1133 75.09%	2775 79.18% <sup>To</sup>	2088 74.66%	3877 76.95%	986 78.05%
3	1169 18.56% <sup>hjn</sup>	595 19.30%	574 17.85%	198 22.88% <sup>Tefg</sup>	219 20.74% <sup>fh</sup>	177 18.22%	181 16.74%	156 17.37%	156 15.43%	81 19.73%	284 16.48%	305 17.15%	273 21.21% <sup>Tjk</sup>	307 20.33% <sup>jk</sup>	590 16.82%	580 20.74% <sup>Tn</sup>	954 18.94%	215 17.05%
2	207 3.29% <sup>e</sup>	102 3.32%	105 3.26%	60 6.93% <sup>Tdefg</sup>	45 4.22% <sup>efh</sup>	19 1.91%	26 2.43%	23 2.55%	25 2.44%	10 2.45%	54 3.12%	52 2.92%	42 3.29%	59 3.92%	106 3.02%	101 3.63%	159 3.16%	48 3.79%
1 - not at all important	62 0.98%	27 0.86%	35 1.09%	14 1.66% <sup>f</sup>	8 0.78%	6 0.58%	5 0.42%	11 1.25%	11 1.10%	6 1.57% <sup>f</sup>	14 0.82%	20 1.13%	17 1.35%	10 0.66%	34 0.98%	27 0.98%	48 0.95%	14 1.11%
NET: Not important	269 4.27% <sup>ef</sup>	129 4.18%	140 4.35%	75 8.59% <sup>Tdefg</sup>	53 5.01% <sup>ef</sup>	24 2.50%	31 2.85%	34 3.79%	36 3.54%	17 4.02%	68 3.95%	72 4.05%	60 4.64%	69 4.58%	140 4.00%	129 4.61%	207 4.11%	62 4.89%
Mean	3.72 <sup>clo</sup>	3.71	3.72	3.58	3.68 <sup>c</sup>	3.76 <sup>Tcd</sup>	3.77 <sup>Tcd</sup>	3.74 <sup>c</sup>	3.76 <sup>Tcd</sup>	3.71 <sup>c</sup>	3.75 <sup>Tlm</sup>	3.74 <sup>i</sup>	3.68	3.70	3.74 <sup>To</sup>	3.69	3.72	3.72
Standard deviation	0.57	0.57	0.58	0.69	0.59	0.50	0.50	0.57	0.54	0.59	0.55	0.57	0.60	0.57	0.56	0.59	0.57	0.59
Standard error	0.01	0.01	0.01	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.01	0.01	0.02	0.01	0.01	0.01	0.01	0.02

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 103

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router

Base: All respondents who have service

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6291	5241	536	320	194	536	279	714	541	550	481	320	582	692	838	564	194	5615	624
Weighted base	6301	5280	529	302	189	529	253	701	514	552	455	302	595	816	860	534	189	5576	673
NET: Important	6032 95.73% r	5046 95.57%	516 97.48%	287 94.81%	184 96.96%	516 97.48% lm	242 95.85%	671 95.67%	489 95.19%	534 96.81%	436 95.63%	287 94.81%	561 94.20%	771 94.52%	827 96.16%	515 96.48%	184 96.96%	5358 96.09% Tr	626 92.97%
4 - very important	4863 77.17% r	4062 76.93%	414 78.30%	230 75.95%	157 82.85%	414 78.30%	198 78.46%	541 77.19%	392 76.29%	425 77.00%	351 76.98%	230 75.95%	459 77.07%	599 73.48%	690 80.20% Tm	406 76.19%	157 82.85% m	4353 78.07% Tr	471 69.98%
3	1169 18.56% q	984 18.64%	101 19.18%	57 18.85%	27 14.11%	101 19.18%	44 17.39%	130 18.49%	97 18.90%	109 19.82%	85 18.65%	57 18.85%	102 17.13%	172 21.04% n	137 15.96%	108 20.29%	27 14.11%	1005 18.03%	155 22.99% Tq
2	207 3.29% q	184 3.48% b	8 1.45%	13 4.14% b	4 1.89%	8 1.45%	7 2.58%	23 3.30%	17 3.37%	14 2.46%	16 3.47%	13 4.14% e	27 4.49% e	35 4.26% e	29 3.40%	16 3.08%	4 1.89%	166 2.98%	39 5.76% Tq
1 - not at all important	62 0.98%	51 0.96%	6 1.07%	3 1.06%	2 1.15%	6 1.07%	4 1.57%	7 1.03%	7 1.44%	4 0.72%	4 0.90%	3 1.06%	8 1.30%	10 1.23%	4 0.44%	2 0.45%	2 1.15%	52 0.93%	9 1.27%
NET: Not important	269 4.27% q	234 4.43%	13 2.52%	16 5.19%	6 3.04%	13 2.52%	11 4.15%	30 4.33%	25 4.81%	18 3.19%	20 4.37%	16 5.19%	35 5.80% e	45 5.48% e	33 3.84%	19 3.52%	6 3.04%	218 3.91%	47 7.03% Tq
Mean	3.72 mr	3.72	3.75	3.70	3.79	3.75 m	3.73	3.72	3.70	3.73	3.72	3.70	3.70	3.67	3.76 m	3.72	3.79 m	3.73 Tr	3.62
Standard deviation	0.57	0.58	0.53	0.60	0.53	0.53	0.59	0.57	0.60	0.54	0.57	0.60	0.62	0.62	0.53	0.54	0.53	0.56	0.65
Standard error	0.01	0.01	0.02	0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.03	0.03	0.03	0.02	0.02	0.02	0.04	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 104

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6291	5416	1401	235	385	57	1088	604	1079	256	43	89	20	36
Weighted base	6301	5422	1392	241	354	63*	1113	592	1118	263	42*	80*	23**	33**
NET: Important	6032	5204	1337	229	342	62	1078	565	1072	251	38	79	20	32
	95.73%	95.98%T	96.02%	94.96%	96.55%	97.66%	96.84%	95.42%	95.92%	95.44%	90.91%	98.79%	89.52%	98.21%
4 - very important	4863	4187	1078	181	293	45	839	467	853	201	31	71	19	19
	77.17%	77.21%	77.42%	75.10%	82.90%Tabcfh	71.06%	75.37%	78.86%	76.30%	76.60%	73.76%	88.98%Tabcefh i	84.69%	57.17%
3	1169	1018	259	48	48	17	239	98	219	49	7	8	1	13
	18.56%d	18.77%d	18.60%d	19.86%	13.65%	26.60%dk	21.48%Tadgk	16.55%	19.61%dk	18.84%	17.15%	9.81%	4.83%	41.05%
2	207	170	44	12	6	-	25	21	39	12	3	1	2	1
	3.29%	3.13%	3.15%	4.84%d	1.59%	-	2.29%	3.53%	3.50%	4.56%	7.06%d	1.21%	10.48%	1.79%
1 - not at all important	62	48	11	*	7	1	10	6	7	-	1	-	-	-
	0.98%	0.89%	0.83%	0.20%	1.86%hi	2.34% i	0.87%	1.05%	0.58%	-	2.04% i	-	-	-
NET: Not important	269	218	55	12	12	1	35	27	46	12	4	1	2	1
	4.27%a	4.02%	3.98%	5.04%	3.45%	2.34%	3.16%	4.58%	4.08%	4.56%	9.09%	1.21%	10.48%	1.79%
Mean	3.72	3.72	3.73	3.70	3.78	3.66	3.71	3.73	3.72	3.72	3.63	3.88Tabcefg j	3.74	3.55
Standard deviation	0.57	0.56	0.56	0.57	0.56	0.61	0.55	0.57	0.56	0.54	0.71	0.36	0.65	0.54
Standard error	0.01	0.01	0.01	0.04	0.03	0.08	0.02	0.02	0.02	0.03	0.11	0.04	0.14	0.09

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 105

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router

Base: All respondents who have service

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6291	6172	251	1176	364	25	1043	568	637	466	835	123	82	293	83
Weighted base	6301	6186	254	1164	355	25**	1055	555	660	474	871	120*	81*	272	87*
NET: Important	6032	5924	242	1120	339	24	1001	530	634	451	841	115	75	264	85
	95.73%	95.76%	95.48%	96.21%	95.57%	95.32%	94.88%	95.53%	96.11%	95.03%	96.55%	95.93%	92.50%	97.09%	97.98%
4 - very important	4863	4797	185	906	279	16	808	424	514	357	670	98	71	225	73
	77.17%	77.55%T	73.09%	77.81%	78.68%	63.64%	76.62%	76.41%	77.97%	75.20%	76.86%	82.17%	87.60%Tnostv	82.59%Tov	84.02%
3	1169	1127	57	214	60	8	193	106	120	94	172	16	4	39	12
	18.56%ny	18.21%y	22.38%yz	18.40%y	16.89%y	31.68%	18.27%y	19.12%y	18.14%y	19.83%y	19.69%y	13.76%	4.90%	14.50%y	13.96%
2	207	201	9	32	9	1	47	17	24	21	26	3	2	5	1
	3.29%	3.25%	3.42%	2.74%	2.45%	4.68%	4.48%Tn	3.11%	3.65%	4.46%	3.01%	2.90%	2.98%	1.67%	0.87%
1 - not at all important	62	61	3	12	7	-	7	8	2	2	4	1	4	3	1
	0.98%	0.99%	1.11%	1.04%	1.97%suw	-	0.64%	1.35%u	0.25%	0.51%	0.44%	1.17%	4.52%Tnpsuw	1.24%	1.15%
NET: Not important	269	262	11	44	16	1	54	25	26	24	30	5	6	8	2
	4.27%	4.24%	4.52%	3.79%	4.43%	4.68%	5.12%	4.46%	3.89%	4.97%	3.45%	4.07%	7.50%	2.91%	2.02%
Mean	3.72	3.72T	3.67	3.73	3.72	3.59	3.71	3.71	3.74	3.70	3.73	3.77	3.76	3.78o	3.81
Standard deviation	0.57	0.57	0.60	0.56	0.61	0.59	0.58	0.59	0.53	0.58	0.53	0.56	0.72	0.53	0.49
Standard error	0.01	0.01	0.04	0.02	0.03	0.12	0.02	0.02	0.02	0.03	0.02	0.05	0.08	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 106

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router

Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6291	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3462	412	1795	186	951	1064	3433	1149	2191	3867
Weighted base	6301	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3581	442	1854	193	980	1044	3252	1327	2060	4006
NET: Important	6032 95.73% t	5920 95.96% T	1276 95.91% T	274 94.29% T	374 96.16% T	56 93.96% T	1230 96.57% l	629 95.07% f	1391 96.46% f	285 96.62% f	45 92.10% f	97 98.26% l	47 90.86% l	24 90.90% l	32 100.00% l	3431 95.81% r	424 95.91% r	1785 96.27% r	177 91.44% r	938 95.65% r	975 93.40% t	3135 96.42% T	1285 96.81% t	1978 96.02% t	3838 95.82% t
4 - very important	4863 77.17% oprst f	4801 77.83% T	1035 77.78% f	219 75.34% abcef	323 82.91% T	40 66.93% T	952 74.78% f	531 80.26% e	1132 78.49% f	225 76.30% f	37 76.35% f	90 90.79% T abcefg hijl	39 76.25% f	20 76.43% f	22 67.78% f	2655 74.15% p r	307 69.52% r	1426 76.92% o pr	116 59.71% pr	721 73.57% r	734 70.32% t	2555 78.58% T t	1096 82.59% T tu	1613 78.29% t	3101 77.41% t
3	1169 18.56% dgkv	1118 18.13% gk	241 18.13% k	55 18.95% k	52 13.24% gk	16 27.02% d	277 21.79% T abdghk	98 14.81% k	259 17.97% d	60 20.31% d	8 15.75% k	7 7.47% ijl	8 14.61% k	4 14.47% k	10 32.22% q	776 21.67% T q	117 26.38% T oq	359 19.35% oqs	61 31.73% To q	216 22.08% T uv	241 23.08% T uv	580 17.84% v	189 14.22% uv	365 17.73% uv	737 18.40% uv
2	207 3.29% au	192 3.12% au	43 3.22% au	11 3.72% au	8 1.93% au	4 6.04% au	31 2.40% au	27 4.12% au	46 3.20% au	10 3.26% au	3 6.13% au	2 1.74% au	3 5.67% au	2 9.10% au	- - au	119 3.31% au	15 3.30% au	54 2.91% au	12 6.21% To q	37 3.75% v	57 5.46% Tu v	82 2.51% v	36 2.68% v	62 3.01% v	130 3.24% v
1 - not at all important	62 0.98% ah	57 0.92% h	12 0.88% h	6 1.99% h	7 1.91% h	- - h	13 1.02% h	5 0.81% h	5 0.34% h	* 0.12% h	1 1.77% h	- - h	2 3.47% hi	- - h	- - h	31 0.87% h	4 0.79% h	15 0.82% h	5 2.35% s	6 0.60% h	12 1.14% h	35 1.07% h	7 0.51% h	20 0.97% h	38 0.94% h
NET: Not important	269 4.27% au	249 4.04% au	54 4.09% au	17 5.71% au	15 3.84% au	4 6.04% au	44 3.43% au	33 4.93% au	51 3.54% au	10 3.38% au	4 7.90% au	2 1.74% au	5 9.14% fk	2 9.10% au	- - au	150 4.19% au	18 4.09% au	69 3.73% au	17 8.56% To pqsp	43 4.35% v	69 6.60% Tu v	116 3.58% v	42 3.19% v	82 3.98% v	168 4.18% v
Mean	3.72opr t	3.73T	3.73	3.68	3.77	3.61	3.70	3.75	3.75	3.73	3.67	3.89Tab cefghij l	3.64	3.67	3.68	3.69r	3.65r	3.72opr	3.49	3.69r	3.63	3.74Tt	3.79Ttu	3.73	3.72
Standard deviation	0.57	0.56	0.56	0.64	0.57	0.60	0.56	0.57	0.52	0.52	0.68	0.37	0.75	0.65	0.47	0.58	0.59	0.55	0.72	0.57	0.64	0.55	0.50	0.56	0.57
Standard error	0.01	0.01	0.02	0.04	0.03	0.08	0.02	0.02	0.01	0.03	0.10	0.03	0.10	0.13	0.08	0.01	0.03	0.01	0.05	0.02	0.02	0.01	0.01	0.01	0.01

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 107

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV****Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3671	1768	1903	504	597	579	630	550	577	234	1054	976	795	846	2030	1641	3030	641
Weighted base	3806	1835	1972	612	620	586	669	517	577	225	1083	1007	821	895	2090	1716	3129	677
NET: Important	2522	1167	1355	380	417	402	459	344	372	147	703	685	532	602	1388	1134	2080	442
	66.26%a	63.64%	68.70%Ta	62.13%	67.23%	68.58%	68.69%c	66.63%	64.49%	65.23%	64.95%	68.00%	64.78%	67.23%	66.42%	66.06%	66.48%	65.25%
4 - very important	1116	487	629	139	152	163	223	158	198	83	317	276	255	268	592	524	922	194
	29.32%acd	26.53%	31.92%Ta	22.70%	24.56%	27.71%	33.36%Tcd	30.60%cd	34.29%Tcde	37.00%Tode	29.25%	27.35%	31.14%	29.96%	28.34%	30.52%	29.46%	28.68%
3	1406	681	725	241	265	240	236	186	174	64	387	410	276	334	796	610	1158	248
	36.94%hi	37.11%	36.78%	39.43%hi	42.66%Tfgh	40.87%hi	35.33%	36.03%	30.21%	28.24%	35.70%	40.65%Tji	33.64%	37.27%	38.08%	35.54%	37.01%	36.57%
2	744	387	357	136	130	135	119	91	96	37	210	182	183	170	392	353	601	144
	19.55%b	21.09%Tb	18.12%	22.28%h	21.00%	22.96%fgh	17.75%	17.58%	16.70%	16.48%	19.35%	18.08%	22.29%	18.95%	18.74%	20.55%	19.19%	21.22%
1 - not at all important	540	280	260	95	73	50	91	82	109	41	170	140	106	124	310	230	448	92
	14.19%e	15.27%	13.18%	15.59%e	11.77%	8.46%	13.56%e	15.79%e	18.81%Tdef	18.29%de	15.70%	13.92%	12.93%	13.82%	14.84%	13.39%	14.33%	13.53%
NET: Not important	1284	667	617	232	203	184	209	172	205	78	380	322	289	293	702	582	1049	235
	33.74%b	36.36%Tb	31.30%	37.87%f	32.77%	31.42%	31.31%	33.37%	35.51%	34.77%	35.05%	32.00%	35.22%	32.77%	33.58%	33.94%	33.52%	34.75%
Mean	2.81ac	2.75	2.87Ta	2.69	2.80	2.88c	2.88c	2.81	2.80	2.84	2.79	2.81	2.83	2.83	2.80	2.83	2.82	2.80
Standard deviation	1.01	1.01	1.01	0.99	0.94	0.91	1.02	1.04	1.11	1.12	1.03	0.99	1.01	1.01	1.01	1.01	1.01	1.00
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.07	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.04

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 108

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	3671	3095	285	174	117	285	185	426	325	342	271	174	317	440	481	308	117	3211	438
Weighted base	3806	3226	286	177	118*	286	175	432	321	354	269	177	340	524	512	299	118*	3303	483
NET: Important	2522 66.26%	2155 66.81%	185 64.72%	108 61.41%	73 62.13%	185 64.72%	121 69.17%	296 68.49%	212 66.11%	242 68.46%	176 65.64%	108 61.41%	238 69.89%	353 67.27%	320 62.59%	197 65.81%	73 62.13%	2190 66.32%	321 66.57%
4 - very important	1116 29.32% r	962 29.83%	73 25.42%	55 31.29%	26 22.07%	73 25.42%	49 27.93%	129 29.80%	94 29.37%	112 31.58%	83 31.03%	55 31.29%	108 31.70%	155 29.46%	156 30.45%	77 25.77%	26 22.07%	994 30.09% Tr	115 23.86%
3	1406 36.94% n	1193 36.98%	112 39.30%	53 30.12%	47 40.06%	112 39.30%	72 41.24%	167 38.68%	118 36.74%	130 36.88%	93 34.61%	53 30.12%	130 38.18%	198 37.80%	164 32.14%	120 40.04% n	47 40.06%	1197 36.23%	206 42.71% Tq
2	744 19.55%	619 19.18%	63 21.97%	39 22.29%	23 19.88%	63 21.97%	29 16.46%	68 15.75%	63 19.67%	67 18.87%	58 21.47%	39 22.29%	65 19.19%	97 18.49%	120 23.39% Tg	52 17.50%	23 19.88%	633 19.17%	105 21.85%
1 - not at all important	540 14.19%	452 14.01%	38 13.32%	29 16.29%	21 17.99%	38 13.32%	25 14.37%	68 15.76%	46 14.22%	45 12.68%	35 12.90%	29 16.29%	37 10.92%	75 14.24%	72 14.02%	50 16.69%	21 17.99%	479 14.52%	56 11.58%
NET: Not important	1284 33.74%	1071 33.19%	101 35.28%	68 38.59%	45 37.87%	101 35.28%	54 30.83%	136 31.51%	109 33.89%	112 31.54%	92 34.36%	68 38.59%	103 30.11%	172 32.73%	191 37.41%	102 34.19%	45 37.87%	1113 33.68%	161 33.43%
Mean	2.81	2.83	2.77	2.76	2.66	2.77	2.83	2.83	2.81	2.87	2.84	2.76	2.91p	2.82	2.79	2.75	2.66	2.82	2.79
Standard deviation	1.01	1.01	0.98	1.07	1.02	0.98	1.00	1.03	1.01	1.00	1.01	1.07	0.97	1.01	1.03	1.02	1.02	1.02	0.94
Standard error	0.02	0.02	0.06	0.08	0.09	0.06	0.07	0.05	0.06	0.05	0.06	0.08	0.05	0.05	0.05	0.06	0.09	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 109

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.1 Landline supplier													Util- ity Ware- house
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	3671	3297	764	109	79	18	967	266	901	105	22	20	4	14
Weighted base	3806	3429	804	117*	76*	20**	999	269	943	118*	23**	17**	4**	14**
NET: Important	2522	2311	531	91	43	15	715	168	611	79	17	9	4	10
	66.26%	67.38%T	66.10%	77.72%Tabdgh	56.78%	72.80%	71.61%Tabdgh	62.24%	64.80%	66.67%	73.78%	53.62%	86.73%	68.16%
4 - very important	1116	1042	218	38	15	-	346	72	290	32	11	7	2	4
	29.32%	30.39%Tb	27.10%	32.24%	19.45%	-	34.69%Tabdg	26.90%	30.75%	27.01%	48.47%	41.16%	46.53%	25.57%
3	1406	1269	313	53	28	15	369	95	321	47	6	2	2	6
	36.94%	36.99%	39.00%	45.48%h	37.32%	72.80%	36.92%	35.34%	34.04%	39.66%	25.31%	12.46%	40.20%	42.59%
2	744	644	146	18	19	4	169	56	189	28	5	3	1	3
	19.55%af	18.78%	18.16%	15.66%	24.46%	21.57%	16.96%	20.94%	20.03%	23.50%	22.57%	20.22%	13.27%	22.31%
1 - not at all important	540	475	126	8	14	1	114	45	143	12	1	5	-	1
	14.19%cf	13.84%cf	15.74%cf	6.62%	18.76%cf	5.63%	11.43%	16.83%cf	15.17%cf	9.83%	3.65%	26.17%	-	9.53%
NET: Not important	1284	1119	272	26	33	5	283	102	332	39	6	8	1	5
	33.74%acf	32.62%cf	33.90%cf	22.28%	43.22%cf	27.20%	28.39%	37.76%cf	35.20%cf	33.33%	26.22%	46.38%	13.27%	31.84%
Mean	2.81	2.84Td	2.77	3.03Tbdgh	2.57	2.67	2.95Tabdgh	2.72	2.80	2.84	3.19	2.69	3.33	2.84
Standard deviation	1.01	1.01	1.02	0.87	1.01	0.59	0.99	1.04	1.04	0.94	0.93	1.29	0.80	0.95
Standard error	0.02	0.02	0.04	0.08	0.11	0.14	0.03	0.06	0.03	0.09	0.20	0.29	0.40	0.25

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 110

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	3671	3589	157	703	179	16	625	303	365	337	479	58	24	241	26
Weighted base	3806	3730	168	726	187	14**	653	308	384	354	526	53*	24**	225	30**
NET: Important	2522 66.26%	2472 66.26%	115 68.67%	498 68.56%	127 67.79%	8 54.07%	421 64.50%	196 63.86%	241 62.76%	232 65.68%	367 69.82%	31 58.78%	11 46.01%	170 75.70%Tnstuv x	13 41.70%
4 - very important	1116 29.32%q	1102 29.55%q	42 25.23%	247 34.00%Tnqu	32 17.35%	3 19.67%	199 30.42%q	86 27.99%q	104 27.06%q	109 30.92%q	151 28.63%q	12 23.45%	5 21.20%	89 39.59%Tnoqst uwx	3 10.72%
3	1406 36.94%	1369 36.71%	73 43.44%	251 34.56%	94 50.45%Tnpstu vz	5 34.40%	223 34.09%	110 35.87%	137 35.70%	123 34.76%	217 41.19%ps	19 35.34%	6 24.81%	81 36.11%	9 30.98%
2	744 19.55%z	729 19.53%z	29 17.11%	135 18.61%	30 16.26%	6 43.31%	135 20.73%z	51 16.65%	90 23.51%z	66 18.63%	97 18.42%	13 23.54%	9 38.85%	29 12.88%	12 39.48%
1 - not at all important	540 14.19%	530 14.21%	24 14.22%	93 12.83%	30 15.95%	* 2.62%	96 14.77%	60 19.50%Tnpwz	53 13.73%	56 15.69%	62 11.76%	9 17.67%	4 15.14%	26 11.42%	6 18.82%
NET: Not important	1284 33.74%z	1259 33.74%z	53 31.33%	228 31.44%	60 32.21%	6 45.93%	232 35.50%z	111 36.14%z	143 37.24%z	121 34.32%z	159 30.18%	22 41.22%z	13 53.99%	55 24.30%	18 58.30%
Mean	2.81	2.82	2.80	2.90Tnqt	2.69	2.71	2.80	2.72	2.76	2.81	2.87	2.65	2.52	3.04Tnoqstuv x	2.34
Standard deviation	1.01	1.01	0.98	1.01	0.94	0.84	1.03	1.07	1.00	1.04	0.96	1.04	1.01	0.99	0.92
Standard error	0.02	0.02	0.08	0.04	0.07	0.21	0.04	0.06	0.05	0.06	0.04	0.14	0.21	0.06	0.18

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 111

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	3671	3563	738	120	87	11	1063	281	1040	111	25	22	9	5	13	3486	415	1808	186	956	630	1976	661	1240	2283
Weighted base	3806	3694	769	123*	85*	11**	1112	285	1075	126*	25**	18**	8**	5**	14**	3605	444	1868	193	985	650	1938	787	1201	2452
NET: Important	2522 66.26% hr	2449 66.29% h	505 65.67% d	85 69.04% d	45 53.59%	7 67.68%	793 71.33% T abdhg	181 63.52%	673 62.58%	87 69.03% d	19 73.89%	11 62.24%	3 40.93%	4 78.26%	9 67.69%	2427 67.33% T pr	275 61.90%	1350 72.25% T opr	110 56.61%	639 64.95%	435 66.87%	1274 65.77%	536 68.21%	785 65.35%	1639 66.85%
4 - very important	1116 29.32% pr	1098 29.73% d	204 26.52% d	38 30.74% d	13 15.23%	3 25.44%	367 33.03% T abd	77 27.04% d	321 29.85% d	35 27.39%	12 46.62%	9 47.53%	*	2 42.29%	6 44.29%	1101 30.54% T pr	106 23.80%	635 33.98% T opr	34 17.67%	298 30.31% p	194 29.78%	596 30.76%	234 29.70%	371 30.88%	716 29.19%
3	1406 36.94% a hu	1351 36.56% h	301 39.15% h	47 38.30%	33 38.36%	5 42.24%	426 38.30% h	104 36.48%	352 32.73%	53 41.63%	7 27.26%	3 14.71%	3 35.62%	2 35.97%	3 23.40%	1326 36.79%	169 38.10%	715 38.27%	75 38.93%	341 34.63%	241 37.09%	678 35.01%	303 38.51%	414 34.47%	924 37.66%
2	744 19.55% f q	723 19.56% f	146 18.99%	26 20.94%	23 27.39% f	3 32.32%	189 16.95%	57 20.05%	227 21.10% f	29 22.84%	6 22.80%	3 19.29%	1 11.46%	1 12.05%	3 22.64%	693 19.23% q	96 21.57%	322 17.26%	50 25.72% o q	194 19.70%	117 17.95%	375 19.35%	162 20.65%	227 18.90%	482 19.66%
1 - not at all important	540 14.19% f oqv	523 14.15% f	118 15.34% f	12 10.02%	16 19.02% i	- -	130 11.72%	47 16.43%	175 16.32% Ta fi	10 8.13%	1 3.32%	3 18.48%	4 47.61%	*	1 9.67%	484 13.44% q	73 16.54% q	196 10.48%	34 17.68% q	151 15.35% q	99 15.19%	288 14.88% v	88 11.15%	189 15.75%	331 13.49%
NET: Not important	1284 33.74% f oq	1245 33.71% f	264 34.33% f	38 30.96%	39 46.41% T abcfi	3 32.32%	319 28.67%	104 36.48% f af	402 37.42% T	39 30.97%	7 26.11%	7 37.76%	5 59.07%	1 21.74%	5 32.31%	1178 32.67% q	169 38.10% o	518 27.75%	84 43.39% T oq	345 35.05% q	216 33.13%	663 34.23%	250 31.79%	416 34.65%	813 33.15%
Mean	2.81dpr	2.82d	2.77d	2.90d	2.50	2.93	2.93Tab dgh	2.74	2.76d	2.88d	3.17	2.91	1.99	3.11	3.02	2.84Tpr	2.69	2.96Top rs	2.57	2.80r	2.81	2.82	2.87	2.80	2.83
Standard deviation	1.01	1.01	1.01	0.96	0.97	0.79	0.98	1.03	1.05	0.91	0.91	1.22	1.09	1.09	1.07	1.01	1.01	0.96	0.98	1.04	1.03	1.03	0.97	1.04	1.00
Standard error	0.02	0.02	0.04	0.09	0.10	0.24	0.03	0.06	0.03	0.09	0.18	0.26	0.36	0.49	0.30	0.02	0.05	0.02	0.07	0.03	0.04	0.02	0.04	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Table 112

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Summary**

**Base: All respondents who have service**

	<u>Landline</u>	<u>Mobile</u>	<u>Fixed Broadband</u>	<u>Pay TV</u>
Unweighted base	5546	6374	6291	3671
Weighted base	5558	6378	6301	3806
The service has become more important	598 10.75%	2464 38.63%	3088 49.01%	999 26.24%
The service has become less important	801 14.41%	254 3.99%	200 3.17%	375 9.85%
No different	4160 74.84%	3660 57.38%	3013 47.82%	2433 63.91%

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 113

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Landline - to make and receive calls

Base: All respondents who have service

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5546	2692	2854	589	785	844	950	937	1007	434	1546	1519	1156	1325	3065	2481	4366	1180
Weighted base	5558	2712	2846	708	821	833	980	834	974	409	1548	1513	1142	1355	3061	2497	4393	1165
The service has become more important	598 10.75%fgk	272 10.02%	326 11.45%	100 14.09%Tfg	87 10.54%f	88 10.60%f	73 7.46%	72 8.69%	116 11.88%fg	62 15.11%Tdef g	178 11.47%k	134 8.85%	119 10.45%	167 12.31%k	311 10.17%	286 11.46%	466 10.62%	131 11.26%
The service has become less important	801 14.41%bghi q	424 15.63%Tb	377 13.25%	160 22.63%Tefg hi	176 21.47%Tefg hi	126 15.13%hi	134 13.72%hi	98 11.73%hi	80 8.23%	26 6.39%	249 16.06%	215 14.23%	159 13.88%	179 13.19%	464 15.15%	337 13.51%	679 15.46%Tq	122 10.48%
No different	4160 74.84%cdjp	2017 74.35%	2143 75.30%	448 63.27%	558 67.98%	619 74.28%cd	772 78.82%Tcde	664 79.57%Tcde	778 79.89%Tcde	321 78.51%cd	1122 72.48%	1164 76.93%Tj	864 75.67%	1009 74.50%	2286 74.68%	1874 75.03%	3248 73.93%	912 78.26%Tp

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 114

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Landline - to make and receive calls

Base: All respondents who have service

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	5546	4601	470	300	175	470	240	621	460	481	409	300	535	592	745	518	175	4979	530
Weighted base	5558	4634	467	284	172	467	218	606	438	491	388	284	553	695	763	483	172	4949	574
The service has become more important	598 10.75% q	500 10.80%	53 11.26%	33 11.46%	12 6.93%	53 11.26%	20 9.03%	55 9.01%	42 9.47%	48 9.81%	34 8.84%	33 11.46%	69 12.52% o	117 16.82% Tef ghijnop	78 10.28%	38 7.79%	12 6.93%	506 10.22%	90 15.73% Tq
The service has become less important	801 14.41% q	678 14.64%	64 13.63%	32 11.33%	27 15.54%	64 13.63%	30 13.74%	80 13.18%	53 12.09%	78 15.86% l	62 15.96% l	32 11.33%	56 10.21%	143 20.57% Tef ghkino	113 14.80% l	63 13.16%	27 15.54%	652 13.17%	145 25.27% Tq
No different	4160 74.84% r	3456 74.56%	351 75.11%	220 77.22%	133 77.53%	351 75.11% m	169 77.23% m	471 77.80% m	344 78.44% m	365 74.33% m	292 75.20% m	220 77.22% m	427 77.27% m	435 62.61%	571 74.91% m	381 79.06% Tm	133 77.53% m	3791 76.61% Tr	339 59.00%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 115

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Landline - to make and receive calls

Base: All respondents who have service

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)
Unweighted base	5546	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	5558	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
The service has become more important	598 10.75%f	586 10.74%f	150 10.64%	33 13.50%	40 11.18%	3 5.26%	99 8.90%	91 15.31%Tabfh	109 9.72%	32 12.21%	5 11.98%	6 6.92%	4 17.16%	3 7.92%
The service has become less important	801 14.41%dg	794 14.56%Tdg	214 15.18%dg	44 18.33%dg	36 10.15%	7 11.52%	157 14.06%	67 11.34%	188 16.73%Tadg	50 19.03%dg	6 14.54%	9 10.75%	-	2 7.22%
No different	4160 74.84%ci	4076 74.71%ci	1045 74.18%	165 68.17%	278 78.67%ci	53 83.21%	859 77.05%ci	436 73.36%	826 73.55%	182 68.75%	31 73.48%	66 82.32%ci	19 82.84%	29 84.86%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 116

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	5546	5429	241	1024	310	23	902	523	547	412	741	105	76	269	65
Weighted base	5558	5447	243	1014	304	23**	919	509	568	423	770	104*	74*	246	69*
The service has become more important	598 10.75% xz	579 10.64% xz	33 13.49% xzA	117 11.53% xzA	40 13.24% xzA	5 19.58%	108 11.76% xzA	63 12.45% xzA	58 10.23% z	35 8.29%	79 10.28% z	4 3.70%	4 5.54%	13 5.40%	2 2.49%
The service has become less important	801 14.41%	791 14.52%	54 22.29% Tnpqst wxyz	128 12.65%	42 13.66%	8 36.65%	139 15.09%	61 12.07%	92 16.22% x	71 16.84% x	124 16.05% x	8 7.29%	7 9.11%	27 10.99%	9 13.57%
No different	4160 74.84% o	4076 74.84% o	156 64.22%	769 75.82% o	222 73.11% o	10 43.77%	673 73.15% o	384 75.48% o	418 73.55% o	316 74.86% o	567 73.67% o	93 89.02% Tnopqs tuwv	63 85.35% oqsuw	206 83.62% Tnopqs tuwv	58 83.94% o

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 117

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Landline - to make and receive calls

Base: All respondents who have service

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	5546	5416	1269	244	402	50	1134	607	1113	256	43	92	47	21	35	3206	395	1662	176	877	919	3095	977	1929	3415
Weighted base	5558	5421	1258	243	370	53*	1168	598	1156	264	42*	82*	44*	22**	32**	3323	425	1713	183	912	911	2937	1121	1819	3535
The service has become more important	598 10.75% vx	579 10.69% f	138 10.97% h	35 14.31% f	39 10.54% h	4 7.88% h	102 8.70% f	85 14.28% Ta	107 9.29% f	41 15.38% T	5 11.98% f	6 6.74% f	3 6.18% f	4 17.61% f	5 16.32% f	397 11.94% T	42 9.78% f	188 10.95% f	50 27.00% T	106 11.62% f	113 12.39% v	352 11.97% Tv	78 7.00% f	230 12.66% Tx	342 9.69% f
The service has become less important	801 14.41% d ux	781 14.40% d	188 14.97% d	54 22.42% Ta bdfghk	35 9.47% h	10 18.81% h	158 13.54% f	72 12.01% f	181 15.63% d	51 19.13% d	6 14.54% f	7 9.04% f	6 13.35% f	- - f	2 7.63% f	563 16.93% T q	105 24.62% T oqs	245 14.32% f	32 17.54% f	161 17.68% T u	165 18.16% T	362 12.33% f	174 15.55% u x	310 17.05% T	465 13.14% f
No different	4160 74.84% c ioprstw	4061 74.91% c i	932 74.06% c i	154 63.27% f	296 79.99% T abcgi	39 73.32% f	908 77.76% T aci	441 73.70% c i	868 75.08% c i	173 65.50% f	31 73.48% f	69 84.23% c i	36 80.46% c	18 82.39% f	25 76.04% f	2364 71.13% p r	279 65.59% r pr	1280 74.73% o	102 55.46% f	645 70.70% r	633 69.46% f	2223 75.69% t	869 77.45% t	1278 70.28% f	2728 77.17% Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 118

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6374	3083	3291	756	1044	1013	1072	1027	1037	425	1739	1799	1314	1522	3538	2836	5086	1288
Weighted base	6378	3112	3266	888	1074	998	1098	915	1002	403	1740	1802	1296	1541	3542	2837	5104	1275
The service has become more important	2464 38.63% q	1081 34.73%	1383 42.35% Ta	451 50.78% Tefg hi	509 47.35% Tefg hi	408 40.85% ghi	405 36.84% ghi	285 31.16% i	311 31.02% i	97 23.96%	696 40.01%	701 38.92%	472 36.43%	595 38.59%	1397 39.46%	1067 37.60%	2036 39.88% Tq	429 33.62%
The service has become less important	254 3.99% bgh	157 5.04% Tb	97 2.98%	61 6.85% Tfghi	71 6.58% Tfghi	45 4.49% gh	32 2.93% h	21 2.26%	14 1.39%	11 2.78%	97 5.60% Tklim	59 3.30%	48 3.70%	49 3.21%	157 4.43%	97 3.43%	204 4.00%	50 3.92%
No different	3660 57.38% bcdj np	1874 60.23% Tb	1786 54.66%	376 42.37%	495 46.07%	546 54.66% cd	661 60.24% cde f	609 66.58% Tcde f	677 67.59% Tcde f	295 73.26% Tcde fg	946 54.38%	1041 57.78%	776 59.87% j	897 58.20%	1987 56.11%	1673 58.96% Tn	2864 56.11%	796 62.46% Tp

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q**  
**Overlap formulae used.**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 119

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Mobile

Base: All respondents who have service

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6374	5315	541	322	196	541	280	718	549	556	483	322	587	715	852	575	196	5668	654	
Weighted base	6378	5352	529	305	193	529	252	705	521	556	459	305	600	846	870	543	193	5619	707	
The service has become more important	2464 38.63% o	2071 38.69%	200 37.86%	103 33.86%	90 46.63% Tac	200 37.86% o	103 40.78% o	274 38.88% o	190 36.41%	217 38.97% o	188 40.92% o	103 33.86%	217 36.19%	408 48.23% Teg hijklno	308 35.38%	167 30.74%	90 46.63% Thk Ino	2065 36.75%	381 53.85% Tq	
The service has become less important	254 3.99% df pq	214 4.00% d	25 4.78% d	13 4.37% d	1 0.77%	25 4.78% fp	3 1.18%	30 4.27% fp	20 3.81%	23 4.12% fp	17 3.71%	13 4.37% fp	24 3.98% p	47 5.54% fp	30 3.48%	20 3.76%	1 0.77%	182 3.24%	66 9.37% Tq	
No different	3660 57.38% m r	3067 57.30%	303 57.36%	188 61.78%	101 52.60%	303 57.36% m	146 58.04% m	401 56.85% m	311 59.77% m	317 56.91% m	254 55.37% m	188 61.78% m	359 59.83% m	391 46.24%	532 61.14% Tmp ljmp	356 65.50% Teg ljmp	101 52.60%	3372 60.01% Tr	260 36.78%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 120

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6374	5386	1395	235	378	57	1081	595	1076	256	43	89	19	37
Weighted base	6378	5394	1389	239	345	63*	1107	584	1115	263	42*	80*	22**	34**
The service has become more important	2464 38.63%dk	2063 38.24%dk	520 37.46%dk	100 42.05%dk	108 31.22%	18 28.57%	456 41.20%adk	210 35.94%k	443 39.70%dk	121 46.05%Tabdegk	17 39.78%	19 23.69%	7 32.55%	9 25.54%
The service has become less important	254 3.99%	219 4.07%	55 3.95%	9 3.64%	10 2.94%	10 15.17%Tabcdfgh ij	41 3.67%	31 5.27%	40 3.59%	13 4.85%	- -	4 5.12%	2 7.66%	- -
No different	3660 57.38%i	3112 57.69%i	814 58.59%i	130 54.32%	227 65.84%Tabcfhi	36 56.26%	610 55.12%	343 58.79%i	632 56.71%	129 49.10%	25 60.22%	57 71.19%Tabcfhi	13 59.79%	25 74.46%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 121

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6374	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6378	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
The service has become more important	2464 38.63%	2445 38.65%	122 48.00%Tnpstu vxyz	467 39.04%	149 40.42%	11 43.81%	420 39.13%	203 36.20%	258 37.36%	170 35.59%	366 41.29%	38 31.69%	26 31.56%	104 38.25%	42 44.58%
The service has become less important	254 3.99%p	252 3.98%p	21 8.35%Tnpstxz	32 2.65%	16 4.41%	7 25.81%	39 3.63%	15 2.64%	35 5.07%p	21 4.36%	46 5.20%pt	2 1.95%	2 2.78%	7 2.52%	2 2.28%
No different	3660 57.38%ow	3629 57.36%ow	111 43.65%	698 58.31%o	203 55.17%o	8 30.37%	614 57.24%o	342 61.16%ow	397 57.57%o	287 60.05%ow	475 53.51%o	80 66.37%ow	53 65.67%o	161 59.23%o	50 53.15%

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 122

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Mobile

Base: All respondents who have service

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6374	6103	1324	288	416	55	1223	659	1396	287	50	114	55	23	35	3449	412	1787	183	949	1098	3462	1160	2215	3915
Weighted base	6378	6107	1313	286	381	60*	1266	651	1433	293	49*	99*	52*	25**	32**	3573	441	1851	190	978	1076	3274	1342	2080	4048
The service has become more important	2464 38.63% ekx	2356 38.59% ek	499 38.04% ek	125 43.85% ek	116 30.53%	10 17.06%	517 40.84% ek	237 36.43% ek	572 39.92% ek	135 46.02% abdegk	20 41.36% e	26 25.83%	20 38.22% e	8 30.54%	11 33.72%	1471 41.16% T	203 45.89% T	749 40.48%	74 38.99%	389 39.78%	459 42.65% T uv	1244 37.98%	493 36.72%	893 42.92% T x	1480 36.55%
The service has become less important	254 3.99% ux	243 3.98%	53 4.01%	17 6.04% h	11 2.81%	6 9.29% dh	53 4.16%	32 4.96%	46 3.22%	12 4.18%	-	5 5.32%	3 5.36%	2 6.62%	-	166 4.66% Tq	30 6.71% Tq	67 3.63%	26 13.40% To pq	42 4.29%	71 6.64% Tu v	111 3.40%	48 3.59%	95 4.55%	140 3.45%
No different	3660 57.38% ioprtw	3507 57.43% i	761 57.95% i	143 50.11%	254 66.66% T abcfghi	44 73.66% T abcfhi	696 55.00%	382 58.61% i	815 56.86%	146 49.80%	28 58.64%	68 68.85% T abcfhi	29 56.42%	16 62.84%	21 66.28%	1936 54.18% p	209 47.40%	1035 55.90% p	91 47.61%	547 55.93% p	545 50.71%	1920 58.63% t	801 59.70% t	1093 52.53%	2429 60.01% Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 123

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Total (T)	Gender		Age								Social Grade					Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6291	3050	3241	737	1025	989	1047	1008	1048	437	1730	1775	1303	1483	3505	2786	5014	1277
Weighted base	6301	3083	3218	867	1057	971	1082	899	1012	413	1726	1779	1288	1508	3505	2796	5038	1263
The service has become more important	3088 49.01% aghi lmoq	1454 47.17%	1634 50.78% Ta	534 61.53% Tefg hi	632 59.78% Tefg hi	525 54.13% Tfgh i	522 48.24% ghi	372 41.37% i	375 37.02%	129 31.18%	922 53.44% Tim	931 52.35% Tim	570 44.24%	665 44.07%	1854 52.89% To	1235 44.15%	2539 50.39% Tq	549 43.50%
The service has become less important	200 3.17% fghik	112 3.63%	88 2.73%	57 6.61% Tfghi	63 6.01% Tfghi	41 4.21% fghi	15 1.41%	12 1.32%	7 0.73%	4 0.88%	62 3.57% k	39 2.21%	49 3.80% k	50 3.30%	101 2.88%	99 3.53%	171 3.40%	28 2.25%
No different	3013 47.82% cdej knp	1517 49.20%	1496 46.49%	276 31.86%	362 34.21%	404 41.67% cd	545 50.35% cde	515 57.31% Tcde f	630 62.24% Tcde fg	280 67.94% Tcde fg	742 42.99%	808 45.43%	669 51.95% Tjk	794 52.63% Tjk	1550 44.23%	1463 52.32% Tn	2328 46.21%	685 54.25% Tp

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q**  
**Overlap formulae used.**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 124

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6291	5241	536	320	194	536	279	714	541	550	481	320	582	692	838	564	194	5615	624
Weighted base	6301	5280	529	302	189	529	253	701	514	552	455	302	595	816	860	534	189	5576	673
The service has become more important	3088 49.01% q	2591 49.06%	252 47.69%	138 45.63%	107 56.67% c	252 47.69%	121 48.03%	340 48.48%	250 48.68%	269 48.74%	204 44.77%	138 45.63%	277 46.60%	483 59.18% Tef ghijklno	409 47.53%	237 44.44%	107 56.67% jkl no	2646 47.46%	417 61.98% Tq
The service has become less important	200 3.17% nq	176 3.34%	13 2.45%	7 2.19%	4 1.99%	13 2.45%	9 3.73%	19 2.66%	12 2.35%	24 4.38% n	18 3.94% n	7 2.19%	13 2.17%	51 6.21% Tegh klno	16 1.85%	15 2.74%	4 1.99%	143 2.56%	57 8.45% Tq
No different	3013 47.82% r	2513 47.60%	264 49.86%	158 52.17% d	78 41.35%	264 49.86% m	122 48.24% m	343 48.86% m	252 48.97% m	259 46.88% m	234 51.30% mp	158 52.17% mp	305 51.23% mp	282 34.61%	435 50.62% mp	282 52.82% Tmp	78 41.35%	2787 49.99% Tr	199 29.58%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 125

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.1 Landline supplier													Util- ity Ware- house
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	(m)
Unweighted base	6291	5416	1401	235	385	57	1088	604	1079	256	43	89	20	36
Weighted base	6301	5422	1392	241	354	63*	1113	592	1118	263	42*	80*	23**	33**
The service has become more important	3088 49.01%a	2611 48.15%	647 46.47%	120 49.65%	163 45.96%	27 42.17%	555 49.84%	270 45.67%	577 51.63%abg	136 51.62%	23 55.65%	32 39.93%	11 50.70%	8 24.18%
The service has become less important	200 3.17%	188 3.48% T	37 2.65%	21 8.66%Tabdfgh	8 2.30%	8 12.79%Tabdfghj k	38 3.37%	22 3.72%	39 3.46%	13 4.84%	- -	2 2.43%	2 7.34%	- -
No different	3013 47.82%	2623 48.38%h	708 50.88%Tch	100 41.70%	183 51.74%ch	29 45.04%	521 46.78%	300 50.61%ch	502 44.91%	114 43.54%	19 44.35%	46 57.64%chi	9 41.96%	25 75.82%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 126

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6291	6172	251	1176	364	25	1043	568	637	466	835	123	82	293	83
Weighted base	6301	6186	254	1164	355	25**	1055	555	660	474	871	120*	81*	272	87*
The service has become more important	3088 49.01%t	3051 49.32%Tt	123 48.65%	599 51.44%tv	181 50.91%	10 39.67%	525 49.76%	246 44.41%	347 52.63%tv	213 44.90%	448 51.39%tv	53 44.32%	36 44.39%	134 49.13%	46 52.96%
The service has become less important	200 3.17%	198 3.20%	14 5.38%bz	36 3.09%	9 2.43%	6 24.32%	42 3.98%	11 2.07%	22 3.26%	16 3.42%	30 3.49%	1 0.60%	3 3.41%	4 1.58%	3 3.54%
No different	3013 47.82%n	2937 47.48%	117 45.97%	529 45.47%	165 46.66%	9 36.01%	488 46.27%	297 53.52%Tnpusw	291 44.11%	245 51.68%puw	393 45.12%	66 55.08%u	42 52.20%	134 49.29%	38 43.50%

**Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 127

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Fixed Broadband - through a phone or fibre optic cable - perhaps using a Wi-Fi router

Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6291	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3462	412	1795	186	951	1064	3433	1149	2191	3867
Weighted base	6301	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3581	442	1854	193	980	1044	3252	1327	2060	4006
The service has become more important	3088 49.01% u	3036 49.22% T	620 46.58%	142 48.78%	178 45.71%	23 37.90%	641 50.33%	306 46.18%	765 53.05% T abdg	160 54.26% b dg	27 55.15%	45 45.27%	24 46.70%	12 46.91%	11 34.18%	1788 49.92%	213 48.16%	921 49.68%	93 48.14%	499 50.91%	500 47.92%	1535 47.20%	755 56.91% T tu	1056 51.24% T x	1925 48.06%
The service has become less important	200 3.17% ab duvx	190 3.08% d	30 2.24%	23 7.97% Ta bdfgh	4 1.10%	7 11.43% Ta bdfghj	44 3.44% d	20 3.04%	42 2.92%	14 4.63% bd	-	3 2.72%	-	2 6.37%	-	151 4.22% Tq	34 7.66% To	53 2.86%	23 11.77% To qs	40 4.03%	75 7.18% Tu	80 2.47%	22 1.62%	78 3.78% x	107 2.68%
No different	3013 47.82% h ioww	2943 47.71% h i	681 51.18% T acfh	126 43.25%	207 53.19% T acfh	30 50.66%	589 46.23%	336 50.77% h i	635 44.03%	121 41.11%	22 44.85%	51 52.00%	28 53.30%	12 46.72%	21 65.82%	1642 45.86%	195 44.18%	880 47.45%	78 40.08%	442 45.06%	469 44.90%	1637 50.33% T tv	550 41.46%	927 44.98%	1973 49.26% Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 128

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3671	1768	1903	504	597	579	630	550	577	234	1054	976	795	846	2030	1641	3030	641
Weighted base	3806	1835	1972	612	620	586	669	517	577	225	1083	1007	821	895	2090	1716	3129	677
The service has become more important	999	443	556	184	181	175	187	123	127	22	298	269	205	226	567	432	833	166
	26.24% <sup>a</sup> hi	24.15%	28.17% <sup>Ta</sup>	30.12% <sup>ghi</sup>	29.22% <sup>hi</sup>	29.76% <sup>ghi</sup>	27.94% <sup>hi</sup>	23.84% <sup>i</sup>	21.96% <sup>i</sup>	9.70%	27.51%	26.72%	25.01%	25.27%	27.13%	25.15%	26.61%	24.51%
The service has become less important	375	189	186	98	98	67	57	20	26	8	138	91	77	70	229	147	318	57
	9.85% <sup>ghim</sup>	10.29%	9.45%	16.04% <sup>Tfgh</sup>	15.88% <sup>Tfgh</sup>	11.44% <sup>ghi</sup>	8.59% <sup>ghi</sup>	3.80%	4.58%	3.52%	12.73% <sup>Tklm</sup>	9.00%	9.37%	7.78%	10.93% <sup>To</sup>	8.54%	10.16%	8.47%
No different	2433	1203	1230	329	341	345	425	374	424	195	647	648	538	599	1295	1138	1979	454
	63.91% <sup>cdejn</sup>	65.56%	62.37%	53.85%	54.90%	58.80%	63.47% <sup>cd</sup>	72.36% <sup>Tcde</sup>	73.46% <sup>Tcde</sup>	86.78% <sup>Tcde</sup>	59.76%	64.28%	65.62% <sup>j</sup>	66.94% <sup>j</sup>	61.94%	66.31% <sup>Tn</sup>	63.23%	67.03%

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q**  
**Overlap formulae used.**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 129

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	3671	3095	285	174	117	285	185	426	325	342	271	174	317	440	481	308	117	3211	438	
Weighted base	3806	3226	286	177	118*	286	175	432	321	354	269	177	340	524	512	299	118*	3303	483	
The service has become more important	999 26.24%	849 26.32%	72 25.08%	44 24.84%	34 28.80%	72 25.08%	40 22.71%	124 28.70%	72 22.59%	95 26.98%	65 24.18%	44 24.84%	105 30.89%ho	159 30.27%ho	122 23.83%	67 22.29%	34 28.80%	859 26.01%	138 28.57%	
The service has become less important	375 9.85%q	331 10.25%	20 6.91%	11 6.38%	13 11.40%	20 6.91%	17 9.79%	35 8.08%	29 9.05%	40 11.18%	30 11.03%	11 6.38%	29 8.46%	72 13.74%Teg klo	57 11.07%	23 7.67%	13 11.40%	281 8.51%	91 18.84%Tq	
No different	2433 63.91%r	2046 63.43%	195 68.01%	121 68.78%	71 59.81%	195 68.01%r	118 67.49%r	273 63.22%	219 68.36%r	219 61.84%	174 64.79%r	121 68.78%r	207 60.65%	294 56.00%	333 65.10%r	210 70.04%Tr	71 59.81%	2163 65.48%Tr	254 52.59%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 130

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.1 Landline supplier													Util- ity Ware- house
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	(m)
Unweighted base	3671	3297	764	109	79	18	967	266	901	105	22	20	4	14
Weighted base	3806	3429	804	117*	76*	20**	999	269	943	118*	23**	17**	4**	14**
The service has become more important	999 26.24%d	923 26.90%Td	224 27.87%d	38 32.50%d	10 13.71%	4 18.93%	274 27.41%d	59 21.80%	250 26.52%d	43 36.61%Tadg	5 19.87%	6 35.98%	1 23.50%	4 30.24%
The service has become less important	375 9.85%	353 10.30%TF	76 9.40%	23 19.84%Tabfh	8 11.17%	8 40.48%	84 8.45%	39 14.42%Tabfh	84 8.90%	24 20.63%Tabfh	1 5.21%	2 12.71%	-	1 9.07%
No different	2433 63.91%aci	2153 62.79%ci	504 62.73%ci	56 47.66%	57 75.12%aci	8 40.60%	640 64.14%ci	172 63.79%ci	609 64.59%ci	50 42.76%	17 74.92%	9 51.31%	3 76.50%	9 60.68%

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 131

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	3671	3589	157	703	179	16	625	303	365	337	479	58	24	241	26
Weighted base	3806	3730	168	726	187	14**	653	308	384	354	526	53*	24**	225	30**
The service has become more important	999 26.24%	986 26.43% s	61 36.12% z Tnpstv	197 27.11%	62 33.14% s	2 16.58%	148 22.73%	78 25.23%	107 27.80%	90 25.30%	160 30.35% s	11 20.76%	6 23.15%	55 24.28%	3 9.83%
The service has become less important	375 9.85%	368 9.87%	23 13.75% pvz	59 8.08%	21 11.40%	5 33.22%	78 11.98% pvz	26 8.52%	43 11.30%	25 7.17%	56 10.62%	3 5.41%	3 11.02%	14 6.35%	6 20.26%
No different	2433 63.91% oqw	2376 63.70% oqw	84 50.13%	471 64.82% oq	104 55.46%	7 50.20%	427 65.30% oq	204 66.25% oq	234 60.90% o	239 67.54% oqw	310 59.03%	39 73.83% oqw	16 65.83%	156 69.37% oqw	21 69.91%

**Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 132

Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV

Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (j)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	3671	3563	738	120	87	11	1063	281	1040	111	25	22	9	5	13	3486	415	1808	186	956	630	1976	661	1240	2283
Weighted base	3806	3694	769	123*	85*	11**	1112	285	1075	126*	25**	18**	8**	5**	14**	3605	444	1868	193	985	650	1938	787	1201	2452
The service has become more important	999 26.24%d	975 26.39%d	209 27.18%d	38 30.74%d	11 13.17%	4 33.11%	300 26.97%d	64 22.35%	271 25.25%d	49 38.82%T abdfgh	5 20.61%	7 38.28%	*	1 5.03%	7 21.36%	969 26.89%T	127 28.64%	511 27.35%	47 24.12%	254 25.75%	171 26.23%	510 26.32%	217 27.65%	339 28.20%	631 25.75%
The service has become less important	375 9.85%hq u	364 9.85%h	72 9.40%	22 18.13%Ta bfh	7 8.29%	4 40.62%	100 8.99%	38 13.34%h	87 8.06%	25 20.08%Ta bdfh	1 4.74%	2 12.13%	2 22.40%	-	1 9.21%	355 9.85%q	49 10.93%	153 8.20%	40 20.82%T opqs	101 10.26%	106 16.24%Tu v	165 8.53%	67 8.56%	128 10.64%	223 9.10%
No different	2433 63.91%ci iortw	2355 63.76%ci	488 63.43%ci	63 51.12%	67 78.53%T abcfghi	3 26.27%	712 64.04%ci	184 64.31%ci	717 66.69%a	52 41.10%	19 74.65%	9 49.59%	6 72.56%	4 78.64%	6 41.77%	2280 63.26%r	268 60.43%	1204 64.45%r	107 55.06%	630 64.00%r	374 57.53%	1262 65.16%t	502 63.79%t	735 61.16%	1598 65.15%w

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Table 133

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Summary**

**Base: All respondents who have service**

	<u>Landline</u>	<u>Mobile</u>	<u>Fixed Broadband</u>	<u>Pay TV</u>
Unweighted base	5546	6374	6291	3671
Weighted base	5558	6378	6301	3806
More willing to make a complaint	391 7.03%	738 11.56%	953 15.12%	406 10.67%
Less willing to make a complaint	293 5.28%	296 4.65%	294 4.66%	250 6.57%
No different	4598 82.72%	5048 79.14%	4782 75.89%	2913 76.53%
Don't know	276 4.97%	296 4.65%	273 4.33%	237 6.23%

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 134

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5546	2692	2854	589	785	844	950	937	1007	434	1546	1519	1156	1325	3065	2481	4366	1180
Weighted base	5558	2712	2846	708	821	833	980	834	974	409	1548	1513	1142	1355	3061	2497	4393	1165
More willing to make a complaint	391 7.03%ghiq	204 7.51%	187 6.57%	68 9.64%Tfgh i	93 11.35%Tfghi	68 8.17%ghi	63 6.46%	41 4.90%	42 4.28%	15 3.79%	129 8.36%Tk	93 6.15%	71 6.21%	97 7.18%	223 7.27%	168 6.74%	327 7.45%Tq	64 5.45%
Less willing to make a complaint	293 5.28%bfg moq	165 6.10%Tb	128 4.49%	96 13.58%Tefgh i	81 9.85%Tefgh i	53 6.35%fghi	33 3.34%hi	19 2.22%i	11 1.17%	1 0.16%	120 7.77%Tk lm	69 4.58%	51 4.48%	53 3.88%	190 6.19%To	104 4.15%	253 5.76%Tq	40 3.44%
No different	4598 82.72%cd ej p	2217 81.75%	2381 83.65%	461 65.06%	584 71.14% c	665 79.90% cd	846 86.31%Tcd e	751 90.10%Tcd e f	902 92.59%Tcd e f	389 95.19%Tcd e fg	1227 79.23%	1281 84.64% Tj	965 84.45% j	1126 83.13% j	2507 81.90%	2091 83.73%	3581 81.51%	1018 87.31% Tp
Don't know	276 4.97%ghi	126 4.64%	151 5.29%	83 11.71%Tdefg hi	63 7.66%Tfghi	46 5.57%ghi	38 3.90%hi	23 2.78%i	19 1.96%	4 0.86%	72 4.64%	70 4.63%	56 4.86%	79 5.81%	142 4.64%	134 5.38%	232 5.28%	44 3.80%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 135

Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service

Landline - to make and receive calls

Base: All respondents who have service

	Country					Region											Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	5546	4601	470	300	175	470	240	621	460	481	409	300	535	592	745	518	175	4979	530
Weighted base	5558	4634	467	284	172	467	218	606	438	491	388	284	553	695	763	483	172	4949	574
More willing to make a complaint	391 7.03%ch klq	323 6.98%c	45 9.65%Tc	9 3.27%	13 7.57%	45 9.65%Thkl no	13 5.98%	44 7.33%hk	17 3.78%	42 8.60%hkl	34 8.67%hkl	9 3.27%	26 4.65%	76 10.96%Thkl no	46 5.97%	26 5.40%	13 7.57%	300 6.06%	87 15.10%Tq
Less willing to make a complaint	293 5.28%oq	244 5.27%	30 6.40%	13 4.52%	6 3.56%	30 6.40%o	9 3.93%	25 4.08%	16 3.76%	25 5.10%	13 3.37%	13 4.52%	21 3.74%	87 12.58%Tefg hijklmnop	34 4.47%	14 2.96%	6 3.56%	214 4.33%	79 13.75%Tq
No different	4598 82.72%b emr	3831 82.66%b	367 78.47%	254 89.20%Tab	147 85.31%	367 78.47%m	187 85.49%em	501 82.67%m	381 87.01%Tei m	393 80.16%m	317 81.72%m	254 89.20%Teg ijm	487 88.08%Teg ijm	489 70.31%	649 85.12%eim	427 88.39%Teg ijm	147 85.31%m	4207 85.02%Tr	363 63.18%
Don't know	276 4.97%q	236 5.09%	26 5.48%	9 3.02%	6 3.56%	26 5.48%	10 4.60%	36 5.92%	24 5.45%	30 6.14%	24 6.24%	9 3.02%	19 3.52%	43 6.15%	34 4.44%	16 3.25%	6 3.56%	227 4.59%	46 7.97%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 136

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	5546	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	5558	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
More willing to make a complaint	391 7.03%d	388 7.11%d	92 6.50%	24 9.96%d	15 4.14%	10 15.11%Tabdhk	93 8.38%d	47 7.88%d	69 6.16%	27 10.35%bdh	1 2.33%	3 3.79%	- -	1 3.77%
Less willing to make a complaint	293 5.28%	290 5.32%	60 4.28%	25 10.19%Tabdfghk	13 3.66%	3 4.66%	63 5.61%	31 5.29%	63 5.57%	23 8.57%Tabdk	3 6.94%	1 1.28%	- -	* 1.06%
No different	4598 82.72%cefi	4529 83.02%Tcefi	1197 84.93%Tacefi	180 74.06%	312 88.32%Tacefgi	45 70.40%	894 80.17%	494 83.14%ce	940 83.74%cei	204 77.16%	38 90.74%ce	75 93.57%Tacefghi	23 100.00%	31 91.72%
Don't know	276 4.97%a	248 4.55%	61 4.29%	14 5.79%	14 3.88%	6 9.82%	65 5.84%a	22 3.69%	51 4.53%	10 3.92%	- -	1 1.36%	- -	1 3.44%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 137

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	5546	5429	241	1024	310	23	902	523	547	412	741	105	76	269	65
Weighted base	5558	5447	243	1014	304	23**	919	509	568	423	770	104*	74*	246	69*
More willing to make a complaint	391 7.03%	387 7.10%	29 11.85%Tnstvx	92 9.06%Tnsvx	21 6.92%	2 10.29%	58 6.32%	31 6.02%	43 7.65%	20 4.76%	59 7.63%	2 1.89%	2 3.27%	17 7.03%	3 4.65%
Less willing to make a complaint	293 5.28%	291 5.34%	18 7.60%z	44 4.34%	24 7.88%ptuz	5 23.42%	63 6.81%Tptz	20 3.91%	23 4.13%	34 7.95%Tnptuz	47 6.06%	2 1.96%	2 2.35%	7 2.69%	2 2.74%
No different	4598 82.72%o	4521 83.00%To	188 77.18%	834 82.26%	242 79.58%	15 66.29%	742 80.72%	441 86.63%Tnoqs	464 81.70%	351 83.18%	631 82.04%	100 96.14%Tnopqs tuvwz	68 92.17%Topqsu w	217 88.09%Tnopqs uw	63 91.42%oq
Don't know	276 4.97%nx	248 4.56%x	8 3.37%	44 4.34%	17 5.62%x	- -	57 6.15%ntxz	17 3.44%	37 6.52%ntxz	17 4.12%	33 4.27%	- -	2 2.20%	5 2.20%	1 1.19%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 138

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	5546	5416	1269	244	402	50	1134	607	1113	256	43	92	47	21	35	3206	395	1662	176	877	919	3095	977	1929	3415
Weighted base	5558	5421	1258	243	370	53*	1168	598	1156	264	42*	82*	44*	22**	32**	3323	425	1713	183	912	911	2937	1121	1819	3535
More willing to make a complaint	391 7.03%d	385 7.10%d	91 7.25%d	22 9.15%d	14 3.68%	4 7.81%	101 8.63% h	49 8.28% Td	68 5.89%	24 9.24%d	1 2.33%	3 3.69%	4 8.97%	-	1 3.99%	309 9.29% Ts	39 9.29%	167 9.75% Ts	29 15.88% To	61 6.70%	101 11.04% Tu	194 6.62%	69 6.11%	128 7.06%	244 6.90%
Less willing to make a complaint	293 5.28% bd u	285 5.26% bd	49 3.93%	27 11.01% Ta bdfghk	9 2.54%	6 11.79% bd k	63 5.39% d	28 4.66%	58 4.98%	34 12.93% Ta bdfghk	3 6.94%	1 1.24%	1 2.74%	-	* 1.12%	233 7.02% T q	45 10.59% To	86 5.02%	29 15.82% To	71 7.79% Tq v	81 8.91% Tu	127 4.31%	56 4.99%	102 5.62%	176 4.97%
No different	4598 82.72% c iopqrt	4518 83.33% T cfi	1075 85.43% T acfi	178 73.42%	333 89.97% T abcefg i	41 77.99%	941 80.56% c i	495 82.82% c i	977 84.50% c fi	194 73.55%	38 90.74% c i	77 93.75% T acefghi	37 83.65%	22 100.00%	29 91.25%	2623 78.93% r	318 74.98% r	1370 79.95% r	117 64.01%	743 81.53% p r	672 73.71%	2521 85.86% T t	954 85.06% t	1518 83.44%	2951 83.48%
Don't know	276 4.97% ab uw	233 4.31%	43 3.40%	16 6.43% b	14 3.82%	1 2.41%	63 5.42% b	25 4.25%	54 4.63%	11 4.29%	-	1 1.33%	2 4.65%	-	1 3.64%	158 4.75%	22 5.14%	90 5.27%	8 4.30%	36 3.98%	58 6.35% uv	94 3.21%	43 3.84%	71 3.88%	165 4.65%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 139

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Total (T)	Gender		Age								Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Unweighted base	6374	3083	3291	756	1044	1013	1072	1027	1037	425	1739	1799	1314	1522	3538	2836	5086	1288	
Weighted base	6378	3112	3266	888	1074	998	1098	915	1002	403	1740	1802	1296	1541	3542	2837	5104	1275	
More willing to make a complaint	738 11.56%ghil oq	373 11.98%	365 11.17%	164 18.46%Tefg hi	206 19.18%Tefg hi	120 11.99%ghi	115 10.47%ghi	64 7.02%i	55 5.50%	14 3.39%	244 14.05%Tkl	203 11.28%l	113 8.69%	177 11.51%l	448 12.64%To	290 10.22%	639 12.52%Tq	99 7.74%	
Less willing to make a complaint	296 4.65%bfghi q	171 5.50%Tb	125 3.84%	81 9.16%Tefgh i	94 8.71%Tefgh i	59 5.89%fghi	30 2.71%hi	21 2.33%hi	10 1.00%	2 0.38%	107 6.14%Tkm	70 3.90%	62 4.75%	58 3.75%	177 5.00%	119 4.20%	266 5.21%Tq	30 2.39%	
No different	5048 79.14%cdelj np	2461 79.08%	2587 79.20%	553 62.25%	710 66.10%	759 76.03%cd	912 83.02%Tode f	811 88.57%Tode f	920 91.79%Tode fg	385 95.37%Tode fgh	1321 75.94%	1437 79.74%j	1061 81.82%Tj	1229 79.80%j	2758 77.87%	2290 80.72%Tn	3954 77.48%	1094 85.78%Tp	
Don't know	296 4.65%aghi	107 3.45%	189 5.79%Ta	90 10.13%Tdefg hi	65 6.01%Tfghi	61 6.08%Tfghi	42 3.80%ghi	19 2.08%	17 1.70%	3 0.86%	67 3.87%	91 5.07%	62 4.75%	76 4.95%	159 4.48%	138 4.85%	244 4.79%	52 4.09%	

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 140

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Country					Region											Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6374	5315	541	322	196	541	280	718	549	556	483	322	587	715	852	575	196	5668	654
Weighted base	6378	5352	529	305	193	529	252	705	521	556	459	305	600	846	870	543	193	5619	707
More willing to make a complaint	738 11.56% hkloq	622 11.62% c	68 12.89% c	21 6.82% c	27 13.92% c	68 12.89% hkl o	28 11.26% h	71 10.06% c	35 6.74% c	82 14.70% Tgh kino	62 13.51% hklo	21 6.82% c	51 8.53% c	154 18.22% Tef ghkino	93 10.69% h	45 8.37% c	27 13.92% hko	562 10.00% c	168 23.78% Tq
Less willing to make a complaint	296 4.65% dl pq	258 4.81% d	30 5.61% d	8 2.59% c	1 0.67% c	30 5.61% lp	6 2.37% c	24 3.36% c	25 4.73% p	23 4.08% p	22 4.74% p	8 2.59% c	16 2.70% c	83 9.83% Tefg hijklnop	43 4.97% p	16 2.99% c	1 0.67% c	208 3.70% c	88 12.42% Tq
No different	5048 79.14% i mr	4216 78.78% c	408 77.14% c	265 86.98% Tab	159 82.21% c	408 77.14% m	204 80.92% m	567 80.51% im	434 83.42% Tei m	418 75.24% m	360 78.43% m	265 86.98% Teg ijmn	509 84.87% Tei jm	565 66.78% c	703 80.71% im	456 83.88% Tei jm	159 82.21% m	4618 82.17% Tr	393 55.50% c
Don't know	296 4.65% q	256 4.79% c	23 4.37% c	11 3.61% c	6 3.21% c	23 4.37% c	14 5.45% c	43 6.07% n	27 5.11% c	33 5.98% c	15 3.32% c	11 3.61% c	23 3.89% c	44 5.16% c	32 3.63% c	26 4.77% c	6 3.21% c	232 4.12% c	59 8.29% Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 141

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	6374	5386	1395	235	378	57	1081	595	1076	256	43	89	19	37
Weighted base	6378	5394	1389	239	345	63*	1107	584	1115	263	42*	80*	22**	34**
More willing to make a complaint	738 11.56%b	622 11.54%b	135 9.72%	35 14.86%bk	35 10.20%	8 13.08%	156 14.13%Tabhk	69 11.82%	113 10.10%	51 19.36%Tabdghjk	2 4.10%	4 4.73%	-	1 3.77%
Less willing to make a complaint	296 4.65%	262 4.85%	58 4.19%	22 9.11%Tabdfgh	12 3.61%	3 4.98%	49 4.42%	26 4.47%	58 5.17%	22 8.47%Tabdfg	4 9.26%	1 1.84%	-	* 1.06%
No different	5048 79.14%ci	4299 79.70%Tcfi	1145 82.40%Tacfj	168 70.41%	288 83.48%cfi	46 72.94%	848 76.64%i	469 80.32%ci	899 80.64%cfi	182 69.17%	37 86.63%gi	74 92.07%Tabcef ghi	22 100.00%	32 95.17%
Don't know	296 4.65%a	211 3.91%	51 3.69%	13 5.63%	9 2.71%	6 8.99%d	53 4.80%	20 3.40%	46 4.09%	8 3.00%	-	1 1.36%	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 142

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6374	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6378	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
More willing to make a complaint	738 11.56%tx	732 11.56%tx	38 15.08%tx	142 11.83%tx	54 14.60%tx	4 17.34%	133 12.38%tx	43 7.73%	84 12.22%tx	48 10.12%	111 12.47%tx	6 4.57%	7 8.17%	32 11.66%x	13 14.07%x
Less willing to make a complaint	296 4.65%tz	293 4.64%tz	24 9.55%Tnpqstu xzA	61 5.12%tz	16 4.25%	8 32.22%	46 4.25%	15 2.76%	28 4.06%	30 6.30%bz	51 5.73%tz	2 1.26%	2 2.15%	5 1.92%	2 2.01%
No different	5048 79.14%o	5032 79.55%To	183 72.25%	947 79.13%o	280 76.07%	13 50.44%	837 78.01%	477 85.22%Tnopqs uvw	538 77.90%	382 79.95%o	694 78.27%	112 92.74%Tnopqs tuwzA	70 86.62%o	226 83.07%o	76 80.41%
Don't know	296 4.65%n	269 4.25%	8 3.13%	47 3.92%	19 5.08%	- -	58 5.36%	24 4.30%	40 5.81%	17 3.62%	31 3.52%	2 1.43%	2 3.06%	9 3.35%	3 3.51%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 143

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6374	6103	1324	288	416	55	1223	659	1396	287	50	114	55	23	35	3449	412	1787	183	949	1098	3462	1160	2215	3915
Weighted base	6378	6107	1313	286	381	60*	1266	651	1433	293	49*	99*	52*	25**	32**	3573	441	1851	190	978	1076	3274	1342	2080	4048
More willing to make a complaint	738 11.56% u	709 11.61% b	129 9.81% b	44 15.30% bd hk	33 8.56% d	6 10.42% e	176 13.91% T abdhk	78 11.94% g	152 10.59% h	58 19.94% Ta bdfghk	3 6.94% j	6 6.16% k	7 12.70% l	- - m	1 3.99% n	482 13.48% T s	59 13.37% p	266 14.40% T s	37 19.41% T os	100 10.19% s	180 16.71% T uv	331 10.11% u	158 11.79% v	240 11.54% w	470 11.60% x
Less willing to make a complaint	296 4.65% ux	286 4.68% x	54 4.09% b	30 10.38% Ta bdfghkl	11 3.00% d	5 8.38% e	63 4.94% f	27 4.11% g	60 4.20% h	23 8.00% Ta bdgh	4 8.05% j	3 3.13% k	- - l	1 2.45% m	* 1.12% n	228 6.38% T q	44 10.06% To qs	86 4.67% r	28 14.91% To qs	63 6.40% T pr	81 7.57% Tu v	126 3.85% u	60 4.50% v	113 5.44% x	164 4.06% y
No different	5048 79.14% c fiopqrt	4870 79.75% T cfi	1085 82.69% T acfi	202 70.65% T acghi	326 85.74% T acghi	48 80.07% T	963 76.09% i	524 80.39% c i	1152 80.38% c fi	202 68.97% l	41 85.01% i	88 89.29% T acghi	42 81.30% l	23 90.60% m	31 94.89% n	2716 76.01% p r	314 71.10% r	1423 76.86% p r	119 62.62% pr	777 79.41% o pr	747 69.42% t	2711 82.80% T t	1085 80.90% t	1647 79.20% w	3245 80.15% T
Don't know	296 4.65% ab uwx	242 3.96% x	45 3.40% b	10 3.66% c	10 2.71% d	1 1.13% e	64 5.07% f	23 3.56% g	69 4.84% h	9 3.08% i	- - j	1 1.42% k	3 6.00% l	2 6.96% m	- - n	148 4.13% o	24 5.46% p	75 4.08% q	6 3.06% r	39 4.01% s	68 6.30% Tu v	106 3.24% u	38 2.82% v	80 3.82% w	170 4.19% x

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 144

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6291	3050	3241	737	1025	989	1047	1008	1048	437	1730	1775	1303	1483	3505	2786	5014	1277
Weighted base	6301	3083	3218	867	1057	971	1082	899	1012	413	1726	1779	1288	1508	3505	2796	5038	1263
More willing to make a complaint	953 15.12%ghil moq	462 14.98%	491 15.26%	221 25.48%Tefg hi	246 23.27%Tefg hi	163 16.76%ghi	150 13.88%ghi	81 9.00%i	72 7.12%	20 4.82%	328 19.01%Tkln	276 15.53%l	151 11.72%	197 13.09%	604 17.24%To	348 12.46%	802 15.92%Tq	151 11.93%
Less willing to make a complaint	294 4.66%bfg mq	172 5.57%Tb	122 3.79%	79 9.08%Tefgh i	96 9.09%Tefgh i	58 5.93%fghi	27 2.53%hi	21 2.32%i	12 1.18%	1 0.27%	100 5.79%Tm	77 4.35%	65 5.07%	51 3.40%	177 5.06%	117 4.17%	261 5.18%Tq	33 2.61%
No different	4782 75.89%cdej np	2350 76.23%	2431 75.57%	486 56.07%	640 60.54%	700 72.09%cd	871 80.50%Tcde f	781 86.86%Tcde f	916 90.51%Tcde fg	387 93.91%Tcde fg	1235 71.54%	1346 75.67%j	1013 78.63%Tj	1188 78.78%Tj	2581 73.64%	2201 78.71%Tn	3751 74.45%	1031 81.62%Tp
Don't know	273 4.33%aghi	100 3.23%	173 5.38%Ta	81 9.37%Tefgh i	75 7.10%Tfghi	51 5.22%fghi	33 3.09%hi	16 1.82%	12 1.18%	4 1.00%	63 3.66%	79 4.46%	59 4.59%	71 4.73%	142 4.06%	130 4.66%	224 4.45%	49 3.84%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 145

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	Ni (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6291	5241	536	320	194	536	279	714	541	550	481	320	582	692	838	564	194	5615	624
Weighted base	6301	5280	529	302	189	529	253	701	514	552	455	302	595	816	860	534	189	5576	673
More willing to make a complaint	953 15.12%h oq	796 15.08%	87 16.54%c	33 10.86%	36 19.10% c	87 16.54%hko	36 14.14%	90 12.86%	53 10.24%	87 15.85%ho	80 17.47%ghk o	33 10.86%	82 13.85%	185 22.69%Tef ghiklno	125 14.51%h	58 10.92%	36 19.10%ghk o	745 13.36%	196 29.06%Tq
Less willing to make a complaint	294 4.66%dl pq	255 4.83%d	28 5.23%d	10 3.28%	1 0.47%	28 5.23%lp	10 3.98%p	30 4.32%p	18 3.42%p	21 3.83%p	16 3.42%p	10 3.28%	15 2.51%	87 10.69%Tefg hijklno	40 4.65%p	18 3.45%p	1 0.47%	207 3.71%	87 12.88%Tq
No different	4782 75.89% mr	3994 75.65%	391 74.01%	249 82.41%Tab	147 77.41%	391 74.01% m	193 76.22% m	544 77.51% m	419 81.43%Tei jm	413 74.76% m	343 75.28% m	249 82.41%Tei jm	475 79.84%Tem	503 61.61%	670 77.93% m	436 81.71%Tei jm	147 77.41% m	4412 79.12%Tr	335 49.73%
Don't know	273 4.33% nq	234 4.44%	22 4.22%	10 3.45%	6 3.02%	22 4.22%	14 5.65%	37 5.31% n	25 4.91%	31 5.55% n	17 3.83%	10 3.45%	23 3.80%	41 5.01%	25 2.91%	21 3.92%	6 3.02%	213 3.81%	56 8.34%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 146

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6291	5416	1401	235	385	57	1088	604	1079	256	43	89	20	36
Weighted base	6301	5422	1392	241	354	63*	1113	592	1118	263	42*	80*	23**	33**
More willing to make a complaint	953 15.12%	828 15.27%	199 14.31%	41 16.99%	43 12.07%	11 18.08%	193 17.36%Td	93 15.74%	162 14.51%	54 20.55%Tabdhk	3 7.96%	7 8.51%	4 16.18%	1 3.92%
Less willing to make a complaint	294 4.66%b	258 4.76%b	41 2.92%	23 9.37%Tabdfgk	13 3.59%	7 10.36%bd	53 4.80%b	26 4.47%	65 5.84%b	23 8.57%Tabdfg	3 6.94%	1 1.84%	-	* 1.10%
No different	4782 75.89%ci	4132 76.21%cfi	1103 79.25%Tacefi	165 68.37%	288 81.29%Tacefi	40 63.75%	819 73.56%	452 76.40%ci	847 75.78%ci	176 67.02%	36 85.11%ei	71 88.28%Tacefgh i	19 83.82%	31 94.98%
Don't know	273 4.33%a	204 3.76%	49 3.52%	13 5.27%	11 3.04%	5 7.81%	48 4.28%	20 3.40%	43 3.87%	10 3.86%	-	1 1.36%	-	-

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

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 147

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6291	6172	251	1176	364	25	1043	568	637	466	835	123	82	293	83
Weighted base	6301	6186	254	1164	355	25**	1055	555	660	474	871	120*	81*	272	87*
More willing to make a complaint	953 15.12%t	944 15.26%Tt	52 20.51%Tntvx	184 15.78%t	74 20.82%Tnpstv xz	4 14.49%	164 15.51%t	57 10.29%	112 16.91%tx	61 12.95%	136 15.63%t	11 8.79%	11 13.60%	37 13.70%	17 19.24%t
Less willing to make a complaint	294 4.66%	290 4.68%	17 6.62%xz	64 5.48%z	10 2.93%	7 29.51%	43 4.10%	20 3.62%	30 4.51%	29 6.04%z	53 6.07%qz	2 1.27%	2 2.15%	6 2.30%	3 3.48%
No different	4782 75.89%o	4707 76.08%To	177 69.75%	873 74.99%	255 71.97%	14 56.00%	795 75.37%	457 82.39%Tnopqs uw	485 73.45%	369 77.81%o	649 74.54%	106 88.49%Tnopqs uvwA	66 81.18%	219 80.36%oqu	66 76.33%
Don't know	273 4.33%n	246 3.97%	8 3.12%	44 3.75%	15 4.27%	- -	53 5.03%	21 3.69%	34 5.13%	15 3.20%	33 3.77%	2 1.45%	2 3.06%	10 3.63%	1 0.95%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 148

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)				Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)	
Unweighted base	6291	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3462	412	1795	186	951	1064	3433	1149	2191	3867	
Weighted base	6301	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3581	442	1854	193	980	1044	3252	1327	2060	4006	
More willing to make a complaint	953 15.12% u	941 15.25% d	193 14.52%	47 16.04%	43 11.08%	6 10.19%	214 16.77% d	107 16.15% d	213 14.78%	64 21.82% T	5 10.29%	11 11.60%	5 10.34%	3 12.10%	1 3.99%	601 16.78% T s	82 18.62% s	318 17.13% T s	47 24.40% T oqs	135 13.77%	189 18.06% T u	437 13.43%	233 17.55% T u	310 15.03%	598 14.92%	
Less willing to make a complaint	294 4.66% bu	285 4.63% b	42 3.18%	25 8.71% Ta bdgh	13 3.34%	4 7.09%	70 5.46% b	23 3.46%	64 4.47%	31 10.49% Ta bdfgh	3 6.03%	4 4.49%	1 2.19%	1 2.36%	*	227 6.35% Tq	30 6.80%	95 5.14%	23 11.79% To q	73 7.43% Tq v	87 8.29% Tu	115 3.54%	60 4.50%	103 5.00%	172 4.30%	
No different	4782 75.89% f lopqrt	4706 76.29% fi	1054 79.23% T acfi	208 71.57%	324 83.15% T acfghi	49 81.59% i	927 72.81% i	510 77.04% i	1096 76.01% i	188 63.65%	41 83.68% i	82 82.49% c i	41 80.05% i	20 78.85%	31 94.89%	2606 72.79% r	307 69.45% r	1369 73.86% r	116 59.71%	732 74.64% r	701 67.18%	2609 80.24% T tv	999 75.30% t	1575 76.44%	3075 76.77%	
Don't know	273 4.33% ab uvw	237 3.84%	41 3.07%	11 3.67%	9 2.42%	1 1.13%	63 4.96% ab	22 3.35%	68 4.73% b	12 4.04%	-	1 1.42%	4 7.41%	2 6.70%	-	146 4.07%	23 5.13%	72 3.87%	8 4.11%	41 4.17%	68 6.47% Tu v	91 2.79%	35 2.65%	73 3.53%	161 4.01%	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 149

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3671	1768	1903	504	597	579	630	550	577	234	1054	976	795	846	2030	1641	3030	641
Weighted base	3806	1835	1972	612	620	586	669	517	577	225	1083	1007	821	895	2090	1716	3129	677
More willing to make a complaint	406 10.67%hi	208 11.35%	198 10.04%	81 13.23%ghi	108 17.37%Tefg hi	73 12.40%ghi	67 10.05%hi	43 8.28%hi	26 4.52%	9 3.89%	133 12.27%	105 10.39%	74 9.04%	95 10.56%	237 11.36%	169 9.83%	345 11.03%	61 9.00%
Less willing to make a complaint	250 6.57%bfghi koq	140 7.64%Tb	110 5.57%	81 13.32%Tefg hi	78 12.61%Tefgh i	50 8.55%fghi	20 2.98%h	12 2.34%	7 1.14%	2 0.74%	113 10.41%TkIm	47 4.70%	42 5.09%	48 5.37%	160 7.66%To	90 5.24%	229 7.32%Tq	21 3.10%
No different	2913 76.53%cdj p	1390 75.78%	1523 77.23%	372 60.89%	382 61.58%	426 72.64%cd	553 82.73%Tode	445 86.20%Tode	523 90.57%Tode fg	211 93.70%Tode fg	777 71.72%	795 78.89%j	653 79.60%Tj	689 76.89%kj	1571 75.17%	1342 78.18%	2355 75.25%	558 82.43%Tp
Don't know	237 6.23%afghi	96 5.23%	141 7.16%Ta	77 12.56%Tdefg hi	52 8.44%Tfghi	38 6.41%gi	28 4.25%	16 3.18%	22 3.77%	4 1.68%	61 5.61%	61 6.02%	51 6.27%	64 7.18%	121 5.81%	116 6.74%	200 6.40%	37 5.46%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 150

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Country					Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (g)	Minor-ity ethnic (r)	
Unweighted base	3671	3095	285	174	117	285	185	426	325	342	271	174	317	440	481	308	117	3211	438	
Weighted base	3806	3226	286	177	118*	286	175	432	321	354	269	177	340	524	512	299	118*	3303	483	
More willing to make a complaint	406 10.67%h oq	344 10.65%	34 11.82%	10 5.87%	18 15.60%c	34 11.82%ho	13 7.61%	40 9.30%	20 6.16%	36 10.05%	44 16.28%Tfgh ikno	10 5.87%	37 10.74%	83 15.81%Tfg hikno	52 10.21%	19 6.47%	18 15.60%hko	317 9.59%	87 18.07%Tq	
Less willing to make a complaint	250 6.57%dl pq	217 6.74%d	23 8.10%d	8 4.42%	2 1.41%	23 8.10%lp	15 8.36%lp	26 6.13%	16 4.88%	25 6.93%p	14 5.11%	8 4.42%	12 3.61%	69 13.14%Tghi jkinop	26 5.07%	15 5.09%	2 1.41%	168 5.09%	82 16.97%Tq	
No different	2913 76.53% r	2459 76.22%	212 74.02%	148 83.61%b	95 80.40%	212 74.02%	133 76.27% m	326 75.48% m	264 82.38% Teg jm	267 75.53% m	195 72.69%	148 83.61% ejm	271 79.66% m	350 66.69%	403 78.82% m	249 83.01% Teg ijm	95 80.40% m	2631 79.66% Tr	267 55.43%	
Don't know	237 6.23%q	206 6.39%	17 6.06%	11 6.09%	3 2.58%	17 6.06%	14 7.76%	39 9.09% Tmp	21 6.58%	26 7.49%	16 5.92%	11 6.09%	20 5.99%	23 4.35%	30 5.90%	16 5.43%	3 2.58%	187 5.66%	46 9.54% Tq	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 151

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	3671	3297	764	109	79	18	967	266	901	105	22	20	4	14
Weighted base	3806	3429	804	117*	76*	20**	999	269	943	118*	23**	17**	4**	14**
More willing to make a complaint	406 10.67%h	383 11.17%Th	83 10.34%	24 20.48%Tabfgh	7 9.38%	5 23.31%	125 12.55%h	25 9.15%	82 8.68%	25 21.04%Tabfgh	2 8.91%	1 5.55%	-	1 9.07%
Less willing to make a complaint	250 6.57%f	231 6.73%f	44 5.43%	19 16.47%Tabfh	8 9.91%f	8 39.46%	40 3.99%	30 11.01%Tabf	66 6.96%f	17 14.18%Tabfh	-	1 3.50%	-	-
No different	2913 76.53%ci	2630 76.68%ci	631 78.54%ci	69 58.41%	58 76.51%ci	5 23.24%	778 77.90%ci	199 73.97%ci	747 79.24%ci	69 58.58%	21 91.09%	16 90.95%	4 100.00%	13 90.93%
Don't know	237 6.23%a	186 5.42%	46 5.69%	5 4.64%	3 4.20%	3 13.99%	55 5.55%	16 5.88%	48 5.12%	7 6.19%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 152

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	3671	3589	157	703	179	16	625	303	365	337	479	58	24	241	26
Weighted base	3806	3730	168	726	187	14**	653	308	384	354	526	53*	24**	225	30**
More willing to make a complaint	406 10.67%	403 10.80%	23 13.78%x	90 12.35%x	22 11.65%	1 9.00%	58 8.86%	33 10.75%	40 10.50%	33 9.21%	67 12.69%x	1 2.33%	4 17.75%	20 8.83%	6 21.07%
Less willing to make a complaint	250 6.57%z	247 6.63%z	21 12.31%Trpbz	46 6.28%z	20 10.45%tbz	5 33.51%	47 7.19%z	14 4.45%	25 6.57%z	25 7.08%z	41 7.81%xz	-	2 7.18%	3 1.39%	-
No different	2913 76.53%o	2869 76.92%Toq	114 67.57%	560 77.09%o	131 70.08%	8 57.48%	498 76.29%o	247 80.22%oq	289 75.22%	280 79.02%oq	398 75.66%	50 94.48%Tnopqs tuww	18 72.48%	191 84.91%Tnopqs uw	22 71.74%
Don't know	237 6.23%npw	211 5.65%	11 6.34%	31 4.28%	15 7.82%	-	50 7.67%npw	14 4.58%	30 7.72%pw	17 4.70%	20 3.83%	2 3.19%	1 2.58%	11 4.87%	2 7.20%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 153

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	3671	3563	738	120	87	11	1063	281	1040	111	25	22	9	5	13	3486	415	1808	186	956	630	1976	661	1240	2283
Weighted base	3806	3694	769	123*	85*	11**	1112	285	1075	126*	25**	18**	8**	5**	14**	3605	444	1868	193	985	650	1938	787	1201	2452
More willing to make a complaint	406 10.67%h su	397 10.75%h	79 10.24%	21 16.74%h	6 7.17%	2 19.88%	129 11.62%h	34 11.92%	86 8.00%	32 25.51%T abdfgh	3 10.64%	1 5.30%	2 22.40%	- -	1 9.21%	392 10.87% s	45 10.04%	227 12.16%T os	22 11.15%	86 8.72%	96 14.81% Tu	183 9.42%	92 11.63%	117 9.72%	274 11.18%
Less willing to make a complaint	250 6.57%fq u	242 6.56%f	42 5.50%	22 17.92%Ta bfg	7 7.66%	6 53.85%	56 5.01%	25 8.89%f	64 5.99%	19 14.92%Tabfh	- -	1 3.34%	- -	- -	- -	233 6.46%q q	45 10.10%To	86 4.60%	30 15.44%To qs	67 6.83%q v	78 11.98% Tu	95 4.89%	48 6.08%	91 7.59%	145 5.92%
No different	2913 76.53% c irt	2856 77.32% T ci	608 79.08% c i	79 63.76% i	68 80.28% c i	3 26.27%	862 77.56% c i	212 74.12% i acgi	865 80.48% T	67 53.49%	23 89.36%	16 91.37%	3 36.19%	5 100.00%	13 90.79%	2803 77.77% T r	329 74.05%	1468 78.59% T r	131 67.56% pr	785 79.72% T pr	419 64.41% t	1575 81.30% T t	621 78.94% t	934 77.72%	1893 77.20%
Don't know	237 6.23% ao qsuvw	199 5.37%	40 5.19%	2 1.58%	4 4.89%	- -	65 5.82%	14 5.07%	59 5.53%	8 6.08%	- -	- -	4 41.41%	- -	- -	177 4.90%	26 5.81%	87 4.64%	11 5.86%	47 4.73%	57 8.81% Tu v	85 4.39%	26 3.34%	60 4.97%	140 5.70%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 154  
**Q.19a What is your gender?**  
**Base: All respondents**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Female	3296	14	3282	487	536	508	601	448	536	179	747	938	729	882	1685	1611	2609	687
	51.16%aijn	0.44%	99.69%Ta	54.77%gi	49.84%i	50.86%i	54.25%gi	48.30%	52.30%i	42.97%	42.61%	51.64%j	55.76%Tjk	56.34%Tjk	47.21%	56.07%Tn	50.64%	53.24%
Male	3137	3129	7	400	535	488	506	480	489	238	1003	877	573	683	1880	1256	2536	600
	48.69%blmo	99.34%Tb	0.22%	45.02%	49.74%	48.92%	45.65%	51.70%cf	47.70%	57.03%Tcde fh	57.25%Tkln	48.28%lm	43.85%	43.63%	52.68%To	43.73%	49.23%	46.54%
Prefer to use my own term	1	1	1	1	-	-	-	-	-	-	-	1	-	-	1	-	1	1
	0.02%	0.03%	0.02%	0.16%	-	-	-	-	-	-	-	0.08%	-	-	0.04%	-	0.02%	0.05%
Prefer not to say	8	6	2	*	5	2	1	-	-	-	3	-	5	*	3	6	6	2
	0.13%	0.19%	0.07%	0.04%	0.43%T	0.22%	0.10%	-	-	-	0.15%	-	0.40%Tk	0.03%	0.07%	0.20%	0.12%	0.18%

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 155  
**Q.19a What is your gender?**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Female	3296	2739	289	171	97	289	120	344	261	262	232	171	355	422	474	269	97	2911	357
	51.16% <sup>i</sup>	50.67%	53.71%	56.05%	50.00%	53.71% <sup>i</sup>	46.87%	48.31%	49.69%	46.57%	50.23%	56.05% <sup>gi</sup>	58.53% <sup>Tfg hijmo</sup>	49.71%	53.81% <sup>i</sup>	48.82%	50.00%	51.26%	50.41%
Male	3137	2658	248	134	97	248	136	368	264	299	230	134	249	425	406	282	97	2767	346
	48.69% <sup>l</sup>	49.17%	46.09%	43.95%	50.00%	46.09%	52.89% <sup>l</sup>	51.63% <sup>kl</sup>	50.20% <sup>l</sup>	53.11% <sup>ekl</sup>	49.77% <sup>l</sup>	43.95%	41.06%	50.08% <sup>l</sup>	46.09%	51.18% <sup>l</sup>	50.00%	48.71%	48.84%
Prefer to use my own term	1 0.02%	1 0.03%	-	-	-	-	1 0.25%	-	-	-	-	-	1 0.14%	-	-	-	-	1 0.01%	1 0.09%
Prefer not to say	8 0.13% <sup>q</sup>	7 0.13%	1 0.20%	-	-	1 0.20%	-	* 0.06%	1 0.10%	2 0.32%	-	-	2 0.28%	2 0.21%	1 0.10%	-	-	1 0.02%	5 0.66% <sup>Tq</sup>

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 156  
**Q.19a What is your gender?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM./Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Female	3296 51.16%i	2793 51.19%i	714 50.66%i	121 50.05%	185 52.32%i	31 48.88%	609 54.60% Tai	298 50.19%	576 51.33%i	112 42.17%	16 38.98%	39 49.01%	14 61.60%	25 74.64%
Male	3137 48.69%f	2658 48.73%f	695 49.34%	121 49.95%	168 47.44%	32 51.12%	505 45.30%	294 49.40%	546 48.67%	153 57.83% Tabdfgh	26 61.02%	41 50.99%	9 38.40%	9 25.36%
Prefer to use my own term	1 0.02%	1 0.01%	-	-	-	-	-	1 0.11%	-	-	-	-	-	-
Prefer not to say	8 0.13%a	4 0.07%	-	-	1 0.24%	-	1 0.10%	2 0.30%	-	-	-	-	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 157  
**Q.19a What is your gender?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Female	3296	3244	104	618	200	10	585	310	324	244	467	60	29	133	49
	51.16%ouy	51.28%ouy	40.85%	51.65%oy	54.44%ouy	40.92%	54.50%Tnouy	55.32%ouy	46.91%	50.96%oy	52.63%oy	49.14%	35.45%	48.76%	51.96%
Male	3137	3075	149	577	167	15	488	250	364	233	420	62	52	140	45
	48.69% vw	48.61% vw	58.72%Tnpqst	48.23%	45.44%	59.08%	45.50%	44.68%	52.78%Tnqst	48.69%	47.37%	50.86%	64.55%Tnpqst	51.24%	48.04%
Prefer to use my own term	1 0.02%	1 0.02%	-	1 0.12%	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	8 0.13% n	5 0.09%	1 0.43% p	-	* 0.13%	-	-	-	2 0.32%	2 0.35%	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 158  
**Q.19a What is your gender?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Female	3296 51.16% vx	3141 50.91% i	671 50.42% i	150 51.59% i	206 53.00% i	30 50.07% j	698 54.80% T	335 50.67% i	720 49.96% i	113 38.24%	17 35.92%	50 50.75% i	20 39.05%	14 55.68%	27 85.06%	1837 50.97%	212 47.77%	967 51.80%	100 51.61%	500 50.77%	659 60.71% T	1676 50.54% v	552 41.01%	1118 53.01% x	2040 49.99%
Male	3137 48.69% t	3021 48.97% f	660 49.58% f	141 48.41%	182 46.78%	30 49.93%	575 45.12%	326 49.23%	719 49.87% f	181 61.15% T	31 64.08% d	49 49.25%	31 60.95% f	11 44.32%	5 14.94%	1764 48.94%	232 52.23%	899 48.15%	94 48.39%	482 49.00%	426 39.24%	1640 49.44% t	794 58.99% T	990 46.90%	2039 49.97% Tw
Prefer to use my own term	1 0.02%	1 0.02%	-	-	-	-	-	1 0.10%	1 0.06%	-	-	-	-	-	-	1 0.02%	-	-	-	1 0.06%	1 0.06%	-	-	1 0.07%	-
Prefer not to say	8 0.13% au x	5 0.09%	-	-	1 0.22%	-	1 0.09%	-	2 0.12%	2 0.61% ab	-	-	-	-	-	3 0.08%	-	1 0.06%	-	2 0.17%	-	1 0.03%	-	2 0.02%	2 0.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 159

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Yes	6098	3041	3057	808	1018	957	1069	878	966	401	1672	1722	1245	1458	3394	2704	4874	1224
	94.66%bcm	96.53%Tb	92.87%	90.85%	94.67%cd	95.84%ce	96.51%Tch	94.65%cd	94.22%cd	96.15%cd	95.44%cm	94.78%	95.23%cm	93.17%	95.11%	94.11%	94.60%	94.88%
No	41	27	14	19	13	6	3	-	-	-	15	10	7	8	25	15	37	4
	0.63%bgh	0.85%	0.42%	2.10%Tefghi	1.24%Tfghi	0.55%gh	0.28%	-	-	-	0.84%	0.58%	0.53%	0.54%	0.70%	0.54%	0.71%	0.31%
Prefer not to say	303	83	221	63	44	36	36	50	59	16	65	84	55	98	149	154	241	62
	4.71%afjn	2.63%	6.70%Ta	7.06%Tdefi	4.09%	3.61%	3.21%	5.35%ef	5.78%ef	3.85%	3.72%	4.64%	4.24%	6.29%Tjl	4.19%	5.36%	4.69%	4.80%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 160

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Country					Region											Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Yes	6098 94.66% r	5105 94.44%	512 95.34%	296 96.85%	185 95.56%	512 95.34% m	245 95.59% m	677 95.10% m	503 95.79% m	527 93.72%	444 95.90% m	296 96.85% m	585 96.44% mo	773 90.98%	837 95.00% m	514 93.49%	185 95.56%	5438 95.73% Tr	646 91.17%
No	41 0.63% q	38 0.71%	1 0.18%	1 0.19%	1 0.30%	1 0.18%	2 0.95%	4 0.60%	4 0.70%	2 0.33%	3 0.57%	1 0.19%	6 0.92%	13 1.53% Ten	2 0.21%	3 0.57%	1 0.30%	27 0.47%	14 1.97% Tq
Prefer not to say	303 4.71% lq	262 4.85%	24 4.48%	9 2.96%	8 4.14%	24 4.48%	9 3.47%	31 4.30%	18 3.51%	33 5.96% l	16 3.53%	9 2.96%	16 2.64%	64 7.49% Tfgh jkin	42 4.79%	33 5.94% l	8 4.14%	216 3.80%	49 6.87% Tq

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 161

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Yes	6098 94.66%	5180 94.95%T	1336 94.84%	232 95.69%	337 95.27%	60 95.32%	1061 95.14%	556 93.59%	1068 95.18%	253 95.65%	42 100.00%	79 99.29%	19 83.71%	31 91.63%
No	41 0.63%	30 0.54%	5 0.34%	4 1.54%bd	- -	2 3.83%Tabdfgh	7 0.65%	3 0.43%	4 0.38%	3 1.06%	- -	- -	- -	- -
Prefer not to say	303 4.71%	246 4.51%	68 4.82%	7 2.77%	17 4.73%	1 0.85%	47 4.21%	36 5.97%	50 4.44%	9 3.30%	- -	1 0.71%	4 16.29%	3 8.37%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 162

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Yes	6098 94.66%	5992 94.71%	237 93.50%	1142 95.43%	343 93.20%	24 94.36%	1014 94.48%	523 93.56%	657 95.12%	454 94.98%	846 95.36%	117 96.49%	78 96.34%	262 96.08%	86 91.40%
No	41 0.63%	40 0.62%	* 0.15%	6 0.50%	7 1.83%Tnpwz	- -	6 0.57%	5 0.84%	6 0.88%	3 0.71%	5 0.51%	- -	- -	- -	1 1.03%
Prefer not to say	303 4.71%	295 4.66%	16 6.36%	49 4.07%	18 4.98%	1 5.64%	53 4.94%	31 5.60%	28 4.00%	21 4.31%	37 4.13%	4 3.51%	3 3.66%	11 3.92%	7 7.57%

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 163

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Yes	6098 94.66%	5852 94.87% <sup>T</sup>	1267 95.24%	278 95.59%	371 95.25%	57 95.95%	1214 95.32%	616 93.00%	1359 94.26%	287 97.13%	49 100.00%	97 98.33%	49 94.53%	22 85.85%	29 91.15%	3427 95.07%	424 95.37%	1773 94.95%	180 93.28%	941 95.55%	1018 93.84%	3178 95.81% <sup>T</sup>	1300 96.57% <sup>T</sup>	2001 94.82%	3941 96.57% <sup>Tw</sup>
No	41 0.63% <sup>au</sup>	34 0.56%	5 0.41%	5 1.89% <sup>Tabdg</sup>	-	1 1.00%	8 0.60%	2 0.30%	9 0.65%	1 0.34%	-	-	2 3.42% <sup>Tabdf</sup>	-	-	24 0.68%	4 0.94%	11 0.61%	2 0.82%	7 0.74%	11 0.99% <sup>u</sup>	13 0.40%	7 0.52%	29 1.37% <sup>Tx</sup>	8 0.19%
Prefer not to say	303 4.71% <sup>au</sup> vw	282 4.58%	58 4.36%	7 2.52%	19 4.75%	2 3.05%	52 4.08%	44 6.70% <sup>Ta</sup> bcfi	73 5.09%	7 2.53%	-	2 1.67%	1 2.06%	4 14.15%	3 8.85%	153 4.25%	16 3.69%	83 4.44%	11 5.90%	37 3.71%	56 5.17% <sup>v</sup>	126 3.79%	39 2.92%	80 3.81%	132 3.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 164

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Any	2110	993	1117	256	307	276	376	344	369	181	509	497	382	723	1005	1105	1639	471
knlp	32.75%cdej	31.53%	33.92%	28.85%	28.50%	27.65%	33.94%cde	37.09%Tcde	36.00%Tcde	43.46%Tode	29.03%	27.34%	29.22%	46.16%Tjkl	28.17%	38.45%Tn	31.82%	36.49%Tp
Hearing? Poor hearing, partial hearing, or are deaf	369	222	147	19	35	31	38	71	96	78	114	71	66	118	185	184	278	91
kp	5.72%bcdef	7.04%Tb	4.46%	2.19%	3.27%	3.12%	3.44%	7.64%Tcdef	9.34%Tcde	18.72%Todef	6.49%k	3.91%	5.07%	7.53%Tkl	5.18%	6.41%	5.40%	7.02%Tp
Eyesight? Poor vision, colour blindness, partial sight, or are blind	352	213	139	72	43	49	46	64	46	31	104	83	65	99	187	164	270	81
	5.46%bd	6.75%Tb	4.22%	8.15%Tdefh	4.00%	4.93%	4.16%	6.92%Tdfh	4.49%	7.35%dfh	5.92%	4.60%	4.98%	6.34%	5.25%	5.72%	5.25%	6.31%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	605	235	370	17	41	61	119	142	151	75	101	114	105	285	215	390	448	156
knnp	9.39%acdej	7.45%	11.24%Ta	1.87%	3.78%c	6.08%cd	10.73%cde	15.30%Tcde	14.74%Tcde	17.85%Todef	5.75%	6.29%	8.01%j	18.20%Tjkl	6.03%	13.56%Tn	8.70%	12.11%Tp
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	263	96	167	11	22	35	55	55	56	30	60	44	35	123	105	159	191	72
np	4.09%acdki	3.04%	5.08%Ta	1.20%	2.01%	3.51%c	4.96%cd	5.91%Tcde	5.44%Tcd	7.25%Tode	3.44%	2.44%	2.70%	7.88%Tjkl	2.93%	5.52%Tn	3.71%	5.59%Tp
Breathing? Breathlessness or chest pains	396	180	216	24	30	39	72	74	107	49	74	77	84	162	151	245	304	92
n	6.15%cdejk	5.72%	6.55%	2.74%	2.78%	3.94%	6.48%cde	8.03%Tcde	10.41%Tcde	11.78%Todef	4.20%	4.24%	6.40%jk	10.33%Tjkl	4.22%	8.54%Tn	5.90%	7.15%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 164

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Total (T)	Gender		Age								Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418		1752	1817	1308	1565	3569	2873	5152	1290
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	244 3.78%hikln	104 3.31%	140 4.24%	32 3.60%h	47 4.33%hi	46 4.64%hi	70 6.34%Toghi	27 2.94%h	15 1.50%	6 1.42%		56 3.19%l	45 2.46%	20 1.51%	123 7.88%Tjkl	101 2.82%	143 4.98%Tn	205 3.97%	39 3.03%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	164 2.55%ghil	82 2.60%	82 2.50%	40 4.49%Tfghi	53 4.96%Tfghi	37 3.66%Tghi	25 2.25%ghi	8 0.81%h	1 0.13%	1 0.13%		42 2.41%l	42 2.31%l	13 1.00%	67 4.27%Tjkl	84 2.36%	80 2.78%	140 2.71%	24 1.89%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	959 14.88%ahij kln	399 12.67%	560 17.01%Ta	160 18.00%Thi	216 20.11%Tghi	167 16.70%hi	207 18.66%Thi	140 15.10%hi	56 5.50%	12 2.97%		193 11.03%	228 12.57%	142 10.88%	395 25.23%Tjkl	422 11.81%	537 18.70%Tn	779 15.12%	180 13.93%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	610 9.48%acde ln	243 7.72%	367 11.15%Ta	36 4.08%	53 4.89%	72 7.26%cd	141 12.69%Tcde	123 13.26%Tcde	136 13.28%Tcde	49 11.78%cde		129 7.37%	160 8.82%	99 7.60%	222 14.16%Tjkl	289 8.11%	321 11.17%Tn	472 9.17%	138 10.71%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4080 63.34%bgim o	2045 64.93%Tb	2035 61.82%	580 65.25%i	696 64.68%l	690 68.15%Tfgh i	703 63.45%l	559 60.26%	634 61.83%l	228 54.60%		1186 67.70%Tm	1253 68.96%Tm	880 67.32%Tm	761 48.61%	2439 68.34%To	1641 57.13%	3294 63.95%	786 60.92%
Don't know	58 0.89%	26 0.82%	32 0.96%	17 1.92%Tfghi	18 1.68%Tfghi	10 0.97%	4 0.37%	3 0.37%	4 0.40%	1 0.26%		14 0.82%	13 0.70%	11 0.81%	20 1.27%	27 0.76%	30 1.06%	45 0.88%	12 0.96%
Prefer not to say	194 3.01%hq	86 2.72%	108 3.29%	35 3.98%h	55 5.14%Tfghi	32 3.23%	25 2.25%	21 2.28%	18 1.76%	7 1.68%		43 2.46%	55 3.00%	35 2.65%	62 3.96%Tj	98 2.73%	97 3.36%	173 3.36%Tq	21 1.63%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 165

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Country					Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
NET: Any	2110 32.75% mr	1737 32.13%	209 38.87% Tad	109 35.55%	55 28.69%	209 38.87% Tgi jmn	100 38.95% Tgi jmn	216 30.32%	185 35.25% m	175 31.18%	139 30.01%	109 35.55% m	225 37.12% Tgj m	225 26.45%	286 32.51% m	186 33.76% m	55 28.69%	1922 33.83% Tr	182 25.75%	
Hearing? Poor hearing, partial hearing, or are deaf	369 5.72% m	300 5.54%	32 6.01%	24 7.73%	13 6.88%	32 6.01%	18 7.06%	44 6.24%	26 5.04%	27 4.86%	29 6.36%	24 7.73% m	37 6.15%	34 3.95%	52 5.91%	31 5.61%	13 6.88%	338 5.95%	31 4.35%	
Eyesight? Poor vision, colour blindness, partial sight, or are blind	352 5.46%	293 5.42%	27 5.07%	20 6.46%	12 5.96%	27 5.07%	19 7.47% o	49 6.91% o	33 6.28%	24 4.24%	22 4.69%	20 6.46%	38 6.32%	44 5.12%	44 4.98%	20 3.71%	12 5.96%	300 5.29%	50 7.11%	
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	605 9.39% ar	483 8.94%	65 12.16% Ta	41 13.28% Ta	16 8.05%	65 12.16% Tgim	24 9.40%	58 8.14%	53 10.17%	44 7.81%	42 9.03%	41 13.28% Tgi m	67 11.02% m	62 7.27%	85 9.68%	48 8.74%	16 8.05%	574 10.10% Tr	29 4.14%	
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	263 4.09% m	209 3.87%	30 5.55%	12 3.94%	12 6.22%	30 5.55% m	21 8.03% Tghi jmo	28 3.88%	18 3.48%	20 3.51%	13 2.87%	12 3.94%	29 4.73%	22 2.57%	43 4.89% m	16 2.95%	12 6.22% m	241 4.24%	22 3.17%	
Breathing? Breathlessness or chest pains	396 6.15% m	321 5.94%	40 7.43%	24 7.94%	11 5.49%	40 7.43% m	23 8.86% jm	41 5.78%	36 6.91% m	37 6.52%	21 4.48%	24 7.94% m	45 7.37% m	33 3.84%	57 6.51% m	29 5.26%	11 5.49%	356 6.26%	40 5.59%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 165

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	244 3.78%gq	198 3.66%	32 6.00%Tad	10 3.33%	4 1.86%	32 6.00%Tghilp	12 4.75%g	15 2.13%	16 2.96%	16 2.86%	18 3.82%	10 3.33%	19 3.09%	33 3.88%	45 5.14%g	24 4.37%g	4 1.86%	200 3.51%	41 5.77%Tq
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	164 2.55%q	138 2.55%	16 3.01%	8 2.49%	3 1.31%	16 3.01%	3 1.31%	10 1.42%	18 3.46%gi	8 1.35%	13 2.72%	8 2.49%	12 1.92%	28 3.34%gi	25 2.79%	21 3.88%gi	3 1.31%	136 2.39%	26 3.73%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	959 14.88%dgmp	798 14.76%dd	105 19.63%Tacd	38 12.51%	17 8.82%	105 19.63%Tgjkmp	50 19.49%Tgjkmp	86 12.12%	96 18.21%Tgjmp	81 14.47%	60 13.04%	38 12.51%	95 15.60%p	100 11.82%	137 15.52%p	93 16.84%gmp	17 8.82%	857 15.09%	96 13.54%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	610 9.48%r	513 9.50%	55 10.33%	28 9.19%	13 6.91%	55 10.33%	27 10.71%	72 10.17%	46 8.84%	41 7.28%	45 9.68%	28 9.19%	66 10.84%	70 8.19%	93 10.52%	53 9.71%	13 6.91%	566 9.97%Tr	44 6.23%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4080 63.34%	3443 63.70%	317 59.00%	186 60.73%	134 69.58%b	317 59.00%	150 58.52%	452 63.42%	327 62.29%	357 63.40%	307 66.44%e	186 60.73%	366 60.43%	578 68.01%Tefkl	559 63.38%	348 63.23%	134 69.58%efl	3600 63.37%	471 66.47%
Don't know	58 0.89%q	51 0.95%	3 0.54%	3 0.99%	1 0.26%	3 0.54%	1 0.51%	12 1.62%o	5 0.94%	7 1.21%	2 0.51%	3 0.99%	4 0.68%	11 1.31%o	8 0.91%	1 0.16%	1 0.26%	42 0.74%	15 2.16%Tq
Prefer not to say	194 3.01%q	174 3.23%T	9 1.58%	8 2.72%	3 1.47%	9 1.58%	5 2.02%	33 4.64%Tehl	8 1.52%	24 4.21%ehl	14 3.03%	8 2.72%	11 1.77%	36 4.23%ehl	28 3.20%	16 2.86%	3 1.47%	116 2.06%	40 5.62%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 166

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM./Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Any	2110 32.75%	1804 33.07%	459 32.61%	78 32.34%	120 33.84%	32 51.00%Tabcd fg hi	362 32.45%	193 32.39%	363 32.33%	82 31.08%	17 39.70%	30 37.02%	10 44.93%	10 28.97%
Hearing? Poor hearing, partial hearing, or are deaf	369 5.72%	334 6.13%T	77 5.44%	16 6.71%	19 5.50%	7 11.10%	61 5.48%	47 7.94%T	69 6.14%	16 6.16%	2 5.28%	5 6.30%	2 7.75%	4 11.35%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	352 5.46%	301 5.52%h	76 5.36%	19 7.74%h	19 5.48%	2 3.42%	69 6.18%	28 4.76%	46 4.11%	21 7.96%h	6 14.70%Tabdfgh	4 4.82%	2 9.28%	2 6.71%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	605 9.39%	559 10.24%Ti	141 10.01%	26 10.76%	41 11.67% i	9 14.76%	122 10.97% i	56 9.44%	112 9.98%	16 6.01%	4 9.89%	12 15.44% i	4 17.14%	2 4.61%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	263 4.09% i	242 4.44%Ti	49 3.49%	13 5.23% i	16 4.40% i	6 9.46% bi	60 5.38% Tbi	29 4.88% i	52 4.62% i	3 1.26%	1 1.98%	2 3.00%	* 1.94%	3 7.41%
Breathing? Breathlessness or chest pains	396 6.15%	355 6.51%T	81 5.73%	18 7.62%	25 7.18%	8 13.39% Tb	75 6.72%	35 5.84%	76 6.74%	17 6.34%	6 13.90% b	6 7.53%	2 9.10%	2 6.35%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 166

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	244 3.78%b	197 3.62%b	38 2.69%	3 1.21%	15 4.28%	5 8.47%bcg	57 5.09%Tabcg	15 2.59%	41 3.64%	8 2.91%	3 6.84%c	6 7.01%bc	1 4.00%	1 2.79%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	164 2.55%a	127 2.33%	28 1.97%	6 2.36%	13 3.60%	2 3.34%	27 2.40%	12 2.05%	20 1.79%	10 3.88%	1 2.01%	3 3.43%	- -	- -
Your mental health? Anxiety, depression, or trauma-related conditions, for example	959 14.88%ab	761 13.95%	181 12.86%	32 13.21%	46 13.10%	10 15.68%	157 14.09%	81 13.64%	163 14.55%	30 11.32%	12 27.84%Tabcdg hi	14 17.06%	5 22.96%	5 14.82%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	610 9.48%	521 9.56%	138 9.77%	24 10.02%	37 10.41%	12 19.11%Tabfgi	102 9.16%	42 7.12%	112 10.02%	17 6.34%	5 12.52%	13 15.67%gi	5 23.76%	3 7.70%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4080 63.34%e	3469 63.59%e	924 65.57%e	152 62.65%	223 63.00%	31 49.00%	707 63.40%	364 61.26%	724 64.51%e	175 66.03%e	25 60.30%	49 61.43%	7 31.58%	24 71.03%
Don't know	58 0.89%ab	37 0.67%	4 0.30%	4 1.84%b	2 0.49%	- -	11 0.95%	5 0.77%	9 0.80%	2 0.83%	- -	- -	- -	- -
Prefer not to say	194 3.01%ab	146 2.67%b	21 1.52%	8 3.16%	9 2.67%	- -	36 3.20%b	33 5.58%Tabfhi	26 2.36%	5 2.05%	- -	1 1.55%	5 23.49%	- -

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 167

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Any	2110 32.75%	2071 32.74%	86 33.80%	374 31.25%	139 37.77%pwA	8 30.42%	348 32.46%	208 37.23%TnpwA	214 31.07%	163 34.06%	272 30.68%	39 32.07%	30 37.41%	90 33.20%	23 24.54%
Hearing? Poor hearing, partial hearing, or are deaf	369 5.72%	363 5.74%	17 6.88%	64 5.34%	22 6.05%	2 6.74%	55 5.15%	34 5.99%	43 6.18%	38 7.86%w	39 4.38%	10 8.24%	6 7.06%	17 6.38%	3 3.10%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	352 5.46%	348 5.50%	18 7.26%	76 6.31%	30 8.27%Tnsuwv	3 10.98%	48 4.50%	34 6.01%	30 4.39%	20 4.19%	42 4.78%	11 8.69%	3 3.39%	17 6.33%	2 1.99%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	605 9.39%	589 9.31%	30 11.79%	101 8.42%	38 10.37%	3 10.67%	96 8.97%	67 12.05%Tnpw	58 8.35%	52 10.95%	71 7.97%	9 7.02%	6 7.17%	28 10.31%	4 4.63%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	263 4.09%	258 4.09%	11 4.21%	52 4.32%	11 3.04%	- -	54 5.08%u	25 4.55%	19 2.80%	20 4.19%	33 3.77%	5 4.37%	1 1.27%	12 4.56%	1 0.69%
Breathing? Breathlessness or chest pains	396 6.15%	388 6.14%	20 7.91%	77 6.44%	22 5.98%	1 2.04%	50 4.70%	39 7.00%	37 5.36%	41 8.49% s	49 5.52%	4 3.53%	5 6.36%	23 8.37% s	6 6.30%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 167

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	244 3.78%	239 3.77%	7 2.72%	49 4.09%	23 6.22%Tntv	- -	40 3.71%	15 2.72%	37 5.36%Tntv	11 2.39%	34 3.89%	2 1.57%	2 2.53%	11 4.00%	2 1.83%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	164 2.55%o	161 2.54%o	1 0.37%	35 2.93%o	12 3.16%o	- -	27 2.52%	14 2.58%	13 1.87%	13 2.74%	31 3.52%o	1 0.52%	4 5.55%oxz	3 0.97%	2 1.86%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	959 14.88%o	946 14.96%o	24 9.30%	182 15.20%o	64 17.45%o	2 6.64%	173 16.10%o	74 13.14%	108 15.70%o	65 13.53%	135 15.24%o	19 15.81%	12 14.72%	40 14.84%	13 14.15%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	610 9.48%w	599 9.48%w	28 11.20%	112 9.36%	34 9.25%	1 4.02%	116 10.85%w	60 10.81%w	68 9.78%	46 9.70%	64 7.24%	7 5.89%	9 11.00%	27 9.74%	8 8.01%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4080 63.34%	4027 63.66%T	163 64.07%	783 65.46%q	216 58.86%	16 61.42%	689 64.22%	341 60.86%	445 64.47%	294 61.48%	583 65.71%q	79 65.03%	48 58.79%	172 63.22%	61 64.66%
Don't know	58 0.89%n	44 0.70%	- -	8 0.71%	- -	1 2.50%	7 0.65%	1 0.16%	8 1.22%	7 1.50%qt	7 0.76%	1 0.65%	- -	2 0.66%	* 0.37%
Prefer not to say	194 3.01%n	184 2.90%	5 2.13%	31 2.59%	12 3.37%	1 5.66%	29 2.67%	10 1.74%	22 3.25%	14 2.96%	25 2.84%	3 2.25%	3 3.80%	8 2.92%	10 10.43%Tnopqstuvwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 168

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utility Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Any	2110	2026	433	103	133	27	397	221	470	88	21	35	13	12	10	1157	142	589	74	312	424	1182	308	2110	-
x	32.75%	32.84%	32.58%	35.41%	34.13%	45.45% i	31.17%	33.40%	32.64%	29.95%	43.32%	35.29%	25.95%	45.18%	32.23%	32.11%	31.87%	31.52%	38.15%	31.72%	39.10% v	35.63% v	22.89%	100.00% Tx	-
Hearing? Poor hearing, partial hearing, or are deaf	369 5.72% vx	358 5.80%	67 5.01%	18 6.19%	22 5.54%	7 12.00% bf i	64 5.02%	53 8.06% Ta bf	88 6.13%	12 4.14%	2 4.59%	5 5.09%	3 6.72%	2 6.73%	4 13.59%	226 6.27%	24 5.44%	114 6.10%	19 9.96% T	64 6.47%	61 5.66% v	237 7.14% Tv	48 3.58%	369 17.48% Tx	-
Eyesight? Poor vision, colour blindness, partial sight, or are blind	352 5.46% x	336 5.45%	68 5.11%	25 8.75% Ta bgh	22 5.59%	2 3.64%	74 5.79%	30 4.50%	73 5.04%	17 5.85%	8 16.01% Ta bdfghikl	5 4.69%	* 0.94%	3 10.25%	2 7.09%	211 5.86%	29 6.54%	111 5.96%	17 8.82%	48 4.92%	73 6.77%	179 5.39%	71 5.27%	352 16.66% Tx	-
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	605 9.39% lv x	589 9.54% l	131 9.82% l	34 11.66% l	49 12.66% T ahil	8 14.20% l	129 10.11% l	61 9.26% l	118 8.17% l	19 6.42%	5 9.92% l	12 12.46% l	- -	4 14.88%	2 6.47%	376 10.43% T	45 10.17%	190 10.18%	23 11.99%	96 9.75%	117 10.76% v	395 11.91% Tv	57 4.24%	605 28.66% Tx	-
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	263 4.09% vx	257 4.17%	43 3.25%	14 4.86%	17 4.34%	5 8.16% i	64 5.06% bi	32 4.88%	57 3.98%	6 1.94%	1 1.72%	2 2.42%	4 7.32% i	* 1.69%	3 7.83%	160 4.43%	13 3.03%	86 4.61%	16 8.47% To pqrs	37 3.73%	57 5.22% v	172 5.19% Tv	21 1.52%	263 12.47% Tx	-
Breathing? Breathlessness or chest pains	396 6.15% vx	374 6.07%	73 5.48%	21 7.31%	28 7.18%	5 8.38%	78 6.12%	42 6.41%	85 5.91%	15 5.22%	6 12.08%	8 7.73%	2 2.93%	2 7.90%	2 6.71%	235 6.52%	22 5.02%	126 6.75%	12 6.15%	60 6.08%	75 6.92% v	252 7.60% Tv	39 2.92%	396 18.76% Tx	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 168

**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?****Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	244 3.78%bv x	230 3.73%	37 2.75%	9 2.93%	19 4.96%b	4 7.32%	53 4.16%	24 3.62%	49 3.43%	13 4.50%	3 6.79%	7 6.65%b	- -	1 3.48%	1 2.95%	136 3.76%	11 2.37%	76 4.08%	10 4.92%	34 3.44%	74 6.81% v	129 3.90%v	21 1.57%	244 11.55% Tx	- -
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	164 2.55%fo qsuvx	154 2.49%f	28 2.13%	8 2.81%	15 3.80%f	2 3.55%	21 1.63%	19 2.81%	34 2.33%	14 4.78% Ta bfh	1 1.75%	3 3.21%	1 1.95%	1 2.19%	- -	61 1.70%	15 3.27% oq s	28 1.51%	5 2.54%	13 1.28%	50 4.61% Tu v	71 2.13%	18 1.36%	164 7.78% Tx	- -
Your mental health? Anxiety, depression, or trauma-related conditions, for example	959 14.88%o qvx	922 14.95%	184 13.80%	47 16.04%	54 13.76%	11 18.39%	176 13.81%	102 15.44%	225 15.61%	43 14.61%	15 30.50% T abcdgh il	17 17.35%	5 9.46%	6 24.40%	5 15.68%	489 13.55%	64 14.39%	242 12.96%	29 15.11%	133 13.49%	234 21.53% T uv	488 14.72%v	131 9.70%	959 45.44% Tx	- -
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	610 9.48%il vx	585 9.48%il	124 9.32%i l	35 12.12%i l	44 11.21%il	5 7.68%	111 8.74%l	55 8.25%l	147 10.20%il	15 5.00%	5 10.88%l	13 13.37%il	- -	6 24.60%	3 8.14%	338 9.39%	31 7.05%	175 9.36%	15 7.81%	100 10.20%	118 10.90%v	371 11.18% Tv	80 5.95%	610 28.93% Tx	- -
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4080 63.34%t w	3939 63.85% T eg	879 66.09% T eg	181 62.42%	244 62.65%	31 51.49%	825 64.79%	404 60.99%	912 63.27%	198 66.92%	28 56.68%	63 63.46%	36 70.69%	9 34.42%	22 67.77%	2333 64.71% T r	292 65.73%	1221 65.39% r	110 56.77%	640 65.02%	615 56.67%	2064 62.22% t	1010 75.03% Tu	- -	4080 100.00% Tw
Don't know	58 0.89%ab uvw	38 0.61%	3 0.24%	2 0.69%	2 0.44%	- -	12 0.91%b	5 0.81%	9 0.61%	4 1.51%b	- -	- -	1 1.52%	- -	- -	26 0.71%	* 0.10%	15 0.82%	2 1.16%	7 0.67%	15 1.38% uv	12 0.37%	4 0.27%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 168

Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Prefer not to say	194 3.01%ab oquwx	166 2.70%b	14 1.09%	4 1.47%	11 2.77%b	2 3.05%	40 3.13%b	32 4.80%Ta bci	50 3.48%b	5 1.62%	-	1 1.25%	1 1.84%	5 20.40%	-	89 2.47%	10 2.31%	42 2.27%	8 3.92%	25 2.59%	31 2.84%	59 1.78%	24 1.82%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 169

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?****Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?****Base: All respondents**

	Gender			Age								Social Grade					Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Up to £199 per week / Up to £10,399 per year	479 7.43%ahjkl nq	200 6.36%	279 8.46%Ta	50 5.57%	70 6.50%	83 8.33%ch	104 9.35%Tcdh	88 9.51%Tcdhi	60 5.82%	25 5.96%	43 2.46%	86 4.75%j	55 4.21%j	294 18.81%Tjkl	129 3.63%	350 12.17%Tn	401 7.79%	78 6.02%
From £200 to £299 per week / From £10,400 to £15,599 per year	706 10.95%acde ln	286 9.08%	420 12.75%Ta	64 7.18%	93 8.64%	84 8.42%	133 12.00%code	120 12.98%Tode	140 13.66%Tode	71 17.04%Tcdef	104 5.93%	179 9.87%jl	87 6.66%	335 21.42%Tjkl	283 7.94%	422 14.70%Tn	576 11.19%	129 10.01%
From £300 to £499 per week / From £15,600 to £25,999 per year	1527 23.70%cdjl p	719 22.82%	808 24.55%	126 14.19%	201 18.73%cd	231 23.09%cd	265 23.94%cd	259 27.89%Tode	322 31.35%Tode	123 29.47%Tode	316 18.02%	495 27.26%Tjl	259 19.80%	457 29.18%Tjl	811 22.73%	716 24.91%	1186 23.02%	341 26.42%Tp
From £500 to £699 per week / From £26,000 to £36,399 per year	1374 21.33%cmo	706 22.40%	668 20.31%	115 12.96%	213 19.80%cd	235 23.51%cd	218 19.64%cd	199 21.48%cd	280 27.33%Tcdf	114 27.29%Tcdf	452 25.78%Tm	422 23.23%Tm	304 23.26%lm	196 12.53%	874 24.48%To	500 17.41%	1077 20.91%	297 23.01%
From £700 to £999 per week / From £36,400 to £51,999 per year	960 14.91%bhim oq	515 16.35%Tb	445 13.52%	149 16.73%hi	216 20.08%Tefg hi	156 15.60%hi	173 15.59%hi	130 14.03%h	96 9.31%	42 9.95%	324 18.49%Tkm	262 14.44%lm	276 21.10%Tkm	98 6.26%	586 16.43%To	374 13.02%	795 15.43%Tq	165 12.82%
£1,000 per week and above / £52,000 per year and above	703 10.91%bghi mo	442 14.04%Tb	261 7.92%	170 19.14%Tdef ghi	160 14.92%Tghi	127 12.70%ghi	138 12.47%ghi	59 6.39%hi	40 3.93%	8 1.87%	336 19.17%Tklim	192 10.55%lm	145 11.12%lm	30 1.91%	528 14.78%To	175 6.10%	563 10.92%	140 10.87%
Don't know	279 4.33%ae fghi	105 3.35%	174 5.28%Ta	137 15.44%Tdefg hi	54 5.03%efghi	29 2.89%	23 2.07%	14 1.48%	17 1.62%	6 1.33%	83 4.76%	72 3.95%	55 4.17%	69 4.44%	155 4.35%	124 4.31%	219 4.25%	60 4.69%
Prefer not to say	414 6.43%an	177 5.61%	238 7.22%Ta	78 8.79%Tef	68 6.30%	54 5.45%	55 4.94%	58 6.23%	72 6.98%	30 7.09%	94 5.39%	108 5.93%	127 9.68%Tjkm	85 5.46%	202 5.66%	212 7.38%Tn	335 6.50%	79 6.15%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 170

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?****Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?****Base: All respondents**

	Country					Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	Ni (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Up to £199 per week / Up to £10,399 per year	479 7.43%q	386 7.14%	61 11.27% <sup>Tad</sup>	24 7.91%	8 4.32%	61 11.27% <sup>Tgj</sup> Inop	26 10.03% <sup>gjop</sup>	39 5.45%	44 8.41%	49 8.79% <sup>go</sup>	26 5.65%	24 7.91%	38 6.33%	72 8.51% <sup>go</sup>	62 7.08%	29 5.18%	8 4.32%	401 7.07%	75 10.61% <sup>Tq</sup>	
From £200 to £299 per week / From £10,400 to £15,599 per year	706 10.95% <sup>n</sup>	579 10.71%	70 12.95%	37 12.17%	20 10.14%	70 12.95% <sup>n</sup>	33 12.92% <sup>n</sup>	76 10.67%	57 10.84%	55 9.73%	62 13.44% <sup>n</sup>	37 12.17%	71 11.78% <sup>n</sup>	97 11.46% <sup>n</sup>	72 8.13%	56 10.14%	20 10.14%	619 10.90%	79 11.18%	
From £300 to £499 per week / From £15,600 to £25,999 per year	1527 23.70% <sup>d</sup> mp	1300 24.05% <sup>d</sup>	119 22.20% <sup>d</sup>	79 25.88% <sup>d</sup>	28 14.59%	119 22.20% <sup>p</sup>	66 25.68% <sup>mp</sup>	191 26.75% <sup>mnp</sup>	146 27.74% <sup>Tmn</sup> p	137 24.32% <sup>mp</sup>	116 25.16% <sup>mp</sup>	79 25.88% <sup>mp</sup>	165 27.30% <sup>mnp</sup>	157 18.44%	184 20.83%	139 25.35% <sup>mp</sup>	28 14.59%	1377 24.24% <sup>Tr</sup>	144 20.27%	
From £500 to £699 per week / From £26,000 to £36,399 per year	1374 21.33%	1162 21.50%	114 21.13%	61 19.93%	38 19.43%	114 21.13%	50 19.33%	153 21.50%	107 20.40%	126 22.45%	99 21.48%	61 19.93%	138 22.71%	157 18.47%	207 23.48% <sup>m</sup>	125 22.76%	38 19.43%	1240 21.83% <sup>T</sup>	129 18.21%	
From £700 to £999 per week / From £36,400 to £51,999 per year	960 14.91% <sup>r</sup>	814 15.05%	76 14.10%	35 11.60%	35 18.36%	76 14.10%	31 12.03%	114 16.01%	66 12.50%	97 17.28% <sup>h</sup>	62 13.45%	35 11.60%	89 14.64%	127 14.99%	137 15.52%	91 16.55%	35 18.36%	870 15.31% <sup>Tr</sup>	85 11.99%	
£1,000 per week and above / £52,000 per year and above	703 10.91% <sup>a</sup> il	564 10.43%	52 9.76%	35 11.58%	52 26.66% <sup>Tabc</sup>	52 9.76%	25 9.76%	64 8.98%	54 10.30% <sup>i</sup>	35 6.26%	38 8.16%	35 11.58% <sup>i</sup>	49 8.15%	129 15.17% <sup>Tef</sup> ghijl	109 12.34% <sup>ijl</sup>	61 11.01% <sup>i</sup>	52 26.66% <sup>Tef</sup> ghijklmno	619 10.91%	80 11.31%	
Don't know	279 4.33% <sup>q</sup>	236 4.37%	23 4.34%	17 5.46%	3 1.59%	23 4.34%	12 4.62%	29 4.02%	16 3.11%	24 4.19%	27 5.88% <sup>op</sup>	17 5.46%	23 3.81%	44 5.18%	46 5.16%	16 2.91%	3 1.59%	217 3.83%	57 8.04% <sup>Tq</sup>	
Prefer not to say	414 6.43% <sup>q</sup>	365 6.75% <sup>Tb</sup>	23 4.25%	17 5.48%	10 4.92%	23 4.25%	14 5.64%	47 6.64%	35 6.71%	39 6.99%	31 6.79%	17 5.48%	32 5.27%	66 7.78% <sup>e</sup>	66 7.46% <sup>e</sup>	34 6.09%	10 4.92%	336 5.92%	59 8.39% <sup>q</sup>	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 171

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?****Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?****Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Up to £199 per week / Up to £10,399 per year	479 7.43%ab	380 6.96%	83 5.86%	23 9.43%	28 7.82%	8 12.61%	74 6.67%	52 8.67%b	66 5.91%	24 8.96%	3 7.77%	6 7.23%	7 30.74%	-
From £200 to £299 per week / From £10,400 to £15,599 per year	706 10.95%	624 11.44%Tb	135 9.58%	41 16.75%Tabfh	54 15.39%Tabfh	11 16.93%	109 9.77%	89 15.02%Tabfh	109 9.74%	30 11.43%	7 15.91%	18 22.12%Tabfhi	2 7.33%	4 10.29%
From £300 to £499 per week / From £15,600 to £25,999 per year	1527 23.70%	1320 24.20%	339 24.04%	58 24.01%	89 25.14%	13 20.32%	253 22.66%	159 26.77%	264 23.52%	67 25.21%	11 25.43%	22 27.20%	7 29.56%	11 33.65%
From £500 to £699 per week / From £26,000 to £36,399 per year	1374 21.33%	1204 22.06%Tc	330 23.43%c	38 15.64%	76 21.39%	14 22.83%	255 22.83%c	128 21.49%	252 22.47%c	53 20.17%	9 20.67%	14 17.41%	2 10.26%	7 20.00%
From £700 to £999 per week / From £36,400 to £51,999 per year	960 14.91%	814 14.91%	224 15.92%	29 11.82%	46 13.03%	10 16.28%	172 15.46%	78 13.11%	174 15.46%	36 13.53%	9 21.24%	9 11.10%	3 12.47%	9 25.04%
£1,000 per week and above / £52,000 per year and above	703 10.91%g	577 10.57%g	156 11.08%g	23 9.57%g	30 8.34%	2 3.85%	128 11.48%g	30 5.09%	152 13.52%Tadgk	35 13.23%g	4 8.99%	4 4.76%	-	3 8.50%
Don't know	279 4.33%ag	193 3.53%g	50 3.58%	19 8.00%Tabdfghi	9 2.55%	2 2.72%	47 4.20%g	11 1.81%	42 3.74%	6 2.11%	-	3 4.06%	-	-
Prefer not to say	414 6.43%	344 6.31%	92 6.52%	12 4.79%	22 6.34%	3 4.46%	77 6.94%	48 8.04%	63 5.65%	14 5.37%	-	5 6.11%	2 9.63%	1 2.51%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 172

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?****Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?****Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Up to £199 per week / Up to £10,399 per year	479 7.43%w	468 7.40%w	17 6.82%	91 7.57%	43 11.82%Tnpstu w	3 10.45%	79 7.38%	36 6.38%	50 7.22%	36 7.43%	48 5.44%	8 6.40%	6 7.46%	25 9.12%	5 5.07%
From £200 to £299 per week / From £10,400 to £15,599 per year	706 10.95%	687 10.85%	26 10.37%	110 9.17%	43 11.72%	1 4.62%	129 12.03%	80 14.27%Tnpz	78 11.26%	56 11.62%	93 10.47%	10 8.04%	10 12.90%	22 8.11%	13 13.78%
From £300 to £499 per week / From £15,600 to £25,999 per year	1527 23.70%	1510 23.86%T	68 26.70%	270 22.59%	87 23.77%	5 19.57%	234 21.79%	124 22.22%	151 21.82%	134 27.99%Tpsu	222 25.00%	42 34.79%Tnpqst uwz	17 20.95%	66 24.09%	26 27.42%
From £500 to £699 per week / From £26,000 to £36,399 per year	1374 21.33%	1352 21.36%	49 19.28%	292 24.40%Tnsuv	84 22.76%	5 21.00%	218 20.34%	134 23.87%	133 19.23%	91 19.08%	188 21.23%	21 17.15%	21 26.31%	60 22.13%	17 17.70%
From £700 to £999 per week / From £36,400 to £51,999 per year	960 14.91%	956 15.12%T	44 17.38%	173 14.42%	41 11.22%	5 18.07%	171 15.90%	79 14.05%	114 16.47%q	70 14.74%	144 16.28%q	17 14.41%	10 12.84%	34 12.32%	12 12.64%
£1,000 per week and above / £52,000 per year and above	703 10.91%	699 11.04%T	26 10.42%	137 11.46%	33 9.11%	2 7.93%	115 10.73%	50 8.95%	102 14.79%TnqstvA	38 7.99%	99 11.14%	11 9.00%	11 13.20%	51 18.75%Tnopqst vwxA	6 6.10%
Don't know	279 4.33%n	257 4.06%	7 2.92%	50 4.16%	22 5.87%	3 11.86%	44 4.06%	21 3.70%	25 3.67%	23 4.80%	32 3.58%	7 6.00%	1 0.64%	7 2.63%	2 2.07%
Prefer not to say	414 6.43%nz	399 6.31%z	15 6.10%	75 6.23%z	14 3.74%	2 6.51%	83 7.76%qz	37 6.56%z	38 5.54%	30 6.35%	61 6.87%z	5 4.20%	5 5.71%	8 2.85%	14 15.23%Tnopqstuvwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 173

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?****Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?****Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Up to £199 per week / Up to £10,399 per year	479 7.43%ab oquvx	438 7.10%	78 5.89%	32 11.09%Ta bfh	29 7.34%	7 12.42%	84 6.58%	60 9.04%bh	91 6.35%	24 8.02%	3 6.75%	7 7.54%	3 5.24%	8 28.96%	-	229 6.36%	26 5.87%	111 5.92%	20 10.44%oq	59 6.02%	479 44.13%Tuv	-	-	219 10.36%Tx	233 5.71%
From £200 to £299 per week / From £10,400 to £15,599 per year	706 10.95%q vx	670 10.87%	127 9.55%	40 13.73%f	54 13.77%b fh	9 14.71%	117 9.22%	94 14.16%Ta bfh	138 9.58%	38 12.84%	8 17.18%	20 19.91%T abfh	5 10.15%	2 6.37%	3 9.07%	371 10.28%q	41 9.28%	171 9.15%	42 21.63%T opqs	108 10.97%	131 12.06%v	575 17.32%Ttv	-	352 16.70%Tx	336 8.23%
From £300 to £499 per week / From £15,600 to £25,999 per year	1527 23.70%o qvx	1482 24.03%T	338 25.39%	70 24.11%	97 24.83%	11 18.55%	276 21.71%	179 26.99%f	336 23.33%	63 21.19%	11 22.10%	25 25.55%	16 31.96%	8 29.96%	11 35.59%	804 22.30%	101 22.85%	402 21.55%	38 19.47%	235 23.86%	324 29.86%T v	1203 36.26%Ttv	-	599 28.38%T x	889 21.78%
From £500 to £699 per week / From £26,000 to £36,399 per year	1374 21.33%t vw	1335 21.63%T	302 22.71%	54 18.41%	84 21.52%	18 30.88%i	289 22.71%	134 20.28%	315 21.88%	52 17.77%	10 20.03%	16 16.26%	11 22.16%	4 15.61%	6 19.91%	808 22.41%T	92 20.64%	428 22.92%	46 23.64%	219 22.24%	88 8.10%	1055 31.81%T tv	231 17.16%t	393 18.63%	950 23.29%Tw
From £700 to £999 per week / From £36,400 to £51,999 per year	960 14.91%t w	942 15.28%T	215 16.19%	35 12.08%	52 13.32%	10 16.71%	210 16.52%	87 13.15%	225 15.64%	42 14.12%	10 20.50%	14 13.82%	8 14.72%	1 4.42%	5 15.84%	589 16.35%T s	79 17.78%	331 17.72%T ors	21 10.84%	138 13.98%	63 5.85%	485 14.61%t tu	412 30.62%T	217 10.28%	725 17.77%Tw
£1,000 per week and above / £52,000 per year and above	703 10.91%e grtuw eg	687 11.14%T	148 11.13%e	30 10.16%eg	38 9.70%eg	- -	155 12.14%eg	37 5.60%	188 13.07%T aeg	44 14.82%e g	7 13.44%eg	8 8.19%e	5 9.96%e	2 6.31%	3 8.99%	454 12.61%T r	65 14.70%T r	242 12.98%Tr	11 5.92%	127 12.88%r	-	-	703 52.22%Tt u	135 6.38%	556 13.63%Tw
Don't know	279 4.33%ab tuvx	231 3.75%	40 2.97%	15 5.04%	10 2.61%	2 2.89%	57 4.47%	20 3.01%	68 4.73%b	10 3.24%	-	4 3.79%	1 1.79%	-	3 7.95%	138 3.83%	16 3.63%	65 3.48%	5 2.49%	45 4.55%	-	-	-	97 4.59%	145 3.56%
Prefer not to say	414 6.43%at uvw	383 6.21%	82 6.17%	16 5.39%	27 6.90%	2 3.84%	85 6.66%	51 7.77%	78 5.42%	24 8.00%	-	5 4.93%	2 4.01%	2 8.36%	1 2.66%	211 5.86%	23 5.25%	117 6.29%	11 5.56%	54 5.50%	-	-	-	99 4.67%	246 6.03%w

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 174

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

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Any	1666 25.86% jklm	730 23.17%	936 28.43% Ta	164 18.42%	304 28.27% chi	299 29.95% Tchi	331 29.84% Tchi	263 28.38% chi	223 21.79%	82 19.52%	322 18.37%	339 18.65%	263 20.11%	742 47.40% Tjkl	661 18.52%	1005 34.98% Tn	1343 26.06%	323 25.04%
Personal Independence Payment (PIP)	594 9.22% acdij klm	256 8.11%	339 10.28% Ta	37 4.20%	73 6.78% ci	86 8.62% ci	132 11.92% Tode i	148 15.93% Tode fhi	109 10.60% cdi	9 2.20%	106 6.05%	117 6.45%	82 6.30%	288 18.43% Tjkl	223 6.26%	371 12.91% Tn	446 8.65%	148 11.49% Tp
Universal Credit (and household has other earnings)	366 5.69% aghij n	139 4.42%	227 6.90% Ta	47 5.33% hi	95 8.87% Toghi	96 9.61% Tcghi	81 7.28% Tghi	38 4.13% hi	5 0.47%	4 0.91%	75 4.30%	88 4.86%	77 5.90%	125 8.02% Tjk	164 4.58%	203 7.06% Tn	307 5.97%	59 4.56%
Employment and Support Allowance (ESA)	338 5.25% cdhij klm	161 5.11%	177 5.38%	11 1.29%	37 3.43% chi	57 5.72% cdhi	112 10.11% Tode hi	101 10.84% Tcdeh i	19 1.84% i	1 0.35%	50 2.87%	41 2.25%	32 2.43%	215 13.74% Tjkl	91 2.56%	247 8.59% Tn	256 4.97%	82 6.36%
Carer's allowance	312 4.84% achjk lm	130 4.14%	181 5.51% Ta	18 2.04%	53 4.95% c	50 4.98% c	75 6.76% Tchi	65 6.99% Tchi	35 3.40%	16 3.83%	64 3.66%	46 2.52%	47 3.61%	155 9.88% Tjkl	110 3.08%	202 7.02% Tn	235 4.55%	77 5.97%
Other	215 3.34% cn	93 2.95%	122 3.71%	12 1.33%	31 2.92% c	26 2.64%	40 3.57% c	31 3.33% c	45 4.42% c	30 7.09% Tcdef g	46 2.62%	51 2.79%	46 3.51%	72 4.63% Tjk	97 2.71%	118 4.12% Tn	174 3.38%	41 3.16%
Universal Credit (and household has no other earnings)	187 2.91% ahijk lm	72 2.28%	116 3.51% Ta	22 2.43% hi	52 4.79% Tchi	45 4.48% Tchi	35 3.16% hi	29 3.16% hi	5 0.48%	- -	12 0.67%	26 1.45% j	17 1.27%	133 8.47% Tjkl	38 1.06%	149 5.19% Tn	164 3.18% Tq	23 1.81%
Pensions Credit (Guaranteed Credit)	175 2.72% fgjkl nm	89 2.83%	86 2.61%	14 1.63%	22 2.04% g	29 2.92% fg	11 0.97%	7 0.80%	62 6.00% Tcdef g	30 7.14% Tcdef g	31 1.74%	35 1.91%	19 1.43%	91 5.82% Tjkl	65 1.83%	110 3.83% Tn	153 2.97% Tq	22 1.71%
Income Support	132 2.05% hklm	64 2.02%	69 2.09%	15 1.73%	40 3.72% Tcfgh i	35 3.47% Tcfgh i	18 1.61%	13 1.36%	9 0.87%	3 0.69%	35 2.00% k	17 0.92%	14 1.04%	67 4.27% Tjkl	52 1.45%	80 2.80% Tn	107 2.07%	25 1.98%
Income-based Jobseeker's Allowance	80 1.23% hk	46 1.45%	34 1.03%	18 2.06% hi	17 1.54% h	16 1.65% h	11 0.98%	11 1.17%	5 0.49%	1 0.35%	27 1.56% k	10 0.57%	11 0.84%	31 1.96% Tkl	38 1.06%	42 1.45%	65 1.27%	14 1.10%
Pensions Credit (no Guaranteed Credit)	65 1.01% bgkn	44 1.39% Tb	21 0.65%	9 1.03%	17 1.58% g	10 0.97%	8 0.74%	3 0.27%	11 1.11% g	7 1.69% g	22 1.26% k	3 0.18%	11 0.87% k	28 1.81% Tk	25 0.71%	40 1.38% Tn	56 1.09%	9 0.67%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 174

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

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
None of these	4591 71.26%bdef mo	2324 73.78%Tb	2267 68.85% g	665 74.82%Tdef g	725 67.40%	671 67.26%	751 67.74%	649 70.01%	795 77.48%Tdef g	334 80.04%Tdef g	1387 79.17%Tm	1437 79.09%Tm	1007 77.03%Tm	759 48.50%	2824 79.13%To	1767 61.49%	3657 70.98%	934 72.40%
Prefer not to say	186 2.88%ghin	96 3.05%	89 2.72%	60 6.76%Tdefg hi	47 4.34%Tfghi	28 2.79%hi	27 2.41%hi	15 1.61%	7 0.73%	2 0.44%	43 2.46%	41 2.26%	37 2.86%	64 4.09%Tjk	84 2.36%	102 3.53%Tn	153 2.96%	33 2.56%

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q**  
**Overlap formulae used.**

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 175

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

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
NET: Any	1666 25.86%a	1360 25.16%	160 29.70%a	93 30.24%	53 27.68%	160 29.70%n	74 28.80%n	176 24.64%	135 25.71%	166 29.43%n	110 23.73%	93 30.24%n	164 27.07%n	216 25.38%	186 21.06%	135 24.60%	53 27.68%	1452 25.56%	206 29.05%	
n																				
Personal Independence Payment (PIP)	594 9.22%am	458 8.46%	58 10.89%	49 16.13%Ta	29 14.87%Ta	58 10.89%am	26 10.20%	66 9.30%	45 8.52%	43 7.63%	39 8.48%	49 16.13%Tgh ijlmno	64 10.50%am	53 6.28%	72 8.19%	49 8.93%	29 14.87%Tgh jmno	545 9.60%Tr	47 6.64%	
Universal Credit (and household has other earnings)	366 5.69%q	310 5.74%	34 6.31%d	18 5.90%	4 2.22%	34 6.31%p	17 6.76%p	42 5.85%	34 6.54%p	39 6.97%p	31 6.63%p	18 5.90%	24 3.95%	55 6.49%p	39 4.39%	29 5.26%	4 2.22%	308 5.42%	56 7.91%Tq	
Employment and Support Allowance (ESA)	338 5.25%a	258 4.77%	32 5.87%	30 9.65%Ta	19 10.07%Ta	32 5.87%	10 4.07%	36 5.03%	21 4.04%	36 6.44%	21 4.63%	30 9.65%Tgh jlmno	32 5.30%	35 4.08%	41 4.66%	25 4.49%	19 10.07%Tgh jlmno	308 5.43%	26 3.73%	
Carer's allowance	312 4.84%aj	244 4.51%	33 6.12%	20 6.65%	15 7.51%	33 6.12%jm	14 5.51%jm	30 4.23%	25 4.85%jm	34 6.01%jm	10 2.25%	20 6.65%jm	42 7.01%Tjm	20 2.39%	42 4.78%jm	25 4.57%	15 7.51%jm	286 5.03%	25 3.50%	
m																				
Other	215 3.34%	174 3.22%	26 4.80%	8 2.75%	7 3.52%	26 4.80%ghm	12 4.50%	17 2.39%	12 2.30%	25 4.48%	17 3.74%	8 2.75%	23 3.84%	20 2.36%	29 3.27%	19 3.40%	7 3.52%	192 3.37%	23 3.30%	
Universal Credit (and household has no other earnings)	187 2.91%l	153 2.82%	24 4.45%	8 2.61%	3 1.39%	24 4.45%l	14 5.34%Tglp	16 2.28%	16 3.11%	20 3.51%l	12 2.70%	8 2.61%	8 1.30%	28 3.31%l	24 2.73%	14 2.55%	3 1.39%	158 2.78%	29 4.09%	
Pensions Credit (Guaranteed Credit)	175 2.72%	147 2.72%	15 2.84%	10 3.38%	2 1.18%	15 2.84%	4 1.66%	19 2.73%	7 1.30%	15 2.66%	13 2.78%	10 3.38%	24 3.94%hn	36 4.27%Thn	15 1.73%	14 2.47%	2 1.18%	150 2.65%	25 3.50%	
Income Support	132 2.05%q	116 2.15%	12 2.26%	3 1.09%	1 0.32%	12 2.26%	1 0.45%	16 2.28%	6 1.07%	14 2.47%	5 1.14%	3 1.09%	17 2.73%f	33 3.90%Thj kop	18 2.09%	6 1.07%	1 0.32%	101 1.78%	30 4.18%Tq	
Income-based Jobseeker's Allowance	80 1.23%iq	70 1.30%	4 0.68%	3 1.04%	3 1.36%	4 0.68%	4 1.64%i	9 1.32%i	12 2.28%Tjno	- -	1 0.25%	3 1.04%i	10 1.66%ij	25 2.96%Teij no	6 0.65%	2 0.43%	3 1.36%i	58 1.02%	22 3.06%Tq	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 175

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

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Pensions Credit (no Guaranteed Credit) q	65 1.01%jn	57 1.06%	5 0.95%	3 0.90%	- -	5 0.95%	5 1.99%jn	7 1.03%j	7 1.31%jn	7 1.19%jn	- -	3 0.90%	8 1.28%jn	16 1.90%Tjn	2 0.22%	5 0.95%	- -	48 0.85%	17 2.39%Tq	
None of these r	4591 71.26% i	3879 71.76%	364 67.70%	210 68.76%	137 71.13%	364 67.70%	176 68.76%	518 72.74% i	376 71.59%	372 66.23%	342 73.96% e i	210 68.76%	435 71.77%	588 69.17%	668 75.81% T e f i k m	404 73.39% i	137 71.13%	4096 72.11% T r	467 65.89%	
Prefer not to say	186 2.88% l q	166 3.08%	14 2.60%	3 1.01%	2 1.18%	14 2.60%	6 2.44%	19 2.63%	14 2.70%	24 4.34% k l o	11 2.31%	3 1.01%	7 1.16%	46 5.46% T e g h j k l n o p	28 3.13% l	11 2.01%	2 1.18%	132 2.32%	36 5.06% T q	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 176

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

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Any	1666 25.86%b	1440 26.40%Tb	328 23.31%	75 31.02%b	84 23.66%	22 35.10%	326 29.21%Tab	167 28.03%b	282 25.10%	70 26.41%	11 26.87%	30 37.54%Tabdh	14 62.52%	6 16.87%
Personal Independence Payment (PIP)	594 9.22%	529 9.70% T	126 8.97%	22 9.06%	30 8.52%	6 9.53%	139 12.48%Tabhi	53 8.99%	100 8.91%	16 5.90%	4 10.62%	15 19.22%Tabcdgh i	4 17.44%	3 7.98%
Universal Credit (and household has other earnings)	366 5.69%a	292 5.34%	64 4.51%	18 7.47%	18 5.20%	2 3.64%	63 5.68%	45 7.52%abh	54 4.83%	13 4.94%	3 5.94%	3 4.05%	-	2 4.55%
Employment and Support Allowance (ESA)	338 5.25%	296 5.42%	65 4.62%	24 9.91%Tabgh	23 6.46%	3 5.12%	71 6.41%	24 4.08%	49 4.34%	14 5.46%	2 3.74%	7 8.74%	5 23.96%	1 4.11%
Carer's allowance	312 4.84%d	280 5.12%Td	80 5.70%d	11 4.34%	7 2.02%	3 4.23%	60 5.39%d	33 5.59%d	55 4.93%d	12 4.38%	2 5.58%	9 10.82%Tadh	3 11.47%	1 2.90%
Other	215 3.34%	190 3.49%	51 3.59%	12 4.92%	10 2.92%	4 6.94%	34 3.01%	21 3.54%	41 3.61%	8 2.92%	1 1.26%	6 7.46%	3 13.86%	1 1.95%
Universal Credit (and household has no other earnings)	187 2.91%ab	148 2.71%	28 1.97%	5 2.19%	9 2.57%	7 11.58%Tabcdfgh i	38 3.42%b	13 2.20%	32 2.87%	4 1.47%	-	6 6.99%Tabgi	3 12.85%	-
Pensions Credit (Guaranteed Credit)	175 2.72%	168 3.09%T	39 2.78%	4 1.66%	9 2.52%	2 2.91%	31 2.77%	20 3.33%	40 3.52%	16 5.90%Tabcf	* 0.89%	3 4.31%	1 2.93%	2 7.01%
Income Support	132 2.05%	117 2.14%	21 1.51%	11 4.44%Tabd	3 0.83%	* 0.76%	26 2.32%	17 2.91%	27 2.43%	8 2.90%	1 1.57%	1 1.15%	-	-
Income-based Jobseeker's Allowance	80 1.23%	71 1.29%b	10 0.74%	7 2.77%b	5 1.53%	1 0.99%	19 1.67%	6 0.93%	18 1.62%	1 0.35%	2 3.84%bi	* 0.57%	2 6.90%	* 1.35%
Pensions Credit (no Guaranteed Credit)	65 1.01%	62 1.13% Tb	8 0.59%	5 2.19%bd	-	2 2.71%Td	19 1.74%Tbd	9 1.51%d	8 0.71%	8 3.11%Tabdh	-	1 0.82%	-	-
None of these	4591 71.26%f	3867 70.88%f	1045 74.14%Tacfgk	158 65.19%	262 73.99%ck	40 62.46%	759 68.09%	401 67.52%	817 72.76%cfgk	189 71.31%	31 73.13%	49 60.82%	8 37.48%	28 83.13%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 176

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

Base: All respondents

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Prefer not to say	186	148	36	9	8	2	30	26	24	6	-	1	-	-
	2.88%	2.72%	2.55%	3.79%	2.36%	2.43%	2.71%	4.44%Tabh	2.14%	2.28%	-	1.64%	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 177

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Any	1666 25.86%	1636 25.86%	87 34.31%Tnpqtv wxyA	303 25.32%	95 25.81%	9 35.35%	297 27.63%	136 24.24%	191 27.65%	117 24.51%	213 23.97%	23 19.27%	14 17.53%	80 29.28%	18 18.77%
Personal Independence Payment (PIP)	594 9.22%	584 9.23%	25 9.89%	115 9.62%	28 7.75%	1 3.73%	108 10.02%	57 10.12%	70 10.14%	36 7.63%	68 7.72%	7 6.09%	4 5.52%	36 13.31%Tnqvw	5 5.75%
Universal Credit (and household has other earnings)	366 5.69%	363 5.74%	16 6.32%	79 6.60%	29 7.84%	1 2.36%	64 6.01%	25 4.55%	35 5.05%	23 4.72%	56 6.30%	4 3.16%	2 1.90%	17 6.27%	5 4.89%
Employment and Support Allowance (ESA)	338 5.25%	329 5.21%	22 8.65%Tnqtuw	65 5.43%	11 2.95%	- -	67 6.21%q	23 4.16%	27 3.91%	29 5.97%	36 4.11%	9 7.39%	4 5.39%	19 7.08%q	7 6.97%
Carer's allowance	312 4.84%v	306 4.83%v	17 6.55%v	62 5.20%v	16 4.33%	1 2.04%	57 5.28%v	22 3.85%	41 5.97%v	12 2.41%	39 4.36%	2 1.40%	1 1.03%	24 8.72%Tnpqtw xy	6 5.85%
Other	215 3.34%w	211 3.34%w	9 3.37%	34 2.88%	9 2.53%	3 10.69%	38 3.55%	21 3.80%	32 4.63%w	16 3.29%	18 2.00%	5 3.71%	2 2.80%	11 3.94%	2 1.80%
Universal Credit (and household has no other earnings)	187 2.91%	185 2.92%	4 1.75%	43 3.60%	15 4.04%	- -	37 3.46%	12 2.13%	25 3.66%	11 2.36%	23 2.60%	2 2.00%	1 1.28%	4 1.33%	- -
Pensions Credit (Guaranteed Credit)	175 2.72%	174 2.74%	20 7.63%Tnpqstu wxzA	22 1.86%	13 3.41%	1 2.04%	30 2.79%	15 2.75%	14 1.97%	20 4.20%p	24 2.71%	1 0.44%	1 1.16%	7 2.54%	- -
Income Support	132 2.05%	130 2.06%	12 4.83%Tnpqstu x	24 1.99%	3 0.82%	4 15.28%	23 2.15%	10 1.81%	8 1.12%	11 2.38%	23 2.64%	- -	1 1.34%	5 1.74%	3 2.85%
Income-based Jobseeker's Allowance	80 1.23%	78 1.23%	5 1.92%z	14 1.19%	4 1.04%	2 8.62%	10 0.90%	5 0.85%	13 1.91%z	10 2.12%z	11 1.30%	- -	2 1.92%z	- -	2 1.60%
Pensions Credit (no Guaranteed Credit)	65 1.01%	65 1.02%	3 1.16%	11 0.94%	1 0.37%	3 11.93%	9 0.86%	4 0.65%	7 0.95%	4 0.82%	16 1.77%Tn	- -	1 0.81%	4 1.61%	- -

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 177

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

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
None of these	4591 71.26%o	4522 71.48%To	158 62.30%	856 71.53%o	265 72.17%o	13 49.89%	752 70.02%o	412 73.63%o	486 70.45%o	342 71.65%o	657 74.03%o	96 78.84%o	65 80.10%o	186 68.41%	70 73.47%
Prefer not to say	186 2.88%n	168 2.66%	9 3.39%	38 3.14%	7 2.02%	4 14.75%	25 2.35%	12 2.12%	13 1.90%	18 3.85%	18 2.00%	2 1.89%	2 2.37%	6 2.31%	7 7.75%Tnpqstuwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 178

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

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Any	1666 25.86% x	1596 25.87% v	315 23.69% ab	94 32.50% T abdh	86 22.03% T	18 29.80% T	343 26.96% d	186 28.11% d	353 24.46% d	82 27.84% d	12 25.52% d	35 35.50% T abdh	8 15.91% T	15 58.26% T	5 16.02% T	1002 27.80% T	127 28.64% T	502 26.88% T	66 34.23% T	269 27.32% T	571 52.57% T uv	860 25.93% v	114 8.49% v	1009 47.83% T x	609 14.91% T
Personal Independence Payment (PIP)	594 9.22% vx	578 9.37% v	122 9.15% v	28 9.72% v	35 8.95% v	6 10.07% v	137 10.77% i	64 9.74% v	121 8.38% v	18 6.01% v	6 11.40% v	15 15.52% Ta hil	2 3.06% v	4 16.84% v	3 8.43% v	375 10.39% T	45 10.03% v	202 10.80% T	17 8.86% v	93 9.43% v	134 12.38% T v	359 10.82% Tv	52 3.86% v	470 22.25% Tx	113 2.77% v
Universal Credit (and household has other earnings)	366 5.69% x	350 5.67% uv	65 4.88% v	16 5.48% v	21 5.34% v	4 7.07% v	69 5.45% v	47 7.11% v	86 5.96% v	12 4.20% v	3 5.16% v	4 4.26% v	3 5.74% v	- - v	2 4.81% v	205 5.70% v	41 9.15% To qs	96 5.15% v	15 7.84% v	48 4.83% v	159 14.61% Tu v	163 4.91% v	21 1.56% v	169 8.02% Tx	185 4.53% v
Employment and Support Allowance (ESA)	338 5.25% vx	325 5.26% v	63 4.70% v	30 10.25% Ta bghl	26 6.67% v	4 6.39% v	66 5.22% v	29 4.41% v	63 4.35% v	19 6.27% v	3 5.42% v	7 7.05% v	*	6 22.50% v	1 4.35% v	215 5.96% T	24 5.43% v	115 6.15% v	11 5.44% v	54 5.50% v	110 10.15% Tu v	192 5.79% v	13 0.96% v	272 12.91% Tx	57 1.40% v
Carer's allowance	312 4.84% dv x	304 4.92% d	67 5.02% d	15 5.14% v	9 2.26% v	1 2.02% v	69 5.39% d	37 5.66% d	72 5.01% d	11 3.73% v	2 4.85% v	10 9.83% Ta di	*	3 9.96% v	1 3.07% v	202 5.60% T	23 5.11% v	112 6.00% T	9 4.73% v	53 5.38% v	110 10.17% Tu v	159 4.80% v	15 1.15% v	184 8.71% Tx	123 3.03% v
Other	215 3.34% vx	203 3.29% v	51 3.84% v	14 4.68% v	11 2.89% v	2 3.97% v	39 3.08% v	23 3.49% v	42 2.93% v	7 2.31% v	1 1.10% v	6 6.34% v	1 2.19% v	3 12.03% v	1 2.06% v	119 3.30% v	12 2.65% v	57 3.03% v	4 2.21% v	37 3.74% v	56 5.16% Tv	133 4.00% Tv	19 1.40% v	124 5.86% Tx	81 1.99% v
Universal Credit (and household has no other earnings)	187 2.91% v quvx	173 2.80% v	27 2.04% v	6 2.04% v	8 2.14% v	4 6.98% b	41 3.20% v	17 2.62% v	40 2.78% v	12 4.10% v	- - v	9 9.52% Ta bcdghj	3 5.77% v	3 13.43% v	- - v	88 2.45% v	9 2.00% v	37 1.97% v	5 2.72% v	32 3.29% v	98 9.05% Tu v	61 1.84% v	6 0.42% v	113 5.37% Tx	64 1.57% v
Pensions Credit (Guaranteed Credit)	175 2.72% vx	172 2.79% v	36 2.71% v	10 3.50% v	7 1.79% v	1 1.98% v	31 2.44% v	20 3.03% v	39 2.74% v	18 6.09% Ta bdgh	*	3 3.48% v	- - v	1 2.54% v	2 5.59% v	111 3.09% q	9 2.10% v	45 2.38% v	8 4.01% v	47 4.78% To pq	57 5.21% Tu v	103 3.11% v	12 0.86% v	105 4.95% Tx	70 1.71% v
Income Support	132 2.05% vx	126 2.05% v	24 1.81% v	10 3.54% d	3 0.69% v	2 3.47% v	30 2.37% v	15 2.33% v	28 1.94% v	10 3.44% d	1 1.37% v	1 0.92% v	- - v	- - v	- - v	100 2.78% T	19 4.30% Ts	48 2.55% v	12 6.11% To qs	20 2.03% v	59 5.40% Tu v	58 1.74% v	4 0.27% v	73 3.46% Tx	56 1.38% v

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 178

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

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utility Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Income-based Jobseeker's Allowance	80 1.23%vx	76 1.23%	10 0.75%	8 2.87% Ta bdg	2 0.50%	1 2.05%	21 1.66%	6 0.89%	20 1.41%	3 0.96%	2 3.33%	* 0.46%	- -	2 5.99%	* 1.43%	59 1.64% T	10 2.18%	23 1.22%	7 3.85% To q	18 1.86%	37 3.41% Tu v	34 1.01% v	4 0.27%	43 2.03% Tx	37 0.90%
Pensions Credit (no Guaranteed Credit)	65 1.01% bv x	65 1.05% b	6 0.46%	7 2.40% Ta bdh	1 0.25%	- -	19 1.50% b	8 1.21%	9 0.64%	12 3.93% Tabdf gh	- -	1 0.66%	1 2.19%	- -	- -	55 1.51% T	7 1.67%	27 1.47%	11 5.58% To pqs	8 0.80%	33 3.02% Tu v	27 0.82% v	2 0.18%	41 1.93% Tx	24 0.59%
None of these	4591 71.26% g ortw	4409 71.47% g k	980 73.69% T cgk	192 66.21% gk	295 75.83% c	40 67.61%	896 70.39%	447 67.48%	1053 73.06% c gk	205 69.59%	36 74.48%	61 61.97%	43 82.95% c gk	11 41.74%	27 83.98%	2519 69.87% r	304 68.47%	1330 71.21% r	119 61.41%	691 70.17% r	480 44.25% t	2413 72.75% T tu	1221 90.73% T	1050 49.75%	3408 83.51% Tw
Prefer not to say	186 2.88% ao quvx	164 2.65%	35 2.62%	4 1.29%	8 2.14%	2 2.59%	34 2.64%	29 4.41% Ta ch	36 2.49%	8 2.56%	- -	3 2.53%	1 1.14%	- -	- -	84 2.33%	13 2.89%	36 1.91%	8 4.36%	25 2.52%	34 3.18% uv	44 1.32%	10 0.78%	51 2.42% x	64 1.57%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 179  
Financial Vulnerability Index (Using Q21)  
Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Most vulnerable	1085 16.85% jklmq	428 13.57% a	658 19.98% Ta	179 20.13% Tghi	203 18.89% ghi	258 25.83% Tcdf ghi	217 19.59% Tghi	133 14.31% hi	66 6.44%	29 7.05%	164 9.36%	231 12.69% j	165 12.60% j	526 33.59% Tjkl	395 11.05%	691 24.04% Tn	915 17.75% Tq	171 13.22%
Potentially vulnerable	3317 51.49% cdej p	1644 52.20%	1673 50.82%	283 31.83%	469 43.57% c	443 44.36% c	564 50.89% cde	554 59.69% Tcde f	711 69.32% Tcde fg	294 70.45% Tcde fg	838 47.82%	1007 55.44% Tjm	680 52.01% j	792 50.60%	1845 51.70%	1472 51.24%	2586 50.20%	731 56.65% Tp
Least vulnerable	1346 20.90% bg hmo	796 25.27% Tb	550 16.71%	212 23.81% ghi	282 26.21% Tegh i	214 21.47% hi	249 22.51% ghi	170 18.28%	160 15.64%	59 14.08%	573 32.67% TKlm	399 21.99% m	282 21.54% m	93 5.92%	972 27.23% To	374 13.03%	1097 21.30%	249 19.29%
Don't know/ Prefer not to give income	693 10.76% aefgh n	282 8.95%	411 12.49% Ta	215 24.24% Tdef ghi	122 11.33% efg	83 8.35%	78 7.01%	72 7.71%	88 8.60%	35 8.42%	178 10.15%	180 9.88%	181 13.85% Tjkm	155 9.89%	357 10.01%	336 11.69%	554 10.74%	140 10.84%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 180  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot-land (b)	Wales (c)	NI (d)	Scot-land (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Mid-lands (i)	East Mid-lands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Most vulnerable	1085 16.85% q	912 16.87% o	101 18.75% b	47 15.34% c	26 13.29% d	101 18.75% e	58 22.51% Tg k n o p	111 15.65% g	95 18.05% h	109 19.44% i	71 15.26% j	47 15.34% k	96 15.88% l	163 19.19% m	140 15.90% n	69 12.49% o	26 13.29% p	857 15.09% q	223 31.56% Tq
Potentially vulnerable	3317 51.49% m r	2789 51.59% a	274 51.05% b	169 55.39% d	85 43.96% e	274 51.05% m	132 51.52% m	401 56.23% Tmn p	280 53.25% mp	308 54.78% mnp	251 54.24% mp	169 55.39% mp	346 57.06% Tmn p	348 40.94% m	425 48.25% m	299 54.28% mnp	85 43.96% p	3045 53.60% Tr	255 36.08% r
Least vulnerable	1346 20.90% g ir	1104 20.42% a	116 21.62% b	56 18.33% c	70 36.24% Tab c	116 21.62% i	40 15.71% f	124 17.47% g	99 18.89% h	82 14.60% i	83 17.84% j	56 18.33% k	109 17.98% l	229 26.90% Tfg hijkl	205 23.23% fgi j	133 24.23% fgi jl	70 36.24% Tef ghijklmno	1225 21.56% Tr	113 15.93% r
Don't know/ Prefer not to give income	693 10.76% q	601 11.12% a	46 8.59% b	33 10.94% c	13 6.51% d	46 8.59% e	26 10.26% f	76 10.66% g	52 9.81% h	63 11.18% i	59 12.67% p	33 10.94% k	55 9.09% l	110 12.97% eop hijkl	111 12.62% ep jl	50 9.00% o	13 6.51% p	554 9.75% q	116 16.43% Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 181  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Most vulnerable	1085 16.85%b	899 16.48%b	178 12.63%	47 19.53%b	51 14.38%	15 23.17%b	202 18.07%b	115 19.30%b	182 16.21%b	62 23.45%Tabdh	10 23.78%	10 12.32%	10 42.80%	4 11.76%
Potentially vulnerable	3317 51.49%	2914 53.41%T	781 55.46%T	125 51.52%	198 55.88%	28 44.55%	575 51.59%	331 55.62%	581 51.77%	129 48.70%	20 46.69%	52 65.67%Tacefhi	8 33.45%	23 68.35%
Least vulnerable	1346 20.90%ag	1105 20.26%g	307 21.81%g	39 16.16%	74 20.85%g	16 25.11%	214 19.20%	91 15.23%	254 22.63%gk	54 20.37%	12 29.53%gk	9 11.84%	3 14.12%	6 17.37%
Don't know/ Prefer not to give income	693 10.76%aj	537 9.85%	142 10.10%	31 12.79%j	31 8.89%	5 7.17%	124 11.14%j	59 9.85%	105 9.39%	20 7.48%	-	8 10.17%	2 9.63%	1 2.51%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 182  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Most vulnerable	1085 16.85%t	1069 16.90%t	38 15.00%	200 16.74%	81 22.05%Tnpstv	5 19.86%	170 15.80%	72 12.93%	129 18.64%t	73 15.34%	162 18.23%t	25 20.69%t	10 12.02%	52 18.92%t	17 18.35%
Potentially vulnerable	3317 51.49%u	3265 51.61%u	139 54.93%	621 51.91%	178 48.29%	13 49.71%	545 50.73%	335 59.80%Tnpqsu wxz	326 47.25%	271 56.66%Tnquz	447 50.41%	57 47.02%	38 47.46%	130 47.57%	46 48.45%
Least vulnerable	1346 20.90%tv	1336 21.12%Ttv	53 21.04%	251 20.95%	74 20.06%	3 12.06%	232 21.64%t	95 17.02%	172 24.89%Tntv	81 16.85%	185 20.92%	27 22.09%	28 34.18%Tnopqs twA	76 28.03%Tnpqst vwA	15 15.90%
Don't know/ Prefer not to give income	693 10.76%nz	655 10.36%z	23 9.02%	124 10.40%z	35 9.61%	5 18.37%	127 11.83%z	57 10.25%z	64 9.21%	53 11.15%z	93 10.45%z	12 10.20%	5 6.35%	15 5.47%	16 17.30%uz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 183  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Most vulnerable	1085 16.85%a buvx	1019 16.52%b	171 12.89%	59 20.19%b d	52 13.43%	9 15.32%	232 18.18%b d	129 19.54%b d	249 17.28%b	54 18.31%b	11 21.99%	15 15.21%	8 15.03%	10 39.18%	2 5.68%	613 17.02%	67 15.19%	308 16.47%	46 23.99%T opq	170 17.25%	1085 100.00%Tuv	-	-	424 20.11%T x	615 15.07%
Potentially vulnerable	3317 51.49%t v	3218 52.17%Th	744 55.90%T afhi	152 52.19%	213 54.82%	36 60.03%	640 50.22%	354 53.47%	714 49.52%	140 47.29%	22 44.67%	57 57.86%	28 53.71%	10 40.30%	22 69.23%	1879 52.13%	233 52.47%	966 51.74%	106 54.81%	512 51.97%	-	3317 100.00%Tv	-	1182 56.02%T x	2064 50.58%
Least vulnerable	1346 20.90%g rtuw	1317 21.35%T g	294 22.07%g	50 17.19%	87 22.23%g	11 17.92%	261 20.47%g	107 16.21%	332 23.04%g	68 23.16%g	16 33.34%g	18 18.20%	13 25.46%	3 12.16%	5 14.49%	763 21.16%r	104 23.46%r	411 22.02%r	25 13.15%	204 20.72%r	-	-	1346 100.00%T tu	308 14.60%	1010 24.75%Tw
Don't know/ Prefer not to give income	693 10.76%aj otuvwx	614 9.96%j	122 9.14%j	30 10.43%j	37 9.52%j	4 6.73%	142 11.13%j	71 10.78%j	146 10.16%j	33 11.24%j	-	9 8.73%	3 5.80%	2 8.36%	3 10.60%	349 9.69%	39 8.88%	182 9.77%	16 8.05%	99 10.06%	-	-	-	195 9.26%	391 9.59%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 184  
**Financial Vulnerability Index (Using Working status, SEG and standard income)**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Most vulnerable	1799 27.92%adfj kin	744 23.62%	1055 32.04%Ta	219 24.61%	266 24.71%	314 31.45%Tcdf	266 23.97%	251 27.06%	322 31.38%Tcdf	162 38.73%Tode fgh	286 16.33%	404 22.23%j	261 19.97%j	848 54.14%Tjkl	690 19.34%	1109 38.59%Tn	1448 28.10%	351 27.22%
Potentially vulnerable	2999 46.55%cmop	1505 47.78%	1494 45.39%	282 31.72%	472 43.87%c	437 43.79% c	565 51.03%Tcde	488 52.61%Tcde	551 53.71%Tcde	204 48.77% c	816 46.54% m	959 52.82%Tjm	675 51.59%Tjm	549 35.10%	1775 49.73%To	1224 42.61%	2350 45.61%	649 50.31%Tp
Least vulnerable	1222 18.97%bghi moq	730 23.17%Tb	492 14.95%	269 30.21%Tefg hi	287 26.68%Tefg hi	206 20.61%ghi	229 20.70%ghi	127 13.71%hi	80 7.79%	24 5.85%	548 31.25%Tkln	342 18.81% m	246 18.78% m	87 5.57%	889 24.92%To	333 11.58%	1018 19.75%Tq	205 15.86%
Not assigned	422 6.55%adefm	171 5.43%	251 7.63%Ta	120 13.47%Tdefg hi	51 4.74%	41 4.14%	48 4.30%	61 6.62%ef	73 7.13%def	28 6.65%	103 5.87%	111 6.14%	126 9.66%Tjkm	81 5.18%	214 6.01%	208 7.22%	337 6.53%	85 6.62%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 185  
**Financial Vulnerability Index (Using Working status, SEG and standard income)**  
**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Most vulnerable	1799 27.92%q	1510 27.93%	161 30.06%	84 27.45%	44 22.56%	161 30.06%	89 34.57%Tmn op	204 28.61%	146 27.83%	165 29.36%	131 28.29%	84 27.45%	170 28.02%	228 26.87%	239 27.07%	139 25.21%	44 22.56%	1519 26.75%	268 37.81%Tq	
Potentially vulnerable	2999 46.55% d mpr	2520 46.62% d	253 47.08% d	156 50.85% d	70 36.44%	253 47.08% mp	116 45.30%	353 49.49% mp	253 48.17% mp p	289 51.41% Tmn	218 47.12% mp	156 50.85% mp	298 49.19% mp	324 38.18%	393 44.63% mp	276 50.12% mp	70 36.44%	2736 48.17% Tr	249 35.13%	
Least vulnerable	1222 18.97% gi	1009 18.67%	97 18.10%	46 15.12%	69 35.85% Tab c	97 18.10%	34 13.35%	108 15.10%	89 16.91%	75 13.34%	75 16.14%	46 15.12%	103 17.02%	240 28.29% Tef ghijklno	188 21.29% fgi jk	98 17.81%	69 35.85% Tef ghijklno	1072 18.87%	142 20.03%	
Not assigned	422 6.55% q	366 6.78%	26 4.77%	20 6.59%	10 5.15%	26 4.77%	17 6.78%	48 6.80%	37 7.09%	33 5.90%	39 8.45% e	20 6.59%	35 5.77%	57 6.65%	62 7.01%	38 6.86%	10 5.15%	353 6.22%	50 7.03%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 186  
**Financial Vulnerability Index (Using Working status, SEG and standard income)**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Most vulnerable	1799 27.92%b	1543 28.28%b	339 24.04%	84 34.76%Tabfh	107 30.28%b	22 34.42%	305 27.32%	209 35.22%Tabfh	307 27.37%	77 29.13%	12 29.25%	30 37.44%b	9 41.11%	6 18.31%
Potentially vulnerable	2999 46.55%	2582 47.32%T	703 49.89%Tae	107 44.03%	166 46.91%	21 32.83%	522 46.79%	278 46.81%	524 46.66%	121 45.62%	17 41.02%	38 47.10%	9 38.06%	23 68.34%
Least vulnerable	1222 18.97%ag	1001 18.35%g	275 19.51%g	43 17.78%	59 16.76%	17 27.58%gk	213 19.13%g	73 12.27%	222 19.78%g	54 20.28%g	12 28.98%gk	8 10.10%	1 4.30%	4 12.17%
Not assigned	422 6.55%a	330 6.05%	92 6.56%	8 3.42%	21 6.05%	3 5.18%	75 6.77%	34 5.70%	69 6.19%	13 4.98%	* 0.75%	4 5.36%	4 16.53%	* 1.19%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 187  
**Financial Vulnerability Index (Using Working status, SEG and standard income)**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Most vulnerable	1799 27.92%n	1752 27.70%	71 27.82%	309 25.79%	104 28.41%	8 31.33%	304 28.33%	157 28.02%	179 25.90%	148 30.89%	245 27.67%	35 29.12%	23 29.00%	74 27.02%	28 29.80%
Potentially vulnerable	2999 46.55%y	2958 46.76%Ty	113 44.42%	594 49.66%Ty	173 46.96%y	12 46.61%	483 44.99%y	284 50.79%sy	322 46.62%y	227 47.60%y	399 44.99%y	54 44.72%	26 32.06%	123 45.33%	43 45.69%
Least vulnerable	1222 18.97%v	1207 19.08%tv	53 20.93%vA	227 18.95%v	67 18.23%	3 12.99%	212 19.74%v	87 15.57%	151 21.83%tvA	64 13.38%	185 20.89%tvA	22 18.26%	25 31.31%Tnpqst vA	66 24.08%TvA	10 10.22%
Not assigned	422 6.55%	409 6.46%	17 6.83%	67 5.60%	24 6.40%	2 9.06%	75 6.94%	31 5.62%	39 5.65%	39 8.12%z	57 6.45%	10 7.91%	6 7.64%	10 3.58%	14 14.29%Tnpqstuwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 188  
**Financial Vulnerability Index (Using Working status, SEG and standard income)**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad-band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	SSE (m)	Util-ity Ware-house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Most vulnerable	1799 27.92%a boquvx	1701 27.57%b	321 24.13%	89 30.64%b	108 27.81%	18 30.89%	342 26.82%	226 34.21%T abfh	392 27.18%	82 27.67%	14 29.66%	34 34.64%b	14 26.61%	10 37.71%	3 10.77%	962 26.69%	107 24.15%	473 25.31%	60 31.12%	289 29.39%q	905 83.37%T uv	776 23.39%v	7 0.54%	792 37.56%T x	919 22.52%
Potentially vulnerable	2999 46.55%t vw	2897 46.96%T ah	673 50.58%T ahi	131 45.03%	183 47.11%	27 45.56%	592 46.48%	306 46.24%	667 46.25%	127 43.16%	19 38.88%	43 43.73%	25 49.23%	8 31.19%	25 78.98%	1700 47.16%	209 47.05%	886 47.45%	98 50.50%	448 45.49%	143 13.21%	2432 73.32%T tv	299 22.21%t	936 44.34%	1984 48.62%Tw
Least vulnerable	1222 18.97%g tuw	1188 19.25%T g	257 19.32%g	60 20.58%g	72 18.44%g	11 18.94%	253 19.84%g	87 13.10%	285 19.77%g	66 22.43%g	15 30.81%g	17 17.30%	12 22.32%	4 16.75%	3 8.99%	733 20.34%T r	104 23.40%T	394 21.11%T	30 15.27%	187 19.04%	32 2.93%	99 2.99%	1039 77.21%T tu	271 12.87%	924 22.65%Tw
Not assigned	422 6.55%ao tuw	384 6.22%	79 5.98%	11 3.75%	26 6.64%	3 4.61%	87 6.86%	43 6.46%	98 6.80%	20 6.74%	* 0.65%	4 4.33%	1 1.84%	4 14.35%	* 1.26%	209 5.81%	24 5.40%	114 6.13%	6 3.12%	60 6.08%	5 0.50%	10 0.30%	1 0.04%	110 5.23%	253 6.21%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

# Reasons to Complain Survey

## ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 189  
How many people under the age of 18 live in your household?  
Base: All respondents

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
None	4415	2215	2200	523	601	382	694	811	994	409	1170	1296	838	1110	2466	1948	3490	925
	68.53%bcde flp	70.31%Tb	66.83%	58.87%e	55.88%e	38.27%	62.68%ede	87.42%Tcde f	96.92%Tcde fg	97.90%Tcde fg	66.79%	71.35%TJl	64.09%	70.92%TJl	69.11%	67.81%	67.74%	71.67%Tp
1	895	411	484	177	187	209	229	69	19	5	253	265	193	185	518	377	734	161
	13.90%ghim	13.05%	14.70%	19.96%Tghi	17.39%Tghi	20.98%Tghi	20.64%Tghi	7.40%hi	1.82%	1.25%	14.43%km	14.58%km	14.73%km	11.80%	14.51%	13.14%	14.24%	12.51%
2	806	388	418	120	210	290	142	31	11	3	242	184	212	168	426	380	652	155
	12.52%ghik m	12.32%	12.70%	13.55%ghi	19.55%Tcfg hi	29.02%Tcdf ghi	12.77%ghi	3.34%hi	1.05%	0.63%	13.83%km	10.13%	16.24%Tkm	10.70%	11.95%	13.22%	12.65%	11.99%
3	229	97	131	38	52	87	33	16	2	-	65	50	43	71	114	114	193	36
	3.55%ghik	3.09%	3.98%	4.33%ghi	4.87%Tfghi	8.75%Tcdfg hi	2.95%hi	1.73%hi	0.16%	-	3.68%	2.75%	3.32%	4.52%Tk	3.21%	3.97%	3.75%	2.77%
4	54	21	33	13	16	17	7	1	-	-	9	11	15	19	20	34	45	9
	0.84%ghn	0.68%	0.99%	1.46%ghi	1.48%Tghi	1.73%Tfghi	0.62%h	0.11%	-	-	0.52%	0.61%	1.13%	1.21%	0.57%	1.17%Tn	0.87%	0.70%
5	16	7	9	6	-	9	1	-	-	-	7	3	2	4	10	6	12	4
	0.25%	0.21%	0.29%	0.68%Tdfgh	-	0.92%Tdfgh	0.06%	-	-	-	0.38%	0.19%	0.17%	0.23%	0.28%	0.21%	0.23%	0.31%
6+	27	11	17	10	9	3	3	-	1	1	6	7	4	10	14	14	27	1
	0.42%q	0.34%	0.50%	1.15%Tfgh	0.84%gh	0.34%	0.27%	-	0.05%	0.22%	0.36%	0.40%	0.31%	0.61%	0.38%	0.47%	0.52%q	0.04%
Mean	0.63ghiq	0.61	0.66	0.83Tghi	0.99Tfghi	1.19Tcdfghi	0.67ghi	0.20	0.08	0.20	0.66	0.58	0.70	0.61	0.62	0.65	0.67Tq	0.50
Standard deviation	2.02	2.33	1.66	1.71	2.66	1.18	2.13	0.58	1.60	3.65	2.24	2.02	1.92	1.82	2.13	1.87	2.20	0.97
Standard error	0.03	0.04	0.03	0.06	0.08	0.04	0.06	0.02	0.05	0.17	0.05	0.05	0.05	0.05	0.04	0.03	0.03	0.03

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 190  
**How many people under the age of 18 live in your household?**  
**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
None	4415 68.53% d ipr	3696 68.38% d	384 71.42% d	223 73.02% d	111 57.63%	384 71.42% ip	174 68.03% p	469 65.82%	361 68.76% ip	349 62.07%	328 70.91% ip	223 73.02% gip	427 70.37% ip	564 66.34% p	614 69.70% ip	411 74.64% Tgi mp	111 57.63%	4072 71.68% Tr	308 43.53%	
1	895 13.90% o q	751 13.89%	70 13.10%	37 12.17%	37 18.91%	70 13.10%	45 17.60% no	116 16.27% no	80 15.19% o	93 16.51% no	56 12.20%	37 12.17%	75 12.35%	122 14.40%	107 12.11%	57 10.38%	37 18.91% jln o	726 12.78%	155 21.90% Tq	
2	806 12.52% f q	675 12.48%	68 12.59%	31 9.99%	33 17.31% c	68 12.59%	20 7.84%	94 13.17% f	62 11.73%	95 16.81% Tth jkmno	52 11.29%	31 9.99%	76 12.55%	104 12.23%	111 12.62%	61 11.14%	33 17.31% fko	649 11.42%	155 21.86% Tq	
3	229 3.55% q	198 3.66%	11 1.99%	11 3.75%	9 4.57%	11 1.99%	14 5.51% e	24 3.42%	20 3.84%	20 3.57%	18 3.79%	11 3.75%	21 3.52%	34 3.96%	31 3.48%	16 2.86%	9 4.57%	173 3.05%	55 7.77% Tq	
4	54 0.84% q	45 0.84%	5 0.90%	2 0.74%	2 0.82%	5 0.90%	3 1.01%	3 0.44%	2 0.31%	5 0.82%	5 1.09%	2 0.74%	6 0.94%	13 1.49%	6 0.69%	4 0.71%	2 0.82%	34 0.61%	20 2.77% Tq	
5	16 0.25% q	14 0.27%	-	-	1 0.76%	-	-	4 0.61%	-	-	1 0.28%	-	1 0.12%	4 0.43%	4 0.51%	-	1 0.76%	6 0.10%	9 1.25% Tq	
6+	27 0.42%	26 0.48%	-	1 0.32%	-	-	-	2 0.27%	1 0.17%	1 0.23%	2 0.44%	1 0.32%	1 0.15%	10 1.15% Te	8 0.89%	1 0.26%	-	21 0.36%	7 0.93%	
Mean	0.63q	0.65	0.48	0.52	0.74b	0.48	0.54	0.62	0.65	0.70e	0.55	0.52	0.55	0.82Teo	0.72	0.52	0.74efj	0.57	1.18Tq	
Standard deviation	2.02	2.15	0.85	1.43	1.03	0.85	0.93	1.35	3.34	1.51	1.04	1.43	1.19	2.75	2.80	1.70	1.03	2.04	1.76	
Standard error	0.03	0.03	0.04	0.08	0.07	0.04	0.05	0.05	0.14	0.06	0.05	0.08	0.05	0.10	0.10	0.07	0.07	0.03	0.07	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 191  
**How many people under the age of 18 live in your household?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
None	4415 68.53%fi	3729 68.34%fi	1040 73.85%Tafhi	163 67.01%i	269 76.05%Tafhi	43 67.87%	664 59.58%	422 71.00%fi	761 67.79%fi	150 56.82%	28 67.17%	59 74.18%fi	15 67.10%	25 73.92%
1	895 13.90%	759 13.91%	181 12.86%	36 14.88%	38 10.87%	8 13.12%	192 17.25%Tabdgh	78 13.13%	148 13.22%	38 14.19%	9 21.26%	13 15.74%	3 11.69%	4 11.04%
2	806 12.52%b	689 12.64%b	139 9.87%	24 9.89%	33 9.36%	10 15.84%	199 17.82%Tabcdgh k	63 10.67%	147 13.06%b	50 18.86%Tabcdghk	4 9.04%	6 8.02%	3 11.21%	2 4.87%
3	229 3.55%b	194 3.55%b	35 2.50%	13 5.40%b	9 2.48%	2 3.16%	39 3.45%	19 3.26%	45 4.00%	22 8.18%Tabdfgh	1 2.53%	2 2.06%	2 10.00%	2 6.40%
4	54 0.84%	48 0.88%	9 0.64%	1 0.62%	2 0.50%	-	15 1.38%	6 1.09%	12 1.07%	2 0.69%	-	-	-	-
5	16 0.25%	15 0.27%	2 0.13%	1 0.40%	1 0.33%	-	2 0.17%	3 0.51%	2 0.18%	2 0.92%b	-	-	-	1 3.77%
6+	27 0.42%	22 0.41%	2 0.16%	4 1.80%Tabf	1 0.41%	-	4 0.34%	2 0.33%	8 0.69%	1 0.34%	-	-	-	-
Mean	0.63b	0.63b	0.48	0.89b	0.65	0.54	0.74bk	0.59	0.68b	0.91Tabgk	0.47	0.38	0.64	0.59
Standard deviation	2.02	1.96	1.46	3.01	4.16	0.88	1.37	1.89	1.99	1.59	0.77	0.73	1.05	1.23
Standard error	0.03	0.03	0.04	0.20	0.21	0.12	0.04	0.08	0.06	0.10	0.12	0.08	0.23	0.20

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 192  
**How many people under the age of 18 live in your household?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
None	4415	4322	173	801	250	12	738	423	433	351	567	82	66	174	66
	68.53%nuw	68.32%uw	68.30%	66.96%	67.90%	49.26%	68.71%u	75.65%Tnpqsu	62.67%	73.38%Tnpuwz	63.97%	67.92%	81.28%Tnopqs	64.05%	70.26%
							wz						uwz		
1	895	889	38	177	62	7	159	60	113	56	130	11	9	36	13
	13.90%t	14.05%Tt	14.84%	14.80%t	16.88%t	26.98%	14.81%t	10.71%	16.37%t	11.75%	14.64%	8.89%	10.80%	13.21%	13.54%
2	806	794	34	148	37	2	133	63	110	45	135	23	4	39	7
	12.52%	12.55%	13.24%	12.36%	9.94%	7.82%	12.39%	11.33%	15.96%Tnqtvy	9.46%	15.18%Tnqv	19.18%TnqtvyA	5.44%	14.17%	7.62%
3	229	227	8	48	13	3	30	9	20	21	45	4	1	15	5
	3.55%t	3.59%t	3.13%	4.00%t	3.62%	12.98%	2.81%	1.58%	2.97%	4.33%t	5.13%Tnst	3.61%	1.36%	5.68%st	5.47%t
4	54	52	-	15	3	1	5	3	9	4	5	*	-	6	1
	0.84%	0.82%	-	1.29%	0.90%	2.95%	0.43%	0.46%	1.24%	0.88%	0.56%	0.40%	-	2.07%Tnostw	0.94%
5	16	16	-	2	-	-	5	1	1	-	2	-	-	1	-
	0.25%	0.25%	-	0.14%	-	-	0.44%	0.17%	0.16%	-	0.25%	-	-	0.49%	-
6+	27	26	1	5	3	-	4	1	4	1	3	-	1	1	2
	0.42%	0.41%	0.49%	0.44%	0.76%	-	0.41%	0.09%	0.63%	0.21%	0.29%	-	1.13%	0.32%	2.17%Tntw
Mean	0.63	0.63	0.55	0.70	0.59	0.93	0.56	0.47	0.77stv	0.48	0.74stv	0.60	1.14	0.71v	0.64
Standard deviation	2.02	2.00	1.03	2.12	1.36	1.19	1.13	2.28	2.37	0.93	2.13	0.95	8.28	1.14	1.32
Standard error	0.03	0.03	0.06	0.06	0.07	0.23	0.03	0.10	0.09	0.04	0.07	0.08	0.91	0.07	0.14

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 193  
How many people under the age of 18 live in your household?  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utility Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
None	4415 68.53% ioqtx	4220 68.40% i	961 72.21% T acfi	188 64.67%	295 75.74% T acfh	43 72.57%	771 60.54%	470 70.99% i	988 68.57% f	170 57.69%	33 68.07%	73 74.07% f	40 78.32% f	19 73.38%	26 79.18%	2308 64.03%	294 66.22%	1166 62.43%	119 61.66%	655 66.55%	454 41.81% t	2458 74.09% T tu	1044 77.55% T x	1578 74.78% T	2678 65.63%
1	895 13.90% w	867 14.05%	177 13.32%	48 16.56%	47 12.07%	9 14.77%	212 16.65% T abdh	91 13.75%	185 12.86%	47 15.93%	10 19.80%	15 14.82%	6 11.14%	3 10.15%	4 11.68%	558 15.48% T	61 13.75%	310 16.57% T	38 19.66% T	136 13.83%	134 12.38% v	515 15.53% T t	128 9.51%	264 12.50%	593 14.54% w
2	806 12.52% uw	777 12.59% d	147 11.08%	33 11.48%	35 9.11%	4 7.31%	219 17.17% T abcdghk	72 10.83%	186 12.90%	52 17.54% Ta bdgk	4 7.86%	8 8.27%	4 7.05%	3 9.74%	2 5.15%	544 15.09% T	64 14.44%	298 15.93% T	28 14.51%	134 13.62%	284 26.14% Tu v	302 9.10%	139 10.36%	182 8.62%	588 14.42% Tw
3	229 3.55% uv	219 3.55%	35 2.66%	13 4.60%	9 2.25%	2 3.37%	51 4.00%	18 2.79%	55 3.81%	22 7.47% Ta bdfgh	2 4.27%	3 2.84%	2 3.48%	2 6.73%	-	144 4.01%	22 5.01%	73 3.89%	6 3.04%	38 3.83%	141 12.96% Tu v	42 1.28%	24 1.77%	68 3.24%	152 3.72%
4	54 0.84% u	50 0.81%	6 0.44%	2 0.80%	2 0.46%	-	14 1.09%	6 0.98%	16 1.13%	3 1.07%	-	-	-	-	-	24 0.65%	* 0.06%	11 0.56%	2 1.14%	10 1.00%	39 3.58% Tuv	-	6 0.45% u	13 0.63%	38 0.92%
5	16 0.25% uw	15 0.25%	-	3 1.05% Tabh	-	1 1.98% Ta bdfh	3 0.20%	4 0.55% b	2 0.14%	1 0.30%	-	-	-	-	1 3.99%	7 0.18%	-	3 0.19%	-	2 0.18%	11 1.00% Tuv	-	3 0.22% u	1 0.06%	13 0.32%
6+	27 0.42% au w	22 0.35%	4 0.29%	2 0.84%	1 0.37%	-	5 0.36%	1 0.11%	9 0.59%	-	-	-	-	-	-	20 0.55%	2 0.51%	8 0.42%	-	10 0.97% T	23 2.12% Tuv	-	2 0.14%	3 0.16%	18 0.44%
Mean	0.63ab vw	0.62b	0.51	0.71	0.61	0.49	0.73abg kl	0.55	0.67b	0.79bkl	0.48	0.40	0.36	0.50	0.42	0.71T	0.65	0.70	0.62	0.76	1.69Tuv	0.38	0.39	0.46	0.69Tw
Standard deviation	2.02	1.85	1.51	1.70	3.96	1.01	1.25	1.77	2.10	1.08	0.82	0.76	0.77	0.94	1.09	1.79	1.48	1.51	0.92	2.47	4.09	0.70	0.83	1.15	2.12
Standard error	0.03	0.02	0.04	0.10	0.19	0.14	0.04	0.07	0.06	0.06	0.12	0.07	0.10	0.19	0.18	0.03	0.07	0.04	0.07	0.08	0.12	0.01	0.02	0.02	0.03

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 194  
**How many people aged 18 and over live in your household?**  
**Base: All respondents**

	Total (T)	Gender		Age								Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441		1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418		1752	1817	1308	1565	3569	2873	5152	1290
1	1507 23.39%acdj lq	694 22.04%	813 24.69%Ta	68 7.62%	200 18.56%cd	240 24.08%cd	296 26.69%Tcd	262 28.20%Tcd	312 30.44%Tode	130 31.07%Tode		329 18.79%l	470 25.86%Tj	154 11.79%	554 35.38%Tjkl	799 22.39%	708 24.64%	1260 24.46%Tq	247 19.12%
2	3427 53.19%bcfm p	1730 54.91%Tb	1697 51.55%	250 28.14%	644 59.89%Tcfg	628 62.93%Tcfg	542 48.92%cd	473 50.94%cd	622 60.63%Tcfg	268 64.06%Tcfg		963 54.97%lm	951 52.34%lm	783 59.90%Tjkm	729 46.59%	1914 53.63%	1513 52.65%	2685 52.12%	742 57.48%Tp
3	902 14.00%ehik m	448 14.22%	454 13.78%	279 31.42%Tdef ghi	130 12.11%ehi	79 7.94%i	186 16.78%Tdeh i	128 13.77%ehi	81 7.94%i	18 4.25%		272 15.52%km	226 12.46%	243 18.59%Tjkm	160 10.25%	498 13.96%	403 14.04%	702 13.63%	199 15.45%
4	461 7.16%aeih	203 6.44%	258 7.84%	212 23.85%Tdefg hi	77 7.19%ehi	30 3.04%hi	71 6.45%ehi	61 6.57%ehi	8 0.76%	1 0.24%		144 8.22%lm	116 6.39%	106 8.13%	94 6.03%	260 7.29%	201 6.99%	372 7.22%	89 6.92%
5	93 1.45%ghiq	50 1.59%	43 1.31%	45 5.06%Tdefg hi	13 1.24%hi	17 1.67%ghi	12 1.07%h	4 0.45%	2 0.23%	- -		31 1.75%	30 1.65%	17 1.31%	16 1.00%	61 1.70%	33 1.14%	84 1.63%Tq	9 0.73%
6+	52 0.81%fghlo q	25 0.80%	27 0.82%	35 3.91%Tdefg hi	11 1.01%fgh	3 0.35%	1 0.09%	1 0.06%	- -	2 0.38%		13 0.76%	24 1.29%TI	4 0.28%	12 0.75%	37 1.03%	16 0.54%	48 0.94%q	4 0.31%
Mean	2.16efghim	2.15	2.17	3.12Tdefgh i	2.21fghi	2.04hi	2.07hi	2.00hi	1.80	1.75		2.23Tm	2.16m	2.28Tkm	1.98	2.19	2.12	2.16	2.17
Standard deviation	1.39	1.17	1.57	1.73	1.57	1.98	0.92	0.86	0.63	0.60		1.10	1.66	0.85	1.65	1.41	1.36	1.43	1.22
Standard error	0.02	0.02	0.03	0.06	0.05	0.06	0.03	0.03	0.02	0.03		0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.03

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 195  
**How many people aged 18 and over live in your household?**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
1	1507 23.39% r	1252 23.17% i	162 30.21% Tac d	59 19.18%	34 17.44%	162 30.21% Tgh ijknop	61 23.76%	146 20.55%	127 24.18% i	105 18.63%	100 21.62%	59 19.18%	150 24.67% i	235 27.63% Tgi jke	203 23.06%	126 22.88%	34 17.44%	1360 23.94% Tr	136 19.15%
2	3427 53.19% r	2863 52.96% m	285 53.04% d	164 53.58%	115 59.51%	285 53.04% m	127 49.68%	400 56.21% m	310 59.04% Tfm n	303 53.81% m	273 59.12% Tfm n	164 53.58% m	319 52.56% m	358 42.11%	456 51.74% m	317 57.57% m	115 59.51% m	3128 55.07% Tr	274 38.71%
3	902 14.00% q	752 13.92% q	63 11.68% d	57 18.59% Tab	30 15.34%	63 11.68% d	32 12.42%	92 12.92%	58 11.09% hjo	100 17.71% Teg hjo	57 12.26% hjo	57 18.59% Teg hjo	81 13.36% hjo	136 16.00% h	131 14.91% h	66 11.94% h	30 15.34% h	752 13.23% h	143 20.21% Tq
4	461 7.16% be hq	403 7.46% b hq	24 4.46% b	21 7.00% b	12 6.32% b	24 4.46% b	25 9.82% eh	53 7.45% h	18 3.50% h	36 6.39% h	28 6.00% h	21 7.00% h	55 9.11% eh	83 9.71% Tehj o	73 8.33% eh	32 5.81% h	12 6.32% h	366 6.44% h	87 12.27% Tq
5	93 1.45% j q	86 1.59% j	3 0.63% j	1 0.46% j	3 1.39% j	3 0.63% j	7 2.57% ejl	14 1.92% jl	6 1.13% j	14 2.53% ejlo	2 0.32% j	1 0.46% j	1 0.19% j	29 3.44% Tehj kino	9 1.05% j	4 0.78% j	3 1.39% j	42 0.74% j	51 7.20% Tq
6+	52 0.81% q	49 0.90% b	- -	4 1.18% b	- -	- -	4 1.75% el	7 0.96% e	6 1.05% e	5 0.93% e	3 0.66% e	4 1.18% e	1 0.11% e	9 1.10% e	8 0.90% e	6 1.02% e	- -	33 0.59% e	17 2.45% Tq
Mean	2.16 beh q	2.18 Tb	1.92	2.20 b	2.15 b	1.92	2.24 ehl	2.25 eh	2.02	2.31 Tehl	2.10 e	2.20 eh	2.08 e	2.29 Tehl	2.18 eh	2.12 e	2.15 e	2.10	2.63 Tq
Standard deviation	1.39	1.47	0.81	0.92	0.83	0.81	1.14	1.77	0.92	2.13	1.19	0.92	0.88	1.77	1.21	1.33	0.83	1.34	1.65
Standard error	0.02	0.02	0.03	0.05	0.06	0.03	0.07	0.07	0.04	0.09	0.05	0.05	0.04	0.07	0.04	0.06	0.06	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 196  
**How many people aged 18 and over live in your household?**  
**Base: All respondents**

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
1	1507 23.39%abfh	1244 22.79%bh	272 19.31%	63 25.82%bh	120 33.80%Tabfhij	24 37.88%Tabfhij	229 20.53%	175 29.51%Tabfhi	212 18.89%	52 19.67%	6 15.17%	29 36.40%Tabfhij	13 58.39%	8 24.40%
2	3427 53.19%k	2946 53.99%Tk	792 56.22%Tk	125 51.57%	195 55.19%k	27 42.09%	622 55.76%k	310 52.22%	584 52.02%	152 57.51%k	26 62.23%k	33 40.77%	7 29.91%	19 54.32%
3	902 14.00%dg	784 14.37%dg	243 17.25%Tacdfg	28 11.39%	30 8.41%	12 19.12%d	141 12.67%d	65 10.85%	191 16.99%Tadfg	40 15.06%d	6 13.07%	10 12.91%	* 2.06%	7 19.69%
4	461 7.16%adg	373 6.84%d	86 6.13%d	23 9.56%dg	7 1.98%	1 0.90%	94 8.46%abdg	28 4.78%d	103 9.14%Tabdg	14 5.42%d	2 5.77%	8 9.92%d	- -	1 1.59%
5	93 1.45%bd	74 1.35%	12 0.83%	1 0.49%	1 0.14%	-	19 1.71%d	12 1.99%bd	22 1.94%bd	5 2.03%d	-	-	2 9.63%	-
6+	52 0.81%ab	36 0.65%b	4 0.27%	3 1.17%	2 0.48%	-	10 0.86%	4 0.65%	11 1.02%b	1 0.30%	2 3.76%abdi	-	-	-
Mean	2.16dg	2.15dg	2.17dg	2.11d	1.81	1.83	2.25adg	2.02d	2.29Tabdeg	2.15de	2.24de	1.96	1.73	1.98
Standard deviation	1.39	1.38	1.34	0.99	0.75	0.77	1.82	1.26	1.38	1.01	1.04	0.95	1.21	0.72
Standard error	0.02	0.02	0.04	0.06	0.04	0.10	0.06	0.05	0.04	0.06	0.16	0.10	0.27	0.12

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 197  
**How many people aged 18 and over live in your household?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
1	1507 23.39%	1474 23.31%	49 19.17%	273 22.84%	96 26.15%t	3 10.29%	259 24.14%	111 19.90%	155 22.51%	123 25.66%	200 22.53%	29 23.79%	26 31.70%ot	56 20.60%	26 27.39%
2	3427 53.19%v	3371 53.29%v	145 57.12%v	652 54.51%v	179 48.64%	14 54.65%	587 54.70%v	318 56.89%qv	358 51.81%	230 48.08%	472 53.18%	68 55.79%	40 49.95%	159 58.32%qv	47 49.26%
3	902 14.00%	881 13.92%	39 15.23%	155 12.98%	53 14.47%	4 17.22%	144 13.40%	89 15.90%	102 14.84%	79 16.47%	117 13.19%	15 12.17%	13 15.98%	31 11.33%	13 13.50%
4	461 7.16%	455 7.19%	19 7.30%	84 7.02%	32 8.77%	2 6.71%	64 5.95%	33 5.83%	54 7.79%	34 7.02%	76 8.61% <sup>s</sup>	8 6.59%	2 2.37%	21 7.75%	7 7.09%
5	93 1.45%	93 1.46%	1 0.32%	20 1.67%	4 0.99%	* 1.81%	12 1.13%	5 0.90%	15 2.21%	11 2.31%	14 1.62%	1 1.01%	- -	3 1.08%	3 2.76%
6+	52 0.81%	52 0.83%	2 0.86%	12 0.98%	4 0.99%	2 9.33%	7 0.69%	3 0.57%	6 0.84%	2 0.46%	8 0.87%	1 0.65%	- -	3 0.92%	- -
Mean	2.16	2.16	2.22	2.16	2.14	2.73	2.12	2.21	2.25	2.14	2.16 <sub>y</sub>	2.18	1.89	2.13	2.09
Standard deviation	1.39	1.40	1.51	1.34	1.05	1.65	1.55	1.60	2.00	1.01	0.99	1.82	0.75	0.93	0.97
Standard error	0.02	0.02	0.10	0.04	0.05	0.32	0.05	0.07	0.08	0.05	0.03	0.16	0.08	0.05	0.10

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 198  
**How many people aged 18 and over live in your household?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
1	1507 23.39% bfhopqs x	1407 22.81% bfh	258 19.38% fh	75 25.76% fh	128 32.97% abfhij	24 40.55% abcfhij	251 19.71% abcfhij	189 28.57% abfhi	282 19.59% abfhi	62 21.16% abfhi	8 17.27% abfhi	34 34.55% abfhij	22 42.42% abcfghi j	14 53.06% abcfghi j	7 21.93% abcfghi j	649 18.01% abcfghi j	70 15.71% abcfghi j	325 17.40% abcfghi j	44 22.62% abcfghi j	181 18.36% abcfghi j	327 30.09% uv	770 23.22% uv	312 23.21% uv	613 29.07% x	839 20.56% x
2	3427 53.19% w	3331 54.00% hi	760 57.14% ahkl	161 55.36% l	213 54.83% l	26 43.21% l	700 54.96% kl	353 53.25% kl	733 50.84% kl	173 58.72% kl	28 58.34% kl	43 43.63% kl	20 39.07% kl	9 32.82% kl	18 54.38% s	1992 55.27% s	252 56.74% s	1061 56.80% s	110 56.86% s	506 51.43% s	401 36.97% tv	1976 59.57% tv	744 55.30% tv	1033 48.94% Tw	2275 55.76% Tw
3	902 14.00% gv	861 13.96% g	223 16.77% adg	33 11.52% adg	36 9.31% adg	7 12.35% adg	179 14.07% dg	65 9.86% adg	236 16.35% adg	34 11.66% adg	6 12.69% adg	11 11.58% adg	6 12.39% adg	1 4.06% adg	7 22.01% adg	576 15.98% adg	78 17.62% adg	280 15.00% adg	23 11.79% adg	178 18.11% adg	146 13.48% adg	439 13.22% adg	147 10.96% adg	296 14.01% adg	565 13.85% adg
4	461 7.16% u	438 7.10% bd	76 5.71% bd	18 6.10% bd	9 2.25% bd	2 2.90% bd	108 8.50% bd	39 5.87% bd	147 10.19% Ta bdgi	15 5.01% bd	4 8.43% d	10 10.23% d	2 4.60% d	* 1.70% d	1 1.68% d	302 8.39% T	36 8.22% T	156 8.37% T	13 6.83% T	91 9.24% T	132 12.21% Tu	126 3.79% Tu	115 8.53% u	131 6.19% u	307 7.52% u
5	93 1.45% bu	87 1.41% b	8 0.62% b	4 1.27% b	1 0.31% b	1 1.00% b	21 1.66% b	12 1.79% b	32 2.21% Ta bd	6 2.12% bd	- - bd	- - bd	- - bd	2 8.36% bd	- - bd	63 1.73% bd	6 1.28% bd	32 1.71% bd	3 1.49% bd	22 2.23% bd	52 4.79% Tu	7 0.20% Tu	18 1.35% u	25 1.17% u	63 1.55% u
6+	52 0.81% au	44 0.71% au	5 0.38% au	- - au	1 0.34% au	- - au	14 1.11% au	4 0.65% au	12 0.82% au	4 1.33% au	2 3.27% bcd	- - bcd	1 1.52% bcd	- - bcd	- - bcd	22 0.62% bcd	2 0.45% bcd	13 0.71% bcd	1 0.40% bcd	6 0.63% bcd	27 2.46% Tuv	- - Tuv	9 0.65% u	13 0.62% u	31 0.76% u
Mean	2.16dg w	2.16dg	2.13de	2.02d	1.83	1.81	2.30Tab cdg	2.04d	2.31Tab cdgk	2.14de	2.25de	1.97	2.10	1.79	2.03	2.27T	2.29	2.28T	2.17	2.31T	2.47Tuv	1.98	2.15u	2.08	2.19w
Standard deviation	1.39	1.39	0.98	0.86	0.75	0.84	2.01	1.23	1.42	1.02	1.06	0.94	2.64	1.18	0.72	1.57	1.32	1.71	1.70	1.41	2.50	0.73	1.40	1.54	1.29
Standard error	0.02	0.02	0.03	0.05	0.04	0.11	0.06	0.05	0.04	0.06	0.15	0.09	0.36	0.24	0.12	0.03	0.06	0.04	0.12	0.05	0.08	0.01	0.04	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 199

**Gender****Base: All respondents**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Male	3150	3150	-	401	540	489	509	480	492	239	1006	879	579	686	1885	1265	2544	606
48.90%bcl mo	100.00%Tb	-	-	45.15%	50.16%	48.94%	45.94%	51.76%cf	47.98%	57.30%Tode fh	57.41%TKlm	48.38%lm	44.25%	43.85%	52.82%To	44.03%	49.39%	46.94%
Female	3292	-	3292	488	536	510	599	448	534	178	746	938	729	879	1684	1608	2607	684
51.10%aijn	-	100.00%Ta	-	54.85%Tgi	49.84%i	51.06%i	54.06%gi	48.24%	52.02%i	42.70%	42.59%	51.62%j	55.75%Tjk	56.15%Tjk	47.18%	55.97%Tn	50.61%	53.06%

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 200  
**Gender**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Male	3150 48.90%	2666 49.32%	252 46.83%	136 44.44%	97 50.00%	252 46.83%	135 52.62%	368 51.67%	265 50.41%	302 53.64% Tek	230 49.77%	136 44.44%	248 40.94%	427 50.31%	408 46.26%	283 51.48%	97 50.00%	2776 48.87%	349 49.32%
Female	3292 51.10%	2740 50.68%	286 53.17%	170 55.56%	97 50.00%	286 53.17%	121 47.38%	344 48.33%	260 49.59%	261 46.36%	232 50.23%	170 55.56%	358 59.06% Tfg hijmop	422 49.69%	474 53.74%	267 48.52%	97 50.00%	2904 51.13%	359 50.68%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

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Absolutes/col percents

Table 201  
**Gender**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM./Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Male	3150	2668	697	120	168	32	508	298	548	152	26	41	9	9
	48.90%f	48.90%f	49.47%	49.50%	47.36%	50.19%	45.56%	50.17%	48.84%	57.54%Tabdfh	61.02%	50.99%	40.75%	25.36%
Female	3292	2788	712	123	186	32	607	296	574	112	16	39	13	25
	51.10%i	51.10%i	50.53%i	50.50%	52.64%i	49.81%	54.44%Tai	49.83%	51.16%i	42.46%	38.98%	49.01%	59.25%	74.64%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 202  
**Gender**  
**Base: All respondents**

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Male	3150	3086	149	577	168	17	493	249	367	233	419	62	52	141	48
	48.90%t	48.78%	58.90%Tnpqst	48.22%	45.54%	67.70%	45.89%	44.44%	53.09%Tnqstw	48.67%	47.26%	50.86%	64.55%Tnpqst	51.90%	50.33%
			vw										vw		
Female	3292	3240	104	620	200	8	581	311	324	245	468	60	29	131	47
	51.10%ouy	51.22%ouy	41.10%	51.78%oy	54.46%ouy	32.30%	54.11%ouy	55.56%Touy	46.91%	51.33%oy	52.74%ouy	49.14%	35.45%	48.10%	49.67%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 203  
**Gender**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Male	3150 48.90% t	3032 49.15% f	661 49.71%	140 48.03%	182 46.71%	30 49.93%	580 45.52%	328 49.53%	718 49.81%	182 61.76% abdcdfgh k	31 64.08% d f	49 49.25%	32 62.19% f	12 46.36%	5 14.94%	1767 49.03%	233 52.46%	901 48.24%	96 49.52%	481 48.83%	428 39.39%	1644 49.57% tu	796 59.14% T	993 47.07%	2045 50.12% Tw
Female	3292 51.10% vx	3137 50.85% i	669 50.29% i	151 51.97% i	207 53.29% i	30 50.07%	694 54.48% T aij	334 50.47% i	724 50.19% i	113 38.24%	17 35.92%	50 50.75% i	20 37.81%	14 53.64%	27 85.06%	1837 50.97%	211 47.54%	967 51.76%	98 50.48%	504 51.17%	658 60.61% T uv	1673 50.43% v	550 40.86%	1117 52.93% x	2035 49.88%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 204

**Age****Base: All respondents**

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
16-17	118 1.84%defgh il	60 1.90%	58 1.77%	118 13.31%Tdefghi	-	-	-	-	-	-	40 2.30%l	32 1.74%	11 0.85%	35 2.26%l	72 2.01%	46 1.62%	89 1.73%	29 2.27%
18-24	771 11.97%adef ghilmoq	341 10.84%	429 13.04%Ta	771 86.69%Tdefghi	-	-	-	-	-	-	291 16.59%Tkilm	242 13.31%lm	113 8.62%	126 8.03%	533 14.92%To	238 8.29%	667 12.95%Tq	104 8.03%
25-34	1076 16.70%cefg himoq	540 17.13%	536 16.29%	-	1076 100.00%Tcefgghi	-	-	-	-	-	292 16.66%lm	366 20.16%Tjlm	213 16.29%lm	204 13.06%	658 18.44%To	418 14.53%	938 18.21%Tq	137 10.65%
35-44	998 15.50%cdfg hijq	489 15.51%	510 15.49%	-	-	998 100.00%Tcdfghi	-	-	-	-	223 12.72%	302 16.64%j	209 15.98%j	264 16.88%j	525 14.72%	473 16.47%	857 16.63%Tq	142 10.98%
45-54	1108 17.20%cddeg hijkn	509 16.16%	599 18.19%	-	-	-	1108 100.00%Tcddeghi	-	-	-	260 14.84%	274 15.07%	255 19.47%Tjk	319 20.41%Tjk	534 14.96%	574 19.98%Tn	881 17.09%	227 17.62%
55-64	928 14.40%cddef hijknp	480 15.24%	448 13.59%	-	-	-	-	928 100.00%Tcddefhi	-	-	192 10.98%	220 12.11%	250 19.10%Tjk	265 16.95%Tjk	412 11.56%	515 17.93%Tn	695 13.50%	232 18.00%Tp
65+	1443 22.40%cddef glp	731 23.22%	712 21.63%	-	-	-	-	-	1026 100.00%Tcd efg	418 100.00%Tode fg	454 25.91%Tkilm	381 20.97%	258 19.69%	351 22.42%	835 23.39%	608 21.18%	1025 19.89%	419 32.46%Tp
NET: 18-34	1847 28.66%efgh ilmq	881 27.97%	965 29.33%	771 86.69%Tef ghi	1076 100.00%Tcefgghi	-	-	-	-	-	583 33.25%Tlm	608 33.47%Tlm	326 24.91%lm	330 21.09%	1191 33.36%To	656 22.83%	1606 31.16%Tq	241 18.68%
NET: 35-54	2106 32.70%cdgh ijnq	998 31.67%	1109 33.68%	-	-	998 100.00%Tcd ghi	1108 100.00%Tcdghi	-	-	-	483 27.56%	576 31.71%j	464 35.45%Tj	584 37.29%Tjk	1059 29.67%	1047 36.45%Tn	1737 33.72%Tq	369 28.60%
NET: 55+	2371 36.80%bcde fknp	1212 38.46%Tb	1159 35.22%	-	-	-	-	928 100.00%Tcd ef	1026 100.00%Tcd ef	418 100.00%Tode f	646 36.89%k	601 33.08%	507 38.80%k	616 39.37%Tk	1247 34.95%	1124 39.11%Tn	1720 33.39%	651 50.45%Tp
Average age	47.23bcdk np	47.85Tb	46.64	20.95	29.73c	39.60cd	49.79Tode	59.58Tcd ef	69.29Tcd efg	78.11Tcd efgh	46.59	45.55	48.24Tjk	49.05Tjk	46.06	48.68Tn	45.86	52.70Tp

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

Prepared by Yonder

**.YONDER**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 205

**Age****Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity / ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
16-17	118 1.84%be q	106 1.96%b	3 0.48%	6 1.91%	4 1.99%	3 0.48%	1 0.27%	8 1.17%	10 1.85%	12 2.21%e	12 2.65%ef	6 1.91%	8 1.26%	23 2.76%ef	17 1.94%e	14 2.63%ef	4 1.99%	84 1.48%	33 4.72%Tq
18-24	771 11.97%b depq	685 12.67%Tbd	45 8.35%	32 10.55%d	9 4.47%	45 8.35%	32 12.56%p	81 11.43%p	62 11.88%p	59 10.50%p	55 11.84%p	32 10.55%p	59 9.74%p	163 19.14%Tef ghijklnop	110 12.53%ep	63 11.49%p	9 4.47%	556 9.79%	203 28.68%Tq
25-34	1076 16.70%d lnpq	937 17.34%Td	78 14.59%	43 14.13%	17 8.64%	78 14.59%	47 18.44%lp	121 16.94%lp	93 17.62%lp	132 23.53%Teg hklmnop	86 18.61%lnp	43 14.13%	72 11.85%	173 20.34%Tek lnp	124 14.09%	90 16.30%p	17 8.64%	883 15.54%	177 24.96%Tq
35-44	998 15.50%o q	817 15.12%	102 18.99%Ta	43 14.17%	36 18.44%	102 18.99%Tin o	37 14.31%	121 17.03%o	82 15.58%	72 12.75%	75 16.14%	43 14.17%	111 18.38%ino	136 16.06%	116 13.12%	68 12.32%	36 18.44%	833 14.67%	153 21.63%Tq
45-54	1108 17.20%a mr	891 16.48%	111 20.65%Ta	59 19.41%	47 24.07%Ta	111 20.65%Tjm	41 15.92%	122 17.08%	85 16.11%	109 19.47%lm	70 15.18%	59 19.41%lm	111 18.35%lm	113 13.31%	144 16.33%	96 17.48%	47 24.07%Tfg hjlmn	1007 17.73%Tr	95 13.47%
55-64	928 14.40%i r	760 14.07%	74 13.82%	50 16.34%	43 22.24%Tab	74 13.82%	37 14.59%	99 13.86%	78 14.95%	63 11.13%	64 13.89%	50 16.34%	88 14.48%	101 11.90%	155 17.55%Tim	75 13.72%	43 22.24%Teg hijlmo	892 15.71%Tr	32 4.57%
65+	1443 22.40%lm r	1208 22.35%	124 23.12%	72 23.50%	39 20.16%	124 23.12%lm	61 23.92%lm	160 22.49%lm	116 22.01%lm	115 20.40%	100 21.69%lm	72 23.50%lm	157 25.94%im	140 16.49%	215 24.45%lm	143 26.06%im	39 20.16%	1426 25.10%Tr	14 1.97%
NET: 18-34	1847 28.66%b delpq	1622 30.01%Tbd	123 22.95%d	76 24.68%d	25 13.11%	123 22.95%p	79 31.00%elp	202 28.37%lp	155 29.51%elp	191 34.03%Tek lnop	141 30.45%elp	76 24.68%p	131 21.59%p	335 39.48%Tef ghijklnop	235 26.61%p	153 27.79%lp	25 13.11%	1439 25.33%	380 53.65%Tq
NET: 35-54	2106 32.70%a	1708 31.61%	213 39.64%Ta	103 33.58%	82 42.51%Ta	213 39.64%Tfh ijmno	77 30.22%	243 34.11%	166 31.69%	181 32.22%	145 31.31%	103 33.58%	223 36.73%mnno	250 29.37%	260 29.45%	164 29.80%	82 42.51%Tfh ijmno	1840 32.39%	248 35.09%
NET: 55+	2371 36.80%im mr	1969 36.42%	198 36.94%	122 39.84%	82 42.39%	198 36.94%lm	99 38.51%lm	259 36.35%lm	194 36.96%lm	177 31.53%	185 35.58%lm	122 39.84%im	245 40.42%im	241 28.39%	370 42.00%Tgi jm	219 39.78%im	82 42.39%im	2318 40.80%Tr	46 6.54%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/ef/gh/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

Prepared by Yonder

**.YONDER**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 205  
**Age**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	Ni (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Average age	47.23ai	46.86	48.78a	49.01	50.42Ta	48.78im	47.68m	47.29m	46.98m	45.30m	46.52m	49.01im	49.75Tghi	42.41	48.73Tim	48.39im	50.42Tghi	49.05Tr	33.53

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 206

**Age****Base: All respondents**

Q.1 Landline supplier

	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
16-17	118 1.84%	103 1.88%d	29 2.04%	6 2.43%	1 0.40%	- -	25 2.21%d	5 0.79%	25 2.19%d	8 3.08%dg	- -	1 0.81%	- -	- -
18-24	771 11.97%abdgk	553 10.13%d	143 10.14%	37 15.42%abdegk	23 6.44%	2 3.24%	121 10.87%dk	48 8.08%	128 11.41%dk	36 13.61%dgk	5 12.05%	3 3.22%	2 9.63%	- -
25-34	1076 16.70%abd	790 14.48%b	164 11.66%	39 15.90%	42 11.93%	8 12.61%	183 16.43%b	91 15.33%b	182 16.24%b	52 19.66%abd	3 7.06%	11 14.14%	- -	1 1.77%
35-44	998 15.50%b	824 15.10%b	171 12.14%	39 16.04%	50 14.00%	13 20.62%	202 18.08%Tabh	93 15.67%	162 14.41%	56 21.20%Tabdh	6 13.21%	12 15.59%	5 22.13%	5 14.52%
45-54	1108 17.20%	975 17.87%Tg	238 16.91%	39 15.89%	64 18.06%	21 33.30%Tabcdgh i	232 20.85%Tabgh	85 14.24%	184 16.39%	50 18.87%	9 21.87%	14 17.04%	3 15.00%	8 23.85%
55-64	928 14.40%	832 15.25%Tf	239 16.94%Tfi	30 12.50%	71 20.09%Tacfghi	6 8.89%	141 12.62%	83 14.01%	166 14.77%	28 10.53%	10 24.24%fi	22 27.57%Tabcefg hi	7 32.22%	8 22.27%
65+	1443 22.40%fi	1380 25.30%Tfi	425 30.16%Tacfhi	53 21.82%i	103 29.08%Tfi	14 21.33%	211 18.94%i	189 31.88%Tacfhi	276 24.59%fi	35 13.05%	9 21.57%	17 21.63%	5 21.01%	13 37.60%
NET: 18-34	1847 28.66%abdgk	1343 24.61%bd	307 21.80%	76 31.31%abdegk	65 18.37%	10 15.65%	304 27.30%abd	139 23.42%	310 27.65%abd	88 33.27%abdegk	8 19.11%	14 17.37%	2 9.63%	1 1.77%
NET: 35-54	2106 32.70%b	1798 32.96%b	409 29.05%	77 31.93%	113 32.06%	34 53.92%Tabcdfg hk	434 38.93%Tabdgh	178 29.91%	346 30.80%	106 40.07%Tabgh	15 35.08%	26 32.62%	8 37.13%	13 38.37%
NET: 55+	2371 36.80%fi	2212 40.55%Tfi	664 47.10%Tacefhi	83 34.32%i	174 49.17%Tacefhi	19 30.23%	352 31.57%i	273 45.89%Tacefhi	442 39.36%fi	62 23.59%	19 45.81%i	39 49.19%Tcfi	12 53.24%	20 59.86%
Average age	47.23fi	48.97Tcfi	50.93Tacfhi	46.10	52.63Tacfhi	50.02i	46.12i	51.16Tacfhi	48.07fi	42.62	51.11i	51.61Tcfi	54.43	58.67

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 207

Age

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
16-17	118 1.84%v	118 1.86%v	6 2.55%v	18 1.47%	10 2.80%v	3 10.88%	22 2.01%v	9 1.52%	16 2.38%v	2 0.47%	14 1.56%	2 1.35%	2 2.37%	11 4.09%Tnptvw	1 1.09%
18-24	771 11.97% s	754 11.91% s	22 8.57%	162 13.55% st	59 15.98% Tnost	10 39.77%	102 9.46%	53 9.40%	90 12.98% s	53 11.19%	117 13.17% s	11 9.17%	9 10.97%	31 11.27%	10 10.38%
25-34	1076 16.70% t	1055 16.68% t	35 13.61%	218 18.23% t	79 21.45% Tnotvz	5 20.25%	181 16.83% t	52 9.26%	151 21.85% Tnostv	71 14.78% t	161 18.16% t	18 15.08%	11 14.03%	35 12.75%	19 20.08% t
35-44	998 15.50% tv	991 15.66% Ttv	31 12.41%	190 15.90%	56 15.30%	2 9.01%	187 17.39% tv	68 12.23%	131 19.00% Tnotv	56 11.76%	155 17.52% tv	28 23.31% Tnotvy	9 10.54%	36 13.40%	19 20.44% v
45-54	1108 17.20%	1095 17.31%	38 14.79%	220 18.42%	51 13.99%	3 11.12%	212 19.70% Tnq	85 15.28%	123 17.84%	81 16.87%	146 16.52%	20 16.73%	12 14.35%	50 18.34%	23 24.40% q
55-64	928 14.40%	914 14.44%	41 16.28%	160 13.36%	54 14.66%	1 5.26%	143 13.31%	105 18.83% Tnpquw	85 12.31%	71 14.94%	121 13.64%	20 16.38%	13 15.85%	38 13.86%	10 10.99%
65+	1443 22.40% npquwA	1400 22.13% pqu	81 31.79% Tnpqsu wxA	228 19.06% u	58 15.81%	1 3.71%	229 21.30% qu	187 33.47% Tnpqsu wxA	94 13.65%	143 29.99% Tnpqsu wxA	172 19.44% u	22 17.98%	26 31.90% pqsuwx A	72 26.28% pquwA	12 12.61%
NET: 18-34	1847 28.66% ot	1809 28.60% ot	56 22.18%	380 31.78% Tnostv z	138 37.43% Tnostv xz	15 60.03%	282 26.29% t	104 18.67%	240 34.83% Tnostv xz	124 25.97% t	278 31.32% ostz	29 24.25%	20 24.99%	65 24.02%	29 30.46% t
NET: 35-54	2106 32.70% t	2086 32.98% Tt	69 27.20%	411 34.32% tv	108 29.30%	5 20.13%	398 37.09% Tnoqtv y	154 27.51%	254 36.84% Tnoqtv	137 28.63%	302 34.04% t	49 40.04% otvy	20 24.90%	86 31.74%	42 44.84% Tnoqtvyz
NET: 55+	2371 36.80% npquwA	2313 36.57% pquwA	122 48.07% Tnpqsu wxA	388 32.42% u	112 30.47%	2 8.97%	372 34.61% u	293 52.30% Tnpqsu vwxA	179 25.96%	215 44.94% Tnpqsu wA	293 33.08% u	42 34.36%	39 47.74% pqsuwA	109 40.15% pquA	22 23.60%
Average age	47.23pquw	47.17pquw	50.28Tnpquw A	45.74u	43.53	31.78	47.31qu	53.18Tnpquw wxzA	42.99	50.63Tnpquw A	45.85u	46.82u	50.13quA	48.26qu	44.20

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

# Reasons to Complain Survey

## ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 208

Age

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
16-17	118 1.84%uw	114 1.85%d	27 2.05%	7 2.29%	2 0.47%	- -	29 2.25%d	8 1.18%	31 2.17%d	6 2.13%	- -	1 0.66%	2 4.83%dg	- -	- -	64 1.79%	10 2.30%	34 1.83%	1 0.58%	16 1.65%	35 3.21%Tu v	29 0.87%	22 1.62%	27 1.30%	88 2.16%Tw
18-24	771 11.97%a bdu	692 11.22%d	135 10.19%d	39 13.40%d	25 6.50%	5 8.28%	157 12.36%d	63 9.51%	194 13.44%a bdg	31 10.53%	5 10.47%	9 9.37%	3 6.13%	2 8.36%	3 7.95%	446 12.36%q oq	78 17.61%T	201 10.74%	28 14.52%	132 13.38%	144 13.28%u	254 7.66% u	190 14.10%T	229 10.86%	492 12.06%
25-34	1076 16.70%b douw	1017 16.48%b d	168 12.64% d	56 19.16%b d	47 12.11% d	14 23.75%b d	219 17.21%b d	105 15.89%	259 17.94%b d	79 26.71%T abdfghj	6 11.60%	19 19.28%	7 14.32%	2 9.06%	1 1.87%	565 15.68%	77 17.39%	292 15.62%	36 18.44%	154 15.62%	203 18.72%u	469 14.13% u	282 20.95%T	307 14.53%	696 17.05%w
35-44	998 15.50%b uw	957 15.51%b	160 12.01%	49 16.98%b	60 15.35%	7 11.42%	222 17.44%b	107 16.20%b	237 16.44%b	57 19.22%b	6 12.32%	14 13.82%	5 9.84%	8 29.99%	5 15.36%	568 15.74%	55 12.29%	302 16.16%	32 16.70%	152 15.46%	258 23.76%T uv	443 13.35%	214 15.92%u	276 13.09%	680 16.67%Tw
45-54	1108 17.20% g	1076 17.44%T	232 17.43%	38 13.19%	70 17.89%	15 25.88% c g	263 20.66%T acgh	94 14.22%	224 15.53%	55 18.72%	12 24.62%	16 16.39%	9 18.19%	3 11.08%	8 25.22% ps	661 18.34%T	64 14.30%	385 20.62%T ops	27 13.92%	150 15.26% u	217 20.00%T	564 17.00%	249 18.52%	376 17.82%	703 17.23%
55-64	928 14.40%t	898 14.55%f	220 16.51%T afi	43 14.77%	76 19.48%Ta fghi	6 9.46%	158 12.44%	90 13.62%	197 13.64%	30 10.18%	11 22.25%i	23 23.48%T afghi	9 18.28%	8 29.68%	5 14.96%	510 14.16%	61 13.84%	252 13.48%	26 15.72%	155 15.72%	133 12.24% tv	554 16.69%T	170 12.60% x	344 16.30%T	559 13.70%
65+	1443 22.40%f ltvx	1416 22.95%T fi	388 29.17%T acfhik	59 20.20%i	110 28.19%T acfhik	13 21.21%	225 17.65%	194 29.38%T acfhik	300 20.83%i	37 12.51%	9 18.74%	17 17.02%	15 28.41%i	3 11.84%	11 34.64%	790 21.93%	99 22.28%	403 21.55%	43 22.23%	226 22.92%	95 8.80% tv	1005 30.30%T	219 16.28% x	551 26.10%T	862 21.13%
NET: 18-34	1847 28.66%a bdquw	1709 27.71%b d	304 22.83% dg	95 32.57%b	72 18.61%	19 32.03% d	377 29.57%b d	168 25.40% d	452 31.38%T abdg	110 37.25%T abdfgl	11 22.07%	28 28.64% d	11 20.46%	5 17.42%	3 9.82%	1011 28.05% q oq	155 35.00%T	492 26.36%	64 32.96%	285 28.99% u	347 32.00%T	723 21.79% u	472 35.05%T	536 25.39%	1188 29.11%w
NET: 35-54	2106 32.70%b puw	2032 32.94%b	392 29.43%	88 30.17%	129 33.24%	22 37.30%	485 38.09%T abcgh	201 30.41%	461 31.97%	112 37.94% g	18 36.94%	30 30.20%	14 28.03%	11 41.06%	13 40.58%	1228 34.08%T ps	118 26.59%	687 36.78%T ops	59 30.62%	303 30.72% uv	475 43.76%T	1007 30.35%	464 34.45% u	652 30.91%	1383 33.90%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 208

**Age****Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: 55+	2371	2313	608	102	186	18	383	285	497	67	20	40	24	11	16	1301	160	654	69	380	228	1559	389	895	1421
	36.80% f	37.50% T fhi	45.68% T acfhi	34.97% i	47.67% T acefhi	30.67%	30.09% i	43.00% T acfhi	34.48% f i	22.69%	40.99% i	40.50% f i	46.69% f i	41.52%	49.61%	36.09%	36.12%	35.03%	35.84%	38.63%	21.03%	46.99% T tv	28.88% t x	42.41% T	34.83%
Average age	47.23 fh iptvx	47.63 Tf hi	50.47 Ta cfhi	45.87 i	52.32 Ta cfghik	47.11	45.35 i	49.74 Ta cfhi	45.90 i	42.55	49.63 i	47.71 i	50.46 i	49.29	55.24	47.11 p	45.23	47.37	46.52	47.38	41.68	51.60 Tt v	44.33 t	49.59 Tx	46.50

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 209  
**Social Grade**  
**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
A	474 7.37%bfgkl mo	282 8.96%Tb	192 5.84%	119 13.40%Tdefg hi	69 6.40%	57 5.73%	57 5.18%	53 5.67%	83 8.09%f	36 8.71%f	474 27.08%TkIm	-	-	-	474 13.29%To	-	374 7.25%	101 7.81%
B	1278 19.84%begk lmo	724 22.98%Tb	554 16.83%	212 23.84%Tefg	223 20.74%eg	166 16.59%	203 18.29%	140 15.07%	233 22.71%Tefg	102 24.37%Tefg	1278 72.92%TkIm	-	-	-	1278 35.80%To	-	1008 19.57%	270 20.91%
C1	1817 28.20%fgjl moq	879 27.90%	938 28.48%	273 30.74%fgh	366 34.05%Tfgh i	302 30.28%fgh	274 24.71%	220 23.72%	265 25.85%	116 27.71%	-	1817 100.00%TjIm	-	-	1817 50.90%To	-	1489 28.91%Tq	327 25.38%
C2	1308 20.30%acij kmnp	579 18.37%	729 22.15%Ta	124 13.91%	213 19.81%c	209 20.93%ci	255 22.98%Tchi hi	250 26.93%Tode	194 18.95%c	63 15.11%	-	-	1308 100.00%Tjkm	-	-	1308 45.52%Tn	1002 19.46%	305 23.66%Tp
D	821 12.75%hijk lnq	373 11.84%	448 13.62%	126 14.15%hi	134 12.45%hi	159 15.91%Tdgh i	174 15.71%Tghi	114 12.33%hi	89 8.68%	25 6.07%	-	-	-	821 52.46%Tjkl	-	821 28.59%Tn	686 13.32%Tq	135 10.48%
E	744 11.55%acdjk ln	314 9.95%	431 13.08%Ta	35 3.96%	71 6.56%c	105 10.56%cd	145 13.13%cd	151 16.27%Tode	161 15.72%Tode	75 18.03%Tcdef	-	-	-	744 47.54%Tjkl	-	744 25.90%Tn	592 11.50%	152 11.76%
NET: AB	1752 27.20%befg kimo	1006 31.94%Tb	746 22.67%	331 37.24%Tdef gh	292 27.14%eg	223 22.32%	260 23.47%	192 20.74%	316 30.79%Tefg	138 33.08%Tde fg	1752 100.00%TkIm	-	-	-	1752 49.10%To	-	1382 26.82%	371 28.72%
NET: ABC1	3569 55.40%bfgl mo	1885 59.84%Tb	1684 51.15%	604 67.98%Tdef ghi	658 61.18%Tefg	525 52.60%g	534 48.18%	412 44.47%	581 56.65%fg	254 60.79%Tef g	1752 100.00%TIm	1817 100.00%TIm	-	-	3569 100.00%To	-	2871 55.73%	698 54.10%
NET: C2DE	2873 44.60%acdi jkn	1265 40.16%	1608 48.85%Ta	285 32.02%	418 38.82%c	473 47.40%cdi	574 51.82%Tcdh i	515 55.53%Tode hi	445 43.35%c	164 39.21%c	-	-	1308 100.00%Tjk	1565 100.00%Tjk	-	2873 100.00%Tn	2281 44.27%	592 45.90%
NET: DE	1565 24.30%acdj kin	686 21.79%	879 26.70%Ta	161 18.11%	204 19.01%	264 26.47%cd	319 28.84%Tcdh	265 28.60%Tcd	250 24.40%cd	101 24.09%cd	-	-	-	1565 100.00%Tjkl	-	1565 54.48%Tn	1279 24.82%	287 22.24%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 210  
**Social Grade**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
A	474 7.37% <sub>jq</sub>	390 7.21%	45 8.31%	20 6.48%	20 10.47%	45 8.31% <sub>j</sub>	22 8.45%	45 6.32%	32 6.05%	40 7.10%	22 4.74%	20 6.48%	34 5.54%	82 9.70% <sub>Tghj</sub> l	71 8.09% <sub>j</sub>	42 7.65%	20 10.47% <sub>jl</sub>	394 6.93%	75 10.65% <sub>Tq</sub>
B	1278 19.84% <sub>j</sub>	1067 19.74%	95 17.72%	50 16.42%	65 33.84% <sub>Tab</sub> c	95 17.72%	39 15.40%	141 19.77% <sub>j</sub>	110 21.00% <sub>j</sub>	103 18.39%	66 14.37%	50 16.42%	115 19.05%	185 21.73% <sub>lfj</sub>	183 20.81% <sub>j</sub>	123 22.36% <sub>lfj</sub>	65 33.84% <sub>Tef</sub> ghijklmno	1112 19.57%	161 22.72%
C1	1817 28.20% <sub>i</sub>	1549 28.65%	142 26.37%	77 25.01%	50 25.85%	142 26.37%	79 30.81%	216 30.31% <sub>i</sub>	143 27.21%	136 24.19%	145 31.46% <sub>i</sub>	77 25.01%	174 28.78%	258 30.42% <sub>i</sub>	244 27.65%	153 27.76%	50 25.85%	1600 28.18%	196 27.74%
C2	1308 20.30% <sub>d</sub> mpr	1104 20.42% <sub>d</sub>	105 19.54% <sub>d</sub>	76 24.73% <sub>d</sub>	23 11.94%	105 19.54% <sub>p</sub>	56 21.76% <sub>p</sub>	150 21.09% <sub>p</sub>	102 19.48% <sub>p</sub>	153 27.13% <sub>Teg</sub> hlmnop	110 23.81% <sub>mp</sub>	76 24.73% <sub>mp</sub>	117 19.34% <sub>p</sub>	141 16.63%	169 19.21% <sub>p</sub>	105 19.13% <sub>p</sub>	23 11.94%	1189 20.94% <sub>Tr</sub>	108 15.30%
D	821 12.75% <sub>d</sub> pq	706 13.06% <sub>d</sub>	61 11.27%	40 13.21%	14 7.48%	61 11.27%	25 9.88%	95 13.33% <sub>p</sub>	83 15.78% <sub>Tfp</sub>	69 12.21%	67 14.52% <sub>p</sub>	40 13.21%	83 13.72% <sub>p</sub>	100 11.74%	119 13.56% <sub>p</sub>	64 11.72%	14 7.48%	702 12.36%	114 16.09% <sub>Tq</sub>
E	744 11.55% <sub>a</sub> r	590 10.92%	90 16.79% <sub>Ta</sub>	43 14.15%	20 10.41%	90 16.79% <sub>Tgh</sub> ijmno	35 13.70%	65 9.18%	55 10.47%	62 10.97%	51 11.11%	43 14.15% <sub>g</sub>	82 13.56% <sub>g</sub>	83 9.77%	94 10.67%	63 11.39%	20 10.41%	683 12.03% <sub>Tr</sub>	53 7.49%
NET: AB	1752 27.20% <sub>j</sub> q	1457 26.95%	140 26.03%	70 22.90%	86 44.32% <sub>Tab</sub> c	140 26.03% <sub>j</sub>	61 23.85%	186 26.09% <sub>j</sub>	142 27.06% <sub>j</sub>	143 25.50% <sub>j</sub>	88 19.11%	70 22.90%	149 24.59%	267 31.43% <sub>Tfg</sub> ijkl	255 28.91% <sub>j</sub>	165 30.01% <sub>jk</sub>	86 44.32% <sub>Tef</sub> ghijklmno	1505 26.50%	236 33.37% <sub>Tq</sub>
NET: ABC1	3569 55.40% <sub>c</sub> ijkq	3005 55.60% <sub>c</sub>	281 52.40%	147 47.91%	136 70.17% <sub>Tab</sub> c	281 52.40%	140 54.66%	402 56.40% <sub>ik</sub>	285 54.27%	279 49.69%	234 50.57%	147 47.91%	324 53.37%	526 61.85% <sub>Teh</sub> ijkl	498 56.56% <sub>ik</sub>	318 57.77% <sub>ijk</sub>	136 70.17% <sub>Tef</sub> ghijklno	3106 54.68%	433 61.11% <sub>Tq</sub>
NET: C2DE	2873 44.60% <sub>d</sub> mpr	2400 44.40% <sub>d</sub>	256 47.60% <sub>d</sub>	159 52.09% <sub>Tad</sub>	58 29.83%	256 47.60% <sub>mp</sub>	116 45.34% <sub>p</sub>	311 43.60% <sub>p</sub>	240 45.73% <sub>mp</sub>	283 50.31% <sub>Tgm</sub> nop	229 49.43% <sub>Tmo</sub> p	159 52.09% <sub>Tgm</sub> nop	283 46.63% <sub>mp</sub>	324 38.15%	383 43.44% <sub>p</sub>	232 42.23% <sub>p</sub>	58 29.83%	2574 45.32% <sub>Tr</sub>	275 38.89%
NET: DE	1565 24.30%	1296 23.98%	151 28.06% <sub>d</sub>	84 27.36% <sub>d</sub>	35 17.89%	151 28.06% <sub>gmp</sub>	60 23.59%	160 22.51%	138 26.25% <sub>p</sub>	130 23.18%	119 25.63%	84 27.36% <sub>p</sub>	165 27.29% <sub>mp</sub>	183 21.52%	214 24.24%	127 23.11%	35 17.89%	1385 24.39%	167 23.58%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 211  
**Social Grade**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
A	474 7.37%k	416 7.63%k	118 8.39%k	14 5.69%	22 6.12%	4 6.09%	92 8.27%k	38 6.46%	90 8.01%k	25 9.35%k	3 6.83%	1 0.71%	2 7.38%	- -
B	1278 19.84%	1097 20.10%	302 21.47%	46 18.92%	76 21.35%	10 15.52%	208 18.66%	119 19.98%	217 19.36%	62 23.55%	7 15.62%	10 13.09%	3 11.56%	9 26.96%
C1	1817 28.20%afg	1479 27.10%	394 27.95%	73 30.18%	99 27.88%	15 23.33%	282 25.25%	144 24.16%	310 27.59%	83 31.20%	15 34.41%	25 31.20%	3 13.53%	13 38.87%
C2	1308 20.30%i	1130 20.72%i	291 20.64%i	42 17.29%	77 21.80%i	13 21.32%	252 22.57%i	124 20.91%i	248 22.06%i	35 13.05%	9 21.20%	14 16.94%	2 8.61%	2 4.95%
D	821 12.75%d	695 12.73%d	160 11.33%	35 14.24%	31 8.72%	8 13.18%	154 13.83%d	80 13.41%d	148 13.20%d	39 14.90%d	8 18.20%	12 14.75%	5 20.05%	5 14.52%
E	744 11.55%	639 11.72%	144 10.23%	33 13.68%	50 14.13%hi	13 20.56%bhij	127 11.41%	90 15.08%Tabhi	110 9.79%	21 7.94%	2 3.74%	19 23.31%Tabfhij	9 38.86%	5 14.70%
NET: AB	1752 27.20%k	1513 27.73%k	421 29.85%Tk	60 24.61%	97 27.47%k	14 21.62%	300 26.93%k	157 26.44%k	307 27.37%k	87 32.90%k	9 22.45%	11 13.80%	4 18.95%	9 26.96%
NET: ABC1	3569 55.40%fg	2991 54.83%g	814 57.80%afgk	133 54.79%	196 55.35%	28 44.94%	582 52.19%	301 50.60%	617 54.95%	170 64.11%Taefghk	24 56.86%	36 45.00%	7 32.48%	22 65.83%
NET: C2DE	2873 44.60%i	2464 45.17%bi	595 42.20%	110 45.21%	158 44.65%	35 55.06%i	533 47.81%Tbi	294 49.40%Tabi	506 45.05%i	95 35.89%	18 43.14%	44 55.00%bi	15 67.52%	12 34.17%
NET: DE	1565 24.30%b	1334 24.45%b	304 21.56%	68 27.92%	81 22.85%	21 33.74%	281 25.24%	169 28.49%Tabh	258 22.98%	60 22.84%	9 21.94%	30 38.06%Tabdfhi	13 58.92%	10 29.22%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 212  
**Social Grade**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
A	474 7.37%	469 7.42%	28 10.85% xzA	85 7.10%	26 7.07%	1 2.50%	76 7.05%	40 7.17%	50 7.23%	45 9.35% xA	75 8.46%	4 3.06%	10 12.58% xzA	14 5.08%	2 1.95%
B	1278 19.84%	1258 19.88%	55 21.60%	251 20.96%	63 17.00%	3 11.92%	219 20.37%	100 17.95%	155 22.48%	87 18.25%	164 18.46%	26 21.63%	17 21.01%	54 19.77%	18 19.34%
C1	1817 28.20% t	1791 28.31% t	77 30.25% t	359 30.02% t	102 27.71%	7 28.30%	277 25.83%	134 24.01%	191 27.63%	141 29.43%	263 29.68% t	43 35.19% st	23 28.33%	75 27.64%	31 32.64%
C2	1308 20.30%	1284 20.29%	52 20.58%	239 20.00%	67 18.29%	5 18.88%	222 20.65%	137 24.54% TnquA	132 19.12%	96 20.15%	182 20.54%	24 19.71%	14 17.23%	60 21.91%	12 12.85%
D	821 12.75% o	805 12.73% o	15 5.74%	139 11.58% o	68 18.52% Tnopsu vz	8 30.95%	135 12.61% o	83 14.79% o	87 12.53% o	53 11.02% o	122 13.73% o	15 12.07%	7 9.27%	32 11.59% o	19 20.16% opv
E	744 11.55% nw	719 11.37% w	28 10.98%	124 10.34%	42 11.42%	2 7.44%	145 13.48% npw	64 11.53%	76 11.00%	56 11.79%	81 9.13%	10 8.34%	9 11.59%	38 14.01% w	12 13.06%
NET: AB	1752 27.20%	1727 27.30%	82 32.45% q	336 28.06%	89 24.07%	4 14.42%	294 27.42%	141 25.13%	205 29.72%	132 27.61%	239 26.92%	30 24.69%	27 33.58%	68 24.85%	20 21.30%
NET: ABC1	3569 55.40% t	3518 55.61% Tt	159 62.70% Tnqstz	695 58.08% st	190 51.78%	11 42.72%	572 53.26%	275 49.14%	396 57.34% t	273 57.04% t	502 56.60% t	73 59.88%	50 61.91%	143 52.49%	51 53.94%
NET: C2DE	2873 44.60% no	2808 44.39% o	95 37.30%	502 41.92%	177 48.22% o	15 57.28%	502 46.74% op	285 50.86% Tnopuv w	294 42.66%	205 42.96%	385 43.40%	49 40.12%	31 38.09%	129 47.51% o	44 46.06%
NET: DE	1565 24.30% no	1524 24.10% o	42 16.72%	262 21.92%	110 29.93% Tnopuv w	10 38.40%	280 26.09% op	147 26.32% o	162 23.53% o	109 22.81%	203 22.86%	25 20.41%	17 20.86%	70 25.60% o	31 33.22% op

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 213  
Social Grade  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	682	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
A	474 7.37%u	455 7.38%	114 8.54%dk	22 7.41%	20 5.10%	1 2.23%	112 8.83%dk	41 6.12%	101 6.98%	26 8.68%k	6 11.56%k	2 2.17%	3 6.72%	-	1 1.59%	322 8.94%T	53 12.02%To	158 8.46%	24 12.20%T	83 8.44%	65 6.01%	207 6.25%u	147 10.94%Tt	141 6.69%	317 7.76%
B	1278 19.84%t	1230 19.94%	281 21.13%	56 19.29%	82 21.11%	12 19.46%	229 18.01%	126 18.98%	284 19.67%	68 23.06%k	9 17.69%	13 12.73%	16 31.79%T	4 16.74%	8 25.68%	692 19.19%	84 18.85%	372 19.92%	34 17.57%	185 18.80%	99 9.10%	631 19.01%t	425 31.59%T	368 17.42%	870 21.31%Tw
C1	1817 28.20%o	1739 28.18%	378 28.44%	82 28.05%	109 28.01%	17 27.82%	339 26.62%	164 24.77%	417 28.95%	100 34.01%T	15 29.90%	33 33.23%	10 19.48%	4 14.34%	13 40.47%	960 26.63%r	114 25.74%	496 26.58%	38 19.42%	278 28.19%r	231 21.24%	1007 30.36%T	399 29.67%t	497 23.54%	1253 30.70%Tw
C2	1308 20.30%tw	1268 20.56%T	279 20.99%t	58 19.85%	91 23.46%t	10 16.90%	281 22.06%i	135 20.33%i	304 21.06%i	41 14.02%	10 19.61%	16 15.73%	8 15.22%	2 7.47%	2 5.24%	789 21.88%T	107 24.15%	394 21.12%	51 26.15%	212 21.51%	165 15.19%	680 20.50%t	282 20.92%t	382 18.11%	880 21.58%Tw
D	821 12.75%b	775 12.57%b	143 10.77%	38 13.10%	35 9.01%	8 13.50%	175 13.74%b	92 13.88%b	193 13.39%b	38 12.76%	8 15.81%	14 14.40%	8 15.85%	6 23.72%	5 15.36%	470 13.03%	46 10.31%	249 13.34%	29 14.92%	128 13.03%	221 20.40%T	441 13.31%v	82 6.07%	259 12.27%	521 12.77%
E	744 11.55%i	702 11.38%	135 10.13%	36 12.30%	52 13.30%i	12 20.09%b	137 10.73%	105 15.92%Ta	144 9.96%	22 7.47%	3 5.42%	22 21.74%T	6 10.94%	10 37.71%	4 11.67%	372 10.33%	40 8.93%	198 10.58%	19 9.73%	99 10.03%	305 28.06%T	351 10.57%v	11 0.81%	464 21.97%Tx	240 5.88%
NET: AB	1752 27.20%k	1685 27.31%k	395 29.67%T	78 26.70%k	102 26.21%k	13 21.69%	342 26.85%k	166 25.10%k	384 26.65%k	94 31.74%k	14 29.25%	15 14.90%	20 38.51%g	4 16.74%	9 27.27%	1014 28.13%	137 30.87%	530 28.38%	58 29.77%	268 27.24%	164 15.11%	838 25.26%t	573 42.53%T	509 24.11%	1186 29.07%Tw
NET: ABC1	3569 55.40%g	3424 55.50%g	773 58.11%T	159 54.75%	211 54.22%	29 49.51%	681 53.47%	330 49.87%	801 55.60%g	194 65.75%T	29 59.16%	48 48.13%	30 58.00%	8 31.09%	22 67.74%	1974 54.76%	251 56.61%	1027 54.96%	95 49.19%	546 55.43%	395 36.35%	1845 55.62%t	972 72.20%T	1005 47.64%	2439 59.77%Tw
NET: C2DE	2873 44.60%b	2745 44.50%i	557 41.89%i	132 45.25%i	178 45.78%i	30 50.49%i	593 46.53%b	332 50.13%T	640 44.40%i	101 34.25%	20 40.84%	51 51.87%i	22 42.00%	18 68.91%	10 32.26%	1631 45.24%	193 43.39%	841 45.04%	98 50.81%	439 44.57%	691 63.65%T	1472 44.38%v	374 27.80%	1105 52.36%T	1641 40.23%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 213  
**Social Grade**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potent- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: DE	1565	1477	278	74	87	20	312	197	337	60	10	36	14	16	9	842	85	447	48	227	526	792	93	723	761
24.30% <sup>a</sup>	23.94% <sup>b</sup>	20.90%	25.39%	22.32%	33.59% <sup>b</sup>	24.47%	29.80% <sup>T</sup>	23.35%	20.23%	21.24%	36.14% <sup>T</sup>	26.79%	61.44%	27.03%	23.36%	19.24%	23.92%	24.65%	23.06%	48.46% <sup>T</sup>	23.88% <sup>v</sup>	6.88%	34.25% <sup>T</sup>	18.65%	
bpvx								abdfhi				abdfhi									uv		x		

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 214  
**GO Region**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Scotland	537 8.34%c	252 7.99%	286 8.68%	47 5.34%	78 7.29%	102 10.22%Tcdi	111 10.01%cdi	74 8.00%c	98 9.60%c	26 6.17%	140 7.98%	142 7.80%	105 8.03%	151 9.63%	281 7.89%	256 8.90%	413 8.01%	125 9.66%
North East	256 3.98%	135 4.28%	121 3.69%	33 3.70%	47 4.39%	37 3.67%	41 3.68%	37 4.03%	47 4.54%	15 3.54%	61 3.49%	79 4.35%	56 4.27%	60 3.86%	140 3.93%	116 4.05%	208 4.03%	49 3.77%
North West	712 11.06%q	368 11.69%	344 10.46%	90 10.10%	121 11.22%	121 12.15%	122 10.98%	99 10.64%	110 10.71%	50 12.06%	186 10.61%	216 11.89%	150 11.49%	160 10.24%	402 11.26%	311 10.81%	609 11.82%Tq	103 8.01%
Yorkshire & Humberside	525 8.15%	265 8.40%	260 7.91%	72 8.11%	93 8.60%	82 8.19%	85 7.63%	78 8.46%	82 8.03%	33 7.95%	142 8.11%	143 7.86%	102 7.82%	138 8.80%	285 7.98%	240 8.36%	418 8.11%	107 8.30%
West Midlands	562 8.73%bgknq	302 9.58%Tb	261 7.92%	71 8.04%	132 12.30%Tcegh i	72 7.18%	109 9.88%g	63 6.75%	84 8.20%	31 7.33%	143 8.18%	136 7.49%	153 11.67%Tjkm	130 8.33%	279 7.83%	283 9.85%Tn	490 9.50%Tq	73 5.63%
East Midlands	462 7.18%jnp	230 7.31%	232 7.06%	67 7.54%	86 8.00%	75 7.48%	70 6.33%	64 6.93%	68 6.66%	32 7.67%	88 5.04%	145 8.01%j	110 8.42%j	119 7.57%j	234 6.55%	229 7.96%	346 6.72%	116 9.01%Tp
Wales	306 4.75%np	136 4.32%	170 5.16%	38 4.29%	43 4.02%	43 4.34%	59 5.36%	50 5.39%	53 5.13%	19 4.62%	70 4.00%	77 4.21%	76 5.79%j	84 5.35%	147 4.11%	159 5.55%Tn	206 4.00%	100 7.74%Tp
Eastern	606 9.41%adp	248 7.88%	358 10.87%Ta	67 7.49%	72 6.68%	111 11.16%cd	111 10.04%d	88 9.46%d	107 10.48%d	50 11.93%cd	149 8.51%	174 9.60%	117 8.96%	165 10.57%	324 9.07%	283 9.84%	418 8.12%	188 14.56%Tp
London	850 13.19%fgil oq	427 13.57%	422 12.83%	186 20.93%Tdef ghi	173 16.07%Tfgh i	136 13.67%fi	113 10.21%i	101 10.90%i	116 11.28%i	24 5.85%	267 15.24%Tim	258 14.23%l	141 10.80%	183 11.68%	526 14.73%To	324 11.28%	835 16.21%Tq	15 1.13%
South East	881 13.68%dp	408 12.94%	474 14.38%	127 14.34%	124 11.54%	116 11.58%	144 12.99%	155 16.67%Tdef h	131 12.81%	84 20.14%Tcde fh	255 14.54%	244 13.41%	169 12.94%	214 13.64%	498 13.96%	383 13.32%	656 12.73%	225 17.45%Tp
South West	550 8.54%	283 8.99%	267 8.11%	78 8.74%	90 8.34%	68 6.79%	96 8.68%	75 8.14%	97 9.45%	46 11.12%e	165 9.42%	153 8.41%	105 8.05%	127 8.12%	318 8.90%	232 8.09%	421 8.17%	129 10.03%
Northern Ireland	193 3.00%cdlop	97 3.07%	97 2.93%	12 1.40%	17 1.55%	36 3.57%cd	47 4.20%Tcdi	43 4.63%Tcdi	32 3.14%cd	7 1.62%	86 4.89%Tkln	50 2.75%	23 1.76%	35 2.21%	136 3.80%To	58 2.01%	133 2.57%	61 4.70%Tp

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 215  
**GO Region**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Scotland	537 8.34% acd fg hijk lmnop r	-	537 100.00% Tacd	-	-	537 100.00% Tfghijk lmnop	-	-	-	-	-	-	-	-	-	-	-	505 8.88% Tr	27 3.83%
North East	256 3.98% bc de ghijk lmnop r	256 4.74% Tbcd	-	-	-	-	256 100.00% Teghijk lmnop	-	-	-	-	-	-	-	-	-	-	241 4.24% Tr	14 2.03%
North West	712 11.06% b cde fghijk lmnop r	712 13.18% Tbcd	-	-	-	-	-	712 100.00% Tefghijk lmnop	-	-	-	-	-	-	-	-	-	630 11.09%	74 10.43%
Yorkshire & Humberside	525 8.15% bc de fghijk lmnop r	525 9.71% Tbcd	-	-	-	-	-	-	525 100.00% Tefghijk lmnop	-	-	-	-	-	-	-	-	477 8.40%	46 6.45%
West Midlands	562 8.73% b cde fgh ijklmno pq r	562 10.40% Tbcd	-	-	-	-	-	-	-	562 100.00% Tefghijk lmnop	-	-	-	-	-	-	-	466 8.21%	91 12.88% Tq
East Midlands	462 7.18% bc de fghik lmnop r	462 8.56% Tbcd	-	-	-	-	-	-	-	-	462 100.00% Tefghik lmnop	-	-	-	-	-	-	424 7.46% Tr	35 4.97%
Wales	306 4.75% abde fghijklm nop r	-	-	306 100.00% Tabd	-	-	-	-	-	-	-	306 100.00% Tefghij lmnop	-	-	-	-	-	291 5.12% Tr	13 1.80%
Eastern	606 9.41% b cde fgh ijklmno pr r	606 11.21% Tbcd	-	-	-	-	-	-	-	-	-	-	606 100.00% Tefghij kmnop	-	-	-	-	570 10.03% Tr	33 4.65%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

Prepared by Yonder

**.YONDER**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 215  
**GO Region**  
**Base: All respondents**

	Country				Region												Ethnicity			
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
London	850 13.19% b cdefghi jklmnopq	850 15.72% Tbcd	-	-	-	-	-	-	-	-	-	-	-	850 100.00% Tefghij klmnop	-	-	-	550 9.68%	288 40.63% Tq	
South East	881 13.68% b cdefghi jklmnopr	881 16.30% Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	881 100.00% Tefghij klmnop	-	-	-	805 14.18% Tr	72 10.17%
South West	550 8.54% b cdefgh ijklmn pr	550 10.18% Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	-	550 100.00% Tefghij klmnp	-	530 9.32% Tr	15 2.07%	
Northern Ireland	193 3.00% abc ef ghijklmn or	-	-	-	193 100.00% Tabc	-	-	-	-	-	-	-	-	-	-	-	193 100.00% Tefg hijklmno	193 3.39% Tr	1 0.09%	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 216  
**GO Region**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Scotland	537 8.34%	461 8.46%	140 9.91%Tah	22 8.90%	31 8.82%	8 12.48%j	93 8.31%	52 8.83%	80 7.13%	19 7.00%	-	6 7.80%	-	4 11.05%
North East	256 3.98%	214 3.93%	44 3.11%	12 4.83%	13 3.59%	2 3.19%	46 4.10%	28 4.70%	59 5.26%Tab	9 3.26%	-	2 2.84%	-	1 1.93%
North West	712 11.06%j	595 10.91%j	151 10.68%j	28 11.66%j	35 9.77%	7 10.98%	140 12.57%j	71 11.87%j	114 10.14%	25 9.33%	-	12 15.43%j	2 9.63%	5 15.01%
Yorkshire & Humberside	525 8.15%bgi	431 7.91%bgi	85 6.06%	14 5.60%	24 6.84%	7 11.38%	104 9.35%bgi	33 5.52%	87 7.77%	11 4.27%	42 100.00%Tabcdef ghik	11 13.41%bcgi	3 12.91%	1 2.98%
West Midlands	562 8.73%b	478 8.77%b	85 6.04%	26 10.80%bj	26 7.25%	13 20.55%Tabdfgij	104 9.35%b	51 8.56%	127 11.35%Tabdj	24 8.94%	-	10 12.23%bj	5 21.61%	2 4.75%
East Midlands	462 7.18%	386 7.08%	94 6.68%	18 7.27%	31 8.63%	3 4.98%	73 6.56%	37 6.20%	95 8.49%	20 7.59%	-	4 5.15%	-	2 6.98%
Wales	306 4.75%	276 5.06%Th	72 5.12%	15 6.03%	30 8.37%Tabfh	7 10.69%h	53 4.79%	31 5.21%	41 3.69%	13 4.92%	-	2 2.44%	4 19.96%	2 6.64%
Eastern	606 9.41%	545 10.00%T	161 11.42%Tj	22 9.02%	30 8.35%	6 10.25%	102 9.10%	60 10.18%	105 9.32%	25 9.41%	-	11 13.25%j	3 11.20%	5 14.50%
London	850 13.19%abj	679 12.45%j	155 10.99%j	43 17.65%abde	34 9.52%	3 5.21%	142 12.73%j	74 12.39%j	160 14.29%bdj	46 17.55%abde	-	7 8.15%	1 4.83%	1 1.72%
South East	881 13.68%j	749 13.72%j	207 14.71%j	31 12.84%j	57 16.12%j	3 5.38%	134 11.98%j	89 14.94%j	151 13.49%j	39 14.59%j	-	11 13.86%j	1 4.23%	7 20.34%
South West	550 8.54%	468 8.58%c	146 10.33%Tachj	11 4.59%	35 9.88%c	2 3.80%	79 7.11%	57 9.62%cc	82 7.28%	26 9.89%cc	-	4 4.57%	4 15.64%	5 14.10%
Northern Ireland	193 3.00%h	171 3.14%h	70 4.96%Tachg	2 0.81%	10 2.85%	1 1.12%	45 4.03%cgh	12 1.99%	20 1.80%	9 3.25%	-	1 0.86%	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 217  
**GO Region**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Scotland	537 8.34%v	528 8.34%v	28 11.16%v	89 7.44%v	33 8.96%v	-	103 9.60%v	55 9.89%v	55 8.01%v	20 4.26%	81 9.17%v	15 12.23%v	5 5.57%	21 7.75%	8 8.18%
North East	256 3.98%	250 3.95%	9 3.63%	51 4.24%	15 4.12%	1 3.88%	41 3.82%	15 2.68%	19 2.79%	23 4.83%	36 4.08%	6 4.73%	4 5.12%	20 7.17%Tnstu	4 4.52%
North West	712 11.06%	696 11.00%	30 12.01%	124 10.39%	48 13.15%	-	117 10.93%	49 8.71%	75 10.91%	50 10.52%	87 9.78%	17 14.08%	8 9.43%	32 11.62%	19 20.41%Tnpstuvw
Yorkshire & Humberside	525 8.15%	518 8.19%	14 5.54%	85 7.10%	33 8.87%	1 2.63%	91 8.47%	35 6.32%	74 10.67%Tnopt	41 8.52%	72 8.07%	14 11.66%	6 8.02%	27 10.10%	5 5.12%
West Midlands	562 8.73%qw	547 8.65%qw	21 8.09%	144 12.00%Tnqstw	18 5.00%	1 4.71%	76 7.09%	40 7.22%	63 9.12%q	53 11.06%qsw	58 6.56%	12 9.88%	5 5.83%	22 8.09%	14 14.77%qstw
East Midlands	462 7.18%	456 7.20%	18 7.00%	84 7.01%	31 8.44%	2 7.45%	77 7.16%	40 7.12%	43 6.28%	43 9.00%	57 6.39%	7 6.01%	4 4.83%	19 6.94%	12 12.22%
Wales	306 4.75% <sub>s</sub>	302 4.78% <sub>s</sub>	9 3.69%	78 6.49%Tnqs	12 3.32%	-	30 2.79%	40 7.18%Tnqs	38 5.47% <sub>s</sub>	24 4.98%	40 4.52%	4 3.26%	9 10.88%Tnoqswz	9 3.43%	2 1.76%
Eastern	606 9.41% <sub>u</sub>	596 9.43% <sub>u</sub>	32 12.57% <sub>psu</sub>	93 7.79%	34 9.20%	1 5.65%	87 8.10%	73 13.02%Tnpsu	45 6.48%	59 12.42%Tnpsu	85 9.58%	12 9.84%	10 12.50%	36 13.25%Tnpsu	14 14.83% <sub>pu</sub>
London	850 13.19% <sub>tyzA</sub>	843 13.33% <sub>TtyzA</sub>	42 16.69% <sub>bxyzA</sub>	181 15.09% <sub>tyzA</sub>	52 14.14% <sub>tyzA</sub>	16 61.87%	160 14.95% <sub>tyzA</sub>	50 8.85%	106 15.39% <sub>tyzA</sub>	62 13.05% <sub>zA</sub>	115 12.96% <sub>tzA</sub>	10 8.18%	4 5.02%	15 5.49%	4 4.47%
South East	881 13.68% <sub>n</sub>	857 13.55%	27 10.55%	151 12.63%	41 11.06%	3 12.14%	142 13.18%	87 15.59%	105 15.22%	60 12.51%	136 15.29%	14 11.28%	12 15.31%	37 13.45%	10 10.93%
South West	550 8.54% <sub>o</sub>	539 8.53% <sub>o</sub>	12 4.59%	96 8.04%	41 11.01% <sub>ovA</sub>	* 1.67%	86 8.02%	56 10.06% <sub>oA</sub>	55 8.00%	31 6.49%	100 11.29% <sub>TnopsvA</sub>	10 8.43%	11 13.45% <sub>ovA</sub>	22 8.21%	3 2.78%
Northern Ireland	193 3.00% <sub>p</sub>	193 3.05% <sub>pu</sub>	11 4.48% <sub>pu</sub>	21 1.77%	10 2.71%	-	63 5.88% <sub>Tnpqtuv</sub> wxA	19 3.37%	11 1.65%	11 2.37%	21 2.32%	1 0.42%	3 4.04%	12 4.49% <sub>pu</sub>	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

# Reasons to Complain Survey

## ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 218  
GO Region  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Scotland	537 8.34% s	518 8.40%	140 10.52% T ahj	33 11.34% hj	37 9.50% j	6 9.34%	105 8.27%	56 8.44%	102 7.04%	19 6.29%	-	8 7.79%	2 3.55%	1 2.27%	4 11.68%	277 7.69%	38 8.51%	157 8.38%	12 5.99%	60 6.14%	101 9.28%	274 8.27%	116 8.63%	209 9.90% Tx	317 7.77%
North East	256 3.98%	247 4.01%	42 3.12%	11 3.69%	15 3.96%	1 0.91%	52 4.09%	29 4.45%	81 5.62% Ta b	10 3.47%	-	2 2.30%	-	-	1 2.04%	168 4.66% T	16 3.52%	83 4.42%	7 3.62%	59 6.02% To	58 5.32% Tv	132 3.98%	40 2.99%	100 4.73%	150 3.68%
North West	712 11.06% j v	689 11.16% j	138 10.36% j	30 10.35% j	40 10.28% j	5 8.97%	161 12.63% j	85 12.78% j	168 11.64% j	27 9.19% j	-	15 14.87% j	2 4.05%	2 8.36%	6 17.46%	409 11.34%	50 11.31%	220 11.78%	17 8.59%	103 10.50%	111 10.27%	401 12.08% Tv	124 9.24%	216 10.24%	452 11.07%
Yorkshire & Humberside	525 8.15% bi	502 8.13% bi	88 6.58%	16 5.59%	25 6.53%	3 5.41%	113 8.85% i	42 6.41%	118 8.19% i	12 4.17%	49 100.00% T abcde fgh ikl	13 13.24% bc dgi	5 9.65%	3 13.40%	1 3.16%	312 8.64%	26 5.95%	186 9.97% To p	16 8.48%	76 7.70%	95 8.73%	280 8.43%	99 7.37%	185 8.77%	327 8.01%
West Midlands	562 8.73% bv	535 8.67% b	84 6.29%	35 12.03% bg j	31 7.84%	11 17.76% Ta bdgij	117 9.19% bj	50 7.53%	162 11.21% Ta bgij	18 6.24%	-	11 10.78% j	3 6.06%	5 18.76%	2 5.02%	329 9.12%	33 7.50%	165 8.86%	20 10.57%	104 10.52%	109 10.07% v	308 9.29% v	82 6.10%	175 8.31%	357 8.74%
East Midlands	462 7.18%	446 7.24%	93 6.97%	21 7.27%	32 8.22%	5 8.20%	81 6.34%	42 6.30%	118 8.18%	27 9.12% j	-	6 5.64%	5 9.27% j	-	2 7.38%	251 6.96%	31 7.08%	135 7.22%	8 4.14%	70 7.07%	71 6.50%	251 7.56%	83 6.13%	139 6.58%	307 7.53%
Wales	306 4.75% h	294 4.77% h	66 4.97% h	17 5.91%	32 8.18% Ta bfh	6 9.47% h	56 4.41%	35 5.21%	47 3.28%	15 4.99%	-	4 3.65%	3 5.42%	4 15.38%	1 4.19%	165 4.57%	18 4.12%	95 5.10%	7 3.45%	39 3.91%	47 4.33%	169 5.11%	56 4.17%	109 5.16%	186 4.55%
Eastern	606 9.41% j	588 9.53% j	147 11.03% Tj	25 8.59%	30 7.66%	3 5.39%	119 9.33% j	62 9.31% j	123 8.53%	33 11.04% j	-	12 12.35% j	5 10.62% j	3 11.42%	5 15.34%	327 9.07%	35 7.97%	175 9.38%	15 7.82%	90 9.14%	96 8.87%	346 10.43% Tv	109 8.09%	225 10.66% T	366 8.98%
London	850 13.19% b jqw j	803 13.02% b j	147 11.08% j	52 18.00% Ta bdfjl	147 9.74% j	13 21.20% b djl	156 12.25% j	85 12.80% j	207 14.33% b djl	55 18.51% Tabdf gjl	-	10 10.03% j	3 4.97%	1 4.19%	-	490 13.59% q	65 14.65%	210 11.25%	41 21.36% T oq	157 15.95% T oq	163 15.03% u	348 10.49% u	229 16.98% T u	225 10.65%	578 14.16% Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 218  
**GO Region**  
**Base: All respondents**

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
South East	881 13.68%j u	844 13.68%j	193 14.52%j	31 10.74%j	62 15.83%j	3 5.72%	162 12.74%j	99 14.99%j	187 12.95%j	46 15.55%j	-	15 14.97%j	13 24.65%T acefhj	3 12.34%	6 18.81%	481 13.35%	65 14.55%	231 12.38%	31 15.80%	141 14.27%	140 12.91%	425 12.82%	205 15.21%	286 13.58%	559 13.69%
South West	550 8.54%ac ot	515 8.36%c	127 9.52%cj	13 4.55%	36 9.17%cj	4 6.44%	103 8.09%	63 9.51%cj	105 7.25%	25 8.46%	-	4 3.69%	9 18.09%T acfhjk	4 13.87%	5 14.92%	281 7.81%	43 9.71%	143 7.63%	16 8.43%	69 7.02%	69 6.33%	299 9.00%t	133 9.90%t	186 8.80%	348 8.52%
Northern Ireland	193 3.00%hs u	188 3.04%h	67 5.03%Ta cgh	6 1.93%	12 3.08%	1 1.19%	48 3.79%h	15 2.26%	26 1.77%	9 2.97%	-	1 0.70%	2 3.67%	-	-	115 3.19%ss	23 5.12%To s	68 3.62%ss	3 1.75%	17 1.76%	26 2.37%	85 2.56%	70 5.20%Tt u	55 2.63%	134 3.30%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 219  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Yes	4026	2079	1947	642	741	608	622	540	621	253	1282	1203	839	702	2485	1541	3279	747
	62.50%bfgm oq	66.00%Tb	59.16%	72.19%Tefg hi	68.86%Tefg hi	60.85%	56.15%	58.26%	60.55%	60.47%	73.17%TkIm	66.24%Tm	64.12%Im	44.86%	69.64%To	53.63%	63.65%Tq	57.91%
No	2416	1071	1345	247	335	391	486	387	405	165	470	613	469	863	1083	1332	1873	543
	37.50%acdj knp	34.00%	40.84%Ta	27.81%	31.14%	39.15%cd	43.85%Tcd	41.74%Tcd	39.45%cd	39.53%cd	26.83%	33.76%j	35.88%j	55.14%Tjkl	30.36%	46.37%Tn	36.35%	42.09%Tp

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q**  
**Overlap formulae used.**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 220  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Yes	4026 62.50% q	3369 62.32% l	327 60.93% b	184 60.14% c	146 75.60% Tab c	327 60.93% l	147 57.38% f	468 65.70% fl	343 65.26% fl	338 60.11% i	277 59.87% j	184 60.14% k	328 54.07% l	581 68.43% Tef ijkIno	548 62.17% l	339 61.66% l	146 75.60% Tef ghijkIno	3518 61.93% q	478 67.50% Tq	
No	2416 37.50% mpr	2037 37.68% d	210 39.07% d	122 39.86% d	47 24.40% p	210 39.07% mp	109 42.62% ghm p	244 34.30% p	182 34.74% p	224 39.89% mp	186 40.13% mp	122 39.86% mp	278 45.93% Teg hmnop	268 31.57% m	333 37.83% mp	211 38.34% mp	47 24.40% p	2162 38.07% Tr	230 32.50% r	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 221  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Yes	4026	3379	890	145	202	42	684	364	725	164	31	37	12	21
	62.50%dk	61.94%k	63.18%k	59.63%	57.08%	65.67%k	61.32%k	61.15%k	64.56%dk	61.95%k	72.69%k	46.21%	55.39%	62.30%
No	2416	2076	519	98	152	22	431	231	398	101	12	43	10	13
	37.50%	38.06%	36.82%	40.37%	42.92%Th	34.33%	38.68%	38.85%	35.44%	38.05%	27.31%	53.79%Tabefgh ij	44.61%	37.70%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 222

Have you taken a foreign holiday in the last 3 years?

Base: All respondents

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Yes	4026 62.50%	3971 62.78%T	179 70.77%Tnpqst zA	726 60.69%	221 59.98%	16 61.37%	661 61.60%	335 59.79%	467 67.62%Tnpqst z	303 63.50%	572 64.46%	75 62.18%	53 65.26%	161 59.17%	54 57.22%
No	2416 37.50%nou	2355 37.22%ou	74 29.23%	470 39.31%ou	147 40.02%ou	10 38.63%	412 38.40%ou	225 40.21%ou	224 32.38%	174 36.50%	315 35.54%	46 37.82%	28 34.74%	111 40.83%ou	40 42.78%ou

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 223  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Yes	4026 62.50% d kluw	3859 62.56% d k	852 64.03% d k	178 61.28%	222 57.03%	37 62.06%	791 62.10% k	410 61.97% k	916 63.51% d k	190 64.31% k	36 74.10% d k	49 49.29%	33 64.80%	14 52.75%	19 60.35%	2346 65.10% T oqs	321 72.18% T oqs	1192 63.82%	137 70.66% T	631 64.11%	540 49.76%	2002 60.37% t tu	1077 80.02% T tu	1094 51.84%	2789 68.36% Tw
No	2416 37.50% o prvx	2310 37.44%	479 35.97%	113 38.72%	167 42.97% T abhj	23 37.94%	483 37.90%	252 38.03%	526 36.49%	105 35.69%	13 25.90%	50 50.71% T abfghij	18 35.20%	12 47.25%	13 39.65%	1258 34.90% p	124 27.82%	676 36.18% p	57 29.34%	353 35.89% p	545 50.24% T uv	1315 39.63% T v	269 19.98%	1016 48.16% T x	1291 31.64%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 224  
**Opinion Influencer**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Yes	505	327	178	121	159	71	55	53	34	13	248	113	84	61	361	144	429	76
	7.84% ikmoq	10.38% Tb	5.41% Tc	13.58% Tefg hi	14.76% Tefgh i	7.07% Tefgh i	4.94% Tefgh i	5.72% Tefgh i	3.33% Tefgh i	3.10% Tefgh i	14.13% TKlm	6.22% TKlm	6.39% TKlm	3.88% TKlm	10.10% TKlm	5.02% TKlm	8.33% TKlm	5.89% TKlm
No	5937	2823	3114	768	917	928	1053	875	992	405	1505	1704	1224	1505	3208	2729	4723	1214
	92.16% np	89.62% Tb	94.59% Tc	86.42% Tefg hi	85.24% Tefgh i	92.93% Tefgh i	95.06% Tefgh i	94.28% Tefgh i	96.67% Tefgh i	96.90% Tefgh i	85.87% TKlm	93.78% TKlm	93.61% TKlm	96.12% TKlm	89.90% TKlm	94.98% TKlm	91.67% TKlm	94.11% TKlm

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 225  
**Opinion Influencer**  
**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Yes	505 7.84%hn q	441 8.16%	35 6.44%	21 6.97%	8 3.97%	35 6.44%	22 8.66%h	41 5.81%	24 4.63%	66 11.69%Tegh jinop	25 5.49%	21 6.97%	42 6.87%	134 15.82%Tefg hijklnop	50 5.72%	36 6.51%	8 3.97%	377 6.63%	127 17.87%Tq	
No	5937 92.16% mr	4964 91.84%	503 93.56%	285 93.03%	186 96.03%	503 93.56%im	234 91.34% m	671 94.19%im	501 95.37%Tfi	497 88.31%	437 94.51%im	285 93.03% m	564 93.13%im	715 84.18%	831 94.28%Tim	514 93.49%im	186 96.03%im	5303 93.37%Tr	582 82.13%	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 226  
**Opinion Influencer**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Yes	505 7.84% <sub>k</sub>	456 8.37% <sub>Tk</sub>	117 8.29% <sub>k</sub>	41 16.92% <sub>Tabdfghj</sub> <sub>k</sub>	24 6.75%	9 13.49% <sub>k</sub>	86 7.71% <sub>k</sub>	43 7.23%	93 8.26% <sub>k</sub>	34 12.97% <sub>Tabdfghk</sub>	1 2.53%	1 1.16%	1 2.93%	1 2.68%
No	5937 92.16% <sub>aci</sub>	4999 91.63% <sub>ci</sub>	1292 91.71% <sub>ci</sub>	202 83.08%	330 93.25% <sub>ci</sub>	55 86.51%	1029 92.29% <sub>ci</sub>	551 92.77% <sub>ci</sub>	1030 91.74% <sub>ci</sub>	230 87.03%	41 97.47% <sub>c</sub>	79 98.84% <sub>Tabcefh</sub> <sub>i</sub>	22 97.07%	33 97.32%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 227  
**Opinion Influencer**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Yes	505 7.84%xA	497 7.85%xA	57 22.48%Tnpqstu vwxyzA	86 7.22%x	26 7.12%	3 13.19%	74 6.86%	33 5.98%	62 8.95%xA	39 8.07%xA	91 10.25%Tnpstxy zA	2 1.89%	2 2.52%	13 4.66%	1 1.47%
No	5937 92.16%ow	5830 92.15%ow	197 77.52%	1110 92.78%ow	342 92.88%o	22 86.81%	1000 93.14%ow	526 94.02%ow	629 91.05%o	439 91.93%o	796 89.75%o	119 98.11%Tnopuv w	79 97.48%ow	260 95.34%ouw	93 98.53%Tnouvw

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 228  
**Opinion Influencer**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Yes	505 7.84%gh ux	481 7.79%g h	116 8.76%g h	50 17.24%Ta bdfghjkl	26 6.63% 6.63%	11 19.09%Ta bdfghjkl	92 7.24%	35 5.33%	93 6.44%	44 14.85%Ta bdfghjkl	1 2.20%	4 3.58%	1 1.30%	1 2.54%	-	364 10.10%T q	65 14.62%To qs	158 8.46%	36 18.81%To qs	96 9.74%T	115 10.62%Tu	228 6.87%	123 9.12%u	187 8.86%x	290 7.10%
No	5937 92.16%c eloprst	5688 92.21%c ei	1214 91.24%c ei	241 82.76%	364 93.37%c ei	48 80.91%	1181 92.76%c ei	627 94.67%T abcei	1349 93.56%T bcei	251 85.15%	48 97.80%c ei	95 96.42%c ei	51 98.70%c ei	25 97.46%	32 100.00%	3241 89.90%p r	379 85.38%	1710 91.54%o pr	157 81.19%	889 90.26%p r	970 89.38%	3089 93.13%T tv	1223 90.88%	1923 91.14%	3791 92.90%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 229

Tenure

Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Homeowners	4174 64.80%bcde mop	2134 67.75%Tb	2040 61.97%	478 53.81%	566 52.63%	572 57.31%	698 62.97%cde	690 74.40%Tcde f	814 79.33%Tcde fg	356 85.26%Tcde fgh	1339 76.39%TKlm	1217 66.97%Tm	949 72.56%Tkm	670 42.82%	2555 71.59%To	1619 56.36%	3203 62.18%	971 75.25%Tp
Owned outright - without mortgage	2326 36.10%bcde fmop	1197 38.02%Tb	1128 34.28%	188 21.10%de	154 14.32%	152 15.17%	289 26.05%cde	468 50.43%Tcde f	747 72.85%Tcde fg	329 78.82%Tcde fgh	767 43.76%TKlm	640 35.22%Tm	470 35.93%Tm	449 28.71%	1407 39.41%To	919 31.99%	1674 32.50%	652 50.51%Tp
Owned with a mortgage or loan	1848 28.69%ghim oq	937 29.74%	912 27.70%	291 32.71%Tghi i	412 38.31%Tcgh hi	421 42.13%Tcfg hi	409 36.93%Tghi	222 23.97%hi	67 6.49%	27 6.44%	572 32.63%Tm	577 31.75%Tm	479 36.63%Tjkm	221 14.11%	1148 32.18%To	700 24.36%	1529 29.68%Tq	319 24.74%
NET: Renters	2148 33.34%aghi jklmq	961 30.51%	1187 36.06%Ta	351 39.43%Tghi i	477 44.31%Tfgh i	420 42.04%Tfgh i	403 36.35%Tghi	230 24.85%hi	207 20.15%i	61 14.65%	376 21.45%	557 30.67%jl	341 26.05%j	874 55.86%Tjkl	933 26.14%	1215 42.29%Tn	1855 36.01%Tq	293 22.71%
NET: Rent from Council/ Housing Association	1287 19.98%ahij klmq	541 17.18%	746 22.65%Ta	179 20.17%hi	212 19.72%hi	268 26.88%Tcdg hi	259 23.36%Tghi	170 18.33%i	152 14.82%	46 11.06%	158 9.04%	265 14.59%j	225 17.20%j	639 40.79%Tjkl	423 11.87%	863 30.05%Tn	1095 21.25%Tq	192 14.91%
Rented from the council	838 13.00%ahij knq	326 10.34%	512 15.55%Ta	102 11.52%i	129 12.03%i	194 19.40%Tcdf ghi	163 14.69%hi	118 12.75%i	102 9.96%	29 6.91%	95 5.45%	146 8.06%j	158 12.08%jk	438 27.97%Tjkl	242 6.78%	596 20.74%Tn	711 13.80%Tq	127 9.81%
Rented from a housing association	449 6.98%hijn q	216 6.84%	234 7.10%	77 8.65%ghi	83 7.69%hi	75 7.48%hi	96 8.67%Tghi	52 5.58%	50 4.87%	17 4.15%	63 3.59%	119 6.54%j	67 5.12%	201 12.82%Tjkl	182 5.09%	268 9.32%Tn	384 7.45%Tq	66 5.10%
Rented from someone else	861 13.37%ghil oq	420 13.33%	441 13.40%	171 19.25%Tefg hi	265 24.59%Tcef ghi	151 15.17%ghi	144 12.99%ghi	60 6.51%i	55 5.32%	15 3.59%	217 12.41%l	292 16.07%Tjl	116 8.85%	236 15.07%l	509 14.27%To	352 12.24%	760 14.76%Tq	101 7.80%
Rent free	120 1.86%efghi o	55 1.74%	65 1.97%	60 6.77%Tdefg hi	33 3.06%Tefgh i	6 0.65%	7 0.68%	7 0.75%	5 0.52%	*	38 2.17%	43 2.36%	18 1.39%	21 1.32%	81 2.27%To	39 1.35%	93 1.81%	26 2.03%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 230

Tenure

Base: All respondents

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
NET: Homeowners	4174 64.80% r	3480 64.38%	341 63.41%	200 65.44%	153 79.25%Tab c	341 63.41% m	158 61.45% m	485 68.01% m	347 66.15% m	381 67.77% m	313 67.77% m	200 65.44% m	413 68.07% m	420 49.45% m	583 66.19% m	380 69.16%Tfm	153 79.25%Tef ghijklmno	3811 67.09%Tr	347 49.07%
Owned outright - without mortgage	2326 36.10% mr	1948 36.05%	184 34.21%	119 39.05%	74 38.34%	184 34.21% m	90 35.23%	274 38.44% im	198 37.75% m	178 31.66%	161 34.80% m	119 39.05% m	260 42.97%Tei jm	241 28.40%	328 37.22% m	217 39.52% im	74 38.34% m	2161 38.04%Tr	157 22.14%
Owned with a mortgage or loan	1848 28.69% m	1532 28.34%	157 29.20%	81 26.39%	79 40.90%Tab c	157 29.20% m	67 26.22%	211 29.57% m	149 28.40% m	203 36.10%Tef ghklmno	152 32.97% lm	81 26.39%	152 25.10%	179 21.05%	255 28.97% m	163 29.65% m	79 40.90%Tef ghklmno	1650 29.04%	191 26.93%
NET: Renters	2148 33.34% d pq	1824 33.74% d	189 35.12% d	97 31.72% d	38 19.83%	189 35.12% p	96 37.33% glo p	214 29.97% p	172 32.77% p	170 30.17% p	144 31.10% p	97 31.72% p	178 29.40% p	403 47.45%Tef ghijklnop	285 32.34% p	163 29.62% p	38 19.83%	1778 31.31%	339 47.84%Tq
NET: Rent from Council/ Housing Association	1287 19.98% d gnopq	1069 19.78% d	132 24.66%Tad	66 21.58% d	19 9.86%	132 24.66%Tgi jnop	63 24.76% gij nop	117 16.45% p	103 19.55% p	102 18.12% p	81 17.49% p	66 21.58% p	121 20.04% p	244 28.71%Tgh ijklnop	152 17.21% p	86 15.68%	19 9.86%	1068 18.81%	205 28.90%Tq
Rented from the council	838 13.00% a gnoq	677 12.53%	94 17.41%Tad	51 16.60% d	16 8.18%	94 17.41%Tgi jnop	41 15.87% gnop	67 9.42%	73 13.90% gno	70 12.41% o	49 10.51%	51 16.60% gjn op	85 13.97% gno	170 19.96%Tghi jnop	83 9.46%	41 7.38%	16 8.18%	694 12.23%	136 19.18%Tq
Rented from a housing association	449 6.98% dp q	392 7.25% d	39 7.25% d	15 4.98%	3 1.68%	39 7.25% p	23 8.89% p	50 7.04% p	30 5.65% p	32 5.70% p	32 6.98% p	15 4.98%	37 6.07% p	74 8.75% p	68 7.74% p	46 8.30% p	3 1.68%	374 6.58%	69 9.72%Tq
Rented from someone else	861 13.37% l q	755 13.96% Tb	56 10.46%	31 10.15%	19 9.97%	56 10.46%	32 12.58%	96 13.52% l	69 13.22%	68 12.05%	63 13.61%	31 10.15%	57 9.36%	159 18.74%Tef ghijklp	133 15.13% el	77 13.95% l	19 9.97%	710 12.50%	134 18.94%Tq
Rent free	120 1.86% q	101 1.88%	8 1.47%	9 2.83%	2 0.92%	8 1.47%	3 1.21%	14 2.02%	6 1.08%	12 2.06%	5 1.14%	9 2.83%	15 2.52%	26 3.10%Tho	13 1.48%	7 1.21%	2 0.92%	91 1.60%	22 3.08%Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 231  
**Tenure**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Homeowners	4174 64.80%	3722 68.22%Tcgk	1074 76.24%Tacd efghik	142 58.34%	235 66.41%	40 62.56%	732 65.66%	379 63.82%	761 67.84%Tc	167 63.28%	32 76.58% c	45 56.94%	8 36.89%	28 82.09%
Owned outright - without mortgage	2326 36.10%fi	2158 39.55%Tfhi	701 49.76%Tacd fghik	86 35.60%	151 42.73%Tfhi	27 42.30%	340 30.48%	256 43.09%Tfhi	400 35.64%fi	73 27.64%	18 43.20%	27 33.87%	6 28.49%	18 52.35%
Owned with a mortgage or loan	1848 28.69% dg	1564 28.68% dg	373 26.49% g	55 22.75%	84 23.68%	13 20.26%	392 35.18% Tabcd egk	123 20.74%	361 32.20% Tabodg	94 35.64% Tabodg	14 33.39%	18 23.07%	2 8.40%	10 29.74%
NET: Renters	2148 33.34% ab	1644 30.13% b	311 22.04%	99 40.80% Tabfh	115 32.40% b	23 35.57% b	360 32.25% b	205 34.51% ab	345 30.73% b	95 35.77% b	10 23.42%	32 40.57% b	14 63.11%	6 16.72%
NET: Rent from Council/ Housing Association	1287 19.98% b	1077 19.74% b	185 13.14%	66 27.09% Tabd	65 18.23% b	18 28.99% b	249 22.32% ab	143 24.13% Tab	232 20.68% b	56 21.10% b	6 15.25%	21 26.26% b	12 55.04%	4 12.59%
Rented from the council	838 13.00% b	724 13.27% b	109 7.77%	45 18.68% Tab	45 12.72% b	13 20.25% b	178 15.96% Tab	90 15.16% b	164 14.57% b	40 15.28% b	5 12.25%	15 18.18% b	10 43.88%	1 3.77%
Rented from a housing association	449 6.98% ab	353 6.47%	76 5.37%	20 8.41%	20 5.51%	6 8.74%	71 6.36%	53 8.98% ab	69 6.11%	15 5.82%	1 3.00%	6 8.08%	3 11.16%	3 8.82%
Rented from someone else	861 13.37% abfgh	567 10.39%	125 8.90%	33 13.71% b	50 14.17% abf	4 6.57%	111 9.93%	62 10.37%	113 10.05%	39 14.68% ab	3 8.16%	11 14.31%	2 8.07%	1 4.13%
Rent free	120 1.86% a	90 1.64%	24 1.72%	2 0.86%	4 1.18%	1 1.87%	23 2.09%	10 1.67%	16 1.43%	3 0.95%	-	2 2.49%	-	* 1.19%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 232

**Tenure****Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Homeowners	4174 64.80%qu	4109 64.96%qu	198 78.23%Tnpqsu vwxA	764 63.82%q	191 51.85%	5 20.49%	697 64.97%q	410 73.35%Tnpqsu vwA	415 60.11%q	312 65.30%q	584 65.89%qu	80 66.11%q	59 72.99%quA	181 66.63%q	53 56.47%
Owned outright - without mortgage	2326 36.10%pqu	2285 36.13%pqu	138 54.31%Tnpqsu vwxA	389 32.51%	109 29.55%	4 14.17%	360 33.56%	273 48.76%Tnpqsu vwxA	211 30.61%	199 41.56%Tnpqsu wzA	302 34.11%	39 32.51%	38 A 47.05%pqsuwz	86 31.69%	27 28.90%
Owned with a mortgage or loan	1848 28.69%qtv	1824 28.83%qtv	61 23.91%	375 31.31%oqtv	82 22.30%	2 6.31%	337 31.41%oqtv	138 24.59%	204 29.50%q	113 23.74%	282 31.78%oqtv	41 33.60%qv	21 25.94%	95 34.94%Tnoqtv	26 27.57%
NET: Renters	2148 33.34%ot	2101 33.21%ot	52 20.50%	407 34.01%ot	167 45.53%Tnopst vwxyz	19 74.33%	357 33.21%ot	142 25.36%	267 38.70%Tnostw yz	156 32.59%ot	289 32.61%ot	38 31.66%o	21 26.20%	84 30.84%o	38 40.54%ot
NET: Rent from Council/ Housing Association	1287 19.98%not	1251 19.77%o	26 10.25%	247 20.62%oy	98 26.53%Tnopst wyz	12 45.44%	204 19.01%o	91 16.35%o	163 23.62%Tnosty	106 22.21%oty	173 19.52%o	21 16.97%	9 10.53%	50 18.36%o	24 25.43%oy
Rented from the council	838 13.00%no	808 12.78%o	12 4.86%	155 12.96%o	59 16.05%ot	7 27.07%	143 13.33%o	59 10.58%o	105 15.16%ot	75 15.68%ot	110 12.42%o	17 13.68%o	6 7.75%	29 10.77%o	16 16.69%o
Rented from a housing association	449 6.98%	442 6.99%	14 5.40%	92 7.66%	39 10.48%Tnostx	5 18.37%	61 5.69%	32 5.77%	58 8.46%o	31 6.54%	63 7.10%	4 3.29%	2 2.78%	21 7.59%	8 8.74%
Rented from someone else	861 13.37%t	850 13.44%t	26 10.24%	160 13.38%t	70 18.99%Tnoptv wz	7 28.89%	152 14.20%t	50 9.01%	104 15.09%tv	50 10.38%	116 13.09%t	18 14.70%	13 15.66%	34 12.48%	14 15.11%
Rent free	120 1.86%	116 1.83%	3 1.28%	26 2.17%	10 2.62%	1 5.18%	19 1.81%	7 1.29%	8 1.19%	10 2.11%	13 1.50%	3 2.23%	1 0.81%	7 2.53%	3 2.98%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

# Reasons to Complain Survey

## ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 233  
Tenure  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q.21)			Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Util-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Homeowners	4174 64.80%k tw	4053 65.70%T ghk	999 75.07%T acdefgh ik	182 62.46%k	261 67.03%k	32 54.24%	832 65.31%k	409 61.82%k	903 62.64%k	188 63.60%k	37 75.27%k	45 45.68%	38 73.28%k	10 39.14%	26 81.06%	2465 68.37%T	317 71.29%T	1299 69.55%T	127 65.82%	653 66.35%	497 45.79%	2237 67.45%T t	1022 75.92%T tu	1215 57.58%	2839 69.58%Tw
Owned outright - without mortgage	2326 36.10%f hitv	2260 36.63%T fhik	643 48.34%T acefghi k	100 34.51%	170 43.57%T acfhik	18 29.52%	372 29.25%	268 40.48%T fhik	462 32.02%	82 27.71%	19 38.72%	26 26.14%	23 43.65%f ik	6 22.79%	18 56.38%	1313 36.41%	174 39.07%	674 36.06%	79 40.76%	346 35.18%	278 25.60%	1385 41.77%T tv	436 32.38%t	725 34.34%	1545 37.87%Tw
Owned with a mortgage or loan	1848 28.69%d gtuw	1793 29.07%T dgk	356 26.73%g	81 27.95%	91 23.46%	15 24.71%	459 36.06%T abcdghk	141 21.35%	441 30.62%b dgk	106 35.89%T abdgk	18 36.55%g k	19 19.54%	15 29.64%	4 16.35%	8 24.69%	1152 31.96%T	143 32.22%	626 33.49%T r	48 25.06%	307 31.18%	219 20.19%	852 25.68%t	586 43.54%T tu	490 23.24%	1294 31.71%Tw
NET: Renters	2148 33.34%a bopquvx	2007 32.54%b	309 23.24%	106 36.38%b	123 31.51%b	26 44.47%b	413 32.40%b	241 36.36%a b	517 35.89%T ab	105 35.55%b	12 24.73%	52 52.31%T abcdfgh ijl	14 26.72%	16 60.86%	6 17.68%	1073 29.76%	116 26.13%	531 28.41%	66 34.18%	315 32.00%	569 52.45%T uv	1034 31.16%v	300 22.26% x	857 40.62%T	1171 28.71%
NET: Rent from Council/ Housing Association	1287 19.98%b puvx	1219 19.77%b	170 12.81%	69 23.75%b	68 17.42%b d	18 30.34%b	277 21.79%b	162 24.47%T abd	312 21.67%b	58 19.50%b	6 13.26%	25 25.11%b	7 13.68%	13 49.49%	4 13.32%	698 19.36%p	65 14.55%	354 18.97%	45 23.20%p	213 21.63%p	400 36.86%T uv	610 18.38%v	114 8.44% x	575 27.25%T	645 15.80%
Rented from the council	838 13.00%b uvx	798 12.93%b	94 7.09%	42 14.59%b	49 12.54%b	13 21.04%b l	197 15.47%T ab	101 15.33%b	214 14.86%T ab	39 13.09%b	5 10.65%	16 15.90%b	3 6.00%	10 38.10%	1 3.99%	465 12.89%	45 10.12%	233 12.49%	26 13.40%	151 15.37%T op	272 25.11%T uv	384 11.56%v	65 4.81% x	377 17.88%T	410 10.04%
Rented from a housing association	449 6.98%vx	422 6.84%	76 5.72%	27 9.17%d	19 4.88%	6 9.30%	80 6.32%	61 9.14%Ta bdf	98 6.81%	19 6.41%	1 2.61%	9 9.21%	4 7.67%	3 11.39%	3 9.33%	233 6.47%	20 4.43%	121 6.48%	19 9.80%p	62 6.26% v	128 11.76%Tu	226 6.82%v	49 3.63%	198 9.37%Tx	235 5.76%
Rented from someone else	861 13.37%a bfoqs	788 12.77%b f	139 10.42%	37 12.63%	55 14.09%	8 14.13%	135 10.61%	79 11.89%	205 14.22%b f	47 16.04%b	6 11.48%	27 27.20%T abcdfgh i	7 13.04%	3 11.36%	1 4.36%	375 10.40%	51 11.58%	176 9.44%	21 10.98%	102 10.37%	169 15.59%T u	424 12.78%	186 13.82%	282 13.38%	527 12.91%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 233

Tenure

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Potenti			Yes (w)	No (x)
																					Most vuln- erable (t)	ally vuln- erable (u)	Least vuln- erable (v)		
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Rent free	120	109	22	3	6	1	29	12	21	3	-	2	-	-	*	67	11	38	-	16	19	46	24	38	70
	1.86%au	1.76%	1.69%	1.16%	1.46%	1.29%	2.29%	1.82%	1.46%	0.85%	-	2.01%	-	-	1.26%	1.87%	2.58%	2.04%	-	1.64%	1.75%	1.39%	1.82%	1.80%	1.71%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 234

What is the highest educational level that you have achieved to date?

Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
No formal education	40 0.62%jn	16 0.52%	24 0.72%	2 0.19%	8 0.70%	5 0.48%	11 0.95%	5 0.59%	9 0.90%	1 0.22%	5 0.30%	6 0.35%	13 0.98%j	16 1.01%jk	12 0.32%	29 0.99%Tn	31 0.60%	9 0.71%
Primary	36 0.55%n	21 0.67%	15 0.44%	5 0.59%	5 0.43%	7 0.71%	4 0.40%	4 0.39%	8 0.80%	2 0.59%	4 0.25%	6 0.33%	7 0.52%	19 1.18%Tjk	10 0.29%	25 0.88%Tn	23 0.46%	12 0.94%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3308 51.35%acdjkn	1509 47.90%	1799 54.64%Ta	390 43.83%d	391 36.39%	489 48.95%d	642 57.94%Tcde	548 59.03%Tcde	601 58.64%Tcde	247 59.11%Tcde	550 31.39%	845 46.52%j	830 63.49%Tjk	1082 69.14%Tjkl	1395 39.09%	1913 66.57%Tn	2617 50.80%	691 53.53%
University degree or equivalent professional qualification, NVQ level 4, etc.	2094 32.50%bcldmo	1085 34.43%Tb	1009 30.65%	251 28.20%	442 41.12%Tcefghi	347 34.77%cgh	336 30.33%	276 29.75%	307 29.98%	134 32.10%	758 43.25%Tkilm	679 37.39%Tlm	336 25.71%lm	320 20.46%	1437 40.27%To	656 22.85%	1678 32.58%	415 32.20%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	726 11.27%bchilmoq	390 12.39%Tb	336 10.19%	77 8.61%	188 17.45%Tcfg	141 14.08%Tcfghi	106 9.57%	91 9.82%	95 9.31%	28 6.79%	361 20.61%Tkilm	198 10.90%lm	81 6.20%	86 5.46%	559 15.67%To	167 5.80%	603 11.70%q	123 9.52%
Still in full time education	188 2.92%efghimo	95 3.01%	93 2.82%	157 17.64%Tdefghi	26 2.39%efghi	2 0.16%	4 0.33%	- -	- -	- -	60 3.44%lm	73 4.01%Tlm	31 2.39%	23 1.49%	133 3.73%To	55 1.90%	157 3.04%	31 2.41%
Don't know	11 0.17%	8 0.24%	4 0.11%	1 0.13%	3 0.26%	2 0.21%	1 0.13%	2 0.19%	1 0.05%	1 0.32%	2 0.12%	2 0.13%	- -	7 0.43%TI	4 0.13%	7 0.23%	9 0.18%	2 0.14%
Prefer not to answer	40 0.62%b	26 0.84%	14 0.41%	7 0.81%	13 1.25%Tfgh	6 0.64%	4 0.35%	2 0.23%	3 0.33%	4 0.87%	11 0.64%	7 0.37%	9 0.71%	13 0.82%	18 0.50%	22 0.77%	33 0.64%	7 0.54%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 235

**What is the highest educational level that you have achieved to date?****Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
No formal education	40 0.62%	37 0.69%	* 0.08%	3 0.83%	- -	* 0.08%	4 1.37%eo	4 0.52%	7 1.40%Teo	5 0.81%	6 1.23%eo	3 0.83%	3 0.46%	5 0.62%	4 0.50%	- -	- -	34 0.59%	5 0.72%
Primary	36 0.55%	29 0.55%	2 0.46%	3 1.02%	1 0.28%	2 0.46%	- -	3 0.48%	4 0.73%	5 0.83%	2 0.36%	3 1.02%	7 1.10%	4 0.51%	4 0.44%	1 0.18%	1 0.28%	33 0.58%	3 0.39%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3308 51.35%d mpr	2783 51.48%d	267 49.79%	178 58.31%Tab d	79 40.87%	267 49.79%mp	142 55.37%mp	374 52.47%mp	271 51.61%mp	320 56.91%Tem p	249 53.87%mp	178 58.31%Tem p	351 57.94%Tem p	333 39.25%	459 52.11%mp	283 51.47%mp	79 40.87%	3052 53.73%Tr	238 33.65%
University degree or equivalent professional qualification, NVQ level 4, etc.	2094 32.50%l	1743 32.25%	194 36.05%c	82 26.75%	75 38.67%cd	194 36.05%ik	78 30.30%	226 31.67%	167 31.81%	155 27.56%	148 31.95%	82 26.75%	186 30.69%	322 37.89%Tfg hikln	281 31.94%	181 32.93%	75 38.67%ik	1822 32.08%	256 36.22%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	726 11.27%l q	593 10.97%	60 11.20%	37 12.24%	35 18.25%Tab	60 11.20%l	25 9.84%	82 11.54%l	60 11.37%l	58 10.40%l	46 9.85%	37 12.24%l	40 6.57%	130 15.25%Tfi jln	90 10.23%l	62 11.31%l	35 18.25%Tef ghijlno	591 10.41%	125 17.61%Tq
Still in full time education	188 2.92%ck q	175 3.23%Tbc	8 1.43%	2 0.51%	4 1.92%	8 1.43%	5 2.06%	20 2.85%k	15 2.81%k	14 2.57%	11 2.46%	2 0.51%	14 2.27%	41 4.83%Tekl	35 3.99%ek	19 3.40%k	4 1.92%	117 2.06%	68 9.62%Tq
Don't know	11 0.17%q	9 0.17%	1 0.15%	1 0.34%	- -	1 0.15%	1 0.29%	2 0.21%	- -	1 0.20%	* 0.09%	1 0.34%	- -	4 0.45%	2 0.20%	- -	- -	6 0.11%	5 0.74%Tq
Prefer not to answer	40 0.62%q	35 0.66%	5 0.85%	- -	- -	5 0.85%	2 0.78%	2 0.26%	1 0.27%	4 0.74%	1 0.19%	- -	6 0.98%	10 1.19%	5 0.59%	4 0.70%	- -	26 0.45%	7 1.05%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 236

What is the highest educational level that you have achieved to date?

Base: All respondents

	Q.1 Landline supplier														Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)		
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37	
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**	
No formal education	40 0.62%h	32 0.59%h	5 0.36%	2 1.00%h	3 0.94%h	- -	13 1.14%Tabh	7 1.22%bh	1 0.13%	- -	- -	- -	- -	-	
Primary	36 0.55%	32 0.58%	5 0.38%	2 0.78%	5 1.28%	- -	9 0.81%	2 0.25%	8 0.68%	- -	2 3.74%Tabghi	- -	- -	-	
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3308 51.35%	2858 52.39%Td	728 51.70%	130 53.43%	163 46.18%	33 52.87%	616 55.27%Tdi	314 52.84%	598 53.28%d	125 47.34%	27 65.03%d	50 62.25%di	13 56.61%	12 35.19%	
University degree or equivalent professional qualification, NVQ level 4, etc.	2094 32.50%f	1768 32.40%f	465 32.99%f	73 30.20%	128 36.11%f	18 28.23%	318 28.50%	196 32.95%	366 32.62%	98 37.12%f	11 25.60%	23 29.17%	10 43.39%	17 50.40%	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	726 11.27%g	599 10.97%g	152 10.76%	29 12.15%	45 12.77%g	11 18.00%gk	122 10.99%	48 8.06%	130 11.57%g	32 12.23%	2 5.63%	4 5.11%	- -	5 14.41%	
Still in full time education	188 2.92%ah	131 2.40%h	49 3.48%ah	5 2.25%	5 1.45%	1 0.90%	26 2.29%	20 3.39%h	16 1.42%	7 2.47%	- -	3 3.47%	- -	-	
Don't know	11 0.17%	9 0.16%	1 0.07%	- -	2 0.62%b	- -	2 0.21%	1 0.23%	1 0.06%	1 0.55%	- -	- -	- -	-	
Prefer not to answer	40 0.62%a	27 0.50%	3 0.25%	* 0.19%	2 0.65%	- -	9 0.80%	6 1.06%bh	3 0.24%	1 0.30%	- -	- -	- -	-	

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 237

What is the highest educational level that you have achieved to date?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
No formal education	40 0.62%s	40 0.63%s	-	9 0.75%	4 1.06%s	-	2 0.16%	5 0.86%	7 0.96%s	3 0.55%	4 0.48%	1 0.77%	-	3 1.27%s	2 2.07%os
Primary	36 0.55%	35 0.55%	3 1.09%p	2 0.16%	1 0.41%	2 8.62%	9 0.80%p	1 0.23%	5 0.77%	3 0.67%	2 0.24%	-	-	3 1.18%p	1 1.09%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3308 51.35%o	3251 51.38%o	100 39.44%	600 50.16%o	182 49.46%o	5 18.38%	570 53.09%ou	352 62.87%Tnopqs uvwA	327 47.38%	255 53.28%o	431 48.60%o	66 54.20%o	51 63.68%Tnopqu w	158 58.20%Tnopqu w	48 50.52%
University degree or equivalent professional qualification, NVQ level 4, etc.	2094 32.50%t	2066 32.65%t	102 40.34%Tnpstv yzA	394 32.94%t	121 32.99%	12 47.52%	346 32.27%t	148 26.36%	236 34.19%t	146 30.54%	320 36.08%Tnty	43 35.70%	19 23.52%	79 29.02%	23 24.42%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	726 11.27%tz	712 11.26%tz	37 14.43%tbz	149 12.46%tz	42 11.30%	3 12.74%	118 10.95%t	42 7.44%	86 12.51%tz	57 11.96%tz	93 10.46%	7 5.90%	10 12.80%	18 6.58%	15 16.14%tbz
Still in full time education	188 2.92%	182 2.88%	10 3.88%	34 2.82%	14 3.91%	3 12.73%	22 2.01%	12 2.23%	24 3.47%	11 2.24%	33 3.70%s	3 2.60%	-	8 2.90%	3 2.76%
Don't know	11 0.17%n	10 0.15%	1 0.39%	5 0.44%n	* 0.12%	-	1 0.07%	-	-	-	* 0.05%	-	-	2 0.61%	-
Prefer not to answer	40 0.62%n	31 0.50%	1 0.43%	3 0.28%	3 0.75%	-	7 0.65%	-	5 0.73%	4 0.76%	3 0.38%	1 0.84%	-	1 0.24%	3 2.99%Tnpstwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 238

What is the highest educational level that you have achieved to date?

Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
No formal education	40 0.62%hs	39 0.63%h	4 0.28%	2 0.83%	3 0.85%	-	18 1.42%Ta bh	8 1.20%bh	3 0.20%	-	-	1 0.74%	-	-	-	25 0.71% s	-	20 1.09%To s	5 2.33%To ps	1 0.05%	12 1.12%v	19 0.58%	5 0.34%	17 0.80%	17 0.41%
Primary	36 0.55%vx	34 0.55%	6 0.46%	2 0.65%	2 0.50%	-	12 0.94%	2 0.23%	7 0.49%	1 0.40%	2 3.25%Tabgh	-	-	-	-	26 0.71%	2 0.38%	15 0.79%	3 1.38%	5 0.56%	11 1.04%v	21 0.64%v	1 0.07%	20 0.96%Tx	13 0.32%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3308 51.35% vx	3177 51.50% i	684 51.42%	144 49.41%	192 49.21%	28 47.19%	698 54.78% T ai	351 53.04% i	752 52.15% i	131 44.48%	30 62.08% i	54 54.49%	23 44.18%	16 61.80%	9 27.39%	1928 53.50% T	221 49.82%	1042 55.78% T or	91 47.15%	513 52.10%	643 59.21% T uv	1798 54.20% T v	491 36.45% T x	1190 56.39% T	2005 49.15%
University degree or equivalent professional qualification, NVQ level 4, etc.	2094 32.50% f qtw	2019 32.74% f	449 33.76% f	102 34.91%	136 35.04% f	17 28.38%	361 28.38%	219 33.05%	463 32.13%	105 35.42% f	12 25.66%	35 35.32%	23 45.39% f	9 36.01%	19 57.37%	1133 31.42% q	149 33.58%	553 29.61%	72 37.44%	318 32.33%	273 25.16%	1056 31.84% t tu	590 43.86% T	600 28.44%	1438 35.25% Tw
Higher university degree, doctorate, MBA, NVQ level 5, etc.	726 11.27% g tuw	690 11.19% g	144 10.80% g	33 11.20%	46 11.81% g	10 16.97% g	132 10.37%	50 7.58%	177 12.30% g	50 16.80% Ta bfgk	4 9.01%	6 6.06%	4 8.16%	1 2.19%	5 15.23%	388 10.77%	54 12.12%	185 9.92%	15 7.77%	123 12.46%	97 8.91%	347 10.46%	232 17.22% T u	205 9.72%	481 11.80% w
Still in full time education	188 2.92% ao uv	164 2.65%	43 3.25%	7 2.54%	6 1.43%	4 7.45% dh i	36 2.84%	26 3.93% dh	30 2.06%	5 1.81%	-	3 3.40%	-	-	-	88 2.43%	16 3.56%	44 2.38%	6 2.92%	21 2.14%	42 3.90% uv	63 1.89%	26 1.90%	65 3.10%	107 2.63%
Don't know	11 0.17% u	10 0.15%	-	-	2 0.56% b	-	3 0.26%	1 0.20%	1 0.09%	1 0.49% b	-	-	-	-	-	3 0.08%	1 0.22%	2 0.10%	-	-	4 0.34% u	1 0.02%	1 0.08%	4 0.20%	4 0.10%
Prefer not to answer	40 0.62% bo uvx	36 0.58% b	1 0.04%	1 0.46%	2 0.59% b	-	13 1.01% b	5 0.76% b	8 0.59% b	2 0.61% b	-	-	1 2.28% b	-	-	14 0.38%	1 0.31%	6 0.32%	2 1.02%	4 0.37%	4 0.33%	12 0.37%	1 0.09%	8 0.38%	14 0.35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 239

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Gender			Age							Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Yes - responsible for half or more of the items bought	5687 88.28%acjn	2616 83.04%	3071 93.29%Ta	533 59.94%	984 91.51%Tci	952 95.39%Tcdg hi	1063 95.99%Tcdg hi	852 91.80%Tci	945 92.09%Tci	357 85.61% c	1504 85.85%	1611 88.67% kj	1178 90.04% Tj	1394 89.05% j	3115 87.29%	2571 89.50% Tn	4564 88.59%	1123 87.02%
No - not responsible for most of the items bought	755 11.72%bdef ghlo	534 16.96% Tb	221 6.71%	356 40.06% Tdefg hi	91 8.49% ef	46 4.61%	44 4.01%	76 8.20% ef	81 7.91% ef	60 14.39% defg h	248 14.15% TKlm	206 11.33%	130 9.96%	171 10.95%	454 12.71% To	302 10.50%	588 11.41%	167 12.98%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 240

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Yes - responsible for half or more of the items bought	5687 88.28%r	4755 87.96%	483 89.85%	272 88.80%	178 91.96%	483 89.85%	224 87.18%	643 90.25%i	464 88.36%	485 86.24%	407 87.91%	272 88.80%	546 90.05%	742 87.31%	766 86.98%	479 87.04%	178 91.96%	5056 89.01%Tr	587 82.96%	
No - not responsible for most of the items bought	755 11.72%q	651 12.04%	55 10.15%	34 11.20%	16 8.04%	55 10.15%	33 12.82%	69 9.75%	61 11.64%	77 13.76%g	56 12.09%	34 11.20%	60 9.95%	108 12.69%	115 13.02%	71 12.96%	16 8.04%	624 10.99%	121 17.04%Tq	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 241

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Yes - responsible for half or more of the items bought	5687 88.28%	4831 88.55%	1236 87.74%	215 88.79%	323 91.40%h	59 92.70%	994 89.12%	525 88.36%	977 87.00%	233 88.11%	38 89.04%	73 90.92%	20 90.37%	33 97.54%
No - not responsible for most of the items bought	755 11.72%	625 11.45%	173 12.26%	27 11.21%	30 8.60%	5 7.30%	121 10.88%	69 11.64%	146 13.00%d	31 11.89%	5 10.96%	7 9.08%	2 9.63%	1 2.46%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 242

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Yes - responsible for half or more of the items bought	5687 88.28%	5593 88.41%T	221 87.18%	1075 89.86%	331 90.04%	20 80.80%	948 88.30%	496 88.70%	605 87.56%	424 88.64%	781 88.08%	111 91.43%	68 84.52%	237 86.88%	82 86.77%
No - not responsible for most of the items bought	755 11.72%n	733 11.59%	33 12.82%	121 10.14%	37 9.96%	5 19.20%	126 11.70%	63 11.30%	86 12.44%	54 11.36%	106 11.92%	10 8.57%	13 15.48%	36 13.12%	13 13.23%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 243

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Yes - responsible for half or more of the items bought	5687 88.28%h	5451 88.35%h	1157 86.96%	263 90.31%	352 90.45%h	57 96.55%h	1136 89.18%h	583 88.01%	1240 86.01%	266 90.21%	44 90.48%	88 89.17%	47 90.73%	23 89.37%	31 95.81%	3202 88.83%	389 87.58%	1667 89.26%	178 91.86%	865 87.83%	969 89.25% v	2995 90.29%T	1182 87.77%	1868 88.51%	3614 88.56%
No - not responsible for most of the items bought	755 11.72%u	718 11.65%	173 13.04%	28 9.69%	37 9.55%	2 3.45%	138 10.82%	79 11.99%	202 13.99%Ta def	29 9.79%	5 9.52%	11 10.83%	5 9.27%	3 10.63%	1 4.19%	403 11.17%	55 12.42%	201 10.74%	16 8.14%	120 12.17%	117 10.75%	322 9.71%	165 12.23%u	242 11.49%	467 11.44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 244  
**How many cars are there in your household?**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
No cars in the household	1352	605	747	195	265	240	237	177	184	53	224	433	159	536	657	695	1237	115
Inq	20.99%ahij	19.20%	22.70%Ta	21.99% <i>i</i>	24.61%Tghi	24.02%Tghi	21.39% <i>i</i>	19.13% <i>i</i>	17.96% <i>i</i>	12.81%	12.77%	23.84%Tjl	12.17%	34.25%Tjkl	18.41%	24.20%Tn	24.02%Tq	8.90%
NET: Any	5090	2545	2545	694	811	759	871	750	842	364	1529	1384	1149	1029	2912	2178	3915	1175
mop	79.01%bdek	80.80%Tb	77.30%	78.01%	75.39%	75.98%	78.61%	80.87%de	82.04%Tde	87.19%Tode fgh	87.23%Tkm	76.16% <i>m</i>	87.83%Tkm	65.75%	81.59%To	75.80%	75.98%	91.10%Tp
1	2613	1291	1322	202	400	414	436	403	518	240	709	700	510	694	1409	1204	2118	496
	40.57%cd	40.99%	40.16%	22.69%	37.15% <i>c</i>	41.45% <i>c</i>	39.35% <i>c</i>	43.49%cd	50.54%Tode fgh	57.54%Tode fgh	40.46%	38.53%	39.00%	44.36%Tjkl	39.47%	41.92%	41.10%	38.41%
2	1885	966	919	309	319	293	310	271	265	118	619	529	472	265	1148	737	1391	494
p	29.26%bhmo	30.68%Tb	27.91%	34.77%Tdef ghi	29.67%	29.36%	27.98%	29.26%	25.80%	28.19%	35.31%Tkm	29.13% <i>m</i>	36.09%Tkm	16.94%	32.17%To	25.66%	26.99%	38.32%Tp
3+	592	288	304	183	92	52	125	75	58	6	201	154	167	70	355	236	406	185
p	9.18%ehimo	9.13%	9.23%	20.56%Tdefghi	8.57% <i>ehi</i>	5.17% <i>i</i>	11.29%Teghi	8.13% <i>ei</i>	5.70% <i>i</i>	1.46%	11.46%Tkm	8.50% <i>m</i>	12.74%Tkm	4.45%	9.95%To	8.22%	7.88%	14.36%Tp

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 245  
**How many cars are there in your household?**  
**Base: All respondents**

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (l)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
No cars in the household	1352 20.99% djklnop q	1149 21.26% cd	133 24.67% cd	45 14.70%	25 13.10%	133 24.67% gklj klnop	59 22.99% jkl nop	129 18.07% o	141 26.83% Tgi jkl nop	107 18.95% o	70 15.07%	45 14.70%	92 15.14%	344 40.49% Tef ghijkl klnop	136 15.38%	73 13.31%	25 13.10%	1125 19.81%	207 29.25% Tq	
NET: Any	5090 79.01% h mr	4256 78.74%	405 75.33%	261 85.30% Tab	168 86.90% Tab	405 75.33% m	197 77.01% m	584 81.93% ehm	384 73.17% m	456 81.05% ehm	393 84.93% Tef hm	261 85.30% Tef hm	514 84.86% Tef hm	506 59.51%	746 84.62% Tef hm	477 86.69% Tef ghim	168 86.90% Tef hm	4555 80.19% Tr	501 70.75%	
1	2613 40.57% d imp	2176 40.25%	244 45.41% Tad	130 42.38%	64 32.90%	244 45.41% Tim np	115 45.05% imp p	317 44.46% Tim p	214 40.70%	200 35.49%	198 42.87% imp	130 42.38%	266 43.87% imp	298 35.12%	347 39.35%	221 40.22%	64 32.90%	2336 41.13% T	265 37.45%	
2	1885 29.26% b emr	1606 29.71% b	124 23.06%	84 27.48%	71 36.94% Tbc	124 23.06% m	60 23.56%	215 30.19% em	139 26.54% m	205 36.41% Tef ghklm	165 35.77% Tef hkm	84 27.48% m	183 30.15% em	151 17.82%	299 33.94% Tef hm	188 34.10% Tef hm	71 36.94% Tef hkm	1689 29.73% Tr	179 25.28%	
3+	592 9.18% ah jm	474 8.78%	37 6.86%	47 15.44% Tab	33 17.06% Tab	37 6.86%	22 8.40%	52 7.28%	31 5.93%	51 9.15%	29 6.29%	47 15.44% Tef ghijm	66 10.85% eghj m	56 6.56%	100 11.33% Teg hjm	68 12.38% Teg hjm	33 17.06% Tefg hijlmn	530 9.33%	57 8.02%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 246  
**How many cars are there in your household?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
No cars in the household	1352 20.99%abf	1007 18.46%bf	195 13.87%	67 27.52%Tabfhi	85 24.12%abfh	19 30.46%abf	173 15.55%	139 23.35%abfh	208 18.52%b	49 18.70%	13 30.54%bf	21 26.53%bf	10 43.08%	2 6.04%
NET: Any	5090 79.01%c	4449 81.54%Todeg	1213 86.13%Tacdgh jk	176 72.48%	268 75.88%	44 69.54%	942 84.45%Tacdgh k	456 76.65%	915 81.48%cdg	215 81.30%c	29 69.46%	59 73.47%	13 56.92%	32 93.96%
1	2613 40.57%	2312 42.38%Tb	553 39.26%	99 40.65%	158 44.60%	25 39.45%	472 42.29%	277 46.62%Tab	486 43.29%	109 41.22%	17 39.28%	35 43.89%	6 28.23%	20 57.42%
2	1885 29.26%g	1628 29.84%Tdgh k	511 36.23%Tacdgh k	59 24.17%	87 24.46%	11 17.34%	371 33.26%Tacdgh	147 24.72%	303 26.98%	79 29.92%	11 27.08%	19 23.83%	4 19.06%	8 22.64%
3+	592 9.18%g	509 9.33%g	150 10.64%dg	19 7.65%	24 6.81%	8 12.76%g	99 8.90%g	32 5.32%	126 11.21%Tadg	27 10.16%g	1 3.10%	5 5.75%	2 9.63%	5 13.90%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 247  
**How many cars are there in your household?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
No cars in the household	1352 20.99%notz	1313 20.76%otz	34 13.37%	249 20.82%otz	108 29.43%Tnoprst uvwyz	14 54.66%	250 23.30%notwz	76 13.64%	154 22.32%otz	108 22.61%otz	166 18.71%t	26 21.21%	11 13.92%	38 13.83%	25 26.19%otz
NET: Any	5090 79.01%q	5013 79.24%Tqs	220 86.63%Tnpqsu vA	947 79.18%q	260 70.57%	11 45.34%	823 76.70%q	483 86.36%Tnpqsu vwA	536 77.68%q	370 77.39%q	721 81.29%qs	96 78.79%	70 86.08%q	235 86.17%Tnpqsu vA	70 73.81%
1	2613 40.57%	2564 40.54%	106 41.74%	476 39.76%	134 36.33%	11 41.91%	435 40.50%	239 42.72%	284 41.10%	205 43.00%	338 38.11%	50 41.65%	32 40.15%	119 43.86%	30 31.87%
2	1885 29.26%	1863 29.45%T	90 35.38%qsv	341 28.49%	93 25.40%	- -	293 27.30%	194 34.64%Tnpqsu v	194 28.03%	126 26.29%	291 32.79%Tnqsv	35 28.73%	33 40.41%Tnpqsu v	90 33.09%	30 31.63%
3+	592 9.18%	585 9.25%	24 9.51%	131 10.93%T	33 8.84%	1 3.43%	96 8.90%	50 9.00%	59 8.55%	39 8.10%	92 10.39%	10 8.42%	4 5.51%	25 9.22%	10 10.31%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 248  
**How many cars are there in your household?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
No cars in the household	1352 20.99% a b f o p q u v x	1247 20.21% b f	187 14.06%	59 20.36% b f	95 24.36% b f	24 40.31% T a b c d f g h i l	221 17.36% b	162 24.51% T a b f i	316 21.93% b f	51 17.39%	15 30.08% b f	32 32.69% T a b c f h i l	8 14.97%	10 37.40%	2 6.39%	592 16.42% q	66 14.94%	265 14.17%	47 24.10% o p q	190 19.26% o q	369 33.96% T u v	653 19.68% v	174 12.92%	543 25.72% T x	725 17.77%
NET: Any	5090 79.01% e g k t w	4922 79.79% T e g k	1143 85.94% T a c d e f g h j k	232 79.64% e k	295 75.64% e	36 59.69%	1052 82.64% T a d e g h j k	500 75.49% e	1125 78.07% e k	244 82.61% e g k	34 69.92%	67 67.31%	44 85.03% e k	16 62.60%	30 93.61%	3013 83.58% T r s	378 85.06% T r	1603 85.83% T o r s	147 75.90%	795 80.74%	717 66.04%	2664 80.32% T t	1172 87.08% T t u	1567 74.28%	3355 82.23% T w
1	2613 40.57% t v	2535 41.09% T	518 38.96%	125 42.87%	169 43.48%	22 37.26%	520 40.82%	302 45.60% T a b h	580 40.21%	123 41.58%	20 40.28%	42 42.26%	27 52.63%	8 31.08%	17 53.79%	1474 40.88%	164 37.00%	749 40.08%	87 45.13%	430 43.65% p	390 35.94%	1518 45.77% T t v	472 35.10%	896 42.45% T	1632 39.99%
2	1885 29.26% g s t u w	1825 29.59% T g	479 35.99% T a d e f g h k l	89 30.76%	102 26.31%	10 16.26%	402 31.59% e g h k	164 24.73%	395 27.41%	92 31.03%	13 26.95%	20 20.41%	10 19.17%	6 23.16%	8 23.95%	1169 32.43% T s	167 37.52% T o r s	668 35.79% T o r s	49 25.52%	246 25.01%	247 22.80%	925 27.87% T t u	497 36.93% T t u	511 24.22%	1311 32.12% T w
3+	592 9.18% d g t u w	562 9.12% d g	146 11.00% T a c d g	17 6.01%	23 5.85%	4 6.16%	130 10.23% d g	34 5.16%	151 10.45% c d g	30 10.00% g	1 2.69%	5 4.64%	7 13.22% g	2 8.36%	5 15.88%	370 10.26% T r	47 10.54%	186 9.96%	10 5.25%	119 12.08% T r	79 7.30%	222 6.68%	203 15.06% T t u	160 7.61%	413 10.12% T w

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 249  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
White	5680 88.17%cd	2776 88.13%	2904 88.21%	640 71.96%	883 82.04%e	833 83.44%e	1007 90.89%Tode	892 96.17%Tode	1010 98.49%Tode	415 99.48%Tode	1505 85.90%	1600 88.10%	1189 90.95%Tjk	1385 88.49%	3106 87.02%	2574 89.61%Tn	4427 85.92%	1253 97.15%Tp
NET: BAME	708 10.99%fghi loq	349 11.09%	359 10.90%	237 26.60%Tdef ghi	177 16.43%Tfgh i	153 15.34%Tfghi	95 8.61%ghi	32 3.48%hi	12 1.15%	2 0.52%	236 13.48%TkIm	196 10.81%l	108 8.29%	167 10.67%	433 12.12%To	275 9.58%	676 13.13%Tq	32 2.45%
Mixed	177 2.75%ghiq	85 2.71%	92 2.80%	50 5.58%Tfghi	40 3.74%fghi	49 4.94%Tfghi	20 1.77%hi	13 1.36%l	5 0.53%	1 0.12%	44 2.53%	54 3.00%	28 2.16%	50 3.22%	99 2.77%	79 2.74%	167 3.25%Tq	10 0.77%
Asian	300 4.66%fghiq	153 4.85%	148 4.48%	115 12.88%Tdefg hi	72 6.71%Tfghi	63 6.31%Tfghi	34 3.03%ghi	12 1.30%l	5 0.49%	-	110 6.26%TkIm	71 3.89%	53 4.06%	67 4.29%	180 5.05%	120 4.18%	288 5.59%Tq	13 0.98%
Black	148 2.30%ghioq	77 2.43%	71 2.17%	41 4.65%Tfghi	47 4.36%Tfghi	29 2.90%ghi	21 1.89%hi	8 0.82%h	1 0.13%	1 0.24%	56 3.19%TIm	42 2.32%	21 1.61%	29 1.85%	98 2.75%To	50 1.74%	146 2.84%Tq	2 0.13%
Chinese	42 0.66%ghoq	17 0.54%	25 0.77%	17 1.96%Teghi	9 0.85%gh	7 0.67%gh	9 0.83%gh	-	-	-	14 0.78%	17 0.94%	4 0.31%	8 0.49%	31 0.86%o	12 0.41%	41 0.79%Tq	2 0.15%
Other ethnic group	40 0.62%ghi	17 0.55%	22 0.68%	14 1.53%Tghi	8 0.78%gh	5 0.51%gh	12 1.08%gh	-	-	1 0.16%	13 0.72%l	12 0.67%	2 0.15%	13 0.83%l	25 0.70%	15 0.52%	34 0.66%	6 0.43%
Prefer not to answer	54 0.84%	25 0.78%	29 0.89%	13 1.43%ghi	16 1.52%Tfghi	12 1.22%l	6 0.51%	3 0.35%	4 0.36%	-	11 0.62%	20 1.09%	10 0.77%	13 0.85%	31 0.86%	23 0.81%	49 0.94%	5 0.40%

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 250  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
White	5680 88.17% a imr	4692 86.80% a	505 93.94% Ta	291 94.99% Ta	193 99.68% Tab c	505 93.94% Tgi m	241 93.94% Tgi m	630 88.40% im	477 90.85% im	466 82.94% m	424 91.64% Tim	291 94.99% Tgi m	570 93.98% Tgi m	550 64.71% m	805 91.40% Tim	530 96.27% Tgh ijmn	193 99.68% Te fghijklm no	5680 100.00% Tr	-
NET: BAME	708 10.99% b cdefjkl nopq	667 12.35% Tbcd	27 5.05% d	13 4.18% d	1 0.32% c	27 5.05% p	14 5.61% p	74 10.36% efkl op	46 8.70% eko p	91 16.21% Tefg hjklnop	35 7.61% op	13 4.18% p	33 5.43% op	288 33.86% Tefg hijklnop	72 8.17% ekop	15 2.66% p	1 0.32% p	-	708 100.00% Tq
Mixed	177 2.75% dh opq	161 2.97% Td	11 2.08% d	6 1.81% d	-	11 2.08% p	3 1.01% p	13 1.84% p	6 1.18% p	11 1.99% p	8 1.78% p	6 1.81% p	16 2.62% op	77 9.04% Tefg hijklnop	23 2.60% op	4 0.66% p	-	-	177 25.05% Tq
Asian	300 4.66% bc defkln pq	288 5.33% Tbcd	9 1.64% d	3 0.86% d	1 0.32% c	9 1.64% p	4 1.75% p	39 5.47% efkl nop	27 5.14% efk lnop	65 11.52% Tefg hjklnop	19 4.10% eklo p	3 0.86% p	9 1.51% p	96 11.30% Tefg hjklnop	25 2.84% o	4 0.71% p	1 0.32% p	-	300 42.43% Tq
Black	148 2.30% ck loq	141 2.61% Tcd	6 1.14% d	1 0.23% d	-	6 1.14% p	4 1.66% p	11 1.54% p	6 1.16% p	11 2.00% p	5 0.99% p	1 0.23% p	4 0.62% p	84 9.89% Tefg hijklnop	12 1.36% p	4 0.77% p	-	-	148 20.91% Tq
Chinese	42 0.66% q	40 0.74% q	1 0.19% q	1 0.41% q	-	1 0.19% q	2 0.80% l	4 0.56% q	4 0.68% q	1 0.15% q	2 0.48% q	1 0.41% q	-	16 1.93% Tegi l	8 0.94% l	3 0.51% q	-	-	42 6.00% Tq
Other ethnic group	40 0.62% q	37 0.69% q	-	3 0.87% q	-	-	1 0.39% q	7 0.94% eo	3 0.53% q	3 0.55% q	1 0.26% q	3 0.87% q	4 0.68% q	14 1.69% Tejn o	4 0.44% q	-	-	-	40 5.62% Tq
Prefer not to answer	54 0.84% qr	46 0.85% q	5 1.01% q	3 0.84% q	-	5 1.01% q	1 0.45% q	9 1.24% q	2 0.45% q	5 0.85% q	3 0.75% q	3 0.84% q	4 0.59% q	12 1.43% q	4 0.42% q	6 1.07% q	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/ef/gh/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 251  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
White	5680 88.17%i	4868 89.23%Tgi	1314 93.28%Tacfghi	213 87.59%	325 91.79%Tghi	57 89.47%	978 87.74%i	511 85.96%	981 87.37%i	216 81.58%	42 100.00%Tacfghi	75 93.55%i	20 87.44%	31 91.58%
NET: BAME	708 10.99%abdj	555 10.18%bdj	90 6.40%	29 11.77%bdj	22 6.28%	6 9.60%	131 11.76%bdj	75 12.66%bdj	138 12.26%abdj	49 18.42%Tabdfhjk	-	5 6.45%	3 12.56%	3 8.42%
Mixed	177 2.75%ab	133 2.43%	25 1.78%	6 2.32%	8 2.24%	2 3.54%	35 3.17%b	20 3.45%b	21 1.90%	10 3.67%	-	4 4.60%	-	1 2.79%
Asian	300 4.66%bd	252 4.63%bd	40 2.82%d	10 4.12%d	2 0.70%	4 6.06%d	62 5.52%bd	31 5.27%bd	77 6.83%Tabdk	21 7.90%Tabdk	-	* 0.59%	-	1 3.77%
Black	148 2.30%b	119 2.18%b	14 0.98%	10 4.16%b	5 1.42%	-	27 2.46%b	19 3.23%b	28 2.50%b	15 5.72%Tabdfhk	-	-	-	-
Chinese	42 0.66%a	25 0.47%	8 0.58%	2 0.85%	2 0.66%	-	2 0.22%	3 0.52%	5 0.46%	1 0.49%	-	1 1.26%	-	-
Other ethnic group	40 0.62%a	26 0.47%	4 0.25%	1 0.31%	4 1.27%ab	-	4 0.38%	1 0.19%	6 0.58%	2 0.65%	-	-	3 12.56%	1 1.85%
Prefer not to answer	54 0.84%ab	32 0.59%	5 0.32%	2 0.64%	7 1.93%Tabfhi	1 0.93%	6 0.50%	8 1.38%abh	4 0.36%	-	-	-	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 252

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
White	5680 88.17%uA	5577 88.15%uA	216 85.25%	1045 87.33%u	314 85.24%	10 37.62%	974 90.71%Tnopqu A	530 94.80%Tnopqs uvwzA	570 82.63%	422 88.25%u	786 88.61%uA	113 93.11%quA	74 91.77%	247 90.71%uA	76 80.42%
NET: BAME	708 10.99%stx	700 11.06%stx	33 13.03%tx	140 11.74%stx	50 13.59%stx	16 62.38%	94 8.80%t	25 4.50%	119 17.17%Tnpstv wxz	52 10.97%t	97 10.89%tx	5 4.38%	7 8.23%	25 9.05%t	15 16.04%stx
Mixed	177 2.75%	177 2.80%	10 3.94%	30 2.53%	18 4.83%Trpt	1 5.26%	31 2.89%	9 1.58%	26 3.74%t	15 3.05%	24 2.74%	2 1.57%	2 3.01%	6 2.09%	* 0.48%
Asian	300 4.66%tz	294 4.65%tz	12 4.65%t	57 4.79%t	15 4.12%t	8 33.20%	39 3.67%t	6 1.04%	65 9.47%Tnopqst vwz	24 4.95%t	42 4.70%t	1 1.09%	3 4.03%	5 1.94%	5 5.47%t
Black	148 2.30%	146 2.31%	10 3.81%t	31 2.59%	9 2.40%	5 18.74%	19 1.73%	7 1.18%	15 2.16%	7 1.53%	22 2.50%	2 1.72%	-	10 3.70%t	5 5.59%stv
Chinese	42 0.66%	42 0.67%	2 0.62%	10 0.82%	6 1.56% s	-	3 0.27%	3 0.60%	5 0.75%	2 0.44%	6 0.65%	-	1 1.19%	-	2 2.20%sz
Other ethnic group	40 0.62%	40 0.63%	-	12 1.01% s	3 0.69%	1 5.18%	3 0.25%	1 0.11%	7 1.05%	5 1.01%	3 0.31%	-	-	4 1.32% st	2 2.29% kostw
Prefer not to answer	54 0.84%n	50 0.79%	4 1.72% u	11 0.94%	4 1.16%	-	5 0.49%	4 0.71%	1 0.20%	4 0.77%	4 0.50%	3 2.51% suw	-	1 0.24%	3 3.54% Tnpstuwz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 253

To which of the following ethnic groups do you consider you belong?

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Potenti- ally vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
White	5680 88.17%h irt	5473 88.71%T hi	1235 92.88%T acfghi	257 88.30%	358 92.02%T afghi	53 88.57%	1111 87.21%	570 86.14%	1244 86.29%	245 82.83%	48 97.93% ghi	93 93.86% hi	48 93.32%	23 89.10%	29 91.10%	3153 87.46% r	379 85.34%	1655 88.63% o	158 81.91%	858 87.12%	857 78.96%	3045 91.78% t	1225 90.98% t	1922 91.09% x	3600 88.22%
NET: BAME	708 10.99%a bduvw	648 10.51%bd	91 6.85%	32 10.88%b	24 6.23%	4 7.39%	156 12.24% d	83 12.51% dj	182 12.61%a bdj	51 17.17% bdfjk	1 2.07%	6 6.14%	3 6.68%	3 10.90%	3 8.90%	436 12.09%T	64 14.31%T	206 11.01%	33 16.86% q	122 12.44%	223 20.59% v	255 7.70%	113 8.38%	182 8.64%	471 11.53% w
Mixed	177 2.75%v	167 2.70%	29 2.20%	8 2.91%	8 2.03%	2 2.90%	43 3.35%	23 3.49%	39 2.70%	9 3.05%	-	4 3.71%	1 1.84%	-	1 2.95%	98 2.73%	17 3.90%	46 2.45%	12 6.31% To qs	20 2.08%	45 4.15% Tu v	81 2.44%	25 1.83%	63 2.99%	104 2.54%
Asian	300 4.66%ab duvw	276 4.47%bd	30 2.26%	12 4.27% d	4 1.04%	2 3.49%	72 5.62% bd	30 4.55% bd	93 6.48% Ta bd	20 6.66% bd	-	1 1.42%	2 4.84% d	-	1 3.99%	207 5.74% T	26 5.78%	107 5.70% T	10 5.02%	62 6.27% T v	116 10.65% Tu	92 2.77%	41 3.04%	67 3.18%	204 4.99% w
Black	148 2.30%bu w	138 2.24%b	18 1.36%	10 3.44% b	7 1.71%	-	32 2.53%	21 3.10% b	30 2.07%	19 6.44% Ta bdfghk	1 2.07%	-	-	-	-	101 2.79% Tq	17 3.82%	41 2.18%	9 4.64%	30 3.05%	39 3.59% Tu	48 1.46%	37 2.75% u	112 2.74% Tw	
Chinese	42 0.66%a	32 0.51%	9 0.65%	-	1 0.29%	1 1.00%	5 0.40%	5 0.71%	9 0.64%	1 0.44%	-	1 1.02%	-	-	-	20 0.56%	3 0.70%	8 0.45%	1 0.60%	6 0.64%	10 0.94%	20 0.60%	7 0.49%	11 0.51%	30 0.73%
Other ethnic group	40 0.62%oq	36 0.58%	5 0.39%	1 0.26%	4 1.15%	-	4 0.33%	4 0.67%	10 0.72%	2 0.58%	-	-	-	3 10.90%	1 1.96%	10 0.27%	* 0.10%	4 0.23%	1 0.29%	4 0.38%	14 1.26% Tu v	14 0.44%	4 0.26%	14 0.66%	22 0.54%
Prefer not to answer	54 0.84%ab oquwx	48 0.78%b	4 0.27%	2 0.82%	7 1.75% ab fi	2 4.04% Ta bfi	7 0.55%	9 1.35% b	16 1.11% b	-	-	-	-	-	-	16 0.44%	2 0.35%	7 0.36%	2 1.23%	4 0.45%	5 0.44%	17 0.52%	9 0.64%	6 0.27%	10 0.25%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 254

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307	
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290	
Christian	2894	1388	1506	238	314	400	461	537	646	299	787	809	588	711	1596	1299	2249	645	
p	44.93% <sup>cdef</sup>	44.05%	45.76%	26.79%	29.17%	40.04% <sup>cd</sup>	41.61% <sup>cd</sup>	57.90% <sup>Tcde</sup>	62.94% <sup>Tcde</sup>	71.55% <sup>Tcde</sup>	44.89%	44.53%	44.94%	45.42%	44.71%	45.20%	43.65%	50.03% <sup>tp</sup>	
NET: Other	496	235	261	142	111	87	71	44	31	10	159	127	88	122	286	210	452	45	
	7.70% <sup>ghiq</sup>	7.45%	7.94%	16.02% <sup>Tdef</sup> ghi	10.28% <sup>Tfghi</sup>	8.73% <sup>ghi</sup>	6.45% <sup>hi</sup>	4.69%	3.03%	2.42%	9.09% <sup>Tkl</sup>	7.00%	6.70%	7.81%	8.03%	7.30%	8.77% <sup>Tq</sup>	3.46%	
Muslim	225	111	114	77	71	44	23	8	-	1	78	54	43	49	132	93	215	10	
	3.49% <sup>fghiq</sup>	3.51%	3.47%	8.70% <sup>Tefgh</sup> i	6.58% <sup>Tfghi</sup>	4.45% <sup>fghi</sup>	2.10% <sup>ghi</sup>	0.88% <sup>h</sup>	-	0.17%	4.44% <sup>Tk</sup>	2.98%	3.32%	3.14%	3.70%	3.22%	4.17% <sup>Tq</sup>	0.74%	
Hindu	48	26	22	18	11	6	5	3	5	-	23	8	7	10	32	17	48	-	
	0.75% <sup>q</sup>	0.83%	0.68%	2.03% <sup>Tefgh</sup> i	1.00%	0.64%	0.45%	0.33%	0.49%	-	1.32% <sup>Tk</sup>	0.46%	0.53%	0.63%	0.88%	0.58%	0.94% <sup>Tq</sup>	-	
Jewish	48	28	19	11	3	3	9	7	12	3	8	20	9	10	28	19	44	4	
	0.74% <sup>q</sup>	0.90%	0.59%	1.28% <sup>de</sup>	0.29%	0.30%	0.77%	0.73%	1.12% <sup>d</sup>	0.79%	0.48%	1.09%	0.68%	0.67%	0.79%	0.67%	0.86%	0.27%	
Sikh	29	13	15	11	3	6	5	4	-	-	11	7	4	7	18	11	28	1	
	0.44% <sup>q</sup>	0.43%	0.46%	1.21% <sup>Tdhi</sup>	0.32%	0.60% <sup>h</sup>	0.43%	0.39%	-	-	0.63%	0.39%	0.29%	0.43%	0.51%	0.37%	0.54% <sup>q</sup>	0.05%	
Buddhist	35	11	23	8	2	5	7	5	5	2	8	12	5	10	20	14	29	6	
	0.54%	0.36%	0.71%	0.89%	0.20%	0.50%	0.66%	0.59%	0.50%	0.37%	0.46%	0.67%	0.35%	0.62%	0.57%	0.50%	0.56%	0.45%	
Other	112	45	67	17	20	22	23	16	9	5	31	25	20	36	56	56	87	25	
	1.75% <sup>h</sup>	1.44%	2.04%	1.90%	1.88%	2.24% <sup>h</sup>	2.04%	1.77%	0.91%	1.09%	1.75%	1.40%	1.53%	2.32%	1.57%	1.96%	1.70%	1.95%	
None	2913	1455	1458	470	619	482	562	335	339	106	768	843	606	696	1611	1302	2332	581	
	45.22% <sup>ghi</sup>	46.18%	44.30%	52.87% <sup>Tghi</sup> hi	57.58% <sup>Tefg</sup>	48.26% <sup>ghi</sup>	50.70% <sup>Tghi</sup>	36.10% <sup>i</sup>	33.09% <sup>i</sup>	25.30%	43.81%	46.43%	46.34%	44.47%	45.14%	45.32%	45.26%	45.07%	
Prefer not to say	138	73	66	38	32	30	14	12	10	3	39	37	26	36	76	63	120	18	
	2.15% <sup>fh</sup>	2.31%	1.99%	4.31% <sup>Tfghi</sup>	2.97% <sup>fghi</sup>	2.97% <sup>fghi</sup>	1.23%	1.30%	0.94%	0.73%	2.21%	2.04%	2.02%	2.31%	2.13%	2.18%	2.33%	1.43%	

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 255

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Christian	2894 44.93% <sup>r</sup>	2410 44.58%	224 41.75%	129 42.08%	131 68.02% <sup>Tab</sup> c	224 41.75%	124 48.48%	360 50.53% <sup>Teh</sup> ijklmo	216 41.05%	229 40.72%	189 40.86%	129 42.08%	265 43.71%	379 44.56%	410 46.58%	238 43.27%	131 68.02% <sup>Tef</sup> ghijklmno	2684 47.25% <sup>Tr</sup>	209 29.47%
NET: Other	496 7.70% <sup>bc</sup> defknop q	461 8.53% <sup>Tbcd</sup>	21 3.88%	11 3.58%	3 1.65%	21 3.88%	8 3.08%	72 10.13% <sup>Tefk</sup> lnop	42 7.95% <sup>efk</sup> op	78 13.85% <sup>Tefh</sup> jklno	34 7.30% <sup>efop</sup>	11 3.58%	33 5.44% <sup>op</sup>	133 15.63% <sup>Tefg</sup> hijklno	50 5.67% <sup>op</sup>	12 2.22%	3 1.65%	174 3.06%	318 44.93% <sup>Tq</sup>
Muslim	225 3.49% <sup>bc</sup> defklp q	219 4.05% <sup>Tbcd</sup>	4 0.66%	2 0.71%	-	4 0.66%	3 1.09%	41 5.72% <sup>Tefj</sup> klno	25 4.83% <sup>efjk</sup> lnop	50 8.91% <sup>Tefh</sup> jklno	9 1.95% <sup>o</sup>	2 0.71%	9 1.44% <sup>o</sup>	60 7.01% <sup>Tefj</sup> klno	21 2.44% <sup>eo</sup>	1 0.20%	-	22 0.40%	200 28.19% <sup>Tq</sup>
Hindu	48 0.75% <sup>q</sup>	45 0.83%	3 0.55%	-	1 0.32%	3 0.55%	1 0.40%	4 0.54%	-	5 0.95% <sup>h</sup>	7 1.51% <sup>hlo</sup>	-	1 0.10%	22 2.63% <sup>Tegh</sup> klno	4 0.47%	* 0.08%	1 0.32%	-	48 6.82% <sup>Tq</sup>
Jewish	48 0.74%	45 0.83%	3 0.52%	-	-	3 0.52%	1 0.23%	11 1.49% <sup>T</sup>	2 0.35%	2 0.34%	2 0.53%	-	5 0.91%	14 1.69% <sup>Tikn</sup>	4 0.49%	3 0.62%	-	39 0.69%	8 1.20%
Sikh	29 0.44% <sup>q</sup>	26 0.48%	3 0.48%	-	-	3 0.48%	1 0.26%	1 0.16%	5 1.05% <sup>ln</sup>	7 1.30% <sup>Tgln</sup>	3 0.62% <sup>n</sup>	-	-	8 0.95% <sup>ln</sup>	-	* 0.09%	-	-	29 4.04% <sup>Tq</sup>
Buddhist	35 0.54% <sup>q</sup>	32 0.59%	1 0.18%	2 0.64%	-	1 0.18%	1 0.45%	1 0.08%	1 0.20%	2 0.43%	6 1.20% <sup>go</sup>	2 0.64%	1 0.22%	15 1.79% <sup>Tegh</sup> lno	4 0.43%	1 0.12%	-	18 0.31%	17 2.37% <sup>Tq</sup>
Other	112 1.75%	95 1.76%	8 1.50%	7 2.22%	3 1.33%	8 1.50%	2 0.64%	15 2.14%	8 1.53%	11 1.92%	7 1.48%	7 2.22%	17 2.78%	13 1.56%	16 1.84%	6 1.13%	3 1.33%	94 1.66%	16 2.31%
None	2913 45.22% <sup>d</sup> gmpr	2416 44.69% <sup>d</sup>	280 52.07% <sup>Tad</sup>	161 52.50% <sup>Tad</sup>	57 29.53%	280 52.07% <sup>Tgi</sup> mnp	120 46.81% <sup>gmp</sup>	270 37.96%	261 49.71% <sup>gmp</sup>	246 43.80% <sup>mp</sup>	229 49.62% <sup>gmp</sup>	161 52.50% <sup>Tgi</sup> mp	297 49.01% <sup>gmp</sup>	299 35.25%	404 45.87% <sup>gmp</sup> mnp	288 52.31% <sup>Tgi</sup> mnp	57 29.53%	2749 48.40% <sup>Tr</sup>	157 22.14%
Prefer not to say	138 2.15% <sup>q</sup>	119 2.20%	12 2.29%	6 1.84%	2 0.80%	12 2.29%	4 1.63%	10 1.38%	7 1.29%	9 1.64%	10 2.22%	6 1.84%	11 1.84%	39 4.56% <sup>Tghi</sup> lnop	17 1.89%	12 2.20%	2 0.80%	73 1.29%	25 3.46% <sup>Tq</sup>

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

Prepared by Yonder

# .YONDER

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 256

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Christian	2894 44.93%	2581 47.30%T	714 50.67%Tadh	122 50.16%	156 43.97%	32 50.71%	516 46.24%	282 47.45%	518 46.13%	117 44.35%	20 47.24%	33 40.97%	11 48.44%	20 59.69%
NET: Other	496 7.70%bd	408 7.47%bd	77 5.46%	31 12.96%Tabdfjk	15 4.14%	8 12.27%djkl	82 7.39%	61 10.33%Tabdfjk	96 8.54%bd	21 7.83%	-	2 2.37%	3 12.56%	2 6.96%
Muslim	225 3.49%bd	179 3.28%bd	19 1.33%	17 7.07%Tabdfk	3 0.90%	1 1.72%	40 3.60%bd	29 4.96%abd	49 4.32%bd	12 4.53%bd	-	* 0.59%	2 9.63%	2 5.63%
Hindu	48 0.75%	43 0.80%	17 1.19%	1 0.23%	* 0.11%	3 4.33%Tacdfigh	6 0.56%	4 0.72%	8 0.76%	4 1.36%	-	-	-	-
Jewish	48 0.74%	45 0.83%	12 0.87%	3 1.23%	1 0.22%	2 3.85%Tadh	10 0.87%	6 1.01%	8 0.67%	2 0.65%	-	-	1 2.93%	-
Sikh	29 0.44%b	26 0.47%b	-	-	-	-	7 0.60%b	3 0.45%b	15 1.29%Tab	2 0.71%b	-	-	-	-
Buddhist	35 0.54%	27 0.49%	6 0.41%	5 1.91%Tabfh	4 1.01%f	-	2 0.15%	3 0.57%	5 0.41%	1 0.37%	-	-	-	-
Other	112 1.75%	87 1.60%	23 1.67%	6 2.52%i	7 1.90%	1 2.36%	18 1.61%	16 2.62%hi	12 1.08%	1 0.21%	-	1 1.78%	-	* 1.33%
None	2913 45.22%abcg	2367 43.39%cg	596 42.29%	85 35.21%	178 50.34%abog	23 36.08%	497 44.55%cg	229 38.58%	495 44.09%c	120 45.21%c	22 52.76%	45 56.65%abcegh	8 36.57%	11 33.35%
Prefer not to say	138 2.15%ah	100 1.84%	22 1.58%	4 1.67%	5 1.54%	1 0.95%	20 1.82%	22 3.64%Tabfh	14 1.25%	7 2.61%	-	-	1 2.44%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 257

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Christian	2894	2839	129	531	147	15	507	292	262	227	419	49	22	125	24
	44.93%uyA	44.88%uyA	50.87%quyA	44.38%uyA	40.01%yA	59.74%	47.20%quyA	52.20%TnpquyA	37.90%A	47.59%uyA	47.19%quyA	40.41%	26.62%	45.84%uyA	25.77%
NET: Other	496	483	18	98	39	8	69	23	78	35	62	1	7	13	12
	7.70%tx	7.64%tx	7.05%x	8.21%tx	10.71%Tnstxz	30.04%	6.43%x	4.18%	11.28%Tnstwxz	7.35%x	7.03%tx	1.09%	8.52%x	4.91%	12.99%stxz
Muslim	225	218	9	49	18	4	18	8	44	20	27	1	2	3	6
	3.49%st	3.45%st	3.74%	4.09%stz	4.78%stz	14.94%	1.70%	1.40%	6.34%Tnstwxz	4.17%stz	3.01%	1.09%	2.62%	1.21%	6.58%stz
Hindu	48	48	3	6	1	3	9	-	6	3	12	-	1	*	-
	0.75%	0.76%	1.31%t	0.54%	0.18%	12.15%	0.83%	-	0.91%t	0.60%	1.36%t	-	1.41%t	0.14%	-
Jewish	48	48	2	7	7	-	11	2	2	2	6	-	1	6	1
	0.74%	0.75%	0.81%	0.55%	1.91%Tnptu	-	1.04%	0.30%	0.27%	0.37%	0.68%	-	0.97%	2.38%Tnptuw	1.13%
Sikh	29	28	-	1	1	-	7	1	11	3	4	-	-	-	1
	0.44%p	0.44%p	-	0.06%	0.14%	-	0.65%p	0.22%	1.52%Tnptw	0.69%p	0.40%	-	-	-	1.19%p
Buddhist	35	35	-	10	4	1	3	5	4	3	2	-	-	-	-
	0.54%	0.55%	-	0.84%	0.99%	2.95%	0.32%	0.85%	0.53%	0.58%	0.23%	-	-	-	-
Other	112	106	3	26	10	-	20	8	12	4	12	-	3	3	4
	1.75%n	1.68%	1.20%	2.13%	2.71%	-	1.89%	1.41%	1.71%	0.93%	1.35%	-	3.52%	1.18%	4.09%v
None	2913	2869	100	548	171	1	472	239	335	206	390	68	51	128	47
	45.22%	45.35%	39.28%	45.80%	46.51%	3.29%	44.00%	42.78%	48.51%o	43.15%	44.02%	55.99%Tnostvw	62.53%Tnopqstuvwz	46.94%	49.62%
Prefer not to say	138	135	7	19	10	2	25	5	16	9	16	3	2	6	11
	2.15%t	2.13%t	2.80%	1.61%	2.77%t	6.93%	2.36%	0.84%	2.30%	1.91%	1.76%	2.51%	2.32%	2.31%	11.63%Tnopqstuvwxyz

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 258

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Util-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Christian	2894 44.93% v	2801 45.41% T	675 50.75% T	139 47.89%	177 45.35%	28 47.32%	571 44.85%	300 45.31%	621 43.11%	127 42.87%	22 44.30%	35 35.59%	23 45.11%	12 46.42%	18 56.14%	1758 48.77% T	225 50.63% T	896 47.98% T	99 50.91%	477 48.49% T	425 39.20% T	1657 49.96% T	549 40.76% T	940 44.56% T	1875 45.95% T
NET: Other	496 7.70% cab duv	462 7.48% bd	69 5.21%	39 13.31% Ta bdfhijk	11 2.91%	5 8.20%	101 7.90% bd	63 9.44% bd	128 8.86% bd	20 6.92% d	-	3 2.85%	2 4.84%	3 10.90%	2 7.36%	306 8.50% T	43 9.73%	147 7.87%	21 11.08%	88 8.95%	160 14.76% Tu	203 6.11% v	58 4.31%	159 7.55%	301 7.38%
Muslim	225 3.49% bd uvw	209 3.38% bd	19 1.45%	21 7.37% Ta bdfk	1 0.37%	-	43 3.38% bd	31 4.70% bd	67 4.68% Ta bd	13 4.27% bd	-	1 1.03%	2 3.90% d	2 8.36%	2 5.95%	156 4.33% T	22 4.89%	73 3.90%	9 4.67%	47 4.76% T	96 8.88% Tu	66 2.00%	22 1.64%	46 2.17%	154 3.77% w
Hindu	48 0.75%	45 0.73%	13 0.97%	1 0.19%	-	1 1.51% d	12 0.91%	3 0.42%	10 0.70%	4 1.39% d	-	* 0.39%	-	-	-	32 0.89%	7 1.63%	13 0.68%	3 1.37%	10 0.97%	12 1.15%	19 0.59%	9 0.65%	14 0.65%	31 0.75%
Jewish	48 0.74%	46 0.75%	11 0.84%	4 1.28%	1 0.20%	2 2.90% di	12 0.95%	5 0.74%	9 0.64%	-	-	-	-	1 2.54%	-	30 0.84%	3 0.68%	20 1.07%	2 1.12%	5 0.52%	14 1.27% u	18 0.55%	11 0.82%	19 0.92%	27 0.66%
Sikh	29 0.44% ab u	25 0.40% b	-	-	-	-	7 0.57% b	3 0.40% b	14 0.96% Ta	1 0.22%	-	-	-	-	-	19 0.52%	-	10 0.56%	* 0.25%	8 0.79%	13 1.20% Tu	6 0.19%	4 0.33%	9 0.44%	18 0.44%
Buddhist	35 0.54% v	32 0.52%	6 0.43%	5 1.71% Ta bfh	2 0.61%	1 1.98% f	3 0.24%	6 0.85%	6 0.42%	1 0.33%	-	-	* 0.94%	-	-	17 0.46%	3 0.60%	5 0.29%	1 0.60%	7 0.66%	9 0.79% v	23 0.71% v	1 0.04%	14 0.67%	19 0.47%
Other	112 1.75% vx	105 1.71%	20 1.52%	8 2.75%	7 1.72%	1 1.81%	23 1.84%	15 2.33%	21 1.46%	2 0.70%	-	1 1.44%	-	-	* 1.41%	53 1.46%	9 1.94%	26 1.38%	6 3.08%	12 1.25%	16 1.48%	69 2.07% v	11 0.83%	57 2.71% Tx	52 1.28%
None	2913 45.22% c opqrsu	2783 45.11% c	570 42.89%	105 36.12%	196 50.31% a	24 40.42%	574 45.06% c	273 41.21%	668 46.31% c	140 47.34% c	27 55.70% c	61 61.56% T abcefg i	25 47.78%	11 40.56%	12 36.50%	1475 40.92% r	169 37.99%	793 42.44% r	62 31.83%	408 41.39% r	480 44.25%	1414 42.64%	715 53.14% T tu	987 46.80%	1848 45.30%
Prefer not to say	138 2.15% ab suwx	123 1.99% b	15 1.15%	8 2.68%	6 1.42%	2 4.06%	28 2.20%	27 4.04% Ta bdfh	25 1.73%	8 2.87%	-	-	1 2.28%	1 2.12%	-	65 1.81%	7 1.65%	32 1.72%	12 6.18% To pq	12 1.17%	20 1.80%	43 1.30%	24 1.78%	23 1.09%	56 1.38%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder

# .YONDER

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 259  
Which of the following best describes where you live?  
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (l)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Urban	5152	2544	2607	756	938	857	881	695	741	283	1382	1489	1002	1279	2871	2281	5152	-
q	79.97%ghil	80.77%	79.21%	85.07%Tfgh	87.22%Tfgh	85.81%Tfgh	79.48%ghi	74.97%hi	72.26%	67.87%	78.85%	81.98%Tjl	76.66%	81.67%hi	80.44%	79.39%	100.00%Tq	-
Urban - Population over 10,000	2884	1539	1344	510	579	482	485	340	360	128	839	859	522	664	1698	1186	2884	-
loq	44.76%bghi	48.87%Tb	40.83%	57.31%Tefg	53.83%Tefg	48.33%Tghi	43.76%ghi	36.62%	35.06%	30.75%	47.89%Tlm	47.27%Tlm	39.90%	42.42%	47.57%To	41.27%	55.97%Tq	-
Town and Fringe	2268	1005	1263	247	359	374	396	356	382	155	543	630	481	615	1173	1095	2268	-
q	35.21%acjn	31.90%	38.37%Ta	27.75%	33.39%c	37.49%c	35.72%c	38.35%Tcd	37.20%c	37.12%c	30.97%	34.71%j	36.75%j	39.26%Tjk	32.87%	38.12%Tn	44.03%Tq	-
NET: Rural	1290	606	684	133	137	142	227	232	285	134	371	327	305	287	698	592	-	1290
p	20.03%cdek	19.23%	20.79%	14.93%	12.78%	14.19%	20.52%cdde	25.03%Tcde	27.74%Tcde	32.13%Tcde	21.15%k	18.02%	23.34%Tkm	18.33%	19.56%	20.61%	-	100.00%Tp
Village	1129	518	611	118	123	129	194	198	256	111	314	285	271	259	599	530	-	1129
kp	17.52%acde	16.45%	18.55%	13.22%	11.45%	12.92%	17.54%cdde	21.31%Tcde	24.99%Tcde	26.52%Tcde	17.91%	15.67%	20.74%Tkm	16.54%	16.77%	18.45%	-	87.49%Tp
Hamlet & Isolated Dwelling	161	88	74	15	14	13	33	35	28	23	57	43	34	28	99	62	-	161
	2.51%dep	2.78%	2.24%	1.71%	1.33%	1.27%	2.98%de	3.72%Tcde	2.76%de	5.61%Tcdef	3.24%Tm	2.35%	2.60%	1.78%	2.79%	2.16%	-	12.51%Tp

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 260  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
NET: Urban	5152 79.97% cd djklmpq	4401 81.41% Tbc	413 76.79% cd	206 67.35%	133 68.59%	413 76.79% klp	208 81.04% klm	609 85.49% Teh p	418 79.61% klm p	490 87.08% Tef hijklmp	346 74.86% k	206 67.35%	418 69.02%	835 98.28% Tef ghijklmp	656 74.45% kl	421 76.49% kl	133 68.59%	4427 77.93%	676 95.54% Tq
Urban - Population over 10,000	2884 44.76% cd dfjklmno pq	2487 46.01% Tcd	244 45.41% cd	85 27.79%	67 34.81%	244 45.41% jkl nop	98 38.20% k	301 42.22% jkl no	236 45.04% jkl nop	292 51.84% Tfg hijklmp	146 31.50%	85 27.79%	190 31.37%	739 86.96% Tef ghijklmp	297 33.67%	189 34.43%	67 34.81%	2316 40.77%	531 74.98% Tq
Town and Fringe	2268 35.21% m r	1913 35.40%	169 31.38%	121 39.57% b	65 33.77%	169 31.38% m	110 42.85% Teh m	308 43.27% Teh imp	181 34.56% m	198 35.24% m	201 43.37% Teh imp	121 39.57% em	228 37.65% em	96 11.33%	359 40.78% Teh m	231 42.06% Teh im	65 33.77% m	2111 37.17% Tr	146 20.56%
NET: Rural	1290 20.03% a gimr	1005 18.59%	125 23.21% a	100 32.65% Tab	61 31.41% Tab	125 23.21% gim	49 18.96% im	103 14.51% m	107 20.39% gim	73 12.92% m	116 25.14% Tgi m	100 32.65% Tef ghijmno	188 30.98% Tefg himno	15 1.72%	225 25.55% Tfg him	129 23.51% gim	61 31.41% Tef ghim	1253 22.07% Tr	32 4.46%
Village	1129 17.52% a gimr	914 16.91%	95 17.72%	85 27.79% Tab d	34 17.76%	95 17.72% im	47 18.19% im	100 13.98% m	101 19.18% gim	66 11.76% m	107 23.08% Tgi m	85 27.79% Tef ghimop	168 27.79% Tefg himop	11 1.34%	206 23.42% Teg im	108 19.67% gim	34 17.76% m	1096 19.30% Tr	28 4.01%
Hamlet & Isolated Dwelling	161 2.51% ag mr	91 1.68%	29 5.49% Ta	15 4.86% Ta	26 13.65% Tabc	29 5.49% Tfgh ijmn	2 0.76%	4 0.53%	6 1.21%	7 1.16%	10 2.06% gm	15 4.86% Tfgh imn	19 3.19% ghim	3 0.37%	19 2.13% gm	21 3.85% fgh im	26 13.65% Tefg hijklmno	157 2.76% Tr	3 0.45%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 261  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (l)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Urban	5152 79.97%abd	4316 79.10%bd	961 68.17%	194 79.99%bd	250 70.68%	50 79.31%	912 81.80%abd	477 80.20%bd	1047 93.24%Tabcd efgi	212 79.94%bd	38 90.64%bd	69 86.80%bd	16 71.29%	22 64.35%
Urban - Population over 10,000	2884 44.76%abdk	2342 42.94%bd	485 34.43%	114 47.04%bdk	131 37.17%	26 41.65%	472 42.31%b	250 42.08%b	626 55.78%Tabcd fghi	129 48.66%bdk	31 73.44%Tabcd efghik	25 31.41%	8 37.06%	8 24.83%
Town and Fringe	2268 35.21%j	1973 36.17%Tbj	476 33.75%j	80 32.96%	119 33.51%	24 37.66%	440 39.49%Tabij	227 38.12%j	421 37.46%j	83 31.28%	7 17.20%	44 55.40%Tabcd fghij	8 34.23%	13 39.51%
NET: Rural	1290 20.03%h	1140 20.90%Th	448 31.83%Tacfgh ijk	49 20.01%h	104 29.32%Tacfgh ijk	13 20.69%h	203 18.20%h	118 19.80%h	76 6.76%	53 20.06%h	4 9.36%	11 13.20%	6 28.71%	12 35.65%
Village	1129 17.52%h	1006 18.43%Th	381 27.06%Tacfgh ijk	43 17.71%h	90 25.34%Tafghjk	10 15.40%h	188 16.82%h	107 17.93%h	73 6.50%	48 17.99%h	4 9.36%	9 10.77%	6 28.71%	12 35.65%
Hamlet & Isolated Dwelling	161 2.51%fh	134 2.46%fh	67 4.77%Tafgh	6 2.29%h	14 3.97%fh	3 5.29%fh	15 1.38%h	11 1.87%h	3 0.26%	5 2.07%h	-	2 2.42%h	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 262  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Urban	5152 79.97%ot	5062 80.03%ot	178 70.35%	948 79.25%o	299 81.28%o	25 100.00%	846 78.78%o	424 75.71%	592 85.75%Tnopst wyz	416 86.98%Tnopqs twyz	712 80.28%o	97 79.75%	61 75.94%	209 76.74%	80 84.73%o
Urban - Population over 10,000	2884 44.76%tz	2838 44.86%tz	99 39.14%	535 44.67%t	165 44.79%	19 75.05%	474 44.19%t	211 37.67%	367 53.14%Tnopqs twzA	240 50.19%Tnotz	392 44.19%t	54 44.19%	33 40.65%	104 38.27%	36 38.29%
Town and Fringe	2268 35.21%	2224 35.16%	79 31.21%	414 34.58%	134 36.49%	6 24.95%	371 34.58%	213 38.04%	225 32.61%	176 36.79%	320 36.09%	43 35.56%	29 35.29%	105 38.47%	44 46.45%Tnopsu
NET: Rural	1290 20.03%uv	1264 19.97%uv	75 29.65%Tnpqsu vwA	248 20.75%uv	69 18.72%v	- -	228 21.22%uv	136 24.29%Tnuv	98 14.25%	62 13.02%	175 19.72%uv	25 20.25%	19 24.06%uv	63 23.26%uv	14 15.27%
Village	1129 17.52%uv	1106 17.48%uv	68 26.73%Tnpqsu vwxA	218 18.19%uv	61 16.71%	- -	197 18.39%uv	123 22.01%Tnuvw	91 13.21%	56 11.82%	143 16.13%	19 15.54%	14 17.67%	59 21.50%uv	12 12.42%
Hamlet & Isolated Dwelling	161 2.51%u	158 2.49%u	7 2.92%	31 2.55%u	7 2.01%	- -	30 2.83%u	13 2.28%	7 1.04%	6 1.20%	32 3.59%uv	6 4.72%uv	5 6.39%Tnuvz	5 1.76%	3 2.85%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 263  
Which of the following best describes where you live?  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Urban	5152 79.97% b dpw	4932 79.94% b d	918 69.03% d	227 76.05% b d	274 70.25% T	48 80.69%	1034 81.23% b d	522 78.84% b d	1340 92.98% T abcdefg ij	239 81.01% b d	43 88.46% b d	87 88.26% b cdg	39 75.63%	19 75.07%	21 64.99%	2967 82.31% T pq	329 73.99%	1469 78.65%	164 84.77% p	911 92.54% T opqr	915 84.28% T u	2586 77.97%	1097 81.51% T u	1639 77.69%	3294 80.74% w
Urban - Population over 10,000	2884 44.76% a bdfiqw	2738 44.38% b dfi	462 34.71% d	140 48.11% b dl	146 37.54% T	30 49.81% b l	526 41.29% b l	281 42.46% b l	827 57.37% T abcdefg kl	139 47.20% b dl	35 72.18% T abcdefg ikl	36 36.41%	12 22.92%	8 32.40%	8 24.44%	1623 45.02% q	188 42.28%	752 40.29%	94 48.40%	538 54.63% T opq	535 49.30% T u	1342 40.45% T u	698 51.83% T u	875 41.46%	1858 45.54% w
Town and Fringe	2268 35.21% j v	2194 35.57% T j	456 34.32% j	87 29.94%	127 32.71% j	18 30.89%	509 39.94% T abcdhj	241 36.38% j	513 35.61% j	100 33.80% j	8 16.28%	51 51.86% T abcdefg hij	27 52.70% T ij	11 42.67%	13 40.55%	1344 37.29% T p	141 31.71% T p	717 38.36% T p	70 36.37%	373 37.91%	380 34.98% v	1245 37.52% T v	400 29.68%	764 36.23%	1436 35.19%
NET: Rural	1290 20.03% h ost	1237 20.06% h k	412 30.97% T k	64 21.95% h k	116 29.75% T k	11 19.31% h	239 18.77% h	140 21.16% hk	101 7.02%	56 18.99% h	6 11.54%	12 11.74%	13 24.37% h	6 24.93%	11 35.01%	638 17.69% s	116 26.01% T ors	399 21.35% o s	29 15.23% s	73 7.46%	171 15.72% T tv	731 22.03% T tv	249 18.49% T x	471 22.31% T x	786 19.26%
Village	1129 17.52% h ost	1088 17.63% h k	350 26.32% T k	52 18.03% h k	101 25.99% T k	9 15.43% h	221 17.38% h	126 19.10% hk	96 6.65%	48 16.21% h	6 11.54%	10 9.78%	13 24.37% h k	6 24.93%	11 35.01%	582 16.15% s	102 22.96% T os	362 19.37% T os	29 15.23% s	72 7.29%	150 13.84% T t	634 19.10% T t	220 16.34%	405 19.20% T	695 17.03%
Hamlet & Isolated Dwelling	161 2.51% fh os	150 2.42% fh	62 4.65% Ta fgh	11 3.93% fh	15 3.76% fh	2 3.88% h	18 1.39% h	14 2.07% h	5 0.37%	8 2.78% h	- -	2 1.96% h	- -	- -	- -	55 1.54% s	14 3.05% or s	37 1.98% s	- -	2 0.17%	20 1.88%	97 2.93% T	29 2.15%	66 3.11%	91 2.24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 264

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Working	3627	1902	1725	352	885	801	850	526	197	16	977	1148	856	646	2125	1502	3001	626
	56.30%bchi moq	60.37%Tb	52.41%	39.61%hi	82.27%Tcfg	80.22%Tcgh	76.68%Tcgh	56.69%chi	19.21%hi	3.92%	55.74%im	63.20%Tjm	65.44%Tjm	41.28%	59.54%To	52.28%	58.25%Tq	48.50%
NET: Employed	3283	1703	1580	345	832	740	759	446	147	14	889	1032	774	588	1921	1362	2736	547
	50.96%bchi moq	54.08%Tb	47.98%	38.82%hi	77.36%Tcfg	74.13%Tcfg	68.51%Tcgh	48.04%chi	14.33%hi	3.35%	50.71%im	56.83%Tjm	59.16%Tjm	37.58%	53.83%To	47.40%	53.10%Tq	42.42%
Working full time - working 30 hours per week or more	2653	1546	1106	281	732	614	614	338	71	3	780	848	603	422	1628	1025	2239	413
	41.18%bcgh imoq	49.09%Tb	33.60%	31.64%hi	68.05%Tcef	61.48%Tcfg	55.43%Tcgh	36.40%hi	6.92%hi	0.66%	44.51%Tm	46.68%Tm	46.09%Tm	26.96%	45.61%To	35.67%	43.47%Tq	32.02%
Working part-time - working between 8 and 29 hours per week	630	157	474	64	100	126	145	108	76	11	109	184	171	166	293	337	496	134
	9.79%achij n	4.98%	14.38%Ta	7.18%hi	9.31%hi	12.65%Tcdh	13.09%Tcdh	11.64%chi	7.40%hi	2.69%	6.21%	10.15%j	13.07%Tjk	10.62%j	8.22%	11.74%Tn	9.63%	10.40%
NET: Self-employed	344	198	146	7	53	61	90	80	50	2	88	116	82	58	204	140	265	78
	5.34%bcim	6.29%Tb	4.43%	0.79%	4.91%ci	6.10%ci	8.17%Tcdhi	8.65%Tcdhi	4.88%ci	0.57%	5.03%	6.37%Tm	6.28%im	3.70%	5.71%	4.87%	5.15%	6.08%
Self-employed - working 30 hours per week or more	208	138	70	3	40	42	56	47	19	1	54	69	50	34	123	85	162	46
	3.22%bchim	4.39%Tb	2.11%	0.29%	3.69%chi	4.17%chi	5.05%Tchi	5.08%Tchi	1.90%ci	0.27%	3.11%	3.78%im	3.84%im	2.20%	3.45%	2.95%	3.15%	3.53%
Self-employed - working between 8 and 29 hours per week	136	60	76	4	13	19	34	33	31	1	34	47	32	24	81	55	103	33
	2.11%cdi	1.90%	2.31%	0.50%	1.22%	1.92%ci	3.11%Tcdi	3.56%Tcdi	2.98%cdi	0.31%	1.92%	2.59%	2.44%	1.50%	2.26%	1.93%	2.01%	2.55%
NET: Not working	2815	1248	1567	537	191	197	258	402	829	401	775	669	452	919	1444	1371	2151	664
	43.70%adef klmp	39.63%	47.59%Ta	60.39%Tdef	17.73%	19.78%	23.32%di	43.31%def	80.79%Tcde	96.08%Tcde	44.26%kl	36.80%	34.56%	58.72%Tjkl	40.46%	47.72%Tn	41.75%	51.50%Tp
Not working but seeking work or temporarily unemployed or sick	249	121	128	32	40	64	56	50	6	-	25	42	22	158	68	181	217	32
	3.86%hijkl nq	3.83%	3.88%	3.59%hi	3.69%hi	6.42%Tcdhi	5.09%Thi	5.44%Thi	0.59%	-	1.45%	2.33%	1.72%	10.12%Tjkl	1.90%	6.29%Tn	4.21%Tq	2.47%
Not working and not seeking work	297	131	166	16	31	40	84	90	32	5	27	28	27	214	55	242	225	72
	4.61%cdhij klm	4.15%	5.04%	1.77%	2.88%	3.96%ci	7.58%Tcdhi	9.69%Tcdhi	3.12%hi	1.14%	1.55%	1.54%	2.08%	13.70%Tjkl	1.54%	8.41%Tn	4.37%	5.56%
Student	550	249	301	488	52	6	3	2	-	-	205	180	60	106	384	166	464	86
	8.54%defgh ilmq	7.89%	9.16%	54.84%Tdefg	4.81%efghi	0.55%hi	0.27%	0.24%	-	-	11.68%Tlm	9.89%Tlm	4.59%	6.75%hi	10.77%To	5.77%	9.01%Tq	6.65%

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

Prepared by Yonder

# .YONDER

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 264

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Retired on a state pension only	320 4.96% g k n p	106 3.38%	213 6.48% Ta	1 0.13%	-	-	-	6 0.60% def	204 19.92% Tcde fg	109 26.02% Tcdef gh	27 1.53%	34 1.89%	48 3.66% jk	211 13.45% Tjkl	61 1.71%	259 9.00% Tn	237 4.60%	83 6.41% Tp
Retired with a private pension	1035 16.07% b c d e f m o p	604 19.16% Tb	432 13.11%	-	-	1 0.13%	16 1.45% c d e	164 17.72% c d e f fg	567 55.27% Tcde fgh	287 68.64% Tcde	453 25.86% Tklm	331 18.19% Tlm	181 13.84% m	71 4.51%	784 21.96% To	252 8.76%	724 14.06%	311 24.09% Tp
House person, housewife, househusband, etc.	365 5.66% a c h i j kn	38 1.22%	326 9.92% Ta	1 0.07%	68 6.36% chi	87 8.71% Tchi	99 8.93% Tcdhi	89 9.62% Tcdhi	19 1.90% ci	1 0.28%	38 2.17%	54 2.96%	113 8.67% Tjk	159 10.19% Tjk	92 2.58%	273 9.50% Tn	283 5.50%	82 6.32%

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



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 265

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
NET: Working	3627 56.30% kq	3051 56.44%	307 57.22%	153 49.97%	116 59.97%	307 57.22%	139 54.41%	421 59.15% kno	296 56.43%	331 58.88% k	257 55.55%	153 49.97%	330 54.50%	516 60.78% Tkl no	468 53.12%	291 52.85%	116 59.97%	3161 55.64%	436 61.53% Tq	
NET: Employed	3283 50.96% noq	2752 50.92%	280 52.20%	141 46.15%	109 56.44% c	280 52.20%	129 50.21%	385 54.03% kno	272 51.77%	319 56.76% Tjk lno	228 49.37%	141 46.15%	298 49.18%	458 53.86% kno	412 46.76%	252 45.76%	109 56.44% kno	2852 50.21%	403 56.94% Tq	
Working full time - working 30 hours per week or more	2653 41.18% lnoq	2213 40.94%	227 42.27%	111 36.38%	101 52.20% Tab c	227 42.27% no	106 41.26%	314 44.14% kl o	222 42.32% no	264 46.97% Tkl no	191 41.25%	111 36.38%	221 36.40%	386 45.43% Tkl no	313 35.53%	196 35.69%	101 52.20% Tef hjkno	2300 40.50%	327 46.17% Tq	
Working part-time - working between 8 and 29 hours per week	630 9.79% dp	539 9.97% d	53 9.93% d	30 9.77% d	8 4.24%	53 9.93% p	23 8.95%	70 9.89% p	50 9.45% p	55 9.79% p	38 8.12%	30 9.77% p	77 12.78% Tj mp	72 8.43%	99 11.23% p	55 10.06% p	8 4.24%	552 9.71%	76 10.77%	
NET: Self-employed	344 5.34% i	298 5.52%	27 5.02%	12 3.82%	7 3.53%	27 5.02% i	11 4.20%	37 5.13% i	24 4.66% i	12 2.13%	29 6.18% i	12 3.82%	32 5.32% i	59 6.92% i	56 6.37% i	39 7.09% i	7 3.53%	309 5.43%	33 4.59%	
Self-employed - working 30 hours per week or more	208 3.22% i	181 3.35%	16 2.90%	6 1.80%	6 2.89%	16 2.90%	8 3.12%	25 3.57% i	10 1.84%	8 1.34%	19 4.02% i	6 1.80%	20 3.27%	33 3.92% i	36 4.14% hi	22 4.04% i	6 2.89%	187 3.29%	20 2.78%	
Self-employed - working between 8 and 29 hours per week	136 2.11% i	117 2.17%	11 2.12%	6 2.03%	1 0.64%	11 2.12%	3 1.08%	11 1.56%	15 2.82% i	4 0.79%	10 2.16%	6 2.03%	12 2.05%	25 2.99% i	20 2.23%	17 3.06% i	1 0.64%	122 2.15%	13 1.82%	
NET: Not working	2815 43.70% m r	2355 43.56%	230 42.78%	153 50.03% T	77 40.03%	230 42.78%	117 45.59%	291 40.85%	229 43.57%	231 41.12%	206 44.45%	153 50.03% Tgi m	276 45.50% m	333 39.22%	413 46.88% gm	259 47.15% gm	77 40.03%	2519 44.36% Tr	272 38.47%	
Not working but seeking work or temporarily unemployed or sick	249 3.86% dp q	204 3.78% d	27 4.94% d	17 5.61% d	1 0.40%	27 4.94% p	9 3.57% p	21 2.96%	27 5.10% p	29 5.12% p	20 4.34% p	17 5.61% op	17 2.76%	41 4.82% p	26 2.97%	14 2.62%	1 0.40%	206 3.63%	39 5.55% Tq	
Not working and not seeking work	297 4.61% ar	225 4.17%	39 7.18% Ta	20 6.65%	13 6.51%	39 7.18% Tgim n	10 3.73%	26 3.58%	22 4.26%	22 3.92%	22 4.78%	20 6.65% m	32 5.25%	26 3.10%	35 4.02%	30 5.49%	13 6.51% m	278 4.90% Tr	16 2.23%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 265

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Student	550 8.54%lq	486 8.98%T	35 6.56%	18 5.85%	11 5.82%	35 6.56%	17 6.52%	54 7.53%	45 8.55%	37 6.66%	44 9.42%l	18 5.85%	35 5.73%	112 13.23%Tefghiklop	93 10.61%Teik	49 8.87%	11 5.82%	378 6.65%	162 22.86%Tq
Retired on a state pension only	320 4.96%mr	269 4.98%	25 4.58%	20 6.46%	6 3.19%	25 4.58%	14 5.53%	31 4.30%	21 3.96%	31 5.56% m	26 5.60% m	20 6.46% m	39 6.48% m	25 3.00%	45 5.06%	37 6.75% m	6 3.19%	317 5.58% Tr	3 0.38%
Retired with a private pension	1035 16.07% i	868 16.05%	82 15.22%	55 17.98%	31 15.86%	82 15.22%	50 19.57% im	121 16.94% im	86 16.47% m	67 11.86%	75 16.32% m	55 17.98% im	108 17.78% im	97 11.39%	161 18.26% im	103 18.70% im	31 15.86%	1017 17.91% Tr	16 2.26%
House person, housewife, househusband, etc.	365 5.66% m	303 5.60%	23 4.31%	23 7.48%	16 8.25%	23 4.31%	17 6.67%	39 5.53%	27 5.24%	45 8.00% Tejm	18 4.00%	23 7.48% m	45 7.50% ejm	31 3.69%	53 5.97%	26 4.71%	16 8.25% jm	323 5.69%	37 5.19%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Working	3627	2986	727	139	179	40	672	281	632	171	25	37	8	19
	56.30%abdg	54.74%bg	51.60%	57.16%g	50.72%	62.90%g	60.25%Tabdgk	47.25%	56.29%bg	64.79%Tabdghk	59.90%	46.91%	34.99%	54.69%
NET: Employed	3283	2695	629	127	157	36	623	257	580	158	24	34	7	12
	50.96%abdg	49.39%bg	44.64%	52.36%g	44.41%	57.03%	55.88%Tabdgk	43.22%	51.69%bdg	59.68%Tabdghk	57.42%	42.04%	30.21%	36.43%
Working full time - working 30 hours per week or more	2653	2157	484	107	125	32	497	204	480	131	18	27	3	12
	41.18%abdg	39.53%bg	34.35%	43.95%bg	35.22%	49.77%bg	44.59%Tabdg	34.28%	42.80%abdg	49.33%Tabdgk	41.73%	34.06%	14.82%	33.94%
Working part-time - working between 8 and 29 hours per week	630	538	145	20	33	5	126	53	100	27	7	6	3	1
	9.79%	9.86%	10.29%	8.41%	9.19%	7.26%	11.29%	8.94%	8.90%	10.35%	15.69%	7.98%	15.39%	2.49%
NET: Self-employed	344	292	98	12	22	4	49	24	52	14	1	4	1	6
	5.34%	5.34%	6.96%Tafgh	4.80%	6.31%	5.87%	4.37%	4.03%	4.60%	5.10%	2.48%	4.87%	4.78%	18.26%
Self-employed - working 30 hours per week or more	208	171	54	8	8	4	28	14	37	11	-	2	-	2
	3.22%	3.13%	3.83%	3.17%	2.21%	5.87%	2.55%	2.43%	3.33%	4.03%	-	2.99%	-	5.50%
Self-employed - working between 8 and 29 hours per week	136	121	44	4	15	-	20	10	14	3	1	2	1	4
	2.11%	2.22%h	3.13%Tah	1.62%	4.10%Tafghi	-	1.82%	1.60%	1.27%	1.07%	2.48%	1.88%	4.78%	12.76%
NET: Not working	2815	2469	682	104	174	23	443	314	491	93	17	42	15	15
	43.70%fi	45.26%Tfi	48.40%Tafhi	42.84%	49.28%Tfi	37.10%	39.75%	52.75%Tacefhi	43.71%i	35.21%	40.10%	53.09%fi	65.01%	45.31%
Not working but seeking work or temporarily unemployed or sick	249	199	30	12	20	7	42	23	43	6	1	5	5	-
	3.86%b	3.65%b	2.13%	4.91%b	5.57%b	11.21%Tabfghi	3.81%b	3.82%	3.81%b	2.19%	1.26%	6.21%b	21.61%	-
Not working and not seeking work	297	258	59	14	22	3	60	35	42	7	2	5	2	1
	4.61%	4.73%	4.19%	5.84%	6.21%	4.73%	5.37%	5.97%	3.76%	2.59%	3.74%	5.81%	8.04%	2.68%
Student	550	400	117	21	13	1	83	47	75	30	1	5	2	-
	8.54%adh	7.33%d	8.30%d	8.52%d	3.63%	0.90%	7.41%d	7.92%d	6.64%	11.23%adeh	3.13%	6.19%	9.63%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Retired on a state pension only	320 4.96%	307 5.63%T	80 5.66%	9 3.63%	21 5.99%	2 3.63%	52 4.64%	52 8.71%Tabcfhi	64 5.66%	10 3.65%	3 7.15%	5 6.17%	2 7.15%	4 12.02%
Retired with a private pension	1035 16.07%fi	990 18.16%Tfi	320 22.68%Tacfhi	37 15.18%i	75 21.25%Tfi	8 12.02%	149 13.37%	123 20.76%Tfi	198 17.63%fi	22 8.42%	6 15.29%	13 16.64%	4 16.51%	7 20.78%
House person, housewife, househusband, etc.	365 5.66%	315 5.77%	76 5.43%	12 4.76%	23 6.63%	3 4.61%	57 5.15%	33 5.57%	70 6.21%	19 7.12%	4 9.53%	10 12.08%Tabcfg	* 2.06%	3 9.83%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 267

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Working	3627 56.30% <i>tyz</i>	3591 56.76% <i>Ttyz</i>	138 54.29% <i>t</i>	729 60.89% <i>Tntvyz</i>	214 58.18% <i>tyz</i>	14 56.50%	629 58.58% <i>tyz</i>	250 44.61%	440 63.79% <i>Tnotvy</i>	235 49.11%	539 60.83% <i>Tntvyz</i>	67 55.59%	36 44.27%	135 49.44%	61 64.17% <i>tyz</i>
NET: Employed	3283 50.96% <i>tyv</i>	3250 51.38% <i>Ttyv</i>	116 45.83%	669 55.88% <i>Tnotvy</i>	199 53.98% <i>tyv</i>	14 54.78%	568 52.94% <i>tyv</i>	231 41.34%	391 56.56% <i>Tnotvy</i>	211 44.07%	492 55.52% <i>Tnotvy</i>	64 52.50% <i>t</i>	31 38.33%	125 46.00%	57 60.45% <i>otvyz</i>
Working full time - working 30 hours per week or more	2653 41.18% <i>tvz</i>	2628 41.55% <i>Ttyz</i>	91 35.92%	559 46.73% <i>Tnoqtvyz</i>	146 39.66% <i>t</i>	13 49.84%	476 44.39% <i>Totvyz</i>	164 29.24%	319 46.26% <i>Tnotvy</i>	173 36.30% <i>t</i>	405 45.67% <i>Tnotvy</i>	47 38.42%	24 29.49%	93 34.11%	49 51.36% <i>otvyz</i>
Working part-time - working between 8 and 29 hours per week	630 9.79%	622 9.83%	25 9.91%	109 9.15%	53 14.32% <i>Tnpsw</i>	1 4.94%	92 8.55%	68 12.10% <i>sv</i>	71 10.31%	37 7.77%	87 9.86%	17 14.08%	7 8.84%	32 11.89%	9 9.09%
NET: Self-employed	344 5.34% <i>t</i>	340 5.38% <i>t</i>	21 8.45% <i>Ttz</i>	60 5.01%	15 4.20%	* 1.72%	61 5.64%	18 3.27%	50 7.23% <i>Ttz</i>	24 5.04%	47 5.31%	4 3.09%	5 5.94%	9 3.43%	4 3.73%
Self-employed - working 30 hours per week or more	208 3.22%	206 3.25%	13 5.06% <i>tx</i>	34 2.87%	9 2.41%	-	40 3.77%	12 2.11%	36 5.17% <i>Tnptvxz</i>	12 2.44%	31 3.44%	-	4 4.89% <i>x</i>	5 1.71%	2 1.73%
Self-employed - working between 8 and 29 hours per week	136 2.11%	135 2.13%	9 3.40%	26 2.14%	7 1.79%	* 1.72%	20 1.87%	7 1.17%	14 2.06%	12 2.60%	17 1.87%	4 3.09%	1 1.05%	5 1.72%	2 1.99%
NET: Not working	2815 43.70% <i>npuw</i>	2735 43.24% <i>puw</i>	116 45.71% <i>u</i>	468 39.11%	154 41.82%	11 43.50%	445 41.42%	310 55.39% <i>Tnopqs</i> <i>uwA</i>	250 36.21%	243 50.89% <i>Tnpqsu</i> <i>wA</i>	347 39.17%	54 44.41%	45 55.73% <i>Tnpqsu</i> <i>wA</i>	138 50.56% <i>Tnpqsu</i> <i>wA</i>	34 35.83%
Not working but seeking work or temporarily unemployed or sick	249 3.86% <i>o</i>	246 3.89% <i>o</i>	3 1.05%	48 4.02% <i>o</i>	21 5.63% <i>o</i>	1 5.26%	43 3.99% <i>o</i>	21 3.82%	32 4.62% <i>o</i>	22 4.57% <i>o</i>	31 3.54%	4 3.15%	3 4.16%	7 2.58%	4 4.31%
Not working and not seeking work	297 4.61% <i>nw</i>	285 4.50% <i>w</i>	15 5.79% <i>w</i>	45 3.77%	17 4.61%	-	63 5.87% <i>npuw</i>	30 5.39% <i>w</i>	23 3.40%	25 5.18% <i>w</i>	22 2.51%	4 3.34%	8 9.70% <i>Tnpuw</i>	19 6.89% <i>puw</i>	3 3.22%
Student	550 8.54% <i>ns</i>	532 8.41% <i>s</i>	18 7.29%	86 7.16%	40 10.89% <i>ps</i>	9 34.44%	68 6.32%	45 7.96%	68 9.83% <i>s</i>	84 7.18%	84 9.43% <i>s</i>	12 9.74%	7 8.38%	31 11.53% <i>ps</i>	9 9.39%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 267

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Retired on a state pension only	320 4.96%u	309 4.88%u	11 4.27%	49 4.10%	14 3.86%	1 2.04%	62 5.74%u	47 8.36%TnpquwA	16 2.29%	26 5.52%u	34 3.81%	5 3.74%	4 4.51%	22 8.04%TnpquwA	1 1.15%
Retired with a private pension	1035 16.07%nqu	1001 15.82%qu	60 23.62%Tnpqsu wzA	170 14.18%	42 11.33%	-	152 14.19%	130 23.23%Tnpqsu wzA	77 11.12%	102 21.38%Tnpqsu wA	125 14.04%	22 17.76%	19 23.88%pqsuwA	42 15.51%	9 9.55%
House person, housewife, househusband, etc.	365 5.66%	363 5.74%	9 3.69%	70 5.88%	20 5.49%	* 1.76%	57 5.31%	37 6.63%	34 4.95%	34 7.06%	52 5.84%	8 6.69%	4 5.10%	16 6.00%	8 8.21%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 268

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Financially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Working	3627 56.30% dgtuw	3486 56.51% dg	694 52.14%	173 59.56% dg	199 51.03%	35 59.38%	788 61.87% T abdgk	313 47.36%	832 57.71% b dg	208 70.43% T abcdfgh k	31 62.98%	50 50.94%	30 57.85%	12 46.00%	19 59.02%	2114 58.64% T	248 55.74%	1119 59.89% T	114 58.96%	567 57.54%	549 50.63%	1785 53.80%	979 72.75% T tu	919 43.55%	2573 63.05% Tw
NET: Employed	3283 50.96% dgtuw	3160 51.22% dg	606 45.57%	155 53.48% dg	173 44.52%	33 55.62%	732 57.46% T abdgkh	284 42.93%	765 53.10% b dg	192 65.11% T abcdfgh k	29 59.64% g	45 45.90%	28 53.91%	11 41.84%	13 39.70%	1951 54.12% T	220 49.47%	1033 55.30% T	107 55.48%	528 53.66%	486 44.79%	1592 47.99%	928 68.94% T tu	819 38.82%	2336 57.24% Tw
Working full time - working 30 hours per week or more	2653 41.18% b dgtuw	2558 41.46% b dg	469 35.25%	133 45.70% b dg	135 34.67%	29 48.55%	595 46.73% T abdg	230 34.69%	627 43.51% b dg	163 55.12% T abcdfgh k	22 46.01%	37 37.33%	22 42.40%	8 30.43%	12 37.07%	1580 43.82% T	173 38.87%	836 44.74% T	90 46.26%	434 44.04%	336 30.97%	1244 37.51% T tu	856 63.61% T tu	631 29.91%	1916 46.95% Tw
Working part-time - working between 8 and 29 hours per week	630 9.79% v	602 9.76%	137 10.33%	23 7.78%	38 9.85%	4 7.07%	137 10.73%	54 8.23%	138 9.59%	29 9.99%	7 13.63%	8 8.58%	6 11.51%	3 11.41%	1 2.63%	371 10.29%	47 10.61%	197 10.56%	18 9.21%	95 9.62%	150 13.82% T uv	348 10.48% v	72 5.33%	188 8.91%	420 10.29%
NET: Self-employed	344 5.34% ov	326 5.28%	87 6.57% af h	18 6.08%	25 6.51%	2 3.76%	56 4.41%	29 4.43%	67 4.61%	16 5.32%	2 3.34%	5 5.03%	2 3.94%	1 4.15%	6 19.31%	163 4.52%	28 6.27%	86 4.59%	7 3.49%	38 3.89%	63 5.84% v	193 5.81% v	51 3.81%	100 4.73%	237 5.81%
Self-employed - working 30 hours per week or more	208 3.22%	195 3.16%	47 3.56%	13 4.48%	9 2.43%	2 3.76%	31 2.41%	19 2.83%	51 3.52%	12 4.13%	- -	2 2.41%	1 1.91%	- -	2 5.82%	102 2.82%	18 3.97%	48 2.59%	4 2.09%	29 2.97%	38 3.51%	114 3.43%	35 2.64%	60 2.86%	145 3.56%
Self-employed - working between 8 and 29 hours per week	136 2.11% h sv	131 2.13% h h	40 3.00% Ta h	5 1.60%	16 4.08% Ta fgh i	- -	26 2.00%	11 1.60%	16 1.10%	3 1.18%	2 3.34%	3 2.62%	1 2.03%	1 4.15%	4 13.50%	61 1.70% s	10 2.30%	37 1.99%	3 1.39%	9 0.92%	25 2.33%	79 2.38% v	16 1.18%	39 1.87%	92 2.25%
NET: Not working	2815 43.70% f ioqvx	2683 43.49% f i	637 47.86% T acfh	118 40.44% i	191 48.97% T acfh	24 40.62%	486 38.13% i	348 52.64% T acfh	610 42.29% i	87 29.57%	18 37.02%	49 49.06% f i	22 42.15%	14 54.00%	13 40.98%	1491 41.36%	197 44.26%	749 40.11%	79 41.04%	418 42.46%	536 49.37% T v	1532 46.20% T v	367 27.25%	1191 56.45% T x	1508 36.95%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 268

Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19)

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potent- ially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Not working but seeking work or temporarily unemployed or sick	249 3.86%ab ouv	222 3.60%b	28 2.07%	11 3.95%	18 4.74%b	4 6.59%	50 3.90%b	28 4.28%b	55 3.84%b	7 2.38%	1 1.10%	6 6.28%b	1 2.44%	6 22.73%	-	122 3.38%	10 2.18%	64 3.40%	5 2.47%	38 3.82%	108 9.95% v	90 2.72% v	13 0.94%	129 6.13% Tx	98 2.40%
Not working and not seeking work	297 4.61%vx	289 4.68%	59 4.40%	16 5.47%	25 6.52%hi	3 5.03%	61 4.81%	39 5.86% i	57 3.92%	7 2.32%	3 5.42%	7 6.63%	1 2.81%	2 6.98%	1 2.84%	152 4.21%	21 4.82%	87 4.67%	6 2.93%	36 3.70%	88 8.07% v	148 4.46% v	24 1.79%	228 10.79% Tx	54 1.33%
Student	550 8.54%ad oquw	490 7.95%d	108 8.10%	22 7.42%	20 5.02%	5 8.94%	105 8.22%	56 8.42%	127 8.82%d	22 7.37%	1 2.72%	9 9.19%	4 7.21%	2 8.36%	-	268 7.44%	47 10.68% oq	127 6.79%	16 8.11%	71 7.18%	128 11.84% v	158 4.76%	105 7.78% u	157 7.46%	356 8.73%
Retired on a state pension only	320 4.96%vx	313 5.07%	70 5.24%	11 3.90%	21 5.49%	4 7.42%	55 4.30%	55 8.37% Ta bcfhi	67 4.63%	10 3.28%	3 6.21%	5 4.98%	2 2.94%	2 6.21%	3 8.83%	180 5.00%	21 4.70%	93 4.99%	13 6.89%	50 5.06%	55 5.03% v	219 6.60% Tv	17 1.30%	157 7.45% Tx	160 3.93%
Retired with a private pension	1035 16.07% f it	1017 16.49% T fi	301 22.60% T acefhik	45 15.59% i	82 20.97% T efhi	5 7.74%	154 12.06% i	127 19.16% T fhi	214 14.85% i	21 7.00%	6 13.29%	12 12.23%	14 26.75% Te fhik	2 7.93%	7 20.74%	575 15.94%	68 15.32%	289 15.46%	33 17.02%	168 17.11%	33 3.04%	740 22.31% T tv	193 14.33% t	372 17.64% T	642 15.73%
House person, housewife, househusband, etc.	365 5.66%vx	352 5.70%	73 5.45%	12 4.10%	24 6.23%	3 4.91%	62 4.84%	43 6.55%	90 6.21%	21 7.23%	4 8.28%	10 9.75% fi	-	* 1.79%	3 8.57%	194 5.39%	29 6.56%	90 4.80%	7 3.61%	55 5.59%	124 11.45% Tu v	177 5.34% v	15 1.11%	147 6.97% Tx	197 4.83%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 269

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Total (T)	Gender		Age								Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441		1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418		1752	1817	1308	1565	3569	2873	5152	1290
NET: Working	3616 56.13%bghi moq	1893 60.11%Tb	1723 52.33%	475 53.43%hi	883 82.06%Tcfg hi	802 80.32%Tcfg hi	835 75.33%Tcgh i	464 50.03%hi	145 14.17%hi	12 2.96%		1006 57.42%im	1157 63.68%Tjm	849 64.90%Tjm	604 38.60%	2163 60.61%To	1453 50.57%	3023 58.67%Tq	593 46.00%
NET: Employed	3267 50.71%bghi moq	1697 53.87%Tb	1570 47.69%	457 51.37%ghi	815 75.81%Tcfg hi	738 73.93%Tcfg hi	744 67.13%Tcgh i	392 42.31%hi	110 10.75%hi	10 2.41%		914 52.15%im	1040 57.26%Tjm	764 58.41%Tjm	549 35.05%	1954 54.75%To	1313 45.69%	2750 53.37%Tq	517 40.07%
Working full time - working 30 hours per week or more	2551 39.59%bghi moq	1483 47.08%Tb	1068 32.43%	350 39.32%ghi	693 64.42%Tcef ghi	587 58.84%Tcfg hi	597 53.89%Tcgh i	275 29.65%hi	46 4.52%hi	2 0.54%		780 44.51%Tm	831 45.76%Tm	565 43.21%Tm	374 23.91%	1611 45.15%To	939 32.70%	2162 41.96%Tq	389 30.13%
Working part-time - working between 8 and 29 hours per week	716 11.12%ahijn	214 6.79%	502 15.25%Ta	107 12.05%hi	123 11.39%hi	151 15.08%Tdhi	147 13.24%Thi	117 12.66%hi	64 6.23%hi	8 1.87%		134 7.64%	209 11.51%j	199 15.20%Tjkm	174 11.14%j	343 9.61%	373 12.99%Tn	588 11.41%	128 9.94%
NET: Self-employed	349 5.42%bchim	196 6.24%Tb	153 4.64%	18 2.06%	67 6.25%chi	64 6.40%chi	91 8.20%Tchi	72 7.72%Tchi	35 3.42%hi	2 0.55%		92 5.27%im	117 6.42%im	85 6.49%im	55 3.55%	209 5.86%	140 4.89%	273 5.30%	77 5.93%
Self-employed - working 30 hours per week or more	166 2.58%bchim	109 3.46%Tb	57 1.73%	10 1.13%	39 3.64%Tchi	36 3.62%chi	45 4.02%Tchi	26 2.84%chi	9 0.85%	1 0.27%		53 3.02%im	49 2.71%im	41 3.12%im	23 1.48%	102 2.86%	64 2.23%	138 2.68%	28 2.15%
Self-employed - working between 8 and 29 hours per week	183 2.85%cip	87 2.78%	96 2.91%	8 0.93%	28 2.62%ci	28 2.78%ci	46 4.18%Tci	45 4.88%Tcdeh i	26 2.57%ci	1 0.28%		40 2.26%	67 3.71%Tjm	44 3.37%	32 2.07%	107 3.00%	76 2.66%	135 2.61%	49 3.78%Tp
NET: Not working	2826 43.87%adef klmp	1257 39.89%	1569 47.67%Ta	414 46.57%def	193 17.94%	196 19.68%	273 24.67%de	464 49.97%Tdef fg	880 85.83%Tcde fgh	405 97.04%Tcde fgh		746 42.58%kl	660 36.32%	459 35.10%	961 61.40%Tjkl	1406 39.39%	1420 49.43%Tn	2129 41.33%	697 54.00%Tp
Not working but seeking work or temporarily unemployed or sick	271 4.20%ahijk ln	113 3.60%	157 4.78%Ta	27 3.03%hi	54 4.99%hi	63 6.34%Tchi	60 5.43%chi	64 6.94%Tchi	2 0.21%	-		27 1.53%	35 1.91%	27 2.06%	182 11.65%Tjkl	61 1.72%	209 7.28%Tn	220 4.27%	50 3.91%
Not working and not seeking work	316 4.90%cdhij klm	138 4.39%	178 5.39%	21 2.41%	34 3.19%hi	43 4.32%hi	89 8.07%Tcde hi	99 10.72%Tcdeh i	24 2.32%	4 1.01%		24 1.39%	28 1.53%	29 2.23%	235 14.98%Tjkl	52 1.46%	264 9.18%Tn	242 4.70%	74 5.71%
Student	415 6.45%defgh ilmq	197 6.25%	218 6.63%	363 40.77%Tdefg hi	41 3.85%efghi	1 0.10%	7 0.60%	3 0.28%	1 0.10%	-		144 8.22%Tlm	155 8.56%Tlm	47 3.56%	69 4.42%	300 8.39%To	116 4.03%	352 6.83%Tq	64 4.93%

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

Prepared by Yonder

# .YONDER

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 269

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Retired on a state pension only	366 5.69% g klip	124 3.93%	242 7.37% Ta	-	-	1 0.07%	-	4 0.42%	252 24.57% Tcde fg	110 26.26% Tcdef g	29 1.67%	43 2.37%	56 4.27% jk	238 15.22% Tjkl	72 2.02%	294 10.24% Tn	273 5.29%	94 7.26% Tp
Retired with a private pension	1104 17.13% f lmop	647 20.54% Tb	456 13.87%	-	-	2 0.25%	15 1.36% cde	202 21.74% Tcde f	594 57.92% Tcde fg	290 69.49% Tcde fgh	477 27.21% Tk lm	350 19.25% T lm	196 14.96% m	81 5.20%	826 23.16% To	277 9.64%	769 14.93%	334 25.91% Tp
House person, housewife, househusband, etc.	354 5.50% achij kn	37 1.18%	317 9.63% Ta	3 0.35%	64 5.91% chi	86 8.58% Tcdhi	102 9.21% Tcdhi	92 9.87% Tcdhi	7 0.70%	1 0.28%	45 2.56%	49 2.71%	105 8.02% Tjk	156 9.93% Tjk	94 2.64%	260 9.06% Tn	273 5.31%	81 6.28%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 270

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)	
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
NET: Working	3616 56.13% q	3041 56.26%	301 55.99%	156 51.15%	118 60.82%	301 55.99%	142 55.21%	413 57.96% n	293 55.91%	330 58.62% n	264 57.04%	156 51.15%	325 53.69%	529 62.26% Teh kln	455 51.64%	290 52.79%	118 60.82% n	3121 54.95%	459 64.79% Tq	
NET: Employed	3267 50.71% noq	2737 50.63%	274 51.04%	146 47.65%	110 56.74%	274 51.04%	129 50.50%	375 52.67% no	271 51.53%	314 55.86% TKl no	235 50.72%	146 47.65%	291 48.08%	466 54.82% Tln o	404 45.79%	253 45.90%	110 56.74% no	2814 49.54%	420 59.25% Tq	
Working full time - working 30 hours per week or more	2551 39.59% oq	2122 39.26%	214 39.75%	114 37.18%	101 52.40% Tab c	214 39.75% n	105 41.14% n	302 42.46% lno	213 40.64% no	245 43.57% lno	185 40.07% n	114 37.18%	214 35.36%	375 44.13% Tln o	293 33.26%	188 34.19%	101 52.40% Tef ghjklno	2206 38.83%	318 44.97% Tq	
Working part-time - working between 8 and 29 hours per week	716 11.12% pq	615 11.38% d	61 11.28% d	32 10.47% d	8 4.34%	61 11.28% p	24 9.36%	73 10.21% p	57 10.89% p	69 12.30% p	49 10.66% p	32 10.47% p	77 12.72% p	91 10.69% p	110 12.53% p	64 11.71% p	8 4.34%	608 10.70%	101 14.28% Tq	
NET: Self-employed	349 5.42% i	304 5.63%	27 4.96%	11 3.50%	8 4.08%	27 4.96%	12 4.71%	38 5.29% i	23 4.38%	16 2.76%	29 6.31% i	11 3.50%	34 5.62% i	63 7.44% Thik	52 5.85% i	38 6.89% i	8 4.08%	308 5.41%	39 5.54%	
Self-employed - working 30 hours per week or more	166 2.58%	147 2.72%	14 2.58%	2 0.76%	3 1.55%	14 2.58%	8 3.32% k	20 2.85%	8 1.59%	8 1.34%	13 2.89%	2 0.76%	16 2.65%	29 3.45% ik	26 2.93%	18 3.22% k	3 1.55%	144 2.54%	21 2.93%	
Self-employed - working between 8 and 29 hours per week	183 2.85%	157 2.91%	13 2.38%	8 2.74%	5 2.52%	13 2.38%	4 1.39%	17 2.45%	15 2.79%	8 1.42%	16 3.43%	8 2.74%	18 2.97%	34 3.99% i	26 2.92%	20 3.67% i	5 2.52%	163 2.88%	18 2.61%	
NET: Not working	2826 43.87% m r	2364 43.74%	236 44.01%	149 48.85%	76 39.18%	236 44.01% m	115 44.79%	300 42.04%	231 44.09% m	233 41.38%	199 42.96%	149 48.85% m	281 46.31% m	321 37.74%	426 48.36% Tgi mp	260 47.21% m	76 39.18%	2559 45.05% Tr	249 35.21%	
Not working but seeking work or temporarily unemployed or sick	271 4.20%	225 4.17%	30 5.53% d	13 4.22%	3 1.37%	30 5.53% p	11 4.33%	23 3.21%	29 5.50% p	34 6.00% gop	19 4.05%	13 4.22%	21 3.41%	41 4.78%	33 3.72%	16 2.91%	3 1.37%	229 4.04%	39 5.45%	
Not working and not seeking work	316 4.90% ar	243 4.49%	39 7.25% Ta	21 6.98%	13 6.51%	39 7.25% Tjim	10 3.90%	30 4.17%	26 4.91%	23 4.05%	25 5.30%	21 6.98% m	28 4.67%	28 3.30%	41 4.69%	33 5.91% m	13 6.51%	294 5.17% Tr	19 2.71%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 270

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Country					Region												Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)	
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Student	415 6.45% <sup>bc</sup> eklq	379 7.01% <sup>Tbc</sup>	21 3.83%	9 3.01%	7 3.38%	21 3.83%	12 4.57%	47 6.57% <sup>k</sup>	32 6.01%	30 5.34%	32 6.97% <sup>ek</sup>	9 3.01%	26 4.30%	85 10.06% <sup>Tefg</sup> hiklp	75 8.55% <sup>Teik</sup> lp	40 7.22% <sup>ek</sup>	7 3.38%	274 4.82%	137 19.29% <sup>Tq</sup>	
Retired on a state pension only	366 5.69% <sup>r</sup>	301 5.58%	35 6.51%	25 8.08% <sup>d</sup>	5 2.73%	35 6.51%	16 6.07%	34 4.83%	25 4.79%	33 5.84%	27 5.84%	25 8.08% <sup>mp</sup>	45 7.37% <sup>mp</sup>	34 4.04%	48 5.41%	40 7.23% <sup>mp</sup>	5 2.73%	365 6.42% <sup>Tr</sup>	2 0.23%	
Retired with a private pension	1104 17.13% <sup>i</sup> mr	924 17.10%	89 16.65%	57 18.63%	33 16.86%	89 16.65% <sup>m</sup>	54 20.89% <sup>im</sup>	124 17.45% <sup>im</sup>	96 18.34% <sup>im</sup>	70 12.40%	77 16.66% <sup>m</sup>	57 18.63% <sup>im</sup>	119 19.71% <sup>im</sup>	103 12.09%	176 19.97% <sup>Tim</sup>	105 19.15% <sup>im</sup>	33 16.86%	1087 19.15% <sup>Tr</sup>	14 1.99%	
House person, housewife, househusband, etc.	354 5.50% <sup>m</sup>	291 5.39%	23 4.24%	24 7.93% <sup>b</sup>	16 8.33%	23 4.24%	13 5.05%	41 5.82%	24 4.55%	44 7.75% <sup>Tejm</sup>	19 4.13%	24 7.93% <sup>ejm</sup>	41 6.84% <sup>m</sup>	29 3.47%	53 6.02% <sup>m</sup>	26 4.79%	16 8.33% <sup>jm</sup>	310 5.45%	39 5.55%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 271

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Working	3616 56.13%abg	2962 54.30%bg	714 50.69%	145 59.62%bg	180 50.79%	36 56.99%	668 59.89%Tabdgk	282 47.41%	628 55.93%bg	169 64.05%Tabdgkh	23 54.52%	37 46.24%	7 33.05%	19 56.28%
NET: Employed	3267 50.71%abd	2672 48.97%bg	622 44.15%	130 53.46%bg	157 44.27%	35 54.65%	618 55.42%Tabdgk	257 43.24%	580 51.67%bdg	152 57.34%abd	22 52.05%	32 40.10%	6 28.27%	13 38.02%
Working full time - working 30 hours per week or more	2551 39.59%abgk	2070 37.94%bgk	470 33.33%	102 42.10%bgk	122 34.36%	31 49.11%bgk	484 43.44%Tabdgk	192 32.32%	474 42.20%abd	113 42.68%bgk	15 36.36%	20 24.54%	4 17.47%	12 33.94%
Working part-time - working between 8 and 29 hours per week	716 11.12%	602 11.03%	153 10.82%	28 11.36%	35 9.92%	4 5.54%	134 11.98%	65 10.92%	106 9.47%	39 14.66%h	7 15.69%	12 15.56%	2 10.79%	1 4.08%
NET: Self-employed	349 5.42%	291 5.33%	92 6.54%afh	15 6.16%	23 6.52%	1 2.34%	50 4.47%	25 4.17%	48 4.26%	18 6.71%	1 2.48%	5 6.14%	1 4.78%	6 18.26%
Self-employed - working 30 hours per week or more	166 2.58%	136 2.49%	34 2.40%	12 4.88%Tad	5 1.28%	1 2.34%	26 2.32%	17 2.83%	30 2.67%	8 2.98%	-	2 2.52%	-	2 5.50%
Self-employed - working between 8 and 29 hours per week	183 2.85%gh	155 2.84%gh	58 4.14%Tafgh	3 1.28%	19 5.24%Tacfgh	-	24 2.15%	8 1.34%	18 1.59%	10 3.73%g	1 2.48%	3 3.61%	1 4.78%	4 12.76%
NET: Not working	2826 43.87%fi	2493 45.70%Tfi	695 49.31%Tacfhi	98 40.38%	174 49.21%fi	27 43.01%	447 40.11%	313 52.59%Tacfhi	495 44.07%fi	95 35.95%	19 45.48%	43 53.76%fi	15 66.95%	15 43.72%
Not working but seeking work or temporarily unemployed or sick	271 4.20%ab	216 3.96%b	36 2.52%	13 5.35%b	17 4.94%b	7 10.36%Tabhi	49 4.40%b	24 4.00%	43 3.81%	8 3.16%	2 5.10%	6 6.95%b	5 23.55%	-
Not working and not seeking work	316 4.90%	271 4.96%	63 4.44%	15 6.30%	25 7.09%hi	4 6.85%	60 5.40%	33 5.48%	47 4.23%	6 2.43%	2 3.74%	7 8.95%i	2 8.04%	1 2.68%
Student	415 6.45%adh	295 5.41%d	89 6.32%d	12 5.05%	8 2.14%	1 0.90%	66 5.88%d	33 5.52%d	53 4.76%	24 8.97%adh	1 1.11%	2 2.65%	2 9.63%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 271

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Retired on a state pension only	366 5.69%	349 6.39%T	91 6.44%	8 3.17%	23 6.61%	5 8.33%	58 5.20%	59 10.01%Tabcfhi	72 6.44%	12 4.35%	3 7.15%	7 8.35%	2 7.15%	4 12.02%
Retired with a private pension	1104 17.13%fi	1057 19.37%Tfi	345 24.50%Tacfhi	41 16.71%i	77 21.73%Tfi	8 13.13%	156 14.00%	133 22.31%Tfi	209 18.60%fi	26 9.80%	8 18.84%	13 16.59%	4 16.51%	7 20.78%
House person, housewife, househusband, etc.	354 5.50%	306 5.60%	72 5.08%	9 3.80%	24 6.70%	2 3.44%	58 5.23%	31 5.28%	70 6.23%	19 7.24%	4 9.53%	8 10.27%c	* 2.06%	3 8.24%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 272

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Working	3616 56.13%otvy	3575 56.51%Totvy	122 48.00%	738 61.64%Tnotvy z	222 60.23%otvyz	13 52.91%	621 57.86%otvy	245 43.83%	441 63.95%Tnotst yz	233 48.85%	535 60.31%Tnotvy z	68 55.86%t	35 43.25%	140 51.37%	61 64.91%otvyz
NET: Employed	3267 50.71%otvy	3231 51.07%Totvy	100 39.53%	679 56.72%Tnotst yz	204 55.55%otvy	13 52.91%	558 52.02%otvy	226 40.46%	392 56.72%Tnotst z	212 44.42%	484 54.53%Totvy	66 54.15%oty	30 36.50%	131 48.10%	58 61.66%otvyz
Working full time - working 30 hours per week or more	2551 39.59%ot	2525 39.91%Tot	76 30.04%	549 45.92%Tnoqt yz	140 38.05%t	11 44.50%	455 42.42%otvy	146 26.09%	303 43.92%Tnotvy	171 35.85%t	389 43.90%Tnotvy	50 41.63%ot	23 28.91%	99 36.50%t	49 51.70%Tnoqtvyz
Working part-time - working between 8 and 29 hours per week	716 11.12%	706 11.17%	24 9.49%	129 10.81%	64 17.50%Tnopsw y	2 8.41%	103 9.59%	80 14.36%Tnsv	88 12.80%v	41 8.57%	94 10.63%	15 12.52%	6 7.59%	32 11.60%	9 9.96%
NET: Self-employed	349 5.42%t	344 5.44%t	21 8.47%ptxz	59 4.91%	17 4.68%	- -	63 5.84%	19 3.37%	50 7.23%tbz	21 4.43%	51 5.78%	2 1.71%	5 6.75%	9 3.27%	3 3.25%
Self-employed - working 30 hours per week or more	166 2.58%	164 2.60%	10 3.88%tz	27 2.28%	7 1.80%	- -	35 3.24%tz	8 1.39%	28 4.08%Tntbz	10 2.17%	26 2.88%	- -	1 1.84%	2 0.82%	1 1.09%
Self-employed - working between 8 and 29 hours per week	183 2.85%	180 2.84%	12 4.59%	32 2.64%	11 2.88%	- -	28 2.61%	11 1.99%	22 3.14%	11 2.27%	26 2.91%	2 1.71%	4 4.91%	7 2.46%	2 2.16%
NET: Not working	2826 43.87%npuw	2751 43.49%puw	132 52.00%Tnpqsu wA	459 38.36%	146 39.77%	12 47.09%	452 42.14%u	314 56.17%Tnpqsu wxA	249 36.05%	244 51.15%Tnpqsu wA	352 39.69%	54 44.14%	46 56.75%Tnpqsu wA	132 48.63%ppquwA	33 35.09%
Not working but seeking work or temporarily unemployed or sick	271 4.20%	268 4.23%	5 2.01%	50 4.20%	17 4.68%	1 5.26%	54 4.99%	21 3.72%	31 4.51%	26 5.45%	39 4.34%	4 2.97%	4 5.54%	9 3.29%	1 1.00%
Not working and not seeking work	316 4.90%nw	302 4.77%w	14 5.62%w	49 4.12%w	20 5.43%w	- -	63 5.87%w	29 5.17%w	28 4.13%	26 5.49%w	21 2.33%	5 4.38%	8 9.87%puw	18 6.51%w	5 5.29%
Student	415 6.45%	404 6.39%	17 6.51%	64 5.34%	30 8.05%	9 34.65%	55 5.17%	33 5.82%	48 6.97%	22 4.53%	68 7.68% <sub>s</sub>	7 5.91%	6 6.84%	21 7.84%	6 6.82%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 272

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Retired on a state pension only	366 5.69%pu	355 5.61%pu	12 4.82%	49 4.10%	16 4.27%	1 3.71%	71 6.63%pu	59 10.54%Tnpqsu vwxA	24 3.53%	30 6.25%	39 4.39%	5 3.74%	6 7.18%	22 8.21%puw	2 2.04%
Retired with a private pension	1104 17.13%npqu	1069 16.90%qu	73 28.90%Tnpqsu wzA	177 14.79%	44 12.02%	-	160 14.90%	137 24.41%Tnpqsu wzA	84 12.22%	108 22.55%Tnpqsu wA	136 15.37%	25 20.44%qu	20 24.44%pqsuA	45 16.51%	9 9.55%
House person, housewife, househusband, etc.	354 5.50%	353 5.58%	11 4.15%	70 5.82%	20 5.32%	1 3.48%	49 4.58%	36 6.51%	32 4.70%	33 6.88%	49 5.57%	8 6.69%	2 2.87%	17 6.26%	10 10.39%su

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 273

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Util-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Working	3616 56.13%b gtuw	3469 56.23%b g	671 50.44%	179 61.56%b dg	203 52.10%	34 56.99%	784 61.56%T abdg	312 47.16%	838 58.15%b g	203 68.79%T abdfghk	28 58.31%	52 52.38%	29 56.97%	11 44.31%	20 62.29%	2102 58.32%T	242 54.53%	1116 59.75%T	117 60.30%	567 57.62%	544 50.09%	1726 52.02%	1023 75.97%T tu	899 42.59%	2577 63.15%Tw
NET: Employed	3267 50.71%b dgtuw	3138 50.87%b dg	587 44.11%	158 54.25%b dg	176 45.23%	34 56.99%	726 56.99%T abdg	282 42.61%	778 53.98%T abdg	180 61.09%T abdgk	27 54.97%	47 47.43%	27 51.86%	10 40.15%	14 42.98%	1936 53.71%T p	213 47.95%	1030 55.16%T p	109 56.30%	530 53.85%	476 43.91%	1530 46.13%	972 72.21%T tu	800 37.93%	2333 57.17%Tw
Working full time - working 30 hours per week or more	2551 39.59%b dgtuw	2458 39.85%b dg	440 33.09%	125 43.00%b dg	132 33.93%	28 47.85%b g	583 45.79%T abdgk	216 32.66%	626 43.40%T abdg	141 47.92%T abdgk	20 41.34%	33 33.61%	23 44.93%	8 30.54%	12 37.07%	1511 41.92%T p	163 36.61%	805 43.08%T p	81 41.77%	422 42.83%	304 27.97%	1150 34.68%t tu	894 66.41%T tu	581 27.56%	1871 45.84%Tw
Working part-time - working between 8 and 29 hours per week	716 11.12%v	680 11.03%	147 11.02%	33 11.24%	44 11.30%	5 9.14%	143 11.21%	66 9.95%	153 10.58%	39 13.17%	7 13.63%	14 13.82%	4 6.93%	2 9.61%	2 5.90%	425 11.78%	50 11.34%	226 12.08%	28 14.53%	109 11.03%	173 15.94%T uv	380 11.46%v	78 5.81%	219 10.37%	462 11.33%
NET: Self-employed	349 5.42%ho sv	331 5.36%h	84 6.33%h	21 7.31%h	27 6.87%h	-	58 4.56%	30 4.55%	60 4.17%	23 7.70%h	2 3.34%	5 4.95%	3 5.10%	1 4.15%	6 19.31%	166 4.62%	29 6.58%h	86 4.59%	8 4.00%	37 3.77%	67 6.19%v	195 5.89%v	51 3.75%	98 4.66%	244 5.98%T
Self-employed - working 30 hours per week or more	166 2.58%w	157 2.54%	31 2.32%	16 5.51%Ta bdfh	5 1.32%	-	28 2.20%	20 2.99%	38 2.63%	10 3.27%	-	2 2.04%	1 1.91%	-	2 5.82%	85 2.35%	13 2.88%	41 2.20%	7 3.46%	22 2.19%	33 3.02%	84 2.53%	30 2.20%	38 1.81%	126 3.08%Tw
Self-employed - working between 8 and 29 hours per week	183 2.85%ho sv	174 2.82%h	53 4.00%Ta fgh	5 1.80%	22 5.55%Ta fgh	-	30 2.36%	10 1.56%	22 1.54%	13 4.43%gh	2 3.34%	3 2.92%	2 3.20%	1 4.15%	4 13.50%	82 2.26%	16 3.70%h	45 2.39%	1 0.54%	16 1.58%	34 3.17%v	111 3.35%Tv	21 1.55%	60 2.85%	118 2.90%
NET: Not working	2826 43.87% loqvx	2700 43.77% i	659 49.56%T acfh	112 38.44%	187 47.90% fi	26 43.01%	490 38.44% i	350 52.84%T acfh	603 41.85% i	92 31.21%	20 41.69%	47 47.62% i	22 43.03%	14 55.69%	12 37.71%	1502 41.68%	202 45.47%	752 40.25%	77 39.70%	417 42.38%	542 49.91% v	1592 47.98% v	324 24.03% x	1211 57.41%T	1504 36.85%
Not working but seeking work or temporarily unemployed or sick	271 4.20%ab puvx	245 3.97%b	35 2.66%	11 3.86%	18 4.61%	3 5.68%	58 4.53%b	29 4.42%	56 3.86%	8 2.85%	2 4.43%	9 9.33%Ta bfhi	2 3.49%	6 24.42%	-	135 3.75%	9 2.01%	74 3.95%	4 2.30%	39 3.92%	115 10.55% v	113 3.41%v	7 0.49%	149 7.08%Tx	100 2.44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Table 273

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic

Base: All respondents

Absolutes/col percents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Not working and not seeking work	316 4.90%ov x	304 4.93%i	61 4.59%	16 5.46%	28 7.10%i	4 7.29%	62 4.91%	40 5.99%i	65 4.48%	6 2.18%	3 5.42%	8 7.96%i	* 0.85%	2 6.98%	1 2.84%	155 4.29%	24 5.36%	83 4.43%	5 2.70%	39 4.00%	95 8.73% v	155 4.67% v	25 1.85%	234 11.11% Tx	66 1.63%
Student	415 6.45%ad oqsuvw	367 5.95%d	90 6.76%d	15 5.16%	10 2.65%	3 5.04%	84 6.61%d	40 6.05%d	90 6.24%d	18 6.18%d	* 0.97%	3 2.74%	2 4.83%	2 8.36%	- -	198 5.50% s	39 8.80% oq	97 5.18%	10 5.01%	45 4.60%	109 10.05% v	112 3.38%	61 4.55%	115 5.46%	270 6.61%
Retired on a state pension only	366 5.69%vx	358 5.81%	81 6.07%	10 3.52%	24 6.05%	7 12.42% i	62 4.85% cf	63 9.53% Ta bcfhi	78 5.43%	12 3.90%	3 6.21%	7 6.74%	2 2.94%	2 6.21%	3 8.83%	206 5.72%	25 5.67%	106 5.66%	13 6.89%	59 6.01%	63 5.78% v	251 7.58% Tv	18 1.31%	177 8.38% Tx	188 4.62%
Retired with a private pension	1104 17.13% f itv	1084 17.57% T fhi	325 24.45% T acefhik	49 16.87% i	83 21.41% T fhi	5 8.93%	161 12.61%	136 20.55% T fhi	223 15.48% i	26 8.78%	8 16.37%	12 12.19%	16 30.92% Ta cefhik	2 7.93%	6 19.15%	609 16.90%	78 17.47%	300 16.04%	36 18.70%	178 18.06%	36 3.35%	788 23.77% T tv	198 14.73% t	389 18.45%	692 16.97%
House person, housewife, househusband, etc.	354 5.50%vx	342 5.54%	67 5.04%	10 3.58%	24 6.09%	2 3.66%	63 4.93%	42 6.29%	92 6.36%	22 7.32%	4 8.28%	9 8.66% l	- -	* 1.79%	2 6.89%	199 5.52%	27 6.17%	93 5.00%	8 4.09%	57 5.78%	124 11.44% Tu v	172 5.18% v	15 1.11%	146 6.94% Tx	187 4.59%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 274

Do you work in any of the following occupations?

Base: All respondents who work

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3546	1818	1728	394	841	799	799	535	160	18	983	1144	853	566	2127	1419	2946	600
Weighted base	3616	1893	1723	475	883	802	835	464	145	12**	1006	1157	849	604	2163	1453	3023	593
NET: Public Sector	1099 30.39%aghi mo	501 26.44%	598 34.72%Ta	169 35.65%Tfgh	289 32.74%gh	254 31.73%h	234 28.00%	122 26.19%	29 20.12%	2 13.08%	325 32.28%lm	413 35.69%Tim	218 25.69%	143 23.67%	738 34.11%To	361 24.85%	929 30.73%	170 28.63%
A nationalised industry/state corporation	108 2.98%gknq	66 3.48%	42 2.43%	27 5.58%Tefg	36 4.03%fg	20 2.45%	17 2.01%	7 1.47%	2 1.71%	-	34 3.41%k	17 1.48%	33 3.88%k	23 3.88%k	51 2.38%	56 3.88%Tn	101 3.33%Tq	7 1.20%
Central government or civil service (including Courts service and Bank of England)	130 3.60%lmo	75 3.94%	56 3.24%	32 6.74%Tdefg	33 3.79%	27 3.40%	21 2.53%	11 2.46%	5 3.47%	-	72 7.19%TkIm	36 3.15%l	13 1.55%	8 1.38%	109 5.03%To	22 1.48%	112 3.72%	18 3.03%
Local government or council (including fire services, police and local authority controlled schools/colleges)	394 10.89%almo	170 9.00%	223 12.96%Ta	38 7.91%	87 9.82%	116 14.43%Tcdg	96 11.44%	45 9.70%	12 8.24%	1 9.94%	98 9.76%m	190 16.39%TJIm	69 8.14%	37 6.09%	288 13.30%To	106 7.29%	319 10.57%	74 12.53%
A university, or other grant funded establishment (include opted-out schools)	96 2.65%o	45 2.39%	51 2.94%	10 2.09%	28 3.14%	22 2.79%	18 2.19%	14 3.03%	4 2.48%	-	33 3.24%	36 3.08%	18 2.06%	10 1.69%	68 3.15%To	28 1.91%	83 2.75%	13 2.16%
A health authority or NHS Trust	262 7.25%a	98 5.17%	164 9.54%Ta	34 7.11%	83 9.40%Th	52 6.47%	60 7.25%	28 6.11%	5 3.24%	-	59 5.86%	104 9.01%TJl	52 6.12%	47 7.78%	163 7.55%	99 6.81%	226 7.48%	36 6.11%
The armed forces	4 0.10%p	3 0.16%	1 0.03%	1 0.14%	2 0.17%	1 0.17%	-	-	-	-	-	1 0.08%	3 0.31%	-	1 0.04%	3 0.18%	1 0.04%	2 0.38%p
Other public sector occupation (Please specify as much detail as possible)	105 2.91%a	44 2.30%	62 3.58%a	29 6.08%Tdefh	21 2.37%	16 2.02%	21 2.58%	16 3.42%	1 0.97%	*	28 2.83%	29 2.49%	31 3.62%	17 2.84%	57 2.65%	48 3.30%	86 2.85%	19 3.23%
NET: Private Sector	2517 69.61%bckn	1393 73.56%Tb	1125 65.28%	306 64.35%	594 67.26%	548 68.27%	601 72.00%c	343 73.81%Tcd	116 79.88%Tcde	11 86.92%	681 67.72%	744 64.31%	631 74.31%TJk	461 76.33%TJk	1425 65.89%	1092 75.15%Tn	2094 69.27%	424 71.37%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 274  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	3616	1893	1723	475	883	802	835	464	145	12**	1006	1157	849	604	2163	1453	3023	593
A charity, voluntary organisation or trust	139 3.85%ael	53 2.79%	86 5.01%Ta	13 2.82%	35 3.95%	17 2.14%	41 4.89%e	20 4.33%e	12 8.47%Tcde	1 4.64%	40 3.93%	48 4.14%	22 2.58%	30 4.95%l	87 4.04%	52 3.56%	111 3.66%	29 4.83%
Self-employed (Private sector)	464 12.82%bce	269 14.22%Tb	195 11.29%	31 6.60%	115 13.08%c	82 10.28%	105 12.56%c	87 18.68%Tcde f	41 28.01%Tcde fg	2 18.58%	128 12.71%	139 11.99%	120 14.19%	77 12.70%	267 12.32%	197 13.57%	377 12.49%	86 14.54%
None of the above/ I work in the Private sector	1914 52.94%bhkn	1071 56.55%Tb	844 48.97%	261 54.93%h	443 50.23%	448 55.86%dh	455 54.55%h	236 50.80%	63 43.41%	8 63.70%	514 51.08%	557 48.18%	488 57.54%Tjk	355 58.68%Tjk	1071 49.53%	843 58.02%Tn	1606 53.12%	309 52.00%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 275

Do you work in any of the following occupations?

Base: All respondents who work

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	3546	2971	300	160	115	300	150	414	297	332	272	160	309	448	442	307	115	3083	427
Weighted base	3616	3041	301	156	118*	301	142	413	293	330	264	156	325	529	455	290	118*	3121	459
NET: Public Sector	1099 30.39%a	880 28.95%	119 39.70%Ta	50 31.85%	49 41.92%Ta	119 39.70%Tgl mno	53 37.70%ln	120 28.98%	92 31.25%l	106 32.16%l	84 31.74%l	50 31.85%l	71 21.85%	149 28.10%	118 25.93%	88 30.34%l	49 41.92%Tgl mno	937 30.01%	153 33.42%
A nationalised industry/state corporation	108 2.98%naq	96 3.15%	5 1.53%	7 4.70%nd	- -	5 1.53%	4 3.06%	11 2.77%	7 2.44%	19 5.84%Telno op	10 3.97%nop	7 4.70%nop	6 1.71%	30 5.75%Telno op	4 0.97%	3 0.96%	- -	82 2.62%	26 5.69%Tq
Central government or civil service (including Courts service and Bank of England)	130 3.60%an	100 3.30%	17 5.76%nc	1 0.91%	11 9.59%Tac	17 5.76%gkln	13 9.15%Tgjk lmno	10 2.50%	12 4.10%ln	18 5.43%kln	7 2.74%	1 0.91%	4 1.16%	20 3.80%an	6 1.36%	10 3.39%	11 9.59%Tgjk lmno	115 3.68%	15 3.35%
Local government or council (including fire services, police and local authority controlled schools/colleges)	394 10.89%a	315 10.37%	38 12.79%	18 11.25%	22 18.99%Ta	38 12.79%	19 13.41%	47 11.27%	31 10.63%	33 9.89%	31 11.93%	18 11.25%	36 11.20%	42 8.00%	42 9.26%	34 11.59%	22 18.99%Thi mn	336 10.77%	55 11.95%
A university, or other grant funded establishment (include opted-out schools)	96 2.65%	80 2.62%	13 4.26%	1 0.57%	3 2.26%	13 4.26%il	2 1.34%	8 1.90%	8 2.79%	4 1.31%	6 2.43%	1 0.57%	4 1.30%	22 4.11%i	13 2.90%	12 4.04%	3 2.26%	82 2.64%	12 2.61%
A health authority or NHS Trust	262 7.25%am	203 6.66%	36 11.88%Ta	15 9.67%	9 7.47%	36 11.88%Tgjl m	13 9.07%nm	28 6.87%	24 8.21%nm	24 7.15%	17 6.31%	15 9.67%nm	15 4.49%	21 3.94%	40 8.79%lm	22 7.45%	9 7.47%	225 7.20%	36 7.79%
The armed forces	4 0.10%	4 0.12%	-	-	-	-	-	-	1 0.43%	-	2 0.86%T	-	-	-	-	-	-	4 0.11%	-
Other public sector occupation (Please specify as much detail as possible)	105 2.91%	83 2.73%	10 3.48%	7 4.76%	4 3.61%	10 3.48%	2 1.68%	15 3.67%	8 2.64%	8 2.54%	9 3.49%	7 4.76%	6 1.98%	13 2.50%	12 2.66%	8 2.91%	4 3.61%	93 2.98%	9 2.04%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 275  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Country					Region													Ethnicity		
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)		
Weighted base	3616	3041	301	156	118*	301	142	413	293	330	264	156	325	529	455	290	118*	3121	459		
NET: Private Sector	2517 69.61% dep	2161 71.05% Tbd	181 60.30%	107 68.15%	68 58.08%	181 60.30%	88 62.30%	293 71.02% ep	202 68.75%	224 67.84%	180 68.26%	107 68.15%	254 78.15% Tef hijkop	380 71.90% ep	337 74.07% fep	202 69.66% ep	68 58.08%	2185 69.99%	305 66.58%		
A charity, voluntary organisation or trust	139 3.85% f	115 3.79%	7 2.42%	13 8.31% Tab	4 3.08%	7 2.42%	1 0.36%	14 3.33%	13 4.43% f	11 3.48%	9 3.55%	13 8.31% Tefg	12 3.66%	23 4.42% f	19 4.10% f	13 4.57% f	4 3.08%	125 4.02%	12 2.65%		
Self-employed (Private sector)	464 12.82% c k	413 13.58% Tc	30 9.87%	10 6.56%	11 9.06%	30 9.87%	14 9.59%	47 11.48%	29 10.03%	31 9.45%	31 11.84%	10 6.56%	37 11.26%	96 18.08% Tef ghijklp	79 17.27% Tef ghikl	49 17.03% Tehi k	11 9.06%	388 12.44%	70 15.30%		
None of the above/ I work in the Private sector	1914 52.94%	1632 53.68%	144 48.01%	83 53.28%	54 45.95%	144 48.01%	74 52.35%	232 56.21%	159 54.30%	181 54.91%	139 52.87%	83 53.28%	206 63.23% Tej mnop	261 49.40%	240 52.70%	140 48.06%	54 45.95%	1671 53.53%	223 48.63%		

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used. \* small base

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 276

Do you work in any of the following occupations?

Base: All respondents who work

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (l)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	3546	2898	712	135	191	32	645	292	585	153	22	40	9	20
Weighted base	3616	2962	714	145	180	36**	668	282	628	169	23**	37**	7**	19*
NET: Public Sector	1099 30.39% i	903 30.47% i	205 28.69%	41 28.38%	58 32.44%	11 29.56%	255 38.14% Tabghi	86 30.45%	172 27.44%	38 22.37%	5 21.74%	8 22.88%	2 20.87%	8 41.75%
A nationalised industry/state corporation	108 2.98%	92 3.10%	16 2.27%	9 6.25% bh	3 1.88%	1 3.05%	35 5.30% Tabh	8 2.91%	14 2.17%	3 1.88%	- -	1 2.90%	- -	- -
Central government or civil service (including Courts service and Bank of England)	130 3.60%	112 3.78%	23 3.23%	8 5.72%	12 6.47% gh	3 7.80%	36 5.40% Tag	5 1.87%	18 2.87%	6 3.52%	* 1.37%	- -	- -	- -
Local government or council (including fire services, police and local authority controlled schools/colleges)	394 10.89%	326 11.00% c	78 10.91%	7 5.13%	20 11.05%	4 10.43%	83 12.37% c	32 11.31%	73 11.64%	13 7.59%	1 5.77%	2 5.52%	2 20.87%	4 20.32%
A university, or other grant funded establishment (include opted-out schools)	96 2.65%	78 2.64%	18 2.54%	2 1.38%	11 6.08% Tabfh	- -	17 2.48%	11 3.91%	14 2.18%	3 1.61%	- -	3 7.23%	- -	* 1.88%
A health authority or NHS Trust	262 7.25%	210 7.10%	42 5.95%	11 7.59%	11 5.96%	2 6.66%	66 9.89% Tabh	16 5.61%	39 6.26%	11 6.20%	2 8.92%	1 3.22%	- -	4 19.55%
The armed forces	4 0.10%	2 0.07%	- -	- -	- -	1 1.62%	1 0.20%	- -	- -	- -	- -	- -	- -	- -
Other public sector occupation (Please specify as much detail as possible)	105 2.91%	82 2.78%	27 3.79%	3 2.31%	2 1.01%	- -	17 2.51%	14 4.84% d	14 2.31%	3 1.56%	1 5.68%	1 4.01%	- -	- -
NET: Private Sector	2517 69.61% f	2060 69.53% f	509 71.31% f	104 71.62%	121 67.56%	25 70.44%	413 61.86%	196 69.55% f	456 72.56% f	132 77.63% Taf	18 78.26%	28 77.12%	6 79.13%	11 58.25%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 276

Do you work in any of the following occupations?

Base: All respondents who work

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM./Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	3616	2962	714	145	180	36**	668	282	628	169	23**	37**	7**	19**
A charity, voluntary organisation or trust	139	110	29	4	9	4	15	11	30	4	1	1	1	1
	3.85%f	3.73%f	4.02%	2.49%	4.78%	11.34%	2.20%	4.01%	4.84%f	2.46%	3.72%	3.36%	9.57%	5.70%
Self-employed (Private sector)	464	398	111	29	29	4	67	30	72	34	4	5	1	4
	12.82%f	13.44%TF	15.61%TF	19.74%TFgh	16.11%f	10.93%	9.97%	10.47%	11.45%	20.14%Tafgh	15.82%	13.38%	14.48%	23.13%
None of the above/ I work in the Private sector	1914	1551	369	71	84	17	332	155	353	93	14	22	4	6
	52.94%	52.36%	51.67%	49.40%	46.68%	48.18%	49.69%	55.07%	56.28%df	55.03%	58.72%	60.38%	55.08%	29.42%

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



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 277

Do you work in any of the following occupations?

Base: All respondents who work

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	3546	3500	117	723	218	13	623	240	417	231	506	67	36	149	59
Weighted base	3616	3575	122*	738	222	13**	621	245	441	233	535	68*	35**	140	61*
NET: Public Sector	1099	1091	39	243	63	6	187	85	116	75	155	25	10	55	13
	30.39%	30.53%	32.12%	32.98%u	28.43%	46.05%	30.10%	34.56%u	26.26%	32.07%	28.96%	37.11%	29.10%	39.02%TnuwA	21.62%
A nationalised industry/state corporation	108	106	6	37	4	3	15	9	9	6	12	1	-	2	1
	2.98%	2.96%	5.18%	5.07%Tnsuw	1.66%	22.52%	2.48%	3.81%	1.97%	2.37%	2.25%	1.58%	-	1.60%	2.08%
Central government or civil service (including Courts service and Bank of England)	130	129	8	31	7	1	32	6	8	7	16	2	2	7	*
	3.60%u	3.62%u	6.68%u	4.17%u	3.17%	6.24%	5.18%Tu	2.50%	1.70%	3.07%	2.98%	3.60%	4.37%	5.06%u	0.66%
Local government or council (including fire services, police and local authority controlled schools/colleges)	394	392	11	82	29	-	64	29	47	30	45	13	3	24	7
	10.89%	10.98%	8.76%	11.12%	12.90%	-	10.32%	11.84%	10.56%	12.70%	8.36%	19.91%Tnsw	9.23%	16.95%Tnsw	10.71%
A university, or other grant funded establishment (include opted-out schools)	96	96	3	21	5	1	17	6	11	5	14	1	2	3	-
	2.65%	2.68%	2.70%	2.81%	2.40%	7.60%	2.67%	2.63%	2.38%	2.09%	2.64%	2.15%	6.61%	2.31%	-
A health authority or NHS Trust	262	259	8	48	16	1	38	18	33	20	52	6	3	10	4
	7.25%	7.24%	6.69%	6.51%	7.27%	9.69%	6.13%	7.31%	7.42%	8.67%	9.65%	8.15%	8.89%	7.48%	6.43%
The armed forces	4	4	-	2	-	-	*	-	-	1	1	-	-	-	-
	0.10%	0.10%	-	0.22%	-	-	0.06%	-	-	0.25%	0.18%	-	-	-	-
Other public sector occupation (Please specify as much detail as possible)	105	105	3	23	2	-	20	16	10	7	16	1	-	8	1
	2.91%	2.94%	2.11%	3.07%	1.03%	-	3.26%	6.47%Tnpquw	2.24%	2.92%	2.91%	1.72%	-	5.61%q	1.74%
NET: Private Sector	2517	2483	83	494	159	7	434	160	326	159	380	43	25	85	48
	69.61%z	69.47%z	67.88%	67.02%	71.57%	53.95%	69.90%	65.44%	73.74%ptz	67.93%	71.04%z	62.89%	70.90%	60.98%	78.38%z

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 277

Do you work in any of the following occupations?

Base: All respondents who work

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	3616	3575	122*	738	222	13**	621	245	441	233	535	68*	35**	140	61*
A charity, voluntary organisation or trust	139 3.85%	138 3.85%	2 1.64%	34 4.60%	9 4.16%	-	20 3.22%	15 6.27%u	11 2.39%	5 2.10%	22 4.11%	3 4.84%	1 1.47%	7 4.85%	3 4.34%
Self-employed (Private sector)	464 12.82%pz	457 12.78%pz	28 23.07%Trnpqstw xz	68 9.26%	23 10.37%	1 10.82%	73 11.72%	25 10.23%	74 16.75%Trnpstz	33 14.28%	77 14.41%pz	4 6.50%	7 20.33%	9 6.79%	7 11.23%
None of the above/ I work in the Private sector	1914 52.94%	1889 52.84%	53 43.18%	392 53.15%	126 57.03%o	6 43.13%	341 54.96%o	120 48.94%	241 54.60%	120 51.54%	281 52.52%	35 51.55%	17 49.10%	69 49.34%	39 62.82%o

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 278  
Do you work in any of the following occupations?  
Base: All respondents who work

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	3546	3396	675	173	216	33	745	321	797	182	27	58	31	12	21	1973	223	1051	107	529	547	1818	875	954	2453
Weighted base	3616	3469	671	179	203	34**	784	312	838	203	28**	52*	29**	11**	20**	2102	242	1116	117*	567	544	1726	1023	899	2577
NET: Public Sector	1099 30.39%	1072 30.90%T	193 28.76%	56 31.50%	60 29.34%	9 26.70%	285 36.39%T abh	94 30.15%	246 29.31%	57 28.12%	7 24.73%	15 28.80%	11 38.07%	2 18.47%	8 39.89%	710 33.76%T	86 35.32%	390 34.91%T	40 34.66%	180 31.67%	166 30.55%	523 30.30%	321 31.36%	299 33.27%	766 29.73%
A nationalised industry/state corporation	108 2.98%	103 2.97%	17 2.58%	17 9.60%Ta bdfghi	2 1.08%	3 7.92%	32 4.13%h	5 1.50%	17 2.01%	6 3.03%	- -	1 2.06%	- -	- -	- -	86 4.08%T	15 6.28%Ts	46 4.17%T	10 8.17%Ts	14 2.55%	13 2.47%	62 3.57%	25 2.41%	26 2.85%	80 3.10%
Central government or civil service (including Courts service and Bank of England)	130 3.60%	127 3.65%	22 3.28%	5 2.91%	11 5.37%	2 6.34%	39 5.02%Tg	6 1.95%	25 3.02%	9 4.45%	* 1.12%	1 2.31%	- -	- -	- -	85 4.03%	11 4.62%	45 4.03%	5 4.35%	23 4.06%	13 2.43%	62 3.61%	48 4.66%	38 4.23%	91 3.54%
Local government or council (including fire services, police and local authority controlled schools/colleges)	394 10.89%	387 11.15%T	71 10.62%	14 7.63%	19 9.41%	3 7.74%	102 13.05%	39 12.43%	94 11.15%	16 7.96%	1 4.69%	2 4.81%	6 20.37%	2 13.52%	4 19.41%	254 12.07%T	29 11.81%	141 12.64%	10 8.87%	67 11.76%	70 12.89%	177 10.27%	120 11.70%	102 11.36%	281 10.90%
A university, or other grant funded establishment (include opted-out schools)	96 2.65%	94 2.72%	16 2.35%	5 2.64%	10 5.09%TT	- -	17 2.14%	13 4.01%	21 2.56%	5 2.32%	- -	5 10.07%Ta bcfhi	1 2.67%	1 4.95%	* 1.80%	51 2.41%	5 1.98%	27 2.38%	5 4.26%	14 2.52%	15 2.67%	47 2.73%	31 2.98%	22 2.44%	68 2.63%
A health authority or NHS Trust	262 7.25%	256 7.37%	45 6.76%	11 5.90%	14 6.93%	2 4.70%	70 8.92%	17 5.36%	62 7.42%	18 9.07%	4 14.31%	3 6.69%	3 8.84%	- -	4 18.68%	170 8.11%	16 6.69%	98 8.78%T	5 4.45%	49 8.58%	40 7.40%	123 7.13%	73 7.17%	76 8.46%	176 6.82%
The armed forces	4 0.10%	3 0.08%	- -	- -	- -	- -	2 0.29%	- -	1 0.07%	- -	- -	- -	- -	- -	- -	3 0.15%	1 0.28%	2 0.17%	- -	1 0.10%	- -	4 0.21%	- -	1 0.07%	3 0.12%
Other public sector occupation (Please specify as much detail as possible)	105 2.91%	102 2.95%	21 3.17%	5 2.82%	3 1.47%	- -	22 2.85%	15 4.90%	26 3.09%	3 1.30%	1 4.62%	1 2.86%	2 6.19%	- -	- -	61 2.92%	9 3.65%	31 2.75%	5 4.57%	12 2.11%	15 2.69%	48 2.79%	25 2.44%	35 3.87%	67 2.62%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 278

Do you work in any of the following occupations?

Base: All respondents who work

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vulner- able (t)	Poten- tially vulner- able (u)	Least vulner- able (v)	Yes (w)	No (x)
Weighted base	3616	3469	671	179	203	34**	784	312	838	203	28**	52*	29**	11**	20**	2102	242	1116	117*	567	544	1726	1023	899	2577
NET: Private Sector	2517 69.61%a	2397 69.10%f	478 71.24%f	123 68.50%	143 70.66%	25 73.30%	499 63.61%	218 69.85%	593 70.69%f	146 71.88%	21 75.27%	37 71.20%	18 61.93%	9 81.53%	12 60.11%	1393 66.24%	157 64.68%	726 65.09%	76 65.34%	388 68.33%	378 69.45%	1203 69.70%	702 68.64%	600 66.73%	1811 70.27%
A charity, voluntary organisation or trust	139 3.85%f	132 3.81%f	25 3.76%	4 2.19%	8 3.88%	3 8.58%	18 2.26%	14 4.42%	45 5.33%Ta	5 2.58%	1 3.02%	3 5.27%	- -	1 6.20%	2 8.00%	68 3.24%	7 3.07%	28 2.51%	5 4.58%	26 4.59%	19 3.52%	67 3.89%	41 4.06%	39 4.31%	89 3.45%
Self-employed (Private sector)	464 12.82%f hoqv	444 12.79%f h	107 15.99%T afh	31 17.37%f h	34 16.56%f h	4 11.63%	76 9.74%	37 11.98%	82 9.73%	40 19.58%T afgh	4 14.89%	6 11.98%	1 3.56%	1 9.38%	4 22.10%	232 11.05%	44 18.13%To qs	108 9.65%	13 11.06%	60 10.51%	102 18.75%T uv	242 13.99%v	70 6.87%	131 14.63%	323 12.53%
None of the above/ I work in the Private sector	1914 52.94%a ptw	1822 52.51%	345 51.49%	88 48.94%	102 50.22%	18 53.10%	405 51.60%	167 53.44%	466 55.63%	101 49.72%	16 57.36%	28 53.95%	17 58.37%	8 65.96%	6 30.01%	1092 51.96%p	105 43.48%	591 52.93%p	58 49.69%	302 53.24%p	257 47.18%	894 51.81%	590 57.71%T tu	429 47.78%	1399 54.30%Tw

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 279

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1084	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
No children aged 18 or under	4672 72.52%defl	2324 73.79%Tb	2347 71.30%	770 86.58%Tdef	635 59.06%e	375 37.57%	670 60.49%e	808 87.15%Tdef	1001 97.55%Tcde	412 98.77%Tcde	1276 72.79%l	1375 75.71%Tl	860 65.76%	1161 74.16%l	2651 74.28%To	2021 70.34%	3700 71.81%	972 75.35%Tp
NET: Yes	1725 26.78%acgh lknq	799 25.38%	926 28.13%Ta	103 11.54%hi	432 40.15%Tcgh i	610 61.14%Tcdf ghi	434 39.19%Tcgh i	118 12.72%hi	23 2.25%	5 1.23%	459 26.22%	433 23.85%	436 33.31%Tjkm	397 25.37%	893 25.01%	833 28.98%Tn	1419 27.54%Tq	307 23.77%
NET: Any 5-18	1405 21.80%acgh lkn	650 20.64%	754 22.91%	54 6.03%hi	252 23.41%cgghi	527 52.77%Tcdf ghi	429 38.71%Tcdg hi	115 12.41%chi	23 2.25%	5 1.23%	368 20.98%	344 18.93%	350 26.77%Tjkm	343 21.91%	711 19.93%	693 24.12%Tn	1148 22.29%	256 19.86%
NET: Any 11-18	927 14.39%cdgh lkn	431 13.69%	495 15.05%	30 3.33%i	83 7.70%chi	307 30.71%Tcdg hi	376 33.97%Tcdg hi	107 11.55%cdhi	21 2.01%	4 0.86%	256 14.58%	224 12.33%	223 17.05%Tk	224 14.33%	479 13.43%	447 15.57%Tn	742 14.41%	184 14.30%
Yes - children aged under 5 years old	609 9.45%afghi knq	270 8.57%	339 10.29%Ta	69 7.77%fghi	293 27.24%Tcef ghi	217 21.70%Tcfgh i	25 2.22%ghi	6 0.59%h	- -	- -	155 8.82%	146 8.03%	174 13.34%Tjkm	134 8.56%	300 8.42%	308 10.74%Tn	513 9.96%Tq	95 7.40%
Yes - children aged 5 to 10 years old	751 11.66%cgghi nq	348 11.06%	403 12.24%	31 3.53%hi	207 19.24%Tcfg hi	361 36.19%Tcdf ghi	125 11.26%cgghi	19 2.05%h	5 0.52%	3 0.62%	182 10.41%	188 10.36%	188 14.35%Tjk	193 12.34%	371 10.38%	381 13.25%Tn	627 12.17%Tq	125 9.65%
Yes - children aged 11 to 15 years old	654 10.15%cdgh i	321 10.20%	333 10.11%	24 2.67%h	78 7.27%chi	249 24.95%Tcdg hi	240 21.67%Tcdgh i	51 5.49%chi	9 0.84%	4 0.86%	176 10.05%	166 9.17%	154 11.79%k	157 10.06%	343 9.60%	312 10.85%	528 10.24%	127 9.82%
Yes - children aged 16 to 18 years old	450 6.99%acdhi kn	195 6.20%	255 7.74%Ta	18 2.02%i	16 1.47%i	110 11.05%Tcdg hi	215 19.42%Tcdg hi	75 8.08%cdhi	16 1.56%i	- -	143 8.19%Tk	82 4.52%	112 8.59%Tk	112 7.17%k	226 6.32%	225 7.82%Tn	355 6.89%	95 7.39%
Refused	45 0.70%gh	26 0.83%	19 0.57%	17 1.87%Tfghi	8 0.79%	13 1.29%Tfghi	4 0.32%	1 0.13%	2 0.20%	- -	17 0.99%	8 0.45%	12 0.93%	7 0.47%	25 0.71%	20 0.68%	34 0.65%	11 0.88%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 280

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
No children aged 18 or under	4672 72.52% d ipr	3934 72.77% d	392 72.90% d	227 74.13% d	119 61.79%	392 72.90% ip	175 68.18%	505 70.83% p	388 73.96% ip	366 65.12%	340 73.44% ip	227 74.13% ip	441 72.70% ip	624 73.49% ip	669 75.92% Tfg ip	426 77.51% Tfg ip	119 61.79%	4214 74.18% Tr	422 59.56%
NET: Yes	1725 26.78% n oq	1430 26.46%	143 26.57%	79 25.71%	74 38.21% Tab c	143 26.57%	79 30.96% no	205 28.77% no	137 26.04%	187 33.26% Teh jklmno	119 25.75%	79 25.71%	162 26.78%	214 25.24%	207 23.50%	119 21.66%	74 38.21% Teg hijklmno	1441 25.37%	271 38.29% Tq
NET: Any 5-18	1405 21.80% o q	1157 21.41%	117 21.86%	67 21.74%	63 32.76% Tab c	117 21.86% o	64 24.80% o	170 23.92% o	109 20.73%	127 22.59% o	93 20.02%	67 21.74%	143 23.62% o	181 21.33%	180 20.39%	91 16.50%	63 32.76% Teg hijklmno	1190 20.95%	206 29.05% Tq
NET: Any 11-18	927 14.39% o	761 14.08%	76 14.16%	41 13.33%	49 25.33% Tab c	76 14.16%	39 15.11%	124 17.34% Tmo	70 13.37%	85 15.16%	62 13.32%	41 13.33%	90 14.92%	106 12.53%	125 14.13%	60 10.93%	49 25.33% Tef ghijklmno	809 14.25%	113 15.93%
Yes - children aged under 5 years old	609 9.45% nq	509 9.42%	52 9.68%	25 8.25%	22 11.50%	52 9.68%	26 9.96%	60 8.42%	47 8.98%	89 15.78% Tef ghklmno	57 12.30% Tgln o	25 8.25%	49 8.09%	73 8.61%	64 7.23%	45 8.21%	22 11.50%	476 8.38%	128 18.04% Tq
Yes - children aged 5 to 10 years old	751 11.66% q	625 11.55%	62 11.52%	39 12.70%	26 13.46%	62 11.52%	37 14.25%	84 11.77%	65 12.41%	61 10.89%	47 10.14%	39 12.70%	76 12.61%	110 12.90%	92 10.47%	53 9.57%	26 13.46%	610 10.75%	135 19.02% Tq
Yes - children aged 11 to 15 years old	654 10.15%	539 9.98%	50 9.38%	25 8.11%	39 20.44% Tabc	50 9.38%	25 9.93%	80 11.30%	43 8.12%	61 10.91%	49 10.53%	25 8.11%	68 11.23%	79 9.34%	89 10.07%	45 8.11%	39 20.44% Tefg hijklmno	562 9.90%	87 12.33%
Yes - children aged 16 to 18 years old	450 6.99% o	373 6.90%	38 7.00%	21 6.88%	19 9.65%	38 7.00% o	21 8.24% o	65 9.09% Tjmo	38 7.19% o	48 8.55% o	25 5.40%	21 6.88%	46 7.54% o	47 5.50%	62 7.05% o	22 3.94%	19 9.65% o	394 6.93%	56 7.84%
Refused	45 0.70% q	42 0.77%	3 0.53%	1 0.16%	-	3 0.53%	2 0.86%	3 0.40%	-	9 1.62% Tgh	4 0.81%	1 0.16%	3 0.52%	11 1.27% h	5 0.58%	5 0.84%	-	26 0.45%	15 2.15% Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 281  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
No children aged 18 or under	4672 72.52%fi	3937 72.16%fi	1094 77.65%Taefti	175 72.30%fi	272 76.84%efi	39 62.39%	710 63.63%	443 74.52%fi	819 72.99%fi	165 62.22%	31 73.67%	60 74.72%	17 76.73%	22 63.88%
NET: Yes	1725 26.78%b	1485 27.21%b	310 22.02%	67 27.49%	82 23.16%	23 35.71%b	393 35.29%Tabcdgh	144 24.21%	298 26.57%b	98 36.99%Tabcdgh	11 26.33%	20 25.28%	5 23.27%	12 36.12%
NET: Any 5-18	1405 21.80%bd	1218 22.33%Tbd	266 18.91%	49 20.18%	61 17.15%	21 32.45%bd	301 27.04%Tabdg	120 20.18%	259 23.03%bd	80 30.08%Tabcdgh	9 22.01%	17 21.24%	5 23.27%	12 36.12%
NET: Any 11-18	927 14.39%	816 14.96%T	198 14.04%	34 13.89%	43 12.18%	17 26.36%Tabcdgh	197 17.66%Tabdg	77 12.90%	162 14.42%	45 16.99%	5 13.01%	11 14.38%	4 16.37%	10 28.88%
Yes - children aged under 5 years old	609 9.45%b	510 9.34%b	80 5.69%	29 11.99%b	32 9.12%b	4 6.80%	153 13.72%Tabdgh	48 8.10%	105 9.31%b	41 15.61%Tabdgh	2 4.32%	9 10.70%	-	1 3.77%
Yes - children aged 5 to 10 years old	751 11.66%bd	642 11.77%bd	123 8.70%	29 12.04%	28 7.92%	8 12.54%	159 14.25%Tabd	72 12.07%b	139 12.40%bd	55 20.77%Tabcdg hk	6 14.07%	7 8.20%	3 14.65%	4 12.44%
Yes - children aged 11 to 15 years old	654 10.15%	571 10.46%	131 9.29%	25 10.38%	28 7.88%	13 20.13%Tabdgh	145 13.01%Tabdgh	55 9.20%	110 9.84%	37 13.89%bd	3 6.64%	6 7.66%	3 14.31%	4 11.82%
Yes - children aged 16 to 18 years old	450 6.99%	410 7.52%T	108 7.69%	16 6.46%	24 6.80%	6 9.43%	95 8.52%	36 6.05%	82 7.27%	20 7.45%	3 6.38%	6 7.56%	2 9.81%	6 18.91%
Refused	45 0.70%	34 0.62%	5 0.33%	1 0.21%	-	1 1.90%d	12 1.08%b	8 1.27%b	5 0.44%	2 0.79%	-	-	-	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 282

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
No children aged 18 or under	4672 72.52%nuw	4571 72.26%w	190 74.88%	837 69.93%	267 72.51%	17 66.78%	767 71.42%	447 79.86%Tnpqsu wz	476 68.88%	358 74.94%uw	605 68.22%	89 73.81%	71 88.14%Tnopqs uvwzA	191 70.16%	67 70.34%
NET: Yes	1725 26.78%ty	1715 27.10%Tty	61 23.92%y	358 29.95%Tntvy	98 26.60%ty	8 30.27%	305 28.43%ty	112 20.00%	209 30.24%tyv	112 23.43%y	275 30.98%Tntvy	31 25.75%y	9 10.71%	78 28.66%ty	24 25.77%y
NET: Any 5-18	1405 21.80%ty	1396 22.07%Tty	50 19.77%	268 22.44%ty	75 20.45%	4 17.09%	248 23.10%ty	93 16.69%	179 25.96%Tntvy	90 18.88%	235 26.53%Tnqtvy	27 22.45%	9 10.71%	64 23.43%ty	20 21.09%
NET: Any 11-18	927 14.39%	920 14.54%T	40 15.81%	166 13.87%	52 14.12%	3 12.15%	169 15.71%v	67 12.01%	107 15.54%	53 11.12%	149 16.85%tv	21 17.73%	6 7.56%	44 16.15%	14 14.79%
Yes - children aged under 5 years old	609 9.45%ty	603 9.53%ty	18 7.09%y	150 12.50%Tnoty	39 10.65%ty	4 16.41%	106 9.91%ty	31 5.57%	66 9.55%ty	44 9.20%ty	88 9.88%ty	7 5.83%	*	33 12.15%ty	7 7.60%y
Yes - children aged 5 to 10 years old	751 11.66%t	747 11.82%Tty	25 9.69%	150 12.54%ty	33 8.86%	2 6.71%	128 11.96%t	42 7.53%	106 15.30%Tnqtvy	49 10.32%	142 15.99%Tnoqst vy	12 10.20%	3 4.04%	33 12.04%	11 11.67%
Yes - children aged 11 to 15 years old	654 10.15%	649 10.25%	21 8.25%	117 9.75%	39 10.62%	3 12.15%	118 11.03%	54 9.58%	70 10.10%	42 8.73%	115 13.02%Tnpvy	18 14.98%y	4 4.36%	28 10.30%	8 8.22%
Yes - children aged 16 to 18 years old	450 6.99%v	447 7.06%v	26 10.14%tv	82 6.89%	31 8.33%v	-	87 8.08%tv	28 5.09%	59 8.48%tv	20 4.18%	57 6.45%	11 8.81%	3 3.20%	18 6.46%	9 10.02%v
Refused	45 0.70%np	40 0.64%ps	3 1.20%ps	1 0.12%	3 0.89%p	1 2.95%	2 0.15%	1 0.14%	6 0.87%p	8 1.62%Tnpst	7 0.80%p	1 0.44%	1 1.15%	3 1.18%ps	4 3.88%Tnpstuw

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 283

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Financially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
No children aged 18 or under	4672 72.52%a fiqtx	4457 72.25% i	1016 76.38% T acfi	201 68.99% i	302 77.53% T acfi	40 67.56%	829 65.08%	493 74.50% f i	1063 73.73% f i	177 59.79%	36 73.72%	74 75.22% i	40 78.14% i	21 81.75%	22 68.57%	2479 68.78% q	316 71.16%	1248 66.81%	127 65.73%	712 72.27% o q	564 51.97%	2495 75.23% T t	1079 80.13% T lu	1633 77.38% T x	2867 70.27%
NET: Yes	1725 26.78% b uvw	1671 27.08% T b	310 23.27%	89 30.55% b dl	87 22.47%	18 30.42%	435 34.12% T abdghi	161 24.33%	370 25.65%	115 38.90% T abdghkl	13 26.28%	25 24.78%	8 16.10%	5 18.25%	10 31.43%	1101 30.56% T s	126 28.40%	605 32.39% T os	66 34.27% T	267 27.13%	514 47.37% T uv	811 24.45% v	263 19.55%	465 22.06%	1193 29.23% Tw
NET: Any 5-18	1405 21.80% d uvw	1365 22.13% T bd	263 19.77%	65 22.39%	64 16.44%	16 26.61%	332 26.03% T abd	129 19.54%	322 22.36% d	96 32.38% T abcdghi	11 22.52%	21 21.12%	7 13.91%	5 18.25%	10 31.43%	887 24.61% T	102 23.04%	470 25.18% T	52 26.84%	230 23.40%	454 41.80% T uv	625 18.85%	218 16.21%	395 18.72%	963 23.61% Tw
NET: Any 11-18	927 14.39% u v	901 14.60% T	194 14.56%	41 14.01%	46 11.86%	9 14.85%	216 16.94% T adg	86 12.93%	201 13.93%	53 17.98% d	7 14.70%	15 14.70%	5 10.21%	3 12.27%	8 23.78%	581 16.11% T	66 14.83%	316 16.94% T	33 16.82%	146 14.79%	302 27.87% T uv	397 11.95%	162 12.06%	279 13.23%	619 15.17% T
Yes - children aged under 5 years old	609 9.45% b vw	588 9.53% b	85 6.36%	40 13.71% Ta bgh	35 8.93%	2 3.81%	176 13.84% Ta bdghi	57 8.67%	125 8.70% b	43 14.63% Ta bdghi	2 3.75%	11 10.64%	2 3.71%	- -	1 3.99%	403 11.19% T	47 10.49%	231 12.35% T os	22 11.13%	92 9.38%	202 18.60% Tu v	273 8.23% v	79 5.88%	143 6.78%	440 10.77% Tw
Yes - children aged 5 to 10 years old	751 11.66% b duvw	727 11.78% bd	121 9.09%	35 11.99%	28 7.26%	8 13.28%	176 13.80% T abd	74 11.23% d	181 12.52% b	64 21.55% T abcdfgh kl	7 14.30%	9 9.60%	3 5.56%	3 12.72%	4 13.16%	465 12.91% T	56 12.66%	239 12.79%	30 15.65%	117 11.83%	293 26.95% Tu v	312 9.42% v	88 6.50%	202 9.58%	523 12.81% Tw
Yes - children aged 11 to 15 years old	654 10.15% u vw	635 10.30%	124 9.29%	30 10.46%	31 7.88%	7 11.31%	157 12.30% Ta bd	61 9.28%	147 10.20%	41 13.88% bd	4 7.83%	8 8.05%	3 5.53%	3 10.48%	4 12.50%	413 11.45% T	50 11.24%	221 11.85% T	23 11.88%	102 10.32%	240 22.15% Tu v	262 7.91%	104 7.72%	186 8.79%	450 11.02% Tw
Yes - children aged 16 to 18 years old	450 6.99% u	440 7.13%	109 8.17%	16 5.39%	25 6.32%	4 6.94%	104 8.18%	37 5.62%	94 6.50%	24 8.25%	4 8.94%	8 7.77%	4 8.35%	2 8.52%	4 13.23%	287 7.98% T	33 7.34%	162 8.68% T	15 7.53%	72 7.30%	148 13.68% Tu v	166 5.01%	107 7.95% u	135 6.40%	301 7.38%
Refused	45 0.70% ux	41 0.66%	5 0.34%	1 0.46%	- -	1 2.02% d	10 0.80%	8 1.17% b	9 0.62%	4 1.30% d	- -	- -	3 5.75% Tabcd fghik	- -	- -	24 0.67%	2 0.44%	15 0.80%	- -	6 0.60%	7 0.65%	11 0.33%	4 0.32%	12 0.56%	20 0.50%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 284  
Which of the following ITV regions do you live in?  
Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Anglia	668 10.37%ajnp	267 8.48%	401 12.18%Ta	84 9.45%	98 9.11%	121 12.10%	124 11.21%	86 9.27%	112 10.93%	43 10.33%	153 8.76%	178 9.79%	133 10.20%	204 13.00%Tjkl	331 9.28%	337 11.73%Tn	468 9.08%	200 15.52%Tp
Border	63 0.98%p	34 1.09%	29 0.88%	3 0.36%	6 0.55%	6 0.62%	20 1.84%Tcddeg	6 0.63%	14 1.35%c	8 1.93%cddeg	18 1.00%	17 0.92%	13 0.96%	17 1.06%	34 0.96%	29 1.01%	42 0.82%	21 1.64%Tp
Central	828 12.86%bn	439 13.94%Tb	389 11.82%	108 12.16%	159 14.78%	120 12.01%	163 14.68%	108 11.63%	122 11.86%	49 11.74%	205 11.73%	221 12.16%	210 16.03%Tjkm	192 12.28%	426 11.95%	402 13.99%Tn	669 12.98%	159 12.36%
Granada	676 10.49%q	341 10.82%	335 10.17%	79 8.84%	121 11.23%	113 11.32%	115 10.34%	100 10.73%	101 9.82%	48 11.57%	170 9.73%	201 11.06%	146 11.14%	159 10.13%	371 10.40%	304 10.59%	577 11.19%Tq	99 7.67%
London	1187 18.43%fhil oq	562 17.83%	625 18.99%	247 27.76%Tdef ghi	219 20.36%fhi	170 17.02%	155 13.95%	175 18.90%f	161 15.68%	61 14.50%	363 20.71%Tlm	361 19.88%lm	203 15.55%	260 16.58%	724 20.29%To	463 16.11%	1103 21.41%Tq	84 6.51%
Meridian	656 10.19%p	348 11.03%	309 9.38%	82 9.24%	91 8.44%	100 10.07%	115 10.37%	94 10.19%	109 10.59%	65 15.56%Tcd fgh	196 11.17%	185 10.19%	130 9.96%	145 9.29%	381 10.67%	276 9.59%	484 9.40%	172 13.34%Tp
STV	496 7.70%c	236 7.51%	260 7.89%	42 4.74%	73 6.82%	96 9.64%Tcdi	98 8.80%ci	70 7.50%c	95 9.28%ci	22 5.31%	124 7.09%	131 7.24%	102 7.78%	139 8.85%	256 7.17%	240 8.36%	383 7.43%	113 8.78%
Tyne Tees	257 3.98%	134 4.25%	123 3.73%	28 3.14%	48 4.46%	36 3.64%	42 3.77%	38 4.13%	48 4.68%	16 3.88%	61 3.50%	78 4.32%	55 4.24%	61 3.92%	140 3.92%	117 4.07%	205 3.98%	51 3.99%
Wales	299 4.64%np	137 4.34%	162 4.92%	35 3.94%	42 3.86%	45 4.49%	59 5.31%	49 5.28%	52 5.02%	18 4.36%	71 4.06%	75 4.11%	75 5.70%	79 5.02%	146 4.08%	153 5.33%Tn	203 3.94%	96 7.43%Tp
West	199 3.10%o	98 3.10%	102 3.09%	31 3.48%	51 4.75%Tfgh	31 3.15%	27 2.41%	20 2.17%	29 2.79%	11 2.53%	68 3.89%Ti	63 3.44%	28 2.18%	40 2.57%	131 3.66%To	69 2.39%	170 3.29%	30 2.32%
Westcountry	308 4.78%	151 4.80%	157 4.77%	54 6.11%e	44 4.13%	36 3.57%	52 4.73%	43 4.66%	52 5.09%	26 6.22%e	82 4.71%	84 4.64%	67 5.12%	74 4.75%	167 4.67%	141 4.92%	232 4.50%	76 5.91%
Yorkshire	608 9.44%	305 9.68%	303 9.21%	83 9.37%	105 9.75%	88 8.81%	93 8.39%	95 10.27%	100 9.78%	44 10.47%	153 8.72%	173 9.50%	123 9.38%	160 10.25%	325 9.12%	283 9.85%	481 9.35%	127 9.83%
UTV	195 3.03%cdlop	98 3.11%	97 2.96%	12 1.40%	19 1.75%	36 3.57%cd	47 4.20%Tcdi	43 4.63%Tcdi	32 3.14%c	7 1.62%	86 4.93%TkIm	50 2.75%	23 1.76%	36 2.30%	136 3.82%To	59 2.06%	135 2.61%	61 4.70%Tp

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 285  
Which of the following ITV regions do you live in?  
Base: All respondents

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Anglia	668 10.37% cdefghi kmnopr	668 12.36% Tbcd	-	-	-	-	1 0.31%	-	-	12 2.14% egh kmo	72 15.66% Tefghik mnop	-	531 87.65% Tefg hijkmnop	1 0.16%	49 5.53% efgh ikmp	2 0.29%	-	631 11.11% Tr	35 4.90%
Border	63 0.98% ah ilmno	36 0.66%	28 5.15% Tacd	-	-	28 5.15% Tthi jklmnop	1 0.48%	33 4.63% Tthijkl mnop	-	-	2 0.33%	-	-	-	-	-	-	60 1.06%	2 0.21%
Central	828 12.86% cdefghk lmnop	819 15.16% Tbcd	8 1.57%	* 0.16%	-	8 1.57% hm	1 0.37%	5 0.73%	-	497 88.37% Tef ghijklmnop	289 62.51% Tefg hklmnop	* 0.16%	3 0.54%	1 0.16%	14 1.58% hm	9 1.57% hm	-	721 12.70%	99 13.95%
Granada	676 10.49% b cdefhij klmnop	666 12.32% Tbcd	1 0.23%	8 2.64% bd	-	1 0.23%	-	652 91.50% Tefh ijklmnop	2 0.29%	4 0.72% m	3 0.75% m	8 2.64% efhi lmnop	1 0.15%	-	4 0.50%	-	-	605 10.66%	64 9.02%
London	1187 18.43% b cdefghi jklopq	1186 21.94% Tbcd	-	1 0.29%	-	-	1 0.38%	6 0.88%	1 0.22%	8 1.41% e	7 1.56% eh	1 0.29%	65 10.66% efg hijkop	847 99.68% Tef ghijklmnop	240 27.21% Tefg hijklop	11 2.03% eh	-	839 14.77%	331 46.81% Tq
Meridian	656 10.19% b cdefghi jklmpr	656 12.14% Tbcd	-	-	-	-	-	1 0.14%	-	2 0.34%	6 1.21% eghm	-	2 0.27%	-	568 64.51% Tef ghijklmnop	78 14.16% Tefghij klmp	-	607 10.68% Tr	46 6.55%
STV	496 7.70% ac dfghijk lmnop	3 0.06%	493 91.74% Tacd	-	-	493 91.74% Tfghijk lmnop	-	-	-	-	-	-	-	-	3 0.29%	1 0.14%	-	474 8.34% Tr	19 2.66%
Tyne Tees	257 3.98% bc degghijk lmnop	257 4.75% Tbcd	-	-	-	-	247 96.49% Teghijk lmnop	-	9 1.76% egijk lmnop	-	-	-	-	-	-	-	-	242 4.26% Tr	13 1.88%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 285  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Country				Region												Ethnicity		
	Total (T)	England (a)	Scot- land (b)	Wales (c)	NI (d)	Scot- land (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Wales	299 4.64%ab defghij lmnop	2 0.05%	2 0.34%a	295 96.28%Tabd	-	2 0.34%	-	-	-	-	-	295 96.28%Tefg hijklmnop	2 0.31%	-	-	1 0.11%	-	284 5.01%Tr	12 1.68%
West	199 3.10%bc defghjk lmnpq	193 3.57%Tbcd	5 0.96%	2 0.52%	-	5 0.96%hm	-	10 1.46%hjlmn	-	36 6.48%Tefghjk lmnp	-	2 0.52%	1 0.14%	-	2 0.22%	143 26.00%Tefghij klmnp	-	165 2.90%	33 4.65%Tq
Westcountry	308 4.78%bc defghij klmnp	308 5.69%Tbcd	-	- 0.12%	-	-	-	- 0.06%	1 0.13%	3 0.54%	-	- 0.12%	-	-	-	304 55.21%Tefghij klmnp	-	299 5.27%Tr	7 0.94%
Yorkshire	608 9.44%b cdefgi klmnop r	608 11.25%Tbcd	-	-	-	-	5 1.97%eikl mno	4 0.59%n	512 97.60%Tefgijk lmnop	-	83 17.98%Tefgikl mnop	-	2 0.27%	-	-	2 0.35%	-	559 9.84%Tr	46 6.47%
UTV	195 3.03%ab cefg hij klmnop	2 0.04%	-	-	193 100.00%Tabc	-	-	-	-	-	-	-	-	-	1 0.16%	1 0.14%	193 100.00%Tefg hijklmno	193 3.40%Tr	2 0.29%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 286  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Anglia	668 10.37%j	597 10.94%Tj	176 12.50%Tdj	27 11.32%j	29 8.31%	6 10.11%	111 9.99%	65 11.00%j	119 10.60%j	26 9.90%	- -	11 14.10%j	2 6.90%	5 14.50%
Border	63 0.98%fh	61 1.12%Tfh	33 2.33%Tafh	5 2.08%fh	6 1.79%fh	- -	4 0.36%	6 1.04%h	* 0.04%	4 1.36%h	- -	1 1.16%h	- -	- -
Central	828 12.86%bj	698 12.79%bj	144 10.21%j	31 12.59%j	46 13.14%j	12 19.68%bj	151 13.52%bj	66 11.06%j	177 15.77%Tabgj	37 13.98%j	- -	12 14.80%j	5 21.61%	5 15.17%
Granada	676 10.49%j	561 10.28%j	133 9.45%	27 11.01%j	31 8.89%	9 13.70%j	135 12.08%j	66 11.09%j	113 10.02%	22 8.50%	- -	12 15.43%j	2 9.63%	5 15.01%
London	1187 18.43%abdj	965 17.68%j	228 16.19%j	58 23.96%abdefjk	49 13.80%	6 8.86%	184 16.49%j	107 17.95%j	235 20.93%Tabdfjk	62 23.29%abdefjk	1 2.79%	8 10.41%	2 9.13%	4 11.97%
Meridian	656 10.19%j	563 10.32%j	163 11.56%fj	18 7.60%	50 14.03%Tacfj	3 5.38%	97 8.71%	70 11.72%j	105 9.38%	31 11.74%j	- -	9 11.60%j	1 4.23%	2 6.65%
STV	496 7.70%	420 7.69%	120 8.50%	18 7.27%	28 7.91%	8 12.48%j	88 7.91%	48 7.99%	79 7.01%	17 6.57%	- -	6 7.80%	- -	4 11.05%
Tyne Tees	257 3.98%b	213 3.90%	42 2.99%	12 4.83%	13 3.73%	2 3.19%	43 3.82%	30 4.99%b	59 5.27%Tab	9 3.26%	- -	2 2.84%	- -	2 4.91%
Wales	299 4.64%	269 4.93%T	69 4.92%	12 5.14%	30 8.55%Tabfh	5 7.97%	55 4.96%	30 5.04%	41 3.69%	11 4.20%	- -	2 2.44%	4 19.96%	2 6.64%
West	199 3.10%	172 3.16%	40 2.85%	8 3.30%	15 4.21%	2 3.48%	27 2.45%	20 3.43%	44 3.88%	8 3.06%	- -	1 1.11%	- -	2 4.41%
Westcountry	308 4.78%h	255 4.68%h	81 5.73%h	6 2.40%	15 4.10%	1 2.04%	51 4.56%	32 5.38%h	32 2.86%	16 5.94%h	1 1.57%	3 4.02%	4 15.64%	3 9.70%
Yorkshire	608 9.44%bi	510 9.35%bi	110 7.81%	19 7.70%	31 8.69%	8 12.00%	124 11.12%abgi	43 7.19%	98 8.76%	13 4.95%	40 95.63%Tabcdef ghik	11 13.41%i	3 12.91%	- -
UTV	195 3.03%h	172 3.16%h	70 4.96%Tacgh	2 0.81%	10 2.85%	1 1.12%	45 4.03%ch	13 2.12%	20 1.80%	9 3.25%	- -	1 0.86%	- -	- -

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 287  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Anglia	668 10.37%pu	659 10.42%pu	33 13.02%pu	102 8.50%	42 11.36%	1 5.65%	99 9.21%	87 15.50%Tnpsuw	54 7.81%	55 11.45%	92 10.43%	12 10.09%	14 17.72%Tpsu	41 15.07%Tnpsu	12 12.90%
Border	63 0.98%n	58 0.92%	5 1.95%p	5 0.46%	2 0.68%	1 4.02%	13 1.20%	4 0.77%	6 0.88%	4 0.82%	9 1.00%	2 1.35%	-	3 1.23%	1 1.08%
Central	828 12.86%w	812 12.83%w	28 10.90%	184 15.36%Tnsw	40 10.87%	1 5.19%	117 10.93%	67 11.99%	85 12.37%	80 16.69%Tnqswy	91 10.25%	18 15.03%	6 6.91%	35 12.91%	25 26.43%Tnopqstuwyz
Granada	676 10.49%	662 10.47%	23 8.89%	117 9.81%	49 13.27%	-	117 10.85%	50 8.96%	72 10.36%	47 9.82%	82 9.27%	15 12.42%	8 9.43%	28 10.37%	19 20.41%Tnopstuvwz
London	1187 18.43%tzA	1168 18.47%tzA	57 22.57%byzA	244 20.43%bzA	64 17.33%z	19 75.66%	210 19.58%tzA	77 13.73%	136 19.66%tzA	100 20.88%bzA	166 18.68%tzA	15 11.97%	9 11.01%	27 10.07%	9 9.13%
Meridian	656 10.19%	640 10.11%	16 6.32%	117 9.79%	34 9.26%	1 5.18%	110 10.28%	62 11.04%	73 10.59%	39 8.15%	114 12.85%Tnov	9 7.15%	6 7.85%	25 9.11%	8 8.20%
STV	496 7.70%v	490 7.75%v	26 10.07%v	89 7.44%v	30 8.05%v	-	94 8.78%v	48 8.62%v	49 7.03%	20 4.16%	75 8.48%v	15 12.37%v	5 5.57%	21 7.55%	7 7.10%
Tyne Tees	257 3.98%	250 3.96%	10 3.81%	51 4.24%	16 4.47%	-	45 4.16%	15 2.68%	19 2.71%	25 5.14%	33 3.74%	6 4.73%	4 5.12%	17 6.40%tu	4 4.52%
Wales	299 4.64%s	295 4.67%s	11 4.42%	73 6.09%Tnqs	11 2.85%	-	30 2.76%	38 6.77%Tnqs	37 5.35%s	24 4.98%	41 4.59%	5 3.76%	9 10.88%TnqswzA	9 3.43%	2 1.76%
West	199 3.10%	196 3.10%	10 3.81%	38 3.16%	14 3.88%	-	23 2.10%	17 3.01%	29 4.26%s	14 2.88%	33 3.70%	4 3.11%	1 0.79%	9 3.28%	-
Westcountry	308 4.78%o	299 4.73%o	4 1.51%	51 4.23%	23 6.20%o	* 1.67%	51 4.75%o	30 5.32%o	32 4.69%o	16 3.29%	51 5.72%o	6 5.16%	10 12.66%Tnopstu vwzA	13 4.71%	3 2.78%
Yorkshire	608 9.44%	601 9.50%	21 8.24%	105 8.74%	32 8.70%	1 2.63%	102 9.51%	46 8.24%	87 12.64%Tnptw	45 9.36%	79 8.89%	15 12.44%	6 8.02%	31 11.38%	5 5.69%
UTV	195 3.03%pu	195 3.08%pu	11 4.48%pu	21 1.77%	11 3.09%	-	63 5.88%Tnptuvw xA	19 3.37%	11 1.65%	11 2.37%	21 2.41%	1 0.42%	3 4.04%	12 4.49%pu	-

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 288  
Which of the following ITV regions do you live in?  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Anglia	668 10.37% v	647 10.48% j	169 12.72% dhj	24 8.14%	30 7.76%	6 9.65%	140 10.97% j	66 10.04% j	136 9.45% j	29 9.88% j	-	13 13.04% j	5 10.62% j	2 7.69%	5 15.34%	371 10.29%	48 10.90%	202 10.82%	16 8.50%	93 9.49%	119 10.94%	377 11.37% Tv	112 8.28%	235 11.15%	420 10.29%
Border	63 0.98% s	61 0.98% fh	31 2.33% Ta fh	4 1.55% fh	8 2.10% Ta fh	-	4 0.28%	6 0.93% h	*	4 1.44% fh	-	1 0.94% h	-	-	-	29 0.80% s	4 1.00% s	21 1.10% s	-	*	7 0.67%	40 1.20%	7 0.50%	17 0.79%	45 1.11%
Central	828 12.86% jv	794 12.87% j	136 10.20% j	43 14.72% b j	52 13.42% j	11 18.91% j	165 12.95% j	72 10.87% j	228 15.83% T abgj	38 13.03% j	-	14 13.89% j	8 15.09% j	5 18.76%	5 16.04%	472 13.08%	50 11.18%	252 13.49%	17 8.96%	142 14.44%	150 13.78% v	448 13.51% v	134 9.96%	256 12.14%	531 13.02%
Granada	676 10.49% j	655 10.63% j	124 9.33% j	30 10.15% j	37 9.48% j	7 11.86% j	154 12.07% b j	80 12.08% j	163 11.31% j	24 7.97%	-	16 15.97% bi j	2 4.05%	2 8.36%	6 17.46%	387 10.73%	48 10.81%	209 11.18%	16 8.16%	97 9.83%	102 9.44%	382 11.53% T	125 9.30%	207 9.81%	429 10.52%
London	1187 18.43% b djqw	1124 18.22% b dj	214 16.10% j	67 23.04% b dfjk	54 13.86% j	14 23.33% j	209 16.45% j	115 17.39% j	303 21.00% T abdfj	72 24.55% Ta bdfgjk	1 2.43%	12 12.29%	8 15.15% j	2 7.93%	4 12.02%	696 19.30% q	91 20.39% q	292 15.62%	54 28.06% T oq	235 23.88% T oq	219 20.18% u	498 15.01% u	293 21.78% T u	323 15.33%	789 19.34% Tw
Meridian	656 10.19% ot	625 10.14% j	142 10.65% j	19 6.43%	53 13.70% Ta cfhj	3 5.72%	115 9.04% j	77 11.70% cj	133 9.20% j	38 13.01% cj	-	13 13.15% j	10 18.88% a cfhj	5 19.04%	1 3.15%	333 9.25%	45 10.12%	168 9.00%	20 10.51%	89 9.03%	86 7.96%	338 10.19%	167 12.39% T t	216 10.24%	420 10.29%
STV	496 7.70% ox	479 7.76% j	122 9.16% T j	30 10.33% j	32 8.20%	6 9.34%	102 7.98% j	51 7.69%	101 7.00%	17 5.64%	-	8 7.79%	2 3.55%	1 2.27%	4 11.68%	253 7.03%	31 6.98%	143 7.66%	12 5.99%	59 6.00%	91 8.34%	255 7.68%	111 8.28%	197 9.33% Tx	288 7.07%
Tyne Tees	257 3.98%	248 4.03%	41 3.10%	11 3.69%	16 4.09%	1 0.91%	48 3.79%	31 4.71%	82 5.72% Ta bf	10 3.25%	-	2 2.30%	-	-	2 5.19%	162 4.49%	14 3.26%	76 4.09%	8 4.09%	60 6.07% To q	56 5.20% v	136 4.11%	40 2.94%	99 4.68%	152 3.74%
Wales	299 4.64% h	287 4.65% h	63 4.77%	15 5.17%	32 8.34% Ta bfh	4 6.58%	56 4.41%	34 5.07%	47 3.28%	15 4.98%	-	4 3.65%	3 5.42%	4 15.38%	1 4.19%	166 4.62%	20 4.54%	94 5.04%	8 4.22%	39 3.91%	47 4.33%	167 5.02%	55 4.05%	109 5.17%	179 4.39%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 288  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Most vuln- erably vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
West	199 3.10%q	187 3.03%	38 2.86%	13 4.34%	15 3.89%	1 1.86%	29 2.28%	22 3.39%	51 3.55%	6 1.95%	-	1 0.90%	2 3.01%	-	2 4.66%	106 2.93%q	14 3.23%	38 2.02%	11 5.67%oq	39 4.00%q	38 3.49%	95 2.87%	45 3.33%	66 3.15%	124 3.04%
Westcountry	308 4.78%hs	289 4.69%h	72 5.38%h	8 2.83%	15 3.86%	3 4.58%	68 5.31%h	37 5.57%h	44 3.03%	17 5.80%h	1 1.37%	3 3.24%	4 8.61%h	2 7.17%	3 10.25%	159 4.40% s	26 5.76% s	89 4.77% s	8 4.21%	29 2.97%	42 3.88%	164 4.96%	74 5.51%	113 5.35%	187 4.59%
Yorkshire	608 9.44% i	583 9.46% i	111 8.37%	22 7.69%	32 8.21%	4 6.07%	136 10.68% i	53 7.96%	127 8.82%	16 5.53%	47 96.20% T abcdefg hiki	12 12.14% i	6 11.93%	3 13.40%	-	355 9.85% p	30 6.72%	217 11.59% To ps	18 9.16%	84 8.56%	102 9.41%	331 9.97%	113 8.42%	215 10.17%	379 9.29%
UTV	195 3.03% hs u	190 3.08% h	67 5.03% Ta cgh	6 1.93%	12 3.08%	1 1.19%	48 3.79% h	17 2.59%	26 1.77%	9 2.97%	-	1 0.70%	2 3.67%	-	-	117 3.23% s	23 5.12% To s	68 3.62% s	5 2.48%	17 1.76%	26 2.37%	86 2.60%	71 5.26% Tt u	57 2.69%	135 3.31%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 289  
**Marital Status**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Single	2075 32.21%bfgh iloq	1058 33.58%Tb	1017 30.89%	724 81.46%Tdef ghi	440 40.89%Tefg hi	299 29.90%ghi	319 28.84%ghi	170 18.33%hi	107 10.40%i	16 3.83%	578 33.00%l	624 34.37%Ti	278 21.27%	594 37.96%Tj	1203 33.69%To	872 30.36%	1773 34.41%Tq	302 23.43%
NET: Married/ Civil partnership/ co habiting	3564 55.33%bckm p	1813 57.56%Tb	1751 53.19%	146 16.43%	614 57.11%c	636 63.68%Tcdf	651 58.72%Tc	587 63.26%Tcd	665 64.84%Tcdf	266 63.60%Tcd	1002 57.19%km	934 51.43%mi	930 71.15%Tjkm	697 44.55%	1936 54.26%	1628 56.66%	2743 53.24%	821 63.64%Tp
Married	2598 40.32%bcdk mp	1363 43.27%Tb	1235 37.50%	47 5.34%	315 29.29%cd	439 43.99%Tcd	459 41.43%cd	492 52.99%Tode f	591 57.62%Tode f	254 60.91%Tode fg	772 44.03%Tkm	628 34.55%	707 54.05%Tjkm	492 31.41%	1399 39.20%	1198 41.71%	1939 37.64%	659 51.05%Tp
Civil Partnership	69 1.07%	34 1.09%	34 1.04%	8 0.90%	29 2.74%Tcefg hi	9 0.88%	9 0.81%	6 0.66%	5 0.51%	2 0.48%	17 0.96%	27 1.46%	13 1.01%	12 0.77%	43 1.22%	25 0.88%	56 1.08%	13 0.99%
Co Habiting	898 13.94%cgih jq	416 13.19%	482 14.65%	91 10.19%hi	270 25.07%Tcef ghi	188 18.81%Tcgh i	183 16.48%Tcghi	89 9.61%hi	69 6.70%i	9 2.21%	214 12.19%	280 15.42%jm	210 16.09%Tjm	194 12.38%	494 13.83%	404 14.06%	748 14.52%Tq	150 11.61%
NET: Widowed/ separated/ divorced	759 11.79%acdej l	258 8.19%	501 15.23%Ta	1 0.13%	12 1.12%cd	53 5.31%cd	137 12.37%code f	169 18.21%Tode fg	253 24.66%Tode fg	134 32.15%Tcode gh	155 8.83%	245 13.50%Tjl	94 7.17%	266 16.97%Tjkl	400 11.20%	359 12.51%	601 11.67%	158 12.24%
Widowed	239 3.72%acdef jl	72 2.27%	168 5.10%Ta	- -	2 0.14%	3 0.28%	24 2.16%code	42 4.54%codef	87 8.49%Tcode fg	82 19.68%Tcodef gh	49 2.79%	75 4.12%l	32 2.47%	84 5.33%Tjl	124 3.47%	116 4.03%	181 3.52%	58 4.52%
Separated	83 1.29%cdl	36 1.13%	47 1.44%	- -	3 0.24%	24 2.36%Tcdi	22 2.01%cd	16 1.73%cd	16 1.58%cd	2 0.60%cd	17 0.99%	30 1.64%l	8 0.63%	28 1.78%l	47 1.32%	36 1.25%	68 1.32%	15 1.17%
Divorced	437 6.78%acdej l	151 4.78%	286 8.69%Ta	1 0.13%	8 0.74%	27 2.67%cd	91 8.21%code	111 11.94%Tode f	150 14.60%Tode f	50 11.87%Tcodef f	88 5.05%	141 7.74%jl	53 4.08%	154 9.86%Tjl	229 6.42%	208 7.23%	352 6.84%	85 6.55%
Prefer not to answer	44 0.68%fh	21 0.67%	23 0.69%	18 1.98%Tfgh	9 0.88%fh	11 1.11%fgh	1 0.07%	2 0.21%	1 0.10%	2 0.42%	17 0.99%	13 0.71%	5 0.41%	8 0.52%	30 0.85%	14 0.47%	35 0.68%	9 0.68%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 290  
**Marital Status**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Single	2075 32.21% d ipq	1773 32.81% Td	173 32.29% d	97 31.77% d	31 15.96%	173 32.29% ip	78 30.33% p	216 30.29% p	167 31.78% p	146 25.92% p	132 28.56% p	97 31.77% p	175 28.80% p	404 47.60% Tef ghijklnop	282 32.04% ip	174 31.61% p	31 15.96%	1669 29.38%	377 53.29% Tq
NET: Married/ Civil partnership/ co habiting	3564 55.33% m r	2964 54.83%	285 53.11%	180 58.96%	135 69.75% Tab c	285 53.11% m	147 57.34% m	419 58.87% m	289 54.96% m	350 62.21% Teh mno	273 59.07% m	180 58.96% m	341 56.29% m	358 42.10%	484 54.96% m	302 54.97% m	135 69.75% Tef ghijklmno	3256 57.32% Tr	292 41.26%
Married	2598 40.32% b emr	2163 40.01% b	185 34.46%	133 43.38% b	117 60.49% Tab c	185 34.46%	104 40.39% m	309 43.39% em	205 39.02% m	266 47.24% Teh jlm	184 39.83% m	133 43.38% em	239 39.37% m	252 29.62%	370 41.95% em	236 42.83% em	117 60.49% Tef ghijklmno	2354 41.44% Tr	237 33.48%
Civil Partnership	69 1.07%	62 1.14%	5 0.99%	1 0.25%	1 0.36%	5 0.99%	4 1.43%	13 1.84%	3 0.49%	5 0.83%	9 1.95%	1 0.25%	9 1.53%	8 0.97%	8 0.95%	3 0.52%	1 0.36%	58 1.03%	9 1.26%
Co Habiting	898 13.94% r	739 13.67%	95 17.67% Tad	47 15.32%	17 8.90%	95 17.67% Tmn op	40 15.51%	97 13.64%	81 15.46% p	79 14.13%	80 17.29% Tmn op	47 15.32%	93 15.39% p	98 11.51%	106 12.06%	64 11.62%	17 8.90%	844 14.86% Tr	46 6.53%
NET: Widowed/ separated/ divorced	759 11.79% m r	627 11.59%	77 14.26%	28 9.28%	28 14.29%	77 14.26% m	31 12.20%	76 10.62%	65 12.35%	63 11.22%	53 11.52%	28 9.28%	87 14.34% m	76 8.93%	109 12.38% m	67 12.14%	28 14.29% m	726 12.79% Tr	31 4.33%
Widowed	239 3.72% r	199 3.68%	19 3.49%	11 3.58%	11 5.63%	19 3.49%	11 4.18%	26 3.59%	20 3.88%	20 3.47%	21 4.52%	11 3.58%	18 3.01%	23 2.66%	36 4.09%	25 4.52%	11 5.63%	231 4.07% Tr	7 1.05%
Separated	83 1.29%	71 1.31%	7 1.28%	1 0.49%	4 2.15%	7 1.28%	4 1.50%	12 1.67%	4 0.80%	11 1.98% mo	7 1.48%	1 0.49%	11 1.77%	5 0.55%	15 1.71%	2 0.42%	4 2.15% o	75 1.31%	9 1.21%
Divorced	437 6.78% r	357 6.61%	51 9.49% Ta	16 5.21%	13 6.51%	51 9.49% Tgij m	17 6.52%	38 5.37%	40 7.66%	32 5.77%	26 5.53%	16 5.21%	58 9.56% Tgij km	49 5.72%	58 6.57%	40 7.20%	13 6.51%	421 7.41% Tr	15 2.07%
Prefer not to answer	44 0.68% q	42 0.77%	2 0.34%	-	-	2 0.34%	* 0.14%	2 0.21%	5 0.91%	4 0.65%	4 0.85%	-	3 0.57%	12 1.37% Tg	5 0.62%	7 1.28% g	-	29 0.52%	8 1.11%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 291  
**Marital Status**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Single	2075 32.21%abf	1629 29.86%	417 29.60%	76 31.41%	111 31.25%	25 39.64%	311 27.92%	179 30.07%	342 30.46%	91 34.37%	10 24.43%	23 28.87%	8 34.78%	4 10.96%
NET: Married/ Civil partnership/ co habiting	3564 55.33%	3126 57.31%Tdg	834 59.17%Tdg	136 55.90%	183 51.87%	33 52.78%	676 60.62%Tadg	313 52.59%	643 57.32%	156 58.86%	28 65.51%	39 49.05%	7 29.32%	21 62.05%
Married	2598 40.32%	2355 43.16%Tdk	648 45.98%Tadgk	89 36.74%	124 35.14%	24 37.15%	528 47.33%Tadgik	240 40.31%	492 43.81%Tdk	105 39.67%	20 47.40%	24 30.31%	5 22.48%	19 55.41%
Civil Partnership	69 1.07%	57 1.05%	16 1.12%	5 2.22%f	4 1.02%	4 6.34%Tabdfghi	6 0.51%	5 0.87%	13 1.15%	3 1.16%	-	1 0.86%	-	-
Co Habiting	898 13.94%ab	715 13.10%	170 12.08%	41 16.93%	56 15.71%	6 9.30%	143 12.78%	68 11.42%	139 12.37%	48 18.03%abgh	8 18.11%	14 17.88%	2 6.85%	2 6.64%
NET: Widowed/ separated/ divorced	759 11.79%i	667 12.23%Ti	151 10.70%	31 12.69%i	59 16.60%Tabthi	5 7.58%	118 10.59%	93 15.68%Tabfi	135 12.04%i	17 6.49%	4 10.05%	17 21.27%Tabthi	8 35.90%	9 26.99%
Widowed	239 3.72%	223 4.09%T	56 3.94%	4 1.82%	20 5.64%c	2 2.54%	35 3.17%	35 5.82%Tacfi	48 4.27%	6 2.25%	-	3 3.18%	7 29.65%	2 4.46%
Separated	83 1.29%	71 1.30%	17 1.21%	1 0.56%	10 2.85%Tabf	2 2.92%	10 0.92%	8 1.38%	15 1.36%	3 1.20%	-	1 0.71%	-	1 2.91%
Divorced	437 6.78%i	373 6.84%bi	78 5.55%	25 10.32%bi	29 8.11%i	1 2.12%	72 6.50%	50 8.48%bi	72 6.41%	8 3.04%	4 10.05%	14 17.37%Tabdefgh i	1 6.24%	7 19.62%
Prefer not to answer	44 0.68%h	33 0.60%	7 0.52%	-	1 0.28%	-	10 0.87%h	10 1.66%Tabh	2 0.18%	1 0.28%	-	1 0.81%	-	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 292  
**Marital Status**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	ID Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Single	2075 32.21%t	2031 32.11%t	72 28.47%	373 31.14%	134 36.38%t	13 50.94%	344 32.07%t	149 26.64%	249 36.08%Tntv	141 29.41%	297 33.47%t	42 35.02%	27 33.62%	79 29.12%	33 34.71%
NET: Married/ Civil partnership/ co habiting	3564 55.33%	3511 55.50%q	151 59.52%qA	681 56.90%q	183 49.82%	12 49.06%	588 54.76%	338 60.39%TnquA	364 52.79%	262 54.91%	496 55.94%	65 53.21%	42 51.66%	163 59.77%qA	43 45.62%
Married	2598 40.32%qu	2554 40.37%qu	114 44.85%qu	487 40.70%qu	119 32.31%	9 37.05%	420 39.10%q	265 47.30%Tnpqsu wA	245 35.42%	204 42.74%qu	361 40.68%q	46 38.06%	30 36.88%	126 46.43%qsuA	31 33.08%
Civil Partnership	69 1.07%	69 1.08%	2 0.82%	8 0.67%	3 0.94%	2 8.62%	6 0.54%	9 1.65% s	8 1.17%	6 1.27%	16 1.85%Tnps	- -	2 2.54%	2 0.78%	* 0.41%
Co Habiting	898 13.94%	889 14.05%	35 13.84%	186 15.52%tv	61 16.57%tv	1 3.39%	162 15.12%	64 11.43%	112 16.20%tv	52 10.91%	119 13.41%	18 15.15%	10 12.24%	34 12.56%	11 12.12%
NET: Widowed/ separated/ divorced	759 11.79%	745 11.77%	30 12.01%	140 11.68%	45 12.19%	-	136 12.66%	71 12.64%	73 10.55%	68 14.19%w	88 9.90%	14 11.33%	10 12.34%	29 10.76%	17 17.50%w
Widowed	239 3.72%	233 3.69%	17 6.56%Tnsw	44 3.65%	12 3.26%	-	36 3.39%	23 4.19%	26 3.74%	24 4.92%	30 3.35%	4 3.19%	3 3.16%	8 3.07%	1 1.19%
Separated	83 1.29%	82 1.29%	1 0.50%	12 1.04%	6 1.75%	-	18 1.70%	9 1.66%	6 0.82%	5 0.98%	12 1.34%	3 2.82%	1 0.89%	2 0.87%	3 3.52%u
Divorced	437 6.78%	430 6.79%	13 4.96%	84 6.99%	26 7.18%	-	81 7.57%	38 6.79%	41 5.99%	40 8.29%	46 5.20%	6 5.31%	7 8.29%	19 6.82%	12 12.80%Tnouw
Prefer not to answer	44 0.68%n	39 0.62%	-	3 0.28%	6 1.60%np	-	5 0.51%	2 0.33%	4 0.59%	7 1.49%np	6 0.69%	1 0.44%	2 2.37%opt	1 0.34%	2 2.17%op

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 293  
Marital Status  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Single	2075 32.21% bfoqux	1915 31.05%	381 28.65%	79 27.30%	117 30.11%	30 49.84% T abcdfgh ijk	29.31%	373 32.27%	492 34.15% a bcf	98 33.15%	13 27.16%	31 31.73%	21 40.36%	9 34.83%	5 15.66%	1034 28.70% q	144 32.32% q	486 26.00%	57 29.39%	316 32.11% o q	438 40.32% T uv	859 25.90%	465 34.57% u	701 33.24%	1267 31.06%
NET: Married/ Civil partnership/ co habiting	3564 55.33% tw	3477 56.37% T g	800 60.14% T adeghk	174 59.98% e	206 53.02%	25 42.59%	750 58.92% T egh	346 52.32%	782 54.23%	177 60.00% e	30 61.19%	49 49.34%	24 45.80%	7 27.69%	18 55.80%	2177 60.39% T s	262 58.90%	1180 63.18% T os	111 57.60%	559 56.73%	483 44.51% t	1994 60.10% T	766 56.93% t	1065 50.46%	2387 58.49% Tw
Married	2598 40.32% d ektw	2536 41.11% T dek	611 45.97% T adeghk	121 41.53% e k	136 34.86%	15 25.14%	561 44.08% T adegk	256 38.68% k	576 39.98% k	120 40.69% k	22 45.46% k	25 24.90%	18 35.15%	5 17.85%	16 48.78%	1656 45.93% T	207 46.61% T	890 47.66% T	82 42.55%	427 43.31%	347 32.01% tv	1499 45.20% T	506 37.58% t	787 37.31%	1732 42.44% Tw
Civil Partnership	69 1.07% w	68 1.10%	18 1.32%	1 0.39%	6 1.47%	-	13 1.01%	8 1.23%	17 1.21%	3 1.09%	-	1 0.70%	-	-	-	44 1.23% q	11 2.46% To	13 0.68%	5 2.48% q	16 1.60% q	14 1.25%	35 1.04%	11 0.83%	14 0.66%	46 1.13%
Co Habiting	898 13.94% p tw	874 14.16% T	171 12.86%	53 18.07% b gh	65 16.69%	10 17.45%	176 13.83%	82 12.41%	188 13.04%	54 18.23% b gh	8 15.74%	23 23.74% T abfgh	5 10.66%	3 9.84%	2 7.02%	477 13.23%	44 9.82% p	277 14.84% o	24 12.57%	116 11.81%	122 11.25%	460 13.86% T tu	249 18.52% T	264 12.50%	609 14.92% Tw
NET: Widowed/ separated/ divorced	759 11.79% i oqx	735 11.91% i	145 10.87%	36 12.43% i bfhi	65 16.62% Ta bfhi	5 7.56%	135 10.59%	92 13.93% i	160 11.09% i	19 6.59%	6 11.65%	18 18.27% b fhi	7 13.84%	10 37.48%	9 28.54%	376 10.42%	39 8.78%	190 10.15%	24 12.60%	106 10.79%	157 14.43% T v	453 13.66% T v	110 8.18%	333 15.81% T x	410 10.04%
Widowed	239 3.72% x	233 3.77%	56 4.19%	6 2.17%	22 5.71% cf i	1 1.19%	36 2.84%	33 4.96% f	50 3.49%	7 2.28%	1 2.07%	3 2.57%	1 2.18%	7 25.75%	2 4.71%	123 3.40%	14 3.25%	59 3.14%	10 4.98%	37 3.71%	44 4.04%	147 4.43% T v	40 2.96%	113 5.34% Tx	121 2.95%
Separated	83 1.29%	81 1.32%	17 1.31%	1 0.25%	11 2.79% Ta cfg	2 3.10% c	12 0.95%	6 0.96%	19 1.32%	3 1.18%	-	2 1.67%	-	-	1 3.08%	37 1.03%	4 0.87%	17 0.90%	3 1.68%	12 1.23%	23 2.12% T v	41 1.25%	11 0.82%	29 1.40%	53 1.31%
Divorced	437 6.78% bi ovx	421 6.83% bi	72 5.38%	29 10.01% bh i	32 8.12% i	2 3.27%	87 6.79% i	53 8.01% bi	90 6.27%	9 3.13%	5 9.58%	14 14.03% T abfhi	6 11.66% i	3 11.73%	7 20.75%	216 5.99%	21 4.66%	114 6.11%	11 5.94%	58 5.85%	90 8.27% v	265 7.99% T v	59 4.41%	191 9.07% Tx	236 5.78%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 293  
**Marital Status**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Prefer not to answer	44	41	4	1	1	-	15	10	8	1	-	1	-	-	-	18	-	12	1	4	8	11	4	10	17
	0.68% ux	0.67%	0.34%	0.29%	0.25%	-	1.18% Ta b	1.48% Ta bh	0.53%	0.25%	-	0.66%	-	-	-	0.49%	-	0.66%	0.42%	0.38%	0.74%	0.34%	0.31%	0.50%	0.42%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 294  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	Total (T)	Gender		Age								Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441		1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418		1752	1817	1308	1565	3569	2873	5152	1290
Glasgow	268 4.16% <sub>n</sub>	117 3.71%	151 4.59%	26 2.96%	39 3.67%	50 5.05%	62 5.60% <sub>Tc</sub>	35 3.81%	40 3.94%	14 3.36%		58 3.31%	73 4.01%	47 3.62%	90 5.75% <sub>Tjkl</sub>	131 3.67%	137 4.78%	216 4.19%	52 4.07%
Edinburgh	229 3.55%	115 3.64%	114 3.47%	21 2.37%	38 3.57%	46 4.62% <sub>ci</sub>	43 3.88%	28 3.04%	43 4.22%	9 2.16%		68 3.89%	60 3.31%	51 3.86%	50 3.21%	128 3.59%	101 3.50%	174 3.38%	55 4.27%
Newcastle	269 4.18%	143 4.54%	126 3.84%	30 3.38%	48 4.47%	40 3.99%	42 3.76%	37 4.03%	52 5.11%	20 4.75%		66 3.75%	81 4.43%	57 4.39%	66 4.20%	146 4.10%	123 4.29%	216 4.20%	53 4.11%
Leeds	275 4.27%	129 4.09%	146 4.44%	31 3.47%	53 4.94%	46 4.65%	48 4.30%	37 4.03%	42 4.05%	18 4.27%		69 3.96%	83 4.55%	60 4.56%	63 4.04%	152 4.26%	123 4.28%	219 4.25%	56 4.34%
Hull	106 1.64% <sub>b</sub>	68 2.15% <sub>Tb</sub>	38 1.16%	15 1.71%	12 1.12%	15 1.49%	18 1.59%	21 2.23%	16 1.56%	9 2.22%		26 1.49%	29 1.58%	25 1.92%	26 1.65%	55 1.54%	51 1.77%	88 1.71%	17 1.35%
Sheffield	185 2.87% <sub>l</sub>	89 2.82%	96 2.91%	29 3.30%	39 3.64%	25 2.46%	23 2.10%	29 3.08%	30 2.96%	9 2.26%		47 2.67%	54 2.95%	23 1.77%	61 3.91% <sub>Tl</sub>	100 2.81%	84 2.94%	147 2.86%	37 2.90%
Manchester	509 7.90% <sub>q</sub>	260 8.27%	249 7.55%	74 8.34%	82 7.59%	98 9.85% <sub>Th</sub>	81 7.32%	69 7.44%	69 6.71%	36 8.59%		133 7.58%	146 8.06%	112 8.56%	118 7.52%	279 7.83%	230 7.99%	439 8.51% <sub>Tq</sub>	70 5.45%
Liverpool	246 3.82%	127 4.05%	119 3.61%	26 2.93%	51 4.77%	34 3.41%	39 3.55%	40 4.32%	40 3.91%	15 3.66%		69 3.95%	71 3.93%	54 4.10%	52 3.32%	141 3.94%	106 3.68%	203 3.94%	43 3.37%
Nottingham	286 4.44% <sub>jp</sub>	142 4.51%	144 4.37%	40 4.51%	52 4.87%	44 4.36%	49 4.40%	40 4.36%	41 4.01%	20 4.68%		55 3.13%	87 4.78% <sub>j</sub>	73 5.59% <sub>j</sub>	71 4.54%	142 3.97%	144 5.02%	208 4.04%	78 6.01% <sub>TP</sub>
Birmingham	525 8.15% <sub>gknq</sub>	276 8.77%	249 7.56%	67 7.58%	122 11.38% <sub>Tcegh</sub>	69 6.95%	107 9.68% <sub>eg</sub>	59 6.36%	73 7.13%	27 6.36%		138 7.87%	125 6.90%	143 10.93% <sub>Tjkm</sub>	119 7.60%	263 7.38%	262 9.12% <sub>Tn</sub>	461 8.94% <sub>Tq</sub>	65 5.00%
Norwich	265 4.11% <sub>acjnp</sub>	105 3.34%	160 4.85% <sub>Ta</sub>	21 2.40%	32 3.00%	46 4.57% <sub>c</sub>	57 5.18% <sub>cd</sub>	43 4.67% <sub>c</sub>	40 3.88%	25 5.99% <sub>cd</sub>		53 3.03%	67 3.69%	64 4.87% <sub>j</sub>	81 5.18% <sub>Tj</sub>	120 3.36%	145 5.04% <sub>Tn</sub>	158 3.07%	107 8.27% <sub>TP</sub>
Milton Keynes	189 2.94% <sub>l</sub>	80 2.53%	109 3.32%	37 4.13% <sub>gl</sub>	26 2.40%	34 3.44%	29 2.65%	20 2.19%	36 3.50%	7 1.61%		53 3.02%	55 3.01%	25 1.92%	56 3.60% <sub>l</sub>	108 3.02%	81 2.84%	141 2.74%	48 3.72%
Brighton	162 2.52% <sub>d</sub>	75 2.37%	88 2.67%	23 2.53%	13 1.22%	19 1.90%	27 2.43%	35 3.75% <sub>Tde</sub>	27 2.62% <sub>d</sub>	19 4.59% <sub>Tdef</sub>		53 3.05%	38 2.08%	32 2.43%	39 2.52%	91 2.55%	71 2.48%	128 2.49%	34 2.63%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 294  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender			Age							Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Oxford	100 1.55%op	42 1.34%	58 1.75%	19 2.15%	16 1.51%	19 1.87%	12 1.05%	15 1.59%	12 1.15%	8 1.83%	29 1.63%	39 2.14%Tm	15 1.13%	18 1.14%	67 1.89%To	33 1.13%	67 1.30%	33 2.57%Tp
London	1435 22.28%fhim oq	688 21.84%	747 22.70%	277 31.19%Tdef ghi	257 23.92%fhi	225 22.49%f	204 18.45%	198 21.36%	196 19.14%	77 18.53%	439 25.05%Tlm	431 23.72%lm	251 19.16%	315 20.13%	870 24.37%To	566 19.69%	1285 24.94%Tq	150 11.66%
Southampton	264 4.10%c	144 4.57%	120 3.65%	20 2.24%	44 4.07%	41 4.08%	51 4.62%c	40 4.26%c	45 4.38%c	24 5.75%c	71 4.07%	69 3.82%	52 3.98%	71 4.55%	141 3.94%	123 4.29%	210 4.08%	54 4.19%
Bristol	237 3.68%emo	126 4.02%	111 3.36%	43 4.79%e	40 3.73%	24 2.43%	44 4.01%	34 3.62%	36 3.50%	16 3.86%	84 4.79%Tm	68 3.76%	44 3.35%	41 2.61%	152 4.27%To	85 2.95%	187 3.64%	50 3.85%
Plymouth	182 2.83%	91 2.88%	92 2.79%	24 2.69%	25 2.31%	25 2.55%	29 2.64%	23 2.50%	38 3.67%	18 4.33%	43 2.44%	50 2.77%	37 2.81%	53 3.36%	93 2.61%	89 3.11%	135 2.61%	48 3.70%
Cardiff	231 3.59%np	100 3.18%	131 3.99%	34 3.77%	33 3.08%	31 3.14%	51 4.59%	33 3.61%	37 3.57%	13 3.01%	53 3.01%	56 3.10%	61 4.64%Tjk	62 3.94%	109 3.06%	122 4.26%Tn	168 3.26%	64 4.93%Tp
Belfast	193 3.00%cdlop	97 3.07%	97 2.93%	12 1.40%	17 1.55%	36 3.57%cd	47 4.20%Tcdi	43 4.63%Tcdi	32 3.14%cd	7 1.62%	86 4.89%Tklim	50 2.75%	23 1.76%	35 2.21%	136 3.80%To	58 2.01%	133 2.57%	61 4.70%Tp
None of these	284 4.42%cjp	137 4.33%	148 4.49%	19 2.14%	34 3.20%	31 3.12%	44 4.00%c	48 5.13%cde	81 7.85%Tdef	27 6.57%Tcde	60 3.44%	85 4.66%	61 4.65%	79 5.03%j	145 4.06%	140 4.86%	170 3.29%	115 8.91%Tp

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 295  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Country					Region												Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Glasgow	268 4.16%ac dfghijk lmnop	1 0.01%	268 49.82%Tacd	-	-	268 49.82%Tfghijk lmnop	-	-	-	-	-	-	-	-	1 0.06%	-	-	249 4.39%Tr	16 2.31%
Edinburgh	229 3.55%ac dfghijk lmnop	2 0.04%	227 42.23%Tacd	-	-	227 42.23%Tfghijk lmnop	-	-	-	1 0.17%	1 0.24%	-	-	-	-	-	-	215 3.79%Tr	11 1.60%
Newcastle	269 4.18%bc dehijkl mnop	268 4.97%Tbcd	1 0.17%	-	-	1 0.17%	243 94.70%Tegh ijklmnop	19 2.70%eijk lmnop	5 1.04%ijlmn	-	-	-	* 0.07%	-	-	1 0.10%	-	253 4.46%Tr	14 1.98%
Leeds	275 4.27%bc defgijk lmnop	275 5.08%Tbcd	-	-	-	-	2 0.90%eilm no	3 0.39%	270 51.38%Tefgijk lmnop	-	-	-	-	-	-	-	-	242 4.26%	32 4.57%
Hull	106 1.64%bc egiklmn or	106 1.95%Tbc	-	-	-	-	4 1.59%egiklm o	-	98 18.75%Tefgijk lmnop	-	3 0.69%gmn	-	-	-	-	-	-	103 1.82%Tr	3 0.36%
Sheffield	185 2.87%bc defgikl mnop	185 3.42%Tbcd	-	-	-	-	-	-	129 24.52%Tefgijk lmnop	-	56 12.10%Tefgikl mnop	-	-	-	-	-	-	174 3.07%Tr	9 1.22%
Manchester	509 7.90%bc defhjkl mnopq	506 9.36%Tbcd	-	3 0.96%b	-	-	2 0.91%emn o	463 65.00%Tefh ijklmnop	4 0.68%mn	31 5.57%efhj klmnop	3 0.63%mn	3 0.96%emno	3 0.45%	-	-	-	-	434 7.63%	72 10.10%
Liverpool	246 3.82%bd efhijlm nop	208 3.85%bd	-	38 12.40%Tabd	-	-	-	195 27.41%Tefh ijklmnop	1 0.19%	6 1.02%ejlno	-	38 12.40%Tefhijl mnop	-	6 0.74%n	-	-	-	229 4.04%Tr	11 1.57%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

Prepared by Yonder

**.YONDER**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 295  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Country				Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Nottingham	286 4.44%bc defghik lmnop	286 5.29%Tbcd	-	-	-	-	1 0.31%	-	4 0.74%gn	4 0.76%gn	264 57.15%Tefghik lmnop	-	11 1.86%egkm no	1 0.16%	-	-	-	257 4.52%	27 3.88%
Birmingham	525 8.15%bc defghkl mnopq	524 9.69%Tbcd	-	2 0.49%	-	-	1 0.39%	1 0.15%	-	481 85.46%Tefg hijklmnop	34 7.29%efgh klmnop	2 0.49%	3 0.42%	-	4 0.42%	1 0.20%	-	437 7.70%	86 12.12%Tq
Norwich	265 4.11%bc defghij kmnopr	263 4.86%Tbcd	2 0.34%	-	-	2 0.34%	-	-	-	1 0.13%	1 0.32%	-	260 42.90%Tefghij kmnop	-	1 0.07%	-	-	251 4.42%Tr	13 1.85%
Milton Keynes	189 2.94%bc defghik mop	189 3.50%Tbcd	-	-	-	-	-	-	-	3 0.52%	60 12.95%Tefghik mnop	-	85 14.02%Tefg hikmnop	2 0.28%	38 4.33%Tefg hikmnop	1 0.15%	-	175 3.07%	14 1.96%
Brighton	162 2.52%bc defghij klmnop	162 3.00%Tbcd	-	-	-	-	-	-	-	-	1 0.16%	-	-	-	161 18.25%Tefg hijkmpo	1 0.14%	-	152 2.68%Tr	9 1.23%
Oxford	100 1.55%be ghijlm	100 1.85%Tbc	-	-	-	-	-	-	-	6 1.05%egh	1 0.24%	-	2 0.37%	4 0.44%	74 8.37%Tefg hijkmpo	13 2.41%efghijkl mp	-	92 1.62%	7 0.97%
London	1435 22.28%b cdefghi jkopq	1435 26.54%Tbcd	-	1 0.29%	-	-	-	2 0.22%	-	1 0.19%	2 0.34%	1 0.29%	198 32.62%Tef ghijkop	834 98.22%Tef ghijklnop	387 43.91%Tefg hijklop	11 2.04%efghij	-	1079 18.99%	340 47.99%Tq
Southampton	264 4.10%bc defghij klmpr	264 4.89%Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	173 19.60%Tef ghijkimp	91 16.61%Tefghij klmp	-	254 4.47%Tr	8 1.20%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 295  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Country				Region													Ethnicity	
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York- shire & Humb- erside (h)	West Mid- lands (i)	East Mid- lands (j)	Wales (k)	East- ern (l)	London (m)	South East (n)	South West (o)	N. Ire- land (p)	White (q)	Minor- ity ethnic (r)
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Bristol	237 3.68%bc defghij klmnp	234 4.32%Tbcd	-	3 1.06%b	-	-	-	-	-	-	-	3 1.06%eghijl	-	1 0.16%	2 0.22%	230 41.89%Tefghij klmnp	-	226 3.98%Tr	9 1.27%
Plymouth	182 2.83%bc defghij klmnp	182 3.37%Tbcd	-	-	-	-	-	1 0.14%	-	-	-	-	-	-	-	181 32.97%Tefghij klmnp	-	178 3.13%Tr	3 0.42%
Cardiff	231 3.59%ab defghij lmnop	1 0.03%	-	230 75.21%Tabd	-	-	-	-	-	1 0.24%	-	230 75.21%Tefghij lmnop	-	-	-	-	-	218 3.83%Tr	11 1.61%
Belfast	193 3.00%abcef ghijklmnop	-	-	-	193 100.00%Tabc	-	-	-	-	-	-	-	-	-	-	-	193 100.00%Tefg hijklmno	193 3.39%Tr	1 0.09%
None of these	284 4.42%ad fmpr	215 3.98%d	40 7.43%Tad	29 9.59%Tad	-	40 7.43%Tfgh mop	3 1.20% m	28 3.99% fmpr	14 2.71% mp	27 4.87% fmpr	37 7.90% Tfgh mnop	29 9.59% Tfgh imnop	44 7.31% Tfghmnop	-	42 4.77% fmpr	19 3.50% mp	-	269 4.73% Tr	12 1.72%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 296  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Glasgow	268 4.16%	228 4.18%	62 4.37%	13 5.28%	14 3.89%	6 9.37%	46 4.16%	22 3.63%	49 4.36%	8 3.01%	-	5 5.93%	-	2 4.88%
Edinburgh	229 3.55%	194 3.56%	59 4.20%	8 3.12%	14 3.84%	1 2.18%	39 3.53%	23 3.82%	33 2.96%	11 3.98%	-	1 1.87%	-	2 6.17%
Newcastle	269 4.18%	228 4.18%	53 3.79%	13 5.55%	14 4.01%	2 3.19%	44 3.98%	30 5.03%	58 5.14%	9 3.42%	-	3 4.00%	-	1 1.93%
Leeds	275 4.27%ab	220 4.02%b	43 3.05%	9 3.72%	10 2.94%	5 7.38%	57 5.14%b	18 3.08%	57 5.12%b	8 3.16%	-	3 4.26%	2 10.97%	1 2.98%
Hull	106 1.64%bf	90 1.65%bf	14 0.98%	3 1.33%	2 0.69%	-	5 0.45%	6 1.08%	14 1.23%	1 0.25%	42 100.00%Tabcdefg hik	* 0.55%	* 1.94%	-
Sheffield	185 2.87%h	158 2.90%h	41 2.94%	6 2.42%	13 3.58%	-	47 4.19%Tah	17 2.82%	20 1.80%	4 1.57%	-	7 8.60%Tabceghi	-	-
Manchester	509 7.90%b	421 7.71%b	88 6.24%	22 8.97%	23 6.39%	7 10.98%	105 9.40%ab	56 9.36%b	80 7.11%	19 7.32%	-	12 15.00%Tabdhj	2 9.63%	2 7.11%
Liverpool	246 3.82%	205 3.76%	61 4.31%	10 3.95%	15 4.29%	2 2.72%	42 3.73%	16 2.66%	44 3.91%	8 2.88%	-	1 1.52%	3 11.66%	4 11.86%
Nottingham	286 4.44%	238 4.35%	53 3.79%	9 3.57%	20 5.66%	-	44 3.98%	19 3.17%	67 5.94%Tabg	16 6.19%	-	4 4.65%	-	-
Birmingham	525 8.15%b	457 8.37%b	84 5.95%	24 9.77%	20 5.56%	12 19.18%Tabdfgj	106 9.50%bd	42 7.05%	124 11.02%Tabdgj	25 9.63%	-	8 9.54%	5 21.61%	3 8.52%
Norwich	265 4.11%h	246 4.51%Th	75 5.30%Th	12 4.76%	20 5.66%h	3 5.38%	56 5.05%h	28 4.75%h	27 2.43%	8 2.84%	-	6 7.27%h	2 6.90%	4 11.20%
Milton Keynes	189 2.94%	164 3.01%	51 3.62%c	2 0.75%	9 2.67%	2 3.08%	30 2.70%	19 3.20%	34 3.06%	7 2.52%	-	4 4.81%c	-	* 1.35%
Brighton	162 2.52%h	143 2.61%h	40 2.81%	8 3.11%	10 2.96%	2 3.20%	28 2.50%	23 3.91%Th	17 1.53%	7 2.48%	-	3 3.42%	1 4.23%	2 4.59%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 296  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Oxford	100 1.55%	89 1.64%	27 1.91%	6 2.62%	4 1.05%	-	12 1.12%	9 1.57%	16 1.39%	8 2.87%	-	2 1.88%	-	1 3.44%
London	1435 22.28%adj	1179 21.61%dj	304 21.57%dj	67 27.64%adefjk	55 15.52%j	7 10.43%	223 20.04%j	125 20.95%j	289 25.73%Tabdefj k	71 26.87%defjk	-	11 14.23%j	2 9.13%	4 10.37%
Southampton	264 4.10%c	222 4.07%	53 3.73%	3 1.29%	19 5.36%c	* 0.76%	38 3.45%	29 4.92%c	54 4.77%c	17 6.58%cf	-	1 0.93%	-	1 3.67%
Bristol	237 3.68%	200 3.66%	54 3.83%	4 1.79%	20 5.66%c	2 3.80%	36 3.27%	22 3.64%	39 3.48%	7 2.61%	-	1 1.80%	2 9.82%	4 10.75%
Plymouth	182 2.83%	155 2.83%	56 3.96%Tafh	3 1.31%	8 2.39%	-	25 2.28%	18 3.09%	22 1.97%	10 3.70%	-	2 2.77%	1 5.82%	1 3.36%
Cardiff	231 3.59%	208 3.81%	50 3.55%	10 4.31%	25 6.93%Tabfhi	4 6.98%	45 4.06%	23 3.81%	41 3.64%	6 2.16%	-	1 1.46%	1 6.66%	-
Belfast	193 3.00%h	171 3.14%h	70 4.96%Tacgh	2 0.81%	10 2.85%	1 1.12%	45 4.03%cggh	12 1.99%	20 1.80%	9 3.25%	-	1 0.86%	-	-
None of these	284 4.42%h	240 4.40%h	73 5.15%h	10 3.92%h	29 8.10%Tafhi	7 10.27%fhi	39 3.46%h	38 6.47%Tafhi	18 1.62%	7 2.70%	-	4 4.64%	* 1.65%	3 7.83%

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 297  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Glasgow	268 4.16%	262 4.15%	12 4.76%	40 3.36%	24 6.46%Tnpv	-	47 4.35%	23 4.13%	36 5.25%v	11 2.26%	39 4.35%	8 6.36%v	4 4.73%	9 3.21%	3 2.85%
Edinburgh	229 3.55%	226 3.58%	9 3.49%	44 3.69%	9 2.50%	-	50 4.61%u	25 4.53%u	16 2.26%	12 2.44%	37 4.18%	3 2.60%	1 0.83%	11 4.09%	5 5.34%
Newcastle	269 4.18%	263 4.17%	11 4.31%	53 4.46%	17 4.49%	1 2.63%	47 4.36%	16 2.82%	20 2.91%	24 4.97%	37 4.16%	6 4.61%	4 5.12%	19 7.16%Tntu	4 3.84%
Leeds	275 4.27%	272 4.30%	7 2.95%	45 3.74%	19 5.23%	-	47 4.42%	17 3.01%	35 5.02%	23 4.89%	32 3.65%	6 4.80%	5 6.26%	17 6.37%t	5 5.00%
Hull	106 1.64%	106 1.67%	2 0.64%	22 1.83%	5 1.31%	-	16 1.49%	10 1.73%	21 3.01%Tn	7 1.38%	17 1.88%	2 1.83%	1 1.13%	2 0.87%	-
Sheffield	185 2.87%	181 2.85%	9 3.72%	31 2.59%	9 2.48%	-	25 2.35%	14 2.51%	30 4.40%Tns	13 2.74%	27 3.05%	5 4.20%	-	7 2.48%	1 0.94%
Manchester	509 7.90%	501 7.91%	21 8.21%	92 7.65%	35 9.52%	1 3.88%	78 7.24%	35 6.30%	58 8.34%	32 6.60%	68 7.66%	12 9.98%	7 8.12%	26 9.41%	14 14.76%Tnpstvw
Liverpool	246 3.82%	238 3.77%	9 3.70%	45 3.76%	16 4.38%	-	47 4.40%z	21 3.68%	19 2.81%	18 3.76%	33 3.67%	5 4.46%	2 2.71%	4 1.54%	5 5.39%
Nottingham	286 4.44%	282 4.46%	8 3.22%	49 4.11%	19 5.08%	1 4.02%	53 4.90%	21 3.82%	22 3.25%	26 5.47%	40 4.50%	7 6.01%	1 1.83%	14 5.29%	7 7.35%
Birmingham	525 8.15%qsw	512 8.09%qsw	19 7.46%	142 11.88%Tnqstuw	19 5.03%	2 8.14%	62 5.80%	40 7.12%	55 7.90%	54 11.23%Tnqstw	51 5.72%	10 8.46%	4 4.54%	23 8.59%	13 13.29%qsw
Norwich	265 4.11%u	261 4.13%u	21 8.27%Tnpqsu	36 3.01%	14 3.88%	1 3.29%	34 3.18%	36 6.40%Tnpsu	16 2.25%	24 5.00%u	44 4.99%pu	10 7.85%psu	3 3.84%	14 5.15%u	2 2.15%
Milton Keynes	189 2.94%n	181 2.86%	11 4.37%	25 2.09%	13 3.64%	1 3.73%	28 2.61%	22 3.94%p	22 3.14%	12 2.47%	21 2.37%	3 2.86%	6 7.72%Tnpssw	9 3.42%	2 2.28%
Brighton	162 2.52%o	158 2.50%o	* 0.17%	28 2.34%o	12 3.21%o	-	22 2.06%	17 3.10%o	23 3.31%o	7 1.46%	26 2.93%o	2 2.03%	3 4.32%o	8 2.77%o	5 5.32%ov

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 297  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Oxford	100 1.55%	97 1.53%	4 1.54%	16 1.35%	9 2.52% <sub>s</sub>	-	10 0.90%	7 1.29%	15 2.20% <sub>s</sub>	5 0.99%	25 2.84% <sub>Tnpsz</sub>	1 0.61%	-	1 0.34%	-
London	1435 22.28% <sub>xyz</sub>	1421 22.46% <sub>Txyz</sub>	61 24.17% <sub>xyz</sub>	295 24.62% <sub>xyz</sub>	70 19.14%	17 69.05%	272 25.31% <sub>Tnqtwx yz</sub>	112 20.06%	161 23.25% <sub>xyz</sub>	124 25.87% <sub>qtwxyz</sub>	181 20.46%	17 13.94%	10 11.86%	42 15.56%	19 19.79%
Southampton	264 4.10% <sub>o</sub>	261 4.12% <sub>o</sub>	3 1.20%	41 3.39%	19 5.05% <sub>o</sub>	1 3.59%	43 4.00%	22 4.01%	26 3.77%	15 3.14%	60 6.79% <sub>Tnopsuv A</sub>	4 3.15%	2 2.91%	12 4.38%	1 0.69%
Bristol	237 3.68%	232 3.67%	5 2.03%	41 3.46%	19 5.25%	-	41 3.78%	17 3.04%	30 4.37%	13 2.69%	39 4.36%	4 3.35%	2 2.63%	12 4.48%	* 0.39%
Plymouth	182 2.83%	177 2.80%	5 1.92%	28 2.31%	14 3.90%	* 1.67%	24 2.23%	27 4.74% <sub>Tnpsu</sub>	15 2.12%	12 2.56%	27 3.06%	5 3.95%	9 10.82% <sub>Tnopqst uvwzA</sub>	7 2.49%	1 1.24%
Cardiff	231 3.59% <sub>s</sub>	229 3.62% <sub>s</sub>	9 3.36%	57 4.78% <sub>Tnqsw</sub>	7 1.77%	-	23 2.10%	32 5.69% <sub>Tnqsw</sub>	29 4.14% <sub>s</sub>	23 4.76% <sub>qs</sub>	23 2.64%	4 3.26%	7 8.89% <sub>Tnqsw</sub>	9 3.30%	2 1.76%
Belfast	193 3.00% <sub>p</sub>	193 3.05% <sub>pu</sub>	11 4.48% <sub>pu</sub>	21 1.77%	10 2.71%	-	63 5.88% <sub>Tnpqtuv wxA</sub>	19 3.37%	11 1.65%	11 2.37%	21 2.32%	1 0.42%	3 4.04%	12 4.49% <sub>pu</sub>	- -
None of these	284 4.42% <sub>n</sub>	273 4.32%	15 6.02% <sub>q</sub>	46 3.81%	9 2.43%	-	43 4.04%	26 4.72%	32 4.63%	14 2.95%	39 4.42%	6 5.28%	6 7.69% <sub>q</sub>	13 4.61%	7 7.61% <sub>q</sub>

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 298  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (l)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Glasgow	268 4.16%	257 4.17%	62 4.64%	20 6.84% gi	16 4.11%	4 6.04%	54 4.22%	23 3.42%	60 4.14%	8 2.77%	-	6 5.79%	-	-	2 5.16%	142 3.94%	11 2.43%	77 4.13%	7 3.86%	38 3.87%	58 5.31%	139 4.20%	50 3.69%	113 5.37% Tx	153 3.74%
Edinburgh	229 3.55%	221 3.59%	60 4.49%	12 4.08%	17 4.39%	1 2.32%	45 3.50%	25 3.72%	43 2.97%	11 3.67%	-	2 2.00%	1 2.16%	1 2.27%	2 6.52%	115 3.19%	20 4.50% r	66 3.56%	1 0.69%	24 2.49%	38 3.46%	113 3.42%	57 4.26%	75 3.57%	145 3.56%
Newcastle	269 4.18%	260 4.22%	51 3.84%	11 3.95%	17 4.35%	1 0.91%	50 3.96%	31 4.65%	80 5.55% Ta	11 3.62%	-	3 3.23%	-	-	1 2.04%	168 4.65%	14 3.25%	82 4.39%	7 3.62%	60 6.10% To	54 5.02% v	144 4.35%	43 3.17%	103 4.87%	160 3.93%
Leeds	275 4.27%	263 4.26%	47 3.50%	11 3.77%	12 3.07%	1 1.15%	62 4.90%	24 3.60%	82 5.72% Ta	7 2.49%	-	4 3.99%	3 5.71%	3 11.72%	1 3.16%	170 4.72% p	11 2.53%	99 5.33% Tp	8 4.32%	50 5.03%	47 4.35%	139 4.20%	57 4.21%	92 4.36%	175 4.28%
Hull	106 1.64% fh	102 1.66% fh	14 1.03%	3 0.92%	2 0.63%	-	8 0.62%	6 0.96%	14 0.96%	1 0.30%	49 100.00% Ta bcdelghik l	*	2 3.09% i	*	-	64 1.76%	5 1.12%	39 2.09%	3 1.79%	12 1.23%	27 2.51% T	50 1.51%	25 1.85%	46 2.17% Tx	57 1.40%
Sheffield	185 2.87% hs	176 2.85% h	42 3.12% h	8 2.60%	11 2.95%	-	49 3.82% ah	22 3.38% h	25 1.74%	7 2.26%	-	8 8.04% Ta bcdghij	1 1.06%	-	-	94 2.61% s	12 2.73%	60 3.21% os	5 2.49%	16 1.63%	28 2.57%	111 3.34% TV	27 2.03%	57 2.71%	127 3.12%
Manchester	509 7.90% b	491 7.96% b	78 5.86%	25 8.43%	27 7.01%	4 6.68%	115 9.03% b j	67 10.09% bj	123 8.54% b	22 7.32%	-	15 15.04% Ta bdhij	2 4.05%	2 8.36%	3 9.11%	296 8.23%	33 7.50%	156 8.37%	19 9.68%	71 7.19%	92 8.45%	266 8.03%	94 6.95%	162 7.69%	317 7.76%
Liverpool	246 3.82% t	239 3.87%	59 4.40%	14 4.67%	16 4.16%	3 5.18%	52 4.06%	19 2.82%	55 3.80%	11 3.61%	-	1 1.22%	* 0.87%	3 10.12%	4 12.54%	141 3.92% r	24 5.44% r	73 3.90%	2 0.88%	42 4.24% r	28 2.61%	151 4.54% Tt	47 3.51%	71 3.38%	162 3.98%
Nottingham	286 4.44% v	274 4.45%	54 4.05%	10 3.37%	20 5.21%	2 2.90%	52 4.05%	22 3.30%	81 5.65% Ta	20 6.73% g	-	4 4.35%	4 8.21%	-	-	157 4.35%	20 4.40%	79 4.24%	4 2.11%	51 5.18%	44 4.07%	164 4.96% v	43 3.22%	90 4.26%	186 4.57%
Birmingham	525 8.15% bv	502 8.13% b	87 6.54%	34 11.68% ab dgi	22 5.69%	7 11.40% j	113 8.88% bj	43 6.51%	152 10.53% Ta bdgj	20 6.86%	-	8 8.15%	2 3.78%	5 18.76%	3 9.01%	321 8.91% T	32 7.29%	163 8.72%	17 8.69%	102 10.35% T	109 10.08% TV	284 8.55% v	76 5.67%	157 7.42%	340 8.34%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 298

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Norwich	265 4.11%hs v	260 4.22%h	69 5.19%h	10 3.51%	18 4.73%h	1 1.96%	71 5.59%Ta h	29 4.44%h	31 2.17%	8 2.71%	-	5 5.02%	3 5.15%	2 5.99%	4 11.84%	133 3.68% s	19 4.30% s	87 4.66% os	5 2.50%	19 1.92%	47 4.34% v	159 4.78% Tv	31 2.34%	101 4.77%	158 3.87%
Milton Keynes	189 2.94%	181 2.94%	46 3.47%	4 1.54%	11 2.74%	2 3.27%	30 2.36%	19 2.88%	47 3.29%	6 2.15%	-	5 5.01%	1 1.11%	-	3 9.38%	104 2.89%	17 3.79%	51 2.76%	4 1.88%	30 3.06%	24 2.20%	97 2.91%	43 3.23%	64 3.06%	120 2.95%
Brighton	162 2.52%hs	154 2.50%h	38 2.85%	7 2.46%	12 3.11%	2 3.40%	30 2.35%	23 3.51%h	24 1.68%	9 2.92%	-	3 2.76%	1 2.04%	1 3.67%	2 4.85%	79 2.19%	11 2.40%	48 2.55%	4 1.95%	14 1.45%	24 2.20%	78 2.36%	38 2.80%	56 2.63%	98 2.40%
Oxford	100 1.55%o	97 1.56%	20 1.50%	6 2.02%	6 1.56%	2 2.66%	15 1.20%	10 1.49%	19 1.30%	9 3.14% fh	-	2 1.52%	2 3.77%	-	1 3.64%	42 1.17%	5 1.18%	23 1.23%	4 1.87%	10 0.97%	12 1.08%	44 1.31%	34 2.55% Tt u	33 1.56%	64 1.57%
London	1435 22.28% d jqw	1361 22.06% d j	285 21.39% j	71 24.52% d j	65 16.67% j	15 25.00% j	259 20.36% j	138 20.81% j	365 25.33% T abdfgj	81 27.52% abdfg j	-	19 18.79% j	10 18.78% j	3 10.28%	1 2.38%	841 23.33% q	111 24.88% q	362 19.40%	56 29.02% T q	280 28.45% T oq	261 24.03% u	637 19.21% u	345 25.66% T u	424 20.07%	937 22.97% w
Southampton	264 4.10% c	250 4.05% c	43 3.21%	4 1.37%	18 4.52% c	* 0.81%	50 3.89%	32 4.82% c	65 4.53% c	21 7.11% Tabcf j	-	1 1.48%	7 12.81% T abdefg hjk	3 13.01%	-	145 4.03%	10 2.34%	69 3.67%	14 7.21% op q	49 4.96% p	33 3.08%	144 4.34%	72 5.36% Tt u	81 3.83%	179 4.38%
Bristol	237 3.68% t	228 3.69%	50 3.77%	6 1.93%	20 5.21% c	4 6.44%	47 3.69%	26 3.92%	50 3.50%	8 2.68%	-	1 1.45%	3 6.03%	1 2.12%	4 11.36%	129 3.58%	18 4.02%	62 3.32%	9 4.77%	34 3.45%	23 2.11%	121 3.64% t u	72 5.37% Tt u	73 3.46%	156 3.84%
Plymouth	182 2.83% ho s	169 2.74% h	48 3.59% h	6 1.92%	9 2.30%	-	34 2.64%	22 3.32% h	23 1.63%	11 3.66% h	-	2 2.24%	3 5.65% h	1 5.05%	1 3.55%	86 2.40%	18 4.03% os	46 2.45%	4 1.98%	16 1.61%	31 2.83%	105 3.15%	31 2.27%	73 3.46%	103 2.51%
Cardiff	231 3.59%	223 3.62%	44 3.32%	11 3.63%	27 6.87% Ta bfhi	3 5.53%	47 3.72%	26 3.95%	47 3.24%	7 2.52%	-	3 2.86%	2 4.55%	1 3.83%	-	134 3.71%	13 3.02%	72 3.84%	5 2.53%	38 3.85%	37 3.38%	127 3.84%	40 2.97%	78 3.69%	145 3.55%
Belfast	193 3.00% hs u	188 3.04% h cgh	67 5.03% Ta cgh	6 1.93%	12 3.08%	1 1.19%	48 3.79% h	15 2.26%	26 1.77%	9 2.97%	-	1 0.70%	2 3.67%	-	-	115 3.19% s	23 5.12% To s	68 3.62% s	3 1.75%	17 1.76%	26 2.37%	85 2.56%	70 5.20% Tt u	55 2.63%	134 3.30%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 298

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utili- ty Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Potenti- ally vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
None of these	284 4.42%h o s	273 4.43%h	69 5.22%fh	14 4.86%h	30 7.65%T afhi	8 13.16%Ta bcfhij	43 3.38%h	41 6.17%Ta fh	29 1.99%	9 3.00%	-	6 5.92%h	4 7.51%h	1 3.13%	2 5.46%	129 3.57% s	17 3.72% s	85 4.55% os	12 6.38% s	12 1.21%	43 3.95%	159 4.80%	49 3.67%	106 5.04%	163 3.99%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 299

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Gender		Age								Social Grade						Area type	
		Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base		6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base		6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Up to £7,000	(3.5)	220 n	108 3.42%hijkl	112 3.42%	37 4.17%hi	45 4.18%hi	43 4.33%hi	42 3.75%hi	35 3.74%hi	17 1.62%	2 0.47%	14 0.79%	44 2.40%jl	17 1.28%	146 9.32%Tjkl	57 1.61%	163 5.66%Tn	183 3.55%	37 2.88%
£7,001 to £14,000	(10.5)	653 In	253 8.04%	400 12.15%Ta	42 4.78%	74 6.88%	89 8.90%c	133 11.96%cde	134 14.41%Tcde	118 11.50%cd	64 15.23%Tcde	64 3.67%	133 7.31%j	76 5.79%j	380 24.29%Tjkl	197 5.53%	456 15.87%Tn	541 10.51%	112 8.65%
£14,001 to £21,000	(17.5)	984 In	436 13.84%	548 16.65%Ta	76 8.50%	128 11.92%c	132 13.25%c	172 15.55%cd	159 17.13%cde	222 21.67%Tcde fg	95 22.68%Tcde g	162 9.27%	304 16.71%jl	162 12.35%j	357 22.79%Tjkl	466 13.06%	518 18.04%Tn	774 15.03%	210 16.28%
£21,001 to £28,000	(24.5)	1090	515 16.93%c	575 17.47%	92 10.34%	158 14.67%c	167 16.73%c	176 15.90%c	183 19.76%Tcdf	225 21.97%Tcde f	89 21.25%Tcdf	277 15.79%	350 19.27%Tjl	197 15.08%	266 17.02%	627 17.56%	464 16.14%	854 16.57%	237 18.36%
£28,001 to £34,000	(31)	903	440 14.02%cmo	463 14.06%	70 7.87%	143 13.34%c	155 15.52%c	156 14.08%c	122 13.18%c	183 17.80%Tcdf g	74 17.73%Tcdg	288 16.45%Tm	296 15.77%Tm	187 14.33%lm	141 9.03%	575 16.10%To	329 11.44%	698 13.56%	205 15.88%
£34,001 to £41,000	(37.5)	667	346 10.36%mo	322 9.78%	85 9.56%	131 12.20%	113 11.34%	104 9.38%	95 10.26%	101 9.83%	38 9.08%	227 12.93%Tkm	185 10.18%lm	172 13.15%Tkm	84 5.36%	412 11.53%To	256 8.91%	540 10.47%	128 9.91%
£41,001 to £48,000	(44.5)	394	212 6.12%ghmo	182 5.52%	75 8.44%Tghi	87 8.12%Tghi	63 6.28%gh	83 7.53%ghi	38 4.07%	32 3.12%	16 3.82%	133 7.61%Tm	109 6.03%lm	110 8.43%Tkm	41 2.63%	243 6.80%To	151 5.27%	318 6.17%	77 5.94%
£48,001 to £55,000	(51.5)	299	168 4.63%bhim	131 5.33%Tb	64 7.20%Tfhi	69 6.38%Tfhi	54 5.41%hi	47 4.21%hi	45 4.85%hi	16 1.57%	4 0.95%	90 5.13%lm	94 5.15%lm	97 7.39%Tjkm	18 1.18%	183 5.14%	115 4.01%	252 4.89%	47 3.61%
£55,001 to £62,000	(58.5)	200	120 3.10%bghim	80 3.81%Tb	45 5.04%Tghi	54 5.06%Tghi	41 4.09%ghi	39 3.48%ghi	14 1.51%i	7 0.67%	-	75 4.31%Tm	65 3.57%lm	48 3.70%lm	11 0.69%	140 3.93%To	59 2.06%	162 3.15%	37 2.88%
£62,001 to £69,000	(65.5)	163	93 2.53%ghimo	70 2.11%	50 5.59%Tefgh i	40 3.76%Tghi	21 2.14%hi	31 2.78%ghi	11 1.15%	9 0.83%	1 0.34%	63 3.58%Tm	45 2.47%lm	43 3.27%lm	13 0.80%	108 3.02%To	55 1.92%	130 2.53%	33 2.53%
£69,001 to £76,000	(72.5)	100	66 1.55%bghimo	34 2.11%Tb	23 2.55%Tgh	27 2.49%Tgh	14 1.43%g	20 1.77%gh	4 0.44%	7 0.66%	6 1.41%	44 2.53%Tkm	24 1.32%lm	23 1.76%lm	9 0.55%	68 1.92%To	32 1.10%	85 1.65%	15 1.16%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 299

**What is the combined annual income of your household, prior to tax being deducted?****Base: All respondents**

	Total (T)	Gender		Age							Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290	
£76,001 to £83,000	(79.5)	90 1.40%bhiko	57 1.81%Tb	33 1.00%	19 2.14%hi	26 2.41%Thi	13 1.30%i	12 1.18%i	7 0.64%	-	51 2.89%TkIm	13 0.73%	12 0.90%	14 0.92%	64 1.79%To	26 0.91%	80 1.55%	10 0.80%	
£83,001 or more	(86)	257 3.99%bghik lmo	165 5.23%Tb	93 2.81%	92 10.33%Tdefg hi	41 3.85%ghi	52 5.17%ghi	46 4.12%ghi	14 1.53%	11 1.07%	2 0.40%	162 9.23%TkIm	53 2.94%km	38 2.90%km	4 0.26%	215 6.03%To	42 1.46%	199 3.87%	58 4.49%
Prefer not to answer		421 6.53%adefm	170 5.40%	251 7.61%Ta	120 13.47%Tdefg hi	51 4.74%	41 4.09%	48 4.30%	61 6.62%ef	72 7.03%def	28 6.65%	102 5.82%	111 6.14%	126 9.66%TJkm	81 5.15%	213 5.98%	207 7.21%	335 6.51%	85 6.62%
Average income (£000's)	32.62bghim o	35.12Tb	30.17	43.00Tdefg hi	36.34Tefgh i	33.84ghi	32.42ghi	27.92i	26.56	25.14	41.22TkIm	32.30m	35.68TkM	20.99	36.69To	27.50	32.69	32.33	

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 300

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Country					Region												Ethnicity		
		Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base		6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655	
Weighted base		6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
Up to £7,000	(3.5)	220 3.42%oq	179 3.30%	23 4.23%	17 5.59%d	2 0.95%	23 4.23%o	10 4.02%o	19 2.62%	27 5.22%Tgno p	18 3.24%	17 3.78%o	17 5.59%gop	16 2.72%	37 4.35%op	25 2.87%	8 1.41%	2 0.95%	181 3.19%	39 5.50%Tq	
£7,001 to £14,000	(10.5)	653 10.14%	535 9.89%	75 13.90%Tad	29 9.53%	15 7.60%	75 13.90%Tgh mnp	32 12.49%	65 9.17%	47 8.98%	62 10.94%	52 11.23%	29 9.53%	62 10.27%	78 9.17%	76 8.66%	60 10.96%	15 7.60%	574 10.10%	73 10.31%	
£14,001 to £21,000	(17.5)	984 15.28%cm	843 15.59%	75 14.02%	45 14.76%	21 10.93%	75 14.02%	50 19.48%mp	128 17.99%mp	99 18.84%Tmn p	78 13.96%	69 14.85%	45 14.76%	106 17.46%cm	105 12.31%	125 14.20%	83 15.09%	21 10.93%	885 15.59%	90 12.75%	
£21,001 to £28,000	(24.5)	1090 16.93%d mp	913 16.89%d	90 16.76%d	70 22.83%Tad	17 9.00%	90 16.76%p	47 18.23%p	129 18.04%p	95 18.14%p	100 17.81%p	75 16.13%p	70 22.83%Tjm nop	115 18.92%mp	118 13.87%	145 16.45%p	90 16.44%p	17 9.00%	978 17.23%	107 15.11%	
£28,001 to £34,000	(31)	903 14.02%	763 14.12%	83 15.45%	33 10.88%	24 12.20%	83 15.45%	29 11.33%	98 13.82%	67 12.76%	83 14.82%	70 15.19%	33 10.88%	99 16.35%	114 13.46%	127 14.41%	75 13.61%	24 12.20%	782 13.76%	117 16.47%	
£34,001 to £41,000	(37.5)	667 10.36%f r	562 10.39%	58 10.72%	27 8.80%	21 10.88%	58 10.72%f	15 5.90%	74 10.35%	60 11.38%f	69 12.35%f	43 9.22%	27 8.80%	53 8.78%	74 8.72%	100 11.33%f m	74 13.45%Tll	21 10.88%	611 10.76%Tr	54 7.61%	
£41,001 to £48,000	(44.5)	394 6.12%h	331 6.11%	35 6.49%	15 5.02%	13 6.97%	35 6.49%	13 5.06%	38 5.37%	20 3.80%	54 9.52%Tlgh kin	36 7.75%h	15 5.02%	36 5.91%	55 6.46%	44 4.96%	36 6.46%	13 6.97%	352 6.20%	41 5.81%	
£48,001 to £55,000	(51.5)	299 4.63%	256 4.73%	15 2.88%	16 5.28%	11 5.76%	15 2.88%	17 6.58%ehl	39 5.49%e	15 2.94%	24 4.25%	16 3.38%	16 5.28%	20 3.23%	52 6.16%ehl	48 5.39%e	25 4.60%	11 5.76%	269 4.74%	26 3.67%	
£55,001 to £62,000	(58.5)	200 3.10%i	160 2.96%	13 2.37%	12 4.03%	15 7.66%Tab	13 2.37%	11 4.36%i	21 2.89%	29 5.51%Tegi lmn	12 2.18%	17 3.66%i	12 4.03%i	9 1.49%	23 2.74%	20 2.28%	17 3.16%	15 7.66%Tegi jlmno	181 3.19%	18 2.61%	
£62,001 to £69,000	(65.5)	163 2.53%i	138 2.55%	11 2.09%	4 1.44%	9 4.82%c	11 2.09%	5 1.97%	20 2.80%i	10 1.91%	5 0.81%	7 1.57%	4 1.44%	20 3.36%i	28 3.31%i	29 3.31%i	14 2.46%	9 4.82%ijk	141 2.48%	21 2.90%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 300

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Country					Region												Ethnicity		
		Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber-side (h)	West Midlands (i)	East Midlands (l)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)	
Weighted base		6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708	
£69,001 to £76,000	(72.5)	100 1.55%lq	85 1.57%	4 0.80%	1 0.30%	10 5.12%Tabc	4 0.80%	3 1.11%	14 1.95%l	8 1.45%l	4 0.65%	8 1.67%l	1 0.30%	1 0.19%	23 2.72%Teik l	18 1.99%l	7 1.35%l	10 5.12%Tefg hijkno	77 1.36%	23 3.23%Tq	
£76,001 to £83,000	(79.5)	90 1.40%gh lq	70 1.30%	3 0.65%	8 2.52%b	8 4.34%Tab	3 0.65%	6 2.33%ghjl	3 0.37%	2 0.31%	6 1.08%	2 0.41%	8 2.52%eghj l	1 0.24%	23 2.76%Tegh jl	22 2.46%Tegh jl	6 1.03%	8 4.34%Tegh ijlo	72 1.27%	18 2.54%Tq	
£83,001 or more	(86)	257 3.99%fg h	207 3.83%	26 4.87%	7 2.42%	17 8.63%Tac	26 4.87%fgh	1 0.35%	17 2.35%	9 1.67%	14 2.51%	12 2.70%f	7 2.42%	32 5.31%fghi	62 7.32%Tfgh ijko	42 4.72%fgh	18 3.29%f	17 8.63%Tfgh ijko	224 3.94%	32 4.47%	
Prefer not to answer		421 6.53%q	365 6.75%	26 4.77%	20 6.59%	10 5.15%	26 4.77%	17 6.78%	48 6.80%	37 7.09%	33 5.90%	39 8.45%e	20 6.59%	35 5.77%	57 6.65%	61 6.95%	37 6.69%	10 5.15%	352 6.19%	50 7.03%	
Average income (£000's)		32.62fh	32.52	30.86	30.63	43.33Tabc	30.86	29.50	31.39	29.61	30.82	30.86	30.63	31.30	36.84Tefg hijklo	34.60Tefg hijkl	32.64fh	43.33Tefg hijklnno	32.51	33.64	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 301  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

Q.1 Landline supplier														
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Up to £7,000	(3.5) 220 3.42%abh	155 2.85%	33 2.37%	12 4.88%h	14 4.09%	5 7.24%bh	33 2.94%	19 3.20%	23 2.03%	11 4.14%	* 1.11%	2 2.04%	2 8.04%	- -
£7,001 to £14,000	(10.5) 653 10.14%f	559 10.25%fh	139 9.86%	32 13.19%fh	50 14.19%Tabfh	12 19.34%Tabfhi	89 7.99%	80 13.51%Tabfh	93 8.32%	23 8.56%	4 9.93%	13 16.90%fh	4 17.86%	2 6.59%
£14,001 to £21,000	(17.5) 984 15.28%	861 15.79%Tb	196 13.92%	37 15.11%	64 18.15%	11 16.62%	166 14.89%	114 19.15%Tabfh	166 14.81%	47 17.86%	9 21.13%	22 27.56%Tabcfh	7 30.00%	5 15.85%
£21,001 to £28,000	(24.5) 1090 16.93%	940 17.24%	222 15.78%	46 18.90%	60 16.90%	8 12.09%	185 16.59%	123 20.67%Tab	207 18.41%	38 14.49%	7 15.89%	9 11.47%	2 9.13%	10 30.50%
£28,001 to £34,000	(31) 903 14.02%	787 14.43%	224 15.93%T	35 14.25%	48 13.43%	6 9.74%	165 14.76%	81 13.64%	156 13.93%	38 14.22%	2 5.16%	12 14.75%	1 5.96%	3 9.12%
£34,001 to £41,000	(37.5) 667 10.36%	570 10.44%	166 11.77%	25 10.23%	38 10.66%	5 7.64%	111 9.95%	56 9.34%	119 10.58%	19 7.17%	7 17.01%	5 5.79%	1 2.44%	3 9.84%
£41,001 to £48,000	(44.5) 394 6.12%	334 6.12%	91 6.45%	9 3.55%	15 4.13%	2 3.16%	86 7.73%Tacd	29 4.93%	66 5.88%	20 7.45%	2 5.63%	5 6.43%	2 10.04%	2 6.46%
£48,001 to £55,000	(51.5) 299 4.63%	248 4.54%	63 4.48%	11 4.73%	15 4.37%	1 2.34%	45 4.03%	21 3.57%	57 5.06%	19 7.19%g	6 14.39%Tabcdefg h	4 4.95%	- -	4 11.95%
£55,001 to £62,000	(58.5) 200 3.10%	170 3.11%	45 3.21%	6 2.30%	4 1.26%	2 3.16%	46 4.09%dg	11 1.89%	33 2.97%	13 4.76%dg	2 5.89%	3 3.20%	- -	2 5.06%
£62,001 to £69,000	(65.5) 163 2.53%g	129 2.37%g	35 2.50%g	3 1.17%	4 1.08%	7 10.59%Tabcdfgh ik	30 2.65%g	5 0.85%	39 3.44%adg	4 1.47%	- -	- -	- -	1 3.44%
£69,001 to £76,000	(72.5) 100 1.55%	83 1.52%	26 1.84%	5 1.90%	4 1.24%	- -	20 1.82%	6 0.96%	17 1.56%	4 1.35%	- -	- -	- -	- -
£76,001 to £83,000	(79.5) 90 1.40%	78 1.43%	20 1.42%	6 2.36%	7 1.96%	2 2.91%	9 0.80%	4 0.68%	25 2.19%Taifg	4 1.41%	- -	1 1.55%	- -	- -

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 301

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

Q.1 Landline supplier														
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util- ity Ware- house (m)
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
£83,001 or more	(86) 257 3.99%g	212 3.89%g	55 3.92%g	10 4.00%	9 2.48%	-	56 4.99%g	11 1.90%	53 4.71%g	14 5.12%g	1 3.10%	-	-	-
Prefer not to answer	421 6.53%a	329 6.02%	92 6.56%	8 3.42%	21 6.05%	3 5.18%	75 6.77%	34 5.70%	69 6.11%	13 4.80%	* 0.75%	4 5.36%	4 16.53%	* 1.19%
Average income (£000's)	32.62dgk	32.53dgk	33.49dgk	30.96g	28.99	29.26	34.12Tadgk	27.83	34.59Tadgk	33.71dgk	32.93	26.14	20.21	32.08

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 302

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Q.2 Mobile supplier														
		Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base		6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base		6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Up to £7,000	(3.5)	220 3.42%nw	209 3.31%w	7 2.71%	34 2.83%	23 6.13%Tnptuw	1 3.43%	49 4.52%nw	15 2.76%	22 3.25%	14 2.99%	16 1.82%	2 1.45%	2 2.12%	9 3.20%	2 2.17%
£7,001 to £14,000	(10.5)	653 10.14%n	631 9.97%	27 10.73%	116 9.68%	48 12.96%u	4 14.88%	108 10.08%	70 12.45%u	55 7.96%	42 8.85%	86 9.71%	12 9.68%	8 9.33%	25 9.29%	13 13.81%
£14,001 to £21,000	(17.5)	984 15.28%p	974 15.40%p	43 16.86%	150 12.50%	53 14.39%	2 7.78%	166 15.51%	93 16.61%p	107 15.50%	98 20.47%Tnpqsw z	129 14.59%	26 21.07%p	17 20.67%	37 13.57%	18 18.83%
£21,001 to £28,000	(24.5)	1090 16.93%	1076 17.01%	37 14.58%	226 18.90% s	57 15.39%	5 21.67%	160 14.94%	95 17.03%	111 16.09%	86 18.07%	154 17.32%	25 20.99%	12 14.68%	47 17.26%	11 11.81%
£28,001 to £34,000	(31)	903 14.02%	886 14.01%	36 14.08%	179 14.98%	57 15.55%	4 16.59%	136 12.65%	87 15.48%	86 12.41%	57 11.88%	136 15.32%	14 11.86%	12 14.78%	41 15.01%	17 18.35%
£34,001 to £41,000	(37.5)	667 10.36%	652 10.31%	23 9.23%	138 11.53%	37 10.10%	2 7.87%	103 9.63%	52 9.21%	89 12.86%Tnw	50 10.50%	82 9.26%	15 12.16%	5 5.69%	26 9.57%	10 10.30%
£41,001 to £48,000	(44.5)	394 6.12%x	394 6.23%Tx	8 3.29%	81 6.78%x	19 5.29%	2 7.50%	97 9.07%Tnoqtuw xz	32 5.73%	42 6.06%x	31 6.49%x	44 4.93%	1 1.06%	6 7.40%x	13 4.61%	2 2.34%
£48,001 to £55,000	(51.5)	299 4.63%	296 4.67%	10 4.02%	56 4.71%	11 3.02%	-	56 5.23%	26 4.62%	36 5.18%	21 4.39%	51 5.76%	5 4.53%	1 0.63%	11 4.01%	1 0.90%
£55,001 to £62,000	(58.5)	200 3.10%	196 3.10%	9 3.50%	29 2.43%	14 3.79%	-	31 2.87%	19 3.32%	32 4.63%Tnpv	8 1.68%	32 3.61%	2 1.48%	5 6.49%pv	8 2.96%	1 1.58%
£62,001 to £69,000	(65.5)	163 2.53%	163 2.58%	10 4.05%q	37 3.09%	4 1.06%	1 3.29%	23 2.11%	15 2.63%	24 3.46%q	8 1.64%	22 2.43%	4 3.59%	3 3.64%	10 3.59%q	1 1.12%
£69,001 to £76,000	(72.5)	100 1.55%	100 1.58%	6 2.37%	15 1.25%	5 1.48%	2 7.93%	12 1.13%	6 1.01%	11 1.54%	8 1.66%	16 1.76%	2 1.57%	2 2.32%	11 4.08%Tnpstuw	-
£76,001 to £83,000	(79.5)	90 1.40%	89 1.41%	3 1.06%	24 2.02%q	1 0.32%	-	19 1.73%	5 0.86%	11 1.59%	5 1.06%	16 1.76%	-	-	5 1.86%	-
£83,001 or more	(86)	257 3.99%	253 3.99%	17 6.69%Tnstv	44 3.68%	15 4.13%	-	39 3.59%	15 2.69%	26 3.81%	11 2.39%	47 5.34%tv	3 2.67%	4 4.61%	20 7.43%Tnpstuv	4 4.53%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 302

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-afone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Prefer not to answer	421	407	17	67	24	2	75	31	39	38	57	10	6	10	14
	6.53%	6.44%	6.83%	5.60%	6.40%	9.06%	6.94%	5.62%	5.65%	7.92%z	6.40%	7.91%	7.64%	3.58%	14.29%Trpqstuwz
Average income (£000's)	32.62qtv	32.72Tqtv	34.47qtvA	33.35qtvA	30.09	30.45	32.45	30.78	34.21qtvA	30.38	34.43TnqtvA	29.95	32.95	36.25Tnqstvx A	28.36

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 303

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
		Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base		6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base		6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Up to £7,000	(3.5)	220 3.42%ao qsuvx	197 3.19%	35 2.66%	17 5.86%Ta bfh	14 3.64%	5 7.70%f	32 2.51%	24 3.69%	40 2.76%	15 5.20%bf	* 0.97%	3 3.35%	1 1.14%	2 9.25%	- -	97 2.70%	17 3.73%	46 2.47%	9 4.79%	22 2.22%	188 17.34%Tu v	6 0.18%	- -	104 4.94%Tx	101 2.49%
£7,001 to £14,000	(10.5)	653 10.14%af hoqvx	609 9.88%h	133 9.96%	36 12.55%h fh	51 13.15%a	8 13.33%	107 8.40%	84 12.70%Ta fh	118 8.16%	27 9.07%	6 11.98%	14 14.00%	4 8.21%	4 15.51%	2 6.97%	304 8.43%	36 8.10%	145 7.77%	25 13.01%oq	81 8.20%	297 27.32%T uv	332 10.01%v	1 0.06%	333 15.81%Tx	294 7.21%
£14,001 to £21,000	(17.5)	984 15.28%o qvx	942 15.26%	184 13.87%	39 13.45%	66 16.96%	12 19.58%	177 13.93%	124 18.72%T abfh	205 14.22%	51 17.37%	9 18.37%	25 25.67%T abcfh	9 17.07%	7 26.29%	5 14.94%	505 14.01%	56 12.65%	254 13.61%	32 16.55%	149 15.17%	180 16.55%v v	754 22.73%Tt	2 0.14% x	409 19.39%T	534 13.08%
£21,001 to £28,000	(24.5)	1090 16.93%i pv	1052 17.05%i	212 15.97%	48 16.47%	66 16.96%	7 11.04%	216 16.97%	138 20.86%T abi	259 17.95%i	35 11.82%	8 15.88%	12 12.43%	10 19.80%	3 11.98%	10 32.26%	588 16.30%p	55 12.37%	287 15.39%	37 18.89%	184 18.67%o p	194 17.84%v v	778 23.46%Tt	71 5.29%	392 18.57%T	672 16.47%
£28,001 to £34,000	(31)	903 14.02%t v	881 14.29%T	209 15.70%	35 12.03%	53 13.57%	11 18.45%	190 14.94%	88 13.34%	204 14.18%	40 13.56%	2 4.49%	13 12.81%	10 19.21%j	1 5.18%	3 8.41%	536 14.88%	61 13.69%	295 15.80%To	25 12.96%	143 14.48%	85 7.83%	635 19.14%T tv	145 10.79%t	278 13.20%	592 14.52%
£34,001 to £41,000	(37.5)	667 10.36%i tw	639 10.36%i aik	162 12.19%T	29 10.01%	40 10.32%	5 7.68%	124 9.75%	63 9.45%	154 10.69%i	18 6.06%	8 16.83%ik	4 4.29%	9 18.38%ik	1 2.12%	3 10.40%	385 10.68%	58 12.98%	192 10.27%	18 9.32%	103 10.44%	43 3.99%	386 11.64%T t	208 15.43%Tt u	164 7.79%	481 11.78%Tw
£41,001 to £48,000	(44.5)	394 6.12%tw	391 6.34%T	76 5.72%	20 6.87%	18 4.62%	1 2.23%	97 7.60%T	33 5.01%	94 6.54%	24 8.12%	2 4.89%	9 9.58%	1 2.02%	1 2.30%	4 10.90%	261 7.23%Ts	25 5.58%	161 8.61%To s	11 5.62%	55 5.61%	37 3.41%	200 6.03%t u	133 9.91%Tt	88 4.19%	298 7.31%Tw
£48,001 to £55,000	(51.5)	299 4.63%tw	292 4.73%g	63 4.77%	10 3.43%	19 4.92%	3 5.72%	54 4.27%	20 3.00%	76 5.29%g	19 6.51%g	6 12.51%Ta bcfg	4 4.00%	1 2.38%	- -	2 5.87%	186 5.16%	33 7.48%To q	89 4.74%	10 5.19%	50 5.09%	27 2.51%	143 4.31%t u	124 9.17%Tt	62 2.93%	228 5.58%Tw
£55,001 to £62,000	(58.5)	200 3.10%gt uw	193 3.13%g	49 3.68%g	11 3.88%	6 1.61%	2 3.36%	49 3.84%g	11 1.64%	39 2.74%	13 4.27%g	2 5.12%	4 3.94%	2 3.09%	2 6.31%	2 5.35%	126 3.50%	22 5.00%T	65 3.48%	9 4.59%	27 2.79%	11 1.05%	31 0.95%	143 10.62%Tt u	51 2.42%	148 3.62%Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 303

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

		Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
		Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Util- ity Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Weighted base		6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
£62,001 to £69,000	(65.5) w	163 2.53%tu	159 2.58%b	23 1.74%	12 4.29%b	8 1.96%	2 3.40%	38 2.97%	14 2.07%	46 3.18%b	4 1.32%	3 5.63%	2 2.07%	3 4.95%	-	1 3.64%	109 3.01%T	12 2.73%	58 3.09%	2 1.17%	33 3.39%	3 0.27%	17 0.51%	134 9.93%Tt u	34 1.59%	128 3.13%Tw
£69,001 to £76,000	(72.5) w	100 1.55%tu	100 1.62%	25 1.90%	7 2.28%	6 1.60%	2 2.90%	24 1.92%	5 0.73%	20 1.40%	3 0.96%	-	2 2.28%	-	2 6.70%	-	67 1.86%	11 2.48%	39 2.08%	2 1.03%	15 1.52%	3 0.28%	15 0.44%	82 6.11%Tt u	18 0.84%	81 1.98%Tw
£76,001 to £83,000	(79.5)	90 1.40%gu	88 1.42%g	21 1.59%	5 1.79%	8 2.13%g	-	14 1.08%	3 0.46%	26 1.81%g	7 2.21%g	-	1 1.25%	1 1.92%	-	-	59 1.65%	9 1.94%	28 1.50%	-	23 2.30%T	8 0.70%u	3 0.10%	75 5.60%Tt u	23 1.10%	64 1.57%
£83,001 or more	(86) tuw	257 3.99%dg	245 3.98%dg	57 4.26%g	10 3.35%	7 1.92%	-	63 4.96%dg k	12 1.87%	63 4.34%dg k	21 6.95%Ta dgk	1 2.69%	-	-	-	-	173 4.80%T	26 5.86%	94 5.05%T	7 3.77%	41 4.14%	5 0.46%	7 0.22%	227 16.90%Tt u	43 2.05%	208 5.09%Tw
Prefer not to answer		421 6.53%ao tuw	382 6.20%	79 5.98%	11 3.75%	26 6.64%	3 4.61%	87 6.86%	43 6.46%	97 6.74%	19 6.58%	* 0.65%	4 4.33%	1 1.84%	4 14.35%	* 1.26%	208 5.78%	24 5.40%	114 6.13%	6 3.12%	59 5.99%	5 0.45%	9 0.27%	1 0.04%	109 5.19%	253 6.20%
Average income (£000's)		32.62dg tuw	32.84Td gk	33.53dg k	32.47g	30.02	27.92	34.51Ta degk	27.92	34.04Ta dgk	34.58dg k	33.93g	28.57	30.85	25.06	31.55	34.73Tr	36.76Tr	35.35Tr	30.12	34.07Tr	19.51	27.54t u	55.75Tt	27.28	35.64Tw

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 304

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
NET: Yes	1529 23.73%acde jklmp	677 21.50%	851 25.87%Ta	166 18.72%	189 17.53%	208 20.87%	288 25.98%cd	277 29.89%Tcde	281 27.35%Tcde	120 28.62%Tcde	318 18.17%	350 19.24%	268 20.52%	592 37.83%Tjkl	668 18.72%	861 29.95%Tn	1183 22.97%	345 26.75%Tp
Yes - physical condition	900 13.97%acde jklmp	388 12.33%	511 15.54%Ta	39 4.38%	60 5.57%	113 11.29%cd	180 16.22%Tcde	183 19.72%Tcde	228 22.18%Tcde	98 23.49%Tcde	182 10.38%	185 10.19%	164 12.54%	369 23.56%Tjkl	367 10.28%	533 18.54%Tn	676 13.12%	224 17.34%Tp
Yes - mental condition	686 10.65%ahijkl n	299 9.48%	387 11.77%Ta	126 14.15%Tghi	147 13.68%Tghi	127 12.77%Thi	158 14.22%Tghi	92 9.87%hi	35 3.40%i	2 0.39%	128 7.33%	160 8.80%	91 6.94%	307 19.61%Tjkl	288 8.07%	398 13.85%Tn	566 10.99%	120 9.27%
Yes - disability	461 7.16%acde jklmp	184 5.85%	277 8.42%Ta	29 3.26%	40 3.69%	46 4.64%	101 9.13%Tcde	110 11.89%Tcde	92 8.98%Tcde	43 10.22%Tcde	81 4.61%	88 4.85%	70 5.33%	223 14.23%Tjkl	169 4.73%	292 10.18%Tn	349 6.78%	112 8.67%Tp
Yes - other	78 1.21%	33 1.04%	45 1.38%	6 0.65%	13 1.23%	10 1.01%	12 1.09%	18 1.89%cd	14 1.39%	5 1.26%	19 1.10%	18 0.97%	11 0.84%	30 1.93%Tkl	37 1.04%	41 1.43%	60 1.17%	18 1.39%
No	4722 73.30%bgmo	2391 75.91%Tb	2331 70.80%	693 77.92%Tfgh i	834 77.49%Tfgh i	754 75.52%ghi	794 71.65%	630 67.91%	726 70.80%	292 69.88%	1395 79.59%Tlm	1418 78.05%Tm	996 76.14%Tm	914 58.38%	2812 78.80%To	1910 66.47%	3807 73.89%	915 70.96%
Prefer not to say	191 2.97%hn	82 2.59%	110 3.33%	30 3.36%	54 4.99%Tfghi	36 3.61%h	26 2.37%	20 2.20%	19 1.85%	6 1.50%	39 2.24%	49 2.71%	44 3.34%	59 3.78%j	89 2.48%	103 3.58%Tn	162 3.14%	30 2.29%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 305

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
NET: Yes	1529 23.73% mr	1239 22.91% a	168 31.30% Tad	81 26.52% c	41 21.02% d	168 31.30% Tgh ijmnp	76 29.71% Tgj m	156 21.93% m	131 25.01% m	129 22.86% m	100 21.53% m	81 26.52% m	156 25.80% m	144 16.90% m	216 24.49% m	131 23.83% m	41 21.02% m	1418 24.96% Tr	107 15.17% r
Yes - physical condition	900 13.97% mr	728 13.47% a	89 16.62% b	56 18.18% c	27 13.75% d	89 16.62% m	48 18.79% Thm o	96 13.42% m	67 12.70% m	79 14.08% m	66 14.17% m	56 18.18% m	102 16.90% m	69 8.16% m	130 14.79% m	71 12.92% m	27 13.75% m	852 15.00% Tr	46 6.47% r
Yes - mental condition	686 10.65% d mp	575 10.64% d	71 13.22% d	29 9.56% c	11 5.58% d	71 13.22% gmp	38 14.68% Tgmp	66 9.27% p	71 13.58% Tgm	66 11.78% mp	48 10.33% m	29 9.56% m	63 10.44% m	67 7.94% m	94 10.66% m	61 11.14% p	11 5.58% m	618 10.89% m	64 9.02% r
Yes - disability	461 7.16% am r	368 6.80% a	52 9.73% Ta	32 10.36% a	10 5.07% d	52 9.73% Tim	23 8.92% im	53 7.46% m	34 6.44% m	28 4.95% m	36 7.76% m	32 10.36% im	46 7.62% m	41 4.77% m	66 7.44% m	42 7.58% m	10 5.07% m	436 7.68% Tr	23 3.28% r
Yes - other	78 1.21% a	58 1.08% a	17 3.09% Tac	1 0.43% c	2 0.97% d	17 3.09% Tghi jklm	5 2.09% g	4 0.56% m	2 0.48% m	5 0.96% m	5 1.01% m	1 0.43% m	4 0.60% m	8 0.91% m	15 1.67% m	10 1.88% g	2 0.97% m	70 1.23% m	8 1.16% r
No	4722 73.30% b e	3998 73.96% Tb	354 65.84% b	219 71.67% c	151 78.17% b	354 65.84% m	178 69.33% m	525 73.63% e	380 72.38% e	413 73.43% e	350 75.68% e	219 71.67% m	440 72.55% e	665 78.25% Tef hkin	646 73.36% e	402 73.04% e	151 78.17% e	4150 73.06% m	558 78.77% Tq
Prefer not to say	191 2.97% q	169 3.12% a	15 2.86% b	6 1.81% c	2 0.81% d	15 2.86% m	2 0.96% m	32 4.44% Tfln p	14 2.61% m	21 3.70% f	13 2.79% m	6 1.81% m	10 1.65% m	41 4.85% Tlkl np	19 2.15% m	17 3.13% m	2 0.81% m	113 1.98% m	43 6.05% Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 306

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
NET: Yes	1529 23.73%	1298 23.79%	327 23.23%	54 22.24%	95 26.84%i	22 35.13%gi	269 24.10%	128 21.50%	265 23.62%	51 19.25%	12 27.37%	24 29.49%	10 42.28%	6 18.71%
Yes - physical condition	900 13.97%	788 14.44%T	199 14.13%	34 14.19%	59 16.72%	18 28.94%Tabcfgh ij	153 13.77%	77 12.87%	172 15.32%	29 10.87%	4 9.04%	15 19.08%	5 24.03%	2 6.18%
Yes - mental condition	686 10.65%ag	555 10.17%	129 9.13%	25 10.20%	40 11.40%	6 9.78%	123 11.03%	47 7.91%	115 10.29%	25 9.32%	7 16.94%	12 14.49%	5 22.96%	3 7.52%
Yes - disability	461 7.16%i	414 7.60%Ti	109 7.75%i	18 7.55%	31 8.63%i	6 9.22%	93 8.35%i	40 6.67%	79 7.07%i	8 3.09%	2 4.02%	11 14.02%Taghi	3 14.49%	3 9.18%
Yes - other	78 1.21%	60 1.10%	12 0.85%	4 1.46%	5 1.33%	1 1.64%	14 1.25%	7 1.20%	12 1.04%	2 0.60%	1 3.10%	2 2.16%	-	1 1.79%
No	4722 73.30%	4013 73.56%	1052 74.68%	185 76.45%	248 69.98%	40 63.94%	821 73.60%	430 72.36%	831 74.06%	208 78.47%de	31 72.63%	56 70.51%	8 34.23%	28 81.29%
Prefer not to say	191 2.97%ab	144 2.65%	29 2.09%	3 1.31%	11 3.17%	1 0.93%	26 2.30%	37 6.14%Tabcfhik	26 2.32%	6 2.28%	-	-	5 23.49%	-

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

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 307

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lyca- mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- afone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
NET: Yes	1529 23.73%	1497 23.67%	56 21.91%	266 22.26%	93 25.38%	2 6.06%	256 23.80%	151 26.91%	168 24.34%	122 25.54%	196 22.12%	28 22.88%	22 27.29%	64 23.43%	18 19.14%
Yes - physical condition	900 13.97%	878 13.87%	45 17.71%uw	154 12.87%	55 15.02%	2 6.06%	155 14.41%	94 16.87%puw	81 11.78%	78 16.42%uw	103 11.57%	13 10.94%	14 16.80%	37 13.65%	12 12.29%
Yes - mental condition	686 10.65%	674 10.65%	17 6.67%	126 10.54%	50 13.49%ot	- -	132 12.32%o	49 8.74%	78 11.26%	45 9.52%	103 11.61%o	13 10.34%	7 8.89%	26 9.53%	7 7.11%
Yes - disability	461 7.16%	450 7.12%	16 6.13%	84 7.00%	23 6.18%	1 2.04%	66 6.17%	48 8.52%	57 8.20%	34 7.09%	53 6.02%	6 5.29%	7 8.44%	30 11.02%Tnpqsw	6 6.05%
Yes - other	78 1.21%	78 1.23%	3 1.32%	13 1.07%	4 1.03%	- -	12 1.15%	5 0.81%	12 1.74%	8 1.60%	11 1.26%	1 0.54%	1 1.01%	2 0.66%	1 1.32%
No	4722 73.30%	4646 73.45%	191 75.28%	901 75.30%	266 72.36%	22 88.75%	788 73.45%	396 70.78%	501 72.51%	345 72.22%	658 74.25%	91 74.80%	56 69.01%	201 73.71%	70 74.35%
Prefer not to say	191 2.97%n	182 2.88%	7 2.81%	29 2.44%	8 2.26%	1 5.18%	29 2.74%	13 2.30%	22 3.15%	11 2.23%	32 3.63%	3 2.33%	3 3.71%	8 2.86%	6 6.51%p

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 308

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
NET: Yes	1529	1458	301	72	106	19	292	154	339	55	15	27	8	13	7	810	92	424	35	225	308	871	204	1455	57
vx	23.73%o	23.63%	22.66%	24.66%	27.32%i	31.65%	22.94%	23.33%	23.52%	18.56%	31.42%	27.69%	15.10%	49.58%	21.38%	22.47%	20.71%	22.69%	18.03%	22.80%	28.38%T	26.26%T	15.18%	68.96%Tx	1.39%
Yes - physical condition	900	856	181	46	67	13	163	90	204	28	5	16	3	6	3	499	47	256	21	146	164	562	104	863	27
vx	13.97%i	13.87%i	13.62%	15.80%i	17.33%f	22.44%i	12.82%	13.61%	14.16%	9.35%	9.91%	16.50%	5.13%	22.56%	8.13%	13.84%	10.65%	13.73%	10.90%	14.81%	15.12%v	16.95%Tv	7.69%	40.90%Tx	0.66%
Yes - mental condition	686	654	123	30	43	9	139	64	151	33	10	14	5	6	3	350	43	182	16	91	192	335	86	662	18
vx	10.65%o	10.60%	9.24%	10.43%	11.15%	14.77%	10.88%	9.73%	10.49%	11.01%	21.03%T	14.48%	9.97%	24.40%	7.95%	9.72%	9.69%	9.72%	8.43%	9.29%	17.67%T	10.09%v	6.38%	31.39%Tx	0.43%
Yes - disability	461	449	101	25	34	6	97	48	93	8	2	11	-	4	3	265	31	151	8	65	71	299	55	456	5
x	7.16%iv	7.27%i	7.60%i	8.62%ii	8.78%ii	9.81%ii	7.58%i	7.21%i	6.47%i	2.73%	4.82%	11.32%ii	-	14.78%	9.71%	7.36%	6.98%	8.10%	4.23%	6.65%	6.53%v	9.01%Tt	4.11%	21.62%Tx	0.11%
Yes - other	78	74	12	4	5	-	15	8	20	2	1	2	-	2	1	41	3	17	3	13	14	43	11	65	12
	1.21%x	1.20%	0.87%	1.29%	1.33%	-	1.17%	1.21%	1.42%	0.68%	2.69%	1.74%	-	6.70%	1.90%	1.13%	0.59%	0.93%	1.69%	1.28%	1.25%	1.30%	0.78%	3.08%Tx	0.30%
No	4722	4543	1004	214	270	38	953	474	1057	233	33	72	43	8	25	2710	337	1406	151	739	745	2383	1117	608	4013
uw	73.30%t	73.64%T	75.51%d	73.61%	69.45%	64.31%	74.87%	71.53%	73.32%	78.78%d	68.58%	72.31%	83.06%	30.03%	78.62%	75.19%T	75.85%	75.29%T	78.26%	75.07%	68.68%	71.83%	82.96%T	28.83%	98.36%Tw
Prefer not to say	191	169	24	5	13	2	28	34	46	8	-	-	1	5	-	84	15	38	7	21	32	63	25	47	10
oquvw	2.97%ab	2.73%b	1.83%	1.73%	3.23%	4.04%	2.19%	5.14%Ta	3.17%b	2.67%	-	-	1.84%	20.40%	-	2.34%	3.44%	2.01%	3.71%	2.13%	2.94%	1.90%	1.86%	2.21%x	0.25%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 309  
**Which of the following options best describes how you think of yourself?**  
**Base: All respondents**

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6442	3125	3317	758	1046	1014	1080	1039	1064	441	1756	1816	1329	1541	3572	2870	5135	1307
Weighted base	6442	3150	3292	889	1076	998	1108	928	1026	418	1752	1817	1308	1565	3569	2873	5152	1290
Heterosexual/ straight	5639	2795	2844	669	915	900	987	838	940	391	1536	1580	1175	1348	3116	2523	4476	1163
	87.54%bcdp	88.73%Tb	86.40%	75.23%	85.04%c	90.11%Tcd	89.07%cd	90.31%Tcd	91.68%Tcd	93.66%Tcdf	87.65%	86.98%	89.87%TKm	86.12%	87.31%	87.83%	86.88%	90.18%Tp
Lesbian/ gay woman	59	2	57	18	21	2	7	5	4	2	22	19	6	12	41	18	50	9
	0.92%ae	0.05%	1.74%Ta	2.04%Tefgh i	1.93%Tefgh i	0.25%	0.63%	0.51%	0.43%	0.38%	1.27%l	1.02%	0.46%	0.78%	1.15%	0.63%	0.97%	0.73%
Gay man	141	141	-	24	29	23	32	19	11	4	37	43	19	41	80	60	124	16
	2.18%bhq	4.47%Tb	-	2.65%h	2.68%h	2.29%	2.85%h	2.02%	1.06%	1.06%	2.10%	2.39%	1.48%	2.62%	2.25%	2.10%	2.41%Tq	1.27%
Bisexual	259	109	150	103	59	30	43	12	8	3	82	79	47	50	161	97	228	31
	4.02%aghio q	3.45%	4.56%a	11.56%Tdefg hi	5.51%Teghi	3.02%ghi	3.92%ghi	1.30%	0.74%	0.79%	4.68%	4.36%	3.63%	3.18%	4.52%To	3.39%	4.43%Tq	2.38%
Prefer to self-describe	28	15	12	9	7	6	2	2	2	1	7	9	2	10	16	12	23	5
	0.43%	0.48%	0.37%	1.04%Tfgh	0.62%	0.58%	0.15%	0.16%	0.16%	0.25%	0.38%	0.50%	0.13%	0.64%	0.44%	0.41%	0.45%	0.36%
Prefer not to say	317	89	228	67	45	37	37	53	61	16	69	86	58	104	155	162	251	66
	4.92%afjn	2.82%	6.93%Ta	7.48%Tdefi	4.22%	3.75%	3.38%	5.71%f	5.93%ef	3.85%	3.91%	4.74%	4.43%	6.66%Tjkl	4.33%	5.64%Tn	4.87%	5.09%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 310  
 Which of the following options best describes how you think of yourself?  
 Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6442	5373	547	325	197	547	285	726	553	560	489	325	593	719	865	583	197	5733	655
Weighted base	6442	5406	537	306	193	537	256	712	525	562	462	306	606	850	881	550	193	5680	708
Heterosexual/ straight	5639 87.54% r	4716 87.24% m	476 88.64% m	268 87.58% m	179 92.70% Ta	476 88.64% m	232 90.39% m	644 90.43% Tm	460 87.59% m	496 88.24% m	400 86.58% m	268 87.58% m	543 89.60% m	694 81.67% m	768 87.15% m	479 87.03% m	179 92.70% Tjm	5039 88.71% Tr	589 83.17% m
Lesbian/ gay woman	59 0.92%	49 0.90%	3 0.50%	8 2.49% Tabd	- -	3 0.50%	3 1.31%	5 0.70%	3 0.65%	1 0.23%	5 1.11%	8 2.49% Tegh inp	9 1.50% i	11 1.25%	5 0.56%	6 1.09%	- -	53 0.93%	6 0.86%
Gay man	141 2.18%	125 2.30%	11 2.08%	2 0.77%	3 1.34%	11 2.08%	3 1.13%	11 1.49%	13 2.52%	11 1.99%	16 3.44% gk	2 0.77%	9 1.43%	29 3.47% Tgkl	21 2.34%	12 2.17%	3 1.34%	129 2.26%	12 1.72%
Bisexual	259 4.02% gq	220 4.07% gq	22 4.09% m	13 4.37% m	4 1.82% m	22 4.09% m	9 3.60% m	18 2.46% m	26 5.00% g	15 2.72% m	25 5.35% g	13 4.37% m	24 3.91% m	46 5.43% gi	40 4.52% m	17 3.11% m	4 1.82% m	211 3.71% Tq	46 6.52% Tq
Prefer to self-describe	28 0.43%	24 0.44%	2 0.31%	2 0.74%	- -	2 0.31%	- -	2 0.33%	3 0.49%	4 0.65%	2 0.33%	2 0.74%	3 0.49%	2 0.26%	6 0.65%	3 0.46%	- -	21 0.37%	6 0.90%
Prefer not to say	317 4.92% lq	273 5.05% m	24 4.38% m	12 4.06% m	8 4.14% m	24 4.38% m	9 3.58% m	33 4.59% m	20 3.75% m	35 6.17% jl	15 3.19% m	12 4.06% m	19 3.06% m	67 7.92% Tefg hjkln	42 4.78% m	34 6.13% jl	8 4.14% m	228 4.01% Tq	48 6.84% Tq

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r  
 Overlap formulae used.

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 311  
 Which of the following options best describes how you think of yourself?  
 Base: All respondents

	Q.1 Landline supplier													Util- ity Ware- house (m)
	Total (T)	Total land- line (a)	BT (b)	EE (c)	Plus- net (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- fone (i)	KCOM /Karoo (j)	Now TV (k)	SSE (l)	
Unweighted base	6442	5450	1418	237	385	57	1091	606	1084	257	43	89	20	37
Weighted base	6442	5456	1409	243	354	63*	1115	594	1122	265	42*	80*	23**	34**
Heterosexual/ straight	5639 87.54%	4841 88.73% <sup>Tg</sup>	1260 89.42% <sup>Tg</sup>	222 91.33% <sup>g</sup>	308 86.99%	58 91.66%	998 89.53% <sup>g</sup>	505 84.97%	998 88.90% <sup>g</sup>	238 90.00%	36 86.08%	75 93.46%	18 80.54%	31 91.63%
Lesbian/ gay woman	59 0.92%	46 0.85%	11 0.75%	1 0.50%	5 1.39%	- -	10 0.88%	6 0.98%	10 0.89%	3 1.08%	- -	1 1.50%	- -	- -
Gay man	141 2.18% <sup>a</sup>	107 1.97%	25 1.78%	3 1.27%	6 1.60%	1 1.75%	18 1.63%	16 2.76%	25 2.25%	4 1.67%	1 2.99%	2 2.01%	- -	- -
Bisexual	259 4.02% <sup>ab</sup>	186 3.40%	38 2.71%	10 4.13%	14 4.05%	3 4.77%	39 3.51%	26 4.42%	36 3.20%	8 3.14%	5 10.93% <sup>Tabfh</sup>	* 0.47%	- -	- -
Prefer to self-describe	28 0.43% <sup>af</sup>	18 0.34%	3 0.24%	- -	1 0.42%	- -	1 0.05%	4 0.72% <sup>f</sup>	7 0.62% <sup>f</sup>	1 0.48%	- -	1 0.69%	- -	- -
Prefer not to say	317 4.92%	257 4.71%	72 5.10%	7 2.77%	20 5.55%	1 1.82%	49 4.41%	37 6.15%	46 4.14%	10 3.63%	- -	1 1.87%	4 19.46%	3 8.37%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 24th to 30th November 2021**

Absolutes/col percents

Table 312

Which of the following options best describes how you think of yourself?

Base: All respondents

	Q2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus- net (y)	Sky (z)	Smarty (A)
Unweighted base	6442	6321	251	1208	378	26	1067	574	664	470	855	125	82	293	90
Weighted base	6442	6326	254	1197	368	25**	1073	560	690	478	887	121*	81*	272	95*
Heterosexual/ straight	5639 87.54%q	5540 87.58%q	228 90.05%q	1067 89.21%q	307 83.52%	22 85.74%	940 87.56%	485 86.66%	594 86.09%	423 88.53%	781 88.07%	111 91.91%q	70 86.73%	241 88.64%	77 81.85%
Lesbian/ gay woman	59 0.92%	57 0.90%	2 0.97%	7 0.59%	7 1.86%pw	-	9 0.85%	13 2.24%Tnpusw	5 0.68%	4 0.75%	3 0.31%	1 1.05%	-	3 1.23%	2 1.84%
Gay man	141 2.18%	139 2.19%	3 1.24%	21 1.80%	9 2.48%	1 3.43%	23 2.17%	8 1.35%	28 4.04%Tnpstv	7 1.42%	20 2.28%	2 2.01%	3 3.45%	6 2.36%	3 3.31%
Bisexual	259 4.02%	255 4.04%	4 1.45%	43 3.63%	24 6.55%Tnopxz	1 5.18%	43 4.04%	20 3.64%	33 4.75%o	17 3.54%	42 4.72%o	1 0.99%	3 3.40%	7 2.65%	4 4.29%
Prefer to self-describe	28 0.43%	27 0.43%	-	5 0.42%	1 0.27%	-	3 0.25%	2 0.35%	3 0.46%	2 0.52%	5 0.58%	*	2 1.94%os	2 0.84%	1 1.15%
Prefer not to say	317 4.92%	308 4.86%	16 6.28%	52 4.36%	20 5.31%	1 5.64%	55 5.13%	32 5.75%	27 3.97%	25 5.24%	36 4.04%	4 3.62%	4 4.47%	12 4.28%	7 7.57%

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 24th to 30th November 2021

Absolutes/col percents

Table 313  
Which of the following options best describes how you think of yourself?  
Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broad- band (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk- Talk (g)	Virgin Media (h)	Voda- afone (i)	KCOM / Karoo (j)	Now Broad- band (k)	Shell Energy (l)	SSE (m)	Utility Ware- house (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk- Talk (r)	Virgin Media (s)	Most vuln- erable (t)	Poten- tially vuln- erable (u)	Least vuln- erable (v)	Yes (w)	No (x)
Unweighted base	6442	6169	1345	291	423	55	1232	671	1406	289	50	114	55	24	35	3486	415	1808	186	956	1106	3506	1166	2244	3951
Weighted base	6442	6169	1330	291	389	60*	1273	662	1442	295	49*	99*	52*	26**	32**	3605	444	1868	193	985	1085	3317	1346	2110	4080
Heterosexual/ straight	5639 87.54%g w	5426 87.96%T g	1190 89.44%T g	263 90.32%g	335 86.02%	51 85.08%	1134 89.06%g	556 83.99%	1265 87.77%g	288 90.68%g	40 82.80%	89 89.84%	45 86.54%	22 83.10%	29 91.15%	3228 89.54%T r	395 88.97%	1676 89.73%T r	160 82.57%	892 90.57%T r	937 86.30%	2957 89.15%T t	1192 88.58%	1796 85.10%	3700 90.67%Tw
Lesbian/ gay woman	59 0.92% x	56 0.90%	9 0.71%	1 0.50%	5 1.26%	2 2.90%	12 0.93%	9 1.32%	12 0.82%	1 0.25%	1 2.05%	1 1.21%	1 1.02%	-	-	30 0.84%	4 0.79%	15 0.79%	1 0.52%	11 1.12%	13 1.22%	26 0.79%	9 0.65%	30 1.42% Tx	25 0.62%
Gay man	141 2.18%	134 2.17%	27 2.04%	2 0.72%	7 1.89%	1 1.86%	20 1.58%	15 2.33%	41 2.86%	9 3.00%	2 4.81% c	2 1.62%	3 6.48% Tabcf	-	-	67 1.87%	7 1.54%	33 1.75%	8 4.10% o	20 2.01%	20 1.85%	68 2.06%	41 3.07% T	49 2.34%	86 2.11%
Bisexual	259 4.02% ah oqxs	237 3.84%	42 3.13%	17 5.94% bh	17 4.37%	4 6.07%	53 4.12%	31 4.69%	42 2.95%	9 3.17%	5 9.50% bh	4 4.16%	2 3.91%	-	-	118 3.28%	22 4.90% s	56 3.02%	13 6.91% oq s	24 2.41%	51 4.68%	120 3.62%	58 4.32%	132 6.28% Tx	119 2.91%
Prefer to self-describe	28 0.43% ox	25 0.40%	2 0.16%	-	3 0.78%	-	2 0.19%	5 0.71%	8 0.57%	1 0.43%	* 0.84%	1 0.56%	-	-	-	9 0.24%	* 0.10%	3 0.19%	-	4 0.42%	5 0.42%	13 0.40%	4 0.30%	20 0.93% Tx	8 0.20%
Prefer not to say	317 4.92% ao suwx	292 4.73%	60 4.51%	7 2.52%	22 5.67%	2 4.09%	53 4.13%	46 6.96% Ta bcfi	72 5.03%	7 2.47%	-	3 2.61%	1 2.06%	4 16.90%	3 8.85%	152 4.23%	16 3.69%	84 4.52%	11 5.90%	34 3.46%	60 5.52% v	132 3.98%	42 3.08%	83 3.93%	142 3.49%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m/n - T/o/p/q/r/s - T/t/u/v - T/w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing