	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1040
●	11	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1040
●	21	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1040
●	33	4	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	713
●	45	5	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	351
	51	6	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	100
●	57	7	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1040
●	70	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	861
●	83	9	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	206
	89	10	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	54
●	95	11	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1040
●	104	12	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	982
●	113	13	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1040

	Page	Table	Title	Base Description	Base
●	119	14	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	458
●	125	15	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All that have listened to recorded message on their landline or mobile	141
●	131	16	Q.30A Does your main home landline phone have caller display?	Base: All who have landline phone	713
●	137	17	Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?	Base: All who have a landline phone and caller display	328
●	143	18	Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?	Base: All who have landline phone	713
●	149	19	Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?	Base: All who received a silent call on home landline in the last 4 weeks	285
●	155	20	Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?	Base: All who have landline phone	713
●	161	21	Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?	Base: All who have landline phone	713
●	167	22	Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?	Base: All who have landline phone	713
●	173	23	Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.	Base: All who have landline phone	713
●	185	24	Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?	Base: All who have done nothing to stop unwanted calls on a landline phone	202

	Page	Table	Title	Base Description	Base
	197	25	Q.39 If you could stop all unwanted calls to your home landline phone by paying per month, how likely would you be to do so? - Summary	Base: All who have landline phone	713
●	198	26	Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?	Base: All who have landline phone	713
●	204	27	Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?	Base: All who have landline phone	713
●	210	28	Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?	Base: All who have landline phone	713
●	216	29	Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?	Base: All who have landline phone	713
●	222	30	Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?	Base: All who have a mobile phone	861
●	228	31	Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?	Base: All who have a mobile phone	861
●	234	32	Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?	Base: All who received a silent call on mobile phone in the last 4 weeks	131
●	240	33	Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?	Base: All who have a mobile phone	861
●	246	34	Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?	Base: All who have a mobile phone	861
●	252	35	Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations	Base: All who have a mobile phone	861

	Page	Table	Title	Base Description	Base
●	264	36	Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?	Base: All who have done nothing to stop unwanted calls on a mobile phone	208
●	276	37	Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?	Base: All who have done nothing to stop unwanted calls on a landline or mobile phone	339
	288	38	Q.49 If you could stop all unwanted calls to your mobile phone by paying per month, how likely would you be to do so? - Summary	Base: All who have a mobile phone	861
●	289	39	Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?	Base: All who have a mobile phone	861
●	295	40	Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?	Base: All who have a mobile phone	861
●	301	41	Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?	Base: All who have a mobile phone	861
●	307	42	Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?	Base: All who have a mobile phone	861
	313	43	Q.39\Q.49 If you could stop all unwanted calls to your home landline\mobile phone by paying per month, how likely would you be to do so?	Base: All who have a landline or mobile phone	982
●	314	44	Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?	Base: All who have a mobile phone and landline	592
●	320	45	Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?	Base: All who have a preference	186
	326	46	Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?	Base: All who prefer to receive unwanted calls on a mobile phone	72

	Page	Table	Title	Base Description	Base
●	332	47	Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?	Base: All who prefer to receive unwanted calls on a landline phone	114
●	338	48	Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?	Base: All who have a mobile phone and landline	592
●	344	49	Q.TV	Base: All adults UK	1040
●	345	50	Q.INTERNET	Base: All adults UK	1040
●	347	51	Q. Breaks x Breaks	Base: All adults UK	1040

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	570	294	276	120	156	119	101	47	24	4	121	205	119	125
	55%	58%b	*52%*	80%fghi	79%fghi	74%fghi	51%ghi	35%hi	21%i	*4%*	63%m	64%m	54%m	*41%*
A mobile phone (not a Smartphone) with internet access	158	77	81	22	18	29	35	27	22	5	33	53	25	47
	15%	*15%*	*15%*	15%i	*9%*	18%di	18%di	20%di	19%di	*6%*	*17%*	*17%*	*11%*	*15%*
A mobile phone without internet access	202	101	102	15	9	14	44	41	47	34	27	59	53	64
	19%	*20%*	*19%*	*10%*	*5%*	*8%*	22%cde	31%cde	39%cdef	39%cdef	*14%*	*18%*	24%j	*21%*
A tablet (e.g. iPad, Samsung Galaxy)	414	216	198	68	98	81	82	50	26	9	97	155	87	76
	40%	*43%*	*37%*	45%hi	50%hi	50%ghi	42%hi	38%hi	22%i	*11%*	50%m	48%m	40%m	*25%*
A desktop computer	272	140	132	42	41	51	62	43	24	8	62	102	54	54
	26%	*28%*	*25%*	29%i	21%i	32%dhi	32%dhi	32%dhi	20%i	*9%*	32%m	32%m	*25%*	*18%*
A laptop or netbook	587	291	296	102	121	101	132	69	41	22	146	217	122	102
	56%	*58%*	*55%*	68%ghi	61%hi	63%hi	68%ghi	52%hi	*34%*	*26%*	75%lm	67%lm	56%m	*34%*
An e- reader (e.g. Kindle, Kobo)	135	56	80	10	18	34	34	22	13	4	46	52	22	16
	13%	*11%*	*15%*	*6%*	*9%*	21%cdhi	17%cdi	16%ci	*11%*	*5%*	24%lm	16%m	*10%*	*5%*
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	241	162	78	63	76	47	38	14	4	-	46	85	51	58
	23%	32%b	*15%*	42%efghi	39%fghi	29%ghi	19%hi	10%hi	*3%*	-	*24%*	26%m	*23%*	*19%*
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	69	37	32	19	14	17	9	7	3	-	14	22	20	14
	7%	*7%*	*6%*	13%fhi	7%i	10%hi	5%i	5%i	*3%*	-	*7%*	*7%*	*9%*	*5%*
Other mobile device	5	2	4	1	-	-	-	2	-	2	3	-	-	2
	1%	*	*1%*	*1%*	-	-	-	*1%*	-	3%def	2%k	-	-	*1%*
SUMMARY CODES														
ANY MOBILE PHONE	880	432	448	139	179	150	168	110	92	41	169	293	186	230
	85%	*85%*	*84%*	93%ghi	91%ghi	93%ghi	86%i	83%i	77%i	*48%*	87%m	91%m	85%m	*76%*
ANY MOBILE WITH INTERNET ACCESS	700	350	350	133	171	141	128	71	46	8	146	246	140	167
	67%	*69%*	*65%*	89%fghi	87%fghi	88%fghi	66%ghi	53%hi	39%i	*10%*	76%lm	76%lm	*64%*	*55%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
ANY COMPUTER INC. TABLET	767	377	391	124	161	131	163	96	63	30	166	273	165	163
	74%	*75%*	*73%*	83%ghi	82%ghi	81%hi	83%ghi	72%hi	53%i	*35%*	86%lm	85%lm	75%m	*54%*
ANY COMPUTER EXC. TABLET	681	339	342	109	135	120	150	87	54	26	157	247	141	136
	65%	*67%*	*64%*	73%hi	69%hi	75%hi	77%ghi	65%hi	45%i	*30%*	81%lm	77%lm	64%m	*45%*
ANY GAMING DEVICE	263	171	92	69	80	50	38	19	5	-	55	90	57	60
	25%	34%b	*17%*	46%efghi	41%fghi	31%fghi	20%hi	14%hi	4%i	-	28%m	28%m	*26%*	*20%*
ANY DEVICE	953	465	488	148	195	156	188	119	99	49	184	309	206	254
	92%	*92%*	*91%*	99%ghi	99%ghi	97%ghi	96%ghi	89%i	83%i	*58%*	95%m	96%m	94%m	*83%*
None	84	38	46	1	2	4	7	14	19	36	10	13	13	48
	8%	*8%*	*9%*	*1%*	*1%*	*2%*	*4%*	11%cdef	16%cdef	42%cdefgh	*5%*	*4%*	*6%*	16%jkl
Don't know	3	2	1	-	-	1	1	-	1	-	-	-	*	3
	*	*	*	-	-	*1%*	*	-	*1%*	-	-	-	*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

	Total	MARITAL STATUS: Married \Living as married (a)	MARITAL STATUS: Single (b)	MARITAL STATUS: Widow \Divorced \Separated (c)	WORKING STATUS: Working (d)	WORKING STATUS: Not working (e)	CHILDREN IN HOUSEHOLD: Any (f)	CHILDREN IN HOUSEHOLD: None (g)	ADULTS IN HOUSEHOLD: 1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	HOUSEHOLD SIZE: 1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	570	313	214	43	372	198	222	348	110	292	92	50	26	77	160	126	125	82
	55%	58%c	65%ac	*26%*	69%e	*39%*	72%g	*48%*	*39%*	59%h	57%h	70%h	*84%*	*32%*	50%m	63%mn	69%mn	80%mno
A mobile phone (not a Smartphone) with internet access	158	87	44	28	88	70	44	114	40	72	25	15	6	32	48	35	28	15
	15%	*16%*	*14%*	*16%*	*16%*	*14%*	*14%*	*16%*	*14%*	*15%*	*16%*	*22%*	*18%*	*14%*	*15%*	*17%*	*16%*	*14%*
A mobile phone without internet access	202	96	44	62	64	139	29	174	66	89	32	13	3	59	79	27	27	10
	19%	*18%*	*14%*	37%ab	*12%*	28%d	*9%*	24%f	*23%*	*18%*	*20%*	*18%*	*8%*	25%opq	25%opq	*14%*	*15%*	*10%*
A tablet (e.g. iPad, Samsung Galaxy)	414	246	122	46	268	146	167	247	83	222	64	33	12	57	120	98	89	50
	40%	45%bc	37%c	*27%*	50%e	*29%*	54%g	*34%*	*29%*	45%h	40%h	47%h	*40%*	*24%*	38%m	49%mn	49%mn	49%m
A desktop computer	272	169	72	31	171	101	94	178	48	138	48	27	11	36	82	62	58	35
	26%	31%bc	*22%*	*18%*	32%e	*20%*	*31%*	*24%*	*17%*	28%h	30%h	37%h	*34%*	*15%*	26%m	31%m	32%m	34%m
A laptop or netbook	587	339	183	65	363	224	205	382	115	300	107	47	19	91	172	128	124	72
	56%	62%c	56%c	*39%*	68%e	*45%*	67%g	*52%*	*40%*	61%h	67%h	66%h	*62%*	*38%*	54%m	64%mn	68%mn	70%mn
An e- reader (e.g. Kindle, Kobo)	135	95	23	17	80	55	52	84	20	85	21	8	2	16	49	17	38	16
	13%	18%bc	*7%*	*10%*	*15%*	*11%*	17%g	*11%*	*7%*	17%h	*13%*	*11%*	*7%*	*7%*	15%mo	*9%*	21%mo	15%m
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	241	126	98	17	163	78	107	133	49	114	45	23	10	33	54	52	58	44
	23%	23%c	30%c	*10%*	30%e	*15%*	35%g	*18%*	*17%*	*23%*	28%h	33%h	*31%*	*14%*	*17%*	26%mn	32%mn	42%mno
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	69	34	29	6	41	28	29	40	11	37	9	6	6	6	18	14	16	15
	7%	*6%*	*9%*	*4%*	*8%*	*6%*	10%g	*5%*	*4%*	*7%*	*6%*	*9%*	*19%*	*3%*	*6%*	7%m	9%m	14%mn
Other mobile device	5	3	1	*	2	4	1	4	*	3	2	-	-	*	2	3	-	-
	1%	*1%*	*	*	*	*1%*	*	*1%*	*	*1%*	*1%*	-	-	*	*1%*	*2%*	-	-
SUMMARY CODES																		
ANY MOBILE PHONE	880	471	284	124	490	390	279	601	211	431	138	71	29	167	270	178	166	99
	85%	87%c	87%c	*73%*	91%e	*77%*	91%g	*82%*	*74%*	87%h	86%h	100%hi	*92%*	*70%*	85%m	89%m	91%m	96%mn

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
ANY MOBILE WITH INTERNET ACCESS	700	382	249	68	440	260	259	441	150	349	111	61	29	108	198	155	148	91
	67%	70%c	76%c	*40%*	82%e	*52%*	84%g	*60%*	*52%*	71%h	70%h	86%hij	*92%*	*46%*	62%m	77%mn	81%mn	89%mno
ANY COMPUTER INC. TABLET	767	433	242	93	456	311	260	508	164	375	140	64	25	128	224	172	156	88
	74%	80%c	74%c	*55%*	85%e	*62%*	84%g	*69%*	*58%*	76%h	87%hi	89%hi	*81%*	*54%*	70%m	86%mn	86%mn	85%mn
ANY COMPUTER EXC. TABLET	681	395	207	79	409	272	233	448	135	342	124	56	23	107	199	153	141	82
	65%	73%bc	63%c	*47%*	76%e	*54%*	76%g	*61%*	*47%*	70%h	77%h	79%h	*74%*	*45%*	63%m	76%mn	78%mn	79%mn
ANY GAMING DEVICE	263	135	108	19	173	89	112	151	55	122	49	26	11	38	59	55	64	46
	25%	25%c	33%ac	*11%*	32%e	*18%*	36%g	*21%*	*19%*	*25%*	31%h	36%h	*34%*	*16%*	*19%*	27%mn	35%mn	45%mno
ANY DEVICE	953	514	305	134	526	427	305	648	233	462	157	71	29	186	289	197	181	100
	92%	95%c	93%c	*79%*	98%e	*85%*	99%g	*88%*	*82%*	94%h	98%h	100%h	*94%*	*78%*	91%m	98%mn	100%mn	97%mn
None	84	26	22	36	10	74	1	83	51	28	3	-	2	51	28	3	1	2
	8%	*5%*	*7%*	21%ab	*2%*	15%d	*	11%f	18%ijk	*6%*	*2%*	-	*6%*	21%nopq	9%opq	*1%*	*	*2%*
Don't know	3	2	*	*	2	1	2	1	1	2	-	-	-	1	*	1	-	1
	*	*	*	*	*	*	*1%*	*	*	*	-	-	-	*	*	*	-	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	570	455	115	495	35	24	15	31	59	32	45	51	70	90	86	31	24	35	15
	55%	*55%*	*55%*	57%d	*40%*	*47%*	65%d	64%oq	*50%*	*45%*	62%oq	58%oq	65%hiopq	65%hiopq	56%oq	*39%*	*47%*	*40%*	65%ioq
A mobile phone (not a Smartphone) with internet access	158	131	27	133	11	11	4	4	16	16	10	13	13	18	33	10	11	11	4
	15%	*16%*	*13%*	*15%*	*12%*	*21%*	*16%*	*8%*	*14%*	*22%*	*14%*	*15%*	*12%*	*13%*	*21%*	*13%*	*21%*	*12%*	*16%*
A mobile phone without internet access	202	154	49	169	19	10	4	6	30	11	18	22	15	15	25	27	10	19	4
	19%	*19%*	*23%*	*19%*	*21%*	*20%*	*17%*	*14%*	26%lm	*16%*	24%m	25%m	*14%*	*11%*	*16%*	34%gilmnr	*20%*	*21%*	*17%*
A tablet (e.g. iPad, Samsung Galaxy)	414	319	95	354	32	19	9	16	45	24	40	28	58	36	77	30	19	32	9
	40%	*38%*	*45%*	*40%*	*36%*	*37%*	*36%*	*34%*	*39%*	*33%*	55%ghikmqr	*33%*	54%ghikmqr	*26%*	50%ikm	*39%*	*37%*	*36%*	*36%*
A desktop computer	272	210	62	237	18	12	4	10	25	20	23	26	43	23	47	21	12	18	4
	26%	*25%*	*29%*	*27%*	*21%*	*24%*	*17%*	*21%*	*21%*	*28%*	31%m	29%m	40%ghmqr	*16%*	31%m	*27%*	*24%*	*21%*	*17%*
A laptop or netbook	587	457	130	499	46	27	15	23	53	44	40	54	71	74	96	44	27	46	15
	56%	*55%*	*62%*	*57%*	*53%*	*52%*	*62%*	*47%*	*46%*	63%h	*54%*	61%h	66%h	*54%*	62%h	*56%*	*52%*	*53%*	*62%*
An e- reader (e.g. Kindle, Kobo)	135	110	25	116	10	6	4	5	11	10	10	7	17	6	36	14	6	10	4
	13%	*13%*	*12%*	*13%*	*11%*	*11%*	*15%*	*11%*	*10%*	14%m	14%m	*8%*	16%m	*4%*	23%hkmq	17%m	*11%*	*11%*	15%m
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	241	187	53	203	22	10	6	15	32	18	18	18	26	15	41	20	10	22	6
	23%	*23%*	*25%*	*23%*	*25%*	*19%*	*23%*	31%m	27%m	26%m	24%m	*20%*	25%m	*11%*	26%m	26%m	*19%*	25%m	23%m
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	69	59	11	62	3	2	2	5	6	5	3	9	8	7	15	5	2	3	2
	7%	*7%*	*5%*	*7%*	*4%*	*4%*	*8%*	*10%*	*5%*	*6%*	*5%*	*10%*	*7%*	*5%*	*9%*	*7%*	*4%*	*4%*	*8%*
Other mobile device	5	5	-	5	-	-	-	-	-	-	2	-	-	-	4	-	-	-	-
	1%	*1%*	-	*1%*	-	-	-	-	-	-	*2%*	-	-	-	*2%*	-	-	-	-
SUMMARY CODES																			
ANY MOBILE PHONE	880	694	185	752	61	43	23	41	98	56	69	79	93	117	133	66	43	61	23
	85%	*84%*	*88%*	86%d	*69%*	*84%*	97%cde	*85%*	84%q	*79%*	95%himq	90%q	86%q	84%q	86%q	*84%*	*84%*	*69%*	97%hilmnopq

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
ANY MOBILE WITH INTERNET ACCESS	700	560	140	600	46	34	19	34	72	46	53	60	79	103	113	41	34	46	19
	67%	*67%*	*66%*	69%d	*52%*	*66%*	80%d	*71%*	*61%*	*64%*	72%oq	68%oq	73%oq	74%hoq	73%oq	*52%*	*66%*	*52%*	80%hoq
ANY COMPUTER INC. TABLET	767	598	169	651	62	37	18	32	74	55	59	63	96	94	120	58	37	62	18
	74%	*72%*	80%a	*74%*	*70%*	*70%*	*77%*	*66%*	*63%*	*77%*	82%h	*72%*	89%ghik mnopqr	*68%*	78%h	*74%*	*70%*	*70%*	*77%*
ANY COMPUTER EXC. TABLET	681	529	152	577	53	34	17	26	63	50	51	57	87	85	108	51	34	53	17
	65%	*64%*	72%a	*66%*	*60%*	*66%*	*71%*	*53%*	*54%*	71%h	70%h	*65%*	80%ghkm oq	*61%*	70%h	*65%*	*66%*	*60%*	71%h
ANY GAMING DEVICE	263	207	56	224	23	10	6	16	32	21	19	20	26	20	47	22	10	23	6
	25%	*25%*	*27%*	*26%*	*26%*	*19%*	*25%*	33%m	27%m	29%m	*26%*	*23%*	*25%*	*15%*	30%m	28%m	*19%*	*26%*	*25%*
ANY DEVICE	953	756	197	808	76	46	23	43	105	62	70	82	102	131	144	68	46	76	23
	92%	*91%*	*94%*	*92%*	*86%*	*89%*	97%d	*90%*	*90%*	*88%*	96%q	*94%*	95%q	*94%*	*93%*	*87%*	*89%*	*86%*	97%q
None	84	70	14	65	12	6	1	5	12	7	3	5	5	6	11	11	6	12	1
	8%	*8%*	*6%*	*7%*	14%cf	*11%*	*3%*	*10%*	*10%*	*10%*	*4%*	*6%*	*5%*	*4%*	*7%*	13%m	*11%*	14%jlmr	*3%*
Don't know	3	3	-	3	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	*2%*	-	-	-	*1%*	-	-	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	570	570	384	384	187	-	255	89	218
	55%	65%be	54%e	64%be	67%be	-	63%h	58%h	*45%*
A mobile phone (not a Smartphone) with internet access	158	158	109	109	50	-	56	31	71
	15%	18%e	15%e	18%e	18%e	-	*14%*	*20%*	*15%*
A mobile phone without internet access	202	202	137	137	66	-	59	34	115
	19%	23%e	19%e	23%e	24%e	-	*15%*	23%f	24%f
A tablet (e.g. iPad, Samsung Galaxy)	414	397	305	294	103	11	190	67	159
	40%	45%de	43%e	49%de	37%e	*11%*	47%h	44%h	*33%*
A desktop computer	272	250	201	188	62	13	116	57	110
	26%	28%e	28%e	31%de	23%e	*12%*	*29%*	37%h	*23%*
A laptop or netbook	587	541	430	398	143	32	251	92	249
	56%	62%de	61%de	66%de	52%e	*30%*	62%h	*60%*	*52%*
An e- reader (e.g. Kindle, Kobo)	135	132	113	111	21	2	59	32	53
	13%	15%de	16%de	18%de	*8%*	*2%*	*15%*	21%h	*11%*
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	241	228	152	143	85	9	117	42	96
	23%	26%e	21%e	24%e	31%bce	*9%*	29%h	*27%*	*20%*
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	69	65	43	40	25	3	30	17	25
	7%	*7%*	*6%*	*7%*	9%e	*3%*	*8%*	11%h	*5%*
Other mobile device	5	2	3	2	-	2	-	-	5
	1%	*	*	*	-	2%ad	-	-	*1%*
SUMMARY CODES									
ANY MOBILE PHONE	880	880	603	603	277	-	349	142	392
	85%	100%be	85%e	100%be	100%be	-	*86%*	93%h	*82%*
ANY MOBILE WITH INTERNET ACCESS	700	700	477	477	223	-	301	113	281
	67%	80%be	67%e	79%be	81%be	-	74%h	74%h	*59%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
ANY COMPUTER INC. TABLET	767	701	550	507	194	43	322	123	324
	74%	80%de	78%de	84%bde	70%e	*41%*	80%h	80%h	*67%*
ANY COMPUTER EXC. TABLET	681	626	494	456	170	37	286	113	287
	65%	71%de	70%de	76%bde	61%e	*35%*	71%h	74%h	*60%*
ANY GAMING DEVICE	263	248	168	157	91	11	125	46	106
	25%	28%e	24%e	26%e	33%be	*10%*	31%h	*30%*	*22%*
ANY DEVICE	953	880	651	603	277	48	385	148	421
	92%	100%be	92%e	100%be	100%be	*45%*	95%h	97%h	*88%*
None	84	-	57	-	-	57	20	4	57
	8%	-	8%acd	-	-	54%abcd	*5%*	*3%*	12%fg
Don't know	3	-	1	-	-	1	-	*	2
	*	-	*	-	-	1%ac	-	*	*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	570	275	166	162	40	378	175	528	531	531	252	439	551	389
	55%	62%bcfg	*42%*	*41%*	70%bcfg	62%bcfg	*42%*	54%bcf	*63%*	*63%*	74%hil	79%hil	*64%*	77%hil
A mobile phone (not a Smartphone) with internet access	158	63	63	63	5	92	67	150	134	133	62	83	135	83
	15%	*14%*	*16%*	*16%*	*9%*	*15%*	*16%*	*15%*	*16%*	*16%*	*18%*	*15%*	*16%*	*16%*
A mobile phone without internet access	202	64	105	104	4	96	108	196	134	134	38	40	138	46
	19%	*14%*	27%adeg	27%adeg	*7%*	*16%*	26%adeg	20%ad	16%km	16%km	*11%*	*7%*	16%km	*9%*
A tablet (e.g. iPad, Samsung Galaxy)	414	206	121	119	30	283	130	391	397	395	178	299	406	265
	40%	47%bcfg	*30%*	*30%*	52%bcf	47%bcfg	*31%*	40%bcf	*47%*	*47%*	*53%*	54%hil	*47%*	*52%*
A desktop computer	272	118	88	86	21	191	88	261	267	266	135	189	270	175
	26%	*27%*	*22%*	*22%*	37%bcf	31%bcf	*21%*	27%f	*32%*	*32%*	40%hil	*34%*	*31%*	*35%*
A laptop or netbook	587	272	199	195	39	378	207	549	570	569	248	400	575	363
	56%	62%bcf	*50%*	*50%*	69%bcf	62%bcfg	*50%*	56%c	*68%*	*68%*	73%l	72%l	*66%*	*72%*
An e- reader (e.g. Kindle, Kobo)	135	63	45	44	8	96	46	126	133	133	67	99	133	92
	13%	*14%*	*11%*	*11%*	*13%*	16%f	*11%*	*13%*	*16%*	*16%*	*20%*	*18%*	*15%*	*18%*
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	241	126	72	69	22	177	74	232	226	228	118	187	238	169
	23%	29%bcf	*18%*	*18%*	38%bcfg	29%bcfg	*18%*	24%bcf	*27%*	*27%*	35%hil	34%hil	*27%*	34%hil
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	69	32	17	17	7	53	17	65	68	67	31	56	69	50
	7%	*7%*	*4%*	*4%*	12%bcf	9%bcf	*4%*	*7%*	*8%*	*8%*	*9%*	*10%*	*8%*	*10%*
Other mobile device	5	-	3	3	2	2	3	5	4	4	2	5	5	5
	1%	-	*1%*	*1%*	3%aeg	*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*
SUMMARY CODES														
ANY MOBILE PHONE	880	379	323	318	49	533	337	828	750	749	325	528	775	480
	85%	*86%*	*81%*	*81%*	*87%*	88%bcf	*81%*	*85%*	*89%*	*89%*	96%hil	95%hil	*89%*	95%hil

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.1 Do you PERSONALLY use any of the following devices?
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
ANY MOBILE WITH INTERNET ACCESS	700	328	221	216	45	453	233	653	637	636	297	502	659	451
	67%	75%bcfg	*56%*	*55%*	80%bcf	74%bcfg	*56%*	67%bcf	*76%*	*76%*	87%hil	91%hil	*76%*	89%hil
ANY COMPUTER INC. TABLET	767	349	258	254	50	491	270	721	738	737	309	494	751	448
	74%	79%bcfg	*65%*	*65%*	87%bcfg	81%bcfg	*65%*	74%bcf	*88%*	*88%*	*91%*	*89%*	*87%*	*89%*
ANY COMPUTER EXC. TABLET	681	309	231	226	45	440	240	640	661	659	284	448	668	410
	65%	70%bcf	*58%*	*58%*	78%bcf	72%bcfg	*58%*	65%bcf	*79%*	*79%*	84%l	*81%*	*77%*	*81%*
ANY GAMING DEVICE	263	135	78	75	24	191	80	252	248	249	127	203	260	186
	25%	31%bcf	*20%*	*19%*	42%bcfg	31%bcfg	*19%*	26%bcf	*29%*	*30%*	37%hil	37%hil	*30%*	37%hil
ANY DEVICE	953	418	344	339	53	580	361	897	821	819	335	551	846	501
	92%	95%bcfg	*87%*	*87%*	*93%*	95%bcfg	*87%*	92%bcf	*98%*	*98%*	*99%*	99%hil	*98%*	99%hi
None	84	21	51	51	4	28	52	80	17	17	3	3	17	3
	8%	*5%*	13%aeg	13%aeg	*7%*	*5%*	13%aeg	8%ae	2%k	2%k	*1%*	*1%*	2%k	*1%*
Don't know	3	1	1	1	-	*	1	2	3	3	1	1	3	1
	*	*	*	*	-	*	*	*	*	*	*	*	*	*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Landline phone	709	326	383	73	110	115	142	99	98	71	154	229	147	179
	68%	*65%*	72%a	*49%*	*56%*	72%cd	72%cd	74%cd	82%cdef	83%cdef	79%lm	71%m	*67%*	*59%*
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	773	369	405	123	162	131	163	93	67	36	170	274	166	163
	74%	*73%*	*76%*	83%ghi	82%ghi	81%ghi	83%ghi	69%hi	56%i	*42%*	88%lm	85%lm	76%m	*54%*
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	167	76	91	33	45	32	31	12	10	4	28	69	34	36
	16%	*15%*	*17%*	22%ghi	23%ghi	20%ghi	16%i	*9%*	*8%*	*4%*	*15%*	21%m	*15%*	*12%*
SUMMARY CODES														
ANY MOBILE PHONE	880	432	448	139	179	150	168	110	92	41	169	293	186	230
	85%	*85%*	*84%*	93%ghi	91%ghi	93%ghi	86%i	83%i	77%i	*48%*	87%m	91%m	85%m	*76%*
NONE	33	20	13	4	5	4	4	9	4	3	3	7	4	20
	3%	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*7%*	*3%*	*3%*	*2%*	*2%*	*2%*	7%jkl
ANY SERVICE	936	442	494	132	180	144	180	114	106	81	187	309	196	244
	90%	*88%*	92%a	*89%*	*91%*	*89%*	*92%*	*85%*	*89%*	94%g	97%lm	96%lm	89%m	*80%*
ANY SERVICE (INC. MOBILE)	1007	485	521	145	192	156	192	125	115	83	191	316	216	285
	97%	*96%*	*97%*	*97%*	*97%*	*97%*	*98%*	*93%*	*97%*	*97%*	98%m	98%m	98%m	*93%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
SERVICES HAVE														
MOBILE NOT LANDLINE	277	149	128	68	76	39	43	24	16	10	35	80	63	99
	27%	*30%*	*24%*	46%efghi	39%efghi	25%hi	22%i	*18%*	*13%*	*12%*	*18%*	*25%*	29%j	33%jk
LANDLINE NOT MOBILE	106	43	63	2	8	5	17	13	22	40	19	16	24	48
	10%	*9%*	*12%*	*2%*	*4%*	*3%*	9%c	9%ce	19%cdefg	47%cdefgh	*10%*	*5%*	11%k	16%k
LANDLINE AND MOBILE	603	282	320	71	102	111	125	87	76	31	135	213	124	131
	58%	*56%*	*60%*	*48%*	52%i	69%cdi	64%cdi	65%cdi	64%cdi	*36%*	70%lm	66%lm	56%m	*43%*
LANDLINE OR MOBILE	986	475	511	142	187	155	185	123	114	81	189	309	210	278
	95%	*94%*	*95%*	*95%*	*95%*	*96%*	*95%*	*92%*	*96%*	*95%*	97%m	96%m	*96%*	*91%*
None	104	63	41	17	17	17	15	20	13	5	7	13	24	60
	10%	12%b	*8%*	*11%*	*9%*	*11%*	*8%*	15%i	*11%*	*6%*	*3%*	*4%*	11%jk	20%jkl
Av number of services (inc mobile)	**2.040**	**1.898**	**2.155**	**2.093**	**2.203**	**2.044**	**1.947**	**1.993**	**1.915**	**2.161**	**2.546**	**2.497**	**1.955**	**1.806**
Standard Deviation	**0.823**	**0.793**	**0.833**	**0.980**	**0.907**	**0.995**	**0.995**	**0.817**	**0.576**	**0.524**	**0.697**	**0.619**	**0.835**	**0.809**
Error Variance	**0.004**	**0.007**	**0.007**	**0.053**	**0.039**	**0.052**	**0.047**	**0.029**	**0.006**	**0.009**	**0.032**	**0.013**	**0.018**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Landline phone	709	415	167	126	373	336	218	491	166	360	112	54	17	140	227	129	144	69
	68%	77%b	*51%*	74%b	*69%*	*67%*	*71%*	*67%*	*58%*	73%h	70%h	75%h	*54%*	*59%*	71%m	*64%*	79%mo	*67%*
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	773	448	237	89	452	321	270	503	155	386	140	65	28	118	225	167	172	91
	74%	83%bc	72%c	*52%*	84%e	*64%*	88%g	*69%*	*54%*	78%h	87%hi	91%hi	*90%*	*50%*	71%m	83%mn	95%mno	89%mno
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	167	90	64	13	106	61	67	100	29	87	33	16	3	19	47	51	30	21
	16%	17%c	20%c	*7%*	20%e	*12%*	22%g	*14%*	*10%*	18%h	20%h	22%h	*9%*	*8%*	15%m	26%mn	16%m	20%mn
SUMMARY CODES																		
ANY MOBILE PHONE	880	471	284	124	490	390	279	601	211	431	138	71	29	167	270	178	166	99
	85%	87%c	87%c	*73%*	91%e	*77%*	91%g	*82%*	*74%*	87%h	86%h	100%hij	*92%*	*70%*	85%m	89%m	91%m	96%mno
NONE	33	6	19	8	7	26	5	29	21	13	-	-	-	19	12	2	-	1
	3%	*1%*	6%a	5%a	*1%*	5%d	*1%*	*4%*	7%ijk	*3%*	-	-	-	8%nopq	4%p	*1%*	-	*1%*
ANY SERVICE	936	519	273	144	499	437	289	647	228	456	157	68	28	187	287	190	177	96
	90%	96%bc	*83%*	*85%*	93%e	*87%*	94%g	*88%*	*80%*	93%h	98%hi	95%h	*90%*	*79%*	90%m	94%m	98%mn	93%m

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
ANY SERVICE (INC. MOBILE)	1007	536	308	162	530	476	303	704	264	480	160	71	31	219	306	199	181	102
	97%	99%bc	*94%*	*95%*	99%e	*95%*	*99%*	*96%*	*93%*	97%h	100%h	100%h	*100%*	*92%*	96%m	99%m	100%mn	99%m
SERVICES HAVE																		
MOBILE NOT LANDLINE	277	110	133	34	146	131	76	201	89	114	43	17	14	71	77	64	34	31
	27%	*20%*	41%ac	*20%*	*27%*	*26%*	*25%*	*27%*	31%i	*23%*	*27%*	*25%*	*43%*	30%p	*24%*	32%p	*19%*	*30%*
LANDLINE NOT MOBILE	106	54	16	36	29	78	15	92	44	43	18	-	2	44	34	15	12	2
	10%	10%b	*5%*	21%ab	*5%*	15%d	*5%*	13%f	15%ik	9%k	11%k	-	*6%*	19%no pq	11%q	*7%*	*7%*	*2%*
LANDLINE AND MOBILE	603	361	151	90	344	259	203	400	122	317	95	54	15	96	193	114	132	68
	58%	67%bc	*46%*	*53%*	64%e	*51%*	66%g	*55%*	*43%*	64%h	59%h	75%hj	*49%*	*41%*	61%m	57%m	73%mn o	66%m
LANDLINE OR MOBILE	986	526	300	160	519	467	293	693	255	474	155	71	31	211	304	193	178	100
	95%	97%b	*92%*	*94%*	97%e	*93%*	*95%*	*95%*	*90%*	96%h	97%h	100%h	*98%*	*89%*	96%m	96%m	98%m	98%m
None	104	23	54	26	38	66	18	86	57	37	3	3	3	51	31	11	4	7
	10%	*4%*	17%a	15%a	*7%*	13%d	*6%*	12%f	20%ijk	*7%j*	*2%*	*5%*	*10%*	21%no pq	10%p	*6%*	*2%*	*7%*
Av number of services (inc mobile)	**2.040**	**2.278bc**	**1.890**	**1.862**	**2.277e**	**1.906**	**2.494 g**	**1.899**	**1.805**	**2.191 h**	**2.480**	**2.101**	**1.574**	**1.676**	**2.036 m**	**2.437**	**2.539**	**2.177**
Standard Deviation	**0.823**	**0.775**	**0.883**	**0.735**	**0.896**	**0.750**	**0.914**	**0.741**	**0.795**	**0.773**	**0.922**	**0.873**	**0.823**	**0.696**	**0.692**	**0.981**	**0.837**	**0.939**
Error Variance	**0.004**	**0.008**	**0.014**	**0.010**	**0.016**	**0.004**	**0.023**	**0.004**	**0.008**	**0.007**	**0.053**	**0.127**	**0.169**	**0.008**	**0.007**	**0.042**	**0.041**	**0.080**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Landline phone	709	553	156	602	51	39	17	31	76	53	50	52	81	75	123	63	39	51	17
	68%	*67%*	*74%*	*69%*	*57%*	*75%*	*73%*	*64%*	*65%*	74%mq	*68%*	*59%*	75%kmq	*54%*	79%hkmq	79%kmq	75%m	*57%*	73%m
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	773	597	176	669	50	36	19	37	78	61	58	60	98	94	124	58	36	50	19
	74%	*72%*	84%a	76%d	*57%*	*70%*	78%d	*76%*	*66%*	86%hkmpq	80%q	*69%*	91%ghjk mnopqr	*68%*	80%hmq	73%q	*70%*	*57%*	78%q
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	167	106	62	150	13	3	1	9	12	10	11	18	25	15	44	8	3	13	1
	16%	*13%*	29%a	17%ef	*14%*	*5%*	*6%*	*18%*	*10%*	*13%*	*15%*	21%pr	23%hmop r	*11%*	28%hijm opqr	*10%*	*5%*	*14%*	*6%*
SUMMARY CODES																			
ANY MOBILE PHONE	880	694	185	752	61	43	23	41	98	56	69	79	93	117	133	66	43	61	23
	85%	*84%*	*88%*	86%d	*69%*	*84%*	97%cde	*85%*	84%q	*79%*	95%himq	90%q	86%q	84%q	86%q	*84%*	*84%*	*69%*	97%hilmn opq
NONE	33	30	3	18	13	2	*	2	1	4	-	2	-	3	2	3	2	13	*
	3%	*4%*	*1%*	*2%*	14%cf	*5%*	*1%*	*4%*	*1%*	6%l	-	*3%*	-	*2%*	*1%*	*4%*	5%l	14%hjklmn or	*1%*
ANY SERVICE	936	741	196	802	67	47	21	43	104	66	69	76	106	124	144	71	47	67	21
	90%	*89%*	*93%*	92%d	*76%*	*90%*	*89%*	*89%*	89%q	93%q	95%q	*87%*	98%ghkm opqr	90%q	93%q	90%q	*90%*	*76%*	*89%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
ANY SERVICE (INC. MOBILE)	1007	799	208	858	76	49	23	46	116	67	73	85	108	135	153	76	49	76	23
	97%	*96%*	*99%*	98%d	*86%*	*95%*	99%d	*96%*	99%q	*94%*	100%q	97%q	100%ipq	98%q	99%q	96%q	*95%*	*86%*	99%q
SERVICES HAVE																			
MOBILE NOT LANDLINE	277	228	49	240	21	10	6	15	38	13	23	32	25	54	27	12	10	21	6
	27%	*27%*	*23%*	*27%*	*24%*	*19%*	*26%*	*32%*	32%no	*18%*	32%no	37%inop	*23%*	39%ilno pq	*18%*	*15%*	*19%*	*24%*	*26%*
LANDLINE NOT MOBILE	106	86	20	91	10	5	*	6	16	9	4	5	13	13	17	8	5	10	*
	10%	*10%*	*10%*	10%f	*12%*	*10%*	*1%*	*12%*	13%r	13%r	*5%*	*6%*	12%r	*9%*	11%r	*11%*	*10%*	*12%*	*1%*
LANDLINE AND MOBILE	603	467	136	511	40	34	17	25	60	43	46	47	68	63	106	54	34	40	17
	58%	*56%*	*64%*	58%d	*46%*	65%d	72%cd	*52%*	*51%*	*61%*	63%mq	*53%*	63%mq	*45%*	68%hkmq	69%hmq	65%mq	*46%*	72%hkmq
LANDLINE OR MOBILE	986	781	205	842	72	49	23	46	114	65	73	84	106	129	150	74	49	72	23
	95%	*94%*	*97%*	96%d	*81%*	*94%*	99%d	96%q	97%q	*92%*	100%impq	96%q	98%q	94%q	97%q	95%q	*94%*	*81%*	99%q
None	104	89	15	74	22	5	3	5	13	5	4	11	2	14	11	8	5	22	3
	10%	*11%*	*7%*	*8%*	24%c	*10%*	*11%*	11%l	11%l	*7%*	*5%*	13%l	*2%*	10%l	*7%*	10%l	10%l	24%hijlm no	11%l
Av number of services (inc mobile)	**2.040**	**2.028**	**2.100**	**2.000**	**2.496**	**2.147**	**1.871**	**1.610**	**2.018**	**3.346**	**2.126**	**1.779**	**2.230**	**2.147**	**1.950**	**1.561**	**2.147**	**2.496**	**1.871**
Standard Deviation	**0.823**	**0.797**	**0.958**	**0.818**	**0.848**	**0.792**	**0.849**	**0.677**	**0.930**	**0.561**	**0.926**	**0.667**	**0.972**	**0.613**	**0.899**	**0.652**	**0.792**	**0.848**	**0.849**
Error Variance	**0.004**	**0.004**	**0.031**	**0.004**	**0.055**	**0.070**	**0.048**	**0.046**	**0.026**	**0.079**	**0.072**	**0.020**	**0.157**	**0.013**	**0.039**	**0.035**	**0.070**	**0.055**	**0.048**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Landline phone	709	603	709	603	-	106	301	121	320
	68%	69%d	100%ad	100%ad	-	100%ad	74%h	79%h	*67%*
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	773	712	572	528	184	44	338	135	317
	74%	81%de	81%de	88%abde	67%e	*41%*	83%h	88%h	*66%*
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	167	157	121	116	41	5	59	27	79
	16%	18%e	17%e	19%e	15%e	*5%*	*15%*	*18%*	*16%*
SUMMARY CODES									
ANY MOBILE PHONE	880	880	603	603	277	-	349	142	392
	85%	100%be	85%e	100%be	100%be	-	*86%*	93%h	*82%*
NONE	33	-	-	-	-	-	8	*	19
	3%	-	-	-	-	-	*2%*	*	4%g
ANY SERVICE	936	809	709	603	207	106	384	152	415
	90%	92%d	100%ad	100%ad	*75%*	100%ad	95%h	100%fh	*86%*
ANY SERVICE (INC. MOBILE)	1007	880	709	603	277	106	397	152	460
	97%	*100%*	*100%*	*100%*	*100%*	*100%*	*98%*	100%h	*96%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
SERVICES HAVE									
MOBILE NOT LANDLINE	277	277	-	-	277	-	88	30	132
	27%	31%bce	-	-	100%abce	-	*22%*	*19%*	*28%*
LANDLINE NOT MOBILE	106	-	106	-	-	106	40	9	60
	10%	-	15%acd	-	-	100%abcd	*10%*	*6%*	13%g
LANDLINE AND MOBILE	603	603	603	603	-	-	261	112	260
	58%	69%de	85%ade	100%abde	-	-	64%h	73%h	*54%*
LANDLINE OR MOBILE	986	880	709	603	277	106	389	150	452
	95%	*100%*	*100%*	*100%*	*100%*	*100%*	*96%*	*98%*	*94%*
None	104	70	-	-	70	-	21	*	65
	10%	8%bce	-	-	25%abce	-	5%g	*	14%fg
Av number of services (inc mobile)	**2.040**	**2.040d**	**2.524ad**	**2.524ad**	**1.414**	**-**	**2.344h**	**2.458**	**1.780**
Standard Deviation	**0.823**	**0.823**	**0.644**	**0.644**	**0.567**	**-**	**0.799**	**0.633**	**0.720**
Error Variance	**0.004**	**0.004**	**0.004**	**0.004**	**0.004**	**-**	**0.012**	**0.016**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Landline phone	709	319	265	263	44	461	275	688	599	597	239	392	604	356
	68%	*73%*	*67%*	*67%*	*78%*	76%bcfg	*66%*	*70%*	*71%*	*71%*	*70%*	*71%*	*70%*	*71%*
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	773	362	252	248	52	520	263	739	756	752	319	488	758	450
	74%	82%bcfg	*64%*	*63%*	92%bcfg	85%bcfg	*63%*	76%bcf	*90%*	*90%*	94%hiklm	*88%*	*88%*	*89%*
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	167	61	65	63	10	96	65	152	156	155	89	129	161	117
	16%	*14%*	*16%*	*16%*	*17%*	*16%*	*16%*	*16%*	*19%*	*19%*	26%hil	*23%*	*19%*	*23%*
SUMMARY CODES														
ANY MOBILE PHONE	880	379	323	318	49	533	337	828	750	749	325	528	775	480
	85%	*86%*	*81%*	*81%*	*87%*	88%bcf	*81%*	*85%*	*89%*	*89%*	96%hil	95%hil	*89%*	95%hil
NONE	33	9	18	18	1	9	19	28	12	12	2	6	14	5
	3%	*2%*	5%e	5%e	*1%*	*2%*	4%e	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
ANY SERVICE	936	412	341	336	56	586	355	892	813	809	330	523	824	476
	90%	94%bcf	*86%*	*86%*	99%bcf	96%bcfg	*86%*	91%bcf	97%km	*96%*	*97%*	*94%*	*95%*	*94%*
ANY SERVICE (INC. MOBILE)	1007	431	378	374	56	599	396	950	828	827	338	549	852	500
	97%	*98%*	*95%*	*95%*	*99%*	98%bcf	*96%*	*97%*	*99%*	*99%*	*99%*	*99%*	*98%*	*99%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.2 Which of the following do you have in your home?
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
SERVICES HAVE														
MOBILE NOT LANDLINE	277	103	108	105	10	126	114	245	209	209	96	152	228	139
	27%	*23%*	*27%e*	*27%e*	*18%*	*21%*	*28%e*	*25%*	*25%*	*25%*	*28%*	*27%*	*26%*	*27%*
LANDLINE NOT MOBILE	106	43	51	51	5	54	53	104	57	57	10	16	57	14
	10%	*10%*	*13%*	*13%*	*9%*	*9%*	*13%*	*11%*	*7%jkm*	*7%jkm*	*3%*	*3%*	*7%jkm*	*3%*
LANDLINE AND MOBILE	603	277	214	213	39	407	223	583	542	540	229	376	547	342
	58%	*63%bcf*	*54%*	*54%*	*69%f*	*67%bcfg*	*54%*	*60%*	*64%*	*64%*	*67%*	*68%*	*63%*	*68%*
LANDLINE OR MOBILE	986	422	373	368	54	588	389	932	808	806	335	543	832	495
	95%	*96%*	*94%*	*94%*	*96%*	*97%*	*94%*	*95%*	*96%*	*96%*	*99%hil*	*98%*	*96%*	*98%*
None	104	28	55	55	1	22	60	86	27	30	9	32	42	29
	10%	*6%*	*14%adeg*	*14%adeg*	*1%*	*4%*	*14%adeg*	*9%e*	*3%*	*4%*	*3%*	*6%h*	*5%*	*6%h*
Av number of services (inc mobile)	**2.040**	**2.257bcf**	**1.766**	**1.766**	**2.369**	**2.375bcfg**	**1.746**	**2.039bcf**	**2.602**	**2.576**	**2.699**	**2.308**	**2.478**	**2.411**
Standard Deviation	**0.823**	**0.812**	**0.723**	**0.723**	**0.573**	**0.742**	**0.716**	**0.797**	**0.699**	**0.733**	**0.898**	**0.920**	**0.794**	**0.955**
Error Variance	**0.004**	**0.011**	**0.005**	**0.005**	**0.109**	**0.007**	**0.005**	**0.004**	**0.008**	**0.009**	**0.038**	**0.021**	**0.009**	**0.024**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	139	143	14	38	40	59	55	49	27	70	91	51	70
	27%	*28%*	*27%*	*9%*	19%c	25%c	30%cd	41%cde	41%cde	31%cd	36%lm	*28%*	*23%*	*23%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	177	208	26	50	54	91	66	59	39	97	116	83	89
	37%	*35%*	*39%*	*18%*	*25%*	34%c	46%cde	49%cde	50%cde	45%cd	50%klm	*36%*	38%m	*29%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	166	194	24	50	62	79	58	53	33	89	113	75	82
	35%	*33%*	*36%*	*16%*	*25%*	39%cd	40%cd	44%cd	44%cd	39%cd	46%klm	35%m	*34%*	*27%*
Some other type of call that you didn't want or ask for - for example a market research call	34	15	19	1	8	1	5	7	11	2	7	11	6	10
	3%	*3%*	*3%*	*1%*	*4%*	*1%*	*2%*	5%e	9%cdefi	*2%*	*4%*	*3%*	*3%*	*3%*
SUMMARY CODES														
1 TYPE EXPERIENCED	139	59	80	17	15	27	19	19	24	18	31	50	24	34
	13%	*12%*	*15%*	*12%*	*8%*	17%d	*10%*	*14%*	20%df	20%df	*16%*	*16%*	*11%*	*11%*
2 TYPES EXPERIENCED	115	56	59	10	12	22	32	10	15	14	22	29	31	33
	11%	*11%*	*11%*	*7%*	*6%*	13%d	16%cdg	*7%*	13%d	17%cdg	*11%*	*9%*	*14%*	*11%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
3 TYPES EXPERIENCED	210	100	110	9	28	29	50	42	35	17	60	67	38	46
	20%	*20%*	*21%*	*6%*	14%c	18%c	26%cd	32%cde	29%cde	20%c	31%klm	*21%*	*17%*	*15%*
4 TYPES EXPERIENCED	15	6	9	-	6	-	-	5	4	1	2	6	4	4
	1%	*1%*	*2%*	-	3%f	-	-	4%cef	3%cef	*1%*	*1%*	*2%*	*2%*	*1%*
ANY UNSOLICITED CALLS (LANDLINE)	479	222	258	37	61	78	102	76	77	50	115	152	97	116
	46%	*44%*	*48%*	*25%*	*31%*	48%cd	52%cd	57%cd	65%cdef	58%cd	59%klm	47%m	*44%*	*38%*
None	562	283	279	112	136	83	94	58	44	36	79	172	123	188
	54%	*56%*	*52%*	75%efghi	69%efghi	52%h	*48%*	*43%*	*37%*	*42%*	*41%*	53%j	56%j	62%j
Av number of issues	**2.212**	**2.241**	**2.187**	**1.774**	**2.403ei**	**2.023**	**2.302i**	**2.444ei**	**2.238**	**2.025**	**2.296**	**2.181**	**2.223**	**2.162**
Standard Deviation	**0.902**	**0.883**	**0.918**	**0.827**	**0.974**	**0.855**	**0.774**	**0.945**	**0.948**	**0.877**	**0.890**	**0.945**	**0.868**	**0.889**
Error Variance	**0.002**	**0.004**	**0.003**	**0.024**	**0.019**	**0.011**	**0.007**	**0.013**	**0.008**	**0.010**	**0.008**	**0.007**	**0.008**	**0.005**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	181	53	48	144	138	73	210	66	150	40	23	4	61	95	54	50	23
	27%	33%b	*16%*	28%b	*27%*	*27%*	*24%*	*29%*	*23%*	30%h	*25%*	*32%*	*13%*	*26%*	*30%*	*27%*	*28%*	*22%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	238	77	70	197	188	100	285	88	189	67	32	9	78	128	68	70	42
	37%	44%b	*24%*	41%b	*37%*	*37%*	*33%*	*39%*	*31%*	*38%*	42%h	45%h	*29%*	*33%*	*40%*	*34%*	*39%*	*40%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	234	66	60	195	164	101	258	73	196	61	26	4	66	122	63	74	34
	35%	43%b	*20%*	35%b	*36%*	*33%*	*33%*	*35%*	*25%*	40%h	38%h	*36%*	*13%*	*28%*	38%m	*32%*	41%m	*33%*
Some other type of call that you didn't want or ask for - for example a market research call	34	15	10	9	13	21	6	28	11	16	4	2	-	9	12	9	2	1
	3%	*3%*	*3%*	*5%*	*2%*	*4%*	*2%*	*4%*	*4%*	*3%*	*3%*	*3%*	-	*4%*	*4%*	*5%*	*1%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
SUMMARY CODES																		
1 TYPE EXPERIENCED	139	76	32	32	65	74	37	102	33	64	20	13	9	29	46	22	18	24
	13%	*14%*	*10%*	19%b	*12%*	*15%*	*12%*	*14%*	*12%*	*13%*	*12%*	*18%*	*29%*	*12%*	*15%*	*11%*	*10%*	24%mop
2 TYPES EXPERIENCED	115	68	23	24	65	50	37	78	26	58	22	7	1	25	32	14	29	13
	11%	12%b	*7%*	14%b	*12%*	*10%*	*12%*	*11%*	*9%*	*12%*	*14%*	*10%*	*3%*	*11%*	*10%*	*7%*	16%o	*13%*
3 TYPES EXPERIENCED	210	143	37	30	110	101	51	160	45	113	33	18	2	41	74	40	40	14
	20%	26%bc	*11%*	*18%*	*20%*	*20%*	*16%*	*22%*	*16%*	23%h	*20%*	*26%*	*6%*	*17%*	*23%*	*20%*	*22%*	*14%*
4 TYPES EXPERIENCED	15	7	4	4	6	9	4	11	5	8	3	-	-	3	6	6	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	-	-	*1%*	*2%*	*3%*	-	*1%*
ANY UNSOLICITED CALLS (LANDLINE)	479	293	96	90	246	234	129	351	109	243	77	39	12	98	159	82	87	53
	46%	54%b	*29%*	53%b	*46%*	*46%*	*42%*	*48%*	*38%*	49%h	*48%*	55%h	*39%*	*41%*	*50%*	*41%*	*48%*	*52%*
None	562	249	233	80	291	271	178	384	178	250	83	32	19	141	159	118	94	50
	54%	*46%*	71%ac	*47%*	*54%*	*54%*	*58%*	*52%*	62%ik	*51%*	*52%*	*45%*	*61%*	59%n	*50%*	*59%*	*52%*	*48%*
Av number of issues	**2.212**	**2.278**	**2.140**	**2.073**	**2.234**	**2.189**	**2.171**	**2.227**	**2.187**	**2.269**	**2.233**	**2.135**	**1.407**	**2.183**	**2.248** q	**2.353** q	**2.260** q	**1.863**
Standard Deviation	**0.902**	**0.876**	**0.936**	**0.933**	**0.873**	**0.932**	**0.886**	**0.908**	**0.925**	**0.892**	**0.874**	**0.901**	**0.782**	**0.896**	**0.921**	**0.954**	**0.777**	**0.901**
Error Variance	**0.002**	**0.003**	**0.010**	**0.008**	**0.004**	**0.003**	**0.007**	**0.002**	**0.007**	**0.003**	**0.011**	**0.026**	**0.056**	**0.007**	**0.005**	**0.013**	**0.009**	**0.017**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	212	71	230	34	14	5	12	29	28	20	16	27	18	43	37	14	34	5
	27%	*26%*	34%a	*26%*	39%cf	*27%*	*19%*	*24%*	24%m	39%kmr	28%m	*18%*	25%m	*13%*	28%m	48%ghjk lmnpr	27%m	39%hkmr	*19%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	298	87	323	36	21	6	16	46	34	27	23	35	35	61	46	21	36	6
	37%	*36%*	*41%*	*37%*	*40%*	*41%*	*25%*	*33%*	39%m	48%kmr	*37%*	*26%*	*33%*	*25%*	39%km	59%ghjk lmnqr	*41%*	40%m	*25%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	277	82	303	37	14	5	14	36	34	26	23	34	28	62	46	14	37	5
	35%	*33%*	*39%*	35%f	42%f	*28%*	*20%*	*29%*	*31%*	47%hklmp r	35%m	*26%*	*31%*	*20%*	40%kmr	59%ghjk lmnpr	*28%*	42%kmr	*20%*
Some other type of call that you didn't want or ask for - for example a market research call	34	30	4	28	4	2	-	-	1	1	5	1	2	*	14	2	2	4	-
	3%	*4%*	*2%*	*3%*	*4%*	*4%*	-	-	*1%*	*2%*	7%hm	*1%*	*2%*	*	9%hklmr	*3%*	*4%*	*4%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	139	111	28	120	5	10	4	9	11	11	9	12	17	17	19	15	10	5	4
	13%	*13%*	*13%*	*14%*	*6%*	19%d	17%d	*18%*	*9%*	*15%*	*12%*	*14%*	16%q	*13%*	*12%*	19%q	19%q	*6%*	17%q

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
2 TYPES EXPERIENCED	115	94	21	95	8	8	3	3	17	7	8	11	12	13	16	9	8	8	3
	11%	*11%*	*10%*	*11%*	*9%*	*15%*	*14%*	*7%*	*15%*	*10%*	*10%*	*13%*	*11%*	*10%*	*10%*	*11%*	*15%*	*9%*	*14%*
3 TYPES EXPERIENCED	210	155	55	177	25	7	2	9	21	23	12	9	19	12	38	33	7	25	2
	20%	*19%*	26%a	20%f	28%f	*14%*	*6%*	*18%*	*18%*	32%hklmpr	*17%*	*11%*	*18%*	*9%*	25%kmr	42%ghjklmnpr	*14%*	28%kmr	*6%*
4 TYPES EXPERIENCED	15	13	2	10	4	1	-	-	1	1	4	-	-	*	4	-	1	4	-
	1%	*2%*	*1%*	*1%*	4%c	*2%*	-	-	*1%*	*1%*	6%hklmo	-	-	*	*2%*	-	*2%*	*4%*	-
ANY UNSOLICITED CALLS (LANDLINE)	479	373	106	403	42	26	9	21	50	41	33	33	48	43	77	57	26	42	9
	46%	*45%*	*50%*	*46%*	*47%*	*50%*	*37%*	*43%*	*43%*	58%kmr	*46%*	*37%*	*44%*	*31%*	50%m	72%ghjklmnpqr	50%m	47%m	*37%*
None	562	458	104	475	47	26	15	27	67	30	40	55	60	95	80	22	26	47	15
	54%	*55%*	*50%*	*54%*	*53%*	*50%*	*63%*	57%o	57%o	*42%*	54%o	63%io	56%o	69%inopq	52%o	*28%*	50%o	53%o	63%io
Av number of issues	**2.212**	**2.189**	**2.293**	**2.192**	**2.654c**	**1.984**	**1.724**	**2.003**	**2.236**	**2.342km**	**2.370**	**1.902**	**2.042**	**1.894**	**2.342km**	**2.324km**	**1.984**	**2.654hklm**	**1.724**
Standard Deviation	**0.902**	**0.907**	**0.883**	**0.897**	**0.812**	**0.933**	**0.782**	**0.934**	**0.814**	**0.902**	**1.035**	**0.820**	**0.878**	**0.852**	**0.913**	**0.867**	**0.933**	**0.812**	**0.782**
Error Variance	**0.002**	**0.002**	**0.007**	**0.002**	**0.016**	**0.033**	**0.024**	**0.046**	**0.012**	**0.020**	**0.032**	**0.019**	**0.018**	**0.020**	**0.012**	**0.013**	**0.033**	**0.016**	**0.024**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	238	282	238	-	44	122	53	120
	27%	27%d	40%ad	39%ad	-	42%ad	*30%*	34%h	*25%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	328	385	328	-	57	158	79	171
	37%	37%d	54%ad	54%ad	-	53%ad	*39%*	52%fh	*36%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	306	359	306	-	53	154	62	155
	35%	35%d	51%ad	51%ad	-	50%ad	*38%*	*41%*	*32%*
Some other type of call that you didn't want or ask for - for example a market research call	34	31	34	31	-	3	13	11	16
	3%	3%d	5%d	5%d	-	3%d	*3%*	*7%*	*3%*
SUMMARY CODES									
1 TYPE EXPERIENCED	139	124	139	124	-	15	57	21	72
	13%	14%d	20%ad	21%ad	-	14%d	*14%*	*14%*	*15%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
2 TYPES EXPERIENCED	115	100	115	100	-	15	52	21	47
	11%	11%d	16%ad	17%ad	-	14%d	*13%*	*14%*	*10%*
3 TYPES EXPERIENCED	210	175	210	175	-	36	90	37	92
	20%	20%d	30%ad	29%ad	-	34%ad	*22%*	*24%*	*19%*
4 TYPES EXPERIENCED	15	14	15	14	-	2	4	8	5
	1%	*2%*	2%d	2%d	-	*1%*	*1%*	5%fh	*1%*
ANY UNSOLICITED CALLS (LANDLINE)	479	412	479	412	-	67	203	87	216
	46%	47%d	68%ad	68%ad	-	63%ad	*50%*	57%h	*45%*
None	562	467	231	190	277	41	202	66	266
	54%	53%bce	*33%*	*32%*	100%abce	*39%*	*50%*	*43%*	55%g
Av number of issues	**2.212**	**2.189**	**2.212**	**2.189**	**-**	**2.352**	**2.201**	**2.355**	**2.140**
Standard Deviation	**0.902**	**0.907**	**0.902**	**0.907**	**-**	**0.860**	**0.875**	**0.950**	**0.915**
Error Variance	**0.002**	**0.002**	**0.002**	**0.002**	**-**	**0.010**	**0.004**	**0.011**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	131	102	101	12	183	107	276	241	238	91	139	242	116
	27%	*30%*	*26%*	*26%*	*22%*	*30%*	*26%*	*28%*	29%m	28%m	*27%*	*25%*	*28%*	*23%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	168	146	145	20	254	150	378	330	328	130	199	333	180
	37%	*38%*	*37%*	*37%*	*34%*	*42%*	*36%*	*39%*	*39%*	*39%*	*38%*	*36%*	*38%*	*36%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	168	126	126	21	234	133	349	310	308	121	191	311	172
	35%	*38%*	*32%*	*32%*	*37%*	39%bf	*32%*	*36%*	*37%*	*37%*	*36%*	*34%*	*36%*	*34%*
Some other type of call that you didn't want or ask for - for example a market research call	34	14	14	14	-	23	15	34	29	29	7	20	29	17
	3%	*3%*	*4%*	*4%*	-	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*
SUMMARY CODES														
1 TYPE EXPERIENCED	139	63	58	58	10	88	64	137	109	109	39	76	111	68
	13%	*14%*	*15%*	*15%*	*17%*	*14%*	*15%*	*14%*	*13%*	*13%*	*11%*	*14%*	*13%*	*13%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
2 TYPES EXPERIENCED	115	56	39	39	5	78	40	112	97	97	40	62	98	57
	11%	*13%*	*10%*	*10%*	*8%*	*13%*	*10%*	*11%*	*12%*	*12%*	*12%*	*11%*	*11%*	*11%*
3 TYPES EXPERIENCED	210	96	80	79	11	135	81	205	185	183	74	104	185	93
	20%	*22%*	*20%*	*20%*	*20%*	*22%*	*20%*	*21%*	*22%*	*22%*	*22%*	*19%*	*21%*	*18%*
4 TYPES EXPERIENCED	15	5	3	3	-	12	4	15	13	13	2	9	13	6
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*
ANY UNSOLICITED CALLS (LANDLINE)	479	219	180	180	26	312	189	469	404	402	155	251	407	224
	46%	*50%*	*45%*	*46%*	*45%*	*51%*	*46%*	*48%*	*48%*	*48%*	*46%*	*45%*	*47%*	*44%*
None	562	221	218	214	31	296	227	511	438	439	185	303	461	281
	54%	*50%*	*55%*	*55%*	*55%*	*49%*	*55%*	*52%*	*52%*	*52%*	*54%*	*55%*	*53%*	*56%*
Av number of issues	**2.212**	**2.192**	**2.151**	**2.149**	**2.061**	**2.223**	**2.134**	**2.211**	**2.251**	**2.249**	**2.256**	**2.186**	**2.247**	**2.164**
Standard Deviation	**0.902**	**0.883**	**0.902**	**0.902**	**0.918**	**0.902**	**0.915**	**0.904**	**0.892**	**0.893**	**0.849**	**0.913**	**0.893**	**0.896**
Error Variance	**0.002**	**0.004**	**0.004**	**0.004**	**0.037**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.005**	**0.004**	**0.002**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	282	282	145	282	282	63	251	241	120	241	238	78	4	3	1
	27%	41%ci	59%acfgijl	*33%*	77%abcfghijkl	100%abcdfghijkl	43%c	43%cil	63%acfgijl	*33%*	50%acgil	66%acfgijl	*34%*	*35%*	*59%*	*17%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	385	385	189	253	241	66	385	385	167	300	293	100	3	2	1
	37%	56%cfil	81%acdfgijl	*42%*	69%acfil	85%acdfgijl	*45%*	66%acfil	100%abcdefgijkl	*45%*	63%acfil	81%acdfgijl	*44%*	*26%*	*39%*	*17%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	359	359	187	250	238	69	316	293	154	359	359	109	3	2	1
	35%	52%ci	76%acdfgil	*42%*	68%acfgil	84%abcdfghijl	*47%*	54%ci	76%acdfgil	*42%*	75%acfgil	100%abcdefghijl	*48%*	*26%*	*39%*	*17%*
Some other type of call that you didn't want or ask for - for example a market research call	34	32	30	18	24	22	4	25	22	17	24	22	12	5	5	-
	3%	*5%*	*6%*	*4%*	*6%*	*8%*	*3%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*43%*	*100%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
SUMMARY CODES																
1 TYPE EXPERIENCED	139	137	135	63	23	20	8	91	69	49	52	44	17	2	2	-
	13%	20%cdefi jkl	28%acdef ghijkl	14%defl	*6%*	*7%*	*5%*	16%defjl	18%defjl	13%def	11%d	12%def	*8%*	*14%*	*33%*	-
2 TYPES EXPERIENCED	115	115	115	54	49	38	17	100	93	44	94	92	31	2	2	-
	11%	*17%*	24%acdef gil	*12%*	*13%*	*14%*	*11%*	17%ci	24%acdef gil	*12%*	20%cdfi	26%acdef gil	*13%*	*12%*	*28%*	-
3 TYPES EXPERIENCED	210	210	210	108	209	208	51	208	208	93	208	208	63	2	*	1
	20%	31%c	44%acgil	*24%*	57%abcfg ijl	74%abcdf ghijkl	35%c	36%ci	54%abcfg ijl	*25%*	43%acgil	58%abcfg ijl	*27%*	*13%*	*8%*	*17%*
4 TYPES EXPERIENCED	15	15	15	11	15	15	2	15	15	11	15	15	8	2	2	-
	1%	*2%*	*3%*	*3%*	*4%*	5%a	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*13%*	*31%*	-
ANY UNSOLICITED CALLS (LANDLINE)	479	478	475	236	296	282	77	415	385	197	369	359	119	7	5	1
	46%	69%cfil	100%acdfg ijl	*53%*	81%acfg il	100%acdfg ijl	*53%*	71%cfil	100%acdfg ijl	*53%*	77%acfg il	100%acdfg ijl	*52%*	*53%*	*100%*	*17%*
None	562	212	2	210	71	2	70	173	2	171	111	2	110	6	-	6
	54%	31%bdehjk	*	47%abdeg hjk	19%behk	*1%*	47%abdeg hjk	30%bdehjk	*	47%abdeg hjk	23%behk	*	48%abdeg hjk	*47%*	-	*83%*
Av number of issues	**2.212**	**2.217**	**2.222**	**2.284**	**2.731abc ghijkl**	**2.775abc ghijkl**	**2.618abc gi**	**2.356ab**	**2.442abc**	**2.333**	**2.505abc gi**	**2.539abc gi**	**2.517abc**	**2.490**	**2.375**	**3.000**
Standard Deviation	**0.902**	**0.900**	**0.898**	**0.914**	**0.677**	**0.654**	**0.707**	**0.863**	**0.827**	**0.918**	**0.785**	**0.764**	**0.827**	**1.231**	**1.358**	**-**
Error Variance	**0.002**	**0.002**	**0.002**	**0.004**	**0.002**	**0.002**	**0.007**	**0.002**	**0.002**	**0.005**	**0.002**	**0.002**	**0.006**	**0.253**	**0.369**	**-**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	139	143	14	38	40	59	55	49	27	70	91	51	70
	40%	*43%*	*37%*	*19%*	*34%*	35%c	42%c	55%cdei	50%cde	38%c	*45%*	*40%*	*35%*	*39%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	177	208	26	50	54	91	66	59	39	97	116	83	89
	54%	*54%*	*54%*	*36%*	*45%*	*47%*	64%cde	66%cde	61%cd	54%c	63%km	*51%*	*57%*	*50%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	166	194	24	50	62	79	58	53	33	89	113	75	82
	51%	*51%*	*51%*	*32%*	*45%*	54%c	56%c	59%c	54%c	*47%*	58%m	*49%*	*51%*	*46%*
Some other type of call that you didn't want or ask for - for example a market research call	34	15	19	1	8	1	5	7	11	2	7	11	6	10
	5%	*5%*	*5%*	*2%*	7%e	*1%*	*3%*	7%e	11%cefi	*3%*	*5%*	*5%*	*4%*	*5%*
SUMMARY CODES														
1 TYPE EXPERIENCED	139	59	80	17	15	27	19	19	24	18	31	50	24	34
	20%	*18%*	*21%*	*24%*	*14%*	*24%*	*14%*	*19%*	24%f	*25%*	*20%*	*22%*	*16%*	*19%*
2 TYPES EXPERIENCED	115	56	59	10	12	22	32	10	15	14	22	29	31	33
	16%	*17%*	*15%*	*14%*	*11%*	*19%*	23%dg	*10%*	*15%*	*20%*	*14%*	*13%*	*21%*	*19%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
3 TYPES EXPERIENCED	210	100	110	9	28	29	50	42	35	17	60	67	38	46
	30%	*31%*	*29%*	*12%*	*25%*	*25%*	35%c	43%cdei	35%c	*24%*	39%lm	*29%*	*26%*	*26%*
4 TYPES EXPERIENCED	15	6	9	-	6	-	-	5	4	1	2	6	4	4
	2%	*2%*	*2%*	-	5%ef	-	-	5%ef	4%ef	*1%*	*2%*	*2%*	*2%*	*2%*
ANY UNSOLICITED CALLS (LANDLINE)	479	222	258	37	61	78	102	76	77	50	115	152	97	116
	68%	*68%*	*67%*	*50%*	*55%*	68%c	72%cd	77%cd	79%cd	70%cd	*74%*	*66%*	*66%*	*65%*
None	231	104	127	37	50	37	40	23	23	21	39	79	50	62
	33%	*32%*	*33%*	50%efghi	45%fghi	*32%*	*28%*	*23%*	*23%*	*30%*	*26%*	*35%*	*34%*	*35%*
Av number of issues	**2.212**	**2.241**	**2.187**	**1.774**	**2.403ei**	**2.023**	**2.302i**	**2.444ei**	**2.238**	**2.025**	**2.296**	**2.181**	**2.223**	**2.162**
Standard Deviation	**0.902**	**0.883**	**0.918**	**0.827**	**0.974**	**0.855**	**0.774**	**0.945**	**0.948**	**0.877**	**0.890**	**0.945**	**0.868**	**0.889**
Error Variance	**0.002**	**0.004**	**0.003**	**0.024**	**0.019**	**0.011**	**0.007**	**0.013**	**0.008**	**0.010**	**0.008**	**0.007**	**0.008**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	181	53	48	144	138	73	210	66	150	40	23	4	61	95	54	50	23
	40%	44%b	*32%*	*38%*	*39%*	*41%*	*33%*	43%f	*40%*	*42%*	*35%*	*42%*	*23%*	*43%*	*42%*	*42%*	*35%*	*33%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	238	77	70	197	188	100	285	88	189	67	32	9	78	128	68	70	42
	54%	57%b	*46%*	*55%*	*53%*	*56%*	*46%*	58%f	*53%*	*52%*	*59%*	*60%*	*54%*	*55%*	*56%*	*53%*	*49%*	*60%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	234	66	60	195	164	101	258	73	196	61	26	4	66	122	63	74	34
	51%	56%b	*39%*	*47%*	*52%*	*49%*	*46%*	*53%*	*44%*	55%h	*54%*	*48%*	*23%*	*47%*	*54%*	*49%*	*51%*	*49%*
Some other type of call that you didn't want or ask for - for example a market research call	34	15	10	9	13	21	6	28	11	16	4	2	-	9	12	9	2	1
	5%	*4%*	*6%*	*7%*	*3%*	*6%*	*3%*	*6%*	*7%*	*4%*	*4%*	*4%*	-	7%p	*5%*	7%p	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
SUMMARY CODES																		
1 TYPE EXPERIENCED	139	76	32	32	65	74	37	102	33	64	20	13	9	29	46	22	18	24
	20%	*18%*	*19%*	*25%*	*17%*	*22%*	*17%*	*21%*	*20%*	*18%*	*17%*	*24%*	*54%*	*20%*	*20%*	*17%*	*12%*	35%mnop
2 TYPES EXPERIENCED	115	68	23	24	65	50	37	78	26	58	22	7	1	25	32	14	29	13
	16%	*16%*	*14%*	*19%*	*17%*	*15%*	*17%*	*16%*	*16%*	*16%*	*20%*	*14%*	*6%*	*18%*	*14%*	*11%*	*20%*	*19%*
3 TYPES EXPERIENCED	210	143	37	30	110	101	51	160	45	113	33	18	2	41	74	40	40	14
	30%	34%bc	*22%*	*24%*	*29%*	*30%*	*23%*	32%f	*27%*	*31%*	*29%*	*34%*	*11%*	*29%*	*33%*	*31%*	*28%*	*21%*
4 TYPES EXPERIENCED	15	7	4	4	6	9	4	11	5	8	3	-	-	3	6	6	-	1
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	-	-	*2%*	*3%*	4%p	-	*2%*
ANY UNSOLICITED CALLS (LANDLINE)	479	293	96	90	246	234	129	351	109	243	77	39	12	98	159	82	87	53
	68%	71%b	*57%*	71%b	*66%*	*70%*	*59%*	71%f	*66%*	*67%*	*68%*	*72%*	*71%*	*70%*	*70%*	*64%*	*60%*	77%p
None	231	122	73	36	127	104	89	143	59	117	35	15	5	44	68	46	57	16
	33%	*29%*	44%ac	*29%*	*34%*	*31%*	41%g	*29%*	*35%*	*33%*	*32%*	*28%*	*29%*	*31%*	*30%*	*36%*	40%q	*23%*
Av number of issues	**2.212**	**2.278**	**2.140**	**2.073**	**2.234**	**2.189**	**2.171**	**2.227**	**2.187**	**2.269**	**2.233**	**2.135**	**1.407**	**2.183**	**2.248**	**2.353**	**2.260**	**1.863**
															q	q	q	
Standard Deviation	**0.902**	**0.876**	**0.936**	**0.933**	**0.873**	**0.932**	**0.886**	**0.908**	**0.925**	**0.892**	**0.874**	**0.901**	**0.782**	**0.896**	**0.921**	**0.954**	**0.777**	**0.901**
Error Variance	**0.002**	**0.003**	**0.010**	**0.008**	**0.004**	**0.003**	**0.007**	**0.002**	**0.007**	**0.003**	**0.011**	**0.026**	**0.056**	**0.007**	**0.005**	**0.013**	**0.009**	**0.017**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	212	71	230	34	14	5	12	29	28	20	16	27	18	43	37	14	34	5
	40%	*38%*	*45%*	*38%*	68%cef	*36%*	*26%*	*38%*	*38%*	52%klmr	*41%*	*30%*	*33%*	*24%*	*35%*	60%hklm npr	*36%*	68%hjklm npr	*26%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	298	87	323	36	21	6	16	46	34	27	23	35	35	61	46	21	36	6
	54%	*54%*	*56%*	54%f	70%cf	*55%*	*34%*	*51%*	61%r	64%lr	*55%*	*44%*	*44%*	*47%*	*50%*	74%klmn r	*55%*	70%klmnr	*34%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	277	82	303	37	14	5	14	36	34	26	23	34	28	62	46	14	37	5
	51%	*50%*	*53%*	50%f	74%cef	*37%*	*27%*	*45%*	48%r	64%lmpr	52%r	*44%*	*42%*	*37%*	51%r	74%hjkl mnpr	*37%*	74%hjklm npr	*27%*
Some other type of call that you didn't want or ask for - for example a market research call	34	30	4	28	4	2	-	-	1	1	5	1	2	*	14	2	2	4	-
	5%	*5%*	*2%*	*5%*	*7%*	*6%*	-	-	*1%*	*3%*	11%hm	*2%*	*3%*	*1%*	12%hmr	*3%*	*6%*	*7%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	139	111	28	120	5	10	4	9	11	11	9	12	17	17	19	15	10	5	4
	20%	*20%*	*18%*	*20%*	*10%*	*26%*	*23%*	*28%*	*14%*	*20%*	*18%*	*24%*	*21%*	*23%*	*16%*	*24%*	*26%*	*10%*	*23%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
2 TYPES EXPERIENCED	115	94	21	95	8	8	3	3	17	7	8	11	12	13	16	9	8	8	3
	16%	*17%*	*13%*	*16%*	*16%*	*20%*	*19%*	*11%*	*23%*	*13%*	*15%*	*21%*	*14%*	*18%*	*13%*	*14%*	*20%*	*16%*	*19%*
3 TYPES EXPERIENCED	210	155	55	177	25	7	2	9	21	23	12	9	19	12	38	33	7	25	2
	30%	*28%*	*36%*	29%f	49%cef	*18%*	*9%*	*28%*	28%r	43%klmpr	*25%*	*18%*	*24%*	*16%*	31%mr	53%hjkl mnpr	*18%*	49%hjklmn pr	*9%*
4 TYPES EXPERIENCED	15	13	2	10	4	1	-	-	1	1	4	-	-	*	4	-	1	4	-
	2%	*2%*	*1%*	*2%*	7%c	*3%*	-	-	*1%*	*2%*	9%hklmo	-	-	*1%*	*3%*	-	*3%*	7%lo	-
ANY UNSOLICITED CALLS (LANDLINE)	479	373	106	403	42	26	9	21	50	41	33	33	48	43	77	57	26	42	9
	68%	*67%*	*68%*	67%f	82%cf	*67%*	*51%*	*67%*	*66%*	78%lmr	*67%*	*63%*	*59%*	*58%*	*63%*	91%hjkl mnpr	*67%*	82%klmnr	*51%*
None	231	182	50	201	9	13	9	10	26	11	16	19	33	32	48	6	13	9	9
	33%	*33%*	*32%*	33%d	*18%*	*33%*	49%cd	*33%*	34%o	*22%*	33%o	37%oq	41%ioq	42%ioq	39%oq	*9%*	33%o	*18%*	49%ioq
Av number of issues	**2.212**	**2.189**	**2.293**	**2.192**	**2.654c**	**1.984**	**1.724**	**2.003**	**2.236**	**2.342km**	**2.370**	**1.902**	**2.042**	**1.894**	**2.342km**	**2.324km**	**1.984**	**2.654hkl m**	**1.724**
Standard Deviation	**0.902**	**0.907**	**0.883**	**0.897**	**0.812**	**0.933**	**0.782**	**0.934**	**0.814**	**0.902**	**1.035**	**0.820**	**0.878**	**0.852**	**0.913**	**0.867**	**0.933**	**0.812**	**0.782**
Error Variance	**0.002**	**0.002**	**0.007**	**0.002**	**0.016**	**0.033**	**0.024**	**0.046**	**0.012**	**0.020**	**0.032**	**0.019**	**0.018**	**0.020**	**0.012**	**0.013**	**0.033**	**0.016**	**0.024**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	238	282	238	-	44	122	53	120
	40%	*39%*	*40%*	*39%*	-	*42%*	*40%*	*43%*	*37%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	328	385	328	-	57	158	79	171
	54%	*54%*	*54%*	*54%*	-	*53%*	*53%*	66%fh	*53%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	306	359	306	-	53	154	62	155
	51%	*51%*	*51%*	*51%*	-	*50%*	*51%*	*52%*	*48%*
Some other type of call that you didn't want or ask for - for example a market research call	34	31	34	31	-	3	13	11	16
	5%	*5%*	*5%*	*5%*	-	*3%*	*4%*	*9%*	*5%*
SUMMARY CODES									
1 TYPE EXPERIENCED	139	124	139	124	-	15	57	21	72
	20%	*21%*	*20%*	*21%*	-	*14%*	*19%*	*18%*	*22%*
2 TYPES EXPERIENCED	115	100	115	100	-	15	52	21	47
	16%	*17%*	*16%*	*17%*	-	*14%*	*17%*	*18%*	*15%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
3 TYPES EXPERIENCED	210	175	210	175	-	36	90	37	92
	30%	*29%*	*30%*	*29%*	-	*34%*	*30%*	*31%*	*29%*
4 TYPES EXPERIENCED	15	14	15	14	-	2	4	8	5
	2%	*2%*	*2%*	*2%*	-	*1%*	*1%*	6%fh	*2%*
ANY UNSOLICITED CALLS (LANDLINE)	479	412	479	412	-	67	203	87	216
	68%	*68%*	*68%*	*68%*	-	*63%*	*67%*	*72%*	*67%*
None	231	190	231	190	-	41	98	34	106
	33%	*32%*	*33%*	*32%*	-	*39%*	*33%*	*28%*	*33%*
Av number of issues	**2.212**	**2.189**	**2.212**	**2.189**	**-**	**2.352**	**2.201**	**2.355**	**2.140**
Standard Deviation	**0.902**	**0.907**	**0.902**	**0.907**	**-**	**0.860**	**0.875**	**0.950**	**0.915**
Error Variance	**0.002**	**0.002**	**0.002**	**0.002**	**-**	**0.010**	**0.004**	**0.011**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	131	102	101	12	183	107	276	241	238	91	139	242	116
	40%	*41%*	*38%*	*38%*	*28%*	*40%*	*39%*	*40%*	40%m	40%m	*38%*	*36%*	40%m	*32%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	168	146	145	20	254	150	378	330	328	130	199	333	180
	54%	*53%*	*55%*	*55%*	*44%*	*55%*	*54%*	*55%*	*55%*	*55%*	*54%*	*51%*	*55%*	*50%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	168	126	126	21	234	133	349	310	308	121	191	311	172
	51%	*52%*	*48%*	*48%*	*48%*	*51%*	*48%*	*51%*	*52%*	*52%*	*51%*	*49%*	*51%*	*48%*
Some other type of call that you didn't want or ask for - for example a market research call	34	14	14	14	-	23	15	34	29	29	7	20	29	17
	5%	*4%*	*5%*	*5%*	-	*5%*	*5%*	*5%*	*5%*	*5%*	*3%*	*5%*	*5%*	*5%*
SUMMARY CODES														
1 TYPE EXPERIENCED	139	63	58	58	10	88	64	137	109	109	39	76	111	68
	20%	*20%*	*22%*	*22%*	*22%*	*19%*	*23%*	*20%*	*18%*	*18%*	*16%*	*19%*	*18%*	*19%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
2 TYPES EXPERIENCED	115	56	39	39	5	78	40	112	97	97	40	62	98	57
	16%	*17%*	*15%*	*15%*	*11%*	*17%*	*15%*	*16%*	*16%*	*16%*	*17%*	*16%*	*16%*	*16%*
3 TYPES EXPERIENCED	210	96	80	79	11	135	81	205	185	183	74	104	185	93
	30%	*30%*	*30%*	*30%*	*25%*	*29%*	*30%*	*30%*	*31%*	*31%*	*31%*	*26%*	*31%*	*26%*
4 TYPES EXPERIENCED	15	5	3	3	-	12	4	15	13	13	2	9	13	6
	2%	*2%*	*1%*	*1%*	-	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
ANY UNSOLICITED CALLS (LANDLINE)	479	219	180	180	26	312	189	469	404	402	155	251	407	224
	68%	*69%*	*68%*	*68%*	*58%*	*68%*	*69%*	*68%*	*68%*	*67%*	*65%*	*64%*	*67%*	*63%*
None	231	100	87	86	19	149	88	220	196	197	84	140	199	132
	33%	*31%*	*33%*	*32%*	*42%*	*32%*	*32%*	*32%*	*33%*	*33%*	*35%*	*36%*	*33%*	*37%*
Av number of issues	**2.212**	**2.192**	**2.151**	**2.149**	**2.061**	**2.223**	**2.134**	**2.211**	**2.251**	**2.249**	**2.256**	**2.186**	**2.247**	**2.164**
Standard Deviation	**0.902**	**0.883**	**0.902**	**0.902**	**0.918**	**0.902**	**0.915**	**0.904**	**0.892**	**0.893**	**0.849**	**0.913**	**0.893**	**0.896**
Error Variance	**0.002**	**0.004**	**0.004**	**0.004**	**0.037**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.005**	**0.004**	**0.002**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282	282	282	145	282	282	63	251	241	120	241	238	78	4	3	1
	40%	*53%*	59%ci	*49%*	91%abcf ghijkl	100%abcdf ghijkl	69%acgil	*54%*	63%acgil	*49%*	60%aci	66%acgil	*52%*	*50%*	*59%*	*36%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	385	385	385	189	253	241	66	385	385	167	300	293	100	3	2	1
	54%	72%c	81%acil	*64%*	81%acil	85%acfij l	*72%*	83%acfi jl	100%abcde fgijkl	*69%*	75%c	81%acil	*66%*	*38%*	*39%*	*36%*
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	359	359	359	187	250	238	69	316	293	154	359	359	109	3	2	1
	51%	*67%*	76%acgi	*63%*	80%acgi	84%abcgh il	*74%*	*68%*	76%acgi	*63%*	90%abcd fghil	100%abcde fghijl	*73%*	*38%*	*39%*	*36%*
Some other type of call that you didn't want or ask for - for example a market research call	34	32	30	18	24	22	4	25	22	17	24	22	12	5	5	-
	5%	*6%*	*6%*	*6%*	*8%*	*8%*	*5%*	*5%*	*6%*	*7%*	*6%*	*6%*	*8%*	*61%*	*100%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
SUMMARY CODES																
1 TYPE EXPERIENCED	139	137	135	63	23	20	8	91	69	49	52	44	17	2	2	-
	20%	26%defgh jkl	28%defgh ijkl	21%defjkl	*7%*	*7%*	*8%*	20%defjk l	18%de	20%defjk	13%de	12%e	*12%*	*20%*	*33%*	-
2 TYPES EXPERIENCED	115	115	115	54	49	38	17	100	93	44	94	92	31	2	2	-
	16%	21%e	24%de	*18%*	*16%*	*14%*	*18%*	22%e	24%de	*18%*	24%de	26%cdei	*20%*	*17%*	*28%*	-
3 TYPES EXPERIENCED	210	210	210	108	209	208	51	208	208	93	208	208	63	2	*	1
	30%	*39%*	*44%*	*37%*	67%abcgh ijkl	74%abcfg hijkl	55%aci	45%c	54%abcgi l	*38%*	52%abci	58%abcgi l	*42%*	*19%*	*8%*	*36%*
4 TYPES EXPERIENCED	15	15	15	11	15	15	2	15	15	11	15	15	8	2	2	-
	2%	*3%*	*3%*	*4%*	*5%*	*5%*	*3%*	*3%*	*4%*	*5%*	*4%*	*4%*	*5%*	*19%*	*31%*	-
ANY UNSOLICITED CALLS (LANDLINE)	479	478	475	236	296	282	77	415	385	197	369	359	119	7	5	1
	68%	89%cil	100%acdfg ijl	*80%*	95%acfg il	100%acdfg ijl	*84%*	90%cil	100%acdfg ijl	*81%*	92%cfil	100%acdfg ijl	*79%*	*75%*	*100%*	*36%*
None	231	60	2	59	17	2	15	49	2	47	33	2	31	2	-	2
	33%	11%bdehk	*	20%abdegh jk	5%behk	*1%*	16%bdehk	11%bdehk	*	19%abdegh jk	8%behk	*	21%abdeg hjk	*25%*	-	*64%*
Av number of issues	**2.212**	**2.217**	**2.222**	**2.284**	**2.731abc ghijkl**	**2.775abc ghijkl**	**2.618abc gi**	**2.356ab**	**2.442abc**	**2.333**	**2.505abc gi**	**2.539abc gi**	**2.517abc**	**2.490**	**2.375**	**3.000**
Standard Deviation	**0.902**	**0.900**	**0.898**	**0.914**	**0.677**	**0.654**	**0.707**	**0.863**	**0.827**	**0.918**	**0.785**	**0.764**	**0.827**	**1.231**	**1.358**	**-**
Error Variance	**0.002**	**0.002**	**0.002**	**0.004**	**0.002**	**0.002**	**0.007**	**0.002**	**0.002**	**0.005**	**0.002**	**0.002**	**0.006**	**0.253**	**0.369**	**-**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	351	161	190	19	41	49	61	55	78	48	82	90	73	106
Weighted Base	359	166	194	24**	50*	62*	79*	58*	53*	33*	89*	113*	75*	82*
Listen to the full message before hanging up	18	8	10	1	4	2	2	3	4	3	6	1	6	5
	5%	*5%*	*5%*	*4%*	*8%*	*3%*	*2%*	*5%*	*8%*	*8%*	*7%*	*1%*	*7%*	*6%*
Listen to some of the message before hanging up	76	39	37	8	7	10	21	10	10	9	17	21	16	22
	21%	*24%*	*19%*	*32%*	*14%*	*16%*	*27%*	*18%*	*20%*	*28%*	*19%*	*19%*	*22%*	*26%*
Hang up immediately, as soon as I realise it is a recorded message	265	118	146	15	39	50	56	45	38	21	65	90	53	56
	74%	*72%*	*76%*	*64%*	*78%*	*81%*	*71%*	*78%*	*72%*	*64%*	*73%*	*80%*	*71%*	*68%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	94	47	47	8	11	12	23	13	15	12	24	22	22	26
	26%	*28%*	*24%*	*36%*	*22%*	*19%*	*29%*	*22%*	*28%*	*36%*	*27%*	*20%*	*29%*	*32%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	351	219	60	72	158	193	81	270	87	190	49	21	4	81	132	54	55	29
Weighted Base	359	234	66*	60*	195	164	101*	258	73*	196	61*	26**	4**	66*	122	63*	74*	34**
Listen to the full message before hanging up	18	11	2	5	6	12	6	12	5	5	6	1	-	5	3	3	5	2
	5%	*5%*	*4%*	*8%*	*3%*	*8%*	*6%*	*5%*	*7%*	*3%*	10%i	*6%*	-	*8%*	*2%*	*4%*	*7%*	*7%*
Listen to some of the message before hanging up	76	43	17	16	46	30	22	54	17	35	18	5	2	16	23	13	15	9
	21%	*19%*	*26%*	*26%*	*24%*	*18%*	*22%*	*21%*	*23%*	*18%*	*30%*	*18%*	*45%*	*24%*	*19%*	*20%*	*20%*	*28%*
Hang up immediately, as soon as I realise it is a recorded message	265	179	46	39	143	121	73	192	50	156	36	20	2	45	96	48	53	22
	74%	*77%*	*70%*	*66%*	*73%*	*74%*	*72%*	*74%*	*69%*	80%j	*60%*	*76%*	*55%*	*68%*	*79%*	*76%*	*72%*	*66%*
SUMMARY CODE																		
LISTEN TO ANY OF MESSAGE	94	54	20	21	52	43	28	66	22	40	24	6	2	22	26	15	20	12
	26%	*23%*	*30%*	*34%*	*27%*	*26%*	*28%*	*26%*	*31%*	*20%*	40%i	*24%*	*45%*	*32%*	*21%*	*24%*	*28%*	*34%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	351	271	80	286	36	15	14	13	40	33	26	23	31	23	55	42	15	36	14
Weighted Base	359	277	82*	303	37*	14**	5**	14**	36*	34**	26**	23**	34**	28**	62*	46*	14**	37*	5**
Listen to the full message before hanging up	18	16	2	16	1	1	-	-	3	2	-	2	4	5	1	1	1	1	-
	5%	*6%*	*3%*	*5%*	*3%*	*4%*	-	-	*9%*	*5%*	-	*7%*	*11%*	*17%*	*1%*	*2%*	*4%*	*3%*	-
Listen to some of the message before hanging up	76	56	20	68	4	4	*	2	15	6	5	4	6	10	10	10	4	4	*
	21%	*20%*	*24%*	*23%*	*10%*	*27%*	*5%*	*14%*	42%nq	*17%*	*20%*	*19%*	*19%*	*35%*	*16%*	*22%*	*27%*	*10%*	*5%*
Hang up immediately, as soon as I realise it is a recorded message	265	205	60	218	32	10	5	12	18	26	21	17	23	14	52	35	10	32	5
	74%	*74%*	*73%*	*72%*	*86%*	*68%*	*95%*	*86%*	*50%*	*78%*	*80%*	*74%*	*70%*	*48%*	83%h	76%h	*68%*	86%h	*95%*
SUMMARY CODE																			
LISTEN TO ANY OF MESSAGE	94	72	22	85	5	5	*	2	18	7	5	6	10	14	10	11	5	5	*
	26%	*26%*	*27%*	*28%*	*14%*	*32%*	*5%*	*14%*	50%noq	*22%*	*20%*	*26%*	*30%*	*52%*	*17%*	*24%*	*32%*	*14%*	*5%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	351	294	351	294	-	57	149	57	156
Weighted Base	359	306	359	306	-**	53*	154	62*	155
Listen to the full message before hanging up	18	13	18	13	-	5	10	5	5
	5%	*4%*	*5%*	*4%*	-	*9%*	*7%*	*8%*	*3%*
Listen to some of the message before hanging up	76	61	76	61	-	16	32	18	31
	21%	*20%*	*21%*	*20%*	-	*29%*	*21%*	*28%*	*20%*
Hang up immediately, as soon as I realise it is a recorded message	265	232	265	232	-	33	112	40	119
	74%	76%e	*74%*	76%e	-	*61%*	*73%*	*64%*	*77%*
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	94	74	94	74	-	21	42	22	36
	26%	*24%*	*26%*	*24%*	-	39%ac	*27%*	*36%*	*23%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	351	165	129	128	18	221	137	341	287	284	113	173	288	155
Weighted Base	359	168	126	126	21**	234	133	349	310	308	121*	191	311	172
Listen to the full message before hanging up	18	11	3	3	-	13	5	18	14	13	8	7	14	8
	5%	*7%*	*3%*	*3%*	*-*	*6%*	*4%*	*5%*	*4%*	*4%*	*7%*	*4%*	*4%*	*5%*
Listen to some of the message before hanging up	76	33	29	29	1	51	30	74	62	62	23	41	63	39
	21%	*20%*	*23%*	*23%*	*7%*	*22%*	*22%*	*21%*	*20%*	*20%*	*19%*	*21%*	*20%*	*22%*
Hang up immediately, as soon as I realise it is a recorded message	265	123	94	93	20	170	98	256	234	232	91	144	234	125
	74%	*74%*	*74%*	*74%*	*93%*	*72%*	*74%*	*73%*	*76%*	*76%*	*75%*	*75%*	*75%*	*73%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	94	44	32	32	1	65	34	92	76	75	31	48	77	47
	26%	*26%*	*26%*	*26%*	*7%*	*28%*	*26%*	*27%*	*24%*	*24%*	*25%*	*25%*	*25%*	*27%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?
Base: All that have received recorded messages on their landline

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	351	351	351	172	240	231	59	308	284	144	351	351	99	3	2	1
Weighted Base	359	359	359	187	250	238	69*	316	293	154	359	359	109*	3**	2**	1**
Listen to the full message before hanging up	18	18	18	6	12	11	3	17	15	6	18	18	3	-	-	-
	5%	*5%*	*5%*	*3%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*2%*	-	-	-
Listen to some of the message before hanging up	76	76	76	34	54	50	13	66	65	30	76	76	22	2	2	-
	21%	*21%*	*21%*	*18%*	*22%*	*21%*	*19%*	*21%*	*22%*	*19%*	*21%*	*21%*	*20%*	*50%*	*79%*	-
Hang up immediately, as soon as I realise it is a recorded message	265	265	265	147	184	177	53	233	213	119	265	265	85	2	*	1
	74%	*74%*	*74%*	*78%*	*74%*	*74%*	*77%*	*74%*	*73%*	*77%*	*74%*	*74%*	*78%*	*50%*	*21%*	*100%*
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	94	94	94	40	66	61	16	83	80	35	94	94	25	2	2	-
	26%	*26%*	*26%*	*22%*	*26%*	*26%*	*23%*	*26%*	*27%*	*23%*	*26%*	*26%*	*22%*	*50%*	*79%*	-

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	100	48	52	7	9	10	18	14	24	18	21	19	23	37
Weighted Base	94*	47*	47*	8**	11**	12**	23**	13**	15**	12**	24**	22**	22**	26*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	36	35	5	3	10	20	13	11	8	17	18	18	18
	75%	*76%*	*73%*	*55%*	*29%*	*82%*	*88%*	*100%*	*76%*	*69%*	*70%*	*82%*	*81%*	*68%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	12	15	5	5	6	7	-	3	*	7	5	8	8
	29%	*25%*	*32%*	*59%*	*46%*	*50%*	*32%*	-	*21%*	*4%*	*28%*	*22%*	*36%*	*30%*
Telling you about a competition	8	6	2	-	1	-	3	1	2	2	1	1	3	3
	9%	*13%*	*5%*	-	*9%*	-	*11%*	*5%*	*14%*	*16%*	*5%*	*6%*	*15%*	*10%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	9	8	-	3	2	3	4	4	2	7	2	5	4
	18%	*19%*	*18%*	-	*29%*	*15%*	*15%*	*29%*	*24%*	*13%*	*28%*	*9%*	*22%*	*15%*
Other type	1	-	1	-	-	-	-	-	-	1	-	-	*	*
	1%	-	*2%*	-	-	-	-	-	-	*7%*	-	-	*2%*	*2%*
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	86	45	41	7	8	12	22	13	15	9	20	21	20	24
	91%	*95%*	*87%*	*85%*	*68%*	*100%*	*94%*	*100%*	*100%*	*78%*	*85%*	*94%*	*92%*	*92%*
ANY EXC. APPOINTMENT REMINDERS	82	42	40	7	6	12	22	13	13	9	18	21	20	24
	87%	*88%*	*85%*	*85%*	*57%*	*100%*	*94%*	*100%*	*86%*	*74%*	*75%*	*91%*	*92%*	*89%*
Can't Remember	8	3	5	1	4	-	1	-	-	2	4	1	1	2
	8%	*5%*	*11%*	*15%*	*32%*	-	*6%*	-	-	*14%*	*15%*	*6%*	*6%*	*7%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	100	53	20	27	43	57	22	78	31	42	20	5	2	30	31	15	14	10
Weighted Base	94*	54*	20**	21**	52*	43*	28**	66*	22**	40*	24**	6**	2**	22**	26**	15**	20**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	44	13	14	38	33	19	51	15	32	18	3	2	15	20	14	15	8
	75%	*81%*	*67%*	*66%*	*73%*	*77%*	*69%*	*77%*	*70%*	*80%*	*76%*	*46%*	*100%*	*69%*	*77%*	*88%*	*72%*	*66%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	14	9	4	18	10	10	17	5	11	7	5	-	5	6	3	7	6
	29%	*26%*	*44%*	*21%*	*34%*	*22%*	*35%*	*26%*	*24%*	*27%*	*27%*	*77%*	-	*24%*	*22%*	*21%*	*34%*	*52%*
Telling you about a competition	8	6	1	1	4	5	1	7	1	4	3	-	-	1	4	2	1	-
	9%	*11%*	*5%*	*7%*	*7%*	*11%*	*4%*	*11%*	*7%*	*11%*	*11%*	-	-	*7%*	*16%*	*10%*	*5%*	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	8	3	6	9	8	3	14	5	5	7	-	1	5	4	5	2	2
	18%	*15%*	*18%*	*28%*	*18%*	*19%*	*12%*	*21%*	*20%*	*12%*	*29%*	-	*49%*	*21%*	*15%*	*32%*	*11%*	*16%*
Other type	1	-	-	1	-	1	-	1	*	*	-	-	-	*	*	-	-	-
	1%	-	-	*4%*	-	*2%*	-	*1%*	*2%*	*1%*	-	-	-	*2%*	*2%*	-	-	-
SUMMARY CODES																		
ANY INC. APPOINTMENT REMINDERS	86	50	18	18	46	40	24	62	20	37	21	6	2	19	24	15	17	10
	91%	*92%*	*90%*	*87%*	*88%*	*94%*	*85%*	*93%*	*90%*	*92%*	*87%*	*100%*	*100%*	*90%*	*93%*	*96%*	*86%*	*89%*
ANY EXC. APPOINTMENT REMINDERS	82	47	18	17	44	38	24	58	19	35	21	6	2	18	22	14	17	10
	87%	*87%*	*90%*	*81%*	*85%*	*89%*	*85%*	*87%*	*84%*	*87%*	*84%*	*100%*	*100%*	*84%*	*86%*	*92%*	*86%*	*89%*
Can't Remember	8	4	2	2	6	2	4	4	2	3	3	-	-	2	1	1	3	1
	8%	*8%*	*10%*	*8%*	*12%*	*4%*	*15%*	*5%*	*8%*	*7%*	*13%*	-	-	*8%*	*5%*	*4%*	*14%*	*11%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	100	79	21	89	5	5	1	2	21	10	5	8	9	12	11	11	5	5	1
Weighted Base	94*	72*	22**	85*	5**	5**	***	2**	18**	7**	5**	6**	10**	14**	10**	11**	5**	5**	***
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	52	18	62	5	3	*	2	15	5	4	4	9	11	6	7	3	5	*
	75%	*73%*	*81%*	*73%*	*100%*	*70%*	*100%*	*100%*	*81%*	*63%*	*69%*	*67%*	*89%*	*76%*	*57%*	*65%*	*70%*	*100%*	*100%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	19	8	26	2	-	-	-	7	2	1	1	6	2	4	2	-	2	-
	29%	*27%*	*35%*	*30%*	*30%*	-	-	-	*40%*	*31%*	*18%*	*12%*	*57%*	*14%*	*38%*	*23%*	-	*30%*	-
Telling you about a competition	8	7	2	6	2	1	-	-	1	1	1	-	2	-	-	1	1	2	-
	9%	*9%*	*8%*	*7%*	*30%*	*26%*	-	-	*6%*	*20%*	*13%*	-	*17%*	-	-	*6%*	*26%*	*30%*	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	13	5	15	1	1	-	-	4	3	-	-	3	*	2	3	1	1	-
	18%	*18%*	*21%*	*17%*	*24%*	*30%*	-	-	*20%*	*37%*	-	-	*31%*	*3%*	*20%*	*26%*	*30%*	*24%*	-
Other type	1	1	-	1	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	1%	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-	-	*4%*	-	-	-	-
SUMMARY CODES																			
ANY INC. APPOINTMENT REMINDERS	86	63	22	76	5	5	*	2	18	7	5	5	10	11	8	10	5	5	*
	91%	*88%*	*100%*	*90%*	*100%*	*100%*	*100%*	*100%*	*98%*	*100%*	*100%*	*78%*	*100%*	*76%*	*79%*	*88%*	*100%*	*100%*	*100%*
ANY EXC. APPOINTMENT REMINDERS	82	62	20	73	5	4	*	2	17	6	5	5	10	11	7	10	4	5	*
	87%	*86%*	*88%*	*86%*	*100%*	*83%*	*100%*	*100%*	*95%*	*83%*	*100%*	*78%*	*100%*	*76%*	*66%*	*88%*	*83%*	*100%*	*100%*
Can't Remember	8	8	-	8	-	-	-	-	-	-	-	1	-	4	2	1	-	-	-
	8%	*11%*	-	*9%*	-	-	-	-	-	-	-	*22%*	-	*24%*	*17%*	*12%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	100	79	100	79	-	21	42	22	41
Weighted Base	94*	74*	94*	74*	-**	21**	42*	22**	36*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	56	71	56	-	15	32	19	25
	75%	*76%*	*75%*	*76%*	-	*71%*	*75%*	*86%*	*71%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	21	27	21	-	6	14	5	8
	29%	*29%*	*29%*	*29%*	-	*28%*	*34%*	*23%*	*24%*
Telling you about a competition	8	8	8	8	-	1	4	1	3
	9%	*10%*	*9%*	*10%*	-	*3%*	*10%*	*6%*	*8%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	16	17	16	-	1	8	1	8
	18%	*22%*	*18%*	*22%*	-	*7%*	*20%*	*6%*	*23%*
Other type	1	1	1	1	-	-	1	-	*
	1%	*1%*	*1%*	*1%*	-	-	*2%*	-	*1%*
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	86	69	86	69	-	17	39	19	34
	91%	*93%*	*91%*	*93%*	-	*84%*	*91%*	*86%*	*94%*
ANY EXC. APPOINTMENT REMINDERS	82	65	82	65	-	17	38	19	31
	87%	*88%*	*87%*	*88%*	-	*81%*	*89%*	*86%*	*85%*
Can't Remember	8	4	8	4	-	3	3	3	2
	8%	*6%*	*8%*	*6%*	-	*16%*	*7%*	*14%*	*5%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	100	46	35	35	2	65	39	98	73	72	31	44	74	43
Weighted Base	94*	44*	32**	32**	1**	65*	34*	92*	76*	75*	31**	48*	77*	47*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	33	23	23	1	50	25	68	57	56	22	36	57	35
	75%	*75%*	*72%*	*72%*	*47%*	*77%*	*72%*	*74%*	*75%*	*74%*	*71%*	*76%*	*75%*	*74%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	14	8	8	-	19	8	26	26	26	13	19	26	18
	29%	*32%*	*26%*	*26%*	-	*30%*	*25%*	*28%*	*34%*	*34%*	*43%*	*40%*	*33%*	*38%*
Telling you about a competition	8	4	2	2	1	6	2	8	7	7	3	4	7	4
	9%	*9%*	*6%*	*6%*	*47%*	*10%*	*6%*	*9%*	*9%*	*9%*	*11%*	*9%*	*9%*	*8%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	9	7	7	1	10	8	17	16	16	8	8	16	10
	18%	*20%*	*22%*	*22%*	*53%*	*16%*	*22%*	*19%*	*21%*	*22%*	*25%*	*16%*	*21%*	*20%*
Other type	1	1	*	*	-	1	*	1	-	-	-	-	-	-
	1%	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	86	40	30	30	1	58	32	84	70	69	31	44	71	43
	91%	*91%*	*93%*	*93%*	*100%*	*89%*	*94%*	*91%*	*92%*	*92%*	*100%*	*93%*	*92%*	*93%*
ANY EXC. APPOINTMENT REMINDERS	82	39	28	28	1	56	30	80	66	66	30	42	67	42
	87%	*89%*	*88%*	*88%*	*47%*	*87%*	*87%*	*86%*	*88%*	*87%*	*96%*	*88%*	*88%*	*89%*
Can't Remember	8	3	2	2	-	6	2	8	6	6	-	3	6	3
	8%	*7%*	*5%*	*5%*	-	*9%*	*5%*	*8%*	*8%*	*8%*	-	*7%*	*8%*	*7%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	100	100	100	39	67	63	14	87	83	34	100	100	22	1	1	-
Weighted Base	94*	94*	94*	40*	66*	61*	16**	83*	80*	35**	94*	94*	25**	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	71	71	71	30	49	44	9	66	64	27	71	71	21	2	2	-
	75%	*75%*	*75%*	*74%*	*75%*	*73%*	*59%*	*79%*	*80%*	*75%*	*75%*	*75%*	*84%*	*100%*	*100%*	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	27	27	27	14	20	17	7	25	25	13	27	27	10	-	-	-
	29%	*29%*	*29%*	*34%*	*30%*	*28%*	*44%*	*30%*	*32%*	*36%*	*29%*	*29%*	*42%*	-	-	-
Telling you about a competition	8	8	8	3	5	4	1	8	8	2	8	8	2	-	-	-
	9%	*9%*	*9%*	*7%*	*7%*	*7%*	*4%*	*9%*	*10%*	*6%*	*9%*	*9%*	*8%*	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	17	17	7	12	10	3	14	14	7	17	17	5	-	-	-
	18%	*18%*	*18%*	*19%*	*18%*	*17%*	*17%*	*17%*	*18%*	*19%*	*18%*	*18%*	*21%*	-	-	-
Other type	1	1	1	1	*	*	-	1	*	1	1	1	-	-	-	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	86	86	86	36	60	55	14	77	75	31	86	86	24	2	2	-
	91%	*91%*	*91%*	*88%*	*90%*	*89%*	*84%*	*92%*	*94%*	*89%*	*91%*	*91%*	*98%*	*100%*	*100%*	-
ANY EXC. APPOINTMENT REMINDERS	82	82	82	35	58	53	14	75	73	31	82	82	24	2	2	-
	87%	*87%*	*87%*	*86%*	*87%*	*86%*	*84%*	*90%*	*92%*	*86%*	*87%*	*87%*	*98%*	*100%*	*100%*	-
Can't Remember	8	8	8	4	6	6	3	5	4	3	8	8	1	-	-	-
	8%	*8%*	*8%*	*10%*	*9%*	*10%*	*16%*	*7%*	*5%*	*9%*	*8%*	*8%*	*2%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	79	68	21	36	29	31	15	10	4	24	58	31	33
	14%	*16%*	*13%*	14%i	18%hi	18%hi	16%i	*11%*	*8%*	*4%*	*13%*	18%m	*14%*	*11%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	154	130	25	70	58	62	38	22	9	51	117	50	67
	27%	31%b	*24%*	*17%*	36%chi	36%chi	32%chi	29%ci	*19%*	*11%*	*26%*	36%jlm	*23%*	*22%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	138	114	31	55	42	57	35	23	9	50	87	54	61
	24%	27%b	*21%*	21%i	28%i	26%i	29%i	26%i	*19%*	*10%*	*26%*	*27%*	*25%*	*20%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	120	108	33	54	37	56	27	15	6	41	87	54	46
	22%	*24%*	*20%*	22%hi	28%hi	23%hi	29%hi	21%i	*12%*	*7%*	*21%*	27%m	25%m	*15%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Some other type of call that you didn't want or ask for - for example a market research call	14	6	8	-	4	3	2	4	1	1	4	2	3	5
	1%	*1%*	*1%*	-	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
SUMMARY CODES														
1 TYPE EXPERIENCED	189	89	100	21	40	38	41	22	18	8	36	69	41	43
	18%	*18%*	*19%*	*14%*	20%i	24%i	21%i	*17%*	*15%*	*9%*	*19%*	21%m	*19%*	*14%*
2 TYPES EXPERIENCED	111	64	47	15	25	20	20	16	10	6	11	43	31	26
	11%	*13%*	*9%*	*10%*	*13%*	*12%*	*10%*	*12%*	*8%*	*7%*	*6%*	13%j	14%j	*9%*
3 TYPES EXPERIENCED	77	48	29	12	19	13	19	10	4	1	17	30	13	17
	7%	10%b	*5%*	8%i	10%hi	8%i	10%hi	7%i	*3%*	*1%*	*9%*	*9%*	*6%*	*5%*
4 TYPES EXPERIENCED	69	33	36	6	18	12	17	9	5	2	15	26	13	16
	7%	*7%*	*7%*	*4%*	9%i	*8%*	9%i	*7%*	*4%*	*2%*	*8%*	*8%*	*6%*	*5%*
ANY UNSOLICITED CALLS (MOBILE)	447	235	212	54	101	83	98	57	37	16	80	168	97	101
	43%	46%b	*40%*	36%i	52%chi	52%chi	50%chi	43%i	31%i	*19%*	*41%*	52%jm	44%m	*33%*
None	593	270	323	95	95	78	98	76	82	69	114	154	122	203
	57%	*54%*	60%a	64%def	*48%*	*48%*	*50%*	*57%*	69%def	81%cdefgh	59%k	*48%*	*56%*	67%kl
Av number of issues	**2.077**	**2.123**	**2.027**	**2.049**	**2.166**	**2.031**	**2.135**	**2.110**	**1.918**	**1.759**	**2.171**	**2.082**	**1.980**	**2.090**
Standard Deviation	**1.122**	**1.091**	**1.155**	**1.035**	**1.135**	**1.151**	**1.155**	**1.144**	**1.115**	**0.975**	**1.210**	**1.105**	**1.062**	**1.141**
Error Variance	**0.003**	**0.006**	**0.006**	**0.022**	**0.015**	**0.019**	**0.016**	**0.025**	**0.024**	**0.038**	**0.023**	**0.009**	**0.012**	**0.010**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	85	45	17	96	51	48	99	32	69	22	18	6	26	39	31	33	18
	14%	*16%*	*14%*	*10%*	18%e	*10%*	*16%*	*14%*	*11%*	*14%*	*14%*	25%hi	*20%*	*11%*	*12%*	*16%*	*18%*	*17%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	166	88	30	190	95	96	189	66	141	47	27	4	46	95	57	51	34
	27%	31%c	27%c	*18%*	35%e	*19%*	*31%*	*26%*	*23%*	*29%*	*29%*	38%h	*12%*	*19%*	30%m	29%m	*28%*	33%m
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	155	68	29	160	92	90	162	59	118	56	16	3	46	69	61	48	28
	24%	29%bc	*21%*	*17%*	30%e	*18%*	29%g	*22%*	*21%*	*24%*	35%hi	*22%*	*11%*	*19%*	*22%*	30%mn	*27%*	*27%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	126	76	27	152	77	76	153	54	111	44	16	4	38	70	58	45	18
	22%	*23%*	*23%*	*16%*	28%e	*15%*	*25%*	*21%*	*19%*	*23%*	*28%*	*22%*	*11%*	*16%*	*22%*	29%mq	25%m	*17%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Some other type of call that you didn't want or ask for - for example a market research call	14	8	2	4	10	5	6	9	4	7	1	-	2	2	3	5	2	2
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*7%*	*1%*	*1%*	*2%*	*1%*	*2%*
SUMMARY CODES																		
1 TYPE EXPERIENCED	189	102	56	31	113	76	53	136	45	92	27	18	7	33	68	36	28	24
	18%	*19%*	*17%*	*18%*	21%e	*15%*	*17%*	*19%*	*16%*	*19%*	*17%*	*26%*	*23%*	*14%*	21%m	*18%*	*16%*	24%m
2 TYPES EXPERIENCED	111	67	37	7	69	42	36	75	20	54	25	9	3	13	35	31	18	14
	11%	12%c	11%c	*4%*	13%e	*8%*	*12%*	*10%*	*7%*	*11%*	16%h	*12%*	*10%*	*6%*	11%m	15%m	*10%*	13%m
3 TYPES EXPERIENCED	77	46	24	7	50	27	26	51	19	38	11	9	1	14	20	17	19	7
	7%	*9%*	*7%*	*4%*	9%e	*5%*	*9%*	*7%*	*6%*	*8%*	*7%*	*12%*	*4%*	*6%*	*6%*	*8%*	*11%*	*7%*
4 TYPES EXPERIENCED	69	40	19	10	50	19	26	43	18	33	15	3	-	14	19	16	13	6
	7%	*7%*	*6%*	*6%*	9%e	*4%*	*9%*	*6%*	*6%*	*7%*	*9%*	*5%*	-	*6%*	*6%*	*8%*	*7%*	*6%*
ANY UNSOLICITED CALLS (MOBILE)	447	256	136	55	282	165	143	304	102	216	78	39	11	74	143	99	79	51
	43%	47%c	*41%*	*32%*	52%e	*33%*	*46%*	*41%*	*36%*	44%h	49%h	55%h	*36%*	*31%*	45%m	49%m	44%m	50%m
None	593	287	192	115	256	338	165	429	183	276	82	32	20	163	175	102	102	51
	57%	*53%*	*59%*	68%a	*48%*	67%d	*54%*	*59%*	64%ijk	*56%*	*51%*	*45%*	*64%*	69%nopq	*55%*	*51%*	*56%*	*50%*
Av number of issues	**2.077**	**2.113**	**2.058**	**1.962**	**2.160**	**1.936**	**2.210**	**2.015**	**2.117**	**2.064**	**2.198**	**1.925**	**1.679**	**2.136**	**1.937**	**2.167**	**2.248**	**1.948**
Standard Deviation	**1.122**	**1.127**	**1.072**	**1.225**	**1.156**	**1.048**	**1.160**	**1.100**	**1.151**	**1.131**	**1.143**	**1.028**	**0.814**	**1.184**	**1.085**	**1.114**	**1.165**	**1.054**
Error Variance	**0.003**	**0.005**	**0.010**	**0.024**	**0.006**	**0.006**	**0.010**	**0.004**	**0.012**	**0.006**	**0.021**	**0.032**	**0.066**	**0.018**	**0.008**	**0.015**	**0.021**	**0.025**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	115	32	131	11	3	2	6	14	16	10	11	10	25	21	18	3	11	2
	14%	*14%*	*15%*	*15%*	*13%*	*5%*	*9%*	*12%*	*12%*	22%lp	*14%*	*12%*	*10%*	18%p	*14%*	22%lp	*5%*	*13%*	*9%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	233	52	252	15	15	3	15	34	15	20	23	26	47	38	34	15	15	3
	27%	*28%*	*24%*	29%df	*17%*	*29%*	*13%*	*31%*	29%r	*21%*	*28%*	*26%*	*24%*	34%qr	*25%*	43%iklnqr	*29%*	*17%*	*13%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	210	42	221	15	8	8	8	39	20	14	16	23	40	31	30	8	15	8
	24%	*25%*	*20%*	*25%*	*17%*	*15%*	32%de	*16%*	34%gknpq	*29%*	*19%*	*19%*	*21%*	*29%*	*20%*	38%gjklnpq	*15%*	*17%*	32%pq
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	195	34	196	15	14	4	7	34	17	12	14	19	32	36	25	14	15	4
	22%	24%b	*16%*	*22%*	*17%*	*27%*	*18%*	*15%*	29%k	*24%*	*16%*	*16%*	*18%*	*23%*	*23%*	32%jkq	*27%*	*17%*	*18%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Some other type of call that you didn't want or ask for - for example a market research call	14	14	-	12	1	1	-	-	3	-	-	1	-	2	4	3	1	1	-
	1%	*2%*	-	*1%*	*1%*	*2%*	-	-	*3%*	-	-	*1%*	-	*2%*	*2%*	*3%*	*2%*	*1%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	189	150	39	162	8	16	3	6	21	11	15	14	27	25	31	11	16	8	3
	18%	*18%*	*19%*	19%d	*9%*	30%cd	*14%*	*13%*	*18%*	*16%*	*21%*	*16%*	25%q	*18%*	20%q	*14%*	30%oq	*9%*	*14%*
2 TYPES EXPERIENCED	111	92	19	91	11	6	2	2	13	11	6	4	7	21	17	10	6	11	2
	11%	*11%*	*9%*	*10%*	*13%*	*12%*	*10%*	*5%*	*11%*	15%k	*8%*	*5%*	*6%*	15%kl	*11%*	*12%*	*12%*	*13%*	*10%*
3 TYPES EXPERIENCED	77	65	13	68	7	2	1	2	11	6	8	3	4	12	11	12	2	7	1
	7%	*8%*	*6%*	*8%*	*8%*	*3%*	*5%*	*4%*	*9%*	*8%*	*11%*	*3%*	*3%*	*9%*	*7%*	15%klp	*3%*	*8%*	*5%*
4 TYPES EXPERIENCED	69	58	11	64	2	2	1	5	11	5	2	8	7	10	7	10	2	2	1
	7%	*7%*	*5%*	*7%*	*2%*	*4%*	*6%*	*10%*	*9%*	*7%*	*2%*	9%q	*6%*	*7%*	*5%*	13%jnq	*4%*	*2%*	*6%*
ANY UNSOLICITED CALLS (MOBILE)	447	365	82	385	28	25	8	15	56	32	30	30	44	69	66	43	25	28	8
	43%	*44%*	*39%*	44%d	*31%*	*49%*	*34%*	*32%*	48%q	*45%*	*42%*	*34%*	*41%*	50%kq	*42%*	55%gkqr	*49%*	*31%*	*34%*
None	593	464	129	491	61	27	16	33	61	39	43	58	63	69	89	35	27	61	16
	57%	*56%*	*61%*	*56%*	69%c	*51%*	*66%*	68%o	*52%*	*55%*	*58%*	66%mo	*59%*	*50%*	*58%*	*45%*	*51%*	69%hmo	66%o
Av number of issues	**2.077**	**2.107**	**1.945**	**2.109**	**2.083**	**1.585**	**2.074**	**2.297**	**2.229**	**2.123**	**1.862**	**2.200**	**1.771**	**2.115**	**1.972**	**2.536ln**	**1.585**	**2.083**	**2.074**
Standard Deviation	**1.122**	**1.128**	**1.092**	**1.144**	**0.888**	**0.913**	**1.179**	**1.333**	**1.222**	**1.063**	**0.981**	**1.343**	**1.134**	**1.069**	**1.044**	**1.180**	**0.913**	**0.888**	**1.179**
Error Variance	**0.003**	**0.004**	**0.015**	**0.004**	**0.029**	**0.036**	**0.060**	**0.127**	**0.029**	**0.043**	**0.034**	**0.060**	**0.035**	**0.020**	**0.019**	**0.035**	**0.036**	**0.029**	**0.060**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	147	92	92	55	-	62	33	57
	14%	17%e	13%e	15%e	20%be	-	*15%*	22%h	*12%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	284	189	189	96	-	123	55	123
	27%	32%be	27%e	31%e	35%be	-	*30%*	36%h	*26%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	252	168	168	84	-	110	49	107
	24%	29%be	24%e	28%e	30%e	-	*27%*	32%h	*22%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	229	151	151	78	-	107	36	102
	22%	26%be	21%e	25%e	28%be	-	*26%*	*24%*	*21%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Some other type of call that you didn't want or ask for - for example a market research call	14	14	8	8	7	-	8	1	4
	1%	*2%*	*1%*	*1%*	*2%*	-	*2%*	*	*1%*
SUMMARY CODES									
1 TYPE EXPERIENCED	189	189	130	130	59	-	74	33	89
	18%	21%e	18%e	22%e	21%e	-	*18%*	*22%*	*19%*
2 TYPES EXPERIENCED	111	111	67	67	44	-	47	17	52
	11%	13%e	9%e	11%e	16%be	-	*12%*	*11%*	*11%*
3 TYPES EXPERIENCED	77	77	52	52	26	-	31	16	40
	7%	9%e	7%e	9%e	9%e	-	*8%*	*10%*	*8%*
4 TYPES EXPERIENCED	69	69	46	46	23	-	36	15	20
	7%	8%e	6%e	8%e	8%e	-	9%h	10%h	*4%*
ANY UNSOLICITED CALLS (MOBILE)	447	447	295	295	152	-	188	81	200
	43%	51%be	42%e	49%be	55%be	-	*46%*	53%h	*42%*
None	593	433	414	307	125	106	217	72	279
	57%	*49%*	58%acd	*51%*	*45%*	100%abcd	*54%*	*47%*	58%g
Av number of issues	**2.077**	**2.077**	**2.059**	**2.059**	**2.114**	**-**	**2.187**	**2.152**	**1.963**
Standard Deviation	**1.122**	**1.122**	**1.139**	**1.139**	**1.090**	**-**	**1.174**	**1.157**	**1.039**
Error Variance	**0.003**	**0.003**	**0.005**	**0.005**	**0.009**	**-**	**0.008**	**0.019**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	64	45	45	7	101	48	143	134	133	57	89	136	79
	14%	*15%*	*11%*	*12%*	*13%*	17%bcf	*11%*	*15%*	*16%*	*16%*	*17%*	*16%*	*16%*	*16%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	133	99	98	18	192	106	275	255	253	111	184	262	168
	27%	*30%*	*25%*	*25%*	*32%*	32%bc	*26%*	*28%*	*30%*	*30%*	*33%*	*33%*	*30%*	*33%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	116	87	87	19	174	91	244	226	225	94	155	231	142
	24%	*26%*	*22%*	*22%*	*33%*	29%bcf	*22%*	*25%*	*27%*	*27%*	*28%*	*28%*	*27%*	*28%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	110	90	88	11	152	90	222	211	209	91	146	215	139
	22%	*25%*	*23%*	*22%*	*19%*	*25%*	*22%*	*23%*	*25%*	*25%*	*27%*	*26%*	*25%*	*28%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Some other type of call that you didn't want or ask for - for example a market research call	14	8	4	4	-	9	4	13	12	12	5	7	12	8
	1%	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
SUMMARY CODES														
1 TYPE EXPERIENCED	189	82	68	65	13	118	71	180	163	163	65	119	169	109
	18%	*19%*	*17%*	*17%*	*23%*	*19%*	*17%*	*18%*	*19%*	*19%*	*19%*	*22%*	*19%*	*22%*
2 TYPES EXPERIENCED	111	53	40	40	7	70	44	107	100	100	40	71	103	63
	11%	*12%*	*10%*	*10%*	*12%*	*12%*	*11%*	*11%*	*12%*	*12%*	*12%*	*13%*	*12%*	*13%*
3 TYPES EXPERIENCED	77	32	36	36	6	50	36	75	68	68	31	53	70	49
	7%	*7%*	*9%*	*9%*	*10%*	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*9%*	*8%*	*10%*
4 TYPES EXPERIENCED	69	36	17	17	3	54	17	68	66	65	29	40	66	38
	7%	*8%bcf*	*4%*	*4%*	*5%*	*9%bcf*	*4%*	*7%*	*8%*	*8%*	*9%*	*7%*	*8%*	*7%*
ANY UNSOLICITED CALLS (MOBILE)	447	203	161	158	28	292	169	430	397	396	165	282	408	259
	43%	*46%*	*41%*	*40%*	*50%*	*48%bcf*	*41%*	*44%*	*47%*	*47%*	*49%*	*51%*	*47%*	*51%*
None	593	238	236	233	28	316	246	549	444	443	174	272	458	246
	57%	*54%*	*59%e*	*60%e*	*50%*	*52%*	*59%e*	*56%*	*53%*	*53%*	*51%*	*49%*	*53%*	*49%*
Av number of issues	**2.077**	**2.133**	**2.021**	**2.037**	**1.938**	**2.153**	**2.005**	**2.090**	**2.117**	**2.109**	**2.173**	**2.061**	**2.103**	**2.076**
Standard Deviation	**1.122**	**1.156**	**1.056**	**1.057**	**1.055**	**1.160**	**1.042**	**1.129**	**1.137**	**1.132**	**1.139**	**1.102**	**1.131**	**1.113**
Error Variance	**0.003**	**0.007**	**0.008**	**0.008**	**0.046**	**0.005**	**0.007**	**0.003**	**0.004**	**0.004**	**0.009**	**0.005**	**0.004**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	147	77	147	147	63	147	122	66	117	112	69	89	1	-	1
	14%	21%b	*16%*	33%abegh jk	40%abegh ijk	*22%*	100%abcde ghijkl	*21%*	*17%*	32%abegh jk	23%bh	*19%*	39%abegh jk	*10%*	-	*18%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	284	151	284	154	101	100	284	134	284	199	123	149	5	2	3
	27%	41%bk	*32%*	64%abdeg hjk	42%b	*36%*	68%abdeg hjk	49%abehj k	*35%*	77%abcde ghjkl	42%b	*34%*	65%abdeg hjk	*38%*	*42%*	*35%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	252	133	252	144	90	98	252	116	252	187	116	146	5	2	3
	24%	37%b	*28%*	56%abdeg hjk	39%bh	*32%*	67%abcde ghjk	43%abehk	*30%*	68%abcde ghjk	39%bh	*32%*	64%abdeg hjk	*38%*	*42%*	*35%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	229	119	229	128	78	89	196	100	180	229	109	229	4	2	1
	22%	33%bh	*25%*	51%abdeghk	35%bh	*28%*	60%abdeghijk	33%bh	*26%*	49%abdeghk	48%abdeghk	*30%*	100%abcdefghijk	*28%*	*42%*	*17%*
Some other type of call that you didn't want or ask for - for example a market research call	14	14	3	14	7	3	5	9	3	8	8	3	6	7	-	7
	1%	*2%*	*1%*	3%bh	*2%*	*1%*	3%b	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*57%*	-	*100%*
SUMMARY CODES																
1 TYPE EXPERIENCED	189	189	103	189	67	51	25	138	72	116	89	68	43	5	-	5
	18%	27%bdefhjkl	*22%*	42%abdefghijkl	*18%*	*18%*	*17%*	*24%*	*19%*	32%bdefghjkl	*19%*	*19%*	*19%*	*37%*	-	*65%*
2 TYPES EXPERIENCED	111	111	52	111	47	31	24	106	42	106	79	43	54	-	-	-
	11%	16%bh	*11%*	25%abdeghjk	*13%*	*11%*	*16%*	18%behk	*11%*	29%abdefghjk	16%bh	*12%*	24%abdehjk	-	-	-
3 TYPES EXPERIENCED	77	77	43	77	48	33	31	77	40	77	71	39	64	2	2	-
	7%	*11%*	*9%*	17%abhk	*13%*	*12%*	21%abdeghk	*13%*	*10%*	21%abdeghjk	15%b	*11%*	28%abcdeghjk	*18%*	*42%*	-
4 TYPES EXPERIENCED	69	69	37	69	68	31	68	69	35	69	68	37	68	3	-	3
	7%	*10%*	*8%*	15%abhk	19%abeghk	*11%*	46%abcdeghijkl	12%b	*9%*	19%abeghk	14%bh	*10%*	30%abcdeghijk	*20%*	-	*35%*
ANY UNSOLICITED CALLS (MOBILE)	447	447	234	447	229	145	147	390	189	368	306	187	229	10	2	7
	43%	65%behk	*49%*	100%abdeghjk	63%behk	*51%*	100%abdeghjk	67%behk	*49%*	100%abdeghjk	64%behk	*52%*	100%abdeghjk	*75%*	*42%*	*100%*
None	593	241	241	-	137	137	-	196	196	-	172	172	-	3	3	-
	57%	35%cfil	51%acdfgijl	-	37%cfil	49%acdfgijl	-	33%cfil	51%acdfgijl	-	36%cfil	48%acdfgijl	-	*25%*	*58%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Av number of issues	**2.077**	**2.077**	**2.066**	**2.077**	**2.533abc ghik**	**2.308**	**2.992abc deghijkl**	**2.215**	**2.213**	**2.287abc**	**2.401abc**	**2.248**	**2.703abc eghijk**	**2.403**	**3.000**	**2.213**
Standard Deviation	**1.122**	**1.122**	**1.131**	**1.122**	**1.228**	**1.168**	**1.184**	**1.129**	**1.150**	**1.121**	**1.141**	**1.157**	**1.108**	**1.600**	**0.000**	**1.824**
Error Variance	**0.003**	**0.003**	**0.006**	**0.003**	**0.007**	**0.010**	**0.011**	**0.003**	**0.008**	**0.004**	**0.005**	**0.008**	**0.006**	**0.284**	**0.000**	**0.476**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	79	68	21	36	29	31	15	10	4	24	58	31	33
	17%	*18%*	*15%*	*15%*	*20%*	*20%*	*19%*	*14%*	*11%*	*9%*	*14%*	*20%*	*17%*	*14%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	154	130	25	70	58	62	38	22	9	51	117	50	67
	32%	*36%*	*29%*	*18%*	39%chi	38%ch	37%ch	35%c	*24%*	*23%*	*30%*	40%lm	*27%*	*29%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	138	114	31	55	42	57	35	23	9	50	87	54	61
	29%	32%b	*25%*	*22%*	*31%*	*28%*	*34%*	*32%*	*25%*	*22%*	*30%*	*30%*	*29%*	*26%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	120	108	33	54	37	56	27	15	6	41	87	54	46
	26%	*28%*	*24%*	*24%*	30%hi	*25%*	33%hi	*25%*	*16%*	*15%*	*24%*	30%m	29%m	*20%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Some other type of call that you didn't want or ask for - for example a market research call	14	6	8	-	4	3	2	4	1	1	4	2	3	5
	2%	*1%*	*2%*	-	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*
SUMMARY CODES														
1 TYPE EXPERIENCED	189	89	100	21	40	38	41	22	18	8	36	69	41	43
	21%	*21%*	*22%*	*15%*	*22%*	*25%*	*25%*	*20%*	*19%*	*20%*	*21%*	*23%*	*22%*	*18%*
2 TYPES EXPERIENCED	111	64	47	15	25	20	20	16	10	6	11	43	31	26
	13%	*15%*	*10%*	*10%*	*14%*	*13%*	*12%*	*15%*	*11%*	*14%*	*7%*	15%j	16%j	*11%*
3 TYPES EXPERIENCED	77	48	29	12	19	13	19	10	4	1	17	30	13	17
	9%	11%b	*7%*	*9%*	*10%*	*9%*	*11%*	*9%*	*4%*	*2%*	*10%*	*10%*	*7%*	*7%*
4 TYPES EXPERIENCED	69	33	36	6	18	12	17	9	5	2	15	26	13	16
	8%	*8%*	*8%*	*4%*	*10%*	*8%*	*10%*	*8%*	*5%*	*4%*	*9%*	*9%*	*7%*	*7%*
ANY UNSOLICITED CALLS (MOBILE)	447	235	212	54	101	83	98	57	37	16	80	168	97	101
	51%	*54%*	*47%*	*39%*	57%chi	55%ch	58%chi	*52%*	*40%*	*40%*	*47%*	57%m	*52%*	*44%*
None	433	197	236	85	78	67	70	53	55	25	90	125	89	129
	49%	*46%*	*53%*	61%def	*43%*	*45%*	*42%*	*48%*	60%def	60%df	*53%*	*43%*	*48%*	56%k
Av number of issues	**2.077**	**2.123**	**2.027**	**2.049**	**2.166**	**2.031**	**2.135**	**2.110**	**1.918**	**1.759**	**2.171**	**2.082**	**1.980**	**2.090**
Standard Deviation	**1.122**	**1.091**	**1.155**	**1.035**	**1.135**	**1.151**	**1.155**	**1.144**	**1.115**	**0.975**	**1.210**	**1.105**	**1.062**	**1.141**
Error Variance	**0.003**	**0.006**	**0.006**	**0.022**	**0.015**	**0.019**	**0.016**	**0.025**	**0.024**	**0.038**	**0.023**	**0.009**	**0.012**	**0.010**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	85	45	17	96	51	48	99	32	69	22	18	6	26	39	31	33	18
	17%	*18%*	*16%*	*14%*	20%e	*13%*	*17%*	*17%*	*15%*	*16%*	*16%*	*25%*	*22%*	*16%*	*14%*	*18%*	*20%*	*18%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	166	88	30	190	95	96	189	66	141	47	27	4	46	95	57	51	34
	32%	35%c	*31%*	*24%*	39%e	*24%*	*34%*	*31%*	*31%*	*33%*	*34%*	*38%*	*13%*	*28%*	*35%*	*32%*	*31%*	*35%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	155	68	29	160	92	90	162	59	118	56	16	3	46	69	61	48	28
	29%	33%b	*24%*	*23%*	33%e	*24%*	*32%*	*27%*	*28%*	*27%*	40%hik	*22%*	*12%*	*27%*	*25%*	*34%*	*29%*	*29%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	126	76	27	152	77	76	153	54	111	44	16	4	38	70	58	45	18
	26%	*27%*	*27%*	*22%*	31%e	*20%*	*27%*	*25%*	*26%*	*26%*	*32%*	*22%*	*12%*	*23%*	*26%*	33%q	*27%*	*18%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Some other type of call that you didn't want or ask for - for example a market research call	14	8	2	4	10	5	6	9	4	7	1	-	2	2	3	5	2	2
	2%	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*7%*	*1%*	*1%*	*3%*	*1%*	*2%*
SUMMARY CODES																		
1 TYPE EXPERIENCED	189	102	56	31	113	76	53	136	45	92	27	18	7	33	68	36	28	24
	21%	*22%*	*20%*	*25%*	*23%*	*20%*	*19%*	*23%*	*21%*	*21%*	*19%*	*26%*	*24%*	*20%*	*25%*	*20%*	*17%*	*25%*
2 TYPES EXPERIENCED	111	67	37	7	69	42	36	75	20	54	25	9	3	13	35	31	18	14
	13%	14%c	*13%*	*6%*	*14%*	*11%*	*13%*	*12%*	*10%*	*13%*	18%h	*12%*	*10%*	*8%*	*13%*	17%m	*11%*	*14%*
3 TYPES EXPERIENCED	77	46	24	7	50	27	26	51	19	38	11	9	1	14	20	17	19	7
	9%	*10%*	*8%*	*6%*	*10%*	*7%*	*9%*	*8%*	*9%*	*9%*	*8%*	*12%*	*5%*	*8%*	*8%*	*9%*	*12%*	*7%*
4 TYPES EXPERIENCED	69	40	19	10	50	19	26	43	18	33	15	3	-	14	19	16	13	6
	8%	*9%*	*7%*	*8%*	10%e	*5%*	*9%*	*7%*	*9%*	*8%*	*11%*	*5%*	-	*9%*	*7%*	*9%*	*8%*	*6%*
ANY UNSOLICITED CALLS (MOBILE)	447	256	136	55	282	165	143	304	102	216	78	39	11	74	143	99	79	51
	51%	*54%*	*48%*	*45%*	57%e	*42%*	*51%*	*51%*	*48%*	*50%*	*56%*	*55%*	*39%*	*44%*	*53%*	*56%*	*48%*	*52%*
None	433	216	149	69	208	225	136	297	109	214	60	32	17	93	127	79	86	47
	49%	*46%*	*52%*	*55%*	*43%*	58%d	*49%*	*49%*	*52%*	*50%*	*44%*	*45%*	*61%*	*56%*	*47%*	*44%*	*52%*	*48%*
Av number of issues	**2.077**	**2.113**	**2.058**	**1.962**	**2.160**	**1.936**	**2.210**	**2.015**	**2.117**	**2.064**	**2.198**	**1.925**	**1.679**	**2.136**	**1.937**	**2.167**	**2.248**	**1.948**
Standard Deviation	**1.122**	**1.127**	**1.072**	**1.225**	**1.156**	**1.048**	**1.160**	**1.100**	**1.151**	**1.131**	**1.143**	**1.028**	**0.814**	**1.184**	**1.085**	**1.114**	**1.165**	**1.054**
Error Variance	**0.003**	**0.005**	**0.010**	**0.024**	**0.006**	**0.006**	**0.010**	**0.004**	**0.012**	**0.006**	**0.021**	**0.032**	**0.066**	**0.018**	**0.008**	**0.015**	**0.021**	**0.025**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	115	32	131	11	3	2	6	14	16	10	11	10	25	21	18	3	11	2
	17%	*17%*	*17%*	*17%*	*18%*	*6%*	*9%*	*15%*	*14%*	28%lpr	*15%*	*14%*	*11%*	22%p	*16%*	27%lpr	*6%*	*18%*	*9%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	233	52	252	15	15	3	15	34	15	20	23	26	47	38	34	15	15	3
	32%	*34%*	*28%*	33%f	*24%*	35%f	*13%*	*36%*	35%r	*26%*	*29%*	29%r	*28%*	40%r	29%r	51%ijkl nqr	35%r	*24%*	*13%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	210	42	221	15	8	8	8	39	20	14	16	23	40	31	30	8	15	8
	29%	*30%*	*22%*	*29%*	*25%*	*17%*	*33%*	*18%*	40%jklnp	*36%*	*21%*	*21%*	*25%*	*35%*	*23%*	45%jkln pq	*17%*	*25%*	*33%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	195	34	196	15	14	4	7	34	17	12	14	19	32	36	25	14	15	4
	26%	28%b	*18%*	*26%*	*24%*	*32%*	*18%*	*17%*	34%jk	*30%*	*17%*	*18%*	*21%*	*27%*	*27%*	38%jklr	*32%*	*24%*	*18%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Some other type of call that you didn't want or ask for - for example a market research call	14	14	-	12	1	1	-	-	3	-	-	1	-	2	4	3	1	1	-
	2%	*2%*	-	*2%*	*2%*	*2%*	-	-	*3%*	-	-	*1%*	-	*2%*	*3%*	*4%*	*2%*	*2%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	189	150	39	162	8	16	3	6	21	11	15	14	27	25	31	11	16	8	3
	21%	*22%*	*21%*	*22%*	*13%*	36%cdf	*14%*	*16%*	*22%*	*20%*	*22%*	*18%*	29%q	*21%*	*23%*	*17%*	36%koqr	*13%*	*14%*
2 TYPES EXPERIENCED	111	92	19	91	11	6	2	2	13	11	6	4	7	21	17	10	6	11	2
	13%	*13%*	*10%*	*12%*	*19%*	*14%*	*10%*	*6%*	*13%*	19%k	*9%*	*6%*	*7%*	18%kl	*13%*	*15%*	*14%*	19%k	*10%*
3 TYPES EXPERIENCED	77	65	13	68	7	2	1	2	11	6	8	3	4	12	11	12	2	7	1
	9%	*9%*	*7%*	*9%*	*11%*	*4%*	*5%*	*4%*	*11%*	*10%*	*11%*	*4%*	*4%*	*11%*	*8%*	18%klp	*4%*	*11%*	*5%*
4 TYPES EXPERIENCED	69	58	11	64	2	2	1	5	11	5	2	8	7	10	7	10	2	2	1
	8%	*8%*	*6%*	*9%*	*3%*	*4%*	*6%*	*11%*	*11%*	*8%*	*2%*	*10%*	*7%*	*9%*	*5%*	15%jnq	*4%*	*3%*	*6%*
ANY UNSOLICITED CALLS (MOBILE)	447	365	82	385	28	25	8	15	56	32	30	30	44	69	66	43	25	28	8
	51%	*53%*	*44%*	51%f	*45%*	58%f	*35%*	*38%*	57%kr	57%kr	*44%*	*38%*	*48%*	59%kr	*49%*	66%jklq r	58%kr	*45%*	*35%*
None	433	330	103	366	34	18	15	25	42	24	39	49	49	48	67	23	18	34	15
	49%	*47%*	*56%*	*49%*	*55%*	*42%*	65%ce	*62%*	*43%*	*43%*	56%o	62%himo p	52%o	*41%*	*51%*	*34%*	*42%*	55%o	65%himop
Av number of issues	**2.077**	**2.107**	**1.945**	**2.109**	**2.083**	**1.585**	**2.074**	**2.297**	**2.229**	**2.123**	**1.862**	**2.200**	**1.771**	**2.115**	**1.972**	**2.536ln**	**1.585**	**2.083**	**2.074**
Standard Deviation	**1.122**	**1.128**	**1.092**	**1.144**	**0.888**	**0.913**	**1.179**	**1.333**	**1.222**	**1.063**	**0.981**	**1.343**	**1.134**	**1.069**	**1.044**	**1.180**	**0.913**	**0.888**	**1.179**
Error Variance	**0.003**	**0.004**	**0.015**	**0.004**	**0.029**	**0.036**	**0.060**	**0.127**	**0.029**	**0.043**	**0.034**	**0.060**	**0.035**	**0.020**	**0.019**	**0.035**	**0.036**	**0.029**	**0.060**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	147	92	92	55	-	62	33	57
	17%	*17%*	*15%*	*15%*	*20%*	-	*18%*	24%h	*15%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	284	189	189	96	-	123	55	123
	32%	*32%*	*31%*	*31%*	*35%*	-	*35%*	*39%*	*31%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	252	168	168	84	-	110	49	107
	29%	*29%*	*28%*	*28%*	*30%*	-	*31%*	*35%*	*27%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	229	151	151	78	-	107	36	102
	26%	*26%*	*25%*	*25%*	*28%*	-	*31%*	*26%*	*26%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Some other type of call that you didn't want or ask for - for example a market research call	14	14	8	8	7	-	8	1	4
	2%	*2%*	*1%*	*1%*	*2%*	-	*2%*	*1%*	*1%*
SUMMARY CODES									
1 TYPE EXPERIENCED	189	189	130	130	59	-	74	33	89
	21%	*21%*	*22%*	*22%*	*21%*	-	*21%*	*24%*	*23%*
2 TYPES EXPERIENCED	111	111	67	67	44	-	47	17	52
	13%	*13%*	*11%*	*11%*	*16%*	-	*13%*	*12%*	*13%*
3 TYPES EXPERIENCED	77	77	52	52	26	-	31	16	40
	9%	*9%*	*9%*	*9%*	*9%*	-	*9%*	*11%*	*10%*
4 TYPES EXPERIENCED	69	69	46	46	23	-	36	15	20
	8%	*8%*	*8%*	*8%*	*8%*	-	10%h	11%h	*5%*
ANY UNSOLICITED CALLS (MOBILE)	447	447	295	295	152	-	188	81	200
	51%	*51%*	*49%*	*49%*	*55%*	-	*54%*	*57%*	*51%*
None	433	433	307	307	125	-	161	60	191
	49%	*49%*	*51%*	*51%*	*45%*	-	*46%*	*43%*	*49%*
Av number of issues	**2.077**	**2.077**	**2.059**	**2.059**	**2.114**	**-**	**2.187**	**2.152**	**1.963**
Standard Deviation	**1.122**	**1.122**	**1.139**	**1.139**	**1.090**	**-**	**1.174**	**1.157**	**1.039**
Error Variance	**0.003**	**0.003**	**0.005**	**0.005**	**0.009**	**-**	**0.008**	**0.019**	**0.006**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	64	45	45	7	101	48	143	134	133	57	89	136	79
	17%	*17%*	*14%*	*14%*	*15%*	*19%*	*14%*	*17%*	*18%*	*18%*	*18%*	*17%*	*18%*	*17%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	133	99	98	18	192	106	275	255	253	111	184	262	168
	32%	*35%*	*31%*	*31%*	*36%*	*36%*	*32%*	*33%*	*34%*	*34%*	*34%*	*35%*	*34%*	*35%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	116	87	87	19	174	91	244	226	225	94	155	231	142
	29%	*31%*	*27%*	*28%*	*38%*	*33%*	*27%*	*29%*	*30%*	*30%*	*29%*	*29%*	*30%*	*30%*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	110	90	88	11	152	90	222	211	209	91	146	215	139
	26%	*29%*	*28%*	*28%*	*22%*	*29%*	*27%*	*27%*	*28%*	*28%*	*28%*	*28%*	*28%*	*29%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Some other type of call that you didn't want or ask for - for example a market research call	14	8	4	4	-	9	4	13	12	12	5	7	12	8
	2%	*2%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*
SUMMARY CODES														
1 TYPE EXPERIENCED	189	82	68	65	13	118	71	180	163	163	65	119	169	109
	21%	*22%*	*21%*	*21%*	*27%*	*22%*	*21%*	*22%*	*22%*	*22%*	*20%*	*23%*	*22%*	*23%*
2 TYPES EXPERIENCED	111	53	40	40	7	70	44	107	100	100	40	71	103	63
	13%	*14%*	*12%*	*13%*	*13%*	*13%*	*13%*	*13%*	*13%*	*13%*	*12%*	*13%*	*13%*	*13%*
3 TYPES EXPERIENCED	77	32	36	36	6	50	36	75	68	68	31	53	70	49
	9%	*8%*	*11%*	*11%*	*11%*	*9%*	*11%*	*9%*	*9%*	*9%*	*10%*	*10%*	*9%*	*10%*
4 TYPES EXPERIENCED	69	36	17	17	3	54	17	68	66	65	29	40	66	38
	8%	*9%f*	*5%*	*5%*	*6%*	*10%bcf*	*5%*	*8%*	*9%*	*9%*	*9%*	*8%*	*9%*	*8%*
ANY UNSOLICITED CALLS (MOBILE)	447	203	161	158	28	292	169	430	397	396	165	282	408	259
	51%	*53%*	*50%*	*50%*	*58%*	*55%*	*50%*	*52%*	*53%*	*53%*	*51%*	*54%*	*53%*	*54%*
None	433	177	162	159	21	241	168	398	354	353	159	245	367	222
	49%	*47%*	*50%*	*50%*	*42%*	*45%*	*50%*	*48%*	*47%*	*47%*	*49%*	*46%*	*47%*	*46%*
Av number of issues	**2.077**	**2.133**	**2.021**	**2.037**	**1.938**	**2.153**	**2.005**	**2.090**	**2.117**	**2.109**	**2.173**	**2.061**	**2.103**	**2.076**
Standard Deviation	**1.122**	**1.156**	**1.056**	**1.057**	**1.055**	**1.160**	**1.042**	**1.129**	**1.137**	**1.132**	**1.139**	**1.102**	**1.131**	**1.113**
Error Variance	**0.003**	**0.007**	**0.008**	**0.008**	**0.046**	**0.005**	**0.007**	**0.003**	**0.004**	**0.004**	**0.009**	**0.005**	**0.004**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	147	147	77	147	147	63	147	122	66	117	112	69	89	1	-	1
	17%	*24%*	*19%*	33%abghk	46%abceg hijk	27%b	100%abcde ghijkl	*23%*	*20%*	32%abghk	26%b	*22%*	39%abegh jk	*10%*	-	*18%*
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	284	284	151	284	154	101	100	284	134	284	199	123	149	5	2	3
	32%	46%b	*37%*	64%abdeg hjk	48%b	*42%*	68%abdeg hjk	54%abehk	*41%*	77%abcde ghjkl	47%b	*40%*	65%abdeg hjk	*39%*	*46%*	*35%*
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	252	252	133	252	144	90	98	252	116	252	187	116	146	5	2	3
	29%	40%b	*33%*	56%abdeg hjk	45%bh	*38%*	67%abcde ghjk	48%abehk	*35%*	68%abcde ghjk	44%bh	*38%*	64%abdeg hjk	*39%*	*46%*	*35%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	229	229	119	229	128	78	89	196	100	180	229	109	229	4	2	1
	26%	37%b	*29%*	51%abdeghk	40%bh	*33%*	60%abdeghik	37%b	*30%*	49%abdeghk	54%abdeghk	*36%*	100%abcdefghijk	*29%*	*46%*	*17%*
Some other type of call that you didn't want or ask for - for example a market research call	14	14	3	14	7	3	5	9	3	8	8	3	6	7	-	7
	2%	*2%*	*1%*	3%bh	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*59%*	-	*100%*
SUMMARY CODES																
1 TYPE EXPERIENCED	189	189	103	189	67	51	25	138	72	116	89	68	43	5	-	5
	21%	30%defhjkl	*25%*	42%abdefghijkl	*21%*	*21%*	*17%*	26%f	*22%*	32%defhjkl	*21%*	*22%*	*19%*	*39%*	-	*65%*
2 TYPES EXPERIENCED	111	111	52	111	47	31	24	106	42	106	79	43	54	-	-	-
	13%	18%b	*13%*	25%abdehjk	*15%*	*13%*	*16%*	20%beh	*13%*	29%abdefghjk	18%b	*14%*	24%bdehk	-	-	-
3 TYPES EXPERIENCED	77	77	43	77	48	33	31	77	40	77	71	39	64	2	2	-
	9%	*12%*	*11%*	17%ab	*15%*	*14%*	21%abhk	*15%*	*12%*	21%abeghk	17%b	*13%*	28%abcdeghjk	*19%*	*46%*	-
4 TYPES EXPERIENCED	69	69	37	69	68	31	68	69	35	69	68	37	68	3	-	3
	8%	*11%*	*9%*	15%b	21%abeghk	*13%*	46%abcdeghijkl	*13%*	*11%*	19%abghk	16%ab	*12%*	30%abcdeghijk	*20%*	-	*35%*
ANY UNSOLICITED CALLS (MOBILE)	447	447	234	447	229	145	147	390	189	368	306	187	229	10	2	7
	51%	72%behk	*57%*	100%abdeghjk	71%behk	*61%*	100%abdeghjk	74%behk	*58%*	100%abdeghjk	72%behk	*61%*	100%abdeghjk	*78%*	*46%*	*100%*
None	433	175	175	-	93	93	-	139	139	-	119	119	-	3	3	-
	49%	28%cfil	43%acdfgijl	-	29%cfil	39%acdfgijl	-	26%cfil	42%acdfgijl	-	28%cfil	39%acdfgijl	-	*22%*	*54%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Av number of issues	**2.077**	**2.077**	**2.066**	**2.077**	**2.533abc ghik**	**2.308**	**2.992abc deghijkl**	**2.215**	**2.213**	**2.287abc**	**2.401abc**	**2.248**	**2.703abc eghijk**	**2.403**	**3.000**	**2.213**
Standard Deviation	**1.122**	**1.122**	**1.131**	**1.122**	**1.228**	**1.168**	**1.184**	**1.129**	**1.150**	**1.121**	**1.141**	**1.157**	**1.108**	**1.600**	**0.000**	**1.824**
Error Variance	**0.003**	**0.003**	**0.006**	**0.003**	**0.007**	**0.010**	**0.011**	**0.003**	**0.008**	**0.004**	**0.005**	**0.008**	**0.006**	**0.284**	**0.000**	**0.476**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	206	100	106	28	48	32	46	25	19	8	33	66	52	55
Weighted Base	229	120*	108*	33**	54*	37**	56*	27**	15**	6**	41**	87*	54*	46*
Listen to the full message before hanging up	8	5	3	4	3	-	-	1	-	-	2	4	*	1
	3%	*4%*	*3%*	*11%*	*6%*	-	-	*4%*	-	-	*5%*	*4%*	*1%*	*2%*
Listen to some of the message before hanging up	51	24	27	7	14	4	14	9	3	1	5	21	10	15
	22%	*20%*	*25%*	*21%*	*25%*	*10%*	*25%*	*32%*	*18%*	*16%*	*11%*	*24%*	*19%*	*33%*
Hang up immediately, as soon as I realise it is a recorded message	170	91	79	23	38	33	42	18	12	5	35	62	44	30
	74%	*76%*	*73%*	*68%*	*69%*	*90%*	*75%*	*64%*	*82%*	*84%*	*84%*	*71%*	*81%*	*65%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	59	29	30	11	17	4	14	10	3	1	7	25	11	16
	26%	*24%*	*27%*	*32%*	*31%*	*10%*	*25%*	*36%*	*18%*	*16%*	*16%*	*29%*	*19%*	*35%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	206	112	65	29	124	82	70	136	53	102	35	13	3	35	69	51	35	16
Weighted Base	229	126*	76*	27**	152	77*	76*	153	54*	111*	44**	16**	4**	38*	70*	58*	45*	18**
Listen to the full message before hanging up	8	2	5	1	5	2	3	5	1	2	5	-	-	1	1	2	3	-
	3%	*1%*	*6%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*11%*	-	-	*3%*	*2%*	*4%*	*7%*	-
Listen to some of the message before hanging up	51	29	16	6	31	20	21	30	12	31	6	2	-	6	21	16	3	5
	22%	*23%*	*21%*	*22%*	*20%*	*26%*	*28%*	*20%*	*22%*	*28%*	*13%*	*16%*	-	*16%*	30%p	28%p	*6%*	*29%*
Hang up immediately, as soon as I realise it is a recorded message	170	95	55	20	116	54	52	118	41	78	34	13	4	31	48	40	39	13
	74%	*76%*	*72%*	*74%*	*76%*	*71%*	*68%*	*77%*	*76%*	*71%*	*76%*	*84%*	*100%*	*82%*	*68%*	*68%*	*87%*	*71%*
SUMMARY CODE																		
LISTEN TO ANY OF MESSAGE	59	31	21	7	36	22	24	35	13	33	11	2	-	7	22	18	6	5
	26%	*24%*	*28%*	*26%*	*24%*	*29%*	*32%*	*23%*	*24%*	*29%*	*24%*	*16%*	-	*18%*	*32%*	*32%*	*13%*	*29%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	206	173	33	169	14	12	11	7	27	14	11	14	16	28	29	23	12	14	11
Weighted Base	229	195	34**	196	15**	14**	4**	7**	34**	17**	12**	14**	19**	32**	36**	25**	14**	15**	4**
Listen to the full message before hanging up	8	6	2	7	-	-	*	-	4	-	1	1	-	1	-	-	-	-	*
	3%	*3%*	*5%*	*4%*	-	-	*11%*	-	*10%*	-	*11%*	*7%*	-	*4%*	-	-	-	-	*11%*
Listen to some of the message before hanging up	51	47	4	47	2	2	-	2	9	4	2	3	3	13	10	3	2	2	-
	22%	*24%*	*11%*	*24%*	*15%*	*11%*	-	*26%*	*26%*	*23%*	*21%*	*19%*	*14%*	*40%*	*27%*	*11%*	*11%*	*15%*	-
Hang up immediately, as soon as I realise it is a recorded message	170	142	28	141	13	12	4	5	21	13	8	10	17	18	26	22	12	13	4
	74%	*73%*	*84%*	*72%*	*85%*	*89%*	*89%*	*74%*	*64%*	*77%*	*69%*	*73%*	*86%*	*56%*	*73%*	*89%*	*89%*	*85%*	*89%*
SUMMARY CODE																			
LISTEN TO ANY OF MESSAGE	59	53	5	55	2	2	*	2	12	4	4	4	3	14	10	3	2	2	*
	26%	*27%*	*16%*	*28%*	*15%*	*11%*	*11%*	*26%*	*36%*	*23%*	*31%*	*27%*	*14%*	*44%*	*27%*	*11%*	*11%*	*15%*	*11%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	206	206	136	136	70	-	99	32	87
Weighted Base	229	229	151	151	78*	-**	107*	36**	102*
Listen to the full message before hanging up	8	8	2	2	6	-	4	-	4
	3%	*3%*	*1%*	*1%*	*8%bc*	-	*4%*	-	*4%*
Listen to some of the message before hanging up	51	51	31	31	20	-	24	6	24
	22%	*22%*	*20%*	*20%*	*26%*	-	*22%*	*17%*	*23%*
Hang up immediately, as soon as I realise it is a recorded message	170	170	118	118	52	-	79	30	74
	74%	*74%*	*78%*	*78%*	*66%*	-	*74%*	*83%*	*73%*
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	59	59	33	33	26	-	28	6	27
	26%	*26%*	*22%*	*22%*	*34%*	-	*26%*	*17%*	*27%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	206	102	77	75	9	139	77	200	187	184	79	136	191	128
Weighted Base	229	110*	90*	88*	11**	152	90*	222	211	209	91*	146	215	139
Listen to the full message before hanging up	8	4	4	4	-	4	4	6	7	7	3	3	7	4
	3%	*4%*	*4%*	*4%*	*-*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*
Listen to some of the message before hanging up	51	24	22	21	1	31	22	49	47	45	21	34	48	36
	22%	*22%*	*24%*	*24%*	*12%*	*20%*	*24%*	*22%*	*22%*	*22%*	*24%*	*23%*	*22%*	*26%*
Hang up immediately, as soon as I realise it is a recorded message	170	82	64	63	10	117	64	167	157	157	67	109	161	99
	74%	*74%*	*72%*	*72%*	*88%*	*77%*	*72%*	*75%*	*75%*	*75%*	*74%*	*75%*	*75%*	*71%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	59	28	25	25	1	35	25	55	54	52	24	37	54	40
	26%	*26%*	*28%*	*28%*	*12%*	*23%*	*28%*	*25%*	*25%*	*25%*	*26%*	*25%*	*25%*	*29%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	206	206	109	206	116	73	79	178	91	163	206	99	206	3	2	1
Weighted Base	229	229	119*	229	128*	78*	89*	196	100*	180	229	109*	229	4**	2**	1**
Listen to the full message before hanging up	8	8	2	8	4	-	4	8	2	8	8	2	8	-	-	-
	3%	*3%*	*1%*	*3%*	*3%*	-	*4%*	*4%*	*2%*	*4%*	*3%*	*2%*	*3%*	-	-	-
Listen to some of the message before hanging up	51	51	25	51	29	19	16	44	22	39	51	24	51	2	2	-
	22%	*22%*	*21%*	*22%*	*23%*	*24%*	*18%*	*23%*	*22%*	*22%*	*22%*	*22%*	*22%*	*48%*	*73%*	-
Hang up immediately, as soon as I realise it is a recorded message	170	170	92	170	95	60	69	144	76	133	170	84	170	2	1	1
	74%	*74%*	*78%*	*74%*	*74%*	*76%*	*77%*	*74%*	*76%*	*74%*	*74%*	*77%*	*74%*	*52%*	*27%*	*100%*
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	59	59	27	59	33	19	20	52	24	47	59	25	59	2	2	-
	26%	*26%*	*22%*	*26%*	*26%*	*24%*	*23%*	*26%*	*24%*	*26%*	*26%*	*23%*	*26%*	*48%*	*73%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	54	24	30	9	15	4	12	8	4	2	5	18	10	21
Weighted Base	59*	29**	30**	11**	17**	4**	14**	10**	3**	1**	7**	25**	11**	16**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	25	23	8	11	4	13	8	3	*	6	21	10	11
	81%	*84%*	*78%*	*73%*	*67%*	*100%*	*94%*	*85%*	*100%*	*48%*	*93%*	*83%*	*93%*	*66%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	7	11	2	8	2	3	1	1	*	-	10	-	7
	30%	*23%*	*37%*	*20%*	*50%*	*49%*	*23%*	*11%*	*23%*	*48%*	-	*41%*	-	*46%*
Telling you about a competition	6	3	3	-	2	1	-	2	-	1	1	4	-	2
	10%	*11%*	*10%*	-	*11%*	*33%*	-	*26%*	-	*52%*	*7%*	*16%*	-	*10%*
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	3	5	1	2	-	2	2	1	-	-	1	1	7
	14%	*10%*	*18%*	*12%*	*13%*	-	*14%*	*17%*	*50%*	-	-	*2%*	*7%*	*44%*
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	57	29	28	10	16	4	14	10	3	1	7	25	11	15
	97%	*100%*	*95%*	*95%*	*94%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*90%*
ANY EXC. APPOINTMENT REMINDERS	54	28	27	9	14	4	13	10	3	1	7	25	10	12
	92%	*94%*	*90%*	*88%*	*85%*	*100%*	*94%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*75%*
Can't Remember	2	-	2	1	1	-	-	-	-	-	-	-	-	2
	3%	-	*5%*	*5%*	*6%*	-	-	-	-	-	-	-	-	*10%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	54	26	20	8	31	23	23	31	16	28	8	2	-	8	21	16	5	4
Weighted Base	59*	31**	21**	7**	36**	22**	24**	35**	13**	33**	11**	2**	-**	7**	22**	18**	6**	5**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	25	17	6	29	18	21	27	11	27	8	1	-	6	18	16	5	4
	81%	*82%*	*80%*	*78%*	*81%*	*82%*	*86%*	*78%*	*84%*	*84%*	*73%*	*59%*	-	*78%*	*80%*	*85%*	*78%*	*81%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	9	6	2	12	5	9	9	4	11	2	1	-	2	7	3	1	4
	30%	*30%*	*30%*	*30%*	*34%*	*23%*	*36%*	*26%*	*32%*	*33%*	*18%*	*41%*	-	*35%*	*32%*	*19%*	*22%*	*69%*
Telling you about a competition	6	5	-	1	3	3	3	3	1	5	-	-	-	1	2	1	-	3
	10%	*17%*	-	*15%*	*9%*	*13%*	*13%*	*9%*	*8%*	*16%*	-	-	-	*15%*	*9%*	*3%*	-	*50%*
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	3	2	3	3	6	1	7	4	3	2	-	-	3	3	2	-	-
	14%	*10%*	*10%*	*46%*	*8%*	*25%*	*5%*	*21%*	*29%*	*9%*	*15%*	-	-	*46%*	*13%*	*12%*	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																		
ANY INC. APPOINTMENT REMINDERS	57	30	20	7	35	22	24	34	13	31	11	2	-	7	21	18	6	5
	97%	*98%*	*95%*	*100%*	*96%*	*100%*	*98%*	*97%*	*100%*	*95%*	*100%*	*100%*	-	*100%*	*96%*	*97%*	*100%*	*100%*
ANY EXC. APPOINTMENT REMINDERS	54	30	18	6	33	21	24	31	12	31	9	2	-	6	21	16	6	5
	92%	*98%*	*88%*	*78%*	*91%*	*93%*	*98%*	*88%*	*88%*	*95%*	*85%*	*100%*	-	*78%*	*96%*	*88%*	*100%*	*100%*
Can't Remember	2	1	1	-	2	-	1	1	-	2	-	-	-	-	1	1	-	-
	3%	*2%*	*5%*	-	*4%*	-	*2%*	*3%*	-	*5%*	-	-	-	-	*4%*	*3%*	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	54	49	5	50	2	1	1	3	10	3	3	4	2	13	9	3	1	2	1
Weighted Base	59*	53*	5**	55*	2**	2**	***	2**	12**	4**	4**	4**	3**	14**	10**	3**	2**	2**	***
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	42	5	43	2	2	*	1	8	4	4	3	3	12	7	3	2	2	*
	81%	*79%*	*100%*	*80%*	*100%*	*100%*	*100%*	*40%*	*64%*	*100%*	*100%*	*74%*	*100%*	*83%*	*76%*	*100%*	*100%*	*100%*	*100%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	16	1	18	-	-	-	-	5	1	1	2	1	7	-	1	-	-	-
	30%	*31%*	*24%*	*32%*	-	-	-	-	*38%*	*33%*	*35%*	*44%*	*39%*	*51%*	-	*22%*	-	-	-
Telling you about a competition	6	6	-	6	-	-	-	1	1	1	-	1	-	1	1	-	-	-	-
	10%	*11%*	-	*11%*	-	-	-	*28%*	*10%*	*33%*	-	*28%*	-	*4%*	*15%*	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	8	-	8	-	-	-	-	3	-	-	2	1	1	1	1	-	-	-
	14%	*16%*	-	*15%*	-	-	-	-	*22%*	-	-	*44%*	*39%*	*9%*	*9%*	*26%*	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																			
ANY INC. APPOINTMENT REMINDERS	57	52	5	53	2	2	*	1	12	4	4	3	3	14	10	3	2	2	*
	97%	*97%*	*100%*	*97%*	*100%*	*100%*	*100%*	*68%*	*100%*	*100%*	*100%*	*74%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
ANY EXC. APPOINTMENT REMINDERS	54	49	5	50	2	2	*	1	11	4	4	3	3	13	9	3	2	2	*
	92%	*91%*	*100%*	*91%*	*100%*	*100%*	*100%*	*68%*	*88%*	*100%*	*100%*	*74%*	*100%*	*95%*	*91%*	*100%*	*100%*	*100%*	*100%*
Can't Remember	2	2	-	2	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
	3%	*3%*	-	*3%*	-	-	-	*32%*	-	-	-	*26%*	-	-	-	-	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	54	54	30	30	24	-	25	6	25
Weighted Base	59*	59*	33**	33**	26**	-**	28**	6**	27**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	48	28	28	20	-	22	6	23
	81%	*81%*	*85%*	*85%*	*76%*	-	*78%*	*92%*	*83%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	18	7	7	11	-	6	-	12
	30%	*30%*	*21%*	*21%*	*41%*	-	*20%*	-	*44%*
Telling you about a competition	6	6	3	3	3	-	3	1	3
	10%	*10%*	*8%*	*8%*	*13%*	-	*10%*	*8%*	*11%*
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	8	4	4	4	-	5	-	5
	14%	*14%*	*14%*	*14%*	*15%*	-	*17%*	-	*17%*
Other type	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	57	57	33	33	25	-	28	6	26
	97%	*97%*	*100%*	*100%*	*94%*	-	*100%*	*100%*	*94%*
ANY EXC. APPOINTMENT REMINDERS	54	54	30	30	24	-	25	6	25
	92%	*92%*	*93%*	*93%*	*91%*	-	*91%*	*100%*	*92%*
Can't Remember	2	2	-	-	2	-	-	-	2
	3%	*3%*	-	-	*6%*	-	-	-	*6%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	54	26	23	22	1	32	23	51	48	46	19	34	49	36
Weighted Base	59*	28**	25**	25**	1**	35**	25**	55*	54*	52*	24**	37**	54*	40*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	22	21	21	1	29	21	44	43	42	19	30	43	33
	81%	*76%*	*84%*	*87%*	*100%*	*81%*	*85%*	*80%*	*80%*	*81%*	*78%*	*81%*	*79%*	*82%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	6	11	11	1	7	11	16	16	16	5	15	16	14
	30%	*20%*	*42%*	*43%*	*100%*	*19%*	*42%*	*30%*	*29%*	*30%*	*22%*	*40%*	*29%*	*35%*
Telling you about a competition	6	3	3	3	-	3	3	6	5	5	3	4	5	4
	10%	*9%*	*12%*	*12%*	-	*9%*	*12%*	*11%*	*9%*	*9%*	*13%*	*11%*	*9%*	*10%*
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	5	5	4	-	5	4	8	7	7	1	3	7	3
	14%	*17%*	*18%*	*16%*	-	*14%*	*16%*	*15%*	*14%*	*14%*	*6%*	*8%*	*14%*	*8%*
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	57	28	24	24	1	35	24	54	53	51	24	36	53	39
	97%	*98%*	*96%*	*96%*	*100%*	*100%*	*94%*	*97%*	*98%*	*98%*	*100%*	*98%*	*97%*	*99%*
ANY EXC. APPOINTMENT REMINDERS	54	25	24	24	1	33	24	50	50	48	23	36	50	39
	92%	*89%*	*93%*	*96%*	*100%*	*93%*	*94%*	*91%*	*92%*	*92%*	*97%*	*97%*	*91%*	*97%*
Can't Remember	2	1	1	1	-	-	2	2	1	1	-	1	2	1
	3%	*2%*	*4%*	*4%*	-	-	*6%*	*3%*	*2%*	*2%*	-	*2%*	*3%*	*1%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	54	54	25	54	30	17	18	48	22	43	54	24	54	1	1	-
Weighted Base	59*	59*	27**	59*	33**	19**	20**	52*	24**	47*	59*	25**	59*	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	48	48	22	48	24	14	14	41	19	40	48	21	48	2	2	-
	81%	*81%*	*82%*	*81%*	*72%*	*74%*	*70%*	*80%*	*80%*	*85%*	*81%*	*81%*	*81%*	*100%*	*100%*	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	18	18	7	18	12	5	11	18	6	17	18	6	18	-	-	-
	30%	*30%*	*26%*	*30%*	*35%*	*27%*	*53%*	*34%*	*26%*	*36%*	*30%*	*22%*	*30%*	-	-	-
Telling you about a competition	6	6	3	6	4	3	3	6	3	5	6	3	6	-	-	-
	10%	*10%*	*10%*	*10%*	*13%*	*15%*	*15%*	*12%*	*11%*	*10%*	*10%*	*11%*	*10%*	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8	8	4	8	5	4	4	8	3	7	8	4	8	-	-	-
	14%	*14%*	*17%*	*14%*	*16%*	*20%*	*19%*	*15%*	*13%*	*15%*	*14%*	*17%*	*14%*	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	57	57	27	57	31	19	18	50	24	45	57	25	57	2	2	-
	97%	*97%*	*100%*	*97%*	*95%*	*100%*	*92%*	*97%*	*100%*	*97%*	*97%*	*100%*	*97%*	*100%*	*100%*	-
ANY EXC. APPOINTMENT REMINDERS	54	54	24	54	29	16	17	48	21	44	54	23	54	2	2	-
	92%	*92%*	*91%*	*92%*	*88%*	*87%*	*85%*	*92%*	*90%*	*93%*	*92%*	*90%*	*92%*	*100%*	*100%*	-
Can't Remember	2	2	-	2	2	-	2	2	-	2	2	-	2	-	-	-
	3%	*3%*	-	*3%*	*5%*	-	*8%*	*3%*	-	*3%*	*3%*	-	*3%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Silent Calls	366	184	182	30	57	60	76	62	51	29	84	129	65	87
	35%	*36%*	*34%*	*20%*	*29%*	37%c	39%c	47%cd	43%cd	34%c	43%lm	40%lm	*30%*	*29%*
Sales/marketing texts	284	154	130	25	70	58	62	38	22	9	51	117	50	67
	27%	31%b	*24%*	*17%*	36%chi	36%chi	32%chi	29%ci	*19%*	*11%*	*26%*	36%jlm	*23%*	*22%*
Sales/marketing calls	521	248	273	48	82	85	118	78	66	45	121	167	109	124
	50%	*49%*	*51%*	*32%*	*42%*	53%c	60%cd	58%cd	56%cd	53%c	63%klm	52%m	*50%*	*41%*
Recorded message	478	225	253	48	80	85	104	70	54	38	110	163	102	103
	46%	*45%*	*47%*	*32%*	*40%*	53%cd	53%cd	53%c	45%c	*44%*	57%m	51%m	47%m	*34%*
Other type	43	20	23	1	10	4	7	6	12	3	10	11	8	14
	4%	*4%*	*4%*	*1%*	5%c	*3%*	*3%*	*5%*	10%cef	*3%*	*5%*	*3%*	*4%*	*5%*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	74	95	25	31	25	32	15	23	17	35	54	34	46
	16%	*15%*	*18%*	*17%*	*16%*	*16%*	*16%*	*11%*	*19%*	*20%*	*18%*	*17%*	*15%*	*15%*
2 TYPES EXPERIENCED	185	87	98	23	34	29	37	23	21	19	32	54	48	52
	18%	*17%*	*18%*	*15%*	*17%*	*18%*	*19%*	*17%*	*18%*	*22%*	*16%*	*17%*	*22%*	*17%*
3 TYPES EXPERIENCED	194	87	107	16	24	32	44	32	28	18	52	59	39	44
	19%	*17%*	*20%*	*11%*	*12%*	*20%*	23%cd	24%cd	23%cd	21%c	27%m	*18%*	*18%*	*14%*
4 TYPES EXPERIENCED	125	72	53	8	24	26	29	20	14	4	27	55	19	25
	12%	*14%*	*10%*	*5%*	*12%*	16%ci	15%ci	15%ci	*11%*	*5%*	*14%*	17%lm	*9%*	*8%*
5 TYPES EXPERIENCED	14	5	9	-	6	2	2	3	1	-	1	6	3	4
	1%	*1%*	*2%*	-	*3%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	325	362	72	120	114	145	92	86	58	147	228	143	170
	66%	*64%*	*68%*	*48%*	61%c	71%c	74%cd	69%c	72%cd	68%c	76%lm	71%m	65%m	*56%*
None	350	178	173	77	77	46	50	40	33	28	45	94	77	134
	34%	*35%*	*32%*	52%defghi	39%fh	*29%*	*26%*	*30%*	*28%*	*32%*	*23%*	*29%*	35%j	44%jkl
Mean number of mentions	**2.474**	**2.556**	**2.399**	**2.104**	**2.505c**	**2.559ci**	**2.536ci**	**2.757chi**	**2.424**	**2.160**	**2.558**	**2.590m**	**2.359**	**2.340**
Standard Deviation	**1.125**	**1.151**	**1.097**	**1.008**	**1.232**	**1.119**	**1.096**	**1.147**	**1.110**	**0.950**	**1.152**	**1.168**	**1.044**	**1.092**
Error Variance	**0.002**	**0.004**	**0.003**	**0.016**	**0.015**	**0.013**	**0.010**	**0.015**	**0.010**	**0.011**	**0.010**	**0.008**	**0.008**	**0.005**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Silent Calls	366	229	80	57	197	169	103	263	85	193	50	29	9	75	118	73	65	35
	35%	42%bc	*25%*	33%b	*37%*	*34%*	*34%*	*36%*	*30%*	39%h	*31%*	*40%*	*30%*	*32%*	*37%*	*37%*	*36%*	*34%*
Sales/marketing texts	284	166	88	30	190	95	96	189	66	141	47	27	4	46	95	57	51	34
	27%	31%c	27%c	*18%*	35%e	*19%*	*31%*	*26%*	*23%*	*29%*	*29%*	38%h	*12%*	*19%*	30%m	29%m	*28%*	33%m
Sales/marketing calls	521	317	120	84	281	240	156	365	123	254	95	37	12	102	162	104	91	61
	50%	58%bc	*37%*	49%b	*52%*	*48%*	*51%*	*50%*	*43%*	52%h	60%h	*53%*	*37%*	*43%*	*51%*	*52%*	*50%*	59%m
Recorded message	478	290	116	73	274	204	143	336	108	250	84	29	7	89	157	100	92	41
	46%	53%bc	*35%*	*43%*	51%e	*41%*	*46%*	*46%*	*38%*	51%h	52%h	*41%*	*24%*	*38%*	49%m	50%m	51%m	*40%*
Other type	43	21	11	11	22	22	11	32	14	19	6	2	2	11	11	13	4	3
	4%	*4%*	*3%*	*7%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*7%*	*5%*	*3%*	*7%*	*2%*	*3%*
SUMMARY CODES																		
1 TYPE EXPERIENCED	169	85	50	35	83	86	40	129	44	83	22	12	8	35	64	27	26	16
	16%	*16%*	*15%*	*20%*	*15%*	*17%*	*13%*	*18%*	*15%*	*17%*	*14%*	*17%*	*25%*	*15%*	*20%*	*13%*	*15%*	*16%*
2 TYPES EXPERIENCED	185	99	52	33	101	84	59	126	45	80	37	17	7	35	56	32	32	30
	18%	*18%*	*16%*	*20%*	*19%*	*17%*	*19%*	*17%*	*16%*	*16%*	*23%*	*24%*	*23%*	*15%*	*18%*	*16%*	*17%*	29%mnop
3 TYPES EXPERIENCED	194	122	46	26	96	98	47	147	45	103	34	11	2	41	69	39	31	14
	19%	22%b	*14%*	*15%*	*18%*	*20%*	*15%*	*20%*	*16%*	*21%*	*21%*	*15%*	*5%*	*17%*	*22%*	*19%*	*17%*	*14%*
4 TYPES EXPERIENCED	125	84	23	18	84	41	44	81	28	69	17	12	1	22	38	27	27	11
	12%	15%b	*7%*	*11%*	16%e	*8%*	*14%*	*11%*	*10%*	*14%*	*10%*	*16%*	*3%*	*9%*	*12%*	*13%*	*15%*	*11%*
5 TYPES EXPERIENCED	14	7	6	1	10	4	7	7	4	6	3	-	1	3	1	7	2	2
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	-	*3%*	*1%*	*	3%n	*1%*	*2%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	396	178	114	374	313	197	490	166	340	113	51	18	136	227	131	119	74
	66%	73%b	*54%*	67%b	70%e	*62%*	*64%*	*67%*	*58%*	69%h	70%h	*72%*	*58%*	*57%*	72%m	*65%*	*66%*	72%m
None	350	144	150	56	161	189	110	240	119	151	47	20	13	102	89	69	62	29
	34%	*27%*	46%ac	*33%*	*30%*	38%d	*36%*	*33%*	42%ij	*31%*	*29%*	*28%*	*42%*	43%nq	*28%*	*34%*	*34%*	*28%*
Mean number of mentions	**2.474**	**2.585bc**	**2.348**	**2.281**	**2.578e**	**2.349**	**2.585**	**2.429**	**2.416**	**2.528**	**2.502**	**2.435**	**1.901**	**2.420**	**2.394**	**2.666** n	**2.552**	**2.354**
Standard Deviation	**1.125**	**1.123**	**1.121**	**1.101**	**1.161**	**1.069**	**1.145**	**1.115**	**1.128**	**1.141**	**1.079**	**1.090**	**1.092**	**1.100**	**1.114**	**1.184**	**1.123**	**1.075**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Error Variance	**0.002**	**0.003**	**0.008**	**0.009**	**0.004**	**0.003**	**0.008**	**0.002**	**0.007**	**0.004**	**0.012**	**0.028**	**0.075**	**0.008**	**0.005**	**0.012**	**0.013**	**0.018**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Silent Calls	366	279	87	305	40	16	6	14	37	34	26	24	32	36	58	43	16	40	6
	35%	*34%*	*41%*	*35%*	45%f	*30%*	*24%*	*29%*	*32%*	49%hklmr	*36%*	*27%*	*30%*	*26%*	*37%*	55%ghjk lmnpr	*30%*	45%kmr	*24%*
Sales/marketing texts	284	233	52	252	15	15	3	15	34	15	20	23	26	47	38	34	15	15	3
	27%	*28%*	*24%*	29%df	*17%*	*29%*	*13%*	*31%*	29%r	*21%*	*28%*	*26%*	*24%*	34%qr	*25%*	43%ikln qr	*29%*	*17%*	*13%*
Sales/marketing calls	521	419	103	444	40	26	11	20	66	45	36	36	48	66	72	55	26	40	11
	50%	*50%*	*49%*	*51%*	*45%*	*50%*	*45%*	*41%*	*56%*	64%gklmn qr	*49%*	*41%*	*45%*	*47%*	*47%*	70%gjkl mnpqr	*50%*	*45%*	*45%*
Recorded message	478	380	98	405	44	23	7	18	56	38	33	34	45	51	79	52	23	44	7
	46%	*46%*	*47%*	46%f	50%f	*44%*	*29%*	*36%*	48%r	54%mr	*45%*	*39%*	*41%*	*37%*	51%mr	65%ghjk lmpr	*44%*	50%r	*29%*
Other type	43	41	2	36	4	3	-	-	4	1	3	2	2	2	16	5	3	4	-
	4%	5%b	*1%*	*4%*	*5%*	*6%*	-	-	*3%*	*2%*	*5%*	*2%*	*2%*	*2%*	10%gklmr	*6%*	*6%*	*5%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	169	141	28	150	5	9	5	13	20	6	10	19	20	25	27	9	9	5	5
	16%	*17%*	*13%*	17%d	*6%*	18%d	20%d	27%iq	17%q	*9%*	*14%*	22%iq	19%q	18%q	17%q	*12%*	18%q	*6%*	20%q
2 TYPES EXPERIENCED	185	151	34	156	11	13	5	7	21	16	14	11	18	27	28	14	13	11	5
	18%	*18%*	*16%*	*18%*	*12%*	*26%*	*20%*	*15%*	*18%*	*22%*	*19%*	*13%*	*17%*	*19%*	*18%*	*17%*	*26%*	*12%*	*20%*
3 TYPES EXPERIENCED	194	151	44	159	24	9	1	7	26	20	15	11	18	19	25	18	9	24	1
	19%	*18%*	*21%*	18%f	27%f	*18%*	*6%*	*14%*	22%r	28%kmr	21%r	*13%*	*17%*	*14%*	*16%*	23%r	*18%*	27%kmr	*6%*
4 TYPES EXPERIENCED	125	97	29	112	8	3	2	5	10	9	6	10	10	17	23	22	3	8	2
	12%	*12%*	*14%*	*13%*	*9%*	*6%*	*9%*	*10%*	*9%*	*13%*	*9%*	*11%*	*9%*	*12%*	*15%*	28%ghijk lmnpqr	*6%*	*9%*	*9%*
5 TYPES EXPERIENCED	14	14	-	10	3	1	-	-	3	-	-	1	-	-	4	2	1	3	-
	1%	*2%*	-	*1%*	*3%*	*2%*	-	-	*3%*	-	-	*1%*	-	-	*2%*	*3%*	*2%*	*3%*	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	553	134	587	50	37	13	31	81	51	46	52	66	88	106	65	37	50	13
	66%	*67%*	*64%*	*67%*	*57%*	*71%*	*54%*	*65%*	*69%*	72%r	*63%*	*60%*	*61%*	*63%*	*69%*	83%jklm nqr	*71%*	*57%*	*54%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
None	350	274	77	286	38	15	11	17	36	20	25	35	41	51	49	14	15	38	11
	34%	*33%*	*36%*	*33%*	*43%*	*29%*	46%c	*35%*	*31%*	*28%*	35%o	40%o	38%o	37%o	31%o	*17%*	*29%*	43%o	46%io
Mean number of mentions	**2.474**	**2.457**	**2.543**	**2.463f**	**2.850c** ef	**2.280**	**2.053**	**2.106**	**2.446**	**2.622r**	**2.531**	**2.264**	**2.304**	**2.318**	**2.510**	**2.921hk** lmnpr	**2.280**	**2.850klm** pr	**2.053**
Standard Deviation	**1.125**	**1.143**	**1.050**	**1.134**	**0.999**	**1.060**	**1.092**	**1.117**	**1.121**	**0.922**	**1.180**	**1.187**	**1.110**	**1.092**	**1.186**	**1.121**	**1.060**	**0.999**	**1.092**
Error Variance	**0.002**	**0.002**	**0.008**	**0.002**	**0.021**	**0.031**	**0.031**	**0.042**	**0.016**	**0.017**	**0.030**	**0.026**	**0.021**	**0.016**	**0.015**	**0.019**	**0.031**	**0.021**	**0.031**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Silent Calls	366	322	311	267	55	44	149	74	156
	35%	37%d	44%ad	44%ad	*20%*	42%d	*37%*	48%fh	*33%*
Sales/marketing texts	284	284	189	189	96	-	123	55	123
	27%	32%be	27%e	31%e	35%be	-	*30%*	36%h	*26%*
Sales/marketing calls	521	464	437	380	84	57	216	100	232
	50%	53%d	62%ad	63%ad	*30%*	53%d	*53%*	66%fh	*48%*
Recorded message	478	425	400	347	78	53	205	77	212
	46%	48%d	56%ad	58%ad	*28%*	50%d	*51%*	*50%*	*44%*
Other type	43	40	36	33	7	3	18	9	19
	4%	*5%*	*5%*	*5%*	*2%*	*3%*	*5%*	*6%*	*4%*
SUMMARY CODES									
1 TYPE EXPERIENCED	169	154	115	100	53	15	50	27	91
	16%	*17%*	*16%*	*17%*	*19%*	*14%*	*12%*	*18%*	19%f
2 TYPES EXPERIENCED	185	171	136	121	49	15	82	27	86
	18%	*19%*	*19%*	*20%*	*18%*	*14%*	*20%*	*18%*	*18%*
3 TYPES EXPERIENCED	194	159	168	133	26	35	80	33	88
	19%	18%d	24%ad	22%d	*9%*	33%abcd	*20%*	*22%*	*18%*
4 TYPES EXPERIENCED	125	123	103	101	22	2	52	32	49
	12%	14%de	15%de	17%de	8%e	*2%*	*13%*	21%fh	*10%*
5 TYPES EXPERIENCED	14	14	13	13	1	-	9	2	3
	1%	*2%*	*2%*	*2%*	*	-	2%h	*1%*	*1%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	620	536	469	152	67	274	121	318
	66%	71%d	76%ade	78%ade	*55%*	*63%*	*68%*	79%fh	*66%*
None	350	257	171	132	125	39	131	32	160
	34%	29%bc	*24%*	*22%*	45%abc	37%bc	32%g	*21%*	33%g
Mean number of mentions	**2.474**	**2.486d**	**2.570d**	**2.600d**	**2.131**	**2.359**	**2.604h**	**2.620h**	**2.350**
Standard Deviation	**1.125**	**1.149**	**1.119**	**1.148**	**1.080**	**0.869**	**1.105**	**1.142**	**1.106**
Error Variance	**0.002**	**0.002**	**0.002**	**0.003**	**0.008**	**0.010**	**0.005**	**0.011**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Silent Calls	366	161	130	129	15	234	137	356	317	314	130	196	319	168
	35%	*37%*	*33%*	*33%*	*26%*	*38%*	*33%*	*36%*	*38%*	*37%*	*38%*	*35%*	*37%*	*33%*
Sales/marketing texts	284	133	99	98	18	192	106	275	255	253	111	184	262	168
	27%	*30%*	*25%*	*25%*	*32%*	32%bc	*26%*	*28%*	*30%*	*30%*	*33%*	*33%*	*30%*	*33%*
Sales/marketing calls	521	230	194	193	31	342	201	508	449	446	184	283	455	256
	50%	*52%*	*49%*	*49%*	*55%*	56%bcf	*48%*	*52%*	*53%*	*53%*	*54%*	*51%*	*53%*	*51%*
Recorded message	478	221	176	173	27	303	182	462	419	415	176	269	424	250
	46%	*50%*	*44%*	*44%*	*47%*	*50%*	*44%*	*47%*	*50%*	*49%*	*52%*	*48%*	*49%*	*49%*
Other type	43	19	17	17	-	28	18	42	37	37	12	25	37	22
	4%	*4%*	*4%*	*4%*	-	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	57	76	74	8	85	80	162	131	130	52	97	137	86
	16%	*13%*	19%ae	19%a	*14%*	*14%*	19%ae	*17%*	*16%*	*16%*	*15%*	*17%*	*16%*	*17%*
2 TYPES EXPERIENCED	185	92	65	65	13	122	72	179	158	159	62	102	162	96
	18%	*21%*	*17%*	*17%*	*22%*	*20%*	*17%*	*18%*	*19%*	*19%*	*18%*	*18%*	*19%*	*19%*
3 TYPES EXPERIENCED	194	86	80	80	7	118	82	189	164	161	63	94	166	82
	19%	*20%*	*20%*	*21%*	*13%*	*19%*	*20%*	*19%*	*19%*	*19%*	*18%*	*17%*	*19%*	*16%*
4 TYPES EXPERIENCED	125	54	38	37	9	91	40	122	116	115	54	81	116	72
	12%	*12%*	*10%*	*10%*	*16%*	15%bcf	*10%*	*12%*	*14%*	*14%*	*16%*	*15%*	*13%*	*14%*
5 TYPES EXPERIENCED	14	9	3	3	-	11	3	14	14	14	5	8	14	9
	1%	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	299	262	260	37	426	276	665	582	579	235	382	595	344
	66%	*68%*	*66%*	*66%*	*65%*	*70%*	*67%*	*68%*	*69%*	*69%*	*69%*	*69%*	*69%*	*68%*
None	350	140	132	130	20	182	137	311	256	258	102	170	269	158
	34%	*32%*	*33%*	*33%*	*35%*	*30%*	*33%*	*32%*	*30%*	*31%*	*30%*	*31%*	*31%*	*31%*
Mean number of mentions	**2.474**	**2.564bf**	**2.359**	**2.366**	**2.465**	**2.586bcf**	**2.347**	**2.481**	**2.541**	**2.536**	**2.603**	**2.505**	**2.524**	**2.510**
Standard Deviation	**1.125**	**1.099**	**1.112**	**1.108**	**1.091**	**1.114**	**1.105**	**1.126**	**1.134**	**1.134**	**1.173**	**1.176**	**1.134**	**1.186**
Error Variance	**0.002**	**0.004**	**0.005**	**0.005**	**0.036**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.006**	**0.004**	**0.002**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Silent Calls	366	366	296	229	366	282	147	317	253	184	296	250	128	6	3	3
	35%	*53%*	62%acgi	*51%*	100%abcg hijkl	100%abcg hijkl	100%abcgh ijkl	*54%*	66%acgil	*50%*	62%acgi	70%abcgi jl	*56%*	*45%*	*59%*	*34%*
Sales/marketing texts	284	284	151	284	154	101	100	284	134	284	199	123	149	5	2	3
	27%	41%bk	*32%*	64%abdeg hjk	42%b	*36%*	68%abdeg hjk	49%abehj k	*35%*	77%abcde ghjkl	42%b	*34%*	65%abdeg hjk	*38%*	*42%*	*35%*
Sales/marketing calls	521	521	402	325	307	248	114	521	385	303	384	307	173	7	3	4
	50%	*76%*	85%acl	*73%*	84%acl	88%acfjl	*78%*	89%acdf ijl	100%abcde fgijkl	82%ac	80%c	85%acl	*76%*	*51%*	*51%*	*51%*
Recorded message	478	478	369	306	296	241	112	410	300	248	478	359	229	5	3	2
	46%	*70%*	78%acgi	*69%*	81%acgi	85%abcfg hi	*76%*	*70%*	78%acgi	*67%*	100%abcd efghi	100%abcd efghi	100%abcde fghi	*41%*	*51%*	*34%*
Other type	43	41	28	29	25	20	8	30	21	22	27	20	17	13	5	7
	4%	*6%*	*6%*	*7%*	*7%*	*7%*	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*7%*	*100%*	*100%*	*100%*
SUMMARY CODES																
1 TYPE EXPERIENCED	169	167	89	95	27	16	16	97	48	57	43	26	22	-	-	-
	16%	24%bdefg hijkl	19%dehjk l	21%defhjk l	*7%*	*6%*	*11%*	17%dejkl	12%dek	15%dejk	*9%*	*7%*	*10%*	-	-	-
2 TYPES EXPERIENCED	185	185	117	122	47	31	20	155	79	100	116	81	52	5	2	4
	18%	27%defh	25%def	27%defh	*13%*	*11%*	*14%*	26%def	20%de	27%def	24%def	22%def	23%de	*42%*	*33%*	*49%*
3 TYPES EXPERIENCED	194	194	160	92	152	137	25	193	155	76	180	147	60	1	1	-
	19%	28%cfi	34%cfi	*21%*	42%abcfg il	48%abcfg ijl	*17%*	33%cfi	40%acfgi l	*21%*	38%acfil	41%abcfg il	*26%*	*7%*	*17%*	-
4 TYPES EXPERIENCED	125	125	97	121	125	90	78	125	93	121	124	96	83	*	*	-
	12%	*18%*	*20%*	27%ab	34%abghj	32%abgh	53%abcde ghijkl	*21%*	24%a	33%abghj	26%a	27%a	36%abcghj k	*4%*	*8%*	-
5 TYPES EXPERIENCED	14	14	9	14	13	7	8	14	9	13	13	8	9	4	-	4
	1%	*2%*	*2%*	*3%*	*3%*	*3%*	*5%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*29%*	-	*51%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	685	473	444	364	280	147	584	384	366	476	357	226	10	3	7
	66%	*100%*	*100%*	*99%*	*99%*	*99%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*82%*	*58%*	*100%*
None	350	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	34%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	**2.474**	**2.478**	**2.637a**	**2.651a**	**3.153abc** ghijk	**3.177abc** ghijk	**3.282abc** ghijk	**2.677a**	**2.847abc** g	**2.839abc**	**2.903abc** g	**2.959abc** g	**3.055abc** gh	**3.750**	**4.026**	**3.543**
Standard Deviation	**1.125**	**1.124**	**1.093**	**1.202**	**0.968**	**0.892**	**1.114**	**1.081**	**1.027**	**1.177**	**1.002**	**0.954**	**1.109**	**1.711**	**1.968**	**1.614**
Error Variance	**0.002**	**0.002**	**0.002**	**0.003**	**0.003**	**0.003**	**0.009**	**0.002**	**0.003**	**0.004**	**0.002**	**0.003**	**0.006**	**0.244**	**0.775**	**0.372**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	982	460	522	131	162	133	159	116	166	115	167	252	213	350
Weighted Base	986	475	511	142	187	155	185	123	114	81*	189	309	210	278
Silent Calls	366	184	182	30	57	60	76	62	51	29	84	129	65	87
	37%	*39%*	*36%*	*21%*	*31%*	39%c	41%c	51%cdi	45%cd	36%c	45%lm	42%lm	*31%*	*31%*
Sales/marketing texts	284	154	130	25	70	58	62	38	22	9	51	117	50	67
	29%	32%b	*25%*	*18%*	37%chi	37%chi	34%chi	31%chi	*19%*	*12%*	*27%*	38%jlm	*24%*	*24%*
Sales/marketing calls	521	248	273	48	82	85	118	78	66	45	121	167	109	124
	53%	*52%*	*53%*	*34%*	*44%*	55%c	64%cd	63%cd	58%cd	55%c	64%klm	54%m	*52%*	*45%*
Recorded message	478	225	253	48	80	85	104	70	54	38	110	163	102	103
	49%	*47%*	*50%*	*34%*	*43%*	55%cd	56%cd	57%cd	47%c	*46%*	58%m	53%m	49%m	*37%*
Other type	43	20	23	1	10	4	7	6	12	3	10	11	8	14
	4%	*4%*	*5%*	*1%*	6%c	*3%*	*4%*	*5%*	10%cef	*3%*	*6%*	*3%*	*4%*	*5%*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	74	95	25	31	25	32	15	23	17	35	54	34	46
	17%	*16%*	*19%*	*18%*	*17%*	*16%*	*17%*	*12%*	*20%*	*21%*	*19%*	*17%*	*16%*	*17%*
2 TYPES EXPERIENCED	185	87	98	23	34	29	37	23	21	19	32	54	48	52
	19%	*18%*	*19%*	*16%*	*18%*	*19%*	*20%*	*18%*	*18%*	*23%*	*17%*	*17%*	*23%*	*19%*
3 TYPES EXPERIENCED	194	87	107	16	24	32	44	32	28	18	52	59	39	44
	20%	*18%*	*21%*	*12%*	*13%*	*21%*	24%cd	26%cd	24%cd	22%c	27%m	*19%*	*19%*	*16%*
4 TYPES EXPERIENCED	125	72	53	8	24	26	29	20	14	4	27	55	19	25
	13%	15%b	*10%*	*6%*	*13%*	17%ci	16%ci	16%ci	*12%*	*6%*	*14%*	18%lm	*9%*	*9%*
5 TYPES EXPERIENCED	14	5	9	-	6	2	2	3	1	-	1	6	3	4
	1%	*1%*	*2%*	-	*3%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	325	362	72	120	114	145	92	86	58	147	228	143	170
	70%	*68%*	*71%*	*51%*	64%c	74%c	79%cd	75%c	75%c	71%c	78%lm	74%m	*68%*	*61%*
None	296	148	149	69	67	40	40	29	28	24	39	82	67	108
	30%	*31%*	*29%*	49%defghi	36%fgh	*26%*	*21%*	*24%*	*24%*	*29%*	*21%*	*26%*	32%j	39%jk
Mean number of mentions	**2.474**	**2.556**	**2.399**	**2.104**	**2.505c**	**2.559ci**	**2.536ci**	**2.757chi**	**2.424**	**2.160**	**2.558**	**2.590m**	**2.359**	**2.340**
Standard Deviation	**1.125**	**1.151**	**1.097**	**1.008**	**1.232**	**1.119**	**1.096**	**1.147**	**1.110**	**0.950**	**1.152**	**1.168**	**1.044**	**1.092**
Error Variance	**0.002**	**0.004**	**0.003**	**0.016**	**0.015**	**0.013**	**0.010**	**0.015**	**0.010**	**0.011**	**0.010**	**0.008**	**0.008**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	982	511	284	187	439	543	265	717	288	468	138	60	28	242	326	175	148	91
Weighted Base	986	526	300	160	519	467	293	693	255	474	155	71*	31**	211	304	193	178	100*
Silent Calls	366	229	80	57	197	169	103	263	85	193	50	29	9	75	118	73	65	35
	37%	44%b	*27%*	*35%*	*38%*	*36%*	*35%*	*38%*	*33%*	*41%*	*32%*	*40%*	*31%*	*36%*	*39%*	*38%*	*37%*	*34%*
Sales/marketing texts	284	166	88	30	190	95	96	189	66	141	47	27	4	46	95	57	51	34
	29%	32%c	29%c	*19%*	37%e	*20%*	*33%*	*27%*	*26%*	*30%*	*30%*	*38%*	*12%*	*22%*	31%m	*30%*	*29%*	34%m
Sales/marketing calls	521	317	120	84	281	240	156	365	123	254	95	37	12	102	162	104	91	61
	53%	60%b	*40%*	53%b	*54%*	*51%*	*53%*	*53%*	*48%*	*54%*	61%h	*53%*	*38%*	*48%*	*53%*	*54%*	*51%*	*61%*
Recorded message	478	290	116	73	274	204	143	336	108	250	84	29	7	89	157	100	92	41
	49%	55%bc	*39%*	*46%*	53%e	*44%*	*49%*	*48%*	*42%*	53%h	54%h	*41%*	*24%*	*42%*	*52%*	*52%*	*52%*	*40%*
Other type	43	21	11	11	22	22	11	32	14	19	6	2	2	11	11	13	4	3
	4%	*4%*	*4%*	*7%*	*4%*	*5%*	*4%*	*5%*	*6%*	*4%*	*4%*	*3%*	*7%*	*5%*	*4%*	*7%*	*2%*	*3%*
SUMMARY CODES																		
1 TYPE EXPERIENCED	169	85	50	35	83	86	40	129	44	83	22	12	8	35	64	27	26	16
	17%	*16%*	*16%*	*22%*	*16%*	*18%*	*14%*	*19%*	*17%*	*18%*	*14%*	*17%*	*25%*	*17%*	*21%*	*14%*	*15%*	*16%*
2 TYPES EXPERIENCED	185	99	52	33	101	84	59	126	45	80	37	17	7	35	56	32	32	30
	19%	*19%*	*17%*	*21%*	*20%*	*18%*	*20%*	*18%*	*18%*	*17%*	*24%*	*24%*	*23%*	*17%*	*18%*	*17%*	*18%*	30%mnop
3 TYPES EXPERIENCED	194	122	46	26	96	98	47	147	45	103	34	11	2	41	69	39	31	14
	20%	23%b	*15%*	*16%*	*18%*	*21%*	*16%*	*21%*	*18%*	*22%*	*22%*	*15%*	*5%*	*20%*	*23%*	*20%*	*18%*	*14%*
4 TYPES EXPERIENCED	125	84	23	18	84	41	44	81	28	69	17	12	1	22	38	27	27	11
	13%	16%b	*8%*	*11%*	16%e	*9%*	*15%*	*12%*	*11%*	*14%*	*11%*	*16%*	*3%*	*10%*	*13%*	*14%*	*15%*	*11%*
5 TYPES EXPERIENCED	14	7	6	1	10	4	7	7	4	6	3	-	1	3	1	7	2	2
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	-	*3%*	*1%*	*	3%n	*1%*	*2%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	396	178	114	374	313	197	490	166	340	113	51	18	136	227	131	119	74
	70%	75%b	*59%*	71%b	*72%*	*67%*	*67%*	*71%*	*65%*	*72%*	*73%*	*72%*	*59%*	*64%*	75%m	*68%*	*67%*	*74%*
None	296	128	122	46	143	154	96	200	89	133	42	20	12	75	75	61	59	27
	30%	*24%*	41%ac	*29%*	*28%*	*33%*	*33%*	*29%*	*35%*	*28%*	*27%*	*28%*	*41%*	36%n	*25%*	*32%*	*33%*	*26%*
Mean number of mentions	**2.474**	**2.585bc**	**2.348**	**2.281**	**2.578e**	**2.349**	**2.585**	**2.429**	**2.416**	**2.528**	**2.502**	**2.435**	**1.901**	**2.420**	**2.394**	**2.666** n	**2.552**	**2.354**
Standard Deviation	**1.125**	**1.123**	**1.121**	**1.101**	**1.161**	**1.069**	**1.145**	**1.115**	**1.128**	**1.141**	**1.079**	**1.090**	**1.092**	**1.100**	**1.114**	**1.184**	**1.123**	**1.075**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	982	511	284	187	439	543	265	717	288	468	138	60	28	242	326	175	148	91
Weighted Base	986	526	300	160	519	467	293	693	255	474	155	71*	31**	211	304	193	178	100*
Error Variance	**0.002**	**0.003**	**0.008**	**0.009**	**0.004**	**0.003**	**0.008**	**0.002**	**0.007**	**0.004**	**0.012**	**0.028**	**0.075**	**0.008**	**0.005**	**0.012**	**0.013**	**0.018**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	982	772	210	802	68	48	64	41	113	64	71	88	96	114	141	74	48	68	64
Weighted Base	986	781	205	842	72*	49*	23*	46*	114*	65*	73*	84*	106*	129*	150	74*	49*	72*	23*
Silent Calls	366	279	87	305	40	16	6	14	37	34	26	24	32	36	58	43	16	40	6
	37%	*36%*	*43%*	*36%*	55%cef	*32%*	*24%*	*30%*	*33%*	53%ghklm pr	*36%*	*28%*	*30%*	*28%*	*39%*	58%ghjk lmnpr	*32%*	55%ghjkl mnpr	*24%*
Sales/marketing texts	284	233	52	252	15	15	3	15	34	15	20	23	26	47	38	34	15	15	3
	29%	*30%*	*25%*	30%f	*20%*	31%f	*13%*	*32%*	30%r	*23%*	*28%*	*28%*	*24%*	36%qr	*25%*	46%ijkl nqr	31%r	*20%*	*13%*
Sales/marketing calls	521	419	103	444	40	26	11	20	66	45	36	36	48	66	72	55	26	40	11
	53%	*54%*	*50%*	*53%*	*56%*	*54%*	*46%*	*42%*	*58%*	69%gjklm nr	*49%*	*43%*	*46%*	*51%*	*48%*	74%ghjk lmnpqr	*54%*	*56%*	*46%*
Recorded message	478	380	98	405	44	23	7	18	56	38	33	34	45	51	79	52	23	44	7
	49%	*49%*	*48%*	48%f	61%f	*48%*	*29%*	*38%*	49%r	59%kmr	*45%*	*40%*	*42%*	*39%*	53%mr	69%ghjk lmnpr	*48%*	61%gklmr	*29%*
Other type	43	41	2	36	4	3	-	-	4	1	3	2	2	2	16	5	3	4	-
	4%	5%b	*1%*	*4%*	*6%*	*7%*	-	-	*4%*	*2%*	*5%*	*2%*	*2%*	*2%*	11%gklmr	*6%*	*7%*	*6%*	-
SUMMARY CODES																			
1 TYPE EXPERIENCED	169	141	28	150	5	9	5	13	20	6	10	19	20	25	27	9	9	5	5
	17%	*18%*	*14%*	18%d	*7%*	*19%*	20%d	28%iq	*18%*	*10%*	*14%*	23%iq	19%q	19%q	*18%*	*12%*	*19%*	*7%*	20%q
2 TYPES EXPERIENCED	185	151	34	156	11	13	5	7	21	16	14	11	18	27	28	14	13	11	5
	19%	*19%*	*17%*	*19%*	*15%*	*28%*	*20%*	*15%*	*18%*	*24%*	*19%*	*13%*	*17%*	*21%*	*19%*	*18%*	*28%*	*15%*	*20%*
3 TYPES EXPERIENCED	194	151	44	159	24	9	1	7	26	20	15	11	18	19	25	18	9	24	1
	20%	*19%*	*21%*	19%f	33%cf	*19%*	*6%*	*15%*	23%r	31%kmnr	21%r	*13%*	*17%*	*14%*	*17%*	24%r	*19%*	33%klmnr	*6%*
4 TYPES EXPERIENCED	125	97	29	112	8	3	2	5	10	9	6	10	10	17	23	22	3	8	2
	13%	*12%*	*14%*	*13%*	*11%*	*7%*	*9%*	*10%*	*9%*	*14%*	*9%*	*12%*	*9%*	*13%*	*15%*	30%ghijk lmnpqr	*7%*	*11%*	*9%*
5 TYPES EXPERIENCED	14	14	-	10	3	1	-	-	3	-	-	1	-	-	4	2	1	3	-
	1%	*2%*	-	*1%*	*4%*	*2%*	-	-	*3%*	-	-	*1%*	-	-	*2%*	*3%*	*2%*	4%m	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	553	134	587	50	37	13	31	81	51	46	52	66	88	106	65	37	50	13
	70%	*71%*	*65%*	70%f	*70%*	76%f	*55%*	*68%*	71%r	78%r	*63%*	*62%*	*63%*	*68%*	71%r	88%ghjk lmnqr	76%r	*70%*	*55%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	982	772	210	802	68	48	64	41	113	64	71	88	96	114	141	74	48	68	64
Weighted Base	986	781	205	842	72*	49*	23*	46*	114*	65*	73*	84*	106*	129*	150	74*	49*	72*	23*
None	296	225	71	253	21	12	11	15	32	14	25	32	39	42	44	9	12	21	11
	30%	*29%*	*35%*	*30%*	*30%*	*24%*	45%ce	32%o	29%o	*22%*	35%o	38%o	37%o	32%o	29%o	*12%*	*24%*	30%o	45%hinop
Mean number of mentions	**2.474**	**2.457**	**2.543**	**2.463f**	**2.850c** ef	**2.280**	**2.053**	**2.106**	**2.446**	**2.622r**	**2.531**	**2.264**	**2.304**	**2.318**	**2.510**	**2.921hk** lmnpr	**2.280**	**2.850klm** pr	**2.053**
Standard Deviation	**1.125**	**1.143**	**1.050**	**1.134**	**0.999**	**1.060**	**1.092**	**1.117**	**1.121**	**0.922**	**1.180**	**1.187**	**1.110**	**1.092**	**1.186**	**1.121**	**1.060**	**0.999**	**1.092**
Error Variance	**0.002**	**0.002**	**0.008**	**0.002**	**0.021**	**0.031**	**0.031**	**0.042**	**0.016**	**0.017**	**0.030**	**0.026**	**0.021**	**0.016**	**0.015**	**0.019**	**0.031**	**0.021**	**0.031**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	982	861	713	592	269	121	380	145	465
Weighted Base	986	880	709	603	277	106*	389	150	452
Silent Calls	366	322	311	267	55	44	149	74	156
	37%	37%d	44%ad	44%ad	*20%*	42%d	*38%*	49%fh	*34%*
Sales/marketing texts	284	284	189	189	96	-	123	55	123
	29%	32%be	27%e	31%e	35%be	-	*32%*	37%h	*27%*
Sales/marketing calls	521	464	437	380	84	57	216	100	232
	53%	53%d	62%ad	63%ad	*30%*	53%d	*55%*	67%fh	*51%*
Recorded message	478	425	400	347	78	53	205	77	212
	49%	48%d	56%ad	58%ad	*28%*	50%d	*53%*	*51%*	*47%*
Other type	43	40	36	33	7	3	18	9	19
	4%	*5%*	*5%*	*5%*	*2%*	*3%*	*5%*	*6%*	*4%*
SUMMARY CODES									
1 TYPE EXPERIENCED	169	154	115	100	53	15	50	27	91
	17%	*17%*	*16%*	*17%*	*19%*	*14%*	*13%*	*18%*	20%f
2 TYPES EXPERIENCED	185	171	136	121	49	15	82	27	86
	19%	*19%*	*19%*	*20%*	*18%*	*14%*	*21%*	*18%*	*19%*
3 TYPES EXPERIENCED	194	159	168	133	26	35	80	33	88
	20%	18%d	24%ad	22%d	*9%*	33%abcd	*21%*	*22%*	*20%*
4 TYPES EXPERIENCED	125	123	103	101	22	2	52	32	49
	13%	14%de	15%de	17%de	8%e	*2%*	*13%*	21%fh	*11%*
5 TYPES EXPERIENCED	14	14	13	13	1	-	9	2	3
	1%	*2%*	*2%*	*2%*	*	-	2%h	*1%*	*1%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	620	536	469	152	67	274	121	318
	70%	71%d	76%ade	78%ade	*55%*	*63%*	*70%*	80%fh	*70%*
None	296	257	171	132	125	39	114	30	133
	30%	29%bc	*24%*	*22%*	45%abc	37%bc	29%g	*20%*	29%g
Mean number of mentions	**2.474**	**2.486d**	**2.570d**	**2.600d**	**2.131**	**2.359**	**2.604h**	**2.620h**	**2.350**
Standard Deviation	**1.125**	**1.149**	**1.119**	**1.148**	**1.080**	**0.869**	**1.105**	**1.142**	**1.106**
Error Variance	**0.002**	**0.002**	**0.002**	**0.003**	**0.008**	**0.010**	**0.005**	**0.011**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	982	413	391	386	51	571	407	935	754	751	313	505	779	453
Weighted Base	986	422	373	368	54*	588	389	932	808	806	335	543	832	495
Silent Calls	366	161	130	129	15	234	137	356	317	314	130	196	319	168
	37%	*38%*	*35%*	*35%*	*28%*	*40%*	*35%*	*38%*	*39%*	*39%*	*39%*	*36%*	*38%*	*34%*
Sales/marketing texts	284	133	99	98	18	192	106	275	255	253	111	184	262	168
	29%	*31%*	*26%*	*27%*	*33%*	*33%*	*27%*	*30%*	*32%*	*31%*	*33%*	*34%*	*32%*	*34%*
Sales/marketing calls	521	230	194	193	31	342	201	508	449	446	184	283	455	256
	53%	*55%*	*52%*	*52%*	*57%*	*58%*	*52%*	*55%*	*56%*	*55%*	*55%*	*52%*	*55%*	*52%*
Recorded message	478	221	176	173	27	303	182	462	419	415	176	269	424	250
	49%	*52%*	*47%*	*47%*	*49%*	*52%*	*47%*	*50%*	*52%*	*51%*	*53%*	*49%*	*51%*	*50%*
Other type	43	19	17	17	-	28	18	42	37	37	12	25	37	22
	4%	*5%*	*5%*	*5%*	-	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	57	76	74	8	85	80	162	131	130	52	97	137	86
	17%	*14%*	20%ae	20%ae	*15%*	*14%*	20%ae	*17%*	*16%*	*16%*	*15%*	*18%*	*16%*	*17%*
2 TYPES EXPERIENCED	185	92	65	65	13	122	72	179	158	159	62	102	162	96
	19%	*22%*	*18%*	*18%*	*23%*	*21%*	*19%*	*19%*	*20%*	*20%*	*18%*	*19%*	*19%*	*19%*
3 TYPES EXPERIENCED	194	86	80	80	7	118	82	189	164	161	63	94	166	82
	20%	*20%*	*22%*	*22%*	*14%*	*20%*	*21%*	*20%*	*20%*	*20%*	*19%*	*17%*	*20%*	*17%*
4 TYPES EXPERIENCED	125	54	38	37	9	91	40	122	116	115	54	81	116	72
	13%	*13%*	*10%*	*10%*	*16%*	15%bcf	*10%*	*13%*	*14%*	*14%*	*16%*	*15%*	*14%*	*14%*
5 TYPES EXPERIENCED	14	9	3	3	-	11	3	14	14	14	5	8	14	9
	1%	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	299	262	260	37	426	276	665	582	579	235	382	595	344
	70%	*71%*	*70%*	*71%*	*68%*	*73%*	*71%*	*71%*	*72%*	*72%*	*70%*	*70%*	*71%*	*70%*
None	296	122	109	107	17	161	112	265	223	225	97	159	235	148
	30%	*29%*	*29%*	*29%*	*32%*	*27%*	*29%*	*28%*	*28%*	*28%*	*29%*	*29%*	*28%*	*30%*
Mean number of mentions	**2.474**	**2.564bf**	**2.359**	**2.366**	**2.465**	**2.586bcf**	**2.347**	**2.481**	**2.541**	**2.536**	**2.603**	**2.505**	**2.524**	**2.510**
Standard Deviation	**1.125**	**1.099**	**1.112**	**1.108**	**1.091**	**1.114**	**1.105**	**1.126**	**1.134**	**1.134**	**1.173**	**1.176**	**1.134**	**1.186**
Error Variance	**0.002**	**0.004**	**0.005**	**0.005**	**0.036**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.006**	**0.004**	**0.002**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	982	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	986	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Silent Calls	366	366	296	229	366	282	147	317	253	184	296	250	128	6	3	3
	37%	*53%*	62%acgi	*51%*	100%abcg hijkl	100%abcg hijkl	100%abcgh ijkl	*54%*	66%acgil	*50%*	62%acgi	70%abcgi jl	*56%*	*45%*	*59%*	*34%*
Sales/marketing texts	284	284	151	284	154	101	100	284	134	284	199	123	149	5	2	3
	29%	41%bk	*32%*	64%abdeg hjk	42%b	*36%*	68%abdeg hjk	49%abehj k	*35%*	77%abcde ghjkl	42%b	*34%*	65%abdeg hjk	*38%*	*42%*	*35%*
Sales/marketing calls	521	521	402	325	307	248	114	521	385	303	384	307	173	7	3	4
	53%	*76%*	85%acl	*73%*	84%acl	88%acfjl	*78%*	89%acdf ijl	100%abcde fgijkl	82%ac	80%c	85%acl	*76%*	*51%*	*51%*	*51%*
Recorded message	478	478	369	306	296	241	112	410	300	248	478	359	229	5	3	2
	49%	*70%*	78%acgi	*69%*	81%acgi	85%abcfg hi	*76%*	*70%*	78%acgi	*67%*	100%abcd efghi	100%abcd efghi	100%abcde fghi	*41%*	*51%*	*34%*
Other type	43	41	28	29	25	20	8	30	21	22	27	20	17	13	5	7
	4%	*6%*	*6%*	*7%*	*7%*	*7%*	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*7%*	*100%*	*100%*	*100%*
SUMMARY CODES																
1 TYPE EXPERIENCED	169	167	89	95	27	16	16	97	48	57	43	26	22	-	-	-
	17%	24%bdefg hijkl	19%dehjk l	21%defhjk l	*7%*	*6%*	*11%*	17%dejkl	12%dek	15%dejk	*9%*	*7%*	*10%*	-	-	-
2 TYPES EXPERIENCED	185	185	117	122	47	31	20	155	79	100	116	81	52	5	2	4
	19%	27%defh	25%def	27%defh	*13%*	*11%*	*14%*	26%def	20%de	27%def	24%def	22%def	23%de	*42%*	*33%*	*49%*
3 TYPES EXPERIENCED	194	194	160	92	152	137	25	193	155	76	180	147	60	1	1	-
	20%	28%cfi	34%cfi	*21%*	42%abcfg il	48%abcfg ijl	*17%*	33%cfi	40%acfgi l	*21%*	38%acfil	41%abcfg il	*26%*	*7%*	*17%*	-
4 TYPES EXPERIENCED	125	125	97	121	125	90	78	125	93	121	124	96	83	*	*	-
	13%	*18%*	*20%*	27%ab	34%abghj	32%abgh	53%abcde ghijkl	*21%*	24%a	33%abghj	26%a	27%a	36%abcghj k	*4%*	*8%*	-
5 TYPES EXPERIENCED	14	14	9	14	13	7	8	14	9	13	13	8	9	4	-	4
	1%	*2%*	*2%*	*3%*	*3%*	*3%*	*5%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*29%*	-	*51%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	982	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	986	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	687	685	473	444	364	280	147	584	384	366	476	357	226	10	3	7
	70%	*100%*	*100%*	*99%*	*99%*	*99%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*82%*	*58%*	*100%*
None	296	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	30%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	**2.474**	**2.478**	**2.637a**	**2.651a**	**3.153abc** ghijk	**3.177abc** ghijk	**3.282abc** ghijk	**2.677a**	**2.847abc** g	**2.839abc**	**2.903abc** g	**2.959abc** g	**3.055abc** gh	**3.750**	**4.026**	**3.543**
Standard Deviation	**1.125**	**1.124**	**1.093**	**1.202**	**0.968**	**0.892**	**1.114**	**1.081**	**1.027**	**1.177**	**1.002**	**0.954**	**1.109**	**1.711**	**1.968**	**1.614**
Error Variance	**0.002**	**0.002**	**0.002**	**0.003**	**0.003**	**0.003**	**0.009**	**0.002**	**0.003**	**0.004**	**0.002**	**0.003**	**0.006**	**0.244**	**0.775**	**0.372**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai7Bi Response to recorded message on landline or mobile phone
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Listen to the full message before hanging up	26	13	13	4	7	2	2	4	4	3	9	5	6	6
	2%	*3%*	*2%*	*3%*	*4%*	*1%*	*1%*	*3%*	*4%*	*3%*	*4%*	*2%*	*3%*	*2%*
Listen to some of the message before hanging up	114	55	60	14	19	14	29	17	13	10	19	40	23	32
	11%	*11%*	*11%*	*9%*	*10%*	*9%*	*15%*	*12%*	*11%*	*11%*	*10%*	*13%*	*11%*	*10%*
Hang up immediately, as soon as I realise it is a recorded message	361	171	190	34	59	70	78	54	39	25	87	123	81	70
	35%	*34%*	*36%*	*23%*	*30%*	44%cdi	40%c	40%c	*33%*	*30%*	45%m	38%m	37%m	*23%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	139	66	73	17	26	16	31	20	17	13	28	44	29	38
	13%	*13%*	*14%*	*11%*	*13%*	*10%*	*16%*	*15%*	*14%*	*15%*	*14%*	*14%*	*13%*	*12%*
None	562	280	282	101	117	75	92	63	65	48	84	159	117	201
	54%	*55%*	*53%*	68%efgh	60%ef	*47%*	*47%*	*47%*	*55%*	*56%*	*43%*	*49%*	*53%*	66%jkl

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Listen to the full message before hanging up	26	13	7	6	11	15	9	17	6	7	11	1	-	6	4	5	8	2
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	7%hi	*2%*	-	*3%*	*1%*	*2%*	5%n	*2%*
Listen to some of the message before hanging up	114	65	30	19	66	48	37	78	26	58	23	6	2	19	40	27	17	12
	11%	*12%*	*9%*	*11%*	*12%*	*10%*	*12%*	*11%*	*9%*	*12%*	*15%*	*9%*	*6%*	*8%*	*13%*	*13%*	*9%*	*12%*
Hang up immediately, as soon as I realise it is a recorded message	361	226	86	48	212	149	105	256	77	197	58	23	6	65	119	74	72	30
	35%	42%bc	*26%*	*28%*	39%e	*30%*	*34%*	*35%*	*27%*	40%h	*36%*	*32%*	*18%*	*27%*	38%m	37%m	40%m	*29%*
SUMMARY CODE																		
LISTEN TO ANY OF MESSAGE	139	78	36	25	77	62	44	95	32	65	33	8	2	26	44	32	24	14
	13%	*14%*	*11%*	*15%*	*14%*	*12%*	*14%*	*13%*	*11%*	*13%*	21%hi	*11%*	*6%*	*11%*	*14%*	*16%*	*13%*	*14%*
None	562	253	212	97	263	298	165	397	177	243	76	42	24	148	161	101	89	62
	54%	*47%*	65%a	57%a	*49%*	59%d	*54%*	*54%*	62%ij	*49%*	*48%*	*59%*	*76%*	62%nop	*51%*	*50%*	*49%*	*60%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Listen to the full message before hanging up	26	22	4	24	1	1	*	-	7	2	1	3	4	6	1	1	1	1	*
	2%	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	-	6%n	*2%*	*2%*	*3%*	*3%*	4%n	*	*1%*	*1%*	*1%*	*2%*
Listen to some of the message before hanging up	114	92	23	104	6	4	*	4	20	9	6	6	7	20	19	13	4	6	*
	11%	*11%*	*11%*	12%f	*7%*	*8%*	*1%*	*8%*	17%lr	12%r	*8%*	*7%*	*7%*	14%r	13%r	16%r	*8%*	*7%*	*1%*
Hang up immediately, as soon as I realise it is a recorded message	361	288	73	297	39	19	7	14	36	30	26	25	35	28	64	39	19	39	7
	35%	*35%*	*34%*	*34%*	*44%*	*36%*	*28%*	*29%*	*31%*	42%m	36%m	*28%*	33%m	*20%*	41%m	50%ghkl mr	36%m	44%km	*28%*
SUMMARY CODE																			
LISTEN TO ANY OF MESSAGE	139	112	27	126	7	5	1	4	27	10	7	9	11	25	20	14	5	7	1
	13%	*14%*	*13%*	14%f	*8%*	*9%*	*3%*	*8%*	23%gjklpq r	*14%*	*10%*	*10%*	*10%*	18%r	*13%*	17%r	*9%*	*8%*	*3%*
None	562	449	113	471	45	29	17	31	61	32	40	54	63	88	76	27	29	45	17
	54%	*54%*	*53%*	*54%*	*50%*	*56%*	71%cd	64%o	52%o	*46%*	55%o	61%o	59%o	63%ino	*49%*	*35%*	56%o	*50%*	71%hinoq

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
Listen to the full message before hanging up	26	21	20	15	6	5	14	5	8
	2%	*2%*	*3%*	*2%*	*2%*	*5%*	*3%*	*3%*	*2%*
Listen to some of the message before hanging up	114	99	94	78	20	16	52	22	47
	11%	*11%*	13%d	13%d	*7%*	15%d	*13%*	*15%*	*10%*
Hang up immediately, as soon as I realise it is a recorded message	361	328	309	276	52	33	153	55	165
	35%	37%d	44%ade	46%ade	*19%*	31%d	*38%*	*36%*	*34%*
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	139	118	113	92	26	21	64	27	55
	13%	*13%*	16%d	15%d	*9%*	19%d	*16%*	*18%*	*11%*
None	562	454	309	255	199	53	200	76	267
	54%	52%bc	*44%*	*42%*	72%abce	*50%*	*49%*	*50%*	*56%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Listen to the full message before hanging up	26	15	7	7	-	17	8	25	20	20	11	10	20	12
	2%	*4%*	*2%*	*2%*	*-*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Listen to some of the message before hanging up	114	53	44	43	3	77	44	110	97	95	41	68	99	67
	11%	*12%*	*11%*	*11%*	*5%*	*13%*	*11%*	*11%*	*12%*	*11%*	*12%*	*12%*	*11%*	*13%*
Hang up immediately, as soon as I realise it is a recorded message	361	167	133	132	24	228	138	350	322	321	133	207	326	185
	35%	*38%*	*34%*	*34%*	*42%*	*38%*	*33%*	*36%*	*38%*	*38%*	*39%*	*37%*	*38%*	*37%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	139	67	49	49	3	93	51	133	116	114	50	78	118	78
	13%	*15%*	*12%*	*12%*	*5%*	15%d	*12%*	*14%*	*14%*	*14%*	*15%*	*14%*	*14%*	*16%*
None	562	219	221	218	30	305	233	517	421	424	163	286	442	255
	54%	*50%*	*56%*	*56%*	*53%*	*50%*	*56%*	*53%*	*50%*	*51%*	*48%*	*52%*	*51%*	*51%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1040	675	479	414	358	285	131	577	386	345	458	351	206	12	5	7
Weighted Base	1040	688	475	447	366	282	147	586	385	368	478	359	229	13**	5**	7**
Listen to the full message before hanging up	26	26	20	13	16	11	7	24	17	13	26	20	10	-	-	-
	2%	*4%*	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*6%*	*5%*	-	-	-
Listen to some of the message before hanging up	114	114	88	73	73	59	25	99	76	59	114	87	60	2	2	-
	11%	*17%*	*19%*	*16%*	*20%*	*21%*	*17%*	*17%*	*20%*	*16%*	24%acgi	24%acgi	26%abcgi	*13%*	*31%*	-
Hang up immediately, as soon as I realise it is a recorded message	361	361	283	243	223	183	89	309	228	195	361	275	181	4	1	2
	35%	*52%*	60%ag	*54%*	61%agi	65%acgi	*60%*	*53%*	*59%*	*53%*	75%abcdefghi	77%abcdefghi	79%abcdefghi	*28%*	*20%*	*34%*
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	139	139	107	85	88	70	32	122	92	72	139	106	69	2	2	-
	13%	*20%*	*22%*	*19%*	*24%*	*25%*	*22%*	*21%*	*24%*	*19%*	29%abcgi	29%abcgi	30%acgi	*13%*	*31%*	-
None	562	209	107	140	70	42	35	176	85	121	-	-	-	8	3	5
	54%	30%bdehjkl	22%ejkl	31%bdehjkl	19%jkl	15%jkl	24%ejkl	30%bdehjkl	22%ejkl	33%bdehjkl	-	-	-	*59%*	*49%*	*66%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.7Ai7Bi Response to recorded message on landline or mobile phone
Base: All who have received a recorded message on either their mobile or landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	458	210	248	41	68	69	82	65	80	53	98	128	101	131
Weighted Base	478	225	253	48*	80*	85*	104*	70*	54*	38*	110*	163	102*	103
Listen to the full message before hanging up	26	13	13	4	7	2	2	4	4	3	9	5	6	6
	5%	*6%*	*5%*	*9%*	*9%*	*2%*	*2%*	*5%*	*8%*	*7%*	*8%*	*3%*	*6%*	*6%*
Listen to some of the message before hanging up	114	55	60	14	19	14	29	17	13	10	19	40	23	32
	24%	*24%*	*24%*	*29%*	*24%*	*16%*	*28%*	*24%*	*23%*	*26%*	*17%*	*25%*	*23%*	31%j
Hang up immediately, as soon as I realise it is a recorded message	361	171	190	34	59	70	78	54	39	25	87	123	81	70
	75%	*76%*	*75%*	*72%*	*75%*	*82%*	*76%*	*77%*	*72%*	*67%*	*79%*	*76%*	*79%*	*68%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	139	66	73	17	26	16	31	20	17	13	28	44	29	38
	29%	*29%*	*29%*	*35%*	*32%*	*18%*	*30%*	*29%*	*31%*	*33%*	*25%*	*27%*	*28%*	*37%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	458	269	104	85	223	235	123	335	120	239	68	24	7	100	165	87	70	36
Weighted Base	478	290	116*	73*	274	204	143	336	108*	250	84*	29**	7**	89*	157	100*	92*	41*
Listen to the full message before hanging up	26	13	7	6	11	15	9	17	6	7	11	1	-	6	4	5	8	2
	5%	*4%*	*6%*	*8%*	*4%*	*7%*	*6%*	*5%*	*6%*	*3%*	*13%i*	*5%*	-	*7%*	*3%*	*5%*	*9%n*	*6%*
Listen to some of the message before hanging up	114	65	30	19	66	48	37	78	26	58	23	6	2	19	40	27	17	12
	24%	*23%*	*26%*	*26%*	*24%*	*24%*	*26%*	*23%*	*24%*	*23%*	*28%*	*21%*	*24%*	*22%*	*25%*	*27%*	*18%*	*29%*
Hang up immediately, as soon as I realise it is a recorded message	361	226	86	48	212	149	105	256	77	197	58	23	6	65	119	74	72	30
	75%	*78%c*	*75%*	*66%*	*77%*	*73%*	*73%*	*76%*	*72%*	*79%*	*69%*	*79%*	*76%*	*73%*	*76%*	*75%*	*78%*	*74%*
SUMMARY CODE																		
LISTEN TO ANY OF MESSAGE	139	78	36	25	77	62	44	95	32	65	33	8	2	26	44	32	24	14
	29%	*27%*	*31%*	*34%*	*28%*	*30%*	*31%*	*28%*	*30%*	*26%*	*39%i*	*26%*	*24%*	*29%*	*28%*	*32%*	*26%*	*35%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	458	363	95	374	41	23	20	18	54	37	32	33	40	43	69	48	23	41	20
Weighted Base	478	380	98*	405	44*	23**	7**	18**	56*	38*	33**	34**	45*	51*	79*	52*	23**	44*	7**
Listen to the full message before hanging up	26	22	4	24	1	1	*	-	7	2	1	3	4	6	1	1	1	1	*
	5%	*6%*	*4%*	*6%*	*3%*	*3%*	*7%*	-	12%n	*4%*	*4%*	*8%*	*8%*	12%n	*1%*	*2%*	*3%*	*3%*	*7%*
Listen to some of the message before hanging up	114	92	23	104	6	4	*	4	20	9	6	6	7	20	19	13	4	6	*
	24%	*24%*	*23%*	*26%*	*14%*	*17%*	*3%*	*21%*	36%q	*22%*	*18%*	*19%*	*17%*	39%lq	*24%*	*25%*	*17%*	*14%*	*3%*
Hang up immediately, as soon as I realise it is a recorded message	361	288	73	297	39	19	7	14	36	30	26	25	35	28	64	39	19	39	7
	75%	*76%*	*74%*	*73%*	*88%*	*80%*	*97%*	*79%*	*64%*	*77%*	*80%*	*73%*	79%m	*55%*	81%m	77%m	*80%*	88%hm	*97%*
SUMMARY CODE																			
LISTEN TO ANY OF MESSAGE	139	112	27	126	7	5	1	4	27	10	7	9	11	25	20	14	5	7	1
	29%	*29%*	*27%*	*31%*	*17%*	*20%*	*10%*	*21%*	48%lnoq	*26%*	*22%*	*27%*	*25%*	48%lnq	*25%*	*27%*	*20%*	*17%*	*10%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	458	401	388	331	70	57	195	71	206
Weighted Base	478	425	400	347	78*	53*	205	77*	212
Listen to the full message before hanging up	26	21	20	15	6	5	14	5	8
	5%	*5%*	*5%*	*4%*	*8%*	*9%*	*7%*	*6%*	*4%*
Listen to some of the message before hanging up	114	99	94	78	20	16	52	22	47
	24%	*23%*	*23%*	*23%*	*26%*	*29%*	*25%*	*29%*	*22%*
Hang up immediately, as soon as I realise it is a recorded message	361	328	309	276	52	33	153	55	165
	75%	77%e	77%e	80%de	*66%*	*61%*	*75%*	*72%*	*78%*
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	139	118	113	92	26	21	64	27	55
	29%	*28%*	*28%*	*27%*	*34%*	*39%*	*31%*	*35%*	*26%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	458	214	171	168	23	285	179	443	383	378	159	244	388	226
Weighted Base	478	221	176	173	27**	303	182	462	419	415	176	269	424	250
Listen to the full message before hanging up	26	15	7	7	-	17	8	25	20	20	11	10	20	12
	5%	*7%*	*4%*	*4%*	*-*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*
Listen to some of the message before hanging up	114	53	44	43	3	77	44	110	97	95	41	68	99	67
	24%	*24%*	*25%*	*25%*	*10%*	*25%*	*24%*	*24%*	*23%*	*23%*	*23%*	*25%*	*23%*	*27%*
Hang up immediately, as soon as I realise it is a recorded message	361	167	133	132	24	228	138	350	322	321	133	207	326	185
	75%	*75%*	*76%*	*76%*	*90%*	*75%*	*76%*	*76%*	*77%*	*77%*	*75%*	*77%*	*77%*	*74%*
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	139	67	49	49	3	93	51	133	116	114	50	78	118	78
	29%	*30%*	*28%*	*28%*	*10%*	*31%*	*28%*	*29%*	*28%*	*27%*	*28%*	*29%*	*28%*	*31%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	458	458	361	279	282	235	98	393	291	228	458	351	206	5	3	2
Weighted Base	478	478	369	306	296	241	112*	410	300	248	478	359	229	5**	3**	2**
Listen to the full message before hanging up	26	26	20	13	16	11	7	24	17	13	26	20	10	-	-	-
	5%	*5%*	*5%*	*4%*	*5%*	*5%*	*6%*	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	-	-	-
Listen to some of the message before hanging up	114	114	88	73	73	59	25	99	76	59	114	87	60	2	2	-
	24%	*24%*	*24%*	*24%*	*25%*	*25%*	*22%*	*24%*	*25%*	*24%*	*24%*	*24%*	*26%*	*32%*	*61%*	-
Hang up immediately, as soon as I realise it is a recorded message	361	361	283	243	223	183	89	309	228	195	361	275	181	4	1	2
	75%	*75%*	*77%*	*79%*	*75%*	*76%*	*79%*	*75%*	*76%*	*79%*	*75%*	*77%*	*79%*	*68%*	*39%*	*100%*
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	139	139	107	85	88	70	32	122	92	72	139	106	69	2	2	-
	29%	*29%*	*29%*	*28%*	*30%*	*29%*	*28%*	*30%*	*31%*	*29%*	*29%*	*29%*	*30%*	*32%*	*61%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	141	64	77	14	22	14	25	20	27	19	24	34	31	52
Weighted Base	139	66*	73*	17**	26**	16**	31**	20**	17**	13**	28**	44*	29**	38*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	51	56	11	14	14	27	19	13	8	20	36	24	27
	77%	*78%*	*76%*	*66%*	*56%*	*87%*	*88%*	*93%*	*79%*	*66%*	*73%*	*81%*	*83%*	*71%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	17	26	6	13	8	11	1	4	*	7	15	8	14
	31%	*26%*	*36%*	*36%*	*52%*	*50%*	*35%*	*5%*	*22%*	*4%*	*24%*	*34%*	*27%*	*37%*
Telling you about a competition	14	9	5	-	3	1	3	3	2	2	2	5	3	4
	10%	*14%*	*7%*	-	*11%*	*8%*	*9%*	*15%*	*13%*	*20%*	*6%*	*12%*	*11%*	*12%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	12	13	1	5	2	5	5	5	2	7	3	5	11
	18%	*18%*	*18%*	*8%*	*21%*	*11%*	*17%*	*24%*	*29%*	*13%*	*24%*	*6%*	*19%*	*28%k*
Other type	1	-	1	-	-	-	-	-	-	1	-	-	*	*
	1%	-	*1%*	-	-	-	-	-	-	*7%*	-	-	*1%*	*1%*
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	129	64	66	15	22	16	30	20	17	10	24	43	27	35
	93%	*96%*	*90%*	*89%*	*85%*	*100%*	*96%*	*100%*	*100%*	*79%*	*87%*	*97%*	*94%*	*92%*
ANY EXC. APPOINTMENT REMINDERS	124	59	65	14	21	16	29	20	15	9	22	42	27	33
	89%	*89%*	*89%*	*85%*	*80%*	*100%*	*93%*	*100%*	*87%*	*75%*	*79%*	*96%*	*92%*	*87%*
Can't Remember	9	3	7	2	5	-	1	-	-	2	4	1	1	3
	7%	*4%*	*9%*	*11%*	*18%*	-	*4%*	-	-	*14%*	*13%*	*3%*	*4%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	141	74	35	32	65	76	39	102	43	64	26	6	2	35	48	29	17	12
Weighted Base	139	78*	36**	25**	77*	62*	44*	95*	32*	65*	33**	8**	2**	26**	44*	32**	24**	14**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	62	27	18	59	48	33	74	25	51	25	4	2	19	34	27	17	10
	77%	*80%*	*75%*	*72%*	*76%*	*78%*	*75%*	*78%*	*77%*	*80%*	*75%*	*56%*	*100%*	*74%*	*76%*	*87%*	*71%*	*72%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	23	14	6	29	14	18	26	9	21	8	5	-	7	13	7	8	9
	31%	*30%*	*39%*	*24%*	*38%*	*23%*	*39%*	*27%*	*28%*	*33%*	*26%*	*62%*	-	*28%*	*29%*	*21%*	*35%*	*61%*
Telling you about a competition	14	11	1	3	7	8	4	10	3	9	3	-	-	3	6	2	1	3
	10%	*14%*	*3%*	*10%*	*9%*	*12%*	*10%*	*11%*	*8%*	*14%*	*8%*	-	-	*10%*	*14%*	*7%*	*5%*	*18%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	11	6	8	12	13	4	21	8	8	9	-	1	7	7	7	2	2
	18%	*14%*	*16%*	*34%*	*16%*	*21%*	*10%*	*22%*	*24%*	*12%*	*26%*	-	*49%*	*27%*	*16%*	*22%*	*10%*	*13%*
Other type	1	-	-	1	-	1	-	1	*	*	-	-	-	*	*	-	-	-
	1%	-	-	*4%*	-	*1%*	-	*1%*	*1%*	*1%*	-	-	-	*2%*	*1%*	-	-	-
SUMMARY CODES																		
ANY INC. APPOINTMENT REMINDERS	129	73	34	22	70	59	40	90	30	60	31	8	2	24	41	31	21	13
	93%	*94%*	*94%*	*90%*	*91%*	*96%*	*89%*	*95%*	*93%*	*92%*	*92%*	*100%*	*100%*	*92%*	*94%*	*98%*	*88%*	*91%*
ANY EXC. APPOINTMENT REMINDERS	124	71	32	21	68	56	40	84	29	58	28	8	2	22	39	29	21	13
	89%	*91%*	*89%*	*84%*	*88%*	*90%*	*89%*	*89%*	*89%*	*89%*	*85%*	*100%*	*100%*	*87%*	*89%*	*91%*	*88%*	*91%*
Can't Remember	9	5	3	2	8	2	5	5	2	5	3	-	-	2	2	1	3	1
	7%	*6%*	*8%*	*7%*	*10%*	*3%*	*11%*	*5%*	*5%*	*7%*	*10%*	-	-	*7%*	*5%*	*4%*	*12%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	141	116	25	127	7	5	2	5	27	12	7	11	10	21	20	14	5	7	2
Weighted Base	139	112*	27**	126	7**	5**	1**	4**	27**	10**	7**	9**	11**	25**	20**	14**	5**	7**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	85	22	96	7	3	1	3	21	7	6	6	10	19	13	10	3	7	1
	77%	*75%*	*84%*	*76%*	*100%*	*70%*	*100%*	*71%*	*80%*	*73%*	*78%*	*67%*	*90%*	*79%*	*66%*	*72%*	*70%*	*100%*	*100%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	34	9	42	2	-	-	-	11	4	2	2	7	9	4	3	-	2	-
	31%	*31%*	*34%*	*33%*	*21%*	-	-	-	*42%*	*36%*	*31%*	*26%*	*61%*	*36%*	*19%*	*23%*	-	*21%*	-
Telling you about a competition	14	13	2	12	2	1	-	1	2	3	1	1	2	1	1	1	1	2	-
	10%	*11%*	*6%*	*9%*	*21%*	*26%*	-	*14%*	*9%*	*27%*	*9%*	*12%*	*15%*	*2%*	*7%*	*5%*	*26%*	*21%*	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	21	5	23	1	1	-	-	6	3	-	2	4	2	3	4	1	1	-
	18%	*18%*	*17%*	*18%*	*17%*	*30%*	-	-	*21%*	*27%*	-	*18%*	*37%*	*7%*	*15%*	*26%*	*30%*	*17%*	-
Other type	1	1	-	1	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	1%	*1%*	-	*1%*	-	-	-	-	*2%*	-	-	-	-	-	*2%*	-	-	-	-
SUMMARY CODES																			
ANY INC. APPOINTMENT REMINDERS	129	103	27	117	7	5	1	3	26	10	7	7	11	22	18	12	5	7	1
	93%	*91%*	*100%*	*92%*	*100%*	*100%*	*100%*	*84%*	*98%*	*100%*	*100%*	*75%*	*100%*	*88%*	*89%*	*91%*	*100%*	*100%*	*100%*
ANY EXC. APPOINTMENT REMINDERS	124	100	24	112	7	4	1	3	26	9	7	7	11	21	16	12	4	7	1
	89%	*89%*	*90%*	*89%*	*100%*	*83%*	*100%*	*84%*	*97%*	*88%*	*100%*	*75%*	*100%*	*85%*	*78%*	*91%*	*83%*	*100%*	*100%*
Can't Remember	9	9	-	9	-	-	-	1	-	-	-	2	-	4	2	1	-	-	-
	7%	*8%*	-	*7%*	-	-	-	*16%*	-	-	-	*25%*	-	*14%*	*9%*	*9%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	141	120	117	96	24	21	62	27	58
Weighted Base	139	118	113*	92*	26**	21**	64*	27**	55*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	92	87	72	20	15	49	23	41
	77%	*78%*	*77%*	*79%*	*76%*	*71%*	*76%*	*86%*	*75%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	38	33	27	11	6	19	5	19
	31%	*32%*	*29%*	*29%*	*41%*	*28%*	*30%*	*19%*	*36%*
Telling you about a competition	14	14	11	10	3	1	7	2	6
	10%	*12%*	*10%*	*11%*	*13%*	*3%*	*11%*	*7%*	*10%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	24	21	20	4	1	13	1	12
	18%	*20%*	*19%*	*21%*	*15%*	*7%*	*20%*	*5%*	*23%*
Other type	1	1	1	1	-	-	1	-	*
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	129	112	105	87	25	17	61	24	52
	93%	*95%*	*93%*	*95%*	*94%*	*84%*	*94%*	*88%*	*94%*
ANY EXC. APPOINTMENT REMINDERS	124	107	100	83	24	17	59	24	48
	89%	*90%*	*89%*	*90%*	*91%*	*81%*	*92%*	*88%*	*87%*
Can't Remember	9	6	8	4	2	3	3	3	3
	7%	*5%*	*7%*	*5%*	*6%*	*16%*	*5%*	*12%*	*6%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	141	67	50	49	3	91	54	136	109	106	46	72	111	71
Weighted Base	139	67*	49*	49*	3**	93*	51*	133	116*	114*	50*	78*	118*	78*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	51	38	38	2	73	39	101	90	87	37	61	90	61
	77%	*76%*	*76%*	*78%*	*72%*	*79%*	*77%*	*76%*	*77%*	*77%*	*74%*	*78%*	*77%*	*78%*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	19	18	18	1	26	18	41	40	40	18	33	40	31
	31%	*29%*	*37%*	*37%*	*47%*	*28%*	*35%*	*30%*	*34%*	*35%*	*35%*	*42%*	*34%*	*40%*
Telling you about a competition	14	7	5	5	1	9	5	14	12	12	7	8	12	8
	10%	*10%*	*10%*	*10%*	*25%*	*10%*	*10%*	*11%*	*10%*	*10%*	*13%*	*11%*	*10%*	*10%*
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	14	11	10	1	15	11	25	23	23	8	11	23	12
	18%	*20%*	*23%*	*22%*	*28%*	*16%*	*21%*	*19%*	*20%*	*20%*	*17%*	*13%*	*20%*	*15%*
Other type	1	1	*	*	-	1	*	1	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	129	62	47	46	3	86	48	124	110	107	50	75	111	75
	93%	*93%*	*95%*	*95%*	*100%*	*92%*	*94%*	*93%*	*94%*	*94%*	*100%*	*96%*	*94%*	*96%*
ANY EXC. APPOINTMENT REMINDERS	124	60	44	44	2	83	46	118	105	102	48	72	106	73
	89%	*90%*	*90%*	*91%*	*72%*	*90%*	*89%*	*89%*	*90%*	*90%*	*96%*	*92%*	*90%*	*93%*
Can't Remember	9	3	3	3	-	6	3	9	7	7	-	4	8	4
	7%	*5%*	*5%*	*6%*	-	*7%*	*6%*	*7%*	*6%*	*6%*	-	*5%*	*7%*	*5%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	141	141	112	80	87	71	28	123	94	67	141	111	63	1	1	-
Weighted Base	139	139	107*	85*	88*	70*	32**	122*	92*	72*	139	106*	69*	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	107	107	81	66	65	52	21	97	74	58	107	80	57	2	2	-
	77%	*77%*	*76%*	*78%*	*74%*	*74%*	*67%*	*80%*	*81%*	*81%*	*77%*	*76%*	*83%*	*100%*	*100%*	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	43	43	33	30	31	21	18	42	30	29	43	31	27	-	-	-
	31%	*31%*	*30%*	*35%*	*35%*	*30%*	*56%*	*34%*	*33%*	*40%*	*31%*	*30%*	*39%*	-	-	-
Telling you about a competition	14	14	11	9	9	7	4	14	10	7	14	11	8	-	-	-
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*11%*	*11%*	*9%*	*10%*	*10%*	*12%*	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	25	21	15	16	13	7	22	17	13	25	21	13	-	-	-
	18%	*18%*	*20%*	*18%*	*19%*	*19%*	*20%*	*18%*	*18%*	*18%*	*18%*	*20%*	*19%*	-	-	-
Other type	1	1	1	1	*	*	-	1	*	1	1	1	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	129	129	99	79	81	64	28	115	88	67	129	98	67	2	2	-
	93%	*93%*	*92%*	*93%*	*92%*	*92%*	*89%*	*94%*	*96%*	*93%*	*93%*	*92%*	*98%*	*100%*	*100%*	-
ANY EXC. APPOINTMENT REMINDERS	124	124	94	77	78	61	28	112	85	66	124	93	66	2	2	-
	89%	*89%*	*88%*	*90%*	*88%*	*88%*	*89%*	*92%*	*92%*	*92%*	*89%*	*88%*	*95%*	*100%*	*100%*	-
Can't Remember	9	9	8	5	8	6	4	7	4	5	9	8	2	-	-	-
	7%	*7%*	*7%*	*6%*	*9%*	*9%*	*13%*	*6%*	*5%*	*7%*	*7%*	*7%*	*3%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Yes	330	144	186	34	56	64	76	45	35	20	77	107	64	82
	47%	*44%*	*49%*	46%i	51%hi	56%hi	54%hi	45%i	*36%*	*27%*	*50%*	*47%*	*44%*	*46%*
No	366	175	191	32	54	51	62	53	61	52	75	119	77	95
	52%	*54%*	*50%*	*43%*	*49%*	*44%*	*44%*	*53%*	63%cef	73%cdefg	*49%*	*52%*	*52%*	*53%*
Don't know	13	7	6	7	-	-	3	2	1	-	2	4	6	2
	2%	*2%*	*2%*	10%defghi	-	-	*2%*	*2%*	*1%*	-	*1%*	*2%*	*4%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Yes	330	209	74	47	191	139	120	210	59	187	58	18	8	50	106	67	73	34
	47%	50%c	*44%*	*38%*	51%e	*41%*	55%g	*43%*	*36%*	52%hk	51%h	*34%*	*48%*	*36%*	47%m	52%m	51%m	*49%*
No	366	202	85	78	174	191	95	271	105	172	51	29	9	89	120	59	62	36
	52%	*49%*	*51%*	62%a	*47%*	57%d	*43%*	55%f	64%ij	*48%*	*46%*	*53%*	*52%*	63%op	*53%*	*46%*	*43%*	*51%*
Don't know	13	4	9	*	8	6	3	11	2	1	4	7	-	2	1	2	9	-
	2%	*1%*	5%ac	*	*2%*	*2%*	*1%*	*2%*	*1%*	*	3%i	13%hij	-	*1%*	*	*2%*	6%mn	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Yes	330	256	74	280	25	16	10	7	36	26	19	25	32	35	63	37	16	25	10
	47%	*46%*	*47%*	*46%*	*48%*	*40%*	*60%*	*24%*	*47%*	*49%*	*39%*	*49%*	*39%*	*47%*	*51%*	58%l	*40%*	*48%*	60%l
No	366	283	82	310	26	23	7	21	40	22	30	27	49	37	59	26	23	26	7
	52%	*51%*	*53%*	*51%*	*50%*	*60%*	*40%*	*69%*	*52%*	*41%*	*61%*	*51%*	61%ior	*49%*	*48%*	*42%*	*60%*	*50%*	*40%*
Don't know	13	13	-	13	1	-	-	2	1	5	-	-	-	3	1	-	-	1	-
	2%	*2%*	-	*2%*	*2%*	-	-	*7%*	*1%*	10%hjklno	-	-	-	*4%*	*1%*	-	-	*2%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Yes	330	297	330	297	-	33	166	36	139
	47%	49%e	47%e	49%e	-	*31%*	55%gh	*30%*	43%g
No	366	294	366	294	-	71	132	84	171
	52%	*49%*	*52%*	*49%*	-	67%abc	*44%*	70%fh	53%f
Don't know	13	11	13	11	-	2	3	1	10
	2%	*2%*	*2%*	*2%*	-	*2%*	*1%*	*1%*	*3%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Yes	330	174	114	112	22	225	117	320	293	292	124	211	296	200
	47%	*55%bcfg*	*43%*	*43%*	*51%*	*49%*	*43%*	*47%*	*49%*	*49%*	*52%*	*54%*	*49%*	*56%*
No	366	140	144	144	20	231	149	356	292	291	108	174	295	149
	52%	*44%*	*54%a*	*55%a*	*45%*	*50%*	*54%a*	*52%a*	*49%*	*49%*	*45%*	*44%*	*49%*	*42%*
Don't know	13	6	7	7	2	5	9	12	13	13	7	7	13	7
	2%	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.30A Does your main home landline phone have caller display?
Base: All who have landline phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Yes	330	252	223	143	148	136	43	215	179	118	198	180	77	5	1	3
	47%	*47%*	*47%*	*48%*	*48%*	*48%*	*47%*	*47%*	*46%*	*48%*	*49%*	*50%*	*51%*	*51%*	*20%*	*100%*
No	366	274	243	147	155	138	45	239	199	122	196	172	69	4	4	-
	52%	*51%*	*51%*	*50%*	*50%*	*49%*	*49%*	*52%*	*52%*	*50%*	*49%*	*48%*	*46%*	*49%*	*80%*	-
Don't know	13	10	10	6	8	8	4	8	8	4	7	7	5	-	-	-
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	328	141	187	32	51	53	64	45	55	28	67	88	67	106
Weighted Base	330	144	186	34**	56*	64*	76*	45*	35*	20**	77*	107*	64*	82*
Yes, I always look at the caller display before answering	205	87	118	22	32	38	47	27	26	13	52	69	37	47
	62%	*61%*	*63%*	*64%*	*57%*	*59%*	*62%*	*61%*	*74%*	*68%*	*67%*	*65%*	*58%*	*58%*
Yes I sometimes look at the caller display before answering	74	27	47	6	17	18	14	10	6	4	17	26	12	20
	22%	*19%*	*25%*	*18%*	*30%*	*28%*	*18%*	*23%*	*16%*	*20%*	*22%*	*24%*	*18%*	*24%*
SUMMARY CODE														
LOOK AT CALLER DISPLAY	280	115	165	28	48	55	61	38	32	17	69	95	49	67
	85%	*80%*	89%a	*82%*	*87%*	*87%*	*80%*	*84%*	*90%*	*87%*	*89%*	*89%*	*76%*	*82%*
No, I never look at the caller display before answering	51	29	21	6	8	9	15	7	4	2	8	12	15	15
	15%	20%b	*11%*	*18%*	*13%*	*13%*	*20%*	*16%*	*10%*	*13%*	*11%*	*11%*	*24%*	*18%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	328	204	71	53	163	165	103	225	68	185	51	15	9	58	120	61	58	31
Weighted Base	330	209	74*	47*	191	139	120*	210	59*	187	58*	18**	8**	50*	106	67*	73*	34**
Yes, I always look at the caller display before answering	205	133	41	31	112	94	70	135	35	113	35	16	7	31	62	38	46	28
	62%	*64%*	*56%*	*65%*	*59%*	*67%*	*58%*	*65%*	*59%*	*61%*	*60%*	*86%*	*81%*	*62%*	*59%*	*57%*	*63%*	*82%*
Yes I sometimes look at the caller display before answering	74	47	17	10	45	29	30	44	15	47	8	3	1	12	27	19	13	4
	22%	*23%*	*23%*	*22%*	*24%*	*21%*	*25%*	*21%*	*26%*	*25%*	*14%*	*14%*	*8%*	*24%*	*26%*	*27%*	*17%*	*11%*
SUMMARY CODE																		
LOOK AT CALLER DISPLAY	280	180	58	41	157	123	100	179	51	161	43	18	7	43	89	57	59	32
	85%	*86%*	*79%*	*87%*	*82%*	*88%*	*83%*	*85%*	*86%*	*86%*	*74%*	*100%*	*89%*	*86%*	*84%*	*84%*	*81%*	*94%*
No, I never look at the caller display before answering	51	29	15	6	34	17	20	31	8	26	15	-	1	7	17	11	14	2
	15%	*14%*	*21%*	*13%*	*18%*	*12%*	*17%*	*15%*	*14%*	*14%*	*26%*	-	*11%*	*14%*	*16%*	*16%*	*19%*	*6%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	328	251	77	259	24	17	28	8	34	25	20	25	28	31	55	33	17	24	28
Weighted Base	330	256	74*	280	25**	16**	10**	7**	36**	26**	19**	25**	32**	35**	63*	37**	16**	25**	10**
Yes, I always look at the caller display before answering	205	156	49	177	14	7	8	4	22	20	13	17	18	16	44	24	7	14	8
	62%	*61%*	*66%*	*63%*	*55%*	*44%*	*73%*	*59%*	*62%*	*76%*	*65%*	*67%*	*56%*	*45%*	*71%*	*66%*	*44%*	*55%*	*73%*
Yes I sometimes look at the caller display before answering	74	62	12	59	8	6	2	-	7	4	3	4	9	9	16	7	6	8	2
	22%	*24%*	*16%*	*21%*	*31%*	*37%*	*20%*	-	*19%*	*16%*	*15%*	*16%*	*27%*	*26%*	*26%*	*18%*	*37%*	*31%*	*20%*
SUMMARY CODE																			
LOOK AT CALLER DISPLAY	280	219	61	236	21	13	10	4	29	24	16	21	26	25	61	31	13	21	10
	85%	*85%*	*83%*	*84%*	*86%*	*81%*	*93%*	*59%*	*81%*	*93%*	*81%*	*83%*	*83%*	*71%*	*97%*	*84%*	*81%*	*86%*	*93%*
No, I never look at the caller display before answering	51	38	13	43	3	3	1	3	7	2	4	4	6	10	2	6	3	3	1
	15%	*15%*	*17%*	*16%*	*14%*	*19%*	*7%*	*41%*	*19%*	*7%*	*19%*	*17%*	*17%*	*29%*	*3%*	*16%*	*19%*	*14%*	*7%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	328	295	328	295	-	33	167	33	139
Weighted Base	330	297	330	297	-**	33**	166	36**	139
Yes, I always look at the caller display before answering	205	188	205	188	-	17	104	22	93
	62%	*63%*	*62%*	*63%*	-	*52%*	*62%*	*61%*	*67%*
Yes I sometimes look at the caller display before answering	74	67	74	67	-	7	38	8	27
	22%	*23%*	*22%*	*23%*	-	*21%*	*23%*	*24%*	*19%*
SUMMARY CODE									
LOOK AT CALLER DISPLAY	280	256	280	256	-	24	142	30	119
	85%	*86%*	*85%*	*86%*	-	*73%*	*85%*	*85%*	*86%*
No, I never look at the caller display before answering	51	42	51	42	-	9	24	5	19
	15%	*14%*	*15%*	*14%*	-	*27%*	*15%*	*15%*	*14%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	328	175	116	114	21	221	119	320	281	280	117	199	285	185
Weighted Base	330	174	114*	112*	22**	225	117*	320	293	292	124	211	296	200
Yes, I always look at the caller display before answering	205	109	75	74	16	142	77	202	186	186	84	134	187	129
	62%	*63%*	*66%*	*66%*	*70%*	*63%*	*66%*	*63%*	*63%*	*64%*	*68%*	*63%*	*63%*	*64%*
Yes I sometimes look at the caller display before answering	74	41	22	22	5	51	23	70	65	64	23	46	67	44
	22%	*23%*	*20%*	*20%*	*21%*	*23%*	*20%*	*22%*	*22%*	*22%*	*19%*	*22%*	*23%*	*22%*
SUMMARY CODE														
LOOK AT CALLER DISPLAY	280	150	98	96	20	193	101	272	251	250	107	180	254	173
	85%	*86%*	*86%*	*86%*	*91%*	*86%*	*86%*	*85%*	*86%*	*86%*	*87%*	*85%*	*86%*	*87%*
No, I never look at the caller display before answering	51	24	16	16	2	32	16	48	42	42	17	31	42	27
	15%	*14%*	*14%*	*14%*	*9%*	*14%*	*14%*	*15%*	*14%*	*14%*	*13%*	*15%*	*14%*	*13%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.31 Do you usually look at the caller display before deciding whether to answer your home landline phone?
Base: All who have a landline phone and caller display

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	328	248	220	134	146	135	38	211	174	111	190	172	72	5	2	3
Weighted Base	330	252	223	143	148	136	43*	215	179	118*	198	180	77*	5**	1**	3**
Yes, I always look at the caller display before answering	205	152	139	87	90	81	29	128	109	70	122	113	50	3	1	2
	62%	*60%*	*62%*	*61%*	*61%*	*60%*	*66%*	*60%*	*61%*	*59%*	*62%*	*63%*	*65%*	*63%*	*58%*	*64%*
Yes I sometimes look at the caller display before answering	74	56	47	32	37	34	8	47	38	27	44	37	15	-	-	-
	22%	*22%*	*21%*	*23%*	*25%*	*25%*	*19%*	*22%*	*21%*	*23%*	*22%*	*21%*	*20%*	-	-	-
SUMMARY CODE																
LOOK AT CALLER DISPLAY	280	208	186	119	127	115	37	175	147	97	166	150	65	3	1	2
	85%	*83%*	*84%*	*83%*	*86%*	*85%*	*85%*	*81%*	*82%*	*82%*	*84%*	*83%*	*85%*	*63%*	*58%*	*64%*
No, I never look at the caller display before answering	51	43	37	24	21	21	6	40	32	21	32	30	12	2	*	1
	15%	*17%*	*16%*	*17%*	*14%*	*15%*	*15%*	*19%*	*18%*	*18%*	*16%*	*17%*	*15%*	*37%*	*42%*	*36%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Every day	251	109	141	30	27	32	51	39	43	29	51	79	50	71
	35%	*34%*	*37%*	*40%*	*25%*	*27%*	*36%*	39%d	44%de	41%d	*33%*	*35%*	*34%*	*40%*
A few times a week	256	109	146	19	30	32	55	41	44	34	62	82	47	64
	36%	*33%*	*38%*	*26%*	*27%*	*28%*	*39%*	42%d	45%cde	47%cde	*40%*	*36%*	*32%*	*36%*
A few times a month	84	41	42	4	23	28	10	9	5	4	22	27	17	18
	12%	*13%*	*11%*	*6%*	21%cfghi	25%cfghi	*7%*	*9%*	*5%*	*5%*	*14%*	*12%*	*11%*	*10%*
Less than once a month	43	26	17	7	8	5	10	8	3	2	9	14	8	11
	6%	*8%*	*4%*	*10%*	*7%*	*4%*	*7%*	*8%*	*3%*	*2%*	*6%*	*6%*	*6%*	*6%*
SUMMARY CODES														
WEEKLY	506	219	288	49	57	64	107	80	87	63	113	162	97	135
	71%	*67%*	75%a	*67%*	*52%*	*56%*	75%de	81%de	88%cdef	88%cdef	*73%*	*71%*	*66%*	*75%*
MONTHLY	590	260	330	53	80	92	117	89	92	66	134	189	114	153
	83%	*80%*	86%a	*72%*	*72%*	*80%*	*82%*	90%cd	94%cdef	93%cdef	87%l	*82%*	*77%*	*85%*
EVER	633	286	347	60	88	98	127	97	95	68	143	203	123	164
	89%	*88%*	*91%*	*82%*	*80%*	*85%*	*90%*	98%cdef	97%cdef	95%cde	93%l	*89%*	*83%*	92%l
Never	65	33	31	9	21	18	11	2	2	2	9	24	17	14
	9%	*10%*	*8%*	12%gh	19%fghi	15%ghi	*8%*	*2%*	*2%*	*3%*	*6%*	*11%*	*12%*	*8%*
Don't know	11	7	5	4	1	-	4	-	1	1	2	2	7	*
	2%	*2%*	*1%*	6%eg	*1%*	-	*3%*	-	*1%*	*2%*	*1%*	*1%*	5%km	*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Every day	251	143	59	48	117	133	79	172	58	123	40	16	13	49	75	47	53	26
	35%	*34%*	*35%*	*38%*	*31%*	40%d	*36%*	*35%*	*35%*	*34%*	*35%*	*30%*	*79%*	*35%*	*33%*	*37%*	*37%*	*37%*
A few times a week	256	150	50	55	129	126	57	199	70	131	37	16	2	61	97	41	38	19
	36%	*36%*	*30%*	44%b	*35%*	*38%*	*26%*	40%f	*42%*	*36%*	*33%*	*30%*	*9%*	43%pq	43%pq	*32%*	*26%*	*28%*
A few times a month	84	58	13	12	51	32	39	45	12	49	16	5	1	9	25	15	22	12
	12%	*14%*	*8%*	*9%*	*14%*	*10%*	18%g	*9%*	*7%*	14%h	*14%*	*10%*	*8%*	*6%*	*11%*	*12%*	16%m	17%m
Less than once a month	43	23	16	5	30	13	15	28	8	22	6	6	1	7	12	10	11	4
	6%	*5%*	*9%*	*4%*	8%e	*4%*	*7%*	*6%*	*5%*	*6%*	*5%*	*12%*	*3%*	*5%*	*5%*	*8%*	*7%*	*6%*
SUMMARY CODES																		
WEEKLY	506	293	109	103	247	260	135	371	127	254	77	33	15	110	172	89	91	45
	71%	*71%*	*65%*	82%ab	*66%*	77%d	*62%*	75%f	77%k	*71%*	*68%*	*61%*	*88%*	78%p	76%p	*69%*	*63%*	*65%*
MONTHLY	590	352	123	115	298	292	174	416	140	304	92	38	16	119	197	104	113	57
	83%	85%b	*73%*	91%b	*80%*	87%d	*80%*	*85%*	*84%*	84%k	*82%*	*71%*	*97%*	*85%*	*87%*	*81%*	*79%*	*82%*
EVER	633	375	138	120	328	305	189	444	148	326	98	44	17	126	209	114	124	61
	89%	90%b	*83%*	95%b	*88%*	*91%*	*87%*	*90%*	*89%*	*90%*	*87%*	*83%*	*100%*	*89%*	*92%*	*88%*	*86%*	*88%*
Never	65	36	23	6	40	25	26	39	17	30	11	6	-	14	16	13	15	7
	9%	*9%*	14%c	*5%*	*11%*	*7%*	*12%*	*8%*	*10%*	*8%*	*10%*	*11%*	-	*10%*	*7%*	*10%*	*11%*	*10%*
Don't know	11	5	6	1	5	6	3	9	1	4	3	3	-	1	2	2	5	2
	2%	*1%*	*4%*	*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	6%hi	-	*1%*	*1%*	*1%*	*3%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Every day	251	186	65	203	25	14	8	11	28	22	16	18	22	19	43	23	14	25	8
	35%	*34%*	*42%*	*34%*	49%c	*36%*	*48%*	*36%*	*37%*	*43%*	*33%*	*35%*	*28%*	*25%*	*35%*	*36%*	*36%*	49%lm	48%lm
A few times a week	256	207	49	219	18	15	4	12	30	17	19	20	36	26	37	22	15	18	4
	36%	*37%*	*31%*	*36%*	*36%*	*38%*	*23%*	*38%*	*39%*	*33%*	*39%*	*38%*	45%nr	*34%*	*30%*	*35%*	*38%*	*36%*	*23%*
A few times a month	84	63	21	76	4	3	1	2	5	4	6	9	7	11	20	12	3	4	1
	12%	*11%*	*14%*	*13%*	*8%*	*7%*	*7%*	*8%*	*6%*	*7%*	*13%*	18%h	*8%*	*15%*	16%h	19%h	*7%*	*8%*	*7%*
Less than once a month	43	34	9	38	-	4	1	-	3	4	4	3	7	2	11	3	4	-	1
	6%	*6%*	*6%*	*6%*	-	10%d	8%d	-	*4%*	*7%*	*9%*	*7%*	9%q	*3%*	9%q	*4%*	10%q	-	8%q
SUMMARY CODES																			
WEEKLY	506	392	114	422	43	29	12	23	58	40	36	38	59	44	80	44	29	43	12
	71%	*71%*	*73%*	*70%*	85%c	*74%*	*70%*	*75%*	76%m	*75%*	*72%*	*74%*	*73%*	*59%*	*65%*	*71%*	*74%*	85%mn	*70%*
MONTHLY	590	455	135	498	47	31	13	25	63	43	42	47	65	55	100	56	31	47	13
	83%	*82%*	*86%*	*83%*	93%f	*81%*	*77%*	*82%*	*82%*	*82%*	*85%*	91%mr	*81%*	*73%*	*82%*	90%m	*81%*	93%mr	*77%*
EVER	633	489	144	536	47	35	15	25	66	47	47	51	72	57	111	59	35	47	15
	89%	*88%*	*92%*	*89%*	*93%*	*91%*	*85%*	*82%*	*87%*	*89%*	94%m	98%hmr	*90%*	*76%*	91%m	94%m	*91%*	93%m	*85%*
Never	65	53	11	57	4	2	3	5	8	1	3	1	8	17	10	4	2	4	3
	9%	*10%*	*7%*	*9%*	*7%*	*5%*	*15%*	*18%*	*10%*	*3%*	*6%*	*2%*	*10%*	22%ijkno pq	*8%*	*6%*	*5%*	*7%*	15%ik
Don't know	11	11	1	10	-	2	-	-	3	4	-	-	1	1	1	-	2	-	-
	2%	*2%*	*	*2%*	-	*4%*	-	-	*3%*	8%no	-	-	*1%*	*2%*	*1%*	-	*4%*	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Every day	251	213	251	213	-	37	104	48	111
	35%	*35%*	*35%*	*35%*	-	*35%*	*35%*	*39%*	*35%*
A few times a week	256	214	256	214	-	41	100	46	123
	36%	*36%*	*36%*	*36%*	-	*39%*	*33%*	*38%*	*38%*
A few times a month	84	73	84	73	-	10	42	12	35
	12%	*12%*	*12%*	*12%*	-	*10%*	*14%*	*10%*	*11%*
Less than once a month	43	37	43	37	-	6	18	9	18
	6%	*6%*	*6%*	*6%*	-	*6%*	*6%*	*7%*	*6%*
SUMMARY CODES									
WEEKLY	506	428	506	428	-	78	204	93	234
	71%	*71%*	*71%*	*71%*	-	*74%*	*68%*	*77%*	*73%*
MONTHLY	590	501	590	501	-	89	246	105	269
	83%	*83%*	*83%*	*83%*	-	*83%*	*82%*	*87%*	*84%*
EVER	633	538	633	538	-	95	264	114	287
	89%	*89%*	*89%*	*89%*	-	*89%*	*88%*	*94%*	*90%*
Never	65	56	65	56	-	9	33	6	24
	9%	*9%*	*9%*	*9%*	-	*9%*	*11%*	*5%*	*7%*
Don't know	11	9	11	9	-	3	4	1	9
	2%	*1%*	*2%*	*1%*	-	*3%*	*1%*	*1%*	*3%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Every day	251	117	85	83	19	170	92	245	212	212	63	131	214	111
	35%	*37%*	*32%*	*32%*	*43%*	*37%*	*33%*	*36%*	35%j	35%j	*27%*	*33%*	35%j	*31%*
A few times a week	256	104	107	107	12	156	111	248	201	200	89	128	204	122
	36%	*33%*	*41%*	*41%*	*27%*	*34%*	*40%*	*36%*	*34%*	*33%*	*37%*	*33%*	*34%*	*34%*
A few times a month	84	44	31	31	3	56	31	82	74	74	43	63	75	60
	12%	*14%*	*12%*	*12%*	*8%*	*12%*	*11%*	*12%*	*12%*	*12%*	*18%*	*16%*	*12%*	*17%*
Less than once a month	43	18	16	16	3	29	16	42	41	41	17	28	41	25
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*
SUMMARY CODES														
WEEKLY	506	221	193	191	31	326	203	493	413	411	152	259	418	233
	71%	*69%*	*73%*	*72%*	*70%*	*71%*	*74%*	*72%*	*69%*	*69%*	*64%*	*66%*	*69%*	*66%*
MONTHLY	590	265	224	222	35	383	234	576	487	485	195	322	492	293
	83%	*83%*	*84%*	*84%*	*78%*	*83%*	*85%*	*84%*	*81%*	*81%*	*82%*	*82%*	*82%*	*82%*
EVER	633	283	239	238	37	412	250	617	529	527	212	350	534	319
	89%	*88%*	*90%*	*90%*	*85%*	*89%*	*91%*	*90%*	*88%*	*88%*	*89%*	*89%*	*88%*	*90%*
Never	65	33	17	17	6	43	17	59	60	60	21	36	60	31
	9%	*10%*	*6%*	*6%*	*13%*	*9%*	*6%*	*9%*	*10%*	*10%*	*9%*	*9%*	*10%*	*9%*
Don't know	11	4	9	9	1	6	9	11	10	10	6	6	10	6
	2%	*1%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.32 How often do you receive calls on your home landline phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Every day	251	212	195	108	129	124	27	179	149	85	157	150	48	2	2	-
	35%	*40%*	*41%*	*37%*	*41%*	44%fl	*29%*	*39%*	*39%*	*35%*	*39%*	*42%*	*32%*	*25%*	*41%*	-
A few times a week	256	196	176	102	112	101	34	171	151	88	152	130	58	5	2	2
	36%	*37%*	*37%*	*35%*	*36%*	*36%*	*36%*	*37%*	*39%*	*36%*	*38%*	*36%*	*39%*	*51%*	*42%*	*64%*
A few times a month	84	62	57	36	35	32	11	54	44	28	45	43	17	-	-	-
	12%	*12%*	*12%*	*12%*	*11%*	*11%*	*11%*	*12%*	*11%*	*12%*	*11%*	*12%*	*11%*	-	-	-
Less than once a month	43	24	21	14	13	11	4	18	15	10	16	14	8	1	1	-
	6%	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	*10%*	*17%*	-
SUMMARY CODES																
WEEKLY	506	408	370	209	240	225	60	350	301	173	309	279	106	7	5	2
	71%	*76%*	78%f	*71%*	*77%*	80%cfi	*65%*	*76%*	78%f	*71%*	77%f	78%f	*71%*	*76%*	*83%*	*64%*
MONTHLY	590	470	427	245	275	257	71	404	345	202	354	322	123	7	5	2
	83%	88%f	90%cfil	*83%*	88%f	91%cfil	*77%*	87%f	89%cfil	*83%*	88%f	90%cfil	*82%*	*76%*	*83%*	*64%*
EVER	633	494	448	259	288	268	75	422	360	212	369	336	131	8	5	2
	89%	92%fi	94%cfil	*88%*	93%fi	95%cfil	*81%*	91%f	93%cfil	*87%*	92%fi	94%cfil	*87%*	*86%*	*100%*	*64%*
Never	65	36	22	31	17	8	14	36	22	29	25	17	15	1	-	1
	9%	7%e	*5%*	11%bdehk	*5%*	*3%*	15%abdehjk	8%e	*6%*	12%abdehjk	*6%*	*5%*	10%be	*14%*	-	*36%*
Don't know	11	6	6	5	6	6	3	4	4	3	6	6	5	-	-	-
	2%	*1%*	*1%*	*2%*	*2%*	*2%*	*4%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	285	145	140	12	31	33	50	49	71	39	66	75	50	94
Weighted Base	282	139	143	14**	38**	40*	59*	55*	49*	27*	70*	91*	51*	70*
Hang up immediately	133	66	67	6	18	18	32	22	23	14	32	48	19	34
	47%	*47%*	*47%*	*40%*	*48%*	*45%*	*54%*	*39%*	*48%*	*52%*	*46%*	*53%*	*37%*	*48%*
Wait for a few seconds before hanging up	123	63	61	7	16	20	23	25	21	10	30	35	27	32
	44%	*45%*	*42%*	*54%*	*41%*	*51%*	*39%*	*46%*	*43%*	*39%*	*42%*	*38%*	*52%*	*46%*
Wait for more than a few seconds before hanging up	21	10	12	1	4	2	5	7	3	1	8	6	4	4
	8%	*7%*	*8%*	*6%*	*10%*	*4%*	*8%*	*12%*	*7%*	*2%*	*11%*	*7%*	*8%*	*5%*
Other	5	1	3	-	-	-	-	1	1	2	1	2	1	1
	2%	*1%*	*2%*	-	-	-	-	*2%*	*3%*	8%f	*1%*	*2%*	*2%*	*1%*
SUMMARY CODE														
WAIT BEFORE HANGING UP	145	72	72	8	20	22	28	32	24	11	37	41	31	36
	51%	*52%*	*51%*	*60%*	*52%*	*55%*	*46%*	*58%*	*49%*	*41%*	*53%*	*45%*	*60%*	*51%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	285	178	49	58	121	164	63	222	76	150	36	18	5	71	106	45	39	24
Weighted Base	282	181	53*	48*	144	138	73*	210	66*	150	40**	23**	4**	61*	95*	54*	50*	23**
Hang up immediately	133	88	23	22	70	63	33	100	33	70	18	13	*	29	44	27	25	8
	47%	*48%*	*44%*	*45%*	*49%*	*45%*	*45%*	*48%*	*50%*	*46%*	*44%*	*57%*	*4%*	*47%*	*46%*	*51%*	*50%*	*37%*
Wait for a few seconds before hanging up	123	78	26	19	64	59	34	89	29	65	17	10	3	28	39	24	21	12
	44%	*43%*	*49%*	*40%*	*44%*	*43%*	*47%*	*42%*	*44%*	*43%*	*43%*	*43%*	*73%*	*45%*	*41%*	*44%*	*42%*	*54%*
Wait for more than a few seconds before hanging up	21	14	4	4	8	13	5	16	2	13	5	-	1	2	10	3	4	2
	8%	*8%*	*7%*	*7%*	*6%*	*9%*	*7%*	*8%*	*4%*	*9%*	*13%*	-	*22%*	*4%*	*10%*	*6%*	*8%*	*10%*
Other	5	1	-	3	1	3	-	5	2	3	-	-	-	2	3	-	-	-
	2%	*1%*	-	*7%a*	*1%*	*2%*	-	*2%*	*3%*	*2%*	-	-	-	*3%*	*3%*	-	-	-
SUMMARY CODE																		
WAIT BEFORE HANGING UP	145	92	29	23	72	72	40	105	31	78	22	10	4	30	49	26	25	14
	51%	*51%*	*56%*	*48%*	*50%*	*52%*	*55%*	*50%*	*47%*	*52%*	*56%*	*43%*	*96%*	*49%*	*51%*	*49%*	*50%*	*63%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	285	214	71	221	34	15	15	10	31	29	20	17	25	17	38	34	15	34	15
Weighted Base	282	212	71*	230	34**	14**	5**	12**	29**	28**	20**	16**	27**	18**	43*	37**	14**	34**	5**
Hang up immediately	133	97	36	112	14	4	2	7	12	18	8	7	13	5	26	15	4	14	2
	47%	*46%*	*51%*	*49%*	*42%*	*32%*	*44%*	*62%*	*43%*	*65%*	*38%*	*45%*	*49%*	*29%*	*61%*	*41%*	*32%*	*42%*	*44%*
Wait for a few seconds before hanging up	123	96	27	97	18	7	2	4	15	8	10	9	9	10	14	18	7	18	2
	44%	*45%*	*39%*	*42%*	*51%*	*49%*	*51%*	*38%*	*53%*	*28%*	*49%*	*55%*	*35%*	*52%*	*32%*	*48%*	*49%*	*51%*	*51%*
Wait for more than a few seconds before hanging up	21	15	6	17	2	2	*	-	1	1	3	-	4	3	3	1	2	2	*
	8%	*7%*	*9%*	*7%*	*7%*	*15%*	*5%*	-	*4%*	*4%*	*13%*	-	*17%*	*19%*	*8%*	*2%*	*15%*	*7%*	*5%*
Other	5	4	1	4	-	1	-	-	-	1	-	-	-	-	-	3	1	-	-
	2%	*2%*	*1%*	*2%*	-	*4%*	-	-	-	*3%*	-	-	-	-	-	*9%*	*4%*	-	-
SUMMARY CODE																			
WAIT BEFORE HANGING UP	145	111	34	113	20	9	3	4	16	9	13	9	14	13	17	19	9	20	3
	51%	*52%*	*48%*	*49%*	*58%*	*63%*	*56%*	*38%*	*57%*	*32%*	*62%*	*55%*	*51%*	*71%*	*39%*	*50%*	*63%*	*58%*	*56%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	285	237	285	237	-	48	122	49	126
Weighted Base	282	238	282	238	-**	44*	122	53*	120
Hang up immediately	133	110	133	110	-	23	61	25	52
	47%	*46%*	*47%*	*46%*	-	*51%*	*50%*	*47%*	*43%*
Wait for a few seconds before hanging up	123	108	123	108	-	15	50	19	58
	44%	*45%*	*44%*	*45%*	-	*35%*	*42%*	*36%*	*49%*
Wait for more than a few seconds before hanging up	21	16	21	16	-	5	10	9	6
	8%	*7%*	*8%*	*7%*	-	*12%*	*8%*	17%h	*5%*
Other	5	3	5	3	-	1	1	-	4
	2%	*1%*	*2%*	*1%*	-	*3%*	*1%*	-	*3%*
SUMMARY CODE									
WAIT BEFORE HANGING UP	145	124	145	124	-	21	60	28	64
	51%	*52%*	*51%*	*52%*	-	*46%*	*49%*	*53%*	*53%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	285	131	109	108	12	180	113	279	231	228	87	135	233	112
Weighted Base	282	131	102*	101*	12**	183	107*	276	241	238	91*	139	242	116*
Hang up immediately	133	62	47	47	4	88	47	129	114	112	46	67	115	56
	47%	*47%*	*46%*	*46%*	*30%*	*48%*	*44%*	*47%*	*48%*	*47%*	*50%*	*48%*	*48%*	*49%*
Wait for a few seconds before hanging up	123	59	46	45	9	77	51	121	105	105	41	64	105	51
	44%	*45%*	*45%*	*45%*	*70%*	*42%*	*48%*	*44%*	*44%*	*44%*	*46%*	*46%*	*43%*	*44%*
Wait for more than a few seconds before hanging up	21	10	6	6	-	17	6	21	19	19	4	8	19	8
	8%	*7%*	*5%*	*5%*	-	*9%*	*5%*	*8%*	*8%*	*8%*	*4%*	*6%*	*8%*	*7%*
Other	5	1	4	4	-	1	4	5	3	3	-	1	3	1
	2%	*1%*	*4%e*	*4%e*	-	*	*4%e*	*2%*	*1%*	*1%*	-	*	*1%*	*1%*
SUMMARY CODE														
WAIT BEFORE HANGING UP	145	68	51	51	9	94	56	143	124	124	45	72	124	59
	51%	*52%*	*50%*	*50%*	*70%*	*51%*	*53%*	*52%*	*51%*	*52%*	*50%*	*52%*	*51%*	*51%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.33 When you get a call on your home landline phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on home landline in the last 4 weeks

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	285	285	285	135	285	285	58	250	238	111	235	231	73	4	3	1
Weighted Base	282	282	282	145	282	282	63*	251	241	120*	241	238	78*	4**	3**	1**
Hang up immediately	133	133	133	76	133	133	39	119	114	65	116	116	43	-	-	-
	47%	*47%*	*47%*	*52%*	*47%*	*47%*	*61%*	*47%*	*47%*	*54%*	*48%*	*49%*	*55%*	-	-	-
Wait for a few seconds before hanging up	123	123	123	57	123	123	19	108	103	44	102	101	30	4	3	1
	44%	*44%*	*44%*	*39%*	*44%*	*44%*	*30%*	*43%*	*43%*	*37%*	*42%*	*42%*	*38%*	*86%*	*81%*	*100%*
Wait for more than a few seconds before hanging up	21	21	21	11	21	21	6	21	20	10	19	19	4	1	1	-
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*5%*	*14%*	*19%*	-
Other	5	5	5	1	5	5	-	4	4	1	3	3	1	-	-	-
	2%	*2%*	*2%*	*	*2%*	*2%*	-	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-	-
SUMMARY CODE																
WAIT BEFORE HANGING UP	145	145	145	68	145	145	25	129	123	54	122	120	34	4	3	1
	51%	*51%*	*51%*	*47%*	*51%*	*51%*	*39%*	*51%*	*51%*	*45%*	*51%*	*50%*	*44%*	*100%*	*100%*	*100%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Yes, I am aware of call blocking technology	461	215	246	41	71	68	101	72	69	37	115	151	92	103
	65%	*66%*	*64%*	*57%*	*65%*	*59%*	71%i	73%ci	71%i	*52%*	74%lm	*66%*	*63%*	*58%*
No, I am not aware of call blocking technology	236	106	130	30	39	47	38	23	26	33	38	74	51	73
	33%	*32%*	*34%*	41%g	*35%*	41%fgh	*27%*	*23%*	*26%*	47%fgh	*24%*	*32%*	*35%*	41%j
Don't know	12	5	7	2	-	-	2	4	3	1	2	4	4	2
	2%	*2%*	*2%*	*3%*	-	-	*2%*	*4%*	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Yes, I am aware of call blocking technology	461	282	98	81	246	215	142	320	98	247	71	31	13	79	163	89	87	43
	65%	*68%*	*59%*	*64%*	*66%*	*64%*	*65%*	*65%*	*59%*	69%h	*64%*	*58%*	*80%*	*57%*	72%m	69%m	*61%*	*62%*
No, I am not aware of call blocking technology	236	128	65	43	122	114	74	161	64	111	40	18	3	57	62	40	50	27
	33%	*31%*	*39%*	*34%*	*33%*	*34%*	*34%*	*33%*	*39%*	*31%*	*35%*	*33%*	*20%*	41%n	*27%*	*31%*	*35%*	*38%*
Don't know	12	6	3	2	5	7	1	10	4	2	1	5	-	4	2	-	6	-
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	9%ij	-	*3%*	*1%*	-	4%o	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Yes, I am aware of call blocking technology	461	342	119	388	36	27	10	21	39	36	32	42	48	40	89	41	27	36	10
	65%	*62%*	76%a	*64%*	*71%*	*70%*	*58%*	*69%*	*52%*	*68%*	*65%*	81%hlmr	*60%*	*53%*	72%hm	*65%*	*70%*	*71%*	*58%*
No, I am not aware of call blocking technology	236	201	35	203	14	12	7	10	36	12	16	10	31	34	32	22	12	14	7
	33%	36%b	*22%*	*34%*	*27%*	*30%*	*42%*	*31%*	48%iknq	*23%*	*31%*	*19%*	39%k	45%ikn	*26%*	*35%*	*30%*	*27%*	42%k
Don't know	12	10	2	11	1	-	-	-	-	5	2	-	1	1	2	-	-	1	-
	2%	*2%*	*1%*	*2%*	*2%*	-	-	-	-	9%hklno	*4%*	-	*1%*	*2%*	*1%*	-	-	*2%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Yes, I am aware of call blocking technology	461	405	461	405	-	57	214	70	201
	65%	67%e	*65%e*	67%e	-	*53%*	71%gh	*58%*	*63%*
No, I am not aware of call blocking technology	236	189	236	189	-	47	83	49	110
	33%	*31%*	*33%*	*31%*	-	44%abc	*28%*	41%f	*34%*
Don't know	12	9	12	9	-	3	4	1	9
	2%	*1%*	*2%*	*1%*	-	*3%*	*1%*	*1%*	*3%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Yes, I am aware of call blocking technology	461	227	159	157	30	311	168	447	399	397	172	272	404	241
	65%	71%bcf	*60%*	*60%*	*67%*	67%c	*61%*	*65%*	*67%*	*67%*	*72%*	*69%*	*67%*	*68%*
No, I am not aware of call blocking technology	236	89	98	98	14	145	98	229	190	189	62	117	190	112
	33%	*28%*	37%a	37%a	*31%*	*31%*	*36%*	*33%*	*32%*	*32%*	*26%*	*30%*	*31%*	*31%*
Don't know	12	4	9	9	1	5	9	12	10	10	5	3	10	3
	2%	*1%*	3%e	3%e	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.34 Are you aware of call blocking technology i.e. a device or service to block\ stop unwanted calls on your landline phone?
Base: All who have landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Yes, I am aware of call blocking technology	461	354	309	203	217	197	58	308	252	167	266	236	110	6	3	3
	65%	*66%*	*65%*	*69%*	*70%*	*70%*	*62%*	*67%*	*65%*	*68%*	*67%*	*66%*	*73%*	*70%*	*51%*	*100%*
No, I am not aware of call blocking technology	236	174	157	87	86	77	30	146	125	73	125	114	37	3	3	-
	33%	*32%*	*33%*	*30%*	*28%*	*27%*	*33%*	*32%*	*33%*	*30%*	*31%*	*32%*	*25%*	*30%*	*49%*	-
Don't know	12	9	9	5	8	8	5	8	8	5	9	9	3	-	-	-
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*5%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	-	-

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	58	90	5	10	26	35	34	25	13	39	55	24	31
	21%	*18%*	*24%*	*6%*	*9%*	23%cd	25%cd	34%cdi	25%cd	19%c	*25%*	*24%*	*16%*	*17%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	30	36	8	5	6	16	13	11	6	19	27	8	12
	9%	*9%*	*9%*	*11%*	*5%*	*6%*	*11%*	*13%*	*11%*	*9%*	*12%*	*12%*	*5%*	*7%*
SUMMARY CODE														
ANY SERVICE (LANDLINE)	191	78	113	10	14	31	45	41	32	18	54	66	30	41
	27%	*24%*	*29%*	*14%*	*13%*	27%d	32%cd	41%cdei	33%cd	25%d	35%lm	*29%*	*21%*	*23%*
No \Neither of these	505	244	261	63	93	82	94	58	64	50	97	157	114	137
	71%	*75%*	*68%*	86%fghi	84%efghi	*71%*	*67%*	*59%*	*65%*	*70%*	*63%*	*68%*	78%j	77%j
Don't know	14	4	10	-	3	2	2	-	2	4	4	7	2	1
	2%	*1%*	*2%*	-	*3%*	*2%*	*2%*	-	*3%*	5%g	*2%*	*3%*	*2%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	90	28	30	70	78	39	109	34	88	17	8	2	31	55	25	30	7
	21%	*22%*	*17%*	*24%*	*19%*	*23%*	*18%*	*22%*	*20%*	*24%*	*15%*	*14%*	*13%*	*22%*	24%q	*19%*	*21%*	*11%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	43	11	12	35	31	16	50	12	33	7	12	2	10	26	7	18	4
	9%	*10%*	*7%*	*9%*	*9%*	*9%*	*7%*	*10%*	*8%*	*9%*	*6%*	22%hij	*12%*	*7%*	*11%*	*6%*	*13%*	*6%*
SUMMARY CODE																		
ANY SERVICE (LANDLINE)	191	118	36	37	92	99	50	141	42	107	22	17	3	38	69	28	46	10
	27%	*28%*	*21%*	*29%*	*25%*	*29%*	*23%*	*29%*	*25%*	*30%*	*20%*	*31%*	*17%*	*27%*	30%q	*22%*	32%q	*15%*
No \Neither of these	505	290	127	88	274	230	163	342	121	246	87	37	14	99	154	99	94	58
	71%	*70%*	*76%*	*69%*	*74%*	*68%*	*75%*	*69%*	*73%*	*68%*	*77%*	*69%*	*83%*	*70%*	*68%*	*77%*	*65%*	84%np
Don't know	14	8	4	2	7	7	5	9	4	7	3	-	-	4	4	1	4	1
	2%	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	-	-	*3%*	*2%*	*1%*	*3%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	116	32	128	14	5	2	4	13	13	13	10	17	11	29	16	5	14	2
	21%	*21%*	*21%*	*21%*	*27%*	*14%*	*9%*	*14%*	*18%*	*24%*	*27%*	*19%*	*21%*	*15%*	*24%*	*26%*	*14%*	*27%*	*9%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	50	16	57	5	3	1	3	3	3	5	3	5	2	25	8	3	5	1
	9%	*9%*	*10%*	*9%*	*10%*	*8%*	*6%*	*9%*	*4%*	*5%*	*9%*	*5%*	*7%*	*2%*	*21%hikl mr*	*14%m*	*8%*	*10%*	*6%*
SUMMARY CODE																			
ANY SERVICE (LANDLINE)	191	149	41	163	17	8	3	7	14	13	14	11	22	13	43	24	8	17	3
	27%	*27%*	*27%*	*27%*	*33%*	*21%*	*15%*	*23%*	*19%*	*25%*	*28%*	*22%*	*28%*	*17%*	*35%hmr*	*39%hmr*	*21%*	*33%*	*15%*
No \Neither of these	505	391	114	427	34	29	14	22	59	39	36	41	57	59	77	37	29	34	14
	71%	*71%*	*73%*	*71%*	*67%*	*76%*	*82%*	*73%*	*78%no*	*74%*	*72%*	*78%*	*70%*	*78%o*	*63%*	*60%*	*76%*	*67%*	*82%no*
Don't know	14	13	1	12	-	1	*	1	2	1	-	-	1	3	2	1	1	-	*
	2%	*2%*	*1%*	*2%*	-	*3%*	*3%*	*4%*	*3%*	*1%*	-	-	*2%*	*5%*	*2%*	*1%*	*3%*	-	*3%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	132	148	132	-	16	51	33	76
	21%	*22%*	*21%*	*22%*	-	*15%*	*17%*	28%f	*24%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	57	66	57	-	9	31	5	37
	9%	*9%*	*9%*	*9%*	-	*8%*	*10%*	*4%*	11%g
SUMMARY CODE									
ANY SERVICE (LANDLINE)	191	169	191	169	-	22	75	35	96
	27%	*28%*	*27%*	*28%*	-	*21%*	*25%*	*29%*	*30%*
No \Neither of these	505	422	505	422	-	82	219	84	217
	71%	*70%*	*71%*	*70%*	-	*77%*	*73%*	*69%*	*68%*
Don't know	14	11	14	11	-	2	6	2	7
	2%	*2%*	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	60	64	63	9	92	66	146	135	134	58	78	135	75
	21%	*19%*	*24%*	*24%*	*21%*	*20%*	*24%*	*21%*	*22%*	*22%*	*24%*	*20%*	*22%*	*21%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	35	26	26	6	41	30	64	57	57	29	36	57	33
	9%	*11%*	*10%*	*10%*	*13%*	*9%*	*11%*	*9%*	*9%*	*9%*	*12%*	*9%*	*9%*	*9%*
SUMMARY CODE														
ANY SERVICE (LANDLINE)	191	86	76	75	14	122	80	188	170	169	74	99	170	94
	27%	*27%*	*29%*	*29%*	*31%*	*26%*	*29%*	*27%*	*28%*	*28%*	*31%*	*25%*	*28%*	*26%*
No \Neither of these	505	227	182	181	31	331	188	486	419	418	160	286	424	254
	71%	*71%*	*69%*	*69%*	*69%*	*72%*	*68%*	*71%*	*70%*	*70%*	*67%*	*73%*	*70%*	*71%*
Don't know	14	6	7	7	-	9	7	14	11	11	5	7	11	8
	2%	*2%*	*3%*	*3%*	-	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.35 As a result of receiving unwanted calls from companies or organisations, have you, or someone else in your household, done [either of] the following?
Base: All who have landline phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Signed up with\ put your landline number on the Telephone Preference Service (TPS)\ do not call register	148	124	112	64	79	74	16	110	96	51	97	86	31	2	1	1
	21%	*23%*	*24%*	*22%*	*25%*	*26%*	*18%*	*24%*	*25%*	*21%*	*24%*	*24%*	*21%*	*24%*	*17%*	*36%*
Got call blocking technology on your landline - i.e. a device or service to block\ stop unwanted calls on your landline phone (e.g. a TrueCall device, a BT call blocker phone, services provided by your landline provider like anonymous call reject, incoming call blocker or last caller barring)	66	54	52	33	38	34	13	47	43	25	41	40	12	1	1	-
	9%	*10%*	*11%*	*11%*	*12%*	*12%*	*14%*	*10%*	*11%*	*10%*	*10%*	*11%*	*8%*	*7%*	*11%*	-
SUMMARY CODE																
ANY SERVICE (LANDLINE)	191	159	146	84	102	96	25	139	123	67	125	112	41	3	2	1
	27%	*30%*	*31%*	*28%*	*33%*	*34%*	*27%*	*30%*	*32%*	*27%*	*31%*	*31%*	*27%*	*31%*	*28%*	*36%*
No \Neither of these	505	372	325	209	207	184	68	318	258	176	272	243	109	6	4	2
	71%	*69%*	*68%*	*71%*	*66%*	*65%*	*73%*	*69%*	*67%*	*72%*	*68%*	*68%*	*73%*	*69%*	*72%*	*64%*
Don't know	14	5	4	2	2	2	-	5	4	1	4	4	1	-	-	-
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
Always	10	5	5	1	-	3	4	-	2	*	1	6	3	1
	1%	*2%*	*1%*	*2%*	-	*3%*	*2%*	-	*2%*	*1%*	*	*3%*	*2%*	*1%*
Nearly always	2	1	*	-	-	-	-	1	-	*	-	1	-	*
	*	*	*	-	-	-	-	*1%*	-	*1%*	-	*1%*	-	*
Sometimes	31	12	19	2	1	5	10	3	7	3	8	9	2	12
	4%	*4%*	*5%*	*3%*	*1%*	*4%*	7%d	*3%*	7%d	*5%*	*5%*	*4%*	*2%*	7%l
Rarely	40	21	18	2	3	6	9	7	10	3	13	7	10	10
	6%	*7%*	*5%*	*3%*	*2%*	*5%*	*6%*	*7%*	10%d	*4%*	8%k	*3%*	*7%*	*5%*
SUMMARY CODE														
EVER	82	39	43	5	4	14	22	11	19	7	21	23	15	23
	12%	*12%*	*11%*	*7%*	*3%*	12%d	16%d	11%d	20%cd	*10%*	*14%*	*10%*	*11%*	*13%*
No, never	555	257	299	57	93	94	107	79	71	54	123	182	115	135
	78%	*79%*	*78%*	*78%*	84%h	*82%*	*75%*	*80%*	*72%*	*76%*	*80%*	*79%*	*78%*	*76%*
Have never answered unwanted calls on my landline phone	55	24	31	7	12	6	8	8	6	8	7	23	10	15
	8%	*7%*	*8%*	*10%*	*11%*	*5%*	*6%*	*8%*	*6%*	*11%*	*5%*	*10%*	*7%*	*9%*
Don't know	16	6	10	4	2	1	5	1	2	2	3	1	7	5
	2%	*2%*	*3%*	*5%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	5%k	*3%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
Always	10	4	1	5	5	6	4	6	1	5	4	-	-	1	2	6	1	-
	1%	*1%*	*1%*	*4%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	*1%*	*4%*	*1%*	-
Nearly always	2	*	1	-	-	2	-	2	1	*	-	-	-	1	*	-	-	-
	*	*	*1%*	-	-	*1%*	-	*	*1%*	*	-	-	-	*1%*	*	-	-	-
Sometimes	31	18	6	7	13	17	10	21	11	13	3	3	-	8	11	2	4	5
	4%	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*7%*	*4%*	*3%*	*6%*	-	*6%*	*5%*	*2%*	*3%*	*8%*
Rarely	40	24	9	7	14	26	9	30	12	17	8	1	2	12	10	8	5	5
	6%	*6%*	*5%*	*5%*	*4%*	*8%d*	*4%*	*6%*	*7%*	*5%*	*7%*	*2%*	*10%*	*8%*	*4%*	*6%*	*4%*	*7%*
SUMMARY CODE																		
EVER	82	46	18	18	32	50	23	59	25	36	15	4	2	22	24	16	10	10
	12%	*11%*	*11%*	*14%*	*9%*	*15%d*	*11%*	*12%*	*15%*	*10%*	*14%*	*8%*	*10%*	*16%p*	*10%*	*12%*	*7%*	*15%*
No, never	555	338	129	89	308	247	177	379	118	298	85	40	15	102	180	101	116	57
	78%	*81%c*	*77%*	*71%*	*83%e*	*74%*	*81%*	*77%*	*71%*	*83%h*	*76%*	*74%*	*85%*	*72%*	*79%*	*78%*	*81%*	*82%*
Have never answered unwanted calls on my landline phone	55	23	15	18	28	27	14	41	20	19	9	6	1	14	18	10	12	2
	8%	*5%*	*9%*	*14%a*	*8%*	*8%*	*7%*	*8%*	*12%i*	*5%*	*8%*	*11%*	*4%*	*10%*	*8%*	*8%*	*8%*	*3%*
Don't know	16	9	6	1	4	12	4	12	2	7	3	3	-	2	5	2	6	-
	2%	*2%*	*4%*	*1%*	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*	*6%*	-	*2%*	*2%*	*2%*	*4%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
Always	10	8	3	9	1	-	*	1	-	*	-	3	2	-	-	2	-	1	*
	1%	1%	2%	1%	3%	-	2%	4%	-	1%	-	7%hmn	2%	-	-	3%	-	3%	2%
Nearly always	2	1	*	*	1	-	-	-	-	-	-	-	-	-	-	*	-	1	-
	*	*	*	*	2%c	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-
Sometimes	31	24	6	26	3	1	-	-	1	2	4	4	4	3	7	2	1	3	-
	4%	4%	4%	4%	7%	2%	-	-	2%	4%	7%	7%	5%	4%	5%	3%	2%	7%	-
Rarely	40	36	3	28	8	4	*	-	5	3	1	3	4	6	6	1	4	8	*
	6%	7%	2%	5%	15%c	11%	3%	-	6%	5%	2%	5%	4%	8%	5%	1%	11%o	15%jno	3%
SUMMARY CODE																			
EVER	82	69	13	63	14	5	1	1	6	5	4	10	9	9	13	4	5	14	1
	12%	13%	8%	10%	27%cf	12%	4%	4%	8%	10%	9%	19%	12%	13%	10%	7%	12%	27%hjlnor	4%
No, never	555	426	129	473	31	34	17	25	64	35	40	39	68	59	94	49	34	31	17
	78%	77%	83%	79%d	62%	88%d	96%cd	80%	85%iq	67%	81%q	74%	84%iq	78%	77%	79%	88%iq	62%	96%ikmnoq
Have never answered unwanted calls on my landline phone	55	42	13	51	4	-	-	3	4	7	4	3	1	7	14	7	-	4	-
	8%	8%	9%	8%	9%	-	-	11%	6%	13%lp	8%	6%	2%	9%	12%lpr	11%lp	-	9%	-
Don't know	16	15	1	14	2	-	-	1	1	5	1	-	2	*	1	2	-	2	-
	2%	3%	*	2%	3%	-	-	4%	2%	10%kmn	2%	-	2%	1%	1%	3%	-	3%	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
Always	10	10	10	10	-	1	3	2	4
	1%	*2%*	*1%*	*2%*	-	*1%*	*1%*	*2%*	*1%*
Nearly always	2	2	2	2	-	-	-	-	2
	*	*	*	*	-	-	-	-	*1%*
Sometimes	31	23	31	23	-	8	14	4	18
	4%	*4%*	*4%*	*4%*	-	*7%*	*5%*	*3%*	*6%*
Rarely	40	34	40	34	-	5	15	5	21
	6%	*6%*	*6%*	*6%*	-	*5%*	*5%*	*4%*	*7%*
SUMMARY CODE									
EVER	82	68	82	68	-	14	32	11	45
	12%	*11%*	*12%*	*11%*	-	*13%*	*11%*	*9%*	*14%*
No, never	555	476	555	476	-	79	243	101	230
	78%	*79%*	*78%*	*79%*	-	*75%*	81%h	83%h	*72%*
Have never answered unwanted calls on my landline phone	55	47	55	47	-	9	22	7	33
	8%	*8%*	*8%*	*8%*	-	*8%*	*7%*	*6%*	*10%*
Don't know	16	11	16	11	-	5	5	2	12
	2%	*2%*	*2%*	*2%*	-	*4%*	*2%*	*2%*	*4%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
Always	10	3	2	2	*	5	2	9	8	8	6	5	8	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*
Nearly always	2	*	2	2	-	-	2	2	*	*	-	-	*	-
	*	*	*1%*	*1%*	-	-	*1%*	*	*	*	-	-	*	-
Sometimes	31	17	14	14	1	19	17	30	26	26	8	11	26	12
	4%	*5%*	*5%*	*5%*	*3%*	*4%*	*6%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*
Rarely	40	18	20	19	3	23	20	38	34	34	15	24	35	20
	6%	*6%*	*7%*	*7%*	*6%*	*5%*	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*
SUMMARY CODE														
EVER	82	38	38	37	4	47	41	79	69	68	29	41	70	39
	12%	*12%*	*14%*	*14%*	*9%*	*10%*	*15%*	*11%*	*11%*	*11%*	*12%*	*10%*	*12%*	*11%*
No, never	555	253	187	186	37	376	193	537	475	474	193	318	479	287
	78%	79%bcf	*71%*	*71%*	*83%*	82%bcf	*70%*	78%bcf	*79%*	*79%*	*81%*	*81%*	*79%*	*81%*
Have never answered unwanted calls on my landline phone	55	23	29	29	2	30	30	55	40	40	8	25	40	23
	8%	*7%*	11%e	11%e	*6%*	*7%*	11%e	*8%*	*7%*	*7%*	*4%*	*6%*	*7%*	*6%*
Don't know	16	5	11	11	1	8	11	16	15	15	8	8	15	7
	2%	*2%*	*4%*	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.36 And when you receive an unwanted call from an organisation or company on your home landline phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your landline provider (e.g. BT or Virgin)?
Base: All who have landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
Always	10	9	8	2	4	4	-	7	6	2	6	6	2	-	-	-
	1%	*2%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	-	-
Nearly always	2	2	2	2	1	1	1	*	*	*	*	*	-	-	-	-
	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	-	-	-	-
Sometimes	31	27	25	16	14	14	6	22	19	13	17	17	5	-	-	-
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	-	-	-
Rarely	40	32	30	14	19	17	4	29	25	12	18	16	4	2	2	-
	6%	*6%*	*6%*	*5%*	*6%*	*6%*	*4%*	*6%*	*6%*	*5%*	*4%*	*4%*	*3%*	*22%*	*36%*	-
SUMMARY CODE																
EVER	82	70	65	33	38	37	11	58	51	28	41	39	11	2	2	-
	12%	*13%*	*14%*	*11%*	*12%*	*13%*	*11%*	*13%*	*13%*	*11%*	*10%*	*11%*	*7%*	*22%*	*36%*	-
No, never	555	435	388	243	254	230	71	378	317	199	333	302	126	7	3	3
	78%	*81%*	*82%*	*82%*	*82%*	*82%*	*77%*	*82%*	*82%*	*82%*	*83%*	*84%*	*84%*	*78%*	*64%*	*100%*
Have never answered unwanted calls on my landline phone	55	20	12	13	10	8	5	14	8	11	16	9	10	-	-	-
	8%	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*	*2%*	*5%*	*4%*	*3%*	7%bh	-	-	-
Don't know	16	11	10	6	9	8	6	11	10	6	10	9	4	-	-	-
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	6%b	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
I rely on my landline answerphone to take a message	99	41	57	7	15	19	21	14	13	10	21	34	18	25
	14%	*13%*	*15%*	*10%*	*14%*	*16%*	*15%*	*14%*	*13%*	*14%*	*14%*	*15%*	*12%*	*14%*
I do not answer the phone to numbers that I do not know	97	44	53	10	16	20	23	14	9	5	25	33	14	24
	14%	*14%*	*14%*	*14%*	*14%*	17%i	16%i	*14%*	*9%*	*7%*	*16%*	*14%*	*10%*	*14%*
I do not answer the phone if I am not expecting a call	79	36	42	10	16	18	20	3	6	6	15	28	13	23
	11%	*11%*	*11%*	13%g	15%g	15%gh	14%g	*3%*	*6%*	*8%*	*10%*	*12%*	*9%*	*13%*
I do not answer the phone at certain times of the day and\ or evening	65	29	36	8	12	10	10	15	5	5	19	22	11	13
	9%	*9%*	*9%*	*11%*	*11%*	*9%*	*7%*	15%h	*5%*	*7%*	*12%*	*10%*	*7%*	*7%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40	13	27	2	7	11	8	4	7	1	2	15	12	11
	6%	*4%*	*7%*	*3%*	*6%*	10%i	*6%*	*4%*	*7%*	*2%*	*2%*	*6%*	8%j	6%j
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18	11	7	4	4	4	4	-	1	1	2	6	5	5
	3%	*3%*	*2%*	*5%*	*4%*	*3%*	*3%*	-	*1%*	*2%*	*1%*	*2%*	*3%*	*3%*
I unplug my landline phone so you do not receive calls on it	17	7	10	2	6	5	3	-	-	*	5	7	2	3
	2%	*2%*	*3%*	*2%*	6%gh	5%h	*2%*	-	-	*1%*	*3%*	*3%*	*1%*	*2%*
Other	10	6	5	2	*	*	3	2	1	2	2	3	4	1
	1%	*2%*	*1%*	*3%*	*	*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*
SUMMARY CODES														
DO NOT ANSWER THE PHONE	245	107	138	29	48	46	48	35	25	13	54	83	44	64
	35%	*33%*	*36%*	39%i	44%hi	40%hi	34%i	36%i	*26%*	*18%*	*35%*	*36%*	*30%*	*36%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base	709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
ANY	349	158	191	40	64	63	73	50	36	22	77	118	67	87
	49%	*48%*	*50%*	55%hi	58%hi	55%hi	52%hi	50%i	*37%*	*31%*	*50%*	*52%*	*45%*	*49%*
NO. REGULARLY DO														
1	298	137	161	36	57	49	60	48	31	17	66	102	56	74
	42%	*42%*	*42%*	49%hi	52%hi	43%i	42%i	48%hi	*32%*	*24%*	*43%*	*45%*	*38%*	*42%*
2	34	12	22	4	5	7	8	1	5	4	7	9	10	9
	5%	*4%*	*6%*	*6%*	*5%*	*6%*	*6%*	*1%*	*5%*	*6%*	*5%*	*4%*	*7%*	*5%*
3	11	9	2	-	*	5	4	1	1	*	4	4	2	2
	2%	3%b	*1%*	-	*	*4%*	*3%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*
4	3	-	3	-	-	1	1	-	-	1	-	2	-	1
	*	-	*1%*	-	-	*1%*	*1%*	-	-	*1%*	-	*1%*	-	*1%*
5+	3	-	3	-	2	1	-	-	-	-	-	2	-	1
	*	-	*1%*	-	*1%*	*1%*	-	-	-	-	-	*1%*	-	*1%*
None of these - I always answer my landline phone when it rings	337	156	180	28	45	49	64	49	56	47	75	107	68	87
	47%	*48%*	*47%*	*38%*	*41%*	*42%*	*45%*	*49%*	57%cde	65%cdefg	*48%*	*47%*	*46%*	*49%*
Don't know	23	12	12	5	1	4	5	1	6	2	2	4	12	5
	3%	*4%*	*3%*	*7%*	*1%*	*3%*	*3%*	*1%*	*6%*	*3%*	*1%*	*2%*	8%jkm	*3%*
Mean	**1.219**	**1.191**	**1.242**	**1.106**	**1.194**	**1.381g**	**1.270g**	**1.044**	**1.165**	**1.347**	**1.195**	**1.247**	**1.189**	**1.224**
Standard Deviation	**0.617**	**0.522**	**0.687**	**0.312**	**0.696**	**0.837**	**0.637**	**0.270**	**0.420**	**0.732**	**0.513**	**0.730**	**0.450**	**0.653**
Error Variance	**0.001**	**0.002**	**0.002**	**0.003**	**0.008**	**0.013**	**0.006**	**0.001**	**0.003**	**0.016**	**0.004**	**0.006**	**0.003**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
I rely on my landline answerphone to take a message	99	58	21	20	57	42	32	67	24	54	16	5	-	20	36	14	22	7
	14%	*14%*	*12%*	*16%*	*15%*	*12%*	*15%*	*14%*	*14%*	*15%*	*14%*	*10%*	-	*14%*	*16%*	*11%*	*15%*	*11%*
I do not answer the phone to numbers that I do not know	97	65	20	12	58	39	31	66	17	54	17	7	3	15	33	21	22	6
	14%	*16%*	*12%*	*9%*	*16%*	*12%*	*14%*	*14%*	*10%*	*15%*	*15%*	*12%*	*18%*	*10%*	*15%*	*17%*	*15%*	*9%*
I do not answer the phone if I am not expecting a call	79	48	20	11	41	38	38	41	19	40	15	3	2	12	21	16	18	11
	11%	*12%*	*12%*	*9%*	*11%*	*11%*	17%g	*8%*	*11%*	*11%*	*14%*	*6%*	*11%*	*9%*	*9%*	*12%*	*13%*	*17%*
I do not answer the phone at certain times of the day and\ or evening	65	39	21	6	31	34	21	44	12	31	11	7	5	8	19	16	13	9
	9%	*9%*	12%c	*4%*	*8%*	*10%*	*10%*	*9%*	*7%*	*9%*	*10%*	*12%*	*28%*	*6%*	*8%*	*12%*	*9%*	*13%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40	27	9	5	21	19	16	25	8	28	4	-	*	6	14	11	9	1
	6%	*6%*	*5%*	*4%*	*6%*	*6%*	*7%*	*5%*	*5%*	*8%*	*4%*	-	*1%*	*4%*	*6%*	*9%*	*6%*	*2%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18	7	8	3	8	10	5	13	6	4	4	3	-	4	4	5	4	1
	3%	*2%*	*5%*	*2%*	*2%*	*3%*	*2%*	*3%*	4%i	*1%*	*4%*	6%i	-	*3%*	*2%*	*4%*	*3%*	*1%*
I unplug my landline phone so you do not receive calls on it	17	8	6	3	12	5	8	9	6	8	1	2	-	3	5	2	4	3
	2%	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*1%*	*4%*	-	*2%*	*2%*	*2%*	*3%*	*4%*
Other	10	5	3	3	7	3	6	4	3	6	1	-	-	2	3	2	1	2
	1%	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	-	-	*2%*	*1%*	*1%*	*1%*	*3%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base	709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
SUMMARY CODES																		
DO NOT ANSWER THE PHONE	245	151	63	31	129	116	91	154	53	128	38	16	10	40	72	52	55	25
	35%	36%c	38%c	*25%*	*35%*	*35%*	42%g	*31%*	*32%*	*35%*	*34%*	*29%*	*59%*	*29%*	*32%*	*41%*	*39%*	*36%*
ANY	349	211	87	51	193	156	127	222	76	183	54	26	10	59	108	65	83	35
	49%	*51%*	*52%*	*41%*	*52%*	*46%*	58%g	*45%*	*46%*	*51%*	*48%*	*48%*	*59%*	*42%*	*47%*	*51%*	57%m	*50%*
NO. REGULARLY DO																		
1	298	182	74	42	165	133	110	188	64	159	41	24	10	49	94	50	74	32
	42%	44%c	*44%*	*33%*	*44%*	*40%*	51%g	*38%*	*38%*	*44%*	*37%*	*45%*	*59%*	*35%*	*41%*	*39%*	51%m	*46%*
2	34	15	10	8	18	16	11	22	9	13	10	1	-	8	6	10	7	2
	5%	*4%*	*6%*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*4%*	9%i	*3%*	-	*6%*	*3%*	*8%*	*5%*	*3%*
3	11	9	1	1	7	4	2	10	2	7	3	-	-	2	4	4	2	-
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	-	-	*1%*	*2%*	*3%*	*1%*	-
4	3	3	-	-	2	1	1	2	-	3	-	-	-	-	2	1	-	-
	*	*1%*	-	-	*1%*	*	*1%*	*	-	*1%*	-	-	-	-	*1%*	*1%*	-	-
5+	3	1	2	-	1	2	3	-	2	1	-	-	-	-	2	-	-	1
	*	*	*1%*	-	*	*	1%g	-	*1%*	*	-	-	-	-	*1%*	-	-	*1%*
None of these - I always answer my landline phone when it rings	337	192	73	72	171	165	84	253	84	168	52	25	7	77	115	55	56	34
	47%	*46%*	*43%*	57%ab	*46%*	*49%*	*39%*	51%f	*51%*	*47%*	*47%*	*46%*	*41%*	55%p	*51%*	*43%*	*39%*	*50%*
Don't know	23	13	8	3	8	15	7	16	6	8	6	3	-	5	5	8	6	-
	3%	*3%*	*5%*	*2%*	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*5%*	*6%*	-	*3%*	*2%*	7%n	*4%*	-
Mean	**1.219**	**1.221**	**1.225**	**1.201**	**1.219**	**1.219**	**1.225**	**1.215**	**1.248**	**1.222**	**1.287**	**1.053**	**1.000**	**1.192**	**1.248**	**1.332** p	**1.129**	**1.175**
Standard Deviation	**0.617**	**0.635**	**0.661**	**0.455**	**0.614**	**0.624**	**0.712**	**0.558**	**0.701**	**0.649**	**0.554**	**0.229**	**0.000**	**0.459**	**0.747**	**0.681**	**0.392**	**0.708**
Error Variance	**0.001**	**0.002**	**0.005**	**0.003**	**0.002**	**0.002**	**0.005**	**0.001**	**0.006**	**0.002**	**0.006**	**0.002**	**0.000**	**0.003**	**0.005**	**0.008**	**0.002**	**0.016**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
I rely on my landline answerphone to take a message	99	72	27	85	8	3	3	4	12	8	5	7	17	10	10	13	3	8	3
	14%	*13%*	*17%*	*14%*	*15%*	*9%*	*16%*	*12%*	*16%*	*15%*	*10%*	*14%*	21%n	*13%*	*8%*	21%n	*9%*	*15%*	*16%*
I do not answer the phone to numbers that I do not know	97	75	22	79	8	4	6	1	8	5	5	4	9	7	25	13	4	8	6
	14%	*14%*	*14%*	*13%*	*16%*	*10%*	36%cde	*4%*	*10%*	*9%*	*10%*	*8%*	*12%*	*10%*	*21%*	*21%*	*10%*	*16%*	36%hijkl mpq
I do not answer the phone if I am not expecting a call	79	65	14	64	13	1	1	4	7	4	5	12	5	11	15	1	1	13	1
	11%	*12%*	*9%*	*11%*	25%cef	*2%*	*4%*	*12%*	*9%*	*8%*	*10%*	23%hlopr	*6%*	15%o	13%o	*2%*	*2%*	25%hilopr	*4%*
I do not answer the phone at certain times of the day and\ or evening	65	52	14	55	4	4	1	4	6	5	4	7	10	6	12	2	4	4	1
	9%	*9%*	*9%*	*9%*	*9%*	*11%*	*7%*	*13%*	*9%*	*9%*	*8%*	14%o	*12%*	*8%*	*10%*	*3%*	*11%*	*9%*	*7%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40	33	7	34	3	2	1	-	4	2	3	2	4	2	10	7	2	3	1
	6%	*6%*	*5%*	*6%*	*6%*	*5%*	*8%*	-	*5%*	*4%*	*5%*	*5%*	*5%*	*3%*	*8%*	*11%*	*5%*	*6%*	*8%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18	14	4	16	2	-	*	2	-	-	1	1	3	3	5	1	-	2	*
	3%	*2%*	*3%*	*3%*	*3%*	-	*3%*	*7%*	-	-	*2%*	*2%*	*3%*	*4%*	*4%*	*2%*	-	*3%*	*3%*
I unplug my landline phone so you do not receive calls on it	17	16	1	14	1	1	1	-	1	-	1	2	1	6	2	*	1	1	1
	2%	*3%*	*1%*	*2%*	*2%*	*3%*	*4%*	-	*1%*	-	*2%*	*3%*	*1%*	*8%*	*2%*	*1%*	*3%*	*2%*	*4%*
Other	10	10	*	8	-	2	1	*	2	*	-	-	2	-	3	-	2	-	1
	1%	*2%*	*	*1%*	-	*4%*	5%cd	*2%*	*3%*	*1%*	-	-	*3%*	-	*2%*	-	*4%*	-	5%jkmoq
SUMMARY CODES																			
DO NOT ANSWER THE PHONE	245	195	50	203	24	10	9	8	18	14	14	21	25	25	58	20	10	24	9
	35%	*35%*	*32%*	*34%*	*46%*	*26%*	51%ce	*25%*	*24%*	*27%*	*28%*	*41%*	*31%*	*34%*	47%hijl p	*31%*	*26%*	46%h	51%hijlp

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base	709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
ANY	349	277	72	292	29	15	13	14	32	22	18	27	43	38	69	29	15	29	13
	49%	*50%*	*46%*	*49%*	*56%*	*40%*	74%ce	*46%*	*42%*	*42%*	*35%*	*52%*	*53%*	*50%*	57%j	*47%*	*40%*	*56%*	74%hijkl mop
NO. REGULARLY DO																			
1	298	237	61	251	21	14	12	13	26	21	14	22	38	35	60	23	14	21	12
	42%	*43%*	*39%*	*42%*	*42%*	*36%*	67%cde	*42%*	*34%*	*40%*	*28%*	*42%*	*47%*	*46%*	49%j	*37%*	*36%*	*42%*	67%hijkl mopq
2	34	26	8	27	5	2	1	1	4	1	2	4	3	2	4	5	2	5	1
	5%	*5%*	*5%*	*4%*	*9%*	*4%*	*4%*	*4%*	*5%*	*3%*	*5%*	*8%*	*4%*	*2%*	*4%*	*8%*	*4%*	*9%*	*4%*
3	11	9	2	9	2	-	*	-	1	-	-	-	2	-	5	2	-	2	*
	2%	*2%*	*1%*	*2%*	*3%*	-	*3%*	-	*1%*	-	-	-	*3%*	-	*4%*	*3%*	-	*3%*	*3%*
4	3	2	1	2	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-
	*	*	*1%*	*	*2%*	-	-	-	*1%*	-	*2%*	-	-	-	-	-	-	*2%*	-
5+	3	3	-	3	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	*2%*	-	*2%*	-	-	-	-	-
None of these - I always answer my landline phone when it rings	337	255	82	288	22	22	5	15	40	25	31	24	35	34	52	33	22	22	5
	47%	*46%*	*52%*	48%f	*43%*	58%f	*26%*	*48%*	53%r	*47%*	63%nr	*46%*	*44%*	*45%*	*42%*	52%r	58%r	*43%*	*26%*
Don't know	23	21	2	22	1	1	-	2	4	5	1	1	3	4	2	1	1	1	-
	3%	*4%*	*1%*	*4%*	*1%*	*2%*	-	*6%*	*5%*	10%n	*2%*	*1%*	*3%*	*5%*	*1%*	*1%*	*2%*	*1%*	-
Mean	**1.219**	**1.217**	**1.226**	**1.214**	**1.370**	**1.106**	**1.129**	**1.078**	**1.270**	**1.062**	**1.331**	**1.305**	**1.176**	**1.216**	**1.196**	**1.274**	**1.106**	**1.370**	**1.129**
Standard Deviation	**0.617**	**0.628**	**0.581**	**0.622**	**0.742**	**0.318**	**0.446**	**0.279**	**0.684**	**0.247**	**0.803**	**0.822**	**0.509**	**0.842**	**0.543**	**0.566**	**0.318**	**0.742**	**0.446**
Error Variance	**0.001**	**0.001**	**0.004**	**0.001**	**0.020**	**0.007**	**0.006**	**0.006**	**0.015**	**0.003**	**0.036**	**0.022**	**0.007**	**0.024**	**0.005**	**0.011**	**0.007**	**0.020**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
I rely on my landline answerphone to take a message	99 *14%*	88 *15%*	99 *14%*	88 *15%*	- -	11 *10%*	39 *13%*	15 *13%*	50 *16%*
I do not answer the phone to numbers that I do not know	97 *14%*	90 15%e	97 *14%*	90 15%e	- -	7 *7%*	52 17%g	7 *6%*	44 14%g
I do not answer the phone if I am not expecting a call	79 *11%*	69 *11%*	79 *11%*	69 *11%*	- -	10 *9%*	40 13%h	19 15%h	24 *8%*
I do not answer the phone at certain times of the day and\ or evening	65 *9%*	55 *9%*	65 *9%*	55 *9%*	- -	11 *10%*	30 *10%*	11 *9%*	28 *9%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40 *6%*	34 *6%*	40 *6%*	34 *6%*	- -	7 *6%*	19 *6%*	4 *3%*	18 *6%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18 *3%*	16 *3%*	18 *3%*	16 *3%*	- -	2 *2%*	7 *2%*	* *	9 *3%*
I unplug my landline phone so you do not receive calls on it	17 *2%*	14 *2%*	17 *2%*	14 *2%*	- -	3 *3%*	6 *2%*	1 *1%*	8 *3%*
Other	10 *1%*	8 *1%*	10 *1%*	8 *1%*	- -	3 *3%*	7 *2%*	2 *2%*	2 *
SUMMARY CODES									
DO NOT ANSWER THE PHONE	245 *35%*	215 *36%*	245 *35%*	215 *36%*	- -	30 *28%*	127 42%gh	34 *28%*	99 *31%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	713	592	713	592	-	121	298	116	330
Weighted Base	709	603	709	603	-**	106*	301	121*	320
ANY	349	305	349	305	-	44	171	51	145
	49%	*51%*	*49%*	*51%*	-	*42%*	57%gh	*42%*	*45%*
NO. REGULARLY DO									
1	298	261	298	261	-	37	150	45	119
	42%	*43%*	*42%*	*43%*	-	*35%*	50%gh	*37%*	*37%*
2	34	27	34	27	-	7	14	5	16
	5%	*5%*	*5%*	*5%*	-	*6%*	*5%*	*4%*	*5%*
3	11	11	11	11	-	-	4	-	7
	2%	*2%*	*2%*	*2%*	-	-	*1%*	-	*2%*
4	3	2	3	2	-	1	1	1	1
	*	*	*	*	-	*1%*	*	*1%*	*
5+	3	3	3	3	-	-	1	-	2
	*	*	*	*	-	-	*	-	*1%*
None of these - I always answer my landline phone when it rings	337	279	337	279	-	58	123	68	161
	47%	*46%*	*47%*	*46%*	-	*54%*	*41%*	56%f	50%f
Don't know	23	19	23	19	-	4	8	2	14
	3%	*3%*	*3%*	*3%*	-	*4%*	*3%*	*2%*	*4%*
Mean	**1.219**	**1.220**	**1.219**	**1.220**	**-**	**1.209**	**1.175**	**1.168**	**1.270**
Standard Deviation	**0.617**	**0.628**	**0.617**	**0.628**	**-**	**0.542**	**0.550**	**0.527**	**0.686**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**-**	**0.007**	**0.002**	**0.006**	**0.003**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
I rely on my landline answerphone to take a message	99	41	43	43	7	62	45	95	86	85	38	60	87	55
	14%	*13%*	*16%*	*17%*	*16%*	*13%*	*16%*	*14%*	*14%*	*14%*	*16%*	*15%*	*14%*	*16%*
I do not answer the phone to numbers that I do not know	97	52	37	37	4	62	37	96	88	89	40	67	90	63
	14%	*16%*	*14%*	*14%*	*8%*	*13%*	*14%*	*14%*	*15%*	*15%*	*17%*	*17%*	*15%*	*18%*
I do not answer the phone if I am not expecting a call	79	40	19	18	5	63	18	75	72	72	32	46	72	43
	11%	13%bcf	*7%*	*7%*	*12%*	14%bcf	*7%*	*11%*	*12%*	*12%*	*13%*	*12%*	*12%*	*12%*
I do not answer the phone at certain times of the day and\ or evening	65	30	25	25	2	41	26	62	57	57	22	36	57	34
	9%	*10%*	*10%*	*10%*	*5%*	*9%*	*9%*	*9%*	*10%*	*10%*	*9%*	*9%*	*10%*	*9%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40	21	18	18	1	24	18	40	34	34	19	28	34	25
	6%	*6%*	*7%*	*7%*	*2%*	*5%*	*6%*	*6%*	*6%*	*6%*	*8%*	*7%*	*6%*	*7%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18	9	4	4	3	10	6	16	16	16	7	13	16	11
	3%	*3%*	*1%*	*2%*	*7%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
I unplug my landline phone so you do not receive calls on it	17	6	6	6	2	10	6	16	16	16	6	13	16	11
	2%	*2%*	*2%*	*2%*	*5%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
Other	10	7	1	1	-	9	1	10	7	7	2	7	7	7
	1%	*2%*	*	*	-	*2%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base	709	319	265	263	44*	461	275	688	599	597	239	392	604	356
SUMMARY CODES														
DO NOT ANSWER THE PHONE	245	129	85	83	10	168	84	237	222	223	97	156	224	144
	35%	40%cdf	*32%*	*32%*	*23%*	*36%*	*31%*	*35%*	*37%*	*37%*	*40%*	*40%*	*37%*	*40%*
ANY	349	177	121	120	17	236	124	337	311	310	137	220	313	206
	49%	55%bcf	*46%*	*45%*	*39%*	*51%*	*45%*	*49%*	*52%*	*52%*	*57%*	*56%*	*52%*	*58%*
NO. REGULARLY DO														
1	298	157	97	96	16	208	100	288	265	264	114	191	267	178
	42%	49%bcf	*37%*	*36%*	*35%*	45%bcf	*36%*	*42%*	*44%*	*44%*	*48%*	*49%*	*44%*	*50%*
2	34	14	16	16	-	20	16	33	32	32	16	18	32	17
	5%	*5%*	*6%*	*6%*	-	*4%*	*6%*	*5%*	*5%*	*5%*	*7%*	*4%*	*5%*	*5%*
3	11	4	7	7	-	4	7	11	9	9	6	8	9	8
	2%	*1%*	*3%*	*3%*	-	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
4	3	1	1	1	-	2	1	3	2	2	1	1	2	1
	*	*	*	*	-	*	*	*	*	*	*	*	*	*
5+	3	1	-	-	2	3	-	3	3	3	-	3	3	2
	*	*	-	-	4%abcfg	*1%*	-	*	*	*	-	*1%*	*	*
None of these - I always answer my landline phone when it rings	337	134	131	130	24	213	138	330	269	268	94	162	273	141
	47%	*42%*	*49%*	*49%*	*55%*	*46%*	*50%*	*48%*	*45%*	*45%*	*40%*	*41%*	*45%*	*40%*
Don't know	23	8	14	14	3	12	14	20	19	19	8	10	19	9
	3%	*3%*	*5%*	*5%*	*6%*	*3%*	*5%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*
Mean	**1.219**	**1.168**	**1.270**	**1.273**	**1.378**	**1.190**	**1.263**	**1.220**	**1.217**	**1.218**	**1.228**	**1.218**	**1.216**	**1.210**
Standard Deviation	**0.617**	**0.541**	**0.601**	**0.604**	**1.206**	**0.617**	**0.595**	**0.621**	**0.613**	**0.613**	**0.562**	**0.650**	**0.611**	**0.614**
Error Variance	**0.001**	**0.002**	**0.003**	**0.003**	**0.085**	**0.002**	**0.003**	**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.001**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
I rely on my landline answerphone to take a message	99 *14%*	87 *16%*	79 *17%*	46 *16%*	44 *14%*	38 *13%*	15 *16%*	74 *16%*	63 *16%*	41 *17%*	72 *18%*	63 *18%*	24 *16%*	2 *24%*	1 *17%*	1 *36%*
I do not answer the phone to numbers that I do not know	97 *14%*	71 *13%*	66 *14%*	47 *16%*	48 *15%*	44 *15%*	15 *16%*	63 *14%*	54 *14%*	40 *16%*	61 *15%*	54 *15%*	31 *20%*	1 *7%*	1 *11%*	- -
I do not answer the phone if I am not expecting a call	79 *11%*	63 *12%*	55 *12%*	32 *11%*	33 *10%*	30 *11%*	10 *10%*	53 *12%*	41 *11%*	28 *12%*	43 *11%*	40 *11%*	13 *9%*	- -	- -	- -
I do not answer the phone at certain times of the day and\ or evening	65 *9%*	49 *9%*	42 *9%*	31 *11%*	27 *9%*	26 *9%*	7 *7%*	41 *9%*	34 *9%*	23 *9%*	34 *9%*	32 *9%*	13 *8%*	- -	- -	- -
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	40 *6%*	32 *6%*	27 *6%*	14 *5%*	19 *6%*	17 *6%*	5 *5%*	24 *5%*	22 *6%*	12 *5%*	28 *7%*	25 *7%*	8 *6%*	1 *11%*	- -	1 *29%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	18 *3%*	15 *3%*	13 *3%*	5 *2%*	8 *3%*	8 *3%*	1 *1%*	11 *2%*	8 *2%*	4 *1%*	7 *2%*	7 *2%*	2 *2%*	1 *10%*	1 *17%*	- -
I unplug my landline phone so you do not receive calls on it	17 *2%*	13 *2%*	8 *2%*	8 *3%*	6 *2%*	4 *1%*	2 *2%*	10 *2%*	5 *1%*	7 *3%*	10 *2%*	8 *2%*	4 *2%*	- -	- -	- -
Other	10 *1%*	9 *2%*	8 *2%*	3 *1%*	4 *1%*	3 *1%*	* *1%*	8 *2%*	6 *2%*	3 *1%*	5 *1%*	5 *1%*	2 *1%*	- -	- -	- -

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.37 When you are at home and your landline phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations.
Base: All who have landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base	709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
SUMMARY CODES																
DO NOT ANSWER THE PHONE	245	185	164	110	107	96	35	155	127	89	143	128	59	2	1	1
	35%	*34%*	*34%*	*37%*	*34%*	*34%*	*38%*	*34%*	*33%*	*37%*	*36%*	*36%*	*39%*	*18%*	*11%*	*29%*
ANY	349	274	244	155	150	132	49	233	190	130	209	187	84	4	2	2
	49%	*51%*	*51%*	*52%*	*48%*	*47%*	*53%*	*51%*	*49%*	*53%*	*52%*	*52%*	*56%*	*42%*	*28%*	*64%*
NO. REGULARLY DO																
1	298	232	205	135	126	111	45	200	160	114	174	154	75	3	1	2
	42%	*43%*	*43%*	*46%*	*41%*	*39%*	*49%*	*43%*	*41%*	*47%*	*43%*	*43%*	*50%*	*32%*	*11%*	*64%*
2	34	28	26	11	14	12	4	22	22	8	24	22	6	1	1	-
	5%	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*6%*	*3%*	*6%*	*6%*	*4%*	*10%*	*17%*	-
3	11	9	9	6	7	7	1	7	7	5	9	9	3	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	-	-	-
4	3	2	2	1	2	2	-	2	2	1	1	1	-	-	-	-
	*	*	*	*	*1%*	*1%*	-	*	*1%*	*	*	*	-	-	-	-
5+	3	3	1	2	1	1	-	2	-	2	1	1	-	-	-	-
	*	*	*	*1%*	*	*	-	*	-	*1%*	*	*	-	-	-	-
None of these - I always answer my landline phone when it rings	337	249	222	131	152	143	37	217	187	105	182	164	62	5	4	1
	47%	*46%*	*47%*	*44%*	*49%*	*51%*	*40%*	*47%*	*49%*	*43%*	*45%*	*46%*	*41%*	*58%*	*72%*	*36%*
Don't know	23	13	9	10	9	7	6	12	8	9	9	8	5	-	-	-
	3%	*2%*	*2%*	*3%*	*3%*	*3%*	6%b	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	-	-	-
Mean	**1.219**	**1.231**	**1.225**	**1.211**	**1.256**	**1.274**	**1.097**	**1.217**	**1.223**	**1.215**	**1.239**	**1.254**	**1.143**	**1.242**	**1.593**	**1.000**
Standard Deviation	**0.617**	**0.641**	**0.596**	**0.646**	**0.675**	**0.707**	**0.339**	**0.614**	**0.565**	**0.673**	**0.600**	**0.624**	**0.447**	**0.500**	**-**	**0.000**
Error Variance	**0.001**	**0.002**	**0.002**	**0.003**	**0.003**	**0.004**	**0.003**	**0.002**	**0.002**	**0.004**	**0.002**	**0.002**	**0.003**	**0.063**	**-**	**0.000**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	202	99	103	15	27	22	30	18	49	41	35	48	49	70
Weighted Base	194	97*	96*	17**	31**	28**	38**	19**	32*	27*	40*	55*	44*	55*
Haven't thought of doing anything	42	22	20	6	10	7	8	1	5	5	9	11	12	11
	22%	*23%*	*20%*	*32%*	*32%*	*25%*	*22%*	*6%*	*16%*	*17%*	*22%*	*19%*	*26%*	*20%*
I do not get enough of these calls for it to be necessary	32	17	15	4	7	2	7	1	4	6	10	8	7	8
	17%	*17%*	*16%*	*26%*	*24%*	*6%*	*19%*	*4%*	*12%*	*24%*	*25%*	*14%*	*16%*	*14%*
Too much hassle	30	12	18	-	2	3	10	1	8	6	5	8	7	9
	15%	*13%*	*18%*	-	*6%*	*12%*	*25%*	*7%*	*25%*	*22%*	*14%*	*15%*	*15%*	*17%*
I don't know what to do to stop them	20	5	15	1	3	3	1	4	3	5	5	6	2	7
	10%	*5%*	15%a	*4%*	*9%*	*10%*	*3%*	*22%*	*10%*	*17%*	*14%*	*11%*	*4%*	*12%*
I do not mind receiving these types of calls	13	7	6	1	1	3	4	2	2	*	2	7	3	2
	6%	*7%*	*6%*	*3%*	*2%*	*12%*	*10%*	*8%*	*7%*	*1%*	*4%*	*12%*	*6%*	*3%*
I don't think anything would work	12	8	4	-	-	2	2	4	2	1	4	4	2	2
	6%	*8%*	*4%*	-	-	*6%*	*6%*	*22%*	*6%*	*5%*	*10%*	*7%*	*3%*	*4%*
I do not get any unwanted calls on my home landline phone	11	5	6	2	*	3	2	1	2	*	2	2	3	3
	6%	*5%*	*7%*	*11%*	*2%*	*12%*	*4%*	*5%*	*6%*	*1%*	*6%*	*4%*	*8%*	*6%*
I am worried about missing an important call	10	7	3	-	-	1	4	1	3	1	-	3	5	3
	5%	*7%*	*3%*	-	-	*4%*	*11%*	*3%*	*9%*	*4%*	-	*5%*	*10%*	*5%*
Technology or services to stop them is too expensive	8	1	6	-	2	-	-	2	-	4	1	1	*	5
	4%	*1%*	*7%*	-	*5%*	-	-	*9%*	-	16%h	*2%*	*2%*	*1%*	*9%*
Other	14	11	3	1	4	1	3	1	3	1	2	4	5	3
	7%	11%b	*3%*	*5%*	*12%*	*5%*	*8%*	*4%*	*8%*	*5%*	*6%*	*7%*	*11%*	*5%*
SUMMARY CODE														
ANY REASON	173	84	89	13	29	25	36	17	29	25	37	51	39	46
	90%	*87%*	*93%*	*74%*	*92%*	*91%*	*94%*	*88%*	*89%*	*90%*	*93%*	*93%*	*88%*	*84%*
NO. OF REASONS														
1	160	75	85	12	29	25	31	16	26	21	35	49	34	42
	82%	*77%*	*88%*	*67%*	*92%*	*91%*	*82%*	*85%*	*79%*	*75%*	*88%*	*89%*	*76%*	*77%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	202	99	103	15	27	22	30	18	49	41	35	48	49	70
Weighted Base	194	97*	96*	17**	31**	28**	38**	19**	32*	27*	40*	55*	44*	55*
2	12	9	4	1	-	-	4	1	3	3	1	2	5	4
	6%	*9%*	*4%*	*7%*	-	-	*10%*	*3%*	*10%*	*12%*	*3%*	*4%*	*12%*	*7%*
3	1	1	-	-	-	-	1	-	-	-	-	-	-	1
	*	*1%*	-	-	-	-	*2%*	-	-	-	-	-	-	*1%*
4	1	-	1	-	-	-	-	-	-	1	1	-	-	-
	*	-	*1%*	-	-	-	-	-	-	*3%*	*2%*	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	13	7	4	3	2	2	2	3	3	3	4	5	9
	10%	*13%*	*7%*	*26%*	*8%*	*9%*	*6%*	*12%*	*11%*	*10%*	*7%*	*7%*	*12%*	*16%*
Mean	**1.094**	**1.119**	**1.070**	**1.096**	**1.000**	**1.000**	**1.148**	**1.037**	**1.113**	**1.234**	**1.100**	**1.042**	**1.137**	**1.108**
Standard Deviation	**0.352**	**0.351**	**0.353**	**0.307**	**0.000**	**0.000**	**0.413**	**0.195**	**0.322**	**0.638**	**0.487**	**0.203**	**0.348**	**0.361**
Error Variance	**0.001**	**0.001**	**0.001**	**0.008**	**0.000**	**0.000**	**0.006**	**0.002**	**0.002**	**0.011**	**0.007**	**0.001**	**0.003**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	202	117	39	46	83	119	44	158	57	99	31	10	5	52	74	28	26	22
Weighted Base	194	121*	40*	33*	102*	91*	50*	143	44*	96*	33**	13**	6**	39*	66*	32**	31**	26**
Haven't thought of doing anything	42	25	13	4	23	18	12	30	7	19	9	5	2	5	13	10	8	6
	22%	*21%*	*32%*	*12%*	*23%*	*20%*	*23%*	*21%*	*16%*	*19%*	*27%*	*37%*	*31%*	*13%*	*19%*	*31%*	*27%*	*22%*
I do not get enough of these calls for it to be necessary	32	21	6	5	17	15	6	26	7	17	5	1	2	7	14	5	2	4
	17%	*17%*	*15%*	*16%*	*17%*	*17%*	*11%*	*18%*	*15%*	*18%*	*15%*	*8%*	*35%*	*17%*	*21%*	*16%*	*7%*	*16%*
Too much hassle	30	17	3	10	12	18	4	26	11	13	3	2	1	10	12	2	4	2
	15%	*14%*	*9%*	*29%ab*	*11%*	*20%*	*8%*	*18%*	*24%*	*14%*	*10%*	*14%*	*14%*	*24%*	*18%*	*8%*	*12%*	*8%*
I don't know what to do to stop them	20	12	1	7	9	10	4	16	7	9	3	-	1	7	6	1	1	4
	10%	*10%*	*3%*	*21%b*	*9%*	*11%*	*8%*	*11%*	*17%*	*9%*	*8%*	-	*11%*	*19%*	*10%*	*4%*	*4%*	*14%*
I do not mind receiving these types of calls	13	7	4	1	10	3	4	9	3	4	4	1	1	3	1	6	2	1
	6%	*6%*	*11%*	*3%*	*9%*	*3%*	*8%*	*6%*	*8%*	*4%*	*12%*	*5%*	*9%*	*9%*	*1%*	*18%*	*5%*	*5%*
I don't think anything would work	12	7	4	1	5	7	2	9	5	7	-	-	-	4	6	-	-	2
	6%	*6%*	*10%*	*2%*	*5%*	*7%*	*5%*	*6%*	*11%*	*7%*	-	-	-	*10%*	*9%*	-	-	*6%*
I do not get any unwanted calls on my home landline phone	11	8	3	-	8	3	3	8	2	4	3	2	-	2	1	3	4	1
	6%	*7%*	*7%*	-	*7%*	*4%*	*6%*	*6%*	*4%*	*4%*	*9%*	*18%*	-	*4%*	*2%*	*9%*	*14%*	*4%*
I am worried about missing an important call	10	8	-	2	5	5	3	7	1	6	2	-	1	1	3	3	-	2
	5%	*6%*	-	*7%*	*5%*	*5%*	*6%*	*5%*	*3%*	*6%*	*5%*	-	*14%*	*4%*	*5%*	*10%*	-	*8%*
Technology or services to stop them is too expensive	8	3	2	3	*	7	2	6	3	4	-	-	-	2	6	-	-	-
	4%	*3%*	*4%*	*7%*	*	*8%d*	*3%*	*4%*	*7%*	*4%*	-	-	-	*4%*	*9%*	-	-	-
Other	14	9	2	3	9	5	7	6	3	5	6	-	-	1	2	3	6	1
	7%	*8%*	*5%*	*8%*	*9%*	*5%*	*14%g*	*4%*	*6%*	*5%*	*18%*	-	-	*3%*	*3%*	*9%*	*19%*	*5%*
SUMMARY CODE																		
ANY REASON	173	109	34	30	93	80	45	128	41	84	32	11	6	36	58	31	27	22
	90%	*91%*	*87%*	*89%*	*91%*	*88%*	*90%*	*90%*	*93%*	*87%*	*95%*	*81%*	*100%*	*92%*	*88%*	*96%*	*88%*	*85%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	202	117	39	46	83	119	44	158	57	99	31	10	5	52	74	28	26	22
Weighted Base	194	121*	40*	33*	102*	91*	50*	143	44*	96*	33**	13**	6**	39*	66*	32**	31**	26**
NO. OF REASONS																		
1	160	102	32	26	88	72	45	115	36	79	29	11	5	31	52	28	27	21
	82%	*85%*	*80%*	*77%*	*86%*	*78%*	*88%*	*80%*	*81%*	*82%*	*86%*	*81%*	*86%*	*80%*	*79%*	*87%*	*88%*	*81%*
2	12	7	2	3	5	7	-	12	4	5	3	-	1	4	5	3	-	1
	6%	*6%*	*5%*	*9%*	*5%*	*8%*	-	*9%*	*8%*	*5%*	*9%*	-	*14%*	*10%*	*7%*	*9%*	-	*3%*
3	1	-	1	-	-	1	1	-	1	-	-	-	-	-	1	-	-	-
	*	-	*2%*	-	-	*1%*	*1%*	-	*2%*	-	-	-	-	-	*1%*	-	-	-
4	1	-	-	1	-	1	-	1	1	-	-	-	-	1	-	-	-	-
	*	-	-	*3%*	-	*1%*	-	*1%*	*2%*	-	-	-	-	*2%*	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	11	5	4	9	11	5	15	3	13	2	2	-	3	8	1	4	4
	10%	*9%*	*13%*	*11%*	*9%*	*12%*	*10%*	*10%*	*7%*	*13%*	*5%*	*19%*	-	*8%*	*12%*	*4%*	*12%*	*15%*
Mean	**1.094**	**1.066**	**1.101**	**1.187**	**1.052**	**1.141**	**1.032**	**1.116**	**1.190**	**1.056**	**1.091**	**1.000**	**1.137**	**1.177**	**1.106**	**1.094**	**1.000**	**1.040**
Standard Deviation	**0.352**	**0.249**	**0.369**	**0.582**	**0.224**	**0.454**	**0.252**	**0.379**	**0.568**	**0.231**	**0.293**	**0.000**	**0.375**	**0.546**	**0.349**	**0.296**	**0.000**	**0.200**
Error Variance	**0.001**	**0.001**	**0.004**	**0.008**	**0.001**	**0.002**	**0.002**	**0.001**	**0.006**	**0.001**	**0.003**	**0.000**	**0.028**	**0.006**	**0.002**	**0.003**	**0.000**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	202	157	45	163	13	14	12	10	32	11	19	13	19	18	23	18	14	13	12
Weighted Base	194	146	48*	162	13**	14**	4**	12**	28**	11**	18**	15**	22**	16**	23**	16**	14**	13**	4**
Haven't thought of doing anything	42	32	10	33	4	4	1	3	6	5	4	1	3	3	7	1	4	4	1
	22%	*22%*	*20%*	*20%*	*31%*	*27%*	*30%*	*24%*	*21%*	*45%*	*22%*	*7%*	*13%*	*17%*	*28%*	*8%*	*27%*	*31%*	*30%*
I do not get enough of these calls for it to be necessary	32	28	4	28	-	3	1	2	4	1	-	5	4	2	7	2	3	-	1
	17%	*19%*	*9%*	*17%*	-	*25%*	*21%*	*16%*	*16%*	*11%*	-	*34%*	*18%*	*14%*	*28%*	*15%*	*25%*	-	*21%*
Too much hassle	30	17	13	28	1	1	*	1	5	3	6	3	2	2	4	2	1	1	*
	15%	*12%*	*27%a*	*17%*	*4%*	*9%*	*11%*	*7%*	*18%*	*30%*	*34%*	*19%*	*9%*	*12%*	*18%*	*10%*	*9%*	*4%*	*11%*
I don't know what to do to stop them	20	17	3	15	2	2	1	1	5	1	1	-	3	*	2	2	2	2	1
	10%	*12%*	*6%*	*9%*	*18%*	*13%*	*15%*	*7%*	*19%*	*7%*	*5%*	-	*14%*	*3%*	*7%*	*11%*	*13%*	*18%*	*15%*
I do not mind receiving these types of calls	13	13	-	10	-	2	*	-	1	-	1	4	-	4	*	-	2	-	*
	6%	*9%*	-	*6%*	-	*15%*	*6%*	-	*3%*	-	*5%*	*29%*	-	*24%*	*2%*	-	*15%*	-	*6%*
I don't think anything would work	12	11	1	8	3	1	-	1	1	-	3	-	-	-	3	-	1	3	-
	6%	*7%*	*1%*	*5%*	*21%*	*4%*	-	*11%*	*3%*	-	*17%*	-	-	-	*13%*	-	*4%*	*21%*	-
I do not get any unwanted calls on my home landline phone	11	6	5	11	-	-	*	-	-	-	4	-	5	-	*	1	-	-	*
	6%	*4%*	*10%*	*7%*	-	-	*11%*	-	-	-	*21%*	-	*23%*	-	*2%*	*8%*	-	-	*11%*
I am worried about missing an important call	10	7	3	8	-	1	*	-	1	-	1	3	2	-	2	1	1	-	*
	5%	*5%*	*5%*	*5%*	-	*9%*	*8%*	-	*2%*	-	*5%*	*20%*	*8%*	-	*7%*	*5%*	*9%*	-	*8%*
Technology or services to stop them is too expensive	8	6	2	7	*	-	-	1	4	1	1	-	-	*	-	-	-	*	-
	4%	*4%*	*4%*	*4%*	*4%*	-	-	*7%*	*15%*	*7%*	*5%*	-	-	*3%*	-	-	-	*4%*	-
Other	14	5	8	13	-	-	*	-	2	-	2	-	2	1	1	5	-	-	*
	7%	*4%*	*18%a*	*8%*	-	-	*4%*	-	*8%*	-	*11%*	-	*10%*	*5%*	*3%*	*33%*	-	-	*4%*
SUMMARY CODE																			
ANY REASON	173	128	45	147	10	12	4	9	24	11	18	14	21	13	23	14	12	10	4
	90%	*88%*	*95%*	*90%*	*78%*	*89%*	*100%*	*71%*	*85%*	*100%*	*100%*	*96%*	*95%*	*78%*	*100%*	*84%*	*89%*	*78%*	*100%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	202	157	45	163	13	14	12	10	32	11	19	13	19	18	23	18	14	13	12
Weighted Base	194	146	48*	162	13**	14**	4**	12**	28**	11**	18**	15**	22**	16**	23**	16**	14**	13**	4**
NO. OF REASONS																			
1	160	115	44	135	10	11	4	9	19	11	15	12	21	13	21	13	11	10	4
	82%	*79%*	*93%*	*83%*	*78%*	*76%*	*94%*	*71%*	*69%*	*100%*	*85%*	*85%*	*95%*	*78%*	*92%*	*79%*	*76%*	*78%*	*94%*
2	12	12	-	10	-	2	*	-	4	-	2	2	-	-	2	1	2	-	*
	6%	*8%*	-	*6%*	-	*13%*	*6%*	-	*14%*	-	*10%*	*11%*	-	-	*8%*	*5%*	*13%*	-	*6%*
3	1	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	*3%*	-	-	-	-	-	-	-	-	-	-
4	1	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	*2%*	*1%*	-	-	-	-	-	-	*5%*	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	18	3	16	3	2	-	4	4	-	-	1	1	4	-	3	2	3	-
	10%	*12%*	*5%*	*10%*	*22%*	*11%*	-	*29%*	*15%*	-	-	*4%*	*5%*	*22%*	-	*16%*	*11%*	*22%*	-
Mean	**1.094**	**1.106**	**1.058**	**1.097**	**1.000**	**1.144**	**1.062**	**1.000**	**1.222**	**1.000**	**1.247**	**1.119**	**1.000**	**1.000**	**1.083**	**1.063**	**1.144**	**1.000**	**1.062**
Standard Deviation	**0.352**	**0.327**	**0.417**	**0.366**	**0.000**	**0.367**	**0.274**	**0.000**	**0.493**	**0.000**	**0.707**	**0.336**	**0.000**	**0.000**	**0.281**	**0.251**	**0.367**	**0.000**	**0.274**
Error Variance	**0.001**	**0.001**	**0.004**	**0.001**	**0.000**	**0.010**	**0.006**	**0.000**	**0.009**	**0.000**	**0.026**	**0.009**	**0.000**	**0.000**	**0.003**	**0.004**	**0.010**	**0.000**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	202	152	202	152	-	50	77	40	91
Weighted Base	194	153	194	153	-**	40*	76*	41*	83*
Haven't thought of doing anything	42	36	42	36	-	5	15	12	17
	22%	*24%*	*22%*	*24%*	-	*13%*	*19%*	*29%*	*20%*
I do not get enough of these calls for it to be necessary	32	23	32	23	-	10	15	4	14
	17%	*15%*	*17%*	*15%*	-	*24%*	*20%*	*10%*	*17%*
Too much hassle	30	23	30	23	-	7	8	2	20
	15%	*15%*	*15%*	*15%*	-	*17%*	*11%*	*6%*	24%g
I don't know what to do to stop them	20	15	20	15	-	5	8	4	8
	10%	*10%*	*10%*	*10%*	-	*11%*	*11%*	*9%*	*9%*
I do not mind receiving these types of calls	13	9	13	9	-	4	9	2	1
	6%	*6%*	*6%*	*6%*	-	*9%*	12%h	*4%*	*2%*
I don't think anything would work	12	8	12	8	-	3	4	-	6
	6%	*5%*	*6%*	*5%*	-	*8%*	*5%*	-	*7%*
I do not get any unwanted calls on my home landline phone	11	11	11	11	-	*	3	4	5
	6%	*7%*	*6%*	*7%*	-	*1%*	*4%*	*10%*	*6%*
I am worried about missing an important call	10	7	10	7	-	3	4	4	2
	5%	*4%*	*5%*	*4%*	-	*8%*	*5%*	*10%*	*3%*
Technology or services to stop them is too expensive	8	5	8	5	-	2	3	1	4
	4%	*3%*	*4%*	*3%*	-	*6%*	*3%*	*3%*	*5%*
Other	14	13	14	13	-	1	8	2	5
	7%	*8%*	*7%*	*8%*	-	*2%*	*11%*	*4%*	*6%*
SUMMARY CODE									
ANY REASON	173	138	173	138	-	36	71	32	76
	90%	*90%*	*90%*	*90%*	-	*89%*	93%g	*79%*	*91%*
NO. OF REASONS									
1	160	129	160	129	-	31	65	30	70
	82%	*84%*	*82%*	*84%*	-	*76%*	*85%*	*73%*	*84%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	202	152	202	152	-	50	77	40	91
Weighted Base	194	153	194	153	-**	40*	76*	41*	83*
2	12	7	12	7	-	5	5	2	4
	6%	*5%*	*6%*	*5%*	-	*12%*	*7%*	*6%*	*5%*
3	1	1	1	1	-	-	1	-	-
	*	*	*	*	-	-	*1%*	-	-
4	1	1	1	1	-	-	-	-	1
	*	*1%*	*	*1%*	-	-	-	-	*1%*
5+	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	20	16	20	16	-	5	5	9	8
	10%	*10%*	*10%*	*10%*	-	*11%*	*7%*	21%f	*9%*
Mean	**1.094**	**1.082**	**1.094**	**1.082**	**-**	**1.139**	**1.096**	**1.076**	**1.093**
Standard Deviation	**0.352**	**0.352**	**0.352**	**0.352**	**-**	**0.351**	**0.330**	**0.268**	**0.394**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**-**	**0.003**	**0.002**	**0.002**	**0.002**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	202	81	78	78	8	124	82	197	140	139	49	84	142	70
Weighted Base	194	79*	69*	69*	10**	126	73*	189	150	149	52*	94*	152	79*
Haven't thought of doing anything	42	18	13	13	2	28	15	41	36	36	10	24	36	20
	22%	*22%*	*18%*	*18%*	*15%*	*22%*	*21%*	*22%*	*24%*	*24%*	*19%*	*26%*	*23%*	*26%*
I do not get enough of these calls for it to be necessary	32	15	13	13	2	21	13	30	24	24	8	20	25	14
	17%	*19%*	*18%*	*18%*	*18%*	*17%*	*17%*	*16%*	*16%*	*16%*	*15%*	*22%*	*16%*	*18%*
Too much hassle	30	8	17	17	2	13	17	30	20	20	9	9	20	7
	15%	*11%*	25%ae	25%ae	*24%*	*10%*	24%ae	*16%*	*14%*	*14%*	*17%*	*10%*	*13%*	*8%*
I don't know what to do to stop them	20	9	6	6	1	13	7	20	13	13	6	6	13	7
	10%	*11%*	*9%*	*9%*	*8%*	*10%*	*9%*	*10%*	*9%*	*9%*	*11%*	*7%*	*9%*	*9%*
I do not mind receiving these types of calls	13	10	1	1	-	11	1	13	11	11	1	8	11	7
	6%	13%bcf	*1%*	*1%*	-	9%bc	*2%*	*7%*	*8%*	*8%*	*1%*	*9%*	*7%*	*8%*
I don't think anything would work	12	4	4	4	2	6	4	10	8	8	5	6	8	6
	6%	*5%*	*6%*	*6%*	*16%*	*4%*	*6%*	*5%*	*5%*	*5%*	*9%*	*6%*	*5%*	*8%*
I do not get any unwanted calls on my home landline phone	11	3	5	5	-	8	5	11	11	11	5	6	11	6
	6%	*4%*	*7%*	*7%*	-	*6%*	*6%*	*6%*	*7%*	*7%*	*10%*	*7%*	*7%*	*8%*
I am worried about missing an important call	10	4	1	1	1	9	1	10	9	9	3	4	9	3
	5%	*5%*	*1%*	*1%*	*12%*	*7%*	*1%*	*5%*	*6%*	*6%*	*5%*	*4%*	*6%*	*3%*
Technology or services to stop them is too expensive	8	3	4	4	-	3	4	7	2	2	*	3	4	1
	4%	*3%*	*6%*	*6%*	-	*2%*	*6%*	*4%*	*2%*	*2%*	*1%*	*4%*	*3%*	*1%*
Other	14	8	5	5	-	10	5	14	11	11	5	6	11	6
	7%	*10%*	*7%*	*7%*	-	*8%*	*7%*	*7%*	*7%*	*7%*	*9%*	*6%*	*7%*	*7%*
SUMMARY CODE														
ANY REASON	173	75	63	63	9	110	67	169	132	132	49	88	134	73
	90%	*94%*	*91%*	*91%*	*85%*	*88%*	*92%*	*89%*	*88%*	*88%*	*94%*	*94%*	*88%*	*92%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	202	81	78	78	8	124	82	197	140	139	49	84	142	70
Weighted Base	194	79*	69*	69*	10**	126	73*	189	150	149	52*	94*	152	79*
NO. OF REASONS														
1	160	68	59	59	8	101	63	155	121	121	47	84	123	70
	82%	*86%*	*86%*	*86%*	*77%*	*80%*	*86%*	*82%*	*81%*	*81%*	*90%*	*89%*	*81%*	*89%*
2	12	6	3	3	1	9	4	12	10	10	2	2	10	2
	6%	*7%*	*5%*	*5%*	*8%*	*7%*	*5%*	*6%*	*6%*	*6%*	*3%*	*2%*	*6%*	*3%*
3	1	1	-	-	-	1	-	1	1	1	-	1	1	1
	*	*1%*	-	-	-	*1%*	-	*	*	*	-	*1%*	*	*1%*
4	1	-	1	1	-	-	1	1	1	1	-	1	1	-
	*	-	*1%*	*1%*	-	-	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	5	6	6	2	15	6	20	18	18	3	6	18	6
	10%	*6%*	*9%*	*9%*	*15%*	*12%*	*8%*	*11%*	*12%*	*12%*	*6%*	*6%*	*12%*	*8%*
Mean	**1.094**	**1.097**	**1.091**	**1.091**	**1.095**	**1.091**	**1.092**	**1.096**	**1.103**	**1.103**	**1.036**	**1.073**	**1.101**	**1.048**
Standard Deviation	**0.352**	**0.329**	**0.409**	**0.409**	**0.313**	**0.311**	**0.405**	**0.356**	**0.379**	**0.379**	**0.187**	**0.380**	**0.376**	**0.258**
Error Variance	**0.001**	**0.001**	**0.002**	**0.002**	**0.016**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	202	158	144	73	91	87	21	138	119	61	110	103	38	3	2	1
Weighted Base	194	152	136	79*	89*	84*	24**	131	113*	64*	111*	103*	44*	5**	3**	1**
Haven't thought of doing anything	42	39	36	20	19	17	10	31	29	15	28	27	11	-	-	-
	22%	*25%*	*26%*	*26%*	*22%*	*21%*	*41%*	*24%*	*26%*	*24%*	*26%*	*26%*	*25%*	-	-	-
I do not get enough of these calls for it to be necessary	32	21	17	6	11	11	1	19	15	6	14	13	3	-	-	-
	17%	*14%*	*12%*	*8%*	*12%*	*13%*	*3%*	*15%*	*13%*	*10%*	*13%*	*12%*	*8%*	-	-	-
Too much hassle	30	26	25	11	16	15	2	22	19	7	18	17	7	2	2	-
	15%	*17%*	*18%*	*14%*	*18%*	*18%*	*10%*	*16%*	*17%*	*11%*	*16%*	*17%*	*16%*	*38%*	*51%*	-
I don't know what to do to stop them	20	17	17	8	15	15	4	16	15	8	14	13	4	-	-	-
	10%	*11%*	*12%*	*10%*	*17%*	*18%*	*18%*	*12%*	*14%*	*12%*	*12%*	*13%*	*9%*	-	-	-
I do not mind receiving these types of calls	13	8	6	7	6	4	3	6	2	5	7	5	5	-	-	-
	6%	*5%*	*4%*	*8%*	*7%*	*5%*	*13%*	*4%*	*2%*	*8%*	*6%*	*5%*	11%h	-	-	-
I don't think anything would work	12	12	12	6	8	8	-	11	11	3	10	10	4	3	2	1
	6%	*8%*	*8%*	*7%*	*9%*	*10%*	-	*8%*	*10%*	*5%*	*9%*	*10%*	*9%*	*62%*	*49%*	*100%*
I do not get any unwanted calls on my home landline phone	11	2	2	1	1	1	-	2	2	1	1	1	-	-	-	-
	6%	*2%*	*2%*	*2%*	*1%*	*1%*	-	*2%*	*2%*	*2%*	*1%*	*1%*	-	-	-	-
I am worried about missing an important call	10	8	7	5	6	6	1	8	7	5	3	3	1	-	-	-
	5%	*5%*	*5%*	*6%*	*7%*	*7%*	*4%*	*6%*	*6%*	*8%*	*3%*	*3%*	*2%*	-	-	-
Technology or services to stop them is too expensive	8	8	8	4	5	5	-	7	6	4	3	3	1	-	-	-
	4%	*5%*	*6%*	*5%*	*5%*	*5%*	-	*5%*	*5%*	*6%*	*3%*	*3%*	*3%*	-	-	-
Other	14	14	12	9	6	6	3	13	10	9	12	11	6	-	-	-
	7%	*9%*	*9%*	*11%*	*7%*	*8%*	*12%*	*10%*	*9%*	*14%*	*11%*	*10%*	*14%*	-	-	-
SUMMARY CODE																
ANY REASON	173	141	128	74	85	80	24	122	106	60	104	97	41	5	3	1
	90%	*93%*	*94%*	*94%*	*95%*	*95%*	*100%*	*93%*	*94%*	*95%*	*94%*	*94%*	*93%*	*100%*	*100%*	*100%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline phone?
Base: All who have done nothing to stop unwanted calls on a landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	202	158	144	73	91	87	21	138	119	61	110	103	38	3	2	1
Weighted Base	194	152	136	79*	89*	84*	24**	131	113*	64*	111*	103*	44*	5**	3**	1**
NO. OF REASONS																
1	160	131	118	72	78	73	24	112	96	58	97	90	40	5	3	1
	82%	*86%*	*86%*	*91%*	*88%*	*87%*	*100%*	*86%*	*85%*	*91%*	*87%*	*88%*	*92%*	*100%*	*100%*	*100%*
2	12	9	9	2	5	5	-	8	8	2	6	6	-	-	-	-
	6%	*6%*	*6%*	*2%*	*6%*	*6%*	-	*6%*	*7%*	*2%*	*6%*	*6%*	-	-	-	-
3	1	1	1	1	1	1	-	1	1	1	1	1	1	-	-	-
	*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	-
4	1	1	1	-	1	1	-	1	1	-	-	-	-	-	-	-
	*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	20	10	9	5	5	5	-	9	7	3	7	6	3	-	-	-
	10%	*7%*	*6%*	*6%*	*5%*	*5%*	-	*7%*	*6%*	*5%*	*6%*	*6%*	*7%*	-	-	-
Mean	**1.094**	**1.092**	**1.099**	**1.040**	**1.107**	**1.114**	**1.000**	**1.101**	**1.114**	**1.049**	**1.073**	**1.078**	**1.035**	**1.000**	**1.000**	**1.000**
Standard Deviation	**0.352**	**0.362**	**0.377**	**0.242**	**0.420**	**0.432**	**0.000**	**0.382**	**0.407**	**0.267**	**0.287**	**0.296**	**0.266**	**0.000**	**0.000**	**-**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.000**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.002**	**0.000**	**0.000**	**-**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39 If you could stop all unwanted calls to your home landline phone by paying per month, how likely would you be to do so? - Summary
Base: All who have landline phone

		50p	£2	£5	£10
Unweighted Base		713	713	713	713
Weighted Base		709	709	709	709
I definitely would	(5)	101	29	10	2
		14%	*4%*	*1%*	*
I probably would	(4)	124	76	24	14
		17%	*11%*	*3%*	*2%*
I'm not sure	(3)	55	63	52	39
		8%	*9%*	*7%*	*6%*
I probably wouldn't	(2)	77	108	107	83
		11%	*15%*	*15%*	*12%*
I definitely wouldn't	(1)	353	433	515	571
		50%	*61%*	*73%*	*81%*
SUMMARY CODES					
WOULD PAY		225	105	34	16
		32%	*15%*	*5%*	*2%*
WOULDN'T PAY		429	541	622	654
		61%	*76%*	*88%*	*92%*
Av Score		**2.356**	**1.815**	**1.458**	**1.296**
Standard Deviation		**1.559**	**1.209**	**0.880**	**0.682**
Error Variance		**0.003**	**0.002**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)

Note: Editing applied

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base		709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
I definitely would	(5)	101	32	69	10	20	15	27	16	9	5	25	34	17	24
		14%	*10%*	18%a	*13%*	18%i	*13%*	19%hi	*16%*	*9%*	*6%*	*16%*	*15%*	*12%*	*14%*
I probably would	(4)	124	62	62	16	25	17	24	17	18	8	32	36	28	27
		17%	*19%*	*16%*	*22%*	*22%*	*15%*	*17%*	*17%*	*18%*	*11%*	*21%*	*16%*	*19%*	*15%*
I'm not sure	(3)	55	24	32	13	6	9	13	2	10	2	11	19	14	11
		8%	*7%*	*8%*	18%dgi	*5%*	*8%*	9%g	*2%*	10%g	*3%*	*7%*	*8%*	*9%*	*6%*
I probably wouldn't	(2)	77	33	43	7	13	15	12	11	12	6	19	28	12	17
		11%	*10%*	*11%*	*10%*	*11%*	*13%*	*9%*	*11%*	*12%*	*9%*	*13%*	*12%*	*8%*	*10%*
I definitely wouldn't	(1)	353	176	177	27	47	58	66	54	50	50	67	112	76	98
		50%	*54%*	*46%*	*36%*	*43%*	*51%*	*47%*	54%c	*51%*	71%cdefgh	*43%*	*49%*	*51%*	55%j
SUMMARY CODES															
WOULD PAY		225	93	131	26	45	32	51	32	26	12	57	70	46	52
		32%	*29%*	*34%*	35%i	41%hi	*28%*	36%i	33%i	*27%*	*17%*	*37%*	*31%*	*31%*	*29%*
WOULDN'T PAY		429	209	220	34	60	74	78	65	62	57	86	140	88	115
		61%	*64%*	*57%*	*47%*	*54%*	64%c	*55%*	65%c	63%c	80%cdefgh	*56%*	*61%*	*60%*	*65%*
Av Score		**2.356**	**2.203**	**2.487a**	**2.653i**	**2.622i**	**2.261i**	**2.530i**	**2.291i**	**2.214i**	**1.737**	**2.541**	**2.358**	**2.318**	**2.227**
Standard Deviation		**1.559**	**1.487**	**1.608**	**1.488**	**1.628**	**1.521**	**1.637**	**1.615**	**1.451**	**1.307**	**1.588**	**1.558**	**1.536**	**1.552**
Error Variance		**0.003**	**0.007**	**0.007**	**0.035**	**0.028**	**0.024**	**0.022**	**0.028**	**0.015**	**0.017**	**0.018**	**0.013**	**0.015**	**0.010**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base		709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
I definitely would	(5)	101	62	23	16	54	47	42	59	23	50	19	9	-	15	28	27	23	8
		14%	*15%*	*14%*	*13%*	*14%*	*14%*	19%g	*12%*	*14%*	*14%*	*17%*	*17%*	-	*10%*	*12%*	21%m	*16%*	*12%*
I probably would	(4)	124	68	34	22	64	60	39	84	29	61	14	15	4	24	39	18	31	11
		17%	*16%*	*20%*	*18%*	*17%*	*18%*	*18%*	*17%*	*18%*	*17%*	*13%*	28%j	*26%*	*17%*	*17%*	*14%*	*22%*	*16%*
I'm not sure	(3)	55	29	19	7	29	27	16	39	7	21	18	7	2	4	11	14	17	8
		8%	*7%*	*12%*	*6%*	*8%*	*8%*	*7%*	*8%*	*4%*	*6%*	16%hi	*13%*	*13%*	*3%*	*5%*	11%m	12%mn	12%m
I probably wouldn't	(2)	77	49	17	11	42	34	20	57	14	38	15	8	1	14	24	14	18	7
		11%	*12%*	*10%*	*8%*	*11%*	*10%*	*9%*	*12%*	*9%*	*11%*	*14%*	*15%*	*4%*	*10%*	*10%*	*11%*	*12%*	*11%*
I definitely wouldn't	(1)	353	208	74	70	184	168	101	252	92	190	46	15	10	83	125	56	55	34
		50%	*50%*	*44%*	*56%*	*49%*	*50%*	*46%*	*51%*	56%jk	53%k	*41%*	*28%*	*57%*	59%op	55%p	*43%*	*38%*	*49%*
SUMMARY CODES																			
WOULD PAY		225	129	57	38	118	107	81	143	52	111	33	24	4	39	67	45	54	19
		32%	*31%*	*34%*	*30%*	*32%*	*32%*	*37%*	*29%*	*31%*	*31%*	*29%*	*45%*	*26%*	*28%*	*30%*	*35%*	*38%*	*28%*
WOULDN'T PAY		429	257	91	81	226	203	121	309	107	228	62	23	10	97	148	69	73	42
		61%	*62%*	*54%*	*64%*	*61%*	*60%*	*55%*	*63%*	64%k	63%k	*55%*	*43%*	*61%*	69%op	65%p	*54%*	*51%*	*60%*
Av Score		**2.356**	**2.340**	**2.488**	**2.238**	**2.360**	**2.353**	**2.549**	**2.271**	**2.255**	**2.288**	**2.503**	**2.910** hi	**2.075**	**2.098**	**2.218**	**2.587** m	**2.645** mn	**2.306**
Standard Deviation		**1.559**	**1.565**	**1.542**	**1.561**	**1.561**	**1.559**	**1.643**	**1.514**	**1.580**	**1.562**	**1.534**	**1.494**	**1.353**	**1.501**	**1.539**	**1.634**	**1.548**	**1.510**
Error Variance		**0.003**	**0.006**	**0.015**	**0.016**	**0.008**	**0.006**	**0.014**	**0.004**	**0.013**	**0.007**	**0.023**	**0.051**	**0.114**	**0.013**	**0.010**	**0.023**	**0.021**	**0.036**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base		709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
I definitely would	(5)	101	80	21	83	9	5	4	2	15	1	11	10	9	11	15	9	5	9	4
		14%	*14%*	*13%*	*14%*	*19%*	*13%*	*22%*	*7%*	19%i	*2%*	22%i	19%i	*11%*	15%i	*12%*	*14%*	*13%*	19%i	22%i
I probably would	(4)	124	95	29	97	14	9	4	4	8	9	13	4	18	8	20	13	9	14	4
		17%	*17%*	*18%*	*16%*	*27%*	*22%*	*22%*	*12%*	*11%*	*17%*	26%hk	*8%*	22%k	*11%*	*17%*	*20%*	*22%*	27%hkm	22%k
I'm not sure	(3)	55	46	9	55	1	-	*	2	9	8	5	1	10	7	9	4	-	1	*
		8%	*8%*	*6%*	*9%*	*1%*	-	*1%*	*8%*	12%kpq	15%kpqr	*10%*	*2%*	13%kpq	*9%*	*7%*	*6%*	-	*1%*	*1%*
I probably wouldn't	(2)	77	63	13	60	4	11	2	3	6	4	3	5	5	6	18	9	11	4	2
		11%	*11%*	*8%*	*10%*	*8%*	28%cd	*10%*	*10%*	*8%*	*8%*	*5%*	*9%*	*7%*	*9%*	*14%*	*15%*	28%hijklmq	*8%*	*10%*
I definitely wouldn't	(1)	353	269	84	308	23	14	8	19	38	30	18	33	38	43	61	28	14	23	8
		50%	*49%*	*54%*	*51%*	*45%*	*37%*	*45%*	*63%*	*50%*	*57%*	*37%*	63%jp	*47%*	*57%*	*49%*	*46%*	*37%*	*45%*	*45%*
SUMMARY CODES																				
WOULD PAY		225	175	49	180	23	14	8	6	23	10	24	14	27	19	36	21	14	23	8
		32%	*32%*	*32%*	*30%*	46%c	*35%*	*44%*	*19%*	*30%*	*20%*	48%ikmn	*26%*	*33%*	*26%*	*29%*	*34%*	*35%*	46%im	44%i
WOULDN'T PAY		429	332	97	367	27	25	10	23	44	34	21	37	43	49	78	38	25	27	10
		61%	*60%*	*62%*	*61%*	*53%*	*65%*	*55%*	*73%*	*58%*	65%j	*42%*	72%j	*54%*	65%j	64%j	*60%*	65%j	*53%*	*55%*
Av Score		**2.356**	**2.376**	**2.288**	**2.315**	**2.668**	**2.453**	**2.666**	**1.909**	**2.419**	**2.012**	**2.913ikmn**	**2.105**	**2.436**	**2.179**	**2.282**	**2.418**	**2.453**	**2.668i**	**2.666i**
Standard Deviation		**1.559**	**1.557**	**1.570**	**1.546**	**1.683**	**1.503**	**1.750**	**1.372**	**1.633**	**1.293**	**1.649**	**1.635**	**1.527**	**1.553**	**1.511**	**1.554**	**1.503**	**1.683**	**1.750**
Error Variance		**0.003**	**0.004**	**0.015**	**0.004**	**0.056**	**0.058**	**0.067**	**0.072**	**0.033**	**0.033**	**0.057**	**0.050**	**0.032**	**0.037**	**0.020**	**0.038**	**0.058**	**0.056**	**0.067**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

			Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		713	592	713	592	-	121	298	116	330
Weighted Base		709	603	709	603	-**	106*	301	121*	320
I definitely would	(5)	101	88	101	88	-	13	55	19	38
		14%	*15%*	*14%*	*15%*	-	*12%*	18%h	*16%*	*12%*
I probably would	(4)	124	107	124	107	-	16	56	18	58
		17%	*18%*	*17%*	*18%*	-	*15%*	*19%*	*15%*	*18%*
I'm not sure	(3)	55	46	55	46	-	9	17	18	26
		8%	*8%*	*8%*	*8%*	-	*9%*	*6%*	15%fh	*8%*
I probably wouldn't	(2)	77	64	77	64	-	13	25	14	40
		11%	*11%*	*11%*	*11%*	-	*12%*	*8%*	*11%*	*13%*
I definitely wouldn't	(1)	353	297	353	297	-	56	148	52	158
		50%	*49%*	*50%*	*49%*	-	*52%*	*49%*	*43%*	*49%*
SUMMARY CODES										
WOULD PAY		225	195	225	195	-	29	111	37	96
		32%	*32%*	*32%*	*32%*	-	*27%*	*37%*	*31%*	*30%*
WOULDN'T PAY		429	361	429	361	-	68	173	66	198
		61%	*60%*	*61%*	*60%*	-	*64%*	*57%*	*54%*	*62%*
Av Score		**2.356**	**2.378**	**2.356**	**2.378**	**-**	**2.232**	**2.487**	**2.486**	**2.305**
Standard Deviation		**1.559**	**1.568**	**1.559**	**1.568**	**-**	**1.506**	**1.645**	**1.542**	**1.510**
Error Variance		**0.003**	**0.004**	**0.003**	**0.004**	**-**	**0.019**	**0.009**	**0.020**	**0.007**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base		709	319	265	263	44*	461	275	688	599	597	239	392	604	356
I definitely would	(5)	101	56	30	29	3	76	31	101	93	93	36	67	94	59
		14%	18%cf	*11%*	*11%*	*8%*	*16%*	*11%*	*15%*	*15%*	*16%*	*15%*	*17%*	*16%*	*17%*
I probably would	(4)	124	62	47	47	9	79	50	121	104	103	49	73	105	64
		17%	*20%*	*18%*	*18%*	*21%*	*17%*	*18%*	*18%*	*17%*	*17%*	*20%*	*19%*	*17%*	*18%*
I'm not sure	(3)	55	20	23	23	1	37	25	54	50	50	20	32	50	28
		8%	*6%*	*9%*	*9%*	*3%*	*8%*	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*
I probably wouldn't	(2)	77	26	39	39	3	41	39	71	66	65	28	45	67	41
		11%	*8%*	15%ae	15%ae	*6%*	*9%*	14%a	*10%*	*11%*	*11%*	*12%*	*11%*	*11%*	*12%*
I definitely wouldn't	(1)	353	154	127	126	28	228	131	340	286	286	106	176	288	164
		50%	*48%*	*48%*	*48%*	*63%*	*49%*	*48%*	*49%*	*48%*	*48%*	*44%*	*45%*	*48%*	*46%*
SUMMARY CODES															
WOULD PAY		225	119	77	76	13	155	81	222	197	196	85	140	199	123
		32%	*37%*	*29%*	*29%*	*29%*	*34%*	*29%*	*32%*	*33%*	*33%*	*36%*	*36%*	*33%*	*35%*
WOULDN'T PAY		429	181	166	164	31	269	169	411	352	351	134	220	355	205
		61%	*56%*	*62%*	*62%*	*69%*	*58%*	*62%*	*60%*	*59%*	*59%*	*56%*	*56%*	*59%*	*58%*
Av Score		**2.356**	**2.499**	**2.301**	**2.301**	**2.048**	**2.425**	**2.315**	**2.377**	**2.419**	**2.416**	**2.502**	**2.518**	**2.420**	**2.476**
Standard Deviation		**1.559**	**1.633**	**1.487**	**1.484**	**1.495**	**1.603**	**1.486**	**1.569**	**1.574**	**1.575**	**1.570**	**1.599**	**1.576**	**1.592**
Error Variance		**0.003**	**0.008**	**0.008**	**0.008**	**0.056**	**0.006**	**0.008**	**0.004**	**0.004**	**0.004**	**0.011**	**0.007**	**0.004**	**0.008**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_01 If you could stop all unwanted calls to your home landline phone by paying 50p per month, how likely would you be to do so?
Base: All who have landline phone

			Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base		709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
I definitely would	(5)	101	91	76	60	53	46	19	84	67	51	71	60	31	4	2	2
		14%	*17%*	*16%*	*20%*	*17%*	*16%*	*20%*	*18%*	*17%*	*21%*	*18%*	*17%*	*21%*	*47%*	*31%*	*71%*
I probably would	(4)	124	106	93	53	62	61	11	88	71	44	68	60	23	3	2	1
		17%	*20%*	*20%*	*18%*	*20%*	*22%*	*12%*	*19%*	*19%*	*18%*	*17%*	*17%*	*15%*	*31%*	*33%*	*29%*
I'm not sure	(3)	55	37	35	17	22	20	7	32	29	15	31	29	11	-	-	-
		8%	*7%*	*7%*	*6%*	*7%*	*7%*	*8%*	*7%*	*8%*	*6%*	*8%*	*8%*	*7%*	-	-	-
I probably wouldn't	(2)	77	56	54	30	33	29	7	47	41	23	46	44	16	-	-	-
		11%	*10%*	*11%*	*10%*	*11%*	*10%*	*8%*	*10%*	*11%*	*10%*	*11%*	*12%*	*10%*	-	-	-
I definitely wouldn't	(1)	353	246	217	134	141	127	48	212	176	110	186	166	71	2	2	-
		50%	*46%*	*46%*	*45%*	*45%*	*45%*	*52%*	*46%*	*46%*	*45%*	*46%*	*46%*	*47%*	*22%*	*36%*	-
SUMMARY CODES																	
WOULD PAY		225	197	169	113	115	107	30	172	139	96	138	120	54	7	3	3
		32%	*37%*	*36%*	*38%*	*37%*	*38%*	*32%*	*37%*	*36%*	*39%*	*35%*	*33%*	*36%*	*78%*	*64%*	*100%*
WOULDN'T PAY		429	302	271	164	174	156	55	258	217	134	232	210	86	2	2	-
		61%	*56%*	*57%*	*56%*	*56%*	*55%*	*60%*	*56%*	*56%*	*55%*	*58%*	*59%*	*57%*	*22%*	*36%*	-
Av Score		**2.356**	**2.513**	**2.489**	**2.577**	**2.532**	**2.539**	**2.406**	**2.537**	**2.514**	**2.603**	**2.479**	**2.450**	**2.519**	**3.797**	**3.219**	**4.715**
Standard Deviation		**1.559**	**1.607**	**1.587**	**1.657**	**1.608**	**1.600**	**1.662**	**1.627**	**1.608**	**1.667**	**1.606**	**1.584**	**1.655**	**1.655**	**1.906**	**0.536**
Error Variance		**0.003**	**0.005**	**0.005**	**0.010**	**0.008**	**0.009**	**0.034**	**0.006**	**0.007**	**0.012**	**0.007**	**0.007**	**0.020**	**0.342**	**0.727**	**0.096**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base		709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
I definitely would	(5)	29	12	16	3	4	1	11	5	3	1	7	10	6	5
		4%	*4%*	*4%*	*4%*	*4%*	*1%*	8%e	*5%*	*3%*	*2%*	*5%*	*5%*	*4%*	*3%*
I probably would	(4)	76	32	45	5	22	19	11	10	8	1	21	23	15	17
		11%	*10%*	*12%*	*7%*	20%cfhi	17%i	*8%*	10%i	*8%*	*2%*	*13%*	*10%*	*10%*	*10%*
I'm not sure	(3)	63	31	32	15	7	11	11	3	9	6	16	16	14	17
		9%	*10%*	*8%*	21%dfgi	*6%*	*10%*	*8%*	*3%*	*10%*	*8%*	*10%*	*7%*	*10%*	*9%*
I probably wouldn't	(2)	108	47	62	13	15	14	25	18	16	8	28	35	22	23
		15%	*14%*	*16%*	*17%*	*14%*	*12%*	*17%*	*18%*	*16%*	*11%*	*18%*	*15%*	*15%*	*13%*
I definitely wouldn't	(1)	433	204	229	37	62	70	84	63	62	55	82	144	90	117
		61%	*63%*	*60%*	*50%*	*56%*	*61%*	*59%*	*64%*	*63%*	77%cdefh	*53%*	*63%*	*61%*	65%j
SUMMARY CODES															
WOULD PAY		105	44	61	9	26	20	22	15	11	3	28	34	21	22
		15%	*13%*	*16%*	*12%*	24%hi	17%i	16%i	15%i	*11%*	*4%*	*18%*	*15%*	*15%*	*12%*
WOULDN'T PAY		541	251	290	49	77	84	109	81	78	63	110	180	111	140
		76%	*77%*	*76%*	*67%*	*70%*	*73%*	*77%*	*82%*	*79%*	88%cde	*71%*	*78%*	*76%*	*78%*
Av Score		**1.815**	**1.776**	**1.848**	**1.991i**	**2.016i**	**1.837i**	**1.872i**	**1.736**	**1.722i**	**1.411**	**1.983**	**1.778**	**1.821**	**1.714**
Standard Deviation		**1.209**	**1.184**	**1.230**	**1.191**	**1.336**	**1.183**	**1.296**	**1.201**	**1.133**	**0.881**	**1.269**	**1.213**	**1.212**	**1.141**
Error Variance		**0.002**	**0.004**	**0.004**	**0.022**	**0.019**	**0.014**	**0.014**	**0.016**	**0.009**	**0.008**	**0.012**	**0.008**	**0.010**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base		709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
I definitely would	(5)	29	21	3	4	17	12	11	17	6	15	2	6	-	4	8	4	9	3
		4%	*5%*	*2%*	*3%*	*5%*	*3%*	*5%*	*4%*	*3%*	*4%*	*2%*	11%j	-	*3%*	*4%*	*3%*	*6%*	*5%*
I probably would	(4)	76	40	22	14	46	31	32	44	21	36	14	3	3	13	24	18	16	6
		11%	*10%*	*13%*	*11%*	*12%*	*9%*	15%g	*9%*	*13%*	*10%*	*12%*	*6%*	*15%*	*9%*	*11%*	*14%*	*11%*	*9%*
I'm not sure	(3)	63	39	18	7	35	29	16	47	7	28	19	6	2	7	15	17	16	9
		9%	*9%*	*11%*	*5%*	*9%*	*8%*	*7%*	*10%*	*4%*	*8%*	17%hi	*12%*	*13%*	*5%*	*6%*	13%m	*11%*	*13%*
I probably wouldn't	(2)	108	67	24	17	54	54	37	71	16	58	21	13	1	12	37	23	26	10
		15%	*16%*	*14%*	*13%*	*15%*	*16%*	*17%*	*14%*	*10%*	*16%*	*18%*	24%h	*4%*	*8%*	16%m	18%m	18%m	*15%*
I definitely wouldn't	(1)	433	249	100	84	221	211	121	312	116	223	56	26	11	104	143	67	78	41
		61%	*60%*	*60%*	*66%*	*59%*	*63%*	*56%*	*63%*	70%jk	*62%*	*50%*	*49%*	*67%*	74%no pq	*63%*	*52%*	*54%*	*59%*
SUMMARY CODES																			
WOULD PAY		105	61	25	19	63	42	44	61	27	51	16	9	3	17	32	22	25	10
		15%	*15%*	*15%*	*15%*	*17%*	*13%*	20%g	*12%*	*16%*	*14%*	*14%*	*16%*	*15%*	*12%*	*14%*	*17%*	*17%*	*14%*
WOULDN'T PAY		541	316	124	101	276	265	158	383	132	281	77	39	12	116	180	90	103	51
		76%	*76%*	*74%*	*80%*	*74%*	*79%*	*73%*	*78%*	*79%*	*78%*	*69%*	*72%*	*71%*	83%op	*79%*	*70%*	*72%*	*74%*
Av Score		**1.815**	**1.839**	**1.825**	**1.722**	**1.879**	**1.744**	**1.972** g	**1.746**	**1.707**	**1.781**	**1.975**	**2.056**	**1.765**	**1.574**	**1.756**	**1.978** m	**1.976** n	**1.859**
Standard Deviation		**1.209**	**1.230**	**1.174**	**1.191**	**1.255**	**1.154**	**1.303**	**1.159**	**1.217**	**1.194**	**1.167**	**1.343**	**1.204**	**1.111**	**1.180**	**1.226**	**1.292**	**1.222**
Error Variance		**0.002**	**0.004**	**0.009**	**0.010**	**0.005**	**0.003**	**0.009**	**0.003**	**0.008**	**0.004**	**0.013**	**0.041**	**0.091**	**0.007**	**0.006**	**0.013**	**0.014**	**0.024**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base		709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
I definitely would	(5)	29	27	2	23	2	2	2	1	3	-	3	2	1	3	6	4	2	2	2
		4%	*5%*	*1%*	*4%*	*4%*	*4%*	*10%*	*4%*	*4%*	-	*6%*	*3%*	*1%*	*4%*	*5%*	*7%*	*4%*	*4%*	10%il
I probably would	(4)	76	62	14	55	15	4	2	1	8	2	8	2	6	7	14	6	4	15	2
		11%	*11%*	*9%*	*9%*	30%ce	*11%*	*13%*	*4%*	*11%*	*4%*	*16%*	*4%*	*8%*	*9%*	*11%*	*10%*	*11%*	30%hiklm nop	*13%*
I'm not sure	(3)	63	48	15	60	1	1	1	-	11	7	7	1	10	7	11	7	1	1	1
		9%	*9%*	*10%*	*10%*	*1%*	*3%*	*6%*	-	15%kq	13%kq	14%kq	*2%*	13%kq	*9%*	*9%*	*11%*	*3%*	*1%*	*6%*
I probably wouldn't	(2)	108	78	30	89	7	11	1	3	8	8	8	8	20	8	18	7	11	7	1
		15%	*14%*	*19%*	*15%*	*15%*	29%cf	*5%*	*9%*	*10%*	*15%*	*16%*	*16%*	25%hr	*11%*	*15%*	*11%*	29%hmor	*15%*	*5%*
I definitely wouldn't	(1)	433	338	94	375	26	21	11	26	46	36	24	39	43	50	73	38	21	26	11
		61%	*61%*	*61%*	*62%*	*50%*	*54%*	*66%*	*83%*	*60%*	*69%*	*48%*	75%jlpq	*53%*	*67%*	*60%*	*61%*	*54%*	*50%*	*66%*
SUMMARY CODES																				
WOULD PAY		105	89	16	78	17	6	4	2	11	2	11	4	7	10	20	10	6	17	4
		15%	*16%*	*10%*	*13%*	34%c	*15%*	*23%*	*7%*	*15%*	*4%*	22%ik	*7%*	*9%*	*13%*	17%i	16%i	*15%*	34%hiklm n	23%ikl
WOULDN'T PAY		541	417	124	463	33	32	12	29	53	44	32	47	63	59	92	45	32	33	12
		76%	*75%*	*80%*	*77%*	*65%*	*82%*	*71%*	*93%*	*70%*	84%j	*64%*	91%hjno qr	*78%*	*78%*	*75%*	*72%*	*82%*	*65%*	*71%*
Av Score		**1.815**	**1.843**	**1.715**	**1.776**	**2.224c**	**1.827**	**1.952**	**1.347**	**1.888k**	**1.511**	**2.159ik**	**1.440**	**1.793**	**1.723**	**1.873k**	**1.899**	**1.827**	**2.224ik**	**1.952k**
Standard Deviation		**1.209**	**1.249**	**1.054**	**1.178**	**1.436**	**1.172**	**1.493**	**0.951**	**1.245**	**0.859**	**1.343**	**0.962**	**1.029**	**1.193**	**1.268**	**1.313**	**1.172**	**1.436**	**1.493**
Error Variance		**0.002**	**0.003**	**0.007**	**0.002**	**0.040**	**0.035**	**0.048**	**0.035**	**0.019**	**0.014**	**0.038**	**0.017**	**0.014**	**0.022**	**0.014**	**0.027**	**0.035**	**0.040**	**0.048**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

			Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		713	592	713	592	-	121	298	116	330
Weighted Base		709	603	709	603	-**	106*	301	121*	320
I definitely would	(5)	29	26	29	26	-	3	17	9	10
		4%	*4%*	*4%*	*4%*	-	*3%*	*6%*	*7%*	*3%*
I probably would	(4)	76	69	76	69	-	7	44	10	28
		11%	*11%*	*11%*	*11%*	-	*7%*	14%h	*8%*	*9%*
I'm not sure	(3)	63	46	63	46	-	18	22	13	33
		9%	*8%*	*9%*	*8%*	-	16%abc	*7%*	*11%*	*10%*
I probably wouldn't	(2)	108	92	108	92	-	16	43	19	50
		15%	*15%*	*15%*	*15%*	-	*15%*	*14%*	*16%*	*16%*
I definitely wouldn't	(1)	433	371	433	371	-	62	176	70	200
		61%	*62%*	*61%*	*62%*	-	*58%*	*58%*	*58%*	*62%*
SUMMARY CODES										
WOULD PAY		105	94	105	94	-	11	60	19	38
		15%	*16%*	*15%*	*16%*	-	*10%*	20%h	*15%*	*12%*
WOULDN'T PAY		541	462	541	462	-	78	219	89	250
		76%	*77%*	*76%*	*77%*	-	*74%*	*73%*	*74%*	*78%*
Av Score		**1.815**	**1.816**	**1.815**	**1.816**	**-**	**1.806**	**1.946**	**1.915**	**1.746**
Standard Deviation		**1.209**	**1.224**	**1.209**	**1.224**	**-**	**1.124**	**1.320**	**1.296**	**1.136**
Error Variance		**0.002**	**0.003**	**0.002**	**0.003**	**-**	**0.010**	**0.006**	**0.014**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base		709	319	265	263	44*	461	275	688	599	597	239	392	604	356
I definitely would	(5)	29	18	7	7	2	26	8	29	28	28	13	21	28	16
		4%	*6%*	*3%*	*3%*	*4%*	*6%*	*3%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*
I probably would	(4)	76	45	25	25	2	56	25	75	67	67	28	54	69	50
		11%	*14%*	*9%*	*10%*	*5%*	*12%*	*9%*	*11%*	*11%*	*11%*	*12%*	*14%*	*11%*	*14%*
I'm not sure	(3)	63	25	27	27	4	38	30	62	53	53	20	34	53	30
		9%	*8%*	*10%*	*10%*	*10%*	*8%*	*11%*	*9%*	*9%*	*9%*	*8%*	*9%*	*9%*	*8%*
I probably wouldn't	(2)	108	45	45	44	4	65	45	103	94	93	46	62	95	60
		15%	*14%*	*17%*	*17%*	*9%*	*14%*	*16%*	*15%*	*16%*	*16%*	*19%*	*16%*	*16%*	*17%*
I definitely wouldn't	(1)	433	186	161	160	32	276	167	420	357	356	132	221	360	200
		61%	*58%*	*61%*	*61%*	*72%*	*60%*	*61%*	*61%*	*60%*	*60%*	*55%*	*57%*	*60%*	*56%*
SUMMARY CODES															
WOULD PAY		105	62	33	33	4	82	33	103	95	95	41	75	96	66
		15%	20%bcf	*12%*	*12%*	*9%*	*18%*	*12%*	*15%*	*16%*	*16%*	*17%*	*19%*	*16%*	*19%*
WOULDN'T PAY		541	232	205	204	36	341	212	523	451	449	178	283	455	260
		76%	*73%*	*77%*	*77%*	*81%*	*74%*	*77%*	*76%*	*75%*	*75%*	*75%*	*72%*	*75%*	*73%*
Av Score		**1.815**	**1.942**	**1.770**	**1.773**	**1.609**	**1.897**	**1.774**	**1.821**	**1.856**	**1.858**	**1.922**	**1.958**	**1.858**	**1.941**
Standard Deviation		**1.209**	**1.313**	**1.138**	**1.140**	**1.127**	**1.291**	**1.141**	**1.217**	**1.238**	**1.240**	**1.257**	**1.299**	**1.239**	**1.272**
Error Variance		**0.002**	**0.005**	**0.005**	**0.005**	**0.032**	**0.004**	**0.005**	**0.002**	**0.003**	**0.003**	**0.007**	**0.005**	**0.003**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_02 If you could stop all unwanted calls to your home landline phone by paying £2 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
			Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base		709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
I definitely would	(5)	29	26	24	16	16	14	6	26	22	16	21	19	9	-	-	-
		4%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*6%*	*5%*	*5%*	*6%*	-	-	-
I probably would	(4)	76	66	52	44	37	33	13	54	39	32	51	40	24	1	-	1
		11%	*12%*	*11%*	*15%*	*12%*	*12%*	*14%*	*12%*	*10%*	*13%*	*13%*	*11%*	*16%*	*14%*	-	*36%*
I'm not sure	(3)	63	49	46	21	31	29	9	40	38	19	36	36	7	1	-	1
		9%	*9%*	*10%*	*7%*	*10%*	*10%*	*9%*	*9%*	*10%*	*8%*	*9%*	*10%*	*5%*	*11%*	-	*29%*
I probably wouldn't	(2)	108	78	74	47	48	46	9	69	61	40	62	58	19	2	2	-
		15%	*15%*	*16%*	*16%*	*15%*	*16%*	*10%*	*15%*	*16%*	*16%*	*16%*	*16%*	*13%*	*19%*	*31%*	-
I definitely wouldn't	(1)	433	317	280	167	179	160	56	273	226	138	230	205	91	5	4	1
		61%	*59%*	*59%*	*57%*	*57%*	*57%*	*61%*	*59%*	*59%*	*56%*	*57%*	*57%*	*60%*	*56%*	*69%*	*36%*
SUMMARY CODES																	
WOULD PAY		105	92	76	60	53	47	19	80	60	47	72	60	33	1	-	1
		15%	*17%*	*16%*	*20%*	*17%*	*17%*	*20%*	*17%*	*16%*	*19%*	*18%*	*17%*	*22%*	*14%*	-	*36%*
WOULDN'T PAY		541	395	354	214	227	207	65	342	287	178	292	263	110	7	5	1
		76%	*74%*	*74%*	*73%*	*73%*	*73%*	*70%*	*74%*	*74%*	*73%*	*73%*	*73%*	*73%*	*75%*	*100%*	*36%*
Av Score		**1.815**	**1.894**	**1.877**	**1.963**	**1.916**	**1.913**	**1.957**	**1.897**	**1.881**	**1.967**	**1.927**	**1.914**	**1.949**	**1.824**	**1.309**	**2.640**
Standard Deviation		**1.209**	**1.268**	**1.250**	**1.310**	**1.267**	**1.253**	**1.361**	**1.281**	**1.258**	**1.321**	**1.282**	**1.265**	**1.362**	**1.159**	**0.511**	**1.529**
Error Variance		**0.002**	**0.003**	**0.003**	**0.006**	**0.005**	**0.006**	**0.023**	**0.004**	**0.004**	**0.008**	**0.004**	**0.005**	**0.014**	**0.168**	**0.052**	**0.779**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base		709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
I definitely would	(5)	10	3	7	2	2	-	2	2	2	*	3	5	1	1
		1%	*1%*	*2%*	*3%*	*1%*	-	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*
I probably would	(4)	24	10	14	2	6	6	5	3	2	1	6	9	6	3
		3%	*3%*	*4%*	*2%*	*5%*	*5%*	*3%*	*3%*	*2%*	*2%*	*4%*	*4%*	*4%*	*2%*
I'm not sure	(3)	52	26	26	10	7	8	11	5	7	3	16	15	10	11
		7%	*8%*	*7%*	14%i	*7%*	*7%*	*8%*	*5%*	*7%*	*4%*	*10%*	*7%*	*7%*	*6%*
I probably wouldn't	(2)	107	43	64	16	21	20	19	11	14	7	28	33	24	23
		15%	*13%*	*17%*	*22%*	*19%*	*17%*	*13%*	*11%*	*14%*	*10%*	*18%*	*14%*	*16%*	*13%*
I definitely wouldn't	(1)	515	244	271	43	75	81	105	78	73	60	102	167	106	141
		73%	*75%*	*71%*	*58%*	*68%*	*70%*	74%c	79%c	75%c	84%cde	*66%*	*73%*	*72%*	79%j
SUMMARY CODES															
WOULD PAY		34	13	22	4	8	6	7	5	4	2	9	14	8	4
		5%	*4%*	*6%*	*5%*	*7%*	*5%*	*5%*	*5%*	*4%*	*2%*	*6%*	*6%*	*5%*	*2%*
WOULDN'T PAY		622	287	335	59	95	101	124	89	87	67	129	200	130	163
		88%	*88%*	*87%*	*81%*	*87%*	*87%*	*88%*	*90%*	*89%*	94%c	*84%*	*87%*	*88%*	92%j
Av Score		**1.458**	**1.417**	**1.493**	**1.691i**	**1.539i**	**1.477**	**1.443**	**1.379**	**1.422**	**1.255**	**1.577m**	**1.479**	**1.463**	**1.325**
Standard Deviation		**0.880**	**0.832**	**0.919**	**0.999**	**0.942**	**0.850**	**0.885**	**0.874**	**0.862**	**0.668**	**0.956**	**0.940**	**0.866**	**0.720**
Error Variance		**0.001**	**0.002**	**0.002**	**0.016**	**0.009**	**0.007**	**0.007**	**0.008**	**0.005**	**0.004**	**0.007**	**0.005**	**0.005**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base		709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
I definitely would	(5)	10	5	3	3	5	6	4	7	4	5	-	1	-	2	5	-	3	-
		1%	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	-	*2%*	-	*2%*	*2%*	-	*2%*	-
I probably would	(4)	24	16	5	3	18	6	9	15	4	15	4	1	-	4	6	9	5	1
		3%	*4%*	*3%*	*2%*	*5%e*	*2%*	*4%*	*3%*	*2%*	*4%*	*4%*	*3%*	-	*3%*	*2%*	*7%*	*3%*	*2%*
I'm not sure	(3)	52	30	19	4	29	24	12	40	7	20	17	6	2	5	12	14	11	10
		7%	*7%*	*11%c*	*3%*	*8%*	*7%*	*6%*	*8%*	*4%*	*6%*	*15%hi*	*11%*	*13%*	*4%*	*5%*	*11%m*	*7%*	*15%mn*
I probably wouldn't	(2)	107	63	29	16	54	53	41	66	19	55	18	14	1	13	31	25	27	11
		15%	*15%*	*17%*	*12%*	*15%*	*16%*	*19%*	*13%*	*12%*	*15%*	*16%*	*26%h*	*4%*	*9%*	*14%*	*19%m*	*18%m*	*17%*
I definitely wouldn't	(1)	515	302	113	101	267	248	152	364	132	266	73	31	14	116	173	81	99	46
		73%	*73%*	*67%*	*80%b*	*72%*	*74%*	*70%*	*74%*	*79%jk*	*74%k*	*65%*	*58%*	*83%*	*83%opq*	*76%o*	*63%*	*69%*	*67%*
SUMMARY CODES																			
WOULD PAY		34	21	8	6	23	12	12	22	8	19	4	3	-	6	11	9	8	1
		5%	*5%*	*5%*	*5%*	*6%*	*3%*	*6%*	*4%*	*5%*	*5%*	*4%*	*5%*	-	*4%*	*5%*	*7%*	*5%*	*2%*
WOULDN'T PAY		622	365	141	116	321	301	193	430	151	321	91	45	15	129	204	106	125	58
		88%	*88%*	*84%*	*92%*	*86%*	*90%*	*89%*	*87%*	*91%j*	*89%j*	*81%*	*84%*	*87%*	*92%o*	*90%*	*82%*	*87%*	*83%*
Av Score		**1.458**	**1.455**	**1.547**	**1.350**	**1.495**	**1.418**	**1.490**	**1.444**	**1.370**	**1.437**	**1.585**	**1.658**	**1.305**	**1.316**	**1.408**	**1.610m**	**1.515**	**1.514**
Standard Deviation		**0.880**	**0.873**	**0.924**	**0.840**	**0.921**	**0.832**	**0.898**	**0.873**	**0.876**	**0.870**	**0.888**	**0.959**	**0.711**	**0.814**	**0.874**	**0.931**	**0.922**	**0.812**
Error Variance		**0.001**	**0.002**	**0.005**	**0.005**	**0.003**	**0.002**	**0.004**	**0.001**	**0.004**	**0.002**	**0.008**	**0.021**	**0.032**	**0.004**	**0.003**	**0.007**	**0.007**	**0.010**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base		709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
I definitely would	(5)	10	10	-	10	-	-	*	-	-	-	2	-	-	2	4	2	-	-	*
		1%	*2%*	-	*2%*	-	-	*2%*	-	-	-	*4%*	-	-	*2%*	*4%*	*4%*	-	-	*2%*
I probably would	(4)	24	23	1	18	5	1	*	1	1	1	-	2	1	5	7	-	1	5	*
		3%	4%b	*1%*	*3%*	9%c	*3%*	*1%*	*4%*	*1%*	*2%*	-	*3%*	*1%*	*6%*	*6%*	-	*3%*	9%hjlo	*1%*
I'm not sure	(3)	52	39	13	47	2	3	1	1	9	6	5	1	6	7	8	3	3	2	1
		7%	*7%*	*9%*	*8%*	*4%*	*7%*	*6%*	*4%*	12%k	*11%*	*10%*	*2%*	*8%*	*10%*	*6%*	*5%*	*7%*	*4%*	*6%*
I probably wouldn't	(2)	107	84	23	88	9	8	2	3	11	6	9	9	16	6	19	11	8	9	2
		15%	*15%*	*14%*	*15%*	*18%*	*20%*	*11%*	*8%*	*14%*	*11%*	*18%*	*17%*	*20%*	*7%*	*16%*	*17%*	*20%*	*18%*	*11%*
I definitely wouldn't	(1)	515	396	119	439	35	27	14	26	55	40	34	41	57	56	84	46	27	35	14
		73%	*72%*	*76%*	*73%*	*70%*	*70%*	*81%*	*84%*	*73%*	*76%*	*68%*	*78%*	*71%*	*75%*	*68%*	*74%*	*70%*	*70%*	*81%*
SUMMARY CODES																				
WOULD PAY		34	33	1	28	5	1	*	1	1	1	2	2	1	6	12	2	1	5	*
		5%	6%b	*1%*	*5%*	*9%*	*3%*	*3%*	*4%*	*1%*	*2%*	*4%*	*3%*	*1%*	*8%*	10%hl	*4%*	*3%*	9%hl	*3%*
WOULDN'T PAY		622	481	142	527	44	35	16	29	66	45	43	49	73	62	103	57	35	44	16
		88%	*87%*	*91%*	*88%*	*87%*	*90%*	*91%*	*93%*	*87%*	*86%*	*86%*	95%m	*91%*	*82%*	*84%*	*91%*	*90%*	*87%*	*91%*
Av Score		**1.458**	**1.494**	**1.334**	**1.458**	**1.525**	**1.431**	**1.323**	**1.264**	**1.417**	**1.405**	**1.540**	**1.298**	**1.388**	**1.539**	**1.608**	**1.420**	**1.431**	**1.525**	**1.323**
Standard Deviation		**0.880**	**0.931**	**0.658**	**0.886**	**0.946**	**0.763**	**0.794**	**0.706**	**0.747**	**0.790**	**0.966**	**0.665**	**0.685**	**1.042**	**1.078**	**0.885**	**0.763**	**0.946**	**0.794**
Error Variance		**0.001**	**0.002**	**0.003**	**0.001**	**0.018**	**0.015**	**0.014**	**0.019**	**0.007**	**0.012**	**0.019**	**0.008**	**0.006**	**0.016**	**0.010**	**0.012**	**0.015**	**0.018**	**0.014**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
			Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		713	592	713	592	-	121	298	116	330
Weighted Base		709	603	709	603	-**	106*	301	121*	320
I definitely would	(5)	10	8	10	8	-	2	6	4	4
		1%	*1%*	*1%*	*1%*	-	*2%*	*2%*	*3%*	*1%*
I probably would	(4)	24	18	24	18	-	6	15	6	5
		3%	*3%*	*3%*	*3%*	-	*5%*	*5%h*	*5%*	*1%*
I'm not sure	(3)	52	47	52	47	-	6	19	11	29
		7%	*8%*	*7%*	*8%*	-	*5%*	*6%*	*9%*	*9%*
I probably wouldn't	(2)	107	88	107	88	-	19	48	16	51
		15%	*15%*	*15%*	*15%*	-	*18%*	*16%*	*13%*	*16%*
I definitely wouldn't	(1)	515	441	515	441	-	74	214	84	232
		73%	*73%*	*73%*	*73%*	-	*70%*	*71%*	*70%*	*72%*
SUMMARY CODES										
WOULD PAY		34	27	34	27	-	8	21	10	9
		5%	*4%*	*5%*	*4%*	-	*7%*	*7%h*	*8%h*	*3%*
WOULDN'T PAY		622	529	622	529	-	93	262	100	283
		88%	*88%*	*88%*	*88%*	-	*87%*	*87%*	*83%*	*88%*
Av Score		**1.458**	**1.447**	**1.458**	**1.447**	**-**	**1.520**	**1.510**	**1.590**	**1.431**
Standard Deviation		**0.880**	**0.867**	**0.880**	**0.867**	**-**	**0.955**	**0.953**	**1.058**	**0.814**
Error Variance		**0.001**	**0.001**	**0.001**	**0.001**	**-**	**0.008**	**0.003**	**0.010**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base		709	319	265	263	44*	461	275	688	599	597	239	392	604	356
I definitely would	(5)	10	6	4	4	*	10	4	10	10	10	4	6	10	6
		1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
I probably would	(4)	24	15	4	4	-	19	4	23	21	21	10	17	21	15
		3%	*5%f*	*2%*	*2%*	-	*4%*	*1%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
I'm not sure	(3)	52	21	25	25	3	32	26	52	49	49	20	32	49	30
		7%	*7%*	*9%*	*9%*	*6%*	*7%*	*10%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*
I probably wouldn't	(2)	107	51	46	46	4	67	46	102	94	93	38	66	94	61
		15%	*16%*	*17%*	*17%*	*8%*	*14%*	*17%*	*15%*	*16%*	*16%*	*16%*	*17%*	*16%*	*17%*
I definitely wouldn't	(1)	515	227	187	185	38	333	195	501	425	424	167	270	430	244
		73%	*71%*	*70%*	*70%*	*85%*	*72%*	*71%*	*73%*	*71%*	*71%*	*70%*	*69%*	*71%*	*68%*
SUMMARY CODES															
WOULD PAY		34	21	8	8	*	29	8	33	31	31	14	23	31	21
		5%	*6%*	*3%*	*3%*	*1%*	*6%f*	*3%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*
WOULDN'T PAY		622	278	233	231	41	400	241	602	519	517	205	336	524	305
		88%	*87%*	*88%*	*88%*	*93%*	*87%*	*88%*	*88%*	*87%*	*87%*	*86%*	*86%*	*87%*	*86%*
Av Score		**1.458**	**1.505**	**1.461**	**1.462**	**1.231**	**1.498**	**1.456**	**1.458**	**1.492**	**1.493**	**1.519**	**1.526**	**1.489**	**1.536**
Standard Deviation		**0.880**	**0.941**	**0.833**	**0.835**	**0.618**	**0.953**	**0.830**	**0.882**	**0.909**	**0.910**	**0.936**	**0.931**	**0.906**	**0.939**
Error Variance		**0.001**	**0.003**	**0.002**	**0.003**	**0.010**	**0.002**	**0.002**	**0.001**	**0.001**	**0.001**	**0.004**	**0.002**	**0.001**	**0.003**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_03 If you could stop all unwanted calls to your home landline phone by paying £5 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
			Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base		709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
I definitely would	(5)	10	10	9	7	6	5	2	10	7	7	6	6	4	-	-	-
		1%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	-	-	-
I probably would	(4)	24	19	17	9	15	14	4	17	14	8	15	15	4	-	-	-
		3%	*4%*	*4%*	*3%*	*5%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	-	-	-
I'm not sure	(3)	52	43	39	25	25	21	7	39	33	22	31	30	10	1	-	1
		7%	*8%*	*8%*	*8%*	*8%*	*8%*	*7%*	*9%*	*8%*	*9%*	*8%*	*8%*	*7%*	*14%*	-	*36%*
I probably wouldn't	(2)	107	83	74	45	53	52	11	69	58	37	67	57	22	-	-	-
		15%	*15%*	*16%*	*15%*	*17%*	*18%*	*12%*	*15%*	*15%*	*15%*	*17%*	*16%*	*15%*	-	-	-
I definitely wouldn't	(1)	515	381	337	209	213	190	69	328	274	170	281	250	110	8	5	2
		73%	*71%*	*71%*	*71%*	*68%*	*67%*	*74%*	*71%*	*71%*	*70%*	*70%*	*70%*	*73%*	*86%*	*100%*	*64%*
SUMMARY CODES																	
WOULD PAY		34	29	26	16	21	19	6	26	20	15	21	21	8	-	-	-
		5%	*5%*	*5%*	*5%*	*7%*	*7%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	-	-	-
WOULDN'T PAY		622	464	411	254	266	242	80	396	332	207	348	308	132	8	5	2
		88%	*87%*	*86%*	*86%*	*85%*	*86%*	*86%*	*86%*	*86%*	*85%*	*87%*	*86%*	*87%*	*86%*	*100%*	*64%*
Av Score		**1.458**	**1.496**	**1.499**	**1.507**	**1.549**	**1.553**	**1.482**	**1.511**	**1.495**	**1.544**	**1.498**	**1.525**	**1.480**	**1.276**	**1.000**	**1.713**
Standard Deviation		**0.880**	**0.921**	**0.922**	**0.944**	**0.965**	**0.952**	**0.967**	**0.944**	**0.916**	**0.986**	**0.908**	**0.942**	**0.942**	**0.732**	**0.000**	**1.137**
Error Variance		**0.001**	**0.002**	**0.002**	**0.003**	**0.003**	**0.003**	**0.012**	**0.002**	**0.002**	**0.004**	**0.002**	**0.003**	**0.007**	**0.067**	**0.000**	**0.431**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		713	326	387	64	96	97	120	92	141	103	139	188	154	232
Weighted Base		709	326	383	73*	110*	115*	142	99*	98	71*	154	229	147	179
I definitely would	(5)	2	2	-	1	-	-	*	-	-	*	-	-	*	1
		*	*	-	1%	-	-	*	-	-	1%	-	-	*	1%
I probably would	(4)	14	5	9	1	2	1	5	1	3	1	3	6	2	2
		2%	2%	2%	2%	1%	1%	3%	1%	3%	1%	2%	3%	2%	1%
I'm not sure	(3)	39	22	18	8	5	9	6	4	5	2	10	11	8	9
		6%	7%	5%	11%i	4%	8%	4%	4%	6%	2%	7%	5%	6%	5%
I probably wouldn't	(2)	83	40	43	13	18	13	12	10	12	5	22	23	21	17
		12%	12%	11%	18%	16%	11%	9%	10%	12%	7%	14%	10%	14%	10%
I definitely wouldn't	(1)	571	257	313	50	86	92	118	84	78	63	119	188	115	149
		81%	79%	82%	68%	78%	80%	83%c	85%c	79%	89%c	77%	82%	78%	83%
SUMMARY CODES															
WOULD PAY		16	7	9	2	2	1	5	1	3	1	3	6	3	3
		2%	2%	2%	3%	1%	1%	4%	1%	3%	1%	2%	3%	2%	2%
WOULDN'T PAY		654	297	357	63	104	105	130	94	89	69	141	211	136	166
		92%	91%	93%	86%	94%	91%	92%	95%	91%	96%c	91%	92%	93%	93%
Av Score		**1.296**	**1.323**	**1.273**	**1.510gi**	**1.294**	**1.300**	**1.285**	**1.212**	**1.332**	**1.166**	**1.334**	**1.285**	**1.315**	**1.263**
Standard Deviation		**0.682**	**0.713**	**0.654**	**0.862**	**0.622**	**0.665**	**0.723**	**0.552**	**0.737**	**0.549**	**0.688**	**0.688**	**0.679**	**0.674**
Error Variance		**0.001**	**0.002**	**0.001**	**0.012**	**0.004**	**0.005**	**0.004**	**0.003**	**0.004**	**0.003**	**0.003**	**0.003**	**0.003**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		713	406	158	149	314	399	188	525	194	358	101	44	16	170	248	116	116	63
Weighted Base		709	415	167	126	373	336	218	491	166	360	112*	54*	17**	140	227	129	144	69*
I definitely would	(5)	2	-	2	-	-	2	-	2	2	-	-	-	-	2	-	-	-	-
		*	-	1%	-	-	*	-	*	1%	-	-	-	-	1%	-	-	-	-
I probably would	(4)	14	7	2	5	8	6	5	9	6	6	*	1	-	4	5	2	3	-
		2%	2%	1%	4%	2%	2%	2%	2%	4%	2%	*	2%	-	3%	2%	1%	2%	-
I'm not sure	(3)	39	22	14	3	24	15	12	27	5	16	12	4	2	4	8	8	8	11
		6%	5%	8%	3%	6%	5%	5%	6%	3%	4%	11%hi	7%	13%	3%	4%	7%	6%	16%mnp
I probably wouldn't	(2)	83	48	24	11	46	37	27	56	9	42	19	13	1	8	24	24	18	9
		12%	12%	14%	9%	12%	11%	12%	11%	6%	12%h	17%h	24%hi	4%	6%	11%	19%mn	13%	13%
I definitely wouldn't	(1)	571	338	126	107	294	277	174	397	144	296	81	36	14	123	190	94	115	49
		81%	81%	75%	85%	79%	82%	80%	81%	87%jk	82%jk	72%	67%	83%	88%oq	84%oq	73%	80%	71%
SUMMARY CODES																			
WOULD PAY		16	7	4	5	8	8	5	11	8	6	*	1	-	6	5	2	3	-
		2%	2%	2%	4%	2%	2%	2%	2%	5%	2%	*	2%	-	4%	2%	1%	2%	-
WOULDN'T PAY		654	387	150	118	341	313	201	453	154	338	100	48	15	131	214	119	133	58
		92%	93%	90%	93%	91%	93%	92%	92%	93%	94%	89%	90%	87%	93%	94%q	92%	92%	84%
Av Score		**1.296**	**1.272**	**1.381**	**1.265**	**1.317**	**1.273**	**1.303**	**1.293**	**1.261**	**1.259**	**1.392**	**1.455**	**1.305**	**1.242**	**1.245**	**1.359**	**1.300**	**1.449n**
Standard Deviation		**0.682**	**0.634**	**0.768**	**0.710**	**0.689**	**0.674**	**0.678**	**0.684**	**0.765**	**0.623**	**0.690**	**0.743**	**0.711**	**0.742**	**0.629**	**0.664**	**0.671**	**0.758**
Error Variance		**0.001**	**0.001**	**0.004**	**0.003**	**0.002**	**0.001**	**0.002**	**0.001**	**0.003**	**0.001**	**0.005**	**0.013**	**0.032**	**0.003**	**0.002**	**0.004**	**0.004**	**0.009**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		713	553	160	577	51	39	46	26	80	51	48	54	74	66	114	64	39	51	46
Weighted Base		709	553	156	602	51*	39*	17*	31**	76*	53*	50*	52*	81*	75*	123*	63*	39*	51*	17*
I definitely would	(5)	2	2	-	1	-	-	*	-	-	-	-	-	-	-	*	1	-	-	*
		*	*	-	*	-	-	2%	-	-	-	-	-	-	-	*	1%	-	-	2%
I probably would	(4)	14	14	-	9	5	-	*	-	1	-	2	-	-	2	3	1	-	5	*
		2%	3%	-	2%	9%c	-	1%	-	1%	-	4%	-	-	2%	3%	2%	-	9%hikl	1%
I'm not sure	(3)	39	29	10	37	1	1	*	2	6	5	2	1	8	7	6	1	1	1	*
		6%	5%	7%	6%	1%	3%	2%	5%	8%	10%	4%	2%	9%	9%	5%	2%	3%	1%	2%
I probably wouldn't	(2)	83	72	11	67	5	9	1	2	11	5	5	7	5	7	15	11	9	5	1
		12%	13%	7%	11%	11%	24%cf	5%	7%	14%	9%	10%	14%	7%	9%	12%	17%	24%lr	11%	5%
I definitely wouldn't	(1)	571	437	134	487	40	28	16	27	59	43	41	44	68	60	98	48	28	40	16
		81%	79%	86%	81%	79%	73%	90%	88%	77%	81%	82%	84%	84%	79%	80%	77%	73%	79%	90%
SUMMARY CODES																				
WOULD PAY		16	16	-	10	5	-	*	-	1	-	2	-	-	2	4	2	-	5	*
		2%	3%	-	2%	9%c	-	3%	-	1%	-	4%	-	-	2%	3%	4%	-	9%hikl	3%l
WOULDN'T PAY		654	509	146	554	46	38	17	29	69	47	46	51	73	67	113	59	38	46	17
		92%	92%	93%	92%	90%	97%	96%	95%	91%	90%	92%	98%	91%	89%	92%	94%	97%	90%	96%
Av Score		**1.296**	**1.322**	**1.207**	**1.290**	**1.409**	**1.305**	**1.183**	**1.172**	**1.330**	**1.291**	**1.294**	**1.176**	**1.255**	**1.340**	**1.308**	**1.336**	**1.305**	**1.409**	**1.183**
Standard Deviation		**0.682**	**0.714**	**0.548**	**0.668**	**0.915**	**0.531**	**0.685**	**0.504**	**0.670**	**0.645**	**0.729**	**0.432**	**0.618**	**0.738**	**0.717**	**0.755**	**0.531**	**0.915**	**0.685**
Error Variance		**0.001**	**0.001**	**0.002**	**0.001**	**0.016**	**0.007**	**0.010**	**0.010**	**0.006**	**0.008**	**0.011**	**0.003**	**0.005**	**0.008**	**0.005**	**0.009**	**0.007**	**0.016**	**0.010**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

			Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		713	592	713	592	-	121	298	116	330
Weighted Base		709	603	709	603	-**	106*	301	121*	320
I definitely would	(5)	2	1	2	1	-	*	1	-	*
		*	*	*	*	-	*	*	-	*
I probably would	(4)	14	9	14	9	-	5	9	4	5
		2%	*2%*	*2%*	*2%*	-	5%ac	*3%*	*3%*	*2%*
I'm not sure	(3)	39	33	39	33	-	7	14	13	19
		6%	*5%*	*6%*	*5%*	-	*6%*	*5%*	11%f	*6%*
I probably wouldn't	(2)	83	69	83	69	-	14	36	9	46
		12%	*12%*	*12%*	*12%*	-	*13%*	*12%*	*8%*	*14%*
I definitely wouldn't	(1)	571	490	571	490	-	81	242	95	250
		81%	*81%*	*81%*	*81%*	-	*76%*	*80%*	*78%*	*78%*
SUMMARY CODES										
WOULD PAY		16	10	16	10	-	5	10	4	5
		2%	*2%*	*2%*	*2%*	-	5%ac	*3%*	*3%*	*2%*
WOULDN'T PAY		654	560	654	560	-	95	277	104	296
		92%	*93%*	*92%*	*93%*	-	*89%*	*92%*	*86%*	*93%*
Av Score		**1.296**	**1.277**	**1.296**	**1.277**	**-**	**1.408**	**1.314**	**1.388**	**1.310**
Standard Deviation		**0.682**	**0.650**	**0.682**	**0.650**	**-**	**0.834**	**0.731**	**0.807**	**0.659**
Error Variance		**0.001**	**0.001**	**0.001**	**0.001**	**-**	**0.006**	**0.002**	**0.006**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		713	318	278	276	40	450	289	694	565	562	225	363	571	325
Weighted Base		709	319	265	263	44*	461	275	688	599	597	239	392	604	356
I definitely would	(5)	2	1	-	-	*	2	-	2	1	1	1	1	1	1
		*	*	-	-	1%	*	-	*	*	*	*	*	*	*
I probably would	(4)	14	9	5	5	-	13	5	14	12	12	5	7	12	7
		2%	3%	2%	2%	-	3%	2%	2%	2%	2%	2%	2%	2%	2%
I'm not sure	(3)	39	16	16	16	1	27	17	39	36	36	15	23	36	23
		6%	5%	6%	6%	3%	6%	6%	6%	6%	6%	6%	6%	6%	6%
I probably wouldn't	(2)	83	38	40	40	5	49	40	80	73	73	23	53	74	46
		12%	12%	15%	15%	11%	11%	15%	12%	12%	12%	10%	14%	12%	13%
I definitely wouldn't	(1)	571	256	204	203	38	370	213	553	477	475	194	307	481	279
		81%	80%	77%	77%	86%	80%	77%	80%	80%	80%	81%	78%	80%	78%
SUMMARY CODES															
WOULD PAY		16	10	5	5	*	14	5	16	13	13	6	8	13	8
		2%	3%	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%	2%	2%
WOULDN'T PAY		654	294	244	243	43	419	253	633	550	548	218	360	555	325
		92%	92%	92%	92%	97%	91%	92%	92%	92%	92%	91%	92%	92%	91%
Av Score		**1.296**	**1.315**	**1.326**	**1.326**	**1.186**	**1.322**	**1.325**	**1.301**	**1.309**	**1.310**	**1.305**	**1.319**	**1.307**	**1.330**
Standard Deviation		**0.682**	**0.728**	**0.673**	**0.674**	**0.528**	**0.738**	**0.674**	**0.689**	**0.690**	**0.691**	**0.718**	**0.693**	**0.688**	**0.710**
Error Variance		**0.001**	**0.002**	**0.002**	**0.002**	**0.007**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39_04 If you could stop all unwanted calls to your home landline phone by paying £10 per month, how likely would you be to do so?
Base: All who have landline phone

		Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
			Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		713	536	479	275	308	285	81	462	386	230	388	351	136	8	5	3
Weighted Base		709	536	475	295	311	282	92*	462	385	244	400	359	151	9**	5**	3**
I definitely would	(5)	2	1	1	1	1	1	1	1	1	1	1	1	1	-	-	-
		*	*	*	*	*	*	1%	*	*	*	*	*	1%	-	-	-
I probably would	(4)	14	12	11	5	8	7	1	10	7	5	7	7	2	-	-	-
		2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	1%	-	-	-
I'm not sure	(3)	39	32	31	14	23	20	6	31	29	13	24	24	8	-	-	-
		6%	6%	7%	5%	7%	7%	6%	7%	7%	5%	6%	7%	6%	-	-	-
I probably wouldn't	(2)	83	63	56	39	39	37	11	53	44	32	48	43	18	-	-	-
		12%	12%	12%	13%	12%	13%	12%	11%	11%	13%	12%	12%	12%	-	-	-
I definitely wouldn't	(1)	571	428	377	236	240	217	73	368	305	193	321	285	121	9	5	3
		81%	80%	79%	80%	77%	77%	79%	80%	79%	79%	80%	79%	81%	100%	100%	100%
SUMMARY CODES																	
WOULD PAY		16	13	12	6	9	8	2	11	8	6	7	7	3	-	-	-
		2%	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%	2%	-	-	-
WOULDN'T PAY		654	491	432	275	279	254	84	421	349	225	369	327	140	9	5	3
		92%	92%	91%	93%	90%	90%	91%	91%	91%	92%	92%	91%	93%	100%	100%	100%
Av Score		**1.296**	**1.312**	**1.326**	**1.292**	**1.365**	**1.367**	**1.325**	**1.318**	**1.324**	**1.313**	**1.299**	**1.319**	**1.291**	**1.000**	**1.000**	**1.000**
Standard Deviation		**0.682**	**0.703**	**0.719**	**0.664**	**0.765**	**0.759**	**0.741**	**0.708**	**0.708**	**0.699**	**0.676**	**0.703**	**0.679**	**0.000**	**0.000**	**0.000**
Error Variance		**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.002**	**0.007**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**	**0.003**	**0.000**	**0.000**	**0.000**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Yes, I always look at the caller display before answering	525	252	273	92	122	101	101	53	39	15	103	186	107	128
	60%	*58%*	*61%*	66%ghi	68%ghi	68%ghi	60%hi	*48%*	*42%*	*37%*	*61%*	*64%*	*57%*	*56%*
Yes I sometimes look at the caller display before answering	153	77	76	20	30	27	26	23	21	6	34	60	21	39
	17%	*18%*	*17%*	*14%*	*17%*	*18%*	*15%*	*21%*	*23%*	*14%*	20%l	20%l	*11%*	*17%*
SUMMARY CODE														
LOOK AT CALLER DISPLAY	678	329	349	112	153	129	127	77	60	21	137	246	128	167
	77%	*76%*	*78%*	81%hi	85%fghi	86%fghi	75%i	69%i	*65%*	*52%*	81%l	84%lm	*69%*	*72%*
No, I never look at the caller display before answering	202	103	99	27	26	21	42	34	32	20	33	47	58	63
	23%	*24%*	*22%*	*19%*	*15%*	*14%*	25%de	31%de	35%cde	48%cdefg	*19%*	*16%*	31%jk	28%k

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Yes, I always look at the caller display before answering	525	286	176	62	317	208	193	332	110	267	87	41	19	81	156	118	104	65
	60%	61%c	62%c	*50%*	65%e	*53%*	69%g	*55%*	*52%*	62%h	*63%*	*58%*	*68%*	*49%*	*58%*	66%m	63%m	66%m
Yes I sometimes look at the caller display before answering	153	76	58	20	85	69	35	118	44	73	20	15	1	38	52	27	30	7
	17%	*16%*	*20%*	*16%*	*17%*	*18%*	*13%*	20%f	*21%*	*17%*	*15%*	*21%*	*4%*	23%q	19%q	*15%*	18%q	*7%*
SUMMARY CODE																		
LOOK AT CALLER DISPLAY	678	362	234	82	401	277	228	450	154	340	107	57	21	119	208	145	134	72
	77%	77%c	82%c	*66%*	82%e	*71%*	82%g	*75%*	*73%*	*79%*	*77%*	*79%*	*72%*	*72%*	*77%*	*81%*	*81%*	*73%*
No, I never look at the caller display before answering	202	109	51	42	89	113	51	151	57	90	31	15	8	48	63	33	32	27
	23%	*23%*	*18%*	34%ab	*18%*	29%d	*18%*	25%f	*27%*	*21%*	*23%*	*21%*	*28%*	*28%*	*23%*	*19%*	*19%*	*27%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Yes, I always look at the caller display before answering	525	407	118	441	36	30	18	19	52	38	41	47	58	58	91	36	30	36	18
	60%	*59%*	*64%*	*59%*	*58%*	*69%*	78%cd	*48%*	*53%*	68%m	*59%*	*59%*	*63%*	*50%*	69%hm	*55%*	69%m	*58%*	78%hjkmoq
Yes I sometimes look at the caller display before answering	153	127	26	132	13	5	4	8	20	4	14	12	15	27	20	11	5	13	4
	17%	*18%*	*14%*	*18%*	*20%*	*12%*	*17%*	*21%*	*20%*	*8%*	*20%*	*16%*	*16%*	24%i	*15%*	*17%*	*12%*	*20%*	*17%*
SUMMARY CODE																			
LOOK AT CALLER DISPLAY	678	534	144	573	48	35	22	28	72	42	55	59	73	85	111	47	35	48	22
	77%	*77%*	*78%*	*76%*	*78%*	*81%*	94%cd	*69%*	*73%*	*76%*	*80%*	*75%*	*78%*	*73%*	*83%*	*72%*	*81%*	*78%*	94%hijklmoq
No, I never look at the caller display before answering	202	160	41	179	13	8	1	13	26	14	14	20	20	32	22	19	8	13	1
	23%	*23%*	*22%*	24%f	22%f	*19%*	*6%*	*31%*	27%r	24%r	20%r	25%r	22%r	27%r	*17%*	28%r	*19%*	22%r	*6%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Yes, I always look at the caller display before answering	525	525	358	358	167	-	238	83	202
	60%	*60%*	*59%*	*59%*	*60%*	-	68%h	*59%*	*52%*
Yes I sometimes look at the caller display before answering	153	153	98	98	55	-	45	26	79
	17%	*17%*	*16%*	*16%*	*20%*	-	*13%*	*19%*	20%f
SUMMARY CODE									
LOOK AT CALLER DISPLAY	678	678	456	456	222	-	283	110	281
	77%	*77%*	*76%*	*76%*	*80%*	-	81%h	*77%*	*72%*
No, I never look at the caller display before answering	202	202	147	147	55	-	66	32	110
	23%	*23%*	*24%*	*24%*	*20%*	-	*19%*	*23%*	28%f

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Yes, I always look at the caller display before answering	525	255	157	152	32	349	163	490	467	466	223	353	483	325
	60%	67%bcfg	*49%*	*48%*	65%bcf	65%bcfg	*48%*	59%bcf	*62%*	*62%*	*69%*	*67%*	*62%*	*68%*
Yes I sometimes look at the caller display before answering	153	48	69	69	8	79	72	143	124	124	46	81	128	73
	17%	*13%*	21%ae	22%ae	*17%*	*15%*	21%ae	*17%*	*17%*	*17%*	*14%*	*15%*	*17%*	*15%*
SUMMARY CODE														
LOOK AT CALLER DISPLAY	678	303	226	222	41	428	235	634	591	590	268	434	611	398
	77%	80%bcf	*70%*	*70%*	*82%*	80%bcf	*70%*	77%bcf	*79%*	*79%*	*83%*	*82%*	*79%*	*83%*
No, I never look at the caller display before answering	202	76	97	96	9	106	102	194	159	159	56	93	163	82
	23%	*20%*	30%aeg	30%aeg	*18%*	*20%*	30%aeg	*23%*	*21%*	*21%*	*17%*	*18%*	*21%*	*17%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.41 Do you usually look at the caller display on your mobile phone before deciding whether to answer?
Base: All who have a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Yes, I always look at the caller display before answering	525	376	239	282	197	143	95	326	191	237	263	186	150	7	3	4
	60%	*60%*	*58%*	*63%*	*61%*	*60%*	*65%*	*62%*	*58%*	*64%*	*62%*	*61%*	*65%*	*55%*	*52%*	*57%*
Yes I sometimes look at the caller display before answering	153	115	69	92	52	31	30	100	56	78	82	51	46	1	-	1
	17%	*19%*	*17%*	21%e	*16%*	*13%*	*20%*	*19%*	*17%*	21%e	*19%*	*17%*	*20%*	*8%*	-	*13%*
SUMMARY CODE																
LOOK AT CALLER DISPLAY	678	491	308	374	249	174	125	426	248	314	345	237	196	8	3	5
	77%	*79%*	*75%*	84%beh	*77%*	*73%*	85%beh	81%e	*75%*	85%abdehk	81%e	*77%*	86%bdehk	*63%*	*52%*	*70%*
No, I never look at the caller display before answering	202	131	102	73	72	64	22	103	81	54	80	69	33	5	2	2
	23%	21%i	25%cfil	*16%*	23%il	27%cfgijl	*15%*	*19%*	25%cfil	*15%*	*19%*	23%il	*14%*	*37%*	*48%*	*30%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Every day	507	245	262	98	117	103	95	55	29	10	86	189	114	118
	58%	*57%*	*58%*	70%fghi	66%ghi	69%ghi	56%hi	50%hi	*32%*	*24%*	*51%*	64%jm	*61%*	*51%*
A few times a week	235	122	113	26	47	34	47	33	37	12	52	69	44	70
	27%	*28%*	*25%*	*19%*	*26%*	*23%*	*28%*	*29%*	40%cde	*28%*	*31%*	*24%*	*23%*	*30%*
A few times a month	56	27	28	5	4	6	12	9	13	8	13	17	11	15
	6%	*6%*	*6%*	*4%*	*2%*	*4%*	*7%*	8%d	14%cde	19%cdefg	*7%*	*6%*	*6%*	*7%*
Less than once a month	23	16	8	2	4	1	2	4	6	4	4	8	3	9
	3%	*4%*	*2%*	*1%*	*2%*	*1%*	*1%*	*4%*	6%cef	9%cdef	*2%*	*3%*	*1%*	*4%*
SUMMARY CODES														
WEEKLY	742	367	375	124	164	137	142	88	65	21	138	258	158	189
	84%	*85%*	*84%*	89%hi	92%ghi	92%ghi	84%hi	80%i	71%i	*52%*	*82%*	*88%*	*85%*	*82%*
MONTHLY	797	395	403	129	168	144	153	97	78	29	151	274	169	204
	91%	*91%*	*90%*	93%i	94%hi	96%ghi	91%i	87%i	85%i	*71%*	*89%*	*93%*	*91%*	*88%*
EVER	821	410	410	131	171	145	156	101	84	33	155	282	172	213
	93%	*95%*	*92%*	94%i	96%i	97%i	93%i	91%i	91%i	*80%*	*91%*	*96%*	*92%*	*92%*
Never	49	16	33	5	7	5	8	9	8	7	13	10	10	16
	6%	*4%*	7%a	*4%*	*4%*	*3%*	*5%*	*8%*	*8%*	18%cdef	*8%*	*4%*	*5%*	*7%*
Don't know	10	6	4	3	-	-	5	1	1	1	2	1	5	2
	1%	*1%*	*1%*	*2%*	-	-	3%d	*1%*	*1%*	2%d	*1%*	*	*3%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Every day	507	280	172	55	326	181	198	309	105	255	82	43	23	71	144	112	111	69
	58%	60%c	60%c	*44%*	67%e	*46%*	71%g	*51%*	*50%*	59%h	*59%*	*60%*	*79%*	*42%*	53%m	63%m	67%mn	69%mn
A few times a week	235	124	75	36	119	117	53	182	62	110	42	18	3	57	73	50	40	16
	27%	*26%*	*26%*	*29%*	*24%*	*30%*	*19%*	30%f	*29%*	*26%*	*31%*	*25%*	*11%*	34%q	27%q	28%q	*24%*	*16%*
A few times a month	56	29	11	15	15	41	11	45	15	28	6	6	1	14	23	5	7	5
	6%	*6%*	*4%*	12%ab	*3%*	10%d	*4%*	*7%*	*7%*	*6%*	*4%*	*8%*	*2%*	9%o	9%o	*3%*	*4%*	*5%*
Less than once a month	23	12	8	3	8	15	3	20	7	12	3	-	1	7	10	3	-	2
	3%	*3%*	*3%*	*3%*	*2%*	4%d	*1%*	*3%*	*3%*	*3%*	*2%*	-	*4%*	4%p	4%p	*2%*	-	*2%*
SUMMARY CODES																		
WEEKLY	742	405	246	91	445	297	251	491	167	365	124	60	26	127	217	162	151	84
	84%	86%c	87%c	*74%*	91%e	*76%*	90%g	*82%*	*79%*	*85%*	90%h	*84%*	*90%*	*76%*	*80%*	91%mn	91%mn	*85%*
MONTHLY	797	434	257	106	459	338	262	535	183	392	130	66	27	142	240	167	159	89
	91%	*92%*	*90%*	*86%*	94%e	*87%*	94%g	*89%*	*87%*	*91%*	94%h	*92%*	*92%*	*85%*	*89%*	94%m	96%mn	*91%*
EVER	821	446	265	110	467	353	265	555	190	405	133	66	28	149	251	171	159	92
	93%	95%c	*93%*	*89%*	95%e	*91%*	*95%*	*92%*	*90%*	*94%*	*96%*	*92%*	*96%*	*89%*	*93%*	96%m	96%m	*93%*
Never	49	19	16	14	18	31	11	38	21	22	3	2	1	17	17	7	3	5
	6%	*4%*	*6%*	11%a	*4%*	8%d	*4%*	*6%*	10%ij	*5%*	*2%*	*3%*	*4%*	10%op	6%p	*4%*	*2%*	*5%*
Don't know	10	6	4	-	5	5	3	7	1	4	2	3	-	1	2	1	5	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	5%hi	-	*	*1%*	*	*3%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Every day	507	401	106	434	35	20	18	24	53	29	48	51	50	65	82	32	20	35	18
	58%	*58%*	*57%*	*58%*	*57%*	*45%*	78%cde	*59%*	*55%*	*52%*	69%op	*64%*	*54%*	*56%*	*61%*	*49%*	*45%*	*57%*	78%hilmn opq
A few times a week	235	179	56	199	16	15	5	9	33	19	12	18	33	25	31	21	15	16	5
	27%	*26%*	*30%*	*26%*	*26%*	*35%*	*20%*	*23%*	34%j	*33%*	*17%*	*22%*	35%jm	*21%*	*23%*	*31%*	35%j	*26%*	*20%*
A few times a month	56	46	9	49	2	4	-	2	6	1	6	4	5	12	8	5	4	2	-
	6%	*7%*	*5%*	*7%*	*3%*	*10%*	-	*5%*	*6%*	*2%*	*8%*	*5%*	*6%*	10%r	*6%*	*8%*	*10%*	*3%*	-
Less than once a month	23	17	6	17	4	1	*	-	2	2	1	2	3	4	3	1	1	4	*
	3%	*3%*	*3%*	*2%*	*7%*	*3%*	*2%*	-	*2%*	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*7%*	*2%*
SUMMARY CODES																			
WEEKLY	742	579	163	633	51	35	23	34	86	48	59	68	83	90	112	53	35	51	23
	84%	*83%*	*88%*	*84%*	*83%*	*81%*	98%cde	*82%*	*88%*	*85%*	*86%*	*86%*	89%m	*77%*	*84%*	*80%*	*81%*	*83%*	98%ijkmn opq
MONTHLY	797	626	172	683	53	39	23	36	92	49	65	72	88	101	120	58	39	53	23
	91%	*90%*	*93%*	*91%*	*86%*	*91%*	*98%*	*88%*	*94%*	*87%*	*94%*	*91%*	*95%*	*87%*	*91%*	*88%*	*91%*	*86%*	98%m
EVER	821	643	177	700	57	41	23	36	94	51	66	74	91	105	124	60	41	57	23
	93%	*93%*	*96%*	*93%*	*93%*	*93%*	*100%*	*88%*	*96%*	*91%*	*96%*	*94%*	98%m	*90%*	*93%*	*90%*	*93%*	*93%*	100%m
Never	49	42	8	43	4	1	-	5	3	2	2	5	2	10	8	6	1	4	-
	6%	*6%*	*4%*	*6%*	*7%*	*3%*	-	*12%*	*3%*	*3%*	*3%*	*6%*	*2%*	*9%*	*6%*	*10%*	*3%*	*7%*	-
Don't know	10	10	-	8	-	2	-	-	1	4	1	-	-	2	1	-	2	-	-
	1%	*1%*	-	*1%*	-	*4%*	-	-	*1%*	7%kl	*1%*	-	-	*1%*	*1%*	-	*4%*	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Every day	507	507	346	346	161	-	231	83	197
	58%	*58%*	*57%*	*57%*	*58%*	-	66%h	*59%*	*50%*
A few times a week	235	235	159	159	77	-	82	35	116
	27%	*27%*	*26%*	*26%*	*28%*	-	*24%*	*25%*	*30%*
A few times a month	56	56	40	40	15	-	9	13	31
	6%	*6%*	*7%*	*7%*	*5%*	-	*3%*	9%f	8%f
Less than once a month	23	23	17	17	6	-	9	4	10
	3%	*3%*	*3%*	*3%*	*2%*	-	*3%*	*3%*	*3%*
SUMMARY CODES									
WEEKLY	742	742	504	504	238	-	313	118	313
	84%	*84%*	*84%*	*84%*	*86%*	-	90%h	*83%*	*80%*
MONTHLY	797	797	545	545	253	-	323	132	344
	91%	*91%*	*90%*	*90%*	*91%*	-	*93%*	*93%*	*88%*
EVER	821	821	562	562	259	-	332	136	354
	93%	*93%*	*93%*	*93%*	*93%*	-	95%h	*96%*	*90%*
Never	49	49	33	33	16	-	16	6	29
	6%	*6%*	*5%*	*5%*	*6%*	-	*5%*	*4%*	*7%*
Don't know	10	10	7	7	2	-	1	-	9
	1%	*1%*	*1%*	*1%*	*1%*	-	*	-	2%f

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Every day	507	250	155	154	28	338	166	481	452	454	196	359	468	322
	58%	66%bcfg	*48%*	*48%*	*58%*	63%bcf	*49%*	58%bcf	*60%*	*61%*	*60%*	68%hijl	*60%*	67%hil
A few times a week	235	91	99	96	14	130	102	219	190	189	92	120	196	115
	27%	*24%*	*31%*	*30%*	*28%*	*24%*	*30%*	*26%*	*25%*	*25%*	*28%*	*23%*	*25%*	*24%*
A few times a month	56	9	28	27	2	25	27	51	42	41	16	17	42	16
	6%	*2%*	9%ae	9%ae	*5%*	*5%*	8%a	6%a	*6%*	*5%*	*5%*	*3%*	*5%*	*3%*
Less than once a month	23	10	7	7	1	15	8	22	18	18	7	6	19	7
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
SUMMARY CODES														
WEEKLY	742	341	254	250	42	467	268	700	643	642	288	479	664	437
	84%	90%bcfg	*79%*	*79%*	*85%*	88%bcf	*80%*	85%bc	*86%*	*86%*	*89%*	91%hil	*86%*	91%hil
MONTHLY	797	350	282	277	44	492	295	751	684	683	304	496	706	453
	91%	92%bc	*87%*	*87%*	*90%*	92%bcf	*88%*	*91%*	*91%*	*91%*	*94%*	*94%*	*91%*	*94%*
EVER	821	360	289	285	46	507	304	773	702	701	311	502	724	460
	93%	95%bcf	*90%*	*90%*	*93%*	95%bcf	*90%*	93%c	*94%*	*94%*	*96%*	*95%*	*94%*	*96%*
Never	49	18	25	25	2	23	25	46	39	39	9	22	41	17
	6%	*5%*	*8%*	8%e	*3%*	*4%*	*7%*	*6%*	*5%*	*5%*	*3%*	*4%*	*5%*	*3%*
Don't know	10	1	8	8	2	3	8	9	9	9	4	4	9	4
	1%	*	2%ae	3%ae	4%ae	*1%*	2%ae	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.42 How often do you receive calls on your mobile phone that you want e.g. from friends, family or companies that you want to speak to?
Base: All who have a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Every day	507	363	227	277	181	127	87	314	183	238	257	179	145	8	5	3
	58%	*58%*	*55%*	62%e	*56%*	*53%*	*59%*	*59%*	*56%*	65%bdeh	*60%*	*59%*	63%e	*61%*	*100%*	*35%*
A few times a week	235	176	118	124	92	69	48	150	93	100	118	83	65	*	-	*
	27%	*28%*	*29%*	*28%*	*29%*	*29%*	*33%*	*28%*	*28%*	*27%*	*28%*	*27%*	*28%*	*3%*	-	*6%*
A few times a month	56	41	28	27	20	15	6	31	23	18	24	18	11	2	-	2
	6%	*7%*	*7%*	*6%*	*6%*	*6%*	*4%*	*6%*	*7%*	*5%*	*6%*	*6%*	*5%*	*14%*	-	*23%*
Less than once a month	23	16	14	6	10	10	1	14	13	5	7	7	1	1	-	1
	3%	*3%*	3%l	*1%*	3%l	4%cil	*	*3%*	4%cl	*1%*	*2%*	*2%*	*	*10%*	-	*17%*
SUMMARY CODES																
WEEKLY	742	539	344	402	273	195	135	465	276	338	375	263	210	8	5	3
	84%	*87%*	*84%*	90%beh	*85%*	*82%*	92%be	*88%*	*84%*	92%abdehk	*88%*	*86%*	92%bdeh	*64%*	*100%*	*40%*
MONTHLY	797	580	373	428	293	210	140	496	299	356	399	281	221	10	5	5
	91%	93%e	*91%*	96%bdehk	*91%*	*88%*	96%e	94%e	*91%*	97%abdehk	94%e	*92%*	96%bdeh	*78%*	*100%*	*64%*
EVER	821	596	386	435	303	220	141	510	312	361	406	288	222	11	5	6
	93%	*96%*	*94%*	97%be	*94%*	*93%*	*96%*	96%e	*95%*	98%bdehk	*96%*	*94%*	*97%*	*88%*	*100%*	*80%*
Never	49	19	17	7	13	12	3	14	13	4	12	12	2	1	-	1
	6%	*3%*	4%cil	*1%*	4%cil	5%cil	*2%*	*3%*	4%il	*1%*	*3%*	4%i	*1%*	*12%*	-	*20%*
Don't know	10	7	6	5	5	5	3	4	4	4	7	6	5	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	131	65	66	18	30	26	23	15	14	5	20	46	27	38
Weighted Base	147	79*	68*	21**	36**	29**	31**	15**	10**	4**	24**	58*	31**	33*
Hang up immediately	70	36	34	13	11	14	14	8	8	2	13	31	15	11
	48%	*45%*	*50%*	*61%*	*30%*	*47%*	*45%*	*54%*	*74%*	*64%*	*52%*	*54%*	*48%*	*33%*
Wait for a few seconds before hanging up	56	38	18	5	18	12	14	5	2	1	4	22	14	15
	38%	47%b	*27%*	*23%*	*49%*	*40%*	*44%*	*32%*	*21%*	*17%*	*17%*	*39%*	*45%*	*45%*
Wait for more than a few seconds before hanging up	19	5	13	3	8	4	1	2	1	-	6	4	2	7
	13%	*7%*	20%a	*16%*	*21%*	*12%*	*5%*	*14%*	*5%*	-	*23%*	*8%*	*6%*	*20%*
Other	3	1	2	-	-	-	2	-	-	1	2	-	-	1
	2%	*1%*	*3%*	-	-	-	*6%*	-	-	*18%*	*8%*	-	-	*2%*
SUMMARY CODE														
WAIT BEFORE HANGING UP	74	43	32	8	25	15	15	7	3	1	10	27	16	22
	51%	*54%*	*47%*	*39%*	*70%*	*53%*	*49%*	*46%*	*26%*	*17%*	*40%*	*46%*	*52%*	*65%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	131	71	40	20	77	54	42	89	36	60	16	14	5	28	38	27	24	14
Weighted Base	147	85*	45*	17**	96*	51*	48*	99*	32*	69*	22**	18**	6**	26**	39*	31**	33**	18**
Hang up immediately	70	38	23	9	43	27	16	54	17	31	10	11	1	14	21	20	13	3
	48%	*44%*	*52%*	*55%*	*45%*	*52%*	*34%*	*54%*	*53%*	*45%*	*45%*	*64%*	*11%*	*51%*	*53%*	*64%*	*38%*	*18%*
Wait for a few seconds before hanging up	56	36	17	3	36	20	26	30	10	27	9	4	5	8	13	11	17	7
	38%	*42%*	*38%*	*19%*	*38%*	*38%*	55%g	*30%*	*32%*	*40%*	*44%*	*22%*	*75%*	*30%*	*32%*	*36%*	*51%*	*41%*
Wait for more than a few seconds before hanging up	19	10	5	4	14	4	5	13	4	11	2	1	1	4	6	-	1	7
	13%	*12%*	*11%*	*22%*	*15%*	*8%*	*11%*	*13%*	*13%*	*15%*	*11%*	*3%*	*14%*	*16%*	*15%*	-	*4%*	*41%*
Other	3	2	-	1	2	1	-	3	1	-	-	2	-	1	-	-	2	-
	2%	*2%*	-	*4%*	*2%*	*1%*	-	*3%*	*2%*	-	-	*11%*	-	*2%*	-	-	*6%*	-
SUMMARY CODE																		
WAIT BEFORE HANGING UP	74	46	22	7	51	24	31	43	15	38	12	4	6	12	18	11	18	15
	51%	*54%*	*48%*	*41%*	*53%*	*46%*	66%g	*43%*	*45%*	*55%*	*55%*	*25%*	*89%*	*46%*	*47%*	*36%*	*56%*	*82%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	131	100	31	112	10	3	6	5	11	13	10	11	8	21	18	15	3	10	6
Weighted Base	147	115*	32**	131*	11**	3**	2**	6**	14**	16**	10**	11**	10**	25**	21**	18**	3**	11**	2**
Hang up immediately	70	53	17	64	3	1	2	1	4	12	5	4	3	9	15	10	1	3	2
	48%	*46%*	*52%*	*49%*	*31%*	*34%*	*78%*	*22%*	*32%*	*76%*	*53%*	*39%*	*25%*	*37%*	*68%*	*59%*	*34%*	*31%*	*78%*
Wait for a few seconds before hanging up	56	43	13	47	6	2	*	3	5	3	3	4	6	11	5	7	2	6	*
	38%	*37%*	*41%*	*36%*	*57%*	*66%*	*22%*	*52%*	*36%*	*17%*	*34%*	*36%*	*57%*	*45%*	*25%*	*38%*	*66%*	*57%*	*22%*
Wait for more than a few seconds before hanging up	19	17	2	17	1	-	-	2	4	1	1	2	-	5	2	1	-	1	-
	13%	*14%*	*6%*	*13%*	*12%*	-	-	*26%*	*32%*	*7%*	*13%*	*19%*	-	*18%*	*8%*	*4%*	-	*12%*	-
Other	3	3	-	3	-	-	-	-	-	-	-	1	2	-	-	-	-	-	-
	2%	*2%*	-	*2%*	-	-	-	-	-	-	-	*6%*	*18%*	-	-	-	-	-	-
SUMMARY CODE																			
WAIT BEFORE HANGING UP	74	59	15	64	8	2	*	5	9	4	5	6	6	16	7	7	2	8	*
	51%	*52%*	*48%*	*49%*	*69%*	*66%*	*22%*	*78%*	*68%*	*24%*	*47%*	*55%*	*57%*	*63%*	*32%*	*41%*	*66%*	*69%*	*22%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	131	131	81	81	50	-	55	28	52
Weighted Base	147	147	92*	92*	55*	-**	62*	33**	57*
Hang up immediately	70	70	45	45	25	-	27	14	31
	48%	*48%*	*48%*	*48%*	*46%*	-	*44%*	*43%*	*55%*
Wait for a few seconds before hanging up	56	56	34	34	22	-	24	13	18
	38%	*38%*	*37%*	*37%*	*40%*	-	*39%*	*39%*	*32%*
Wait for more than a few seconds before hanging up	19	19	11	11	7	-	8	5	8
	13%	*13%*	*12%*	*12%*	*14%*	-	*14%*	*15%*	*13%*
Other	3	3	3	3	-	-	2	1	-
	2%	*2%*	*3%*	*3%*	-	-	*3%*	*2%*	-
SUMMARY CODE									
WAIT BEFORE HANGING UP	74	74	45	45	29	-	33	18	26
	51%	*51%*	*49%*	*49%*	*54%*	-	*53%*	*55%*	*45%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	131	57	43	43	6	88	45	127	116	115	48	81	118	71
Weighted Base	147	64*	45*	45*	7**	101*	48*	143	134	133*	57*	89*	136	79*
Hang up immediately	70	28	26	26	4	46	26	68	63	64	31	47	64	42
	48%	*43%*	*57%*	*57%*	*60%*	*46%*	*55%*	*48%*	*47%*	*48%*	*55%*	*52%*	*47%*	*53%*
Wait for a few seconds before hanging up	56	26	13	13	1	37	15	53	51	50	21	35	52	30
	38%	*41%*	*29%*	*29%*	*19%*	*37%*	*32%*	*37%*	*38%*	*37%*	*37%*	*39%*	*38%*	*38%*
Wait for more than a few seconds before hanging up	19	8	6	6	2	15	6	19	18	18	4	8	18	7
	13%	*13%*	*14%*	*14%*	*21%*	*15%*	*13%*	*13%*	*13%*	*13%*	*8%*	*9%*	*13%*	*9%*
Other	3	2	-	-	-	3	-	3	2	2	-	-	2	-
	2%	*3%*	-	-	-	*3%*	-	*2%*	*1%*	*1%*	-	-	*1%*	-
SUMMARY CODE														
WAIT BEFORE HANGING UP	74	35	19	19	3	52	21	72	69	67	25	42	70	38
	51%	*54%*	*43%*	*43%*	*40%*	*52%*	*45%*	*51%*	*51%*	*50%*	*45%*	*48%*	*51%*	*47%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.43 When you get a call on your mobile phone, and hear nothing on the line how long do you wait before hanging up?
Base: All who received a silent call on mobile phone in the last 4 weeks

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	131	131	69	131	131	58	131	109	57	105	98	59	79	1	-	1
Weighted Base	147	147	77*	147	147	63*	147	122*	66*	117*	112*	69*	89*	1**	-**	1**
Hang up immediately	70	70	37	70	70	34	70	56	31	55	51	30	38	1	-	1
	48%	*48%*	*47%*	*48%*	*48%*	*53%*	*48%*	*46%*	*48%*	*47%*	*45%*	*44%*	*43%*	*100%*	-	*100%*
Wait for a few seconds before hanging up	56	56	27	56	56	21	56	45	22	43	43	24	35	-	-	-
	38%	*38%*	*35%*	*38%*	*38%*	*34%*	*38%*	*37%*	*34%*	*37%*	*38%*	*36%*	*39%*	-	-	-
Wait for more than a few seconds before hanging up	19	19	11	19	19	6	19	19	11	17	16	11	13	-	-	-
	13%	*13%*	*14%*	*13%*	*13%*	*9%*	*13%*	*15%*	*16%*	*15%*	*14%*	*16%*	*15%*	-	-	-
Other	3	3	3	3	3	3	3	2	2	2	3	3	2	-	-	-
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	-	-	-
SUMMARY CODE																
WAIT BEFORE HANGING UP	74	74	38	74	74	27	74	64	33	60	59	36	48	-	-	-
	51%	*51%*	*49%*	*51%*	*51%*	*43%*	*51%*	*52%*	*50%*	*52%*	*53%*	*52%*	*55%*	-	-	-

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	28	31	-	10	10	17	6	10	6	13	22	11	14
	7%	*6%*	*7%*	-	6%c	7%c	10%c	5%c	11%c	14%cd	*7%*	*7%*	*6%*	*6%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	48	42	11	17	28	21	9	4	*	26	35	14	15
	10%	*11%*	*9%*	*8%*	*9%*	19%cdghi	12%hi	*9%*	*4%*	*1%*	16%lm	12%m	*8%*	*6%*
SUMMARY CODE														
ANY SERVICE (MOBILE)	137	70	67	11	25	36	33	12	14	6	36	51	24	26
	16%	*16%*	*15%*	*8%*	*14%*	24%cdg	20%c	*11%*	*15%*	*15%*	21%m	*17%*	*13%*	*12%*
No \Neither of these	726	352	374	123	153	114	133	96	77	31	130	235	159	202
	83%	*81%*	*84%*	88%ei	*85%*	*76%*	*79%*	87%e	*84%*	*76%*	*77%*	*80%*	*85%*	88%jk
Don't know	16	10	7	5	1	*	2	2	1	4	3	8	4	2
	2%	*2%*	*1%*	4%d	*	*	*1%*	*2%*	*1%*	9%defgh	*2%*	*3%*	*2%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	40	8	11	28	32	22	37	16	35	9	-	*	14	15	17	11	3
	7%	9%b	*3%*	9%b	*6%*	*8%*	*8%*	*6%*	8%k	8%k	*6%*	-	*1%*	*8%*	*6%*	*10%*	*6%*	*3%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	53	23	15	69	21	30	60	17	48	23	1	2	11	34	26	7	12
	10%	*11%*	*8%*	*12%*	14%e	*5%*	*11%*	*10%*	*8%*	11%k	17%hk	*2%*	*7%*	*7%*	13%p	15%mp	*4%*	12%p
SUMMARY CODE																		
ANY SERVICE (MOBILE)	137	86	28	24	91	47	48	89	29	75	30	1	2	24	43	39	18	14
	16%	18%b	*10%*	19%b	19%e	*12%*	*17%*	*15%*	14%k	17%k	22%k	*2%*	*7%*	*14%*	*16%*	22%p	*11%*	*15%*
No \Neither of these	726	379	249	97	395	331	226	500	178	350	106	65	27	139	224	137	143	83
	83%	*80%*	88%ac	*79%*	*81%*	*85%*	*81%*	*83%*	*84%*	*81%*	*77%*	92%j	*93%*	*83%*	*83%*	*77%*	*86%*	*84%*
Don't know	16	6	7	2	4	13	5	11	4	5	2	5	-	4	3	2	6	1
	2%	*1%*	*3%*	*2%*	*1%*	3%d	*2%*	*2%*	*2%*	*1%*	*1%*	6%i	-	*3%*	*1%*	*1%*	*3%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	45	15	49	7	3	1	2	4	9	3	9	8	6	6	3	3	7	1
	7%	*6%*	*8%*	*7%*	*11%*	*6%*	*5%*	*5%*	*4%*	15%hmn	*4%*	*11%*	*9%*	*5%*	*4%*	*4%*	*6%*	*11%*	*5%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	73	17	77	5	6	2	2	8	5	7	9	9	8	19	9	6	5	2
	10%	*11%*	*9%*	*10%*	*8%*	*14%*	*8%*	*5%*	*9%*	*8%*	*10%*	*12%*	*10%*	*7%*	*14%*	*14%*	*14%*	*8%*	*8%*
SUMMARY CODE																			
ANY SERVICE (MOBILE)	137	107	31	115	12	8	3	4	12	12	8	16	15	13	23	12	8	12	3
	16%	*15%*	*17%*	*15%*	*19%*	*17%*	*13%*	*9%*	*12%*	*22%*	*12%*	*20%*	*17%*	*11%*	*17%*	*18%*	*17%*	*19%*	*13%*
No \Neither of these	726	572	154	623	50	34	20	37	86	40	61	63	77	100	107	52	34	50	20
	83%	*82%*	*83%*	*83%*	*81%*	*77%*	*85%*	*91%*	88%i	*72%*	88%i	*80%*	*83%*	*85%*	*80%*	*78%*	*77%*	*81%*	*85%*
Don't know	16	16	*	13	-	2	*	-	-	4	-	-	-	4	3	3	2	-	*
	2%	*2%*	*	*2%*	-	*5%*	*2%*	-	-	7%hkl	-	-	-	*3%*	*2%*	*4%*	5%hl	-	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	60	38	38	22	-	27	9	27
	7%	*7%*	*6%*	*6%*	*8%*	-	*8%*	*6%*	*7%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	90	59	59	31	-	39	16	43
	10%	*10%*	*10%*	*10%*	*11%*	-	*11%*	*12%*	*11%*
SUMMARY CODE									
ANY SERVICE (MOBILE)	137	137	90	90	47	-	59	23	67
	16%	*16%*	*15%*	*15%*	*17%*	-	*17%*	*16%*	*17%*
No \Neither of these	726	726	499	499	226	-	284	118	316
	83%	*83%*	*83%*	*83%*	*82%*	-	*82%*	*84%*	*81%*
Don't know	16	16	13	13	3	-	6	-	9
	2%	*2%*	*2%*	*2%*	*1%*	-	*2%*	-	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	29	22	21	2	38	22	58	54	54	26	35	54	31
	7%	*8%*	*7%*	*6%*	*4%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	42	33	33	3	58	35	89	74	74	39	64	77	66
	10%	*11%*	*10%*	*10%*	*5%*	*11%*	*10%*	*11%*	*10%*	*10%*	*12%*	*12%*	*10%*	*14%*
SUMMARY CODE														
ANY SERVICE (MOBILE)	137	62	53	51	5	87	54	136	118	118	56	93	120	89
	16%	*16%*	*16%*	*16%*	*9%*	*16%*	*16%*	*16%*	*16%*	*16%*	*17%*	*18%*	*16%*	*19%*
No \Neither of these	726	312	261	258	43	439	274	678	618	617	263	429	640	385
	83%	*82%*	*81%*	*81%*	*87%*	*82%*	*81%*	*82%*	*82%*	*82%*	*81%*	*81%*	*83%*	*80%*
Don't know	16	6	9	9	2	7	9	14	14	14	5	6	14	6
	2%	*1%*	*3%*	*3%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.45 As a result of receiving unwanted calls from companies or organisations on your mobile phone, have you done either of the following?
Base: All who have a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Signed up with\ put your mobile phone on the Telephone Preference Service (TPS)\ do not call register	60	46	27	35	29	17	12	40	23	32	30	16	20	2	1	1
	7%	*7%*	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*7%*	*9%*	*7%*	*5%*	*9%*	*15%*	*12%*	*17%*
Used settings (if available) on your mobile handset or downloaded an app to block calls	90	70	38	58	37	16	23	64	33	51	50	32	31	2	-	2
	10%	*11%*	*9%*	13%e	*12%*	*7%*	16%e	12%e	*10%*	14%e	*12%*	*10%*	14%e	*13%*	-	*22%*
SUMMARY CODE																
ANY SERVICE (MOBILE)	137	107	62	84	62	31	33	95	52	75	73	46	46	2	1	2
	16%	*17%*	*15%*	*19%*	*19%*	*13%*	22%e	*18%*	*16%*	20%e	*17%*	*15%*	*20%*	*18%*	*12%*	*22%*
No \Neither of these	726	506	340	358	254	200	111	426	270	289	344	253	178	10	4	6
	83%	*81%*	*83%*	*80%*	*79%*	*84%*	*75%*	*81%*	*82%*	*79%*	*81%*	*83%*	*78%*	*82%*	*88%*	*78%*
Don't know	16	10	8	5	6	6	3	8	6	4	8	7	5	-	-	-
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
Always	7	3	5	-	1	1	3	1	1	-	1	-	4	2
	1%	*1%*	*1%*	*-*	*1%*	*1%*	*2%*	*1%*	*1%*	*-*	*1%*	*-*	*2%k*	*1%*
Nearly always	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*
Sometimes	20	14	6	2	5	3	7	1	1	*	3	7	6	4
	2%	*3%*	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*
Rarely	30	20	10	2	4	9	5	3	5	1	6	10	7	7
	3%	*5%*	*2%*	*2%*	*2%*	*6%*	*3%*	*3%*	*6%*	*3%*	*3%*	*3%*	*4%*	*3%*
SUMMARY CODE														
EVER	57	36	21	4	10	14	14	6	7	2	10	17	17	14
	7%	*8%*	*5%*	*3%*	*6%*	*9%*	*9%*	*5%*	*8%*	*4%*	*6%*	*6%*	*9%*	*6%*
No, never	687	341	347	116	147	125	120	89	64	26	133	237	142	175
	78%	*79%*	*77%*	*83%fhi*	*82%fhi*	*84%fhi*	*71%*	*81%i*	*69%*	*64%*	*78%*	*81%*	*76%*	*76%*
Have never answered unwanted calls on my mobile phone	116	46	70	18	15	9	30	14	19	11	20	31	25	40
	13%	*11%*	*16%a*	*13%*	*9%*	*6%*	*18%de*	*13%*	*21%de*	*26%cdeg*	*12%*	*11%*	*13%*	*17%k*
Don't know	19	9	10	1	7	2	4	1	2	2	7	8	2	1
	2%	*2%*	*2%*	*1%*	*4%*	*1%*	*2%*	*1%*	*2%*	*6%c*	*4%m*	*3%*	*1%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
Always	7	5	1	1	5	2	3	4	1	6	-	-	-	*	5	-	1	1
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*	*2%*	-	*1%*	*1%*
Nearly always	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	20	13	4	4	12	8	7	13	6	7	5	1	1	4	5	2	2	6
	2%	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	6%o
Rarely	30	19	9	2	15	15	8	22	5	16	6	1	2	5	8	10	2	5
	3%	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%*	*4%*	*2%*	*8%*	*3%*	*3%*	*6%*	*1%*	*5%*
SUMMARY CODE																		
EVER	57	37	14	7	32	25	18	40	12	29	11	2	3	9	18	12	5	13
	7%	*8%*	*5%*	*5%*	*7%*	*7%*	*6%*	*7%*	*6%*	*7%*	*8%*	*3%*	*11%*	*6%*	*7%*	*7%*	*3%*	13%p
No, never	687	373	230	84	399	288	230	458	155	346	109	57	20	123	206	144	138	76
	78%	79%c	81%c	*68%*	81%e	*74%*	*82%*	*76%*	*74%*	*80%*	*79%*	*81%*	*70%*	*73%*	*76%*	*81%*	83%m	*77%*
Have never answered unwanted calls on my mobile phone	116	51	32	33	50	66	30	86	40	45	16	10	4	32	36	21	19	8
	13%	*11%*	*11%*	27%ab	*10%*	17%d	*11%*	*14%*	19%i	*10%*	*12%*	*15%*	*13%*	19%q	*13%*	*12%*	*11%*	*8%*
Don't know	19	10	9	-	9	10	2	17	3	11	2	1	2	3	11	1	3	2
	2%	*2%*	*3%*	-	*2%*	*3%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*6%*	*2%*	4%o	*1%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
Always	7	5	2	6	1	-	*	1	-	-	-	3	-	1	-	-	-	1	*
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*3%*	-	-	-	4%n	-	*1%*	-	-	-	*2%*	*1%*
Nearly always	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	20	17	3	19	1	-	-	-	2	-	3	2	2	8	1	-	-	1	-
	2%	*2%*	*2%*	*3%*	*2%*	-	-	-	*2%*	-	*4%*	*3%*	*3%*	7%n	*1%*	-	-	*2%*	-
Rarely	30	25	6	25	4	1	*	1	5	1	1	4	5	3	3	4	1	4	*
	3%	*4%*	*3%*	*3%*	*6%*	*2%*	*2%*	*1%*	*5%*	*2%*	*1%*	*5%*	*5%*	*2%*	*2%*	*5%*	*2%*	*6%*	*2%*
SUMMARY CODE																			
EVER	57	46	11	50	6	1	1	2	7	1	4	9	7	12	4	4	1	6	1
	7%	*7%*	*6%*	*7%*	*10%*	*2%*	*3%*	*5%*	*7%*	*2%*	*5%*	12%n	*8%*	*10%*	*3%*	*5%*	*2%*	*10%*	*3%*
No, never	687	543	144	580	48	37	22	30	80	46	61	59	71	89	98	45	37	48	22
	78%	*78%*	*78%*	*77%*	*79%*	*85%*	96%cd	*75%*	*82%*	*81%*	88%no	*75%*	*77%*	*76%*	*74%*	*68%*	*85%*	*79%*	96%hiklmnoq
Have never answered unwanted calls on my mobile phone	116	86	30	103	7	6	*	7	10	8	4	9	13	7	30	13	6	7	*
	13%	*12%*	*16%*	14%f	*11%*	13%f	*1%*	*17%*	*11%*	14%r	*6%*	12%r	14%r	*6%*	22%hjmr	20%jmr	13%r	*11%*	*1%*
Don't know	19	19	-	19	-	-	-	1	-	2	-	1	1	9	1	4	-	-	-
	2%	3%b	-	*3%*	-	-	-	*3%*	-	*3%*	-	*1%*	*1%*	8%hjn	*1%*	6%h	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
Always	7	7	4	4	3	-	2	-	2
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*
Nearly always	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Sometimes	20	20	12	12	8	-	5	4	13
	2%	*2%*	*2%*	*2%*	*3%*	-	*1%*	*2%*	*3%*
Rarely	30	30	18	18	12	-	11	5	13
	3%	*3%*	*3%*	*3%*	*4%*	-	*3%*	*3%*	*3%*
SUMMARY CODE									
EVER	57	57	34	34	23	-	18	8	28
	7%	*7%*	*6%*	*6%*	*8%*	-	*5%*	*6%*	*7%*
No, never	687	687	472	472	215	-	281	119	293
	78%	*78%*	*78%*	*78%*	*78%*	-	*81%*	84%h	*75%*
Have never answered unwanted calls on my mobile phone	116	116	84	84	32	-	44	13	63
	13%	*13%*	*14%*	*14%*	*12%*	-	*13%*	*9%*	*16%*
Don't know	19	19	12	12	7	-	6	1	8
	2%	*2%*	*2%*	*2%*	*3%*	-	*2%*	*1%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
Always	7	3	-	-	1	3	1	4	5	5	2	3	5	2
	1%	*1%*	-	-	2%bc	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
Nearly always	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	20	9	6	6	2	11	11	19	19	19	7	11	19	13
	2%	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*
Rarely	30	12	13	13	3	18	13	27	24	23	14	16	24	15
	3%	*3%*	*4%*	*4%*	*6%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
SUMMARY CODE														
EVER	57	24	19	19	6	32	24	51	48	47	23	30	48	31
	7%	*6%*	*6%*	*6%*	*12%*	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*
No, never	687	303	240	235	35	429	247	653	596	599	266	441	619	394
	78%	*80%*	*74%*	*74%*	*70%*	80%cf	*73%*	*79%*	*79%*	*80%*	*82%*	*84%*	*80%*	*82%*
Have never answered unwanted calls on my mobile phone	116	46	56	56	7	64	58	111	88	85	30	49	90	45
	13%	*12%*	17%e	18%e	*14%*	*12%*	17%e	*13%*	*12%*	*11%*	*9%*	*9%*	*12%*	*9%*
Don't know	19	6	7	7	2	9	7	14	18	18	5	9	18	10
	2%	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.46 And when you receive an unwanted call from an organisation or company on your mobile phone do you ever report it to an official organisation (e.g. Ofcom or the Information Commissioner's Office) or your mobile provider (e.g. Vodafone or EE)?
Base: All who have a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Always	7	6	2	4	2	*	1	6	2	4	3	2	1	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-
Nearly always	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	20	20	10	19	8	5	5	19	8	18	6	4	4	1	1	-
	2%	*3%*	*3%*	4%jk	*2%*	*2%*	*4%*	*4%*	*3%*	5%jk	*2%*	*1%*	*2%*	*5%*	*12%*	-
Rarely	30	25	15	20	19	12	10	18	10	15	16	9	10	-	-	-
	3%	*4%*	*4%*	*5%*	*6%*	*5%*	*7%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	-	-	-
SUMMARY CODE																
EVER	57	51	27	43	28	17	17	43	21	37	26	15	15	1	1	-
	7%	*8%*	*7%*	10%k	*9%*	*7%*	12%k	*8%*	*6%*	10%k	*6%*	*5%*	*7%*	*5%*	*12%*	-
No, never	687	500	322	379	254	183	121	427	255	314	349	245	198	9	4	5
	78%	*80%*	*79%*	85%beh	*79%*	*77%*	*82%*	*81%*	*78%*	85%beh	*82%*	*80%*	87%bdeh	*75%*	*88%*	*67%*
Have never answered unwanted calls on my mobile phone	116	62	54	20	35	33	8	53	45	16	45	41	14	1	-	1
	13%	10%ci	13%cfil	*5%*	11%ci	14%cfil	*5%*	10%ci	14%cfil	*4%*	11%ci	13%cfil	*6%*	*8%*	-	*13%*
Don't know	19	8	6	4	4	4	1	6	6	2	6	5	2	1	-	1
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*12%*	-	*20%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
I do not answer the phone to numbers that I do not know	254	116	137	43	66	47	41	27	23	7	52	95	51	55
	29%	*27%*	*31%*	*31%*	37%fi	31%i	*24%*	*24%*	*26%*	*16%*	*31%*	33%m	*28%*	*24%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	50	71	16	36	20	21	10	12	6	21	45	19	36
	14%	*12%*	*16%*	*11%*	20%g	*13%*	*12%*	*9%*	*13%*	*14%*	*12%*	*15%*	*10%*	*15%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	48	51	13	26	19	18	8	9	5	20	38	14	27
	11%	*11%*	*11%*	*10%*	*15%*	*13%*	*11%*	*7%*	*10%*	*13%*	*12%*	*13%*	*8%*	*12%*
I rely on my mobile phone answerphone to take a message	72	38	34	8	21	19	15	2	5	1	16	24	12	19
	8%	*9%*	*8%*	*6%*	12%gi	13%gi	9%g	*2%*	*6%*	*2%*	*9%*	*8%*	*7%*	*8%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	32	30	17	14	15	11	2	2	1	19	18	10	15
	7%	*7%*	*7%*	12%ghi	*8%*	10%gh	*6%*	*2%*	*3%*	*2%*	*11%*	*6%*	*5%*	*6%*
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	22	26	11	8	11	4	8	4	2	8	24	9	7
	5%	*5%*	*6%*	8%f	*4%*	*7%*	*2%*	*7%*	*5%*	*4%*	*5%*	8%m	*5%*	*3%*
I only have my phone switched on when I want to make a call or am expecting a call	15	6	9	1	2	4	2	1	3	3	6	3	2	4
	2%	*1%*	*2%*	*	*1%*	*3%*	*1%*	*1%*	*3%*	7%cdfg	*4%*	*1%*	*1%*	*2%*
Other	16	12	5	2	3	3	5	1	1	1	2	3	7	5
	2%	*3%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base	880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
SUMMARY CODES														
DO NOT ANSWER THE PHONE	421	196	225	75	109	75	67	45	37	13	83	162	77	99
	48%	*45%*	*50%*	54%fhi	61%fghi	50%i	*40%*	*41%*	*40%*	*32%*	*49%*	55%lm	*41%*	*43%*
ANY	516	248	269	87	133	99	83	50	48	17	100	188	99	129
	59%	*57%*	*60%*	62%gi	74%cfghi	66%fghi	*50%*	*45%*	*52%*	*40%*	*59%*	64%l	*53%*	*56%*
NO. REGULARLY DO														
1	414	198	217	71	110	75	63	43	40	13	73	151	85	106
	47%	*46%*	*48%*	51%fi	61%fghi	50%fi	*37%*	*39%*	*43%*	*30%*	*43%*	*51%*	*45%*	*46%*
2	59	32	27	6	12	16	14	4	4	2	15	20	9	14
	7%	*7%*	*6%*	*5%*	*6%*	11%g	*8%*	*3%*	*4%*	*5%*	*9%*	*7%*	*5%*	*6%*
3	28	11	17	9	8	4	1	3	3	-	8	11	4	4
	3%	*3%*	*4%*	7%f	4%f	*2%*	*1%*	*3%*	*3%*	-	*5%*	*4%*	*2%*	*2%*
4	9	5	4	-	1	2	5	-	1	1	3	4	-	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*3%*	-	*1%*	*2%*	*2%*	*1%*	-	*1%*
5+	7	2	5	-	3	2	1	-	*	1	1	2	2	2
	1%	*	*1%*	-	*2%*	*1%*	*	-	*	*2%*	*1%*	*1%*	*1%*	*1%*
None of these - I always answer my mobile when it rings	322	167	155	46	36	49	77	55	38	20	62	92	71	96
	37%	*39%*	*35%*	33%d	*20%*	32%d	46%de	50%cde	41%d	50%cde	*37%*	*31%*	*38%*	42%k
Don't know	42	17	24	6	9	2	8	6	6	4	7	13	16	5
	5%	*4%*	*5%*	*4%*	*5%*	*2%*	*5%*	*5%*	*7%e*	*10%e*	*4%*	*4%*	*8%m*	*2%*
Mean	**1.329**	**1.306**	**1.349**	**1.283**	**1.317**	**1.384**	**1.393**	**1.205**	**1.281**	**1.513**	**1.447**	**1.326**	**1.256**	**1.296**
Standard Deviation	**0.789**	**0.711**	**0.856**	**0.646**	**0.805**	**0.904**	**0.840**	**0.548**	**0.725**	**1.131**	**0.858**	**0.754**	**0.805**	**0.770**
Error Variance	**0.001**	**0.002**	**0.003**	**0.005**	**0.006**	**0.010**	**0.010**	**0.006**	**0.008**	**0.051**	**0.008**	**0.004**	**0.006**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
I do not answer the phone to numbers that I do not know	254	146	77	30	158	95	84	169	54	139	38	18	4	44	74	60	51	24
	29%	*31%*	*27%*	*24%*	32%e	*24%*	*30%*	*28%*	*26%*	*32%*	*27%*	*25%*	*15%*	*27%*	*28%*	*34%*	*31%*	*24%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	66	37	17	61	59	47	74	33	58	17	9	4	22	36	29	19	14
	14%	*14%*	*13%*	*14%*	*12%*	*15%*	*17%*	*12%*	*16%*	*13%*	*13%*	*12%*	*13%*	*13%*	*13%*	*16%*	*11%*	*14%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	61	31	8	57	42	33	66	20	51	20	7	-	15	30	27	20	8
	11%	*13%*	*11%*	*6%*	*12%*	*11%*	*12%*	*11%*	*10%*	*12%*	*14%*	*11%*	-	*9%*	*11%*	*15%*	*12%*	*8%*
I rely on my mobile phone answerphone to take a message	72	43	20	9	51	21	26	45	13	40	11	4	3	9	25	14	16	8
	8%	*9%*	*7%*	*8%*	10%e	*5%*	*9%*	*8%*	*6%*	*9%*	*8%*	*5%*	*11%*	*5%*	*9%*	*8%*	*9%*	*8%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	28	27	6	40	22	22	40	11	25	18	4	3	5	17	21	13	6
	7%	*6%*	*10%*	*5%*	*8%*	*6%*	*8%*	*7%*	*5%*	*6%*	13%hi	*6%*	*12%*	*3%*	*6%*	12%m	*8%*	*6%*
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	27	19	3	25	23	14	34	8	26	7	6	2	7	16	12	9	5
	5%	*6%*	*7%*	*2%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*	*5%*	*8%*	*7%*	*4%*	*6%*	*7%*	*5%*	*5%*
I only have my phone switched on when I want to make a call or am expecting a call	15	8	5	2	8	7	4	11	5	6	2	2	-	4	4	2	2	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	-	*3%*	*1%*	*1%*	*1%*	*3%*
Other	16	6	7	3	9	7	5	11	3	9	5	-	-	3	5	7	1	1
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	*2%*	*4%*	*1%*	*1%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base	880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
SUMMARY CODES																		
DO NOT ANSWER THE PHONE	421	233	141	47	243	178	139	282	95	213	65	38	10	75	120	97	88	40
	48%	50%c	49%c	*38%*	*50%*	*46%*	*50%*	*47%*	*45%*	*49%*	*47%*	*53%*	*35%*	*45%*	*45%*	*55%*	*53%*	*41%*
ANY	516	286	170	60	303	214	173	343	113	268	81	40	14	88	156	119	102	51
	59%	61%c	*60%*	*49%*	*62%*	*55%*	*62%*	*57%*	*54%*	*62%*	*59%*	*56%*	*49%*	*53%*	*58%*	67%mq	*62%*	*52%*
NO. REGULARLY DO																		
1	414	226	141	48	236	178	138	276	95	218	55	34	13	76	129	84	85	40
	47%	*48%*	*49%*	*39%*	*48%*	*46%*	*50%*	*46%*	*45%*	*51%*	*40%*	*48%*	*44%*	*46%*	*48%*	*47%*	*51%*	*41%*
2	59	37	13	9	43	15	20	38	12	26	17	3	-	8	13	21	11	6
	7%	*8%*	*4%*	*8%*	9%e	*4%*	*7%*	*6%*	*6%*	*6%*	13%hi	*4%*	-	*5%*	*5%*	12%mn	*6%*	*6%*
3	28	13	14	1	13	15	8	19	2	16	6	3	1	1	11	8	4	4
	3%	*3%*	5%c	*1%*	*3%*	*4%*	*3%*	*3%*	*1%*	4%h	5%h	*4%*	*5%*	*	4%m	5%m	*2%*	4%m
4	9	7	-	2	5	4	4	5	2	5	2	-	-	1	2	4	1	-
	1%	*1%*	-	2%b	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	*2%*	*1%*	-
5+	7	4	3	*	6	1	3	4	3	3	1	-	-	2	2	1	1	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	*	*1%*	*1%*
None of these - I always answer my mobile when it rings	322	165	97	60	170	152	96	226	88	143	52	24	15	73	97	52	54	46
	37%	*35%*	*34%*	48%ab	*35%*	*39%*	*34%*	*38%*	*42%*	*33%*	*38%*	*33%*	*51%*	43%o	*36%*	*29%*	*33%*	47%o
Don't know	42	20	18	4	18	24	9	32	10	20	5	7	-	6	17	7	9	2
	5%	*4%*	*6%*	*3%*	*4%*	*6%*	*3%*	*5%*	*5%*	*5%*	*3%*	*10%*	-	*4%*	*6%*	*4%*	*6%*	*2%*
Mean	**1.329**	**1.344**	**1.311**	**1.307**	**1.354**	**1.292**	**1.362**	**1.312**	**1.308**	**1.318**	**1.470**	**1.222**	**1.189**	**1.236**	**1.324**	**1.449**	**1.264**	**1.351**
Standard Deviation	**0.789**	**0.790**	**0.813**	**0.728**	**0.827**	**0.733**	**0.882**	**0.739**	**0.903**	**0.768**	**0.807**	**0.569**	**0.607**	**0.741**	**0.835**	**0.829**	**0.701**	**0.793**
Error Variance	**0.001**	**0.002**	**0.004**	**0.008**	**0.003**	**0.002**	**0.005**	**0.002**	**0.007**	**0.002**	**0.009**	**0.009**	**0.026**	**0.006**	**0.004**	**0.006**	**0.006**	**0.013**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
I do not answer the phone to numbers that I do not know	254	192	62	200	25	14	15	12	22	16	20	22	30	19	43	16	14	25	15
	29%	*28%*	*34%*	*27%*	40%c	*32%*	67%cde	*31%*	*22%*	*29%*	30%m	*28%*	32%m	*16%*	32%m	*24%*	32%m	40%hm	67%hijkl mnopq
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	95	26	98	13	5	4	4	13	6	10	18	8	13	19	8	5	13	4
	14%	*14%*	*14%*	*13%*	*22%*	*11%*	*16%*	*10%*	*13%*	*11%*	*14%*	22%lm	*9%*	*11%*	*14%*	*13%*	*11%*	22%l	*16%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	79	20	77	12	9	1	5	12	7	6	9	3	8	19	8	9	12	1
	11%	*11%*	*11%*	*10%*	19%f	21%cf	*4%*	*13%*	12%l	13%l	*9%*	12%l	*3%*	*7%*	14%l	*12%*	21%lmr	19%lmr	*4%*
I rely on my mobile phone answerphone to take a message	72	52	20	69	1	1	1	1	13	7	5	4	10	7	11	11	1	1	1
	8%	*7%*	*11%*	*9%*	*1%*	*2%*	*4%*	*3%*	14%q	12%q	*7%*	*5%*	11%q	*6%*	*8%*	16%kmpq	*2%*	*1%*	*4%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	52	10	54	3	4	*	4	7	2	6	5	8	9	9	5	4	3	*
	7%	*7%*	*5%*	*7%*	*5%*	*10%*	*2%*	*10%*	*8%*	*4%*	*9%*	*6%*	*8%*	*8%*	*7%*	*7%*	*10%*	*5%*	*2%*
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	39	9	44	*	4	-	6	5	1	5	7	2	9	4	5	4	*	-
	5%	*6%*	*5%*	*6%*	*1%*	*8%*	-	*14%*	*5%*	*2%*	*7%*	*9%*	*2%*	*8%*	*3%*	*7%*	*8%*	*1%*	-
I only have my phone switched on when I want to make a call or am expecting a call	15	11	4	13	1	1	*	-	1	-	1	3	3	*	1	3	1	1	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	-	*1%*	-	*1%*	*3%*	*4%*	*	*1%*	*5%*	*2%*	*2%*	*1%*
Other	16	12	5	13	-	3	-	1	-	-	1	-	3	3	3	3	3	-	-
	2%	*2%*	*3%*	*2%*	-	7%c	-	*1%*	-	-	*1%*	-	*3%*	*2%*	*2%*	*4%*	7%hk	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base	880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
SUMMARY CODES																			
DO NOT ANSWER THE PHONE	421	329	92	342	37	22	19	25	36	26	31	43	39	48	71	23	22	37	19
	48%	*47%*	*50%*	*46%*	60%c	*51%*	83%cde	*60%*	*37%*	*47%*	*45%*	55%ho	*42%*	*41%*	54%ho	*35%*	*51%*	60%hlmo	83%hijkl mnopq
ANY	516	403	113	432	39	26	20	27	49	29	38	51	55	63	84	35	26	39	20
	59%	*58%*	*61%*	*57%*	*64%*	*60%*	85%cde	*67%*	*50%*	*52%*	*55%*	*64%*	*60%*	*54%*	*63%*	*53%*	*60%*	*64%*	85%hijkl mnopq
NO. REGULARLY DO																			
1	414	326	88	350	29	18	18	24	33	25	27	44	47	59	66	25	18	29	18
	47%	*47%*	*48%*	*47%*	*47%*	*41%*	77%cde	*58%*	*34%*	*44%*	*40%*	55%ho	51%h	51%h	49%h	*37%*	*41%*	*47%*	77%hijkl mnopq
2	59	46	13	46	6	5	2	-	9	2	7	4	6	2	13	3	5	6	2
	7%	*7%*	*7%*	*6%*	*9%*	*12%*	*8%*	-	9%m	*4%*	10%m	*5%*	*6%*	*2%*	10%m	*5%*	12%m	9%m	8%m
3	28	21	7	22	3	2	-	3	5	-	3	-	1	1	5	4	2	3	-
	3%	*3%*	*4%*	*3%*	*6%*	*5%*	-	*8%*	*5%*	-	*4%*	-	*1%*	*1%*	*4%*	6%k	*5%*	6%k	-
4	9	5	4	8	1	-	-	-	2	1	1	1	2	-	-	2	-	1	-
	1%	*1%*	*2%*	*1%*	*2%*	-	-	-	*2%*	*2%*	*1%*	*1%*	*2%*	-	-	*2%*	-	*2%*	-
5+	7	6	1	6	-	1	-	-	-	1	-	3	-	-	*	2	1	-	-
	1%	*1%*	*1%*	*1%*	-	*2%*	-	-	-	*2%*	-	*3%*	-	-	*	*2%*	*2%*	-	-
None of these - I always answer my mobile when it rings	322	255	67	278	22	17	3	11	41	23	31	27	32	45	44	25	17	22	3
	37%	*37%*	*36%*	37%f	36%f	40%f	*15%*	*26%*	42%r	41%r	45%r	34%r	35%r	39%r	33%r	38%r	40%r	36%r	*15%*
Don't know	42	36	5	42	-	-	-	3	8	4	-	2	5	9	5	6	-	-	-
	5%	*5%*	*3%*	*6%*	-	-	-	*7%*	8%jq	*7%*	-	*2%*	*6%*	8%jq	*4%*	9%jq	-	-	-
Mean	**1.329**	**1.314**	**1.380**	**1.318**	**1.400f**	**1.565**	**1.097**	**1.248**	**1.488mr**	**1.367**	**1.406mr**	**1.314**	**1.218**	**1.077**	**1.296m**	**1.648**	**1.565**	**1.400mr**	**1.097**
Standard Deviation	**0.789**	**0.776**	**0.836**	**0.772**	**0.763**	**1.233**	**0.303**	**0.671**	**0.821**	**1.009**	**0.750**	**0.962**	**0.619**	**0.340**	**0.633**	**1.151**	**1.233**	**0.763**	**0.303**
Error Variance	**0.001**	**0.002**	**0.006**	**0.002**	**0.017**	**0.061**	**0.002**	**0.023**	**0.015**	**0.038**	**0.016**	**0.017**	**0.008**	**0.002**	**0.005**	**0.043**	**0.061**	**0.017**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
I do not answer the phone to numbers that I do not know	254	254	166	166	88	-	114	36	106
	29%	*29%*	*28%*	*28%*	*32%*	-	*33%*	*26%*	*27%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	120	77	77	43	-	47	25	51
	14%	*14%*	*13%*	*13%*	*16%*	-	*13%*	*18%*	*13%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	99	61	61	38	-	38	17	44
	11%	*11%*	*10%*	*10%*	*14%*	-	*11%*	*12%*	*11%*
I rely on my mobile phone answerphone to take a message	72	72	54	54	17	-	31	13	29
	8%	*8%*	*9%*	*9%*	*6%*	-	*9%*	*9%*	*7%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	62	40	40	22	-	23	6	32
	7%	*7%*	*7%*	*7%*	*8%*	-	*7%*	*4%*	*8%*
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	48	37	37	11	-	16	9	17
	5%	*5%*	*6%*	*6%*	*4%*	-	*5%*	*6%*	*4%*
I only have my phone switched on when I want to make a call or am expecting a call	15	15	11	11	4	-	4	2	10
	2%	*2%*	*2%*	*2%*	*1%*	-	*1%*	*1%*	*2%*
Other	16	16	12	12	5	-	7	3	6
	2%	*2%*	*2%*	*2%*	*2%*	-	*2%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	861	861	592	592	269	-	340	134	392
Weighted Base	880	880	603	603	277	-**	349	142	392
SUMMARY CODES									
DO NOT ANSWER THE PHONE	421	421	279	279	142	-	180	69	172
	48%	*48%*	*46%*	*46%*	*51%*	-	*51%*	*49%*	*44%*
ANY	516	516	346	346	171	-	214	83	218
	59%	*59%*	*57%*	*57%*	*62%*	-	*61%*	*59%*	*56%*
NO. REGULARLY DO									
1	414	414	280	280	134	-	174	67	172
	47%	*47%*	*47%*	*47%*	*48%*	-	*50%*	*47%*	*44%*
2	59	59	37	37	21	-	23	12	25
	7%	*7%*	*6%*	*6%*	*8%*	-	*7%*	*8%*	*6%*
3	28	28	16	16	11	-	12	1	15
	3%	*3%*	*3%*	*3%*	*4%*	-	*4%*	*1%*	*4%*
4	9	9	7	7	2	-	3	1	4
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*
5+	7	7	5	5	2	-	2	3	2
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*
None of these - I always answer my mobile when it rings	322	322	225	225	97	-	121	54	148
	37%	*37%*	*37%*	*37%*	*35%*	-	*35%*	*38%*	*38%*
Don't know	42	42	32	32	10	-	14	5	25
	5%	*5%*	*5%*	*5%*	*3%*	-	*4%*	*3%*	*6%*
Mean	**1.329**	**1.329**	**1.325**	**1.325**	**1.337**	**-**	**1.305**	**1.330**	**1.351**
Standard Deviation	**0.789**	**0.789**	**0.808**	**0.808**	**0.752**	**-**	**0.770**	**0.836**	**0.780**
Error Variance	**0.001**	**0.001**	**0.002**	**0.002**	**0.003**	**-**	**0.003**	**0.009**	**0.003**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
I do not answer the phone to numbers that I do not know	254	117	91	88	10	159	91	243	225	224	111	170	233	151
	29%	*31%*	*28%*	*28%*	*21%*	*30%*	*27%*	*29%*	*30%*	*30%*	*34%*	*32%*	*30%*	*31%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	50	40	39	6	77	40	112	105	106	47	78	108	73
	14%	*13%*	*12%*	*12%*	*12%*	*14%*	*12%*	*14%*	*14%*	*14%*	*15%*	*15%*	*14%*	*15%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	40	39	39	5	60	39	96	86	87	40	58	89	56
	11%	*10%*	*12%*	*12%*	*9%*	*11%*	*12%*	*12%*	*11%*	*12%*	*12%*	*11%*	*11%*	*12%*
I rely on my mobile phone answerphone to take a message	72	31	24	23	6	48	23	68	65	65	34	51	66	46
	8%	*8%*	*7%*	*7%*	*12%*	*9%*	*7%*	*8%*	*9%*	*9%*	*10%*	*10%*	*9%*	*10%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	25	26	26	5	34	27	56	56	56	30	45	58	47
	7%	*6%*	*8%*	*8%*	*10%*	*6%*	*8%*	*7%*	*7%*	*7%*	*9%*	*9%*	*8%*	*10%*
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	17	14	12	5	31	13	42	43	43	16	29	43	25
	5%	*4%*	*4%*	*4%*	11%f	*6%*	*4%*	*5%*	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*
I only have my phone switched on when I want to make a call or am expecting a call	15	5	7	7	4	9	7	15	13	13	8	8	14	7
	2%	*1%*	*2%*	*2%*	7%aeg	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
Other	16	8	5	5	*	10	6	15	10	10	6	10	11	10
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base	880	379	323	318	49*	533	337	828	750	749	325	528	775	480
SUMMARY CODES														
DO NOT ANSWER THE PHONE	421	188	142	139	20	267	142	395	370	371	176	280	383	260
	48%	*49%*	*44%*	*44%*	*41%*	50%f	*42%*	*48%*	*49%*	*50%*	*54%*	*53%*	*49%*	*54%*
ANY	516	226	179	174	29	322	180	484	449	450	219	341	465	323
	59%	*60%*	*55%*	*55%*	*58%*	*60%*	*53%*	*58%*	*60%*	*60%*	68%hil	*65%*	*60%*	67%hil
NO. REGULARLY DO														
1	414	186	139	135	20	258	141	385	355	357	174	276	369	263
	47%	*49%*	*43%*	*42%*	*41%*	*48%*	*42%*	*46%*	*47%*	*48%*	*54%*	*52%*	*48%*	55%hil
2	59	23	21	20	5	39	20	57	55	55	29	38	56	39
	7%	*6%*	*7%*	*6%*	*10%*	*7%*	*6%*	*7%*	*7%*	*7%*	*9%*	*7%*	*7%*	*8%*
3	28	12	13	13	3	17	13	27	26	26	10	19	26	14
	3%	*3%*	*4%*	*4%*	*6%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*
4	9	3	3	3	1	4	3	8	6	6	3	3	6	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
5+	7	2	2	2	-	4	2	7	7	7	3	6	7	4
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
None of these - I always answer my mobile when it rings	322	140	120	120	17	188	133	307	267	265	93	170	275	139
	37%	*37%*	*37%*	*38%*	*34%*	*35%*	*40%*	*37%*	36%m	35%m	*29%*	*32%*	36%m	*29%*
Don't know	42	14	23	23	4	23	23	37	35	34	12	17	35	18
	5%	*4%*	*7%*	*7%*	*9%*	*4%*	*7%*	*4%*	*5%*	*5%*	*4%*	*3%*	*4%*	*4%*
Mean	**1.329**	**1.289**	**1.376**	**1.380**	**1.442**	**1.327**	**1.367**	**1.339**	**1.344**	**1.342**	**1.331**	**1.316**	**1.337**	**1.287**
Standard Deviation	**0.789**	**0.753**	**0.812**	**0.820**	**0.784**	**0.791**	**0.809**	**0.799**	**0.804**	**0.802**	**0.771**	**0.789**	**0.795**	**0.734**
Error Variance	**0.001**	**0.003**	**0.004**	**0.004**	**0.023**	**0.002**	**0.004**	**0.001**	**0.002**	**0.002**	**0.003**	**0.002**	**0.001**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
I do not answer the phone to numbers that I do not know	254	186	121	137	100	70	50	152	95	111	134	92	74	3	2	1
	29%	*30%*	*29%*	*31%*	*31%*	*29%*	*34%*	*29%*	*29%*	*30%*	*31%*	*30%*	*32%*	*23%*	*31%*	*18%*
I do not answer the phone to numbers that I recognise but do not want to answer (e.g. a utility company- please remember, we do not mean friends or family)	120	89	53	74	48	30	28	78	42	63	61	38	44	2	-	2
	14%	*14%*	*13%*	*17%*	*15%*	*13%*	*19%*	*15%*	*13%*	*17%*	*14%*	*13%*	*19%*	*16%*	-	*27%*
I do not answer the phone if I am not expecting a call and it is an unknown number	99	74	38	58	44	28	21	63	31	51	52	32	33	1	-	1
	11%	*12%*	*9%*	*13%*	*14%*	*12%*	*14%*	*12%*	*9%*	*14%*	*12%*	*10%*	*15%*	*8%*	-	*13%*
I rely on my mobile phone answerphone to take a message	72	54	32	41	32	20	19	45	26	33	39	25	22	2	1	1
	8%	*9%*	*8%*	*9%*	*10%*	*8%*	*13%*	*8%*	*8%*	*9%*	*9%*	*8%*	*10%*	*17%*	*18%*	*17%*
I switch ringtone down\off so I am not disturbed by unwanted calls when it rings	62	45	28	34	20	14	8	43	24	31	29	19	12	-	-	-
	7%	*7%*	*7%*	*8%*	*6%*	*6%*	*6%*	*8%*	*7%*	*8%*	*7%*	*6%*	*5%*	-	-	-
I do not answer the phone at certain times of the day and\ or evening and it is an unknown number	48	34	24	26	14	11	4	28	17	22	23	16	14	-	-	-
	5%	*6%*	*6%*	*6%*	*4%*	*5%*	*3%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	-	-	-
I only have my phone switched on when I want to make a call or am expecting a call	15	13	9	9	8	6	4	12	8	9	10	6	4	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.47 When your mobile phone rings, which of these do you REGULARLY DO in order to avoid\ not have to answer unwanted calls from companies or organisations
Base: All who have a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base	880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
Other	16	10	6	7	2	1	1	10	6	6	5	4	4	-	-	-
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	-	-	-
SUMMARY CODES																
DO NOT ANSWER THE PHONE	421	303	191	230	161	110	84	250	147	186	213	147	124	6	2	4
	48%	*49%*	*47%*	*51%*	*50%*	*46%*	57%h	*47%*	*45%*	*50%*	*50%*	*48%*	*54%*	*47%*	*31%*	*58%*
ANY	516	371	230	282	190	130	99	313	180	233	254	174	145	7	2	5
	59%	*60%*	*56%*	63%h	*59%*	*55%*	68%beh	*59%*	*55%*	63%h	*60%*	*57%*	*63%*	*57%*	*31%*	*75%*
NO. REGULARLY DO																
1	414	289	184	216	146	100	78	241	141	175	197	141	108	6	1	5
	47%	*46%*	*45%*	*48%*	*45%*	*42%*	*53%*	*46%*	*43%*	*48%*	*46%*	*46%*	*47%*	*49%*	*12%*	*75%*
2	59	48	25	39	23	16	13	41	21	35	30	16	20	1	1	-
	7%	*8%*	*6%*	*9%*	*7%*	*7%*	*9%*	*8%*	*6%*	*9%*	*7%*	*5%*	*9%*	*7%*	*18%*	-
3	28	22	13	18	14	9	6	19	11	15	18	11	10	-	-	-
	3%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	-	-
4	9	6	4	5	5	4	2	6	4	5	4	3	3	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-
5+	7	6	4	3	2	1	1	5	3	3	4	3	3	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	-
None of these - I always answer my mobile when it rings	322	230	165	153	119	97	42	199	135	127	157	120	78	5	3	2
	37%	*37%*	40%f	*34%*	*37%*	41%f	*29%*	*38%*	41%f	*34%*	*37%*	*39%*	*34%*	*43%*	*69%*	*25%*
Don't know	42	21	14	12	12	11	5	17	13	9	15	12	7	-	-	-
	5%	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*2%*	*4%*	*4%*	*3%*	-	-	-
Mean	**1.329**	**1.363**	**1.349**	**1.374**	**1.405**	**1.389**	**1.351**	**1.379**	**1.378**	**1.404**	**1.385**	**1.336**	**1.430**	**1.130**	**1.593**	**1.000**
Standard Deviation	**0.789**	**0.822**	**0.813**	**0.820**	**0.878**	**0.822**	**0.854**	**0.841**	**0.836**	**0.862**	**0.861**	**0.812**	**0.922**	**0.363**	**-**	**0.000**
Error Variance	**0.001**	**0.002**	**0.003**	**0.003**	**0.004**	**0.005**	**0.008**	**0.002**	**0.004**	**0.003**	**0.003**	**0.004**	**0.007**	**0.019**	**-**	**0.000**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	208	104	104	28	22	32	45	31	34	16	38	50	55	65
Weighted Base	213	114*	100*	31**	26**	37**	52*	36**	22**	10**	44*	63*	51*	55*
Haven't thought of doing anything	45	23	23	13	7	8	9	3	3	2	8	16	10	12
	21%	*20%*	*23%*	*42%*	*26%*	*22%*	*18%*	*9%*	*13%*	*24%*	*18%*	*25%*	*20%*	*21%*
I do not get enough of these calls for it to be necessary	39	22	17	3	4	3	11	8	9	1	8	11	8	12
	18%	*20%*	*17%*	*10%*	*14%*	*8%*	*22%*	*21%*	*40%*	*13%*	*18%*	*18%*	*16%*	*21%*
Too much hassle	37	25	12	8	5	3	13	4	2	2	6	11	10	9
	17%	*22%*	*12%*	*24%*	*19%*	*9%*	*25%*	*10%*	*9%*	*20%*	*14%*	*18%*	*20%*	*16%*
I do not get any unwanted calls on my mobile phone	25	12	14	4	1	4	8	5	2	*	9	5	2	9
	12%	*10%*	*14%*	*14%*	*5%*	*10%*	*16%*	*15%*	*9%*	*5%*	21%l	*8%*	*4%*	*16%*
I don't know what to do to stop them	21	7	14	1	2	6	2	7	2	1	1	9	5	5
	10%	*6%*	*14%*	*2%*	*8%*	*15%*	*4%*	*19%*	*10%*	*13%*	*3%*	*14%*	*11%*	*9%*
I don't think anything would work	17	9	8	4	2	3	2	3	1	1	8	1	5	3
	8%	*8%*	*8%*	*13%*	*9%*	*8%*	*5%*	*9%*	*2%*	*14%*	18%k	*2%*	*9%*	*6%*
I am worried about missing an important call	11	5	6	-	-	3	3	-	3	2	-	3	3	5
	5%	*4%*	*6%*	-	-	*9%*	*5%*	-	*14%*	*16%*	-	*5%*	*6%*	*8%*
I do not mind receiving these types of calls	10	7	3	2	3	-	1	2	2	-	-	6	2	2
	5%	*6%*	*3%*	*7%*	*12%*	-	*1%*	*5%*	*8%*	-	-	*10%*	*3%*	*3%*
Other	4	2	3	-	1	-	1	2	-	*	1	1	2	-
	2%	*1%*	*3%*	-	*5%*	-	*2%*	*5%*	-	*4%*	*3%*	*2%*	*4%*	-
SUMMARY CODE														
ANY REASON	192	106	86	31	24	30	48	30	20	10	40	60	44	48
	90%	*93%*	*86%*	*98%*	*93%*	*81%*	*93%*	*82%*	*90%*	*100%*	*90%*	*95%*	*86%*	*86%*
NO. OF REASONS														
1	175	102	73	26	23	30	44	25	17	9	37	56	41	41
	82%	90%b	*73%*	*83%*	*89%*	*81%*	*86%*	*71%*	*77%*	*91%*	*84%*	89%m	*80%*	*73%*
2	16	4	12	5	1	-	3	4	2	1	3	4	3	6
	8%	*4%*	12%a	*15%*	*4%*	-	*7%*	*12%*	*9%*	*9%*	*6%*	*6%*	*6%*	*11%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	208	104	104	28	22	32	45	31	34	16	38	50	55	65
Weighted Base	213	114*	100*	31**	26**	37**	52*	36**	22**	10**	44*	63*	51*	55*
3	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	*	-	*1%*	-	-	-	-	-	*4%*	-	-	-	-	*1%*
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	8	14	1	2	7	4	6	2	-	4	3	7	8
	10%	*7%*	*14%*	*2%*	*7%*	*19%*	*7%*	*18%*	*10%*	-	*10%*	*5%*	*14%*	*14%*
Mean	**1.093**	**1.041**	**1.157a**	**1.150**	**1.042**	**1.000**	**1.071**	**1.143**	**1.185**	**1.086**	**1.064**	**1.067**	**1.074**	**1.166**
Standard Deviation	**0.305**	**0.198**	**0.392**	**0.363**	**0.204**	**0.000**	**0.259**	**0.356**	**0.494**	**0.295**	**0.248**	**0.252**	**0.264**	**0.420**
Error Variance	**0.001**	*	**0.002**	**0.005**	**0.002**	**0.000**	**0.002**	**0.005**	**0.008**	**0.005**	**0.002**	**0.001**	**0.001**	**0.003**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	208	115	59	34	99	109	64	144	54	102	28	14	10	44	74	26	34	30
Weighted Base	213	117*	67*	29**	117*	96*	68*	145	51*	103*	32**	16**	11**	42*	68*	32**	40*	32**
Haven't thought of doing anything	45	19	23	4	25	20	18	28	12	18	6	7	2	7	16	6	12	6
	21%	*17%*	34%a	*12%*	*22%*	*21%*	*26%*	*19%*	*24%*	*17%*	*20%*	*44%*	*16%*	*16%*	*23%*	*18%*	*29%*	*18%*
I do not get enough of these calls for it to be necessary	39	18	13	8	16	24	8	32	17	18	2	2	-	16	14	3	2	4
	18%	*15%*	*19%*	*28%*	*13%*	*25%*	*11%*	*22%*	*33%*	*18%*	*7%*	*12%*	-	38%p	21%p	*9%*	*5%*	*13%*
Too much hassle	37	19	13	4	25	11	11	25	5	18	9	4	1	3	11	10	10	2
	17%	*16%*	*20%*	*15%*	*22%*	*12%*	*17%*	*17%*	*9%*	*17%*	*29%*	*26%*	*8%*	*8%*	*17%*	*31%*	*26%*	*5%*
I do not get any unwanted calls on my mobile phone	25	16	7	3	16	9	8	17	4	14	4	1	3	4	8	2	8	5
	12%	*14%*	*10%*	*9%*	*14%*	*9%*	*12%*	*12%*	*7%*	*13%*	*12%*	*6%*	*29%*	*9%*	*11%*	*5%*	*19%*	*15%*
I don't know what to do to stop them	21	10	4	8	8	13	6	15	7	10	2	2	-	7	7	2	3	3
	10%	*8%*	*5%*	*26%*	*7%*	*13%*	*9%*	*10%*	*14%*	*9%*	*6%*	*13%*	-	*16%*	*10%*	*6%*	*7%*	*9%*
I don't think anything would work	17	8	6	3	10	7	4	13	3	4	5	1	4	1	4	5	2	5
	8%	*7%*	*9%*	*9%*	*9%*	*7%*	*5%*	*9%*	*6%*	*4%*	*15%*	*8%*	*37%*	*2%*	*6%*	*16%*	*5%*	*15%*
I am worried about missing an important call	11	7	1	2	5	6	3	8	2	8	-	-	1	2	6	1	-	2
	5%	*6%*	*2%*	*7%*	*4%*	*6%*	*5%*	*5%*	*3%*	*8%*	-	-	*6%*	*4%*	*9%*	*4%*	-	*6%*
I do not mind receiving these types of calls	10	6	4	*	7	3	5	5	*	7	2	-	-	*	3	-	4	2
	5%	*5%*	*5%*	*1%*	*6%*	*3%*	*7%*	*3%*	*1%*	*7%*	*7%*	-	-	*1%*	*5%*	-	*11%*	*5%*
Other	4	4	-	1	2	2	2	2	1	4	-	-	-	1	2	1	-	1
	2%	*3%*	-	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	-	-	-	*2%*	*2%*	*3%*	-	*4%*
SUMMARY CODE																		
ANY REASON	192	101	63	27	109	82	59	132	48	89	28	16	11	38	61	27	37	28
	90%	*86%*	*95%*	*93%*	*93%*	*86%*	*87%*	*91%*	*93%*	*87%*	*89%*	*96%*	*95%*	*92%*	*90%*	*87%*	*93%*	*86%*
NO. OF REASONS																		
1	175	97	56	22	104	71	54	120	45	79	26	14	11	37	52	26	34	26
	82%	*83%*	*84%*	*75%*	88%e	*74%*	*80%*	*83%*	*88%*	*77%*	*81%*	*84%*	*95%*	*88%*	*77%*	*81%*	*84%*	*81%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	208	115	59	34	99	109	64	144	54	102	28	14	10	44	74	26	34	30
Weighted Base	213	117*	67*	29**	117*	96*	68*	145	51*	103*	32**	16**	11**	42*	68*	32**	40*	32**
2	16	4	7	5	6	11	5	11	3	9	2	2	-	2	8	2	3	2
	8%	*3%*	*11%*	*18%*	*5%*	*11%*	*7%*	*8%*	*5%*	*9%*	*7%*	*12%*	-	*4%*	*12%*	*5%*	*9%*	*5%*
3	1	1	-	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-
	*	*1%*	-	-	-	*1%*	-	*1%*	-	*1%*	-	-	-	-	*1%*	-	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	16	4	2	8	14	9	13	3	14	4	1	1	3	7	4	3	5
	10%	*14%*	*5%*	*7%*	*7%*	*14%*	*13%*	*9%*	*7%*	*13%*	*11%*	*4%*	*5%*	*8%*	*10%*	*13%*	*7%*	*14%*
Mean	**1.093**	**1.053**	**1.115**	**1.190**	**1.051**	**1.147** d	**1.086**	**1.096**	**1.059**	**1.120**	**1.082**	**1.127**	**1.000**	**1.039**	**1.155**	**1.062**	**1.093**	**1.059**
Standard Deviation	**0.305**	**0.258**	**0.322**	**0.400**	**0.222**	**0.384**	**0.282**	**0.316**	**0.237**	**0.354**	**0.279**	**0.344**	**0.000**	**0.197**	**0.401**	**0.245**	**0.294**	**0.239**
Error Variance	**0.001**	**0.001**	**0.002**	**0.005**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.001**	**0.003**	**0.009**	**0.000**	**0.001**	**0.002**	**0.003**	**0.003**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	208	166	42	177	14	10	7	8	29	10	25	17	21	28	24	15	10	14	7
Weighted Base	213	168	46*	185	14**	12**	2**	8**	31**	12**	25**	17**	24**	29**	26**	13**	12**	14**	2**
Haven't thought of doing anything	45	34	11	42	2	1	-	-	14	1	3	4	3	8	7	2	1	2	-
	21%	*20%*	*25%*	*23%*	*17%*	*10%*	-	-	*45%*	*8%*	*13%*	*23%*	*12%*	*28%*	*27%*	*13%*	*10%*	*17%*	-
I do not get enough of these calls for it to be necessary	39	31	9	37	1	2	*	3	6	-	8	7	5	1	5	3	2	1	*
	18%	*18%*	*19%*	*20%*	*4%*	*13%*	*10%*	*34%*	*18%*	-	*32%*	*40%*	*20%*	*4%*	*19%*	*21%*	*13%*	*4%*	*10%*
Too much hassle	37	28	9	33	-	4	-	-	3	2	4	2	4	10	4	4	4	-	-
	17%	*16%*	*20%*	*18%*	-	*32%*	-	-	*11%*	*21%*	*15%*	*13%*	*15%*	*34%*	*13%*	*32%*	*32%*	-	-
I do not get any unwanted calls on my mobile phone	25	20	5	25	-	1	*	*	3	4	6	1	3	2	5	-	1	-	*
	12%	*12%*	*12%*	*13%*	-	*5%*	*11%*	*6%*	*11%*	*35%*	*22%*	*6%*	*13%*	*6%*	*20%*	-	*5%*	-	*11%*
I don't know what to do to stop them	21	17	4	17	4	1	-	1	2	-	4	2	1	4	2	1	1	4	-
	10%	*10%*	*8%*	*9%*	*25%*	*5%*	-	*15%*	*5%*	-	*14%*	*13%*	*5%*	*14%*	*7%*	*5%*	*5%*	*25%*	-
I don't think anything would work	17	9	8	16	1	-	-	-	-	2	3	1	6	2	4	-	-	1	-
	8%	*5%*	18%a	*9%*	*8%*	-	-	-	-	*17%*	*10%*	*3%*	*24%*	*5%*	*13%*	-	-	*8%*	-
I am worried about missing an important call	11	10	1	8	*	1	1	-	-	1	2	2	-	1	2	-	1	*	1
	5%	*6%*	*2%*	*4%*	*3%*	*10%*	*52%*	-	-	*11%*	*7%*	*12%*	-	*3%*	*7%*	-	*10%*	*3%*	*52%*
I do not mind receiving these types of calls	10	7	3	8	1	-	1	-	2	-	1	1	3	-	*	-	-	1	1
	5%	*4%*	*7%*	*4%*	*10%*	-	*27%*	-	*7%*	-	*3%*	*8%*	*13%*	-	*2%*	-	-	*10%*	*27%*
Other	4	3	1	3	-	1	-	1	-	-	1	-	-	-	*	1	1	-	-
	2%	*2%*	*2%*	*2%*	-	*10%*	-	*14%*	-	-	*3%*	-	-	-	*2%*	*7%*	*10%*	-	-
SUMMARY CODE																			
ANY REASON	192	149	42	170	9	10	2	5	28	11	24	17	22	27	26	9	10	9	2
	90%	*89%*	*93%*	*92%*	*67%*	*87%*	*100%*	*69%*	*90%*	*92%*	*95%*	*100%*	*92%*	*92%*	*100%*	*70%*	*87%*	*67%*	*100%*
NO. OF REASONS																			
1	175	141	33	153	9	10	2	5	26	11	18	15	20	26	24	8	10	9	2
	82%	*84%*	*73%*	*82%*	*67%*	*87%*	*100%*	*69%*	*84%*	*92%*	*72%*	*86%*	*82%*	*89%*	*90%*	*62%*	*87%*	*67%*	*100%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	208	166	42	177	14	10	7	8	29	10	25	17	21	28	24	15	10	14	7
Weighted Base	213	168	46*	185	14**	12**	2**	8**	31**	12**	25**	17**	24**	29**	26**	13**	12**	14**	2**
2	16	7	9	16	-	-	-	-	2	-	6	2	2	1	3	1	-	-	-
	8%	*4%*	19%a	*9%*	-	-	-	-	*6%*	-	*23%*	*9%*	*10%*	*3%*	*10%*	*7%*	-	-	-
3	1	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	*5%*	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	18	3	16	5	2	-	2	3	1	1	-	2	2	-	4	2	5	-
	10%	*11%*	*7%*	*8%*	*33%*	*13%*	-	*31%*	*10%*	*8%*	*5%*	-	*8%*	*8%*	-	*30%*	*13%*	*33%*	-
Mean	**1.093**	**1.059**	**1.210a**	**1.105**	**1.000**	**1.000**	**1.000**	**1.000**	**1.068**	**1.000**	**1.240**	**1.187**	**1.111**	**1.032**	**1.098**	**1.104**	**1.000**	**1.000**	**1.000**
Standard Deviation	**0.305**	**0.260**	**0.412**	**0.322**	**0.000**	**0.000**	**0.000**	**0.000**	**0.257**	**0.000**	**0.436**	**0.512**	**0.322**	**0.179**	**0.303**	**0.324**	**0.000**	**0.000**	**0.000**
Error Variance	**0.001**	*	**0.004**	**0.001**	**0.000**	**0.000**	**0.000**	**0.000**	**0.003**	**0.000**	**0.008**	**0.015**	**0.005**	**0.001**	**0.004**	**0.010**	**0.000**	**0.000**	**0.000**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	208	208	146	146	62	-	85	37	92
Weighted Base	213	213	148	148	65*	-**	89*	40*	90*
Haven't thought of doing anything	45	45	30	30	16	-	11	11	23
	21%	*21%*	*20%*	*20%*	*24%*	-	*12%*	*28%f*	*26%f*
I do not get enough of these calls for it to be necessary	39	39	30	30	9	-	16	8	19
	18%	*18%*	*20%*	*20%*	*14%*	-	*18%*	*19%*	*21%*
Too much hassle	37	37	21	21	16	-	22	3	14
	17%	*17%*	*14%*	*14%*	*24%*	-	*24%*	*8%*	*15%*
I do not get any unwanted calls on my mobile phone	25	25	21	21	5	-	11	7	6
	12%	*12%*	*14%*	*14%*	*8%*	-	*13%*	*17%*	*7%*
I don't know what to do to stop them	21	21	15	15	6	-	8	7	7
	10%	*10%*	*10%*	*10%*	*9%*	-	*9%*	*19%*	*8%*
I don't think anything would work	17	17	13	13	5	-	8	1	8
	8%	*8%*	*8%*	*8%*	*7%*	-	*9%*	*1%*	*9%*
I am worried about missing an important call	11	11	8	8	3	-	4	2	6
	5%	*5%*	*5%*	*5%*	*4%*	-	*4%*	*5%*	*6%*
I do not mind receiving these types of calls	10	10	5	5	5	-	6	2	2
	5%	*5%*	*3%*	*3%*	*7%*	-	*7%*	*4%*	*2%*
Other	4	4	3	3	2	-	2	1	1
	2%	*2%*	*2%*	*2%*	*2%*	-	*2%*	*3%*	*1%*
SUMMARY CODE									
ANY REASON	192	192	131	131	60	-	81	36	79
	90%	*90%*	*89%*	*89%*	*92%*	-	*91%*	*90%*	*88%*
NO. OF REASONS									
1	175	175	119	119	56	-	75	30	73
	82%	*82%*	*80%*	*80%*	*85%*	-	*83%*	*75%*	*81%*
2	16	16	12	12	4	-	6	6	5
	8%	*8%*	*8%*	*8%*	*6%*	-	*7%*	*15%*	*6%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	208	208	146	146	62	-	85	37	92
Weighted Base	213	213	148	148	65*	-**	89*	40*	90*
3	1	1	-	-	1	-	-	-	1
	*	*	-	-	*1%*	-	-	-	*1%*
4	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	22	22	17	17	5	-	8	4	11
	10%	*10%*	*11%*	*11%*	*8%*	-	*9%*	*10%*	*12%*
Mean	**1.093**	**1.093**	**1.093**	**1.093**	**1.092**	**-**	**1.080**	**1.164**	**1.090**
Standard Deviation	**0.305**	**0.305**	**0.292**	**0.292**	**0.335**	**-**	**0.273**	**0.375**	**0.323**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**-**	**0.001**	**0.004**	**0.001**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	208	96	78	78	8	128	83	202	169	168	66	112	173	90
Weighted Base	213	101*	73*	73*	10**	136	79*	206	182	181	71*	121*	187	99*
Haven't thought of doing anything	45	11	20	20	3	25	21	41	38	38	18	34	41	25
	21%	*11%*	28%a	28%a	*28%*	*18%*	26%a	*20%*	*21%*	*21%*	*26%*	*28%*	*22%*	*26%*
I do not get enough of these calls for it to be necessary	39	22	16	16	-	22	19	39	30	30	12	20	30	16
	18%	*22%*	*21%*	*21%*	-	*16%*	*24%*	*19%*	*16%*	*16%*	*17%*	*16%*	*16%*	*16%*
Too much hassle	37	22	11	11	2	27	11	35	34	34	13	16	34	17
	17%	*22%*	*16%*	*16%*	*24%*	*20%*	*14%*	*17%*	*19%*	*19%*	*19%*	*13%*	*18%*	*17%*
I do not get any unwanted calls on my mobile phone	25	11	4	4	2	20	4	24	22	22	13	20	24	18
	12%	*11%*	*6%*	*6%*	*16%*	*14%*	*6%*	*12%*	*12%*	*12%*	*18%*	*17%*	*13%*	*18%*
I don't know what to do to stop them	21	10	6	6	1	15	6	21	18	18	5	11	18	9
	10%	*10%*	*8%*	*8%*	*13%*	*11%*	*7%*	*10%*	*10%*	*10%*	*6%*	*9%*	*10%*	*9%*
I don't think anything would work	17	11	5	5	1	10	7	16	16	16	6	12	16	9
	8%	*10%*	*6%*	*6%*	*13%*	*7%*	*8%*	*8%*	*9%*	*9%*	*8%*	*10%*	*9%*	*9%*
I am worried about missing an important call	11	4	5	5	1	7	5	11	8	8	4	7	8	4
	5%	*4%*	*6%*	*6%*	*12%*	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*6%*	*4%*	*4%*
I do not mind receiving these types of calls	10	6	2	2	-	8	2	10	9	9	3	5	9	4
	5%	*6%*	*2%*	*2%*	-	*6%*	*2%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*
Other	4	2	1	1	-	3	1	4	3	3	-	1	3	-
	2%	*2%*	*2%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	-	*1%*	*2%*	-
SUMMARY CODE														
ANY REASON	192	92	64	64	9	124	70	185	162	162	68	115	167	95
	90%	*91%*	*87%*	*87%*	*94%*	*91%*	*88%*	*89%*	*89%*	*90%*	*97%*	*95%*	*90%*	*96%*
NO. OF REASONS														
1	175	86	59	59	8	110	65	168	146	146	63	104	151	87
	82%	*85%*	*80%*	*80%*	*81%*	*81%*	*81%*	*81%*	*80%*	*81%*	*89%*	*86%*	*81%*	*89%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	208	96	78	78	8	128	83	202	169	168	66	112	173	90
Weighted Base	213	101*	73*	73*	10**	136	79*	206	182	181	71*	121*	187	99*
2	16	6	4	4	1	14	4	16	16	16	6	10	16	7
	8%	*6%*	*6%*	*6%*	*13%*	*10%*	*5%*	*8%*	*9%*	*9%*	*8%*	*9%*	*9%*	*7%*
3	1	-	1	1	-	-	1	1	-	-	-	-	-	-
	*	-	*1%*	*1%*	-	-	*1%*	*	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	9	10	10	1	13	10	22	20	19	2	6	20	4
	10%	*9%*	*13%*	*13%*	*6%*	*9%*	*12%*	*11%*	*11%*	*10%*	*3%*	*5%*	*10%*	*4%*
Mean	**1.093**	**1.070**	**1.092**	**1.092**	**1.136**	**1.110**	**1.084**	**1.096**	**1.099**	**1.099**	**1.083**	**1.092**	**1.096**	**1.076**
Standard Deviation	**0.305**	**0.256**	**0.334**	**0.334**	**0.363**	**0.314**	**0.320**	**0.311**	**0.300**	**0.300**	**0.278**	**0.290**	**0.296**	**0.267**
Error Variance	**0.001**	**0.001**	**0.002**	**0.002**	**0.019**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	208	155	116	106	82	68	29	136	92	89	109	84	54	2	2	-
Weighted Base	213	163	116*	115*	83*	65*	33**	139	91*	94*	115*	85*	60*	3**	3**	-**
Haven't thought of doing anything	45	35	21	30	16	12	6	32	20	25	26	16	17	-	-	-
	21%	*22%*	*18%*	*26%*	*19%*	*18%*	*18%*	*23%*	*22%*	*26%*	*22%*	*19%*	*28%*	-	-	-
I do not get enough of these calls for it to be necessary	39	28	24	13	18	14	3	24	20	11	21	16	6	2	2	-
	18%	*17%*	*20%*	*11%*	*21%*	*22%*	*10%*	*17%*	*22%*	*12%*	*18%*	*19%*	*11%*	*51%*	*51%*	-
Too much hassle	37	33	18	32	16	11	8	29	9	25	21	13	19	-	-	-
	17%	*20%*	*15%*	28%bh	*19%*	*17%*	*24%*	21%h	*10%*	27%h	*19%*	*15%*	31%bhk	-	-	-
I do not get any unwanted calls on my mobile phone	25	13	13	2	4	4	-	13	13	2	8	8	1	-	-	-
	12%	8%c	12%cil	*1%*	*5%*	*6%*	-	10%ci	15%cdil	*2%*	*7%*	9%c	*2%*	-	-	-
I don't know what to do to stop them	21	20	14	18	12	11	7	20	13	18	15	12	9	-	-	-
	10%	*12%*	*12%*	*15%*	*15%*	*17%*	*22%*	*14%*	*15%*	*19%*	*13%*	*15%*	*14%*	-	-	-
I don't think anything would work	17	14	10	12	9	5	3	9	6	7	6	5	3	2	2	-
	8%	*9%*	*9%*	*10%*	*11%*	*8%*	*11%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*49%*	*49%*	-
I am worried about missing an important call	11	8	6	7	2	2	2	8	4	7	6	5	4	-	-	-
	5%	*5%*	*5%*	*6%*	*3%*	*3%*	*5%*	*6%*	*4%*	*7%*	*5%*	*6%*	*6%*	-	-	-
I do not mind receiving these types of calls	10	5	5	2	2	2	1	3	2	2	5	5	2	-	-	-
	5%	*3%*	*4%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*4%*	*5%*	*3%*	-	-	-
Other	4	4	3	3	4	3	1	4	3	3	4	3	2	-	-	-
	2%	*3%*	*2%*	*3%*	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	-	-	-
SUMMARY CODE																
ANY REASON	192	149	104	109	74	57	29	130	83	90	103	75	55	3	3	-
	90%	*91%*	*89%*	*94%*	*88%*	*87%*	*89%*	*94%*	*91%*	96%ek	*90%*	*87%*	*92%*	*100%*	*100%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your mobile phone?
Base: All who have done nothing to stop unwanted calls on a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	208	155	116	106	82	68	29	136	92	89	109	84	54	2	2	-
Weighted Base	213	163	116*	115*	83*	65*	33**	139	91*	94*	115*	85*	60*	3**	3**	-**
NO. OF REASONS																
1	175	137	94	98	64	48	26	118	76	81	93	68	49	3	3	-
	82%	*84%*	*81%*	*85%*	*77%*	*74%*	*81%*	*85%*	*83%*	*86%*	*81%*	*79%*	*81%*	*100%*	*100%*	-
2	16	12	10	10	9	8	3	12	7	9	10	7	6	-	-	-
	8%	*7%*	*8%*	*9%*	*11%*	*13%*	*8%*	*9%*	*8%*	*10%*	*8%*	*8%*	*11%*	-	-	-
3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	22	14	13	6	10	8	4	9	8	4	12	11	5	-	-	-
	10%	*9%*	*11%*	*6%*	*12%*	13%i	*11%*	*6%*	*9%*	*4%*	*10%*	13%i	*8%*	-	-	-
Mean	**1.093**	**1.081**	**1.094**	**1.095**	**1.128**	**1.148**	**1.093**	**1.093**	**1.086**	**1.105**	**1.093**	**1.095**	**1.116**	**1.000**	**1.000**	**-**
Standard Deviation	**0.305**	**0.274**	**0.293**	**0.295**	**0.336**	**0.358**	**0.295**	**0.292**	**0.283**	**0.308**	**0.292**	**0.296**	**0.323**	**0.000**	**0.000**	**-**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.003**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.000**	**0.000**	**-**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	339	162	177	37	41	43	59	43	66	50	57	80	83	119
Weighted Base	336	169	167	42*	49*	50*	70*	48*	44*	34*	67*	97*	76*	96
I do not get any unwanted calls on my mobile phone/home landline phone	32	13	18	6	2	6	8	5	4	1	10	6	5	11
	9%	*8%*	*11%*	*13%*	*3%*	*11%*	*12%*	*11%*	*9%*	*3%*	*16%*	*6%*	*6%*	*11%*
I do not get enough of these calls for it to be necessary	67	35	32	8	11	5	16	8	12	7	16	18	13	19
	20%	*20%*	*19%*	*18%*	*23%*	*9%*	*23%*	*17%*	27%e	*21%*	*25%*	*18%*	*17%*	*20%*
I do not mind receiving these types of calls	22	13	9	3	4	3	5	3	4	*	2	12	4	4
	6%	*8%*	*5%*	*7%*	*7%*	*6%*	*7%*	*7%*	*8%*	*1%*	*2%*	13%jm	*6%*	*4%*
Too much hassle	59	33	26	8	6	7	17	5	9	7	10	20	13	16
	18%	*20%*	*15%*	*18%*	*12%*	*13%*	*25%*	*11%*	*21%*	*22%*	*15%*	*20%*	*17%*	*17%*
Technology or services to stop them is too expensive	8	1	6	-	2	-	-	2	-	4	1	1	*	5
	2%	*1%*	*4%*	-	*3%*	-	-	*4%*	-	13%cefh	*1%*	*1%*	*1%*	*5%*
I don't know what to do to stop them	35	11	25	1	4	8	3	9	6	5	6	12	7	11
	11%	*6%*	15%a	*3%*	*7%*	*16%*	*5%*	18%f	*13%*	*13%*	*9%*	*12%*	*9%*	*11%*
I am worried about missing an important call	18	10	8	-	-	3	7	1	4	3	-	5	7	6
	5%	*6%*	*5%*	-	-	*6%*	*10%*	*1%*	10%cd	8%d	-	*5%*	10%j	*6%*
I don't think anything would work	27	15	12	4	2	5	5	6	3	3	10	5	6	5
	8%	*9%*	*7%*	*10%*	*5%*	*9%*	*7%*	*13%*	*6%*	*8%*	15%m	*5%*	*8%*	*5%*
Haven't thought of doing anything	78	38	40	18	15	14	14	4	7	7	14	23	20	21
	23%	*23%*	*24%*	42%fgh	31%g	27%g	*20%*	*7%*	*16%*	*21%*	*21%*	*23%*	*26%*	*22%*
Other	18	12	6	1	5	1	4	3	3	2	3	5	7	3
	5%	*7%*	*3%*	*2%*	*10%*	*3%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*9%*	*3%*
SUMMARY CODE														
ANY REASON	303	154	150	39	46	45	66	40	38	31	61	91	69	83
	90%	*91%*	*89%*	*93%*	*95%*	*88%*	*94%*	*82%*	*88%*	*92%*	*91%*	*93%*	*90%*	*87%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	339	162	177	37	41	43	59	43	66	50	57	80	83	119
Weighted Base	336	169	167	42*	49*	50*	70*	48*	44*	34*	67*	97*	76*	96
NO. OF REASONS														
1	249	128	121	30	42	38	53	34	27	26	51	75	55	68
	74%	*76%*	*72%*	*72%*	86%h	*75%*	*76%*	*70%*	*61%*	*76%*	*76%*	*78%*	*72%*	*71%*
2	52	25	27	9	4	7	12	6	11	4	9	15	14	14
	15%	*15%*	*16%*	*21%*	*9%*	*13%*	*16%*	*12%*	25%d	*13%*	*14%*	*16%*	*18%*	*14%*
3	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	*	-	*	-	-	-	-	-	*2%*	-	-	-	-	*1%*
4	1	1	-	-	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	*1%*	-	-	-	-	-	-	*1%*
5+	1	-	1	-	-	-	-	-	-	1	1	-	-	-
	*	-	*1%*	-	-	-	-	-	-	*3%*	*1%*	-	-	-
Don't know	33	15	18	3	3	6	4	9	5	3	6	6	7	13
	10%	*9%*	*11%*	*7%*	*5%*	*12%*	*6%*	*18%*	*12%*	*8%*	*9%*	*7%*	*10%*	*13%*
Mean	**1.196**	**1.176**	**1.215**	**1.226**	**1.091**	**1.147**	**1.208**	**1.150**	**1.326d**	**1.253**	**1.206**	**1.169**	**1.203**	**1.211**
Standard Deviation	**0.460**	**0.418**	**0.501**	**0.423**	**0.291**	**0.358**	**0.484**	**0.362**	**0.519**	**0.738**	**0.583**	**0.376**	**0.405**	**0.491**
Error Variance	**0.001**	**0.001**	**0.002**	**0.005**	**0.002**	**0.003**	**0.004**	**0.004**	**0.005**	**0.012**	**0.007**	**0.002**	**0.002**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	339	185	86	68	145	194	85	254	95	168	45	20	11	82	126	46	48	37
Weighted Base	336	189	94*	54*	175	161	95*	241	82*	166	51*	25**	12**	70*	112	54*	60*	40*
I do not get any unwanted calls on my mobile phone/home landline phone	32	19	10	3	19	13	9	23	5	16	5	2	3	5	9	3	9	6
	9%	*10%*	*10%*	*5%*	*11%*	*8%*	*10%*	*9%*	*7%*	*9%*	*10%*	*9%*	*28%*	*8%*	*8%*	*5%*	*15%*	*15%*
I do not get enough of these calls for it to be necessary	67	35	19	13	30	37	12	55	23	31	7	3	2	22	26	6	4	8
	20%	*19%*	*20%*	*24%*	*17%*	*23%*	*12%*	23%f	*28%*	*19%*	*14%*	*12%*	*19%*	31%op	23%p	*12%*	*7%*	*21%*
I do not mind receiving these types of calls	22	12	8	1	16	6	9	13	4	10	6	1	1	4	3	6	6	3
	6%	*6%*	*9%*	*3%*	*9%*	*3%*	*9%*	*5%*	*5%*	*6%*	*12%*	*2%*	*5%*	*5%*	*3%*	*11%*	*10%*	*7%*
Too much hassle	59	31	15	13	31	28	15	44	14	28	10	6	1	12	21	10	13	3
	18%	*17%*	*16%*	*24%*	*18%*	*17%*	*16%*	*18%*	*17%*	*17%*	*19%*	*25%*	*7%*	*17%*	*18%*	*19%*	*22%*	*7%*
Technology or services to stop them is too expensive	8	3	2	3	*	7	2	6	3	4	-	-	-	2	6	-	-	-
	2%	*2%*	*2%*	*5%*	*	4%d	*2%*	*2%*	*4%*	*3%*	-	-	-	*2%*	*5%*	-	-	-
I don't know what to do to stop them	35	19	5	12	15	21	9	27	12	18	3	2	1	11	12	3	4	5
	11%	*10%*	*5%*	22%ab	*8%*	*13%*	*9%*	*11%*	*15%*	*11%*	*6%*	*8%*	*6%*	*16%*	*11%*	*6%*	*7%*	*13%*
I am worried about missing an important call	18	13	1	3	9	9	5	13	3	12	2	-	2	3	8	5	-	3
	5%	*7%*	*1%*	*6%*	*5%*	*5%*	*5%*	*5%*	*3%*	*7%*	*3%*	-	*13%*	*4%*	*7%*	*9%*	-	*7%*
I don't think anything would work	27	13	10	3	13	14	6	21	8	9	5	1	4	5	9	5	2	7
	8%	*7%*	*11%*	*6%*	*8%*	*8%*	*6%*	*9%*	*10%*	*5%*	*9%*	*5%*	*35%*	*7%*	*8%*	*9%*	*3%*	17%p
Haven't thought of doing anything	78	37	34	7	43	35	27	51	18	32	14	11	4	11	24	15	17	11
	23%	*20%*	36%ac	*13%*	*25%*	*21%*	*28%*	*21%*	*22%*	*19%*	*27%*	*42%*	*31%*	*16%*	*22%*	*27%*	*27%*	*28%*
Other	18	13	2	3	11	7	9	9	3	9	6	-	-	2	4	4	6	3
	5%	*7%*	*2%*	*6%*	*6%*	*4%*	10%g	*4%*	*4%*	*5%*	*12%*	-	-	*3%*	*3%*	*7%*	*10%*	*6%*
SUMMARY CODE																		
ANY REASON	303	168	87	48	165	138	87	217	76	146	47	23	11	64	100	50	54	36
	90%	*89%*	*93%*	*90%*	94%e	*86%*	*91%*	*90%*	*92%*	*88%*	*93%*	*90%*	*95%*	*91%*	*89%*	*92%*	*90%*	*90%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	339	185	86	68	145	194	85	254	95	168	45	20	11	82	126	46	48	37
Weighted Base	336	189	94*	54*	175	161	95*	241	82*	166	51*	25**	12**	70*	112	54*	60*	40*
NO. OF REASONS																		
1	249	141	71	38	142	107	73	176	63	123	37	20	6	53	82	43	48	23
	74%	*75%*	*75%*	*70%*	81%e	*66%*	*77%*	*73%*	*76%*	*74%*	*74%*	*78%*	*47%*	*76%*	*73%*	*79%*	80%q	*58%*
2	52	27	16	10	23	29	13	39	12	22	10	3	6	9	17	7	6	13
	15%	*14%*	*17%*	*18%*	*13%*	*18%*	*13%*	*16%*	*14%*	*13%*	*19%*	*13%*	*48%*	*14%*	*15%*	*13%*	*10%*	32%mnp
3	1	1	-	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-
	*	*	-	-	-	*1%*	-	*	-	*	-	-	-	-	*1%*	-	-	-
4	1	-	1	-	-	1	1	-	1	-	-	-	-	-	1	-	-	-
	*	-	*1%*	-	-	*	*1%*	-	*1%*	-	-	-	-	-	*1%*	-	-	-
5+	1	-	-	1	-	1	-	1	1	-	-	-	-	1	-	-	-	-
	*	-	-	*2%*	-	*1%*	-	*	*1%*	-	-	-	-	*1%*	-	-	-	-
Don't know	33	20	7	5	10	23	9	24	6	20	4	2	1	6	12	4	6	4
	10%	*11%*	*7%*	*10%*	*6%*	14%d	*9%*	*10%*	*8%*	*12%*	*7%*	*10%*	*5%*	*9%*	*11%*	*8%*	*10%*	*10%*
Mean	**1.196**	**1.168**	**1.204**	**1.276**	**1.138**	**1.264** d	**1.172**	**1.205**	**1.226**	**1.159**	**1.209**	**1.142**	**1.509**	**1.203**	**1.205**	**1.141**	**1.115**	**1.354**
Standard Deviation	**0.460**	**0.388**	**0.463**	**0.651**	**0.346**	**0.561**	**0.441**	**0.469**	**0.611**	**0.383**	**0.411**	**0.357**	**0.524**	**0.575**	**0.474**	**0.351**	**0.322**	**0.485**
Error Variance	**0.001**	**0.001**	**0.003**	**0.007**	**0.001**	**0.002**	**0.003**	**0.001**	**0.004**	**0.001**	**0.004**	**0.007**	**0.027**	**0.004**	**0.002**	**0.003**	**0.002**	**0.007**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	339	269	70	281	23	20	15	17	50	17	35	24	30	41	40	27	20	23	15
Weighted Base	336	261	75*	285	24**	22**	5**	19**	47*	18**	35*	25**	34**	41*	42*	25**	22**	24**	5**
I do not get any unwanted calls on my mobile phone/home landline phone	32	23	8	30	-	1	1	*	3	4	8	1	5	2	5	1	1	-	1
	9%	*9%*	*11%*	*11%*	-	*3%*	*14%*	*3%*	*7%*	*23%*	22%m	*4%*	*15%*	*4%*	*13%*	*5%*	*3%*	-	*14%*
I do not get enough of these calls for it to be necessary	67	54	13	60	1	5	1	5	9	1	8	9	9	4	10	5	5	1	1
	20%	*21%*	*17%*	*21%*	*2%*	*23%*	*21%*	*24%*	*19%*	*7%*	*24%*	*38%*	*26%*	*9%*	*25%*	*20%*	*23%*	*2%*	*21%*
I do not mind receiving these types of calls	22	19	3	17	1	2	1	-	3	-	2	5	3	4	1	-	2	1	1
	6%	*7%*	*4%*	*6%*	*6%*	*10%*	*17%*	-	*7%*	-	*4%*	*20%*	*9%*	*9%*	*2%*	-	*10%*	*6%*	*17%*
Too much hassle	59	42	17	53	1	4	*	1	8	3	8	5	5	11	8	4	4	1	*
	18%	*16%*	*23%*	*19%*	*2%*	*20%*	*9%*	*4%*	*17%*	*19%*	*23%*	*20%*	*16%*	*27%*	*18%*	*16%*	*20%*	*2%*	*9%*
Technology or services to stop them is too expensive	8	6	2	7	*	-	-	1	4	1	1	-	-	*	-	-	-	*	-
	2%	*2%*	*2%*	*2%*	*2%*	-	-	*4%*	*9%*	*5%*	*3%*	-	-	*1%*	-	-	-	*2%*	-
I don't know what to do to stop them	35	30	6	28	5	2	1	2	6	1	4	2	3	5	3	2	2	5	1
	11%	*11%*	*7%*	*10%*	*20%*	*11%*	*12%*	*11%*	*13%*	*5%*	*10%*	*9%*	*9%*	*11%*	*7%*	*9%*	*11%*	*20%*	*12%*
I am worried about missing an important call	18	15	3	14	*	2	1	-	1	1	2	4	2	1	3	1	2	*	1
	5%	*6%*	*3%*	*5%*	*2%*	*11%*	*23%*	-	*1%*	*7%*	*5%*	*15%*	*5%*	*2%*	*7%*	*3%*	*11%*	*2%*	*23%*
I don't think anything would work	27	18	9	22	4	1	-	1	1	2	4	1	6	2	7	-	1	4	-
	8%	*7%*	*12%*	*8%*	*16%*	*3%*	-	*7%*	*2%*	*11%*	*11%*	*2%*	*17%*	*4%*	16%h	-	*3%*	*16%*	-
Haven't thought of doing anything	78	58	19	66	6	5	1	3	17	6	6	5	5	10	12	2	5	6	1
	23%	*22%*	*26%*	*23%*	*23%*	*23%*	*24%*	*16%*	*37%*	*34%*	*18%*	*20%*	*14%*	*23%*	*29%*	*9%*	*23%*	*23%*	*24%*
Other	18	9	9	17	-	1	*	1	2	-	3	-	2	1	1	6	1	-	*
	5%	*3%*	12%a	*6%*	-	*6%*	*3%*	*6%*	*5%*	-	*8%*	-	*7%*	*2%*	*3%*	*25%*	*6%*	-	*3%*
SUMMARY CODE																			
ANY REASON	303	232	72	261	17	20	5	14	41	17	33	25	33	37	42	19	20	17	5
	90%	*89%*	*95%*	*92%*	*69%*	*93%*	*100%*	*75%*	*88%*	*95%*	*97%*	*100%*	*98%*	*90%*	100%h	*76%*	*93%*	*69%*	*100%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	339	269	70	281	23	20	15	17	50	17	35	24	30	41	40	27	20	23	15
Weighted Base	336	261	75*	285	24**	22**	5**	19**	47*	18**	35*	25**	34**	41*	42*	25**	22**	24**	5**
NO. OF REASONS																			
1	249	192	57	213	16	16	4	14	29	14	25	19	26	35	34	16	16	16	4
	74%	*74%*	*76%*	*75%*	*64%*	*76%*	*78%*	*75%*	*62%*	*79%*	*71%*	*76%*	*78%*	86%h	*80%*	*64%*	*76%*	*64%*	*78%*
2	52	38	14	46	1	4	1	-	11	3	8	5	7	2	8	3	4	1	1
	15%	*15%*	*18%*	*16%*	*4%*	*17%*	*22%*	-	24%m	*16%*	23%m	*20%*	*20%*	*4%*	20%m	*12%*	*17%*	*4%*	*22%*
3	1	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	*3%*	-	-	-	-	-	-	-
4	1	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	*2%*	-	-	-	-	-	-	-	-	-	-
5+	1	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	*1%*	*	-	-	-	-	-	-	*3%*	-	-	-	-	-	-	-	-
Don't know	33	29	4	24	8	2	-	5	6	1	1	-	1	4	-	6	2	8	-
	10%	*11%*	*5%*	*8%*	*31%*	*7%*	-	*25%*	12%n	*5%*	*3%*	-	*2%*	*10%*	-	*24%*	*7%*	*31%*	-
Mean	**1.196**	**1.182**	**1.238**	**1.205**	**1.062**	**1.178**	**1.215**	**1.000**	**1.323m**	**1.165**	**1.338m**	**1.268**	**1.206**	**1.042**	**1.195**	**1.158**	**1.178**	**1.062**	**1.215**
Standard Deviation	**0.460**	**0.419**	**0.575**	**0.476**	**0.249**	**0.392**	**0.455**	**0.000**	**0.576**	**0.383**	**0.743**	**0.522**	**0.411**	**0.203**	**0.401**	**0.375**	**0.392**	**0.249**	**0.455**
Error Variance	**0.001**	**0.001**	**0.005**	**0.001**	**0.004**	**0.008**	**0.014**	**0.000**	**0.008**	**0.009**	**0.016**	**0.011**	**0.006**	**0.001**	**0.004**	**0.007**	**0.008**	**0.004**	**0.014**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	339	289	277	227	62	50	132	61	155
Weighted Base	336	296	271	230	65*	40*	136	63*	146
I do not get any unwanted calls on my mobile phone/home landline phone	32	31	27	26	5	*	13	9	10
	9%	*11%*	*10%*	11%e	*8%*	*1%*	*9%*	*14%*	*7%*
I do not get enough of these calls for it to be necessary	67	57	57	48	9	10	28	12	32
	20%	*19%*	*21%*	*21%*	*14%*	*24%*	*20%*	*19%*	*22%*
I do not mind receiving these types of calls	22	18	17	13	5	4	16	3	3
	6%	*6%*	*6%*	*6%*	*7%*	*9%*	12%h	*5%*	*2%*
Too much hassle	59	52	43	36	16	7	27	6	29
	18%	*18%*	*16%*	*16%*	*24%*	*17%*	*20%*	*9%*	*20%*
Technology or services to stop them is too expensive	8	5	8	5	-	2	3	1	4
	2%	*2%*	*3%*	*2%*	-	*6%*	*2%*	*2%*	*3%*
I don't know what to do to stop them	35	31	29	25	6	5	14	10	13
	11%	*10%*	*11%*	*11%*	*9%*	*11%*	*11%*	*16%*	*9%*
I am worried about missing an important call	18	15	15	12	3	3	7	5	7
	5%	*5%*	*6%*	*5%*	*4%*	*8%*	*5%*	*8%*	*5%*
I don't think anything would work	27	24	22	19	5	3	12	1	12
	8%	*8%*	*8%*	*8%*	*7%*	*8%*	*9%*	*1%*	*8%*
Haven't thought of doing anything	78	73	62	57	16	5	23	18	37
	23%	*25%*	*23%*	*25%*	*24%*	*13%*	*17%*	*29%*	*25%*
Other	18	17	17	16	2	1	10	3	6
	5%	*6%*	*6%*	*7%*	*2%*	*2%*	*8%*	*4%*	*4%*
SUMMARY CODE									
ANY REASON	303	268	243	207	60	36	126	54	130
	90%	*91%*	*90%*	*90%*	*92%*	*89%*	*92%*	*85%*	*89%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	339	289	277	227	62	50	132	61	155
Weighted Base	336	296	271	230	65*	40*	136	63*	146
NO. OF REASONS									
1	249	218	193	162	56	31	100	40	112
	74%	*74%*	*71%*	*71%*	85%bc	*76%*	*73%*	*63%*	*77%*
2	52	47	48	43	4	5	25	14	17
	15%	*16%*	18%d	19%d	*6%*	*12%*	*19%*	*22%*	*12%*
3	1	1	-	-	1	-	-	-	1
	*	*	-	-	*1%*	-	-	-	*1%*
4	1	1	1	1	-	-	1	-	-
	*	*	*	*	-	-	*1%*	-	-
5+	1	1	1	1	-	-	-	-	1
	*	*	*	*	-	-	-	-	*1%*
Don't know	33	28	28	23	5	5	10	9	16
	10%	*9%*	*10%*	*10%*	*8%*	*11%*	*8%*	*15%*	*11%*
Mean	**1.196**	**1.203**	**1.221**	**1.236**	**1.092**	**1.139**	**1.218**	**1.264**	**1.168**
Standard Deviation	**0.460**	**0.473**	**0.484**	**0.502**	**0.335**	**0.351**	**0.454**	**0.445**	**0.484**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.003**	**0.002**	**0.004**	**0.002**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	339	145	132	132	14	205	139	328	251	249	96	154	256	130
Weighted Base	336	149	121	121	17**	214	128	325	270	269	102*	169	276	146
I do not get any unwanted calls on my mobile phone/home landline phone	32	13	8	8	2	24	8	31	28	28	15	23	30	21
	9%	*9%*	*7%*	*7%*	*10%*	*11%*	*6%*	*9%*	*10%*	*10%*	*14%*	*14%*	*11%*	*14%*
I do not get enough of these calls for it to be necessary	67	34	27	27	2	40	30	65	50	50	20	37	51	30
	20%	*23%*	*22%*	*22%*	*10%*	*19%*	*24%*	*20%*	*19%*	*19%*	*19%*	*22%*	*19%*	*20%*
I do not mind receiving these types of calls	22	17	2	2	-	19	3	22	20	20	3	13	20	9
	6%	11%bcf	*1%*	*1%*	-	9%bcf	*2%*	7%bc	*7%*	*7%*	*3%*	*8%*	*7%*	*6%*
Too much hassle	59	27	24	24	5	38	24	58	49	49	20	21	49	22
	18%	*18%*	*20%*	*20%*	*28%*	*18%*	*19%*	*18%*	*18%*	*18%*	*19%*	*13%*	*18%*	*15%*
Technology or services to stop them is too expensive	8	3	4	4	-	3	4	7	2	2	*	3	4	1
	2%	*2%*	*4%*	*4%*	-	*1%*	*3%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
I don't know what to do to stop them	35	17	10	10	2	25	10	35	27	27	8	15	27	14
	11%	*12%*	*8%*	*8%*	*12%*	*12%*	*8%*	*11%*	*10%*	*10%*	*8%*	*9%*	*10%*	*9%*
I am worried about missing an important call	18	7	6	6	1	13	6	18	14	14	7	8	14	6
	5%	*5%*	*5%*	*5%*	*7%*	*6%*	*4%*	*6%*	*5%*	*5%*	*7%*	*5%*	*5%*	*4%*
I don't think anything would work	27	15	7	7	3	15	9	25	22	22	9	16	22	14
	8%	*10%*	*6%*	*6%*	*17%*	*7%*	*7%*	*8%*	*8%*	*8%*	*9%*	*10%*	*8%*	*9%*
Haven't thought of doing anything	78	26	30	30	4	46	33	73	65	65	24	50	68	40
	23%	*17%*	*25%*	*25%*	*25%*	*22%*	*26%*	*23%*	*24%*	*24%*	*24%*	*30%*	*25%*	*28%*
Other	18	10	6	6	-	13	6	18	14	14	5	7	14	6
	5%	*7%*	*5%*	*5%*	-	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*
SUMMARY CODE														
ANY REASON	303	138	108	108	15	192	115	292	242	242	98	160	248	140
	90%	*93%*	*90%*	*90%*	*88%*	*90%*	*90%*	*90%*	*89%*	*90%*	*95%*	*95%*	*90%*	96%h

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	339	145	132	132	14	205	139	328	251	249	96	154	256	130
Weighted Base	336	149	121	121	17**	214	128	325	270	269	102*	169	276	146
NO. OF REASONS														
1	249	110	96	96	11	149	101	238	195	195	84	130	200	118
	74%	*74%*	*79%*	*79%*	*66%*	*70%*	*79%*	*73%*	*72%*	*72%*	*82%*	*77%*	*72%*	*81%*
2	52	28	11	11	4	42	13	52	45	45	13	29	46	21
	15%	18%bc	*9%*	*9%*	*22%*	20%bcf	*10%*	*16%*	*17%*	*17%*	*13%*	*17%*	*17%*	*14%*
3	1	-	1	1	-	-	1	1	-	-	-	-	-	-
	*	-	*1%*	*1%*	-	-	*1%*	*	-	-	-	-	-	-
4	1	1	-	-	-	1	-	1	1	1	-	1	1	1
	*	*	-	-	-	*	-	*	*	*	-	*	*	*
5+	1	-	1	1	-	-	1	1	1	1	-	1	1	-
	*	-	*1%*	*1%*	-	-	*1%*	*	*	*	-	*1%*	*	-
Don't know	33	11	13	13	2	22	13	33	29	28	5	8	29	6
	10%	*7%*	*10%*	*10%*	*12%*	*10%*	*10%*	*10%*	11%m	*10%*	*5%*	*5%*	*10%*	*4%*
Mean	**1.196**	**1.215**	**1.146**	**1.146**	**1.248**	**1.230**	**1.158**	**1.203**	**1.209**	**1.209**	**1.136**	**1.216**	**1.210**	**1.164**
Standard Deviation	**0.460**	**0.449**	**0.489**	**0.489**	**0.447**	**0.448**	**0.489**	**0.468**	**0.476**	**0.476**	**0.344**	**0.513**	**0.475**	**0.411**
Error Variance	**0.001**	**0.002**	**0.002**	**0.002**	**0.018**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	339	256	207	140	138	122	40	221	166	115	179	149	73	3	2	1
Weighted Base	336	258	201	155	139	120	46*	219	161	124*	187	151	83*	5**	3**	1**
I do not get any unwanted calls on my mobile phone/home landline phone	32	16	16	3	5	5	-	16	16	3	9	9	1	-	-	-
	9%	*6%*	*8%c*	*2%*	*4%*	*4%*	-	*7%c*	*10%cil*	*2%*	*5%*	*6%*	*1%*	-	-	-
I do not get enough of these calls for it to be necessary	67	46	37	19	25	22	4	39	31	17	31	25	10	2	2	-
	20%	*18%*	*18%*	*12%*	*18%*	*18%*	*9%*	*18%*	*19%*	*14%*	*17%*	*16%*	*12%*	*38%*	*51%*	-
I do not mind receiving these types of calls	22	13	11	8	8	6	4	8	4	6	12	9	6	-	-	-
	6%	*5%*	*5%*	*5%*	*6%*	*5%*	*8%*	*4%*	*3%*	*5%*	*6%*	*6%*	*7%*	-	-	-
Too much hassle	59	52	36	36	27	21	9	43	23	28	34	25	22	2	2	-
	18%	*20%*	*18%*	*24%*	*19%*	*17%*	*20%*	*20%*	*14%*	*22%*	*18%*	*16%*	*27%h*	*38%*	*51%*	-
Technology or services to stop them is too expensive	8	8	8	4	5	5	-	7	6	4	3	3	1	-	-	-
	2%	*3%*	*4%*	*2%*	*3%*	*4%*	-	*3%*	*4%*	*3%*	*2%*	*2%*	*1%*	-	-	-
I don't know what to do to stop them	35	32	26	22	22	21	9	31	24	21	25	22	9	-	-	-
	11%	*12%*	*13%*	*14%*	*16%*	*18%*	*19%*	*14%*	*15%*	*17%*	*13%*	*14%*	*11%*	-	-	-
I am worried about missing an important call	18	13	11	10	7	7	2	13	9	9	8	7	4	-	-	-
	5%	*5%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*	*5%*	*7%*	*4%*	*5%*	*4%*	-	-	-
I don't think anything would work	27	24	20	16	15	12	3	18	15	8	15	14	5	3	2	1
	8%	*9%*	*10%*	*10%*	*11%*	*10%*	*8%*	*8%*	*9%*	*7%*	*8%*	*9%*	*7%*	*62%*	*49%*	*100%*
Haven't thought of doing anything	78	65	49	43	32	26	15	55	43	33	47	36	24	-	-	-
	23%	*25%*	*24%*	*28%*	*23%*	*22%*	*32%*	*25%*	*27%*	*26%*	*25%*	*24%*	*29%*	-	-	-
Other	18	18	15	13	10	9	4	17	13	13	16	13	7	-	-	-
	5%	*7%*	*8%*	*8%*	*7%*	*8%*	*9%*	*8%*	*8%*	*10%*	*9%*	*9%*	*9%*	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.38\Q.48 Why have you not done anything to try to avoid unwanted calls from companies or organisations on your home landline or mobile phone?
Base: All who have done nothing to stop unwanted calls on a landline or mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	339	256	207	140	138	122	40	221	166	115	179	149	73	3	2	1
Weighted Base	336	258	201	155	139	120	46*	219	161	124*	187	151	83*	5**	3**	1**
SUMMARY CODE																
ANY REASON	303	237	184	146	127	109	43	204	147	118	171	138	78	5	3	1
	90%	*92%*	*91%*	*94%*	*91%*	*91%*	*94%*	*93%*	*92%*	*95%*	*92%*	*91%*	*93%*	*100%*	*100%*	*100%*
NO. OF REASONS																
1	249	193	144	120	102	88	36	164	115	95	143	115	67	3	2	1
	74%	*75%*	*72%*	*78%*	*73%*	*74%*	*79%*	*75%*	*72%*	*77%*	*76%*	*76%*	*81%*	*62%*	*49%*	*100%*
2	52	42	38	25	24	19	7	38	30	22	28	23	10	2	2	-
	15%	*16%*	*19%*	*16%*	*17%*	*16%*	*14%*	*17%*	*19%*	*18%*	*15%*	*15%*	*12%*	*38%*	*51%*	-
3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	1	1	1	1	1	1	-	1	1	1	1	1	1	-	-	-
	*	*	*	*	*1%*	*1%*	-	*	*	*1%*	*	*	*1%*	-	-	-
5+	1	1	1	-	1	1	-	1	1	-	-	-	-	-	-	-
	*	*	*	-	*1%*	*1%*	-	*	*1%*	-	-	-	-	-	-	-
Don't know	33	20	17	9	12	11	3	15	14	6	16	13	5	-	-	-
	10%	*8%*	*9%*	*6%*	*9%*	*9%*	*6%*	*7%*	*8%*	*5%*	*8%*	*9%*	*7%*	-	-	-
Mean	**1.196**	**1.203**	**1.237**	**1.185**	**1.233**	**1.227**	**1.152**	**1.214**	**1.245**	**1.204**	**1.175**	**1.181**	**1.151**	**1.380**	**1.514**	**1.000**
Standard Deviation	**0.460**	**0.474**	**0.512**	**0.426**	**0.545**	**0.559**	**0.364**	**0.491**	**0.536**	**0.448**	**0.413**	**0.425**	**0.431**	**0.547**	**0.592**	**-**
Error Variance	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.003**	**0.003**	**0.001**	**0.002**	**0.002**	**0.001**	**0.001**	**0.003**	**0.100**	**0.175**	**-**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49 If you could stop all unwanted calls to your mobile phone by paying per month, how likely would you be to do so? - Summary
Base: All who have a mobile phone

		50p	£2	£5	£10
Unweighted Base		861	861	861	861
Weighted Base		880	880	880	880
I definitely would	(5)	106	35	10	6
		12%	*4%*	*1%*	*1%*
I probably would	(4)	118	75	19	14
		13%	*8%*	*2%*	*2%*
I'm not sure	(3)	79	63	55	43
		9%	*7%*	*6%*	*5%*
I probably wouldn't	(2)	107	143	121	92
		12%	*16%*	*14%*	*10%*
I definitely wouldn't	(1)	470	564	676	726
		53%	*64%*	*77%*	*82%*
SUMMARY CODES					
WOULD PAY		224	110	28	19
		25%	*12%*	*3%*	*2%*
WOULDN'T PAY		577	707	796	818
		66%	*80%*	*91%*	*93%*
Av Score		**2.184**	**1.720**	**1.369**	**1.274**
Standard Deviation		**1.487**	**1.155**	**0.785**	**0.682**
Error Variance		**0.003**	**0.002**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base		880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
I definitely would	(5)	106	46	60	21	28	14	20	12	10	1	12	44	23	26
		12%	*11%*	*13%*	15%i	15%i	*9%*	*12%*	*11%*	*11%*	*3%*	*7%*	15%j	*12%*	*11%*
I probably would	(4)	118	63	55	23	33	19	23	9	9	2	26	41	27	23
		13%	*15%*	*12%*	17%i	18%ghi	*13%*	*14%*	*8%*	*9%*	*4%*	*16%*	*14%*	*15%*	*10%*
I'm not sure	(3)	79	35	44	15	17	17	15	7	6	2	18	25	15	21
		9%	*8%*	*10%*	*10%*	*10%*	*11%*	*9%*	*6%*	*7%*	*5%*	*10%*	*9%*	*8%*	*9%*
I probably wouldn't	(2)	107	51	57	18	24	18	20	15	7	4	23	36	26	22
		12%	*12%*	*13%*	*13%*	*14%*	*12%*	*12%*	*14%*	*8%*	*9%*	*14%*	*12%*	*14%*	*9%*
I definitely wouldn't	(1)	470	238	232	62	77	82	89	67	60	32	90	146	96	138
		53%	*55%*	*52%*	*44%*	*43%*	*55%*	*53%*	61%cd	65%cd	79%cdefg	*53%*	*50%*	*51%*	60%k
SUMMARY CODES															
WOULD PAY		224	109	115	45	61	33	43	21	18	3	39	86	50	49
		25%	*25%*	*26%*	32%ghi	34%eghi	22%i	26%i	*19%*	20%i	*7%*	*23%*	*29%*	*27%*	*21%*
WOULDN'T PAY		577	289	289	80	101	100	110	83	67	36	113	183	122	160
		66%	*67%*	*64%*	*57%*	*56%*	*67%*	*65%*	75%cd	73%cd	88%cdefh	*67%*	*62%*	*65%*	*69%*
Av Score		**2.184**	**2.138**	**2.229**	**2.457ghi**	**2.499eghi**	**2.091i**	**2.194i**	**1.936i**	**1.923i**	**1.441**	**2.101**	**2.323m**	**2.225**	**2.036**
Standard Deviation		**1.487**	**1.467**	**1.507**	**1.553**	**1.554**	**1.409**	**1.495**	**1.406**	**1.443**	**0.998**	**1.383**	**1.554**	**1.495**	**1.459**
Error Variance		**0.003**	**0.005**	**0.005**	**0.019**	**0.015**	**0.015**	**0.015**	**0.019**	**0.015**	**0.016**	**0.013**	**0.010**	**0.012**	**0.007**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base		880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
I definitely would	(5)	106	50	40	16	59	47	39	67	33	48	15	10	-	22	31	25	21	6
		12%	*11%*	*14%*	*13%*	*12%*	*12%*	*14%*	*11%*	*15%*	*11%*	*11%*	*13%*	-	*13%*	*11%*	*14%*	*13%*	*6%*
I probably would	(4)	118	59	44	15	72	46	44	73	24	57	19	11	7	17	33	23	22	23
		13%	*13%*	*15%*	*12%*	*15%*	*12%*	*16%*	*12%*	*11%*	*13%*	*14%*	*15%*	*26%*	*10%*	*12%*	*13%*	*13%*	23%mn
I'm not sure	(3)	79	39	30	9	47	32	23	56	17	34	16	11	1	12	22	16	25	5
		9%	*8%*	*11%*	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*11%*	*15%*	*4%*	*7%*	*8%*	*9%*	15%mnq	*5%*
I probably wouldn't	(2)	107	59	36	12	68	39	31	76	25	46	26	7	4	19	29	31	14	15
		12%	*13%*	*13%*	*10%*	*14%*	*10%*	*11%*	*13%*	*12%*	*11%*	19%i	*9%*	*14%*	*11%*	*11%*	17%p	*8%*	*16%*
I definitely wouldn't	(1)	470	264	135	71	244	225	142	328	113	246	62	34	16	98	156	82	85	49
		53%	56%b	*47%*	*57%*	*50%*	58%d	*51%*	*55%*	*53%*	57%j	*45%*	*47%*	*56%*	59%o	58%o	*46%*	*51%*	*50%*
SUMMARY CODES																			
WOULD PAY		224	109	83	32	130	93	83	141	56	106	34	20	7	39	64	49	43	29
		25%	*23%*	*29%*	*26%*	*27%*	*24%*	*30%*	*23%*	*27%*	*25%*	*25%*	*28%*	*26%*	*23%*	*24%*	*28%*	*26%*	*29%*
WOULDN'T PAY		577	323	171	83	313	264	173	404	137	291	88	40	20	116	185	113	98	65
		66%	69%b	*60%*	*67%*	*64%*	*68%*	*62%*	*67%*	*65%*	*68%*	*64%*	*57%*	*70%*	*70%*	*68%*	*63%*	*59%*	*66%*
Av Score		**2.184**	**2.090**	**2.356a**	**2.147**	**2.249**	**2.103**	**2.305**	**2.128**	**2.235**	**2.111**	**2.276**	**2.375**	**2.002**	**2.087**	**2.086**	**2.324**	**2.285**	**2.197**
Standard Deviation		**1.487**	**1.446**	**1.526**	**1.526**	**1.484**	**1.489**	**1.544**	**1.458**	**1.553**	**1.478**	**1.433**	**1.522**	**1.304**	**1.506**	**1.474**	**1.509**	**1.505**	**1.417**
Error Variance		**0.003**	**0.005**	**0.009**	**0.017**	**0.005**	**0.005**	**0.009**	**0.004**	**0.010**	**0.005**	**0.017**	**0.039**	**0.063**	**0.012**	**0.008**	**0.014**	**0.016**	**0.022**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base		880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
I definitely would	(5)	106	96	10	91	7	3	4	8	23	2	7	12	5	15	12	7	3	7	4
		12%	14%b	*5%*	*12%*	*11%*	*8%*	*18%*	*19%*	24%ijlnp	*4%*	*10%*	*15%*	*6%*	*13%*	*9%*	*11%*	*8%*	*11%*	18%il
I probably would	(4)	118	89	29	98	9	8	3	2	9	7	13	8	19	14	17	9	8	9	3
		13%	*13%*	*16%*	*13%*	*15%*	*17%*	*14%*	*4%*	*10%*	*13%*	*19%*	*10%*	*20%*	*12%*	*13%*	*13%*	*17%*	*15%*	*14%*
I'm not sure	(3)	79	64	15	72	4	3	*	2	5	6	3	2	14	13	15	9	3	4	*
		9%	*9%*	*8%*	10%f	*6%*	*8%*	*1%*	*6%*	*6%*	*12%*	*5%*	*3%*	16%hjkr	11%kr	12%kr	14%kr	*8%*	*6%*	*1%*
I probably wouldn't	(2)	107	83	24	86	9	9	3	2	7	6	8	9	11	23	12	7	9	9	3
		12%	*12%*	*13%*	*11%*	*15%*	*22%*	*12%*	*5%*	*8%*	*11%*	*12%*	*11%*	*11%*	20%hn	*9%*	*10%*	22%h	*15%*	*12%*
I definitely wouldn't	(1)	470	363	107	405	33	20	13	27	53	34	38	49	44	52	76	34	20	33	13
		53%	*52%*	*58%*	*54%*	*53%*	*45%*	*54%*	*66%*	*54%*	*60%*	*55%*	62%m	*47%*	*44%*	*57%*	*51%*	*45%*	*53%*	*54%*
SUMMARY CODES																				
WOULD PAY		224	185	39	189	16	11	8	9	32	10	20	19	24	29	29	16	11	16	8
		25%	*27%*	*21%*	*25%*	*26%*	*25%*	*33%*	*22%*	*33%*	*17%*	*29%*	*24%*	*26%*	*25%*	*22%*	*24%*	*25%*	*26%*	*33%*
WOULDN'T PAY		577	446	131	491	42	29	15	29	60	40	46	58	54	75	88	41	29	42	15
		66%	*64%*	*71%*	*65%*	*68%*	*67%*	*66%*	*72%*	*61%*	*71%*	*66%*	*73%*	*58%*	*64%*	*66%*	*61%*	*67%*	*68%*	*66%*
Av Score		**2.184**	**2.241** b	**1.973**	**2.181**	**2.156**	**2.209**	**2.306**	**2.029**	**2.418**	**1.905**	**2.183**	**2.043**	**2.260**	**2.296**	**2.073**	**2.229**	**2.209**	**2.156**	**2.306**
Standard Deviation		**1.487**	**1.522**	**1.330**	**1.489**	**1.483**	**1.395**	**1.679**	**1.615**	**1.719**	**1.282**	**1.505**	**1.544**	**1.377**	**1.460**	**1.421**	**1.472**	**1.395**	**1.483**	**1.679**
Error Variance		**0.003**	**0.003**	**0.009**	**0.003**	**0.038**	**0.045**	**0.045**	**0.074**	**0.032**	**0.032**	**0.034**	**0.029**	**0.023**	**0.021**	**0.017**	**0.033**	**0.045**	**0.038**	**0.045**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
			Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		861	861	592	592	269	-	340	134	392
Weighted Base		880	880	603	603	277	-**	349	142	392
I definitely would	(5)	106	106	70	70	35	-	57	18	43
		12%	*12%*	*12%*	*12%*	*13%*	-	*16%*	*12%*	*11%*
I probably would	(4)	118	118	82	82	36	-	51	18	50
		13%	*13%*	*14%*	*14%*	*13%*	-	*15%*	*13%*	*13%*
I'm not sure	(3)	79	79	50	50	28	-	33	13	34
		9%	*9%*	*8%*	*8%*	*10%*	-	*9%*	*10%*	*9%*
I probably wouldn't	(2)	107	107	58	58	49	-	37	13	51
		12%	*12%*	*10%*	*10%*	18%abc	-	*11%*	*9%*	*13%*
I definitely wouldn't	(1)	470	470	342	342	128	-	172	79	214
		53%	*53%*	57%d	57%d	*46%*	-	*49%*	*56%*	*55%*
SUMMARY CODES										
WOULD PAY		224	224	152	152	72	-	107	35	92
		25%	*25%*	*25%*	*25%*	*26%*	-	31%h	*25%*	*24%*
WOULDN'T PAY		577	577	400	400	177	-	209	93	266
		66%	*66%*	*66%*	*66%*	*64%*	-	*60%*	*65%*	68%f
Av Score		**2.184**	**2.184**	**2.137**	**2.137**	**2.286**	**-**	**2.380h**	**2.159**	**2.121**
Standard Deviation		**1.487**	**1.487**	**1.494**	**1.494**	**1.471**	**-**	**1.578**	**1.507**	**1.455**
Error Variance		**0.003**	**0.003**	**0.004**	**0.004**	**0.008**	**-**	**0.007**	**0.017**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base		880	379	323	318	49*	533	337	828	750	749	325	528	775	480
I definitely would	(5)	106	60	36	36	3	76	37	106	88	89	38	71	92	59
		12%	*16%*	*11%*	*11%*	*7%*	*14%*	*11%*	*13%*	*12%*	*12%*	*12%*	*13%*	*12%*	*12%*
I probably would	(4)	118	54	43	43	7	75	44	110	103	102	49	81	109	73
		13%	*14%*	*13%*	*14%*	*14%*	*14%*	*13%*	*13%*	*14%*	*14%*	*15%*	*15%*	*14%*	*15%*
I'm not sure	(3)	79	33	31	30	4	49	30	72	75	75	37	49	75	46
		9%	*9%*	*10%*	*10%*	*8%*	*9%*	*9%*	*9%*	*10%*	*10%*	*11%*	*9%*	*10%*	*10%*
I probably wouldn't	(2)	107	43	42	40	5	55	45	97	99	98	35	64	100	53
		12%	*11%*	*13%*	*13%*	*9%*	*10%*	*13%*	*12%*	*13%*	*13%*	*11%*	*12%*	*13%*	*11%*
I definitely wouldn't	(1)	470	189	170	168	31	279	180	443	385	385	166	262	398	250
		53%	*50%*	*53%*	*53%*	*63%*	*52%*	*54%*	*54%*	*51%*	*51%*	*51%*	*50%*	*51%*	*52%*
SUMMARY CODES															
WOULD PAY		224	114	79	79	10	151	81	216	192	191	87	152	201	131
		25%	*30%*	*25%*	*25%*	*20%*	*28%*	*24%*	*26%*	*26%*	*26%*	*27%*	*29%*	*26%*	*27%*
WOULDN'T PAY		577	232	213	208	36	334	226	540	483	483	201	326	498	303
		66%	*61%*	*66%*	*66%*	*72%*	*63%*	*67%*	*65%*	*64%*	*65%*	*62%*	*62%*	*64%*	*63%*
Av Score		**2.184**	**2.350**	**2.169**	**2.177**	**1.913**	**2.277**	**2.143**	**2.200**	**2.216**	**2.215**	**2.253**	**2.309**	**2.221**	**2.245**
Standard Deviation		**1.487**	**1.570**	**1.461**	**1.468**	**1.367**	**1.545**	**1.454**	**1.506**	**1.477**	**1.479**	**1.491**	**1.525**	**1.483**	**1.505**
Error Variance		**0.003**	**0.007**	**0.006**	**0.007**	**0.041**	**0.005**	**0.006**	**0.003**	**0.003**	**0.003**	**0.007**	**0.005**	**0.003**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_01 If you could stop all unwanted calls to your mobile phone by paying 50p per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
			Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base		880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
I definitely would	(5)	106	93	53	78	42	27	25	85	46	69	64	39	44	3	2	2
		12%	*15%*	*13%*	*18%*	*13%*	*11%*	*17%*	*16%*	*14%*	19%be	*15%*	*13%*	19%e	*28%*	*36%*	*22%*
I probably would	(4)	118	92	55	69	48	30	25	76	43	55	54	33	33	-	-	-
		13%	*15%*	*13%*	*15%*	*15%*	*13%*	*17%*	*14%*	*13%*	*15%*	*13%*	*11%*	*15%*	-	-	-
I'm not sure	(3)	79	45	28	30	20	17	7	34	21	22	34	23	19	-	-	-
		9%	*7%*	*7%*	*7%*	*6%*	*7%*	*5%*	*6%*	*6%*	*6%*	*8%*	*8%*	*8%*	-	-	-
I probably wouldn't	(2)	107	70	38	58	38	22	18	58	31	45	46	28	27	3	-	3
		12%	*11%*	*9%*	*13%*	*12%*	*9%*	*12%*	*11%*	*9%*	*12%*	*11%*	*9%*	*12%*	*26%*	-	*44%*
I definitely wouldn't	(1)	470	323	236	212	175	141	72	276	188	178	228	182	105	6	3	2
		53%	*52%*	58%cil	*47%*	*54%*	59%cil	*49%*	*52%*	57%cil	*48%*	*53%*	59%cil	*46%*	*46%*	*64%*	*33%*
SUMMARY CODES																	
WOULD PAY		224	185	108	147	90	58	50	161	89	124	118	73	78	3	2	2
		25%	*30%*	*26%*	33%ek	*28%*	*24%*	34%k	*30%*	*27%*	34%ek	*28%*	*24%*	34%ek	*28%*	*36%*	*22%*
WOULDN'T PAY		577	392	274	270	212	163	90	334	219	223	273	210	132	9	3	6
		66%	*63%*	67%l	*60%*	*66%*	69%l	*61%*	*63%*	*67%*	*60%*	*64%*	69%cil	*58%*	*72%*	*64%*	*78%*
Av Score		**2.184**	**2.296**	**2.150**	**2.426beh** k	**2.205**	**2.078**	**2.408**	**2.314**	**2.169**	**2.437beh** k	**2.251**	**2.086**	**2.497beh** k	**2.378**	**2.428**	**2.343**
Standard Deviation		**1.487**	**1.562**	**1.528**	**1.600**	**1.529**	**1.487**	**1.608**	**1.586**	**1.547**	**1.625**	**1.557**	**1.505**	**1.623**	**1.753**	**2.142**	**1.609**
Error Variance		**0.003**	**0.004**	**0.006**	**0.006**	**0.008**	**0.009**	**0.020**	**0.005**	**0.007**	**0.008**	**0.006**	**0.008**	**0.013**	**0.279**	**1.147**	**0.370**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base		880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
I definitely would	(5)	35	14	21	10	6	4	10	1	4	-	4	14	9	8
		4%	*3%*	*5%*	*7%g*	*3%*	*3%*	*6%*	*1%*	*5%*	-	*2%*	*5%*	*5%*	*4%*
I probably would	(4)	75	37	38	12	30	10	12	5	4	1	10	27	23	14
		8%	*9%*	*8%*	*9%*	17%efghi	*7%*	*7%*	*4%*	*4%*	*2%*	*6%*	*9%*	13%m	*6%*
I'm not sure	(3)	63	36	27	15	12	8	14	10	3	2	14	18	12	19
		7%	*8%*	*6%*	11%h	*7%*	*5%*	*9%*	*9%*	*3%*	*4%*	*8%*	*6%*	*7%*	*8%*
I probably wouldn't	(2)	143	70	73	28	32	32	22	16	10	4	31	51	33	27
		16%	*16%*	*16%*	*20%*	*18%*	21%h	*13%*	*14%*	*11%*	*9%*	*18%*	*17%*	*18%*	*12%*
I definitely wouldn't	(1)	564	275	289	74	99	95	110	78	72	35	111	183	109	161
		64%	*64%*	*65%*	*53%*	*56%*	*64%*	*66%*	71%cd	78%cdef	85%cdef	*65%*	*62%*	*58%*	70%l
SUMMARY CODES															
WOULD PAY		110	51	59	22	36	15	22	6	8	1	14	40	32	23
		12%	*12%*	*13%*	16%gi	20%eghi	*10%*	13%i	*5%*	*8%*	*2%*	*8%*	*14%*	17%jm	*10%*
WOULDN'T PAY		707	344	362	102	131	128	132	94	81	39	142	235	142	189
		80%	*80%*	*81%*	*73%*	*73%*	85%cd	*78%*	86%cd	89%cdf	94%cdf	*84%*	*80%*	*76%*	*82%*
Av Score		**1.720**	**1.718**	**1.722**	**1.970eghi**	**1.946eghi**	**1.640i**	**1.748i**	**1.499**	**1.465**	**1.224**	**1.615**	**1.760**	**1.879m**	**1.616**
Standard Deviation		**1.155**	**1.132**	**1.178**	**1.284**	**1.265**	**1.051**	**1.222**	**0.908**	**1.048**	**0.615**	**1.016**	**1.192**	**1.258**	**1.105**
Error Variance		**0.002**	**0.003**	**0.003**	**0.013**	**0.010**	**0.009**	**0.010**	**0.008**	**0.008**	**0.006**	**0.007**	**0.006**	**0.008**	**0.004**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base		880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
I definitely would	(5)	35	17	13	4	17	18	13	22	10	15	7	3	-	7	9	13	6	1
		4%	*4%*	*5%*	*3%*	*3%*	*5%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	-	*4%*	*3%*	*7%q*	*3%*	*1%*
I probably would	(4)	75	35	27	13	49	26	27	48	17	35	12	7	4	9	26	19	12	9
		8%	*7%*	*9%*	*10%*	*10%*	*7%*	*10%*	*8%*	*8%*	*8%*	*8%*	*10%*	*15%*	*5%*	*10%*	*11%*	*7%*	*9%*
I'm not sure	(3)	63	31	25	6	36	27	19	44	12	28	13	8	1	10	16	14	13	11
		7%	*7%*	*9%*	*5%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*10%*	*12%*	*4%*	*6%*	*6%*	*8%*	*8%*	*11%*
I probably wouldn't	(2)	143	80	48	14	90	53	51	92	31	66	31	10	5	21	35	35	31	20
		16%	*17%*	*17%*	*12%*	*18%*	*14%*	*18%*	*15%*	*15%*	*15%*	*22%*	*14%*	*19%*	*13%*	*13%*	*20%*	*19%*	*21%*
I definitely wouldn't	(1)	564	308	170	86	298	266	169	396	141	287	75	43	18	120	184	97	105	58
		64%	*65%*	*60%*	*70%*	*61%*	68%d	*60%*	*66%*	67%j	67%j	*54%*	*61%*	*62%*	72%o	68%o	*55%*	*63%*	*59%*
SUMMARY CODES																			
WOULD PAY		110	53	40	17	66	44	40	70	28	49	19	10	4	16	35	32	18	9
		12%	*11%*	*14%*	*14%*	*13%*	*11%*	*14%*	*12%*	*13%*	*11%*	*13%*	*14%*	*15%*	*10%*	*13%*	18%m	*11%*	*9%*
WOULDN'T PAY		707	387	219	101	388	319	219	487	172	353	106	53	23	141	219	133	135	79
		80%	*82%*	*77%*	*81%*	*79%*	*82%*	*79%*	*81%*	*81%*	*82%*	*77%*	*74%*	*81%*	84%o	*81%*	*75%*	*82%*	*80%*
Av Score		**1.720**	**1.674**	**1.821**	**1.660**	**1.770**	**1.656**	**1.800**	**1.682**	**1.696**	**1.664**	**1.874**	**1.831**	**1.712**	**1.575**	**1.669**	**1.961** mn	**1.694**	**1.712**
Standard Deviation		**1.155**	**1.117**	**1.210**	**1.163**	**1.160**	**1.147**	**1.207**	**1.129**	**1.185**	**1.121**	**1.193**	**1.214**	**1.102**	**1.090**	**1.148**	**1.309**	**1.106**	**1.018**
Error Variance		**0.002**	**0.003**	**0.006**	**0.010**	**0.003**	**0.003**	**0.006**	**0.002**	**0.006**	**0.003**	**0.012**	**0.025**	**0.045**	**0.006**	**0.005**	**0.011**	**0.009**	**0.012**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base		880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
I definitely would	(5)	35	32	3	31	2	-	2	2	7	-	4	3	2	3	6	5	-	2	2
		4%	*5%*	*1%*	*4%*	*3%*	-	10%ce	*6%*	*7%*	-	*6%*	*4%*	*2%*	*3%*	*4%*	*7%*	-	*3%*	10%ilmp
I probably would	(4)	75	62	13	61	9	2	3	3	13	2	2	4	5	12	13	5	2	9	3
		8%	*9%*	*7%*	*8%*	*14%*	*4%*	*15%*	*8%*	14%j	*4%*	*3%*	*6%*	*6%*	*10%*	*10%*	*7%*	*4%*	14%j	15%j
I'm not sure	(3)	63	51	12	56	4	3	*	-	11	8	1	2	11	14	5	3	3	4	*
		7%	*7%*	*7%*	*7%*	*6%*	*8%*	*2%*	-	11%j	15%jkn	*2%*	*3%*	11%jk	12%jkn	*4%*	*5%*	*8%*	*6%*	*2%*
I probably wouldn't	(2)	143	111	32	121	10	10	1	3	6	5	13	14	20	23	27	10	10	10	1
		16%	*16%*	*17%*	16%f	*16%*	23%f	*5%*	*7%*	*6%*	*10%*	19%hr	17%h	22%hr	20%hr	20%hr	*16%*	23%hr	*16%*	*5%*
I definitely wouldn't	(1)	564	438	126	483	37	28	16	32	62	40	49	56	55	64	82	43	28	37	16
		64%	*63%*	*68%*	*64%*	*61%*	*64%*	*68%*	*79%*	*63%*	*71%*	71%m	71%m	*59%*	*55%*	*61%*	*65%*	*64%*	*61%*	*68%*
SUMMARY CODES																				
WOULD PAY		110	94	15	91	11	2	6	6	20	2	6	7	7	15	19	9	2	11	6
		12%	*14%*	*8%*	*12%*	*17%*	*4%*	25%ce	*14%*	20%ilp	*4%*	*8%*	*9%*	*8%*	*13%*	*14%*	*14%*	*4%*	17%i	25%ijklp
WOULDN'T PAY		707	549	157	604	47	38	17	35	67	46	62	69	75	87	109	54	38	47	17
		80%	*79%*	*85%*	*80%*	*77%*	*88%*	*73%*	*86%*	*69%*	*81%*	90%hmr	88%hmr	*81%*	*75%*	82%h	*81%*	88%h	*77%*	*73%*
Av Score		**1.720**	**1.761**	**1.566**	**1.715**	**1.834**	**1.523**	**1.930**	**1.544**	**1.947k**	**1.518**	**1.530**	**1.539**	**1.691**	**1.863**	**1.756**	**1.740**	**1.523**	**1.834**	**1.930**
Standard Deviation		**1.155**	**1.194**	**0.983**	**1.152**	**1.236**	**0.830**	**1.511**	**1.213**	**1.378**	**0.903**	**1.067**	**1.040**	**1.010**	**1.147**	**1.181**	**1.245**	**0.830**	**1.236**	**1.511**
Error Variance		**0.002**	**0.002**	**0.005**	**0.002**	**0.026**	**0.016**	**0.037**	**0.042**	**0.021**	**0.016**	**0.017**	**0.013**	**0.012**	**0.013**	**0.012**	**0.024**	**0.016**	**0.026**	**0.037**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
			Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		861	861	592	592	269	-	340	134	392
Weighted Base		880	880	603	603	277	-**	349	142	392
I definitely would	(5)	35	35	22	22	13	-	13	9	19
		4%	*4%*	*4%*	*4%*	*5%*	-	*4%*	*6%*	*5%*
I probably would	(4)	75	75	51	51	24	-	48	11	19
		8%	*8%*	*8%*	*8%*	*9%*	-	14%h	*8%*	*5%*
I'm not sure	(3)	63	63	42	42	22	-	26	10	32
		7%	*7%*	*7%*	*7%*	*8%*	-	*7%*	*7%*	*8%*
I probably wouldn't	(2)	143	143	87	87	55	-	50	15	65
		16%	*16%*	*15%*	*15%*	*20%*	-	*14%*	*11%*	*17%*
I definitely wouldn't	(1)	564	564	401	401	163	-	213	96	256
		64%	*64%*	*66%*	*66%*	*59%*	-	*61%*	*68%*	*65%*
SUMMARY CODES										
WOULD PAY		110	110	73	73	37	-	61	19	39
		12%	*12%*	*12%*	*12%*	*13%*	-	17%h	*14%*	*10%*
WOULDN'T PAY		707	707	488	488	219	-	263	112	321
		80%	*80%*	*81%*	*81%*	*79%*	-	*75%*	*79%*	82%f
Av Score		**1.720**	**1.720**	**1.683**	**1.683**	**1.800**	**-**	**1.849**	**1.726**	**1.675**
Standard Deviation		**1.155**	**1.155**	**1.142**	**1.142**	**1.182**	**-**	**1.244**	**1.240**	**1.128**
Error Variance		**0.002**	**0.002**	**0.002**	**0.002**	**0.005**	**-**	**0.005**	**0.011**	**0.003**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base		880	379	323	318	49*	533	337	828	750	749	325	528	775	480
I definitely would	(5)	35	15	16	16	2	23	16	35	30	31	14	25	32	18
		4%	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*
I probably would	(4)	75	48	16	16	1	58	17	71	67	67	28	55	71	48
		8%	*13%bcdf*	*5%*	*5%*	*1%*	*11%bcf*	*5%*	*9%*	*9%*	*9%*	*9%*	*10%*	*9%*	*10%*
I'm not sure	(3)	63	27	30	29	4	40	29	60	58	57	24	35	58	35
		7%	*7%*	*9%*	*9%*	*7%*	*7%*	*9%*	*7%*	*8%*	*8%*	*7%*	*7%*	*8%*	*7%*
I probably wouldn't	(2)	143	58	52	51	10	74	56	125	128	128	57	94	131	80
		16%	*15%*	*16%*	*16%*	*20%*	*14%*	*17%*	*15%*	*17%*	*17%*	*17%*	*18%*	*17%*	*17%*
I definitely wouldn't	(1)	564	232	209	206	34	339	219	537	467	465	201	318	482	300
		64%	*61%*	*65%*	*65%*	*68%*	*64%*	*65%*	*65%*	*62%*	*62%*	*62%*	*60%*	*62%*	*62%*
SUMMARY CODES															
WOULD PAY		110	63	32	32	3	81	33	106	97	98	42	80	103	66
		12%	*17%bcf*	*10%*	*10%*	*5%*	*15%bf*	*10%*	*13%*	*13%*	*13%*	*13%*	*15%*	*13%*	*14%*
WOULDN'T PAY		707	290	261	257	43	413	275	661	595	593	258	412	613	380
		80%	*76%*	*81%*	*81%*	*88%*	*77%*	*82%*	*80%*	*79%*	*79%*	*80%*	*78%*	*79%*	*79%*
Av Score		**1.720**	**1.829**	**1.691**	**1.695**	**1.532**	**1.786**	**1.681**	**1.724**	**1.754**	**1.759**	**1.757**	**1.816**	**1.760**	**1.760**
Standard Deviation		**1.155**	**1.231**	**1.136**	**1.140**	**0.969**	**1.223**	**1.127**	**1.171**	**1.165**	**1.172**	**1.172**	**1.220**	**1.175**	**1.175**
Error Variance		**0.002**	**0.004**	**0.004**	**0.004**	**0.020**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.005**	**0.003**	**0.002**	**0.003**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_02 If you could stop all unwanted calls to your mobile phone by paying £2 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
			Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base		880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
I definitely would	(5)	35	31	17	27	13	8	9	29	14	25	22	12	16	*	-	*
		4%	*5%*	*4%*	*6%*	*4%*	*3%*	*6%*	*6%*	*4%*	*7%*	*5%*	*4%*	*7%*	*3%*	-	*6%*
I probably would	(4)	75	61	33	51	27	18	15	52	27	42	42	27	29	1	-	1
		8%	*10%*	*8%*	*11%*	*8%*	*8%*	*10%*	*10%*	*8%*	*11%*	*10%*	*9%*	*13%*	*10%*	-	*17%*
I'm not sure	(3)	63	42	27	34	26	16	14	40	24	30	25	15	19	-	-	-
		7%	*7%*	*7%*	*8%*	*8%*	*7%*	*10%*	*7%*	*7%*	*8%*	*6%*	*5%*	*8%*	-	-	-
I probably wouldn't	(2)	143	96	55	76	48	31	25	74	41	55	62	40	32	3	-	3
		16%	*16%*	*13%*	*17%*	*15%*	*13%*	*17%*	*14%*	*12%*	*15%*	*15%*	*13%*	*14%*	*26%*	-	*44%*
I definitely wouldn't	(1)	564	391	279	259	208	165	84	335	222	218	275	212	133	7	5	2
		64%	*63%*	68%cfil	*58%*	*65%*	70%cfil	*57%*	*63%*	68%cfil	*59%*	*65%*	69%cfil	*58%*	*60%*	*100%*	*33%*
SUMMARY CODES																	
WOULD PAY		110	92	49	78	40	26	24	81	41	67	64	38	45	2	-	2
		12%	*15%*	*12%*	17%be	*12%*	*11%*	*16%*	*15%*	*13%*	18%be	*15%*	*13%*	20%bdehk	*13%*	-	*22%*
WOULDN'T PAY		707	487	333	335	256	196	109	409	263	272	336	253	165	11	5	6
		80%	*78%*	81%cil	*75%*	*80%*	83%cil	*74%*	*77%*	*80%*	*74%*	*79%*	83%cil	*72%*	*87%*	*100%*	*78%*
Av Score		**1.720**	**1.786**	**1.666**	**1.904beh** k	**1.725**	**1.619**	**1.919ek**	**1.802**	**1.692**	**1.919beh** k	**1.766**	**1.644**	**1.963bde** hk	**1.695**	**1.000**	**2.173**
Standard Deviation		**1.155**	**1.224**	**1.149**	**1.283**	**1.165**	**1.101**	**1.279**	**1.248**	**1.176**	**1.317**	**1.229**	**1.145**	**1.344**	**1.146**	**0.000**	**1.308**
Error Variance		**0.002**	**0.002**	**0.003**	**0.004**	**0.004**	**0.005**	**0.012**	**0.003**	**0.004**	**0.005**	**0.004**	**0.004**	**0.009**	**0.119**	**0.000**	**0.244**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base		880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
I definitely would	(5)	10	4	6	6	2	-	*	-	2	-	-	7	-	2
		1%	*1%*	*1%*	*4%ef*	*1%*	-	*	-	*2%*	-	-	*2%*	-	*1%*
I probably would	(4)	19	5	14	1	8	3	4	2	1	-	-	8	7	4
		2%	*1%*	*3%*	*1%*	*5%*	*2%*	*2%*	*1%*	*1%*	-	-	*3%*	*4%j*	*2%*
I'm not sure	(3)	55	28	27	13	16	6	9	6	3	2	12	16	17	11
		6%	*7%*	*6%*	*10%*	*9%*	*4%*	*5%*	*6%*	*3%*	*5%*	*7%*	*5%*	*9%*	*5%*
I probably wouldn't	(2)	121	60	61	21	24	28	24	14	8	1	23	38	34	26
		14%	*14%*	*14%*	*15%i*	*13%i*	*19%hi*	*14%i*	*13%*	*9%*	*3%*	*14%*	*13%*	*18%*	*11%*
I definitely wouldn't	(1)	676	335	340	98	129	113	131	88	78	38	135	225	129	187
		77%	*78%*	*76%*	*70%*	*72%*	*76%*	*78%*	*80%*	*85%cd*	*92%cdef*	*80%l*	*77%*	*69%*	*81%l*
SUMMARY CODES															
WOULD PAY		28	8	20	7	10	3	4	2	3	-	-	15	7	6
		3%	*2%*	*4%*	*5%*	*5%*	*2%*	*2%*	*1%*	*3%*	-	-	*5%j*	*4%j*	*3%j*
WOULDN'T PAY		796	395	401	119	153	141	155	103	86	39	158	263	162	213
		91%	*91%*	*90%*	*85%*	*86%*	*94%cd*	*92%*	*93%*	*94%d*	*95%*	*93%*	*90%*	*87%*	*93%*
Av Score		**1.369**	**1.336**	**1.401**	**1.536ghi**	**1.486hi**	**1.320**	**1.321**	**1.285**	**1.272**	**1.123**	**1.272**	**1.413**	**1.476jm**	**1.299**
Standard Deviation		**0.785**	**0.723**	**0.841**	**1.004**	**0.903**	**0.639**	**0.689**	**0.638**	**0.766**	**0.451**	**0.579**	**0.897**	**0.814**	**0.729**
Error Variance		**0.001**	**0.001**	**0.002**	**0.008**	**0.005**	**0.003**	**0.003**	**0.004**	**0.004**	**0.003**	**0.002**	**0.003**	**0.004**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
			Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base		880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
I definitely would	(5)	10	5	5	-	3	7	4	5	2	6	-	1	-	2	2	3	3	-
		1%	*1%*	*2%*	-	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	*1%*	*1%*	*2%*	-
I probably would	(4)	19	10	5	4	12	7	8	11	6	11	2	1	-	2	9	5	1	1
		2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	-	*1%*	*3%*	*3%*	*1%*	*1%*
I'm not sure	(3)	55	23	23	8	32	23	15	40	12	22	13	5	3	9	11	15	10	10
		6%	*5%*	*8%*	*7%*	*7%*	*6%*	*5%*	*7%*	*6%*	*5%*	*9%*	*7%*	*10%*	*6%*	*4%*	*8%*	*6%*	*10%*
I probably wouldn't	(2)	121	67	42	11	80	41	44	76	22	51	30	13	5	15	29	33	26	18
		14%	*14%*	*15%*	*9%*	16%e	*10%*	*16%*	*13%*	*10%*	*12%*	22%hi	*18%*	*16%*	*9%*	*11%*	19%mn	*15%*	18%m
I definitely wouldn't	(1)	676	366	210	100	363	313	208	468	170	340	93	51	21	138	219	123	126	70
		77%	*78%*	*74%*	*81%*	*74%*	80%d	*74%*	*78%*	80%j	79%j	*68%*	*72%*	*74%*	83%oq	81%o	*69%*	*76%*	*71%*
SUMMARY CODES																			
WOULD PAY		28	15	10	4	15	14	12	16	8	17	2	2	-	5	11	7	4	1
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*1%*	*3%*	-	*3%*	*4%*	*4%*	*3%*	*1%*
WOULDN'T PAY		796	433	252	112	443	353	252	544	191	392	123	64	26	153	248	156	152	88
		91%	*92%*	*88%*	*90%*	*90%*	*91%*	*90%*	*91%*	*91%*	*91%*	*90%*	*90%*	*90%*	*92%*	*92%*	*88%*	*92%*	*89%*
Av Score		**1.369**	**1.347**	**1.429**	**1.318**	**1.391**	**1.342**	**1.411**	**1.350**	**1.339**	**1.352**	**1.441**	**1.431**	**1.360**	**1.299**	**1.318**	**1.487**	**1.367**	**1.421**
Standard Deviation		**0.785**	**0.760**	**0.846**	**0.732**	**0.766**	**0.809**	**0.837**	**0.760**	**0.793**	**0.805**	**0.716**	**0.825**	**0.666**	**0.759**	**0.763**	**0.865**	**0.784**	**0.728**
Error Variance		**0.001**	**0.001**	**0.003**	**0.004**	**0.001**	**0.001**	**0.003**	**0.001**	**0.003**	**0.002**	**0.004**	**0.011**	**0.016**	**0.003**	**0.002**	**0.005**	**0.004**	**0.006**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base		880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
I definitely would	(5)	10	10	-	9	-	-	*	-	-	-	-	1	-	1	5	2	-	-	*
		1%	*1%*	-	*1%*	-	-	*1%*	-	-	-	-	*1%*	-	*1%*	*4%*	*3%*	-	-	*1%*
I probably would	(4)	19	16	2	13	5	-	*	1	2	1	2	-	1	3	2	1	-	5	*
		2%	*2%*	*1%*	*2%*	8%c	-	*1%*	*3%*	*2%*	*2%*	*3%*	-	*1%*	*3%*	*2%*	*1%*	-	8%kl	*1%*
I'm not sure	(3)	55	44	11	49	3	1	2	-	10	4	1	1	7	13	8	5	1	3	2
		6%	*6%*	*6%*	*7%*	*5%*	*3%*	*8%*	-	10%jk	*7%*	*1%*	*2%*	*8%*	11%jk	*6%*	*7%*	*3%*	*5%*	8%j
I probably wouldn't	(2)	121	94	26	104	8	6	2	4	9	7	12	11	13	21	18	9	6	8	2
		14%	*14%*	*14%*	*14%*	*13%*	*14%*	*10%*	*10%*	*9%*	*12%*	*18%*	*14%*	*14%*	*18%*	*14%*	*14%*	*14%*	*13%*	*10%*
I definitely wouldn't	(1)	676	530	146	576	45	36	19	36	77	44	54	65	72	79	99	49	36	45	19
		77%	*76%*	*79%*	*77%*	*74%*	*83%*	*80%*	*87%*	*79%*	*79%*	*78%*	83%m	*78%*	*68%*	*75%*	*75%*	*83%*	*74%*	*80%*
SUMMARY CODES																				
WOULD PAY		28	26	2	23	5	-	*	1	2	1	2	1	1	5	7	3	-	5	*
		3%	*4%*	*1%*	*3%*	*8%*	-	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*1%*	*4%*	*5%*	*4%*	-	8%l	*2%*
WOULDN'T PAY		796	624	172	680	53	42	21	39	86	51	66	77	85	100	118	58	42	53	21
		91%	*90%*	*93%*	*90%*	*87%*	*97%*	*90%*	*97%*	*88%*	*91%*	96%m	97%hmnq	*91%*	*85%*	*88%*	*88%*	*97%*	*87%*	*90%*
Av Score		**1.369**	**1.389**	**1.296**	**1.372**	**1.475**	**1.199**	**1.329**	**1.186**	**1.353**	**1.326**	**1.288**	**1.231**	**1.319**	**1.522kp**	**1.458**	**1.445**	**1.199**	**1.475**	**1.329**
Standard Deviation		**0.785**	**0.820**	**0.634**	**0.788**	**0.922**	**0.469**	**0.771**	**0.585**	**0.741**	**0.709**	**0.633**	**0.618**	**0.659**	**0.880**	**0.956**	**0.931**	**0.469**	**0.922**	**0.771**
Error Variance		**0.001**	**0.001**	**0.002**	**0.001**	**0.015**	**0.005**	**0.010**	**0.010**	**0.006**	**0.010**	**0.006**	**0.005**	**0.005**	**0.008**	**0.008**	**0.013**	**0.005**	**0.015**	**0.010**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
			Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		861	861	592	592	269	-	340	134	392
Weighted Base		880	880	603	603	277	-**	349	142	392
I definitely would	(5)	10	10	6	6	4	-	4	3	4
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	*1%*
I probably would	(4)	19	19	10	10	8	-	12	4	5
		2%	*2%*	*2%*	*2%*	*3%*	-	*3%*	*3%*	*1%*
I'm not sure	(3)	55	55	33	33	22	-	23	10	26
		6%	*6%*	*5%*	*5%*	*8%*	-	*7%*	*7%*	*7%*
I probably wouldn't	(2)	121	121	78	78	42	-	45	16	53
		14%	*14%*	*13%*	*13%*	*15%*	-	*13%*	*11%*	*13%*
I definitely wouldn't	(1)	676	676	475	475	200	-	265	109	303
		77%	*77%*	*79%*	*79%*	*72%*	-	*76%*	*77%*	*77%*
SUMMARY CODES										
WOULD PAY		28	28	16	16	12	-	16	7	10
		3%	*3%*	*3%*	*3%*	*4%*	-	*5%*	*5%*	*2%*
WOULDN'T PAY		796	796	554	554	243	-	310	125	356
		91%	*91%*	*92%*	*92%*	*88%*	-	*89%*	*88%*	*91%*
Av Score		**1.369**	**1.369**	**1.329**	**1.329**	**1.458bc**	**-**	**1.409**	**1.419**	**1.354**
Standard Deviation		**0.785**	**0.785**	**0.741**	**0.741**	**0.868**	**-**	**0.844**	**0.902**	**0.762**
Error Variance		**0.001**	**0.001**	**0.001**	**0.001**	**0.003**	**-**	**0.002**	**0.006**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base		880	379	323	318	49*	533	337	828	750	749	325	528	775	480
I definitely would	(5)	10	4	4	4	*	7	4	10	8	10	5	10	8	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*
I probably would	(4)	19	12	5	5	-	16	5	19	16	16	9	12	17	12
		2%	*3%*	*2%*	*2%*	-	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
I'm not sure	(3)	55	25	24	23	3	35	23	52	51	51	20	35	52	34
		6%	*7%*	*7%*	*7%*	*5%*	*7%*	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*
I probably wouldn't	(2)	121	51	42	42	7	67	45	105	110	110	43	78	112	64
		14%	*14%*	*13%*	*13%*	*14%*	*13%*	*13%*	*13%*	*15%*	*15%*	*13%*	*15%*	*14%*	*13%*
I definitely wouldn't	(1)	676	287	247	244	39	408	259	643	564	562	248	394	586	363
		77%	*76%*	*77%*	*77%*	*80%*	*77%*	*77%*	*78%*	*75%*	*75%*	*76%*	*75%*	*76%*	*76%*
SUMMARY CODES															
WOULD PAY		28	16	9	9	*	23	9	28	24	26	14	21	25	19
		3%	*4%*	*3%*	*3%*	*1%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*
WOULDN'T PAY		796	338	290	285	47	475	304	748	675	672	291	471	697	428
		91%	*89%*	*90%*	*90%*	*94%*	*89%*	*90%*	*90%*	*90%*	*90%*	*90%*	*89%*	*90%*	*89%*
Av Score		**1.369**	**1.404**	**1.378**	**1.377**	**1.269**	**1.400**	**1.367**	**1.366**	**1.392**	**1.399**	**1.399**	**1.419**	**1.386**	**1.406**
Standard Deviation		**0.785**	**0.829**	**0.798**	**0.799**	**0.609**	**0.845**	**0.783**	**0.795**	**0.797**	**0.812**	**0.847**	**0.853**	**0.794**	**0.836**
Error Variance		**0.001**	**0.002**	**0.002**	**0.002**	**0.008**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**	**0.002**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_03 If you could stop all unwanted calls to your mobile phone by paying £5 per month, how likely would you be to do so?
Base: All who have a mobile phone

			Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base		880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
I definitely would	(5)	10	8	3	8	5	1	5	8	1	8	5	3	5	-	-	-
		1%	*1%*	*1%*	*2%*	*2%*	*	3%bh	*1%*	*	*2%*	*1%*	*1%*	*2%*	-	-	-
I probably would	(4)	19	16	9	12	5	4	1	14	6	11	7	5	3	-	-	-
		2%	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	-	-	-
I'm not sure	(3)	55	33	20	27	20	15	10	29	18	24	26	16	20	2	-	2
		6%	*5%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*	*9%*	*16%*	-	*27%*
I probably wouldn't	(2)	121	86	51	68	47	29	27	71	40	55	53	38	29	3	-	3
		14%	*14%*	*12%*	*15%*	*15%*	*12%*	*18%*	*13%*	*12%*	*15%*	*13%*	*12%*	*13%*	*20%*	-	*34%*
I definitely wouldn't	(1)	676	479	327	332	244	189	104	407	263	271	334	244	171	8	5	3
		77%	*77%*	80%f	*74%*	*76%*	*79%*	*71%*	*77%*	80%f	*74%*	*79%*	*80%*	*75%*	*64%*	*100%*	*39%*
SUMMARY CODES																	
WOULD PAY		28	24	12	20	11	5	6	22	7	19	12	8	8	-	-	-
		3%	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*2%*	*5%*	*3%*	*3%*	*4%*	-	-	-
WOULDN'T PAY		796	565	378	400	291	218	130	478	303	326	388	282	200	10	5	5
		91%	*91%*	*92%*	*90%*	*90%*	*91%*	*89%*	*90%*	*92%*	*88%*	*91%*	*92%*	*88%*	*84%*	*100%*	*73%*
Av Score		**1.369**	**1.371**	**1.314**	**1.423**	**1.386**	**1.317**	**1.481h**	**1.385**	**1.299**	**1.452bh**	**1.341**	**1.317**	**1.435**	**1.523**	**1.000**	**1.882**
Standard Deviation		**0.785**	**0.803**	**0.727**	**0.859**	**0.809**	**0.712**	**0.919**	**0.828**	**0.681**	**0.900**	**0.764**	**0.731**	**0.881**	**0.786**	**0.000**	**0.862**
Error Variance		**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.002**	**0.006**	**0.001**	**0.001**	**0.002**	**0.001**	**0.002**	**0.004**	**0.056**	**0.000**	**0.106**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	GENDER		AGE							SOCIAL GRADE			
			Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base		861	410	451	129	156	129	146	104	135	62	149	238	189	285
Weighted Base		880	432	448	139	179	150	168	110*	92	41*	169	293	186	230
I definitely would	(5)	6	1	4	3	-	-	*	-	2	-	-	3	-	2
		1%	*	*1%*	*2%*	-	-	*	-	*2%*	-	-	*1%*	-	*1%*
I probably would	(4)	14	4	10	2	5	2	3	1	*	-	-	8	5	1
		2%	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*	-	-	*3%*	*3%*	*
I'm not sure	(3)	43	20	22	10	12	2	8	7	3	1	10	11	11	10
		5%	*5%*	*5%*	7%e	7%e	*1%*	*5%*	6%e	*3%*	*2%*	*6%*	*4%*	*6%*	*4%*
I probably wouldn't	(2)	92	49	43	19	20	22	15	9	6	1	16	31	29	17
		10%	*11%*	*10%*	*13%*	*11%*	15%hi	*9%*	*8%*	*6%*	*4%*	*9%*	*10%*	16%m	*7%*
I definitely wouldn't	(1)	726	358	367	105	143	124	141	93	81	39	144	240	141	200
		82%	*83%*	*82%*	*75%*	*80%*	*82%*	*84%*	*85%*	88%c	95%cde	*85%*	*82%*	*76%*	87%l
SUMMARY CODES															
WOULD PAY		19	5	14	5	5	2	4	1	2	-	-	11	5	4
		2%	*1%*	*3%*	*4%*	*3%*	*2%*	*2%*	*1%*	*2%*	-	-	4%j	*3%*	*2%*
WOULDN'T PAY		818	407	411	123	162	146	156	103	87	40	159	271	171	217
		93%	*94%*	*92%*	*89%*	*91%*	97%cd	*93%*	*93%*	*95%*	*98%*	*94%*	*92%*	*92%*	*94%*
Av Score		**1.274**	**1.243**	**1.303**	**1.427ei**	**1.321i**	**1.220**	**1.252**	**1.233**	**1.215**	**1.071**	**1.213**	**1.305**	**1.352m**	**1.214**
Standard Deviation		**0.682**	**0.602**	**0.750**	**0.885**	**0.713**	**0.544**	**0.653**	**0.596**	**0.706**	**0.322**	**0.538**	**0.761**	**0.709**	**0.642**
Error Variance		**0.001**	**0.001**	**0.001**	**0.006**	**0.003**	**0.002**	**0.003**	**0.003**	**0.004**	**0.002**	**0.002**	**0.002**	**0.003**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	MARITAL STATUS: Married \Living as married (a)	MARITAL STATUS: Single (b)	MARITAL STATUS: Widow \Divorced \Separated (c)	WORKING STATUS: Working (d)	WORKING STATUS: Not working (e)	CHILDREN IN HOUSEHOLD: Any (f)	CHILDREN IN HOUSEHOLD: None (g)	ADULTS IN HOUSEHOLD: 1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	HOUSEHOLD SIZE: 1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base		861	454	266	141	415	446	254	607	232	419	123	60	27	186	285	160	140	90
Weighted Base		880	471	284	124	490	390	279	601	211	431	138	71*	29**	167	270	178	166	99*
I definitely would	(5)	6	3	2	-	1	4	3	3	1	4	-	-	-	1	2	3	-	-
		1%	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*1%*	-	-	-	*1%*	*1%*	*1%*	-	-
I probably would	(4)	14	9	1	3	9	5	7	7	3	9	1	1	-	1	6	1	4	1
		2%	*2%*	*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*	*2%*	-	*1%*	*2%*	*1%*	*2%*	*1%*
I'm not sure	(3)	43	15	22	5	25	18	5	37	7	14	15	5	1	7	10	12	8	6
		5%	*3%*	8%a	*4%*	*5%*	*5%*	*2%*	6%f	*3%*	*3%*	11%hi	*7%*	*4%*	*4%*	*4%*	*7%*	*5%*	*6%*
I probably wouldn't	(2)	92	48	31	13	60	32	38	54	20	35	21	11	5	9	18	28	20	17
		10%	*10%*	*11%*	*11%*	*12%*	*8%*	*14%*	*9%*	*9%*	*8%*	15%i	*15%*	*17%*	*6%*	*7%*	16%mn	*12%*	17%mn
I definitely wouldn't	(1)	726	396	228	102	394	331	226	500	181	368	101	54	23	149	234	134	134	74
		82%	*84%*	*80%*	*83%*	*81%*	*85%*	*81%*	*83%*	86%j	85%j	*73%*	*76%*	*79%*	89%oq	87%oq	*75%*	*81%*	*75%*
SUMMARY CODES																			
WOULD PAY		19	12	4	3	10	9	10	10	4	13	1	1	-	2	8	4	4	1
		2%	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*	*2%*	-	*1%*	*3%*	*2%*	*2%*	*1%*
WOULDN'T PAY		818	443	259	115	455	363	264	554	200	403	122	65	28	158	252	162	154	91
		93%	*94%*	*91%*	*93%*	*93%*	*93%*	*95%*	*92%*	*95%*	*94%*	*89%*	*91%*	*96%*	*95%*	*93%*	*91%*	*93%*	*92%*
Av Score		**1.274**	**1.252**	**1.311**	**1.268**	**1.291**	**1.252**	**1.287**	**1.267**	**1.222**	**1.249**	**1.389** h	**1.354**	**1.258**	**1.186**	**1.234**	**1.375** m	**1.281**	**1.336**
Standard Deviation		**0.682**	**0.672**	**0.707**	**0.663**	**0.672**	**0.695**	**0.711**	**0.669**	**0.627**	**0.705**	**0.700**	**0.702**	**0.536**	**0.602**	**0.684**	**0.772**	**0.656**	**0.659**
Error Variance		**0.001**	**0.001**	**0.002**	**0.003**	**0.001**	**0.001**	**0.002**	**0.001**	**0.002**	**0.001**	**0.004**	**0.008**	**0.011**	**0.002**	**0.002**	**0.004**	**0.003**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

			AREA		COUNTRY				GOVERNMENT REGIONS											
		Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base		861	674	187	698	58	43	62	35	92	51	66	83	83	103	120	65	43	58	62
Weighted Base		880	694	185	752	61*	43*	23*	41**	98*	56*	69*	79*	93*	117*	133	66*	43*	61*	23*
I definitely would	(5)	6	6	-	5	-	-	*	-	-	-	-	-	-	1	3	1	-	-	*
		1%	*1%*	-	*1%*	-	-	*1%*	-	-	-	-	-	-	*1%*	*2%*	*1%*	-	-	*1%*
I probably would	(4)	14	11	2	9	5	-	-	-	-	-	2	-	1	2	3	1	-	5	-
		2%	*2%*	*1%*	*1%*	8%c	-	-	-	-	-	*3%*	-	*1%*	*1%*	*2%*	*2%*	-	8%hklm	-
I'm not sure	(3)	43	34	8	42	1	-	*	-	7	3	-	1	7	15	7	3	-	1	*
		5%	*5%*	*4%*	*6%*	*1%*	-	*1%*	-	7%j	*6%*	-	*2%*	7%j	13%jkpqr	*5%*	*4%*	-	*1%*	*1%*
I probably wouldn't	(2)	92	73	19	78	7	5	3	-	5	4	8	12	8	17	14	9	5	7	3
		10%	*11%*	*10%*	*10%*	*11%*	*12%*	*12%*	-	*5%*	*8%*	*12%*	15%h	*9%*	*15%*	*10%*	*14%*	*12%*	*11%*	*12%*
I definitely wouldn't	(1)	726	570	156	618	49	38	20	41	86	49	59	66	77	82	107	52	38	49	20
		82%	*82%*	*84%*	*82%*	*80%*	*88%*	*86%*	*100%*	88%m	86%m	85%m	*84%*	*83%*	*70%*	*80%*	*79%*	88%m	*80%*	86%m
SUMMARY CODES																				
WOULD PAY		19	17	2	14	5	-	*	-	-	-	2	-	1	3	6	2	-	5	*
		2%	*2%*	*1%*	*2%*	8%c	-	*1%*	-	-	-	*3%*	-	*1%*	*3%*	*5%*	*3%*	-	8%hkl	*1%*
WOULDN'T PAY		818	643	175	696	56	43	23	41	91	53	67	78	85	99	120	61	43	56	23
		93%	*93%*	*94%*	*93%*	*91%*	*100%*	*98%*	*100%*	*93%*	*94%*	97%m	98%mn	*92%*	*85%*	*91%*	*93%*	100%m	*91%*	98%m
Av Score		**1.274**	**1.286**	**1.228**	**1.277**	**1.375**	**1.119**	**1.187**	**1.000**	**1.186**	**1.194**	**1.202**	**1.180**	**1.265**	**1.482hi** jkpr	**1.361**	**1.330**	**1.119**	**1.375**	**1.187**
Standard Deviation		**0.682**	**0.706**	**0.584**	**0.682**	**0.870**	**0.328**	**0.571**	**0.000**	**0.537**	**0.526**	**0.575**	**0.425**	**0.639**	**0.851**	**0.863**	**0.768**	**0.328**	**0.870**	**0.571**
Error Variance		**0.001**	**0.001**	**0.002**	**0.001**	**0.013**	**0.003**	**0.005**	**0.000**	**0.003**	**0.005**	**0.005**	**0.002**	**0.005**	**0.007**	**0.006**	**0.009**	**0.003**	**0.013**	**0.005**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

		Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
			Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base		861	861	592	592	269	-	340	134	392
Weighted Base		880	880	603	603	277	-**	349	142	392
I definitely would	(5)	6	6	3	3	3	-	2	2	3
		1%	*1%*	*	*	*1%*	-	*1%*	*1%*	*1%*
I probably would	(4)	14	14	10	10	4	-	10	2	3
		2%	*2%*	*2%*	*2%*	*1%*	-	*3%*	*1%*	*1%*
I'm not sure	(3)	43	43	25	25	18	-	15	9	21
		5%	*5%*	*4%*	*4%*	*6%*	-	*4%*	*6%*	*5%*
I probably wouldn't	(2)	92	92	60	60	33	-	35	12	42
		10%	*10%*	*10%*	*10%*	*12%*	-	*10%*	*8%*	*11%*
I definitely wouldn't	(1)	726	726	505	505	220	-	287	118	322
		82%	*82%*	*84%*	*84%*	*80%*	-	*82%*	*83%*	*82%*
SUMMARY CODES										
WOULD PAY		19	19	13	13	6	-	13	4	7
		2%	*2%*	*2%*	*2%*	*2%*	-	*4%*	*3%*	*2%*
WOULDN'T PAY		818	818	565	565	253	-	322	129	364
		93%	*93%*	*94%*	*94%*	*91%*	-	*92%*	*91%*	*93%*
Av Score		**1.274**	**1.274**	**1.250**	**1.250**	**1.324**	**-**	**1.298**	**1.296**	**1.275**
Standard Deviation		**0.682**	**0.682**	**0.654**	**0.654**	**0.737**	**-**	**0.741**	**0.752**	**0.681**
Error Variance		**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**-**	**0.002**	**0.004**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

			TV							INTERNET					
		Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base		861	368	330	325	46	515	342	816	698	695	301	493	723	442
Weighted Base		880	379	323	318	49*	533	337	828	750	749	325	528	775	480
I definitely would	(5)	6	2	3	3	*	4	3	6	4	6	3	6	4	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
I probably would	(4)	14	10	3	3	-	12	3	14	12	12	10	9	13	10
		2%	*3%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
I'm not sure	(3)	43	15	20	19	3	26	19	39	40	40	14	24	40	25
		5%	*4%*	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*
I probably wouldn't	(2)	92	41	31	31	7	52	34	81	89	89	31	65	89	55
		10%	*11%*	*10%*	*10%*	*14%*	*10%*	*10%*	*10%*	*12%*	*12%*	*10%*	*12%*	*12%*	*11%*
I definitely wouldn't	(1)	726	311	265	261	39	439	277	688	605	602	266	423	628	387
		82%	*82%*	*82%*	*82%*	*80%*	*82%*	*82%*	*83%*	*81%*	*80%*	*82%*	*80%*	*81%*	*81%*
SUMMARY CODES															
WOULD PAY		19	13	6	6	*	16	6	19	16	18	13	15	17	14
		2%	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*
WOULDN'T PAY		818	352	296	292	47	491	311	769	694	691	297	489	718	442
		93%	*93%*	*92%*	*92%*	*94%*	*92%*	*92%*	*93%*	*93%*	*92%*	*92%*	*93%*	*93%*	*92%*
Av Score		**1.274**	**1.290**	**1.289**	**1.288**	**1.269**	**1.295**	**1.282**	**1.270**	**1.296**	**1.304**	**1.316**	**1.310**	**1.289**	**1.310**
Standard Deviation		**0.682**	**0.720**	**0.713**	**0.712**	**0.609**	**0.734**	**0.698**	**0.687**	**0.693**	**0.710**	**0.782**	**0.733**	**0.688**	**0.731**
Error Variance		**0.001**	**0.001**	**0.002**	**0.002**	**0.008**	**0.001**	**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.49_04 If you could stop all unwanted calls to your mobile phone by paying £10 per month, how likely would you be to do so?
Base: All who have a mobile phone

			Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base		861	602	406	414	310	237	131	515	324	345	401	294	206	11	4	7
Weighted Base		880	622	410	447	322	238	147	529	328	368	425	306	229	12**	5**	7**
I definitely would	(5)	6	6	3	5	4	1	3	5	1	5	4	3	4	-	-	-
		1%	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	-	-
I probably would	(4)	14	11	6	6	6	3	3	9	5	6	2	2	-	-	-	-
		2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*	*1%*	-	-	-	-
I'm not sure	(3)	43	27	16	21	16	10	10	25	14	19	18	13	13	1	-	1
		5%	*4%*	*4%*	*5%*	*5%*	*4%*	*7%*	*5%*	*4%*	*5%*	*4%*	*4%*	*6%*	*6%*	-	*10%*
I probably wouldn't	(2)	92	60	36	50	35	21	19	45	28	37	37	26	21	3	-	3
		10%	*10%*	*9%*	*11%*	*11%*	*9%*	*13%*	*9%*	*8%*	*10%*	*9%*	*9%*	*9%*	*20%*	-	*34%*
I definitely wouldn't	(1)	726	519	348	365	262	202	112	444	281	300	364	262	191	9	5	4
		82%	*83%*	85%f	*82%*	*81%*	*85%*	*76%*	*84%*	86%f	*82%*	86%f	85%f	*84%*	*74%*	*100%*	*56%*
SUMMARY CODES																	
WOULD PAY		19	16	9	11	9	4	6	14	6	11	6	5	4	-	-	-
		2%	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	-	-	-
WOULDN'T PAY		818	579	385	414	297	223	131	489	308	337	401	288	212	12	5	7
		93%	*93%*	*94%*	*93%*	*92%*	*94%*	*89%*	*92%*	*94%*	*92%*	*94%*	*94%*	*93%*	*94%*	*100%*	*90%*
Av Score		**1.274**	**1.270**	**1.240**	**1.293**	**1.304**	**1.235**	**1.412beh jk**	**1.272**	**1.226**	**1.314**	**1.223**	**1.228**	**1.273**	**1.322**	**1.000**	**1.544**
Standard Deviation		**0.682**	**0.702**	**0.663**	**0.725**	**0.745**	**0.634**	**0.881**	**0.720**	**0.619**	**0.771**	**0.631**	**0.639**	**0.722**	**0.605**	**0.000**	**0.720**
Error Variance		**0.001**	**0.001**	**0.001**	**0.001**	**0.002**	**0.002**	**0.006**	**0.001**	**0.001**	**0.002**	**0.001**	**0.001**	**0.003**	**0.033**	**0.000**	**0.074**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
**** very small base (under 30) ineligible for sig testing**

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.39\Q.49 If you could stop all unwanted calls to your home landline\mobile phone by paying per month, how likely would you be to do so?
Base: All who have a landline or mobile phone

		50p	£2	£5	£10
Unweighted Base		982	982	982	982
Weighted Base		986	986	986	986
I definitely would	(5)	150	46	16	6
		15%	*5%*	*2%*	*1%*
I probably would	(4)	181	117	37	22
		18%	*12%*	*4%*	*2%*
I'm not sure	(3)	107	104	85	66
		11%	*11%*	*9%*	*7%*
I probably wouldn't	(2)	150	205	182	138
		15%	*21%*	*18%*	*14%*
I definitely wouldn't	(1)	551	661	772	829
		56%	*67%*	*78%*	*84%*
SUMMARY CODES					
WOULD PAY		315	156	49	26
		32%	*16%*	*5%*	*3%*
WOULDN'T PAY		670	813	900	924
		68%	*82%*	*91%*	*94%*
Av Score		**2.322**	**1.837**	**1.481**	**1.338**
Standard Deviation		**1.515**	**1.195**	**0.884**	**0.734**
Error Variance		**0.002**	**0.001**	**0.001**	**0.001**

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)

Note: Editing applied

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	592	276	316	62	90	93	107	80	110	50	121	174	130	167
Weighted Base	603	282	320	71*	102*	111*	125*	87*	76*	31*	135	213	124	131
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	35	37	12	21	22	11	5	1	1	17	30	14	11
	12%	*13%*	*12%*	17%ghi	20%fghi	20%fghi	9%h	*5%*	*2%*	*2%*	*13%*	*14%*	*12%*	*9%*
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	44	69	14	23	9	26	21	18	3	31	40	23	21
	19%	*16%*	*22%*	*20%*	22%e	*8%*	21%e	25%ei	24%ei	*9%*	*23%*	*19%*	*18%*	*16%*
No preference	387	188	199	39	56	79	83	55	53	20	82	135	79	90
	64%	*66%*	*62%*	*56%*	*55%*	72%d	*66%*	*64%*	71%d	*64%*	*61%*	*63%*	*64%*	*69%*
Don't know	30	15	15	6	3	-	5	5	3	8	5	9	7	9
	5%	*5%*	*5%*	8%e	*3%*	-	*4%*	6%e	4%e	26%cdefgh	*4%*	*4%*	*6%*	*7%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	592	349	140	103	290	302	177	415	138	309	86	44	15	114	207	101	108	62
Weighted Base	603	361	151	90*	344	259	203	400	122	317	95*	54*	15**	96*	193	114*	132*	68*
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	41	22	9	55	17	36	37	9	43	10	8	2	5	21	17	16	13
	12%	*11%*	*15%*	*10%*	16%e	*7%*	18%g	*9%*	*8%*	*13%*	*11%*	*16%*	*12%*	*5%*	*11%*	15%m	*12%*	20%m
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	59	33	21	58	56	29	84	27	61	17	8	1	24	44	17	17	12
	19%	*16%*	*22%*	*24%*	*17%*	*22%*	*14%*	*21%*	*22%*	*19%*	*18%*	*14%*	*5%*	25%p	23%p	*15%*	*13%*	*18%*
No preference	387	251	81	54	224	163	134	253	74	203	61	35	13	56	119	76	92	43
	64%	70%b	*54%*	*60%*	*65%*	*63%*	*66%*	*63%*	*61%*	*64%*	*65%*	*65%*	*83%*	*59%*	*62%*	*66%*	*70%*	*63%*
Don't know	30	10	15	6	7	23	4	25	11	9	6	3	-	11	9	4	7	-
	5%	*3%*	10%a	*6%*	*2%*	9%d	*2%*	6%f	9%i	*3%*	*7%*	*6%*	-	11%noq	*4%*	*3%*	*5%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	592	455	137	473	41	34	44	20	59	38	43	49	61	55	93	55	34	41	44
Weighted Base	603	467	136	511	40*	34*	17*	25**	60*	43*	46*	47*	68*	63*	106*	54*	34*	40*	17*
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	59	13	57	3	7	5	2	5	6	10	5	6	4	13	5	7	3	5
	12%	*13%*	*10%*	*11%*	*8%*	*21%*	32%cd	*10%*	*8%*	*14%*	22%m	*11%*	*9%*	*7%*	*13%*	*9%*	*21%*	*8%*	32%hklmn oq
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	89	24	89	11	8	5	3	12	6	9	11	7	7	23	11	8	11	5
	19%	*19%*	*18%*	*17%*	*28%*	*24%*	*27%*	*13%*	*20%*	*15%*	*20%*	*24%*	*10%*	*11%*	*22%*	*19%*	*24%*	28%lm	27%lm
No preference	387	289	97	342	24	14	7	19	40	28	24	27	54	47	66	37	14	24	7
	64%	*62%*	*72%*	67%ef	*58%*	*41%*	*41%*	*77%*	66%pr	65%r	*53%*	*59%*	79%jknp qr	75%jpr	62%pr	69%pr	*41%*	*58%*	*41%*
Don't know	30	29	1	23	2	5	-	-	3	3	3	3	1	5	4	2	5	2	-
	5%	6%b	*1%*	*4%*	*6%*	14%c	-	-	*6%*	*6%*	*5%*	*7%*	*2%*	*8%*	*4%*	*3%*	14%ln	*6%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	592	592	592	592	-	-	258	105	257
Weighted Base	603	603	603	603	-**	-**	261	112*	260
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	72	72	72	-	-	34	16	24
	12%	*12%*	*12%*	*12%*	-	-	*13%*	*14%*	*9%*
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	114	114	114	-	-	51	19	53
	19%	*19%*	*19%*	*19%*	-	-	*20%*	*17%*	*20%*
No preference	387	387	387	387	-	-	163	72	166
	64%	*64%*	*64%*	*64%*	-	-	*63%*	*65%*	*64%*
Don't know	30	30	30	30	-	-	12	5	17
	5%	*5%*	*5%*	*5%*	-	-	*5%*	*4%*	*7%*

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	592	273	217	215	35	394	224	575	509	506	213	351	515	314
Weighted Base	603	277	214	213	39*	407	223	583	542	540	229	376	547	342
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	34	19	19	6	56	19	69	70	71	27	58	71	54
	12%	*12%*	*9%*	*9%*	*16%*	*14%*	*9%*	*12%*	*13%*	*13%*	*12%*	*16%*	*13%*	*16%*
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	53	45	45	5	75	47	112	105	103	41	62	105	62
	19%	*19%*	*21%*	*21%*	*12%*	*18%*	*21%*	*19%*	*19%*	*19%*	*18%*	*17%*	*19%*	*18%*
No preference	387	175	134	133	27	258	141	371	345	344	149	243	348	214
	64%	*63%*	*63%*	*63%*	*69%*	*63%*	*63%*	*64%*	*64%*	*64%*	*65%*	*65%*	*64%*	*63%*
Don't know	30	14	16	16	2	19	16	30	22	22	11	12	23	11
	5%	*5%*	*7%*	*7%*	*4%*	*5%*	*7%*	*5%*	*4%*	*4%*	*5%*	*3%*	*4%*	*3%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.50 Thinking about when you receive unwanted calls from companies or organisations on your landline or mobile phone, do you prefer to receive them on your landline or mobile?
Base: All who have a mobile phone and landline

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	592	463	406	275	260	237	81	400	324	230	331	294	136	7	4	3
Weighted Base	603	470	410	295	267	238	92*	405	328	244	347	306	151	8**	5**	3**
Prefer to receive unwanted calls from companies or organisations on my mobile phone	72	54	33	45	27	17	13	52	26	38	37	25	23	-	-	-
	12%	*11%*	*8%*	*15%behk*	*10%*	*7%*	*15%*	*13%bh*	*8%*	*16%behk*	*11%*	*8%*	*15%behk*	-	-	-
Prefer to receive unwanted calls from companies or organisations on my landline phone	114	99	86	56	60	51	16	85	73	47	79	67	29	3	2	1
	19%	*21%*	*21%*	*19%*	*23%*	*22%*	*17%*	*21%*	*22%*	*19%*	*23%*	*22%*	*19%*	*33%*	*31%*	*36%*
No preference	387	300	276	186	167	158	57	254	218	152	217	201	93	5	3	1
	64%	*64%*	*67%*	*63%*	*63%*	*66%*	*61%*	*63%*	*66%*	*62%*	*63%*	*66%*	*62%*	*56%*	*69%*	*36%*
Don't know	30	18	14	8	13	11	6	14	12	7	14	12	6	1	-	1
	5%	*4%*	*3%*	*3%*	*5%*	*5%*	*7%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*12%*	-	*29%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	186	77	109	24	41	29	34	23	29	6	45	61	40	40
Weighted Base	186	80*	106*	26**	43*	31**	37**	26**	19**	3**	48*	69*	37*	32*
Easier to block calls	50	25	25	9	14	10	8	3	5	-	10	25	11	5
	27%	*31%*	*24%*	*36%*	*33%*	*34%*	*22%*	*10%*	*28%*	-	*21%*	36%m	*29%*	*15%*
Easier to screen calls	61	22	39	7	17	11	11	5	9	1	15	25	7	14
	33%	*28%*	*36%*	*28%*	*40%*	*34%*	*29%*	*21%*	*47%*	*24%*	*32%*	*36%*	*19%*	43%l
Easier to switch off\ignore calls	65	35	30	10	21	6	13	9	5	1	17	26	14	9
	35%	*43%*	*28%*	*37%*	*47%*	*19%*	*35%*	*35%*	*26%*	*45%*	*35%*	*37%*	*37%*	*27%*
Mobile phone is a personal device	7	1	6	-	1	-	3	3	-	-	2	3	2	-
	4%	*2%*	*6%*	-	*3%*	-	*7%*	*13%*	-	-	*5%*	*5%*	*5%*	-
Mobile phone is always with me	3	1	3	-	1	-	-	2	1	-	2	-	-	1
	2%	*1%*	*3%*	-	*2%*	-	-	*7%*	*3%*	-	*5%*	-	-	*3%*
Receive more unwanted calls on landline	1	1	-	-	-	-	-	-	1	1	1	1	-	-
	1%	*1%*	-	-	-	-	-	-	*3%*	*18%*	*1%*	*1%*	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	16	17	1	7	5	7	6	4	1	9	8	7	8
	18%	*20%*	*16%*	*6%*	*17%*	*17%*	*20%*	*23%*	*22%*	*23%*	*20%*	*11%*	*20%*	*26%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	186	99	57	30	103	83	59	127	43	101	26	13	3	35	66	35	29	21
Weighted Base	186	100*	55*	30**	113*	73*	65*	121	37*	104*	27**	16**	3**	29**	65*	34*	33**	25**
Easier to block calls	50	25	17	8	38	13	26	24	10	24	6	8	2	5	12	10	16	6
	27%	*25%*	*31%*	*27%*	33%e	*17%*	40%g	*20%*	*27%*	*23%*	*23%*	*50%*	*73%*	*17%*	*19%*	*30%*	*50%*	*25%*
Easier to screen calls	61	34	19	8	39	22	17	44	13	36	6	6	-	11	25	7	14	3
	33%	*33%*	*34%*	*28%*	*35%*	*30%*	*26%*	*36%*	*34%*	*35%*	*24%*	*37%*	-	*40%*	*39%*	*20%*	*44%*	*12%*
Easier to switch off\ignore calls	65	32	22	11	40	25	18	46	16	35	11	3	1	13	25	11	5	11
	35%	*32%*	*40%*	*37%*	*35%*	*35%*	*28%*	*38%*	*43%*	*33%*	*39%*	*20%*	*21%*	*46%*	*38%*	*31%*	*16%*	*43%*
Mobile phone is a personal device	7	5	-	3	4	3	2	5	1	5	2	-	-	1	2	3	-	1
	4%	*5%*	-	*9%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	*7%*	-	-	*3%*	*4%*	*8%*	-	*5%*
Mobile phone is always with me	3	1	1	2	-	3	1	2	1	3	-	-	-	1	2	-	-	1
	2%	*1%*	*1%*	*6%*	-	5%d	*2%*	*2%*	*1%*	*3%*	-	-	-	*2%*	*3%*	-	-	*4%*
Receive more unwanted calls on landline	1	1	-	1	1	1	-	1	1	1	-	-	-	1	1	-	-	-
	1%	*1%*	-	*2%*	*	*1%*	-	*1%*	*2%*	*1%*	-	-	-	*2%*	*1%*	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	21	10	2	15	18	12	21	6	20	2	4	1	6	10	5	4	8
	18%	*21%*	*17%*	*7%*	*13%*	25%d	*18%*	*17%*	*17%*	*19%*	*7%*	*23%*	*27%*	*21%*	*16%*	*13%*	*13%*	*31%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	186	145	41	133	14	16	23	5	15	11	16	15	12	11	34	14	16	14	23
Weighted Base	186	149	37*	146	15**	15**	10**	6**	17**	12**	19**	16**	13**	11**	36**	15**	15**	15**	10**
Easier to block calls	50	41	9	46	3	1	*	1	4	4	8	2	4	3	14	5	1	3	*
	27%	*28%*	*25%*	*31%*	*20%*	*8%*	*3%*	*19%*	*24%*	*31%*	*43%*	*13%*	*33%*	*27%*	*39%*	*34%*	*8%*	*20%*	*3%*
Easier to screen calls	61	48	13	50	4	4	3	-	7	4	5	2	3	7	14	8	4	4	3
	33%	*32%*	*35%*	*34%*	*29%*	*24%*	*35%*	-	*39%*	*30%*	*25%*	*14%*	*26%*	*62%*	*38%*	*54%*	*24%*	*29%*	*35%*
Easier to switch off\ignore calls	65	52	12	46	6	7	6	2	9	1	5	2	3	1	15	6	7	6	6
	35%	*35%*	*33%*	*31%*	*40%*	*47%*	*61%*	*40%*	*54%*	*10%*	*28%*	*14%*	*22%*	*12%*	*41%*	*40%*	*47%*	*40%*	*61%*
Mobile phone is a personal device	7	3	4	7	-	-	-	-	-	1	-	2	1	-	2	1	-	-	-
	4%	*2%*	11%a	*5%*	-	-	-	-	-	*9%*	-	*12%*	*10%*	-	*6%*	*6%*	-	-	-
Mobile phone is always with me	3	2	1	3	-	-	-	-	1	-	2	-	1	-	-	-	-	-	-
	2%	*2%*	*3%*	*2%*	-	-	-	-	*3%*	-	*10%*	-	*8%*	-	-	-	-	-	-
Receive more unwanted calls on landline	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-
	1%	*1%*	-	-	*4%*	*4%*	-	-	-	-	-	-	-	-	-	-	*4%*	*4%*	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	27	6	25	3	3	1	2	2	4	-	8	3	1	4	2	3	3	1
	18%	*18%*	*16%*	*17%*	*22%*	*21%*	*9%*	*40%*	*11%*	*30%*	-	*47%*	*25%*	*12%*	*10%*	*11%*	*21%*	*22%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	186	186	186	186	-	-	89	30	74
Weighted Base	186	186	186	186	-**	-**	85*	35**	77*
Easier to block calls	50	50	50	50	-	-	25	9	22
	27%	*27%*	*27%*	*27%*	-	-	*29%*	*26%*	*29%*
Easier to screen calls	61	61	61	61	-	-	25	12	25
	33%	*33%*	*33%*	*33%*	-	-	*29%*	*36%*	*32%*
Easier to switch off\ignore calls	65	65	65	65	-	-	27	13	28
	35%	*35%*	*35%*	*35%*	-	-	*32%*	*37%*	*36%*
Mobile phone is a personal device	7	7	7	7	-	-	5	1	2
	4%	*4%*	*4%*	*4%*	-	-	*5%*	*2%*	*2%*
Mobile phone is always with me	3	3	3	3	-	-	3	-	1
	2%	*2%*	*2%*	*2%*	-	-	*3%*	-	*1%*
Receive more unwanted calls on landline	1	1	1	1	-	-	1	-	1
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	33	33	33	33	-	-	13	4	17
	18%	*18%*	*18%*	*18%*	-	-	*15%*	*13%*	*22%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	186	91	64	63	9	128	65	182	172	171	65	121	174	113
Weighted Base	186	87*	64*	64*	11**	131	66*	182	175	173	68*	121	176	116*
Easier to block calls	50	25	19	19	4	38	19	50	48	48	20	35	48	33
	27%	*29%*	*29%*	*29%*	*34%*	*29%*	*29%*	*28%*	*28%*	*27%*	*29%*	*29%*	*27%*	*28%*
Easier to screen calls	61	25	21	21	5	42	21	61	55	55	26	40	56	38
	33%	*29%*	*33%*	*33%*	*46%*	*32%*	*32%*	*34%*	*32%*	*32%*	*38%*	*33%*	*32%*	*33%*
Easier to switch off\ignore calls	65	28	26	25	3	43	26	62	62	62	25	46	62	42
	35%	*32%*	*40%*	*40%*	*27%*	*33%*	*40%*	*34%*	*35%*	*36%*	*36%*	*38%*	*36%*	*36%*
Mobile phone is a personal device	7	5	-	-	-	5	-	7	7	7	3	2	7	4
	4%	*5%*	-	-	-	*4%*	-	*4%*	*4%*	*4%*	*5%*	*2%*	*4%*	*3%*
Mobile phone is always with me	3	3	1	1	-	3	1	3	3	3	-	3	3	3
	2%	*3%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	-	*3%*	*2%*	*2%*
Receive more unwanted calls on landline	1	1	1	1	-	1	1	1	1	1	1	1	1	1
	1%	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	13	12	12	4	21	13	31	31	31	10	19	31	17
	18%	*15%*	*19%*	*19%*	*34%*	*16%*	*20%*	*17%*	*18%*	*18%*	*15%*	*16%*	*17%*	*14%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who have a preference

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	186	150	118	100	84	68	29	135	97	84	111	90	50	3	2	1
Weighted Base	186	153	119	101*	87*	69*	29**	137	98*	85*	116*	93*	52*	3**	2**	1**
Easier to block calls	50	38	29	26	19	15	7	35	25	22	24	21	12	1	1	-
	27%	*25%*	*24%*	*26%*	*22%*	*22%*	*25%*	*25%*	*25%*	*26%*	*21%*	*22%*	*24%*	*33%*	*59%*	-
Easier to screen calls	61	51	37	32	29	24	8	47	30	29	38	29	15	1	1	-
	33%	*34%*	*31%*	*32%*	*33%*	*34%*	*27%*	*35%*	*30%*	*34%*	*32%*	*32%*	*30%*	*33%*	*59%*	-
Easier to switch off\ignore calls	65	53	42	34	33	22	14	41	31	28	41	32	23	2	1	1
	35%	*35%*	*35%*	*34%*	*37%*	*32%*	*48%*	*30%*	*32%*	*33%*	*35%*	*35%*	*44%*	*77%*	*59%*	*100%*
Mobile phone is a personal device	7	7	7	3	3	3	-	7	6	3	7	7	1	-	-	-
	4%	*5%*	*6%*	*3%*	*3%*	*4%*	-	*5%*	*6%*	*3%*	*6%*	*8%*	*2%*	-	-	-
Mobile phone is always with me	3	1	1	1	1	1	1	1	1	1	1	1	1	-	-	-
	2%	*1%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	-	-	-
Receive more unwanted calls on landline	1	1	1	-	1	1	-	1	1	-	1	1	-	-	-	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	33	30	25	22	20	18	5	27	22	17	23	19	10	1	1	-
	18%	*20%*	*21%*	*22%*	*23%*	*27%*	*17%*	*20%*	*23%*	*19%*	*20%*	*21%*	*19%*	*23%*	*41%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	72	30	42	11	21	20	12	4	3	1	16	26	16	14
Weighted Base	72*	35**	37*	12**	21**	22**	11**	5**	1**	1**	17**	30**	14**	11**
Easier to block calls	30	16	14	7	8	10	4	-	1	-	7	13	9	*
	41%	*44%*	*38%*	*54%*	*40%*	*48%*	*32%*	-	*56%*	-	*41%*	*43%*	*66%*	*4%*
Easier to screen calls	30	13	17	5	12	5	6	1	*	-	8	13	4	6
	42%	*38%*	*46%*	*38%*	*60%*	*24%*	*56%*	*31%*	*33%*	-	*46%*	*43%*	*29%*	*50%*
Easier to switch off\ignore calls	21	12	9	3	10	4	3	*	1	1	5	9	4	3
	29%	*33%*	*25%*	*23%*	*49%*	*17%*	*25%*	*9%*	*44%*	*100%*	*31%*	*30%*	*26%*	*26%*
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	-	2	-	-	-	-	2	-	-	2	-	-	-
	3%	-	*5%*	-	-	-	-	*41%*	-	-	*11%*	-	-	-
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	5	2	-	1	4	1	1	-	-	1	3	-	3
	9%	*14%*	*4%*	-	*6%*	*17%*	*6%*	*19%*	-	-	*7%*	*9%*	-	*25%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	72	40	23	9	52	20	34	38	13	41	10	6	2	8	20	17	15	12
Weighted Base	72*	41*	22**	9**	55*	17**	36**	37*	9**	43*	10**	8**	2**	5**	21**	17**	16**	13**
Easier to block calls	30	16	11	3	22	7	20	9	4	16	3	6	2	*	4	8	10	6
	41%	*38%*	*51%*	*32%*	*40%*	*43%*	*57%*	*25%*	*39%*	*37%*	*25%*	*72%*	*100%*	*9%*	*21%*	*46%*	*65%*	*48%*
Easier to screen calls	30	16	11	4	26	5	11	20	5	17	4	5	-	3	11	4	9	3
	42%	*37%*	*48%*	*48%*	*47%*	*27%*	*30%*	*54%*	*50%*	*39%*	*37%*	*63%*	-	*70%*	*53%*	*25%*	*54%*	*23%*
Easier to switch off\ignore calls	21	12	6	3	16	5	9	12	3	12	4	1	1	2	8	4	2	5
	29%	*30%*	*27%*	*28%*	*28%*	*30%*	*25%*	*32%*	*33%*	*29%*	*38%*	*15%*	*29%*	*39%*	*37%*	*22%*	*13%*	*42%*
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	-	-	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-
	3%	-	-	*21%*	-	*11%*	-	*5%*	-	*4%*	-	-	-	-	*9%*	-	-	-
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	5	2	-	5	2	4	3	-	7	-	-	-	-	3	1	-	2
	9%	*11%*	*9%*	-	*9%*	*9%*	*10%*	*8%*	-	*15%*	-	-	-	-	*14%*	*8%*	-	*18%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	72	55	17	50	3	7	12	2	4	4	9	4	6	4	13	4	7	3	12
Weighted Base	72*	59*	13**	57*	3**	7**	5**	2**	5**	6**	10**	5**	6**	4**	13**	5**	7**	3**	5**
Easier to block calls	30	24	6	27	2	1	*	-	2	2	5	1	4	3	7	2	1	2	*
	41%	*40%*	*46%*	*48%*	*52%*	*8%*	*6%*	-	*47%*	*37%*	*52%*	*26%*	*71%*	*70%*	*55%*	*33%*	*8%*	*52%*	*6%*
Easier to screen calls	30	25	6	25	-	4	2	-	4	3	3	-	2	2	8	3	4	-	2
	42%	*42%*	*42%*	*44%*	-	*52%*	*31%*	-	*87%*	*43%*	*31%*	-	*38%*	*46%*	*62%*	*54%*	*52%*	-	*31%*
Easier to switch off\ignore calls	21	16	5	14	1	2	4	1	3	1	1	1	2	1	2	2	2	1	4
	29%	*26%*	*40%*	*25%*	*25%*	*31%*	*72%*	*50%*	*60%*	*20%*	*10%*	*23%*	*27%*	*16%*	*17%*	*40%*	*31%*	*25%*	*72%*
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	2	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	3%	*3%*	-	*3%*	-	-	-	-	-	-	*19%*	-	-	-	-	-	-	-	-
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	6	1	5	1	1	-	1	-	-	-	2	-	-	1	-	1	1	-
	9%	*10%*	*5%*	*8%*	*23%*	*17%*	-	*50%*	-	-	-	*51%*	-	-	*7%*	-	*17%*	*23%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	72	72	72	72	-	-	38	13	21
Weighted Base	72*	72*	72*	72*	-**	-**	34**	16**	24**
Easier to block calls	30	30	30	30	-	-	15	6	12
	41%	*41%*	*41%*	*41%*	-	-	*44%*	*37%*	*51%*
Easier to screen calls	30	30	30	30	-	-	10	7	13
	42%	*42%*	*42%*	*42%*	-	-	*30%*	*47%*	*54%*
Easier to switch off\ignore calls	21	21	21	21	-	-	8	5	8
	29%	*29%*	*29%*	*29%*	-	-	*24%*	*29%*	*33%*
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	2	2	2	-	-	2	-	-
	3%	*3%*	*3%*	*3%*	-	-	*6%*	-	-
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	7	7	7	7	-	-	3	1	1
	9%	*9%*	*9%*	*9%*	-	-	*8%*	*8%*	*5%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	72	38	17	17	5	56	17	69	69	70	28	59	71	56
Weighted Base	72*	34**	19**	19**	6**	56*	19**	69*	70*	71*	27**	58*	71*	54*
Easier to block calls	30	15	8	8	4	24	8	30	30	30	11	26	30	22
	41%	*44%*	*44%*	*44%*	*59%*	*43%*	*44%*	*43%*	*42%*	*42%*	*43%*	*45%*	*42%*	*40%*
Easier to screen calls	30	10	11	11	4	21	11	30	29	29	16	24	29	24
	42%	*30%*	*55%*	*55%*	*59%*	*38%*	*55%*	*44%*	*41%*	*41%*	*59%*	*41%*	*41%*	*45%*
Easier to switch off\ignore calls	21	8	7	7	2	15	7	19	20	20	8	18	21	17
	29%	*24%*	*38%*	*38%*	*32%*	*26%*	*38%*	*28%*	*29%*	*29%*	*30%*	*31%*	*29%*	*30%*
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	2	-	-	-	2	-	2	2	2	-	2	2	2
	3%	*6%*	-	-	-	*3%*	-	*3%*	*3%*	*3%*	-	*3%*	*3%*	*3%*
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	3	-	-	1	5	-	5	7	7	1	5	7	3
	9%	*8%*	-	-	*19%*	*9%*	-	*8%*	*9%*	*9%*	*5%*	*8%*	*9%*	*6%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a mobile phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	72	52	33	44	25	16	13	50	26	37	36	25	23	-	-	-
Weighted Base	72*	54*	33**	45*	27**	17**	13**	52*	26**	38*	37*	25**	23**	-**	-**	-**
Easier to block calls	30	20	14	18	11	8	6	20	13	15	15	12	9	-	-	-
	41%	*38%*	*43%*	*40%*	*41%*	*46%*	*42%*	*40%*	*49%*	*40%*	*40%*	*47%*	*40%*	-	-	-
Easier to screen calls	30	28	15	21	14	9	6	26	11	19	18	13	10	-	-	-
	42%	*51%*	*46%*	*47%*	*52%*	*51%*	*47%*	*51%*	*43%*	*48%*	*49%*	*50%*	*41%*	-	-	-
Easier to switch off\ignore calls	21	14	9	10	7	4	4	12	7	9	12	7	8	-	-	-
	29%	*26%*	*27%*	*23%*	*27%*	*25%*	*31%*	*23%*	*28%*	*22%*	*32%*	*28%*	*35%*	-	-	-
Mobile phone is a personal device	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mobile phone is always with me	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on landline	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	7	5	3	5	3	3	1	5	2	4	3	3	1	-	-	-
	9%	*10%*	*10%*	*12%*	*13%*	*14%*	*7%*	*10%*	*8%*	*11%*	*7%*	*10%*	*5%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	114	47	67	13	20	9	22	19	26	5	29	35	24	26
Weighted Base	114*	44*	69*	14**	23**	9**	26**	21**	18**	3**	31**	40*	23**	21**
Easier to block calls	21	9	11	3	6	-	5	3	5	-	3	12	1	4
	18%	*21%*	*16%*	*21%*	*26%*	-	*18%*	*12%*	*25%*	-	*9%*	*31%*	*6%*	*20%*
Easier to screen calls	31	9	22	3	5	5	4	4	9	1	7	12	3	8
	27%	*21%*	*31%*	*19%*	*22%*	*58%*	*17%*	*18%*	*48%*	*29%*	*24%*	*31%*	*13%*	*40%*
Easier to switch off\ignore calls	44	23	21	7	11	2	10	9	4	1	11	17	10	6
	39%	52%b	*30%*	*50%*	*46%*	*24%*	*40%*	*41%*	*24%*	*32%*	*36%*	*43%*	*44%*	*28%*
Mobile phone is a personal device	7	1	6	-	1	-	3	3	-	-	2	3	2	-
	6%	*3%*	*9%*	-	*6%*	-	*11%*	*15%*	-	-	*8%*	*8%*	*8%*	-
Mobile phone is always with me	1	1	1	-	1	-	-	-	1	-	1	-	-	1
	1%	*1%*	*1%*	-	*4%*	-	-	-	*3%*	-	*2%*	-	-	*5%*
Receive more unwanted calls on landline	1	1	-	-	-	-	-	-	1	1	1	1	-	-
	1%	*3%*	-	-	-	-	-	-	*3%*	*22%*	*2%*	*1%*	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	26	11	15	1	6	2	7	5	4	1	8	5	7	5
	23%	*24%*	*22%*	*10%*	*28%*	*18%*	*26%*	*24%*	*24%*	*28%*	*27%*	*13%*	*33%*	*26%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	114	59	34	21	51	63	25	89	30	60	16	7	1	27	46	18	14	9
Weighted Base	114*	59*	33**	21**	58*	56*	29**	84*	27**	61*	17**	8**	1**	24**	44*	17**	17**	12**
Easier to block calls	21	9	6	5	15	5	6	15	6	9	3	2	-	4	8	2	6	-
	18%	*16%*	*19%*	*24%*	26%e	*9%*	*20%*	*18%*	*23%*	*14%*	*21%*	*26%*	-	*19%*	*18%*	*14%*	*35%*	-
Easier to screen calls	31	18	8	4	14	17	6	24	8	19	3	1	-	8	14	3	6	-
	27%	*31%*	*25%*	*20%*	*23%*	*31%*	*22%*	*29%*	*29%*	*32%*	*16%*	*9%*	-	*33%*	*33%*	*15%*	*35%*	-
Easier to switch off\ignore calls	44	19	16	9	24	20	9	34	13	22	7	2	-	11	17	7	3	5
	39%	*33%*	*48%*	*40%*	*41%*	*36%*	*32%*	*41%*	*47%*	*37%*	*40%*	*26%*	-	*47%*	*39%*	*40%*	*19%*	*45%*
Mobile phone is a personal device	7	5	-	3	4	3	2	5	1	5	2	-	-	1	2	3	-	1
	6%	*8%*	-	*13%*	*8%*	*5%*	*7%*	*6%*	*3%*	*7%*	*11%*	-	-	*4%*	*5%*	*16%*	-	*11%*
Mobile phone is always with me	1	1	1	-	-	1	1	1	1	1	-	-	-	1	-	-	-	1
	1%	*2%*	*2%*	-	-	*3%*	*3%*	*1%*	*2%*	*2%*	-	-	-	*2%*	-	-	-	*8%*
Receive more unwanted calls on landline	1	1	-	1	1	1	-	1	1	1	-	-	-	1	1	-	-	-
	1%	*1%*	-	*3%*	*1%*	*1%*	-	*1%*	*2%*	*1%*	-	-	-	*2%*	*1%*	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	26	16	8	2	10	17	8	18	6	14	2	4	1	6	7	3	4	5
	23%	*28%*	*23%*	*10%*	*17%*	*30%*	*27%*	*22%*	*22%*	*22%*	*12%*	*48%*	*100%*	*25%*	*17%*	*19%*	*25%*	*44%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	114	90	24	83	11	9	11	3	11	7	7	11	6	7	21	10	9	11	11
Weighted Base	114*	89*	24**	89*	11**	8**	5**	3**	12**	6**	9**	11**	7**	7**	23**	11**	8**	11**	5**
Easier to block calls	21	17	3	19	1	1	-	1	2	2	3	1	-	-	7	4	1	1	-
	18%	*19%*	*13%*	*21%*	*11%*	*8%*	-	*33%*	*15%*	*25%*	*33%*	*7%*	-	-	*30%*	*34%*	*8%*	*11%*	-
Easier to screen calls	31	23	8	25	4	-	2	-	2	1	2	2	1	5	6	6	-	4	2
	27%	*26%*	*32%*	*28%*	*37%*	-	*39%*	-	*19%*	*17%*	*19%*	*21%*	*16%*	*72%*	*24%*	*54%*	-	*37%*	*39%*
Easier to switch off\ignore calls	44	37	7	32	5	5	2	1	6	-	4	1	1	1	13	4	5	5	2
	39%	*41%*	*29%*	*35%*	*44%*	*61%*	*48%*	*33%*	*51%*	-	*48%*	*10%*	*19%*	*9%*	*55%*	*40%*	*61%*	*44%*	*48%*
Mobile phone is a personal device	7	3	4	7	-	-	-	-	-	1	-	2	1	-	2	1	-	-	-
	6%	*4%*	*17%*	*8%*	-	-	-	-	-	*17%*	-	*17%*	*19%*	-	*9%*	*8%*	-	-	-
Mobile phone is always with me	1	1	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-
	1%	*1%*	*4%*	*2%*	-	-	-	-	*4%*	-	-	-	*14%*	-	-	-	-	-	-
Receive more unwanted calls on landline	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-
	1%	*1%*	-	-	*5%*	*7%*	-	-	-	-	-	-	-	-	-	-	*7%*	*5%*	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	26	21	5	21	3	2	1	1	2	4	-	5	3	1	3	2	2	3	1
	23%	*23%*	*22%*	*23%*	*22%*	*24%*	*19%*	*33%*	*15%*	*58%*	-	*46%*	*47%*	*19%*	*12%*	*16%*	*24%*	*22%*	*19%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	114	114	114	114	-	-	51	17	53
Weighted Base	114*	114*	114*	114*	-**	-**	51*	19**	53*
Easier to block calls	21	21	21	21	-	-	10	3	10
	18%	*18%*	*18%*	*18%*	-	-	*19%*	*17%*	*19%*
Easier to screen calls	31	31	31	31	-	-	15	5	12
	27%	*27%*	*27%*	*27%*	-	-	*29%*	*26%*	*22%*
Easier to switch off\ignore calls	44	44	44	44	-	-	19	8	20
	39%	*39%*	*39%*	*39%*	-	-	*37%*	*44%*	*37%*
Mobile phone is a personal device	7	7	7	7	-	-	5	1	2
	6%	*6%*	*6%*	*6%*	-	-	*9%*	*5%*	*4%*
Mobile phone is always with me	1	1	1	1	-	-	1	-	1
	1%	*1%*	*1%*	*1%*	-	-	*2%*	-	*1%*
Receive more unwanted calls on landline	1	1	1	1	-	-	1	-	1
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other	26	26	26	26	-	-	10	3	15
	23%	*23%*	*23%*	*23%*	-	-	*20%*	*17%*	*29%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	114	53	47	46	4	72	48	113	103	101	37	62	103	57
Weighted Base	114*	53*	45*	45*	5**	75*	47*	112*	105*	103*	41*	62*	105*	62*
Easier to block calls	21	10	10	10	-	13	10	21	19	18	8	9	19	11
	18%	*19%*	*23%*	*23%*	-	*18%*	*22%*	*18%*	*18%*	*17%*	*20%*	*15%*	*18%*	*18%*
Easier to screen calls	31	15	11	11	1	21	11	31	27	25	10	16	27	14
	27%	*28%*	*23%*	*23%*	*28%*	*28%*	*23%*	*27%*	*25%*	*25%*	*25%*	*26%*	*25%*	*23%*
Easier to switch off\ignore calls	44	20	19	18	1	28	19	43	42	42	17	28	42	25
	39%	*38%*	*41%*	*40%*	*19%*	*38%*	*41%*	*38%*	*40%*	*40%*	*40%*	*45%*	*40%*	*41%*
Mobile phone is a personal device	7	5	-	-	-	5	-	7	7	7	3	2	7	4
	6%	*9%*	-	-	-	*7%*	-	*7%*	*7%*	*7%*	*8%*	*3%*	*7%*	*7%*
Mobile phone is always with me	1	1	1	1	-	1	1	1	1	1	-	1	1	1
	1%	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	*1%*	*2%*
Receive more unwanted calls on landline	1	1	1	1	-	1	1	1	1	1	1	1	1	1
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	26	11	12	12	2	16	13	26	24	24	9	14	24	13
	23%	*20%*	*27%*	*27%*	*53%*	*21%*	*28%*	*23%*	*23%*	*24%*	*21%*	*23%*	*23%*	*21%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.51 Why do you say that you prefer to receive unwanted calls on your landline\mobile?
Base: All who prefer to receive unwanted calls on a landline phone

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	114	98	85	56	59	52	16	85	71	47	75	65	27	3	2	1
Weighted Base	114*	99*	86*	56*	60*	51*	16**	85*	73*	47*	79*	67*	29**	3**	2**	1**
Easier to block calls	21	18	15	8	8	7	2	14	12	7	9	9	3	1	1	-
	18%	*18%*	*17%*	*15%*	*14%*	*13%*	*10%*	*17%*	*17%*	*14%*	*12%*	*13%*	*10%*	*33%*	*59%*	-
Easier to screen calls	31	24	22	11	15	15	2	21	19	11	19	17	6	1	1	-
	27%	*24%*	*25%*	*20%*	*25%*	*29%*	*11%*	*25%*	*26%*	*23%*	*25%*	*25%*	*21%*	*33%*	*59%*	-
Easier to switch off\ignore calls	44	39	33	24	25	18	10	29	24	20	29	25	15	2	1	1
	39%	*39%*	*38%*	*42%*	*42%*	*34%*	*63%*	*34%*	*33%*	*42%*	*37%*	*37%*	*51%*	*77%*	*59%*	*100%*
Mobile phone is a personal device	7	7	7	3	3	3	-	7	6	3	7	7	1	-	-	-
	6%	*7%*	*8%*	*5%*	*5%*	*6%*	-	*9%*	*8%*	*6%*	*9%*	*11%*	*5%*	-	-	-
Mobile phone is always with me	1	1	1	1	1	1	1	1	1	1	1	1	1	-	-	-
	1%	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	-	-
Receive more unwanted calls on landline	1	1	1	-	1	1	-	1	1	-	1	1	-	-	-	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*2%*	-	*1%*	*2%*	-	-	-	-
Receive more unwanted calls on mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	26	25	22	17	17	16	4	22	20	13	20	17	9	1	1	-
	23%	*25%*	*25%*	*31%*	*28%*	*31%*	*26%*	*26%*	*28%*	*27%*	*26%*	*25%*	*30%*	*23%*	*41%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	592	276	316	62	90	93	107	80	110	50	121	174	130	167
Weighted Base	603	282	320	71*	102*	111*	125*	87*	76*	31*	135	213	124	131
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	91	97	25	32	39	34	32	23	3	49	61	39	39
	31%	*32%*	*30%*	35%i	31%i	35%i	27%i	37%i	30%i	*10%*	*36%*	*29%*	*31%*	*30%*
A call where there is silence or there seems to be no one on the line	23	10	13	1	5	6	3	1	5	3	5	13	4	1
	4%	*4%*	*4%*	*1%*	*5%*	*5%*	*2%*	*1%*	*6%*	10%cfg	*4%*	6%m	*3%*	*1%*
No preference	364	169	194	40	62	66	82	50	45	18	76	131	74	83
	60%	*60%*	*61%*	*56%*	*60%*	*60%*	*66%*	*58%*	*60%*	*59%*	*57%*	*61%*	*60%*	*63%*
Don't know	28	12	16	5	3	-	6	3	3	7	5	8	8	7
	5%	*4%*	*5%*	7%e	*3%*	-	5%e	*4%*	4%e	21%cdefgh	*4%*	*4%*	*6%*	*6%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	592	349	140	103	290	302	177	415	138	309	86	44	15	114	207	101	108	62
Weighted Base	603	361	151	90*	344	259	203	400	122	317	95*	54*	15**	96*	193	114*	132*	68*
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	106	53	28	111	77	69	119	36	100	34	13	4	27	61	43	35	22
	31%	*29%*	*35%*	*32%*	*32%*	*30%*	*34%*	*30%*	*30%*	*31%*	*36%*	*24%*	*29%*	*28%*	*32%*	*37%*	*27%*	*33%*
A call where there is silence or there seems to be no one on the line	23	16	4	2	11	12	6	17	6	10	4	1	1	5	7	4	4	2
	4%	*5%*	*3%*	*2%*	*3%*	*5%*	*3%*	*4%*	*5%*	*3%*	*5%*	*3%*	*5%*	*6%*	*4%*	*4%*	*3%*	*3%*
No preference	364	225	86	53	215	149	121	243	73	196	49	35	10	58	118	63	82	43
	60%	*62%*	*57%*	*58%*	*62%*	*57%*	*60%*	*61%*	*60%*	*62%*	*51%*	*66%*	*67%*	*60%*	*61%*	*56%*	*62%*	*63%*
Don't know	28	13	8	7	7	21	7	21	6	10	7	4	-	6	7	4	10	1
	5%	*4%*	*5%*	*8%*	*2%*	*8%d*	*3%*	*5%*	*5%*	*3%*	*8%*	*7%*	-	*6%*	*4%*	*3%*	*7%*	*1%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

	Total	AREA		COUNTRY				GOVERNMENT REGIONS											
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	592	455	137	473	41	34	44	20	59	38	43	49	61	55	93	55	34	41	44
Weighted Base	603	467	136	511	40*	34*	17*	25**	60*	43*	46*	47*	68*	63*	106*	54*	34*	40*	17*
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	154	34	144	14	20	10	3	21	13	25	7	13	16	28	17	20	14	10
	31%	*33%*	*25%*	*28%*	*35%*	59%c	60%cd	*14%*	35%k	*30%*	55%iklmno	*15%*	*19%*	*25%*	*26%*	*32%*	59%hiklmno	*35%*	60%hiklmnoq
A call where there is silence or there seems to be no one on the line	23	20	3	21	1	-	1	-	1	3	-	3	2	5	6	-	-	1	1
	4%	*4%*	*2%*	*4%*	*1%*	-	*6%*	-	*2%*	*8%*	-	*6%*	*4%*	*8%*	*6%*	-	-	*1%*	6%jo
No preference	364	265	99	324	22	11	6	22	37	24	20	35	50	38	66	33	11	22	6
	60%	*57%*	73%a	63%ef	*55%*	*34%*	*34%*	*86%*	62%pr	*54%*	*43%*	75%jpr	75%jpr	60%pr	62%jpr	61%pr	*34%*	*55%*	*34%*
Don't know	28	28	-	22	3	3	-	-	*	3	1	2	2	4	6	3	3	3	-
	5%	6%b	-	*4%*	*8%*	*8%*	-	-	*1%*	*7%*	*2%*	*4%*	*3%*	*6%*	*6%*	*6%*	*8%*	*8%*	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

	Total	Q.1\2\3 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	592	592	592	592	-	-	258	105	257
Weighted Base	603	603	603	603	-**	-**	261	112*	260
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	188	188	188	-	-	92	37	72
	31%	*31%*	*31%*	*31%*	-	-	*35%*	*33%*	*28%*
A call where there is silence or there seems to be no one on the line	23	23	23	23	-	-	7	3	15
	4%	*4%*	*4%*	*4%*	-	-	*3%*	*3%*	*6%*
No preference	364	364	364	364	-	-	153	64	159
	60%	*60%*	*60%*	*60%*	-	-	*59%*	*57%*	*61%*
Don't know	28	28	28	28	-	-	9	7	14
	5%	*5%*	*5%*	*5%*	-	-	*4%*	*6%*	*5%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	592	273	217	215	35	394	224	575	509	506	213	351	515	314
Weighted Base	603	277	214	213	39*	407	223	583	542	540	229	376	547	342
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	94	68	68	5	135	68	181	175	173	68	120	177	118
	31%	34%d	32%d	32%d	*13%*	33%d	31%d	31%d	*32%*	*32%*	*30%*	*32%*	*32%*	*34%*
A call where there is silence or there seems to be no one on the line	23	8	14	13	-	10	14	23	23	23	11	17	23	12
	4%	*3%*	6%e	6%e	-	*3%*	6%e	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*
No preference	364	166	122	121	30	242	129	351	322	322	140	227	325	200
	60%	*60%*	*57%*	*57%*	77%bcf	*59%*	*58%*	*60%*	*60%*	*60%*	*61%*	*60%*	*59%*	*59%*
Don't know	28	9	11	11	4	20	11	28	22	22	10	12	22	12
	5%	*3%*	*5%*	*5%*	*10%*	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.52 If a company calls you, but are then unable to put you through to a live person when you answer your phone, would you prefer to receive a brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls OR to receive a call where there is silence or there seems to be no one on the line?
Base: All who have a mobile phone and landline

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	592	463	406	275	260	237	81	400	324	230	331	294	136	7	4	3
Weighted Base	603	470	410	295	267	238	92*	405	328	244	347	306	151	8**	5**	3**
A brief recorded information message to explain which company tried to contact you and a number you could call to decline any further calls	188	153	129	99	88	78	29	138	109	86	113	97	52	5	3	2
	31%	*33%*	*32%*	*33%*	*33%*	*33%*	*31%*	*34%*	*33%*	*35%*	*33%*	*32%*	*35%*	*64%*	*64%*	*64%*
A call where there is silence or there seems to be no one on the line	23	18	13	13	8	4	4	16	13	10	11	8	7	-	-	-
	4%	*4%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	-	-	-
No preference	364	280	248	176	158	143	54	235	191	142	206	186	86	3	2	1
	60%	*59%*	*61%*	*60%*	*59%*	*60%*	*59%*	*58%*	*58%*	*58%*	*59%*	*61%*	*57%*	*36%*	*36%*	*36%*
Don't know	28	20	19	7	12	12	6	16	16	6	16	15	5	-	-	-
	5%	*4%*	*5%*	*3%*	*5%*	*5%*	*6%*	*4%*	*5%*	*3%*	*5%*	*5%*	*3%*	-	-	-

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Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.TV
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Sky - Digital Satellite TV for a monthly subscription	405 *39%*	405 92%bcdefg	33 *8%*	33 *8%*	4 *7%*	405 67%bcdfg	33 *8%*	405 41%bcdf	363 *43%*	362 *43%*	142 *42%*	234 *42%*	369 *43%*	219 *43%*
Satellite TV from someone other than Sky	4 *	4 1%e	- -	- -	- -	- -	- -	4 *	3 *	2 *	1 *	3 *1%*	4 *	2 *
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	31 *3%*	31 7%bceg	8 *2%e*	8 *2%e*	2 *3%e*	2 *	31 *8%bceg*	31 *3%e*	23 *3%*	23 *3%*	8 *2%*	18 *3%*	25 *3%*	18 *3%*
Virgin Media through cable	153 *15%*	3 *1%*	20 *5%a*	20 *5%a*	- -	153 *25%abcdfg*	20 *5%a*	153 *16%abcdf*	138 *16%*	137 *16%*	53 *16%*	93 *17%*	138 *16%*	81 *16%*
Freeview through a TV aerial and set-top box	149 *14%*	11 *2%*	149 *38%adeg*	149 *38%adeg*	3 *5%*	17 *3%*	149 *36%adeg*	149 *15%ade*	109 *13%*	111 *13%*	46 *14%*	65 *12%*	115 *13%*	57 *11%*
TV set which has Freeview channels built in (without a separate set-top box)	258 *25%*	31 *7%*	258 *65%adeg*	258 *66%adeg*	6 *10%*	49 *8%*	258 *62%adeg*	258 *26%ade*	167 *20%*	168 *20%*	70 *21%*	123 *22%*	179 *21%*	107 *21%*
YouView set top box	7 *1%*	1 *	7 *2%ae*	2 *1%*	1 *2%*	2 *	2 *1%*	7 *1%*	7 *1%*	7 *1%*	7 *2%*	6 *1%*	7 *1%*	5 *1%*
BT Vision	30 *3%*	4 *1%*	4 *1%*	4 *1%*	30 *52%abcefg*	30 *5%abcf*	4 *1%*	30 *3%abcf*	27 *3%*	27 *3%*	18 *5%*	20 *4%*	27 *3%*	19 *4%*
Talk Talk TV	27 *3%*	2 *	6 *1%*	5 *1%*	27 *48%abcefg*	27 *4%abcf*	5 *1%*	27 *3%a*	27 *3%*	27 *3%*	7 *2%*	20 *4%*	27 *3%*	17 *3%*
Other	12 *1%*	* *	2 *	2 *	* *1%*	* *	2 *1%*	12 *1%e*	9 *1%*	9 *1%*	5 *1%*	7 *1%*	9 *1%*	5 *1%*
NO TV	58 *6%*	- -	- -	- -	- -	- -	- -	- -	48 *6%*	48 *6%*	20 *6%*	31 *6%*	50 *6%*	35 *7%*
Don't know	3 *	- -	- -	- -	- -	- -	- -	- -	3 *	3 *	1 *	1 *	3 *	1 *

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.INTERNET
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Using a Wi-Fi (wireless) connection to broadband	835	386	270	265	54	545	281	784	835	835	325	523	835	480
	80%	88%bcfg	*68%*	*68%*	95%bcfg	90%bcfg	*68%*	80%bcf	99%jklm	100%jklm	*96%*	*94%*	*96%*	*95%*
Using a wired (Ethernet) connection to broadband	99	37	42	41	8	60	41	98	99	94	99	62	99	64
	10%	*9%*	*11%*	*10%*	*14%*	*10%*	*10%*	*10%*	*12%*	*11%*	29%hiklm	*11%*	*11%*	*13%*
Using a mobile network e.g. using 3G/4G on a smartphone\tablet\dongle	373	165	132	127	26	235	134	353	347	349	213	373	373	284
	36%	*38%*	*33%*	*33%*	*46%*	*39%*	*32%*	*36%*	*41%*	*42%*	63%hil	67%hilm	*43%*	56%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	2	*	-	-	2	2	-	2	2	2	2	2	2	2
	*	*	-	-	3%abcefg	*	-	*	*	*	*1%*	*	*	*
While travelling using a Wi-Fi (wireless) network	184	89	48	47	16	128	49	167	180	184	184	169	183	184
	18%	20%bcf	*12%*	*12%*	28%bcfg	21%bcf	*12%*	17%bcf	*21%*	*22%*	54%hiklm	30%hil	*21%*	36%hil
While travelling using a mobile network e.g. using 3G\4G on a smartphone\tablet\dongle	430	202	134	131	36	290	142	404	413	416	242	430	425	430
	41%	46%bcf	*34%*	*34%*	63%abcefg	48%bcfg	*34%*	41%bcf	*49%*	*50%*	71%hil	78%hil	*49%*	85%hijkl
At work or place of study	162	66	55	53	11	96	57	148	156	157	162	137	158	162
	16%	*15%*	*14%*	*13%*	*20%*	*16%*	*14%*	*15%*	*19%*	*19%*	48%hiklm	25%hil	*18%*	32%hikl
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	102	47	36	34	8	76	35	97	101	102	87	94	102	102
	10%	*11%*	*9%*	*9%*	*13%*	*12%*	*8%*	*10%*	*12%*	*12%*	26%hikl	17%hil	*12%*	20%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	25	9	8	8	3	16	9	22	24	23	25	22	24	25
	2%	*2%*	*2%*	*2%*	*6%*	*3%*	*2%*	*2%*	*3%*	*3%*	7%hikl	*4%*	*3%*	*5%*
In a public place (e.g. café or library) using a mobile network e.g. using 3G\4G on a smartphone\tablet\dongle	134	63	43	43	12	84	45	123	122	125	95	134	134	134
	13%	*14%*	*11%*	*11%*	*21%*	*14%*	*11%*	*13%*	*15%*	*15%*	28%hil	24%hil	*15%*	27%hil

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q.INTERNET
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Home\personal email address	738	327	253	248	51	468	264	692	718	718	314	490	729	471
	71%	74%bcf	*64%*	*63%*	89%abcfg	77%bcfg	*64%*	71%bcf	*85%*	*86%*	92%hil	*88%*	*84%*	93%hikl
Work email address	149	64	49	48	7	98	50	144	143	143	98	126	146	131
	14%	*15%*	*12%*	*12%*	*13%*	*16%*	*12%*	*15%*	*17%*	*17%*	29%hil	23%hil	*17%*	26%hil
None of these\Don't access the internet	162	39	104	104	2	48	110	153	-	-	-	-	-	-
	16%	*9%*	26%adeg	27%adeg	*3%*	*8%*	26%adeg	16%ade	-	-	-	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
GENDER														
Male	505	505	-	77	96	82	100	61	58	32	91	162	118	135
	49%	100%b	-	52%i	*49%*	51%i	51%i	*46%*	*48%*	*37%*	*47%*	*50%*	54%m	*44%*
Female	535	-	535	72	101	79	95	73	61	54	103	161	102	169
	51%	-	100%a	*48%*	*51%*	*49%*	*49%*	*54%*	*52%*	63%cef	*53%*	*50%*	*46%*	56%l
AGE														
16-24	149	77	72	149	-	-	-	-	-	-	9	65	32	43
	14%	*15%*	*13%*	100%defghi	-	-	-	-	-	-	*5%*	20%j	15%j	14%j
25-34	197	96	101	-	197	-	-	-	-	-	29	71	43	54
	19%	*19%*	*19%*	-	100%cefghi	-	-	-	-	-	*15%*	*22%*	*20%*	*18%*
35-44	161	82	79	-	-	161	-	-	-	-	28	62	35	36
	15%	*16%*	*15%*	-	-	100%cdfghi	-	-	-	-	*15%*	19%m	*16%*	*12%*
45-54	196	100	95	-	-	-	196	-	-	-	49	51	53	43
	19%	*20%*	*18%*	-	-	-	100%cdeghi	-	-	-	25%km	*16%*	24%km	*14%*
55-64	134	61	73	-	-	-	-	134	-	-	39	32	22	41
	13%	*12%*	*14%*	-	-	-	-	100%cdefhi	-	-	20%kl	*10%*	*10%*	*13%*
65-74	119	58	61	-	-	-	-	-	119	-	20	27	21	51
	11%	*11%*	*11%*	-	-	-	-	-	100%cdefgi	-	*10%*	*8%*	*10%*	17%kl
75+	86	32	54	-	-	-	-	-	-	86	19	15	14	38
	8%	*6%*	*10%*	-	-	-	-	-	-	100%cdefgh	*10%*	*5%*	*6%*	12%kl
SOCIAL GRADE														
AB	194	91	103	9	29	28	49	39	20	19	194	-	-	-
	19%	*18%*	*19%*	*6%*	15%c	18%c	25%cd	30%cdeh	17%c	22%c	100%klm	-	-	-
C1	322	162	161	65	71	62	51	32	27	15	-	322	-	-
	31%	*32%*	*30%*	43%fghi	36%ghi	39%fghi	*26%*	*24%*	*23%*	*17%*	-	100%jlm	-	-
C2	220	118	102	32	43	35	53	22	21	14	-	-	220	-
	21%	*23%*	*19%*	*21%*	*22%*	*22%*	27%g	*16%*	*18%*	*16%*	-	-	100%jkm	-
DE	304	135	169	43	54	36	43	41	51	38	-	-	-	304
	29%	*27%*	*32%*	*29%*	*27%*	*22%*	*22%*	*30%*	43%cdefg	44%cdefg	-	-	-	100%jkl

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
MARITAL STATUS														
Married\Living as married	543	276	266	14	103	115	135	78	66	33	133	167	129	114
	52%	*55%*	*50%*	*9%*	52%ci	72%cdghi	69%cdhi	58%ci	55%ci	39%c	68%km	52%m	59%m	*38%*
Single	327	173	155	133	86	36	30	23	17	3	35	116	62	115
	31%	*34%*	*29%*	89%defghi	44%efghi	23%i	15%i	17%i	14%i	*4%*	*18%*	36%j	28%j	38%jl
Widow\Divorced\Separated	170	56	114	2	8	9	31	33	36	49	26	40	29	75
	16%	*11%*	21%a	*2%*	*4%*	*6%*	16%cde	25%cde	31%cdef	57%cdefgh	*14%*	*12%*	*13%*	25%jkl
WORKING STATUS														
Working	537	300	237	60	135	126	154	52	10	*	113	205	131	88
	52%	59%b	*44%*	40%hi	69%cghi	78%cghi	79%cdghi	39%hi	8%i	*1%*	58%m	64%m	60%m	*29%*
Not working	503	205	298	89	62	35	41	82	109	85	80	117	89	216
	48%	*41%*	56%a	60%def	31%f	*22%*	*21%*	61%def	92%cdefg	99%cdefgh	*42%*	*36%*	*40%*	71%jkl
CHILDREN IN HOUSEHOLD														
Any	307	137	170	48	88	98	64	7	1	-	47	112	73	74
	30%	*27%*	*32%*	32%ghi	45%cfghi	61%cdfghi	33%ghi	6%hi	*1%*	-	*24%*	35%jm	33%m	*24%*
None	733	368	365	101	109	62	132	126	118	86	146	210	146	230
	70%	*73%*	*68%*	68%de	55%e	*39%*	67%de	94%cdef	99%cdefg	100%cdefg	76%k	*65%*	*67%*	76%kl
ADULTS IN HOUSEHOLD														
1	285	127	158	26	55	27	42	41	45	49	34	75	42	135
	27%	*25%*	*30%*	*17%*	28%ce	*17%*	*21%*	30%ce	38%cef	57%cdefgh	*17%*	*23%*	*19%*	44%jkl
2	492	229	264	34	105	109	85	64	63	32	109	163	103	117
	47%	*45%*	*49%*	*23%*	53%ci	68%cdfghi	44%c	48%c	53%ci	37%c	56%m	51%m	*47%*	*39%*
3	160	95	65	42	18	13	54	19	8	5	34	48	47	32
	15%	19%b	*12%*	28%deghi	*9%*	*8%*	27%deghi	*15%*	*7%*	*6%*	17%m	*15%*	21%m	*10%*
4	71	36	36	32	13	4	13	7	2	-	12	29	18	12
	7%	*7%*	*7%*	22%defghi	7%hi	*3%*	7%hi	5%i	*2%*	-	*6%*	9%m	8%m	*4%*
5+	31	19	12	14	5	7	2	3	*	-	5	8	11	8
	3%	*4%*	*2%*	10%dfghi	*3%*	4%h	*1%*	*2%*	*	-	*2%*	*2%*	*5%*	*3%*
HOUSEHOLD SIZE														
1	238	119	119	18	31	20	36	40	45	49	32	62	30	114
	23%	*24%*	*22%*	*12%*	*16%*	*12%*	*18%*	30%cdef	38%cdef	57%cdefgh	*16%*	*19%*	*14%*	37%jkl

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
2	317	134	183	23	62	28	48	62	63	32	75	91	62	90
	31%	*27%*	34%a	*15%*	32%ce	*18%*	*24%*	46%cdef	53%cdefi	37%cef	38%kl	*28%*	*28%*	*30%*
3	201	107	94	44	42	34	50	17	8	5	33	63	62	42
	19%	*21%*	*18%*	30%ghi	21%hi	21%hi	26%ghi	*13%*	*6%*	*6%*	*17%*	*20%*	28%jkm	*14%*
4	181	90	92	36	36	47	48	11	2	-	33	81	37	31
	17%	*18%*	*17%*	24%ghi	19%ghi	29%dghi	25%ghi	8%hi	*2%*	-	17%m	25%lm	17%m	*10%*
5+	103	55	48	28	25	31	14	4	1	-	22	25	29	27
	10%	*11%*	*9%*	19%fghi	13%ghi	19%fghi	7%hi	*3%*	*1%*	-	*11%*	*8%*	*13%*	*9%*
AREA														
Urban	829	403	426	126	151	134	144	111	95	69	153	251	174	252
	80%	*80%*	*80%*	84%f	*77%*	*83%*	*74%*	*83%*	*80%*	*81%*	*79%*	*78%*	*79%*	*83%*
Rural	211	102	108	23	46	27	52	23	24	17	41	71	46	53
	20%	*20%*	*20%*	*16%*	*23%*	*17%*	26%c	*17%*	*20%*	*19%*	*21%*	*22%*	*21%*	*17%*
COUNTRY														
England	876	420	456	133	160	136	167	107	103	71	164	276	178	258
	84%	*83%*	*85%*	*89%*	*82%*	*84%*	*85%*	*80%*	*86%*	*84%*	*85%*	*86%*	*81%*	*85%*
Scotland	88	43	46	10	21	11	16	15	9	6	14	24	26	24
	9%	*8%*	*9%*	*7%*	*11%*	*7%*	*8%*	*11%*	*8%*	*7%*	*7%*	*7%*	*12%*	*8%*
Wales	52	32	20	4	6	9	9	11	6	7	11	15	13	13
	5%	*6%*	*4%*	*3%*	*3%*	*6%*	*5%*	*8%*	*5%*	*8%*	*6%*	*5%*	*6%*	*4%*
Northern Ireland	24	11	13	2	9	4	4	2	2	1	5	7	3	10
	2%	*2%*	*2%*	*1%*	*5%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*
GOVERNMENT REGIONS														
North East	48	23	25	9	15	2	5	7	5	3	7	11	11	20
	5%	*5%*	*5%*	*6%*	8%e	*1%*	*3%*	*6%*	*5%*	*3%*	*4%*	*3%*	*5%*	*6%*
North West	117	56	60	24	17	14	17	19	14	13	21	23	26	47
	11%	*11%*	*11%*	*16%*	*9%*	*9%*	*9%*	*14%*	*12%*	*15%*	*11%*	*7%*	*12%*	15%k
Yorkshire and The Humber	71	35	36	9	10	5	16	13	10	8	22	19	14	16
	7%	*7%*	*7%*	*6%*	*5%*	*3%*	*8%*	10%e	8%e	10%e	11%m	*6%*	*6%*	*5%*
East Midlands	73	33	40	12	13	12	6	15	10	5	12	21	14	27
	7%	*6%*	*8%*	*8%*	*7%*	*8%*	*3%*	11%f	9%f	*5%*	*6%*	*6%*	*6%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
West Midlands	88	38	50	18	9	16	15	7	15	8	8	24	17	39
	8%	*7%*	*9%*	12%d	*4%*	*10%*	*8%*	*5%*	12%dg	*10%*	*4%*	*7%*	*8%*	13%jk
East of England	108	53	55	10	21	21	32	9	12	3	29	34	28	16
	10%	*10%*	*10%*	*6%*	11%i	13%i	16%cgi	*7%*	*10%*	*3%*	15%m	11%m	13%m	*5%*
London	138	77	61	23	39	27	28	7	7	7	16	48	37	37
	13%	*15%*	*11%*	16%gh	20%ghi	17%gh	15%gh	*5%*	*6%*	*8%*	*8%*	15%j	17%j	*12%*
South East	155	64	91	21	25	26	31	18	21	14	38	71	14	31
	15%	*13%*	*17%*	*14%*	*12%*	*16%*	*16%*	*14%*	*18%*	*16%*	20%lm	22%lm	*7%*	*10%*
South West	79	41	38	7	11	13	16	12	9	12	13	25	17	24
	8%	*8%*	*7%*	*5%*	*5%*	*8%*	*8%*	*9%*	*7%*	14%cd	*6%*	*8%*	*8%*	*8%*
Wales	52	32	20	4	6	9	9	11	6	7	11	15	13	13
	5%	*6%*	*4%*	*3%*	*3%*	*6%*	*5%*	*8%*	*5%*	*8%*	*6%*	*5%*	*6%*	*4%*
Scotland	88	43	46	10	21	11	16	15	9	6	14	24	26	24
	9%	*8%*	*9%*	*7%*	*11%*	*7%*	*8%*	*11%*	*8%*	*7%*	*7%*	*7%*	*12%*	*8%*
Northern Ireland	24	11	13	2	9	4	4	2	2	1	5	7	3	10
	2%	*2%*	*2%*	*1%*	*5%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*
Q.1\2 PHONES OWN														
Mobile (any)	880	432	448	139	179	150	168	110	92	41	169	293	186	230
	85%	*85%*	*84%*	93%ghi	91%ghi	93%ghi	86%i	83%i	77%i	*48%*	87%m	91%m	85%m	*76%*
Landline	709	326	383	73	110	115	142	99	98	71	154	229	147	179
	68%	*65%*	72%a	*49%*	*56%*	72%cd	72%cd	74%cd	82%cdef	83%cdef	79%lm	71%m	*67%*	*59%*
Mobile & Landline	603	282	320	71	102	111	125	87	76	31	135	213	124	131
	58%	*56%*	*60%*	*48%*	52%i	69%cdi	64%cdi	65%cdi	64%cdi	*36%*	70%lm	66%lm	56%m	*43%*
Mobile only	277	149	128	68	76	39	43	24	16	10	35	80	63	99
	27%	*30%*	*24%*	46%efghi	39%efghi	25%hi	22%i	*18%*	*13%*	*12%*	*18%*	*25%*	29%j	33%jk
Landline only	106	43	63	2	8	5	17	13	22	40	19	16	24	48
	10%	*9%*	*12%*	*2%*	*4%*	*3%*	9%c	9%ce	19%cdefg	47%cdefgh	*10%*	*5%*	11%k	16%k
PAY TV SERVICE														
Sky	405	197	208	55	89	68	84	61	33	15	90	113	100	102
	39%	*39%*	*39%*	37%i	45%hi	42%hi	43%hi	45%hi	*27%*	*18%*	46%km	*35%*	46%km	*34%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
Virgin Media	153	78	75	23	19	21	35	21	24	9	23	70	29	32
	15%	*15%*	*14%*	*16%*	*10%*	*13%*	18%d	*16%*	20%d	*11%*	*12%*	22%jlm	*13%*	*10%*
Other	480	217	263	63	77	63	82	60	70	65	89	132	88	170
	46%	*43%*	*49%*	*42%*	*39%*	*39%*	*42%*	*45%*	59%cdefg	76%cdefgh	*46%*	*41%*	*40%*	56%jkl
TV														
ANY SATELLITE	440	220	221	61	92	76	94	63	35	18	95	120	112	114
	42%	*43%*	*41%*	41%i	47%hi	47%hi	48%hi	48%hi	*30%*	*21%*	49%km	*37%*	51%km	*38%*
ANY FREEVIEW INC. YOUVIEW	396	171	225	52	62	42	62	58	63	57	75	110	67	144
	38%	*34%*	42%a	*35%*	*31%*	*26%*	*32%*	43%de	53%cdef	67%cdefgh	*39%*	*34%*	*31%*	47%kl
ANY FREEVIEW EXC. YOUVIEW	391	166	225	52	58	42	62	58	63	57	73	110	67	142
	38%	*33%*	42%a	*35%*	*30%*	*26%*	*32%*	43%de	53%cdef	66%cdefgh	*38%*	*34%*	*30%*	46%kl
ANY IPTV	57	28	29	6	13	13	10	3	5	7	14	12	13	19
	5%	*5%*	*5%*	*4%*	*7%*	*8%*	*5%*	*3%*	*4%*	*8%*	*7%*	*4%*	*6%*	*6%*
ANY PAY TV	609	296	312	85	119	100	129	83	61	32	125	192	141	151
	59%	*59%*	*58%*	57%i	61%i	62%i	66%hi	62%i	51%i	*37%*	64%m	59%m	64%m	*50%*
ANY FTA	415	180	234	57	59	48	70	58	66	57	74	115	74	151
	40%	*36%*	44%a	*39%*	*30%*	*30%*	*36%*	43%de	55%cdef	67%cdefg	*38%*	*36%*	*34%*	50%jkl
ANY TV SERVICE	978	464	514	130	175	149	190	130	117	85	188	292	208	290
	94%	*92%*	96%a	*88%*	*89%*	*93%*	97%cd	98%cd	99%cde	99%cde	97%k	*91%*	*95%*	95%k
INTERNET														
FIXED BROADBAND AT HOME	840	416	425	135	183	144	175	102	69	32	179	295	181	185
	81%	*82%*	*79%*	91%ghi	93%ghi	90%ghi	89%ghi	77%hi	58%i	*37%*	92%lm	92%lm	83%m	*61%*
ANY WIFI ACCESS	839	414	425	139	183	144	173	101	68	31	177	293	181	188
	81%	*82%*	*79%*	93%ghi	93%ghi	89%ghi	88%ghi	76%hi	57%i	*37%*	92%lm	91%lm	82%m	*62%*
ANY WIRED (ETHERNET) ACCESS	340	175	164	72	69	65	76	32	17	9	83	140	61	56
	33%	*35%*	*31%*	48%dghi	35%hi	41%ghi	39%ghi	24%i	*14%*	*10%*	43%lm	44%lm	28%m	*18%*
ANY MOBILE (3G/4G) ACCESS	554	284	270	113	147	115	103	43	29	5	118	216	114	107
	53%	*56%*	*51%*	76%fghi	75%fghi	72%fghi	53%ghi	32%i	24%i	*5%*	61%m	67%lm	52%m	*35%*
INTERNET ACCESS AT HOME	866	430	436	143	190	149	177	103	71	32	181	296	185	204
	83%	*85%*	*81%*	96%ghi	97%fghi	93%ghi	91%ghi	77%hi	59%i	*38%*	93%lm	92%lm	84%m	*67%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1040	489	551	138	172	139	168	127	174	122	171	261	222	386
Weighted Base	1040	505	535	149	197	161	196	134	119	86	194	322	220	304
INTERNET ACCESS OUTSIDE OF HOME	505	258	247	112	132	103	95	42	17	4	110	207	96	92
	49%	*51%*	*46%*	75%fghi	67%fghi	64%fghi	49%ghi	32%hi	14%i	*4%*	57%lm	64%lm	44%m	*30%*

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
GENDER																		
Male	505	276	173	56	300	205	137	368	127	229	95	36	19	119	134	107	90	55
	49%	51%c	53%c	*33%*	56%e	*41%*	*45%*	*50%*	*45%*	*46%*	59%hi	*50%*	*61%*	*50%*	*42%*	53%n	*50%*	*54%*
Female	535	266	155	114	237	298	170	365	158	264	65	36	12	119	183	94	92	48
	51%	*49%*	*47%*	67%ab	*44%*	59%d	*55%*	*50%*	55%j	54%j	*41%*	*50%*	*39%*	*50%*	58%o	*47%*	*50%*	*46%*
AGE																		
16-24	149	14	133	2	60	89	48	101	26	34	42	32	14	18	23	44	36	28
	14%	*3%*	41%ac	*1%*	*11%*	18%d	*16%*	*14%*	*9%*	*7%*	26%hi	45%hij	*46%*	*7%*	*7%*	22%mn	20%mn	27%mn
25-34	197	103	86	8	135	62	88	109	55	105	18	13	5	31	62	42	36	25
	19%	19%c	26%ac	*5%*	25%e	*12%*	29%g	*15%*	*19%*	21%j	*11%*	*18%*	*18%*	*13%*	*20%*	21%m	*20%*	24%m
35-44	161	115	36	9	126	35	98	62	27	109	13	4	7	20	28	34	47	31
	15%	21%bc	*11%*	*6%*	23%e	*7%*	32%g	*8%*	*10%*	22%hjk	*8%*	*6%*	*22%*	*8%*	*9%*	17%mn	26%mn	30%mno
45-54	196	135	30	31	154	41	64	132	42	85	54	13	2	36	48	50	48	14
	19%	25%b	*9%*	19%b	29%e	*8%*	*21%*	*18%*	*15%*	*17%*	33%hik	*18%*	*6%*	*15%*	*15%*	25%mnq	27%mnq	*14%*
55-64	134	78	23	33	52	82	7	126	41	64	19	7	3	40	62	17	11	4
	13%	14%b	*7%*	19%b	*10%*	16%d	*2%*	17%f	*14%*	*13%*	*12%*	*10%*	*8%*	17%opq	20%opq	*9%*	*6%*	*4%*
65-74	119	66	17	36	10	109	1	118	45	63	8	2	*	45	63	8	2	1
	11%	12%b	*5%*	21%ab	*2%*	22%d	*	16%f	16%jk	13%jk	*5%*	*3%*	*1%*	19%opq	20%opq	*4%*	*1%*	*1%*
75+	86	33	3	49	*	85	-	86	49	32	5	-	-	49	32	5	-	-
	8%	6%b	*1%*	29%ab	*	17%d	-	12%f	17%ijk	*6%*	*3%*	-	-	20%nopq	10%opq	*3%*	-	-
SOCIAL GRADE																		
AB	194	133	35	26	113	80	47	146	34	109	34	12	5	32	75	33	33	22
	19%	24%bc	*11%*	*16%*	*21%*	*16%*	*15%*	*20%*	*12%*	22%h	21%h	*17%*	*14%*	*13%*	23%m	*16%*	*18%*	*21%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
C1	322	167	116	40	205	117	112	210	75	163	48	29	8	62	91	63	81	25
	31%	*31%*	35%c	*23%*	38%e	*23%*	37%g	*29%*	*26%*	*33%*	*30%*	40%h	*24%*	*26%*	*29%*	*32%*	45%mn oq	*24%*
C2	220	129	62	29	131	89	73	146	42	103	47	18	11	30	62	62	37	29
	21%	*24%*	*19%*	*17%*	24%e	*18%*	*24%*	*20%*	*15%*	21%h	29%h	*25%*	*35%*	*13%*	20%m	31%mn p	*20%*	28%m
DE	304	114	115	75	88	216	74	230	135	117	32	12	8	114	90	42	31	27
	29%	*21%*	35%a	44%a	*16%*	43%d	*24%*	31%f	47%ij k	*24%*	*20%*	*17%*	*27%*	48%no pq	28%p	*21%*	*17%*	*26%*
MARITAL STATUS																		
Married\Living as married	543	543	-	-	332	211	216	327	-	405	95	29	14	-	222	123	127	70
	52%	100%bc	-	-	62%e	*42%*	70%g	*45%*	-	82%hj k	60%hk	40%h	*43%*	-	70%m	61%m	70%m	68%m
Single	327	-	327	-	153	174	71	256	144	66	58	43	17	114	69	63	50	32
	31%	-	100%ac	-	*29%*	*35%*	*23%*	35%f	51%ij	*13%*	36%i	60%ij	*54%*	48%no pq	*22%*	31%n	*28%*	*31%*
Widow\Divorced\Separated	170	-	-	170	52	118	20	150	141	22	7	-	1	124	27	15	4	1
	16%	-	-	100%ab	*10%*	23%d	*7%*	20%f	49%ijk	*4%*	*4%*	-	*2%*	52%nop q	9%pq	7%pq	*2%*	*1%*
WORKING STATUS																		
Working	537	332	153	52	537	-	215	322	96	286	102	37	16	73	142	129	126	67
	52%	61%bc	47%c	*31%*	100%e	-	70%g	*44%*	*34%*	58%h	64%h	51%h	*53%*	*31%*	45%m	64%mn	69%mn	65%mn
Not working	503	211	174	118	-	503	92	411	189	207	58	35	15	165	175	72	56	36
	48%	*39%*	53%a	69%ab	-	100%d	*30%*	56%f	66%ij k	*42%*	*36%*	*49%*	*47%*	69%no pq	55%op q	*36%*	*31%*	*35%*
CHILDREN IN HOUSEHOLD																		
Any	307	216	71	20	215	92	307	-	47	194	47	13	6	-	27	93	117	70
	30%	40%bc	22%c	*12%*	40%e	*18%*	100%g	-	*17%*	39%hk	30%h	*18%*	*20%*	-	8%m	46%mn	65%mn o	68%mno
None	733	327	256	150	322	411	-	733	238	299	113	59	25	238	291	108	64	33
	70%	*60%*	78%a	88%ab	*60%*	82%d	-	100%f	83%ij	*61%*	*70%*	82%i	*80%*	100%no pq	92%op q	54%pq	*35%*	*32%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS: Married \Living as married (a)	MARITAL STATUS: Single (b)	MARITAL STATUS: Widow \Divorced \Separated (c)	WORKING STATUS: Working (d)	WORKING STATUS: Not working (e)	CHILDREN IN HOUSEHOLD: Any (f)	CHILDREN IN HOUSEHOLD: None (g)	ADULTS IN HOUSEHOLD: 1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	HOUSEHOLD SIZE: 1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
ADULTS IN HOUSEHOLD																		
1	285	-	144	141	96	189	47	238	285	-	-	-	-	238	27	17	4	-
	27%	-	44%a	83%ab	*18%*	38%d	*15%*	32%f	100%ijk	-	-	-	-	100%nop q	8%pq	8%pq	*2%*	-
2	492	405	66	22	286	207	194	299	-	492	-	-	-	-	291	76	83	42
	47%	75%bc	*20%*	*13%*	53%e	*41%*	63%g	*41%*	-	100%hjk	-	-	-	-	92%mo pq	38%m	46%m	41%m
3	160	95	58	7	102	58	47	113	-	-	160	-	-	-	-	108	36	17
	15%	18%c	18%c	*4%*	19%e	*11%*	*15%*	*15%*	-	-	100%hik	-	-	-	-	54%mn pq	20%mn	16%mn
4	71	29	43	-	37	35	13	59	-	-	-	71	-	-	-	-	59	13
	7%	5%c	13%ac	-	*7%*	*7%*	*4%*	8%f	-	-	-	100%hij	-	-	-	-	32%mn oq	12%mno
5+	31	14	17	1	16	15	6	25	-	-	-	-	31	-	-	-	-	31
	3%	*2%*	5%c	*	*3%*	*3%*	*2%*	*3%*	-	-	-	-	*100%*	-	-	-	-	30%mnop
HOUSEHOLD SIZE																		
1	238	-	114	124	73	165	-	238	238	-	-	-	-	238	-	-	-	-
	23%	-	35%a	73%ab	*14%*	33%d	-	32%f	83%ijk	-	-	-	-	100%nop q	-	-	-	-
2	317	222	69	27	142	175	27	291	27	291	-	-	-	-	317	-	-	-
	31%	41%bc	*21%*	*16%*	*27%*	35%d	*9%*	40%f	9%jk	59%hjk	-	-	-	-	100%mop q	-	-	-
3	201	123	63	15	129	72	93	108	17	76	108	-	-	-	-	201	-	-
	19%	23%c	19%c	*9%*	24%e	*14%*	30%g	*15%*	*6%*	15%hk	67%hik	-	-	-	-	100%mnp q	-	-
4	181	127	50	4	126	56	117	64	4	83	36	59	-	-	-	-	181	-
	17%	23%bc	15%c	*2%*	23%e	*11%*	38%g	*9%*	*1%*	17%h	22%h	82%hij	-	-	-	-	100%mno q	-
5+	103	70	32	1	67	36	70	33	-	42	17	13	31	-	-	-	-	103
	10%	13%c	10%c	*	13%e	*7%*	23%g	*4%*	-	9%h	11%h	18%h i	*100%*	-	-	-	-	100%mnop

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
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KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
AREA																		
Urban	829	420	278	131	417	412	239	590	237	387	124	55	26	196	263	153	133	83
	80%	*77%*	85%ac	*77%*	*78%*	*82%*	*78%*	*80%*	*83%*	*79%*	*77%*	*78%*	*83%*	83%p	83%p	*76%*	*74%*	*81%*
Rural	211	123	49	39	120	91	68	143	48	106	36	16	5	41	54	47	48	20
	20%	23%b	*15%*	23%b	*22%*	*18%*	*22%*	*20%*	*17%*	*21%*	*23%*	*22%*	*17%*	*17%*	*17%*	*24%*	26%mn	*19%*
COUNTRY																		
England	876	462	276	139	457	419	260	616	222	416	141	68	29	185	270	161	167	92
	84%	*85%*	*84%*	*82%*	*85%*	*83%*	*85%*	*84%*	*78%*	85%h	88%h	96%hi	*92%*	*78%*	85%m	*80%*	92%mo	90%m
Scotland	88	43	26	19	42	46	27	61	35	42	10	2	-	29	25	24	9	1
	9%	*8%*	*8%*	*11%*	*8%*	*9%*	*9%*	*8%*	12%k	*8%*	*6%*	*2%*	-	12%pq	8%q	12%pq	*5%*	*1%*
Wales	52	25	18	9	26	26	12	40	18	23	8	1	2	16	15	12	1	8
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*6%*	*6%*	*5%*	*5%*	*1%*	*7%*	7%p	5%p	6%p	*1%*	8%p
Northern Ireland	24	13	8	3	12	11	9	15	10	12	2	*	*	8	7	3	5	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*
GOVERNMENT REGIONS																		
North East	48	24	22	2	26	22	3	45	13	27	1	6	1	13	25	2	7	1
	5%	*4%*	7%c	*1%*	*5%*	*4%*	*1%*	6%f	5%j	5%j	*1%*	9%j	*2%*	6%o	8%oq	*1%*	*4%*	*1%*
North West	117	47	47	23	51	66	30	87	39	43	25	8	2	32	37	21	14	13
	11%	*9%*	14%a	*14%*	*10%*	*13%*	*10%*	*12%*	14%i	*9%*	15%i	*11%*	*7%*	*14%*	*12%*	*11%*	*7%*	*13%*
Yorkshire and The Humber	71	45	12	14	35	36	19	52	15	36	12	5	2	15	22	14	12	8
	7%	8%b	*4%*	*8%*	*7%*	*7%*	*6%*	*7%*	*5%*	*7%*	*8%*	*8%*	*6%*	*7%*	*7%*	*7%*	*6%*	*8%*
East Midlands	73	32	23	18	38	35	23	50	24	34	7	6	1	15	27	13	14	3
	7%	*6%*	*7%*	*10%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*5%*	*9%*	*3%*	*6%*	*9%*	*7%*	*8%*	*3%*
West Midlands	88	38	29	20	32	56	23	64	25	38	11	9	5	23	22	16	11	15
	8%	*7%*	*9%*	*12%*	*6%*	11%d	*8%*	*9%*	*9%*	*8%*	*7%*	*13%*	*16%*	*9%*	*7%*	*8%*	*6%*	15%np
East of England	108	75	29	4	66	41	37	71	16	62	21	5	4	15	28	24	25	16
	10%	14%bc	9%c	*2%*	12%e	*8%*	*12%*	*10%*	*5%*	13%h	13%h	*7%*	*11%*	*6%*	*9%*	12%m	14%m	15%m

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
London	138	71	56	12	82	57	54	84	32	65	26	8	7	25	37	26	30	20
	13%	13%c	17%c	*7%*	*15%*	*11%*	18%g	*11%*	*11%*	*13%*	*16%*	*11%*	*23%*	*10%*	*12%*	*13%*	*17%*	20%m
South East	155	85	43	27	89	66	47	108	36	76	25	13	4	27	53	35	32	8
	15%	*16%*	*13%*	*16%*	*17%*	*13%*	*15%*	*15%*	*13%*	*15%*	*16%*	*18%*	*13%*	*11%*	*17%*	17%q	18%q	*8%*
South West	79	44	14	20	37	42	23	55	22	35	11	7	3	21	20	9	20	8
	8%	*8%*	*4%*	12%b	*7%*	*8%*	*8%*	*8%*	*8%*	*7%*	*7%*	*10%*	*10%*	*9%*	*6%*	*5%*	11%o	*8%*
Wales	52	25	18	9	26	26	12	40	18	23	8	1	2	16	15	12	1	8
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*6%*	*6%*	*5%*	*5%*	*1%*	*7%*	7%p	5%p	6%p	*1%*	8%p
Scotland	88	43	26	19	42	46	27	61	35	42	10	2	-	29	25	24	9	1
	9%	*8%*	*8%*	*11%*	*8%*	*9%*	*9%*	*8%*	12%k	*8%*	*6%*	*2%*	-	12%pq	8%q	12%pq	*5%*	*1%*
Northern Ireland	24	13	8	3	12	11	9	15	10	12	2	*	*	8	7	3	5	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*
Q.1\2 PHONES OWN																		
Mobile (any)	880	471	284	124	490	390	279	601	211	431	138	71	29	167	270	178	166	99
	85%	87%c	87%c	*73%*	91%e	*77%*	91%g	*82%*	*74%*	87%h	86%h	100%hij	*92%*	*70%*	85%m	89%m	91%m	96%mn
Landline	709	415	167	126	373	336	218	491	166	360	112	54	17	140	227	129	144	69
	68%	77%b	*51%*	74%b	*69%*	*67%*	*71%*	*67%*	*58%*	73%h	70%h	75%h	*54%*	*59%*	71%m	*64%*	79%mo	*67%*
Mobile & Landline	603	361	151	90	344	259	203	400	122	317	95	54	15	96	193	114	132	68
	58%	67%bc	*46%*	*53%*	64%e	*51%*	66%g	*55%*	*43%*	64%h	59%h	75%hj	*49%*	*41%*	61%m	57%m	73%mno	66%m
Mobile only	277	110	133	34	146	131	76	201	89	114	43	17	14	71	77	64	34	31
	27%	*20%*	41%ac	*20%*	*27%*	*26%*	*25%*	*27%*	31%i	*23%*	*27%*	*25%*	*43%*	30%p	*24%*	32%p	*19%*	*30%*
Landline only	106	54	16	36	29	78	15	92	44	43	18	-	2	44	34	15	12	2
	10%	10%b	*5%*	21%ab	*5%*	15%d	*5%*	13%f	15%ik	9%k	11%k	-	*6%*	19%nopq	11%q	*7%*	*7%*	*2%*
PAY TV SERVICE																		
Sky	405	245	115	46	231	174	162	243	81	213	66	34	12	55	132	80	93	46
	39%	45%bc	*35%*	*27%*	43%e	*35%*	53%g	*33%*	*29%*	43%h	41%h	47%h	*37%*	*23%*	41%m	40%m	51%m	45%m

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
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KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
Virgin Media	153	94	35	24	82	71	46	107	24	80	33	10	5	20	46	31	38	17
	15%	17%b	*11%*	*14%*	*15%*	*14%*	*15%*	*15%*	*9%*	16%h	20%h	*14%*	*18%*	*9%*	14%m	15%m	21%m	17%m
Other	480	213	156	111	218	262	101	378	176	195	71	31	7	156	145	84	58	36
	46%	*39%*	47%a	66%ab	*41%*	52%d	*33%*	52%f	62%ijk	*40%*	*44%*	*44%*	*22%*	66%nopq	46%p	*42%*	*32%*	*35%*
TV																		
ANY SATELLITE	440	260	131	49	250	190	171	270	94	223	73	36	14	64	138	87	96	54
	42%	48%bc	40%c	*29%*	47%e	*38%*	56%g	*37%*	*33%*	45%h	46%h	51%h	*46%*	*27%*	44%m	43%m	53%m	52%m
ANY FREEVIEW INC. YOUVIEW	396	165	130	101	167	229	72	325	158	158	56	20	3	144	123	67	43	18
	38%	*30%*	40%a	59%ab	*31%*	46%d	*23%*	44%f	56%ijk	*32%*	*35%*	*29%*	*9%*	61%nopq	39%pq	34%q	*24%*	*18%*
ANY FREEVIEW EXC. YOUVIEW	391	162	128	101	165	227	70	321	158	157	53	20	3	144	123	64	42	18
	38%	*30%*	39%a	59%ab	*31%*	45%d	*23%*	44%f	56%ijk	*32%*	*33%*	*29%*	*9%*	61%nopq	39%pq	32%q	*23%*	*18%*
ANY IPTV	57	35	15	7	37	20	21	36	11	25	9	10	1	9	14	11	12	11
	5%	*7%*	*4%*	*4%*	7%e	*4%*	*7%*	*5%*	*4%*	*5%*	*6%*	14%hi	*4%*	*4%*	*4%*	*5%*	*7%*	11%mn
ANY PAY TV	609	368	163	77	349	260	228	381	117	317	106	50	18	84	190	122	138	75
	59%	68%bc	*50%*	*45%*	65%e	*52%*	74%g	*52%*	*41%*	64%h	66%h	70%h	*59%*	*35%*	60%m	61%m	76%mno	73%mn
ANY FTA	415	173	138	103	177	238	75	340	165	161	61	23	6	148	128	71	44	24
	40%	*32%*	42%a	61%ab	*33%*	47%d	*24%*	46%f	58%ijk	*33%*	*38%*	*32%*	*18%*	62%nopq	40%pq	35%p	*24%*	*23%*
ANY TV SERVICE	978	519	291	168	505	473	292	687	269	467	154	65	23	225	302	184	174	93
	94%	96%b	*89%*	99%ab	*94%*	*94%*	*95%*	*94%*	*94%*	*95%*	*96%*	*92%*	*74%*	*95%*	*95%*	*92%*	*96%*	*90%*
INTERNET																		
FIXED BROADBAND AT HOME	840	482	265	93	497	343	287	554	173	418	151	68	30	133	247	187	174	99
	81%	89%bc	81%c	*55%*	93%e	*68%*	93%g	*76%*	*61%*	85%h	94%hi	95%hi	*96%*	*56%*	78%m	93%mn	96%mn	97%mn
ANY WIFI ACCESS	839	480	266	93	499	340	287	552	173	415	151	69	30	133	243	189	175	99
	81%	88%bc	81%c	*55%*	93%e	*68%*	94%g	*75%*	*61%*	84%h	94%hi	97%hi	*96%*	*56%*	76%m	94%mn	97%mn	96%mn

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		ADULTS IN HOUSEHOLD					HOUSEHOLD SIZE				
	Total	Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	1 (h)	2 (i)	3 (j)	4 (k)	5+ (l)	1 (m)	2 (n)	3 (o)	4 (p)	5+ (q)
Unweighted Base	1040	529	310	201	455	585	280	760	321	488	142	60	29	271	340	183	152	94
Weighted Base	1040	543	327	170	537	503	307	733	285	492	160	71*	31**	238	317	201	181	103*
ANY WIRED (ETHERNET) ACCESS	340	203	105	32	221	119	124	216	57	174	69	30	10	45	93	82	87	33
	33%	37%c	32%c	*19%*	41%e	*24%*	40%g	*29%*	*20%*	35%h	43%h	42%h	*33%*	*19%*	29%m	41%mn	48%mn q	32%m
ANY MOBILE (3G/4G) ACCESS	554	318	197	39	363	191	233	321	98	288	100	46	23	63	150	140	126	75
	53%	59%c	60%c	*23%*	68%e	*38%*	76%g	*44%*	*34%*	59%h	62%h	65%h	*72%*	*27%*	47%m	70%mn	70%mn	72%mn
INTERNET ACCESS AT HOME	866	486	285	95	508	358	294	572	189	424	153	69	31	144	255	190	176	101
	83%	89%c	87%c	*56%*	95%e	*71%*	96%g	*78%*	*66%*	86%h	95%hi	97%h i	*100%*	*61%*	80%m	95%mn	97%mn	98%mn
INTERNET ACCESS OUTSIDE OF HOME	505	284	182	39	345	160	210	295	85	251	101	44	23	52	135	130	121	66
	49%	52%c	56%c	*23%*	64%e	*32%*	68%g	*40%*	*30%*	51%h	63%hi	62%h	*75%*	*22%*	43%m	65%mn	67%mn	64%mn

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i/j/k/l - m/n/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
GENDER																			
Male	505	403	102	420	43	32	11	23	56	35	33	38	53	77	64	41	32	43	11
	49%	*49%*	*49%*	*48%*	*48%*	*61%*	*46%*	*48%*	*48%*	*49%*	*45%*	*43%*	*49%*	56%n	*41%*	*52%*	61%n	*48%*	*46%*
Female	535	426	108	456	46	20	13	25	60	36	40	50	55	61	91	38	20	46	13
	51%	*51%*	*51%*	*52%*	*52%*	*39%*	*54%*	*52%*	*52%*	*51%*	*55%*	*57%*	*51%*	*44%*	59%mp	*48%*	*39%*	*52%*	*54%*
AGE																			
16-24	149	126	23	133	10	4	2	9	24	9	12	18	10	23	21	7	4	10	2
	14%	*15%*	*11%*	*15%*	*12%*	*8%*	*8%*	*19%*	21%lo	*13%*	*16%*	21%lo	*9%*	*17%*	*13%*	*9%*	*8%*	*12%*	*8%*
25-34	197	151	46	160	21	6	9	15	17	10	13	9	21	39	25	11	6	21	9
	19%	*18%*	*22%*	*18%*	*24%*	*12%*	38%ce	32%hikn op	*14%*	*14%*	*18%*	*10%*	*20%*	28%hikn op	*16%*	*14%*	*12%*	24%k	38%hijkl nop
35-44	161	134	27	136	11	9	4	2	14	5	12	16	21	27	26	13	9	11	4
	15%	*16%*	*13%*	*15%*	*13%*	*18%*	*18%*	*5%*	*12%*	*6%*	*17%*	18%i	20%gi	19%gi	*17%*	*16%*	*18%*	*13%*	18%gi
45-54	196	144	52	167	16	9	4	5	17	16	6	15	32	28	31	16	9	16	4
	19%	*17%*	24%a	*19%*	*18%*	*17%*	*18%*	*11%*	*14%*	23%j	*8%*	*17%*	30%ghj	20%j	20%j	21%j	*17%*	*18%*	*18%*
55-64	134	111	23	107	15	11	2	7	19	13	15	7	9	7	18	12	11	15	2
	13%	*13%*	*11%*	*12%*	*17%*	*20%*	*7%*	15%m	16%m	18%m	20%klm	*8%*	*8%*	*5%*	*12%*	15%m	20%klm	17%m	*7%*
65-74	119	95	24	103	9	6	2	5	14	10	10	15	12	7	21	9	6	9	2
	11%	*11%*	*11%*	*12%*	*10%*	*11%*	*7%*	*11%*	*12%*	*14%*	14%m	17%m	*11%*	*5%*	14%m	*11%*	*11%*	*10%*	*7%*
75+	86	69	17	71	6	7	1	3	13	8	5	8	3	7	14	12	7	6	1
	8%	*8%*	*8%*	*8%*	*7%*	*14%*	*3%*	*6%*	11%l	12%l	*6%*	*9%*	*3%*	*5%*	*9%*	15%lm	14%lm	*7%*	*3%*
SOCIAL GRADE																			
AB	194	153	41	164	14	11	5	7	21	22	12	8	29	16	38	13	11	14	5
	19%	*18%*	*20%*	*19%*	*16%*	*21%*	*19%*	*15%*	*18%*	31%km	*16%*	*9%*	27%km	*11%*	24%km	*16%*	*21%*	*16%*	19%k
C1	322	251	71	276	24	15	7	11	23	19	21	24	34	48	71	25	15	24	7
	31%	*30%*	*34%*	*32%*	*27%*	*29%*	*28%*	*22%*	*20%*	*27%*	*29%*	*27%*	*32%*	35%h	46%ghij klpqr	*32%*	*29%*	*27%*	*28%*
C2	220	174	46	178	26	13	3	11	26	14	14	17	28	37	14	17	13	26	3
	21%	*21%*	*22%*	*20%*	30%f	*25%*	*12%*	22%n	23%n	20%n	*19%*	19%n	26%n	27%nr	*9%*	22%n	25%n	30%nr	*12%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
DE	304	252	53	258	24	13	10	20	47	16	27	39	16	37	31	24	13	24	10
	29%	*30%*	*25%*	*29%*	*27%*	*26%*	*40%*	41%ln	40%iln	*23%*	37%ln	45%ilmn pq	*15%*	*27%*	*20%*	30%l	*26%*	*27%*	40%iln
MARITAL STATUS																			
Married\Living as married	543	420	123	462	43	25	13	24	47	45	32	38	75	71	85	44	25	43	13
	52%	*51%*	*58%*	*53%*	*48%*	*49%*	*54%*	*49%*	*40%*	64%hjk	*44%*	*44%*	70%ghjk mnpq	*51%*	55%h	*56%*	*49%*	*48%*	*54%*
Single	327	278	49	276	26	18	8	22	47	12	23	29	29	56	43	14	18	26	8
	31%	34%b	*23%*	*31%*	*29%*	*34%*	*33%*	47%ilno	40%io	*17%*	*32%*	33%io	*27%*	40%ino	*28%*	*18%*	34%i	*29%*	33%i
Widow\Divorced\Separated	170	131	39	139	19	9	3	2	23	14	18	20	4	12	27	20	9	19	3
	16%	*16%*	*18%*	*16%*	*22%*	*17%*	*13%*	*4%*	20%glm	19%glm	24%glm	23%glm	*3%*	*8%*	17%glm	26%glm	17%l	22%glm	13%l
WORKING STATUS																			
Working	537	417	120	457	42	26	12	26	51	35	38	32	66	82	89	37	26	42	12
	52%	*50%*	*57%*	*52%*	*48%*	*50%*	*53%*	*54%*	*44%*	*50%*	*52%*	*36%*	62%hk	59%hk	58%hk	*47%*	*50%*	*48%*	*53%*
Not working	503	412	91	419	46	26	11	22	66	36	35	56	41	57	66	42	26	46	11
	48%	*50%*	*43%*	*48%*	*52%*	*50%*	*47%*	*46%*	56%lmn	*50%*	*48%*	64%lmn	*38%*	*41%*	*42%*	*53%*	*50%*	*52%*	*47%*
CHILDREN IN HOUSEHOLD																			
Any	307	239	68	260	27	12	9	3	30	19	23	23	37	54	47	23	12	27	9
	30%	*29%*	*32%*	*30%*	*30%*	*22%*	*36%*	*7%*	25%g	27%g	32%g	27%g	34%g	39%ghp	30%g	30%g	*22%*	30%g	36%g
None	733	590	143	616	61	40	15	45	87	52	50	64	71	84	108	55	40	61	15
	70%	*71%*	*68%*	*70%*	*70%*	*78%*	*64%*	93%hijk lmnoqr	75%m	*73%*	*68%*	*73%*	*66%*	*61%*	*70%*	*70%*	78%m	*70%*	*64%*
ADULTS IN HOUSEHOLD																			
1	285	237	48	222	35	18	10	13	39	15	24	25	16	32	36	22	18	35	10
	27%	*29%*	*23%*	*25%*	40%c	*34%*	41%c	*27%*	33%l	*22%*	33%l	28%l	*14%*	*23%*	*24%*	28%l	34%l	40%ilmn	41%ilmn
2	492	387	106	416	42	23	12	27	43	36	34	38	62	65	76	35	23	42	12
	47%	*47%*	*50%*	*48%*	*47%*	*44%*	*49%*	*56%*	*37%*	*50%*	*46%*	*43%*	58%h	*47%*	*49%*	*45%*	*44%*	*47%*	*49%*
3	160	124	36	141	10	8	2	1	25	12	7	11	21	26	25	11	8	10	2
	15%	*15%*	*17%*	*16%*	*11%*	*15%*	*8%*	*2%*	21%gr	17%g	*10%*	*13%*	20%g	19%g	16%g	*14%*	15%g	*11%*	*8%*
4	71	55	16	68	2	1	*	6	8	5	6	9	5	8	13	7	1	2	*
	7%	*7%*	*7%*	*8%*	*2%*	*2%*	*2%*	13%q	*7%*	*8%*	*9%*	10%q	*5%*	*6%*	*8%*	*9%*	*2%*	*2%*	*2%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
5+	31	26	5	29	-	2	*	1	2	2	1	5	4	7	4	3	2	-	*
	3%	*3%*	*3%*	*3%*	-	*4%*	*1%*	*1%*	*2%*	*3%*	*1%*	6%q	*3%*	*5%*	*3%*	*4%*	*4%*	-	*1%*
HOUSEHOLD SIZE																			
1	238	196	41	185	29	16	8	13	32	15	15	23	15	25	27	21	16	29	8
	23%	*24%*	*20%*	*21%*	32%c	*30%*	*32%*	*27%*	28%l	*22%*	*21%*	26%l	*14%*	*18%*	*17%*	*26%*	30%l	32%lmn	32%lmn
2	317	263	54	270	25	15	7	25	37	22	27	22	28	37	53	20	15	25	7
	31%	*32%*	*26%*	*31%*	*28%*	*29%*	*30%*	51%hikl mopq	*32%*	*31%*	*37%*	*25%*	*26%*	*27%*	*34%*	*26%*	*29%*	*28%*	*30%*
3	201	153	47	161	24	12	3	2	21	14	13	16	24	26	35	9	12	24	3
	19%	*19%*	*22%*	*18%*	28%f	*23%*	*12%*	*5%*	*18%*	20%g	*18%*	19%g	22%g	19%g	23%g	*12%*	23%g	28%gor	*12%*
4	181	133	48	167	9	1	5	7	14	12	14	11	25	30	32	20	1	9	5
	17%	*16%*	23%a	19%e	*10%*	*2%*	20%e	15%p	*12%*	17%p	20%p	13%p	23%hpq	22%pq	21%p	26%hpq	*2%*	*10%*	20%p
5+	103	83	20	92	1	8	1	1	13	8	3	15	16	20	8	8	8	1	1
	10%	*10%*	*9%*	11%d	*2%*	15%d	*6%*	*1%*	11%q	11%q	*5%*	17%gjnq	15%gjnq	15%gjnq	*5%*	11%q	15%gnq	*2%*	*6%*
AREA																			
Urban	829	829	-	697	73	44	15	48	117	41	41	64	59	138	139	49	44	73	15
	80%	100%b	-	80%f	83%f	85%f	*64%*	100%ijk lnopqr	100%ijklno pqr	*58%*	*57%*	73%jl	*55%*	100%ijkl nopqr	90%ijkl or	*63%*	85%ijlor	83%ijlor	*64%*
Rural	211	-	211	179	15	8	9	-	-	30	32	24	49	-	16	29	8	15	9
	20%	-	100%a	*20%*	*17%*	*15%*	36%cde	-	-	42%ghmnp q	43%ghkmn pq	27%ghmn	45%ghkmn pq	-	10%ghm	37%ghmn pq	15%ghm	17%ghm	36%ghmnp q
COUNTRY																			
England	876	697	179	876	-	-	-	48	117	71	73	88	108	138	155	79	-	-	-
	84%	*84%*	*85%*	100%def	-	-	-	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	-	-	-
Scotland	88	73	15	-	88	-	-	-	-	-	-	-	-	-	-	-	-	88	-
	9%	*9%*	*7%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnopr	-
Wales	52	44	8	-	-	52	-	-	-	-	-	-	-	-	-	-	52	-	-
	5%	*5%*	*4%*	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnoqr	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Northern Ireland	24	15	9	-	-	-	24	-	-	-	-	-	-	-	-	-	-	-	24
	2%	*2%*	*4%*	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijk lmnopq
GOVERNMENT REGIONS																			
North East	48	48	-	48	-	-	-	48	-	-	-	-	-	-	-	-	-	-	-
	5%	6%b	-	5%d	-	-	-	100%hijkl mnopqr	-	-	-	-	-	-	-	-	-	-	-
North West	117	117	-	117	-	-	-	-	117	-	-	-	-	-	-	-	-	-	-
	11%	14%b	-	13%def	-	-	-	-	100%gijklmn opqr	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	71	41	30	71	-	-	-	-	-	71	-	-	-	-	-	-	-	-	-
	7%	*5%*	14%a	8%def	-	-	-	-	-	100%ghjklm nopqr	-	-	-	-	-	-	-	-	-
East Midlands	73	41	32	73	-	-	-	-	-	-	73	-	-	-	-	-	-	-	-
	7%	*5%*	15%a	8%def	-	-	-	-	-	-	100%ghiklm nopqr	-	-	-	-	-	-	-	-
West Midlands	88	64	24	88	-	-	-	-	-	-	-	88	-	-	-	-	-	-	-
	8%	*8%*	*11%*	10%def	-	-	-	-	-	-	-	100%ghijl mnopqr	-	-	-	-	-	-	-
East of England	108	59	49	108	-	-	-	-	-	-	-	-	108	-	-	-	-	-	-
	10%	*7%*	23%a	12%def	-	-	-	-	-	-	-	-	100%ghijk mnopqr	-	-	-	-	-	-
London	138	138	-	138	-	-	-	-	-	-	-	-	-	138	-	-	-	-	-
	13%	17%b	-	16%def	-	-	-	-	-	-	-	-	-	100%ghijk lnopqr	-	-	-	-	-
South East	155	139	16	155	-	-	-	-	-	-	-	-	-	-	155	-	-	-	-
	15%	17%b	*8%*	18%def	-	-	-	-	-	-	-	-	-	-	100%ghijk lmopqr	-	-	-	-
South West	79	49	29	79	-	-	-	-	-	-	-	-	-	-	-	79	-	-	-
	8%	*6%*	14%a	9%def	-	-	-	-	-	-	-	-	-	-	-	100%ghijk lmnpqr	-	-	-

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
Wales	52	44	8	-	-	52	-	-	-	-	-	-	-	-	-	-	52	-	-
	5%	*5%*	*4%*	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnoqr	-	-
Scotland	88	73	15	-	88	-	-	-	-	-	-	-	-	-	-	-	-	88	-
	9%	*9%*	*7%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnopr	-
Northern Ireland	24	15	9	-	-	-	24	-	-	-	-	-	-	-	-	-	-	-	24
	2%	*2%*	*4%*	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijk lmnopq
Q.1\2 PHONES OWN																			
Mobile (any)	880	694	185	752	61	43	23	41	98	56	69	79	93	117	133	66	43	61	23
	85%	*84%*	*88%*	86%d	*69%*	*84%*	97%cde	*85%*	84%q	*79%*	95%himq	90%q	86%q	84%q	86%q	*84%*	*84%*	*69%*	97%hilmn opq
Landline	709	553	156	602	51	39	17	31	76	53	50	52	81	75	123	63	39	51	17
	68%	*67%*	*74%*	*69%*	*57%*	*75%*	*73%*	*64%*	*65%*	74%mq	*68%*	*59%*	75%kmq	*54%*	79%hkmq	79%kmq	75%m	*57%*	73%m
Mobile & Landline	603	467	136	511	40	34	17	25	60	43	46	47	68	63	106	54	34	40	17
	58%	*56%*	*64%*	58%d	*46%*	65%d	72%cd	*52%*	*51%*	*61%*	63%mq	*53%*	63%mq	*45%*	68%hkmq	69%hmq	65%mq	*46%*	72%hkmq
Mobile only	277	228	49	240	21	10	6	15	38	13	23	32	25	54	27	12	10	21	6
	27%	*27%*	*23%*	*27%*	*24%*	*19%*	*26%*	*32%*	32%no	*18%*	32%no	37%inop	*23%*	39%ilno pq	*18%*	*15%*	*19%*	*24%*	*26%*
Landline only	106	86	20	91	10	5	*	6	16	9	4	5	13	13	17	8	5	10	*
	10%	*10%*	*10%*	10%f	*12%*	*10%*	*1%*	*12%*	13%r	13%r	*5%*	*6%*	12%r	*9%*	11%r	*11%*	*10%*	*12%*	*1%*
PAY TV SERVICE																			
Sky	405	332	73	327	38	26	14	16	47	23	20	25	53	55	65	24	26	38	14
	39%	*40%*	*35%*	*37%*	*43%*	*49%*	61%cd	*33%*	*40%*	*33%*	*28%*	*28%*	49%jko	*39%*	42%jk	*30%*	49%jko	*43%*	61%ghijk mnoq
Virgin Media	153	119	34	135	8	9	1	9	16	11	17	13	19	14	19	18	9	8	1
	15%	*14%*	*16%*	15%f	*9%*	*18%*	*5%*	*18%*	*14%*	*16%*	23%mqr	*15%*	17%r	*10%*	*12%*	23%mqr	*18%*	*9%*	*5%*
Other	480	377	103	421	34	18	7	26	63	42	38	44	34	54	77	43	18	34	7
	46%	*45%*	*49%*	48%f	*39%*	*35%*	*28%*	54%lr	54%lmpr	59%lmpqr	53%lr	50%lr	*32%*	*39%*	49%lr	54%lpr	*35%*	*39%*	*28%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
TV																			
ANY SATELLITE	440	361	79	356	43	27	15	20	54	26	24	27	53	60	69	25	27	43	15
	42%	*44%*	*37%*	*41%*	*48%*	*52%*	62%c	*41%*	46%k	*36%*	*33%*	*30%*	49%jko	*43%*	44%k	*32%*	52%jko	48%k	62%ijkmno
ANY FREEVIEW INC. YOUVIEW	396	312	85	346	27	17	5	21	50	37	33	36	32	40	58	40	17	27	5
	38%	*38%*	*40%*	40%f	*31%*	*33%*	*23%*	43%r	43%mr	52%lmqr	45%lmr	41%r	*29%*	*29%*	*37%*	51%lmqr	*33%*	*31%*	*23%*
ANY FREEVIEW EXC. YOUVIEW	391	309	82	342	27	17	5	21	49	37	32	35	32	40	58	40	17	27	5
	38%	*37%*	*39%*	39%f	*30%*	*33%*	*23%*	43%r	42%r	52%lmqr	43%mr	40%r	*29%*	*29%*	*37%*	51%lmqr	*33%*	*30%*	*23%*
ANY IPTV	57	45	12	53	2	1	1	2	9	4	5	5	1	9	14	5	1	2	1
	5%	*5%*	*6%*	*6%*	*3%*	*1%*	*4%*	*5%*	8%l	*6%*	*7%*	*5%*	*1%*	*6%*	9%l	*6%*	*1%*	*3%*	*4%*
ANY PAY TV	609	491	118	509	48	36	17	27	71	38	41	42	72	75	96	46	36	48	17
	59%	*59%*	*56%*	*58%*	*54%*	*69%*	*70%*	*55%*	*61%*	*54%*	*56%*	*48%*	67%k	*54%*	62%k	*59%*	69%k	*54%*	70%k
ANY FTA	415	327	87	362	30	17	6	24	54	39	34	36	32	43	61	40	17	30	6
	40%	*39%*	*41%*	41%f	*34%*	*33%*	*24%*	49%lmr	46%lmr	55%lmnpqr	46%lmr	42%r	*29%*	*31%*	*39%*	51%lmqr	*33%*	*34%*	*24%*
ANY TV SERVICE	978	777	201	828	78	51	22	46	117	70	69	81	103	119	147	76	51	78	22
	94%	*94%*	*95%*	95%d	*88%*	*98%*	*93%*	*96%*	100%jkmnoqr	98%mq	*95%*	*92%*	96%m	*86%*	95%m	96%m	98%m	*88%*	*93%*
INTERNET																			
FIXED BROADBAND AT HOME	840	667	174	713	68	40	19	37	80	59	59	63	99	127	130	58	40	68	19
	81%	*80%*	*82%*	*81%*	*77%*	*77%*	*81%*	*76%*	*68%*	84%h	*81%*	*72%*	92%ghjk opqr	92%ghjk opqr	84%hk	*74%*	*77%*	*77%*	*81%*
ANY WIFI ACCESS	839	665	174	711	68	40	19	36	79	57	61	63	99	127	130	58	40	68	19
	81%	*80%*	*83%*	*81%*	*77%*	*77%*	*81%*	*75%*	*68%*	*81%*	83%h	*72%*	92%ghik opqr	92%ghik opqr	84%hk	*74%*	*77%*	*77%*	*81%*
ANY WIRED (ETHERNET) ACCESS	340	249	90	303	20	7	9	11	28	33	23	32	47	35	75	20	7	20	9
	33%	*30%*	43%a	35%e	*23%*	*14%*	37%e	*23%*	*24%*	46%ghmopq	31%p	36%p	44%ghmopq	*25%*	48%ghjmopq	*25%*	*14%*	*23%*	37%p
ANY MOBILE (3G/4G) ACCESS	554	434	120	477	34	26	18	17	50	35	43	45	65	80	106	36	26	34	18
	53%	*52%*	*57%*	54%d	*39%*	*50%*	75%cde	*34%*	*43%*	*50%*	58%gq	*51%*	60%ghq	58%ghq	69%ghikopq	*45%*	*50%*	*39%*	75%ghikmopq

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	1040	824	216	842	82	51	65	43	117	71	71	91	97	125	147	80	51	82	65
Weighted Base	1040	829	211	876	88*	52*	24*	48*	117*	71*	73*	88*	108*	138	155	79*	52*	88*	24*
INTERNET ACCESS AT HOME	866	685	181	733	71	42	19	37	86	60	63	67	101	130	132	58	42	71	19
	83%	*83%*	*86%*	*84%*	*81%*	*80%*	*82%*	*77%*	*74%*	*85%*	*86%*	*76%*	94%ghko pqr	94%ghkn opqr	85%h	*74%*	*80%*	*81%*	*82%*
INTERNET ACCESS OUTSIDE OF HOME	505	399	106	437	27	25	17	19	42	39	30	35	55	78	104	35	25	27	17
	49%	*48%*	*50%*	50%d	*30%*	*47%*	70%cde	*39%*	*36%*	55%hq	*41%*	*40%*	51%hq	57%hjkq	67%ghjk lopq	*45%*	*47%*	*30%*	70%ghjkl opq

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
GENDER									
Male	505	432	326	282	149	43	197	78	217
	49%	*49%*	*46%*	*47%*	54%be	*41%*	*49%*	*51%*	*45%*
Female	535	448	383	320	128	63	208	75	263
	51%	*51%*	54%d	*53%*	*46%*	59%d	*51%*	*49%*	*55%*
AGE									
16-24	149	139	73	71	68	2	55	23	63
	14%	16%bce	10%e	12%e	25%abce	*2%*	*14%*	*15%*	*13%*
25-34	197	179	110	102	76	8	89	19	77
	19%	20%be	16%e	17%e	28%abce	*7%*	22%gh	*12%*	*16%*
35-44	161	150	115	111	39	5	68	21	63
	15%	17%e	16%e	18%e	14%e	*4%*	*17%*	*14%*	*13%*
45-54	196	168	142	125	43	17	84	35	82
	19%	*19%*	*20%*	*21%*	*16%*	*16%*	*21%*	*23%*	*17%*
55-64	134	110	99	87	24	13	61	21	60
	13%	*13%*	14%d	14%d	*9%*	*12%*	*15%*	*14%*	*13%*
65-74	119	92	98	76	16	22	33	24	70
	11%	10%d	14%d	13%d	*6%*	21%acd	*8%*	16%f	15%f
75+	86	41	71	31	10	40	15	9	65
	8%	*5%*	10%acd	*5%*	*4%*	38%abcd	*4%*	*6%*	14%fg
SOCIAL GRADE									
AB	194	169	154	135	35	19	90	23	89
	19%	19%d	22%d	22%d	*12%*	*18%*	*22%*	*15%*	*19%*
C1	322	293	229	213	80	16	113	70	132
	31%	33%e	32%e	35%e	29%e	*15%*	*28%*	46%fh	*28%*
C2	220	186	147	124	63	24	100	29	88
	21%	*21%*	*21%*	*21%*	*23%*	*22%*	25%h	*19%*	*18%*
DE	304	230	179	131	99	48	102	32	170
	29%	*26%*	*25%*	*22%*	36%abc	45%abc	*25%*	*21%*	35%fg

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
MARITAL STATUS									
Married\Living as married	543	471	415	361	110	54	245	94	213
	52%	54%d	59%d	60%ad	*40%*	*51%*	60%h	61%h	*44%*
Single	327	284	167	151	133	16	115	35	156
	31%	32%bce	*24%*	25%e	48%abce	*15%*	*28%*	*23%*	32%g
Widow\Divorced\Separated	170	124	126	90	34	36	46	24	111
	16%	*14%*	*18%*	*15%*	*12%*	34%abcd	*11%*	*16%*	23%f
WORKING STATUS									
Working	537	490	373	344	146	29	231	82	218
	52%	56%e	53%e	57%e	53%e	*27%*	57%h	*54%*	*45%*
Not working	503	390	336	259	131	78	174	71	262
	48%	*44%*	*47%*	*43%*	*47%*	73%abcd	*43%*	*46%*	55%f
CHILDREN IN HOUSEHOLD									
Any	307	279	218	203	76	15	162	46	101
	30%	32%e	31%e	34%e	27%e	*14%*	40%h	30%h	*21%*
None	733	601	491	400	201	92	243	107	378
	70%	*68%*	*69%*	*66%*	*73%*	86%abcd	*60%*	*70%*	79%fg
ADULTS IN HOUSEHOLD									
1	285	211	166	122	89	44	81	24	176
	27%	*24%*	*23%*	*20%*	32%abc	41%abc	*20%*	*16%*	37%fg
2	492	431	360	317	114	43	213	80	195
	47%	49%d	51%d	53%de	*41%*	*41%*	52%h	53%h	*41%*
3	160	138	112	95	43	18	66	33	71
	15%	*16%*	*16%*	*16%*	*16%*	*16%*	*16%*	*21%*	*15%*
4	71	71	54	54	17	-	34	10	31
	7%	8%e	8%e	9%e	6%e	-	*8%*	*7%*	*7%*
5+	31	29	17	15	14	2	12	5	7
	3%	*3%*	*2%*	*3%*	*5%*	*2%*	*3%*	*4%*	*1%*
HOUSEHOLD SIZE									
1	238	167	140	96	71	44	55	20	156
	23%	*19%*	*20%*	*16%*	25%ac	41%abcd	*13%*	*13%*	33%fg

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
2	317	270	227	193	77	34	132	46	145
	31%	*31%*	*32%*	*32%*	*28%*	*32%*	*32%*	*30%*	*30%*
3	201	178	129	114	64	15	80	31	84
	19%	*20%*	*18%*	*19%*	*23%*	*14%*	*20%*	*20%*	*18%*
4	181	166	144	132	34	12	93	38	58
	17%	19%d	20%de	22%de	*12%*	*11%*	23%h	25%h	*12%*
5+	103	99	69	68	31	2	46	17	36
	10%	11%e	10%e	11%e	11%e	*2%*	*11%*	*11%*	*8%*
AREA									
Urban	829	694	553	467	228	86	332	119	377
	80%	*79%*	*78%*	*77%*	*82%*	*81%*	*82%*	*78%*	*79%*
Rural	211	185	156	136	49	20	73	34	103
	20%	*21%*	*22%*	*23%*	*18%*	*19%*	*18%*	*22%*	*21%*
COUNTRY									
England	876	752	602	511	240	91	327	135	421
	84%	*85%*	*85%*	*85%*	*87%*	*85%*	*81%*	*88%*	88%f
Scotland	88	61	51	40	21	10	38	8	34
	9%	*7%*	*7%*	*7%*	*8%*	*10%*	*9%*	*5%*	*7%*
Wales	52	43	39	34	10	5	26	9	18
	5%	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*6%*	*4%*
Northern Ireland	24	23	17	17	6	*	14	1	7
	2%	*3%*	*2%*	*3%*	*2%*	*	*4%*	*1%*	*1%*
GOVERNMENT REGIONS									
North East	48	41	31	25	15	6	16	9	26
	5%	*5%*	*4%*	*4%*	*6%*	*5%*	*4%*	*6%*	*5%*
North West	117	98	76	60	38	16	47	16	63
	11%	*11%*	*11%*	*10%*	*14%*	*15%*	*12%*	*11%*	*13%*
Yorkshire and The Humber	71	56	53	43	13	9	23	11	42
	7%	*6%*	*7%*	*7%*	*5%*	*9%*	*6%*	*7%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
East Midlands	73	69	50	46	23	4	20	17	38
	7%	*8%*	*7%*	*8%*	*8%*	*4%*	*5%*	11%f	*8%*
West Midlands	88	79	52	47	32	5	25	13	44
	8%	*9%*	*7%*	*8%*	12%b	*5%*	*6%*	*8%*	*9%*
East of England	108	93	81	68	25	13	53	19	34
	10%	*11%*	*11%*	*11%*	*9%*	*12%*	13%h	*12%*	*7%*
London	138	117	75	63	54	13	55	14	54
	13%	*13%*	*11%*	*10%*	20%abc	*12%*	*13%*	*9%*	*11%*
South East	155	133	123	106	27	17	65	19	77
	15%	15%d	17%d	18%d	*10%*	*16%*	*16%*	*12%*	*16%*
South West	79	66	63	54	12	8	24	18	43
	8%	*8%*	9%d	9%d	*4%*	*8%*	*6%*	12%f	*9%*
Wales	52	43	39	34	10	5	26	9	18
	5%	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*6%*	*4%*
Scotland	88	61	51	40	21	10	38	8	34
	9%	*7%*	*7%*	*7%*	*8%*	*10%*	*9%*	*5%*	*7%*
Northern Ireland	24	23	17	17	6	*	14	1	7
	2%	*3%*	*2%*	*3%*	*2%*	*	*4%*	*1%*	*1%*
Q.1\2 PHONES OWN									
Mobile (any)	880	880	603	603	277	-	349	142	392
	85%	100%be	85%e	100%be	100%be	-	*86%*	93%h	*82%*
Landline	709	603	709	603	-	106	301	121	320
	68%	69%d	100%ad	100%ad	-	100%ad	74%h	79%h	*67%*
Mobile & Landline	603	603	603	603	-	-	261	112	260
	58%	69%de	85%ade	100%abde	-	-	64%h	73%h	*54%*
Mobile only	277	277	-	-	277	-	88	30	132
	27%	31%bce	-	-	100%abce	-	*22%*	*19%*	*28%*
Landline only	106	-	106	-	-	106	40	9	60
	10%	-	15%acd	-	-	100%abcd	*10%*	*6%*	13%g

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
PAY TV SERVICE									
Sky	405	349	301	261	88	40	405	3	37
	39%	40%d	42%d	43%d	*32%*	*38%*	100%gh	*2%*	8%g
Virgin Media	153	142	121	112	30	9	3	153	20
	15%	16%de	17%de	19%de	*11%*	*8%*	*1%*	100%fh	4%f
Other	480	392	320	260	132	60	37	20	480
	46%	*45%*	*45%*	*43%*	*48%*	57%abc	*9%*	*13%*	100%fg
TV									
ANY SATELLITE	440	379	319	277	103	43	405	3	72
	42%	*43%*	45%d	46%d	*37%*	*40%*	100%gh	*2%*	15%g
ANY FREEVIEW INC. YOUVIEW	396	323	265	214	108	51	33	20	396
	38%	*37%*	*37%*	*36%*	*39%*	48%ac	*8%*	*13%*	83%fg
ANY FREEVIEW EXC. YOUVIEW	391	318	263	213	105	51	33	20	391
	38%	*36%*	*37%*	*35%*	*38%*	48%abc	*8%*	*13%*	82%fg
ANY IPTV	57	49	44	39	10	5	4	-	57
	5%	*6%*	*6%*	*7%*	*4%*	*5%*	*1%*	-	12%fg
ANY PAY TV	609	533	461	407	126	54	405	153	110
	59%	61%d	65%de	68%ade	*46%*	*51%*	100%h	100%h	*23%*
ANY FTA	415	337	275	223	114	53	33	20	415
	40%	*38%*	*39%*	*37%*	*41%*	49%abc	*8%*	*13%*	86%fg
ANY TV SERVICE	978	828	688	583	245	104	405	153	480
	94%	94%d	97%ad	97%ad	*88%*	98%d	*100%*	*100%*	*100%*
INTERNET									
FIXED BROADBAND AT HOME	840	750	599	542	209	57	363	138	341
	81%	85%de	84%de	90%abde	75%e	*54%*	90%h	91%h	*71%*
ANY WIFI ACCESS	839	749	597	540	209	57	362	137	342
	81%	85%de	84%de	90%abde	76%e	*54%*	89%h	90%h	*71%*
ANY WIRED (ETHERNET) ACCESS	340	325	239	229	96	10	142	53	147
	33%	37%e	34%e	38%e	35%e	*10%*	*35%*	*35%*	*31%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		Q.1\2\3 PHONES OWN					PAY TV SERVICE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (f)	Virgin Media (g)	Other (h)
Unweighted Base	1040	861	713	592	269	121	397	148	496
Weighted Base	1040	880	709	603	277	106*	405	153	480
ANY MOBILE (3G/4G) ACCESS	554	528	392	376	152	16	234	93	234
	53%	60%e	55%e	62%be	55%e	*15%*	58%h	61%h	*49%*
INTERNET ACCESS AT HOME	866	775	604	547	228	57	369	138	359
	83%	88%de	85%e	91%bde	82%e	*54%*	91%h	91%h	*75%*
INTERNET ACCESS OUTSIDE OF HOME	505	480	356	342	139	14	219	81	206
	49%	55%e	50%e	57%be	50%e	*14%*	54%h	53%h	*43%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h
*** small base**

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
GENDER														
Male	505	220	171	166	28	296	180	464	416	414	175	284	430	258
	49%	50%c	*43%*	*42%*	*48%*	*49%*	*44%*	*47%*	*49%*	*49%*	*52%*	*51%*	*50%*	*51%*
Female	535	221	225	225	29	312	234	514	425	425	164	270	436	247
	51%	*50%*	*57%*	58%a	*52%*	*51%*	*56%*	*53%*	*51%*	*51%*	*48%*	*49%*	*50%*	*49%*
AGE														
16-24	149	61	52	52	6	85	57	130	135	139	72	113	143	112
	14%	*14%*	*13%*	*13%*	*11%*	*14%*	*14%*	*13%*	*16%*	*17%*	*21%*	*20%*	*16%*	22%hil
25-34	197	92	62	58	13	119	59	175	183	183	69	147	190	132
	19%	21%cf	*16%*	*15%*	*23%*	20%f	*14%*	*18%*	*22%*	*22%*	*20%*	*26%*	*22%*	*26%*
35-44	161	76	42	42	13	100	48	149	144	144	65	115	149	103
	15%	17%bcf	*11%*	*11%*	22%bcf	16%bcf	*11%*	15%bc	*17%*	*17%*	*19%*	*21%*	*17%*	*20%*
45-54	196	94	62	62	10	129	70	190	175	173	76	103	177	95
	19%	21%b	*16%*	*16%*	*18%*	21%b	*17%*	*19%*	*21%*	*21%*	*22%*	*19%*	*20%*	*19%*
55-64	134	63	58	58	3	83	58	130	102	101	32	43	103	42
	13%	*14%*	*15%*	*15%*	*6%*	*14%*	*14%*	*13%*	12%k	12%k	*9%*	*8%*	12%k	*8%*
65-74	119	35	63	63	5	61	66	117	69	68	17	29	71	17
	11%	*8%*	16%ae	16%ae	*8%*	*10%*	16%ae	12%a	8%m	8%m	*5%*	*5%*	8%m	*3%*
75+	86	18	57	57	7	32	57	85	32	31	9	5	32	4
	8%	*4%*	14%aeg	14%aeg	12%a	*5%*	14%aeg	9%ae	4%km	4%km	3%m	*1%*	4%km	*1%*
SOCIAL GRADE														
AB	194	95	75	73	14	125	74	188	179	177	83	118	181	110
	19%	*21%*	*19%*	*19%*	*24%*	*20%*	*18%*	*19%*	*21%*	*21%*	*24%*	*21%*	*21%*	*22%*
C1	322	120	110	110	12	192	115	292	295	293	140	216	296	207
	31%	*27%*	*28%*	*28%*	*21%*	*31%*	*28%*	*30%*	*35%*	*35%*	41%l	*39%*	*34%*	41%il
C2	220	112	67	67	13	141	74	208	181	181	61	114	185	96
	21%	25%bcf	*17%*	*17%*	*23%*	23%bc	*18%*	*21%*	*22%*	*22%*	*18%*	*21%*	*21%*	*19%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
DE	304	114	144	142	19	151	151	290	185	188	56	107	204	92
	29%	*26%*	36%aeg	36%aeg	*33%*	*25%*	36%aeg	*30%*	*22%*	22%j	*16%*	*19%*	24%jm	*18%*
MARITAL STATUS														
Married\Living as married	543	260	165	162	35	368	173	519	482	480	203	318	486	284
	52%	59%bcf	*42%*	*41%*	62%bcf	61%bcfg	*42%*	53%bcf	*57%*	*57%*	*60%*	*57%*	*56%*	*56%*
Single	327	131	130	128	15	163	138	291	265	266	105	197	285	182
	31%	*30%*	*33%*	*33%*	*26%*	*27%*	33%e	*30%*	*32%*	*32%*	*31%*	*36%*	*33%*	*36%*
Widow\Divorced\Separated	170	49	101	101	7	77	103	168	93	93	32	39	95	39
	16%	*11%*	25%adeg	26%adeg	*12%*	*13%*	25%adeg	17%ae	11%k	11%k	*9%*	*7%*	11%k	*8%*
WORKING STATUS														
Working	537	250	167	165	37	349	177	505	497	499	221	363	508	345
	52%	57%bcf	*42%*	*42%*	66%bcf	57%bcfg	*43%*	52%bcf	*59%*	*59%*	*65%*	65%hil	*59%*	68%hil
Not working	503	190	229	227	20	260	238	473	343	340	119	191	358	160
	48%	*43%*	58%adeg	58%adeg	*34%*	*43%*	57%adeg	48%e	41%km	41%km	*35%*	*35%*	41%km	*32%*
CHILDREN IN HOUSEHOLD														
Any	307	171	72	70	21	228	75	292	287	287	124	233	294	210
	30%	39%bcfg	*18%*	*18%*	36%bcf	37%bcfg	*18%*	30%bcf	*34%*	*34%*	*36%*	42%hil	*34%*	42%hil
None	733	270	325	321	36	381	340	687	554	552	216	321	572	295
	70%	*61%*	82%adeg	82%adeg	*64%*	*63%*	82%adeg	70%ae	66%km	66%km	*64%*	*58%*	66%km	*58%*
ADULTS IN HOUSEHOLD														
1	285	94	158	158	11	117	165	269	173	173	57	98	189	85
	27%	*21%*	40%adeg	40%adeg	*19%*	*19%*	40%adeg	28%ae	*21%*	*21%*	*17%*	*18%*	*22%*	*17%*
2	492	223	158	157	25	317	161	467	418	415	174	288	424	251
	47%	51%bcf	*40%*	*40%*	*45%*	52%bcf	*39%*	48%bcf	*50%*	*49%*	*51%*	*52%*	*49%*	*50%*
3	160	73	56	53	9	106	61	154	151	151	69	100	153	101
	15%	*17%*	*14%*	*14%*	*17%*	*17%*	*15%*	*16%*	*18%*	*18%*	*20%*	*18%*	*18%*	*20%*
4	71	36	20	20	10	50	23	65	68	69	30	46	69	44
	7%	*8%*	*5%*	*5%*	17%abcefg	*8%*	*5%*	*7%*	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
5+	31	14	3	3	1	18	6	23	30	30	10	23	31	23
	3%	3%bc	*1%*	*1%*	*2%*	3%bc	*1%*	*2%*	*4%*	*4%*	*3%*	*4%*	*4%*	*5%*
HOUSEHOLD SIZE														
1	238	64	144	144	9	84	148	225	133	133	45	63	144	52
	23%	*15%*	36%adeg	37%adeg	*16%*	*14%*	36%adeg	23%ae	16%km	16%km	*13%*	*11%*	17%km	*10%*
2	317	138	123	123	14	190	128	302	247	243	93	150	255	135
	31%	*31%*	*31%*	*31%*	*25%*	*31%*	*31%*	*31%*	*29%*	*29%*	*27%*	*27%*	*29%*	*27%*
3	201	87	67	64	11	122	71	184	187	189	82	140	190	130
	19%	*20%*	*17%*	*16%*	*19%*	*20%*	*17%*	*19%*	*22%*	*23%*	*24%*	*25%*	*22%*	*26%*
4	181	96	43	42	12	138	44	174	174	175	87	126	176	121
	17%	22%bcf	*11%*	*11%*	22%bcf	23%bcfg	*11%*	18%bcf	*21%*	*21%*	*26%*	*23%*	*20%*	*24%*
5+	103	54	18	18	11	75	24	93	99	99	33	75	101	66
	10%	12%bcf	*5%*	*5%*	19%bcfg	12%bcf	*6%*	10%bcf	*12%*	*12%*	*10%*	*13%*	*12%*	*13%*
AREA														
Urban	829	361	312	309	45	491	327	777	667	665	249	434	685	399
	80%	*82%*	*79%*	*79%*	*79%*	*81%*	*79%*	*79%*	79%j	*79%*	*73%*	*78%*	*79%*	*79%*
Rural	211	79	85	82	12	118	87	201	174	174	90	120	181	106
	20%	*18%*	*21%*	*21%*	*21%*	*19%*	*21%*	*21%*	*21%*	*21%*	27%h	*22%*	*21%*	*21%*
COUNTRY														
England	876	356	346	342	53	509	362	828	713	711	303	477	733	437
	84%	*81%*	87%a	87%a	93%a	*84%*	87%a	*85%*	*85%*	*85%*	*89%*	*86%*	*85%*	*87%*
Scotland	88	43	27	27	2	48	30	78	68	68	20	34	71	27
	9%	*10%*	*7%*	*7%*	*4%*	*8%*	*7%*	*8%*	*8%*	*8%*	*6%*	*6%*	*8%*	*5%*
Wales	52	27	17	17	1	36	17	51	40	40	7	26	42	25
	5%	*6%*	*4%*	*4%*	*1%*	*6%*	*4%*	*5%*	*5%*	*5%*	*2%*	*5%*	*5%*	*5%*
Northern Ireland	24	15	5	5	1	17	6	22	19	19	9	18	19	17
	2%	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
GOVERNMENT REGIONS														
North East	48	20	21	21	2	27	24	46	37	36	11	17	37	19
	5%	*4%*	*5%*	*5%*	*4%*	*4%*	*6%*	*5%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
North West	117	54	50	49	9	71	54	117	80	79	28	50	86	42
	11%	*12%*	*13%*	*12%*	*16%*	*12%*	*13%*	*12%*	*9%*	*9%*	*8%*	*9%*	*10%*	*8%*
Yorkshire and The Humber	71	26	37	37	4	38	39	70	59	57	33	35	60	39
	7%	*6%*	*9%*	*9%*	*7%*	*6%*	*9%*	*7%*	*7%*	*7%*	*10%*	*6%*	*7%*	*8%*
East Midlands	73	24	33	32	5	41	34	69	59	61	23	43	63	30
	7%	*5%*	*8%*	*8%*	*8%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*
West Midlands	88	27	36	35	5	42	36	81	63	63	32	45	67	35
	8%	*6%*	*9%*	*9%*	*8%*	*7%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*8%*	*7%*
East of England	108	53	32	32	1	72	32	103	99	99	47	65	101	55
	10%	12%d	*8%*	*8%*	*2%*	12%df	*8%*	11%d	*12%*	*12%*	*14%*	*12%*	*12%*	*11%*
London	138	60	40	40	9	75	43	119	127	127	35	80	130	78
	13%	*14%*	*10%*	*10%*	*15%*	*12%*	*10%*	*12%*	15%j	15%j	*10%*	*14%*	*15%*	16%j
South East	155	69	58	58	14	96	61	147	130	130	75	106	132	104
	15%	*16%*	*15%*	*15%*	*24%*	*16%*	*15%*	*15%*	*16%*	*16%*	22%hil	*19%*	*15%*	21%hil
South West	79	25	40	40	5	46	40	76	58	58	20	36	58	35
	8%	*6%*	10%a	10%a	*8%*	*8%*	10%a	*8%*	*7%*	*7%*	*6%*	*6%*	*7%*	*7%*
Wales	52	27	17	17	1	36	17	51	40	40	7	26	42	25
	5%	*6%*	*4%*	*4%*	*1%*	*6%*	*4%*	*5%*	*5%*	*5%*	*2%*	*5%*	*5%*	*5%*
Scotland	88	43	27	27	2	48	30	78	68	68	20	34	71	27
	9%	*10%*	*7%*	*7%*	*4%*	*8%*	*7%*	*8%*	*8%*	*8%*	*6%*	*6%*	*8%*	*5%*
Northern Ireland	24	15	5	5	1	17	6	22	19	19	9	18	19	17
	2%	*3%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Q.1\2 PHONES OWN														
Mobile (any)	880	379	323	318	49	533	337	828	750	749	325	528	775	480
	85%	*86%*	*81%*	*81%*	*87%*	88%bcf	*81%*	*85%*	*89%*	*89%*	96%hil	95%hil	*89%*	95%hil
Landline	709	319	265	263	44	461	275	688	599	597	239	392	604	356
	68%	*73%*	*67%*	*67%*	*78%*	76%bcfg	*66%*	*70%*	*71%*	*71%*	*70%*	*71%*	*70%*	*71%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
Mobile & Landline	603	277	214	213	39	407	223	583	542	540	229	376	547	342
	58%	63%bcf	*54%*	*54%*	69%f	67%bcfg	*54%*	*60%*	*64%*	*64%*	*67%*	*68%*	*63%*	*68%*
Mobile only	277	103	108	105	10	126	114	245	209	209	96	152	228	139
	27%	*23%*	27%e	27%e	*18%*	*21%*	28%e	*25%*	*25%*	*25%*	*28%*	*27%*	*26%*	*27%*
Landline only	106	43	51	51	5	54	53	104	57	57	10	16	57	14
	10%	*10%*	*13%*	*13%*	*9%*	*9%*	*13%*	*11%*	7%jkm	7%jkm	*3%*	*3%*	7%jkm	*3%*
PAY TV SERVICE														
Sky	405	405	33	33	4	405	33	405	363	362	142	234	369	219
	39%	92%bcdefg	*8%*	*8%*	*7%*	67%bcdfg	*8%*	41%bcdf	*43%*	*43%*	*42%*	*42%*	*43%*	*43%*
Virgin Media	153	3	20	20	-	153	20	153	138	137	53	93	138	81
	15%	*1%*	5%a	5%a	-	25%abcdfg	5%a	16%abcdf	*16%*	*16%*	*16%*	*17%*	*16%*	*16%*
Other	480	72	396	391	57	110	415	480	341	342	147	234	359	206
	46%	*16%*	100%aeg	100%aeg	100%aeg	*18%*	100%aeg	49%ae	*41%*	*41%*	*43%*	*42%*	*42%*	*41%*
TV														
ANY SATELLITE	440	440	41	41	5	407	64	440	390	387	151	256	398	239
	42%	100%bcdefg	*10%*	*10%*	*9%*	67%bcdfg	15%b	45%bcdf	*46%*	*46%*	*44%*	*46%*	*46%*	*47%*
ANY FREEVIEW INC. YOUVIEW	396	41	396	391	10	63	391	396	270	272	115	180	285	157
	38%	*9%*	100%adefg	100%adefg	*17%*	*10%*	94%adeg	41%ade	*32%*	*32%*	*34%*	*32%*	*33%*	*31%*
ANY FREEVIEW EXC. YOUVIEW	391	41	391	391	9	61	391	391	265	267	110	176	280	154
	38%	*9%*	99%adefg	100%abdefg	*15%*	*10%*	94%adeg	40%ade	*32%*	*32%*	*32%*	*32%*	*32%*	*30%*
ANY IPTV	57	5	10	9	57	57	9	57	54	54	25	40	54	36
	5%	*1%*	*2%*	*2%*	100%abcefg	9%abcfg	*2%*	6%abcf	*6%*	*6%*	*7%*	*7%*	*6%*	*7%*
ANY PAY TV	609	407	63	61	57	609	62	609	549	546	217	364	555	333
	59%	92%bcfg	*16%*	*16%*	100%abcfg	100%abcfg	*15%*	62%bcf	*65%*	*65%*	*64%*	*66%*	*64%*	*66%*
ANY FTA	415	64	391	391	9	62	415	415	281	283	116	188	298	167
	40%	*15%*	99%adeg	100%abdeg	*16%*	*10%*	100%abdeg	42%ade	*33%*	*34%*	*34%*	*34%*	*34%*	*33%*
ANY TV SERVICE	978	440	396	391	57	609	415	978	790	788	318	522	813	468
	94%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*94%*	*94%*	*94%*	*94%*	*94%*	*93%*

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA

Consumer Complaints Study - Wave 11 (QS9655 - 731310)

Q. Breaks x Breaks
Base: All adults UK

		TV							INTERNET					
	Total	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1040	432	417	412	54	594	435	986	786	783	318	516	812	463
Weighted Base	1040	440	396	391	57*	609	415	978	840	839	340	554	866	505
INTERNET														
FIXED BROADBAND AT HOME	840	390	270	265	54	549	281	790	840	835	330	524	840	480
	81%	88%bcfg	*68%*	*68%*	95%bcfg	90%bcfg	*68%*	81%bcf	100%jklm	100%jklm	*97%*	*94%*	97%k	*95%*
ANY WIFI ACCESS	839	387	272	267	54	546	283	788	835	839	329	527	838	484
	81%	88%bcfg	*69%*	*68%*	95%bcfg	90%bcfg	*68%*	81%bcf	99%jklm	100%hjklm	*97%*	*95%*	*97%*	*96%*
ANY WIRED (ETHERNET) ACCESS	340	151	115	110	25	217	116	318	330	329	340	270	335	304
	33%	*34%*	*29%*	*28%*	44%bcf	36%bcf	*28%*	*33%*	*39%*	*39%*	100%hiklm	49%hil	*39%*	60%hikl
ANY MOBILE (3G/4G) ACCESS	554	256	180	176	40	364	188	522	524	527	270	554	549	466
	53%	58%bcf	*45%*	*45%*	71%bcfg	60%bcfg	*45%*	53%bcf	*62%*	*63%*	79%hil	100%hijlm	*63%*	92%hijl
INTERNET ACCESS AT HOME	866	398	285	280	54	555	298	813	840	838	335	549	866	497
	83%	90%bcfg	*72%*	*72%*	95%bcfg	91%bcfg	*72%*	83%bcf	100%jkm	100%jm	*99%*	*99%*	100%jkm	*98%*
INTERNET ACCESS OUTSIDE OF HOME	505	239	157	154	36	333	167	468	480	484	304	466	497	505
	49%	54%bcfg	*40%*	*39%*	64%bcfg	55%bcfg	*40%*	48%bcf	*57%*	*58%*	89%hikl	84%hil	*57%*	100%hijkl

Fieldwork : 04/03/2015 - 08/03/2015 (Week 10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
*** small base**

KANTAR MEDIA