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## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	GENDER		AGE							SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6399	3108	3291	871	988	892	815	898	1074	861	1152	1587	1370	2290	2739	3660
Weighted Base	6399	3105	3294	899	1190	1060	961	1045	680	564	1312	1863	1330	1894	3175	3224
BT	1683	783	900	117	182	203	287	345	272	278	446	415	337	486	860	823
	26%	25%	27%	13%	15%	19%	30%	33%	40%	49%	34%	22%	25%	26%	27%	26%
		47%	53%	7%	11%	12%	17%	20%	16%	17%	26%	25%	20%	29%	51%	49%
Sky	1036	508	528	100	231	233	180	156	84	52	189	332	260	256	520	516
	16%	16%	16%	11%	19%	22%	19%	15%	12%	9%	14%	18%	20%	14%	16%	16%
		49%	51%	10%	22%	23%	17%	15%	8%	5%	18%	32%	25%	25%	50%	50%
TalkTalk	508	230	278	51	75	91	73	90	76	52	109	152	106	141	261	247
	8%	7%	8%	6%	6%	9%	8%	9%	11%	9%	8%	8%	8%	7%	8%	8%
		45%	55%	10%	15%	18%	14%	18%	15%	10%	21%	30%	21%	28%	51%	49%
Virgin Media	1036	513	523	117	195	194	173	191	107	59	245	309	240	241	555	481
	16%	17%	16%	13%	16%	18%	18%	18%	16%	11%	19%	17%	18%	13%	17%	15%
		49%	51%	11%	19%	19%	17%	18%	10%	6%	24%	30%	23%	23%	54%	46%
EE	194	98	96	33	34	35	30	32	14	14	43	59	38	53	102	91
	3%	3%	3%	4%	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%
		50%	50%	17%	18%	18%	16%	17%	7%	7%	22%	30%	20%	27%	53%	47%
Plusnet	148	67	80	14	24	20	31	30	19	10	49	37	21	40	86	62
	2%	2%	2%	2%	2%	2%	3%	3%	3%	2%	4%	2%	2%	2%	3%	2%
		46%	54%	10%	16%	13%	21%	20%	13%	7%	33%	25%	14%	27%	58%	42%
Post Media	85	41	44	3	13	7	6	17	15	25	12	20	13	40	32	53
	1%	1%	1%	*	1%	1%	1%	2%	2%	4%	1%	1%	1%	2%	1%	2%
		49%	51%	4%	15%	8%	7%	20%	18%	29%	14%	24%	15%	48%	38%	62%
Other	151	76	75	9	31	30	30	19	18	14	42	43	27	39	85	66
	2%	2%	2%	1%	3%	3%	3%	2%	3%	3%	3%	2%	2%	2%	3%	2%
		50%	50%	6%	21%	20%	20%	13%	12%	10%	28%	28%	18%	26%	57%	43%
Don't have a landline telephone\line rental service	1300	661	639	364	362	212	132	141	55	34	131	404	243	522	535	765
	20%	21%	19%	40%	30%	20%	14%	13%	8%	6%	10%	22%	18%	28%	17%	24%
		51%	49%	28%	28%	16%	10%	11%	4%	3%	10%	31%	19%	40%	41%	59%
Don't know	258	128	130	90	43	35	20	26	19	25	46	93	45	75	138	120
	4%	4%	4%	10%	4%	3%	2%	2%	3%	4%	3%	5%	3%	4%	4%	4%
		50%	50%	35%	17%	14%	8%	10%	7%	10%	18%	36%	17%	29%	54%	46%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6399	5030	1369	5340	569	305	185	258	727	553	454	554	595	806	857	536	305	569	185
Weighted Base	6399	5063	1336	5390	544	319	146	255	722	564	462	560	615	830	868	515	319	544	146
BT	1683 26%	1224 24%	460 34%	1367 25%	132 24%	115 36%	69 47%	37 15%	182 25%	112 20%	149 32%	130 23%	154 25%	189 23%	250 29%	163 32%	115 36%	132 24%	69 47%
		73%	27%	81%	8%	7%	4%	2%	11%	7%	9%	8%	9%	11%	15%	10%	7%	8%	4%
Sky	1036 16%	821 16%	216 16%	897 17%	78 14%	36 11%	25 17%	43 17%	118 16%	125 22%	79 17%	85 15%	90 15%	127 15%	153 18%	77 15%	36 11%	78 14%	25 17%
		79%	21%	87%	8%	3%	2%	4%	11%	12%	8%	8%	9%	12%	15%	7%	3%	8%	2%
TalkTalk	508 8%	389 8%	118 9%	424 8%	49 9%	28 9%	7 5%	20 8%	66 9%	39 7%	42 9%	43 8%	38 6%	65 8%	68 8%	43 8%	28 9%	49 9%	7 5%
		77%	23%	83%	10%	5%	1%	4%	13%	8%	8%	8%	8%	13%	13%	8%	5%	10%	1%
Virgin Media	1036 16%	899 18%	137 10%	914 17%	94 17%	21 6%	8 5%	62 24%	113 16%	86 15%	48 10%	128 23%	150 24%	156 19%	127 15%	45 9%	21 6%	94 17%	8 5%
		87%	13%	88%	9%	2%	1%	6%	11%	8%	5%	12%	14%	15%	12%	4%	2%	9%	1%
EE	194 3%	157 3%	37 3%	163 3%	13 2%	18 6%	-	5 2%	34 5%	13 2%	11 2%	13 2%	12 2%	30 4%	25 3%	20 4%	18 6%	13 2%	-
		81%	19%	84%	7%	9%	-	3%	17%	7%	6%	7%	6%	15%	13%	10%	9%	7%	-
Plusnet	148 2%	111 2%	36 3%	126 2%	7 1%	13 4%	1 1%	4 2%	19 3%	12 2%	17 4%	11 2%	13 2%	18 2%	18 2%	14 3%	13 4%	7 1%	1 1%
		75%	25%	85%	5%	9%	1%	3%	13%	8%	12%	7%	8%	12%	12%	10%	9%	5%	1%
Post Media	85 1%	64 1%	21 2%	68 1%	6 1%	9 3%	2 1%	6 2%	12 2%	13 2%	3 1%	7 1%	7 1%	2 *	9 1%	9 2%	9 3%	6 1%	2 1%
		76%	24%	80%	7%	11%	2%	7%	14%	16%	4%	8%	8%	2%	11%	10%	11%	7%	2%
Other	151 2%	112 2%	39 3%	119 2%	16 3%	14 5%	1 1%	2 1%	15 2%	11 2%	16 3%	11 2%	10 2%	17 2%	21 2%	17 3%	14 5%	16 3%	1 1%
		74%	26%	79%	11%	10%	1%	1%	10%	7%	11%	7%	7%	11%	14%	11%	10%	11%	1%
Don't have a landline telephone/line rental service	1300 20%	1070 21%	230 17%	1095 20%	127 23%	47 15%	31 21%	49 19%	138 19%	131 23%	77 17%	119 21%	121 20%	184 22%	175 20%	101 20%	47 15%	127 23%	31 21%
		82%	18%	84%	10%	4%	2%	4%	11%	10%	6%	9%	9%	14%	13%	8%	4%	10%	2%
Don't know	258 4%	216 4%	42 3%	216 4%	22 4%	18 6%	2 1%	27 10%	24 3%	22 4%	18 4%	14 2%	21 3%	42 5%	23 3%	26 5%	18 6%	22 4%	2 1%
		84%	16%	84%	9%	7%	1%	10%	9%	8%	7%	5%	8%	16%	9%	10%	7%	9%	1%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office
Unweighted Base	6399	5582	773	5546	853	4887	1809	985	531	978	189	143	99
Weighted Base	6399	5517	836	5784	615	4841	1683	1036	508	1036	194	148	85
BT	1683	1524	148	1422	262	1683	1683	-	-	-	-	-	-
	26%	28%	18%	25%	43%	35%	100%	-	-	-	-	-	-
		91%	9%	84%	16%	100%	100%	-	-	-	-	-	-
Sky	1036	894	140	1006	30	1036	-	1036	-	-	-	-	-
	16%	16%	17%	17%	5%	21%	-	100%	-	-	-	-	-
		86%	13%	97%	3%	100%	-	100%	-	-	-	-	-
TalkTalk	508	437	67	477	31	508	-	-	508	-	-	-	-
	8%	8%	8%	8%	5%	10%	-	-	100%	-	-	-	-
		86%	13%	94%	6%	100%	-	-	100%	-	-	-	-
Virgin Media	1036	858	174	981	55	1036	-	-	-	1036	-	-	-
	16%	16%	21%	17%	9%	21%	-	-	-	100%	-	-	-
		83%	17%	95%	5%	100%	-	-	-	100%	-	-	-
EE	194	169	25	190	3	194	-	-	-	-	194	-	-
	3%	3%	3%	3%	1%	4%	-	-	-	-	100%	-	-
		87%	13%	98%	2%	100%	-	-	-	-	100%	-	-
Plusnet	148	136	10	147	1	148	-	-	-	-	-	148	-
	2%	2%	1%	3%	*	3%	-	-	-	-	-	100%	-
		92%	7%	99%	1%	100%	-	-	-	-	-	100%	-
Post Media	85	79	5	60	25	85	-	-	-	-	-	-	85
	1%	1%	1%	1%	4%	2%	-	-	-	-	-	-	100%
		93%	6%	70%	30%	100%	-	-	-	-	-	-	100%
Other	151	136	15	138	13	151	-	-	-	-	-	-	-
	2%	2%	2%	2%	2%	3%	-	-	-	-	-	-	-
		90%	10%	91%	9%	100%	-	-	-	-	-	-	-
Don't have a landline telephone/line rental service	1300	1074	209	1130	170	-	-	-	-	-	-	-	-
	20%	19%	25%	20%	28%	-	-	-	-	-	-	-	-
		83%	16%	87%	13%	-	-	-	-	-	-	-	-
Don't know	258	211	43	234	25	-	-	-	-	-	-	-	-
	4%	4%	5%	4%	4%	-	-	-	-	-	-	-	-
		82%	17%	90%	10%	-	-	-	-	-	-	-	-

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER						
	Total mobile	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet	
Unweighted Base	6399	5689	1380	1257	474	597	428	853	83	262	5115	1270	234	1240	592	1280	197
Weighted Base	6399	5831	1434	1299	428	652	438	889	82	275	5307	1259	246	1313	587	1384	205
BT	1683 26%	1452 25% 86%	369 26% 22%	368 28% 22%	135 32% 8%	119 18% 7%	57 13% 3%	235 26% 14%	13 16% 1%	44 16% 3%	1404 26% 83%	1138 90% 68%	23 9% 1%	113 9% 7%	32 6% 2%	54 4% 3%	18 9% 1%
Sky	1036 16%	981 17% 95%	246 17% 24%	247 19% 24%	65 15% 6%	113 17% 11%	46 11% 4%	134 15% 13%	11 14% 1%	47 17% 5%	1008 19% 97%	11 1% 1%	4 1% *	984 75% 95%	4 1% *	3 * *	- - -
TalkTalk	508 8%	470 8% 93%	102 7% 20%	121 9% 24%	42 10% 8%	58 9% 11%	15 3% 3%	78 9% 15%	4 5% 1%	14 5% 3%	480 9% 95%	2 * *	1 * *	6 * 1%	467 80% 92%	2 * *	2 1% *
Virgin Media	1036 16%	985 17% 95%	203 14% 20%	186 14% 18%	66 15% 6%	108 17% 10%	235 54% 23%	129 14% 12%	13 16% 1%	26 10% 3%	976 18% 94%	4 * *	- - -	1 * *	1 * *	969 70% 94%	1 1% *
EE	194 3%	191 3% 99%	126 9% 65%	19 1% 10%	6 1% 3%	13 2% 6%	1 * *	16 2% 8%	1 2% 1%	9 3% 5%	188 4% 97%	2 * 1%	173 71% 90%	6 * 3%	1 * *	4 * 2%	- - -
Plusnet	148 2%	141 2% 95%	32 2% 22%	32 2% 22%	11 3% 8%	16 2% 11%	4 1% 3%	20 2% 13%	3 3% 2%	12 4% 8%	148 3% 100%	- - -	- - -	- - -	- - -	- - -	148 72% 100%
Post Media	85 1%	72 1% 84%	16 1% 18%	16 1% 18%	6 1% 7%	7 1% 8%	2 1% 3%	15 2% 18%	2 3% 3%	5 2% 6%	54 1% 63%	- - -	- * 3%	- - 3%	- - -	3 * 4%	1 1% 2%
Other	151 2%	137 2% 91%	24 2% 16%	23 2% 15%	8 2% 5%	9 1% 6%	3 1% 2%	33 4% 22%	1 2% 1%	9 3% 6%	139 3% 92%	2 * 1%	- * -	2 * 2%	3 * 2%	1 * 1%	2 1% 1%
Don't have a landline telephone/line rental service	1300 20%	1226 21% 94%	269 19% 21%	248 19% 19%	78 18% 6%	187 29% 14%	64 15% 5%	203 23% 16%	31 38% 2%	98 36% 8%	817 15% 63%	84 7% 6%	39 16% 3%	169 13% 13%	72 12% 6%	325 23% 25%	26 13% 2%
Don't know	258 4%	177 3% 69%	47 3% 18%	38 3% 15%	11 3% 4%	23 3% 9%	11 3% 4%	26 3% 10%	2 2% 1%	10 4% 4%	93 2% 36%	16 1% 6%	6 2% 2%	29 2% 11%	7 1% 3%	22 2% 9%	6 3% 2%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER					Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	BT	Sky	TalkTalk	Virgin Media	Fixed broadband internet
Unweighted Base	6399	3057	275	1624	176	878	659
Weighted Base	6399	3163	269	1678	168	935	696
BT	1683 26%	774 24%	248 92%	459 27%	4 2%	41 4%	169 24%
		46%	15%		*	2%	10%
Sky	1036 16%	841 27%	1 *	832 50%	1 1%	3 *	105 15%
		81%	*	80%	*	*	10%
TalkTalk	508 8%	214 7%	2 1%	60 4%	145 86%	3 *	93 13%
		42%	*	12%	29%	1%	18%
Virgin Media	1036 16%	793 25%	- -	37 2%	1 1%	744 80%	152 22%
		77%	-	4%	*	72%	15%
EE	194 3%	59 2%	2 1%	29 2%	1 1%	2 *	20 3%
		31%	1%	15%	1%	1%	10%
Plusnet	148 2%	25 1%	1 *	17 1%	- -	- -	16 2%
		17%	1%	11%	-	-	11%
Post Media	85 1%	21 1%	3 1%	14 1%	- -	- -	3 *
		25%	3%	16%	-	-	3%
Other	151 2%	41 1%	- -	26 2%	- -	3 *	17 2%
		27%	-	17%	-	2%	11%
Don't have a landline telephone/line rental service	1300 20%	317 10%	12 5%	153 9%	11 6%	122 13%	108 16%
		24%	1%	12%	1%	9%	8%
Don't know	258 4%	77 2%	2 1%	52 3%	5 3%	16 2%	14 2%
		30%	1%	20%	2%	6%	5%

## Reasons to Complain (QS0809 - 310549/310649/310550)

## Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	GENDER		AGE							SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6399	3108	3291	871	988	892	815	898	1074	861	1152	1587	1370	2290	2739	3660
Weighted Base	6399	3105	3294	899	1190	1060	961	1045	680	564	1312	1863	1330	1894	3175	3224
EE	1434	716	718	222	297	242	207	238	143	85	337	434	311	352	771	663
	22%	23%	22%	25%	25%	23%	22%	23%	21%	15%	26%	23%	23%	19%	24%	21%
		50%	50%	15%	21%	17%	14%	17%	10%	6%	24%	30%	22%	25%	54%	46%
giffgaff	275	135	140	76	76	38	36	33	8	7	30	87	55	103	116	158
	4%	4%	4%	8%	6%	4%	4%	3%	1%	1%	2%	5%	4%	5%	4%	5%
		49%	51%	28%	28%	14%	13%	12%	3%	3%	11%	32%	20%	38%	42%	58%
Q2	1299	618	681	175	269	257	203	214	115	64	260	411	266	362	671	628
	20%	20%	21%	20%	23%	24%	21%	20%	17%	11%	20%	22%	20%	19%	21%	19%
		48%	52%	14%	21%	20%	16%	16%	9%	5%	20%	32%	20%	28%	52%	48%
Tesco Mobile	428	200	229	55	47	46	69	90	71	51	71	99	91	168	170	259
	7%	6%	7%	6%	4%	4%	7%	9%	10%	9%	5%	5%	7%	9%	5%	8%
		47%	53%	13%	11%	11%	16%	21%	17%	12%	17%	23%	21%	39%	40%	60%
Three	652	336	316	119	170	152	99	66	38	8	139	194	148	171	333	320
	10%	11%	10%	13%	14%	14%	10%	6%	6%	1%	11%	10%	11%	9%	10%	10%
		52%	48%	18%	26%	23%	15%	10%	6%	1%	21%	30%	23%	26%	51%	49%
Virgin Mobile	438	216	223	44	64	61	83	103	53	32	92	133	94	120	225	213
	7%	7%	7%	5%	5%	6%	9%	10%	8%	6%	7%	7%	7%	6%	7%	7%
		49%	51%	10%	15%	14%	19%	23%	12%	7%	21%	30%	21%	27%	51%	49%
Vodafone	889	417	472	121	172	163	145	139	79	71	224	291	168	206	516	374
	14%	13%	14%	14%	14%	15%	15%	13%	12%	13%	17%	16%	13%	11%	16%	12%
		47%	53%	14%	19%	18%	16%	16%	9%	8%	25%	33%	19%	23%	58%	42%
Lycamobile	82	40	41	23	24	22	6	6	1	-	4	18	16	43	22	60
	1%	1%	1%	3%	2%	2%	1%	1%	*	-	*	1%	1%	2%	1%	2%
		49%	51%	28%	29%	27%	7%	8%	1%	-	5%	22%	20%	53%	27%	73%
Other	333	176	157	36	36	46	55	72	54	35	83	83	81	87	165	168
	5%	6%	5%	4%	3%	4%	6%	7%	8%	6%	6%	4%	6%	5%	5%	5%
		53%	47%	11%	11%	14%	17%	21%	16%	10%	25%	25%	24%	26%	50%	50%
Don't have a personal mobile	328	140	188	9	13	11	27	48	78	142	38	53	54	183	91	237
	5%	5%	6%	1%	1%	1%	3%	5%	11%	25%	3%	3%	4%	10%	3%	7%
		43%	57%	3%	4%	3%	8%	15%	24%	43%	12%	16%	16%	56%	28%	72%
Don't know	241	111	130	19	22	22	32	37	40	69	34	61	46	99	95	146
	4%	4%	4%	2%	2%	2%	3%	4%	6%	12%	3%	3%	3%	5%	3%	5%
		46%	54%	8%	9%	9%	13%	15%	16%	29%	14%	25%	19%	41%	39%	61%



## Reasons to Complain (QS0809 - 310549/310649/310550)

## Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	AREA			COUNTRY				GOVERNMENT REGIONS											
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6399	5030	1369	5340	569	305	185	258	727	553	454	554	595	806	857	536	305	569	185
Weighted Base	6399	5063	1336	5390	544	319	146	255	722	564	462	560	615	830	868	515	319	544	146
EE	1434	1130	304	1216	98	103	17	57	158	125	106	146	143	191	170	119	103	98	17
	22%	22%	23%	23%	18%	32%	12%	22%	22%	22%	23%	26%	23%	23%	20%	23%	32%	18%	12%
		79%	21%	85%	7%	7%	1%	4%	11%	9%	7%	10%	10%	13%	12%	8%	7%	7%	1%
giffgaff	275	225	50	238	27	7	3	12	36	34	19	28	22	31	32	24	7	27	3
	4%	4%	4%	4%	5%	2%	2%	5%	5%	6%	4%	5%	4%	4%	4%	5%	2%	5%	2%
		82%	18%	87%	10%	3%	1%	4%	13%	12%	7%	10%	8%	11%	12%	9%	3%	10%	1%
O2	1299	1026	273	1093	103	29	73	49	167	118	98	88	125	147	197	104	29	103	73
	20%	20%	20%	20%	19%	9%	50%	19%	23%	21%	21%	16%	20%	18%	23%	20%	9%	19%	50%
		79%	21%	84%	8%	2%	6%	4%	13%	9%	8%	7%	10%	11%	15%	8%	2%	8%	6%
Tesco Mobile	428	311	118	329	43	35	22	14	39	38	29	26	45	26	70	42	35	43	22
	7%	6%	9%	6%	8%	11%	15%	6%	5%	7%	6%	5%	7%	3%	8%	8%	11%	8%	15%
		73%	27%	77%	10%	8%	5%	3%	9%	9%	7%	6%	11%	6%	16%	10%	8%	10%	5%
Three	652	544	108	569	48	26	10	20	59	55	35	64	70	122	104	40	26	48	10
	10%	11%	8%	11%	9%	8%	7%	8%	8%	10%	8%	11%	11%	15%	12%	8%	8%	9%	7%
		83%	17%	87%	7%	4%	1%	3%	9%	8%	5%	10%	11%	19%	16%	6%	4%	7%	1%
Virgin Mobile	438	373	66	384	45	8	1	28	54	27	20	61	55	65	54	20	8	45	1
	7%	7%	5%	7%	8%	3%	1%	11%	7%	5%	4%	11%	9%	8%	6%	4%	3%	8%	1%
		85%	15%	88%	10%	2%	*	6%	12%	6%	5%	14%	13%	15%	12%	5%	2%	10%	*
Vodafone	889	703	187	755	79	48	8	28	114	82	67	54	82	129	136	62	48	79	8
	14%	14%	14%	14%	15%	15%	5%	11%	16%	15%	15%	10%	13%	16%	16%	12%	15%	15%	5%
		79%	21%	85%	9%	5%	1%	3%	13%	9%	8%	6%	9%	15%	15%	7%	5%	9%	1%
Lycamobile	82	77	5	75	6	1	-	-	3	7	3	4	12	38	7	1	1	6	-
	1%	2%	*	1%	1%	*	-	-	*	1%	1%	1%	2%	5%	1%	*	*	1%	-
		94%	6%	92%	7%	2%	-	-	4%	8%	3%	5%	14%	47%	9%	2%	2%	7%	-
Other	333	259	74	282	20	23	8	10	38	36	42	31	21	22	55	27	23	20	8
	5%	5%	6%	5%	4%	7%	5%	4%	5%	6%	9%	6%	3%	3%	6%	5%	7%	4%	5%
		78%	22%	85%	6%	7%	2%	3%	11%	11%	13%	9%	6%	6%	17%	8%	7%	6%	2%
Don't have a personal mobile	328	241	86	259	44	21	4	14	37	29	24	36	24	34	23	37	21	44	4
	5%	5%	6%	5%	8%	7%	3%	6%	5%	5%	5%	6%	4%	4%	3%	7%	7%	8%	3%
		74%	26%	79%	13%	6%	1%	4%	11%	9%	7%	11%	7%	11%	7%	11%	6%	13%	1%
Don't know	241	175	66	190	32	18	*	21	17	13	20	21	15	24	20	39	18	32	*
	4%	3%	5%	4%	6%	6%	*	8%	2%	2%	4%	4%	2%	3%	2%	8%	6%	6%	*
		73%	27%	79%	13%	8%	*	9%	7%	5%	8%	9%	6%	10%	8%	16%	8%	13%	*

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office
Unweighted Base	6399	5582	773	5546	853	4887	1809	985	531	978	189	143	99
Weighted Base	6399	5517	836	5784	615	4841	1683	1036	508	1036	194	148	85
EE	1434 22%	1228 22%	200 24%	1358 23%	76 12%	1119 23%	369 22%	246 24%	102 20%	203 20%	126 65%	32 22%	16 18%
		86%	14%	95%	5%	78%	26%	17%	7%	14%	9%	2%	1%
giffgaff	275 4%	237 4%	37 4%	259 4%	15 2%	167 3%	44 3%	47 5%	14 3%	26 3%	9 5%	12 8%	5 6%
		86%	13%	94%	6%	61%	16%	17%	5%	10%	3%	4%	2%
O2	1299 20%	1170 21%	121 14%	1222 21%	77 13%	1012 21%	368 22%	247 24%	121 24%	186 18%	19 10%	32 22%	16 18%
		90%	9%	94%	6%	78%	28%	19%	9%	14%	1%	2%	1%
Tesco Mobile	428 7%	401 7%	25 3%	378 7%	51 8%	340 7%	135 8%	65 6%	42 8%	66 6%	6 3%	11 8%	6 7%
		94%	6%	88%	12%	79%	32%	15%	10%	15%	1%	3%	1%
Three	652 10%	474 9%	176 21%	636 11%	17 3%	442 9%	119 7%	113 11%	58 11%	108 10%	13 6%	16 11%	7 8%
		73%	27%	97%	3%	68%	18%	17%	9%	17%	2%	2%	1%
Virgin Mobile	438 7%	364 7%	68 8%	408 7%	30 5%	363 8%	57 3%	46 4%	15 3%	235 23%	1 *	4 3%	2 3%
		83%	16%	93%	7%	83%	13%	11%	3%	54%	*	1%	1%
Vodafone	889 14%	785 14%	102 12%	824 14%	65 11%	661 14%	235 14%	134 13%	78 15%	129 12%	16 8%	20 13%	15 18%
		88%	11%	93%	7%	74%	26%	15%	9%	14%	2%	2%	2%
Lycamobile	82 1%	33 1%	44 5%	81 1%	1 *	48 1%	13 1%	11 1%	4 1%	13 1%	1 1%	3 2%	2 3%
		40%	54%	99%	1%	59%	16%	14%	5%	16%	2%	3%	3%
Other	333 5%	304 6%	30 4%	317 5%	16 3%	276 6%	112 7%	70 7%	36 7%	18 2%	1 *	10 7%	3 3%
		91%	9%	95%	5%	83%	34%	21%	11%	6%	*	3%	1%
Don't have a personal mobile	328 5%	309 6%	13 2%	133 2%	195 32%	267 6%	155 9%	22 2%	26 5%	35 3%	1 1%	5 4%	12 14%
		94%	4%	41%	59%	81%	47%	7%	8%	11%	*	2%	4%
Don't know	241 4%	214 4%	20 2%	169 3%	72 12%	147 3%	77 5%	34 3%	11 2%	16 2%	1 1%	2 1%	1 2%
		89%	8%	70%	30%	61%	32%	14%	5%	7%	1%	1%	1%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.2 And thinking of your personal mobile phone, which network are you on?**

**Base: All adults 16+ UK**

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER						
	Total mobile	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet	
Unweighted Base	6399	5689	1380	1257	474	597	428	853	83	262	5115	1270	234	1240	592	1280	197
Weighted Base	6399	5831	1434	1299	428	652	438	889	82	275	5307	1259	246	1313	587	1384	205
EE	1434 22%	1434 25% 100%	1434 100%	-	-	-	-	-	-	-	1289 24% 90%	299 24% 21%	158 65% 11%	317 24% 22%	119 20% 8%	282 20% 20%	49 24% 3%
giffgaff	275 4%	275 5% 100%	-	-	-	-	-	-	275 100%	-	222 4% 81%	40 3% 14%	11 4% 4%	63 5% 23%	21 4% 8%	51 4% 18%	15 7% 5%
O2	1299 20%	1299 22% 100%	-	1299 100%	-	-	-	-	-	-	1130 21% 87%	301 24% 23%	23 10% 2%	324 25% 25%	138 23% 11%	254 18% 20%	46 23% 4%
Tesco Mobile	428 7%	428 7% 100%	-	-	428 100%	-	-	-	-	-	353 7% 82%	103 8% 24%	8 3% 2%	80 6% 19%	46 8% 11%	75 5% 17%	17 8% 4%
Three	652 10%	652 11% 100%	-	-	-	652 100%	-	-	-	-	556 10% 85%	103 8% 16%	16 7% 2%	152 12% 23%	78 13% 12%	154 11% 24%	23 11% 4%
Virgin Mobile	438 7%	438 8% 100%	-	-	-	-	438 100%	-	-	-	398 8% 91%	34 3% 8%	3 1% 1%	48 4% 11%	16 3% 4%	287 21% 66%	5 2% 1%
Vodafone	889 14%	889 15% 100%	-	-	-	-	-	889 100%	-	-	759 14% 85%	192 15% 22%	18 7% 2%	178 14% 20%	90 15% 10%	174 13% 20%	28 14% 3%
Lycamobile	82 1%	82 1% 100%	-	-	-	-	-	-	82 100%	-	73 1% 89%	9 1% 11%	1 1% 2%	18 1% 21%	8 1% 10%	28 2% 34%	3 2% 4%
Other	333 5%	333 6% 100%	-	-	-	-	-	-	-	-	308 6% 93%	104 8% 31%	1 * *	78 6% 23%	44 7% 13%	37 3% 11%	12 6% 3%
Don't have a personal mobile	328 5%	-	-	-	-	-	-	-	-	-	131 2% 40%	45 4% 14%	3 1% 1%	24 2% 7%	18 3% 6%	27 2% 8%	5 3% 2%
Don't know	241 4%	-	-	-	-	-	-	-	-	-	89 2% 37%	27 2% 11%	2 1% 1%	32 2% 13%	8 1% 3%	15 1% 6%	2 1% 1%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER					Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	BT	Sky	TalkTalk	Virgin Media	Fixed broadband internet
Unweighted Base	6399	3057	275	1624	176	878	659
Weighted Base	6399	3163	269	1678	168	935	696
EE	1434 22%	746 24% 52%	68 25% 5%	400 24% 28%	37 22% 3%	197 21% 14%	157 23% 11%
giffgaff	275 4%	96 3% 35%	13 5% 5%	51 3% 18%	1 * *	26 3% 10%	27 4% 10%
O2	1299 20%	718 23% 55%	66 24% 5%	418 25% 32%	46 27% 4%	168 18% 13%	148 21% 11%
Tesco Mobile	428 7%	207 7% 48%	27 10% 6%	101 6% 24%	12 7% 3%	65 7% 15%	45 6% 10%
Three	652 10%	303 10% 46%	15 5% 2%	165 10% 25%	18 11% 3%	91 10% 14%	79 11% 12%
Virgin Mobile	438 7%	287 9% 66%	9 3% 2%	63 4% 14%	9 5% 2%	203 22% 46%	61 9% 14%
Vodafone	889 14%	466 15% 52%	37 14% 4%	281 17% 32%	19 11% 2%	117 12% 13%	112 16% 13%
Lycamobile	82 1%	29 1% 35%	3 1% 4%	9 1% 11%	2 1% 3%	13 1% 16%	7 1% 8%
Other	333 5%	167 5% 50%	24 9% 7%	108 6% 33%	14 8% 4%	15 2% 5%	36 5% 11%
Don't have a personal mobile	328 5%	86 3% 26%	6 2% 2%	45 3% 14%	6 4% 2%	26 3% 8%	19 3% 6%
Don't know	241 4%	57 2% 24%	2 1% 1%	37 2% 15%	4 2% 2%	14 1% 6%	5 1% 2%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.3A Which company does your household use for its fixed broadband internet connection?**

**Base: All adults 16+ UK**

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6399	3108	3291	871	988	892	815	898	1074	861	1152	1587	1370	2290	2739	3660
Weighted Base	6399	3105	3294	899	1190	1060	961	1045	680	564	1312	1863	1330	1894	3175	3224
BT	1259	611	648	130	178	182	228	256	179	106	365	357	254	282	722	537
	20%	20%	20%	14%	15%	17%	24%	24%	26%	19%	28%	19%	19%	15%	23%	17%
		49%	51%	10%	14%	14%	18%	20%	14%	8%	29%	28%	20%	22%	57%	43%
EE	246	124	121	38	45	42	40	48	19	14	57	70	55	63	127	118
	4%	4%	4%	4%	4%	4%	4%	5%	3%	3%	4%	4%	4%	3%	4%	4%
		51%	49%	16%	18%	17%	16%	19%	8%	6%	23%	29%	23%	26%	52%	48%
Sky	1313	634	679	177	315	278	209	183	95	56	234	416	321	341	650	663
	21%	20%	21%	20%	26%	26%	22%	17%	14%	10%	18%	22%	24%	18%	20%	21%
		48%	52%	13%	24%	21%	16%	14%	7%	4%	18%	32%	24%	26%	50%	50%
TalkTalk	587	277	310	80	97	103	83	108	76	39	126	171	125	166	297	291
	9%	9%	9%	9%	8%	10%	9%	10%	11%	7%	10%	9%	9%	9%	9%	9%
		47%	53%	14%	17%	18%	14%	18%	13%	7%	21%	29%	21%	28%	50%	50%
Virgin Media	1384	693	690	244	304	262	214	214	100	46	308	440	316	320	748	636
	22%	22%	21%	27%	26%	25%	22%	20%	15%	8%	23%	24%	24%	17%	24%	20%
		50%	50%	18%	22%	19%	15%	15%	7%	3%	22%	32%	23%	23%	54%	46%
Plusnet	205	104	102	23	34	38	37	37	22	15	65	55	33	52	120	85
	3%	3%	3%	3%	3%	4%	4%	4%	3%	3%	5%	3%	3%	3%	4%	3%
		51%	49%	11%	16%	19%	18%	18%	11%	7%	32%	27%	16%	25%	59%	41%
Other	314	164	150	68	71	48	42	36	31	17	65	118	55	76	183	131
	5%	5%	5%	8%	6%	4%	4%	3%	5%	3%	5%	6%	4%	4%	6%	4%
		52%	48%	22%	23%	15%	13%	11%	10%	6%	21%	38%	18%	24%	58%	42%
Don't have fixed broadband service	833	380	453	64	99	71	80	133	135	251	42	133	134	524	175	658
	13%	12%	14%	7%	8%	7%	8%	13%	20%	44%	3%	7%	10%	28%	6%	20%
		46%	54%	8%	12%	8%	10%	16%	16%	30%	5%	16%	16%	63%	21%	79%
Don't know	259	119	140	75	47	37	27	32	22	19	49	103	35	71	153	106
	4%	4%	4%	8%	4%	3%	3%	3%	3%	3%	4%	6%	3%	4%	5%	3%
		46%	54%	29%	18%	14%	10%	12%	9%	7%	19%	40%	14%	27%	59%	41%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6399	5030	1369	5340	569	305	185	258	727	553	454	554	595	806	857	536	305	569	185
Weighted Base	6399	5063	1336	5390	544	319	146	255	722	564	462	560	615	830	868	515	319	544	146
BT	1259	900	359	1018	98	88	55	25	130	80	112	87	118	144	204	118	88	98	55
	20%	18%	27%	19%	18%	27%	38%	10%	18%	14%	24%	16%	19%	17%	23%	23%	27%	18%	38%
		71%	29%	81%	8%	7%	4%	2%	10%	6%	9%	7%	9%	11%	16%	9%	7%	8%	4%
EE	246	205	41	210	17	18	-	7	42	16	19	17	20	36	31	21	18	17	-
	4%	4%	3%	4%	3%	6%	-	3%	6%	3%	4%	3%	3%	4%	4%	4%	6%	3%	-
		83%	17%	85%	7%	7%	-	3%	17%	7%	8%	7%	8%	15%	13%	9%	7%	7%	-
Sky	1313	1051	262	1133	101	52	28	48	147	142	97	111	121	171	203	93	52	101	28
	21%	21%	20%	21%	19%	16%	19%	19%	20%	25%	21%	20%	20%	21%	23%	18%	16%	19%	19%
		80%	20%	86%	8%	4%	2%	4%	11%	11%	7%	8%	9%	13%	15%	7%	4%	8%	2%
TalkTalk	587	462	126	494	57	29	8	22	79	49	47	48	44	78	78	51	29	57	8
	9%	9%	9%	9%	10%	9%	5%	9%	11%	9%	10%	8%	7%	9%	9%	10%	9%	10%	5%
		79%	21%	84%	10%	5%	1%	4%	13%	8%	8%	8%	7%	13%	13%	9%	5%	10%	1%
Virgin Media	1384	1205	178	1226	112	27	18	70	134	99	71	192	204	238	173	44	27	112	18
	22%	24%	13%	23%	21%	8%	13%	28%	18%	18%	15%	34%	33%	29%	20%	9%	8%	21%	13%
		87%	13%	89%	8%	2%	1%	5%	10%	7%	5%	14%	15%	17%	13%	3%	2%	8%	1%
Plusnet	205	157	48	179	10	15	1	4	29	17	19	16	14	26	33	20	15	10	1
	3%	3%	4%	3%	2%	5%	1%	2%	4%	3%	4%	3%	2%	3%	4%	4%	5%	2%	1%
		77%	23%	87%	5%	7%	1%	2%	14%	8%	9%	8%	7%	13%	16%	10%	7%	5%	1%
Other	314	243	71	255	28	29	2	10	30	68	19	18	14	25	44	27	29	28	2
	5%	5%	5%	5%	5%	9%	2%	4%	4%	12%	4%	3%	2%	3%	5%	5%	9%	5%	2%
		78%	22%	81%	9%	9%	1%	3%	9%	22%	6%	6%	4%	8%	14%	9%	9%	9%	1%
Don't have fixed broadband service	833	638	195	661	99	43	31	46	114	74	59	62	63	73	78	93	43	99	31
	13%	13%	15%	12%	18%	13%	21%	18%	16%	13%	13%	11%	10%	9%	9%	18%	13%	18%	21%
		77%	23%	79%	12%	5%	4%	5%	14%	9%	7%	7%	8%	9%	9%	11%	5%	12%	4%
Don't know	259	202	57	214	22	19	3	22	18	18	18	9	17	40	25	48	19	22	3
	4%	4%	4%	4%	4%	6%	2%	8%	2%	3%	4%	2%	3%	5%	3%	9%	6%	4%	2%
		78%	22%	83%	9%	7%	1%	8%	7%	7%	7%	4%	7%	15%	10%	18%	7%	9%	1%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office
Unweighted Base	6399	5582	773	5546	853	4887	1809	985	531	978	189	143	99
Weighted Base	6399	5517	836	5784	615	4841	1683	1036	508	1036	194	148	85
BT	1259 20%	1130 20%	120 14%	1235 21%	24 4%	1159 24%	1138 68%	11 1%	2 *	4 *	2 1%	-	-
		90%	10%	98%	2%	92%	90%	1%	*	*	*	-	-
EE	246 4%	204 4%	40 5%	242 4%	3 1%	201 4%	23 1%	4 *	1 *	-	173 90%	-	-
		83%	16%	99%	1%	82%	9%	1%	*	*	71%	-	-
Sky	1313 21%	1115 20%	194 23%	1295 22%	18 3%	1115 23%	113 7%	984 95%	6 1%	1 *	6 3%	-	3
		85%	15%	99%	1%	85%	9%	75%	*	*	*	-	3%
TalkTalk	587 9%	495 9%	89 11%	577 10%	10 2%	508 10%	32 2%	4 *	467 92%	1 *	1 *	-	-
		84%	15%	98%	2%	86%	6%	1%	80%	*	*	-	-
Virgin Media	1384 22%	1135 21%	238 28%	1364 24%	20 3%	1037 21%	54 3%	3 *	2 *	969 94%	4 2%	-	3
		82%	17%	99%	1%	75%	4%	*	*	70%	*	-	4%
Plusnet	205 3%	188 3%	14 2%	204 4%	1 *	173 4%	18 1%	-	2 *	1 *	-	148	1
		92%	7%	99%	1%	84%	9%	-	1%	1%	-	100%	2%
Other	314 5%	278 5%	35 4%	309 5%	5 1%	204 4%	24 1%	2 *	1 *	1 *	1 *	-	47
		89%	11%	99%	1%	65%	8%	1%	*	*	*	-	55%
Don't have fixed broadband service	833 13%	755 14%	73 9%	319 6%	514 84%	384 8%	254 15%	19 2%	23 5%	48 5%	2 1%	-	28
		91%	9%	38%	62%	46%	31%	2%	3%	6%	*	-	33%
Don't know	259 4%	217 4%	33 4%	238 4%	20 3%	60 1%	26 2%	9 1%	4 1%	12 1%	4 2%	-	3
		84%	13%	92%	8%	23%	10%	4%	2%	4%	1%	-	3%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.3A Which company does your household use for its fixed broadband internet connection?**

**Base: All adults 16+ UK**

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total mobile	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet		
Unweighted Base	6399	5689	1380	1257	474	597	428	853	83	262	5115	1270	234	1240	592	1280	197	
Weighted Base	6399	5831	1434	1299	428	652	438	889	82	275	5307	1259	246	1313	587	1384	205	
BT	1259 20%	1186 20% 94%	299 21% 24%	301 23% 24%	103 24% 8%	103 16% 8%	34 8% 3%	192 22% 15%	9 11% 1%	40 14% 3%	1259 24% 100%	1259 100% 100%	- - -	- - -	- - -	- - -	- - -	- - -
EE	246 4%	240 4% 98%	158 11% 65%	23 2% 10%	8 2% 3%	16 2% 7%	3 1% 1%	18 2% 7%	1 2% 1%	11 4% 4%	246 5% 100%	- - -	246 100% 100%	- - -	- - -	- - -	- - -	- - -
Sky	1313 21%	1257 22% 96%	317 22% 24%	324 25% 25%	80 19% 6%	152 23% 12%	48 11% 4%	178 20% 14%	18 21% 1%	63 23% 5%	1313 25% 100%	- - -	- - -	1313 100% 100%	- - -	- - -	- - -	- - -
TalkTalk	587 9%	561 10% 95%	119 8% 20%	138 11% 23%	46 11% 8%	78 12% 13%	16 4% 3%	90 10% 15%	8 10% 1%	21 8% 4%	587 11% 100%	- - -	- - -	- - -	587 100% 100%	- - -	- - -	- - -
Virgin Media	1384 22%	1342 23% 97%	282 20% 20%	254 20% 18%	75 17% 5%	154 24% 11%	287 66% 21%	174 20% 13%	28 34% 2%	51 18% 4%	1384 26% 100%	- - -	- - -	- - -	- - -	1384 100% 100%	- - -	- - -
Plusnet	205 3%	198 3% 96%	49 3% 24%	46 4% 23%	17 4% 8%	23 4% 11%	5 1% 2%	28 3% 14%	3 4% 2%	15 5% 7%	205 4% 100%	- - -	- - -	- - -	- - -	- - -	205 100% 100%	- - -
Other	314 5%	303 5% 97%	64 4% 20%	43 3% 14%	24 6% 8%	30 5% 9%	5 1% 2%	78 9% 25%	5 7% 2%	22 8% 7%	314 6% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Don't have fixed broadband service	833 13%	580 10% 70%	103 7% 12%	136 11% 16%	62 15% 7%	70 11% 8%	36 8% 4%	105 12% 13%	7 9% 1%	40 15% 5%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Don't know	259 4%	163 3% 63%	42 3% 16%	32 2% 13%	13 3% 5%	27 4% 10%	5 1% 2%	26 3% 10%	2 2% 1%	13 5% 5%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -



## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER					Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	BT	Sky	TalkTalk	Virgin Media	Fixed broadband internet
Unweighted Base	6399	3057	275	1624	176	878	659
Weighted Base	6399	3163	269	1678	168	935	696
BT	1259	623	251	335	2	15	154
	20%	20%	93%	20%	1%	2%	22%
		49%	20%	27%	*	1%	12%
EE	246	64	3	32	1	-	28
	4%	2%	1%	2%	1%	-	4%
		26%	1%	13%	*	-	11%
Sky	1313	1035	2	1022	2	3	127
	21%	33%	1%	61%	1%	*	18%
		79%	*	78%	*	*	10%
TalkTalk	587	233	3	63	161	1	101
	9%	7%	1%	4%	96%	*	15%
		40%	*	11%	27%	*	17%
Virgin Media	1384	940	3	57	1	866	211
	22%	30%	1%	3%	1%	93%	30%
		68%	*	4%	*	63%	15%
Plusnet	205	41	2	26	-	3	24
	3%	1%	1%	2%	-	*	3%
		20%	1%	13%	-	1%	12%
Other	314	72	1	41	-	3	39
	5%	2%	*	2%	-	*	6%
		23%	*	13%	-	1%	13%
Don't have fixed broadband service	833	108	3	67	*	35	6
	13%	3%	1%	4%	*	4%	1%
		13%	*	8%	*	4%	1%
Don't know	259	46	1	35	-	8	6
	4%	1%	1%	2%	-	1%	1%
		18%	1%	14%	-	3%	2%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.  
Base: All adults 16+ UK**

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6399	3108	3291	871	988	892	815	898	1074	861	1152	1587	1370	2290	2739	3660
Weighted Base	6399	3105	3294	899	1190	1060	961	1045	680	564	1312	1863	1330	1894	3175	3224
BT	269	131	138	35	51	33	47	46	38	19	66	78	69	56	145	124
	4%	4%	4%	4%	4%	3%	5%	4%	6%	3%	5%	4%	5%	3%	5%	4%
		49%	51%	13%	19%	12%	17%	17%	14%	7%	25%	29%	25%	21%	54%	46%
Sky	1678	828	851	195	307	336	278	302	156	106	362	491	395	430	853	825
	26%	27%	26%	22%	26%	32%	29%	29%	23%	19%	28%	26%	30%	23%	27%	26%
		49%	51%	12%	18%	20%	17%	18%	9%	6%	22%	29%	24%	26%	51%	49%
TalkTalk	168	66	102	20	18	42	21	29	24	13	33	42	42	52	75	93
	3%	2%	3%	2%	2%	4%	2%	3%	4%	2%	2%	2%	3%	3%	2%	3%
		39%	61%	12%	11%	25%	13%	18%	15%	8%	19%	25%	25%	31%	45%	55%
Virgin Media	935	455	481	152	170	165	151	168	84	44	221	279	213	222	500	435
	15%	15%	15%	17%	14%	16%	16%	16%	12%	8%	17%	15%	16%	12%	16%	13%
		49%	51%	16%	18%	18%	16%	18%	9%	5%	24%	30%	23%	24%	54%	46%
Other	112	49	63	14	26	25	20	15	7	5	25	34	21	31	59	53
	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%
		44%	56%	12%	23%	22%	18%	14%	6%	5%	22%	31%	19%	28%	53%	47%
Don't have a pay TV service	3043	1487	1557	434	582	426	413	467	355	367	570	864	550	1060	1433	1610
	48%	48%	47%	48%	49%	40%	43%	45%	52%	65%	43%	46%	41%	56%	45%	50%
		49%	51%	14%	19%	14%	14%	15%	12%	12%	19%	28%	18%	35%	47%	53%
Don't know	193	90	103	49	36	34	31	18	15	9	35	74	40	44	109	84
	3%	3%	3%	5%	3%	3%	3%	2%	2%	2%	3%	4%	3%	2%	3%	3%
		47%	53%	26%	19%	18%	16%	9%	8%	5%	18%	38%	21%	23%	56%	44%

## Reasons to Complain (QS0809 - 310549/310649/310550)

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

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6399	5030	1369	5340	569	305	185	258	727	553	454	554	595	806	857	536	305	569	185
Weighted Base	6399	5063	1336	5390	544	319	146	255	722	564	462	560	615	830	868	515	319	544	146
BT	269	193	76	226	21	15	7	4	30	28	23	21	24	30	44	23	15	21	7
	4%	4%	6%	4%	4%	5%	5%	2%	4%	5%	5%	4%	4%	4%	5%	4%	5%	4%	5%
		72%	28%	84%	8%	6%	3%	1%	11%	11%	8%	8%	9%	11%	16%	8%	6%	8%	3%
Sky	1678	1303	376	1380	146	96	57	70	210	154	136	129	164	183	224	109	96	146	57
	26%	26%	28%	26%	27%	30%	39%	28%	29%	27%	29%	23%	27%	22%	26%	21%	30%	27%	39%
		78%	22%	82%	9%	6%	3%	4%	13%	9%	8%	8%	10%	11%	13%	7%	6%	9%	3%
TalkTalk	168	137	31	143	17	5	2	8	22	18	11	19	11	25	20	9	5	17	2
	3%	3%	2%	3%	3%	2%	1%	3%	3%	3%	2%	3%	2%	3%	2%	2%	2%	3%	1%
		81%	19%	85%	10%	3%	1%	5%	13%	10%	7%	12%	7%	15%	12%	6%	3%	10%	1%
Virgin Media	935	801	134	820	88	22	5	47	105	70	54	135	142	126	110	32	22	88	5
	15%	16%	10%	15%	16%	7%	4%	18%	15%	12%	12%	24%	23%	15%	13%	6%	7%	16%	4%
		86%	14%	88%	9%	2%	1%	5%	11%	7%	6%	14%	15%	13%	12%	3%	2%	9%	1%
Other	112	93	19	92	9	10	-	3	10	12	12	10	10	17	11	6	10	9	-
	2%	2%	1%	2%	2%	3%	-	1%	1%	2%	3%	2%	2%	2%	1%	1%	3%	2%	-
		83%	17%	82%	8%	9%	-	3%	9%	10%	11%	9%	9%	15%	10%	5%	9%	8%	-
Don't have a pay TV service	3043	2376	667	2575	245	150	73	103	340	271	214	245	240	403	450	311	150	245	73
	48%	47%	50%	48%	45%	47%	50%	40%	47%	48%	46%	44%	39%	49%	52%	60%	47%	45%	50%
		78%	22%	85%	8%	5%	2%	3%	11%	9%	7%	8%	8%	13%	15%	10%	5%	8%	2%
Don't know	193	160	33	153	18	21	1	20	5	11	12	-	25	46	9	24	21	18	1
	3%	3%	2%	3%	3%	7%	1%	8%	1%	2%	3%	-	4%	6%	1%	5%	7%	3%	1%
		83%	17%	79%	10%	11%	*	10%	3%	6%	6%	-	13%	24%	5%	13%	11%	10%	*

## Reasons to Complain (QS0809 - 310549/310649/310550)

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

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office
Unweighted Base	6399	5582	773	5546	853	4887	1809	985	531	978	189	143	99
Weighted Base	6399	5517	836	5784	615	4841	1683	1036	508	1036	194	148	85
BT	269	233	33	260	10	255	248	1	2	-	2	1	3
	4%	4%	4%	4%	2%	5%	15%	*	*	-	1%	1%	3%
		86%	12%	96%	4%	95%	92%	*	1%	-	1%	*	1%
Sky	1678	1473	204	1602	77	1473	459	832	60	37	29	17	14
	26%	27%	24%	28%	12%	30%	27%	80%	12%	4%	15%	11%	16%
		88%	12%	95%	5%	88%	27%	50%	4%	2%	2%	1%	1%
TalkTalk	168	141	25	165	3	153	4	1	145	1	1	-	-
	3%	3%	3%	3%	*	3%	*	*	29%	*	1%	-	-
		84%	15%	98%	2%	91%	2%	1%	86%	1%	1%	-	-
Virgin Media	935	793	138	893	43	797	41	3	3	744	2	-	-
	15%	14%	16%	15%	7%	16%	2%	*	1%	72%	1%	-	-
		85%	15%	95%	5%	85%	4%	*	*	80%	*	-	-
Other	112	98	14	109	3	91	22	4	4	11	25	8	5
	2%	2%	2%	2%	*	2%	1%	*	1%	1%	13%	5%	6%
		88%	12%	97%	3%	82%	20%	4%	3%	9%	23%	7%	4%
Don't have a pay TV service	3043	2628	389	2575	468	1984	880	180	283	230	126	112	64
	48%	48%	47%	45%	76%	41%	52%	17%	56%	22%	65%	76%	75%
		86%	13%	85%	15%	65%	29%	6%	9%	8%	4%	4%	2%
Don't know	193	151	33	181	12	88	29	15	11	13	8	10	-
	3%	3%	4%	3%	2%	2%	2%	1%	2%	1%	4%	7%	-
		78%	17%	94%	6%	46%	15%	8%	6%	7%	4%	5%	-

## Reasons to Complain (QS0809 - 310549/310649/310550)

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

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3A BROADBAND SUPPLIER						
		Total mobile	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6399	5689	1380	1257	474	597	428	853	83	262	5115	1270	234	1240	592	1280	197
Weighted Base	6399	5831	1434	1299	428	652	438	889	82	275	5307	1259	246	1313	587	1384	205
BT	269	260	68	66	27	15	9	37	3	13	265	251	3	2	3	3	2
	4%	4%	5%	5%	6%	2%	2%	4%	4%	5%	5%	20%	1%	*	*	*	1%
		97%	25%	24%	10%	5%	3%	14%	1%	5%	98%	93%	1%	1%	1%	1%	1%
Sky	1678	1596	400	418	101	165	63	281	9	51	1576	335	32	1022	63	57	26
	26%	27%	28%	32%	24%	25%	14%	32%	11%	18%	30%	27%	13%	78%	11%	4%	13%
		95%	24%	25%	6%	10%	4%	17%	1%	3%	94%	20%	2%	61%	4%	3%	2%
TalkTalk	168	158	37	46	12	18	9	19	2	1	167	2	1	2	161	1	-
	3%	3%	3%	4%	3%	3%	2%	2%	3%	*	3%	*	*	27%	*	-	-
		94%	22%	27%	7%	11%	5%	11%	1%	*	100%	1%	1%	1%	96%	1%	-
Virgin Media	935	896	197	168	65	91	203	117	13	26	892	15	-	3	1	866	3
	15%	15%	14%	13%	15%	14%	46%	13%	16%	10%	17%	1%	-	*	*	63%	1%
		96%	21%	18%	7%	10%	22%	12%	1%	3%	95%	2%	-	*	*	93%	*
Other	112	110	44	21	2	15	4	11	1	6	108	20	27	6	5	13	10
	2%	2%	3%	2%	1%	2%	1%	1%	1%	2%	2%	2%	11%	*	1%	1%	5%
		98%	39%	19%	2%	13%	4%	10%	1%	5%	97%	18%	24%	6%	4%	11%	9%
Don't have a pay TV service	3043	2687	649	561	210	330	138	410	49	178	2214	617	173	268	344	424	155
	48%	46%	45%	43%	49%	51%	31%	46%	60%	65%	42%	49%	70%	20%	59%	31%	75%
		88%	21%	18%	7%	11%	5%	13%	2%	6%	73%	20%	6%	9%	11%	14%	5%
Don't know	193	124	39	19	11	20	13	14	4	-	86	19	9	10	10	19	10
	3%	2%	3%	1%	3%	3%	3%	2%	5%	-	2%	2%	4%	1%	2%	1%	5%
		64%	20%	10%	6%	10%	7%	7%	2%	-	44%	10%	5%	5%	5%	10%	5%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

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

**Base: All adults 16+ UK**

	Total	Q.4 PAY TV SUPPLIER					Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	BT	Sky	TalkTalk	Virgin Media	Fixed broadband internet
Unweighted Base	6399	3057	275	1624	176	878	659
Weighted Base	6399	3163	269	1678	168	935	696
BT	269	269	269	-	-	-	34
	4%	9%	100%	-	-	-	5%
		100%	100%	-	-	-	12%
Sky	1678	1678	-	1678	-	-	172
	26%	53%	-	100%	-	-	25%
		100%	-	100%	-	-	10%
TalkTalk	168	168	-	-	168	-	22
	3%	5%	-	-	100%	-	3%
		100%	-	-	100%	-	13%
Virgin Media	935	935	-	-	-	935	138
	15%	30%	-	-	-	100%	20%
		100%	-	-	-	100%	15%
Other	112	112	-	-	-	-	23
	2%	4%	-	-	-	-	3%
		100%	-	-	-	-	21%
Don't have a pay TV service	3043	-	-	-	-	-	290
	48%	-	-	-	-	-	42%
		-	-	-	-	-	10%
Don't know	193	-	-	-	-	-	16
	3%	-	-	-	-	-	2%
		-	-	-	-	-	8%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	GENDER		AGE							SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6399	3108	3291	871	988	892	815	898	1074	861	1152	1587	1370	2290	2739	3660
Weighted Base	6399	3105	3294	899	1190	1060	961	1045	680	564	1312	1863	1330	1894	3175	3224
Landline phone	178	66	113	4	13	26	29	41	33	32	58	41	33	46	100	79
	3%	2%	3%	*	1%	2%	3%	4%	5%	6%	4%	2%	2%	2%	3%	2%
		37%	63%	2%	7%	15%	16%	23%	19%	18%	33%	23%	18%	26%	56%	44%
Mobile phone	212	105	106	30	52	39	37	33	15	5	56	64	41	51	120	92
	3%	3%	3%	3%	4%	4%	4%	3%	2%	1%	4%	3%	3%	3%	4%	3%
		50%	50%	14%	25%	18%	18%	16%	7%	2%	27%	30%	19%	24%	57%	43%
Fixed broadband internet	696	317	379	101	139	148	107	111	67	23	194	217	133	152	411	285
	11%	10%	11%	11%	12%	14%	11%	11%	10%	4%	15%	12%	10%	8%	13%	9%
		46%	54%	14%	20%	21%	15%	16%	10%	3%	28%	31%	19%	22%	59%	41%
Pay TV	154	83	71	11	16	25	26	46	18	12	48	31	36	39	79	75
	2%	3%	2%	1%	1%	2%	3%	4%	3%	2%	4%	2%	3%	2%	2%	2%
		54%	46%	7%	10%	16%	17%	30%	11%	8%	31%	20%	23%	25%	51%	49%
<b>SUMMARY CODE</b>																
REASON TO COMPLAIN	1080	497	583	141	196	205	173	193	108	64	300	325	209	246	625	455
	17%	16%	18%	16%	16%	19%	18%	18%	16%	11%	23%	17%	16%	13%	20%	14%
		46%	54%	13%	18%	19%	16%	18%	10%	6%	28%	30%	19%	23%	58%	42%
None of these	5319	2608	2710	759	994	855	788	852	572	499	1012	1538	1121	1648	2550	2769
	83%	84%	82%	84%	84%	81%	82%	82%	84%	89%	77%	83%	84%	87%	80%	86%
		49%	51%	14%	19%	16%	15%	16%	11%	9%	19%	29%	21%	31%	48%	52%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6399	5030	1369	5340	569	305	185	258	727	553	454	554	595	806	857	536	305	569	185
Weighted Base	6399	5063	1336	5390	544	319	146	255	722	564	462	560	615	830	868	515	319	544	146
Landline phone	178 3%	132 3% 74%	46 3% 26%	143 3% 80%	17 3% 9%	16 5% 9%	2 2% 1%	2 1% 1%	19 3% 11%	8 1% 4%	15 3% 8%	16 3% 9%	21 3% 12%	15 2% 9%	27 3% 15%	21 4% 12%	16 5% 9%	17 3% 9%	2 2% 1%
Mobile phone	212 3%	174 3% 82%	38 3% 18%	171 3% 81%	19 4% 9%	11 4% 5%	10 7% 5%	6 2% 3%	22 3% 10%	18 3% 9%	14 3% 6%	13 2% 6%	22 4% 11%	27 3% 13%	21 2% 10%	28 5% 13%	11 4% 5%	19 4% 9%	10 7% 5%
Fixed broadband internet	696 11%	555 11% 80%	141 11% 20%	602 11% 87%	53 10% 8%	31 10% 4%	10 7% 1%	27 11% 4%	65 9% 9%	48 9% 7%	47 10% 7%	47 8% 7%	91 15% 13%	96 12% 14%	131 15% 19%	50 10% 7%	31 10% 4%	53 10% 8%	10 7% 1%
Pay TV	154 2%	123 2% 80%	31 2% 20%	126 2% 82%	19 3% 12%	6 2% 4%	4 2% 2%	6 2% 4%	11 2% 7%	10 2% 6%	12 3% 8%	20 4% 13%	25 4% 16%	18 2% 11%	21 2% 13%	4 1% 2%	6 2% 4%	19 3% 12%	4 2% 2%
<b>SUMMARY CODE</b>																			
REASON TO COMPLAIN	1080 17%	864 17% 80%	216 16% 20%	917 17% 85%	91 17% 8%	49 15% 5%	23 16% 2%	36 14% 3%	100 14% 9%	79 14% 7%	78 17% 7%	81 15% 8%	133 22% 12%	141 17% 13%	179 21% 17%	89 17% 8%	49 15% 5%	91 17% 8%	23 16% 2%
None of these	5319 83%	4199 83% 79%	1120 84% 21%	4473 83% 84%	453 83% 9%	270 85% 5%	122 84% 2%	218 86% 4%	622 86% 12%	485 86% 9%	384 83% 7%	478 85% 9%	482 78% 9%	688 83% 13%	689 79% 13%	426 83% 8%	270 85% 5%	453 83% 9%	122 84% 2%



## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office
Unweighted Base	6399	5582	773	5546	853	4887	1809	985	531	978	189	143	99
Weighted Base	6399	5517	836	5784	615	4841	1683	1036	508	1036	194	148	85
Landline phone	178	167	10	156	23	168	74	19	29	30	3	3	8
	3%	3%	1%	3%	4%	3%	4%	2%	6%	3%	2%	2%	9%
		94%	6%	87%	13%	94%	41%	11%	16%	17%	2%	1%	4%
Mobile phone	212	185	25	200	12	145	49	48	11	25	4	3	2
	3%	3%	3%	3%	2%	3%	3%	5%	2%	2%	2%	2%	3%
		87%	12%	94%	6%	68%	23%	23%	5%	12%	2%	1%	1%
Fixed broadband internet	696	596	98	693	3	574	169	105	93	152	20	16	3
	11%	11%	12%	12%	*	12%	10%	10%	18%	15%	10%	11%	3%
		86%	14%	100%	*	82%	24%	15%	13%	22%	3%	2%	*
Pay TV	154	149	5	142	13	138	36	42	13	40	2	2	2
	2%	3%	1%	2%	2%	3%	2%	4%	2%	4%	1%	1%	2%
		96%	4%	92%	8%	89%	24%	27%	8%	26%	1%	1%	1%
<b>SUMMARY CODE</b>													
REASON TO COMPLAIN	1080	944	132	1036	44	881	269	191	125	211	28	23	12
	17%	17%	16%	18%	7%	18%	16%	18%	25%	20%	14%	16%	15%
		87%	12%	96%	4%	82%	25%	18%	12%	20%	3%	2%	1%
None of these	5319	4573	704	4748	571	3960	1415	845	383	825	166	124	73
	83%	83%	84%	82%	93%	82%	84%	82%	75%	80%	86%	84%	85%
		86%	13%	89%	11%	74%	27%	16%	7%	16%	3%	2%	1%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER								Q.3A BROADBAND SUPPLIER							
		Total mobile	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6399	5689	1380	1257	474	597	428	853	83	262	5115	1270	234	1240	592	1280	197
Weighted Base	6399	5831	1434	1299	428	652	438	889	82	275	5307	1259	246	1313	587	1384	205
Landline phone	178	156	34	33	9	20	10	29	-	3	148	55	3	26	29	27	3
	3%	3%	2%	3%	2%	3%	2%	3%	-	1%	3%	4%	1%	2%	5%	2%	1%
		88%	19%	18%	5%	11%	6%	17%	-	2%	83%	31%	1%	15%	16%	15%	1%
Mobile phone	212	210	35	80	14	16	11	35	3	8	177	44	9	55	11	41	9
	3%	4%	2%	6%	3%	2%	3%	4%	3%	3%	3%	3%	4%	4%	2%	3%	5%
		99%	17%	38%	7%	7%	5%	17%	1%	4%	84%	21%	4%	26%	5%	19%	4%
Fixed broadband internet	696	672	157	148	45	79	61	112	7	27	684	154	28	127	101	211	24
	11%	12%	11%	11%	10%	12%	14%	13%	8%	10%	13%	12%	11%	10%	17%	15%	12%
		97%	23%	21%	6%	11%	9%	16%	1%	4%	98%	22%	4%	18%	15%	30%	3%
Pay TV	154	140	30	28	13	13	18	20	-	6	145	33	2	46	14	44	2
	2%	2%	2%	2%	3%	2%	4%	2%	-	2%	3%	3%	1%	3%	2%	3%	1%
		91%	19%	18%	9%	9%	11%	13%	-	4%	94%	21%	1%	30%	9%	29%	1%
<b>SUMMARY CODE</b>																	
REASON TO COMPLAIN	1080	1031	223	261	74	103	84	174	10	41	1002	235	38	225	133	282	35
	17%	18%	16%	20%	17%	16%	19%	20%	12%	15%	19%	19%	15%	17%	23%	20%	17%
		95%	21%	24%	7%	10%	8%	16%	1%	4%	93%	22%	3%	21%	12%	26%	3%
None of these	5319	4800	1211	1037	354	549	354	715	72	234	4305	1024	208	1088	454	1101	171
	83%	82%	84%	80%	83%	84%	81%	80%	88%	85%	81%	81%	85%	83%	77%	80%	83%
		90%	23%	20%	7%	10%	7%	13%	1%	4%	81%	19%	4%	20%	9%	21%	3%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER					Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	BT	Sky	TalkTalk	Virgin Media	Fixed broadband internet
Unweighted Base	6399	3057	275	1624	176	878	659
Weighted Base	6399	3163	269	1678	168	935	696
Landline phone	178 3%	94 3%	4 2%	52 3%	9 6%	26 3%	63 9%
		53%	2%	29%	5%	14%	35%
Mobile phone	212 3%	113 4%	7 3%	72 4%	4 3%	24 3%	32 5%
		53%	3%	34%	2%	11%	15%
Fixed broadband internet	696 11%	390 12%	34 12%	172 10%	22 13%	138 15%	696 100%
		56%	5%	25%	3%	20%	100%
Pay TV	154 2%	142 5%	10 4%	77 5%	8 5%	46 5%	53 8%
		92%	6%	50%	5%	30%	34%
<b>SUMMARY CODE</b>							
REASON TO COMPLAIN	1080 17%	623 20%	46 17%	317 19%	36 21%	195 21%	696 100%
		58%	4%	29%	3%	18%	64%
None of these	5319 83%	2539 80%	224 83%	1361 81%	132 79%	740 79%	- -
		48%	4%	26%	2%	14%	-

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Total	GENDER		SOCIAL GRADE			
		Male	Female	AB	DE	ABC1	C2DE
Unweighted Base	187	73	114	56	55	95	92
Weighted Base	178	66	113	58	46	100	79
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	43 24%	12 19% 29%	31 27% 71%	15 25% 34%	16 35% 37%	20 20% 47%	23 29% 53%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 8%	5 8% 36%	9 8% 64%	5 9% 39%	5 11% 36%	8 8% 56%	6 8% 44%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	20 11%	7 10% 34%	13 11% 66%	8 15% 43%	4 8% 19%	14 14% 71%	6 7% 29%
Dissatisfaction with customer service from a previous occasion or contact	14 8%	6 9% 43%	8 7% 57%	1 2% 10%	4 8% 27%	6 6% 43%	8 10% 57%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	89 50%	36 55% 40%	53 47% 60%	31 53% 35%	19 42% 22%	53 53% 59%	36 46% 41%
Or something else	16 9%	4 6% 27%	11 10% 73%	3 6% 21%	4 10% 29%	7 7% 44%	9 11% 56%

## Reasons to Complain (QS0809 - 310549/310649/310550)

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	187	139	151
Weighted Base	178	132	143
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	43 24%	34 25% 78%	35 24% 80%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 8%	10 8% 72%	14 9% 96%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	20 11%	12 9% 61%	13 9% 68%
Dissatisfaction with customer service from a previous occasion or contact	14 8%	11 9% 79%	13 9% 90%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	89 50%	67 50% 74%	71 50% 80%
Or something else	16 9%	12 9% 75%	12 8% 76%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	
		White	Any Internet access	Total Landline	BT
Unweighted Base	187	177	158	178	78
Weighted Base	178	167	156	168	74
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	43 24%	39 23% 91%	39 25% 91%	38 23% 88%	13 17% 29%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 8%	12 7% 85%	11 7% 79%	13 7% 89%	4 5% 26%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	20 11%	18 11% 94%	17 11% 89%	18 11% 94%	12 16% 60%
Dissatisfaction with customer service from a previous occasion or contact	14 8%	13 8% 89%	14 9% 95%	13 8% 92%	5 7% 38%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	89 50%	83 50% 93%	81 52% 91%	87 52% 97%	40 54% 44%
Or something else	16 9%	16 9% 100%	11 7% 68%	16 9% 100%	6 8% 37%

## Reasons to Complain (QS0809 - 310549/310649/310550)

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER	
		Total mobile	Total broadband	BT
Unweighted Base	187	160	152	57
Weighted Base	178	156	148	55
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	43 24%	36 23% 84%	34 23% 80%	8 15% 19%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 8%	11 7% 79%	10 6% 68%	1 2% 9%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	20 11%	16 10% 81%	17 11% 84%	10 18% 50%
Dissatisfaction with customer service from a previous occasion or contact	14 8%	13 8% 91%	11 7% 76%	4 7% 28%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	89 50%	85 55% 95%	82 55% 92%	32 58% 36%
Or something else	16 9%	12 8% 76%	11 7% 68%	4 7% 23%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Q.4 PAY TV SUPPLIER			Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
	Total	Total TV	Sky	Fixed broadband internet
Unweighted Base	187	91	50	63
Weighted Base	178	94	52	63
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	43 24%	23 25% 54%	15 28% 34%	24 38% 55%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 8%	6 6% 42%	4 7% 25%	3 4% 18%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	20 11%	6 6% 30%	3 6% 17%	8 13% 42%
Dissatisfaction with customer service from a previous occasion or contact	14 8%	8 9% 57%	5 10% 38%	10 15% 67%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	89 50%	52 55% 59%	30 57% 33%	28 45% 31%



**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?**

**Base: All who had reason to complain about landline phone**

	Q.4 PAY TV SUPPLIER		Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
	Total TV	Sky	Fixed broadband internet
Total			
Unweighted Base	187	91	50
Weighted Base	178	94	52
Or something else	16	8	3
	9%	8%	6%
		49%	19%
			2%
			9%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?****Base: All who had reason to complain about landline phone**

	Total	GENDER		SOCIAL GRADE			
		Male	Female	AB	DE	ABC1	C2DE
Unweighted Base	187	73	114	56	55	95	92
Weighted Base	178	66	113	58	46	100	79
Yes - to my landline provider	151 85%	54 83% 36%	96 86% 64%	51 88% 34%	38 83% 25%	86 86% 57%	65 83% 43%
Yes - to Ofcom	1 1%	- - 100%	1 1% 100%	- - -	1 2% 100%	- - -	1 1% 100%
Yes - other	* *	* 1% 100%	- - -	- - -	* 1% 100%	- - -	* 1% 100%
No	23 13%	9 14% 39%	14 12% 61%	5 9% 24%	7 14% 29%	12 12% 54%	10 13% 46%
<b>SUMMARY CODE</b>							
ANY YES	152 85%	55 84% 36%	97 86% 64%	51 88% 34%	39 86% 26%	86 86% 56%	66 85% 44%
Don't know	3 2%	2 3% 55%	1 1% 45%	1 3% 45%	- - -	1 1% 45%	2 2% 55%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?****Base: All who had reason to complain about landline phone**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	187	139	151
Weighted Base	178	132	143
Yes - to my landline provider	151 85%	113 85% 75%	123 86% 81%
Yes - to Ofcom	1 1%	1 1% 100%	1 1% 100%
Yes - other	* *	* * 100%	* * 100%
No	23 13%	15 11% 65%	16 11% 69%
<b>SUMMARY CODE</b>			
ANY YES	152 85%	114 86% 75%	124 87% 82%
Don't know	3 2%	3 2% 100%	3 2% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?****Base: All who had reason to complain about landline phone**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	
		White	Any Internet access	Total Landline	BT
Unweighted Base	187	177	158	178	78
Weighted Base	178	167	156	168	74
Yes - to my landline provider	151 85%	140 84% 93%	133 86% 88%	141 84% 94%	59 80% 39%
Yes - to Ofcom	1 1%	1 1% 100%	- - -	1 1% 100%	1 1% 100%
Yes - other	* *	* * 100%	* * 100%	* * 100%	- - -
No	23 13%	22 13% 96%	19 12% 83%	23 14% 100%	12 16% 53%
<b>SUMMARY CODE</b>					
ANY YES	152 85%	142 85% 93%	134 86% 88%	143 85% 94%	60 81% 39%
Don't know	3 2%	3 2% 100%	3 2% 100%	2 1% 62%	2 3% 62%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?****Base: All who had reason to complain about landline phone**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER	
		Total mobile	Total broadband	BT
Unweighted Base	187	160	152	57
Weighted Base	178	156	148	55
Yes - to my landline provider	151 85%	136 87% 90%	127 86% 84%	45 81% 30%
Yes - to Ofcom	1 1%	-	-	-
Yes - other	* *	* *	* *	- -
No	23 13%	17 11% 74%	19 13% 83%	9 16% 40%
<b>SUMMARY CODE</b>				
ANY YES	152 85%	137 88% 90%	127 86% 83%	45 81% 29%
Don't know	3 2%	3 2% 83%	2 1% 62%	1 3% 45%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?****Base: All who had reason to complain about landline phone**

	Q.4 PAY TV SUPPLIER			Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
	Total	Total TV	Sky	Fixed broadband internet
Unweighted Base	187	91	50	63
Weighted Base	178	94	52	63
Yes - to my landline provider	151 85%	79 84%	43 83%	52 83%
Yes - to Ofcom	1 1%	1 1%	1 2%	- -
Yes - other	* *	* 100%	* 100%	- -
No	23 13%	11 11%	6 11%	9 15%
<b>SUMMARY CODE</b>				
ANY YES	152 85%	80 85%	45 86%	52 83%
Don't know	3 2%	3 3%	2 3%	1 2%
		100%	55%	45%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?**

**Base: All who had reason to complain about mobile phone provider**

	Total	GENDER		AGE	SOCIAL GRADE				
		Male	Female	25-34	AB	C1	DE	ABC1	C2DE
Unweighted Base	192	94	98	42	46	51	57	97	95
Weighted Base	212	105	106	52	56	64	51	120	92
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	39 18%	20 19% 51%	19 18% 49%	6 12% 16%	9 15% 22%	12 18% 30%	10 20% 26%	20 17% 52%	19 20% 48%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	8 4%	6 6% 72%	2 2% 28%	1 3% 17%	4 6% 44%	1 2% 14%	3 5% 32%	5 4% 57%	4 4% 43%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	10 5%	5 4% 47%	5 5% 53%	2 5% 24%	4 7% 41%	3 5% 34%	2 4% 19%	7 6% 75%	2 3% 25%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	9 9% 52%	8 8% 48%	8 15% 46%	6 11% 35%	5 7% 27%	3 6% 17%	11 9% 62%	7 7% 38%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	143 68%	68 65% 48%	75 71% 52%	34 66% 24%	34 61% 24%	46 72% 32%	35 69% 25%	80 67% 56%	63 69% 44%
Or something else	5 2%	2 2% 44%	3 3% 56%	3 6% 61%	3 5% 56%	1 2% 30%	- - -	4 3% 86%	1 1% 14%

## Reasons to Complain (QS0809 - 310549/310649/310550)

**Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?**

**Base: All who had reason to complain about mobile phone provider**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	192	154	153
Weighted Base	212	174	171
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	39 18%	33 19% 84%	31 18% 79%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	8 4%	7 4% 83%	7 4% 89%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	10 5%	7 4% 74%	6 3% 59%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	14 8% 78%	14 8% 81%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	143 68%	117 67% 82%	116 68% 81%
Or something else	5 2%	4 2% 86%	4 2% 75%



**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?**

**Base: All who had reason to complain about mobile phone provider**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	192	171	178	133
Weighted Base	212	185	200	145
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	39 18%	34 18% 87%	37 18% 94%	32 22% 82%
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	8 4%	7 4% 86%	6 3% 75%	4 3% 50%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	10 5%	10 5% 100%	9 4% 86%	6 4% 61%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	14 8% 82%	15 8% 88%	9 6% 50%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call\line quality	143 68%	124 67% 87%	138 69% 96%	95 66% 67%
Or something else	5 2%	5 3% 100%	5 2% 100%	5 3% 100%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	Q.2 MOBILE SUPPLIER		Q.3A BROADBAND SUPPLIER	
		Total mobile	O2	Total broadband	Sky
Unweighted Base	192	191	71	157	45
Weighted Base	212	210	80	177	55
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	39 18%	39 19% 100%	9 11% 22%	33 19% 85%	10 18% 26%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	8 4%	8 4% 100%	- - -	5 3% 63%	1 3% 17%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	10 5%	10 5% 100%	1 2% 12%	6 3% 62%	1 2% 12%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	17 8% 100%	2 2% 9%	12 7% 69%	5 9% 29%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	143 68%	142 67% 99%	67 85% 47%	122 69% 85%	39 71% 27%
Or something else	5 2%	5 2% 100%	1 1% 14%	5 3% 100%	1 2% 25%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?**

**Base: All who had reason to complain about mobile phone provider**

	Total	Q.4 PAY TV SUPPLIER	
		Total TV	Sky
Unweighted Base	192	100	61
Weighted Base	212	113	72
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	39 18%	27 24% 69%	17 24% 44%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	8 4%	4 4% 50%	3 4% 38%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	10 5%	4 4% 43%	4 5% 36%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	9 8% 50%	7 9% 39%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	143 68%	70 62% 49%	45 63% 32%
Or something else	5 2%	5 4% 100%	2 3% 39%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?**

**Base: All who had reason to complain about mobile phone provider**

	Total	GENDER		AGE	SOCIAL GRADE				
		Male	Female	25-34	AB	C1	DE	ABC1	C2DE
Unweighted Base	192	94	98	42	46	51	57	97	95
Weighted Base	212	105	106	52	56	64	51	120	92
Yes- to my mobile phone provider	138 65%	69 65%	69 65%	34 66%	32 56%	42 66%	35 68%	73 61%	64 70%
		50%	50%	25%	23%	30%	25%	53%	47%
Yes- to Ofcom	*	*	-	-	-	*	-	*	-
	*	*	-	-	-	1%	-	*	-
		100%	-	-	-	100%	-	100%	-
Yes – other	1	1	-	-	1	-	-	1	-
	*	1%	-	-	1%	-	-	*	-
		100%	-	-	100%	-	-	100%	-
No	72 34%	37 35%	36 34%	16 31%	23 41%	22 34%	16 32%	45 38%	27 30%
		51%	49%	22%	32%	30%	22%	62%	38%
<b>SUMMARY CODE</b>									
ANY YES	138 65%	69 65%	69 65%	34 66%	32 56%	42 66%	35 68%	73 61%	64 70%
		50%	50%	25%	23%	30%	25%	53%	47%
Don't know	1 1%	-	1 1%	1 3%	1 3%	-	-	1 1%	-
		-	100%	100%	100%	-	-	100%	-

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?****Base: All who had reason to complain about mobile phone provider**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	192	154	153
Weighted Base	212	174	171
Yes- to my mobile phone provider	138 65%	116 66% 84%	110 64% 80%
Yes- to Ofcom	* *	* * 100%	* * 100%
Yes – other	1 *	- - -	1 * 100%
No	72 34%	57 33% 79%	60 35% 82%
<b>SUMMARY CODE</b>			
ANY YES	138 65%	116 66% 84%	110 64% 80%
Don't know	1 1%	1 1% 100%	1 1% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?****Base: All who had reason to complain about mobile phone provider**

	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
	Total	White	Any Internet access	Total Landline
Unweighted Base	192	171	178	133
Weighted Base	212	185	200	145
Yes- to my mobile phone provider	138 65%	118 64% 86%	128 64% 93%	95 66% 69%
Yes- to Ofcom	* *	* *	* *	* *
Yes – other	1 *	1 *	1 *	1 *
No	72 34%	65 35% 91%	70 35% 97%	48 33% 67%
<b>SUMMARY CODE</b>				
ANY YES	138 65%	118 64% 86%	128 64% 93%	95 66% 69%
Don't know	1 1%	1 1% 100%	1 1% 100%	1 1% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?****Base: All who had reason to complain about mobile phone provider**

	Total	Q.2 MOBILE SUPPLIER		Q.3A BROADBAND SUPPLIER	
		Total mobile	O2	Total broadband	Sky
Unweighted Base	192	191	71	157	45
Weighted Base	212	210	80	177	55
Yes- to my mobile phone provider	138 65%	136 65%	44 55%	109 62%	34 63%
Yes- to Ofcom	* *	* *	- -	* *	- -
Yes – other	1 *	1 *	- -	1 *	- -
No	72 34%	72 34%	35 45%	66 38%	21 37%
<b>SUMMARY CODE</b>					
ANY YES	138 65%	136 65%	44 55%	109 62%	34 63%
Don't know	1 1%	1 1%	- -	1 1%	- -
		100%	-	100%	-

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?****Base: All who had reason to complain about mobile phone provider**

	Total	Q.4 PAY TV SUPPLIER	
		Total TV	Sky
Unweighted Base	192	100	61
Weighted Base	212	113	72
Yes- to my mobile phone provider	138 65%	73 65%	47 66%
Yes- to Ofcom	* *	* *	- -
Yes – other	1 *	100% -	- -
No	72 34%	38 34%	25 34%
<b>SUMMARY CODE</b>			
ANY YES	138 65%	73 65%	47 66%
Don't know	1 1%	1 1%	- -
		100%	-



**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]****Base: All those who did not complain about a mobile phone issue**

	Total
Unweighted Base	63
Weighted Base	72
Did not know where to go\ who to complain to	-
Didn't have the time	12 16%
Not worth the hassle	30 42%
They wouldn't do anything anyway	8 11%
If someone else sorted the problem out	8 11%
The problem resolved itself	21 29%
Other	5 6%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]****Base: All those who did not complain about a mobile phone issue**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	63	49	51
Weighted Base	72	57	60
Did not know where to go\ who to complain to	-	-	-
Didn't have the time	12 16%	7 13%	9 16%
Not worth the hassle	30 42%	23 40%	25 42%
They wouldn't do anything anyway	8 11%	7 12%	8 14%
If someone else sorted the problem out	8 11%	7 13%	7 11%
The problem resolved itself	21 29%	19 33%	16 27%
Other	5 6%	5 8%	5 8%
		100%	100%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]****Base: All those who did not complain about a mobile phone issue**

	Total	ETHNIC ORIGIN	INTERNET ACCESS
		White	Any Internet access
Unweighted Base	63	57	61
Weighted Base	72	65	70
Did not know where to go\ who to complain to	-	-	-
Didn't have the time	12 16%	12 18% 100%	11 16% 96%
Not worth the hassle	30 42%	29 45% 97%	29 41% 95%
They wouldn't do anything anyway	8 11%	8 13% 100%	8 12% 100%
It someone else sorted the problem out	8 11%	8 12% 100%	8 12% 100%
The problem resolved itself	21 29%	17 26% 83%	21 30% 100%
Other	5 6%	2 4% 51%	5 7% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]****Base: All those who did not complain about a mobile phone issue**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	63	63	57
Weighted Base	72	72	66
Did not know where to go\ who to complain to	-	-	-
Didn't have the time	12	12	9
	16%	16%	14%
		100%	80%
Not worth the hassle	30	30	26
	42%	42%	39%
		100%	86%
They wouldn't do anything anyway	8	8	8
	11%	11%	12%
		100%	100%
I\ someone else sorted the problem out	8	8	7
	11%	11%	11%
		100%	88%
The problem resolved itself	21	21	21
	29%	29%	31%
		100%	100%
Other	5	5	4
	6%	6%	5%
		100%	77%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]****Base: All those who did not complain about a mobile phone issue**

	Total
Unweighted Base	63
Weighted Base	72
Did not know where to go\ who to complain to	-
Didn't have the time	12 16%
Not worth the hassle	30 42%
They wouldn't do anything anyway	8 11%
If someone else sorted the problem out	8 11%
The problem resolved itself	21 29%
Other	5 6%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?**

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

	Total	GENDER		AGE						SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	659	300	359	97	117	125	89	93	104	164	183	137	175	347	312
Weighted Base	696	317	379	101	139	148	107	111	67	194	217	133	152	411	285
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	82 12%	38 12% 46%	44 12% 54%	5 5% 7%	8 6% 10%	22 15% 27%	17 16% 21%	16 15% 20%	10 15% 13%	15 8% 19%	21 10% 26%	15 11% 18%	31 20% 38%	36 9% 44%	46 16% 56%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	24 3%	8 3% 36%	15 4% 64%	1 1% 3%	6 4% 25%	6 4% 26%	6 5% 24%	2 2% 7%	3 4% 12%	5 2% 19%	7 3% 31%	4 3% 15%	8 5% 35%	12 3% 50%	12 4% 50%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	16 5% 46%	19 5% 54%	5 5% 15%	5 3% 14%	6 4% 16%	7 7% 21%	7 7% 22%	3 4% 8%	10 5% 30%	12 6% 36%	6 4% 16%	6 4% 18%	23 6% 66%	12 4% 34%
Dissatisfaction with customer service from a previous occasion or contact	30 4%	14 4% 46%	17 4% 54%	4 4% 14%	5 4% 18%	5 3% 17%	5 5% 17%	5 4% 16%	3 4% 10%	8 4% 28%	10 5% 33%	4 3% 14%	8 5% 25%	18 4% 61%	12 4% 39%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	580 83%	265 83% 46%	316 83% 54%	89 88% 15%	123 89% 21%	122 82% 21%	87 81% 15%	90 81% 16%	52 78% 9%	167 86% 29%	183 85% 32%	111 84% 19%	119 78% 20%	351 85% 60%	230 81% 40%
Or something else	5 1%	1 * 19%	4 1% 81%	- - -	1 1% 31%	- - -	1 1% 25%	2 2% 44%	- - -	3 1% 56%	1 1% 25%	- - -	1 1% 19%	4 1% 81%	1 * 19%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	AREA		COUNTRY		GOVERNMENT REGIONS					
		Urban	Rural	England	Scotland	North West	East of England	London	South East	South West	Scotland
Unweighted Base	659	521	138	572	49	62	85	90	124	48	49
Weighted Base	696	555	141	602	53	65	91	96	131	50	53
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	82 12%	68 12% 83%	14 10% 17%	73 12% 89%	5 9% 6%	14 21% 17%	9 10% 11%	12 13% 15%	16 12% 20%	3 6% 4%	5 9% 6%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	24 3%	21 4% 88%	3 2% 12%	22 4% 94%	2 3% 6%	2 3% 9%	1 1% 4%	8 9% 34%	2 2% 10%	2 3% 6%	2 3% 6%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	26 5% 76%	8 6% 24%	28 5% 81%	2 3% 5%	2 3% 5%	2 2% 6%	3 3% 8%	8 6% 24%	4 8% 11%	2 3% 5%
Dissatisfaction with customer service from a previous occasion or contact	30 4%	27 5% 88%	4 3% 12%	27 4% 88%	4 7% 12%	4 6% 14%	1 1% 4%	6 6% 19%	3 2% 10%	5 10% 17%	4 7% 12%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	580 83%	458 83% 79%	122 86% 21%	504 84% 87%	45 85% 8%	51 78% 9%	80 88% 14%	82 85% 14%	105 80% 18%	43 85% 7%	45 85% 8%
Or something else	5 1%	5 1% 100%	- -	1 * 31%	2 5% 51%	- - -	- - -	1 2% 31%	- -	- -	2 5% 51%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?**

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

	Total	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER				
		White	Minority Ethnic	Any Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	659	571	87	655	551	161	104	92	142
Weighted Base	696	596	98	693	574	169	105	93	152
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	82 12%	73 12% 89%	9 9% 11%	82 12% 99%	70 12% 85%	16 10% 20%	13 12% 15%	12 13% 15%	23 15% 28%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	24 3%	17 3% 72%	7 7% 28%	24 3% 100%	20 4% 85%	3 2% 12%	3 3% 14%	6 6% 24%	3 2% 13%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	34 6% 97%	1 1% 3%	35 5% 100%	29 5% 83%	16 10% 47%	3 3% 8%	3 4% 10%	2 2% 7%
Dissatisfaction with customer service from a previous occasion or contact	30 4%	30 5% 97%	1 1% 3%	30 4% 100%	26 5% 85%	5 3% 15%	4 4% 12%	5 6% 18%	5 3% 17%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	580 83%	489 82% 84%	90 92% 16%	578 83% 100%	474 83% 82%	135 80% 23%	88 84% 15%	77 83% 13%	131 86% 23%
Or something else	5 1%	5 1% 100%	- - -	5 1% 100%	5 1% 100%	1 1% 31%	1 1% 25%	- - -	2 1% 44%



**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?**

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

	Total	Q.2 MOBILE SUPPLIER						Q.3A BROADBAND SUPPLIER				
		Total mobile	EE	O2	Three	Virgin Mobile	Vodafone	Total broadband	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	659	633	143	140	71	57	102	648	147	122	100	197
Weighted Base	696	672	157	148	79	61	112	684	154	127	101	211
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	82 12%	76 11% 93%	12 8% 14%	20 13% 24%	10 13% 13%	6 9% 7%	11 10% 14%	80 12% 97%	15 10% 19%	15 11% 18%	14 14% 17%	31 15% 37%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	24 3%	24 4% 100%	6 4% 25%	6 4% 24%	2 3% 9%	- - -	2 2% 7%	24 3% 100%	2 1% 7%	4 3% 18%	6 6% 26%	6 3% 23%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	32 5% 93%	9 6% 26%	5 3% 14%	1 2% 3%	1 2% 4%	7 6% 20%	35 5% 100%	17 11% 50%	3 2% 8%	3 3% 10%	5 2% 13%
Dissatisfaction with customer service from a previous occasion or contact	30 4%	29 4% 95%	4 3% 15%	8 6% 27%	3 4% 10%	4 6% 13%	8 7% 25%	30 4% 100%	3 2% 11%	4 3% 15%	6 6% 19%	8 4% 28%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	580 83%	566 84% 97%	133 85% 23%	127 86% 22%	66 83% 11%	54 88% 9%	95 85% 16%	573 84% 99%	120 78% 21%	108 85% 19%	83 82% 14%	186 88% 32%
Or something else	5 1%	4 1% 75%	1 1% 25%	- - -	1 1% 19%	- - -	- - -	4 1% 75%	1 1% 31%	1 1% 25%	- - -	1 * 19%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Q.4 PAY TV SUPPLIER				Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
	Total	Total TV	Sky	Virgin Media	Fixed broadband internet
Unweighted Base	659	370	163	129	659
Weighted Base	696	390	172	138	696
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	82 12%	54 14% 66%	19 11% 24%	22 16% 26%	82 12% 100%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	24 3%	13 3% 55%	3 2% 15%	6 4% 23%	24 3% 100%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	17 4% 48%	7 4% 21%	5 3% 13%	35 5% 100%
Dissatisfaction with customer service from a previous occasion or contact	30 4%	14 4% 46%	4 2% 13%	7 5% 24%	30 4% 100%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	580 83%	318 82% 55%	144 83% 25%	115 83% 20%	580 83% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.12 What was the issue\is you had reason to complain about in connection with your fixed broadband Internet?**

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

	Total	Q.4 PAY TV SUPPLIER			Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	Sky	Virgin Media	Fixed broadband internet
Unweighted Base	659	370	163	129	659
Weighted Base	696	390	172	138	696
Or something else	5 1%	4 1%	1 1%	1 1%	5 1%
		75%	25%	19%	100%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	GENDER		AGE						SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	659	300	359	97	117	125	89	93	104	164	183	137	175	347	312
Weighted Base	696	317	379	101	139	148	107	111	67	194	217	133	152	411	285
Yes - to my fixed broadband provider	551 79%	249 79%	301 80%	68 67%	110 79%	119 80%	86 80%	91 82%	59 87%	158 82%	168 77%	111 84%	113 74%	327 79%	224 79%
		45%	55%	12%	20%	22%	16%	17%	11%	29%	31%	20%	20%	59%	41%
Yes - to Ofcom	3 *	3 1%	- -	- -	- -	- -	1 1%	1 1%	- -	1 1%	- -	- -	1 1%	1 *	1 *
		100%	-	-	-	-	58%	42%	-	58%	-	-	42%	58%	42%
Yes - other	13 2%	7 2%	6 2%	8 7%	1 1%	1 1%	- -	3 3%	- -	2 1%	8 3%	2 2%	2 1%	9 2%	4 1%
		54%	46%	57%	9%	6%	-	24%	-	13%	57%	16%	14%	70%	30%
No	123 18%	58 47%	66 53%	21 17%	26 21%	25 20%	22 17%	18 14%	8 7%	33 27%	36 29%	17 14%	37 30%	69 56%	54 44%
<b>SUMMARY CODE</b>															
ANY YES	562 81%	254 80%	308 81%	75 75%	111 80%	120 81%	86 80%	92 83%	59 87%	160 82%	176 81%	113 85%	114 75%	335 82%	226 79%
		45%	55%	13%	20%	21%	15%	16%	10%	28%	31%	20%	20%	60%	40%
Don't know	11 2%	6 2%	5 1%	5 5%	2 1%	3 2%	- -	1 1%	- -	1 1%	5 2%	3 2%	1 1%	7 2%	4 2%
		51%	49%	44%	16%	28%	-	13%	-	11%	50%	29%	10%	60%	40%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?**

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

	Total	AREA		COUNTRY		GOVERNMENT REGIONS					
		Urban	Rural	England	Scotland	North West	East of England	London	South East	South West	Scotland
Unweighted Base	659	521	138	572	49	62	85	90	124	48	49
Weighted Base	696	555	141	602	53	65	91	96	131	50	53
Yes - to my fixed broadband provider	551 79%	445 80% 81%	106 75% 19%	481 80% 87%	40 75% 7%	52 80% 10%	71 78% 13%	76 79% 14%	114 87% 21%	33 65% 6%	40 75% 7%
Yes - to Ofcom	3 *	1 * 42%	1 1% 58%	1 * 58%	1 2% 42%	- - -	1 2% 58%	- - -	- - -	- - -	1 2% 42%
Yes - other	13 2%	12 2% 87%	2 1% 13%	12 2% 92%	1 2% 8%	1 1% 7%	2 2% 13%	- - -	1 1% 7%	- - -	1 2% 8%
No	123 18%	91 16% 74%	32 23% 26%	105 17% 85%	10 19% 8%	12 18% 10%	14 15% 11%	20 21% 16%	17 13% 14%	17 33% 14%	10 19% 8%
<b>SUMMARY CODE</b>											
ANY YES	562 81%	454 82% 81%	107 76% 19%	491 82% 88%	40 75% 7%	53 82% 9%	72 79% 13%	76 79% 14%	114 87% 20%	33 65% 6%	40 75% 7%
Don't know	11 2%	9 2% 79%	2 2% 21%	6 1% 55%	3 7% 32%	- - -	5 6% 48%	- - -	- - -	1 2% 8%	3 7% 32%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?**

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

	Total	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER				
		White	Minority Ethnic	Any Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	659	571	87	655	551	161	104	92	142
Weighted Base	696	596	98	693	574	169	105	93	152
Yes - to my fixed broadband provider	551 79%	466 78% 85%	83 85% 15%	548 79% 100%	467 81% 85%	137 81% 25%	87 83% 16%	70 75% 13%	126 83% 23%
Yes - to Ofcom	3 *	3 *	-	3 *	3 *	1 1%	-	-	1 1%
Yes - other	13 2%	12 2% 90%	1 1% 10%	13 2% 100%	4 1% 29%	1 1% 7%	1 1% 4%	1 1% 9%	1 1% 8%
No	123 18%	110 18% 89%	14 14% 11%	123 18% 100%	103 18% 83%	31 18% 25%	18 17% 14%	22 23% 18%	24 16% 20%
<b>SUMMARY CODE</b>									
ANY YES	562 81%	475 80% 85%	85 86% 15%	559 81% 100%	469 82% 83%	137 81% 24%	87 83% 15%	72 77% 13%	126 83% 22%
Don't know	11 2%	11 2% 100%	-	11 2% 100%	3 *	1 1%	1 1% 8%	-	1 1% 9%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.2 MOBILE SUPPLIER					Q.3A BROADBAND SUPPLIER					
		Total mobile	EE	O2	Three	Virgin Mobile	Vodafone	Total broadband	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	659	633	143	140	71	57	102	648	147	122	100	197
Weighted Base	696	672	157	148	79	61	112	684	154	127	101	211
Yes - to my fixed broadband provider	551 79%	535 80% 97%	117 74% 21%	122 83% 22%	65 82% 12%	53 87% 10%	84 75% 15%	541 79% 98%	124 80% 23%	99 78% 18%	79 78% 14%	175 83% 32%
Yes - to Ofcom	3 *	1 *	-	-	-	-	-	3 *	1 1%	-	-	1 1%
		58%	-	-	-	-	-	100%	58%	-	-	42%
Yes - other	13 2%	12 2% 92%	2 1% 16%	3 2% 23%	1 1% 8%	-	2 1% 13%	13 2% 100%	1 1% 7%	3 2% 23%	1 1% 9%	3 1% 21%
No	123 18%	116 17% 94%	35 22% 28%	21 14% 17%	12 15% 10%	8 13% 7%	24 22% 20%	122 18% 99%	28 18% 23%	20 16% 16%	22 21% 17%	32 15% 26%
<b>SUMMARY CODE</b>												
ANY YES	562 81%	545 81% 97%	119 76% 21%	125 85% 22%	66 83% 12%	53 87% 9%	85 76% 15%	551 81% 98%	124 80% 22%	102 80% 18%	80 79% 14%	177 84% 31%
Don't know	11 2%	11 2% 100%	3 2% 32%	2 1% 19%	1 2% 13%	-	3 3% 28%	11 2% 100%	2 1% 19%	5 4% 48%	-	2 1% 20%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER			Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	Sky	Virgin Media	Fixed broadband internet
Unweighted Base	659	370	163	129	659
Weighted Base	696	390	172	138	696
Yes - to my fixed broadband provider	551 79%	321 83%	139 81%	122 88%	551 79%
Yes - to Ofcom	3 *	3 1%	1 1%	1 1%	3 *
Yes - other	13 2%	5 1%	2 1%	2 1%	13 2%
No	123 18%	58 15%	27 16%	16 11%	123 18%
<b>SUMMARY CODE</b>					
ANY YES	562 81%	325 83%	140 81%	123 89%	562 81%
Don't know	11 2%	6 2%	5 3%	- -	11 2%
		57%	48%	-	100%



## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	GENDER		SOCIAL GRADE	
		Male	Female	ABC1	C2DE
Unweighted Base	118	56	62	57	61
Weighted Base	123	58	66	69	54
Did not know where to go\ who to complain to	4 3%	1 2%	3 5%	2 3%	2 4%
Didn't have the time	27 21%	15 27%	11 17%	15 22%	12 21%
Not worth the hassle	39 32%	17 29%	22 34%	22 32%	17 31%
They wouldn't do anything anyway	4 3%	2 4%	2 3%	2 3%	2 5%
If someone else sorted the problem out	8 6%	2 3%	6 9%	6 9%	2 3%
The problem was resolved	36 29%	21 35%	15 23%	20 29%	15 28%
Other	17 14%	5 9%	12 18%	6 9%	11 20%
		31%	69%	36%	64%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	118	88	100
Weighted Base	123	91	105
Did not know where to go\ who to complain to	4 3%	4 4%	4 4%
Didn't have the time	27 21%	20 22%	21 20%
Not worth the hassle	39 32%	29 32%	32 31%
They wouldn't do anything anyway	4 3%	2 2%	3 2%
If someone else sorted the problem out	8 6%	8 8%	8 7%
The problem was resolved	36 29%	24 27%	30 29%
Other	17 14%	15 17%	15 14%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]****Base: All who did not complain about fixed broadband issue**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	118	106	118	100
Weighted Base	123	110	123	103
Did not know where to go\ who to complain to	4 3%	4 4%	4 3%	4 4%
		100%	100%	100%
Didn't have the time	27 21%	22 20%	27 21%	22 22%
		83%	100%	84%
Not worth the hassle	39 32%	36 33%	39 32%	29 28%
		93%	100%	74%
They wouldn't do anything anyway	4 3%	4 4%	4 3%	4 4%
		100%	100%	100%
If someone else sorted the problem out	8 6%	7 6%	8 6%	7 7%
		87%	100%	87%
The problem was resolved	36 29%	34 31%	36 29%	32 31%
		95%	100%	88%
Other	17 14%	14 13%	17 14%	14 13%
		79%	100%	78%

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]****Base: All who did not complain about fixed broadband issue**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	118	111	117
Weighted Base	123	116	122
Did not know where to go\ who to complain to	4 3%	3 3% 82%	4 3% 100%
Didn't have the time	27 21%	27 23% 100%	27 22% 100%
Not worth the hassle	39 32%	38 33% 98%	39 32% 100%
They wouldn't do anything anyway	4 3%	4 4% 100%	4 3% 100%
If someone else sorted the problem out	8 6%	8 7% 100%	8 6% 100%
The problem was resolved	36 29%	32 28% 90%	34 28% 97%
Other	17 14%	15 13% 88%	17 14% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]**

**Base: All who did not complain about fixed broadband issue**

	Total	Q.4 PAY TV SUPPLIER	Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	Fixed broadband internet
Unweighted Base	118	56	118
Weighted Base	123	58	123
Did not know where to go\ who to complain to	4 3%	1 1% 20%	4 3% 100%
Didn't have the time	27 21%	9 15% 33%	27 21% 100%
Not worth the hassle	39 32%	18 30% 45%	39 32% 100%
They wouldn't do anything anyway	4 3%	1 1% 13%	4 3% 100%
If someone else sorted the problem out	8 6%	6 9% 72%	8 6% 100%
The problem was resolved	36 29%	20 34% 56%	36 29% 100%
Other	17 14%	11 18% 62%	17 14% 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.15 What was the issue\issues you had reason to complain about in connection with your pay TV?**

**Base: All who had reason to complain about Pay TV provider**

	Total	GENDER		SOCIAL GRADE	
		Male	Female	ABC1	C2DE
Unweighted Base	153	80	73	71	82
Weighted Base	154	83	71	79	75
A billing, pricing or payment issue, for example unexpected\unclear charges, overcharged or incorrect bill	53 35%	28 34% 53%	25 35% 47%	23 29% 42%	31 41% 58%
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	4 3%	4 5% 100%	- - -	4 5% 85%	1 1% 15%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	12 8%	7 8% 58%	5 7% 42%	8 10% 67%	4 5% 33%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	6 7% 60%	4 5% 40%	4 5% 40%	6 8% 60%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels\content	79 51%	40 48% 51%	39 54% 49%	43 54% 54%	36 48% 46%
Or something else	1 *	- - -	1 1% 100%	- - -	1 1% 100%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	153	122	124
Weighted Base	154	123	126
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	53 35%	44 36% 82%	45 36% 85%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	4 3%	4 4% 100%	4 4% 100%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	12 8%	8 6% 65%	7 5% 54%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	7 6% 77%	10 8% 100%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	79 51%	61 50% 78%	64 51% 81%
Or something else	1 *	1 1% 100%	1 * 100%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?**

**Base: All who had reason to complain about Pay TV provider**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	153	149	134	136
Weighted Base	154	149	142	138
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	53 35%	53 36% 100%	50 36% 95%	48 35% 89%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	4 3%	4 3% 100%	4 3% 100%	3 2% 67%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	12 8%	12 8% 100%	11 8% 89%	11 8% 95%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	10 6% 100%	10 7% 100%	9 6% 90%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	79 51%	73 49% 93%	70 50% 89%	71 52% 90%



**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.15 What was the issue\is you had reason to complain about in connection with your pay TV?****Base: All who had reason to complain about Pay TV provider**

	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
Total	White	Any Internet access	Total Landline
Unweighted Base	149	134	136
Weighted Base	149	142	138
Or something else	1 *	1 *	1 *
	100%	100%	100%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.15 What was the issue\ s you had reason to complain about in connection with your pay TV?**

**Base: All who had reason to complain about Pay TV provider**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	153	138	140
Weighted Base	154	140	145
A billing, pricing or payment issue, for example unexpected\unclear charges, overcharged or incorrect bill	53 35%	48 34% 90%	50 34% 94%
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	4 3%	3 2% 67%	4 3% 100%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or appointment, it was not installed\set up correctly or time taken for hardware to arrive	12 8%	9 7% 77%	11 7% 89%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	10 7% 100%	10 7% 100%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels\content	79 51%	74 53% 94%	74 51% 94%
Or something else	1 *	1 * 100%	1 * 100%

## Reasons to Complain (QS0809 - 310549/310649/310550)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Q.4 PAY TV SUPPLIER			Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
	Total	Total TV	Sky	Fixed broadband internet
Unweighted Base	153	140	74	52
Weighted Base	154	142	77	53
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	53 35%	47 33% 88%	28 36% 52%	18 34% 34%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	4 3%	4 3% 100%	2 3% 51%	- - -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	12 8%	12 8% 100%	6 8% 52%	3 6% 26%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	10 7% 100%	6 7% 57%	5 10% 54%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	79 51%	73 51% 93%	37 48% 47%	28 53% 36%

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.15 What was the issue\is you had reason to complain about in connection with your pay TV?**

**Base: All who had reason to complain about Pay TV provider**

	Q.4 PAY TV SUPPLIER		Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET	
	Total TV	Sky	Fixed broadband internet	
Unweighted Base	153	140	74	52
Weighted Base	154	142	77	53
Or something else	1	1	1	-
	*	*	1%	-
	100%	100%		-

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?****Base: All who had reason to complain about Pay TV provider**

	Total	GENDER		SOCIAL GRADE	
		Male	Female	ABC1	C2DE
Unweighted Base	153	80	73	71	82
Weighted Base	154	83	71	79	75
Yes - to my Pay TV provider	132 85%	73 87% 55%	59 83% 45%	66 84% 50%	66 87% 50%
Yes - to Ofcom	1 1%	1 2% 100%	- - -	1 2% 100%	- - -
Yes - other	1 1%	1 1% 100%	- - -	- - -	1 1% 100%
No	22 14%	10 11% 44%	12 17% 56%	13 16% 60%	9 12% 40%
<b>SUMMARY CODE</b>					
ANY YES	133 86%	74 89% 55%	59 83% 45%	66 84% 50%	67 88% 50%
Don't know	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?****Base: All who had reason to complain about Pay TV provider**

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	153	122	124
Weighted Base	154	123	126
Yes - to my Pay TV provider	132 85%	107 87% 81%	107 85% 81%
Yes - to Ofcom	1 1%	1 1% 100%	1 1% 100%
Yes - other	1 1%	1 1% 100%	1 1% 100%
No	22 14%	15 12% 68%	18 15% 85%
<b>SUMMARY CODE</b>			
ANY YES	133 86%	108 88% 82%	108 85% 81%
Don't know	-	-	-

**Reasons to Complain (QS0809 - 310549/310649/310550)****Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?****Base: All who had reason to complain about Pay TV provider**

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	153	149	134	136
Weighted Base	154	149	142	138
Yes - to my Pay TV provider	132 85%	126 85% 96%	120 84% 91%	117 85% 89%
Yes - to Ofcom	1 1%	1 1% 100%	1 1% 100%	1 1% 100%
Yes - other	1 1%	1 1% 100%	1 1% 100%	1 1% 100%
No	22 14%	22 14% 100%	21 15% 97%	19 14% 91%
<b>SUMMARY CODE</b>				
ANY YES	133 86%	127 86% 96%	121 85% 91%	118 86% 89%
Don't know	- -	- -	- -	- -

**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?**

**Base: All who had reason to complain about Pay TV provider**

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	153	138	140
Weighted Base	154	140	145
Yes - to my Pay TV provider	132 85%	121 86% 92%	122 84% 93%
Yes - to Ofcom	1 1%	1 1% 100%	1 1% 100%
Yes - other	1 1%	1 1% 100%	1 1% 100%
No	22 14%	19 13% 86%	22 15% 100%
<b>SUMMARY CODE</b>			
ANY YES	133 86%	122 87% 92%	124 85% 93%
Don't know	- -	- -	- -



**Reasons to Complain (QS0809 - 310549/310649/310550)**

**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?**

**Base: All who had reason to complain about Pay TV provider**

	Total	Q.4 PAY TV SUPPLIER		Q.5 REASON TO COMPLAIN ABOUT FIXED BROADBAND INTERNET
		Total TV	Sky	Fixed broadband internet
Unweighted Base	153	140	74	52
Weighted Base	154	142	77	53
Yes - to my Pay TV provider	132 85%	122 85%	63 82%	45 86%
Yes - to Ofcom	1 1%	1 100%	- -	- -
Yes - other	1 1%	1 100%	1 100%	- -
No	22 14%	20 14%	13 16%	7 14%
<b>SUMMARY CODE</b>				
ANY YES	133 86%	123 86%	64 84%	45 86%
Don't know	-	-	-	-