

	Page	Table	Title	Base Description	Base
●	1	1	S1A. Gender	Base: All respondents	2681
●	2	2	S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All respondents	2681
●	3	3	S2. Age	Base: All respondents	2681
●	4	4	S2A. Region	Base: All respondents	2681
●	5	5	S3A. Which of the following best describes the employment status of the Chief Income Earner in your household?	Base: All respondents	2681
●	6	6	S3B. Does the Chief Income Earner have a private pension / allowance?	Base: All respondents who are retired	665
●	7	7	S4. Which of these services do you or does your household have?	Base: All respondents	2681
●	8	8	S5. Does your household pay line rental in order to receive your fixed broadband service?	Base: All respondents who have a fixed broadband internet	503
●	9	9	Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?	Base: All respondents	2681
●	10	10	Q2. Do you receive any of these services from the same provider?	Base: All respondents who have more than one service	2331
●	11	11	Q2. Do you receive any of these services from the same provider?	Base: All respondents	2681
	12	12	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. Summary	Base: All respondents asked	2556
●	13	13	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. mobile phone service	Base: All respondents asked	2556
●	14	14	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed line Phone	Base: All respondents asked	1997
●	15	15	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed Broadband	Base: All respondents asked	2274

	Page	Table	Title	Base Description	Base
●	16	16	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. pay TV Service	Base: All respondents asked	1300
	17	17	LSUM. Landline Provider SUMMARY TABLE	Base: All Landline respondents asked	1997
●	18	18	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>	Base: All Landline respondents	1997
●	19	19	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>	Base: All Landline respondents	1997
●	20	20	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?	Base: All Landline respondents not having the service in a bundle	198
●	21	21	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?	Base: All Landline respondents not having the service in a bundle	198
●	22	22	L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?	Base: All Landline respondents	1997
●	23	23	L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?	Base: All Landline respondents	1997
●	24	24	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.	Base: All Landline respondents	1997
●	25	25	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.	Base: All Landline respondents	1997
●	26	26	M1. Which of these best describes the mobile phone package you personally use most often?	Base: All Mobile respondents	2556
●	27	27	M1. Which of these best describes the mobile phone package you personally use most often?	Base: All Mobile respondents	2556
	28	28	MSUM. Mobile Provider SUMMARY TABLE	Base: All Mobile respondents asked	2556
●	29	29	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?	Base: All Mobile respondents	2556
●	30	30	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?	Base: All Mobile respondents	2556

	Page	Table	Title	Base Description	Base
●	31	31	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?	Base: All Mobile respondents not having the service in a bundle	2134
●	32	32	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?	Base: All Mobile respondents not having the service in a bundle	2134
●	33	33	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?	Base: All Mobile respondents	2556
●	34	34	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?	Base: All Mobile respondents	2556
●	35	35	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	2274
●	36	36	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	2274
	37	37	INSUM. Fixed Broadband Provider SUMMARY TABLE	Base: All Internet respondents asked	2274
●	38	38	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?	Base: All Internet respondents	2274
●	39	39	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?	Base: All Internet respondents	2274
●	40	40	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?	Base: All Internet respondents not having the service in a bundle	330
●	41	41	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?	Base: All Internet respondents not having the service in a bundle	330
●	42	42	IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?	Base: All Internet respondents	2274
●	43	43	IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?	Base: All Internet respondents	2274
●	44	44	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?	Base: All Internet respondents	2274
●	45	45	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?	Base: All Internet respondents	2274

	Page	Table	Title	Base Description	Base
	46	46	PTSUM. Pay TV Provider SUMMARY TABLE	Base: All TV respondents respondents asked	1300
●	47	47	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?	Base: All TV respondents	1300
●	48	48	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?	Base: All TV respondents	1300
●	49	49	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?	Base: All TV respondents not having the service in a bundle	403
●	50	50	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?	Base: All TV respondents not having the service in a bundle	403
●	51	51	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?	Base: All Bundle respondents	2004
●	52	52	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?	Base: All Bundle respondents	2004
●	53	53	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?	Base: All Bundle respondents	2004
●	54	54	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?	Base: All Bundle respondents	2004
●	55	55	BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?	Base: All respondents	2681
●	56	56	BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?	Base: All respondents	2681
●	57	57	BM2. Which bank do you use for your MAIN current account?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2476
●	58	58	BM2. Which bank do you use for your MAIN current account?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2476

	Page	Table	Title	Base Description	Base
	59	58	BM2. Which bank do you use for your MAIN current account?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2471
●	60	59	BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2476
●	61	60	BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2476
●	62	61	BM4. Do you use the same provider for both gas and electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier	1968
●	63	62	BM4. Do you use the same provider for both gas and electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier	1968
●	64	63	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1788
●	65	63	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1772
●	66	64	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1788
●	67	64	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1772

	Page	Table	Title	Base Description	Base
●	68	65	BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who use the same provider for both gas and electricity	1788
●	69	66	BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who use the same provider for both gas and electricity	1788
●	70	67	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	197
●	71	67	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	199
●	72	68	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	197
●	73	68	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	199
●	74	69	BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	197

	Page	Table	Title	Base Description	Base
●	75	70	BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	197
●	76	71	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	493
●	77	71	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	512
●	78	72	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	493
●	79	72	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	512
●	80	73	BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	493

	Page	Table	Title	Base Description	Base
●	81	74	BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	493
●	82	75	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	114
	83	75	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	112
●	84	76	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	114
	85	76	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	112
●	86	77	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	88
	87	77	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	87
●	88	78	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	88
	89	78	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	87
●	90	79	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	235
●	91	79	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	232



	Page	Table	Title	Base Description	Base
●	92	80	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	235
●	93	80	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	232
	94	81	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	71
	95	81	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	79
	96	82	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	71
	97	82	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	79
●	98	83	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	1997
●	99	84	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	1997
	100	84	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	1997
●	101	85	QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?	Base: All Mobile respondents	2556
●	102	86	QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?	Base: All Mobile respondents	2556
●	103	87	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2274

	Page	Table	Title	Base Description	Base
●	104	88	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2274
	105	88	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2274
●	106	89	QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?	Base: All TV respondents	1300
●	107	90	QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?	Base: All TV respondents	1300
	108	91	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. Summary	Base: All respondents	2681
●	109	92	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I try to keep up with technology	Base: All respondents	2681
●	110	93	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. My friends tend to come to me if they have questions about technology	Base: All respondents	2681
●	111	94	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I'm as knowledgeable about these technologies as the next person	Base: All respondents	2681
●	112	95	QC2. Which, if any, of these do you use the internet for?	Base: All respondents	2681

	Page	Table	Title	Base Description	Base
	113	96	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Summary	Base: All respondents	2681
●	114	97	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Finding a cheaper deal is a priority for me	Base: All respondents	2681
●	115	98	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree I look out for and use discount codes or discount vouchers whenever I can	Base: All respondents	2681
	116	99	QCOVa. How important or not, are each of these communications services to your household at the moment? Summary	Base: All Service respondents	2556
●	117	100	QCOVa. How important or not, are each of these communications services to your household at the moment? Mobile phone	Base: All Mobile respondents	2556
●	118	101	QCOVa. How important or not, are each of these communications services to your household at the moment? Landline phone (i.e. home phone)	Base: All Landline respondents	1997
●	119	102	QCOVa. How important or not, are each of these communications services to your household at the moment? Fixed broadband internet	Base: All Internet respondents	2274
●	120	103	QCOVa. How important or not, are each of these communications services to your household at the moment? Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	Base: All TV respondents	1300
	121	104	QCOVb. To what extent has this changed as a result of the COVID-19 pandemic? Summary	Base: All Service respondents	2556

	Page	Table	Title	Base Description	Base
●	122	105	QCOVb. To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone	Base: All Mobile respondents	2556
●	123	106	QCOVb. To what extent has this changed as a result of the COVID-19 pandemic? Landline phone (i.e. home phone)	Base: All Landline respondents	1997
●	124	107	QCOVb. To what extent has this changed as a result of the COVID-19 pandemic? Fixed broadband internet	Base: All Internet respondents	2274
●	125	108	QCOVb. To what extent has this changed as a result of the COVID-19 pandemic? Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	Base: All TV respondents	1300
●	126	109	QC4. What is the total number of people in your household (including yourself and any children)?	Base: All respondents	2681
●	127	110	QC5. What is the total number of children aged under 18 in your household?	Base: All respondents	2681
●	128	111	QC6. Are any other adults in the household working either full time or part time?	Base: All respondents asked	615
●	129	112	QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?	Base: All respondents	2681
●	130	113	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2614
●	131	113	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2620
●	132	114	QC10. Which one of these bands describes your total household income before tax or any other deductions are made?	Base: All respondents	2681
●	133	114	QC10. Which one of these bands describes your total household income before tax or any other deductions are made?	Base: All respondents	2681
●	134	115	Urban/Rural	Base: All respondents	2681

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 1  
**S1A. Gender**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Male	1304	1304	-	113	229	221	237	209	191	105	1071	125	81	27	371	342	282	310	713	591	418	821	233	682	287	1046	242
	49%bchln	100%Xb	-	39%	50%c	52%ch	51%ch	51%ch	43%	57%Xch	48%l	50%l	60%Xil	33%	53%Xnq	44%	50%	48%	48%n	49%	49%	49%	48%	49%	53%X	49%	46%
Female	1363	-	1363	174	227	207	227	199	251	78	1127	125	54	56	329	430	279	326	758	605	434	870	252	708	246	1068	280
	51%azkwm	-	100%Xa	60%Xd	49%	48%	49%	49%	57%Xefgz	43%	51%k	50%	40%	67%Xijk	47%	56%Xmq	50%	51%	51%m	50%	50%	51%	52%	51%	46%	50%	54%
Other / prefer to use my own term	11	-	-	3	4	-	1	2	1	-	11	-	-	-	5	1	1	4	7	4	7	4	1	6	2	2	1
	*abx	-	-	1%e	1%	-	*	*	*	-	*	-	-	-	1%	*	*	1%	*	*	1%	*	*	*	*	*	*
Prefer not to say	3	-	-	-	1	-	2	-	-	-	3	-	-	-	1	1	1	-	2	1	1	1	-	2	1	1	1
	*	-	-	-	*	-	*	-	-	-	*	-	-	-	*	*	*	-	*	*	*	*	-	*	*	*	*

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 2  
**S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**  
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Yes	2595 97%	1265 97%	1327 97%	275 95%	444 96%	417 98%	452 97%	396 97%	431 97%	179 98%	2139 97%	240 96%	135 100% <sup>Xj</sup>	81 97%	686 97%	745 96%	546 97%	618 97%	1431 97%	1164 97%	828 96%	1667 98% <sup>Xs</sup>	463 95%	1367 98% <sup>Xu</sup>	527 98% <sup>u</sup>	2051 97%	513 98%
No	21 1% <sup>bx</sup>	8 1%	4 *	5 2%	7 2%	2 1%	1 *	3 1%	2 *	-	21 1%	-	-	-	6 1%	6 1%	4 1%	5 1%	12 1%	8 1%	11 1%	9 1%	7 1% <sup>v</sup>	6 *	2 *	9 *	4 1%
Prefer not to say	66 2% <sup>tv</sup>	31 2%	32 2%	10 4%	10 2%	8 2%	13 3%	11 3%	10 2%	3 2%	53 2%	10 4% <sup>k</sup>	-	3 3%	14 2%	23 3%	12 2%	17 3%	37 2%	29 2%	21 2% <sup>t</sup>	20 1%	16 3%	25 2%	8 1%	57 3%	7 1%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 3  
S2. Age  
Base: All respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural				
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)			
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512			
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523			
16-24	290	113	174	290	-	-	-	-	-	-	248	24	17	1	73	113	53	51	186	104	87	174	78	114	47	239	47			
	11%ade	8%9%	13%a	100%X	defghz	-	-	-	-	-	11%l	10%l	13%l	1%	10%	15%X	mopr9%	8%	13%X	mpr9%	10%	10%	16%X	w	8%	9%	11%	9%		
25-34	461	229	227	-	461	-	-	-	-	-	397	36	16	11	100	132	115	114	232	229	127	309	111	205	100	391	63			
	17%ce	fgzhz18%	17%	-	100%X	cefghz	-	-	-	-	18%X	15%	12%	13%	14%	17%	20%X	m	18%	19%X	m	15%	23%X	v	15%	19%w	18%y	12%		
35-44	427	221	207	-	-	427	-	-	-	-	360	32	25	11	78	125	101	124	203	225	110	294	107	215	73	353	69			
	16%cd	efghz17%	15%	-	-	100%X	cd	efghz	-	-	16%	13%	18%	13%	11%	16%e	m	18%e	19%X	m	13%	17%e	s	22%X	w	15%	14%	17%	69	
45-54	467	237	227	-	-	-	467	-	-	-	378	44	24	21	105	127	101	134	232	235	160	288	85	253	111	369	90			
	17%cd	efghz18%	17%	-	-	-	100%X	cd	efghz	-	17%	18%	18%	26%	15%	16%	18%	21%X	m	16%	20%X	m	19%	17%	18%	21%X	17%	17%		
55-64	409	209	199	-	-	-	-	409	-	-	314	55	23	18	120	108	86	96	228	182	123	265	59	223	89	316	85			
	15%cd	efghz16%	15%	-	-	-	-	100%X	cd	efghz	14%	22%e	17%	21%	17%	14%	15%	15%	15%	15%	14%	16%	12%	16%	16%	16%	15%	16%		
65-74	443	191	251	-	-	-	-	-	443	-	363	41	24	15	154	122	77	91	275	168	168	271	38	262	83	318	120			
	17%ac	defg15%	18%a	-	-	-	-	-	100%X	cd	efghz	16%	16%	17%	22%X	n	16%	14%	14%	19%X	n	14%	20%X	t	16%	8%	19%X	u	15%	23%X
75+	183	105	78	-	-	-	-	-	-	183	152	18	7	6	77	47	30	29	125	58	85	95	8	125	34	130	50			
	7%bc	defgh8%b	6%	-	-	-	-	-	100%X	cd	efghz	7%	5%	7%	11%X	n	6%	5%	4%	8%X	n	5%	10%X	t	6%	8%	9%X	u	6%	9%w
Average Age	48.30	48.95	47.77	21.45	29.89	39.59	49.77	59.50	69.15	78.34	47.89	50.51	48.13	52.92	51.98	46.68	46.86	47.47	49.21	47.19	50.92	47.61	41.51	50.84	48.48	47.32	52.22			
	48.30	48.95	47.77	21.45	29.89	39.59	49.77	59.50	69.15	78.34	47.89	50.51	48.13	52.92	51.98	46.68	46.86	47.47	49.21	47.19	50.92	47.61	41.51	50.84	48.48	47.32	52.22			

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 4  
**S2A. Region**  
**Base: All respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512	
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523	
Wales	135	81	54	17	16	25	24	23	24	7	-	-	135	-	28	34	37	35	62	73	59	69	22	87	17	90	45	
		5%bjitwx	6%Bb	4%	6%	4%	6%	5%	6%	4%	-	-	100%Xijl	-	4%	4%	7%q	6%	4%	6%	7%Xt	4%	4%	6%Xw	3%	4%	9%Xx	
Scotland	250	125	125	24	36	32	44	55	41	18	-	250	-	-	89	52	53	56	141	109	77	166	35	139	61	193	54	
		9%ikln	10%	9%	8%	8%	7%	13%Xde	9%	10%	-	100%Xikl	-	-	13%Xnpqr	7%	9%	9%	10%an	9%	9%	10%	7%	10%	11%u	9%	10%	
NET: England	2213	1071	1127	248	397	360	378	314	363	152	2213	-	-	-	565	652	463	533	1217	996	699	1403	416	1137	433	1780	395	
		83%gjklnmy	82%	83%	85%g	86%g	81%	77%	82%	83%	100%Xijkl	-	-	-	80%	84%	82%	83%	82%am	83%	81%	83%	416	1137	433	1780	395	
North East	112	56	56	9	22	18	18	15	18	11	112	-	-	-	39	18	30	24	57	54	32	74	33	45	27	91	20	
		4%jknv	4%	4%	3%	5%	4%	4%	4%	6%	5%Xjk	-	-	-	6%Xnq	2%	5%an	4%	4%an	5%an	4%	4%	7%Xv	3%	5%	4%	4%	
North West	293	142	150	28	40	41	48	50	68	17	293	-	-	-	72	83	68	70	155	138	81	196	61	126	74	241	49	
		11%jklv	11%	11%	10%	9%	10%	10%	12%	15%Xodef	10%	13%Xijkl	-	-	10%	11%	12%	11%	10%	11%	9%	12%	13%	9%	14%Xv	11%	9%	
Yorkshire and the Humber	196	91	105	30	28	41	32	27	27	12	196	-	-	-	42	66	36	53	107	89	61	129	34	112	33	150	42	
		7%jkl	8%	10%Xdh	6%	10%	7%	6%	7%	9%Xijkl	-	-	-	-	6%	8%	6%	8%	7%am	7%	7%	8%	7%	8%	6%	7%	8%	
West Midlands	233	117	115	31	53	41	35	25	34	15	233	-	-	-	42	62	65	64	104	129	63	156	57	137	24	202	28	
		9%jklmqwy	9%	8%	11%g	11%g	10%	8%	6%	8%	8%	11%Xijkl	-	-	6%	8%	12%Xmq	10%mq	7%	11%Xmq	7%	9%	12%Xw	10%w	4%	10%xy	5%	
East Midlands	181	88	92	11	30	21	41	28	35	16	181	-	-	-	52	59	27	43	111	70	66	112	28	117	25	129	48	
		7%cjklwx	7%	4%	6%	5%	9%ce	7%	8%c	9%c	8%Xijkl	-	-	-	7%	8%	5%	7%	8%	6%	8%	7%	6%	8%Xw	5%	6%	9%Xx	
East of England	245	133	110	20	35	48	50	34	34	24	245	-	-	-	68	64	57	56	132	113	86	148	39	145	36	181	61	
		9%jklw	10%	8%	7%	8%	11%	8%	8%	13%cdh	11%Xijkl	-	-	-	10%	8%	10%	9%	9%	9%	9%	9%	8%	8%	10%w	7%	9%	12%Xx
London	353	186	165	52	83	59	60	51	35	14	353	-	-	-	87	102	64	100	189	164	102	224	63	150	95	342	9	
		13%hzjklv	14%	12%	18%Xhz	18%Xhz	14%h	13%h	12%	8%	8%	16%Xijkl	-	-	12%	13%	11%	16%r	13%	14%	12%	13%	13%	11%	18%Xv	16%xy	2%	
South East	358	148	204	46	70	54	57	47	59	25	358	-	-	-	100	120	61	77	220	138	121	222	60	177	71	272	76	
		13%ajklr	11%	15%xa	16%	15%	13%	12%	11%	13%	14%	16%Xijkl	-	-	14%	16%or	11%	12%	15%xor	11%	14%	13%	12%	13%	13%	13%	14%	
South West	242	110	130	21	37	39	36	38	54	17	242	-	-	-	63	78	54	46	141	101	86	141	41	126	47	174	63	
		9%jklx	8%	10%	7%	8%	9%	8%	9%	12%Xcf	9%	11%Xijkl	-	-	9%	10%	10%	7%	10%	8%	8%	8%	8%	8%	9%	9%	8%	
Northern Ireland	83	27	56	1	11	11	21	18	15	6	-	-	-	83	24	36	8	15	60	23	25	57	14	35	26	54	29	
		3%acijkor	2%	4%xa	*	2%	2%	5%c	4%c	3%c	3%c	-	-	-	100%Xijk	3%o	5%Xopr	1%	2%	4%Xor	2%	3%	3%	3%	2%	5%Xv	3%	6%Xx

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 5  
**S3A. Which of the following best describes the employment status of the Chief Income Earner in your household?**  
 Base: All respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Full-time employment (more than 29 hours a week)	1462	753	703	190	365	311	335	195	60	5	1215	122	75	50	393	435	404	230	827	634	345	1047	211	724	408	1161	278
Part-time employment (8 - 29 hours per week)	302	124	175	38	50	65	53	51	38	7	258	23	11	10	61	114	53	75	175	128	92	192	97	151	20	251	43
Retired	660	313	342	8	8	13	14	109	337	171	532	75	36	17	252	176	105	127	428	232	271	376	54	426	102	485	166
Student	49	17	33	42	7	-	1	-	-	-	41	7	2	-	49	-	-	-	49	-	20	23	18	16	2	44	5
Not working / Sick / Disabled / Working less than 8 hours per week	207	97	110	12	32	38	64	54	8	-	167	24	11	6	-	-	-	207	-	207	132	58	106	80	4	175	31
NET: Working	1764	877	878	228	415	376	398	246	99	12	1473	145	86	60	454	548	457	305	1002	762	437	1239	309	875	428	1412	321
NET: Not working	917	427	485	62	46	51	79	163	345	171	739	105	49	23	252	226	105	334	478	439	423	457	178	522	109	705	202

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 6  
**S3B. Does the Chief Income Earner have a private pension / allowance?**  
 Base: All respondents who are retired

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	665	316	346	9	8	13	13	112	338	172	542	67	39	17	280	148	100	137	428	237	272	378	56	421	114	491	164
Weighted base	660	313	342	8**	8**	13**	14**	109*	337	171	532	75*	36*	17**	252	176	105*	127*	428	232	271	376	54*	426	102	485	166
Yes	569	274	293	5	4	8	12	104	287	149	451	70	32	16	252	176	105	36	428	140	224	337	20	385	100	419	141
	86% <sub>ipru</sub>	87%	86%	62%	47%	61%	88%	95% <sub>Xh</sub>	85%	87%	85%	93%	88%	91%	100% <sub>Xpr</sub>	100% <sub>Xpr</sub>	100% <sub>Xpr</sub>	28%	100% <sub>Xpr</sub>	61% <sub>pr</sub>	83%	89% <sub>Xs</sub>	37%	90% <sub>Xu</sub>	97% <sub>Xuv</sub>	86%	85%
No	91	40	49	3	4	5	2	5	50	21	80	5	4	2	-	-	-	91	-	91	47	40	34	41	3	66	25
	14% <sub>gmnoqt13vw</sub>	13%	14%	38%	53%	39%	12%	5%	15% <sub>g</sub>	13%	15% <sub>X</sub>	7%	12%	9%	-	-	-	72% <sub>Xmnoqr</sub>	-	39% <sub>Xmnoq17%t</sub>	11%	63% <sub>Xvw</sub>	10% <sub>w</sub>	3%	14%	15%	

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

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 7  
**S4. Which of these services do you or does your household have?**  
 Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural				
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)		
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512		
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523		
Mobile phone	2646 99%	1282 98%	1350 99%	287 99%	451 98%	424 99%	466 100% Xdgh	402 98%	435 98%	180 99%	2181 99%	249 100%	133 98%	83 100%	694 98%	765 99%	558 99%	628 98%	1460 99%	1186 99%	849 99%	1675 99%	475 98%	1381 99%	531 99%	2087 99%	518 99%		
Landline phone (i.e. home phone)	2061 77% bcdepu79% Xbx	1033 75%	1019	154 53%	245 53%	307 72% cd	392 84% Xcde	354 87% Xcde	427 96% Xcdefg h	182 99% Xcdefg 77%	1693 94%	199 97%	103 94%	65 94%	582 96% Xnpqr	574 94%	439 95% pr	465 91%	1157 95% Xpr	904 93% p	687 93%	1294 95% Xs	687 87%	1294 96% Xu	335 80% Xu	1116 97% Xu	414 97% Xu	1588 94%	439 95%
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2525 94% cpur	1225 94%	1286 94%	259 89%	427 93%	397 93%	445 95% c	388 95% c	428 97% cde	180 99% Xcdeg 94%	2076 94%	243 97%	127 94%	79 94%	679 96% Xpqr	730 94%	533 95% pr	583 91%	1409 95% Xpr	1116 93% p	798 93%	1617 95% Xs	424 87%	1340 96% Xu	521 97% Xu	1990 94%	495 95%		
Any Pay TV service through satellite, cable or broadband	1446 54% cpuy	725 56%	716 53%	128 44%	253 55% c	238 56% c	270 58% c	212 52%	243 55% c	103 56% c	1197 54%	129 52%	69 51%	50 61%	387 55% p	426 55% p	322 57% pr	312 49%	813 55% p	634 53% p	447 52%	938 55%	223 46%	774 55% u	314 59% Xu	1168 55% Xy	256 49%		

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 8  
**S5. Does your household pay line rental in order to receive your fixed broadband service?**  
**Base: All respondents who have a fixed broadband internet**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (x)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	503	222	276	122	169	100	56	38	17	1	423	43	25	12	118	154	93	138	272	231	143	331	105	240	109	435	59
Weighted base	512	221	286	111	194	94*	59*	40**	13**	1**	426	47*	25**	14**	105*	169	103*	135	274	238	135	344	112*	240	110*	439	66*
Yes, pay line rental for a fixed line	295 58% <sub>c</sub>	119 54%	171 60%	46 41%	121 62% <sub>c</sub>	60 63% <sub>c</sub>	33 56%	30 75%	5 39%	1 100%	242 57%	26 55%	17 67%	10 68%	59 57%	104 61%	63 62%	69 51%	163 59%	132 55%	80 59%	200 58%	65 58%	148 61%	67 60%	246 56%	44 67%
No	159 31% <sub>v</sub>	77 35%	82 29%	44 39% <sub>Xd</sub>	53 27%	29 30%	19 33%	7 17%	8 60%	-	136 32%	14 30%	6 24%	3 22%	37 36%	46 27%	31 30%	45 33%	83 30%	76 32%	42 31%	106 31%	31 28%	63 26%	41 37%	141 32%	15 23%
Don't know	58 11% <sub>w</sub>	25 11%	33 11%	22 19% <sub>Xe</sub>	21 11%	6 6%	7 12%	3 8%	* 1%	-	48 11%	7 15%	2 9%	1 10%	8 8%	20 12%	8 8%	22 16%	28 10%	30 13%	13 10%	38 11%	15 13% <sub>w</sub>	29 12% <sub>w</sub>	3 3%	51 12%	7 10%

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 9  
**Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Mobile phone	2556 95% <sup>ai</sup>	1234 95%	1308 96%	277 95%	436 95%	411 96%	454 97%	388 95%	420 95%	171 94%	2098 95%	245 98% <sup>ai</sup>	130 96%	82 99%	670 95%	739 95%	541 96%	606 95%	1410 95%	1146 95%	824 96%	1616 95%	458 94%	1336 96%	513 96%	2012 95%	503 96%
Landline phone (i.e. home phone)	1997 74% <sup>abcd</sup>	1003 77% <sup>Xb</sup>	986 72%	83 29%	265 58% <sup>c</sup>	317 74% <sup>cd</sup>	377 81% <sup>Xcde</sup>	360 88% <sup>Xcdef</sup>	416 94% <sup>Xcdefg</sup>	179 98% <sup>Xcdefg</sup>	1631 74%	199 80%	103 76%	64 77%	551 78% <sup>Xopr</sup>	576 74%	409 73%	461 72%	1127 76% <sup>er</sup>	870 72%	664 77% <sup>X</sup>	1258 74%	323 66%	1095 78% <sup>Xu</sup>	407 76% <sup>u</sup>	1551 73%	417 80% <sup>Xx</sup>
Fixed broadband internet	2274 85% <sup>bcu</sup>	1140 87% <sup>Xb</sup>	1123 82%	156 54%	379 82% <sup>c</sup>	372 87% <sup>c</sup>	407 87% <sup>c</sup>	377 92% <sup>Xcdef</sup>	408 92% <sup>Xcdef</sup>	175 96% <sup>Xcdef</sup>	1862 84%	225 90% <sup>xi</sup>	112 83%	74 89%	613 87%	653 84%	472 84%	537 84%	1265 86%	1009 84%	716 83%	1462 86% <sup>X</sup>	373 77%	1226 88% <sup>Xu</sup>	478 89% <sup>Xu</sup>	1792 85%	451 86%
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1300 48% <sup>cpu</sup>	668 51% <sup>Xb</sup>	631 46%	77 27%	219 48% <sup>c</sup>	220 51% <sup>c</sup>	246 53% <sup>c</sup>	205 50% <sup>c</sup>	231 52% <sup>c</sup>	101 55% <sup>c</sup>	1074 49%	117 47%	63 47%	46 56%	350 50%	385 50%	284 51% <sup>pr</sup>	281 44%	735 50% <sup>p</sup>	565 47% <sup>p</sup>	395 46%	858 51% <sup>Xs</sup>	192 40%	709 51% <sup>Xu</sup>	288 54% <sup>Xu</sup>	1049 50%	236 45%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 10  
**Q2. Do you receive any of these services from the same provider?**  
**Base: All respondents who have more than one service**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2331	1165	1155	186	336	399	393	405	433	179	1926	219	117	69	715	561	443	612	1276	1055	771	1458	401	1234	492	1843	453
Weighted base	2333	1159	1164	162	385	374	422	381	430	179	1917	227	113	77*	629	668	485	551	1298	1035	751	1485	393	1247	483	1839	463
Mobile phone	305 13%	160 14%	143 12%	17 11%	63 16%	45 12%	55 13%	42 11%	62 14%	20 11%	259 14%	27 12%	15 13%	4 6%	89 14%	83 12%	54 11%	78 14%	172 13%	133 13%	107 14%	186 13%	67 17% <sub>Xv</sub>	147 12%	62 13%	230 12%	72 15%
Landline phone (i.e. home phone)	1762 76% <sub>cdx</sub>	884 76%	872 75%	72 44%	224 58% <sub>c</sub>	276 74% <sub>cd</sub>	326 77% <sub>cd</sub>	312 82% <sub>Xcde</sub>	385 89% <sub>Xdefg</sub>	167 94% <sub>Xdefg</sub>	1431 75%	178 78%	96 85% <sub>Xi</sub>	57 74%	496 79% <sub>Xpr</sub>	500 75%	369 76%	398 72%	995 77%	767 74%	598 80% <sub>Xt</sub>	1101 74%	286 73%	969 78% <sub>X</sub>	360 75%	1358 74%	380 82% <sub>Xx</sub>
Fixed broadband internet	1919 82% <sub>cdpu</sub>	963 83%	950 82%	92 57%	281 73% <sub>c</sub>	325 87% <sub>Xcd</sub>	348 82% <sub>cd</sub>	326 86% <sub>cd</sub>	377 88% <sub>Xcd</sub>	170 95% <sub>Xcdefg</sub>	1570 82%	185 81%	101 90% <sub>Xi</sub>	63 82%	520 83%	556 83%	411 85% <sub>pr</sub>	432 78%	1076 83% <sub>p</sub>	843 81% <sub>p</sub>	628 84%	1220 82%	297 76%	1060 85% <sub>Xu</sub>	406 84% <sub>u</sub>	1508 82%	387 83%
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	888 38% <sub>cuy</sub>	448 39%	440 38%	45 27%	148 39% <sub>c</sub>	167 45% <sub>Xcgh</sub>	162 38% <sub>c</sub>	133 35%	158 37% <sub>c</sub>	75 42% <sub>c</sub>	733 38%	92 41%	37 33%	26 33%	224 36%	267 40%	205 42% <sub>empr</sub>	193 35%	491 38%	397 38% <sub>p</sub>	269 36%	589 40%	129 33%	516 41% <sub>Xu</sub>	182 38%	748 41% <sub>Xy</sub>	132 28%
None of these	356 15% <sub>hzv</sub>	166 14%	187 16%	66 41% <sub>Xdefgh</sub>	93 24% <sub>Xefghz</sub>	43 11% <sub>z</sub>	68 16% <sub>hz</sub>	49 13% <sub>hz</sub>	30 7%	6 3%	298 16%	36 16%	10 9%	13 17%	92 15%	94 14%	65 13%	105 19% <sub>Xnoqr</sub>	186 14%	171 16% <sub>o</sub>	98 13%	236 16%	75 19% <sub>v</sub>	166 13%	70 14%	292 16%	59 13%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 11  
**Q2. Do you receive any of these services from the same provider?**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Mobile phone	614	285	325	136	125	92	96	67	75	23	521	47	36	11	154	177	126	157	332	282	210	370	149	282	106	478	123
	23%ghzlv	22%	24%	47%Xdelghz	27%Xlghz	22%z	20%z	16%	17%	13%	24%l	19%	26%l	13%	22%	23%	22%	24%	22%	24%	24%	22%	31%Xvw	20%	20%	23%	24%
Landline phone (i.e. home phone)	1768	887	875	72	226	278	326	313	385	169	1437	178	96	57	498	501	369	400	1000	769	599	1105	288	971	363	1362	382
	66%cdipux	68%X	64%	25%	49%c	65%cd	70%cd	76%Xcde	87%Xcdefg	92%Xcdefg	65%	71%	69%	71%Xnpqr	65%	66%	63%	68%p	64%	68%p	70%Xt	65%	59%	70%Xu	68%u	64%	73%Xx
Fixed broadband internet	1942	978	957	99	289	328	351	329	377	170	1589	187	102	63	526	563	413	440	1089	853	631	1235	303	1070	412	1528	390
	72%bcdpu	75%Xb	70%	34%	63%c	77%cd	75%cd	80%Xcd	85%Xcdef	93%Xcdefg	72%h	75%	76%	76%	75%p	73%	74%	69%	74%p	71%	73%	73%	62%	77%Xu	77%Xu	72%	75%
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	897	449	448	46	152	170	163	133	158	75	743	92	37	26	227	269	208	194	496	401	271	598	133	520	183	754	135
	33%ccuy	34%	33%	16%	33%c	40%Xc	35%c	33%c	36%c	41%Xc	34%	37%	27%	31%	32%	35%	37%pr	30%	34%	33%p	31%	35%X	27%	37%Xu	34%u	36%xy	26%
None of these	356	166	187	66	93	43	68	49	30	6	298	36	10	13	92	94	65	105	186	171	98	236	75	166	70	292	59
	13%hzk	13%	14%	23%Xefghz	20%Xeghz	10%z	15%hz	12%hz	7%	3%	13%	14%	7%	15%	13%	12%	12%	16%Xnoqr	13%	14%o	11%	14%	15%	12%	13%	14%	11%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 12

**Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.**

**Summary**

**Base: All respondents asked**

	Services			
	mobile phone service	fixed line Phone	fixed Broadband	pay TV Service
Unweighted base	2556	1997	2274	1300
Weighted base	2556	1997	2274	1300
BT	64 2%	568 28%	559 25%	124 10%
EE	590 23%	92 5%	116 5%	-
giffgaff	161 6%	-	-	-
O2	483 19%	-	-	-
Plusnet	-	79 4%	105 5%	-
Post Office	-	-	-	-
Sky	67 3%	439 22%	548 24%	706 54%
TalkTalk	-	212 11%	259 11%	100 8%
Tesco Mobile	192 8%	-	-	-
Three	345 13%	-	-	-
Virgin Media / Mobile	118 5%	348 17%	491 22%	274 21%
Vodafone	366 14%	-	-	-
Other provider	170 7%	258 13%	196 9%	96 7%



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 13  
**Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.**  
**mobile phone service**  
**Base: All respondents asked**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503
BT	64	33	30	1	8	6	6	17	10	53	5	4	2	23	12	14	14	36	28	20	39	8	33	14	40	22	
	2%cx	3%	2%	*	2%	1%	1%	4%Xcef	4%cef	6%Xcdef	3%	3%	2%	2%	3%q	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%	2%	4%Xx
EE	590	294	292	61	118	103	90	73	96	48	507	54	26	3	148	175	135	132	323	267	171	395	92	321	131	468	109
	23%l	24%	22%	22%	27%fg	25%	20%	19%	23%	28%fg	24%Xi	22%l	20%l	4%	22%	24%	25%	22%	23%	23%	21%	24%	20%	24%	26%	23%	22%
giffgaff	161	79	82	24	29	30	35	17	19	8	140	10	8	3	35	44	37	45	79	82	65	90	38	88	25	132	27
	6%	6%	6%	9%gh	7%	7%	8%	4%	5%	4%	7%	4%	6%	4%	5%	6%	7%	7%	6%	7%	8%Xt	6%	8%	7%	5%	7%	5%
O2	483	201	281	49	75	86	89	82	72	30	383	49	14	37	139	139	103	102	278	205	149	310	80	250	94	374	104
	19%ak	16%	21%Xa	18%	17%	21%	20%	21%	17%	18%	18%	20%k	11%	45%Xijk	21%	19%	19%	17%	20%	18%	18%	19%	18%	19%	18%	19%	21%
Plusnet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	67	30	38	4	11	15	17	4	14	3	60	3	4	1	20	18	9	20	38	29	32	34	11	37	12	52	15
	3%	2%	3%	1%	3%	4%	4%g	1%	3%	2%	3%	1%	3%	1%	3%	2%	2%	3%	3%	3%	4%Xt	2%	2%	3%	2%	3%	3%
TalkTalk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tesco Mobile	192	94	96	11	26	23	30	29	45	28	143	25	14	9	51	53	39	49	104	88	83	105	36	116	29	151	38
	8%cit	8%	7%	4%	6%	6%	7%	7%	11%Xcdef	16%Xcdefg	7%	10%	11%	11%	8%	7%	7%	8%	7%	8%	10%Xt	7%	8%	9%w	6%	7%	8%
Three	345	179	162	50	66	59	71	47	44	9	283	29	25	9	89	93	82	81	183	162	100	226	68	176	72	283	58
	13%z	14%	12%	18%Xghz	15%z	14%z	16%hz	12%z	10%	5%	13%	12%	19%	11%	13%	13%	15%	13%	13%	14%	12%	14%	15%	13%	14%	14%	12%
Virgin Media / Mobile	118	57	60	14	23	15	21	18	21	5	101	10	5	2	27	32	29	30	59	59	32	78	28	60	21	100	17
	5%	5%	5%	5%	5%	4%	5%	5%	5%	3%	5%	4%	4%	2%	4%	4%	5%	5%	4%	5%	4%	5%	6%	5%	4%	5%	3%
Vodafone	366	178	186	47	60	57	64	57	60	21	290	40	22	13	102	114	58	91	217	149	107	246	61	175	87	267	90
	14%ox	14%	14%	17%	14%	14%	14%	15%	14%	12%	14%	16%	17%	16%	15%o	15%o	11%	15%	15%o	13%	13%	15%	13%	13%	17%	13%	18%Xx
Other provider	170	90	80	17	20	17	30	44	32	9	140	19	9	3	36	58	34	43	93	77	67	93	36	80	30	144	22
	7%ety	7%	6%	6%	5%	4%	7%	11%Xcdefz	8%	5%	7%	8%	7%	4%	5%	8%	6%	7%	7%rn	7%	8%	6%	8%	6%	6%	7%y	4%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 14  
Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.  
fixed line Phone  
Base: All respondents asked

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411	
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417	
BT	568 28%de ux	298 elpr s 30%	268 27%	22 26%e	58 22%	50 16%	113 30%de	116 32%de	135 32%de	73 41% Xcde	442 27%	60 30%	34 33%	32 50% Xijk	209 38% Xnopqr	152 26%	110 27%	98 21%	360 32% Xnpr	208 24%	164 25%	383 30% Xs	69 21%	291 27%	153 38% Xuv	381 25%	177 42% Xx	
EE	92 5%	49 5%	41 4%	6 7%	13 5%	15 5%	16 4%	14 4%	22 5%	6 3%	76 5%	13 6%	3 3%	-	29 5%	27 5%	17 4%	19 4%	56 5%	36 4%	25 4%	63 5%	14 4%	45 4%	29 7% Xv	67 4%	21 5%	
giffgaff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	79 4%	38 4%	41 4%	5 6%	8 3%	11 3%	17 5%	11 3%	22 5%	5 3%	69 4%	3 2%	5 5%	2 3%	17 3%	29 5%	15 4%	19 4%	46 4%	33 4%	46 5%	16 4%	44 4%	15 4%	61 4%	18 4%		
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	439 22% agmy	194 19%	246 25% Xa	21 26%	69 26% gh	97 31% Xfghz	84 22%	62 17%	76 18%	31 17%	367 23%	33 17%	26 25%	13 21%	95 17%	136 24% m	111 27% Xmq	97 21%	232 21% m	208 24% mp	140 21%	286 23%	69 21%	255 23%	83 20%	362 23% Xy	75 18%	
TalkTalk	212 11% ft	107 11%	106 11%	4 5%	28 11%	33 10%	25 7%	36 10%	52 12% cf	34 19% Xdefg	174 11%	17 8%	16 16%	6 9%	56 10%	56 10%	41 10%	60 13%	112 10%	101 12%	90 14% Xt	114 9%	43 13%	113 10%	34 8%	165 11%	45 11%	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	348 17% czky	188 19%	157 16%	21 25% hz	61 23% Xhz	57 18% z	68 18% z	58 16%	65 16%	17 10%	292 18% k	41 21% k	9 9%	5 9%	85 15%	93 16%	82 20%	88 19%	178 16%	170 20% X	114 17%	218 17%	57 18%	206 19%	60 15%	318 20% Xy	26 6%	
Vodafone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other provider	258 13% czow	130 13%	128 13%	5 6%	28 11%	54 17% chz	52 14% z	63 18% Xcdhz	44 11%	12 7%	211 13%	32 16%	10 10%	5 9%	61 11%	84 15% o	33 8%	81 18% Xmoqr	144 13% mo	114 13% o	97 15%	149 12%	55 17% Xw	142 13% w	33 8%	199 13%	55 13%	

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 15  
Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.  
fixed Broadband  
Base: All respondents asked

	Gender		Age								Nation			Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443	
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451	
BT	559 25%deipru x	283 25%	274 24%	38 24%de	60 16%	55 15%	103 25%de	111 30%de	125 31%de	68 39%Xcdef	420 23%	71 32%Xi	33 30%	34 46%Xik	209 34%Xnopqr	155 24%p	105 22%	90 17%	364 29%Xnopr	195 19%p	161 23%	380 26%	70 19%	291 24%	145 30%Xuv	371 21%	179 40%Xx	
EE	116 5%	60 5%	54 5%	9 6%	23 6%	18 5%	20 5%	16 4%	23 6%	6 3%	95 5%	15 7%	6 5%	-	35 6%	31 5%	25 5%	25 5%	67 5%	49 5%	39 5%	73 5%	17 4%	56 5%	35 7%Xv	87 5%	25 6%	
giffgaff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	105 5%	46 4%	57 5%	6 4%	17 5%	13 3%	21 5%	12 3%	26 6%	9 5%	89 5%	7 3%	7 6%	2 3%	23 4%	36 5%	21 4%	25 5%	59 5%	46 5%	45 6%Xt	57 4%	22 6%	54 4%	23 5%	75 4%	28 6%	
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	548 24%ahjmy	243 21%	305 27%xa	33 21%	106 28%ghz	128 34%xcfgzhz	96 24%	77 20%	77 19%	32 18%	468 25%Xj	34 15%	28 24%	18 24%	116 19%	172 26%mq	139 29%Xmpqr	122 23%	288 23%qm	260 26%mp	154 22%	368 25%	97 26%	305 25%	105 22%	456 25%xy	88 20%	
TalkTalk	259 11%ft	129 11%	128 11%	14 9%	44 12%	38 10%	30 7%	44 12%	56 14%f	34 19%Xcdefg	213 11%	20 9%	19 17%	7 9%	68 11%	66 10%	51 11%	75 14%X	133 11%	126 13%	101 14%Xt	148 10%	45 12%	141 12%	45 9%	207 12%	50 11%	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	491 22%bzklnmq	271 24%xb	218 19%	49 32%Xefghz	105 28%Xghz	78 21%z	93 23%z	73 19%z	75 18%z	18 10%	413 22%kl	61 27%kl	10 9%	7 10%	115 19%	133 20%	101 21%	142 27%Xmnq	248 20%	243 24%Xmq	148 21%	315 22%	88 24%	267 22%	92 19%	451 25%xy	36 8%	
Vodafone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other provider	196 9%	108 9%	88 8%	7 4%	23 6%	43 11%cdhz	44 11%cd	44 12%cdhz	27 7%	9 5%	164 9%	16 7%	10 9%	5 7%	47 8%	60 9%	32 7%	57 11%or	107 8%	89 9%	67 9%	121 8%	35 9%	111 9%	32 7%	147 8%	44 10%	

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 16  
**Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.**  
**pay TV Service**  
**Base: All respondents asked**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1300	670	629	89	194	229	230	221	238	99	1079	114	67	40	412	313	254	321	725	575	409	838	210	697	288	1054	228	
Weighted base	1300	668	631	77*	219	220	246	205	231	101*	1074	117*	63*	46*	350	385	284	281	735	565	395	858	192	709	288	1049	236	
BT	124 10%bp	80 12%Xb	44 7%	8 10%	29 13%eg	14 6%	22 9%	12 6%	19 8%	20 20%Xefgh	94 9%	17 14%	6 9%	7 15%	42 12%pq	33 8%	31 11%	19 7%	74 10%	50 9%p	28 7%	92 11%	15 8%	72 10%	31 11%	93 9%	30 13%	
EE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
giffgaff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	706 54%azj	341 51%	365 58%Xa	45 58%	121 55%	125 57%	124 50%	117 57%	131 57%	44 44%	593 55%j	46 39%	43 68%Xj	24 52%	198 57%	211 55%	149 53%	147 52%	409 56%	296 52%	202 51%	478 56%	103 53%	367 52%	169 59%	561 53%	140 59%	
TalkTalk	100 8%dt	47 7%	53 8%	3 4%	8 4%	15 7%	11 5%	20 10%d	27 12%Xdf	17 16%Xcdf	85 8%	8 7%	3 5%	4 8%	29 8%	35 9%	17 6%	18 6%	64 9%	36 6%	42 11%Xt	54 6%	19 10%	52 7%	23 8%	75 7%	22 9%	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	274 21%qy	153 23%	121 19%	15 20%	47 21%	45 20%	61 25%	42 21%	49 21%	15 15%	224 21%	38 32%Xikl	8 12%	4 9%	64 18%	71 18%	63 22%	75 27%Xmnq	136 18%	139 25%Xmq	92 23%	168 20%	44 23%	164 23%w	48 17%	249 24%Xy	22 10%	
Vodafone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other provider	96 7%hm	46 7%	49 8%	6 8%h	15 7%h	21 10%h	28 11%Xh	15 7%h	5 2%	5 5%	77 7%	9 8%	3 5%	7 15%	16 5%	35 9%am	23 8%	22 8%	52 7%am	45 8%	30 8%	65 8%	11 6%	54 8%	16 5%	71 7%	22 9%	

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 17  
**LSUM. Landline Provider SUMMARY TABLE**  
**Base: All Landline respondents asked**

	L. Summary			
	Overall Satisfaction	Value Satisfaction	Reliability Satisfaction	Clarity Satisfaction
Unweighted base	1997	198	1997	1997
Weighted base	1997	235	1997	1997
Very satisfied	789 39%	62 26%	1050 53%	990 50%
Fairly satisfied	753 38%	75 32%	587 29%	605 30%
Neither satisfied nor dissatisfied	312 16%	56 24%	219 11%	207 10%
Fairly dissatisfied	76 4%	21 9%	47 2%	50 3%
Very dissatisfied	36 2%	10 4%	23 1%	24 1%
NET: Satisfied	1542 77%	137 58%	1637 82%	1595 80%
NET: Dissatisfied	112 6%	32 13%	70 4%	74 4%
Don't know	32 2%	10 4%	70 4%	121 6%
Mean	1.11	0.70	1.35	1.33
Standard deviation	0.93	1.11	0.86	0.87
Standard error	0.02	0.08	0.02	0.02

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 18  
**L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>**  
**Base: All Landline respondents**

	Landline providers							Landline bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Unweighted base	1997	465	119	125	384	276	411	217	1799	198	956	474	1041	315	194	1488
Weighted base	1997	568	92	79	439	212	348	258*	1762	235*	952	457	1045	306	196	1495
Very satisfied	789 39% <i>fj</i> q	207 36% <i>f</i>	39 42% <i>f</i>	35 44% <i>f</i>	192 44% <i>f</i>	93 44% <i>f</i>	103 30%	120 46% <i>f</i>	705 40%	84 36%	261 27%	276 60% <i>Xjo</i>	527 50% <i>Xj</i>	159 52% <i>Xqr</i>	52 27%	578 39% <i>q</i>
Fairly satisfied	753 38% <i>n</i>	237 42% <i>g</i>	36 39%	27 34%	157 36%	80 38%	138 40%	77 30%	665 38%	88 37%	368 39% <i>n</i>	128 28%	385 37% <i>n</i>	108 35%	93 48% <i>Xpr</i>	551 37%
Neither satisfied nor dissatisfied	312 16% <i>anop</i>	81 14%	15 16%	12 15%	61 14%	28 13%	74 21% <i>Xade</i>	41 16%	267 15%	45 19%	220 23% <i>Xno</i>	30 6%	92 9% <i>n</i>	20 7%	35 18% <i>p</i>	256 17% <i>Xp</i>
Fairly dissatisfied	76 4% <i>o</i>	25 4%	1 1%	2 3%	13 3%	4 2%	21 6% <i>Xbe</i>	10 4%	69 4%	7 3%	48 5% <i>Xo</i>	18 4% <i>o</i>	28 3%	12 4%	12 6%	52 3%
Very dissatisfied	36 2% <i>o</i>	16 3%	-	1 1%	5 1%	5 2%	8 2%	2 1%	34 2%	2 1%	25 3% <i>Xo</i>	5 1%	11 1%	7 2%	3 1%	27 2%
NET: Satisfied	1542 77% <i>fjr</i>	444 78% <i>f</i>	75 81% <i>f</i>	62 78%	349 79% <i>f</i>	173 82% <i>f</i>	241 69%	197 76%	1370 78%	172 73%	629 66%	404 88% <i>Xj</i>	912 87% <i>Xj</i>	267 87% <i>Xqr</i>	146 74%	1129 76%
NET: Dissatisfied	112 6% <i>bo</i>	40 7% <i>b</i>	1 1%	3 4%	19 4%	8 4%	28 8% <i>Xbde</i>	12 5%	103 6%	9 4%	73 8% <i>Xo</i>	24 5%	39 4%	19 6%	15 8%	79 5%
Don't know	32 2% <i>anop</i>	3 1%	1 1%	2 3% <i>a</i>	10 2% <i>a</i>	3 1%	3 1%	8 3% <i>a</i>	22 1%	9 4% <i>h</i>	30 3% <i>Xno</i>	-	1 *	-	*	31 2% <i>Xp</i>
Mean	1.11 <i>fj</i> q	1.05 <i>f</i>	1.24 <i>f</i>	1.21 <i>f</i>	1.20 <i>Xaf</i>	1.21 <i>af</i>	0.90	1.21 <i>f</i>	1.11 <i>X</i>	1.08	0.86	1.42 <i>Xjo</i>	1.33 <i>Xj</i>	1.31 <i>Xqr</i>	0.92	1.09 <i>q</i>
Standard deviation	0.93	0.97	0.77	0.90	0.89	0.90	0.97	0.91	0.94	0.88	0.98	0.87	0.83	0.92	0.91	0.93
Standard error	0.02	0.04	0.07	0.08	0.05	0.05	0.05	0.06	0.02	0.06	0.03	0.04	0.03	0.05	0.07	0.02

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 19  
**L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>**  
**Base: All Landline respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
Very satisfied	789 39% <sup>cdef</sup>	393 39%	394 40%	23 27%	78 29%	93 29%	123 33%	149 41% <sup>cdef</sup>	214 52% <sup>Xcdefg</sup>	110 61% <sup>Xcdefgh</sup>	635 39%	86 43%	38 37%	30 46%	227 41%	208 36%	158 39%	195 42%	435 39%	354 41%	288 43% <sup>X</sup>	482 38%	115 36%	452 41%	148 36%	603 39%	179 43%
Fairly satisfied	753 38% <sup>hzs</sup>	393 39%	356 36%	32 38%	122 46% <sup>Xghz</sup>	143 45% <sup>Xghz</sup>	143 38% <sup>z</sup>	129 36%	134 32%	50 28%	625 38%	72 36%	39 38%	17 27%	199 36%	240 42% <sup>p</sup>	159 39%	155 34%	439 39% <sup>m</sup>	314 36%	214 32%	509 40% <sup>Xs</sup>	121 37%	406 37%	164 40%	593 38%	145 35%
Neither satisfied nor dissatisfied	312 16% <sup>z</sup>	148 15%	162 16%	19 22% <sup>hz</sup>	45 17% <sup>z</sup>	56 18% <sup>z</sup>	76 20% <sup>Xhz</sup>	55 15% <sup>z</sup>	52 13% <sup>z</sup>	10 5%	250 15%	29 14%	20 19%	13 21%	85 15%	86 15%	68 17%	73 16%	171 15%	141 16%	110 17%	187 15%	61 19%	166 15%	63 15%	247 16%	58 14%
Fairly dissatisfied	76 4%	40 4%	36 4%	3 4%	11 4%	15 5%	21 5% <sup>h</sup>	10 3%	10 2%	7 4%	65 4%	6 3%	2 4%	3 4%	23 4%	25 4%	14 3%	14 4%	49 4%	27 3%	27 4%	46 4%	14 4%	32 3%	19 5%	53 3%	22 5%
Very dissatisfied	36 2%	19 2%	17 2%	-	4 2%	7 2%	10 3%	9 3%	4 1%	2 1%	26 2%	6 3%	2 2%	1 2%	14 2%	7 1%	5 1%	11 2%	20 2%	16 2%	15 2%	20 2%	4 1%	20 2%	7 2%	28 2%	7 2%
NET: Satisfied	1542 77% <sup>cf</sup>	787 78%	750 76%	54 66%	200 75%	236 74%	266 71%	277 77% <sup>cc</sup>	349 84% <sup>Xcdefg</sup>	160 89% <sup>Xcdefg</sup>	1260 77%	158 79%	77 74%	47 73%	426 77%	448 78%	317 78%	351 76%	874 78%	668 77%	502 76%	991 79%	236 73%	858 78%	312 77%	1197 77%	325 78%
NET: Dissatisfied	112 6% <sup>h</sup>	59 6%	53 5%	3 4%	15 5%	22 7% <sup>h</sup>	30 8% <sup>h</sup>	19 5%	14 3%	10 5%	91 6%	12 6%	5 5%	4 6%	37 7%	32 6%	18 4%	25 5%	69 6%	43 5%	42 6%	66 5%	18 6%	53 5%	27 7%	81 5%	29 7%
Don't know	32 2% <sup>ahmt</sup>	10 1%	21 2%	7 8% <sup>Xdefghz</sup>	6 2%	3 1%	5 1%	9 3% <sup>h</sup>	2 *	-	30 2%	-	2 2%	-	3 1%	10 2%	6 1%	13 3% <sup>Xmq</sup>	13 1% <sup>m</sup>	18 2% <sup>m</sup>	11 2%	14 1%	8 2%	18 2%	5 1%	27 2%	5 1%
Mean	1.11 <sup>ef</sup>	1.11	1.11	0.96	1.00	0.95	0.94	1.13 <sup>ef</sup>	1.32 <sup>Xcdefg</sup>	1.44 <sup>Xcdefg</sup>	1.11	1.13	1.06	1.12	1.10	1.09	1.12	1.14	1.09	1.13	1.12	1.12	1.04	1.15	1.06	1.11	1.13
Standard deviation	0.93	0.93	0.93	0.85	0.88	0.93	1.00	0.95	0.85	0.86	0.92	0.98	0.94	1.00	0.98	0.89	0.89	0.96	0.93	0.93	0.98	0.90	0.93	0.92	0.94	0.92	0.97
Standard error	0.02	0.03	0.03	0.09	0.06	0.05	0.05	0.05	0.04	0.06	0.02	0.07	0.09	0.13	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 20  
**L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?**  
**Base: All Landline respondents not having the service in a bundle**

	Landline providers								Landline bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Unweighted base	198	87	10	11	23	21	20	26	-	198	92	39	106	32	23	143
Weighted base	235*	95*	7**	8**	25**	15**	20**	64**	..*	235*	97*	43**	137*	30**	25**	181*
Very satisfied	62 26%aj	13 14%	1 10%	1 12%	6 22%	5 34%	4 19%	33 51%	-	62 26%	10 11%	17 40%	52 38%Xj	3 9%	5 21%	54 30%
Fairly satisfied	75 32%	37 39%X	3 39%	4 51%	11 43%	6 39%	8 41%	6 10%	-	75 32%	40 41%X	13 30%	34 25%	13 45%	5 19%	57 31%
Neither satisfied nor dissatisfied	56 24%	23 24%	4 51%	2 26%	4 18%	3 20%	6 30%	14 22%	-	56 24%	19 20%	9 20%	37 27%	8 27%	12 47%	37 20%
Fairly dissatisfied	21 9%	12 13%X	-	1 12%	1 5%	1 7%	1 5%	5 7%	-	21 9%	10 10%	3 6%	12 9%	4 14%	2 7%	15 8%
Very dissatisfied	10 4%	8 9%X	-	-	2 8%	-	-	-	-	10 4%	9 9%Xo	1 3%	1 1%	1 5%	1 6%	7 4%
NET: Satisfied	137 58%a	50 52%	4 49%	5 63%	16 65%	11 73%	12 59%	39 61%	-	137 58%	51 52%	30 70%	86 63%	16 54%	10 40%	111 61%
NET: Dissatisfied	32 13%	21 22%X	-	1 12%	3 13%	1 7%	1 5%	5 7%	-	32 13%	18 19%X	4 9%	13 10%	6 19%	3 13%	23 13%
Don't know	10 4%a	2 2%	-	-	1 5%	-	1 6%	6 9%	-	10 4%	9 9%Xo	-	1 1%	-	-	10 6%
Mean	0.70aj	0.36	0.59	0.62	0.70	1.00	0.77	1.17	-	0.70	0.38	0.98	0.90j	0.39	0.42	0.79
Standard deviation	1.11	1.15	0.71	0.90	1.15	0.94	0.85	1.06	-	1.11	1.14	1.08	1.04	1.01	1.09	1.12
Standard error	0.08	0.12	0.23	0.27	0.25	0.20	0.19	0.21	-	0.08	0.12	0.17	0.10	0.18	0.23	0.09

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





## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 21  
**L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?**  
**Base: All Landline respondents not having the service in a bundle**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	198	108	89	14	36	35	38	34	29	12	173	12	7	6	60	49	33	56	109	89	58	132	35	97	45	152	42
Weighted base	235*	120*	114*	11**	41**	40**	50**	48**	32**	12**	199*	21**	7**	7**	56**	76**	40**	63**	132*	103*	66*	156*	37**	126*	46*	194*	37**
Very satisfied	62 26% <sub>i</sub>	38 32% <sub>X</sub>	24 21%	3 24%	10 25%	5 12%	8 17%	21 43%	10 30%	5 46%	46 23%	13 62%	1 12%	2 26%	19 34%	17 22%	6 16%	20 32%	36 27%	26 25%	24 37%	36 23%	3 8%	38 30%	10 22%	49 25%	13 33%
Fairly satisfied	75 32%	41 34%	33 29%	5 46%	12 29%	13 31%	22 43%	8 17%	10 30%	5 46%	66 33%	5 23%	3 39%	1 14%	20 36%	27 36%	15 38%	13 20%	47 36%	28 27%	17 25%	55 35%	17 45%	31 24%	20 44%	64 33%	9 25%
Neither satisfied nor dissatisfied	56 24%	26 22%	30 27%	2 20%	11 26%	18 44%	13 26%	7 14%	4 14%	1 8%	51 25%	3 13%	2 26%	1 12%	8 15%	20 26%	14 35%	14 22%	28 21%	28 27%	14 22%	40 26%	9 24%	38 30%	7 14%	50 26%	6 15%
Fairly dissatisfied	21 9%	7 6%	13 12%	- -	3 7%	4 9%	5 10%	5 10%	5 17%	- -	18 9%	* 2%	2 24%	2 22%	7 12%	4 6%	3 9%	7 11%	11 8%	10 10%	5 7%	16 11%	2 6%	10 8%	6 14%	14 7%	5 15%
Very dissatisfied	10 4%	5 4%	6 5%	- -	3 8%	2 4%	1 2%	1 3%	3 9%	- -	10 5%	- -	- -	- -	2 4%	3 4%	1 3%	4 6%	5 4%	5 5%	5 7%	6 4%	* 1%	9 7%	- -	6 3%	4 12%
NET: Satisfied	137 58%	79 66% <sub>X</sub>	58 51%	8 70%	22 54%	17 43%	30 60%	29 61%	19 61%	11 92%	112 56%	18 85%	4 50%	3 40%	39 69%	44 58%	21 53%	33 52%	83 63%	54 52%	41 62%	91 58%	20 53%	68 54%	30 65%	113 58%	22 59%
NET: Dissatisfied	32 13%	12 10%	19 17%	- -	6 15%	5 13%	6 12%	6 13%	8 26%	- -	28 14%	* 2%	2 24%	2 22%	9 16%	8 10%	5 11%	11 17%	16 12%	15 15%	9 14%	22 14%	2 7%	19 15%	6 14%	20 10%	10 26%
Don't know	10 4%	3 3%	7 6%	1 10%	2 4%	- -	1 2%	6 12%	- -	- -	8 4%	- -	- -	2 26%	- -	4 6%	- -	6 9%	4 3%	6 6%	1 2%	3 2%	6 16%	1 1%	3 7%	10 5%	- -
Mean	0.70	0.86 <sub>X</sub>	0.54	1.05	0.59	0.37	0.64	1.01	0.57	1.38	0.63	1.45	0.38	0.60	0.84	0.70	0.55	0.66	0.76	0.62	0.80	0.65	0.63	0.63	0.78	0.74	0.54
Standard deviation	1.11	1.07	1.13	0.74	1.21	0.96	0.96	1.20	1.34	0.66	1.11	0.81	1.05	1.37	1.14	1.05	0.96	1.27	1.08	1.15	1.23	1.07	0.81	1.19	0.97	1.04	1.40
Standard error	0.08	0.10	0.12	0.20	0.20	0.16	0.16	0.21	0.25	0.19	0.09	0.23	0.40	0.61	0.15	0.15	0.17	0.17	0.11	0.12	0.16	0.09	0.14	0.12	0.15	0.09	0.22

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

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 22  
**L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?**  
 Base: All Landline respondents

	Landline providers							Landline bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Unweighted base	1997	465	119	125	384	276	411	217	1799	198	956	474	1041	315	194	1488
Weighted base	1997	568	92	79	439	212	348	258*	1762	235*	952	457	1045	306	196	1495
Very satisfied	1050 53% <sup>fj</sup>	304 54% <sup>f</sup>	50 54%	42 53%	229 52% <sup>f</sup>	122 58% <sup>f</sup>	153 44%	150 58% <sup>f</sup>	949 54% <sup>i</sup>	101 43%	392 41%	330 72% <sup>Xjo</sup>	658 63% <sup>Xj</sup>	189 62% <sup>Xqr</sup>	67 34%	794 53% <sup>q</sup>
Fairly satisfied	587 29% <sup>gn</sup>	172 30% <sup>g</sup>	28 31%	23 30%	137 31% <sup>g</sup>	60 28%	115 33% <sup>g</sup>	53 20%	507 29%	80 34%	298 31% <sup>n</sup>	90 20%	289 28% <sup>n</sup>	87 28%	80 41% <sup>Xpr</sup>	420 28%
Neither satisfied nor dissatisfied	219 11% <sup>enop</sup>	62 11%	9 10%	10 12%	50 11%	15 7%	52 15% <sup>Xe</sup>	22 8%	186 11%	34 14%	156 16% <sup>Xno</sup>	21 5%	63 6%	20 6%	35 18% <sup>Xpr</sup>	165 11% <sup>p</sup>
Fairly dissatisfied	47 2% <sup>d</sup>	15 3%	2 2%	* *	4 1%	8 4% <sup>d</sup>	3 3%	8 3%	41 2%	6 3%	23 2%	11 2%	24 2%	6 2%	9 5%	32 2%
Very dissatisfied	23 1%	7 1%	1 2%	* *	4 1%	3 1%	4 1%	4 1%	22 1%	1 *	13 1%	5 1%	10 1%	5 2%	4 2%	15 1%
NET: Satisfied	1637 82% <sup>fj</sup>	476 84% <sup>f</sup>	78 85%	65 82%	366 83% <sup>f</sup>	182 86% <sup>f</sup>	268 77%	203 79%	1456 83%	181 77%	690 72%	420 92% <sup>Xj</sup>	948 91% <sup>Xj</sup>	276 90% <sup>Xqr</sup>	147 75%	1214 81%
NET: Dissatisfied	70 4% <sup>d</sup>	22 4%	4 4%	1 1%	8 2%	11 5% <sup>d</sup>	13 4%	12 5%	63 4%	7 3%	36 4%	16 3%	34 3%	11 3%	13 6% <sup>Xr</sup>	47 3%
Don't know	70 4% <sup>anopq</sup>	9 2%	1 1%	3 4%	15 4%	5 2%	14 4% <sup>a</sup>	22 8% <sup>Xabe</sup>	58 3%	13 5%	70 7% <sup>Xno</sup>	-	-	-	* *	70 5% <sup>Xpq</sup>
Mean	1.35 <sup>fj</sup>	1.34 <sup>i</sup>	1.35	1.40	1.37 <sup>i</sup>	1.40 <sup>f</sup>	1.21	1.43 <sup>f</sup>	1.36 <sup>X</sup>	1.24	1.17	1.60 <sup>Xjo</sup>	1.49 <sup>Xj</sup>	1.47 <sup>Xq</sup>	1.02	1.37 <sup>q</sup>
Standard deviation	0.86	0.87	0.87	0.77	0.80	0.89	0.89	0.91	0.87	0.84	0.91	0.78	0.79	0.82	0.94	0.85
Standard error	0.02	0.04	0.08	0.07	0.04	0.05	0.04	0.06	0.02	0.06	0.03	0.04	0.02	0.05	0.07	0.02

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 23  
L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?  
Base: All Landline respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
Very satisfied	1050 53%cd	522 52%	527 53%	24 29%	93 35%	132 42%cd	169 45%cd	211 59%cd	285 68%cd	136 76%cd	843 52%	114 57%	57 55%	37 57%	320 58%no	284 49%	195 48%	251 55%	603 54%n	447 51%	363 55%	656 52%	140 43%	610 56%ku	207 51%	806 52%	232 56%
Fairly satisfied	587 29%hz	305 30%	279 28%	30 36%hz	94 35%ghz	113 36%Xghz	133 35%Xghz	93 26%	92 22%	32 18%	490 30%	54 27%	30 29%	14 22%	146 26%	167 29%	148 36%Xm	126 7%	313 28%	274 32%p	187 28%	381 30%	103 32%	307 28%	121 30%	459 30%	119 29%
Neither satisfied nor dissatisfied	219 11%hz	116 12%	101 10%	16 19%Xghz	44 17%Xghz	48 15%Xghz	49 13%ghz	28 8%z	29 7%	5 3%	181 11%	17 9%	11 11%	10 15%	54 10%	74 13%	43 10%	49 11%	128 11%	92 11%	66 10%	140 11%	43 13%	123 11%	46 11%	174 11%	41 10%
Fairly dissatisfied	47 2%hov	23 2%	24 2%	4 5%h	10 4%h	8 3%	8 2%	10 3%	4 1%	4 2%	39 2%	4 2%	3 3%	2 3%	12 2%	20 3%o	3 1%	12 3%	32 3%o	15 2%	14 2%	30 2%	16 5%Xv	13 1%	10 2%	33 2%	13 3%
Very dissatisfied	23 1%	12 1%	11 1%	1 1%	4 1%	5 1%	5 1%	4 1%	4 1%	2 1%	18 1%	5 2%	-	-	7 1%	7	5	4	14 1%	9 1%	7	14 1%	5 2%	10 1%	5 1%	19 1%	4 1%
NET: Satisfied	1637 82%cdnu	827 82%	806 82%	54 65%	186 70%	245 77%cd	302 80%cd	304 85%cd	377 91%cd	168 94%cd	1333 82%	167 84%	86 84%	51 79%	466 84%nq	450 78%	344 84%	377 82%	916 81%	721 83%	550 83%	1037 82%	243 75%	917 84%u	328 81%	1265 81%	351 84%
NET: Dissatisfied	70 4%h	35 3%	35 4%	4 5%	14 5%h	13 4%	13 3%	13 4%	8 2%	6 3%	57 3%	9 4%	3 3%	2 3%	20 4%	26 5%	8 2%	16 3%	46 4%	24 3%	20 3%	44 4%	21 6%Xv	23 2%	15 4%	52 3%	17 4%
Don't know	70 4%ahzm	26 3%	44 4%a	9 11%Xefghz	20 8%Xh	11 3%hz	13 3%hz	15 4%hz	3 1%	-	60 4%	6 3%	3 3%	2 3%	12 2%	25 4%	14 3%	19 4%	38 3%am	33 4%	28 4%	37 3%	17 5%	33 3%	18 4%	60 4%	9 2%
Mean	1.35cdefu	1.33	1.37	0.99	1.07	1.18	1.25cd	1.44Xcd	1.57Xcd	1.66Xcd	1.34	1.39	1.40	1.37	1.41nq	1.27	1.33	1.38	1.34	1.36	1.39	1.34	1.17	1.41Xu	1.32u	1.34	1.37
Standard deviation	0.86	0.87	0.86	0.90	0.93	0.90	0.86	0.84	0.74	0.74	0.86	0.92	0.79	0.86	0.86	0.91	0.80	0.86	0.89	0.83	0.84	0.86	0.96	0.81	0.87	0.86	0.86
Standard error	0.02	0.03	0.03	0.10	0.06	0.05	0.05	0.04	0.04	0.06	0.02	0.07	0.08	0.11	0.03	0.04	0.04	0.04	0.03	0.03	0.03	0.02	0.05	0.03	0.04	0.02	0.04

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 24  
**L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.**  
**Base: All Landline respondents**

	Landline providers								Landline bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Unweighted base	1997	465	119	125	384	276	411	217	1799	198	956	474	1041	315	194	1488
Weighted base	1997	568	92	79	439	212	348	258*	1762	235*	952	457	1045	306	196	1495
Very satisfied	990 50%jq	274 48%	44 47%	37 46%	222 51%	111 52%	159 46%	144 56%	885 50%	105 45%	364 38%	293 64%Xjo	626 60%Xj	174 57%Xqr	68 35%	748 50%q
Fairly satisfied	605 30%r	195 34%Xg	27 29%	23 28%	125 29%	64 30%	112 32%	58 23%	545 31%	60 25%	284 30%	126 28%	321 31%	103 34%	79 40%Xr	423 28%
Neither satisfied nor dissatisfied	207 10%nop	57 10%	16 18%Xadeg	8 10%	44 10%	18 9%	42 12%	22 8%	171 10%	36 15%	154 16%Xno	13 3%	53 5%n	4 4%	31 16%Xp	163 11%p
Fairly dissatisfied	50 3%	14 2%	3 3%	2 3%	14 3%	4 2%	8 2%	6 2%	42 2%	8 3%	24 3%	15 3%	26 2%	10 3%	7 4%	33 2%
Very dissatisfied	24 1%	10 2%	-	1 1%	5 1%	2 1%	4 1%	2 1%	22 1%	2 1%	9 1%	9 2%	15 1%	6 2%	3 2%	14 1%
NET: Satisfied	1595 80%ijr	469 82%	71 77%	59 75%	348 79%	175 82%	271 78%	202 78%	1430 81%i	164 70%	648 68%	419 92%Xj	947 91%Xj	276 90%Xqr	147 75%	1171 78%
NET: Dissatisfied	74 4%	24 4%	3 3%	3 4%	19 4%	6 3%	11 3%	8 3%	64 4%	10 4%	34 4%	24 5%	40 4%	16 5%	10 5%	47 3%
Don't know	121 6%anop	18 3%	3 3%	9 11%Xab	29 7%a	13 6%	23 7%a	27 10%ab	97 6%	24 10%	116 12%Xno	1 *	5 *	-	7 4%p	114 8%Xp
Mean	1.33jq	1.29	1.25	1.32	1.33	1.39	1.28	1.46	1.34	1.23	1.16	1.49Xj	1.46Xj	1.40q	1.07	1.34q
Standard deviation	0.87	0.89	0.86	0.87	0.89	0.82	0.86	0.83	0.86	0.92	0.90	0.86	0.82	0.87	0.91	0.85
Standard error	0.02	0.04	0.08	0.08	0.05	0.05	0.04	0.06	0.02	0.07	0.03	0.04	0.03	0.05	0.07	0.02

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 25  
L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.  
Base: All Landline respondents

	Gender		Age							Nation			Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
Very satisfied	990 50%cd	507 51%	482 49%	25 30%	81 30%	134 42% <sup>d</sup>	169 45% <sup>cd</sup>	197 55% <sup>cd</sup>	269 65% <sup>cd</sup>	115 64% <sup>cd</sup>	788 48%	110 55%	55 54%	37 57%	280 51%	286 50%	198 49%	226 49%	566 50%	424 49%	353 53% <sup>X</sup>	611 49%	130 40%	577 53% <sup>Xu</sup>	195 48%	770 50%	207 50%
Fairly satisfied	605 30% <sup>hs</sup>	312 31%	290 29%	29 35%	90 34% <sup>h</sup>	101 32%	124 33%	108 30%	107 26%	45 25%	509 31%	53 27%	28 27%	15 24%	177 32%	160 28%	128 31%	139 30%	337 30%	267 31%	176 27%	407 32% <sup>Xs</sup>	106 33%	320 29%	125 31%	462 30%	131 31%
Neither satisfied nor dissatisfied	207 10% <sup>hz</sup>	100 10%	106 11%	12 14% <sup>ghz</sup>	49 19% <sup>X</sup>	40 13% <sup>ghz</sup>	45 12% <sup>hz</sup>	26 7%	26 6%	10 5%	170 10%	17 8%	14 14%	6 9%	48 9%	66 11%	42 10%	51 11%	114 10%	93 11%	67 10%	129 10%	43 13%	111 10%	41 10%	164 11%	43 10%
Fairly dissatisfied	50 3% <sup>t</sup>	21 2%	29 3%	2 2%	7 3%	13 4% <sup>h</sup>	7 2%	8 2%	5 1%	7 4% <sup>h</sup>	47 3%	1 *	1 1%	2 3%	11 2%	16 3%	13 3%	11 2%	27 2%	23 3%	19 2%	24 2%	15 5% <sup>Xvw</sup>	21 2%	7 2%	35 2%	15 4%
Very dissatisfied	24 1% <sup>q</sup>	13 1%	10 1%	3 3% <sup>d</sup>	- -	5 1%	6 2%	3 1%	5 1%	2 1%	17 1%	4 2%	3 3%	- -	4 1%	3 1%	9 2% <sup>q</sup>	8 2%	7 1%	16 2% <sup>Xq</sup>	8 1%	15 1%	7 2%	12 1%	3 1%	17 1%	6 2%
NET: Satisfied	1595 80% <sup>cd</sup>	819 82%	772 78%	54 66%	171 64%	235 74% <sup>d</sup>	293 78% <sup>cd</sup>	305 85% <sup>Xcd</sup>	377 90% <sup>Xcd</sup>	160 90% <sup>Xcd</sup>	1296 80%	163 82%	84 81%	52 81%	457 83% <sup>Xq</sup>	446 78%	327 80%	364 79%	904 80%	691 79%	530 80%	1017 81%	236 73%	897 82% <sup>Xu</sup>	319 79%	1232 79%	338 81%
NET: Dissatisfied	74 4%	34 3%	39 4%	5 6%	7 3%	18 6%	13 3%	10 3%	9 2%	64 5%	4 4%	3 2%	3 3%	2 3%	15 3%	19 3%	21 5%	18 4%	34 3%	40 5%	27 4%	39 3%	22 7% <sup>Xvw</sup>	33 3%	9 2%	51 3%	22 5%
Don't know	121 6% <sup>hzv</sup>	51 5%	69 7%	12 14% <sup>X</sup>	38 14% <sup>X</sup>	23 7% <sup>hz</sup>	26 7% <sup>hz</sup>	18 5% <sup>hz</sup>	4 1%	- -	100 6%	15 8%	2 2%	4 7%	31 6%	44 8%	18 4%	28 6%	75 7%	46 5%	40 6%	73 6%	22 7%	54 5%	37 9% <sup>Xv</sup>	104 7% <sup>y</sup>	15 3%
Mean	1.33 <sup>cd</sup>	1.34	1.31	1.02	1.07	1.18	1.27 <sup>cd</sup>	1.42 <sup>Xcd</sup>	1.53 <sup>Xcd</sup>	1.48 <sup>Xcd</sup>	1.31	1.44	1.32	1.44	1.38	1.34	1.27	1.30	1.36	1.29	1.36	1.33	1.12	1.37 <sup>Xu</sup>	1.36 <sup>u</sup>	1.34	1.29
Standard deviation	0.87	0.85	0.88	0.99	0.84	0.94	0.88	0.81	0.78	0.86	0.87	0.83	0.93	0.81	0.80	0.85	0.93	0.90	0.83	0.92	0.88	0.84	0.98	0.84	0.81	0.86	0.91
Standard error	0.02	0.03	0.03	0.11	0.06	0.05	0.05	0.04	0.04	0.06	0.02	0.06	0.09	0.11	0.03	0.04	0.05	0.04	0.03	0.03	0.04	0.02	0.06	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 26  
**M1. Which of these best describes the mobile phone package you personally use most often?**  
**Base: All Mobile respondents**

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Unweighted base	2556	487	174	428	233	272	237	336	389	422	2134	555	1982	19	201	1675	2355	1002	126	1428
Weighted base	2556	590	161	483	192	345	118	366	302	305	2251	561	1978	16**	208	1654	2348	999	121	1436
Prepay / pay as you go - using top-ups	561	120	89	110	44	55	14	87	43	29	532	561	-	-	124	233	438	168	44	349
	22%efjktuv	20%f	55%Xacdefgj	23%efj	23%fj	16%	12%	24%efj	14%	9%	24%Xk	100%Xn	-	-	59%Xtu	14%	19%t	17%	37%Xvx	24%Xv
Monthly contract / SIM only - paying monthly	1978	469	72	370	148	289	102	277	252	273	1705	-	1978	-	81	1419	1897	828	75	1076
	77%blmpwx	79%b	45%	77%b	77%b	84%Xbcg	87%Xabcdg	76%b	84%Xbcg	90%XI	76%	-	100%Xm	-	39%	86%Xpu	81%Xp	83%Xwx	62%	75%w
Don't know	16	2	*	3	-	1	1	2	6	2	14	-	-	16	3	2	13	3	2	11
	1%nt	*	*	1%	-	*	1%	1%	2%Xa	1%	1%	-	-	100%	2%t	*	1%t	*	2%	1%

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 27  
**M1. Which of these best describes the mobile phone package you personally use most often?**  
**Base: All Mobile respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503
Prepay / pay as you go - using top-ups	561	291	268	45	77	93	84	88	110	64	455	60	30	16	130	158	104	170	287	274	210	326	128	310	68	447	109
	22%cdtw	24%	21%	16%	18%	23%	18%	23%	26%Xcdf	37%Xcodefg22%	25%	23%	19%	19%	21%	19%	28%Xmnoq20%	24%emo	25%Xt	20%	28%Xw	23%w	13%	22%	22%		
Monthly contract / SIM only - paying monthly	1978	933	1034	227	357	316	367	297	308	106	1628	184	100	67	538	576	431	434	1114	865	611	1281	327	1020	443	1551	392
	77%azprsu76%	79%	79%	82%Xhz	82%Xhz	77%z	81%hz	77%z	73%z	62%	78%	75%	77%	81%	80%Xpr	78%p	80%pr	72%	79%p	75%p	74%	79%Xs	72%	76%	86%Xuv	77%	78%
Don't know	16	11	6	4	2	3	3	3	1	1	15	1	-	-	3	6	6	2	8	8	3	8	2	6	2	14	2
	1%	1%	*	2%	*	1%	1%	1%	*	1%	1%	1%	-	-	*	1%	1%	*	1%	1%	*	*	*	*	*	1%	*

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

**Customer Satisfaction Tracker 2020**  
ONLINE Fieldwork : 30th November - 14th December 2020

Table 28  
**MSUM. Mobile Provider SUMMARY TABLE**  
**Base: All Mobile respondents asked**

	M. Summary		
	Overall Satisfaction	Value Satisfaction	Reception/Signal Satisfaction
Unweighted base	2556	2134	2556
Weighted base	2556	2251	2556
Very satisfied	1307 51%	1041 46%	1044 41%
Fairly satisfied	998 39%	834 37%	1052 41%
Neither satisfied nor dissatisfied	159 6%	257 11%	225 9%
Fairly dissatisfied	58 2%	83 4%	142 6%
Very dissatisfied	29 1%	28 1%	86 3%
NET: Satisfied	2305 90%	1875 83%	2096 82%
NET: Dissatisfied	87 3%	111 5%	228 9%
Don't know	4 *	7 *	7 *
Mean	1.37	1.24	1.11
Standard deviation	0.79	0.89	1.01
Standard error	0.02	0.02	0.02



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 29  
**M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?**  
**Base: All Mobile respondents**

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Unweighted base	2556	487	174	428	233	272	237	336	389	422	2134	555	1982	19	201	1675	2355	1002	126	1428
Weighted base	2556	590	161	483	192	345	118	366	302	305	2251	561	1978	16**	208	1654	2348	999	121	1436
Very satisfied	1307 51% aepw	273 46%	108 67% Xacefg	246 51% e	127 66% Xacefg	139 40%	55 47%	177 49%	181 60% Xacefg	174 57% Xl	1133 50%	287 51%	1016 51%	4 26%	79 38%	938 57% Xpu	1228 52% Xp	523 52% w	39 33%	744 52% w
Fairly satisfied	998 39% bdjt	267 45% Xbdj	41 26%	192 40% bdj	48 25%	157 46% Xbdj	49 42% bdj	150 41% bdj	94 31%	108 35%	890 40%	200 36%	791 40%	7 44%	86 41%	598 36%	913 39% t	403 40%	55 45%	541 38%
Neither satisfied nor dissatisfied	159 6% ntuv	31 5%	10 6%	27 6%	9 5%	29 9%	9 8%	25 7%	19 6%	16 5%	143 6%	50 9% Xn	107 5%	2 12%	32 15% Xtu	63 4%	128 5% t	35 4%	22 18% Xvx	102 7% v
Fairly dissatisfied	58 2%	10 2%	2 1%	13 3%	4 2%	12 4%	3 3%	9 2%	5 2%	5 2%	53 2%	15 3%	43 2%	-	7 3%	35 2%	51 2%	27 3%	2 2%	29 2%
Very dissatisfied	29 1% u	9 2%	-	5 1%	4 2% j	5 2%	1 1%	4 1%	1 *	1 *	28 1%	8 2%	21 1%	-	6 3%	18 1%	23 1%	10 1%	2 2%	16 1%
NET: Satisfied	2305 90% empw	540 92% e	149 93% e	438 91%	175 91%	297 86%	104 88%	328 90%	274 91%	282 93%	2023 90%	487 87%	1807 91% Xm	11 70%	164 79%	1536 93% Xpu	2141 91% Xp	926 93% Xwx	94 78%	1285 89% w
NET: Dissatisfied	87 3%	19 3%	2 1%	18 4%	8 4%	18 5% bj	4 3%	13 4%	5 2%	6 2%	81 4%	23 4%	64 3%	-	12 6%	53 3%	75 3%	37 4%	5 4%	45 3%
Don't know	4 * n	-	-	-	-	1 *	* *	-	2 1% X	1 *	3 *	1 *	1 *	3 17%	-	1 *	4 * t	* *	-	4 *
Mean	1.37 elpw	1.33	1.59 Xacefg	1.37 e	1.51 Xacefg	1.20	1.31	1.33	1.50 Xacefg	1.48 Xl	1.36	1.32	1.38	1.17	1.08	1.45 Xpu	1.40 Xp	1.40 w	1.05	1.37 w
Standard deviation	0.79	0.78	0.66	0.80	0.84	0.86	0.80	0.80	0.71	0.70	0.81	0.86	0.78	0.69	0.95	0.76	0.77	0.77	0.87	0.80
Standard error	0.02	0.04	0.05	0.04	0.06	0.05	0.05	0.04	0.04	0.03	0.02	0.04	0.02	0.17	0.07	0.02	0.02	0.02	0.08	0.02

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 30  
**M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?**  
**Base: All Mobile respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503
Very satisfied	1307 51% <sup>acdw</sup>	582 47%	719 55% <sup>Xa</sup>	123 45%	189 43%	194 47%	225 50%	230 59% <sup>Xodef</sup>	254 60% <sup>Xcdef</sup>	92 54% <sup>d</sup>	1053 50%	142 58%	63 49%	48 58%	345 52%	373 50%	270 50%	319 53%	718 51%	589 51%	440 53%	818 51%	222 49%	723 54% <sup>Xw</sup>	235 46%	1024 51%	266 53%
Fairly satisfied	998 39% <sup>bgh</sup>	520 42% <sup>Xb</sup>	472 36%	120 44% <sup>gh</sup>	203 46% <sup>Xgh</sup>	170 41% <sup>gh</sup>	180 40% <sup>gh</sup>	125 32%	136 32%	65 38%	834 40%	82 33%	53 41%	30 36%	254 38%	300 41%	226 42%	218 36%	554 39%	444 39%	303 37%	645 40%	172 38%	509 38%	226 44% <sup>Xv</sup>	801 40%	178 35%
Neither satisfied nor dissatisfied	159 6%	88 7%	70 5%	22 8%	30 7%	25 6%	34 7%	18 5%	21 5%	9 5%	133 6%	13 5%	10 8%	3 4%	44 7%	38 5%	31 6%	47 8%	82 6%	78 7%	49 6%	98 6%	39 8% <sup>ow</sup>	77 6%	25 5%	121 6%	34 7%
Fairly dissatisfied	58 2% <sup>gv</sup>	24 2%	34 3%	8 3%	12 3%	10 2%	13 3%	8 2%	5 1%	2 1%	52 2%	4 2%	1 1%	1 2%	15 2%	17 2%	10 2%	16 3%	32 2%	26 2%	23 3%	33 2%	16 3% <sup>v</sup>	19 1%	14 3%	42 2%	15 3%
Very dissatisfied	29 1% <sup>bv</sup>	21 2% <sup>Xb</sup>	8 1%	2 1%	1 *	10 3% <sup>Xdf</sup>	2 *	6 2%	4 1%	4 2% <sup>df</sup>	22 1%	4 2%	3 2%	- 2%	10 2%	10 1%	4 1%	5 1%	20 1%	9 1%	8 1%	19 1%	9 2% <sup>v</sup>	8 1%	11 2% <sup>Xv</sup>	21 1%	9 2%
NET: Satisfied	2305 90% <sup>u</sup>	1101 89%	1191 91%	244 88%	391 90%	364 89%	405 89%	355 92%	390 93% <sup>c</sup>	157 92%	1887 90%	225 91%	116 89%	78 94%	600 89%	673 91%	495 92%	537 89%	1273 90%	1033 90%	743 90%	1463 91%	394 86%	1232 92% <sup>Xu</sup>	462 90%	1825 91%	444 88%
NET: Dissatisfied	87 3% <sup>v</sup>	45 4%	42 3%	10 4%	14 3%	14 5% <sup>h</sup>	14 3%	14 4%	9 2%	6 3%	74 4%	8 3%	4 3%	1 2%	25 4%	27 4%	14 3%	21 3%	52 4%	36 3%	31 4%	52 3%	24 5% <sup>Xv</sup>	27 2%	25 5% <sup>v</sup>	62 3%	24 5%
Don't know	4 *	-	4 *	1 *	2 *	1 *	-	* *	-	-	4 *	-	-	-	2 *	2 *	-	1 *	4 *	1 *	-	3 *	1 *	* *	1 *	4 *	1 *
Mean	1.37 <sup>auw</sup>	1.31	1.43 <sup>Xa</sup>	1.29	1.30	1.29	1.35	1.46 <sup>Xcde</sup>	1.50 <sup>Xcdef</sup>	1.40	1.36	1.45	1.33	1.51	1.36	1.37	1.38	1.37	1.37	1.38	1.39	1.37	1.28	1.44 <sup>Xuw</sup>	1.29	1.38	1.35
Standard deviation	0.79	0.82	0.77	0.79	0.75	0.88	0.77	0.81	0.73	0.82	0.80	0.80	0.83	0.66	0.82	0.80	0.75	0.80	0.81	0.78	0.80	0.79	0.90	0.72	0.85	0.78	0.87
Standard error	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	0.06	0.02	0.05	0.07	0.08	0.03	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.04	0.02	0.04	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 31  
**M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?**  
**Base: All Mobile respondents not having the service in a bundle**

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Unweighted base	2134	394	174	428	231	271	85	322	229	-	2134	519	1599	16	179	1373	1955	835	96	1203
Weighted base	2251	509	161	483	191	345	43*	346	174	**	2251	532	1705	14**	186	1438	2066	878	98*	1275
Very satisfied	1041 46%acgw	192 38%	113 70%Xacefg	183 38%	125 66%Xacefg	169 49%acg	20 47%	122 35%	116 67%Xacefg	-	1041 46%	271 51%Xn	768 45%	2 13%	72 39%	709 49%Xpu	968 47%	396 45%w	32 33%	613 48%w
Fairly satisfied	834 37%bdjmp	215 42%Xbdj	39 24%	197 41%bdj	47 25%	133 39%bdj	16 37%bdj	146 42%bdj	41 23%	-	834 37%	170 32%	660 39%Xm	4 28%	54 29%	528 37%	781 38%Xp	335 38%	41 42%	459 36%
Neither satisfied nor dissatisfied	257 11%bdtu	75 15%Xbdefj	5 3%	67 14%bdj	10 5%	32 9%b	2 6%	53 15%Xbdefj	13 7%	-	257 11%	67 13%	188 11%	2 16%	42 22%Xtu	137 10%	215 10%t	99 11%	21 21%Xvx	137 11%
Fairly dissatisfied	83 4%tu	16 3%	3 2%	26 5%	6 3%	9 3%	3 7%bej	17 5%	3 2%	-	83 4%	18 3%	64 4%	1 8%	13 7%Xtu	44 3%	70 3%	36 4%	2 2%	46 4%
Very dissatisfied	28 1%	10 2%	1 *	6 1%	2 1%	1 *	1 3%bej	6 2%	1 *	-	28 1%	6 1%	22 1%	* 4%	4 2%	19 1%	24 1%	12 1%	3 3%	14 1%
NET: Satisfied	1875 83%cgpw	408 80%	153 95%Xacefg	381 79%	172 90%Xacg	302 88%Xacg	36 84%	267 77%	156 90%Xacg	-	1875 83%	441 83%	1428 84%	6 41%	126 68%	1237 86%Xpu	1749 85%Xp	731 83%w	73 75%	1071 84%w
NET: Dissatisfied	111 5%u	26 5%	3 2%	33 7%be	8 4%	10 3%	4 10%Xbej	23 7%be	4 2%	-	111 5%	24 4%	86 5%	2 12%	18 9%Xtu	63 4%	94 5%	47 5%	4 4%	60 5%
Don't know	7 *nt	-	-	3 1%	-	1 *	-	3 1%	1 *	-	7 *	1 *	2 *	4 31%	-	2 *	7 *t	1 *	-	7 1%
Mean	1.24acgw	1.11	1.63Xacefg	1.09	1.51Xacefg	1.34Xacg	1.18	1.05	1.54Xacefg	-	1.24	1.28	1.23	0.56	0.95	1.30Xpu	1.26Xp	1.22w	1.01	1.27w
Standard deviation	0.89	0.90	0.67	0.92	0.83	0.77	1.04	0.93	0.75	-	0.89	0.89	0.88	1.15	1.06	0.86	0.86	0.89	0.93	0.87
Standard error	0.02	0.05	0.05	0.04	0.05	0.05	0.11	0.05	0.05	-	0.02	0.04	0.02	0.32	0.08	0.02	0.02	0.03	0.09	0.03

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 32  
**M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?**  
**Base: All Mobile respondents not having the service in a bundle**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2134	1013	1109	278	305	361	349	345	347	149	1750	205	112	67	632	532	415	555	1164	970	716	1319	384	1102	437	1687	407
Weighted base	2251	1074	1164	259	374	366	398	346	358	151	1839	219	115	78*	582	656	486	527	1238	1014	718	1430	391	1189	451	1782	431
Very satisfied	1041 46%atw	457 43%	577 50%Xa	105 41%	154 41%	149 41%	190 48%	163 47%	204 57%Xcdefg	76 51%	834 45%	104 47%	60 52%	43 55%	259 45%	290 44%	230 47%	262 50%	549 44%	492 49%	371 52%Xt	625 44%	180 46%	586 49%Xw	186 41%	834 47%	194 45%
Fairly satisfied	834 37%fhs	411 38%	417 36%	110 43%fh	151 40%fh	141 39%h	126 32%	142 41%fh	109 30%	55 36%	688 37%	86 39%	38 33%	22 28%	231 40%	243 37%	182 37%	178 34%	474 38%	360 36%	230 32%	564 39%Xs	140 36%	426 36%	183 41%	676 38%	142 33%
Neither satisfied nor dissatisfied	257 11%bgx	148 14%Xb	109 9%	30 12%	47 13%g	44 12%	59 15%g	26 7%	36 10%	15 10%	216 12%	21 10%	14 12%	6 8%	61 11%	88 13%	51 10%	56 11%	150 12%	107 11%	79 11%	165 12%	47 12%	133 11%	50 11%	182 10%	67 16%Xx
Fairly dissatisfied	83 4%h	39 4%	44 4%	9 4%	17 5%h	19 5%h	19 5%h	10 3%	5 1%	3 2%	69 4%	7 3%	3 2%	5 7%	18 3%	24 4%	20 4%	21 4%	43 3%	41 4%	29 4%	54 4%	13 3%	35 3%	23 5%	62 3%	20 5%
Very dissatisfied	28 1%v	16 2%	12 1%	1 *	4 1%	11 3%Xc	3 1%	5 1%	4 1%	1 1%	24 1%	2 1%	1 1%	2 2%	11 2%	7 1%	2 *	9 2%	17 1%	11 1%	9 1%	18 1%	11 3%Xv	8 1%	6 1%	22 1%	7 2%
NET: Satisfied	1875 83%afy	868 81%	994 85%Xa	216 83%	305 82%	290 79%	316 79%	305 88%Xdef	312 87%Xef	131 87%	1523 83%	189 87%	98 85%	65 84%	490 84%	533 81%	412 85%	440 84%	1023 83%	852 84%	601 84%	1189 83%	319 82%	1012 85%X	369 82%	1510 85%Xy	337 78%
NET: Dissatisfied	111 5%hv	55 5%	56 5%	10 4%	21 6%	30 8%Xhz	22 6%	15 4%	9 3%	4 3%	93 5%	8 4%	4 3%	7 9%	29 5%	31 5%	22 5%	30 6%	60 5%	52 5%	38 5%	72 5%	24 6%v	43 4%	29 6%v	84 5%	27 6%
Don't know	7 *	3 *	5 *	3 1%X	1 *	1 *	2 *	-	1 *	-	7 *	-	-	-	1 *	4 1%	2 *	1 *	5 *	2 *	-	4 *	-	1 *	2 1%	7 *	1 *
Mean	1.24ae	1.17	1.30Xa	1.21	1.16	1.10	1.21	1.30e	1.41Xcdef	1.34e	1.22	1.29	1.33	1.29	1.22	1.20	1.27	1.26	1.21	1.27	1.29	1.21	1.19	1.30Xuw	1.16	1.26Xy	1.16
Standard deviation	0.89	0.90	0.87	0.81	0.89	1.00	0.92	0.84	0.82	0.81	0.89	0.83	0.83	1.00	0.89	0.88	0.84	0.92	0.89	0.88	0.90	0.88	0.97	0.83	0.91	0.87	0.95
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.02	0.06	0.08	0.12	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.02	0.05	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 33  
**M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?**  
 Base: All Mobile respondents

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Unweighted base	2556	487	174	428	233	272	237	336	389	422	2134	555	1982	19	201	1675	2355	1002	126	1428
Weighted base	2556	590	161	483	192	345	118	366	302	305	2251	561	1978	16**	208	1654	2348	999	121	1436
Very satisfied	1044 41%epw	232 39%e	80 50%Xaef	207 43%e	94 49%Xaef	91 26%	45 38%e	159 43%e	138 46%e	142 47%XI	902 40%	245 44%	798 40%	2 10%	67 32%	749 45%Xpu	977 42%Xp	413 41%w	37 30%	595 41%w
Fairly satisfied	1052 41%jmt	270 46%Xdj	65 40%	195 40%	70 36%	146 42%	51 44%j	151 41%	104 34%	119 39%	933 41%	205 37%	839 42%Xm	8 49%	81 39%	657 40%	971 41%t	416 42%	48 40%	588 41%
Neither satisfied nor dissatisfied	225 9%tu	43 7%	9 6%	41 9%	15 8%	44 13%Xab	10 9%	33 9%	29 10%	22 7%	203 9%	60 11%	162 8%	3 16%	33 16%Xtu	117 7%	192 8%t	76 8%	20 16%Xvx	129 9%
Fairly dissatisfied	142 6%t	25 4%	5 3%	22 5%	6 3%	42 12%Xabcdfg	7 6%	13 3%	22 7%d	12 4%	130 6%	32 6%	110 6%	-	12 6%	81 5%	130 6%t	56 6%	6 5%	81 6%
Very dissatisfied	86 3%tu	20 3%	2 1%	16 3%	7 4%	20 6%Xb	3 3%	9 3%	9 3%	9 3%	77 3%	18 3%	68 3%	-	13 6%t	47 3%	73 3%	38 4%	9 8%Xx	39 3%
NET: Satisfied	2096 82%epw	502 85%e	145 90%Xcefj	401 83%e	163 85%e	237 69%	96 82%e	310 85%e	242 80%e	261 86%	1835 82%	450 80%	1637 83%	10 60%	149 71%	1406 85%Xpu	1948 83%Xp	829 83%w	85 70%	1182 82%w
NET: Dissatisfied	228 9%bt	45 8%	7 4%	38 8%	12 6%	62 18%Xabcdfgj	10 9%	22 6%	31 10%b	21 7%	207 9%	50 9%	178 9%	-	24 12%	128 8%	204 9%t	93 9%	15 12%	120 8%
Don't know	7 *n	1 *	-	2 *	1 *	1 *	1 1%	1 *	-	* -	6 *	1 *	2 *	4 25%	1 1%	2 *	5 *	* *	1 1%v	5 *
Mean	1.11epw	1.13e	1.35Xacefj	1.15e	1.24Xe	0.72	1.09e	1.20e	1.13e	1.23XI	1.09	1.12	1.11	0.93	0.87	1.20Xpu	1.13Xp	1.11w	0.81	1.13w
Standard deviation	1.01	0.96	0.82	0.99	0.97	1.15	0.98	0.93	1.05	0.95	1.01	1.03	1.00	0.61	1.12	0.97	0.99	1.02	1.15	0.98
Standard error	0.02	0.04	0.06	0.05	0.06	0.07	0.06	0.05	0.05	0.05	0.02	0.04	0.02	0.16	0.08	0.02	0.02	0.03	0.10	0.03

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

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 34  
M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?  
Base: All Mobile respondents

	Gender			Age							Nation					Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491	
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503	
Very satisfied	1044 41%aei	443 36%	596 46%Xa	100 36%	163 37%	142 34%	180 40%	174 45%ce	198 47%Xdef	87 51%Xdef	833 40%	123 50%Xik	48 37%	40 49%	263 39%	287 39%	224 42%	269 44%q	550 39%	494 43%	359 44%	649 40%	174 38%	589 44%Xw	190 37%	845 42%X	190 38%	
Fairly satisfied	1052 41%bzs	553 45%Xb	492 38%	117 42%	183 42%	185 45%z	198 44%z	146 38%	165 39%	57 33%	873 42%	89 36%	60 46%	30 37%	293 44%	305 41%	219 40%	235 39%	598 42%	454 40%	309 38%	694 43%Xs	185 40%	543 41%	228 44%	830 41%	202 40%	
Neither satisfied nor dissatisfied	225 9%gt	124 10%	100 8%	34 12%Xgh	43 10%	39 10%	41 9%	22 6%	30 7%	16 9%	200 10%Xi	13 5%	10 8%	2 2%	57 9%	68 9%	53 10%	47 8%	125 9%	100 9%	82 10%	120 7%	48 10%	106 8%	40 8%	169 8%	48 10%	
Fairly dissatisfied	142 6%	65 5%	76 6%	12 4%	32 7%	25 6%	18 4%	32 8%Xfhz	17 4%	5 3%	117 6%	11 4%	6 4%	9 11%	33 5%	50 7%	32 6%	28 5%	82 6%	60 5%	39 5%	100 6%	29 6%	64 5%	29 6%	102 5%	36 7%	
Very dissatisfied	86 3%v	47 4%	39 3%	10 4%	15 3%	18 4%	17 4%	11 3%	9 2%	6 4%	69 3%	10 4%	6 4%	1 2%	25 4%	25 3%	12 2%	24 4%	50 4%	36 3%	33 4%	50 3%	22 5%v	31 2%	26 5%Xv	60 3%	25 5%Xx	
NET: Satisfied	2096 82%y	996 81%	1088 83%	217 78%	346 79%	327 80%	378 83%	321 83%	364 87%Xcde	144 84%	1706 81%	212 86%	108 83%	70 85%	556 83%	592 80%	443 82%	505 83%	1148 81%	948 83%	668 81%	1343 83%	359 78%	1132 85%Xu	418 81%	1675 83%Xy	392 78%	
NET: Dissatisfied	228 9%vx	112 9%	116 9%	23 8%	47 11%h	44 11%h	35 8%	43 11%h	26 6%	11 6%	185 9%	20 8%	12 9%	10 12%	57 9%	75 10%	45 8%	51 9%	132 9%	96 8%	71 9%	150 9%	51 11%v	95 7%	55 11%v	162 8%	62 12%Xx	
Don't know	7 *	3 *	4 *	3 1%X	-	1 *	* *	2 1%	-	-	7 *	-	-	-	4 1%	-	-	2 *	4 *	2 *	3 *	3 *	* *	3 *	1 *	6 *	1 *	
Mean	1.11aeuy	1.04	1.17Xa	1.04	1.02	0.99	1.12	1.15	1.26Xcde	1.25cde	1.09	1.24	1.07	1.20	1.10	1.06	1.13	1.16	1.08	1.14	1.12	1.11	1.01	1.20Xuw	1.03	1.15Xy	0.99	
Standard deviation	1.01	1.01	1.00	1.01	1.04	1.04	0.98	1.04	0.91	0.99	1.00	1.02	1.02	1.03	1.00	1.03	0.97	1.02	1.01	1.00	1.03	0.99	1.08	0.94	1.06	0.98	1.10	
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.04	0.08	0.02	0.07	0.09	0.12	0.04	0.04	0.04	0.04	0.03	0.03	0.04	0.02	0.05	0.03	0.05	0.02	0.05	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 35  
**IN1. Which of these fixed broadband services does your household have?**  
**Base: All internet respondents**

	Broadband								Broadband bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	2274	438	141	155	438	298	536	268	1944	330	33	1844	2241	1218	42	1014
Weighted base	2274	559	116	105	548	259	491	196	1919	355	35**	1832	2239	1221	36*	1017
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	611 27%f	131 24%f	50 43%Xaef	43 42%Xaf	189 35%Xaf	81 31%af	40 8%	76 39%Xaf	519 27%	92 26%	9 25%	482 26%	603 27%	316 26%	9 25%	286 28%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	1249 55%fr	363 65%Xbdfg	55 48%	58 55%	292 53%f	152 59%bf	226 46%	102 52%	1076 56%Xi	173 49%	18 51%	1026 56%	1231 55%	703 58%Xr	21 58%	525 52%
Ultrafast broadband - the download speed is 100MB/second or higher	263 12%abcdegh	29 5%c	4 4%c	- -	26 5%c	8 3%	191 39%Xabcdeg	5 2%	202 11%	60 17%Xh	5 13%	226 12%Xo	258 12%	139 11%	6 16%	118 12%
Don't know	151 7%np	36 6%	6 5%	4 3%	40 7%	18 7%	34 7%	13 7%	122 6%	30 8%	4 11%	99 5%	147 7%n	64 5%	-	88 9%Xp

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 36  
**IN1. Which of these fixed broadband services does your household have?**  
**Base: All internet respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	611	285	323	36	79	98	90	111	133	64	511	56	24	21	148	199	134	131	347	265	194	400	105	321	136	466	132
	27%adf	25%	29%	23%	21%	26%	22%	29%df	33%Xcdf	36%Xcdef	27%	25%	21%	29%	24%	30%mp	28%	24%	27%am	26%	27%	27%	28%	26%	29%	26%	29%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/second or higher	1249	646	596	82	215	206	235	201	213	96	1012	125	68	44	371	335	247	297	705	543	387	810	202	695	266	972	263
	55%	57%	53%	53%	57%	56%	58%	53%	52%	55%	54%	55%	61%	60%	61%Xnoqr	51%	52%	55%	56%an	54%	54%	55%	54%	57%	56%	54%	58%
Ultrafast broadband - the download speed is 100MB/second or higher	263	161	102	28	58	42	54	44	32	4	216	26	14	6	63	70	65	65	133	130	83	165	37	131	58	230	31
	12%bbzy	14%Xb	9%	18%Xhz	15%Xhz	11%z	13%hz	12%z	8%z	2%	12%	12%	12%	8%	10%	11%	14%	12%	11%	13%	12%	11%	10%	11%	12%	13%Xy	7%
Don't know	151	49	102	10	26	25	29	21	30	11	123	18	7	3	31	49	27	44	80	71	52	87	29	80	17	125	25
	7%aw	4%	9%Xa	6%	7%	7%	7%	5%	7%	6%	7%	8%	6%	4%	5%	8%	6%	8%am	6%am	7%	7%	6%	8%w	6%w	4%	7%	6%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 37  
**INSUM. Fixed Broadband Provider SUMMARY TABLE**  
**Base: All internet respondents asked**

	IN. Summary			
	Overall Satisfaction	Value Satisfaction	Speed Satisfaction	Reliability Satisfaction
Unweighted base	2274	330	2274	2274
Weighted base	2274	355	2274	2274
Very satisfied	823 36%	71 20%	778 34%	875 38%
Fairly satisfied	987 43%	130 37%	1012 44%	908 40%
Neither satisfied nor dissatisfied	228 10%	73 20%	220 10%	235 10%
Fairly dissatisfied	171 8%	65 18%	170 7%	180 8%
Very dissatisfied	61 3%	13 4%	81 4%	72 3%
NET: Satisfied	1810 80%	201 57%	1790 79%	1783 78%
NET: Dissatisfied	232 10%	77 22%	251 11%	252 11%
Don't know	4 *	4 1%	13 1%	4 *
Mean	1.03	0.52	0.99	1.03
Standard deviation	1.00	1.12	1.03	1.04
Standard error	0.02	0.06	0.02	0.02

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 38  
**IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?**  
**Base: All internet respondents**

	Broadband								Broadband bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	2274	438	141	155	438	298	536	268	1944	330	33	1844	2241	1218	42	1014
Weighted base	2274	559	116	105	548	259	491	196	1919	355	35**	1832	2239	1221	36*	1017
Very satisfied	823 36% <sup>ip</sup>	198 35%	42 36%	40 38%	195 36%	96 37%	184 37%	69 35%	721 38% <sup>Xi</sup>	103 29%	12 35%	702 38% <sup>Xo</sup>	811 36%	406 33%	12 34%	405 40% <sup>Xp</sup>
Fairly satisfied	987 43% <sup>pn</sup>	249 45%	53 46%	45 43%	243 44%	105 41%	208 42%	83 43%	825 43%	161 45%	17 49%	769 42%	970 43% <sup>pn</sup>	548 45%	12 35%	426 42%
Neither satisfied nor dissatisfied	228 10% <sup>hn</sup>	49 9%	13 11%	12 11%	63 11%	31 12%	47 10%	15 7%	173 9%	55 16% <sup>Xh</sup>	3 8%	167 9%	226 10% <sup>pn</sup>	120 10%	6 16%	102 10%
Fairly dissatisfied	171 8%	52 9%	6 5%	6 6%	32 6%	15 6%	42 9%	18 9%	146 8%	25 7%	1 2%	141 8%	170 8%	101 8%	5 13%	65 6%
Very dissatisfied	61 3% <sup>fr</sup>	10 2%	2 2%	1 1%	15 3%	13 5% <sup>Xaf</sup>	10 2%	9 5% <sup>aa</sup>	50 3%	11 3%	1 3%	52 3%	60 3%	45 4% <sup>Xr</sup>	1 2%	15 1%
NET: Satisfied	1810 80% <sup>ii</sup>	447 80%	95 82%	85 81%	438 80%	201 77%	392 80%	152 78%	1546 81% <sup>Xi</sup>	264 74%	29 84%	1471 80%	1781 80%	954 78%	25 69%	831 82% <sup>X</sup>
NET: Dissatisfied	232 10% <sup>rr</sup>	62 11%	8 7%	7 7%	48 9%	27 11%	52 11%	27 14%	197 10%	35 10%	2 5%	193 11%	230 10%	146 12% <sup>Xr</sup>	5 15%	80 8%
Don't know	4 * <sup>no</sup>	1 *	- -	1 1%	- -	* *	- -	2 1% <sup>X</sup>	4 *	* *	1 3%	1 *	3 *	1 *	- -	3 *
Mean	1.03 <sup>ip</sup>	1.03	1.09	1.12	1.04	0.99	1.04	0.96	1.05 <sup>Xi</sup>	0.90	1.15	1.05 <sup>o</sup>	1.03	0.96	0.85	1.13 <sup>Xp</sup>
Standard deviation	1.00	0.99	0.92	0.90	0.98	1.08	1.00	1.11	1.00	0.99	0.89	1.02	1.00	1.05	1.11	0.94
Standard error	0.02	0.05	0.08	0.07	0.05	0.06	0.04	0.07	0.02	0.05	0.16	0.02	0.02	0.03	0.17	0.03

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 39  
**IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?**  
**Base: All Internet respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Very satisfied	823 36% <sub>code</sub>	431 38%	387 34%	39 25%	117 31%	109 29%	139 34%	146 39% <sub>code</sub>	178 44% <sub>Xcodef</sub>	96 55% <sub>Xcodefgh</sub>	663 36%	80 36%	49 44%	31 42%	214 35%	233 36%	167 35%	209 39%	447 35%	377 37%	269 38%	520 36%	123 33%	465 38%	159 33%	657 37%	160 36%
Fairly satisfied	987 43% <sub>k</sub>	485 43%	498 44%	68 44%	168 44%	175 47% <sub>z</sub>	177 43%	161 43%	172 42%	65 37%	813 44% <sub>k</sub>	114 51% <sub>kl</sub>	34 30%	25 34%	270 44%	295 45%	204 43%	217 40%	565 45%	421 42%	295 41%	653 45%	155 41%	553 45%	206 43%	773 43%	196 43%
Neither satisfied nor dissatisfied	228 10% <sub>zjv</sub>	107 9%	120 11%	25 16% <sub>Xghz</sub>	46 12% <sub>z</sub>	50 14% <sub>Xghz</sub>	42 10% <sub>z</sub>	27 7%	33 8%	6 4%	194 10%	12 5%	12 11%	10 13%	58 9%	56 9%	47 10%	67 13% <sub>Xq</sub>	114 9%	115 11%	74 10%	144 10%	51 14% <sub>Xv</sub>	101 8%	53 11%	182 10%	42 9%
Fairly dissatisfied	171 8% <sub>hpv</sub>	90 8%	80 7%	18 11% <sub>hz</sub>	37 10% <sub>hz</sub>	27 7%	39 9% <sub>hz</sub>	26 7%	18 4%	6 4%	138 7%	15 7%	13 12%	5 7%	53 9% <sub>p</sub>	50 8%	40 8%	27 5%	104 8% <sub>p</sub>	67 7% <sub>p</sub>	54 8%	107 7%	32 9%	76 6%	47 10% <sub>Xv</sub>	135 8%	34 8%
Very dissatisfied	61 3%	27 2%	34 3%	6 4%	9 2%	9 2%	11 3%	16 4%	7 2%	2 1%	50 3%	4 2%	5 4%	2 3%	16 3%	17 3%	13 3%	15 3%	33 3%	28 3%	22 3%	36 2%	10 3%	30 2%	11 2%	41 2%	19 4% <sub>x</sub>
NET: Satisfied	1810 80% <sub>cu</sub>	916 80%	885 79%	108 69%	285 75%	284 76%	316 77% <sub>cc</sub>	307 82% <sub>cc</sub>	350 86% <sub>Xcodef</sub>	160 91% <sub>Xcodefgh</sub>	1476 79%	194 86% <sub>Xik</sub>	83 74%	57 76%	484 79%	528 81%	371 79%	426 79%	1012 80%	798 79%	564 79%	1173 80%	278 75%	1018 83% <sub>Xuw</sub>	366 77%	1430 80%	356 79%
NET: Dissatisfied	232 10% <sub>hzipv</sub>	116 10%	114 10%	24 15% <sub>Xhz</sub>	46 12% <sub>hz</sub>	36 10%	50 12% <sub>hz</sub>	42 11% <sub>hz</sub>	25 6%	9 5%	188 10%	18 8%	18 16%	8 11%	69 11%	68 10%	53 11%	42 8%	137 11%	95 9%	76 11%	143 10%	43 11%	105 9%	58 12% <sub>lv</sub>	177 10%	53 12%
Don't know	4 *	- *	4 *	* *	1 *	2 *	- *	* *	- *	- *	4 *	- *	- *	- *	1 *	2 *	* *	1 *	2 *	1 *	1 *	2 *	1 *	1 *	- *	4 *	- *
Mean	1.03 <sub>cd</sub>	1.06	1.00	0.75	0.92	0.94	0.96 <sub>c</sub>	1.05 <sub>c</sub>	1.22 <sub>Xcodefgh</sub>	1.40 <sub>Xcodefgh</sub>	1.02	1.12	0.97	1.05	1.00	1.04	1.00	1.08	1.02	1.04	1.03	1.04	0.94	1.10 <sub>Xuw</sub>	0.95	1.05	0.99
Standard deviation	1.00	1.00	1.01	1.08	1.02	0.97	1.04	1.06	0.90	0.83	1.00	0.90	1.18	1.07	1.02	1.00	1.02	0.98	1.00	1.00	1.03	0.98	1.03	0.96	1.03	0.99	1.06
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.05	0.05	0.04	0.06	0.02	0.06	0.11	0.13	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 40  
**IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?**  
 Base: All internet respondents not having the service in a bundle

	Broadband							Broadband bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	330	47	16	39	31	43	92	62	-	330	4	259	326	180	5	145
Weighted base	355	71*	13**	27**	51**	58*	116*	19*	-**	355	7**	273	348	194	4**	157
Very satisfied	71 20% <sub>f</sub>	6 9%	5 37%	8 29%	11 22%	23 39% <sub>Xaf</sub>	13 11%	6 29% <sub>af</sub>	-	71	-	60 22%	71 21%	35 18%	*	36 23%
Fairly satisfied	130 37%	34 48%	4 34%	7 27%	24 47%	17 29%	36 31%	7 36%	-	130	1 8%	94 34%	129 37%	66 34%	3 73%	61 39%
Neither satisfied nor dissatisfied	73 20%	10 14%	-	8 28%	12 24%	9 15%	31 26%	3 18%	-	73	3 48%	53 19%	69 20%	39 20%	-	34 21%
Fairly dissatisfied	65 18% <sub>r</sub>	16 23%	3 22%	4 16%	2 3%	8 13%	29 25%	3 13%	-	65	3 44%	52 19%	62 18%	45 23% <sub>r</sub>	-	19 12%
Very dissatisfied	13 4%	3 5%	1 7%	-	2 4%	-	6 5%	1 3%	-	13	-	10 4%	13 4%	7 4%	1 23%	5 3%
NET: Satisfied	201 57% <sub>f</sub>	40 57%	9 71%	15 56%	35 69%	39 68% <sub>f</sub>	49 43%	13 65% <sub>f</sub>	-	201	1 8%	155 57%	200 58% <sub>X</sub>	101 52%	3 77%	97 62%
NET: Dissatisfied	77 22% <sub>r</sub>	20 28%	4 29%	4 16%	4 8%	8 13%	35 30% <sub>X</sub>	3 17%	-	77	3 44%	62 23%	74 21%	53 27% <sub>r</sub>	1 23%	24 15%
Don't know	4 1%	1 1%	-	-	-	2 4%	1 1%	* 1%	-	4	-	4 1%	4 1%	1 1%	-	3 2%
Mean	0.52 <sub>f</sub>	0.33	0.73	0.69	0.79	0.98 <sub>Xaf</sub>	0.19	0.74 <sub>f</sub>	-	0.52	-0.36	0.53	0.54 <sub>X</sub>	0.40	0.35	0.68 <sub>X</sub>
Standard deviation	1.12	1.08	1.39	1.07	0.97	1.07	1.09	1.15	-	1.12	0.68	1.15	1.12	1.14	1.53	1.06
Standard error	0.06	0.16	0.35	0.17	0.17	0.16	0.11	0.15	-	0.06	0.34	0.07	0.06	0.09	0.68	0.09

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 41  
IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?  
Base: All internet respondents not having the service in a bundle

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	330	162	164	69	84	49	51	37	32	8	282	28	11	9	92	88	51	99	180	150	92	215	65	159	73	258	63
Weighted base	355	178	173*	64*	97*	47*	60*	50**	31**	6**	293	40**	11**	11**	92*	97*	61*	105*	189	166	88*	242	75*	166	72*	284	64*
Very satisfied	71 20%	32 18%	37 21%	11 16%	21 22%	8 17%	10 17%	8 15%	12 41%	1 24%	62 21%	2 4%	4 39%	4 33%	13 14%	24 24%	13 22%	21 20%	37 19%	35 21%	20 23%	49 20%	10 13%	42 25%	12 17%	51 18%	20 31% <sup>X</sup>
Fairly satisfied	130 37%	66 37%	63 37%	26 40%	30 31%	21 45%	19 32%	17 34%	11 36%	4 76%	109 37%	14 35%	2 18%	4 35%	33 39%	38 34%	21 37%	38 37%	70 37%	59 36%	30 35%	85 35%	38 50% <sup>Xw</sup>	60 36%	20 27%	108 38%	19 29%
Neither satisfied nor dissatisfied	73 20% <sup>v</sup>	35 20%	37 21%	15 23%	21 21%	10 21%	16 27%	6 13%	4 13%	-	56 19%	11 28%	3 29%	2 18%	21 22%	13 14%	16 26%	22 21%	34 18%	39 23%	25 28%	45 19%	14 19%	25 15%	25 34% <sup>Xv</sup>	57 20%	14 21%
Fairly dissatisfied	65 18% <sup>u</sup>	32 18%	32 18%	9 15%	17 18%	6 13%	12 20%	19 38%	1 4%	-	50 17%	12 30%	1 13%	2 14%	20 21%	19 20%	10 16%	16 15%	39 21%	26 16%	10 11%	49 20%	6 8%	35 21%	11 15%	52 18%	12 19%
Very dissatisfied	13 4%	10 6%	2 1%	1 2%	5 5%	2 4%	3 5%	-	2 5%	-	11 4%	1 3%	-	-	4 5%	3 3%	1 1%	5 5%	7 4%	6 3%	1 1%	11 5%	5 7%	3 2%	4 5%	13 4%	-
NET: Satisfied	201 57% <sup>w</sup>	98 55%	100 58%	36 57%	52 53%	29 62%	29 49%	25 49%	24 77%	6 100%	171 59%	16 39%	6 57%	7 68%	46 50%	61 63%	34 56%	60 57%	107 57%	94 56%	51 58%	134 55%	48 63%	102 61% <sup>w</sup>	32 44%	159 56%	39 60%
NET: Dissatisfied	77 22% <sup>s</sup>	43 24%	34 20%	11 17%	22 23%	8 16%	15 24%	19 38%	3 9%	-	61 21%	13 33%	1 13%	2 14%	24 26%	22 23%	11 18%	21 20%	46 24%	32 19%	10 11%	61 25% <sup>s</sup>	12 15%	38 23%	15 20%	64 23%	12 19%
Don't know	4 1%	2 1%	2 1%	2 3%	2 2%	-	-	-	-	-	4 1%	-	-	-	2 2%	* *	-	2 2%	2 1%	2 1%	2 3%	2 1%	2 3%	1 1%	1 1%	4 1%	-
Mean	0.52	0.44	0.59	0.56	0.48	0.59	0.37	0.26	1.04	1.24	0.56	0.08	0.83	0.87	0.34	0.63	0.59	0.54	0.49	0.56	0.71	0.46	0.56	0.62	0.36	0.47	0.72
Standard deviation	1.12	1.16	1.06	1.01	1.19	1.03	1.13	1.13	1.10	0.47	1.12	0.98	1.14	1.08	1.12	1.14	1.05	1.12	1.14	1.10	0.98	1.16	1.07	1.14	1.10	1.12	1.11
Standard error	0.06	0.09	0.08	0.12	0.13	0.15	0.16	0.19	0.19	0.17	0.07	0.18	0.34	0.36	0.12	0.12	0.15	0.11	0.09	0.09	0.10	0.08	0.13	0.09	0.13	0.07	0.14

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 42  
**IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?**  
**Base: All internet respondents**

	Broadband								Broadband bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	2274	438	141	155	438	298	536	268	1944	330	33	1844	2241	1218	42	1014
Weighted base	2274	559	116	105	548	259	491	196	1919	355	35**	1832	2239	1221	36*	1017
Very satisfied	778 34%i	198 35%	38 33%	37 35%	169 31%	84 32%	189 39%Xd	64 33%	680 35%Xi	98 28%	7	663 36%Xo	771 34%	396 32%	13 35%	369 36%
Fairly satisfied	1012 44%	249 45%	52 45%	42 40%	271 49%Xe	101 39%	213 43%	84 43%	843 44%	168 47%	16 47%	802 44%	996 44%	562 46%	11 31%	439 43%
Neither satisfied nor dissatisfied	220 10%n	45 8%	14 12%	13 12%	53 10%	31 12%	46 9%	19 10%	178 9%	43 12%	7 19%	152 8%	214 10%n	112 9%	4 12%	104 10%
Fairly dissatisfied	170 7%	45 8%	6 5%	10 10%	32 6%	27 11%Xdf	31 6%	19 10%	141 7%	28 8%	1	138 8%	168 8%	102 8%	4 12%	63 6%
Very dissatisfied	81 4%o	22 4%	5 5%	2 2%	21 4%	13 5%	12 2%	7 3%	64 3%	17 5%	4 11%	67 4%	78 3%	48 4%	4 11%Xr	29 3%
NET: Satisfied	1790 79%e	447 80%e	90 78%	79 75%	439 80%e	185 71%	402 82%e	148 76%	1523 79%X	266 75%	23 66%	1466 80%Xo	1767 79%	958 78%	24 66%	808 79%q
NET: Dissatisfied	251 11%r	67 12%	11 10%	12 12%	52 10%	40 15%Xdf	42 9%	25 13%	206 11%	45 13%	5 15%	206 11%	246 11%	150 12%r	8 22%Xr	93 9%
Don't know	13 1%p	-	-	1 1%a	4 1%	4 2%Xaf	1 *	4 2%Xaf	13 1%	1 *	-	9 *	13 1%	1 *	-	12 1%Xp
Mean	0.99ei	0.99	0.96	0.97	0.98	0.84	1.10Xe	0.94	1.01Xi	0.85	0.60	1.02X	0.99X	0.95	0.67	1.05Xpq
Standard deviation	1.03	1.06	1.04	1.03	0.99	1.14	0.97	1.06	1.02	1.06	1.18	1.04	1.03	1.05	1.36	0.99
Standard error	0.02	0.05	0.09	0.08	0.05	0.07	0.04	0.07	0.02	0.06	0.21	0.02	0.02	0.03	0.21	0.03

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

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 43  
IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?  
Base: All internet respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Very satisfied	778 34% <sup>c</sup>	410 36%	364 32%	39 25%	119 32%	112 30%	129 32%	140 37% <sup>c</sup>	157 39% <sup>ce</sup>	81 46% <sup>xcdef</sup>	620 33%	86 38%	43 38%	29 39%	198 32%	209 32%	171 36%	200 37%	407 32%	371 37% <sup>Xq</sup>	247 35%	505 35%	122 33%	433 35%	150 31%	619 35%	154 34%
Fairly satisfied	1012 44% <sup>kr</sup>	507 44%	501 45%	64 41%	165 44%	180 49%	186 46%	164 43%	185 45%	68 39%	846 45% <sup>k</sup>	102 45% <sup>k</sup>	36 32%	28 37%	277 45%	319 49% <sup>Xopr</sup>	192 41%	225 42%	596 47% <sup>Xor</sup>	416 41%	304 42%	659 45%	157 42%	563 46%	213 45%	803 45%	189 42%
Neither satisfied nor dissatisfied	220 10% <sup>q</sup>	104 9%	116 10%	23 15% <sup>Xh</sup>	42 11%	39 11%	38 9%	34 9%	29 7%	15 8%	179 10%	21 9%	12 11%	8 11%	53 9%	52 8%	54 12%	60 11%	106 8%	115 11% <sup>Xq</sup>	72 10%	137 9%	41 11%	116 9%	43 9%	161 9%	56 12%
Fairly dissatisfied	170 7% <sup>ahv</sup>	71 6%	98 9%	22 14% <sup>Xeghz</sup>	36 10% <sup>hz</sup>	24 6%	38 10% <sup>hz</sup>	22 6%	21 5%	7 4%	138 7%	10 4%	13 12% <sup>aj</sup>	8 11%	56 9% <sup>q</sup>	41 6%	38 8%	34 6%	98 8%	72 7%	60 8%	101 7%	34 9% <sup>v</sup>	67 5%	51 11% <sup>Xv</sup>	140 8%	28 6%
Very dissatisfied	81 4% <sup>x</sup>	41 4%	40 4%	6 4%	15 4%	14 4%	16 4%	14 4%	13 3%	4 2%	66 4%	6 3%	8 7%	1 2%	24 4%	26 4%	15 3%	17 3%	50 4%	31 3%	29 4%	50 3%	17 5%	40 3%	18 4%	55 3%	25 6% <sup>Xx</sup>
NET: Satisfied	1790 79% <sup>ck</sup>	917 80%	864 77%	103 66%	285 75% <sup>c</sup>	292 79% <sup>c</sup>	315 77% <sup>c</sup>	304 81% <sup>c</sup>	343 84% <sup>Xcdf</sup>	149 85% <sup>cd</sup>	1465 79% <sup>k</sup>	188 84% <sup>k</sup>	79 70%	57 76%	475 78%	528 81%	363 77%	424 79%	1003 79%	787 78%	551 77%	1164 80%	278 75%	996 81% <sup>Xuw</sup>	363 76%	1423 79%	343 76%
NET: Dissatisfied	251 11% <sup>zv</sup>	112 10%	138 12%	28 18% <sup>Xeghz</sup>	51 14% <sup>hz</sup>	38 10%	54 13% <sup>hz</sup>	36 10%	33 8%	10 6%	205 11%	16 7%	21 19% <sup>Xij</sup>	10 13%	80 13%	67 10%	53 11%	50 9%	148 12%	103 10%	89 12%	151 10%	51 14% <sup>v</sup>	108 9%	69 14% <sup>Xv</sup>	195 11%	53 12%
Don't know	13 1%	8 1%	6 1%	2 1%	1 *	3 1%	1 *	3 1%	3 1%	1 1%	13 1%	-	-	-	4 1%	5 1%	2 *	2 *	9 1%	4 *	4 1%	10 1%	3 1%	6 1%	2 *	13 1%	-
Mean	0.99 <sup>cw</sup>	1.04 <sup>Xb</sup>	0.94	0.69	0.90	0.95 <sup>c</sup>	0.92 <sup>c</sup>	1.05 <sup>c</sup>	1.12 <sup>Xcdef</sup>	1.24 <sup>Xcdef</sup>	0.98	1.12 <sup>k</sup>	0.82	1.01	0.93	0.99	0.99	1.04	0.97	1.02	0.96	1.01	0.89	1.05 <sup>Xuw</sup>	0.89	1.01	0.93
Standard deviation	1.03	1.01	1.05	1.12	1.08	1.01	1.06	1.02	0.97	0.92	1.03	0.94	1.26	1.06	1.07	1.01	1.04	1.01	1.04	1.03	1.07	1.01	1.10	0.98	1.08	1.02	1.10
Standard error	0.02	0.03	0.03	0.09	0.06	0.05	0.05	0.05	0.05	0.07	0.02	0.06	0.12	0.13	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.06	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 44  
**IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?**  
 Base: All internet respondents

	Broadband								Broadband bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	2274	438	141	155	438	298	536	268	1944	330	33	1844	2241	1218	42	1014
Weighted base	2274	559	116	105	548	259	491	196	1919	355	35**	1832	2239	1221	36*	1017
Very satisfied	875 38% <i>i</i>	228 41%	48 41%	38 37%	208 38%	98 38%	188 38%	67 34%	764 40% <i>Xi</i>	110 31%	8 25%	752 41% <i>Xo</i>	866 39%	453 37%	8 23%	414 41% <i>q</i>
Fairly satisfied	908 40% <i>n</i>	224 40%	45 39%	44 42%	232 42%	99 38%	188 38%	76 39%	767 40%	141 40%	17 50%	702 38%	891 40% <i>n</i>	485 40%	18 51%	405 40%
Neither satisfied nor dissatisfied	235 10% <i>hn</i>	53 10%	12 10%	14 13%	51 9%	30 12%	53 11%	21 11%	184 10%	51 14% <i>Xh</i>	7 19%	168 9%	229 10% <i>n</i>	122 10%	2 6%	111 11%
Fairly dissatisfied	180 8% <i>h</i>	41 7%	8 7%	5 5%	39 7%	22 8%	43 9%	20 10%	138 7%	42 12% <i>Xh</i>	1 2%	148 8%	179 8%	107 9%	4 12%	68 7%
Very dissatisfied	72 3% <i>r</i>	12 2%	3 2%	3 3%	16 3%	10 4%	18 4%	10 5%	61 3%	11 3%	2 5%	62 3%	70 3%	55 4% <i>Xr</i>	3 9% <i>Xr</i>	14 1%
NET: Satisfied	1783 78% <i>gi</i>	452 81% <i>g</i>	93 80%	83 79%	440 80% <i>g</i>	197 76%	376 77%	143 73%	1532 80% <i>Xi</i>	251 71%	26 74%	1454 79% <i>X</i>	1757 78%	937 77%	26 74%	819 81% <i>X</i>
NET: Dissatisfied	252 11% <i>hr</i>	54 10%	11 10%	8 8%	55 10%	31 12%	61 13%	30 15% <i>Xa</i>	199 10%	53 15%	2 7%	210 11%	249 11%	162 13% <i>Xr</i>	7 21% <i>r</i>	82 8%
Don't know	4 *	-	-	*	1 *	1 *	*	1 1%	4 *	-	-	-	4 *	*	-	4 *
Mean	1.03 <i>gipq</i>	1.10 <i>g</i>	1.09	1.06	1.06	0.98	0.99	0.87	1.06 <i>Xi</i>	0.84	0.87	1.06 <i>Xo</i>	1.03	0.96	0.66	1.12 <i>Xpq</i>
Standard deviation	1.04	1.00	1.01	0.98	1.01	1.08	1.09	1.15	1.03	1.08	0.98	1.06	1.05	1.11	1.23	0.95
Standard error	0.02	0.05	0.09	0.08	0.05	0.06	0.05	0.07	0.02	0.06	0.17	0.02	0.02	0.03	0.19	0.03

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





## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 45  
**IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?**  
**Base: All internet respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Very satisfied	875 38%bcdu	465 41%Xb	404 36%	38 24%	121 32%	132 35%c	143 35%c	167 44%Xcdef	186 45%Xcdef	90 51%Xcdef	703 38%	97 43%	43 38%	32 43%	234 38%	241 37%	185 39%	215 40%	475 38%	400 40%	270 38%	578 40%	118 32%	501 41%Xu	181 38%	688 38%	180 40%
Fairly satisfied	908 40%	437 38%	467 42%	62 40%	151 40%	149 40%	168 41%	148 39%	161 40%	69 39%	751 40%	90 40%	39 35%	28 38%	243 40%	277 42%	184 39%	204 38%	520 41%	388 39%	281 39%	586 40%	153 41%	500 41%	182 38%	722 40%	169 38%
Neither satisfied nor dissatisfied	235 10%	112 10%	122 11%	20 13%	55 15%Xghz	42 11%	41 10%	27 7%	38 9%	11 6%	193 10%	22 10%	10 9%	10 14%	65 11%	61 9%	49 10%	59 11%	126 10%	109 11%	74 10%	150 10%	48 13%	113 9%	51 11%	182 10%	48 11%
Fairly dissatisfied	180 8%hzjv	92 8%	88 8%	25 16%Xdeghz	36 10%hz	33 9%hz	43 11%Xghz	22 6%	17 4%	3 2%	153 8%j	8 3%	16 14%Xjkl	3 4%	53 9%	50 8%	39 8%	38 7%	103 8%	77 8%	60 8%	106 7%	37 10%v	81 7%	47 10%v	144 8%	34 8%
Very dissatisfied	72 3%	31 3%	40 4%	10 6%Xhz	16 4%	13 4%	12 3%	13 3%	7 2%	2 1%	58 3%	9 4%	4 4%	1 2%	17 3%	21 3%	14 3%	19 4%	39 3%	33 3%	30 4%	38 3%	16 4%	31 2%	16 3%	52 3%	19 4%
NET: Satisfied	1783 78%cd	903 79%	871 78%	100 64%	271 72%	281 75%c	311 76%c	314 83%Xcdef	347 85%Xcdef	159 91%Xcdefg	1454 78%	187 83%	82 73%	60 81%	477 78%	518 79%	369 78%	419 78%	995 79%	788 78%	551 77%	1164 80%	270 73%	1000 82%Xuw	363 76%	1410 79%	349 77%
NET: Dissatisfied	252 11%hztv	123 11%	129 11%	35 22%Xdefgh	52 14%hz	46 12%hz	55 14%hz	35 9%z	23 6%	5 3%	211 11%	16 7%	20 18%Xjkl	4 5%	70 11%	71 11%	52 11%	58 11%	142 11%	110 11%	90 13%	144 10%	54 14%Xv	112 9%	63 13%v	196 11%	53 12%
Don't know	4	3	2	1 1%	-	3 1%X	-	-	-	-	4	-	-	-	3	1	1	3	1	1	4	1	2	1	4	1	
Mean	1.03cd	1.07	0.99	0.60	0.86c	0.96c	0.95c	1.15Xcdef	1.23Xcdefg	1.38Xcdefg	1.02	1.15	0.90	1.17	1.02	1.02	1.04	1.04	1.02	1.04	0.98	1.07X	0.86	1.11Xuw	0.98	1.03	1.01
Standard deviation	1.04	1.04	1.05	1.20	1.10	1.07	1.02	0.90	0.77	1.05	0.99	1.17	0.93	1.04	1.03	1.04	1.06	1.04	1.05	1.09	1.01	1.11	0.99	1.09	1.03	1.09	
Standard error	0.02	0.03	0.03	0.09	0.06	0.05	0.05	0.05	0.04	0.06	0.02	0.07	0.11	0.11	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.06	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
ONLINE Fieldwork : 30th November - 14th December 2020

Table 46  
**PTSUM. Pay TV Provider SUMMARY TABLE**  
**Base: All TV respondents respondents asked**

	PT, Summary	
	Overall Satisfaction	Value Satisfaction
Unweighted base	1300	403
Weighted base	1300	412
Very satisfied	516 40%	100 24%
Fairly satisfied	552 42%	153 37%
Neither satisfied nor dissatisfied	151 12%	79 19%
Fairly dissatisfied	55 4%	58 14%
Very dissatisfied	24 2%	22 5%
NET: Satisfied	1068 82%	253 61%
NET: Dissatisfied	79 6%	80 19%
Don't know	2 -	- -
Mean	1.14	0.61
Standard deviation	0.91	1.15
Standard error	0.03	0.06

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 47  
**PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?**  
**Base: All TV respondents**

	Pay TV						Pay TV bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	Pay TV - NET: Not important (h)	Pay TV - Very important (i)	Pay TV - NET: Important (m)	Pay TV - The service has become more important (n)	Pay TV - The service has become less important (o)	Pay TV - No different (p)
Unweighted base	1300	111	626	123	341	99	897	403	178	565	1122	449	74	777
Weighted base	1300	124	706	100	274	96*	888	412	184	546	1116	456	70*	775
Very satisfied	516 40% <sup>dho</sup>	40 32%	290 41%	38 38%	94 34%	55 57% <sup>Xabcd</sup>	353 40%	163 39%	37 20%	290 53% <sup>Xhm</sup>	479 43% <sup>Xh</sup>	197 43% <sup>o</sup>	15 21%	304 39% <sup>o</sup>
Fairly satisfied	552 42% <sup>ael</sup>	53 43% <sup>ee</sup>	306 43% <sup>ee</sup>	41 41%	126 46% <sup>ee</sup>	26 27%	377 42%	175 42%	68 37%	207 38%	484 43% <sup>l</sup>	190 42%	27 38%	335 43%
Neither satisfied nor dissatisfied	151 12% <sup>blm</sup>	21 17% <sup>b</sup>	63 9%	19 19% <sup>Xb</sup>	35 13%	13 14%	95 11%	56 14%	51 28% <sup>Xlm</sup>	31 6%	100 9% <sup>l</sup>	42 9%	18 26% <sup>Xnp</sup>	91 12%
Fairly dissatisfied	55 4% <sup>glm</sup>	5 4%	30 4%	1 1%	17 6% <sup>c</sup>	2 2%	46 5% <sup>Xg</sup>	9 2%	15 8% <sup>Xlm</sup>	14 3%	40 4%	23 5%	4 6%	28 4%
Very dissatisfied	24 2% <sup>lm</sup>	5 4%	15 2%	1 1%	3 1%	-	15 2%	9 2%	12 7% <sup>Xlm</sup>	4 1%	12 1%	4 1%	6 9% <sup>Xnp</sup>	14 2%
NET: Satisfied	1068 82% <sup>ho</sup>	93 75%	596 84% <sup>a</sup>	79 79%	219 80%	81 84%	731 82%	337 82%	105 57%	497 91% <sup>Xhm</sup>	962 86% <sup>Xh</sup>	387 85% <sup>o</sup>	42 60%	639 83% <sup>o</sup>
NET: Dissatisfied	79 6% <sup>lm</sup>	10 8%	45 6%	2 2%	20 7% <sup>c</sup>	2 2%	61 7%	18 4%	27 15% <sup>Xlm</sup>	18 3%	52 5% <sup>l</sup>	27 6%	10 15% <sup>Xnp</sup>	42 5%
Don't know	2 *	-	1 *	1 1%	-	1 1%	2 *	1 *	1 *	-	2 *	-	-	2 *
Mean	1.14 <sup>aho</sup>	0.95	1.17 <sup>a</sup>	1.15	1.06	1.40 <sup>Xacd</sup>	1.14	1.15	0.56	1.40 <sup>Xhm</sup>	1.24 <sup>Xh</sup>	1.21 <sup>o</sup>	0.58	1.15 <sup>o</sup>
Standard deviation	0.91	1.00	0.92	0.82	0.90	0.79	0.92	0.89	1.10	0.77	0.84	0.87	1.16	0.89
Standard error	0.03	0.10	0.04	0.07	0.05	0.08	0.03	0.04	0.08	0.03	0.03	0.04	0.13	0.03

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 48  
**PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?**  
**Base: All TV respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1300	670	629	89	194	229	230	221	238	99	1079	114	67	40	412	313	254	321	725	575	409	838	210	697	288	1054	228
Weighted base	1300	668	631	77*	219	220	246	205	231	101*	1074	117*	63*	46*	350	385	284	281	735	565	395	858	192	709	288	1049	236
Very satisfied	516 40%e	256 38%	260 41%	28 36%	73 33%	70 32%	100 41%	84 41%	110 48%hde	52 51%kde	414 39%	49 42%	33 52%l	20 43%	133 38%	141 37%	121 43%	121 43%	274 37%	242 43%X	163 41%	334 39%	70 36%	292 41%	103 36%	420 40%	91 39%
Fairly satisfied	552 42%	284 43%	268 42%	35 46%	101 46%	97 44%	109 44%	80 39%	89 39%	40 40%	465 43%	49 42%	20 31%	18 39%	154 44%	176 46%	114 40%	109 39%	330 45%	222 39%	154 39%	374 44%	78 40%	299 42%	130 45%	432 41%	113 48%
Neither satisfied nor dissatisfied	151 12%	87 13%	64 10%	9 11%	35 16%khz	26 12%	25 10%	28 14%	21 9%	7 7%	121 11%	16 14%	7 13%	6 13%	41 12%	40 10%	31 11%	38 14%	82 11%	69 12%	55 14%	90 11%	34 18%Xv	70 10%	39 14%	127 12%	21 9%
Fairly dissatisfied	55 4%w	22 3%	33 5%	3 5%	7 3%	22 10%Xdfghz	9 4%	7 3%	6 3%	1 1%	50 5%	2 2%	3 5%	-	10 3%	22 6%	14 5%	9 3%	32 4%am	23 4%	15 4%	39 5%	10 5%w	38 5%w	4 1%	49 5%	6 2%
Very dissatisfied	24 2%v	17 3%	7 1%	-	4 2%	5 2%	3 1%	6 3%	5 2%	1 1%	21 2%	-	1 5%j	2 5%j	11 3%Xq	5 1%	5 2%	3 1%	16 2%	8 1%	6 1%	18 2%	-	7 1%	12 4%Xuv	19 2%	5 2%
NET: Satisfied	1068 82%u	540 81%	527 84%	63 82%	173 79%	167 76%	208 85%e	164 80%	200 86%e	92 91%Xdeg	879 82%	98 84%	52 83%	38 82%	287 82%	317 83%	234 82%	230 82%	604 82%	464 82%	317 80%	709 83%	148 77%	591 83%u	233 81%	852 81%	204 86%
NET: Dissatisfied	79 6%	39 6%	40 6%	3 5%	11 5%	27 12%Xdffhz	13 5%	13 6%	11 5%	2 2%	71 7%	2 2%	4 6%	2 5%	21 6%	27 7%	19 7%	12 4%	48 7%	31 5%	21 5%	57 7%	10 5%	45 6%	16 6%	68 6%	11 5%
Don't know	2 *	2 *	1 *	2 2%Xdelfh	-	-	-	1 *	-	-	2 *	-	-	-	2 *	-	-	1 *	2 *	1 *	1 *	1 *	-	2 *	-	2 *	-
Mean	1.14e	1.11	1.17	1.16	1.06	0.93	1.19e	1.12	1.27Xde	1.40Xdefg	1.12	1.24	1.28	1.16	1.11	1.11	1.17	1.20	1.11	1.18	1.15	1.13	1.08	1.18	1.07	1.13	1.18
Standard deviation	0.91	0.93	0.89	0.81	0.88	1.02	0.87	0.96	0.88	0.75	0.92	0.76	0.93	0.99	0.95	0.89	0.92	0.88	0.92	0.90	0.90	0.92	0.87	0.89	0.96	0.92	0.86
Standard error	0.03	0.04	0.04	0.09	0.06	0.07	0.06	0.06	0.06	0.08	0.03	0.07	0.11	0.16	0.05	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.06	0.03	0.06

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 49  
**PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?**  
**Base: All TV respondents not having the service in a bundle**

	Pay TV					Pay TV bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	Pay TV - NET: Not important (h)	Pay TV - Very important (i)	Pay TV - NET: Important (m)	Pay TV - The service has become more important (n)	Pay TV - The service has become less important (o)	Pay TV - No different (p)
Unweighted base	403	18	278	10	22	75	-	403	62	164	341	145	31	227
Weighted base	412	17**	287	10**	18**	79*	-**	412	74*	157	338	146	31**	234
Very satisfied	100 24%b	2 13%	49 17%	3 32%	3 18%	42 53%Xb	-	100 24%	10 13%	55 35%Xhm	90 27%X	47 32%X	2 6%	51 22%
Fairly satisfied	153 37%	7 42%	110 38%	7 68%	6 35%	23 29%	-	153 37%	23 31%	58 37%	130 38%	56 39%	14 44%	83 35%
Neither satisfied nor dissatisfied	79 19%	4 23%	59 20%	-	4 24%	12 15%	-	79 19%	15 21%	23 15%	64 19%	22 15%	6 20%	51 22%
Fairly dissatisfied	58 14%em	4 22%	48 17%Xe	-	4 23%	3 3%	-	58 14%	16 21%	19 12%	43 13%	16 11%	4 13%	38 16%
Very dissatisfied	22 5%lm	-	22 8%Xe	-	-	-	-	22 5%	10 13%Xlm	3 2%	12 4%	5 3%	5 17%	11 5%
NET: Satisfied	253 61%bh	10 55%	159 55%	10 100%	10 53%	64 82%Xb	-	253 61%	33 45%	113 71%Xhm	220 65%Xh	103 71%Xp	16 50%	134 57%
NET: Dissatisfied	80 19%elm	4 22%	69 24%Xe	-	4 23%	3 3%	-	80 19%	25 34%Xlm	22 14%	54 16%	21 14%	9 30%	49 21%
Mean	0.61bh	0.46	0.41	1.32	0.48	1.31Xb	-	0.61	0.11	0.91Xhm	0.72Xh	0.85Xp	0.10	0.53
Standard deviation	1.15	1.00	1.17	0.49	1.06	0.85	-	1.15	1.27	1.07	1.09	1.10	1.23	1.14
Standard error	0.06	0.23	0.07	0.16	0.23	0.10	-	0.06	0.16	0.08	0.06	0.09	0.22	0.08

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 50  
**PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?**  
 Base: All TV respondents not having the service in a bundle

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	403	214	188	36	68	61	71	73	69	25	337	22	27	17	142	96	69	96	238	165	124	259	65	194	103	302	94
Weighted base	412	220	191	32**	71*	53*	84*	72*	73*	26**	340	25**	26**	21**	126	119*	79*	88*	244	168	125	268	63*	192	106*	302	104*
Very satisfied	100 24%w	46 21%	53 28%	5 17%	17 24%	11 21%	22 26%	21 29%	15 20%	8 32%	79 23%	5 22%	3 11%	13 62%	27 21%	35 21%	17 24%	21 25%	62 22%	38 28%	35 23%	60 27%	17 22%	42 16%	17 25%	74 21%	21
Fairly satisfied	153 37%f	79 36%	74 39%	16 48%	27 38%	28 53%Xfg	22 26%	20 28%	30 41%	11 41%	132 39%	7 30%	9 36%	4 21%	43 35%	47 40%	30 38%	33 37%	90 37%	63 38%	40 32%	107 40%	25 39%	75 39%	39 37%	115 38%	39
Neither satisfied nor dissatisfied	79 19%	43 20%	36 19%	5 14%	9 12%	7 14%	23 27%d	14 20%	19 26%	3 10%	61 18%	8 32%	9 33%	2 7%	28 22%	19 16%	17 21%	15 17%	47 19%	32 19%	23 18%	51 19%	7 12%	43 23%	26 25%	52 17%	26
Fairly dissatisfied	58 14%	37 17%	21 11%	7 21%	8 11%	6 12%	12 14%	17 23%h	5 7%	3 12%	49 14%	4 15%	4 17%	1 5%	21 16%	14 12%	8 10%	15 17%	35 14%	23 14%	24 19%	33 12%	12 19%	26 14%	18 17%	45 15%	12
Very dissatisfied	22 5%	14 7%	7 4%	-	10 15%Xeg	* 1%	5 6%	* 6%	4 4%	1 4%	20 6%	-	1 3%	1 6%	7 5%	3 2%	8 10%n	4 5%	9 4%	12 7%	4 3%	16 6%	2 4%	6 3%	6 6%	16 5%	6
NET: Satisfied	253 61%	125 57%	127 67%	21 65%	44 62%	39 74%Xf	44 52%	41 57%	45 61%	19 73%	211 62%	13 52%	12 47%	17 82%	70 56%	82 70%	47 59%	54 61%	153 62%m	101 60%	75 60%	167 62%	42 66%	117 61%	56 53%	189 63%	60
NET: Dissatisfied	80 19%b	52 23%b	28 15%	7 21%	18 26%	6 12%	17 20%	17 24%	9 13%	4 17%	68 20%	4 15%	5 20%	2 10%	27 22%	17 14%	16 20%	19 22%	44 18%	35 21%	27 22%	50 19%	14 23%	32 17%	24 22%	60 20%	18
Mean	0.61a	0.48	0.76Xa	0.60	0.45	0.82	0.52	0.61	0.64	0.84	0.59	0.59	0.34	1.28	0.50	0.83m	0.50	0.58	0.66m	0.54	0.63	0.60	0.66	0.63	0.42	0.62	0.55
Standard deviation	1.15	1.19	1.09	1.01	1.37	0.92	1.20	1.15	1.06	1.15	1.16	1.02	1.01	1.17	1.15	1.06	1.22	1.17	1.12	1.19	1.17	1.14	1.17	1.06	1.12	1.16	1.12
Standard error	0.06	0.08	0.08	0.17	0.17	0.12	0.14	0.13	0.13	0.23	0.06	0.22	0.19	0.28	0.10	0.11	0.15	0.12	0.07	0.09	0.10	0.07	0.15	0.08	0.11	0.07	0.12

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



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 51

**B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?**

**Base: All Bundle respondents**

	Total (X)	Bundle providers						Services included				
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Landline (h)	Mobile (i)	Broadband (j)	Pay TV (k)
Unweighted base	2004	398	133	115	431	263	464	236	1799	422	1944	897
Weighted base	1977	494	110	71	515	206	386	234	1762	305	1919	888
Very satisfied	716 36% <sup>f</sup>	159 32%	51 46% <sup>Xaf</sup>	29 41%	204 40% <sup>caf</sup>	78 38%	119 31%	97 41% <sup>caf</sup>	651 37% <sup>Xj</sup>	136 45% <sup>Xhjk</sup>	693 36%	330 37%
Fairly satisfied	902 46% <sup>ghi</sup>	233 47% <sup>gd</sup>	45 41%	35 49% <sup>g</sup>	243 47% <sup>g</sup>	83 40%	189 49% <sup>eg</sup>	85 36%	790 45%	120 39%	883 46% <sup>Xhi</sup>	411 46% <sup>i</sup>
Neither satisfied nor dissatisfied	226 11% <sup>dj</sup>	60 12%	11 10%	4 6%	42 8%	31 15% <sup>cd</sup>	53 14% <sup>cd</sup>	29 13%	197 11%	40 13%	211 11%	90 10%
Fairly dissatisfied	104 5% <sup>bdi</sup>	35 7% <sup>bd</sup>	1 1%	3 4%	16 3%	13 6% <sup>b</sup>	20 5%	18 8% <sup>bd</sup>	98 6% <sup>Xi</sup>	7 2%	104 5% <sup>Xi</sup>	40 4%
Very dissatisfied	25 1%	7 1%	1 1%	- -	8 2%	1 1%	5 1%	3 1%	23 1%	1 *	24 1%	16 2%
NET: Satisfied	1618 82%	392 79%	96 87% <sup>e</sup>	64 89% <sup>Xaefg</sup>	448 87% <sup>Xaefg</sup>	161 78%	308 80%	182 78%	1441 82%	256 84%	1576 82% <sup>Xh</sup>	741 83%
NET: Dissatisfied	129 7% <sup>bi</sup>	42 9% <sup>bd</sup>	2 2%	3 4%	24 5%	14 7%	25 7%	21 9% <sup>b</sup>	121 7% <sup>Xij</sup>	9 3%	128 7% <sup>Xi</sup>	56 6% <sup>i</sup>
Don't know	3 *	- -	1 1%	1 1% <sup>af</sup>	1 *	- -	- -	2 1%	3 *	- -	3 *	1 *
Mean	1.10 <sup>a</sup>	1.02	1.31 <sup>Xaef</sup>	1.26 <sup>af</sup>	1.21 <sup>Xaf</sup>	1.08	1.03	1.10	1.11	1.25 <sup>Xhjk</sup>	1.10	1.13
Standard deviation	0.89	0.93	0.77	0.76	0.84	0.91	0.88	0.98	0.90	0.81	0.89	0.89
Standard error	0.02	0.05	0.07	0.07	0.04	0.06	0.04	0.06	0.02	0.04	0.02	0.03

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 52  
**B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?**  
 Base: All Bundle respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2004	1014	983	114	255	357	337	367	403	171	1647	192	107	58	619	477	389	519	1096	908	679	1243	337	1083	419	1582	394
Weighted base	1977	993	977	96*	292	331	354	331	400	173	1619	191	103*	64*	538	574	420	445	1112	865	653	1248	319	1081	413	1547	404
Very satisfied	716 36%def	350 35%	364 37%	29 30%	84 29%	99 30%	110 31%	129 39%def	185 46%Xcdef	81 47%Xcdef	583 36%	74 39%	34 33%	25 39%	190 35%	191 33%	145 35%	189 42%Xmnoqr34%	381 34%	334 39%o	241 37%	451 36%	114 36%	404 37%	136 33%	570 37%	142 35%
Fairly satisfied	902 46%hp	463 47%	435 45%	44 46%	148 51%h	169 51%gh	173 49%h	141 43%	154 38%	73 42%	745 46%	84 44%	47 45%	26 41%	240 45%	278 48%p	200 48%	184 41%	518 47%	384 44%p	287 44%	583 47%	133 42%	513 47%	193 47%	704 45%	182 45%
Neither satisfied nor dissatisfied	226 11%zv	111 11%	115 12%	14 15%z	46 16%Xgz	36 11%	44 12%	32 10%	43 11%	11 7%	184 11%	24 13%	12 11%	6 10%	67 13%	66 12%	44 10%	49 11%	134 12%	92 11%	81 12%	132 11%	46 14%v	107 10%	49 12%	175 11%	48 12%
Fairly dissatisfied	104 5%v	52 5%	51 5%	9 9%hz	14 5%	20 6%	23 6%	19 6%	16 4%	4 2%	81 5%	8 4%	10 10%xi	5 8%	31 6%	28 5%	23 5%	23 5%	59 5%	45 5%	34 5%	66 5%	21 7%	44 4%	27 7%	79 5%	24 6%
Very dissatisfied	25 1%px	14 1%	11 1%	-	1	4 1%	5 1%	10 3%xdh	2 1%	3 2%	22 1%	1	1	1	8 2%p	9	7	1	17 2%p	8	10	15	4	12	7	15	9
NET: Satisfied	1618 82%	813 82%	799 82%	73 76%	232 79%	269 81%	282 80%	270 82%	339 85%c	154 89%Xcdefg	1329 82%	158 83%	80 78%	52 80%	430 80%	470 82%	346 82%	372 84%	900 81%	718 83%	528 81%	1034 83%	248 78%	917 85%Luw	329 80%	1274 82%	324 80%
NET: Dissatisfied	129 7%v	67 7%	62 6%	9 9%	14 5%	24 7%	28 8%	29 9%h	18 4%	7 4%	103 6%	9 5%	11 11%	6 10%	39 7%	37 6%	30 7%	24 5%	76 7%	54 6%	43 7%	80 6%	25 8%	55 5%	34 8%v	94 6%	33 8%
Don't know	3	2	1	-	-	2 1%	-	1	1	-	3	-	-	-	1	1	-	1	3	1	1	2	-	1	1	3	-
Mean	1.10	1.09	1.12	0.96	1.03	1.03	1.01	1.09	1.26Xcdefg	1.30Xcdefg	1.11	1.16	0.99	1.08	1.07	1.07	1.08	1.21Xmnoqr	1.07	1.15	1.10	1.12	1.04	1.16Xw	1.03	1.12	1.05
Standard deviation	0.89	0.89	0.89	0.91	0.81	0.87	0.91	0.99	0.84	0.84	0.89	0.85	0.95	0.99	0.92	0.88	0.91	0.85	0.90	0.88	0.91	0.88	0.94	0.84	0.93	0.87	0.95
Standard error	0.02	0.03	0.03	0.09	0.05	0.05	0.05	0.05	0.04	0.06	0.02	0.06	0.09	0.13	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.03	0.05	0.02	0.05

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 53  
**B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?**  
**Base: All Bundle respondents**

Total (X)	Bundle providers							Services included				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Landline (h)	Mobile (i)	Broadband (j)	Pay TV (k)	
Unweighted base	2004	398	133	115	431	263	464	236	1799	422	1944	897
Weighted base	1977	494	110	71	515	206	386	234	1762	305	1919	888
Very satisfied	475 24%afj	75 15%	40 37%Xadf	27 37%Xadf	109 21%a	72 35%Xadf	72 19%	93 40%Xadf	429 24%jk	104 34%Xhjk	449 23%	192 22%
Fairly satisfied	850 43%	223 45%	47 43%	33 46%	233 45%	87 42%	151 39%	92 39%	755 43%	123 40%	837 44%Xh	379 43%
Neither satisfied nor dissatisfied	355 18%ej	110 22%Xbcdeg	15 14%	9 13%	82 16%	27 13%	85 22%Xbcdeg	31 13%	327 19%Xj	46 15%	342 18%	148 17%
Fairly dissatisfied	205 10%ceg	63 13%bceg	6 6%	2 3%	61 12%ceg	11 5%	53 14%Xbceg	13 5%	181 10%	25 8%	200 10%	107 12%hi
Very dissatisfied	85 4%h	22 4%	2 1%	1 1%	29 6%cg	8 4%	23 6%bcg	4 2%	63 4%	7 2%	84 4%Xh	58 7%Xhij
NET: Satisfied	1325 67%af	298 60%	87 79%Xadf	59 83%Xadf	342 66%l	159 77%Xadf	224 58%	185 79%Xadf	1185 67%k	227 74%Xhjk	1286 67%	572 64%
NET: Dissatisfied	290 15%bceghi	84 17%bceg	8 7%	3 4%	90 17%bceg	18 9%	76 20%Xbceg	16 7%	244 14%	32 11%	284 15%Xhi	165 19%Xhij
Don't know	7 *	2 *	-	-	1 *	1 1%	1 *	1 1%	6 *	-	7 *	4 *
Mean	0.72afjk	0.54	1.08Xadf	1.16Xadf	0.65	1.00Xadf	0.51	1.11Xadf	0.74Xjk	0.96Xhjk	0.72k	0.61
Standard deviation	1.07	1.04	0.93	0.83	1.11	1.02	1.12	0.94	1.05	1.02	1.07	1.14
Standard error	0.02	0.05	0.08	0.08	0.05	0.06	0.05	0.06	0.02	0.05	0.02	0.04

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 54  
**B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?**  
 Base: All Bundle respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
	Unweighted base	2004	1014	983	114	255	357	337	367	403	171	1647	192	107	58	619	477	389	519	1096	908	679	1243	337	1083	419	1582
Weighted base	1977	993	977	96*	292	331	354	331	400	173	1619	191	103*	64*	538	574	420	445	1112	865	653	1248	319	1081	413	1547	404
Very satisfied	475 24%fmqw	245 25%	230 24%	19 20%	81 28%ef	63 19%	64 18%	79 24%	116 29%Xef	53 31%Xef	392 24%	43 23%	26 25%	13 21%	103 19%	127 22%	111 27%mq	134 30%Xmnq	229 21%	246 28%Xmnq	170 26%	292 23%	95 30%Xw	266 25%w	76 18%	380 25%	92 23%
Fairly satisfied	850 43%	431 43%	415 42%	43 45%	125 43%	149 45%	157 44%	133 40%	164 41%	78 45%	693 43%	89 47%	41 40%	26 40%	239 44%	257 45%	172 41%	182 41%	496 45%	354 41%	267 41%	548 44%	121 38%	473 44%	182 44%	665 43%	173 43%
Neither satisfied nor dissatisfied	355 18%	192 19%	162 17%	15 16%	49 17%	59 18%	77 22%z	58 18%	72 18%	24 14%	289 18%	33 18%	22 22%	10 16%	108 20%	103 18%	73 17%	72 16%	210 19%	145 17%	122 19%	216 17%	59 18%	185 17%	86 21%	273 18%	74 18%
Fairly dissatisfied	205 10%a	83 8%	121 12%Xa	13 13%	25 8%	35 11%	39 11%	39 12%	39 10%	16 9%	162 10%	21 11%	10 9%	13 20%Xi	65 12%	53 9%	42 10%	45 10%	118 11%	87 10%	63 10%	136 11%	30 9%	106 10%	50 12%	157 10%	46 11%
Very dissatisfied	85 4%hzp	40 4%	45 5%	5 5%	12 4%	21 6%hz	15 4%	23 7%Xhz	7 2%	2 1%	76 5%	3 1%	4 4%	2 4%	23 4%	33 6%p	18 4%	11 2%	56 5%p	29 3%	30 5%	53 4%	13 4%	49 4%	17 4%	65 4%	19 5%
NET: Satisfied	1325 67%mw	675 68%	645 66%	62 65%	206 71%	213 64%	221 62%	212 64%	281 70%f	131 76%Xefg	1086 67%	133 69%	67 65%	39 61%	341 63%	383 67%	283 67%	317 71%Xmq	725 65%	600 69%mq	437 67%	839 67%	216 68%	739 68%w	258 63%	1045 68%	266 66%
NET: Dissatisfied	290 15%a	123 12%	166 17%Xa	17 18%	37 13%	56 17%	54 15%	61 19%Xhz	47 12%	18 10%	238 15%	24 13%	14 13%	15 23%	89 17%	86 15%	60 14%	56 13%	174 16%	116 13%	93 14%	189 15%	43 14%	155 14%	67 16%	222 14%	65 16%
Don't know	7 *	3 *	4 *	1 1%g	* *	2 1%	2 1%	- *	1 *	- *	6 *	1 *	- *	- *	3 *	4 1%mq	1 *	3 *	5 1%	1 *	4 *	1 *	3 *	2 *	7 *	- *	- *
Mean	0.72mqw	0.77	0.68	0.62	0.82ef	0.60	0.61	0.62	0.86Xefg	0.95Xcef	0.72	0.78	0.73	0.55	0.62	0.68	0.76	0.86Xmnq	0.65	0.82Xmq	0.74	0.72	0.80w	0.74w	0.61	0.74	0.68
Standard deviation	1.07	1.04	1.10	1.10	1.06	1.11	1.04	1.17	1.01	0.95	1.08	0.97	1.06	1.14	1.06	1.09	1.09	1.04	1.08	1.06	1.09	1.07	1.10	1.07	1.05	1.07	1.09
Standard error	0.02	0.03	0.04	0.10	0.07	0.06	0.06	0.06	0.05	0.07	0.03	0.07	0.10	0.15	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.06

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 55  
**BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?**  
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Gas supplier	1971 74%cl	971 74%	991 73%	112 39%	322 70%c	310 72%c	382 82%Xd	338 83%Xd	356 80%Xd	152 83%Xd	1645 74%l	192 77%l	105 78%l	30 36%	532 75%q	549 71%	405 72%	486 76%	1080 73%	891 74%	652 76%	1239 73%	349 72%	1057 76%X	401 75%	1635 77%xy	310 59%
Electricity supplier	2285 85%cd	1124 86%	1150 84%	128 44%	363 79%c	365 85%cd	430 92%Xd	393 96%Xd	427 96%Xd	179 98%Xd	1868 84%	227 91%xi	114 85%	75 90%	621 88%Xnq	644 83%	479 85%	540 85%	1265 85%	1019 85%	744 87%	1455 86%	395 81%	1225 88%Xu	478 89%Xu	1801 85%	452 86%
Bank current account	2471 92%acd	1181 91%	1279 94%xa	226 78%	411 89%c	404 95%cd	438 94%cd	390 95%Xd	426 96%Xd	175 96%cd	2034 92%	240 96%xi	125 93%	72 93%	660 93%q	703 91%	513 91%	595 93%	1363 92%	1109 92%	799 93%	1570 93%	434 89%	1302 93%u	508 95%Xu	1953 92%	480 92%
None of these	64 2%fgh	29 2%	34 3%	40 14%Xd	9 2%	7 2%	4 1%	3 1%	2 *	1 *	59 3%	1 *	2 1%	3 3%	16 2%	23 3%	11 2%	13 2%	40 3%	24 2%	18 2%	35 2%	17 3%w	26 2%	7 1%	49 2%	14 3%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 56  
**BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?**  
**Base: All respondents**

	Importance of service												Impact of COVID-19 on importance of service												
	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Not important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Not important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Not important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Not important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)	
Unweighted base	2681	956	474	1041	201	1675	2355	33	1844	2241	178	565	1122	315	194	1488	1002	126	1428	1218	42	1014	449	74	777
Weighted base	2681	952	457	1045	208	1654	2348	35**	1832	2239	184	546	1116	306	196	1495	999	121	1436	1221	36*	1017	456	70*	775
Gas supplier	1971 74%q	789 83% Xdefhi ii	388 85% Xcdefh ii	846 81% Xdef ii	153 74%	1244 75% Xf	1737 74%	31 88%	1463 80% Xef	1788 80% Xdef	151 82% Xf	453 83% Xdefhi	902 81% Xdef	251 82% Xpqr	161 82% Xpq	1223 82% Xpqrs	730 73% q	76 63%	1084 76% Xq	959 79% Xpq	28 79% q	831 82% Xpqr	358 78% Xpq	51 74%	644 83% Xpqrs
Electricity supplier	2285 85%q	904 95% Xdefhi j	443 97% Xcdefh ijkl	995 95% Xdefhi j	181 87%	1419 86%	2005 85%	32 92%	1699 93% Xdef	2074 93% Xdef	167 91%	509 93% Xdef	1041 93% Xdef	288 94% Xpqrw	186 95% Xpqrw wx	1425 95% Xpqrstu wx	847 85%	94 78%	1245 87% Xq	1124 92% Xpqrw	32 89%	950 93% Xpqrw	426 94% Xpqrw	58 83%	724 93% Xpqrw
Bank current account	2471 92% nqt	913 96% Xcdefi i	434 95% Xc	973 93%	190 91%	1561 94% Xf	2190 93% X	32 92%	1750 96% Xcdefi i	2116 94% Xcf	178 97% Xd	514 94%	1044 94% X	285 93% nqt	168 86%	1433 96% Xnpqst vw	913 91% nqt	96 79%	1372 96% Xnpqtw	1149 94% Xnpqtw	27 74%	973 96% Xnpqtw	425 93% nqt	60 87%	736 95% Xnpqtw
None of these	64 2% abc ehik l orsux	7 1%	2 *	10 1%	3 1%	30 2% abc ehik l	53 2% abc ehik l	-	16 1%	24 1%	3 2%	3 1%	9 1%	4 1%	4 2% u	9 1%	25 2% osuv x	7 6% X morsuv 2% oux	25 2% ou	19 2% ou	1 2%	5 *	4 1%	2 2% u	6 1%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 57  
**BM2. Which bank do you use for your MAIN current account?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2476	1189	1275	256	364	429	410	413	428	176	2049	233	128	66	752	598	466	660	1350	1126	829	1543	446	1287	519	1961	472
Weighted base	2471	1181	1279	226	411	404	438	390	426	175	2034	240	125	72*	660	703	513	595	1363	1109	799	1570	434	1302	508	1953	480
Bank of Scotland	58 2% <sub>ix</sub>	22 2%	36 3%	5 2%	11 3%	6 1%	9 2%	13 3%	11 3%	4 2%	9 *	49 21% <sub>Xikl</sub>	-	-	14 2%	16 2%	14 3%	14 2%	30 2%	28 3%	16 2%	42 3%	8 2%	34 3%	12 2%	37 2%	19 4% <sub>Xx</sub>
Barclays	337 14% <sub>hjlncq</sub>	173 15%	164 13%	29 13%	68 16% <sub>gh</sub>	74 18% <sub>Xfgh</sub>	53 12%	40 10%	43 10%	31 18% <sub>gh</sub>	317 16% <sub>Xjl</sub>	4 2%	15 12% <sub>jl</sub>	1 2%	89 14%	76 11%	83 16% <sub>nq</sub>	89 15%	166 12%	172 16% <sub>Xnq</sub>	107 13%	212 14%	73 17% <sub>w</sub>	171 13%	61 12%	281 14% <sub>y</sub>	49 10%
Co-op bank	51 2% <sub>cm</sub>	28 2%	24 2%	-	4 1%	4 1%	16 4% <sub>Xcde</sub>	11 3% <sub>c</sub>	12 3% <sub>c</sub>	4 2% <sub>c</sub>	46 2%	3 1%	2 2%	-	7 1%	17 2%	5 1%	21 4% <sub>Xmoqr</sub>	25 2% <sub>m</sub>	26 2% <sub>o</sub>	21 3%	29 2%	13 3%	24 2%	7 1%	39 2%	12 3%
First Direct	87 4% <sub>cpur</sub>	40 3%	47 4%	2 1%	10 2%	11 3%	20 4% <sub>c</sub>	23 6% <sub>Xcd</sub>	16 4% <sub>c</sub>	6 3%	74 4%	6 3%	2 1%	5 7%	32 5% <sub>Xpr</sub>	26 4%	17 3%	13 2%	58 4% <sub>p</sub>	29 3%	23 3%	63 4%	7 2%	38 3%	34 7% <sub>Xuv</sub>	69 4%	18 4%
Halifax	265 11% <sub>ahjm</sub>	107 9%	158 12% <sub>Xa</sub>	23 10%	48 12%	65 16% <sub>Xghz</sub>	55 13% <sub>h</sub>	31 8%	32 8%	12 7%	234 12% <sub>Xj</sub>	10 4%	12 9%	10 13% <sub>j</sub>	51 8%	84 12% <sub>m</sub>	58 11%	72 12% <sub>m</sub>	136 10% <sub>m</sub>	130 12% <sub>m</sub>	81 10%	167 11%	54 12%	132 10%	52 10%	220 11%	43 9%
HSBC	223 9% <sub>ajr</sub>	106 9%	116 9%	26 12%	39 9%	41 10%	41 9%	29 7%	34 8%	13 7%	190 9%	12 5%	17 14% <sub>j</sub>	4 6%	75 11% <sub>Xopr</sub>	66 9%	38 7%	44 7%	141 10% <sub>Xr</sub>	82 7%	65 8%	155 10%	30 7%	126 10%	53 10%	179 9%	41 9%
Lloyds	313 13% <sub>jlw</sub>	156 13%	155 12%	33 14%	50 12%	50 12%	58 13%	45 12%	57 13%	20 12%	277 14% <sub>Xjl</sub>	2 1%	33 26% <sub>Xijl</sub>	2 2%	74 11%	89 13%	77 15%	73 12%	163 12%	150 14%	109 14%	196 12%	68 16% <sub>w</sub>	165 13%	49 10%	236 12%	70 15%
Nationwide	230 9%	113 10%	113 9%	22 10%	41 10%	33 8%	36 8%	42 11%	41 10%	14 8%	201 10%	13 6%	8 6%	8 11%	56 9%	70 10%	43 8%	61 10%	126 9%	104 9%	74 9%	143 9%	40 9%	125 10%	38 7%	184 9%	43 9%
NatWest	279 11% <sub>jl</sub>	130 11%	149 12%	21 9%	63 15% <sub>Xclg</sub>	43 11%	40 9%	37 10%	55 13%	21 12%	255 13% <sub>Xjl</sub>	6 2%	17 13% <sub>jl</sub>	1 1%	68 10%	73 10%	72 14%	66 11%	141 10%	138 12%	88 11%	177 11%	44 10%	144 11%	63 12%	218 11%	58 12%
RBS	79 3% <sub>ipr</sub>	36 3%	43 3%	7 3%	12 3%	7 2%	16 4%	22 6% <sub>Xez</sub>	12 3%	2 1%	32 2%	44 18% <sub>Xikl</sub>	2 2%	-	34 5% <sub>Xopqr</sub>	20 3%	13 2%	11 2%	55 4% <sub>Xpr</sub>	24 2%	26 3%	50 3%	9 2%	49 4%	17 3%	63 3%	15 3%
Santander	325 13% <sub>deor</sub>	153 13%	169 13%	40 18% <sub>Xde</sub>	35 8%	52 9%	60 12%	73 15% <sub>de</sub>	28 17% <sub>Xdef</sub>	27 16% <sub>de</sub>	272 13%	12 11%	15 9%	15 21% <sub>kl</sub>	98 15% <sub>or</sub>	105 15% <sub>or</sub>	50 10%	71 12%	203 15% <sub>Xor</sub>	122 11%	103 13%	207 13%	47 11%	182 14%	70 14%	255 13%	64 13%
TSB	99 4% <sub>ai</sub>	50 4%	49 4%	9 4%	15 4%	19 5%	16 4%	18 5%	16 4%	6 3%	62 3%	33 14% <sub>Xikl</sub>	4 3%	-	22 3%	25 4%	27 5%	25 4%	47 3%	52 5%	37 5%	61 4%	22 5%	52 4%	20 4%	78 4%	18 4%
Ulster Bank	7 * <sub>1</sub>	2 *	5 *	-	-	2 1%	2 *	-	2 *	1 1%	-	-	-	7 10% <sub>Xijk</sub>	1 *	3 *	1 *	2 *	4 *	3 *	5 1%	3 *	2 1%	2 *	2 *	6 *	2 *
Yorkshire Building Society	4 *	-	4 *	1 1%	1 *	-	-	1 *	-	-	4 *	-	-	-	1 *	1 *	1 *	1 *	1 *	3 *	1 *	2 *	-	-	1 *	1 *	2 *
Other	113 5% <sub>bio</sub>	65 6% <sub>b</sub>	46 4%	8 4%	14 3%	13 3%	25 6%	18 5%	22 5%	12 7%	62 3%	30 13% <sub>Xik</sub>	3 2%	18 26% <sub>Xijk</sub>	31 5% <sub>o</sub>	14 4%	32 3%	67 5% <sub>o</sub>	46 4% <sub>o</sub>	43 5%	64 4%	17 4%	60 5%	30 6%	86 4%	26 5%	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 58  
**BM2. Which bank do you use for your MAIN current account?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	2476	922	454	973	187	1578	2197	30	1763	2124	173	530	1046	295	174	1426	922	100	1362	1152	33	969	417	64	738
Weighted base	2471	913	434	973	190	1561	2190	32**	1750	2116	178	514	1044	285	168	1433	913	96*	1372	1149	27**	973	425	60*	736
Bank of Scotland	58 2%	22 2%	16 4%kl	26 3%	6 3%	39 3%	51 2%	1 3%	45 3%l	51 2%	6 4%	9 2%	18 2%	12 4%Xrx	4 2%	32 2%	26 3%	1 1%	30 2%	31 3%	-	21 2%	9 2%	3 5%	11 2%
Barclays	337 14%h	116 13%	71 16%h	138 14%	21 11%	219 14%h	305 14%h	5 14%	217 12%	281 13%h	28 16%	70 14%	146 14%	54 19%Xorsux	22 13%	178 12%	140 15%o	17 17%	169 12%	159 14%	8 29%	119 12%	69 16%	10 17%	95 13%
Co-op bank	51 2%	23 3%	11 3%	23 2%	4 2%	32 2%	42 2%	-	39 2%	46 2%	3 2%	10 2%	16 2%	6 2%	4 3%	36 2%	13 1%	1 1%	33 2%	20 2%	-	26 3%	3 1%	-	15 2%
First Direct	87 4%	43 5%XI	16 4%	34 4%	7 4%	54 3%	77 4%	1 3%	74 4%Xefi	80 4%	5 3%	23 4%	43 4%	6 2%	4 2%	67 5%Xp	26 3%	2 2%	57 4%	40 3%	-	41 4%	15 4%	1 1%	33 4%
Halifax	265 11%	103 11%	50 11%	102 10%	19 10%	179 11%h	243 11%	4 11%	182 10%	222 10%	11 6%	59 11%	121 12%	33 12%	24 14%	148 10%	118 13%Xorsx	11 11%	133 10%	123 11%	7%	101 10%	52 12%	9 14%	72 10%
HSBC	223 9%	86 9%	28 6%	78 8%	14 7%	145 9%b	201 9%	5 17%	160 9%b	184 9%	17 10%	49 10%b	98 9%b	19 7%	10 6%	135 9%	80 8%	7 7%	128 9%	106 9%	2 8%	80 8%	38 9%	7 11%	70 10%
Lloyds	313 13%ao	99 11%	54 12%	124 13%	30 16%	203 13%a	269 12%	5 15%	225 13%a	266 13%a	26 15%	62 12%	119 11%	39 14%	24 14%	160 11%	107 12%	16 16%	176 13%o	136 12%	6 22%	129 13%o	43 10%	5 9%	97 13%
Nationwide	230 9%	75 8%	45 10%	92 9%	18 9%	142 9%	199 9%	2 6%	159 9%	196 9%	28 16%Xacefhi kl	43 8%	82 8%	26 9%	17 10%	124 9%	80 9%	9 9%	127 9%	105 9%	3 9%	90 9%	42 10%	5 9%	62 8%
NatWest	279 11%	104 11%	39 9%	103 11%	23 12%	177 11%	242 11%	3 9%	188 11%	240 11%	20 11%	54 10%	106 10%	27 9%	12 7%	169 12%	91 10%	8 8%	167 12%	118 10%	2 6%	124 13%nx	40 9%	10 16%n	76 10%
RBS	79 3%u	34 4%	17 4%	30 3%	4 2%	42 3%	72 3%e	* 1%	62 4%e	71 3%e	6 3%	20 4%	35 3%	6 2%	7 4%	51 4%u	34 4%u	* 4%u	41 3%u	50 4%Xmu	1 2%	20 2%	18 4%	-	23 3%
Santander	325 13%ej	124 14%j	49 11%	129 13%j	29 15%j	188 12%j	288 13%ej	3 10%	231 13%j	280 13%j	12 7%	63 12%	156 15%Xbejk	29 10%	22 13%	203 14%	115 13%	12 13%	190 14%	149 13%	5%	132 14%	54 13%	6 10%	107 15%
TSB	99 4%	35 4%	19 4%	46 5%	7 4%	62 4%	87 4%	1 2%	73 4%	88 4%	5 3%	22 4%	45 4%	14 5%	7 4%	60 4%	38 4%	4 5%	52 4%	49 4%	1 3%	39 4%	19 4%	2 4%	29 4%
Ulster Bank	7 *	4 *	-	4 *	-	6 *	7 *	-	6 *	7 *	-	1 *	4 *	3 1%	2 1%	3 *	3 *	-	4 *	6 *	-	2 *	2 *	-	2 *
Yorkshire Building Society	4 *	-	1 *	2 *	-	4 *	4 *	-	4 *	4 *	-	2 *	4 *	-	1%or	1 *	3 *	-	1 *	1 *	-	2 *	3 1%	-	1 *

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 58  
**BM2. Which bank do you use for your MAIN current account?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts**

	Importance of service													Impact of COVID-19 on importance of service											
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Weighted base	2471	913	434	973	190	1561	2190	32**	1750	2116	178	514	1044	285	168	1433	913	96*	1372	1149	27**	973	425	60*	736
Other	113	46	19	41	8	68	103	3	86	102	10	27	50	12	9	66	38	8	64	56	2	47	17	2	40
		5%	5%	4%	4%	4%	5%	8%	5%	5%	6%	5%	5%	4%	5%	5%	4%	9%	5%	5%	8%	5%	4%	4%	5%

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 59  
**BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2476	1189	1275	256	364	429	410	413	428	176	2049	233	128	66	752	598	466	660	1350	1126	829	1543	446	1287	519	1961	472
Weighted base	2471	1181	1279	226	411	404	438	390	426	175	2034	240	125	72*	660	703	513	595	1363	1109	799	1570	434	1302	508	1953	480
Very satisfied	1203 49%aeffjq	536 45%	659 52%Xa	114 50%	204 50%	171 42%	187 43%	200 51%ef	226 53%ef	102 59%Xef	1007 50%j	96 40%	61 49%	39 55%	306 46%	319 45%	273 53%Xmnq	305 51%q	625 46%	578 52%Xmnq	411 51%	744 47%	208 48%	639 49%	246 49%	930 48%	255 53%Xx
Fairly satisfied	970 39%birsy	500 42%Xb	469 37%	92 41%	156 38%	161 40%	198 45%Xgz	142 36%	164 38%	57 33%	776 38%	116 48%Xi	49 39%	28 39%	275 42%r	290 41%	187 36%	217 36%	566 41%Xr	404 36%	282 35%	654 42%Xs	169 39%	512 39%	204 40%	791 41%Xy	163 34%
Neither satisfied nor dissatisfied	208 8%	99 8%	106 8%	18 8%	44 11%	38 9%	39 9%	31 8%	29 7%	9 5%	176 9%	19 8%	8 7%	3 5%	50 8%	61 9%	43 8%	54 9%	111 8%	97 9%	73 9%	120 8%	44 10%	100 8%	39 8%	157 8%	48 10%
Fairly dissatisfied	62 3%or	29 2%	34 3%	2 1%	7 2%	26 6%Xodfh	5 1%	12 3%	5 1%	6 3%	50 2%	7 3%	4 4%	1 1%	23 4%or	24 3%or	3 1%	11 2%	48 4%Xor	14 1%	19 2%	40 3%	7 2%	34 3%	15 3%	49 3%	11 2%
Very dissatisfied	27 1%dt	17 1%	10 1%	1 *	* *	8 2%ed	9 2%ed	6 2%ed	3 1%	- -	23 1%	2 1%	2 2%	- -	6 1%	7 1%	6 1%	8 1%	13 1%	14 1%	15 2%Xt	11 1%	6 1%	17 1%	3 1%	24 1%	3 1%
NET: Satisfied	2173 88%e	1035 88%	1128 88%	206 91%e	359 87%	332 82%	385 88%e	342 87%	390 91%Xe	159 91%e	1783 88%	212 88%	110 88%	68 94%	581 88%	609 87%	461 90%	522 88%	1190 87%	983 89%	693 87%	1397 89%	377 87%	1151 88%	450 89%	1721 88%	418 87%
NET: Dissatisfied	89 4%chor	46 4%	43 3%	3 1%	8 2%	33 8%Xodfh	14 3%	18 5%ch	7 2%	6 3%	73 4%	9 4%	7 5%	1 1%	29 4%o	31 4%o	9 2%	20 3%	60 4%Xor	29 3%	33 4%	51 3%	12 3%	51 4%	18 4%	74 4%	14 3%
Don't know	1 *	-	1 *	-	-	1 *	-	-	-	-	1 *	-	-	-	-	1 *	-	-	1 *	-	-	1 *	-	-	-	1 *	-
Mean	1.32aeq	1.28	1.36Xa	1.40ef	1.35e	1.15	1.25	1.32e	1.42Xef	1.46Xef	1.33	1.24	1.30	1.48j	1.29	1.27	1.40Xmnq	1.34	1.28	1.37Xnq	1.32	1.32	1.31	1.32	1.33	1.31	1.37
Standard deviation	0.82	0.83	0.80	0.70	0.75	0.96	0.83	0.87	0.72	0.75	0.82	0.78	0.87	0.65	0.82	0.84	0.77	0.83	0.83	0.80	0.87	0.78	0.82	0.83	0.79	0.82	0.80
Standard error	0.02	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.06	0.02	0.05	0.08	0.08	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.02	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 60  
**BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	2476	922	454	973	187	1578	2197	30	1763	2124	173	530	1046	295	174	1426	922	100	1362	1152	33	969	417	64	738
Weighted base	2471	913	434	973	190	1561	2190	32**	1750	2116	178	514	1044	285	168	1433	913	96*	1372	1149	27**	973	425	60*	736
Very satisfied	1203 49%n	421 46%	253 58% Xacdef hij	506 52% Xadef hij	83 44%	818 52% Xadfi	1075 49% a	10 32%	899 51% Xafi	1031 49%	79 44%	301 59% Xacdef hij	521 50% a	148 52% n	64 38%	715 50% n	442 48% n	42 44%	674 49% n	551 48% n	8 30%	482 50% n	205 48% n	28 47%	366 50% n
Fairly satisfied	970 39% behk	381 42% befhk	142 33%	360 37% bbk	85 44% bchk	580 37% k	854 39% behk	16 49%	646 37% k	832 39% behk	76 43% bk	166 32%	405 39% bk	107 38%	76 45% w	557 39%	367 40%	37 39%	534 39%	461 40%	14 53%	373 38%	166 39%	18 30%	298 41%
Neither satisfied nor dissatisfied	208 8% o	76 8%	26 6%	67 7%	15 8%	118 8%	180 8%	4 12%	136 8%	171 8%	15 8%	37 7%	76 7%	20 7%	104 12% opsx	7% 7%	65 7%	12 13% x	118 9% ox	85 7%	2 8%	88 9% ox	35 8%	7 11%	49 7%
Fairly dissatisfied	62 3% eku	21 2%	9 2%	31 3% cek	1 1%	32 2%	59 3% cek	1 2%	53 3% Xek	58 3% cek	4 2%	6 1%	31 3% cek	6 2%	5 3%	42 3% rux	30 3% u	3 3%	27 2%	40 4% Xrux	2 9%	16 2%	18 4% rux	4 7% Xmrux	14 2%
Very dissatisfied	27 1%	12 1%	4 1%	9 1%	6 3% Xcelfhik l	13 1%	21 1%	1 4%	17 1%	23 1%	4 2%	4 1%	10 1%	4 2%	3 1%	14 1%	9 1%	2 2%	17 1%	11 1%	-	12 1%	2 1%	3 5% Xoprsvu x	9 1%
NET: Satisfied	2173 88% w	802 88%	395 91%	866 89%	168 88%	1398 90% Xfhi	1928 88%	26 82%	1545 88%	1863 88%	155 87%	467 91% Xfhi	926 89%	255 90% w	140 83%	1272 89% w	809 89% nw	79 83%	1208 88% w	1012 88% w	22 84%	855 88% w	370 87%	47 77%	664 90% Xnqrw
NET: Dissatisfied	89 4% ek	33 4% k	13 3%	41 4% cek	7 4%	45 3%	80 4% cek	2 7%	70 4% cek	80 4% cek	8 5%	10 2%	41 4% cek	9 3%	8 5%	56 4% u	39 4%	4 5%	44 3%	52 5%	2 9%	28 3%	20 5%	7 12% Xmoprsvu vx	23 3%
Don't know	1 *	1 *	-	-	-	-	1 *	-	-	1 *	-	-	-	-	-	1 *	-	-	1 *	-	-	1 *	-	-	
Mean	1.32nw	1.29	1.45Xacdf hij	1.36	1.25	1.38Xafhi j	1.33	1.03	1.35Xai	1.32	1.24	1.47Xacde fhij	1.34	1.37nw	1.15	1.34nw	1.32nw	1.20	1.33nw	1.31nw	1.05	1.33nw	1.30n	1.08	1.36nw
Standard deviation	0.82	0.82	0.78	0.82	0.87	0.78	0.81	0.98	0.82	0.82	0.88	0.74	0.82	0.81	0.87	0.82	0.82	0.89	0.81	0.83	0.87	0.81	0.83	1.14	0.79
Standard error	0.02	0.03	0.04	0.03	0.06	0.02	0.02	0.18	0.02	0.02	0.07	0.03	0.03	0.05	0.07	0.02	0.03	0.09	0.02	0.02	0.15	0.03	0.04	0.14	0.03

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 61  
**BM4. Do you use the same provider for both gas and electricity?**  
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1968	962	996	115	279	343	358	359	360	154	1647	183	107	31	603	461	373	531	1064	904	672	1220	354	1050	406	1637	301
Weighted base	1958	961	988	104*	320	308	381	338	356	152	1632	191	105*	30**	528	546	402	483	1074	884	651	1231	344	1051	399	1623	309
Yes	1772 90%do	856 89%	906 92%	88 85%	276 86%	293 95%Xdg	348 91%	300 89%	326 92%cd	142 93%cd	1499 92%X	173 90%	92 87%	9 29%	477 90%	507 93%or	349 87%	438 91%	984 92%o	788 89%	582 89%	1121 91%	318 93%	948 90%	363 91%	1474 91%	271 88%
No	181 9%ei	101 11%	80 8%	15 15%ez	41 13%e	16 5%	33 9%	37 11%e	30 8%	10 7%	128 8%	18 10%	13 13%	21 71%	51 10%	38 7%	47 12%en	44 9%	90 8%	92 10%	69 11%	105 9%	26 7%	101 10%	36 9%	144 9%	37 12%
Don't know	5	4	1	-	4 1%X	-	-	1	-	-	5	-	-	-	-	-	5 1%Xmnpq	-	-	5 1%q	-	4	-	3	-	4	1

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 62

**BM4. Do you use the same provider for both gas and electricity?**

**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	1968	794	404	858	143	1257	1745	28	1486	1803	143	471	921	259	157	1236	731	76	1081	965	32	834	364	52	648
Weighted base	1958	787	387	844	149	1240	1729	30**	1459	1784	151	450	899	251	160	1220	725	73*	1081	957	27**	830	356	50*	642
Yes	1772 90%w	725 92%i	348 90%	758 90%	129 87%	1139 92%Xchii	1575 91%Xi	27 91%	1321 90%	1611 90%	135 90%	416 93%cc	822 91%	223 89%w	147 92%w	1112 91%w	662 91%w	67 92%w	975 90%w	861 90%w	23 85%	754 91%w	328 92%w	39 78%	590 92%w
No	181 9%ef	61 8%	37 10%	84 10%k	18 12%	99 8%	150 9%	3 9%	137 9%ae	168 9%aef	16 10%	32 7%	74 8%	26 11%	11 7%	107 9%	62 9%	5 7%	102 9%	93 10%	3 11%	74 9%	28 8%	11 22%Xmnpqr3 suvx	50 3
Don't know	5	2	1	2	1 1%	3	4	-	2	5 *h	-	1	3	1 1%	1 1%	2	1	1 1%opv	3	2	1 4%	2	-	-	3 o

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 63  
**BM5. Which supplier do you use for gas and electricity?**  
**Base: All respondents who use the same provider for both gas and electricity**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1788	865	913	98	240	325	329	320	331	145	1519	166	96	7	546	427	331	484	973	815	604	1117	331	946	374	1490	268	
Weighted base	1772	856	906	88*	276	293	348	300	326	142	1499	173	92**	9**	477	507	349	438	984	788	582	1121	318	948	363	1474	271	
British Gas	351 20%zy	174 20%	175 19%	26 29%Xeghtz	73 27%Xeghtz	52 18%z	73 21%z	53 18%z	60 18%z	13 9%	306 20%	23 14%	21 23%	-	91 19%	102 20%	73 21%	84 19%	193 20%	158 18%	105 20%	229 22%	71 18%	172 23%	83 21%xy	311 21%	37 14%	
Bulb	133 7%ai	63 7%	68 8%	14 16%Xegh	23 8%	22 8%	32 9%	16 5%	15 5%	11 7%	104 7%	27 15%Xik	3 3%	-	39 8%	45 9%	25 7%	24 6%	83 8%	49 6%	45 8%	79 7%	18 6%	75 8%	30 8%	105 7%	25 9%	
Co-op Energy / The Co-operative Energy	1	1	*	-	-	-	-	1	*	-	1	-	-	-	-	-	-	1	-	1	1	*	-	1	-	1	-	
EDF	165 9%	79 9%	85 9%	7 8%	26 9%	31 11%	32 9%	22 7%	29 9%	18 12%	141 9%	12 7%	12 13%	-	44 9%	47 9%	36 10%	37 8%	91 9%	73 9%	54 9%	107 10%	24 8%	92 10%	29 8%	138 9%	24 9%	
E.ON UK	228 13%	103 12%	123 14%	8 9%	30 11%	47 16%af	33 10%	33 11%	47 14%	30 21%Xcdtjg	194 13%	25 14%	8 8%	1 11%	58 12%	68 13%	40 11%	62 14%	126 13%	101 13%	82 14%	140 12%	32 10%	128 14%	50 14%	192 13%	33 12%	
First Utility	25 1%a	7 1%	18 2%	2 3%	3 1%	3 1%	4 1%	3 1%	6 2%	4 3%	22 1%	1 2%	2 -	-	3 1%	6 1%	7 2%	9 2%	9 1%	16 2%	10 2%	14 2%	6 2%	12 1%	3 1%	18 1%	7 2%	
Npower	47 3%	23 3%	24 3%	3 4%z	11 4%z	12 4%z	9 3%	4 1%	7 2%	-	43 3%	2 2%	2 -	-	11 2%	14 3%	8 2%	14 3%	25 3%	22 3%	9 2%	34 3%	10 3%	26 3%	10 3%	41 3%	6 2%	
Octopus	123 7%ae	46 5%	73 8%a	4 4%	23 8%	12 4%	23 7%	30 10%e	20 6%	11 8%	110 7%	9 5%	4 4%	-	33 7%	33 7%	25 7%	31 7%	67 7%	56 7%	38 6%	75 7%	21 6%	64 7%	27 7%	104 7%	12 5%	
OVO Energy	67 4%	32 4%	35 4%	-	11 4%	7 2%	21 6%Xce	10 3%	11 4%	6 4%	60 4%	4 2%	2 3%	-	15 3%	19 4%	15 4%	18 4%	34 3%	32 4%	28 5%	37 3%	7 2%	44 5%	13 4%	56 4%	10 4%	
Power NI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	7 *bx	6 1%b	*	-	1 *	2 1%	*	2 1%	1 *	-	7 *	-	-	-	3 1%	-	1 *	2 *	3 *	3 *	2 *	4 *	1 *	4 *	2 1%	2 *	3 1%k	
Scottish Power	130 7%ci	69 8%	61 7%	1 2%	14 5%	19 6%	28 8%cc	28 9%cc	31 9%cc	8 6%	97 6%	23 13%xi	9 10%	-	37 8%	40 8%	25 7%	27 6%	78 8%	52 7%	42 7%	85 8%	23 7%	68 7%	31 9%	104 7%	25 9%	
SSE	128 7%ainw	49 6%	79 9%xa	5 6%	22 8%	21 7%	22 6%	31 10%	21 6%	7 5%	92 6%	16 9%	13 14%xi	8 89%	42 9%niq	19 4%	33 9%ni	34 8%ni	61 6%ni	67 9%ni	39 7%	83 7%	29 9%w	71 8%w	15 4%	112 8%	17 6%	
Utilita Energy	38 2%hntqw	18 2%	21 2%	3 3%hz	9 3%h	13 5%Xhz	9 2%h	5 2%h	-	-	31 2%	5 3%	3 3%	-	8 2%	3 1%	8 2%	19 4%Xmnq	11 1%	27 3%Xnq	20 3%xt	17 2%	21 7%Xvw	14 1%	1 *	31 *	6 2%	
Utility Warehouse	14 1%	5 1%	9 1%	*	3 1%	-	4 1%	2 1%	5 2%e	-	14 1%	-	-	-	7 1%o	4 1%	-	3 1%	11 1%	3 *	3 1%	9 1%	-	9 1%	1 *	12 1%	2 1%	

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



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 63  
**BM5. Which supplier do you use for gas and electricity?**  
**Base: All respondents who use the same provider for both gas and electricity**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	1772	856	906	88*	276	293	348	300	326	142	1499	173	92*	9**	477	507	349	438	984	788	582	1121	318	948	363	1474	271
Other	310	175	132	14	28	49	57	56	72	34	272	24	14	-	83	105	51	71	188	122	105	200	57	167	64	243	63
	17% <sup>bdx</sup>	20% <sup>Xb</sup>	15%	16%	10%	17% <sup>d</sup>	16%	19% <sup>d</sup>	22% <sup>Xd</sup>	24% <sup>d</sup>	18%	14%	15%	-	17%	21% <sup>or</sup>	15%	16%	19%	16%	18%	18%	18%	18%	18%	17%	23% <sup>Xx</sup>
Don't know	7	5	2	1	-	1	1	3	-	-	7	-	-	-	3	1	1	2	4	3	1	6	-	1	4	4	2
	* <sup>v</sup>	1%	*	1% <sup>h</sup>	-	*	*	1%	-	-	*	-	-	-	1%	*	*	*	*	*	*	1%	-	*	1% <sup>v</sup>	*	1%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 64  
**BM5. Which supplier do you use for gas and electricity?**  
**Base: All respondents who use the same provider for both gas and electricity**

	Importance of service											Impact of COVID-19 on importance of service													
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	1788	732	368	775	127	1158	1592	26	1352	1636	129	437	850	234	144	1129	668	71	980	871	29	762	338	42	599
Weighted base	1772	725	348	758	129*	1139	1575	27**	1321	1611	135*	416	822	223	147	1112	662	67*	975	861	23**	754	328	39*	590
British Gas	351	119	72	161	21	229	322	4	243	309	26	92	180	49	37	194	148	13	182	171	8	133	60	10	136
	20%ahio	16%	21%	21%ah	17%	20%ah	20%ahi	14%	18%	19%a	19%	22%ah	22%Xahi	22%	25%	17%	22%osu	20%	19%	20%	35%	18%	18%	26%	23%Xoru
Bulb	133	58	15	51	8	81	118	4	94	121	11	25	57	17	8	83	56	*	69	78	-	47	26	3	39
	7%bq	8%b	4%	7%b	6%	7%b	7%b	14%	7%b	7%b	8%	6%	7%b	8%q	6%	7%q	8%q	1%	7%	9%Xq	-	6%	8%q	7%	7%
Co-op Energy / The Co-operative Energy	1	1	-	*	-	-	1	-	-	1	1	-	*	-	-	1	*	-	1	-	-	1	*	-	1
	*	*	-	*	-	-	*	-	-	*	-	-	*	-	-	*	*	-	*	-	-	*	*	-	*
EDF	165	65	35	76	14	104	140	1	134	158	11	47	91	26	19	96	62	5	87	89	3	67	39	5	58
	9%	9%	10%	10%	11%	9%	9%	5%	10%Xf	10%Xf	8%	11%	11%Xef	12%	13%	9%	9%	7%	9%	10%	12%	9%	12%	12%	10%
E.ON UK	228	86	42	102	26	146	193	6	166	208	20	56	110	27	15	147	92	8	119	92	1	122	42	9	80
	13%fs	12%	12%	14%	20%Xabfhi	13%	12%	22%	13%	13%	15%	13%	13%	12%	10%	13%fs	14%fs	12%	12%	11%	2%	16%Xorsx	13%	24%nrs	13%
First Utility	25	7	9	10	3	14	22	-	17	22	2	7	9	3	-	15	4	1	20	7	-	14	5	-	7
	1%p	1%	2%	1%	2%	1%	1%	-	1%	1%	2%	2%	1%	1%	-	1%	1%	1%	2%ps	1%	-	2%	2%	-	1%
Npower	47	21	8	20	2	32	40	-	37	47	6	14	24	9	6	25	23	1	19	26	1	20	17	-	13
	3%	3%	2%	3%	2%	3%	3%	-	3%	3%Xf	5%	3%	3%	4%	4%	2%	3%	1%	2%	3%	4%	3%r	5%Xorsx	-	2%
Octopus	123	59	18	43	6	87	112	2	100	110	5	26	50	9	8	84	41	2	75	56	*	57	14	*	41
	7%	8%l	5%	6%	5%	8%cl	7%	7%	8%cil	7%	4%	6%	6%	4%	6%	8%v	6%	4%	8%	6%	1%	8%	4%	*	7%
OVO Energy	67	29	14	29	4	44	60	2	46	59	1	15	32	11	7	41	21	4	39	30	-	30	9	1	24
	4%	4%	4%	4%	3%	4%	4%	7%	3%	4%	1%	4%	4%	5%	4%	4%	3%	5%	4%	4%	-	4%	3%	2%	4%
Power NI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	7	3	-	2	1	4	6	-	5	7	1	*	3	*	-	5	2	-	5	2	-	5	*	-	3
	*	*	-	*	1%	*	*	-	*	*	1%	*	*	*	-	*	*	-	1%	*	-	1%	*	-	1%
Scottish Power	130	58	19	50	9	74	116	3	100	121	15	23	61	6	15	87	36	9	80	66	2	56	24	4	48
	7%mp	8%	6%	7%	7%	7%	7%e	11%	8%e	7%	11%	6%	7%k	3%	10%mp	8%mp	5%	14%Xmp	8%mp	8%mp	2	8%	7%mp	7%mp	8%mp
SSE	128	46	44	63	11	70	113	3	91	115	4	34	55	23	8	78	55	7	62	70	4	44	27	5	27
	7%ex	6%	13%Xacefhi	6%ej	8%	6%	7%e	11%	7%	7%e	3%	8%	7%	10%rux	5%	7%ex	8%ex	10%	6%ex	8%ex	18%	6%	8%ex	13%ex	5%
Utilita Energy	38	17	7	14	3	29	35	1	29	35	3	12	19	4	3	23	19	3	16	21	2	12	11	1	9
	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	3%	5%	2%	2%	2	2%	3%	4%	2%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 64  
**BM5. Which supplier do you use for gas and electricity?**  
**Base: All respondents who use the same provider for both gas and electricity**

	Importance of service												Impact of COVID-19 on importance of service												
	Landline - Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)	
Weighted base	1772	725	348	758	129*	1139	1575	27**	1321	1611	135*	416	822	223	147	1112	662	67*	975	861	23**	754	328	39*	590
Utility Warehouse	14 1% iu	11 2% Xcf	2 1% hikl	2 1% *	1 1% chi	11 1% chi	13 1% i	-	8 1% *	10 1% *	-	1 *	6 1% *	2 1% *	1 1% *	11 1% u	8 1% *	1 2% *	5 1% *	8 1% *	-	2 *	3 1% *	-	3 1% *
Other	310 17% jpw	140 19% l	64 18% *	132 17% *	19 15% *	209 18% l	280 18% l	1 2% *	248 19% Xikl	286 18% l	29 21% *	63 15% *	122 15% *	34 15% w	20 13% *	218 20% Xpswx	93 14% *	12 18% w	195 20% Xpswx	141 16% pw	3 13% *	142 19% pw	51 15% w	1 2% *	99 17% w
Don't know	7 * hi	4 *	-	2 *	1 1% *	5 *	6 *	1 4% *	3 *	4 *	-	-	2 *	2 1% *	-	4 *	3 *	-	4 *	3 *	-	2 *	-	-	2 *

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



## Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 65  
**BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
Base: All respondents who use the same provider for both gas and electricity

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1788	865	913	98	240	325	329	320	331	145	1519	166	96	7	546	427	331	484	973	815	604	1117	331	946	374	1490	268
Weighted base	1772	856	906	88*	276	293	348	300	326	142	1499	173	92*	9**	477	507	349	438	984	788	582	1121	318	948	363	1474	271
Very satisfied	715 40%efx	328 38%	381 42%	34 39%	115 42%ef	91 31%	106 30%	137 46%ef	154 47%Xef	78 55%Xcdef	591 39%	79 46%	40 43%	5 59%	190 40%	193 38%	158 45%	174 40%	383 39%	332 42%	239 41%	454 41%	115 36%	397 42%	148 41%	575 39%	126 46%x
Fairly satisfied	735 41%z	368 43%	363 40%	39 44%z	104 38%	137 47%Xdgz	169 49%Xdgz	112 37%	131 40%z	42 30%	626 42%	72 42%	34 37%	3 29%	210 44%	204 40%	136 39%	185 42%	414 42%	321 41%	223 38%	477 43%	137 43%	386 41%	153 42%	626 42%	97 36%
Neither satisfied nor dissatisfied	228 13%h	121 14%	107 12%	8 9%	39 14%	46 16%hz	58 17%Xhz	36 12%	28 9%	12 8%	201 13%	15 9%	11 12%	1 11%	51 11%	83 16%Xmq	39 11%	55 13%	134 14%h	94 12%	83 14%	133 12%	45 14%	118 12%	45 12%	189 13%	38 14%
Fairly dissatisfied	58 3%	22 3%	35 4%	4 5%	15 5%	8 3%	9 3%	9 3%	10 3%	4 3%	48 3%	7 4%	3 4%	-	14 3%	17 3%	9 4%	17 4%	31 3%	27 3%	23 4%	35 3%	16 5%	27 3%	10 3%	53 4%	5 2%
Very dissatisfied	21 1%	10 1%	11 1%	1 1%	1 1%	5 2%	3 1%	2 1%	2 1%	6 4%Xdfgh	17 1%	1 3%	3 3%	-	8 2%	5 1%	2 1%	6 1%	13 1%	8 1%	11 2%	10 1%	2 1%	11 1%	5 2%	18 1%	3 1%
NET: Satisfied	1450 82%n	696 81%	744 82%	73 83%	219 79%	229 78%	275 79%	249 83%	285 88%Xdef	120 85%	1217 81%	151 87%	74 80%	8 89%	400 84%nmq	397 78%	294 84%	360 82%	796 81%	653 83%	462 79%	931 83%	252 79%	783 83%	300 83%	1202 82%	222 82%
NET: Dissatisfied	79 4%	33 4%	46 5%	5 6%	16 6%	14 5%	12 3%	11 4%	11 3%	10 7%	65 4%	7 4%	7 7%	-	22 5%	22 4%	12 3%	23 5%	44 4%	35 4%	34 6%	44 4%	18 6%	38 4%	16 4%	70 5%	9 3%
Don't know	16 1%	6 1%	10 1%	2 2%h	2 1%	4 1%	3 1%	3 1%	1 *	-	16 1%	-	-	-	4 1%	6 1%	5 1%	1 *	10 1%	6 1%p	3 1%	13 1%	4 1%	8 1%	2 1%	14 1%	2 1%
Mean	1.18ef	1.16	1.19	1.17	1.15	1.04	1.06	1.26ef	1.31Xdef	1.28ef	1.16	1.29	1.13	1.48	1.18	1.12	1.27Xnq	1.15	1.15	1.21	1.13	1.20	1.10	1.20	1.18	1.16	1.25
Standard deviation	0.86	0.85	0.88	0.89	0.90	0.87	0.81	0.83	0.79	1.03	0.86	0.80	1.01	0.74	0.87	0.87	0.82	0.88	0.87	0.86	0.93	0.83	0.87	0.85	0.87	0.87	0.86
Standard error	0.02	0.03	0.03	0.09	0.06	0.05	0.04	0.05	0.04	0.09	0.02	0.06	0.10	0.28	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.02	0.05

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 66  
**BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
**Base: All respondents who use the same provider for both gas and electricity**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	1788	732	368	775	127	1158	1592	26	1352	1636	129	437	850	234	144	1129	668	71	980	871	29	762	338	42	599
Weighted base	1772	725	348	758	129*	1139	1575	27**	1321	1611	135*	416	822	223	147	1112	662	67*	975	861	23**	754	328	39*	590
Very satisfied	715 40%a	264 36%	184 53% Xadef hij	351 46% Xafhij l	53 41%	490 43% Xaf	634 40% a	7 27%	566 43% Xafi	664 41% Xa	47 35%	204 49% Xaefhi jl	338 41% a	103 46% nqs	49 33%	462 42%	265 40%	22 33%	401 41%	346 40%	10 44%	316 42%	140 43%	14 37%	231 39%
Fairly satisfied	735 41% bhk	316 44% bdhk	114 33%	297 39% b	41 32%	464 41% bk	666 42% bhik	13 48%	529 40% bk	662 41% bk	58 43%	144 35%	357 43% bodhk	90 40%	64 44%	460 41%	277 42%	29 44%	401 41%	368 43%	7 32%	299 40%	134 41%	15 39%	265 45% Xoru
Neither satisfied nor dissatisfied	228 13% cehix	100 14% el	34 10%	79 10%	25 19% bcehik l	126 11%	195 12% el	4 16%	156 12%	200 12% cel	22 16%	46 11%	85 10%	20 9%	27 18% msx	132 12%	85 13%	11 17%	124 13% x	106 12%	4 18%	95 13%	42 13%	4 9%	61 10%
Fairly dissatisfied	58 3% f	27 4%	10 3%	18 2%	9 7% cl	33 3%	46 3%	2 9%	40 3%	53 3%	6 4%	11 3%	22 3%	7 3%	7 5%	31 3%	22 3%	4 5%	29 3%	31 4%	1 6%	22 3%	9 3%	3 8%	16 3%
Very dissatisfied	21 1%	12 2%	3 1%	8 1%	1 1%	13 1%	19 1%	-	18 1%	20 1%	1 1%	4 1%	12 1%	-	-	20 2% Xs	7 1%	1 1%	12 1%	7 1%	-	13 2%	2 *	1 3% mn	10 2%
NET: Satisfied	1450 82% d	580 80%	298 86% ad	648 86% Xadthi	95 73%	954 84% Xadfi	1300 83% Xad	20 76%	1094 83% Xad	1325 82% d	105 78%	349 84% d	694 84% Xadi	193 87% nq	113 77%	922 83%	542 82%	51 77%	802 82%	714 83%	17 76%	615 82%	274 84%	30 76%	496 84%
NET: Dissatisfied	79 4%	39 5% f	13 4%	25 3%	10 8% c	46 4%	64 4%	2 9%	58 4%	72 4%	7 5%	15 4%	34 4%	7 3%	7 5%	50 5%	28 4%	4 6%	41 4%	38 4%	1 6%	35 5%	10 3%	5 12% Xmoprs 4	26 4%
Don't know	16 1%	5 1%	3 1%	5 1%	-	12 1%	16 1%	-	12 1%	13 1%	1 1%	6 1%	8 1%	3 1%	-	8 1% s	8 1%	-	8 1%	4 *	-	9 1%	2 *	1 3%	7 1%
Mean	1.18a	1.10	1.35 Xadef hij	1.28 Xadfh ijl	1.06	1.23 Xafi	1.19a	0.94	1.21 Xai	1.19Xa	1.09	1.30 Xadfh ijl	1.21a	1.31 Xnpgs w	1.05	1.19	1.18	1.02	1.19	1.18	1.13	1.18	1.23n	1.00	1.19
Standard deviation	0.86	0.89	0.84	0.82	0.98	0.85	0.85	0.90	0.87	0.86	0.87	0.85	0.85	0.77	0.84	0.88	0.85	0.90	0.86	0.84	0.94	0.89	0.81	1.08	0.86
Standard error	0.02	0.03	0.04	0.03	0.09	0.03	0.02	0.18	0.02	0.02	0.08	0.04	0.03	0.05	0.07	0.03	0.03	0.11	0.03	0.03	0.17	0.03	0.04	0.17	0.04

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 67  
**BM7. Which supplier do you use for gas?**  
Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	197	109	88	29	41	20	30	39	29	9	144	18	11	24	62	38	46	51	100	97	69	115	29	111	35	163	34
Weighted base	199	115*	84*	24**	46*	17**	34**	38*	30**	10**	146	19**	13**	21**	55*	41*	56*	47*	96*	103*	70*	118*	30**	109*	37*	161	39*
British Gas	94	55	39	10	19	5	17	23	15	4	77	13	4	-	25	17	32	19	42	52	29	57	12	53	19	82	12
	47%y	48%	46%	43%	40%	28%	51%	61%	52%	42%	53% <b>X</b>	69%	31%	-	46%	41%	58%	41%	44%	50%	42%	48%	41%	49%	50%	51% <b>Xy</b>	31%
Bulb	1	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	1	-	1	-	-	1	-
			1%			4%						5%						1%		1%	1%		2%			*	
Co-op Energy / The Co-operative Energy	1	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	-	1	1	-
	1%	1%		4%							1%			2%					1%			1%			3%	1%	
EDF	9	6	3	2	5	1	-	-	1	-	6	-	2	2	5	2	2	1	7	3	2	6	3	4	1	9	-
	5%	5%	4%	8%	11%	9%			3%		4%		12%	8%	8%	5%	3%	1%	7%	2%	3%	5%	9%	4%	4%	6%	
E.ON UK	6	4	2	3	-	3	-	-	-	1	6	-	-	-	1	3	-	3	4	3	3	3	3	1	-	6	-
	3%v	3%	3%	11%		15%				8%	4%				2%	7%		6%	4%	3%	5%	2%	9%	1%		4%	
First Utility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	4	4	-	1	3	-	-	-	-	-	2	1	-	-	-	-	2	2	-	4	-	2	1	3	-	2	1
	2%	3%		3%	6%						2%	7%					3%	5% <b>q</b>		4%		2%	3%	3%		1%	3%
Octopus	6	1	4	1	3	1	-	-	-	-	4	1	-	-	1	2	3	-	3	3	1	4	-	4	1	4	1
	3%	1%	5%	3%	7%	8%					3%	7%			1%	5%			3%	3%	2%	4%	-	4%	4%	3%	4%
OVO Energy	1	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	-	1	-	1	-
	*		1%								1%				2%				1%		1%		-	1%		1%	
Power NI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Power	5	-	5	-	1	2	2	-	-	-	5	-	-	-	1	*	1	2	1	4	2	3	2	2	-	4	1
	2%		5% <b>Xa</b>		2%	12%	5%				3%				1%	*	3%	5%	1%	4%	2%	3%	7%	2%		2%	2%
SSE	16	6	10	3	1	2	3	2	1	3	6	-	-	10	4	4	2	5	8	7	8	8	1	8	3	15	1
	8%l	5%	11%	13%	3%	12%	10%	6%	3%	25%	4%			45%	7%	11%	3%	11%	9%	7%	12%	6%	2%	7%	8%	9%	2%
Utilita Energy	1	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	*	1	-	1	-	1	-	1	-	1	-
	1%	1%		4%							1%						*	2%		1%		1%		1%		1%	
Utility Warehouse	3	2	1	-	2	-	1	-	-	-	3	-	-	-	2	-	-	1	2	1	2	1	2	1	-	3	-
	1%	1%	2%		5%		2%				2%				4%			2%	2%	1%	2%	1%	5%	1%		2%	

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 67  
**BM7. Which supplier do you use for gas?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	199	115*	84*	24**	46*	17**	34**	38*	30**	10**	146	19**	13**	21**	55*	41*	56*	47*	96*	103*	70*	118*	30**	109*	37*	161	39*
Other	47	31	16	1	9	1	9	12	2	28	3	5	10	14	12	10	11	26	21	19	27	5	25	12	27	20	
	23%ix	27%	19%	4%	19%	7%	27%	31%	42%	24%	19%	17%	38%	47%	26%	29%	18%	22%	27%	20%	27%	23%	18%	23%	31%	17%	52%Xx
Don't know	7	5	2	1	3	1	2	-	-	5	-	2	-	*	1	4	2	2	6	2	5	1	4	-	5	2	
	4%	4%	3%	5%	7%	5%	5%	-	-	4%	-	14%	-	1%	3%	7%	4%	2%	5%	3%	4%	4%	-	-	3%	5%	

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 68  
**BM7. Which supplier do you use for gas?**

**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Not important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Not important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Not important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Not important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	197	64	37	87	21	106	164	3	139	173	14	39	78	26	14	111	69	9	107	96	5	75	28	12	52
Weighted base	199	64*	39*	88*	24**	105*	162	4**	143	178	16**	37*	81*	29**	13**	110*	68*	9**	109*	98*	5**	78*	30**	12**	54*
British Gas	94	21	27	56	10	45	76	1	65	85	3	18	46	19	2	55	31	2	53	45	2	39	14	4	32
	47%a	32%	68% <b>X</b> aefhi	63% <b>X</b> aefhi	42%	43%	47%a	23%	46%a	48%a	18%	50%	57% <b>X</b> aefhi	67%	18%	50%	46%	22%	49%	46%	31%	51%	46%	29%	58%
Bulb	1	1	-	-	-	1	1	-	1	1	-	1	1	-	-	1	-	-	1	1	-	-	1	-	-
	*	1%	-	-	-	1%	*	-	*	*	-	2%	1%	-	-	1%	-	-	1%	1%	-	-	2%	-	-
Co-op Energy / The Co-operative Energy	1	-	-	-	-	1	1	-	-	-	-	1	1	-	-	-	*	-	1	-	-	-	*	-	1
	1%	-	-	-	-	1%	1%	-	-	-	-	3% <b>i</b>	1%	-	-	-	*	-	1%	-	-	-	1%	-	1%
EDF	9	2	1	4	2	3	4	3	4	6	2	3	6	1	2	3	3	2	1	3	2	4	3	2	3
	5% <b>f</b> hir	3%	2%	4%	6%	2%	2%	77%	3%	3%	13%	9% <b>e</b> fh	7% <b>f</b> hi	3%	16%	2%	4%	17%	1%	3%	38%	5% <b>r</b>	9%	17%	5% <b>r</b>
E.ON UK	6	1	-	1	-	5	6	-	3	4	-	2	3	-	-	2	-	-	6	1	-	3	1	-	2
	3%	1%	-	1%	-	5% <b>h</b> i	4% <b>i</b>	-	2%	2%	-	4%	3%	-	-	1%	-	-	6% <b>o</b> s	1%	-	4%	3%	-	3%
First Utility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Npower	4	1	-	-	-	1	3	-	4	4	1	1	1	-	-	1	2	-	1	4	-	-	1	1	-
	2%	2%	-	-	-	1%	2%	-	3%	2%	8%	2%	1%	-	-	1%	2%	-	1%	4%	-	-	3%	11%	-
Octopus	6	2	3	3	-	3	6	-	6	6	1	-	-	3	1	1	3	1	2	4	1	1	-	1	-
	3%	3%	7% <b>l</b>	3%	-	3%	3%	-	4%	3%	9%	-	-	10%	6%	1%	4%	6%	2%	4%	11%	2%	-	12%	-
OVO Energy	1	1	-	-	-	1	1	-	1	1	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-
	*	1%	-	-	-	1%	1%	-	1%	1%	-	-	-	-	-	1%	1%	-	-	1%	-	-	-	-	-
Power NI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Power	5	2	-	1	-	4	5	-	2	3	-	1	1	1	-	3	3	-	2	2	-	1	-	-	1
	2%	3%	-	2%	-	4% <b>h</b> i	3% <b>i</b>	-	1%	2%	-	2%	1%	2%	-	3%	4%	-	1%	2%	-	1%	-	-	1%
SSE	16	10	1	3	1	9	15	-	13	16	3	4	7	-	1	11	7	1	8	11	-	5	3	2	4
	8% <b>c</b>	15% <b>X</b> c	3%	3%	2%	9% <b>c</b>	9% <b>c</b>	-	9% <b>c</b>	9% <b>c</b>	17%	10%	8%	-	5%	10%	10%	11%	7%	11%	-	6%	10%	17%	8%
Utilita Energy	1	-	-	-	1	*	*	-	*	*	-	-	-	-	-	-	1	-	*	-	-	*	-	-	-
	1% <b>f</b> l	-	-	-	4%	*	*	-	*	*	-	-	-	-	-	-	1%	-	*	-	-	*	-	-	-

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 68

**BM7. Which supplier do you use for gas?**

**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity**

	Importance of service													Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Not important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Not important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Not important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Not important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)	
Weighted base	199	64*	39*	88*	24**	105*	162	4**	143	178	16**	37*	81*	29**	13**	110*	68*	9**	109*	98*	5**	78*	30**	12**	54*	
Utility Warehouse	3	1	-	-	-	1	3	-	2	3	-	-	1	-	1	-	3	-	-	3	-	-	1	-	-	
	1%	1%	-	-	-	1%	2%	-	1%	2%	-	-	1%	-	7%	-	4% <sup>or</sup>	-	-	3%	-	-	3%	-	-	
Other	47	21	8	18	7	28	38	-	37	43	3	7	15	5	3	30	13	1	31	22	-	21	5	2	12	
	23%	33% <sup>d</sup>	19%	20%	30%	27%	24%	-	26%	24%	22%	18%	19%	19%	25%	28%	20%	12%	29%	22%	-	28%	17%	14%	22%	
Don't know	7	2	-	3	4	2	4	-	5	6	2	-	-	-	3	2	1	3	3	2	1	3	2	-	-	
	4% <sup>f</sup>	4%	-	3%	15%	2%	2%	-	4%	4% <sup>f</sup>	12%	-	-	-	23%	2%	2%	33%	3%	2%	20%	4%	6%	-	-	

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

### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 69  
**BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	197	109	88	29	41	20	30	39	29	9	144	18	11	24	62	38	46	51	100	97	69	115	29	111	35	163	34
Weighted base	199	115*	84*	24**	46*	17**	34**	38*	30**	10**	146	19**	13**	21**	55*	41*	56*	47*	96*	103*	70*	118*	30**	109*	37*	161	39*
Very satisfied	69 35%	38 33%	31 37%	11 44%	10 21%	1 4%	11 33%	19 50%Xd	16 54%	2 22%	46 31%	7 39%	5 36%	11 53%	21 38%	20 49%or	13 23%	15 32%	41 43%Xor	28 27%	25 35%	42 35%	7 24%	40 37%	13 36%	55 34%	15 38%
Fairly satisfied	102 51%	64 56%	37 44%	10 41%	29 63%	9 50%	19 58%	17 43%	12 39%	6 64%	75 52%	10 54%	6 48%	10 47%	28 52%	18 43%	34 61%	21 45%	46 48%	56 54%	34 49%	63 54%	18 59%	54 49%	23 60%	82 51%	20 52%
Neither satisfied nor dissatisfied	11 6%	4 4%	7 9%	1 2%	4 9%	4 26%	- -	1 3%	1 5%	- -	11 8%	- -	- -	- -	1 3%	2 5%	4 7%	4 8%	4 4%	8 8%	4 5%	4 4%	2 7%	7 7%	- -	10 7%	1 2%
Fairly dissatisfied	3 1%	1 *	2 3%	- -	- -	1 8%	1 3%	- -	1 2%	- -	2 2%	1 3%	- -	- -	- -	- -	2 4%	1 2%	- -	3 3%	1 1%	2 2%	1 5%	2 1%	- -	1 1%	2 4%
Very dissatisfied	6 3%	3 3%	3 3%	1 5%	1 3%	1 8%	1 2%	1 4%	- -	- -	5 4%	- -	1 5%	- -	2 4%	* *	2 4%	1 3%	2 2%	4 4%	2 3%	3 3%	1 2%	3 3%	- -	6 4%	- -
NET: Satisfied	171 86%	103 90%	68 81%	20 86%	39 84%	9 53%	31 90%	36 94%	28 94%	9 85%	121 83%	18 93%	11 84%	21 100%	49 90%	38 92%	48 85%	36 77%	87 91%Xp	84 81%	59 84%	105 89%	25 83%	94 86%	36 96%	137 85%	35 90%
NET: Dissatisfied	9 4%	4 3%	5 6%	1 5%	1 3%	3 16%	2 4%	1 4%	1 2%	- -	8 5%	1 3%	1 5%	- -	2 4%	* *	4 8%	2 5%	2 2%	7 6%	3 4%	5 5%	2 7%	5 4%	- -	7 5%	2 4%
Don't know	8 4%	4 3%	4 5%	2 8%	2 4%	1 4%	2 5%	- -	- -	1 15%	6 4%	1 4%	1 11%	- -	2 4%	1 2%	- -	5 10%Xor	3 3%	5 5%	5 6%	3 3%	1 2%	4 3%	1 4%	6 4%	1 4%
Mean	1.18r	1.21	1.14	1.31	1.04	0.34	1.23	1.36	1.46	1.26	1.10	1.35	1.24	1.53	1.25	1.44Xor	0.97	1.13	1.33Xor	1.03	1.21	1.20	1.00	1.19	1.37	1.15	1.29
Standard deviation	0.86	0.80	0.93	0.95	0.77	1.02	0.76	0.87	0.69	0.46	0.90	0.66	0.97	0.51	0.85	0.64	0.92	0.91	0.77	0.91	0.84	0.84	0.87	0.86	0.49	0.88	0.72
Standard error	0.06	0.08	0.10	0.18	0.12	0.23	0.14	0.14	0.13	0.16	0.08	0.16	0.31	0.10	0.11	0.10	0.14	0.13	0.08	0.09	0.10	0.08	0.16	0.08	0.08	0.07	0.13

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 70  
**BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity**

	Importance of service													Impact of COVID-19 on importance of service											
	Total (X)	Landline - Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Unweighted base	197	64	37	87	21	106	164	3	139	173	14	39	78	26	14	111	69	9	107	96	5	75	28	12	52
Weighted base	199	64*	39*	88*	24**	105*	162	4**	143	178	16**	37*	81*	29**	13**	110*	68*	9**	109*	98*	5**	78*	30**	12**	54*
Very satisfied	69	22	19	37	9	41	58	-	57	66	1	22	36	11	4	44	28	-	39	36	1	29	14	6	18
	35%	34%	49%	42%	37%	39%	36%	-	40% <sup>X</sup>	37%	9%	59% <sup>X</sup>	45% <sup>X</sup>	38%	32%	40%	42%	-	35%	37%	19%	37%	47%	49%	32%
Fairly satisfied	102	31	15	41	10	49	84	3	67	90	12	13	37	13	7	51	28	8	57	47	4	42	10	6	33
	51%	48%	39%	46%	42%	46%	52%	77%	47%	51%	75%	36%	46%	46%	55%	46%	42%	85%	53%	48%	70%	54%	34%	47%	60% <sup>op</sup>
Neither satisfied nor dissatisfied	11	3	2	5	1	8	9	1	5	6	*	5	3	2	2	3	7	1	3	5	1	1	4	1	1
	6% <sup>hiru</sup>	4%	5%	5%	6%	7% <sup>hi</sup>	6% <sup>hi</sup>	23%	3%	3%	3%	3%	6%	9%	13%	3%	10% <sup>orsu</sup>	15%	2%	5%	11%	2%	13%	4%	2%
Fairly dissatisfied	3	1	1	1	1	2	2	-	1	2	-	-	-	-	-	2	2	-	1	1	-	1	-	-	-
	1%	2%	1%	1%	2%	2%	1%	-	1%	2%	-	-	-	-	-	2%	4%	-	1%	1%	-	1%	-	-	-
Very dissatisfied	6	4	1	1	-	3	4	-	4	6	1	1	2	1	-	5	1	-	3	3	-	3	1	-	2
	3%	7% <sup>f</sup>	2%	2%	-	3%	3%	-	3%	3%	8%	2%	2%	2%	-	5%	1%	-	3%	3%	-	3%	4%	-	4%
NET: Satisfied	171	52	34	78	19	90	142	3	124	156	13	35	73	24	11	95	57	8	96	83	5	71	24	12	50
	86%	82%	88%	89%	79%	85%	87%	77%	87%	88% <sup>X</sup>	84%	96% <sup>a</sup>	91%	84%	87%	86%	84%	85%	88%	85%	89%	91%	81%	96%	93%
NET: Dissatisfied	9	6	1	2	1	6	6	-	6	8	1	1	2	1	-	7	3	-	4	5	-	3	1	-	2
	4%	9% <sup>fl</sup>	3%	2%	2%	5%	4%	-	4%	4%	8%	2%	2%	2%	-	6%	5%	-	4%	5%	-	4%	4%	-	4%
Don't know	8	3	1	3	3	2	5	-	8	8	1	-	1	1	-	5	1	-	6	5	-	2	1	-	1
	4%	5%	4%	4%	13%	2%	3%	-	5% <sup>effl</sup>	4% <sup>fl</sup>	5%	-	1%	5%	-	4%	2%	-	6%	5%	-	3%	3%	-	1%
Mean	1.18	1.05	1.38	1.32	1.31	1.18	1.20	0.77	1.27 <sup>a</sup>	1.23	0.82	1.51 <sup>Xaeffl</sup>	1.32 <sup>a</sup>	1.23	1.18	1.20	1.22	0.85	1.24	1.21	1.09	1.25	1.24	1.45	1.20
Standard deviation	0.86	1.08	0.82	0.76	0.73	0.91	0.83	0.49	0.86	0.86	0.94	0.74	0.79	0.83	0.67	0.96	0.86	0.38	0.81	0.89	0.60	0.83	0.97	0.60	0.80
Standard error	0.06	0.14	0.14	0.08	0.17	0.09	0.07	0.29	0.07	0.07	0.26	0.12	0.09	0.17	0.18	0.09	0.11	0.13	0.08	0.09	0.27	0.10	0.19	0.17	0.11

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 71  
**BM9. Which supplier do you use for electricity?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	493	261	232	43	78	68	74	96	99	35	357	53	21	62	158	111	107	117	269	224	164	307	70	266	112	312	175	
Weighted base	512	269	244	40*	87*	73**	82*	93*	101*	37*	369	54*	23**	66*	144	137*	130*	102	281	232	162	333	76*	277	114*	327	181	
British Gas	40 8%l	24 9%	16 7%	9 24% <i>Xfghz</i>	8 10%	5 7%	4 5%	5 6%	6 6%	2 6%	35 9%l	3 5%	3 14%	-	10 7%	11 8%	12 9%	6 6%	22 8%	19 8%	16 10%	24 7%	10 14%	19 7%	7 6%	28 9%	12 6%	
Bulb	68 13%lu	31 12%	37 15%	3 7%	17 19%	17 24%	11 13%	8 9%	9 9%	10 10%	55 15%l	11 20%l	2 8%	-	15 10%	28 21%	16 12%	9 9%	43 15% <i>m</i>	25 11%	17 11%	50 15%	4 5%	42 15% <i>u</i>	19 17% <i>u</i>	46 14%	21 12%	
Co-op Energy / The Co-operative Energy	2 *	* 1%	1 1%	1 2%	* 1%	-	-	* -	-	-	2 -	-	-	-	1 *	-	-	1 1%	1 1%	1 1%	* 1%	* 1%	1 1%	1 1%	-	2 1%	-	
EDF	54 11%jl	30 11%	24 10%	2 5%	10 12%	5 7%	10 12%	13 14%	11 11%	3 9%	53 14% <i>Xj</i>	1 2%	-	-	16 11%q	9 7%	14 11%	14 14%	26 9%	28 12%	18 11%	35 10%	6 8%	34 12%	10 8%	41 12%	13 7%	
E.ON UK	66 13%jl	38 14%	28 11%	8 20%	12 14%	4 6%	8 10%	13 14%	16 16%	4 12%	64 17% <i>Xj</i>	1 2%	1 6%	-	19 14%	17 12%	17 13%	13 13%	36 13%	30 13%	20 13%	40 12%	11 14%	34 12%	14 12%	44 14%	21 12%	
First Utility	3 1%	2 1%	1 1%	1 2%	1 1%	-	-	-	1 1%	1 2%	2 1%	1 2%	-	2 1%	-	1 1%	1 1%	2 1%	1 1%	1 -	-	3 1%	2 2%	2 1%	-	2 1%	1 *	
Npower	18 4%	11 4%	8 3%	-	6 7%	4 6%	4 5%	3 3%	1 1%	-	17 5%	1 2%	-	-	2 2%	3 2%	10 8% <i>Xmq</i>	3 3%	5 2%	13 6% <i>Xq</i>	4 3%	14 4%	7 9% <i>X</i>	9 3%	2 2%	16 5%	3 2%	
Octopus	20 4% <i>x</i>	14 5%	6 2%	1 3%	5 6%	1 1%	2 2%	3 3%	8 8% <i>X</i>	1 2%	20 5%	-	1 3%	-	7 5%	7 5%	3 2%	4 3%	14 5%	6 3%	9 5%	11 3%	1 1%	7 2%	9 8% <i>Xv</i>	5 2%	13 7% <i>Xx</i>	
OVO Energy	12 2%	5 2%	8 3%	2 5%	2 2%	4 6%	1 1%	1 1%	2 2%	1 4%	12 3%	-	1 2%	-	2 2%	1 1%	4 3%	4 4%	4 1%	9 4%	4 3%	8 2%	6 2%	5 2%	3 3%	8 3%	4 2%	
Power NI	37 7% <i>air</i>	13 5%	24 10%	-	3 3%	3 4%	9 11% <i>c</i>	12 13% <i>Xcd</i>	9 9%	1 3%	1 *	-	-	36 54% <i>Xij</i>	9 6%	19 14% <i>or</i>	5 3%	5 5%	28 10% <i>mr</i>	9 4%	10 6%	27 8%	4 5%	17 6%	12 10%	22 7%	15 8%	
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Scottish Power	41 8% <i>il</i>	21 8%	20 8%	2 4%	5 5%	4 5%	9 11%	7 7%	7 7%	8 23% <i>Xodgh</i>	18 5%	20 38% <i>Xil</i>	3 11%	-	13 9%	7 5%	15 12%	5 5%	20 7%	21 9% <i>p</i>	12 7%	29 9%	2 3%	27 10%	8 7%	26 8%	15 8%	
SSE	50 10% <i>il</i>	27 10%	23 9%	2 5%	4 4%	7 9%	9 11%	9 10%	13 13%	5 14%	26 7%	9 16% <i>il</i>	3 11%	12 19% <i>Xi</i>	18 12% <i>q</i>	9 7%	9 7%	14 13%	27 10%	23 10%	17 11%	30 9%	6 8%	31 11%	9 8%	32 10%	18 10%	
Utilita Energy	4 1%	3 1%	1 *	-	2 2%	-	3 3% <i>X</i>	-	-	-	2 1%	-	2 8%	-	2 1%	-	2 1%	1 1%	2 1%	3 1%	2 2%	2 1%	2 2%	3 1%	-	3 1%	1 1%	
Utility Warehouse	5 1%	4 2%	1 *	-	-	2 2%	-	1 1%	2 2%	-	2 1%	1 2%	1 6%	-	1 1%	-	1 1%	2 2%	1 *	3 1%	-	5 1%	1 1%	2 1%	2 2%	3 1%	2 1%	

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





### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 71  
**BM9. Which supplier do you use for electricity?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	512	269	244	40*	87*	73**	82*	93*	101*	37*	369	54*	23**	66*	144	137*	130*	102	281	232	162	333	76*	277	114*	327	181
Other	72	31	41	7	6	17	13	13	11	6	46	6	3	17	24	19	14	15	43	29	24	45	14	35	16	36	35
	14% <sup>x</sup>	12%	17%	18%	7%	23%	15%	14%	11%	15%	13%	11%	14%	26% <sup>Xi</sup>	17%	14%	11%	14%	15%	12%	15%	14%	18%	13%	14%	11%	19% <sup>Xx</sup>
Don't know	19	13	6	2	7	-	-	5	5	-	13	1	4	1	3	5	8	4	8	11	7	11	3	11	3	11	8
	4%	5%	3%	5%	8% <sup>f</sup>	-	-	6% <sup>f</sup>	5%	-	4%	1%	17%	2%	2%	4%	6%	4%	3%	5%	4%	3%	4%	4%	3%	3%	4%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 72  
**BM9. Which supplier do you use for electricity?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Importance of service												Impact of COVID-19 on importance of service													
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)	
Unweighted base	493	175	91	218	47	282	418	4	363	442	33	91	194	64	37	292	180	25	260	250	8	188	81	18	128	
Weighted base	512	180	95*	237	52*	280	430	5**	379	463	32**	93*	219	66*	38*	313	185*	28**	270	263	9**	196	98*	19**	134	
British Gas	40	6	9	20	4	20	29	2	21	32	4	7	17	6	3	17	15	7	11	19	4	11	8	4	10	
	8%ahior	3%	10%a	9%	7%a	7%a	41%		5%	7%a	12%	7%	8%a	9%	5%	8%	24%	4%	4%	7%	44%	5%	8%	4%	7%	
Bulb	68	26	6	29	5	28	59	-	50	61	2	9	33	4	4	48	27	4	33	37	-	24	21	1	13	
	13%be	14%	6%	12%b	10%	10%	14%be		13%be	13%be	7%	10%	15%bek	6%	10%	15%fx	15%fm		12%	14%fm		12%	21%fm	7%	10%	
Co-op Energy / The Co-operative Energy	2	*	1	1	-	1	2	-	1	2	*	1	1	*	1	*	1	1	*	1	1	*	1	1	1	
	*	*	1%	1%	-	*	*	-	*	*	1%	1%	1%	*	2%	*	*	3%	*	*	9%	*	*	*	4%	1%
EDF	54	14	14	31	5	24	45	-	36	46	*	7	22	8	4	33	16	2	32	23	1	23	7	1	14	
	11%	8%	15%	13%	9%	9%	10%e		9%	10%	1%	8%	10%	12%	11%	10%	8%	9%	12%	9%	12%	12%	7%	6%	10%	
E.ON UK	66	18	16	38	9	34	53	1	51	63	1	16	33	13	4	38	24	4	34	39	3	22	13	2	18	
	13%	10%	17%	16%	17%	12%	16%		13%	14%	5%	18%	15%	19%	12%	12%	13%	14%	13%	15%	36%	11%	14%	12%	14%	
First Utility	3	1	1	1	2	1	1	-	1	2	1	-	-	1	-	1	1	-	2	-	-	2	-	-	1	
	1%	*	1%	1%	3%efhil	*	*		*	*	3%	-	-	1%	-	1%	-	-	1%	-	-	1%	-	-	1%	
Npower	18	7	5	8	-	11	15	-	14	18	2	3	7	2	1	12	5	-	10	10	-	8	3	3	4	
	4%	4%	5%	3%	-	4%	3%		4%	4%	7%	3%	3%	3%	4%	4%	3%	-	4%	4%	-	4%	3%	14%	3%	
Octopus	20	10	4	9	1	13	18	-	17	19	-	7	8	2	3	14	5	2	13	5	-	14	5	-	3	
	4%a	5%	4%	4%	2%	5%	4%		4%	4%	-	7%l	4%	3%	7%	5%	3%	7%	5%	2%	-	7%Xosx	5%	-	2%	
OVO Energy	12	3	6	7	-	6	11	-	10	12	2	2	4	4	-	6	4	1	6	8	-	4	2	1	4	
	2%	1%	6%kacefhi	3%	-	2%	2%		3%	3%	8%	2%	2%	6%	-	2%	2%	3%	2%	3%	-	2%	2%	8%	3%	
Power NI	37	15	8	15	3	27	34	2	25	30	1	9	17	3	5	21	20	1	15	21	-	11	11	1	6	
	7%	8%	9%	6%	5%	10%Xfhi	8%		7%	7%	4%	10%	8%	5%	14%x	7%	11%	4%	5%	8%	-	5%	11%	6%	4%	
Sainsbury's Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Scottish Power	41	15	4	22	6	19	34	-	32	38	3	11	23	4	2	31	11	-	29	21	-	17	8	2	16	
	8%	8%	4%	9%b	11%	7%	8%		9%	8%	9%	12%	11%	6%	5%	10%	6%	-	11%X	8%	-	9%	8%	9%	12%	
SSE	50	22	7	21	4	28	43	-	42	47	3	9	20	9	5	29	21	1	25	26	-	21	7	*	16	
	10%	12%	7%	9%	8%	10%	10%		11%	10%	10%	10%	9%	13%	13%	9%	11%	3%	9%	10%	-	10%	7%	2%	12%	
Utilita Energy	4	2	-	-	-	3	4	-	3	3	2	-	-	-	-	2	4	-	-	3	-	-	-	-	2	
	1%	1%	-	-	-	1%	1%		1%	1%	5%	-	-	-	-	1%	2%	-	-	1%	-	-	-	-	1%	

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 72

**BM9. Which supplier do you use for electricity?**

**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Importance of service												Impact of COVID-19 on importance of service												
	Total (X)	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)
Weighted base	512	180	95*	237	52*	280	430	5**	379	463	32**	93*	219	66*	38*	313	185*	28**	270	263	9**	196	98*	19**	134
Utility Warehouse	5	1	-	2	1	4	4	-	3	4	2	-	1	-	1	3	1	-	3	1	-	2	-	-	3
	1%	1%	-	1%	2%	1%	1%	-	1%	1%	6%	-	1%	-	2%	1%	1%	-	1%	1%	-	1%	-	-	3%
Other	72	33	11	27	7	53	66	1	58	67	5	10	25	9	2	49	28	2	42	40	-	27	10	2	19
	14%	18%l	12%	12%	13%	19%Xcfhik	15%	12%	15%	15%	17%	11%	11%	13%	6%	16%	15%	7%	16%	15%	-	14%	10%	12%	14%
Don't know	19	9	3	5	6	9	13	-	15	18	2	3	7	2	3	9	2	3	14	9	-	9	4	-	5
	4%	5%	3%	2%	12%Xbcfhi	3%	3%	-	4%	4%	6%	3%	3%	3%	7%p	3%	1%	11%	5%o	3%	-	5%	4%	-	4%

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 73  
**BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	493	261	232	43	78	68	74	96	99	35	357	53	21	62	158	111	107	117	269	224	164	307	70	266	112	312	175
Weighted base	512	269	244	40*	87*	73**	82*	93*	101*	37*	369	54*	23**	66*	144	137*	130*	102	281	232	162	333	76*	277	114*	327	181
Very satisfied	220 43%dr	115 43%	105 43%	13 34%	22 25%	30 41%	28 34%	48 51%cdf	58 57%Xcdf	21 58%df	155 42%	23 42%	9 41%	33 50%	60 42%	74 54%or	46 35%	40 39%	134 48%mr	86 37%	62 38%	153 46%	28 37%	129 46%	48 42%	128 39%	88 49%
Fairly satisfied	229 45%hy	123 46%	106 43%	19 49%	49 56%Xh	32 44%	40 49%	41 44%	34 33%	14 37%	167 45%	27 49%	9 40%	26 39%	65 45%q	46 34%	69 53%nq	49 48%	112 40%	117 51%Xnq	77 47%	147 44%	36 47%	115 42%	55 48%	158 48%	69 38%
Neither satisfied nor dissatisfied	34 7%g	19 7%	15 6%	5 12%g	6 7%g	4 6%	10 12%g	1 8%g	8 8%g	1 2%	25 7%	3 6%	4 20%	2 3%	11 8%	8 6%	9 7%	6 6%	19 7%	16 7%	11 7%	17 5%	7 9%	18 7%	6 5%	20 6%	14 8%
Fairly dissatisfied	17 3%	8 3%	9 4%	2 6%	5 6%	4 5%	3 4%	1 1%	2 2%	-	12 3%	1 2%	-	4 6%	3 2%	7 5%	3 2%	4 4%	11 4%ms	6 3%	7 4%	10 3%	2 2%	11 4%	4 4%	11 3%	6 4%
Very dissatisfied	7 1%t	2 1%	6 2%	-	3 4%	1 1%	-	3 3%	-	-	7 2%	1 1%	-	-	3 2%q	*	3 2%	1 1%	3 1%	4 2%	5 3%t	2 *	3 4%	3 1%	1 1%	6 2%	1 1%
NET: Satisfied	449 88%	238 89%	211 86%	33 83%	71 82%	62 85%	68 84%	88 95%Xcdf	92 91%	35 95%	322 87%	50 92%	18 80%	59 89%	125 87%	121 88%	114 88%	89 87%	246 88%	203 88%	139 86%	300 90%	64 84%	244 88%	103 90%	286 88%	158 87%
NET: Dissatisfied	24 5%	10 4%	15 6%	2 6%	8 9%h	5 6%	3 4%	4 5%	2 2%	-	19 5%	1 3%	-	4 6%	6 4%	8 6%	6 5%	5 4%	14 5%	10 4%	12 7%	12 4%	5 7%	14 5%	5 5%	17 5%	8 4%
Don't know	5 1%	1 *	3 1%	-	2 2%	2 2%	-	-	-	1 4%	4 1%	-	-	1 2%	1 1%	1 1%	-	2 2%	2 1%	2 1%	-	5 1%	1 1%	1 *	-	3 1%	1 1%
Mean	1.26ds	1.28	1.23	1.11	0.96	1.22	1.14	1.38d	1.47Xcdf	1.58Xcdf	1.24	1.30	1.21	1.35	1.23	1.38	1.17	1.24	1.30m	1.20	1.14	1.34Xs	1.10	1.29	1.26	1.21	1.32
Standard deviation	0.84	0.77	0.90	0.83	0.96	0.87	0.79	0.85	0.71	0.54	0.86	0.75	0.76	0.83	0.86	0.83	0.84	0.80	0.85	0.82	0.93	0.76	0.97	0.84	0.79	0.84	0.82
Standard error	0.04	0.05	0.06	0.13	0.11	0.11	0.09	0.09	0.07	0.09	0.05	0.10	0.17	0.11	0.07	0.08	0.08	0.07	0.05	0.06	0.07	0.04	0.12	0.05	0.07	0.05	0.06

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 74  
**BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?**  
**Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity**

	Importance of service													Impact of COVID-19 on importance of service												
	Landline - NET: Not important (a)	Landline - Very important (b)	Landline - NET: Important (c)	Mobile - NET: Not important (d)	Mobile - Very important (e)	Mobile - NET: Important (f)	Fixed Broadband - NET: Not important (g)	Fixed Broadband - Very important (h)	Fixed Broadband - NET: Important (i)	Pay TV - NET: Not important (j)	Pay TV - Very important (k)	Pay TV - NET: Important (l)	Landline - The service has become more important (m)	Landline - The service has become less important (n)	Landline - No different (o)	Mobile - The service has become more important (p)	Mobile - The service has become less important (q)	Mobile - No different (r)	Fixed Broadband - The service has become more important (s)	Fixed Broadband - The service has become less important (t)	Fixed Broadband - No different (u)	Pay TV - The service has become more important (v)	Pay TV - The service has become less important (w)	Pay TV - No different (x)		
Unweighted base	493	175	91	218	47	282	418	4	363	442	33	91	194	64	37	292	180	25	260	250	8	188	81	18	128	
Weighted base	512	180	95*	237	52*	280	430	5**	379	463	32**	93*	219	66*	38*	313	185*	28**	270	263	9**	196	98*	19**	134	
Very satisfied	220 43% <sub>n</sub>	66 37%	47 50%	126 53% <sub>Xaefi</sub>	26 50%	117 42%	179 42%	2 31%	179 47% <sub>Xaefi</sub>	204 44% <sub>a</sub>	8 24%	55 59% <sub>Xaefhi</sub>	104 48% <sub>a</sub>	29 44% <sub>n</sub>	9 22%	155 49% <sub>Xnrsv</sub>	79 43% <sub>n</sub>	5 17%	121 45% <sub>n</sub>	107 41% <sub>n</sub>	1 12%	97 50% <sub>Xn</sub>	49 50% <sub>n</sub>	7 36%	56 42%	
Fairly satisfied	229 45% <sub>chko</sub>	86 48% <sub>chk</sub>	35 38%	88 37%	21 41%	126 45% <sub>chk</sub>	197 46% <sub>chk</sub>	3 53%	152 40% <sub>k</sub>	205 44% <sub>chk</sub>	17 54%	28 30%	92 42% <sub>k</sub>	29 43%	24 64% <sub>Xoprsv</sub>	122 39%	81 44%	19 67%	118 44% <sub>o</sub>	117 44%	6 65%	84 43%	40 40%	8 43%	61 46%	
Neither satisfied nor dissatisfied	34 7% <sub>u</sub>	13 7%	5 5%	15 6%	4 8%	17 6%	27 6%	1 16%	21 5%	28 6%	3 9%	6 7%	17 8%	5 7%	4 9%	20 6% <sub>u</sub>	13 7%	4 16%	14 5%	20 8%	2 24%	6 3%	8 8%	1 5%	11 8% <sub>v</sub>	
Fairly dissatisfied	17 3%	8 5%	6 6% <sub>c</sub>	6 2%	-	13 5%	17 4%	-	17 5%	17 4%	4 12%	3 4%	5 3%	3 5%	2 4%	9 3%	9 5%	-	9 3%	12 5%	-	5 3%	1 1%	3 15%	5 4%	
Very dissatisfied	7 1%	5 3%	1 1%	2 1%	1 2%	6 2%	6 1%	-	6 2%	6 1%	-	-	* *	1 1%	-	5 2% <sub>u</sub>	2 1%	-	5 2% <sub>u</sub>	5 2%	-	1 *	-	-	* *	
NET: Satisfied	449 88%	153 85%	82 87%	214 90%	47 91%	243 87%	375 87%	4 84%	331 87%	408 88%	25 78%	83 89%	196 90%	57 87%	33 87%	276 88%	160 87%	23 84%	239 89%	224 85%	7 76%	182 93% <sub>Xorsv</sub>	89 90%	15 80%	117 88%	
NET: Dissatisfied	24 5%	13 7% <sub>l</sub>	6 7% <sub>c</sub>	7 3%	1 2%	19 7% <sub>Xcfl</sub>	23 5%	-	23 6% <sub>l</sub>	24 5%	4 12%	3 4%	6 3%	4 6%	2 4%	15 5%	11 6%	-	13 5%	17 7%	-	6 3%	1 1%	3 15%	5 4%	
Don't know	5 1%	1 *	1 1%	1 1%	-	2 1%	5 1%	-	4 1%	4 1%	-	1 1%	1 *	-	-	2 1%	1 1%	-	4 1%	2 1%	-	2 1%	-	-	1 1%	
Mean	1.26 <sub>a</sub>	1.13	1.31	1.40 <sub>Xaefi</sub>	1.38	1.20	1.23	1.15	1.28 <sub>ae</sub>	1.27 <sub>a</sub>	0.90	1.45 <sub>Xaefhi</sub>	1.35 <sub>ae</sub>	1.24	1.05	1.32	1.23	1.01	1.28	1.18	0.88	1.40 <sub>Xnrsv</sub>	1.39 <sub>n</sub>	1.01	1.26	
Standard deviation	0.84	0.92	0.88	0.77	0.77	0.91	0.85	0.75	0.89	0.84	0.92	0.78	0.74	0.86	0.70	0.86	0.86	0.58	0.85	0.91	0.62	0.73	0.70	1.04	0.78	
Standard error	0.04	0.07	0.09	0.05	0.11	0.05	0.04	0.37	0.05	0.04	0.16	0.08	0.05	0.11	0.12	0.05	0.06	0.12	0.05	0.06	0.22	0.05	0.08	0.25	0.07	

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 75  
**QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Landline provider**

	Landline providers								Landline bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Unweighted base	114	32	2	6	16	11	35	12	105	9	74	23	40	21	15	78
Weighted base	112	40*	1**	3**	19**	8**	28*	12**	103*	9**	73*	24**	39*	19**	15**	79*
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	36 32%j	11 28%	1 74%	1 17%	6 34%	3 34%	8 27%	6 55%	35 34%	1 15%	16 22%	14 61%	20 51%Xj	9 51%	4 28%	23 29%
Too expensive/ not good value for money	40 36%o	18 45%	1 100%	2 48%	7 38%	- -	12 41%	1 7%	37 36%	3 33%	32 44%Xo	6 23%	8 20%	6 32%	7 49%	27 35%
Poor customer service/ unhelpful	31 27%fj	16 39%l	- -	2 55%	1 4%	6 71%	4 13%	3 23%	28 27%	3 33%	14 19%	8 32%	17 42%Xj	11 58%	3 18%	17 22%
I have to pay for something I don't use/ have to have a landline	27 24%o	12 29%	- -	- -	4 23%	- -	10 37%	1 7%	26 26%	1 8%	26 36%Xo	- -	1 2%	1 4%	4 30%	22 28%
Difficult to contact anyone at the company	7 6%	1 2%	- -	1 24%	2 13%	1 16%	1 4%	- -	7 6%	- -	4 5%	2 9%	3 8%	2 9%	- -	5 6%
I have problems with other services from my provider / the quality of my landline affects other services	23 21%	10 24%	- -	* 11%	6 30%	1 11%	4 14%	3 24%	21 20%	3 28%	16 21%	4 15%	8 20%	2 11%	3 23%	18 23%
Problems left unresolved/ takes a long time to fix	22 20%j	7 17%	- -	1 31%	2 13%	3 38%	5 16%	4 32%	21 21%	* 5%	9 12%	11 46%	13 33%Xj	8 45%	2 14%	11 14%
Price keeps increasing	8 7%hj	5 13%	- -	- -	- -	1 9%	2 7%	* 4%	5 5%	3 35%	3 4%	3 13%	6 15%j	4 19%	1 9%	3 4%
Problems with payment/ billing	1 1%	- -	- -	1 24%	- -	- -	- -	- -	* -	* 5%	* -	- -	* 1%	- -	- -	1 1%
General negative comments	10 9%	6 14%	- -	- -	3 17%	- -	1 5%	- -	10 10%	- -	10 14%Xo	- -	- -	- -	3 21%	7 9%
Receive lots of unwanted communication	8 7%h	4 10%	- -	- -	- -	1 10%	3 10%	- -	5 5%	3 28%	6 8%	1 5%	2 5%	1 7%	1 4%	6 7%
Unhappy with charges / hidden charges	4 3%	1 4%	- -	1 24%	- -	1 16%	- -	- -	4 3%	- -	4 5%	- -	- -	- -	- -	4 5%
I am considering leaving	4 4%	4 10%	- -	- -	- -	- -	- -	- -	3 3%	1 15%	4 6%	- -	- -	- -	- -	4 5%

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 75  
**QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Landline provider**

	Landline providers							Landline bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)
Weighted base	112	40*	1**	3**	19**	8**	28*	12**	103*	9**	73*	24**	39*	19**	15**	79*
Not a trustworthy company	3 3%	-	-	-	3 15%	-	-	-	3 3%	-	1 2%	1 6%	1 4%	-	-	3 4%
Other	7 6%	3 8%	-	-	-	1 10%	-	3 26%	7 7%	-	3 4%	3 13%	4 10%	2 12%	-	5 6%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 76  
**QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Landline provider**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	114	60	53	4	14	22	28	23	14	9	92	13	6	3	40	26	19	29	66	48	44	66	20	59	23	85	27
Weighted base	112	59*	53*	3**	15**	22**	30**	19**	14**	10**	91*	12**	5**	4**	37*	32**	18**	25**	69*	43*	42*	66*	18**	53*	27**	81*	29**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	36 32%v	18 31%	18 34%	2 45%	4 25%	7 34%	10 32%	4 23%	4 33%	5 54%	27 30%	5 44%	2 48%	1 34%	11 30%	9 28%	9 47%	7 30%	20 29%	16 37%	9 22%	24 36%	9 49%	12 23%	9 33%	24 30%	12 40%
Too expensive/ not good value for money	40 36%b	27 46%b	13 24%	2 55%	7 45%	9 42%	7 22%	8 44%	3 24%	4 46%	31 34%	6 48%	1 14%	3 73%	16 44%	8 24%	5 29%	11 45%	24 35%	17 38%	16 37%	23 35%	6 33%	20 38%	10 37%	29 36%	11 36%
Poor customer service/ unhelpful	31 27%r	16 27%	15 28%	-	5 35%	6 28%	6 18%	6 30%	3 26%	5 50%	22 25%	5 42%	2 40%	1 27%	15 41%r	8 27%	1 7%	6 23%	24 34%r	7 16%	11 26%	19 28%	6 32%	17 33%	4 15%	19 23%	11 36%
I have to pay for something I don't use/ have to have a landline	27 24%	15 25%	12 24%	-	3 20%	5 23%	9 28%	4 22%	5 38%	1 16%	21 23%	5 37%	-	2 39%	10 28%	8 24%	5 27%	4 16%	18 26%	9 21%	11 26%	16 25%	16 3%	16 31%	7 28%	24 29%	3 12%
Difficult to contact anyone at the company	7 6%	1 3%	5 10%	1 29%	2 12%	-	2 7%	2 9%	-	-	7 7%	-	-	-	4 12%	1 4%	-	1 3%	6 9%	1 2%	2 5%	5 7%	2 10%	3 6%	1 5%	4 5%	1 5%
I have problems with other services from my provider / the quality of my landline affects other services	23 21%	15 26%	8 15%	-	5 31%	4 17%	3 9%	4 21%	7 49%	2 18%	21 23%	1 7%	1 25%	-	8 22%	10 31%	3 14%	3 11%	18 26%	5 12%	13 31%	10 16%	3 19%	11 21%	4 16%	16 20%	7 25%
Problems left unresolved/ takes a long time to fix	22 20%a	7 12%	15 29%a	-	1 4%	3 14%	7 22%	3 15%	4 30%	5 50%	15 17%	4 31%	2 37%	1 27%	9 25%	8 25%	1 7%	3 14%	17 25%	5 11%	8 20%	13 19%	5 29%	10 19%	5 19%	13 16%	9 29%
Price keeps increasing	8 7%x	5 8%	4 7%	1 26%	3 19%	-	-	2 12%	1 9%	1 14%	8 9%	* 4%	-	-	5 13%q	-	1 6%	2 9%	5 7%	3 8%	4 7%	3 7%	1 5%	3 7%	3 10%	2 3%	5 18%
Problems with payment/ billing	1 1%	* 1%	-	-	-	* 2%	-	-	-	-	1 1%	-	-	-	-	-	-	1 3%	-	1 2%	-	1 1%	-	1 1%	-	1 1%	-
General negative comments	10 9%	5 9%	4 8%	-	3 21%	1 3%	3 9%	3 3%	14 14%	9 9%	8 8%	1 7%	-	2 39%	3 9%	4 11%	2 8%	1 6%	7 10%	3 7%	4 10%	6 9%	1 4%	5 10%	-	8 10%	2 5%
Receive lots of unwanted communication	8 7%a	1 2%	6 12%a	-	-	-	5 18%	* 2%	-	2 20%	7 8%	-	1 12%	-	3 7%	2 6%	* 3%	3 11%	4 7%	3 7%	4 11%	3 5%	-	4 9%	3 12%	6 8%	1 4%
Unhappy with charges / hidden charges	4 3%	2 4%	1 3%	-	1 9%	-	1 3%	1 8%	-	-	2 2%	1 11%	-	-	3 9%	-	-	1 3%	3 4%	1 2%	2 5%	1 4%	1 3%	1 3%	1 5%	2 3%	1 5%
I am considering leaving	4 4%x	4 7%	-	-	1 10%	-	-	1 8%	1 10%	-	4 5%	-	-	-	3 8%	1 5%	-	-	4 6%	-	3 7%	1 2%	-	-	4 16%	1 2%	3 10%

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



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 76  
**QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Landline provider**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	112	59*	53*	3**	15**	22**	30**	19**	14**	10**	91*	12**	5**	4**	37*	32**	18**	25**	69*	43*	42*	66*	18**	53*	27**	81*	29**
Not a trustworthy company	3	1	1	-	1	-	1	-	-	-	3	-	-	-	-	1	-	1	1	1	1	1	-	-	1	1	1
	3%	2%	3%	-	10%	-	5%	-	-	-	3%	-	-	-	-	4%	-	6%	2%	3%	3%	2%	-	-	5%	2%	5%
Other	7	2	4	-	-	2	2	2	-	1	7	-	-	3	2	-	2	5	2	3	4	-	4	1	5	1	
	6%	3%	8%	-	-	10%	6%	9%	-	14%	8%	-	-	9%	7%	-	7%	8%	4%	7%	6%	-	7%	3%	6%	4%	

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 77  
**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the mobile service provider**

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Unweighted base	88	15	2	17	9	17	8	11	9	9	79	25	63	-	15	54	73	41	6	41
Weighted base	87*	19**	2**	18**	8**	18**	4**	13**	5**	6**	81*	23**	64*	-**	12**	53*	75*	37*	5**	45*
Poor mobile reception/ coverage - unspecified	45	11	1	7	5	11	2	7	2	3	41	12	33	-	5	26	39	21	4	20
	51%	57%	45%	38%	58%	61%	48%	51%	39%	57%	51%	52%	51%	-	44%	48%	53%	56%	84%	44%
Too expensive/ not good value for money	14	4	-	2	1	3	2	1	1	2	12	3	11	-	2	9	11	6	*	7
	16%	21%	-	13%	12%	16%	51%	7%	14%	28%	15%	12%	17%	-	20%	17%	15%	17%	9%	15%
Poor customer service/ unhelpful	17	1	1	5	1	1	2	6	1	*	17	4	13	-	3	9	14	8	1	8
	20%	6%	45%	30%	9%	4%	41%	46%	14%	8%	20%	19%	20%	-	25%	16%	19%	21%	18%	19%
Poor mobile reception/ coverage - at home	22	5	1	5	4	7	-	-	1	-	22	6	16	-	3	11	19	8	1	13
	25%	25%	55%	26%	47%	39%	-	-	14%	-	27%	26%	25%	-	22%	20%	25%	22%	21%	28%
Problems with payment/ billing	2	-	-	-	-	-	-	2	-	-	2	-	2	-	-	2	2	-	-	2
	2%	-	-	-	-	-	-	16%	-	-	3%	-	3%	-	-	4%	3%	-	-	5%
Poor mobile reception/ coverage - in my area	13	3	-	3	1	3	-	2	-	-	13	3	10	-	3	10	10	7	-	5
	14%	15%	-	19%	14%	16%	-	18%	-	-	15%	11%	16%	-	21%	19%u	13%	20%	-	11%
Problems left unresolved/ takes a long time to fix	6	-	-	2	-	-	1	2	1	2	4	2	4	-	1	5	5	3	-	3
	7%	-	-	12%	-	-	15%	17%	17%	27%	5%	7%	7%	-	9%	9%	7%	7%	-	7%
Overseas call centre	1	-	-	-	-	-	1	-	-	-	1	1	1	-	-	1	1	1	-	-
	1%	-	-	-	-	-	30%	-	-	-	1%	2%	1%	-	-	2%	2%	3%	-	-
Difficult to contact anyone at the company	4	-	-	-	-	4	-	-	1	-	4	-	4	-	-	4	4	2	-	2
	5%	-	-	-	-	20%	-	-	14%	-	5%	-	7%	-	-	8%	6%	5%	-	5%
Poor coverage / signal indoors	7	-	1	-	1	2	1	3	-	*	7	4	3	-	2	2	5	2	1	5
	8%t	-	45%	-	7%	12%	23%	21%	-	6%	8%	17%	5%	-	16%	3%	7%t	4%	18%	10%
Speed isn't as advertised/ slow	7	4	-	2	-	1	-	-	-	1	6	1	6	-	1	4	6	5	-	3
	9%	22%	-	11%	-	7%	-	-	-	24%	7%	6%	9%	-	12%	8%	8%	13%	-	6%
They offer poor deals/ I have seen better deals elsewhere	2	1	-	-	-	-	-	-	1	-	2	1	1	-	1	1	1	-	-	2
	2%	7%	-	-	-	-	-	-	10%	-	2%	2%	2%	-	5%	3%	2%	-	-	4%
I am considering leaving	4	2	-	-	-	3	-	-	-	-	4	-	4	-	-	3	4	3	-	2
	5%	9%	-	-	-	15%	-	-	-	-	6%	-	7%	-	-	5%	6%	8%	-	3%
They do not value loyalty	7	-	-	2	-	4	-	-	1	-	7	2	5	-	1	5	6	2	-	5
	8%	-	-	11%	-	24%	-	-	14%	-	9%	7%	9%	-	6%	9%	8%	7%	-	10%
Unhappy with my package (other / non-specific)	6	1	1	1	-	-	1	-	1	-	6	2	3	-	1	3	5	4	-	2
	6%	7%	55%	7%	-	-	14%	-	27%	-	7%	10%	5%	-	6%	5%	6%	10%	-	4%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 77  
**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the mobile service provider**

	Mobile									Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (x)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (j)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)
Weighted base	87*	19**	2**	18**	8**	18**	4**	13**	5**	6**	81*	23**	64*	-**	12**	53*	75*	37*	5**	45*
No reason	2 3%	-	-	1 4%	-	2 9%	-	-	-	-	2 3%	1 3%	2 2%	-	1 6%	2 3%	2 2%	-	1 16%	2 3%
Other	9 10%	1 7%	-	4 21%	-	1 6%	-	1 11%	1 20%	1 19%	8 10%	3 14%	6 9%	-	2 15%	7 13%	7 9%	3 7%	-	6 13%
NET: Any coverage issues/problems	65 75%	15 79%	2 100%	12 69%	6 79%	15 85%	2 58%	10 73%	3 53%	4 63%	62 76%	16 69%	49 77%	-	9 70%	38 72%	57 76%	31 85%	4 84%	30 66%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 78  
**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the mobile service provider**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	88	44	44	11	14	20	13	15	10	5	74	9	4	1	30	23	15	20	53	35	33	51	22	31	25	62	24
Weighted base	87*	45*	42*	10**	14**	20**	14**	14**	9**	6**	74*	8**	4**	1**	25**	27**	14**	21**	52*	36*	31**	52*	24**	27**	25**	62*	24**
Poor mobile reception/ coverage - unspecified	45	21	24	1	8	13	8	10	4	2	38	4	2	1	11	18	6	11	28	17	11	31	13	14	11	35	10
Too expensive/ not good value for money	14	8	6	2	3	4	*	2	2	-	12	1	1	-	7	2	3	2	8	5	4	9	4	3	6	8	6
Poor customer service/ unhelpful	17	8	9	1	4	5	4	2	1	1	13	3	1	-	6	5	1	6	10	7	6	10	4	4	4	13	4
Poor mobile reception/ coverage - at home	22	12	10	2	-	6	5	5	3	1	19	2	1	-	5	13	3	1	18	4	7	13	2	9	8	13	9
Problems with payment/ billing	2	1	1	-	-	2	-	-	-	-	2	-	-	-	1	-	-	1	1	1	1	1	1	-	1	2	-
Poor mobile reception/ coverage - in my area	13	10	2	-	1	2	2	3	1	3	9	2	1	-	7	3	1	1	10	2	8	5	2	1	8	7	6
Problems left unresolved/ takes a long time to fix	6	2	4	-	1	1	2	2	-	-	5	1	-	-	2	1	1	2	3	3	4	2	2	3	1	3	3
Overseas call centre	1	-	1	-	-	-	1	-	1	-	1	-	-	-	-	-	1	1	-	1	1	-	-	1	-	1	1
Difficult to contact anyone at the company	4	-	4	-	-	1	-	1	1	1	4	-	-	-	3	1	-	-	4	-	2	2	-	-	3	3	1
Poor coverage / signal indoors	7	3	4	1	-	1	-	1	3	1	6	1	-	-	3	2	-	2	5	2	3	4	2	1	1	4	3
Speed isn't as advertised/ slow	7	1	7	1	4	1	1	-	-	-	6	-	-	-	2	3	1	1	5	3	4	3	3	3	2	6	1
They offer poor deals/ I have seen better deals elsewhere	2	1	1	-	-	1	-	-	1	-	1	1	-	-	-	-	2	-	2	-	2	1	1	-	1	1	1
I am considering leaving	4	2	3	1	-	-	2	2	-	-	4	-	-	-	1	3	-	-	4	-	3	2	-	3	-	4	-
They do not value loyalty	7	2	5	1	1	2	1	2	-	-	4	2	1	-	2	2	-	3	4	3	2	5	-	4	2	6	-
Unhappy with my package (other / non-specific)	6	4	2	1	3	1	-	-	1	-	3	2	1	-	1	3	-	1	4	1	3	3	1	3	1	5	1

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 78  
**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the mobile service provider**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (x)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	87*	45*	42*	10**	14**	20**	14**	14**	9**	6**	74*	8**	4**	1**	25**	27**	14**	21**	52*	36*	31**	52*	24**	27**	25**	62*	24**
No reason	2 3%	2 4%	1 2%	2 23%	-	-	-	-	-	-	2 3%	-	-	-	1 3%	-	-	2 7%	1 1%	2 4%	-	2 4%	-	2 9%	-	2 4%	-
Other	9 10%	4 9%	5 11%	-	3 21%	1 5%	2 16%	2 12%	1 9%	-	8 10%	1 18%	-	-	1 6%	3 10%	2 14%	3 13%	4 8%	5 13%	4 14%	4 9%	-	2 9%	4 14%	7 12%	1 6%
NET: Any coverage issues/problems	65 75%	33 74%	32 76%	5 53%	10 73%	15 73%	10 70%	11 79%	8 91%	6 100%	55 74%	6 81%	3 80%	1 100%	20 80%	23 85%	8 55%	15 71%	43 82%	23 64%	24 76%	38 73%	18 76%	19 70%	19 75%	47 75%	18 78%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 79  
**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Broadband provider**

	Broadband							Broadband bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Unweighted base	235	47	10	13	40	32	59	34	201	34	2	196	233	153	6	76
Weighted base	232	62*	8**	7**	48*	27**	52*	27**	197	35**	2**	193	230	146	5**	80*
Speed isn't as advertised/ slow	30 13%	12 20%	2 22%	-	4 7%	2 6%	6 12%	4 15%	25 13%	4 12%	-	28 14%	30 13%	18 12%	-	12 15%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	156 67%	44 71%	6 70%	6 78%	30 63%	18 66%	31 59%	22 80%	134 68%	22 64%	2 100%	135 70%	154 67%	102 70%	-	54 68%
Too expensive/ not good value for money	37 16%	10 16%	1 12%	1 16%	10 20%	2 7%	13 26% <sup>X</sup>	* 1%	32 16%	5 13%	1 53%	29 15%	36 16%	21 14%	-	16 20%
Poor customer service/ unhelpful	39 17% <sup>r</sup>	12 19%	-	* 6%	4 8%	5 19%	15 28% <sup>LXd</sup>	3 12%	30 15%	9 26%	1 47%	31 16%	38 17%	32 22% <sup>Xr</sup>	-	7 9%
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	109 47%	24 38%	6 79%	2 29%	33 69% <sup>Xaf</sup>	10 38%	22 42%	11 42%	93 47%	16 45%	1 53%	92 48%	108 47%	68 47%	4 74%	37 46%
Problems left unresolved/ takes a long time to fix	24 10% <sup>r</sup>	2 4%	1 13%	1 14%	6 14%	2 8%	8 15%	3 11%	19 10%	4 12%	1 47%	20 10%	23 10%	20 14% <sup>X</sup>	-	4 5%
Difficult to contact anyone at the company	14 6%	1 2%	-	-	2 5%	3 12%	5 9%	2 8%	10 5%	4 12%	-	14 7%	14 6%	10 7%	-	4 5%
Problems with payment/ billing	2 1%	1 2%	-	* 6%	-	-	-	* 1%	1 1%	1 2%	-	2 1%	2 1%	2 1%	-	* 1%
Price keeps increasing	8 3%	3 4%	-	-	2 4%	2 8%	-	1 4%	8 4%	-	-	8 4%	8 3%	4 3%	-	4 5%
Locked into a contract and can't get out	9 4%	8 13% <sup>Xd</sup>	-	-	-	-	1 2%	-	8 4%	2 5%	-	9 4%	9 4%	7 5%	1 15%	1 2%
They do not value loyalty	3 1% <sup>hn</sup>	-	-	-	1 3%	-	2 3%	-	1 1%	2 5%	-	1 1%	3 1% <sup>n</sup>	3 2%	-	-
Overseas call centre	4 2%	2 3%	-	-	-	1 3%	2 4%	-	3 2%	1 3%	-	4 2%	4 2%	4 3%	-	1 1%
I am considering leaving	6 2%	-	1 8%	-	2 4%	2 6%	1 2%	1 2%	4 2%	2 4%	-	6 3%	6 3%	2 1%	-	4 5%
Their service has declined during the pandemic	4 2%	-	-	-	1 2%	-	3 6%	1 2%	3 1%	1 4%	-	4 2%	4 2%	3 2%	-	1 2%

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

Prepared by Yonder



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 79  
**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Broadband provider**

	Broadband							Broadband bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)
Weighted base	232	62*	8**	7**	48*	27**	52*	27**	197	35**	27**	193	230	146	5**	80*
They offer poor deals/ I have seen better deals elsewhere	4 2%	1 2%	1 13%	* 5%	- -	1 2%	1 1%	- -	4 2%	- -	- -	2 1%	4 2%	2 1%	- -	2 3%
Not a trustworthy company	6 2%	1 2%	- -	* 5%	1 3%	2 6%	- -	1 3%	4 2%	2 5%	- -	6 3%	6 2%	4 3%	- -	2 2%
Too pushy with their sales	2 1%	- -	- -	1 8%	- -	- -	1 2%	- -	2 1%	- -	- -	2 1%	2 1%	1 *	- -	1 1%
Issues with setup/ admin/ account management	5 2%	4 6%	- -	* 5%	- -	- -	- -	1 3%	5 2%	* 1%	- -	5 3%	5 2%	5 3%	- -	- -
No/ limited options for broadband service/ provider	7 3%	3 5%	- -	1 8%	1 2%	1 4%	1 2%	- -	7 3%	- -	- -	7 4%	7 3%	4 3%	- -	3 3%
Unhappy with charges / hidden charges	6 3%	3 5%	- -	1 8%	1 2%	1 3%	* 1%	- -	6 3%	- -	- -	6 3%	6 3%	4 3%	- -	2 2%
Other	9 4%	3 4%	- -	- -	2 5%	1 3%	3 5%	1 3%	7 3%	2 6%	- -	9 5%	9 4%	7 5%	- -	2 3%
No reason	4 2%h	2 3%	- -	- -	- -	1 3%	2 4%	- -	1 1%	3 9%	- -	4 2%	4 2%	1 1%	1 10%	2 3%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 80  
**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Broadband provider**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	235	114	119	30	43	39	45	44	26	8	194	18	17	6	78	58	50	49	136	99	85	136	45	112	53	179	53
Weighted base	232	116*	114*	24**	46*	36*	50*	42*	25**	9**	188	18**	18**	8**	69*	68*	53*	42*	137	95*	76*	143	43*	105*	58*	177	53*
Speed isn't as advertised/ slow	30	23	7	3	7	1	6	4	6	3	23	2	4	1	17	7	3	3	24	6	16	13	6	12	10	23	7
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	156	81	73	16	30	18	36	27	20	8	126	14	13	4	50	51	31	24	101	55	56	92	29	68	40	117	38
Too expensive/ not good value for money	37	21	15	3	7	9	5	9	3	1	30	3	2	1	13	9	9	6	22	14	9	28	10	15	9	27	8
Poor customer service/ unhelpful	39	19	20	7	7	5	8	6	3	3	32	5	1	1	14	11	7	7	26	13	12	25	8	18	9	31	8
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	109	51	58	8	23	21	26	19	11	2	85	8	14	2	28	29	34	18	57	52	36	69	19	55	29	79	29
Problems left unresolved/ takes a long time to fix	24	11	13	4	2	5	6	4	2	1	19	1	3	1	10	6	5	3	16	8	9	13	4	12	4	21	2
Difficult to contact anyone at the company	14	6	8	2	1	5	1	5	1	-	12	1	-	1	4	9	-	1	13	1	7	6	2	4	5	11	4
Problems with payment/ billing	2	*	2	*	-	-	-	1	*	-	1	-	-	1	-	*	-	2	*	2	2	*	-	2	*	1	1
Price keeps increasing	8	3	5	-	2	-	3	-	1	3	6	1	-	5	-	3	-	5	3	3	5	4	3	1	6	1	
Locked into a contract and can't get out	9	3	6	-	3	1	-	2	3	-	9	-	-	5	3	-	-	1	9	1	4	6	2	2	4	6	3
They do not value loyalty	3	-	3	-	2	-	-	1	-	-	3	-	-	-	1	2	-	1	2	1	2	-	2	1	2	1	
Overseas call centre	4	3	2	-	-	-	3	1	-	1	4	1	-	1	3	1	-	4	1	-	4	2	1	1	1	3	2
I am considering leaving	6	3	3	2	-	1	2	1	1	-	5	-	1	-	3	2	1	3	3	3	3	2	2	3	-	5	1

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





### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 80  
**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the Broadband provider**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	232	116*	114*	24**	46*	36*	50*	42*	25**	9**	188	18**	18**	8**	69*	68*	53*	42*	137	95*	76*	143	43*	105*	58*	177	53*
Their service has declined during the pandemic	4	-	4	2	1	1	1	-	-	-	4	-	-	-	2	1	-	1	3	1	2	1	2	1	1	3	1
They offer poor deals/ I have seen better deals elsewhere	4	1	3	-	2	*	1	1	-	-	4	-	-	-	-	1	1	2	1	3	1	3	-	1	2	3	1
Not a trustworthy company	6	3	3	2	-	-	1	1	1	-	5	1	-	-	1	4	-	*	5	*	4	1	1	1	1	4	1
Too pushy with their sales	2	1	1	-	-	1	-	-	1	-	1	-	1	-	1	-	1	-	1	1	-	2	1	1	-	1	1
Issues with setup/ admin/ account management	5	3	3	*	-	-	1	2	-	1	4	1	-	2	1	-	1	4	1	3	2	-	1	3	4	1	
No/ limited options for broadband service/ provider	7	5	2	-	-	-	3	1	3	-	4	2	1	-	2	2	3	-	4	3	3	4	-	2	5	3	
Unhappy with charges / hidden charges	6	1	5	-	-	1	1	-	3	1	6	-	1	-	2	3	1	*	5	1	4	3	2	2	-	3	3
Other	9	3	6	1	3	-	2	2	-	1	6	1	1	3	2	-	4	5	4	3	5	3	3	3	8	1	
No reason	4	1	3	-	2	-	2	-	1	-	4	1	-	-	1	-	-	4	1	4	1	2	2	1	-	3	2

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 81  
**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the TV provider**

	Pay TV						Pay TV bundle		Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	Pay TV - NET: Not important (h)	Pay TV - Very important (i)	Pay TV - NET: Important (m)	Pay TV - The service has become more important (n)	Pay TV - The service has become less important (o)	Pay TV - No different (p)
Unweighted base	71	8	32	3	26	2	53	18	26	20	45	21	10	40
Weighted base	79**	10**	45**	2**	20**	2**	61**	18**	27**	18**	52**	27**	10**	42*
Too expensive/ not good value for money	39 50%	4 38%	28 61%	-	8 39%	-	32 53%	7 40%	13 49%	6 33%	26 50%	17 62%	5 49%	18 42%
Poor TV reception	5 7%	1 14%	3 6%	-	1 6%	-	4 6%	1 8%	3 9%	2 9%	3 6%	1 4%	2 25%	2 4%
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/ not enough new content	9 11%	-	6 14%	1 26%	2 9%	-	3 6%	5 30%	4 13%	3 20%	5 10%	2 8%	3 27%	4 9%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	12 15%	3 35%	3 6%	-	5 24%	1 53%	9 14%	3 19%	4 15%	5 29%	8 15%	5 17%	2 24%	5 12%
Poor customer service/ unhelpful	3 4%	-	2 4%	-	1 4%	1 47%	2 3%	2 11%	2 8%	1 3%	1 3%	1 5%	-	2 5%
The equipment/service is poor / outdated / not fit for purpose	5 6%	1 14%	2 4%	-	1 7%	-	4 6%	1 5%	4 15%	1 3%	1 1%	-	2 17%	3 7%
Speed isn't as advertised/ slow	5 7%	3 27%	2 4%	1 39%	-	-	5 9%	-	3 9%	-	3 5%	3 10%	-	3 6%
Price keeps increasing	21 27%	-	19 41%	1 35%	2 8%	-	19 30%	3 14%	-	5 29%	21 41%	15 54%	-	7 16%
General negative comments	18 23%	1 14%	16 35%	-	1 6%	-	18 30%	-	2 7%	1 8%	16 32%	12 45%	* 4%	6 14%
I do not have access to channels that I want	9 11%	1 13%	5 10%	-	3 14%	-	7 11%	2 12%	3 11%	2 12%	6 11%	1 4%	-	8 18%
I want to leave / cancel the service / move to a different service / provider	3 4%	1 13%	2 4%	-	-	-	3 5%	-	2 9%	1 4%	1 1%	1 2%	-	2 6%
They offer poor deals/ I have seen better deals elsewhere	2 3%	1 11%	1 1%	-	1 3%	-	2 4%	-	1 4%	1 4%	1 2%	1 2%	-	2 4%

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



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 81  
**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the TV provider**

	Pay TV					Pay TV bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	Pay TV - NET: Not important (h)	Pay TV - Very important (i)	Pay TV - NET: Important (m)	Pay TV - The service has become more important (n)	Pay TV - The service has become less important (o)	Pay TV - No different (p)
Weighted base	79**	10**	45**	2**	20**	2**	61**	18**	27**	18**	52**	27**	10**	42*
Problems left unresolved/ takes a long time to fix	3 4%	1 11%	-	1 39%	1 3%	1 47%	3 5%	-	1 3%	1 3%	2 5%	2 9%	-	1 2%
I have to pay for something I don't use	4 6%	-	3 7%	-	1 6%	-	3 4%	2 10%	4 16%	-	-	-	2 22%	2 5%
For the money I'm paying I don't get a lot of TV channels	5 6%	1 14%	1 2%	-	2 12%	-	4 6%	1 5%	3 11%	1 5%	2 3%	2 6%	1 10%	2 5%
They do not value loyalty	6 7%	-	5 10%	-	1 6%	-	3 6%	2 13%	1 5%	2 13%	4 8%	1 2%	1 14%	4 9%
Other	6 8%	-	3 6%	-	3 15%	-	5 8%	1 4%	1 3%	3 19%	5 10%	2 7%	-	4 10%
No reason	1 2%	-	1 3%	-	-	-	-	1 7%	-	-	1 2%	-	1 12%	-

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 82  
**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the TV provider**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	71	42	29	5	10	17	13	13	11	2	61	3	5	2	23	15	19	14	38	33	24	46	10	40	14	57	14
Weighted base	79**	39*	40**	3**	11**	27**	13**	13**	11**	2**	71**	2**	4**	2**	21**	27**	19**	12**	48**	31**	21**	57**	10**	45**	16**	68**	11**
Too expensive/ not good value for money	39	16	23	2	5	21	5	3	2	1	36	1	2	1	10	17	5	7	28	12	8	31	4	25	10	36	3
Poor TV reception	50%	42%	58%	54%	50%	78%	35%	27%	21%	65%	50%	47%	42%	53%	47%	65%	29%	53%	57%	39%	39%	39%	53%	42%	55%	65%	53%
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/ not enough new content	5	4	1	-	1	1	-	1	*	1	3	-	1	1	4	1	-	-	5	-	1	5	1	2	3	5	-
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	7%	11%	3%	-	13%	5%	-	9%	4%	65%	5%	-	21%	53%	19%	5%	-	-	11%	-	4%	8%	8%	4%	18%	8%	-
Poor customer service/ unhelpful	9	6	3	2	1	-	3	-	3	-	8	-	1	-	2	1	3	3	2	6	5	4	-	5	1	5	4
The equipment/service is poor / outdated / not fit for purpose	11%	14%	8%	46%	12%	-	23%	-	26%	-	11%	-	24%	-	9%	2%	16%	27%	5%	20%	24%	7%	-	12%	9%	7%	34%
Speed isn't as advertised/ slow	12	6	6	1	3	2	3	1	3	1	11	1	1	-	3	4	4	1	7	5	3	9	*	6	3	10	2
Price keeps increasing	15%	14%	16%	15%	27%	6%	20%	4%	31%	35%	15%	25%	16%	-	14%	14%	22%	10%	14%	17%	15%	15%	4%	13%	16%	14%	22%
General negative comments	3	3	1	-	-	3	-	-	-	-	2	1	1	-	2	1	-	1	3	1	1	2	-	3	-	1	2
I do not have access to channels that I want	4%	7%	2%	-	-	13%	-	-	-	-	3%	28%	21%	-	10%	3%	-	5%	6%	2%	7%	4%	-	8%	-	2%	18%
I want to leave / cancel the service / move to a different service / provider	5	2	2	1	-	-	3	-	1	-	4	-	1	-	1	1	2	1	2	3	2	1	1	-	2	4	1
They offer poor deals/ I have seen better deals elsewhere	6%	6%	5%	22%	-	-	23%	-	9%	-	6%	-	16%	-	6%	2%	10%	6%	4%	9%	12%	2%	8%	-	12%	5%	9%
	5	4	1	1	1	2	-	1	-	-	5	-	-	-	2	-	2	1	2	3	1	4	1	3	1	5	-
	7%	10%	3%	17%	13%	8%	-	10%	-	-	7%	-	-	-	9%	-	13%	6%	4%	10%	7%	7%	6%	7%	9%	8%	-
	21	4	18	1	-	13	3	2	2	-	20	1	-	3	13	3	2	16	5	3	18	2	17	2	21	-	
	27%	9%	44%	17%	-	48%	27%	19%	17%	-	28%	28%	16%	15%	48%	19%	15%	33%	17%	14%	32%	23%	36%	15%	31%	-	
	18	5	14	-	1	13	-	4	-	-	18	-	-	1	13	3	*	15	4	2	17	1	13	3	18	*	
	23%	12%	34%	-	13%	47%	-	34%	-	-	26%	-	-	6%	50%	17%	4%	31%	12%	8%	29%	11%	28%	20%	26%	4%	
	9	7	2	-	1	-	3	3	2	-	9	-	-	2	3	2	2	5	4	4	5	2	5	2	9	-	
	11%	17%	6%	-	12%	-	23%	23%	15%	-	12%	-	-	8%	11%	9%	18%	10%	13%	20%	8%	24%	10%	11%	13%	-	
	3	3	-	-	1	1	-	1	-	-	2	-	1	-	1	1	1	1	1	2	2	1	1	2	-	2	1
	4%	8%	-	-	12%	2%	-	10%	-	-	4%	-	18%	-	5%	6%	5%	3%	6%	9%	2%	13%	4%	-	4%	6%	
	2	2	-	-	-	1	2	-	-	-	2	-	1	-	1	-	1	1	1	1	1	2	-	2	-	2	1
	3%	6%	-	-	-	2%	13%	-	-	-	2%	-	18%	-	5%	-	3%	5%	2%	4%	3%	3%	-	5%	-	2%	6%

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



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 82  
**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?**  
**Base: All respondents dissatisfied with the overall service provided by the TV provider**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	79**	39*	40**	3**	11**	27**	13**	13**	11**	2**	71**	2**	4**	2**	21**	27**	19**	12**	48**	31**	21**	57**	10**	45**	16**	68**	11**
Problems left unresolved/ takes a long time to fix	3 4%	1 3%	2 5%	-	-	2 6%	-	2 13%	-	-	1 1%	1 25%	1 21%	1 47%	2 8%	-	-	1 11%	2 4%	1 4%	2 8%	2 3%	-	3 7%	-	1 1%	2 21%
I have to pay for something I don't use	4 6%	4 11%	-	-	2 19%	1 5%	1 7%	-	-	-	4 6%	-	-	-	2 10%	-	1 5%	1 10%	2 4%	2 7%	2 8%	3 5%	-	1 3%	2 14%	3 4%	2 15%
For the money I'm paying I don't get a lot of TV channels	5 6%	2 4%	3 8%	-	-	-	3 24%	2 13%	-	-	5 7%	-	-	-	1 6%	-	2 9%	2 14%	1 3%	3 11%	1 5%	4 7%	-	2 5%	1 9%	4 6%	1 9%
They do not value loyalty	6 7%	2 5%	4 9%	-	-	1 4%	3 21%	-	2 19%	-	5 7%	1 28%	-	-	1 4%	1 5%	3 14%	1 9%	2 4%	4 12%	2 10%	4 6%	2 17%	3 7%	-	4 6%	1 13%
Other	6 8%	2 6%	3 9%	-	-	1 2%	1 10%	3 26%	1 7%	-	5 7%	-	1 18%	-	1 4%	2 9%	2 11%	1 5%	3 7%	3 9%	3 15%	3 5%	1 11%	3 7%	-	5 8%	1 6%
No reason	1 2%	1 3%	-	-	1 12%	-	-	-	-	-	1 2%	-	-	-	1 6%	-	-	-	1 3%	-	-	1 2%	-	-	1 8%	1 2%	-

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

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 83  
**QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?**  
**Base: All Landline respondents**

	Landline providers								Landline bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Landline - NET: Not important (j)	Landline - Very important (n)	Landline - NET: Important (o)	Landline - The service has become more important (p)	Landline - The service has become less important (q)	Landline - No different (r)	
Unweighted base	1997	465	119	125	384	276	411	217	1799	198	956	474	1041	315	194	1488	
Weighted base	1997	568	92	79	439	212	348	258*	1762	235*	952	457	1045	306	196	1495	
Extremely likely	(10)	351 18%afjq	78 14%	18 19%	14 17%	97 22%Xaf	44 21%af	47 13%	54 21%	306 17%	45 19%	103 11%	148 32%Xjo	248 24%Xj	72 23%Xqr	19 10%	261 17%q
	(9)	302 15%fj	99 17%f	15 16%	13 17%	62 14%	35 16%	39 11%	39 15%	280 16%	22 9%	117 12%	86 19%Xj	185 18%Xj	50 16%	21 11%	231 15%
	(8)	431 22%r	112 20%	22 24%	15 19%	107 24%	47 22%	84 24%	45 17%	388 22%	43 18%	192 20%	84 18%	240 23%n	79 26%r	53 27%r	299 20%
	(7)	319 16%n	102 18%e	15 16%	15 19%	60 14%	26 12%	53 15%	47 18%	268 15%	51 22%	154 16%n	54 12%	165 16%n	43 14%	29 15%	247 17%
	(6)	160 8%	49 9%	5 6%	11 13%Xdg	28 6%	15 7%	40 12%Xdg	12 5%	142 8%	18 8%	90 9%Xn	26 6%	70 7%	20 6%	32 16%Xpr	108 7%
	(5)	245 12%nopq	71 12%	11 12%	8 10%	62 14%	21 10%	49 14%	24 9%	215 12%	30 13%	164 17%Xno	25 6%	81 8%n	16 5%	14 7%	214 14%Xpq
	(4)	54 3%do	19 3%d	2 2%	2 3%	5 1%	5 2%	10 3%	11 4%	48 3%	6 3%	38 4%Xo	10 2%	16 1%	10 3%	34 5%r	2% 2%
	(3)	32 2%o	4 1%	1 2%	1 1%	6 1%	5 2%	9 3%a	6 2%	29 2%	3 1%	23 2%Xo	7 1%	9 1%	3 1%	5 2%	24 2%
	(2)	22 1%n	9 2%	1 1%	- -	3 1%	2 1%	4 1%	4 1%	16 1%	6 3%	15 2%n	- -	7 1%	3 1%	3 1%	17 1%
	(1)	23 1%do	8 1%	- -	- -	1 *	4 2%d	5 2%d	5 2%	21 1%	1 1%	17 2%Xo	2 *	6 1%	2 1%	6 3%r	15 1%
Completely unlikely	(0)	58 3%o	17 3%	2 3%	1 1%	7 2%	9 4%	10 3%	12 4%	49 3%	9 4%	38 4%Xo	14 3%o	20 2%	7 2%	4 2%	47 3%
NET: Promoters	(9-10)	653 33%fjq	176 31%	33 35%f	27 34%	159 36%f	79 37%f	86 25%	93 36%f	586 33%	67 29%	221 23%	234 51%Xjo	432 41%Xj	122 40%Xqr	40 20%	491 33%q
NET: Passives	(7-8)	750 38%n	214 38%	37 40%	30 38%	167 38%	73 34%	137 39%	92 36%	656 37%	94 40%	346 36%n	138 30%	404 39%n	123 40%	82 42%	546 36%
NET: Detractors	(0-6)	594 30%nop	177 31%	22 24%	22 28%	113 26%	61 29%	125 36%Xbd	73 28%	520 29%	74 31%	385 40%Xno	84 18%	208 20%	61 20%	74 38%Xp	458 31%p
Mean		7.25fjq	7.11	7.50f	7.50f	7.58Xaf	7.29	6.97	7.15	7.28	7.04	6.65	8.00Xjo	7.79Xj	7.73Xqr	6.82	7.21
Standard deviation		2.35	2.35	2.21	1.92	2.13	2.58	2.31	2.67	2.33	2.47	2.47	2.30	2.09	2.21	2.32	2.37
Standard error		0.05	0.11	0.20	0.17	0.11	0.16	0.11	0.18	0.06	0.18	0.08	0.11	0.06	0.12	0.17	0.06

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

Prepared by Yonder



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 84  
**QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?**  
**Base: All Landline respondents**

	Gender			Age							Nation			Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (l)	Scotland (i)	Wales (k)	Northern Ireland (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411	
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417	
Extremely likely	(10)	351 18%aq	154 20%Xa	197 12%	10 16%	42 16%	51 16%	59 16%	74 21%	68 26%Xcdefh	18%	36 18%	17 17%	11 18%	87 16%	84 15%	83 20%nq	97 21%Xmnq	171 15%	180 21%Xmnq	134 20%	213 17%	59 18%	199 18%	58 14%	286 18%	64 15%	
(9)	302 15%ad	150 15%	152 15%	9 11%	27 10%	38 12%	48 13%	54 15%	68 20%Xdef	43 24%Xcdefg	14%	36 18%	19 18%	12 18%	95 17%	84 15%	58 14%	65 14%	179 16%	123 14%	98 15%	196 16%	38 12%	173 16%	59 14%	221 14%	80 19%Xx	
(8)	431 22%	220 22%	209 21%	20 25%	60 23%	65 20%	71 19%	62 17%	119 28%Xefgz	35 20%	353 22%	46 23%	18 18%	14 21%	128 23%q	107 19%	85 21%	111 24%	235 21%	196 23%	144 22%	267 21%	64 20%	238 22%	90 22%	337 22%	86 20%	
(7)	319 16%hzpr	170 17%	147 15%	16 19%	38 14%	64 20%hz	68 18%z	62 17%	52 13%	19 11%	258 16%	34 17%	20 19%	7 10%	78 14%	129 22%Xmpqr	60 5%	52 11%	207 18%Xmpr	112 13%	94 14%	214 17%	48 15%	178 16%	71 17%	249 16%	67 16%	
(6)	160 8%bh	97 10%Xb	62 6%	8 9%	31 12%ghz	27 8%	46 12%Xghz	22 6%	18 4%	8 5%	132 8%	14 7%	12 12%	2 2%	36 7%	44 8%	42 10%	37 8%	80 7%	79 9%	49 7%	104 8%	29 9%	85 8%	36 9%	124 8%	33 8%	
(5)	245 12%	122 12%	122 12%	12 14%	44 16%hz	45 14%	52 14%	38 10%	39 9%	16 9%	209 13%	17 8%	11 11%	8 13%	59 11%	79 14%	48 12%	59 13%	138 12%	107 12%	74 11%	159 13%	49 15%	130 12%	50 12%	188 12%	49 12%	
(4)	54 3%p	33 3%	21 2%	2 2%	11 4%	8 3%	7 2%	11 3%	11 3%	3 2%	42 3%	6 3%	1 1%	6 9%Kik	18 3%p	19 3%p	13 3%p	4 1%	36 3%p	18 2%p	33 3%	33 3%	13 4%	24 2%	10 3%	42 3%	12 3%	
(3)	32 2%	13 1%	19 2%	3 3%	5 2%	6 2%	3 1%	7 2%	8 2%	1 *	28 2%	2 1%	2 2%	1 2%	14 2%o	7 1%	2 1%	10 2%	21 2%	12 1%o	15 2%	16 1%	3 1%	18 2%	7 2%	24 2%	7 2%	
(2)	22 1%t	10 1%	12 1%	1 1%	1 *	5 1%	6 2%	3 1%	3 1%	3 1%	18 1%	1 1%	-	2 4%	6 1%	4 1%	4 2%	7 2%	10 1%	11 1%	13 2%Xt	8 1%	4 1%	11 1%	6 2%	19 1%	3 1%	
(1)	23 1%w	12 1%	11 1%	1 1%	2 1%	4 1%	4 1%	4 1%	6 2%	1 1%	20 1%	1 *	1 1%	1 1%	9 2%	7 1%	5 1%	2 1%	16 1%	7 1%	9 1%	13 1%	5 2%w	14 1%	1 *	16 1%	6 1%	
Completely unlikely	(0)	58 3%	25 3%	34 3%	1 1%	3 1%	5 2%	12 3%	24 7%Xdehz	10 2%	48 3%	7 4%	2 2%	1 2%	22 4%q	11 2%	8 2%	16 4%	34 3%	25 3%	16 2%	34 3%	10 3%	26 2%	17 4%	45 3%	13 3%	
NET: Promoters	(9-10)	653 33%acd	304 30%	349 35%Xa	18 22%	70 26%	89 28%	107 29%	129 36%cd	150 36%cdf	522 32%h	71 36%	36 35%	23 36%	182 33%	168 29%	141 34%	163 35%	350 31%	303 35%	232 35%	409 33%	97 30%	372 34%	117 29%	507 33%	143 34%	
NET: Passives	(7-8)	750 38%z	390 39%	357 36%	36 44%z	98 37%	129 41%z	139 37%	124 34%	171 41%z	54 30%	612 38%	80 40%	39 37%	21 32%	206 37%	237 41%	145 36%	162 35%	443 39%	308 35%	237 36%	481 38%	113 35%	416 38%	161 40%	586 38%	152 36%
NET: Detractors	(0-6)	594 30%hz	310 31%	280 28%	28 34%hz	98 37%Xhz	99 31%hz	131 35%Xhz	108 30%z	95 23%	497 30%	48 24%	29 28%	21 32%	164 30%	171 30%	123 30%	136 29%	335 30%	259 30%	194 29%	368 29%	114 35%Xv	308 28%	128 32%	458 30%	122 29%	
Mean		7.25	7.20	7.31	6.95	7.11	7.16	7.05	7.09	7.50Xlg	7.21	7.46	7.43	7.14	7.14	7.17	7.38	7.35	7.16	7.37	7.30	7.28	7.04	7.34	7.07	7.26	7.25	
Standard deviation		2.35	2.26	2.44	2.19	2.13	2.20	2.35	2.74	2.27	2.37	2.29	2.12	2.51	2.52	2.18	2.26	2.43	2.35	2.35	2.42	2.27	2.44	2.29	2.39	2.35	2.35	

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

Prepared by Yonder



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 84  
**QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?**  
**Base: All Landline respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
Standard error	0.05	0.07	0.08	0.22	0.14	0.12	0.13	0.14	0.11	0.17	0.06	0.16	0.21	0.33	0.10	0.10	0.12	0.11	0.07	0.08	0.09	0.06	0.13	0.07	0.12	0.06	0.12

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 85  
**QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?**  
**Base: All Mobile respondents**

	Mobile										Mobile bundle		Mobile service package			Importance of service			Impact of COVID-19 on importance of service		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)	Mobile - NET: Not important (p)	Mobile - Very important (t)	Mobile - NET: Important (u)	Mobile - The service has become more important (v)	Mobile - The service has become less important (w)	Mobile - No different (x)	
Unweighted base	2556	487	174	428	233	272	237	336	389	422	2134	555	1982	19	201	1675	2355	1002	126	1428	
Weighted base	2556	590	161	483	192	345	118	366	302	305	2251	561	1978	16**	208	1654	2348	999	121	1436	
Extremely likely	(10)	557 22%efpw	121 20%	68 42%Xacefj	96 20%	66 34%Xacefj	51 15%	19 16%	69 19%	68 22%ee	59 19%	498 21%	441 22%	1 4%	21 10%	437 26%Xpu	536 23%Xp	244 24%Xw	11 9%	302 21%w	
	(9)	493 19%p	102 17%	28 17%	108 22%	37 19%	57 16%	21 18%	71 19%	69 23%	72 24%	421 19%	389 20%	*	21 10%	331 20%p	472 20%Xp	198 20%	15 13%	280 20%	
	(8)	605 24%fm	126 21%	34 21%	118 24%	43 22%	89 26%	30 25%	91 25%	75 26%	78 26%	527 23%	111 20%	491 25%Xm	2 15%	49 24%	388 23%	556 24%	224 22%	32 27%	349 24%
	(7)	393 15%bt	116 20%Xbdfj	15 10%	69 14%	23 12%	60 18%b	15 13%	56 15%	38 13%	43 14%	350 16%	297 15%	6 37%	41 20%	233 14%	352 15%	168 17%	24 20%	201 14%	
	(6)	198 8%	54 9%	7 4%	38 8%	10 5%	29 8%	12 10%bd	28 8%	18 6%	20 7%	177 8%	51 9%	145 7%	1 8%	18 8%	122 7%	180 8%	76 8%	13 11%	108 8%
	(5)	186 7%bdtuv	47 8%	5 3%	28 6%	7 4%	31 9%bd	12 10%bd	34 9%bd	22 7%	22 7%	165 9%	134 7%	3 21%	37 18%Xtu	82 5%	150 6%t	50 5%	12 10%v	124 9%Xv	
	(4)	45 2%ntu	8 1%	2 1%	11 2%	2 1%	9 3%	3 3%	7 2%	3 1%	5 2%	40 2%	23 1%	1 6%	8 4%t	14 1%	37 2%t	11 1%	5 5%Xv	29 2%	
	(3)	19 1%	9 2%Xg	1 1%	2 *	1 *	2 1%	2 1%g	- 1%	2 1%	2 1%	17 1%	3 1%	16 1%	- 1%	13 1%	19 1%	9 1%	2 2%	8 1%	
	(2)	16 1%nu	1 *	- *	1 *	5 1%	2 2%ac	4 1%	2 1%	2 1%	14 1%	7 1%	9 *	1 4%	4 2%tu	8 *	12 1%	5 *	3 3%Xvx	8 1%	
	(1)	16 1%n	6 1%	- 1%	2 1%	- 1%	3 1%	1 1%	2 1%	2 1%	15 1%	7 1%	9 *	- 3%	3 2%	8 *	13 1%	9 1%	- -	8 1%	
Completely unlikely	(0)	28 1%au	1 *	- 2%a	8 2%a	3 1%a	8 2%a	1 1%a	5 1%	2 1%	27 1%	4 1%	25 1%	- 1%	7 3%Xtu	17 1%	21 1%	8 1%	2 2%	19 1%	
NET: Promoters	(9-10)	1050 41%efpw	223 38%	96 60%Xacefj	204 42%ef	103 54%Xacefg	108 31%	40 34%	140 38%	137 45%ef	131 43%	919 41%	219 39%	830 42%	1 5%	42 20%	769 46%Xpu	1008 43%Xp	441 44%Xw	27 22%	582 41%w
NET: Passives	(7-8)	998 39%bt	241 41%b	49 30%	187 39%	66 34%	150 43%b	45 38%	147 40%b	113 38%	121 40%	877 39%	201 36%	788 40%	8 52%	90 43%	621 38%	907 39%	391 39%	56 46%	550 38%
NET: Detractors	(0-6)	508 20%bdtuv	127 21%bd	16 10%	92 19%bd	23 12%	87 25%Xbdj	32 28%Xbcdj	79 22%bd	52 17%b	53 17%	455 20%	141 25%Xn	360 18%	7 42%	76 37%Xtu	264 16%	432 18%t	166 17%	38 32%Xvx	304 21%v
Mean		7.82efmpw	7.73e	8.65Xacefj	7.84ef	8.35Xacefj	7.39	7.45	7.71	7.99ef	7.93	7.81	7.61	7.90Xm	6.23	6.77	8.07Xpu	7.92Xp	7.98Xw	7.03	7.78w
Standard deviation		1.97	1.87	1.55	1.98	1.85	2.15	2.12	1.98	1.89	1.80	1.99	2.09	1.92	1.96	2.30	1.88	1.91	1.89	2.09	1.99
Standard error		0.04	0.08	0.12	0.10	0.12	0.13	0.14	0.11	0.10	0.09	0.04	0.09	0.04	0.45	0.16	0.05	0.04	0.06	0.19	0.05

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

Prepared by Yonder



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 86  
**QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?**  
**Base: All Mobile respondents**

	Gender		Age					Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural					
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491	
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503	
Extremely likely	(10)	557 22%amqt	208 17%	345 26%Xa	49 18%	90 21%	85 21%	106 23%	95 24%	87 21%	464 22%	48 20%	21 16%	23 28%	117 18%	144 19%	133 25%mq	162 27%Xmq	261 19%	296 26%Xmq	206 25%Xt	326 20%	105 23%	308 23%	95 19%	443 22%	108 22%	
(9)	493	238	253	40	50	81	88	99	103	32	380	61	33	19	148	142	98	104	291	202	147	335	75	261	103	370	114	
(8)	605	305	298	66	129	104	80	85	95	46	492	62	35	16	165	172	128	140	337	268	191	382	96	329	128	494	103	
(7)	393	222	167	57	83	55	80	40	65	13	331	29	19	14	95	128	82	88	223	170	126	250	80	191	83	317	66	
(6)	198	100	97	22	37	33	44	24	26	11	167	23	6	6	53	68	41	35	121	76	60	126	36	106	37	156	38	
(5)	186	99	87	27	27	29	33	28	24	19	159	14	11	3	52	48	39	47	99	87	51	124	38	90	39	139	43	
(4)	45	21	23	8	6	9	7	8	7	1	38	-	6	1	14	12	9	10	25	20	14	25	12	16	9	30	14	
(3)	19	11	8	2	6	3	3	*	3	3	16	3	1	-	4	8	3	4	12	7	7	11	4	6	6	14	5	
(2)	16	5	11	1	2	2	4	2	4	-	14	2	-	-	6	3	2	5	9	7	7	9	2	9	2	10	5	
(1)	16	12	5	2	1	2	7	2	2	1	15	1	-	-	5	8	1	2	13	3	9	7	1	9	4	14	2	
Completely unlikely	(0)	28	15	13	2	5	8	3	7	4	24	3	1	-	11	7	3	7	18	10	7	20	8	10	6	24	4	
NET: Promoters	(9-10)	1050 41%acd	446 36%	598 46%Xa	89 32%	140 32%	166 40%cd	194 43%cd	194 50%Xcde	190 45%cd	844 40%	109 44%	54 42%	42 51%	266 40%	286 39%	232 43%	266 44%	552 39%	498 43%X	354 43%	661 41%	180 39%	569 43%	199 39%	813 40%	222 44%	
NET: Passives	(7-8)	998 39%bgy	527 43%Xb	465 36%	124 45%Xfgz	212 49%Xefghz	159 39%	160 35%	124 32%	160 38%	59 35%	824 39%	90 37%	54 42%	30 36%	260 39%	300 41%	210 39%	228 38%	559 40%	438 38%	317 39%	632 39%	176 39%	520 39%	211 41%	812 40%Xy	169 34%
NET: Detractors	(0-6)	508 20%	261 21%	245 19%	65 23%h	84 19%	86 21%	100 22%	70 18%	70 17%	34 20%	431 21%	46 19%	21 16%	145 22%	153 21%	99 18%	111 18%	298 21%	210 18%	154 19%	323 20%	102 22%	247 18%	103 20%	387 19%	111 22%	
Mean		7.82acmq	7.65	7.98Xa	7.55	7.73	7.76	7.77	8.02c	7.94c	8.05c	7.79	7.92	7.85	8.32Xi	7.69	7.74	7.97mq	7.94mq	7.72	7.96Xmq	7.90	7.81	7.70	7.93X	7.74	7.83	7.80
Standard deviation		1.97	1.96	1.96	1.91	1.87	2.07	2.04	2.01	1.90	1.81	1.99	1.94	1.86	1.52	2.05	1.95	1.82	2.00	2.00	1.92	2.00	1.94	2.07	1.89	1.96	1.96	2.02
Standard error		0.04	0.06	0.05	0.11	0.10	0.10	0.10	0.10	0.09	0.14	0.04	0.13	0.16	0.07	0.08	0.08	0.08	0.05	0.06	0.07	0.05	0.10	0.05	0.09	0.04	0.09	

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

Prepared by Yonder



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 87  
**QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?**  
 Base: All Broadband respondents

	Broadband								Broadband bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Other providers (g)	Yes (h)	No (i)	Fixed Broadband - NET: Not important (j)	Fixed Broadband - Very important (n)	Fixed Broadband - NET: Important (o)	Fixed Broadband - The service has become more important (p)	Fixed Broadband - The service has become less important (q)	Fixed Broadband - No different (r)	
Unweighted base	2274	438	141	155	438	298	536	268	1944	330	33	1844	2241	1218	42	1014	
Weighted base	2274	559	116	105	548	259	491	196	1919	355	35**	1832	2239	1221	36*	1017	
Extremely likely	(10)	378 17%f	81 14%	20 17%	22 21%f	103 19%f	51 20%f	64 13%	37 19%f	330 17%	48 13%	3 8%	338 18% <i>Xo</i>	375 17%	187 15%	5 14%	186 18%
	(9)	338 15%i	102 18% <i>Xd</i>	20 18%	13 13%	65 12%	36 14%	72 15%	28 14%	309 16% <i>Xi</i>	29 8%	9 26%	267 15%	328 15%	168 14%	5 15%	164 16%
	(8)	527 23% <i>g</i>	121 22%	31 27% <i>g</i>	23 22%	142 26% <i>g</i>	51 20%	126 26% <i>g</i>	33 17%	438 23%	89 25%	3 10%	428 23%	524 23%	297 24%	7 21%	222 22%
	(7)	384 17%	94 17%	17 15%	13 13%	96 18%	35 14%	94 19%	34 17%	322 17%	63 18%	5 15%	301 16%	379 17%	221 18%	10 28% <i>r</i>	153 15%
	(6)	218 10% <i>hn</i>	57 10%	9 8%	16 15% <i>Xfg</i>	63 11% <i>g</i>	23 9%	39 8%	12 6%	168 9%	50 14% <i>Xh</i>	6 16%	157 9%	212 9% <i>n</i>	120 10%	3 8%	95 9%
	(5)	211 9%	51 9%	11 10%	11 10%	45 8%	24 9%	46 9%	22 11%	177 9%	33 9%	5 15%	164 9%	206 9%	101 8%	2 5%	108 11%
	(4)	54 2%	14 3%	2 2%	2 2%	11 2%	9 3%	9 2%	6 3%	44 2%	9 3%	2 5%	43 2%	52 2%	29 2%	2 6%	23 2%
	(3)	52 2% <i>r</i>	11 2%	1 1%	2 2%	10 2%	5 2%	13 3%	8 4%	40 2%	11 3%	- 2%	40 2%	52 2%	38 3% <i>Xr</i>	- -	13 1%
	(2)	37 2% <i>dh</i>	8 1%	1 1%	1 1%	3 *	8 3% <i>Xd</i>	12 2% <i>d</i>	4 2%	24 1%	13 4% <i>Xh</i>	- -	30 2%	37 2%	21 2%	- -	15 2%
	(1)	32 1%	11 2%	-	-	3 1%	3 1%	9 2%	6 3% <i>Xbd</i>	27 1%	6 2%	1 3%	26 1%	32 1%	19 2%	1 2%	12 1%
Completely unlikely	(0)	44 2%	8 1%	2 2%	1 1%	6 1%	13 5% <i>Xadf</i>	6 1%	7 3%	40 2%	4 1%	1 2%	38 2%	43 2%	20 2%	1 2%	24 2%
NET: Promoters	(9-10)	715 31% <i>ip</i>	183 33%	40 35%	35 33%	169 31%	87 34%	136 28%	65 33%	639 33% <i>Xi</i>	77 22%	12 34%	605 33% <i>Xo</i>	703 31%	355 29%	10 29%	350 34% <i>Xp</i>
NET: Passives	(7-8)	912 40% <i>er</i>	215 38%	48 42%	37 35%	238 43% <i>eg</i>	87 33%	220 45% <i>Xeg</i>	67 34%	760 40%	152 43%	9 25%	729 40%	903 40%	518 42% <i>Xr</i>	17 48%	376 37%
NET: Detractors	(0-6)	647 28% <i>hn</i>	161 29%	27 24%	33 32%	141 26%	85 33%	135 27%	64 33%	521 27%	126 36% <i>Xh</i>	14 41%	498 27%	633 28% <i>n</i>	348 28%	8 23%	291 29%
Mean		7.28 <i>gi</i>	7.28	7.57 <i>eg</i>	7.47	7.51 <i>Xefg</i>	7.03	7.18	6.97	7.35 <i>Xi</i>	6.93	6.94	7.34 <i>Xo</i>	7.29	7.22	7.31	7.35
Standard deviation		2.27	2.24	2.07	2.07	2.00	2.23	2.68	2.27	2.25	2.31	2.30	2.27	2.25	2.11	2.30	
Standard error		0.05	0.11	0.17	0.17	0.10	0.16	0.10	0.05	0.12	0.40	0.05	0.05	0.06	0.33	0.07	

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

Prepared by Yonder



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 88  
**QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?**  
**Base: All Broadband respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential vulnerability (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Extremely likely (10)	378	174	202	12	58	64	61	65	72	45	308	32	20	18	88	92	91	107	179	198	130	239	58	216	72	295	81
	17%cq	15%	18%	8%	15%c	17%c	15%c	17%c	18%c	26%Xcd	17%h	14%	18%	24%	14%	14%	19%mq	20%Xmnq	14%	20%Xmnq	18%	16%	18%	15%	16%	16%	18%
(9)	338	195	143	17	49	39	59	59	80	35	269	41	19	9	98	92	70	77	190	147	109	216	47	183	73	261	74
	15%be	17%Xb	13%	11%	13%	10%	14%	16%	20%Xcde	20%ce	14%	18%	17%	12%	16%	14%	15%	14%	15%	15%	15%	15%	12%	15%	15%	15%	16%
(8)	527	261	263	41	80	78	83	91	109	46	436	53	24	14	140	158	105	125	297	230	157	343	82	310	88	426	94
	23%w	23%	23%	26%	21%	21%	20%	24%	27%	26%	23%	24%	22%	19%	23%	24%	22%	23%	23%	23%	22%	22%	22%	25%Xw	18%	24%	21%
(7)	384	185	198	30	68	91	81	45	55	14	320	32	20	13	96	138	73	78	234	151	129	244	73	204	79	301	75
	17%gqr	16%	18%	19%gz	18%gz	25%Xghz	20%ghz	12%	14%	8%	17%	14%	18%	17%	16%	21%Xmopr	15%	15%	18%mr	15%	18%	17%	20%	17%	17%	17%	17%
(6)	218	109	108	20	51	39	34	38	22	14	172	30	9	7	61	58	51	48	119	99	56	152	38	99	62	174	43
	10%hv	10%	10%	13%h	14%Xfh	10%h	8%	10%h	5%	8%	9%	13%	8%	9%	10%	9%	11%	9%	9%	10%	8%	10%	10%	8%	13%Xv	10%	9%
(5)	211	107	102	15	28	29	52	37	38	12	177	19	11	3	52	61	40	58	113	98	61	137	38	101	55	169	36
	9%	9%	9%	9%	7%	8%	13%Xde	10%	9%	7%	9%	8%	10%	5%	8%	9%	8%	11%	9%	10%	9%	9%	9%	8%	12%	9%	8%
(4)	54	28	25	3	17	10	8	4	9	3	41	5	3	5	27	7	9	11	34	20	23	29	9	30	9	43	11
	2%n	2%	2%	2%	5%Xg	3%	2%	1%	2%	2%	2%	2%	3%	5%Xj	4%Xnopqr	1%	2%	2%	3%n	2%	3%	2%	3%	2%	2%	2%	2%
(3)	52	20	31	7	13	7	6	12	7	-	40	4	3	5	16	13	7	16	29	23	20	28	7	25	14	42	8
	2%	2%	3%	5%fz	3%z	2%	1%	3%z	2%	-	2%	2%	2%	7%Xij	3%	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	2%	2%
(2)	37	23	13	5	5	7	7	6	3	3	33	2	1	-	9	10	11	7	19	18	10	25	8	18	10	31	6
	2%	2%	1%	3%h	1%	2%	2%	2%	1%	1%	2%	1%	1%	-	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%
(1)	32	18	14	4	3	2	10	8	4	1	28	2	2	-	13	8	8	3	21	11	12	19	8	16	6	21	11
	1%	2%	1%	3%	1%	1%	2%	2%	1%	1%	2%	1%	2%	-	2%p	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%
Completely unlikely (0)	44	19	25	2	6	6	7	12	10	2	39	3	1	1	14	17	7	7	31	14	11	30	6	23	8	31	13
	2%	2%	2%	1%	2%	2%	2%	3%	2%	1%	2%	2%	1%	1%	2%	3%	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	3%
NET: Promoters (9-10)	715	369	344	29	107	103	120	124	152	80	578	73	39	26	186	184	161	184	370	346	238	455	105	399	145	556	154
	31%cq	32%	31%	19%	28%c	28%	29%c	33%c	37%Xcdef	46%Xcdefg	31%	32%	34%	35%	30%	28%	34%	34%mq	29%	34%Xnq	33%	31%	30%	33%	30%	31%	34%
NET: Passives (7-8)	912	447	461	71	148	169	163	136	164	60	755	86	44	27	235	296	178	203	531	381	285	588	155	513	167	726	169
	40%w	39%	41%	46%z	39%	46%gz	40%	36%	40%	34%	41%	38%	39%	36%	38%	45%Xmopr	38%	42%em	38%	40%	40%	42%	42%w	35%	41%	38%	
NET: Detractors (0-6)	647	325	318	56	123	100	124	117	92	35	529	67	30	21	192	173	133	149	365	282	192	419	113	313	165	510	127
	28%hqv	28%	28%	36%hz	33%hz	27%	31%hz	31%hz	23%	20%	28%	30%	27%	29%	31%q	27%	28%	28%	29%	28%	27%	29%	30%	26%	35%Xv	28%	28%
Mean	7.28cmq	7.29	7.28	6.76	7.15	7.28c	7.13	7.18	7.56Xcdfg	7.96Xcdefg	7.26	7.36	7.41	7.38	7.11	7.23	7.38	7.45mq	7.17	7.42Xmq	7.33	7.29	7.15	7.39Xw	7.10	7.30	7.26
Standard deviation	2.27	2.25	2.29	2.27	2.22	2.13	2.30	2.49	2.21	2.07	2.29	2.12	2.16	2.32	2.38	2.23	2.28	2.17	2.30	2.22	2.28	2.25	2.28	2.24	2.29	2.23	2.44

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

Prepared by Yonder



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 88  
**QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?**  
**Base: All Broadband respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
Standard error	0.05	0.07	0.07	0.17	0.12	0.11	0.12	0.13	0.11	0.16	0.05	0.14	0.20	0.29	0.09	0.10	0.11	0.09	0.07	0.07	0.08	0.06	0.12	0.06	0.10	0.05	0.12

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 89.  
**QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?**  
 Base: All TV respondents

	Pay TV						Pay TV bundle		Importance of service			Impact of COVID-19 on importance of service			
	Total (X)	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	Pay TV - NET: Not important (h)	Pay TV - Very important (l)	Pay TV - NET: Important (m)	Pay TV - The service has become more important (n)	Pay TV - The service has become less important (o)	Pay TV - No different (p)	
Unweighted base	1300	111	626	123	341	99	897	403	178	565	1122	449	74	777	
Weighted base	1300	124	706	100	274	96*	888	412	184	546	1116	456	70*	775	
Extremely likely	(10)	205 16%ah	11 9%	115 18%	18 18%a	34 12%	27 28%Xabd	145 16%	60 15%	9 5%	151 28%Xhm	196 18%Xh	84 18%	6 9%	115 15%
(9)	227 17%h	19 15%	131 18%	14 14%	47 17%	17 18%	160 18%	67 16%	19 10%	112 20%Xh	208 19%Xh	81 18%	10 14%	137 18%	
(8)	308 24%h	20 16%	172 24%	22 22%	66 24%	28 29%	207 23%	101 25%	29 16%	124 23%	280 25%Xh	114 25%	14 21%	180 23%	
(7)	212 16%bl	32 26%Xbe	98 14%	22 22%be	50 18%	9 9%	151 17%	61 15%	31 17%	74 14%	181 16%l	71 15%	9 13%	132 17%	
(6)	121 9%fl	14 11%	66 9%	5 5%	27 10%	10 10%	71 8%	50 12%Xf	19 10%	34 6%	103 9%l	42 9%	6 9%	73 9%	
(5)	112 9%elmn	14 11%e	59 8%	8 8%	30 11%e	2 2%	76 9%	36 9%	36 20%Xlm	28 5%	76 7%l	28 6%	8 11%	77 10%Xn	
(4)	38 3%lmp	4 3%	27 4%	1 1%	6 2%	1 1%	30 3%	8 2%	12 7%Xlm	2 *	26 2%l	18 4%p	6 9%Xp	14 2%	
(3)	19 1%l	1 1%	13 2%	1 1%	3 1%	1 1%	10 1%	9 2%	5 3%l	3 1%	14 1%l	6 1%	1 1%	12 2%	
(2)	15 1%rn	3 2%	8 1%	1 1%	3 1%	1 1%	9 1%	7 2%	7 4%Xlm	6 1%	8 1%	3 1%	1 1%	11 1%	
(1)	6 *m	1 1%	3 *	- -	2 1%	- -	3 3%	3 1%	4 2%Xlm	2 *	2 *	2 *	2 3%Xnp	3 *	
Completely unlikely	(0)	35 3%rn	6 4%	15 2%	7 7%Xbd	5 2%	26 3%	9 2%	12 7%Xlm	10 2%	23 2%	7 2%	6 9%Xnp	21 3%	
NET: Promoters	(9-10)	432 33%ah	30 24%	246 35%a	31 31%	81 30%	44 46%Xad	305 34%	128 31%	28 15%	262 48%Xhm	404 36%Xh	165 36%	16 23%	252 32%
NET: Passives	(7-8)	520 40%l	52 42%	270 38%	45 45%	116 42%	37 38%	358 40%	162 39%	60 32%	198 36%	460 41%Xl	185 40%	24 34%	312 40%
NET: Detractors	(0-6)	348 27%elm	42 34%e	190 27%	24 24%	77 28%e	15 16%	226 25%	122 30%	96 52%Xlm	85 16%	251 23%l	107 23%	30 43%Xnp	211 27%
Mean		7.37aho	6.80	7.43a	7.18	7.28	8.15Xabcd	7.41	7.29	5.90	8.06Xhm	7.61Xh	7.60Xo	6.29	7.34o
Standard deviation		2.22	2.35	2.19	2.62	2.11	1.92	2.23	2.20	2.63	2.03	2.05	2.07	2.89	2.21
Standard error		0.06	0.22	0.09	0.24	0.11	0.19	0.07	0.11	0.20	0.09	0.06	0.10	0.34	0.08

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

Prepared by Yonder



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 90.  
Q4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?  
Base: All TV respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1300	670	629	89	194	229	230	221	238	99	1079	114	67	40	412	313	254	321	725	575	409	838	210	697	288	1054	228	
Weighted base	1300	668	631	77*	219	220	246	205	231	101*	1074	117*	63*	46*	350	385	284	281	735	565	395	858	192	709	288	1049	236	
Extremely likely	(10)	205 16%aq	85 13%	120 19%Xa	11 15%	35 16%	29 13%	33 16%	38 16%	26 25%Xef	170 16%	17 14%	8 13%	10 22%	47 13%	49 13%	51 18%	59 21%Xmnq	95 13%	110 19%Xmnq	61 16%	138 16%	33 17%	105 15%	37 13%	174 17%	30 13%	
(9)	227	125 17%	102 19%	11 16%	36 16%	45 16%	32 18%	46 16%	23 20%	177 22%	27 16%	16 23%	7 26%	60 17%	63 16%	59 21%	45 18%	124 17%	104 18%	66 17%	153 18%	28 15%	134 19%	50 17%	184 18%	42 16%		
(8)	308	166 24%	142 22%	21 28%	50 23%	46 21%	59 24%	45 22%	65 28%	22 22%	257 24%	24 21%	16 26%	11 24%	94 27%	86 22%	71 25%	57 20%	180 25%	128 23%	101 25%	198 23%	43 22%	176 25%	70 24%	243 23%	61 26%	
(7)	212	117 16%or	94 18%	12 15%	40 18%	45 20%	37 15%	35 17%	32 14%	11 11%	177 16%	20 17%	9 14%	6 14%	60 17%o	77 20%or	28 10%	47 17%or	137 19%Xor	75 13%o	67 17%	133 16%	33 17%	122 17%	42 15%	169 16%	39 16%	
(6)	121	69 9%dp	52 10%	12 15%d	12 5%	20 9%	29 12%d	21 10%	21 9%	7 7%	98 9%	14 12%	5 7%	4 9%	37 11%p	39 10%	28 10%	17 6%	76 10%	46 8%	37 9%	81 9%	18 10%	56 8%	37 13%Xv	91 9%	28 12%	
(5)	112	56 9%	56 9%	3 4%	25 12%	19 9%	27 11%	17 8%	14 6%	7 7%	96 9%	9 8%	4 6%	3 7%	24 7%	32 8%	23 8%	33 12%Xmq	56 8%	57 10%	31 8%	75 9%	22 11%	59 8%	25 9%	92 9%	19 8%	
(4)	38	11 3%afhrs	27 4%Xa	3 4%f	7 3%	19 8%Xdfhz	1 1%	7 3%f	2 1%	-	33 3%	3 2%	1 2%	1 1%	8 2%	21 5%Xor	3 1%	7 2%	28 4%mr	10 2%	3 1%	34 4%Xs	4 2%	24 3%	11 4%	31 3%	6 3%	
(3)	19	12 1%	8 1%	2 3%	4 2%	4 2%	1 *	3 1%	4 2%	2 2%	19 2%	-	1 1%	-	4 1%	3 1%	8 3%	4 1%	7 1%	12 2%	9 2%	10 1%	2 1%	11 2%	4 1%	16 2%	3 1%	
(2)	15	8 1%	8 1%	1 1%	4 2%	* 2%	5 2%	2 1%	3 1%	-	11 1%	2 1%	2 3%	1 1%	6 2%q	1 *	2 1%	6 2%	8 1%	8 1%	7 2%	8 1%	3 1%	5 1%	5 2%	12 1%	3 1%	
(1)	6	3 *	4 1%	-	-	-	3 1%	1 1%	2 1%	-	6 1%	1 *	-	-	1 1%	3 1%	1 *	2 1%	4 1%	2 *	2 1%	4 *	-	4 1%	-	6 1%	1 *	
Completely unlikely	(0)	35 3%	16 2%	19 3%	1 1%	7 3%	3 2%	6 2%	9 4%	5 2%	4 4%	31 3%	1 1%	2 1%	9 2%	12 3%	9 3%	5 2%	21 3%	14 3%	10 2%	23 3%	7 4%	13 2%	7 2%	30 3%	5 2%	
NET: Promoters	(9-10)	432 33%aq	209 31%	222 35%	23 29%	70 32%	64 29%	78 32%	65 32%	84 36%	347 48%Xcdefg	43 37%	25 39%	17 38%	107 31%	112 29%	109 39%lmnq	104 37%q	219 30%	213 38%Xmnq	128 32%	291 34%	61 32%	239 34%	87 30%	358 34%	72 30%	
NET: Passives	(7-8)	520 40%r	284 42%	236 37%	33 43%	90 41%	91 41%	96 39%	80 39%	97 42%	33 33%	433 40%	44 38%	25 40%	154 44%Xor	163 42%	99 35%	104 37%	317 43%Xor	203 36%	168 43%	331 39%	76 39%	298 42%	112 39%	412 39%	100 42%	
NET: Detractors	(0-6)	348 27%	175 26%	173 27%	21 28%	59 27%	65 30%	72 29%	60 29%	51 22%	20 20%	294 27%	29 25%	13 21%	89 25%	110 29%	75 26%	73 26%	199 27%	148 26%	99 25%	235 27%	56 29%	172 24%	89 31%	279 27%	64 27%	
Mean		7.37	7.36	7.38	7.44	7.26	7.22	7.31	7.20	7.59	7.89Xdefg	7.32	7.59	7.64	7.54	7.38	7.19	7.51	7.47	7.28	7.49	7.40	7.37	7.28	7.46	7.24	7.38	7.36
Standard deviation		2.22	2.12	2.33	1.96	2.32	2.08	2.20	2.41	2.16	2.25	2.26	1.89	2.03	2.13	2.23	2.29	2.26	2.18	2.27	2.20	2.23	2.30	2.09	2.19	2.27	2.07	
Standard error		0.06	0.08	0.09	0.21	0.17	0.14	0.14	0.16	0.14	0.23	0.07	0.18	0.25	0.38	0.11	0.13	0.14	0.13	0.08	0.09	0.11	0.08	0.16	0.08	0.13	0.07	0.14

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base

Prepared by Yonder



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 91

**QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree.**

**Summary****Base: All respondents**

	Statements		
	I try to keep up with technology	My friends tend to come to me if they have questions about technology	I'm as knowledgeable about these technologies as the next person
Unweighted base	2681	2681	2681
Weighted base	2681	2681	2681
Agree strongly	515 19%	262 10%	436 16%
Agree Slightly	1143 43%	603 22%	980 37%
Neither agree nor disagree	541 20%	677 25%	703 26%
Disagree slightly	333 12%	537 20%	384 14%
Disagree strongly	149 6%	601 22%	179 7%
NET: Agree	1658 62%	865 32%	1416 53%
NET: Disagree	482 18%	1138 42%	563 21%
Mean	0.58	-0.23	0.41
Standard deviation	1.10	1.29	1.12
Standard error	0.02	0.02	0.02



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 92  
**QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.**  
**For each statement please indicate how much you agree or disagree.**  
**I try to keep up with technology**  
**Base: All respondents**

	Gender			Age							Nation					Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512	
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523	
Agree strongly	515 19%bghzv	321 25%Xb	192 14%	86 30%Xefghz	126 27%Xefghz	87 20%ghz	90 19%hz	58 14%	53 12%	15 8%	420 19%	46 18%	31 23%	19 22%	162 23%Xnpqr	139 18%	106 19%	108 17%	301 20%	214 18%	153 18%	338 20%	96 20%	242 17%	129 24%Xv	422 20%	86 16%	
Agree Slightly	1143 43%g	532 41%	602 44%	122 42%	193 42%	211 49%Xfg	194 42%	142 35%	193 44%g	87 48%g	945 43%	105 42%	55 40%	38 45%	304 43%	333 43%	231 41%	274 43%	637 43%	505 42%	364 42%	725 43%	200 41%	574 41%	253 47%Xv	891 42%	227 43%	
Neither agree nor disagree	541 20%mw	272 21%	268 20%	50 17%	90 19%	70 16%	105 22%	98 24%ce	94 21%	34 19%	446 20%	50 20%	32 24%	12 15%	122 17%	160 21%	127 23%am	132 21%	283 19%	258 22%m	176 21%	338 20%	108 22%w	293 21%w	88 16%	432 20%	104 20%	
Disagree slightly	333 12%a	123 9%	209 15%xa	26 9%	42 9%	49 11%	57 12%	55 13%	76 17%xcde	28 15%cd	284 13%	28 11%	14 10%	7 8%	78 11%	113 15%	70 12%	73 11%	191 13%lm	142 12%	115 13%	212 13%	47 10%	203 15%Xuw	54 10%	257 12%	72 14%	
Disagree strongly	149 6%acdenqw4	57 4%	92 7%xa	6 2%	9 2%	10 2%	22 5%	57 14%xcdefh	28 6%cde	18 10%xcdef	118 5%	21 8%k	3 2%	8 9%k	39 6%	29 4%	29 5%	52 8%Xnq	68 5%	81 7%Xnq	52 6%	83 5%	35 7%w	84 6%w	12 2%	115 5%	34 7%	
NET: Agree	1658 62%bghz	853 65%xb	794 58%	209 72%Xfghz	320 69%Xfghz	298 70%Xfghz	284 61%g	200 49%	246 56%	102 56%	1365 62%	151 60%	86 64%	56 68%	467 66%Xopqr	472 61%	337 60%	383 60%	939 63%	719 60%	517 60%	1063 63%	297 61%	816 58%	383 71%Xuv	1313 62%	313 60%	
NET: Disagree	482 18%acde	179 14%	301 22%xa	31 11%	52 11%	59 14%	78 17%cd	112 27%xcdef	103 23%xcdef	47 26%xcdef	402 18%	49 19%	17 13%	15 18%	117 17%	141 18%	98 18%	125 20%	259 17%	224 19%	166 19%	295 17%	82 17%	287 21%Xw	66 12%	372 18%	106 20%	
Mean	0.58bghz rv	0.72xb	0.43	0.89Xfghz	0.83Xfghz	0.74Xghz	0.59ghz	0.22	0.38	0.28	0.57	0.51	0.72	0.63	0.67Xpr	0.57	0.56	0.49	0.62p	0.52	0.53	0.60	0.57	0.49	0.81Xuv	0.59	0.49	
Standard deviation	1.10	1.07	1.11	0.99	1.00	0.99	1.07	1.25	1.09	1.13	1.10	1.16	1.00	1.11	1.06	1.09	1.14	1.08	1.12	1.11	1.09	1.13	1.12	0.99	1.10	1.12		
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.06	0.05	0.08	0.02	0.07	0.09	0.14	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.02	0.05	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 93  
**QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.**  
**For each statement please indicate how much you agree or disagree.**  
**My friends tend to come to me if they have questions about technology**  
**Base: All respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential by vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Agree strongly	262	178	84	46	74	49	51	26	15	3	214	22	19	7	77	74	57	54	151	111	79	170	62	112	56	213	48
	10%bghzv	14%Xb	6%	16%Xghz	16%Xfghz	11%ghz	11%ghz	6%z	3%	2%	10%	9%	14%	9%	11%	10%	10%	8%	10%	9%	9%	10%	13%Xv	8%	10%	10%	9%
Agree Slightly	603	357	244	88	138	111	114	69	63	20	503	58	27	15	168	176	119	139	345	258	167	404	122	291	145	475	114
	22%bghzsv	27%Xb	18%	30%Xghz	30%Xghz	26%ghz	24%ghz	17%	14%	11%	23%	23%	20%	18%	24%	23%	21%	22%	23%	22%	19%	24%sv	25%	21%	27%Xv	22%	114
Neither agree nor disagree	677	352	321	75	131	120	128	101	82	41	554	65	37	22	176	188	148	165	364	314	223	412	125	343	138	537	127
	25%gh	27%	24%	26%h	28%h	28%h	27%h	25%	19%	22%	25%	26%	27%	25%	24%	26%	26%	25%	25%	26%	26%	24%	26%	25%	26%	25%	127
Disagree slightly	537	195	335	61	78	89	89	76	108	36	449	42	28	17	133	168	119	116	302	236	158	365	83	306	99	419	110
	20%a	15%	25%xa	21%	17%	21%	19%	19%	24%Xd	20%	17%	21%	21%	19%	22%	21%	18%	20%	20%	20%	18%	22%X	17%	22%Xu	18%	20%	21%
Disagree strongly	601	222	379	20	41	58	85	138	175	83	492	63	25	21	151	168	118	164	319	282	232	345	95	345	100	473	125
	22%acdfeftw	17%	28%xa	7%	9%	14%cd	18%cd	34%Xcdef	39%Xcdef	46%Xcdefg	22%	25%	18%	26%	21%	22%	21%	26%X	22%	23%	27%Xt	20%	20%	25%Xuw	19%	22%	24%
NET: Agree	865	535	329	133	212	160	165	94	78	23	718	80	45	22	245	250	176	193	496	370	246	574	184	403	201	688	162
	32%bghzsv	41%Xb	24%	46%Xefghz	46%Xefghz	37%Xghz	35%ghz	23%z	18%	12%	32%	32%	34%	27%	35%	32%	31%	30%	33%	31%	29%	34%sv	38%Xv	29%	37%Xv	32%	162
NET: Disagree	1138	417	714	82	118	148	174	214	283	119	941	105	53	39	285	336	237	281	620	518	391	710	178	651	199	892	235
	42%acdfeftw	32%	52%xa	28%	26%	35%cd	37%cd	52%Xcdef	64%Xcdefg	65%Xcdefg	43%	42%	39%	46%	40%	43%	42%	44%	42%	43%	45%	42%	37%	47%Xuw	37%	42%	45%
Mean	-0.23bghzsv	0.06Xb	-0.50	0.27Xefghz	0.28Xefghz	0.01Xghz	-0.09Xghz	-0.57hz	-0.82	-0.97	-0.23	-0.26	-0.10	-0.36	-0.16p	-0.23	-0.22	-0.31	-0.20	-0.27	-0.35	-0.18Xs	-0.06Xv	-0.34	-0.08Xv	-0.22	-0.29
Standard deviation	1.29	1.28	1.24	1.16	1.18	1.22	1.26	1.28	1.19	1.13	1.29	1.31	1.30	1.29	1.30	1.28	1.28	1.29	1.29	1.29	1.31	1.28	1.31	1.27	1.27	1.29	1.29
Standard error	0.02	0.04	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.03	0.08	0.11	0.15	0.05	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.06

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 94  
**QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.**  
**For each statement please indicate how much you agree or disagree.**  
**I'm as knowledgeable about these technologies as the next person**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Agree strongly	436	290	144	66	91	78	79	63	46	13	355	38	28	15	136	115	96	88	251	185	120	294	74	204	115	353	77
	16%bhzsv	22%Xb	11%	23%Xghz	20%hz	18%hz	17%hz	15%z	10%	7%	16%	15%	21%	18%	19%Xnpqr	15%	17%	14%	17%	15%	14%	17%	15%	15%	21%Xuv	17%	15%
Agree Slightly	980	473	498	111	202	169	188	127	132	51	814	96	47	23	277	276	197	230	553	427	296	640	186	501	201	777	183
	37%ghz	36%	37%	38%ghz	44%Xghz	40%ghz	40%ghz	31%	30%	28%	37%	38%	35%	27%	39%	36%	35%	36%	37%	36%	34%	38%	38%	36%	37%	37%	35%
Neither agree nor disagree	703	341	360	77	123	100	115	111	122	57	576	63	42	22	150	217	158	178	367	336	251	419	133	388	117	543	154
	26%mtw	26%	26%	26%	27%	23%	25%	27%	27%	31%	26%	25%	31%	26%	21%	28%mq	28%m	28%m	25%cm	28%cm	29%xt	25%	27%	28%w	22%	26%	29%
Disagree slightly	384	139	243	33	33	63	64	55	98	38	333	24	15	12	91	124	80	89	215	169	120	250	54	210	77	302	76
	14%ad	11%	18%Xa	12%	7%	15%d	14%d	13%d	22%Xcdefg	21%Xcdfg	15%Xj	9%	11%	15%	13%	16%	14%	14%	15%	14%	14%	15%	11%	15%	14%	14%	14%
Disagree strongly	179	61	118	3	13	18	22	55	46	23	135	30	4	11	52	42	31	54	94	85	72	93	39	94	26	143	34
	7%acdeit	5%	9%Xa	1%	3%	4%c	5%c	13%Xcdef	10%Xcdef	13%Xcdef	6%	12%Xik	3%	13%Xik	7%	5%	6%	8%	6%	7%	8%Xt	5%	8%	7%	5%	7%	
NET: Agree	1416	763	642	177	293	247	267	189	178	65	1169	134	75	38	413	391	293	318	804	612	416	934	260	705	317	1129	260
	53%bghzsv	59%Xb	47%	61%Xghz	64%Xghz	58%Xghz	57%ghz	46%z	40%	35%	53%	54%	55%	46%	59%Xnopqr	51%	52%	50%	54%n	51%	48%	55%xs	54%	50%	59%Xv	53%	50%
NET: Disagree	563	200	361	37	45	80	86	110	144	61	468	53	18	23	143	166	111	143	309	254	192	343	94	304	103	445	110
	21%acdk	15%	27%Xa	13%	10%	19%cd	18%cd	27%Xcdef	33%Xcdef	34%Xcdef	21%k	21%	14%	28%k	20%	21%	20%	22%	21%	21%	22%	20%	19%	22%	19%	21%	21%
Mean	0.41bghzsv	0.61Xb	0.22	0.70Xighz	0.71Xelfghz	0.53Xghz	0.51ghz	0.21z	0.07	-0.04	0.42	0.36	0.60l	0.24	0.50Xpqr	0.38	0.44	0.33	0.44	0.38	0.32	0.47Xs	0.41	0.36	0.56Xv	0.42	0.37
Standard deviation	1.12	1.09	1.12	0.98	0.95	1.08	1.07	1.24	1.16	1.14	1.11	1.20	1.02	1.28	1.16	1.09	1.10	1.13	1.12	1.12	1.13	1.10	1.12	1.11	1.12	1.13	1.10
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.05	0.08	0.02	0.08	0.09	0.15	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 95  
QC2. Which, if any, of these do you use the internet for?  
Base: All respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Online shopping (purchasing goods / services / tickets etc.) or online trading / auctions (e.g. eBay)	2535	1216	1305	261	437	402	450	394	421	170	2097	234	128	77	679	742	522	593	1420	1115	828	1593	448	1328	514	1992	502
	95%acpru	93%	96%a	90%	95%c	94%	96%c	96%c	95%c	93%	95%	93%	95%	92%	96%Xopr	96%opr	93%	93%	96%Xopr	93%	96%Xt	94%	92%	95%u	96%u	94%	96%
Online banking	2407	1180	1213	262	437	383	425	373	374	152	1985	227	119	76	653	700	501	552	1354	1053	767	1526	428	1244	507	1910	456
	90%hzpr	90%	89%	90%hz	95%Xcofzhz	90%hz	91%hz	91%hz	84%	83%	90%	91%	88%	91%	93%Xopr	90%p	89%	86%	91%Xopr	88%	89%	90%	88%	89%	94%Xuv	90%	87%
Finding / downloading information for work / business / school / college / university	1546	774	760	227	296	296	313	201	145	67	1302	125	72	47	454	521	315	255	976	570	462	1011	269	743	393	1210	301
	58%ghzjpr	59%	56%	78%Xdefghz	64%Xghz	69%Xghz	67%Xghz	49%hz	33%	37%	59%Xj	50%	53%	56%	64%Xopr	67%Xopr	56%pr	40%	66%Xopr	47%p	54%	60%Xs	55%	53%	73%Xuv	57%	57%
Accessing news	2265	1109	1143	240	371	361	419	357	370	148	1869	209	113	74	621	666	462	516	1287	978	714	1450	382	1168	497	1791	438
	85%dpur	85%	84%	83%	81%	84%	90%Xodehzb7%cd	83%	81%	84%	83%	84%	89%	89%	88%Xopr	86%pr	82%	81%	87%Xopr	81%	83%	85%	78%	84%u	93%Xuv	85%	84%
Using social networking (such as Facebook, Twitter, Instagram, Snapchat, LinkedIn)	2053	939	1100	255	385	359	387	276	289	101	1705	172	110	66	511	609	442	491	1120	933	663	1296	376	1052	428	1627	392
	77%aghzjm72%	72%	81%a	88%Xghz	84%Xghz	84%Xghz	83%Xghz	67%z	65%z	55%	77%j	69%	81%j	79%	72%	79%mq	79%z	77%	76%z	78%z	77%	76%	77%	75%	80%	77%	75%
None of these	13	10	3	1	6	3	1	-	2	-	8	3	1	-	1	2	4	6	3	10	4	7	2	10	1	10	3
	q	1%	*	*	1%Xg	1%	*	-	1%	-	*	1%	1%	-	*	*	1%	1%mq	*	1%Xq	*	*	*	1%	*	*	*

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 96

**QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods.**

**For each statement please indicate how much you agree or disagree**

**Summary**

**Base: All respondents**

	Statements	
	Finding a cheaper deal is a priority for me	I look out for and use discount codes or discount vouchers whenever I can
Unweighted base	2681	2681
Weighted base	2681	2681
Agree strongly	808 30%	869 32%
Agree Slightly	1046 39%	927 35%
Neither agree nor disagree	585 22%	459 17%
Disagree slightly	192 7%	281 10%
Disagree strongly	50 2%	146 5%
NET: Agree	1854 69%	1796 67%
NET: Disagree	242 9%	427 16%
Mean	0.88	0.78
Standard deviation	0.98	1.16
Standard error	0.02	0.02

## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 97  
**QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods.**  
**For each statement please indicate how much you agree or disagree**  
**Finding a cheaper deal is a priority for me**  
**Base: All respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential ly vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Agree strongly	808 30% q	360 ag 28% m	446 33% Xa	129 44% Xfghz	189 41% Xfghz	157 37% Xghz	139 30% ghz	95 23% z	75 17%	24 13%	689 31% Xj	48 19%	39 29% j	32 38% j	173 25%	238 31% mq	187 33% mq	210 33% mq	411 28% m	397 33% Xmq	270 31%	504 30%	190 39% Xvw	421 30% w	130 24%	667 32% Xy	130 25%
Agree Slightly	1046 39% pr	528 40%	508 37%	117 40%	176 38%	183 43%	186 40%	150 37%	167 38%	66 36%	854 39%	108 43%	53 39%	32 38%	274 39%	338 44% Xopr	209 37%	226 35%	611 41% Xmpr	435 36%	340 40%	666 39%	175 36%	551 39%	222 41%	816 39%	209 40%
Neither agree nor disagree	585 22% bc	313 24% Xb	270 20%	38 13%	74 16%	68 16%	114 24% cde	95 23% cde	140 32% Xcdefg	56 31% Xcde	480 22%	63 25%	29 22%	13 16%	171 24% nq	136 18%	130 23% n	148 23% n	307 21% n	278 23% n	180 21%	368 22%	90 18%	296 21%	125 23%	437 21%	141 27% Xx
Disagree slightly	192 7% acde	78 6% ior	113 8% a	5 2%	13 3%	17 4%	26 6% c	56 14% Xcdef	48 11% Xcdef	28 15% Xcdef	146 7%	26 11%	13 10%	6 7%	71 10% Xopqr	53 7%	28 5%	40 6%	124 8% Xor	68 6%	51 6%	132 8%	26 5%	106 8%	46 9%	155 7%	34 7%
Disagree strongly	50 2% ef	25 2%	25 2%	2 1%	9 2%	2 *	2 1%	13 3% cef	13 3% cef	8 5% Xcef	44 2%	6 2%	- 1%	1 1%	17 2%	9 1%	7 1%	16 3%	26 2%	23 2%	20 2%	27 2%	6 1%	24 2%	14 3%	42 2%	8 1%
NET: Agree	1854 69% ghzjmy	887 68% m	955 70%	246 85% Xfghz	365 79% Xfghz	340 79% Xfghz	325 70% ghz	245 60% z	242 55%	91 50%	1542 70% j	155 62%	92 68%	64 77% j	447 63%	576 74% Xmpqr	396 71% m	435 68%	1022 69% m	831 69% m	609 71%	1170 69%	365 75% Xvw	972 70%	353 66%	1484 70% y	339 65%
NET: Disagree	242 9% cdel	103 8%	138 10%	6 2%	22 5%	19 5%	28 6% c	69 17% Xcdef	61 14% Xcdef	36 20% Xcdef	190 9%	32 13%	13 10%	6 8%	88 12% Xnopqr	62 8%	35 6%	56 9%	150 10% nor	92 8%	71 8%	158 9%	32 7%	129 9%	60 11% u	197 9%	42 8%
Mean	0.88 ghzjm w	0.86	0.91	1.26 Xefgh z	1.13 Xfghz	1.11 Xfghz	0.93 ghz	0.63 z	0.55	0.38	0.90 j	0.66	0.88	1.07	0.73	0.96 Xmq	0.96 mq	0.90 m	0.85 m	0.93 m	0.92	0.88	1.06 Xvw	0.89 w	0.76	0.90	0.80
Standard deviation	0.98	0.95	1.01	0.79	0.92	0.85	0.90	1.08	0.99	1.04	0.98	0.98	0.95	0.94	1.02	0.93	0.94	1.01	0.98	0.98	0.98	0.98	0.94	0.98	1.00	0.99	0.94
Standard error	0.02	0.03	0.03	0.04	0.05	0.04	0.04	0.05	0.05	0.08	0.02	0.06	0.08	0.11	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.03	0.04	0.02	0.04

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 98  
**QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods.**  
**For each statement please indicate how much you agree or disagree**  
**I look out for and use discount codes or discount vouchers whenever I can**  
**Base: All respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Agree strongly	869 32%aghzy	329 25%	535 39%xa	141 49%xfghz	225 49%xfghz	167 39%xghz	152 35%ghz	81 20%	152 18%	23 13%	732 33%	65 26%	45 33%	26 31%	209 30%	270 35%	197 35%	193 30%	479 32%am	390 32%	282 33%	549 32%	177 36%	436 31%	169 31%	707 33%y	146 28%
Agree Slightly	927 35%	464 36%	456 33%	94 32%	145 31%	152 36%	173 37%	144 35%	147 33%	73 40%	759 34%	90 36%	50 37%	29 35%	245 35%	272 35%	188 33%	222 35%	517 35%	410 34%	292 34%	594 35%	164 34%	482 35%	202 38%	725 34%	188 36%
Neither agree nor disagree	459 17%bdw	272 21%xb	186 14%	38 13%	56 12%	71 17%	67 14%	85 21%cdf	106 24%xcdef	34 19%gd	377 17%	44 18%	26 19%	12 14%	122 17%	120 16%	100 18%	117 18%	242 16%	217 18%	145 17%	283 17%	71 15%	256 18%w	75 14%	349 16%	104 20%
Disagree slightly	281 10%bcde	156 12%xb	125 9%	15 5%	24 5%	22 5%	54 12%cde	60 15%xcde	75 17%xcdef	31 17%xcde	236 11%	28 11%	12 9%	4 5%	75 11%	85 11%	53 9%	68 11%	160 11%	121 10%	91 11%	178 11%	50 10%	141 10%	62 11%	216 10%	61 12%
Disagree strongly	146 5%cdin	84 6%	61 4%	2 1%	11 2%	15 4%c	20 4%c	40 10%xcdef	36 8%xcdef	21 12%xcdef	108 5%	22 9%xik	3 2%	12 14%xik	55 8%xnopr	27 3%	24 4%	40 6%n	82 6%n	64 5%	50 6%	91 5%	25 5%	81 6%	29 5%	120 6%	25 5%
NET: Agree	1796 67%aghz	792 61%	991 73%xa	235 81%xfghz	370 80%xfghz	319 75%xghz	325 70%ghz	224 55%	226 51%	96 53%	1491 67%	155 62%	95 70%	55 66%	454 64%	542 70%am	385 68%	415 65%	996 67%am	800 67%	574 67%	1144 67%	342 70%	919 66%	371 69%	1433 68%	334 64%
NET: Disagree	427 16%bcde	240 18%xb	186 14%	17 6%	35 8%	37 9%	75 16%cde	100 24%xcdef	111 25%xcdef	52 29%xcdef	345 16%	51 20%k	15 11%	16 20%	130 18%xoq	112 15%	77 14%	107 17%	242 16%	184 15%	141 16%	269 16%	74 15%	222 16%	91 17%	335 16%	86 16%
Mean	0.78aghz m	0.61	0.94xa	1.23xfghz	1.19xfghz	1.02xghz	0.82ghz	0.40	0.36	0.25	0.80j	0.59	0.90j	0.63	0.68	0.87mpq	0.85m	0.72	0.78m	0.78	0.77	0.79	0.86	0.75	0.78	0.80	0.70
Standard deviation	1.16	1.17	1.14	0.92	1.00	1.04	1.14	1.23	1.19	1.22	1.15	1.24	1.03	1.36	1.22	1.11	1.13	1.18	1.17	1.16	1.18	1.16	1.17	1.17	1.16	1.17	1.14
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.06	0.09	0.02	0.08	0.09	0.16	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.05	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 99  
**QCOVa. How important or not, are each of these communications services to your household at the moment?**  
**Summary**  
**Base: All Service respondents**

	Services			
	Mobile phone	Landline phone (i.e. home phone)	Fixed broadband internet	Pay TV service through satellite, cable or broadband (such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV)
Unweighted base	2556	1997	2274	1300
Weighted base	2556	1997	2274	1300
Very important	1654 65%	457 23%	1832 81%	546 42%
Fairly important	694 27%	588 29%	407 18%	570 44%
Not very important	173 7%	527 26%	21 1%	155 12%
Not at all important	35 1%	425 21%	14 1%	29 2%
NET: Important	2348 92%	1045 52%	2239 98%	1116 86%
NET: Not important	208 8%	952 48%	35 2%	184 14%
Mean	3.55	2.54	3.78	3.26
Standard deviation	0.68	1.06	0.47	0.75
Standard error	0.01	0.02	0.01	0.02



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 100  
**QCOVa. How important or not, are each of these communications services to your household at the moment?**  
**Mobile phone**  
**Base: All Mobile respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2556	1237	1305	310	380	437	422	412	423	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491	
Weighted base	2556	1234	1308	277	436	411	454	388	420	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503	
Very important	1654	743	903	191	294	285	311	228	266	80	1374	141	71	67	421	496	346	391	917	737	526	1055	301	839	353	1322	302
Fairly important	694	360	331	69	117	105	116	124	102	62	562	81	38	13	180	195	156	163	375	319	205	457	120	381	123	551	136
Not very important	173	111	62	10	13	16	24	34	48	28	134	20	19	1	59	37	34	43	96	77	75	89	24	102	31	114	56
Not at all important	35	20	12	7	12	6	3	2	2	2	29	4	2	-	11	11	5	9	21	13	18	15	12	14	5	26	9
NET: Important	2348	1103	1233	259	411	389	427	352	369	141	1936	222	109	81	601	692	502	554	1292	1056	731	1512	421	1220	476	1873	438
NET: Not important	208	131	74	17	26	22	27	36	51	30	163	23	21	1	70	48	39	52	117	91	93	104	37	116	37	140	65
Mean	3.55azsy	3.48	3.62Xa	3.60z	3.59z	3.63Xghz	3.62Xghz	3.49z	3.51z	3.28	3.56k	3.47	3.37	3.80Xijk	3.51	3.59m	3.56	3.55	3.55m	3.55	3.50	3.58Xs	3.55	3.53	3.61v	3.57Xy	3.45
Standard deviation	0.68	0.73	0.62	0.68	0.69	0.63	0.62	0.68	0.72	0.77	0.68	0.71	0.79	0.44	0.72	0.65	0.65	0.69	0.69	0.67	0.75	0.64	0.72	0.68	0.65	0.66	0.76
Standard error	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.01	0.05	0.07	0.05	0.03	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.03	0.02	0.03	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 101  
QCOVa. How important or not, are each of these communications services to your household at the moment?  
Landline phone (i.e. home phone)  
Base: All Landline respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
Very important	457	194	262	12	43	44	67	91	123	77	373	47	26	11	150	105	104	97	255	202	168	274	67	252	86	338	114
	23%adefn	19%	27%Xa	14%	16%	14%	18%	25%cdef	30%Xcdefh	43%Xcdefh	23%	24%	25%	17%	27%Xnpq	18%	26%ln	21%	23%n	23%	25%	22%	21%	23%	21%	22%	27%Xx
Fairly important	588	318	268	25	61	89	103	101	147	63	479	65	30	14	157	187	112	132	344	244	182	378	98	331	106	445	132
	29%d	32%X	27%	30%	23%	28%	27%	28%	35%Xd	35%d	29%	33%	29%	22%	28%	32%	28%	29%	31%	28%	27%	30%	30%	30%	26%	29%	32%
Not very important	527	273	253	19	64	106	110	96	107	25	439	50	21	18	142	147	114	124	289	238	165	344	85	289	114	419	100
	26%z	27%	26%	23%	24%z	33%Xdhz	29%z	27%z	26%z	14%	27%	25%	20%	27%	26%	26%	28%	27%	26%	27%	25%	27%	26%	26%	28%	27%	24%
Not at all important	425	218	203	27	98	78	97	73	39	14	339	37	27	21	102	137	78	108	239	186	149	262	73	224	100	348	72
	21%hzy	22%	21%	32%Xghz	37%Xefghz	25%hz	26%Xhz	20%hz	9%	8%	21%	19%	26%	33%Xij	19%	24%	19%	23%	21%lm	21%	22%	21%	23%	20%	25%	22%Xy	17%
NET: Important	1045	512	530	37	104	133	170	191	270	140	853	112	55	25	307	292	217	229	599	446	350	651	166	582	192	784	245
	52%defwx	51%	54%	44%	39%	42%	45%	53%de	65%Xdefgh	78%Xcdefgh	52%	56%l	54%	39%	56%	51%	53%	50%	53%	51%	53%	52%	51%	53%	47%	51%	59%Xx
NET: Not important	952	491	456	46	161	184	207	169	146	39	778	87	48	39	244	284	192	232	528	424	313	606	158	513	215	768	172
	48%hzy	49%	46%	56%hz	61%Xghz	58%Xghz	55%Xhz	47%hz	35%z	22%	48%	44%	46%	61%j	44%	49%	47%	50%	47%	49%	47%	48%	49%	47%	53%X	49%Xy	41%
Mean	2.54acdefwx	2.49	2.60Xa	2.27	2.18	2.31	2.37	2.58cdefg	2.85Xcdefgh	3.14Xcdefgh	2.54i	2.61i	2.52	2.23	2.64Xnpq	2.45	2.59	2.47	2.55n	2.53	2.56	2.53	2.50	2.56	2.44	2.50	2.69Xx
Standard deviation	1.06	1.04	1.09	1.07	1.10	0.99	1.05	1.08	0.95	0.93	1.06	1.04	1.13	1.09	1.07	1.04	1.07	1.07	1.06	1.07	1.10	1.05	1.06	1.06	1.08	1.07	1.05
Standard error	0.02	0.03	0.03	0.11	0.07	0.05	0.06	0.06	0.05	0.07	0.03	0.07	0.11	0.14	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.05

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 102  
**QCOVa. How important or not, are each of these communications services to your household at the moment?**  
**Fixed broadband internet**  
**Base: All internet respondents**

	Gender			Age							Nation				Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443	
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451	
Very important	1832 81% <sup>adpr</sup>	894 78%	928 83% <sup>Xa</sup>	126 81%	282 74%	303 82% <sup>ad</sup>	352 86% <sup>Xdhz</sup>	315 84% <sup>ad</sup>	318 78%	136 78%	1504 81%	174 77%	93 83%	61 83%	512 84% <sup>Xopr</sup>	538 82% <sup>fr</sup>	366 78%	416 78%	1050 83% <sup>Xopr</sup>	782 78%	601 84% <sup>Xt</sup>	1163 80%	290 78%	983 80%	399 84% <sup>u</sup>	1435 80%	369 82%	
Fairly important	407 18% <sup>bfmqsw</sup>	230 20% <sup>Xb</sup>	177 16%	26 17%	89 24% <sup>Xefg</sup>	61 16%	47 12%	58 15%	87 21% <sup>fh</sup>	39 22% <sup>fh</sup>	336 18%	42 19%	18 16%	11 15%	88 14%	103 16%	100 21% <sup>mq</sup>	116 22% <sup>Xmnq</sup>	191 15%	216 21% <sup>Xmnq</sup>	103 14%	278 19% <sup>st</sup>	74 20% <sup>w</sup>	229 19% <sup>w</sup>	66 14%	330 18%	75 17%	
Not very important	21 1% <sup>i</sup>	9 1%	12 1%	2 2%	5 1%	3 1%	5 1%	2 1%	3 1%	-	12 1%	7 3% <sup>Xi</sup>	1 1%	-	7 1%	5 1%	3 1%	3 1%	14 1%	7 1%	6 1%	13 1%	2 1%	8 1%	10 2% <sup>Xv</sup>	15 1%	6 1%	
Not at all important	14 1%	8 1%	6 1%	2 1%	3 1%	4 1%	4 1%	1 *	-	-	10 1%	3 1%	-	2 2%	5 1%	5 1%	1 *	2 *	10 1%	3 *	5 1%	8 1%	7 2% <sup>Xv</sup>	5 *	2 *	12 1%	2 *	
NET: Important	2239 98% <sup>j</sup>	1124 99%	1105 98%	152 97%	371 98%	364 98%	399 98%	373 99%	405 99%	175 100% <sup>c</sup>	1840 99% <sup>Xj</sup>	216 96%	111 99%	73 98%	600 98%	641 98%	466 99%	532 99%	1241 98%	998 99%	704 98%	1441 99%	364 98%	1213 99% <sup>w</sup>	466 98%	1765 98%	444 98%	
NET: Not important	35 2% <sup>i</sup>	16 1%	18 2%	4 3% <sup>z</sup>	8 2%	8 2%	8 2%	4 1%	3 1%	-	22 1%	10 4% <sup>Xi</sup>	1 1%	2 2%	12 2%	12 2%	6 1%	5 1%	24 2%	11 1%	11 2%	21 1%	9 2%	13 1%	12 2% <sup>v</sup>	27 2%	7 2%	
Mean	3.78 <sup>adr</sup>	3.76	3.80	3.77	3.72	3.78	3.83 <sup>Xd</sup>	3.82 <sup>d</sup>	3.77	3.78	3.79	3.72	3.82	3.78	3.81	3.80	3.76	3.76	3.80	3.76	3.82 <sup>X</sup>	3.78	3.74	3.79	3.81	3.78	3.80	
Standard deviation	0.47	0.49	0.46	0.52	0.52	0.51	0.46	0.43	0.44	0.42	0.46	0.58	0.42	0.55	0.48	0.48	0.46	0.46	0.48	0.46	0.46	0.47	0.56	0.45	0.47	0.48	0.46	
Standard error	0.01	0.01	0.01	0.04	0.03	0.03	0.02	0.02	0.02	0.03	0.01	0.04	0.04	0.07	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.02	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 103  
**QCOVa. How important or not, are each of these communications services to your household at the moment?**  
**Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]**  
**Base: All TV respondents**

	Gender			Age							Nation					Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	
Unweighted base	1300	670	629	89	194	229	230	221	238	99	1079	114	67	40	412	313	254	321	725	575	409	838	210	697	288	1054	228	
Weighted base	1300	668	631	77*	219	220	246	205	231	101*	1074	117*	63*	46*	350	385	284	281	735	565	395	858	192	709	288	1049	236	
Very important	546 42%	264 40%	282 45%	25 33%	81 37%	101 46%	105 43%	88 43%	99 43%	46 46%	451 42%	46 39%	30 47%	19 42%	152 43%	154 40%	126 45%	113 40%	306 42%	240 42%	182 46%	348 41%	76 39%	293 41%	122 42%	448 43%	96 41%	
Fairly important	570 44% <sub>s</sub>	293 44%	277 44%	41 54%	100 46%	96 44%	109 44%	86 42%	97 42%	41 40%	473 44%	49 42%	24 37%	24 53%	150 43%	179 46%	114 40%	126 45%	330 45%	241 43%	152 38%	393 46% <sub>s</sub>	90 47%	318 45%	127 44%	458 44%	102 43%	
Not very important	155 12% <sub>b</sub>	95 14% <sub>Xb</sub>	60 9%	7 9%	33 15%	20 9%	22 9%	29 14%	31 14%	12 12%	126 12%	19 16%	7 11%	3 6%	40 11%	44 12%	37 13%	34 12%	84 11%	71 13%	48 12%	102 12%	22 12%	81 11%	35 12%	116 11%	36 15%	
Not at all important	29 2%	16 2%	13 2%	3 4%	5 2%	3 1%	10 4%	2 1%	4 2%	2 2%	24 2%	2 2%	3 4%	- -	8 2%	8 2%	6 2%	7 3%	15 2%	14 2%	13 3%	15 2%	4 2%	16 2%	4 1%	26 2%	2 1%	
NET: Important	1116 86% <sub>a</sub>	557 83%	558 88% <sub>Xa</sub>	67 86%	181 82%	197 90%	214 87%	174 85%	196 85%	87 86%	924 86%	95 82%	53 84%	44 94%	302 86%	333 86%	241 85%	240 85%	636 86%	480 85%	334 85%	741 86%	166 86%	611 86%	249 87%	907 86%	198 84%	
NET: Not important	184 14% <sub>b</sub>	111 17% <sub>Xb</sub>	73 12%	11 14%	38 18%	22 10%	32 13%	32 15%	35 15%	14 14%	150 14%	21 18%	10 16%	3 6%	47 14%	52 14%	43 15%	42 15%	99 14%	85 15%	61 15%	117 14%	26 14%	98 14%	39 13%	142 14%	38 16%	
Mean	3.26 <sub>a</sub>	3.21	3.31 <sub>Xa</sub>	3.15	3.17	3.35 <sub>d</sub>	3.25	3.26	3.26	3.31	3.26	3.19	3.27	3.36	3.28	3.24	3.27	3.23	3.26	3.25	3.27	3.25	3.24	3.25	3.27	3.27	3.27	3.23
Standard deviation	0.75	0.77	0.73	0.76	0.77	0.69	0.79	0.74	0.75	0.75	0.75	0.78	0.84	0.59	0.75	0.73	0.77	0.76	0.74	0.77	0.80	0.73	0.74	0.75	0.73	0.75	0.74	
Standard error	0.02	0.03	0.03	0.08	0.05	0.05	0.05	0.05	0.05	0.08	0.02	0.07	0.10	0.09	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.02	0.05	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 104  
**QCOVb. To what extent has this changed as a result of the COVID-19 pandemic?**  
**Summary**  
**Base: All Service respondents**

	Services			
	Mobile phone	Landline phone (i.e. home phone)	Fixed broadband internet	Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]
Unweighted base	2556	1997	2274	1300
Weighted base	2556	1997	2274	1300
The service has become more important	999 39%	306 15%	1221 54%	456 35%
The service has become less important	121 5%	196 10%	36 2%	70 5%
No different	1436 56%	1495 75%	1017 45%	775 60%

**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 105  
**QCOVb. To what extent has this changed as a result of the COVID-19 pandemic?**  
**Mobile phone**  
**Base: All Mobile respondents**

	Gender		Age							Nation					Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (l)	Scotland (i)	Wales (k)	Northern Ireland (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2556	1237	1305	310	380	437	422	412	423	172	2112	239	131	74	765	627	493	671	1392	1164	844	1592	466	1319	524	2020	491
Weighted base	2556	1234	1308	277	436	411	454	388	420	171	2098	245	130	82*	670	739	541	606	1410	1146	824	1616	458	1336	513	2012	503
The service has become more important	999	411	580	125	214	190	174	123	123	49	806	89	52	52	272	306	208	213	578	421	329	618	187	524	191	797	182
	39%	33%	44%	45%	49%	46%	38%	32%	29%	29%	38%	36%	40%	63%	41%	38%	35%	41%	37%	40%	38%	41%	39%	37%	40%	36%	
The service has become less important	121	69	51	27	30	19	18	10	13	3	106	4	10	-	31	32	28	31	62	58	55	60	22	76	12	94	25
	5%	6%	4%	10%	7%	5%	4%	3%	3%	2%	5%	2%	8%	5%	4%	5%	5%	4%	5%	7%	4%	5%	6%	2%	5%	5%	
No different	1436	754	677	125	192	202	262	254	283	118	1186	152	68	31	367	402	305	362	769	667	441	938	249	737	309	1121	295
	56%	61%	52%	45%	44%	49%	58%	65%	67%	69%	57%	62%	52%	37%	55%	54%	56%	60%	55%	58%	53%	58%	54%	55%	60%	56%	59%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 106  
**QCOVb. To what extent has this changed as a result of the COVID-19 pandemic?**  
**Landline phone (i.e. home phone)**  
**Base: All Landline respondents**

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1997	1010	979	95	232	341	352	381	416	180	1638	194	107	58	630	472	372	523	1102	895	682	1237	335	1078	416	1555	411
Weighted base	1997	1003	986	83*	265	317	377	360	416	179	1631	199	103*	64*	551	576	409	461	1127	870	664	1258	323	1095	407	1551	417
The service has become more important	306 15%a	121 12%	185 19% <i>Xa</i>	12 14%	34 13%	43 14%	55 15%	53 15%	72 17%	38 21% <i>Xd</i>	245 15%	30 15%	22 21%	10 16%	84 15%	80 14%	80 20% <i>Xnpqr</i>	62 13%	164 15%	142 16% <i>p</i>	109 16%	181 14%	56 17%	173 16%	51 13%	226 15%	79 19% <i>X</i>
The service has become less important	196 10% <i>ghz</i>	110 11%	85 9%	16 20% <i>Xeghz</i>	53 20% <i>Xefghz</i>	29 9%	43 11% <i>ghz</i>	24 7%	24 6%	7 4%	158 10%	15 8%	10 10%	12 19% <i>Xij</i>	56 10%	58 10%	36 9%	45 10%	115 10%	81 9%	59 9%	125 10%	37 11%	103 9%	37 9%	159 10%	34 8%
No different	1495 75% <i>d</i>	772 77%	716 73%	55 66%	178 67%	245 77% <i>cd</i>	279 74%	284 79% <i>cd</i>	320 77% <i>cd</i>	134 75%	1228 75%	154 77%	72 69%	42 65%	412 75%	437 76%	292 72%	354 77%	849 75%	647 74%	496 75%	952 76%	230 71%	820 75%	318 78%	1166 75%	304 73%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 107  
**QCOVb. To what extent has this changed as a result of the COVID-19 pandemic?**  
**Fixed broadband internet**  
**Base: All internet respondents**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (l)	Scotland (i)	Wales (k)	Northern Ireland (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2274	1149	1114	176	333	395	383	397	415	175	1877	216	115	66	694	549	427	604	1243	1031	750	1426	386	1214	483	1796	443
Weighted base	2274	1140	1123	156	379	372	407	377	408	175	1862	225	112	74*	613	653	472	537	1265	1009	716	1462	373	1226	478	1792	451
The service has become more important	1221	557	658	105	225	228	236	190	170	68	973	119	77	52	345	383	249	244	728	494	388	776	188	669	255	961	245
	54%ahzjpr	49%	59%Xa	68%Xfghz	59%Xghz	61%Xghz	58%hz	50%hz	42%	39%	52%	53%	69%Xij	70%Xij	56%pr	59%Xpr	53%pr	46%	58%Xpr	49%p	54%	53%	50%	55%	53%	54%	54%
The service has become less important	36	25	11	5	18	8	2	3	-	1	35	1	-	-	12	9	6	9	21	15	13	20	12	17	5	33	3
	2%fh	2%X	1%	3%fh	5%Xfghz	2%fh	*	1%	-	1%	2%X	*	-	2%	1%	1%	2%	2%	2%	1%	2%	1%	3%Xvw	1%	1%	2%	1%
No different	1017	559	454	46	137	135	170	184	238	106	854	105	35	22	256	261	216	284	517	500	314	666	173	540	217	799	203
	45%bcdekl	49%Xb	40%	30%	36%	36%	42%c	49%cd	58%Xcdefg	61%Xcdefg	46%Xkl	47%kl	31%	30%	42%	40%	46%	53%Xmnoqr	1%	50%Xmnq	44%	46%	46%	44%	46%	45%	45%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base





**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 108  
**QCOVb. To what extent has this changed as a result of the COVID-19 pandemic?**  
**Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]**  
**Base: All TV respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	1300	670	629	89	194	229	230	221	238	99	1079	114	67	40	412	313	254	321	725	575	409	838	210	697	288	1054	228
Weighted base	1300	668	631	77*	219	220	246	205	231	101*	1074	117*	63*	46*	350	385	284	281	735	565	395	858	192	709	288	1049	236
The service has become more important	456	199	257	33	87	103	90	64	55	23	365	39	27	25	125	143	95	93	268	188	150	286	68	256	91	365	86
	35%ahz	30%	41%Xa	43%hz	40%hz	47%Xghz	37%hz	31%	24%	23%	34%	33%	43%	54%Xij	36%	37%	33%	33%	36%	33%	38%	33%	35%	36%	32%	35%	36%
The service has become less important	70	41	29	12	24	19	3	3	5	3	60	5	1	4	22	17	16	15	39	31	19	46	15	36	13	56	11
	5%fgh	6%	5%	16%Xfghz	11%Xfghz	9%fgh	1%	1%	2%	3%	6%	4%	1%	8%	6%	4%	6%	5%	5%	5%	5%	5%	8%	5%	4%	5%	5%
No different	775	429	345	32	109	98	152	138	171	75	648	73	36	18	203	226	173	173	428	346	226	525	110	417	183	628	139
	60%bcdel	64%Xb	55%	41%	50%	44%	62%cde	67%Xcde	74%Xcde	74%Xcde	60%l	62%l	57%	38%	58%	59%	61%	61%	58%	61%	57%	61%	57%	59%	64%	60%	59%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 109  
**QC4. What is the total number of people in your household (including yourself and any children)?**  
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential vulnerability (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
1	598	293	305	25	54	89	103	126	141	60	476	72	33	17	150	207	64	177	358	240	240	338	117	314	127	498	97
	22%cdiort	22%	22%	9%	12%	21%cd	22%cd	31%Xcdef	32%Xcdef	33%Xcdef	21%	29%Xi	24%	21%	21%o	27%Xmor	11%	28%Xmor	24%Xmor	20%o	28%xt	20%	24%	22%	24%	24%xy	19%
2	970	464	498	72	118	85	137	186	262	111	798	94	49	29	294	279	197	200	573	398	330	604	60	557	255	742	207
	36%cdfepr	36%	37%	25%	26%	20%	29%e	45%Xcdef	59%Xcdefg	61%Xcdefg	36%	38%	36%	35%	42%Xopqr	36%	35%	31%	39%Xpr	33%	38%	36%	12%	40%Xu	47%Xuv	35%	40%
3	473	236	232	65	108	90	107	63	29	10	386	48	24	15	123	128	121	101	250	222	141	311	41	323	61	357	107
	18%hzuv	18%	17%	22%Xghz	23%Xghz	21%hz	23%Xghz	15%hz	7%	6%	17%	19%	18%	18%	17%	16%	22%Xnpqr	16%	17%	19%	16%	18%	8%	23%Xuv	11%	17%	20%
4	422	204	217	68	126	117	74	28	8	1	366	23	19	14	89	107	123	103	196	226	107	290	141	169	61	343	76
	16%ghzjm	16%	16%	23%Xlghz	27%Xlghz	27%Xlghz	16%ghz	7%ghz	2%	1%	17%Xj	9%	14%	16%	13%	14%	22%Xmnpqr	16%	13%	19%	12%	17%xs	29%Xvw	12%	11%	16%	14%
5	143	70	73	33	43	32	27	5	2	1	122	9	7	6	37	31	40	36	68	75	37	94	79	34	20	112	27
	5%ghzv	5%	5%	11%Xlghz	9%Xghz	8%ghz	6%ghz	1%	*	*	5%	3%	5%	7%	5%	4%	7%nq	6%	5%	6%	4%	6%	16%Xvw	2%	4%	5%	5%
6+	75	36	38	28	11	14	18	2	2	-	65	4	3	3	14	22	16	23	36	39	5	59	49	-	13	65	9
	3%ghzsv	3%	3%	10%Xdefghz	2%gh	3%ghz	4%ghz	*	*	-	3%	2%	2%	3%	2%	3%	3%	4%	2%	3%	1%	3%xs	10%Xvw	-	2%v	3%	2%
Mean	2.55ghzjm	2.55	2.55	3.38Xdefghz	3.05Xlghz	2.92Xlghz	2.67ghz	2.04hz	1.81	1.75	2.59Xj	2.26	2.46	2.64j	2.46	2.41	2.88Xmnpqr	2.53	2.44	2.69Xmnpq	2.29	2.64xs	3.35xvw	2.32	2.32	2.55	2.54
Standard deviation	1.33	1.33	1.33	1.57	1.28	1.41	1.38	0.95	0.75	0.62	1.34	1.18	1.27	1.34	1.27	1.30	1.28	1.42	1.29	1.37	1.16	1.35	1.77	1.03	1.23	1.36	1.22
Standard error	0.03	0.04	0.04	0.09	0.06	0.07	0.07	0.05	0.04	0.05	0.03	0.08	0.11	0.15	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.08	0.03	0.05	0.03	0.05

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 110  
**QC5. What is the total number of children aged under 18 in your household?**  
 Base: All respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
0	1949 73% u	971 74%	966 71%	209 72% de	246 53% e	191 45%	305 65% de	381 93% Xcdef	437 99% Xcdefg	181 99% Xcdefg	1595 72% Xj	196 79%	100 74%	58 70%	543 77% Xopr	585 76% or	368 66%	453 71%	1128 76% Xopr	821 68%	689 80% Xt	1173 69%	237 49%	1054 75% Xu	453 84% Xuv	1524 72%	389 74%
1	324 12% aghzw	132 10%	191 14% Xa	41 14% ghz	81 18% Xghz	84 20% Xghz	87 19% Xghz	25 6% hz	4 1%	2 1%	264 12%	28 11%	19 14%	13 16%	82 12%	93 12%	76 14%	73 11%	175 12%	149 12%	90 10%	218 13%	61 12% w	202 14% Xw	38 7%	262 12%	61 12%
2	293 11% ghz mqs 12% vw	153 12%	140 10%	25 9% ghz	100 22% Xc fghz	113 26% Xc fghz	50 11% ghz	3 1%	2 *	- -	256 12% Xj	17 7%	13 10%	7 9%	59 8%	69 9%	89 16% Xmnq	76 12% mq	128 9%	165 14% Xmnpq	57 7%	222 13% Xs	119 24% Xvw	118 8%	31 6%	240 11%	52 10%
3	93 3% ghzsv	36 3%	57 4%	12 4% ghz	32 7% Xghz	29 7% Xghz	20 4% ghz	1 *	- -	- -	78 4%	8 3%	4 3%	3 4%	19 3%	22 3%	22 4%	30 5% q	42 3%	52 4%	20 2%	66 4%	55 11% Xvw	22 2%	12 2%	73 3%	19 4%
4+	21 1% v	12 1%	9 1%	3 1% h	2 1% h	10 2% Xgh	5 1% h	- -	- -	- -	19 1%	1 *	- -	1 2%	3 *	5 1%	6 1%	8 1%	7 *	14 1%	4 *	16 1%	16 3% Xvw	- -	3 1% v	18 1%	3 1%
Mean	0.48 ghzmn qsvw	0.46	0.50	0.49 ghz z	0.84 Xc fghz	1.03 Xc dghz	0.58 Xghz	0.08 hz	0.02	0.01	0.49	0.36	0.41	0.51	0.38	0.41	0.62 Xmnq	0.54 mnq	0.40	0.58 Xmnq	0.33	0.55 Xs	1.09 Xvw	0.36 w	0.28	0.49	0.45
Standard deviation	0.89	0.89	0.89	0.92	1.03	1.11	0.94	0.31	0.16	0.10	0.90	0.80	0.77	0.93	0.79	0.82	0.99	0.96	0.80	0.97	0.74	0.94	1.23	0.70	0.74	0.89	0.88
Standard error	0.02	0.02	0.02	0.05	0.05	0.05	0.05	0.01	0.01	0.01	0.02	0.05	0.07	0.11	0.03	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 111  
**QC6. Are any other adults in the household working either full time or part time?**  
 Base: All respondents asked

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	615	308	303	53	27	33	52	105	233	112	511	53	36	15	205	127	81	202	332	283	265	328	83	359	93	467	140
Weighted base	595	300	291	51*	25**	30**	52*	97*	227	112*	492	56*	32**	15**	179	147	86*	183	326	269	258	311	78*	354	84*	451	136
Yes, somebody in the household is working	104	53	49	21	8	9	14	21	21	10	92	6	4	1	22	36	11	36	57	47	48	50	20	53	15	79	22
	17%hzm	18%	17%	41%Xghz	34%	30%	28%hz	21%hzh	9%	8%	19%	11%	14%	6%	12%	24%Xmq	13%	20%	18%m	17%	19%	16%	26%	15%	18%	17%	16%
No members of the household are working	487	244	240	29	15	20	37	77	206	103	396	49	27	15	157	111	75	144	268	219	209	261	58	300	69	370	113
	82%cn	81%	83%	57%	59%	67%	71%	79%c	91%Xcfg	92%Xcfg	81%	88%	84%	94%	88%Xnpq	75%	87%en	79%	82%n	81%	81%	84%	74%	85%X	82%	82%	83%
Prefer not to say	5	3	2	1	2	1	1	-	-	-	3	1	1	-	-	1	-	3	1	3	1	1	-	1	-	3	2
	1%	1%	1%	2%h	7%	3%	2%	-	-	-	1%	2%	3%	-	-	1%	-	2%	*	1%	*	*	-	*	-	1%	1%

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

**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 112  
**QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Yes	2599 97%ac	1253 96%	1334 98%cXa	270 93%	443 96%	412 96%	456 98%c	397 97%c	440 99%Xcddeg	181 99%cd	2143 97%	244 98%	129 95%	83 99%	684 97%	758 98%	539 96%	617 97%	1442 97%	1157 96%	860 100%X	1696 100%X	466 96%	1372 98%Xu	523 97%	2050 97%	509 97%
No	82 3%bhstv	51 4%B	30 2%	20 7%Xfghz	18 4%hz	16 4%h	11 2%	12 3%h	4 1%	1 1%	69 3%	6 2%	6 5%	1 1%	21 3%	16 2%	22 4%	22 3%	37 3%	44 4%	-	-	20 4%v	25 2%	14 3%	67 3%	14 3%

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



## Customer Satisfaction Tracker 2020

### ONLINE Fieldwork : 30th November - 14th December 2020

Table 113  
**QC8. Which of these, if any, impact or limit your daily activities or the work you can do?**  
**Base: All respondents asked**

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2614	1256	1344	305	389	441	430	424	443	182	2167	240	132	75	785	644	494	691	1429	1185	881	1669	477	1361	534	2070	499
Weighted base	2620	1262	1344	273	447	414	460	403	442	181	2160	247	130	83*	690	762	543	625	1452	1168	860	1696	471	1379	525	2067	513
NET: Yes	860	418	434	87	127	110	160	123	168	85	699	77	59	25	194	241	151	274	435	425	860	-	174	478	126	668	180
Hearing - Poor hearing, partial hearing, or are deaf	145	100	46	7	19	6	15	16	50	32	126	8	8	3	47	39	24	36	86	60	145	-	33	80	21	109	34
Eyesight - Poor vision, colour blindness, partial sight, or are blind	98	62	35	10	21	12	20	12	14	10	88	3	3	3	31	27	19	20	58	39	98	-	28	48	13	83	14
Mobility - Cannot walk at all / use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	213	92	120	9	17	23	44	39	48	32	169	19	16	8	35	49	36	92	84	128	213	-	43	133	16	168	44
Dexterity - Limited ability to reach / difficulty opening things with your hands / difficulty using a telephone handset/ television remote control/ computer keyboard etc.	108	45	63	7	4	6	32	23	27	9	86	12	6	4	21	24	17	46	45	63	108	-	18	67	12	93	15
Breathing - Breathlessness or chest pains	139	73	66	6	11	13	34	20	37	19	110	14	8	7	28	23	29	59	51	88	139	-	24	89	13	114	24
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	89	40	49	11	20	16	29	6	5	1	72	11	5	2	12	28	8	41	40	49	89	-	21	49	8	76	13

Proportions/Mean: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 113  
**QC8. Which of these, if any, impact or limit your daily activities or the work you can do?**  
 Base: All respondents asked

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	2620	1262	1344	273	447	414	460	403	442	181	2160	247	130	83*	690	762	543	625	1452	1168	860	1696	471	1379	525	2067	513
Social / behavioural - Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	68	44	22	16	22	8	17	4	2	-	49	10	9	1	6	21	14	27	27	42	68	-	20	29	8	53	13
Your mental health - Anxiety, depression, or trauma-related conditions, for example	390	172	214	61	87	81	91	42	24	4	307	41	34	8	56	115	68	152	170	220	390	-	98	204	55	315	71
Other illnesses / conditions which impact or limit your daily activities or the work you can do	257	110	143	14	19	27	59	63	49	27	205	27	17	8	60	66	50	81	126	131	257	-	42	151	30	189	62
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	1696	821	870	174	309	294	288	265	271	95	1403	166	69	57	482	506	386	322	988	708	-	1696	274	878	396	1341	327
Prefer not to say	43	19	23	7	9	9	10	7	2	-	38	4	1	1	8	11	6	19	19	24	-	-	8	19	2	37	6
Don't know	21	4	17	5	2	2	3	8	-	1	20	-	-	1	6	5	1	10	10	11	-	-	14	4	1	21	*

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 114  
QC10. Which one of these bands describes your total household income before tax or any other deductions are made?  
Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
NET: Per week	363	203	158	40	63	75	63	58	51	14	300	27	25	10	50	76	90	148	125	238	148	190	166	173	24	292	67
	14%bz	16%mq	12%xb	14%	14%	17%xz	13%	14%z	12%	8%	14%	11%	19%j	12%	7%	10%	16%mq	23%Xmn	8%qm	20%Xmn	17%xt	11%	34%Xvw	12%w	5%	14%	13%
Up to £199	105	53	50	12	12	16	22	23	15	3	90	10	3	1	11	16	16	62	26	78	54	38	105	-	-	85	19
	4%mn	4%qt	4%w	4%	3%	4%	5%	6%z	3%	2%	4%	4%	2%	1%	1%	2%	3%	10%Xmn	2%	7%Xmn	6%xt	2%	21%Xvw	-	-	4%	4%
From £200 to £299	87	46	42	14	13	13	16	13	15	3	70	5	9	3	7	18	21	41	25	62	44	38	26	61	-	73	15
	3%mq	3%t	3%w	5%	3%	3%	3%	3%	2%	2%	3%	2%	6%	3%	1%	2%	4%mq	6%Xmn	2%qm	5%Xmn	5%xt	2%	5%Xw	4%Xw	-	3%	3%
From £300 to £499	90	55	36	5	23	29	13	9	10	4	74	8	6	2	11	26	25	28	38	53	25	59	25	66	-	71	18
	3%bm	4%xb	3%	2%	5%c	7%Xcf	3%ghz	3%	2%	2%	3%	3%	5%	3%	2%	3%	5%mq	4%mq	3%qm	4%Xmq	3%	3%	5%w	5%Xw	-	3%	3%
From £500 to £699	46	29	16	6	6	8	6	8	3	35	3	4	4	9	10	18	10	18	10	28	14	31	6	35	5	36	9
	2%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	3%	4%	1%	1%	3%Xmn	2%	1%	2%	2%	2%	2%	1%	3%Xw	1%	2%	2%
From £700 to £999	24	16	8	1	9	6	2	2	3	1	21	-	3	-	6	2	10	5	8	15	4	18	4	12	8	19	4
	1%	1%	1%	*	2%X	1%	1%	*	1%	*	1%	-	2%j	-	1%	*	2%Xn	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
£1,000 and above	11	5	7	2	-	2	4	2	1	1	10	1	-	1	6	4	-	2	10	2	6	6	-	-	11	8	3
	*rv	*	1%	1%	-	1%	1%	*	*	*	*	*	-	1%	1%or	*	-	*	1%	*	1%	*	-	-	2%Xuv	*	1%
NET: Per year	2058	999	1049	199	354	321	386	313	332	153	1686	208	100	64	594	618	419	427	1212	846	631	1358	321	1224	513	1612	415
	77%cp	77%rs	77%u	69%	77%c	75%	83%Xcd	76%egh	76%c	84%Xce	76%h	83%Xi	74%	77%	84%Xop	80%pr	75%pr	67%	82%Xop	70%p	73%	80%Xs	66%	88%Xu	95%Xuv	76%	79%
Up to £10,399	138	65	73	22	26	18	22	25	20	4	111	15	8	4	8	35	27	69	42	96	57	73	138	-	-	106	31
	5%mq	5%t	5%w	8%z	6%	4%	5%	6%	5%	2%	5%	6%	6%	5%	1%	4%mq	5%qm	11%Xmn	3%qm	8%Xmn	7%xt	4%	28%Xvw	-	-	5%	6%
From £10,400 to £15,599	249	99	151	25	35	30	37	47	53	22	205	29	13	2	44	73	33	100	117	133	113	130	36	213	-	213	36
	9%amo	8%t	11%xa	9%	8%	7%	8%	12%	12%e	12%	9%	12%l	10%	3%	6%	9%o	6%	16%Xmn	8%qm	11%Xmo	13%xt	8%	7%w	15%Xuv	-	10%xy	7%
From £15,600 to £25,999	544	246	295	41	81	87	98	69	107	62	456	51	25	11	109	202	99	133	311	233	195	336	98	446	-	447	94
	20%cm	19%	22%	14%	18%	20%c	21%c	17%	24%cd	34%Xcd	21%h	21%	19%	14%	15%	26%Xmo	18%qm	21%qm	31%qm	19%qm	23%	20%	20%w	32%Xuv	-	21%	18%
From £26,000 to £36,399	510	266	241	42	88	84	103	84	70	39	422	46	29	14	132	160	135	83	292	218	142	347	28	393	89	404	100
	19%cp	20%t	18%u	14%	19%	20%	22%ch	20%	16%	21%	19%	18%	21%	16%	19%p	21%p	24%Xmp	13%	20%p	18%p	17%	20%xs	6%	28%Xuv	17%u	19%	19%
From £36,400 to £51,999	354	183	168	40	79	54	66	47	49	19	283	33	19	20	137	104	83	31	241	114	76	269	21	172	161	255	88
	13%pr	14%t	12%u	14%	17%Xgh	13%	14%	12%	11%	11%	13%	13%	14%	24%Xij	19%Xnp	13%pr	15%pr	5%	16%Xnp	9%p	9%	16%xs	4%	12%u	30%Xuv	12%	17%Xx
£52,000 and above	262	140	121	30	45	48	60	40	34	6	210	35	6	12	164	46	42	11	210	53	48	204	-	-	262	187	66
	10%zkn	11%pr	9%u	10%z	10%z	11%z	13%Xhz	10%z	8%	3%	9%	14%k	4%	15%k	23%Xnp	6%pr	7%pr	2%	14%Xnp	4%p	6%	12%xs	-	-	49%Xuv	9%	13%Xx

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
Overlap formulae used. \* small base





### Customer Satisfaction Tracker 2020 ONLINE Fieldwork : 30th November - 14th December 2020

Table 114  
**QC10. Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Don't know	92	30	61	34	21	12	5	9	9	2	79	8	4	1	15	28	17	31	44	48	31	50	-	-	-	73	17
	3%afmuvw	2%	4%Xa	12%Xdefghz	5%fh	3%	1%	2%	2%	1%	4%	3%	3%	2%	2%	4%	3%	5%Xm	3%	4%lm	4%	3%	-	-	-	3%	3%
Prefer not to say	168	72	96	17	23	19	13	30	51	14	148	7	5	8	47	52	35	34	99	69	50	98	-	-	-	140	24
	6%fjuvw	6%	7%	6%f	5%	5%	3%	7%f	12%Xdef	7%f	7%	3%	4%	9%j	7%	7%	6%	5%	7%	6%	6%	6%	-	-	-	7%	5%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base



**Customer Satisfaction Tracker 2020**  
**ONLINE Fieldwork : 30th November - 14th December 2020**

Table 115  
**Urban/Rural**  
**Base: All respondents**

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (z)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)
Unweighted base	2681	1304	1363	325	403	455	436	433	445	184	2225	243	138	75	804	657	512	708	1461	1220	881	1669	495	1381	547	2123	512
Weighted base	2681	1304	1363	290	461	427	467	409	443	183	2213	250	135	83*	706	774	562	639	1480	1201	860	1696	487	1397	537	2117	523
Urban	2117	1046	1068	239	391	353	369	316	318	130	1780	193	90	54	530	628	428	531	1158	959	668	1341	404	1108	393	2117	-
	79%hzhklmw30%		78%	82%hz	85%Xghz	83%hz	79%h	77%	72%	71%	80%Xkl	77%k	67%	65%	75%	81%mq	76%	83%Xmoqr	78%qm	80%mo	78%	79%	83%Xw	79%w	73%	100%Xy	-
Rural	523	242	280	47	63	69	90	85	120	50	395	54	45	29	151	137	130	105	288	235	180	327	79	277	126	-	523
	20%dlpx	19%	21%	16%	14%	16%	19%d	21%d	27%Xcdef	27%Xcdef	18%	22%	33%Xij	35%Xij	21%p	18%	23%Xnpr	16%	19%	20%p	21%	19%	16%	20%	24%Xu	-	100%Xx
N/A	41	17	15	4	7	5	7	9	6	3	38	3	-	-	25	9	3	3	34	7	12	29	4	12	18	-	-
	2%prvxy	1%	1%	1%	2%	1%	2%	2%	1%	2%	2%	1%	-	-	4%Xnopqr	1%	1%	1%	2%Xnopr	1%	1%	2%	1%	1%	3%Xuv	-	-

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/e/f/g/h/z - X/i/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y  
 Overlap formulae used. \* small base

