

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
Q4l. And how satisfied were you with - Keeping you informed throughout the process?	588
Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Cable, satellite or other Pay TV	
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Base : Contact about Mobile phone services	

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Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?	677
Base : Contact about Mobile phone services	
Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?	687
Base : Contact about Mobile phone services	
Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?	692
Base : Contact about Mobile phone services	
Q4a. And how satisfied were you with - Ease of finding provider contact details?	702
Base : Contact about Mobile phone services	
Q4b. And how satisfied were you with - Calling back when they said they would?	712
Base : Contact about Mobile phone services	
Q4c. And how satisfied were you with - Ease of getting through to the right person?	722
Base : Contact by phone about Mobile phone services	
Q4d. And how satisfied were you with - Speed of answering phones?	732
Base : Contact by phone about Mobile phone services	
Q4e. And how satisfied were you with - The time taken to handle your issue?	742
Base : Contact about Mobile phone services	
Q4f. And how satisfied were you with - Advice/ information was easy to understand?	752
Base : Contact about Mobile phone services	
Q4g. And how satisfied were you with - Advice/ information was useful?	762
Base : Contact about Mobile phone services	
Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?	772
Base : Contact about Mobile phone services	
Q4i. And how satisfied were you with - Courtesy and politeness of advisers?	782
Base : Contact about Mobile phone services	
Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?	792
Base : Contact about Mobile phone services	
Q4k. And how satisfied were you with - Adviser took my question/issue seriously?	802
Base : Contact about Mobile phone services	

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Q4l. And how satisfied were you with - Keeping you informed throughout the process?	812
Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?	842
Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
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Base : Contact about Mobile phone services	
Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?	867
Base : Contact about Mobile phone services	
Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?	872
Base : Contact about Mobile phone services	
Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?	877
Base : Contact about Mobile phone services	
Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?	882
Base : Contact about Mobile phone services	

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S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
A billing, pricing or payment issue	358 30%	102 33%	138 30%	118 27%	162 31%	197 29%	224 31%	61 28%	73 26%	195 32%	84 35%	41 21%	38 25%	358 87%	- -%	- -%	141 38%	217 26%	
A problem with your account details, for example name and address etc.	52 4%	18 6%	26 6%	8 2%	22 4%	30 4%	42 6%	6 3%	3 1%	28 5%	12 5%	4 2%	7 5%	52 13%	- -%	- -%	17 5%	35 4%	
A fault with the service you are buying from them, for example total or partial failure of service	189 16%	46 15%	71 15%	73 17%	95 18%	94 14%	103 14%	36 17%	50 18%	74 12%	41 17%	48 25%	26 17%	- -%	189 61%	- -%	85 23%	104 13%	
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	77 6%	29 9%	27 6%	21 5%	42 8%	35 5%	53 7%	14 6%	10 4%	34 6%	14 6%	19 10%	10 6%	- -%	77 25%	- -%	40 11%	37 4%	
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 4%	19 6%	17 4%	8 2%	24 5%	20 3%	27 4%	10 5%	7 3%	25 4%	5 2%	8 4%	6 4%	- -%	44 14%	- -%	19 5%	25 3%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

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S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
A problem relating to the installation or set up of your service	100 8%	32 10%	50 11% c	19 4%	38 7%	62 9%	73 10% h	17 8%	10 4%	57 9%	19 8%	11 6%	13 9%	- -%	- -%	100 21% mn	38 10%	62 7%	
Or something else, a general issue	383 32%	65 21%	135 29%	182 42% ab	146 28%	237 35%	191 27%	71 33%	121 44% f	203 33%	62 26%	65 33%	53 35%	- -%	- -%	383 79% mn	34 9%	349 42% p	
SUMMARY CODES																			
BILLING	410 34%	119 38%	164 35%	127 29%	184 35%	226 34%	267 37%	68 31%	76 28%	223 36% k	97 41% kl	45 23%	45 29%	410 100% no	- -%	- -%	158 42% q	252 30%	
FAULTS AND REPAIR	311 26%	94 30%	115 25%	102 24%	161 30% e	149 22%	183 26%	60 28%	67 25%	133 22%	60 25%	75 38% ijl	42 27%	- -%	311 100% mo	- -%	144 39% q	166 20%	
GENERAL ENQUIRIES	483 40%	97 31%	185 40%	201 47% a	184 35%	299 44% d	264 37%	87 41%	131 48%	260 42%	81 34%	75 38%	66 43%	- -%	- -%	483 100% mn	72 19%	411 50% p	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
A billing, pricing or payment issue	358 30%	239 30%	39 27%	225 29%	123 32%	195 32%	195 87%	** **	** **	80 42%	116 27%	125 32%	** **	117 30%	70 34%	84 35%	84 87%	** **	** **	
A problem with your account details, for example name and address etc.	52 4%	39 5%	2 1%	36 5%	16 4%	28 5%	28 13%	** **	** **	6 3%	22 5%	22 6%	** **	22 6%	6 3%	12 5%	12 13%	** **	** **	
A fault with the service you are buying from them, for example total or partial failure of service	189 16%	109 14%	33 23%	125 16%	62 16%	74 12%	- -%	** **	** **	37 20%	37 9%	34 9%	** **	45 12%	28 13%	41 17%	- -%	** **	** **	
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	77 6%	45 6%	9 7%	37 5%	40 10%	34 6%	- -%	** **	** **	22 11%	12 3%	17 4%	** **	14 4%	20 10%	14 6%	- -%	** **	** **	
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 4%	29 4%	7 5%	25 3%	18 5%	25 4%	- -%	** **	** **	6 3%	19 4%	22 6%	** **	14 4%	9 4%	5 2%	- -%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT					Satisfaction with CS		Resolved		Virgin					
	Total	Satis- fied	Dissat- isfied	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied ~l	Yes m	No n	Issue			
		a	b			All e	Billing f	Fault/ repair *g	General *h	Yes i	No j					All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
A problem relating to the installation or set up of your service	100 8%	52 7%	28 20% a	57 7%	43 11%	57 9% fg	- -%	** **	** **	21 11%	36 8%	25 6%	** **	32 8%	25 12%	19 8%	- -%	** **	** **
Or something else, a general issue	383 32%	286 36% b	24 17%	283 36% d	87 22%	203 33% fg	- -%	** **	** **	18 9%	185 43% i	142 37%	** **	146 37%	50 24%	62 26% pq	- -%	** **	** **
SUMMARY CODES																			
BILLING	410 34%	277 35%	41 29%	261 33%	139 36%	223 36% gh	223 100% egh	** **	** **	86 45%	137 32%	147 38%	** **	139 36%	77 37%	97 41% qr	97 100% oqr	** **	** **
FAULTS AND REPAIR	311 26%	183 23%	50 35%	187 24%	120 31%	133 22% fh	- -%	** **	** **	65 34% j	68 16%	73 19%	** **	73 19%	57 27%	60 25% pr	- -%	** **	** opr
GENERAL ENQUIRIES	483 40%	338 42%	52 36%	341 43%	130 33%	260 42% fg	- -%	** **	** **	39 21% efg	220 52% i	167 43%	** **	178 46%	75 36%	81 34% pq	- -%	** **	** opq

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
A billing, pricing or payment issue	358 30%	** **	58 35%	64 36%	** **	59 37%	** **	41 21%	41 91%	** **	** **	18 25%	23 19%	27 21%	** **	29 22%	** **
A problem with your account details, for example name and address etc.	52 4%	** **	6 3%	8 5%	** **	8 5%	** **	4 2%	4 9%	** **	** **	3 4%	1 1%	3 3%	** **	2 1%	** **
A fault with the service you are buying from them, for example total or partial failure of service	189 16%	** **	24 14%	31 17%	** **	29 18%	** **	48 25%	- -%	** **	** **	22 30%	26 21%	28 22%	** **	31 24%	** **
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage	77 6%	** **	6 4%	10 6%	** **	9 6%	** **	19 10%	- -%	** **	** **	7 10%	12 10%	10 8%	** **	9 7%	** **
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 4%	** **	3 2%	3 2%	** **	3 2%	** **	8 4%	- -%	** **	** **	7 10%	1 1%	3 2%	** **	6 5%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
A problem relating to the installation or set up of your service	100 8%	** **	13 8%	11 6%	** **	10 6%	** **	11 6% h	- -%	** **	** ** ghi	7 10%	4 3%	6 5%	** **	6 5%	** **
Or something else, a general issue	383 32%	** **	58 35% a	49 28%	** **	43 27%	** **	65 33% hi	- -%	** **	** ** ghi	9 12%	56 45% k	51 40%	** **	47 36%	** **
SUMMARY CODES																	
BILLING	410 34%	** **	64 38%	73 41%	** **	68 42%	** **	45 23% ij	45 100% gij	** **	** **	21 29%	24 20%	30 24%	** **	31 23%	** **
FAULTS AND REPAIR	311 26%	** **	33 20% b	44 25%	** **	42 26%	** **	75 38% hj	- -%	** **	** ** ghj	36 50% l	39 32%	41 32%	** **	46 35%	** **
GENERAL ENQUIRIES	483 40%	** **	71 42% a	60 34%	** **	53 33%	** **	75 38% hi	- -%	** **	** ** ghi	16 21%	60 49% k	58 45%	** **	54 41%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
A billing, pricing or payment issue	358 30%	38 25%	** **	- -%	- -%	** **	21 19%	23 21%	** **	20 19%	** **
			acd			f					i
A problem with your account details, for example name and address etc.	52 4%	7 5%	** **	- -%	- -%	** **	6 5%	5 5%	** **	4 4%	** **
			acd								
A fault with the service you are buying from them, for example total or partial failure of service	189 16%	26 17%	** **	26 62%	- -%	** **	17 15%	16 15%	** **	20 18%	** **
			bd	abd							
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	77 6%	10 6%	** **	10 23%	- -%	** **	6 5%	8 7%	** **	5 5%	** **
			**	abd							
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 4%	6 4%	** **	6 15%	- -%	** **	3 3%	1 1%	** **	2 2%	** **
			**	abd							i

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Landline telephone calls

	Total	Issue				Sky		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
A problem relating to the installation or set up of your service	100 8%	13 9%	** **	- -%	13 20%	** **	10 9%	10 9%	** **	9 9%	** **
		bc			abc						
Or something else, a general issue	383 32%	53 35%	** **	- -%	53 80%	** **	50 44%	43 41%	** **	46 44%	** **
		bc			abc		e			j	
SUMMARY CODES											
BILLING	410 34%	45 29%	** **	- -%	- -%	** **	27 24%	28 26%	** **	24 23%	** **
		cd	acd			f					i
FAULTS AND REPAIR	311 26%	42 27%	** **	42 100%	- -%	** **	26 23%	25 24%	** **	27 25%	** **
		bd		abd		f					
GENERAL ENQUIRIES	483 40%	66 43%	** **	- -%	66 100%	** **	60 53%	53 50%	** **	56 52%	** **
		bc			abc		e			j	

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue	Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT i	Virgin j	Talk Talk k	Sky *l	Billing m	Yes n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	479	140	197	142	224	255	304	83	92	143	117	121	98	479	191	288	323	48
Effective Weighted Sample	361	104	148	110	167	195	230	62	69	143	117	121	98	361	141	220	246	35
Total	410	119	164	127	184	226	267	68	76	223	97	45	45	410	158	252	277	41
Payment issues (including setting up/making a payment, non-direct debit charges)	82 20%	23 19%	37 22%	22 17%	35 19%	47 21%	51 19%	** **	** **	52 23%	15 15%	8 18%	** **	82 20%	17 11%	64 25% n	61 22%	** **
Bill was a lot higher than expected	74 18%	29 24%	30 18%	16 12%	33 18%	42 18%	54 20%	** **	** **	34 15%	21 21%	7 16%	** **	74 18%	38 24%	36 14%	45 16%	** **
Bill contained items I shouldn't have been charged for	51 12%	12 10%	25 15%	14 11%	26 14%	24 11%	32 12%	** **	** **	39 17% j	3 3%	4 9%	** **	51 12%	35 22% o	16 6%	29 11%	** **
Account details (name, address, tariff, package etc.)	41 10%	11 9%	17 10%	13 10%	15 8%	25 11%	29 11%	** **	** **	22 10%	9 9%	5 11%	** **	41 10%	10 6%	31 12%	32 12%	** **
Needed help to understand the bill	34 8%	18 15% c	11 7%	5 4%	16 9%	18 8%	24 9%	** **	** **	17 8%	7 8%	5 11%	** **	34 8%	12 8%	22 9%	22 8%	** **
Bill was inaccurate	32 8%	9 8%	11 7%	12 9%	15 8%	17 8%	24 9%	** **	** **	19 8%	7 7%	4 9%	** **	32 8%	22 14% o	10 4%	20 7%	** **
Getting a refund, credit note or cashback	21 5%	9 8%	6 3%	6 5%	9 5%	12 5%	12 5%	** **	** **	11 5%	2 2%	6 13% j	** **	21 5%	9 5%	12 5%	10 4%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - n,o - p,q
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue	Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT i	Virgin j	Talk Talk k	Sky *l	Billing m	Yes n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	479	140	197	142	224	255	304	83	92	143	117	121	98	479	191	288	323	48
Effective Weighted Sample	361	104	148	110	167	195	230	62	69	143	117	121	98	361	141	220	246	35
Total	410	119	164	127	184	226	267	68	76	223	97	45	45	410	158	252	277	41
The format of the bill	18 4%	7 6%	6 4%	5 4%	8 5%	10 4%	12 4%	** **	** **	8 3%	6 6%	1 3%	** **	18 4%	6 4%	13 5%	16 6%	** **
A different issue	58 14%	1 1%	22 14%	34 27%	26 14%	31 14%	29 11%	** **	** **	22 10%	27 28%	4 10%	** **	58 14%	9 6%	48 19%	42 15%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	BT										Virgin							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	All c	Billing d	Yes *e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	Billing l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Significance Level: 99%																			
Unweighted total	479	305	165	143	143	55	88	94	15	89	49	117	117	40	77	88	9	82	33
Effective Weighted Sample	361	231	123	143	143	55	88	94	15	89	49	117	117	40	77	88	9	82	33
Total	410	261	139	223	223	86	137	147	23	139	77	97	97	33	64	73	7	68	27
Payment issues (including setting up/making a payment, non-direct debit charges)	82 20%	51 20%	30 22%	52 23%	52 23%	** **	** **	** **	** **	** **	** **	15 15%	15 15%	** **	** **	** **	** **	** **	** **
Bill was a lot higher than expected	74 18%	46 18%	28 20%	34 15%	34 15%	** **	** **	** **	** **	** **	** **	21 21%	21 21%	** **	** **	** **	** **	** **	** **
Bill contained items I shouldn't have been charged for	51 12%	19 7%	26 19%	39 17%	39 17%	** **	** **	** **	** **	** **	** **	3 3%	3 3%	** **	** **	** **	** **	** **	** **
Account details (name, address, tariff, package etc.)	41 10%	31 12%	9 6%	22 10%	22 10%	** **	** **	** **	** **	** **	** **	9 9%	9 9%	** **	** **	** **	** **	** **	** **
Needed help to understand the bill	34 8%	21 8%	13 9%	17 8%	17 8%	** **	** **	** **	** **	** **	** **	7 8%	7 8%	** **	** **	** **	** **	** **	** **
Bill was inaccurate	32 8%	20 8%	9 7%	19 8%	19 8%	** **	** **	** **	** **	** **	** **	7 7%	7 7%	** **	** **	** **	** **	** **	** **
Getting a refund, credit note or cashback	21 5%	15 6%	6 4%	11 5%	11 5%	** **	** **	** **	** **	** **	** **	2 2%	2 2%	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	BT										Virgin								
	Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		
	Yes a	No b	All c	Billing d	Yes *e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	Billing l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r	
Significance Level: 99%	Total																		
Unweighted total	479	305	165	143	143	55	88	94	15	89	49	117	117	40	77	88	9	82	33
Effective Weighted Sample	361	231	123	143	143	55	88	94	15	89	49	117	117	40	77	88	9	82	33
Total	410	261	139	223	223	86	137	147	23	139	77	97	97	33	64	73	7	68	27
The format of the bill	18 4%	16 6%	2 2%	8 3%	8 3%	**	**	**	**	**	**	6 6%	6 6%	**	**	**	**	**	**
A different issue	58 14%	42 16%	15 11%	22 10%	22 10%	**	**	**	**	**	**	27 28%	27 28%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	Talk Talk								Sky							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	Billing b	Yes *c	No *d	Satis- fied *e	Dissat- isfied ~f	Yes *g	No ~h	All *i	Billing *j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	479	121	121	56	65	81	13	82	38	98	98	40	58	60	11	52	45
Effective Weighted Sample	361	121	121	56	65	81	13	82	38	98	98	40	58	60	11	52	45
Total	410	45	45	21	24	30	5	31	14	45	45	18	27	28	5	24	21
Payment issues (including setting up/making a payment, non-direct debit charges)	82 20%	8 18%	8 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Bill was a lot higher than expected	74 18%	7 16%	7 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Bill contained items I shouldn't have been charged for	51 12%	4 9%	4 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Account details (name, address, tariff, package etc.)	41 10%	5 11%	5 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Needed help to understand the bill	34 8%	5 11%	5 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Bill was inaccurate	32 8%	4 9%	4 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Getting a refund, credit note or cashback	21 5%	6 13%	6 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
The format of the bill	18 4%	1 3%	1 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	Talk Talk								Sky							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	Billing b	Yes *c	No *d	Satis- fied *e	Dissat- isfied ~f	Yes *g	No ~h	All *i	Billing *j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	479	121	121	56	65	81	13	82	38	98	98	40	58	60	11	52	45
Effective Weighted Sample	361	121	121	56	65	81	13	82	38	98	98	40	58	60	11	52	45
Total	410	45	45	21	24	30	5	31	14	45	45	18	27	28	5	24	21
A different issue	58 14%	4 10%	4 10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue	Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT *i	Virgin *j	Talk Talk *k	Sky l	Fault/ repair m	Yes n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	365	118	127	120	187	178	211	72	82	86	93	83	103	365	163	202	222	48
Effective Weighted Sample	293	91	102	100	150	143	166	57	70	86	93	83	103	293	133	160	178	41
Total	311	94	115	102	161	149	183	60	67	133	60	75	42	311	144	166	183	50
Poor line quality	97 31%	25 27%	45 39%	27 27%	48 30%	49 33%	57 31%	** **	** **	** **	** **	** **	10 24%	97 31%	40 28%	57 34%	63 35%	** **
Arranging an appointment for an engineer visit	57 18%	18 19%	23 20%	17 17%	29 18%	29 19%	38 21%	** **	** **	** **	** **	** **	9 21%	57 18%	29 20%	29 17%	38 21%	** **
Time taken to repair a fault	55 18%	21 22%	18 16%	16 16%	28 17%	28 19%	34 19%	** **	** **	** **	** **	** **	9 21%	55 18%	32 22%	23 14%	22 12%	** **
Connection speed too slow	21 7%	10 11%	7 6%	4 4%	12 7%	9 6%	14 8%	** **	** **	** **	** **	** **	2 6%	21 7%	13 9%	9 5%	10 6%	** **
Complaining about an engineer	16 5%	11 12%	4 3%	2 2%	13 8%	3 2%	13 7%	** **	** **	** **	** **	** **	3 7%	16 5%	5 4%	11 7%	13 7%	** **
Problems with voice over internet (VOIP) telephone calls	* *%	- -%	* *%	- -%	- -%	* *%	* *%	** **	** **	** **	** **	** **	* 1%	* *%	- -%	* *%	* *%	** **
A different issue	63 20%	9 10%	18 15%	36 35%	32 20%	31 21%	27 15%	** **	** **	** **	** **	** **	8 19%	63 20%	25 18%	37 23%	36 20%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	BT										Virgin							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	All *c	Fault/ repair *d	Yes ~e	No ~f	Satis- fied ~g	Dissat- isfied ~h	Yes ~i	No ~j	All *k	Fault/ repair *l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Significance Level: 99%																			
Unweighted total	365	227	134	86	86	42	44	47	19	47	37	93	93	42	51	68	4	64	28
Effective Weighted Sample	293	182	108	86	86	42	44	47	19	47	37	93	93	42	51	68	4	64	28
Total	311	187	120	133	133	65	68	73	29	73	57	60	60	27	33	44	3	42	18
Poor line quality	97 31%	67 36%	27 22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Arranging an appointment for an engineer visit	57 18%	40 21%	17 15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Time taken to repair a fault	55 18%	27 15%	28 23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Connection speed too slow	21 7%	6 3%	15 13% a	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Complaining about an engineer	16 5%	9 5%	7 6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Problems with voice over internet (VOIP) telephone calls	* *%	- -%	* *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
A different issue	63 20%	37 20%	25 21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	Talk Talk								Sky							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	Fault/ repair *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes *g	No ~h	All i	Fault/ repair j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	365	83	83	40	43	45	16	51	32	103	103	39	64	62	9	65	37
Effective Weighted Sample	293	83	83	40	43	45	16	51	32	103	103	39	64	62	9	65	37
Total	311	75	75	36	39	41	15	46	29	42	42	16	26	25	4	27	15
Poor line quality	97 31%	**	**	**	**	**	**	**	**	10 24%	10 24%	**	**	**	**	**	**
Arranging an appointment for an engineer visit	57 18%	**	**	**	**	**	**	**	**	9 21%	9 21%	**	**	**	**	**	**
Time taken to repair a fault	55 18%	**	**	**	**	**	**	**	**	9 21%	9 21%	**	**	**	**	**	**
Connection speed too slow	21 7%	**	**	**	**	**	**	**	**	2 6%	2 6%	**	**	**	**	**	**
Complaining about an engineer	16 5%	**	**	**	**	**	**	**	**	3 7%	3 7%	**	**	**	**	**	**
Problems with voice over internet (VOIP) telephone calls	* *%	**	**	**	**	**	**	**	**	* 1%	* 1%	**	**	**	**	**	**
A different issue	63 20%	**	**	**	**	**	**	**	**	8 19%	8 19%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue	Complaint		Satisfaction with CS	
		18-34 *a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT *i	Virgin *j	Talk Talk *k	Sky l	General m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	360	82	126	152	135	225	180	81	99	73	90	97	100	360	53	307	267	30
Effective Weighted Sample	212	48	75	91	80	132	107	49	59	73	90	97	100	212	31	181	156	19
Total	483	97	185	201	184	299	264	87	131	260	81	75	66	483	72	411	338	52
Change to your package or service (upgrading or downgrading your service)	149 31%	** **	54 29%	67 34%	51 28%	99 33%	80 30%	** **	** **	** **	** **	** **	22 33%	149 31%	** **	139 34%	123 36%	** **
Buying your service	51 11%	** **	22 12%	19 10%	34 18% e	18 6%	36 13%	** **	** **	** jk	** **	** **	5 7%	51 11%	** **	43 10%	38 11%	** **
Arranging an installation	47 10%	** **	21 11%	17 9%	13 7%	34 12%	36 14%	** **	** **	** **	** **	** **	5 8%	47 10%	** **	40 10%	30 9%	** **
Technical enquiry about the service	42 9%	** **	14 8%	13 6%	15 8%	27 9%	28 11%	** **	** **	** **	** **	** **	7 11%	42 9%	** **	28 7%	28 8%	** **
General issues with customer service	28 6%	** **	20 11%	3 2%	12 6%	16 5%	23 9%	** **	** **	** **	** **	** **	7 10%	28 6%	** **	19 5%	16 5%	** **
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	25 5%	** **	8 4%	12 6%	11 6%	15 5%	11 4%	** **	** **	** **	** **	** **	6 9%	25 5%	** **	20 5%	18 5%	** **
Time taken to install the service	15 3%	** **	11 6%	1 *%	4 2%	10 3%	10 4%	** **	** **	** **	** **	** **	1 1%	15 3%	** **	8 2%	2 1%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue	Complaint		Satisfaction with CS	
		18-34 *a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT *i	Virgin *j	Talk Talk *k	Sky l	General m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	360	82	126	152	135	225	180	81	99	73	90	97	100	360	53	307	267	30
Effective Weighted Sample	212	48	75	91	80	132	107	49	59	73	90	97	100	212	31	181	156	19
Total	483	97	185	201	184	299	264	87	131	260	81	75	66	483	72	411	338	52
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	** **	2 1%	7 4%	3 2%	8 3%	4 2%	** **	** **	** **	** **	** **	1 1%	11 2%	** **	10 2%	5 2%	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	** **	7 4%	2 1%	4 2%	7 2%	4 2%	** **	** **	** **	** **	** **	1 1%	10 2%	** **	10 2%	9 3%	** **
Enquiring or complaining about the terms of your contract	8 2%	** **	2 1%	3 1%	5 3%	4 1%	3 1%	** **	** **	** **	** **	** **	3 4%	8 2%	** **	6 1%	5 2%	** **
Mis-selling	5 1%	** **	- -%	1 *%	5 3%	- -%	1 *%	** **	** **	** **	** **	** **	1 1%	5 1%	** **	4 1%	1 *%	** **
Damage to property during installation or repair	2 1%	** **	- -%	- -%	1 *%	2 1%	2 1%	** **	** **	** **	** **	** **	1 1%	2 1%	** **	2 *%	1 *%	** **
A different issue	87 18%	** **	23 13%	55 27%	27 15%	60 20%	26 10%	** **	** **	** **	** **	** **	9 13%	87 18%	** **	81 20%	60 18%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	BT										Virgin							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No *b	All *c	General *d	Yes ~e	No *f	Satis- fied ~g	Dissat- isfied ~h	Yes *i	No ~j	All *k	General *l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Significance Level: 99%																			
Unweighted total	360	262	89	73	73	11	62	47	10	50	21	90	90	12	78	66	10	59	29
Effective Weighted Sample	212	153	54	73	73	11	62	47	10	50	21	90	90	12	78	66	10	59	29
Total	483	341	130	260	260	39	220	167	36	178	75	81	81	11	71	60	9	53	26
Change to your package or service (upgrading or downgrading your service)	149 31%	121 36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Buying your service	51 11%	38 11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Arranging an installation	47 10%	33 10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Technical enquiry about the service	42 9%	28 8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
General issues with customer service	28 6%	19 6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	25 5%	17 5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Time taken to install the service	15 3%	9 3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	BT										Virgin									
		Resolved		Issue		Complaint		Satisfaction with CS				Resolved		Issue		Complaint		Satisfaction with CS			
		Yes a	No *b	All *c	General *d	Yes ~e	No *f	Satis- fied ~g	Dissat- isfied ~h	Yes *i	No ~j	All *k	General *l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r		
Significance Level: 99%																					
Unweighted total	360	262	89	73	73	11	62	47	10	50	21	90	90	12	78	66	10	59	29		
Effective Weighted Sample	212	153	54	73	73	11	62	47	10	50	21	90	90	12	78	66	10	59	29		
Total	483	341	130	260	260	39	220	167	36	178	75	81	81	11	71	60	9	53	26		
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	5 2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	2 *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Enquiring or complaining about the terms of your contract	8 2%	4 1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Mis-selling	5 1%	1 *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Damage to property during installation or repair	2 1%	2 1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
A different issue	87 18%	63 18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	Talk Talk								Sky							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	General *b	Yes ~c	No *d	Satis- fied *e	Dissat- isfied ~f	Yes *g	No ~h	All i	General j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	360	97	97	20	77	74	6	69	25	100	100	10	90	80	4	84	14
Effective Weighted Sample	212	97	97	20	77	74	6	69	25	100	100	10	90	80	4	84	14
Total	483	75	75	16	60	58	5	54	19	66	66	7	60	53	3	56	9
Change to your package or service (upgrading or downgrading your service)	149 31%	**	**	**	**	**	**	**	**	22 33%	22 33%	**	**	**	**	**	**
Buying your service	51 11%	**	**	**	**	**	**	**	**	5 7%	5 7%	**	**	**	**	**	**
Arranging an installation	47 10%	**	**	**	**	**	**	**	**	5 8%	5 8%	**	**	**	**	**	**
Technical enquiry about the service	42 9%	**	**	**	**	**	**	**	**	7 11%	7 11%	**	**	**	**	**	**
General issues with customer service	28 6%	**	**	**	**	**	**	**	**	7 10%	7 10%	**	**	**	**	**	**
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	25 5%	**	**	**	**	**	**	**	**	6 9%	6 9%	**	**	**	**	**	**
Time taken to install the service	15 3%	**	**	**	**	**	**	**	**	1 1%	1 1%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Landline telephone calls

	Total	Talk Talk								Sky							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	General *b	Yes ~c	No *d	Satis- fied *e	Dissat- isfied ~f	Yes *g	No ~h	All i	General j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	360	97	97	20	77	74	6	69	25	100	100	10	90	80	4	84	14
Effective Weighted Sample	212	97	97	20	77	74	6	69	25	100	100	10	90	80	4	84	14
Total	483	75	75	16	60	58	5	54	19	66	66	7	60	53	3	56	9
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	**	**	**	**	**	**	**	**	1 1%	1 1%	**	**	**	**	**	**
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	**	**	**	**	**	**	**	**	1 1%	1 1%	**	**	**	**	**	**
Enquiring or complaining about the terms of your contract	8 2%	**	**	**	**	**	**	**	**	3 4%	3 4%	**	**	**	**	**	**
Mis-selling	5 1%	**	**	**	**	**	**	**	**	1 1%	1 1%	**	**	**	**	**	**
Damage to property during installation or repair	2 1%	**	**	**	**	**	**	**	**	1 1%	1 1%	**	**	**	**	**	**
A different issue	87 18%	**	**	**	**	**	**	**	**	9 13%	9 13%	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
1 Extremely dissatisfied (1.0)	40 3%	8 3%	19 4%	13 3%	22 4%	17 3%	26 4%	4 2%	10 4%	23 4%	5 2%	6 3%	5 4%	8 2%	16 5%	16 3%	21 6%	19 2%	
2 (2.0)	24 2%	10 3%	11 2%	3 1%	8 1%	17 2%	18 3%	3 1%	3 1%	16 3%	2 1%	5 2%	1 1%	9 2%	8 3%	8 2%	15 4%	10 1%	
3 (3.0)	49 4%	10 3%	33 7%	5 1%	29 5%	20 3%	36 5%	10 5%	3 1%	26 4%	10 4%	8 4%	5 3%	19 5%	17 6%	13 3%	33 9%	16 2%	
4 (4.0)	46 4%	15 5%	19 4%	12 3%	18 3%	28 4%	29 4%	9 4%	8 3%	23 4%	6 3%	8 4%	9 6%	18 4%	9 3%	18 4%	25 7%	21 3%	
5 (5.0)	111 9%	29 9%	45 10%	37 9%	50 9%	61 9%	62 9%	32 15%	18 6%	65 11%	15 6%	21 11%	9 6%	48 12%	32 10%	31 6%	46 12%	65 8%	
6 (6.0)	113 9%	37 12%	41 9%	35 8%	54 10%	59 9%	79 11%	18 8%	16 6%	61 10%	23 10%	12 6%	17 11%	41 10%	40 13%	31 7%	39 10%	74 9%	
7 (7.0)	162 13%	48 16%	74 16%	40 9%	67 13%	95 14%	107 15%	33 15%	23 8%	79 13%	28 12%	34 17%	20 13%	52 13%	52 17%	59 12%	54 14%	108 13%	
8 (8.0)	240 20%	56 18%	85 18%	99 23%	116 22%	125 18%	142 20%	35 16%	64 23%	121 20%	55 23%	38 19%	26 17%	87 21%	56 18%	98 20%	64 17%	176 21%	
9 (9.0)	212 18%	34 11%	78 17%	100 23%	84 16%	128 19%	110 15%	35 16%	67 24%	111 18%	45 19%	26 13%	30 20%	57 14%	45 14%	110 23%	34 9%	178 21%	
10 Extremely satisfied (10.0)	206 17%	63 20%	58 13%	85 20%	82 15%	125 18%	106 15%	37 17%	64 23%	91 15%	48 20%	37 19%	31 20%	72 18%	36 12%	98 20%	45 12%	162 20%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
SUMMARY CODES																		
DISSATISFIED (1-3)	113 9%	28 9%	64 14% c	22 5%	59 11%	55 8%	80 11%	17 8%	16 6%	65 11%	17 7%	19 10%	11 7%	35 9%	41 13%	37 8%	69 18%	45 5%
NEUTRAL (4-6)	270 22%	80 26%	105 23%	84 20%	122 23%	148 22%	169 24%	59 27% h	42 15%	149 24%	44 19%	42 21%	35 22%	107 26% o	81 26%	81 17%	109 29% q	161 19%
SATISFIED (7-10)	821 68%	202 65%	296 64%	324 75% b	349 66%	472 70%	465 65%	139 65%	217 79% fg	402 65%	176 74%	135 69%	108 70%	268 65%	189 61%	365 76% mn	197 53%	624 75% p
Answered	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Mean score	7.2	7.1	6.8	7.7 ab	7.1	7.3	7.0	7.1	7.8 fg	7.0	7.6 i	7.1	7.4	7.1	6.7	7.6 n	6.3	7.6 p
Standard deviation	2.36	2.37	2.46	2.15	2.41	2.31	2.39	2.28	2.22	2.41	2.18	2.40	2.32	2.30	2.43	2.31	2.59	2.12
Standard error	.07	.13	.12	.11	.10	.09	.09	.15	.13	.14	.13	.14	.13	.10	.13	.12	.13	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin			
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
1 Extremely dissatisfied (1.0)	40 3%	2 *% a	34 24% a	7 1%	33 8% c	23 4%	5 2%	** **	** **	11 6%	12 3%	- -%	** **	4 1%	20 9% m	5 2%	1 1%	** **	** **
2 (2.0)	24 2%	2 *% a	17 12% a	9 1%	13 3%	16 3%	5 2%	** **	** **	10 5%	7 2%	2 *% a	** **	7 2%	8 4%	2 1%	2 2%	** **	** **
3 (3.0)	49 4%	8 1%	26 18% a	9 1%	40 10% c	26 4%	11 5%	** **	** **	20 10% j	6 1%	5 1%	** **	5 1%	21 10% m	10 4%	4 4%	** **	** **
4 (4.0)	46 4%	3 *% a	22 15% a	18 2%	26 7% c	23 4%	9 4%	** **	** **	15 8%	8 2%	2 *% a	** **	10 3%	13 6%	6 3%	3 3%	** **	** **
5 (5.0)	111 9%	26 3%	18 13% a	45 6%	56 15% c	65 11%	31 14%	** **	** **	21 11%	44 10%	18 5%	** **	26 7%	32 16%	15 6%	7 8%	** **	** **
6 (6.0)	113 9%	29 4%	11 8%	52 7%	53 14% c	61 10%	27 12%	** **	** **	20 11%	41 10%	12 3%	** **	26 7%	28 13%	23 10%	5 5%	** **	** **
7 (7.0)	162 13%	110 14% b	5 4%	85 11%	74 19% c	79 13%	25 11%	** **	** **	29 15%	50 12%	47 12%	** **	30 8%	48 23% m	28 12%	13 14%	** **	** **
8 (8.0)	240 20%	214 27% b	4 3%	188 24% d	51 13%	121 20%	45 20%	** **	** **	31 16%	90 21%	110 28%	** **	99 25% n	21 10%	55 23%	26 27%	** **	** **
9 (9.0)	212 18%	199 25% b	6 4%	180 23% d	31 8%	111 18%	25 11%	** **	** **	14 7%	97 23% i	100 26%	** **	96 25% n	14 7%	45 19%	17 18%	** **	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	206	204	-	197	10	91	41	**	**	20	71	91	**	87	3	48	17	**	**	
	17%	26% b	-%	25% d	3%	15%	18%	**	**	10%	17%	23%	**	22% n	1%	20%	18%	**	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	113	12	77	25	85	65	20	**	**	41	25	7	**	15	48	17	7	**	**	
	9%	1%	54% a	3%	22% c	11%	9%	**	**	21% j	6%	2%	**	4%	23% m	7%	7%	**	**	
NEUTRAL (4-6)	270	59	51	115	136	149	67	**	**	56	93	32	**	62	74	44	16	**	**	
	22%	7%	36% a	15%	35% c	24%	30%	**	**	29%	22%	8%	**	16%	35% m	19%	16%	**	**	
SATISFIED (7-10)	821	727	15	649	167	402	136	**	**	94	308	348	**	312	86	176	74	**	**	
	68%	91% b	11%	82% d	43%	65%	61%	**	**	49%	72% i	90%	**	80% n	41%	74%	77%	**	**	
Answered	1204	798	143	789	388	616	223	**	**	190	426	386	**	389	208	238	97	**	**	
Mean score	7.2	8.4 b	3.6	8.0 d	5.7	7.0	7.0	**	**	6.0	7.5 i	8.3	**	8.0 n	5.5	7.6	7.6	**	**	
Standard deviation	2.36	1.50	2.22	1.90	2.39	2.41	2.33	**	**	2.61	2.16	1.52	**	1.97	2.35	2.18	2.10	**	**	
Standard error	.07	.05	.20	.07	.12	.14	.19	**	**	.25	.16	.11	**	.14	.23	.13	.19	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	40 3%	** **	3 2%	1 *%	** **	1 1%	** e	6 3%	1 2%	** **	** **	5 7%	2 1%	* **	** **	1 1%	** o
2 (2.0)	24 2%	** **	2 1%	1 *%	** **	- -%	** **	5 2%	2 5%	** **	** **	4 5%	1 1%	- -%	** **	2 2%	** **
3 (3.0)	49 4%	** **	5 3%	1 *%	** **	1 1%	e	8 4%	2 4%	** **	** **	6 8%	2 2%	1 1%	** **	1 1%	** o
4 (4.0)	46 4%	** **	5 3%	- -%	** **	2 1%	**	8 4%	2 5%	** **	** **	4 6%	4 3%	- -%	** **	2 2%	** o
5 (5.0)	111 9%	** **	7 4%	5 3%	** **	8 5%	**	21 11%	5 11%	** **	** **	12 17%	9 7%	2 1%	** **	8 6%	** o
6 (6.0)	113 9%	** **	17 10%	10 6%	** **	9 6%	e	12 6%	3 7%	** **	** **	6 9%	6 5%	2 2%	** **	8 6%	** **
7 (7.0)	162 13%	** **	20 12%	19 11%	** **	18 11%	**	34 17%	6 13%	** **	** **	10 14%	24 20%	28 22%	** **	25 19%	** **
8 (8.0)	240 20%	** **	35 21%	48 27%	** **	42 26%	**	38 19%	7 17%	** **	** **	8 11%	30 24%	33 26%	** **	26 20%	** k
9 (9.0)	212 18%	** **	38 23%	44 25%	** **	38 23%	f	26 13%	9 19%	** **	** **	9 12%	18 14%	26 20%	** **	21 16%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	206 17%	** **	35 21%	48 27%	** **	43 26%	** **	37 19%	8 17%	** **	** **	8 11%	29 23%	36 28%	** **	36 28%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	113 9%	** **	10 6%	2 1%	** **	2 1%	** **	19 10%	5 12%	** **	** **	15 20%	5 4%	2 1%	** **	4 3%	** **
NEUTRAL (4-6)	270 22%	** **	30 18%	15 9%	** **	19 12%	** **	42 21%	10 22%	** **	** **	23 32%	19 15%	4 3%	** **	18 14%	** **
SATISFIED (7-10)	821 68%	** **	127 76%	159 90%	** **	141 87%	** **	135 69%	30 66%	** **	** **	35 48%	100 81%	123 96%	** **	108 83%	** **
Answered	1204	**	167	176	**	163	**	196	45	**	**	73	123	129	**	131	**
Mean score	7.2	**	7.7	8.4	**	8.3	**	7.1	7.1	**	**	6.1	7.8	8.4	**	8.0	**
Standard deviation	2.36	**	2.13	1.49	**	1.65	**	2.40	2.52	**	**	2.68	1.98	1.40	**	1.94	**
Standard error	.07	**	.15	.10	**	.12	**	.14	.23	**	**	.25	.15	.10	**	.14	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

		Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%												
Unweighted total		1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample		765	288	98	103	100	87	203	193	23	192	93
Total		1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied	(1.0)	40 3%	5 4%	** **	2 5%	2 3%	** **	2 2%	1 1%	** **	1 1%	** **
2	(2.0)	24 2%	1 1%	** **	1 2%	- -%	** **	* *%	- -%	** **	* *%	** **
3	(3.0)	49 4%	5 3%	** **	2 4%	1 2%	** **	2 2%	* *%	** **	1 1%	** **
4	(4.0)	46 4%	9 6%	** **	3 8%	2 3%	** **	5 4%	2 2%	** **	3 3%	** **
5	(5.0)	111 9%	9 6%	** **	2 6%	3 4%	** **	5 4%	2 2%	** **	4 4%	** **
6	(6.0)	113 9%	17 11%	** **	7 16%	3 5%	** **	10 9%	5 4%	** **	8 8%	** **
7	(7.0)	162 13%	20 13%	** **	8 18%	5 8%	** **	14 12%	16 15%	** **	13 12%	** **
8	(8.0)	240 20%	26 17%	** **	4 9%	15 23%	** **	21 19%	23 22%	** **	21 20%	** **
9	(9.0)	212 18%	30 20%	** **	9 21%	15 22%	** **	26 23%	28 27%	** **	24 23%	** **
10 Extremely satisfied	(10.0)	206 17%	31 20%	** **	5 12%	20 30%	** **	28 24%	29 28%	** **	30 28%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
SUMMARY CODES											
DISSATISFIED (1-3)	113 9%	11 7%	** **	5 11%	3 5%	** ** f	5 4%	1 1%	** **	3 3%	** ** i
NEUTRAL (4-6)	270 22%	35 22%	** ** d	12 29% d	8 12%	** ** f	19 17%	8 8%	** **	16 15%	** ** i
SATISFIED (7-10)	821 68%	108 70%	** **	25 60%	55 83% bc	** **	89 79% e	97 91%	** **	88 83% j	** **
Answered	1204	154	**	42	66	**	113	106	**	106	**
Mean score	7.2	7.4	**	6.8	8.1 bc	**	7.9 e	8.4	**	8.1 j	**
Standard deviation	2.36	2.32	**	2.46	2.14	**	2.06	1.55	**	1.90	**
Standard error	.07	.13	**	.24	.21	**	.14	.11	**	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1030	271	398	361	468	562	568	217	245	197	294	274	265	411	304	315	345	685	
Effective Weighted Sample	662	192	245	233	309	357	365	144	154	167	289	242	253	308	246	186	245	425	
Total	948	224	378	346	406	542	523	190	234	402	233	175	136	326	243	379	295	652	
1 Extremely dissatisfied (1.0)	28 3%	4 2%	15 4%	9 3%	17 4%	10 2%	17 3%	3 1%	8 3%	18 4%	3 1%	4 2%	3 3%	2 1%	14 6% m	12 3%	18 6%	10 2%	
2 (2.0)	19 2%	9 4%	6 2%	4 1%	11 3%	8 1%	11 2%	5 3%	2 1%	12 3%	2 1%	4 2%	1 1%	4 1%	12 5% o	2 1%	12 4%	7 1%	
3 (3.0)	25 3%	7 3%	13 3%	6 2%	11 3%	14 3%	14 3%	6 3%	5 2%	16 4%	4 2%	3 2%	2 2%	8 3%	10 4%	7 2%	13 4%	13 2%	
4 (4.0)	30 3%	5 2%	15 4%	9 3%	14 3%	16 3%	18 3%	6 3%	6 2%	10 3%	7 3%	8 4%	5 4%	6 2%	11 4%	13 4%	12 4%	17 3%	
5 (5.0)	76 8%	25 11%	33 9%	18 5%	34 8%	43 8%	40 8%	27 14% h	9 4%	40 10%	10 4%	18 10% j	8 6%	35 11%	22 9%	20 5%	36 12%	40 6% q	
6 (6.0)	70 7%	23 10%	26 7%	20 6%	31 8%	39 7%	43 8%	13 7%	13 6%	30 7%	15 7%	10 6%	15 11%	28 9%	15 6%	27 7%	28 10%	42 6%	
7 (7.0)	138 15%	38 17%	62 16%	39 11%	55 14%	83 15%	82 16%	31 16%	25 11%	61 15%	28 12%	30 17%	19 14%	43 13%	47 19%	48 13%	40 14%	98 15%	
8 (8.0)	211 22%	38 17%	87 23%	86 25%	100 25%	111 20%	118 23%	41 22%	52 22%	86 21%	60 26%	41 23%	24 17%	78 24%	48 20%	84 22%	52 18%	158 24%	
9 (9.0)	181 19%	32 14%	56 15%	93 27% ab	67 17%	114 21%	82 16%	31 16%	68 29% fg	76 19%	47 20%	27 16%	30 22%	63 19%	26 11% n	92 24% n	45 15%	136 21%	
10 Extremely satisfied (10.0)	169 18%	43 19%	63 17%	63 18%	65 16%	104 19%	98 19%	26 14%	45 19%	52 13%	57 25% i	30 17%	30 22%	58 18%	38 16%	73 19%	39 13%	130 20%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1030	271	398	361	468	562	568	217	245	197	294	274	265	411	304	315	345	685
Effective Weighted Sample	662	192	245	233	309	357	365	144	154	167	289	242	253	308	246	186	245	425
Total	948	224	378	346	406	542	523	190	234	402	233	175	136	326	243	379	295	652
SUMMARY CODES																		
DISSATISFIED (1-3)	72 8%	19 8%	35 9%	18 5%	40 10%	32 6%	42 8%	14 7%	16 7%	47 12%	8 4%	11 6%	6 5%	15 5%	36 15%	22 6%	42 14%	30 5%
NEUTRAL (4-6)	176 19%	54 24% c	75 20%	47 14%	78 19%	98 18%	101 19%	47 25% h	28 12%	80 20%	32 14%	36 21%	27 20%	69 21%	47 19%	60 16%	77 26% q	99 15%
SATISFIED (7-10)	699 74%	151 68%	268 71%	280 81% ab	287 71%	412 76%	379 73%	130 68%	191 81% g	275 68%	193 83% ik	128 73%	103 75%	242 74%	160 66%	297 78% n	177 60%	523 80% p
Answered	948	224	378	346	406	542	523	190	234	402	233	175	136	326	243	379	295	652
Mean score	7.4	7.2	7.2	7.8 ab	7.2	7.6	7.3	7.2	7.8 g	7.0	8.0 ik	7.3	7.7 i	7.6 n	6.8 n	7.7 n	6.7	7.8 p
Standard deviation	2.25	2.29	2.35	2.07	2.39	2.13	2.29	2.18	2.17	2.43	1.92	2.17	2.13	1.98	2.60	2.15	2.59	2.00
Standard error	.07	.14	.12	.11	.11	.09	.10	.15	.14	.17	.11	.13	.13	.10	.15	.12	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT				Satisfaction with CS		Resolved		Virgin						
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied l	Yes m	No n	Issue				
						All e	Billing f	Fault/ repair g	General h	Yes i	No j					All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1030	699	111	690	321	197	95	54	48	74	123	124	35	121	70	294	114	92	88	
Effective Weighted Sample	662	455	69	435	215	167	95	54	48	67	104	105	30	102	61	289	114	92	88	
Total	948	637	124	636	292	402	148	83	171	127	275	255	74	260	131	233	94	60	80	
1 Extremely dissatisfied (1.0)	28 3%	- -%	25 20% a	8 1%	18 6% c	18 4%	** **	** ** f	** **	** **	7 2%	- -%	** **	5 2%	** **	3 1%	- -%	** **	** **	** **
2 (2.0)	19 2%	3 *%	15 12% a	3 *%	15 5% c	12 3%	** **	** ** ef	** **	** **	5 2%	3 1%	** **	2 1%	** **	2 1%	1 1%	** **	** **	** **
3 (3.0)	25 3%	2 *%	21 17% a	4 1%	22 7% c	16 4%	** **	** **	** **	** **	10 4%	2 1%	** **	2 1%	** **	4 2%	2 3%	** **	** **	** **
4 (4.0)	30 3%	7 1%	11 9% a	10 2%	18 6% c	10 3%	** **	** **	** **	** **	4 1%	- -%	** **	4 1%	** **	7 3%	2 2%	** **	** **	** **
5 (5.0)	76 8%	12 2%	17 13% a	29 5%	44 15% c	40 10%	** **	** **	** **	** **	24 9%	8 3%	** **	16 6%	** **	10 4%	3 4%	** **	** **	** **
6 (6.0)	70 7%	25 4%	7 5%	34 5%	31 11%	30 7%	** **	** **	** **	** **	17 6%	15 6%	** **	13 5%	** **	15 7%	7 8%	** **	** **	** **
7 (7.0)	138 15%	94 15%	11 9%	89 14%	48 16%	61 15%	** **	** **	** **	** **	48 18%	38 15%	** **	34 13%	** **	28 12%	12 13%	** **	** **	** **
8 (8.0)	211 22%	166 26%	15 12%	149 23%	58 20%	86 21%	** **	** **	** **	** **	66 24%	68 27%	** **	65 25%	** **	60 26%	28 30%	** **	** **	** **
9 (9.0)	181 19%	164 26% b	2 2%	153 24% d	24 8%	76 19%	** **	** **	** **	** **	55 20%	70 27%	** **	67 26% n	** **	47 20%	17 18%	** **	** **	** ** q

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin						
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		fied	isfied			All	Billing	Fault/repair	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/repair	General
	a	b	c	d	e	*f	*g	~h	*i	j	k	~l	m	*n	o	p	*q	*r	
Significance Level: 99%																			
Unweighted total	1030	699	111	690	321	197	95	54	48	74	123	124	35	121	70	294	114	92	88
Effective Weighted Sample	662	455	69	435	215	167	95	54	48	67	104	105	30	102	61	289	114	92	88
Total	948	637	124	636	292	402	148	83	171	127	275	255	74	260	131	233	94	60	80
10 Extremely satisfied (10.0)	169	164	2	157	12	52	**	**	**	**	41	52	**	52	**	57	21	**	**
	18%	26%	1%	25%	4%	13%	**	**	**	**	15%	21%	**	20%	**	25%	23%	**	**
		b		d										n					
SUMMARY CODES																			
DISSATISFIED (1-3)	72	5	61	14	55	47	**	**	**	**	21	5	**	8	**	8	3	**	**
	8%	1%	49%	2%	19%	12%	**	**	**	**	8%	2%	**	3%	**	4%	4%	**	**
		a		c				ef						m					
NEUTRAL (4-6)	176	44	34	73	93	80	**	**	**	**	45	23	**	33	**	32	12	**	**
	19%	7%	27%	11%	32%	20%	**	**	**	**	16%	9%	**	13%	**	14%	13%	**	**
		a		c										m					
SATISFIED (7-10)	699	588	30	548	143	275	**	**	**	**	210	228	**	219	**	193	78	**	**
	74%	92%	24%	86%	49%	68%	**	**	**	**	76%	89%	**	84%	**	83%	83%	**	**
		b		d							i			n					
Answered Mean score	948	637	124	636	292	402	**	**	**	**	275	255	**	260	**	233	94	**	**
	7.4	8.4	4.1	8.1	6.0	7.0	**	**	**	**	7.4	8.2	**	8.0	**	8.0	8.0	**	**
		b		d		g		g			i			n					
Standard deviation	2.25	1.43	2.53	1.77	2.43	2.43	**	**	**	**	2.14	1.52	**	1.88	**	1.92	1.77	**	**
Standard error	.07	.05	.24	.07	.14	.17	**	**	**	**	.19	.14	**	.17	**	.11	.17	**	**

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1030	92	202	219	23	202	87	274	116	70	88	105	169	183	31	188	82
Effective Weighted Sample	662	90	199	215	23	199	85	242	116	70	88	90	152	162	27	166	72
Total	948	70	164	174	19	160	69	175	43	64	68	64	111	116	21	120	53
1 Extremely dissatisfied (1.0)	28 3%	** **	2 1%	- -%	** **	1 1%	** **	4 2%	- -%	** **	** **	3 4%	1 1%	- -%	** **	1 1%	** **
2 (2.0)	19 2%	** **	1 1%	- -%	** **	- -%	** **	4 2%	1 3%	** **	** **	3 5%	1 1%	- -%	** **	1 1%	** **
3 (3.0)	25 3%	** **	2 1%	1 *%	** **	1 1%	** **	3 2%	* 1%	** **	** **	3 5%	- -%	- -%	** **	1 1%	** **
4 (4.0)	30 3%	** **	5 3%	2 1%	** **	2 1%	** **	8 4%	2 4%	** **	** **	3 5%	5 4%	3 3%	** **	4 3%	** **
5 (5.0)	76 8%	** **	5 3%	1 *%	** **	2 1%	** **	18 10%	4 10%	** **	** **	10 16%	8 7%	1 1%	** **	6 5%	** **
6 (6.0)	70 7%	** **	9 5%	5 3%	** **	8 5%	** **	10 6%	4 9%	** **	** **	5 8%	5 5%	* *%	** **	6 5%	** **
7 (7.0)	138 15%	** **	16 10%	21 12%	** **	19 12%	** **	30 17%	7 16%	** **	** **	8 13%	22 20%	22 19%	** **	23 19%	** **
8 (8.0)	211 22%	** **	45 28%	46 26%	** **	41 26%	** **	41 23%	7 16%	** **	** **	11 17%	30 27%	36 31%	** **	27 23%	** **
9 (9.0)	181 19%	** **	38 23%	43 24%	** **	37 23%	** **	27 16%	10 22%	** **	** **	11 16%	17 15%	25 21%	** **	23 19%	** **
10 Extremely satisfied (10.0)	169 18%	** **	40 25%	56 32%	** **	49 31%	** **	30 17%	8 18%	** **	** **	7 12%	22 20%	29 25%	** **	28 24%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1030	92	202	219	23	202	87	274	116	70	88	105	169	183	31	188	82
Effective Weighted Sample	662	90	199	215	23	199	85	242	116	70	88	90	152	162	27	166	72
Total	948	70	164	174	19	160	69	175	43	64	68	64	111	116	21	120	53
SUMMARY CODES																	
DISSATISFIED (1-3)	72 8%	** **	5 3%	1 *%	** **	2 1%	** **	11 6%	2 4%	** **	** **	9 14% l	2 2%	- -%	** **	3 2%	** ** o
NEUTRAL (4-6)	176 19%	** **	19 12%	8 5%	** **	12 7%	** ** e	36 21%	10 23%	** **	** **	18 28%	18 16%	4 4%	** **	16 13%	** ** o
SATISFIED (7-10)	699 74%	** **	140 85%	165 95%	** **	146 91% f	** **	128 73%	31 72%	** **	** **	37 58%	91 82% k	112 96%	** **	101 85% p	** **
Answered	948	**	164	174	**	160	**	175	43	**	**	64	111	116	**	120	**
Mean score	7.4	**	8.1	8.6	**	8.5 f	**	7.3	7.5	**	** i	6.6	7.8 k	8.4	**	8.0 p	**
Standard deviation	2.25	**	1.84	1.33	**	1.54 f	**	2.17	2.10	**	**	2.54	1.81 k	1.34	**	1.82 p	**
Standard error	.07	**	.13	.09	**	.11 f	**	.13	.19	**	**	.25	.14 k	.10	**	.13 p	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1030	265	86	88	91	74	191	173	22	179	82	
Effective Weighted Sample	662	253	86	88	91	72	182	165	21	171	80	
Total	948	136	40	36	60	35	102	92	10	95	39	
1 Extremely dissatisfied	(1.0)	28 3%	3 3%	** **	** **	** **	1 1%	- -%	** **	1 1%	** **	
						f					i	
2	(2.0)	19 2%	1 1%	** **	** **	** **	1 1%	- -%	** **	* *0%	** **	
3	(3.0)	25 3%	2 2%	** **	** **	** **	1 1%	- -%	** **	- -%	** **	
											i	
4	(4.0)	30 3%	5 4%	** **	** **	** **	4 3%	2 2%	** **	1 1%	** **	
											i	
5	(5.0)	76 8%	8 6%	** **	** **	** **	3 3%	2 2%	** **	4 4%	** **	
						f						
6	(6.0)	70 7%	15 11%	** **	** **	** **	11 10%	5 5%	** **	7 8%	** **	
7	(7.0)	138 15%	19 14%	** **	** **	** **	12 11%	13 14%	** **	13 14%	** **	
8	(8.0)	211 22%	24 17%	** **	** **	** **	17 17%	17 18%	** **	16 16%	** **	
				c								
9	(9.0)	181 19%	30 22%	** **	** **	** **	26 26%	27 29%	** **	26 27%	** **	
										j		

Columns Tested: a,b,c,d - e,f - g,h - i,j
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1030	265	86	88	91	74	191	173	22	179	82
Effective Weighted Sample	662	253	86	88	91	72	182	165	21	171	80
Total	948	136	40	36	60	35	102	92	10	95	39
10 Extremely satisfied	169	30	**	**	**	**	26	27	**	27	**
(10.0)	18%	22%	**	**	**	**	26%	29%	**	28%	**
							e			j	
SUMMARY CODES											
DISSATISFIED (1-3)	72	6	**	**	**	**	3	-	**	1	**
	8%	5%	**	**	**	**	3%	-%	**	1%	**
						f					i
NEUTRAL (4-6)	176	27	**	**	**	**	17	8	**	12	**
	19%	20%	**	**	**	**	17%	9%	**	13%	**
				d							i
SATISFIED (7-10)	699	103	**	**	**	**	82	84	**	82	**
	74%	75%	**	**	**	**	80%	91%	**	86%	**
					bc		e			j	
Answered	948	136	**	**	**	**	102	92	**	95	**
Mean score	7.4	7.7	**	**	**	**	8.1	8.5	**	8.3	**
		c			c		e			j	
Standard deviation	2.25	2.13	**	**	**	**	1.90	1.43	**	1.71	**
Standard error	.07	.13	**	**	**	**	.14	.11	**	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																			
Unweighted total		520	159	198	163	233	287	310	105	105	259	261	184	176	160	160	360	373	37
Effective Weighted Sample		485	146	185	154	216	268	288	98	98	255	250	171	167	156	148	337	350	34
Total		338	98	127	112	149	189	199	68	71	204	133	121	93	124	98	240	248	24
1 Extremely dissatisfied	(1.0)	3 1%	- -%	2 2%	1 1%	2 1%	1 1%	2 1%	1 1%	- -%	3 1%	* *%	* *%	- -%	3 2%	1 1%	2 1%	- -%	** **
2	(2.0)	3 1%	2 2%	1 1%	- -%	3 2%	- -%	2 1%	1 1%	- -%	3 1%	- -%	2 1%	- -%	1 1%	2 2%	1 *%	- -%	** **
3	(3.0)	4 1%	2 2%	2 1%	* *%	2 1%	2 1%	1 1%	3 4%	- -%	3 1%	1 1%	2 2%	2 2%	- -%	3 3%	2 1%	- -%	** **
4	(4.0)	5 1%	- -%	4 3%	* *%	1 1%	4 2%	1 1%	2 3%	1 1%	3 2%	3 2%	2 1%	2 2%	1 1%	1 1%	3 1%	1 1%	** **
5	(5.0)	20 6%	4 4%	12 10%	3 3%	9 6%	11 6%	13 6%	5 7%	2 2%	13 6%	7 5%	8 6%	7 7%	5 4%	9 9%	11 5%	3 1%	** **
6	(6.0)	26 8%	14 14%	8 6%	4 3%	10 7%	16 8%	18 9%	5 7%	3 5%	15 7%	11 8%	10 9%	7 8%	8 7%	13 13%	13 5%	8 3%	** **
7	(7.0)	45 13%	19 20%	15 12%	11 9%	22 15%	22 12%	28 14%	8 12%	8 12%	27 13%	18 14%	12 10%	21 23%	12 10%	18 18%	27 11%	29 12%	** **
8	(8.0)	82 24%	22 23%	32 25%	28 25%	40 27%	42 22%	53 27%	14 21%	15 21%	49 24%	33 25%	33 27%	21 22%	29 23%	22 23%	60 25%	68 28%	** **
9	(9.0)	76 23%	16 16%	28 22%	33 29%	32 22%	44 23%	42 21%	14 20%	20 28%	44 21%	33 24%	26 22%	15 17%	35 28%	14 15%	62 26%	67 27%	** **
10 Extremely satisfied	(10.0)	75 22%	19 19%	23 18%	32 29%	28 19%	47 25%	37 19%	16 23%	21 30%	47 23%	27 21%	26 21%	17 19%	31 25%	15 16%	59 25%	72 29%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	520	159	198	163	233	287	310	105	105	259	261	184	176	160	160	360	373	37
Effective Weighted Sample	485	146	185	154	216	268	288	98	98	255	250	171	167	156	148	337	350	34
Total	338	98	127	112	149	189	199	68	71	204	133	121	93	124	98	240	248	24
SUMMARY CODES																		
DISSATISFIED (1-3)	10 3%	4 4%	5 4%	1 1%	6 4%	3 2%	5 3%	5 7% h	- -%	8 4%	2 1%	4 3%	2 2%	4 3%	6 6%	4 2%	- -%	**
NEUTRAL (4-6)	50 15%	18 19%	24 19%	7 6%	20 13%	30 16%	32 16%	12 17%	6 8%	29 14%	21 15%	20 17%	16 17%	14 11%	23 23%	27 11%	13 5%	**
SATISFIED (7-10)	278 82%	76 77%	98 77%	104 92% ab	123 82%	155 82%	161 81%	52 76%	65 92% g	167 82%	111 83%	97 80%	74 80%	107 86%	70 71%	208 87% n	235 95%	**
Answered	338	98	127	112	149	189	199	68	71	204	133	121	93	124	98	240	248	**
Mean score	8.0	7.7	7.7	8.5 ab	7.8	8.1	7.9	7.7	8.6 fg	7.9	8.0	7.9	7.7	8.2	7.4	8.2 n	8.6	**
Standard deviation	1.83	1.79	2.03	1.49	1.89	1.78	1.79	2.20	1.39	1.93	1.67	1.86	1.74	1.85	2.02	1.69	1.22	**
Standard error	.08	.14	.14	.12	.12	.10	.10	.22	.14	.12	.10	.14	.13	.15	.16	.09	.06	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair *e	General *f	Yes *g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No *l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	520	362	150	259	99	86	74	83	176	194	18	183	72	261	85	90	86	77	184
Effective Weighted Sample	485	339	138	255	99	86	74	82	173	191	18	180	71	250	85	90	86	75	176
Total	338	239	93	204	82	56	67	63	142	153	15	144	57	133	39	37	57	35	98
1 Extremely dissatisfied (1.0)	3 1%	1 *%	2 2%	3 1%	** **	** **	** **	** **	2 1%	- -%	** **	1 1%	** **	* *%	** **	** **	** **	** **	- -%
2 (2.0)	3 1%	- -%	2 2%	3 1%	** **	** **	** **	** **	1 1%	- -%	** **	- -%	** **	- -%	** **	** **	** **	** **	- -%
3 (3.0)	4 1%	1 *%	3 3%	3 1%	** **	** **	** **	** **	1 1%	- -%	** **	1 *%	** **	1 1%	** **	** **	** **	** **	* *%
4 (4.0)	5 1%	2 1%	2 3%	1 1%	** **	** **	** **	** **	1 1%	1 1%	** **	1 1%	** **	3 2%	** **	** **	** **	** **	2 2%
5 (5.0)	20 6%	6 2%	12 12% a	13 6%	** **	** **	** **	** **	7 5%	3 2%	** **	3 2%	** **	7 5%	** **	** **	** **	** **	4 4%
6 (6.0)	26 8%	16 7%	9 10%	15 7%	** **	** **	** **	** **	7 5%	5 4%	** **	9 7%	** **	11 8%	** **	** **	** **	** **	6 6%
7 (7.0)	45 13%	23 10%	21 23% a	27 13%	** **	** **	** **	** **	16 11%	19 12%	** **	14 9%	** **	18 14%	** **	** **	** **	** **	11 11%
8 (8.0)	82 24%	59 25%	24 25%	49 24%	** **	** **	** **	** **	36 26%	42 27%	** **	33 23%	** **	33 25%	** **	** **	** **	** **	24 24%
9 (9.0)	76 23%	62 26% b	14 15%	44 21%	** **	** **	** **	** **	35 25%	38 25%	** **	38 27%	** **	33 24%	** **	** **	** **	** **	27 27%
10 Extremely satisfied (10.0)	75 22%	70 29%	4 5%	47 23%	** **	** **	** **	** **	35 25%	46 30%	** **	45 31%	** **	27 21%	** **	** **	** **	** **	24 25%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair *e	General *f	Yes *g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No *l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	520	362	150	259	99	86	74	83	176	194	18	183	72	261	85	90	86	77	184
Effective Weighted Sample	485	339	138	255	99	86	74	82	173	191	18	180	71	250	85	90	86	75	176
Total	338	239	93	204	82	56	67	63	142	153	15	144	57	133	39	37	57	35	98
SUMMARY CODES																			
DISSATISFIED (1-3)	10 3%	2 1%	7 8% a	8 4%	**	**	**	**	4 3%	- -%	**	2 1%	**	2 1%	**	**	**	**	*
NEUTRAL (4-6)	50 15%	23 10%	23 25% a	29 14%	**	**	**	**	16 11%	9 6%	**	13 9%	**	21 15%	**	**	**	**	12 12%
SATISFIED (7-10)	278 82%	214 90%	63 67% b	167 82%	**	**	**	**	122 86% g	144 94%	**	130 90% l	**	111 83%	**	**	**	**	86 88% n q
Answered	338	239	93	204	**	**	**	**	142	153	**	144	**	133	**	**	**	**	98
Mean score	8.0	8.5 b	6.9	7.9	**	**	**	**	8.2 g	8.6	**	8.5 l	**	8.0	**	**	**	**	8.3 q
Standard deviation	1.83	1.48	2.00	1.93	**	**	**	**	1.79	1.28	**	1.52	**	1.67	**	**	**	**	1.53
Standard error	.08	.08	.16	.12	**	**	**	**	.14	.09	**	.11	**	.10	**	**	**	**	.11

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

		Sky				
		Satisfaction with CS			Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Total						
Significance Level: 99%						
Unweighted total		520	179	19	179	78
Effective Weighted Sample		485	171	19	171	76
Total		338	95	9	95	36
1 Extremely dissatisfied	(1.0)	3 1%	- -%	** **	- -%	** **
2	(2.0)	3 1%	- -%	** **	- -%	** **
3	(3.0)	4 1%	- -%	** **	* *%	** **
4	(4.0)	5 1%	* *%	** **	1 1%	** **
5	(5.0)	20 6%	- -%	** **	3 3%	** **
6	(6.0)	26 8%	3 3%	** **	6 7%	** **
7	(7.0)	45 13%	10 10%	** **	10 10%	** **
8	(8.0)	82 24%	27 28%	** **	26 27%	** **
9	(9.0)	76 23%	28 30%	** **	24 25%	** **
10 Extremely satisfied	(10.0)	75 22%	26 28%	** **	25 27%	** **

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Sky				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	520	179	19	179	78
Effective Weighted Sample	485	171	19	171	76
Total	338	95	9	95	36
SUMMARY CODES					
DISSATISFIED (1-3)	10 3%	- -%	**	*	**
NEUTRAL (4-6)	50 15%	4 4%	**	10 10%	**
SATISFIED (7-10)	278 82%	91 96%	**	84 89%	**
Answered	338	95	**	95	**
Mean score	8.0	8.7	**	8.4	**
Standard deviation	1.83	1.14	**	1.44	**
Standard error	.08	.09	**	.11	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE ~e	WORKING ~f	NOT ~g	RETIRED ~h	Virgin ~i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No ~n	Satis- fied ~o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	50	8	17	25	22	28	28	9	13	50	24	13	13	13	37	39	2
Effective Weighted Sample	49	8	17	25	22	28	28	9	13	49	24	13	13	36	38	2	
Total	40	7	14	20	17	23	23	8	10	40	20	8	12	30	31	2	
1 Extremely dissatisfied (1.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3 (3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5 (5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6 (6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7 (7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8 (8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9 (9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 Extremely satisfied (10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY CODES																	
DISSATISFIED (1-3)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (4-6)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS		
	Total	18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE ~e	WORKING ~f	NOT ~g	RETIRED ~h	Virgin *i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No ~n	Satis- fied ~o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	50	8	17	25	22	28	28	9	13	50	24	13	13	13	37	39	2
Effective Weighted Sample	49	8	17	25	22	28	28	9	13	49	24	13	13	13	36	38	2
Total	40	7	14	20	17	23	23	8	10	40	20	8	12	10	30	31	2
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes ~a	No ~b	All *c	Billing ~d	Fault/ repair ~e	General ~f	Complaint ~g	No ~h	Satis- fied ~i	Dissat- isfied ~j	Yes ~k	No ~l
Significance Level: 99%													
Unweighted total	50	34	16	50	24	13	13	13	37	39	2	34	16
Effective Weighted Sample	49	34	16	49	24	13	13	13	36	38	2	34	16
Total	40	27	13	40	20	8	12	10	30	31	2	27	13
1 Extremely dissatisfied	(1.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
10 Extremely satisfied	(10.0)	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY CODES													
DISSATISFIED (1-3)	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (4-6)	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Landline telephone calls

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes ~a	No ~b	All *c	Billing ~d	Fault/ repair ~e	General ~f	Complaint Yes ~g	No ~h	Satis- fied ~i	Dissat- isfied ~j	Yes ~k	No ~l
Significance Level: 99%													
Unweighted total	50	34	16	50	24	13	13	13	37	39	2	34	16
Effective Weighted Sample	49	34	16	49	24	13	13	13	36	38	2	34	16
Total	40	27	13	40	20	8	12	10	30	31	2	27	13
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?**

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
Only on the phone	740	169	276	294	302	438	410	147	183	381	167	103	89	274	160	306	226	514	
	61%	55%	59%	69% a	57%	65%	57%	68%	67%	62%	70% kl	52%	58%	67% n	52%	63% n	60%	62%	
Mainly on the phone	308	92	123	93	154	154	200	44	64	147	54	64	44	107	106	95	111	197	
	26%	30%	27%	22%	29%	23%	28%	20%	23%	24%	23%	33% j	28%	26%	34% o	20%	30%	24%	
Only via email	58	17	27	14	27	31	38	12	8	30	7	11	11	14	20	25	19	39	
	5%	5%	6%	3%	5%	5%	5%	5%	3%	5%	3%	6%	7%	3%	6%	5%	5%	5%	
Mainly via email	71	20	32	19	32	39	50	7	14	38	9	16	9	14	17	40	18	53	
	6%	6%	7%	4%	6%	6%	7%	3%	5%	6%	4%	8%	6%	3%	6%	8%	5%	6%	
Don't Know	27	12	6	9	14	13	16	6	5	20	2	2	2	2	7	17	2	26	
	2%	4%	1%	2%	3%	2%	2%	3%	2%	3%	1%	1%	1%	1%	2%	4%	*%	3%	
SUMMARY CODES																			
ANY CONTACT BY PHONE	1119	281	431	406	488	631	660	198	261	566	229	182	141	394	284	441	354	764	
	93%	91%	93%	95%	92%	93%	92%	92%	95%	92%	96%	93%	92%	96%	91%	91%	95%	92%	
ANY CONTACT BY EMAIL	437	129	183	126	213	224	288	63	87	214	69	91	63	134	143	160	147	290	
	36%	42%	39%	29%	40%	33%	40%	29%	32%	35%	29%	46% ij	41% j	33%	46% mo	33%	39%	35%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Landline telephone calls

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
Only on the phone	740 61%	488 61%	94 66%	501 63%	225 58%	381 62%	153 69%	** **	** **	122 64%	259 61%	231 60%	** **	245 63%	128 61%	167 70%	73 75%	** **	** **
Mainly on the phone	308 26%	222 28%	26 18%	192 24%	112 29%	147 24%	55 24%	** **	** **	47 25%	100 23%	104 27%	** **	85 22%	59 28%	54 23%	21 21%	** **	** **
Only via email	58 5%	29 4%	10 7%	33 4%	26 7%	30 5%	6 3%	** **	** **	11 6%	18 4%	16 4%	** **	20 5%	10 5%	7 3%	2 2%	** **	** **
Mainly via email	71 6%	51 6%	11 7%	52 7%	19 5%	38 6%	8 3%	** **	** **	8 4%	30 7%	30 8%	** **	31 8%	7 3%	9 4%	2 2%	** **	** **
Don't Know	27 2%	9 1%	2 1%	12 1%	6 2%	20 3%	2 1%	** **	** **	2 1%	19 4%	5 1%	** **	8 2%	5 2%	2 1%	- -%	** **	** **
SUMMARY CODES																			
ANY CONTACT BY PHONE	1119 93%	761 95%	131 92%	745 94%	356 92%	566 92%	216 97%	** **	** **	177 93%	389 91%	365 94%	** **	361 93%	193 93%	229 96%	95 98%	** **	** **
ANY CONTACT BY EMAIL	437 36%	302 38%	47 33%	277 35%	157 40%	214 35%	69 31%	** **	** **	67 35%	148 35%	150 39%	** **	136 35%	75 36%	69 29%	24 25%	** **	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Only on the phone	740	**	120	123	**	120	**	103	22	**	**	35	68	67	**	68	**
	61%	**	71%	70%	**	74%	**	52%	49%	**	**	47%	55%	52%	**	52%	**
Mainly on the phone	308	**	34	43	**	36	**	64	18	**	**	30	34	44	**	44	**
	26%	**	21%	25%	**	22%	**	33%	40%	**	**	41%	28%	34%	**	34%	**
Only via email	58	**	5	3	**	2	**	11	2	**	**	3	8	6	**	7	**
	5%	**	3%	2%	**	1%	**	6%	5%	**	**	4%	7%	5%	**	5%	**
Mainly via email	71	**	7	6	**	4	**	16	3	**	**	6	10	10	**	11	**
	6%	**	4%	3%	**	3%	**	8%	7%	**	**	8%	8%	8%	**	8%	**
Don't Know	27	**	2	1	**	1	**	2	-	**	**	-	2	2	**	2	**
	2%	**	1%	*%	**	*%	**	1%	-%	**	**	-%	2%	1%	**	1%	**
SUMMARY CODES																	
ANY CONTACT BY PHONE	1119	**	161	172	**	160	**	182	43	**	**	70	112	121	**	122	**
	93%	**	96%	98%	**	98%	**	93%	95%	**	**	96%	91%	94%	**	94%	**
ANY CONTACT BY EMAIL	437	**	45	52	**	42	**	91	23	**	**	38	53	60	**	61	**
	36%	**	27%	30%	**	26%	**	46%	51%	**	**	53%	43%	47%	**	47%	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Landline telephone calls

	Total	Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Only on the phone	740 61%	89 58%	** **	21 50%	42 63%	** **	67 59%	66 62%	** **	68 64%	** **
Mainly on the phone	308 26%	44 28%	** **	14 32%	17 25%	** **	28 25%	30 28%	** **	27 26%	** **
Only via email	58 5%	11 7%	** **	4 9%	3 5%	** **	8 7%	3 3%	** **	4 4%	** **
Mainly via email	71 6%	9 6%	** **	3 8%	4 6%	** **	7 7%	6 5%	** **	6 6%	** **
Don't Know	27 2%	2 1%	** **	* 1%	1 1%	** **	2 2%	1 1%	** **	1 1%	** **
SUMMARY CODES											
ANY CONTACT BY PHONE	1119 93%	141 92%	** **	38 90%	62 94%	** **	103 91%	102 96%	** **	101 95%	** **
ANY CONTACT BY EMAIL	437 36%	63 41%	** **	21 49%	24 36%	** **	44 39%	39 37%	** **	37 35%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 21

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	59 5%	8 3%	34 7%	17 4%	31 6%	28 4%	35 5%	10 5%	14 5%	38 6%	8 3%	9 5%	4 2%	12 3%	21 7%	25 5%	29 8%	29 4%
2	(2.0)	40 3%	11 4%	23 5%	6 1%	15 3%	24 4%	22 3%	14 7%	3 1%	24 4%	5 2%	8 4%	2 1%	14 3%	16 5%	10 2%	26 7%	14 2%
3	(3.0)	45 4%	5 2%	25 5%	14 3%	21 4%	23 3%	26 4%	10 5%	9 3%	26 4%	6 3%	7 3%	6 4%	15 4%	13 4%	16 3%	26 7%	19 2%
4	(4.0)	50 4%	8 3%	21 5%	20 5%	17 3%	33 5%	30 4%	10 4%	9 3%	24 4%	8 3%	12 6%	5 4%	23 5%	11 3%	16 3%	28 7%	22 3%
5	(5.0)	90 7%	25 8%	38 8%	27 6%	42 8%	47 7%	60 8%	15 7%	14 5%	48 8%	14 6%	15 8%	12 8%	25 6%	31 10%	33 7%	40 11%	49 6%
6	(6.0)	124 10%	46 15%	42 9%	36 8%	57 11%	67 10%	81 11%	25 12%	18 7%	69 11%	20 9%	16 8%	19 12%	44 11%	36 11%	44 9%	39 10%	85 10%
7	(7.0)	145 12%	40 13%	58 12%	48 11%	63 12%	82 12%	87 12%	26 12%	32 12%	77 12%	24 10%	27 14%	17 11%	49 12%	48 15%	48 10%	45 12%	101 12%
8	(8.0)	220 18%	61 20%	86 18%	73 17%	104 20%	116 17%	147 21%	29 14%	43 16%	119 19%	48 20%	26 13%	27 17%	74 18%	54 17%	91 19%	52 14%	168 20%
9	(9.0)	198 16%	44 14%	66 14%	88 20%	80 15%	118 18%	104 15%	36 17%	58 21%	96 16%	45 19%	30 15%	28 18%	66 16%	39 13%	93 19%	42 11%	156 19%
10 Extremely satisfied	(10.0)	235 19%	62 20%	72 16%	101 23%	99 19%	136 20%	121 17%	40 19%	73 27%	95 15%	59 25%	46 23%	34 22%	88 21%	42 13%	105 22%	48 13%	186 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
SUMMARY CODES																		
DISSATISFIED (1-3)	143 12%	24 8%	82 18% ac	37 9%	67 13%	76 11%	83 12%	34 16%	26 10%	88 14% l	19 8%	24 12%	11 7%	41 10%	50 16%	52 11%	81 22% q	62 7%
NEUTRAL (4-6)	263 22%	79 26%	101 22%	83 19%	116 22%	147 22%	172 24%	50 23%	41 15%	141 23%	43 18%	43 22%	36 24%	92 22%	78 25%	93 19%	107 29% q	156 19%
SATISFIED (7-10)	798 66%	207 67%	281 61%	310 72% b	346 65%	452 67%	460 64%	132 61%	207 75% fg	386 63%	176 74% i	129 66%	106 69%	277 68%	183 59%	338 70%	187 50%	611 74% p
Answered	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Mean score	7.1	7.3 b	6.6	7.5 b	7.0	7.2	7.0	6.9	7.6 fg	6.8	7.6 i	7.1	7.5 i	7.3 n	6.6	7.3 n	6.1	7.6 p
Standard deviation	2.55	2.30	2.75	2.43	2.58	2.54	2.50	2.70	2.51	2.62	2.37	2.66	2.29	2.46	2.64	2.54	2.80	2.30
Standard error	.07	.12	.13	.12	.11	.10	.09	.18	.15	.15	.14	.15	.13	.11	.14	.13	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved		Virgin Issue				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	59 5%	- -%	59 41% a	10 1%	48 12% c	38 6%	8 3%	** **	** **	16 8%	22 5%	- -%	** **	9 2%	29 14% m	8 3%	2 2%	** **	** **	
2 (2.0)	40 3%	- -%	40 28% a	12 1%	27 7% c	24 4%	8 3%	** **	** **	16 8%	8 2%	- -%	** **	8 2%	16 8%	5 2%	3 3%	** **	** **	
3 (3.0)	45 4%	- -%	45 31% a	8 1%	36 9% c	26 4%	8 3%	** **	** **	15 8%	11 3%	- -%	** **	5 1%	21 10% m	6 3%	2 3%	** **	** **	
4 (4.0)	50 4%	- -%	- -%	13 2%	31 8% c	24 4%	14 6%	** **	** **	14 7%	10 2%	- -%	** **	5 1%	15 7%	8 3%	4 4%	** **	** **	
5 (5.0)	90 7%	- -%	- -%	30 4%	55 14% c	48 8%	14 6%	** **	** **	20 11%	28 7%	- -%	** **	14 4%	32 15% m	14 6%	4 4%	** **	** **	
6 (6.0)	124 10%	- -%	- -%	60 8%	57 15% c	69 11%	25 11%	** **	** **	20 11%	49 11%	- -%	** **	34 9%	28 13%	20 9%	8 9%	** **	** **	
7 (7.0)	145 12%	145 18% b	- -%	82 10%	61 16%	77 12%	25 11%	** **	** **	24 13%	53 12%	77 20%	** **	39 10%	36 17%	24 10%	12 13%	** **	** **	
8 (8.0)	220 18%	220 28% b	- -%	173 22% d	45 11%	119 19%	41 18%	** **	** **	24 13%	95 22%	119 31%	** **	95 24% n	22 11%	48 20%	17 18%	** **	** **	
9 (9.0)	198 16%	198 25% b	- -%	174 22% d	22 6%	96 16%	34 15%	** **	** **	20 11%	75 18%	96 25%	** **	86 22% n	8 4%	45 19%	17 18%	** **	** q	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	235	235	-	228	7	95	47	**	**	21	74	95	**	94	2	59	26	**	**	
	19%	29%	-%	29%	2%	15%	21%	**	**	11%	17%	25%	**	24%	1%	25%	26%	**	**	
		b		d			g							n						
SUMMARY CODES																				
DISSATISFIED (1-3)	143	-	143	30	111	88	23	**	**	47	42	-	**	22	66	19	7	**	**	
	12%	-%	100%	4%	29%	14%	10%	**	**	25%	10%	-%	**	6%	32%	8%	8%	**	**	
			a		c					j				m						
NEUTRAL (4-6)	263	-	-	102	143	141	53	**	**	54	87	-	**	53	74	43	17	**	**	
	22%	-%	-%	13%	37%	23%	24%	**	**	29%	20%	-%	**	14%	36%	18%	17%	**	**	
				c										m						
SATISFIED (7-10)	798	798	-	656	134	386	147	**	**	89	298	386	**	314	68	176	73	**	**	
	66%	100%	-%	83%	35%	63%	66%	**	**	47%	70%	100%	**	81%	32%	74%	75%	**	**	
		b		d						i				n						
Answered	1204	798	143	789	388	616	223	**	**	190	426	386	**	389	208	238	97	**	**	
Mean score	7.1	8.7	1.9	8.1	5.1	6.8	7.2	**	**	5.9	7.3	8.5	**	7.9	4.9	7.6	7.7	**	**	
		b		d			g			i				n						
Standard deviation	2.55	1.09	.85	1.95	2.49	2.62	2.51	**	**	2.82	2.41	1.07	**	2.08	2.45	2.37	2.33	**	**	
Standard error	.07	.04	.08	.07	.13	.15	.21	**	**	.27	.17	.08	**	.15	.24	.14	.22	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	59 5%	** **	4 2%	- -%	** **	- -%	** **	9 5%	1 2%	** **	** **	6 8%	3 2%	- -%	** **	2 1%	** **
2 (2.0)	40 3%	** **	3 2%	- -%	** **	2 1%	** **	8 4%	1 3%	** **	** **	7 9%	2 1%	- -%	** **	1 1%	** **
3 (3.0)	45 4%	** **	3 2%	- -%	** **	1 1%	** **	7 3%	2 5%	** **	** **	4 6%	3 2%	- -%	** **	2 2%	** **
4 (4.0)	50 4%	** **	4 2%	- -%	** **	2 1%	** **	12 6%	3 7%	** **	** **	7 10%	5 4%	- -%	** **	4 3%	** **
5 (5.0)	90 7%	** **	8 5%	- -%	** **	4 2%	** **	15 8%	3 7%	** **	** **	9 13%	6 5%	- -%	** **	7 5%	** **
6 (6.0)	124 10%	** **	14 9%	- -%	** **	10 6%	** **	16 8%	4 9%	** **	** **	6 9%	10 8%	- -%	** **	8 6%	** **
7 (7.0)	145 12%	** **	16 10%	24 14%	** **	12 8%	** **	27 14%	6 13%	** **	** **	6 9%	21 17%	27 21%	** **	19 15%	** **
8 (8.0)	220 18%	** **	35 21%	48 27%	** **	37 23%	** **	26 13%	7 17%	** **	** **	8 11%	18 15%	26 20%	** **	20 15%	** **
9 (9.0)	198 16%	** **	34 20%	45 25%	** **	39 24%	** **	30 15%	7 16%	** **	** **	9 12%	21 17%	30 23%	** **	24 18%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	235 19%	** **	47 28%	59 34%	** **	57 35%	** **	46 23%	10 21%	** **	** **	10 14%	36 29%	46 36%	** **	44 34%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	143 12%	** **	9 6%	- -%	** **	3 2%	** **	24 12%	5 11%	** **	** **	17 23%	7 6%	- -%	** **	5 4%	** **
NEUTRAL (4-6)	263 22%	** **	26 16%	- -%	** **	15 9%	** **	43 22%	10 22%	** **	** **	23 31%	21 17%	- -%	** **	19 14%	** **
SATISFIED (7-10)	798 66%	** **	132 79%	176 100%	** **	145 89%	** **	129 66%	30 67%	** **	** **	33 46%	95 77%	129 100%	** **	107 82%	** **
Answered	1204	**	167	176	**	163	**	196	45	**	**	73	123	129	**	131	**
Mean score	7.1	**	7.9 a	8.8	**	8.5 f	**	7.1	7.2	**	** i	6.0	7.8 k	8.7	**	8.1 p	**
Standard deviation	2.55	**	2.17	1.06	**	1.59	**	2.66	2.51	**	**	2.92	2.26	1.15	**	2.09	**
Standard error	.07	**	.15	.07	**	.11	**	.15	.23	**	**	.27	.17	.08	**	.15	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	59 5%	4 2%	** **	* 1%	1 2%	** **	1 1%	- -%	** **	- -%	** **
2 (2.0)	40 3%	2 1%	** **	1 3%	- -%	** **	* *%	- -%	** **	* *%	** **
3 (3.0)	45 4%	6 4%	** **	2 5%	1 2%	** **	2 2%	- -%	** **	- -%	** **
4 (4.0)	50 4%	5 4%	** **	2 5%	2 3%	** **	3 2%	- -%	** **	2 2%	** **
5 (5.0)	90 7%	12 8%	** **	4 10%	4 6%	** **	8 7%	- -%	** **	5 5%	** **
6 (6.0)	124 10%	19 12%	** **	7 17%	5 7%	** **	12 11%	- -%	** **	8 7%	** **
7 (7.0)	145 12%	17 11%	** **	6 15%	5 8%	** **	11 10%	17 16%	** **	11 11%	** **
8 (8.0)	220 18%	27 17%	** **	7 17%	11 16%	** **	20 18%	27 25%	** **	22 20%	** **
9 (9.0)	198 16%	28 18%	** **	5 12%	16 24%	** **	26 23%	28 26%	** **	25 23%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
10 Extremely satisfied (10.0)	235 19%	34 22%	** **	7 17%	21 32%	** **	30 26%	34 32%	** **	33 31%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	143 12%	11 7%	** **	4 9%	3 4%	** ** f	4 3%	- -%	** **	* *0%	** ** i
NEUTRAL (4-6)	263 22%	36 24%	** **	13 31%	11 16%	** **	22 20%	- -%	** **	15 14%	** ** i
SATISFIED (7-10)	798 66%	106 69%	** **	25 60%	53 80%	** **	87 77%	106 100%	** **	91 85%	** ** j
Answered	1204	154	**	42	66	**	113	106	**	106	**
Mean score	7.1	7.5	**	7.0	8.1	**	8.0	8.7	**	8.3	**
Standard deviation	2.55	2.29	**	2.26	2.11	**	1.96	1.08	**	1.65	**
Standard error	.07	.13	**	.22	.21	**	.13	.08	**	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4a. And how satisfied were you with - Ease of finding provider contact details?**

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	42 3%	6 2%	21 4%	15 3%	21 4%	21 3%	17 2%	13 6%	13 5%	25 4%	7 3%	7 4%	2 2%	13 3%	10 3%	19 4%	23 6%	19 2%
2	(2.0)	18 1%	2 1%	10 2%	6 1%	11 2%	6 1%	10 1%	6 3%	2 1%	10 2%	1 1%	5 2%	2 1%	7 2%	5 2%	5 1%	10 3%	8 1%
3	(3.0)	49 4%	9 3%	19 4%	21 5%	24 4%	25 4%	32 4%	7 3%	10 4%	27 4%	5 2%	11 5%	7 5%	12 3%	26 8%	11 2%	32 9%	17 2%
4	(4.0)	54 4%	10 3%	32 7%	11 3%	14 3%	40 6%	37 5%	9 4%	7 3%	34 5%	4 2%	9 5%	7 4%	10 2%	18 6%	25 5%	25 7%	29 3%
5	(5.0)	116 10%	28 9%	44 9%	44 10%	54 10%	62 9%	69 10%	22 10%	25 9%	64 10%	20 8%	17 9%	15 10%	45 11%	26 8%	45 9%	44 12%	71 9%
6	(6.0)	104 9%	34 11%	46 10%	24 5%	47 9%	56 8%	72 10%	17 8%	15 5%	59 10%	19 8%	12 6%	14 9%	29 7%	35 11%	39 8%	34 9%	70 8%
7	(7.0)	119 10%	31 10%	47 10%	41 10%	53 10%	66 10%	71 10%	21 10%	27 10%	50 8%	25 10%	29 15%	16 10%	47 11%	38 12%	35 7%	37 10%	82 10%
8	(8.0)	236 20%	56 18%	86 19%	93 22%	103 19%	133 20%	141 20%	39 18%	56 21%	130 21%	38 16%	36 18%	32 21%	75 18%	47 15%	115 24%	55 15%	181 22%
9	(9.0)	212 18%	66 21%	79 17%	66 15%	88 17%	124 18%	135 19%	34 16%	43 16%	108 18%	43 18%	31 16%	30 20%	64 16%	55 18%	92 19%	46 12%	166 20%
10 Extremely satisfied	(10.0)	216 18%	63 20%	68 15%	86 20%	98 18%	119 18%	109 15%	47 22%	60 22%	85 14%	69 29%	35 18%	27 18%	94 23%	45 14%	78 16%	61 16%	156 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	39 3%	4 1%	13 3%	22 5%	16 3%	22 3%	22 3%	1 *%	16 6%	25 4%	8 3%	4 2%	3 2%	14 3%	5 2%	19 4%	8 2%	31 4%
SUMMARY CODES																		
DISSATISFIED (1-3)	109 9%	18 6%	49 11%	42 10%	56 11%	53 8%	59 8%	25 12%	25 9%	61 10%	14 6%	23 12%	11 7%	33 8%	41 13%	35 7%	65 17%	44 5%
NEUTRAL (4-6)	273 23%	72 23%	122 26%	79 18%	115 22%	158 23%	178 25%	48 22%	47 17%	157 26%	42 18%	39 20%	35 23%	84 21%	80 26%	109 23%	103 28%	170 20%
SATISFIED (7-10)	784 65%	217 70%	280 60%	287 67%	342 65%	442 65%	455 64%	141 66%	187 68%	373 61%	175 73%	131 67%	105 68%	279 68%	185 59%	320 66%	199 53%	585 71%
Answered	1166	306	452	408	513	653	692	215	259	591	231	193	151	396	305	464	367	798
Mean score	7.2	7.6 b	6.9	7.3	7.2	7.3	7.2	7.1	7.4	7.0	7.8 ik	7.1	7.4	7.4 n	6.9	7.3	6.5	7.6 p
Standard deviation	2.41	2.19	2.50	2.44	2.47	2.36	2.31	2.65	2.47	2.44	2.27	2.51	2.24	2.39	2.48	2.36	2.73	2.17
Standard error	.07	.12	.12	.12	.11	.09	.09	.17	.15	.14	.13	.15	.13	.11	.13	.13	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT				Satisfaction with CS		Resolved		Virgin					
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied l	Yes m	No n	Issue			
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j					All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
1 Extremely dissatisfied (1.0)	42	4	33	15	28	25	9	**	**	12	12	2	**	8	16	7	2	**	**
	3%	1%	23%	2%	7%	4%	4%	**	**	7%	3%	*%	**	2%	8%	3%	2%	**	**
			a		c														
2 (2.0)	18	3	11	7	10	10	5	**	**	5	5	3	**	5	5	1	1	**	**
	1%	*%	8%	1%	2%	2%	2%	**	**	3%	1%	1%	**	1%	2%	1%	1%	**	**
			a																
3 (3.0)	49	5	19	9	37	27	8	**	**	21	6	2	**	2	22	5	1	**	**
	4%	1%	13%	1%	10%	4%	3%	**	**	11%	1%	*%	**	*%	11%	2%	1%	**	**
			a		c					j					m				
4 (4.0)	54	14	20	18	35	34	6	**	**	16	17	8	**	10	24	4	1	**	**
	4%	2%	14%	2%	9%	5%	3%	**	**	9%	4%	2%	**	3%	11%	2%	1%	**	**
			a		c										m				
5 (5.0)	116	33	13	60	53	64	28	**	**	28	36	13	**	36	28	20	8	**	**
	10%	4%	9%	8%	14%	10%	13%	**	**	15%	9%	3%	**	9%	13%	8%	9%	**	**
					c														
6 (6.0)	104	48	4	50	43	59	14	**	**	16	43	26	**	27	25	19	7	**	**
	9%	6%	3%	6%	11%	10%	6%	**	**	8%	10%	7%	**	7%	12%	8%	7%	**	**
7 (7.0)	119	81	8	74	45	50	25	**	**	16	34	25	**	30	19	25	8	**	**
	10%	10%	5%	9%	12%	8%	11%	**	**	8%	8%	7%	**	8%	9%	10%	9%	**	**
8 (8.0)	236	195	14	171	62	130	39	**	**	25	105	111	**	91	36	38	19	**	**
	20%	24%	10%	22%	16%	21%	17%	**	**	13%	25%	29%	**	23%	17%	16%	20%	**	**
		b																	
9 (9.0)	212	193	6	175	35	108	31	**	**	22	86	104	**	91	18	43	19	**	**
	18%	24%	4%	22%	9%	18%	14%	**	**	12%	20%	27%	**	23%	8%	18%	20%	**	**
		b		d										n					

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
		fied a	isfied b			All	Billing	Fault/ repair *g	General *h	Yes	No	Satis- fied k	Dissat- isfied ~l	Yes	No	All	Billing	Fault/ repair *q	General *r	
				c	d	e	f			i	j			m	n	o	p			
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	216	197	9	193	23	85	47	**	**	24	60	78	**	80	5	69	29	**	**	
	18%	25%	6%	24%	6%	14%	21%	**	**	13%	14%	20%	**	21%	2%	29%	30%	**	**	
		b		d			g							n						
Not applicable	39	24	5	17	16	25	11	**	**	5	20	15	**	9	11	8	2	**	**	
	3%	3%	4%	2%	4%	4%	5%	**	**	2%	5%	4%	**	2%	5%	3%	3%	**	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	109	12	63	31	74	61	22	**	**	38	23	6	**	14	44	14	3	**	**	
	9%	2%	44%	4%	19%	10%	10%	**	**	20%	5%	2%	**	4%	21%	6%	3%	**	**	
		a		c						j				m						
NEUTRAL (4-6)	273	94	37	129	132	157	48	**	**	60	97	47	**	74	76	42	16	**	**	
	23%	12%	26%	16%	34%	26%	22%	**	**	32%	23%	12%	**	19%	36%	18%	16%	**	**	
			a	c										m						
SATISFIED (7-10)	784	667	37	612	166	373	142	**	**	87	286	318	**	292	77	175	75	**	**	
	65%	84%	26%	78%	43%	61%	64%	**	**	46%	67%	82%	**	75%	37%	73%	78%	**	**	
		b		d						i				n						
Answered	1166	774	138	772	372	591	212	**	**	185	406	372	**	381	197	231	94	**	**	
Mean score	7.2	8.2	4.3	7.9	5.9	7.0	7.2	**	**	6.1	7.4	8.2	**	7.8	5.6	7.8	8.1	**	**	
		b		d						i				n						
Standard deviation	2.41	1.68	2.91	2.05	2.52	2.44	2.52	**	**	2.73	2.18	1.65	**	2.08	2.45	2.27	2.04	**	**	
Standard error	.07	.06	.27	.07	.13	.14	.22	**	**	.27	.16	.12	**	.15	.24	.13	.19	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	42 3%	** **	4 2%	3 1%	** **	3 2%	** **	7 4%	1 2%	** **	** **	5 6%	3 2%	- -%	** **	3 2%	** **
2 (2.0)	18 1%	** **	1 *%	- -%	** **	1 *%	** **	5 2%	1 3%	** **	** **	4 5%	1 1%	* *%	** **	2 1%	** **
3 (3.0)	49 4%	** **	2 1%	- -%	** **	- -%	** **	11 5%	2 5%	** **	** **	6 8%	5 4%	2 2%	** **	4 3%	** **
4 (4.0)	54 4%	** **	4 2%	1 *%	** **	1 *%	** **	9 5%	1 2%	** **	** **	6 8%	4 3%	4 3%	** **	5 4%	** **
5 (5.0)	116 10%	** **	14 8%	6 3%	** **	7 5%	** **	17 9%	3 7%	** **	** **	8 11%	9 7%	7 6%	** **	9 7%	** **
6 (6.0)	104 9%	** **	11 6%	14 8%	** **	11 7%	** **	12 6%	4 10%	** **	** **	6 8%	7 5%	5 4%	** **	6 4%	** **
7 (7.0)	119 10%	** **	17 10%	20 11%	** **	14 9%	** **	29 15%	8 18%	** **	** **	7 10%	22 18%	22 17%	** **	18 14%	** **
8 (8.0)	236 20%	** **	27 16%	31 18%	** **	30 18%	** **	36 18%	7 17%	** **	** **	10 14%	26 21%	25 19%	** **	26 20%	** **
9 (9.0)	212 18%	** **	35 21%	36 21%	** **	35 21%	** **	31 16%	6 13%	** **	** **	11 14%	20 16%	27 21%	** **	25 19%	** **
10 Extremely satisfied (10.0)	216 18%	** **	48 29%	60 34%	** **	56 34%	** **	35 18%	10 23%	** **	** **	10 14%	25 20%	35 27%	** **	31 24%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Not applicable	39	**	6	5	**	5	**	4	*	**	**	1	3	2	**	2	**
	3%	**	4%	3%	**	3%	**	2%	1%	**	**	1%	2%	2%	**	1%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	109	**	7	3	**	4	**	23	4	**	**	14	9	2	**	9	**
	9%	**	4%	1%	**	3%	**	12%	10%	**	**	20%	7%	2%	**	7%	**
							e					l					o
NEUTRAL (4-6)	273	**	28	21	**	19	**	39	8	**	**	19	19	16	**	19	**
	23%	**	17%	12%	**	12%	**	20%	18%	**	**	26%	16%	12%	**	14%	**
							e			j							o
SATISFIED (7-10)	784	**	126	148	**	134	**	131	32	**	**	38	93	108	**	101	**
	65%	**	76%	84%	**	82%	**	67%	71%	**	**	52%	75%	84%	**	77%	**
						f						k				p	
Answered	1166	**	161	171	**	157	**	193	45	**	**	72	121	126	**	129	**
Mean score	7.2	**	8.0	8.4	**	8.4	**	7.1	7.4	**	**	6.4	7.5	8.1	**	7.7	**
						f						k				p	
Standard deviation	2.41	**	2.13	1.75	**	1.90	**	2.51	2.35	**	**	2.81	2.20	1.77	**	2.23	**
Standard error	.07	**	.15	.12	**	.13	**	.15	.21	**	**	.26	.16	.13	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

		Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		Total	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	*b	c	d	*e	f	g	~h	i	*j
Significance Level: 99%												
Unweighted total		1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample		765	288	98	103	100	87	203	193	23	192	93
Total		1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied	(1.0)	42 3%	2 2%	** **	* 1%	1 1%	** **	* *%	- -%	** **	- -%	** **
2	(2.0)	18 1%	2 1%	** **	1 3%	- -%	** **	1 1%	- -%	** **	* *%	** **
3	(3.0)	49 4%	7 5%	** **	4 9%	2 3%	** **	4 3%	1 1%	** **	3 3%	** **
4	(4.0)	54 4%	7 4%	** **	4 9%	1 1%	** **	4 3%	2 1%	** **	3 3%	** **
5	(5.0)	116 10%	15 10%	** **	3 8%	6 9%	** **	12 11%	6 6%	** **	8 7%	** **
6	(6.0)	104 9%	14 9%	** **	4 10%	5 8%	** **	9 8%	3 3%	** **	6 6%	** **
7	(7.0)	119 10%	16 10%	** **	5 13%	5 8%	** **	9 8%	14 13%	** **	10 10%	** **
8	(8.0)	236 20%	32 21%	** **	5 11%	18 27%	** **	24 21%	28 26%	** **	24 22%	** **
9	(9.0)	212 18%	30 20%	** **	10 23%	13 19%	** **	25 22%	26 25%	** **	25 23%	** **
10 Extremely satisfied	(10.0)	216 18%	27 18%	** **	5 13%	15 22%	** **	23 20%	25 23%	** **	26 24%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Landline telephone calls

	Total	Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	39	3	**	1	1	**	2	2	**	1	**
	3%	2%	**	2%	2%	**	2%	2%	**	1%	**
SUMMARY CODES											
DISSATISFIED (1-3)	109	11	**	5	3	**	6	1	**	3	**
	9%	7%	**	13%	4%	**	5%	1%	**	3%	**
						f					i
NEUTRAL (4-6)	273	35	**	11	12	**	25	11	**	17	**
	23%	23%	**	26%	18%	**	22%	10%	**	16%	**
											i
SATISFIED (7-10)	784	105	**	25	50	**	80	93	**	85	**
	65%	68%	**	59%	76%	**	71%	87%	**	80%	**
										j	
Answered	1166	151	**	41	65	**	111	105	**	105	**
Mean score	7.2	7.4	**	6.9	7.9	**	7.6	8.2	**	8.0	**
					c		e			j	
Standard deviation	2.41	2.24	**	2.47	1.95	**	2.09	1.56	**	1.88	**
Standard error	.07	.13	**	.25	.20	**	.14	.11	**	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4b. And how satisfied were you with - Calling back when they said they would?**

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	62 5%	17 6%	31 7%	13 3%	28 5%	34 5%	36 5%	17 8%	9 3%	35 6%	11 4%	13 7%	3 2%	15 4%	26 8%	20 4%	38 10%	23 3%
2	(2.0)	28 2%	2 1%	16 3%	11 2%	13 2%	16 2%	18 3%	3 1%	7 3%	20 3%	2 1%	2 1%	5 3%	6 2%	8 3%	14 3%	14 4%	15 2%
3	(3.0)	32 3%	3 1%	21 4%	8 2%	13 2%	19 3%	21 3%	7 3%	4 1%	14 2%	5 2%	8 4%	4 3%	15 4%	8 3%	9 2%	18 5%	14 2%
4	(4.0)	29 2%	8 3%	13 3%	8 2%	15 3%	14 2%	18 3%	4 2%	7 3%	16 3%	5 2%	3 2%	5 3%	10 2%	15 5%	4 1%	13 4%	16 2%
5	(5.0)	74 6%	25 8%	26 6%	24 5%	30 6%	44 7%	44 6%	16 7%	13 5%	34 6%	13 6%	17 9%	9 6%	31 8%	23 7%	20 4%	26 7%	48 6%
6	(6.0)	72 6%	35 11%	21 5%	16 4%	39 7%	33 5%	45 6%	16 7%	12 4%	36 6%	14 6%	11 6%	11 7%	15 4%	28 9%	29 6%	26 7%	46 6%
7	(7.0)	106 9%	34 11%	44 10%	28 6%	47 9%	59 9%	75 10%	21 10%	10 4%	58 9%	18 8%	18 9%	12 8%	33 8%	35 11%	39 8%	36 9%	71 9%
8	(8.0)	137 11%	38 12%	52 11%	48 11%	66 12%	72 11%	94 13%	18 9%	25 9%	77 12%	24 10%	17 9%	19 12%	41 10%	36 12%	61 13%	42 11%	95 11%
9	(9.0)	132 11%	56 18%	37 8%	40 9%	57 11%	75 11%	86 12%	21 10%	25 9%	67 11%	25 10%	18 9%	23 15%	50 12%	33 11%	49 10%	34 9%	98 12%
10 Extremely satisfied	(10.0)	149 12%	41 13%	46 10%	61 14%	70 13%	79 12%	75 11%	26 12%	47 17%	68 11%	31 13%	29 15%	20 13%	50 12%	44 14%	55 11%	41 11%	107 13%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4b. And how satisfied were you with - Calling back when they said they would?**

Base : Contact about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	382 32%	51 16%	157 34%	174 40%	151 29%	231 34%	202 28%	66 31%	115 42%	191 31%	90 38%	58 30%	43 28%	145 35%	55 18%	183 38%	85 23%	297 36%
			a	a					f					n		n		p
SUMMARY CODES																		
DISSATISFIED (1-3)	122 10%	22 7%	68 15%	32 7%	54 10%	68 10%	75 11%	27 12%	20 7%	70 11%	17 7%	23 12%	12 8%	37 9%	43 14%	43 9%	70 19%	52 6%
			ac														q	
NEUTRAL (4-6)	175 15%	67 22%	60 13%	47 11%	84 16%	91 14%	107 15%	36 17%	32 12%	85 14%	33 14%	31 16%	25 16%	56 14%	66 21%	53 11%	66 18%	109 13%
		bc												mo				
SATISFIED (7-10)	525 44%	169 55%	179 39%	177 41%	241 45%	284 42%	330 46%	87 41%	107 39%	270 44%	98 41%	83 42%	74 48%	174 42%	148 47%	204 42%	154 41%	371 45%
Answered	822	259	307	256	378	444	513	150	160	425	148	138	111	266	256	300	290	532
Mean score	6.9	7.2	6.3	7.2	6.9	6.9	6.8	6.6	7.3	6.8	7.1	6.7	7.2	7.0	6.5	7.1	6.1	7.3
		b		b													p	
Standard deviation	2.72	2.45	2.90	2.65	2.70	2.74	2.64	2.87	2.79	2.77	2.62	2.85	2.46	2.66	2.83	2.65	3.00	2.46
Standard error	.09	.14	.17	.17	.14	.13	.12	.22	.22	.19	.19	.20	.16	.15	.16	.18	.17	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved		Virgin Issue				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	62 5%	7 1%	46 32% a	10 1%	52 13% c	35 6%	11 5%	** **	** **	21 11%	15 3%	3 1%	** **	3 1%	32 16% m	11 4%	2 2%	** **	** **	
2 (2.0)	28 2%	5 1%	17 12% a	12 2%	15 4%	20 3%	5 2%	** **	** **	8 4%	12 3%	5 1%	** **	10 3%	8 4%	2 1%	- -%	** **	** **	
3 (3.0)	32 3%	4 *%	12 9% a	8 1%	23 6% c	14 2%	11 5%	** **	** **	10 5%	5 1%	2 *%	** **	3 1%	11 5%	5 2%	2 2%	** **	** **	
4 (4.0)	29 2%	3 *%	5 3% a	11 1%	14 4%	16 3%	6 3%	** **	** **	8 4%	8 2%	2 *%	** **	5 1%	8 4%	5 2%	2 2%	** **	** **	
5 (5.0)	74 6%	11 1%	4 3%	31 4%	41 11% c	34 6%	16 7%	** **	** **	9 5%	25 6%	2 *%	** **	16 4%	18 8%	13 6%	5 5%	** **	** **	
6 (6.0)	72 6%	37 5%	1 1%	33 4%	31 8%	36 6%	5 2%	** ** f	** **	14 8%	22 5%	18 5%	** **	16 4%	13 6%	14 6%	4 4%	** **	** **	
7 (7.0)	106 9%	78 10% b	2 1%	73 9%	33 9%	58 9%	19 8%	** **	** **	19 10%	38 9%	41 11%	** **	40 10%	18 9%	18 8%	7 8%	** **	** **	
8 (8.0)	137 11%	123 15% b	3 2%	108 14%	28 7%	77 12%	19 8%	** **	** **	18 9%	59 14%	71 18%	** **	59 15%	18 8%	24 10%	12 12%	** **	** **	
9 (9.0)	132 11%	119 15%	7 5%	104 13%	28 7%	67 11%	27 12%	** **	** **	19 10%	48 11%	60 16%	** **	54 14%	13 6%	25 10%	12 12%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT						Virgin								
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		fied	isfied			All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General
	a	b	c	d	e	f	*g	*h	i	j	k	~l	m	n	o	p	*q	*r	
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	149	140	6	140	9	68	30	**	**	19	49	63	**	64	5	31	7	**	**
	12%	17%	4%	18%	2%	11%	13%	**	**	10%	12%	16%	**	16%	2%	13%	8%	**	**
		b	d											n					
Not applicable	382	270	41	260	113	191	77	**	**	45	146	121	**	119	65	90	45	**	**
	32%	34%	28%	33%	29%	31%	34%	**	**	24%	34%	31%	**	31%	31%	38%	46%	**	**
						g	g		g								q		
SUMMARY CODES																			
DISSATISFIED (1-3)	122	16	75	29	90	70	27	**	**	39	31	10	**	16	52	17	3	**	**
	10%	2%	52%	4%	23%	11%	12%	**	**	20%	7%	3%	**	4%	25%	7%	3%	**	**
			a		c					j					m				
NEUTRAL (4-6)	175	51	10	75	87	85	27	**	**	31	54	21	**	37	38	33	11	**	**
	15%	6%	7%	9%	22%	14%	12%	**	**	17%	13%	5%	**	10%	18%	14%	11%	**	**
				c			f												
SATISFIED (7-10)	525	460	17	424	98	270	94	**	**	75	195	235	**	217	53	98	38	**	**
	44%	58%	12%	54%	25%	44%	42%	**	**	39%	46%	61%	**	56%	25%	41%	39%	**	**
		b		d										n					
Answered	822	528	102	529	275	425	147	**	**	145	280	266	**	270	143	148	52	**	**
Mean score	6.9	8.2	3.1	7.9	5.1	6.8	6.8	**	**	6.0	7.1	8.1	**	7.8	4.9	7.1	7.4	**	**
		b		d							i			n					
Standard deviation	2.72	1.78	2.90	2.14	2.81	2.77	2.86	**	**	3.05	2.53	1.78	**	2.13	2.92	2.62	2.17	**	**
Standard error	.09	.08	.31	.09	.17	.19	.30	**	**	.34	.22	.16	**	.19	.33	.19	.27	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	62 5%	** **	4 3%	3 2%	** **	3 2%	** e	13 7%	1 3%	** **	** **	9 12%	4 3%	- -%	** **	4 3%	** o
2 (2.0)	28 2%	** **	- -%	- -%	** **	1 *%	** **	2 1%	* 1%	** **	** **	1 1%	1 1%	- -%	** **	- -%	** **
3 (3.0)	32 3%	** **	3 2%	1 *%	** **	1 *%	** **	8 4%	1 2%	** **	** **	5 7%	4 3%	1 1%	** **	2 2%	** o
4 (4.0)	29 2%	** **	4 2%	1 *%	** **	3 2%	** **	3 2%	1 2%	** **	** **	3 5%	- -%	* *%	** **	1 1%	** **
5 (5.0)	74 6%	** **	9 5%	1 1%	** **	3 2%	** e	17 9%	5 12%	** **	** **	9 13%	8 7%	5 4%	** **	7 5%	** o
6 (6.0)	72 6%	** **	9 5%	10 6%	** **	7 4%	** **	11 6%	3 6%	** **	** **	2 3%	9 7%	6 4%	** **	6 5%	** **
7 (7.0)	106 9%	** **	11 7%	15 8%	** **	12 7%	** **	18 9%	4 9%	** **	** **	5 6%	13 11%	14 11%	** **	13 10%	** **
8 (8.0)	137 11%	** **	15 9%	24 13%	** **	20 12%	** **	17 9%	4 8%	** **	** **	9 12%	9 7%	12 9%	** **	14 11%	** **
9 (9.0)	132 11%	** **	20 12%	21 12%	** **	17 11%	** **	18 9%	5 11%	** **	** **	6 8%	12 10%	16 12%	** **	14 11%	** **
10 Extremely satisfied (10.0)	149 12%	** **	20 12%	29 17%	** **	29 18%	** f	29 15%	7 17%	** **	** **	8 10%	22 18%	29 23%	** **	28 21%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Not applicable	382	**	73	71	**	66	**	58	14	**	**	17	42	45	**	42	**
	32%	**	44%	40%	**	41%	**	30%	31%	**	**	23%	34%	35%	**	32%	**
			a								i						
SUMMARY CODES																	
DISSATISFIED (1-3)	122	**	8	4	**	4	**	23	3	**	**	15	9	1	**	6	**
	10%	**	5%	2%	**	2%	**	12%	6%	**	**	20%	7%	1%	**	4%	**
		b					e			h		l					o
NEUTRAL (4-6)	175	**	21	12	**	14	**	31	9	**	**	15	17	11	**	14	**
	15%	**	13%	7%	**	8%	**	16%	19%	**	**	20%	14%	9%	**	10%	**
							e										o
SATISFIED (7-10)	525	**	66	89	**	79	**	83	20	**	**	27	56	72	**	70	**
	44%	**	39%	51%	**	49%	**	42%	45%	**	**	37%	46%	56%	**	53%	**
						f										p	
Answered	822	**	94	105	**	97	**	138	31	**	**	56	81	84	**	89	**
Mean score	6.9	**	7.4	8.1	**	8.0	**	6.7	7.2	**	**	5.8	7.4	8.3	**	7.8	**
						f							k			p	
Standard deviation	2.72	**	2.42	1.95	**	2.10	**	2.85	2.53	**	**	3.06	2.52	1.69	**	2.29	**
Standard error	.09	**	.22	.17	**	.19	**	.20	.28	**	**	.33	.23	.15	**	.20	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	62 5%	3 2%	** **	1 2%	1 1%	** **	* *%	1 1%	** **	* *%	** **
2 (2.0)	28 2%	5 3%	** **	2 5%	1 2%	** **	1 1%	- -%	** **	1 1%	** **
3 (3.0)	32 3%	4 3%	** **	2 5%	1 1%	** **	2 2%	1 1%	** **	2 2%	** **
4 (4.0)	29 2%	5 3%	** **	2 6%	1 2%	** **	4 3%	1 1%	** **	2 2%	** **
5 (5.0)	74 6%	9 6%	** **	3 7%	1 2%	** **	6 6%	3 3%	** **	4 4%	** **
6 (6.0)	72 6%	11 7%	** **	4 9%	4 6%	** **	7 7%	4 3%	** **	4 4%	** **
7 (7.0)	106 9%	12 8%	** **	5 11%	5 8%	** **	8 7%	9 8%	** **	8 7%	** **
8 (8.0)	137 11%	19 12%	** **	6 14%	7 10%	** **	12 11%	17 16%	** **	14 13%	** **
9 (9.0)	132 11%	23 15%	** **	6 15%	9 14%	** **	19 17%	22 20%	** **	18 17%	** **
10 Extremely satisfied (10.0)	149 12%	20 13%	** **	7 16%	8 12%	** **	16 14%	17 16%	** **	19 17%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	382	43	**	5	28	**	36	33	**	34	**
	32%	28%	**	13%	42%	**	32%	31%	**	32%	**
		c			abc		e				
SUMMARY CODES											
DISSATISFIED (1-3)	122	12	**	5	3	**	4	2	**	3	**
	10%	8%	**	12%	4%	**	4%	1%	**	3%	**
						f					i
NEUTRAL (4-6)	175	25	**	9	7	**	18	7	**	10	**
	15%	16%	**	21%	10%	**	16%	7%	**	10%	**
											i
SATISFIED (7-10)	525	74	**	23	29	**	55	65	**	59	**
	44%	48%	**	54%	44%	**	48%	61%	**	55%	**
										j	
Answered	822	111	**	37	39	**	76	74	**	73	**
Mean score	6.9	7.2	**	6.9	7.7	**	7.6	8.3	**	8.0	**
						e				j	
Standard deviation	2.72	2.46	**	2.59	2.24	**	2.19	1.68	**	2.04	**
Standard error	.09	.16	**	.27	.29	**	.18	.14	**	.17	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 24

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																				
Unweighted total		1142	321	426	395	515	627	662	221	259	288	291	284	279	459	341	342	388	754	
Effective Weighted Sample		728	213	266	253	334	396	420	147	163	245	286	252	267	347	274	202	269	468	
Total		1146	293	437	415	502	644	676	204	266	586	232	185	143	397	291	458	356	790	
1 Extremely dissatisfied	(1.0)	81 7%	14 5%	38 9%	28 7%	35 7%	46 7%	43 6%	18 9%	20 7%	51 9%	10 4%	16 9%	3 2%	23 6%	36 12%	22 5%	50 14%	31 4%	
2	(2.0)	41 4%	7 3%	21 5%	12 3%	21 4%	20 3%	23 3%	7 4%	10 4%	25 4%	6 3%	5 3%	4 3%	10 3%	11 4%	19 4%	21 6%	20 3%	
3	(3.0)	60 5%	6 2%	29 7%	25 6%	27 5%	33 5%	36 5%	13 6%	12 5%	36 6%	7 3%	11 6%	5 4%	16 4%	17 6%	27 6%	31 9%	30 4%	
4	(4.0)	49 4%	11 4%	24 5%	15 4%	25 5%	25 4%	31 5%	7 3%	12 4%	21 4%	13 6%	8 4%	7 5%	21 5%	10 4%	18 4%	18 5%	32 4%	
5	(5.0)	114 10%	30 10%	40 9%	44 11%	51 10%	64 10%	72 11%	18 9%	25 9%	71 12%	20 9%	13 7%	11 8%	46 12%	26 9%	42 9%	31 9%	83 11%	
6	(6.0)	107 9%	28 10%	44 10%	34 8%	48 10%	58 9%	66 10%	24 12%	17 6%	62 11%	18 8%	15 8%	11 8%	39 10%	30 10%	37 8%	28 8%	78 10%	
7	(7.0)	133 12%	37 13%	48 11%	48 12%	57 11%	76 12%	77 11%	24 12%	32 12%	52 9%	30 13%	31 17%	21 14%	52 13%	39 14%	42 9%	47 13%	87 11%	
8	(8.0)	193 17%	55 19%	79 18%	60 14%	83 16%	111 17%	131 19%	27 13%	36 13%	111 19%	35 15%	23 12%	25 17%	56 14%	41 14%	96 21%	42 12%	152 19%	
9	(9.0)	172 15%	49 17%	54 12%	68 16%	68 14%	104 16%	101 15%	26 13%	44 17%	71 12%	42 18%	27 15%	32 22%	63 16%	39 13%	69 15%	44 12%	128 16%	
10 Extremely satisfied	(10.0)	167 15%	47 16%	52 12%	68 16%	72 14%	96 15%	84 12%	36 18%	47 18%	65 11%	49 21%	31 17%	22 15%	65 16%	36 12%	66 14%	38 11%	130 16%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4c. And how satisfied were you with - Ease of getting through to the right person?**

Base : Contact by phone about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1142	321	426	395	515	627	662	221	259	288	291	284	279	459	341	342	388	754
Effective Weighted Sample	728	213	266	253	334	396	420	147	163	245	286	252	267	347	274	202	269	468
Total	1146	293	437	415	502	644	676	204	266	586	232	185	143	397	291	458	356	790
Not applicable	28 2%	7 3%	8 2%	12 3%	16 3%	11 2%	12 2%	4 2%	11 4%	20 3%	1 1%	4 2%	2 1%	5 1%	4 2%	18 4%	8 2%	20 3%
SUMMARY CODES																		
DISSATISFIED (1-3)	182 16%	28 10%	89 20% a	65 16%	82 16%	99 15%	101 15%	38 19%	42 16%	113 19% jl	24 10%	32 17% l	13 9%	49 12%	64 22% m	69 15%	101 28% q	81 10%
NEUTRAL (4-6)	271 24%	69 24%	108 25%	94 23%	123 25%	147 23%	169 25%	48 23%	54 20%	153 26%	51 22%	37 20%	30 21%	106 27%	67 23%	97 21%	77 22%	193 24%
SATISFIED (7-10)	666 58%	189 64%	233 53%	244 59%	280 56%	386 60%	393 58%	113 56%	159 60%	299 51%	156 67% i	112 60%	99 69% i	236 59%	156 53%	274 60%	170 48%	496 63% p
Answered	1118	286	429	403	485	633	664	199	255	566	230	181	142	391	287	440	348	770
Mean score	6.7	7.1 b	6.3	6.8	6.6	6.7	6.6	6.6	6.8	6.3	7.2 i	6.6	7.3 ik	6.8 n	6.2	6.8	5.8	7.1 p
Standard deviation	2.70	2.46	2.79	2.72	2.72	2.69	2.61	2.86	2.81	2.76	2.54	2.81	2.34	2.59	2.91	2.63	3.01	2.45
Standard error	.08	.14	.14	.14	.12	.11	.10	.19	.18	.16	.15	.17	.14	.12	.16	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1142	783	113	764	356	288	139	80	69	102	186	180	42	177	102	291	115	88	88	
Effective Weighted Sample	728	501	74	482	231	245	139	80	69	91	158	153	36	150	87	286	115	88	88	
Total	1146	769	133	756	362	586	217	124	245	179	407	370	85	369	199	232	95	57	80	
1 Extremely dissatisfied (1.0)	81 7%	10 1%	57 43% a	26 3%	54 15% c	51 9%	16 7%	** **	** **	28 16% j	23 6%	6 2%	** **	14 4%	35 18% m	10 4%	3 3%	** **	** **	
2 (2.0)	41 4%	8 1%	18 14% a	18 2%	18 5%	25 4%	5 2%	** **	** **	13 7%	12 3%	5 1%	** **	14 4%	8 4%	6 3%	2 3%	** **	** **	
3 (3.0)	60 5%	9 1%	21 16% a	21 3%	38 11% c	36 6%	11 5%	** **	** **	18 10%	18 5%	7 2%	** **	14 4%	23 11%	7 3%	2 2%	** **	** **	
4 (4.0)	49 4%	16 2%	15 11% a	25 3%	22 6%	21 4%	11 5%	** **	** **	5 3%	16 4%	7 2%	** **	15 4%	6 3%	13 6%	6 6%	** **	** **	
5 (5.0)	114 10%	40 5%	8 6%	46 6%	60 17% c	71 12%	33 15%	** **	** **	20 11%	51 13%	23 6%	** **	26 7%	39 20% m	20 9%	6 6%	** **	** **	
6 (6.0)	107 9%	63 8%	3 2%	57 8%	44 12%	62 11%	23 11%	** **	** **	12 7%	49 12%	37 10%	** **	30 8%	26 13%	18 8%	7 8%	** **	** **	
7 (7.0)	133 12%	101 13% b	3 2%	88 12%	45 12%	52 9%	22 10%	** **	** **	21 12%	31 8%	32 9%	** **	32 9%	20 10%	30 13%	16 17%	** **	** **	
8 (8.0)	193 17%	183 24% b	2 1%	157 21% d	37 10%	111 19%	31 14%	** **	** g	19 11%	92 23%	108 29%	** **	90 24%	22 11%	35 15%	15 16%	** **	** **	
9 (9.0)	172 15%	165 21% b	- -%	149 20% d	20 6%	71 12%	30 14%	** **	** **	20 11%	51 12%	71 19%	** **	62 17% n	8 4%	42 18%	19 20%	** **	** q	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
		fied a	isfied b			All	Billing	Fault/ repair *g	General *h	Yes	No	Satis- fied k	Dissat- isfied ~l	Yes	No	All	Billing	Fault/ repair *q	General *r	
				c	d	e	f			i	j			m	n	o	p			
Significance Level: 99%																				
Unweighted total	1142	783	113	764	356	288	139	80	69	102	186	180	42	177	102	291	115	88	88	
Effective Weighted Sample	728	501	74	482	231	245	139	80	69	91	158	153	36	150	87	286	115	88	88	
Total	1146	769	133	756	362	586	217	124	245	179	407	370	85	369	199	232	95	57	80	
10 Extremely satisfied (10.0)	167	160	2	156	11	65	33	**	**	16	49	64	**	64	2	49	19	**	**	
	15%	21%	1%	21%	3%	11%	15%	**	**	9%	12%	17%	**	17%	1%	21%	20%	**	**	
		b		d										n						
Not applicable	28	15	5	14	12	20	3	**	**	7	14	10	**	9	10	1	-	**	**	
	2%	2%	3%	2%	3%	3%	1%	**	**	4%	3%	3%	**	2%	5%	1%	-%	**	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	182	27	96	65	110	113	31	**	**	59	54	18	**	42	66	24	7	**	**	
	16%	3%	73%	9%	30%	19%	14%	**	**	33%	13%	5%	**	11%	33%	10%	8%	**	**	
		a		c						j				m						
NEUTRAL (4-6)	271	118	26	128	127	153	67	**	**	37	117	66	**	72	72	51	19	**	**	
	24%	15%	19%	17%	35%	26%	31%	**	**	21%	29%	18%	**	19%	36%	22%	20%	**	**	
				c										m						
SATISFIED (7-10)	666	609	6	549	113	299	116	**	**	76	223	275	**	247	50	156	68	**	**	
	58%	79%	5%	73%	31%	51%	53%	**	**	43%	55%	74%	**	67%	25%	67%	72%	**	**	
		b		d										n						
Answered	1118	754	128	743	350	566	214	**	**	172	394	360	**	361	188	230	95	**	**	
Mean score	6.7	7.9	2.5	7.5	5.0	6.3	6.6	**	**	5.5	6.7	7.7	**	7.2	4.7	7.2	7.4	**	**	
		b		d							i			n						
Standard deviation	2.70	1.91	1.89	2.37	2.60	2.76	2.66	**	**	3.06	2.54	2.00	**	2.50	2.52	2.54	2.39	**	**	
Standard error	.08	.07	.18	.09	.14	.16	.23	**	**	.31	.19	.15	**	.19	.25	.15	.22	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1142	91	200	217	21	202	84	284	115	79	90	112	172	190	33	191	89
Effective Weighted Sample	728	89	197	214	21	199	83	252	115	79	90	97	155	169	29	169	78
Total	1146	69	163	173	17	160	67	185	43	72	70	70	115	123	22	124	58
1 Extremely dissatisfied (1.0)	81 7%	** **	5 3%	3 2%	** **	4 3%	** **	16 9%	2 5%	** **	** **	13 19%	3 3%	- -%	** **	6 5%	** **
2 (2.0)	41 4%	** **	3 2%	1 *%	** **	1 1%	** **	5 3%	2 5%	** **	** **	2 3%	2 2%	1 1%	** **	1 1%	** **
3 (3.0)	60 5%	** **	5 3%	1 *%	** **	1 1%	** **	11 6%	3 6%	** **	** **	7 11%	4 3%	2 1%	** **	4 3%	** **
4 (4.0)	49 4%	** **	7 4%	3 2%	** **	4 3%	** **	8 4%	1 3%	** **	** **	4 6%	4 3%	3 3%	** **	3 2%	** **
5 (5.0)	114 10%	** **	15 9%	7 4%	** **	9 5%	** **	13 7%	4 10%	** **	** **	5 7%	8 7%	6 5%	** **	6 5%	** **
6 (6.0)	107 9%	** **	12 7%	13 7%	** **	11 7%	** **	15 8%	4 9%	** **	** **	6 8%	9 8%	8 7%	** **	8 7%	** **
7 (7.0)	133 12%	** **	19 12%	28 16%	** **	23 15%	** **	31 17%	7 16%	** **	** **	8 12%	23 20%	24 19%	** **	22 18%	** **
8 (8.0)	193 17%	** **	25 16%	33 19%	** **	28 17%	** **	23 12%	5 12%	** **	** **	8 12%	15 13%	20 16%	** **	20 16%	** **
9 (9.0)	172 15%	** **	33 20%	38 22%	** **	35 22%	** **	27 15%	5 11%	** **	** **	10 14%	17 15%	25 20%	** **	23 19%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1142	91	200	217	21	202	84	284	115	79	90	112	172	190	33	191	89
Effective Weighted Sample	728	89	197	214	21	199	83	252	115	79	90	97	155	169	29	169	78
Total	1146	69	163	173	17	160	67	185	43	72	70	70	115	123	22	124	58
10 Extremely satisfied (10.0)	167 15%	** **	37 22%	45 26%	** **	43 27%	** **	31 17%	8 19%	** **	** **	6 9%	25 22%	31 25%	** **	28 22%	** **
Not applicable	28 2%	** **	1 *%	1 *%	** **	1 *%	** **	4 2%	1 3%	** **	** **	- -%	4 4%	3 3%	** **	3 2%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	182 16%	** **	14 9%	5 3%	** **	7 4%	** **	32 17%	7 17%	** **	** **	23 33%	9 8%	2 2%	** **	11 9%	** **
NEUTRAL (4-6)	271 24%	** **	34 21%	23 13%	** **	24 15%	** **	37 20%	10 23%	** **	** **	15 21%	22 19%	18 15%	** **	18 14%	** **
SATISFIED (7-10)	666 58%	** **	114 70%	144 83%	** **	129 80%	** **	112 60%	25 58%	** **	** **	32 46%	80 69%	99 81%	** **	93 75%	** **
Answered	1118	**	162	172	**	160	**	181	42	**	**	70	111	119	**	121	**
Mean score	6.7	**	7.4	8.0	**	7.9	**	6.6	6.7	**	**	5.5	7.4	8.0	**	7.5	**
Standard deviation	2.70	**	2.43	1.91	**	2.12	**	2.81	2.75	**	**	3.10	2.35	1.80	**	2.40	**
Standard error	.08	**	.17	.13	**	.15	**	.17	.26	**	**	.29	.18	.13	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1142	279	90	94	95	83	196	196	17	194	81	
Effective Weighted Sample	728	267	90	94	95	81	187	187	16	185	78	
Total	1146	143	42	39	63	38	105	103	8	103	38	
1 Extremely dissatisfied	(1.0)	81 7%	3 2%	** **	** **	** **	** f	- -%	- -%	** **	1 1%	** **
2	(2.0)	41 4%	4 3%	** **	** **	** **	** **	2 2%	1 1%	** **	2 2%	** **
3	(3.0)	60 5%	5 4%	** **	** **	** **	** f	2 2%	* *%	** **	2 2%	** **
4	(4.0)	49 4%	7 5%	** **	** **	** **	** **	4 4%	2 2%	** **	3 3%	** i
5	(5.0)	114 10%	11 8%	** **	** **	** **	** **	9 8%	4 4%	** **	5 5%	** **
6	(6.0)	107 9%	11 8%	** **	** **	** **	** **	8 7%	5 4%	** **	7 7%	** **
7	(7.0)	133 12%	21 14%	** **	** **	** **	** **	14 13%	17 16%	** **	11 11%	** i
8	(8.0)	193 17%	25 17%	** **	** **	** **	** **	19 19%	22 21%	** **	19 19%	** **
9	(9.0)	172 15%	32 22%	** **	** **	** **	** **	27 25%	31 30%	** **	29 28%	** j

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1142	279	90	94	95	83	196	196	17	194	81
Effective Weighted Sample	728	267	90	94	95	81	187	187	16	185	78
Total	1146	143	42	39	63	38	105	103	8	103	38
10 Extremely satisfied	167 15%	22 15%	**	**	**	**	19 18%	21 20%	**	21 21%	**
										j	
Not applicable	28 2%	2 1%	**	**	**	**	1 1%	1 1%	**	1 1%	**
SUMMARY CODES											
DISSATISFIED (1-3)	182 16%	13 9%	**	**	**	**	4 4%	1 1%	**	5 5%	**
						f					i
NEUTRAL (4-6)	271 24%	30 21%	**	**	**	**	21 20%	11 10%	**	15 15%	**
											i
SATISFIED (7-10)	666 58%	99 69%	**	**	**	**	79 76%	90 88%	**	81 79%	**
					c		e			j	
Answered	1118	142	**	**	**	**	104	103	**	101	**
Mean score	6.7	7.3	**	**	**	**	7.7	8.2	**	7.9	**
					c		e			j	
Standard deviation	2.70	2.34	**	**	**	**	1.97	1.62	**	2.05	**
Standard error	.08	.14	**	**	**	**	.14	.12	**	.15	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4d. And how satisfied were you with - Speed of answering phones?**

Base : Contact by phone about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1142	321	426	395	515	627	662	221	259	288	291	284	279	459	341	342	388	754
Effective Weighted Sample		728	213	266	253	334	396	420	147	163	245	286	252	267	347	274	202	269	468
Total		1146	293	437	415	502	644	676	204	266	586	232	185	143	397	291	458	356	790
1 Extremely dissatisfied	(1.0)	58 5%	13 4%	31 7%	14 3%	26 5%	31 5%	29 4%	15 8%	13 5%	37 6%	5 2%	12 6%	3 2%	13 3%	31 11% mo	14 3%	34 10%	24 3%
2	(2.0)	48 4%	10 3%	18 4%	19 5%	25 5%	23 4%	29 4%	5 2%	14 5%	32 5%	4 2%	8 4%	4 3%	13 3%	12 4%	23 5%	23 6%	25 3%
3	(3.0)	45 4%	5 2%	21 5%	20 5%	24 5%	22 3%	28 4%	8 4%	9 3%	22 4%	10 4%	7 4%	5 4%	18 4%	14 5%	13 3%	26 7%	20 2%
4	(4.0)	74 6%	16 5%	27 6%	32 8%	23 5%	51 8%	39 6%	14 7%	21 8%	49 8% k	13 6%	4 2%	9 6%	27 7%	14 5%	33 7%	26 7%	49 6%
5	(5.0)	127 11%	34 12%	53 12%	40 10%	62 12%	65 10%	85 13%	25 12%	17 6%	73 12%	22 9%	19 10%	13 9%	54 14%	34 12%	39 9%	39 11%	87 11%
6	(6.0)	115 10%	37 13%	45 10%	33 8%	50 10%	65 10%	71 11%	24 12%	20 7%	58 10%	21 9%	23 13%	13 9%	40 10%	37 13%	38 8%	41 12%	74 9%
7	(7.0)	139 12%	43 15%	55 13%	41 10%	67 13%	71 11%	98 14%	18 9%	23 9%	72 12%	30 13%	20 11%	17 12%	55 14%	33 11%	50 11%	47 13%	92 12%
8	(8.0)	223 19%	62 21%	86 20%	75 18%	86 17%	137 21%	137 20%	38 19%	48 18%	115 20%	42 18%	37 20%	30 21%	64 16%	40 14%	119 26% mn	46 13%	177 22% p
9	(9.0)	141 12%	31 10%	41 9%	69 17%	66 13%	75 12%	68 10%	22 11%	52 19% f	52 9%	37 16%	27 15%	26 18% i	42 11%	39 13%	60 13%	32 9%	109 14%
10 Extremely satisfied	(10.0)	157 14%	41 14%	54 12%	62 15%	65 13%	92 14%	80 12%	35 17%	43 16%	63 11%	45 19% i	28 15%	21 15%	68 17%	34 12%	55 12%	41 12%	116 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1142	321	426	395	515	627	662	221	259	288	291	284	279	459	341	342	388	754
Effective Weighted Sample	728	213	266	253	334	396	420	147	163	245	286	252	267	347	274	202	269	468
Total	1146	293	437	415	502	644	676	204	266	586	232	185	143	397	291	458	356	790
Not applicable	19 2%	2 1%	5 1%	11 3%	8 2%	11 2%	12 2%	1 *%	6 2%	14 2%	2 1%	1 1%	2 1%	3 1%	3 1%	13 3%	1 *%	18 2%
SUMMARY CODES																		
DISSATISFIED (1-3)	151 13%	28 9%	70 16%	53 13%	75 15%	76 12%	86 13%	28 14%	37 14%	91 16%	20 8%	27 15%	13 9%	44 11%	57 19% m	50 11%	82 23% q	68 9%
NEUTRAL (4-6)	316 28%	87 30%	125 29%	104 25%	135 27%	181 28%	195 29%	63 31%	58 22%	180 31%	56 24%	45 25%	35 24%	120 30%	85 29%	111 24%	106 30%	210 27%
SATISFIED (7-10)	660 58%	177 60%	237 54%	247 59%	285 57%	376 58%	383 57%	112 55%	165 62%	302 51%	154 66% i	111 60%	93 65% i	229 58%	146 50%	285 62% n	166 47%	494 63% p
Answered	1127	291	431	404	494	633	664	203	260	572	230	184	141	394	288	445	355	772
Mean score	6.7	6.8	6.4	6.8	6.6	6.7	6.6	6.6	6.9	6.3	7.2 i	6.8	7.1 i	6.8 n	6.2	6.9 n	5.9	7.0 p
Standard deviation	2.56	2.38	2.63	2.58	2.59	2.53	2.45	2.68	2.71	2.60	2.35	2.62	2.36	2.47	2.80	2.43	2.79	2.37
Standard error	.08	.13	.13	.13	.11	.10	.10	.18	.17	.15	.14	.16	.14	.12	.15	.13	.14	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT				Satisfaction with CS		Resolved		Virgin					
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied l	Yes m	No n	Issue			
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j					All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1142	783	113	764	356	288	139	80	69	102	186	180	42	177	102	291	115	88	88
Effective Weighted Sample	728	501	74	482	231	245	139	80	69	91	158	153	36	150	87	286	115	88	88
Total	1146	769	133	756	362	586	217	124	245	179	407	370	85	369	199	232	95	57	80
1 Extremely dissatisfied (1.0)	58 5%	7 1%	46 35% a	15 2%	42 12% c	37 6%	8 4%	** ** f	** **	19 11%	18 4%	3 1%	** **	8 2%	29 15% m	5 2%	2 3%	** **	** **
2 (2.0)	48 4%	15 2%	18 14% a	20 3%	28 8% c	32 5%	8 4%	** **	** **	12 7%	20 5%	12 3%	** **	14 4%	18 9%	4 2%	2 3%	** **	** **
3 (3.0)	45 4%	11 1%	11 8% a	21 3%	22 6%	22 4%	12 6%	** **	** **	18 10% j	5 1%	5 1%	** **	9 3%	13 6%	10 4%	2 2%	** **	** **
4 (4.0)	74 6%	27 3%	16 12% a	29 4%	44 12% c	49 8%	16 7%	** **	** **	16 9%	32 8%	18 5%	** **	19 5%	28 14%	13 6%	5 5%	** **	** **
5 (5.0)	127 11%	43 6%	16 12%	57 8%	62 17% c	73 12%	37 17%	** **	** **	17 10%	56 14%	24 6%	** **	36 10%	30 15%	22 9%	6 6%	** **	** **
6 (6.0)	115 10%	60 8%	10 7%	68 9%	37 10%	58 10%	19 9%	** **	** **	22 12%	36 9%	26 7%	** **	32 9%	19 10%	21 9%	11 11%	** **	** **
7 (7.0)	139 12%	109 14%	9 7%	92 12%	46 13%	72 12%	30 14%	** **	** **	23 13%	49 12%	56 15%	** **	42 11%	30 15%	30 13%	14 15%	** **	** **
8 (8.0)	223 19%	209 27% b	1 1%	178 24% d	43 12%	115 20%	31 14%	** **	** g	19 11%	96 23%	113 31%	** **	98 27% n	15 8%	42 18%	21 22%	** **	** **
9 (9.0)	141 12%	133 17% b	2 1%	122 16% d	18 5%	52 9%	20 9%	** **	** **	17 10%	34 8%	47 13%	** **	44 12%	8 4%	37 16%	12 13%	** **	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin						
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satis-	Dissat-	Resolved		Issue			
		fied a	isfied b			All	Billing	Fault/ repair *g	General *h	Yes	No	fied k	isfied ~l	Yes	No	All	Billing	Fault/ repair *q	General *r
			c	d	e	f			i	j			m	n	o	p			
Significance Level: 99%																			
Unweighted total	1142	783	113	764	356	288	139	80	69	102	186	180	42	177	102	291	115	88	88
Effective Weighted Sample	728	501	74	482	231	245	139	80	69	91	158	153	36	150	87	286	115	88	88
Total	1146	769	133	756	362	586	217	124	245	179	407	370	85	369	199	232	95	57	80
10 Extremely satisfied (10.0)	157	152	1	148	8	63	34	**	**	16	47	63	**	63	-	45	19	**	**
	14%	20%	1%	20%	2%	11%	16%	**	**	9%	12%	17%	**	17%	-%	19%	20%	**	**
		b	d											n					
Not applicable	19	6	2	6	11	14	2	**	**	-	14	4	**	4	9	2	1	**	**
	2%	1%	1%	1%	3%	2%	1%	**	**	-%	3%	1%	**	1%	4%	1%	1%	**	**
SUMMARY CODES																			
DISSATISFIED (1-3)	151	32	75	56	92	91	28	**	**	48	43	20	**	31	60	20	7	**	**
	13%	4%	57%	7%	26%	16%	13%	**	**	27%	10%	5%	**	8%	30%	8%	7%	**	**
		a	a		c					j				m					
NEUTRAL (4-6)	316	129	43	154	142	180	72	**	**	55	124	68	**	87	78	56	21	**	**
	28%	17%	32%	20%	39%	31%	33%	**	**	31%	31%	18%	**	24%	39%	24%	23%	**	**
			a		c														
SATISFIED (7-10)	660	602	13	540	116	302	116	**	**	75	227	279	**	248	52	154	66	**	**
	58%	78%	10%	71%	32%	51%	53%	**	**	42%	56%	75%	**	67%	26%	66%	70%	**	**
		b	d											n					
Answered	1127	764	131	750	351	572	216	**	**	179	394	367	**	366	190	230	94	**	**
Mean score	6.7	7.7	3.2	7.4	5.1	6.3	6.5	**	**	5.6	6.6	7.5	**	7.2	4.6	7.2	7.3	**	**
		b	d								i			n					
Standard deviation	2.56	1.97	2.25	2.25	2.49	2.60	2.52	**	**	2.80	2.45	2.07	**	2.32	2.38	2.35	2.29	**	**
Standard error	.08	.07	.21	.08	.13	.15	.21	**	**	.28	.18	.15	**	.18	.24	.14	.21	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1142	91	200	217	21	202	84	284	115	79	90	112	172	190	33	191	89
Effective Weighted Sample	728	89	197	214	21	199	83	252	115	79	90	97	155	169	29	169	78
Total	1146	69	163	173	17	160	67	185	43	72	70	70	115	123	22	124	58
1 Extremely dissatisfied (1.0)	58 5%	** **	2 1%	2 1%	** **	3 2%	** **	12 6%	2 4%	** **	** **	8 12%	3 3%	1 1%	** **	3 3%	** **
2 (2.0)	48 4%	** **	2 1%	1 *%	** **	2 1%	** **	8 4%	2 4%	** **	** **	6 9%	2 1%	1 1%	** **	2 1%	** **
3 (3.0)	45 4%	** **	8 5%	4 2%	** **	5 3%	** **	7 4%	2 5%	** **	** **	3 4%	5 4%	1 1%	** **	3 3%	** **
4 (4.0)	74 6%	** **	9 6%	5 3%	** **	5 3%	** **	4 2%	2 4%	** **	** **	2 3%	1 1%	* *%	** **	1 1%	** **
5 (5.0)	127 11%	** **	13 8%	8 5%	** **	7 4%	** **	19 10%	5 11%	** **	** **	10 14%	9 8%	6 5%	** **	8 7%	** **
6 (6.0)	115 10%	** **	14 9%	12 7%	** **	14 9%	** **	23 13%	6 13%	** **	** **	10 14%	13 12%	14 11%	** **	13 11%	** **
7 (7.0)	139 12%	** **	18 11%	25 14%	** **	24 15%	** **	20 11%	6 13%	** **	** **	6 8%	14 12%	15 12%	** **	15 12%	** **
8 (8.0)	223 19%	** **	34 21%	39 22%	** **	30 19%	** **	37 20%	6 15%	** **	** **	12 17%	25 22%	30 24%	** **	26 21%	** **
9 (9.0)	141 12%	** **	30 18%	36 21%	** **	32 20%	** **	27 15%	5 11%	** **	** **	5 7%	22 19%	26 21%	** **	25 20%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1142	91	200	217	21	202	84	284	115	79	90	112	172	190	33	191	89
Effective Weighted Sample	728	89	197	214	21	199	83	252	115	79	90	97	155	169	29	169	78
Total	1146	69	163	173	17	160	67	185	43	72	70	70	115	123	22	124	58
10 Extremely satisfied (10.0)	157 14%	** **	32 20%	41 24%	** **	39 24%	** **	28 15%	7 17%	** **	** **	8 12%	19 17%	28 23%	** **	26 21%	** **
Not applicable	19 2%	** **	1 1%	1 *%	** **	1 *%	** **	1 1%	* 1%	** **	** **	- -%	1 1%	1 1%	** **	1 1%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	151 13%	** **	12 7%	6 4%	** **	10 6%	** **	27 15%	6 14%	** **	** **	17 24%	10 9%	3 2%	** **	9 7%	** **
NEUTRAL (4-6)	316 28%	** **	36 22%	26 15%	** **	25 16%	** **	45 25%	12 29%	** **	** **	22 31%	24 21%	20 17%	** **	23 18%	** **
SATISFIED (7-10)	660 58%	** **	114 70%	140 81%	** **	125 78%	** **	111 60%	24 57%	** **	** **	31 45%	80 70%	99 80%	** **	92 74%	** **
Answered	1127	**	161	172	**	160	**	184	43	**	**	70	114	122	**	123	**
Mean score	6.7	**	7.4	7.9	**	7.8	**	6.8	6.7	**	**	5.9	7.4	8.0	**	7.6	**
Standard deviation	2.56	**	2.24	1.93	**	2.15	**	2.62	2.60	**	**	2.90	2.25	1.77	**	2.19	**
Standard error	.08	**	.16	.13	**	.15	**	.16	.24	**	**	.27	.17	.13	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

		Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		Total	All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%												
Unweighted total		1142	279	90	94	95	83	196	196	17	194	81
Effective Weighted Sample		728	267	90	94	95	81	187	187	16	185	78
Total		1146	143	42	39	63	38	105	103	8	103	38
1 Extremely dissatisfied	(1.0)	58 5%	3 2%	**	**	**	**	- -%	1 1%	**	1 1%	**
2	(2.0)	48 4%	4 3%	**	**	**	**	2 2%	1 1%	**	3 2%	**
3	(3.0)	45 4%	5 4%	**	**	**	**	2 2%	2 2%	**	3 3%	**
4	(4.0)	74 6%	9 6%	**	**	**	**	6 6%	2 2%	**	4 4%	**
5	(5.0)	127 11%	13 9%	**	**	**	**	10 9%	5 4%	**	7 6%	**
6	(6.0)	115 10%	13 9%	**	**	**	**	10 10%	8 8%	**	9 9%	**
7	(7.0)	139 12%	17 12%	**	**	**	**	11 10%	14 13%	**	11 10%	**
8	(8.0)	223 19%	30 21%	**	**	**	**	23 22%	27 26%	**	24 23%	**
9	(9.0)	141 12%	26 18%	**	**	**	**	23 22%	24 23%	**	22 21%	**
10 Extremely satisfied	(10.0)	157 14%	21 15%	**	**	**	**	17 16%	20 19%	**	20 20%	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Landline telephone calls

	Sky										
	Total	Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair *c	General *d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1142	279	90	94	95	83	196	196	17	194	81
Effective Weighted Sample	728	267	90	94	95	81	187	187	16	185	78
Total	1146	143	42	39	63	38	105	103	8	103	38
Not applicable	19 2%	2 1%	**	**	**	**	1 1%	1 1%	**	1 1%	**
SUMMARY CODES											
DISSATISFIED (1-3)	151 13%	13 9%	**	**	**	**	4 4%	4 4%	**	6 6%	**
						f					i
NEUTRAL (4-6)	316 28%	35 24%	**	**	**	**	26 25%	15 14%	**	20 19%	**
			d								i
SATISFIED (7-10)	660 58%	93 65%	**	**	**	**	73 70%	84 81%	**	76 74%	**
							e			j	
Answered	1127	141	**	**	**	**	103	103	**	102	**
Mean score	6.7	7.1	**	**	**	**	7.5	7.9	**	7.6	**
							e			j	
Standard deviation	2.56	2.36	**	**	**	**	2.05	1.86	**	2.12	**
Standard error	.08	.14	**	**	**	**	.15	.13	**	.15	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4e. And how satisfied were you with - The time taken to handle your issue?**

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	98 8%	14 5%	47 10%	37 9%	45 8%	53 8%	47 7%	22 10%	29 11%	52 8%	18 8%	22 11%	7 4%	27 7%	39 13%	32 7%	53 14%	46 5%
2	(2.0)	47 4%	8 3%	23 5%	16 4%	28 5%	19 3%	30 4%	6 3%	11 4%	28 5%	4 2%	9 4%	6 4%	12 3%	15 5%	20 4%	21 6%	26 3%
3	(3.0)	48 4%	10 3%	23 5%	14 3%	23 4%	25 4%	31 4%	7 3%	9 3%	25 4%	8 3%	6 3%	9 6%	15 4%	14 5%	18 4%	33 9%	15 2%
4	(4.0)	61 5%	15 5%	19 4%	27 6%	15 3%	46 7%	33 5%	17 8%	12 4%	41 7%	11 4%	4 2%	6 4%	21 5%	18 6%	23 5%	26 7%	35 4%
5	(5.0)	113 9%	42 14%	42 9%	29 7%	58 11%	55 8%	92 13%	10 5%	11 4%	66 11%	18 8%	18 9%	10 7%	56 14%	31 10%	25 5%	36 10%	76 9%
6	(6.0)	95 8%	24 8%	44 9%	26 6%	29 5%	66 10%	61 8%	18 9%	16 6%	47 8%	15 6%	16 8%	16 11%	31 8%	26 8%	38 8%	27 7%	68 8%
7	(7.0)	147 12%	37 12%	71 15%	40 9%	73 14%	74 11%	93 13%	25 12%	29 10%	83 13%	24 10%	23 12%	17 11%	53 13%	40 13%	55 11%	52 14%	96 12%
8	(8.0)	218 18%	61 20%	69 15%	88 20%	99 19%	119 18%	127 18%	35 16%	55 20%	118 19%	41 17%	32 16%	28 18%	64 16%	40 13%	114 24%	37 10%	181 22%
9	(9.0)	183 15%	47 15%	70 15%	66 15%	80 15%	103 15%	108 15%	32 15%	43 16%	83 14%	45 19%	29 15%	26 17%	62 15%	40 13%	81 17%	43 11%	140 17%
10 Extremely satisfied	(10.0)	182 15%	51 17%	52 11%	80 19%	76 14%	106 16%	85 12%	41 19%	56 20%	63 10%	53 22%	37 19%	29 19%	67 16%	43 14%	72 15%	47 12%	136 16%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	12 1%	- -%	6 1%	6 1%	4 1%	8 1%	7 1%	1 *%	5 2%	10 2%	1 *%	1 *%	1 *%	3 1%	3 1%	6 1%	1 *%	11 1%
SUMMARY CODES																		
DISSATISFIED (1-3)	193 16%	33 10%	93 20% a	68 16%	96 18%	97 14%	108 15%	36 17%	49 18%	105 17%	30 13%	36 19%	22 14%	54 13%	69 22% m	70 15%	107 29% q	86 10%
NEUTRAL (4-6)	269 22%	82 26%	105 23%	82 19%	101 19%	167 25%	185 26% h	45 21%	38 14%	153 25%	44 19%	38 19%	33 21%	107 26%	75 24%	86 18%	89 24%	179 22%
SATISFIED (7-10)	731 61%	196 63%	261 56%	274 64%	328 62%	402 60%	414 58%	134 62%	183 67%	348 56%	163 68% i	121 62%	99 64%	246 60%	164 53%	321 66% n	178 47%	553 67% p
Answered	1192	310	458	423	525	667	708	215	270	606	237	195	153	407	308	477	374	818
Mean score	6.7	7.0 b	6.3	6.8	6.6	6.7	6.6	6.7	6.9	6.4	7.2 i	6.7	7.0 i	6.8 n	6.2 n	6.9 n	5.7	7.1 p
Standard deviation	2.75	2.49	2.81	2.84	2.80	2.72	2.62	2.91	2.96	2.71	2.72	2.94	2.61	2.64	2.97	2.66	3.02	2.51
Standard error	.08	.14	.13	.14	.12	.11	.10	.19	.18	.16	.16	.17	.15	.12	.16	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin			
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
1 Extremely dissatisfied (1.0)	98	9	75	28	69	52	16	**	**	24	28	3	**	15	36	18	5	**	**
	8%	1%	53% a	4%	18% c	8%	7%	**	**	13%	7%	1%	**	4%	17% m	8%	5%	**	**
2 (2.0)	47	6	23	18	27	28	6	**	**	10	18	5	**	14	13	4	2	**	**
	4%	1%	16% a	2%	7% c	5%	3%	**	**	5%	4%	1%	**	4%	6%	2%	3%	**	**
3 (3.0)	48	7	18	8	37	25	8	**	**	25	-	3	**	5	18	8	2	**	**
	4%	1%	12% a	1%	9% c	4%	3%	**	**	13% j	-%	1%	**	1%	9% m	3%	2%	**	**
4 (4.0)	61	22	7	26	33	41	14	**	**	18	24	15	**	15	24	11	3	**	**
	5%	3%	5%	3%	9% c	7%	6%	**	**	9%	6%	4%	**	4%	12%	4%	3%	**	**
5 (5.0)	113	38	3	52	57	66	37	**	**	18	48	20	**	30	32	18	7	**	**
	9%	5%	2%	7%	15% c	11%	17%	**	**	9%	11%	5%	**	8%	16%	8%	8%	**	**
6 (6.0)	95	35	7	47	42	47	12	**	**	9	37	13	**	20	24	15	7	**	**
	8%	4%	5%	6%	11%	8%	6%	**	**	5%	9%	3%	**	5%	11%	6%	7%	**	**
7 (7.0)	147	117	5	93	51	83	33	**	**	32	51	65	**	52	29	24	12	**	**
	12%	15% b	4%	12%	13%	13%	15%	**	**	17%	12%	17%	**	13%	14%	10%	12%	**	**
8 (8.0)	218	204	2	171	44	118	31	**	**	14	104	114	**	97	20	41	17	**	**
	18%	26% b	1%	22% d	11%	19%	14%	**	**	7%	24% i	29%	**	25% n	9%	17%	18%	**	**
9 (9.0)	183	178	-	169	14	83	31	**	**	22	61	82	**	77	6	45	20	**	**
	15%	22% b	-%	21% d	4%	14%	14%	**	**	12%	14%	21%	**	20% n	3%	19%	21%	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	182 15%	179 22% b	1 1%	175 22% d	7 2%	63 10%	31 14%	** **	** **	20 10%	44 10%	63 16%	** **	63 16% n	- -%	53 22%	21 22%	** **	** **	
Not applicable	12 1%	4 *%	2 2%	2 *%	8 2%	10 2%	3 1%	** **	** **	- -%	10 2%	3 1%	** **	2 *%	7 3%	1 *%	- -%	** **	** **	
SUMMARY CODES																				
DISSATISFIED (1-3)	193 16%	22 3%	116 81% a	54 7%	132 34% c	105 17%	30 13%	** **	** **	58 31% j	47 11%	11 3%	** **	34 9%	66 32% m	30 13%	9 9%	** **	** **	
NEUTRAL (4-6)	269 22%	95 12%	17 12%	126 16%	132 34% c	153 25%	64 29%	** **	** **	44 23%	109 26%	48 13%	** **	64 17%	80 38% m	44 19%	17 18%	** **	** **	
SATISFIED (7-10)	731 61%	677 85% b	7 5%	608 77% d	116 30%	348 56%	127 57%	** **	** **	87 46%	260 61%	324 84%	** **	290 74% n	55 26%	163 68%	70 73%	** **	** **	
Answered Mean score	1192 6.7	794 8.0 b	140 2.2 d	787 7.7	380 4.7	606 6.4	220 6.6	** **	** **	190 5.6	416 6.7 i	383 7.8	** **	388 7.4 n	202 4.6	237 7.2	97 7.4	** **	** **	
Standard deviation	2.75	1.83	1.87	2.30	2.59	2.71	2.64	**	**	2.93	2.52	1.83	**	2.36	2.41	2.72	2.52	**	**	
Standard error	.08	.06	.17	.08	.13	.16	.22	**	**	.28	.18	.13	**	.17	.24	.16	.23	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	98 8%	** **	9 6%	4 2%	** **	4 2%	** e	22 11%	3 7%	** j	** *	15 21%	7 6%	1 1%	** **	8 6%	** o
2 (2.0)	47 4%	** **	2 1%	- -%	** **	- -%	** e	9 4%	1 3%	** j	** *	6 8%	3 2%	1 1%	** **	3 2%	** o
3 (3.0)	48 4%	** **	7 4%	1 1%	** **	- -%	** e	6 3%	2 4%	** j	** *	4 6%	2 2%	1 1%	** **	1 1%	** o
4 (4.0)	61 5%	** **	6 4%	4 2%	** **	7 4%	** e	4 2%	2 4%	** j	** *	2 2%	2 2%	1 1%	** **	2 1%	** o
5 (5.0)	113 9%	** **	12 7%	7 4%	** **	7 5%	** e	18 9%	6 14%	** j	** *	9 13%	9 7%	8 6%	** **	10 7%	** o
6 (6.0)	95 8%	** **	7 4%	8 5%	** **	10 6%	** e	16 8%	4 10%	** j	** *	5 7%	11 9%	6 4%	** **	8 6%	** o
7 (7.0)	147 12%	** **	17 10%	21 12%	** **	16 10%	** e	23 12%	5 11%	** j	** *	6 9%	17 14%	18 14%	** **	15 12%	** o
8 (8.0)	218 18%	** **	31 19%	37 21%	** **	29 18%	** e	32 16%	7 16%	** j	** *	7 9%	25 20%	28 22%	** **	23 17%	** o
9 (9.0)	183 15%	** **	37 22%	43 25%	** **	41 25%	** f	29 15%	6 13%	** j	** *	10 14%	19 15%	28 22%	** **	27 21%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	182 15%	** **	38 23%	51 29%	** **	49 30%	** **	37 19%	8 17%	** **	** **	8 11%	29 24%	37 29%	** **	35 26%	** **
Not applicable	12 1%	** **	1 1%	- -%	** **	- -%	** **	1 *%	- -%	** **	** **	1 1%	- -%	- -%	** **	- -%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	193 16%	** **	18 11%	5 3%	** **	4 2%	** **	36 19%	7 15%	** **	** **	25 34%	12 9%	3 2%	** **	12 9%	** **
NEUTRAL (4-6)	269 22%	** **	26 15%	20 11%	** **	24 15%	** **	38 19%	13 28%	** **	** **	16 22%	22 18%	15 12%	** **	20 15%	** **
SATISFIED (7-10)	731 61%	** **	123 74%	151 86%	** **	134 83%	** **	121 62%	26 57%	** **	** **	31 43%	90 73%	111 86%	** **	99 76%	** **
Answered	1192	**	166	176	**	163	**	195	45	**	**	72	123	129	**	131	**
Mean score	6.7	**	7.5	8.2	**	8.2	**	6.7	6.7	**	**	5.4	7.4	8.2	**	7.6	**
Standard deviation	2.75	**	2.55	1.94	**	2.01	**	2.94	2.74	**	**	3.24	2.48	1.80	**	2.54	**
Standard error	.08	**	.18	.13	**	.14	**	.17	.25	**	**	.30	.18	.13	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	98 8%	7 4%	** **	2 6%	1 2%	** **	1 1%	* *%	** **	1 1%	** **
2 (2.0)	47 4%	6 4%	** **	2 5%	3 4%	** **	3 3%	- -%	** **	1 1%	** **
3 (3.0)	48 4%	9 6%	** **	3 7%	2 3%	** **	6 5%	2 1%	** **	2 2%	** **
4 (4.0)	61 5%	6 4%	** **	3 8%	1 2%	** **	3 3%	2 2%	** **	2 2%	** **
5 (5.0)	113 9%	10 7%	** **	4 9%	2 3%	** **	7 6%	2 2%	** **	5 5%	** **
6 (6.0)	95 8%	16 11%	** **	5 12%	4 6%	** **	12 11%	8 7%	** **	10 9%	** **
7 (7.0)	147 12%	17 11%	** **	5 12%	8 12%	** **	10 9%	14 13%	** **	10 9%	** **
8 (8.0)	218 18%	28 18%	** **	7 17%	12 18%	** **	21 18%	25 24%	** **	22 21%	** **
9 (9.0)	183 15%	26 17%	** **	5 13%	16 24%	** **	23 21%	25 24%	** **	24 23%	** **
10 Extremely satisfied (10.0)	182 15%	29 19%	** **	5 13%	17 25%	** **	25 22%	28 26%	** **	28 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Landline telephone calls

	Sky										
	Total	Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	12 1%	1 *%	** **	- -%	1 1%	** **	1 1%	1 1%	** **	1 1%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	193 16%	22 14%	** **	7 17%	6 9%	** ** f	10 9%	2 2%	** **	4 4%	** ** i
NEUTRAL (4-6)	269 22%	33 21%	** ** d	12 28% d	7 11%	** **	23 20%	12 11%	** **	17 16%	** ** i
SATISFIED (7-10)	731 61%	99 64%	** **	23 54%	52 79% abc	** **	79 70% e	92 86%	** **	84 79% j	** **
Answered	1192	153	**	42	66	**	112	106	**	106	**
Mean score	6.7	7.0	**	6.4	7.8 bc	**	7.5 e	8.2	**	8.0 j	**
Standard deviation	2.75	2.61	**	2.69	2.34	**	2.31	1.65	**	1.99	**
Standard error	.08	.15	**	.26	.23	**	.16	.12	**	.14	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	95 8%	20 6%	41 9%	35 8%	46 9%	49 7%	55 8%	19 9%	21 8%	58 9%	11 5%	20 10% l	6 4%	35 9%	31 10%	29 6%	51 14% q	44 5%
2	(2.0)	40 3%	8 3%	20 4%	11 3%	11 2%	28 4%	25 4%	10 4%	5 2%	24 4%	6 2%	5 3%	5 3%	13 3%	10 3%	17 3%	18 5%	21 3%
3	(3.0)	39 3%	10 3%	16 3%	12 3%	16 3%	23 3%	21 3%	13 6%	5 2%	26 4%	5 2%	6 3%	2 1%	11 3%	16 5%	12 2%	19 5%	20 2%
4	(4.0)	53 4%	12 4%	22 5%	20 5%	25 5%	29 4%	34 5%	9 4%	10 4%	29 5%	8 3%	9 5%	7 5%	23 6%	15 5%	16 3%	20 5%	34 4%
5	(5.0)	105 9%	32 10%	42 9%	31 7%	51 10%	54 8%	65 9%	19 9%	22 8%	54 9%	22 9%	18 9%	10 7%	34 8%	32 10%	39 8%	35 9%	70 8%
6	(6.0)	70 6%	22 7%	24 5%	24 5%	30 6%	40 6%	44 6%	12 6%	13 5%	38 6%	13 5%	10 5%	9 6%	25 6%	17 6%	27 6%	22 6%	48 6%
7	(7.0)	133 11%	39 13%	53 11%	41 10%	59 11%	74 11%	89 13%	19 9%	25 9%	64 10%	27 11%	24 12%	18 12%	52 13%	38 12%	43 9%	52 14%	81 10%
8	(8.0)	203 17%	55 18%	83 18%	64 15%	94 18%	109 16%	130 18%	32 15%	42 15%	109 18%	39 16%	28 14%	28 18%	62 15%	48 15%	93 19%	49 13%	154 19%
9	(9.0)	201 17%	50 16%	78 17%	72 17%	92 17%	109 16%	120 17%	31 14%	49 18%	102 16%	40 17%	30 15%	29 19%	63 15%	37 12%	101 21% n	49 13%	151 18%
10 Extremely satisfied	(10.0)	231 19%	61 20%	71 15%	99 23%	87 16%	144 21%	111 16%	50 23%	69 25% f	92 15%	64 27% i	39 20%	35 23%	88 21%	53 17%	90 19%	52 14%	179 22% p
Not applicable		35 3%	1 *% a	13 3%	22 5%	18 3%	17 3%	20 3%	2 1%	13 5%	20 3%	5 2%	7 3%	3 2%	6 1%	12 4%	17 3%	9 2%	26 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
SUMMARY CODES																		
DISSATISFIED (1-3)	173 14%	38 12%	78 17%	58 13%	73 14%	100 15%	101 14%	41 19%	31 11%	107 17%	21 9%	31 16%	13 9%	58 14%	58 19%	58 12%	88 23%	86 10%
NEUTRAL (4-6)	228 19%	66 21%	88 19%	74 17%	106 20%	122 18%	143 20%	40 19%	45 16%	121 20%	42 18%	38 19%	27 17%	82 20%	64 21%	82 17%	77 20%	151 18%
SATISFIED (7-10)	768 64%	206 66%	285 61%	276 64%	332 63%	435 65%	451 63%	132 61%	185 67%	367 60%	170 71%	121 62%	110 72%	265 64%	177 57%	327 68%	202 54%	566 68%
Answered	1169	310	451	408	512	657	694	214	261	596	233	190	151	405	298	466	366	803
Mean score	6.9	7.1	6.7	7.1	6.9	7.0	6.8	6.8	7.3	6.6	7.5	6.8	7.5	6.9	6.5	7.2	6.1	7.3
Standard deviation	2.79	2.63	2.84	2.84	2.76	2.81	2.72	2.99	2.76	2.86	2.54	2.92	2.49	2.82	2.91	2.65	3.03	2.59
Standard error	.08	.14	.14	.14	.12	.11	.10	.20	.17	.17	.15	.17	.15	.13	.16	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin			
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
1 Extremely dissatisfied (1.0)	95	7	71	24	66	58	25	**	**	30	28	3	**	16	37	11	4	**	**
	8%	1%	49% a	3%	17% c	9%	11%	**	**	16%	7%	1%	**	4%	18% m	5%	4%	**	**
2 (2.0)	40	3	24	7	31	24	5	**	**	11	12	-	**	3	20	6	4	**	**
	3%	*%	17% a	1%	8% c	4%	2%	**	**	6%	3%	-%	**	1%	10% m	2%	4%	**	**
3 (3.0)	39	5	16	7	31	26	6	**	**	14	11	5	**	5	21	5	2	**	**
	3%	1%	11% a	1%	8% c	4%	3%	**	**	8%	3%	1%	**	1%	10% m	2%	2%	**	**
4 (4.0)	53	10	4	21	31	29	16	**	**	11	18	3	**	11	18	8	1	**	**
	4%	1%	3%	3%	8% c	5%	7%	**	**	6%	4%	1%	**	3%	8%	3%	1%	**	**
5 (5.0)	105	27	11	48	49	54	17	**	**	13	42	18	**	32	18	22	7	**	**
	9%	3%	8%	6%	13% c	9%	8%	**	**	7%	10%	5%	**	8%	8%	9%	7%	**	**
6 (6.0)	70	27	4	25	40	38	16	**	**	10	28	12	**	10	23	13	3	**	**
	6%	3%	3%	3%	10% c	6%	7%	**	**	5%	7%	3%	**	3%	11% m	5%	3%	**	**
7 (7.0)	133	99	1	84	48	64	31	**	**	27	38	47	**	42	23	27	12	**	**
	11%	12% b	1%	11%	12%	10%	14%	**	**	14%	9%	12%	**	11%	11%	11%	12%	**	**
8 (8.0)	203	177	6	150	53	109	28	**	**	24	85	94	**	77	31	39	19	**	**
	17%	22% b	4%	19%	14%	18%	13%	**	**	13%	20%	24%	**	20%	15%	16%	20%	**	**
9 (9.0)	201	197	2	179	19	102	31	**	**	26	76	100	**	91	9	40	17	**	**
	17%	25% b	1%	23% d	5%	16%	14%	**	**	14%	18%	26%	**	23% n	4%	17%	18%	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	231	224	2	222	8	92	45	**	**	22	70	92	**	92	-	64	27	**	**	
	19%	28%	1%	28%	2%	15%	20%	**	**	12%	16%	24%	**	24%	-%	27%	28%	**	**	
		b		d										n						
Not applicable	35	23	3	20	12	20	3	**	**	2	18	13	**	10	8	5	1	**	**	
	3%	3%	2%	3%	3%	3%	1%	**	**	1%	4%	3%	**	3%	4%	2%	1%	**	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	173	15	111	39	129	107	36	**	**	56	52	8	**	24	79	21	10	**	**	
	14%	2%	78%	5%	33%	17%	16%	**	**	29%	12%	2%	**	6%	38%	9%	10%	**	**	
			a		c					j				m						
NEUTRAL (4-6)	228	63	19	94	120	121	48	**	**	34	87	32	**	53	58	42	11	**	**	
	19%	8%	13%	12%	31%	20%	22%	**	**	18%	21%	8%	**	14%	28%	18%	11%	**	**	
				c										m						
SATISFIED (7-10)	768	696	10	635	127	367	136	**	**	99	268	333	**	302	63	170	75	**	**	
	64%	87%	7%	81%	33%	60%	61%	**	**	52%	63%	86%	**	78%	30%	71%	78%	**	**	
		b		d										n						
Answered	1169	775	140	769	376	596	220	**	**	188	407	373	**	379	200	233	96	**	**	
Mean score	6.9	8.4	2.5	8.0	4.9	6.6	6.7	**	**	5.8	7.0	8.3	**	7.8	4.7	7.5	7.7	**	**	
		b		d						i				n						
Standard deviation	2.79	1.67	2.15	2.18	2.68	2.86	2.93	**	**	3.12	2.66	1.65	**	2.31	2.65	2.54	2.53	**	**	
Standard error	.08	.06	.19	.08	.14	.17	.25	**	**	.30	.19	.12	**	.17	.26	.15	.23	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	95 8%	** **	7 4%	3 1%	** **	3 2%	** e	20 10%	3 6%	** **	** **	12 17%	8 6%	1 1%	** **	5 4%	** o
2 (2.0)	40 3%	** **	4 2%	2 1%	** **	2 1%	** **	5 3%	2 4%	** **	** **	3 4%	2 2%	* **	** **	2 1%	** **
3 (3.0)	39 3%	** **	3 2%	- -%	** **	- -%	** e	6 3%	3 6%	** **	** **	3 4%	3 2%	* **	** **	2 2%	** **
4 (4.0)	53 4%	** **	6 4%	3 2%	** **	5 3%	** **	9 5%	3 6%	** **	** **	4 5%	6 5%	2 2%	** **	3 2%	** o
5 (5.0)	105 9%	** **	13 8%	4 2%	** **	6 3%	** e	18 9%	4 10%	** **	** **	9 12%	9 7%	4 3%	** **	7 5%	** o
6 (6.0)	70 6%	** **	7 4%	4 2%	** **	6 3%	** **	10 5%	2 5%	** **	** **	3 4%	7 6%	7 6%	** **	4 3%	** **
7 (7.0)	133 11%	** **	17 10%	23 13%	** **	15 9%	** **	24 12%	6 13%	** **	** **	9 13%	15 12%	18 14%	** **	18 14%	** **
8 (8.0)	203 17%	** **	28 17%	34 19%	** **	31 19%	** **	28 14%	7 17%	** **	** **	7 9%	21 17%	24 19%	** **	21 16%	** **
9 (9.0)	201 17%	** **	30 18%	39 22%	** **	35 22%	** f	30 15%	5 12%	** **	** **	9 12%	21 17%	29 22%	** **	28 21%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	231 19%	** **	50 30%	60 34%	** **	58 35%	** **	39 20%	9 19%	** **	** **	10 14%	29 23%	38 30%	** **	37 28%	** **
Not applicable	35 3%	** **	3 2%	5 3%	** **	3 2%	** **	7 3%	1 3%	** **	** **	4 6%	2 2%	3 2%	** **	4 3%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	173 14%	** **	14 8%	4 2%	** **	4 3%	** **	31 16%	7 16%	** **	** **	18 25%	13 11%	2 2%	** **	9 7%	** **
NEUTRAL (4-6)	228 19%	** **	25 15%	11 6%	** **	16 10%	** **	38 19%	9 21%	** **	** **	15 21%	22 18%	14 11%	** **	14 11%	** **
SATISFIED (7-10)	768 64%	** **	124 74%	157 89%	** **	139 85%	** **	121 62%	27 60%	** **	** **	35 48%	86 69%	109 85%	** **	104 79%	** **
Answered	1169	**	164	172	**	159	**	190	44	**	**	69	121	126	**	127	**
Mean score	6.9	**	7.7	8.5	**	8.4	**	6.8	6.8	**	**	5.9	7.3	8.3	**	7.9	**
Standard deviation	2.79	**	2.51	1.79	**	1.94	**	2.92	2.78	**	**	3.19	2.63	1.76	**	2.33	**
Standard error	.08	**	.18	.12	**	.14	**	.17	.26	**	**	.31	.20	.13	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96	
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93	
Total	1204	154	45	42	66	41	113	106	11	106	45	
1 Extremely dissatisfied	(1.0)	95 8%	6 4%	** **	2 4%	1 2%	** **	2 2%	- -%	** **	- -%	** **
						f					i	
2	(2.0)	40 3%	5 3%	** **	2 6%	1 1%	** **	3 2%	1 1%	** **	1 1%	** **
											i	
3	(3.0)	39 3%	2 1%	** **	1 2%	1 2%	** **	2 2%	- -%	** **	1 1%	** **
											i	
4	(4.0)	53 4%	7 5%	** **	4 9%	- -%	** **	4 4%	1 1%	** **	2 2%	** **
				d	d						i	
5	(5.0)	105 9%	10 7%	** **	3 7%	2 3%	** **	7 6%	1 1%	** **	4 4%	** **
											i	
6	(6.0)	70 6%	9 6%	** **	3 7%	2 3%	** **	5 5%	4 4%	** **	5 5%	** **
											i	
7	(7.0)	133 11%	18 12%	** **	5 11%	10 15%	** **	11 10%	11 11%	** **	9 9%	** **
											i	
8	(8.0)	203 17%	28 18%	** **	10 24%	11 16%	** **	21 19%	25 23%	** **	21 20%	** **
											i	
9	(9.0)	201 17%	29 19%	** **	7 16%	14 21%	** **	25 22%	28 27%	** **	26 24%	** **
											j	

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
10 Extremely satisfied (10.0)	231 19%	35 23%	** **	6 14%	23 34%	** **	30 27%	33 31%	** **	35 32%	** **
Not applicable	35 3%	3 2%	** **	1 2%	2 3%	** **	2 2%	2 2%	** **	3 3%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	173 14%	13 9%	** **	5 12%	3 5%	** **	7 6%	1 1%	** **	2 1%	** **
NEUTRAL (4-6)	228 19%	27 17%	** **	9 22%	4 6%	** **	16 14%	6 6%	** **	11 11%	** **
SATISFIED (7-10)	768 64%	110 72%	** **	27 64%	57 86%	** **	88 78%	97 92%	** **	91 85%	** **
Answered	1169	151	**	41	64	**	111	104	**	104	**
Mean score	6.9	7.5	**	6.9	8.3	**	7.9	8.6	**	8.4	**
Standard deviation	2.79	2.49	**	2.58	2.01	**	2.23	1.43	**	1.68	**
Standard error	.08	.15	**	.26	.20	**	.15	.10	**	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 28

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	103 9%	14 4%	55 12% a	34 8%	47 9%	56 8%	56 8%	22 10%	24 9%	61 10%	14 6%	22 11% l	6 4%	29 7%	32 10%	42 9%	58 15% q	45 5%
2	(2.0)	51 4%	13 4%	26 6%	12 3%	18 3%	33 5%	38 5%	10 5%	4 1%	31 5%	7 3%	6 3%	8 5%	18 4%	18 6%	14 3%	30 8% q	21 3%
3	(3.0)	31 3%	11 3%	14 3%	6 1%	15 3%	15 2%	18 3%	7 3%	5 2%	16 3%	5 2%	6 3%	3 2%	8 2%	15 5%	8 2%	17 5%	14 2%
4	(4.0)	54 5%	15 5%	19 4%	20 5%	16 3%	38 6%	27 4%	19 9%	9 3%	33 5%	10 4%	4 2%	7 5%	16 4%	18 6%	20 4%	22 6%	32 4%
5	(5.0)	111 9%	28 9%	43 9%	40 9%	53 10%	58 9%	72 10%	14 6%	25 9%	56 9%	17 7%	23 12%	15 10%	39 9%	31 10%	41 8%	30 8%	81 10%
6	(6.0)	80 7%	27 9%	26 6%	27 6%	43 8%	38 6%	51 7%	13 6%	16 6%	46 7%	15 6%	12 6%	7 5%	27 7%	24 8%	30 6%	28 7%	53 6%
7	(7.0)	118 10%	32 10%	53 11%	33 8%	57 11%	61 9%	80 11%	19 9%	19 7%	56 9%	24 10%	21 11%	17 11%	50 12%	31 10%	37 8%	42 11%	77 9%
8	(8.0)	191 16%	62 20%	72 16%	57 13%	91 17%	101 15%	129 18%	26 12%	37 13%	97 16%	39 16%	27 14%	28 18%	61 15%	39 13%	91 19%	44 12%	147 18%
9	(9.0)	193 16%	41 13%	67 15%	84 20%	86 16%	107 16%	103 14%	32 15%	57 21%	102 17%	39 16%	27 14%	24 16%	66 16%	37 12%	89 18%	44 12%	148 18%
10 Extremely satisfied	(10.0)	224 19%	65 21%	68 15%	91 21%	84 16%	139 21%	113 16%	48 22%	63 23%	88 14%	61 26% i	41 21%	34 22%	81 20%	51 16%	91 19%	50 13%	174 21% p
Not applicable		48 4%	3 1%	20 4%	25 6% a	20 4%	28 4%	26 4%	6 3%	16 6%	29 5%	9 4%	6 3%	4 3%	15 4%	15 5%	19 4%	11 3%	37 4%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
SUMMARY CODES																		
DISSATISFIED (1-3)	184 15%	37 12%	94 20%	53 12%	80 15%	105 16%	112 16%	39 18%	33 12%	108 18%	26 11%	33 17%	17 11%	55 13%	65 21%	65 13%	105 28%	80 10%
NEUTRAL (4-6)	246 20%	70 22%	89 19%	87 20%	111 21%	134 20%	150 21%	46 21%	49 18%	135 22%	42 18%	40 20%	30 19%	82 20%	73 24%	91 19%	79 21%	166 20%
SATISFIED (7-10)	726 60%	200 65%	261 56%	264 62%	318 60%	408 60%	426 60%	124 58%	176 64%	344 56%	162 68%	117 60%	103 67%	259 63%	158 51%	309 64%	180 48%	546 66%
Answered	1156	307	444	404	509	647	688	210	258	586	230	190	150	396	296	464	363	792
Mean score	6.8	7.1	6.4	7.1	6.8	6.8	6.7	6.6	7.2	6.5	7.3	6.7	7.2	7.0	6.3	7.0	5.8	7.3
Standard deviation	2.86	2.60	3.01	2.82	2.78	2.91	2.79	3.07	2.82	2.91	2.68	2.96	2.62	2.76	2.99	2.81	3.15	2.58
Standard error	.08	.14	.14	.14	.12	.12	.11	.20	.18	.17	.16	.17	.15	.13	.16	.15	.16	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	103 9%	5 1%	89 62% a	20 3%	81 21% c	61 10%	17 8%	** **	** **	32 17% j	29 7%	- **	** **	14 4%	46 22% m	14 6%	5 5%	** **	** **	
2 (2.0)	51 4%	5 1%	25 17% a	13 2%	36 9% c	31 5%	12 6%	** **	** **	19 10%	12 3%	3 1%	** **	10 3%	20 9%	7 3%	2 3%	** **	** **	
3 (3.0)	31 3%	7 1%	9 6% a	7 1%	24 6% c	16 3%	3 1%	** **	** **	11 6%	5 1%	5 1%	** **	3 1%	13 6%	5 2%	1 1%	** **	** **	
4 (4.0)	54 5%	12 1%	6 4%	18 2%	32 8% c	33 5%	9 4%	** **	** **	13 7%	20 5%	8 2%	** **	10 3%	22 10% m	10 4%	4 4%	** **	** **	
5 (5.0)	111 9%	31 4%	7 5%	45 6%	58 15% c	56 9%	20 9%	** **	** **	9 5%	47 11%	16 4%	** **	23 6%	28 13%	17 7%	5 5%	** **	** **	
6 (6.0)	80 7%	30 4%	4 3%	34 4%	43 11% c	46 7%	16 7%	** **	** **	14 8%	31 7%	13 3%	** **	21 5%	21 10%	15 6%	5 5%	** **	** **	
7 (7.0)	118 10%	90 11% b	- -%	77 10%	41 10%	56 9%	30 13%	** **	** **	19 10%	37 9%	42 11%	** **	32 8%	24 12%	24 10%	12 12%	** **	** **	
8 (8.0)	191 16%	181 23% b	2 1%	156 20% d	35 9%	97 16%	27 12%	** **	** **	19 10%	78 18%	94 24%	** **	79 20%	18 9%	39 16%	19 20%	** **	** **	
9 (9.0)	193 16%	189 24% b	2 1%	173 22% d	18 5%	102 17%	39 17%	** **	** **	28 15%	74 17%	101 26%	** **	93 24% n	8 4%	39 16%	16 16%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin				
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		fied a	isfied b			All	Billing	Fault/ repair *g	General *h	Yes	No	Satis- fied k	Dissat- isfied ~l	Yes	No	All	Billing	Fault/ repair *q	General *r
			c	d	e	f			i	j			m	n	o	p			
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	224	218	-	216	7	88	39	**	**	20	68	88	**	88	-	61	26	**	**
	19%	27%	-%	27%	2%	14%	17%	**	**	10%	16%	23%	**	23%	-%	26%	27%	**	**
		b		d										n					
Not applicable	48	31	*	30	15	29	11	**	**	5	25	16	**	16	10	9	2	**	**
	4%	4%	*%	4%	4%	5%	5%	**	**	2%	6%	4%	**	4%	5%	4%	2%	**	**
SUMMARY CODES																			
DISSATISFIED (1-3)	184	17	122	40	140	108	33	**	**	63	45	8	**	27	78	26	8	**	**
	15%	2%	86%	5%	36%	18%	15%	**	**	33%	11%	2%	**	7%	37%	11%	9%	**	**
		a		c						j				m					
NEUTRAL (4-6)	246	73	16	97	134	135	45	**	**	37	98	38	**	54	70	42	14	**	**
	20%	9%	12%	12%	34%	22%	20%	**	**	19%	23%	10%	**	14%	34%	18%	15%	**	**
				c										m					
SATISFIED (7-10)	726	677	4	623	99	344	134	**	**	86	258	325	**	292	50	162	73	**	**
	60%	85%	2%	79%	26%	56%	60%	**	**	45%	61%	84%	**	75%	24%	68%	75%	**	**
		b		d										n					
Answered	1156	767	142	760	373	586	212	**	**	185	401	370	**	373	199	230	95	**	**
Mean score	6.8	8.3	1.9	8.0	4.5	6.5	6.8	**	**	5.5	7.0	8.2	**	7.8	4.3	7.3	7.6	**	**
		b		d							i			n					
Standard deviation	2.86	1.71	1.67	2.17	2.65	2.91	2.83	**	**	3.21	2.64	1.67	**	2.33	2.56	2.68	2.53	**	**
Standard error	.08	.06	.15	.08	.14	.17	.24	**	**	.31	.20	.12	**	.17	.25	.16	.24	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	103 9%	** **	7 4%	3 2%	** **	3 2%	** e	22 11%	4 8%	** **	** **	14 19%	8 6%	1 1%	** **	4 3%	** o
2 (2.0)	51 4%	** **	3 2%	1 1%	** **	1 *%	** e	6 3%	1 2%	** **	** **	4 5%	2 1%	- -%	** **	1 1%	** o
3 (3.0)	31 3%	** **	4 2%	2 1%	** **	1 *%	** e	6 3%	2 5%	** **	** **	3 4%	3 2%	- -%	** **	2 1%	** **
4 (4.0)	54 5%	** **	7 4%	3 1%	** **	3 2%	** e	4 2%	1 3%	** **	** **	3 5%	1 1%	1 1%	** **	3 2%	** **
5 (5.0)	111 9%	** **	12 7%	3 2%	** **	6 3%	** e	23 12%	6 14%	** **	** **	10 14%	13 11%	8 6%	** **	9 7%	** o
6 (6.0)	80 7%	** **	8 5%	6 4%	** **	4 2%	** e	12 6%	2 5%	** **	** **	3 5%	9 7%	8 6%	** **	5 4%	** **
7 (7.0)	118 10%	** **	14 9%	18 10%	** **	18 11%	** e	21 11%	6 13%	** **	** **	8 11%	13 11%	16 12%	** **	17 13%	** **
8 (8.0)	191 16%	** **	28 17%	37 21%	** **	32 20%	** e	27 14%	7 16%	** **	** **	7 9%	21 17%	23 18%	** **	21 16%	** **
9 (9.0)	193 16%	** **	33 20%	38 21%	** **	34 21%	** f	27 14%	5 11%	** **	** i	7 10%	20 16%	27 21%	** **	26 20%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	224 19%	** **	46 27%	58 33%	** **	58 35%	** **	41 21%	9 19%	** **	** **	11 15%	30 24%	40 31%	** **	38 29%	** **
Not applicable	48 4%	** **	5 3%	7 4%	** **	5 3%	** **	6 3%	1 3%	** **	** **	2 3%	4 3%	4 3%	** **	4 3%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	184 15%	** **	14 9%	6 3%	** **	4 2%	** **	33 17%	7 16%	** **	** **	20 28%	13 10%	1 1%	** **	7 5%	** **
NEUTRAL (4-6)	246 20%	** **	27 16%	12 7%	** **	12 7%	** **	40 20%	10 22%	** **	** **	17 23%	23 19%	17 13%	** **	17 13%	** **
SATISFIED (7-10)	726 60%	** **	121 72%	151 85%	** **	142 87%	** **	117 60%	27 59%	** **	** **	33 46%	84 68%	107 83%	** **	102 78%	** **
Answered	1156	**	162	169	**	157	**	190	44	**	**	71	119	124	**	126	**
Mean score	6.8	**	7.6 a	8.4	**	8.5 f	**	6.7	6.7	**	**	5.7	7.4 k	8.3	**	7.9 p	**
Standard deviation	2.86	**	2.51	1.90	**	1.83	**	2.96	2.82	**	**	3.22	2.61	1.73	**	2.23	**
Standard error	.08	**	.18	.13	**	.13	**	.17	.26	**	**	.31	.19	.12	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	103 9%	6 4%	** **	2 5%	1 2%	** **	1 1%	- -%	** **	- -%	** **
2 (2.0)	51 4%	8 5%	** **	3 8%	2 3%	** **	4 4%	1 1%	** **	1 1%	** **
3 (3.0)	31 3%	3 2%	** **	1 2%	1 1%	** **	2 2%	* *%	** **	2 1%	** **
4 (4.0)	54 5%	7 5%	** **	4 10%	2 3%	** **	5 4%	- -%	** **	3 3%	** **
5 (5.0)	111 9%	15 10%	** **	6 14%	2 3%	** **	10 9%	5 4%	** **	7 6%	** **
6 (6.0)	80 7%	7 5%	** **	1 3%	2 3%	** **	4 4%	2 2%	** **	4 4%	** **
7 (7.0)	118 10%	17 11%	** **	4 9%	10 15%	** **	12 11%	13 13%	** **	11 10%	** **
8 (8.0)	191 16%	28 18%	** **	7 17%	13 19%	** **	20 18%	27 25%	** **	23 22%	** **
9 (9.0)	193 16%	24 16%	** **	7 16%	11 17%	** **	21 19%	23 22%	** **	20 19%	** **
10 Extremely satisfied (10.0)	224 19%	34 22%	** **	7 16%	20 30%	** **	30 26%	32 30%	** **	33 31%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	48 4%	4 3%	** **	1 2%	3 4%	** **	3 2%	3 3%	** **	3 3%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	184 15%	17 11%	** **	6 15%	4 6%	** ** f	8 7%	1 1%	** **	3 3%	** ** i
NEUTRAL (4-6)	246 20%	30 19%	** ** d	11 26% d	6 9%	** **	19 17%	7 7%	** **	14 13%	** ** i
SATISFIED (7-10)	726 60%	103 67%	** **	24 57%	54 81% abc	** **	83 74% e	95 89%	** **	87 81% j	** **
Answered	1156	150	**	41	64	**	110	103	**	103	**
Mean score	6.8	7.2	**	6.6	8.0 abc	**	7.7 e	8.5	**	8.2 j	**
Standard deviation	2.86	2.62	**	2.80	2.23	**	2.33	1.52	**	1.87	**
Standard error	.08	.15	**	.28	.23	**	.16	.11	**	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	109 9%	18 6%	54 12%	37 9%	52 10%	57 8%	56 8%	29 13%	24 9%	60 10%	19 8%	19 10%	11 7%	36 9%	36 12%	37 8%	63 17%	46 6%
2	(2.0)	52 4%	13 4%	28 6%	11 3%	26 5%	26 4%	41 6%	8 4%	3 1%	28 5%	9 4%	8 4%	7 4%	16 4%	18 6%	18 4%	38 10%	14 2%
3	(3.0)	37 3%	5 2%	16 3%	16 4%	19 4%	18 3%	20 3%	6 3%	11 4%	21 3%	10 4%	4 2%	3 2%	16 4%	13 4%	8 2%	17 5%	20 2%
4	(4.0)	50 4%	14 5%	17 4%	19 4%	14 3%	36 5%	40 6%	4 2%	7 3%	31 5%	7 3%	7 3%	5 3%	16 4%	15 5%	20 4%	16 4%	34 4%
5	(5.0)	86 7%	27 9%	26 6%	33 8%	34 6%	52 8%	48 7%	19 9%	19 7%	47 8%	12 5%	16 8%	11 7%	33 8%	30 10%	23 5%	25 7%	61 7%
6	(6.0)	83 7%	30 10%	42 9%	11 3%	37 7%	46 7%	56 8%	19 9%	8 3%	45 7%	16 7%	13 6%	10 6%	32 8%	20 6%	32 7%	25 7%	58 7%
7	(7.0)	121 10%	36 12%	41 9%	44 10%	55 10%	67 10%	73 10%	22 10%	26 9%	62 10%	18 7%	24 12%	18 11%	40 10%	36 12%	45 9%	46 12%	76 9%
8	(8.0)	196 16%	53 17%	82 18%	62 14%	96 18%	101 15%	127 18%	29 14%	40 14%	105 17%	43 18%	24 12%	25 16%	65 16%	49 16%	82 17%	49 13%	148 18%
9	(9.0)	196 16%	54 17%	66 14%	76 18%	86 16%	109 16%	114 16%	33 15%	49 18%	101 16%	31 13%	33 17%	30 20%	60 15%	37 12%	99 21%	43 12%	153 18%
10 Extremely satisfied	(10.0)	247 21%	58 19%	75 16%	114 27%	93 18%	154 23%	120 17%	47 22%	80 29%	96 16%	72 30%	46 23%	33 22%	95 23%	55 18%	97 20%	53 14%	195 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	26 2%	2 1%	17 4%	7 2%	16 3%	10 1%	18 3%	1 *%	7 3%	21 3%	2 1%	2 1%	1 1%	2 *%	2 1%	22 4%	1 *%	25 3%
SUMMARY CODES																		
DISSATISFIED (1-3)	198 16%	36 12%	98 21% a	64 15%	98 18%	100 15%	117 16%	43 20%	38 14%	109 18%	38 16%	31 16%	20 13%	67 16%	67 22%	63 13%	118 31%	80 10%
NEUTRAL (4-6)	220 18%	71 23%	85 18%	63 15%	86 16%	134 20%	144 20%	41 19%	35 13%	123 20%	35 15%	35 18%	26 17%	81 20%	64 21%	75 15%	66 18%	154 19%
SATISFIED (7-10)	760 63%	201 65%	264 57%	296 69% b	330 62%	431 64%	435 61%	131 61%	195 71%	363 59%	163 69%	128 65%	106 69%	260 63%	177 57%	323 67%	190 51%	570 69% p
Answered Mean score	1178 6.9	309 7.0	447 6.5	422 7.2 b	513 6.8	665 7.0	696 6.7	215 6.7	267 7.4	595 6.6	237 7.3	194 7.0	153 7.2	408 6.9	308 6.4	461 7.2 n	374 5.8	804 7.4 p
Standard deviation	2.90	2.62	3.03	2.90	2.93	2.87	2.84	3.07	2.86	2.90	2.91	2.93	2.75	2.89	3.02	2.78	3.22	2.58
Standard error	.08	.14	.14	.14	.13	.11	.11	.20	.17	.17	.17	.17	.16	.13	.16	.15	.16	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT										Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	109 9%	7 1%	87 61% a	13 2%	94 24% c	60 10%	22 10%	** **	** **	34 18% j	26 6%	2 *%	** **	5 1%	54 26% m	19 8%	7 8%	** **	** **	
2 (2.0)	52 4%	6 1%	25 18% a	12 2%	38 10% c	28 5%	8 3%	** **	** **	23 12% j	5 1%	3 1%	** **	8 2%	18 9%	9 4%	3 3%	** **	** **	
3 (3.0)	37 3%	2 *%	15 10% a	7 1%	27 7% c	21 3%	9 4%	** **	** **	11 6%	10 2%	- -%	** **	3 1%	16 8% m	10 4%	4 4%	** **	** **	
4 (4.0)	50 4%	17 2%	- -%	10 1%	38 10% c	31 5%	9 4%	** **	** **	10 5%	22 5%	11 3%	** **	3 1%	27 13% m	7 3%	2 3%	** **	** **	
5 (5.0)	86 7%	32 4%	4 3%	34 4%	47 12% c	47 8%	20 9%	** **	** **	12 7%	34 8%	23 6%	** **	23 6%	21 10%	12 5%	4 4%	** **	** **	
6 (6.0)	83 7%	25 3%	- -%	33 4%	42 11% c	45 7%	19 8%	** **	** **	13 7%	32 7%	8 2%	** **	16 4%	22 10%	16 7%	4 4%	** **	** **	
7 (7.0)	121 10%	88 11% b	* *%	83 11%	38 10%	62 10%	23 10%	** **	** **	21 11%	41 10%	41 11%	** **	41 10%	21 10%	18 7%	7 8%	** **	** **	
8 (8.0)	196 16%	179 22% b	3 2%	161 20% d	35 9%	105 17%	30 13%	** **	** **	22 12%	82 19%	98 25%	** **	91 23% n	14 7%	43 18%	21 22%	** **	** **	
9 (9.0)	196 16%	194 24% b	- -%	183 23% d	12 3%	101 16%	34 15%	** **	** **	25 13%	76 18%	101 26%	** **	95 24% n	6 3%	31 13%	11 11%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Satisfaction with CS				Resolved		BT				Satisfaction with CS				Resolved		Virgin			
	Total	Issue		Complaint		Issue		Complaint		Issue		Complaint		Issue		Complaint		Issue		
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	247	241	-	240	6	96	47	**	**	19	77	96	**	94	2	72	31	**	**	
	21%	30%	-%	30%	2%	16%	21%	**	**	10%	18%	25%	**	24%	1%	30%	32%	**	**	
		b	a	d										n						
Not applicable	26	7	9	13	11	21	2	**	**	-	21	4	**	11	9	2	-	**	**	
	2%	1%	6%	2%	3%	3%	1%	**	**	-%	5%	1%	**	3%	4%	1%	-%	**	**	
			a					f												
SUMMARY CODES																				
DISSATISFIED (1-3)	198	15	127	32	159	109	39	**	**	67	41	5	**	16	87	38	15	**	**	
	16%	2%	89%	4%	41%	18%	17%	**	**	36%	10%	1%	**	4%	42%	16%	15%	**	**	
			a		c					j				m						
NEUTRAL (4-6)	220	75	4	78	127	123	48	**	**	35	88	42	**	42	69	35	11	**	**	
	18%	9%	3%	10%	33%	20%	22%	**	**	18%	21%	11%	**	11%	33%	15%	11%	**	**	
				c										m						
SATISFIED (7-10)	760	702	3	667	91	363	134	**	**	87	276	336	**	320	43	163	71	**	**	
	63%	88%	2%	84%	24%	59%	60%	**	**	46%	65%	87%	**	82%	21%	69%	74%	**	**	
		b		d						i				n						
Answered	1178	791	134	776	377	595	222	**	**	190	405	383	**	379	200	237	97	**	**	
Mean score	6.9	8.3	1.7	8.2	4.3	6.6	6.7	**	**	5.4	7.2	8.2	**	8.1	4.1	7.3	7.4	**	**	
		b		d						i				n						
Standard deviation	2.90	1.75	1.35	1.97	2.65	2.90	2.93	**	**	3.21	2.56	1.70	**	1.96	2.56	2.91	2.87	**	**	
Standard error	.08	.06	.12	.07	.14	.17	.25	**	**	.31	.19	.12	**	.14	.25	.17	.27	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	109 9%	** **	9 6%	5 3%	** **	3 2%	** e	19 10%	3 6%	** **	** **	13 18%	6 5%	- -%	** **	5 3%	** o
2 (2.0)	52 4%	** **	4 3%	1 1%	** **	1 1%	** e	8 4%	2 5%	** **	** **	7 10%	1 1%	1 1%	** **	3 2%	** o
3 (3.0)	37 3%	** **	6 4%	1 1%	** **	2 1%	** e	4 2%	1 2%	** **	** **	2 2%	2 2%	1 1%	** **	1 1%	** **
4 (4.0)	50 4%	** **	5 3%	2 1%	** **	2 1%	** e	7 3%	1 3%	** **	** **	2 3%	5 4%	3 2%	** **	3 2%	** **
5 (5.0)	86 7%	** **	9 6%	5 3%	** **	4 2%	** e	16 8%	3 7%	** **	** **	6 9%	10 8%	3 3%	** **	3 2%	** o
6 (6.0)	83 7%	** **	11 7%	8 4%	** **	6 4%	** e	13 6%	5 11%	** **	** **	4 6%	9 7%	6 4%	** **	6 4%	** **
7 (7.0)	121 10%	** **	9 5%	14 8%	** **	15 9%	** e	24 12%	4 10%	** **	** **	10 14%	14 12%	19 15%	** **	19 14%	** **
8 (8.0)	196 16%	** **	30 18%	40 22%	** **	33 20%	** e	24 12%	7 16%	** **	** **	7 10%	17 14%	18 14%	** **	16 12%	** **
9 (9.0)	196 16%	** **	26 16%	31 17%	** **	28 17%	** f	33 17%	7 17%	** **	** i	8 11%	26 21%	33 25%	** **	31 24%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	247 21%	** **	55 33%	69 39%	** **	69 42%	** **	46 23%	10 23%	** **	** **	13 18%	33 27%	44 34%	** **	45 34%	** **
Not applicable	26 2%	** **	2 1%	1 1%	** **	1 1%	** **	2 1%	* 1%	** **	** **	1 2%	1 1%	1 1%	** **	- -%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	198 16%	** **	20 12%	8 4%	** **	6 3%	** **	31 16%	6 13%	** **	** **	21 29%	10 8%	2 2%	** **	8 6%	** **
NEUTRAL (4-6)	220 18%	** **	25 15%	14 8%	** **	11 7%	** **	35 18%	9 21%	** **	** **	13 17%	23 18%	12 9%	** **	11 9%	** **
SATISFIED (7-10)	760 63%	** **	120 72%	154 87%	** **	145 89%	** **	128 65%	30 65%	** **	** **	38 52%	90 73%	114 88%	** **	111 85%	** **
Answered	1178	**	165	176	**	162	**	194	45	**	**	72	123	128	**	131	**
Mean score	6.9	**	7.6 a	8.4	**	8.5 f	**	7.0	7.2	**	** i	5.9	7.6 k	8.4	**	8.1 p	**
Standard deviation	2.90	**	2.71	2.05	**	1.87	**	2.93	2.74	**	**	3.31	2.49	1.70	**	2.25	**
Standard error	.08	**	.19	.14	**	.13	**	.17	.25	**	**	.31	.18	.12	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	109 9%	11 7%	** **	4 10%	3 4%	** **	5 4%	- -%	** **	* *%	** **
2 (2.0)	52 4%	7 4%	** **	3 7%	1 2%	** **	3 3%	1 1%	** **	* *%	** **
3 (3.0)	37 3%	3 2%	** **	1 2%	1 2%	** **	2 2%	- -%	** **	1 1%	** **
4 (4.0)	50 4%	5 3%	** **	2 4%	1 2%	** **	3 2%	1 1%	** **	3 2%	** **
5 (5.0)	86 7%	11 7%	** **	5 12%	1 1%	** **	8 7%	2 2%	** **	5 5%	** **
6 (6.0)	83 7%	10 6%	** **	2 4%	3 5%	** **	7 6%	3 3%	** **	5 5%	** **
7 (7.0)	121 10%	18 11%	** **	5 12%	8 12%	** **	11 10%	14 13%	** **	9 8%	** **
8 (8.0)	196 16%	25 16%	** **	7 17%	11 16%	** **	18 16%	23 21%	** **	21 20%	** **
9 (9.0)	196 16%	30 20%	** **	8 18%	15 23%	** **	25 22%	29 27%	** **	28 26%	** **
10 Extremely satisfied (10.0)	247 21%	33 22%	** **	6 15%	21 31%	** **	30 26%	32 30%	** **	32 30%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	26 2%	1 1%	** **	- -%	1 2%	** **	1 1%	1 1%	** **	1 1%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	198 16%	20 13%	** **	8 18%	5 8%	** ** f	10 9%	1 1%	** **	2 2%	** ** i
NEUTRAL (4-6)	220 18%	26 17%	** ** d	8 19%	5 8%	** **	18 16%	6 6%	** **	13 12%	** ** i
SATISFIED (7-10)	760 63%	106 69%	** **	26 62%	54 82% bc	** **	84 75% e	98 92%	** **	90 85% j	** **
Answered	1178	153	**	42	65	**	111	105	**	105	**
Mean score	6.9	7.2	**	6.6	8.0 abc	**	7.7 e	8.6	**	8.3 j	**
Standard deviation	2.90	2.75	**	2.94	2.36	**	2.47	1.43	**	1.76	**
Standard error	.08	.16	**	.29	.24	**	.17	.10	**	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	24 2%	6 2%	12 3%	6 1%	17 3%	8 1%	13 2%	7 3%	4 2%	11 2%	6 3%	5 2%	2 1%	6 2%	10 3%	8 2%	15 4%	9 1%
2	(2.0)	17 1%	6 2%	9 2%	2 *%	7 1%	10 1%	12 2%	4 2%	1 *%	11 2%	1 *%	4 2%	1 1%	12 3%	4 1%	1 *%	12 3%	5 1%
3	(3.0)	21 2%	5 2%	8 2%	8 2%	9 2%	12 2%	10 1%	6 3%	5 2%	8 1%	3 1%	7 4%	2 1%	9 2%	8 3%	4 1%	11 3%	10 1%
4	(4.0)	35 3%	7 2%	19 4%	9 2%	12 2%	23 3%	19 3%	7 3%	9 3%	15 2%	8 3%	7 4%	5 3%	12 3%	9 3%	14 3%	12 3%	23 3%
5	(5.0)	82 7%	26 8%	33 7%	23 5%	35 7%	47 7%	56 8%	16 7%	11 4%	44 7%	14 6%	14 7%	11 7%	29 7%	31 10%	22 5%	35 9%	47 6%
6	(6.0)	73 6%	21 7%	25 5%	27 6%	20 4%	53 8%	52 7%	8 4%	12 5%	39 6%	13 5%	13 7%	8 5%	29 7%	20 7%	23 5%	22 6%	51 6%
7	(7.0)	122 10%	41 13%	58 13%	22 5%	67 13%	55 8%	85 12%	25 11%	12 4%	59 10%	27 11%	17 9%	19 12%	41 10%	39 13%	41 9%	46 12%	75 9%
8	(8.0)	233 19%	57 18%	98 21%	77 18%	113 21%	120 18%	146 20%	41 19%	46 17%	139 23%	36 15%	38 19%	21 13%	84 20%	51 16%	98 20%	79 21%	154 19%
9	(9.0)	261 22%	71 23%	93 20%	97 23%	107 20%	154 23%	155 22%	41 19%	65 24%	138 22%	47 20%	37 19%	38 25%	80 20%	60 19%	121 25%	72 19%	189 23%
10 Extremely satisfied	(10.0)	306 25%	67 22%	92 20%	146 34%	126 24%	180 27%	143 20%	58 27%	105 38%	130 21%	79 33%	51 26%	45 29%	103 25%	69 22%	134 28%	67 18%	239 29%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
Not applicable	30	2	17	12	17	14	23	3	4	22	4	3	2	4	9	17	4	26	
	3%	1%	4%	3%	3%	2%	3%	2%	1%	4%	2%	1%	1%	1%	3%	3%	1%	3%	
SUMMARY CODES																			
DISSATISFIED (1-3)	62	18	29	16	33	29	35	17	10	30	11	16	5	27	21	13	38	24	
	5%	6%	6%	4%	6%	4%	5%	8%	4%	5%	5%	8%	3%	7%	7%	3%	10%	3%	
NEUTRAL (4-6)	190	54	77	59	67	123	127	31	32	97	34	34	24	71	60	59	69	121	
	16%	17%	17%	14%	13%	18%	18%	14%	12%	16%	14%	17%	16%	17%	19%	12%	18%	15%	
SATISFIED (7-10)	922	237	341	343	413	509	529	165	228	466	189	143	123	308	220	394	264	658	
	77%	76%	73%	80%	78%	75%	74%	76%	83%	76%	79%	73%	80%	75%	71%	82%	70%	79%	
Answered	1174	309	447	418	513	661	691	212	270	594	234	194	152	406	301	466	371	803	
Mean score	7.9	7.7	7.6	8.3	7.8	7.9	7.7	7.7	8.4	7.8	8.1	7.7	8.1	7.7	7.5	8.2	7.3	8.1	
				ab					fg							mn		p	
Standard deviation	2.16	2.16	2.25	2.01	2.23	2.11	2.12	2.37	2.03	2.10	2.20	2.37	2.05	2.25	2.32	1.93	2.45	1.96	
Standard error	.06	.12	.11	.10	.10	.08	.08	.16	.12	.12	.13	.14	.12	.10	.12	.10	.12	.07	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT										Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	24 2%	3 *%	21 15% a	7 1%	17 4% c	11 2%	3 1%	** **	** **	6 3%	5 1%	- -%	** **	5 1%	6 3%	6 3%	2 3%	** **	** **	
2 (2.0)	17 1%	- -%	13 9% a	2 *%	14 4% c	11 2%	9 4%	** **	** **	9 5%	2 *%	- -%	** **	2 *%	9 4%	1 *%	1 1%	** **	** **	
3 (3.0)	21 2%	- -%	14 10% a	5 1%	14 4% c	8 1%	5 2%	** **	** **	5 2%	3 1%	- -%	** **	2 *%	5 2%	3 1%	2 2%	** **	** **	
4 (4.0)	35 3%	2 *%	13 9% a	12 2%	19 5% c	15 2%	6 3%	** **	** **	3 2%	12 3%	- -%	** **	5 1%	8 4%	8 3%	2 3%	** **	** **	
5 (5.0)	82 7%	16 2%	8 5%	33 4%	45 12% c	44 7%	19 8%	** **	** **	18 9%	26 6%	8 2%	** **	19 5%	21 10%	14 6%	4 4%	** **	** **	
6 (6.0)	73 6%	19 2%	10 7%	23 3%	50 13% c	39 6%	17 8%	** **	** **	8 4%	31 7%	11 3%	** **	13 3%	26 12% m	13 5%	2 2%	** **	** **	
7 (7.0)	122 10%	56 7%	17 12%	66 8%	52 13%	59 10%	17 8%	** **	** **	24 13%	35 8%	17 4%	** **	30 8%	26 12%	27 11%	13 14%	** **	** **	
8 (8.0)	233 19%	176 22%	25 17%	154 20%	76 19%	139 23%	48 22%	** **	** **	49 26%	90 21%	104 27%	** **	87 22%	51 24%	36 15%	19 20%	** **	** **	
9 (9.0)	261 22%	228 29% b	12 8%	204 26% d	54 14%	138 22%	45 20%	** **	** **	38 20%	100 24%	116 30%	** **	110 28% n	27 13%	47 20%	17 18%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	306 25%	285 36% b	7 5%	271 34% d	31 8%	130 21%	50 22%	** **	** **	27 14%	103 24%	123 32%	** **	111 28% n	16 8%	79 33%	33 34%	** **	** **	
Not applicable	30 3%	12 2%	4 3%	12 1%	17 4%	22 4%	3 1%	** **	** **	3 2%	19 4%	7 2%	** **	7 2%	14 7%	4 2%	1 1%	** **	** **	
SUMMARY CODES																				
DISSATISFIED (1-3)	62 5%	3 *%	48 34% a	14 2%	45 12% c	30 5%	17 8%	** **	** **	20 11% j	10 2%	- -%	** **	8 2%	20 10% m	11 5%	5 5%	** **	** **	
NEUTRAL (4-6)	190 16%	38 5%	30 21% a	69 9%	114 29% c	97 16%	42 19%	** **	** **	28 15%	69 16%	20 5%	** **	37 10%	55 26% m	34 14%	8 9%	** **	** **	
SATISFIED (7-10)	922 77%	745 93% b	61 42%	695 88% d	213 55%	466 76%	161 72%	** **	** **	138 73%	328 77%	360 93%	** **	337 87% n	119 57%	189 79%	83 85%	** **	** **	
Answered Mean score	1174 7.9	786 8.8 b	139 5.3 d	778 8.5	371 6.6	594 7.8	220 7.6	** **	** **	187 7.3	407 8.1 i	380 8.8	** **	383 8.4 n	195 6.8	234 8.1	96 8.1	** **	** **	
Standard deviation	2.16	1.31	2.92	1.71	2.37	2.10	2.31	**	**	2.40	1.91	1.16	**	1.76	2.28	2.20	2.15	**	**	
Standard error	.06	.05	.26	.06	.12	.12	.19	**	**	.23	.14	.09	**	.13	.23	.13	.20	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	24 2%	** **	3 2%	2 1%	** **	1 1%	** e	5 2%	* 1%	** **	** **	3 4%	2 1%	1 1%	** **	1 1%	** o
2 (2.0)	17 1%	** **	1 *%	- -%	** **	- -%	** **	4 2%	1 2%	** **	** **	2 3%	1 1%	- -%	** **	1 1%	** **
3 (3.0)	21 2%	** **	3 2%	- -%	** **	1 1%	** **	7 4%	1 3%	** **	** **	4 6%	3 2%	- -%	** **	2 2%	** o
4 (4.0)	35 3%	** **	6 4%	1 1%	** **	2 1%	** **	7 4%	2 4%	** **	** **	4 6%	3 2%	1 1%	** **	4 3%	** **
5 (5.0)	82 7%	** **	9 5%	3 2%	** **	4 3%	** e	14 7%	3 6%	** j	** **	8 12%	6 5%	3 2%	** **	5 4%	** o
6 (6.0)	73 6%	** **	8 5%	3 2%	** **	3 2%	** e	13 7%	5 12%	** **	** **	5 7%	8 6%	3 3%	** **	3 3%	** o
7 (7.0)	122 10%	** **	16 10%	20 11%	** **	17 10%	** **	17 9%	4 10%	** **	** **	6 8%	11 9%	11 9%	** **	11 9%	** **
8 (8.0)	233 19%	** **	25 15%	28 16%	** **	27 16%	** **	38 19%	9 20%	** **	** **	13 18%	24 20%	27 21%	** **	27 21%	** **
9 (9.0)	261 22%	** **	35 21%	45 26%	** **	36 22%	** **	37 19%	8 18%	** **	** i	13 18%	24 19%	32 25%	** **	27 20%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	306 25%	** **	58 35%	72 41%	** **	70 43%	** **	51 26%	11 24%	** **	** **	12 16%	39 32%	48 38%	** **	48 37%	** **
Not applicable	30 3%	** **	4 2%	3 2%	** **	2 1%	** **	3 1%	- -%	** **	** **	- -%	3 2%	2 1%	** **	2 1%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	62 5%	** **	6 4%	2 1%	** **	2 1%	** **	16 8%	3 7%	** **	** **	10 14%	6 5%	1 1%	** **	4 3%	** **
NEUTRAL (4-6)	190 16%	** **	23 14%	7 4%	** **	9 6%	** **	34 17%	10 21%	** **	** **	18 24%	16 13%	7 6%	** **	12 9%	** **
SATISFIED (7-10)	922 77%	** **	134 80%	165 93%	** **	149 92%	** **	143 73%	33 72%	** **	** **	45 62%	98 80%	119 92%	** **	113 87%	** **
Answered	1174	**	164	174	**	160	**	194	45	**	**	73	121	127	**	129	**
Mean score	7.9	**	8.2	8.8	**	8.8	**	7.7	7.6	**	**	6.9	8.1	8.7	**	8.4	**
Standard deviation	2.16	**	2.09	1.55	**	1.54	**	2.37	2.23	**	**	2.63	2.09	1.47	**	1.88	**
Standard error	.06	**	.15	.11	**	.11	**	.14	.20	**	**	.24	.15	.10	**	.13	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	24 2%	2 1%	** **	- -%	1 2%	** **	- -%	- -%	** **	- -%	** **
2 (2.0)	17 1%	1 1%	** **	* 1%	- -%	** **	1 1%	- -%	** **	- -%	** **
3 (3.0)	21 2%	2 1%	** **	1 3%	- -%	** **	1 1%	- -%	** **	* *%	** **
4 (4.0)	35 3%	5 3%	** **	2 4%	1 2%	** **	2 2%	* *%	** **	2 2%	** **
5 (5.0)	82 7%	11 7%	** **	4 9%	3 5%	** **	6 5%	2 2%	** **	5 5%	** **
6 (6.0)	73 6%	8 5%	** **	2 5%	1 2%	** **	4 4%	2 1%	** **	4 3%	** **
7 (7.0)	122 10%	19 12%	** **	7 17%	5 8%	** **	13 11%	8 8%	** **	7 7%	** **
8 (8.0)	233 19%	21 13%	** **	5 11%	9 13%	** **	15 13%	17 16%	** **	14 13%	** **
9 (9.0)	261 22%	38 25%	** **	11 25%	19 28%	** **	29 26%	34 32%	** **	31 29%	** **
10 Extremely satisfied (10.0)	306 25%	45 29%	** **	11 25%	26 39%	** **	40 35%	42 39%	** **	42 39%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	30	2	**	*	1	**	1	1	**	1	**
	3%	1%	**	1%	1%	**	1%	1%	**	1%	**
SUMMARY CODES											
DISSATISFIED (1-3)	62	5	**	2	1	**	2	-	**	*	**
	5%	3%	**	4%	2%	**	2%	-%	**	*%	**
NEUTRAL (4-6)	190	24	**	7	6	**	13	4	**	10	**
	16%	16%	**	17%	9%	**	11%	4%	**	10%	**
SATISFIED (7-10)	922	123	**	33	58	**	97	101	**	95	**
	77%	80%	**	78%	88%	**	86%	95%	**	89%	**
Answered	1174	152	**	42	66	**	112	105	**	105	**
Mean score	7.9	8.1	**	7.9	8.6	**	8.4	8.9	**	8.7	**
Standard deviation	2.16	2.05	**	2.06	1.87	**	1.78	1.20	**	1.54	**
Standard error	.06	.12	**	.20	.19	**	.12	.09	**	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	80 7%	14 5%	42 9%	23 5%	38 7%	41 6%	53 7%	15 7%	11 4%	45 7%	14 6%	15 8%	6 4%	24 6%	31 10%	24 5%	49 13%	31 4%
2	(2.0)	36 3%	5 2%	18 4%	12 3%	20 4%	15 2%	20 3%	8 4%	7 3%	21 3%	3 1%	9 4%	3 2%	18 4%	9 3%	8 2%	27 7%	8 1%
3	(3.0)	32 3%	4 1%	17 4%	10 2%	9 2%	23 3%	16 2%	4 2%	11 4%	16 3%	4 2%	8 4%	3 2%	11 3%	10 3%	11 2%	10 3%	21 3%
4	(4.0)	59 5%	11 4%	28 6%	20 5%	28 5%	30 5%	37 5%	9 4%	12 4%	32 5%	11 5%	11 6%	5 3%	17 4%	23 8%	18 4%	22 6%	36 4%
5	(5.0)	87 7%	31 10%	30 6%	26 6%	36 7%	51 8%	47 7%	20 9%	20 7%	45 7%	15 6%	12 6%	16 10%	37 9%	29 9%	21 4%	39 10%	49 6%
6	(6.0)	74 6%	16 5%	29 6%	29 7%	26 5%	48 7%	54 7%	9 4%	11 4%	38 6%	15 6%	14 7%	8 5%	22 5%	26 8%	26 5%	27 7%	47 6%
7	(7.0)	126 10%	39 13%	52 11%	35 8%	61 11%	66 10%	81 11%	25 11%	21 8%	61 10%	23 10%	26 13%	16 10%	44 11%	30 10%	53 11%	37 10%	89 11%
8	(8.0)	198 16%	60 19%	69 15%	68 16%	93 18%	105 16%	126 18%	35 16%	37 14%	109 18%	42 18%	24 12%	23 15%	81 20%	36 12%	81 17%	50 13%	148 18%
9	(9.0)	222 18%	67 22%	86 19%	68 16%	95 18%	127 19%	139 20%	37 17%	45 16%	125 20%	38 16%	26 13%	33 21%	62 15%	53 17%	106 22%	57 15%	164 20%
10 Extremely satisfied	(10.0)	245 20%	59 19%	73 16%	113 26%	98 19%	146 22%	115 16%	48 22%	82 30%	94 15%	67 28%	45 23%	39 25%	89 22%	53 17%	103 21%	53 14%	192 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q
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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	47	3	19	25	25	22	26	4	17	31	7	6	3	5	11	31	3	43
	4%	1%	4%	6%	5%	3%	4%	2%	6%	5%	3%	3%	2%	1%	4%	6%	1%	5%
				a												m		p
SUMMARY CODES																		
DISSATISFIED (1-3)	147	24	78	45	67	80	89	28	30	82	21	32	12	53	50	43	86	61
	12%	8%	17%	11%	13%	12%	13%	13%	11%	13%	9%	16%	8%	13%	16%	9%	23%	7%
			a									jl					q	
NEUTRAL (4-6)	220	58	86	75	90	129	138	38	43	114	40	37	28	76	78	65	88	132
	18%	19%	19%	18%	17%	19%	19%	18%	16%	19%	17%	19%	18%	19%	25%	13%	24%	16%
															o		q	
SATISFIED (7-10)	791	225	281	284	347	444	461	145	185	388	170	122	111	275	171	344	197	594
	66%	73%	61%	66%	66%	66%	64%	67%	67%	63%	71%	62%	72%	67%	55%	71%	53%	72%
		b												n	n		p	
Answered	1157	308	445	405	504	653	688	212	258	585	231	190	151	405	300	452	371	786
Mean score	7.1	7.4	6.7	7.4	7.1	7.2	7.0	7.1	7.5	7.0	7.6	6.9	7.6	7.1	6.6	7.6	6.1	7.6
		b		b							ik		ik			n		p
Standard deviation	2.71	2.40	2.88	2.68	2.75	2.68	2.69	2.77	2.68	2.73	2.58	2.89	2.45	2.70	2.91	2.50	3.06	2.38
Standard error	.08	.13	.14	.14	.12	.11	.10	.18	.17	.16	.15	.17	.14	.12	.15	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	80 7%	6 1%	63 44% a	19 2%	60 15% c	45 7%	12 6%	** **	** **	27 14% j	18 4%	2 *% **	** **	11 3%	34 16% m	14 6%	6 6%	** **	** **	
2 (2.0)	36 3%	4 1%	19 13% a	7 1%	25 6% c	21 3%	14 6%	** **	** **	16 8% j	5 1%	2 *% **	** **	4 1%	14 7%	3 1%	1 1%	** **	** **	
3 (3.0)	32 3%	5 1%	14 10% a	7 1%	24 6% c	16 3%	6 3%	** **	** **	5 2%	12 3%	2 *% **	** **	2 *% m	15 7%	4 2%	2 2%	** **	** **	
4 (4.0)	59 5%	8 1%	11 7% a	19 2%	34 9% c	32 5%	11 5%	** **	** **	11 6%	21 5%	6 2% **	** **	11 3%	17 8%	11 5%	2 3%	** **	** **	
5 (5.0)	87 7%	19 2%	11 8% a	37 5%	45 12% c	45 7%	25 11%	** **	** **	21 11%	24 6%	11 3% **	** **	22 6%	18 9%	15 6%	4 4%	** **	** **	
6 (6.0)	74 6%	33 4%	4 3% c	29 4%	44 11% c	38 6%	11 5%	** **	** **	13 7%	25 6%	20 5% **	** **	14 4%	23 11%	15 6%	3 3%	** **	** **	
7 (7.0)	126 10%	79 10%	6 4%	73 9%	50 13%	61 10%	23 10%	** **	** **	16 8%	45 11%	31 8% **	** **	30 8%	28 13%	23 10%	11 11%	** **	** **	
8 (8.0)	198 16%	171 21% b	5 4%	152 19% d	46 12%	109 18%	45 20%	** **	** **	22 11%	87 20%	91 24% **	** **	83 21%	26 12%	42 18%	20 21%	** **	** **	
9 (9.0)	222 18%	209 26% b	3 2%	185 23% d	37 9%	125 20%	31 14%	** **	** **	35 18%	90 21%	116 30% **	** **	103 26% n	22 10%	38 16%	17 17%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin				
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		fied a	isfied b			All	Billing	Fault/ repair *g	General *h	Yes	No	Satis- fied k	Dissat- isfied ~l	Yes	No	All	Billing	Fault/ repair *q	General *r
Significance Level: 99%				c	d	e	f			i	j			m	n	o	p		
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	245	237	1	234	9	94	41	**	**	21	72	94	**	92	-	67	30	**	**
	20%	30%	1%	30%	2%	15%	18%	**	**	11%	17%	24%	**	24%	-%	28%	31%	**	**
		b	d											n					
Not applicable	47	26	5	28	15	31	3	**	**	3	28	13	**	17	12	7	2	**	**
	4%	3%	4%	3%	4%	5%	1%	**	**	2%	6%	3%	**	4%	6%	3%	2%	**	**
SUMMARY CODES																			
DISSATISFIED (1-3)	147	15	96	34	109	82	33	**	**	48	34	5	**	16	63	21	8	**	**
	12%	2%	68%	4%	28%	13%	15%	**	**	25%	8%	1%	**	4%	30%	9%	9%	**	**
		a	a		c					j				m					
NEUTRAL (4-6)	220	61	26	85	123	114	47	**	**	45	70	37	**	48	58	40	10	**	**
	18%	8%	18%	11%	32%	19%	21%	**	**	24%	16%	9%	**	12%	28%	17%	10%	**	**
			a		c									m				p	
SATISFIED (7-10)	791	696	15	643	141	388	141	**	**	94	294	332	**	308	75	170	77	**	**
	66%	87%	11%	81%	36%	63%	63%	**	**	50%	69%	86%	**	79%	36%	71%	79%	**	**
		b		d						i				n					
Answered	1157	772	138	762	373	585	220	**	**	187	398	373	**	372	196	231	95	**	**
Mean score	7.1	8.5	2.8	8.2	5.2	7.0	6.8	**	**	6.0	7.4	8.4	**	8.0	5.1	7.6	7.8	**	**
		b		d							i			n					
Standard deviation	2.71	1.64	2.35	2.09	2.72	2.73	2.74	**	**	3.11	2.40	1.56	**	2.11	2.73	2.58	2.50	**	**
Standard error	.08	.06	.21	.08	.14	.16	.23	**	**	.30	.18	.12	**	.16	.27	.15	.23	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	80 7%	** **	7 4%	4 2%	** **	3 2%	** e	15 8%	3 6%	** **	** **	10 14%	5 4%	- -%	** **	4 3%	** o
2 (2.0)	36 3%	** **	2 1%	2 1%	** **	- -%	** e	9 4%	2 4%	** **	** **	8 11%	1 1%	1 1%	** **	3 2%	** **
3 (3.0)	32 3%	** **	3 2%	1 1%	** **	2 1%	** **	8 4%	2 5%	** **	** **	2 3%	6 5%	3 2%	** **	3 2%	** **
4 (4.0)	59 5%	** **	7 4%	1 1%	** **	3 2%	** **	11 6%	3 6%	** **	** **	5 7%	6 4%	1 1%	** **	3 2%	** o
5 (5.0)	87 7%	** **	9 5%	3 2%	** **	3 2%	** e	12 6%	3 7%	** **	** **	6 8%	6 5%	2 1%	** **	5 4%	** **
6 (6.0)	74 6%	** **	9 5%	6 3%	** **	5 3%	** e	14 7%	3 7%	** **	** **	6 8%	8 7%	6 5%	** **	6 5%	** **
7 (7.0)	126 10%	** **	16 9%	17 10%	** **	17 11%	** **	26 13%	5 12%	** **	** **	8 10%	18 15%	22 17%	** **	18 14%	** **
8 (8.0)	198 16%	** **	27 16%	40 23%	** **	29 18%	** **	24 12%	9 20%	** **	** **	8 11%	16 13%	20 16%	** **	22 17%	** p
9 (9.0)	222 18%	** **	31 19%	35 20%	** **	32 19%	** **	26 13%	7 15%	** **	** **	10 13%	17 13%	25 20%	** **	22 17%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	245 20%	** **	50 30%	63 35%	** **	63 39%	** f	45 23%	9 19%	** **	** **	10 13%	35 29%	44 34%	** **	42 32%	** **
Not applicable	47 4%	** **	7 4%	5 3%	** **	5 3%	** **	6 3%	* 1%	** **	** **	* 1%	6 5%	4 3%	** **	3 2%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	147 12%	** **	12 7%	7 4%	** **	6 3%	** e	32 16%	7 15%	** **	** **	20 28%	11 9%	4 3%	** **	10 8%	** o
NEUTRAL (4-6)	220 18%	** **	25 15%	10 5%	** **	11 7%	** e	37 19%	9 19%	** **	** **	17 23%	20 16%	9 7%	** **	13 10%	** o
SATISFIED (7-10)	791 66%	** **	124 74%	155 88%	** **	141 87%	** f	122 62%	30 65%	** **	** **	35 48%	86 70%	112 87%	** **	104 80%	** p
Answered	1157	**	160	171	**	158	**	190	45	**	**	72	118	124	**	128	**
Mean score	7.1	**	7.8 a	8.4	**	8.5 f	**	6.9	6.9	**	** i	5.8	7.5 k	8.4	**	7.9 p	**
Standard deviation	2.71	**	2.42	1.90	**	1.92	**	2.89	2.74	**	**	3.14	2.51	1.73	**	2.36	**
Standard error	.08	**	.17	.13	**	.14	**	.17	.25	**	**	.29	.19	.12	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	80 7%	6 4%	** **	1 3%	1 2%	** **	1 1%	- -%	** **	* *%	** **
2 (2.0)	36 3%	3 2%	** **	1 2%	1 1%	** **	1 1%	- -%	** **	* *%	** **
3 (3.0)	32 3%	3 2%	** **	2 4%	1 1%	** **	1 1%	- -%	** **	1 1%	** **
4 (4.0)	59 5%	5 3%	** **	2 5%	1 2%	** **	3 3%	- -%	** **	2 2%	** **
5 (5.0)	87 7%	16 10%	** **	7 16%	4 6%	** **	10 9%	4 3%	** **	7 7%	** **
6 (6.0)	74 6%	8 5%	** **	2 5%	1 2%	** **	5 4%	2 2%	** **	3 3%	** **
7 (7.0)	126 10%	16 10%	** **	6 15%	5 8%	** **	10 9%	9 9%	** **	7 7%	** **
8 (8.0)	198 16%	23 15%	** **	4 10%	12 18%	** **	18 16%	19 18%	** **	18 16%	** **
9 (9.0)	222 18%	33 21%	** **	11 26%	14 21%	** **	27 24%	32 30%	** **	28 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
10 Extremely satisfied (10.0)	245 20%	39 25%	** **	6 15%	23 35%	** **	34 30%	37 35%	** **	37 35%	** **
Not applicable	47 4%	3 2%	** **	* 1%	3 4%	** **	3 3%	3 3%	** **	3 3%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	147 12%	12 8%	** **	4 9%	3 4%	** **	3 3%	- %	** **	2 2%	** **
NEUTRAL (4-6)	220 18%	28 18%	** **	11 25%	7 10%	** **	18 16%	6 6%	** **	12 11%	** **
SATISFIED (7-10)	791 66%	111 72%	** **	27 65%	54 82%	** **	89 79%	97 92%	** **	90 84%	** **
Answered	1157	151	**	42	64	**	110	103	**	103	**
Mean score	7.1	7.6	**	7.1	8.3	**	8.1	8.8	**	8.5	**
Standard deviation	2.71	2.45	**	2.43	2.09	**	2.05	1.28	**	1.77	**
Standard error	.08	.14	**	.24	.21	**	.14	.09	**	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
1 Extremely dissatisfied (1.0)	48 4%	10 3%	22 5%	16 4%	24 5%	23 3%	26 4%	10 5%	12 4%	24 4%	10 4%	10 5%	3 2%	16 4%	18 6%	15 3%	24 7%	23 3%	
2 (2.0)	27 2%	7 2%	15 3%	4 1%	15 3%	11 2%	16 2%	6 3%	4 1%	13 2%	4 2%	6 3%	3 2%	13 3%	8 2%	6 1%	20 5%	6 1%	
3 (3.0)	36 3%	4 1%	22 5%	10 2%	9 2%	27 4%	22 3%	8 4%	7 2%	21 3%	7 3%	6 3%	3 2%	12 3%	9 3%	15 3%	16 4%	20 2%	
4 (4.0)	43 4%	6 2%	24 5%	13 3%	17 3%	26 4%	25 3%	10 5%	8 3%	25 4%	8 3%	6 3%	4 2%	13 3%	20 7%	9 2%	21 6%	22 3%	
5 (5.0)	82 7%	32 10%	27 6%	22 5%	33 6%	49 7%	52 7%	16 7%	14 5%	43 7%	13 5%	14 7%	13 8%	32 8%	24 8%	26 5%	30 8%	51 6%	
6 (6.0)	84 7%	24 8%	33 7%	28 6%	32 6%	53 8%	61 9%	10 5%	13 5%	48 8%	13 6%	13 7%	9 6%	32 8%	28 9%	24 5%	35 9%	49 6%	
7 (7.0)	131 11%	38 12%	56 12%	36 8%	70 13%	61 9%	83 12%	28 13%	20 7%	62 10%	24 10%	28 14%	17 11%	43 11%	36 12%	52 11%	48 13%	83 10%	
8 (8.0)	204 17%	52 17%	88 19%	64 15%	97 18%	107 16%	133 19%	34 16%	38 14%	118 19%	34 14%	30 15%	21 14%	79 19%	45 15%	80 17%	52 14%	151 18%	
9 (9.0)	235 20%	71 23%	75 16%	90 21%	98 19%	137 20%	141 20%	37 17%	57 21%	125 20%	45 19%	30 15%	36 23%	67 16%	55 18%	114 24%	58 16%	177 21%	
10 Extremely satisfied (10.0)	273 23%	63 20%	87 19%	123 29% b	109 21%	164 24%	130 18%	53 25%	89 33% f	107 17%	74 31% i	49 25%	43 28% i	97 24%	56 18%	120 25%	65 17%	208 25%	
Not applicable	42 4%	3 1%	16 4%	23 5% a	25 5%	17 3%	25 4%	4 2%	13 5%	29 5%	7 3%	4 2%	3 2%	7 2%	12 4%	24 5%	4 1%	38 5%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
SUMMARY CODES																		
DISSATISFIED (1-3)	110 9%	21 7%	59 13%	30 7%	49 9%	62 9%	64 9%	24 11%	22 8%	58 9%	21 9%	22 11%	9 6%	41 10%	35 11%	35 7%	61 16%	49 6%
NEUTRAL (4-6)	209 17%	62 20%	83 18%	63 15%	81 15%	128 19%	138 19%	36 17%	35 13%	116 19%	34 14%	33 17%	25 16%	77 19%	73 23%	59 12%	87 23%	122 15%
SATISFIED (7-10)	842 70%	224 72%	305 66%	313 73%	374 71%	468 69%	486 68%	151 70%	204 75%	412 67%	176 74%	137 70%	117 76%	285 70%	192 62%	365 76%	223 60%	619 75%
Answered	1162	307	448	407	504	658	689	212	261	587	232	192	151	404	299	459	371	791
Mean score	7.5	7.5	7.1	7.8 b	7.4	7.5	7.4	7.3	7.9	7.3	7.7	7.3	7.9 i	7.4	7.0	7.8 n	6.7	7.8 p
Standard deviation	2.47	2.29	2.61	2.39	2.48	2.47	2.40	2.62	2.50	2.44	2.53	2.61	2.26	2.50	2.62	2.29	2.77	2.23
Standard error	.07	.12	.12	.12	.11	.10	.09	.17	.15	.14	.15	.15	.13	.12	.14	.12	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin			
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
1 Extremely dissatisfied (1.0)	48 4%	3 *%	42 29% a	9 1%	38 10% c	24 4%	9 4%	** **	** **	9 5%	15 3%	- ** -%	** **	5 1%	19 9% m	10 4%	3 3%	** **	** **
2 (2.0)	27 2%	- -%	19 13% a	4 1%	21 6% c	13 2%	6 3%	** **	** **	11 6%	2 *% j	- ** -%	** **	- -%	13 6% m	4 2%	3 3%	** **	** **
3 (3.0)	36 3%	8 1%	22 15% a	11 1%	25 6% c	21 3%	8 3%	** **	** **	8 4%	13 3%	7 2%	** **	7 2%	14 7%	7 3%	2 3%	** **	** **
4 (4.0)	43 4%	6 1%	10 7% a	12 2%	29 7% c	25 4%	8 3%	** **	** **	16 8%	10 2%	3 1%	** **	8 2%	16 8%	8 3%	2 3%	** **	** **
5 (5.0)	82 7%	22 3%	8 5%	31 4%	46 12% c	43 7%	19 8%	** **	** **	15 8%	28 7%	12 3%	** **	16 4%	23 11%	13 5%	3 3%	** **	** **
6 (6.0)	84 7%	23 3%	10 7%	31 4%	49 13% c	48 8%	23 10%	** **	** **	19 10%	30 7%	12 3%	** **	18 5%	28 13%	13 6%	2 3%	** **	** **
7 (7.0)	131 11%	80 10%	9 6%	76 10%	48 12%	62 10%	22 10%	** **	** **	20 10%	43 10%	34 9%	** **	36 9%	21 10%	24 10%	9 9%	** **	** **
8 (8.0)	204 17%	154 19%	14 10%	150 19%	54 14%	118 19%	45 20%	** **	** **	32 17%	86 20%	83 21%	** **	84 22%	34 16%	34 14%	19 20%	** **	** **
9 (9.0)	235 20%	217 27% b	3 2%	190 24% d	43 11%	125 20%	31 14%	** **	** **	29 15%	96 23%	115 30%	** **	101 26% n	22 11%	45 19%	18 19%	** **	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Satisfaction with CS				Resolved		BT				Virgin								
	Total	Issue		Complaint		Satisfaction with CS		Resolved		Issue									
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	273 23%	261 33% b	3 2%	254 32% d	16 4%	107 17%	47 21%	** **	** **	29 15%	78 18%	107 28%	** **	102 26% n	3 1%	74 31%	31 32%	** **	** **
Not applicable	42 4%	24 3%	4 3%	20 3%	18 5%	29 5%	5 2%	** **	** **	3 2%	26 6%	13 3%	** **	12 3%	15 7%	7 3%	2 2%	** **	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	110 9%	12 1%	82 58% a	24 3%	84 22% c	58 9%	23 10%	** **	** **	28 15%	30 7%	7 2%	** **	12 3%	46 22% m	21 9%	9 9%	** **	** **
NEUTRAL (4-6)	209 17%	50 6%	27 19% a	75 9%	124 32% c	116 19%	50 22%	** **	** **	49 26%	67 16%	27 7%	** **	42 11%	66 32% m	34 14%	8 9%	** ** p	** **
SATISFIED (7-10)	842 70%	712 89% b	30 21%	670 85% d	162 42%	412 67%	145 65%	** **	** **	109 58%	303 71%	339 88%	** **	324 83% n	80 38%	176 74%	78 80%	** **	** **
Answered Mean score	1162 7.5	774 8.6 b	139 3.7 d	769 8.4	370 5.7	587 7.3	219 7.2	** **	** **	187 6.7	400 7.6 i	373 8.5	** **	378 8.2 n	193 5.6	232 7.7	95 7.9	** **	** **
Standard deviation	2.47	1.53	2.71	1.86	2.64	2.44	2.51	**	**	2.69	2.26	1.51	**	1.85	2.58	2.53	2.47	**	**
Standard error	.07	.05	.25	.07	.14	.14	.21	**	**	.26	.17	.11	**	.14	.26	.15	.23	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	48 4%	** **	4 3%	3 2%	** **	2 1%	** e	10 5%	1 2%	** **	** **	6 9%	4 3%	- -%	** **	2 1%	** o
2 (2.0)	27 2%	** **	3 2%	- -%	** **	1 1%	** **	6 3%	1 2%	** **	** **	5 7%	1 1%	- -%	** **	3 2%	** **
3 (3.0)	36 3%	** **	3 2%	1 1%	** **	3 2%	** **	6 3%	1 3%	** **	** **	4 5%	2 1%	1 1%	** **	1 1%	** o
4 (4.0)	43 4%	** **	6 4%	2 1%	** **	1 1%	** e	6 3%	2 5%	** **	** **	2 3%	4 3%	1 1%	** **	2 2%	** **
5 (5.0)	82 7%	** **	8 5%	3 2%	** **	5 3%	** **	14 7%	4 10%	** **	** **	7 9%	7 6%	3 2%	** **	3 3%	** o
6 (6.0)	84 7%	** **	8 5%	6 4%	** **	5 3%	** e	13 7%	2 4%	** **	** **	7 9%	6 5%	3 2%	** **	5 4%	** o
7 (7.0)	131 11%	** **	13 8%	18 10%	** **	16 10%	** **	28 14%	5 11%	** **	** **	10 13%	18 15%	19 15%	** **	19 15%	** **
8 (8.0)	204 17%	** **	27 16%	29 16%	** **	23 14%	** **	30 15%	10 22%	** **	** **	8 11%	22 18%	24 19%	** **	25 19%	** **
9 (9.0)	235 20%	** **	34 20%	41 23%	** **	35 22%	** **	30 15%	8 18%	** **	** **	12 17%	17 14%	27 21%	** **	23 18%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	273 23%	** **	55 33%	68 38%	** **	67 41%	** **	49 25%	10 21%	** **	** **	12 16%	38 31%	48 37%	** **	45 35%	** **
Not applicable	42 4%	** **	6 4%	5 3%	** **	5 3%	** **	4 2%	- -%	** **	** **	- -%	4 3%	3 3%	** **	2 1%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	110 9%	** **	10 6%	4 2%	** **	6 3%	** **	22 11%	4 8%	** **	** **	15 21%	6 5%	1 1%	** **	6 4%	** **
NEUTRAL (4-6)	209 17%	** **	22 13%	11 6%	** **	11 7%	** **	33 17%	9 19%	** **	** **	16 22%	17 14%	7 5%	** **	10 8%	** **
SATISFIED (7-10)	842 70%	** **	129 77%	156 89%	** **	141 87%	** **	137 70%	33 73%	** **	** **	42 57%	95 77%	118 92%	** **	113 87%	** **
Answered	1162	**	161	171	**	158	**	192	45	**	**	73	119	126	**	129	**
Mean score	7.5	**	8.0 a	8.6	**	8.6 f	**	7.3	7.4	**	**	6.5	7.9 k	8.6	**	8.2 p	**
Standard deviation	2.47	**	2.32	1.76	**	1.86	**	2.61	2.40	**	**	2.93	2.24	1.44	**	2.00	**
Standard error	.07	**	.17	.12	**	.13	**	.15	.22	**	**	.27	.17	.10	**	.14	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied	(1.0)	48 4%	3 2%	** ** - -%	1 2%	** ** f	* *% f	- -%	** **	- -%	** ** i
2	(2.0)	27 2%	3 2%	** ** 1 2%	- -%	** **	1 1%	- -%	** **	1 1%	** **
3	(3.0)	36 3%	3 2%	** ** 2 4%	1 1%	** **	1 1%	- -%	** **	* *%	** ** i
4	(4.0)	43 4%	4 2%	** ** 2 5%	1 1%	** **	2 2%	- -%	** **	1 1%	** **
5	(5.0)	82 7%	13 8%	** ** 4 9%	3 5%	** **	9 8%	4 4%	** **	6 5%	** ** i
6	(6.0)	84 7%	9 6%	** ** 3 7%	2 3%	** **	5 4%	1 1%	** **	4 4%	** **
7	(7.0)	131 11%	17 11%	** ** 5 11%	5 7%	** **	9 8%	10 9%	** **	5 5%	** ** i
8	(8.0)	204 17%	21 14%	** ** 7 17%	10 15%	** **	16 14%	18 17%	** **	17 16%	** **
9	(9.0)	235 20%	36 23%	** ** 10 24%	17 25%	** **	30 27%	33 31%	** **	30 28%	** ** j

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
10 Extremely satisfied	273	43	**	9	25	**	37	39	**	39	**
(10.0)	23%	28%	**	20%	38%	**	32%	36%	**	37%	**
Not applicable	42	3	**	*	2	**	2	2	**	2	**
	4%	2%	**	1%	3%	**	2%	2%	**	2%	**
SUMMARY CODES											
DISSATISFIED (1-3)	110	9	**	2	2	**	3	-	**	1	**
	9%	6%	**	6%	3%	**	2%	-%	**	1%	**
NEUTRAL (4-6)	209	25	**	9	6	**	16	5	**	11	**
	17%	16%	**	20%	9%	**	14%	5%	**	10%	**
SATISFIED (7-10)	842	117	**	31	56	**	92	99	**	92	**
	70%	76%	**	73%	85%	**	81%	93%	**	86%	**
Answered	1162	151	**	42	64	**	110	104	**	104	**
Mean score	7.5	7.9	**	7.6	8.5	**	8.3	8.8	**	8.6	**
Standard deviation	2.47	2.26	**	2.17	1.93	**	1.91	1.26	**	1.64	**
Standard error	.07	.13	**	.21	.20	**	.13	.09	**	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																				
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
1 Extremely dissatisfied	(1.0)	74 6%	11 3%	40 9%	23 5%	39 7%	35 5%	39 5%	16 8%	19 7%	41 7%	14 6%	16 8% l	3 2%	16 4%	28 9% m	29 6%	44 12% q	30 4%	
2	(2.0)	37 3%	9 3%	19 4%	10 2%	18 3%	20 3%	24 3%	12 5%	2 1%	22 4%	6 2%	8 4%	2 1%	18 4%	14 5%	5 1%	23 6% q	15 2%	
3	(3.0)	34 3%	4 1%	19 4%	12 3%	12 2%	22 3%	21 3%	3 1%	10 4%	18 3%	4 2%	4 2%	7 5%	13 3%	8 3%	13 3%	14 4%	20 2%	
4	(4.0)	47 4%	8 3%	25 5%	13 3%	21 4%	26 4%	30 4%	11 5%	6 2%	27 4%	8 3%	6 3%	6 4%	17 4%	22 7% o	9 2%	21 6%	25 3%	
5	(5.0)	84 7%	27 9%	35 8%	22 5%	33 6%	51 8%	56 8%	13 6%	15 6%	46 7%	11 5%	16 8%	11 7%	27 7%	31 10%	25 5%	38 10%	46 5%	
6	(6.0)	93 8%	35 11%	32 7%	26 6%	35 7%	58 9%	72 10%	11 5%	10 4%	52 8%	15 6%	12 6%	14 9%	33 8%	26 8%	33 7%	30 8%	63 8%	
7	(7.0)	104 9%	36 12%	39 9%	28 7%	45 9%	59 9%	58 8%	30 14%	16 6%	41 7%	22 9%	23 12%	18 12%	37 9%	25 8%	41 9%	39 10%	65 8%	
8	(8.0)	195 16%	56 18%	68 15%	71 17%	95 18%	100 15%	123 17%	30 14%	42 15%	118 19% l	39 16% l	25 13%	14 9%	72 18%	42 13%	82 17%	39 10%	156 19% p	
9	(9.0)	224 19%	59 19%	80 17%	85 20%	103 19%	121 18%	134 19%	33 15%	57 21%	120 20%	36 15%	31 16% j	36 24% j	62 15%	52 17%	110 23%	61 16%	163 20%	
10 Extremely satisfied	(10.0)	235 20%	62 20%	77 17%	96 22%	94 18%	141 21%	123 17%	44 21%	68 25%	93 15%	63 26% i	43 22%	36 24%	92 22%	46 15%	97 20%	56 15%	179 22%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	77 6%	4 1%	29 6%	44 10%	33 6%	44 7%	36 5%	13 6%	28 10%	38 6%	21 9%	13 7%	5 3%	24 6%	16 5%	37 8%	9 2%	68 8%
			a	a							l							p
SUMMARY CODES																		
DISSATISFIED (1-3)	146 12%	24 8%	77 17%	44 10%	69 13%	77 11%	84 12%	31 14%	31 11%	81 13%	24 10%	28 14%	13 9%	47 11%	51 16%	48 10%	81 22%	64 8%
			a														q	
NEUTRAL (4-6)	224 19%	70 23%	92 20%	61 14%	89 17%	134 20%	158 22%	34 16%	32 12%	125 20%	34 14%	34 17%	31 20%	77 19%	79 26%	67 14%	90 24%	134 16%
							h								o		q	
SATISFIED (7-10)	758 63%	213 69%	266 57%	280 65%	338 64%	420 62%	437 61%	137 64%	184 67%	372 60%	160 67%	122 62%	104 68%	263 64%	165 53%	330 68%	195 52%	563 68%
		b												n	n		p	
Answered	1127	307	435	385	497	631	679	202	246	578	218	183	149	387	295	445	366	761
Mean score	7.2	7.4	6.7	7.5	7.1	7.2	7.1	7.0	7.6	7.0	7.5	7.0	7.5	7.2	6.5	7.5	6.2	7.6
		b		b										n	n		p	
Standard deviation	2.69	2.35	2.90	2.64	2.75	2.65	2.62	2.86	2.73	2.71	2.66	2.86	2.41	2.62	2.89	2.55	3.03	2.40
Standard error	.08	.13	.14	.14	.12	.11	.10	.19	.17	.16	.16	.17	.14	.12	.15	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	74 6%	7 1%	59 41% a	20 2%	53 14% c	41 7%	9 4%	** **	** **	21 11%	20 5%	2 *%	** **	12 3%	28 13% m	14 6%	3 3%	** **	** **	
2 (2.0)	37 3%	1 *%	24 17% a	8 1%	27 7% c	22 4%	11 5%	** **	** **	14 8%	8 2%	- -%	** **	5 1%	16 8% m	6 2%	3 3%	** **	** **	
3 (3.0)	34 3%	4 *%	23 16% a	11 1%	23 6% c	18 3%	6 3%	** **	** **	6 3%	12 3%	2 *%	** **	7 2%	11 5%	4 2%	2 3%	** **	** **	
4 (4.0)	47 4%	11 1%	12 8% a	15 2%	30 8% c	27 4%	12 6%	** **	** **	14 8%	12 3%	9 2%	** **	10 3%	17 8%	8 3%	2 2%	** **	** **	
5 (5.0)	84 7%	19 2%	9 6%	32 4%	52 13% c	46 7%	19 8%	** **	** **	21 11%	25 6%	8 2%	** **	18 5%	28 14%	11 5%	2 3%	** **	** **	
6 (6.0)	93 8%	32 4%	4 3%	39 5%	49 13% c	52 8%	20 9%	** **	** **	16 8%	36 8%	12 3%	** **	19 5%	29 14%	15 6%	4 4%	** **	** **	
7 (7.0)	104 9%	62 8% b	- -%	69 9%	28 7%	41 7%	17 8%	** **	** **	18 9%	24 6%	21 5%	** **	28 7%	8 4%	22 9%	7 8%	** **	** **	
8 (8.0)	195 16%	172 22% b	4 3%	142 18%	51 13%	118 19%	39 17%	** **	** **	19 10%	98 23% i	106 27%	** **	87 22%	29 14%	39 16%	19 20%	** **	** **	
9 (9.0)	224 19%	215 27% b	- -%	190 24% d	33 9%	120 20%	30 13%	** **	** **	30 16%	90 21%	116 30%	** **	99 25% n	22 10%	36 15%	16 16%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin				
	Total	Satis- fied	Dissat- isfied	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		a	b	c	d	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General
Significance Level: 99%					e	f	*g	*h	i	j	k	~l	m	n	o	p	*q	*r	
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	235	227	3	222	10	93	47	**	**	27	66	91	**	90	2	63	28	**	**
	20%	28%	2%	28%	3%	15%	21%	**	**	14%	15%	24%	**	23%	1%	26%	29%	**	**
		b	d											n					
Not applicable	77	49	5	41	31	38	12	**	**	3	35	20	**	16	18	21	9	**	**
	6%	6%	4%	5%	8%	6%	6%	**	**	2%	8%	5%	**	4%	9%	9%	9%	**	**
SUMMARY CODES																			
DISSATISFIED (1-3)	146	12	106	39	103	81	27	**	**	41	40	3	**	23	55	24	9	**	**
	12%	1%	74%	5%	27%	13%	12%	**	**	22%	9%	1%	**	6%	26%	10%	9%	**	**
		a	a		c					j				m					
NEUTRAL (4-6)	224	62	25	86	131	125	52	**	**	51	73	30	**	46	75	34	8	**	**
	19%	8%	17%	11%	34%	20%	23%	**	**	27%	17%	8%	**	12%	36%	14%	9%	**	**
			a		c									m				p	
SATISFIED (7-10)	758	676	7	624	123	372	133	**	**	94	278	334	**	303	60	160	70	**	**
	63%	85%	5%	79%	32%	60%	59%	**	**	50%	65%	86%	**	78%	29%	67%	73%	**	**
		b	d											n					
Answered	1127	749	138	748	357	578	211	**	**	187	391	367	**	373	190	218	87	**	**
Mean score	7.2	8.5	2.6	8.1	5.2	7.0	7.0	**	**	6.1	7.4	8.5	**	7.9	5.1	7.5	7.8	**	**
		b	d								i			n					
Standard deviation	2.69	1.61	2.06	2.12	2.71	2.71	2.67	**	**	3.00	2.46	1.49	**	2.19	2.68	2.66	2.50	**	**
Standard error	.08	.06	.19	.08	.14	.16	.23	**	**	.29	.18	.11	**	.16	.27	.16	.24	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	74 6%	** b	5 3%	4 2%	** ~d	1 1%	** e	16 8%	3 6%	** i	** j	12 16%	4 3%	1 1%	** n	6 5%	** p
2 (2.0)	37 3%	** b	3 2%	1 *%	** ~d	1 *%	** e	8 4%	2 5%	** i	** j	5 7%	2 2%	- -%	** n	2 2%	** p
3 (3.0)	34 3%	** b	2 1%	2 1%	** ~d	3 2%	** e	4 2%	2 4%	** i	** j	1 2%	3 3%	* *%	** n	1 1%	** p
4 (4.0)	47 4%	** b	5 3%	1 *%	** ~d	1 1%	** e	6 3%	1 2%	** i	** j	3 4%	3 3%	- -%	** n	2 2%	** p
5 (5.0)	84 7%	** b	6 4%	3 2%	** ~d	4 3%	** e	16 8%	3 6%	** i	** j	8 11%	8 6%	4 3%	** n	3 3%	** p
6 (6.0)	93 8%	** b	9 6%	8 5%	** ~d	8 5%	** e	12 6%	3 6%	** i	** j	4 6%	7 6%	5 4%	** n	4 3%	** p
7 (7.0)	104 9%	** b	15 9%	14 8%	** ~d	17 10%	** e	23 12%	6 14%	** i	** j	8 11%	15 12%	16 13%	** n	16 12%	** p
8 (8.0)	195 16%	** b	30 18%	36 20%	** ~d	27 17%	** e	25 13%	9 21%	** i	** j	7 10%	18 14%	20 15%	** n	19 15%	** p
9 (9.0)	224 19%	** b	27 16%	34 20%	** ~d	31 19%	** e	31 16%	7 17%	** i	** j	13 18%	17 14%	29 23%	** n	30 23%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	235 20%	** **	48 28%	59 33%	** **	59 36%	** **	43 22%	9 19%	** **	** **	10 13%	34 27%	43 34%	** **	39 30%	** **
Not applicable	77 6%	** **	16 10%	15 8%	** **	11 7%	** **	13 7%	1 2%	** **	** **	1 2%	12 9%	10 8%	** **	9 7%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	146 12%	** **	10 6%	6 4%	** **	4 2%	** **	28 14%	7 15%	** **	** **	18 25%	9 8%	1 1%	** **	9 7%	** **
NEUTRAL (4-6)	224 19%	** **	21 13%	13 7%	** **	14 8%	** **	34 17%	6 13%	** **	** **	15 21%	18 15%	9 7%	** **	10 8%	** **
SATISFIED (7-10)	758 63%	** **	120 72%	143 81%	** **	134 82%	** **	122 62%	32 70%	** **	** **	38 52%	84 68%	109 84%	** **	103 79%	** **
Answered	1127	**	151	162	**	152	**	183	45	**	**	72	112	119	**	122	**
Mean score	7.2	**	7.9	8.4	**	8.5	**	7.0	7.1	**	**	6.1	7.7	8.6	**	8.0	**
Standard deviation	2.69	**	2.35	1.92	**	1.76	**	2.86	2.70	**	**	3.20	2.43	1.57	**	2.37	**
Standard error	.08	**	.17	.13	**	.13	**	.17	.25	**	**	.30	.19	.11	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	74 6%	3 2%	** **	1 3%	1 2%	** **	* *%	* *%	** **	1 1%	** **
2 (2.0)	37 3%	2 1%	** **	1 2%	- -%	** **	1 1%	* *%	** **	1 1%	** **
3 (3.0)	34 3%	7 5%	** **	2 6%	3 4%	** **	3 2%	- -%	** **	1 1%	** **
4 (4.0)	47 4%	6 4%	** **	4 10% d	- -%	** **	4 4%	1 1%	** **	2 2%	** **
5 (5.0)	84 7%	11 7%	** **	5 11%	3 5%	** **	7 6%	3 2%	** **	6 6%	** **
6 (6.0)	93 8%	14 9%	** **	4 9%	5 7%	** **	10 9%	7 6%	** **	8 7%	** **
7 (7.0)	104 9%	18 12%	** **	5 13%	6 9%	** **	11 10%	11 11%	** **	9 9%	** **
8 (8.0)	195 16%	14 9%	** **	4 9%	5 8%	** **	10 9%	10 10%	** **	9 8%	** **
9 (9.0)	224 19%	36 24%	** **	11 26%	17 25%	** **	29 26%	36 34%	** **	31 29%	** **
10 Extremely satisfied (10.0)	235 20%	36 24%	** **	5 13%	23 34% c	** **	32 28% e	33 31%	** **	35 33% j	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	77 6%	5 3%	** **	- -%	4 6%	** **	5 4%	4 4%	** **	4 4%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	146 12%	13 9%	** **	5 11%	4 6%	** ** f	5 4%	1 1%	** **	3 2%	** ** i
NEUTRAL (4-6)	224 19%	31 20%	** **	12 29% d	8 12%	** **	21 19%	10 9%	** **	16 15%	** ** i
SATISFIED (7-10)	758 63%	104 68%	** **	25 60%	50 76%	** **	82 73% e	91 86%	** **	83 78% j	** **
Answered	1127	149	**	42	62	**	108	102	**	102	**
Mean score	7.2	7.5	**	6.9	8.2	**	8.0	8.6	**	8.3	**
Standard deviation	2.69	2.41	**	2.50	2.17	**	2.11	1.55	**	1.95	**
Standard error	.08	.14	**	.25	.22	**	.15	.11	**	.14	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																				
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
1 Extremely dissatisfied	(1.0)	54 4%	8 3%	24 5%	22 5%	31 6%	23 3%	25 3%	13 6%	16 6%	21 3%	14 6%	15 8%	4 2%	17 4%	20 7%	16 3%	33 9%	21 3%	
2	(2.0)	39 3%	10 3%	18 4%	11 3%	15 3%	23 3%	22 3%	11 5%	6 2%	27 4%	3 1%	5 3%	3 2%	17 4%	13 4%	9 2%	27 7%	12 1%	
3	(3.0)	22 2%	5 1%	11 2%	6 1%	9 2%	13 2%	12 2%	6 3%	5 2%	9 2%	3 1%	3 2%	6 4%	7 2%	9 3%	6 1%	14 4%	8 1%	
4	(4.0)	57 5%	11 4%	27 6%	19 4%	21 4%	36 5%	37 5%	12 6%	8 3%	31 5%	10 4%	10 5%	6 4%	14 4%	19 6%	24 5%	22 6%	35 4%	
5	(5.0)	87 7%	29 9%	33 7%	25 6%	38 7%	49 7%	58 8%	11 5%	18 7%	54 9%	12 5%	12 6%	9 6%	36 9%	26 8%	24 5%	37 10%	49 6%	
6	(6.0)	88 7%	30 10%	31 7%	27 6%	31 6%	57 8%	59 8%	12 6%	16 6%	45 7%	16 7%	16 8%	10 7%	32 8%	29 9%	27 6%	31 8%	57 7%	
7	(7.0)	119 10%	36 12%	55 12%	28 7%	59 11%	60 9%	73 10%	33 15%	12 5%	66 11%	18 8%	18 9%	16 11%	36 9%	34 11%	49 10%	39 10%	79 10%	
8	(8.0)	194 16%	58 19%	68 15%	68 16%	90 17%	104 15%	128 18%	23 11%	43 16%	104 17%	37 15%	31 16%	22 14%	72 17%	44 14%	78 16%	52 14%	142 17%	
9	(9.0)	227 19%	55 18%	99 21%	74 17%	96 18%	132 20%	136 19%	40 18%	52 19%	121 20%	41 17%	31 16%	34 22%	76 18%	42 14%	110 23%	53 14%	174 21%	
10 Extremely satisfied	(10.0)	259 21%	65 21%	72 15%	122 29%	112 21%	147 22%	122 17%	49 23%	87 32%	101 16%	70 29%	48 25%	39 25%	92 22%	59 19%	108 22%	61 16%	198 24%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	60 5%	5 2%	27 6%	27 6%	28 5%	32 5%	44 6%	5 2%	11 4%	35 6%	13 5%	7 3%	5 3%	12 3%	15 5%	33 7%	6 2%	54 7%
SUMMARY CODES																		
DISSATISFIED (1-3)	114 9%	22 7%	53 11%	39 9%	55 10%	59 9%	58 8%	30 14%	26 10%	58 9%	21 9%	23 12%	13 8%	41 10%	42 14%	31 6%	74 20%	40 5%
NEUTRAL (4-6)	232 19%	70 22%	91 20%	71 17%	90 17%	142 21%	154 22%	36 17%	42 15%	130 21%	39 16%	38 19%	25 17%	82 20%	75 24%	75 16%	90 24%	142 17%
SATISFIED (7-10)	798 66%	213 69%	293 63%	292 68%	356 67%	442 66%	459 64%	145 67%	195 71%	392 64%	166 70%	128 65%	111 72%	275 67%	179 58%	344 71%	205 55%	593 72%
Answered	1144	305	437	402	501	643	671	210	263	580	226	189	149	398	296	450	369	775
Mean score	7.3	7.4	7.1	7.6	7.3	7.4	7.3	7.1	7.7	7.2	7.6	7.2	7.7	7.3	6.8	7.7	6.4	7.8
Standard deviation	2.56	2.34	2.62	2.63	2.62	2.51	2.43	2.79	2.65	2.50	2.61	2.78	2.38	2.56	2.75	2.37	2.92	2.24
Standard error	.08	.13	.13	.13	.11	.10	.09	.18	.16	.15	.16	.16	.14	.12	.15	.13	.15	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	54 4%	3 *%	41 29% a	15 2%	39 10% c	21 3%	8 3%	** **	** **	9 5%	12 3%	- **	** **	7 2%	14 7%	14 6%	5 5%	** **	** **	
2 (2.0)	39 3%	4 1%	25 17% a	5 1%	30 8% c	27 4%	11 5%	** **	** **	19 10% j	8 2%	3 1%	** **	2 *%	23 11% m	3 1%	3 3%	** **	** **	
3 (3.0)	22 2%	1 *%	14 10% a	5 1%	16 4% c	9 2%	5 2%	** **	** **	8 4%	2 *%	- **	** **	2 *%	8 4%	3 1%	- -	** **	** **	
4 (4.0)	57 5%	10 1%	12 9% a	18 2%	38 10% c	31 5%	9 4%	** **	** **	16 9%	15 3%	5 1%	** **	11 3%	20 10%	10 4%	2 2%	** **	** **	
5 (5.0)	87 7%	19 2%	14 10% a	30 4%	48 12% c	54 9%	25 11%	** **	** **	24 13%	29 7%	10 3%	** **	20 5%	26 12%	12 5%	5 5%	** **	** **	
6 (6.0)	88 7%	25 3%	10 7%	37 5%	49 13% c	45 7%	17 8%	** **	** **	12 7%	33 8%	11 3%	** **	21 5%	25 12%	16 7%	6 6%	** **	** **	
7 (7.0)	119 10%	79 10%	3 2%	65 8%	50 13%	66 11%	19 8%	** **	** **	21 11%	45 10%	43 11%	** **	30 8%	32 16%	18 8%	7 8%	** **	** **	
8 (8.0)	194 16%	164 21% b	9 6%	150 19% d	44 11%	104 17%	39 17%	** **	** **	24 13%	80 19%	86 22%	** **	80 21%	24 12%	37 15%	18 19%	** **	** **	
9 (9.0)	227 19%	211 26% b	2 1%	193 25% d	33 9%	121 20%	37 17%	** **	** **	25 13%	96 22%	113 29%	** **	106 27% n	15 7%	41 17%	17 18%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin						
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue			
		fied	isfied			All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General
	a	b	c	d	e	f	*g	*h	i	j	k	~l	m	n	o	p	*q	*r	
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
10 Extremely satisfied (10.0)	259	251	1	246	11	101	47	**	**	27	74	101	**	97	3	70	29	**	**
	21%	31%	1%	31%	3%	16%	21%	**	**	14%	17%	26%	**	25%	1%	29%	30%	**	**
		b		d										n					
Not applicable	60	30	12	26	30	35	6	**	**	3	32	15	**	15	18	13	4	**	**
	5%	4%	8%	3%	8%	6%	3%	**	**	2%	8%	4%	**	4%	9%	5%	4%	**	**
				c															
SUMMARY CODES																			
DISSATISFIED (1-3)	114	9	80	24	85	58	23	**	**	36	22	3	**	10	45	21	8	**	**
	9%	1%	56%	3%	22%	9%	10%	**	**	19%	5%	1%	**	3%	22%	9%	9%	**	**
			a		c					j				m					
NEUTRAL (4-6)	232	54	36	85	135	130	52	**	**	53	77	25	**	52	70	39	12	**	**
	19%	7%	25%	11%	35%	21%	23%	**	**	28%	18%	7%	**	13%	34%	16%	13%	**	**
			a		c									m					
SATISFIED (7-10)	798	705	15	654	138	392	142	**	**	98	295	343	**	313	75	166	72	**	**
	66%	88%	10%	83%	36%	64%	64%	**	**	51%	69%	89%	**	80%	36%	70%	74%	**	**
		b		d						i				n					
Answered	1144	768	131	763	358	580	217	**	**	187	394	372	**	374	190	226	92	**	**
Mean score	7.3	8.6	3.3	8.3	5.4	7.2	7.2	**	**	6.3	7.6	8.5	**	8.2	5.4	7.6	7.8	**	**
		b		d						i				n					
Standard deviation	2.56	1.55	2.38	1.95	2.58	2.50	2.58	**	**	2.81	2.21	1.46	**	1.92	2.46	2.61	2.54	**	**
Standard error	.08	.06	.22	.07	.14	.15	.22	**	**	.27	.16	.11	**	.14	.25	.16	.24	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	54 4%	** **	6 4%	3 2%	** **	2 1%	** e	15 8%	3 6%	** **	** **	13 18%	2 2%	- -%	** **	6 4%	** **
2 (2.0)	39 3%	** **	1 *%	1 *%	** **	1 1%	** **	5 3%	2 4%	** **	** **	3 5%	2 1%	- -%	** **	1 1%	** **
3 (3.0)	22 2%	** **	2 1%	- -%	** **	1 *%	** **	3 2%	1 2%	** **	** **	2 3%	1 1%	* *%	** **	1 1%	** **
4 (4.0)	57 5%	** **	8 5%	2 1%	** **	1 1%	** e	10 5%	1 2%	** **	** **	1 2%	9 7%	2 1%	** **	3 2%	** **
5 (5.0)	87 7%	** **	8 5%	4 2%	** **	5 3%	** **	12 6%	2 5%	** **	** **	6 8%	6 5%	4 3%	** **	2 1%	** **
6 (6.0)	88 7%	** **	10 6%	7 4%	** **	6 4%	** e	16 8%	5 11%	** **	** **	7 10%	9 7%	5 4%	** **	7 5%	** **
7 (7.0)	119 10%	** **	13 8%	16 9%	** **	13 8%	** **	18 9%	4 9%	** **	** **	7 9%	11 9%	12 9%	** **	14 11%	** **
8 (8.0)	194 16%	** **	23 14%	32 18%	** **	28 17%	** **	31 16%	9 19%	** **	** **	10 13%	21 17%	27 21%	** **	26 20%	** **
9 (9.0)	227 19%	** **	32 19%	38 22%	** **	33 21%	** **	31 16%	10 21%	** **	** **	11 16%	19 16%	27 21%	** **	24 18%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

		Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
Significance Level: 99%	Total	*a	b	c	~d	e	*f	g	h	*i	*j	k	l	m	~n	o	*p
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	259 21%	** **	52 31%	67 38%	** **	66 41%	** **	48 25%	9 21%	** **	** **	11 15%	37 30%	47 37%	** **	46 35%	** **
Not applicable	60 5%	** **	12 7%	8 4%	** **	5 3%	** **	7 3%	- -%	** **	** **	1 1%	6 5%	4 3%	** **	2 2%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	114 9%	** **	9 6%	4 2%	** **	3 2%	** **	23 12%	5 12%	** **	** **	18 25%	5 4%	* *%	** **	7 6%	** **
NEUTRAL (4-6)	232 19%	** **	26 16%	13 7%	** **	13 8%	** **	38 19%	8 18%	** **	** **	15 20%	23 19%	11 8%	** **	11 9%	** **
SATISFIED (7-10)	798 66%	** **	120 72%	152 86%	** **	141 87%	** **	128 65%	32 70%	** **	** **	39 54%	89 73%	114 88%	** **	110 84%	** **
Answered	1144	**	155	169	**	157	**	189	45	**	**	72	117	125	**	128	**
Mean score	7.3	**	7.9 a	8.6	**	8.6 f	**	7.2	7.3	**	** i	6.2	7.8 k	8.6	**	8.2 p	**
Standard deviation	2.56	**	2.40	1.81	**	1.74	**	2.78	2.62	**	**	3.21	2.26	1.48	**	2.23	**
Standard error	.08	**	.17	.12	**	.12	**	.16	.24	**	**	.30	.17	.11	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied	(1.0) 54 4%	4 2%	** **	2 4%	1 1%	** **	1 1%	- -%	** **	1 1%	** **
2	(2.0) 39 3%	3 2%	** **	2 4%	1 1%	** **	1 1%	* *%	** **	1 1%	** **
3	(3.0) 22 2%	6 4%	** **	3 7%	1 2%	** **	3 2%	1 1%	** **	2 2%	** **
4	(4.0) 57 5%	6 4%	** **	2 4%	2 3%	** **	3 3%	1 1%	** **	2 2%	** **
5	(5.0) 87 7%	9 6%	** **	3 7%	2 3%	** **	6 5%	2 2%	** **	3 3%	** **
6	(6.0) 88 7%	10 7%	** **	4 10%	3 4%	** **	6 5%	2 2%	** **	3 3%	** **
7	(7.0) 119 10%	16 11%	** **	5 12%	6 9%	** **	10 9%	9 9%	** **	7 7%	** **
8	(8.0) 194 16%	22 14%	** **	7 17%	9 13%	** **	17 15%	19 17%	** **	16 15%	** **
9	(9.0) 227 19%	34 22%	** **	6 14%	17 26%	** **	27 24%	33 31%	** **	30 28%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96	
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93	
Total	1204	154	45	42	66	41	113	106	11	106	45	
10 Extremely satisfied	(10.0)	259	39	**	9	23	**	35	36	**	37	**
		21%	25%	**	22%	34%	**	31%	34%	**	35%	**
					b	e				j		
Not applicable	60	5	**	*	3	**	4	3	**	2	**	
	5%	3%	**	1%	4%	**	4%	3%	**	2%	**	
SUMMARY CODES												
DISSATISFIED (1-3)	114	13	**	6	3	**	4	1	**	4	**	
	9%	8%	**	15%	4%	**	4%	1%	**	4%	**	
						f					i	
NEUTRAL (4-6)	232	25	**	9	7	**	15	6	**	9	**	
	19%	17%	**	20%	10%	**	14%	5%	**	9%	**	
											i	
SATISFIED (7-10)	798	111	**	27	54	**	89	97	**	91	**	
	66%	72%	**	64%	82%	**	79%	91%	**	85%	**	
					bc		e			j		
Answered	1144	149	**	42	64	**	109	103	**	104	**	
Mean score	7.3	7.7	**	7.1	8.3	**	8.2	8.7	**	8.5	**	
					bc		e			j		
Standard deviation	2.56	2.38	**	2.67	2.02	**	2.03	1.46	**	1.93	**	
Standard error	.08	.14	**	.26	.21	**	.14	.10	**	.14	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	67 6%	12 4%	33 7%	22 5%	26 5%	42 6%	39 5%	15 7%	14 5%	34 5%	12 5%	15 8%	7 4%	22 5%	27 9%	19 4%	42 11%	25 3%
2	(2.0)	40 3%	7 2%	24 5%	9 2%	26 5%	14 2%	26 4%	7 3%	8 3%	25 4%	5 2%	7 4%	4 2%	11 3%	15 5%	14 3%	22 6%	18 2%
3	(3.0)	36 3%	7 2%	20 4%	10 2%	19 4%	18 3%	24 3%	6 3%	7 2%	24 4%	5 2%	5 3%	2 1%	12 3%	15 5%	9 2%	16 4%	21 2%
4	(4.0)	60 5%	15 5%	29 6%	16 4%	21 4%	38 6%	39 6%	12 6%	8 3%	34 6%	8 3%	11 5%	6 4%	16 4%	19 6%	24 5%	28 7%	32 4%
5	(5.0)	92 8%	26 8%	35 7%	32 7%	41 8%	51 8%	55 8%	15 7%	22 8%	45 7%	14 6%	18 9%	15 10%	42 10%	29 9%	21 4%	34 9%	58 7%
6	(6.0)	87 7%	22 7%	37 8%	27 6%	35 7%	51 8%	63 9%	9 4%	15 6%	53 9%	13 5%	12 6%	9 6%	31 8%	20 6%	35 7%	26 7%	60 7%
7	(7.0)	111 9%	38 12%	37 8%	36 8%	50 10%	60 9%	62 9%	35 16% fh	15 5%	48 8%	22 9%	26 13%	15 10%	35 8%	32 10%	44 9%	33 9%	78 9%
8	(8.0)	197 16%	56 18%	81 17%	61 14%	94 18%	103 15%	138 19%	28 13%	32 12%	110 18%	42 18%	22 11%	23 15%	80 19%	45 15%	72 15%	56 15%	141 17%
9	(9.0)	205 17%	65 21%	69 15%	71 16%	85 16%	119 18%	124 17%	29 14%	52 19%	115 19%	37 15%	23 12%	29 19%	61 15%	41 13%	103 21%	53 14%	151 18%
10 Extremely satisfied	(10.0)	190 16%	46 15%	56 12%	88 20% b	80 15%	110 16%	90 13%	40 19%	60 22% f	71 12%	53 22% i	35 18%	31 20% i	71 17%	46 15%	74 15%	42 11%	149 18%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	118	15	44	59	51	67	56	20	43	57	28	21	13	30	21	67	23	96
	10%	5%	9%	14%	10%	10%	8%	9%	16%	9%	12%	11%	8%	7%	7%	14%	6%	12%
				a					f							n		
SUMMARY CODES																		
DISSATISFIED (1-3)	144	27	77	41	71	74	88	28	28	82	22	28	13	44	58	42	80	64
	12%	9%	17%	10%	13%	11%	12%	13%	10%	13%	9%	14%	8%	11%	19%	9%	21%	8%
			a												mo		q	
NEUTRAL (4-6)	239	63	101	75	98	141	157	36	45	132	35	41	30	90	68	80	88	150
	20%	20%	22%	17%	18%	21%	22%	17%	17%	21%	15%	21%	20%	22%	22%	17%	24%	18%
SATISFIED (7-10)	703	205	243	255	310	393	413	132	158	345	154	106	98	246	164	293	184	519
	58%	66%	52%	59%	59%	58%	58%	61%	58%	56%	65%	54%	64%	60%	53%	61%	49%	63%
		b															p	
Answered	1086	295	421	370	478	608	659	196	231	559	211	175	141	381	290	416	352	733
Mean score	7.0	7.2	6.5	7.3	6.9	7.0	6.9	6.9	7.4	6.8	7.4	6.7	7.3	7.0	6.4	7.3	6.1	7.4
		b		b							ik		k	n		n		p
Standard deviation	2.67	2.42	2.81	2.64	2.68	2.67	2.61	2.78	2.73	2.66	2.58	2.84	2.54	2.59	2.90	2.51	2.97	2.40
Standard error	.08	.13	.14	.14	.12	.11	.10	.19	.18	.16	.16	.17	.15	.12	.16	.14	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		Issue				BT		Satisfaction with CS		Resolved		Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	67 6%	6 1%	51 36% a	13 2%	53 14% c	34 5%	12 6%	** **	** **	19 10%	15 3%	- **	** **	5 1%	27 13% m	12 5%	3 3%	** **	** **	
2 (2.0)	40 3%	6 1%	24 17% a	18 2%	20 5%	25 4%	5 2%	** **	** **	13 7%	12 3%	4 1%	** **	12 3%	11 5%	5 2%	3 3%	** **	** **	
3 (3.0)	36 3%	8 1%	12 9% a	11 1%	24 6% c	24 4%	9 4%	** **	** **	11 6%	12 3%	5 1%	** **	7 2%	16 7%	5 2%	1 1%	** **	** **	
4 (4.0)	60 5%	12 1%	17 12% a	19 2%	39 10% c	34 6%	9 4%	** **	** **	19 10%	15 3%	8 2%	** **	8 2%	26 13% m	8 3%	2 3%	** **	** **	
5 (5.0)	92 8%	31 4%	8 6%	39 5%	48 12% c	45 7%	30 13%	** **	** **	18 9%	27 6%	16 4%	** **	22 6%	19 9%	14 6%	3 3%	** **	** **	
6 (6.0)	87 7%	33 4%	8 6%	36 5%	51 13% c	53 9%	19 8%	** **	** **	11 6%	42 10%	18 5%	** **	23 6%	30 15%	13 5%	4 4%	** **	** **	
7 (7.0)	111 9%	72 9%	3 2%	72 9%	34 9%	48 8%	14 6%	** **	** **	11 6%	37 9%	28 7%	** **	33 9%	11 5%	22 9%	8 9%	** **	** **	
8 (8.0)	197 16%	169 21% b	3 2%	154 20% d	41 11%	110 18%	39 17%	** **	** **	28 15%	82 19%	96 25%	** **	87 22%	22 11%	42 18%	26 26% r	** **	** **	
9 (9.0)	205 17%	197 25% b	2 1%	174 22% d	30 8%	115 19%	33 15%	** **	** **	32 17%	83 20%	110 29%	** **	97 25% n	18 9%	37 15%	16 16%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satis- fied k		Dissat- isfied ~l	Resolved		Issue			
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Yes m	No n		All o	Billing p	Fault/ repair *q	General *r		
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	190	182	2	180	7	71	36	**	**	16	55	71	**	68	2	53	21	**	**	
	16%	23%	1%	23%	2%	12%	16%	**	**	8%	13%	18%	**	17%	1%	22%	21%	**	**	
		b		d										n						
Not applicable	118	82	12	74	40	57	17	**	**	11	46	31	**	28	26	28	9	**	**	
	10%	10%	9%	9%	10%	9%	8%	**	**	6%	11%	8%	**	7%	12%	12%	9%	**	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	144	19	87	41	98	82	27	**	**	43	39	8	**	23	54	22	7	**	**	
	12%	2%	61%	5%	25%	13%	12%	**	**	23%	9%	2%	**	6%	26%	9%	8%	**	**	
			a		c			efh		j				m						
NEUTRAL (4-6)	239	76	34	94	138	132	58	**	**	48	84	41	**	53	76	35	10	**	**	
	20%	10%	24%	12%	36%	21%	26%	**	**	25%	20%	11%	**	14%	36%	15%	10%	**	**	
			a		c									m				p		
SATISFIED (7-10)	703	621	10	580	113	345	122	**	**	87	257	306	**	285	53	154	70	**	**	
	58%	78%	7%	74%	29%	56%	55%	**	**	46%	60%	79%	**	73%	25%	65%	73%	**	**	
		b		d										n						
Answered	1086	716	131	715	348	559	206	**	**	179	380	355	**	361	183	211	87	**	**	
Mean score	7.0	8.2	2.9	7.9	5.1	6.8	6.9	**	**	6.0	7.2	8.2	**	7.8	5.0	7.4	7.7	**	**	
		b		d				g		i			n							
Standard deviation	2.67	1.77	2.19	2.15	2.62	2.66	2.64	**	**	2.94	2.41	1.67	**	2.12	2.61	2.58	2.37	**	**	
Standard error	.08	.07	.20	.08	.14	.16	.23	**	**	.29	.18	.13	**	.16	.26	.16	.23	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	67 6%	** **	5 3%	4 2%	** **	2 1%	** e	15 8%	2 5%	** **	** **	12 16%	4 3%	1 1%	** **	5 4%	** **
2 (2.0)	40 3%	** **	2 1%	1 *%	** **	2 1%	** **	7 4%	2 4%	** **	** **	5 7%	2 2%	- -%	** **	2 1%	** **
3 (3.0)	36 3%	** **	3 2%	1 1%	** **	2 1%	** **	5 3%	1 2%	** **	** **	1 2%	4 3%	2 2%	** **	2 1%	** **
4 (4.0)	60 5%	** **	5 3%	1 *%	** **	2 1%	** **	11 5%	2 5%	** **	** **	3 5%	7 6%	2 1%	** **	5 4%	** **
5 (5.0)	92 8%	** **	10 6%	4 2%	** **	4 3%	** e	18 9%	4 8%	** **	** **	8 10%	11 9%	7 6%	** **	7 6%	** **
6 (6.0)	87 7%	** **	7 4%	8 4%	** **	5 3%	** **	12 6%	4 8%	** **	** **	6 9%	6 5%	6 5%	** **	5 4%	** **
7 (7.0)	111 9%	** **	17 10%	17 10%	** **	13 8%	** **	26 13%	7 15%	** **	** **	10 14%	16 13%	19 14%	** **	18 14%	** **
8 (8.0)	197 16%	** **	29 18%	35 20%	** **	33 20%	** **	22 11%	9 19%	** **	** **	8 10%	14 12%	19 15%	** **	18 14%	** **
9 (9.0)	205 17%	** **	24 15%	35 20%	** **	31 19%	** **	23 12%	6 13%	** **	** **	6 8%	17 14%	23 18%	** **	20 15%	** **
10 Extremely satisfied (10.0)	190 16%	** **	40 24%	48 27%	** **	50 31%	** f	35 18%	8 18%	** **	** **	8 10%	27 22%	34 27%	** **	32 25%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Not applicable	118	**	25	23	**	19	**	21	1	**	**	6	15	16	**	16	**
	10%	**	15%	13%	**	11%	**	11%	2%	**	h	9%	12%	12%	**	12%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	144	**	10	6	**	5	**	28	5	**	**	18	10	3	**	8	**
	12%	**	6%	3%	**	3%	**	14%	12%	**	**	25%	8%	2%	**	6%	**
		b				e						l				o	
NEUTRAL (4-6)	239	**	22	13	**	12	**	41	10	**	**	17	24	15	**	18	**
	20%	**	13%	7%	**	7%	**	21%	21%	**	**	24%	19%	12%	**	13%	**
						e										o	
SATISFIED (7-10)	703	**	110	135	**	127	**	106	30	**	**	31	75	94	**	89	**
	58%	**	66%	76%	**	78%	**	54%	65%	**	**	43%	61%	73%	**	68%	**
						f			i			k				p	
Answered	1086	**	143	153	**	144	**	175	45	**	**	67	108	113	**	115	**
Mean score	7.0	**	7.7	8.3	**	8.4	**	6.7	7.0	**	**	5.6	7.3	8.1	**	7.7	**
			a			f						k				p	
Standard deviation	2.67	**	2.35	1.92	**	1.87	**	2.84	2.59	**	**	3.06	2.51	1.87	**	2.41	**
Standard error	.08	**	.18	.14	**	.14	**	.17	.24	**	**	.29	.20	.14	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	67 6%	7 4%	** **	1 3%	2 3%	** ** f	1 1%	1 1%	** **	1 1%	** ** i
2 (2.0)	40 3%	4 2%	** **	1 2%	2 3%	** **	3 2%	1 1%	** **	3 3%	** **
3 (3.0)	36 3%	2 1%	** **	2 4%	- -%	** **	1 1%	- -%	** **	* *%	** **
4 (4.0)	60 5%	6 4%	** **	1 2%	3 5%	** **	5 4%	2 1%	** **	4 4%	** **
5 (5.0)	92 8%	15 10%	** ** d	8 18% d	1 2%	** **	10 9%	4 3%	** **	5 5%	** ** i
6 (6.0)	87 7%	9 6%	** **	2 6%	2 3%	** **	6 5%	2 1%	** **	3 3%	** ** i
7 (7.0)	111 9%	15 10%	** **	5 11%	5 8%	** **	8 7%	9 8%	** **	7 7%	** **
8 (8.0)	197 16%	23 15%	** **	9 22%	7 10%	** **	16 14%	20 19%	** **	16 15%	** **
9 (9.0)	205 17%	29 19%	** **	7 16%	16 24%	** **	26 23%	29 27%	** **	26 24%	** **
10 Extremely satisfied (10.0)	190 16%	31 20%	** **	6 14%	19 29% bc	** **	26 23% e	29 27%	** **	30 28% j	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	118	13	**	1	9	**	11	11	**	11	**
	10%	8%	**	3%	13%	**	9%	10%	**	10%	**
					c						
SUMMARY CODES											
DISSATISFIED (1-3)	144	13	**	4	4	**	5	2	**	5	**
	12%	8%	**	9%	6%	**	4%	2%	**	5%	**
						f					i
NEUTRAL (4-6)	239	30	**	11	7	**	21	7	**	12	**
	20%	20%	**	26%	10%	**	18%	6%	**	11%	**
			d	d							i
SATISFIED (7-10)	703	98	**	26	47	**	77	86	**	79	**
	58%	64%	**	62%	71%	**	68%	81%	**	75%	**
										j	
Answered	1086	141	**	41	58	**	102	95	**	96	**
Mean score	7.0	7.3	**	7.0	8.0	**	7.8	8.5	**	8.1	**
					bc		e			j	
Standard deviation	2.67	2.54	**	2.34	2.45	**	2.24	1.73	**	2.19	**
Standard error	.08	.15	**	.23	.26	**	.16	.13	**	.16	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
1 Extremely dissatisfied (1.0)	139 12%	24 8%	72 15% a	44 10%	57 11%	82 12%	77 11%	30 14%	32 12%	80 13%	25 10%	21 11%	14 9%	39 10%	56 18% mo	45 9%	70 19% q	69 8%	
2 (2.0)	37 3%	8 3%	15 3%	13 3%	19 4%	18 3%	25 4%	4 2%	8 3%	16 3%	5 2%	9 4%	7 4%	12 3%	16 5%	8 2%	21 6% q	16 2%	
3 (3.0)	50 4%	13 4%	19 4%	18 4%	25 5%	26 4%	30 4%	11 5%	9 3%	24 4%	10 4%	12 6%	4 3%	18 4%	16 5%	17 3%	31 8% q	19 2%	
4 (4.0)	46 4%	10 3%	20 4%	17 4%	26 5%	21 3%	31 4%	7 3%	8 3%	29 5%	7 3%	6 3%	4 2%	20 5%	11 4%	15 3%	16 4%	31 4%	
5 (5.0)	71 6%	23 7%	23 5%	25 6%	36 7%	35 5%	37 5%	20 9%	14 5%	24 4%	14 6%	21 11% i	12 8%	25 6%	25 8%	22 4%	20 5%	51 6%	
6 (6.0)	56 5%	23 7% c	25 5%	7 2%	20 4%	36 5%	41 6%	10 5%	4 1%	29 5%	10 4%	8 4%	9 6%	24 6%	17 5%	15 3%	21 6%	34 4%	
7 (7.0)	72 6%	28 9% c	30 7%	14 3%	45 8% e	27 4%	49 7%	12 6%	11 4%	32 5%	16 7%	12 6%	11 7%	28 7%	23 7%	21 4%	30 8%	42 5%	
8 (8.0)	107 9%	52 17% bc	39 8%	16 4%	52 10%	55 8%	88 12% h	16 7% h	4 1%	60 10%	21 9%	11 5%	15 10%	46 11%	29 9%	32 7%	38 10%	69 8%	
9 (9.0)	106 9%	42 13% c	44 9%	20 5%	54 10%	52 8%	72 10%	21 10%	13 5%	56 9%	19 8%	13 7%	17 11%	36 9%	23 7%	46 10%	37 10%	69 8%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
10 Extremely satisfied (10.0)	117 10%	44 14%	39 8%	35 8%	53 10%	64 10%	68 9%	25 12%	24 9%	48 8%	30 13%	23 12%	15 10%	55 14%	27 9%	35 7%	39 11%	78 9%	
Not applicable	403 33%	44 14%	138 30%	220 51%	143 27%	259 38%	196 27%	60 28%	147 54%	217 35%	80 34%	60 30%	46 30%	108 26%	68 22%	226 47%	50 13%	352 42%	
SUMMARY CODES																			
DISSATISFIED (1-3)	227 19%	45 15%	106 23%	75 18%	101 19%	125 19%	133 19%	45 21%	49 18%	120 19%	40 17%	42 21%	25 16%	69 17%	88 28%	70 14%	123 33%	104 13%	
NEUTRAL (4-6)	173 14%	56 18%	68 15%	49 11%	81 15%	92 14%	109 15%	37 17%	27 10%	82 13%	31 13%	35 18%	25 16%	68 17%	53 17%	52 11%	57 15%	116 14%	
SATISFIED (7-10)	402 33%	165 53%	152 33%	85 20%	203 38%	199 29%	276 39%	74 34%	52 19%	197 32%	87 36%	60 30%	59 38%	165 40%	102 33%	135 28%	145 39%	257 31%	
Answered	802	267	326	209	386	416	519	156	127	399	158	137	108	302	243	257	325	477	
Mean score	5.9	6.7 bc	5.6	5.3	6.0	5.8	6.1 h	5.8	5.3	5.7	6.2	5.7	6.2	6.3 n	5.3	6.0 n	5.4	6.2 p	
Standard deviation	3.18	2.80	3.26	3.31	3.09	3.26	3.08	3.23	3.46	3.22	3.18	3.16	3.03	3.07	3.22	3.19	3.28	3.07	
Standard error	.11	.16	.18	.22	.15	.16	.13	.24	.29	.22	.22	.22	.20	.16	.19	.23	.17	.14	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT										Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	139	24	86	31	106	80	25	**	**	36	44	11	**	15	63	25	8	**	**	
	12%	3%	60% a	4%	27% c	13%	11%	**	**	19%	10%	3%	**	4%	30% m	10%	9%	**	**	
2 (2.0)	37	13	10	15	20	16	5	**	**	9	7	7	**	7	9	5	2	**	**	
	3%	2%	7% a	2%	5%	3%	2%	**	**	5%	2%	2%	**	2%	4%	2%	2%	**	**	
3 (3.0)	50	14	7	12	35	24	9	**	**	21	3	5	**	3	18	10	4	**	**	
	4%	2%	5%	2%	9% c	4%	4%	**	**	11% j	1%	1%	**	1%	9% m	4%	4%	**	**	
4 (4.0)	46	20	3	24	19	29	14	**	**	8	22	16	**	17	11	7	3	**	**	
	4%	3%	2%	3%	5%	5%	6%	**	**	4%	5%	4%	**	4%	5%	3%	3%	**	**	
5 (5.0)	71	31	2	47	23	24	14	**	**	3	21	10	**	19	5	14	3	**	**	
	6%	4%	1%	6%	6%	4%	6%	**	**	2%	5%	3%	**	5%	2%	6%	3%	**	**	
6 (6.0)	56	20	2	27	25	29	14	**	**	12	16	6	**	16	9	10	2	**	**	
	5%	3%	2%	3%	6%	5%	6%	**	**	7%	4%	2%	**	4%	4%	4%	2%	**	**	
7 (7.0)	72	49	1	44	24	32	11	**	**	14	18	20	**	19	10	16	9	**	**	
	6%	6%	1%	6%	6%	5%	5%	**	**	8%	4%	5%	**	5%	5%	7%	9%	**	**	
8 (8.0)	107	99	2	86	21	60	25	**	**	17	43	57	**	49	11	21	11	**	**	
	9%	12% b	1%	11%	5%	10%	11%	**	**	9%	10%	15%	**	13%	5%	9%	11%	**	**	
9 (9.0)	106	96	5	97	9	56	17	**	**	18	38	51	**	50	6	19	9	**	**	
	9%	12%	4%	12% d	2%	9%	8%	**	**	9%	9%	13%	**	13% n	3%	8%	9%	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	117	113	1	113	4	48	30	**	**	19	29	48	**	48	-	30	13	**	**	
	10%	14%	1%	14%	1%	8%	13%	**	**	10%	7%	12%	**	12%	-%	13%	14%	**	**	
		b		d										n						
Not applicable	403	317	24	293	102	217	59	**	**	32	185	156	**	146	66	80	32	**	**	
	33%	40%	17%	37%	26%	35%	27%	**	**	17%	43%	40%	**	38%	32%	34%	33%	**	**	
		b		d					fg		i								q	
SUMMARY CODES																				
DISSATISFIED (1-3)	227	52	103	58	161	120	39	**	**	66	54	22	**	25	91	40	14	**	**	
	19%	6%	72%	7%	42%	19%	17%	**	**	35%	13%	6%	**	6%	43%	17%	15%	**	**	
			a		c					j				m						
NEUTRAL (4-6)	173	71	7	99	67	82	42	**	**	23	59	32	**	52	25	31	8	**	**	
	14%	9%	5%	12%	17%	13%	19%	**	**	12%	14%	8%	**	13%	12%	13%	9%	**	**	
SATISFIED (7-10)	402	358	9	340	58	197	83	**	**	69	128	176	**	167	27	87	42	**	**	
	33%	45%	6%	43%	15%	32%	37%	**	**	36%	30%	46%	**	43%	13%	36%	44%	**	**	
		b		d										n		r				
Answered	802	481	119	496	286	399	164	**	**	158	241	231	**	243	142	158	64	**	**	
Mean score	5.9	7.5	2.0	7.2	3.7	5.7	6.1	**	**	5.3	6.1	7.5	**	7.2	3.3	6.2	6.6	**	**	
		b		d										n						
Standard deviation	3.18	2.56	2.23	2.69	2.71	3.22	3.13	**	**	3.32	3.12	2.53	**	2.62	2.68	3.18	3.09	**	**	
Standard error	.11	.11	.22	.12	.15	.22	.31	**	**	.35	.29	.23	**	.24	.30	.22	.35	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	139 12%	** b	11 7%	8 4%	** ~d	3 2%	** e	21 11%	3 6%	** hj	** i	14 19%	8 6%	3 2%	** ~n	9 7%	** o
2 (2.0)	37 3%	** b	3 2%	2 1%	** ~d	2 1%	** e	9 4%	3 6%	** hj	** i	7 9%	2 2%	2 2%	** ~n	4 3%	** o
3 (3.0)	50 4%	** b	7 4%	3 1%	** ~d	4 2%	** e	12 6%	3 6%	** hj	** i	6 8%	6 5%	5 4%	** ~n	4 3%	** o
4 (4.0)	46 4%	** b	4 2%	3 2%	** ~d	3 2%	** e	6 3%	2 4%	** hj	** i	3 5%	3 2%	* %	** ~n	3 2%	** o
5 (5.0)	71 6%	** b	9 5%	7 4%	** ~d	8 5%	** e	21 11%	3 7%	** hj	** i	8 11%	13 11%	9 7%	** ~n	13 10%	** o
6 (6.0)	56 5%	** b	7 4%	6 3%	** ~d	5 3%	** e	8 4%	3 7%	** hj	** i	3 5%	4 4%	4 3%	** ~n	3 2%	** o
7 (7.0)	72 6%	** b	9 5%	12 7%	** ~d	9 6%	** e	12 6%	3 6%	** hj	** i	4 6%	8 6%	10 7%	** ~n	8 6%	** o
8 (8.0)	107 9%	** b	13 8%	20 11%	** ~d	18 11%	** e	11 5%	4 10%	** hj	** i	7 9%	4 3%	9 7%	** ~n	8 6%	** o
9 (9.0)	106 9%	** b	12 7%	17 9%	** ~d	18 11%	** e	13 7%	5 12%	** hj	** i	8 12%	5 4%	12 9%	** ~n	12 9%	** o
10 Extremely satisfied (10.0)	117 10%	** b	21 12%	28 16%	** ~d	29 18%	** e	23 12%	7 17%	** hj	** i	7 9%	16 13%	22 17%	** ~n	21 16%	** o

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Not applicable	403	**	71	71	**	62	**	60	9	**	**	5	54	51	**	47	**
	33%	**	43%	40%	**	38%	**	30%	21%	**	h	7%	44%	40%	**	36%	**
			a										k			p	
SUMMARY CODES																	
DISSATISFIED (1-3)	227	**	22	12	**	10	**	42	8	**	**	26	16	11	**	16	**
	19%	**	13%	7%	**	6%	**	21%	17%	**	**	36%	13%	8%	**	13%	**
		b				e				j		l					o
NEUTRAL (4-6)	173	**	20	16	**	16	**	35	8	**	**	15	20	14	**	18	**
	14%	**	12%	9%	**	10%	**	18%	18%	**	**	21%	16%	11%	**	14%	**
SATISFIED (7-10)	402	**	54	76	**	74	**	60	20	**	**	27	33	53	**	49	**
	33%	**	33%	43%	**	46%	**	30%	44%	**	**	36%	27%	41%	**	38%	**
						f			gi							p	
Answered	802	**	96	105	**	100	**	137	36	**	**	68	69	78	**	84	**
Mean score	5.9	**	6.5	7.4	**	7.6	**	5.7	6.5	**	**	5.2	6.2	7.3	**	6.7	**
						f		i	i	**	**				**	p	
Standard deviation	3.18	**	3.09	2.70	**	2.51	**	3.16	3.02	**	**	3.22	3.05	2.69	**	3.08	**
Standard error	.11	**	.28	.23	**	.22	**	.22	.31	**	**	.31	.29	.24	**	.27	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
1 Extremely dissatisfied (1.0)	139 12%	14 9%	** **	7 16%	4 6%	** **	6 5%	2 2%	** **	4 4%	** **
2 (2.0)	37 3%	7 4%	** **	2 5%	1 2%	** **	4 3%	2 2%	** **	2 2%	** **
3 (3.0)	50 4%	4 3%	** **	1 3%	1 2%	** **	3 2%	2 2%	** **	2 1%	** **
4 (4.0)	46 4%	4 2%	** **	2 5%	1 2%	** **	2 2%	1 1%	** **	1 1%	** **
5 (5.0)	71 6%	12 8%	** **	5 11%	3 5%	** **	9 8%	4 4%	** **	7 6%	** **
6 (6.0)	56 5%	9 6%	** **	2 4%	3 4%	** **	6 5%	4 3%	** **	4 4%	** **
7 (7.0)	72 6%	11 7%	** **	4 10%	2 3%	** **	7 7%	9 8%	** **	7 7%	** **
8 (8.0)	107 9%	15 10%	** **	5 13%	4 6%	** **	9 8%	13 13%	** **	10 10%	** **
9 (9.0)	106 9%	17 11%	** **	5 11%	8 12%	** **	13 12%	16 15%	** **	17 16%	** **
10 Extremely satisfied (10.0)	117 10%	15 10%	** **	4 9%	7 10%	** **	12 10%	15 14%	** **	15 14%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Not applicable	403	46	**	7	32	**	42	39	**	37	**
	33%	30%	**	16%	48%	**	37%	36%	**	35%	**
		bc			abc		e			j	
SUMMARY CODES											
DISSATISFIED (1-3)	227	25	**	10	7	**	12	6	**	7	**
	19%	16%	**	23%	10%	**	11%	6%	**	7%	**
						f					i
NEUTRAL (4-6)	173	25	**	8	7	**	17	9	**	12	**
	14%	16%	**	19%	11%	**	15%	8%	**	11%	**
											i
SATISFIED (7-10)	402	59	**	18	21	**	41	53	**	50	**
	33%	38%	**	42%	31%	**	37%	50%	**	47%	**
										j	
Answered	802	108	**	36	35	**	71	68	**	69	**
Mean score	5.9	6.2	**	5.7	6.7	**	6.6	7.7	**	7.4	**
						e				j	
Standard deviation	3.18	3.03	**	3.14	3.08	**	2.86	2.36	**	2.60	**
Standard error	.11	.20	**	.34	.43	**	.24	.20	**	.22	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 37

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

		AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																			
Unweighted total		1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample		765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total		1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
1 Extremely dissatisfied	(1.0)	66 5%	8 2%	39 8%	19 4%	27 5%	39 6%	41 6%	13 6%	12 4%	39 6%	12 5%	10 5%	5 3%	26 6%	19 6%	22 4%	40 11%	26 3%
2	(2.0)	31 3%	13 4%	10 2%	8 2%	17 3%	14 2%	16 2%	7 3%	8 3%	18 3%	3 1%	9 4%	2 2%	12 3%	12 4%	7 2%	24 7%	7 1%
3	(3.0)	39 3%	9 3%	15 3%	15 4%	16 3%	23 3%	20 3%	9 4%	9 3%	16 3%	6 3%	10 5%	7 4%	15 4%	13 4%	11 2%	18 5%	21 3%
4	(4.0)	41 3%	8 3%	21 4%	11 3%	19 4%	22 3%	27 4%	8 4%	6 2%	24 4%	10 4%	3 2%	4 2%	9 2%	16 5%	15 3%	18 5%	23 3%
5	(5.0)	79 7%	24 8%	34 7%	22 5%	35 7%	44 7%	52 7%	16 8%	10 4%	38 6%	11 5%	16 8%	13 9%	23 6%	28 9%	28 6%	34 9%	45 5%
6	(6.0)	93 8%	29 9%	34 7%	30 7%	36 7%	57 8%	69 10%	10 5%	14 5%	55 9%	15 6%	10 5%	12 8%	33 8%	28 9%	32 7%	36 9%	57 7%
7	(7.0)	101 8%	31 10%	36 8%	34 8%	55 10%	46 7%	61 9%	23 11%	16 6%	47 8%	24 10%	17 9%	13 8%	37 9%	29 9%	36 7%	33 9%	69 8%
8	(8.0)	200 17%	62 20%	88 19%	49 11%	85 16%	115 17%	138 19%	30 14%	32 11%	115 19%	31 13%	30 15%	24 15%	85 21%	39 13%	76 16%	52 14%	148 18%
9	(9.0)	237 20%	58 19%	83 18%	96 22%	103 20%	134 20%	131 18%	42 19%	64 23%	134 22%	41 17%	33 17%	30 19%	70 17%	52 17%	115 24%	60 16%	178 21%
10 Extremely satisfied	(10.0)	260 22%	58 19%	84 18%	118 27%	111 21%	149 22%	124 17%	49 23%	86 31%	96 16%	77 32%	48 24%	39 26%	91 22%	69 22%	100 21%	59 16%	201 24%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Not applicable	57 5%	9 3%	21 4%	27 6%	25 5%	33 5%	34 5%	6 3%	17 6%	34 6%	8 3%	9 5%	6 4%	9 2%	7 2%	41 8% mn	2 1%	55 7% p
SUMMARY CODES																		
DISSATISFIED (1-3)	136 11%	30 10%	64 14%	43 10%	60 11%	76 11%	77 11%	30 14%	29 11%	73 12%	21 9%	29 15%	14 9%	52 13%	44 14%	40 8%	83 22% q	53 6%
NEUTRAL (4-6)	212 18%	61 20%	89 19%	63 15%	90 17%	123 18%	148 21% h	35 16%	30 11%	117 19%	36 15%	30 15%	29 19%	66 16%	71 23%	75 16%	87 23% q	125 15%
SATISFIED (7-10)	798 66%	210 68%	291 63%	297 69%	355 67%	444 66%	455 64%	145 67%	199 72%	392 64%	173 73%	128 65%	106 69%	283 69%	188 61%	327 68%	203 54%	595 72% p
Answered	1147	301	444	403	505	642	680	209	258	581	230	187	148	401	304	442	373	774
Mean score	7.3	7.3	7.0	7.7 b	7.3	7.3	7.2	7.2	7.9 f	7.1	7.7 i	7.2	7.6	7.3	7.0	7.6 n	6.3	7.8 p
Standard deviation	2.63	2.41	2.78	2.58	2.62	2.64	2.57	2.77	2.61	2.63	2.57	2.77	2.46	2.65	2.78	2.47	3.00	2.29
Standard error	.08	.13	.13	.13	.11	.11	.10	.18	.16	.15	.15	.16	.14	.12	.15	.14	.15	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT										Virgin				
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
1 Extremely dissatisfied (1.0)	66 5%	4 *%	54 38% a	7 1%	58 15% c	39 6%	17 8%	** **	** **	23 12%	16 4%	2 *%	** **	3 1%	36 17% m	12 5%	5 5%	** **	** **	
2 (2.0)	31 3%	- -%	20 14% a	7 1%	22 6% c	18 3%	6 3%	** **	** **	14 8%	3 1% j	- -%	** **	3 1%	13 6%	3 1%	2 2%	** **	** **	
3 (3.0)	39 3%	3 *%	20 14% a	5 1%	33 8% c	16 3%	6 3%	** **	** **	8 4%	8 2%	- -%	** **	2 *%	13 6% m	6 3%	3 3%	** **	** **	
4 (4.0)	41 3%	8 1%	11 8% a	15 2%	24 6% c	24 4%	8 3%	** **	** **	13 7%	11 3%	7 2%	** **	12 3%	12 6%	10 4%	1 1%	** **	** **	
5 (5.0)	79 7%	13 2%	7 5%	26 3%	48 12% c	38 6%	12 6%	** **	** **	16 9%	22 5%	7 2%	** **	8 2%	25 12% m	11 5%	4 4%	** **	** **	
6 (6.0)	93 8%	23 3%	6 4%	35 4%	58 15% c	55 9%	20 9%	** **	** **	22 11%	33 8%	11 3%	** **	23 6%	32 16%	15 6%	3 3%	** **	** **	
7 (7.0)	101 8%	69 9%	6 4%	62 8%	33 8%	47 8%	17 8%	** **	** **	13 7%	34 8%	30 8%	** **	31 8%	11 5%	24 10%	10 10%	** **	** **	
8 (8.0)	200 17%	172 21% b	7 5%	159 20% d	39 10%	115 19%	52 23%	** **	** **	25 13%	89 21%	98 25%	** **	91 23%	24 11%	31 13%	19 20%	** **	** **	
9 (9.0)	237 20%	216 27% b	3 2%	196 25% d	39 10%	134 22%	36 16%	** **	** **	34 18%	100 24%	118 31%	** **	108 28% n	25 12%	41 17%	18 19%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
10 Extremely satisfied (10.0)	260 22%	252 32% b	3 2%	241 31% d	17 4%	96 16%	42 19%	** **	** **	21 11%	75 18%	94 24%	** **	91 23% n	3 1%	77 32%	29 30%	** **	** **	
Not applicable	57 5%	39 5%	5 4%	36 5%	18 5%	34 6%	6 3%	** **	** **	2 1%	33 8%	19 5%	** **	19 5%	14 7%	8 3%	2 3%	** **	** **	
SUMMARY CODES																				
DISSATISFIED (1-3)	136 11%	7 1%	94 66% a	19 2%	113 29% c	73 12%	30 13%	** **	** **	45 24% j	28 7%	2 *% k	** **	8 2%	62 30% m	21 9%	10 10%	** **	** **	
NEUTRAL (4-6)	212 18%	45 6%	24 17% a	75 10%	130 34% c	117 19%	41 18%	** **	** **	51 27%	66 16%	25 6%	** **	42 11%	70 34% m	36 15%	8 9%	** **	** **	
SATISFIED (7-10)	798 66%	708 89% b	19 13%	659 84% d	128 33%	392 64%	147 66%	** **	** **	92 49%	299 70% i	341 88%	** **	320 82% n	63 30%	173 73%	76 79%	** **	** **	
Answered Mean score	1147 7.3	759 8.6 b	138 3.1 d	753 8.4	370 5.3	581 7.1	217 7.1	** **	** **	188 6.1	393 7.7	368 8.5	** **	370 8.3	195 5.1	230 7.7	94 7.8	** **	** **	
Standard deviation	2.63	1.45	2.51	1.80	2.78	2.63	2.71	**	**	3.00	2.27	1.39	**	1.75	2.80	2.57	2.51	**	**	
Standard error	.08	.05	.23	.07	.14	.15	.23	**	**	.29	.17	.10	**	.13	.28	.15	.24	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
1 Extremely dissatisfied (1.0)	66 5%	** **	5 3%	2 1%	** **	2 1%	** e	10 5%	1 2%	** **	** **	6 9%	4 3%	- -%	** **	2 2%	** o
2 (2.0)	31 3%	** **	2 1%	- -%	** **	- -%	** e	9 4%	3 6%	** **	** **	7 10%	1 1%	- -%	** **	3 2%	** **
3 (3.0)	39 3%	** **	3 2%	1 1%	** **	2 1%	** e	10 5%	3 6%	** **	** **	4 6%	6 5%	1 1%	** **	2 1%	** o
4 (4.0)	41 3%	** **	7 4%	1 *%	** **	1 *%	** e	3 2%	1 2%	** **	** **	2 3%	1 1%	* *%	** **	1 1%	** **
5 (5.0)	79 7%	** **	9 5%	3 2%	** **	5 3%	** e	16 8%	3 7%	** **	** **	9 13%	7 6%	2 1%	** **	6 4%	** o
6 (6.0)	93 8%	** **	10 6%	5 3%	** **	5 3%	** e	10 5%	2 4%	** **	** **	4 5%	7 5%	4 3%	** **	3 2%	** o
7 (7.0)	101 8%	** **	14 8%	18 10%	** **	16 10%	** e	17 9%	5 11%	** **	** **	6 8%	11 9%	12 9%	** **	10 8%	** **
8 (8.0)	200 17%	** **	23 14%	29 16%	** **	25 15%	** e	30 15%	9 20%	** **	** **	11 15%	19 16%	23 18%	** **	24 19%	** **
9 (9.0)	237 20%	** **	31 18%	37 21%	** **	34 21%	** f	33 17%	9 20%	** **	** **	11 15%	22 18%	32 25%	** **	29 22%	** p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
10 Extremely satisfied (10.0)	260 22%	** **	57 34%	73 41%	** **	70 43%	** **	48 24%	10 21%	** **	** **	12 16%	36 29%	47 36%	** **	44 34%	** **
Not applicable	57 5%	** **	7 4%	6 4%	** **	4 3%	** **	9 5%	* 1%	** **	** **	- -%	9 7%	8 6%	** **	7 5%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	136 11%	** **	9 6%	4 2%	** **	3 2%	** **	29 15%	6 14%	** **	** **	18 25%	10 8%	1 1%	** **	7 5%	** **
NEUTRAL (4-6)	212 18%	** **	26 15%	9 5%	** **	11 6%	** **	30 15%	6 13%	** **	** **	15 21%	15 12%	6 4%	** **	10 8%	** **
SATISFIED (7-10)	798 66%	** **	125 75%	157 89%	** **	144 89%	** **	128 65%	33 72%	** **	** **	39 54%	89 72%	114 88%	** **	107 82%	** **
Answered	1147	**	160	170	**	158	**	187	45	**	**	73	114	120	**	124	**
Mean score	7.3	**	8.0	8.7	**	8.7	**	7.2	7.3	**	**	6.3	7.9	8.8	**	8.3	**
Standard deviation	2.63	**	2.35	1.68	**	1.68	**	2.77	2.60	**	**	3.05	2.38	1.38	**	2.11	**
Standard error	.08	**	.17	.12	**	.12	**	.16	.24	**	**	.28	.18	.10	**	.15	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96	
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93	
Total	1204	154	45	42	66	41	113	106	11	106	45	
1 Extremely dissatisfied	(1.0)	66 5%	5 3%	** **	1 3%	1 2%	** **	1 1%	- -%	** **	- -%	** **
						f					i	
2	(2.0)	31 3%	2 2%	** **	* 1%	1 1%	** **	1 1%	- -%	** **	1 1%	** **
3	(3.0)	39 3%	7 4%	** **	3 8%	1 1%	** **	4 4%	* *%	** **	- -%	** **
												i
4	(4.0)	41 3%	4 2%	** **	2 4%	2 3%	** **	3 3%	- -%	** **	1 1%	** **
5	(5.0)	79 7%	13 9%	** **	5 13%	5 7%	** **	8 7%	2 2%	** **	7 7%	** **
6	(6.0)	93 8%	12 8%	** **	1 3%	3 4%	** **	7 6%	3 3%	** **	4 3%	** **
				acd								i
7	(7.0)	101 8%	13 8%	** **	5 12%	3 5%	** **	9 8%	9 8%	** **	6 6%	** **
												i
8	(8.0)	200 17%	24 15%	** **	6 15%	12 18%	** **	16 15%	21 20%	** **	19 18%	** **
9	(9.0)	237 20%	30 19%	** **	8 18%	15 22%	** **	24 22%	29 27%	** **	26 24%	** **
												j

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
10 Extremely satisfied (10.0)	260 22%	39 26%	** **	10 23%	19 29%	** **	33 30%	37 35%	** **	36 34%	** **
Not applicable	57 5%	6 4%	** **	* 1%	5 8%	** **	6 5%	5 5%	** **	6 5%	** **
SUMMARY CODES											
DISSATISFIED (1-3)	136 11%	14 9%	** **	5 12%	3 4%	** **	6 5%	* *%	** **	1 1%	** **
NEUTRAL (4-6)	212 18%	29 19%	** **	8 19%	9 14%	** **	19 16%	5 5%	** **	13 12%	** **
SATISFIED (7-10)	798 66%	106 69%	** **	29 68%	49 74%	** **	83 73%	96 90%	** **	87 82%	** **
Answered	1147	148	**	42	61	**	107	101	**	101	**
Mean score	7.3	7.6	**	7.3	8.1	**	8.0	8.8	**	8.5	**
Standard deviation	2.63	2.46	**	2.56	2.18	**	2.15	1.28	**	1.70	**
Standard error	.08	.14	**	.25	.23	**	.15	.09	**	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Completely resolved	789 66%	208 67%	290 62%	291 68%	353 67%	436 65%	461 64%	132 61%	197 72%	389 63%	163 68%	131 67%	106 69%	261 64%	187 60%	341 71%	203 54%	586 71% p
Partly resolved	269 22%	72 23%	118 25%	78 18%	110 21%	159 24%	171 24%	58 27% h	40 15%	141 23%	55 23%	43 22%	30 19%	103 25%	82 27%	83 17%	105 28% q	164 20%
Not resolved at all	119 10%	22 7%	52 11%	46 11%	51 10%	68 10%	76 11%	18 9%	25 9%	67 11%	17 7%	20 10%	15 10%	35 9%	37 12%	47 10%	58 15% q	62 7%
Don't know	27 2%	8 3%	5 1%	14 3%	15 3%	12 2%	7 1%	7 3%	13 5% f	18 3%	4 2%	3 1%	2 1%	10 3%	4 1%	13 3%	9 2%	18 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin										
	Total	Satis- fied	Dissat- isfied	Yes	No	Issue				Complaint		Satisfaction with CS		Resolved		Issue									
		a	b			c	d	All	Billing	Fault/ repair	General	e	f	g	h	Yes	No	k	l	m	n	o	p	q	r
Significance Level: 99%																									
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90						
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90						
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81						
Completely resolved	789	656	30	789	-	389	139	**	**	97	293	314	**	389	-	163	68	**	**						
	66%	82%	21%	100%	-%	63%	62%	**	**	51%	69%	81%	**	100%	-%	68%	70%	**	**						
Partly resolved	269	118	47	-	269	141	58	**	**	58	83	57	**	-	141	55	21	**	**						
	22%	15%	33%	-%	69%	23%	26%	**	**	31%	19%	15%	**	-%	68%	23%	22%	**	**						
Not resolved at all	119	17	64	-	119	67	19	**	**	27	40	10	**	-	67	17	6	**	**						
	10%	2%	45%	-%	31%	11%	8%	**	**	14%	9%	3%	**	-%	32%	7%	6%	**	**						
Don't know	27	7	2	-	-	18	8	**	**	8	10	5	**	-	-	4	2	**	**						
	2%	1%	1%	-%	-%	3%	3%	**	**	4%	2%	1%	**	-%	-%	2%	2%	**	**						

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Completely resolved	789 66%	** **	120 72%	145 82%	** **	163 100%	** **	131 67%	31 68%	** **	** **	43 59%	88 71%	107 83%	** **	131 100%	** **
Partly resolved	269 22%	** **	36 22%	27 15%	** **	- -%	** **	43 22%	10 21%	** **	** **	18 25%	25 20%	19 15%	** **	- -%	** **
Not resolved at all	119 10%	** **	8 5%	4 2%	** **	- -%	** **	20 10%	4 10%	** **	** **	12 16%	8 6%	2 1%	** **	- -%	** **
Don't know	27 2%	** **	3 2%	- -%	** **	- -%	** **	3 1%	* 1%	** **	** **	- -%	3 2%	2 1%	** **	- -%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Landline telephone calls

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Completely resolved	789 66%	106 69%	** **	27 63%	56 84%	** **	86 76%	91 85%	** **	106 100%	** **
Partly resolved	269 22%	30 19%	** **	10 24%	5 8%	** **	20 17%	14 13%	** **	- -%	** **
Not resolved at all	119 10%	15 10%	** **	5 12%	4 6%	** **	6 5%	* *0%	** **	- -%	** **
Don't know	27 2%	2 1%	** **	* 1%	1 2%	** **	2 1%	1 1%	** **	- -%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
Complaint	375	134	147	94	204	171	258	56	61	190	71	73	41	158	144	72	375	-
	31%	43%	32%	22%	39%	25%	36%	26%	22%	31%	30%	37%	27%	39%	46%	15%	100%	-%
		bc	c		e		h					l		o	o		q	
Something else	796	153	313	330	313	484	436	153	208	407	161	118	110	244	156	397	-	796
	66%	49%	67%	77%	59%	72%	61%	71%	76%	66%	68%	60%	72%	59%	50%	82%	-%	96%
			a	a		d			f			k				mn		p
Don't know	33	23	4	6	12	20	20	7	5	18	6	6	3	9	10	14	-	33
	3%	7%	1%	1%	2%	3%	3%	3%	2%	3%	3%	3%	2%	2%	3%	3%	-%	4%
			bc															p

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Landline telephone calls

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r
Significance Level: 99%																			
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81
Complaint	375	187	81	203	162	190	86	**	**	190	-	89	**	97	85	71	33	**	**
	31%	23%	57%	26%	42%	31%	38%	**	**	100%	-%	23%	**	25%	41%	30%	34%	**	**
Something else	796	595	59	567	218	407	133	**	**	-	407	286	**	281	120	161	62	**	**
	66%	75%	41%	72%	56%	66%	59%	**	**	-%	96%	74%	**	72%	58%	68%	64%	**	**
		b		d		g			fg		i					q			opq
Don't know	33	17	3	19	8	18	5	**	**	-	18	12	**	12	3	6	2	**	**
	3%	2%	2%	2%	2%	3%	2%	**	**	-%	4%	3%	**	3%	1%	3%	2%	**	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Complaint	375 31%	** b	- -%	45 25%	** **	43 26%	** **	73 37%	21 46%	** **	** **	73 100%	- -%	33 26%	** **	43 33%	** **
Something else	796 66%	** **	161 96%	129 73%	** **	116 71%	** **	118 60%	24 53%	** **	** **	- -%	118 95%	94 73%	** **	87 66%	** **
Don't know	33 3%	** **	6 4%	2 1%	** **	4 2%	** **	6 3%	* 1%	** **	** **	- -%	6 5%	1 1%	** **	1 1%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Landline telephone calls

	Total	Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
Complaint	375 31%	41 27%	** **	16 38%	7 10%	** **	- -%	19 18%	** **	21 20%	** **
Something else	796 66%	110 72%	** **	25 60%	60 90%	** **	110 98%	85 80%	** **	83 78%	** **
Don't know	33 3%	3 2%	** **	1 2%	- -%	** **	3 2%	1 1%	** **	2 2%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Landline telephone calls

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797	
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493	
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829	
Once	(1.0)	624 52%	149 48%	230 50%	245 57%	270 51%	354 52%	365 51%	101 47%	158 58%	306 50%	145 61%	94 48%	79 51%	210 51%	127 41%	287 59%	132 35%	492 59%
Twice	(2.0)	300 25%	80 26%	120 26%	100 23%	141 27%	159 24%	182 26%	58 27%	60 22%	169 27%	53 22%	41 21%	37 24%	115 28%	77 25%	109 23%	100 27%	200 24%
Three times	(3.0)	136 11%	47 15%	43 9%	47 11%	60 11%	77 11%	88 12%	17 8%	32 12%	68 11%	16 7%	31 16%	21 14%	63 15%	37 12%	36 8%	65 17%	71 9%
Four times	(4.0)	44 4%	11 3%	18 4%	16 4%	23 4%	21 3%	27 4%	8 4%	9 3%	21 3%	8 3%	9 4%	7 5%	10 2%	25 8%	9 2%	28 7%	16 2%
Five times or more	(5.0)	70 6%	14 4%	42 9%	14 3%	29 5%	42 6%	40 6%	20 9%	10 4%	37 6%	11 4%	16 8%	7 4%	10 2%	36 12%	24 5%	47 13%	23 3%
Don't know		29 2%	10 3%	11 2%	8 2%	6 1%	23 3%	12 2%	11 5%	6 2%	15 2%	6 2%	6 3%	2 1%	3 1%	8 3%	18 4%	2 1%	26 3%
Answered	1175	300	453	422	523	652	703	204	268	600	233	190	152	408	303	465	373	803	
Mean number of times	1.8	1.9	1.9	1.7	1.9	1.8	1.9	2.0	1.7	1.9	1.6	2.0	1.8	1.8	2.2	1.7	2.3	1.6	
Standard deviation	1.15	1.09	1.27	1.03	1.13	1.16	1.14	1.28	1.04	1.14	1.05	1.27	1.12	.97	1.38	1.06	1.36	.94	
Standard error	.03	.06	.06	.05	.05	.05	.04	.09	.06	.07	.06	.07	.06	.04	.07	.06	.07	.03	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Landline telephone calls

	Total	Satisfaction with CS		Resolved		BT										Virgin					
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue					Complaint		Satis- fied k		Dissat- isfied ~l	Resolved		Issue			
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Yes m	No n	All o		Billing p	Fault/ repair *q	General *r			
Significance Level: 99%																					
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90		
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90		
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81		
Once	(1.0)	624 52%	504 63% b	11 8%	509 65% d	105 27%	306 50%	112 50%	** **	** **	64 34%	242 57% i	232 60%	** **	240 62% n	59 28%	145 61%	55 57%	** **	** **	
Twice	(2.0)	300 25%	200 25%	31 22%	179 23%	118 30%	169 27%	64 29%	** **	** **	53 28%	116 27%	115 30%	** **	102 26%	64 31%	53 22%	26 26%	** **	** **	
Three times	(3.0)	136 11%	62 8%	32 22% a	49 6% c	83 21%	68 11%	39 17%	** **	** **	33 17%	34 8%	28 7%	** **	21 5%	44 21% m	16 7%	7 8%	** **	** **	
Four times	(4.0)	44 4%	11 1%	12 8% a	15 2% c	28 7%	21 3%	3 1%	** **	** **	12 7%	8 2%	3 1%	** **	6 2%	13 6%	8 3%	4 4%	** **	** **	
Five times or more	(5.0)	70 6%	10 1%	49 35% a	22 3% c	49 13%	37 6%	5 2%	** **	** **	25 13% j	12 3%	2 *%	** **	10 3% m	27 13%	11 4%	2 3%	** **	** **	
Don't know		29 2%	11 1%	8 5%	15 2%	6 2%	15 2%	- -%	** **	** **	2 1%	14 3%	7 2%	** **	10 3%	2 1%	6 2%	2 2%	** **	** **	
Answered		1175	787	135	774	382	600	223	**	**	188	412	380	**	379	207	233	95	**	**	
Mean number of times		1.8	1.5	3.4 a	1.5 c	2.5	1.9	1.8	** efh	** j	2.4	1.6	1.5	** m	1.5	2.4 m	1.6	1.7	** m	** m	
Standard deviation		1.15	.80	1.39	.91	1.31	1.14	.93	**	**	1.36	.93	.71	**	.88	1.32	1.05	.98	**	**	
Standard error		.03	.03	.13	.03	.07	.07	.08	**	**	.13	.07	.05	**	.06	.13	.06	.09	**	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
Once	(1.0)	624 52%	** 67%	111 71%	** 71%	124 75%	** 75%	94 48%	21 47%	** 75%	** ghi	23 31%	71 58%	83 64%	** 64%	80 61%	** 61%
Twice	(2.0)	300 25%	** 20%	33 21%	** 21%	36 19%	** 19%	41 21%	12 26%	** 21%	** 21%	14 20%	26 21%	24 19%	** 19%	25 19%	** 19%
Three times	(3.0)	136 11%	** 6%	11 6%	** 4%	7 2%	** 2%	4 16%	9 19%	** 19%	** 19%	17 24%	14 11%	14 11%	** 11%	13 10%	** 10%
Four times	(4.0)	44 4%	** 1%	2 1%	** 2%	4 2%	** 2%	3 4%	1 3%	** 3%	** 3%	7 9%	2 2%	2 2%	** 2%	3 3%	** 3%
Five times or more	(5.0)	70 6%	** 3%	5 3%	** 1%	2 1%	** 1%	3 2%	** 2%	** 2%	** 2%	12 16%	4 3%	4 3%	** 3%	6 5%	** 5%
Don't know		29 2%	** 3%	5 3%	** 1%	2 1%	** 1%	- 3%	** 2%	** 2%	** 2%	- 5%	6 5%	2 1%	** 1%	3 2%	** 2%
Answered	1175	**	162	175	**	163	**	190	45	**	**	73	118	127	**	128	**
Mean number of times	1.8	**	1.5	1.4	**	1.4	**	2.0	1.9	**	**	2.6	1.6	1.6	**	1.7	**
Standard deviation	1.15	**	.92	.80	**	.79	**	1.27	1.06	**	**	1.44	.99	.97	**	1.08	**
Standard error	.03	**	.07	.05	**	.06	**	.07	.10	**	**	.13	.07	.07	**	.08	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Landline telephone calls

	Total	Sky										
		Issue				Complaint		Satisfaction with CS		Resolved		
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	
Significance Level: 99%												
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96	
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93	
Total	1204	154	45	42	66	41	113	106	11	106	45	
Once	(1.0)	624 52%	79 51%	** **	18 44%	40 60%	** **	67 60%	66 62%	** **	66 62%	** **
Twice	(2.0)	300 25%	37 24%	** **	13 30%	11 17%	** **	25 22%	24 22%	** **	22 21%	** **
Three times	(3.0)	136 11%	21 14%	** **	5 13%	8 12%	** **	12 11%	12 11%	** **	11 10%	** **
Four times	(4.0)	44 4%	7 5%	** **	2 6%	3 5%	** **	3 3%	1 1%	** **	3 2%	** **
Five times or more	(5.0)	70 6%	7 4%	** **	3 7%	3 4%	** **	3 2%	3 2%	** **	3 2%	** **
Don't know		29 2%	2 1%	** **	* 1%	1 2%	** **	2 2%	2 1%	** **	2 2%	** **
Answered	1175	152	**	42	65	**	111	105	**	104	**	
Mean number of times	1.8	1.8	**	2.0	1.7	**	1.6	1.6	**	1.6	**	
Standard deviation	1.15	1.12	**	1.21	1.12	**	.96	.91	**	.95	**	
Standard error	.03	.06	**	.12	.11	**	.07	.06	**	.07	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Landline telephone calls

	AGE				GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
	Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	BT	Virgin	Talk Talk	Sky	Billing	Fault/repair	General	Yes	No
Significance Level: 99%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
A lot more likely	300 25%	85 27%	93 20%	122 28%	126 24%	174 26%	170 24%	51 24%	78 29%	145 24%	64 27%	41 21%	50 32% k	94 23%	52 17%	153 32% n	74 20%	226 27%
A little more likely	222 18%	82 27% bc	71 15%	69 16%	116 22%	106 16%	146 20%	35 16%	41 15%	115 19%	55 23% k	26 13%	26 17%	92 22%	52 17%	78 16%	65 17%	157 19%
Neither more nor less likely	441 37%	88 28%	184 40% a	169 39%	178 34%	263 39%	253 35%	71 33%	117 43%	213 35%	89 37%	86 44%	53 34%	148 36%	126 41%	167 35%	112 30%	329 40% p
A little less likely	102 8%	19 6%	47 10%	37 9%	43 8%	59 9%	64 9%	22 10%	16 6%	59 10%	13 5%	17 9%	13 9%	43 10%	23 7%	36 7%	46 12%	56 7% q
A lot less likely	116 10%	25 8%	65 14% c	26 6%	55 10%	61 9%	72 10%	28 13%	16 6%	68 11%	15 6%	22 11%	11 7%	30 7%	51 16% mo	35 7%	74 20%	42 5% q
Don't know	23 2%	11 4%	6 1%	6 1%	11 2%	12 2%	10 1%	8 4%	5 2%	15 2%	3 1%	4 2%	* *%	3 1%	6 2%	14 3%	4 1%	20 2%
TOTAL MORE LIKELY	522 43% b	167 54%	163 35%	191 45%	242 46%	280 41%	317 44%	86 40%	119 44%	260 42%	119 50% k	67 34%	76 49% k	186 45% n	105 34%	231 48% n	139 37%	382 46%
TOTAL LESS LIKELY	218 18% ac	43 14%	111 24%	63 15%	98 19%	120 18%	135 19%	50 23% h	32 12%	127 21% j	27 11%	39 20% j	25 16%	73 18%	74 24%	71 15%	120 32%	98 12% q

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT										Virgin					
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing f	Fault/ repair *g	General *h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair *q	General *r	
Significance Level: 99%																				
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90	
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90	
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81	
A lot more likely	300 25%	280 35% b	3 2%	288 37% d	10 3%	145 24%	44 20%	** **	** **	36 19%	110 26%	135 35%	** **	144 37% n	2 1%	64 27%	31 32%	** **	** **	
A little more likely	222 18%	184 23% b	4 3%	162 21%	59 15%	115 19%	53 24%	** **	** **	31 16%	84 20%	94 24%	** **	85 22%	30 15%	55 23%	22 23%	** **	** **	
Neither more nor less likely	441 37%	313 39% b	20 14%	292 37%	139 36%	213 35%	83 37%	** **	** **	58 30%	155 36%	149 39%	** **	138 35%	68 33%	89 37%	31 32%	** **	** **	
A little less likely	102 8%	13 2%	19 13% a	24 3%	74 19% c	59 10%	28 13%	** **	** **	22 12%	37 9%	8 2%	** **	9 2%	47 22% m	13 5%	7 7%	** **	** **	
A lot less likely	116 10%	5 1%	91 64% a	19 2%	95 25% c	68 11%	14 6%	** **	** **	42 22% j	26 6%	- -%	** **	13 3%	53 25% m	15 6%	5 5%	** **	** **	
Don't know	23 2%	3 *%	6 4% a	3 *%	11 3% c	15 2%	2 1%	** **	** **	2 1%	14 3%	- -%	** **	- -%	8 4%	3 1%	1 1%	** **	** **	
TOTAL MORE LIKELY	522 43%	464 58% b	7 5%	451 57% d	69 18%	260 42%	97 43%	** **	** **	67 35%	194 46%	229 59%	** **	228 59% n	32 15%	119 50%	53 55%	** **	** **	
TOTAL LESS LIKELY	218 18%	18 2%	110 77% a	44 6%	169 44% c	127 21%	42 19%	** **	** **	64 34% j	63 15%	8 2%	** **	23 6%	100 48% m	27 11%	12 12%	** **	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
A lot more likely	300 25%	** **	46 28%	60 34%	** **	61 38%	** **	41 21%	10 21%	** **	** **	12 17%	28 23%	39 30%	** **	39 29%	** **
A little more likely	222 18%	** **	39 23%	46 26%	** **	42 26%	** **	26 13%	7 16%	** **	** **	6 8%	20 16%	24 18%	** **	18 14%	** **
Neither more nor less likely	441 37%	** **	69 41%	64 36%	** **	52 32%	** **	86 44%	18 40%	** **	** **	27 37%	60 48%	62 48%	** **	62 47%	** **
A little less likely	102 8%	** **	5 3%	3 2%	** **	5 3%	** **	17 9%	4 9%	** **	** **	11 15%	7 5%	* **	** **	7 5%	** **
A lot less likely	116 10%	** **	6 4%	2 1%	** **	1 *%	** **	22 11%	6 12%	** **	** **	16 22%	6 5%	3 2%	** **	4 3%	** **
Don't know	23 2%	** **	2 1%	2 1%	** **	2 1%	** **	4 2%	1 2%	** **	** **	1 2%	3 2%	2 1%	** **	1 1%	** **
TOTAL MORE LIKELY	522 43%	** **	85 51%	106 60%	** **	103 64%	** **	67 34%	17 37%	** **	** **	19 25%	48 39%	63 49%	** **	57 44%	** **
TOTAL LESS LIKELY	218 18%	** **	11 6%	5 3%	** **	5 3%	** **	39 20%	10 21%	** **	** **	26 36%	13 10%	3 2%	** **	11 8%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Landline telephone calls

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
A lot more likely	300 25%	50 32%	** **	9 21%	31 46% bc	** **	41 37% e	45 43%	** **	45 42% j	** **
A little more likely	222 18%	26 17%	** **	11 26% d	5 8% d	** **	14 12% f	20 19%	** **	17 16%	** **
Neither more nor less likely	441 37%	53 34%	** **	14 32% d	23 35%	** **	46 40% e	38 36%	** **	40 37%	** **
A little less likely	102 8%	13 9%	** **	5 11%	5 7%	** **	8 7%	2 1%	** **	3 3%	** **
A lot less likely	116 10%	11 7%	** **	4 9%	3 4%	** **	4 3% f	* *% f	** **	1 1%	** **
Don't know	23 2%	* *%	** **	* 1%	- -%	** **	* *% f	* *% f	** **	* *% f	** **
TOTAL MORE LIKELY	522 43%	76 49%	** **	20 48%	36 54%	** **	56 49%	66 62%	** **	62 58% j	** **
TOTAL LESS LIKELY	218 18%	25 16%	** **	8 19%	7 11%	** **	11 10% f	2 2%	** **	5 4%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Landline telephone calls

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue		Complaint			
	Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	BT	Virgin	Talk Talk	Sky	Billing	Fault/repair	General	Yes	No
Significance Level: 99%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Unweighted total	1204	340	450	414	546	658	695	236	273	302	300	301	301	479	365	360	407	797
Effective Weighted Sample	765	225	279	266	351	415	439	158	171	257	295	267	288	361	293	212	281	493
Total	1204	310	464	430	529	675	714	215	274	616	238	196	154	410	311	483	375	829
I would not pay much or any attention to it	151 13%	50 16%	48 10%	53 12%	70 13%	81 12%	89 12%	23 11%	40 14%	80 13%	25 11%	20 10%	25 16%	63 15%	31 10%	57 12%	48 13%	103 12%
I would look at it but would not choose a provider based on it	258 21%	76 24%	101 22%	81 19%	122 23%	136 20%	164 23%	37 17%	57 21%	116 19%	58 24%	39 20%	44 29% i	100 24%	66 21%	92 19%	74 20%	183 22%
I would look at it and bear it in mind when choosing a provider	475 39%	103 33%	191 41%	181 42%	194 37%	281 42%	280 39%	88 41%	107 39%	246 40%	97 41%	82 42%	51 33%	151 37%	126 41%	198 41%	143 38%	332 40%
I would look at it and it would be an important part in helping me to choose a provider	241 20%	54 17%	96 21%	92 21%	102 19%	139 21%	142 20%	43 20%	56 20%	133 22%	43 18%	43 22%	23 15%	74 18%	71 23%	97 20%	92 25%	149 18%
Don't Know	79 7%	28 9%	28 6%	23 5%	40 8%	39 6%	40 6%	25 12%	15 5%	41 7%	15 6%	12 6%	11 7%	22 5%	17 6%	40 8%	17 5%	62 7%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Landline telephone calls

	Satisfaction with CS		Resolved		BT					Satisfaction with CS		Resolved		Virgin							
	Satis- fied	Dissat- isfied	Yes	No	Issue		Complaint		Satis- fied	Dissat- isfied	Yes	No	Issue		Yes	No	All	Billing	Fault/ repair	General	
	a	b	c	d	All	Billing	Fault/ repair	General	Yes	No	k	~l	m	n	o	p	*q	*r			
Significance Level: 99%					e	f	*g	*h	i	j											
Unweighted total	1204	812	126	794	388	302	143	86	73	108	194	188	44	186	107	300	117	93	90		
Effective Weighted Sample	765	518	82	499	251	257	143	86	73	97	164	160	37	158	92	295	117	93	90		
Total	1204	798	143	789	388	616	223	133	260	190	426	386	88	389	208	238	97	60	81		
I would not pay much or any attention to it	151	123	6	130	21	80	37	**	**	22	58	61	**	72	8	25	11	**	**		
	13%	15%	4%	16%	5%	13%	17%	**	**	11%	14%	16%	**	19%	4%	11%	11%	**	**		
		b		d										n							
I would look at it but would not choose a provider based on it	258	193	15	182	69	116	50	**	**	35	81	84	**	80	34	58	26	**	**		
	21%	24%	10%	23%	18%	19%	22%	**	**	19%	19%	22%	**	20%	16%	24%	27%	**	**		
		b																			
I would look at it and bear it in mind when choosing a provider	475	296	60	294	177	246	84	**	**	73	172	142	**	142	101	97	35	**	**		
	39%	37%	42%	37%	45%	40%	38%	**	**	39%	40%	37%	**	36%	48%	41%	37%	**	**		
I would look at it and it would be an important part in helping me to choose a provider	241	136	55	140	98	133	37	**	**	55	78	74	**	74	57	43	20	**	**		
	20%	17%	38%	18%	25%	22%	17%	**	**	29%	18%	19%	**	19%	27%	18%	21%	**	**		
		a																			
Don't Know	79	50	7	43	23	41	14	**	**	5	36	26	**	22	9	15	4	**	**		
	7%	6%	5%	5%	6%	7%	6%	**	**	2%	9%	7%	**	6%	4%	6%	4%	**	**		

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Landline telephone calls

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Complaint		Satisfaction with CS		Resolved					
		Yes *a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No *f	All g	Billing h	Fault/ repair *i	General *j	Yes k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p
Significance Level: 99%																	
Unweighted total	1204	94	206	222	23	205	90	301	121	83	97	116	185	200	35	202	95
Effective Weighted Sample	765	92	203	218	23	202	88	267	121	83	97	100	167	178	31	179	84
Total	1204	71	167	176	19	163	72	196	45	75	75	73	123	129	24	131	63
I would not pay much or any attention to it	151 13%	** **	14 8%	22 12%	** **	22 13%	** **	20 10%	6 13%	** **	** **	8 11%	12 10%	20 16%	** **	15 12%	** **
I would look at it but would not choose a provider based on it	258 21%	** **	43 26%	49 28%	** **	43 27%	** **	39 20%	10 21%	** **	** **	12 17%	27 22%	28 21%	** **	29 22%	** **
I would look at it and bear it in mind when choosing a provider	475 39%	** **	67 40%	69 39%	** **	63 39%	** **	82 42%	19 41%	** **	** **	30 41%	52 42%	50 39%	** **	54 42%	** **
I would look at it and it would be an important part in helping me to choose a provider	241 20%	** **	33 20%	27 15%	** **	27 17%	** **	43 22%	9 19%	** **	** **	18 24%	25 20%	23 18%	** **	26 20%	** **
Don't Know	79 7%	** **	10 6%	10 6%	** **	7 5%	** **	12 6%	2 5%	** **	** **	6 8%	6 5%	8 6%	** **	7 5%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Landline telephone calls

	Total	Issue				Sky Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j
Significance Level: 99%											
Unweighted total	1204	301	98	103	100	89	212	202	24	201	96
Effective Weighted Sample	765	288	98	103	100	87	203	193	23	192	93
Total	1204	154	45	42	66	41	113	106	11	106	45
I would not pay much or any attention to it	151 13%	25 16%	** **	5 11%	11 17%	** **	18 16%	20 19%	** **	21 20%	** **
I would look at it but would not choose a provider based on it	258 21%	44 29%	** **	14 34%	17 25%	** **	32 28%	33 31%	** **	31 29%	** **
I would look at it and bear it in mind when choosing a provider	475 39%	51 33%	** **	16 38%	22 33%	** **	40 36%	35 33%	** **	35 33%	** **
I would look at it and it would be an important part in helping me to choose a provider	241 20%	23 15%	** **	5 12%	10 15%	** **	14 12%	12 12%	** **	13 12%	** **
Don't Know	79 7%	11 7%	** **	2 6%	7 10%	** **	9 8%	6 5%	** **	7 7%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
A billing, pricing or payment issue	377 21%	123 23%	159 22%	95 17%	191 22%	186 20%	248 23%	73 19%	56 16%	147 19%	104 28% ikl	60 19%	49 17%	17 23%	377 86% op	- -%	- -%
A problem with your account details, for example name and address etc.	61 3%	35 7% bc	19 3%	7 1%	32 4%	29 3%	49 5%	7 2%	4 1%	26 3%	13 3%	6 2%	13 5%	3 4%	61 14% op	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	347 19%	88 17%	144 20%	115 20%	162 19%	185 20%	227 21%	58 15%	62 18%	116 15%	103 28% il	64 21%	47 16%	17 24% i	- -%	347 51% np	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	288 16%	93 18%	108 15%	87 15%	131 15%	157 17%	181 17%	63 16%	45 13%	103 14%	55 15%	51 17%	66 22% ij	13 18%	- -%	288 43% np	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	42 2%	24 5%	14 2%	4 1%	18 2%	25 3%	29 3%	10 3%	4 1%	11 1%	11 3%	11 4%	7 2%	2 3%	- -%	42 6% np	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
A problem relating to the installation or set up of your service	210 12%	73 14%	77 11%	61 11%	108 13%	102 11%	128 12%	45 12%	37 11%	110 14%	24 6%	29 9%	41 14%	7 9%	- -%	- -%	210 31%
Or something else, a general issue	477 26%	90 17%	186 26%	200 35%	217 25%	261 28%	222 21%	124 32%	131 39%	246 32%	61 16%	87 28%	70 24%	14 19%	- -%	- -%	477 69%
			a	ab				f	f	jlm		j					no
SUMMARY CODES																	
BILLING	438 24%	158 30%	178 25%	102 18%	222 26%	215 23%	297 27%	81 21%	60 18%	173 23%	116 31%	66 21%	63 22%	19 27%	438 100%	- -%	- -%
		c	c				h				ikl			op			
FAULTS AND REPAIR	678 38%	205 39%	267 38%	206 36%	311 36%	366 39%	436 40%	130 34%	111 33%	230 30%	170 46%	126 41%	120 41%	33 45%	- -%	678 100%	- -%
											i	i	i	i		np	
GENERAL ENQUIRIES	687 38%	163 31%	263 37%	261 46%	325 38%	363 38%	351 32%	169 44%	168 50%	356 47%	85 23%	116 38%	110 38%	20 28%	- -%	- -%	687 100%
				ab				f	f	jlm		j	j				no

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
A billing, pricing or payment issue	377 21%	149 24%	227 19%	252 21%	40 18%	232 21%	143 22%	147 19%	147 85%	- -%	- -%	61 26%	86 17%	99 21%	** **	89 19%	58 21%
A problem with your account details, for example name and address etc.	61 3%	20 3%	41 3%	44 4%	6 3%	41 4%	19 3%	26 3%	26 15%	- -%	- -%	6 3%	19 4%	19 4%	** **	16 3%	10 3%
A fault with the service you are buying from them, for example total or partial failure of service	347 19%	156 25%	191 16%	195 16%	61 27%	219 19%	124 19%	116 15%	- -%	116 50%	- -%	55 23%	60 12%	49 10%	** **	71 15%	43 15%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage	288 16%	154 25%	134 11%	174 15%	43 19%	125 11%	162 25%	103 14%	- -%	103 45%	- -%	52 22%	51 10%	48 10%	** **	35 7%	68 25%
Problems with the repair service, for example it didn't happen or didn't solve the problem	42 2%	26 4%	16 1%	25 2%	7 3%	25 2%	17 3%	11 1%	- -%	11 5%	- -%	10 4%	2 *%	8 2%	** **	8 2%	3 1%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
A problem relating to the installation or set up of your service	210 12%	71 11%	139 12%	129 11%	38 17%	130 11%	77 12%	110 14% hi	- -%	- -%	110 31% ghi	40 17%	70 14%	58 12%	** **	61 13%	47 17%
Or something else, a general issue	477 26%	44 7%	433 37% a	368 31% d	31 14%	359 32% f	106 16%	246 32% hi	- -%	- -%	246 69% ghi	14 6%	232 45% k	196 41% n	** **	189 40% p	49 18%
SUMMARY CODES																	
BILLING	438 24%	169 27%	269 23%	295 25%	45 20%	273 24%	162 25%	173 23% ij	173 100% gij	- -%	- -%	68 28%	105 20%	118 25%	** **	105 22%	68 24%
FAULTS AND REPAIR	678 38%	336 54% b	342 29%	394 33% c	111 49% c	369 33%	302 47% e	230 30% hj	- -%	230 100% ghj	- -%	117 49% l	112 22%	105 22%	** ** m	114 24%	114 41% o
GENERAL ENQUIRIES	687 38%	115 19%	572 48% a	497 42% d	68 30%	488 43% f	183 28%	356 47% hi	- -%	- -%	356 100% ghi	54 23%	302 58% k	255 53%	** **	250 53% p	96 35%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
A billing, pricing or payment issue	377 21%	104 28% cd	104 89% acd	- -%	** **	41 30%	63 27%	69 26%	** **	59 24%	43 34%	60 19% mn	60 91% kmn	- -%	- -%	22 19%	37 20%	40 21%	** **	
A problem with your account details, for example name and address etc.	61 3%	13 3% c	13 11% acd	- -%	** **	8 6%	5 2%	12 4%	** **	13 5% j	- -%	6 2%	6 9% kmn	- -%	- -%	2 2%	4 2%	2 1%	** **	
A fault with the service you are buying from them, for example total or partial failure of service	347 19%	103 28% bd	- -%	103 61% abd	** **	41 30%	62 26%	72 27%	** **	74 31%	28 22%	64 21% ln	- -%	64 51% kln	- -%	34 29% p	29 15%	31 16%	** ** q	
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	288 16%	55 15% bd	- -%	55 33% abd	** **	29 21% f	26 11%	42 16%	** **	30 12%	25 20%	51 17% ln	- -%	51 40% kln	- -%	31 26% p	20 11%	31 16%	** **	
Problems with the repair service, for example it didn't happen or didn't solve the problem	42 2%	11 3%	- -%	11 7% b	** **	6 4%	6 2%	10 4%	** **	8 3%	3 3%	11 4%	- -%	11 9% ln	- -%	7 6%	4 2%	3 2%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS	
	Total	All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	
	a	b	c	*d	e	f	g	~h	i	j	k	l	m	n	o	p	q	*r		
Significance Level: 99%	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Unweighted total	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Effective Weighted Sample	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
A problem relating to the installation or set up of your service	210	24	-	-	**	8	16	12	**	14	10	29	-	-	29	8	21	20	**	
	12%	6%	-%	-%	**	6%	7%	5%	**	6%	8%	9%	-%	-%	25%	7%	11%	10%	**	
		bc			abc							lm			klm					
Or something else, a general issue	477	61	-	-	**	4	57	47	**	44	16	87	-	-	87	13	75	64	**	
	26%	16%	-%	-%	**	3%	24%	18%	**	18%	13%	28%	-%	-%	75%	11%	39%	33%	**	
		bc			abc		e					lm			klm	o	r			
SUMMARY CODES																				
BILLING	438	116	116	-	**	49	68	80	**	72	43	66	66	-	-	24	42	42	**	
	24%	31%	100%	-%	**	36%	29%	31%	**	30%	34%	21%	100%	-%	-%	21%	22%	22%	**	
		cd	acd									mn	kmn							
FAULTS AND REPAIR	678	170	-	170	**	76	93	124	**	112	56	126	-	126	-	72	54	66	**	
	38%	46%	-%	100%	**	56%	40%	47%	**	46%	45%	41%	-%	100%	-%	61%	28%	34%	**	
		bd		abd		f						ln		klm		p			q	
GENERAL ENQUIRIES	687	85	-	-	**	12	73	59	**	58	26	116	-	-	116	21	96	84	**	
	38%	23%	-%	-%	**	9%	31%	22%	**	24%	21%	38%	-%	-%	100%	18%	50%	44%	**	
		bc			abc		e					lm			klm	o	r			

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
A billing, pricing or payment issue	377 21%	41 23%	19 15%	49 17% ef	49 79% cef	- -%	- -%	19 19%	30 16%	31 15%	** **	32 16%	17 18%	17 23% op	** ** mop	** **	** **	** **	11 23%
A problem with your account details, for example name and address etc.	61 3%	1 1%	5 4%	13 5% e	13 21% cef	- -%	- -%	2 2%	12 6%	8 4%	** **	9 5%	4 4%	3 4% mop	** **	** **	** **	** **	1 2%
A fault with the service you are buying from them, for example total or partial failure of service	347 19%	32 18%	30 24%	47 16% df	- -%	47 39% cdf	- -%	18 18%	29 15%	33 16%	** **	29 15%	18 19%	17 24% np	** **	** ** mnp	** **	** **	11 23%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	288 16%	20 11%	30 24% a	66 22% df	- -%	66 55% cdf	- -%	34 33% h	31 17%	46 22%	** **	36 18%	29 32% k	13 18% np	** **	** ** mnp	** **	** ** r	6 12%
Problems with the repair service, for example it didn't happen or didn't solve the problem	42 2%	4 2%	7 6%	7 2%	- -%	7 6% f	- -%	3 3%	3 2%	4 2%	** **	4 2%	2 2%	2 3%	** **	** **	** **	** **	1 2%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Total	Talk Talk			Sky								Orange						
		Resolved		No	Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint		
		Yes			All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/repair	General	Yes
a	b	c	d	e	f	g	h	i	~j	k	l	m	n	o	p	q	r		
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
A problem relating to the installation or set up of your service	210 12%	21 12%	7 6%	41 14% de	- -%	- -%	41 37% cde	14 13%	27 14%	35 17%	** **	30 15%	11 11%	7 9% o	** **	** **	** ** mno	** **	5 11%
Or something else, a general issue	477 26%	59 33% b	25 21%	70 24% de	- -%	- -%	70 63% cde	13 12%	57 30% g	51 25%	** **	56 28% l	13 13%	14 19% no	** **	** **	** ** mno	** **	13 26% q
SUMMARY CODES																			
BILLING	438 24%	42 24%	24 19%	63 22% ef	63 100% cef	- -%	- -%	21 20%	42 22%	40 19%	** **	41 21%	21 22%	19 27% op	** ** mop	** **	** **	** **	12 25%
FAULTS AND REPAIR	678 38%	56 31%	67 54% a	120 41% df	- -%	120 100% cdf	- -%	56 54% h	64 33%	83 40%	** **	70 35%	49 53% k	33 45% np	** ** mnp	** **	** **	** **	18 38% r
GENERAL ENQUIRIES	687 38%	80 45% b	33 26%	110 38% de	- -%	- -%	110 100% cde	26 25%	84 44% g	86 41%	** **	86 44% l	23 25%	20 28% no	** **	** **	** ** mno	** **	18 37% q

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
A billing, pricing or payment issue	377 21%	13 28%	**	11 25%	**
A problem with your account details, for example name and address etc.	61 3%	2 4%	**	2 4%	**
A fault with the service you are buying from them, for example total or partial failure of service	347 19%	10 23%	**	12 28%	**
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	288 16%	7 15%	**	4 9%	**
Problems with the repair service, for example it didn't happen or didn't solve the problem	42 2%	* 1%	**	1 2%	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS		Resolved		
	Satisfied a	Dissatisfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
A problem relating to the installation or set up of your service	210	4	**	4	**
	12%	8%	**	9%	**
Or something else, a general issue	477	10	**	10	**
	26%	21%	**	22%	**
SUMMARY CODES					
BILLING	438	15	**	13	**
	24%	33%	**	29%	**
FAULTS AND REPAIR	678	17	**	17	**
	38%	38%	**	39%	**
GENERAL ENQUIRIES	687	13	**	14	**
	38%	29%	**	32%	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT i	Virgin j	Talk Talk k	Sky l	Orange *m	Billing n	Yes o	No p
Significance Level: 99%																	
Unweighted total	477	177	188	112	246	231	311	95	71	107	100	106	112	52	477	179	298
Effective Weighted Sample	384	142	154	88	198	186	254	77	54	107	100	106	112	52	384	145	239
Total	438	158	178	102	222	215	297	81	60	173	116	66	63	19	438	169	269
Bill was a lot higher than expected	88 20%	34 21%	33 19%	22 21%	46 21%	42 20%	61 21%	** **	** **	39 22%	22 19%	9 14%	15 23%	** **	88 20%	43 26%	45 17%
Payment issues (including setting up/making a payment, non-direct debit charges)	73 17%	31 20%	28 16%	13 13%	32 15%	40 19%	49 16%	** **	** **	24 14%	22 19%	13 20%	9 14%	** **	73 17%	24 14%	48 18%
Account details (name, address, tariff, package etc.)	52 12%	24 15%	19 11%	9 9%	27 12%	25 12%	42 14%	** **	** **	19 11%	14 12%	9 14%	8 13%	** **	52 12%	12 7%	40 15%
Bill contained items I shouldn't have been charged for	39 9%	13 8%	22 13%	4 4%	17 8%	22 10%	30 10%	** **	** **	18 10%	7 6%	5 8%	7 12%	** **	39 9%	24 14%	15 6%
Bill was inaccurate	37 8%	12 8%	18 10%	6 6%	19 9%	18 8%	30 10%	** **	** **	13 7%	12 10%	7 10%	4 7%	** **	37 8%	23 14%	14 5%
Needed help to understand the bill	31 7%	19 12%	10 6%	2 2%	18 8%	13 6%	24 8%	** **	** **	11 7%	9 8%	5 8%	4 6%	** **	31 7%	8 5%	23 8%
Getting a refund, credit note or cashback	28 6%	12 7%	7 4%	9 9%	17 7%	11 5%	17 6%	** **	** **	10 6%	6 5%	6 9%	3 4%	** **	28 6%	11 7%	17 6%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	BT i	Virgin j	Talk Talk k	Sky l	Orange *m	Billing n	Yes o	No p
Significance Level: 99%																	
Unweighted total	477	177	188	112	246	231	311	95	71	107	100	106	112	52	477	179	298
Effective Weighted Sample	384	142	154	88	198	186	254	77	54	107	100	106	112	52	384	145	239
Total	438	158	178	102	222	215	297	81	60	173	116	66	63	19	438	169	269
The format of the bill	17 4%	7 4%	10 6%	- -%	8 4%	8 4%	13 4%	** **	** **	8 5%	5 4%	1 2%	2 4%	** **	17 4%	6 4%	10 4%
A different issue	73 17%	7 4%	30 17%	37 36%	38 17%	35 16%	31 10%	** **	** **	31 18%	20 17%	10 15%	11 17%	** **	73 17%	16 10%	57 21%
			a	ab				f	f								o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All m	Billing n	Yes ~o	No *p	Satis- fied *q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	477	321	48	302	172	107	107	42	65	73	11	65	42	100	100	42	58	69	11
Effective Weighted Sample	384	258	39	242	139	107	107	42	65	73	11	65	42	100	100	42	58	69	11
Total	438	295	45	273	162	173	173	68	105	118	18	105	68	116	116	49	68	80	13
Bill was a lot higher than expected	88 20%	48 16%	** **	44 16%	44 27%	39 22%	39 22%	** **	** **	** **	** **	** **	** **	22 19%	22 19%	** **	** **	** **	** **
Payment issues (including setting up/making a payment, non-direct debit charges)	73 17%	53 18%	** **	47 17%	25 16%	24 14%	24 14%	** **	** **	** **	** **	** **	** **	22 19%	22 19%	** **	** **	** **	** **
Account details (name, address, tariff, package etc.)	52 12%	44 15%	** **	42 15%	10 6%	19 11%	19 11%	** **	** **	** **	** **	** **	** **	14 12%	14 12%	** **	** **	** **	** **
Bill contained items I shouldn't have been charged for	39 9%	29 10%	** **	22 8%	17 10%	18 10%	18 10%	** **	** **	** **	** **	** **	** **	7 6%	7 6%	** **	** **	** **	** **
Bill was inaccurate	37 8%	24 8%	** **	22 8%	15 9%	13 7%	13 7%	** **	** **	** **	** **	** **	** **	12 10%	12 10%	** **	** **	** **	** **
Needed help to understand the bill	31 7%	18 6%	** **	19 7%	12 7%	11 7%	11 7%	** **	** **	** **	** **	** **	** **	9 8%	9 8%	** **	** **	** **	** **
Getting a refund, credit note or cashback	28 6%	18 6%	** **	18 6%	10 6%	10 6%	10 6%	** **	** **	** **	** **	** **	** **	6 5%	6 5%	** **	** **	** **	** **
The format of the bill	17 4%	13 4%	** **	12 5%	4 3%	8 5%	8 5%	** **	** **	** **	** **	** **	** **	5 4%	5 4%	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All m	Billing n	Yes ~o	No *p	Satis- fied *q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	477	321	48	302	172	107	107	42	65	73	11	65	42	100	100	42	58	69	11
Effective Weighted Sample	384	258	39	242	139	107	107	42	65	73	11	65	42	100	100	42	58	69	11
Total	438	295	45	273	162	173	173	68	105	118	18	105	68	116	116	49	68	80	13
A different issue	73 17%	49 16%	**	48 17%	24 15%	31 18%	31 18%	**	**	**	**	**	**	20 17%	20 17%	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Virgin		Talk Talk								Sky									
		Resolved		Issue		Complaint		Satisfaction with CS				Resolved		Issue		Complaint		Satisfaction with CS			
		Yes *a	No ~b	All c	Billing d	Yes ~e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	Billing l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r		
Unweighted total	477	62	37	106	106	39	67	68	13	68	38	112	112	37	75	71	10	73	37		
Effective Weighted Sample	384	62	37	106	106	39	67	68	13	68	38	112	112	37	75	71	10	73	37		
Total	438	72	43	66	66	24	42	42	8	42	24	63	63	21	42	40	6	41	21		
Bill was a lot higher than expected	88 20%	** **	** **	9 14%	9 14%	** **	** **	** **	** **	** **	** **	15 23%	15 23%	** **	** **	** **	** **	** **	** **		
Payment issues (including setting up/making a payment, non-direct debit charges)	73 17%	** **	** **	13 20%	13 20%	** **	** **	** **	** **	** **	** **	9 14%	9 14%	** **	** **	** **	** **	** **	** **		
Account details (name, address, tariff, package etc.)	52 12%	** **	** **	9 14%	9 14%	** **	** **	** **	** **	** **	** **	8 13%	8 13%	** **	** **	** **	** **	** **	** **		
Bill contained items I shouldn't have been charged for	39 9%	** **	** **	5 8%	5 8%	** **	** **	** **	** **	** **	** **	7 12%	7 12%	** **	** **	** **	** **	** **	** **		
Bill was inaccurate	37 8%	** **	** **	7 10%	7 10%	** **	** **	** **	** **	** **	** **	4 7%	4 7%	** **	** **	** **	** **	** **	** **		
Needed help to understand the bill	31 7%	** **	** **	5 8%	5 8%	** **	** **	** **	** **	** **	** **	4 6%	4 6%	** **	** **	** **	** **	** **	** **		
Getting a refund, credit note or cashback	28 6%	** **	** **	6 9%	6 9%	** **	** **	** **	** **	** **	** **	3 4%	3 4%	** **	** **	** **	** **	** **	** **		
The format of the bill	17 4%	** **	** **	1 2%	1 2%	** **	** **	** **	** **	** **	** **	2 4%	2 4%	** **	** **	** **	** **	** **	** **		

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Virgin				Talk Talk								Sky									
	Resolved		Issue		Complaint		Satisfaction with CS				Resolved		Issue		Complaint		Satisfaction with CS				Resolved	
	Yes	No	All	Billing	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Yes	No	Satis- fied	Dissat- isfied	Yes	No				
Total	*a	~b	c	d	~e	*f	*g	~h	*i	~j	k	l	~m	*n	*o	~p	*q	~r				
Significance Level: 99%																						
Unweighted total	477	62	37	106	106	39	67	68	13	68	38	112	112	37	75	71	10	73	37			
Effective Weighted Sample	384	62	37	106	106	39	67	68	13	68	38	112	112	37	75	71	10	73	37			
Total	438	72	43	66	66	24	42	42	8	42	24	63	63	21	42	40	6	41	21			
A different issue	73 17%	**	**	10 15%	10 15%	**	**	**	**	**	**	11 17%	11 17%	**	**	**	**	**	**			

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Orange							
		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	Billing *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h
Significance Level: 99%									
Unweighted total	477	52	52	19	33	40	3	34	18
Effective Weighted Sample	384	52	52	19	33	40	3	34	18
Total	438	19	19	7	12	15	1	13	7
Bill was a lot higher than expected	88 20%	**	**	**	**	**	**	**	**
Payment issues (including setting up/making a payment, non-direct debit charges)	73 17%	**	**	**	**	**	**	**	**
Account details (name, address, tariff, package etc.)	52 12%	**	**	**	**	**	**	**	**
Bill contained items I shouldn't have been charged for	39 9%	**	**	**	**	**	**	**	**
Bill was inaccurate	37 8%	**	**	**	**	**	**	**	**
Needed help to understand the bill	31 7%	**	**	**	**	**	**	**	**
Getting a refund, credit note or cashback	28 6%	**	**	**	**	**	**	**	**
The format of the bill	17 4%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Orange								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All *a	Billing *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%									
Unweighted total	477	52	52	19	33	40	3	34	18
Effective Weighted Sample	384	52	52	19	33	40	3	34	18
Total	438	19	19	7	12	15	1	13	7
A different issue	73 17%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Fault/ repair n	Yes o	No p
Significance Level: 99%																	
Unweighted total	785	245	308	232	365	420	487	163	135	145	209	168	175	88	785	385	400
Effective Weighted Sample	665	214	260	193	310	355	412	141	114	145	209	168	175	88	665	327	339
Total	678	205	267	206	311	366	436	130	111	230	170	126	120	33	678	336	342
Connection speed too slow	284 42%	93 46%	111 41%	80 39%	137 44%	147 40%	186 43%	62 47%	37 33%	97 42%	64 38%	49 39%	61 51%	** **	284 42%	156 46%	128 38%
Arranging an appointment for an engineer visit	85 13%	32 16%	35 13%	19 9%	37 12%	49 13%	62 14%	13 10%	11 10%	27 12%	28 17%	18 14%	10 9%	** **	85 13%	35 11%	50 15%
Time taken to repair a fault	79 12%	33 16%	27 10%	19 9%	36 12%	42 12%	50 11%	18 14%	11 10%	29 12%	19 11%	14 11%	14 11%	** **	79 12%	47 14%	32 9%
Poor line quality	19 3%	5 3%	11 4%	3 2%	9 3%	11 3%	11 2%	6 5%	2 2%	6 3%	6 3%	4 3%	3 3%	** **	19 3%	11 3%	8 2%
Complaining about an engineer	10 2%	9 4%	1 *% bc	1 *% a	6 2%	5 1%	10 2%	1 1%	- -%	3 1%	2 1%	2 2%	3 3%	** **	10 2%	5 2%	5 2%
Problems with voice over internet (VOIP) telephone calls	9 1%	6 3%	2 1%	- -%	2 1%	7 2%	9 2%	- -%	- -%	5 2%	1 *%	1 1%	2 2%	** **	9 1%	2 1%	6 2%
Poor reception/coverage	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	** **	1 *%	- -%	1 *%
A different issue	190 28%	26 13%	81 30%	83 40%	84 27%	107 29%	110 25%	31 24%	49 44%	63 28%	50 29%	37 30%	25 21%	** **	190 28%	79 23%	112 33%
			a	a				fg						il			o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	All e	Fault/ repair f	Yes *g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No *l	All m	Fault/ repair n	Yes *o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	785	474	120	432	345	145	145	74	71	66	34	72	72	209	209	94	115	152	15
Effective Weighted Sample	665	411	98	370	289	145	145	74	71	66	34	72	72	209	209	94	115	152	15
Total	678	394	111	369	302	230	230	117	112	105	54	114	114	170	170	76	93	124	12
Connection speed too slow	284 42%	168 43%	40 36%	122 33%	162 54%	97 42%	97 42%	**	**	**	**	**	**	64 38%	64 38%	**	28 30%	45 36%	**
Arranging an appointment for an engineer visit	85 13%	49 12%	17 15%	58 16%	27 9%	27 12%	27 12%	**	**	**	**	**	**	28 17%	28 17%	**	18 19%	23 18%	**
Time taken to repair a fault	79 12%	39 10%	18 16%	48 13%	30 10%	29 12%	29 12%	**	**	**	**	**	**	19 11%	19 11%	**	11 12%	12 10%	**
Poor line quality	19 3%	13 3%	1 1%	11 3%	7 2%	6 3%	6 3%	**	**	**	**	**	**	6 3%	6 3%	**	2 3%	5 4%	**
Complaining about an engineer	10 2%	10 2%	- -%	8 2%	2 1%	3 1%	3 1%	**	**	**	**	**	**	2 1%	2 1%	**	1 1%	2 1%	**
Problems with voice over internet (VOIP) telephone calls	9 1%	8 2%	- -%	6 2%	3 1%	5 2%	5 2%	**	**	**	**	**	**	1 *%	1 *%	**	1 1%	1 1%	**
Poor reception/coverage	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	**	**	**	**	**	**	1 *%	1 *%	**	1 1%	1 1%	**
A different issue	190 28%	108 27%	35 32%	114 31%	72 24%	63 28%	63 28%	**	**	**	**	**	**	50 29%	50 29%	**	31 33%	36 29%	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Virgin		Talk Talk								Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No *b	All c	Fault/ repair d	Yes *e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No *j	All k	Fault/ repair l	Yes *m	No *n	Satis- fied o	Dissat- isfied ~p	Yes q	No *r
Unweighted total	785	138	69	168	168	96	72	88	38	75	90	175	175	82	93	121	14	102	72
Effective Weighted Sample	665	138	69	168	168	96	72	88	38	75	90	175	175	82	93	121	14	102	72
Total	678	112	56	126	126	72	54	66	28	56	67	120	120	56	64	83	10	70	49
Connection speed too slow	284 42%	36 32%	** a	49 39%	49 39%	**	**	**	**	**	**	61 51%	61 51%	**	**	41 50%	**	32 46%	**
Arranging an appointment for an engineer visit	85 13%	22 20%	**	18 14%	18 14%	**	**	**	**	**	**	10 9%	10 9%	**	**	8 9%	**	7 10%	**
Time taken to repair a fault	79 12%	11 10%	**	14 11%	14 11%	**	**	**	**	**	**	14 11%	14 11%	**	**	10 12%	**	10 14%	**
Poor line quality	19 3%	5 4%	**	4 3%	4 3%	**	**	**	**	**	**	3 3%	3 3%	**	**	1 1%	**	1 2%	**
Complaining about an engineer	10 2%	2 1%	**	2 2%	2 2%	**	**	**	**	**	**	3 3%	3 3%	**	**	3 3%	**	2 3%	**
Problems with voice over internet (VOIP) telephone calls	9 1%	1 1%	**	1 1%	1 1%	**	**	**	**	**	**	2 2%	2 2%	**	**	2 2%	**	- -%	**
Poor reception/coverage	1 *%	1 1%	**	- -%	- -%	**	**	**	**	**	**	- -%	- -%	**	**	- -%	**	- -%	**
A different issue	190 28%	35 31%	**	37 30%	37 30%	**	**	**	**	**	**	25 21%	25 21%	**	**	19 23%	**	18 25%	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Orange							
		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	Fault/ repair *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h
Significance Level: 99%									
Unweighted total	785	88	88	39	49	47	19	45	42
Effective Weighted Sample	665	88	88	39	49	47	19	45	42
Total	678	33	33	14	18	17	7	17	16
Connection speed too slow	284 42%	**	**	**	**	**	**	**	**
Arranging an appointment for an engineer visit	85 13%	**	**	**	**	**	**	**	**
Time taken to repair a fault	79 12%	**	**	**	**	**	**	**	**
Poor line quality	19 3%	**	**	**	**	**	**	**	**
Complaining about an engineer	10 2%	**	**	**	**	**	**	**	**
Problems with voice over internet (VOIP) telephone calls	9 1%	**	**	**	**	**	**	**	**
Poor reception/coverage	1 *%	**	**	**	**	**	**	**	**
A different issue	190 28%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?**

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue		Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin *j	Talk Talk k	Sky l	Orange *m	General n	Yes *o	No p
Significance Level: 99%																	
Unweighted total	541	147	190	204	263	278	268	141	132	152	92	128	114	55	541	93	448
Effective Weighted Sample	418	116	150	156	204	215	209	110	100	152	92	128	114	55	418	73	345
Total	687	163	263	261	325	363	351	169	168	356	85	116	110	20	687	115	572
Change to your package or service (upgrading or downgrading your service)	218 32%	37 22%	92 35%	90 34%	102 31%	116 32%	103 29%	53 32%	62 37%	117 33%	** **	43 37%	27 25%	** **	218 32%	** **	204 36% o
Technical enquiry about the service	116 17%	24 15%	44 17%	48 18%	51 16%	65 18%	61 17%	29 17%	26 16%	58 16%	** **	22 19%	22 20%	** **	116 17%	** **	89 16%
Arranging an installation	71 10%	19 12%	26 10%	26 10%	24 7%	47 13%	45 13%	16 10%	10 6%	37 11%	** **	5 5%	13 11%	** **	71 10%	** **	62 11%
Buying your service	61 9%	17 10%	22 8%	22 9%	35 11%	26 7%	34 10%	8 5%	19 11%	42 12%	** **	5 4%	10 9%	** **	61 9%	** **	55 10%
Time taken to install the service	34 5%	19 12% bc	9 3%	6 2%	16 5%	18 5%	18 5%	11 6%	5 3%	21 6%	** **	4 3%	6 5%	** **	34 5%	** **	12 2% p
General issues with customer service	28 4%	6 4%	11 4%	11 4%	17 5%	11 3%	17 5%	4 2%	7 4%	9 3%	** **	6 5%	6 5%	** **	28 4%	** **	18 3%
Enquiring or complaining about the terms of your contract	18 3%	4 3%	9 3%	5 2%	13 4%	5 1%	7 2%	8 5%	3 2%	9 3%	** **	5 4%	3 3%	** **	18 3%	** **	13 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue		Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin *j	Talk Talk k	Sky l	Orange *m	General n	Yes *o	No p
Significance Level: 99%																	
Unweighted total	541	147	190	204	263	278	268	141	132	152	92	128	114	55	541	93	448
Effective Weighted Sample	418	116	150	156	204	215	209	110	100	152	92	128	114	55	418	73	345
Total	687	163	263	261	325	363	351	169	168	356	85	116	110	20	687	115	572
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	13 2%	4 3%	6 2%	3 1%	4 1%	9 2%	7 2%	4 2%	2 1%	7 2%	** **	2 2%	3 3%	** **	13 2%	** **	11 2%
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	4 2%	4 2%	3 1%	5 1%	6 2%	6 2%	2 1%	2 1%	5 1%	** **	- -%	4 4%	** **	11 2%	** **	8 1%
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	5 3%	4 2%	1 *%	5 2%	5 1%	6 2%	3 2%	1 1%	2 1%	** **	4 3%	2 2%	** **	10 2%	** **	10 2%
Damage to property during installation or repair	5 1%	4 2%	1 *%	- -%	4 1%	1 *%	4 1%	1 1%	- -%	- -%	** **	- -%	1 1%	** **	5 1%	** **	3 *%
Mis-selling	3 *%	1 1%	1 *%	1 *%	3 1%	- -%	1 *%	1 1%	1 1%	- -%	** **	1 1%	2 2%	** **	3 *%	** **	* *%
A different issue	100 15%	19 12%	36 14%	45 17%	46 14%	54 15%	42 12%	28 16%	30 18%	47 13%	** **	21 18%	13 11%	** **	100 15%	** **	85 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	General f	Yes ~g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No ~l	All *m	General *n	Yes ~o	No *p	Satis- fied *q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	541	390	50	384	144	152	152	23	129	109	17	107	41	92	92	13	79	64	10
Effective Weighted Sample	418	303	39	298	111	152	152	23	129	109	17	107	41	92	92	13	79	64	10
Total	687	497	68	488	183	356	356	54	302	255	40	250	96	85	85	12	73	59	9
Change to your package or service (upgrading or downgrading your service)	218	178	**	182	35	117	117	**	112	98	**	103	**	**	**	**	**	**	**
	32%	36%	**	37%	19%	33%	33%	**	37%	39%	**	41%	**	**	**	**	**	**	**
		b		d															
Technical enquiry about the service	116	77	**	74	42	58	58	**	47	35	**	30	**	**	**	**	**	**	**
	17%	16%	**	15%	23%	16%	16%	**	16%	14%	**	12%	**	**	**	**	**	**	**
Arranging an installation	71	55	**	52	19	37	37	**	35	28	**	26	**	**	**	**	**	**	**
	10%	11%	**	11%	10%	11%	11%	**	12%	11%	**	10%	**	**	**	**	**	**	**
Buying your service	61	51	**	45	13	42	42	**	37	35	**	30	**	**	**	**	**	**	**
	9%	10%	**	9%	7%	12%	12%	**	12%	14%	**	12%	**	**	**	**	**	**	**
Time taken to install the service	34	11	**	15	16	21	21	**	7	7	**	9	**	**	**	**	**	**	**
	5%	2%	**	3%	9%	6%	6%	**	2%	3%	**	4%	**	**	**	**	**	**	**
			a																
General issues with customer service	28	18	**	20	7	9	9	**	5	7	**	5	**	**	**	**	**	**	**
	4%	4%	**	4%	4%	3%	3%	**	2%	3%	**	2%	**	**	**	**	**	**	**
Enquiring or complaining about the terms of your contract	18	7	**	9	9	9	9	**	7	2	**	5	**	**	**	**	**	**	**
	3%	1%	**	2%	5%	3%	3%	**	2%	1%	**	2%	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	BT										Virgin								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	General f	Yes ~g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No ~l	All *m	General *n	Yes ~o	No *p	Satis- fied *q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	541	390	50	384	144	152	152	23	129	109	17	107	41	92	92	13	79	64	10
Effective Weighted Sample	418	303	39	298	111	152	152	23	129	109	17	107	41	92	92	13	79	64	10
Total	687	497	68	488	183	356	356	54	302	255	40	250	96	85	85	12	73	59	9
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	13 2%	7 1%	** **	6 1%	5 3%	7 2%	7 2%	** **	7 2%	5 2%	** **	5 2%	** **	** **	** **	** **	** **	** **	** **
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	7 1%	** **	5 1%	6 3%	5 1%	5 1%	** **	5 2%	2 1%	** **	2 1%	** **	** **	** **	** **	** **	** **	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	8 2%	** **	7 2%	2 1%	2 1%	2 1%	** **	2 1%	2 1%	** **	2 1%	** **	** **	** **	** **	** **	** **	** **
Damage to property during installation or repair	5 1%	3 1%	** **	4 1%	1 1%	- -%	- -%	** **	- -%	- -%	** **	- -%	** **	** **	** **	** **	** **	** **	** **
Mis-selling	3 *%	2 *%	** **	1 *%	2 1%	- -%	- -%	** **	- -%	- -%	** **	- -%	** **	** **	** **	** **	** **	** **	** **
A different issue	100 15%	73 15%	** **	69 14%	27 15%	47 13%	47 13%	** **	37 12%	33 13%	** **	33 13%	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Virgin		Talk Talk								Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	General d	Yes ~e	No f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	General l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Significance Level: 99%																			
Unweighted total	541	63	28	128	128	23	105	92	11	88	36	114	114	27	87	89	8	89	24
Effective Weighted Sample	418	63	28	128	128	23	105	92	11	88	36	114	114	27	87	89	8	89	24
Total	687	58	26	116	116	21	96	84	10	80	33	110	110	26	84	86	8	86	23
Change to your package or service (upgrading or downgrading your service)	218 32%	** **	** **	43 37%	43 37%	** **	38 40%	** **	** **	** **	** **	27 25%	27 25%	** **	** **	** **	** **	** **	** **
Technical enquiry about the service	116 17%	** **	** **	22 19%	22 19%	** **	15 16%	** **	** **	** **	** **	22 20%	22 20%	** **	** **	** **	** **	** **	** **
Arranging an installation	71 10%	** **	** **	5 5%	5 5%	** **	4 4%	** **	** **	** **	** **	13 11%	13 11%	** **	** **	** **	** **	** **	** **
Buying your service	61 9%	** **	** **	5 4%	5 4%	** **	5 5%	** **	** **	** **	** **	10 9%	10 9%	** **	** **	** **	** **	** **	** **
Time taken to install the service	34 5%	** **	** **	4 3%	4 3%	** **	1 1%	** **	** **	** **	** **	6 5%	6 5%	** **	** **	** **	** **	** **	** **
General issues with customer service	28 4%	** **	** **	6 5%	6 5%	** **	5 5%	** **	** **	** **	** **	6 5%	6 5%	** **	** **	** **	** **	** **	** **
Enquiring or complaining about the terms of your contract	18 3%	** **	** **	5 4%	5 4%	** **	3 3%	** **	** **	** **	** **	3 3%	3 3%	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Total	Virgin		Talk Talk								Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	General d	Yes ~e	No f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	General l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Unweighted total	541	63	28	128	128	23	105	92	11	88	36	114	114	27	87	89	8	89	24
Effective Weighted Sample	418	63	28	128	128	23	105	92	11	88	36	114	114	27	87	89	8	89	24
Total	687	58	26	116	116	21	96	84	10	80	33	110	110	26	84	86	8	86	23
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	13 2%	** **	** **	2 2%	2 2%	** **	2 2%	** **	** **	** **	** **	3 3%	3 3%	** **	** **	** **	** **	** **	** **
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	** **	** **	- -%	- -%	** **	- -%	** **	** **	** **	** **	4 4%	4 4%	** **	** **	** **	** **	** **	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	** **	** **	4 3%	4 3%	** **	4 4%	** **	** **	** **	** **	2 2%	2 2%	** **	** **	** **	** **	** **	** **
Damage to property during installation or repair	5 1%	** **	** **	- -%	- -%	** **	- -%	** **	** **	** **	** **	1 1%	1 1%	** **	** **	** **	** **	** **	** **
Mis-selling	3 *%	** **	** **	1 1%	1 1%	** **	- -%	** **	** **	** **	** **	2 2%	2 2%	** **	** **	** **	** **	** **	** **
A different issue	100 15%	** **	** **	21 18%	21 18%	** **	20 21%	** **	** **	** **	** **	13 11%	13 11%	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Orange								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All *a	General *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	541	55	55	7	48	36	4	37	15
Effective Weighted Sample	418	55	55	7	48	36	4	37	15
Total	687	20	20	3	18	13	1	14	6
Change to your package or service (upgrading or downgrading your service)	218 32%	**	**	**	**	**	**	**	**
Technical enquiry about the service	116 17%	**	**	**	**	**	**	**	**
Arranging an installation	71 10%	**	**	**	**	**	**	**	**
Buying your service	61 9%	**	**	**	**	**	**	**	**
Time taken to install the service	34 5%	**	**	**	**	**	**	**	**
General issues with customer service	28 4%	**	**	**	**	**	**	**	**
Enquiring or complaining about the terms of your contract	18 3%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Broadband internet

	Orange								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All *a	General *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	541	55	55	7	48	36	4	37	15
Effective Weighted Sample	418	55	55	7	48	36	4	37	15
Total	687	20	20	3	18	13	1	14	6
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	13 2%	**	**	**	**	**	**	**	**
Switching issues (e.g. problems trying to switch or switched without permission)	11 2%	**	**	**	**	**	**	**	**
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	10 2%	**	**	**	**	**	**	**	**
Damage to property during installation or repair	5 1%	**	**	**	**	**	**	**	**
Mis-selling	3 *%	**	**	**	**	**	**	**	**
A different issue	100 15%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																		
Unweighted total	1428	431	561	436	685	743	846	313	269	377	349	354	348	369	620	439	523	905
Effective Weighted Sample	1156	356	453	353	557	600	689	253	215	364	341	347	333	309	545	359	438	725
Total	1561	425	628	508	739	822	928	328	305	712	322	271	255	367	576	618	529	1032
1 Extremely dissatisfied (1.0)	41 3%	7 2%	20 3%	13 3%	24 3%	17 2%	27 3%	6 2%	8 3%	17 2%	9 3%	11 4%	5 2%	11 3%	22 4%	8 1%	25 5%	16 2%
2 (2.0)	22 1%	9 2%	11 2%	3 1%	12 2%	10 1%	15 2%	6 2%	1 *	7 1%	5 2%	7 3%	2 1%	6 2%	10 2%	6 1%	18 3%	4 *
3 (3.0)	54 3%	7 2%	33 5% a	13 3%	28 4%	25 3%	38 4%	11 3%	5 2%	24 3%	15 5%	9 3%	6 2%	20 5%	22 4%	12 2%	29 5%	24 2%
4 (4.0)	65 4%	23 5%	22 4%	20 4%	33 4%	32 4%	41 4%	11 3%	13 4%	26 4%	15 5%	13 5%	11 4%	18 5%	25 4%	22 4%	34 7%	31 3%
5 (5.0)	115 7%	45 11% c	49 8%	21 4%	51 7%	64 8%	67 7%	35 11% h	12 4%	53 7%	20 6%	20 8%	22 8%	27 7%	48 8%	40 6%	50 9%	64 6%
6 (6.0)	146 9%	41 10%	68 11%	36 7%	62 8%	83 10%	85 9%	36 11%	25 8%	64 9%	27 8%	26 9%	29 11%	36 10%	64 11%	45 7%	68 13%	77 8%
7 (7.0)	222 14%	79 19% c	99 16% c	45 9%	101 14%	121 15%	154 17% h	41 13%	27 9%	88 12%	48 15%	46 17%	40 16%	55 15%	80 14%	88 14%	73 14%	148 14%
8 (8.0)	360 23%	106 25%	132 21%	122 24%	175 24%	185 23%	218 23%	72 22%	71 23%	191 27%	62 19%	55 20%	52 20%	96 26%	123 21%	141 23%	97 18%	263 26% p
9 (9.0)	295 19%	60 14%	99 16%	135 27% ab	151 20%	144 18%	155 17%	57 17%	82 27% f	143 20%	67 21%	44 16%	41 16%	50 14%	100 17%	144 23% m	83 16%	211 20%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue			Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky l	Billing m	Fault/ repair n	General o	Yes p	No q
Significance Level: 99%																			
Unweighted total	1428	431	561	436	685	743	846	313	269	377	349	354	348	369	620	439	523	905	
Effective Weighted Sample	1156	356	453	353	557	600	689	253	215	364	341	347	333	309	545	359	438	725	
Total	1561	425	628	508	739	822	928	328	305	712	322	271	255	367	576	618	529	1032	
10 Extremely satisfied (10.0)	242 16%	48 11%	94 15%	100 20% a	102 14%	140 17%	128 14%	52 16%	62 20%	99 14%	54 17%	41 15%	48 19%	48 13%	83 14%	111 18%	50 10%	192 19% p	
SUMMARY CODES																			
DISSATISFIED (1-3)	116 7%	22 5%	64 10%	30 6%	64 9%	53 6%	79 9%	24 7%	14 4%	48 7%	29 9%	27 10%	13 5%	37 10% o	54 9% o	26 4%	72 14% q	45 4%	
NEUTRAL (4-6)	325 21%	109 26% c	140 22%	77 15%	146 20%	179 22%	194 21%	82 25%	50 16%	143 20%	62 19%	59 22%	61 24%	81 22%	137 24%	107 17%	153 29% q	173 17%	
SATISFIED (7-10)	1119 72%	293 69%	424 68%	402 79% ab	529 72%	590 72%	655 71%	222 68%	241 79% g	521 73%	231 72%	185 68%	181 71%	249 68%	386 67%	485 78% mn	304 58%	815 79% p	
Answered Mean score	1561 7.3	425 7.1	628 7.1	508 7.8 ab	739 7.3	822 7.4	928 7.2	328 7.3	305 7.9 fg	712 7.4	322 7.3	271 7.1	255 7.4	367 7.1	576 7.1	618 7.7 mn	529 6.6	1032 7.7 p	
Standard deviation	2.21	2.05	2.32	2.13	2.27	2.15	2.23	2.20	2.07	2.12	2.31	2.37	2.12	2.27	2.33	1.98	2.46	1.96	
Standard error	.06	.10	.10	.10	.09	.08	.08	.12	.13	.11	.12	.13	.11	.12	.09	.09	.11	.07	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l - m,n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Satisfaction with CS		Resolved		BT				Satisfaction with CS		Resolved		Virgin					
		Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied l	Yes m	No n	Issue			
						All e	Billing f	Fault/ repair g	General h	Yes i	No j					All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1428	944	173	896	518	377	97	132	148	126	251	232	58	228	145	349	85	187	77
Effective Weighted Sample	1156	762	142	722	424	364	97	132	148	123	242	224	56	220	140	341	85	187	77
Total	1561	1031	195	987	557	712	157	209	346	217	495	450	104	442	262	322	99	152	71
1 Extremely dissatisfied (1.0)	41 3%	2 *% a	39 20% a	5 *% c	35 6% c	17 2%	** **	11 5%	2 1%	10 5%	6 1%	- -% k	** **	- -% m	17 6% m	9 3%	** **	2 2%	** **
2 (2.0)	22 1%	1 *% a	17 9% a	6 1%	16 3% c	7 1%	** **	3 2%	2 1%	7 3% j	- -% j	- -% k	** **	2 *% m	6 2% m	5 2%	** **	2 2%	** **
3 (3.0)	54 3%	5 *% a	35 18% a	8 1%	46 8% c	24 3%	** **	13 6%	5 1%	12 5%	12 2%	2 *% k	** **	3 1%	21 8% m	15 5%	** **	2 2% q	** **
4 (4.0)	65 4%	7 1% a	25 13% a	26 3% c	38 7% c	26 4%	** **	8 4%	12 3%	13 6%	13 3%	2 *% k	** **	9 2% m	17 7% m	15 5%	** **	6 4%	** **
5 (5.0)	115 7%	22 2% a	18 9% a	43 4% c	64 11% c	53 7%	** **	16 8%	26 7%	18 8%	35 7%	9 2% k	** **	26 6% m	23 9% m	20 6%	** **	11 7%	** **
6 (6.0)	146 9%	52 5% a	17 9% a	74 8% c	71 13% c	64 9%	** **	24 11%	26 7%	31 14%	33 7%	21 5% k	** **	36 8% m	29 11% m	27 8%	** **	14 9%	** **
7 (7.0)	222 14%	157 15% a	14 7% a	120 12% c	101 18% c	88 12%	** **	21 10%	47 14%	23 11%	65 13%	60 13% k	** **	39 9% m	50 19% m	48 15%	** **	25 17%	** **
8 (8.0)	360 23%	302 29% b	13 7% a	251 25% d	101 18% c	191 27%	** **	49 23%	87 25%	45 21%	146 29%	150 33% l	** **	128 29% m	58 22% m	62 19%	** **	33 22%	** **
9 (9.0)	295 19%	254 25% b	14 7% a	237 24% d	58 10% c	143 20%	** **	38 18%	84 24%	40 18%	104 21%	113 25% k	** **	116 26% n	28 11% m	67 21%	** **	33 21%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Satisfaction with CS		Resolved		BT								Virgin							
	Total	Satis- fied a	Dissat- isfied b	Yes c	No d	Issue				Complaint		Satisfaction with CS		Resolved		Issue				
						All e	Billing *f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied *l	Yes m	No n	All o	Billing *p	Fault/ repair q	General *r	
Significance Level: 99%																				
Unweighted total	1428	944	173	896	518	377	97	132	148	126	251	232	58	228	145	349	85	187	77	
Effective Weighted Sample	1156	762	142	722	424	364	97	132	148	123	242	224	56	220	140	341	85	187	77	
Total	1561	1031	195	987	557	712	157	209	346	217	495	450	104	442	262	322	99	152	71	
10 Extremely satisfied (10.0)	242	229	4	216	26	99	**	27	56	19	80	93	**	84	15	54	**	24	**	
	16%	22% b	2%	22% d	5%	14%	**	13%	16%	9%	16%	21% l	**	19% n	6%	17%	**	16%	**	
SUMMARY CODES																				
DISSATISFIED (1-3)	116	8	91	19	97	48	**	27	9	29	18	2	**	5	43	29	**	7	**	
	7%	1%	46% a	2%	17% c	7%	**	13% h	3%	13% j	4%	*% k	**	1% m	16% q	9%	**	5% r	**	
NEUTRAL (4-6)	325	81	59	143	174	143	**	48	63	62	81	32	**	70	69	62	**	30	**	
	21%	8%	30% a	15% c	31% c	20%	**	23% g	18% g	28% j	16% j	7% k	**	16% n	26% n	19% o	**	20% q	**	
SATISFIED (7-10)	1119	942	45	825	287	521	**	135	274	126	395	416	**	367	150	231	**	115	**	
	72%	91% b	23% a	84% d	51% d	73% e	**	64% g	79% g	58% i	80% i	92% l	**	83% n	57% n	72% o	**	75% q	**	
Answered Mean score	1561	1031	195	987	557	712	**	209	346	217	495	450	**	442	262	322	**	152	**	
	7.3	8.3 b	4.3	8.1 d	6.1 d	7.4	**	7.0	7.8 g	6.7	7.7 i	8.3 l	**	8.1 n	6.3	7.3	**	7.5	**	
Standard deviation	2.21	1.40	2.64	1.74	2.40	2.12	**	2.48	1.84	2.46	1.87	1.27	**	1.61	2.42	2.31	**	2.04	**	
Standard error	.06	.05	.20	.06	.11	.11	**	.22	.15	.22	.12	.08	**	.11	.20	.12	**	.15	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

		Virgin						Talk Talk										
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing *h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1428	129	220	246	32	227	118	354	96	145	113	137	217	219	53	209	141	
Effective Weighted Sample	1156	126	215	240	31	222	115	347	96	145	113	135	212	214	52	204	139	
Total	1561	118	204	226	30	209	110	271	60	109	103	102	170	170	39	162	106	
1 Extremely dissatisfied	(1.0)	41 3%	4 3%	5 2%	1 *%	** **	2 1%	7 6% e	11 4%	** **	6 6%	3 3%	7 7%	3 2%	1 1%	** **	2 1%	7 7% o
2	(2.0)	22 1%	3 2%	3 1%	- -%	** **	1 *%	5 4%	7 3%	** **	3 3%	1 1%	6 6% l	1 *%	1 1%	** **	3 2%	4 4%
3	(3.0)	54 3%	9 7%	6 3%	1 1%	** **	1 1%	13 12% e	9 3%	** **	3 3%	4 4%	5 5%	4 2%	- -%	** **	1 *%	9 8% o
4	(4.0)	65 4%	7 5%	9 4%	4 2%	** **	9 4%	6 5%	13 5%	** **	6 6%	5 4%	8 8%	5 3%	1 *%	** **	3 2%	10 9% o
5	(5.0)	115 7%	12 10%	8 4%	5 2%	** **	5 2%	13 12% e	20 8%	** **	13 12%	5 4%	11 11%	10 6%	1 1%	** **	6 4%	14 13% o
6	(6.0)	146 9%	13 11%	14 7%	10 4%	** **	10 5%	17 15% e	26 9%	** **	11 10%	8 8%	10 10%	15 9%	8 4%	** **	14 9%	11 11%
7	(7.0)	222 14%	18 15%	30 15%	31 14%	** **	28 13%	21 19%	46 17%	** **	19 17%	16 16%	15 15%	30 18%	36 21%	** **	27 17%	19 17%
8	(8.0)	360 23%	20 17%	42 21%	55 25%	** **	47 23%	14 13%	55 20%	** **	23 21%	17 17%	17 16%	39 23%	48 28% n	** **	38 24%	15 15%
9	(9.0)	295 19%	22 18%	45 22%	65 29%	** **	55 26% f	12 11%	44 16%	** **	10 9%	28 27% ghi	9 9%	35 20% k	38 23% n	** **	32 20%	12 11%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin						Talk Talk									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing *h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1428	129	220	246	32	227	118	354	96	145	113	137	217	219	53	209	141
Effective Weighted Sample	1156	126	215	240	31	222	115	347	96	145	113	135	212	214	52	204	139
Total	1561	118	204	226	30	209	110	271	60	109	103	102	170	170	39	162	106
10 Extremely satisfied (10.0)	242 16%	12 10%	42 21%	54 24%	** **	52 25%	3 2%	41 15%	** **	15 14%	16 16%	13 13%	28 16%	36 21%	** **	35 21%	6 6%
SUMMARY CODES																	
DISSATISFIED (1-3)	116 7%	15 13%	13 6%	2 1%	** **	4 2%	25 23%	27 10%	** **	12 11%	7 7%	19 18%	8 5%	2 1%	** **	6 4%	20 19%
NEUTRAL (4-6)	325 21%	31 26%	31 15%	19 8%	** **	23 11%	36 33%	59 22%	** **	30 28%	17 17%	29 29%	30 18%	10 6%	** **	24 15%	34 32%
SATISFIED (7-10)	1119 72%	72 61%	160 78%	206 91%	** **	182 87%	49 45%	185 68%	** **	67 61%	78 76%	54 53%	132 78%	158 93%	** **	132 82%	52 49%
Answered	1561	118	204	226	**	209	110	271	**	109	103	102	170	170	**	162	106
Mean score	7.3	6.8	7.7	8.4	**	8.2	5.8	7.1	**	6.7	7.5	6.2	7.6	8.2	**	7.9	6.0
Standard deviation	2.21	2.41	2.18	1.50	**	1.77	2.39	2.37	**	2.45	2.20	2.70	1.99	1.42	**	1.93	2.51
Standard error	.06	.21	.15	.10	**	.12	.22	.13	**	.20	.21	.23	.13	.10	**	.13	.21

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Sky									
		Issue				Complaint		Satisfaction with CS		Resolved	
		All a	Billing *b	Fault/ repair c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j
Significance Level: 99%											
Unweighted total	1428	348	91	156	101	131	217	247	30	232	114
Effective Weighted Sample	1156	333	91	156	101	127	207	236	29	221	110
Total	1561	255	51	107	98	92	164	185	21	175	79
1 Extremely dissatisfied (1.0)	41 3%	5 2%	** **	3 3%	- -%	3 4%	2 1%	1 *%	** **	1 *%	4 6% i
2 (2.0)	22 1%	2 1%	** **	1 1%	1 1%	2 2%	1 *%	- -%	** **	1 1%	1 2%
3 (3.0)	54 3%	6 2%	** **	3 3%	1 1%	3 4%	3 2%	2 1%	** **	3 2%	3 4%
4 (4.0)	65 4%	11 4%	** **	5 5%	2 2%	7 8%	4 2%	1 *%	** **	5 3%	6 7%
5 (5.0)	115 7%	22 8%	** **	9 8%	5 5%	10 10%	12 7%	6 3%	** **	7 4%	14 18% i
6 (6.0)	146 9%	29 11%	** **	15 14%	9 9%	14 15%	15 9%	14 7%	** **	14 8%	15 18% i
7 (7.0)	222 14%	40 16%	** **	15 14%	14 15%	17 18%	23 14%	30 16%	** **	27 15%	13 16%
8 (8.0)	360 23%	52 20%	** **	18 17%	27 28%	16 18%	36 22%	48 26%	** **	38 21%	14 18%
9 (9.0)	295 19%	41 16%	** **	20 19%	15 16%	13 14%	28 17%	38 20%	** **	35 20% j	7 8%
10 Extremely satisfied (10.0)	242 16%	48 19%	** **	17 16%	23 24%	7 7%	41 25% e	46 25%	** **	45 26% j	3 3%

Columns Tested: a,b,c,d - e,f - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Broadband internet

	Sky										
	Issue					Complaint		Satisfaction with CS		Resolved	
	Total	All a	Billing *b	Fault/ repair c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j
Significance Level: 99%											
Unweighted total	1428	348	91	156	101	131	217	247	30	232	114
Effective Weighted Sample	1156	333	91	156	101	127	207	236	29	221	110
Total	1561	255	51	107	98	92	164	185	21	175	79
SUMMARY CODES											
DISSATISFIED (1-3)	116 7%	13 5%	** **	8 7%	2 2%	8 9%	5 3%	2 1%	** **	4 3%	9 11% i
NEUTRAL (4-6)	325 21%	61 24%	** ** d	29 28%	15 16%	30 33% f	31 19%	21 11%	** **	26 15%	34 43% i
SATISFIED (7-10)	1119 72%	181 71%	** **	70 65%	80 82% bc	53 58%	128 78% e	162 87%	** **	144 83% j	36 45%
Answered	1561	255	**	107	98	92	164	185	**	175	79
Mean score	7.3	7.4	**	7.2	8.0 bc	6.6	7.9 e	8.2	**	8.0 j	6.1
Standard deviation	2.21	2.12	**	2.25	1.73	2.22	1.94	1.55	**	1.82	2.17
Standard error	.06	.11	**	.18	.17	.19	.13	.10	**	.12	.20

Columns Tested: a,b,c,d - e,f - g,h - i,j

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	45 2%	6 1%	25 4%	14 2%	28 3%	17 2%	29 3%	8 2%	8 2%	17 2%	8 2%	12 4%	6 2%	1 2%	12 3%	28 4%	5 1%
2	(2.0)	47 3%	17 3%	16 2%	14 2%	21 3%	25 3%	27 2%	13 3%	7 2%	19 3%	9 2%	13 4%	5 2%	1 2%	6 1%	27 4%	14 2%
3	(3.0)	66 4%	11 2%	40 6% a	15 3%	32 4%	35 4%	47 4%	12 3%	8 2%	36 5%	10 3%	7 2%	10 3%	3 5%	15 3%	42 6% p	10 1%
4	(4.0)	88 5%	30 6%	26 4%	31 5%	44 5%	44 5%	46 4%	19 5%	22 7%	33 4%	18 5%	23 8% l	9 3%	4 6%	17 4%	38 6%	33 5%
5	(5.0)	150 8%	47 9%	59 8%	43 8%	67 8%	82 9%	101 9%	31 8%	17 5%	59 8%	27 7%	33 11%	23 8%	8 11%	39 9%	69 10%	41 6%
6	(6.0)	167 9%	62 12% c	71 10%	35 6%	86 10%	82 9%	109 10%	36 10%	23 7%	63 8%	37 10%	29 9%	31 11%	7 10%	41 9%	79 12%	47 7%
7	(7.0)	277 15% c	103 20%	105 15%	69 12%	116 14%	161 17%	186 17%	50 13%	40 12%	111 15%	49 13%	53 17%	53 18%	12 16%	74 17%	112 17%	91 13%
8	(8.0)	405 22%	109 21%	161 23%	135 24%	210 24%	195 21%	237 22%	91 24%	78 23%	179 24%	84 23%	68 22%	60 20%	14 20%	106 24%	132 19%	168 24%
9	(9.0)	319 18%	81 15%	109 15%	129 23% ab	144 17%	175 19%	171 16%	68 18%	80 24% f	148 20%	67 18%	41 13%	52 18%	11 15%	69 16%	91 13%	159 23% no
10 Extremely satisfied	(10.0)	239 13%	60 11%	95 13%	83 15%	110 13%	128 14%	132 12%	52 14%	55 16%	93 12%	62 17% k	30 10%	43 15%	11 15%	58 13%	61 9%	119 17% o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
SUMMARY CODES																	
DISSATISFIED (1-3)	158 9%	34 6%	81 11% a	43 8%	81 9%	77 8%	103 9%	32 9%	23 7%	72 10%	27 7%	32 10%	21 7%	6 8%	33 7%	96 14% np	29 4%
NEUTRAL (4-6)	405 22%	139 26%	156 22%	109 19%	197 23%	208 22%	256 24%	87 23%	62 18%	155 20%	82 22%	85 28%	64 22%	19 26%	98 22%	186 27% p	121 18%
SATISFIED (7-10)	1240 69%	353 67%	471 66%	416 73%	581 68%	659 70%	726 67%	261 69%	254 75%	531 70%	262 71%	191 62%	208 71% k	48 66%	307 70% o	396 58%	537 78% no
Answered	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Mean score	7.1	7.1	7.0	7.4	7.1	7.2	7.0	7.2	7.5	7.2	7.3	6.7	7.3	7.1	7.2	6.6	7.7
Standard deviation	2.26	2.10	2.36	2.26	2.31	2.21	2.25	2.26	2.25	2.26	2.24	2.36	2.15	2.22	2.17	2.41	2.00
Standard error	.05	.09	.09	.10	.08	.07	.07	.11	.12	.11	.11	.12	.11	.16	.10	.09	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	45 2%	27 4%	18 2%	1 *%	41 18%	5 *%	37 6%	17 2%	3 2%	14 6%	- -%	10 4%	8 2%	- -%	** **	2 *%	14 5%
			b		c		e				j				m		o	
2	(2.0)	47 3%	36 6%	10 1%	7 1%	35 16%	8 1%	37 6%	19 3%	3 2%	11 5%	5 1%	14 6%	5 1%	3 1%	** **	2 *%	17 6%
			b		c		e				j		l		m		o	
3	(3.0)	66 4%	35 6%	32 3%	7 1%	36 16%	14 1%	52 8%	36 5%	5 3%	24 10%	7 2%	15 6%	21 4%	5 1%	** **	8 2%	28 10%
			b		c		e				j				m		o	
4	(4.0)	88 5%	48 8%	40 3%	15 1%	32 14%	26 2%	60 9%	33 4%	6 4%	13 6%	14 4%	17 7%	16 3%	6 1%	** **	16 3%	17 6%
			b		c		e								m			
5	(5.0)	150 8%	68 11%	82 7%	25 2%	25 11%	55 5%	90 14%	59 8%	16 9%	22 10%	21 6%	23 10%	36 7%	7 1%	** **	23 5%	36 13%
			b		c		e								m		o	
6	(6.0)	167 9%	70 11%	97 8%	63 5%	10 4%	76 7%	85 13%	63 8%	16 9%	25 11%	21 6%	28 12%	35 7%	21 4%	** **	29 6%	29 11%
							e											
7	(7.0)	277 15%	104 17%	173 15%	203 17%	22 10%	165 15%	109 17%	111 15%	32 19%	36 16%	42 12%	37 15%	74 14%	72 15%	** **	58 12%	50 18%
8	(8.0)	405 22%	118 19%	288 24%	344 29%	13 6%	289 26%	114 18%	179 24%	49 28%	40 17%	91 26%	56 23%	124 24%	145 30%	** **	121 26%	58 21%
					d		f								n			
9	(9.0)	319 18%	68 11%	251 21%	292 25%	6 3%	269 24%	50 8%	148 20%	26 15%	24 10%	98 28%	21 9%	127 24%	134 28%	** **	127 27%	21 7%
				a	d		f				i		k		n		p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	239 13%	47 8%	192 16% a	227 19% d	6 2% f	222 20% f	13 2%	93 12%	16 9%	21 9%	56 16%	19 8%	74 14%	84 18% n	** **	84 18% p	6 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	158 9%	98 16% b	60 5%	16 1% c	112 50% c	28 2%	126 19% e	72 10%	11 7%	49 21% ghj	12 3%	39 16% l	33 6%	8 2%	** **	11 2%	59 21% o
NEUTRAL (4-6)	405 22% b	186 30% b	219 19%	104 9% c	66 30% c	157 14%	236 36% e	155 20%	39 22%	60 26%	56 16%	68 29% l	87 17%	33 7% m	** **	67 14% o	83 30% o
SATISFIED (7-10)	1240 69%	337 54% a	903 76% a	1067 90% d	46 21% d	945 84% f	286 44%	531 70% i	123 71% i	120 52% i	288 81% i	132 55% k	399 77% k	436 91% n	** **	391 83% p	135 49%
Answered	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	**	469	278
Mean score	7.1	6.3 a	7.6 a	8.2 d	4.0 d	8.0 f	5.8	7.2 i	7.1 i	6.2 i	7.8 ghi	6.3 k	7.6 k	8.2 n	** **	8.0 p	5.8
Standard deviation	2.26	2.45	2.02	1.48	2.47	1.75	2.33	2.26	2.03	2.61	1.84	2.44	2.06	1.44	**	1.75	2.37
Standard error	.05	.10	.06	.04	.17	.05	.09	.11	.20	.22	.15	.21	.13	.09	**	.11	.19

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	45 2%	8 2%	2 2%	3 2%	** **	4 3%	4 2%	1 *%	** **	2 1%	7 5%	12 4%	4 6%	6 5%	2 2%	8 7%	3 2%	- -%	** **
2 (2.0)	47 3%	9 2%	1 1%	6 3%	** **	7 5%	2 1%	- -%	** **	- -%	9 7%	13 4%	2 3%	6 5%	5 5%	11 9%	3 1%	3 1%	** **
3 (3.0)	66 4%	10 3%	7 6%	3 2%	** **	7 5%	4 2%	- -%	** **	1 *%	9 8%	7 2%	2 3%	4 4%	1 1%	4 4%	3 2%	1 *%	** **
4 (4.0)	88 5%	18 5%	5 4%	6 3%	** **	7 5%	11 5%	3 1%	** **	3 1%	14 11%	23 8%	2 4%	13 10%	8 7%	14 12%	9 5%	5 2%	** **
5 (5.0)	150 8%	27 7%	9 8%	12 7%	** **	16 12%	11 5%	6 2%	** **	10 4%	15 12%	33 11%	6 9%	17 14%	9 8%	13 11%	20 10%	5 3%	** **
6 (6.0)	167 9%	37 10%	12 10%	21 12%	** **	15 11%	23 10%	19 7%	** **	20 8%	17 14%	29 9%	6 8%	14 11%	9 8%	15 13%	14 7%	10 5%	** **
7 (7.0)	277 15%	49 13%	16 14%	24 14%	** **	22 16%	28 12%	36 14%	** **	27 11%	22 17%	53 17%	12 19%	27 21%	14 12%	20 17%	33 17%	43 22%	** **
8 (8.0)	405 22%	84 23%	27 23%	43 25%	** **	28 20%	56 24%	71 27%	** **	68 28%	15 12%	68 22%	10 15%	22 18%	35 30%	16 13%	52 27%	62 32%	** **
9 (9.0)	319 18%	67 18%	17 15%	30 18%	** **	19 14%	48 21%	66 25%	** **	55 23%	12 9%	41 13%	12 18%	10 8%	19 16%	10 8%	31 16%	35 18%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	239	62	20	22	**	13	49	62	**	56	6	30	10	6	14	7	23	29	**
	13%	17%	17%	13%	**	10%	21%	24%	**	23%	4%	10%	15%	5%	12%	6%	12%	15%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	158	27	10	12	**	18	10	1	**	3	25	32	7	16	8	24	9	3	**
	9%	7%	9%	7%	**	13%	4%	*%	**	1%	20%	10%	11%	13%	7%	20%	4%	2%	**
						f				i						p			q
NEUTRAL (4-6)	405	82	26	39	**	38	44	27	**	33	46	85	14	44	26	42	43	20	**
	22%	22%	22%	23%	**	28%	19%	10%	**	14%	37%	28%	22%	35%	23%	36%	22%	10%	**
										i						p			q
SATISFIED (7-10)	1240	262	80	119	**	81	180	235	**	207	54	191	44	65	82	52	140	169	**
	69%	71%	69%	70%	**	59%	77%	90%	**	85%	43%	62%	67%	52%	70%	44%	73%	88%	**
						e				j					m	o		r	
Answered	1803	371	116	170	**	137	234	263	**	243	125	308	66	126	116	117	191	192	**
Mean score	7.1	7.3	7.3	7.3	**	6.6	7.7	8.3	**	8.2	5.8	6.7	7.0	6.1	7.2	5.7	7.3	7.9	**
						e				j		m	m		m	o		r	
Standard deviation	2.26	2.24	2.25	2.15	**	2.39	2.04	1.42	**	1.61	2.42	2.36	2.51	2.29	2.22	2.55	2.00	1.55	**
Standard error	.05	.11	.22	.15	**	.20	.13	.08	**	.10	.21	.12	.24	.18	.20	.20	.13	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Talk Talk			Sky							Orange							
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	45 2%	1 1%	10 8% a	6 2%	2 4%	4 3%	- -%	5 5%	2 1%	1 *%	** **	1 *%	5 6% k	1 2%	** **	** **	** **	** **	1 2%
2 (2.0)	47 3%	5 3%	7 6%	5 2%	- -%	3 2%	2 2%	4 4%	1 *% h	1 1%	** **	2 1%	3 3%	1 2%	** **	** **	** **	** **	1 2%
3 (3.0)	66 4%	2 1%	5 4%	10 3%	1 2%	7 6%	2 2%	6 6%	3 2%	1 1%	** **	3 2%	6 7% k	3 5%	** **	** **	** **	** **	1 2%
4 (4.0)	88 5%	3 2%	19 15% a	9 3%	3 5%	4 3%	2 2%	6 6%	3 2%	2 1%	** **	2 1%	7 7% k	4 6%	** **	** **	** **	** **	1 2% r
5 (5.0)	150 8%	10 6%	21 17% a	23 8%	5 8%	13 11%	5 4%	12 11%	11 6%	5 2%	** **	9 5%	14 15% k	8 11%	** **	** **	** **	** **	4 8%
6 (6.0)	167 9%	13 7%	16 13%	31 11%	7 11%	15 13%	10 9%	11 11%	20 11%	12 6%	** **	13 7%	18 19% k	7 10%	** **	** **	** **	** **	6 12%
7 (7.0)	277 15%	34 19%	18 15%	53 18%	9 14%	20 17%	23 21%	21 20%	32 17%	46 22%	** **	40 20%	13 14%	12 16%	** **	** **	** **	** **	6 12%
8 (8.0)	405 22%	46 26%	21 17%	60 20%	16 26%	20 17%	23 21%	16 16%	44 23%	53 25%	** **	43 22%	17 19%	14 20%	** **	** **	** **	** **	12 25% q
9 (9.0)	319 18%	34 19% b	7 5%	52 18%	11 18%	23 19%	18 17%	16 16%	36 19%	46 22%	** **	43 22% l	9 9%	11 15%	** **	** **	** **	** **	9 18%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	239	30	-	43	8	10	25	5	38	42	**	41	1	11	**	**	**	**	8
	13%	17%	-%	15%	13%	9%	23%	5%	20%	20%	**	21%	1%	15%	**	**	**	**	17%
		b					e		g			l			o				
SUMMARY CODES																			
DISSATISFIED (1-3)	158	8	22	21	3	14	4	15	6	3	**	6	14	6	**	**	**	**	3
	9%	5%	18%	7%	5%	11%	4%	15%	3%	2%	**	3%	15%	8%	**	**	**	**	6%
			a						h				k			n			
NEUTRAL (4-6)	405	26	56	64	15	32	16	29	35	19	**	25	39	19	**	**	**	**	10
	22%	15%	45%	22%	24%	27%	15%	28%	18%	9%	**	12%	41%	26%	**	**	**	**	22%
			a										k						
SATISFIED (7-10)	1240	144	46	208	44	74	90	59	149	186	**	167	40	48	**	**	**	**	35
	69%	81%	37%	71%	71%	62%	82%	57%	79%	89%	**	85%	43%	66%	**	**	**	**	72%
		b					e		g			l			o				
Answered	1803	179	124	293	63	120	110	103	190	209	**	197	93	72	**	**	**	**	48
Mean score	7.1	7.7	5.4	7.3	7.3	6.8	7.8	6.4	7.8	8.1	**	8.0	6.0	7.1	**	**	**	**	7.5
		b					e		g			l			o			o	q
Standard deviation	2.26	1.93	2.25	2.15	2.14	2.30	1.84	2.38	1.84	1.53	**	1.74	2.21	2.22	**	**	**	**	2.12
Standard error	.05	.13	.18	.11	.20	.17	.17	.20	.12	.09	**	.11	.19	.16	**	**	**	**	.19

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	45 2%	- -%	** **	- -%	** **
2	(2.0)	47 3%	* 1%	** **	- -%	** **
3	(3.0)	66 4%	- -%	** **	* 1%	** **
						c
4	(4.0)	88 5%	1 2%	** **	1 3%	** **
5	(5.0)	150 8%	2 5%	** **	3 8%	** **
6	(6.0)	167 9%	2 5%	** **	2 4%	** **
						c
7	(7.0)	277 15%	6 14%	** **	6 15%	** **
8	(8.0)	405 22%	13 28%	** **	11 25%	** **
9	(9.0)	319 18%	10 23%	** **	9 21%	** **
10 Extremely satisfied	(10.0)	239 13%	10 23%	** **	10 24%	** **
						d

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS		Resolved		
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
SUMMARY CODES					
DISSATISFIED (1-3)	158 9%	* 1%	** **	* 1%	** ** c
NEUTRAL (4-6)	405 22%	5 11%	** **	6 15%	** ** c
SATISFIED (7-10)	1240 69%	40 88%	** **	36 84%	** ** d
Answered	1803	46	**	43	**
Mean score	7.1	8.2	**	8.1	**
Standard deviation	2.26	1.58	**	1.70	**
Standard error	.05	.14	**	.16	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED *h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied *q
Significance Level: 99%																		
Unweighted total	653	242	266	145	318	335	420	145	88	311	342	175	325	153	241	412	474	51
Effective Weighted Sample	623	230	253	140	303	320	399	139	85	303	327	155	323	153	229	394	453	49
Total	534	195	218	122	262	272	342	120	73	287	247	145	244	145	193	342	393	41
1 Extremely dissatisfied (1.0)	9 2%	2 1%	7 3%	1 1%	7 2%	3 1%	6 2%	3 2%	** **	6 2%	4 1%	3 2%	3 1%	3 2%	4 2%	5 2%	1 *%	** **
2 (2.0)	5 1%	2 1%	2 1%	1 1%	3 1%	2 1%	5 1%	- -%	** **	4 1%	1 1%	2 1%	1 1%	2 1%	4 2%	1 *%	- -%	** **
3 (3.0)	7 1%	1 1%	5 2%	- -%	4 2%	3 1%	3 1%	3 3%	** **	4 1%	2 1%	3 2%	2 1%	1 1%	5 3%	2 1%	2 *%	** **
4 (4.0)	15 3%	7 4%	6 3%	1 1%	6 2%	9 3%	10 3%	4 3%	** **	8 3%	6 3%	5 3%	7 3%	3 2%	9 5%	6 2%	2 *%	** **
5 (5.0)	36 7%	10 5%	19 9%	7 6%	16 6%	20 8%	26 8%	8 7%	** **	22 8%	14 6%	13 9%	17 7%	6 4%	19 10%	17 5%	6 2%	** **
6 (6.0)	49 9%	25 13%	16 7%	8 6%	20 8%	29 11%	35 10%	10 8%	** **	23 8%	26 10%	14 9%	22 9%	13 9%	21 11%	27 8%	20 5%	** **
7 (7.0)	69 13%	37 19%	22 10%	11 9%	32 12%	38 14%	46 13%	13 11%	** **	36 13%	33 13%	15 11%	38 16%	15 10%	27 14%	42 12%	52 13%	** **
8 (8.0)	123 23%	42 21%	50 23%	31 26%	58 22%	64 24%	79 23%	26 21%	** **	65 23%	58 23%	32 22%	54 22%	36 25%	40 21%	82 24%	99 25%	** **
9 (9.0)	102 19%	35 18%	35 16%	32 26%	55 21%	47 17%	63 19%	22 18%	** **	58 20%	45 18%	27 19%	50 20%	26 18%	37 19%	65 19%	95 24%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED *h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied *q
Significance Level: 99%																		
Unweighted total	653	242	266	145	318	335	420	145	88	311	342	175	325	153	241	412	474	51
Effective Weighted Sample	623	230	253	140	303	320	399	139	85	303	327	155	323	153	229	394	453	49
Total	534	195	218	122	262	272	342	120	73	287	247	145	244	145	193	342	393	41
10 Extremely satisfied (10.0)	120	35	55	30	63	57	68	31	**	60	59	30	48	41	25	95	115	**
	22%	18%	25%	25%	24%	21%	20%	26%	**	21%	24%	21%	20%	28%	13%	28%	29%	**
																n	q	
SUMMARY CODES																		
DISSATISFIED (1-3)	21	5	14	2	13	8	15	6	**	14	7	9	7	6	13	8	3	**
	4%	2%	7%	2%	5%	3%	4%	5%	**	5%	3%	6%	3%	4%	7%	2%	1%	**
															o			p
NEUTRAL (4-6)	100	42	42	16	41	59	71	22	**	54	46	32	47	22	50	50	28	**
	19%	21%	19%	13%	16%	22%	21%	19%	**	19%	19%	22%	19%	15%	26%	15%	7%	**
															o			p
SATISFIED (7-10)	414	148	161	104	208	206	256	92	**	219	194	105	191	118	130	284	361	**
	77%	76%	74%	85%	79%	76%	75%	76%	**	76%	79%	72%	78%	81%	67%	83%	92%	**
									f						n	q		
Answered	534	195	218	122	262	272	342	120	**	287	247	145	244	145	193	342	393	**
Mean score	7.8	7.6	7.6	8.2	7.8	7.7	7.6	7.8	**	7.7	7.9	7.6	7.8	8.0	7.2	8.1	8.5	**
				ab					f						n	q		
Standard deviation	2.02	1.86	2.28	1.71	2.11	1.94	2.06	2.15	**	2.10	1.93	2.20	1.91	2.01	2.19	1.84	1.42	**
Standard error	.08	.12	.14	.14	.12	.11	.10	.18	**	.12	.10	.17	.11	.16	.14	.09	.07	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair e	General *f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No *l	All m	Billing *n	Fault/ repair o	General *p	Yes q	No r
Significance Level: 99%																			
Unweighted total	653	439	207	311	78	170	63	113	198	233	22	216	91	342	97	155	90	128	214
Effective Weighted Sample	623	420	197	303	78	170	63	110	193	227	22	211	89	327	97	155	90	124	204
Total	534	364	165	287	91	138	58	104	183	215	20	198	85	247	55	106	87	89	158
1 Extremely dissatisfied (1.0)	9 2%	2 1%	6 4% a	6 2%	** **	2 1%	** **	2 2%	3 2%	1 *%	** **	2 1%	** **	4 1%	** **	1 1%	** **	2 2%	2 1%
2 (2.0)	5 1%	- -%	5 3% a	4 1%	** **	1 1%	** **	4 4% h	- -%	- -%	** **	- -%	** **	1 1%	** **	1 1%	** **	1 1%	1 *%
3 (3.0)	7 1%	1 *%	6 4% a	4 1%	** **	1 1%	** **	3 3%	1 *%	- -%	** **	- -%	** **	2 1%	** **	1 1%	** **	1 2%	1 1%
4 (4.0)	15 3%	8 2%	7 4%	8 3%	** **	4 3%	** **	6 5%	3 2%	1 *%	** **	3 1%	** **	6 3%	** **	3 3%	** **	4 4%	3 2%
5 (5.0)	36 7%	11 3%	22 13% a	22 8%	** **	11 8%	** **	12 11%	10 6%	4 2%	** **	7 3%	** **	14 6%	** **	7 6%	** **	7 8%	7 4%
6 (6.0)	49 9%	23 6%	26 16% a	23 8%	** **	11 8%	** **	11 11%	12 6%	12 6%	** **	13 7%	** **	26 10%	** **	10 10%	** **	10 11%	16 10%
7 (7.0)	69 13%	42 11%	27 17%	36 13%	** **	23 16%	** **	14 13%	23 12%	30 14%	** **	23 11%	** **	33 13%	** **	16 15%	** **	14 15%	19 12%
8 (8.0)	123 23%	88 24%	33 20%	65 23%	** **	32 23%	** **	20 19%	45 24%	52 24%	** **	43 22%	** **	58 23%	** **	23 21%	** **	20 23%	37 24%
9 (9.0)	102 19%	79 22%	22 13%	58 20%	** **	29 21%	** **	20 19%	38 21%	54 25%	** **	51 26%	** **	45 18%	** **	20 19%	** **	17 20%	27 17%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Sky								
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		
		Yes a	No b	All c	Billing *d	Fault/ repair e	General *f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No *l	All m	Billing *n	Fault/ repair o	General *p	Yes q	No r	
Significance Level: 99%																				
Unweighted total	653	439	207	311	78	170	63	113	198	233	22	216	91	342	97	155	90	128	214	
Effective Weighted Sample	623	420	197	303	78	170	63	110	193	227	22	211	89	327	97	155	90	124	204	
Total	534	364	165	287	91	138	58	104	183	215	20	198	85	247	55	106	87	89	158	
10 Extremely satisfied (10.0)	120	109	10	60	**	25	**	12	48	60	**	57	**	59	**	23	**	13	46	
	22%	30%	6%	21%	**	18%	**	12%	26%	28%	**	29%	**	24%	**	22%	**	15%	29%	
		b							g			l							q	
SUMMARY CODES																				
DISSATISFIED (1-3)	21	3	17	14	**	3	**	9	4	1	**	2	**	7	**	3	**	4	3	
	4%	1%	11%	5%	**	2%	**	9%	2%	*%	**	1%	**	3%	**	3%	**	4%	2%	
			a					h					k							
NEUTRAL (4-6)	100	42	55	54	**	26	**	29	25	18	**	23	**	46	**	20	**	21	25	
	19%	12%	33%	19%	**	19%	**	28%	14%	8%	**	11%	**	19%	**	19%	**	23%	16%	
			a					h					k							
SATISFIED (7-10)	414	319	93	219	**	109	**	66	154	196	**	174	**	194	**	82	**	64	130	
	77%	88%	56%	76%	**	79%	**	63%	84%	91%	**	88%	**	79%	**	77%	**	72%	82%	
		b						g				l								
Answered	534	364	165	287	**	138	**	104	183	215	**	198	**	247	**	106	**	89	158	
Mean score	7.8	8.3	6.6	7.7	**	7.8	**	7.0	8.1	8.5	**	8.4	**	7.9	**	7.8	**	7.4	8.1	
		b						g				l							q	
Standard deviation	2.02	1.63	2.22	2.10	**	1.87	**	2.29	1.86	1.41	**	1.62	**	1.93	**	1.97	**	2.05	1.83	
Standard error	.08	.08	.15	.12	**	.14	**	.22	.13	.09	**	.11	**	.10	**	.16	**	.18	.13	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

		Sky				
		Satisfaction with CS			Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	
Significance Level: 99%		Total				
Unweighted total		653	241	29	223	116
Effective Weighted Sample		623	231	28	213	112
Total		534	178	21	165	80
1 Extremely dissatisfied	(1.0)	9 2%	1 *%	** **	1 *%	2 3%
2	(2.0)	5 1%	- -%	** **	- -%	1 2%
3	(3.0)	7 1%	2 1%	** **	1 *%	2 2%
4	(4.0)	15 3%	1 1%	** **	5 3%	1 2%
5	(5.0)	36 7%	2 1%	** **	5 3%	9 12% c
6	(6.0)	49 9%	8 4%	** **	10 6%	16 19% c
7	(7.0)	69 13%	22 13%	** **	19 12%	14 17%
8	(8.0)	123 23%	47 26%	** **	45 27%	13 16%
9	(9.0)	102 19%	41 23%	** **	28 17%	16 20%
10 Extremely satisfied	(10.0)	120 22%	55 31%	** **	52 32% d	6 8%

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Broadband internet

	Sky				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No d
Significance Level: 99%					
Unweighted total	653	241	29	223	116
Effective Weighted Sample	623	231	28	213	112
Total	534	178	21	165	80
SUMMARY CODES					
DISSATISFIED (1-3)	21 4%	2 1%	**	1 1%	5 7% c
NEUTRAL (4-6)	100 19%	11 6%	**	20 12%	26 33% c
SATISFIED (7-10)	414 77%	165 93%	**	144 87% d	48 60%
Answered	534	178	**	165	80
Mean score	7.8	8.5	**	8.3 d	7.0
Standard deviation	2.02	1.45	**	1.65	2.08
Standard error	.08	.09	**	.11	.19

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 *b	55+ *c	MALE *d	FEMALE *e	WORKING *f	NOT *g	RETIRED ~h	Virgin *i	Orange j	Billing ~k	Fault/ repair *l	General ~m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	180	40	68	72	90	90	87	50	43	73	107	46	91	43	64	116	135	11
Effective Weighted Sample	145	32	56	58	73	73	69	41	36	71	107	36	79	35	51	95	110	9
Total	108	24	44	39	53	55	54	32	22	68	40	35	52	21	40	68	80	8
1 Extremely dissatisfied (1.0)	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	- -%	1 1%	** **
2 (2.0)	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	- -%	- -%	** **
3 (3.0)	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	1 2%	1 1%	** **
4 (4.0)	3 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	1 4%	** **	** **	** **	** **	1 1%	1 1%	** **
5 (5.0)	9 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **	2 5%	** **	** **	** **	** **	7 10%	* *%	** **
6 (6.0)	8 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **	3 7%	** **	** **	** **	** **	5 8%	4 5%	** **
7 (7.0)	11 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **	5 13%	** **	** **	** **	** **	7 10%	8 10%	** **
8 (8.0)	22 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **	9 21%	** **	** **	** **	** **	15 22%	18 23%	** **
9 (9.0)	25 23%	** **	** **	** **	** **	** **	** **	** **	** **	** **	10 24%	** **	** **	** **	** **	14 21%	23 28%	** **
10 Extremely satisfied (10.0)	25 23%	** **	** **	** **	** **	** **	** **	** **	** **	** **	10 25%	** **	** **	** **	** **	19 27%	24 30%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 *b	55+ *c	MALE *d	FEMALE *e	WORKING *f	NOT *g	RETIRED ~h	Virgin *i	Orange j	Billing ~k	Fault/ repair *l	General ~m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	180	40	68	72	90	90	87	50	43	73	107	46	91	43	64	116	135	11
Effective Weighted Sample	145	32	56	58	73	73	69	41	36	71	107	36	79	35	51	95	110	9
Total	108	24	44	39	53	55	54	32	22	68	40	35	52	21	40	68	80	8
SUMMARY CODES																		
DISSATISFIED (1-3)	5 5%	**	**	**	**	**	**	**	**	**	-	**	**	**	**	1	2	**
		**	**	**	**	**	**	**	**	j	-%	**	**	**	**	2%	2%	**
NEUTRAL (4-6)	20 18%	**	**	**	**	**	**	**	**	**	6	**	**	**	**	13	5	**
		**	**	**	**	**	**	**	**	**	16%	**	**	**	**	19%	7%	**
SATISFIED (7-10)	83 77%	**	**	**	**	**	**	**	**	**	33	**	**	**	**	54	73	**
		**	**	**	**	**	**	**	**	**	84%	**	**	**	**	80%	91%	**
Answered	108	**	**	**	**	**	**	**	**	**	40	**	**	**	**	68	80	**
Mean score	7.8	**	**	**	**	**	**	**	**	**	8.2	**	**	**	**	8.1	8.5	**
Standard deviation	2.10	**	**	**	**	**	**	**	**	**	1.65	**	**	**	**	1.79	1.63	**
Standard error	.16	**	**	**	**	**	**	**	**	**	.16	**	**	**	**	.17	.14	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No *b	All *c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No ~h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All m	Billing ~n	Fault/ repair ~o	General ~p	Yes ~q	No *r
Significance Level: 99%																			
Unweighted total	180	122	58	73	22	42	9	26	47	56	6	52	21	107	24	49	34	38	69
Effective Weighted Sample	145	99	46	71	22	42	9	25	46	55	6	51	21	107	24	49	34	38	69
Total	108	74	34	68	26	34	8	25	43	51	6	48	20	40	9	18	13	14	26
1 Extremely dissatisfied (1.0)	2 2%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **
2 (2.0)	1 1%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **
3 (3.0)	2 2%	1 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **
4 (4.0)	3 2%	2 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	1 4%	** **	** **	** **	** **	** **
5 (5.0)	9 8%	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	2 5%	** **	** **	** **	** **	** **
6 (6.0)	8 8%	6 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	3 7%	** **	** **	** **	** **	** **
7 (7.0)	11 10%	8 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	5 13%	** **	** **	** **	** **	** **
8 (8.0)	22 20%	14 19%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	9 21%	** **	** **	** **	** **	** **
9 (9.0)	25 23%	20 26%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	10 24%	** **	** **	** **	** **	** **
10 Extremely satisfied (10.0)	25 23%	22 30%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	10 25%	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

	Total	Virgin										Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No *b	All *c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No ~h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All m	Billing ~n	Fault/ repair ~o	General ~p	Yes ~q	No *r
Significance Level: 99%																			
Unweighted total	180	122	58	73	22	42	9	26	47	56	6	52	21	107	24	49	34	38	69
Effective Weighted Sample	145	99	46	71	22	42	9	25	46	55	6	51	21	107	24	49	34	38	69
Total	108	74	34	68	26	34	8	25	43	51	6	48	20	40	9	18	13	14	26
SUMMARY CODES																			
DISSATISFIED (1-3)	5 5%	1 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **
NEUTRAL (4-6)	20 18%	9 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	6 16%	** **	** **	** **	** **	** **
SATISFIED (7-10)	83 77%	64 87%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	33 84%	** **	** **	** **	** **	** **
Answered	108	74	**	**	**	**	**	**	**	**	**	**	**	40	**	**	**	**	**
Mean score	7.8	8.4	**	**	**	**	**	**	**	**	**	**	**	8.2	**	**	**	**	**
Standard deviation	2.10	1.66	**	**	**	**	**	**	**	**	**	**	**	1.65	**	**	**	**	**
Standard error	.16	.15	**	**	**	**	**	**	**	**	**	**	**	.16	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied *a	Dissat- isfied ~b	Yes *c	No ~d	
Total						
Significance Level: 99%						
Unweighted total		180	79	5	70	
Effective Weighted Sample		145	79	5	70	
Total		108	29	2	26	
1 Extremely dissatisfied	(1.0)	2 2%	**	**	**	
2	(2.0)	1 1%	**	**	**	
3	(3.0)	2 2%	**	**	**	
4	(4.0)	3 2%	**	**	**	
5	(5.0)	9 8%	**	**	**	
6	(6.0)	8 8%	**	**	**	
7	(7.0)	11 10%	**	**	**	
8	(8.0)	22 20%	**	**	**	
9	(9.0)	25 23%	**	**	**	
10 Extremely satisfied	(10.0)	25 23%	**	**	**	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Satis- fied *a	Dissat- isfied ~b	Yes *c	No ~d	
Significance Level: 99%	Total				
Unweighted total	180	79	5	70	37
Effective Weighted Sample	145	79	5	70	37
Total	108	29	2	26	14
SUMMARY CODES					
DISSATISFIED (1-3)	5	**	**	**	**
	5%	**	**	**	**
NEUTRAL (4-6)	20	**	**	**	**
	18%	**	**	**	**
SATISFIED (7-10)	83	**	**	**	**
	77%	**	**	**	**
Answered	108	**	**	**	**
Mean score	7.8	**	**	**	**
Standard deviation	2.10	**	**	**	**
Standard error	.16	**	**	**	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Only on the phone	1050 58%	282 54%	422 60%	346 61%	472 55%	578 61%	595 55%	247 65% f	208 61%	411 54%	251 68% ikl	167 54%	169 58%	52 71% ikl	242 55%	420 62%	388 56%
Mainly on the phone	509 28%	174 33% b	174 25%	162 28%	258 30%	251 27%	327 30%	87 23%	95 28%	224 30%	93 25%	96 31% m	81 28%	15 21%	130 30%	192 28%	187 27%
Only via email	128 7%	29 6%	57 8%	42 7%	76 9%	52 5%	80 7%	28 7%	20 6%	64 8%	16 4%	22 7%	22 8%	4 6%	39 9%	38 6%	51 7%
Mainly via email	97 5%	32 6%	48 7% c	17 3%	41 5%	56 6%	72 7%	11 3%	14 4%	53 7% jm	7 2%	21 7% jm	15 5% m	* 1%	25 6%	24 4%	47 7%
Don't Know	19 1%	9 2%	7 1%	2 *%	12 1%	7 1%	10 1%	6 2%	2 *%	6 1%	4 1%	2 1%	5 2%	1 2%	2 *%	3 *%	14 2%
SUMMARY CODES																	
ANY CONTACT BY PHONE	1656 92%	488 93%	644 91%	525 92%	770 90%	886 94% d	993 92%	345 91%	317 94%	688 91%	351 95%	285 92%	266 91%	67 92%	397 91%	636 94%	623 91%
ANY CONTACT BY EMAIL	734 41%	235 45%	279 39%	220 39%	375 44%	359 38%	479 44% g	126 33%	129 38%	341 45% jm	115 31%	139 45% jm	119 41% jm	19 27%	194 44%	254 37%	286 42%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
Only on the phone	1050 58%	350 56%	700 59%	704 59%	131 58%	696 62%	342 53%	411 54%	87 50%	131 57%	192 54%	124 52%	287 55%	259 54%	** **	264 56%	142 51%
Mainly on the phone	509 28%	194 31%	315 27%	344 29%	56 25%	299 26%	207 32%	224 30%	55 32%	71 31%	98 28%	76 32%	148 29%	151 32%	** **	134 29%	89 32%
Only via email	128 7%	44 7%	84 7%	62 5%	24 11%	68 6%	56 9%	64 8%	16 9%	17 8%	30 9%	21 9%	43 8%	28 6%	** **	37 8%	25 9%
Mainly via email	97 5%	29 5%	68 6%	68 6%	12 5%	58 5%	38 6%	53 7%	15 8%	8 3%	30 9%	17 7%	36 7%	37 8%	** **	31 7%	21 8%
Don't Know	19 1%	3 1%	15 1%	8 1%	2 1%	10 1%	4 1%	6 1%	- -%	2 1%	5 1%	2 1%	5 1%	2 *%	** **	2 *%	2 1%
SUMMARY CODES																	
ANY CONTACT BY PHONE	1656 92%	573 92%	1083 92%	1116 94%	199 89%	1052 93%	588 91%	688 91%	157 91%	211 92%	320 90%	217 91%	471 91%	447 94%	** **	430 92%	252 91%
ANY CONTACT BY EMAIL	734 41%	267 43%	467 39%	475 40%	92 41%	425 38%	301 47%	341 45%	86 50%	97 42%	159 45%	113 47%	228 44%	216 45%	** **	203 43%	135 48%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
Only on the phone	1050 58%	251 68%	74 64%	118 69%	** **	92 67%	160 68%	182 69%	** **	177 73%	72 58%	167 54%	31 46%	71 57%	66 56%	59 51%	108 56%	106 55%	** **	
Mainly on the phone	509 28%	93 25%	30 26%	42 25%	** **	36 27%	56 24%	67 26%	** **	52 21%	40 32%	96 31%	26 39%	40 32%	31 27%	44 37%	53 27%	58 30%	** **	
Only via email	128 7%	16 4%	8 7%	6 3%	** **	7 5%	8 4%	7 3%	** **	7 3%	9 7%	22 7%	6 9%	7 6%	8 7%	7 6%	15 8%	13 7%	** **	
Mainly via email	97 5%	7 2%	3 3%	2 1%	** **	2 1%	5 2%	5 2%	** **	3 1%	4 3%	21 7%	4 6%	7 6%	10 9%	6 5%	15 8%	15 8%	** **	
Don't Know	19 1%	4 1%	- -%	2 1%	** **	- -%	4 2%	2 1%	** **	4 1%	- -%	2 1%	- -%	- -%	2 2%	1 1%	1 *%	- -%	** **	
SUMMARY CODES																				
ANY CONTACT BY PHONE	1656 92%	351 95%	108 93%	163 96%	** **	130 95%	221 94%	254 97%	** **	232 96%	116 93%	285 92%	60 91%	118 94%	106 91%	109 93%	176 92%	179 93%	** **	
ANY CONTACT BY EMAIL	734 41%	115 31%	42 36%	50 30%	** **	46 33%	70 30%	79 30%	** **	62 25%	53 42%	139 45%	36 54%	55 43%	49 42%	57 49%	82 43%	86 45%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Only on the phone	1050	98	66	169	35	76	58	58	112	122	**	122	45	52	**	**	**	**	35
	58%	55%	53%	58%	55%	64%	53%	56%	59%	58%	**	62%	48%	71%	**	**	**	**	72%
Mainly on the phone	509	54	42	81	16	31	34	32	49	60	**	52	29	15	**	**	**	**	9
	28%	30%	34%	28%	25%	26%	31%	31%	26%	29%	**	27%	31%	21%	**	**	**	**	19%
Only via email	128	13	8	22	7	5	10	8	14	12	**	10	13	4	**	**	**	**	3
	7%	7%	7%	8%	12%	5%	9%	8%	8%	6%	**	5%	14%	6%	**	**	**	**	6%
Mainly via email	97	13	7	15	3	6	6	4	11	12	**	10	5	*	**	**	**	**	-
	5%	7%	6%	5%	5%	5%	5%	4%	6%	6%	**	5%	5%	1%	**	**	**	**	-%
Don't Know	19	1	1	5	2	-	3	1	4	3	**	2	2	1	**	**	**	**	1
	1%	1%	1%	2%	3%	-%	3%	1%	2%	1%	**	1%	2%	2%	**	**	**	**	3%
SUMMARY CODES																			
ANY CONTACT BY PHONE	1656	165	115	266	54	114	98	94	172	194	**	184	79	67	**	**	**	**	44
	92%	92%	93%	91%	86%	95%	89%	91%	90%	93%	**	94%	85%	92%	**	**	**	**	91%
ANY CONTACT BY EMAIL	734	80	57	119	26	43	49	44	74	84	**	72	46	19	**	**	**	**	12
	41%	45%	46%	41%	42%	36%	45%	43%	39%	40%	**	37%	50%	27%	**	**	**	**	25%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Only on the phone	1050 58%	35 76%	**	34 79%	**
Mainly on the phone	509 28%	8 17%	**	7 16%	**
Only via email	128 7%	2 5%	**	1 3%	**
Mainly via email	97 5%	- -%	**	- -%	**
Don't Know	19 1%	1 2%	**	1 2%	**
SUMMARY CODES					
ANY CONTACT BY PHONE	1656 92%	43 93%	**	41 95%	**
ANY CONTACT BY EMAIL	734 41%	10 22%	**	8 19%	**

Columns Tested: a,b - c,d
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue				
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General q
Significance Level: 99%																			
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541	
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418	
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687	
1 Extremely dissatisfied	(1.0)	96 5%	20 4%	40 6%	36 6%	52 6%	44 5%	63 6%	13 3%	20 6%	49 6%	18 5%	19 6%	8 3%	3 4%	17 4%	49 7%	30 4%	
2	(2.0)	52 3%	12 2%	23 3%	17 3%	24 3%	28 3%	26 2%	13 3%	13 4%	24 3%	8 2%	13 4%	6 2%	2 3%	12 3%	22 3%	18 3%	
3	(3.0)	77 4%	15 3%	36 5%	25 4%	36 4%	41 4%	42 4%	19 5%	16 5%	39 5%	9 2%	15 5%	9 3%	5 7%	17 4%	39 6%	20 3%	
4	(4.0)	81 4%	26 5%	42 6%	13 2%	40 5%	41 4%	48 4%	23 6%	10 3%	31 4%	15 4%	19 6%	12 4%	4 6%	21 5%	35 5%	25 4%	
5	(5.0)	138 8%	36 7%	52 7%	50 9%	75 9%	62 7%	85 8%	25 7%	27 8%	65 9%	24 7%	25 8%	18 6%	6 8%	31 7%	63 9%	43 6%	
6	(6.0)	173 10%	63 12%	62 9%	47 8%	78 9%	95 10%	116 11%	33 9%	24 7%	74 10%	35 9%	26 8%	31 11%	7 10%	45 10%	74 11%	54 8%	
7	(7.0)	269 15%	85 16%	113 16%	71 13%	117 14%	152 16%	174 16%	58 15%	37 11%	119 16%	49 13%	50 16%	41 14%	8 11%	64 15%	110 16%	95 14%	
8	(8.0)	329 18%	122 23%	109 15%	98 17%	159 18%	171 18%	204 19%	66 17%	60 18%	141 19%	70 19%	51 17%	56 19%	11 15%	89 20%	113 17%	128 19%	
9	(9.0)	300 17%	72 14%	122 17%	106 19%	149 17%	151 16%	176 16%	59 15%	65 19%	111 15%	71 19%	49 16%	57 20%	12 16%	74 17%	89 13%	136 20%	
10 Extremely satisfied	(10.0)	289 16%	74 14%	109 15%	105 18%	128 15%	161 17%	150 14%	72 19%	67 20%	106 14%	72 19%	41 13%	54 18%	15 21%	69 16%	83 12%	137 20%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
SUMMARY CODES																	
DISSATISFIED (1-3)	225 12%	47 9%	99 14%	78 14%	112 13%	113 12%	130 12%	45 12%	49 15%	111 15%	34 9%	47 15%	23 8%	10 13%	45 10%	111 16%	68 10%
NEUTRAL (4-6)	391 22%	125 24%	156 22%	110 19%	194 23%	198 21%	250 23%	81 21%	61 18%	169 22%	74 20%	70 23%	61 21%	17 24%	97 22%	172 25%	122 18%
SATISFIED (7-10)	1187 66%	353 67%	453 64%	380 67%	552 64%	634 67%	704 65%	254 67%	228 67%	478 63%	263 71%	192 62%	209 71%	46 63%	295 68%	394 58%	497 72%
Answered	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Mean score	7.0	7.1	6.8	7.1	6.9	7.1	6.9	7.1	7.1	6.8	7.3 ik	6.7	7.4 ik	7.0	7.1 o	6.5	7.4 o
Standard deviation	2.53	2.31	2.60	2.64	2.58	2.49	2.49	2.51	2.69	2.59	2.44	2.63	2.28	2.61	2.40	2.62	2.45
Standard error	.06	.10	.10	.11	.09	.08	.08	.13	.15	.13	.12	.13	.11	.19	.11	.09	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	96 5%	56 9%	40 3%	- -	96 43%	13 1%	81 12%	49 6%	5 3%	25 11%	19 5%	27 11%	22 4%	- -	** **	7 2%	39 14%
			b		c		e						l		m		o	
2	(2.0)	52 3%	36 6%	16 1%	- -	52 23%	7 1%	45 7%	24 3%	3 2%	11 5%	9 3%	16 7%	8 2%	- -	** **	3 1%	21 7%
			b		c		e						l		m		o	
3	(3.0)	77 4%	39 6%	37 3%	- -	77 34%	19 2%	56 9%	39 5%	10 6%	17 8%	12 3%	20 8%	19 4%	- -	** **	12 3%	27 10%
			b		c		e								m		o	
4	(4.0)	81 4%	44 7%	37 3%	- -	- -	27 2%	52 8%	31 4%	6 4%	13 6%	12 3%	12 5%	19 4%	- -	** **	13 3%	18 7%
			b				e								**			
5	(5.0)	138 8%	62 10%	76 6%	- -	- -	55 5%	78 12%	65 9%	11 7%	30 13%	23 7%	28 12%	37 7%	- -	** **	32 7%	31 11%
							e								**			
6	(6.0)	173 10%	69 11%	104 9%	- -	- -	66 6%	103 16%	74 10%	19 11%	29 12%	26 7%	28 12%	46 9%	- -	** **	30 6%	41 15%
							e								**		o	
7	(7.0)	269 15%	111 18%	158 13%	269 23%	- -	154 14%	112 17%	119 16%	26 15%	35 15%	58 16%	48 20%	72 14%	119 25%	** **	67 14%	52 19%
					d										n			
8	(8.0)	329 18%	75 12%	254 21%	329 28%	- -	249 22%	79 12%	141 19%	42 24%	33 14%	65 18%	24 10%	117 22%	141 29%	** **	105 22%	36 13%
				a	d		f						k		n			
9	(9.0)	300 17%	69 11%	231 20%	300 25%	- -	267 24%	33 5%	111 15%	29 17%	19 8%	63 18%	23 10%	88 17%	111 23%	** **	102 22%	10 3%
				a	d		f						n		p			

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	289 16%	59 10%	229 19%	289 24%	- -%	273 24%	10 2%	106 14%	21 12%	17 8%	68 19%	14 6%	92 18%	106 22%	** **	98 21%	3 1%
SUMMARY CODES																	
DISSATISFIED (1-3)	225 12%	131 21%	94 8%	- -%	225 100%	39 3%	181 28%	111 15%	18 10%	54 23%	40 11%	63 26%	49 9%	- -%	** **	22 5%	87 31%
NEUTRAL (4-6)	391 22%	175 28%	216 18%	- -%	- -%	149 13%	233 36%	169 22%	37 21%	71 31%	61 17%	67 28%	102 20%	- -%	** **	75 16%	90 32%
SATISFIED (7-10)	1187 66%	315 51%	872 74%	1187 100%	- -%	943 83%	234 36%	478 63%	118 68%	105 46%	255 72%	109 46%	369 71%	478 100%	** **	372 79%	101 36%
Answered	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	**	469	278
Mean score	7.0	6.0	7.5	8.5	1.9	8.0	5.2	6.8	7.1	5.8	7.2	5.6	7.3	8.4	**	7.8	5.1
Standard deviation	2.53	2.71	2.28	1.09	.87	1.90	2.48	2.59	2.26	2.69	2.51	2.70	2.37	1.09	**	2.02	2.51
Standard error	.06	.11	.07	.03	.06	.06	.10	.13	.22	.22	.20	.23	.15	.07	**	.13	.20

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	96 5%	18 5%	6 5%	7 4%	** **	10 7%	8 3%	- -%	** **	1 *%	17 13% i	19 6%	4 6%	10 8%	5 4%	12 10%	7 4%	- -%	** ** q
2 (2.0)	52 3%	8 2%	3 3%	2 1%	** **	4 3%	4 2%	- -%	** **	1 *%	7 6% i	13 4%	2 4%	7 5%	4 3%	10 9% p	2 1%	- -%	** ** q
3 (3.0)	77 4%	9 2%	3 3%	3 2%	** **	5 4%	4 2%	- -%	** **	1 *%	7 5% i	15 5%	2 3%	11 9% n	2 2%	7 6%	8 4%	- -%	** ** q
4 (4.0)	81 4%	15 4%	6 5%	7 4%	** **	10 8% f	5 2%	- -%	** **	3 1%	11 9% i	19 6%	4 7%	9 7%	5 5%	12 11% p	6 3%	- -%	** **
5 (5.0)	138 8%	24 7%	7 6%	9 5%	** **	10 7%	14 6%	- -%	** **	4 2%	19 15% i	25 8%	6 8%	14 11%	5 5%	13 11%	12 6%	- -%	** **
6 (6.0)	173 10%	35 9%	10 9%	19 11%	** **	15 11%	19 8%	- -%	** **	15 6%	20 16% i	26 8%	6 8%	8 7%	12 10%	8 7%	17 9%	- -%	** **
7 (7.0)	269 15%	49 13%	20 17% d	26 15% d	** **	21 15%	28 12%	49 19%	** **	28 11%	21 17%	50 16%	7 11%	25 20%	18 16%	21 18%	30 16%	50 26% r	** **
8 (8.0)	329 18%	70 19%	20 17%	36 21%	** **	20 15%	50 21%	70 27%	** **	57 23% j	13 11%	51 17%	13 20%	18 14%	20 17%	15 12%	36 19%	51 27% r	** **
9 (9.0)	300 17%	71 19%	22 19%	28 17%	** **	18 13%	53 22%	71 27%	** **	63 26% j	8 7%	49 16%	8 12%	13 10%	28 24% m	11 10%	38 20% o	49 26% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
10 Extremely satisfied (10.0)	289 16%	72 19%	19 16%	33 20%	** **	23 17%	49 21%	72 27%	** **	71 29%	2 1%	41 13%	14 21%	10 8%	17 15%	8 7%	34 18%	41 22%	** **	
SUMMARY CODES																				
DISSATISFIED (1-3)	225 12%	34 9%	13 11%	12 7%	** **	19 14%	16 7%	- -%	** **	3 1%	30 24%	47 15%	8 12%	28 23%	10 9%	29 25%	17 9%	- -%	** **	
NEUTRAL (4-6)	391 22%	74 20%	23 20%	34 20%	** **	36 26%	38 16%	- -%	** **	22 9%	50 40%	70 23%	16 24%	31 25%	23 20%	34 29%	36 19%	- -%	** **	
SATISFIED (7-10)	1187 66%	263 71%	80 69%	124 73%	** **	83 60%	180 77%	263 100%	** **	218 90%	45 36%	192 62%	42 64%	66 52%	84 72%	54 46%	138 72%	192 100%	** **	
Answered	1803	371	116	170	**	137	234	263	**	243	125	308	66	126	116	117	191	192	**	
Mean score	7.0	7.3	7.1	7.4	**	6.7	7.7 e	8.6	**	8.4 j	5.3	6.7 m	7.0 m	6.0 m	7.3 m	5.6 o	7.3 o	8.4 r	**	
Standard deviation	2.53	2.44	2.49	2.29	**	2.67	2.23	1.08	**	1.54	2.48	2.63	2.67	2.69	2.36	2.74	2.33	1.10	**	
Standard error	.06	.12	.25	.16	**	.22	.14	.06	**	.10	.21	.13	.26	.21	.21	.22	.15	.07	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	96 5%	4 2%	14 11% a	8 3%	2 4%	5 4%	1 1%	7 7% h	1 1%	- -%	** **	1 *%	7 8% k	3 4%	** **	** **	** **	** **	2 5%
2 (2.0)	52 3%	2 1%	11 9% a	6 2%	2 4%	1 1%	2 2%	5 4% h	1 1%	- -%	** **	1 *%	5 5% k	2 3%	** **	** **	** **	** **	1 2%
3 (3.0)	77 4%	1 1%	13 11% a	9 3%	1 2%	3 3%	5 4%	4 4%	5 3%	- -%	** **	3 1%	6 7% k	5 7%	** **	** p	** r	** **	1 3%
4 (4.0)	81 4%	5 3%	13 11% a	12 4%	3 4%	5 5%	4 4%	6 6%	6 3%	- -%	** **	6 3%	6 6%	4 6%	** **	** **	** **	** r	1 2%
5 (5.0)	138 8%	8 4%	15 12% a	18 6%	6 9%	8 7%	4 4%	10 10%	8 4%	- -%	** **	8 4%	9 10%	6 8%	** **	** **	** **	** **	4 9%
6 (6.0)	173 10%	9 5%	15 12% a	31 11%	9 14%	14 11%	9 8%	14 14%	17 9%	- -%	** **	10 5%	21 23% k	7 10%	** **	** **	** **	** **	4 8%
7 (7.0)	269 15%	30 17%	20 16%	41 14%	8 13%	20 17%	13 11%	19 18%	22 12%	41 20%	** **	25 13%	16 17%	8 11%	** **	** **	** **	** **	6 12%
8 (8.0)	329 18%	36 20%	14 12%	56 19%	11 17%	21 18%	24 22%	14 13%	42 22%	56 27%	** **	44 22%	12 13%	11 15%	** **	** **	** **	** **	9 18%
9 (9.0)	300 17%	44 25% b	4 3%	57 20%	12 19%	23 19%	22 20%	13 13%	44 23%	57 27%	** **	48 24% l	10 10%	12 16%	** **	** **	** **	** **	9 18%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	289 16%	38 21% b	3 3%	54 18%	9 14%	18 15%	27 25%	11 10%	43 23% g	54 26%	** **	51 26% l	1 1%	15 21%	** ** o	** **	** **	** **	12 24%
SUMMARY CODES																			
DISSATISFIED (1-3)	225 12%	8 4%	38 31% a	23 8%	6 9%	10 8%	8 7%	16 15%	7 4%	- -%	** **	4 2%	18 20% k	10 13%	** **	** **	** **	** **	5 10%
NEUTRAL (4-6)	391 22%	23 13%	44 36% a	61 21%	17 28%	27 23%	16 15%	30 29%	31 16% h	- -%	** **	25 13%	36 38% k	17 24%	** **	** **	** **	** **	9 19%
SATISFIED (7-10)	1187 66%	148 83% b	42 34%	209 71%	40 63%	83 69%	86 78%	57 55%	151 80% g	209 100%	** **	168 85% l	39 42%	46 63%	** ** o	** **	** **	** **	34 71% q
Answered	1803	179	124	293	63	120	110	103	190	209	**	197	93	72	**	**	**	**	48
Mean score	7.0	7.9 b	5.0	7.4	7.1	7.2	7.8	6.4	7.9 g	8.6	**	8.2 l	5.8	7.0	** o	**	**	**	7.4 q
Standard deviation	2.53	2.04	2.48	2.28	2.38	2.30	2.16	2.56	1.92	1.08	**	1.76	2.37	2.61	**	**	**	**	2.51
Standard error	.06	.13	.19	.11	.22	.17	.20	.21	.12	.06	**	.11	.21	.19	**	**	**	**	.22

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	96 5%	- -%	** **	- -%	** **
					c	
2	(2.0)	52 3%	- -%	** **	* 1%	** **
3	(3.0)	77 4%	- -%	** **	2 4%	** **
4	(4.0)	81 4%	- -%	** **	- -%	** **
					c	
5	(5.0)	138 8%	- -%	** **	2 5%	** **
6	(6.0)	173 10%	- -%	** **	1 3%	** **
					c	
7	(7.0)	269 15%	8 18%	** **	5 11%	** **
8	(8.0)	329 18%	11 24%	** **	7 17%	** **
9	(9.0)	300 17%	12 25%	** **	10 24%	** **
					d	
10 Extremely satisfied	(10.0)	289 16%	15 33%	** **	14 34%	** **
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
SUMMARY CODES					
DISSATISFIED (1-3)	225 12%	- -%	** **	2 5%	** ** c
NEUTRAL (4-6)	391 22%	- -%	** **	4 9%	** ** c
SATISFIED (7-10)	1187 66%	46 100%	** **	37 86%	** ** d
Answered	1803	46	**	43	**
Mean score	7.0	8.7	**	8.3	**
Standard deviation	2.53	1.11	**	1.92	**
Standard error	.06	.10	**	.18	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	69 4%	18 3%	29 4%	22 4%	41 5%	28 3%	44 4%	12 3%	13 4%	34 4%	13 4%	13 4%	6 2%	2 3%	15 3%	29 4%	25 4%
2	(2.0)	36 2%	10 2%	14 2%	12 2%	23 3%	13 1%	22 2%	7 2%	7 2%	17 2%	1 *%	12 4%	3 1%	2 3%	8 2%	16 2%	11 2%
3	(3.0)	63 3%	15 3%	27 4%	21 4%	28 3%	34 4%	40 4%	10 3%	13 4%	28 4%	9 2%	14 5%	9 3%	3 4%	8 2%	32 5%	23 3%
4	(4.0)	81 4%	21 4%	35 5%	25 4%	34 4%	47 5%	51 5%	18 5%	12 4%	41 5%	10 3%	20 6%	8 3%	3 4%	13 3%	33 5%	35 5%
5	(5.0)	164 9%	48 9%	67 9%	49 9%	78 9%	87 9%	97 9%	41 11%	27 8%	63 8%	31 8%	30 10%	35 12%	5 7%	54 12%	64 10%	46 7%
6	(6.0)	130 7%	48 9%	50 7%	32 6%	66 8%	64 7%	85 8%	24 6%	21 6%	59 8%	28 7%	16 5%	23 8%	4 6%	29 7%	52 8%	48 7%
7	(7.0)	241 13%	68 13%	114 16% c	59 10%	105 12%	136 14%	158 15%	48 13%	35 10%	101 13%	45 12%	47 15%	39 13%	10 14%	61 14%	92 14%	88 13%
8	(8.0)	346 19%	99 19%	132 19%	115 20%	178 21%	168 18%	209 19%	65 17%	72 21%	163 22%	63 17%	62 20%	45 15%	13 17%	87 20%	120 18%	139 20%
9	(9.0)	312 17%	95 18%	120 17%	96 17%	135 16%	177 19%	183 17%	73 19%	55 16%	121 16%	72 19%	45 15%	59 20%	14 19%	69 16%	117 17%	125 18%
10 Extremely satisfied	(10.0)	322 18%	98 19%	111 16%	113 20%	150 17%	172 18%	173 16%	75 20%	73 22%	110 14%	92 25% ik	42 14%	63 22% k	14 20%	89 20%	108 16%	125 18%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	40 2%	7 1%	10 1%	24 4%	21 2%	19 2%	21 2%	8 2%	11 3%	20 3%	8 2%	6 2%	4 1%	2 3%	4 1%	14 2%	23 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	167 9%	42 8%	69 10%	56 10%	92 11%	75 8%	106 10%	29 8%	33 10%	80 11%	23 6%	40 13%	18 6%	7 10%	31 7%	77 11%	59 9%
NEUTRAL (4-6)	375 21%	117 22%	151 21%	107 19%	177 21%	198 21%	233 21%	83 22%	60 18%	163 21%	69 19%	66 21%	65 22%	12 16%	96 22%	150 22%	129 19%
SATISFIED (7-10)	1220 68%	360 69%	477 67%	383 67%	568 66%	652 69%	724 67%	261 69%	235 69%	495 65%	272 73%	196 64%	206 70%	51 70%	306 70%	437 64%	477 69%
Answered	1762	519	698	545	837	925	1063	373	327	738	363	302	289	70	434	664	665
Mean score	7.2	7.3	7.1	7.3	7.1	7.3	7.1	7.4	7.4	7.0	7.7 ik	6.8	7.5 ik	7.4	7.3	7.0	7.3
Standard deviation	2.42	2.35	2.41	2.49	2.50	2.33	2.41	2.37	2.47	2.45	2.28	2.53	2.24	2.47	2.33	2.49	2.38
Standard error	.06	.10	.09	.11	.09	.08	.07	.12	.14	.12	.12	.13	.11	.18	.11	.09	.10

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	69 4%	42 7%	27 2%	6 *% 25%	56 1%	52 8%	34 4%	8 5%	14 6%	12 3%	19 8%	15 3%	2 *% m	** ** m	7 2%	27 10%	
2	(2.0)	36 2%	17 3%	18 2%	6 1% 7%	15 1%	22 3%	17 2%	5 3%	8 3%	5 1%	9 4%	9 2%	3 1% m	** ** m	7 2%	10 4%	
3	(3.0)	63 3%	36 6%	26 2%	4 *% 11%	24 2%	46 7%	28 4%	- -%	14 6%	14 4%	17 7%	12 2%	2 *% m	** ** m	9 2%	20 7%	
4	(4.0)	81 4%	37 6%	44 4%	20 2% 8%	19 3%	30 8%	51 5%	6 4%	11 5%	23 7%	13 6%	28 5%	9 2% m	** ** m	15 3%	26 9%	
5	(5.0)	164 9%	73 12%	91 8%	62 5% 11%	26 6%	88 14%	63 8%	23 13%	19 8%	21 6%	29 12%	34 7%	24 5% m	** ** m	28 6%	34 12%	
6	(6.0)	130 7%	54 9%	76 6%	54 5% 6%	14 6%	69 11%	59 8%	11 7%	22 10%	26 7%	21 9%	39 7%	24 5% m	** ** m	26 6%	31 11%	
7	(7.0)	241 13%	73 12%	168 14%	170 14% 8%	18 8%	139 12%	99 15%	27 16%	33 14%	40 11%	31 13%	69 13%	64 13% m	** ** m	55 12%	43 15%	
8	(8.0)	346 19%	105 17%	241 20%	271 23% 13%	30 13%	248 22% 15%	97 15%	163 22%	37 21%	49 21%	77 22%	48 20%	116 22% m	** ** m	116 25%	47 17%	
9	(9.0)	312 17%	79 13%	233 20%	279 23% 4%	9 4%	243 21% 10%	68 10%	121 16%	23 13%	29 12%	70 20%	21 9%	100 19% k	112 23% n	** ** n	101 21% p	21 7%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	322 18%	96 15%	226 19%	289 24% d	9 4%	271 24% f	43 7%	110 14%	31 18%	25 11%	54 15%	30 13%	80 15%	99 21% n	** **	92 20% p	14 5%
Not applicable	40 2%	8 1%	32 3%	26 2%	5 2%	23 2%	14 2%	20 3%	2 1%	5 2%	14 4%	2 1%	19 4%	13 3% n	** **	13 3% p	6 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	167 9%	96 15% b	72 6%	16 1%	95 42% c	47 4%	120 18% e	80 11%	13 7%	36 16%	30 9%	44 19% l	36 7%	7 1%	** ** m	23 5%	57 20% o
NEUTRAL (4-6)	375 21% b	164 26% b	211 18%	136 12%	58 26% c	159 14%	207 32% e	163 21%	40 23%	52 23%	70 20%	63 26%	100 19%	57 12% m	** **	69 15% o	91 33% o
SATISFIED (7-10)	1220 68%	353 57%	868 73% a	1008 85% d	66 29%	901 80% f	306 47%	495 65%	118 68%	136 59%	241 68%	131 55%	365 70% k	400 84% n	** **	364 78% p	124 45%
Answered	1762	612	1150	1161	220	1107	634	738	171	225	341	237	500	464	**	456	272
Mean score	7.2	6.6	7.6 a	8.2 d	4.5	7.9 f	6.0	7.0	7.2	6.6	7.3	6.3	7.4 k	8.1 n	**	7.8 p	5.8
Standard deviation	2.42	2.68	2.20	1.68	2.88	2.03	2.56	2.45	2.39	2.58	2.36	2.70	2.25	1.67	**	2.05	2.56
Standard error	.06	.11	.07	.05	.20	.06	.10	.12	.23	.22	.20	.23	.14	.11	**	.13	.21

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	69 4%	13 4%	3 3%	4 2%	** **	8 6%	5 2%	1 *%	** **	3 1%	10 8% i	13 4%	2 3%	5 4%	6 5%	9 7%	5 2%	2 1%	** ** q
2 (2.0)	36 2%	1 *%	- -%	- -%	** **	- -%	1 *%	- -%	** **	- -%	1 1%	12 4%	2 3%	4 4%	5 5%	6 5%	6 3%	2 1%	** ** q
3 (3.0)	63 3%	9 2%	3 3%	3 2%	** **	3 2%	6 2%	1 *%	** **	- -%	9 7% i	14 5%	2 4%	9 7%	3 2%	9 8%	5 3%	- -%	** ** q
4 (4.0)	81 4%	10 3%	1 1%	6 3%	** **	5 3%	5 2%	3 1%	** **	3 1%	6 5%	20 6%	4 6%	11 9%	5 4%	12 10%	8 4%	6 3%	** **
5 (5.0)	164 9%	31 8%	14 12%	15 9%	** **	13 10%	18 8%	10 4%	** **	12 5%	18 14% i	30 10%	7 10%	13 11%	10 9%	14 12%	17 9%	12 6%	** **
6 (6.0)	130 7%	28 7%	8 7%	12 7%	** **	14 10%	14 6%	13 5%	** **	15 6%	12 10%	16 5%	4 6%	9 7%	4 3%	9 8%	7 4%	5 3%	** **
7 (7.0)	241 13%	45 12%	13 11%	20 12%	** **	11 8%	34 14%	34 13%	** **	25 10%	21 16%	47 15%	12 18%	16 13%	19 16%	13 11%	34 18%	36 19%	** **
8 (8.0)	346 19%	63 17%	26 22%	26 15%	** **	25 18%	38 16%	52 20%	** **	47 19%	16 13%	62 20%	11 17%	25 20%	26 23%	16 14%	46 24%	46 24%	** **
9 (9.0)	312 17%	72 19%	21 18%	38 22%	** **	22 16%	50 21%	63 24%	** **	52 21%	19 16%	45 15%	11 16%	16 13%	19 16%	14 12%	31 16%	41 21%	** ** r

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	322 18%	92 25%	27 23%	41 24%	** **	34 25%	59 25%	81 31%	** **	81 34%	10 8%	42 14%	11 17%	13 11%	17 15%	12 11%	30 16%	38 20%	** **
Not applicable	40 2%	8 2%	- -%	4 2%	** **	2 2%	5 2%	6 2%	** **	5 2%	3 2%	6 2%	1 1%	4 3%	2 2%	3 3%	3 2%	2 1%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	167 9%	23 6%	7 6%	7 4%	** **	11 8%	11 5%	2 1%	** **	3 1%	20 16%	40 13%	6 9%	19 15%	15 13%	24 20%	16 8%	5 2%	** **
NEUTRAL (4-6)	375 21%	69 19%	23 20%	33 19%	** **	32 23%	37 16%	25 9%	** **	30 12%	37 29%	66 21%	14 22%	34 27%	18 16%	34 29%	32 17%	23 12%	** **
SATISFIED (7-10)	1220 68%	272 73%	86 74%	126 74%	** **	92 67%	180 77%	230 88%	** **	204 84%	66 53%	196 64%	45 68%	70 55%	82 70%	56 47%	141 74%	162 84%	** **
Answered Mean score	1762 7.2	363 7.7	116 7.6	166 7.8	** **	135 7.4	229 7.8	257 8.4	** **	238 8.4	122 6.3	302 6.8	65 7.1	122 6.5	115 7.0	114 6.0	188 7.3	190 7.9	** **
Standard deviation	2.42	2.28	2.20	2.16	**	2.52	2.12	1.56	**	1.75	2.56	2.53	2.40	2.55	2.57	2.76	2.27	1.86	**
Standard error	.06	.12	.22	.15	**	.21	.14	.09	**	.11	.22	.13	.23	.20	.23	.22	.15	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	69 4%	5 3%	8 7%	6 2%	2 3%	3 3%	1 1%	4 4%	2 1%	- -%	** **	1 *%	5 6% k	2 3%	** **	** **	** **	** **	1 2%
2 (2.0)	36 2%	6 3%	6 5%	3 1%	1 2%	2 2%	- -%	2 2%	1 1%	1 *%	** **	- -%	3 3% k	2 3%	** **	** **	** **	** **	1 3%
3 (3.0)	63 3%	3 2%	11 9% a	9 3%	2 3%	4 3%	3 3%	6 6% h	2 1%	1 *%	** **	5 2%	4 4%	3 4%	** **	** **	** **	** **	1 3%
4 (4.0)	81 4%	7 4%	12 10%	8 3%	2 3%	3 3%	3 3%	5 5%	3 2%	3 1%	** **	4 2%	4 5%	3 4%	** **	** **	** **	** **	1 2%
5 (5.0)	164 9%	11 6%	17 13%	35 12%	9 14%	15 13%	11 10%	16 16%	18 10%	15 7%	** **	19 9%	15 17%	5 7%	** **	** **	** **	** **	4 8%
6 (6.0)	130 7%	7 4%	9 7%	23 8%	5 8%	7 6%	11 10%	9 9%	14 7%	11 5%	** **	8 4%	14 15% k	4 6%	** **	** **	** **	** **	3 6%
7 (7.0)	241 13%	28 16%	18 14%	39 13%	7 12%	17 14%	14 13%	14 13%	25 13%	29 14%	** **	26 13%	12 13%	10 14%	** **	** **	** **	** **	6 12%
8 (8.0)	346 19%	39 22%	22 18%	45 15%	10 15%	15 13%	20 18%	13 13%	31 17%	38 18%	** **	37 19% l	7 8%	13 17%	** **	** **	** **	** **	9 19%
9 (9.0)	312 17%	36 20% b	9 7%	59 20%	11 17%	28 23%	20 18%	16 16%	43 22%	52 25%	** **	44 22%	15 16%	14 19%	** **	** **	** **	** **	9 19%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	322	35	7	63	14	24	25	15	48	58	**	51	10	14	**	**	**	**	10
	18%	19%	6%	22%	22%	20%	23%	15%	25%	28%	**	26%	11%	20%	**	**	**	**	22%
		b										l			o				
Not applicable	40	1	4	4	1	1	2	1	2	3	**	2	1	2	**	**	**	**	2
	2%	1%	3%	1%	2%	1%	2%	1%	1%	2%	**	1%	1%	3%	**	**	**	**	5%
SUMMARY CODES																			
DISSATISFIED (1-3)	167	14	26	18	4	10	4	13	5	1	**	5	13	7	**	**	**	**	4
	9%	8%	21%	6%	7%	8%	4%	12%	3%	1%	**	3%	14%	10%	**	**	**	**	8%
			a					h					k						
NEUTRAL (4-6)	375	25	38	65	16	25	24	30	35	28	**	31	34	12	**	**	**	**	7
	21%	14%	30%	22%	25%	21%	22%	29%	18%	13%	**	16%	36%	16%	**	**	**	**	15%
			a										k						
SATISFIED (7-10)	1220	138	57	206	42	84	80	59	147	176	**	158	45	51	**	**	**	**	35
	68%	77%	46%	70%	66%	70%	73%	57%	78%	84%	**	80%	49%	70%	**	**	**	**	72%
		b							g			l							
Answered	1762	177	120	289	62	119	108	102	187	205	**	194	92	70	**	**	**	**	46
Mean score	7.2	7.5	5.8	7.5	7.4	7.4	7.7	6.7	7.9	8.3	**	8.0	6.4	7.4	**	**	**	**	7.6
		b							g			l			o				
Standard deviation	2.42	2.30	2.56	2.24	2.37	2.37	2.01	2.52	1.96	1.65	**	1.88	2.54	2.47	**	**	**	**	2.28
Standard error	.06	.15	.20	.11	.23	.18	.19	.21	.12	.10	**	.12	.22	.18	**	**	**	**	.20

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	69 4%	- -%	** **	1 3%	** **
2	(2.0)	36 2%	- -%	** **	1 2%	** **
3	(3.0)	63 3%	1 2%	** **	1 2%	** **
4	(4.0)	81 4%	- -%	** **	* 1%	** **
5	(5.0)	164 9%	2 4%	** **	2 5%	** **
6	(6.0)	130 7%	1 3%	** **	1 2%	** **
7	(7.0)	241 13%	7 15%	** **	5 11%	** **
8	(8.0)	346 19%	9 20%	** **	9 21%	** **
9	(9.0)	312 17%	11 24%	** **	10 23%	** **
10 Extremely satisfied	(10.0)	322 18%	13 29%	** **	12 28%	** **

Columns Tested: a,b - c,d
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	40	1	**	1	**
	2%	2%	**	3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	167	1	**	3	**
	9%	2%	**	6%	**
NEUTRAL (4-6)	375	3	**	3	**
	21%	7%	**	8%	**
					c
SATISFIED (7-10)	1220	40	**	36	**
	68%	89%	**	84%	**
				d	
Answered	1762	45	**	42	**
Mean score	7.2	8.4	**	8.1	**
				d	
Standard deviation	2.42	1.55	**	2.17	**
Standard error	.06	.14	**	.20	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	BT	Virgin	Talk Talk	Sky	Orange	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1	Extremely dissatisfied (1.0)	118 7%	36 7%	48 7%	34 6%	58 7%	60 6%	76 7%	23 6%	19 6%	61 8%	21 6%	18 6%	13 4%	5 7%	27 6%	55 8%	36 5%
2	(2.0)	35 2%	15 3%	11 2%	8 1%	13 1%	22 2%	21 2%	8 2%	5 2%	18 2%	4 1%	5 2%	3 4%	8 2%	17 2%	10 1%	
3	(3.0)	41 2%	9 2%	18 3%	13 2%	19 2%	21 2%	26 2%	7 2%	7 2%	20 3%	6 2%	7 2%	1 2%	7 2%	19 3%	14 2%	
4	(4.0)	52 3%	10 2%	21 3%	21 4%	30 3%	23 2%	24 2%	13 3%	16 5%	25 3%	9 2%	10 3%	8 3%	1 1%	13 3%	16 2%	23 3%
5	(5.0)	119 7%	39 8%	57 8%	23 4%	55 6%	64 7%	83 8%	23 6%	14 4%	41 5%	28 7%	27 9%	20 7%	4 5%	34 8%	48 7%	36 5%
6	(6.0)	90 5%	43 8%	31 4%	16 3%	42 5%	48 5%	53 5%	27 7%	10 3%	28 4%	26 7%	14 5%	21 7%	2 3%	23 5%	42 6%	25 4%
7	(7.0)	168 9%	55 11%	67 10%	45 8%	75 9%	93 10%	117 11%	27 7%	24 7%	75 10%	31 8%	27 9%	26 9%	8 11%	37 8%	82 12%	49 7%
8	(8.0)	199 11%	73 14%	62 9%	64 11%	100 12%	99 11%	122 11%	44 12%	33 10%	87 11%	38 10%	36 12%	31 11%	7 10%	47 11%	70 10%	83 12%
9	(9.0)	193 11%	66 12%	73 10%	55 10%	104 12%	89 9%	124 11%	34 9%	36 11%	74 10%	46 12%	31 10%	37 12%	7 10%	51 12%	70 10%	72 10%
10	Extremely satisfied (10.0)	214 12%	66 13%	77 11%	71 13%	108 13%	106 11%	119 11%	48 13%	46 14%	84 11%	46 12%	28 9%	45 15%	10 14%	52 12%	83 12%	79 11%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	574	113	243	219	254	320	319	127	129	245	118	106	82	24	138	175	261
	32%	21%	34%	38%	30%	34%	29%	33%	38%	32%	32%	34%	28%	33%	32%	26%	38%
			a	a					f								o
SUMMARY CODES																	
DISSATISFIED (1-3)	193	61	77	55	90	103	124	38	31	99	31	30	25	9	42	91	60
	11%	12%	11%	10%	11%	11%	11%	10%	9%	13%	8%	10%	8%	12%	10%	13%	9%
NEUTRAL (4-6)	262	92	109	60	127	135	159	63	40	94	62	50	49	6	70	107	85
	15%	18%	15%	11%	15%	14%	15%	16%	12%	12%	17%	16%	17%	9%	16%	16%	12%
		c									m		m				
SATISFIED (7-10)	774	260	278	235	387	387	482	153	139	320	161	122	138	33	187	305	282
	43%	50%	39%	41%	45%	41%	44%	40%	41%	42%	43%	40%	47%	46%	43%	45%	41%
		b															
Answered	1228	413	465	350	604	624	765	254	210	513	254	202	211	48	299	502	427
Mean score	6.8	6.8	6.6	6.9	6.8	6.7	6.7	6.8	7.0	6.5	7.0	6.6	7.1	6.8	6.8	6.6	6.9
													i				
Standard deviation	2.80	2.71	2.83	2.85	2.80	2.80	2.78	2.79	2.87	2.94	2.66	2.71	2.62	2.99	2.76	2.86	2.75
Standard error	.08	.13	.13	.16	.11	.11	.10	.17	.20	.18	.16	.17	.15	.26	.15	.12	.15

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	118 7%	75 12%	43 4%	8 1%	92 41%	26 2%	90 14%	61 8%	11 7%	29 12%	21 6%	36 15%	24 5%	5 1%	** **	14 3%	47 17%
2	(2.0)	35 2%	22 4%	12 1%	3 *%	14 6%	9 1%	25 4%	18 2%	5 3%	6 3%	7 2%	13 5%	6 1%	2 *%	** **	6 1%	13 5%
3	(3.0)	41 2%	20 3%	20 2%	8 1%	11 5%	19 2%	21 3%	20 3%	3 2%	10 4%	7 2%	9 4%	10 2%	2 *%	** **	12 3%	8 3%
4	(4.0)	52 3%	23 4%	29 2%	8 1%	6 3%	23 2%	28 4%	25 3%	5 3%	6 3%	14 4%	9 4%	16 3%	4 1%	** **	14 3%	11 4%
5	(5.0)	119 7%	52 8%	67 6%	36 3%	12 5%	48 4%	67 10%	41 5%	13 7%	14 6%	14 4%	12 5%	29 6%	10 2%	** **	17 4%	25 9%
6	(6.0)	90 5%	37 6%	53 4%	46 4%	1 *%	44 4%	44 7%	28 4%	8 5%	13 6%	7 2%	10 4%	17 3%	14 3%	** **	12 3%	14 5%
7	(7.0)	168 9%	61 10%	106 9%	127 11%	6 3%	119 11%	48 7%	75 10%	18 10%	36 16%	21 6%	29 12%	46 9%	54 11%	** **	58 12%	17 6%
8	(8.0)	199 11%	60 10%	140 12%	176 15%	7 3%	135 12%	63 10%	87 11%	19 11%	21 9%	47 13%	22 9%	65 12%	75 16%	** **	50 11%	37 13%
9	(9.0)	193 11%	52 8%	141 12%	180 15%	5 2%	152 13%	41 6%	74 10%	21 12%	17 8%	35 10%	18 8%	55 11%	65 14%	** **	54 12%	19 7%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	214 12%	59 9%	155 13%	201 17% d	4 2%	186 16% f	22 3%	84 11%	18 10%	27 12%	40 11%	18 7%	67 13%	77 16% n	** **	70 15% p	10 3%
Not applicable	574 32%	159 26%	415 35% a	394 33%	67 30%	368 33%	198 31%	245 32%	52 30%	51 22%	143 40% i	62 26%	183 35%	171 36%	** **	163 35%	78 28%
SUMMARY CODES																	
DISSATISFIED (1-3)	193 11%	117 19% b	76 6%	19 2%	117 52% c	54 5%	137 21% e	99 13%	19 11%	44 19%	35 10%	59 24% l	40 8%	8 2%	** ** m	31 7%	67 24% o
NEUTRAL (4-6)	262 15%	112 18% b	150 13%	90 8%	19 9%	115 10%	139 21% e	94 12%	26 15%	33 14%	35 10%	31 13%	63 12%	28 6%	** **	43 9%	49 18%
SATISFIED (7-10)	774 43%	232 37%	542 46% a	683 58% d	22 10%	593 52% f	174 27%	320 42%	76 44%	101 44%	143 40%	88 37%	232 45%	271 57% n	** **	232 49% p	83 30%
Answered Mean score	1228 6.8	461 5.9	767 7.3 a	792 8.1 d	158 2.7	763 7.7 f	450 5.2	513 6.5	121 6.7	179 6.1	213 6.9	177 5.5	336 7.1 k	306 8.1 n	** **	306 7.4 p	200 5.2
Standard deviation	2.80	3.04	2.50	1.75	2.61	2.29	2.90	2.94	2.79	3.04	2.90	3.16	2.65	1.77	**	2.49	3.06
Standard error	.08	.14	.09	.06	.21	.08	.14	.18	.32	.29	.30	.31	.20	.14	**	.20	.29

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	118 7%	21 6%	7 6%	7 4%	** **	14 10% f	7 3%	1 *%	** **	3 1%	18 14% i	18 6%	4 6%	10 8%	5 4%	14 12% p	4 2%	- -%	** ** q
2 (2.0)	35 2%	4 1%	1 1%	2 1%	** **	3 2%	1 *%	1 *%	** **	1 *%	3 2%	5 2%	1 1%	4 3%	1 1%	2 2%	3 2%	- -%	** ** q
3 (3.0)	41 2%	6 2%	1 1%	2 1%	** **	2 1%	5 2%	1 *%	** **	1 *%	5 4% i	7 2%	2 3%	4 3%	1 1%	4 4%	2 1%	1 1%	** ** q
4 (4.0)	52 3%	9 2%	5 4%	2 1%	** **	6 4%	3 1%	4 1%	** **	3 1%	5 4%	10 3%	1 2%	4 3%	5 4%	6 5%	3 2%	1 *%	** ** q
5 (5.0)	119 7%	28 7%	8 7%	14 8%	** **	15 11%	13 6%	7 3%	** **	9 4%	18 14% i	27 9%	6 9%	10 8%	10 9%	13 11%	13 7%	11 6%	** **
6 (6.0)	90 5%	26 7%	7 6%	13 8%	** **	12 9%	13 6%	14 5%	** **	15 6%	10 8%	14 5%	2 4%	5 4%	6 5%	4 4%	10 5%	8 4%	** **
7 (7.0)	168 9%	31 8%	10 9%	15 9%	** **	12 9%	19 8%	27 10%	** **	23 9%	9 7%	27 9%	5 8%	11 9%	11 9%	8 7%	19 10%	20 10% r	** **
8 (8.0)	199 11%	38 10%	12 10%	17 10%	** **	12 9%	26 11%	37 14%	** **	30 12%	8 7%	36 12%	8 12%	13 11%	15 13%	11 9%	25 13%	31 16% r	** **
9 (9.0)	193 11%	46 12%	15 13%	21 12%	** **	15 11%	31 13%	44 17%	** **	36 15%	9 7%	31 10%	7 10%	12 10%	12 10%	7 6%	24 13%	30 16% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	214	46	13	21	**	17	29	45	**	44	2	28	7	10	11	10	19	26	**
	12%	12%	11%	12%	**	12%	12%	17%	**	18%	1%	9%	11%	8%	9%	8%	10%	13%	**
Not applicable	574	118	37	54	**	31	87	82	**	77	39	106	22	43	41	38	68	65	**
	32%	32%	32%	32%	**	22%	37%	31%	**	32%	31%	34%	34%	34%	35%	32%	36%	34%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	193	31	9	11	**	18	13	3	**	5	26	30	6	17	6	21	9	1	**
	11%	8%	8%	7%	**	13%	6%	1%	**	2%	21%	10%	9%	14%	5%	18%	5%	1%	**
NEUTRAL (4-6)	262	62	20	29	**	33	29	25	**	28	33	50	10	19	21	24	26	19	**
	15%	17%	17%	17%	**	24%	13%	9%	**	11%	26%	16%	15%	15%	18%	20%	14%	10%	**
SATISFIED (7-10)	774	161	50	75	**	56	105	153	**	133	28	122	27	46	48	35	87	106	**
	43%	43%	43%	44%	**	41%	45%	58%	**	55%	22%	40%	42%	37%	41%	30%	46%	55%	**
Answered	1228	254	79	115	**	107	147	181	**	166	86	202	44	83	76	79	123	127	**
Mean score	6.8	7.0	6.9	7.1	**	6.4	7.4	8.1	**	8.0	5.0	6.6	6.8	6.2	6.9	5.6	7.3	8.0	**
Standard deviation	2.80	2.66	2.69	2.51	**	2.90	2.40	1.74	**	1.97	2.75	2.71	2.74	2.89	2.45	3.03	2.26	1.61	**
Standard error	.08	.16	.33	.21	**	.27	.19	.12	**	.15	.28	.17	.33	.27	.27	.29	.18	.13	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	Talk Talk			Sky							Orange							
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	118 7%	2 1%	16 13% a	13 4%	4 6%	6 5%	3 3%	8 8%	5 3%	2 1%	** **	6 3%	6 7%	5 7%	** **	** **	** **	** **	3 5%
2 (2.0)	35 2%	1 *%	5 4%	5 2%	1 2%	3 2%	1 1%	4 3%	1 1%	1 *%	** **	1 *%	4 4% k	3 4%	** **	** **	** **	** **	1 2%
3 (3.0)	41 2%	2 1%	4 4%	7 2%	1 2%	3 2%	3 3%	4 3%	3 2%	3 1%	** **	3 2%	3 4%	1 2%	** **	** **	** **	** **	- -%
4 (4.0)	52 3%	3 2%	7 5%	8 3%	2 4%	3 2%	3 3%	2 2%	6 3%	- -%	** **	3 1%	4 5%	1 1%	** **	** **	** **	** **	- -%
5 (5.0)	119 7%	11 6%	13 11%	20 7%	7 11%	8 6%	6 5%	10 10%	10 5%	8 4%	** **	10 5%	10 10%	4 5%	** **	** **	** **	** **	2 5%
6 (6.0)	90 5%	8 4%	6 5%	21 7%	5 8%	11 9%	5 4%	10 9%	11 6%	9 5%	** **	8 4%	13 14% k	2 3%	** **	** **	** **	** **	1 3%
7 (7.0)	168 9%	15 9%	12 9%	26 9%	1 2%	16 13% d	9 8%	9 9%	17 9%	21 10%	** **	18 9%	7 8%	8 11%	** **	** **	** **	** **	5 10%
8 (8.0)	199 11%	27 15% b	8 6%	31 11%	5 8%	14 12%	12 11%	12 11%	19 10%	26 13%	** **	24 12%	7 8%	7 10%	** **	** **	** **	** **	5 10%
9 (9.0)	193 11%	25 14% b	5 4%	37 12%	7 12%	16 13%	14 12%	11 11%	26 13%	35 17%	** **	31 16% l	6 6%	7 10%	** **	** **	** **	** **	6 12%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	214	25	3	45	11	20	14	12	33	44	**	38	6	10	**	**	**	**	7
	12%	14%	3%	15%	17%	17%	12%	11%	17%	21%	**	19%	6%	14%	**	**	**	**	15%
		b										l							
Not applicable	574	59	45	82	19	20	43	23	59	59	**	54	27	24	**	**	**	**	18
	32%	33%	36%	28%	29%	17%	39%	22%	31%	28%	**	27%	29%	33%	**	**	**	**	38%
				e			e								o				
SUMMARY CODES																			
DISSATISFIED (1-3)	193	5	25	25	6	12	7	15	9	6	**	10	13	9	**	**	**	**	4
	11%	3%	20%	8%	10%	10%	6%	15%	5%	3%	**	5%	14%	12%	**	**	**	**	8%
			a					h					k					r	
NEUTRAL (4-6)	262	22	26	49	14	21	14	22	27	17	**	21	27	6	**	**	**	**	4
	15%	12%	21%	17%	22%	18%	12%	21%	14%	8%	**	11%	29%	9%	**	**	**	**	8%
													k						
SATISFIED (7-10)	774	93	28	138	24	66	47	43	95	127	**	111	26	33	**	**	**	**	23
	43%	52%	23%	47%	38%	55%	43%	42%	50%	61%	**	57%	28%	46%	**	**	**	**	47%
		b				d						l							
Answered	1228	119	79	211	44	99	68	80	131	149	**	143	66	48	**	**	**	**	30
Mean score	6.8	7.8	5.0	7.1	6.8	7.1	7.3	6.4	7.6	8.2	**	7.8	5.8	6.8	**	**	**	**	7.4
		b							g			l							q
Standard deviation	2.80	2.00	2.80	2.62	2.92	2.59	2.48	2.83	2.39	1.89	**	2.35	2.62	2.99	**	**	**	**	2.76
Standard error	.08	.16	.27	.15	.33	.22	.30	.27	.18	.13	**	.17	.27	.26	**	**	**	**	.31

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS			Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116	75
Effective Weighted Sample		1402	123	26	116	75
Total		1803	46	10	43	28
1 Extremely dissatisfied	(1.0)	118 7%	- -%	** **	1 3%	** **
						c
2	(2.0)	35 2%	- -%	** **	1 2%	** **
3	(3.0)	41 2%	1 2%	** **	1 2%	** **
4	(4.0)	52 3%	- -%	** **	- -%	** **
5	(5.0)	119 7%	1 2%	** **	1 3%	** **
6	(6.0)	90 5%	* 1%	** **	1 2%	** **
7	(7.0)	168 9%	5 11%	** **	5 12%	** **
8	(8.0)	199 11%	6 14%	** **	4 10%	** **
9	(9.0)	193 11%	6 13%	** **	6 13%	** **
10 Extremely satisfied	(10.0)	214 12%	9 20%	** **	9 21%	** **

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	574	17	**	14	**
	32%	37%	**	34%	**
SUMMARY CODES					
DISSATISFIED (1-3)	193	1	**	3	**
	11%	2%	**	6%	**
					c
NEUTRAL (4-6)	262	1	**	2	**
	15%	3%	**	4%	**
SATISFIED (7-10)	774	27	**	24	**
	43%	59%	**	56%	**
				d	
Answered	1228	29	**	29	**
Mean score	6.8	8.4	**	7.9	**
				d	
Standard deviation	2.80	1.62	**	2.40	**
Standard error	.08	.18	**	.27	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue				
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General p
Significance Level: 99%																			
Unweighted total		1682	533	637	512	798	884	995	370	317	370	385	373	370	184	434	744	504	
Effective Weighted Sample		1309	432	493	390	622	687	785	288	237	357	376	366	354	184	349	632	389	
Total		1675	497	651	527	782	893	1004	352	319	694	356	286	270	68	399	640	636	
1 Extremely dissatisfied	(1.0)	129 8%	23 5%	55 9%	51 10% a	60 8%	70 8%	78 8%	24 7%	28 9%	68 10% l	21 6%	27 9% l	8 3%	6 8% l	26 7%	63 10%	40 6%	
2	(2.0)	55 3%	19 4%	21 3%	14 3%	23 3%	31 3%	32 3%	11 3%	12 4%	31 4%	6 2%	9 3%	5 2%	3 4%	10 2%	25 4%	19 3%	
3	(3.0)	79 5%	22 4%	32 5%	25 5%	37 5%	43 5%	50 5%	12 3%	17 5%	39 6%	10 3%	16 5%	11 4%	3 5%	11 3%	35 5%	34 5%	
4	(4.0)	98 6%	21 4%	45 7%	32 6%	55 7%	43 5%	58 6%	20 6%	20 6%	47 7%	13 4%	23 8% j	11 4%	4 6%	27 7%	36 6%	35 6%	
5	(5.0)	145 9%	58 12% c	60 9%	27 5%	59 8%	86 10%	89 9%	37 11%	19 6%	59 8%	31 9%	28 10%	22 8%	6 8%	40 10%	54 8%	51 8%	
6	(6.0)	151 9%	39 8%	60 9%	53 10%	66 8%	86 10%	92 9%	31 9%	29 9%	74 11%	27 8%	24 8%	21 8%	5 8%	40 10%	52 8%	60 9%	
7	(7.0)	249 15%	88 18%	90 14%	71 14%	109 14%	140 16%	161 16%	49 14%	39 12%	99 14%	48 14%	50 18%	42 16%	9 13%	68 17%	105 16%	76 12%	
8	(8.0)	274 16%	82 16%	108 17%	85 16%	140 18%	134 15%	163 16%	63 18%	48 15%	100 14%	75 21%	43 15%	47 17%	10 15%	57 14%	102 16%	116 18%	
9	(9.0)	234 14%	66 13%	86 13%	82 16%	113 14%	121 14%	133 13%	50 14%	50 16%	86 12%	57 16%	35 12%	47 18%	9 13%	59 15%	81 13%	93 15%	
10 Extremely satisfied	(10.0)	235 14%	72 15%	83 13%	80 15%	113 14%	122 14%	134 13%	47 13%	53 17%	79 11%	65 18% ik	29 10%	50 18% ik	12 17%	56 14%	81 13%	98 15%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1682	533	637	512	798	884	995	370	317	370	385	373	370	184	434	744	504
Effective Weighted Sample	1309	432	493	390	622	687	785	288	237	357	376	366	354	184	349	632	389
Total	1675	497	651	527	782	893	1004	352	319	694	356	286	270	68	399	640	636
Not applicable	25 2%	7 1%	10 2%	8 2%	8 1%	17 2%	12 1%	8 2%	5 2%	12 2%	3 1%	4 1%	5 2%	2 3%	5 1%	6 1%	15 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	263 16%	64 13%	109 17%	90 17%	120 15%	143 16%	160 16%	47 13%	57 18%	138 20%	37 10%	52 18%	24 9%	12 17%	47 12%	123 19%	93 15%
NEUTRAL (4-6)	395 24%	118 24%	165 25%	111 21%	180 23%	215 24%	240 24%	88 25%	67 21%	180 26%	71 20%	75 26%	55 20%	15 22%	107 27%	142 22%	146 23%
SATISFIED (7-10)	991 59%	308 62%	366 56%	318 60%	474 61%	517 58%	592 59%	209 59%	190 60%	364 52%	245 69%	156 55%	186 69%	40 58%	240 60%	369 58%	382 60%
Answered	1649	490	640	519	774	876	991	344	314	682	353	283	265	66	394	634	622
Mean score	6.6	6.8	6.4	6.6	6.7	6.6	6.6	6.7	6.6	6.2	7.2	6.2	7.3	6.6	6.7	6.4	6.8
Standard deviation	2.69	2.51	2.73	2.81	2.70	2.69	2.68	2.61	2.84	2.79	2.51	2.70	2.37	2.86	2.56	2.80	2.66
Standard error	.07	.11	.11	.13	.10	.09	.09	.14	.16	.15	.13	.14	.12	.21	.12	.10	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing *h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1682	613	1069	1125	195	1057	605	370	97	134	139	127	243	234	56	225	141
Effective Weighted Sample	1309	496	819	874	152	820	475	357	97	134	139	124	235	226	54	217	136
Total	1675	576	1099	1124	201	1062	592	694	157	212	325	218	476	449	100	432	253
1 Extremely dissatisfied (1.0)	129 8%	79 14%	50 5%	13 1%	90 45%	43 4%	86 15%	68 10%	** **	32 15%	23 7%	39 18%	29 6%	11 2%	** **	25 6%	43 17%
2 (2.0)	55 3%	27 5%	27 3%	13 1%	24 12%	16 2%	37 6%	31 4%	** **	14 7%	12 4%	14 7%	17 3%	10 2%	** **	11 3%	20 8%
3 (3.0)	79 5%	36 6%	44 4%	16 1%	27 13%	35 3%	44 7%	39 6%	** **	13 6%	23 7%	15 7%	24 5%	11 2%	** **	22 5%	17 7%
4 (4.0)	98 6%	43 7%	56 5%	23 2%	26 13%	41 4%	56 9%	47 7%	** **	11 5%	23 7%	17 8%	31 6%	8 2%	** **	23 5%	25 10%
5 (5.0)	145 9%	57 10%	88 8%	56 5%	11 5%	67 6%	72 12%	59 8%	** **	16 7%	23 7%	22 10%	36 8%	23 5%	** **	34 8%	22 9%
6 (6.0)	151 9%	48 8%	104 9%	91 8%	7 3%	80 8%	71 12%	74 11%	** **	19 9%	37 12%	16 7%	58 12%	50 11%	** **	35 8%	39 16%
7 (7.0)	249 15%	87 15%	161 15%	198 18%	5 3%	164 15%	84 14%	99 14%	** **	43 20%	30 9%	38 17%	61 13%	73 16%	** **	61 14%	38 15%
8 (8.0)	274 16%	71 12%	204 19%	254 23%	- -%	206 19%	68 11%	100 14%	** **	22 10%	58 18%	22 10%	79 17%	98 22%	** **	79 18%	21 8%
9 (9.0)	234 14%	65 11%	168 15%	221 20%	3 2%	194 18%	38 6%	86 12%	** **	19 9%	44 14%	14 7%	72 15%	83 18%	** **	72 17%	14 6%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	i	j	k	l	m	*n	o	p
Significance Level: 99%																	
Unweighted total	1682	613	1069	1125	195	1057	605	370	97	134	139	127	243	234	56	225	141
Effective Weighted Sample	1309	496	819	874	152	820	475	357	97	134	139	124	235	226	54	217	136
Total	1675	576	1099	1124	201	1062	592	694	157	212	325	218	476	449	100	432	253
10 Extremely satisfied (10.0)	235 14%	58 10%	176 16%	225 20%	1 1%	202 19%	27 4%	79 11%	** **	21 10%	42 13%	18 8%	61 13%	77 17%	** **	66 15%	8 3%
Not applicable	25 2%	6 1%	20 2%	14 1%	6 3%	14 1%	9 1%	12 2%	** **	3 1%	7 2%	4 2%	8 2%	5 1%	** **	5 1%	6 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	263 16%	142 25%	121 11%	42 4%	141 70%	94 9%	167 28%	138 20%	** **	59 28%	58 18%	68 31%	70 15%	32 7%	** **	58 13%	81 32%
NEUTRAL (4-6)	395 24%	147 26%	248 23%	171 15%	44 22%	188 18%	199 34%	180 26%	** **	46 22%	84 26%	55 25%	125 26%	81 18%	** **	92 21%	86 34%
SATISFIED (7-10)	991 59%	281 49%	710 65%	898 80%	10 5%	766 72%	217 37%	364 52%	** **	105 49%	175 54%	92 42%	272 57%	331 74%	** **	279 64%	81 32%
Answered	1649	571	1079	1111	195	1048	583	682	**	209	318	214	468	445	**	428	248
Mean score	6.6	5.8	7.0	7.8	2.6	7.4	5.2	6.2	**	5.7	6.5	5.3	6.6	7.5	**	6.9	4.9
Standard deviation	2.69	2.91	2.48	1.90	1.95	2.37	2.69	2.79	**	2.95	2.73	2.94	2.61	2.16	**	2.58	2.68
Standard error	.07	.12	.08	.06	.14	.07	.11	.15	**	.26	.23	.26	.17	.14	**	.17	.23

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing *b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing *l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1682	385	93	202	90	141	244	278	32	256	125	373	96	158	119	148	225	231	58
Effective Weighted Sample	1309	376	93	202	90	137	239	272	31	250	122	366	96	158	119	146	220	226	57
Total	1675	356	108	164	83	130	225	256	30	236	116	286	60	118	108	110	177	179	44
1 Extremely dissatisfied (1.0)	129 8%	21 6%	** **	8 5%	** **	11 9%	9 4%	1 *%	** **	4 2%	16 14%	27 9%	** **	14 12%	8 8%	21 19%	6 3%	- -%	** **
2 (2.0)	55 3%	6 2%	** **	2 1%	** **	4 3%	3 1%	- -%	** **	- -%	6 5%	9 3%	** **	4 3%	4 3%	5 4%	5 3%	2 1%	** **
3 (3.0)	79 5%	10 3%	** **	4 2%	** **	2 2%	8 3%	3 1%	** **	4 2%	6 5%	16 5%	** **	10 8%	3 3%	11 10%	5 3%	- -%	** **
4 (4.0)	98 6%	13 4%	** **	5 3%	** **	8 6%	5 2%	4 1%	** **	3 1%	8 7%	23 8%	** **	13 11%	5 5%	9 8%	14 8%	8 4%	** **
5 (5.0)	145 9%	31 9%	** **	15 9%	** **	11 8%	20 9%	10 4%	** **	12 5%	18 16%	28 10%	** **	13 11%	9 8%	11 10%	16 9%	12 7%	** **
6 (6.0)	151 9%	27 8%	** **	12 7%	** **	14 11%	13 6%	12 5%	** **	14 6%	13 11%	24 8%	** **	8 7%	10 9%	9 8%	15 8%	15 8%	** **
7 (7.0)	249 15%	48 14%	** **	24 14%	** **	17 13%	31 14%	42 16%	** **	35 15%	13 11%	50 18%	** **	16 14%	20 18%	17 15%	33 19%	40 23%	** **
8 (8.0)	274 16%	75 21%	** **	39 24%	** **	21 16%	53 24%	70 27%	** **	54 23%	21 18%	43 15%	** **	16 14%	20 18%	10 9%	32 18%	38 21%	** **
9 (9.0)	234 14%	57 16%	** **	27 16%	** **	22 17%	35 15%	53 21%	** **	46 20%	10 8%	35 12%	** **	14 12%	15 14%	9 8%	26 15%	33 18%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing *b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing *l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1682	385	93	202	90	141	244	278	32	256	125	373	96	158	119	148	225	231	58
Effective Weighted Sample	1309	376	93	202	90	137	239	272	31	250	122	366	96	158	119	146	220	226	57
Total	1675	356	108	164	83	130	225	256	30	236	116	286	60	118	108	110	177	179	44
10 Extremely satisfied (10.0)	235	65	**	28	**	20	46	61	**	62	4	29	**	8	12	8	21	28	**
	14%	18%	**	17%	**	15%	20%	24%	**	26%	3%	10%	**	7%	11%	7%	12%	16%	**
										j								r	
Not applicable	25	3	**	1	**	-	3	1	**	2	1	4	**	1	2	-	4	3	**
	2%	1%	**	*%	**	-%	1%	*%	**	1%	1%	1%	**	1%	2%	-%	2%	2%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	263	37	**	14	**	18	19	4	**	8	28	52	**	28	15	36	16	2	**
	16%	10%	**	8%	**	14%	9%	1%	**	3%	24%	18%	**	23%	13%	33%	9%	1%	**
										i						p		q	
NEUTRAL (4-6)	395	71	**	32	**	33	38	26	**	29	39	75	**	34	25	30	45	34	**
	24%	20%	**	19%	**	25%	17%	10%	**	12%	34%	26%	**	29%	23%	27%	26%	19%	**
										i									
SATISFIED (7-10)	991	245	**	118	**	79	165	226	**	197	47	156	**	55	67	44	112	139	**
	59%	69%	**	72%	**	61%	73%	88%	**	83%	41%	55%	**	47%	62%	40%	63%	78%	**
										j						o		r	
Answered	1649	353	**	163	**	130	223	255	**	234	115	283	**	118	106	110	173	176	**
Mean score	6.6	7.2	**	7.3	**	6.7	7.4	8.2	**	8.0	5.5	6.2	**	5.8	6.7	5.2	6.9	7.7	**
										j				m		o		r	
Standard deviation	2.69	2.51	**	2.36	**	2.72	2.34	1.60	**	1.91	2.68	2.70	**	2.78	2.58	2.93	2.34	1.73	**
Standard error	.07	.13	**	.17	**	.23	.15	.10	**	.12	.24	.14	**	.22	.24	.24	.16	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	Talk Talk			Sky								Orange						
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing ~n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1682	214	153	370	99	167	104	135	235	265	25	250	116	184	49	83	52	62	122
Effective Weighted Sample	1309	209	151	354	99	167	104	130	224	253	24	238	112	184	49	83	52	62	122
Total	1675	166	116	270	56	114	100	95	175	196	18	187	80	68	18	31	19	23	45
1 Extremely dissatisfied (1.0)	129 8%	9 6%	17 15% a	8 3%	** **	5 4%	2 2%	6 6%	3 2%	- -%	** **	2 1%	6 8% k	6 8%	** **	** **	** **	** **	3 6%
2 (2.0)	55 3%	3 2%	6 5%	5 2%	** **	3 3%	- -%	3 3%	2 1%	1 *%	** **	1 *%	5 6% k	3 4%	** **	** **	** **	** **	2 4%
3 (3.0)	79 5%	4 2%	12 10% a	11 4%	** **	7 6%	3 3%	5 6%	6 3%	1 1%	** **	5 2%	6 7%	3 5%	** **	** **	** **	** **	1 2%
4 (4.0)	98 6%	10 6%	12 11%	11 4%	** **	5 4%	3 3%	7 7%	5 3%	3 1%	** **	4 2%	7 8%	4 6%	** **	** **	** **	** **	2 4%
5 (5.0)	145 9%	7 4%	17 15% a	22 8%	** **	8 7%	9 9%	11 12%	11 6%	9 4%	** **	11 6%	11 13%	6 8%	** **	** **	** **	** **	4 10%
6 (6.0)	151 9%	14 9%	10 8%	21 8%	** **	10 9%	6 6%	7 7%	14 8%	13 6%	** **	14 7%	8 9%	5 8%	** **	** **	** **	** **	3 7%
7 (7.0)	249 15%	32 19%	19 16%	42 16%	** **	18 16%	16 16%	12 13%	30 17%	36 18%	** **	30 16%	11 14%	9 13%	** **	** **	** **	** **	6 13%
8 (8.0)	274 16%	33 20% b	9 8%	47 17%	** **	19 17%	18 18%	15 16%	32 18%	39 20%	** **	33 18%	14 18%	10 15%	** **	** **	** **	** **	7 16%
9 (9.0)	234 14%	28 17% b	6 5%	47 18%	** **	18 16%	19 19%	18 19%	30 17%	44 22%	** **	40 22% l	7 9%	9 13%	** **	** **	** **	** **	6 14%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing ~n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1682	214	153	370	99	167	104	135	235	265	25	250	116	184	49	83	52	62	122
Effective Weighted Sample	1309	209	151	354	99	167	104	130	224	253	24	238	112	184	49	83	52	62	122
Total	1675	166	116	270	56	114	100	95	175	196	18	187	80	68	18	31	19	23	45
10 Extremely satisfied (10.0)	235	21	8	50	**	20	20	10	40	47	**	43	6	12	**	**	**	**	9
	14%	13%	7%	18%	**	18%	20%	10%	23%	24%	**	23%	8%	17%	**	**	**	**	20%
Not applicable	25	3	1	5	**	1	4	2	3	4	**	4	1	2	**	**	**	**	2
	2%	2%	1%	2%	**	1%	4%	2%	2%	2%	**	2%	1%	3%	**	**	**	**	4%
SUMMARY CODES																			
DISSATISFIED (1-3)	263	16	35	24	**	15	5	14	10	2	**	8	16	12	**	**	**	**	6
	16%	10%	30%	9%	**	13%	5%	15%	6%	1%	**	4%	20%	17%	**	**	**	**	12%
NEUTRAL (4-6)	395	32	39	55	**	23	17	24	30	24	**	29	25	15	**	**	**	**	9
	24%	19%	34%	20%	**	20%	17%	26%	17%	12%	**	16%	31%	22%	**	**	**	**	20%
SATISFIED (7-10)	991	114	41	186	**	76	74	55	132	166	**	146	39	40	**	**	**	**	29
	59%	69%	36%	69%	**	66%	74%	57%	75%	85%	**	78%	48%	58%	**	**	**	**	63%
Answered	1649	162	115	265	**	113	97	93	172	192	**	183	79	66	**	**	**	**	43
Mean score	6.6	7.0	5.1	7.3	**	7.0	7.7	6.6	7.7	8.2	**	7.9	6.0	6.6	**	**	**	**	7.0
Standard deviation	2.69	2.42	2.70	2.37	**	2.54	2.10	2.63	2.12	1.60	**	1.98	2.63	2.86	**	**	**	**	2.69
Standard error	.07	.17	.22	.12	**	.20	.21	.23	.14	.10	**	.13	.24	.21	**	**	**	**	.25

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1682	117	24	112 70	
Effective Weighted Sample		1309	117	24	112 70	
Total		1675	43	9	42 26	
1 Extremely dissatisfied	(1.0)	129 8%	1 2%	**	2 5% **	
2	(2.0)	55 3%	1 2%	**	1 4% **	
3	(3.0)	79 5%	* 1%	**	1 2% **	
4	(4.0)	98 6%	1 3%	**	* 1% **	
5	(5.0)	145 9%	2 5%	**	2 5% **	
6	(6.0)	151 9%	2 5%	**	3 7% **	
7	(7.0)	249 15%	7 16%	**	6 13% **	
8	(8.0)	274 16%	9 20%	**	7 16% **	
9	(9.0)	234 14%	9 20%	**	8 19% **	
10 Extremely satisfied	(10.0)	235 14%	11 26%	**	11 26% **	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1682	117	24	112	70
Effective Weighted Sample	1309	117	24	112	70
Total	1675	43	9	42	26
Not applicable	25 2%	1 2%	**	1 2%	**
SUMMARY CODES					
DISSATISFIED (1-3)	263 16%	2 4%	**	4 11%	** c
NEUTRAL (4-6)	395 24%	6 13%	**	6 13%	** c
SATISFIED (7-10)	991 59%	35 81%	**	31 74%	** d
Answered	1649	43	**	41	**
Mean score	6.6	7.9	**	7.5	**
Standard deviation	2.69	2.07	**	2.59	**
Standard error	.07	.19	**	.25	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1682	533	637	512	798	884	995	370	317	370	385	373	370	184	434	744	504
Effective Weighted Sample		1309	432	493	390	622	687	785	288	237	357	376	366	354	184	349	632	389
Total		1675	497	651	527	782	893	1004	352	319	694	356	286	270	68	399	640	636
1 Extremely dissatisfied	(1.0)	96 6%	32 6%	36 6%	28 5%	51 6%	45 5%	68 7%	17 5%	11 3%	54 8%	16 5%	15 5%	9 3%	3 4%	19 5%	54 8%	24 4%
2	(2.0)	65 4%	24 5%	26 4%	15 3%	24 3%	42 5%	40 4%	14 4%	11 4%	31 4%	9 2%	12 4%	10 4%	3 4%	16 4%	28 4%	21 3%
3	(3.0)	83 5%	20 4%	36 6%	27 5%	46 6%	37 4%	54 5%	13 4%	16 5%	39 6%	13 4%	19 7%	10 4%	3 4%	13 3%	35 6%	34 5%
4	(4.0)	92 5%	21 4%	39 6%	31 6%	38 5%	54 6%	51 5%	20 6%	21 7%	49 7%	15 4%	16 6%	9 3%	3 4%	28 7%	26 4%	38 6%
5	(5.0)	156 9%	44 9%	71 11%	41 8%	81 10%	75 8%	95 9%	36 10%	25 8%	60 9%	29 8%	28 10%	29 11%	10 15%	31 8%	63 10%	61 10%
6	(6.0)	173 10%	58 12%	67 10%	48 9%	76 10%	97 11%	106 11%	43 12%	24 8%	66 10%	40 11%	34 12%	24 9%	8 12%	38 10%	76 12%	60 9%
7	(7.0)	246 15%	86 17%	97 15%	64 12%	115 15%	131 15%	165 16%	49 14%	33 10%	104 15%	59 17%	36 13%	39 14%	8 12%	60 15%	95 15%	91 14%
8	(8.0)	295 18%	94 19%	92 14%	109 21% b	135 17%	161 18%	169 17%	51 14%	75 23% g	118 17%	56 16%	60 21%	51 19%	10 15%	72 18%	104 16%	120 19%
9	(9.0)	226 13%	56 11%	85 13%	85 16%	106 14%	119 13%	121 12%	54 15%	50 16%	82 12%	61 17%	30 11%	42 16%	10 15%	56 14%	85 13%	84 13%
10 Extremely satisfied	(10.0)	216 13%	56 11%	84 13%	76 14%	102 13%	113 13%	121 12%	45 13%	49 15%	74 11%	56 16%	33 11%	43 16%	9 14%	60 15%	69 11%	87 14%
Not applicable		27 2%	6 1%	18 3%	3 1%	9 1%	18 2%	15 1%	9 3%	3 1%	17 2%	2 1%	2 1%	4 1%	1 2%	5 1%	5 1%	17 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1682	533	637	512	798	884	995	370	317	370	385	373	370	184	434	744	504
Effective Weighted Sample	1309	432	493	390	622	687	785	288	237	357	376	366	354	184	349	632	389
Total	1675	497	651	527	782	893	1004	352	319	694	356	286	270	68	399	640	636
SUMMARY CODES																	
DISSATISFIED (1-3)	244 15%	76 15%	99 15%	70 13%	120 15%	124 14%	162 16%	44 13%	38 12%	123 18% jl	38 11%	46 16%	29 11%	8 12%	48 12%	117 18%	79 12%
NEUTRAL (4-6)	421 25%	123 25%	177 27%	121 23%	195 25%	226 25%	251 25%	99 28%	71 22%	175 25%	84 24%	78 27%	63 23%	21 30%	98 24%	165 26%	159 25%
SATISFIED (7-10)	982 59%	292 59%	357 55%	333 63%	458 59%	524 59%	576 57%	199 57%	207 65%	378 55%	231 65% ik	160 56%	175 65% i	38 56%	248 62%	353 55%	382 60%
Answered	1648	491	633	524	773	875	989	343	316	677	353	284	266	67	394	635	620
Mean score	6.6	6.5	6.5	6.9	6.6	6.7	6.5	6.7	7.0 f	6.3	7.0 ik	6.5	7.0 ik	6.7	6.8 o	6.4	6.8
Standard deviation	2.58	2.56	2.60	2.56	2.61	2.56	2.61	2.53	2.50	2.69	2.44	2.55	2.42	2.49	2.54	2.68	2.47
Standard error	.06	.11	.10	.11	.09	.09	.08	.13	.14	.14	.12	.13	.13	.19	.12	.10	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing *h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1682	613	1069	1125	195	1057	605	370	97	134	139	127	243	234	56	225	141	
Effective Weighted Sample	1309	496	819	874	152	820	475	357	97	134	139	124	235	226	54	217	136	
Total	1675	576	1099	1124	201	1062	592	694	157	212	325	218	476	449	100	432	253	
1 Extremely dissatisfied	(1.0)	96 6%	60 10%	36 3%	8 1%	75 38%	27 3%	69 12%	54 8%	** **	32 15%	14 4%	32 15%	21 4%	6 1%	** **	17 4%	36 14%
2	(2.0)	65 4%	30 5%	35 3%	20 2%	26 13%	25 2%	40 7%	31 4%	** **	11 5%	12 4%	9 4%	22 5%	10 2%	** **	14 3%	17 7%
3	(3.0)	83 5%	46 8%	37 3%	18 2%	21 10%	33 3%	50 8%	39 6%	** **	14 7%	21 6%	29 13%	9 2%	6 1%	** **	16 4%	22 9%
4	(4.0)	92 5%	27 5%	65 6%	37 3%	16 8%	46 4%	45 8%	49 7%	** **	5 2%	28 9%	9 4%	40 8%	17 4%	** **	25 6%	24 9%
5	(5.0)	156 9%	55 10%	101 9%	60 5%	20 10%	70 7%	79 13%	60 9%	** **	16 7%	33 10%	12 5%	48 10%	23 5%	** **	25 6%	32 13%
6	(6.0)	173 10%	70 12%	103 9%	104 9%	12 6%	96 9%	75 13%	66 10%	** **	32 15%	23 7%	26 12%	40 8%	43 10%	** **	31 7%	36 14%
7	(7.0)	246 15%	89 15%	157 14%	188 17%	16 8%	165 16%	80 14%	104 15%	** **	25 12%	56 17%	35 16%	69 15%	78 17%	** **	71 16%	33 13%
8	(8.0)	295 18%	83 14%	212 19%	259 23%	6 3%	215 20%	80 14%	118 17%	** **	35 16%	54 17%	29 14%	88 19%	105 23%	** **	92 21%	25 10%
9	(9.0)	226 13%	54 9%	172 16%	210 19%	2 1%	184 17%	41 7%	82 12%	** **	21 10%	37 12%	14 7%	68 14%	77 17%	** **	70 16%	13 5%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	i	j	k	l	m	*n	o	p
Significance Level: 99%																	
Unweighted total	1682	613	1069	1125	195	1057	605	370	97	134	139	127	243	234	56	225	141
Effective Weighted Sample	1309	496	819	874	152	820	475	357	97	134	139	124	235	226	54	217	136
Total	1675	576	1099	1124	201	1062	592	694	157	212	325	218	476	449	100	432	253
10 Extremely satisfied (10.0)	216 13%	56 10%	160 15%	208 18%	2 1%	188 18%	19 3%	74 11%	** **	17 8%	37 12%	17 8%	57 12%	74 17%	** **	62 14%	8 3%
Not applicable	27 2%	7 1%	20 2%	12 1%	5 2%	13 1%	11 2%	17 2%	** **	5 2%	9 3%	6 3%	12 2%	9 2%	** **	9 2%	7 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	244 15%	136 24%	108 10%	46 4%	122 61%	84 8%	160 27%	123 18%	** **	57 27%	47 14%	70 32%	53 11%	22 5%	** **	48 11%	75 30%
NEUTRAL (4-6)	421 25%	151 26%	270 25%	200 18%	48 24%	213 20%	200 34%	175 25%	** **	52 25%	84 26%	47 22%	128 27%	84 19%	** **	81 19%	92 36%
SATISFIED (7-10)	982 59%	282 49%	700 64%	865 77%	26 13%	752 71%	220 37%	378 55%	** **	98 46%	185 57%	95 44%	283 59%	335 75%	** **	295 68%	79 31%
Answered	1648	569	1079	1112	196	1049	580	677	**	208	316	213	464	441	**	424	246
Mean score	6.6	6.0	7.0	7.7	3.2	7.3	5.3	6.3	**	5.8	6.5	5.5	6.7	7.5	**	7.0	5.0
Standard deviation	2.58	2.76	2.40	1.95	2.39	2.27	2.60	2.69	**	2.91	2.52	2.88	2.50	2.04	**	2.44	2.59
Standard error	.06	.11	.07	.06	.17	.07	.11	.14	**	.25	.22	.26	.16	.13	**	.16	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing *b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing *l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1682	385	93	202	90	141	244	278	32	256	125	373	96	158	119	148	225	231	58
Effective Weighted Sample	1309	376	93	202	90	137	239	272	31	250	122	366	96	158	119	146	220	226	57
Total	1675	356	108	164	83	130	225	256	30	236	116	286	60	118	108	110	177	179	44
1 Extremely dissatisfied (1.0)	96 6%	16 5%	** **	7 4%	** **	9 7%	7 3%	- -%	** **	1 *%	15 13%	15 5%	** **	9 8%	4 3%	13 12%	2 1%	- -%	** **
2 (2.0)	65 4%	9 2%	** **	3 2%	** **	6 5%	3 1%	5 2%	** **	3 1%	6 5%	12 4%	** **	4 4%	5 4%	7 6%	5 3%	2 1%	** **
3 (3.0)	83 5%	13 4%	** **	6 3%	** **	4 3%	10 4%	6 2%	** **	5 2%	8 7%	19 7%	** **	11 9%	5 4%	9 8%	10 6%	3 2%	** **
4 (4.0)	92 5%	15 4%	** **	8 5%	** **	4 3%	10 5%	7 3%	** **	6 3%	8 7%	16 6%	** **	9 8%	4 3%	9 8%	8 4%	6 3%	** **
5 (5.0)	156 9%	29 8%	** **	15 9%	** **	12 9%	17 7%	10 4%	** **	13 5%	16 14%	28 10%	** **	13 11%	9 8%	12 11%	15 9%	12 7%	** **
6 (6.0)	173 10%	40 11%	** **	15 9%	** **	17 13%	24 10%	20 8%	** **	26 11%	13 11%	34 12%	** **	13 11%	15 13%	14 13%	20 11%	20 11%	** **
7 (7.0)	246 15%	59 17%	** **	34 21%	** **	23 18%	35 16%	47 18%	** **	41 17%	18 16%	36 13%	** **	11 9%	15 13%	12 11%	24 14%	28 15%	** **
8 (8.0)	295 18%	56 16%	** **	24 14%	** **	20 15%	36 16%	50 20%	** **	37 16%	19 16%	60 21%	** **	23 20%	28 26%	18 16%	42 24%	49 27%	** **
9 (9.0)	226 13%	61 17%	** **	29 18%	** **	18 14%	43 19%	58 23%	** **	49 21%	11 10%	30 11%	** **	13 11%	10 9%	8 7%	22 13%	28 16%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	Total	Virgin										Talk Talk									
		Issue				Complaint		Satisfaction with CS				Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing *b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing *l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r		
Significance Level: 99%																					
Unweighted total	1682	385	93	202	90	141	244	278	32	256	125	373	96	158	119	148	225	231	58		
Effective Weighted Sample	1309	376	93	202	90	137	239	272	31	250	122	366	96	158	119	146	220	226	57		
Total	1675	356	108	164	83	130	225	256	30	236	116	286	60	118	108	110	177	179	44		
10 Extremely satisfied (10.0)	216	56	**	23	**	17	39	53	**	53	1	33	**	10	14	8	25	30	**		
	13%	16%	**	14%	**	13%	17%	21%	**	23%	1%	11%	**	9%	13%	8%	14%	17%	**		
Not applicable	27	2	**	-	**	-	2	-	**	1	1	2	**	-	2	-	2	1	**		
	2%	1%	**	-%	**	-%	1%	-%	**	1%	1%	1%	**	-%	2%	-%	1%	1%	**		
SUMMARY CODES																					
DISSATISFIED (1-3)	244	38	**	15	**	18	19	11	**	9	29	46	**	25	13	29	18	5	**		
	15%	11%	**	9%	**	14%	9%	4%	**	4%	25%	16%	**	21%	12%	26%	10%	3%	**		
NEUTRAL (4-6)	421	84	**	39	**	34	51	38	**	45	37	78	**	36	27	35	43	38	**		
	25%	24%	**	24%	**	26%	22%	15%	**	19%	32%	27%	**	30%	25%	32%	25%	21%	**		
SATISFIED (7-10)	982	231	**	110	**	78	153	208	**	180	49	160	**	58	66	46	113	135	**		
	59%	65%	**	67%	**	60%	68%	81%	**	76%	42%	56%	**	49%	61%	42%	64%	76%	**		
Answered Mean score	1648	353	**	164	**	130	223	256	**	235	115	284	**	118	106	110	174	178	**		
	6.6	7.0	**	7.0	**	6.6	7.3	7.8	**	7.8	5.5	6.5	**	6.1	6.8	5.6	7.0	7.6	**		
Standard deviation	2.58	2.44	**	2.35	**	2.58	2.33	1.91	**	1.96	2.59	2.55	**	2.66	2.36	2.76	2.25	1.79	**		
Standard error	.06	.12	**	.17	**	.22	.15	.11	**	.12	.23	.13	**	.21	.22	.23	.15	.12	**		

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

		Talk Talk		Sky								Orange								
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing ~n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																			
Unweighted total	1682	214	153	370	99	167	104	135	235	265	25	250	116	184	49	83	52	62	122	
Effective Weighted Sample	1309	209	151	354	99	167	104	130	224	253	24	238	112	184	49	83	52	62	122	
Total	1675	166	116	270	56	114	100	95	175	196	18	187	80	68	18	31	19	23	45	
1 Extremely dissatisfied	(1.0)	96 6%	5 3%	10 9%	9 3%	** **	5 5%	2 2%	4 4%	4 2%	2 1%	** **	2 1%	6 8% k	3 4%	** **	** **	** **	** **	1 3%
2	(2.0)	65 4%	3 2%	9 8%	10 4%	** **	7 6%	3 3%	8 9% h	2 1%	3 1%	** **	3 2%	7 9% k	3 4%	** **	** **	** **	** **	3 6%
3	(3.0)	83 5%	6 4%	13 11% a	10 4%	** **	3 2%	5 5%	3 4%	6 4%	3 2%	** **	4 2%	6 7%	3 4%	** **	** **	** **	** **	1 3%
4	(4.0)	92 5%	7 4%	9 8%	9 3%	** **	3 2%	4 4%	3 4%	6 3%	6 3%	** **	6 3%	3 4%	3 4%	** **	** **	** **	** **	1 2%
5	(5.0)	156 9%	11 7%	14 12%	29 11%	** **	13 11%	7 7%	14 15%	15 9%	11 5%	** **	17 9%	12 15%	10 15%	** **	** **	** **	** **	6 12%
6	(6.0)	173 10%	17 10%	17 15%	24 9%	** **	11 10%	9 9%	10 10%	14 8%	14 7%	** **	18 9%	6 7%	8 12%	** **	** **	** **	** **	5 11%
7	(7.0)	246 15%	26 16%	10 8%	39 14%	** **	20 18%	10 10%	17 17%	22 13%	31 16%	** **	23 13%	15 18%	8 12%	** **	** **	** **	** **	6 13%
8	(8.0)	295 18%	38 23%	22 19%	51 19%	** **	18 16%	24 24%	13 13%	38 22%	45 23%	** **	40 21%	11 14%	10 15%	** **	** **	** **	** **	7 16%
9	(9.0)	226 13%	25 15% b	5 4%	42 16%	** **	18 16%	17 17%	11 11%	31 18%	38 19%	** **	33 17%	9 12%	10 15%	** **	** **	** **	** **	7 16%
10 Extremely satisfied	(10.0)	216 13%	27 16% b	6 5%	43 16%	** **	15 13%	16 16%	11 12%	32 18%	41 21%	** **	38 21% l	4 5%	9 14%	** **	** **	** **	** **	7 16%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing ~n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1682	214	153	370	99	167	104	135	235	265	25	250	116	184	49	83	52	62	122
Effective Weighted Sample	1309	209	151	354	99	167	104	130	224	253	24	238	112	184	49	83	52	62	122
Total	1675	166	116	270	56	114	100	95	175	196	18	187	80	68	18	31	19	23	45
Not applicable	27	1	2	4	**	-	4	1	3	3	**	3	1	1	**	**	**	**	1
	2%	1%	1%	1%	**	-%	4%	1%	2%	1%	**	2%	1%	2%	**	**	**	**	2%
SUMMARY CODES																			
DISSATISFIED (1-3)	244	14	32	29	**	15	10	16	13	7	**	10	19	8	**	**	**	**	6
	15%	9%	28%	11%	**	13%	10%	17%	7%	4%	**	5%	24%	12%	**	**	**	**	12%
			a					h					k						
NEUTRAL (4-6)	421	35	40	63	**	27	19	27	36	30	**	40	21	21	**	**	**	**	12
	25%	21%	34%	23%	**	23%	19%	28%	21%	16%	**	22%	27%	30%	**	**	**	**	25%
			a																
SATISFIED (7-10)	982	115	43	175	**	72	68	51	124	156	**	134	39	38	**	**	**	**	27
	59%	70%	37%	65%	**	63%	67%	54%	71%	79%	**	72%	49%	56%	**	**	**	**	61%
		b						g				l							
Answered	1648	165	114	266	**	114	97	94	172	194	**	184	79	67	**	**	**	**	45
Mean score	6.6	7.2	5.4	7.0	**	6.8	7.3	6.4	7.4	7.8	**	7.6	5.8	6.7	**	**	**	**	6.9
		b						g				l							
Standard deviation	2.58	2.28	2.60	2.42	**	2.53	2.34	2.60	2.24	1.94	**	2.12	2.64	2.49	**	**	**	**	2.53
Standard error	.06	.16	.21	.13	**	.20	.23	.22	.15	.12	**	.14	.25	.19	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
		Total				
Significance Level: 99%						
Unweighted total		1682	117	24	112	70
Effective Weighted Sample		1309	117	24	112	70
Total		1675	43	9	42	26
1 Extremely dissatisfied	(1.0)	96 6%	* 1%	** **	1 3%	** **
2	(2.0)	65 4%	1 2%	** **	1 3%	** **
3	(3.0)	83 5%	* 1%	** **	1 2%	** **
4	(4.0)	92 5%	1 2%	** **	1 4%	** **
5	(5.0)	156 9%	4 9%	** **	5 12%	** **
6	(6.0)	173 10%	6 14%	** **	4 11%	** **
7	(7.0)	246 15%	4 10%	** **	4 9%	** **
8	(8.0)	295 18%	9 21%	** **	8 19%	** **
9	(9.0)	226 13%	9 20%	** **	8 19%	** **
10 Extremely satisfied	(10.0)	216 13%	9 21%	** **	9 21%	** **
Not applicable		27 2%	- -%	** **	- -%	** **

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1682	117	24	112	70
Effective Weighted Sample	1309	117	24	112	70
Total	1675	43	9	42	26
SUMMARY CODES					
DISSATISFIED (1-3)	244	1	**	3	**
	15%	3%	**	7%	**
NEUTRAL (4-6)	421	10	**	11	**
	25%	24%	**	26%	**
SATISFIED (7-10)	982	32	**	28	**
	59%	73%	**	67%	**
Answered	1648	43	**	42	**
Mean score	6.6	7.7	**	7.4	**
				d	
Standard deviation	2.58	2.00	**	2.37	**
Standard error	.06	.18	**	.22	**

Columns Tested: a,b - c,d

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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	152 8%	33 6%	61 9%	58 10%	76 9%	76 8%	89 8%	32 9%	30 9%	70 9%	24 6%	34 11%	16 6%	7 9%	36 8%	74 11%	42 6%
2	(2.0)	67 4%	20 4%	34 5%	13 2%	33 4%	34 4%	40 4%	16 4%	10 3%	41 5%	7 2%	10 3%	6 2%	3 5%	10 2%	36 5%	21 3%
3	(3.0)	83 5%	18 3%	37 5%	28 5%	42 5%	41 4%	54 5%	11 3%	18 5%	43 6%	11 3%	14 4%	12 4%	3 4%	18 4%	31 5%	34 5%
4	(4.0)	110 6%	32 6%	45 6%	34 6%	45 5%	65 7%	64 6%	21 6%	26 8%	57 8%	18 5%	19 6%	13 4%	4 5%	27 6%	46 7%	37 5%
5	(5.0)	147 8%	57 11%	53 8%	37 6%	77 9%	71 7%	94 9%	28 7%	25 7%	58 8%	27 7%	27 9%	29 10%	6 8%	49 11%	58 9%	40 6%
6	(6.0)	151 8%	55 10%	53 8%	43 8%	72 8%	79 8%	96 9%	35 9%	20 6%	63 8%	30 8%	31 10%	22 7%	5 7%	32 7%	57 8%	62 9%
7	(7.0)	253 14%	91 17%	100 14%	62 11%	103 12%	150 16%	165 15%	58 15%	30 9%	107 14%	50 13%	42 14%	44 15%	10 13%	54 12%	97 14%	102 15%
8	(8.0)	309 17%	81 15%	117 16%	111 19%	167 19%	142 15%	192 18%	53 14%	64 19%	124 16%	73 20%	55 18%	46 16%	12 16%	75 17%	108 16%	126 18%
9	(9.0)	263 15%	70 13%	109 15%	84 15%	122 14%	141 15%	152 14%	58 15%	53 16%	100 13%	61 16%	37 12%	54 19%	11 15%	69 16%	86 13%	108 16%
10 Extremely satisfied	(10.0)	248 14%	69 13%	87 12%	92 16%	114 13%	133 14%	131 12%	58 15%	59 17%	87 11%	68 18%	34 11%	48 16%	11 15%	67 15%	79 12%	102 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	20 1%	1 *%	11 2%	8 1%	7 1%	13 1%	7 1%	8 2%	5 2%	8 1%	3 1%	5 2%	2 1%	2 3%	1 *%	6 1%	13 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	302 17%	70 13%	132 19%	99 17%	151 18%	150 16%	184 17%	60 16%	58 17%	155 20%	42 11%	58 19%	35 12%	13 17%	64 15%	141 21%	97 14%
NEUTRAL (4-6)	408 23%	143 27%	152 21%	114 20%	194 23%	214 23%	254 23%	85 22%	70 21%	178 23%	75 20%	77 25%	64 22%	15 21%	108 25%	161 24%	139 20%
SATISFIED (7-10)	1072 59%	311 59%	413 58%	348 61%	506 59%	567 60%	639 59%	228 60%	205 61%	418 55%	251 68%	169 55%	192 66%	43 59%	265 61%	369 55%	438 64%
Answered	1783	525	697	561	851	932	1077	372	333	750	368	303	291	70	437	671	674
Mean score	6.6	6.6	6.5	6.7	6.5	6.6	6.5	6.7	6.7	6.2	7.1	6.3	7.0	6.6	6.7	6.2	6.9
Standard deviation	2.75	2.56	2.79	2.86	2.77	2.73	2.70	2.77	2.88	2.81	2.57	2.79	2.55	2.87	2.71	2.86	2.61
Standard error	.07	.11	.11	.12	.09	.09	.08	.14	.16	.14	.13	.14	.13	.21	.12	.10	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

		Total	BT															
			Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
			Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	152 8%	91 15%	61 5%	6 1%	120 53%	31 3%	117 18%	70 9%	16 9%	33 14%	21 6%	38 16%	32 6%	4 1%	** **	14 3%	54 19%
			b		c		e						l		m		o	
2	(2.0)	67 4%	39 6%	28 2%	5 *	32 14%	21 2%	46 7%	41 5%	5 3%	17 8%	19 5%	21 9%	20 4%	2 *	** **	16 4%	25 9%
			b		c		e								m			
3	(3.0)	83 5%	44 7%	39 3%	12 1%	19 8%	30 3%	53 8%	43 6%	8 5%	14 6%	21 6%	24 10%	19 4%	7 1%	** **	20 4%	23 8%
			b		c		e						l		m			
4	(4.0)	110 6%	46 7%	65 5%	35 3%	19 9%	59 5%	51 8%	57 8%	13 7%	21 9%	23 7%	19 8%	38 7%	17 4%	** **	32 7%	25 9%
					c													
5	(5.0)	147 8%	61 10%	86 7%	58 5%	14 6%	62 5%	79 12%	58 8%	24 14%	17 8%	16 5%	22 9%	37 7%	22 5%	** **	21 5%	34 12%
							e			j							o	
6	(6.0)	151 8%	59 10%	92 8%	86 7%	6 3%	69 6%	82 13%	63 8%	10 6%	21 9%	33 9%	19 8%	44 8%	39 8%	** **	26 6%	37 13%
							e										o	
7	(7.0)	253 14%	84 14%	169 14%	197 17%	5 2%	167 15%	85 13%	107 14%	16 9%	40 17%	51 14%	36 15%	71 14%	84 18%	** **	75 16%	32 12%
					d										n			
8	(8.0)	309 17%	79 13%	229 19%	283 24%	2 1%	234 21%	74 11%	124 16%	27 16%	29 12%	68 19%	28 12%	96 18%	113 24%	** **	93 20%	31 11%
				a	d		f								n			
9	(9.0)	263 15%	58 9%	204 17%	257 22%	2 1%	230 20%	31 5%	100 13%	34 20%	14 6%	51 14%	14 6%	85 16%	98 21%	** **	94 20%	6 2%
				a	d		f			i				k	n		p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No
		a	b	fied	isfied	e	f	g	h	repair	j	k	l	fied	*n	o	p
Significance Level: 99%				c	d					i			m				
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	248	55	193	240	2	222	19	87	19	21	47	17	70	87	**	74	8
	14%	9%	16%	20%	1%	20%	3%	11%	11%	9%	13%	7%	13%	18%	**	16%	3%
		a	b	d		f		g	h	i	j	k	l	m		p	
Not applicable	20	4	16	8	4	7	10	8	-	3	5	-	8	4	**	2	4
	1%	1%	1%	1%	2%	1%	1%	1%	-%	1%	1%	-%	2%	1%	**	1%	1%
SUMMARY CODES																	
DISSATISFIED (1-3)	302	174	128	23	171	82	216	155	29	65	61	84	71	13	**	51	101
	17%	28%	11%	2%	76%	7%	33%	20%	17%	28%	17%	35%	14%	3%	**	11%	36%
		b		c		e						l			m		o
NEUTRAL (4-6)	408	166	242	179	39	189	212	178	47	59	73	60	118	78	**	80	96
	23%	27%	20%	15%	17%	17%	33%	23%	27%	26%	20%	25%	23%	16%	**	17%	35%
		b		e													o
SATISFIED (7-10)	1072	277	796	977	11	852	210	418	97	103	218	96	322	382	**	336	77
	59%	45%	67%	82%	5%	75%	32%	55%	56%	45%	61%	40%	62%	80%	**	72%	28%
		a	b	d		f		g	h	i	j	k	l	m		p	
Answered	1783	617	1166	1179	221	1123	638	750	173	227	351	239	511	474	**	467	274
Mean score	6.6	5.6	7.1	7.9	2.3	7.5	4.9	6.2	6.4	5.5	6.6	5.1	6.8	7.8	**	7.2	4.6
		a	b	d		f		g	h	i	j	k	l	m		p	
Standard deviation	2.75	2.91	2.51	1.75	1.94	2.27	2.69	2.81	2.79	2.90	2.68	2.88	2.63	1.84	**	2.44	2.63
Standard error	.07	.11	.07	.05	.13	.07	.11	.14	.27	.24	.22	.24	.16	.12	**	.16	.21

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	152 8%	24 6%	8 7%	8 5%	** **	14 10%	10 4%	- -%	** **	3 1%	20 16% i	34 11%	6 8%	22 18% n	6 5%	26 22% p	9 5%	- -%	** ** q
2 (2.0)	67 4%	7 2%	2 2%	5 3%	** **	6 5% f	1 *% *	1 *% *	** **	- -% i	7 6% i	10 3%	1 2%	7 6%	1 1%	4 4%	5 3%	1 *% q	** **
3 (3.0)	83 5%	11 3%	5 4%	3 2%	** **	2 1%	9 4%	1 *% i	** **	1 *% i	10 8% i	14 4%	2 4%	7 5%	5 4%	8 7%	6 3%	2 1% q	** **
4 (4.0)	110 6%	18 5%	6 5%	10 6%	** **	8 6%	10 4%	8 3%	** **	9 4%	9 7%	19 6%	4 7%	9 7%	5 5%	11 9%	8 4%	5 3% r	** **
5 (5.0)	147 8%	27 7%	8 7%	11 7%	** **	11 8%	16 7%	10 4%	** **	11 4%	16 12% i	27 9%	8 12%	10 8%	9 8%	13 11%	14 7%	15 8% r	** **
6 (6.0)	151 8%	30 8%	10 9%	14 8%	** **	19 14% f	11 5%	14 5%	** **	13 5%	17 14% i	31 10%	6 8%	13 10%	13 11%	11 9%	20 10%	17 9% r	** **
7 (7.0)	253 14%	50 13%	15 13%	24 14%	** **	16 12%	34 14%	36 14%	** **	34 14%	15 12%	42 14%	11 17%	11 9%	20 17%	14 12%	28 15%	35 18% r	** **
8 (8.0)	309 17%	73 20%	24 21%	33 20%	** **	20 14%	53 23%	70 27%	** **	56 23%	16 13%	55 18%	11 16%	22 17%	23 20%	15 13%	40 21%	48 25% r	** **
9 (9.0)	263 15%	61 16%	16 14%	31 18%	** **	18 13%	44 19%	59 22%	** **	49 20% j	11 9%	37 12%	6 9%	13 10%	18 16%	9 8%	28 15%	36 18% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	248	68	21	28	**	22	46	65	**	64	2	34	10	11	13	4	30	33	**
	14%	18%	18%	17%	**	16%	20%	25%	**	26%	2%	11%	15%	9%	11%	4%	16%	17%	**
Not applicable	20	3	-	2	**	2	2	-	**	2	2	5	1	1	4	2	3	2	**
	1%	1%	-%	1%	**	1%	1%	-%	**	1%	1%	2%	1%	1%	3%	1%	2%	1%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	302	42	15	16	**	22	19	2	**	5	37	58	9	37	12	38	20	2	**
	17%	11%	13%	10%	**	16%	8%	1%	**	2%	30%	19%	14%	29%	10%	33%	10%	1%	**
NEUTRAL (4-6)	408	75	24	35	**	38	37	32	**	32	42	77	18	31	27	35	42	36	**
	23%	20%	21%	21%	**	28%	16%	12%	**	13%	33%	25%	27%	25%	23%	30%	22%	19%	**
SATISFIED (7-10)	1072	251	77	117	**	75	176	229	**	204	45	169	38	57	74	42	126	152	**
	59%	68%	66%	69%	**	55%	75%	87%	**	84%	36%	55%	58%	45%	63%	36%	66%	79%	**
Answered	1783	368	116	168	**	136	232	263	**	241	123	303	65	125	113	115	188	190	**
Mean score	6.6	7.1	7.0	7.2	**	6.5	7.5	8.2	**	8.1	5.2	6.3	6.5	5.6	6.9	5.0	7.1	7.8	**
Standard deviation	2.75	2.57	2.63	2.47	**	2.83	2.35	1.60	**	1.86	2.71	2.79	2.67	3.06	2.38	2.88	2.43	1.69	**
Standard error	.07	.13	.26	.17	**	.23	.15	.09	**	.12	.24	.14	.26	.24	.21	.23	.16	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

		Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	152 8%	8 5%	25 20% a	16 6%	4 7%	6 5%	6 5%	10 9%	7 4%	1 1%	** **	2 1%	13 14% k	7 9%	** **	** **	** **	** **	3 6%
2 (2.0)	67 4%	1 1%	8 7% a	6 2%	2 3%	3 3%	1 1%	4 4%	2 1%	- -%	** **	2 1%	4 5%	3 5%	** **	** **	** **	** **	1 2% r
3 (3.0)	83 5%	4 2%	10 8%	12 4%	3 4%	5 4%	5 4%	8 8% h	4 2%	2 1%	** **	4 2%	9 9% k	3 4%	** **	** **	** **	** **	1 2%
4 (4.0)	110 6%	10 5%	9 7%	13 4%	4 6%	5 4%	4 4%	5 5%	7 4%	3 1%	** **	5 3%	7 7%	4 5%	** **	** **	** **	** **	1 3%
5 (5.0)	147 8%	12 7%	12 10%	29 10%	7 11%	16 13%	7 6%	14 14%	15 8%	10 5%	** **	16 8%	13 14%	6 8%	** **	** **	** **	** **	4 9%
6 (6.0)	151 8%	17 9%	14 11%	22 7%	4 6%	8 7%	10 9%	8 8%	14 7%	13 6%	** **	12 6%	10 11%	5 7%	** **	** **	** **	** **	3 7%
7 (7.0)	253 14%	27 15%	16 13%	44 15%	10 16%	18 15%	16 15%	15 15%	29 15%	38 18%	** **	27 14%	18 19%	10 13%	** **	** **	** **	** **	7 15%
8 (8.0)	309 17%	38 22%	16 13%	46 16%	8 13%	20 17%	17 16%	13 13%	32 17%	41 20%	** **	37 19%	9 10%	12 16%	** **	** **	** **	** **	8 16%
9 (9.0)	263 15%	30 17%	6 5% b	54 19%	10 15%	23 19%	22 20%	14 14%	40 21%	54 26%	** **	47 24% l	6 7%	11 15%	** **	** **	** **	** **	8 16%
10 Extremely satisfied (10.0)	248 14%	30 17% b	4 3%	48 16%	12 19%	16 13%	20 18%	10 10%	38 20%	45 22%	** **	43 22% l	4 4%	11 15%	** **	** **	** **	** **	10 20%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS			Resolved		Issue			Complaint			
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Not applicable	20 1%	1 1%	3 3%	2 1%	- -%	- -%	2 2%	- -%	2 1%	2 1%	** **	2 1%	- -%	2 3%	** **	** **	** **	** **	1 3%
SUMMARY CODES																			
DISSATISFIED (1-3)	302 17%	14 8%	43 35% a	35 12%	9 14%	14 12%	12 11%	22 21% h	13 7%	3 2%	** **	8 4%	26 28% k	13 17%	** **	** ** n	** **	** ** r	5 10%
NEUTRAL (4-6)	408 23%	38 22%	36 29%	64 22%	15 23%	29 24%	20 18%	28 27%	36 19%	25 12%	** **	33 17%	30 32% k	15 21%	** **	** **	** **	** **	9 19%
SATISFIED (7-10)	1072 59%	125 70% b	42 34%	192 66%	39 63%	76 64%	76 69%	53 52%	139 73% g	178 85%	** **	154 78% l	37 39%	43 59%	** **	** **	** **	** **	33 68% q
Answered	1783	178	121	291	63	120	108	103	188	207	**	195	93	70	**	**	**	**	47
Mean score	6.6	7.2 b	4.9	7.0	6.8	6.9	7.3	6.1	7.5 g	8.1	**	7.8 l	5.3	6.6 o	**	**	**	**	7.2 q
Standard deviation	2.75	2.35	2.82	2.55	2.74	2.51	2.49	2.75	2.30	1.66	**	2.02	2.64	2.87	**	**	**	**	2.57
Standard error	.07	.15	.22	.13	.26	.19	.23	.23	.14	.10	**	.12	.23	.21	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116	
Effective Weighted Sample		1402	123	26	116	
Total		1803	46	10	43	
1 Extremely dissatisfied	(1.0)	152 8%	1 2%	** **	2 4%	
					c	
2	(2.0)	67 4%	1 2%	** **	1 3%	
3	(3.0)	83 5%	- -%	** **	1 2%	
4	(4.0)	110 6%	2 5%	** **	3 6%	
5	(5.0)	147 8%	1 3%	** **	2 4%	
6	(6.0)	151 8%	3 7%	** **	1 3%	
7	(7.0)	253 14%	6 13%	** **	5 11%	
8	(8.0)	309 17%	10 22%	** **	9 22%	
9	(9.0)	263 15%	11 24%	** **	9 21%	
					d	
10 Extremely satisfied	(10.0)	248 14%	10 23%	** **	10 24%	
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	20 1%	- -%	** **	- -%	** **
SUMMARY CODES					
DISSATISFIED (1-3)	302 17%	2 4%	** **	4 9%	** ** c
NEUTRAL (4-6)	408 23%	7 15%	** **	6 14%	** ** c
SATISFIED (7-10)	1072 59%	37 81%	** **	33 78%	** ** d
Answered	1783	46	**	43	**
Mean score	6.6	7.9	**	7.6	**
Standard deviation	2.75	2.11	**	2.50	**
Standard error	.07	.19	**	.23	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue				
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General q
Significance Level: 99%																			
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541	
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418	
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687	
1 Extremely dissatisfied	(1.0)	132 7%	26 5%	56 8%	50 9%	61 7%	71 7%	79 7%	22 6%	30 9%	64 8%	18 5%	34 11%	9 3%	6 9%	27 6%	67 10%	38 6%	
2	(2.0)	60 3%	16 3%	30 4%	14 2%	21 2%	39 4%	37 3%	15 4%	8 3%	32 4%	9 2%	13 4%	4 1%	3 4%	14 3%	27 4%	19 3%	
3	(3.0)	68 4%	27 5%	20 3%	21 4%	33 4%	35 4%	40 4%	17 4%	11 3%	34 4%	10 3%	12 4%	10 3%	2 3%	16 4%	26 4%	26 4%	
4	(4.0)	61 3%	13 2%	27 4%	22 4%	39 4%	23 2%	31 3%	15 4%	16 5%	26 3%	11 3%	14 5%	6 2%	3 4%	23 5%	21 3%	18 3%	
5	(5.0)	145 8%	49 9%	54 8%	42 7%	70 8%	75 8%	90 8%	32 8%	22 7%	59 8%	32 9%	24 8%	23 8%	7 9%	32 7%	69 10%	44 6%	
6	(6.0)	134 7%	46 9%	45 6%	43 8%	64 7%	70 7%	79 7%	24 6%	31 9%	56 7%	23 6%	25 8%	24 8%	5 7%	33 7%	58 9%	43 6%	
7	(7.0)	245 14%	74 14%	115 16%	57 10%	111 13%	135 14%	152 14%	61 16%	32 10%	101 13%	55 15%	43 14%	39 13%	7 10%	65 15%	91 13%	90 13%	
8	(8.0)	305 17%	110 21%	107 15%	87 15%	160 19%	145 15%	206 19%	55 14%	44 13%	131 17%	60 16%	52 17%	49 17%	12 17%	69 16%	109 16%	127 19%	
9	(9.0)	306 17%	81 15%	125 18%	100 18%	149 17%	157 17%	190 18%	55 14%	61 18%	124 16%	60 16%	45 15%	64 22%	13 18%	70 16%	96 14%	141 21%	o
10 Extremely satisfied	(10.0)	297 16%	81 15%	106 15%	111 20%	132 15%	165 17%	158 15%	69 18%	71 21%	107 14%	84 23%	37 12%	57 20%	11 15%	82 19%	97 14%	119 17%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	50 3%	5 1%	23 3%	22 4% a	20 2%	30 3%	22 2%	17 4%	11 3%	23 3%	8 2%	8 3%	8 3%	3 5%	9 2%	18 3%	23 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	260 14%	68 13%	106 15%	85 15%	115 13%	145 15%	156 14%	54 14%	50 15%	130 17% jl	38 10%	59 19% jl	23 8%	11 15% l	57 13%	120 18%	83 12%
NEUTRAL (4-6)	340 19%	107 20%	126 18%	107 19%	172 20%	167 18%	200 18%	71 19%	69 20%	142 19%	66 18%	63 21%	53 18%	15 21%	87 20%	148 22% p	105 15%
SATISFIED (7-10)	1154 64%	346 66%	453 64%	355 62%	551 64%	603 64%	706 65%	239 63%	208 62%	464 61%	259 70% k	178 58%	209 71% ikm	43 60%	285 65%	392 58%	477 69% o
Answered	1753	521	685	547	838	915	1062	364	328	735	363	300	285	69	429	660	664
Mean score	6.9	7.0	6.8	7.0	6.9	6.9	6.9	6.9	7.0	6.7	7.3 ik	6.4	7.5 ikm	6.8	7.0	6.5	7.2 o
Standard deviation	2.70	2.51	2.74	2.83	2.65	2.75	2.66	2.68	2.86	2.78	2.53	2.86	2.30	2.82	2.66	2.82	2.56
Standard error	.06	.11	.11	.12	.09	.09	.08	.14	.16	.14	.13	.14	.12	.21	.12	.10	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	132 7%	73 12%	59 5%	10 1%	100 45%	34 3%	94 15%	64 8%	11 7%	32 14%	21 6%	30 13%	34 7%	5 1%	** **	18 4%	44 16%
			b		c		e								m		o	
2	(2.0)	60 3%	32 5%	28 2%	5 *	38 17%	9 1%	50 8%	32 4%	5 3%	13 6%	14 4%	17 7%	15 3%	4 1%	** **	6 1%	26 9%
			b		c		e								m		o	
3	(3.0)	68 4%	37 6%	31 3%	10 1%	22 10%	20 2%	48 7%	34 4%	5 3%	13 6%	16 5%	21 9%	13 2%	5 1%	** **	13 3%	21 8%
			b		c		e						l		m			
4	(4.0)	61 3%	27 4%	34 3%	15 1%	7 3%	26 2%	35 5%	26 3%	16 9%	3 1%	7 2%	10 4%	17 3%	7 2%	** **	13 3%	13 5%
							e			ij								
5	(5.0)	145 8%	68 11%	77 6%	25 2%	17 7%	55 5%	82 13%	59 8%	6 4%	27 12%	26 7%	25 10%	35 7%	4 1%	** **	23 5%	34 12%
			b		c		e								m		o	
6	(6.0)	134 7%	42 7%	91 8%	65 5%	8 3%	59 5%	74 11%	56 7%	16 9%	19 8%	21 6%	11 5%	45 9%	30 6%	** **	21 5%	35 13%
							e										o	
7	(7.0)	245 14%	97 16%	148 13%	188 16%	9 4%	145 13%	100 15%	101 13%	31 18%	24 10%	47 13%	45 19%	57 11%	76 16%	** **	54 11%	48 17%
					d													
8	(8.0)	305 17%	97 16%	208 18%	263 22%	8 3%	220 19%	85 13%	131 17%	26 15%	44 19%	61 17%	42 18%	89 17%	110 23%	** **	100 21%	31 11%
					d		f								n		p	
9	(9.0)	306 17%	64 10%	242 20%	292 25%	2 1%	265 23%	41 6%	124 16%	27 16%	17 8%	80 22%	21 9%	104 20%	121 25%	** **	116 25%	9 3%
				a	d		f		i			i		k	n		p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	297 16%	68 11%	229 19%	287 24%	5 2%	272 24%	19 3%	107 14%	27 16%	29 12%	51 14%	17 7%	91 17%	104 22%	** **	95 20%	8 3%
Not applicable	50 3%	15 2%	35 3%	27 2%	11 5%	26 2%	19 3%	23 3%	2 1%	10 4%	12 3%	2 1%	21 4%	12 2%	** **	11 2%	10 4%
SUMMARY CODES																	
DISSATISFIED (1-3)	260 14%	142 23%	118 10%	25 2%	159 71%	63 6%	192 30%	130 17%	21 12%	57 25%	51 14%	68 28%	62 12%	13 3%	** **	36 8%	91 33%
NEUTRAL (4-6)	340 19%	137 22%	202 17%	105 9%	31 14%	139 12%	191 30%	142 19%	39 22%	49 21%	54 15%	45 19%	96 19%	41 9%	** **	58 12%	82 29%
SATISFIED (7-10)	1154 64%	326 53%	828 70%	1030 87%	24 11%	902 80%	245 38%	464 61%	112 64%	114 50%	239 67%	124 52%	340 66%	411 86%	** **	365 78%	95 34%
Answered	1753	606	1148	1160	214	1104	629	735	171	220	344	237	498	466	**	458	268
Mean score	6.9	6.0	7.4	8.2	2.8	7.9	5.2	6.7	6.8	6.0	7.1	5.7	7.2	8.2	**	7.7	5.0
Standard deviation	2.70	2.88	2.49	1.67	2.40	2.15	2.69	2.78	2.62	2.99	2.65	2.85	2.63	1.71	**	2.30	2.65
Standard error	.06	.11	.07	.05	.17	.07	.11	.14	.25	.25	.22	.24	.17	.11	**	.15	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	132 7%	18 5%	8 7%	6 3%	** **	9 6%	10 4%	1 *%	** **	1 *%	18 14%	34 11%	5 8%	22 17%	7 6%	25 21%	9 5%	3 2%	** **
2 (2.0)	60 3%	9 2%	5 4%	4 2%	** **	5 4%	4 2%	1 *%	** **	1 *%	8 6%	13 4%	3 5%	6 5%	4 3%	6 5%	6 3%	- -%	** **
3 (3.0)	68 4%	10 3%	3 3%	3 2%	** **	3 2%	8 3%	- -%	** **	1 *%	10 8%	12 4%	4 6%	7 6%	1 1%	7 6%	5 3%	3 2%	** **
4 (4.0)	61 3%	11 3%	1 1%	6 3%	** **	4 3%	7 3%	3 1%	** **	6 2%	6 5%	14 5%	4 6%	6 5%	5 4%	7 6%	7 4%	3 1%	** **
5 (5.0)	145 8%	32 9%	10 9%	14 8%	** **	18 13%	13 6%	6 2%	** **	11 5%	19 15%	24 8%	6 9%	13 11%	5 4%	11 10%	13 7%	7 4%	** **
6 (6.0)	134 7%	23 6%	6 5%	15 9%	** **	12 9%	11 5%	10 4%	** **	10 4%	13 10%	25 8%	3 5%	13 11%	8 7%	10 8%	15 8%	12 6%	** **
7 (7.0)	245 14%	55 15%	14 12%	31 18%	** **	16 12%	39 17%	47 18%	** **	39 16%	16 13%	43 14%	11 17%	12 10%	20 17%	17 14%	27 14%	31 16%	** **
8 (8.0)	305 17%	60 16%	20 17%	27 16%	** **	21 15%	39 17%	53 20%	** **	39 16%	21 17%	52 17%	11 16%	13 11%	28 24%	12 10%	40 21%	48 25%	** **
9 (9.0)	306 17%	60 16%	19 16%	29 17%	** **	18 13%	42 18%	57 22%	** **	50 21%	10 8%	45 15%	7 10%	16 13%	23 20%	8 7%	37 19%	43 22%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	297 16%	84 23%	27 23%	33 20%	** **	27 19%	57 25%	80 30%	** **	81 34%	2 1%	37 12%	11 17%	14 11%	12 10%	9 8%	28 15%	37 19%	** **
Not applicable	50 3%	8 2%	3 3%	2 1%	** **	4 3%	4 2%	5 2%	** **	4 2%	4 3%	8 3%	1 2%	2 2%	5 4%	5 4%	3 2%	5 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	260 14%	38 10%	16 14%	13 8%	** **	17 12%	21 9%	2 1%	** **	3 1%	35 28%	59 19%	12 18%	35 28%	12 10%	38 32%	21 11%	7 3%	** **
NEUTRAL (4-6)	340 19%	66 18%	17 15%	34 20%	** **	34 25%	32 14%	20 8%	** **	26 11%	38 30%	63 21%	13 20%	33 26%	17 15%	29 24%	35 18%	22 12%	** **
SATISFIED (7-10)	1154 64%	259 70%	79 68%	120 71%	** **	82 60%	177 76%	237 90%	** **	210 87%	49 39%	178 58%	40 60%	55 44%	83 71%	46 39%	132 69%	158 82%	** **
Answered Mean score	1753 6.9	363 7.3	113 7.2	167 7.3	** **	133 6.9	230 7.6	258 8.4	** **	239 8.3	121 5.3	300 6.4	65 6.5	124 5.7	112 7.1	113 5.2	188 7.1	187 7.9	** **
Standard deviation	2.70	2.53	2.76	2.33	**	2.68	2.41	1.55	**	1.73	2.66	2.86	2.81	3.09	2.44	3.04	2.48	1.82	**
Standard error	.06	.13	.28	.16	**	.22	.15	.09	**	.11	.23	.14	.28	.24	.22	.25	.16	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	132 7%	10 5%	23 19% a	9 3%	2 4%	4 3%	3 3%	7 6% h	3 1%	- -%	** **	2 1%	7 7% k	6 9%	** **	** **	** **	** **	3 7%
2 (2.0)	60 3%	2 1%	11 9% a	4 1%	1 2%	2 2%	1 1%	2 2%	2 1%	- -%	** **	1 *%	3 4%	3 4%	** **	** **	** **	** **	* 1%
3 (3.0)	68 4%	3 2%	9 7%	10 3%	3 5%	1 1%	5 4%	5 5%	4 2%	2 1%	** **	2 1%	7 8% k	2 3%	** **	** **	** **	** **	1 3%
4 (4.0)	61 3%	6 3%	8 7%	6 2%	1 2%	4 3%	1 1%	4 4%	2 1%	1 *%	** **	1 *%	6 6% k	3 4%	** **	** **	** **	** **	1 2%
5 (5.0)	145 8%	6 3%	15 12% a	23 8%	7 12%	12 10%	4 4%	11 11%	11 6%	6 3%	** **	12 6%	10 11%	7 9%	** **	** **	** **	** **	4 9%
6 (6.0)	134 7%	12 7%	13 10%	24 8%	7 11%	9 7%	9 8%	8 8%	16 8%	11 5%	** **	13 7%	11 11%	5 7%	** **	** **	** **	** **	4 8%
7 (7.0)	245 14%	27 15%	16 13%	39 13%	6 10%	21 18%	12 11%	18 18%	21 11%	28 13%	** **	21 11%	17 19%	7 10%	** **	** **	** **	** **	6 12%
8 (8.0)	305 17%	38 21%	14 12%	49 17%	9 14%	18 15%	21 19%	16 16%	32 17%	43 21%	** **	35 18%	13 14%	12 17%	** **	** **	** **	** **	7 15%
9 (9.0)	306 17%	38 21% b	7 6%	64 22%	12 19%	29 24%	23 21%	15 14%	49 26% g	60 29%	** **	50 26%	13 14%	13 18%	** **	** **	** **	** **	10 21%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	297 16%	32 18% b	5 4%	57 20%	12 20%	17 14%	28 25%	13 13%	44 23%	55 26%	** **	53 27% l	4 4%	11 15%	** **	** **	** **	** **	9 18%
Not applicable	50 3%	4 2%	2 2%	8 3%	2 3%	2 2%	4 4%	3 3%	4 2%	4 2%	** **	6 3%	2 2%	3 5%	** **	** **	** **	** **	2 4%
SUMMARY CODES																			
DISSATISFIED (1-3)	260 14%	15 8%	43 35% a	23 8%	7 11%	8 6%	9 8%	14 13%	9 5% h	2 1%	** **	6 3%	17 19% k	11 15%	** **	** **	** **	** **	5 11%
NEUTRAL (4-6)	340 19%	24 13%	37 30% a	53 18%	15 24%	25 21%	14 12%	23 23%	30 16%	17 8%	** **	25 13%	27 29% k	15 21%	** **	** **	** **	** **	9 19%
SATISFIED (7-10)	1154 64%	136 76% b	42 34%	209 71%	39 63%	85 71%	84 76%	62 61%	146 77% g	186 89%	** **	160 81% l	48 51%	43 60%	** ** o	** **	** **	** **	32 66%
Answered Mean score	1753 6.9	174 7.5 b	122 4.9	285 7.5	61 7.2	117 7.4	106 7.9	100 6.7	185 7.9 g	205 8.4	** **	191 8.2 l	92 6.1	69 6.8	** ** o	** **	** **	** **	46 7.2 q
Standard deviation	2.70	2.36	2.81	2.30	2.49	2.24	2.24	2.55	2.04	1.43	**	1.86	2.51	2.82	**	**	**	**	2.61
Standard error	.06	.16	.22	.12	.24	.17	.21	.21	.13	.09	**	.12	.22	.21	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	132 7%	1 3%	**	3 7% **	
2	(2.0)	60 3%	- -%	**	* 1% **	
3	(3.0)	68 4%	- -%	**	1 2% **	
4	(4.0)	61 3%	1 2%	**	* 1% **	
5	(5.0)	145 8%	2 5%	**	3 7% **	
6	(6.0)	134 7%	2 4%	**	3 6% **	
7	(7.0)	245 14%	6 12%	**	4 9% **	
8	(8.0)	305 17%	9 19%	**	7 16% **	
9	(9.0)	306 17%	13 28%	**	11 25% **	
10 Extremely satisfied	(10.0)	297 16%	11 24%	**	10 24% **	

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	50 3%	1 3%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	260 14%	1 3%	**	4 9%	**
NEUTRAL (4-6)	340 19%	5 11%	**	6 14%	**
SATISFIED (7-10)	1154 64%	38 83%	**	32 74%	**
Answered	1753	44	**	42	**
Mean score	6.9	8.1	**	7.7	**
Standard deviation	2.70	2.01	**	2.58	**
Standard error	.06	.18	**	.24	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	140 8%	25 5%	64 9%	51 9%	69 8%	71 7%	82 8%	28 7%	30 9%	70 9%	23 6%	31 10%	11 4%	6 8%	32 7%	69 10%	39 6%
2	(2.0)	82 5%	24 5%	38 5%	20 3%	29 3%	53 6%	51 5%	20 5%	11 3%	44 6%	11 3%	12 4%	11 4%	4 6%	12 3%	43 6%	27 4%
3	(3.0)	61 3%	22 4%	17 2%	22 4%	29 3%	32 3%	40 4%	8 2%	13 4%	29 4%	8 2%	14 5%	7 2%	3 4%	13 3%	22 3%	26 4%
4	(4.0)	83 5%	21 4%	39 5%	23 4%	46 5%	37 4%	53 5%	21 6%	9 3%	41 5%	15 4%	13 4%	11 4%	4 5%	27 6%	33 5%	24 3%
5	(5.0)	157 9%	54 10%	54 8%	49 9%	79 9%	78 8%	95 9%	31 8%	31 9%	63 8%	34 9%	30 10%	27 9%	4 5%	27 6%	77 11%	52 8%
6	(6.0)	107 6%	31 6%	38 5%	38 7%	56 7%	51 5%	63 6%	21 6%	22 7%	38 5%	21 6%	20 7%	23 8%	5 7%	28 7%	45 7%	34 5%
7	(7.0)	240 13%	74 14%	109 15%	57 10%	101 12%	139 15%	154 14%	56 15%	31 9%	107 14%	42 11%	44 14%	42 14%	6 8%	62 14%	88 13%	91 13%
8	(8.0)	290 16%	120 23%	96 13%	75 13%	139 16%	151 16%	186 17%	52 14%	53 16%	120 16%	64 17%	49 16%	45 15%	13 18%	80 18%	94 14%	116 17%
9	(9.0)	291 16%	68 13%	127 18%	96 17%	145 17%	146 15%	179 16%	56 15%	56 17%	116 15%	67 18%	46 15%	49 17%	13 18%	66 15%	94 14%	131 19%
10 Extremely satisfied	(10.0)	289 16%	81 15%	100 14%	108 19%	139 16%	150 16%	153 14%	67 18%	68 20%	106 14%	78 21%	36 12%	57 19%	12 16%	78 18%	93 14%	118 17%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	63 3%	6 1%	27 4%	30 5%	25 3%	37 4%	29 3%	19 5%	15 4%	25 3%	9 2%	15 5%	11 4%	3 4%	12 3%	21 3%	29 4%
			a	a													
SUMMARY CODES																	
DISSATISFIED (1-3)	282 16%	72 14%	118 17%	92 16%	127 15%	156 16%	172 16%	56 15%	54 16%	143 19%	41 11%	56 18%	28 10%	13 18%	57 13%	133 20%	93 13%
										jl		jl		l		np	
NEUTRAL (4-6)	347 19%	106 20%	130 18%	111 19%	182 21%	165 17%	211 19%	74 19%	62 18%	142 19%	70 19%	63 20%	61 21%	12 17%	83 19%	155 23%	110 16%
																p	
SATISFIED (7-10)	1111 62%	343 65%	432 61%	336 59%	524 61%	586 62%	672 62%	231 61%	208 61%	449 59%	252 68%	174 57%	193 66%	44 61%	285 65%	369 54%	456 66%
										k	k	k	k		o	o	o
Answered	1740	520	680	539	833	907	1055	361	324	733	363	294	281	69	425	656	658
Mean score	6.8	6.9	6.6	6.8	6.8	6.7	6.7	6.8	6.9	6.5	7.2	6.4	7.2	6.7	6.9	6.3	7.1
										ik	ik	ik	ik		o	o	o
Standard deviation	2.78	2.57	2.85	2.90	2.77	2.80	2.75	2.81	2.88	2.88	2.64	2.82	2.49	2.94	2.70	2.90	2.66
Standard error	.07	.11	.11	.13	.10	.09	.09	.14	.16	.15	.13	.14	.13	.21	.13	.11	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

		Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	140 8%	88 14%	52 4%	5 *	115 51%	31 3%	105 16%	70 9%	15 8%	32 14%	23 7%	41 17%	28 5%	2 *	**	18 4%	49 18%
			b		c		e						l		m		o	
2	(2.0)	82 5%	46 7%	35 3%	9 1%	45 20%	15 1%	66 10%	44 6%	5 3%	21 9%	19 5%	22 9%	22 4%	6 1%	**	9 2%	35 12%
			b		c		e								m		o	
3	(3.0)	61 3%	31 5%	30 3%	7 1%	18 8%	15 1%	45 7%	29 4%	5 3%	8 3%	16 5%	18 8%	11 2%	3 1%	**	9 2%	20 7%
					c		e						l		m			
4	(4.0)	83 5%	44 7%	39 3%	15 1%	12 5%	33 3%	49 8%	41 5%	15 8%	14 6%	12 3%	20 8%	21 4%	9 2%	**	17 4%	24 9%
			b		c		e									**		
5	(5.0)	157 9%	61 10%	96 8%	42 4%	13 6%	64 6%	86 13%	63 8%	5 3%	30 13%	28 8%	15 6%	48 9%	13 3%	**	30 6%	31 11%
							e				h					**		
6	(6.0)	107 6%	38 6%	69 6%	45 4%	5 2%	42 4%	64 10%	38 5%	13 7%	11 5%	14 4%	11 5%	27 5%	16 3%	**	12 3%	26 9%
							e								**		o	
7	(7.0)	240 13%	87 14%	154 13%	194 16%	- -	145 13%	95 15%	107 14%	29 17%	29 12%	49 14%	37 16%	69 13%	90 19%	**	62 13%	44 16%
					d										n	**		
8	(8.0)	290 16%	84 14%	206 17%	265 22%	4 2%	227 20%	64 10%	120 16%	34 20%	35 15%	51 14%	37 16%	83 16%	106 22%	**	98 21%	22 8%
					d		f								n	**	p	
9	(9.0)	291 16%	58 9%	234 20%	285 24%	2 1%	252 22%	39 6%	116 15%	24 14%	14 6%	77 22%	17 7%	99 19%	114 24%	**	104 22%	12 4%
				a	d		f		i			i		k	n	**	p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	289 16%	67 11%	222 19%	282 24%	3 1%	268 24%	15 2%	106 14%	27 16%	27 12%	51 14%	18 8%	88 17%	104 22%	** **	95 20%	6 2%
Not applicable	63 3%	17 3%	45 4%	38 3%	9 4%	38 3%	19 3%	25 3%	2 1%	10 4%	14 4%	2 1%	24 5%	14 3%	** **	15 3%	9 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	282 16%	165 27%	118 10%	22 2%	178 79%	62 5%	216 33%	143 19%	24 14%	60 26%	58 16%	81 34%	61 12%	12 2%	** **	37 8%	104 37%
NEUTRAL (4-6)	347 19%	143 23%	204 17%	102 9%	30 13%	138 12%	199 31%	142 19%	32 19%	55 24%	54 15%	46 19%	95 18%	37 8%	** **	59 12%	81 29%
SATISFIED (7-10)	1111 62%	295 48%	816 69%	1026 86%	8 4%	892 79%	213 33%	449 59%	115 66%	105 46%	229 64%	110 46%	339 65%	414 87%	** **	359 77%	85 31%
Answered	1740	603	1137	1149	216	1093	628	733	171	220	341	237	496	463	**	455	269
Mean score	6.8	5.7	7.3	8.2	2.2	7.9	4.9	6.5	6.8	5.7	6.9	5.3	7.1	8.1	**	7.6	4.6
Standard deviation	2.78	3.00	2.50	1.65	1.88	2.18	2.68	2.88	2.72	3.01	2.77	3.02	2.63	1.71	**	2.36	2.67
Standard error	.07	.12	.08	.05	.13	.07	.11	.15	.26	.26	.23	.26	.17	.11	**	.15	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	140 8%	23 6%	8 7%	9 5%	** **	13 10%	9 4%	1 **%	** **	3 1%	20 16% i	31 10%	6 8%	19 15% n	5 5%	21 18% p	9 5%	1 **%	** ** q
2 (2.0)	82 5%	11 3%	3 3%	6 3%	** **	7 5%	5 2%	1 **%	** **	- -%	11 9% i	12 4%	1 1%	8 7%	3 2%	7 6%	5 3%	- -%	** ** q
3 (3.0)	61 3%	8 2%	- -%	4 2%	** **	2 1%	6 3%	1 **%	** **	1 **%	7 6% i	14 5%	6 8%	6 5%	3 2%	8 7%	6 3%	1 1%	** ** q
4 (4.0)	83 5%	15 4%	6 5%	6 3%	** **	8 6%	7 3%	3 1%	** **	7 3%	7 6%	13 4%	3 5%	7 5%	3 2%	8 7%	5 2%	1 1%	** **
5 (5.0)	157 9%	34 9%	10 9%	14 8%	** **	18 13%	15 6%	10 4%	** **	9 4%	23 18% i	30 10%	6 8%	17 14%	7 6%	13 11%	17 9%	9 5%	** **
6 (6.0)	107 6%	21 6%	3 3%	15 9%	** **	10 7%	11 5%	9 3%	** **	10 4%	10 8%	20 7%	4 7%	7 5%	9 8%	7 6%	13 7%	10 5%	** **
7 (7.0)	240 13%	42 11%	14 12%	21 12%	** **	12 9%	30 13%	31 12%	** **	30 12%	13 10%	44 14%	11 17%	14 11%	18 16%	19 16%	25 13%	35 18% r	** **
8 (8.0)	290 16%	64 17%	23 20%	28 16%	** **	18 13%	45 19%	62 23%	** **	45 19%	19 15%	49 16%	9 14%	12 10%	27 23% m	9 8%	40 21% o	45 24% r	** **
9 (9.0)	291 16%	67 18%	20 17%	34 20%	** **	19 14%	48 20%	65 25%	** **	56 23% j	11 9%	46 15%	7 11%	16 13%	22 19%	9 8%	37 19% o	44 23% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	289 16%	78 21%	24 21%	31 18%	** **	26 19%	53 23%	75 29%	** **	78 32%	1 1%	36 12%	10 15%	13 11%	13 11%	9 7%	28 14%	36 19%	** **
Not applicable	63 3%	9 2%	3 3%	3 2%	** **	4 3%	5 2%	5 2%	** **	5 2%	4 3%	15 5%	3 5%	5 4%	6 5%	8 6%	7 4%	9 5%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	282 16%	41 11%	12 10%	19 11%	** **	21 16%	20 9%	2 1%	** **	3 1%	38 30%	56 18%	12 18%	34 27%	11 9%	36 31%	20 11%	2 1%	** **
NEUTRAL (4-6)	347 19%	70 19%	20 17%	34 20%	** **	36 27%	33 14%	22 8%	** **	26 11%	40 32%	63 20%	13 20%	31 24%	19 16%	28 24%	35 18%	20 10%	** **
SATISFIED (7-10)	1111 62%	252 68%	81 70%	114 67%	** **	75 55%	176 75%	234 89%	** **	209 86%	43 34%	174 57%	38 58%	56 45%	80 69%	45 38%	129 68%	160 84%	** **
Answered	1740	363	113	167	**	133	229	258	**	238	121	294	63	121	110	110	184	183	**
Mean score	6.8	7.2	7.2	7.2	**	6.6	7.6	8.4	**	8.4	5.0	6.4	6.5	5.7	7.2	5.2	7.2	8.1	**
Standard deviation	2.78	2.64	2.66	2.56	**	2.91	2.40	1.55	**	1.77	2.70	2.82	2.77	3.08	2.34	2.97	2.45	1.54	**
Standard error	.07	.13	.27	.18	**	.24	.15	.09	**	.11	.24	.14	.28	.24	.21	.24	.16	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	140 8%	6 4%	23 19% a	11 4%	3 5%	5 4%	3 3%	8 8% h	3 2%	- -%	** **	2 1%	9 9% k	6 8%	** **	** **	** **	** **	3 5%
2 (2.0)	82 5%	3 2%	9 7% a	11 4%	2 4%	5 5%	3 3%	8 7% h	3 2%	2 1%	** **	2 1%	8 8% k	4 6%	** **	** **	** **	** **	1 2% r
3 (3.0)	61 3%	3 1%	12 9% a	7 2%	2 4%	1 1%	3 3%	2 2%	5 2%	1 *%	** **	1 *%	6 6% k	3 4%	** **	** **	** **	** **	2 4%
4 (4.0)	83 5%	4 2%	9 7%	11 4%	2 4%	4 3%	5 4%	6 6%	5 3%	1 *%	** **	5 3%	6 6%	4 5%	** **	** **	** **	** **	1 3%
5 (5.0)	157 9%	9 5%	18 15% a	27 9%	6 10%	14 11%	7 6%	13 13%	14 7%	9 5%	** **	14 7%	13 13%	4 5%	** **	** **	** **	** **	3 5%
6 (6.0)	107 6%	8 5%	12 10%	23 8%	6 10%	11 9%	6 5%	9 9%	14 7%	8 4%	** **	10 5%	13 14% k	5 7%	** **	** **	** **	** **	4 8%
7 (7.0)	240 13%	27 15%	17 14%	42 14%	6 9%	20 17%	15 14%	16 16%	25 13%	34 16%	** **	24 12%	18 19%	6 8%	** **	** **	** **	** **	4 8%
8 (8.0)	290 16%	40 22% b	8 7%	45 15%	10 16%	14 12%	20 18%	16 15%	29 15%	41 20%	** **	35 18%	10 11%	13 18%	** **	** **	** **	** **	9 19%
9 (9.0)	291 16%	39 22% b	6 5%	49 17%	10 16%	24 20%	15 14%	10 10%	39 21% g	49 24%	** **	41 21% l	8 9%	13 18%	** **	** **	** **	** **	11 22%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue			Complaint		Satisfaction with CS			Resolved		Issue			Complaint		
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	289	31	5	57	11	18	27	12	45	55	**	54	2	12	**	**	**	**	9
	16%	17%	4%	19%	18%	15%	25%	11%	24%	26%	**	27%	2%	16%	**	**	**	**	18%
		b						g				l							
Not applicable	63	8	4	11	3	2	6	3	8	7	**	9	2	3	**	**	**	**	2
	3%	5%	3%	4%	5%	2%	5%	3%	4%	4%	**	5%	2%	4%	**	**	**	**	4%
SUMMARY CODES																			
DISSATISFIED (1-3)	282	12	44	28	8	12	9	18	10	3	**	5	22	13	**	**	**	**	6
	16%	7%	35%	10%	13%	10%	8%	17%	6%	2%	**	3%	24%	18%	**	**	**	**	12%
		a						h				k				n		r	
NEUTRAL (4-6)	347	21	39	61	15	29	17	28	33	18	**	29	32	12	**	**	**	**	8
	19%	12%	32%	21%	23%	24%	16%	27%	17%	9%	**	15%	34%	17%	**	**	**	**	16%
		a										k							
SATISFIED (7-10)	1111	137	37	193	37	77	78	54	138	180	**	154	38	44	**	**	**	**	33
	62%	77%	30%	66%	59%	65%	71%	53%	73%	86%	**	78%	41%	61%	**	**	**	**	68%
		b						g				l							q
Answered	1740	171	120	281	60	117	104	100	182	201	**	188	92	69	**	**	**	**	46
Mean score	6.8	7.7	4.7	7.2	7.0	7.0	7.5	6.2	7.7	8.3	**	8.1	5.5	6.7	**	**	**	**	7.3
		b						g				l				o			q
Standard deviation	2.78	2.21	2.73	2.49	2.67	2.47	2.40	2.73	2.18	1.62	**	1.99	2.51	2.94	**	**	**	**	2.60
Standard error	.07	.15	.22	.13	.26	.19	.23	.23	.14	.10	**	.13	.22	.21	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	140 8%	1 3%	**	2 5% **	
2	(2.0)	82 5%	- -%	**	1 2% **	
					c	
3	(3.0)	61 3%	* 1%	**	1 3% **	
4	(4.0)	83 5%	1 2%	**	* 1% **	
					c	
5	(5.0)	157 9%	1 2%	**	2 4% **	
6	(6.0)	107 6%	3 7%	**	2 5% **	
7	(7.0)	240 13%	4 8%	**	2 5% **	
8	(8.0)	290 16%	10 22%	**	9 20% **	
9	(9.0)	291 16%	13 28%	**	12 27% **	
					d	
10 Extremely satisfied	(10.0)	289 16%	12 25%	**	11 25% **	

Columns Tested: a,b - c,d
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	63 3%	1 2%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	282 16%	2 4%	**	4 10%	** c
NEUTRAL (4-6)	347 19%	5 11%	**	4 10%	** c
SATISFIED (7-10)	1111 62%	38 83%	**	33 77%	** d
Answered	1740	45	**	42	**
Mean score	6.8	8.2	**	7.8	**
Standard deviation	2.78	2.02	**	2.52	**
Standard error	.07	.18	**	.24	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	179 10%	38 7%	80 11%	62 11%	88 10%	91 10%	98 9%	38 10%	43 13%	85 11%	32 9%	38 12%	17 6%	7 10%	43 10%	81 12%	55 8%
2	(2.0)	75 4%	17 3%	38 5%	20 3%	38 4%	37 4%	47 4%	19 5%	10 3%	35 5%	13 3%	16 5%	6 2%	6 8%	10 2%	40 6%	25 4%
3	(3.0)	77 4%	24 5%	18 2%	35 6% b	46 5%	30 3%	44 4%	10 3%	22 7%	42 6%	12 3%	12 4%	9 3%	2 3%	17 4%	33 5%	26 4%
4	(4.0)	72 4%	21 4%	29 4%	21 4%	34 4%	37 4%	44 4%	19 5%	9 3%	35 5%	10 3%	11 4%	13 4%	3 4%	19 4%	30 4%	23 3%
5	(5.0)	132 7%	47 9%	51 7%	34 6%	59 7%	73 8%	83 8%	29 8%	20 6%	48 6%	26 7%	24 8%	29 10%	5 7%	30 7%	64 9%	38 6%
6	(6.0)	122 7%	45 9%	42 6%	35 6%	45 5%	78 8%	78 7%	25 7%	19 6%	51 7%	28 8%	19 6%	21 7%	4 6%	37 9%	48 7%	38 5%
7	(7.0)	208 12%	62 12%	97 14%	50 9%	96 11%	112 12%	134 12%	44 12%	29 9%	91 12%	39 11%	41 13%	31 10%	6 8%	49 11%	84 12%	75 11%
8	(8.0)	261 14%	107 20% bc	88 12%	67 12%	130 15%	132 14%	166 15%	56 15%	40 12%	99 13%	61 16%	47 15%	46 16%	8 11%	62 14%	91 13%	108 16%
9	(9.0)	320 18%	75 14%	136 19%	109 19%	153 18%	166 18%	198 18%	58 15%	63 19%	141 19%	60 16%	49 16%	57 20%	13 17%	70 16%	97 14%	153 22% o
10 Extremely satisfied	(10.0)	332 18%	88 17%	121 17%	124 22%	157 18%	175 19%	174 16%	79 21%	79 23% f	120 16%	89 24% ik	45 15%	61 21%	17 24% k	95 22%	105 15%	133 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	25 1%	3 1%	8 1%	13 2%	12 1%	12 1%	17 2%	3 1%	4 1%	11 1%	3 1%	6 2%	3 1%	2 3%	5 1%	6 1%	14 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	331 18%	79 15%	136 19%	116 20%	172 20%	159 17%	189 17%	67 18%	75 22%	162 21%	56 15%	66 21%	32 11%	15 21%	71 16%	154 23%	106 15%
NEUTRAL (4-6)	326 18%	113 22%	123 17%	90 16%	138 16%	188 20%	205 19%	73 19%	48 14%	134 18%	63 17%	55 18%	63 21%	12 16%	86 20%	141 21%	99 14%
SATISFIED (7-10)	1121 62%	331 63%	441 62%	349 61%	536 62%	585 62%	672 62%	237 62%	212 62%	452 60%	249 67%	182 59%	195 67%	44 61%	276 63%	377 56%	469 68%
Answered	1778	523	700	556	846	932	1066	377	335	747	368	303	290	70	433	672	674
Mean score	6.7	6.8	6.6	6.8	6.7	6.8	6.7	6.8	6.8	6.5	7.1 ik	6.4	7.2 ik	6.8	6.9 o	6.3	7.1 o
Standard deviation	2.93	2.69	2.99	3.07	2.98	2.88	2.85	2.95	3.15	3.00	2.83	3.00	2.62	3.16	2.89	3.01	2.81
Standard error	.07	.11	.11	.13	.10	.10	.09	.15	.17	.15	.14	.15	.13	.23	.13	.11	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied (1.0)	179 10%	117 19% b	62 5% c	10 1% c	137 61% c	26 2% e	149 23% e	85 11% g	16 9% h	32 14% i	37 11% j	53 22% k	32 6% l	5 1% m	** ** m	14 3% o	69 25% p
2 (2.0)	75 4%	48 8% b	27 2% c	7 1% c	40 18% c	20 2% e	54 8% e	35 5% g	3 2% h	17 8% i	14 4% j	21 9% k	13 3% l	3 1% m	** ** m	13 3% o	21 8% p
3 (3.0)	77 4%	35 6% b	41 3% c	6 *% c	20 9% c	21 2% e	55 9% e	42 6% g	8 5% h	17 8% i	16 5% j	20 9% k	21 4% l	2 *% m	** ** m	15 3% o	27 10% p
4 (4.0)	72 4%	36 6% b	36 3% c	24 2% d	6 3% d	24 2% e	48 7% e	35 5% g	6 4% h	14 6% i	14 4% j	14 6% k	20 4% l	15 3% m	** ** m	10 2% o	24 9% p
5 (5.0)	132 7%	48 8% b	84 7% c	41 3% d	8 3% d	48 4% e	80 12% e	48 6% g	10 6% h	22 10% i	16 5% j	10 4% k	39 7% l	17 3% m	** ** m	19 4% o	29 11% p
6 (6.0)	122 7%	41 7% b	82 7% c	56 5% d	- -% d	54 5% e	65 10% e	51 7% g	19 11% h	13 6% i	19 5% j	11 5% k	40 8% l	20 4% m	** ** m	20 4% o	29 10% p
7 (7.0)	208 12%	77 12% b	131 11% c	164 14% d	1 *% d	137 12% e	71 11% e	91 12% g	24 14% h	27 12% i	40 11% j	33 14% k	58 11% l	73 15% n	** ** n	61 13% o	30 11% p
8 (8.0)	261 14%	75 12% b	186 16% c	238 20% d	4 2% d	198 18% f	63 10% f	99 13% g	16 9% h	36 16% i	47 13% j	33 14% k	66 13% l	88 18% n	** ** n	80 17% p	19 7% p
9 (9.0)	320 18%	67 11% b	252 21% c	307 26% d	1 1% d	282 25% f	36 6% f	141 19% g	31 18% h	19 8% i	91 26% j	22 9% k	119 23% l	135 28% n	** ** n	127 27% p	14 5% p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	332 18%	73 12%	259 22%	323 27%	4 2%	312 28%	15 2%	120 16%	36 21%	29 12%	56 16%	20 8%	100 19%	117 25%	** **	108 23%	8 3%
Not applicable	25 1%	3 *%	22 2%	12 1%	4 2%	8 1%	13 2%	11 1%	3 2%	3 1%	5 1%	2 1%	9 2%	5 1%	** **	2 *%	7 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	331 18%	200 32%	130 11%	23 2%	197 88%	67 6%	258 40%	162 21%	27 16%	67 29%	68 19%	95 40%	67 13%	9 2%	** **	42 9%	117 42%
NEUTRAL (4-6)	326 18%	125 20%	202 17%	121 10%	13 6%	125 11%	192 30%	134 18%	36 21%	49 21%	49 14%	35 15%	99 19%	51 11%	** **	49 10%	82 30%
SATISFIED (7-10)	1121 62%	293 47%	829 70%	1031 87%	10 4%	929 82%	184 28%	452 60%	107 62%	111 48%	234 66%	107 45%	344 66%	412 86%	** **	376 80%	71 26%
Answered	1778	617	1161	1175	220	1122	635	747	170	227	351	237	510	473	**	467	271
Mean score	6.7	5.5	7.4	8.3	1.9	8.0	4.5	6.5	6.9	5.7	6.8	5.1	7.2	8.2	**	7.8	4.4
Standard deviation	2.93	3.18	2.57	1.74	1.80	2.16	2.77	3.00	2.84	3.04	2.97	3.20	2.68	1.79	**	2.34	2.76
Standard error	.07	.12	.08	.05	.12	.06	.11	.15	.28	.25	.24	.27	.17	.11	**	.15	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
1 Extremely dissatisfied	(1.0)	179 10%	32 9%	14 12%	13 8%	** **	20 15%	11 5%	2 1%	** **	2 1%	29 23%	38 12%	7 10%	25 20%	5 5%	27 23%	10 5%	2 1%	** **
2	(2.0)	75 4%	13 3%	2 2%	7 4%	** **	7 5%	5 2%	1 *%	** **	- -%	13 10%	16 5%	2 4%	9 7%	5 4%	10 8%	6 3%	1 *%	** **
3	(3.0)	77 4%	12 3%	5 4%	3 2%	** **	4 3%	7 3%	2 1%	** **	2 1%	10 8%	12 4%	2 3%	7 6%	3 2%	7 6%	5 2%	1 1%	** **
4	(4.0)	72 4%	10 3%	5 4%	3 2%	** **	6 4%	4 2%	2 1%	** **	5 2%	5 4%	11 4%	4 7%	5 4%	2 2%	8 7%	3 2%	3 2%	** **
5	(5.0)	132 7%	26 7%	5 4%	15 9%	** **	11 8%	15 6%	7 3%	** **	9 4%	16 13%	24 8%	5 8%	11 9%	8 7%	11 9%	13 7%	7 4%	** **
6	(6.0)	122 7%	28 8%	9 8%	13 8%	** **	14 10%	14 6%	17 6%	** **	12 5%	14 11%	19 6%	4 7%	9 7%	5 5%	7 6%	12 6%	7 4%	** **
7	(7.0)	208 12%	39 11%	9 8%	25 15%	** **	13 10%	26 11%	29 11%	** **	29 12%	10 8%	41 13%	7 11%	12 10%	22 19%	16 13%	26 13%	34 18%	** **
8	(8.0)	261 14%	61 16%	24 21%	22 13%	** **	14 10%	47 20%	59 22%	** **	45 18%	16 13%	47 15%	11 16%	12 10%	25 21%	11 9%	37 19%	44 23%	** **
9	(9.0)	320 18%	60 16%	14 12%	33 19%	** **	19 14%	41 18%	58 22%	** **	52 22%	8 6%	49 16%	9 13%	18 14%	22 19%	9 8%	40 21%	45 24%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	332 18%	89 24%	28 24%	36 21%	** **	28 20%	61 26%	86 33%	** **	86 36%	2 2%	45 15%	14 21%	15 12%	16 14%	11 9%	34 18%	43 23%	** **
Not applicable	25 1%	3 1%	1 1%	- -%	** **	- -%	3 1%	1 *%	** **	1 *%	2 2%	6 2%	1 1%	1 1%	4 3%	1 1%	5 3%	3 2%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	331 18%	56 15%	21 18%	23 13%	** **	32 23%	24 10%	5 2%	** **	3 1%	51 41%	66 21%	11 17%	42 33%	13 11%	45 38%	21 11%	4 2%	** **
NEUTRAL (4-6)	326 18%	63 17%	19 16%	32 19%	** **	31 22%	32 14%	26 10%	** **	26 11%	35 28%	55 18%	14 21%	25 20%	15 13%	26 22%	29 15%	17 9%	** **
SATISFIED (7-10)	1121 62%	249 67%	76 65%	115 68%	** **	75 54%	175 75%	232 88%	** **	212 88%	37 30%	182 59%	40 61%	57 45%	85 73%	46 39%	136 71%	167 87%	** **
Answered Mean score	1778 6.7	368 7.1	115 6.9	170 7.1	** **	137 6.3	231 7.6	262 8.4	** **	242 8.4	123 4.6	303 6.4	65 6.7	124 5.5	113 7.2	116 5.0	186 7.3	189 8.1	** **
Standard deviation	2.93	2.83	3.01	2.73	**	3.17	2.51	1.65	**	1.72	2.85	3.00	2.96	3.26	2.43	3.14	2.53	1.71	**
Standard error	.07	.14	.30	.19	**	.26	.16	.10	**	.11	.25	.15	.29	.25	.22	.25	.16	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	179 10%	7 4%	30 24% a	17 6%	4 7%	7 6%	6 5%	13 12% h	5 2%	1 *% *	** **	2 1%	15 16% k	7 10%	** **	** **	** **	** **	4 8%
2 (2.0)	75 4%	4 2%	12 10% a	6 2%	2 3%	3 3%	1 1%	6 5% h	1 *% *	1 *% *	** **	2 1%	4 4%	6 8%	** **	** **	** **	** **	1 3% r
3 (3.0)	77 4%	2 1%	10 8% a	9 3%	3 4%	3 3%	3 3%	2 2%	7 3%	1 *% *	** **	2 1%	7 7% k	2 3%	** **	** **	** **	** **	1 2%
4 (4.0)	72 4%	5 3%	6 5%	13 4%	3 4%	5 5%	5 4%	6 6%	7 4%	3 2%	** **	4 2%	10 10% k	3 4%	** **	** **	** **	** **	1 2%
5 (5.0)	132 7%	3 2%	19 15% a	29 10%	8 13%	14 11%	7 6%	15 14% h	14 7%	9 4%	** **	14 7%	14 15%	5 7%	** **	** **	** **	** **	3 7%
6 (6.0)	122 7%	8 5%	10 8%	21 7%	4 6%	10 9%	7 6%	7 7%	14 7%	11 5%	** **	12 6%	9 10%	4 6%	** **	** **	** **	** **	3 5%
7 (7.0)	208 12%	28 16%	13 10%	31 10%	6 9%	16 14%	9 8%	14 14%	17 9%	24 12%	** **	15 8%	15 16% k	6 8%	** **	** **	** **	** **	5 10%
8 (8.0)	261 14%	33 19%	14 11%	46 16%	8 13%	18 15%	19 18%	15 14%	31 16%	40 19%	** **	33 17%	12 13%	8 11%	** **	** **	** **	** **	6 12%
9 (9.0)	320 18% b	41 23% b	6 5%	57 20%	12 20%	23 19%	22 20%	14 14%	43 23%	57 27%	** **	51 26% l	6 6%	13 17%	** **	** **	** **	** **	9 18%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	332 18%	43 24% b	2 2%	61 21%	12 20%	19 16%	30 27%	11 11%	51 27% g	60 29%	** **	60 30% l	1 1%	17 24%	** **	** **	** **	** **	13 28%
Not applicable	25 1%	3 2%	2 2%	3 1%	- -%	1 1%	2 2%	1 1%	2 1%	2 1%	** **	2 1%	1 1%	2 3%	** **	** **	** **	** **	2 5%
SUMMARY CODES																			
DISSATISFIED (1-3)	331 18%	14 8%	52 42% a	32 11%	9 14%	14 11%	10 9%	21 20% h	12 6%	2 1%	** **	6 3%	26 27% k	15 21%	** **	** **	** **	** **	6 13% r
NEUTRAL (4-6)	326 18%	16 9%	36 29% a	63 21%	15 24%	29 25%	18 17%	28 27%	35 18%	23 11%	** **	29 15%	33 35% k	12 16%	** **	** **	** **	** **	7 14%
SATISFIED (7-10)	1121 62%	146 82% b	35 28%	195 67%	39 62%	76 63%	80 73%	54 52%	141 74% g	181 87%	** **	159 81% l	34 37%	44 61%	** **	** **	** **	** **	33 68% q
Answered Mean score	1778 6.7	176 7.8 b	122 4.4	290 7.2	63 6.9	119 7.0	108 7.6	102 6.1	188 7.8 g	207 8.4	** **	195 8.2 l	92 5.1	70 6.8	** **	** **	** **	** **	46 7.4 q
Standard deviation	2.93	2.31	2.77	2.62	2.79	2.57	2.54	2.87	2.26	1.64	**	1.96	2.57	3.16	**	**	**	**	2.85
Standard error	.07	.15	.22	.13	.26	.20	.24	.24	.14	.10	**	.12	.22	.23	**	**	**	**	.26

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS			Resolved	
		Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%						
Unweighted total		1803	123	26	116	75
Effective Weighted Sample		1402	123	26	116	75
Total		1803	46	10	43	28
1 Extremely dissatisfied	(1.0)	179 10%	1 3%	** **	1 3%	** **
						c
2	(2.0)	75 4%	1 2%	** **	* 1%	** **
						c
3	(3.0)	77 4%	- -%	** **	* 1%	** **
4	(4.0)	72 4%	* 1%	** **	- -%	** **
						c
5	(5.0)	132 7%	2 4%	** **	3 7%	** **
6	(6.0)	122 7%	1 3%	** **	1 3%	** **
7	(7.0)	208 12%	3 7%	** **	3 8%	** **
8	(8.0)	261 14%	7 16%	** **	6 15%	** **
9	(9.0)	320 18%	12 26%	** **	11 25%	** **
					d	
10 Extremely satisfied	(10.0)	332 18%	16 36%	** **	16 37%	** **
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	25	1	**	*	**
	1%	2%	**	1%	**
SUMMARY CODES					
DISSATISFIED (1-3)	331	2	**	2	**
	18%	5%	**	4%	**
					c
NEUTRAL (4-6)	326	4	**	4	**
	18%	8%	**	10%	**
					c
SATISFIED (7-10)	1121	39	**	36	**
	62%	85%	**	84%	**
				d	
Answered	1778	45	**	43	**
Mean score	6.7	8.4	**	8.4	**
				d	
Standard deviation	2.93	2.15	**	2.09	**
Standard error	.07	.20	**	.19	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General p
Significance Level: 99%																		
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541	
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418	
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687	
1 Extremely dissatisfied (1.0)	42 2%	12 2%	21 3%	9 2%	21 2%	21 2%	24 2%	13 3%	5 2%	17 2%	11 3%	10 3%	1 *	2 3%	14 3%	19 3%	9 1%	
2 (2.0)	31 2%	12 2%	12 2%	7 1%	13 2%	18 2%	16 1%	12 3%	3 1%	14 2%	4 1%	9 3%	2 1%	1 2%	7 2%	14 2%	10 1%	
3 (3.0)	36 2%	12 2%	15 2%	9 2%	21 2%	15 2%	22 2%	8 2%	6 2%	18 2%	1 *	11 4%	4 1%	1 2%	5 1%	20 3%	11 2%	
4 (4.0)	53 3%	13 3%	26 4%	13 2%	16 2%	38 4%	33 3%	10 3%	10 3%	29 4%	9 2%	5 2%	9 3%	1 2%	21 5%	16 2%	16 2%	
5 (5.0)	121 7%	47 9%	45 6%	29 5%	65 8%	57 6%	88 8%	19 5%	15 4%	46 6%	21 6%	27 9%	21 7%	6 8%	41 9%	48 7%	32 5%	
6 (6.0)	98 5%	39 7%	37 5%	22 4%	35 4%	62 7%	60 6%	23 6%	14 4%	35 5%	20 5%	24 8%	15 5%	4 6%	27 6%	39 6%	32 5%	
7 (7.0)	216 12%	68 13%	92 13%	55 10%	108 13%	107 11%	135 12%	50 13%	31 9%	86 11%	41 11%	42 14%	39 13%	7 10%	46 11%	97 14%	73 11%	
8 (8.0)	333 18%	104 20%	139 20%	89 16%	167 19%	166 18%	215 20%	64 17%	54 16%	154 20%	67 18%	51 17%	51 17%	10 14%	75 17%	107 16%	151 22%	
9 (9.0)	378 21%	101 19%	144 20%	133 23%	186 22%	192 20%	228 21%	71 19%	79 23%	167 22%	78 21%	60 19%	58 20%	16 22%	90 21%	143 21%	145 21%	
10 Extremely satisfied (10.0)	450 25%	106 20%	155 22%	188 33%	207 24%	242 26%	236 22%	97 25%	117 35%	167 22%	108 29%	66 21%	87 30%	22 30%	105 24%	163 24%	181 26%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	46 3%	10 2%	21 3%	15 3%	20 2%	26 3%	28 3%	14 4%	4 1%	24 3%	11 3%	5 1%	5 2%	1 2%	6 1%	12 2%	27 4%
SUMMARY CODES																	
DISSATISFIED (1-3)	108 6%	36 7%	48 7%	25 4%	55 6%	54 6%	62 6%	32 8%	15 4%	50 7%	16 4%	30 10%	8 3%	5 7%	26 6%	53 8%	30 4%
NEUTRAL (4-6)	272 15%	99 19%	109 15%	64 11%	115 13%	156 17%	181 17%	52 14%	39 12%	110 15%	50 13%	55 18%	45 15%	12 16%	89 20%	103 15%	80 12%
SATISFIED (7-10)	1376 76%	380 72%	531 75%	465 82%	669 78%	708 75%	813 75%	282 74%	281 83%	574 76%	294 79%	219 71%	235 80%	55 75%	316 72%	510 75%	550 80%
Answered	1757	516	687	554	839	918	1056	366	334	734	360	304	288	71	431	665	660
Mean score	7.8	7.5	7.6	8.2 ab	7.8	7.8	7.7	7.7	8.2 fg	7.7	8.0 k	7.4	8.1 k	7.8	7.6	7.7	8.1 no
Standard deviation	2.23	2.25	2.28	2.07	2.21	2.25	2.19	2.41	2.07	2.25	2.16	2.41	1.94	2.36	2.34	2.32	2.02
Standard error	.05	.10	.09	.09	.08	.07	.07	.12	.11	.11	.11	.12	.10	.17	.11	.08	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	42 2%	29 5%	13 1%	2 *% 16%	36 16%	5 *% 5%	35 5%	17 2%	6 4%	6 3%	5 1%	12 5%	6 1%	- -%	** ** m	4 1%	14 5%
2	(2.0)	31 2%	27 4%	4 *% b	2 *% c	24 11%	9 1%	21 3% e	14 2%	3 2%	6 3%	5 1%	13 5%	2 *% l	- -%	** ** m	6 1%	9 3%
3	(3.0)	36 2%	25 4%	11 1% b	2 *% c	20 9%	7 1%	28 4% e	18 2%	3 2%	8 3%	7 2%	13 6%	5 1%	2 *% m	** ** o	4 1%	14 5%
4	(4.0)	53 3%	17 3%	36 3%	4 *% c	18 8%	20 2%	33 5% e	29 4%	8 5%	10 4%	12 3%	3 1%	26 5%	3 1%	** ** m	12 3%	17 6%
5	(5.0)	121 7%	58 9%	63 5% b	24 2% c	26 12%	35 3%	79 12% e	46 6%	16 9%	16 7%	14 4%	22 9%	24 5%	7 1%	** ** m	12 3%	32 11% o
6	(6.0)	98 5%	48 8% b	49 4%	37 3%	14 6%	41 4%	56 9% e	35 5%	10 6%	16 7%	9 3%	22 9% l	13 2%	17 4%	** ** m	13 3%	22 8%
7	(7.0)	216 12%	79 13%	136 12%	120 10%	25 11%	104 9%	110 17% e	86 11%	16 9%	30 13%	40 11%	27 11%	59 11%	47 10%	** ** m	42 9%	44 16%
8	(8.0)	333 18%	112 18%	221 19%	236 20% d	26 11%	218 19%	114 18%	154 20%	26 15%	36 16%	91 26%	50 21%	104 20%	102 21%	** ** m	102 22%	52 19%
9	(9.0)	378 21%	97 16%	281 24% a	329 28% d	16 7%	289 26% f	90 14%	167 22%	44 25%	46 20%	77 22%	30 13%	136 26% k	137 29% n	** ** m	126 27% p	41 15%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No
		a	b	fied	isfied	e	f	g	h	repair	j	k	l	fied	*n	o	p
				c	d					i			m	**			
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	450	124	325	406	14	375	68	167	39	49	80	46	121	147	**	135	28
	25%	20%	28%	34%	6%	33%	11%	22%	22%	21%	22%	19%	23%	31%	**	29%	10%
			a	d		f								n		p	
Not applicable	46	3	43	25	8	27	13	24	2	6	16	-	24	15	**	15	6
	3%	1%	4%	2%	3%	2%	2%	3%	1%	3%	5%	-%	5%	3%	**	3%	2%
			a														
SUMMARY CODES																	
DISSATISFIED (1-3)	108	81	28	6	79	22	85	50	13	21	16	38	12	2	**	13	37
	6%	13%	2%	1%	35%	2%	13%	7%	7%	9%	5%	16%	2%	*/	**	3%	13%
		b		c		e						l		m		o	
NEUTRAL (4-6)	272	124	148	64	58	96	168	110	34	41	35	48	62	28	**	36	71
	15%	20%	13%	5%	26%	9%	26%	15%	20%	18%	10%	20%	12%	6%	**	8%	26%
		b		c		e								m		o	
SATISFIED (7-10)	1376	413	964	1091	80	985	382	574	125	162	288	153	421	433	**	405	164
	76%	67%	81%	92%	36%	87%	59%	76%	72%	70%	81%	64%	81%	91%	**	86%	59%
		a		d		f						k		n		p	
Answered	1757	617	1140	1161	217	1103	635	734	171	223	339	239	495	463	**	455	272
Mean score	7.8	7.1	8.2	8.7	5.0	8.5	6.6	7.7	7.6	7.4	8.0	6.9	8.1	8.7	**	8.4	6.6
			a	d		f							k	n		p	
Standard deviation	2.23	2.60	1.89	1.36	2.91	1.71	2.48	2.25	2.43	2.42	2.00	2.66	1.91	1.31	**	1.81	2.48
Standard error	.05	.10	.06	.04	.20	.05	.10	.11	.24	.20	.17	.23	.12	.08	**	.12	.20

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	42 2%	11 3%	6 5%	3 2%	** **	8 6% f	3 1%	1 *% g	** **	- -% i	10 8% j	10 3%	1 1%	7 6%	2 2%	7 6%	3 2%	1 *% q	** ** q
2 (2.0)	31 2%	4 1%	1 1%	3 2%	** **	4 3%	1 *% h	- -% i	** **	- -% j	4 4% k	9 3%	2 3%	3 2%	4 3%	7 6% p	2 1%	1 *% q	** ** q
3 (3.0)	36 2%	1 *% c	- -%	1 *% c	** **	- -%	1 *% h	- -% i	** **	- -% j	1 1% k	11 4%	1 2%	7 6%	3 2%	8 7% p	3 2%	1 *% q	** ** q
4 (4.0)	53 3%	9 2%	7 6% c	1 *% c	** **	5 4%	3 1%	- -% i	** **	2 1%	5 4% k	5 2%	2 4%	1 1%	1 1%	4 3%	1 *% h	- -% q	** ** q
5 (5.0)	121 7%	21 6%	9 8%	7 4%	** **	8 6%	13 6%	8 3% g	** **	8 3% i	13 11% j	27 9%	7 11%	12 10%	7 6%	12 11%	14 8%	5 3% q	** ** q
6 (6.0)	98 5%	20 5%	6 5%	7 4%	** **	10 7%	10 4%	6 2% g	** **	8 3% i	12 10% j	24 8%	6 8%	10 8%	8 7%	10 8%	14 7%	7 4% q	** ** q
7 (7.0)	216 12%	41 11%	9 8%	24 14%	** **	16 12%	25 11%	25 9% g	** **	20 8% i	21 17% j	42 14%	9 14%	19 15%	14 12%	14 12%	28 15%	23 12% q	** ** q
8 (8.0)	333 18%	67 18%	26 22% c	28 16% c	** **	23 17%	44 19%	46 17% g	** **	41 17% i	26 21% j	51 17%	11 17%	22 17%	18 16%	21 18%	30 16%	37 19% q	** ** q
9 (9.0)	378 21%	78 21%	20 17%	44 26% c	** **	29 21%	50 21%	73 28% g	** **	58 24% i	20 16% j	60 19%	11 17%	20 16%	28 24%	17 15%	42 22%	53 28% q	** ** q

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	450 25%	108 29%	30 26%	48 28%	** **	32 24%	75 32%	101 39%	** **	99 41%	8 6%	66 21%	14 21%	22 18%	30 26%	16 14%	50 26%	61 32%	** **
Not applicable	46 3%	11 3%	2 2%	4 2%	** **	2 1%	9 4%	4 1%	** **	6 3%	4 3%	5 1%	1 2%	1 1%	2 2%	1 1%	4 2%	2 1%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	108 6%	16 4%	7 6%	7 4%	** **	12 8%	5 2%	1 *o	** **	- -%	15 12%	30 10%	4 6%	18 14%	8 7%	22 19%	8 4%	2 1%	** **
NEUTRAL (4-6)	272 15%	50 13%	22 19%	15 9%	** **	23 17%	26 11%	14 5%	** **	18 7%	31 25%	55 18%	16 24%	23 18%	16 14%	26 22%	29 15%	13 7%	** **
SATISFIED (7-10)	1376 76%	294 79%	85 73%	144 85%	** **	101 73%	194 83%	245 93%	** **	218 90%	75 60%	219 71%	45 69%	83 66%	90 77%	68 58%	150 79%	175 91%	** **
Answered Mean score	1757 7.8	360 8.0	114 7.6	166 8.2	** **	136 7.5	225 8.3	259 8.8	** **	236 8.8	121 6.6	304 7.4	65 7.4	124 7.0	115 7.9	116 6.6	187 8.0	190 8.6	** **
Standard deviation	2.23	2.16	2.45	1.99	**	2.53	1.84	1.34	**	1.40	2.49	2.41	2.22	2.61	2.22	2.73	2.02	1.50	**
Standard error	.05	.11	.25	.14	**	.21	.12	.08	**	.09	.22	.12	.22	.20	.20	.22	.13	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	42 2%	1 *%	9 7% a	1 *%	1 1%	1 1%	- -%	1 1%	1 *%	- -%	** **	- -%	1 1%	2 3%	** **	** **	** **	** **	1 2%
2 (2.0)	31 2%	3 2%	5 4%	2 1%	1 1%	1 1%	1 1%	2 2%	- -%	1 *%	** **	- -%	2 2%	1 2%	** **	** **	** **	** **	* 1%
3 (3.0)	36 2%	2 1%	9 7% a	4 1%	1 1%	3 2%	1 1%	2 2%	2 1%	- -%	** **	1 *%	4 4% k	1 2%	** **	** **	** **	** **	- -%
4 (4.0)	53 3%	1 1%	4 3%	9 3%	3 4%	4 3%	2 2%	4 4%	4 2%	- -%	** **	4 2%	5 5%	1 2%	** **	** **	** **	** **	1 2%
5 (5.0)	121 7%	6 4%	17 14% a	21 7%	7 11%	10 8%	5 4%	13 13% h	8 4%	2 1%	** **	6 3%	14 15% k	6 8%	** **	** **	** **	** **	4 8%
6 (6.0)	98 5%	13 7%	10 8%	15 5%	5 8%	4 3%	6 5%	5 5%	10 5%	5 3%	** **	7 4%	8 8%	4 6%	** **	** **	** **	** **	3 7%
7 (7.0)	216 12%	21 12%	20 16%	39 13%	9 14%	20 17%	11 10%	19 18%	20 11%	22 11%	** **	17 9%	21 23% k	7 10%	** **	** **	** **	** **	4 8%
8 (8.0)	333 18%	29 16%	22 17%	51 17%	10 16%	18 15%	23 21%	16 15%	35 19%	43 21%	** **	41 21%	10 11%	10 14%	** **	** **	** **	** **	8 17%
9 (9.0)	378 21%	49 27% b	11 9%	58 20%	12 19%	25 21%	21 19%	16 15%	42 22%	54 26%	** **	45 23%	13 14%	16 22%	** **	** **	** **	** **	11 22%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue			Complaint		Satisfaction with CS			Resolved		Issue			Complaint		
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	450 25%	51 29% b	15 12%	87 30%	15 23%	36 30%	37 33%	24 23%	63 33%	77 37%	** **	72 37% l	13 14%	22 30%	** **	** **	** **	** **	16 32%
Not applicable	46 3%	2 1%	1 1%	5 2%	1 2%	- -%	4 4%	1 1%	4 2%	4 2%	** **	3 2%	2 2%	1 2%	** **	** **	** **	** **	1 2%
SUMMARY CODES																			
DISSATISFIED (1-3)	108 6%	6 4%	24 19% a	8 3%	2 3%	4 3%	2 2%	5 5%	2 1%	1 *%	** **	1 *%	7 8% k	5 7%	** **	** **	** **	** **	1 2% r
NEUTRAL (4-6)	272 15%	21 12%	31 25% a	45 15%	15 23%	18 15%	13 11%	23 22% h	22 12%	7 4%	** **	18 9%	27 29% k	12 16%	** **	** **	** **	** **	8 17%
SATISFIED (7-10)	1376 76%	149 84% b	68 55%	235 80%	46 72%	98 82%	92 83%	74 72%	161 85% g	196 94%	** **	175 89% l	58 62%	55 75%	** **	** **	** **	** **	38 79%
Answered Mean score	1757 7.8	176 8.3 b	122 6.3	288 8.1	62 7.7	120 8.0	106 8.4 d	102 7.5	185 8.4 g	204 8.8	** **	193 8.6 l	92 6.9	71 7.8	** **	** **	** **	** **	47 8.2 q
Standard deviation	2.23	1.86	2.66	1.94	2.07	2.01	1.74	2.19	1.71	1.25	**	1.52	2.22	2.36	**	**	**	**	2.02
Standard error	.05	.12	.21	.10	.20	.15	.17	.18	.11	.08	**	.09	.19	.17	**	**	**	**	.18

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	42 2%	1 2%	**	1 2% **	
2	(2.0)	31 2%	- -%	**	1 2% **	
3	(3.0)	36 2%	- -%	**	* 1% **	
4	(4.0)	53 3%	* 1%	**	* 1% **	
5	(5.0)	121 7%	1 3%	**	3 7% **	
6	(6.0)	98 5%	1 2%	**	* 1% **	
7	(7.0)	216 12%	2 5%	**	3 8% **	
8	(8.0)	333 18%	7 16%	**	6 13% **	
9	(9.0)	378 21%	13 28%	**	12 27% **	
10 Extremely satisfied	(10.0)	450 25%	20 44%	**	17 40% **	

Columns Tested: a,b - c,d
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	46 3%	- -%	**	- -%	**
SUMMARY CODES					
DISSATISFIED (1-3)	108 6%	1 2%	**	2 4%	**
NEUTRAL (4-6)	272 15%	3 6%	**	4 9%	**
SATISFIED (7-10)	1376 76%	42 93%	**	37 87%	**
Answered	1757	46	**	43	**
Mean score	7.8	8.8	**	8.5	**
Standard deviation	2.23	1.65	**	2.07	**
Standard error	.05	.15	**	.19	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	122 7%	26 5%	54 8%	43 7%	59 7%	64 7%	72 7%	21 6%	29 9%	61 8%	18 5%	31 10%	6 2%	7 9%	24 5%	63 9%	36 5%
2	(2.0)	62 3%	23 4%	24 3%	15 3%	23 3%	38 4%	29 3%	23 6% f	10 3%	28 4%	9 2%	16 5%	7 2%	1 2%	17 4%	23 3%	21 3%
3	(3.0)	71 4%	10 2%	29 4%	31 5% a	35 4%	36 4%	40 4%	14 4%	16 5%	39 5%	8 2%	13 4%	10 3%	2 3%	17 4%	30 4%	25 4%
4	(4.0)	97 5%	28 5%	40 6%	29 5%	47 5%	50 5%	66 6%	17 4%	14 4%	54 7% l	14 4%	17 6%	6 2%	5 7% l	22 5%	40 6%	35 5%
5	(5.0)	115 6%	38 7%	40 6%	37 6%	59 7%	56 6%	70 6%	24 6%	21 6%	41 5%	21 6%	22 7%	26 9%	4 5%	29 7%	59 9% p	27 4%
6	(6.0)	120 7%	38 7%	43 6%	38 7%	59 7%	61 6%	81 7%	20 5%	18 5%	47 6%	27 7%	23 7%	18 6%	4 6%	26 6%	53 8%	40 6%
7	(7.0)	227 13%	73 14%	99 14%	55 10%	98 11%	129 14%	142 13%	51 13%	34 10%	103 14%	44 12%	40 13%	34 12%	6 8%	50 11%	83 12%	93 14%
8	(8.0)	261 14%	89 17% c	110 15%	62 11%	123 14%	138 15%	177 16%	47 12%	37 11%	104 14%	67 18%	40 13%	41 14%	9 13%	81 19% o	79 12%	100 15%
9	(9.0)	324 18%	96 18%	130 18%	98 17%	165 19%	160 17%	190 18%	72 19%	63 19%	133 18%	63 17%	52 17%	61 21%	16 22%	65 15%	120 18%	139 20%
10 Extremely satisfied	(10.0)	349 19%	93 18%	113 16%	142 25% ab	171 20%	178 19%	183 17%	73 19%	93 27% f	117 15%	92 25% ik	47 15%	78 27% ik	15 21%	100 23%	116 17%	133 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	55 3%	10 2%	26 4%	19 3%	21 2%	35 4%	34 3%	17 4%	5 1%	31 4%	8 2%	7 2%	6 2%	3 4%	7 2%	11 2%	37 5% no
SUMMARY CODES																	
DISSATISFIED (1-3)	255 14%	59 11%	107 15%	89 16%	117 14%	138 15%	141 13%	59 15%	55 16%	128 17%	35 9%	60 19%	22 8%	10 14%	58 13%	115 17%	82 12%
NEUTRAL (4-6)	332 18%	105 20%	123 17%	104 18%	165 19%	167 18%	218 20%	61 16%	53 16%	142 19%	62 17%	62 20%	51 18%	13 18%	77 18%	152 22% p	103 15%
SATISFIED (7-10)	1161 64%	352 67%	452 64%	357 63%	556 65%	605 64%	691 64%	244 64%	226 67%	457 60%	266 72% ik	179 58%	213 73% ik	46 64%	296 68% o	399 59%	466 68% o
Answered	1747	515	682	550	838	910	1050	363	334	728	363	301	286	69	431	666	651
Mean score	7.0	7.1	6.9	7.1	7.0	6.9	6.9	7.0	7.2	6.7	7.5 ik	6.5	7.7 ikm	7.1	7.1 o	6.7	7.2 o
Standard deviation	2.75	2.58	2.76	2.89	2.74	2.76	2.67	2.80	2.94	2.83	2.52	2.93	2.33	2.91	2.70	2.87	2.63
Standard error	.07	.11	.11	.13	.09	.09	.08	.14	.16	.14	.13	.15	.12	.21	.12	.10	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	122 7%	78 13%	44 4%	9 1%	94 42%	36 3%	86 13%	61 8%	8 5%	32 14%	21 6%	39 16%	22 4%	6 1%	** **	20 4%	41 15%
			b		c		e						l		m		o	
2	(2.0)	62 3%	40 6%	22 2%	3 *	36 16%	11 1%	51 8%	28 4%	8 5%	6 3%	14 4%	14 6%	14 3%	2 *	** **	7 1%	21 8%
			b		c		e								m		o	
3	(3.0)	71 4%	41 7%	31 3%	10 1%	29 13%	23 2%	47 7%	39 5%	8 5%	14 6%	16 5%	21 9%	17 3%	2 *	** **	13 3%	25 9%
			b		c		e								m		o	
4	(4.0)	97 5%	34 5%	63 5%	29 2%	12 5%	39 3%	55 8%	54 7%	11 7%	17 8%	26 7%	17 7%	38 7%	22 5%	** **	30 6%	22 8%
							e											
5	(5.0)	115 6%	52 8%	63 5%	27 2%	20 9%	42 4%	68 10%	41 5%	11 7%	21 9%	9 3%	15 6%	26 5%	7 1%	** **	13 3%	29 10%
					c		e										o	
6	(6.0)	120 7%	47 8%	73 6%	60 5%	4 2%	54 5%	65 10%	47 6%	10 6%	21 9%	16 5%	16 7%	31 6%	28 6%	** **	21 5%	25 9%
							e											
7	(7.0)	227 13%	77 12%	150 13%	148 13%	8 4%	125 11%	101 16%	103 14%	19 11%	30 13%	54 15%	31 13%	72 14%	65 14%	** **	52 11%	51 18%
					d										n			
8	(8.0)	261 14%	85 14%	175 15%	224 19%	6 3%	189 17%	71 11%	104 14%	31 18%	24 10%	49 14%	38 16%	65 13%	91 19%	** **	78 17%	25 9%
					d		f								n			
9	(9.0)	324 18%	86 14%	238 20%	303 26%	6 3%	268 24%	57 9%	133 18%	26 15%	35 15%	73 20%	30 13%	103 20%	122 26%	** **	117 25%	17 6%
				a	d		f								n		p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	349 19%	76 12%	273 23%	336 28%	2 1%	307 27%	36 6%	117 15%	37 21%	24 10%	56 16%	16 7%	101 19%	113 24%	** **	99 21%	14 5%
Not applicable	55 3%	5 1%	50 4%	36 3%	9 4%	37 3%	12 2%	31 4%	3 2%	6 3%	21 6%	2 1%	29 6%	20 4%	** **	20 4%	7 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	255 14%	158 26%	97 8%	22 2%	159 71%	69 6%	184 28%	128 17%	24 14%	52 23%	51 14%	74 31%	54 10%	9 2%	** **	40 9%	88 32%
NEUTRAL (4-6)	332 18%	132 21%	199 17%	117 10%	36 16%	135 12%	188 29%	142 19%	32 19%	59 26%	51 14%	48 20%	95 18%	58 12%	** **	64 14%	76 27%
SATISFIED (7-10)	1161 64%	324 52%	837 71%	1012 85%	21 10%	889 79%	264 41%	457 60%	113 65%	112 49%	232 65%	115 48%	342 66%	391 82%	** **	346 74%	107 38%
Answered	1747	615	1132	1151	216	1093	636	728	170	223	334	237	490	458	**	450	271
Mean score	7.0	6.0	7.5	8.3	2.8	7.9	5.4	6.7	7.0	6.0	7.0	5.6	7.2	8.1	**	7.6	5.1
Standard deviation	2.75	3.01	2.45	1.73	2.25	2.25	2.78	2.83	2.72	2.95	2.74	3.01	2.59	1.83	**	2.46	2.74
Standard error	.07	.12	.07	.05	.15	.07	.11	.14	.27	.25	.23	.26	.16	.12	**	.16	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	122 7%	18 5%	7 6%	6 3%	** **	11 8%	8 3%	2 1%	** **	3 1%	15 12% i	31 10%	5 8%	19 15% n	6 5%	22 19% p	9 5%	1 *%	** ** q
2 (2.0)	62 3%	9 2%	2 2%	6 3%	** **	7 5% f	2 1%	2 1%	** **	- -% i	9 7% i	16 5%	4 7%	8 7%	4 3%	12 10% p	5 2%	- -%	** ** q
3 (3.0)	71 4%	8 2%	3 3%	2 1%	** **	3 2%	5 2%	3 1%	** **	4 2%	4 3%	13 4%	3 5%	5 4%	5 4%	8 7%	5 2%	4 2%	** ** q
4 (4.0)	97 5%	14 4%	5 4%	6 3%	** **	5 3%	9 4%	2 1%	** **	2 1%	11 9% i	17 6%	3 5%	11 9%	3 2%	7 6%	10 5%	3 2%	** **
5 (5.0)	115 6%	21 6%	7 6%	11 6%	** **	11 8%	10 4%	7 3%	** **	9 4%	11 9%	22 7%	4 6%	11 9%	7 6%	10 9%	12 6%	6 3%	** **
6 (6.0)	120 7%	27 7%	7 6%	15 9%	** **	12 9%	15 6%	11 4%	** **	12 5%	16 12% i	23 7%	5 8%	9 7%	9 8%	10 9%	13 7%	11 6%	** **
7 (7.0)	227 13%	44 12%	14 12%	20 11%	** **	19 14%	25 11%	28 11%	** **	27 11%	16 13%	40 13%	9 14%	13 11%	17 15%	11 9%	29 15%	30 16% r	** **
8 (8.0)	261 14%	67 18%	26 22%	27 16%	** **	22 16%	45 19%	57 22%	** **	39 16%	28 23%	40 13%	11 16%	11 9%	18 16%	13 11%	27 14%	33 17% r	** **
9 (9.0)	324 18%	63 17%	15 13%	36 21%	** **	18 13%	45 19%	59 22%	** **	53 22% j	10 8%	52 17%	9 14%	18 14%	25 21%	14 12%	38 20%	52 27% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	349 19%	92 25%	29 25%	40 23%	** **	28 20%	64 27%	88 33%	** **	89 37%	2 2%	47 15%	11 17%	17 14%	18 16%	9 8%	38 20%	47 24%	** **
Not applicable	55 3%	8 2%	1 1%	3 2%	** **	2 1%	6 3%	3 1%	** **	5 2%	2 2%	7 2%	1 2%	1 1%	5 4%	1 1%	6 3%	5 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	255 14%	35 9%	13 11%	14 8%	** **	21 15%	14 6%	7 3%	** **	7 3%	28 22%	60 19%	12 19%	33 26%	15 13%	42 36%	18 10%	5 2%	** **
NEUTRAL (4-6)	332 18%	62 17%	19 16%	31 18%	** **	28 20%	34 15%	21 8%	** **	22 9%	38 30%	62 20%	12 18%	31 25%	19 16%	28 24%	35 18%	21 11%	** **
SATISFIED (7-10)	1161 64%	266 72%	84 72%	122 72%	** **	87 63%	179 77%	232 88%	** **	208 86%	57 46%	179 58%	40 61%	60 48%	78 67%	47 40%	132 69%	162 84%	** **
Answered	1747	363	115	167	**	136	227	259	**	237	123	301	65	124	112	116	185	187	**
Mean score	7.0	7.5	7.4	7.6	**	6.9	7.8	8.4	**	8.4	5.6	6.5	6.6	5.8	7.1	5.2	7.3	8.2	**
Standard deviation	2.75	2.52	2.61	2.42	**	2.80	2.27	1.74	**	1.84	2.64	2.93	2.87	3.14	2.57	3.10	2.52	1.73	**
Standard error	.07	.13	.26	.17	**	.23	.14	.10	**	.11	.23	.15	.28	.24	.23	.25	.16	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	122 7%	9 5%	21 17% a	6 2%	3 5%	1 1%	1 1%	4 4%	2 1%	- -%	** **	1 *%	5 5% k	7 9%	** **	** **	** **	** **	3 7%
2 (2.0)	62 3%	2 1%	14 11% a	7 2%	2 4%	1 1%	3 3%	5 5%	2 1%	- -%	** **	1 1%	5 6% k	1 2%	** **	** **	** **	** **	- -% r
3 (3.0)	71 4%	4 2%	8 7%	10 3%	2 3%	6 5%	2 2%	6 6%	4 2%	1 *%	** **	1 1%	8 8% k	2 3%	** **	** **	** **	** **	- -% r
4 (4.0)	97 5%	3 2%	14 11% a	6 2%	1 2%	3 3%	2 2%	3 3%	3 2%	- -%	** **	2 1%	4 4%	5 7%	** **	** **	** **	** **	3 6%
5 (5.0)	115 6%	7 4%	13 10%	26 9%	6 10%	14 12%	6 5%	15 15% h	11 6%	7 3%	** **	13 6%	13 14%	4 5%	** **	** **	** **	** **	3 7%
6 (6.0)	120 7%	10 6%	13 10%	18 6%	4 6%	7 6%	8 7%	6 6%	13 7%	7 4%	** **	9 5%	9 9%	4 6%	** **	** **	** **	** **	2 5%
7 (7.0)	227 13%	24 13%	15 12%	34 12%	7 11%	16 14%	11 10%	14 14%	20 10%	22 11%	** **	18 9%	15 16%	6 8%	** **	** **	** **	** **	3 7%
8 (8.0)	261 14%	32 18% b	8 6%	41 14%	11 18%	15 13%	14 13%	11 11%	30 16%	36 17%	** **	33 17%	7 8%	9 13%	** **	** **	** **	** **	8 17%
9 (9.0)	324 18%	42 24% b	10 8%	61 21%	10 15%	24 20%	27 25%	18 18%	42 22%	56 27%	** **	46 23%	14 15%	16 22%	** **	** **	** **	** **	10 21%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	349	40	7	78	16	31	31	20	58	73	**	65	12	15	**	**	**	**	13
	19%	22% b	5%	27%	26%	26%	28%	20%	30%	35%	**	33% l	13%	21%	**	**	**	**	26%
Not applicable	55	5	1	6	1	-	6	-	6	6	**	6	-	3	**	**	**	**	2
	3%	3%	1%	2%	1%	-%	5% e	-%	3%	3%	**	3%	-%	4%	**	**	**	**	5%
SUMMARY CODES																			
DISSATISFIED (1-3)	255	15	44	22	7	9	6	15	7	1	**	3	18	10	**	**	**	**	3
	14%	9%	35% a	8%	12%	7%	5%	14% h	4%	*%	**	2%	19% k	14%	**	**	**	**	7%
NEUTRAL (4-6)	332	21	39	51	11	25	15	25	27	14	**	24	26	13	**	**	**	**	9
	18%	11%	32% a	18%	18%	21%	14%	24%	14%	7%	**	12%	28% k	18%	**	**	**	**	18%
SATISFIED (7-10)	1161	138	40	213	44	86	83	64	149	187	**	162	50	46	**	**	**	**	34
	64%	77% b	32%	73%	70%	72%	75%	62%	79% g	90%	**	83% l	53%	64%	**	**	**	**	71% q
Answered	1747	174	122	286	62	120	104	103	183	202	**	190	93	69	**	**	**	**	46
Mean score	7.0	7.7 b	4.9	7.7	7.3	7.6	8.0	6.9	8.1 g	8.7	**	8.4 l	6.4	7.1	**	**	**	**	7.6 q
Standard deviation	2.75	2.39	2.84	2.33	2.65	2.29	2.14	2.66	2.00	1.38	**	1.79	2.68	2.91	**	**	**	**	2.61
Standard error	.07	.16	.22	.12	.25	.17	.21	.22	.13	.08	**	.11	.23	.21	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	122 7%	1 2%	**	3 7% **	
2	(2.0)	62 3%	- -%	**	- -% **	
3	(3.0)	71 4%	- -%	**	* 1% **	
4	(4.0)	97 5%	1 3%	**	1 3% **	
5	(5.0)	115 6%	* 1%	**	1 3% **	
6	(6.0)	120 7%	2 4%	**	1 3% **	
7	(7.0)	227 13%	2 5%	**	3 7% **	
8	(8.0)	261 14%	8 18%	**	7 17% **	
9	(9.0)	324 18%	14 31%	**	10 23% **	
10 Extremely satisfied	(10.0)	349 19%	15 33%	**	14 34% **	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	55 3%	1 3%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	255 14%	1 2%	**	3 8%	** c
NEUTRAL (4-6)	332 18%	4 8%	**	4 9%	** c
SATISFIED (7-10)	1161 64%	40 87%	**	35 81%	** d
Answered	1747	44	**	42	**
Mean score	7.0	8.6	**	8.1	**
Standard deviation	2.75	1.75	**	2.52	**
Standard error	.07	.16	**	.24	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	73 4%	22 4%	26 4%	25 4%	29 3%	44 5%	40 4%	17 4%	17 5%	33 4%	16 4%	16 5%	5 2%	4 5%	24 5%	36 5%	14 2%
2	(2.0)	49 3%	17 3%	20 3%	13 2%	18 2%	32 3%	24 2%	16 4%	10 3%	28 4%	7 2%	9 3%	5 2%	1 1%	11 2%	16 2%	22 3%
3	(3.0)	66 4%	17 3%	30 4%	19 3%	36 4%	30 3%	45 4%	11 3%	11 3%	35 5%	10 3%	13 4%	6 2%	2 3%	18 4%	27 4%	22 3%
4	(4.0)	54 3%	14 3%	30 4%	10 2%	24 3%	29 3%	36 3%	12 3%	6 2%	25 3%	10 3%	8 3%	5 2%	6 8%	18 4%	23 3%	13 2%
5	(5.0)	123 7%	44 8%	51 7%	28 5%	66 8%	58 6%	82 8%	27 7%	14 4%	47 6%	20 5%	28 9%	26 9%	3 5%	24 6%	60 9%	39 6%
6	(6.0)	125 7%	42 8%	52 7%	32 6%	50 6%	75 8%	79 7%	27 7%	19 6%	56 7%	21 6%	23 7%	19 6%	6 8%	32 7%	44 7%	49 7%
7	(7.0)	195 11%	62 12%	80 11%	54 9%	95 11%	100 11%	126 12%	39 10%	30 9%	71 9%	43 11%	47 15%	30 10%	5 7%	39 9%	81 12%	75 11%
8	(8.0)	314 17%	101 19%	130 18%	83 15%	160 19%	153 16%	210 19%	54 14%	49 15%	149 20%	56 15%	49 16%	49 17%	11 15%	92 21%	96 14%	126 18%
9	(9.0)	382 21%	112 21%	142 20%	128 23%	181 21%	201 21%	228 21%	79 21%	75 22%	169 22%	78 21%	52 17%	71 24%	13 17%	82 19%	150 22%	150 22%
10 Extremely satisfied	(10.0)	366 20%	85 16%	127 18%	153 27%	176 21%	189 20%	182 17%	83 22%	101 30%	120 16%	99 27%	55 18%	71 24%	20 28%	93 21%	130 19%	143 21%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	54 3%	10 2%	21 3%	23 4%	22 3%	32 3%	32 3%	15 4%	7 2%	26 3%	12 3%	8 3%	6 2%	1 2%	5 1%	15 2%	34 5% n
SUMMARY CODES																	
DISSATISFIED (1-3)	189 10%	56 11%	76 11%	57 10%	82 10%	107 11%	108 10%	44 12%	37 11%	96 13%	32 9%	38 12%	16 6%	7 9%	52 12%	79 12%	58 8%
NEUTRAL (4-6)	302 17%	100 19% c	132 19% c	70 12%	141 16%	162 17%	197 18%	66 17%	39 12%	128 17%	51 14%	59 19%	49 17%	15 21%	75 17%	127 19%	100 15%
SATISFIED (7-10)	1257 70%	360 68%	479 68%	419 74%	613 71%	644 68%	747 69%	255 67%	255 75%	509 67%	276 74% k	203 66%	221 75% k	49 68%	306 70%	456 67%	495 72%
Answered	1749	516	687	546	836	912	1052	365	332	732	359	300	287	71	433	662	653
Mean score	7.4	7.2	7.3	7.7 ab	7.5	7.3	7.3	7.3	7.7	7.2	7.7 ik	7.1	7.8 ik	7.5	7.3	7.2	7.6 o
Standard deviation	2.50	2.46	2.48	2.52	2.42	2.57	2.41	2.62	2.60	2.56	2.45	2.56	2.18	2.65	2.60	2.59	2.31
Standard error	.06	.10	.10	.11	.08	.09	.07	.13	.14	.13	.12	.13	.11	.19	.12	.09	.10

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
1 Extremely dissatisfied	(1.0)	73 4%	48 8%	25 2%	3 *% 28%	62 5%	13 1%	59 9%	33 4%	11 7%	17 8%	5 1%	21 9%	12 2%	- -%	** **	6 1%	27 10%
2	(2.0)	49 3%	32 5%	17 1%	3 *% 13%	29 2%	17 2%	31 5%	28 4%	5 3%	6 3%	16 5%	18 8%	9 2%	2 *% **	** **	13 3%	15 5%
3	(3.0)	66 4%	40 6%	26 2%	7 1% 14%	31 2%	19 2%	47 7%	35 5%	6 4%	14 6%	14 4%	20 8%	15 3%	4 1% **	** **	13 3%	21 8%
4	(4.0)	54 3%	29 5%	25 2%	10 1% 6%	13 1%	14 1%	39 6%	25 3%	6 4%	10 4%	9 3%	10 4%	16 3%	6 1% **	** **	6 1%	20 7%
5	(5.0)	123 7%	54 9%	69 6%	28 2% 10%	22 2%	38 3%	79 12%	47 6%	8 5%	22 10%	16 5%	21 9%	26 5%	8 2% **	** **	13 3%	31 11%
6	(6.0)	125 7%	47 8%	78 7%	46 4% 6%	14 6%	55 5%	71 11%	56 7%	13 7%	17 8%	26 7%	18 8%	38 7%	22 5% **	** **	23 5%	33 12%
7	(7.0)	195 11%	73 12%	122 10%	126 11% 5%	12 5%	104 9%	90 14%	71 9%	11 7%	27 12%	33 9%	21 9%	50 10%	49 10% **	** **	41 9%	30 11%
8	(8.0)	314 17%	90 15%	223 19%	245 21% 7%	17 7%	218 19%	95 15%	149 20%	44 25%	30 13%	75 21%	39 16%	110 21%	114 24% n	** **	102 22%	47 17%
9	(9.0)	382 21%	109 18%	273 23%	341 29% 4%	8 4%	297 26%	85 13%	169 22%	34 20%	46 20%	89 25%	44 18%	125 24%	141 30% n	** **	135 29%	34 12%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	366 20%	92 15%	274 23%	346 29%	7 3%	321 28%	38 6%	120 16%	32 19%	32 14%	56 16%	27 11%	93 18%	115 24%	** **	103 22%	13 5%
Not applicable	54 3%	5 1%	49 4%	32 3%	9 4%	34 3%	13 2%	26 3%	2 1%	8 3%	16 5%	- -%	26 5%	16 3%	** **	15 3%	7 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	189 10%	120 19%	69 6%	13 1%	123 55%	49 4%	137 21%	96 13%	23 13%	38 17%	35 10%	59 25%	36 7%	6 1%	** **	32 7%	63 23%
NEUTRAL (4-6)	302 17%	131 21%	172 15%	84 7%	49 22%	107 9%	189 29%	128 17%	27 16%	49 21%	51 14%	48 20%	80 15%	36 7%	** **	42 9%	84 30%
SATISFIED (7-10)	1257 70%	364 59%	893 76%	1058 89%	43 19%	940 83%	308 48%	509 67%	121 70%	135 59%	253 71%	131 55%	377 73%	419 88%	** **	381 81%	123 44%
Answered	1749	615	1133	1155	215	1096	634	732	171	222	339	239	493	461	**	455	271
Mean score	7.4	6.6	7.8	8.5	3.8	8.2	6.0	7.2	7.2	6.7	7.5	6.3	7.7	8.4	**	8.0	5.8
Standard deviation	2.50	2.84	2.16	1.48	2.72	1.94	2.66	2.56	2.65	2.76	2.33	2.94	2.22	1.47	**	2.09	2.68
Standard error	.06	.11	.07	.04	.19	.06	.10	.13	.26	.23	.19	.25	.14	.10	**	.14	.22

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	73 4%	16 4%	7 6%	5 3%	** **	10 7%	5 2%	2 1%	** **	1 *%	13 11%	16 5%	3 5%	10 8%	3 2%	10 9%	5 3%	- -%	** **
2 (2.0)	49 3%	7 2%	3 3%	2 1%	** **	4 3%	3 1%	- -%	** **	1 *%	6 5%	9 3%	1 2%	5 4%	3 2%	6 5%	3 2%	- -%	** **
3 (3.0)	66 4%	10 3%	3 3%	3 2%	** **	7 5%	3 1%	1 *%	** **	2 1%	8 6%	13 4%	4 6%	6 5%	4 3%	10 8%	4 2%	1 1%	** **
4 (4.0)	54 3%	10 3%	5 4%	4 2%	** **	5 4%	5 2%	2 1%	** **	3 1%	6 4%	8 3%	3 5%	4 3%	1 1%	6 5%	2 1%	- -%	** **
5 (5.0)	123 7%	20 5%	3 3%	10 6%	** **	9 6%	11 5%	7 3%	** **	7 3%	13 10%	28 9%	6 8%	14 11%	8 7%	14 12%	14 7%	7 3%	** **
6 (6.0)	125 7%	21 6%	7 6%	10 6%	** **	10 7%	12 5%	10 4%	** **	9 4%	12 10%	23 7%	7 10%	9 7%	7 6%	9 8%	14 7%	8 4%	** **
7 (7.0)	195 11%	43 11%	13 11%	19 11%	** **	18 13%	25 11%	22 9%	** **	21 9%	22 17%	47 15%	7 11%	17 14%	22 19%	16 14%	30 16%	32 17%	** **
8 (8.0)	314 17%	56 15%	21 18%	26 15%	** **	17 12%	39 17%	46 17%	** **	37 15%	19 15%	49 16%	13 20%	17 14%	19 16%	17 15%	32 17%	37 19%	** **
9 (9.0)	382 21%	78 21%	22 19%	44 26%	** **	27 20%	51 22%	72 28%	** **	58 24%	20 16%	52 17%	9 14%	22 17%	21 18%	14 12%	38 20%	50 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

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Base : Contact about Broadband internet

	Total	Virgin										Talk Talk									
		Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/repair c	General *d	Yes e	No f	Satis-fied g	Dissat-ified ~h	Yes i	No j	All k	Billing l	Fault/repair m	General n	Yes o	No p	Satis-fied q	Dissat-ified *r		
Significance Level: 99%																					
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62		
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61		
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47		
10 Extremely satisfied (10.0)	366 20%	99 27%	30 26%	41 24%	** **	29 21%	71 30%	94 36%	** **	94 39%	5 4%	55 18%	12 18%	20 16%	23 20%	13 11%	42 22%	52 27%	** **		
Not applicable	54 3%	12 3%	1 1%	6 3%	** **	2 2%	10 4%	5 2%	** **	9 4%	3 2%	8 3%	1 1%	1 1%	6 5%	2 1%	7 4%	5 3%	** **		
SUMMARY CODES																					
DISSATISFIED (1-3)	189 10%	32 9%	14 12%	11 6%	** **	21 15%	11 5%	3 1%	** **	4 2%	27 21%	38 12%	8 12%	21 17%	9 8%	26 22%	12 7%	1 1%	** **		
NEUTRAL (4-6)	302 17%	51 14%	15 13%	24 14%	** **	23 17%	27 12%	20 8%	** **	19 8%	31 25%	59 19%	16 24%	27 21%	16 14%	29 25%	30 16%	14 7%	** **		
SATISFIED (7-10)	1257 70%	276 74%	86 74%	130 77%	** **	91 66%	185 79%	235 89%	** **	211 87%	65 52%	203 66%	42 63%	76 61%	85 73%	61 52%	142 74%	171 89%	** **		
Answered Mean score	1749 7.4	359 7.7	115 7.5	164 7.9	** **	135 7.1	224 8.1	258 8.7	** **	234 8.6	122 6.0	300 7.1	65 7.0	124 6.7	110 7.5	115 6.2	184 7.6	187 8.4	** **		
Standard deviation	2.50	2.45	2.67	2.25	**	2.80	2.13	1.56	**	1.67	2.69	2.56	2.55	2.78	2.24	2.79	2.22	1.43	**		
Standard error	.06	.12	.27	.16	**	.23	.14	.09	**	.10	.23	.13	.25	.22	.20	.22	.14	.09	**		

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

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Base : Contact about Broadband internet

	Total	Talk Talk			Sky								Orange						
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	73 4%	3 2%	12 10% a	5 2%	2 3%	1 1%	2 2%	4 4% h	1 *%	- -%	** **	1 *%	4 5% k	4 5%	** **	** **	** **	** **	2 4%
2 (2.0)	49 3%	2 1%	6 5%	5 2%	1 2%	2 2%	2 2%	3 3%	2 1%	- -%	** **	1 *%	3 4%	1 1%	** **	** **	** **	** **	- -%
3 (3.0)	66 4%	2 1%	11 9% a	6 2%	3 5%	2 2%	1 1%	2 2%	4 2%	1 *%	** **	1 *%	6 6% k	2 3%	** **	** **	** **	** **	1 2%
4 (4.0)	54 3%	2 1%	6 5%	5 2%	2 4%	2 2%	1 1%	5 4% h	1 *%	1 *%	** **	2 1%	3 3%	6 8%	** **	** **	** **	** **	1 3% r
5 (5.0)	123 7%	8 4%	17 14% a	26 9%	7 11%	13 11%	6 5%	11 11% h	14 7%	6 3%	** **	8 4%	17 18% k	3 5%	** **	** **	** **	** **	3 7%
6 (6.0)	125 7%	11 6%	12 10%	19 6%	4 7%	5 5%	9 8%	8 8%	11 6%	4 2%	** **	10 5%	9 9%	6 8%	** **	** **	** **	** **	4 8%
7 (7.0)	195 11%	26 15%	19 16%	30 10%	6 10%	15 13%	9 8%	15 15%	15 8%	21 10%	** **	14 7%	15 17% k	5 7%	** **	** **	** **	** **	3 6%
8 (8.0)	314 17%	33 18%	16 13%	49 17%	10 16%	18 15%	20 18%	14 14%	35 18%	41 19%	** **	38 19%	11 12%	11 15%	** **	** **	** **	** **	7 15%
9 (9.0)	382 21% b	38 22%	14 11%	71 24%	14 22%	33 27%	24 22%	21 20%	50 27%	66 32%	** **	55 28%	16 17%	13 17%	** **	** **	** **	** **	10 20%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	366	46	9	71	12	27	32	18	53	65	**	62	8	20	**	**	**	**	16
	20%	26% b	7%	24%	19%	23%	29%	17%	28%	31%	**	32% l	8%	28%	**	**	**	**	32%
Not applicable	54	6	1	6	1	-	5	1	5	4	**	4	2	1	**	**	**	**	1
	3%	3%	1%	2%	2%	-%	4% e	1%	3%	2%	**	2%	2%	2%	**	**	**	**	2%
SUMMARY CODES																			
DISSATISFIED (1-3)	189	8	30	16	6	5	5	10	6	1	**	2	13	7	**	**	**	**	3
	10%	4%	24% a	6%	10%	5%	4%	10% h	3%	*%	**	1%	14% k	9%	**	**	**	**	5%
NEUTRAL (4-6)	302	21	35	49	13	20	15	24	25	11	**	20	28	15	**	**	**	**	9
	17%	12%	28% a	17%	21%	17%	14%	23%	13%	5%	**	10%	31% k	21%	**	**	**	**	18%
SATISFIED (7-10)	1257	143	58	221	42	94	85	68	153	192	**	169	50	49	**	**	**	**	36
	70%	80% b	47%	75%	67%	78%	77%	66%	80% g	92%	**	86% l	53%	68%	**	**	**	**	74%
Answered	1749	172	122	287	62	120	105	102	184	204	**	192	92	71	**	**	**	**	47
Mean score	7.4	8.0	5.8	7.8	7.3	7.9	8.1	7.1	8.2	8.7	**	8.5	6.4	7.5	**	**	**	**	7.9
		b					d		g		**	l							q
Standard deviation	2.50	2.01	2.72	2.18	2.44	2.09	2.08	2.50	1.86	1.31	**	1.62	2.46	2.65	**	**	**	**	2.35
Standard error	.06	.13	.21	.11	.23	.16	.20	.21	.12	.08	**	.10	.22	.19	**	**	**	**	.21

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116	
Effective Weighted Sample		1402	123	26	116	
Total		1803	46	10	43	
1 Extremely dissatisfied	(1.0)	73 4%	1 2%	** **	2 4%	
2	(2.0)	49 3%	* 1%	** **	- -%	
3	(3.0)	66 4%	- -%	** **	1 2%	
4	(4.0)	54 3%	1 2%	** **	1 3%	
5	(5.0)	123 7%	* 1%	** **	1 3%	
6	(6.0)	125 7%	2 4%	** **	1 3%	
7	(7.0)	195 11%	2 5%	** **	2 4%	
8	(8.0)	314 17%	8 17%	** **	7 17%	
9	(9.0)	382 21%	12 25%	** **	10 23%	
10 Extremely satisfied	(10.0)	366 20%	19 41%	** **	17 39%	

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	54 3%	* 1%	**	* 1%	**
SUMMARY CODES					
DISSATISFIED (1-3)	189 10%	1 3%	**	3 6%	**
NEUTRAL (4-6)	302 17%	3 7%	**	4 9%	**
SATISFIED (7-10)	1257 70%	40 89%	**	36 84%	**
Answered	1749	45	**	43	**
Mean score	7.4	8.6	**	8.3	**
Standard deviation	2.50	1.95	**	2.30	**
Standard error	.06	.18	**	.21	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	104 6%	20 4%	43 6%	42 7%	55 6%	49 5%	58 5%	21 6%	25 7%	45 6%	20 5%	26 9%	6 2%	7 10%	21 5%	53 8%	30 4%
2	(2.0)	52 3%	15 3%	25 4%	12 2%	19 2%	34 4%	26 2%	17 5%	9 3%	25 3%	7 2%	13 4%	5 2%	2 3%	16 4%	25 4%	12 2%
3	(3.0)	72 4%	13 2%	33 5%	26 5%	36 4%	36 4%	47 4%	8 2%	16 5%	38 5%	8 2%	9 3%	13 5%	3 4%	16 4%	31 5%	25 4%
4	(4.0)	76 4%	28 5%	28 4%	20 4%	42 5%	34 4%	45 4%	17 4%	14 4%	42 6%	12 3%	11 3%	8 3%	3 4%	19 4%	31 5%	26 4%
5	(5.0)	120 7%	40 8%	53 7%	27 5%	49 6%	71 7%	81 7%	27 7%	12 3%	49 6%	23 6%	19 6%	25 9%	4 5%	24 5%	55 8%	41 6%
6	(6.0)	138 8%	52 10%	53 7%	33 6%	63 7%	75 8%	95 9%	20 5%	24 7%	64 8%	21 6%	28 9%	19 7%	6 8%	37 8%	53 8%	49 7%
7	(7.0)	201 11%	65 12%	79 11%	57 10%	92 11%	109 12%	117 11%	51 13%	33 10%	78 10%	39 11%	40 13%	36 12%	8 11%	40 9%	84 12%	77 11%
8	(8.0)	288 16%	111 21%	106 15%	71 12%	148 17%	141 15%	195 18%	49 13%	44 13%	128 17%	60 16%	51 16%	40 14%	9 12%	79 18%	94 14%	115 17%
9	(9.0)	319 18%	86 16%	127 18%	106 19%	160 19%	159 17%	200 18%	64 17%	55 16%	124 16%	65 18%	53 17%	63 21%	15 21%	78 18%	112 17%	129 19%
10 Extremely satisfied	(10.0)	336 19%	80 15%	126 18%	130 23%	155 18%	181 19%	173 16%	77 20%	85 25%	122 16%	92 25%	43 14%	65 22%	13 18%	83 19%	112 16%	142 21%
Not applicable		97 5%	16 3%	37 5%	44 8%	40 5%	57 6%	46 4%	29 8%	22 7%	43 6%	23 6%	16 5%	12 4%	4 5%	27 6%	30 4%	41 6%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
SUMMARY CODES																	
DISSATISFIED (1-3)	228 13%	48 9%	100 14%	80 14%	110 13%	119 13%	131 12%	47 12%	50 15%	108 14%	35 9%	49 16%	24 8%	12 16%	52 12%	108 16%	68 10%
NEUTRAL (4-6)	334 19%	120 23%	134 19%	80 14%	154 18%	180 19%	221 20%	63 17%	49 14%	155 20%	56 15%	58 19%	53 18%	12 17%	79 18%	138 20%	117 17%
SATISFIED (7-10)	1144 63%	342 65%	437 62%	365 64%	555 65%	589 62%	685 63%	242 64%	217 64%	452 60%	257 69%	186 60%	204 70%	45 62%	280 64%	401 59%	462 67%
Answered	1706	510	671	525	818	888	1038	352	316	715	348	292	281	69	411	648	646
Mean score	7.1	7.1	7.0	7.2	7.1	7.1	7.1	7.1	7.2	6.9	7.5 ikm	6.8	7.5 ikm	6.9	7.2	6.7	7.4 o
Standard deviation	2.66	2.40	2.71	2.83	2.67	2.65	2.57	2.73	2.87	2.70	2.58	2.78	2.34	2.93	2.62	2.80	2.51
Standard error	.06	.10	.11	.13	.09	.09	.08	.14	.16	.14	.13	.14	.12	.22	.12	.10	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

		Total	BT															
			Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
			Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	104 6%	68 11% b	36 3%	4 *% c	86 38%	18 2%	82 13% e	45 6%	6 4%	22 10%	16 5%	28 12% l	17 3%	- -%	** ** m	9 2%	34 12% o
2	(2.0)	52 3%	31 5% b	22 2%	2 *% c	37 16%	12 1%	40 6% e	25 3%	5 3%	11 5%	9 3%	15 6%	10 2%	2 *% m	** **	7 2%	18 7% o
3	(3.0)	72 4%	39 6% b	32 3%	8 1% c	32 14%	27 2%	44 7% e	38 5%	8 5%	16 7%	14 4%	19 8%	19 4%	4 1% m	** **	17 4%	21 7%
4	(4.0)	76 4%	45 7% b	31 3%	17 1% c	18 8%	29 3%	46 7% e	42 6%	10 6%	16 7%	16 5%	25 11% l	17 3%	11 2% m	** **	18 4%	24 9%
5	(5.0)	120 7%	53 9%	67 6%	34 3% c	10 4%	48 4%	69 11% e	49 6%	5 3%	21 9%	23 7%	15 6%	34 7%	17 3% m	** **	24 5%	24 9%
6	(6.0)	138 8%	53 9%	85 7%	57 5% c	9 4%	69 6%	66 10% e	64 8%	18 10%	16 7%	30 9%	22 9%	42 8%	24 5% m	** **	35 7%	27 10%
7	(7.0)	201 11%	66 11% b	135 11%	129 11% d	6 3%	113 10%	87 13%	78 10%	15 8%	29 12%	35 10%	25 10%	54 10%	47 10% m	** **	40 9%	38 14%
8	(8.0)	288 16%	78 13% a	210 18% a	250 21% d	6 3%	197 17%	90 14%	128 17%	36 21%	32 14%	61 17%	27 11%	101 19%	113 24% n	** **	86 18%	42 15%
9	(9.0)	319 18%	92 15%	227 19%	302 25% d	5 2%	261 23% f	57 9%	124 16%	27 16%	29 12%	68 19%	34 14%	90 17%	115 24% n	** **	104 22%	20 7% p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No
		a	b	fied	isfied	e	f	g	h	repair	j	k	l	fied	*n	o	p
				c	d					i			m	**			
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	336	77	259	322	5	300	30	122	31	29	63	22	101	120	**	106	12
	19%	12%	22%	27%	2%	27%	5%	16%	18%	12%	18%	9%	19%	25%	**	23%	4%
		a		d		f						k		n		p	
Not applicable	97	18	79	62	12	56	37	43	13	11	19	7	36	26	**	23	18
	5%	3%	7%	5%	5%	5%	6%	6%	7%	5%	5%	3%	7%	5%	**	5%	7%
			a														
SUMMARY CODES																	
DISSATISFIED (1-3)	228	138	90	14	155	57	167	108	19	49	40	62	47	6	**	33	73
	13%	22%	8%	1%	69%	5%	26%	14%	11%	21%	11%	26%	9%	1%	**	7%	26%
		b		c		e						l			m		o
NEUTRAL (4-6)	334	151	182	108	36	146	181	155	32	52	70	63	92	51	**	77	75
	19%	24%	15%	9%	16%	13%	28%	20%	19%	23%	20%	26%	18%	11%	**	16%	27%
		b		c		e											
SATISFIED (7-10)	1144	312	832	1002	21	871	264	452	108	117	227	107	345	395	**	336	112
	63%	50%	70%	84%	9%	77%	41%	60%	63%	51%	64%	45%	66%	83%	**	72%	40%
		a		d		f						k		n		p	
Answered	1706	602	1104	1125	213	1075	611	715	160	219	337	232	484	451	**	447	260
Mean score	7.1	6.1	7.6	8.4	2.9	8.0	5.5	6.9	7.2	6.2	7.2	5.8	7.4	8.3	**	7.7	5.4
		a		d		f		i	i		i		k	n		p	
Standard deviation	2.66	2.94	2.34	1.58	2.34	2.10	2.75	2.70	2.54	2.89	2.57	2.94	2.41	1.62	**	2.27	2.74
Standard error	.06	.12	.07	.05	.16	.06	.11	.14	.26	.25	.21	.25	.15	.11	**	.15	.23

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	104 6%	20 5%	8 7%	7 4%	** **	14 10% f	6 2%	1 ** %	** **	- -%	20 16% i	26 9%	4 6%	17 14%	5 5%	19 17% p	7 4%	1 1%	** ** q
2 (2.0)	52 3%	7 2%	3 3%	3 2%	** **	4 3%	3 1%	- -%	** **	- -%	7 5% i	13 4%	4 7%	7 5%	2 2%	9 7%	4 2%	- -%	** ** q
3 (3.0)	72 4%	8 2%	2 2%	4 2%	** **	2 1%	6 3%	2 1%	** **	2 1%	6 5%	9 3%	1 2%	4 4%	4 3%	6 5%	3 2%	2 1%	** ** q
4 (4.0)	76 4%	12 3%	3 3%	5 3%	** **	6 4%	6 3%	2 1%	** **	4 1%	8 6%	11 3%	2 4%	4 4%	4 3%	7 6%	3 2%	- -%	** ** q
5 (5.0)	120 7%	23 6%	8 7%	11 6%	** **	15 11% f	9 4%	8 3%	** **	6 2%	17 14% i	19 6%	4 7%	9 7%	5 5%	9 8%	10 5%	4 2%	** **
6 (6.0)	138 8%	21 6%	6 5%	11 7%	** **	9 7%	12 5%	11 4%	** **	13 5%	8 6%	28 9%	7 11%	14 11%	6 5%	11 10%	17 9%	13 7%	** **
7 (7.0)	201 11%	39 11%	7 6%	21 12%	** **	10 7%	30 13%	27 10%	** **	27 11%	13 10%	40 13%	7 11%	15 12%	17 15%	14 12%	26 14%	26 13%	** **
8 (8.0)	288 16%	60 16%	21 18%	30 18%	** **	23 17%	37 16%	51 19%	** **	37 15%	23 19%	51 16%	12 19%	13 11%	25 21%	14 12%	37 19%	43 23% r	** **
9 (9.0)	319 18%	65 18%	22 19%	31 18%	** **	20 14%	45 19%	62 24%	** **	53 22% j	11 9%	53 17%	11 17%	19 15%	22 19%	16 13%	37 19%	50 26% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	336 19%	92 25%	26 22%	39 23%	** **	32 24%	60 26%	86 33%	** **	87 36%	4 3%	43 14%	9 14%	16 13%	18 16%	8 7%	35 19%	42 22%	** **
Not applicable	97 5%	23 6%	9 8%	7 4%	** **	3 2%	20 8%	12 5%	** **	15 6%	8 6%	16 5%	2 3%	6 5%	8 7%	4 3%	12 6%	11 6%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	228 13%	35 9%	14 12%	15 9%	** **	20 15%	15 6%	3 1%	** **	2 1%	33 26%	49 16%	9 14%	28 23%	11 9%	34 29%	14 8%	3 2%	** **
NEUTRAL (4-6)	334 19%	56 15%	17 15%	27 16%	** **	30 21%	27 11%	21 8%	** **	23 9%	33 26%	58 19%	14 22%	28 22%	15 13%	27 23%	30 16%	17 9%	** **
SATISFIED (7-10)	1144 63%	257 69%	76 65%	121 71%	** **	84 61%	172 74%	226 86%	** **	203 84%	52 41%	186 60%	40 61%	64 51%	82 70%	51 44%	135 70%	161 84%	** **
Answered	1706	348	107	163	**	134	214	251	**	228	117	292	64	120	108	113	179	181	**
Mean score	7.1	7.5	7.3	7.5	**	6.9	7.9	8.5	**	8.6	5.4	6.8	6.8	6.2	7.4	5.5	7.5	8.3	**
Standard deviation	2.66	2.58	2.78	2.45	**	2.95	2.25	1.56	**	1.58	2.86	2.78	2.67	3.04	2.41	3.03	2.31	1.54	**
Standard error	.06	.13	.29	.17	**	.24	.15	.09	**	.10	.25	.14	.26	.24	.22	.24	.15	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	104 6%	7 4%	18 15% a	6 2%	2 3%	2 2%	2 2%	4 4%	2 1%	1 *% **	**	1 *% **	4 5% k	7 10%	**	**	**	**	4 8%
2 (2.0)	52 3%	3 2%	9 8% a	5 2%	3 4%	1 1%	1 1%	2 2%	3 2%	1 *% **	**	1 *% **	5 5% k	2 3%	**	**	**	**	1 2%
3 (3.0)	72 4%	3 2%	6 5%	13 5%	3 4%	5 4%	6 5%	10 9% h	4 2%	1 *% **	**	4 2% **	9 10% k	3 4%	**	**	**	**	* r 1%
4 (4.0)	76 4%	2 1%	8 7% a	8 3%	2 4%	4 3%	2 2%	5 5%	4 2%	2 1% **	**	3 2% **	5 5%	3 4%	**	**	**	**	1 2%
5 (5.0)	120 7%	4 2%	12 9% a	25 9%	5 8%	14 12%	6 5%	14 14% h	11 6%	4 2% **	**	12 6% **	13 14% k	4 5%	**	**	**	**	3 7% o
6 (6.0)	138 8%	8 4%	20 16% a	19 7%	5 8%	8 6%	7 6%	7 7%	12 6%	8 4% **	**	11 5% **	9 9%	6 8%	**	**	**	**	2 5%
7 (7.0)	201 11%	26 15%	14 11%	36 12%	8 13%	16 13%	12 11%	15 15%	20 11%	24 12% **	**	18 9% **	18 19% k	8 11%	**	**	**	**	6 12%
8 (8.0)	288 16%	37 21% b	13 10%	40 14%	8 13%	15 13%	17 16%	12 12%	28 15%	35 17% **	**	31 16% **	9 9%	9 12%	**	**	**	**	7 14%
9 (9.0)	319 18%	42 23% b	11 9%	63 21%	13 21%	27 22%	23 21%	18 18%	45 24%	61 29% **	**	50 25% l	13 14%	15 21%	**	**	**	**	11 22%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	336	37	6	65	12	24	29	13	52	62	**	58	6	13	**	**	**	**	11
	19%	21%	5%	22%	20%	20%	26%	13%	27%	30%	**	29%	7%	18%	**	**	**	**	22%
		b						g				l							
Not applicable	97	8	6	12	2	4	6	3	9	10	**	9	3	4	**	**	**	**	3
	5%	5%	5%	4%	3%	3%	5%	3%	5%	5%	**	4%	3%	5%	**	**	**	**	5%
SUMMARY CODES																			
DISSATISFIED (1-3)	228	14	34	24	7	8	9	15	9	2	**	6	18	12	**	**	**	**	5
	13%	8%	27%	8%	12%	7%	8%	15%	5%	1%	**	3%	19%	16%	**	**	**	**	11%
			a					h				k						r	
NEUTRAL (4-6)	334	14	40	53	12	26	14	26	27	14	**	25	27	12	**	**	**	**	7
	19%	8%	33%	18%	20%	22%	13%	26%	14%	7%	**	13%	29%	17%	**	**	**	**	14%
			a					h				k							
SATISFIED (7-10)	1144	142	43	204	42	81	81	59	145	182	**	157	45	45	**	**	**	**	34
	63%	80%	35%	70%	66%	68%	74%	57%	77%	87%	**	80%	49%	62%	**	**	**	**	70%
		b						g				l							q
Answered	1706	171	117	281	61	115	104	100	181	198	**	188	90	69	**	**	**	**	46
Mean score	7.1	7.8	5.3	7.5	7.2	7.5	7.8	6.7	8.0	8.6	**	8.3	6.1	6.9	**	**	**	**	7.4
		b						g				l							q
Standard deviation	2.66	2.28	2.80	2.34	2.54	2.29	2.27	2.53	2.09	1.50	**	1.86	2.52	2.93	**	**	**	**	2.74
Standard error	.06	.15	.22	.12	.24	.18	.22	.21	.13	.09	**	.12	.22	.22	**	**	**	**	.25

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS			Resolved	
		Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%						
Unweighted total		1803	123	26	116	75
Effective Weighted Sample		1402	123	26	116	75
Total		1803	46	10	43	28
1 Extremely dissatisfied	(1.0)	104 6%	1 2%	** **	2 4%	** **
						c
2	(2.0)	52 3%	- -%	** **	1 2%	** **
						c
3	(3.0)	72 4%	- -%	** **	- -%	** **
						c
4	(4.0)	76 4%	1 2%	** **	2 4%	** **
5	(5.0)	120 7%	1 3%	** **	1 3%	** **
6	(6.0)	138 8%	2 4%	** **	3 8%	** **
7	(7.0)	201 11%	4 10%	** **	3 7%	** **
8	(8.0)	288 16%	8 17%	** **	6 13%	** **
9	(9.0)	319 18%	14 30%	** **	12 28%	** **
						d
10 Extremely satisfied	(10.0)	336 19%	12 27%	** **	12 28%	** **
						d

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	97 5%	2 5%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	228 13%	1 2%	**	3 6%	** c
NEUTRAL (4-6)	334 19%	4 9%	**	6 15%	**
SATISFIED (7-10)	1144 63%	38 84%	**	33 76%	** d
Answered	1706	43	**	42	**
Mean score	7.1	8.3	**	8.0	**
Standard deviation	2.66	1.88	**	2.40	**
Standard error	.06	.17	**	.23	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	104 6%	26 5%	37 5%	41 7%	54 6%	49 5%	53 5%	23 6%	28 8%	48 6%	20 5%	24 8%	4 2%	7 10%	22 5%	48 7%	34 5%
2	(2.0)	46 3%	15 3%	25 4%	6 1%	19 2%	27 3%	26 2%	18 5%	2 1%	20 3%	5 1%	12 4%	7 2%	2 3%	13 3%	16 2%	17 2%
3	(3.0)	50 3%	10 2%	20 3%	20 4%	29 3%	21 2%	29 3%	11 3%	10 3%	25 3%	4 1%	12 4%	7 2%	2 3%	10 2%	22 3%	19 3%
4	(4.0)	72 4%	21 4%	34 5%	17 3%	37 4%	35 4%	48 4%	11 3%	13 4%	43 6%	11 3%	8 2%	9 3%	1 2%	16 4%	25 4%	31 5%
5	(5.0)	126 7%	43 8%	48 7%	35 6%	59 7%	67 7%	82 8%	24 6%	21 6%	57 8%	21 6%	23 8%	21 7%	4 6%	32 7%	57 8%	38 5%
6	(6.0)	122 7%	48 9%	44 6%	31 5%	48 6%	74 8%	83 8%	21 5%	18 5%	57 7%	22 6%	21 7%	18 6%	4 5%	31 7%	54 8%	36 5%
7	(7.0)	209 12%	62 12%	93 13%	54 10%	91 11%	118 13%	132 12%	54 14%	22 7%	92 12%	42 11%	34 11%	33 11%	8 11%	47 11%	88 13%	74 11%
8	(8.0)	307 17%	116 22%	113 16%	79 14%	150 18%	157 17%	203 19%	53 14%	51 15%	119 16%	66 18%	57 18%	53 18%	12 16%	78 18%	111 16%	118 17%
9	(9.0)	317 18%	84 16%	131 18%	102 18%	153 18%	164 17%	199 18%	58 15%	60 18%	130 17%	67 18%	49 16%	58 20%	12 17%	73 17%	110 16%	133 19%
10 Extremely satisfied	(10.0)	361 20%	84 16%	129 18%	147 26%	179 21%	182 19%	181 17%	84 22%	95 28%	127 17%	94 25%	54 18%	70 24%	15 21%	91 21%	121 18%	149 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	89 5%	17 3%	34 5%	37 7%	39 4%	50 5%	49 4%	23 6%	17 5%	40 5%	20 5%	14 5%	11 4%	4 6%	25 6%	26 4%	38 6%
SUMMARY CODES																	
DISSATISFIED (1-3)	200 11%	52 10%	82 12%	67 12%	102 12%	98 10%	109 10%	51 13%	40 12%	93 12%	29 8%	48 16%	19 6%	12 16%	45 10%	86 13%	70 10%
NEUTRAL (4-6)	321 18%	112 21%	126 18%	84 15%	145 17%	176 19%	212 20%	56 15%	52 15%	157 21%	53 14%	52 17%	48 16%	9 13%	79 18%	136 20%	105 15%
SATISFIED (7-10)	1193 66%	346 66%	466 66%	382 67%	573 67%	621 66%	715 66%	250 66%	229 68%	468 62%	269 72%	194 63%	215 73%	47 66%	289 66%	430 63%	474 69%
Answered	1714	509	674	532	820	894	1035	357	321	719	351	294	282	68	413	652	649
Mean score	7.2	7.1	7.1	7.4	7.2	7.2	7.2	7.1	7.4	7.0	7.6	6.9	7.7	7.1	7.3	7.0	7.4
Standard deviation	2.61	2.47	2.62	2.74	2.67	2.56	2.50	2.75	2.81	2.66	2.48	2.79	2.24	2.92	2.57	2.66	2.58
Standard error	.06	.11	.10	.12	.09	.09	.08	.14	.16	.14	.13	.14	.11	.22	.12	.10	.11

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

		Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
			Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No
			a	b	fied	isfied	e	f	g	h	repair	j	k	l	fied	*n	o	p
				c	d					i				m				
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	104	71	33	8	78	20	82	48	6	21	21	35	13	6	**	13	35
		6%	11%	3%	1%	35%	2%	13%	6%	4%	9%	6%	15%	2%	1%	**	3%	13%
			b		c		e						l		m		o	
2	(2.0)	46	36	10	2	29	13	33	20	3	5	12	16	4	-	**	6	13
		3%	6%	1%	*%	13%	1%	5%	3%	2%	2%	3%	7%	1%	-%	**	1%	5%
			b		c		e						l		m			
3	(3.0)	50	37	13	5	23	21	29	25	6	10	9	19	6	4	**	13	13
		3%	6%	1%	*%	10%	2%	5%	3%	4%	4%	3%	8%	1%	1%	**	3%	5%
			b		c		e						l		m			
4	(4.0)	72	30	42	10	19	29	42	43	6	11	26	15	28	3	**	20	24
		4%	5%	4%	1%	8%	3%	6%	6%	4%	5%	7%	6%	5%	1%	**	4%	8%
					c		e								m			
5	(5.0)	126	53	74	34	17	46	72	57	16	27	14	24	33	17	**	26	29
		7%	9%	6%	3%	8%	4%	11%	8%	9%	12%	4%	10%	6%	4%	**	6%	10%
					c		e											
6	(6.0)	122	44	78	50	12	52	70	57	10	24	23	16	41	21	**	27	30
		7%	7%	7%	4%	5%	5%	11%	7%	6%	10%	7%	7%	8%	4%	**	6%	11%
					e													
7	(7.0)	209	86	123	144	10	111	97	92	21	32	40	34	58	69	**	44	48
		12%	14%	10%	12%	4%	10%	15%	12%	12%	14%	11%	14%	11%	15%	**	9%	17%
					d		e											
8	(8.0)	307	95	212	245	9	215	92	119	31	32	56	33	85	92	**	79	39
		17%	15%	18%	21%	4%	19%	14%	16%	18%	14%	16%	14%	16%	19%	**	17%	14%
					d										n			
9	(9.0)	317	75	242	297	2	257	60	130	34	29	68	23	107	119	**	111	19
		18%	12%	20%	25%	1%	23%	9%	17%	20%	12%	19%	10%	21%	25%	**	24%	7%
				a	d		f						k	n			p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No
		a	b	fied	isfied	e	f	g	h	repair	j	k	l	fied	isfied	o	p
Significance Level: 99%			c	d					i				m	n			
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	361 20%	79 13%	281 24%	351 30%	3 1%	327 29%	27 4%	127 17%	29 17%	30 13%	68 19%	22 9%	106 20%	125 26%	** **	114 24%	8 3%
Not applicable	89 5%	14 2%	75 6%	42 4%	25 11%	38 3%	44 7%	40 5%	10 6%	11 5%	19 5%	2 1%	38 7%	19 4%	** **	16 4%	19 7%
SUMMARY CODES																	
DISSATISFIED (1-3)	200 11%	144 23%	56 5%	15 1%	129 57%	55 5%	144 22%	93 12%	16 9%	35 15%	42 12%	70 29%	23 4%	10 2%	** **	31 7%	62 22%
NEUTRAL (4-6)	321 18%	127 20%	194 16%	93 8%	48 21%	127 11%	184 28%	157 21%	32 19%	62 27%	63 18%	55 23%	102 20%	42 9%	** **	73 15%	82 30%
SATISFIED (7-10)	1193 66%	335 54%	858 73%	1036 87%	23 10%	911 81%	275 43%	468 62%	115 66%	122 53%	232 65%	112 47%	356 69%	406 85%	** **	349 74%	115 41%
Answered	1714	606	1108	1145	200	1092	604	719	163	219	337	237	481	459	**	453	259
Mean score	7.2	6.2	7.8	8.5	3.1	8.1	5.6	7.0	7.3	6.5	7.1	5.6	7.6	8.3	**	7.8	5.5
Standard deviation	2.61	2.95	2.21	1.58	2.37	2.09	2.71	2.66	2.44	2.71	2.70	2.96	2.21	1.72	**	2.31	2.63
Standard error	.06	.12	.07	.05	.17	.06	.11	.14	.24	.23	.22	.25	.14	.11	**	.15	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	104 6%	20 5%	8 7%	7 4%	** **	12 8%	9 4%	1 *%	** **	1 *%	19 15% i	24 8%	4 6%	16 13%	5 4%	17 14% p	7 4%	- -%	** ** q
2 (2.0)	46 3%	5 1%	3 3%	2 1%	** **	4 3%	1 *%	1 *%	** **	1 *%	4 3%	12 4%	4 7%	6 5%	2 2%	9 8% p	3 2%	- -%	** ** q
3 (3.0)	50 3%	4 1%	- -%	1 *%	** **	3 2%	1 *%	- -%	** **	- -%	4 3% i	12 4%	1 2%	5 4%	5 5%	9 8% p	3 1%	1 *%	** ** q
4 (4.0)	72 4%	11 3%	6 5%	3 2%	** **	6 4%	5 2%	2 1%	** **	3 1%	7 5%	8 2%	1 1%	6 5%	1 1%	3 2%	5 2%	1 1%	** **
5 (5.0)	126 7%	21 6%	6 5%	7 4%	** **	8 6%	13 6%	5 2%	** **	6 2%	14 11% i	23 8%	4 6%	10 8%	10 9%	10 9%	13 7%	6 3%	** **
6 (6.0)	122 7%	22 6%	7 6%	11 7%	** **	10 7%	12 5%	12 4%	** **	11 4%	11 9%	21 7%	9 13% n	9 7%	4 3%	9 8%	12 6%	10 5%	** **
7 (7.0)	209 12%	42 11%	14 12%	21 12%	** **	14 10%	27 12%	28 11%	** **	24 10%	17 14%	34 11%	6 8%	13 11%	15 13%	13 11%	20 11%	22 12%	** **
8 (8.0)	307 17%	66 18%	21 18%	33 19%	** **	28 20%	39 17%	54 20%	** **	46 19%	20 16%	57 18%	12 19%	22 17%	23 20%	19 16%	38 20%	46 24% r	** **
9 (9.0)	317 18%	67 18%	15 13%	35 21%	** **	19 14%	48 20%	61 23%	** **	50 21%	17 14%	49 16%	10 15%	17 14%	22 19%	11 10%	38 20% o	47 25% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	361 20%	94 25%	28 24%	42 25%	** **	29 21%	65 28%	92 35%	** **	91 38%	2 2%	54 18%	13 20%	17 14%	24 20%	11 10%	43 22%	53 28%	** **
Not applicable	89 5%	20 5%	8 7%	8 5%	** **	5 4%	15 6%	7 3%	** **	10 4%	10 8%	14 5%	2 4%	4 4%	7 6%	5 4%	9 5%	5 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	200 11%	29 8%	12 10%	9 5%	** **	19 14%	10 4%	2 1%	** **	2 1%	27 21%	48 16%	9 14%	27 21%	12 10%	35 30%	13 7%	1 *o	** **
NEUTRAL (4-6)	321 18%	53 14%	19 16%	22 13%	** **	23 17%	30 13%	18 7%	** **	20 8%	32 26%	52 17%	13 20%	25 20%	15 13%	22 19%	30 16%	18 9%	** **
SATISFIED (7-10)	1193 66%	269 72%	78 67%	131 77%	** **	90 66%	179 76%	235 90%	** **	211 87%	57 45%	194 63%	41 62%	70 55%	83 71%	55 47%	139 73%	169 88%	** **
Answered Mean score	1714 7.2	351 7.6	108 7.3	162 7.9	** **	132 7.1	219 8.0	256 8.6	** **	233 8.6	115 5.7	294 6.9	64 7.1	121 6.3	109 7.5	112 5.7	182 7.7	187 8.4	** **
Standard deviation	2.61	2.48	2.71	2.21	**	2.80	2.20	1.48	**	1.58	2.80	2.79	2.72	3.01	2.44	3.05	2.32	1.43	**
Standard error	.06	.13	.28	.16	**	.23	.14	.09	**	.10	.25	.14	.27	.24	.22	.25	.15	.09	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied j	Yes k	No l	All m	Billing n	Fault/ repair o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	104 6%	6 3%	17 14% a	4 2%	3 4%	1 1%	1 1%	3 3%	1 1%	- -%	** **	- -%	4 5% k	7 10%	** **	** **	** **	** **	3 7%
2 (2.0)	46 3%	1 1%	11 9% a	7 2%	1 2%	3 2%	3 3%	5 5%	2 1%	- -%	** **	3 2%	3 4%	2 3%	** **	** **	** **	** **	- -% r
3 (3.0)	50 3%	6 3%	6 5%	7 2%	2 4%	4 3%	1 1%	5 5%	3 1%	1 *%	** **	2 1%	5 6% k	2 3%	** **	** **	** **	** **	1 2%
4 (4.0)	72 4%	1 1%	6 5% a	9 3%	2 4%	4 3%	3 3%	6 6%	4 2%	3 1%	** **	4 2%	5 5%	1 2%	** **	** **	** **	** **	1 2%
5 (5.0)	126 7%	4 2%	16 13% a	21 7%	5 8%	11 9%	5 4%	10 10%	11 6%	5 2%	** **	9 5%	11 12%	4 6%	** **	** **	** **	** **	3 7%
6 (6.0)	122 7%	8 4%	14 11%	18 6%	4 7%	9 7%	5 4%	7 7%	11 6%	6 3%	** **	6 3%	13 14% k	4 5%	** **	** **	** **	** **	2 5%
7 (7.0)	209 12%	22 12%	11 9%	33 11%	4 7%	17 14%	12 11%	20 20% h	13 7%	20 10%	** **	17 8%	17 18% k	8 11%	** **	** **	** **	** **	4 8%
8 (8.0)	307 17%	41 23%	16 13%	53 18%	11 18%	20 17%	22 20%	13 12%	41 21%	43 21%	** **	41 21%	12 13%	12 16%	** **	** **	** **	** **	9 18%
9 (9.0)	317 18%	38 22% b	11 9%	58 20%	11 17%	25 21%	23 21%	19 18%	39 21%	57 27%	** **	47 24% l	11 12%	12 17%	** **	** **	** **	** **	10 21%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	361 20%	47 26% b	7 6%	70 24%	15 24%	26 22%	29 26%	14 13%	56 30% g	65 31%	** **	61 31% l	8 8%	15 21%	** **	** **	** **	** **	12 25%
Not applicable	89 5%	4 2%	9 7%	11 4%	3 5%	1 1%	7 6% e	1 1%	10 5%	9 4%	** **	7 3%	4 4%	4 6%	** **	** **	** **	** **	3 6%
SUMMARY CODES																			
DISSATISFIED (1-3)	200 11%	13 7%	34 28% a	19 6%	6 10%	8 6%	5 4%	13 13% h	6 3%	1 *%	** **	5 3%	13 14% k	12 16%	** **	** **	** **	** **	4 8% r
NEUTRAL (4-6)	321 18%	13 7%	36 29% a	48 16%	12 19%	24 20%	13 11%	23 23%	25 13%	13 6%	** **	18 9%	29 31% k	9 13%	** **	** **	** **	** **	6 13%
SATISFIED (7-10)	1193 66%	148 83% b	45 36%	215 73%	42 66%	87 73%	86 78%	66 64%	149 79% g	186 89%	** **	166 85% l	48 51%	47 66%	** **	** **	** **	** **	35 72% q
Answered	1714	175	115	282	60	119	103	102	180	200	**	190	90	68	**	**	**	**	45
Mean score	7.2	8.0	5.4	7.7	7.4	7.6	8.0	6.8	8.2	8.6	**	8.4	6.4	7.1	**	**	**	**	7.7
Standard deviation	2.61	2.19 b	2.88	2.24	2.58	2.18	2.06	2.49	1.91 g	1.39	**	1.80 l	2.43	2.92	**	**	**	**	2.57 q
Standard error	.06	.15	.23	.11	.25	.17	.20	.21	.12	.08	**	.11	.22	.22	**	**	**	**	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS			Resolved	
		Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%						
Unweighted total		1803	123	26	116	75
Effective Weighted Sample		1402	123	26	116	75
Total		1803	46	10	43	28
1 Extremely dissatisfied	(1.0)	104 6%	1 2%	** **	1 2%	** **
c						
2	(2.0)	46 3%	* 1%	** **	1 3%	** **
3	(3.0)	50 3%	- -%	** **	1 3%	** **
4	(4.0)	72 4%	* 1%	** **	1 2%	** **
5	(5.0)	126 7%	1 2%	** **	1 2%	** **
c						
6	(6.0)	122 7%	1 2%	** **	1 3%	** **
7	(7.0)	209 12%	4 10%	** **	4 9%	** **
8	(8.0)	307 17%	9 20%	** **	8 18%	** **
9	(9.0)	317 18%	12 26%	** **	10 23%	** **
d						
10 Extremely satisfied	(10.0)	361 20%	15 33%	** **	14 33%	** **
d						

Columns Tested: a,b - c,d

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	89 5%	2 4%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	200 11%	1 3%	**	3 7%	** c
NEUTRAL (4-6)	321 18%	2 5%	**	3 7%	** c
SATISFIED (7-10)	1193 66%	40 88%	**	36 84%	** d
Answered	1714	44	**	42	**
Mean score	7.2	8.5	**	8.2	**
Standard deviation	2.61	1.88	**	2.20	**
Standard error	.06	.17	**	.21	**

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue				
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General p
Significance Level: 99%																			
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541	
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418	
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687	
1 Extremely dissatisfied	(1.0)	106 6%	23 4%	43 6%	39 7%	50 6%	56 6%	58 5%	25 7%	23 7%	43 6%	18 5%	27 9%	9 3%	9 12%	24 5%	59 9%	23 3%	
2	(2.0)	75 4%	23 4%	36 5%	17 3%	31 4%	44 5%	49 4%	16 4%	10 3%	45 6%	9 2%	12 4%	7 3%	1 2%	19 4%	32 5%	24 4%	
3	(3.0)	75 4%	19 4%	30 4%	26 5%	44 5%	31 3%	50 5%	12 3%	13 4%	34 4%	12 3%	17 6%	9 3%	3 4%	15 3%	30 4%	30 4%	
4	(4.0)	78 4%	22 4%	33 5%	23 4%	39 5%	39 4%	49 4%	16 4%	13 4%	45 6%	9 2%	12 4%	8 3%	3 5%	15 3%	27 4%	35 5%	
5	(5.0)	143 8%	46 9%	50 7%	48 8%	64 7%	80 8%	74 7%	40 11%	29 9%	55 7%	22 6%	32 10%	27 9%	6 9%	34 8%	68 10%	41 6%	
6	(6.0)	122 7%	37 7%	48 7%	37 7%	56 7%	66 7%	84 8%	11 3%	26 8%	56 7%	21 6%	24 8%	18 6%	3 5%	28 6%	44 6%	50 7%	
7	(7.0)	201 11%	66 13%	86 12%	48 9%	93 11%	108 11%	124 11%	50 13%	27 8%	87 11%	39 11%	37 12%	32 11%	6 8%	46 11%	86 13%	69 10%	
8	(8.0)	280 16%	92 17%	116 16%	72 13%	141 16%	138 15%	189 17%	46 12%	44 13%	120 16%	68 18%	44 14%	39 13%	9 13%	75 17%	89 13%	116 17%	
9	(9.0)	286 16%	98 19%	103 15%	85 15%	136 16%	149 16%	177 16%	63 16%	45 13%	116 15%	66 18%	35 11%	59 20%	10 13%	74 17%	102 15%	109 16%	
10 Extremely satisfied	(10.0)	282 16%	71 13%	97 14%	114 20%	139 16%	143 15%	145 13%	62 16%	75 22%	101 13%	67 18%	40 13%	62 21%	13 17%	70 16%	93 14%	119 17%	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	156 9%	31 6%	65 9%	60 11%	64 7%	91 10%	84 8%	39 10%	32 10%	56 7%	39 11%	28 9%	23 8%	9 13%	38 9%	48 7%	69 10%
SUMMARY CODES																	
DISSATISFIED (1-3)	256 14%	65 12%	109 15%	82 14%	125 15%	131 14%	157 14%	53 14%	46 14%	122 16%	39 10%	57 18%	26 9%	13 18%	57 13%	122 18%	77 11%
NEUTRAL (4-6)	343 19%	104 20%	131 19%	108 19%	159 19%	184 20%	207 19%	67 18%	69 20%	156 21%	53 14%	68 22%	53 18%	13 18%	78 18%	139 20%	127 18%
SATISFIED (7-10)	1048 58%	326 62%	403 57%	319 56%	510 59%	538 57%	636 59%	220 58%	191 56%	424 56%	241 65%	155 50%	191 65%	37 51%	264 60%	369 55%	414 60%
Answered	1647	495	643	509	794	853	1000	341	306	702	332	280	270	63	399	630	618
Mean score	6.8	6.9	6.7	6.9	6.9	6.8	6.8	6.8	7.0	6.6	7.3 ikm	6.3	7.4 ikm	6.5	7.0 o	6.5	7.1 o
Standard deviation	2.72	2.56	2.74	2.85	2.72	2.73	2.66	2.80	2.83	2.75	2.55	2.83	2.48	3.12	2.68	2.86	2.57
Standard error	.07	.11	.11	.13	.10	.09	.08	.15	.16	.14	.13	.15	.13	.24	.13	.11	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

		Total	BT															
			Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
			Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	106 6%	75 12% b	31 3%	9 1% c	80 36%	26 2%	79 12% e	43 6%	10 6%	24 10% j	9 3%	31 13% l	12 2%	4 1% m	**	14 3%	29 10% o
2	(2.0)	75 4%	43 7% b	33 3%	7 1% c	44 20%	28 2%	46 7% e	45 6%	8 5%	21 9%	16 5%	21 9%	24 5%	6 1% m	**	19 4%	26 9%
3	(3.0)	75 4%	42 7% b	33 3%	14 1% c	26 12%	24 2%	50 8% e	34 4%	6 4%	11 5%	16 5%	20 8%	14 3%	3 1% m	**	10 2%	24 9% o
4	(4.0)	78 4%	35 6% b	42 4%	27 2% c	13 6%	33 3%	44 7% e	45 6%	6 4%	13 6%	26 7%	19 8%	26 5%	18 4% m	**	21 5%	24 9%
5	(5.0)	143 8%	57 9% b	86 7%	46 4% c	14 6%	44 4%	94 14% e	55 7%	13 7%	24 10%	19 5%	19 8%	36 7%	19 4% m	**	16 3%	37 13% o
6	(6.0)	122 7%	41 7% b	81 7%	53 4% c	7 3%	64 6%	58 9%	56 7%	16 9%	14 6%	26 7%	14 6%	43 8%	22 5% m	**	33 7%	23 8%
7	(7.0)	201 11%	68 11% b	133 11%	147 12% d	7 3%	124 11%	75 12%	87 11%	19 11%	30 13%	37 11%	26 11%	61 12%	65 14% m	**	50 11%	37 13%
8	(8.0)	280 16%	86 14% b	193 16%	238 20% d	6 3%	200 18% f	80 12%	120 16%	27 16%	27 12%	65 18%	35 15%	85 16%	102 21% n	**	89 19%	31 11%
9	(9.0)	286 16%	76 12% a	210 18% a	266 22% d	2 1%	231 20% f	54 8%	116 15%	31 18%	27 12%	58 16%	25 10%	91 18%	106 22% n	**	94 20%	22 8%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	282 16%	61 10%	221 19%	267 22%	5 2%	254 22%	20 3%	101 13%	21 12%	24 10%	56 16%	15 6%	86 17%	95 20%	** **	89 19%	7 3%
Not applicable	156 9%	36 6%	119 10%	112 9%	19 9%	102 9%	46 7%	56 7%	15 8%	16 7%	26 7%	14 6%	42 8%	37 8%	** **	34 7%	18 7%
SUMMARY CODES																	
DISSATISFIED (1-3)	256 14%	160 26%	96 8%	30 3%	150 67%	79 7%	176 27%	122 16%	24 14%	55 24%	42 12%	72 30%	50 10%	13 3%	** **	43 9%	78 28%
NEUTRAL (4-6)	343 19%	134 22%	209 18%	127 11%	34 15%	140 12%	196 30%	156 21%	36 21%	51 22%	70 20%	52 22%	105 20%	59 12%	** **	70 15%	84 30%
SATISFIED (7-10)	1048 58%	290 47%	757 64%	918 77%	21 9%	809 72%	230 35%	424 56%	99 57%	108 47%	218 61%	101 42%	323 62%	369 77%	** **	322 69%	97 35%
Answered	1647	584	1063	1074	206	1028	601	702	158	214	330	225	477	440	**	435	260
Mean score	6.8	5.8	7.4	8.1	2.8	7.8	5.3	6.6	6.8	5.9	7.0	5.4	7.2	8.0	**	7.4	5.2
Standard deviation	2.72	2.98	2.40	1.82	2.32	2.29	2.69	2.75	2.66	2.95	2.55	2.95	2.46	1.89	**	2.45	2.63
Standard error	.07	.12	.08	.06	.16	.07	.11	.14	.27	.25	.22	.26	.16	.13	**	.16	.22

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	106 6%	18 5%	6 5%	7 4%	** **	12 9%	5 2%	1 *%	** **	1 *%	17 13%	27 9%	4 7%	16 13%	6 5%	20 17%	8 4%	- -%	** **
2 (2.0)	75 4%	9 2%	5 4%	2 1%	** **	6 5%	3 1%	1 *%	** **	1 *%	8 6%	12 4%	4 6%	7 5%	2 2%	9 8%	3 2%	- -%	** **
3 (3.0)	75 4%	12 3%	3 3%	5 3%	** **	6 4%	6 3%	4 1%	** **	4 2%	8 7%	17 6%	2 4%	8 7%	6 5%	10 8%	7 4%	5 2%	** **
4 (4.0)	78 4%	9 2%	2 2%	4 2%	** **	4 3%	5 2%	4 1%	** **	2 1%	7 5%	12 4%	4 6%	7 5%	2 2%	7 6%	6 3%	2 1%	** **
5 (5.0)	143 8%	22 6%	7 6%	10 6%	** **	10 7%	13 5%	8 3%	** **	7 3%	15 12%	32 10%	6 8%	16 13%	11 9%	12 10%	20 11%	11 6%	** **
6 (6.0)	122 7%	21 6%	3 3%	11 7%	** **	11 8%	10 4%	11 4%	** **	13 5%	8 6%	24 8%	4 7%	8 7%	11 9%	10 8%	14 7%	11 6%	** **
7 (7.0)	201 11%	39 11%	6 5%	25 15%	** **	12 9%	27 12%	26 10%	** **	26 11%	14 11%	37 12%	12 18%	11 9%	14 12%	14 12%	23 12%	30 16%	** **
8 (8.0)	280 16%	68 18%	27 23%	32 19%	** **	22 16%	45 19%	54 20%	** **	41 17%	27 22%	44 14%	8 12%	14 11%	22 19%	14 12%	31 16%	39 20%	** **
9 (9.0)	286 16%	66 18%	23 20%	30 18%	** **	27 20%	39 17%	64 24%	** **	55 23%	11 9%	35 11%	7 11%	13 11%	14 12%	7 6%	28 15%	33 17%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
10 Extremely satisfied (10.0)	282 16%	67 18%	23 20%	29 17%	** **	22 16%	45 19%	63 24%	** **	64 27%	1 1%	40 13%	10 15%	14 11%	15 13%	7 6%	33 17%	38 20%	** **	
Not applicable	156 9%	39 11%	10 9%	14 8%	** **	4 3%	35 15%	28 10%	** **	29 12%	10 8%	28 9%	4 7%	10 8%	14 12%	10 9%	19 10%	22 12%	** **	
SUMMARY CODES																				
DISSATISFIED (1-3)	256 14%	39 10%	14 12%	15 9%	** **	24 18%	14 6%	6 2%	** **	6 2%	33 26%	57 18%	11 16%	31 25%	15 13%	39 33%	18 9%	5 2%	** **	
NEUTRAL (4-6)	343 19%	53 14%	13 11%	25 15%	** **	25 18%	28 12%	23 9%	** **	22 9%	30 24%	68 22%	14 21%	31 24%	24 20%	28 24%	40 21%	24 13%	** **	
SATISFIED (7-10)	1048 58%	241 65%	79 68%	116 68%	** **	83 61%	157 67%	207 79%	** **	186 77%	53 42%	155 50%	37 57%	53 42%	65 55%	40 34%	115 60%	141 73%	** **	
Answered	1647	332	106	156	**	133	199	235	**	214	115	280	62	115	103	107	173	170	**	
Mean score	6.8	7.3	7.4	7.4	**	6.8	7.7	8.3	**	8.3	5.4	6.3	6.5	5.8	6.8	5.0	7.1	7.9	**	
Standard deviation	2.72	2.55	2.66	2.38	**	2.89	2.23	1.69	**	1.73	2.74	2.83	2.77	3.03	2.55	2.91	2.47	1.74	**	
Standard error	.07	.13	.28	.17	**	.24	.15	.11	**	.11	.25	.15	.28	.24	.24	.17	.12	.12	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	106 6%	7 4%	21 17% a	9 3%	3 4%	5 5%	1 1%	7 7% h	2 1%	2 1%	** **	1 1%	7 8% k	9 12%	** **	** **	** **	** ** r	4 8%
2 (2.0)	75 4%	3 2%	8 7%	7 3%	2 4%	1 1%	4 4%	5 5%	3 1%	1 *%	** **	4 2%	3 3%	1 2%	** **	** **	** **	** **	* 1%
3 (3.0)	75 4%	7 4%	10 8%	9 3%	2 3%	5 4%	3 3%	5 5%	4 2%	2 1%	** **	3 1%	7 7% k	3 4%	** **	** **	** **	** **	1 2%
4 (4.0)	78 4%	4 2%	8 6%	8 3%	2 4%	2 2%	4 4%	5 5%	3 2%	2 1%	** **	4 2%	4 4%	3 5%	** **	** **	** **	** **	2 5%
5 (5.0)	143 8%	10 6%	20 16% a	27 9%	7 12%	15 13%	5 4%	15 14%	12 6%	6 3%	** **	10 5%	18 19% k	6 9%	** **	** **	** **	** **	5 10%
6 (6.0)	122 7%	10 6%	13 11%	18 6%	3 5%	8 6%	7 6%	5 5%	13 7%	8 4%	** **	6 3%	11 12% k	3 5%	** **	** **	** **	** **	2 4%
7 (7.0)	201 11%	26 15%	9 7%	32 11%	8 13%	16 14%	8 7%	14 14%	18 9%	23 11%	** **	20 10%	12 13%	6 8%	** **	** **	** **	** **	4 8%
8 (8.0)	280 16%	31 17%	13 11%	39 13%	8 13%	14 11%	16 15%	13 12%	26 14%	34 16%	** **	31 16%	7 8%	9 13%	** **	** **	** **	** **	7 14%
9 (9.0)	286 16%	27 15%	7 6%	59 20%	11 17%	26 22%	22 20%	15 15%	44 23%	54 26%	** **	46 24%	13 14%	10 13%	** **	** **	** **	** **	7 15%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	282	34	6	62	11	22	29	14	47	58	**	55	5	13	**	**	**	**	10
	16%	19%	5%	21%	17%	18%	26%	14%	25%	28%	**	28%	6%	17%	**	**	**	**	20%
		b						g				l							
Not applicable	156	18	9	23	6	5	12	5	18	18	**	16	6	9	**	**	**	**	7
	9%	10%	7%	8%	9%	5%	11%	5%	9%	9%	**	8%	7%	13%	**	**	**	**	14%
SUMMARY CODES																			
DISSATISFIED (1-3)	256	17	38	26	7	12	8	17	10	5	**	8	17	13	**	**	**	**	5
	14%	10%	31%	9%	11%	10%	7%	16%	5%	2%	**	4%	18%	18%	**	**	**	**	10%
			a					h				k						r	
NEUTRAL (4-6)	343	25	41	53	13	25	15	25	28	16	**	20	33	13	**	**	**	**	9
	19%	14%	33%	18%	21%	21%	14%	24%	15%	8%	**	10%	35%	18%	**	**	**	**	18%
			a									k							
SATISFIED (7-10)	1048	118	36	191	38	78	75	56	134	169	**	152	37	37	**	**	**	**	28
	58%	66%	29%	65%	60%	65%	68%	55%	71%	81%	**	78%	40%	51%	**	**	**	**	58%
		b						g				l							
Answered	1647	160	115	270	57	114	99	98	172	190	**	181	87	63	**	**	**	**	42
Mean score	6.8	7.4	5.0	7.4	7.0	7.3	7.8	6.5	7.9	8.4	**	8.2	5.9	6.5	**	**	**	**	7.1
		b						g				l			o				q
Standard deviation	2.72	2.45	2.79	2.48	2.61	2.49	2.34	2.74	2.15	1.74	**	2.03	2.56	3.12	**	**	**	**	2.80
Standard error	.07	.17	.23	.13	.26	.19	.23	.23	.14	.11	**	.13	.23	.24	**	**	**	**	.26

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	106 6%	2 4%	**	3 7% **	
					c	
2	(2.0)	75 4%	- -%	**	* 1% **	
3	(3.0)	75 4%	* 1%	**	* 1% **	
4	(4.0)	78 4%	1 2%	**	1 3% **	
5	(5.0)	143 8%	2 5%	**	2 4% **	
6	(6.0)	122 7%	1 2%	**	* 1% **	
					c	
7	(7.0)	201 11%	2 5%	**	3 7% **	
8	(8.0)	280 16%	9 20%	**	7 17% **	
9	(9.0)	286 16%	9 20%	**	8 19% **	
					d	
10 Extremely satisfied	(10.0)	282 16%	12 27%	**	12 28% **	
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	156	7	**	5	**
	9%	15%	**	12%	**
SUMMARY CODES					
DISSATISFIED (1-3)	256	2	**	4	**
	14%	5%	**	9%	**
					c
NEUTRAL (4-6)	343	4	**	4	**
	19%	8%	**	9%	**
					c
SATISFIED (7-10)	1048	33	**	30	**
	58%	72%	**	71%	**
				d	
Answered	1647	39	**	38	**
Mean score	6.8	8.1	**	7.8	**
				d	
Standard deviation	2.72	2.27	**	2.69	**
Standard error	.07	.22	**	.27	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	227 13%	54 10%	93 13%	80 14%	94 11%	133 14%	132 12%	50 13%	45 13%	104 14%	43 12%	38 12%	28 10%	13 17%	49 11%	118 17%	60 9%
2	(2.0)	79 4%	21 4%	38 5%	20 3%	43 5%	37 4%	52 5%	20 5%	7 2%	40 5%	14 4%	14 5%	9 3%	2 3%	17 4%	36 5%	27 4%
3	(3.0)	73 4%	24 5%	25 4%	24 4%	37 4%	36 4%	52 5%	12 3%	9 3%	34 4%	13 4%	12 4%	11 4%	3 5%	15 3%	41 6%	17 3%
4	(4.0)	62 3%	13 2%	24 3%	25 4%	41 5%	20 2%	41 4%	8 2%	13 4%	35 5%	11 3%	11 3%	3 1%	2 3%	17 4%	24 3%	21 3%
5	(5.0)	116 6%	45 9%	41 6%	30 5%	52 6%	64 7%	68 6%	35 9%	13 4%	33 4%	23 6%	29 9%	26 9%	4 6%	31 7%	50 7%	35 5%
6	(6.0)	82 5%	33 6%	36 5%	13 2%	33 4%	49 5%	58 5%	17 4%	8 2%	37 5%	17 4%	12 4%	14 5%	3 4%	26 6%	30 4%	26 4%
7	(7.0)	129 7%	62 12%	45 6%	22 4%	74 9%	55 6%	86 8%	27 7%	16 5%	39 5%	31 8%	28 9%	27 9%	4 6%	29 7%	48 7%	52 8%
8	(8.0)	144 8%	74 14%	55 8%	15 3%	69 8%	75 8%	110 10%	24 6%	10 3%	53 7%	33 9%	22 7%	33 11%	4 6%	46 11%	46 7%	53 8%
9	(9.0)	149 8%	58 11%	59 8%	32 6%	74 9%	75 8%	97 9%	31 8%	21 6%	54 7%	41 11%	18 6%	31 10%	6 8%	45 10%	52 8%	53 8%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
10 Extremely satisfied (10.0)	154 9%	56 11%	53 7%	46 8%	78 9%	75 8%	87 8%	37 10%	30 9%	40 5%	44 12%	26 8%	34 12%	10 13%	51 12%	55 8%	48 7%
Not applicable	586 33%	86 16%	239 34%	261 46%	262 30%	325 34%	301 28%	119 31%	166 49%	289 38%	101 27%	98 32%	77 26%	22 30%	112 26%	178 26%	296 43%
SUMMARY CODES																	
DISSATISFIED (1-3)	379 21%	99 19%	156 22%	124 22%	174 20%	205 22%	236 22%	82 22%	61 18%	179 24%	71 19%	64 21%	48 16%	18 25%	80 18%	195 29%	104 15%
NEUTRAL (4-6)	260 14%	91 17%	101 14%	69 12%	127 15%	134 14%	167 15%	59 16%	34 10%	106 14%	50 14%	51 17%	43 15%	10 13%	75 17%	103 15%	82 12%
SATISFIED (7-10)	577 32%	249 47%	212 30%	116 20%	296 35%	281 30%	380 35%	120 32%	77 23%	185 24%	149 40%	94 31%	125 43%	23 32%	171 39%	201 30%	205 30%
Answered	1216	440	469	308	597	620	783	261	172	469	271	210	216	51	326	499	391
Mean score	5.6	6.2 bc	5.5	5.0	5.8	5.5	5.7	5.6	5.4	5.1	6.1 ik	5.5	6.4 ikm	5.6	6.1 o	5.1	5.9 o
Standard deviation	3.18	2.92	3.21	3.37	3.13	3.23	3.11	3.22	3.46	3.17	3.19	3.10	3.00	3.48	3.11	3.24	3.08
Standard error	.09	.13	.15	.19	.12	.13	.11	.19	.25	.20	.19	.19	.17	.30	.16	.13	.17

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

		Total	BT															
			Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
			Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample		1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total		1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	227 13%	126 20% b	100 8%	47 4% c	112 50%	59 5%	166 26% e	104 14%	18 10%	49 21%	37 11%	51 21% l	54 10%	31 6%	** ** m	36 8%	68 24% o
2	(2.0)	79 4%	49 8% b	30 3%	25 2% c	23 10%	35 3%	44 7% e	40 5%	10 6%	14 6%	16 5%	21 9%	19 4%	11 2%	** ** m	17 4%	23 8%
3	(3.0)	73 4%	34 5%	39 3%	28 2% d	13 6%	31 3%	42 6% e	34 4%	5 3%	17 8%	12 3%	17 7%	17 3%	11 2% d	** **	16 3%	18 7%
4	(4.0)	62 3%	30 5%	32 3%	27 2% d	4 2%	29 3%	32 5%	35 5%	11 7%	10 4%	14 4%	14 6%	21 4%	15 3% d	** **	17 4%	17 6%
5	(5.0)	116 6%	47 8%	69 6%	51 4% d	8 4%	73 6%	41 6%	33 4%	10 6%	14 6%	9 3%	13 5%	21 4%	15 3% d	** **	25 5%	8 3%
6	(6.0)	82 5%	36 6%	46 4%	38 3% d	3 1%	31 3%	49 8% e	37 5%	15 8%	11 5%	12 3%	14 6%	24 5%	13 3% d	** **	9 2%	26 9% o
7	(7.0)	129 7%	48 8%	81 7%	104 9% d	5 2%	80 7%	48 7%	39 5%	10 6%	8 3%	21 6%	17 7%	21 4%	33 7% d	** **	23 5%	16 6%
8	(8.0)	144 8%	45 7%	99 8%	130 11% d	4 2%	113 10% f	32 5%	53 7%	19 11%	13 6%	21 6%	16 7%	37 7%	47 10% d	** **	42 9%	11 4%
9	(9.0)	149 8%	44 7%	106 9%	141 12% d	6 2%	127 11% f	22 3%	54 7%	15 8%	11 5%	28 8%	10 4%	43 8%	49 10% d	** **	47 10%	7 3% p

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	154 9%	59 9%	95 8%	147 12% d	2 1%	140 12% f	8 1%	40 5%	13 7%	13 6%	14 4%	13 5%	27 5%	38 8%	** **	32 7%	3 1%
Not applicable	586 33%	102 16%	484 41% a	448 38% d	45 20%	414 37% f	164 25%	289 38%	49 28%	70 30%	171 48% hi	53 22%	236 45% k	215 45% n	** **	205 44% p	80 29%
SUMMARY CODES																	
DISSATISFIED (1-3)	379 21%	209 34% b	170 14%	100 8% c	148 66% d	124 11%	252 39% e	179 24%	32 19%	81 35% ghj	65 18%	89 37% l	89 17%	53 11%	** ** m	69 15%	109 39% o
NEUTRAL (4-6)	260 14%	113 18% b	147 12%	117 10%	15 7%	132 12%	122 19% e	106 14%	36 21%	35 15%	35 10%	40 17%	66 13%	43 9%	** **	51 11%	52 19%
SATISFIED (7-10)	577 32%	196 32%	381 32%	521 44% d	17 7%	460 41% f	111 17%	185 24%	57 33%	44 19%	84 24%	57 24%	129 25%	167 35% n	** **	143 31% p	37 13%
Answered	1216	518	698	738	180	717	484	469	125	160	185	186	284	263	**	264	198
Mean score	5.6	5.0	6.1 a	7.1 d	2.3	6.8 f	3.9	5.1	5.8	4.3	5.3 i	4.4	5.6 k	6.6 n	**	6.1 p	3.7
Standard deviation	3.18	3.24	3.05	2.67	2.27	2.88	2.78	3.17	3.01	3.14	3.19	3.06	3.17	2.97	**	3.11	2.69
Standard error	.09	.14	.11	.10	.17	.11	.12	.20	.34	.31	.36	.29	.26	.25	**	.26	.25

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

		Virgin										Talk Talk									
		Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
		Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																					
Unweighted total		1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample		1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total		1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
1 Extremely dissatisfied	(1.0)	227 13%	43 12%	16 14%	18 11%	** **	27 19% f	17 7%	6 2%	** **	5 2%	37 30% i	38 12% n	6 9%	28 23% klm	4 3%	25 21% p	13 7%	5 3%	** ** q	
2	(2.0)	79 4%	14 4%	3 3%	9 5%	** **	10 7%	5 2%	7 3%	** **	6 3%	8 7%	14 5%	2 3%	7 6%	5 4%	9 7%	5 3%	4 2%	** **	
3	(3.0)	73 4%	13 4%	6 5%	7 4%	** **	5 3%	8 4%	5 2%	** **	8 3%	6 5%	12 4%	2 4%	7 5%	3 2%	5 4%	7 4%	4 2%	** **	
4	(4.0)	62 3%	11 3%	2 2%	6 3%	** **	6 4%	5 2%	5 2%	** **	5 2%	5 4%	11 3%	2 4%	4 4%	4 3%	8 7% p	2 1%	4 2%	** **	
5	(5.0)	116 6%	23 6%	7 6%	11 7%	** **	10 8%	13 5%	12 5%	** **	14 6%	9 7%	29 9%	6 8%	9 7%	15 13%	11 9%	19 10%	12 6%	** **	
6	(6.0)	82 5%	17 4%	2 2%	10 6%	** **	9 7%	8 3%	9 3%	** **	8 3%	9 7%	12 4%	4 7%	4 4%	3 2%	6 5%	6 3%	8 4%	** **	
7	(7.0)	129 7%	31 8%	8 7%	15 9%	** **	10 8%	21 9%	24 9%	** **	19 8%	12 10%	28 9%	5 8%	10 8%	13 11%	11 9%	17 9%	23 12%	** **	
8	(8.0)	144 8%	33 9%	14 12%	13 8%	** **	10 7%	23 10%	30 11%	** **	27 11%	5 4%	22 7%	7 11%	4 4%	10 9%	9 7%	13 7%	19 10%	** **	
9	(9.0)	149 8%	41 11%	13 11%	21 12%	** **	15 11%	26 11%	39 15%	** **	35 15% j	6 5%	18 6%	7 11%	4 4%	6 5%	7 6%	11 6%	18 9%	** **	
10 Extremely satisfied	(10.0)	154 9%	44 12%	14 12%	21 12%	** **	21 15%	23 10%	42 16%	** **	43 18% j	2 1%	26 8%	9 14%	7 6%	9 8%	8 7%	18 9%	24 13% r	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
Not applicable	586	101	30	40	**	15	86	84	**	72	27	98	14	38	46	19	79	71	**	
	33%	27%	26%	23%	**	11%	37%	32%	**	30%	21%	32%	21%	30%	40%	16%	41%	37%	**	
							e								l		o	r		
SUMMARY CODES																				
DISSATISFIED (1-3)	379	71	26	33	**	41	30	18	**	19	51	64	11	43	11	38	26	13	**	
	21%	19%	22%	20%	**	30%	13%	7%	**	8%	41%	21%	16%	34%	9%	33%	14%	7%	**	
						f				i		n		kl		p		q		
NEUTRAL (4-6)	260	50	12	27	**	25	25	26	**	28	22	51	12	18	21	25	27	24	**	
	14%	14%	10%	16%	**	18%	11%	10%	**	11%	18%	17%	19%	14%	18%	21%	14%	12%	**	
SATISFIED (7-10)	577	149	49	70	**	56	93	135	**	124	25	94	29	27	38	35	60	84	**	
	32%	40%	42%	41%	**	41%	40%	51%	**	51%	20%	31%	44%	21%	33%	30%	31%	44%	**	
										j			km				r			
Answered	1216	271	86	130	**	123	148	179	**	170	98	210	52	88	70	98	112	121	**	
Mean score	5.6	6.1	6.1	6.2	**	5.6	6.6	7.5	**	7.5	3.9	5.5	6.4	4.3	6.3	4.8	6.1	7.1	**	
						e				j		m	km		km		o	r		
Standard deviation	3.18	3.19	3.31	3.14	**	3.39	2.94	2.47	**	2.54	2.91	3.10	3.01	3.15	2.60	3.12	2.95	2.51	**	
Standard error	.09	.19	.39	.25	**	.29	.23	.18	**	.19	.28	.19	.33	.29	.30	.27	.24	.20	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	227 13%	8 4%	31 25% a	28 10%	6 10%	15 13%	7 6%	18 17% h	10 5%	3 2%	** **	6 3%	21 23% k	13 17%	** **	** **	** **	** **	6 12% r
2 (2.0)	79 4%	8 4%	6 5%	9 3%	2 3%	3 3%	4 4%	8 8% h	1 *% h	2 1%	** **	3 1%	6 7% k	2 3%	** **	** **	** **	** **	1 2%
3 (3.0)	73 4%	2 1%	9 7% a	11 4%	1 2%	8 6%	2 2%	5 5%	6 3%	6 3%	** **	4 2%	7 7% k	3 5%	** **	** **	** **	** **	1 3%
4 (4.0)	62 3%	4 2%	7 6%	3 1%	1 1%	3 2%	- -%	1 1%	2 1%	2 1%	** **	2 1%	1 1%	2 3%	** **	** **	** **	** **	1 2%
5 (5.0)	116 6%	14 8%	13 10%	26 9%	8 13%	14 11%	5 4%	12 12%	14 8%	10 5%	** **	17 8%	10 10%	4 6%	** **	** **	** **	** **	3 7%
6 (6.0)	82 5%	5 3%	6 5%	14 5%	4 6%	4 3%	6 5%	7 6%	7 4%	7 3%	** **	8 4%	6 7%	3 4%	** **	** **	** **	** **	2 4%
7 (7.0)	129 7%	20 11%	9 7%	27 9%	5 8%	12 10%	10 9%	9 8%	18 10%	23 11%	** **	16 8%	10 11%	4 6%	** **	** **	** **	** **	3 6%
8 (8.0)	144 8%	14 8%	8 6%	33 11%	4 6%	14 12%	14 13%	9 9%	24 12%	30 15%	** **	26 13%	7 7%	4 6%	** **	** **	** **	** **	3 6%
9 (9.0)	149 8%	15 8%	4 3%	31 10%	8 13%	13 11%	10 9%	9 9%	21 11%	30 14%	** **	26 13% l	4 5%	6 8%	** **	** **	** **	** **	4 8%
10 Extremely satisfied (10.0)	154 9%	24 14% b	2 1%	34 12%	10 16%	12 10%	13 11%	13 13%	21 11%	32 15%	** **	32 16% l	1 1%	10 13%	** **	** **	** **	** **	6 12% o

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Not applicable	586	66	30	77	15	22	41	12	65	63	**	56	20	22	**	**	**	**	18
	33%	37%	24%	26%	23%	18%	37%	12%	34%	30%	**	29%	22%	30%	**	**	**	**	38%
							e												q
SUMMARY CODES																			
DISSATISFIED (1-3)	379	18	46	48	9	26	13	31	17	11	**	13	34	18	**	**	**	**	8
	21%	10%	37%	16%	14%	22%	11%	30%	9%	5%	**	7%	36%	25%	**	**	**	**	17%
			a						h				k			np		r	
NEUTRAL (4-6)	260	23	26	43	12	20	11	20	24	19	**	26	17	10	**	**	**	**	6
	14%	13%	21%	15%	20%	17%	10%	19%	12%	9%	**	13%	18%	13%	**	**	**	**	13%
SATISFIED (7-10)	577	73	22	125	27	51	46	40	84	115	**	101	22	23	**	**	**	**	16
	32%	41%	18%	43%	43%	43%	42%	39%	44%	55%	**	51%	24%	32%	**	**	**	**	32%
		b										l							
Answered	1216	113	94	216	48	98	70	91	125	145	**	140	73	51	**	**	**	**	30
Mean score	5.6	6.8	4.0	6.4	6.6	6.0	6.8	5.5	7.0	7.7	**	7.4	4.3	5.6	**	**	**	**	6.0
		b							g			l				o		o	
Standard deviation	3.18	2.81	2.75	3.00	3.05	3.04	2.86	3.26	2.64	2.20	**	2.47	2.85	3.48	**	**	**	**	3.34
Standard error	.09	.23	.25	.17	.33	.25	.34	.29	.20	.16	**	.18	.28	.30	**	**	**	**	.37

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	227 13%	2 5%	** **	3 8% **	
					c	
2	(2.0)	79 4%	1 2%	** **	1 2% **	
3	(3.0)	73 4%	1 3%	** **	1 3% **	
4	(4.0)	62 3%	1 2%	** **	* 1% **	
5	(5.0)	116 6%	3 6%	** **	3 6% **	
6	(6.0)	82 5%	2 4%	** **	1 3% **	
7	(7.0)	129 7%	2 4%	** **	3 6% **	
8	(8.0)	144 8%	3 7%	** **	3 7% **	
9	(9.0)	149 8%	5 11%	** **	5 11% **	
10 Extremely satisfied	(10.0)	154 9%	10 21%	** **	9 21% **	
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	586	16	**	14	**
	33%	36%	**	33%	**
SUMMARY CODES					
DISSATISFIED (1-3)	379	4	**	5	**
	21%	10%	**	12%	**
					c
NEUTRAL (4-6)	260	5	**	4	**
	14%	11%	**	10%	**
SATISFIED (7-10)	577	20	**	19	**
	32%	43%	**	45%	**
				d	
Answered	1216	29	**	29	**
Mean score	5.6	7.3	**	7.1	**
				d	
Standard deviation	3.18	2.96	**	3.13	**
Standard error	.09	.33	**	.35	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

		AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																		
Unweighted total		1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample		1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total		1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
1 Extremely dissatisfied	(1.0)	111 6%	26 5%	43 6%	42 7%	47 5%	64 7%	62 6%	22 6%	27 8%	51 7%	23 6%	21 7%	9 3%	7 10%	29 7%	50 7%	32 5%
2	(2.0)	53 3%	20 4%	19 3%	14 2%	26 3%	27 3%	31 3%	14 4%	8 2%	25 3%	9 2%	12 4%	6 2%	2 3%	12 3%	17 3%	24 4%
3	(3.0)	56 3%	12 2%	27 4%	16 3%	25 3%	31 3%	35 3%	11 3%	10 3%	28 4%	10 3%	12 4%	4 1%	1 2%	16 4%	24 3%	16 2%
4	(4.0)	75 4%	21 4%	29 4%	25 4%	40 5%	35 4%	46 4%	13 3%	16 5%	43 6%	11 3%	8 3%	9 3%	4 6%	19 4%	26 4%	30 4%
5	(5.0)	123 7%	48 9%	50 7%	25 4%	61 7%	62 7%	82 8%	28 7%	13 4%	46 6%	18 5%	30 10%	26 9%	3 4%	27 6%	65 10%	31 4%
6	(6.0)	110 6%	41 8%	43 6%	25 4%	53 6%	57 6%	72 7%	19 5%	19 6%	43 6%	23 6%	23 7%	17 6%	5 7%	21 5%	46 7%	44 6%
7	(7.0)	199 11%	62 12%	84 12%	54 9%	95 11%	104 11%	123 11%	48 13%	29 9%	84 11%	44 12%	38 12%	27 9%	7 10%	57 13%	75 11%	67 10%
8	(8.0)	281 16%	101 19%	117 17%	63 11%	135 16%	147 16%	194 18%	54 14%	32 10%	124 16%	53 14%	45 15%	51 17%	9 12%	87 20%	87 13%	107 16%
9	(9.0)	352 20%	92 17%	137 19%	124 22%	167 19%	185 20%	208 19%	73 19%	71 21%	158 21%	73 20%	49 16%	58 20%	13 18%	69 16%	129 19%	154 22%
10 Extremely satisfied	(10.0)	373 21%	92 18%	130 18%	151 26%	181 21%	192 20%	195 18%	78 21%	99 29%	126 17%	99 27%	56 18%	74 25%	18 25%	95 22%	146 21%	133 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Not applicable	69 4%	11 2%	28 4%	30 5%	27 3%	42 4%	37 3%	18 5%	14 4%	31 4%	9 2%	14 5%	12 4%	2 3%	6 1%	14 2%	50 7% no
SUMMARY CODES																	
DISSATISFIED (1-3)	220 12%	58 11%	89 13%	72 13%	98 11%	122 13%	127 12%	48 13%	45 13%	104 14%	42 11%	45 15%	18 6%	11 15%	57 13%	91 13%	72 11%
NEUTRAL (4-6)	308 17%	110 21% c	122 17%	75 13%	154 18%	154 16%	200 18%	61 16%	47 14%	131 17%	52 14%	61 20%	52 18%	12 17%	67 15%	137 20%	104 15%
SATISFIED (7-10)	1206 67%	346 66%	468 66%	391 69%	579 67%	627 66%	720 66%	253 67%	232 69%	491 65%	269 72% k	188 61%	210 72% k	47 65%	308 70%	437 64%	461 67%
Answered	1734	515	680	539	831	902	1047	362	325	727	362	294	280	70	432	664	638
Mean score	7.2	7.1	7.1	7.4	7.2	7.2	7.2	7.2	7.4	7.0	7.5 k	6.9	7.7 ikm	7.1	7.2	7.1	7.4
Standard deviation	2.68	2.55	2.66	2.82	2.64	2.72	2.61	2.70	2.88	2.73	2.66	2.74	2.34	2.99	2.68	2.76	2.59
Standard error	.06	.11	.10	.12	.09	.09	.08	.14	.16	.14	.13	.14	.12	.22	.12	.10	.12

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

		BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p
Significance Level: 99%	Total																
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
1 Extremely dissatisfied	(1.0)	111 6%	70 11% b	42 4%	4 *% c	89 40%	14 1%	93 14% e	51 7%	13 7%	19 8%	19 5%	28 12% l	22 4%	2 ** m	6 1%	42 15% o
2	(2.0)	53 3%	40 6% b	13 1%	7 1% c	32 14%	12 1%	41 6% e	25 3%	3 2%	3 1%	19 5%	20 9% l	5 1%	5 1% m	7 1%	18 7% o
3	(3.0)	56 3%	27 4%	28 2%	5 *% c	25 11%	17 2%	38 6% e	28 4%	5 3%	14 6%	9 3%	12 5%	17 3%	2 ** m	13 3%	16 6%
4	(4.0)	75 4%	43 7% b	33 3%	15 1% c	17 7%	26 2%	48 7% e	43 6%	10 6%	14 6%	19 5%	20 8%	23 4%	9 2% m	16 4%	26 9%
5	(5.0)	123 7%	57 9%	66 6%	23 2% c	15 7%	47 4%	70 11% e	46 6%	10 6%	27 12% j	9 3%	21 9%	25 5%	7 2% m	18 4%	25 9%
6	(6.0)	110 6%	39 6%	71 6%	44 4%	6 3%	46 4%	64 10% e	43 6%	6 4%	13 6%	23 7%	10 4%	32 6%	17 3% m	17 4%	25 9%
7	(7.0)	199 11%	73 12%	127 11%	134 11%	11 5%	112 10%	86 13%	84 11%	24 14%	22 10%	37 11%	25 10%	59 11%	61 13% m	50 11%	34 12%
8	(8.0)	281 16%	79 13%	202 17%	230 19% d	5 2%	192 17%	89 14%	124 16%	44 25% i	29 12%	51 14%	32 13%	92 18%	95 20% n	81 17%	43 15%
9	(9.0)	352 20%	98 16% a	254 21% a	313 26% d	11 5%	280 25% f	71 11%	158 21%	26 15%	41 18%	91 26%	42 18%	116 22%	135 28% n	129 27% p	29 11%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
10 Extremely satisfied (10.0)	373	91	282	357	9	330	37	126	31	41	54	28	98	119	**	107	14
	21%	15%	24%	30%	4%	29%	6%	17%	18%	18%	15%	12%	19%	25%	**	23%	5%
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Not applicable	69	5	64	55	5	53	11	31	2	6	23	-	31	27	**	25	5
	4%	1%	5%	5%	2%	5%	2%	4%	1%	3%	7%	-%	6%	6%	**	5%	2%
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
SUMMARY CODES																	
DISSATISFIED (1-3)	220	137	84	15	147	43	171	104	21	36	47	61	43	8	**	26	76
	12%	22%	7%	1%	65%	4%	26%	14%	12%	16%	13%	25%	8%	2%	**	6%	27%
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
NEUTRAL (4-6)	308	138	170	82	38	119	182	131	26	54	51	52	80	33	**	52	77
	17%	22%	14%	7%	17%	11%	28%	17%	15%	23%	14%	22%	15%	7%	**	11%	28%
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
SATISFIED (7-10)	1206	341	865	1034	35	915	283	491	125	133	234	127	365	410	**	366	120
	67%	55%	73%	87%	16%	81%	44%	65%	72%	58%	66%	53%	70%	86%	**	78%	43%
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Answered	1734	615	1118	1131	220	1077	637	727	171	223	332	239	488	451	**	444	273
Mean score	7.2	6.3	7.7	8.5	3.2	8.2	5.6	7.0	7.1	6.7	7.2	6.0	7.5	8.4	**	8.0	5.5
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Standard deviation	2.68	3.00	2.33	1.55	2.73	1.99	2.84	2.73	2.63	2.84	2.70	3.06	2.41	1.62	**	2.11	2.86
Standard error	.06	.12	.07	.05	.19	.06	.11	.14	.26	.24	.23	.26	.15	.11	**	.14	.23

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
1 Extremely dissatisfied (1.0)	111 6%	23 6%	10 9%	7 4%	** **	16 12% f	7 3%	1 *%	** **	2 1%	20 16% i	21 7%	2 4%	15 12% n	4 3%	15 13% p	6 3%	- -%	** ** q
2 (2.0)	53 3%	9 2%	3 3%	3 2%	** **	6 4%	3 1%	2 1%	** **	- -%	9 7% i	12 4%	2 4%	7 6%	2 2%	8 7%	4 2%	- -%	** ** q
3 (3.0)	56 3%	10 3%	6 5%	2 1%	** **	6 4%	4 2%	1 *%	** **	1 *%	9 7% i	12 4%	4 6%	4 3%	5 4%	7 6%	5 2%	1 1%	** ** q
4 (4.0)	75 4%	11 3%	3 3%	2 1%	** **	7 5%	4 2%	3 1%	** **	3 1%	7 5%	8 3%	1 2%	5 4%	2 2%	7 6% p	1 *%	1 *%	** **
5 (5.0)	123 7%	18 5%	3 3%	11 6%	** **	6 4%	12 5%	4 1%	** **	6 2%	12 10% i	30 10%	6 9%	15 12%	9 8%	15 13%	15 8%	7 4%	** **
6 (6.0)	110 6%	23 6%	5 4%	13 8%	** **	10 7%	13 6%	11 4%	** **	9 4%	14 11% i	23 7%	4 6%	10 8%	9 8%	8 7%	14 7%	8 4%	** **
7 (7.0)	199 11%	44 12%	15 13%	21 12%	** **	15 11%	29 12%	26 10%	** **	26 11%	18 14%	38 12%	10 15%	14 11%	14 12%	17 14%	21 11%	27 14%	** **
8 (8.0)	281 16%	53 14%	20 17%	22 13%	** **	15 11%	38 16%	45 17%	** **	36 15%	17 14%	45 15%	12 18%	14 11%	19 16%	15 13%	30 16%	36 19% r	** **
9 (9.0)	352 20%	73 20%	19 16%	40 23%	** **	25 18%	48 21%	68 26%	** **	56 23%	16 13%	49 16%	11 16%	18 14%	21 18%	11 10%	38 20% o	47 24% r	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
10 Extremely satisfied (10.0)	373 21%	99 27%	30 26%	44 26%	** **	30 22%	69 30%	97 37%	** **	98 41%	1 1%	56 18%	12 18%	21 17%	23 20%	11 10%	44 23%	53 28%	** **
Not applicable	69 4%	9 2%	1 1%	4 2%	** **	2 2%	6 3%	5 2%	** **	5 2%	3 2%	14 5%	2 3%	2 2%	10 9%	1 1%	13 7%	12 6%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	220 12%	42 11%	20 17%	13 8%	** **	28 20%	15 6%	4 2%	** **	3 1%	38 30%	45 15%	9 13%	26 21%	10 9%	30 26%	15 8%	1 1%	** **
NEUTRAL (4-6)	308 17%	52 14%	12 10%	26 15%	** **	23 16%	29 12%	18 7%	** **	18 7%	33 26%	61 20%	11 17%	30 24%	20 17%	31 26%	30 16%	16 9%	** **
SATISFIED (7-10)	1206 67%	269 72%	84 72%	127 75%	** **	85 62%	184 79%	236 90%	** **	216 89%	52 42%	188 61%	44 67%	67 54%	76 66%	55 47%	133 70%	162 85%	** **
Answered	1734	362	115	166	**	135	227	258	**	237	122	294	64	124	106	116	179	180	**
Mean score	7.2	7.5	7.2	7.7	**	6.7	8.0	8.7	**	8.7	5.3	6.9	7.1	6.3	7.4	5.7	7.7	8.4	**
Standard deviation	2.68	2.66	2.91	2.40	**	3.09	2.25	1.57	**	1.64	2.80	2.74	2.55	3.02	2.38	2.90	2.35	1.49	**
Standard error	.06	.13	.29	.17	**	.26	.14	.09	**	.10	.24	.14	.25	.24	.22	.23	.15	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
1 Extremely dissatisfied (1.0)	111 6%	4 2%	17 14% a	9 3%	2 3%	4 3%	3 3%	6 6% h	2 1%	- -%	** **	- -%	8 9% k	7 10%	** **	** **	** **	** **	4 8%
2 (2.0)	53 3%	4 2%	8 7%	6 2%	2 3%	2 2%	2 2%	4 4%	2 1%	- -%	** **	1 *%	5 5% k	2 3%	** **	** **	** **	** **	* 1%
3 (3.0)	56 3%	2 1%	9 7% a	4 1%	2 3%	2 2%	- -%	1 1%	3 2%	1 *%	** **	1 *%	3 3%	1 2%	** **	** **	** **	** **	- -% r
4 (4.0)	75 4%	2 1%	6 5%	9 3%	3 5%	2 2%	4 4%	6 6%	3 2%	2 1%	** **	3 2%	6 7%	4 6%	** **	** **	** **	** **	2 4%
5 (5.0)	123 7%	10 6%	18 14% a	26 9%	7 12%	12 10%	7 6%	14 14%	12 6%	5 2%	** **	12 6%	13 14% k	3 4%	** **	** **	** **	** **	3 5%
6 (6.0)	110 6%	10 6%	12 10%	17 6%	4 7%	8 6%	5 4%	8 8%	9 5%	5 3%	** **	7 4%	10 10% k	5 7%	** **	** **	** **	** **	3 5%
7 (7.0)	199 11%	18 10%	19 15%	27 9%	6 9%	14 11%	8 7%	14 13%	13 7%	17 8%	** **	16 8%	11 12%	7 10%	** **	** **	** **	** **	4 9%
8 (8.0)	281 16%	31 17%	14 11%	51 17%	9 14%	20 17%	21 19%	16 15%	35 19%	46 22%	** **	38 19%	12 13%	9 12%	** **	** **	** **	** **	7 15%
9 (9.0)	352 20%	40 22% b	10 8%	58 20%	11 17%	23 19%	24 22%	15 15%	43 23%	52 25%	** **	45 23%	13 14%	13 18%	** **	** **	** **	** **	8 17%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
10 Extremely satisfied (10.0)	373	46	10	74	16	32	26	19	55	71	**	63	10	18	**	**	**	**	15
	21%	26% b	8%	25%	26%	27%	24%	18%	29%	34%	**	32% l	11%	25%	**	**	**	**	32% q
Not applicable	69	11	1	12	1	1	11	1	12	11	**	11	2	2	**	**	**	**	2
	4%	6%	1%	4%	2%	1%	10% e	1%	6% g	5%	**	5%	2%	3%	**	**	**	**	4%
SUMMARY CODES																			
DISSATISFIED (1-3)	220	10	34	18	5	8	5	11	7	1	**	1	16	11	**	**	**	**	4
	12%	6%	28% a	6%	8%	7%	4%	11% h	4%	*%	**	1%	17% k	15%	**	**	**	**	8% r
NEUTRAL (4-6)	308	23	36	52	15	21	15	28	24	12	**	22	29	12	**	**	**	**	7
	17%	13%	29% a	18%	24%	18%	14%	27% h	13%	6%	**	11%	31% k	17%	**	**	**	**	15%
SATISFIED (7-10)	1206	135	53	210	42	89	79	63	147	186	**	162	46	47	**	**	**	**	35
	67%	75% b	42%	72%	66%	75%	72%	62% g	77%	89%	**	83% l	50%	65%	**	**	**	**	73% q
Answered	1734	168	122	280	62	119	99	102	178	198	**	186	92	70	**	**	**	**	46
Mean score	7.2	7.9 b	5.5	7.7	7.4	7.7	7.9	6.9	8.2 g	8.7	**	8.5 l	6.2	7.1	**	**	**	**	7.7 q
Standard deviation	2.68	2.18	2.83	2.34	2.51	2.34	2.23	2.64	2.01	1.34	**	1.65	2.74	2.99	**	**	**	**	2.69
Standard error	.06	.15	.22	.12	.24	.18	.22	.22	.13	.08	**	.10	.24	.22	**	**	**	**	.24

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116 75	
Effective Weighted Sample		1402	123	26	116 75	
Total		1803	46	10	43 28	
1 Extremely dissatisfied	(1.0)	111 6%	1 2%	** **	2 4% **	
					c	
2	(2.0)	53 3%	- -%	** **	1 2% **	
3	(3.0)	56 3%	- -%	** **	* 1% **	
4	(4.0)	75 4%	1 2%	** **	1 3% **	
5	(5.0)	123 7%	- -%	** **	1 2% **	
6	(6.0)	110 6%	3 6%	** **	2 4% **	
7	(7.0)	199 11%	3 7%	** **	2 5% **	
					c	
8	(8.0)	281 16%	7 16%	** **	6 15% **	
9	(9.0)	352 20%	12 27%	** **	10 24% **	
10 Extremely satisfied	(10.0)	373 21%	17 37%	** **	16 37% **	
					d	

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Broadband internet

	Orange				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Not applicable	69 4%	1 2%	**	1 3%	**
SUMMARY CODES					
DISSATISFIED (1-3)	220 12%	1 2%	**	3 7%	** c
NEUTRAL (4-6)	308 17%	3 7%	**	4 9%	** c
SATISFIED (7-10)	1206 67%	40 88%	**	35 81%	** d
Answered	1734	45	**	42	**
Mean score	7.2	8.6	**	8.2	**
Standard deviation	2.68	1.82	**	2.42	**
Standard error	.06	.17	**	.23	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Completely resolved	1130 63%	306 58%	463 65%	362 64%	547 64%	583 62%	675 62%	229 60%	226 67%	469 62%	243 65%	179 58%	197 67% k	43 59%	273 62%	369 54%	488 71% no
Partly resolved	464 26%	170 32% bc	163 23%	132 23%	204 24%	260 28%	283 26%	115 30% h	66 20%	203 27%	90 24%	84 27%	68 23%	20 27%	116 26%	215 32% p	133 19%
Not resolved at all	183 10%	43 8%	73 10%	67 12%	91 11%	92 10%	110 10%	32 8%	42 12%	75 10%	35 9%	40 13%	26 9%	8 11%	46 11%	87 13% p	50 7%
Don't know	25 1%	7 1%	9 1%	8 1%	15 2%	9 1%	16 2%	5 1%	4 1%	11 1%	4 1%	6 2%	3 1%	1 2%	2 1%	7 1%	16 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Broadband internet

	Total	Complaint		Satisfaction with CS		Resolved		Issue				BT Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	h	i	j	k	l	m	*n	o	p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
Completely resolved	1130	315	816	943	39	1130	-	469	105	114	250	125	345	372	**	469	-
	63%	51%	69%	79%	17%	100%	-%	62%	61%	50%	70%	52%	66%	78%	**	100%	-%
		a		d		f				i		k		n		p	
Partly resolved	464	189	275	208	84	-	464	203	50	82	70	75	128	87	**	-	203
	26%	31%	23%	18%	37%	-%	72%	27%	29%	36%	20%	31%	25%	18%	**	-%	73%
		b		c		e				j				m		o	
Not resolved at all	183	113	70	26	97	-	183	75	18	32	26	40	36	13	**	-	75
	10%	18%	6%	2%	43%	-%	28%	10%	10%	14%	7%	17%	7%	3%	**	-%	27%
		b		c		e						l		m		o	
Don't know	25	3	22	9	5	-	-	11	-	2	9	-	11	5	**	-	-
	1%	*%	2%	1%	2%	-%	-%	1%	-%	1%	3%	-%	2%	1%	**	-%	-%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Broadband internet

	Virgin										Talk Talk											
	Issue					Complaint		Satisfaction with CS			Resolved		Issue					Complaint		Satisfaction with CS		
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r			
Significance Level: 99%																						
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62			
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61			
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47			
Completely resolved	1130 63%	243 65%	72 62%	112 66%	** **	77 56%	165 71%	218 83%	** **	243 100%	- -%	179 58%	42 64%	56 45%	80 69%	50 43%	128 67%	148 77%	** **			
Partly resolved	464 26%	90 24%	29 25%	41 24%	** **	34 25%	56 24%	41 15%	** **	- -%	90 72%	84 27%	18 27%	43 35%	23 20%	39 33%	45 24%	37 19%	** **			
Not resolved at all	183 10%	35 9%	14 12%	15 9%	** **	25 18%	10 4%	4 2%	** **	- -%	35 28%	40 13%	6 8%	24 19%	10 9%	26 23%	13 7%	4 2%	** **			
Don't know	25 1%	4 1%	1 1%	2 1%	** **	1 1%	3 1%	1 *%	** **	- -%	- -%	6 2%	- -%	2 2%	4 3%	1 1%	4 2%	2 1%	** **			

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Completely resolved	1130 63%	179 100%	- -%	197 67%	41 65%	70 58%	86 78%	53 51%	144 76%	168 81%	** **	197 100%	- -%	43 59%	** **	** **	** **	** **	33 69%
Partly resolved	464 26%	- -%	84 68%	68 23%	13 21%	38 32%	16 15%	32 31%	36 19%	35 17%	** **	- -%	68 73%	20 27%	** **	** **	** **	** **	10 21%
Not resolved at all	183 10%	- -%	40 32%	26 9%	8 13%	11 9%	7 6%	18 18%	7 4%	4 2%	** **	- -%	26 27%	8 11%	** **	** **	** **	** **	4 8%
Don't know	25 1%	- -%	- -%	3 1%	1 2%	1 1%	1 1%	- -%	3 1%	2 1%	** **	- -%	- -%	1 2%	** **	** **	** **	** **	1 2%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Completely resolved	1130 63%	37 81%	**	43 100%	**
				d	
Partly resolved	464 26%	7 16%	**	- -%	**
					c
Not resolved at all	183 10%	1 2%	**	- -%	**
					c
Don't know	25 1%	- -%	**	- -%	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
Complaint	620 34%	218 42%	235 33%	167 29%	320 37%	301 32%	414 38%	119 31%	88 26%	239 32%	137 37%	117 38%	103 35%	24 33%	169 39%	336 50%	115 17%
Something else	1141 63%	284 54%	461 65%	397 70%	527 61%	614 65%	644 59%	251 66%	247 73%	498 66%	227 61%	185 60%	185 63%	46 64%	263 60%	327 48%	552 80%
Don't know	41 2%	24 5%	12 2%	5 1%	11 1%	30 3%	26 2%	11 3%	4 1%	21 3%	7 2%	6 2%	5 2%	2 3%	6 1%	15 2%	20 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
Complaint	620	620	-	315	131	315	303	239	68	117	54	239	-	109	**	125	114
	34%	100%	-%	27%	58%	28%	47%	32%	39%	51%	15%	100%	-%	23%	**	27%	41%
		b		c		e		j	j	gj		l		m			o
Something else	1141	-	1141	849	93	796	332	498	102	106	290	-	498	354	**	337	155
	63%	-%	97%	72%	41%	70%	51%	66%	59%	46%	82%	-%	96%	74%	**	72%	56%
			a	d		f		i			ghi		k	n		p	
Don't know	41	-	41	23	1	19	13	21	3	6	12	-	21	14	**	8	9
	2%	-%	3%	2%	*%	2%	2%	3%	2%	3%	3%	-%	4%	3%	**	2%	3%
			a														

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint		Satisfaction with CS	
	Total	All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	
Significance Level: 99%		a	b	c	*d	e	f	g	~h	i	j	k	l	m	n	o	p	q	*r	
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
Complaint	620	137	49	76	**	137	-	83	**	77	59	117	24	72	21	117	-	54	**	
	34%	37%	42%	45%	**	100%	-%	32%	**	32%	47%	38%	37%	57%	18%	100%	-%	28%	**	
		d	d	d		f				i		n	n	klm		p		q		
Something else	1141	227	68	89	**	-	227	177	**	160	66	185	41	52	92	-	185	136	**	
	63%	61%	58%	53%	**	-%	97%	67%	**	66%	53%	60%	62%	42%	79%	-%	97%	71%	**	
					abc	e						m	m		klm		o	r		
Don't know	41	7	-	4	**	-	7	3	**	5	-	6	1	1	4	-	6	2	**	
	2%	2%	-%	2%	**	-%	3%	1%	**	2%	-%	2%	1%	1%	3%	-%	3%	1%	**	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis-fied	Dissat-ified	Yes	No	All	Billing	Fault/repair	General	Yes	No	
Total	a	b	c	d	e	f	g	h	i	~j	k	l	m	*n	*o	*p	*q	r	
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Complaint	620	50	65	103	21	56	26	103	-	57	**	53	50	24	**	**	**	**	-
	34%	28%	53%	35%	33%	47%	24%	100%	-%	27%	**	27%	54%	33%	**	**	**	**	-%
Something else	1141	126	56	185	41	61	83	-	185	149	**	141	42	46	**	**	**	**	46
	63%	70%	45%	63%	65%	51%	75%	-%	97%	72%	**	72%	45%	64%	**	**	**	**	95%
		b		e		e		g		l							mno		q
Don't know	41	2	2	5	1	3	1	-	5	2	**	2	1	2	**	**	**	**	2
	2%	1%	2%	2%	2%	2%	1%	-%	3%	1%	**	1%	1%	3%	**	**	**	**	5%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS		Resolved		
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%	Total				
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
Complaint	620 34%	12 25%	**	10 22%	**
Something else	1141 63%	33 72%	**	32 74%	**
Don't know	41 2%	1 3%	**	1 3%	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Broadband internet

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk k	Talk l	Sky m	Orange n	Billing o	Fault/ repair p	General p
Significance Level: 99%																		
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541	
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418	
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687	
Once	(1.0)	815 45%	224 43%	329 46%	262 46%	375 44%	440 47%	485 45%	177 47%	154 45%	328 43%	184 49%	131 42%	142 48%	32 44%	199 45%	254 37%	363 53%
Twice	(2.0)	461 26%	140 27%	185 26%	137 24%	215 25%	247 26%	287 26%	90 24%	84 25%	205 27%	99 27%	71 23%	71 24%	16 22%	127 29%	175 26%	160 23%
Three times	(3.0)	225 13%	73 14%	79 11%	74 13%	120 14%	105 11%	128 12%	48 13%	49 14%	102 13%	33 9%	40 13%	42 14%	9 12%	61 14%	95 14%	69 10%
Four times	(4.0)	85 5%	22 4%	37 5%	26 5%	46 5%	40 4%	61 6%	15 4%	9 3%	31 4%	16 4%	19 6%	14 5%	5 7%	20 5%	47 7%	18 3%
Five times or more	(5.0)	175 10%	49 9%	67 10%	59 10%	84 10%	91 10%	105 10%	37 10%	33 10%	81 11%	32 9%	35 11%	20 7%	8 11%	26 6%	93 14%	56 8%
Don't know		40 2%	18 3%	11 2%	11 2%	19 2%	21 2%	18 2%	13 3%	9 3%	11 1%	7 2%	14 5%	5 2%	3 4%	4 1%	13 2%	23 3%
Answered	1763	508	696	558	840	923	1066	367	329	747	364	294	288	69	433	665	665	
Mean number of times	2.1	2.1	2.0	2.1	2.1	2.0	2.1	2.0	2.0	2.1	1.9	2.2	2.0	2.2	2.0	2.3	1.9	
Standard deviation	1.29	1.28	1.29	1.32	1.30	1.29	1.30	1.30	1.28	1.31	1.25	1.37	1.21	1.38	1.16	1.40	1.22	
Standard error	.03	.05	.05	.06	.04	.04	.04	.07	.07	.07	.06	.07	.06	.10	.05	.05	.05	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Broadband internet

		BT																
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied n	Yes o	No p	
Significance Level: 99%	Total																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155	
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150	
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278	
Once	(1.0)	815 45%	174 28%	641 54%	675 57%	31 14%	645 57%	161 25%	328 43%	68 39%	78 34%	182 51%	56 23%	272 52%	267 56%	** **	250 53%	72 26%
Twice	(2.0)	461 26%	166 27%	295 25%	310 26%	48 22%	277 24%	184 28%	205 27%	58 34%	55 24%	91 26%	67 28%	138 27%	133 28%	** **	127 27%	78 28%
Three times	(3.0)	225 13%	107 17%	118 10%	116 10%	34 15%	95 8%	130 20%	102 13%	31 18%	36 16%	35 10%	44 18%	58 11%	52 11%	** **	47 10%	56 20%
Four times	(4.0)	85 5%	48 8%	37 3%	31 3%	20 9%	30 3%	55 8%	31 4%	6 4%	17 8%	7 2%	14 6%	17 3%	10 2%	** **	9 2%	21 8%
Five times or more	(5.0)	175 10%	114 18%	61 5%	34 3%	86 38%	64 6%	108 17%	81 11%	10 6%	41 18%	30 9%	57 24%	24 5%	10 2%	** **	34 7%	47 17%
Don't know		40 2%	10 2%	30 3%	21 2%	6 2%	19 2%	10 2%	11 1%	- -%	2 1%	9 3%	2 1%	9 2%	5 1%	** **	2 *%	4 1%
Answered	1763	610	1153	1165	219	1111	637	747	173	228	346	237	510	473	**	467	274	
Mean number of times	2.1	2.6	1.8	1.7	3.4	1.7	2.6	2.1	2.0	2.5	1.9	2.8	1.8	1.7	**	1.8	2.6	
Standard deviation	1.29	1.45	1.10	.97	1.52	1.11	1.39	1.31	1.11	1.48	1.22	1.48	1.08	.92	**	1.16	1.40	
Standard error	.03	.06	.03	.03	.10	.03	.05	.07	.11	.12	.10	.13	.07	.06	**	.07	.11	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Broadband internet

	Total	Virgin										Talk Talk							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r
Significance Level: 99%																			
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47
Once	(1.0)	815 45%	184 49%	52 45%	80 47%	** 36%	134 57%	155 59%	** e	150 62%	33 26%	131 42%	32 49%	38 30%	60 52%	32 27%	99 52%	105 55%	** **
Twice	(2.0)	461 26%	99 27%	40 34%	42 25%	** 30%	58 25%	71 27%	** **	61 25%	39 31%	71 23%	12 19%	34 27%	25 21%	25 22%	46 24%	46 24%	** **
Three times	(3.0)	225 13%	33 9%	8 7%	16 10%	** **	15 6%	15 6%	** **	13 5%	20 16%	40 13%	9 14%	20 16%	10 9%	19 16%	21 11%	21 11%	** **
Four times	(4.0)	85 5%	16 4%	8 7%	7 4%	** **	7 3%	9 4%	** **	6 3%	10 8%	19 6%	3 5%	11 9%	5 4%	11 10%	8 4%	5 2%	** **
Five times or more	(5.0)	175 10%	32 9%	6 5%	20 11%	** **	15 6%	9 3%	** **	9 4%	23 18%	35 11%	7 11%	18 14%	9 8%	27 23%	8 4%	7 3%	** **
Don't know		40 2%	7 2%	2 2%	4 2%	** **	5 2%	4 2%	** **	4 1%	1 1%	14 5%	1 2%	4 4%	8 7%	3 3%	11 6%	8 4%	** **
Answered		1763	364	114	166	**	229	259	**	239	124	294	65	121	108	114	181	184	**
Mean number of times		2.1	1.9	1.9	2.1	**	1.7	1.6	**	1.6	2.6	2.2	2.1	2.5	1.9	2.8	1.8	1.7	**
Standard deviation		1.29	1.25	1.13	1.35	**	1.14	.99	**	.98	1.43	1.37	1.38	1.40	1.25	1.54	1.08	1.02	**
Standard error		.03	.06	.11	.09	**	.07	.06	**	.06	.12	.07	.14	.11	.11	.12	.07	.07	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Broadband internet

	Total	Talk Talk		Sky								Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
Once	(1.0)	815 45%	97 54% b	31 25%	142 48%	35 55%	48 40%	59 54%	32 31%	110 58%	122 58%	** **	122 62%	20 21%	32 44%	** **	** **	** **	26 54%
Twice	(2.0)	461 26%	40 22%	30 24%	71 24%	12 19%	36 30%	23 21%	26 25%	45 23%	48 23%	** **	40 21%	30 32%	16 22%	** **	** **	** **	9 18%
Three times	(3.0)	225 13%	16 9%	24 19% a	42 14%	11 17%	18 15%	14 12%	23 22%	19 10%	24 12%	** **	17 9%	24 26% k	9 12%	** **	** **	** **	4 9%
Four times	(4.0)	85 5%	7 4%	12 10%	14 5%	2 4%	7 6%	5 4%	9 9%	5 3%	5 2%	** **	6 3%	8 8%	5 7%	** **	** **	** **	1 3%
Five times or more	(5.0)	175 10%	11 6%	23 18% a	20 7%	3 5%	9 7%	8 7%	11 11%	9 5%	7 3%	** **	7 4%	10 11% k	8 11%	** **	** **	** **	5 10%
Don't know		40 2%	8 5%	4 3%	5 2%	- -%	3 2%	2 2%	2 2%	2 1%	3 1%	** **	3 2%	1 1%	3 4%	** **	** **	** **	3 6%
Answered	1763	170	120	288	63	117	108	101	187	206	**	193	92	69	**	**	**	**	45
Mean number of times	2.1	1.8	2.7 a	2.0	1.8	2.1	1.9	2.4 h	1.7	1.7	**	1.6	2.6 k	2.2 n	**	**	**	**	1.9
Standard deviation	1.29	1.18	1.44 a	1.21	1.16	1.22	1.22	1.31 h	1.07	1.01	**	1.03	1.24 k	1.38 n	**	**	**	**	1.34
Standard error	.03	.08	.11 a	.06	.11	.09	.12	.11 h	.07	.06	**	.06	.11 k	.10 n	**	**	**	**	.12

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Broadband internet

		Orange				
		Satisfaction with CS			Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%		Total				
Unweighted total		1803	123	26	116	75
Effective Weighted Sample		1402	123	26	116	75
Total		1803	46	10	43	28
Once	(1.0)	815 45%	26 56%	**	26 60%	**
					d	
Twice	(2.0)	461 26%	12 27%	**	9 20%	**
Three times	(3.0)	225 13%	4 8%	**	3 7%	**
					c	
Four times	(4.0)	85 5%	1 3%	**	1 3%	**
Five times or more	(5.0)	175 10%	1 2%	**	3 6%	**
					c	
Don't know		40 2%	1 3%	**	1 3%	**
Answered		1763	44	**	42	**
Mean number of times		2.1	1.6	**	1.7	**
					c	
Standard deviation		1.29	.96	**	1.16	**
Standard error		.03	.09	**	.11	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER					Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
A lot more likely	374 21%	100 19%	132 19%	141 25%	180 21%	194 21%	197 18%	86 23%	91 27% f	152 20%	85 23%	56 18%	66 23%	14 19%	86 20%	110 16%	178 26% o
A little more likely	324 18%	140 27% bc	120 17%	64 11%	185 22% e	139 15%	229 21% gh	54 14%	41 12%	121 16%	76 21% k	42 13%	74 25% ikm	11 15%	97 22% o	99 15%	128 19%
Neither more nor less likely	687 38%	164 31%	269 38%	253 44% a	297 35%	390 41% d	392 36%	152 40%	143 42%	302 40%	143 38%	121 39%	94 32%	27 37%	160 37%	261 39%	265 39%
A little less likely	202 11%	53 10%	90 13%	60 10%	96 11%	106 11%	133 12%	34 9%	36 11%	97 13%	28 7%	37 12%	34 12%	7 10%	51 12%	97 14% p	54 8%
A lot less likely	192 11%	58 11%	85 12%	49 9%	91 11%	101 11%	120 11%	46 12%	25 8%	78 10%	34 9%	46 15% l	20 7% j	13 17% jl	38 9% np	106 16% np	48 7%
Don't know	25 1%	10 2%	12 2%	3 1%	9 1%	15 2%	14 1%	9 2%	2 1%	9 1%	5 1%	7 2%	3 1%	1 2%	6 1%	4 1%	14 2%
TOTAL MORE LIKELY	698 39% bc	240 46% bc	252 36%	205 36%	365 42% e	333 35%	425 39%	140 37%	132 39%	273 36%	162 44% k	98 32% k	141 48% ikm	24 34% o	182 42% o	209 31% o	306 45% o
TOTAL LESS LIKELY	394 22%	111 21%	174 25%	108 19%	187 22%	206 22%	253 23%	80 21%	61 18%	175 23%	62 17%	83 27% jl	54 19% j	20 27% j	89 20%	203 30% np	102 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing h	Fault/ repair i	General j	Yes k	No l	Satis- fied m	Dissat- isfied *n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
A lot more likely	374 21%	77 12%	296 25%	357 30%	5 2%	358 32%	15 2%	152 20%	31 18%	35 15%	87 24%	28 12%	124 24%	146 31%	** **	147 31%	5 2%
A little more likely	324 18%	90 14%	234 20%	292 25%	2 1%	252 22%	69 11%	121 16%	37 21%	21 9%	63 18%	26 11%	95 18%	112 23%	** **	92 20%	27 10%
Neither more nor less likely	687 38%	208 33%	479 41%	460 39%	36 16%	420 37%	257 40%	302 40%	70 40%	82 36%	150 42%	85 36%	217 42%	184 39%	** **	181 38%	116 42%
A little less likely	202 11%	113 18%	89 8%	58 5%	43 19%	60 5%	141 22%	97 13%	23 13%	46 20%	28 8%	50 21%	47 9%	32 7%	** **	30 6%	65 23%
A lot less likely	192 11%	129 21%	63 5%	12 1%	133 59%	31 3%	158 24%	78 10%	11 7%	46 20%	21 6%	51 21%	28 5%	2 *%	** **	17 4%	61 22%
Don't know	25 1%	4 1%	21 2%	8 1%	6 2%	9 1%	9 1%	9 1%	2 1%	- -%	7 2%	- -%	9 2%	2 *%	** **	2 *%	4 1%
TOTAL MORE LIKELY	698 39%	167 27%	531 45%	649 55%	7 3%	610 54%	84 13%	273 36%	68 39%	55 24%	150 42%	53 22%	220 42%	257 54%	** **	239 51%	32 11%
TOTAL LESS LIKELY	394 22%	242 39%	152 13%	70 6%	176 78%	91 8%	298 46%	175 23%	34 20%	92 40%	49 14%	101 42%	74 14%	34 7%	** **	47 10%	126 45%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Broadband internet

	Virgin										Talk Talk									
	Issue					Complaint		Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair c	General *d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No j	All k	Billing l	Fault/ repair m	General n	Yes o	No p	Satis- fied q	Dissat- isfied *r	
Significance Level: 99%																				
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62	
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61	
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47	
A lot more likely	374 21%	85 23%	26 22%	37 22%	** **	24 17%	61 26%	82 31%	** **	81 34%	4 3%	56 18%	14 21%	14 11%	28 24%	12 10%	44 23%	53 28%	** **	
A little more likely	324 18%	76 21%	28 24%	30 18%	** **	27 20%	49 21%	70 26%	** **	62 25%	15 12%	42 13%	12 18%	14 11%	15 13%	10 9%	31 16%	40 21%	** **	
Neither more nor less likely	687 38%	143 38%	40 34%	76 44%	** **	47 34%	96 41%	101 38%	** **	88 36%	53 42%	121 39%	22 34%	46 37%	52 45%	39 33%	82 43%	86 45%	** **	
A little less likely	202 11%	28 7%	10 9%	11 6%	** **	15 11%	12 5%	6 2%	** **	6 3%	21 17%	37 12%	9 13%	22 17%	6 5%	21 18%	16 8%	7 4%	** **	
A lot less likely	192 11%	34 9%	10 9%	16 10%	** **	23 17%	11 5%	4 1%	** **	3 1%	31 25%	46 15%	8 12%	26 21%	12 10%	33 28%	13 7%	5 3%	** **	
Don't know	25 1%	5 1%	2 2%	1 *0%	** **	1 1%	4 2%	2 1%	** **	2 1%	1 1%	7 2%	1 2%	3 2%	3 2%	2 1%	5 3%	1 1%	** **	
TOTAL MORE LIKELY	698 39%	162 44%	54 46%	67 39%	** **	51 37%	111 47%	151 57%	** **	143 59%	19 15%	98 32%	26 39%	28 23%	44 38%	22 19%	76 40%	92 48%	** **	
TOTAL LESS LIKELY	394 22%	62 17%	21 18%	27 16%	** **	38 28%	24 10%	9 4%	** **	9 4%	52 42%	83 27%	17 25%	48 38%	18 16%	55 47%	28 15%	13 7%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Broadband internet

	Talk Talk			Sky								Orange							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%	Total																		
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
A lot more likely	374 21%	52 29% b	4 3%	66 23%	10 15%	21 18%	36 32% de	11 11%	55 29% g	64 30%	** **	64 32% l	2 2%	14 19%	** ** o	** ** o	** ** o	** ** o	12 24%
A little more likely	324 18%	33 18% b	9 7%	74 25%	15 24%	30 25%	29 26%	23 22%	51 27%	62 30%	** **	58 29%	16 18%	11 15%	** **	** **	** **	** **	7 15%
Neither more nor less likely	687 38%	74 41%	44 35%	94 32%	24 38%	44 37%	27 25%	29 28%	66 35%	69 33%	** **	60 30%	34 36%	27 37%	** **	** **	** **	** **	19 39%
A little less likely	202 11%	12 6%	25 20% a	34 12%	7 12%	15 13%	12 11%	22 21% h	12 6%	11 5%	** **	10 5%	24 26% k	7 10%	** **	** **	** **	** ** r	3 5%
A lot less likely	192 11%	7 4% a	39 31% a	20 7%	7 11%	9 7%	5 4%	17 17% h	3 2%	- -%	** **	2 1%	17 18% k	13 17%	** **	** ** n	** **	** **	7 15%
Don't know	25 1%	2 1%	3 3%	3 1%	1 1%	1 1%	2 2%	1 1%	2 1%	2 1%	** **	3 2%	- -%	1 2%	** **	** **	** **	** **	1 2%
TOTAL MORE LIKELY	698 39%	85 48% b	13 10%	141 48%	25 39%	51 43%	65 59% de	34 33%	106 56% g	126 60%	** **	121 62% l	18 20%	24 34%	** ** mo	** **	** **	** **	19 38%
TOTAL LESS LIKELY	394 22%	18 10%	64 52% a	54 19%	14 22%	24 20%	16 15%	39 38% h	16 8%	11 5%	** **	12 6%	41 44% k	20 27%	** **	** **	** **	** ** r	10 21%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS			Resolved	
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
A lot more likely	374 21%	13 29%	**	13 31%	**
				d	
A little more likely	324 18%	9 20%	**	8 19%	**
Neither more nor less likely	687 38%	20 45%	**	17 40%	**
A little less likely	202 11%	1 2%	**	2 5%	**
				c	
A lot less likely	192 11%	1 3%	**	2 5%	**
				c	
Don't know	25 1%	- -%	**	- -%	**
TOTAL MORE LIKELY	698 39%	23 50%	**	22 50%	**
				d	
TOTAL LESS LIKELY	394 22%	3 6%	**	4 10%	**
				c	

Columns Tested: a,b - c,d

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Broadband internet

	AGE			GENDER		WORKING STATUS			SUPPLIER				Issue				
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	BT i	Virgin j	Talk Talk k	Sky l	Orange m	Billing n	Fault/ repair o	General p
Significance Level: 99%																	
Unweighted total	1803	569	686	548	874	929	1066	399	338	404	401	402	401	195	477	785	541
Effective Weighted Sample	1402	461	532	417	682	720	840	310	252	390	392	394	383	195	384	665	418
Total	1803	526	708	569	858	944	1084	380	339	758	371	308	293	72	438	678	687
I would not pay much or any attention to it	189 10%	75 14% b	60 8%	54 9%	92 11%	97 10%	104 10%	44 12%	41 12%	73 10%	39 11%	30 10%	38 13%	9 12%	47 11%	69 10%	73 11%
I would look at it but would not choose a provider based on it	367 20%	123 23% c	153 22%	91 16%	200 23% e	167 18%	234 22%	62 16%	71 21%	149 20%	78 21%	60 19%	65 22%	15 21%	100 23%	135 20%	132 19%
I would look at it and bear it in mind when choosing a provider	781 43%	204 39%	316 45%	262 46%	346 40%	435 46%	465 43%	168 44%	148 44%	345 45%	147 40%	140 45%	120 41%	29 41%	182 42%	277 41%	321 47%
I would look at it and it would be an important part in helping me to choose a provider	349 19%	85 16%	131 18%	134 24% a	167 19%	182 19%	214 20%	70 19%	65 19%	143 19%	79 21%	61 20%	53 18%	13 18%	79 18%	163 24% p	107 16%
Don't Know	117 6%	40 8%	49 7%	28 5%	53 6%	64 7%	67 6%	36 10%	14 4%	49 6%	28 7%	18 6%	16 5%	6 9%	29 7%	33 5%	54 8%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m - n,o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Broadband internet

	Total	BT															
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
	a	b	c	d	e	f	g	h	i	j	k	l	m	*n	o	p	
Significance Level: 99%																	
Unweighted total	1803	657	1146	1185	218	1118	661	404	107	145	152	139	265	248	62	244	155
Effective Weighted Sample	1402	532	876	919	170	866	520	390	107	145	152	135	256	239	60	235	150
Total	1803	620	1182	1187	225	1130	648	758	173	230	356	239	519	478	111	469	278
I would not pay much or any attention to it	189 10%	71 11%	118 10%	156 13% d	11 5%	162 14% f	27 4%	73 10%	16 9%	24 10%	33 9%	24 10%	49 9%	55 12%	** **	62 13% p	10 4%
I would look at it but would not choose a provider based on it	367 20%	114 18%	253 21%	283 24% d	23 10%	253 22%	110 17%	149 20%	42 24%	41 18%	65 18%	44 18%	105 20%	112 23%	** **	98 21%	48 17%
I would look at it and bear it in mind when choosing a provider	781 43%	260 42%	522 44%	488 41%	94 42%	459 41%	315 49% e	345 45%	74 43%	90 39%	180 51%	98 41%	247 48%	210 44%	** **	201 43%	141 51%
I would look at it and it would be an important part in helping me to choose a provider	349 19%	150 24% b	200 17%	189 16% c	83 37% c	179 16%	167 26% e	143 19%	31 18%	63 28% j	49 14%	61 26%	82 16%	73 15% m	** **	77 16%	65 23%
Don't Know	117 6%	26 4%	90 8%	71 6%	14 6%	77 7%	29 4%	49 6%	10 6%	11 5%	28 8%	13 5%	36 7%	28 6%	** **	31 7%	13 5%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Broadband internet

	Virgin										Talk Talk											
	Issue					Complaint		Satisfaction with CS			Resolved		Issue					Complaint		Satisfaction with CS		
	All	Billing	Fault/repair	General		Yes	No	Satis-fied	Dissat-ified	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis-fied	Dissat-ified			
Total	a	b	c	*d	e	f	g	~h	i	j	k	l	m	n	o	p	q	*r				
Significance Level: 99%																						
Unweighted total	1803	401	100	209	92	149	252	285	36	263	134	402	106	168	128	158	244	248	62			
Effective Weighted Sample	1402	392	100	209	92	145	247	278	35	257	131	394	106	168	128	156	238	243	61			
Total	1803	371	116	170	85	137	234	263	34	243	125	308	66	126	116	117	191	192	47			
I would not pay much or any attention to it	189 10%	39 11%	12 10%	20 11%	**	21 16%	18 8%	37 14%	**	36 15%	4 3%	30 10%	8 12%	8 7%	14 12%	11 9%	19 10%	25 13%	**			
I would look at it but would not choose a provider based on it	367 20%	78 21%	23 20%	39 23%	**	25 18%	53 23%	62 24%	**	56 23%	21 17%	60 19%	13 20%	20 16%	26 23%	19 17%	40 21%	48 25%	**			
I would look at it and bear it in mind when choosing a provider	781 43%	147 40%	45 39%	64 38%	**	56 41%	92 39%	100 38%	**	89 37%	58 46%	140 45%	29 44%	62 49%	48 41%	54 47%	85 45%	79 41%	**			
I would look at it and it would be an important part in helping me to choose a provider	349 19%	79 21%	26 22%	38 22%	**	31 22%	48 21%	45 17%	**	42 17%	36 29%	61 20%	11 16%	27 21%	24 20%	27 23%	34 18%	32 17%	**			
Don't Know	117 6%	28 7%	10 9%	9 5%	**	5 3%	23 10%	19 7%	**	20 8%	7 5%	18 6%	5 8%	8 7%	5 4%	5 4%	13 7%	9 5%	**			

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Broadband internet

	Talk Talk			Sky							Orange								
	Resolved		Issue	Complaint		Satisfaction with CS			Resolved		Issue			Complaint					
Total	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis-fied	Dissat-ified	Yes	No	All	Billing	Fault/repair	General	Yes	No	
Significance Level: 99%	a	b	c	d	e	f	g	h	i	~j	k	l	m	*n	*o	*p	*q	r	
Unweighted total	1803	231	164	401	112	175	114	146	255	281	32	264	133	195	52	88	55	65	130
Effective Weighted Sample	1402	226	161	383	112	175	114	141	243	269	31	252	128	195	52	88	55	65	130
Total	1803	179	124	293	63	120	110	103	190	209	23	197	93	72	19	33	20	24	48
I would not pay much or any attention to it	189 10%	23 13%	7 5%	38 13%	10 15%	14 12%	14 13%	13 12%	26 14%	32 15%	** **	34 17%	5 5%	9 12%	** **	** **	** **	** **	7 14%
I would look at it but would not choose a provider based on it	367 20%	46 26%	13 11%	65 22%	17 28%	27 22%	21 19%	21 20%	44 23%	51 24%	** **	44 22%	22 23%	15 21%	** **	** **	** **	** **	10 22%
I would look at it and bear it in mind when choosing a provider	781 43%	77 43%	60 48%	120 41%	25 39%	48 40%	47 43%	40 39%	80 42%	82 39%	** **	75 38%	43 47%	29 41%	** **	** **	** **	** **	17 36%
I would look at it and it would be an important part in helping me to choose a provider	349 19%	23 13%	37 30%	53 18%	9 14%	27 22%	17 16%	26 25%	27 14%	33 16%	** **	30 15%	23 24%	13 18%	** **	** **	** **	** **	8 17%
Don't Know	117 6%	8 5%	7 5%	16 5%	2 4%	4 3%	10 9%	4 3%	12 7%	11 5%	** **	14 7%	1 1%	6 9%	** **	** **	** **	** **	6 12%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Broadband internet

	Orange				
	Satisfaction with CS		Resolved		
	Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Significance Level: 99%					
Unweighted total	1803	123	26	116	75
Effective Weighted Sample	1402	123	26	116	75
Total	1803	46	10	43	28
I would not pay much or any attention to it	189	7	**	7	**
	10%	15%	**	16%	**
I would look at it but would not choose a provider based on it	367	11	**	9	**
	20%	24%	**	22%	**
I would look at it and bear it in mind when choosing a provider	781	18	**	16	**
	43%	39%	**	38%	**
I would look at it and it would be an important part in helping me to choose a provider	349	6	**	7	**
	19%	14%	**	16%	**
Don't Know	117	4	**	4	**
	6%	8%	**	9%	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
A billing, pricing or payment issue	271 25%	91 28%	115 25%	65 21%	141 27%	130 23%	175 25%	54 26%	42 22%	79 27%	186 27%	6 5%	271 89%	- -%	- -%	89 31%	182 22%
A problem with your account details, for example name and address etc.	32 3%	22 7%	9 2%	1 *	16 3%	17 3%	28 4%	4 2%	- -%	10 3%	21 3%	2 1%	32 11%	- -%	- -%	10 4%	22 3%
A fault with the service you are buying from them, for example total or partial failure of service	196 18%	51 16%	82 18%	64 20%	92 17%	104 18%	121 17%	39 19%	37 19%	68 23%	104 15%	24 20%	- -%	196 60%	- -%	68 24%	129 16%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	115 10%	47 14%	41 9%	28 9%	57 11%	59 10%	82 12%	17 8%	16 8%	26 9%	66 10%	23 19%	- -%	115 35%	- -%	54 19%	61 7%
Problems with the repair service, for example it didn't happen or didn't solve the problem	18 2%	9 3%	7 1%	2 1%	10 2%	8 1%	14 2%	3 1%	2 1%	5 2%	10 1%	4 3%	- -%	18 6%	- -%	8 3%	10 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?**

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
A problem relating to the installation or set up of your service	98 9%	31 10%	40 9%	27 9%	53 10%	46 8%	67 10%	17 8%	14 7%	16 5%	47 7%	35 29% ij	- -%	- -%	98 21% lm	36 13%	62 8%
Or something else, a general issue	372 34%	76 23%	170 37% a	125 40% a	163 31%	209 37%	217 31%	75 36%	80 42% f	86 30%	259 37% k	27 22%	- -%	- -%	372 79% lm	22 8%	349 43% o
SUMMARY CODES																	
BILLING	303 27% c	113 34% c	124 27%	66 21%	157 29%	147 26%	203 29%	58 28%	42 22%	89 31% k	207 30% k	8 7%	303 100% mn	- -%	- -%	99 34% p	204 25%
FAULTS AND REPAIR	330 30%	108 33%	129 28%	94 30%	159 30%	171 30%	216 31%	59 28%	55 29%	99 34% j	180 26% j	51 42% j	- -%	330 100% ln	- -%	130 45% p	200 25%
GENERAL ENQUIRIES	470 43%	108 33%	210 45% a	152 49% a	215 41%	255 44%	284 40%	92 44%	94 49%	102 35%	306 44% i	62 51% i	- -%	- -%	470 100% lm	59 20%	411 50% o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved				Virgin				Sky						
	Total	Issue		Complaint		Issue		Complaint		Issue		Complaint							
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
A billing, pricing or payment issue	271 25%	197 23%	** **	175 22%	93 33%	79 27%	79 89%	- -	- -	27 36%	52 24%	54 24%	** **	50 23%	28 40%	186 27%	186 90%	- -	- -
A problem with your account details, for example name and address etc.	32 3%	24 3%	** **	25 3%	8 3%	10 3%	10 11%	- -	- -	4 6%	5 2%	9 4%	** **	8 4%	1 2%	21 3%	21 10%	- -	- -
A fault with the service you are buying from them, for example total or partial failure of service	196 18%	144 17%	** **	138 17%	58 21%	68 23%	- -	68 68%	- -	22 30%	45 21%	53 23%	** **	56 26%	12 17%	104 15%	- -	104 58%	- -
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	115 10%	76 9%	** **	69 8%	46 16%	26 9%	- -	26 27%	- -	9 13%	17 8%	20 9%	** **	18 8%	9 12%	66 10%	- -	66 37%	- -
Problems with the repair service, for example it didn't happen or didn't solve the problem	18 2%	12 1%	** **	12 1%	6 2%	5 2%	- -	5 5%	- -	3 4%	2 1%	4 2%	** **	3 1%	2 3%	10 1%	- -	10 5%	- -

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin					Sky									
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue							
	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%	Total																		
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
A problem relating to the installation or set up of your service	98	74	**	69	29	16	-	-	16	4	11	11	**	9	7	47	-	-	47
	9%	9%	**	9%	10%	5%	-%	-%	16%	6%	5%	5%	**	4%	10%	7%	-%	-%	15%
						fg			efg							pq			opq
Or something else, a general issue	372	325	**	322	40	86	-	-	86	5	81	74	**	74	11	259	-	-	259
	34%	38%	**	40%	14%	30%	-%	-%	84%	7%	38%	33%	**	34%	17%	37%	-%	-%	85%
		b		d		fg			efg		i			n		pq			opq
SUMMARY CODES																			
BILLING	303	221	**	200	101	89	89	-	-	31	57	63	**	58	29	207	207	-	-
	27%	26%	**	25%	36%	31%	100%	-%	-%	41%	27%	28%	**	27%	42%	30%	100%	-%	-%
					c	gh	efgh			j					m	qr	oqr		
FAULTS AND REPAIR	330	232	**	218	110	99	-	99	-	35	65	76	**	76	22	180	-	180	-
	30%	27%	**	27%	39%	34%	-%	100%	-%	46%	30%	34%	**	35%	32%	26%	-%	100%	-%
					c	fh		efh		j						pr		opr	
GENERAL ENQUIRIES	470	399	**	390	69	102	-	-	102	10	92	85	**	83	18	306	-	-	306
	43%	47%	**	48%	25%	35%	-%	-%	100%	13%	43%	38%	**	38%	27%	44%	-%	-%	100%
		b		d		fg			efg		i					pq			opq

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
A billing, pricing or payment issue	271 25%	59 36%	127 24%	138 25%	** **	122 24%	63 38%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A problem with your account details, for example name and address etc.	32 3%	5 3%	16 3%	14 3%	** **	15 3%	6 3%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A fault with the service you are buying from them, for example total or partial failure of service	196 18%	36 22%	69 13%	77 14%	** **	69 13%	36 21%	24 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	115 10%	32 19%	34 6%	48 9%	** **	38 7%	26 16%	23 19%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Problems with the repair service, for example it didn't happen or didn't solve the problem	18 2%	3 2%	7 1%	7 1%	** **	7 1%	3 2%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
A problem relating to the installation or set up of your service	98 9%	14 9%	33 6%	43 8%	** **	39 8%	8 5%	35 29%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Or something else, a general issue	372 34%	16 10%	243 46%	230 41%	** **	226 44%	25 15%	27 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **
			a			f											
SUMMARY CODES																	
BILLING	303 27%	64 39%	143 27%	152 27%	** **	137 27%	68 41%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
						e											
FAULTS AND REPAIR	330 30%	70 43%	110 21%	132 24%	** **	114 22%	65 39%	51 42%	** **	** **	** **	** **	** **	** **	** **	** **	** **
		b				e											
GENERAL ENQUIRIES	470 43%	30 18%	276 52%	273 49%	** **	265 51%	33 20%	62 51%	** **	** **	** **	** **	** **	** **	** **	** **	** **
			a			f											

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue	Complaint		Satisfaction with CS		
		18-34 a	35-54 b	55+ *c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED ~h	Virgin i	Sky j	BT Vision ~k	Billing l	Yes m	No n	Satis- fied o	Dissat- isfied ~p	
Significance Level: 99%																		
Unweighted total	316	116	130	70	160	156	212	60	44	119	178	19	316	106	210	230	33	
Effective Weighted Sample	297	109	122	66	151	146	199	57	42	119	178	19	297	99	199	216	31	
Total	303	113	124	66	157	147	203	58	42	89	207	8	303	99	204	221	30	
Bill was a lot higher than expected	60 20%	25 22%	25 20%	** **	29 19%	30 21%	37 18%	** **	** **	13 15%	44 21%	** **	60 20%	27 27%	33 16%	37 17%	** **	
Payment issues (including setting up/making a payment, non-direct debit charges)	58 19%	25 22%	25 20%	** **	31 20%	27 19%	38 19%	** **	** **	15 17%	43 21%	** **	58 19%	12 12%	46 23%	49 22%	** **	
Account details (name, address, tariff, package etc.)	38 13%	15 14%	16 13%	** **	17 11%	21 15%	29 14%	** **	** **	10 12%	27 13%	** **	38 13%	9 9%	29 14%	33 15%	** **	
Bill contained items I shouldn't have been charged for	26 9%	9 8%	11 9%	** **	15 10%	11 8%	19 9%	** **	** **	10 11%	16 8%	** **	26 9%	16 17%	10 5%	18 8%	** **	
Bill was inaccurate	23 8%	10 9%	11 9%	** **	14 9%	9 6%	20 10%	** **	** **	9 10%	13 6%	** **	23 8%	10 10%	13 6%	15 7%	** **	
Needed help to understand the bill	22 7%	9 8%	10 8%	** **	12 8%	10 7%	19 9%	** **	** **	4 4%	17 8%	** **	22 7%	2 2%	20 10%	17 8%	** **	
Getting a refund, credit note or cashback	15 5%	6 5%	5 4%	** **	9 6%	6 4%	9 4%	** **	** **	6 7%	8 4%	** **	15 5%	5 5%	9 5%	10 4%	** **	
The format of the bill	7 2%	7 6%	1 1%	** **	2 1%	5 3%	7 3%	** **	** **	1 2%	6 3%	** **	7 2%	4 4%	3 2%	7 3%	** **	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue	Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ *c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED ~h	Virgin i	Sky j	BT Vision ~k	Billing l	Yes m	No n	Satis- fied o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	316	116	130	70	160	156	212	60	44	119	178	19	316	106	210	230	33
Effective Weighted Sample	297	109	122	66	151	146	199	57	42	119	178	19	297	99	199	216	31
Total	303	113	124	66	157	147	203	58	42	89	207	8	303	99	204	221	30
A different issue	53	9	21	**	26	27	25	**	**	20	33	**	53	13	41	35	**
	18%	8%	17%	** ab	17%	18%	12%	**	**	23%	16%	**	18%	13%	20%	16%	**

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	All c	Billing d	Yes ~e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	Billing l	Yes *m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No *r
Significance Level: 99%																			
Unweighted total	316	207	106	119	119	42	77	85	16	78	39	178	178	55	123	131	15	118	59
Effective Weighted Sample	297	195	99	119	119	42	77	85	16	78	39	178	178	55	123	131	15	118	59
Total	303	200	101	89	89	31	57	63	12	58	29	207	207	64	143	152	17	137	68
Bill was a lot higher than expected	60 20%	35 18%	24 23%	13 15%	13 15%	** **	** **	** **	** **	** **	** **	44 21%	44 21%	** n	21 15%	29 19%	** **	27 19%	** **
Payment issues (including setting up/making a payment, non-direct debit charges)	58 19%	44 22%	13 13%	15 17%	15 17%	** **	** **	** **	** **	** **	** **	43 21%	43 21%	** **	34 24%	37 24%	** **	34 25%	** **
Account details (name, address, tariff, package etc.)	38 13%	32 16%	6 6%	10 12%	10 12%	** **	** **	** **	** **	** **	** **	27 13%	27 13%	** **	21 15%	22 15%	** **	24 18%	** r
Bill contained items I shouldn't have been charged for	26 9%	16 8%	10 10%	10 11%	10 11%	** **	** **	** **	** **	** **	** **	16 8%	16 8%	** n	6 4%	10 7%	** **	9 7%	** **
Bill was inaccurate	23 8%	13 7%	10 10%	9 10%	9 10%	** **	** **	** **	** **	** **	** **	13 6%	13 6%	** **	8 6%	7 5%	** **	6 4%	** **
Needed help to understand the bill	22 7%	13 6%	9 9%	4 4%	4 4%	** **	** **	** **	** **	** **	** **	17 8%	17 8%	** **	16 11%	14 9%	** **	9 7%	** **
Getting a refund, credit note or cashback	15 5%	8 4%	6 6%	6 7%	6 7%	** **	** **	** **	** **	** **	** **	8 4%	8 4%	** **	8 6%	7 5%	** **	6 4%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	All c	Billing d	Yes ~e	No *f	Satis- fied *g	Dissat- isfied ~h	Yes *i	No ~j	All k	Billing l	Yes *m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No *r
Significance Level: 99%																			
Unweighted total	316	207	106	119	119	42	77	85	16	78	39	178	178	55	123	131	15	118	59
Effective Weighted Sample	297	195	99	119	119	42	77	85	16	78	39	178	178	55	123	131	15	118	59
Total	303	200	101	89	89	31	57	63	12	58	29	207	207	64	143	152	17	137	68
The format of the bill	7 2%	5 3%	2 2%	1 2%	1 2%	**	**	**	**	**	**	6 3%	6 3%	**	3 2%	6 4%	**	5 3%	**
A different issue	53 18%	32 16%	20 20%	20 23%	20 23%	**	**	**	**	**	**	33 16%	33 16%	**	26 18%	20 13%	**	17 13%	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	BT Vision								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All ~a	Billing ~b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	316	19	19	9	10	14	2	11	8
Effective Weighted Sample	297	19	19	9	10	14	2	11	8
Total	303	8	8	4	4	6	1	5	3
Bill was a lot higher than expected	60 20%	**	**	**	**	**	**	**	**
Payment issues (including setting up/making a payment, non-direct debit charges)	58 19%	**	**	**	**	**	**	**	**
Account details (name, address, tariff, package etc.)	38 13%	**	**	**	**	**	**	**	**
Bill contained items I shouldn't have been charged for	26 9%	**	**	**	**	**	**	**	**
Bill was inaccurate	23 8%	**	**	**	**	**	**	**	**
Needed help to understand the bill	22 7%	**	**	**	**	**	**	**	**
Getting a refund, credit note or cashback	15 5%	**	**	**	**	**	**	**	**
The format of the bill	7 2%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	BT Vision								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All ~a	Billing ~b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	316	19	19	9	10	14	2	11	8
Effective Weighted Sample	297	19	19	9	10	14	2	11	8
Total	303	8	8	4	4	6	1	5	3
A different issue	53 18%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue	Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	Virgin i	Sky j	BT Vision ~k	Fault/ repair l	Yes m	No n	Satis- fied o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	394	115	154	125	187	207	246	75	73	221	131	42	394	149	245	285	29
Effective Weighted Sample	308	94	121	95	148	161	196	58	55	221	131	42	308	119	190	220	23
Total	330	108	129	94	159	171	216	59	55	99	180	51	330	130	200	232	25
Arranging an appointment for an engineer visit	124	49	48	27	65	59	88	**	**	44	69	**	124	42	82	97	**
	38%	46%	37%	29%	41%	35%	41%	**	**	44%	38%	**	38%	32%	41%	42%	**
Time taken to repair a fault	56	22	23	12	28	29	40	**	**	12	26	**	56	30	26	35	**
	17%	20%	18%	13%	17%	17%	18%	**	**	12%	15%	**	17%	23%	13%	15%	**
Complaining about an engineer	19	16	2	1	9	11	13	**	**	2	12	**	19	8	12	11	**
	6%	15%	2%	1%	5%	6%	6%	**	**	2%	7%	**	6%	6%	6%	5%	**
		bc															
Connection speed too slow	12	3	7	2	3	9	10	**	**	4	8	**	12	5	6	9	**
	4%	3%	5%	2%	2%	5%	5%	**	**	4%	5%	**	4%	4%	3%	4%	**
Poor line quality	2	1	1	*	1	1	1	**	**	2	-	**	2	1	1	2	**
	1%	1%	1%	*%	1%	1%	1%	**	**	2%	-%	**	1%	1%	*%	1%	**
Poor reception/coverage	1	*	-	1	1	*	*	**	**	1	-	**	1	-	1	1	**
	*%	*%	-%	1%	1%	*%	*%	**	**	1%	-%	**	*%	-%	1%	*%	**
A different issue	114	16	48	50	53	62	63	**	**	34	65	**	114	43	71	78	**
	35%	15%	37%	53%	33%	36%	29%	**	**	34%	36%	**	35%	33%	36%	34%	**
			a	a					f								

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	All c	Fault/ repair d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No ~j	All k	Fault/ repair l	Yes *m	No *n	Satis- fied *o	Dissat- isfied ~p	Yes *q	No ~r
Significance Level: 99%																			
Unweighted total	394	276	115	221	221	77	144	169	15	170	49	131	131	51	80	96	9	83	47
Effective Weighted Sample	308	212	95	221	221	77	144	169	15	170	49	131	131	51	80	96	9	83	47
Total	330	218	110	99	99	35	65	76	7	76	22	180	180	70	110	132	12	114	65
Arranging an appointment for an engineer visit	124 38%	92 42%	32 30%	44 44%	44 44%	** **	31 48%	35 46%	** **	37 48%	** **	69 38%	69 38%	** **	** **	** **	** **	** **	** **
Time taken to repair a fault	56 17%	37 17%	18 17%	12 12%	12 12%	** **	5 8%	9 11%	** **	8 11%	** **	26 15%	26 15%	** **	** **	** **	** **	** **	** **
Complaining about an engineer	19 6%	6 3%	13 12%	2 2%	2 2%	** **	1 2%	1 2%	** **	* 1%	** **	12 7%	12 7%	** **	** **	** **	** **	** **	** **
Connection speed too slow	12 4%	4 2%	8 7%	4 4%	4 4%	** **	2 3%	2 3%	** **	1 2%	** **	8 5%	8 5%	** **	** **	** **	** **	** **	** **
Poor line quality	2 1%	2 1%	* *%	2 2%	2 2%	** **	1 1%	2 2%	** **	2 2%	** **	- -%	- -%	** **	** **	** **	** **	** **	** **
Poor reception/coverage	1 *%	1 *%	* *%	1 1%	1 1%	** **	1 2%	1 1%	** **	1 1%	** **	- -%	- -%	** **	** **	** **	** **	** **	** **
A different issue	114 35%	77 35%	37 34%	34 34%	34 34%	** **	22 35%	26 35%	** **	27 35%	** **	65 36%	65 36%	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	BT Vision							
		Issue		Complaint		Satisfaction with CS		Resolved	
		All ~a	Fault/ repair ~b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h
Significance Level: 99%									
Unweighted total	394	42	42	21	21	20	5	23	19
Effective Weighted Sample	308	42	42	21	21	20	5	23	19
Total	330	51	51	25	25	24	6	28	23
Arranging an appointment for an engineer visit	124 38%	**	**	**	**	**	**	**	**
Time taken to repair a fault	56 17%	**	**	**	**	**	**	**	**
Complaining about an engineer	19 6%	**	**	**	**	**	**	**	**
Connection speed too slow	12 4%	**	**	**	**	**	**	**	**
Poor line quality	2 1%	**	**	**	**	**	**	**	**
Poor reception/coverage	1 *%	**	**	**	**	**	**	**	**
A different issue	114 35%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?**

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue	Complaint		Satisfaction with CS	
		18-34 *a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	Virgin i	Sky j	BT Vision ~k	General l	Yes ~m	No n	Satis- fied o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	393	85	170	138	184	209	228	78	87	160	194	39	393	46	347	332	20
Effective Weighted Sample	342	76	150	117	159	183	202	68	73	160	194	39	342	41	301	289	17
Total	470	108	210	152	215	255	284	92	94	102	306	62	470	59	411	399	22
Change to your package or service (upgrading or downgrading your service)	220 47%	** **	98 47%	80 53%	95 44%	125 49%	123 43%	** **	** **	56 55%	145 47%	** **	220 47%	** **	206 50%	189 47%	** **
Arranging an installation	59 13%	** **	19 9%	26 17%	23 11%	36 14%	35 12%	** **	** **	12 12%	43 14%	** **	59 13%	** **	50 12%	57 14%	** **
Technical enquiry about the service	44 9%	** **	21 10%	12 8%	16 8%	28 11%	29 10%	** **	** **	13 13%	22 7%	** **	44 9%	** **	34 8%	36 9%	** **
Buying your service	33 7%	** **	21 10%	4 2%	15 7%	18 7%	27 10%	** **	** **	1 1%	21 7%	** **	33 7%	** **	31 8%	25 6%	** **
General issues with customer service	24 5%	** **	14 7%	4 2%	14 7%	10 4%	15 5%	** **	** **	4 4%	14 5%	** **	24 5%	** **	19 5%	17 4%	** **
Enquiring or complaining about the terms of your contract	15 3%	** **	5 3%	3 2%	12 6%	2 1%	7 2%	** **	** **	2 2%	13 4%	** **	15 3%	** **	11 3%	12 3%	** **
Time taken to install the service	5 1%	** **	2 1%	2 1%	2 1%	3 1%	2 1%	** **	** **	1 1%	- -%	** **	5 1%	** **	2 *%	3 1%	** **
Switching issues (e.g. problems trying to switch or switched without permission)	4 1%	** **	2 1%	- -%	1 1%	3 1%	4 2%	** **	** **	1 1%	2 1%	** **	4 1%	** **	3 1%	1 *%	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue	Complaint		Satisfaction with CS		
		18-34 *a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED *h	Virgin i	Sky j	BT Vision ~k	General l	Yes ~m	No n	Satis- fied o	Dissat- isfied ~p	
Significance Level: 99%																		
Unweighted total	393	85	170	138	184	209	228	78	87	160	194	39	393	46	347	332	20	
Effective Weighted Sample	342	76	150	117	159	183	202	68	73	160	194	39	342	41	301	289	17	
Total	470	108	210	152	215	255	284	92	94	102	306	62	470	59	411	399	22	
Mis-selling	4 1%	** **	1 *%	- -%	3 1%	1 *%	4 1%	** **	** **	1 1%	2 1%	** **	4 1%	** **	1 *%	2 1%	** **	
Damage to property during installation or repair	3 1%	** **	2 1%	1 *%	3 1%	- -%	3 1%	** **	** **	1 1%	2 1%	** **	3 1%	** **	2 1%	2 1%	** **	
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	2 *%	** **	1 *%	- -%	- -%	2 1%	2 1%	** **	** **	1 1%	2 1%	** **	2 *%	** **	2 1%	2 1%	** **	
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	2 *%	** **	2 1%	- -%	- -%	2 1%	2 1%	** **	** **	- -%	2 1%	** **	2 *%	** **	2 *%	2 *%	** **	
A different issue	54 11%	** **	24 12%	20 13%	30 14%	24 9%	29 10%	** **	** **	10 9%	41 13%	** **	54 11%	** **	49 12%	51 13%	** **	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No *b	All c	General d	Yes ~e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No ~j	All k	General l	Yes ~m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No ~r
Significance Level: 99%																			
Unweighted total	393	325	61	160	160	15	145	133	10	130	29	194	194	19	175	173	6	168	21
Effective Weighted Sample	342	283	52	160	160	15	145	133	10	130	29	194	194	19	175	173	6	168	21
Total	470	390	69	102	102	10	92	85	6	83	18	306	306	30	276	273	9	265	33
Change to your package or service (upgrading or downgrading your service)	220 47%	193 49%	** **	56 55%	56 55%	** **	54 59%	50 59%	** **	49 59%	** **	145 47%	145 47%	** **	136 49%	128 47%	** **	131 49%	** **
Arranging an installation	59 13%	51 13%	** **	12 12%	12 12%	** **	10 11%	11 13%	** **	11 14%	** **	43 14%	43 14%	** **	35 13%	41 15%	** **	36 14%	** **
Technical enquiry about the service	44 9%	31 8%	** **	13 13%	13 13%	** **	9 10%	10 11%	** **	9 11%	** **	22 7%	22 7%	** **	19 7%	21 8%	** **	14 5%	** **
Buying your service	33 7%	27 7%	** **	1 1%	1 1%	** **	1 1%	1 2%	** **	1 1%	** **	21 7%	21 7%	** **	21 7%	16 6%	** **	19 7%	** **
General issues with customer service	24 5%	20 5%	** **	4 4%	4 4%	** **	3 3%	3 3%	** **	3 3%	** **	14 5%	14 5%	** **	13 5%	9 3%	** **	13 5%	** **
Enquiring or complaining about the terms of your contract	15 3%	9 2%	** **	2 2%	2 2%	** **	2 2%	1 2%	** **	1 2%	** **	13 4%	13 4%	** **	9 3%	11 4%	** **	8 3%	** **
Time taken to install the service	5 1%	3 1%	** **	1 1%	1 1%	** **	- -%	- -%	** **	- -%	** **	- -%	- -%	** **	- -%	- -%	** **	- -%	** **
Switching issues (e.g. problems trying to switch or switched without permission)	4 1%	2 1%	** **	1 1%	1 1%	** **	1 1%	1 1%	** **	1 1%	** **	2 1%	2 1%	** **	2 1%	- -%	** **	2 1%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	Virgin										Sky									
	Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
	Yes a	No b	All c	General d	Yes e	No f	Satis- fied g	Dissat- isfied h	Yes i	No j	All k	General l	Yes m	No n	Satis- fied o	Dissat- isfied p	Yes q	No r		
Significance Level: 99%	Total																			
Unweighted total	393	325	61	160	160	15	145	133	10	130	29	194	194	19	175	173	6	168	21	
Effective Weighted Sample	342	283	52	160	160	15	145	133	10	130	29	194	194	19	175	173	6	168	21	
Total	470	390	69	102	102	10	92	85	6	83	18	306	306	30	276	273	9	265	33	
Mis-selling	4 1%	1 *% a	** **	1 1%	1 1%	** **	1 1%	1 1%	** **	1 1%	** **	2 1%	2 1%	** **	- -%	2 1%	** **	- -%	** **	
Damage to property during installation or repair	3 1%	3 1%	** **	1 1%	1 1%	** **	1 1%	1 1%	** **	1 2%	** **	2 1%	2 1%	** **	2 1%	2 1%	** **	2 1%	** **	
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	2 *% a	2 *% a	** **	1 1%	1 1%	** **	1 1%	1 1%	** **	- -%	** **	2 1%	2 1%	** **	2 1%	2 1%	** **	2 1%	** **	
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	2 *% a	2 *% a	** **	- -%	- -%	** **	- -%	- -%	** **	- -%	** **	2 1%	2 1%	** **	2 1%	2 1%	** **	2 1%	** **	
A different issue	54 11%	47 12%	** **	10 9%	10 9%	** **	10 10%	7 8%	** **	6 8%	** **	41 13%	41 13%	** **	38 14%	41 15%	** **	38 14%	** **	

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	BT Vision								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All ~a	General ~b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	393	39	39	12	27	26	4	27	11
Effective Weighted Sample	342	39	39	12	27	26	4	27	11
Total	470	62	62	19	43	41	6	43	17
Change to your package or service (upgrading or downgrading your service)	220 47%	**	**	**	**	**	**	**	**
Arranging an installation	59 13%	**	**	**	**	**	**	**	**
Technical enquiry about the service	44 9%	**	**	**	**	**	**	**	**
Buying your service	33 7%	**	**	**	**	**	**	**	**
General issues with customer service	24 5%	**	**	**	**	**	**	**	**
Enquiring or complaining about the terms of your contract	15 3%	**	**	**	**	**	**	**	**
Time taken to install the service	5 1%	**	**	**	**	**	**	**	**
Switching issues (e.g. problems trying to switch or switched without permission)	4 1%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Cable, satellite or other Pay TV

	BT Vision								
	Issue		Complaint		Satisfaction with CS		Resolved		
	All ~a	General ~b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	
Significance Level: 99%	Total								
Unweighted total	393	39	39	12	27	26	4	27	11
Effective Weighted Sample	342	39	39	12	27	26	4	27	11
Total	470	62	62	19	43	41	6	43	17
Mis-selling	4 1%	**	**	**	**	**	**	**	**
Damage to property during installation or repair	3 1%	**	**	**	**	**	**	**	**
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	2 *%	**	**	**	**	**	**	**	**
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	2 *%	**	**	**	**	**	**	**	**
A different issue	54 11%	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied q
Significance Level: 99%																		
Unweighted total	644	170	259	215	305	339	377	131	136	444	200	177	252	215	174	470	504	53
Effective Weighted Sample	526	144	210	176	251	275	310	106	112	425	197	169	188	176	142	384	409	46
Total	527	156	218	153	246	281	321	106	99	256	271	165	161	200	139	388	419	42
1 Extremely dissatisfied (1.0)	11 2%	2 1%	6 3%	3 2%	5 2%	6 2%	8 2%	1 1%	2 2%	6 3%	5 2%	5 3%	2 1%	4 2%	5 4%	6 2%	1 *%	**
2 (2.0)	5 1%	2 1%	3 1%	- -%	2 1%	4 1%	4 1%	2 2%	- -%	2 1%	3 1%	5 3%	* *%	- -%	4 3%	1 *%	- -%	**
3 (3.0)	13 2%	3 2%	9 4%	1 *%	9 4%	4 1%	10 3%	3 2%	- -%	6 3%	6 2%	6 4%	4 2%	3 1%	8 6%	5 1%	3 1%	**
4 (4.0)	9 2%	4 3%	2 1%	3 2%	5 2%	4 1%	8 2%	- -%	1 1%	6 3%	3 1%	3 2%	6 4%	- -%	5 3%	4 1%	2 *%	**
5 (5.0)	27 5%	9 5%	14 7%	4 3%	10 4%	17 6%	18 6%	6 6%	2 2%	16 6%	11 4%	11 7%	11 7%	4 2%	12 9%	15 4%	9 2%	**
6 (6.0)	45 9%	18 11%	16 7%	11 7%	22 9%	23 8%	33 10%	7 7%	4 4%	18 7%	27 10%	15 9%	14 9%	16 8%	18 13%	27 7%	25 6%	**
7 (7.0)	66 12%	25 16%	28 13%	13 9%	33 13%	33 12%	46 14%	10 10%	10 10%	36 14%	30 11%	26 16%	21 13%	19 10%	19 14%	47 12%	47 11%	**
8 (8.0)	117 22%	33 21%	50 23%	34 23%	50 21%	67 24%	69 22%	25 23%	23 23%	57 22%	60 22%	32 20%	35 22%	49 25%	32 23%	85 22%	101 24%	**
9 (9.0)	108 21%	28 18%	43 20%	38 25%	48 19%	61 22%	58 18%	23 22%	28 28%	48 19%	61 22%	29 18%	30 19%	49 24%	17 13%	91 23%	107 25%	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied q
Significance Level: 99%																		
Unweighted total	644	170	259	215	305	339	377	131	136	444	200	177	252	215	174	470	504	53
Effective Weighted Sample	526	144	210	176	251	275	310	106	112	425	197	169	188	176	142	384	409	46
Total	527	156	218	153	246	281	321	106	99	256	271	165	161	200	139	388	419	42
10 Extremely satisfied (10.0)	126	33	47	46	62	63	68	29	29	60	66	33	37	56	18	107	123	**
	24%	21%	21%	30%	25%	22%	21%	27%	29%	23%	24%	20%	23%	28%	13%	28%	29%	**
SUMMARY CODES																		
DISSATISFIED (1-3)	29	7	18	4	16	14	22	6	2	15	15	16	6	7	17	12	5	**
	6%	5%	8%	3%	6%	5%	7%	5%	2%	6%	5%	10%	4%	4%	12%	3%	1%	**
NEUTRAL (4-6)	81	30	33	18	37	44	59	13	8	40	41	29	32	20	35	46	36	**
	15%	19%	15%	12%	15%	16%	18%	13%	8%	16%	15%	18%	20%	10%	25%	12%	9%	**
SATISFIED (7-10)	417	118	167	131	193	223	240	87	89	201	216	120	124	173	87	330	378	**
	79%	76%	77%	86%	79%	79%	75%	82%	90%	79%	80%	73%	77%	87%	62%	85%	90%	**
Answered	527	156	218	153	246	281	321	106	99	256	271	165	161	200	139	388	419	**
Mean score	7.8	7.7	7.6	8.3	7.8	7.8	7.6	8.1	8.4	7.7	7.9	7.4	7.8	8.3	6.9	8.2	8.5	**
Standard deviation	2.09	2.03	2.24	1.84	2.12	2.06	2.18	2.01	1.71	2.14	2.04	2.35	2.01	1.82	2.39	1.86	1.48	**
Standard error	.08	.16	.14	.13	.12	.11	.11	.18	.15	.10	.14	.18	.13	.12	.18	.09	.07	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	644	480	159	444	96	200	148	118	326	343	37	337	102	200	81	52	67	56	144
Effective Weighted Sample	526	387	134	425	96	200	148	112	314	329	35	323	97	197	81	52	67	55	141
Total	527	390	134	256	71	90	94	66	190	197	22	192	60	271	94	71	106	73	198
1 Extremely dissatisfied (1.0)	11 2%	3 1%	9 7% a	6 3%	** **	* 1%	4 5% e	2 4%	4 2%	1 1%	** **	3 1%	4 6% k	5 2%	** **	** **	** **	** **	2 1%
2 (2.0)	5 1%	* *% a	5 4%	2 1%	** **	* 1%	- -%	1 1%	1 1%	- -%	** **	* *% a	1 2%	3 1%	** **	** **	** **	** **	- -% r
3 (3.0)	13 2%	5 1%	8 6% a	6 3%	** **	1 1%	3 3%	4 6% h	2 1%	2 1%	** **	1 1%	5 8% k	6 2%	** **	** **	** **	** **	3 1%
4 (4.0)	9 2%	5 1%	4 3%	6 3%	** **	5 6% f	- -%	2 3%	4 2%	2 1%	** **	3 2%	3 5%	3 1%	** **	** **	** **	** **	- -%
5 (5.0)	27 5%	10 2%	16 12% a	16 6%	** **	9 10%	3 3%	7 10%	9 5%	7 3%	** **	7 4%	7 12% k	11 4%	** **	** **	** **	** **	6 3%
6 (6.0)	45 9%	23 6%	22 16% a	18 7%	** **	7 8%	6 7%	7 10%	11 6%	6 3%	** **	9 5%	9 15% k	27 10%	** **	** **	** **	** **	15 8%
7 (7.0)	66 12%	43 11%	21 16%	36 14%	** **	11 13%	13 14%	9 13%	27 14%	25 13%	** **	25 13%	10 17%	30 11%	** **	** **	** **	** **	20 10%
8 (8.0)	117 22%	89 23%	28 21%	57 22%	** **	22 24%	21 22%	14 22%	43 23%	48 24%	** **	47 25%	10 17%	60 22%	** **	** **	** **	** **	42 21%
9 (9.0)	108 21%	94 24% b	14 10%	48 19%	** **	15 17%	20 22%	8 12%	40 21%	47 24%	** **	40 21%	7 12%	61 22%	** **	** **	** **	** **	51 26%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	644	480	159	444	96	200	148	118	326	343	37	337	102	200	81	52	67	56	144
Effective Weighted Sample	526	387	134	425	96	200	148	112	314	329	35	323	97	197	81	52	67	55	141
Total	527	390	134	256	71	90	94	66	190	197	22	192	60	271	94	71	106	73	198
10 Extremely satisfied (10.0)	126	118	7	60	**	19	24	12	48	59	**	57	3	66	**	**	**	**	59
	24%	30%	6%	23%	**	22%	26%	18%	25%	30%	**	29%	5%	24%	**	**	**	**	30%
		b										l							q
SUMMARY CODES																			
DISSATISFIED (1-3)	29	8	21	15	**	2	7	7	7	3	**	4	10	15	**	**	**	**	5
	6%	2%	16%	6%	**	2%	7%	11%	4%	2%	**	2%	17%	5%	**	**	**	**	2%
			a					h					k		p			r	
NEUTRAL (4-6)	81	38	42	40	**	21	9	16	24	15	**	20	19	41	**	**	**	**	21
	15%	10%	31%	16%	**	23%	9%	24%	13%	7%	**	10%	32%	15%	**	**	**	**	11%
			a			f		h					k					r	
SATISFIED (7-10)	417	344	70	201	**	67	78	43	158	179	**	168	31	216	**	**	**	**	172
	79%	88%	53%	79%	**	75%	83%	65%	83%	91%	**	88%	51%	80%	**	**	**	**	87%
		b						g				l					n	q	
Answered	527	390	134	256	**	90	94	66	190	197	**	192	60	271	**	**	**	**	198
Mean score	7.8	8.4	6.3	7.7	**	7.7	7.9	7.1	8.0	8.4	**	8.2	6.2	7.9	**	**	**	**	8.4
		b						g				l					n	q	
Standard deviation	2.09	1.66	2.40	2.14	**	1.96	2.22	2.42	1.99	1.60	**	1.78	2.43	2.04	**	**	**	**	1.70
Standard error	.08	.08	.19	.10	**	.14	.18	.22	.11	.09	**	.10	.24	.14	**	**	**	**	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

		Sky				
		Satisfaction with CS			Resolved	
		Total	Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%						
Unweighted total		644	161	16	143	57
Effective Weighted Sample		526	158	16	141	56
Total		527	222	20	198	73
1 Extremely dissatisfied	(1.0)	11 2%	- -%	** **	- -%	** **
		c				
2	(2.0)	5 1%	- -%	** **	- -%	** **
		c				
3	(3.0)	13 2%	1 1%	** **	4 2%	** **
4	(4.0)	9 2%	- -%	** **	1 1%	** **
5	(5.0)	27 5%	3 1%	** **	3 1%	** **
		c				
6	(6.0)	45 9%	19 9%	** **	14 7%	** **
7	(7.0)	66 12%	22 10%	** **	19 9%	** **
8	(8.0)	117 22%	53 24%	** **	42 21%	** **
9	(9.0)	108 21%	60 27%	** **	54 27%	** **
		d				
10 Extremely satisfied	(10.0)	126 24%	64 29%	** **	62 31%	** **
		d				

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Sky				
	Total	Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	644	161	16	143	57
Effective Weighted Sample	526	158	16	141	56
Total	527	222	20	198	73
SUMMARY CODES					
DISSATISFIED (1-3)	29 6%	1 1%	**	4 2%	** c
NEUTRAL (4-6)	81 15%	22 10%	**	18 9%	** c
SATISFIED (7-10)	417 79%	199 90%	**	176 89%	** d
Answered	527	222	**	198	**
Mean score	7.8	8.5	**	8.5	**
Standard deviation	2.09	1.36	**	1.54	**
Standard error	.08	.11	**	.13	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied q
Significance Level: 99%																		
Unweighted total	651	171	261	219	306	345	382	131	138	448	203	178	257	216	171	480	510	54
Effective Weighted Sample	531	144	212	179	251	280	313	106	114	429	200	170	191	177	140	392	413	47
Total	534	155	221	157	248	286	325	108	100	258	276	165	165	203	133	401	425	43
1 Extremely dissatisfied (1.0)	6 1%	1 *% 2%	4 2%	1 1%	3 1%	3 1%	4 1%	2 2%	1 1%	5 2%	1 *% 2%	3 2%	* *% 1%	3 1%	4 3%	2 1%	1 *% 2%	** ** p
2 (2.0)	6 1%	4 3%	1 1%	1 *% 1%	3 1%	3 1%	5 2%	* *% 1%	1 1%	4 1%	2 1%	5 3%	1 1%	1 *% 1%	4 3%	2 1%	1 *% 1%	** ** p
3 (3.0)	8 2%	2 1%	6 3%	1 *% 1%	3 1%	5 2%	4 1%	4 3%	1 1%	5 2%	4 1%	4 2%	3 2%	1 1%	6 5% o	2 *% 1%	2 1%	** ** p
4 (4.0)	12 2%	6 4%	6 3%	- -% 3%	7 3%	5 2%	10 3%	2 2%	- -% 1%	4 2%	8 3%	5 3%	5 3%	2 1%	9 7% o	3 1%	4 1%	** ** p
5 (5.0)	26 5%	8 5%	11 5%	7 5%	9 3%	17 6%	18 5%	3 3%	5 5%	12 4%	14 5%	9 5%	11 7%	6 3%	14 11% o	12 3%	7 2%	** **
6 (6.0)	36 7%	15 10% c	17 8%	4 2%	20 8%	16 6%	26 8%	5 5%	5 5%	11 4%	25 9%	15 9%	13 8%	7 4%	12 9%	23 6%	17 4%	** **
7 (7.0)	74 14%	30 19%	27 12%	17 11%	35 14%	38 13%	46 14%	17 16%	10 10%	32 13%	41 15%	20 12%	22 13%	32 16%	23 17%	51 13%	58 14%	** **
8 (8.0)	124 23%	30 19%	60 27%	35 22%	55 22%	69 24%	81 25%	24 22%	20 20%	62 24%	63 23%	40 24%	41 25%	43 21%	22 17%	102 25%	105 25%	** **
9 (9.0)	116 22%	24 16%	43 20%	48 31% a	50 20%	66 23%	64 20%	24 22%	28 28%	59 23%	57 21%	30 18%	33 20%	53 26%	21 16%	95 24%	109 26% q	** **

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	Billing k	Fault/ repair l	General m	Yes n	No o	Satis- fied p	Dissat- isfied q
Significance Level: 99%																		
Unweighted total	651	171	261	219	306	345	382	131	138	448	203	178	257	216	171	480	510	54
Effective Weighted Sample	531	144	212	179	251	280	313	106	114	429	200	170	191	177	140	392	413	47
Total	534	155	221	157	248	286	325	108	100	258	276	165	165	203	133	401	425	43
10 Extremely satisfied (10.0)	126	37	45	44	63	63	69	27	30	64	62	34	36	55	17	109	120	**
	24%	24%	20%	28%	25%	22%	21%	24%	30%	25%	22%	21%	22%	27%	13%	27%	28%	**
SUMMARY CODES																		
DISSATISFIED (1-3)	21	6	12	3	10	11	13	6	2	14	7	12	5	4	14	6	4	**
	4%	4%	5%	2%	4%	4%	4%	6%	2%	5%	3%	7%	3%	2%	11%	2%	1%	**
NEUTRAL (4-6)	74	28	35	11	35	38	53	10	10	27	47	29	29	16	36	38	28	**
	14%	18%	16%	7%	14%	13%	16%	10%	10%	10%	17%	18%	18%	8%	27%	10%	7%	**
SATISFIED (7-10)	440	121	175	144	203	236	259	92	88	217	222	125	132	183	83	356	393	**
	82%	78%	79%	91%	82%	83%	80%	85%	88%	84%	81%	75%	80%	90%	63%	89%	92%	**
Answered	534	155	221	157	248	286	325	108	100	258	276	165	165	203	133	401	425	**
Mean score	8.0	7.7	7.7	8.5	8.0	7.9	7.8	8.0	8.4	8.0	7.9	7.6	7.9	8.3	6.8	8.3	8.5	**
Standard deviation	1.94	2.02	2.04	1.58	1.97	1.91	1.96	2.02	1.68	2.04	1.83	2.21	1.85	1.70	2.39	1.60	1.45	**
Standard error	.08	.15	.13	.11	.11	.10	.10	.18	.14	.10	.13	.17	.12	.12	.18	.07	.06	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky								
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r	
Significance Level: 99%																				
Unweighted total	651	490	156	448	99	203	146	120	328	346	38	342	102	203	79	54	70	51	152	
Effective Weighted Sample	531	395	132	429	99	203	146	113	315	332	36	328	98	200	79	54	70	50	149	
Total	534	399	131	258	74	91	93	67	191	199	23	195	61	276	92	74	110	67	210	
1 Extremely dissatisfied (1.0)	6 1%	1 *%	5 4% a	5 2%	** **	* *%	3 3%	3 5%	2 1%	1 *%	** **	1 1%	4 7% k	1 *%	** **	** **	** **	** **	- -%	
2 (2.0)	6 1%	1 *%	5 4% a	4 1%	** **	1 1%	1 1%	3 4%	1 1%	- -%	** **	- -%	4 6% k	2 1%	** **	** **	** **	** **	1 1%	
3 (3.0)	8 2%	4 1%	4 3%	5 2%	** **	2 2%	1 1%	3 4%	2 1%	- -%	** **	2 1%	3 5% k	4 1%	** **	** **	** **	** **	- -%	
4 (4.0)	12 2%	5 1%	7 5% a	4 2%	** **	1 1%	2 2%	1 2%	3 2%	1 1%	** **	1 1%	3 5% k	8 3%	** **	** **	** **	** **	- -%	
5 (5.0)	26 5%	7 2%	18 13% a	12 4%	** **	5 6%	3 3%	5 8%	6 3%	3 2%	** **	3 1%	7 12% k	14 5%	** **	** **	** **	** **	5 3%	
6 (6.0)	36 7%	22 6%	13 10%	11 4%	** **	5 5%	3 3%	5 7%	6 3%	4 2%	** **	7 4%	4 6%	25 9%	** **	** **	** **	** **	17 8%	
7 (7.0)	74 14%	52 13%	21 16%	32 13%	** **	18 19% d	10 10%	10 15%	22 11%	23 12%	** **	23 12%	9 15%	41 15%	** **	** **	** **	** **	29 14%	
8 (8.0)	124 23%	95 24%	29 22%	62 24%	** **	22 24%	20 21%	12 18%	50 26%	49 25%	** **	49 25%	12 21%	63 23%	** **	** **	** **	** **	52 25%	
9 (9.0)	116 22%	99 25% b	17 13%	59 23%	** **	18 20%	26 28%	10 15%	49 26%	56 28%	** **	50 26%	9 15%	57 21%	** **	** **	** **	** **	46 22%	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Virgin										Sky							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing *d	Fault/ repair e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing *n	Fault/ repair *o	General *p	Yes *q	No r
Significance Level: 99%																			
Unweighted total	651	490	156	448	99	203	146	120	328	346	38	342	102	203	79	54	70	51	152
Effective Weighted Sample	531	395	132	429	99	203	146	113	315	332	36	328	98	200	79	54	70	50	149
Total	534	399	131	258	74	91	93	67	191	199	23	195	61	276	92	74	110	67	210
10 Extremely satisfied (10.0)	126	112	12	64	**	19	25	14	50	61	**	59	5	62	**	**	**	**	59
	24%	28%	9%	25%	**	21%	27%	22%	26%	31%	**	30%	9%	22%	**	**	**	**	28%
		b										l							q
SUMMARY CODES																			
DISSATISFIED (1-3)	21	6	14	14	**	3	4	8	5	1	**	3	11	7	**	**	**	**	1
	4%	2%	11%	5%	**	3%	5%	13%	3%	*%	**	1%	18%	3%	**	**	**	**	1%
			a					h					k					r	
NEUTRAL (4-6)	74	35	38	27	**	11	8	11	16	8	**	12	14	47	**	**	**	**	22
	14%	9%	29%	10%	**	12%	8%	17%	8%	4%	**	6%	23%	17%	**	**	**	**	11%
			a					h					k		p	p		r	
SATISFIED (7-10)	440	358	78	217	**	77	81	47	170	189	**	180	36	222	**	**	**	**	186
	82%	90%	60%	84%	**	84%	87%	70%	89%	95%	**	93%	59%	81%	**	**	**	**	89%
		b						g				l					no	q	
Answered	534	399	131	258	**	91	93	67	191	199	**	195	61	276	**	**	**	**	210
Mean score	8.0	8.4	6.7	8.0	**	7.9	8.2	7.2	8.3	8.6	**	8.5	6.4	7.9	**	**	**	**	8.4
		b						g				l					n	q	
Standard deviation	1.94	1.57	2.35	2.04	**	1.81	2.04	2.58	1.74	1.32	**	1.50	2.65	1.83	**	**	**	**	1.45
Standard error	.08	.07	.19	.10	**	.13	.17	.24	.10	.07	**	.08	.26	.13	**	**	**	**	.12

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

		Sky				
		Satisfaction with CS			Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No *d	
Total						
Significance Level: 99%						
Unweighted total		651	164	16	148	54
Effective Weighted Sample		531	161	16	145	53
Total		534	227	20	205	70
1 Extremely dissatisfied	(1.0)	6 1%	- -%	** **	- -%	** **
2	(2.0)	6 1%	1 1%	** **	1 1%	** **
3	(3.0)	8 2%	2 1%	** **	2 1%	** **
4	(4.0)	12 2%	3 1%	** **	4 2%	** **
5	(5.0)	26 5%	4 2%	** **	4 2%	** **
						c
6	(6.0)	36 7%	13 6%	** **	15 7%	** **
7	(7.0)	74 14%	35 15%	** **	30 14%	** **
8	(8.0)	124 23%	56 25%	** **	47 23%	** **
9	(9.0)	116 22%	54 24%	** **	49 24%	** **
10 Extremely satisfied	(10.0)	126 24%	59 26%	** **	53 26%	** **

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Sky				
	Total	Satisfaction with CS		Resolved	
		Satisfied a	Dissatisfied ~b	Yes c	No *d
Significance Level: 99%					
Unweighted total	651	164	16	148	54
Effective Weighted Sample	531	161	16	145	53
Total	534	227	20	205	70
SUMMARY CODES					
DISSATISFIED (1-3)	21 4%	3 2%	**	3 2%	**
NEUTRAL (4-6)	74 14%	20 9%	**	23 11%	**
SATISFIED (7-10)	440 82%	203 90%	**	178 87%	**
Answered	534	227	**	205	**
Mean score	8.0	8.3	**	8.2	**
Standard deviation	1.94	1.54	**	1.63	**
Standard error	.08	.12	**	.13	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	20 2%	5 1%	8 2%	8 2%	4 1%	17 3%	12 2%	3 1%	5 3%	7 3%	9 1%	4 3%	6 2%	10 3%	4 1%	11 4%	9 1%
2	(2.0)	20 2%	5 1%	12 3%	3 1%	13 3%	7 1%	16 2%	2 1%	2 1%	4 1%	12 2%	5 4%	8 3%	10 3%	*%	12 4%	8 1%
3	(3.0)	27 2%	4 1%	9 2%	14 5%	18 3%	9 2%	13 2%	7 3%	8 4%	7 2%	15 2%	6 5%	6 2%	11 3%	10 2%	16 5%	12 1%
4	(4.0)	20 2%	6 2%	7 1%	8 3%	12 2%	8 1%	12 2%	2 1%	6 3%	5 2%	14 2%	2 1%	10 3%	5 1%	6 1%	9 3%	11 1%
5	(5.0)	71 6%	25 8%	32 7%	13 4%	30 6%	41 7%	50 7%	12 6%	9 5%	15 5%	39 6%	16 14% ij	21 7%	24 7%	25 5%	26 9%	44 5%
6	(6.0)	85 8%	31 9%	41 9%	13 4%	47 9%	38 7%	59 8%	19 9%	8 4%	18 6%	52 7%	15 13%	21 7%	35 11%	29 6%	24 8%	61 7%
7	(7.0)	167 15%	50 15%	75 16%	42 14%	98 18% e	69 12%	110 16%	31 15%	26 14%	45 16%	101 15%	21 17%	45 15%	65 20% n	57 12%	60 21% p	107 13%
8	(8.0)	254 23%	74 23%	102 22%	78 25%	115 22%	139 24%	157 22%	53 25%	44 23%	71 24%	158 23%	26 21%	77 25%	75 23%	102 22%	56 20%	197 24%
9	(9.0)	214 19%	60 18%	84 18%	70 22%	93 18%	121 21%	136 19%	38 18%	40 21%	62 21% k	144 21% k	8 7%	61 20%	51 15%	102 22%	40 14%	174 21% o
10 Extremely satisfied	(10.0)	224 20%	69 21%	93 20%	62 20%	101 19%	123 22%	138 20%	43 20%	43 22%	56 19%	149 22%	18 15%	47 16%	45 14%	131 28% lm	33 12%	191 23% o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
SUMMARY CODES																	
DISSATISFIED (1-3)	68 6%	14 4%	29 6%	25 8%	35 7%	33 6%	41 6%	12 6%	15 8%	18 6%	36 5%	14 12%	21 7%	30 9%	16 4%	39 13%	29 4%
NEUTRAL (4-6)	176 16%	62 19%	80 17%	34 11%	89 17%	87 15%	120 17%	33 16%	23 12%	38 13%	105 15%	33 28%	52 17%	64 19%	60 13%	60 21%	116 14%
SATISFIED (7-10)	859 78%	254 77%	353 76%	252 81%	407 77%	452 79%	541 77%	164 78%	153 80%	234 81%	552 80%	73 61%	230 76%	236 72%	393 84%	189 66%	670 82%
Answered	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Mean score	7.7	7.7	7.6	7.7	7.6	7.8	7.6	7.7	7.7	7.7	7.8	6.8	7.5	7.2	8.1	6.8	8.0
Standard deviation	2.10	1.99	2.12	2.18	2.06	2.13	2.09	2.02	2.23	2.09	2.03	2.34	2.16	2.21	1.88	2.41	1.89
Standard error	.06	.11	.10	.12	.09	.09	.08	.14	.16	.09	.09	.23	.12	.11	.09	.14	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
1 Extremely dissatisfied (1.0)	20 2%	2 *%	** ** a	6 1%	14 5%	7 3%	3 3%	2 2%	3 3%	5 6%	3 1%	1 1%	** **	2 1%	6 8%	9 1%	3 2%	4 2%	2 1%
2 (2.0)	20 2%	- -%	** ** a	1 *%	19 7%	4 1%	3 3%	* *%	1 1%	3 4%	1 *%	- -%	** **	- -%	4 6%	12 2%	5 2%	7 4%	- -%
3 (3.0)	27 2%	8 1%	** ** a	10 1%	14 5%	7 2%	1 2%	4 5%	1 1%	3 4%	4 2%	1 1%	** **	2 1%	5 7%	15 2%	5 2%	4 2%	6 2%
4 (4.0)	20 2%	3 *%	** ** a	6 1%	15 5%	5 2%	1 2%	3 3%	- -%	3 4%	2 1%	* *%	** **	* *%	4 6%	14 2%	8 4%	1 1%	5 2%
5 (5.0)	71 6%	15 2%	** ** a	34 4%	32 12%	15 5%	7 8%	4 5%	3 3%	5 6%	10 5%	5 2%	** **	7 3%	7 10%	39 6%	14 7%	11 6%	14 5%
6 (6.0)	85 8%	36 4%	** ** c	50 6%	33 12%	18 6%	6 7%	7 7%	5 5%	6 8%	12 6%	7 3%	** **	11 5%	7 10%	52 7%	14 7%	22 12%	16 5%
7 (7.0)	167 15%	134 16%	** **	113 14%	54 19%	45 16%	11 13%	18 18%	16 16%	14 18%	31 15%	36 16%	** **	33 15%	12 17%	101 15%	33 16%	37 21%	32 10%
8 (8.0)	254 23%	228 27%	** ** b	195 24%	55 20%	71 24%	24 27%	24 24%	23 23%	17 23%	53 25%	58 26%	** **	52 24%	18 26%	158 23%	51 25%	37 21%	69 23%
9 (9.0)	214 19%	206 24%	** ** b	184 23%	29 10%	62 21%	16 18%	19 19%	27 26%	9 13%	52 24%	59 26%	** **	55 25%	6 9%	144 21%	43 21%	32 18%	69 23%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin				Sky										
	Satisfied		Dissatisfied		Resolved		Issue		Complaint		Satisfied		Dissatisfied		Resolved		Issue		
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	224	221	**	208	14	56	16	17	24	10	46	56	**	56	*	149	31	25	93
	20%	26%	**	26%	5%	19%	18%	17%	24%	14%	22%	25%	**	26%	1%	22%	15%	14%	30%
		b		d										n				pq	
SUMMARY CODES																			
DISSATISFIED (1-3)	68	10	**	18	47	18	7	7	4	11	7	3	**	4	14	36	13	15	8
	6%	1%	**	2%	17%	6%	8%	7%	4%	14%	3%	1%	**	2%	21%	5%	6%	8%	3%
			a	c						j				m					
NEUTRAL (4-6)	176	53	**	90	80	38	15	15	8	14	24	12	**	18	18	105	36	34	35
	16%	6%	**	11%	29%	13%	17%	15%	8%	19%	11%	5%	**	8%	26%	15%	17%	19%	11%
			a	c										m					
SATISFIED (7-10)	859	789	**	701	152	234	66	78	90	51	183	209	**	196	37	552	158	130	263
	78%	93%	**	87%	54%	81%	75%	78%	88%	67%	85%	94%	**	90%	53%	80%	76%	73%	86%
		b		d				f		i				n				q	
Answered	1103	852	**	808	280	290	89	99	102	75	214	224	**	217	69	692	207	180	306
Mean score	7.7	8.4	**	8.2	6.2	7.7	7.4	7.6	8.1	6.8	8.0	8.4	**	8.3	5.9	7.8	7.5	7.3	8.3
		b		d				fg		i				n				opq	
Standard deviation	2.10	1.42	**	1.68	2.42	2.09	2.31	2.07	1.86	2.57	1.80	1.42	**	1.57	2.48	2.03	2.11	2.16	1.76
Standard error	.06	.05	**	.06	.14	.09	.21	.14	.15	.22	.09	.07	**	.08	.23	.09	.16	.19	.13

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	20 2%	4 2%	5 1%	1 *%	** **	4 1%	5 3%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	20 2%	6 4%	5 1%	- -%	** **	1 *%	10 6%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	27 2%	8 5%	7 1%	6 1%	** **	9 2%	4 2%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	20 2%	5 3%	9 2%	2 *%	** **	3 1%	11 6%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	71 6%	14 8%	25 5%	10 2%	** **	19 4%	19 11%	16 14%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	85 8%	12 7%	40 7%	22 4%	** **	31 6%	20 12%	15 13%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	167 15%	34 21%	67 13%	83 15%	** **	66 13%	36 21%	21 17%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	254 23%	32 20%	125 24%	146 26%	** **	126 24%	28 17%	26 21%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	214 19%	29 18%	115 22%	139 25%	** **	123 24%	21 12%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	224 20%	20 12%	129 24%	146 26%	** **	134 26%	14 8%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
SUMMARY CODES																	
DISSATISFIED (1-3)	68	18	17	7	**	14	19	14	**	**	**	**	**	**	**	**	**
	6%	11%	3%	1%	**	3%	11%	12%	**	**	**	**	**	**	**	**	**
		b				e											
NEUTRAL (4-6)	176	31	74	35	**	53	49	33	**	**	**	**	**	**	**	**	**
	16%	19%	14%	6%	**	10%	29%	28%	**	**	**	**	**	**	**	**	**
						e											
SATISFIED (7-10)	859	115	437	515	**	449	98	73	**	**	**	**	**	**	**	**	**
	78%	70%	83%	92%	**	87%	59%	61%	**	**	**	**	**	**	**	**	**
			a			f											
Answered	1103	164	529	557	**	516	166	121	**	**	**	**	**	**	**	**	**
Mean score	7.7	7.0	8.0	8.4	**	8.2	6.6	6.8	**	**	**	**	**	**	**	**	**
			a			f											
Standard deviation	2.10	2.30	1.88	1.44	**	1.72	2.32	2.34	**	**	**	**	**	**	**	**	**
Standard error	.06	.21	.10	.07	**	.09	.21	.23	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 ~b	55+ *c	MALE ~d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair *k	General ~l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	105	15	37	53	47	58	50	24	31	105	23	52	30	24	81	86	8
Effective Weighted Sample	100	14	35	51	45	55	48	23	30	100	23	52	30	23	78	82	8
Total	60	9	20	30	26	34	30	13	17	60	17	23	19	14	46	49	5
1 Extremely dissatisfied (1.0)	1 2%	**	**	**	**	**	**	**	**	1 2%	**	**	**	**	**	**	**
3 (3.0)	2 3%	**	**	**	**	**	**	**	**	2 3%	**	**	**	**	**	**	**
4 (4.0)	* 1%	**	**	**	**	**	**	**	**	* 1%	**	**	**	**	**	**	**
5 (5.0)	2 4%	**	**	**	**	**	**	**	**	2 4%	**	**	**	**	**	**	**
6 (6.0)	5 8%	**	**	**	**	**	**	**	**	5 8%	**	**	**	**	**	**	**
7 (7.0)	6 10%	**	**	**	**	**	**	**	**	6 10%	**	**	**	**	**	**	**
8 (8.0)	15 26%	**	**	**	**	**	**	**	**	15 26%	**	**	**	**	**	**	**
9 (9.0)	13 22%	**	**	**	**	**	**	**	**	13 22%	**	**	**	**	**	**	**
10 Extremely satisfied (10.0)	15 25%	**	**	**	**	**	**	**	**	15 25%	**	**	**	**	**	**	**
SUMMARY CODES																	
DISSATISFIED (1-3)	3 5%	**	**	**	**	**	**	**	**	3 5%	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS		
	Total	18-34 ~a	35-54 ~b	55+ *c	MALE ~d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair *k	General ~l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	105	15	37	53	47	58	50	24	31	105	23	52	30	24	81	86	8
Effective Weighted Sample	100	14	35	51	45	55	48	23	30	100	23	52	30	23	78	82	8
Total	60	9	20	30	26	34	30	13	17	60	17	23	19	14	46	49	5
NEUTRAL (4-6)	7 12%	**	**	**	**	**	**	**	**	7 12%	**	**	**	**	**	**	**
SATISFIED (7-10)	49 83%	**	**	**	**	**	**	**	**	49 83%	**	**	**	**	**	**	**
Answered	60	**	**	**	**	**	**	**	**	60	**	**	**	**	**	**	**
Mean score	8.1	**	**	**	**	**	**	**	**	8.1	**	**	**	**	**	**	**
Standard deviation	1.96	**	**	**	**	**	**	**	**	1.96	**	**	**	**	**	**	**
Standard error	.19	**	**	**	**	**	**	**	**	.19	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair *e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	105	80	24	105	23	52	30	24	81	86	8	80	24
Effective Weighted Sample	100	76	23	100	23	52	30	23	78	82	8	76	23
Total	60	45	14	60	17	23	19	14	46	49	5	45	14
1 Extremely dissatisfied	(1.0)	1 2%	** **	1 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	2 3%	** **	2 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	* 1%	** **	* 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	2 4%	** **	2 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	5 8%	** **	5 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	6 10%	** **	6 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	15 26%	** **	15 26%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	13 22%	** **	13 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	15 25%	** **	15 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES													
DISSATISFIED (1-3)	3 5%	** **	** **	3 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Cable, satellite or other Pay TV

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair *e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	105	80	24	105	23	52	30	24	81	86	8	80	24
Effective Weighted Sample	100	76	23	100	23	52	30	23	78	82	8	76	23
Total	60	45	14	60	17	23	19	14	46	49	5	45	14
NEUTRAL (4-6)	7 12%	**	**	7 12%	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)	49 83%	**	**	49 83%	**	**	**	**	**	**	**	**	**
Answered	60	**	**	60	**	**	**	**	**	**	**	**	**
Mean score	8.1	**	**	8.1	**	**	**	**	**	**	**	**	**
Standard deviation	1.96	**	**	1.96	**	**	**	**	**	**	**	**	**
Standard error	.19	**	**	.19	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Only on the phone	707 64%	187 57%	305 66%	216 69% a	326 61%	381 67%	437 62%	138 66%	132 69%	216 75% jk	429 62%	62 51%	193 64%	219 66%	295 63%	171 60%	536 66%
Mainly on the phone	263 24%	98 30%	98 21%	67 22%	142 27%	120 21%	182 26%	43 21%	37 19%	51 18%	170 25% i	42 35% i	78 26%	81 25%	103 22%	88 31% p	175 21%
Only via email	69 6%	23 7%	32 7%	14 5%	32 6%	37 6%	43 6%	15 7%	11 6%	8 3%	50 7% i	11 9% i	17 6%	16 5%	36 8%	16 6%	53 6%
Mainly via email	52 5%	14 4%	24 5%	14 5%	23 4%	29 5%	30 4%	12 6%	10 5%	12 4%	37 5% jk	3 3%	12 4%	10 3%	31 7%	9 3%	43 5%
Don't Know	12 1%	6 2%	5 1%	* *% a	7 1%	4 1%	11 2%	1 1%	- -%	2 1%	7 1%	3 2%	3 1%	4 1%	5 1%	3 1%	9 1%
SUMMARY CODES																	
ANY CONTACT BY PHONE	1022 93%	299 91%	426 92%	297 95%	491 93%	531 93%	649 92%	193 92%	180 94%	280 97% jk	636 92%	107 88%	283 93%	310 94%	429 91%	269 93%	754 92%
ANY CONTACT BY EMAIL	384 35%	135 41%	153 33%	95 31%	197 37%	187 33%	255 36%	70 34%	59 31%	71 25%	256 37% i	56 47% i	107 35%	107 32%	170 36%	114 40%	270 33%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin										Sky				
	Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue								
	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%	Total																		
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
Only on the phone	707 64%	561 66%	** **	554 69%	145 52%	216 75%	61 69%	75 76%	80 79%	56 75%	160 75%	170 76%	** **	171 79%	44 63%	429 62%	128 62%	114 63%	188 61%
Mainly on the phone	263 24%	191 22%	** **	163 20%	96 34%	51 18%	19 22%	20 20%	11 11%	14 18%	37 17%	39 17%	** **	32 15%	17 25%	170 25%	57 28%	47 26%	66 22%
Only via email	69 6%	50 6%	** **	49 6%	20 7%	8 3%	2 3%	1 1%	4 4%	2 2%	6 3%	6 3%	** **	6 3%	2 3%	50 7%	15 7%	10 5%	25 8%
Mainly via email	52 5%	45 5%	** **	35 4%	15 6%	12 4%	5 6%	1 1%	6 6%	4 5%	9 4%	8 4%	** **	7 3%	6 8%	37 5%	5 2%	8 5%	24 8%
Don't Know	12 1%	6 1%	** **	7 1%	3 1%	2 1%	1 1%	1 1%	- -%	- -%	2 1%	1 1%	** **	1 1%	* 1%	7 1%	2 1%	1 1%	3 1%
SUMMARY CODES																			
ANY CONTACT BY PHONE	1022 93%	796 93%	** **	752 93%	257 92%	280 97%	86 97%	97 97%	97 96%	74 98%	206 96%	216 97%	** **	210 97%	67 96%	636 92%	189 92%	169 94%	278 91%
ANY CONTACT BY EMAIL	384 35%	286 34%	** **	247 31%	131 47%	71 25%	27 30%	23 23%	22 21%	19 25%	52 24%	53 24%	** **	45 21%	26 37%	256 37%	77 37%	65 36%	115 38%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Only on the phone	707	91	338	348	**	341	83	62	**	**	**	**	**	**	**	**	**
	64%	56%	64%	63%	**	66%	50%	51%	**	**	**	**	**	**	**	**	**
						f											
Mainly on the phone	263	59	110	135	**	111	56	42	**	**	**	**	**	**	**	**	**
	24%	36%	21%	24%	**	21%	34%	35%	**	**	**	**	**	**	**	**	**
		b				e											
Only via email	69	9	41	35	**	33	17	11	**	**	**	**	**	**	**	**	**
	6%	6%	8%	6%	**	6%	10%	9%	**	**	**	**	**	**	**	**	**
Mainly via email	52	3	34	34	**	26	9	3	**	**	**	**	**	**	**	**	**
	5%	2%	6%	6%	**	5%	5%	3%	**	**	**	**	**	**	**	**	**
Don't Know	12	1	5	4	**	6	1	3	**	**	**	**	**	**	**	**	**
	1%	1%	1%	1%	**	1%	1%	2%	**	**	**	**	**	**	**	**	**
SUMMARY CODES																	
ANY CONTACT BY PHONE	1022	153	483	517	**	478	148	107	**	**	**	**	**	**	**	**	**
	93%	93%	91%	93%	**	93%	89%	88%	**	**	**	**	**	**	**	**	**
ANY CONTACT BY EMAIL	384	72	185	204	**	169	82	56	**	**	**	**	**	**	**	**	**
	35%	44%	35%	37%	**	33%	50%	47%	**	**	**	**	**	**	**	**	**
						e											

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	36 3%	5 2%	16 4%	14 4%	17 3%	19 3%	22 3%	5 2%	9 5%	13 5%	17 2%	5 4%	14 5%	13 4%	9 2%	23 8%	13 2%
2	(2.0)	20 2%	6 2%	9 2%	5 2%	10 2%	10 2%	12 2%	4 2%	4 2%	6 2%	12 2%	3 3%	8 3%	8 2%	4 1%	13 5%	7 1%
3	(3.0)	22 2%	4 1%	12 3%	6 2%	16 3%	6 1%	12 2%	5 2%	4 2%	6 2%	11 2%	5 4%	8 3%	4 1%	9 2%	10 3%	12 1%
4	(4.0)	29 3%	9 3%	14 3%	6 2%	17 3%	12 2%	20 3%	4 2%	5 3%	8 3%	12 2%	9 8%	9 3%	14 4%	6 1%	16 5%	13 2%
5	(5.0)	54 5%	10 3%	26 6%	18 6%	27 5%	27 5%	31 4%	10 5%	13 7%	12 4%	35 5%	7 6%	14 5%	25 8%	14 3%	14 5%	40 5%
6	(6.0)	91 8%	43 13% c	32 7%	16 5%	49 9%	42 7%	62 9%	16 8%	13 7%	20 7%	50 7%	20 17% ij	29 10%	33 10%	28 6%	34 12%	57 7%
7	(7.0)	140 13%	50 15%	65 14%	26 8%	75 14%	66 11%	107 15% h	26 13% h	7 4%	30 10%	94 14%	16 14%	40 13%	50 15%	51 11%	45 16%	95 12%
8	(8.0)	231 21%	64 20%	94 20%	72 23%	106 20%	125 22%	148 21%	37 18%	46 24%	56 19%	150 22%	25 21%	72 24%	69 21%	90 19%	55 19%	176 22%
9	(9.0)	206 19%	56 17%	81 18%	69 22%	84 16%	122 21%	117 17%	49 23%	41 21%	63 22%	130 19%	13 11%	56 18%	43 13%	108 23% m	40 14%	167 20%

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
10 Extremely satisfied (10.0)	274 25%	81 25%	112 24%	81 26%	130 25%	144 25%	171 24%	54 26%	49 26%	75 26%	183 26%	17 14%	54 18%	70 21%	151 32% lm	38 13%	237 29% o
SUMMARY CODES																	
DISSATISFIED (1-3)	77 7%	15 5%	38 8%	24 8%	43 8%	35 6%	47 7%	13 6%	17 9%	25 9%	39 6%	13 11%	30 10%	25 8%	22 5%	46 16% p	32 4%
NEUTRAL (4-6)	173 16%	62 19%	72 16%	40 13%	94 18%	80 14%	113 16%	29 14%	31 16%	41 14%	97 14%	36 30% ij	52 17%	73 22% n	49 10%	64 22% p	109 13%
SATISFIED (7-10)	852 77%	252 77%	353 76%	248 80%	395 74%	457 80%	542 77%	167 80%	143 75%	224 77% k	557 80% k	71 59%	221 73%	232 70%	399 85% lm	178 62%	674 83% o
Answered	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Mean score	7.7	7.8	7.6	7.8	7.6	7.8	7.7	7.9	7.7	7.7 k	7.9 k	6.8	7.3	7.3	8.2 lm	6.6	8.1 o
Standard deviation	2.27	2.07	2.35	2.35	2.33	2.21	2.24	2.18	2.46	2.43 k	2.14 k	2.41	2.40	2.36	2.01 lm	2.67	1.98 o
Standard error	.07	.12	.11	.13	.10	.09	.09	.15	.17	.11 k	.10 k	.24	.13	.12	.10 lm	.15	.07 o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	36	-	**	5	31	13	7	2	4	9	4	-	**	1	13	17	7	7	3	
	3%	-%	**	1%	11%	5%	8%	2%	4%	12%	2%	-%	**	1%	18%	2%	3%	4%	1%	
			a		c					j				m						
2 (2.0)	20	-	**	3	17	6	2	3	1	2	3	-	**	2	4	12	6	4	2	
	2%	-%	**	1%	6%	2%	3%	3%	1%	3%	1%	-%	**	1%	5%	2%	3%	2%	1%	
			a		c									m						
3 (3.0)	22	-	**	6	15	6	3	2	1	4	2	-	**	-	5	11	5	1	5	
	2%	-%	**	1%	5%	2%	3%	2%	1%	6%	1%	-%	**	-%	8%	2%	2%	1%	2%	
			a		c					j				m						
4 (4.0)	29	-	**	9	20	8	3	4	1	4	5	-	**	1	7	12	6	4	2	
	3%	-%	**	1%	7%	3%	3%	4%	1%	5%	2%	-%	**	1%	10%	2%	3%	2%	1%	
			a		c									m						
5 (5.0)	54	-	**	23	27	12	2	7	3	4	9	-	**	5	6	35	12	15	8	
	5%	-%	**	3%	10%	4%	3%	7%	3%	5%	4%	-%	**	2%	9%	5%	6%	8%	3%	
			a		c									m						
6 (6.0)	91	-	**	46	43	20	8	6	6	7	14	-	**	13	7	50	20	16	14	
	8%	-%	**	6%	15%	7%	9%	6%	6%	9%	6%	-%	**	6%	10%	7%	10%	9%	5%	
			a		c									m						
7 (7.0)	140	140	**	83	54	30	10	13	6	10	19	30	**	21	8	94	29	29	36	
	13%	16%	**	10%	19%	10%	11%	14%	6%	13%	9%	13%	**	10%	12%	14%	14%	16%	12%	
		b			c															
8 (8.0)	231	231	**	184	43	56	19	20	17	11	45	56	**	45	11	150	51	37	62	
	21%	27%	**	23%	15%	19%	21%	20%	17%	15%	21%	25%	**	21%	15%	22%	25%	21%	20%	
		b																		
9 (9.0)	206	206	**	184	23	63	18	18	27	14	49	63	**	58	6	130	36	23	71	
	19%	24%	**	23%	8%	22%	20%	18%	27%	19%	23%	28%	**	26%	8%	19%	17%	13%	23%	
		b			d									n						

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin					Satisfaction with CS		Resolved		Sky					
	Total	Satis-	Dissat-	Yes	No	Issue			Complaint		Satis-	Dissat-	Yes	No	Issue			General	
		fied	isfied			All	Billing	Fault/repair	General	Yes					No	All	Billing		Fault/repair
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	274	274	**	265	8	75	17	24	34	10	65	75	**	72	3	183	36	43	104
	25%	32%	**	33%	3%	26%	19%	24%	33%	14%	30%	34%	**	33%	4%	26%	17%	24%	34%
		b		d							i			n					p
SUMMARY CODES																			
DISSATISFIED (1-3)	77	-	**	14	63	25	12	7	6	16	9	-	**	3	22	39	17	12	9
	7%	-%	**	2%	22%	9%	13%	7%	6%	21%	4%	-%	**	1%	31%	6%	8%	7%	3%
			a		c					j				m					
NEUTRAL (4-6)	173	-	**	79	89	41	13	17	11	14	27	-	**	19	20	97	37	36	24
	16%	-%	**	10%	32%	14%	15%	17%	11%	18%	13%	-%	**	9%	29%	14%	18%	20%	8%
			c		c									m		r	r		
SATISFIED (7-10)	852	852	**	716	128	224	63	76	85	46	178	224	**	196	28	557	152	132	273
	77%	100%	**	89%	46%	77%	71%	76%	83%	61%	83%	100%	**	90%	40%	80%	74%	73%	89%
		b		d						i				n					opq
Answered	1103	852	**	808	280	290	89	99	102	75	214	224	**	217	69	692	207	180	306
Mean score	7.7	8.7	**	8.4	5.7	7.7	7.2	7.6	8.2	6.5	8.1	8.8	**	8.5	5.2	7.9	7.4	7.5	8.4
		b		d				f		i				n					opq
Standard deviation	2.27	1.08	**	1.66	2.55	2.43	2.68	2.29	2.25	2.95	2.06	1.04	**	1.55	2.87	2.14	2.29	2.32	1.77
Standard error	.07	.04	**	.06	.15	.11	.25	.15	.18	.26	.11	.05	**	.08	.27	.10	.17	.20	.13

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
 Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	36 3%	9 5%	8 2%	- -%	** **	4 1%	13 8%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	20 2%	9 5%	3 1%	- -%	** **	1 *%	10 6%	3 3%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	22 2%	1 1%	10 2%	- -%	** **	4 1%	6 4%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	29 3%	5 3%	6 1%	- -%	** **	3 1%	9 5%	9 8%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	54 5%	9 6%	25 5%	- -%	** **	16 3%	16 10%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	91 8%	19 11%	32 6%	- -%	** **	26 5%	24 15%	20 17%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	140 13%	30 18%	64 12%	94 17%	** **	49 10%	42 25%	16 14%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	231 21%	37 23%	113 21%	150 27%	** **	120 23%	26 16%	25 21%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	206 19%	22 13%	108 20%	130 23%	** **	117 23%	14 8%	13 11%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	274 25%	24 15%	159 30%	183 33%	** **	176 34%	5 3%	17 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	77 7%	18 11%	21 4%	- -%	** **	10 2%	29 18%	13 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	173 16%	33 20%	64 12%	- -%	** **	44 9%	50 30%	36 30%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	852 77%	113 69%	444 84%	557 100%	** **	462 89%	87 53%	71 59%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1103	164	529	557	**	516	166	121	**	**	**	**	**	**	**	**	**
Mean score	7.7	7.0	8.1	8.7	**	8.5	6.0	6.8	**	**	**	**	**	**	**	**	**
Standard deviation	2.27	2.46	1.95	1.09	**	1.65	2.39	2.41	**	**	**	**	**	**	**	**	**
Standard error	.07	.22	.10	.05	**	.09	.21	.24	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	30 3%	9 3%	10 2%	11 4%	16 3%	15 3%	21 3%	4 2%	5 3%	8 3%	15 2%	7 6%	13 4%	10 3%	7 2%	20 7%	11 1%
2	(2.0)	16 1%	3 1%	9 2%	4 1%	9 2%	8 1%	12 2%	2 1%	2 1%	5 2%	7 1%	4 4%	4 1%	5 1%	7 2%	8 3%	8 1%
3	(3.0)	25 2%	7 2%	12 3%	6 2%	17 3%	8 1%	18 3%	1 1%	6 3%	4 2%	13 2%	8 6%	8 3%	10 3%	6 1%	16 5%	9 1%
4	(4.0)	41 4%	10 3%	22 5%	10 3%	20 4%	21 4%	25 4%	11 5%	5 3%	5 2%	30 4%	6 5%	16 5%	15 5%	10 2%	12 4%	29 4%
5	(5.0)	65 6%	21 6%	25 5%	19 6%	29 6%	36 6%	37 5%	13 6%	15 8%	14 5%	44 6%	8 6%	19 6%	22 7%	23 5%	20 7%	45 6%
6	(6.0)	80 7%	19 6%	44 9%	17 6%	35 7%	45 8%	59 8%	10 5%	11 6%	15 5%	54 8%	11 9%	22 7%	17 5%	41 9%	16 6%	64 8%
7	(7.0)	131 12%	46 14%	52 11%	34 11%	70 13%	61 11%	89 13%	20 9%	23 12%	29 10%	82 12%	20 17%	41 13%	46 14%	45 10%	43 15%	89 11%
8	(8.0)	211 19%	56 17%	89 19%	66 21%	100 19%	111 19%	135 19%	44 21%	32 17%	52 18%	133 19%	27 22%	54 18%	65 20%	92 20%	50 18%	161 20%
9	(9.0)	213 19%	71 22%	85 18%	57 18%	97 18%	116 20%	132 19%	45 21%	36 19%	63 22%	135 19%	16 13%	62 21%	57 17%	94 20%	40 14%	173 21%
10 Extremely satisfied	(10.0)	261 24%	84 26%	103 22%	74 24%	125 24%	136 24%	160 23%	56 27%	45 24%	84 29%	163 24%	14 12%	55 18%	78 24%	129 27%	57 20%	205 25%
Not applicable		28 3%	2 1%	12 3%	14 4%	13 2%	15 3%	14 2%	3 2%	11 6%	11 4%	17 2%	- -%	8 3%	6 2%	14 3%	6 2%	23 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4a. And how satisfied were you with - Ease of finding provider contact details?**

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
SUMMARY CODES																	
DISSATISFIED (1-3)	71 6%	20 6%	31 7%	20 7%	41 8%	30 5%	51 7%	8 4%	13 7%	18 6%	35 5%	19 16% ij	25 8%	25 8%	21 4%	44 15% p	28 3%
NEUTRAL (4-6)	186 17%	50 15%	91 20%	46 15%	85 16%	102 18%	121 17%	34 16%	31 16%	33 11%	128 19% i	25 21%	58 19%	54 16%	75 16%	49 17%	138 17%
SATISFIED (7-10)	817 74%	257 78%	328 71%	231 74%	392 74%	425 74%	516 73%	165 79%	136 71%	228 79% k	513 74%	77 64%	212 70%	245 74%	360 77%	190 66%	628 77% o
Answered	1075	327	451	297	518	557	688	206	180	278	676	121	295	324	456	282	793
Mean score	7.7	7.8	7.6	7.7	7.6	7.7	7.6	7.9	7.7	8.0 k	7.7 k	6.7	7.4	7.5	8.0 l	6.9	7.9 o
Standard deviation	2.27	2.23	2.28	2.30	2.33	2.21	2.30	2.13	2.29	2.23	2.18	2.58	2.40	2.36	2.08	2.73	2.02
Standard error	.07	.13	.11	.13	.10	.09	.09	.15	.16	.10	.10	.26	.14	.12	.11	.16	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
1 Extremely dissatisfied (1.0)	30 3%	3 *%	** ** a	7 1%	24 8% c	8 3%	3 3%	3 3%	3 3%	6 8%	2 1%	1 1%	** **	2 1%	6 9% m	15 2%	9 4%	4 2%	2 1%
2 (2.0)	16 1%	3 *%	** ** a	4 *%	13 5% c	5 2%	1 2%	1 1%	3 3%	1 1%	4 2%	* *% m	** **	* *% m	4 6% m	7 1%	2 1%	1 1%	3 1%
3 (3.0)	25 2%	3 *%	** ** a	11 1%	13 5% c	4 2%	2 3%	2 2%	- -%	4 5% j	1 *% j	* *% m	** **	* *% m	4 6% m	13 2%	6 3%	7 4% r	- -%
4 (4.0)	41 4%	16 2%	** ** a	8 1%	33 12% c	5 2%	2 3%	2 2%	1 1%	2 3%	2 1%	2 1%	** **	2 1%	3 4%	30 4%	14 7%	8 5%	8 3%
5 (5.0)	65 6%	29 3%	** **	34 4%	28 10% c	14 5%	6 7%	6 6%	1 1%	6 8%	7 3%	5 2%	** **	7 3%	6 9% m	44 6%	13 6%	14 8%	17 6%
6 (6.0)	80 7%	43 5%	** **	59 7%	21 8%	15 5%	7 8%	3 3%	5 5%	3 4%	12 6%	7 3%	** **	11 5%	4 6%	54 8%	15 7%	11 6%	28 9%
7 (7.0)	131 12%	103 12%	** **	91 11%	37 13%	29 10%	10 12%	10 10%	9 9%	7 9%	22 10%	24 11%	** **	20 9%	9 13%	82 12%	29 14%	25 14%	28 9%
8 (8.0)	211 19%	186 22% b	** **	161 20%	45 16%	52 18%	15 17%	18 18%	19 19%	8 10%	44 20% i	46 21%	** **	42 19%	8 12%	133 19%	38 19%	32 18%	63 21%
9 (9.0)	213 19%	193 23% b	** **	179 22% d	34 12%	63 22%	16 18%	26 26%	22 21%	16 22%	47 22%	54 24%	** **	52 24%	11 15%	135 19%	44 21%	27 15%	63 21%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin					Satisfaction with CS		Resolved		Sky					
	Total	Satis-	Dissat-	Yes	No	Issue			Complaint		Satis-	Dissat-	Yes	No	Issue			General	
		fied	isfied			All	Billing	Fault/	General	Yes					No	All	Billing		Fault/
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	261	250	**	233	25	84	22	26	36	20	64	76	**	75	9	163	31	48	84
	24%	29%	**	29%	9%	29%	25%	26%	35%	26%	30%	34%	**	34%	13%	24%	15%	27%	27%
		b		d										n					p
Not applicable	28	23	**	21	7	11	4	3	4	3	9	7	**	7	4	17	5	3	9
	3%	3%	**	3%	2%	4%	4%	3%	4%	4%	4%	3%	**	3%	6%	2%	2%	2%	3%
SUMMARY CODES																			
DISSATISFIED (1-3)	71	9	**	22	50	18	7	6	5	10	8	2	**	3	15	35	17	12	5
	6%	1%	**	3%	18%	6%	8%	6%	5%	13%	4%	1%	**	1%	21%	5%	8%	7%	2%
		a		c						j				m			r		
NEUTRAL (4-6)	186	88	**	101	82	33	15	11	7	12	21	14	**	19	14	128	42	33	54
	17%	10%	**	12%	29%	11%	17%	11%	7%	15%	10%	6%	**	9%	19%	19%	20%	18%	18%
			**	c			h						**	m					
SATISFIED (7-10)	817	732	**	665	141	228	63	79	85	51	177	200	**	189	37	513	143	132	238
	74%	86%	**	82%	50%	79%	71%	80%	84%	67%	83%	89%	**	87%	53%	74%	69%	73%	78%
		b		d						i			**	n					
Answered	1075	829	**	787	273	278	85	96	97	73	206	217	**	211	65	676	202	177	296
Mean score	7.7	8.4	**	8.2	6.1	8.0	7.6	8.0	8.4	7.3	8.2	8.6	**	8.5	6.3	7.7	7.2	7.6	8.1
		b		d					f		i		**	n					p
Standard deviation	2.27	1.63	**	1.81	2.70	2.23	2.38	2.19	2.09	2.84	1.92	1.53	**	1.64	2.93	2.18	2.40	2.31	1.85
Standard error	.07	.06	**	.06	.16	.10	.22	.15	.17	.25	.10	.08	**	.09	.28	.10	.18	.20	.13

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	30 3%	9 5% b	6 1%	1 *% **	**	4 1%	11 7% e	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	16 1%	4 3%	3 1%	2 *% **	**	3 1%	4 2%	4 4%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	25 2%	8 5% b	5 1%	1 *% **	**	8 1%	5 3%	8 6%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	41 4%	8 5%	22 4%	12 2% **	**	5 1%	25 15% e	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	65 6%	12 7%	32 6%	23 4% **	**	22 4%	20 12% e	8 6%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	80 7%	10 6%	44 8%	32 6% **	**	42 8%	13 8%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	131 12%	27 16%	55 10%	69 12% **	**	58 11%	21 12%	20 17%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	211 19%	30 18%	103 19%	117 21% **	**	100 19%	30 18%	27 22%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	213 19%	21 13%	114 21%	125 23% **	**	115 22%	20 12%	16 13%	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	261 24%	33 20%	130 25%	159 29% **	**	145 28% f	16 9%	14 12%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Not applicable	28 3%	3 2%	14 3%	16 3%	** **	14 3%	3 2%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	71 6%	20 12% b	14 3%	4 1%	** **	14 3%	20 12% e	19 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	186 17%	30 18%	99 19%	67 12%	** **	69 13%	58 35% e	25 21%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	817 74%	111 68%	402 76%	470 84%	** **	418 81% f	86 52%	77 64%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1075	161	515	541	**	502	164	121	**	**	**	**	**	**	**	**	**
Mean score	7.7	7.1	7.9 a	8.3	**	8.2 f	6.3	6.7	**	**	**	**	**	**	**	**	**
Standard deviation	2.27	2.59	2.00	1.64	**	1.83	2.56	2.58	**	**	**	**	**	**	**	**	**
Standard error	.07	.23	.10	.08	**	.10	.23	.26	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	30 3%	10 3%	13 3%	7 2%	17 3%	14 2%	19 3%	8 4%	3 2%	12 4%	12 2%	6 5%	13 4%	10 3%	7 1%	20 7%	10 1%
2	(2.0)	10 1%	2 1%	7 2%	1 *	8 1%	2 *	8 1%	1 1%	1 1%	2 1%	3 1%	5 4%	6 2%	3 1%	2 *	5 2%	6 1%
3	(3.0)	11 1%	3 1%	6 1%	2 1%	6 1%	5 1%	6 1%	3 1%	2 1%	3 1%	4 1%	4 4%	2 1%	5 2%	4 1%	8 3%	3 *
4	(4.0)	28 3%	12 4%	8 2%	9 3%	18 3%	10 2%	15 2%	5 2%	9 4%	4 1%	17 3%	7 6%	7 2%	11 3%	10 2%	10 3%	19 2%
5	(5.0)	63 6%	23 7%	29 6%	11 4%	30 6%	33 6%	47 7%	10 5%	6 3%	15 5%	38 6%	10 8%	17 6%	24 7%	22 5%	26 9%	38 5%
6	(6.0)	69 6%	28 8%	24 5%	17 5%	34 6%	35 6%	42 6%	17 8%	10 5%	13 5%	48 7%	8 7%	20 7%	23 7%	25 5%	23 8%	46 6%
7	(7.0)	92 8%	38 12%	35 8%	19 6%	48 9%	44 8%	63 9%	19 9%	10 5%	21 7%	56 8%	16 13%	25 8%	35 11%	33 7%	27 10%	65 8%
8	(8.0)	137 12%	44 13%	57 12%	36 11%	72 14%	65 11%	99 14%	28 13%	10 5%	30 10%	87 13%	19 16%	34 11%	47 14%	56 12%	42 14%	95 12%
9	(9.0)	117 11%	42 13%	48 10%	27 9%	51 10%	66 12%	77 11%	21 10%	19 10%	32 11%	72 10%	13 11%	30 10%	33 10%	54 12%	25 9%	92 11%
10 Extremely satisfied	(10.0)	161 15%	58 18%	58 13%	44 14%	80 15%	80 14%	98 14%	32 15%	31 16%	41 14%	110 16%	10 8%	31 10%	58 17%	72 15%	37 13%	123 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	384	68	177	139	166	218	228	67	90	117	244	23	118	82	184	65	319
	35%	21%	38%	45%	31%	38%	32%	32%	47%	40%	35%	19%	39%	25%	39%	23%	39%
			a	a				fg		k	k		m		m		o
SUMMARY CODES																	
DISSATISFIED (1-3)	51	15	27	10	31	21	33	12	7	17	20	15	21	18	12	33	18
	5%	4%	6%	3%	6%	4%	5%	6%	4%	6%	3%	13%	7%	6%	3%	12%	2%
												j				p	
NEUTRAL (4-6)	161	63	61	36	83	78	105	31	25	32	103	25	45	58	58	58	102
	15%	19%	13%	12%	16%	14%	15%	15%	13%	11%	15%	21%	15%	18%	12%	20%	13%
																p	
SATISFIED (7-10)	507	183	198	126	251	256	337	100	70	124	325	58	120	172	215	131	375
	46%	56%	43%	40%	47%	45%	48%	48%	37%	43%	47%	48%	39%	52%	46%	46%	46%
		bc					h						l				
Answered	719	260	286	172	365	354	475	143	101	173	448	98	185	248	285	223	496
Mean score	7.4	7.4	7.3	7.6	7.3	7.6	7.4	7.3	7.6	7.4	7.6	6.5	7.0	7.3	7.8	6.6	7.8
										k	k				l		o
Standard deviation	2.37	2.30	2.45	2.33	2.45	2.27	2.32	2.44	2.51	2.56	2.19	2.59	2.59	2.39	2.15	2.72	2.11
Standard error	.09	.15	.15	.17	.13	.12	.11	.21	.24	.15	.12	.29	.18	.14	.14	.18	.10

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	30	5	**	4	26	12	4	4	4	7	5	2	**	2	10	12	8	4	-	
	3%	1%	**	1%	9%	4%	5%	4%	4%	10%	2%	1%	**	1%	15%	2%	4%	2%	-%	
			a		c					j					m		r			
2 (2.0)	10	*	**	1	9	2	1	*	-	1	1	-	**	-	2	3	3	-	-	
	1%	*%	**	*%	3%	1%	2%	*%	-%	1%	1%	-%	**	-%	3%	1%	2%	-%	-%	
			a		c										m					
3 (3.0)	11	1	**	4	7	3	1	1	1	1	2	1	**	1	2	4	1	3	-	
	1%	*%	**	1%	2%	1%	1%	1%	1%	1%	1%	1%	**	1%	2%	1%	1%	2%	-%	
			a		c															
4 (4.0)	28	9	**	15	13	4	1	2	1	1	3	1	**	2	2	17	6	7	5	
	3%	1%	**	2%	5%	1%	2%	2%	1%	2%	1%	*%	**	1%	2%	3%	3%	4%	2%	
			a																	
5 (5.0)	63	20	**	30	30	15	5	7	3	7	8	6	**	6	9	38	12	12	14	
	6%	2%	**	4%	11%	5%	6%	7%	3%	9%	4%	3%	**	3%	12%	6%	6%	7%	5%	
			a		c										m					
6 (6.0)	69	40	**	41	28	13	6	4	3	4	9	9	**	8	5	48	14	18	16	
	6%	5%	**	5%	10%	5%	7%	4%	3%	5%	4%	4%	**	4%	7%	7%	7%	10%	5%	
			a		c															
7 (7.0)	92	77	**	64	26	21	9	8	4	8	13	16	**	16	5	56	14	16	25	
	8%	9%	**	8%	9%	7%	10%	8%	4%	10%	6%	7%	**	7%	7%	8%	7%	9%	8%	
		b																		
8 (8.0)	137	125	**	111	22	30	9	12	9	8	22	28	**	26	4	87	23	25	39	
	12%	15%	**	14%	8%	10%	10%	12%	9%	11%	10%	13%	**	12%	5%	13%	11%	14%	13%	
		b																		
9 (9.0)	117	111	**	98	19	32	8	14	10	9	23	32	**	30	2	72	21	16	35	
	11%	13%	**	12%	7%	11%	9%	14%	10%	12%	11%	14%	**	14%	4%	10%	10%	9%	11%	
		b												n						

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin					Sky									
	Satisfied		Dissatisfied		Resolved		Issue			Complaint		Satisfied		Resolved		Issue			
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	161	153	**	142	17	41	11	13	17	9	32	39	**	37	4	110	20	38	52
	15%	18%	**	18%	6%	14%	13%	13%	16%	12%	15%	17%	**	17%	6%	16%	10%	21%	17%
		b		d										n			p		
Not applicable	384	310	**	297	84	117	32	35	50	21	96	89	**	89	26	244	85	40	120
	35%	36%	**	37%	30%	40%	36%	35%	49%	28%	45%	40%	**	41%	37%	35%	41%	22%	39%
									g		i					q	q		q
SUMMARY CODES																			
DISSATISFIED (1-3)	51	6	**	10	42	17	7	5	4	9	8	3	**	3	14	20	13	7	-
	5%	1%	**	1%	15%	6%	8%	5%	4%	12%	4%	2%	**	1%	20%	3%	6%	4%	-%
			a		c					j				m		r	r		
NEUTRAL (4-6)	161	69	**	86	71	32	13	13	7	12	21	16	**	17	15	103	31	37	35
	15%	8%	**	11%	25%	11%	14%	13%	7%	15%	10%	7%	**	8%	22%	15%	15%	21%	11%
			a		c									m					
SATISFIED (7-10)	507	466	**	415	83	124	37	47	40	34	90	115	**	108	15	325	78	96	151
	46%	55%	**	51%	30%	43%	42%	47%	39%	45%	42%	51%	**	50%	22%	47%	38%	53%	49%
		b		d										n				p	
Answered	719	542	**	511	196	173	57	65	52	55	118	134	**	128	44	448	122	140	186
Mean score	7.4	8.2	**	8.1	5.7	7.4	7.0	7.4	7.8	6.7	7.7	8.2	**	8.2	5.1	7.6	7.0	7.5	8.1
		b		d							i			n		p		opq	
Standard deviation	2.37	1.68	**	1.86	2.75	2.56	2.66	2.45	2.57	2.92	2.32	1.82	**	1.83	3.00	2.19	2.56	2.27	1.70
Standard error	.09	.07	**	.08	.20	.15	.30	.20	.29	.30	.16	.12	**	.12	.35	.12	.25	.23	.16

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	30 3%	9 5%	3 1%	2 *0%	**	3 *0%	10 6%	6 5%	**	**	**	**	**	**	**	**	**
2 (2.0)	10 1%	2 1%	1 *0%	- -%	**	1 *0%	2 1%	5 4%	**	**	**	**	**	**	**	**	**
3 (3.0)	11 1%	3 2%	1 *0%	- -%	**	1 *0%	3 2%	4 4%	**	**	**	**	**	**	**	**	**
4 (4.0)	28 3%	5 3%	12 2%	7 1%	**	8 2%	9 5%	7 6%	**	**	**	**	**	**	**	**	**
5 (5.0)	63 6%	15 9%	23 4%	11 2%	**	20 4%	17 10%	10 8%	**	**	**	**	**	**	**	**	**
6 (6.0)	69 6%	18 11%	30 6%	28 5%	**	30 6%	18 11%	8 7%	**	**	**	**	**	**	**	**	**
7 (7.0)	92 8%	13 8%	42 8%	50 9%	**	36 7%	16 10%	16 13%	**	**	**	**	**	**	**	**	**
8 (8.0)	137 12%	24 15%	64 12%	82 15%	**	72 14%	12 7%	19 16%	**	**	**	**	**	**	**	**	**
9 (9.0)	117 11%	12 7%	60 11%	68 12%	**	58 11%	14 8%	13 11%	**	**	**	**	**	**	**	**	**
10 Extremely satisfied (10.0)	161 15%	25 15%	85 16%	106 19%	**	96 19%	13 8%	10 8%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Not applicable	384	38	206	202	**	190	53	23	**	**	**	**	**	**	**	**	**
	35%	23%	39%	36%	**	37%	32%	19%	**	**	**	**	**	**	**	**	**
			a														
SUMMARY CODES																	
DISSATISFIED (1-3)	51	14	6	2	**	5	15	15	**	**	**	**	**	**	**	**	**
	5%	8%	1%	*%	**	1%	9%	13%	**	**	**	**	**	**	**	**	**
		b					e										
NEUTRAL (4-6)	161	38	65	45	**	58	44	25	**	**	**	**	**	**	**	**	**
	15%	23%	12%	8%	**	11%	26%	21%	**	**	**	**	**	**	**	**	**
		b					e										
SATISFIED (7-10)	507	74	251	307	**	263	55	58	**	**	**	**	**	**	**	**	**
	46%	45%	47%	55%	**	51%	33%	48%	**	**	**	**	**	**	**	**	**
						f											
Answered	719	126	322	354	**	326	113	98	**	**	**	**	**	**	**	**	**
Mean score	7.4	6.9	7.9	8.3	**	8.1	6.3	6.5	**	**	**	**	**	**	**	**	**
		a				f											
Standard deviation	2.37	2.59	1.94	1.64	**	1.85	2.56	2.59	**	**	**	**	**	**	**	**	**
Standard error	.09	.27	.13	.10	**	.12	.28	.29	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision *k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1046	297	427	322	504	542	650	200	196	487	467	92	300	380	366	287	759
Effective Weighted Sample		879	256	359	264	427	452	552	167	161	466	459	82	282	296	317	242	638
Total		1034	305	431	297	499	535	660	194	180	282	643	110	286	314	434	271	763
1 Extremely dissatisfied	(1.0)	38 4%	8 2%	12 3%	18 6%	21 4%	17 3%	20 3%	7 3%	11 6%	15 5%	14 2%	** **	14 5%	16 5%	8 2%	24 9%	14 2%
													j				p	
2	(2.0)	26 3%	7 2%	16 4%	3 1%	16 3%	10 2%	17 3%	7 3%	2 1%	6 2%	11 2%	** **	12 4%	6 2%	8 2%	15 5%	11 1%
													ij				p	
3	(3.0)	24 2%	6 2%	12 3%	6 2%	15 3%	9 2%	18 3%	3 1%	4 2%	7 3%	10 2%	** **	7 3%	9 3%	8 2%	11 4%	14 2%
													j					
4	(4.0)	40 4%	9 3%	19 4%	13 4%	21 4%	19 4%	24 4%	6 3%	11 6%	13 5%	23 4%	** **	11 4%	16 5%	13 3%	17 6%	23 3%
5	(5.0)	61 6%	20 7%	28 7%	13 4%	25 5%	36 7%	40 6%	15 8%	6 4%	18 6%	39 6%	** **	21 7%	22 7%	18 4%	21 8%	40 5%
6	(6.0)	102 10%	27 9%	46 11%	29 10%	47 9%	56 10%	67 10%	13 7%	22 12%	23 8%	66 10%	** **	33 12%	33 10%	37 9%	28 10%	74 10%
7	(7.0)	139 13%	42 14%	57 13%	40 14%	69 14%	70 13%	93 14%	22 11%	24 13%	34 12%	91 14%	** **	43 15%	41 13%	56 13%	36 13%	103 14%
8	(8.0)	207 20%	59 19%	79 18%	69 23%	105 21%	101 19%	137 21%	39 20%	31 17%	55 19%	127 20%	** **	51 18%	60 19%	95 22%	45 17%	162 21%
9	(9.0)	170 16%	55 18%	68 16%	47 16%	72 14%	98 18%	104 16%	40 21%	25 14%	50 18%	110 17%	** **	50 17%	43 14%	77 18%	35 13%	135 18%
10 Extremely satisfied	(10.0)	214 21%	71 23%	90 21%	53 18%	102 20%	112 21%	134 20%	42 22%	37 21%	57 20%	145 22%	** **	42 15%	66 21%	106 24%	40 15%	174 23%
																l		o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision *k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1046	297	427	322	504	542	650	200	196	487	467	92	300	380	366	287	759
Effective Weighted Sample	879	256	359	264	427	452	552	167	161	466	459	82	282	296	317	242	638
Total	1034	305	431	297	499	535	660	194	180	282	643	110	286	314	434	271	763
Not applicable	13 1%	2 1%	4 1%	7 2%	5 1%	7 1%	6 1%	2 1%	5 3%	4 1%	7 1%	**	2 1%	2 1%	9 2%	- -%	13 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	88 9%	21 7%	40 9%	27 9%	52 10%	36 7%	55 8%	16 8%	18 10%	28 10%	35 5%	**	33 12%	31 10%	23 5%	50 18%	38 5%
NEUTRAL (4-6)	203 20%	56 18%	93 22%	54 18%	93 19%	111 21%	131 20%	33 17%	39 22%	54 19%	127 20%	**	65 23%	70 22%	68 16%	66 24%	138 18%
SATISFIED (7-10)	729 71%	226 74%	294 68%	209 70%	349 70%	381 71%	468 71%	144 74%	118 66%	196 70%	473 74%	**	186 65%	210 67%	334 77%	156 57%	574 75%
Answered	1021	303	427	291	493	528	654	193	174	278	635	**	284	312	425	271	750
Mean score	7.4	7.6	7.3	7.3	7.3	7.5	7.4	7.5	7.2	7.3	7.6	**	7.0	7.2	7.8	6.5	7.7
Standard deviation	2.38	2.25	2.41	2.44	2.47	2.28	2.33	2.39	2.55	2.53	2.17	**	2.50	2.51	2.13	2.81	2.10
Standard error	.07	.13	.12	.14	.11	.10	.09	.17	.18	.12	.10	**	.14	.13	.11	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1046	806	76	768	265	487	116	218	153	131	356	377	39	369	113	467	165	124	178	
Effective Weighted Sample	879	675	65	640	228	466	116	218	153	124	342	361	37	354	108	459	165	124	178	
Total	1034	802	71	759	260	282	86	98	97	74	208	218	24	211	67	643	192	170	281	
1 Extremely dissatisfied (1.0)	38 4%	2 *%	** ** a	7 1%	30 12% c	15 5%	7 8%	5 6%	3 3%	10 13% j	6 3%	1 *% **	** **	2 1%	13 19% m	14 2%	7 4%	5 3%	2 1%	
2 (2.0)	26 3%	7 1%	** ** a	4 1%	22 8% c	6 2%	3 3%	1 1%	1 1%	4 6% j	2 1%	1 *% **	** **	1 *%	5 7% m	11 2%	8 4%	1 1%	2 1%	
3 (3.0)	24 2%	3 *%	** ** a	11 1%	13 5% c	7 3%	1 2%	3 3%	3 3%	1 2%	6 3%	1 *% **	** **	2 1%	5 8% m	10 2%	6 3%	4 2%	- -%	
4 (4.0)	40 4%	13 2%	** ** a	22 3%	18 7% c	13 5%	4 5%	4 4%	5 5%	6 9%	7 3%	4 2% **	** **	6 3%	6 9% m	23 4%	7 4%	10 6%	6 2%	
5 (5.0)	61 6%	26 3%	** **	27 4%	32 12% c	18 6%	6 7%	9 9%	4 4%	6 9%	12 6%	7 3% **	** **	9 4%	8 13% m	39 6%	14 7%	14 8%	11 4%	
6 (6.0)	102 10%	63 8%	** **	70 9%	30 11%	23 8%	10 11%	6 6%	7 7%	5 7%	18 8%	16 7% **	** **	18 9%	4 6%	66 10%	23 12%	21 12%	22 8%	
7 (7.0)	139 13%	121 15% b	** **	97 13%	39 15%	34 12%	14 16%	12 12%	8 8%	8 11%	26 13%	33 15% **	** **	28 13%	6 9%	91 14%	27 14%	22 13%	43 15%	
8 (8.0)	207 20%	186 23% b	** **	169 22% d	34 13%	55 19%	14 16%	21 21%	20 20%	10 14%	44 21%	50 23% **	** **	46 22%	8 12%	127 20%	35 18%	26 15%	66 24%	
9 (9.0)	170 16%	163 20% b	** **	146 19% d	23 9%	50 18%	11 13%	19 19%	20 20%	12 17%	37 18%	46 21% **	** **	43 20%	7 10%	110 17%	37 19%	22 13%	50 18%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin								Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satis-	Dissat-	Yes	No	Issue				
		fied	isfied			All	Billing	Fault/repair	General	Yes	No					fied	isfied	All	Billing	Fault/repair
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r		
Significance Level: 99%																				
Unweighted total	1046	806	76	768	265	487	116	218	153	131	356	377	39	369	113	467	165	124	178	
Effective Weighted Sample	879	675	65	640	228	466	116	218	153	124	342	361	37	354	108	459	165	124	178	
Total	1034	802	71	759	260	282	86	98	97	74	208	218	24	211	67	643	192	170	281	
10 Extremely satisfied (10.0)	214	206	**	193	18	57	15	17	25	11	47	55	**	53	5	145	27	45	73	
	21%	26%	**	25%	7%	20%	17%	17%	26%	14%	23%	25%	**	25%	7%	22%	14%	27%	26%	
		b		d										n			p	p		
Not applicable	13	12	**	12	*	4	1	2	1	-	4	3	**	3	*	7	1	-	6	
	1%	2%	**	2%	*%	1%	1%	2%	1%	-%	2%	1%	**	1%	1%	1%	1%	-%	2%	
SUMMARY CODES																				
DISSATISFIED (1-3)	88	12	**	23	66	28	11	9	8	15	13	3	**	5	23	35	21	11	3	
	9%	2%	**	3%	25%	10%	13%	10%	8%	20%	6%	1%	**	3%	34%	5%	11%	6%	1%	
		a		c						j				m		r				
NEUTRAL (4-6)	203	102	**	119	79	54	20	18	16	18	36	27	**	34	18	127	44	44	39	
	20%	13%	**	16%	30%	19%	23%	18%	16%	24%	17%	12%	**	16%	27%	20%	23%	26%	14%	
			**	c									**	m						
SATISFIED (7-10)	729	676	**	605	115	196	54	68	73	41	155	185	**	170	26	473	125	115	232	
	71%	84%	**	80%	44%	70%	63%	70%	75%	56%	74%	85%	**	80%	38%	74%	65%	68%	83%	
		b		d						i			**	n					pq	
Answered	1021	790	**	747	259	278	86	96	97	74	204	214	**	209	67	635	190	170	274	
Mean score	7.4	8.2	**	8.0	5.6	7.3	6.8	7.3	7.7	6.3	7.6	8.2	**	8.0	5.1	7.6	7.1	7.4	8.1	
		b		d					f		i		**	n		p			opq	
Standard deviation	2.38	1.67	**	1.89	2.76	2.53	2.67	2.49	2.39	3.05	2.21	1.65	**	1.89	3.02	2.17	2.42	2.37	1.71	
Standard error	.07	.06	**	.07	.17	.12	.25	.17	.19	.27	.12	.09	**	.10	.29	.10	.19	.21	.13	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All *g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1046	118	349	375	26	346	114	92	19	38	35	38	54	54	11	53	38
Effective Weighted Sample	879	117	343	369	26	340	113	82	19	38	35	33	48	47	10	47	34
Total	1034	154	488	521	34	483	149	110	8	46	55	43	67	63	13	64	44
1 Extremely dissatisfied	(1.0)	38 4%	8 5%	6 1%	1 *%	** **	4 1%	10 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	26 3%	8 5%	3 1%	3 1%	** **	2 *%	10 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	24 2%	4 3%	6 1%	2 *%	** **	8 2%	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	40 4%	9 6%	14 3%	7 1%	** **	11 2%	12 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	61 6%	14 9%	25 5%	15 3%	** **	15 3%	22 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	102 10%	19 13%	47 10%	46 9%	** **	46 10%	20 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	139 13%	21 14%	70 14%	78 15%	** **	58 12%	30 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	207 20%	25 16%	102 21%	116 22%	** **	109 22%	15 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	170 16%	21 14%	88 18%	107 20%	** **	95 20%	14 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All *g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1046	118	349	375	26	346	114	92	19	38	35	38	54	54	11	53	38
Effective Weighted Sample	879	117	343	369	26	340	113	82	19	38	35	33	48	47	10	47	34
Total	1034	154	488	521	34	483	149	110	8	46	55	43	67	63	13	64	44
10 Extremely satisfied (10.0)	214 21%	26 17%	118 24%	139 27%	** **	128 27%	14 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	13 1%	- -%	7 2%	7 1%	** **	7 2%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	88 9%	19 12%	16 3%	6 1%	** **	13 3%	22 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	203 20%	42 27%	85 18%	68 13%	** **	73 15%	53 36%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	729 71%	93 60%	379 78%	440 84%	** **	390 81%	74 50%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1021	154	481	514	**	476	149	**	**	**	**	**	**	**	**	**	**
Mean score	7.4	6.8	7.9	8.2	**	8.1	6.1	**	**	**	**	**	**	**	**	**	**
Standard deviation	2.38	2.58	1.96	1.63	**	1.83	2.52	**	**	**	**	**	**	**	**	**	**
Standard error	.07	.24	.11	.08	**	.10	.24	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision *k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1046	297	427	322	504	542	650	200	196	487	467	92	300	380	366	287	759
Effective Weighted Sample		879	256	359	264	427	452	552	167	161	466	459	82	282	296	317	242	638
Total		1034	305	431	297	499	535	660	194	180	282	643	110	286	314	434	271	763
1 Extremely dissatisfied	(1.0)	42 4%	10 3%	16 4%	16 5%	23 5%	19 3%	23 4%	7 4%	11 6%	11 4%	21 3%	** **	16 5%	17 5%	9 2%	30 11%	12 2%
2	(2.0)	32 3%	7 2%	16 4%	9 3%	19 4%	13 2%	22 3%	7 4%	2 1%	9 3%	17 3%	** **	14 5%	11 3%	8 2%	12 5%	20 3%
3	(3.0)	29 3%	10 3%	9 2%	11 4%	17 3%	12 2%	19 3%	5 3%	5 3%	8 3%	11 2%	** ** ij	8 3%	11 3%	10 2%	14 5%	15 2%
4	(4.0)	40 4%	12 4%	19 4%	9 3%	20 4%	20 4%	25 4%	7 4%	7 4%	14 5%	20 3%	** **	14 5%	13 4%	13 3%	12 5%	27 4%
5	(5.0)	99 10%	29 9%	48 11%	23 8%	46 9%	53 10%	62 9%	18 9%	19 10%	21 8%	67 10%	** **	31 11%	34 11%	34 8%	31 11%	68 9%
6	(6.0)	96 9%	29 9%	45 10%	23 8%	44 9%	52 10%	60 9%	20 10%	16 9%	20 7%	69 11%	** **	25 9%	29 9%	42 10%	14 5%	82 11%
7	(7.0)	140 14%	42 14%	56 13%	42 14%	70 14%	70 13%	93 14%	24 12%	23 13%	35 13%	89 14%	** **	42 15%	39 12%	59 14%	38 14%	102 13%
8	(8.0)	204 20%	58 19%	75 17%	71 24%	100 20%	104 19%	129 20%	38 19%	37 21%	58 20%	123 19%	** **	55 19%	63 20%	85 20%	50 18%	154 20%
9	(9.0)	171 17%	52 17%	67 16%	52 17%	72 14%	99 18%	111 17%	29 15%	30 17%	54 19%	103 16%	** **	43 15%	50 16%	78 18%	41 15%	130 17%
10 Extremely satisfied	(10.0)	171 17%	56 18%	75 17%	40 13%	81 16%	89 17%	106 16%	36 19%	29 16%	48 17%	116 18%	** **	35 12%	47 15%	88 20%	29 11%	142 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision *k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1046	297	427	322	504	542	650	200	196	487	467	92	300	380	366	287	759
Effective Weighted Sample	879	256	359	264	427	452	552	167	161	466	459	82	282	296	317	242	638
Total	1034	305	431	297	499	535	660	194	180	282	643	110	286	314	434	271	763
Not applicable	11 1%	* *%	7 2%	4 1%	5 1%	6 1%	8 1%	3 1%	* *%	3 1%	7 1%	** **	3 1%	1 *%	7 2%	- -%	11 1%
SUMMARY CODES																	
DISSATISFIED (1-3)	103 10%	27 9%	41 9%	35 12%	59 12%	43 8%	64 10%	19 10%	19 11%	28 10%	49 8%	** **	38 13%	38 12%	27 6%	56 21%	46 6%
NEUTRAL (4-6)	235 23%	69 23%	111 26%	54 18%	111 22%	124 23%	148 22%	46 23%	41 23%	55 20%	157 24%	** **	70 25%	76 24%	89 20%	57 21%	178 23%
SATISFIED (7-10)	685 66%	208 68%	272 63%	205 69%	324 65%	362 68%	440 67%	127 65%	119 66%	195 69%	430 67%	** **	175 61%	199 63%	311 72%	158 58%	528 69%
Answered	1023	305	425	293	494	529	652	192	179	278	635	**	283	313	427	271	752
Mean score	7.1	7.2	7.1	7.1	7.0	7.2	7.1	7.1	7.0	7.2	7.3	**	6.7	6.9	7.5	6.3	7.4
Standard deviation	2.43	2.37	2.45	2.46	2.51	2.34	2.40	2.45	2.51	2.45	2.31	**	2.55	2.54	2.19	2.85	2.18
Standard error	.08	.14	.12	.14	.11	.10	.09	.17	.18	.11	.11	**	.15	.13	.12	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1046	806	76	768	265	487	116	218	153	131	356	377	39	369	113	467	165	124	178	
Effective Weighted Sample	879	675	65	640	228	466	116	218	153	124	342	361	37	354	108	459	165	124	178	
Total	1034	802	71	759	260	282	86	98	97	74	208	218	24	211	67	643	192	170	281	
1 Extremely dissatisfied (1.0)	42	7	**	14	27	11	6	4	1	8	3	2	**	2	9	21	9	8	3	
	4%	1%	**	2%	10%	4%	7%	4%	1%	11%	1%	1%	**	1%	13%	3%	5%	5%	1%	
			a		c					j					m					
2 (2.0)	32	8	**	8	24	9	4	4	1	4	5	3	**	4	6	17	9	4	3	
	3%	1%	**	1%	9%	3%	4%	4%	1%	5%	2%	1%	**	2%	8%	3%	5%	2%	1%	
			a		c										m					
3 (3.0)	29	10	**	14	15	8	1	4	2	3	4	2	**	3	5	11	7	3	2	
	3%	1%	**	2%	6%	3%	2%	5%	2%	5%	2%	1%	**	2%	7%	2%	4%	2%	1%	
			a		c										m					
4 (4.0)	40	22	**	21	19	14	7	4	4	4	10	8	**	7	7	20	7	5	8	
	4%	3%	**	3%	7%	5%	8%	4%	4%	6%	5%	4%	**	3%	10%	3%	4%	3%	3%	
			a		c										m					
5 (5.0)	99	47	**	53	45	21	5	9	7	7	14	8	**	10	10	67	26	18	24	
	10%	6%	**	7%	17%	8%	6%	9%	7%	10%	7%	4%	**	5%	14%	10%	13%	10%	8%	
			a		c										m					
6 (6.0)	96	72	**	65	29	20	6	7	7	5	15	15	**	16	4	69	19	21	30	
	9%	9%	**	8%	11%	7%	7%	7%	7%	7%	7%	7%	**	8%	6%	11%	10%	12%	11%	
			a		c															
7 (7.0)	140	121	**	110	26	35	10	13	12	8	27	31	**	30	5	89	30	19	39	
	14%	15%	**	15%	10%	13%	11%	14%	12%	11%	13%	14%	**	14%	7%	14%	16%	11%	14%	
		b																		
8 (8.0)	204	181	**	163	38	58	19	17	22	12	46	52	**	49	9	123	35	34	54	
	20%	23%	**	21%	15%	20%	22%	17%	23%	16%	22%	24%	**	23%	13%	19%	18%	20%	19%	
		b																		
9 (9.0)	171	162	**	150	21	54	13	22	18	14	41	50	**	47	8	103	28	26	49	
	17%	20%	**	20%	8%	19%	16%	23%	19%	19%	20%	23%	**	22%	11%	16%	15%	15%	17%	
		b		d																

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin					Satisfaction with CS		Resolved		Sky					
	Total	Satis-	Dissat-	Yes	No	Issue			Complaint		Satis-	Dissat-	Yes	No	Issue			General	
		fied	isfied			All	Billing	Fault/repair	General	Yes					No	All	Billing		Fault/repair
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																			
Unweighted total	1046	806	76	768	265	487	116	218	153	131	356	377	39	369	113	467	165	124	178
Effective Weighted Sample	879	675	65	640	228	466	116	218	153	124	342	361	37	354	108	459	165	124	178
Total	1034	802	71	759	260	282	86	98	97	74	208	218	24	211	67	643	192	170	281
10 Extremely satisfied (10.0)	171	164	**	153	14	48	14	12	22	8	40	45	**	42	5	116	21	32	63
	17%	20%	**	20%	6%	17%	16%	12%	22%	10%	19%	21%	**	20%	7%	18%	11%	19%	22%
		b		d										n				p	
Not applicable	11	9	**	9	2	3	1	1	1	-	3	1	**	1	2	7	1	-	6
	1%	1%	**	1%	1%	1%	2%	1%	1%	-%	2%	1%	**	1%	3%	1%	1%	-%	2%
SUMMARY CODES																			
DISSATISFIED (1-3)	103	25	**	36	66	28	11	12	4	15	13	6	**	9	19	49	26	15	8
	10%	3%	**	5%	26%	10%	13%	12%	5%	21%	6%	3%	**	4%	28%	8%	13%	9%	3%
			a	c						j				m		r			
NEUTRAL (4-6)	235	141	**	138	92	55	18	20	18	17	38	32	**	34	21	157	51	44	62
	23%	18%	**	18%	36%	20%	21%	20%	18%	24%	18%	14%	**	16%	31%	24%	27%	26%	22%
				c										m					
SATISFIED (7-10)	685	628	**	575	99	195	56	65	75	41	154	178	**	168	26	430	114	111	205
	66%	78%	**	76%	38%	69%	65%	66%	76%	56%	74%	82%	**	79%	39%	67%	59%	65%	73%
		b		d						i				n				p	
Answered	1023	793	**	750	258	278	85	97	97	74	205	216	**	210	65	635	190	170	274
Mean score	7.1	7.8	**	7.7	5.5	7.2	6.9	7.0	7.7	6.3	7.6	7.9	**	7.8	5.4	7.3	6.6	7.2	7.7
		b		d					fg		i			n		p			p
Standard deviation	2.43	1.89	**	2.07	2.68	2.45	2.71	2.49	2.09	2.89	2.19	1.88	**	1.99	2.90	2.31	2.49	2.43	1.99
Standard error	.08	.07	**	.07	.17	.11	.25	.17	.17	.25	.12	.10	**	.10	.28	.11	.19	.22	.15

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All *g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1046	118	349	375	26	346	114	92	19	38	35	38	54	54	11	53	38
Effective Weighted Sample	879	117	343	369	26	340	113	82	19	38	35	33	48	47	10	47	34
Total	1034	154	488	521	34	483	149	110	8	46	55	43	67	63	13	64	44
1 Extremely dissatisfied	(1.0)	42 4%	15 10%	5 1%	5 1%	** 2%	** 9%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%
2	(2.0)	32 3%	6 4%	10 2%	3 1%	** 1%	** 8%	** 1%	** 1%	** 1%	** 1%	** 1%	** 1%	** 1%	** 1%	** 1%	** 1%
3	(3.0)	29 3%	5 3%	6 1%	5 1%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%
4	(4.0)	40 4%	8 5%	13 3%	14 3%	** 2%	** 6%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%	** 2%
5	(5.0)	99 10%	17 11%	50 10%	37 7%	** 8%	** 18%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%
6	(6.0)	96 9%	7 4%	62 13%	52 10%	** 9%	** 15%	** 9%	** 9%	** 9%	** 9%	** 9%	** 9%	** 9%	** 9%	** 9%	** 9%
7	(7.0)	140 14%	26 17%	62 13%	79 15%	** 14%	** 12%	** 14%	** 14%	** 14%	** 14%	** 14%	** 14%	** 14%	** 14%	** 14%	** 14%
8	(8.0)	204 20%	27 18%	95 20%	110 21%	** 20%	** 15%	** 20%	** 20%	** 20%	** 20%	** 20%	** 20%	** 20%	** 20%	** 20%	** 20%
9	(9.0)	171 17%	23 15%	80 16%	98 19%	** 19%	** 8%	** 19%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%	** 8%
10 Extremely satisfied	(10.0)	171 17%	20 13%	96 20%	111 21%	** 21%	** 6%	** 21%	** 6%	** 6%	** 6%	** 6%	** 6%	** 6%	** 6%	** 6%	** 6%

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All *g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1046	118	349	375	26	346	114	92	19	38	35	38	54	54	11	53	38
Effective Weighted Sample	879	117	343	369	26	340	113	82	19	38	35	33	48	47	10	47	34
Total	1034	154	488	521	34	483	149	110	8	46	55	43	67	63	13	64	44
Not applicable	11 1%	- -%	7 2%	7 1%	** **	7 2%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	103 10%	27 17% b	22 4%	13 3%	** **	20 4%	29 19% e	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	235 23%	31 20%	125 26%	103 20%	** **	96 20%	58 39% e	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	685 66%	96 62%	334 68%	398 76%	** **	361 75% f	62 42%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1023	154	481	514	**	476	149	**	**	**	**	**	**	**	**	**	**
Mean score	7.1	6.5	7.5 a	7.8	**	7.7 f	5.8	**	**	**	**	**	**	**	**	**	**
Standard deviation	2.43	2.80	2.08	1.90	**	2.04	2.57	**	**	**	**	**	**	**	**	**	**
Standard error	.08	.26	.11	.10	**	.11	.24	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	51 5%	7 2%	25 5%	19 6%	27 5%	24 4%	29 4%	9 4%	14 7%	14 5%	23 3%	14 12%	17 6%	20 6%	15 3%	31 11%	20 2%
2	(2.0)	33 3%	13 4%	16 3%	5 2%	16 3%	17 3%	22 3%	8 4%	3 1%	10 4%	19 3%	4 4%	15 5%	12 4%	6 1%	17 6%	17 2%
3	(3.0)	26 2%	8 2%	11 2%	8 2%	21 4%	4 1%	18 3%	2 1%	6 3%	4 1%	10 1%	12 10%	3 1%	9 3%	13 3%	16 5%	10 1%
4	(4.0)	33 3%	15 4%	15 3%	3 1%	15 3%	18 3%	24 3%	6 3%	3 2%	14 5%	18 3%	1 1%	13 4%	13 4%	7 1%	13 4%	20 2%
5	(5.0)	78 7%	18 6%	38 8%	22 7%	44 8%	34 6%	52 7%	6 3%	20 10%	15 5%	48 7%	15 12%	27 9%	27 8%	24 5%	27 9%	51 6%
6	(6.0)	81 7%	36 11%	28 6%	17 5%	32 6%	50 9%	56 8%	15 7%	10 5%	16 6%	59 8%	6 5%	26 9%	24 7%	31 7%	16 5%	66 8%
7	(7.0)	143 13%	45 14%	61 13%	36 12%	69 13%	74 13%	100 14%	23 11%	19 10%	35 12%	87 12%	22 18%	40 13%	45 14%	58 12%	42 15%	101 12%
8	(8.0)	218 20%	58 18%	82 18%	78 25%	117 22%	101 18%	133 19%	46 22%	39 20%	61 21%	139 20%	19 16%	64 21%	72 22%	82 18%	52 18%	166 20%
9	(9.0)	207 19%	59 18%	82 18%	66 21%	84 16%	123 22%	123 18%	45 21%	39 21%	56 19%	138 20%	14 11%	49 16%	51 15%	107 23%	43 15%	164 20%
10 Extremely satisfied	(10.0)	224 20%	67 20%	101 22%	56 18%	103 19%	121 21%	141 20%	46 22%	37 20%	62 21%	150 22%	12 10%	45 15%	57 17%	122 26%	30 11%	193 24%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	7 1%	2 1%	3 1%	2 1%	2 *%	5 1%	4 1%	2 1%	1 *%	3 1%	3 *%	2 1%	2 1%	1 *%	4 1%	1 *%	7 1%
SUMMARY CODES																	
DISSATISFIED (1-3)	111 10%	28 8%	52 11%	31 10%	65 12%	46 8%	69 10%	19 9%	22 12%	29 10%	52 7%	30 25% ij	36 12%	41 12%	34 7%	64 22% p	47 6%
NEUTRAL (4-6)	192 17%	69 21%	81 17%	42 14%	91 17%	102 18%	132 19%	27 13%	33 17%	45 15%	125 18%	22 19%	67 22% n	63 19%	63 13%	56 19%	137 17%
SATISFIED (7-10)	793 72%	230 70%	327 71%	236 76%	373 70%	419 73%	497 71%	161 77%	135 70%	214 74% k	513 74% k	66 55%	198 65%	225 68%	369 79% lm	168 58%	625 77% o
Answered	1096	327	459	310	529	567	698	207	190	287	690	119	301	329	465	287	809
Mean score	7.4	7.4	7.3	7.4	7.2	7.5	7.3	7.6	7.3	7.4 k	7.6 k	6.1	6.9	7.0	7.8 lm	6.3 o	7.7
Standard deviation	2.48	2.35	2.59	2.44	2.55	2.40	2.45	2.43	2.62	2.53	2.32	2.85	2.57	2.58	2.25	2.88	2.19
Standard error	.07	.13	.12	.13	.11	.10	.09	.17	.18	.11	.10	.29	.14	.13	.11	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	51 5%	4 1%	** ** a	9 1%	42 15% c	14 5%	5 6%	4 4%	5 5%	8 11%	6 3%	* ** %	**	1 1%	13 19% m	23 3%	12 6%	8 5%	3 1%	
2 (2.0)	33 3%	4 *%	** ** a	8 1%	26 9% c	10 4%	4 5%	3 3%	3 3%	6 8%	4 2%	1 *% %	**	2 1%	8 11% m	19 3%	10 5% r	7 4%	2 1%	
3 (3.0)	26 2%	6 1%	** ** a	12 1%	14 5% c	4 1%	1 1%	3 3%	1 1%	3 4%	1 1%	* ** *% %	**	* *% %	4 5% m	10 1%	2 1%	3 2%	5 2%	
4 (4.0)	33 3%	8 1%	** ** a	18 2%	14 5% c	14 5%	5 6%	4 5%	4 4%	5 6%	9 4%	5 2%	**	6 3%	6 9% m	18 3%	8 4%	7 4%	3 1%	
5 (5.0)	78 7%	40 5%	** ** c	38 5%	38 14% c	15 5%	4 5%	7 7%	4 4%	5 6%	10 5%	7 3%	**	7 3%	7 11% m	48 7%	22 11%	14 8%	13 4%	
6 (6.0)	81 7%	56 7%	** ** c	47 6%	33 12% c	16 6%	7 8%	5 5%	4 4%	5 6%	11 5%	9 4%	**	12 5%	4 6%	59 8%	19 9%	16 9%	24 8%	
7 (7.0)	143 13%	117 14% b	** ** b	106 13%	33 12% b	35 12%	11 13%	13 14%	10 10%	6 8%	29 13%	29 13%	**	29 13%	5 8%	87 12%	27 13%	22 12%	38 12%	
8 (8.0)	218 20%	196 23% b	** ** b	178 22% d	39 14% b	61 21%	22 24%	20 20%	19 19%	15 20%	46 21%	57 26%	**	52 24%	9 13%	139 20%	42 20%	38 21%	58 19%	
9 (9.0)	207 19%	199 23% b	** ** b	182 23% d	25 9% d	56 19%	13 14%	21 21%	22 22%	12 16%	44 21%	54 24%	**	50 23% n	6 8%	138 20%	35 17%	29 16%	74 24%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin					Satisfaction with CS		Resolved		Sky					
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satis-	Dissat-	Yes	No	Issue			
		fied	isfied			All	Billing	Fault/repair	General	Yes	No					All	Billing	Fault/repair	General
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	224	218	**	206	13	62	16	18	29	10	52	60	**	57	4	150	29	36	85
	20%	26%	**	25%	5%	21%	18%	18%	28%	13%	24%	27%	**	26%	6%	22%	14%	20%	28%
		b		d							i			n				p	
Not applicable	7	3	**	4	3	3	1	1	1	1	2	-	**	1	2	3	1	-	2
	1%	*%	**	*%	1%	1%	1%	1%	1%	1%	1%	-%	**	*%	3%	*%	1%	-%	1%
			a																
SUMMARY CODES																			
DISSATISFIED (1-3)	111	14	**	29	82	29	10	10	8	17	11	2	**	4	25	52	24	18	9
	10%	2%	**	4%	29%	10%	12%	10%	8%	23%	5%	1%	**	2%	36%	7%	12%	10%	3%
			a		c					j				m		r			
NEUTRAL (4-6)	192	104	**	103	85	45	16	16	12	14	30	21	**	25	18	125	49	37	39
	17%	12%	**	13%	30%	15%	18%	16%	12%	19%	14%	10%	**	12%	26%	18%	24%	21%	13%
			c											m		r			
SATISFIED (7-10)	793	731	**	672	110	214	61	72	80	43	171	201	**	188	25	513	132	125	255
	72%	86%	**	83%	39%	74%	69%	73%	79%	57%	80%	90%	**	86%	35%	74%	64%	69%	84%
		b		d							i			n				opq	
Answered	1096	849	**	805	277	287	88	98	101	75	212	224	**	217	68	690	205	180	304
Mean score	7.4	8.2	**	8.0	5.3	7.4	7.1	7.3	7.8	6.3	7.8	8.3	**	8.2	4.9	7.6	6.9	7.2	8.2
		b		d							i			n		p		opq	
Standard deviation	2.48	1.67	**	1.92	2.81	2.53	2.62	2.46	2.48	3.04	2.19	1.55	**	1.74	3.03	2.32	2.56	2.49	1.84
Standard error	.07	.06	**	.07	.17	.11	.24	.17	.20	.26	.12	.08	**	.09	.28	.10	.19	.22	.13

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	51 5%	14 8% b	9 2%	2 *% **	**	4 1%	19 12% e	14 12%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	33 3%	10 6% b	9 2%	2 *% **	**	4 1%	15 9% e	4 4%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	26 2%	4 3%	6 1%	4 1% **	**	7 2% e	3 2%	12 10%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	33 3%	8 5%	10 2%	3 1% **	**	11 2% e	7 4%	1 1%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	78 7%	16 10%	32 6%	28 5% **	**	26 5% e	22 13%	15 12%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	81 7%	9 6%	50 9%	43 8% **	**	33 6% e	24 14%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	143 13%	27 16%	60 11%	71 13% **	**	58 11% e	26 16%	22 18%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	218 20%	30 18%	109 21%	124 22% **	**	113 22% e	24 14%	19 16%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	207 19%	27 16%	111 21%	132 24% **	**	121 24% f	16 10%	14 11%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	224 20%	19 12%	131 25%	146 26%	** **	137 27%	8 5%	12 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	7 1%	- -%	3 1%	2 *%	** **	2 *%	1 1%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	111 10%	28 17%	24 5%	8 1%	** **	15 3%	37 22%	30 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	192 17%	34 20%	92 17%	73 13%	** **	70 14%	53 32%	22 19%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	793 72%	102 63%	410 78%	474 85%	** **	429 83%	75 45%	66 55%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1096	164	526	555	**	514	165	119	**	**	**	**	**	**	**	**	**
Mean score	7.4	6.5	7.9	8.2	**	8.1	5.7	6.1	**	**	**	**	**	**	**	**	**
Standard deviation	2.48	2.75	2.07	1.64	**	1.85	2.69	2.85	**	**	**	**	**	**	**	**	**
Standard error	.07	.25	.11	.08	**	.10	.24	.29	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	29 3%	6 2%	13 3%	10 3%	14 3%	15 3%	16 2%	6 3%	7 4%	12 4%	12 2%	5 4%	11 4%	13 4%	5 1%	14 5%	15 2%
2	(2.0)	23 2%	6 2%	12 3%	5 2%	12 2%	11 2%	14 2%	4 2%	4 2%	7 2%	11 2%	5 4%	13 4%	5 2%	4 1%	14 5%	9 1%
3	(3.0)	24 2%	3 1%	12 3%	9 3%	18 3%	6 1%	16 2%	1 1%	6 3%	10 3%	9 1%	6 5%	11 4%	7 2%	6 1%	14 5%	10 1%
4	(4.0)	37 3%	13 4%	17 4%	6 2%	20 4%	16 3%	21 3%	11 5%	4 2%	6 2%	24 3%	7 6%	6 2%	15 4%	16 3%	10 3%	26 3%
5	(5.0)	67 6%	28 8%	25 5%	15 5%	41 8%	26 4%	43 6%	12 6%	11 6%	12 4%	44 6%	10 9%	20 7%	28 9%	18 4%	27 9%	40 5%
6	(6.0)	83 8%	29 9%	32 7%	23 7%	33 6%	50 9%	53 8%	19 9%	11 6%	19 6%	50 7%	15 12%	30 10%	18 5%	35 7%	21 7%	62 8%
7	(7.0)	132 12%	44 13%	54 12%	33 11%	69 13%	63 11%	96 14%	18 9%	17 9%	35 12%	87 13%	10 8%	37 12%	47 14%	49 10%	42 15%	90 11%
8	(8.0)	192 17%	54 16%	78 17%	61 19%	99 19%	93 16%	121 17%	39 18%	32 17%	54 18%	120 17%	19 16%	55 18%	55 17%	82 17%	49 17%	143 18%
9	(9.0)	229 21%	70 21%	94 20%	65 21%	92 17%	136 24%	142 20%	45 21%	42 22%	57 20%	147 21%	24 20%	61 20%	63 19%	104 22%	51 18%	178 22%
10 Extremely satisfied	(10.0)	270 24%	74 23%	119 26%	77 25%	123 23%	147 26%	168 24%	52 25%	50 26%	71 24%	179 26%	20 16%	55 18%	74 22%	142 30%	43 15%	228 28%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	18 2%	2 *%	8 2%	9 3%	9 2%	9 2%	10 1%	2 1%	5 3%	7 2%	11 2%	- -%	3 1%	5 2%	9 2%	2 1%	16 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	76 7%	15 5%	37 8%	24 8%	44 8%	32 6%	47 7%	12 6%	17 9%	30 10%	31 4%	16 13%	35 12%	26 8%	15 3%	43 15%	34 4%
NEUTRAL (4-6)	186 17%	70 21%	74 16%	43 14%	94 18%	92 16%	118 17%	42 20%	27 14%	37 13%	117 17%	32 26%	57 19%	61 18%	69 15%	58 20%	129 16%
SATISFIED (7-10)	823 75%	242 74%	345 74%	236 76%	384 72%	439 77%	527 75%	153 73%	142 74%	217 75%	533 77%	73 61%	208 69%	239 72%	376 80%	185 64%	638 78%
Answered	1085	327	455	303	522	563	692	207	186	283	681	121	300	325	460	285	800
Mean score	7.7	7.7	7.7	7.8	7.5	7.9	7.7	7.7	7.7	7.6	7.9 k	6.9	7.2	7.5	8.1 lm	6.9	8.0 o
Standard deviation	2.29	2.17	2.38	2.30	2.36	2.22	2.26	2.31	2.43	2.47	2.13	2.60	2.49	2.41	1.98	2.61	2.09
Standard error	.07	.12	.11	.13	.10	.09	.09	.16	.17	.11	.10	.26	.14	.12	.10	.15	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	29 3%	1 *%	** ** a	2 *%	27 10% c	12 4%	5 6%	4 4%	3 3%	6 8%	6 3%	- -% **	** **	1 1%	11 16% m	12 2%	6 3%	4 2%	2 1%	
2 (2.0)	23 2%	2 *%	** ** a	2 *%	21 7% c	7 2%	4 5%	1 1%	1 1%	4 6%	3 1%	1 *% **	** **	1 1%	6 9% m	11 2%	8 4% r	3 2%	- -%	
3 (3.0)	24 2%	3 *%	** ** a	6 1%	18 6% c	10 3%	5 6%	2 2%	3 3%	4 5%	6 3%	1 *% **	** **	2 1%	8 11% m	9 1%	6 3%	3 2%	- -%	
4 (4.0)	37 3%	13 2%	** ** a	14 2%	21 8% c	6 2%	1 2%	1 1%	3 3%	2 2%	4 2%	2 1% **	** **	4 2%	2 3%	24 3%	5 2%	10 5%	9 3%	
5 (5.0)	67 6%	14 2%	** ** a	30 4%	33 12% c	12 4%	5 6%	4 5%	3 3%	6 8%	6 3%	3 1% **	** **	6 3%	6 8%	44 6%	15 7%	16 9%	13 4%	
6 (6.0)	83 8%	52 6%	** ** c	48 6%	32 12% c	19 6%	4 4%	9 9%	6 6%	4 6%	14 7%	12 5% **	** **	11 5%	7 10%	50 7%	26 12%	8 5%	16 5%	
7 (7.0)	132 12%	110 13%	** **	90 11%	40 14%	35 12%	10 12%	17 17% h	8 8%	10 14%	24 11%	30 14% **	** **	26 12%	8 12%	87 13%	23 11%	27 15%	36 12%	
8 (8.0)	192 17%	167 20% b	** **	148 18%	42 15%	54 18%	18 20%	15 15%	20 20%	12 16%	42 19%	48 21% **	** **	42 19%	11 16%	120 17%	37 18%	27 15%	55 18%	
9 (9.0)	229 21%	216 25% b	** **	206 25% d	23 8%	57 20%	16 18%	21 21%	20 20%	13 17%	45 21%	55 25% **	** **	54 25% n	3 4%	147 21%	43 21%	34 19%	69 23%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	
		fied a	isfied *b																	fied k
Significance Level: 99%				c	d	e	f	g	h	i	j			m	n	o	p	q	r	
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	270	260	**	246	21	71	19	21	31	12	59	68	**	65	5	179	35	45	99	
	24%	31%	**	30%	7%	24%	21%	21%	31%	16%	28%	30%	**	30%	8%	26%	17%	25%	32%	
		b		d							i			n				p		
Not applicable	18	12	**	16	2	7	-	4	3	2	5	4	**	4	2	11	3	1	6	
	2%	1%	**	2%	1%	2%	-%	4%	3%	3%	2%	2%	**	2%	3%	2%	2%	1%	2%	
SUMMARY CODES																				
DISSATISFIED (1-3)	76	6	**	10	65	30	15	8	7	14	15	1	**	4	25	31	20	10	2	
	7%	1%	**	1%	23%	10%	17%	8%	7%	19%	7%	1%	**	2%	36%	4%	10%	5%	1%	
		a		c			h			j				m		r	r	r		
NEUTRAL (4-6)	186	80	**	93	86	37	10	14	12	12	25	17	**	21	15	117	45	34	38	
	17%	9%	**	11%	31%	13%	12%	14%	12%	16%	12%	8%	**	10%	21%	17%	22%	19%	12%	
		a		c										m						
SATISFIED (7-10)	823	754	**	690	126	217	63	74	80	47	169	201	**	188	28	533	138	135	260	
	75%	88%	**	85%	45%	75%	71%	74%	78%	62%	79%	90%	**	86%	40%	77%	67%	75%	85%	
		b		d							i			n		p		p		
Answered	1085	840	**	793	278	283	89	96	99	73	210	220	**	213	68	681	203	178	300	
Mean score	7.7	8.5	**	8.4	5.8	7.6	7.2	7.6	8.0	6.7	7.9	8.5	**	8.4	5.2	7.9	7.3	7.6	8.4	
		b		d					f		i			n		p		opq		
Standard deviation	2.29	1.52	**	1.66	2.69	2.47	2.76	2.31	2.30	2.86	2.25	1.43	**	1.69	2.97	2.13	2.37	2.28	1.70	
Standard error	.07	.05	**	.06	.16	.11	.25	.16	.18	.25	.12	.07	**	.09	.28	.10	.18	.20	.12	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	29 3%	5 3%	7 1%	1 *0%	** **	1 *0%	10 6%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	23 2%	6 4%	5 1%	- -0%	** **	1 *0%	10 6%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	24 2%	5 3%	4 1%	3 *0%	** **	2 *0%	6 4%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	37 3%	8 5%	15 3%	10 2%	** **	9 2%	14 8%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	67 6%	18 11%	26 5%	9 2%	** **	19 4%	24 14%	10 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	83 8%	12 7%	37 7%	32 6%	** **	32 6%	16 9%	15 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	132 12%	27 16%	60 11%	74 13%	** **	55 11%	31 18%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	192 17%	28 17%	92 17%	104 19%	** **	91 18%	27 16%	19 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	229 21%	29 18%	118 22%	142 25%	** **	131 25%	15 9%	24 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	270 24%	26 16%	153 29%	175 32%	** **	163 32%	14 9%	20 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	18 2%	- -%	11 2%	8 1%	** **	11 2%	- -%	- -%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	76 7%	16 10%	15 3%	4 1%	** **	5 1%	26 16%	16 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	186 17%	39 24%	79 15%	50 9%	** **	60 12%	53 32%	32 26%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	823 75%	110 67%	423 80%	495 89%	** **	440 85%	87 52%	73 61%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1085	164	517	549	**	505	166	121	**	**	**	**	**	**	**	**	**
Mean score	7.7	7.1	8.1	8.5	**	8.4	6.2	6.9	**	**	**	**	**	**	**	**	**
Standard deviation	2.29	2.40	1.97	1.52	**	1.63	2.52	2.60	**	**	**	**	**	**	**	**	**
Standard error	.07	.21	.10	.08	**	.09	.22	.26	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	40 4%	8 3%	19 4%	12 4%	19 4%	21 4%	23 3%	7 3%	9 5%	17 6%	17 2%	6 5%	17 6%	17 5%	5 1%	26 9%	14 2%
2	(2.0)	33 3%	11 3%	14 3%	8 3%	14 3%	19 3%	19 3%	8 4%	6 3%	8 3%	21 3%	4 4%	14 5%	12 3%	8 2%	17 6%	16 2%
3	(3.0)	25 2%	3 1%	13 3%	9 3%	17 3%	8 1%	16 2%	3 1%	6 3%	6 2%	12 2%	7 6%	6 2%	12 3%	7 1%	12 4%	13 2%
4	(4.0)	34 3%	13 4%	17 4%	5 2%	19 4%	16 3%	24 3%	7 3%	3 2%	7 3%	17 3%	10 8% ij	9 3%	14 4%	12 3%	9 3%	26 3%
5	(5.0)	69 6%	26 8%	24 5%	19 6%	37 7%	32 6%	41 6%	15 7%	13 7%	19 6%	44 6%	6 5%	28 9% n	22 7%	19 4%	28 10%	42 5%
6	(6.0)	64 6%	23 7%	26 6%	14 5%	33 6%	31 5%	46 7%	10 5%	8 4%	16 5%	35 5%	13 11%	12 4%	25 8%	27 6%	22 8%	42 5%
7	(7.0)	126 11%	43 13%	53 12%	29 9%	67 13%	58 10%	92 13%	21 10%	13 7%	31 11%	85 12%	10 8%	41 14%	37 11%	48 10%	34 12%	91 11%
8	(8.0)	211 19%	57 17%	90 20%	64 20%	113 21%	98 17%	136 19%	39 19%	36 19%	51 18%	135 19%	25 21%	59 19%	57 17%	94 20%	55 19%	156 19%
9	(9.0)	207 19%	65 20%	83 18%	60 19%	87 16%	121 21%	128 18%	42 20%	37 19%	58 20%	130 19%	20 16%	57 19%	59 18%	91 19%	40 14%	168 21%
10 Extremely satisfied	(10.0)	254 23%	76 23%	106 23%	72 23%	112 21%	142 25%	157 22%	50 24%	47 25%	65 22%	171 25%	18 15%	49 16%	69 21%	136 29%	42 15%	212 26%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFKOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	41 4%	5 1%	17 4%	19 6% a	14 3%	27 5%	21 3%	7 4%	13 7%	13 5%	26 4%	2 1%	11 4%	7 2%	23 5%	4 2%	36 4%
SUMMARY CODES																	
DISSATISFIED (1-3)	97 9%	21 6%	47 10%	30 9%	50 9%	48 8%	58 8%	17 8%	22 12%	30 10%	49 7%	18 15%	37 12% n	40 12% n	20 4%	55 19% p	43 5%
NEUTRAL (4-6)	168 15%	62 19%	67 15%	38 12%	89 17%	79 14%	111 16%	31 15%	25 13%	42 14%	97 14%	29 24%	49 16%	61 18%	58 12%	58 20%	109 13%
SATISFIED (7-10)	797 72%	241 73%	332 72%	224 72%	379 71%	419 73%	512 73%	153 73%	132 69%	205 71%	520 75% k	72 60%	206 68%	222 67%	369 79% lm	170 59%	627 77% o
Answered	1062	324	446	292	517	545	682	202	178	277	666	119	292	323	447	283	779
Mean score	7.5	7.6	7.5	7.6	7.4	7.7	7.5	7.6	7.5	7.4	7.7 k	6.8	7.1	7.2	8.1 lm	6.5	7.9 o
Standard deviation	2.44	2.32	2.51	2.46	2.42	2.45	2.38	2.46	2.65	2.60	2.30	2.67	2.62	2.63	2.04	2.85	2.16
Standard error	.07	.13	.12	.14	.11	.10	.09	.17	.19	.12	.10	.27	.15	.13	.11	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	40 4%	* *%	** ** a	2 *%	38 14% c	17 6%	9 10%	4 4%	4 4%	10 14%	7 3%	* *%	** **	1 *%	16 23% m	17 2%	8 4%	7 4%	2 1%	
2 (2.0)	33 3%	5 1%	** ** a	8 1%	25 9% c	8 3%	3 3%	4 4%	1 1%	3 4%	5 2%	1 *%	** **	1 1%	6 9% m	21 3%	10 5%	5 3%	5 2%	
3 (3.0)	25 2%	4 *%	** ** a	4 *%	19 7% c	6 2%	1 2%	4 4%	1 1%	2 3%	3 2%	- -%	** **	2 1%	3 4%	12 2%	5 2%	5 3%	2 1%	
4 (4.0)	34 3%	7 1%	** ** a	18 2%	14 5% c	7 3%	3 3%	2 2%	3 3%	2 3%	5 2%	1 1%	** **	4 2%	3 4%	17 3%	6 3%	7 4%	5 2%	
5 (5.0)	69 6%	26 3%	** **	31 4%	36 13% c	19 6%	6 7%	8 8%	5 5%	9 12%	10 5%	6 3%	** **	7 3%	11 16% m	44 6%	21 10%	12 7%	11 4%	
6 (6.0)	64 6%	31 4%	** ** c	35 4%	28 10% c	16 5%	3 3%	5 5%	8 8%	3 4%	12 6%	10 5%	** **	10 4%	5 7%	35 5%	9 4%	15 8%	11 4%	
7 (7.0)	126 11%	104 12% b	** **	87 11%	35 13%	31 11%	12 13%	14 14% h	5 5%	10 13%	21 10%	25 11%	** **	23 11%	8 11%	85 12%	28 13%	19 11%	38 12%	
8 (8.0)	211 19%	194 23% b	** **	168 21%	41 15%	51 18%	17 19%	15 15%	18 18%	10 13%	41 19%	49 22%	** **	43 20%	7 11%	135 19%	39 19%	29 16%	66 22%	
9 (9.0)	207 19%	198 23% b	** **	185 23% d	23 8%	58 20%	17 19%	20 20%	20 20%	13 17%	45 21%	57 25%	** **	53 24% n	5 6%	130 19%	38 19%	32 18%	60 20%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 90

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS					Virgin					Sky								
	Total	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue						
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	254 23%	250 29% b	** **	239 30% d	13 5%	65 22%	16 18%	19 19%	30 29%	10 14%	55 26% i	65 29%	** **	63 29% n	2 3%	171 25% p	31 15%	47 26%	93 30% p
Not applicable	41 4%	31 4%	** **	32 4%	7 3%	13 5%	1 1%	5 5%	7 7%	3 4%	10 5%	10 4%	** **	9 4%	3 5%	26 4%	10 5%	1 1%	14 5%
SUMMARY CODES																			
DISSATISFIED (1-3)	97 9%	9 1%	** ** a	14 2% c	81 29%	30 10%	13 15% h	11 11%	6 6%	16 21% j	15 7%	2 1%	** **	4 2%	25 37% m	49 7%	23 11% r	18 10% r	8 3%
NEUTRAL (4-6)	168 15%	65 8%	** ** a	83 10% c	79 28%	42 14%	12 13%	14 14%	15 15%	15 19%	27 13%	18 8%	** **	21 10%	19 27% m	97 14%	36 17%	34 19% r	27 9%
SATISFIED (7-10)	797 72%	747 88% b	** **	679 84% d	112 40%	205 71%	62 71%	68 69%	74 73%	42 56%	162 76% i	195 87%	** **	183 84% n	22 32%	520 75%	137 66%	126 70%	257 84% pq
Answered Mean score	1062 7.5	821 8.5 b	** **	776 8.3 d	272 5.4	277 7.4	88 7.0	94 7.3	95 8.0 f	73 6.3	204 7.8 i	214 8.5	** **	208 8.4 n	66 4.7	666 7.7 p	196 7.1	178 7.5	292 8.3 opq
Standard deviation	2.44	1.52	**	1.73	2.79	2.60	2.85	2.54	2.33	3.05	2.30	1.47	**	1.71	2.92	2.30	2.53	2.53	1.81
Standard error	.07	.05	**	.06	.17	.12	.26	.18	.19	.27	.12	.08	**	.09	.28	.10	.19	.22	.13

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	40 4%	11 7%	5 1%	- -%	** **	1 *%	15 9%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	33 3%	12 7%	9 2%	3 *%	** **	7 1%	14 8%	4 4%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	25 2%	3 2%	9 2%	4 1%	** **	- -%	10 6%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	34 3%	5 3%	12 2%	4 1%	** **	10 2%	8 5%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	69 6%	18 11%	26 5%	16 3%	** **	19 4%	24 14%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	64 6%	13 8%	23 4%	17 3%	** **	22 4%	13 8%	13 11%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	126 11%	20 12%	64 12%	74 13%	** **	56 11%	26 15%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	211 19%	33 20%	102 19%	127 23%	** **	105 20%	28 17%	25 21%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	207 19%	22 13%	108 20%	125 22%	** **	115 22%	15 9%	20 16%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	254 23%	26 16%	145 27%	168 30%	** **	158 31%	11 7%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	41 4%	2 1%	24 5%	19 3%	** **	23 4%	2 1%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	97 9%	25 15%	24 5%	6 1%	** **	8 2%	39 24%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	168 15%	36 22%	61 12%	37 7%	** **	51 10%	45 27%	29 24%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	797 72%	101 62%	419 79%	494 89%	** **	434 84%	80 48%	72 60%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1062	162	504	537	**	493	164	119	**	**	**	**	**	**	**	**	**
Mean score	7.5	6.7	8.0	8.5	**	8.4	5.8	6.8	**	**	**	**	**	**	**	**	**
Standard deviation	2.44	2.73	2.04	1.51	**	1.73	2.71	2.67	**	**	**	**	**	**	**	**	**
Standard error	.07	.25	.11	.08	**	.09	.24	.27	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	52 5%	10 3%	26 6%	17 5%	26 5%	27 5%	30 4%	8 4%	14 7%	22 8%	22 3%	8 7%	21 7%	18 5%	14 3%	31 11%	21 3%
2	(2.0)	33 3%	8 2%	19 4%	6 2%	17 3%	16 3%	25 4%	6 3%	2 1%	9 3%	18 3%	7 6%	11 4%	16 5%	6 1%	18 6%	16 2%
3	(3.0)	27 2%	8 3%	11 2%	8 3%	20 4%	7 1%	16 2%	6 3%	5 3%	6 2%	13 2%	8 7%	10 3%	12 4%	5 1%	12 4%	15 2%
4	(4.0)	32 3%	12 4%	13 3%	7 2%	16 3%	16 3%	19 3%	5 2%	8 4%	8 3%	19 3%	6 5%	10 3%	12 3%	10 2%	11 4%	21 3%
5	(5.0)	60 5%	28 8%	20 4%	13 4%	32 6%	27 5%	39 5%	13 6%	8 4%	11 4%	42 6%	8 6%	21 7%	25 7%	14 3%	18 6%	41 5%
6	(6.0)	68 6%	25 8%	25 6%	17 6%	28 5%	39 7%	46 6%	12 6%	10 5%	15 5%	45 7%	8 6%	22 7%	20 6%	26 5%	23 8%	45 6%
7	(7.0)	122 11%	39 12%	54 12%	29 9%	65 12%	57 10%	84 12%	19 9%	19 10%	31 11%	69 10%	22 18%	35 12%	43 13%	43 9%	39 14%	83 10%
8	(8.0)	190 17%	52 16%	83 18%	56 18%	98 19%	92 16%	121 17%	38 18%	32 17%	46 16%	125 18%	19 15%	57 19%	54 16%	79 17%	46 16%	144 18%
9	(9.0)	215 20%	65 20%	85 18%	65 21%	92 17%	123 21%	144 20%	38 18%	34 18%	59 20%	141 20%	15 12%	49 16%	58 18%	108 23%	48 17%	168 21%
10 Extremely satisfied	(10.0)	289 26%	80 24%	117 25%	91 29%	131 25%	157 27%	166 24%	63 30%	60 32%	81 28%	188 27%	20 17%	65 21%	71 21%	153 33%	41 14%	247 30%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	15 1%	1 *%	11 2%	3 1%	5 1%	10 2%	13 2%	2 1%	* *%	3 1%	10 1%	2 1%	2 1%	1 *%	11 2%	1 *%	14 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	113 10%	27 8%	55 12%	31 10%	63 12%	50 9%	72 10%	20 10%	21 11%	37 13%	53 8%	23 19%	42 14%	46 14%	25 5%	61 21%	52 6%
NEUTRAL (4-6)	159 14%	65 20%	58 13%	37 12%	77 14%	83 14%	103 15%	30 15%	26 13%	33 11%	105 15%	21 17%	53 17%	56 17%	50 11%	52 18%	107 13%
SATISFIED (7-10)	816 74%	237 72%	338 73%	241 77%	387 73%	429 75%	514 73%	157 75%	144 76%	217 75%	524 76%	75 62%	207 68%	226 68%	383 82%	174 60%	642 79%
Answered	1088	328	452	309	526	562	689	208	191	286	682	119	301	329	458	286	802
Mean score	7.6	7.5	7.5	7.8	7.4	7.7	7.5	7.7	7.6	7.5 k	7.8 k	6.6	7.1	7.1	8.2 lm	6.5	8.0 o
Standard deviation	2.55	2.40	2.65	2.53	2.59	2.49	2.52	2.52	2.69	2.75	2.37	2.80	2.72	2.70	2.17	2.94	2.27
Standard error	.08	.14	.13	.14	.11	.11	.10	.17	.19	.12	.11	.28	.15	.14	.11	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	52 5%	3 *%	** ** a	3 *%	49 17% c	22 8%	11 13%	5 5%	6 6%	14 18%	8 4%	1 *%	** **	2 1%	19 28% m	22 3%	9 4%	7 4%	6 2%	
2 (2.0)	33 3%	1 *%	** ** a	5 1%	28 10% c	9 3%	1 2%	4 5%	3 3%	4 6%	4 2%	- -%	** **	1 1%	7 10% m	18 3%	9 4%	7 4%	2 1%	
3 (3.0)	27 2%	6 1%	** ** a	4 1%	20 7% c	6 2%	4 4%	2 2%	1 1%	2 3%	4 2%	1 *%	** **	2 1%	4 6% m	13 2%	6 3%	7 4% r	- -%	
4 (4.0)	32 3%	12 1%	** **	18 2%	14 5%	8 3%	3 3%	2 2%	3 3%	3 4%	5 2%	1 1%	** **	4 2%	4 6%	19 3%	7 3%	7 4%	5 2%	
5 (5.0)	60 5%	18 2%	** **	19 2%	38 13% c	11 4%	1 2%	6 6%	3 3%	4 5%	7 3%	4 2%	** **	6 3%	4 6%	42 6%	19 9% r	15 8%	8 3%	
6 (6.0)	68 6%	41 5%	** **	36 4%	31 11% c	15 5%	4 5%	5 5%	5 5%	5 7%	10 5%	10 4%	** **	8 4%	6 9%	45 7%	17 8%	14 8%	14 5%	
7 (7.0)	122 11%	97 11%	** **	79 10%	41 15%	31 11%	11 13%	13 13%	7 7%	8 11%	23 11%	26 11%	** **	24 11%	6 9%	69 10%	22 11%	22 12%	25 8%	
8 (8.0)	190 17%	173 20% b	** **	159 20% d	28 10%	46 16%	16 18%	16 16%	15 14%	7 10%	39 18%	44 20%	** **	38 17%	8 12%	125 18%	39 19%	26 15%	60 20%	
9 (9.0)	215 20%	211 25% b	** **	196 24% d	19 7%	59 20%	13 15%	20 20%	25 25%	15 20%	44 21%	57 25%	** **	52 24% n	7 10%	141 20%	35 17%	36 20%	71 23%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	Complaint		Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	
		fied a	isfied *b							fied k	isfied ~l	Yes i	No j							
Significance Level: 99%				c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	289	281	**	278	9	81	23	25	33	13	68	80	**	79	2	188	41	40	107	
	26%	33%	**	34%	3%	28%	26%	25%	33%	17%	32%	36%	**	36%	2%	27%	20%	22%	35%	
		b		d							i			n					p	
Not applicable	15	9	**	11	4	3	-	1	2	-	3	1	**	1	2	10	2	-	8	
	1%	1%	**	1%	1%	1%	-%	1%	2%	-%	2%	1%	**	1%	2%	1%	1%	-%	3%	
SUMMARY CODES																				
DISSATISFIED (1-3)	113	11	**	13	96	37	16	11	9	20	16	2	**	5	30	53	24	21	8	
	10%	1%	**	2%	34%	13%	18%	11%	9%	27%	8%	1%	**	2%	44%	8%	12%	11%	3%	
		a		c						j				m		r	r			
NEUTRAL (4-6)	159	71	**	72	83	33	9	13	11	12	21	15	**	17	15	105	43	36	27	
	14%	8%	**	9%	30%	11%	10%	14%	11%	16%	10%	7%	**	8%	21%	15%	21%	20%	9%	
				c										m		r	r			
SATISFIED (7-10)	816	761	**	713	97	217	63	73	80	43	174	206	**	194	23	524	137	124	263	
	74%	89%	**	88%	35%	75%	71%	74%	79%	57%	81%	92%	**	89%	33%	76%	66%	69%	86%	
		b		d							i			n					opq	
Answered	1088	843	**	798	276	286	89	98	100	75	211	223	**	216	68	682	204	180	298	
Mean score	7.6	8.5	**	8.5	5.0	7.5	7.1	7.5	8.0	6.2	8.0	8.6	**	8.5	4.5	7.8	7.1	7.3	8.5	
		b		d					f		i			n		p			opq	
Standard deviation	2.55	1.58	**	1.68	2.76	2.75	3.05	2.62	2.55	3.32	2.36	1.45	**	1.75	3.07	2.37	2.58	2.57	1.86	
Standard error	.08	.05	**	.06	.17	.12	.28	.18	.20	.29	.12	.07	**	.09	.29	.11	.19	.22	.14	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	52 5%	11 7%	11 2%	3 *%	** **	1 *%	21 13%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	33 3%	9 5%	9 2%	- -%	** **	4 1%	14 8%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	27 2%	5 3%	8 1%	5 1%	** **	1 *%	9 5%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	32 3%	7 4%	12 2%	8 1%	** **	10 2%	9 5%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	60 5%	14 9%	27 5%	12 2%	** **	11 2%	29 17%	8 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	68 6%	12 7%	34 6%	27 5%	** **	25 5%	20 12%	8 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	122 11%	22 13%	48 9%	61 11%	** **	41 8%	27 16%	22 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	190 17%	33 20%	92 17%	112 20%	** **	105 20%	17 10%	19 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	215 20%	28 17%	114 22%	139 25%	** **	131 25%	11 7%	15 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	289 26%	23 14%	165 31%	184 33%	** **	179 35%	7 4%	20 17%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	15 1%	1 1%	9 2%	6 1%	** **	8 2%	2 1%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	113 10%	25 15%	28 5%	8 1%	** **	6 1%	44 26%	23 19%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	159 14%	33 20%	73 14%	46 8%	** **	46 9%	58 35%	21 17%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	816 74%	105 64%	419 79%	496 89%	** **	456 88%	62 37%	75 62%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1088	163	520	550	**	508	164	119	**	**	**	**	**	**	**	**	**
Mean score	7.6	6.8	8.1	8.5	**	8.6	5.3	6.6	**	**	**	**	**	**	**	**	**
Standard deviation	2.55	2.69	2.18	1.59	**	1.61	2.63	2.80	**	**	**	**	**	**	**	**	**
Standard error	.08	.24	.11	.08	**	.08	.24	.28	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	16 1%	5 2%	9 2%	2 *%	5 1%	12 2%	10 1%	6 3%	1 *%	8 3%	5 1%	2 2%	5 2%	8 2%	3 1%	10 3%	7 1%
2	(2.0)	12 1%	2 1%	8 2%	2 1%	7 1%	5 1%	7 1%	3 1%	2 1%	2 1%	8 1%	2 2%	7 2%	3 1%	2 *%	4 1%	7 1%
3	(3.0)	17 2%	5 2%	10 2%	1 *%	12 2%	5 1%	12 2%	3 2%	1 1%	3 1%	11 2%	3 3%	4 1%	7 2%	6 1%	10 4%	6 1%
4	(4.0)	23 2%	11 3%	9 2%	4 1%	9 2%	14 2%	17 2%	5 2%	1 1%	4 1%	16 2%	3 2%	14 5% n	8 2%	2 *%	12 4%	11 1%
5	(5.0)	59 5%	22 7%	26 6%	11 3%	31 6%	28 5%	38 5%	13 6%	7 4%	15 5%	32 5%	13 11%	18 6%	24 7%	17 4%	19 7%	40 5%
6	(6.0)	53 5%	28 8% bc	17 4%	8 3%	27 5%	26 5%	34 5%	12 6%	6 3%	13 5%	30 4%	10 8%	19 6%	17 5%	17 4%	21 7%	32 4%
7	(7.0)	111 10%	36 11%	45 10%	30 10%	56 11%	55 10%	72 10%	18 9%	21 11%	29 10%	66 10%	16 14%	35 11%	39 12%	38 8%	45 16%	66 8%
8	(8.0)	197 18%	53 16%	88 19%	56 18%	106 20%	91 16%	134 19%	34 16%	29 15%	49 17%	127 18%	21 18%	55 18%	58 17%	84 18%	43 15%	154 19%
9	(9.0)	239 22%	71 21%	93 20%	75 24%	105 20%	134 23%	148 21%	45 22%	45 24%	66 23%	148 21%	25 21%	69 23%	61 19%	108 23%	55 19%	184 23%
10 Extremely satisfied	(10.0)	357 32%	92 28%	148 32%	117 38%	164 31%	193 34%	216 31%	68 33%	73 38%	94 33%	239 35% k	24 20%	74 24%	103 31%	180 38% l	64 22%	293 36% o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	19 2%	4 1%	9 2%	6 2%	10 2%	10 2%	14 2%	1 1%	4 2%	6 2%	12 2%	1 1%	3 1%	3 1%	13 3%	4 1%	15 2%
SUMMARY CODES																	
DISSATISFIED (1-3)	45 4%	12 4%	27 6% c	5 2%	23 4%	21 4%	29 4%	12 6%	4 2%	13 5%	24 3%	8 6%	16 5%	17 5%	12 2%	24 8% p	20 3%
NEUTRAL (4-6)	135 12%	61 18% bc	52 11%	22 7%	67 13%	68 12%	90 13%	30 15%	15 8%	32 11%	77 11%	26 21% ij	51 17% n	49 15% n	35 7%	52 18% p	83 10%
SATISFIED (7-10)	904 82%	252 77%	374 81%	278 89% ab	431 81%	473 83%	570 81%	166 79%	168 88%	238 82%	579 84% k	86 71%	233 77%	261 79%	410 87% lm	207 72%	697 86% o
Answered	1084	325	454	305	521	563	689	208	187	284	681	120	300	327	457	283	800
Mean score	8.2	7.9	8.1	8.6 ab	8.1	8.2	8.1	8.0	8.6 f	8.2 k	8.3 k	7.5	7.8	8.0	8.6 lm	7.4	8.4 o
Standard deviation	2.04	2.09	2.19	1.65	2.02	2.06	2.04	2.26	1.71	2.12	1.95	2.21	2.19	2.20	1.72	2.39	1.83
Standard error	.06	.12	.10	.09	.09	.09	.08	.16	.12	.10	.09	.22	.12	.11	.09	.14	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	16 1%	2 *%	** ** a	3 *%	13 5%	8 3%	4 4%	3 3%	2 2%	5 6%	4 2%	* ** %	** **	1 1%	6 9%	5 1%	1 1%	3 2%	2 1%	
2 (2.0)	12 1%	- -%	** ** a	3 *%	9 3%	2 1%	1 2%	- -%	1 1%	1 2%	1 *%	- -%	** **	- -%	2 3%	8 1%	5 2%	1 1%	2 1%	
3 (3.0)	17 2%	1 *%	** ** a	3 *%	13 5%	3 1%	1 2%	- -%	1 1%	1 1%	2 1%	- -%	** **	- -%	3 4%	11 2%	2 1%	7 4%	2 1%	
4 (4.0)	23 2%	5 1%	** ** a	11 1%	13 4%	4 1%	3 3%	1 1%	- -%	2 2%	3 1%	- -%	** **	2 1%	2 3%	16 2%	10 5%	4 2%	2 1%	
5 (5.0)	59 5%	14 2%	** ** a	20 2%	37 13%	15 5%	7 8%	5 5%	3 3%	5 7%	9 4%	4 2%	** **	6 3%	9 13%	32 5%	12 6%	14 8%	6 2%	
6 (6.0)	53 5%	17 2%	** ** c	24 3%	28 10%	13 5%	4 4%	4 4%	6 6%	3 4%	10 5%	5 2%	** **	5 2%	7 11%	30 4%	15 7%	8 5%	6 2%	
7 (7.0)	111 10%	80 9%	** ** c	66 8%	43 15%	29 10%	9 10%	15 15%	5 5%	13 18%	16 7%	20 9%	** **	19 9%	9 13%	66 10%	24 12%	16 9%	25 8%	
8 (8.0)	197 18%	160 19%	** ** c	148 18%	44 16%	49 17%	19 22%	17 17%	13 13%	12 16%	37 17%	41 18%	** **	37 17%	11 16%	127 18%	35 17%	29 16%	63 21%	
9 (9.0)	239 22%	220 26%	** ** b	202 25%	36 13%	66 23%	18 20%	21 21%	27 27%	14 19%	52 24%	60 27%	** **	57 26%	9 13%	148 21%	50 24%	33 18%	65 21%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	
		fied a	isfied *b																	fied k
Significance Level: 99%				c	d	e	f	g	h	i	j			m	n	o	p	q	r	
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	357	341	**	317	37	94	22	31	41	18	76	90	**	88	7	239	50	65	125	
	32%	40%	**	39%	13%	33%	24%	32%	41%	24%	36%	40%	**	40%	10%	35%	24%	36%	41%	
		b		d					f					n				p		
Not applicable	19	11	**	11	7	6	1	2	3	1	6	2	**	2	3	12	2	-	9	
	2%	1%	**	1%	2%	2%	1%	2%	3%	1%	3%	1%	**	1%	4%	2%	1%	-%	3%	
SUMMARY CODES																				
DISSATISFIED (1-3)	45	3	**	8	35	13	7	3	4	7	6	*	**	1	11	24	8	11	5	
	4%	%	**	1%	12%	5%	8%	3%	4%	9%	3%	%	**	1%	16%	3%	4%	6%	2%	
		a		c					j					m						
NEUTRAL (4-6)	135	37	**	55	78	32	13	10	8	10	22	9	**	13	19	77	37	26	14	
	12%	4%	**	7%	28%	11%	15%	10%	8%	14%	10%	4%	**	6%	27%	11%	18%	15%	5%	
		a		c										m	r	r	r			
SATISFIED (7-10)	904	801	**	734	160	238	68	84	87	58	181	212	**	201	36	579	159	143	278	
	82%	94%	**	91%	57%	82%	76%	85%	85%	76%	84%	95%	**	93%	52%	84%	77%	79%	91%	
		b		d										n				pq		
Answered	1084	841	**	797	273	284	88	97	99	75	209	222	**	215	66	681	204	180	296	
Mean score	8.2	8.8	**	8.7	6.7	8.2	7.7	8.2	8.6	7.5	8.4	8.9	**	8.8	6.4	8.3	7.9	8.1	8.8	
		b		d					f		i			n				opq		
Standard deviation	2.04	1.32	**	1.53	2.49	2.12	2.40	1.97	1.90	2.52	1.90	1.26	**	1.45	2.70	1.95	2.09	2.22	1.54	
Standard error	.06	.05	**	.05	.15	.10	.22	.13	.15	.22	.10	.06	**	.07	.26	.09	.16	.19	.11	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	16 1%	3 2%	3 1%	1 *%	** **	2 *%	4 2%	2 2%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	12 1%	1 1%	6 1%	- -%	** **	3 1%	5 3%	2 2%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	17 2%	8 5%	3 1%	1 *%	** **	3 *%	7 4%	3 3%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	23 2%	8 5%	8 1%	5 1%	** **	8 1%	9 5%	3 2%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	59 5%	12 7%	20 4%	5 1%	** **	10 2%	22 13%	13 11%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	53 5%	12 7%	18 3%	9 2%	** **	16 3%	14 8%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	111 10%	25 15%	41 8%	54 10%	** **	37 7%	27 16%	16 14%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	197 18%	20 12%	107 20%	104 19%	** **	95 18%	27 16%	21 18%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	239 22%	31 19%	116 22%	140 25%	** **	127 25%	20 12%	25 21%	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	357 32%	42 25%	197 37%	230 41%	** **	209 40%	28 17%	24 20%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Not applicable	19	2	9	7	**	8	4	1	**	**	**	**	**	**	**	**	**
	2%	1%	2%	1%	**	2%	2%	1%	**	**	**	**	**	**	**	**	**
SUMMARY CODES																	
DISSATISFIED (1-3)	45	12	12	3	**	7	16	8	**	**	**	**	**	**	**	**	**
	4%	7%	2%	*%	**	1%	9%	6%	**	**	**	**	**	**	**	**	**
							e										
NEUTRAL (4-6)	135	32	45	19	**	34	44	26	**	**	**	**	**	**	**	**	**
	12%	20%	9%	3%	**	7%	26%	21%	**	**	**	**	**	**	**	**	**
		b					e										
SATISFIED (7-10)	904	118	462	528	**	468	103	86	**	**	**	**	**	**	**	**	**
	82%	72%	87%	95%	**	91%	62%	71%	**	**	**	**	**	**	**	**	**
			a			f											
Answered	1084	162	519	549	**	508	162	120	**	**	**	**	**	**	**	**	**
Mean score	8.2	7.6	8.5	8.9	**	8.7	7.0	7.5	**	**	**	**	**	**	**	**	**
			a			f											
Standard deviation	2.04	2.30	1.77	1.31	**	1.56	2.37	2.21	**	**	**	**	**	**	**	**	**
Standard error	.06	.21	.09	.07	**	.08	.21	.22	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	35 3%	8 2%	15 3%	12 4%	15 3%	20 4%	19 3%	8 4%	8 4%	16 5%	11 2%	8 7%	14 5%	12 4%	9 2%	20 7%	15 2%
2	(2.0)	21 2%	6 2%	9 2%	7 2%	12 2%	9 2%	12 2%	3 2%	6 3%	7 2%	12 2%	3 3%	7 2%	12 4%	2 *	12 4%	10 1%
3	(3.0)	23 2%	3 1%	15 3%	6 2%	12 2%	11 2%	14 2%	5 3%	4 2%	6 2%	11 2%	7 6%	6 2%	11 3%	7 1%	14 5%	9 1%
4	(4.0)	29 3%	13 4%	11 2%	4 1%	15 3%	14 2%	23 3%	4 2%	2 1%	10 3%	15 2%	4 3%	12 4%	11 3%	5 1%	13 4%	16 2%
5	(5.0)	66 6%	26 8%	23 5%	18 6%	35 7%	31 5%	41 6%	14 7%	11 6%	16 6%	38 5%	12 10%	22 7%	27 8%	17 4%	26 9%	41 5%
6	(6.0)	57 5%	21 6%	21 5%	15 5%	30 6%	27 5%	36 5%	11 5%	9 5%	13 4%	33 5%	11 9%	18 6%	16 5%	23 5%	19 7%	38 5%
7	(7.0)	128 12%	40 12%	64 14%	25 8%	63 12%	66 12%	94 13%	21 10%	14 7%	30 10%	79 11%	20 16%	34 11%	41 12%	53 11%	38 13%	90 11%
8	(8.0)	177 16%	52 16%	69 15%	55 18%	93 17%	84 15%	105 15%	38 18%	34 18%	44 15%	114 16%	19 16%	57 19%	49 15%	71 15%	44 15%	133 16%
9	(9.0)	243 22%	73 22%	95 21%	74 24%	110 21%	133 23%	161 23%	41 20%	41 21%	66 23%	160 23%	17 14%	66 22%	71 22%	106 23%	52 18%	191 23%
10 Extremely satisfied	(10.0)	289 26%	81 25%	125 27%	84 27%	130 24%	160 28%	175 25%	62 30%	52 27%	76 26%	196 28%	18 15%	64 21%	77 23%	148 31%	49 17%	240 29%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	34 3%	7 2%	15 3%	12 4%	16 3%	18 3%	22 3%	2 1%	9 5%	8 3%	24 4%	2 1%	3 1%	3 1%	28 6% lm	1 *% o	33 4% o
SUMMARY CODES																	
DISSATISFIED (1-3)	80 7%	16 5%	39 8%	24 8%	39 7%	40 7%	45 6%	17 8%	18 9%	28 10% j	33 5%	18 15% j	27 9% n	35 11% n	17 4%	46 16% p	34 4%
NEUTRAL (4-6)	152 14%	60 18%	56 12%	36 12%	80 15%	72 13%	101 14%	28 14%	23 12%	39 13%	87 13%	26 22% n	52 17% n	54 16%	46 10%	58 20% p	94 12%
SATISFIED (7-10)	837 76%	246 75%	353 76%	239 77%	395 74%	442 77%	535 76%	162 77%	141 74%	215 74%	548 79% k	74 61%	221 73%	238 72%	378 81%	184 64%	654 80% o
Answered	1069	322	448	299	515	554	680	207	182	282	668	119	300	327	441	287	782
Mean score	7.8	7.7	7.8	7.9	7.7	7.9	7.8	7.8	7.8	7.6 k	8.0 ik	6.7	7.5	7.4	8.3 lm	6.8	8.1 o
Standard deviation	2.34	2.24	2.39	2.37	2.33	2.34	2.27	2.40	2.50	2.58	2.11	2.63	2.48	2.54	1.97	2.75	2.06
Standard error	.07	.13	.11	.13	.10	.10	.09	.17	.18	.12	.10	.26	.14	.13	.10	.16	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	35 3%	* *%	** ** a	2 *%	33 12% c	16 5%	7 8%	4 5%	4 4%	8 11%	7 3%	* *%	** **	2 1%	13 19% m	11 2%	7 3%	3 2%	2 1%	
2 (2.0)	21 2%	2 *%	** ** a	6 1%	15 6% c	7 2%	1 2%	3 3%	2 2%	4 5%	3 1%	2 1%	** **	2 1%	5 7% m	12 2%	5 2%	7 4% r	- -%	
3 (3.0)	23 2%	5 1%	** ** a	6 1%	16 6% c	6 2%	2 3%	3 3%	1 1%	3 4%	2 1%	1 *%	** **	2 1%	4 6% m	11 2%	3 2%	5 3%	2 1%	
4 (4.0)	29 3%	4 1%	** ** a	8 1%	20 7% c	10 3%	4 4%	2 2%	4 4%	3 4%	7 3%	3 1%	** **	3 1%	6 9% m	15 2%	8 4%	5 3%	2 1%	
5 (5.0)	66 6%	27 3%	** ** a	30 4%	32 11% c	16 6%	6 7%	7 7%	3 3%	6 8%	10 5%	8 4%	** **	9 4%	7 10%	38 5%	16 8%	12 7%	9 3%	
6 (6.0)	57 5%	26 3%	** ** c	28 4%	28 10% c	13 4%	5 6%	4 4%	4 4%	3 4%	10 5%	6 3%	** **	6 3%	6 9% m	33 5%	12 6%	12 7%	9 3%	
7 (7.0)	128 12%	95 11%	** **	89 11%	37 13%	30 10%	10 12%	12 12%	8 8%	7 9%	23 11%	24 10%	** **	26 12%	3 5%	79 11%	22 11%	21 11%	36 12%	
8 (8.0)	177 16%	154 18% b	** **	136 17%	37 13%	44 15%	18 20%	14 14%	11 11%	14 18%	30 14%	40 18%	** **	33 15%	10 15%	114 16%	37 18%	25 14%	52 17%	
9 (9.0)	243 22%	229 27% b	** **	206 26% d	36 13%	66 23%	15 17%	26 26%	25 25%	14 18%	52 24%	62 28%	** **	58 27% n	8 12%	160 23%	50 24%	37 21%	73 24%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	
		a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	289 26%	282 33% b	** **	266 33% d	21 7%	76 26%	19 21%	22 22%	36 35% g	13 18%	63 29%	74 33%	** **	72 33% n	4 5%	196 28%	44 21%	52 29%	99 32%	
Not applicable	34 3%	29 3%	** **	29 4%	4 1%	8 3%	1 1%	3 3%	4 4%	1 1%	7 3%	5 2%	** **	5 2%	2 4%	24 4%	2 1%	- -%	22 7% pq	
SUMMARY CODES																				
DISSATISFIED (1-3)	80 7%	7 1%	** ** a	14 2% c	64 23%	28 10%	11 13%	10 10%	6 6%	15 20% j	12 6%	3 1%	** **	6 3%	22 32% m	33 5%	15 7% r	15 8% r	3 1%	
NEUTRAL (4-6)	152 14%	57 7%	** ** a	67 8% c	80 29%	39 13%	15 17%	13 13%	11 11%	12 16%	27 13%	17 7%	** **	18 8%	19 28% m	87 13%	36 17% r	30 17% r	21 7%	
SATISFIED (7-10)	837 76%	759 89% b	** **	698 86% d	131 47%	215 74%	62 70%	73 74%	80 79%	48 63%	168 78% i	200 89%	** **	189 87% n	26 37%	548 79%	153 74%	135 75%	260 85% p	
Answered	1069	823	**	779	276	282	88	97	97	75	207	219	**	213	67	668	204	180	284	
Mean score	7.8	8.6 b	** **	8.5 d	5.9	7.6	7.2	7.5	8.2 f	6.7	8.0 i	8.6	** **	8.4 n	5.2	8.0	7.6	7.7	8.6 opq	
Standard deviation	2.34	1.46	**	1.66	2.81	2.58	2.73	2.54	2.39	3.03	2.30	1.60	**	1.83	3.05	2.11	2.36	2.39	1.55	
Standard error	.07	.05	**	.06	.17	.12	.25	.17	.19	.26	.12	.08	**	.09	.29	.10	.18	.21	.12	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	35 3%	6 4%	5 1%	- -%	** **	- -%	11 7%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	21 2%	6 4%	5 1%	- -%	** **	4 1%	8 5%	3 3%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	23 2%	6 4%	4 1%	3 *%	** **	3 *%	7 4%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	29 3%	8 5%	8 1%	1 *%	** **	5 1%	10 6%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	66 6%	17 10%	21 4%	15 3%	** **	17 3%	20 12%	12 10%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	57 5%	11 7%	22 4%	17 3%	** **	17 3%	16 10%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	128 12%	20 12%	59 11%	60 11%	** **	52 10%	25 15%	20 16%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	177 16%	22 13%	92 17%	96 17%	** **	84 16%	27 16%	19 16%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	243 22%	34 21%	126 24%	152 27%	** **	135 26%	24 15%	17 14%	** **	** **	** **	** **	** **	** **	** **	** **

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	289 26%	34 21%	162 31%	192 34%	** **	176 34%	17 10%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	34 3%	- -%	24 5%	23 4%	** **	23 5%	1 1%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	80 7%	19 12%	14 3%	3 *%	** **	6 1%	26 15%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	152 14%	36 22%	51 10%	32 6%	** **	39 8%	46 28%	26 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	837 76%	109 67%	439 83%	499 90%	** **	447 87%	93 56%	74 61%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1069	164	504	534	**	493	165	119	**	**	**	**	**	**	**	**	**
Mean score	7.8	7.2	8.3	8.7	**	8.6	6.4	6.7	**	**	**	**	**	**	**	**	**
Standard deviation	2.34	2.58	1.85	1.36	**	1.58	2.61	2.63	**	**	**	**	**	**	**	**	**
Standard error	.07	.23	.10	.07	**	.08	.23	.26	**	**	**	**	**	**	**	**	**

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	30 3%	9 3%	14 3%	7 2%	8 1%	22 4%	15 2%	10 5%	6 3%	12 4%	15 2%	2 2%	14 5% n	11 3%	5 1%	16 6%	14 2%
2	(2.0)	18 2%	4 1%	13 3%	1 *%	9 2%	9 2%	13 2%	3 2%	1 1%	4 1%	11 2%	3 3%	7 2%	8 3%	2 *%	12 4%	6 1%
3	(3.0)	24 2%	3 1%	14 3%	7 2%	15 3%	9 2%	14 2%	5 2%	6 3%	10 3%	11 2%	3 2%	11 4%	8 2%	6 1%	14 5%	10 1%
4	(4.0)	14 1%	6 2%	3 1%	5 2%	8 1%	6 1%	8 1%	* *%	5 3%	5 2%	7 1%	2 1%	4 1%	6 2%	4 1%	7 2%	7 1%
5	(5.0)	59 5%	27 8% c	22 5%	10 3%	33 6%	26 4%	39 6%	11 5%	9 5%	10 3%	32 5%	17 14% ij	19 6%	21 6%	19 4%	23 8%	36 4%
6	(6.0)	54 5%	24 7%	20 4%	11 4%	28 5%	27 5%	37 5%	10 5%	8 4%	13 4%	28 4%	13 11% j	21 7%	20 6%	13 3%	16 6%	38 5%
7	(7.0)	120 11%	34 10%	57 12%	30 10%	58 11%	62 11%	81 11%	24 12%	15 8%	26 9%	76 11%	17 14%	36 12%	32 10%	52 11%	38 13%	82 10%
8	(8.0)	196 18%	53 16%	85 18%	57 18%	108 20%	87 15%	142 20% g	23 11%	31 16%	42 14%	134 19%	20 17%	52 17%	61 18%	83 18%	52 18%	143 18%
9	(9.0)	250 23%	75 23%	97 21%	78 25%	110 21%	140 24%	152 22%	52 25%	45 23%	74 26%	156 23%	19 16%	69 23%	74 22%	106 23%	51 18%	199 24%
10 Extremely satisfied	(10.0)	311 28%	86 26%	129 28%	96 31%	141 27%	170 30%	185 26%	66 31%	61 32%	85 29%	204 29%	22 18%	65 22%	86 26%	160 34%	57 20%	255 31% o

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	27 2%	9 3%	10 2%	9 3%	13 3%	14 2%	17 2%	5 2%	5 3%	8 3%	17 3%	2 1%	4 1%	4 1%	19 4%	2 1%	25 3%
SUMMARY CODES																	
DISSATISFIED (1-3)	72 7%	16 5%	40 9%	16 5%	31 6%	40 7%	41 6%	18 8%	13 7%	26 9%	37 5%	9 7%	32 11% n	27 8% n	13 3%	42 15% p	30 4%
NEUTRAL (4-6)	127 12%	57 17% bc	45 10%	26 8%	69 13%	58 10%	84 12%	21 10%	22 11%	28 10%	67 10%	32 27% ij	45 15% n	47 14% n	36 8%	46 16%	81 10%
SATISFIED (7-10)	877 80%	247 75%	369 80%	261 84%	417 79%	460 80%	560 80%	166 79%	151 79%	228 79% k	571 82% k	79 65%	222 73%	252 76%	402 86% lm	198 69%	679 83% o
Answered	1076	320	453	303	518	558	686	205	186	282	675	119	299	326	451	286	790
Mean score	8.0	7.9	7.9	8.2	7.9	8.0	8.0	8.0	8.1	7.9	8.1 k	7.3	7.5	7.8	8.4 lm	7.1	8.3 o
Standard deviation	2.22	2.20	2.32	2.05	2.13	2.30	2.14	2.43	2.28	2.43	2.09	2.25	2.48	2.37	1.80	2.67	1.94
Standard error	.07	.13	.11	.11	.09	.10	.08	.17	.16	.11	.09	.23	.14	.12	.09	.15	.07

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	30 3%	3 *%	** ** a	2 *%	25 9% c	12 4%	6 7%	3 3%	3 3%	7 9%	6 3%	1 *%	** **	1 1%	10 15% m	15 2%	8 4%	5 3%	2 1%	
2 (2.0)	18 2%	* *%	** ** a	2 *%	16 6% c	4 1%	3 3%	* *%	1 1%	2 3%	2 1%	* *%	** **	1 *%	3 5% m	11 2%	3 2%	5 3%	2 1%	
3 (3.0)	24 2%	1 *%	** ** a	5 1%	19 7% c	10 3%	4 4%	4 4%	3 3%	6 8% j	4 2%	1 *%	** **	2 1%	8 12% m	11 2%	7 3%	3 2%	2 1%	
4 (4.0)	14 1%	2 *%	** ** a	4 1%	9 3% c	5 2%	3 3%	2 2%	1 1%	1 2%	4 2%	2 1%	** **	- -%	5 7% m	7 1%	1 1%	4 2%	2 1%	
5 (5.0)	59 5%	20 2%	** ** a	22 3%	35 12% c	10 3%	3 3%	4 4%	3 3%	3 4%	7 3%	4 2%	** **	5 3%	4 6%	32 5%	16 8%	11 6%	5 2%	
6 (6.0)	54 5%	18 2%	** ** c	30 4%	23 8% c	13 4%	6 7%	3 3%	4 4%	4 5%	9 4%	5 2%	** **	6 3%	6 9%	28 4%	14 7%	10 5%	5 2%	
7 (7.0)	120 11%	84 10%	** **	79 10%	39 14%	26 9%	7 8%	11 11%	8 8%	9 13%	17 8%	21 9%	** **	22 10%	5 7%	76 11%	28 13%	12 7%	36 12%	
8 (8.0)	196 18%	169 20% b	** **	147 18%	47 17%	42 14%	16 18%	17 17%	9 9%	10 14%	31 15%	36 16%	** **	32 15%	9 13%	134 19%	35 17%	33 18%	66 22%	
9 (9.0)	250 23%	235 28% b	** **	213 26% d	36 13%	74 26%	18 20%	26 26%	31 30%	14 19%	60 28%	67 30%	** **	63 29% n	11 16%	156 23%	49 24%	41 23%	66 22%	

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin								Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satis-	Dissat-	Yes	No	Issue				
		fied	isfied			All	Billing	Fault/repair	General	Yes	No					All	Billing	Fault/repair	General	
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r		
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	311	300	**	283	26	85	22	27	36	18	67	82	**	80	5	204	42	54	109	
	28%	35%	**	35%	9%	29%	25%	28%	35%	24%	31%	36%	**	37%	7%	29%	20%	30%	36%	
		b		d										n					p	
Not applicable	27	20	**	20	6	8	1	3	4	1	7	5	**	5	2	17	3	1	13	
	2%	2%	**	3%	2%	3%	1%	3%	4%	1%	3%	2%	**	2%	3%	3%	2%	1%	4%	
SUMMARY CODES																				
DISSATISFIED (1-3)	72	5	**	10	60	26	13	7	6	15	11	2	**	3	22	37	19	14	5	
	7%	1%	**	1%	21%	9%	14%	7%	6%	20%	5%	1%	**	2%	32%	5%	9%	8%	2%	
		a		c						j				m		r		r		
NEUTRAL (4-6)	127	40	**	56	66	28	12	9	8	8	20	11	**	12	15	67	31	25	11	
	12%	5%	**	7%	24%	10%	13%	9%	8%	10%	9%	5%	**	5%	21%	10%	15%	14%	4%	
		a		c										m		r		r		
SATISFIED (7-10)	877	787	**	722	148	228	63	81	83	52	176	206	**	197	30	571	153	140	278	
	80%	92%	**	89%	53%	79%	71%	81%	82%	69%	82%	92%	**	91%	43%	82%	74%	78%	91%	
		b		d						i				n					opq	
Answered	1076	832	**	788	274	282	88	97	97	75	207	219	**	213	67	675	203	178	293	
Mean score	8.0	8.7	**	8.6	6.2	7.9	7.4	8.0	8.4	7.0	8.3	8.8	**	8.7	5.6	8.1	7.6	7.9	8.6	
		b		d					f		i			n		p			opq	
Standard deviation	2.22	1.36	**	1.52	2.76	2.43	2.78	2.24	2.20	2.96	2.13	1.43	**	1.52	3.08	2.09	2.36	2.38	1.52	
Standard error	.07	.05	**	.05	.17	.11	.26	.15	.18	.26	.11	.07	**	.08	.29	.09	.18	.21	.11	

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	30 3%	9 5%	7 1%	3 *%	**	1 *%	12 7%	2 2%	**	**	**	**	**	**	**	**	**
2 (2.0)	18 2%	6 4%	4 1%	- -%	**	2 *%	9 5%	3 3%	**	**	**	**	**	**	**	**	**
3 (3.0)	24 2%	5 3%	6 1%	- -%	**	4 1%	8 5%	3 2%	**	**	**	**	**	**	**	**	**
4 (4.0)	14 1%	4 3%	3 *%	- -%	**	4 1%	3 2%	2 1%	**	**	**	**	**	**	**	**	**
5 (5.0)	59 5%	13 8%	19 4%	13 2%	**	14 3%	18 11%	17 14%	**	**	**	**	**	**	**	**	**
6 (6.0)	54 5%	6 4%	22 4%	10 2%	**	16 3%	11 7%	13 11%	**	**	**	**	**	**	**	**	**
7 (7.0)	120 11%	22 13%	55 10%	55 10%	**	47 9%	26 16%	17 14%	**	**	**	**	**	**	**	**	**
8 (8.0)	196 18%	34 21%	100 19%	114 21%	**	98 19%	35 21%	20 17%	**	**	**	**	**	**	**	**	**
9 (9.0)	250 23%	30 18%	126 24%	150 27%	**	135 26%	21 12%	19 16%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	311 28%	34 21%	170 32%	199 36%	** **	181 35%	20 12%	22 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	27 2%	1 1%	16 3%	14 2%	** **	14 3%	3 2%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	72 7%	20 12%	17 3%	3 *%	** **	7 1%	29 17%	9 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	127 12%	23 14%	44 8%	23 4%	** **	34 7%	32 19%	32 27%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	877 80%	120 73%	451 85%	518 93%	** **	462 89%	102 61%	79 65%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1076	163	512	543	**	502	163	119	**	**	**	**	**	**	**	**	**
Mean score	8.0	7.3	8.4	8.8	**	8.6	6.6	7.3	**	**	**	**	**	**	**	**	**
Standard deviation	2.22	2.60	1.84	1.33	**	1.53	2.69	2.25	**	**	**	**	**	**	**	**	**
Standard error	.07	.23	.10	.07	**	.08	.24	.23	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	31 3%	5 2%	14 3%	12 4%	11 2%	20 4%	17 2%	7 4%	7 4%	14 5%	11 2%	6 5%	9 3%	14 4%	8 2%	20 7%	11 1%
2	(2.0)	16 1%	3 1%	12 3%	1 *	8 1%	9 2%	9 1%	6 3%	1 1%	3 1%	10 1%	3 3%	10 3%	5 2%	2 *	9 3%	8 1%
3	(3.0)	22 2%	6 2%	10 2%	6 2%	15 3%	7 1%	13 2%	4 2%	5 3%	5 2%	11 2%	6 5%	4 1%	10 3%	8 2%	13 4%	9 1%
4	(4.0)	29 3%	5 2%	13 3%	11 3%	19 4%	10 2%	18 3%	3 1%	7 4%	8 3%	13 2%	7 6%	10 3%	14 4%	5 1%	13 5%	16 2%
5	(5.0)	57 5%	27 8%	20 4%	10 3%	33 6%	24 4%	39 6%	10 5%	8 4%	13 5%	31 4%	13 11%	20 6%	18 5%	20 4%	19 7%	38 5%
6	(6.0)	74 7%	27 8%	35 8%	12 4%	29 6%	44 8%	57 8%	9 5%	8 4%	12 4%	52 8%	10 8%	25 8%	25 8%	24 5%	23 8%	50 6%
7	(7.0)	112 10%	38 11%	46 10%	29 9%	54 10%	59 10%	77 11%	22 11%	13 7%	33 11%	68 10%	12 10%	35 12%	35 11%	43 9%	31 11%	81 10%
8	(8.0)	206 19%	64 20%	82 18%	60 19%	112 21%	94 16%	133 19%	38 18%	35 18%	50 17%	132 19%	24 20%	57 19%	57 17%	92 20%	60 21%	146 18%
9	(9.0)	216 20%	65 20%	87 19%	64 20%	92 17%	124 22%	134 19%	45 22%	37 19%	54 19%	142 20%	20 16%	58 19%	65 20%	93 20%	44 15%	171 21%
10 Extremely satisfied	(10.0)	292 26%	86 26%	122 26%	84 27%	136 26%	156 27%	177 25%	60 29%	55 29%	75 26%	199 29%	18 15%	61 20%	77 23%	154 33%	49 17%	243 30%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	49 4%	4 1%	22 5% a	23 7% a	24 4%	25 4%	30 4%	4 2%	15 8% g	23 8% j	25 4%	1 1%	15 5%	11 3%	22 5%	7 2%	42 5%
SUMMARY CODES																	
DISSATISFIED (1-3)	69 6%	14 4%	36 8%	19 6%	33 6%	36 6%	39 5%	17 8%	14 7%	22 8%	31 5%	16 13% j	23 8%	29 9% n	17 4%	41 14% p	28 3%
NEUTRAL (4-6)	160 14%	58 18%	68 15%	33 11%	81 15%	79 14%	114 16%	23 11%	23 12%	33 11%	96 14%	30 25% ij	54 18% n	56 17%	49 11%	55 19%	104 13%
SATISFIED (7-10)	826 75%	253 77%	336 73%	236 76%	393 74%	432 76%	520 74%	166 79%	140 73%	212 73%	540 78% k	74 61%	211 70%	234 71%	381 81% lm	184 64%	641 79% o
Answered	1054	325	440	289	507	547	672	206	177	267	668	120	288	319	447	281	774
Mean score	7.8	7.9	7.7	7.9	7.8	7.9	7.8	7.9	7.9	7.8 k	8.1 k	6.8	7.5	7.5	8.3 lm	6.9	8.2 o
Standard deviation	2.26	2.05	2.38	2.31	2.24	2.28	2.19	2.37	2.40	2.44	2.07	2.60	2.36	2.46	1.95	2.69	1.99
Standard error	.07	.12	.11	.13	.10	.10	.09	.16	.18	.11	.09	.26	.14	.13	.10	.16	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	31 3%	* *%	** ** a	3 *%	28 10% c	14 5%	6 7%	4 4%	4 4%	8 10%	6 3%	* *%	** **	1 *%	13 19% m	11 2%	3 2%	5 3%	2 1%	
2 (2.0)	16 1%	1 *%	** ** a	2 *%	15 5% c	3 1%	3 3%	- -%	- -%	2 3%	1 *%	- -%	** **	- -%	3 4% m	10 1%	6 3%	3 2%	2 1%	
3 (3.0)	22 2%	2 *%	** ** a	6 1%	15 5% c	5 2%	1 1%	3 3%	1 1%	2 3%	3 1%	1 *%	** **	2 1%	4 5% m	11 2%	3 2%	5 3%	2 1%	
4 (4.0)	29 3%	5 1%	** ** a	10 1%	17 6% c	8 3%	4 5%	3 3%	1 1%	4 5%	5 2%	3 2%	** **	3 1%	5 7% m	13 2%	5 2%	7 4%	2 1%	
5 (5.0)	57 5%	21 3%	** ** a	23 3%	33 12% c	13 5%	3 3%	6 6%	4 4%	4 6%	9 4%	4 2%	** **	5 2%	8 12% m	31 4%	16 8%	7 4%	8 3%	
6 (6.0)	74 7%	32 4%	** ** a	48 6%	26 9% c	12 4%	4 5%	4 4%	4 4%	4 6%	8 4%	6 3%	** **	9 4%	3 5%	52 8%	20 10%	15 8%	17 6%	
7 (7.0)	112 10%	86 10% b	** ** b	71 9%	40 14% c	33 11%	10 11%	13 14%	10 9%	7 9%	26 12%	25 11%	** **	27 12%	5 7%	68 10%	24 12%	16 9%	27 9%	
8 (8.0)	206 19%	184 22% b	** ** b	160 20%	42 15% c	50 17%	19 21%	18 19%	13 13%	14 18%	36 17%	46 20%	** **	40 18%	10 15%	132 19%	37 18%	29 16%	66 22%	
9 (9.0)	216 20%	203 24% b	** ** b	188 23% d	26 9% c	54 19%	15 17%	18 18%	22 21%	14 18%	41 19%	51 23%	** **	48 22% n	6 9%	142 20%	42 20%	40 22%	60 20%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	
		fied a	isfied *b																	fied k
Significance Level: 99%				c	d	e	f	g	h	i	j			m	n	o	p	q	r	
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	292	283	**	267	21	75	18	22	34	15	60	72	**	70	4	199	41	49	109	
	26%	33%	**	33%	8%	26%	20%	23%	34%	19%	28%	32%	**	32%	6%	29%	20%	27%	36%	
		b		d										n				p		
Not applicable	49	34	**	31	17	23	6	7	10	2	21	15	**	13	8	25	9	3	13	
	4%	4%	**	4%	6%	8%	7%	7%	9%	3%	10%	7%	**	6%	12%	4%	4%	2%	4%	
SUMMARY CODES																				
DISSATISFIED (1-3)	69	4	**	10	57	22	10	7	6	12	10	1	**	2	20	31	13	14	5	
	6%	%	**	1%	20%	8%	11%	7%	6%	16%	5%	%	**	1%	29%	5%	6%	8%	2%	
		a		c						j				m				r		
NEUTRAL (4-6)	160	58	**	81	76	33	12	13	8	12	21	13	**	17	16	96	41	29	27	
	14%	7%	**	10%	27%	11%	13%	13%	8%	16%	10%	6%	**	8%	24%	14%	20%	16%	9%	
		a		c										m				r		
SATISFIED (7-10)	826	756	**	687	130	212	61	72	78	49	162	195	**	185	25	540	144	135	262	
	75%	89%	**	85%	46%	73%	69%	73%	77%	65%	76%	87%	**	85%	36%	78%	70%	75%	86%	
		b		d										n				p		
Answered	1054	818	**	778	262	267	83	92	92	73	194	209	**	204	61	668	197	177	293	
Mean score	7.8	8.6	**	8.5	5.9	7.8	7.3	7.7	8.2	6.9	8.1	8.6	**	8.5	5.2	8.1	7.6	7.8	8.5	
		b		d					f		i			n		p		opq		
Standard deviation	2.26	1.40	**	1.62	2.73	2.44	2.69	2.31	2.28	2.94	2.16	1.45	**	1.57	3.07	2.07	2.21	2.36	1.63	
Standard error	.07	.05	**	.06	.17	.11	.25	.16	.19	.26	.12	.08	**	.08	.30	.09	.17	.21	.12	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied	(1.0)	31 3%	6 4%	4 1%	- -%	** **	1 *%	9 6% e	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	16 1%	4 2%	6 1%	1 *%	** **	2 *%	9 5% e	3 3%	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	22 2%	6 4%	4 1%	1 *%	** **	3 *%	7 4% e	6 5%	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	29 3%	5 3%	8 2%	- -%	** **	4 1%	8 5% e	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	57 5%	13 8%	18 3%	13 2%	** **	14 3%	17 10% e	13 11%	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	74 7%	14 9%	38 7%	20 4%	** **	34 7%	18 11%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	112 10%	20 12%	48 9%	54 10%	** **	38 7%	29 18% e	12 10%	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	206 19%	36 22%	96 18%	119 21%	** **	103 20%	26 16%	24 20%	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	216 20%	25 15%	116 22%	135 24%	** **	122 24% f	18 11%	20 16%	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	292 26%	30 18%	169 32%	195 35%	** **	179 35%	17 10%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	49 4%	3 2%	21 4%	18 3%	** **	16 3%	9 5%	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	69 6%	16 10%	15 3%	3 *%	** **	5 1%	24 15%	16 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	160 14%	33 20%	64 12%	33 6%	** **	52 10%	42 26%	30 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	826 75%	111 68%	429 81%	503 90%	** **	442 86%	91 55%	74 61%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1054	160	507	539	**	500	157	120	**	**	**	**	**	**	**	**	**
Mean score	7.8	7.2	8.3	8.7	**	8.6	6.5	6.8	**	**	**	**	**	**	**	**	**
Standard deviation	2.26	2.42	1.87	1.35	**	1.57	2.54	2.60	**	**	**	**	**	**	**	**	**
Standard error	.07	.22	.10	.07	**	.08	.23	.26	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	33 3%	6 2%	17 4%	10 3%	14 3%	20 3%	20 3%	9 4%	5 3%	15 5%	12 2%	6 5%	15 5%	12 4%	7 1%	22 8%	11 1%
2	(2.0)	17 2%	4 1%	9 2%	5 2%	7 1%	10 2%	7 1%	5 2%	5 3%	5 2%	7 1%	5 4%	8 3%	6 2%	3 1%	10 4%	7 1%
3	(3.0)	23 2%	6 2%	10 2%	7 2%	17 3%	6 1%	15 2%	3 1%	5 3%	4 1%	13 2%	6 5%	5 2%	10 3%	8 2%	14 5%	9 1%
4	(4.0)	28 3%	10 3%	13 3%	5 2%	16 3%	13 2%	19 3%	5 2%	5 2%	8 3%	14 2%	7 6%	11 4%	12 4%	5 1%	9 3%	20 2%
5	(5.0)	58 5%	24 7%	22 5%	12 4%	32 6%	26 5%	36 5%	13 6%	8 4%	10 4%	34 5%	14 11%	18 6%	22 7%	17 4%	21 7%	36 4%
6	(6.0)	48 4%	22 7%	17 4%	9 3%	21 4%	27 5%	36 5%	7 3%	5 3%	11 4%	28 4%	9 8%	11 4%	25 7%	13 3%	15 5%	33 4%
7	(7.0)	109 10%	31 9%	54 12%	24 8%	48 9%	60 11%	79 11%	18 8%	13 7%	28 10%	67 10%	13 11%	35 11%	33 10%	41 9%	35 12%	74 9%
8	(8.0)	203 18%	60 18%	82 18%	61 20%	110 21%	93 16%	136 19%	33 16%	34 18%	49 17%	135 19%	19 15%	56 18%	54 16%	93 20%	49 17%	154 19%
9	(9.0)	232 21%	73 22%	90 20%	68 22%	102 19%	129 23%	142 20%	48 23%	42 22%	65 23%	149 21%	18 15%	68 22%	60 18%	104 22%	55 19%	176 22%
10 Extremely satisfied	(10.0)	310 28%	84 25%	133 29%	93 30%	145 27%	166 29%	190 27%	63 30%	57 30%	82 28%	206 30%	22 18%	63 21%	89 27%	159 34%	49 17%	262 32%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	42 4%	9 3%	16 3%	17 6%	20 4%	22 4%	23 3%	6 3%	13 7%	13 4%	26 4%	3 2%	14 5%	8 2%	20 4%	7 2%	35 4%
SUMMARY CODES																	
DISSATISFIED (1-3)	74 7%	16 5%	36 8%	22 7%	38 7%	36 6%	42 6%	17 8%	15 8%	24 8%	33 5%	17 14% j	29 9% n	28 8%	17 4%	47 16% p	27 3%
NEUTRAL (4-6)	134 12% c	56 17%	52 11%	26 8%	68 13%	66 12%	91 13%	25 12%	18 9%	28 10%	76 11%	30 25% ij	40 13%	59 18% n	35 8%	45 16%	89 11%
SATISFIED (7-10)	853 77%	248 75%	359 78%	246 79%	405 76%	448 78%	547 78%	162 77%	145 76%	225 78% k	557 80% k	71 59%	221 73%	236 71%	396 84% lm	188 65%	665 82% o
Answered	1061	320	447	294	511	550	680	204	178	277	666	118	289	323	449	281	781
Mean score	7.9	7.9	7.8	8.1	7.8	8.0	7.9	7.9	8.0	7.9 k	8.1 k	6.8	7.5	7.6	8.4 lm	6.9	8.3 o
Standard deviation	2.29	2.15	2.40	2.28	2.30	2.29	2.22	2.47	2.37	2.46	2.08	2.70	2.52	2.45	1.91	2.79	1.97
Standard error	.07	.12	.11	.13	.10	.10	.09	.17	.17	.11	.09	.27	.14	.13	.10	.16	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
1 Extremely dissatisfied (1.0)	33 3%	1 *%	** ** a	1 *%	33 12% c	15 5%	7 8%	4 4%	4 4%	8 11%	6 3%	1 *%	** **	1 *%	14 20% m	12 2%	8 4%	3 2%	2 1%
2 (2.0)	17 2%	2 *%	** ** a	1 *%	16 6% c	5 2%	3 3%	1 1%	1 1%	3 5%	2 1%	1 *%	** **	- -%	5 7% m	7 1%	5 2%	3 2%	- -%
3 (3.0)	23 2%	5 1%	** ** a	11 1%	10 4%	4 1%	1 1%	2 2%	1 1%	2 2%	2 1%	2 1%	** **	* *%	3 5% m	13 2%	5 2%	7 4%	2 1%
4 (4.0)	28 3%	6 1%	** ** a	8 1%	20 7% c	8 3%	4 4%	3 3%	1 1%	3 3%	5 2%	2 1%	** **	3 1%	5 7% m	14 2%	7 3%	5 3%	2 1%
5 (5.0)	58 5%	19 2%	** ** a	28 3%	28 10% c	10 4%	3 3%	4 4%	3 3%	3 4%	7 3%	3 1%	** **	6 3%	4 5%	34 5%	15 7%	11 6%	8 3%
6 (6.0)	48 4%	18 2%	** ** a	23 3%	23 8% c	11 4%	3 3%	4 5%	3 3%	4 5%	7 3%	5 2%	** **	5 2%	5 7%	28 4%	7 3%	16 9% r	5 2%
7 (7.0)	109 10%	76 9%	** ** a	72 9%	36 13% c	28 10% h	12 13% h	13 13% h	3 3%	9 12%	19 9%	20 9%	** **	22 10%	5 8%	67 10%	22 11%	14 8%	32 10%
8 (8.0)	203 18%	182 21% b	** ** b	163 20% d	35 13%	49 17%	16 18%	17 17%	17 17%	12 17%	37 17%	45 20%	** **	42 19%	8 11%	135 19%	38 19%	29 16%	68 22%
9 (9.0)	232 21%	218 26% b	** ** b	203 25% d	29 10%	65 23%	15 17%	22 23%	28 28%	15 20%	50 23%	61 27%	** **	56 26% n	9 13%	149 21%	51 25%	33 18%	65 21%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	
		a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	310	301	**	278	30	82	22	25	36	14	68	80	**	78	5	206	39	56	110	
	28%	35%	**	34%	11%	28%	24%	25%	35%	19%	32%	36%	**	36%	7%	30%	19%	31%	36%	
		b		d		e	f	g	h	i		k		n		p		q	r	
Not applicable	42	25	**	22	18	13	4	4	4	1	11	6	**	5	7	26	9	3	14	
	4%	3%	**	3%	7%	4%	5%	4%	4%	1%	5%	3%	**	2%	10%	4%	4%	2%	5%	
			a	c										m						
SUMMARY CODES																				
DISSATISFIED (1-3)	74	8	**	13	59	24	10	7	6	14	10	3	**	1	22	33	17	12	3	
	7%	1%	**	2%	21%	8%	12%	7%	6%	18%	5%	1%	**	1%	32%	5%	8%	7%	1%	
		a		c						j				m		r		r		
NEUTRAL (4-6)	134	43	**	58	72	28	10	12	7	9	19	9	**	13	13	76	29	33	14	
	12%	5%	**	7%	26%	10%	11%	12%	7%	13%	9%	4%	**	6%	19%	11%	14%	18%	5%	
		a		c										m		r		r		
SATISFIED (7-10)	853	776	**	715	131	225	64	77	84	51	174	206	**	198	27	557	151	132	274	
	77%	91%	**	88%	47%	78%	72%	78%	83%	68%	81%	92%	**	91%	39%	80%	73%	73%	90%	
		b		d						i				n					opq	
Answered	1061	827	**	786	261	277	84	96	97	74	203	218	**	212	63	666	197	177	292	
Mean score	7.9	8.7	**	8.6	5.9	7.9	7.4	7.8	8.4	6.9	8.2	8.7	**	8.7	5.3	8.1	7.6	7.9	8.7	
		b		d			f			i				n		p			opq	
Standard deviation	2.29	1.42	**	1.57	2.91	2.46	2.76	2.33	2.22	3.00	2.13	1.47	**	1.46	3.23	2.08	2.42	2.29	1.48	
Standard error	.07	.05	**	.06	.18	.11	.26	.16	.18	.26	.11	.08	**	.08	.31	.09	.19	.20	.11	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	33 3%	9 5%	4 1%	- -%	** **	- -%	12 7%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	17 2%	4 2%	4 1%	1 *%	** **	1 *%	6 4%	5 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	23 2%	6 4%	7 1%	4 1%	** **	8 2%	4 2%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	28 3%	5 3%	9 2%	1 *%	** **	2 *%	12 7%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	58 5%	13 8%	21 4%	13 2%	** **	17 3%	16 9%	14 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	48 4%	8 5%	20 4%	10 2%	** **	16 3%	13 8%	9 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	109 10%	18 11%	49 9%	50 9%	** **	40 8%	28 17%	13 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	203 18%	30 19%	104 20%	121 22%	** **	105 20%	25 15%	19 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	232 21%	35 21%	113 21%	140 25%	** **	132 26%	17 10%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	310 28%	30 18%	176 33%	201 36%	** **	181 35%	23 14%	22 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	42 4%	5 3%	22 4%	17 3%	** **	15 3%	11 7%	3 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	74 7%	19 11%	14 3%	5 1%	** **	9 2%	23 14%	17 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	134 12%	26 16%	50 9%	24 4%	** **	34 7%	40 24%	30 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	853 77%	114 70%	443 84%	511 92%	** **	458 89%	92 55%	71 59%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1061	159	507	540	**	501	155	118	**	**	**	**	**	**	**	**	**
Mean score	7.9	7.3	8.4	8.7	**	8.6	6.5	6.8	**	**	**	**	**	**	**	**	**
Standard deviation	2.29	2.56	1.83	1.37	**	1.54	2.69	2.70	**	**	**	**	**	**	**	**	**
Standard error	.07	.23	.10	.07	**	.08	.25	.27	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	40 4%	5 1%	23 5%	12 4%	21 4%	20 3%	25 4%	7 3%	8 4%	13 5%	18 3%	9 8%	14 5%	14 4%	12 2%	25 9%	16 2%
2	(2.0)	22 2%	8 2%	10 2%	5 1%	14 3%	8 1%	11 2%	6 3%	5 2%	5 2%	9 1%	8 6% ij	6 2%	9 3%	7 1%	16 5% p	6 1%
3	(3.0)	22 2%	7 2%	12 2%	4 1%	13 2%	9 2%	15 2%	5 2%	2 1%	6 2%	15 2%	1 1% n	11 4% n	10 3% n	1 *% n	9 3%	13 2%
4	(4.0)	21 2%	9 3%	8 2%	4 1%	10 2%	11 2%	16 2%	3 2%	2 1%	5 2%	8 1% j	7 6% j	4 1%	10 3%	8 2%	9 3%	12 1%
5	(5.0)	62 6%	24 7%	22 5%	15 5%	30 6%	32 6%	37 5%	14 7%	11 6%	16 5%	38 5%	9 7%	25 8%	20 6%	17 4%	20 7%	42 5%
6	(6.0)	66 6%	27 8%	27 6%	13 4%	30 6%	36 6%	50 7%	9 4%	8 4%	11 4%	39 6%	16 14% ij	18 6%	22 7%	26 6%	18 6%	48 6%
7	(7.0)	114 10%	27 8%	47 10%	39 13%	54 10%	60 10%	72 10%	19 9%	22 12%	31 11%	72 10%	11 9%	27 9%	38 12%	48 10%	35 12%	79 10%
8	(8.0)	199 18%	61 18%	86 19%	53 17%	108 20%	92 16%	134 19%	33 16%	33 17%	45 16%	128 19%	26 22%	63 21%	59 18%	77 16%	54 19%	145 18%
9	(9.0)	189 17%	60 18%	73 16%	55 18%	86 16%	103 18%	113 16%	45 21%	31 16%	62 21%	114 17%	12 10%	53 17%	53 16%	83 18%	40 14%	149 18%
10 Extremely satisfied	(10.0)	264 24%	86 26%	112 24%	66 21%	126 24%	138 24%	169 24%	54 26%	42 22%	63 22%	184 27%	18 15%	59 19%	71 22%	135 29% l	54 19%	210 26%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	103	16	42	45	41	63	62	14	28	32	68	3	25	23	55	9	95
	9%	5%	9%	14%	8%	11%	9%	7%	14%	11%	10%	3%	8%	7%	12%	3%	12%
				a													o
SUMMARY CODES																	
DISSATISFIED (1-3)	84	19	45	21	47	37	51	18	15	24	42	18	31	33	20	49	35
	8%	6%	10%	7%	9%	7%	7%	9%	8%	8%	6%	15%	10%	10%	4%	17%	4%
												j	n	n		p	
NEUTRAL (4-6)	149	60	57	32	70	79	103	26	21	32	85	32	46	52	51	47	102
	14%	18%	12%	10%	13%	14%	15%	12%	11%	11%	12%	27%	15%	16%	11%	16%	13%
												ij					
SATISFIED (7-10)	766	234	318	214	373	393	487	151	128	201	498	67	201	221	343	182	583
	69%	71%	69%	69%	70%	69%	69%	72%	67%	69%	72%	56%	66%	67%	73%	63%	72%
										k	k						
Answered	1000	312	420	267	490	509	641	195	164	257	625	118	279	307	414	279	721
Mean score	7.7	7.8	7.6	7.7	7.6	7.8	7.7	7.7	7.6	7.7	7.9	6.6	7.4	7.4	8.1	6.8	8.0
										k	k				lm		o
Standard deviation	2.40	2.23	2.55	2.35	2.45	2.34	2.37	2.45	2.46	2.46	2.24	2.74	2.52	2.53	2.14	2.87	2.09
Standard error	.08	.13	.13	.14	.11	.10	.09	.17	.19	.12	.11	.28	.15	.13	.12	.17	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	40 4%	3 *%	** ** a	5 1%	35 13%	13 5%	5 6%	4 4%	4 4%	8 11%	5 2%	1 1%	** **	1 1%	12 17%	18 3%	9 4%	4 2%	5 2%	
2 (2.0)	22 2%	3 *%	** ** a	7 1%	15 5%	5 2%	3 3%	- -%	2 2%	4 6%	1 *%	- -%	** **	1 1%	4 5%	9 1%	2 1%	5 3%	2 1%	
3 (3.0)	22 2%	5 1%	** ** a	5 1%	15 5%	6 2%	1 2%	3 3%	1 1%	3 4%	3 1%	2 1%	** **	2 1%	4 6%	15 2%	9 4%	5 3%	- -%	
4 (4.0)	21 2%	5 1%	** ** a	8 1%	13 5%	5 2%	2 3%	2 2%	1 1%	2 3%	3 1%	2 1%	** **	3 1%	3 4%	8 1%	1 1%	4 2%	3 1%	
5 (5.0)	62 6%	23 3%	** ** a	25 3%	36 13%	16 5%	5 6%	7 7%	3 3%	4 5%	12 6%	8 3%	** **	6 3%	10 14%	38 5%	19 9%	8 5%	11 4%	
6 (6.0)	66 6%	34 4%	** ** c	38 5%	27 10%	11 4%	4 4%	5 5%	3 3%	3 4%	8 4%	6 3%	** **	8 4%	3 4%	39 6%	14 7%	14 8%	11 4%	
7 (7.0)	114 10%	87 10%	** **	82 10%	30 11%	31 11%	10 11%	13 13%	9 9%	8 10%	23 11%	25 11%	** **	25 11%	5 7%	72 10%	16 8%	21 11%	35 11%	
8 (8.0)	199 18%	171 20%	** ** b	152 19%	44 16%	45 16%	18 20%	14 14%	13 13%	9 12%	36 17%	38 17%	** **	34 16%	11 16%	128 19%	43 21%	32 18%	54 18%	
9 (9.0)	189 17%	178 21%	** ** b	165 20%	22 8%	62 21%	16 18%	23 23%	23 23%	18 23%	45 21%	58 26%	** **	55 25%	7 10%	114 17%	35 17%	27 15%	52 17%	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
	Total	Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	Complaint		Satis-	Dissat-	Yes	No	All	Billing	Fault/ repair	General	
		fied	isfied							fied	isfied	Yes	No							o
Significance Level: 99%		a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	264	258	**	237	23	63	17	18	27	13	50	60	**	58	4	184	41	47	96	
	24%	30%	**	29%	8%	22%	19%	19%	27%	18%	23%	27%	**	27%	5%	27%	20%	26%	31%	
		b		d										n					p	
Not applicable	103	84	**	83	19	32	7	10	16	3	29	25	**	24	8	68	17	12	38	
	9%	10%	**	10%	7%	11%	8%	10%	16%	4%	14%	11%	**	11%	11%	10%	8%	7%	12%	
											i									
SUMMARY CODES																				
DISSATISFIED (1-3)	84	11	**	17	66	24	10	7	7	15	8	3	**	4	20	42	21	15	6	
	8%	1%	**	2%	24%	8%	11%	7%	7%	20%	4%	1%	**	2%	29%	6%	10%	8%	2%	
		a		c						j				m		r	r			
NEUTRAL (4-6)	149	63	**	71	75	32	11	14	7	9	23	15	**	17	16	85	34	26	25	
	14%	7%	**	9%	27%	11%	13%	14%	7%	12%	11%	7%	**	8%	22%	12%	16%	15%	8%	
		a		c										m						
SATISFIED (7-10)	766	694	**	637	119	201	61	68	72	48	153	180	**	173	26	498	135	126	237	
	69%	81%	**	79%	43%	69%	69%	69%	71%	63%	72%	81%	**	80%	38%	72%	65%	70%	77%	
		b		d										n					p	
Answered	1000	768	**	725	260	257	82	89	86	72	185	199	**	193	62	625	189	168	268	
Mean score	7.7	8.5	**	8.4	5.7	7.7	7.4	7.6	8.1	6.8	8.0	8.5	**	8.4	5.3	7.9	7.4	7.7	8.4	
		b		d							i			n					opq	
Standard deviation	2.40	1.58	**	1.75	2.86	2.46	2.63	2.34	2.40	3.10	2.07	1.59	**	1.68	3.04	2.24	2.48	2.38	1.85	
Standard error	.08	.06	**	.07	.18	.12	.25	.17	.21	.28	.12	.09	**	.09	.30	.11	.19	.22	.14	

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	40 4%	9 5%	10 2%	2 *%	** **	3 1%	15 9%	9 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	22 2%	7 4%	3 *%	3 *%	** **	5 1%	4 2%	8 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	22 2%	6 4%	9 2%	3 *%	** **	4 1%	10 6%	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	21 2%	4 3%	4 1%	2 *%	** **	3 1%	6 3%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	62 6%	15 9%	22 4%	11 2%	** **	16 3%	20 12%	9 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	66 6%	11 7%	28 5%	22 4%	** **	22 4%	17 10%	16 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	114 10%	20 12%	52 10%	58 10%	** **	50 10%	22 13%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	199 18%	33 20%	95 18%	111 20%	** **	95 18%	30 18%	26 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	189 17%	18 11%	96 18%	110 20%	** **	100 19%	13 8%	12 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	264 24%	37 23%	146 28%	179 32%	** **	162 31%	18 11%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	103 9%	4 2%	64 12%	55 10%	** **	56 11%	12 7%	3 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	84 8%	21 13%	21 4%	7 1%	** **	12 2%	29 17%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	149 14%	30 18%	55 10%	35 6%	** **	41 8%	43 26%	32 27%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	766 69%	108 66%	389 74%	459 83%	** **	407 79%	83 50%	67 56%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1000	160	465	501	**	460	155	118	**	**	**	**	**	**	**	**	**
Mean score	7.7	7.1	8.2	8.6	**	8.4	6.3	6.6	**	**	**	**	**	**	**	**	**
Standard deviation	2.40	2.66	2.02	1.53	**	1.75	2.70	2.74	**	**	**	**	**	**	**	**	**
Standard error	.08	.24	.11	.08	**	.10	.25	.28	**	**	**	**	**	**	**	**	**

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	85 8%	18 5%	41 9%	27 9%	44 8%	41 7%	51 7%	17 8%	17 9%	32 11%	37 5%	16 14%	29 10%	37 11%	19 4%	49 17%	36 4%
2	(2.0)	46 4%	12 4%	20 4%	14 5%	21 4%	25 4%	27 4%	8 4%	11 6%	9 3%	28 4%	9 7%	17 5%	20 6%	9 2%	22 8%	24 3%
3	(3.0)	28 3%	8 2%	13 3%	8 2%	18 3%	10 2%	22 3%	6 3%	* *%	6 2%	18 3%	4 3%	11 4%	12 4%	6 1%	11 4%	17 2%
4	(4.0)	35 3%	13 4%	12 3%	11 3%	20 4%	16 3%	23 3%	6 3%	6 3%	8 3%	18 3%	8 7%	3 1%	20 6%	13 3%	8 3%	28 3%
5	(5.0)	46 4%	18 5%	21 5%	7 2%	22 4%	25 4%	31 4%	11 5%	4 2%	9 3%	30 4%	7 6%	16 5%	21 6%	10 2%	15 5%	31 4%
6	(6.0)	43 4%	24 7% b	10 2%	8 3%	17 3%	26 5%	31 4%	8 4%	4 2%	9 3%	28 4%	6 5%	18 6%	8 2%	17 4%	11 4%	32 4%
7	(7.0)	64 6%	23 7%	33 7% c	8 2%	33 6%	31 5%	53 8% h	8 4%	3 1%	19 6%	37 5%	9 7%	23 8%	19 6%	22 5%	23 8%	41 5%
8	(8.0)	100 9%	40 12% c	43 9%	16 5%	59 11%	41 7%	69 10%	20 9%	12 6%	21 7%	70 10%	9 8%	31 10%	30 9%	39 8%	29 10%	72 9%
9	(9.0)	95 9%	47 14% bc	35 8%	13 4%	49 9%	46 8%	64 9%	20 10%	10 5%	32 11%	52 8%	11 9%	32 11%	25 7%	38 8%	32 11%	63 8%

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
10 Extremely satisfied (10.0)	156 14%	58 18%	65 14%	33 11%	79 15%	77 13%	98 14%	39 19%	19 10%	40 14%	106 15%	10 8%	30 10%	48 14%	79 17%	37 13%	119 15%
Not applicable	404 37%	68 21%	168 36%	167 54%	169 32%	235 41%	234 33%	65 31%	105 55%	104 36%	268 39%	32 26%	93 31%	92 28%	218 46%	50 17%	354 43%
SUMMARY CODES																	
DISSATISFIED (1-3)	160 14%	37 11%	74 16%	49 16%	83 16%	77 13%	100 14%	31 15%	28 15%	47 16%	84 12%	29 24%	57 19%	69 21%	35 7%	83 29%	77 9%
NEUTRAL (4-6)	125 11%	55 17%	44 9%	26 8%	58 11%	67 12%	85 12%	25 12%	14 7%	27 9%	76 11%	22 18%	37 12%	48 15%	40 8%	34 12%	90 11%
SATISFIED (7-10)	415 38%	169 51%	177 38%	69 22%	221 42%	194 34%	283 40%	87 42%	44 23%	112 39%	264 38%	39 32%	116 38%	121 37%	177 38%	121 42%	294 36%
Answered	699	261	294	144	362	337	469	144	86	186	424	89	210	238	251	238	461
Mean score	6.5	7.1	6.4	5.8	6.5	6.5	6.6	6.7	5.9	6.4	6.8	5.4	6.2	5.9	7.4	5.7	6.9
Standard deviation	3.15	2.78	3.22	3.47	3.15	3.16	3.05	3.20	3.55	3.32	3.02	3.17	3.12	3.29	2.87	3.40	2.93
Standard error	.12	.17	.19	.27	.17	.17	.14	.26	.36	.19	.17	.36	.21	.20	.20	.22	.14

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky			
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Complaint		Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
										Yes i	No j								
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
1 Extremely dissatisfied (1.0)	85	19	**	20	63	32	12	13	6	18	14	7	**	7	24	37	17	15	5
	8%	2%	**	2%	23%	11%	13%	14%	6%	24%	6%	3%	**	3%	35%	5%	8%	8%	2%
			a		c					j					m		r	r	
2 (2.0)	46	22	**	14	32	9	3	3	3	5	4	5	**	3	5	28	13	11	5
	4%	3%	**	2%	11%	3%	3%	3%	3%	6%	2%	2%	**	2%	8%	4%	6%	6%	2%
					c										m				
3 (3.0)	28	14	**	8	19	6	3	2	1	2	4	3	**	3	4	18	7	8	3
	3%	2%	**	1%	7%	2%	3%	2%	1%	3%	2%	1%	**	1%	5%	3%	3%	5%	1%
					c														
4 (4.0)	35	17	**	21	13	8	1	5	2	*	8	4	**	5	3	18	1	11	6
	3%	2%	**	3%	5%	3%	2%	5%	2%	1%	4%	2%	**	2%	4%	3%	1%	6%	2%
																		p	
5 (5.0)	46	26	**	26	20	9	3	3	3	2	8	6	**	7	2	30	13	14	3
	4%	3%	**	3%	7%	3%	3%	3%	3%	2%	4%	3%	**	3%	4%	4%	6%	8%	1%
					c												r	r	
6 (6.0)	43	24	**	25	16	9	4	4	1	3	6	7	**	7	2	28	14	3	11
	4%	3%	**	3%	6%	3%	4%	4%	1%	5%	3%	3%	**	3%	3%	4%	7%	2%	4%
7 (7.0)	64	52	**	49	15	19	8	7	3	5	13	15	**	14	4	37	14	7	16
	6%	6%	**	6%	5%	6%	9%	7%	3%	7%	6%	7%	**	7%	6%	5%	7%	4%	5%
8 (8.0)	100	92	**	82	16	21	11	6	4	9	13	20	**	18	2	70	19	18	33
	9%	11%	**	10%	6%	7%	13%	6%	4%	11%	6%	9%	**	8%	3%	10%	9%	10%	11%
		b					h												
9 (9.0)	95	89	**	80	15	32	10	9	13	8	24	28	**	26	5	52	21	12	19
	9%	10%	**	10%	5%	11%	12%	9%	13%	11%	11%	13%	**	12%	8%	8%	10%	7%	6%

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin				Sky										
	Satisfied		Dissatisfied		Resolved		Issue		Complaint		Satisfied		Dissatisfied		Resolved		Issue		
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
10 Extremely satisfied (10.0)	156	148	**	141	13	40	12	11	17	11	29	38	**	39	2	106	17	30	58
	14%	17%	**	17%	5%	14%	13%	11%	17%	14%	14%	17%	**	18%	2%	15%	8%	17%	19%
		b		d										n				p	
Not applicable	404	349	**	340	58	104	21	35	48	12	92	90	**	88	15	268	71	51	147
	37%	41%	**	42%	21%	36%	24%	36%	47%	16%	43%	40%	**	40%	22%	39%	34%	28%	48%
		b		d					f		i		**	n				pq	
SUMMARY CODES																			
DISSATISFIED (1-3)	160	56	**	43	113	47	18	18	11	25	22	15	**	13	34	84	37	34	13
	14%	7%	**	5%	41%	16%	20%	19%	11%	33%	10%	7%	**	6%	48%	12%	18%	19%	4%
			a	c						j			**	m	r	r	r		
NEUTRAL (4-6)	125	66	**	73	49	27	8	12	6	6	21	16	**	19	7	76	28	27	21
	11%	8%	**	9%	18%	9%	9%	12%	6%	7%	10%	7%	**	9%	10%	11%	13%	15%	7%
				c									**						
SATISFIED (7-10)	415	381	**	352	59	112	42	33	37	33	79	102	**	98	13	264	71	67	126
	38%	45%	**	44%	21%	39%	47%	33%	36%	44%	37%	46%	**	45%	19%	38%	34%	37%	41%
		b		d									**	n					
Answered	699	503	**	468	221	186	68	64	54	63	122	134	**	129	54	424	136	129	159
Mean score	6.5	7.6	**	7.6	4.2	6.4	6.3	5.9	7.2	5.6	6.9	7.6	**	7.7	3.6	6.8	6.1	6.2	7.9
		b		d					g		i		**	n		p		opq	
Standard deviation	3.15	2.58	**	2.54	3.03	3.32	3.26	3.37	3.27	3.64	3.07	2.66	**	2.59	3.10	3.02	3.07	3.25	2.41
Standard error	.12	.12	**	.12	.20	.19	.34	.28	.35	.34	.21	.18	**	.17	.32	.17	.28	.34	.24

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	85 8%	20 12% b	17 3%	8 1%	** **	8 2%	28 17% e	16 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	46 4%	13 8%	15 3%	14 3%	** **	11 2%	18 11% e	9 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	28 3%	8 5%	11 2%	10 2%	** **	5 1%	11 7% e	4 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	35 3%	5 3%	13 2%	10 2%	** **	13 2%	6 3%	8 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	46 4%	12 7%	18 3%	16 3%	** **	16 3%	14 8%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	43 4%	6 4%	21 4%	15 3%	** **	17 3%	11 7%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	64 6%	12 8%	24 5%	33 6%	** **	27 5%	10 6%	9 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	100 9%	17 10%	52 10%	65 12%	** **	57 11%	11 6%	9 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	95 9%	17 10%	35 7%	50 9%	** **	44 9%	8 5%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied (10.0)	156 14%	24 14%	82 16%	101 18%	** **	94 18%	10 6%	10 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Not applicable	404	29	239	235	**	224	40	32	**	**	**	**	**	**	**	**	**
	37%	18%	45%	42%	**	43%	24%	26%	**	**	**	**	**	**	**	**	**
			a			f											
SUMMARY CODES																	
DISSATISFIED (1-3)	160	41	43	32	**	24	57	29	**	**	**	**	**	**	**	**	**
	14%	25%	8%	6%	**	5%	34%	24%	**	**	**	**	**	**	**	**	**
		b				e											
NEUTRAL (4-6)	125	24	52	41	**	45	30	22	**	**	**	**	**	**	**	**	**
	11%	15%	10%	7%	**	9%	18%	18%	**	**	**	**	**	**	**	**	**
				e													
SATISFIED (7-10)	415	70	194	249	**	223	39	39	**	**	**	**	**	**	**	**	**
	38%	43%	37%	45%	**	43%	23%	32%	**	**	**	**	**	**	**	**	**
				f													
Answered	699	135	289	322	**	292	126	89	**	**	**	**	**	**	**	**	**
Mean score	6.5	6.0	7.2	7.7	**	7.7	4.6	5.4	**	**	**	**	**	**	**	**	**
		a				f											
Standard deviation	3.15	3.26	2.83	2.48	**	2.46	3.05	3.17	**	**	**	**	**	**	**	**	**
Standard error	.12	.32	.20	.16	**	.17	.31	.36	**	**	**	**	**	**	**	**	**

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
1 Extremely dissatisfied	(1.0)	37 3%	8 2%	21 5%	8 2%	14 3%	23 4%	22 3%	9 4%	5 3%	16 6%	17 2%	4 3%	17 6% n	13 4%	7 1%	21 7% p	15 2%
2	(2.0)	26 2%	8 2%	14 3%	5 2%	12 2%	14 3%	16 2%	7 3%	4 2%	8 3%	15 2%	4 3%	14 5% n	9 3%	3 1%	16 6% p	10 1%
3	(3.0)	24 2%	3 1%	12 3%	8 3%	17 3%	6 1%	14 2%	2 1%	8 4%	4 1%	15 2%	4 3%	6 2%	9 3%	8 2%	11 4% p	12 2%
4	(4.0)	21 2%	8 3%	9 2%	4 1%	13 3%	8 1%	15 2%	5 2%	1 1%	6 2%	11 2%	4 4%	5 2%	9 3%	8 2%	12 4% p	9 1%
5	(5.0)	62 6%	25 8%	24 5%	13 4%	34 6%	28 5%	42 6%	12 6%	8 4%	11 4%	41 6%	10 9%	21 7%	21 6%	20 4%	26 9% p	37 4%
6	(6.0)	64 6%	27 8%	22 5%	14 4%	33 6%	30 5%	44 6%	10 5%	10 5%	14 5%	37 5%	12 10%	22 7%	24 7%	18 4%	22 8% p	41 5%
7	(7.0)	97 9%	35 11%	44 10%	18 6%	46 9%	52 9%	68 10%	17 8%	12 6%	29 10%	51 7%	17 14%	30 10%	31 9%	36 8%	24 9% p	73 9%
8	(8.0)	180 16%	46 14%	82 18%	52 17%	102 19%	78 14%	121 17%	28 13%	31 16%	43 15%	118 17%	19 16%	56 19%	56 17%	68 14%	43 15% p	137 17%
9	(9.0)	222 20%	71 21%	84 18%	67 21%	99 19%	123 21%	142 20%	41 20%	39 20%	59 20%	139 20%	24 20%	63 21%	61 19%	98 21%	53 18% p	169 21%
10 Extremely satisfied	(10.0)	314 28%	89 27%	126 27%	100 32%	146 28%	168 29%	184 26%	69 33%	62 32%	87 30% k	209 30% k	18 15%	65 21%	92 28%	157 34% l	56 20% o	258 32% p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue			Complaint		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Not applicable	56 5%	9 3%	24 5%	22 7%	14 3%	42 7%	35 5%	9 4%	12 6%	12 4%	39 6%	5 4%	4 1%	6 2%	46 10%	2 1%	54 7%
SUMMARY CODES																	
DISSATISFIED (1-3)	87 8%	18 6%	47 10%	21 7%	43 8%	43 8%	53 7%	18 8%	17 9%	29 10%	47 7%	11 9%	37 12%	31 9%	18 4%	48 17%	38 5%
NEUTRAL (4-6)	147 13%	61 19%	55 12%	31 10%	81 15%	66 12%	101 14%	27 13%	19 10%	31 11%	89 13%	27 22%	48 16%	54 16%	46 10%	60 21%	87 11%
SATISFIED (7-10)	814 74%	240 73%	337 73%	237 76%	393 74%	420 74%	514 73%	156 74%	144 75%	219 75%	517 75%	78 65%	214 71%	240 73%	360 77%	177 62%	637 78%
Answered	1047	319	439	289	517	530	668	201	179	278	653	116	299	324	424	285	762
Mean score	7.8	7.8	7.7	8.1	7.7	7.9	7.8	7.9	8.0	7.8	8.0	7.2	7.3	7.6	8.3	6.8	8.2
Standard deviation	2.40	2.27	2.56	2.27	2.37	2.43	2.37	2.55	2.37	2.59	2.30	2.38	2.63	2.50	2.04	2.87	2.09
Standard error	.07	.13	.12	.13	.10	.10	.09	.18	.17	.12	.11	.24	.15	.13	.11	.17	.08

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		Sky				
		Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
1 Extremely dissatisfied (1.0)	37	*	**	2	34	16	9	4	4	10	6	*	**	2	14	17	8	5	3	
	3%	*%	**	*%	12%	6%	10%	4%	4%	13%	3%	*%	**	1%	20%	2%	4%	3%	1%	
			a		c					j					m					
2 (2.0)	26	4	**	2	23	8	4	2	2	5	3	1	**	1	7	15	9	5	-	
	2%	*%	**	*%	8%	3%	4%	2%	2%	7%	1%	1%	**	*%	10%	2%	4%	3%	-	
			a		c					j					m				r	
3 (3.0)	24	5	**	7	17	4	3	1	-	2	3	-	**	1	3	15	3	5	6	
	2%	1%	**	1%	6%	1%	3%	1%	-%	2%	1%	-%	**	1%	5%	2%	2%	3%	2%	
			a		c										m					
4 (4.0)	21	5	**	5	16	6	2	2	2	3	3	*	**	*	5	11	2	5	3	
	2%	1%	**	1%	6%	2%	3%	2%	2%	4%	1%	*%	**	*%	7%	2%	1%	3%	1%	
			a		c										m					
5 (5.0)	62	20	**	24	36	11	3	5	3	3	8	4	**	6	5	41	17	12	11	
	6%	2%	**	3%	13%	4%	3%	5%	3%	4%	4%	2%	**	3%	7%	6%	8%	7%	4%	
			a		c															
6 (6.0)	64	24	**	34	28	14	4	5	5	5	9	7	**	8	6	37	19	11	8	
	6%	3%	**	4%	10%	5%	4%	5%	5%	6%	4%	3%	**	4%	9%	5%	9%	6%	3%	
			a		c														r	
7 (7.0)	97	74	**	67	30	29	11	12	6	8	22	22	**	20	8	51	16	11	24	
	9%	9%	**	8%	11%	10%	13%	12%	6%	10%	10%	10%	**	9%	12%	7%	8%	6%	8%	
			a																	
8 (8.0)	180	161	**	138	40	43	16	14	13	9	34	40	**	36	7	118	39	32	47	
	16%	19%	**	17%	14%	15%	18%	14%	13%	11%	16%	18%	**	16%	10%	17%	19%	18%	15%	
		b																		
9 (9.0)	222	206	**	196	25	59	17	20	22	14	45	54	**	52	7	139	44	33	62	
	20%	24%	**	24%	9%	20%	19%	20%	22%	18%	21%	24%	**	24%	10%	20%	21%	18%	20%	
		b		d										n						

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin								Satisfaction with CS		Resolved		Sky			
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	Issue				Complaint		Satis- fied k	Dissat- isfied ~l	Yes m	No n	Issue				
						All e	Billing f	Fault/ repair g	General h	Yes i	No j					All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
10 Extremely satisfied (10.0)	314	305	**	286	27	87	19	31	38	17	70	86	**	84	4	209	44	56	109	
	28%	36%	**	35%	10%	30%	22%	31%	37%	23%	33%	38%	**	39%	5%	30%	21%	31%	36%	
		b		d					f					n				p		
Not applicable	56	49	**	49	3	12	1	3	8	1	11	9	**	7	3	39	3	3	33	
	5%	6%	**	6%	1%	4%	1%	3%	8%	1%	5%	4%	**	3%	5%	6%	2%	2%	11%	
			**	d					f				**					pq		
SUMMARY CODES																				
DISSATISFIED (1-3)	87	9	**	11	74	29	16	7	6	17	12	2	**	4	24	47	21	16	9	
	8%	1%	**	1%	26%	10%	18%	7%	6%	23%	5%	1%	**	2%	34%	7%	10%	9%	3%	
		a		c			gh			j				m		r				
NEUTRAL (4-6)	147	48	**	63	80	31	9	13	10	11	20	11	**	14	16	89	38	29	22	
	13%	6%	**	8%	29%	11%	10%	13%	9%	14%	10%	5%	**	7%	23%	13%	19%	16%	7%	
		a		c									**	m		r				
SATISFIED (7-10)	814	745	**	686	122	219	63	76	79	47	172	202	**	192	26	517	144	132	241	
	74%	88%	**	85%	44%	75%	71%	77%	78%	62%	80%	90%	**	88%	38%	75%	70%	73%	79%	
		b		d						i			**	n						
Answered	1047	803	**	760	276	278	88	96	94	74	204	215	**	210	66	653	203	177	273	
Mean score	7.8	8.7	**	8.6	5.7	7.8	7.1	7.9	8.3	6.7	8.2	8.8	**	8.7	5.1	8.0	7.4	7.7	8.5	
		b		d			f	f	f		i		**	n					opq	
Standard deviation	2.40	1.47	**	1.57	2.88	2.59	2.95	2.39	2.32	3.24	2.19	1.41	**	1.65	3.06	2.30	2.50	2.50	1.86	
Standard error	.07	.05	**	.06	.17	.12	.27	.16	.19	.28	.12	.07	**	.09	.29	.11	.19	.22	.14	

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Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
1 Extremely dissatisfied (1.0)	37 3%	9 5%	8 2%	- -%	** **	- -%	17 10%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2 (2.0)	26 2%	7 5%	7 1%	3 *%	** **	1 *%	12 7%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3 (3.0)	24 2%	7 4%	8 2%	4 1%	** **	5 1%	10 6%	4 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4 (4.0)	21 2%	7 4%	4 1%	4 1%	** **	4 1%	7 4%	4 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5 (5.0)	62 6%	18 11%	23 4%	15 3%	** **	17 3%	23 14%	10 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6 (6.0)	64 6%	12 7%	26 5%	13 2%	** **	19 4%	18 11%	12 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7 (7.0)	97 9%	13 8%	38 7%	44 8%	** **	35 7%	16 10%	17 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8 (8.0)	180 16%	27 17%	91 17%	105 19%	** **	88 17%	28 17%	19 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9 (9.0)	222 20%	29 17%	110 21%	131 23%	** **	124 24%	13 8%	24 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **

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Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
10 Extremely satisfied (10.0)	314 28%	34 21%	175 33%	204 37%	** **	185 36%	22 13%	18 15%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not applicable	56 5%	1 1%	38 7%	35 6%	** **	37 7%	- -	5 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	87 8%	23 14%	24 5%	6 1%	** **	7 1%	39 23%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	147 13%	37 22%	53 10%	32 6%	** **	40 8%	48 29%	27 22%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SATISFIED (7-10)	814 74%	103 63%	414 78%	483 87%	** **	432 84%	80 48%	78 65%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1047	163	490	522	**	479	166	116	**	**	**	**	**	**	**	**	**
Mean score	7.8	7.0	8.3	8.7	**	8.7	6.0	7.2	**	**	**	**	**	**	**	**	**
Standard deviation	2.40	2.73	2.05	1.50	**	1.56	2.86	2.38	**	**	**	**	**	**	**	**	**
Standard error	.07	.25	.11	.08	**	.08	.25	.24	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Completely resolved	808 73%	234 71%	332 72%	243 78%	390 73%	419 73%	510 73%	152 73%	146 76%	217 75%	516 75%	75 62%	200 66%	218 66%	390 83%	177 62%	631 77%
Partly resolved	197 18%	70 21%	85 18%	42 13%	94 18%	103 18%	134 19%	33 16%	30 16%	43 15%	120 17%	33 28% i	70 23% n	73 22% n	55 12%	63 22%	134 16%
Not resolved at all	83 7%	19 6%	41 9%	23 7%	39 7%	44 8%	50 7%	18 9%	14 7%	26 9%	46 7%	11 9%	31 10% n	37 11% n	14 3%	46 16% p	36 4%
Don't know	15 1%	6 2%	5 1%	4 1%	8 1%	7 1%	8 1%	6 3%	1 *%	3 1%	10 2%	2 1%	3 1%	2 1%	10 2%	1 *%	14 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin					Sky									
	Resolved		Issue			Complaint		Satisfaction with CS			Resolved		Issue						
	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%	Total																		
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
Completely resolved	808	716	**	808	-	217	58	76	83	44	173	196	**	217	-	516	137	114	265
	73%	84%	**	100%	-%	75%	66%	77%	81%	59%	81%	87%	**	100%	-%	75%	66%	63%	87%
		b	a	d	c	e	f	g	h	i	j	k	~l	n	m	o	p	q	r
Partly resolved	197	114	**	-	197	43	17	14	12	15	28	26	**	-	43	120	50	45	25
	18%	13%	**	-%	70%	15%	19%	14%	12%	20%	13%	11%	**	-%	62%	17%	24%	25%	8%
			a	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r
Not resolved at all	83	14	**	-	83	26	12	8	6	15	12	2	**	-	26	46	19	19	8
	7%	2%	**	-%	30%	9%	13%	8%	6%	20%	5%	1%	**	-%	38%	7%	9%	11%	3%
			a	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r
Don't know	15	8	**	-	-	3	1	1	1	1	2	1	**	-	-	10	1	1	8
	1%	1%	**	-%	-%	1%	2%	1%	1%	1%	1%	*%	**	-%	-%	2%	1%	1%	3%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Completely resolved	808 73%	105 64%	411 78%	462 83%	** **	516 100%	- -%	75 62%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Partly resolved	197 18%	36 22%	84 16%	75 13%	** **	- -%	120 73%	33 28%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Not resolved at all	83 7%	23 14%	23 4%	12 2%	** **	- -%	46 27%	11 9%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Don't know	15 1%	- -%	10 2%	8 1%	** **	- -%	- -%	2 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Complaint	288	119	103	66	152	135	203	43	42	75	164	48	99	130	59	288	-
	26%	36%	22%	21%	29%	24%	29%	20%	22%	26%	24%	40%	33%	39%	12%	100%	-%
		bc										ij	n	n		p	
Something else	790	195	352	244	368	421	485	156	149	207	515	67	197	192	401	-	790
	72%	59%	76%	78%	69%	74%	69%	75%	78%	72%	74%	56%	65%	58%	85%	-%	97%
			a	a						k	k				lm		o
Don't know	26	15	8	2	11	15	15	10	*	7	13	5	7	8	10	-	26
	2%	5%	2%	1%	2%	3%	2%	5%	*%	2%	2%	4%	2%	3%	2%	-%	3%
			c					h									o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS		Resolved		Virgin						Satisfaction with CS		Resolved		Sky				
	Total	Satis-	Dissat-	Yes	No	Issue				Complaint		Satis-	Dissat-	Yes	No	Issue			
		fied	isfied			All	Billing	Fault/repair	General	Yes	No					All	Billing	Fault/repair	General
	a	*b	c	d	e	f	g	h	i	j	k	~l	m	n	o	p	q	r	
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
Complaint	288	178	**	177	109	75	31	35	10	75	-	46	**	44	30	164	64	70	30
	26%	21%	**	22%	39%	26%	35%	35%	9%	100%	-%	21%	**	20%	43%	24%	31%	39%	10%
		a		c		h		h		j				m		r		or	
Something else	790	655	**	618	164	207	57	60	90	-	207	173	**	168	38	515	137	107	271
	72%	77%	**	76%	59%	72%	64%	61%	89%	-%	97%	77%	**	77%	55%	74%	66%	60%	89%
		b		d		g			efg		i			n		q		opq	
Don't know	26	19	**	13	6	7	1	4	2	-	7	5	**	5	1	13	6	3	5
	2%	2%	**	2%	2%	2%	1%	5%	2%	-%	3%	2%	**	2%	1%	2%	3%	2%	2%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Complaint	288	164	-	113	**	105	59	48	**	**	**	**	**	**	**	**	**
	26%	100%	-%	20%	**	20%	36%	40%	**	**	**	**	**	**	**	**	**
		b				e											
Something else	790	-	515	431	**	402	106	67	**	**	**	**	**	**	**	**	**
	72%	-%	97%	77%	**	78%	64%	56%	**	**	**	**	**	**	**	**	**
		a				f											
Don't know	26	-	13	13	**	9	1	5	**	**	**	**	**	**	**	**	**
	2%	-%	3%	2%	**	2%	1%	4%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Cable, satellite or other Pay TV

		AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																		
Unweighted total		1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample		930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total		1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
Once	(1.0)	654 59%	161 49%	289 62% a	204 65% a	304 57%	350 61%	404 58%	120 58%	129 68%	164 57% k	442 64% k	48 40%	166 55%	162 49%	326 69% lm	115 40%	539 66% o
Twice	(2.0)	230 21%	88 27% c	87 19%	54 17%	121 23%	109 19%	150 21%	49 24%	31 16%	73 25%	132 19%	26 21%	76 25%	67 20%	87 18%	75 26%	155 19%
Three times	(3.0)	102 9%	45 14% c	37 8%	21 7%	48 9%	55 10%	76 11%	15 7%	12 6%	20 7%	65 9%	17 14%	32 11% n	47 14% n	23 5%	44 15% p	59 7%
Four times	(4.0)	35 3%	9 3%	18 4%	8 3%	17 3%	18 3%	27 4%	7 3%	1 1%	9 3%	19 3%	7 6%	9 3%	24 7% n	2 *%	15 5%	20 2%
Five times or more	(5.0)	63 6%	19 6%	25 5%	20 6%	36 7%	26 5%	39 6%	11 5%	13 7%	17 6%	25 4%	21 17% ij	16 5%	26 8%	20 4%	36 12% p	27 3%
Don't know		19 2%	8 2%	6 1%	5 2%	5 1%	13 2%	7 1%	7 3%	4 2%	6 2%	10 2%	2 2%	4 1%	4 1%	11 2%	3 1%	16 2%
Answered		1084	321	457	306	526	559	695	202	187	283	682	119	299	326	458	285	799
Mean number of times		1.7	1.9	1.7	1.6	1.8	1.7	1.8	1.7	1.6	1.7	1.6	2.4 ij	1.8 n	2.0 ln	1.5	2.2 p	1.5
Standard deviation		1.13	1.12	1.12	1.14	1.17	1.08	1.14	1.09	1.13	1.13	1.01	1.49 ij	1.10 n	1.29 ln	.96	1.36 p	.97
Standard error		.03	.06	.05	.06	.05	.05	.04	.08	.08	.05	.05	.15	.06	.07	.05	.08	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Cable, satellite or other Pay TV

	Total	Satisfaction with CS		Resolved		Issue					Virgin		Satisfaction with CS		Resolved		Sky			
		Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Complaint	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	
Significance Level: 99%																				
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194	
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194	
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306	
Once	(1.0)	654 59%	576 68%	** **	569 70%	78 28%	164 57%	40 45%	52 52%	72 71%	33 43%	131 61%	146 65%	** **	146 67%	17 25%	442 64%	122 59%	93 52%	227 74%
Twice	(2.0)	230 21%	167 20%	** **	149 18%	79 28%	73 25%	28 31%	25 25%	20 20%	17 23%	55 26%	53 24%	** **	49 22%	24 34%	132 19%	46 22%	32 18%	54 18%
Three times	(3.0)	102 9%	65 8%	** **	52 6%	51 18%	20 7%	10 11%	8 8%	3 3%	10 13%	11 5%	14 6%	** **	11 5%	9 13%	65 9%	21 10%	33 18%	11 4%
Four times	(4.0)	35 3%	16 2%	** **	9 1%	26 9%	9 3%	4 5%	4 4%	1 1%	5 7%	4 2%	4 2%	** **	3 2%	6 8%	19 3%	5 2%	12 7%	2 1%
Five times or more	(5.0)	63 6%	17 2%	** **	20 2%	41 15%	17 6%	4 5%	9 9%	4 4%	9 12%	8 4%	5 2%	** **	5 2%	12 17%	25 4%	12 6%	8 5%	5 2%
Don't know		19 2%	12 1%	** **	10 1%	4 1%	6 2%	2 3%	2 2%	2 2%	1 2%	5 2%	2 1%	** **	3 1%	2 2%	10 2%	1 1%	1 1%	8 3%
Answered	1084	840	**	798	276	283	86	97	100	74	209	221	**	214	68	682	205	178	298	
Mean number of times	1.7	1.5	**	1.4	2.5	1.7	1.9	1.9	1.5	2.2	1.6	1.5	**	1.5	2.6	1.6	1.7	1.9	1.3	
Standard deviation	1.13	.87	**	.86	1.38	1.13	1.12	1.26	.94	1.40	.97	.86	**	.85	1.42	1.01	1.11	1.18	.72	
Standard error	.03	.03	**	.03	.08	.05	.10	.09	.07	.12	.05	.04	**	.04	.13	.05	.08	.10	.05	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Cable, satellite or other Pay TV

		Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%	Total																
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
Once	(1.0)	654 59%	70 42%	373 71%	392 70%	** **	379 74%	57 34%	48 40%	** **	** **	** **	** **	** **	** **	** **	** **
Twice	(2.0)	230 21%	48 30%	83 16%	95 17%	** **	86 17%	44 27%	26 21%	** **	** **	** **	** **	** **	** **	** **	** **
Three times	(3.0)	102 9%	27 16%	38 7%	41 7%	** **	31 6%	34 20%	17 14%	** **	** **	** **	** **	** **	** **	** **	** **
Four times	(4.0)	35 3%	5 3%	13 3%	11 2%	** **	3 1%	16 9%	7 6%	** **	** **	** **	** **	** **	** **	** **	** **
Five times or more	(5.0)	63 6%	13 8%	12 2%	9 2%	** **	9 2%	14 8%	21 17%	** **	** **	** **	** **	** **	** **	** **	** **
Don't know		19 2%	1 1%	9 2%	9 2%	** **	7 1%	2 1%	2 2%	** **	** **	** **	** **	** **	** **	** **	** **
Answered	1084	162	520	548	**	509	165	119	**	**	**	**	**	**	**	**	**
Mean number of times	1.7	2.0	1.5	1.5	**	1.4	2.3	2.4	**	**	**	**	**	**	**	**	**
Standard deviation	1.13	1.20	.91	.85	**	.78	1.27	1.49	**	**	**	**	**	**	**	**	**
Standard error	.03	.11	.05	.04	**	.04	.11	.15	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Cable, satellite or other Pay TV

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
A lot more likely	299 27%	101 31%	119 26%	78 25%	148 28%	151 26%	194 28%	54 26%	51 27%	83 29%	194 28%	21 18%	76 25%	69 21%	154 33% m	64 22%	235 29%
A little more likely	224 20%	89 27% bc	83 18%	51 16%	106 20%	118 21%	152 22%	42 20%	30 16%	54 19%	140 20%	30 25%	57 19%	57 17%	110 23%	57 20%	167 20%
Neither more nor less likely	429 39%	97 30%	187 40% a	145 47% a	195 37%	234 41%	260 37%	85 41%	84 44%	112 39%	281 41%	35 29%	117 39%	136 41%	175 37%	90 31%	339 42% o
A little less likely	78 7%	22 7%	34 7%	22 7%	46 9%	32 6%	52 7%	10 5%	17 9%	20 7%	42 6%	16 13%	26 9% n	41 12% n	11 2%	37 13% p	42 5%
A lot less likely	62 6%	13 4%	37 8%	13 4%	32 6%	30 5%	44 6%	12 6%	7 4%	17 6%	31 4%	15 13% j	26 9% n	26 8% n	10 2%	39 14% p	24 3%
Don't know	11 1%	6 2%	3 1%	2 1%	3 1%	8 1%	2 *% f	7 3% f	2 1%	4 1%	5 1%	3 2%	1 *% n	2 1% n	9 2%	1 *% p	10 1%
TOTAL MORE LIKELY	522 47% bc	191 58% bc	202 44%	129 42%	254 48%	268 47%	345 49%	95 46%	81 43%	137 47%	334 48%	51 42%	133 44%	125 38%	264 56% lm	120 42%	402 49%
TOTAL LESS LIKELY	141 13%	35 11%	71 15%	35 11%	79 15%	62 11%	95 14%	21 10%	24 13%	37 13%	73 11%	31 26% ij	52 17% n	67 20% n	22 5%	75 26% p	65 8%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin					Sky									
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue							
	Satis- fied a	Dissat- isfied *b	Yes c	No d	All e	Billing f	Fault/ repair g	General h	Yes i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No n	All o	Billing p	Fault/ repair q	General r	
Significance Level: 99%	Total																		
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
A lot more likely	299 27%	283 33% b	** **	289 36% d	8 3%	83 29%	21 24%	22 22%	41 40% efg	18 24%	65 30%	79 35%	** **	81 37% n	2 3%	194 28%	53 26%	40 22%	101 33%
A little more likely	224 20%	191 22% b	** **	183 23% d	39 14%	54 19%	19 22%	15 15%	20 19%	10 13%	44 20%	49 22%	** **	45 21%	9 13%	140 20%	35 17%	37 21%	68 22%
Neither more nor less likely	429 39%	343 40% b	** **	307 38%	114 41%	112 39%	30 34%	49 50% efh	33 33%	27 36%	85 40%	86 39%	** **	82 38%	28 41%	281 41%	85 41%	69 38%	128 42%
A little less likely	78 7%	25 3%	** **	22 3% c	56 20% c	20 7%	7 8%	9 10%	3 3%	6 8%	14 6%	6 3%	** **	7 3%	13 19% m	42 6% r	19 9% r	22 12% r	2 1%
A lot less likely	62 6%	3 *% a	** **	3 *% c	60 21% c	17 6%	10 12% gh	4 4%	3 3%	12 16% j	4 2%	1 *% j	** **	- -%	17 24% m	31 4%	15 7% r	12 7% r	3 1%
Don't know	11 1%	7 1%	** **	4 1%	3 1%	4 1%	1 1%	* *% h	3 3%	1 2%	2 1%	2 1%	** **	3 1%	- -%	5 1%	- -%	- -%	5 2%
TOTAL MORE LIKELY	522 47%	474 56% b	** **	472 58% d	47 17%	137 47% g	40 45%	36 37%	61 59% eg	28 38%	109 51%	128 57%	** **	126 58% n	11 16%	334 48%	88 43%	77 43%	169 55%
TOTAL LESS LIKELY	141 13%	28 3% a	** **	25 3% c	116 41%	37 13%	18 20% h	13 13%	6 6%	18 24% j	18 8%	7 3%	** **	7 3%	30 43% m	73 11% r	34 16% r	34 19% or	5 2%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Yes a	No b	Satis- fied c	Dissat- isfied ~d	Yes e	No f	All g	Billing ~h	Fault/ repair ~i	General ~j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
A lot more likely	299 27%	38 23%	156 30%	185 33%	** **	187 36%	5 3%	21 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A little more likely	224 20%	35 22%	104 20%	121 22%	** **	115 22%	23 14%	30 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Neither more nor less likely	429 39%	56 34%	225 43%	232 42%	** **	200 39%	75 45%	35 29%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A little less likely	78 7%	18 11%	24 5%	14 2%	** **	9 2%	33 20%	16 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A lot less likely	62 6%	16 10%	15 3%	1 *%	** **	3 *%	28 17%	15 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Don't know	11 1%	- -%	5 1%	5 1%	** **	2 *%	2 1%	3 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
TOTAL MORE LIKELY	522 47%	74 45%	260 49%	305 55%	** **	302 59%	29 17%	51 42%	** **	** **	** **	** **	** **	** **	** **	** **	** **
TOTAL LESS LIKELY	141 13%	34 21%	39 7%	15 3%	** **	12 2%	61 37%	31 26%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Table 104**

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Cable, satellite or other Pay TV

	AGE			GENDER		WORKING STATUS			SUPPLIER			Issue		Complaint			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	Sky j	BT Vision k	Billing l	Fault/ repair m	General n	Yes o	No p
Significance Level: 99%																	
Unweighted total	1103	316	454	333	531	572	686	213	204	500	503	100	316	394	393	301	802
Effective Weighted Sample	930	274	384	273	451	479	585	179	167	479	495	89	297	308	342	254	677
Total	1103	329	463	311	531	572	702	209	191	290	692	121	303	330	470	288	815
I would not pay much or any attention to it	138 13%	55 17%	49 11%	34 11%	80 15%	58 10%	86 12%	28 14%	24 12%	34 12%	88 13%	15 13%	35 11%	43 13%	60 13%	45 16%	93 11%
I would look at it but would not choose a provider based on it	261 24%	89 27%	101 22%	71 23%	125 24%	136 24%	168 24%	39 19%	54 28%	61 21%	173 25%	28 23%	80 26%	76 23%	106 22%	66 23%	195 24%
I would look at it and bear it in mind when choosing a provider	427 39%	115 35%	176 38%	136 44%	193 36%	234 41%	270 38%	82 39%	75 39%	124 43%	261 38%	43 35%	116 38%	130 39%	182 39%	94 33%	333 41%
I would look at it and it would be an important part in helping me to choose a provider	210 19%	51 15%	102 22%	58 18%	99 19%	111 19%	138 20%	41 20%	31 16%	52 18%	129 19%	29 24%	57 19%	70 21%	83 18%	68 24%	142 17%
Don't Know	67 6%	19 6%	35 8%	13 4%	35 7%	32 6%	41 6%	19 9%	7 3%	19 7%	42 6%	6 5%	16 5%	12 4%	39 8%	15 5%	52 6%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k - l,m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 104

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Cable, satellite or other Pay TV

	Satisfaction with CS				Virgin					Sky									
	Satisfied		Dissatisfied	Resolved		Issue				Complaint		Satisfied		Resolved		Issue			
	a	b		c	d	All	Billing	Fault/repair	General	Yes	No	k	l	m	n	All	Billing	Fault/repair	General
Significance Level: 99%																			
Unweighted total	1103	847	82	808	282	500	119	221	160	134	366	387	41	378	117	503	178	131	194
Effective Weighted Sample	930	712	70	676	244	479	119	221	160	127	352	371	39	362	112	495	178	131	194
Total	1103	852	77	808	280	290	89	99	102	75	214	224	25	217	69	692	207	180	306
I would not pay much or any attention to it	138	118	**	121	17	34	9	11	15	9	25	31	**	32	2	88	24	26	38
	13%	14%	**	15%	6%	12%	10%	11%	14%	12%	12%	14%	**	15%	3%	13%	12%	15%	12%
				d										n					
I would look at it but would not choose a provider based on it	261	213	**	193	66	61	20	20	20	10	51	52	**	47	13	173	57	48	68
	24%	25%	**	24%	24%	21%	23%	20%	20%	13%	24%	23%	**	22%	18%	25%	28%	27%	22%
										i									
I would look at it and bear it in mind when choosing a provider	427	334	**	320	101	124	36	44	43	37	86	94	**	90	32	261	77	66	118
	39%	39%	**	40%	36%	43%	41%	45%	42%	50%	40%	42%	**	42%	46%	38%	37%	37%	39%
I would look at it and it would be an important part in helping me to choose a provider	210	138	**	131	79	52	17	20	15	16	36	30	**	33	19	129	39	34	55
	19%	16%	**	16%	28%	18%	19%	20%	15%	22%	17%	14%	**	15%	28%	19%	19%	19%	18%
			a	c										m					
Don't Know	67	50	**	44	16	19	6	4	9	2	16	15	**	15	3	42	9	5	27
	6%	6%	**	5%	6%	7%	7%	4%	9%	3%	8%	7%	**	7%	5%	6%	4%	3%	9%

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n - o,p,q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Cable, satellite or other Pay TV

	Total	Sky						BT Vision									
		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved			
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
Significance Level: 99%	a	b	c	~d	e	f	g	~h	~i	~j	~k	*l	*m	~n	*o	~p	
Unweighted total	1103	125	378	400	30	369	127	100	19	42	39	42	58	60	11	61	38
Effective Weighted Sample	930	123	372	393	30	363	125	89	19	42	39	37	52	52	10	55	34
Total	1103	164	529	557	39	516	166	121	8	51	62	48	72	71	13	75	44
I would not pay much or any attention to it	138 13%	28 17%	61 11%	76 14%	** **	77 15%	12 7%	15 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
I would look at it but would not choose a provider based on it	261 24%	41 25%	132 25%	140 25%	** **	130 25%	41 25%	28 23%	** **	** **	** **	** **	** **	** **	** **	** **	** **
I would look at it and bear it in mind when choosing a provider	427 39%	45 28%	215 41%	209 38%	** **	196 38%	60 36%	43 35%	** **	** **	** **	** **	** **	** **	** **	** **	** **
I would look at it and it would be an important part in helping me to choose a provider	210 19%	39 24%	90 17%	97 17%	** **	88 17%	41 25%	29 24%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Don't Know	67 6%	11 7%	31 6%	34 6%	** **	26 5%	11 7%	6 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
A billing, pricing or payment issue	566 28%	222 30%	222 29%	122 24%	249 28%	317 29%	379 29%	118 30%	69 22%	40 37%	146 28%	162 34%	118 26%	73 30%	27 13%	566 87%	- -%	- -%
A problem with your account details, for example name and address etc.	82 4%	50 7%	22 3%	10 2%	36 4%	46 4%	58 4%	14 4%	10 3%	5 4%	27 5%	27 6%	14 3%	7 3%	2 1%	82 13%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	158 8%	68 9%	52 7%	37 7%	74 8%	84 8%	111 9%	26 7%	20 7%	4 4%	30 6%	54 11%	39 9%	12 5%	18 9%	- -%	158 43%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	161 8%	80 11%	63 8%	18 4%	75 8%	86 8%	115 9%	34 9%	12 4%	6 6%	37 7%	39 8%	34 8%	18 7%	27 13%	- -%	161 44%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 2%	24 3%	10 1%	10 2%	21 2%	23 2%	26 2%	13 3%	5 2%	3 2%	10 2%	10 2%	7 2%	8 3%	6 3%	- -%	44 12%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
A problem relating to the installation or set up of your service	120 6%	47 6%	51 7%	22 4%	57 6%	63 6%	82 6%	20 5%	18 6%	5 4%	41 8%	22 5%	31 7%	11 4%	12 6%	- -%	- -%	120 12% op
Or something else, a general issue	871 44%	250 34%	336 44% a	285 56% ab	390 43%	481 44%	524 40%	174 44%	174 56% fg	47 43%	223 43% k	161 34%	207 46% k	114 47% k	120 57% jk	- -%	- -%	871 88% op
SUMMARY CODES																		
BILLING	648 32%	271 37% c	244 32%	132 26%	285 32%	363 33%	436 34%	132 33%	80 26%	45 41% ln	173 34% n	189 40% ln	131 29% n	80 33% n	29 14% n	648 100% pq	- -%	- -%
FAULTS AND REPAIR	363 18%	172 23% bc	125 17%	66 13%	170 19%	193 18%	252 19% h	73 18%	38 12%	13 12%	77 15% i	103 22% i	80 18%	38 16% i	51 24% i	- -%	363 100% oq	- -%
GENERAL ENQUIRIES	991 50%	297 40%	387 51% a	307 61% ab	447 50%	545 50%	606 47%	194 49%	192 62% fg	51 47%	263 51% k	183 39% k	237 53% k	125 51% k	132 62% ik	- -%	- -%	991 100% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Virgin										
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	Issue				Complaint		Satisfaction with CS		Resolved		
								All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
A billing, pricing or payment issue	566 28%	206 40%	360 24%	420 28%	53 36%	396 28%	166 30%	40 37%	** j	** gj	** j	** l	19 25%	22 28%	** n	23 32%	** p	
A problem with your account details, for example name and address etc.	82 4%	26 5%	56 4%	54 4%	6 4%	56 4%	26 5%	5 4%	** j	** j	** j	** j	2 3%	4 5%	** n	4 5%	** p	
A fault with the service you are buying from them, for example total or partial failure of service	158 8%	69 13%	89 6%	101 7%	16 11%	83 6%	69 12%	4 4%	** j	** j	** j	** j	2 2%	2 3%	** n	1 2%	** p	
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage	161 8%	81 16%	80 5%	93 6%	14 10%	76 5%	80 14%	6 6%	** j	** j	** j	** j	5 6%	5 6%	** n	3 5%	** p	
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 2%	22 4%	22 1%	27 2%	4 3%	20 1%	24 4%	3 2%	** j	** j	** j	** j	1 2%	1 2%	** n	* 1%	** p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
A problem relating to the installation or set up of your service	120 6%	31 6%	89 6%	93 6%	7 5%	89 6%	30 5%	5 4%	**	**	**	**	3 4%	3 4%	**	3 5%	**
Or something else, a general issue	871 44%	76 15%	795 53%	706 47%	47 32%	692 49%	166 30%	47 43%	**	**	**	**	42 56%	40 52%	**	36 51%	**
			a	d		f		h			gh		k			p	
SUMMARY CODES																	
BILLING	648 32%	232 45%	416 28%	474 32%	59 40%	452 32%	192 34%	45 41%	**	**	**	**	22 29%	25 33%	**	26 37%	**
		b						j		gj		l					
FAULTS AND REPAIR	363 18%	172 34%	190 13%	220 15%	34 23%	180 13%	173 31%	13 12%	**	**	**	**	8 11%	8 11%	**	5 7%	**
		b			c		e	hj									o
GENERAL ENQUIRIES	991 50%	108 21%	884 59%	799 53%	54 37%	781 55%	196 35%	51 47%	**	**	**	**	46 61%	43 56%	**	39 56%	**
			a	d		f		h			gh		k			p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	O2										Orange											
	Issue					Complaint		Satisfaction with CS			Resolved		Issue					Complaint		Satisfaction with CS		
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r			
Significance Level: 99%																						
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39			
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39			
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47			
A billing, pricing or payment issue	566 28%	146 28%	146 84%	** **	- -%	45 38%	101 26%	118 28%	** **	115 28%	** **	162 34%	162 86%	** **	- -%	62 46%	100 29%	115 36%	** **			
A problem with your account details, for example name and address etc.	82 4%	27 5%	27 16%	** **	- -%	9 8%	18 5%	16 4%	** **	23 6%	** **	27 6%	27 14%	** **	- -%	10 7%	17 5%	20 6%	** **			
A fault with the service you are buying from them, for example total or partial failure of service	158 8%	30 6%	- -%	** **	- -%	11 9%	19 5%	21 5%	** **	19 5%	** **	54 11%	- -%	** **	- -%	22 17%	32 9%	33 10%	** **			
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	161 8%	37 7%	- -%	** **	- -%	17 15%	19 5%	29 7%	** **	25 6%	** **	39 8%	- -%	** **	- -%	22 17%	17 5%	15 5%	** **			
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 2%	10 2%	- -%	** **	- -%	7 6%	3 1%	10 2%	** **	8 2%	** **	10 2%	- -%	** **	- -%	3 2%	7 2%	4 1%	** **			

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	O2											Orange							
	Issue					Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
A problem relating to the installation or set up of your service	120 6%	41 8% bc	- -%	** **	41 15% abc	9 7%	32 8%	34 8%	** **	32 8%	** **	22 5% l	- -%	** **	22 12% klm	5 4%	17 5%	11 3%	** **
Or something else, a general issue	871 44%	223 43% bc	- -%	** **	223 85% abc	21 18%	201 51% e	194 46%	** **	184 45%	** **	161 34% lm	- -%	** **	161 88% klm	10 7%	151 44% o	119 37%	** **
SUMMARY CODES																			
BILLING	648 32%	173 34% cd	173 100% acd	** **	- -%	54 45% f	119 30%	134 32%	** **	137 34%	** **	189 40% mn	189 100% kmn	** **	- -% p	72 54%	118 34%	136 43%	** **
FAULTS AND REPAIR	363 18%	77 15% bd	- -%	** **	- -% abd	36 30% f	41 10%	60 14%	** **	52 13%	** **	103 22% ln	- -%	** **	- -% p	47 35%	55 16%	53 17%	** **
GENERAL ENQUIRIES	991 50%	263 51% bc	- -%	** **	263 100% abc	30 25%	233 59% e	228 54%	** **	215 53%	** **	183 39% lm	- -%	** **	183 100% klm	15 11%	168 49%	130 41%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?**

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%	Total																		
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
A billing, pricing or payment issue	566 28%	106 35%	57 33%	118 26% ef	118 89% cef	** **	- -%	43 36% h	74 23%	91 26%	** **	83 26%	34 28%	73 30% op	73 91% mop	** **	- -%	26 44% r	47 25%
A problem with your account details, for example name and address etc.	82 4%	16 5%	11 6%	14 3%	14 11% cef	** **	- -%	2 1%	12 4%	9 2%	** **	7 2%	7 6%	7 3% mop	7 9% mop	** **	- -%	3 6%	4 2%
A fault with the service you are buying from them, for example total or partial failure of service	158 8%	28 9%	25 15%	39 9% df	- -%	** ** cdf	- -%	18 15% h	21 6%	26 8%	** **	21 6%	16 13%	12 5% np	- -%	** ** mnp	- -%	5 9%	7 4%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage	161 8%	11 4%	26 16% a	34 8% df	- -%	** ** cdf	- -%	17 14% h	18 5%	19 5%	** **	15 5%	18 15% k	18 7% np	- -%	** ** mnp	- -%	9 15% r	9 5%
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 2%	1 *% a	8 5%	7 2%	- -%	** ** cdf	- -%	4 3%	3 1%	5 2%	** **	3 1%	4 3%	8 3%	- -%	** ** mnp	- -%	3 5%	5 3%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	Orange							Vodafone					T-Mobile							
	Resolved		Issue					Complaint		Satisfaction with CS			Resolved		Issue				Complaint	
	Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r		
Significance Level: 99%	Total																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291	
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279	
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184	
A problem relating to the installation or set up of your service	120 6%	13 5%	7 4%	31 7% d	- -%	** **	31 13% de	11 9%	19 6%	28 8%	** **	24 7%	7 6%	11 4% n	- -%	** **	11 9% n	4 6%	7 4%	
Or something else, a general issue	871 44%	123 41% b	36 21%	207 46% de	- -%	** **	207 87% cde	25 21%	182 55% g	169 49%	** **	169 53% l	35 29%	114 47% no	- -%	** **	114 91% mno	9 15%	105 57% q	
SUMMARY CODES																				
BILLING	648 32%	122 41%	67 40%	131 29% ef	131 100% cef	** **	- -%	45 38%	87 26%	99 29%	** **	90 28%	41 34%	80 33% op	80 100% mop	** **	- -%	30 49% r	51 28%	
FAULTS AND REPAIR	363 18%	40 13% a	60 35% a	80 18% df	- -%	** **	- -%	39 32% h	42 13%	50 14%	** **	39 12% k	38 31% np	38 16% np	- -%	** **	- -%	17 29% r	21 12%	
GENERAL ENQUIRIES	991 50%	136 46% b	43 25%	237 53% de	- -%	** **	237 100% cde	36 30%	201 61% g	197 57%	** **	193 60% l	42 35%	125 51% no	- -%	** **	125 100% mno	13 22%	112 61% q	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	T-Mobile					3/ Three									
	Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS		Resolved	
	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
A billing, pricing or payment issue	566 28%	55 32%	** **	50 30%	22 29%	27 13%	** **	** **	** **	** **	18 11%	19 12%	** **	20 13%	** **
A problem with your account details, for example name and address etc.	82 4%	4 3%	** **	5 3%	2 3%	2 1%	** **	** **	** **	** **	2 1%	1 1%	** **	2 1%	** **
A fault with the service you are buying from them, for example total or partial failure of service	158 8%	7 4%	** **	4 3%	8 10%	18 9%	** **	** **	** **	** **	8 5%	11 7%	** **	10 7%	** **
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverag	161 8%	8 5%	** **	7 4%	11 15%	27 13%	** **	** **	** **	** **	12 7%	17 11%	** **	15 10%	** **
Problems with the repair service, for example it didn't happen or didn't solve the problem	44 2%	4 2%	** **	5 3%	3 4%	6 3%	** **	** **	** **	** **	3 2%	2 1%	** **	3 2%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S6. Thinking of the most recent issue that you had to contact SUPPLIER about, which category did the issue fall into?

Base : Contact about Mobile phone services

	T-Mobile					3/ Three									
	Satisfaction with CS		Resolved		Issue					Complaint		Satisfaction with CS		Resolved	
	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
A problem relating to the installation or set up of your service	120	7	**	7	4	12	**	**	**	**	10	10	**	10	**
	6%	4%	**	4%	5%	6%	**	**	**	**	6%	6%	**	7%	**
Or something else, a general issue	871	87	**	87	25	120	**	**	**	**	113	97	**	93	**
	44%	50%	**	53%	34%	57%	**	**	**	**	68%	61%	**	61%	**
				d		fg			efg		i				
SUMMARY CODES															
BILLING	648	60	**	55	24	29	**	**	**	**	20	21	**	21	**
	32%	34%	**	33%	32%	14%	**	**	**	**	12%	13%	**	14%	**
						gh	egh								
FAULTS AND REPAIR	363	19	**	16	22	51	**	**	**	**	23	30	**	28	**
	18%	11%	**	10%	29%	24%	**	**	**	**	14%	19%	**	18%	**
				c		fh		efh		j				m	
GENERAL ENQUIRIES	991	94	**	94	29	132	**	**	**	**	123	107	**	103	**
	50%	54%	**	57%	39%	62%	**	**	**	**	74%	68%	**	68%	**
				d		fg			efg		i				

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED *h	Virgin *i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three *n	Billing o	Yes p	No q
Significance Level: 99%																		
Unweighted total	783	323	301	159	345	438	519	168	96	75	154	177	152	163	62	783	285	498
Effective Weighted Sample	711	292	272	147	313	398	472	150	89	75	154	177	152	163	62	711	258	452
Total	648	271	244	132	285	363	436	132	80	45	173	189	131	80	29	648	232	416
Bill was a lot higher than expected	109 17%	45 17%	48 20%	16 12%	50 18%	59 16%	81 19%	22 17%	** **	** **	33 19%	34 18%	17 13%	14 18%	** **	109 17%	42 18%	67 16%
Payment issues (including setting up/making a payment, non-direct debit charges)	105 16%	45 16%	38 15%	22 17%	43 15%	62 17%	71 16%	22 16%	** **	** **	33 19%	32 17%	18 14%	8 10%	** **	105 16%	23 10%	82 20%
Bill contained items I shouldn't have been charged for	72 11%	30 11%	26 11%	16 12%	27 9%	45 12%	45 10%	17 13%	** **	** **	9 5%	22 12%	21 16%	12 15%	** **	72 11%	42 18%	30 7%
Bill was inaccurate	67 10%	33 12%	28 12%	6 5%	34 12%	33 9%	51 12%	14 11%	** **	** **	16 9%	18 10%	11 9%	10 12%	** **	67 10%	34 15%	33 8%
Account details (name, address, tariff, package etc.)	66 10%	32 12%	23 9%	11 8%	28 10%	39 11%	47 11%	10 8%	** **	** **	24 14%	13 7%	14 11%	8 10%	** **	66 10%	16 7%	51 12%
Needed help to understand the bill	50 8%	24 9%	18 7%	9 6%	23 8%	27 8%	29 7%	13 10%	** **	** **	14 8%	15 8%	11 9%	5 7%	** **	50 8%	13 5%	37 9%
Getting a refund, credit note or cashback	40 6%	13 5%	18 7%	9 6%	20 7%	19 5%	26 6%	8 6%	** **	** **	10 6%	15 8%	8 6%	3 4%	** **	40 6%	21 9%	19 5%
Pre-pay credit lost or not credited to card	23 4%	6 2%	9 4%	8 6%	12 4%	11 3%	15 3%	5 4%	** **	** **	6 3%	10 5%	5 4%	2 2%	** **	23 4%	8 3%	16 4%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED *h	Virgin *i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three *n	Billing o	Yes p	No q
Significance Level: 99%																		
Unweighted total	783	323	301	159	345	438	519	168	96	75	154	177	152	163	62	783	285	498
Effective Weighted Sample	711	292	272	147	313	398	472	150	89	75	154	177	152	163	62	711	258	452
Total	648	271	244	132	285	363	436	132	80	45	173	189	131	80	29	648	232	416
Costs of international and roaming calls	22 3%	12 4%	6 2%	4 3%	9 3%	12 3%	18 4%	1 1%	** **	** **	7 4%	4 2%	4 3%	4 5%	** **	22 3%	8 3%	14 3%
The format of the bill	18 3%	10 4%	6 2%	2 2%	11 4%	8 2%	13 3%	4 3%	** **	** **	3 2%	9 5%	2 1%	3 4%	** **	18 3%	6 3%	12 3%
A different issue	76 12%	21 8%	25 10%	30 23%	28 10%	48 13%	41 9%	16 12%	** **	** **	20 12%	17 9%	20 15%	10 13%	** **	76 12%	21 9%	55 13%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Virgin										O2									
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS			
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All *e	Billing *f	Yes ~g	No ~h	Satis- fied ~i	Dissat- isfied ~j	Yes ~k	No ~l	All m	Billing n	Yes ~o	No p	Satis- fied q	Dissat- isfied ~r	
Significance Level: 99%																				
Unweighted total	783	568	75	542	235	75	75	39	36	42	15	44	30	154	154	48	106	119	9	
Effective Weighted Sample	711	516	68	492	214	75	75	39	36	42	15	44	30	154	154	48	106	119	9	
Total	648	474	59	452	192	45	45	23	22	25	9	26	18	173	173	54	119	134	10	
Bill was a lot higher than expected	109 17%	73 15%	** **	67 15%	41 22%	** **	** **	** **	** **	** **	** **	** **	** **	33 19%	33 19%	** **	19 16%	26 19%	** **	
Payment issues (including setting up/making a payment, non-direct debit charges)	105 16%	79 17%	** **	80 18%	24 13%	** **	** **	** **	** **	** **	** **	** **	** **	33 19%	33 19%	** **	23 19%	25 18%	** **	
Bill contained items I shouldn't have been charged for	72 11%	39 8%	** ** a	41 9%	30 16%	** **	** **	** **	** **	** **	** **	** **	** **	9 5%	9 5%	** **	3 3%	3 3%	** **	
Bill was inaccurate	67 10%	52 11%	** **	51 11%	16 8%	** **	** **	** **	** **	** **	** **	** **	** **	16 9%	16 9%	** **	11 9%	12 9%	** **	
Account details (name, address, tariff, package etc.)	66 10%	53 11%	** **	50 11%	15 8%	** **	** **	** **	** **	** **	** **	** **	** **	24 14%	24 14%	** **	20 17%	20 15%	** **	
Needed help to understand the bill	50 8%	42 9%	** **	41 9%	9 5%	** **	** **	** **	** **	** **	** **	** **	** **	14 8%	14 8%	** **	8 7%	12 9%	** **	
Getting a refund, credit note or cashback	40 6%	29 6%	** **	24 5%	13 7%	** **	** **	** **	** **	** **	** **	** **	** **	10 6%	10 6%	** **	9 8%	9 7%	** **	

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Virgin										O2								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied *b	Yes c	No d	All *e	Billing *f	Yes ~g	No ~h	Satis- fied ~i	Dissat- isfied ~j	Yes ~k	No ~l	All m	Billing n	Yes ~o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	783	568	75	542	235	75	75	39	36	42	15	44	30	154	154	48	106	119	9
Effective Weighted Sample	711	516	68	492	214	75	75	39	36	42	15	44	30	154	154	48	106	119	9
Total	648	474	59	452	192	45	45	23	22	25	9	26	18	173	173	54	119	134	10
Pre-pay credit lost or not credited to card	23 4%	17 4%	** **	18 4%	5 3%	** **	** **	** **	** **	** **	** **	** **	** **	6 3%	6 3%	** **	6 5%	3 3%	** **
Costs of international and roaming calls	22 3%	18 4%	** **	16 4%	6 3%	** **	** **	** **	** **	** **	** **	** **	** **	7 4%	7 4%	** **	3 3%	5 3%	** **
The format of the bill	18 3%	12 3%	** **	12 3%	7 4%	** **	** **	** **	** **	** **	** **	** **	** **	3 2%	3 2%	** **	3 3%	1 1%	** **
A different issue	76 12%	60 13%	** **	51 11%	24 13%	** **	** **	** **	** **	** **	** **	** **	** **	20 12%	20 12%	** **	14 11%	17 13%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	O2		Orange						Vodafone									
		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		Yes a	No ~b	All c	Billing d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Yes *m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No ~r
Significance Level: 99%																			
Unweighted total	783	122	31	177	177	67	110	127	15	114	63	152	152	52	100	115	16	104	47
Effective Weighted Sample	711	122	31	177	177	67	110	127	15	114	63	152	152	52	100	115	16	104	47
Total	648	137	35	189	189	72	118	136	16	122	67	131	131	45	87	99	14	90	41
Bill was a lot higher than expected	109 17%	23 16%	** **	34 18%	34 18%	** **	24 20%	19 14%	** **	20 17%	** **	17 13%	17 13%	** **	10 12%	12 12%	** **	10 12%	** **
Payment issues (including setting up/making a payment, non-direct debit charges)	105 16%	27 20%	** **	32 17%	32 17%	** **	22 19%	21 16%	** **	19 16%	** **	18 14%	18 14%	** **	18 21% m	16 16%	** **	14 15%	** **
Bill contained items I shouldn't have been charged for	72 11%	7 5%	** **	22 12%	22 12%	** **	13 11%	16 12%	** **	14 11%	** **	21 16%	21 16%	** ** n	6 7%	10 10%	** **	10 11%	** **
Bill was inaccurate	67 10%	14 10%	** **	18 10%	18 10%	** **	7 6%	16 12%	** **	14 11%	** **	11 9%	11 9%	** **	5 6%	9 9%	** **	10 11%	** **
Account details (name, address, tariff, package etc.)	66 10%	23 16%	** **	13 7%	13 7%	** **	7 6%	10 7%	** **	7 6%	** **	14 11%	14 11%	** **	11 13%	12 12%	** **	11 13%	** **
Needed help to understand the bill	50 8%	11 8%	** **	15 8%	15 8%	** **	13 11%	12 9%	** **	12 10%	** **	11 9%	11 9%	** **	8 9%	10 10%	** **	10 11%	** **
Getting a refund, credit note or cashback	40 6%	7 5%	** **	15 8%	15 8%	** **	3 3%	11 8%	** **	9 7%	** **	8 6%	8 6%	** **	4 5%	5 5%	** **	5 6%	** **

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	O2			Orange						Vodafone									
	Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		
	Yes a	No ~b	All c	Billing d	Yes *e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Yes *m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No ~r	
Significance Level: 99%	Total																		
Unweighted total	783	122	31	177	177	67	110	127	15	114	63	152	152	52	100	115	16	104	47
Effective Weighted Sample	711	122	31	177	177	67	110	127	15	114	63	152	152	52	100	115	16	104	47
Total	648	137	35	189	189	72	118	136	16	122	67	131	131	45	87	99	14	90	41
Pre-pay credit lost or not credited to card	23	5	**	10	10	**	6	9	**	9	**	5	5	**	3	3	**	3	**
	4%	3%	**	5%	5%	**	5%	6%	**	7%	**	4%	4%	**	3%	3%	**	4%	**
Costs of international and roaming calls	22	6	**	4	4	**	4	4	**	3	**	4	4	**	3	4	**	3	**
	3%	4%	**	2%	2%	**	4%	3%	**	3%	**	3%	3%	**	4%	4%	**	3%	**
The format of the bill	18	1	**	9	9	**	5	5	**	6	**	2	2	**	1	1	**	1	**
	3%	1%	**	5%	5%	**	5%	4%	**	5%	**	1%	1%	**	1%	1%	**	1%	**
A different issue	76	16	**	17	17	**	12	13	**	9	**	20	20	**	16	18	**	14	**
	12%	11%	**	9%	9%	**	10%	9%	**	7%	**	15%	15%	**	19%	18%	**	15%	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

57A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	T-Mobile								3/ Three							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	Billing b	Yes *c	No d	Satis- fied e	Dissat- isfied ~f	Yes g	No ~h	All *i	Billing *j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	783	163	163	60	103	121	15	112	48	62	62	19	43	44	5	46	16
Effective Weighted Sample	711	163	163	60	103	121	15	112	48	62	62	19	43	44	5	46	16
Total	648	80	80	30	51	60	7	55	24	29	29	9	20	21	2	21	7
Bill was a lot higher than expected	109 17%	14 18%	14 18%	** **	9 17%	10 17%	** **	9 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Payment issues (including setting up/making a payment, non-direct debit charges)	105 16%	8 10%	8 10%	** **	8 16% c	7 12%	** **	8 14%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Bill contained items I shouldn't have been charged for	72 11%	12 15%	12 15%	** **	5 10%	6 10%	** **	7 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Bill was inaccurate	67 10%	10 12%	10 12%	** **	5 10%	8 13%	** **	6 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Account details (name, address, tariff, package etc.)	66 10%	8 10%	8 10%	** **	6 13%	6 10%	** **	5 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Needed help to understand the bill	50 8%	5 7%	5 7%	** **	5 11% c	5 8%	** **	4 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Getting a refund, credit note or cashback	40 6%	3 4%	3 4%	** **	1 2%	2 4%	** **	2 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7A. BILLING And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	T-Mobile								3/ Three							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	Billing b	Yes *c	No d	Satis- fied e	Dissat- isfied ~f	Yes g	No ~h	All *i	Billing *j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	783	163	163	60	103	121	15	112	48	62	62	19	43	44	5	46	16
Effective Weighted Sample	711	163	163	60	103	121	15	112	48	62	62	19	43	44	5	46	16
Total	648	80	80	30	51	60	7	55	24	29	29	9	20	21	2	21	7
Pre-pay credit lost or not credited to card	23 4%	2 2%	2 2%	** **	1 2%	2 3%	** **	1 3%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Costs of international and roaming calls	22 3%	4 5%	4 5%	** **	1 3%	3 5%	** **	3 5%	** **	** **	** **	** **	** **	** **	** **	** **	** **
The format of the bill	18 3%	3 4%	3 4%	** **	2 4%	3 5%	** **	2 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A different issue	76 12%	10 13%	10 13%	** **	7 14%	7 12%	** **	7 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue	Complaint	
		18-34 a	35-54 b	55+ *c	MALE d	FEMALE e	WORKING f	NOT *g	RETIRED ~h	Virgin ~i	O2 *j	Orange *k	Vodafone *l	T-Mobile *m	3/ Three *n	Fault/ repair o	Yes p	No q
Significance Level: 99%																		
Unweighted total	416	201	139	76	193	223	289	87	40	35	97	74	77	74	59	416	195	221
Effective Weighted Sample	369	181	123	65	171	198	258	77	35	35	97	74	77	74	59	369	175	194
Total	363	172	125	66	170	193	252	73	38	13	77	103	80	38	51	363	172	190
Poor reception/coverage	157 43%	80 47%	55 44%	** **	77 46%	80 41%	112 45%	** **	** **	** **	** **	** **	** **	** **	** **	157 43%	77 45%	80 42%
Problems with calls being disconnected during a call or not connected at all	56 15%	30 17%	20 16%	** **	30 18%	26 13%	37 15%	** **	** **	** **	** **	** **	** **	** **	** **	56 15%	26 15%	30 16%
Time taken to repair a fault	44 12%	25 15%	10 8%	** **	22 13%	23 12%	33 13%	** **	** **	** **	** **	** **	** **	** **	** **	44 12%	22 13%	22 12%
Text or voice mails delivered late	32 9%	15 9%	14 12%	** **	15 9%	17 9%	23 9%	** **	** **	** **	** **	** **	** **	** **	** **	32 9%	14 8%	19 10%
Connection speed too slow	1 *% *%	* *% *%	- - -%	** ** **	1 *% *%	- - -%	- - -%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	1 *% *%	- - -%	1 *% *%
Problems with voice over internet (VOIP) telephone calls	* *% *%	* *% *%	- - -%	** ** **	* *% *%	- - -%	* *% *%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	* *% *%	- - -%	* *% *%
A different issue	72 20%	21 12%	26 21%	** ** **	24 14%	48 25%	47 18%	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	** ** **	72 20%	33 19%	39 20%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Virgin										O2								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All ~e	Fault/ repair ~f	Yes ~g	No ~h	Satis- fied ~i	Dissat- isfied ~j	Yes ~k	No ~l	All *m	Fault/ repair *n	Yes ~o	No *p	Satis- fied *q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	416	256	41	208	197	35	35	13	22	23	9	13	20	97	97	45	52	75	3
Effective Weighted Sample	369	229	34	188	171	35	35	13	22	23	9	13	20	97	97	45	52	75	3
Total	363	220	34	180	173	13	13	5	8	8	3	5	7	77	77	36	41	60	2
Poor reception/coverage	157 43%	96 44%	**	67 37%	86 50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Problems with calls being disconnected during a call or not connected at all	56 15%	36 16%	**	34 19%	21 12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Time taken to repair a fault	44 12%	24 11%	**	22 12%	23 13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Text or voice mails delivered late	32 9%	21 10%	**	18 10%	13 7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Connection speed too slow	1 *%	* *%	**	- -%	1 *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Problems with voice over internet (VOIP) telephone calls	* *%	* *%	**	* *%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
A different issue	72 20%	42 19%	**	39 21%	30 17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	O2		Orange								Vodafone											
		Resolved		Issue		Complaint		Satisfaction with CS				Resolved		Issue		Complaint		Satisfaction with CS				Resolved	
		Yes *a	No ~b	All *c	Fault/ repair *d	Yes ~e	No ~f	Satis- fied ~g	Dissat- isfied ~h	Yes ~i	No ~j	All *k	Fault/ repair *l	Yes ~m	No ~n	Satis- fied ~o	Dissat- isfied ~p	Yes ~q	No ~r				
Significance Level: 99%																							
Unweighted total	416	66	29	74	74	34	40	38	11	29	43	77	77	37	40	48	4	37	36				
Effective Weighted Sample	369	66	29	74	74	34	40	38	11	29	43	77	77	37	40	48	4	37	36				
Total	363	52	23	103	103	47	55	53	15	40	60	80	80	39	42	50	4	39	38				
Poor reception/coverage	157 43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Problems with calls being disconnected during a call or not connected at all	56 15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Time taken to repair a fault	44 12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Text or voice mails delivered late	32 9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Connection speed too slow	1 *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Problems with voice over internet (VOIP) telephone calls	* *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
A different issue	72 20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7B. FAULTS AND REPAIRS And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	T-Mobile								3/ Three							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All *a	Fault/ repair *b	Yes ~c	No ~d	Satis- fied ~e	Dissat- isfied ~f	Yes ~g	No ~h	All *i	Fault/ repair *j	Yes ~k	No ~l	Satis- fied ~m	Dissat- isfied ~n	Yes ~o	No ~p
Significance Level: 99%																	
Unweighted total	416	74	74	33	41	37	8	31	42	59	59	33	26	35	6	32	27
Effective Weighted Sample	369	74	74	33	41	37	8	31	42	59	59	33	26	35	6	32	27
Total	363	38	38	17	21	19	4	16	22	51	51	29	23	30	5	28	23
Poor reception/coverage	157 43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Problems with calls being disconnected during a call or not connected at all	56 15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Time taken to repair a fault	44 12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Text or voice mails delivered late	32 9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Connection speed too slow	1 *0%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Problems with voice over internet (VOIP) telephone calls	* *0%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
A different issue	72 20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin *i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three *n	General o	Yes *p	No q
Significance Level: 99%																		
Unweighted total	803	223	314	266	358	445	480	162	161	91	149	149	171	164	79	803	87	716
Effective Weighted Sample	722	205	281	236	322	399	434	144	145	91	149	149	171	164	79	722	78	643
Total	991	297	387	307	447	545	606	194	192	51	263	183	237	125	132	991	108	884
Change to your package or service (upgrading or downgrading your service)	341 34%	104 35%	141 36%	95 31%	170 38%	171 31%	226 37%	65 34%	50 26%	** **	104 40%	69 38%	65 27%	39 31%	** **	341 34%	** **	320 36%
Technical enquiry about the service	113 11%	34 12%	50 13%	29 9%	52 12%	60 11%	67 11%	23 12%	23 12%	** **	28 11%	18 10%	26 11%	14 12%	** **	113 11%	** **	102 12%
Buying your service	85 9%	35 12%	24 6%	26 9%	38 8%	47 9%	52 9%	14 7%	19 10%	** **	14 5%	17 9%	28 12%	13 10%	** **	85 9%	** **	76 9%
General issues with customer service	68 7%	16 5%	34 9%	18 6%	41 9%	26 5%	45 7%	12 6%	10 5%	** **	14 5%	4 2%	31 13%	7 5%	** **	68 7%	** **	54 6%
Keeping your mobile phone number when changing suppliers	42 4%	15 5%	21 5%	6 2%	14 3%	28 5%	29 5%	11 5%	3 1%	** **	11 4%	6 3%	7 3%	8 6%	** **	42 4%	** **	33 4%
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	40 4%	20 7%	9 2%	11 4%	14 3%	25 5%	22 4%	12 6%	6 3%	** **	12 5%	9 5%	7 3%	7 5%	** **	40 4%	** **	32 4%
Enquiring or complaining about the terms of your contract	34 3%	12 4%	14 4%	8 3%	8 2%	26 5%	25 4%	6 3%	4 2%	** **	7 3%	7 4%	8 4%	4 3%	** **	34 3%	** **	28 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue	Complaint	
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin *i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three *n	General o	Yes *p	No q
Significance Level: 99%																		
Unweighted total	803	223	314	266	358	445	480	162	161	91	149	149	171	164	79	803	87	716
Effective Weighted Sample	722	205	281	236	322	399	434	144	145	91	149	149	171	164	79	722	78	643
Total	991	297	387	307	447	545	606	194	192	51	263	183	237	125	132	991	108	884
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	33 3%	8 3%	15 4%	10 3%	18 4%	16 3%	19 3%	8 4%	6 3%	** **	12 5%	1 1%	10 4%	5 4%	** **	33 3%	** **	27 3%
Switching issues (e.g. problems trying to switch or switched without permission)	20 2%	11 4%	7 2%	2 1%	9 2%	11 2%	10 2%	9 4%	2 1%	** **	7 3%	2 1%	4 2%	2 1%	** **	20 2%	** **	17 2%
Mis-selling	4 *%	2 1%	1 *%	- -%	2 1%	1 *%	1 *%	3 1%	- -%	** **	- -%	2 1%	- -%	1 1%	** **	4 *%	** **	2 *%
Arranging an installation	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 1%	- -%	** **	- -%	1 1%	- -%	- -%	** **	1 *%	** **	1 *%
A different issue	210 21%	39 13%	70 18%	101 33%	78 18%	132 24%	109 18%	31 16%	70 36%	** **	53 20%	45 25%	51 22%	27 21%	** **	210 21%	** **	192 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Virgin										O2								
	Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		
	Total	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All *e	General *f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All m	General n	Yes ~o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	803	641	45	627	164	91	91	10	81	77	5	70	20	149	149	17	132	129	4
Effective Weighted Sample	722	575	41	564	147	91	91	10	81	77	5	70	20	149	149	17	132	129	4
Total	991	799	54	781	196	51	51	6	46	43	3	39	11	263	263	30	233	228	7
Change to your package or service (upgrading or downgrading your service)	341 34%	279 35%	** **	255 33%	80 41%	** **	** **	** **	** **	** **	** **	** **	** **	104 40%	104 40%	** **	97 42%	90 40%	** **
Technical enquiry about the service	113 11%	96 12%	** **	92 12%	20 10%	** **	** **	** **	** **	** **	** **	** **	** **	28 11%	28 11%	** **	25 11%	26 12%	** **
Buying your service	85 9%	71 9%	** **	77 10%	6 3%	** **	** **	** **	** **	** **	** **	** **	** **	14 5%	14 5%	** **	12 5%	11 5%	** **
General issues with customer service	68 7%	50 6%	** **	48 6%	19 10%	** **	** **	** **	** **	** **	** **	** **	** **	14 5%	14 5%	** **	12 5%	12 5%	** **
Keeping your mobile phone number when changing suppliers	42 4%	29 4%	** **	32 4%	10 5%	** **	** **	** **	** **	** **	** **	** **	** **	11 4%	11 4%	** **	5 2%	9 4%	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	40 4%	34 4%	** **	37 5%	3 1%	** **	** **	** **	** **	** **	** **	** **	** **	12 5%	12 5%	** **	9 4%	11 5%	** **
Enquiring or complaining about the terms of your contract	34 3%	26 3%	** **	24 3%	11 5%	** **	** **	** **	** **	** **	** **	** **	** **	7 3%	7 3%	** **	5 2%	7 3%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Satisfaction with CS				Virgin								O2									
	Satisfied		Dissatisfied		Resolved		Issue		Complaint		Satisfied		Dissatisfied		Resolved		Issue		Complaint		Satisfaction with CS	
	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r			
Significance Level: 99%																						
Unweighted total	803	641	45	627	164	91	91	10	81	77	5	70	20	149	149	17	132	129	4			
Effective Weighted Sample	722	575	41	564	147	91	91	10	81	77	5	70	20	149	149	17	132	129	4			
Total	991	799	54	781	196	51	51	6	46	43	3	39	11	263	263	30	233	228	7			
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	33 3%	24 3%	**	23 3%	9 5%	**	**	**	**	**	**	**	**	12 5%	12 5%	**	11 5%	9 4%	**			
Switching issues (e.g. problems trying to switch or switched without permission)	20 2%	13 2%	**	15 2%	6 3%	**	**	**	**	**	**	**	**	7 3%	7 3%	**	7 3%	5 2%	**			
Mis-selling	4 *%	3 *%	**	2 *%	2 1%	**	**	**	**	**	**	**	**	- -%	- -%	**	- -%	- -%	**			
Arranging an installation	1 *%	1 *%	**	1 *%	- -%	**	**	**	**	**	**	**	**	- -%	- -%	**	- -%	- -%	**			
A different issue	210 21%	173 22%	**	175 22%	30 16%	**	**	**	**	**	**	**	**	53 20%	53 20%	**	49 21%	48 21%	**			

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	O2		Orange						Vodafone									
		Resolved		Issue		Complaint	Satisfaction with CS		Resolved		Issue		Complaint	Satisfaction with CS		Resolved			
		Yes a	No ~b	All c	General d	Yes ~e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No ~j	All k	General l	Yes ~m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No ~r
Significance Level: 99%																			
Unweighted total	803	122	24	149	149	12	137	106	13	111	35	171	171	26	145	142	8	139	30
Effective Weighted Sample	722	122	24	149	149	12	137	106	13	111	35	171	171	26	145	142	8	139	30
Total	991	215	42	183	183	15	168	130	16	136	43	237	237	36	201	197	11	193	42
Change to your package or service (upgrading or downgrading your service)	341 34%	79 37%	** **	69 38%	69 38%	** **	66 39%	50 39%	** **	45 33%	** **	65 27%	65 27%	** **	60 30%	53 27%	** **	53 27%	** **
Technical enquiry about the service	113 11%	28 13%	** **	18 10%	18 10%	** **	18 11%	12 9%	** **	12 9%	** **	26 11%	26 11%	** **	21 10%	26 13%	** **	19 10%	** **
Buying your service	85 9%	11 5%	** **	17 9%	17 9%	** **	15 9%	12 9%	** **	16 12%	** **	28 12%	28 12%	** **	26 13%	26 13%	** **	28 14%	** **
General issues with customer service	68 7%	12 6%	** **	4 2%	4 2%	** **	2 1%	2 2%	** **	2 2%	** **	31 13%	31 13%	** **	25 12%	22 11%	** **	22 12%	** **
Keeping your mobile phone number when changing suppliers	42 4%	7 3%	** **	6 3%	6 3%	** **	5 3%	2 2%	** **	4 3%	** **	7 3%	7 3%	** **	7 3%	4 2%	** **	7 4%	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	40 4%	11 5%	** **	9 5%	9 5%	** **	6 4%	6 5%	** **	9 6%	** **	7 3%	7 3%	** **	7 3%	6 3%	** **	7 4%	** **
Enquiring or complaining about the terms of your contract	34 3%	5 2%	** **	7 4%	7 4%	** **	6 4%	4 3%	** **	5 4%	** **	8 4%	8 4%	** **	7 3%	7 4%	** **	6 3%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	O2		Orange								Vodafone								
	Resolved		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved		
	Yes a	No ~b	All c	General d	Yes ~e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No ~j	All k	General l	Yes ~m	No n	Satis- fied o	Dissat- isfied ~p	Yes q	No ~r	
Significance Level: 99%	Total																		
Unweighted total	803	122	24	149	149	12	137	106	13	111	35	171	171	26	145	142	8	139	30
Effective Weighted Sample	722	122	24	149	149	12	137	106	13	111	35	171	171	26	145	142	8	139	30
Total	991	215	42	183	183	15	168	130	16	136	43	237	237	36	201	197	11	193	42
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	33 3%	7 3%	** **	1 1%	1 1%	** **	1 1%	- -%	** **	- -%	** **	10 4%	10 4%	** **	6 3%	8 4%	** **	10 5%	** **
Switching issues (e.g. problems trying to switch or switched without permission)	20 2%	5 2%	** **	2 1%	2 1%	** **	2 1%	1 1%	** **	2 2%	** **	4 2%	4 2%	** **	1 1%	1 1%	** **	1 1%	** **
Mis-selling	4 *%	- -%	** **	2 1%	2 1%	** **	2 1%	1 1%	** **	1 1%	** **	- -%	- -%	** **	- -%	- -%	** **	- -%	** **
Arranging an installation	1 *%	- -%	** **	1 1%	1 1%	** **	1 1%	1 1%	** **	1 1%	** **	- -%	- -%	** **	- -%	- -%	** **	- -%	** **
A different issue	210 21%	49 23%	** **	45 25%	45 25%	** **	42 25%	37 28%	** **	38 28%	** **	51 22%	51 22%	** **	42 21%	43 22%	** **	40 21%	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	T-Mobile								3/ Three							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	General b	Yes ~c	No d	Satis- fied e	Dissat- isfied ~f	Yes g	No ~h	All *i	General *j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	803	164	164	17	147	123	9	123	38	79	79	5	74	64	6	62	17
Effective Weighted Sample	722	164	164	17	147	123	9	123	38	79	79	5	74	64	6	62	17
Total	991	125	125	13	112	94	7	94	29	132	132	8	123	107	10	103	28
Change to your package or service (upgrading or downgrading your service)	341 34%	39 31%	39 31%	** **	35 31%	30 32%	** **	30 32%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Technical enquiry about the service	113 11%	14 12%	14 12%	** **	14 12%	10 11%	** **	10 11%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Buying your service	85 9%	13 10%	13 10%	** **	11 10%	12 13%	** **	11 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **
General issues with customer service	68 7%	7 5%	7 5%	** **	6 5%	5 5%	** **	6 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Keeping your mobile phone number when changing suppliers	42 4%	8 6%	8 6%	** **	6 5%	4 4%	** **	5 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Enquiring about usage levels (hours/amount downloaded) and quotas/caps on usage	40 4%	7 5%	7 5%	** **	5 5%	7 7%	** **	6 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Enquiring or complaining about the terms of your contract	34 3%	4 3%	4 3%	** **	4 3%	2 2%	** **	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

S7C. GENERAL ENQUIRIES And more specifically, which of the following best describes what the issue with SUPPLIER was concerning?

Base : Contact about Mobile phone services

	Total	T-Mobile								3/ Three							
		Issue		Complaint		Satisfaction with CS		Resolved		Issue		Complaint		Satisfaction with CS		Resolved	
		All a	General b	Yes ~c	No d	Satis- fied e	Dissat- isfied ~f	Yes g	No ~h	All *i	General *j	Yes ~k	No *l	Satis- fied *m	Dissat- isfied ~n	Yes *o	No ~p
Significance Level: 99%																	
Unweighted total	803	164	164	17	147	123	9	123	38	79	79	5	74	64	6	62	17
Effective Weighted Sample	722	164	164	17	147	123	9	123	38	79	79	5	74	64	6	62	17
Total	991	125	125	13	112	94	7	94	29	132	132	8	123	107	10	103	28
Unsolicited contacts (e.g. sales and marketing calls or faxes, emails/spam, scams)	33 3%	5 4%	5 4%	** **	4 3%	3 3%	** **	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Switching issues (e.g. problems trying to switch or switched without permission)	20 2%	2 1%	2 1%	** **	2 1%	1 1%	** **	2 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Mis-selling	4 *0%	1 1%	1 1%	** **	- -0%	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
Arranging an installation	1 *0%	- -0%	- -0%	** **	- -0%	- -0%	** **	- -0%	** **	** **	** **	** **	** **	** **	** **	** **	** **
A different issue	210 21%	27 21%	27 21%	** **	26 23%	20 21%	** **	19 20%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d - e,f - g,h - i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE ~e	WORKING ~f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No ~n	Satis- fied ~o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	103	16	44	43	45	58	57	28	18	103	40	22	41	32	71	68	18
Effective Weighted Sample	100	15	43	42	44	57	56	27	17	100	40	22	41	31	69	66	17
Total	55	8	24	22	24	32	31	15	9	55	24	8	23	17	38	36	10
1 Extremely dissatisfied (1.0)	3 6%	**	**	**	**	**	**	**	**	3 6%	**	**	**	**	**	**	**
2 (2.0)	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
3 (3.0)	2 4%	**	**	**	**	**	**	**	**	2 4%	**	**	**	**	**	**	**
4 (4.0)	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
5 (5.0)	4 7%	**	**	**	**	**	**	**	**	4 7%	**	**	**	**	**	**	**
6 (6.0)	3 6%	**	**	**	**	**	**	**	**	3 6%	**	**	**	**	**	**	**
7 (7.0)	6 10%	**	**	**	**	**	**	**	**	6 10%	**	**	**	**	**	**	**
8 (8.0)	10 18%	**	**	**	**	**	**	**	**	10 18%	**	**	**	**	**	**	**
9 (9.0)	13 23%	**	**	**	**	**	**	**	**	13 23%	**	**	**	**	**	**	**
10 Extremely satisfied (10.0)	13 24%	**	**	**	**	**	**	**	**	13 24%	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	103	16	44	43	45	58	57	28	18	103	40	22	41	32	71	68	18
Effective Weighted Sample	100	15	43	42	44	57	56	27	17	100	40	22	41	31	69	66	17
Total	55	8	24	22	24	32	31	15	9	55	24	8	23	17	38	36	10
SUMMARY CODES																	
DISSATISFIED (1-3)	6 11%	**	**	**	**	**	**	**	**	6 11%	**	**	**	**	**	**	**
NEUTRAL (4-6)	7 13%	**	**	**	**	**	**	**	**	7 13%	**	**	**	**	**	**	**
SATISFIED (7-10)	42 75%	**	**	**	**	**	**	**	**	42 75%	**	**	**	**	**	**	**
Answered	55	**	**	**	**	**	**	**	**	55	**	**	**	**	**	**	**
Mean score	7.6	**	**	**	**	**	**	**	**	7.6	**	**	**	**	**	**	**
Standard deviation	2.56	**	**	**	**	**	**	**	**	2.56	**	**	**	**	**	**	**
Standard error	.25	**	**	**	**	**	**	**	**	.25	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	103	65	36	103	40	22	41	32	71	68	18	65	36
Effective Weighted Sample	100	64	35	100	40	22	41	31	69	66	17	64	35
Total	55	36	18	55	24	8	23	17	38	36	10	36	18
1 Extremely dissatisfied	(1.0)	3 6%	** **	3 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
2	(2.0)	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
3	(3.0)	2 4%	** **	2 4%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	4 7%	** **	4 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	3 6%	** **	3 6%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	6 10%	** **	6 10%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	10 18%	** **	10 18%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	13 23%	** **	13 23%	** **	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	13 24%	** **	13 24%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of landline telephone calls on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	103	65	36	103	40	22	41	32	71	68	18	65	36
Effective Weighted Sample	100	64	35	100	40	22	41	31	69	66	17	64	35
Total	55	36	18	55	24	8	23	17	38	36	10	36	18
SUMMARY CODES													
DISSATISFIED (1-3)	6 11%	**	**	6 11%	**	**	**	**	**	**	**	**	**
NEUTRAL (4-6)	7 13%	**	**	7 13%	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)	42 75%	**	**	42 75%	**	**	**	**	**	**	**	**	**
Answered	55	**	**	55	**	**	**	**	**	**	**	**	**
Mean score	7.6	**	**	7.6	**	**	**	**	**	**	**	**	**
Standard deviation	2.56	**	**	2.56	**	**	**	**	**	**	**	**	**
Standard error	.25	**	**	.25	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 *b	55+ *c	MALE *d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Orange *j	Billing *k	Fault/ repair ~l	General *m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	165	41	72	52	74	91	97	45	23	108	57	64	35	66	52	113	104	23
Effective Weighted Sample	139	36	62	43	62	77	82	38	18	105	56	59	24	57	43	96	88	20
Total	126	35	57	34	57	69	76	33	16	58	68	49	24	53	39	87	78	13
1 Extremely dissatisfied (1.0)	1 *%	**	**	**	**	**	**	**	**	1 1%	**	**	**	**	**	-	-	**
3 (3.0)	4 4%	**	**	**	**	**	**	**	**	1 1%	**	**	**	**	**	2 3%	-	**
4 (4.0)	6 5%	**	**	**	**	**	**	**	**	1 2%	**	**	**	**	**	2 2%	-	**
5 (5.0)	15 12%	**	**	**	**	**	**	**	**	4 8%	**	**	**	**	**	8 9%	4 5%	**
6 (6.0)	9 7%	**	**	**	**	**	**	**	**	2 3%	**	**	**	**	**	3 4%	2 2%	**
7 (7.0)	18 14%	**	**	**	**	**	**	**	**	11 19%	**	**	**	**	**	12 14%	11 14%	**
8 (8.0)	29 23%	**	**	**	**	**	**	**	**	13 23%	**	**	**	**	**	23 26%	20 26%	**
9 (9.0)	20 16%	**	**	**	**	**	**	**	**	12 21%	**	**	**	**	**	17 20%	19 24%	**
10 Extremely satisfied (10.0)	24 19%	**	**	**	**	**	**	**	**	13 22%	**	**	**	**	**	20 23%	22 29%	**

SUMMARY CODES

DISSATISFIED (1-3)	5 4%	**	**	**	**	**	**	**	**	1 2%	**	**	**	**	**	2 3%	-	**
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Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

	AGE			GENDER		WORKING STATUS			SUPPLIER		Issue			Complaint		Satisfaction with CS		
	Total	18-34 ~a	35-54 *b	55+ *c	MALE *d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Orange *j	Billing *k	Fault/ repair ~l	General *m	Yes *n	No o	Satis- fied p	Dissat- isfied ~q
Significance Level: 99%																		
Unweighted total	165	41	72	52	74	91	97	45	23	108	57	64	35	66	52	113	104	23
Effective Weighted Sample	139	36	62	43	62	77	82	38	18	105	56	59	24	57	43	96	88	20
Total	126	35	57	34	57	69	76	33	16	58	68	49	24	53	39	87	78	13
NEUTRAL (4-6)	30 24%	**	**	**	**	**	**	**	**	7 12%	**	**	**	**	**	13 15%	5 7%	**
SATISFIED (7-10)	91 72%	**	**	**	**	**	**	**	**	49 86%	**	**	**	**	**	72 82%	73 93%	**
Answered	126	**	**	**	**	**	**	**	**	58	**	**	**	**	**	87	78	**
Mean score	7.5	**	**	**	**	**	**	**	**	8.0 j	**	**	**	**	**	7.9 n	8.5	**
Standard deviation	2.02	**	**	**	**	**	**	**	**	1.79	**	**	**	**	**	1.81	1.35	**
Standard error	.16	**	**	**	**	**	**	**	**	.17	**	**	**	**	**	.17	.13	**

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l,m - n,o - p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Virgin										Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes *a	No *b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All *m	Billing ~n	Fault/ repair ~o	General ~p	Yes ~q	No ~r
Significance Level: 99%																			
Unweighted total	165	97	66	108	42	24	42	35	73	70	21	67	39	57	22	11	24	17	40
Effective Weighted Sample	139	84	54	105	42	24	42	34	71	68	20	66	37	56	22	11	24	17	40
Total	126	73	52	58	25	9	24	18	39	38	11	37	20	68	24	15	29	20	48
1 Extremely dissatisfied (1.0)	1	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3 (3.0)	4	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
				a															
4 (4.0)	6	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5 (5.0)	15	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
				a															
6 (6.0)	9	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7 (7.0)	18	**	**	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8 (8.0)	29	**	**	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9 (9.0)	20	**	**	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
				b															
10 Extremely satisfied (10.0)	24	**	**	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
				b															

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Virgin										Orange							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes *a	No *b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l	All *m	Billing ~n	Fault/ repair ~o	General ~p	Yes ~q	No ~r
Significance Level: 99%																			
Unweighted total	165	97	66	108	42	24	42	35	73	70	21	67	39	57	22	11	24	17	40
Effective Weighted Sample	139	84	54	105	42	24	42	34	71	68	20	66	37	56	22	11	24	17	40
Total	126	73	52	58	25	9	24	18	39	38	11	37	20	68	24	15	29	20	48
SUMMARY CODES																			
DISSATISFIED (1-3)	5 4%	** **	** **	1 2%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
			a																
NEUTRAL (4-6)	30 24%	** **	** **	7 12%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
			a																
SATISFIED (7-10)	91 72%	** **	** **	49 86%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
			b																
Answered	126	**	**	58	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.5	**	**	8.0	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			b																
Standard deviation	2.02	**	**	1.79	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.16	**	**	.17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

		Orange				
		Satisfaction with CS		Resolved		
		Satis- fied ~a	Dissat- isfied ~b	Yes ~c	No ~d	
		Total				
Significance Level: 99%						
Unweighted total		165	34	2	30	27
Effective Weighted Sample		139	34	2	30	27
Total		126	40	2	36	33
1 Extremely dissatisfied	(1.0)	1 *%	**	**	**	**
3	(3.0)	4 4%	**	**	**	**
4	(4.0)	6 5%	**	**	**	**
5	(5.0)	15 12%	**	**	**	**
6	(6.0)	9 7%	**	**	**	**
7	(7.0)	18 14%	**	**	**	**
8	(8.0)	29 23%	**	**	**	**
9	(9.0)	20 16%	**	**	**	**
10 Extremely satisfied	(10.0)	24 19%	**	**	**	**
SUMMARY CODES						
DISSATISFIED (1-3)		5 4%	**	**	**	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of broadband internet on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Orange				
	Satisfaction with CS		Resolved		
	Satis- fied ~a	Dissat- isfied ~b	Yes ~c	No ~d	
Significance Level: 99%	Total				
Unweighted total	165	34	2	30	27
Effective Weighted Sample	139	34	2	30	27
Total	126	40	2	36	33
NEUTRAL (4-6)	30	**	**	**	**
	24%	**	**	**	**
SATISFIED (7-10)	91	**	**	**	**
	72%	**	**	**	**
Answered	126	**	**	**	**
Mean score	7.5	**	**	**	**
Standard deviation	2.02	**	**	**	**
Standard error	.16	**	**	**	**

Columns Tested: a,b - c,d

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS	
		18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE ~e	WORKING ~f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No ~n	Satis- fied ~o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	101	18	43	40	45	56	58	28	15	101	36	24	41	31	70	68	16
Effective Weighted Sample	98	17	42	39	43	55	56	27	14	98	36	24	41	30	68	66	15
Total	53	9	24	21	23	30	31	15	7	53	22	9	23	16	38	36	8
3	(3.0)	1 1%	** **	** **	** **	** **	** **	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	1 1%	** **	** **	** **	** **	** **	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	4 7%	** **	** **	** **	** **	** **	** **	** **	4 7%	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	4 8%	** **	** **	** **	** **	** **	** **	** **	4 8%	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	7 13%	** **	** **	** **	** **	** **	** **	** **	7 13%	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	14 25%	** **	** **	** **	** **	** **	** **	** **	14 25%	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	9 16%	** **	** **	** **	** **	** **	** **	** **	9 16%	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	15 27%	** **	** **	** **	** **	** **	** **	** **	15 27%	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	9 16%	** **	** **	** **	** **	** **	** **	** **	** **	9 16%	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Mobile phone services

	AGE			GENDER		WORKING STATUS			SUPPLIER	Issue			Complaint		Satisfaction with CS		
	Total	18-34 ~a	35-54 ~b	55+ ~c	MALE ~d	FEMALE *e	WORKING *f	NOT ~g	RETIRED ~h	Virgin i	Billing ~j	Fault/ repair ~k	General ~l	Yes ~m	No *n	Satis- fied *o	Dissat- isfied ~p
Significance Level: 99%																	
Unweighted total	101	18	43	40	45	56	58	28	15	101	36	24	41	31	70	68	16
Effective Weighted Sample	98	17	42	39	43	55	56	27	14	98	36	24	41	30	68	66	15
Total	53	9	24	21	23	30	31	15	7	53	22	9	23	16	38	36	8
SATISFIED (7-10)	44	**	**	**	**	**	**	**	**	44	**	**	**	**	**	**	**
	82%	**	**	**	**	**	**	**	**	82%	**	**	**	**	**	**	**
Answered	53	**	**	**	**	**	**	**	**	53	**	**	**	**	**	**	**
Mean score	8.1	**	**	**	**	**	**	**	**	8.1	**	**	**	**	**	**	**
Standard deviation	1.69	**	**	**	**	**	**	**	**	1.69	**	**	**	**	**	**	**
Standard error	.17	**	**	**	**	**	**	**	**	.17	**	**	**	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h - j,k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	101	64	35	101	36	24	41	31	70	68	16	64	35
Effective Weighted Sample	98	63	33	98	36	24	41	30	68	66	15	63	33
Total	53	35	17	53	22	9	23	16	38	36	8	35	17
3	(3.0)	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
4	(4.0)	1 1%	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
5	(5.0)	4 7%	** **	4 7%	** **	** **	** **	** **	** **	** **	** **	** **	** **
6	(6.0)	4 8%	** **	4 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **
7	(7.0)	7 13%	** **	7 13%	** **	** **	** **	** **	** **	** **	** **	** **	** **
8	(8.0)	14 25%	** **	14 25%	** **	** **	** **	** **	** **	** **	** **	** **	** **
9	(9.0)	9 16%	** **	9 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **
10 Extremely satisfied	(10.0)	15 27%	** **	15 27%	** **	** **	** **	** **	** **	** **	** **	** **	** **
SUMMARY CODES													
DISSATISFIED (1-3)	1 1%	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	** **	** **	** **
NEUTRAL (4-6)	9 16%	** **	** **	9 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of Cable, satellite or other Pay TV on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes *a	No ~b	All c	Billing ~d	Fault/ repair ~e	General ~f	Yes ~g	No *h	Satis- fied *i	Dissat- isfied ~j	Yes *k	No ~l
Significance Level: 99%													
Unweighted total	101	64	35	101	36	24	41	31	70	68	16	64	35
Effective Weighted Sample	98	63	33	98	36	24	41	30	68	66	15	63	33
Total	53	35	17	53	22	9	23	16	38	36	8	35	17
SATISFIED (7-10)	44 82%	**	**	44 82%	**	**	**	**	**	**	**	**	**
Answered	53	**	**	53	**	**	**	**	**	**	**	**	**
Mean score	8.1	**	**	8.1	**	**	**	**	**	**	**	**	**
Standard deviation	1.69	**	**	1.69	**	**	**	**	**	**	**	**	**
Standard error	.17	**	**	.17	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	51 3%	12 2%	19 3%	19 4%	23 3%	28 3%	34 3%	8 2%	9 3%	6 5%	4 1%	20 4%	13 3%	4 2%	3 2%	16 3%	17 5%	17 2%
2 (2.0)	28 1%	8 1%	12 2%	8 2%	14 2%	14 1%	20 2%	3 1%	4 1%	1 1%	6 1%	8 2%	6 1%	5 2%	3 1%	15 2%	6 2%	7 1%
3 (3.0)	57 3%	21 3%	16 2%	20 4%	26 3%	31 3%	28 2%	17 4%	12 4%	2 2%	6 1%	18 4%	17 4%	4 2%	9 4%	18 3%	13 4%	27 3%
4 (4.0)	64 3%	29 4%	16 2%	19 4%	22 2%	42 4%	42 3%	11 3%	11 4%	3 3%	9 2%	26 5%	8 2%	10 4%	8 4%	24 4%	19 5%	21 2%
5 (5.0)	156 8%	55 7%	61 8%	40 8%	74 8%	82 7%	95 7%	37 9%	24 8%	8 7%	30 6%	55 12%	22 5%	21 9%	19 9%	48 7%	46 13%	61 6%
6 (6.0)	168 8%	67 9%	65 9%	36 7%	65 7%	103 9%	115 9%	36 9%	17 6%	13 12%	39 8%	38 8%	35 8%	24 10%	19 9%	62 10%	45 12%	62 6%
7 (7.0)	309 15%	129 17%	123 16%	57 11%	125 14%	185 17%	208 16%	70 17%	32 10%	11 10%	81 16%	65 14%	88 20%	36 15%	29 14%	106 16%	67 18%	136 14%
8 (8.0)	473 24%	172 23%	191 25%	110 22%	219 24%	254 23%	314 24%	89 22%	70 23%	26 24%	114 22%	123 26%	97 22%	54 22%	60 28%	155 24%	66 18%	251 25%
9 (9.0)	393 20%	136 18%	141 19%	115 23%	197 22%	196 18%	249 19%	68 17%	76 24%	23 21%	113 22%	66 14%	106 24%	49 20%	36 17%	115 18%	53 15%	225 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	303	110	110	82	139	164	189	60	53	17	110	55	57	36	27	88	31	184
	15%	15%	15%	16%	15%	15%	15%	15%	17%	16%	22% kl	12%	13%	15%	13%	14%	8%	19%
SUMMARY CODES																		
DISSATISFIED (1-3)	136	41	48	47	63	74	82	28	25	8	17	46	36	13	15	49	36	51
	7%	6%	6%	9%	7%	7%	6%	7%	8%	8%	3%	10% j	8% j	5%	7%	8%	10% q	5%
NEUTRAL (4-6)	388	151	142	95	160	228	252	83	53	24	79	120	65	56	45	135	110	143
	19%	20%	19%	19%	18%	21%	19%	21%	17%	22%	15%	25% jl	14% jl	23% jl	21%	21% q	30% oq	14%
SATISFIED (7-10)	1478	548	566	364	679	799	960	287	231	77	418	309	348	175	151	464	217	797
	74%	74%	75%	72%	75%	73%	74%	72%	75%	71%	81% ikm	65%	78% k	72%	71%	72% p	60% op	80% op
Answered	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Mean score	7.4	7.4	7.4	7.4	7.5	7.3	7.4	7.3	7.5	7.4	7.9 iklmn	6.9	7.4 k	7.4 k	7.3	7.3 p	6.7	7.8 op
Standard deviation	2.15	2.05	2.10	2.36	2.15	2.15	2.12	2.12	2.28	2.32	1.87	2.34	2.13	2.09	2.10	2.18	2.29	2.00
Standard error	.05	.07	.08	.11	.07	.06	.06	.10	.13	.16	.09	.12	.11	.10	.15	.08	.11	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	51 3%	30 6%	20 1%	10 1%	35 24%	10 1%	39 5%	6 5%	**	**	**	**	1 1%	*	**	-	**
			b		c		e						l		**	-	**	
2	(2.0)	28 1%	16 3%	12 1%	4 *	22 15%	9 1%	19 3%	1 1%	**	**	**	**	1 1%	-	**	-	**
			b		c		e								**	**	**	
3	(3.0)	57 3%	26 5%	32 2%	13 1%	29 20%	28 2%	27 5%	2 2%	**	**	**	**	2 2%	-	**	1 1%	**
			b		c		e								**	**	**	
4	(4.0)	64 3%	27 5%	37 3%	9 1%	16 11%	20 1%	44 8%	3 3%	**	**	**	**	1 2%	1 1%	**	2 2%	**
			b		c		e								**	**	**	
5	(5.0)	156 8%	61 12%	94 6%	24 2%	14 10%	59 4%	93 17%	8 7%	**	**	**	**	3 4%	1 2%	**	3 4%	**
			b		c		e								**	**	**	
6	(6.0)	168 8%	51 10%	117 8%	79 5%	10 7%	84 6%	83 15%	13 12%	**	**	**	**	8 11%	4 5%	**	3 5%	**
							e								**	**	o	
7	(7.0)	309 15%	87 17%	222 15%	250 17%	7 5%	211 15%	96 17%	11 10%	**	**	**	**	6 8%	7 9%	**	5 7%	**
					d		f								**	**	**	
8	(8.0)	473 24%	106 21%	367 25%	433 29%	8 5%	364 26%	101 18%	26 24%	**	**	**	**	22 29%	25 33%	**	21 30%	**
					d		f								**	**	p	
9	(9.0)	393 20%	67 13%	326 22%	376 25%	4 2%	339 24%	47 8%	23 21%	**	**	**	**	18 24%	22 29%	**	20 28%	**
				a	d		f								**	**	p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	303 15%	42 8%	261 17%	295 20%	2 1%	290 21%	12 2%	17 16%	**	**	**	**	14 19%	17 22%	**	16 23%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	136 7%	72 14%	64 4%	27 2%	86 59%	47 3%	85 15%	8 8%	**	**	**	**	3 4%	*	**	1 1%	**
NEUTRAL (4-6)	388 19%	139 27%	249 17%	112 7%	40 27%	163 12%	219 39%	24 22%	**	**	**	**	12 17%	5 7%	**	8 12%	**
SATISFIED (7-10)	1478 74%	302 59%	1176 79%	1355 91%	20 14%	1203 85%	256 46%	77 71%	**	**	**	**	60 80%	71 93%	**	62 88%	**
Answered	2002	512	1490	1494	147	1413	560	109	**	**	**	**	75	77	**	71	**
Mean score	7.4	6.5	7.7	8.2	3.6	8.0	5.9	7.4	**	**	**	**	7.9	8.4	**	8.3	**
Standard deviation	2.15	2.45	1.94	1.50	2.34	1.77	2.27	2.32	**	**	**	**	1.83	1.33	**	1.54	**
Standard error	.05	.10	.05	.04	.18	.05	.09	.16	**	**	**	**	.16	.11	**	.14	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	51 3%	4 1%	1 1%	** **	2 1%	2 1%	3 1%	1 *%	** **	1 *%	** **	20 4%	5 3%	** **	4 2%	14 10%	6 2%	4 1%	** **
2 (2.0)	28 1%	6 1%	3 2%	** **	2 1%	6 5%	- -	- -	** **	3 1%	** **	8 2%	5 3%	** **	1 1%	4 3%	4 1%	1 *%	** **
3 (3.0)	57 3%	6 1%	6 3%	** **	- -	5 4%	2 *%	- -	** **	3 1%	** **	18 4%	2 1%	** **	13 7%	6 5%	12 4%	5 2%	** **
4 (4.0)	64 3%	9 2%	3 2%	** **	4 1%	3 2%	7 2%	1 *%	** **	2 1%	** **	26 5%	13 7%	** **	6 3%	14 11%	11 3%	2 1%	** **
5 (5.0)	156 8%	30 6%	11 6%	** **	14 5%	13 11%	17 4%	6 1%	** **	13 3%	** **	55 12%	15 8%	** **	20 11%	21 16%	34 10%	10 3%	** **
6 (6.0)	168 8%	39 8%	12 7%	** **	16 6%	7 6%	32 8%	18 4%	** **	22 6%	** **	38 8%	20 11%	** **	11 6%	14 11%	24 7%	20 6%	** **
7 (7.0)	309 15%	81 16%	32 18%	** **	30 11%	22 19%	58 15%	70 17%	** **	65 16%	** **	65 14%	27 14%	** **	23 13%	10 8%	55 16%	52 16%	** **
8 (8.0)	473 24%	114 22%	38 22%	** **	58 22%	32 26%	82 21%	107 25%	** **	86 21%	** **	123 26%	50 27%	** **	52 28%	28 21%	95 28%	111 35%	** **
9 (9.0)	393 20%	113 22%	33 19%	** **	71 27%	16 14%	97 25%	109 26%	** **	101 25%	** **	66 14%	28 15%	** **	29 16%	14 11%	51 15%	61 19%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	303	110	34	**	67	14	96	109	**	109	**	55	24	**	23	8	47	54	**
	15%	22%	19%	**	26%	12%	24%	26%	**	27%	**	12%	12%	**	13%	6%	14%	17%	**
							e			j									
SUMMARY CODES																			
DISSATISFIED (1-3)	136	17	10	**	4	12	5	1	**	7	**	46	13	**	18	23	23	10	**
	7%	3%	6%	**	1%	10%	1%	*%	**	2%	**	10%	7%	**	10%	18%	7%	3%	**
						f				i					p				
NEUTRAL (4-6)	388	79	27	**	34	23	56	25	**	38	**	120	48	**	37	50	70	32	**
	19%	15%	16%	**	13%	19%	14%	6%	**	9%	**	25%	25%	**	20%	37%	21%	10%	**
										i					p				
SATISFIED (7-10)	1478	418	136	**	226	84	333	395	**	361	**	309	128	**	128	60	248	277	**
	74%	81%	79%	**	86%	70%	85%	94%	**	89%	**	65%	68%	**	70%	45%	73%	87%	**
					c		e			j					m	o			
Answered	2002	513	173	**	263	120	394	421	**	405	**	475	189	**	183	134	341	319	**
Mean score	7.4	7.9	7.7	**	8.2	7.1	8.2	8.5	**	8.3	**	6.9	7.1	**	7.2	5.9	7.3	7.9	**
		c			bc		e			j		m	m		m	o			
Standard deviation	2.15	1.87	2.02	**	1.69	2.24	1.67	1.30	**	1.60	**	2.34	2.22	**	2.22	2.62	2.10	1.66	**
Standard error	.05	.09	.16	**	.14	.21	.10	.07	**	.09	**	.12	.17	**	.18	.25	.12	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone					T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%																				
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291	
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279	
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184	
1 Extremely dissatisfied (1.0)	51 3%	4 1%	16 10% a	13 3%	5 4%	** **	7 3%	7 6%	6 2%	1 *%	** **	2 1%	11 9% k	4 2%	1 1%	** **	1 1%	3 4%	1 1%	
2 (2.0)	28 1%	1 *%	7 4% a	6 1%	3 3%	** **	1 1%	2 2%	4 1%	1 *%	** **	2 1%	4 3%	5 2%	2 3%	** **	1 1%	3 5%	2 1%	
3 (3.0)	57 3%	7 2%	10 6%	17 4%	5 4%	** **	7 3%	12 10% h	6 2%	4 1%	** **	9 3%	7 6%	4 2%	2 2%	** **	2 1%	1 2%	3 2%	
4 (4.0)	64 3%	8 3%	18 11% a	8 2%	2 1%	** **	3 1%	3 2%	5 1%	1 *%	** **	1 *%	6 5% k	10 4%	3 4%	** **	5 4%	3 4%	8 4%	
5 (5.0)	156 8%	19 6%	35 21% a	22 5%	8 6%	** **	11 5%	6 5%	16 5%	2 1%	** **	11 3%	10 8%	21 9%	8 10%	** ** p	7 5%	6 10%	15 8%	
6 (6.0)	168 8%	17 6%	21 12%	35 8%	11 9%	** ** f	11 5%	12 10%	23 7%	17 5%	** **	16 5%	17 14% k	24 10%	9 11%	** **	11 9%	10 16%	15 8%	
7 (7.0)	309 15%	44 15%	21 12%	88 20%	29 22%	** **	43 18%	30 25%	59 18%	74 21%	** **	56 18%	32 27%	36 15%	10 12%	** **	20 16%	12 20%	24 13%	
8 (8.0)	473 24%	92 31% b	30 17%	97 22%	30 23%	** **	53 22%	22 18%	75 23%	86 25%	** **	75 23%	20 17%	54 22%	19 24%	** **	30 24%	9 16%	45 24%	
9 (9.0)	393 20%	57 19% b	8 5%	106 24%	26 20%	** **	62 26%	17 14%	89 27% g	105 30%	** **	93 29% l	11 9%	49 20%	15 18%	** **	27 22%	8 13%	41 23%	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	Orange			Vodafone						T-Mobile								
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	303	49	5	57	12	**	39	9	49	55	**	56	1	36	11	**	22	6	30
	15%	16% b	3%	13%	9%	**	16%	7%	15%	16%	**	17% l	1%	15%	13%	**	18%	10%	16%
SUMMARY CODES																			
DISSATISFIED (1-3)	136	12	33	36	14	**	15	21	16	6	**	13	22	13	5	**	3	7	6
	7%	4%	19% a	8%	11%	**	6%	17% h	5%	2%	**	4%	18% k	5%	7%	**	2% p	11% r	3%
NEUTRAL (4-6)	388	44	74	65	21	**	25	21	43	20	**	28	33	56	20	**	23	18	38
	19%	15%	43% a	14%	16%	** f	11%	18% f	13%	6%	**	9%	28% k	23%	25%	** p	18% p	30% p	21%
SATISFIED (7-10)	1478	242	63	348	97	**	197	77	271	320	**	280	65	175	55	**	99	35	140
	74%	81% b	37%	78%	74%	**	83% e	65%	82% g	92%	**	87% l	54%	72% o	68%	**	79% o	59% o	76% q
Answered	2002	298	170	449	131	**	237	120	329	347	**	321	120	244	80	**	125	60	184
Mean score	7.4	7.7 b	5.5	7.4	7.1	**	7.7	6.6	7.8	8.2	**	8.0	6.0	7.4	7.3	**	7.8	6.6	7.7
Standard deviation	2.15	1.88	2.38	2.13	2.24	**	2.05	2.44	1.92	1.41	**	1.73	2.37	2.09	2.15	**	1.83	2.36	1.93
Standard error	.05	.12 b	.20	.11	.18	**	.16	.23	.11	.08	**	.10	.22	.10	.17	**	.14	.22	.11

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	51 3%	1 *%	** **	- -%	3 4%	3 2%	** **	** **	** **	** **	3 2%	3 2%	** **	3 2%	** **
2	(2.0)	28 1%	- -%	** **	1 1%	4 5%	3 1%	** **	** **	** **	** **	2 1%	2 1%	** **	2 1%	** **
3	(3.0)	57 3%	1 1%	** **	2 1%	2 3%	9 4%	** **	** **	** **	** **	7 4%	3 2%	** **	6 4%	** **
4	(4.0)	64 3%	2 1%	** **	4 2%	7 9%	8 4%	** **	** **	** **	** **	6 4%	2 1%	** **	3 2%	** **
5	(5.0)	156 8%	2 1%	** **	7 4%	15 20%	19 9%	** **	** **	** **	** **	9 5%	3 2%	** **	7 5%	** **
6	(6.0)	168 8%	10 6%	** **	13 8%	11 15%	19 9%	** **	** **	** **	** **	15 9%	11 7%	** **	11 7%	** **
7	(7.0)	309 15%	27 16%	** **	25 15%	11 15%	29 14%	** **	** **	** **	** **	21 13%	20 13%	** **	15 10%	** **
8	(8.0)	473 24%	50 29%	** **	41 25%	10 14%	60 28%	** **	** **	** **	** **	49 30%	55 35%	** **	48 32%	** **
9	(9.0)	393 20%	45 26%	** **	38 23%	9 13%	36 17%	** **	** **	** **	** **	29 17%	34 22%	** **	31 20%	** **
10 Extremely satisfied	(10.0)	303 15%	35 20%	** **	34 21%	2 2%	27 13%	** **	** **	** **	** **	24 15%	25 16%	** **	25 17%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q1. (ASKED FOR ALL SUPPLIERS USED) Overall how satisfied would you say you are with SUPPLIER as your provider of mobile phone services on a 1 to 10 scale?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
SUMMARY CODES															
DISSATISFIED (1-3)	136 7%	2 1%	** **	3 2%	9 13% c	15 7%	** **	** **	** **	** **	12 7%	8 5%	** **	11 7%	** **
NEUTRAL (4-6)	388 19%	14 8%	** **	23 14%	33 44% c	45 21%	** **	** ** efh	** **	** **	30 18%	15 9%	** **	21 14%	** ** m
SATISFIED (7-10)	1478 74%	157 91%	** **	139 84% d	32 44%	151 71% g	** ** g	** **	** ** g	** **	124 74%	134 85%	** **	120 79% n	** **
Answered	2002	173	**	165	74	212	**	**	**	**	166	158	**	153	**
Mean score	7.4	8.3	**	8.0 d	6.0	7.3	**	**	**	**	7.4	7.9	**	7.6 n	**
Standard deviation	2.15	1.41	**	1.65	2.24	2.10	**	**	**	**	2.11	1.88	**	2.09	**
Standard error	.05	.08	**	.10	.20	.15	**	**	**	**	.18	.16	**	.18	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Only on the phone	1192 60%	421 57%	449 59%	322 64%	518 57%	674 61%	749 58%	247 62%	196 63%	70 64%	250 49%	313 66%	266 59%	164 67%	128 61%	393 61%	197 54%	602 61%
Mainly on the phone	551 28%	231 31%	205 27%	115 23%	264 29%	286 26%	393 30%	91 23%	66 21%	29 26%	167 32%	124 26%	114 25%	57 23%	61 29%	194 30%	120 33%	237 24%
Only via email	128 6%	44 6%	56 7%	28 6%	70 8%	58 5%	80 6%	28 7%	19 6%	5 5%	50 10%	16 3%	36 8%	10 4%	10 5%	25 4%	29 8%	74 7%
Mainly via email	98 5%	33 4%	42 6%	22 4%	38 4%	60 5%	59 5%	25 6%	14 4%	5 4%	40 8%	11 2%	24 5%	9 4%	9 4%	29 4%	15 4%	54 5%
Don't Know	34 2%	11 2%	5 1%	18 4%	12 1%	22 2%	13 1%	7 2%	14 5%	1 1%	7 1%	10 2%	9 2%	4 2%	3 2%	8 1%	1 *%	25 3%
SUMMARY CODES																		
ANY CONTACT BY PHONE	1840 92%	685 93%	696 92%	459 91%	820 91%	1020 93%	1201 93%	363 91%	276 89%	103 94%	457 89%	448 94%	404 90%	230 94%	198 94%	615 95%	332 92%	893 90%
ANY CONTACT BY EMAIL	776 39%	307 42%	303 40%	166 33%	372 41%	404 37%	532 41%	144 36%	100 32%	39 35%	256 50%	151 32%	174 39%	76 31%	80 38%	247 38%	164 45%	365 37%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Virgin										
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	Issue				Complaint		Satisfaction with CS		Resolved		
								All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
Only on the phone	1192 60%	273 53%	919 62%	916 61%	80 55%	862 61%	312 56%	70 64%	** **	** **	** **	** **	50 66%	51 67%	** **	47 66%	** **	
Mainly on the phone	551 28%	175 34%	375 25%	391 26%	45 30%	373 26%	173 31%	29 26%	** **	** **	** **	** **	18 24%	17 22%	** **	16 23%	** **	
Only via email	128 6%	32 6%	96 6%	87 6%	10 7%	84 6%	44 8%	5 5%	** **	** **	** **	** **	4 5%	4 5%	** **	3 5%	** **	
Mainly via email	98 5%	29 6%	68 5%	72 5%	10 7%	70 5%	27 5%	5 4%	** **	** **	** **	** **	3 4%	4 5%	** **	4 6%	** **	
Don't Know	34 2%	3 1%	31 2%	28 2%	3 2%	24 2%	4 1%	1 1%	** **	** **	** **	** **	1 1%	1 1%	** **	- -%	** **	
SUMMARY CODES																		
ANY CONTACT BY PHONE	1840 92%	478 93%	1362 91%	1378 92%	135 92%	1305 92%	513 92%	103 94%	** **	** **	** **	** **	71 94%	72 94%	** **	67 95%	** **	
ANY CONTACT BY EMAIL	776 39%	237 46%	539 36%	550 37%	64 43%	527 37%	244 44%	39 35%	** **	** **	** **	** **	24 32%	25 32%	** **	24 34%	** **	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Mobile phone services

	O2										Orange									
	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS			
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r	
Significance Level: 99%																				
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39	
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39	
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47	
Only on the phone	1192 60%	250 49%	84 49%	** **	131 50%	46 38%	204 52%	211 50%	** **	205 51%	** **	313 66%	129 68%	** **	121 66%	84 63%	230 67%	211 66%	** **	
Mainly on the phone	551 28%	167 32%	68 39%	** **	69 26%	50 42%	116 30%	135 32%	** **	130 32%	** **	124 26%	50 27%	** **	44 24%	39 29%	84 25%	79 25%	** **	
Only via email	128 6%	50 10%	9 5%	** **	34 13%	11 9%	39 10%	35 8%	** **	32 8%	** **	16 3%	2 1%	** **	7 4%	4 3%	13 4%	10 3%	** **	
Mainly via email	98 5%	40 8%	12 7%	** **	23 9%	11 10%	29 7%	34 8%	** **	33 8%	** **	11 2%	3 2%	** **	4 2%	6 4%	5 1%	9 3%	** **	
Don't Know	34 2%	7 1%	- -%	** **	7 3%	2 1%	5 1%	5 1%	** **	5 1%	** **	10 2%	4 2%	** **	6 3%	1 1%	9 3%	9 3%	** **	
SUMMARY CODES																				
ANY CONTACT BY PHONE	1840 92%	457 89%	164 95%	** **	223 85%	107 90%	349 89%	381 90%	** **	368 91%	** **	448 94%	183 97%	** **	169 93%	129 96%	319 94%	299 94%	** **	
ANY CONTACT BY EMAIL	776 39%	256 50%	89 51%	** **	125 48%	72 60%	184 47%	205 49%	** **	195 48%	** **	151 32%	56 29%	** **	55 30%	49 37%	102 30%	98 31%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		Issue			Complaint		Satisfaction with CS				Resolved		Issue			Complaint		
	Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%	Total																		
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
Only on the phone	1192 60%	195 65%	113 67%	266 59%	82 63%	** **	140 59%	65 54%	201 61%	218 63%	** **	201 63%	61 51%	164 67%	53 66%	** **	88 70%	37 62%	128 69%
Mainly on the phone	551 28%	77 26%	46 27%	114 25%	31 24%	** **	58 25%	40 34%	74 23%	81 23%	** **	73 23%	41 34%	57 23%	20 25%	** **	26 21%	17 29%	39 21%
Only via email	128 6%	11 4%	5 3%	36 8%	8 6%	** **	22 9%	8 7%	28 8%	29 8%	** **	28 9%	9 7%	10 4%	2 3%	** **	4 3%	3 5%	7 4%
Mainly via email	98 5%	6 2%	5 3%	24 5%	7 5%	** **	12 5%	6 5%	18 5%	14 4%	** **	15 5%	9 7%	9 4%	4 6%	** **	4 3%	2 4%	7 4%
Don't Know	34 2%	9 3%	1 1%	9 2%	3 3%	** **	4 2%	- -%	9 3%	5 1%	** **	5 2%	1 1%	4 2%	- -%	** **	4 3%	- -%	4 2%
SUMMARY CODES																			
ANY CONTACT BY PHONE	1840 92%	278 93%	164 96%	404 90%	120 91%	** **	211 89%	111 93%	293 89%	313 90%	** **	289 90%	110 92%	230 94%	78 97%	** **	118 94%	57 95%	174 94%
ANY CONTACT BY EMAIL	776 39%	94 32%	56 33%	174 39%	46 35%	** **	93 39%	55 46%	120 36%	123 36%	** **	115 36%	58 48%	76 31%	27 34%	** **	34 27%	23 38%	53 29%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q2. In dealing with SUPPLIER about this did you contact them only on the phone, mainly on the phone, only via email or mainly via email?

Base : Contact about Mobile phone services

	T-Mobile					3/ Three									
	Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Only on the phone	1192 60%	121 70%	** **	112 68%	51 69%	128 61%	** **	** **	** **	** **	106 64%	103 65%	** **	103 68%	** **
Mainly on the phone	551 28%	36 21%	** **	40 24%	16 21%	61 29%	** **	** **	** **	** **	43 26%	43 27%	** **	38 25%	** **
Only via email	128 6%	5 3%	** **	5 3%	5 6%	10 5%	** **	** **	** **	** **	6 3%	5 3%	** **	4 3%	** **
Mainly via email	98 5%	8 4%	** **	6 4%	3 4%	9 4%	** **	** **	** **	** **	8 5%	3 2%	** **	5 3%	** **
Don't Know	34 2%	4 2%	** **	2 1%	- -%	3 2%	** **	** **	** **	** **	3 2%	3 2%	** **	2 1%	** **
SUMMARY CODES															
ANY CONTACT BY PHONE	1840 92%	164 95%	** **	157 95%	70 94%	198 94%	** **	** **	** **	** **	157 95%	149 95%	** **	147 96%	** **
ANY CONTACT BY EMAIL	776 39%	48 28%	** **	51 31%	23 31%	80 38%	** **	** **	** **	** **	56 34%	51 32%	** **	48 31%	** **

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	64 3%	14 2%	33 4%	16 3%	29 3%	35 3%	45 4%	10 3%	9 3%	10 9%	4 1%	17 4%	17 4%	9 4%	7 3%	24 4%	13 4%	27 3%
2 (2.0)	39 2%	16 2%	14 2%	9 2%	16 2%	22 2%	29 2%	6 1%	4 1%	2 2%	12 2%	14 3%	4 1%	6 2%	* *%	19 3%	9 2%	11 1%
3 (3.0)	44 2%	11 2%	12 2%	20 4%	24 3%	20 2%	21 2%	8 2%	14 5%	3 3%	4 1%	16 3%	8 2%	4 2%	10 5%	16 3%	13 3%	15 2%
4 (4.0)	86 4%	24 3%	34 4%	28 5%	34 4%	52 5%	45 3%	21 5%	20 6%	6 6%	16 3%	30 6%	19 4%	8 3%	6 3%	29 4%	28 8%	29 3%
5 (5.0)	135 7%	59 8%	49 6%	27 5%	55 6%	80 7%	86 7%	31 8%	19 6%	2 2%	30 6%	41 9%	27 6%	16 7%	18 9%	40 6%	39 11%	56 6%
6 (6.0)	140 7%	70 9%	43 6%	28 6%	60 7%	80 7%	92 7%	35 9%	13 4%	8 7%	26 5%	38 8%	28 6%	28 11%	12 6%	46 7%	41 11%	53 5%
7 (7.0)	297 15%	124 17%	119 16%	54 11%	127 14%	170 15%	215 17%	56 14%	26 8%	9 9%	76 15%	76 16%	69 15%	33 13%	34 16%	104 16%	63 18%	129 13%
8 (8.0)	432 22%	162 22%	170 22%	100 20%	214 24%	219 20%	297 23%	82 21%	54 17%	20 18%	113 22%	92 19%	107 24%	48 20%	53 25%	140 22%	60 16%	233 23%
9 (9.0)	390 20%	127 17%	141 19%	122 24%	186 21%	205 19%	246 19%	61 15%	84 27%	24 22%	108 21%	87 18%	93 21%	45 18%	35 17%	122 19%	53 15%	215 22%

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	374 19%	132 18%	141 19%	101 20%	158 17%	216 20%	218 17%	89 22%	68 22%	25 k	125 k	64 14%	78 17%	47 19%	35 17%	109 17%	44 12%	221 22%
SUMMARY CODES																		
DISSATISFIED (1-3)	147 7%	41 6%	60 8%	46 9%	69 8%	78 7%	96 7%	24 6%	27 9%	15 14% jl	20 4%	47 10% j	29 6%	18 8%	18 8%	59 9% q	34 10%	54 5%
NEUTRAL (4-6)	361 18%	153 21%	126 17%	83 16%	149 17%	212 19%	223 17%	87 22%	51 16%	17 16%	73 14%	109 23% j	73 16%	53 22% j	37 17%	115 18%	108 30% oq	139 14%
SATISFIED (7-10)	1494 75%	546 74%	570 75%	377 75%	684 76%	810 74%	975 75%	287 72%	231 75%	77 71%	421 82% ikm	319 67%	347 77% k	173 71%	158 74%	474 73% p	220 61%	799 81% op
Answered Mean score	2002 7.5	740 7.5	756 7.4	506 7.5	902 7.5	1100 7.4	1294 7.4	398 7.5	309 7.6	109 7.2	513 7.9 ikmn	475 7.0	449 7.5 k	244 7.4	212 7.4	648 7.3 p	363 6.8	991 7.8 op
Standard deviation	2.28	2.12	2.35	2.39	2.25	2.30	2.25	2.25	2.42	2.83	1.99	2.39	2.22	2.32	2.24	2.36	2.35	2.13
Standard error	.05	.08	.09	.11	.08	.07	.06	.11	.14	.20	.10	.12	.11	.12	.16	.08	.12	.08

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	64 3%	36 7%	28 2%	- -%	64 44%	7 *%	55 10%	10 9%	**	**	**	**	4 6%	- -%	**	1 2%	**
			b		c		e			j			l				o	
2	(2.0)	39 2%	23 5%	16 1%	- -%	39 26%	14 1%	25 4%	2 2%	**	**	**	**	1 1%	- -%	**	- -%	**
			b		c		e											
3	(3.0)	44 2%	26 5%	18 1%	- -%	44 30%	12 1%	32 6%	3 3%	**	**	**	**	1 1%	- -%	**	1 2%	**
			b		c		e											
4	(4.0)	86 4%	39 8%	47 3%	- -%	- -%	25 2%	57 10%	6 6%	**	**	**	**	3 4%	- -%	**	1 2%	**
			b				e											o
5	(5.0)	135 7%	51 10%	85 6%	- -%	- -%	47 3%	85 15%	2 2%	**	**	**	**	1 1%	- -%	**	1 1%	**
			b				e											
6	(6.0)	140 7%	46 9%	94 6%	- -%	- -%	65 5%	73 13%	8 7%	**	**	**	**	5 7%	- -%	**	2 3%	**
							e											o
7	(7.0)	297 15%	77 15%	220 15%	297 20%	- -%	188 13%	106 19%	9 9%	**	**	**	**	6 8%	9 12%	**	4 6%	**
					d		e											
8	(8.0)	432 22%	92 18%	341 23%	432 29%	- -%	343 24%	84 15%	20 18%	**	**	**	**	16 21%	20 25%	**	16 22%	**
					d		f											
9	(9.0)	390 20%	68 13%	323 22%	390 26%	- -%	354 25%	35 6%	24 22%	**	**	**	**	18 24%	24 31%	**	20 28%	**
				a	d		f										p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	374 19%	55 11%	319 21%	374 25%	- -%	360 25%	9 2%	25 22%	**	**	**	**	20 27%	25 32%	**	24 34%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	147 7%	85 17%	62 4%	- -%	147 100%	32 2%	112 20%	15 14%	**	**	**	**	6 8%	- -%	**	2 3%	**
NEUTRAL (4-6)	361 18%	136 26%	226 15%	- -%	- -%	136 10%	215 38%	17 16%	**	**	**	**	9 13%	- -%	**	4 6%	**
SATISFIED (7-10)	1494 75%	291 57%	1202 81%	1494 100%	- -%	1245 88%	233 42%	77 71%	**	**	**	**	60 80%	77 100%	**	64 91%	**
Answered	2002	512	1490	1494	147	1413	560	109	**	**	**	**	75	77	**	71	**
Mean score	7.5	6.4	7.8	8.6	1.9	8.2	5.5	7.2	**	**	**	**	7.8	8.8	**	8.5	**
Standard deviation	2.28	2.64	2.02	1.07	.85	1.70	2.37	2.83	**	**	**	**	2.42	1.02	**	1.79	**
Standard error	.05	.11	.05	.03	.07	.05	.10	.20	**	**	**	**	.21	.09	**	.16	**

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	64 3%	4 1%	1 1%	** **	2 1%	3 2%	1 *%	- -%	** **	- -%	** **	17 4%	4 2%	** **	6 3%	11 8%	6 2%	- -%	** **
2 (2.0)	39 2%	12 2%	7 4%	** **	5 2%	9 8%	3 1%	- -%	** **	5 1%	** **	14 3%	7 4%	** **	2 1%	8 6%	6 2%	- -%	** **
3 (3.0)	44 2%	4 1%	2 1%	** **	- -%	4 3%	- -%	- -%	** **	1 *%	** **	16 3%	4 2%	** **	7 4%	7 5%	9 3%	- -%	** **
4 (4.0)	86 4%	16 3%	7 4%	** **	5 2%	4 3%	13 3%	- -%	** **	7 2%	** **	30 6%	13 7%	** **	9 5%	17 13%	13 4%	- -%	** **
5 (5.0)	135 7%	30 6%	8 5%	** **	16 6%	12 10%	19 5%	- -%	** **	13 3%	** **	41 9%	15 8%	** **	11 6%	18 13%	23 7%	- -%	** **
6 (6.0)	140 7%	26 5%	15 8%	** **	7 3%	8 7%	18 5%	- -%	** **	14 3%	** **	38 8%	10 5%	** **	17 9%	14 10%	24 7%	- -%	** **
7 (7.0)	297 15%	76 15%	26 15%	** **	32 12%	23 19%	53 13%	76 18%	** **	51 13%	** **	76 16%	30 16%	** **	31 17%	11 8%	65 19%	76 24%	** **
8 (8.0)	432 22%	113 22%	37 21%	** **	60 23%	26 21%	87 22%	113 27%	** **	90 22%	** **	92 19%	46 24%	** **	32 17%	18 13%	74 22%	92 29%	** **
9 (9.0)	390 20%	108 21%	32 18%	** **	62 23%	15 12%	93 24%	108 26%	** **	101 25%	** **	87 18%	37 20%	** **	37 20%	21 15%	66 19%	87 27%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	374	125	39	**	74	17	107	125	**	123	**	64	22	**	31	9	55	64	**
	19%	24%	23%	**	28%	14%	27%	30%	**	30%	**	14%	12%	**	17%	7%	16%	20%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	147	20	10	**	7	16	4	-	**	6	**	47	16	**	16	27	21	-	**
	7%	4%	6%	**	3%	13%	1%	-%	**	2%	**	10%	8%	**	9%	20%	6%	-%	**
						f				i					p				
NEUTRAL (4-6)	361	73	29	**	28	23	50	-	**	33	**	109	37	**	37	48	61	-	**
	18%	14%	17%	**	11%	19%	13%	-%	**	8%	**	23%	20%	**	20%	36%	18%	-%	**
										i					p				
SATISFIED (7-10)	1494	421	134	**	228	81	340	421	**	365	**	319	136	**	130	59	260	319	**
	75%	82%	77%	**	87%	67%	86%	100%	**	90%	**	67%	72%	**	71%	44%	76%	100%	**
					e		e			j		m	m	**	m	o			
Answered	2002	513	173	**	263	120	394	421	**	405	**	475	189	**	183	134	341	319	**
Mean score	7.5	7.9	7.7	**	8.2	6.9	8.2	8.7	**	8.4	**	7.0	7.2	**	7.3	5.9	7.5	8.4	**
					c		e			j		m	m	**	m	o			
Standard deviation	2.28	1.99	2.14	**	1.87	2.46	1.70	1.09	**	1.63	**	2.39	2.29	**	2.32	2.70	2.10	1.06	**
Standard error	.05	.10	.17	**	.15	.23	.10	.06	**	.09	**	.12	.17	**	.19	.25	.12	.06	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone					T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%																				
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291	
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279	
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184	
1 Extremely dissatisfied (1.0)	64 3%	1 *%	15 9% a	17 4%	8 6%	** **	8 4%	8 7%	9 3%	- -%	** **	2 1%	15 12% k	9 4%	3 4%	** **	5 4%	4 7%	4 2%	
2 (2.0)	39 2%	4 1%	11 6% a	4 1%	1 1%	** **	1 1%	2 2%	2 1%	- -%	** **	3 1%	1 1%	6 2%	3 4%	** **	2 1%	3 5%	3 2%	
3 (3.0)	44 2%	4 1%	12 7% a	8 2%	5 4%	** **	1 1%	4 3%	4 1%	- -%	** **	1 *%	6 5% k	4 2%	1 2%	** **	1 1%	3 4%	1 1%	
4 (4.0)	86 4%	8 3%	21 12% a	19 4%	2 1%	** ** d	10 4%	6 5%	13 4%	- -%	** **	6 2%	12 10% k	8 3%	1 2%	** **	4 3%	4 7%	4 2%	
5 (5.0)	135 7%	10 3%	30 18% a	27 6%	9 7%	** **	10 4%	11 10%	15 5%	- -%	** **	10 3%	15 13% k	16 7%	4 6%	** **	8 7%	4 6%	13 7%	
6 (6.0)	140 7%	19 6%	19 11%	28 6%	8 6%	** **	10 4%	10 8%	18 6%	- -%	** **	14 4%	12 10%	28 11%	7 9%	** ** n	12 10%	9 15%	19 10%	
7 (7.0)	297 15%	50 17%	26 15%	69 15%	27 20%	** **	31 13%	27 22%	42 13%	69 20%	** **	41 13%	28 23%	33 13%	12 15%	** **	14 12%	9 15%	24 13%	
8 (8.0)	432 22%	66 22%	25 15%	107 24%	29 22%	** **	65 27%	28 23%	79 24%	107 31%	** **	84 26%	22 18%	48 20%	18 23% o	** **	27 21%	8 13%	40 22%	
9 (9.0)	390 20%	77 26% b	8 5%	93 21%	24 18%	** **	53 22%	12 10%	81 24% g	93 27%	** **	84 26% l	8 7%	45 18%	14 18%	** **	26 21%	10 16%	35 19%	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	374	60	3	78	20	**	49	12	65	78	**	74	1	47	15	**	27	6	41
	19%	20%	2%	17%	15%	**	20%	10%	20%	22%	**	23%	1%	19%	19%	**	21%	11%	22%
		b										l							
SUMMARY CODES																			
DISSATISFIED (1-3)	147	8	38	29	14	**	11	14	15	-	**	7	22	18	7	**	7	10	9
	7%	3%	22%	6%	11%	**	5%	11%	5%	-%	**	2%	19%	8%	9%	**	5%	16%	5%
			a										k					r	
NEUTRAL (4-6)	361	37	70	73	18	**	29	27	47	-	**	31	39	53	13	**	24	17	36
	18%	12%	41%	16%	14%	**	12%	22%	14%	-%	**	10%	32%	22%	17%	**	20%	29%	19%
			a			cdf							k		mpn				
SATISFIED (7-10)	1494	253	63	347	99	**	197	79	267	347	**	284	59	173	60	**	94	33	140
	75%	85%	37%	77%	76%	**	83%	66%	81%	100%	**	88%	49%	71%	74%	**	75%	55%	76%
		b		e			e		g			l		o	o		o		q
Answered	2002	298	170	449	131	**	237	120	329	347	**	321	120	244	80	**	125	60	184
Mean score	7.5	8.0	5.3	7.5	7.3	**	7.8	6.7	7.8	8.5	**	8.2	5.7	7.4	7.4	**	7.6	6.4	7.7
		b		e			e		g			l		o	o		o		q
Standard deviation	2.28	1.77	2.35	2.22	2.38	**	2.10	2.40	2.08	1.05	**	1.70	2.44	2.32	2.36	**	2.23	2.67	2.11
Standard error	.05	.11	.20	.11	.19	**	.16	.22	.12	.06	**	.10	.23	.12	.18	**	.17	.25	.12

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	64 3%	- -%	** **	1 1%	8 10% c	7 3%	** **	** **	** **	** **	4 2%	- -%	** **	1 1%	** **
2	(2.0)	39 2%	- -%	** **	2 1%	4 6% c	* *%	** **	** **	** **	** **	* *%	- -%	** **	- -%	** **
3	(3.0)	44 2%	- -%	** **	1 1%	3 4%	10 5%	** **	** **	** **	** **	3 2%	- -%	** **	3 2%	** **
4	(4.0)	86 4%	- -%	** **	* *%	8 11% c	6 3%	** **	** **	** **	** **	1 1%	- -%	** **	2 1%	** **
5	(5.0)	135 7%	- -%	** **	5 3%	10 14% c	18 9%	** **	** **	** **	** **	14 8%	- -%	** **	9 6%	** **
6	(6.0)	140 7%	- -%	** **	12 8%	15 21% c	12 6%	** **	** **	** **	** **	9 5%	- -%	** **	3 2%	** **
7	(7.0)	297 15%	33 19%	** **	20 12%	12 17%	34 16%	** **	** **	** **	** **	30 18%	34 22%	** **	21 14%	** **
8	(8.0)	432 22%	48 28%	** **	40 24% d	7 9%	53 25%	** **	** **	** **	** **	44 26%	53 33%	** **	46 30% n	** **
9	(9.0)	390 20%	45 26%	** **	39 24% d	5 7%	35 17%	** **	** **	** **	** **	30 18%	35 22%	** **	33 21% n	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q3. Overall, how satisfied are you with the service you received from SUPPLIER customer services on this occasion?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	374 19%	47 27%	** **	44 27%	2 2%	35 17%	** **	** **	** **	** **	30 18%	35 23%	** **	35 23%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	147 7%	- -%	** **	4 2%	15 20%	18 8%	** **	** **	** **	** **	8 5%	- -%	** **	4 3%	** **
NEUTRAL (4-6)	361 18%	- -%	** **	18 11%	34 45%	37 17%	** **	** **	** **	** **	24 14%	- -%	** **	13 9%	** **
SATISFIED (7-10)	1494 75%	173 100%	** **	143 87%	26 35%	158 74%	** **	** **	** **	** **	135 81%	158 100%	** **	135 88%	** **
Answered	2002	173	**	165	74	212	**	**	**	**	166	158	**	153	**
Mean score	7.5	8.6	**	8.3 d	5.4	7.4	**	**	** g	**	7.7 i	8.5	**	8.1 n	**
Standard deviation	2.28	1.08	**	1.69	2.37	2.24	**	**	**	**	1.96	1.07	**	1.70	**
Standard error	.05	.06	**	.10	.21	.16	**	**	**	**	.16	.09	**	.14	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	51 3%	10 1%	23 3%	17 3%	23 3%	28 3%	35 3%	6 2%	10 3%	5 4%	5 1%	18 4%	10 2%	8 3%	6 3%	22 3%	13 4%	16 2%
2	(2.0)	25 1%	7 1%	10 1%	8 2%	9 1%	16 1%	18 1%	3 1%	3 1%	1 1%	2 *%	8 2%	9 2%	5 2%	* *%	9 1%	5 1%	12 1%
3	(3.0)	47 2%	15 2%	18 2%	15 3%	21 2%	26 2%	30 2%	10 3%	8 2%	2 2%	8 1%	18 4%	8 2%	5 2%	6 3%	15 2%	13 4%	19 2%
4	(4.0)	72 4%	21 3%	31 4%	20 4%	25 3%	46 4%	42 3%	19 5%	11 3%	4 4%	22 4%	21 4%	14 3%	3 1%	7 3%	27 4%	16 4%	29 3%
5	(5.0)	145 7%	47 6%	61 8%	37 7%	69 8%	76 7%	101 8%	24 6%	20 6%	7 6%	29 6%	49 10%	26 6%	15 6%	18 8%	44 7%	38 11%	63 6%
6	(6.0)	152 8%	59 8%	66 9%	27 5%	63 7%	88 8%	102 8%	29 7%	20 7%	7 6%	41 8%	38 8%	27 6%	20 8%	19 9%	43 7%	31 8%	78 8%
7	(7.0)	257 13%	115 15%	91 12%	52 10%	122 14%	135 12%	170 13%	58 14%	29 9%	13 12%	79 15%	50 11%	59 13%	25 10%	31 15%	88 14%	55 15%	114 11%
8	(8.0)	377 19%	146 20%	143 19%	87 17%	166 18%	210 19%	249 19%	74 19%	53 17%	19 17%	100 20%	89 19%	91 20%	46 19%	31 15%	136 21%	58 16%	183 18%
9	(9.0)	369 18%	134 18%	126 17%	110 22%	181 20%	187 17%	239 18%	64 16%	66 21%	25 23%	95 19%	76 16%	94 21%	43 18%	35 17%	123 19%	64 18%	181 18%
10 Extremely satisfied	(10.0)	448 22%	171 23%	177 23%	100 20%	200 22%	248 23%	279 22%	104 26%	64 21%	25 23%	120 23%	93 20%	93 21%	60 25%	57 27%	128 20%	65 18%	254 26% op
Not applicable		61 3%	16 2%	11 1%	33 7% ab	21 2%	39 4%	29 2%	7 2%	24 8% fg	1 1%	13 2%	15 3%	16 4%	13 5%	2 1%	12 2%	5 1%	43 4% o

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
SUMMARY CODES																		
DISSATISFIED (1-3)	124 6%	32 4%	51 7%	40 8%	53 6%	70 6%	83 6%	19 5%	22 7%	8 7%	14 3%	44 9%	28 6%	17 7%	12 6%	46 7%	31 9%	46 5%
NEUTRAL (4-6)	368 18%	127 17%	157 21%	84 17%	157 17%	211 19%	245 19%	72 18%	51 16%	18 17%	93 18%	108 23%	67 15%	39 16%	43 21%	114 18%	85 23%	169 17%
SATISFIED (7-10)	1450 72%	565 76%	536 71%	348 69%	670 74%	780 71%	937 72%	300 75%	213 69%	81 75%	394 77%	307 65%	338 75%	175 72%	154 73%	475 73%	242 67%	733 74%
Answered	1941	724	745	473	881	1061	1264	392	285	108	501	460	433	231	210	636	357	948
Mean score	7.6	7.8	7.5	7.5	7.7	7.6	7.6	7.7	7.6	7.6	7.8	7.2	7.7	7.7	7.6	7.5	7.2	7.8
Standard deviation	2.24	2.04	2.32	2.40	2.21	2.27	2.25	2.16	2.35	2.37	1.95	2.46	2.19	2.33	2.26	2.30	2.37	2.13
Standard error	.05	.08	.09	.11	.07	.07	.06	.11	.14	.17	.10	.12	.11	.12	.16	.08	.12	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis-	Dissat-	Yes	No	All	Billing	Fault/	General	Yes	No	Satis-	Dissat-	Yes	No	
		a	b	fied	isfied	e	f	g	*h	repair	*j	*k	l	fied	isfied	o	*p	
		c	d										m	~n				
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	51 3%	24 5%	27 2%	7 *	37 25%	11 1%	39 7%	5 4%	**	**	**	**	2 2%	1 1%	**	2 3%	**
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p		
2	(2.0)	25 1%	12 2%	14 1%	8 1%	8 6%	12 1%	13 2%	1 1%	**	**	**	**	*	-	**	-	**
		c	d	e	f	g	h	i	j	k	l	m	n	o	p			
3	(3.0)	47 2%	24 5%	23 2%	12 1%	19 13%	18 1%	28 5%	2 2%	**	**	**	**	1 1%	-	**	-	**
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p		
4	(4.0)	72 4%	34 7%	38 3%	25 2%	12 8%	37 3%	34 6%	4 4%	**	**	**	**	2 3%	1 2%	**	2 3%	**
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p		
5	(5.0)	145 7%	45 9%	100 7%	45 3%	19 13%	68 5%	75 13%	7 6%	**	**	**	**	4 5%	2 3%	**	3 4%	**
		c	d	e	f	g	h	i	j	k	l	m	n	o	p			
6	(6.0)	152 8%	42 8%	110 7%	84 6%	8 5%	85 6%	66 12%	7 6%	**	**	**	**	4 6%	4 5%	**	2 3%	**
		e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
7	(7.0)	257 13%	70 14%	187 13%	207 14%	8 5%	167 12%	87 15%	13 12%	**	**	**	**	8 11%	8 10%	**	7 10%	**
		d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
8	(8.0)	377 19%	89 17%	287 19%	311 21%	12 8%	278 20%	97 17%	19 17%	**	**	**	**	13 17%	14 18%	**	13 18%	**
		d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
9	(9.0)	369 18%	79 15%	290 19%	340 23%	6 4%	294 21%	68 12%	25 23%	**	**	**	**	20 27%	22 29%	**	18 26%	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	448 22%	81 16%	367 25%	417 28%	9 6%	407 29%	39 7%	25 23%	**	**	**	**	19 26%	24 31%	**	23 33%	**
Not applicable	61 3%	13 2%	48 3%	38 3%	8 6%	35 2%	14 3%	1 1%	**	**	**	**	1 2%	1 1%	**	- -%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	124 6%	60 12%	64 4%	26 2%	64 44%	41 3%	80 14%	8 7%	**	**	**	**	3 4%	1 1%	**	2 3%	**
NEUTRAL (4-6)	368 18%	121 24%	247 17%	154 10%	39 26%	191 13%	175 31%	18 17%	**	**	**	**	11 14%	8 10%	**	8 11%	**
SATISFIED (7-10)	1450 72%	319 62%	1131 76%	1275 85%	36 24%	1147 81%	291 52%	81 75%	**	**	**	**	61 80%	68 88%	**	61 87%	**
Answered	1941	500	1442	1455	139	1378	546	108	**	**	**	**	74	76	**	71	**
Mean score	7.6	6.9	7.8	8.3	4.3	8.1	6.3	7.6	**	**	**	**	8.0	8.5	**	8.3	**
Standard deviation	2.24	2.53	2.08	1.69	2.91	1.91	2.47	2.37	**	**	**	**	2.06	1.62	**	1.98	**
Standard error	.05	.11	.06	.04	.24	.05	.10	.17	**	**	**	**	.18	.14	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	51 3%	5 1%	2 1%	** **	- -%	2 2%	3 1%	2 *%	** **	3 1%	** **	18 4%	6 3%	** **	6 3%	10 7%	9 3%	1 *%	** **
2 (2.0)	25 1%	2 *%	1 1%	** **	- -%	- -%	2 *%	- -%	** **	1 *%	** **	8 2%	4 2%	** **	4 2%	5 3%	3 1%	1 *%	** **
3 (3.0)	47 2%	8 1%	3 2%	** **	2 1%	6 5%	1 *%	3 1%	** **	4 1%	** **	18 4%	5 3%	** **	9 5%	7 5%	11 3%	2 1%	** **
4 (4.0)	72 4%	22 4%	7 4%	** **	12 5%	12 10%	10 3%	12 3%	** **	15 4%	** **	21 4%	11 6%	** **	6 3%	9 7%	12 4%	4 1%	** **
5 (5.0)	145 7%	29 6%	10 6%	** **	14 5%	9 8%	20 5%	13 3%	** **	17 4%	** **	49 10%	14 7%	** **	15 8%	17 12%	33 10%	15 5%	** **
6 (6.0)	152 8%	41 8%	14 8%	** **	23 9%	8 7%	33 8%	21 5%	** **	24 6%	** **	38 8%	11 6%	** **	17 9%	9 7%	28 8%	20 6%	** **
7 (7.0)	257 13%	79 15%	32 18%	** **	34 13%	20 17%	59 15%	67 16%	** **	53 13%	** **	50 11%	22 12%	** **	11 6%	18 14%	32 9%	38 12%	** **
8 (8.0)	377 19%	100 20%	30 18%	** **	55 21%	23 19%	77 20%	85 20%	** **	75 18%	** **	89 19%	44 23%	** **	37 20%	19 14%	70 20%	72 22%	** **
9 (9.0)	369 18%	95 19%	36 21%	** **	46 17%	19 15%	77 20%	93 22%	** **	90 22%	** **	76 16%	33 18%	** **	26 14%	21 15%	55 16%	68 21%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	448 22%	120 23%	37 21%	** **	67 26%	16 13%	104 26% e	117 28%	** **	118 29% j	** **	93 20%	32 17%	** **	45 25%	14 11%	78 23% o	86 27%	** **
Not applicable	61 3%	13 2%	1 1%	** **	11 4%	5 4%	8 2%	7 2%	** **	6 2%	** **	15 3%	6 3%	** **	7 4%	5 3%	11 3%	10 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	124 6%	14 3%	7 4%	** ** d	2 1%	8 7% f	6 1%	5 1%	** **	8 2%	** **	44 9%	16 8%	** **	18 10%	21 16% p	23 7%	4 1%	** **
NEUTRAL (4-6)	368 18%	93 18%	30 18%	** **	49 19%	29 24%	63 16%	47 11%	** **	56 14%	** ** i	108 23%	35 19%	** **	38 21%	35 26%	73 21%	40 12%	** **
SATISFIED (7-10)	1450 72%	394 77%	135 78%	** **	201 77%	77 65%	317 80% e	363 86%	** **	336 83% j	** **	307 65%	131 69%	** **	119 65%	73 54%	235 69% o	264 83%	** **
Answered Mean score	1941 7.6	501 7.8	172 7.7	** **	253 8.0	115 7.1	386 8.1 e	414 8.2	** **	399 8.2 j	** **	460 7.2	183 7.3	** **	175 7.4	129 6.4	331 7.5 o	308 8.2	** **
Standard deviation	2.24	1.95	2.01	**	1.79	2.22	1.81	1.68	**	1.85	**	2.46	2.39	**	2.51	2.68	2.30	1.68	**
Standard error	.05	.10	.16	**	.15	.21	.11	.09	**	.11	**	.12	.18	**	.21	.26	.14	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

		Orange						Vodafone					T-Mobile						
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue			Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%	Total																		
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	51 3%	1 *%	17 10% a	10 2%	6 5%	** **	3 1%	6 5%	4 1%	1 *%	** **	1 *%	9 8% k	8 3%	3 4%	** **	3 2%	3 5%	5 3%
2 (2.0)	25 1%	3 1%	5 3%	9 2%	2 1%	** **	6 2%	5 4%	5 1%	4 1%	** **	5 2%	4 3%	5 2%	1 2%	** **	2 2%	2 3%	3 2%
3 (3.0)	47 2%	5 2%	12 7% a	8 2%	3 3%	** **	3 1%	4 3%	5 1%	4 1%	** **	4 1%	5 4%	5 2%	1 1%	** **	3 2%	2 3%	3 2%
4 (4.0)	72 4%	11 4%	10 6%	14 3%	6 5%	** **	6 2%	3 3%	11 3%	5 1%	** **	6 2%	8 6%	3 1%	1 1%	** **	1 1%	2 3%	2 1%
5 (5.0)	145 7%	18 6%	30 18% a	26 6%	9 7%	** **	11 5%	8 7%	18 5%	7 2%	** **	15 5%	11 9%	15 6%	3 4%	** **	8 7%	3 5%	12 7%
6 (6.0)	152 8%	19 6%	18 11%	27 6%	7 5%	** **	14 6%	12 10%	15 4%	18 5%	** **	18 6%	9 8%	20 8%	8 10%	** **	9 7%	6 11%	14 7%
7 (7.0)	257 13%	24 8%	26 15%	59 13%	16 13%	** **	31 13%	18 15%	42 13%	47 14%	** **	44 14%	16 13%	25 10%	7 9%	** **	14 11%	7 11%	18 10%
8 (8.0)	377 19%	66 22%	23 14%	91 20%	32 24%	** **	46 19%	23 19%	68 21%	81 23%	** **	67 21%	23 19%	46 19%	18 23%	** **	21 16%	7 12%	39 21%
9 (9.0)	369 18%	55 18%	18 11%	94 21%	28 21%	** **	50 21%	18 15%	77 23%	86 25%	** **	72 22%	20 17%	43 18%	13 16%	** **	21 16%	14 23%	30 16%
10 Extremely satisfied (10.0)	448 22%	86 29%	6 4% b	93 21%	21 16%	** **	57 24%	21 18%	72 22%	85 25%	** **	79 25%	14 12% l	60 25%	21 26%	** **	34 27%	14 23%	47 25%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%	Total																		
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
Not applicable	61	9	5	16	2	**	12	3	14	10	**	11	1	13	2	**	10	*	12
	3%	3%	3%	4%	1%	**	5%	2%	4%	3%	**	4%	1%	5%	3%	**	8%	1%	7%
SUMMARY CODES																			
DISSATISFIED (1-3)	124	9	34	28	11	**	11	14	14	9	**	10	18	17	5	**	8	7	11
	6%	3%	20%	6%	9%	**	5%	12%	4%	2%	**	3%	15%	7%	7%	**	7%	12%	6%
			a					h					k						
NEUTRAL (4-6)	368	49	58	67	22	**	31	24	43	29	**	39	28	39	13	**	18	11	28
	18%	16%	34%	15%	16%	**	13%	20%	13%	8%	**	12%	23%	16%	16%	**	15%	19%	15%
			a										k						
SATISFIED (7-10)	1450	231	74	338	97	**	183	79	259	299	**	261	73	175	60	**	89	41	133
	72%	78%	43%	75%	74%	**	77%	66%	79%	86%	**	81%	61%	72%	74%	**	71%	69%	72%
		b										l							
Answered	1941	289	165	433	130	**	225	117	316	337	**	310	118	231	78	**	115	59	172
Mean score	7.6	8.0	5.8	7.7	7.4	**	7.9	7.1	7.9	8.3	**	8.1	6.6	7.7	7.8	**	7.8	7.4	7.8
		b							g			l							
Standard deviation	2.24	1.99	2.53	2.19	2.37	**	2.07	2.52	2.02	1.67	**	1.85	2.67	2.33	2.29	**	2.29	2.62	2.22
Standard error	.05	.13	.22	.11	.19	**	.16	.24	.12	.10	**	.11	.25	.12	.18	**	.19	.25	.13

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	51 3%	1 1%	** **	2 2%	6 8% c	6 3%	** **	** **	** **	** **	5 3%	2 1%	** **	2 1%	** **
2	(2.0)	25 1%	3 2%	** **	2 1%	2 3%	* *%	** **	** **	** **	** **	* *%	- -%	** **	- -%	** **
3	(3.0)	47 2%	1 *%	** **	2 1%	3 3%	6 3%	** **	** **	** **	** **	3 2%	2 1%	** **	4 3%	** **
4	(4.0)	72 4%	- -%	** **	2 1%	2 2%	7 3%	** **	** **	** **	** **	1 1%	2 1%	** **	1 1%	** **
5	(5.0)	145 7%	7 4%	** **	9 6%	6 9%	18 8%	** **	** **	** **	** **	13 8%	1 1%	** **	6 4%	** **
6	(6.0)	152 8%	11 6%	** **	13 8%	7 10%	19 9%	** **	** **	** **	** **	16 9%	10 6%	** **	9 6%	** **
7	(7.0)	257 13%	18 10%	** **	16 10%	9 12%	31 15%	** **	** **	** **	** **	28 17%	28 18%	** **	24 16%	** **
8	(8.0)	377 19%	35 20%	** **	33 20%	13 18%	31 15%	** **	** **	** **	** **	20 12%	24 15%	** **	25 16%	** **
9	(9.0)	369 18%	37 22%	** **	33 20%	10 14%	35 17%	** **	** **	** **	** **	32 19%	33 21%	** **	27 18%	** **
10 Extremely satisfied	(10.0)	448 22%	52 30%	** **	47 29%	13 17%	57 27%	** **	** **	** **	** **	46 28%	53 34%	** **	53 35%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4a. And how satisfied were you with - Ease of finding provider contact details?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Not applicable	61 3%	9 5%	** **	6 4%	4 5%	2 1%	** **	** **	** **	** **	2 1%	2 1%	** **	2 1%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	124 6%	5 3%	** **	7 4%	10 14% c	12 6%	** **	** **	** **	** **	8 5%	3 2%	** **	6 4%	** **
NEUTRAL (4-6)	368 18%	17 10%	** **	24 14%	15 20%	43 21%	** **	** **	** **	** **	30 18%	13 8%	** **	16 11%	** ** m
SATISFIED (7-10)	1450 72%	142 82%	** **	129 78% d	45 61%	154 73%	** **	** **	** **	** **	126 76%	139 88%	** **	129 84% n	** **
Answered	1941	164	**	159	71	210	**	**	**	**	164	155	**	150	**
Mean score	7.6	8.3	**	8.1 d	6.9	7.6	**	**	**	**	7.8	8.4	**	8.3 n	**
Standard deviation	2.24	1.78	**	2.02	2.71	2.26	**	**	**	**	2.15	1.72	**	1.90	**
Standard error	.05	.11	**	.13	.24	.16	**	**	**	**	.18	.14	**	.16	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	69 3%	27 4%	25 3%	17 3%	30 3%	39 4%	45 3%	14 3%	11 3%	6 6%	12 2%	25 5%	11 3%	9 4%	6 3%	34 5%	17 5%	18 2%
2	(2.0)	36 2%	16 2%	17 2%	3 1%	20 2%	17 2%	28 2%	7 2%	1 *	5 4%	4 1%	15 3%	3 1%	3 1%	6 3%	17 3%	9 3%	10 1%
3	(3.0)	38 2%	15 2%	12 2%	11 2%	19 2%	18 2%	22 2%	11 3%	4 1%	1 1%	8 2%	14 3%	7 2%	2 1%	5 3%	9 1%	13 4%	15 2%
4	(4.0)	40 2%	14 2%	12 2%	14 3%	18 2%	22 2%	28 2%	4 1%	7 2%	2 2%	5 1%	17 4%	7 2%	2 1%	6 3%	12 2%	18 5%	9 1%
5	(5.0)	110 6%	44 6%	45 6%	21 4%	58 6%	53 5%	76 6%	25 6%	10 3%	6 5%	29 6%	21 4%	23 5%	11 5%	21 10%	31 5%	21 6%	59 6%
6	(6.0)	112 6%	49 7%	46 6%	17 3%	54 6%	58 5%	76 6%	27 7%	9 3%	5 4%	35 7%	19 4%	20 5%	18 7%	15 7%	36 6%	29 8%	47 5%
7	(7.0)	166 8%	77 10%	59 8%	31 6%	85 9%	81 7%	113 9%	35 9%	18 6%	4 4%	51 10%	25 5%	50 11%	16 7%	20 10%	60 9%	40 11%	66 7%
8	(8.0)	274 14%	116 16%	106 14%	53 10%	118 13%	156 14%	175 14%	68 17%	31 10%	11 10%	87 17%	62 13%	52 12%	36 15%	26 13%	78 12%	55 15%	141 14%
9	(9.0)	208 10%	84 11%	67 9%	57 11%	116 13%	92 8%	139 11%	32 8%	37 12%	16 15%	48 9%	51 11%	51 11%	20 8%	21 10%	76 12%	45 13%	87 9%
10 Extremely satisfied	(10.0)	301 15%	118 16%	123 16%	60 12%	136 15%	165 15%	187 14%	75 19%	39 12%	12 11%	87 17%	54 11%	77 17%	43 18%	28 13%	95 15%	53 15%	154 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 116

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	647 32%	179 24%	245 32%	222 44%	249 28%	398 36%	405 31%	99 25%	143 46%	41 38%	145 28%	171 36%	147 33%	83 34%	59 28%	200 31%	62 17%	385 39%
			a	ab		d			fg							p		op
SUMMARY CODES																		
DISSATISFIED (1-3)	143 7%	59 8%	54 7%	30 6%	69 8%	74 7%	95 7%	33 8%	16 5%	12 11%	24 5%	54 11%	21 5%	14 6%	17 8%	61 9%	39 11%	43 4%
										jl		ilm				q		q
NEUTRAL (4-6)	262 13%	107 14%	103 14%	52 10%	129 14%	133 12%	180 14%	56 14%	26 9%	12 11%	70 14%	57 12%	50 11%	31 13%	41 19%	79 12%	69 19%	115 12%
																	oq	
SATISFIED (7-10)	950 47%	395 53%	354 47%	201 40%	455 50%	495 45%	614 47%	211 53%	124 40%	43 39%	274 53%	192 41%	230 51%	115 47%	95 45%	309 48%	193 53%	448 45%
		c						h			ik		ik					
Answered	1355	561	511	283	653	702	889	300	166	68	368	304	302	160	153	448	300	606
Mean score	7.3	7.3	7.3	7.3	7.3	7.3	7.2	7.3	7.5	6.8	7.6	6.8	7.6	7.5	6.9	7.1	6.9	7.6
											ikn		ikn	ik				op
Standard deviation	2.52	2.48	2.54	2.57	2.50	2.54	2.53	2.50	2.54	2.99	2.22	2.87	2.31	2.48	2.49	2.72	2.60	2.29
Standard error	.07	.10	.11	.15	.10	.09	.08	.14	.20	.27	.13	.18	.14	.15	.21	.12	.14	.10

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied (1.0)	69 3%	47 9%	22 2%	8 1%	44 30%	18 1%	50 9%	6 6%	**	**	**	**	2 3%	1 1%	**	2 3%	**
		b		c		e			j			l					
2 (2.0)	36 2%	21 4%	15 1%	7 *	10 7%	12 1%	24 4%	5 4%	**	**	**	**	1 1%	- -%	**	2 3%	**
		b		c		e						l					
3 (3.0)	38 2%	20 4%	17 1%	8 1%	16 11%	11 1%	27 5%	1 1%	**	**	**	**	- -%	1 1%	**	- -%	**
		b		c		e											
4 (4.0)	40 2%	23 5%	16 1%	8 1%	4 3%	9 1%	30 5%	2 2%	**	**	**	**	1 1%	1 1%	**	1 2%	**
		b		c		e											
5 (5.0)	110 6%	26 5%	85 6%	34 2%	9 6%	52 4%	58 10%	6 5%	**	**	**	**	4 5%	3 3%	**	2 3%	**
				c		e											
6 (6.0)	112 6%	38 7%	74 5%	61 4%	5 4%	59 4%	52 9%	5 4%	**	**	**	**	2 2%	2 3%	**	2 3%	**
					e												
7 (7.0)	166 8%	48 9%	119 8%	129 9%	4 3%	111 8%	54 10%	4 4%	**	**	**	**	2 3%	4 5%	**	2 2%	**
8 (8.0)	274 14%	67 13%	207 14%	244 16%	3 2%	220 16%	54 10%	11 10%	**	**	**	**	9 12%	10 13%	**	9 12%	**
				d		f											
9 (9.0)	208 10%	44 9%	164 11%	200 13%	2 1%	174 12%	32 6%	16 15%	**	**	**	**	12 16%	15 19%	**	12 17%	**
				d		f											

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	301 15%	73 14%	228 15%	285 19% d	2 2%	267 19% f	32 6%	12 11%	** **	** **	** **	** **	8 10%	12 15%	** **	10 14%	** **
Not applicable	647 32%	105 21%	541 36% a	511 34%	47 32%	479 34% f	148 26%	41 38%	** **	** **	** **	** **	35 47% k	30 39%	** **	30 42%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	143 7%	88 17% b	55 4%	23 2% c	70 48%	41 3%	101 18% e	12 11%	** **	** **	** **	** **	3 4% l	1 2%	** **	4 5%	** ** o
NEUTRAL (4-6)	262 13% b	87 17%	175 12%	103 7%	19 13%	120 9%	140 25% e	12 11%	** **	** **	** **	** **	6 8%	6 7%	** **	6 8%	** **
SATISFIED (7-10)	950 47%	232 45%	718 48%	857 57% d	11 8%	772 55% f	172 31%	43 39%	** **	** **	** **	** **	31 41%	40 52%	** **	32 45%	** **
Answered	1355	407	948	983	100	934	413	68	**	**	**	**	40	47	**	41	**
Mean score	7.3	6.4	7.7 a	8.2 d	3.0	8.0 f	5.6	6.8	**	**	**	**	7.7 k	8.3	**	7.8 p	**
Standard deviation	2.52	2.99	2.18	1.73	2.46	2.02	2.73	2.99	**	**	**	**	2.40	1.80	**	2.50	**
Standard error	.07	.14	.07	.06	.23	.07	.13	.27	**	**	**	**	.28	.19	**	.29	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	69 3%	12 2%	7 4%	** **	4 1%	8 7% f	4 1%	1 *% f	** **	2 1%	** i	25 5%	11 6%	** **	7 4%	14 11% p	11 3%	5 1%	** **
2 (2.0)	36 2%	4 1%	- -%	** **	4 1%	1 1%	4 1%	- -%	** **	- -%	** i	15 3%	10 5% n	** ** n	- -% p	10 7%	6 2%	1 *% p	** **
3 (3.0)	38 2%	8 2%	2 1%	** **	2 1%	6 5% f	2 *% f	3 1%	** **	4 1%	** **	14 3%	3 2%	** **	4 2%	8 6%	6 2%	1 *% f	** **
4 (4.0)	40 2%	5 1%	1 1%	** **	2 1%	4 4% f	1 *% f	2 *% f	** **	2 *% f	** **	17 4%	5 3%	** **	5 3%	10 7%	7 2%	4 1% f	** **
5 (5.0)	110 6%	29 6%	8 5%	** **	16 6%	8 7%	21 5%	16 4%	** **	15 4%	** i	21 4%	6 3%	** **	7 4%	7 6%	13 4%	2 1% f	** **
6 (6.0)	112 6%	35 7%	11 6%	** **	18 7%	7 6%	28 7%	22 5%	** **	22 5%	** **	19 4%	4 2%	** **	11 6%	6 4%	14 4%	10 3% f	** **
7 (7.0)	166 8%	51 10%	21 12%	** **	21 8%	11 9%	41 10%	44 10%	** **	43 11%	** **	25 5%	15 8%	** **	6 3%	4 3%	21 6%	19 6% f	** **
8 (8.0)	274 14%	87 17%	23 13%	** **	49 19%	23 19%	64 16%	80 19%	** **	72 18%	** **	62 13%	26 14%	** **	21 11%	22 16%	40 12%	53 17% f	** **
9 (9.0)	208 10%	48 9%	25 14% d	** **	14 5%	11 9%	38 10%	46 11%	** **	41 10%	** **	51 11%	21 11%	** **	16 9%	12 9%	39 11%	48 15% d	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	301	87	32	**	42	16	71	86	**	85	**	54	24	**	20	12	42	50	**
	15%	17%	18%	**	16%	14%	18%	20%	**	21%	**	11%	12%	**	11%	9%	12%	16%	**
Not applicable	647	145	44	**	92	25	121	122	**	119	**	171	64	**	86	29	142	125	**
	32%	28%	25%	**	35%	21%	31%	29%	**	29%	**	36%	34%	**	47%	22%	42%	39%	**
		c			c					j		m			m		o		
SUMMARY CODES																			
DISSATISFIED (1-3)	143	24	9	**	9	15	9	4	**	7	**	54	24	**	11	31	23	7	**
	7%	5%	5%	**	3%	13%	2%	1%	**	2%	**	11%	12%	**	6%	23%	7%	2%	**
						f				i		n			p				
NEUTRAL (4-6)	262	70	20	**	35	20	50	39	**	38	**	57	16	**	23	23	35	16	**
	13%	14%	12%	**	13%	16%	13%	9%	**	9%	**	12%	8%	**	13%	17%	10%	5%	**
										i									
SATISFIED (7-10)	950	274	100	**	127	60	214	256	**	241	**	192	86	**	63	50	142	170	**
	47%	53%	58%	**	48%	50%	54%	61%	**	60%	**	41%	45%	**	34%	38%	42%	53%	**
										j									
Answered	1355	368	129	**	171	95	273	299	**	286	**	304	125	**	97	104	199	193	**
Mean score	7.3	7.6	7.7	**	7.6	6.8	7.9	8.2	**	8.1	**	6.8	6.8	**	7.1	5.7	7.3	8.2	**
						e				j					o				
Standard deviation	2.52	2.22	2.30	**	2.12	2.73	1.94	1.64	**	1.77	**	2.87	2.94	**	2.64	3.12	2.58	1.89	**
Standard error	.07	.13	.21	**	.22	.29	.14	.11	**	.12	**	.18	.27	**	.30	.33	.20	.15	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	69 3%	5 2%	20 12% a	11 3%	6 5%	** **	4 2%	9 8% h	2 1%	1 *%	** **	5 2%	6 5%	9 4%	5 6%	** **	2 1%	6 10% r	3 2%
2 (2.0)	36 2%	4 1%	12 7% a	3 1%	2 1%	** **	1 1%	3 3% h	- -%	1 *%	** **	2 1%	1 1%	3 1%	2 2%	** **	- -%	2 3%	1 1%
3 (3.0)	38 2%	2 1%	12 7% a	7 2%	2 1%	** **	4 2%	2 2%	5 2%	- -%	** **	4 1%	3 3%	2 1%	1 2%	** **	- -%	1 2%	1 1%
4 (4.0)	40 2%	6 2%	12 7%	7 2%	4 3%	** ** f	- -%	5 4%	3 1%	1 *%	** **	- -%	7 6% k	2 1%	1 1%	** **	1 1%	1 1%	2 1%
5 (5.0)	110 6%	8 3%	12 7%	23 5%	7 5%	** **	12 5%	5 4%	18 5%	5 1%	** **	12 4%	10 9%	11 5%	2 3%	** **	6 5%	1 2%	10 6%
6 (6.0)	112 6%	10 3%	9 5%	20 5%	9 7%	** **	6 2%	9 8%	11 3%	8 2%	** **	7 2%	12 10% k	18 7%	7 9%	** ** p	5 4%	6 11%	11 6%
7 (7.0)	166 8%	11 4%	15 9%	50 11%	15 11%	** **	19 8%	21 18%	28 9%	38 11%	** **	33 10%	17 14%	16 7%	5 6%	** **	8 7%	5 8%	11 6%
8 (8.0)	274 14%	46 15%	16 9%	52 12%	14 11%	** **	32 13%	8 7%	44 13%	50 14%	** **	44 14%	7 6%	36 15%	10 12%	** **	19 15%	7 11%	30 16%
9 (9.0)	208 10%	43 14% b	7 4%	51 11%	15 11%	** **	26 11%	7 6%	44 13%	51 15%	** **	44 14%	8 6%	20 8%	6 7%	** **	9 7%	6 11%	14 8%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	301	51	4	77	18	**	43	23	53	70	**	59	16	43	14	**	23	11	32
	15%	17% b	2%	17%	14%	**	18%	20%	16%	20%	**	19%	13%	18%	18%	**	18%	18%	17%
Not applicable	647	114	52	147	41	**	89	27	121	120	**	111	32	83	26	**	53	15	68
	32%	38%	30%	33%	31%	**	37%	22%	37%	35%	**	34%	27%	34%	33%	**	42%	25%	37%
									g					o	o		o		
SUMMARY CODES																			
DISSATISFIED (1-3)	143	11	43	21	10	**	10	14	7	2	**	11	10	14	8	**	2	9	5
	7%	4%	25% a	5%	7%	**	4%	12%	2%	1%	**	3%	9%	6%	10% p	**	1%	14% r	3%
NEUTRAL (4-6)	262	24	33	50	20	**	18	19	32	14	**	19	30	31	11	**	11	8	23
	13%	8%	20% a	11%	15%	**	8%	15%	10%	4%	**	6%	25% k	13%	13% p	**	9%	13%	13%
SATISFIED (7-10)	950	150	42	230	61	**	121	61	170	210	**	180	48	115	35	**	60	28	87
	47%	50% b	24%	51%	47%	**	51%	51%	51%	60%	**	56% l	40%	47%	44%	**	48%	47%	47%
Answered	1355	184	118	302	91	**	149	93	209	226	**	211	88	160	54	**	72	45	116
Mean score	7.3	8.0	4.9	7.6	7.1	**	7.9	6.8	8.0	8.5	**	8.1	6.6	7.5	7.1	**	8.1	6.9	7.8
		b					d		g			l					mno		q
Standard deviation	2.52	2.20	2.77	2.31	2.58	**	2.19	2.85	1.93	1.50	**	2.04	2.59	2.48	2.87	**	1.94	3.08	2.16
Standard error	.07	.18	.28	.14	.25	**	.21	.30	.14	.11	**	.15	.28	.15	.27	**	.20	.34	.16

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
1 Extremely dissatisfied	(1.0)	69 3%	1 1%	** **	2 2%	7 9%	6 3%	** **	** **	** **	* *% j	- -%	** **	2 1%	** **
2	(2.0)	36 2%	1 1%	** **	1 1%	2 3%	6 3%	** **	** **	** **	4 3%	3 2%	** **	4 2%	** **
3	(3.0)	38 2%	* *%	** **	- -%	2 3%	5 3%	** **	** **	** **	3 2%	3 2%	** **	- -%	** **
4	(4.0)	40 2%	- -%	** **	- -%	2 3%	6 3%	** **	** ** h	** **	3 2%	1 1%	** **	1 1%	** **
5	(5.0)	110 6%	3 2%	** **	4 2%	7 10%	21 10%	** **	** **	** **	19 11%	6 4%	** **	11 7%	** **
6	(6.0)	112 6%	10 6%	** **	9 5%	9 12%	15 7%	** **	** **	** **	8 5%	9 5%	** **	9 6%	** **
7	(7.0)	166 8%	9 5%	** **	11 7%	5 7%	20 10%	** **	** **	** **	15 9%	15 9%	** **	13 8%	** **
8	(8.0)	274 14%	28 16%	** **	26 16%	10 13%	26 13%	** **	** **	** **	21 12%	23 15%	** **	23 15%	** **
9	(9.0)	208 10%	19 11%	** **	18 11%	3 3%	21 10%	** **	** **	** **	18 11%	21 13%	** **	16 11%	** **
10 Extremely satisfied	(10.0)	301 15%	39 22%	** **	35 21%	7 10%	28 13%	** **	** **	** **	21 13%	27 17%	** **	27 17%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4b. And how satisfied were you with - Calling back when they said they would?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Not applicable	647	63	**	59	20	59	**	**	**	**	55	50	**	47	**
	32%	36%	**	36%	27%	28%	**	**	**	**	33%	32%	**	31%	**
							g		g		i				
SUMMARY CODES															
DISSATISFIED (1-3)	143	2	**	3	11	17	**	**	**	**	8	7	**	6	**
	7%	1%	**	2%	14%	8%	**	**	**	**	5%	4%	**	4%	**
					c					j					m
NEUTRAL (4-6)	262	13	**	12	19	41	**	**	**	**	29	15	**	21	**
	13%	8%	**	7%	25%	19%	**	**	**	**	17%	10%	**	14%	**
					c										m
SATISFIED (7-10)	950	94	**	90	25	95	**	**	**	**	74	86	**	79	**
	47%	55%	**	55%	33%	45%	**	**	**	**	45%	54%	**	52%	**
					d									n	
Answered	1355	110	**	106	54	153	**	**	**	**	111	107	**	106	**
Mean score	7.3	8.4	**	8.2	6.0	6.9	**	**	**	**	7.3	7.9	**	7.7	**
					d						i			n	
Standard deviation	2.52	1.74	**	1.93	2.79	2.49	**	**	**	**	2.24	2.04	**	2.18	**
Standard error	.07	.13	**	.15	.28	.21	**	**	**	**	.23	.21	**	.22	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																			
Unweighted total		1883	703	705	475	834	1049	1211	391	281	191	364	387	369	384	188	752	382	749
Effective Weighted Sample		1634	611	609	414	723	911	1054	333	247	187	333	383	353	367	153	683	338	672
Total		1874	696	700	478	832	1042	1213	370	290	104	464	458	413	234	202	623	333	918
1 Extremely dissatisfied	(1.0)	96 5%	21 3%	47 7% a	28 6%	45 5%	51 5%	66 5%	14 4%	16 6%	8 8% j	10 2%	34 7% j	20 5%	14 6%	10 5%	42 7%	20 6%	33 4%
2	(2.0)	45 2%	13 2%	15 2%	17 4%	18 2%	27 3%	31 3%	8 2%	6 2%	3 3%	7 1%	17 4%	8 2%	6 3%	4 2%	17 3%	12 4%	16 2%
3	(3.0)	67 4%	24 3%	24 3%	19 4%	33 4%	34 3%	43 4%	11 3%	13 5%	3 3%	12 3%	26 6%	12 3%	6 3%	9 4%	23 4%	16 5%	29 3%
4	(4.0)	76 4%	31 4%	27 4%	18 4%	25 3%	51 5%	47 4%	16 4%	13 4%	3 3%	13 3%	30 7%	15 4%	10 4%	5 2%	27 4%	18 5%	30 3%
5	(5.0)	154 8%	64 9%	56 8%	33 7%	69 8%	84 8%	101 8%	36 10%	16 6%	7 6%	37 8%	40 9%	30 7%	19 8%	20 10%	48 8%	40 12%	66 7%
6	(6.0)	157 8%	67 10%	63 9%	27 6%	71 9%	86 8%	102 8%	38 10%	18 6%	9 9%	44 9%	38 8%	30 7%	18 7%	19 9%	60 10%	23 7%	74 8%
7	(7.0)	243 13%	102 15%	91 13%	50 10%	107 13%	136 13%	166 14%	53 14%	24 8%	10 10%	54 12%	57 12%	64 16%	29 12%	29 15%	80 13%	44 13%	119 13%
8	(8.0)	346 18%	117 17%	143 20%	85 18%	151 18%	195 19%	217 18%	69 18%	61 21%	16 15%	96 21%	70 15%	85 21%	46 19%	33 16%	114 18%	49 15%	183 20%
9	(9.0)	295 16%	119 17%	89 13%	88 18%	150 18%	145 14%	202 17%	43 12%	50 17%	24 24% kl	78 17%	67 15%	50 12%	38 16%	38 19%	99 16%	50 15%	146 16%
10 Extremely satisfied	(10.0)	334 18%	129 19%	132 19%	74 15%	142 17%	193 18%	209 17%	78 21%	48 16%	20 19%	102 22% k	64 14%	73 18%	41 17%	35 17%	103 17%	57 17%	174 19%
Not applicable		61 3%	10 1%	13 2%	38 8% ab	20 2%	40 4%	30 2%	6 2%	25 9% fg	1 1%	11 2%	17 4%	24 6% in	9 4%	- -%	8 1%	6 2%	47 5% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	1883	703	705	475	834	1049	1211	391	281	191	364	387	369	384	188	752	382	749
Effective Weighted Sample	1634	611	609	414	723	911	1054	333	247	187	333	383	353	367	153	683	338	672
Total	1874	696	700	478	832	1042	1213	370	290	104	464	458	413	234	202	623	333	918
SUMMARY CODES																		
DISSATISFIED (1-3)	208 11%	58 8%	85 12%	65 14% a	96 12%	112 11%	140 12%	33 9%	35 12%	14 14% j	28 6%	76 17% jl	41 10%	26 11%	23 11%	82 13% q	48 14% q	78 8%
NEUTRAL (4-6)	387 21%	162 23% c	146 21%	79 17%	165 20%	222 21%	251 21%	89 24%	47 16%	19 18%	94 20%	108 24%	75 18%	47 20%	44 22%	135 22%	81 24%	171 19%
SATISFIED (7-10)	1219 65%	467 67%	455 65%	296 62%	550 66%	668 64%	793 65%	243 66%	183 63%	70 68% k	330 71% k	257 56%	273 66% k	153 65%	135 67%	397 64%	199 60%	622 68%
Answered Mean score	1813 7.1	687 7.2	687 7.0	440 7.0	812 7.1	1002 7.1	1184 7.1	365 7.2	265 7.1	103 7.2	453 7.6 km	441 6.5	389 7.1 k	225 7.1 k	202 7.1	615 6.9	328 6.7	871 7.4 op
Standard deviation	2.53	2.35	2.60	2.69	2.53	2.53	2.55	2.42	2.63	2.75	2.20	2.75	2.47	2.57	2.49	2.63	2.69	2.37
Standard error	.06	.09	.10	.13	.09	.08	.07	.12	.16	.20	.12	.14	.13	.13	.18	.10	.14	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	1883	534	1349	1388	150	1303	551	191	73	33	85	59	132	135	26	121	66
Effective Weighted Sample	1634	470	1171	1203	129	1132	479	187	73	33	85	57	129	132	25	119	64
Total	1874	480	1394	1406	137	1329	516	104	44	12	48	32	72	73	14	67	35
1 Extremely dissatisfied (1.0)	96 5%	56 12% b	39 3%	10 1% c	61 44% d	27 2%	67 13% e	8 8%	** ** j	** ** 	** ** 	** ** 	3 4%	1 1%	** ** 	2 3%	** ** o
2 (2.0)	45 2%	20 4% b	25 2%	14 1% c	17 12% c	18 1%	26 5% e	3 3%	** ** 	** ** 	** ** 	** ** 	1 1%	1 1%	** ** 	1 2%	** **
3 (3.0)	67 4%	28 6% b	39 3%	21 1% c	18 13% c	28 2%	38 7% e	3 3%	** ** 	** ** 	** ** 	** ** 	2 2%	1 2%	** ** 	1 1%	** **
4 (4.0)	76 4%	31 6% b	45 3%	22 2% c	12 9% c	33 2%	42 8% e	3 3%	** ** 	** ** 	** ** 	** ** 	2 3%	* 1%	** ** 	1 1%	** **
5 (5.0)	154 8%	47 10%	107 8%	66 5%	12 9%	80 6%	73 14% e	7 6%	** ** 	** ** 	** ** 	** ** 	3 4%	2 3%	** ** 	4 5%	** **
6 (6.0)	157 8%	42 9%	115 8%	107 8%	6 4%	94 7%	60 12% e	9 9%	** ** 	** ** 	** ** 	** ** 	6 9%	4 6%	** ** 	4 6%	** **
7 (7.0)	243 13%	65 13%	179 13%	197 14% d	2 2%	166 12%	73 14%	10 10%	** ** 	** ** 	** ** 	** ** 	7 10%	8 11%	** ** 	6 8%	** **
8 (8.0)	346 18%	63 13% a	283 20% a	314 22% d	2 1%	287 22% f	58 11%	16 15%	** ** 	** ** 	** ** 	** ** 	12 17%	15 20%	** ** 	14 21% p	** **
9 (9.0)	295 16%	62 13%	233 17%	285 20% d	1 1%	248 19% f	42 8%	24 24%	** ** 	** ** 	** ** 	** ** 	20 28%	22 30%	** ** 	19 28%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	1883	534	1349	1388	150	1303	551	191	73	33	85	59	132	135	26	121	66
Effective Weighted Sample	1634	470	1171	1203	129	1132	479	187	73	33	85	57	129	132	25	119	64
Total	1874	480	1394	1406	137	1329	516	104	44	12	48	32	72	73	14	67	35
10 Extremely satisfied (10.0)	334	60	275	324	2	310	24	20	**	**	**	**	16	19	**	17	**
	18%	12%	20%	23%	1%	23%	5%	19%	**	**	**	**	22%	26%	**	25%	**
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Not applicable	61	7	54	46	5	39	13	1	**	**	**	**	1	1	**	1	**
	3%	1%	4%	3%	3%	3%	3%	1%	**	**	**	**	1%	1%	**	1%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	208	104	104	45	95	73	131	14	**	**	**	**	5	2	**	4	**
	11%	22%	7%	3%	70%	6%	25%	14%	**	**	**	**	7%	3%	**	5%	**
		b	c	d	e	f	g	h	*i	*j	*k	l	m	~n	o	*p	
NEUTRAL (4-6)	387	120	267	195	30	207	175	19	**	**	**	**	11	7	**	8	**
	21%	25%	19%	14%	22%	16%	34%	18%	**	**	**	**	16%	9%	**	12%	**
		b	c	d	e	f	g	h	*i	*j	*k	l	m	~n	o	*p	
SATISFIED (7-10)	1219	249	969	1120	7	1010	198	70	**	**	**	**	55	64	**	55	**
	65%	52%	70%	80%	5%	76%	38%	68%	**	**	**	**	77%	87%	**	82%	**
		a	b	c	d	e	f	g	*h	*i	*j	*k	l	m	~n	o	*p
Answered	1813	473	1340	1360	133	1290	503	103	**	**	**	**	71	73	**	67	**
Mean score	7.1	6.1	7.4	8.0	2.6	7.8	5.4	7.2	**	**	**	**	7.8	8.3	**	8.1	**
		a	b	c	d	e	f	g	*h	*i	*j	*k	l	m	~n	o	*p
Standard deviation	2.53	2.90	2.29	1.86	2.08	2.14	2.67	2.75	**	**	**	**	2.26	1.74	**	2.11	**
Standard error	.06	.13	.06	.05	.17	.06	.11	.20	**	**	**	**	.20	.15	**	.19	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	1883	364	146	88	130	101	263	299	14	288	70	387	175	69	143	110	277	263	38
Effective Weighted Sample	1634	333	146	88	130	93	243	274	13	264	64	383	175	69	143	108	275	261	38
Total	1874	464	164	70	230	109	355	386	17	373	82	458	187	96	175	130	328	308	46
1 Extremely dissatisfied (1.0)	96 5%	10 2%	5 3%	** **	4 2%	7 6% f	3 1%	2 *%	** **	3 1%	** i	34 7%	13 7%	** **	11 6%	18 14% p	16 5%	4 1%	** **
2 (2.0)	45 2%	7 1%	3 2%	** **	2 1%	4 3%	3 1%	- -%	** **	4 1%	** **	17 4%	7 4%	** **	5 3%	4 3%	13 4%	7 2%	** **
3 (3.0)	67 4%	12 3%	5 3%	** **	4 2%	8 8% f	4 1%	8 2%	** **	6 2%	** i	26 6%	12 6%	** **	11 6%	10 8%	15 5%	3 1%	** **
4 (4.0)	76 4%	13 3%	8 5%	** **	4 2%	6 6%	7 2%	2 1%	** **	6 2%	** i	30 7%	10 5%	** **	12 7%	15 12%	15 5%	4 1%	** **
5 (5.0)	154 8%	37 8%	9 5%	** **	21 9%	8 7%	29 8%	26 7%	** **	29 8%	** **	40 9%	14 7%	** ** n	10 6%	15 11%	26 8%	11 4%	** **
6 (6.0)	157 8%	44 9%	18 11%	** **	21 9%	9 9%	34 10%	32 8%	** **	31 8%	** **	38 8%	15 8%	** **	18 10%	10 8%	28 8%	30 10%	** **
7 (7.0)	243 13%	54 12%	16 10%	** **	28 12%	12 11%	41 12%	44 11%	** **	39 10%	** **	57 12%	29 15%	** **	18 10%	15 12%	42 13%	49 16%	** **
8 (8.0)	346 18%	96 21%	32 19%	** **	53 23%	17 16%	79 22%	88 23%	** **	84 22%	** **	70 15%	32 17%	** **	28 16%	11 8%	59 18%	64 21%	** **
9 (9.0)	295 16%	78 17%	36 22%	** **	32 14%	19 17%	59 17%	76 20%	** **	68 18%	** **	67 15%	26 14%	** **	26 15%	20 15%	47 14%	65 21%	** **
10 Extremely satisfied (10.0)	334 18%	102 22%	33 20%	** **	53 23%	16 15%	86 24%	100 26%	** **	99 27%	** j	64 14%	27 14%	** **	25 14%	10 8%	53 16%	61 20%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	O2											Orange							
	Issue				Complaint		Satisfaction with CS		Resolved			Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	1883	364	146	88	130	101	263	299	14	288	70	387	175	69	143	110	277	263	38
Effective Weighted Sample	1634	333	146	88	130	93	243	274	13	264	64	383	175	69	143	108	275	261	38
Total	1874	464	164	70	230	109	355	386	17	373	82	458	187	96	175	130	328	308	46
Not applicable	61 3%	11 2%	1 1%	** **	9 4%	2 2%	9 3%	8 2%	** **	5 1%	** **	17 4%	3 2%	** **	11 6%	3 2%	14 4%	12 4%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	208 11%	28 6%	12 8%	** **	9 4%	19 17%	9 3%	10 2%	** **	13 3%	** **	76 17%	32 17%	** **	27 15%	32 24%	44 13%	14 4%	** **
NEUTRAL (4-6)	387 21%	94 20%	35 21%	** **	46 20%	24 22%	70 20%	60 16%	** **	66 18%	** **	108 24%	38 21%	** **	40 23%	40 30%	69 21%	44 14%	** **
SATISFIED (7-10)	1219 65%	330 71%	116 71%	** **	166 72%	64 59%	266 75%	308 80%	** **	290 78%	** **	257 56%	113 61%	** **	97 55%	56 43%	201 61%	239 77%	** **
Answered	1813	453	163	**	221	107	346	378	**	368	**	441	184	**	164	127	314	297	**
Mean score	7.1	7.6	7.5	**	7.7	6.7	7.9	8.1	**	7.9	**	6.5	6.6	**	6.7	5.7	6.9	7.8	**
Standard deviation	2.53	2.20	2.32	**	2.04	2.75	1.92	1.79	**	1.96	**	2.75	2.71	**	2.71	2.89	2.61	1.95	**
Standard error	.06	.12	.19	**	.18	.27	.12	.10	**	.12	**	.14	.21	**	.23	.28	.16	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

		Orange						Vodafone					T-Mobile						
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue			Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%	Total																		
Unweighted total	1883	245	137	369	143	71	155	108	261	281	27	257	105	384	158	67	159	105	279
Effective Weighted Sample	1634	243	135	353	143	71	155	104	250	269	26	246	101	367	158	67	159	102	267
Total	1874	287	165	413	124	74	215	111	302	318	28	294	111	234	78	35	121	57	177
1 Extremely dissatisfied (1.0)	96 5%	6 2%	28 17% a	20 5%	12 10% e	** **	8 4%	11 10% h	9 3%	1 *%	** **	7 2%	14 12% k	14 6%	5 7%	** **	5 4%	9 15% r	5 3%
2 (2.0)	45 2%	6 2%	11 7%	8 2%	3 2%	** **	3 1%	5 5%	3 1%	5 2%	** **	6 2%	3 2%	6 3%	2 3%	** **	3 3%	2 3%	5 3%
3 (3.0)	67 4%	13 4%	11 7%	12 3%	3 2%	** **	6 3%	3 3%	9 3%	4 1%	** **	5 2%	7 7%	6 3%	2 3%	** **	2 1%	3 5%	4 2%
4 (4.0)	76 4%	9 3%	21 13% a	15 4%	4 3%	** **	7 3%	5 5%	10 3%	7 2%	** **	8 3%	7 7%	10 4%	4 5%	** **	4 3%	3 6%	7 4%
5 (5.0)	154 8%	21 7%	18 11%	30 7%	11 9%	** **	12 6%	14 12%	16 5%	16 5%	** **	15 5%	15 14% k	19 8%	6 8%	** **	9 8%	5 8%	15 8%
6 (6.0)	157 8%	19 7%	19 11%	30 7%	11 9%	** **	12 6%	12 10%	18 6%	16 5%	** **	17 6%	11 10%	18 7%	9 11%	** **	8 6%	5 8%	13 7%
7 (7.0)	243 13%	35 12%	22 13%	64 16%	21 17%	** **	33 15%	22 19%	43 14%	50 16%	** **	44 15%	19 17%	29 12%	7 9%	** **	15 13%	7 12%	22 12%
8 (8.0)	346 18%	56 20% b	14 8%	85 21%	22 18%	** **	50 23%	18 17%	67 22%	77 24%	** **	67 23%	17 15%	46 19%	17 22%	** **	24 19%	7 12%	39 22%
9 (9.0)	295 16%	56 19%	8 5%	50 12%	11 9%	** **	28 13%	5 4%	46 15% g	50 16%	** **	42 14%	8 7%	38 16%	13 16%	** **	21 17%	10 18%	27 15%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	Total	Orange			Vodafone								T-Mobile						
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1883	245	137	369	143	71	155	108	261	281	27	257	105	384	158	67	159	105	279
Effective Weighted Sample	1634	243	135	353	143	71	155	104	250	269	26	246	101	367	158	67	159	102	267
Total	1874	287	165	413	124	74	215	111	302	318	28	294	111	234	78	35	121	57	177
10 Extremely satisfied (10.0)	334	57	6	73	22	**	37	13	59	72	**	66	7	41	12	**	24	8	33
	18%	20% b	4%	18%	17%	**	17%	12%	20%	23%	**	22% l	6%	17%	16%	**	19%	13%	19%
Not applicable	61	10	6	24	3	**	18	3	21	19	**	18	3	9	*	**	8	-	9
	3%	3%	4%	6%	3%	**	8%	2%	7%	6%	**	6%	2%	4%	1%	**	7% n	-%	5%
SUMMARY CODES																			
DISSATISFIED (1-3)	208	24	50	41	17	**	17	20	21	9	**	17	24	26	9	**	9	13	13
	11%	8%	30% a	10%	14%	**	8%	18% h	7%	3%	**	6%	22% k	11%	12%	**	8% p	22% r	7%
NEUTRAL (4-6)	387	49	58	75	27	**	32	31	45	39	**	40	34	47	19	**	21	12	34
	21%	17%	35% a	18%	22%	**	15%	27% h	15%	12%	**	14%	30% k	20%	24%	**	17%	22%	19%
SATISFIED (7-10)	1219	205	50	273	76	**	149	58	214	250	**	218	51	153	49	**	83	32	121
	65%	71% b	30%	66%	62%	**	69%	52% g	71% g	79%	**	74% l	46%	65%	63%	**	69%	56%	68%
Answered	1813	278	158	389	120	**	197	109	281	299	**	275	108	225	77	**	113	57	168
Mean score	7.1	7.5 b	4.9	7.1	6.7	**	7.4	6.1	7.5	7.9	**	7.7 l	5.7	7.1	7.0	**	7.4 o	6.2	7.4 q
Standard deviation	2.53	2.31 b	2.67	2.47	2.73	**	2.32	2.70	2.26	1.85	**	2.18 l	2.67	2.57	2.62	**	2.39 o	3.07	2.32 q
Standard error	.06	.15 b	.23	.13	.23	**	.19	.26	.14	.11	**	.14 l	.26	.13	.21	**	.20 o	.30	.14 q

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

		T-Mobile					3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	1883	273	29	257	120	188	57	54	77	51	137	137	16	135	53	
Effective Weighted Sample	1634	261	28	246	115	153	57	54	77	44	113	112	13	109	44	
Total	1874	168	17	160	70	202	27	47	128	41	160	153	17	148	54	
1 Extremely dissatisfied	(1.0)	96 5%	2 1%	** **	4 2%	9 13% c	10 5%	** **	** **	** **	** **	5 3%	2 1%	** **	6 4%	** **
2	(2.0)	45 2%	2 1%	** **	2 1%	4 5%	4 2%	** **	** **	** **	* *% j	- -%	** **	- -%	** **	m
3	(3.0)	67 4%	1 1%	** **	1 1%	5 7% c	9 4%	** **	** **	** **	6 4%	4 2%	** **	3 2%	** **	
4	(4.0)	76 4%	6 4%	** **	6 3%	4 5%	5 2%	** **	** **	** **	5 3%	3 2%	** **	4 3%	** **	
5	(5.0)	154 8%	8 5%	** **	5 3%	14 20% c	20 10%	** **	** **	** **	18 11%	3 2%	** **	7 5%	** **	m
6	(6.0)	157 8%	10 6%	** **	12 7%	6 8%	19 9%	** **	** **	** **	15 9%	14 9%	** **	12 8%	** **	
7	(7.0)	243 13%	22 13%	** **	20 12%	9 13%	29 15%	** **	** **	** **	24 15%	25 16%	** **	23 15%	** **	
8	(8.0)	346 18%	39 23%	** **	37 23% d	8 12%	33 16%	** **	** **	** **	27 17%	31 21%	** **	28 19%	** **	
9	(9.0)	295 16%	35 21%	** **	32 20% d	5 7%	38 19%	** **	** **	** **	34 21%	36 24%	** **	32 22%	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4c. And how satisfied were you with - Ease of getting through to the right person?

Base : Contact by phone about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	1883	273	29	257	120	188	57	54	77	51	137	137	16	135	53
Effective Weighted Sample	1634	261	28	246	115	153	57	54	77	44	113	112	13	109	44
Total	1874	168	17	160	70	202	27	47	128	41	160	153	17	148	54
10 Extremely satisfied (10.0)	334 18%	37 22%	** **	37 23%	4 6%	35 17%	** **	** **	** **	** **	27 17%	35 23%	** **	34 23%	** **
Not applicable	61 3%	6 3%	** **	5 3%	2 3%	- -%	** **	** **	** **	** **	- -%	- -%	** **	- -%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	208 11%	5 3%	** **	7 4%	18 25%	23 11%	** **	** **	** **	** **	11 7%	5 4%	** **	9 6%	** **
NEUTRAL (4-6)	387 21%	24 14%	** **	23 14%	23 34%	44 22%	** **	** **	** **	** **	38 24%	20 13%	** **	23 15%	** **
SATISFIED (7-10)	1219 65%	133 79%	** **	125 78%	27 38%	135 67%	** **	** **	** **	** **	111 69%	127 83%	** **	117 79%	** **
Answered	1813	162	**	155	68	202	**	**	**	**	160	153	**	148	**
Mean score	7.1	7.9	**	7.9	5.4	7.1	**	**	**	**	7.3	8.0	**	7.8	**
Standard deviation	2.53	1.93	**	2.07	2.71	2.49	**	**	**	**	2.22	1.83	**	2.18	**
Standard error	.06	.12	**	.13	.25	.18	**	**	**	**	.19	.16	**	.19	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		1883	703	705	475	834	1049	1211	391	281	191	364	387	369	384	188	752	382	749
Effective Weighted Sample		1634	611	609	414	723	911	1054	333	247	187	333	383	353	367	153	683	338	672
Total		1874	696	700	478	832	1042	1213	370	290	104	464	458	413	234	202	623	333	918
1 Extremely dissatisfied	(1.0)	85 5%	22 3%	37 5%	25 5%	35 4%	49 5%	59 5%	12 3%	14 5%	5 5%	13 3%	33 7%	19 5%	10 4%	5 2%	36 6%	18 5%	30 3%
2	(2.0)	57 3%	23 3%	15 2%	19 4%	21 3%	36 3%	37 3%	12 3%	8 3%	3 3%	14 3%	20 4%	9 2%	8 3%	3 2%	16 3%	11 3%	30 3%
3	(3.0)	70 4%	29 4%	24 3%	17 4%	32 4%	38 4%	47 4%	12 3%	10 4%	6 6%	11 2%	33 7%	6 2%	5 2%	8 4%	22 4%	22 7%	26 3%
4	(4.0)	77 4%	32 5%	31 4%	15 3%	31 4%	46 4%	55 5%	13 3%	9 3%	3 3%	17 4%	23 5%	12 3%	14 6%	9 4%	30 5%	13 4%	35 4%
5	(5.0)	160 9%	64 9%	56 8%	40 8%	65 8%	94 9%	103 8%	33 9%	24 8%	10 10%	29 6%	60 13%	35 8%	16 7%	10 5%	62 10%	34 10%	64 7%
6	(6.0)	175 9%	80 11%	63 9%	31 7%	82 10%	92 9%	119 10%	42 11%	14 5%	8 8%	49 11%	37 8%	37 9%	20 9%	22 11%	64 10%	27 8%	84 9%
7	(7.0)	264 14%	107 15%	104 15%	53 11%	117 14%	147 14%	178 15%	60 16%	26 9%	8 8%	69 15%	55 12%	69 17%	31 13%	32 16%	95 15%	47 14%	122 13%
8	(8.0)	350 19%	121 17%	140 20%	89 19%	160 19%	189 18%	220 18%	62 17%	69 24%	19 18%	92 20%	67 15%	82 20%	47 20%	43 21%	107 17%	54 16%	188 21%
9	(9.0)	302 16%	105 15%	110 16%	87 18%	142 17%	160 15%	201 17%	48 13%	53 18%	22 21%	77 17%	70 15%	59 14%	39 17%	35 18%	103 16%	53 16%	147 16%
10 Extremely satisfied	(10.0)	287 15%	108 16%	108 15%	71 15%	126 15%	161 15%	175 14%	71 19%	41 14%	17 17%	79 17%	52 11%	71 17%	34 14%	33 17%	82 13%	48 14%	158 17%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 118

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	1883	703	705	475	834	1049	1211	391	281	191	364	387	369	384	188	752	382	749
Effective Weighted Sample	1634	611	609	414	723	911	1054	333	247	187	333	383	353	367	153	683	338	672
Total	1874	696	700	478	832	1042	1213	370	290	104	464	458	413	234	202	623	333	918
Not applicable	48 3%	4 1%	13 2%	30 6% ab	19 2%	29 3%	20 2%	6 2%	22 8% fg	1 1%	13 3%	8 2%	14 3%	9 4%	1 *%	6 1%	7 2%	35 4% o
SUMMARY CODES																		
DISSATISFIED (1-3)	212 11%	75 11%	75 11%	61 13%	89 11%	123 12%	143 12%	36 10%	32 11%	15 14%	38 8%	86 19% jlmn	34 8%	23 10%	16 8%	75 12%	51 15% q	86 9%
NEUTRAL (4-6)	412 22%	176 25% c	150 21%	86 18%	179 22%	233 22%	276 23%	88 24%	47 16%	21 21%	95 20%	120 26%	83 20%	51 22%	42 21%	155 25%	75 22%	182 20%
SATISFIED (7-10)	1203 64%	441 63%	462 66%	300 63%	545 66%	658 63%	774 64%	240 65%	189 65%	66 64%	317 68% k	244 53%	281 68% k	151 64% k	144 71% k	387 62%	201 60%	615 67%
Answered	1826	692	687	448	813	1014	1194	364	268	102	450	450	398	225	201	617	327	883
Mean score	7.0	7.0	7.0	7.0	7.1	6.9	6.9	7.1	7.2	7.1	7.3	6.4	7.2	7.0	7.3	6.8	6.7	7.2
Standard deviation	2.48	2.41	2.47	2.62	2.43	2.52	2.49	2.41	2.52	2.64	2.31	2.72	2.36	2.47	2.21	2.51	2.62	2.39
Standard error	.06	.09	.09	.12	.09	.08	.07	.12	.16	.19	.12	.14	.13	.13	.16	.09	.14	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	1883	534	1349	1388	150	1303	551	191	73	33	85	59	132	135	26	121	66	
Effective Weighted Sample	1634	470	1171	1203	129	1132	479	187	73	33	85	57	129	132	25	119	64	
Total	1874	480	1394	1406	137	1329	516	104	44	12	48	32	72	73	14	67	35	
1 Extremely dissatisfied	(1.0)	85 5%	44 9%	41 3%	11 1%	47 34%	28 2%	55 11%	5 5%	**	**	**	**	1 1%	1 1%	**	1 2%	**
			b	c		e						l					o	
2	(2.0)	57 3%	24 5%	33 2%	17 1%	18 13%	20 2%	34 7%	3 3%	**	**	**	**	2 2%	1 1%	**	1 2%	**
			b	c		e												
3	(3.0)	70 4%	32 7%	38 3%	17 1%	16 12%	29 2%	39 8%	6 6%	**	**	**	**	5 6%	1 1%	**	2 3%	**
			b	c		e												
4	(4.0)	77 4%	25 5%	52 4%	31 2%	9 7%	36 3%	41 8%	3 3%	**	**	**	**	2 2%	1 1%	**	1 1%	**
			b	c		e												
5	(5.0)	160 9%	57 12%	103 7%	75 5%	16 11%	81 6%	78 15%	10 10%	**	**	**	**	5 7%	3 4%	**	5 8%	**
			b	c		e												
6	(6.0)	175 9%	48 10%	126 9%	117 8%	9 7%	104 8%	67 13%	8 8%	**	**	**	**	5 7%	5 6%	**	5 7%	**
			b	c		e												
7	(7.0)	264 14%	66 14%	198 14%	216 15%	7 5%	189 14%	74 14%	8 8%	**	**	**	**	6 8%	6 9%	**	4 6%	**
			b	c	d		e											
8	(8.0)	350 19%	64 13%	286 21%	325 23%	2 1%	287 22%	57 11%	19 18%	**	**	**	**	14 20%	17 24%	**	16 24%	**
			a	d		f											p	
9	(9.0)	302 16%	62 13%	241 17%	285 20%	5 3%	259 19%	41 8%	22 21%	**	**	**	**	19 27%	21 29%	**	17 25%	**
			b	c	d		f						k					

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	1883	534	1349	1388	150	1303	551	191	73	33	85	59	132	135	26	121	66
Effective Weighted Sample	1634	470	1171	1203	129	1132	479	187	73	33	85	57	129	132	25	119	64
Total	1874	480	1394	1406	137	1329	516	104	44	12	48	32	72	73	14	67	35
10 Extremely satisfied (10.0)	287 15%	50 10%	237 17%	275 20%	2 1%	265 20%	21 4%	17 17%	** **	** **	** **	** **	13 19%	17 23%	** **	15 23%	** **
Not applicable	48 3%	9 2%	39 3%	36 3%	6 4%	31 2%	8 2%	1 1%	** **	** **	** **	** **	1 1%	1 2%	** **	1 1%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	212 11%	100 21%	112 8%	45 3%	82 59%	78 6%	128 25%	15 14%	** **	** **	** **	** **	7 9%	2 3%	** **	4 6%	** **
NEUTRAL (4-6)	412 22%	130 27%	281 20%	224 16%	34 25%	221 17%	186 36%	21 21%	** **	** **	** **	** **	12 16%	8 12%	** **	11 16%	** **
SATISFIED (7-10)	1203 64%	241 50%	962 69%	1101 78%	16 11%	1001 75%	194 38%	66 64%	** **	** **	** **	** **	52 73%	62 84%	** **	52 77%	** **
Answered	1826	472	1355	1370	131	1299	508	102	**	**	**	**	71	72	**	67	**
Mean score	7.0	6.1	7.3	7.8	3.3	7.6	5.4	7.1	**	**	**	**	7.6	8.2	**	7.9	**
Standard deviation	2.48	2.76	2.30	1.87	2.44	2.13	2.58	2.64	**	**	**	**	2.26	1.78	**	2.14	**
Standard error	.06	.12	.06	.05	.20	.06	.11	.19	**	**	**	**	.20	.15	**	.20	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

		O2										Orange								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		Total	All a	Billing b	Fault/repair *c	General d	Yes e	No f	Satis-fied g	Dissat-ified ~h	Yes i	No *j	All k	Billing l	Fault/repair *m	General n	Yes o	No p	Satis-fied q	Dissat-ified ~r
Significance Level: 99%																				
Unweighted total		1883	364	146	88	130	101	263	299	14	288	70	387	175	69	143	110	277	263	38
Effective Weighted Sample		1634	333	146	88	130	93	243	274	13	264	64	383	175	69	143	108	275	261	38
Total		1874	464	164	70	230	109	355	386	17	373	82	458	187	96	175	130	328	308	46
1 Extremely dissatisfied	(1.0)	85 5%	13 3%	6 3%	** **	5 2%	8 7%	5 2%	2 *%	** **	5 1%	** i	33 7%	12 6%	** **	11 6%	12 9%	20 6%	3 1%	** **
2	(2.0)	57 3%	14 3%	1 1%	** **	9 4%	4 4%	10 3%	6 2%	** **	7 2%	** **	20 4%	9 5%	** **	9 5%	7 6%	13 4%	3 1%	** **
3	(3.0)	70 4%	11 2%	6 3%	** **	5 2%	5 5%	6 2%	5 1%	** **	6 2%	** **	33 7%	9 5%	** **	12 7%	15 11%	18 6%	6 2%	** **
4	(4.0)	77 4%	17 4%	6 3%	** **	9 4%	6 5%	11 3%	5 1%	** **	7 2%	** i	23 5%	13 7%	** **	7 4%	10 8%	13 4%	9 3%	** **
5	(5.0)	160 9%	29 6%	12 8%	** **	11 5%	9 8%	20 6%	20 5%	** **	21 6%	** **	60 13%	22 12%	** **	21 12%	26 20%	34 10%	25 8%	** **
6	(6.0)	175 9%	49 11%	19 12%	** **	25 11%	15 13%	35 10%	36 9%	** **	33 9%	** **	37 8%	19 10%	** **	12 7%	8 6%	29 9%	29 9%	** **
7	(7.0)	264 14%	69 15%	25 15%	** **	35 15%	17 16%	52 15%	58 15%	** **	55 15%	** **	55 12%	27 14%	** **	18 10%	10 7%	45 14%	48 15%	** **
8	(8.0)	350 19%	92 20%	26 16%	** **	51 22%	13 12%	79 22%	91 24%	** **	82 22%	** **	67 15%	26 14%	** **	32 18%	17 13%	50 15%	63 21%	** **
9	(9.0)	302 16%	77 17%	35 21%	** **	34 15%	14 12%	64 18%	75 19%	** **	71 19%	** **	70 15%	31 17%	** **	20 11%	22 17%	48 15%	67 22%	** **
10 Extremely satisfied	(10.0)	287 15%	79 17%	27 16%	** **	37 16%	16 15%	63 18%	77 20%	** **	77 21%	** **	52 11%	19 10%	** **	26 15%	3 2%	49 15%	49 16%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	O2											Orange							
	Issue				Complaint		Satisfaction with CS		Resolved			Issue				Complaint		Satisfaction with CS	
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	1883	364	146	88	130	101	263	299	14	288	70	387	175	69	143	110	277	263	38
Effective Weighted Sample	1634	333	146	88	130	93	243	274	13	264	64	383	175	69	143	108	275	261	38
Total	1874	464	164	70	230	109	355	386	17	373	82	458	187	96	175	130	328	308	46
Not applicable	48	13	2	**	9	3	11	10	**	9	**	8	1	**	7	-	8	6	**
	3%	3%	1%	**	4%	3%	3%	3%	**	2%	**	2%	1%	**	4%	-%	3%	2%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	212	38	12	**	19	17	21	13	**	18	**	86	29	**	32	34	51	12	**
	11%	8%	8%	**	8%	16%	6%	3%	**	5%	**	19%	15%	**	18%	26%	16%	4%	**
NEUTRAL (4-6)	412	95	37	**	44	29	66	61	**	62	**	120	55	**	40	44	76	63	**
	22%	20%	23%	**	19%	27%	19%	16%	**	17%	**	26%	29%	**	23%	34%	23%	20%	**
SATISFIED (7-10)	1203	317	113	**	157	60	257	301	**	284	**	244	103	**	96	52	192	228	**
	64%	68%	68%	**	68%	55%	73%	78%	**	76%	**	53%	55%	**	55%	40%	59%	74%	**
Answered	1826	450	162	**	221	106	344	376	**	364	**	450	186	**	168	130	320	302	**
Mean score	7.0	7.3	7.3	**	7.3	6.5	7.5	7.8	**	7.7	**	6.4	6.4	**	6.5	5.6	6.7	7.6	**
Standard deviation	2.48	2.31	2.27	**	2.28	2.69	2.13	1.85	**	2.03	**	2.72	2.61	**	2.76	2.67	2.67	1.95	**
Standard error	.06	.12	.19	**	.20	.27	.13	.11	**	.12	**	.14	.20	**	.24	.25	.16	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1883	245	137	369	143	71	155	108	261	281	27	257	105	384	158	67	159	105	279
Effective Weighted Sample	1634	243	135	353	143	71	155	104	250	269	26	246	101	367	158	67	159	102	267
Total	1874	287	165	413	124	74	215	111	302	318	28	294	111	234	78	35	121	57	177
1 Extremely dissatisfied (1.0)	85 5%	8 3%	25 15% a	19 5%	10 8%	** **	8 4%	11 10% h	8 3%	3 1%	** **	9 3%	10 9%	10 4%	5 6%	** **	3 3%	6 11% r	4 2%
2 (2.0)	57 3%	4 2%	14 9% a	9 2%	1 1%	** **	7 3%	3 3%	6 2%	6 2%	** **	4 1%	5 4%	8 3%	2 3%	** **	3 3%	5 9% r	3 2%
3 (3.0)	70 4%	13 5%	19 11%	6 2%	2 1%	** **	1 1%	3 3%	3 1%	3 1%	** **	2 1%	4 4%	5 2%	1 2%	** **	2 2%	3 5%	3 1%
4 (4.0)	77 4%	13 4%	10 6%	12 3%	4 3%	** **	4 2%	5 4%	7 2%	5 2%	** **	5 2%	7 6%	14 6%	6 8%	** **	6 5%	2 4%	12 7%
5 (5.0)	160 9%	26 9%	34 21% a	35 8%	12 10%	** **	15 7%	14 12%	21 7%	17 5%	** **	18 6%	17 15% k	16 7%	5 7%	** **	9 8%	2 4%	14 8%
6 (6.0)	175 9%	20 7%	16 10%	37 9%	9 7%	** **	22 10%	14 12%	23 8%	21 7%	** **	19 7%	16 14%	20 9%	7 9%	** **	10 8%	5 8%	16 9%
7 (7.0)	264 14%	33 11%	22 13%	69 17%	27 22%	** **	31 14%	23 21%	46 15%	57 18%	** **	53 18%	16 15%	31 13%	10 13%	** **	13 11%	9 17%	22 12%
8 (8.0)	350 19%	54 19% b	12 7%	82 20%	23 19%	** **	47 22%	9 8%	73 24% g	71 22%	** **	65 22%	15 14%	47 20%	17 22%	** **	25 21%	8 14%	39 22%
9 (9.0)	302 16%	61 21% b	9 5%	59 14%	18 15%	** **	29 14%	12 11%	47 16%	56 18%	** **	45 15%	12 11%	39 17%	11 14%	** **	22 18%	10 17%	29 16%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	1883	245	137	369	143	71	155	108	261	281	27	257	105	384	158	67	159	105	279
Effective Weighted Sample	1634	243	135	353	143	71	155	104	250	269	26	246	101	367	158	67	159	102	267
Total	1874	287	165	413	124	74	215	111	302	318	28	294	111	234	78	35	121	57	177
10 Extremely satisfied (10.0)	287	49	2	71	16	**	40	14	57	67	**	63	8	34	12	**	20	6	28
	15%	17% b	1%	17%	13%	**	19%	13%	19%	21%	**	22% l	7%	14%	15%	**	16%	10%	16%
Not applicable	48	6	1	14	3	**	10	3	12	12	**	11	1	9	*	**	8	1	8
	3%	2%	1%	3%	2%	**	5%	2%	4%	4%	**	4%	1%	4%	1%	**	6% n	2%	4%
SUMMARY CODES																			
DISSATISFIED (1-3)	212	25	58	34	12	**	17	18	16	12	**	15	19	23	9	**	8	14	10
	11%	9%	35% a	8%	10%	**	8%	16% h	5%	4%	**	5%	17% k	10%	11%	**	7%	25% r	5%
NEUTRAL (4-6)	412	58	61	83	25	**	42	32	51	43	**	42	40	51	19	**	25	9	42
	22%	20%	37% a	20%	20%	**	19%	29% h	17%	13%	**	14%	36% k	22%	24%	**	21%	16%	24%
SATISFIED (7-10)	1203	198	45	281	84	**	147	58	223	252	**	226	52	151	50	**	80	33	118
	64%	69% b	27%	68%	68%	**	68%	52% g	74%	79%	**	77% l	46%	64%	64%	**	66%	58%	67%
Answered	1826	281	163	398	121	**	205	109	290	306	**	283	110	225	77	**	114	55	169
Mean score	7.0	7.3	4.7	7.2	6.9	**	7.3	6.3	7.6	7.8	**	7.7	6.0	7.0	6.9	**	7.3	6.2	7.3
		b						g				l					o		q
Standard deviation	2.48	2.36	2.49	2.36	2.45	**	2.34	2.70	2.12	1.91	**	2.13	2.58	2.47	2.58	**	2.31	2.99	2.22
Standard error	.06	.15	.21	.13	.21	**	.19	.26	.13	.12	**	.13	.25	.13	.21	**	.19	.29	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

		T-Mobile					3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	1883	273	29	257	120	188	57	54	77	51	137	137	16	135	53	
Effective Weighted Sample	1634	261	28	246	115	153	57	54	77	44	113	112	13	109	44	
Total	1874	168	17	160	70	202	27	47	128	41	160	153	17	148	54	
1 Extremely dissatisfied	(1.0)	85 5%	2 1%	** **	3 2%	7 10%	5 2%	** **	** **	** **	** 2%	3 1%	2 **	** **	3 2%	** **
2	(2.0)	57 3%	1 1%	** **	3 2%	5 7%	3 2%	** **	** **	** **	** *%	- -%	** **	- -%	** **	
3	(3.0)	70 4%	* *%	** **	2 1%	4 5%	8 4%	** **	** **	** **	** 2%	3 1%	** **	4 3%	** **	
4	(4.0)	77 4%	6 3%	** **	8 5%	6 9%	9 4%	** **	** **	** **	** 5%	8 3%	** **	3 2%	** **	
5	(5.0)	160 9%	9 5%	** **	8 5%	7 10%	10 5%	** **	** **	** **	** 6%	9 1%	** **	3 2%	** **	
6	(6.0)	175 9%	13 7%	** **	13 8%	7 10%	22 11%	** **	** **	** **	** 11%	18 10%	** **	14 9%	** **	
7	(7.0)	264 14%	21 12%	** **	19 12%	12 18%	32 16%	** **	** **	** **	** 17%	28 17%	** **	26 18%	** **	
8	(8.0)	350 19%	44 26%	** **	38 23%	9 13%	43 21%	** **	** **	** **	** 19%	31 25%	** **	34 23%	** **	
9	(9.0)	302 16%	33 20%	** **	33 21%	5 7%	35 18%	** **	** **	** **	** 21%	34 21%	** **	31 21%	** **	
10 Extremely satisfied	(10.0)	287 15%	32 19%	** **	29 18%	5 6%	33 17%	** **	** **	** **	** 17%	26 22%	** **	31 21%	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4d. And how satisfied were you with - Speed of answering phones?

Base : Contact by phone about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	1883	273	29	257	120	188	57	54	77	51	137	137	16	135	53
Effective Weighted Sample	1634	261	28	246	115	153	57	54	77	44	113	112	13	109	44
Total	1874	168	17	160	70	202	27	47	128	41	160	153	17	148	54
Not applicable	48	7	**	4	3	1	**	**	**	**	-	-	**	-	**
	3%	4%	**	3%	4%	*%	**	**	**	**	-%	-%	**	-%	**
SUMMARY CODES															
DISSATISFIED (1-3)	212	4	**	8	15	16	**	**	**	**	7	3	**	6	**
	11%	2%	**	5%	22%	8%	**	**	**	j	4%	2%	**	4%	**
NEUTRAL (4-6)	412	27	**	29	21	42	**	**	**	**	35	21	**	20	**
	22%	16%	**	18%	30%	21%	**	**	**	**	22%	14%	**	13%	**
SATISFIED (7-10)	1203	130	**	119	31	144	**	**	**	**	119	129	**	122	**
	64%	77%	**	74%	44%	71%	**	**	**	**	74%	84%	**	82%	**
Answered	1826	161	**	155	67	201	**	**	**	**	160	153	**	148	**
Mean score	7.0	7.9	**	7.6	5.7	7.3	**	**	**	**	7.5	8.0	**	7.9	**
Standard deviation	2.48	1.87	**	2.13	2.68	2.21	**	**	**	**	2.04	1.72	**	1.90	**
Standard error	.06	.12	**	.13	.25	.16	**	**	**	**	.17	.15	**	.16	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Unweighted total		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Effective Weighted Sample		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	108 5%	26 4%	45 6%	37 7% a	48 5%	60 5%	68 5%	17 4%	23 7%	9 9% j	17 3%	36 8% j	27 6%	11 5%	8 4%	46 7% q	28 8% q	35 4%
2	(2.0)	53 3%	21 3%	16 2%	15 3% a	26 3%	27 2%	32 2%	11 3%	9 3%	3 3%	6 1%	23 5% j	10 2%	4 2%	6 3%	23 3% q	16 4% q	14 1%
3	(3.0)	75 4%	20 3%	36 5%	19 4% a	37 4%	38 3%	54 4%	12 3%	9 3%	4 4%	17 3%	29 6% l	8 2%	8 3%	8 4%	26 4% q	21 6% q	28 3%
4	(4.0)	76 4%	34 5%	22 3%	21 4% a	28 3%	48 4%	47 4%	18 4%	12 4%	3 2%	22 4%	23 5%	15 3%	6 2%	8 4%	28 4% q	16 4% q	32 3%
5	(5.0)	138 7%	59 8%	49 7%	30 6% a	61 7%	77 7%	97 7%	23 6%	18 6%	7 6%	31 6%	36 8%	35 8%	16 7%	13 6%	45 7% q	30 8% q	62 6%
6	(6.0)	169 8%	71 10%	62 8%	36 7% a	71 8%	98 9%	111 9%	41 10%	17 5%	6 5%	46 9%	37 8%	37 8%	23 10%	20 10%	53 8% q	41 11% q	75 8%
7	(7.0)	253 13%	112 15% c	96 13%	45 9% a	122 14%	131 12%	187 14% h	49 12% h	17 6%	10 9%	66 13%	56 12%	50 11%	30 12%	41 20% i	90 14% q	42 12% q	122 12%
8	(8.0)	384 19%	143 19%	144 19%	98 19% a	171 19%	214 19%	242 19%	77 19%	65 21%	20 19%	98 19%	79 17%	99 22%	50 21%	39 18%	118 18% q	67 18% q	200 20%
9	(9.0)	351 18%	116 16%	139 18%	95 19% a	174 19%	176 16%	225 17%	56 14%	70 22% g	23 21%	89 17%	82 17%	80 18%	44 18%	32 15%	116 18% q	52 14% q	183 18%
10 Extremely satisfied	(10.0)	361 18%	134 18%	138 18%	88 17% a	155 17%	206 19%	216 17%	88 22%	57 18%	22 20%	114 22% k	66 14%	79 18%	45 18%	35 17%	102 16% q	45 13% q	213 22% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 119

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	34 2%	4 1%	10 1%	20 4% ab	8 1%	26 2%	14 1%	7 2%	13 4% f	2 2%	9 2%	6 1%	9 2%	6 3%	2 1%	3 *%	5 1%	26 3% o
SUMMARY CODES																		
DISSATISFIED (1-3)	235 12%	67 9%	96 13%	72 14% a	111 12%	124 11%	155 12%	40 10%	41 13%	17 16% j	40 8%	88 19% jlm	45 10%	23 10%	22 10%	94 14% q	64 18% q	77 8%
NEUTRAL (4-6)	384 19%	164 22%	132 18%	87 17%	161 18%	223 20%	255 20%	82 21%	46 15%	15 14%	98 19%	97 20%	87 19%	46 19%	41 19%	126 19%	87 24% q	170 17%
SATISFIED (7-10)	1349 67%	505 68%	518 68%	327 65%	622 69%	727 66%	870 67%	270 68%	209 68%	75 69%	366 71% k	283 60%	308 69% k	168 69% k	148 70%	425 66% p	206 57%	718 72% op
Answered Mean score	1968 7.1	736 7.2	746 7.2	486 7.0	894 7.2	1074 7.1	1279 7.1	392 7.3	296 7.2	107 7.1	505 7.5 k	469 6.6	440 7.2 k	237 7.3 k	210 7.2	645 6.9	358 6.5	965 7.5 op
Standard deviation	2.55	2.39	2.58	2.75	2.55	2.56	2.52	2.49	2.75	2.83	2.34	2.80	2.51	2.42	2.37	2.67	2.72	2.33
Standard error	.06	.09	.09	.13	.09	.08	.07	.12	.16	.20	.12	.14	.13	.12	.17	.10	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	108 5%	67 13%	41 3%	8 1%	73 50%	28 2%	80 14%	9 9%	**	**	**	**	2 2%	1 1%	**	1 2%	**
			b	c		e			j			l					o	
2	(2.0)	53 3%	31 6%	22 1%	6 *	29 20%	16 1%	37 7%	3 3%	**	**	**	**	2 3%	1 1%	**	1 1%	**
			b	c		e			e									
3	(3.0)	75 4%	40 8%	34 2%	20 1%	13 9%	29 2%	45 8%	4 4%	**	**	**	**	2 3%	1 1%	**	1 1%	**
			b	c		e			e									
4	(4.0)	76 4%	24 5%	53 4%	26 2%	6 4%	31 2%	43 8%	3 2%	**	**	**	**	2 3%	1 1%	**	1 2%	**
			b	c		e			e									
5	(5.0)	138 7%	49 10%	89 6%	47 3%	4 3%	59 4%	77 14%	7 6%	**	**	**	**	2 3%	3 4%	**	3 4%	**
			b	c		e			e			l						
6	(6.0)	169 8%	48 9%	122 8%	101 7%	5 3%	92 6%	73 13%	6 5%	**	**	**	**	5 6%	2 2%	**	2 2%	**
			b	c		e			e									
7	(7.0)	253 13%	53 10%	201 13%	215 14%	3 2%	184 13%	69 12%	10 9%	**	**	**	**	6 8%	7 9%	**	6 9%	**
			b	c	d		e		e									
8	(8.0)	384 19%	79 15%	305 20%	351 23%	2 1%	306 22%	74 13%	20 19%	**	**	**	**	18 23%	18 24%	**	17 24%	**
			b	c	d		f		e									
9	(9.0)	351 18%	64 13%	286 19%	341 23%	5 3%	313 22%	35 6%	23 21%	**	**	**	**	16 22%	23 30%	**	18 25%	**
			b	c	d		f		e									

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	361 18%	55 11%	306 21%	354 24%	1 1%	339 24%	21 4%	22 20%	**	**	**	**	19 25%	21 28%	**	21 30%	**
Not applicable	34 2%	2 *	32 2%	25 2%	7 5%	17 1%	7 1%	2 2%	**	**	**	**	2 2%	1 1%	**	1 1%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	235 12%	138 27%	97 7%	34 2%	115 78%	73 5%	162 29%	17 16%	**	**	**	**	6 8%	2 2%	**	2 3%	**
NEUTRAL (4-6)	384 19%	121 24%	263 18%	174 12%	15 10%	182 13%	192 34%	15 14%	**	**	**	**	9 12%	6 7%	**	6 8%	**
SATISFIED (7-10)	1349 67%	251 49%	1098 74%	1261 84%	10 7%	1141 81%	199 36%	75 69%	**	**	**	**	59 78%	69 90%	**	62 88%	**
Answered	1968	510	1458	1469	140	1396	553	107	**	**	**	**	74	76	**	70	**
Mean score	7.1	5.9	7.6	8.1	2.3	7.9	5.2	7.1	**	**	**	**	7.8	8.4	**	8.3	**
Standard deviation	2.55	2.97	2.23	1.71	2.13	2.06	2.66	2.83	**	**	**	**	2.28	1.68	**	1.89	**
Standard error	.06	.13	.06	.04	.17	.06	.11	.20	**	**	**	**	.20	.14	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

		O2										Orange								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		Total	All a	Billing b	Fault/repair *c	General d	Yes e	No f	Satis-fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																				
Unweighted total		2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample		1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total		2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied	(1.0)	108 5%	17 3%	8 5%	** **	7 3%	10 8%	7 2%	2 *%	** **	9 2%	** **	36 8%	13 7%	** **	11 6%	23 17%	14 4%	- -%	** **
2	(2.0)	53 3%	6 1%	2 1%	** **	2 1%	4 3%	3 1%	- -%	** **	2 *%	** **	23 5%	13 7%	** **	4 2%	14 11%	9 3%	3 1%	** **
3	(3.0)	75 4%	17 3%	6 3%	** **	5 2%	9 8%	8 2%	8 2%	** **	9 2%	** **	29 6%	12 6%	** **	9 5%	14 10%	15 4%	6 2%	** **
4	(4.0)	76 4%	22 4%	8 5%	** **	12 5%	7 5%	15 4%	10 2%	** **	11 3%	** **	23 5%	6 3%	** **	10 5%	6 5%	17 5%	6 2%	** **
5	(5.0)	138 7%	31 6%	14 8%	** **	14 5%	11 9%	20 5%	17 4%	** **	16 4%	** **	36 8%	13 7%	** **	12 7%	12 9%	24 7%	8 2%	** **
6	(6.0)	169 8%	46 9%	15 8%	** **	23 9%	16 13%	30 7%	28 7%	** **	22 5%	** **	37 8%	12 6%	** **	16 9%	10 8%	27 8%	24 8%	** **
7	(7.0)	253 13%	66 13%	21 12%	** **	32 12%	12 10%	54 14%	59 14%	** **	55 14%	** **	56 12%	33 18%	** **	15 8%	9 7%	47 14%	47 15%	** **
8	(8.0)	384 19%	98 19%	32 18%	** **	51 19%	20 17%	77 20%	90 21%	** **	88 22%	** **	79 17%	27 14%	** **	38 21%	15 11%	64 19%	72 23%	** **
9	(9.0)	351 18%	89 17%	35 20%	** **	44 17%	13 11%	76 19%	87 21%	** **	82 20%	** **	82 17%	36 19%	** **	29 16%	22 17%	60 18%	82 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 119

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	361 18%	114 22%	34 19%	** **	65 25%	16 14%	98 25%	114 27%	** **	110 27%	** **	66 14%	25 13%	** **	33 18%	7 5%	59 17%	65 20%	** **
Not applicable	34 2%	9 2%	- -%	** **	7 3%	2 1%	7 2%	5 1%	** **	3 1%	** **	6 1%	- -%	** **	6 3%	- -%	6 2%	5 2%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	235 12%	40 8%	16 9%	** **	14 5%	23 19%	18 4%	10 2%	** **	19 5%	** **	88 19%	37 20%	** **	23 13%	51 38%	37 11%	9 3%	** **
NEUTRAL (4-6)	384 19%	98 19%	36 21%	** **	49 19%	34 28%	64 16%	55 13%	** **	48 12%	** **	97 20%	31 16%	** **	38 21%	29 22%	68 20%	38 12%	** **
SATISFIED (7-10)	1349 67%	366 71%	122 70%	** **	192 73%	62 51%	305 77%	351 83%	** **	335 83%	** **	283 60%	121 64%	** **	115 63%	53 40%	230 67%	267 84%	** **
Answered Mean score	1968 7.1	505 7.5	173 7.3	** **	256 7.7	118 6.4	387 7.8	416 8.1	** **	403 8.0	** **	469 6.6	189 6.6	** **	177 7.0	134 5.2	335 7.2	314 8.1	** **
Standard deviation	2.55	2.34	2.44	**	2.23	2.74	2.09	1.78	**	2.05	**	2.80	2.78	**	2.65	3.09	2.48	1.71	**
Standard error	.06	.12	.20	**	.19	.26	.12	.10	**	.12	**	.14	.21	**	.22	.29	.15	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone					T-Mobile						
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue			Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	108 5%	6 2%	31 18% a	27 6%	11 9%	** **	8 4%	17 14% h	10 3%	4 1%	** **	6 2%	21 18% k	11 5%	5 6%	** **	4 3%	6 9%	6 3%
2 (2.0)	53 3%	5 2%	19 11% a	10 2%	3 3%	** **	4 2%	6 5%	4 1%	1 *%	** **	4 1%	6 5%	4 2%	2 2%	** **	2 1%	2 3%	2 1%
3 (3.0)	75 4%	13 4%	16 9%	8 2%	3 3%	** **	3 1%	6 5% h	2 1%	3 1%	** **	1 *%	7 6% k	8 3%	1 1%	** **	5 4%	4 6%	4 2%
4 (4.0)	76 4%	8 3%	14 8%	15 3%	9 7%	** **	4 2%	5 4%	10 3%	7 2%	** **	6 2%	8 6%	6 2%	3 4%	** **	2 1%	2 3%	4 2%
5 (5.0)	138 7%	13 4%	22 13% a	35 8%	7 5%	** **	21 9%	14 12%	21 6%	13 4%	** **	21 6%	14 12%	16 7%	5 6%	** **	7 5%	4 6%	13 7%
6 (6.0)	169 8%	22 7%	16 9%	37 8%	13 10%	** **	15 6%	9 8%	27 8%	20 6%	** **	23 7%	12 10%	23 10%	9 11%	** **	8 7%	9 14%	15 8%
7 (7.0)	253 13%	32 11%	24 14%	50 11%	15 11%	** **	29 12%	12 10%	38 11%	43 12%	** **	38 12%	12 10%	30 12%	10 12%	** **	15 12%	9 14%	21 12%
8 (8.0)	384 19%	59 20%	18 11%	99 22%	29 22%	** **	51 22%	26 21%	73 22%	93 27%	** **	73 23%	23 19%	50 21%	19 24%	** **	24 19%	8 14%	42 23%
9 (9.0)	351 18%	74 25% b	7 4%	80 18%	21 16%	** **	47 20%	12 10%	68 21%	77 22%	** **	73 23% l	8 6%	44 18%	11 14%	** **	27 21%	8 13%	36 20%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	361 18%	62 21% b	4 2%	79 18%	19 14%	** **	49 20%	13 11%	66 20%	77 22%	** **	71 22% l	8 7%	45 18%	15 18%	** **	27 21%	10 16%	35 19%
Not applicable	34 2%	5 2%	- -%	9 2%	2 1%	** **	6 2%	- -%	9 3%	9 3%	** **	7 2%	- -%	6 3%	* 1%	** **	5 4%	- -%	6 3%
SUMMARY CODES																			
DISSATISFIED (1-3)	235 12%	23 8%	65 38% a	45 10%	18 14%	** **	15 6%	29 24% h	16 5%	9 2%	** **	10 3%	35 29% k	23 10%	8 10%	** **	11 9%	11 19% r	12 7%
NEUTRAL (4-6)	384 19%	43 14%	52 30% a	87 19%	29 22%	** **	40 17%	28 23%	59 18%	40 11%	** **	50 15%	34 28% k	46 19%	17 21%	** ** mp	17 13%	14 24%	32 17%
SATISFIED (7-10)	1349 67%	227 76% b	53 31%	308 69%	83 63%	** **	176 74%	63 53%	245 74% g	289 83%	** **	255 79% l	51 43%	168 69%	55 69%	** **	92 74% o	34 57%	134 73% q
Answered	1968	293	170	440	130	**	232	120	320	337	**	315	120	237	80	**	120	60	178
Mean score	7.1	7.7 b	4.7	7.2	6.8	**	7.6 d	6.0	7.7 g	8.1	**	7.9 l	5.4	7.3	7.2	**	7.7 o	6.5	7.6 q
Standard deviation	2.55	2.22	2.67	2.51	2.71	**	2.26	2.95	2.16	1.77	**	1.96	2.90	2.42	2.50	**	2.30	2.80	2.22
Standard error	.06	.14	.22	.13	.22	**	.17	.27	.13	.10	**	.12	.27	.12	.20	**	.18	.27	.13

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	108 5%	- -%	** **	3 2%	8 11% c	8 4%	** **	** **	** **	** **	3 2%	2 1%	** **	3 2%	** **
2	(2.0)	53 3%	* *%	** **	2 1%	2 3%	6 3%	** **	** **	** **	** **	2 1%	- -%	** **	3 2%	** **
3	(3.0)	75 4%	2 1%	** **	4 2%	4 5%	8 4%	** **	** **	** **	** **	3 2%	- -%	** **	2 1%	** **
4	(4.0)	76 4%	* *%	** **	3 2%	3 4%	8 4%	** **	** **	** **	** **	4 3%	2 1%	** **	2 1%	** **
5	(5.0)	138 7%	5 3%	** **	4 2%	12 16% c	13 6%	** **	** **	** **	** **	9 6%	2 1%	** **	3 2%	** **
6	(6.0)	169 8%	13 8%	** **	11 7%	13 17% c	20 10%	** **	** **	** **	** **	18 11%	14 9%	** **	13 9%	** **
7	(7.0)	253 13%	22 13%	** **	21 13%	9 12%	41 20%	** **	** **	** **	** **	34 21%	37 24%	** **	32 21%	** **
8	(8.0)	384 19%	42 24%	** **	39 24%	11 15%	39 18%	** **	** **	** **	** **	32 19%	35 22%	** **	31 20%	** **
9	(9.0)	351 18%	41 24%	** **	37 23%	5 7% d	32 15%	** **	** **	** **	** **	30 18%	31 20%	** **	28 19%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4e. And how satisfied were you with - The time taken to handle your issue?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	361 18%	42 24%	** **	39 24%	5 7%	35 17%	** **	** **	** **	** **	29 17%	35 22%	** **	35 23%	** **
Not applicable	34 2%	5 3%	** **	2 1%	2 3%	2 1%	** **	** **	** **	** **	2 1%	- -%	** **	- -%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	235 12%	3 1%	** **	9 5%	14 19%	22 10%	** **	** **	** **	** **	8 5%	2 1%	** **	9 6%	** **
NEUTRAL (4-6)	384 19%	19 11%	** **	17 10%	28 37%	41 19%	** **	** **	** **	** **	32 19%	18 11%	** **	18 12%	** **
SATISFIED (7-10)	1349 67%	147 85%	** **	137 83%	30 40%	148 70%	** **	** **	** **	** **	125 75%	138 88%	** **	125 82%	** **
Answered	1968	168	**	163	72	210	**	**	**	**	164	158	**	153	**
Mean score	7.1	8.3	**	8.0	5.8	7.2	**	**	**	**	7.5	8.1	**	7.8	**
Standard deviation	2.55	1.53	**	1.99	2.62	2.37	**	**	**	**	2.01	1.58	**	2.04	**
Standard error	.06	.09	**	.12	.23	.17	**	**	**	**	.17	.13	**	.17	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	69 3%	16 2%	31 4%	22 4%	28 3%	41 4%	43 3%	12 3%	15 5%	7 7%	9 2%	22 5%	16 4%	9 4%	6 3%	32 5%	18 5%	20 2%
2	(2.0)	62 3%	32 4%	18 2%	12 2%	23 3%	38 3%	47 4%	10 2%	5 2%	4 4%	14 3%	24 5%	10 2%	4 2%	5 2%	24 4%	21 6%	17 2%
3	(3.0)	59 3%	12 2%	27 4%	20 4%	34 4%	26 2%	38 3%	10 2%	11 4%	1 1%	5 1%	23 5%	16 3%	5 2%	9 4%	13 2%	18 5%	28 3%
4	(4.0)	72 4%	39 5%	18 2%	15 3%	24 3%	49 4%	46 4%	16 4%	10 3%	4 4%	13 3%	22 5%	16 4%	9 4%	8 4%	30 5%	15 4%	27 3%
5	(5.0)	130 6%	51 7%	51 7%	28 6%	60 7%	70 6%	85 7%	31 8%	13 4%	7 6%	25 5%	33 7%	27 6%	20 8%	17 8%	42 6%	34 9%	54 5%
6	(6.0)	148 7%	61 8%	56 7%	31 6%	56 6%	91 8%	91 7%	42 10%	14 5%	5 5%	49 9%	30 6%	27 6%	22 9%	14 7%	55 9%	30 8%	63 6%
7	(7.0)	245 12%	114 15%	80 11%	52 10%	119 13%	126 11%	179 14%	40 10%	26 9%	9 8%	68 13%	66 14%	54 12%	26 10%	23 11%	85 13%	43 12%	117 12%
8	(8.0)	333 17%	118 16%	131 17%	85 17%	160 18%	173 16%	229 18%	55 14%	50 16%	19 17%	92 18%	61 13%	79 18%	47 19%	36 17%	104 16%	54 15%	176 18%
9	(9.0)	376 19%	128 17%	151 20%	97 19%	178 20%	198 18%	249 19%	65 16%	62 20%	24 22%	95 19%	84 18%	90 20%	46 19%	38 18%	120 19%	65 18%	191 19%
10 Extremely satisfied	(10.0)	442 22%	164 22%	176 23%	103 20%	196 22%	246 22%	262 20%	109 27%	71 23%	24 22%	126 25%	99 21%	96 21%	47 19%	51 24%	126 20%	60 17%	256 26%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4f. And how satisfied were you with - Advice/ information was easy to understand?**

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	64 3%	6 1%	18 2%	41 8% ab	24 3%	41 4%	25 2%	9 2%	31 10% fg	4 4%	17 3%	10 2%	19 4%	9 4%	5 2%	16 2%	5 1%	44 4% p
SUMMARY CODES																		
DISSATISFIED (1-3)	190 10%	60 8%	76 10%	54 11%	85 9%	105 10%	128 10%	31 8%	31 10%	13 12% j	28 6% jm	69 15%	42 9%	18 7%	20 9%	69 11% q	57 16% q	64 6%
NEUTRAL (4-6)	350 17%	151 20%	125 16%	74 15%	140 16%	210 19%	223 17%	89 22% h	38 12%	16 15%	87 17%	85 18%	70 16%	51 21%	39 19%	127 20% q	78 22% q	144 14%
SATISFIED (7-10)	1397 70%	523 71%	537 71%	337 67%	653 72%	744 68%	918 71%	270 68%	210 68%	75 69%	381 74% k	310 65%	318 71%	165 68%	148 70%	436 67%	222 61%	739 75% op
Answered Mean score	1937 7.4	735 7.4	738 7.5	465 7.4	878 7.5	1059 7.4	1269 7.4	389 7.5	279 7.6	105 7.3	497 7.8 k	464 7.0	430 7.5	234 7.4	207 7.5	632 7.2	358 6.8	947 7.8 op
Standard deviation	2.47	2.39	2.49	2.55	2.40	2.52	2.45	2.44	2.58	2.75	2.18	2.71	2.45	2.35	2.45	2.56	2.70	2.23
Standard error	.06	.09	.09	.12	.08	.08	.07	.12	.16	.20	.11	.14	.12	.12	.17	.09	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	69 3%	46 9%	24 2%	1 *%	54 37%	10 1%	56 10%	7 7%	**	**	**	**	2 2%	- -%	**	1 2%	**
			b		c		e			j			l				o	
2	(2.0)	62 3%	27 5%	35 2%	7 *%	27 18%	17 1%	44 8%	4 4%	**	**	**	**	2 2%	1 2%	**	1 1%	**
			b		c		e										o	
3	(3.0)	59 3%	26 5%	33 2%	10 1%	23 15%	11 1%	47 8%	1 1%	**	**	**	**	1 1%	- -%	**	- -%	**
			b		c		e											
4	(4.0)	72 4%	34 7%	38 3%	20 1%	7 5%	30 2%	43 8%	4 4%	**	**	**	**	2 2%	1 1%	**	1 2%	**
			b		c		e											
5	(5.0)	130 6%	43 8%	87 6%	51 3%	8 5%	57 4%	70 13%	7 6%	**	**	**	**	3 5%	3 3%	**	2 3%	**
							e											
6	(6.0)	148 7%	51 10%	97 7%	77 5%	5 3%	78 5%	69 12%	5 5%	**	**	**	**	4 5%	2 2%	**	2 2%	**
							e											
7	(7.0)	245 12%	59 12%	186 12%	191 13%	4 3%	166 12%	75 13%	9 8%	**	**	**	**	7 9%	6 7%	**	3 5%	**
					d													
8	(8.0)	333 17%	71 14%	263 18%	298 20%	6 4%	265 19%	66 12%	19 17%	**	**	**	**	14 18%	17 22%	**	15 22%	**
					d		f											
9	(9.0)	376 19%	71 14%	305 21%	365 24%	2 2%	325 23%	47 8%	24 22%	**	**	**	**	20 26%	23 30%	**	21 29%	**
				a	d		f					h					p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	442	75	367	428	3	413	29	24	**	**	**	**	19	24	**	23	**
	22%	15%	25%	29%	2%	29%	5%	22%	**	**	**	**	26%	31%	**	32%	**
		a	b	c	d	e	f	g					h	i	j	k	l
Not applicable	64	9	55	44	10	41	15	4	**	**	**	**	3	1	**	2	**
	3%	2%	4%	3%	7%	3%	3%	4%	**	**	**	**	4%	2%	**	2%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	190	99	91	18	103	38	147	13	**	**	**	**	4	1	**	2	**
	10%	19%	6%	1%	70%	3%	26%	12%	**	**	**	**	5%	2%	**	2%	**
		b	c	d	e	f	g	h				i	j	k	l	m	n
NEUTRAL (4-6)	350	128	222	148	20	164	182	16	**	**	**	**	9	5	**	5	**
	17%	25%	15%	10%	13%	12%	33%	15%	**	**	**	**	12%	6%	**	7%	**
		b	c	d	e	f	g	h				i	j	k	l	m	n
SATISFIED (7-10)	1397	276	1122	1283	14	1169	216	75	**	**	**	**	60	70	**	62	**
	70%	54%	75%	86%	10%	83%	39%	69%	**	**	**	**	79%	90%	**	88%	**
		a	b	c	d	e	f	g			h	i	j	k	l	m	n
Answered	1937	503	1434	1449	137	1372	545	105	**	**	**	**	73	76	**	69	**
Mean score	7.4	6.4	7.8	8.4	2.8	8.2	5.5	7.3	**	**	**	**	8.0	8.6	**	8.5	**
		a	b	c	d	e	f	g			h	i	j	k	l	m	n
Standard deviation	2.47	2.86	2.19	1.60	2.33	1.86	2.65	2.75	**	**	**	**	2.17	1.61	**	1.81	**
Standard error	.06	.12	.06	.04	.19	.05	.11	.20	**	**	**	**	.19	.14	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	69 3%	9 2%	3 2%	** **	4 1%	6 5%	3 1%	- -%	** **	- -%	** **	22 5%	9 5%	** **	6 3%	13 10%	8 2%	- -%	** **
2 (2.0)	62 3%	14 3%	7 4%	** **	4 1%	8 7%	6 2%	1 *%	** **	3 1%	** **	24 5%	11 6%	** **	4 2%	12 9%	12 4%	1 *%	** **
3 (3.0)	59 3%	5 1%	- -%	** **	2 1%	2 2%	3 1%	3 1%	** **	1 *%	** **	23 5%	5 3%	** **	10 5%	12 9%	11 3%	4 1%	** **
4 (4.0)	72 4%	13 3%	6 3%	** **	5 2%	10 8%	4 1%	5 1%	** **	8 2%	** **	22 5%	13 7%	** **	5 3%	12 9%	10 3%	2 1%	** **
5 (5.0)	130 6%	25 5%	9 5%	** **	12 5%	5 4%	21 5%	14 3%	** **	13 3%	** **	33 7%	12 6%	** **	7 4%	12 9%	21 6%	8 2%	** **
6 (6.0)	148 7%	49 9%	20 12%	** **	21 8%	18 15%	30 8%	24 6%	** **	27 7%	** **	30 6%	14 7%	** **	11 6%	8 6%	23 7%	20 6%	** **
7 (7.0)	245 12%	68 13%	21 12%	** **	37 14%	15 13%	53 13%	58 14%	** **	54 13%	** **	66 14%	32 17%	** **	27 15%	14 10%	52 15%	47 15%	** **
8 (8.0)	333 17%	92 18%	26 15%	** **	53 20%	19 16%	73 18%	86 20%	** **	76 19%	** **	61 13%	24 12%	** **	29 16%	12 9%	50 15%	53 17%	** **
9 (9.0)	376 19%	95 19%	36 21%	** **	44 17%	14 11%	81 21%	94 22%	** **	88 22%	** **	84 18%	33 18%	** **	27 15%	20 15%	63 19%	82 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	442	126	42	**	69	19	107	125	**	125	**	99	33	**	50	17	82	92	**
	22%	25%	24%	**	26%	16%	27%	30%	**	31%	**	21%	18%	**	28%	13%	24%	29%	**
Not applicable	64	17	3	**	12	4	13	11	**	9	**	10	4	**	6	1	9	9	**
	3%	3%	2%	**	5%	3%	3%	3%	**	2%	**	2%	2%	**	3%	1%	3%	3%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	190	28	10	**	9	17	12	4	**	4	**	69	25	**	20	38	31	5	**
	10%	6%	6%	**	3%	14%	3%	1%	**	1%	**	15%	13%	**	11%	28%	9%	1%	**
				d		f				i		n		p					
NEUTRAL (4-6)	350	87	35	**	39	32	55	43	**	48	**	85	38	**	23	32	53	30	**
	17%	17%	20%	**	15%	27%	14%	10%	**	12%	**	18%	20%	**	13%	24%	16%	9%	**
				f		f				i									
SATISFIED (7-10)	1397	381	125	**	203	67	314	363	**	343	**	310	122	**	134	63	247	275	**
	70%	74%	72%	**	77%	56%	80%	86%	**	85%	**	65%	64%	**	73%	47%	72%	86%	**
				**		e	e		**	j	**	m		**	m	o	o		**
Answered	1937	497	170	**	251	116	381	410	**	396	**	464	185	**	177	132	332	309	**
Mean score	7.4	7.8	7.7	**	8.0	6.7	8.1	8.4	**	8.3	**	7.0	6.9	**	7.6	5.8	7.5	8.4	**
				**	e		e		**	j	**	m		**	o		o		**
Standard deviation	2.47	2.18	2.26	**	1.98	2.66	1.90	1.57	**	1.67	**	2.71	2.65	**	2.49	3.03	2.41	1.57	**
Standard error	.06	.11	.18	**	.17	.26	.11	.09	**	.10	**	.14	.20	**	.21	.29	.14	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4f. And how satisfied were you with - Advice/ information was easy to understand?**

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	69 3%	4 1%	18 11% a	16 4%	10 8% f	** **	3 1%	12 10% h	5 1%	1 *%	** **	2 1%	14 12% k	9 4%	2 3%	** **	5 4%	5 8%	4 2%
2 (2.0)	62 3%	5 2%	19 11% a	10 2%	2 1%	** **	4 2%	1 1%	9 3%	2 1%	** **	5 2%	4 3%	4 2%	2 2%	** **	1 1%	3 5% r	1 **
3 (3.0)	59 3%	3 1%	19 11% a	16 3%	5 4%	** **	8 4%	5 4%	11 3%	2 1%	** **	2 1%	14 11% k	5 2%	1 1%	** **	2 2%	1 2%	4 2%
4 (4.0)	72 4%	6 2%	16 10% a	16 4%	4 3%	** **	6 2%	6 5%	10 3%	5 2%	** **	7 2%	9 7%	9 4%	4 5%	** **	5 4%	2 4%	7 4%
5 (5.0)	130 6%	13 4%	18 11%	27 6%	7 5%	** **	14 6%	12 10%	15 5%	14 4%	** **	13 4%	14 12% k	20 8%	8 10%	** **	6 5%	6 9%	15 8%
6 (6.0)	148 7%	15 5%	15 9%	27 6%	9 7%	** **	14 6%	11 9%	16 5%	14 4%	** **	16 5%	10 9%	22 9%	8 10%	** **	9 7%	9 15%	13 7%
7 (7.0)	245 12%	43 14%	22 13%	54 12%	19 14%	** **	24 10%	17 14%	37 11%	44 13%	** **	36 11%	15 12%	26 10%	6 8%	** **	14 12%	7 12%	19 10%
8 (8.0)	333 17%	43 14%	17 10%	79 18%	24 18%	** **	40 17%	21 18%	58 18%	71 20%	** **	62 19%	17 14%	47 19%	18 22%	** **	24 20%	7 12%	40 22%
9 (9.0)	376 19%	70 23% b	12 7%	90 20%	25 19%	** **	54 23%	16 13%	74 22%	88 25%	** **	76 24% l	12 10%	46 19%	12 15%	** **	27 21%	11 19%	34 19%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	442	87	11	96	22	**	58	18	78	90	**	87	9	47	17	**	25	7	39
	22%	29%	7%	21%	16%	**	25%	15%	24%	26%	**	27%	7%	19%	21%	**	20%	12%	21%
		b										l							
Not applicable	64	9	1	19	4	**	12	1	18	15	**	15	2	9	1	**	7	1	8
	3%	3%	1%	4%	3%	**	5%	1%	5%	4%	**	5%	1%	4%	2%	**	5%	2%	4%
SUMMARY CODES																			
DISSATISFIED (1-3)	190	12	56	42	17	**	15	18	24	5	**	9	32	18	5	**	8	9	9
	10%	4%	33%	9%	13%	**	6%	15%	7%	2%	**	3%	27%	7%	7%	**	6%	15%	5%
			a										k					r	
NEUTRAL (4-6)	350	34	50	70	20	**	33	29	41	33	**	37	33	51	20	**	20	17	34
	17%	11%	30%	16%	15%	**	14%	24%	12%	10%	**	11%	28%	21%	25%	**	16%	29%	19%
			a					h					k						
SATISFIED (7-10)	1397	243	63	318	90	**	176	72	246	293	**	261	53	165	53	**	91	33	133
	70%	82%	37%	71%	68%	**	74%	60%	75%	85%	**	81%	44%	68%	66%	**	73%	55%	72%
		b						g				l					o		q
Answered	1937	289	169	430	127	**	225	118	312	331	**	307	118	234	79	**	118	58	176
Mean score	7.4	8.1	5.2	7.5	7.1	**	7.9	6.7	7.8	8.3	**	8.2	5.7	7.4	7.4	**	7.7	6.6	7.7
		b					de		g			l					o		q
Standard deviation	2.47	2.01	2.77	2.45	2.66	**	2.19	2.72	2.26	1.65	**	1.87	2.79	2.35	2.38	**	2.27	2.72	2.16
Standard error	.06	.13	.23	.12	.22	**	.17	.26	.14	.10	**	.11	.27	.12	.19	**	.18	.26	.13

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	69 3%	- -%	** **	2 1%	7 9%	6 3%	** **	** **	** **	** **	1 1%	- -%	** **	1 1%	** **
2	(2.0)	62 3%	- -%	** **	- -%	4 5%	5 2%	** **	** **	** **	** **	5 3%	2 1%	** **	3 2%	** **
3	(3.0)	59 3%	1 *%	** **	1 1%	4 5%	9 4%	** **	** **	** **	** **	4 2%	* *%	** **	4 3%	** **
4	(4.0)	72 4%	4 2%	** **	4 2%	5 7%	8 4%	** **	** **	** **	** **	6 4%	3 2%	** **	3 2%	** **
5	(5.0)	130 6%	6 3%	** **	9 5%	11 14%	17 8%	** **	** **	** **	** **	12 7%	8 5%	** **	7 4%	** **
6	(6.0)	148 7%	9 5%	** **	11 6%	12 16%	14 7%	** **	** **	** **	** **	11 7%	8 5%	** **	7 5%	** **
7	(7.0)	245 12%	18 11%	** **	15 9%	11 15%	23 11%	** **	** **	** **	** **	18 11%	18 12%	** **	15 10%	** **
8	(8.0)	333 17%	40 23%	** **	39 23%	8 11%	36 17%	** **	** **	** **	** **	28 17%	32 20%	** **	30 20%	** **
9	(9.0)	376 19%	42 24%	** **	36 22%	9 13%	38 18%	** **	** **	** **	** **	33 20%	35 22%	** **	34 22%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4f. And how satisfied were you with - Advice/ information was easy to understand?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	442 22%	46 27%	** **	43 26%	3 4%	51 24%	** **	** **	** f	** **	42 25%	51 32%	** **	48 31%	** **
Not applicable	64 3%	7 4%	** **	6 4%	1 2%	5 2%	** **	** **	** **	** **	5 3%	- -%	** **	- -%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	190 10%	1 *%	** **	3 2%	14 19%	20 9%	** **	** **	** **	** **	10 6%	2 1%	** **	8 5%	** **
NEUTRAL (4-6)	350 17%	18 11%	** **	23 14%	28 37%	39 19%	** **	** **	** **	** **	29 18%	19 12%	** **	17 11%	** **
SATISFIED (7-10)	1397 70%	146 85%	** **	133 80%	31 42%	148 70%	** **	** **	** **	** **	121 73%	136 87%	** **	127 83%	** **
Answered	1937	165	**	159	73	207	**	**	**	**	161	158	**	153	**
Mean score	7.4	8.4	**	8.2	5.8	7.5	**	**	**	**	7.7	8.3	**	8.1	**
Standard deviation	2.47	1.52	**	1.84	2.54	2.45	**	**	**	**	2.24	1.72	**	2.06	**
Standard error	.06	.09	**	.12	.23	.17	**	**	**	**	.19	.14	**	.17	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	82 4%	15 2%	41 5% a	26 5% a	34 4%	48 4%	51 4%	13 3%	18 6%	10 9% jn	9 2%	27 6% j	19 4%	13 5% j	4 2%	34 5% q	23 6% q	25 3%
2 (2.0)	64 3%	27 4%	22 3%	15 3%	29 3%	35 3%	44 3%	11 3%	9 3%	4 4%	15 3%	20 4%	13 3%	5 2%	6 3%	24 4%	23 6% q	17 2%
3 (3.0)	61 3%	22 3%	22 3%	17 3%	31 3%	30 3%	38 3%	16 4%	7 2%	2 1%	9 2%	25 5% j	14 3%	7 3%	5 2%	22 3%	19 5% q	20 2%
4 (4.0)	66 3%	29 4%	21 3%	15 3%	23 2%	43 4%	43 3%	12 3%	11 3%	3 3%	12 2%	24 5%	10 2%	8 3%	10 5%	28 4%	18 5% q	20 2%
5 (5.0)	132 7%	48 6%	43 6%	41 8%	52 6%	80 7%	80 6%	32 8%	20 7%	6 5%	26 5%	37 8%	33 7%	17 7%	13 6%	42 7%	29 8%	61 6%
6 (6.0)	129 6%	58 8%	45 6%	26 5%	53 6%	76 7%	85 7%	34 8% h	10 3%	7 6%	38 7%	28 6%	22 5%	22 9%	13 6%	53 8%	23 6%	53 5%
7 (7.0)	239 12%	115 16% c	81 11%	43 8%	118 13%	121 11%	173 13% h	45 11%	21 7%	11 10%	69 13%	45 10%	60 13%	25 10%	29 14%	75 11%	40 11%	124 13%
8 (8.0)	344 17%	135 18%	126 17%	83 16%	158 17%	186 17%	235 18%	62 15%	47 15%	14 13%	89 17%	77 16%	79 18%	48 20%	37 18%	102 16%	57 16%	185 19%
9 (9.0)	381 19%	118 16%	168 22% a	96 19%	199 22% e	182 17%	261 20%	58 15%	62 20%	24 22%	106 21%	84 18%	90 20%	42 17%	34 16%	128 20%	64 18%	190 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 121

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	432 22%	167 23%	164 22%	101 20%	185 20%	248 23%	257 20%	107 27%	69 22%	23 21%	128 25%	93 20%	90 20%	44 18%	55 26%	125 19%	58 16%	249 25%
Not applicable	72 4%	6 1%	22 3%	44 9%	21 2%	50 5%	27 2%	9 2%	35 11%	5 5%	14 3%	15 3%	20 5%	13 5%	5 2%	16 2%	9 2%	47 5%
SUMMARY CODES																		
DISSATISFIED (1-3)	207 10%	64 9%	86 11%	58 11%	93 10%	114 10%	133 10%	40 10%	34 11%	16 15%	33 6%	72 15%	46 10%	25 10%	15 7%	80 12%	64 18%	62 6%
NEUTRAL (4-6)	327 16%	135 18%	109 14%	83 16%	128 14%	198 18%	208 16%	77 19%	41 13%	16 14%	75 15%	89 19%	64 14%	47 19%	36 17%	123 19%	70 19%	134 13%
SATISFIED (7-10)	1396 70%	535 72%	539 71%	322 64%	659 73%	738 67%	925 72%	272 68%	199 64%	72 66%	392 76%	299 63%	319 71%	159 65%	156 74%	429 66%	219 60%	748 75%
Answered	1930	734	734	462	880	1050	1266	389	274	104	500	460	429	231	207	632	354	944
Mean score	7.4	7.4	7.4	7.3	7.5	7.3	7.4	7.4	7.4	7.1	7.8 ikm	7.0	7.4	7.2	7.6 k	7.2 p	6.7	7.8 op
Standard deviation	2.52	2.35	2.60	2.65	2.46	2.57	2.47	2.51	2.74	2.91	2.21 ikm	2.76	2.49	2.53	2.33 k	2.63 p	2.81	2.23 op
Standard error	.06	.09	.10	.12	.08	.08	.07	.12	.17	.21	.11	.14	.13	.13	.17	.10	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	82 4%	50 10%	31 2%	2 *%	63 43%	13 1%	68 12%	10 9%	**	**	**	**	4 6%	1 1%	**	2 3%	**
			b		c		e											o
2	(2.0)	64 3%	31 6%	33 2%	7 *%	31 21%	15 1%	48 9%	4 4%	**	**	**	**	2 3%	1 2%	**	- -%	**
			b		c		e											o
3	(3.0)	61 3%	39 8%	22 1%	11 1%	17 12%	14 1%	46 8%	2 1%	**	**	**	**	1 1%	- -%	**	- -%	**
			b		c		e											**
4	(4.0)	66 3%	30 6%	36 2%	19 1%	10 7%	24 2%	42 7%	3 3%	**	**	**	**	1 2%	1 1%	**	1 1%	**
			b		c		e											**
5	(5.0)	132 7%	49 10%	83 6%	43 3%	8 6%	53 4%	73 13%	6 5%	**	**	**	**	3 4%	1 1%	**	3 4%	**
			b				e											**
6	(6.0)	129 6%	43 8%	86 6%	73 5%	4 3%	63 4%	65 12%	7 6%	**	**	**	**	4 6%	2 3%	**	3 4%	**
							e											**
7	(7.0)	239 12%	47 9%	193 13%	189 13%	1 *%	167 12%	71 13%	11 10%	**	**	**	**	7 9%	9 12%	**	5 8%	**
					d													**
8	(8.0)	344 17%	77 15%	267 18%	311 21%	2 2%	270 19%	72 13%	14 13%	**	**	**	**	11 15%	12 16%	**	11 16%	**
					d		f											**
9	(9.0)	381 19%	66 13%	315 21%	369 25%	- -%	346 24%	32 6%	24 22%	**	**	**	**	20 26%	24 32%	**	22 31%	**
				a	d		f					h					p	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	432 22%	73 14%	359 24%	421 28%	1 1%	404 29%	26 5%	23 21%	**	**	**	**	19 25%	23 29%	**	22 31%	**
Not applicable	72 4%	8 2%	64 4%	49 3%	9 6%	44 3%	18 3%	5 5%	**	**	**	**	4 5%	2 3%	**	2 3%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	207 10%	120 24%	86 6%	19 1%	112 76%	42 3%	161 29%	16 15%	**	**	**	**	7 9%	2 2%	**	2 3%	**
NEUTRAL (4-6)	327 16%	122 24%	205 14%	136 9%	22 15%	140 10%	180 32%	16 14%	**	**	**	**	8 11%	4 5%	**	6 9%	**
SATISFIED (7-10)	1396 70%	262 51%	1134 76%	1289 86%	4 3%	1187 84%	201 36%	72 66%	**	**	**	**	57 75%	69 89%	**	60 85%	**
Answered	1930	504	1426	1444	138	1369	542	104	**	**	**	**	71	75	**	68	**
Mean score	7.4	6.2	7.8	8.4	2.3	8.3	5.2	7.1	**	**	**	**	7.8	8.5	**	8.4	**
Standard deviation	2.52	2.95	2.19	1.58	1.78	1.85	2.67	2.91	**	**	**	**	2.55	1.68	**	1.87	**
Standard error	.06	.12	.06	.04	.14	.05	.11	.21	**	**	**	**	.22	.14	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	82 4%	9 2%	2 1%	** **	4 1%	8 7%	1 *%	- -%	** **	3 1%	** **	27 6%	9 5%	** **	9 5%	16 12%	11 3%	- -%	** **
2 (2.0)	64 3%	15 3%	7 4%	** **	4 1%	8 6%	8 2%	- -%	** **	3 1%	** **	20 4%	11 6%	** **	2 1%	10 7%	10 3%	2 1%	** **
3 (3.0)	61 3%	9 2%	6 3%	** **	- -%	8 6%	1 *%	2 1%	** **	3 1%	** **	25 5%	11 6%	** **	7 4%	15 11%	10 3%	5 1%	** **
4 (4.0)	66 3%	12 2%	7 4%	** **	2 1%	7 6%	5 1%	5 1%	** **	7 2%	** **	24 5%	11 6%	** **	7 4%	12 9%	12 3%	6 2%	** **
5 (5.0)	132 7%	26 5%	5 3%	** **	19 7%	6 5%	20 5%	13 3%	** **	10 2%	** **	37 8%	15 8%	** **	11 6%	17 13%	20 6%	7 2%	** **
6 (6.0)	129 6%	38 7%	19 11%	** **	12 5%	17 14%	21 5%	22 5%	** **	20 5%	** **	28 6%	11 6%	** **	15 8%	5 4%	23 7%	19 6%	** **
7 (7.0)	239 12%	69 13%	20 12%	** **	35 13%	12 10%	57 14%	59 14%	** **	57 14%	** **	45 10%	21 11%	** **	17 9%	5 4%	41 12%	31 10%	** **
8 (8.0)	344 17%	89 17%	20 12%	** **	58 22%	20 16%	69 18%	82 19%	** **	70 17%	** **	77 16%	35 19%	** **	32 17%	17 13%	59 17%	68 21%	** **
9 (9.0)	381 19%	106 21%	46 27%	** **	46 17%	16 14%	90 23%	101 24%	** **	102 25%	** **	84 18%	32 17%	** **	26 14%	19 15%	65 19%	82 26%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	432 22%	128 25%	39 23%	** **	72 28%	18 15%	110 28% e	127 30%	** **	123 30% j	** **	93 20%	31 16%	** **	49 27%	14 11%	78 23% o	89 28%	** **
Not applicable	72 4%	14 3%	2 1%	** **	11 4%	1 1%	13 3%	11 3%	** **	7 2%	** **	15 3%	3 2%	** **	7 4%	2 2%	12 4%	10 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	207 10%	33 6%	15 8%	** ** ad	7 3%	23 20% f	9 2%	2 1%	** **	9 2%	** ** i	72 15%	30 16%	** **	18 10%	41 31% p	31 9%	7 2%	** **
NEUTRAL (4-6)	327 16%	75 15%	30 18%	** **	34 13%	29 25% f	46 12%	39 9%	** **	37 9% i	** **	89 19%	36 19%	** **	33 18%	34 25%	55 16%	32 10%	** **
SATISFIED (7-10)	1396 70%	392 76%	126 73%	** **	212 81%	66 55%	326 83% e	368 87%	** **	353 87% j	** **	299 63%	120 63%	** **	124 68%	56 42%	243 71% o	270 85%	** **
Answered Mean score	1930 7.4	500 7.8	171 7.7	** **	253 8.1 c	119 6.5	381 8.2 e	410 8.4	** **	399 8.4 j	** **	460 7.0	186 6.9	** **	175 7.4 m	131 5.6	329 7.5 o	309 8.3	** **
Standard deviation	2.52	2.21	2.33	**	1.91	2.79	1.81	1.50	**	1.74	**	2.76	2.70	**	2.57	3.06	2.44	1.67	**
Standard error	.06	.11	.19	**	.16	.27	.11	.08	**	.10	**	.14	.20	**	.22	.29	.15	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	Orange			Vodafone							T-Mobile							
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	82 4%	3 1%	23 14% a	19 4%	10 7%	** **	6 2%	11 9% h	8 3%	1 *%	** **	1 *%	18 15% k	13 5%	4 6%	** **	5 4%	7 11% r	6 3%
2 (2.0)	64 3%	4 1%	17 10% a	13 3%	3 3%	** **	4 2%	4 3%	9 3%	3 1%	** **	7 2%	5 4%	5 2%	1 2%	** **	2 2%	3 6% r	2 1%
3 (3.0)	61 3%	6 2%	18 11% a	14 3%	3 3%	** **	7 3%	7 6%	6 2%	2 1%	** **	4 1%	10 8% k	7 3%	2 2%	** **	3 2%	3 4%	5 2%
4 (4.0)	66 3%	8 3%	15 9% a	10 2%	5 4%	** **	1 1%	5 4%	5 2%	4 1%	** **	2 1%	7 6% k	8 3%	3 4%	** **	2 2%	2 3%	6 3%
5 (5.0)	132 7%	15 5%	21 12%	33 7%	10 7%	** **	15 6%	12 10%	21 6%	16 5%	** **	14 4%	17 14% k	17 7%	7 9%	** **	6 5%	6 10%	11 6%
6 (6.0)	129 6%	10 3%	19 11% a	22 5%	8 6%	** **	10 4%	8 7%	14 4%	9 3%	** **	14 4%	8 6%	22 9%	9 11%	** **	8 7%	8 14%	14 7%
7 (7.0)	239 12%	27 9%	19 11%	60 13%	18 14%	** **	33 14%	18 15%	42 13%	50 14%	** **	40 12%	19 16%	25 10%	6 8%	** **	14 12%	5 8%	20 11%
8 (8.0)	344 17%	57 19%	18 11%	79 18%	20 15%	** **	44 19%	20 17%	58 18%	73 21%	** **	62 19%	17 14%	48 20%	15 18%	** **	26 21%	10 16%	38 21%
9 (9.0)	381 19%	75 25% b	8 5%	90 20%	25 19%	** **	51 22%	16 13%	74 23%	87 25%	** **	78 24% l	10 9%	42 17%	13 17%	** **	25 20%	7 13%	35 19%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	432	86	7	90	25	**	51	17	73	85	**	82	8	44	17	**	23	7	37
	22%	29%	4%	20%	19%	**	22%	14%	22%	25%	**	26%	6%	18%	21%	**	18%	12%	20%
		b										l							
Not applicable	72	8	5	20	4	**	14	1	19	17	**	17	1	13	2	**	9	2	11
	4%	3%	3%	5%	3%	**	6%	1%	6%	5%	**	5%	1%	5%	3%	**	7%	3%	6%
SUMMARY CODES																			
DISSATISFIED (1-3)	207	13	58	46	16	**	17	23	23	7	**	12	33	25	8	**	11	13	13
	10%	4%	34%	10%	13%	**	7%	19%	7%	2%	**	4%	27%	10%	10%	**	9%	21%	7%
			a						h				k					r	
NEUTRAL (4-6)	327	33	55	64	22	**	26	25	39	29	**	30	32	47	19	**	17	16	31
	16%	11%	32%	14%	17%	**	11%	21%	12%	8%	**	9%	27%	19%	23%	**	13%	27%	17%
			a										k			p			
SATISFIED (7-10)	1396	244	52	319	88	**	180	71	248	295	**	262	54	159	51	**	89	29	130
	70%	82%	31%	71%	67%	**	76%	59%	75%	85%	**	82%	45%	65%	64%	**	71%	49%	70%
		b							g			l					o		q
Answered	1930	290	165	429	127	**	223	119	310	330	**	304	119	231	78	**	116	58	173
Mean score	7.4	8.2	4.9	7.4	7.1	**	7.8	6.5	7.8	8.3	**	8.2	5.5	7.2	7.2	**	7.5	6.2	7.6
		b					e		g			l		o	o		o		q
Standard deviation	2.52	2.02	2.67	2.49	2.70	**	2.20	2.80	2.26	1.67	**	1.87	2.83	2.53	2.57	**	2.38	2.92	2.29
Standard error	.06	.13	.23	.13	.22	**	.17	.26	.14	.10	**	.11	.27	.13	.20	**	.19	.28	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	82 4%	* *%	** **	3 2%	10 13% c	4 2%	** **	** **	** **	** **	1 1%	- -%	** **	1 1%	** **
2	(2.0)	64 3%	- -%	** **	- -%	5 7% c	6 3%	** **	** **	** **	** **	3 2%	- -%	** **	1 1%	** ** m
3	(3.0)	61 3%	1 1%	** **	* *%	7 9% c	5 2%	** **	** **	** **	** **	- -%	- -%	** **	1 1%	** **
4	(4.0)	66 3%	3 1%	** **	* *%	7 10% c	10 5%	** **	** **	** **	** **	7 4%	2 1%	** **	6 4%	** **
5	(5.0)	132 7%	3 2%	** **	7 4%	10 13% c	13 6%	** **	** **	** **	** **	8 5%	2 1%	** **	4 3%	** ** m
6	(6.0)	129 6%	13 7%	** **	12 7%	10 14%	13 6%	** **	** **	** **	** **	11 7%	9 5%	** **	5 3%	** **
7	(7.0)	239 12%	17 10%	** **	16 10%	9 12%	29 14%	** **	** **	** **	** **	27 16%	23 15%	** **	22 14%	** **
8	(8.0)	344 17%	42 24%	** **	40 24% d	8 11%	37 18%	** **	** **	** **	** **	30 18%	34 22%	** **	30 20%	** **
9	(9.0)	381 19%	40 23%	** **	37 22% d	5 7%	34 16%	** **	** **	** **	** **	32 19%	34 22%	** **	33 21% n	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4g. And how satisfied were you with - Advice/ information was useful?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	432 22%	44 26%	** **	41 25%	3 4%	55 26%	** **	** **	** **	** **	42 26%	53 34%	** **	50 33%	** **
Not applicable	72 4%	9 5%	** **	9 6%	1 1%	5 2%	** **	** **	** **	** **	5 3%	- -%	** **	- -%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	207 10%	2 1%	** **	4 2%	22 29% c	15 7%	** **	** **	** **	** **	3 2% j	- -%	** **	3 2%	** **
NEUTRAL (4-6)	327 16%	19 11%	** **	19 11%	27 37% c	36 17%	** **	** **	** **	** **	26 16%	12 8%	** **	15 10%	** **
SATISFIED (7-10)	1396 70%	143 83%	** **	133 81% d	25 33%	156 74%	** **	** **	** **	** **	131 79% i	145 92%	** **	135 88% n	** **
Answered	1930	163	**	156	74	207	**	**	**	**	161	158	**	153	**
Mean score	7.4	8.3	**	8.2 d	5.2	7.6	**	**	** g	**	8.0 i	8.6	**	8.3 n	**
Standard deviation	2.52	1.56	**	1.79	2.63	2.33	**	**	**	**	1.93	1.39	**	1.79	**
Standard error	.06	.10	**	.11	.23	.17	**	**	**	**	.16	.12	**	.15	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	128 6%	23 3%	61 8% a	45 9% a	54 6%	75 7%	75 6%	25 6%	29 9%	15 14% jlmn	13 3%	49 10% jmn	32 7% j	12 5%	7 3%	53 8% q	39 11% q	37 4%
2	(2.0)	52 3%	21 3%	16 2%	15 3%	25 3%	27 2%	38 3%	11 3%	4 1%	4 4%	12 2%	20 4% l	5 1%	6 2%	6 3%	20 3%	18 5% q	14 1%
3	(3.0)	73 4%	20 3%	27 4%	27 5%	29 3%	44 4%	40 3%	14 4%	19 6%	3 3%	13 3%	22 5%	21 5%	9 4%	4 2%	17 3%	21 6%	36 4%
4	(4.0)	67 3%	33 4%	24 3%	10 2%	27 3%	40 4%	53 4%	10 3%	4 1%	2 2%	9 2%	24 5%	13 3%	10 4%	9 4%	28 4%	15 4%	24 2%
5	(5.0)	106 5%	44 6%	38 5%	24 5%	41 5%	65 6%	70 5%	24 6%	11 4%	6 5%	22 4%	25 5%	25 6%	16 7%	12 6%	30 5%	35 10% oq	41 4%
6	(6.0)	137 7%	64 9%	45 6%	27 5%	57 6%	80 7%	94 7%	30 8%	13 4%	7 6%	40 8%	35 7%	26 6%	21 9%	8 4%	55 8%	29 8%	53 5%
7	(7.0)	226 11%	104 14% c	85 11%	37 7%	116 13%	109 10%	156 12%	49 12%	20 7%	7 7%	68 13%	41 9%	51 11%	26 11%	32 15% i	75 11%	44 12%	107 11%
8	(8.0)	324 16%	137 19%	115 15%	71 14%	147 16%	177 16%	223 17%	60 15%	41 13%	14 13%	77 15%	77 16%	86 19%	39 16%	31 15%	104 16%	45 12%	175 18%
9	(9.0)	359 18%	117 16%	145 19%	98 19%	172 19%	187 17%	225 17%	70 18%	64 21%	21 19%	107 21%	79 17%	71 16%	46 19%	34 16%	117 18%	56 15%	186 19%
10 Extremely satisfied	(10.0)	467 23%	167 23%	186 25%	114 23%	214 24%	253 23%	294 23%	98 25%	74 24%	29 26%	134 26%	92 19%	101 23%	49 20%	62 29%	147 23% p	56 15%	265 27% p

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 122

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	63 3%	11 2%	14 2%	37 7% ab	19 2%	44 4%	27 2%	7 2%	29 9% fg	1 1%	18 3%	10 2%	18 4%	9 4%	7 3%	3 *%	5 1%	55 5% op
SUMMARY CODES																		
DISSATISFIED (1-3)	254 13%	63 9%	104 14% a	87 17% a	108 12%	146 13%	152 12%	50 13%	52 17%	22 20% jmn	39 8%	92 19% jmn	58 13%	27 11%	16 8%	90 14% q	78 22% oq	86 9%
NEUTRAL (4-6)	309 15%	141 19% c	107 14%	62 12%	125 14%	185 17%	217 17% h	64 16%	29 9%	14 13%	71 14%	84 18%	63 14%	47 19%	29 14%	113 17% q	79 22% q	118 12%
SATISFIED (7-10)	1376 69%	524 71%	531 70%	321 63%	650 72% e	726 66%	898 69%	278 70%	200 64%	71 65%	386 75% km	289 61%	309 69%	161 66%	159 75% k	442 68% p	200 55%	733 74% p
Answered	1939	729	741	469	883	1056	1267	391	281	108	496	465	431	235	205	645	357	937
Mean score	7.3	7.4	7.3	7.1	7.4	7.2	7.3	7.3	7.3	7.0	7.8 iklm	6.7	7.3	7.2	7.7	7.1 p	6.4	7.8 op
Standard deviation	2.69	2.40	2.79	2.97	2.63	2.74	2.63	2.68	2.99	3.21	2.30	3.00	2.69	2.58	2.44	2.78	2.96	2.41
Standard error	.06	.09	.10	.14	.09	.08	.07	.13	.18	.23	.12	.15	.14	.13	.17	.10	.15	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Virgin											
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	Issue				Complaint		Satisfaction with CS		Resolved			
								All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p		
Significance Level: 99%																			
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70		
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68		
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37		
1 Extremely dissatisfied (1.0)	128 6%	80 16% b	48 3% c	8 1% c	79 54% d	14 1% e	112 20% e	15 14% g	** ** j	** ** j	** ** j	** ** l	7 10% l	1 1% m	** ** n	2 3% o	** ** p		
2 (2.0)	52 3%	29 6% b	23 2% c	9 1% c	23 15% d	11 1% e	41 7% e	4 4% g	** ** j	** ** j	** ** j	** ** l	2 3% l	1 1% m	** ** n	1 1% o	** ** p		
3 (3.0)	73 4%	31 6% b	43 3% c	13 1% c	19 13% d	19 1% e	50 9% e	3 3% g	** ** j	** ** j	** ** j	** ** l	* *% l	1 1% m	** ** n	1 1% o	** ** p		
4 (4.0)	67 3%	28 6% b	39 3% c	18 1% c	9 6% d	16 1% e	50 9% e	2 2% g	** ** j	** ** j	** ** j	** ** l	1 2% l	* *% m	** ** n	1 1% o	** ** p		
5 (5.0)	106 5%	37 7% b	69 5% c	38 3% c	5 3% d	40 3% e	63 11% e	6 5% g	** ** j	** ** j	** ** j	** ** l	3 4% l	2 3% m	** ** n	2 2% o	** ** p		
6 (6.0)	137 7%	45 9% b	92 6% c	75 5% c	* *% d	63 4% e	73 13% e	7 6% g	** ** j	** ** j	** ** j	** ** l	5 6% l	3 4% m	** ** n	2 3% o	** ** p		
7 (7.0)	226 11%	58 11% b	168 11% c	183 12% d	* *% d	159 11% e	65 12% e	7 7% g	** ** j	** ** j	** ** j	** ** l	4 5% l	7 9% m	** ** n	4 6% o	** ** p		
8 (8.0)	324 16%	66 13% b	258 17% c	289 19% d	1 1% d	271 19% f	51 9% e	14 13% g	** ** j	** ** j	** ** j	** ** l	12 16% l	13 17% m	** ** n	13 19% o	** ** p		
9 (9.0)	359 18%	58 11% b	301 20% c	351 23% d	1 1% d	325 23% f	31 5% e	21 19% g	** ** j	** ** j	** ** j	** ** l	18 24% l	20 26% m	** ** n	18 26% o	** ** p		

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	467 23%	79 15%	388 26%	458 31%	3 2%	454 32%	13 2%	29 26%	**	**	**	**	22 30%	29 37%	**	28 40%	**
Not applicable	63 3%	1 *%	61 4%	51 3%	6 4%	40 3%	13 2%	1 1%	**	**	**	**	* *%	- -%	**	- -%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	254 13%	140 27%	114 8%	30 2%	121 82%	45 3%	203 36%	22 20%	**	**	**	**	10 13%	2 3%	**	3 4%	**
NEUTRAL (4-6)	309 15%	110 21%	200 13%	132 9%	14 10%	119 8%	185 33%	14 13%	**	**	**	**	10 13%	6 7%	**	4 6%	**
SATISFIED (7-10)	1376 69%	261 51%	1114 75%	1281 86%	6 4%	1209 86%	159 28%	71 65%	**	**	**	**	56 74%	69 90%	**	64 90%	**
Answered	1939	511	1428	1442	141	1373	547	108	**	**	**	**	75	77	**	71	**
Mean score	7.3	6.0	7.8	8.4	2.1	8.4	4.7	7.0	**	**	**	**	7.6	8.5	**	8.6	**
Standard deviation	2.69	3.13	2.34	1.69	1.89	1.83	2.69	3.21	**	**	**	**	2.87	1.80	**	1.96	**
Standard error	.06	.13	.06	.04	.15	.05	.11	.23	**	**	**	**	.24	.15	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	128 6%	13 3%	5 3%	** **	5 2%	10 9%	3 1%	- -%	** **	1 *%	** **	49 10%	17 9%	** **	11 6%	32 24%	17 5%	4 1%	** **
2 (2.0)	52 3%	12 2%	6 3%	** **	4 1%	6 5%	6 2%	- -%	** **	2 1%	** **	20 4%	10 5%	** **	2 1%	10 7%	11 3%	6 2%	** **
3 (3.0)	73 4%	13 3%	3 2%	** **	5 2%	6 5%	8 2%	5 1%	** **	6 2%	** **	22 5%	4 2%	** **	11 6%	12 9%	10 3%	1 *%	** **
4 (4.0)	67 3%	9 2%	5 3%	** **	4 1%	4 3%	5 1%	4 1%	** **	4 1%	** **	24 5%	15 8%	** **	5 3%	11 8%	13 4%	6 2%	** **
5 (5.0)	106 5%	22 4%	3 2%	** **	14 5%	7 6%	15 4%	12 3%	** **	12 3%	** **	25 5%	9 5%	** n	4 2%	10 8%	15 4%	7 2%	** **
6 (6.0)	137 7%	40 8%	19 11%	** **	12 5%	19 16%	21 5%	21 5%	** **	17 4%	** **	35 7%	14 7%	** **	17 9%	6 5%	29 8%	21 7%	** **
7 (7.0)	226 11%	68 13%	19 11%	** **	35 13%	17 14%	51 13%	59 14%	** **	54 13%	** **	41 9%	25 13%	** **	10 5%	7 5%	34 10%	33 10%	** **
8 (8.0)	324 16%	77 15%	21 12%	** **	46 17%	16 13%	61 16%	66 16%	** **	64 16%	** **	77 16%	32 17%	** **	38 21%	16 12%	61 18%	65 20%	** **
9 (9.0)	359 18%	107 21%	46 27%	** **	49 19%	15 12%	92 23%	104 25%	** **	99 25%	** **	79 17%	30 16%	** **	27 15%	16 12%	63 18%	78 24%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	467 23%	134 26%	45 26%	** **	72 28%	21 17%	113 29%	134 32%	** **	133 33%	** **	92 19%	34 18%	** **	48 26%	13 10%	79 23%	89 28%	** **
Not applicable	63 3%	18 3%	1 1%	** **	16 6% b	- -%	18 5%	15 4%	** **	13 3%	** **	10 2%	- -%	** **	10 5% l	- -%	10 3%	9 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	254 13%	39 8%	14 8%	** **	14 5%	22 18% f	17 4%	5 1%	** **	10 2%	** **	92 19%	31 16%	** **	25 13%	54 40% p	38 11%	11 3%	** **
NEUTRAL (4-6)	309 15%	71 14%	27 16%	** **	30 11%	30 25% f	41 11%	37 9%	** **	33 8%	** **	84 18%	37 20%	** **	26 14%	28 21%	56 16%	34 11%	** **
SATISFIED (7-10)	1376 69%	386 75%	132 76%	** **	203 77%	68 57%	318 81% e	364 86%	** **	350 86% j	** **	289 61% m	121 64% m	** **	123 67% m	52 39%	237 69% o	265 83%	** **
Answered Mean score	1939 7.3	496 7.8	172 7.8	** **	247 8.0 c	120 6.6	376 8.2 e	406 8.5	** **	393 8.4 j	** **	465 6.7 m	189 6.7 m	** **	173 7.4 m	134 5.1	331 7.4 o	310 8.2	** **
Standard deviation	2.69	2.30	2.33	**	2.14	2.81	1.95	1.57	**	1.71	**	3.00	2.87	**	2.70	3.26	2.60	1.90	**
Standard error	.06	.12	.19	**	.18	.27	.12	.09	**	.10	**	.15	.22	**	.23	.31	.16	.12	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	128 6%	6 2%	43 25% a	32 7%	14 11%	** **	11 5%	19 16% h	14 4%	3 1%	** **	2 1%	30 25% k	12 5%	5 6%	** **	5 4%	6 10%	7 4%
2 (2.0)	52 3%	5 2%	16 9% a	5 1%	1 1%	** **	3 1%	3 3%	1 *%	3 1%	** **	2 1%	2 2%	6 2%	2 2%	** **	2 1%	3 5%	3 1%
3 (3.0)	73 4%	4 1%	16 9% a	21 5%	6 5%	** **	11 5%	6 5%	16 5%	4 1%	** **	5 2%	16 13% k	9 4%	1 2%	** **	5 4%	4 7%	5 3%
4 (4.0)	67 3%	8 3%	16 9% a	13 3%	4 3%	** **	4 2%	5 4%	8 2%	5 1%	** **	2 1%	10 8% k	10 4%	3 4%	** **	5 4%	3 5%	7 4%
5 (5.0)	106 5%	9 3%	16 9% a	25 6%	10 7%	** **	7 3%	10 8%	15 5%	9 2%	** **	9 3%	13 11% k	16 7%	4 5%	** **	8 7%	3 5%	13 7%
6 (6.0)	137 7%	15 5%	20 12%	26 6%	7 5%	** **	12 5%	9 8%	16 5%	16 5%	** **	17 5%	9 8%	21 9%	8 10%	** **	7 5%	7 11%	14 8%
7 (7.0)	226 11%	22 8%	19 11%	51 11%	16 12%	** **	25 11%	19 16%	32 10%	40 12%	** **	38 12%	12 10%	26 11%	8 10%	** **	14 11%	7 12%	19 10%
8 (8.0)	324 16%	64 21% b	12 7%	86 19%	25 19%	** **	47 20%	18 15%	67 20%	80 23%	** **	72 22% l	13 11%	39 16%	15 19%	** **	19 15%	9 14%	30 17%
9 (9.0)	359 18%	71 24% b	7 4%	71 16%	15 11%	** **	47 20%	11 10%	60 18%	71 21%	** **	64 20% l	8 6%	46 19%	14 18%	** **	27 22%	10 17%	36 20%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	467	89	3	101	34	**	54	19	83	99	**	97	5	49	18	**	27	8	41
	23%	30% b	2%	23%	26%	**	23%	16%	25%	29%	**	30% l	4%	20%	22%	**	21%	13%	22%
Not applicable	63	6	2	18	1	**	15	-	18	17	**	14	2	9	*	**	7	1	8
	3%	2%	1%	4%	1%	**	6% d	-%	6%	5%	**	4%	2%	4%	1%	**	5%	1%	5%
SUMMARY CODES																			
DISSATISFIED (1-3)	254	14	75	58	21	**	25	28	31	10	**	10	48	27	8	**	11	13	14
	13%	5%	44% a	13%	16%	**	11%	23% h	9%	3%	**	3%	40% k	11%	10%	**	9%	22% r	8%
NEUTRAL (4-6)	309	32	52	63	21	**	24	24	39	29	**	28	32	47	16	**	20	13	34
	15%	11%	31% a	14%	16%	** f	10%	20%	12%	8%	**	9%	27% k	19%	20%	**	16%	21%	19%
SATISFIED (7-10)	1376	246	41	309	89	**	174	68	241	291	**	270	37	161	56	**	87	34	127
	69%	82% b	24%	69%	68%	**	73%	57%	73% g	84%	**	84% l	31%	66% o	69% o	**	70% o	56%	69%
Answered	1939	292	167	431	131	**	222	120	311	329	**	308	118	235	80	**	118	59	176
Mean score	7.3	8.2	4.2	7.3	7.0	**	7.6	6.2	7.7	8.3	**	8.3	4.6	7.2	7.3	**	7.5	6.4	7.5
		b				**	e		g		**	l		o	o	**	o		q
Standard deviation	2.69	2.08	2.68	2.69	2.90	**	2.48	3.03	2.43	1.78	**	1.78	2.89	2.58	2.59	**	2.49	2.91	2.40
Standard error	.06	.13	.23	.14	.24	**	.20	.28	.15	.10	**	.11	.27	.13	.20	**	.20	.28	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	128 6%	- -%	** **	2 1%	10 14% c	7 3%	** **	** **	** **	** **	1 1%	- -%	** **	1 1%	** **
2	(2.0)	52 3%	- -%	** **	* *% c	5 7% c	6 3%	** **	** **	** **	** **	- -%	- -%	** **	1 1%	** **
3	(3.0)	73 4%	1 1%	** **	2 1% c	7 10% c	4 2%	** **	** **	** **	** **	4 3%	- -%	** **	2 1%	** **
4	(4.0)	67 3%	3 1%	** **	1 1% c	9 12% c	9 4%	** **	** **	** **	** **	5 3%	2 1%	** **	1 1%	** **
5	(5.0)	106 5%	6 3%	** **	3 2% c	12 16% c	12 6%	** **	** **	** **	** **	8 5%	3 2%	** **	5 3%	** **
6	(6.0)	137 7%	10 6%	** **	11 7% c	10 13% c	8 4%	** **	** **	** **	** **	6 4%	4 3%	** **	2 1%	** **
7	(7.0)	226 11%	18 11%	** **	18 11% c	8 11% c	32 15%	** **	** **	** **	** **	28 17%	25 16%	** **	23 15%	** **
8	(8.0)	324 16%	36 21%	** **	33 20% d	6 7% d	31 15%	** **	** **	** **	** **	25 15%	29 18%	** **	25 16%	** **
9	(9.0)	359 18%	44 25%	** **	42 25% d	4 5% d	34 16%	** **	** **	** **	** **	32 19%	33 21%	** **	31 20%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4h. And how satisfied were you with - Getting the issue resolved to your satisfaction?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	467 23%	48 28%	** **	48 29%	2 2%	62 29%	** **	** **	** **	** **	50 30%	59 37%	** **	60 39%	** **
Not applicable	63 3%	7 4%	** **	5 3%	2 2%	7 3%	** **	** **	** **	** **	7 4%	3 2%	** **	3 2%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	254 13%	1 1%	** **	4 3%	23 31%	16 8%	** **	** **	** **	** **	5 3%	- -%	** **	4 3%	** **
NEUTRAL (4-6)	309 15%	18 10%	** **	15 9%	31 42%	29 14%	** **	** **	** **	** **	19 11%	9 5%	** **	7 5%	** **
SATISFIED (7-10)	1376 69%	147 85%	** **	141 85%	19 25%	159 75%	** **	** **	** **	** **	135 81%	146 92%	** **	138 90%	** **
Answered	1939	166	**	160	73	205	**	**	**	**	159	154	**	149	**
Mean score	7.3	8.4	**	8.4	4.8	7.7	**	**	**	**	8.1	8.7	**	8.6	**
Standard deviation	2.69	1.54	**	1.73	2.46	2.44	**	**	**	**	1.91	1.38	**	1.74	**
Standard error	.06	.09	**	.11	.22	.17	**	**	**	**	.16	.12	**	.15	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 123

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	35 2%	8 1%	19 3%	8 2%	12 1%	23 2%	21 2%	9 2%	5 2%	6 5%	5 1%	10 2%	7 2%	6 2%	2 1%	18 3%	9 3%	8 1%
2 (2.0)	20 1%	9 1%	11 1%	1 *%	8 1%	12 1%	17 1%	2 1%	2 1%	3 3%	1 *%	10 2%	3 1%	3 1%	1 1%	11 2%	6 2%	3 *%
3 (3.0)	24 1%	12 2%	7 1%	6 1%	10 1%	15 1%	9 1%	12 3%	3 1%	1 1%	6 1%	12 3%	1 *%	2 1%	2 1%	11 2%	10 3%	3 *%
4 (4.0)	39 2%	19 3%	13 2%	7 1%	18 2%	21 2%	30 2%	7 2%	2 1%	1 1%	7 1%	10 2%	13 3%	5 2%	2 1%	16 3%	8 2%	14 1%
5 (5.0)	100 5%	52 7%	31 4%	16 3%	45 5%	54 5%	68 5%	22 5%	10 3%	7 6%	17 3%	29 6%	21 5%	10 4%	15 7%	36 6%	25 7%	39 4%
6 (6.0)	121 6%	50 7%	41 5%	30 6%	55 6%	65 6%	83 6%	26 6%	12 4%	8 7%	42 8%	27 6%	24 5%	7 3%	13 6%	35 5%	29 8%	57 6%
7 (7.0)	212 11%	92 12%	80 11%	40 8%	105 12%	107 10%	154 12%	36 9%	22 7%	6 5%	46 9%	62 13%	45 10%	27 11%	27 13%	67 10%	58 16%	86 9%
8 (8.0)	363 18%	139 19%	142 19%	82 16%	176 19%	187 17%	240 19%	74 19%	48 16%	19 17%	83 16%	89 19%	82 18%	47 19%	43 20%	134 21%	61 17%	167 17%
9 (9.0)	420 21%	150 20%	157 21%	113 22%	181 20%	239 22%	283 22%	70 18%	67 22%	24 22%	120 23%	99 21%	101 22%	49 20%	27 13%	133 21%	65 18%	221 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	613 31%	203 27%	243 32%	168 33%	279 31%	334 30%	370 29%	131 33%	113 37%	34 31%	175 34% k	120 25%	136 30%	72 30%	76 36%	179 28%	85 23%	349 35% op
Not applicable	55 3%	7 1%	12 2%	35 7% ab	13 1%	41 4% d	19 1%	10 3%	25 8% fg	2 2%	11 2%	7 2%	17 4%	15 6% jkn	2 1%	7 1%	5 1%	42 4% o
SUMMARY CODES																		
DISSATISFIED (1-3)	80 4%	28 4%	37 5%	15 3%	30 3%	50 5%	47 4%	23 6%	10 3%	9 9% jl	11 2% jl	32 7%	11 3%	11 5%	5 3%	40 6% q	26 7% q	15 2%
NEUTRAL (4-6)	259 13%	121 16% bc	85 11%	53 10%	118 13%	141 13%	181 14% h	54 14%	24 8%	16 14%	66 13%	67 14%	57 13%	22 9%	31 15%	87 13%	62 17% q	110 11%
SATISFIED (7-10)	1608 80%	584 79%	621 82%	403 80%	741 82%	867 79%	1047 81%	311 78%	250 81%	82 75%	425 83%	369 78%	364 81%	195 80%	174 82%	514 79%	270 74%	824 83% p
Answered	1947	733	743	471	889	1059	1275	388	284	107	502	467	432	228	210	641	357	949
Mean score	8.1	8.0	8.1	8.4 a	8.2	8.1	8.1	8.0	8.5 fg	7.8	8.4 ik	7.8	8.2 k	8.1	8.2	7.9	7.6	8.5 op
Standard deviation	2.04	2.03	2.13	1.91 a	1.97	2.11	2.02	2.20	1.91 fg	2.52	1.80 ik	2.22	1.95 k	2.12	1.92	2.23	2.26	1.75 op
Standard error	.05	.07	.08	.09 a	.07	.06	.06	.11	.12 fg	.18	.09 ik	.11	.10 k	.11	.14	.08	.11	.06 op

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied (1.0)	35 2%	22 4%	13 1%	- -%	28 19%	6 *%	29 5%	6 5%	**	**	**	**	1 2%	- -%	**	1 1%	**
2 (2.0)	20 1%	13 2%	8 1%	2 *%	12 8%	3 *%	17 3%	3 3%	**	**	**	**	1 1%	1 1%	**	1 1%	**
3 (3.0)	24 1%	13 3%	11 1%	5 *%	11 8%	8 1%	16 3%	1 1%	**	**	**	**	* *%	- -%	**	1 1%	**
4 (4.0)	39 2%	16 3%	22 1%	6 *%	12 8%	11 1%	27 5%	1 1%	**	**	**	**	1 2%	1 1%	**	1 2%	**
5 (5.0)	100 5%	44 8%	56 4%	22 1%	20 13%	33 2%	65 12%	7 6%	**	**	**	**	2 3%	3 4%	**	2 2%	**
6 (6.0)	121 6%	40 8%	80 5%	50 3%	16 11%	52 4%	65 12%	8 7%	**	**	**	**	3 4%	1 1%	**	2 3%	**
7 (7.0)	212 11%	56 11%	156 10%	133 9%	10 7%	124 9%	84 15%	6 5%	**	**	**	**	5 6%	3 3%	**	3 5%	**
8 (8.0)	363 18%	92 18%	271 18%	281 19%	15 10%	265 19%	94 17%	19 17%	**	**	**	**	13 18%	14 18%	**	12 18%	**
9 (9.0)	420 21%	89 17%	331 22%	378 25%	9 6%	328 23%	88 16%	24 22%	**	**	**	**	21 28%	21 28%	**	17 24%	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	613	122	492	575	10	546	65	34	**	**	**	**	25	33	**	31	**
	31%	24%	33%	38%	7%	39%	12%	31%	**	**	**	**	34%	43%	**	44%	**
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Not applicable	55	5	50	41	5	37	9	2	**	**	**	**	2	1	**	1	**
	3%	1%	3%	3%	3%	3%	2%	2%	**	**	**	**	3%	1%	**	1%	**
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
SUMMARY CODES																	
DISSATISFIED (1-3)	80	48	32	6	51	18	62	9	**	**	**	**	2	1	**	2	**
	4%	9%	2%	*%	35%	1%	11%	9%	**	**	**	**	3%	1%	**	3%	**
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
NEUTRAL (4-6)	259	100	159	79	47	96	158	16	**	**	**	**	6	5	**	5	**
	13%	20%	11%	5%	32%	7%	28%	14%	**	**	**	**	9%	6%	**	7%	**
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
SATISFIED (7-10)	1608	359	1249	1367	44	1263	331	82	**	**	**	**	64	71	**	64	**
	80%	70%	84%	92%	30%	89%	59%	75%	**	**	**	**	86%	93%	**	90%	**
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Answered	1947	508	1440	1452	142	1377	551	107	**	**	**	**	73	76	**	70	**
Mean score	8.1	7.4	8.4	8.8	4.9	8.7	6.8	7.8	**	**	**	**	8.5	8.9	**	8.7	**
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Standard deviation	2.04	2.49	1.79	1.33	2.90	1.55	2.45	2.52	**	**	**	**	1.86	1.44	**	1.76	**
Standard error	.05	.11	.05	.04	.23	.04	.10	.18	**	**	**	**	.16	.12	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	35 2%	5 1%	5 3%	** **	- -%	5 4%	- -%	- -%	** **	1 *%	** **	10 2%	3 2%	** **	1 1%	6 5%	4 1%	- -%	** **
2 (2.0)	20 1%	1 *%	- -%	** **	- -%	- -%	1 *%	- -%	** **	- -%	** **	10 2%	5 3%	** **	- -%	7 5%	2 1%	1 *%	** **
3 (3.0)	24 1%	6 1%	3 2%	** **	- -%	5 4%	1 *%	2 *%	** **	3 1%	** **	12 3%	4 2%	** **	2 1%	5 4%	7 2%	1 *%	** **
4 (4.0)	39 2%	7 1%	2 1%	** **	4 1%	3 3%	4 1%	- -%	** **	2 *%	** **	10 2%	5 3%	** **	4 2%	5 4%	6 2%	2 1%	** **
5 (5.0)	100 5%	17 3%	6 3%	** **	7 3%	8 7%	9 2%	7 2%	** **	7 2%	** **	29 6%	15 8%	** **	10 5%	13 10%	16 5%	6 2%	** **
6 (6.0)	121 6%	42 8%	14 8%	** **	19 7%	15 13%	26 7%	18 4%	** **	19 5%	** **	27 6%	6 3%	** **	11 6%	12 9%	15 5%	12 4%	** **
7 (7.0)	212 11%	46 9%	19 11%	** **	16 6%	11 9%	35 9%	30 7%	** **	31 8%	** **	62 13%	19 10%	** **	26 14%	14 11%	47 14%	34 11%	** **
8 (8.0)	363 18%	83 16%	34 19%	** **	35 13%	20 17%	63 16%	76 18%	** **	73 18%	** **	89 19%	48 25%	** **	29 16%	21 16%	68 20%	60 19%	** **
9 (9.0)	420 21%	120 23%	37 21%	** **	71 27%	22 18%	99 25%	114 27%	** **	102 25%	** **	99 21%	38 20%	** **	37 20%	26 19%	73 21%	86 27%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	613	175	52	**	102	29	146	167	**	164	**	120	43	**	56	24	96	109	**
	31%	34%	30%	**	39%	24%	37%	40%	**	40%	**	25%	23%	**	31%	18%	28%	34%	**
Not applicable	55	11	2	**	9	2	9	8	**	4	**	7	1	**	6	-	7	7	**
	3%	2%	1%	**	3%	1%	2%	2%	**	1%	**	2%	1%	**	3%	-%	2%	2%	**
SUMMARY CODES																			
DISSATISFIED (1-3)	80	11	8	**	-	9	2	2	**	4	**	32	13	**	4	19	13	2	**
	4%	2%	5%	**	-%	8%	*%	*%	**	1%	**	7%	7%	**	2%	14%	4%	1%	**
			d			f				i		n			p				
NEUTRAL (4-6)	259	66	21	**	30	26	40	26	**	28	**	67	27	**	25	30	37	20	**
	13%	13%	12%	**	11%	22%	10%	6%	**	7%	**	14%	14%	**	13%	22%	11%	6%	**
					f					i					p				
SATISFIED (7-10)	1608	425	142	**	224	82	342	386	**	369	**	369	149	**	148	85	284	289	**
	80%	83%	82%	**	85%	69%	87%	92%	**	91%	**	78%	79%	**	81%	64%	83%	91%	**
					e		e			j					o				
Answered	1947	502	171	**	254	118	384	414	**	401	**	467	188	**	177	134	334	311	**
Mean score	8.1	8.4	8.1	**	8.7	7.5	8.6	8.8	**	8.8	**	7.8	7.7	**	8.2	7.0	8.1	8.7	**
					bc		e			j					m		o		
Standard deviation	2.04	1.80	2.04	**	1.49	2.35	1.51	1.30	**	1.46	**	2.22	2.21	**	1.84	2.65	1.93	1.42	**
Standard error	.05	.09	.17	**	.12	.22	.09	.07	**	.08	**	.11	.17	**	.15	.25	.12	.09	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	35 2%	2 1%	8 5%	7 2%	3 3%	** **	3 1%	4 3%	3 1%	- -%	** **	1 *%	6 5% k	6 2%	1 2%	** **	3 2%	2 3%	4 2%
2 (2.0)	20 1%	- -%	10 6% a	3 1%	2 1%	** **	1 1%	2 1%	1 *%	- -%	** **	2 1%	1 1%	3 1%	1 2%	** **	2 1%	1 2%	2 1%
3 (3.0)	24 1%	1 *%	11 7% a	1 *%	1 1%	** **	- -%	- -%	1 *%	1 *%	** **	1 *%	- -%	2 1%	* 1%	** **	1 1%	1 1%	2 1%
4 (4.0)	39 2%	5 2%	6 3%	13 3%	5 4%	** **	6 2%	3 2%	10 3%	4 1%	** **	2 1%	11 9% k	5 2%	2 3%	** **	1 1%	4 6% r	1 1%
5 (5.0)	100 5%	13 4%	16 9%	21 5%	6 5%	** **	8 4%	10 8%	11 3%	4 1%	** **	5 1%	16 13% k	10 4%	3 4%	** **	4 3%	4 6%	7 4%
6 (6.0)	121 6%	6 2%	21 12% a	24 5%	6 5%	** **	12 5%	3 3%	20 6%	8 2%	** **	16 5%	6 5%	7 3%	3 4%	** **	2 1%	3 5%	4 2%
7 (7.0)	212 11%	29 10%	31 18%	45 10%	13 10%	** **	22 9%	18 15%	27 8%	32 9%	** **	31 10%	13 11%	27 11%	11 13%	** **	10 8%	7 11%	20 11%
8 (8.0)	363 18%	60 20%	28 16%	82 18%	23 18%	** **	42 18%	25 21%	56 17%	64 19%	** **	53 17%	27 22%	47 19%	17 21%	** **	23 18%	11 18%	36 19%
9 (9.0)	420 21% b	74 25%	23 14%	101 22%	29 22%	** **	57 24%	21 17%	80 24%	93 27%	** **	77 24%	22 18%	49 20%	17 21%	** **	27 21%	15 25%	34 18%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4i. And how satisfied were you with - Courtesy and politeness of advisers?**

Base : Contact about Mobile phone services

	Total	Orange			Vodafone								T-Mobile						
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	613	102	17	136	41	**	75	31	105	128	**	120	16	72	22	**	41	13	59
	31%	34% b	10%	30%	31%	**	32%	26%	32%	37%	**	37% l	14%	30%	27%	**	33%	22%	32%
Not applicable	55	7	-	17	2	**	11	2	15	14	**	13	2	15	1	**	13	*	15
	3%	2%	-%	4%	1%	**	5%	2%	4%	4%	**	4%	2%	6%	2%	**	10% n	1%	8% q
SUMMARY CODES																			
DISSATISFIED (1-3)	80	3	28	11	6	**	4	6	6	1	**	4	7	11	3	**	5	4	8
	4%	1%	17% a	3%	5%	**	2%	5%	2%	1%	**	1%	6%	5%	4%	**	4%	6%	4%
NEUTRAL (4-6)	259	24	43	57	17	**	26	16	41	15	**	23	33	22	8	**	6	10	12
	13%	8%	25% a	13%	13%	**	11%	14%	12%	4%	**	7%	27% k	9%	10%	**	5%	17% r	7%
SATISFIED (7-10)	1608	264	99	364	106	**	196	95	269	317	**	281	78	195	67	**	101	46	149
	80%	89% b	58%	81%	81%	**	82%	79%	82%	91%	**	88% l	65%	80%	83%	**	80%	76%	81%
Answered	1947	291	170	432	130	**	226	117	315	333	**	309	118	228	79	**	112	59	169
Mean score	8.1	8.5	6.5	8.2	8.1	**	8.4	7.8	8.4	8.8	**	8.7	7.1	8.1	8.0	**	8.4	7.7	8.3
		b										l					o		q
Standard deviation	2.04	1.64	2.51	1.95	2.19	**	1.82	2.21	1.83	1.30	**	1.56	2.40	2.12	2.06	**	2.03	2.33	2.03
Standard error	.05	.10	.21	.10	.18	**	.14	.21	.11	.08	**	.09	.23	.11	.16	**	.17	.22	.12

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	35 2%	- -%	** **	* *%	6 8%	2 1%	** **	** **	** **	** **	1 1%	- -%	** **	* *%	** **
2	(2.0)	20 1%	- -%	** **	- -%	3 4%	1 1%	** **	** **	** **	** **	* *%	- -%	** **	* *%	** **
3	(3.0)	24 1%	- -%	** **	1 1%	1 1%	2 1%	** **	** **	** **	** **	- -%	* *%	** **	1 1%	** **
4	(4.0)	39 2%	- -%	** **	1 1%	3 4%	2 1%	** **	** **	** **	** **	- -%	- -%	** **	- -%	** **
5	(5.0)	100 5%	1 *%	** **	3 2%	8 10%	15 7%	** **	** **	** **	** **	12 7%	2 1%	** **	4 3%	** **
6	(6.0)	121 6%	2 1%	** **	3 2%	4 5%	13 6%	** **	** **	** **	** **	11 7%	9 6%	** **	5 3%	** **
7	(7.0)	212 11%	17 10%	** **	16 10%	11 15%	27 13%	** **	** **	** **	** **	22 13%	18 11%	** **	15 10%	** **
8	(8.0)	363 18%	38 22%	** **	37 22%	10 13%	43 20%	** **	** **	** **	** **	34 21%	29 19%	** **	30 20%	** **
9	(9.0)	420 21%	38 22%	** **	34 20%	14 19%	27 13%	** **	** **	** **	** **	24 15%	26 16%	** **	24 16%	** **
10 Extremely satisfied	(10.0)	613 31%	67 39%	** **	59 36%	13 17%	76 36%	** **	** **	** **	** **	60 36%	71 45%	** **	71 46%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4i. And how satisfied were you with - Courtesy and politeness of advisers?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Not applicable	55 3%	11 6%	** **	10 6%	2 3%	2 1%	** **	** **	** **	** **	2 1%	2 1%	** **	2 1%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	80 4%	- -%	** **	2 1%	10 13% c	5 3%	** **	** **	** **	** **	1 1%	* *% j	** **	2 1%	** **
NEUTRAL (4-6)	259 13%	3 2%	** **	7 4%	15 20% c	31 15%	** **	** **	** **	** **	23 14%	11 7%	** **	9 6%	** ** m
SATISFIED (7-10)	1608 80%	159 92%	** **	146 88% d	48 64%	174 82%	** **	** **	** **	** **	140 85%	144 92%	** **	139 91% n	** **
Answered	1947	162	**	155	72	210	**	**	**	**	164	156	**	151	**
Mean score	8.1	8.9	**	8.7 d	6.9	8.2	**	**	** g	**	8.3	8.8	**	8.8 n	**
Standard deviation	2.04	1.11	**	1.47 d	2.75	1.92	**	**	**	**	1.71	1.38	**	1.56 n	**
Standard error	.05	.07	**	.09	.25	.14	**	**	**	**	.14	.12	**	.13 n	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	80 4%	17 2%	40 5% a	23 5%	35 4%	45 4%	51 4%	15 4%	14 5%	11 10% jl	8 1%	24 5% j	16 4%	12 5% j	10 5%	36 6% q	22 6% q	23 2%
2	(2.0)	40 2%	13 2%	14 2%	13 3%	18 2%	22 2%	28 2%	6 2%	6 2%	3 3%	12 2%	10 2%	9 2%	4 2%	3 1%	13 2%	15 4% q	12 1%
3	(3.0)	49 2%	19 3%	21 3%	8 2%	21 2%	27 2%	31 2%	14 4%	3 1%	3 3%	5 1%	18 4%	10 2%	6 2%	7 3%	23 3% q	13 3%	13 1%
4	(4.0)	61 3%	26 3%	20 3%	16 3%	29 3%	32 3%	40 3%	12 3%	9 3%	6 5% m	14 3%	15 3%	15 3%	3 1%	8 4%	21 3%	21 6% q	18 2%
5	(5.0)	110 5%	46 6%	41 5%	23 5%	48 5%	62 6%	70 5%	29 7%	12 4%	5 4%	25 5%	31 7%	20 4%	15 6%	14 7%	29 4%	27 8%	54 5%
6	(6.0)	148 7%	67 9%	55 7%	26 5%	66 7%	83 8%	103 8%	32 8%	13 4%	6 5%	43 8%	35 7%	31 7%	17 7%	16 7%	54 8%	29 8%	65 7%
7	(7.0)	203 10%	98 13% c	72 10%	32 6%	87 10%	116 11%	145 11% h	40 10%	17 5%	7 7%	43 8%	50 11%	52 12%	24 10%	26 12%	66 10%	56 15% q	80 8%
8	(8.0)	340 17%	131 18%	121 16%	88 17%	160 18%	180 16%	229 18%	61 15%	50 16%	16 15%	85 17%	87 18%	74 16%	45 18%	33 16%	121 19%	49 13%	170 17%
9	(9.0)	391 20%	135 18%	150 20%	106 21%	198 22%	193 18%	260 20%	63 16%	68 22%	22 20%	108 21%	85 18%	97 22%	42 17%	37 17%	129 20%	63 17%	198 20%
10 Extremely satisfied	(10.0)	486 24%	176 24%	197 26%	113 22%	209 23%	277 25%	300 23%	108 27%	79 25%	28 26%	151 29% k	101 21%	96 21%	57 23%	54 26%	143 22%	62 17%	281 28% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 124

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	94 5%	11 2%	25 3%	57 11% ab	32 3%	63 6%	38 3%	18 4%	39 12% fg	3 3%	19 4%	18 4%	30 7%	20 8% n	3 2%	12 2%	6 2%	76 8% op
SUMMARY CODES																		
DISSATISFIED (1-3)	169 8%	50 7%	75 10%	44 9%	75 8%	94 9%	110 9%	36 9%	23 7%	16 15% jl	24 5%	52 11% j	35 8%	22 9%	20 10%	72 11% q	49 14% q	48 5%
NEUTRAL (4-6)	319 16%	138 19%	116 15%	65 13%	142 16%	177 16%	213 16%	72 18%	34 11%	16 14%	82 16%	82 17%	66 15%	35 14%	38 18%	105 16%	78 21% q	136 14%
SATISFIED (7-10)	1420 71%	540 73%	540 71%	339 67%	654 72%	766 70%	933 72%	272 68%	214 69%	74 67%	387 75%	323 68%	318 71%	167 69%	150 71%	460 71%	230 63%	730 74% p
Answered	1908	729	731	448	870	1037	1256	381	271	106	494	457	419	224	208	636	357	915
Mean score	7.6	7.6	7.6	7.6	7.6	7.6	7.6	7.5	7.9	7.2	8.0 ik	7.3	7.6	7.6	7.5	7.4 p	6.9 op	8.0 op
Standard deviation	2.44	2.27	2.55	2.54	2.41	2.47	2.42	2.50	2.48	2.98	2.16	2.56	2.38	2.48	2.52	2.56	2.67	2.18
Standard error	.06	.08	.09	.12	.08	.08	.07	.13	.15	.21	.11	.13	.12	.13	.18	.09	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	80 4%	50 10%	30 2%	3 *%	55 37%	17 1%	63 11%	11 10%	** **	** **	** **	** **	3 4%	1 1%	** **	2 3%	** **
			b		c		e					l					o	
2	(2.0)	40 2%	19 4%	21 1%	9 1%	18 12%	6 *%	34 6%	3 3%	** **	** **	** **	** **	1 1%	1 1%	** **	- -%	** **
			b		c		e										o	
3	(3.0)	49 2%	24 5%	25 2%	13 1%	17 12%	13 1%	34 6%	3 3%	** **	** **	** **	** **	1 2%	- -%	** **	1 1%	** **
			b		c		e										o	
4	(4.0)	61 3%	31 6%	30 2%	11 1%	11 8%	22 2%	39 7%	6 5%	** **	** **	** **	** **	2 3%	1 2%	** **	2 3%	** **
			b		c		e										o	
5	(5.0)	110 5%	48 9%	62 4%	38 3%	12 8%	38 3%	68 12%	5 4%	** **	** **	** **	** **	3 4%	2 3%	** **	2 2%	** **
			b		c		e										o	
6	(6.0)	148 7%	45 9%	104 7%	73 5%	7 5%	79 6%	67 12%	6 5%	** **	** **	** **	** **	2 3%	1 2%	** **	1 2%	** **
			b		c		e										o	
7	(7.0)	203 10%	55 11%	147 10%	150 10%	7 5%	122 9%	80 14%	7 7%	** **	** **	** **	** **	6 8%	6 7%	** **	5 7%	** **
			b		c		e										o	
8	(8.0)	340 17%	77 15%	263 18%	290 19%	6 4%	259 18%	80 14%	16 15%	** **	** **	** **	** **	11 15%	14 19%	** **	12 17%	** **
			b		d		e										o	
9	(9.0)	391 20%	75 15%	316 21%	370 25%	4 3%	348 25%	43 8%	22 20%	** **	** **	** **	** **	19 26%	20 26%	** **	17 24%	** **
			a		d		f						k				o	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	486 24%	81 16%	405 27%	461 31%	3 2%	441 31%	41 7%	28 26%	**	**	**	**	23 30%	28 36%	**	27 38%	**
Not applicable	94 5%	8 1%	87 6%	76 5%	8 5%	69 5%	13 2%	3 3%	**	**	**	**	3 5%	2 3%	**	2 3%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	169 8%	93 18%	76 5%	25 2%	90 61%	36 3%	131 23%	16 15%	**	**	**	**	5 7%	2 3%	**	2 3%	**
NEUTRAL (4-6)	319 16%	124 24%	195 13%	122 8%	30 21%	138 10%	173 31%	16 14%	**	**	**	**	8 10%	5 6%	**	5 7%	**
SATISFIED (7-10)	1420 71%	288 56%	1132 76%	1270 85%	19 13%	1170 83%	243 43%	74 67%	**	**	**	**	59 79%	68 88%	**	61 86%	**
Answered	1908	505	1403	1417	139	1344	547	106	**	**	**	**	72	75	**	68	**
Mean score	7.6	6.5	8.0	8.5	3.2	8.4	5.7	7.2	**	**	**	**	8.1	8.6	**	8.5	**
Standard deviation	2.44	2.87	2.14	1.60	2.52	1.81	2.72	2.98	**	**	**	**	2.37	1.82	**	2.01	**
Standard error	.06	.12	.06	.04	.20	.05	.11	.21	**	**	**	**	.21	.16	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	80 4%	8 1%	3 2%	** **	4 1%	8 6%	- -%	- -%	** **	3 1%	** **	24 5%	11 6%	** **	4 2%	13 10%	11 3%	- -%	** **
2 (2.0)	40 2%	12 2%	3 2%	** **	4 1%	7 6%	5 1%	1 *%	** **	3 1%	** **	10 2%	4 2%	** **	- -%	5 4%	5 1%	2 1%	** **
3 (3.0)	49 2%	5 1%	3 2%	** **	- -%	5 4%	- -%	2 *%	** **	3 1%	** **	18 4%	7 4%	** **	5 3%	8 6%	10 3%	2 1%	** **
4 (4.0)	61 3%	14 3%	6 3%	** **	5 2%	8 7%	6 2%	5 1%	** **	4 1%	** **	15 3%	9 5%	** **	- -%	10 7%	6 2%	2 1%	** **
5 (5.0)	110 5%	25 5%	3 2%	** **	18 7%	9 8%	16 4%	12 3%	** **	11 3%	** **	31 7%	11 6%	** **	13 7%	15 12%	16 5%	9 3%	** **
6 (6.0)	148 7%	43 8%	20 12%	** **	16 6%	10 8%	33 8%	25 6%	** **	27 7%	** **	35 7%	11 6%	** **	15 8%	14 10%	22 6%	17 5%	** **
7 (7.0)	203 10%	43 8%	17 10%	** **	14 5%	13 11%	30 8%	35 8%	** **	27 7%	** **	50 11%	20 11%	** **	16 9%	12 9%	38 11%	30 10%	** **
8 (8.0)	340 17%	85 17%	32 18%	** **	42 16%	23 19%	62 16%	74 18%	** **	71 18%	** **	87 18%	41 21%	** **	38 21%	17 13%	70 21%	70 22%	** **
9 (9.0)	391 20%	108 21%	36 21%	** **	57 21%	16 13%	93 24%	107 25%	** **	103 25%	** **	85 18%	36 19%	** **	29 16%	20 15%	66 19%	79 25%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	486 24%	151 29%	46 27%	** **	88 34%	20 17%	131 33% e	145 34%	** **	142 35% j	** **	101 21%	37 20%	** **	47 26%	17 13%	83 24%	93 29%	** **
Not applicable	94 5%	19 4%	3 2%	** **	16 6%	2 1%	18 4%	16 4%	** **	12 3%	** **	18 4%	2 1%	** **	16 9% lm	2 2%	16 5%	13 4%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	169 8%	24 5%	10 6%	** **	7 3%	20 16% f	5 1%	3 1%	** **	9 2%	** **	52 11%	22 12%	** **	9 5%	26 20% p	25 7%	5 1%	** **
NEUTRAL (4-6)	319 16%	82 16%	29 17%	** **	39 15%	27 23%	55 14%	42 10%	** **	42 10%	** **	82 17%	30 16%	** **	28 15% p	39 29%	43 13%	28 9%	** **
SATISFIED (7-10)	1420 71%	387 75%	131 75%	** **	201 77%	71 59%	316 80% e	361 86%	** **	342 84% j	** **	323 68%	135 71%	** **	130 71%	66 49%	257 75% o	272 85%	** **
Answered	1908	494	170	**	247	118	376	406	**	393	**	457	187	**	167	131	325	305	**
Mean score	7.6	8.0	7.9	**	8.3 c	6.7	8.4 e	8.6	**	8.5 j	**	7.3 m	7.3	**	7.9 m	6.2 o	7.8 o	8.5	**
Standard deviation	2.44	2.16	2.19	**	2.03	2.77	1.73	1.52	**	1.73	**	2.56	2.59	**	2.08	2.87	2.28	1.57	**
Standard error	.06	.11	.18	**	.17	.27	.10	.09	**	.10	**	.13	.20	**	.18	.27	.14	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	80 4%	4 1%	21 12% a	16 4%	9 7%	** **	4 2%	11 9% h	5 2%	1 *%	** **	3 1%	12 10% k	12 5%	3 4%	** **	5 4%	5 9%	7 4%
2 (2.0)	40 2%	- -%	10 6% a	9 2%	3 2%	** **	4 2%	2 2%	7 2%	3 1%	** **	1 *%	7 6% k	4 2%	2 2%	** **	2 1%	2 3%	2 1%
3 (3.0)	49 2%	1 *%	15 9% a	10 2%	6 5%	** **	3 1%	3 3%	7 2%	3 1%	** **	3 1%	6 5% k	6 2%	2 2%	** p	1 1%	3 5%	3 2%
4 (4.0)	61 3%	6 2%	10 6%	15 3%	3 3%	** **	7 3%	4 3%	11 3%	3 1%	** **	6 2%	8 7%	3 1%	1 1%	** **	1 1%	2 3%	1 1%
5 (5.0)	110 5%	11 4%	18 11% a	20 4%	6 5%	** ** f	6 2%	14 11% h	6 2%	6 2%	** **	5 2%	14 11% k	15 6%	5 7%	** p	5 4%	6 10%	9 5%
6 (6.0)	148 7%	15 5%	20 12%	31 7%	10 8%	** **	17 7%	11 10%	20 6%	17 5%	** **	19 6%	11 9%	17 7%	7 9%	** **	8 6%	3 5%	14 8%
7 (7.0)	203 10%	23 8%	27 16%	52 12%	14 11%	** **	24 10%	18 15%	34 10%	41 12%	** **	33 10%	19 16%	24 10%	9 12%	** **	11 9%	7 12%	17 9%
8 (8.0)	340 17%	60 20%	27 16%	74 16%	22 16%	** **	37 16%	15 13%	59 18%	64 19%	** **	54 17%	19 16%	45 18%	15 19%	** **	24 19%	10 16%	35 19%
9 (9.0)	391 20%	77 26% b	8 5%	97 22%	29 22%	** **	57 24%	21 18%	75 23%	92 26%	** **	85 27%	11 9% l	42 17%	16 20%	** **	20 16%	11 18%	31 17%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?**

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	486	87	11	96	27	**	56	18	78	89	**	87	9	57	17	**	34	10	46
	24%	29% b	7%	21%	20%	**	23%	15%	24%	26%	**	27% l	7%	23%	21%	**	27%	17%	25%
Not applicable	94	15	2	30	3	**	24	2	28	27	**	23	3	20	2	**	16	1	19
	5%	5%	1%	7%	2%	**	10% d	2%	8%	8%	**	7%	3%	8%	2%	**	13% n	2%	10% q
SUMMARY CODES																			
DISSATISFIED (1-3)	169	5	46	35	17	**	11	16	19	7	**	7	26	22	7	**	8	10	11
	8%	2%	27% a	8%	13% f	**	5%	13%	6%	2%	**	2%	22% k	9%	9%	**	6% p	17% r	6%
NEUTRAL (4-6)	319	32	49	66	20	**	29	29	37	26	**	31	33	35	13	**	13	11	24
	16%	11%	29% a	15%	15%	**	12%	24% h	11%	7%	**	10%	27% k	14%	17%	**	10%	18%	13%
SATISFIED (7-10)	1420	247	73	318	92	**	174	72	246	286	**	260	58	167	58	**	89	37	130
	71%	83% b	43%	71%	70%	**	73%	60%	75% g	83%	**	81% l	48%	69%	72%	**	71%	63%	71%
Answered	1908	284	168	419	129	**	214	117	302	320	**	298	117	224	78	**	109	59	166
Mean score	7.6	8.4	5.5	7.6	7.3	**	8.0	6.8	8.0	8.4	**	8.3	5.9	7.6	7.5	**	7.9	6.8	7.8
		b				**	de		g		**	l		o		**	o		q
Standard deviation	2.44	1.75	2.71	2.38	2.66	**	2.12	2.69	2.16	1.64	**	1.78	2.74	2.48	2.43	**	2.33	2.86	2.28
Standard error	.06	.11	.23	.12	.22	**	.17	.25	.13	.10	**	.11	.26	.13	.19	**	.19	.28	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	80 4%	* *%	** **	2 1%	10 13% c	10 5%	** **	** **	** **	** **	5 3%	- -%	** **	3 2%	** **
2	(2.0)	40 2%	1 *%	** **	2 1%	2 3%	3 1%	** **	** **	** **	** **	2 1%	2 1%	** **	- -%	** **
3	(3.0)	49 2%	1 1%	** **	1 1%	5 6% c	7 3%	** **	** **	** **	** **	4 3%	4 3%	** **	4 3%	** **
4	(4.0)	61 3%	- -%	** **	1 1%	2 2%	8 4%	** **	** **	** **	** **	3 2%	* *%	** **	2 1%	** ** m
5	(5.0)	110 5%	3 2%	** **	3 2%	12 16% c	14 7%	** **	** **	** **	** **	12 7%	5 3%	** **	6 4%	** **
6	(6.0)	148 7%	8 5%	** **	10 6%	7 10%	16 7%	** **	** **	** **	** **	13 8%	5 3%	** **	6 4%	** ** m
7	(7.0)	203 10%	17 10%	** **	16 10%	9 11%	26 12%	** **	** **	** **	** **	22 13%	21 13%	** **	18 12%	** **
8	(8.0)	340 17%	38 22%	** **	36 22%	9 12%	33 16%	** **	** **	** **	** **	26 16%	29 18%	** **	26 17%	** **
9	(9.0)	391 20%	37 21%	** **	33 20%	9 12%	37 17%	** **	** **	** **	** **	32 19%	35 22%	** **	33 22%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4j. And how satisfied were you with - Adviser ability to understand the issue and identify the problem?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	486 24%	53 31%	** **	48 29%	8 11%	54 26%	** **	** **	** **	** **	43 26%	53 33%	** **	51 33%	** **
Not applicable	94 5%	14 8%	** **	13 8%	3 4%	3 2%	** **	** **	** **	** **	3 2%	3 2%	** **	3 2%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	169 8%	2 1%	** **	5 3%	17 23%	20 10%	** **	** **	** **	** **	11 6%	6 4%	** **	7 5%	** **
NEUTRAL (4-6)	319 16%	11 7%	** **	14 9%	21 28%	38 18%	** **	** **	** **	** **	29 17%	11 7%	** **	14 9%	** **
SATISFIED (7-10)	1420 71%	145 84%	** **	132 80%	34 46%	150 71%	** **	** **	** **	** **	123 74%	137 87%	** **	128 84%	** **
Answered	1908	158	**	152	72	208	**	**	**	**	163	154	**	149	**
Mean score	7.6	8.6	**	8.3	6.0	7.5	**	**	**	**	7.7	8.4	**	8.2	**
Standard deviation	2.44	1.50	**	1.83	2.91	2.52	**	**	**	**	2.27	1.78	**	2.04	**
Standard error	.06	.09	**	.12	.26	.18	**	**	**	**	.19	.15	**	.17	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	60 3%	15 2%	28 4%	17 3%	25 3%	35 3%	33 3%	15 4%	12 4%	8 7%	7 1%	20 4%	14 3%	8 3%	3 2%	27 4%	18 5%	16 2%
2 (2.0)	28 1%	12 2%	8 1%	8 2%	10 1%	18 2%	23 2%	3 1%	2 1%	3 3%	6 1%	5 1%	10 2%	3 1%	1 *	12 2%	6 2%	10 1%
3 (3.0)	47 2%	17 2%	16 2%	14 3%	24 3%	22 2%	24 2%	17 4%	6 2%	5 4%	7 1%	21 4%	4 1%	4 2%	6 3%	18 3%	18 5%	11 1%
4 (4.0)	51 3%	23 3%	13 2%	15 3%	22 2%	29 3%	32 2%	10 3%	9 3%	1 1%	15 3%	16 3%	7 2%	4 2%	7 3%	19 3%	13 4%	18 2%
5 (5.0)	104 5%	47 6%	38 5%	19 4%	41 5%	63 6%	67 5%	22 6%	15 5%	6 6%	20 4%	28 6%	22 5%	15 6%	13 6%	32 5%	28 8%	44 4%
6 (6.0)	126 6%	57 8%	44 6%	25 5%	61 7%	65 6%	90 7%	28 7%	8 3%	6 5%	33 6%	27 6%	28 6%	15 6%	17 8%	37 6%	29 8%	60 6%
7 (7.0)	209 10%	88 12%	84 11%	36 7%	96 11%	113 10%	153 12%	36 9%	20 7%	7 7%	56 11%	52 11%	45 10%	25 10%	24 11%	70 11%	43 12%	96 10%
8 (8.0)	338 17%	136 18%	131 17%	71 14%	161 18%	177 16%	240 19%	58 15%	39 13%	15 14%	79 15%	85 18%	79 18%	44 18%	36 17%	119 18%	63 17%	156 16%
9 (9.0)	424 21%	143 19%	161 21%	121 24%	202 22%	222 20%	273 21%	78 20%	73 24%	27 24%	119 23%	95 20%	100 22%	42 17%	42 20%	145 22%	71 20%	209 21%
10 Extremely satisfied (10.0)	544 27%	194 26%	217 29%	132 26%	240 27%	304 28%	336 26%	119 30%	89 29%	28 26%	156 30%	116 24%	120 27%	65 27%	58 28%	159 25%	69 19%	316 32%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	71 4%	7 1%	16 2%	48 10% ab	19 2%	52 5% d	23 2%	11 3%	37 12% fg	3 3%	16 3%	10 2%	20 4%	18 7% kn	3 2%	10 2%	6 2%	55 6% op
SUMMARY CODES																		
DISSATISFIED (1-3)	135 7%	44 6%	52 7%	39 8%	59 7%	75 7%	80 6%	35 9%	20 6%	16 15% jlmn	20 4%	45 10% j	29 6%	15 6%	10 5%	57 9% q	42 11% q	37 4%
NEUTRAL (4-6)	281 14%	127 17%	95 13%	59 12%	125 14%	156 14%	188 15%	60 15%	32 10%	13 12%	68 13%	71 15%	57 13%	34 14%	38 18%	88 14%	70 19% q	123 12%
SATISFIED (7-10)	1515 76%	562 76%	593 78% c	360 71%	699 78%	816 74%	1002 77%	292 73%	221 71%	77 71%	409 80%	349 73%	343 76%	177 73%	160 76%	493 76% p	245 68% p	777 78%
Answered Mean score	1931 7.9	733 7.8	740 7.9	458 7.9	883 7.9	1048 7.8	1271 7.8	387 7.8	273 8.0	106 7.5	497 8.1	465 7.6	429 7.9	226 7.8	208 7.9	638 7.7 p	357 7.2 op	936 8.2 op
Standard deviation	2.29	2.21	2.30	2.41	2.24	2.34	2.22	2.45	2.39	2.82	2.04	2.46	2.27	2.28	2.15	2.41	2.53	2.04
Standard error	.05	.08	.08	.11	.08	.07	.06	.12	.15	.20	.10	.12	.12	.12	.15	.09	.13	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	60 3%	45 9%	15 1%	2 *%	45 31%	10 1%	49 9%	8 7%	**	**	**	**	2 2%	1 1%	**	1 1%	**
			b		c	e											o	
2	(2.0)	28 1%	10 2%	18 1%	1 *%	17 11%	8 1%	20 4%	3 3%	**	**	**	**	2 2%	- -%	**	1 1%	**
					c	e												
3	(3.0)	47 2%	27 5%	19 1%	9 1%	19 13%	10 1%	37 7%	5 4%	**	**	**	**	1 2%	- -%	**	1 2%	**
			b		c	e												
4	(4.0)	51 3%	25 5%	26 2%	10 1%	11 7%	13 1%	35 6%	1 1%	**	**	**	**	* *%	* *%	**	- -%	**
			b		c	e												
5	(5.0)	104 5%	37 7%	67 5%	22 1%	17 12%	45 3%	58 10%	6 6%	**	**	**	**	3 4%	3 4%	**	3 5%	**
					c	e												
6	(6.0)	126 6%	37 7%	89 6%	64 4%	10 7%	59 4%	63 11%	6 5%	**	**	**	**	3 4%	3 3%	**	2 2%	**
					e													
7	(7.0)	209 10%	62 12%	147 10%	140 9%	4 3%	123 9%	84 15%	7 7%	**	**	**	**	5 6%	4 5%	**	2 4%	**
					e													
8	(8.0)	338 17%	86 17%	252 17%	283 19%	7 5%	247 17%	90 16%	15 14%	**	**	**	**	11 14%	12 16%	**	12 16%	**
					d													
9	(9.0)	424 21%	86 17%	338 23%	398 27%	3 2%	361 26%	60 11%	27 24%	**	**	**	**	24 32%	24 31%	**	21 30%	**
				a	d	f								k				

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	544 27%	93 18%	451 30%	511 34%	8 5%	488 35%	53 10%	28 26%	**	**	**	**	21 28%	28 36%	**	26 36%	**
Not applicable	71 4%	4 1%	67 5%	55 4%	6 4%	49 3%	11 2%	3 3%	**	**	**	**	3 5%	2 3%	**	2 3%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	135 7%	82 16%	53 4%	12 1%	81 55%	28 2%	106 19%	16 15%	**	**	**	**	5 6%	1 1%	**	2 3%	**
NEUTRAL (4-6)	281 14%	98 19%	183 12%	95 6%	38 26%	118 8%	156 28%	13 12%	**	**	**	**	7 9%	6 8%	**	5 7%	**
SATISFIED (7-10)	1515 76%	328 64%	1187 80%	1331 89%	22 15%	1218 86%	287 51%	77 71%	**	**	**	**	60 80%	68 88%	**	61 86%	**
Answered	1931	508	1422	1439	141	1364	549	106	**	**	**	**	72	75	**	68	**
Mean score	7.9	6.9	8.2	8.7	3.7	8.5	6.2	7.5	**	**	**	**	8.2	8.7	**	8.6	**
Standard deviation	2.29	2.80	1.96	1.42	2.72	1.70	2.67	2.82	**	**	**	**	2.17	1.51	**	1.81	**
Standard error	.05	.12	.05	.04	.22	.05	.11	.20	**	**	**	**	.19	.13	**	.16	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	60 3%	7 1%	5 3%	** **	2 1%	7 6%	- -%	- -%	** **	1 *%	** **	20 4%	6 3%	** **	4 2%	15 11%	5 1%	- -%	** **
2 (2.0)	28 1%	6 1%	2 1%	** **	2 1%	2 1%	4 1%	- -%	** **	3 1%	** **	5 1%	2 1%	** **	1 1%	1 1%	4 1%	1 *%	** **
3 (3.0)	47 2%	7 1%	3 2%	** ** d	- -%	7 6%	- -%	3 1%	** **	4 1%	** **	21 4%	7 4%	** **	6 3%	9 6%	12 4%	2 1%	** **
4 (4.0)	51 3%	15 3%	6 3%	** **	7 3%	7 6%	8 2%	6 1%	** **	4 1%	** **	16 3%	9 5%	** **	5 3%	7 5%	9 3%	2 1%	** **
5 (5.0)	104 5%	20 4%	3 2%	** **	12 5%	8 6%	12 3%	11 3%	** **	15 4%	** **	28 6%	9 5%	** **	10 5%	14 10%	15 4%	2 1%	** **
6 (6.0)	126 6%	33 6%	14 8%	** **	12 5%	10 8%	23 6%	18 4%	** **	18 4%	** **	27 6%	9 5%	** **	9 5%	10 7%	17 5%	13 4%	** **
7 (7.0)	209 10%	56 11%	15 8%	** **	30 11%	18 15%	38 10%	38 9%	** **	36 9%	** **	52 11%	26 14%	** **	18 10%	14 10%	39 11%	32 10%	** **
8 (8.0)	338 17%	79 15%	28 16%	** **	35 13%	24 20%	55 14%	68 16%	** **	61 15%	** **	85 18%	41 21%	** **	31 17%	17 13%	68 20%	69 22%	** **
9 (9.0)	424 21%	119 23%	46 27%	** **	58 22%	15 13%	104 26%	116 28%	** **	107 26%	** **	95 20%	38 20%	** **	34 19%	27 20%	68 20%	85 27%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	544 27%	156 30%	50 29%	** **	90 34%	22 18%	135 34% e	148 35%	** **	148 36% j	** **	116 24%	42 22%	** **	56 31%	21 16%	95 28%	103 32%	** **
Not applicable	71 4%	16 3%	2 1%	** **	14 5%	2 1%	15 4%	13 3%	** **	9 2%	** **	10 2%	1 1%	** **	9 5%	- -%	10 3%	8 3%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	135 7%	20 4%	10 6%	** ** d	4 1%	16 13% f	4 1%	3 1%	** **	8 2%	** ** i	45 10%	16 8%	** ** n	11 6%	25 18% p	21 6%	4 1%	** **
NEUTRAL (4-6)	281 14%	68 13%	23 13%	** **	32 12%	24 20%	44 11%	35 8%	** **	37 9%	** ** i	71 15%	26 14%	** **	23 13%	30 23% p	41 12%	17 5%	** **
SATISFIED (7-10)	1515 76%	409 80%	138 80%	** **	214 81%	78 65%	331 84% e	371 88%	** **	351 87% j	** **	349 73%	146 77% m	** **	140 77%	79 59%	270 79% o	289 91%	** **
Answered Mean score	1931 7.9	497 8.1	171 8.1	** **	249 8.4 c	118 6.9	379 8.5 e	408 8.7	** **	396 8.6 j	** **	465 7.6	188 7.6	** **	174 8.0 m	134 6.6	332 8.0 o	310 8.6	** **
Standard deviation	2.29	2.04	2.19	**	1.84	2.60	1.67	1.49	**	1.69	**	2.46	2.34	**	2.23	2.91	2.13	1.41	**
Standard error	.05	.10	.18	**	.15	.25	.10	.08	**	.10	**	.12	.18	**	.19	.27	.13	.09	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	60 3%	4 1%	16 10% a	14 3%	7 5%	** **	4 2%	10 9% h	4 1%	1 *%	** **	2 1%	12 10% k	8 3%	3 4%	** **	3 2%	4 6%	4 2%
2 (2.0)	28 1%	- -%	5 3% a	10 2%	3 2%	** **	6 2%	4 3%	6 2%	- -%	** **	3 1%	7 6% k	3 1%	3 4%	** **	- -%	2 3%	2 1%
3 (3.0)	47 2%	2 1%	18 11% a	4 1%	2 1%	** **	1 1%	1 1%	3 1%	2 1%	** **	- -%	4 3% k	4 2%	1 2%	** **	1 1%	2 3%	2 1%
4 (4.0)	51 3%	5 2%	10 6%	7 2%	3 2%	** **	1 1%	5 4%	2 1%	1 *%	** **	2 1%	5 4%	4 2%	1 2%	** **	2 1%	2 3%	2 1%
5 (5.0)	104 5%	11 4%	17 10% a	22 5%	10 7%	** **	7 3%	5 4%	17 5%	4 1%	** **	8 3%	12 10% k	15 6%	4 5%	** **	6 5%	5 8%	10 5%
6 (6.0)	126 6%	8 3%	19 11% a	28 6%	7 5%	** **	15 6%	10 9%	18 6%	11 3%	** **	17 5%	10 9%	15 6%	4 6%	** **	8 7%	3 5%	12 7%
7 (7.0)	209 10%	27 9%	25 15%	45 10%	13 10%	** **	22 9%	17 14%	28 8%	30 9%	** **	27 9%	15 13%	25 10%	10 13%	** **	11 9%	8 13%	18 10%
8 (8.0)	338 17%	58 19%	26 15%	79 18%	23 18%	** **	43 18%	22 19%	57 17%	69 20%	** **	58 18%	21 18%	44 18%	16 20%	** **	21 16%	9 16%	35 19%
9 (9.0)	424 21%	77 26% b	17 10%	100 22%	29 22%	** **	53 22%	21 18%	79 24%	97 28%	** **	82 25%	17 14%	42 17%	15 19%	** **	21 17%	14 23%	28 15%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	544	99	16	120	32	**	72	23	96	113	**	105	14	65	19	**	37	11	55
	27%	33% b	9%	27%	24%	**	30%	20%	29%	33%	**	33% l	12%	27%	24%	**	30%	18%	30%
Not applicable	71	8	-	20	3	**	12	1	19	17	**	16	2	18	2	**	14	1	17
	4%	3%	-%	4%	3%	**	5%	1%	6%	5%	**	5%	2%	7%	2%	**	12% n	2%	9%
SUMMARY CODES																			
DISSATISFIED (1-3)	135	6	39	29	11	**	11	15	13	3	**	6	23	15	7	**	4	7	8
	7%	2%	23% a	6%	9%	**	5%	13% h	4%	1%	**	2%	19% k	6%	9%	**	3%	12% r	4%
NEUTRAL (4-6)	281	23	47	57	19	**	24	20	38	17	**	28	27	34	10	**	16	10	24
	14%	8%	28% a	13%	14%	**	10%	16%	11%	5%	**	9%	23% k	14%	12%	**	13%	17%	13%
SATISFIED (7-10)	1515	261	84	343	98	**	190	84	259	310	**	272	68	177	61	**	91	42	135
	76%	88% b	49%	76%	74%	**	80%	70%	79%	89%	**	85% l	56%	73%	76%	**	73%	70%	73%
Answered	1931	290	170	429	128	**	225	119	310	330	**	306	118	226	78	**	111	59	167
Mean score	7.9	8.5	6.0	7.9	7.6	**	8.2	7.1	8.2	8.7	**	8.5	6.4	7.8	7.6	**	8.2	7.2	8.1
		b							g			l					o		q
Standard deviation	2.29	1.72	2.71	2.27	2.49	**	2.05	2.73	2.00	1.38	**	1.69	2.83	2.28	2.43	**	2.05	2.65	2.11
Standard error	.05	.11	.23	.12	.20	**	.16	.26	.12	.08	**	.10	.27	.12	.19	**	.17	.25	.13

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	60 3%	* *%	** **	2 1%	6 7% c	3 2%	** **	** **	** **	** **	1 1%	- -%	** **	* *% c	** **
2	(2.0)	28 1%	- -%	** **	1 1%	2 3%	1 *%	** **	** **	** **	* *%	- -%	** **	* *% c	** **	
3	(3.0)	47 2%	1 1%	** **	* *%	3 4% c	6 3%	** **	** **	** **	1 1% j	* *%	** **	2 1% j	** **	
4	(4.0)	51 3%	* *%	** **	2 1%	2 3%	7 3%	** **	** **	** **	4 2%	- -%	** **	- -% m	** **	
5	(5.0)	104 5%	1 1%	** **	3 2%	12 16% c	13 6%	** **	** **	** **	11 6%	* *%	** **	5 3% c	** **	
6	(6.0)	126 6%	5 3%	** **	5 3%	10 14% c	17 8%	** **	** **	** **	15 9%	13 8%	** **	10 6% c	** **	
7	(7.0)	209 10%	17 10%	** **	15 9%	10 14%	24 11%	** **	** **	** **	20 12%	18 11%	** **	15 10% c	** **	
8	(8.0)	338 17%	35 20%	** **	35 21%	9 12%	36 17%	** **	** **	** **	26 16%	29 18%	** **	24 16% c	** **	
9	(9.0)	424 21%	38 22%	** **	34 21% d	7 9%	42 20%	** **	** **	** **	35 21%	37 24%	** **	39 26% n	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4k. And how satisfied were you with - Adviser took my question/issue seriously?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	544 27%	61 35%	** **	55 33%	10 14%	58 28%	** **	** **	** **	** **	49 30%	58 37%	** **	55 36%	** **
Not applicable	71 4%	13 7%	** **	12 7%	3 4%	3 2%	** **	** **	** **	** **	3 2%	2 1%	** **	2 1%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	135 7%	2 1%	** **	3 2%	11 15%	10 5%	** **	** **	** **	** **	2 1%	* **	** **	3 2%	** **
NEUTRAL (4-6)	281 14%	7 4%	** **	10 6%	24 32%	38 18%	** **	** **	** **	** **	29 18%	14 9%	** **	15 10%	** **
SATISFIED (7-10)	1515 76%	152 88%	** **	140 85%	36 49%	160 76%	** **	** **	** **	** **	131 79%	142 90%	** **	133 87%	** **
Answered	1931	160	**	153	72	208	**	**	**	**	163	156	**	151	**
Mean score	7.9	8.7	**	8.5	6.4	7.9	**	**	**	**	8.1	8.7	**	8.5	**
Standard deviation	2.29	1.37	**	1.72	2.64	2.15	**	**	**	**	1.85	1.35	**	1.65	**
Standard error	.05	.08	**	.11	.24	.15	**	**	**	**	.16	.11	**	.14	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	74 4%	15 2%	37 5% a	22 4%	33 4%	41 4%	44 3%	16 4%	14 5%	7 6%	11 2%	27 6% j	15 3%	9 4%	5 2%	31 5% q	24 7% q	19 2%
2	(2.0)	39 2%	15 2%	14 2%	10 2%	19 2%	21 2%	26 2%	8 2%	6 2%	2 2%	7 1%	12 3%	8 2%	4 2%	6 3%	16 2%	9 2%	15 2%
3	(3.0)	42 2%	9 1%	21 3%	13 3%	22 2%	20 2%	27 2%	6 2%	9 3%	3 2%	7 1%	15 3%	8 2%	5 2%	4 2%	15 2%	12 3%	15 1%
4	(4.0)	60 3%	28 4%	18 2%	14 3%	28 3%	32 3%	36 3%	16 4%	7 2%	3 3%	12 2%	24 5%	10 2%	5 2%	6 3%	20 3%	20 5% q	20 2%
5	(5.0)	118 6%	56 8%	32 4%	31 6%	51 6%	67 6%	81 6%	24 6%	13 4%	6 5%	21 4%	29 6%	30 7%	15 6%	18 8%	34 5%	36 10% oq	48 5%
6	(6.0)	128 6%	64 9%	38 5%	25 5%	60 7%	67 6%	84 6%	32 8%	12 4%	6 6%	31 6%	41 9%	23 5%	13 5%	14 7%	50 8%	30 8%	48 5%
7	(7.0)	233 12%	105 14% c	89 12%	38 8%	110 12%	123 11%	165 13% h	48 12%	20 6%	10 9%	62 12%	55 12%	46 10%	29 12%	30 14%	80 12%	45 12%	108 11%
8	(8.0)	333 17%	135 18%	135 18%	64 13%	151 17%	183 17%	241 19% h	59 15%	33 11%	16 15%	93 18%	70 15%	69 15%	46 19%	39 19%	114 18%	59 16%	160 16%
9	(9.0)	364 18%	129 17%	135 18%	100 20%	170 19%	193 18%	239 18%	61 15%	64 21%	24 22%	89 17%	82 17%	95 21%	40 17%	33 15%	125 19%	61 17%	177 18%
10 Extremely satisfied	(10.0)	467 23%	166 22%	193 26%	107 21%	212 24%	255 23%	291 22%	105 26%	71 23%	25 23%	139 27%	93 20%	103 23%	56 23%	50 23%	134 21%	58 16%	275 28% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	144 7%	18 2%	44 6%	82 16%	45 5%	99 9%	59 5%	23 6%	62 20%	7 7%	40 8%	26 5%	41 9%	22 9%	8 4%	29 4%	9 3%	106 11%
			a	ab		d			fg									op
SUMMARY CODES																		
DISSATISFIED (1-3)	156 8%	39 5%	72 10%	45 9%	74 8%	82 7%	97 7%	30 8%	29 9%	12 11%	25 5%	55 12%	31 7%	18 8%	15 7%	62 10%	45 13%	48 5%
			a							j		j				q	q	
NEUTRAL (4-6)	306 15%	147 20%	88 12%	70 14%	140 16%	166 15%	202 16%	72 18%	32 10%	15 13%	64 12%	94 20%	64 14%	33 13%	37 18%	104 16%	85 23%	117 12%
		b						h				j				oq		
SATISFIED (7-10)	1396 70%	535 72%	552 73%	309 61%	643 71%	754 69%	936 72%	273 69%	187 60%	75 69%	384 75%	300 63%	313 70%	171 70%	152 72%	453 70%	223 61%	720 73%
		c	c				h				k					p	p	
Answered	1858	722	712	424	857	1001	1234	375	248	102	473	449	408	222	203	619	353	885
Mean score	7.6	7.6	7.6	7.5	7.6	7.6	7.6	7.5	7.7	7.5	8.0	7.1	7.7	7.6	7.6	7.4	6.9	8.0
											k		k	k		p	op	
Standard deviation	2.41	2.20	2.51	2.59	2.42	2.41	2.34	2.47	2.65	2.66	2.15	2.65	2.37	2.38	2.29	2.49	2.64	2.17
Standard error	.06	.08	.09	.13	.08	.08	.07	.12	.17	.19	.11	.14	.12	.12	.16	.09	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	74 4%	52 10%	23 2%	6 *%	51 35%	17 1%	57 10%	7 6%	**	**	**	**	1 2%	- -%	**	2 3%	**
			b		c		e			j			l				o	
2	(2.0)	39 2%	22 4%	17 1%	8 1%	19 13%	13 1%	26 5%	2 2%	**	**	**	**	1 1%	1 1%	**	- -%	**
			b		c		e											o
3	(3.0)	42 2%	20 4%	22 1%	5 *%	20 14%	10 1%	32 6%	3 2%	**	**	**	**	1 2%	* *%	**	- -%	**
			b		c		e											o
4	(4.0)	60 3%	29 6%	31 2%	7 *%	11 8%	19 1%	40 7%	3 3%	**	**	**	**	1 2%	* *%	**	1 1%	**
			b		c		e											**
5	(5.0)	118 6%	48 9%	70 5%	31 2%	17 12%	42 3%	71 13%	6 5%	**	**	**	**	1 2%	2 3%	**	2 2%	**
			b		c		e						l					**
6	(6.0)	128 6%	40 8%	88 6%	71 5%	6 4%	70 5%	57 10%	6 6%	**	**	**	**	4 5%	3 4%	**	3 4%	**
								e										**
7	(7.0)	233 12%	53 10%	180 12%	173 12%	2 1%	156 11%	76 14%	10 9%	**	**	**	**	6 8%	4 5%	**	4 5%	**
					d													**
8	(8.0)	333 17%	80 16%	254 17%	298 20%	1 1%	253 18%	78 14%	16 15%	**	**	**	**	12 16%	14 18%	**	13 18%	**
					d													**
9	(9.0)	364 18%	70 14%	294 20%	343 23%	3 2%	309 22%	51 9%	24 22%	**	**	**	**	19 26%	23 30%	**	19 26%	**
				a	d		f											**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	467 23%	87 17%	379 25%	444 30%	4 3%	427 30%	37 7%	25 23%	**	**	**	**	20 27%	25 33%	**	24 34%	**
Not applicable	144 7%	12 2%	132 9%	107 7%	12 8%	98 7%	36 6%	7 7%	**	**	**	**	7 10%	3 4%	**	4 6%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	156 8%	93 18%	62 4%	19 1%	90 61%	40 3%	115 21%	12 11%	**	**	**	**	3 4%	1 1%	**	2 3%	**
NEUTRAL (4-6)	306 15%	116 23%	189 13%	109 7%	34 23%	130 9%	168 30%	15 13%	**	**	**	**	6 8%	6 8%	**	5 8%	**
SATISFIED (7-10)	1396 70%	290 57%	1106 74%	1258 84%	10 7%	1145 81%	241 43%	75 69%	**	**	**	**	58 77%	67 87%	**	59 84%	**
Answered	1858	500	1358	1386	135	1315	524	102	**	**	**	**	68	74	**	67	**
Mean score	7.6	6.5	8.0	8.5	3.0	8.3	5.8	7.5	**	**	**	**	8.3	8.7	**	8.5	**
Standard deviation	2.41	2.92	2.06	1.55	2.34	1.86	2.69	2.66	**	**	**	**	2.01	1.51	**	1.85	**
Standard error	.06	.12	.06	.04	.19	.05	.11	.19	**	**	**	**	.18	.13	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	74 4%	11 2%	6 3%	** **	5 2%	10 8%	1 *%	2 *%	** **	4 1%	** **	27 6%	9 5%	** **	4 2%	19 14%	9 3%	1 *%	** **
2 (2.0)	39 2%	7 1%	5 3%	** **	2 1%	3 3%	4 1%	- -%	** **	2 1%	** **	12 3%	4 2%	** **	5 3%	6 5%	6 2%	2 1%	** **
3 (3.0)	42 2%	7 1%	2 1%	** **	- -%	6 5%	1 *%	2 *%	** **	3 1%	** **	15 3%	6 3%	** **	7 4%	6 4%	9 3%	1 *%	** **
4 (4.0)	60 3%	12 2%	3 2%	** **	5 2%	6 5%	6 2%	2 *%	** **	5 1%	** **	24 5%	10 5%	** **	5 3%	14 11%	10 3%	1 *%	** **
5 (5.0)	118 6%	21 4%	5 3%	** **	11 4%	7 6%	15 4%	12 3%	** **	8 2%	** **	29 6%	12 6%	** **	10 5%	14 11%	14 4%	4 1%	** **
6 (6.0)	128 6%	31 6%	15 8%	** **	11 4%	11 9%	20 5%	15 4%	** **	21 5%	** **	41 9%	15 8%	** **	13 7%	12 9%	29 8%	25 8%	** **
7 (7.0)	233 12%	62 12%	21 12%	** **	28 11%	12 10%	51 13%	52 12%	** **	48 12%	** **	55 12%	25 13%	** **	20 11%	11 8%	44 13%	37 12%	** **
8 (8.0)	333 17%	93 18%	32 18%	** **	48 18%	22 18%	72 18%	87 21%	** **	75 19%	** **	70 15%	33 18%	** **	27 15%	15 11%	55 16%	64 20%	** **
9 (9.0)	364 18%	89 17%	35 20%	** **	42 16%	16 13%	73 19%	85 20%	** **	83 20%	** **	82 17%	33 18%	** **	31 17%	15 12%	66 19%	76 24%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	467 23%	139 27%	45 26%	** **	78 30%	23 19%	117 30%	132 31%	** **	131 32%	** **	93 20%	34 18%	** **	45 25%	20 15%	73 21%	87 27%	** **
Not applicable	144 7%	40 8%	6 3%	** **	34 13% bc	5 5%	35 9%	32 8%	** **	25 6%	** **	26 5%	9 5%	** **	16 9%	- -%	26 8% o	19 6%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	156 8%	25 5%	12 7%	** **	7 3%	19 16% f	6 2%	4 1%	** **	9 2%	** **	55 12%	19 10%	** **	16 9%	31 23% p	24 7%	5 2%	** **
NEUTRAL (4-6)	306 15%	64 12%	23 13%	** **	26 10%	23 19%	41 10%	29 7%	** **	34 9%	** **	94 20%	36 19%	** **	28 15%	41 31% p	53 16%	30 9%	** **
SATISFIED (7-10)	1396 70%	384 75%	133 77%	** **	196 74%	72 60%	312 79% e	356 85%	** **	337 83% j	** **	300 63%	125 66%	** **	123 67%	62 46%	238 70% o	264 83%	** **
Answered	1858	473	168	**	230	114	359	389	**	380	**	449	181	**	167	134	315	300	**
Mean score	7.6	8.0	7.8	**	8.2 c	6.8	8.3 e	8.5	**	8.4 j	**	7.1 m	7.2 m	**	7.6 m	5.9 o	7.6 o	8.4	**
Standard deviation	2.41	2.15	2.30	**	2.00	2.82	1.74	1.52	**	1.77	**	2.65	2.51	**	2.42	3.04	2.28	1.60	**
Standard error	.06	.11	.19	**	.18	.27	.11	.09	**	.10	**	.14	.19	**	.21	.29	.14	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	74 4%	3 1%	25 15% a	15 3%	7 5%	** **	4 2%	10 8% h	6 2%	2 1%	** **	4 1%	11 9% k	9 4%	4 5%	** **	4 3%	4 7%	5 3%
2 (2.0)	39 2%	4 1%	8 5%	8 2%	3 3%	** **	3 1%	5 4%	3 1%	4 1%	** **	5 1%	4 3%	4 2%	1 2%	** **	2 1%	3 5% r	1 1%
3 (3.0)	42 2%	3 1%	12 7% a	8 2%	3 2%	** **	4 2%	3 2%	5 2%	1 *%	** **	2 1%	6 5%	5 2%	1 2%	** **	2 1%	2 3%	4 2%
4 (4.0)	60 3%	7 2%	16 9% a	10 2%	3 3%	** **	3 1%	4 3%	7 2%	1 *%	** **	2 1%	8 7% k	5 2%	1 2%	** **	3 2%	1 2%	4 2%
5 (5.0)	118 6%	10 3%	19 11% a	30 7%	8 6%	** ** f	11 5%	12 10%	18 6%	4 1%	** **	10 3%	18 15% k	15 6%	5 7%	** **	5 4%	5 9%	9 5%
6 (6.0)	128 6%	20 7%	21 12%	23 5%	9 7%	** **	11 5%	8 7%	15 4%	15 4%	** **	14 4%	9 8%	13 5%	5 6%	** **	4 3%	3 6%	10 5%
7 (7.0)	233 12%	30 10%	25 15%	46 10%	12 9%	** **	28 12%	15 12%	32 10%	35 10%	** **	32 10%	14 12%	29 12%	14 17%	** **	12 10%	8 13%	21 11%
8 (8.0)	333 17%	52 17%	17 10%	69 15%	23 18%	** **	32 13%	19 16%	50 15%	62 18%	** **	51 16%	17 14%	46 19%	14 18%	** **	24 19%	12 19%	34 19%
9 (9.0)	364 18%	68 23% b	11 7%	95 21%	31 24%	** **	49 20%	19 16%	77 23%	92 27%	** **	77 24%	18 15%	40 17%	12 15%	** **	23 18%	10 16%	31 17%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	467	83	10	103	24	**	65	21	82	98	**	93	8	56	17	**	33	10	45
	23%	28% b	6%	23%	18%	**	27%	18%	25%	28%	**	29% l	7%	23%	21%	**	26%	17%	25%
Not applicable	144	19	6	41	8	**	28	5	36	33	**	31	8	22	4	**	15	2	20
	7%	6%	3%	9%	6%	**	12%	4%	11%	10%	**	10%	6%	9%	6%	**	12%	4%	11%
SUMMARY CODES																			
DISSATISFIED (1-3)	156	9	45	31	13	**	11	18	14	7	**	11	20	18	7	**	7	8	10
	8%	3%	27% a	7%	10%	**	5%	15%	4%	2%	**	4%	17% k	8%	9%	**	5%	14% r	5%
NEUTRAL (4-6)	306	37	56	64	20	**	25	24	40	20	**	26	35	33	12	**	11	10	23
	15%	12%	33% a	14%	15%	**	11% f	20%	12%	6%	**	8%	29% k	13%	15%	**	9% p	16%	12%
SATISFIED (7-10)	1396	233	63	313	91	**	174	73	240	286	**	254	57	171	57	**	92	39	132
	70%	78% b	37%	70%	69%	**	73%	61%	73%	83%	**	79% l	48%	70%	71%	**	73%	66%	71%
Answered	1858	279	164	408	124	**	210	115	293	314	**	291	112	222	76	**	110	57	165
Mean score	7.6	8.2	5.3	7.7	7.4	**	8.1	6.8	8.0	8.5	**	8.3	6.1	7.6	7.4	**	8.0	7.0	7.8
		b				**	e		g		**	l				**	o		q
Standard deviation	2.41	1.93	2.74	2.37	2.54	**	2.11	2.79	2.09	1.61	**	1.92	2.69	2.38	2.43	**	2.25	2.71	2.23
Standard error	.06	.13	.23	.12	.21	**	.17	.26	.13	.10	**	.12	.26	.12	.20	**	.19	.26	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4I. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	74 4%	* *%	** **	2 1%	7 10% c	5 2%	** **	** **	** **	** * j	*	- *% -%	** **	2 1%	** **
2	(2.0)	39 2%	2 1%	** **	2 1%	2 3%	6 3%	** **	** **	** **	** 3 2%	- -%	** **	1 1%	** **	
3	(3.0)	42 2%	- -%	** **	- -%	5 7% c	4 2%	** **	** **	** **	** 2 1%	- -%	** **	2 1%	** **	
4	(4.0)	60 3%	1 *%	** **	1 1%	4 5% c	6 3%	** **	** **	** **	** 3 2%	2 1%	** **	2 1%	** **	
5	(5.0)	118 6%	3 2%	** **	7 4%	8 11%	18 8%	** **	** **	** **	** 12 7%	4 3%	** **	6 4%	** ** m	
6	(6.0)	128 6%	5 3%	** **	5 3%	8 11% c	14 7%	** **	** **	** **	** 11 7%	8 5%	** **	7 5%	** **	
7	(7.0)	233 12%	21 12%	** **	20 12%	9 12%	30 14%	** **	** **	** **	** 26 16%	24 15%	** **	22 14%	** **	
8	(8.0)	333 17%	37 21%	** **	34 20%	12 16%	39 19%	** **	** **	** **	** 31 18%	34 22%	** **	28 19%	** **	
9	(9.0)	364 18%	38 22%	** **	35 21%	4 6% d	33 15%	** **	** **	** **	** 27 16%	28 18%	** **	27 18%	** **	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q41. And how satisfied were you with - Keeping you informed throughout the process?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	467 23%	52 30%	** **	47 28%	9 12%	50 23%	** **	** **	** **	** **	42 25%	50 31%	** **	49 32%	** **
Not applicable	144 7%	13 8%	** **	12 8%	6 8%	8 4%	** **	** **	** **	** **	8 5%	7 4%	** **	7 4%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	156 8%	2 1%	** **	4 2%	14 19%	15 7%	** **	** **	** **	** **	5 3%	- -%	** **	4 3%	** **
NEUTRAL (4-6)	306 15%	9 5%	** **	12 7%	20 27%	37 18%	** **	** **	** **	** **	27 16%	15 9%	** **	15 10%	** **
SATISFIED (7-10)	1396 70%	148 86%	** **	136 83%	34 45%	152 72%	** **	** **	** **	** **	126 76%	136 86%	** **	126 83%	** **
Answered	1858	159	**	153	68	203	**	**	**	**	158	151	**	146	**
Mean score	7.6	8.5	**	8.3	6.1	7.6	**	**	**	**	7.9	8.4	**	8.2	**
Standard deviation	2.41	1.51	**	1.80	2.78	2.29	**	**	**	**	1.95	1.48	**	1.88	**
Standard error	.06	.09	**	.11	.25	.16	**	**	**	**	.17	.13	**	.16	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	95 5%	21 3%	44 6% a	30 6%	41 4%	55 5%	59 5%	18 5%	18 6%	9 9%	9 2%	41 9%	20 5%	9 4%	6 3%	42 7%	26 7%	27 3%
2	(2.0)	31 2%	12 2%	11 2%	8 2%	15 2%	16 1%	18 1%	9 2%	4 1%	2 2%	4 1%	12 2%	7 2%	5 2%	2 1%	12 2%	9 3%	10 1%
3	(3.0)	37 2%	11 2%	17 2%	9 2%	21 2%	16 1%	19 1%	11 3%	7 2%	2 1%	10 2%	11 2%	6 1%	3 1%	6 3%	9 1%	11 3%	17 2%
4	(4.0)	58 3%	31 4%	15 2%	12 2%	24 3%	34 3%	37 3%	13 3%	8 2%	5 5%	13 2%	14 3%	12 3%	5 2%	9 4%	18 3%	17 5%	23 2%
5	(5.0)	104 5%	48 6%	28 4%	28 6%	43 5%	60 5%	65 5%	26 7%	13 4%	6 6%	20 4%	33 7%	20 4%	14 6%	11 5%	30 5%	34 9%	40 4%
6	(6.0)	123 6%	58 8%	42 6%	22 4%	58 6%	65 6%	82 6%	29 7%	12 4%	5 5%	28 6%	29 6%	31 7%	14 6%	15 7%	45 7%	31 8%	47 5%
7	(7.0)	224 11%	107 14%	86 11% c	31 6%	107 12%	117 11%	162 13% h	44 11%	18 6%	7 7%	65 13%	52 11%	40 9%	30 12%	29 14%	81 12%	46 13%	97 10%
8	(8.0)	319 16%	123 17%	129 17%	68 13%	149 17%	170 15%	228 18%	55 14%	36 12%	13 12%	96 19%	62 13%	76 17%	41 17%	32 15%	115 18%	48 13%	156 16%
9	(9.0)	372 19%	139 19%	131 17%	103 20%	174 19%	198 18%	249 19%	58 15%	65 21%	23 21%	94 18%	89 19%	94 21% m	33 14%	40 19%	121 19%	60 17%	191 19%
10 Extremely satisfied	(10.0)	518 26%	175 24%	212 28%	132 26%	234 26%	284 26%	319 25%	115 29%	83 27%	31 28%	150 29%	108 23%	113 25%	65 27%	51 24%	150 23%	67 19%	301 30% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4m. And how satisfied were you with - Adviser doing what they said they would do?**

Base : Contact about Mobile phone services

	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	120 6%	17 2%	41 5%	62 12%	35 4%	85 8%	54 4%	21 5%	45 15%	5 5%	25 5%	24 5%	30 7%	25 10%	11 5%	24 4%	14 4%	83 8%
			a	ab		d			fg					jk				op
SUMMARY CODES																		
DISSATISFIED (1-3)	163 8%	44 6%	72 10%	47 9%	77 8%	87 8%	96 7%	37 9%	30 10%	13 12%	22 4%	64 13%	33 7%	16 7%	14 7%	64 10%	46 13%	53 5%
										j		ilm				q	q	
NEUTRAL (4-6)	285 14%	137 18%	85 11%	63 12%	126 14%	159 14%	184 14%	69 17%	32 10%	17 16%	61 12%	76 16%	62 14%	33 14%	35 17%	94 14%	81 22%	110 11%
		bc														oq		
SATISFIED (7-10)	1433 72%	542 73%	557 74%	334 66%	664 74%	769 70%	959 74%	272 68%	202 65%	74 67%	405 79%	311 65%	323 72%	169 69%	152 72%	467 72%	221 61%	745 75%
			c				h				ikm					p	p	
Answered	1881	723	715	443	866	1015	1239	378	264	104	488	451	419	218	201	624	348	909
Mean score	7.7	7.6	7.7	7.7	7.7	7.6	7.7	7.5	7.7	7.4	8.1	7.2	7.8	7.7	7.6	7.5	6.9	8.1
											ik		k	k		p	op	
Standard deviation	2.47	2.27	2.55	2.66	2.45	2.50	2.39	2.58	2.69	2.90	2.06	2.84	2.43	2.39	2.31	2.57	2.71	2.22
Standard error	.06	.08	.10	.13	.08	.08	.07	.13	.17	.21	.11	.15	.13	.13	.17	.09	.14	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	95 5%	62 12%	33 2%	7 *%	64 43%	20 1%	75 13%	9 9%	**	**	**	**	4 5%	1 1%	**	2 3%	**
			b	c		e			j				l				o	
2	(2.0)	31 2%	14 3%	17 1%	4 *%	15 10%	9 1%	22 4%	2 2%	**	**	**	**	2 2%	1 1%	**	- -%	**
					c	e												o
3	(3.0)	37 2%	17 3%	19 1%	12 1%	9 6%	7 *%	28 5%	2 1%	**	**	**	**	1 1%	1 1%	**	1 1%	**
			b		c	e												**
4	(4.0)	58 3%	31 6%	28 2%	13 1%	11 7%	21 1%	38 7%	5 5%	**	**	**	**	2 3%	- -%	**	1 2%	**
			b		c	e												o
5	(5.0)	104 5%	45 9%	58 4%	23 2%	14 10%	35 2%	66 12%	6 6%	**	**	**	**	1 2%	2 2%	**	2 3%	**
			b		c	e							l					**
6	(6.0)	123 6%	42 8%	81 5%	60 4%	6 4%	58 4%	63 11%	5 5%	**	**	**	**	2 3%	3 4%	**	2 3%	**
						e												**
7	(7.0)	224 11%	59 12%	165 11%	164 11%	2 1%	148 10%	76 13%	7 7%	**	**	**	**	5 7%	5 6%	**	3 4%	**
					d													**
8	(8.0)	319 16%	66 13%	253 17%	289 19%	4 3%	260 18%	59 11%	13 12%	**	**	**	**	9 12%	12 15%	**	11 16%	**
					d		f											**
9	(9.0)	372 19%	74 14%	298 20%	346 23%	2 1%	315 22%	51 9%	23 21%	**	**	**	**	20 26%	21 28%	**	18 26%	**
				a	d		f				h		k				p	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	518 26%	88 17%	430 29%	495 33%	4 3%	472 33%	44 8%	31 28%	**	**	**	**	24 32%	31 40%	**	28 40%	**
Not applicable	120 6%	13 3%	107 7%	80 5%	16 11%	68 5%	40 7%	5 5%	**	**	**	**	5 6%	2 2%	**	2 3%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	163 8%	94 18%	69 5%	23 2%	88 60%	36 3%	124 22%	13 12%	**	**	**	**	6 8%	2 2%	**	2 3%	**
NEUTRAL (4-6)	285 14%	118 23%	167 11%	96 6%	31 21%	113 8%	167 30%	17 16%	**	**	**	**	6 8%	5 6%	**	6 8%	**
SATISFIED (7-10)	1433 72%	287 56%	1146 77%	1295 87%	12 8%	1195 85%	229 41%	74 67%	**	**	**	**	58 77%	69 89%	**	60 85%	**
Answered	1881	499	1383	1414	131	1345	520	104	**	**	**	**	71	75	**	68	**
Mean score	7.7	6.5	8.1	8.6	2.9	8.4	5.7	7.4	**	**	**	**	8.1	8.7	**	8.6	**
Standard deviation	2.47	2.97	2.11	1.57	2.44	1.82	2.81	2.90	**	**	**	**	2.52	1.64	**	1.96	**
Standard error	.06	.13	.06	.04	.20	.05	.12	.21	**	**	**	**	.22	.14	**	.18	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	95 5%	9 2%	5 3%	** **	4 1%	7 5%	2 1%	- -%	** **	4 1%	** **	41 9%	16 8%	** **	7 4%	29 22%	12 4%	4 1%	** **
2 (2.0)	31 2%	4 1%	2 1%	** **	- -%	4 3%	- -%	- -%	** **	1 *%	** **	12 2%	5 3%	** **	4 2%	4 3%	8 2%	2 1%	** **
3 (3.0)	37 2%	10 2%	1 1%	** **	5 2%	6 5%	4 1%	6 1%	** **	2 1%	** **	11 2%	3 2%	** **	6 3%	2 2%	8 2%	1 *%	** **
4 (4.0)	58 3%	13 2%	3 2%	** **	5 2%	5 4%	8 2%	3 1%	** **	4 1%	** **	14 3%	6 3%	** **	4 2%	10 7%	5 1%	2 1%	** **
5 (5.0)	104 5%	20 4%	6 3%	** **	9 3%	7 6%	13 3%	8 2%	** **	8 2%	** **	33 7%	11 6%	** **	13 7%	14 11%	18 5%	6 2%	** **
6 (6.0)	123 6%	28 6%	12 7%	** **	9 3%	10 8%	19 5%	14 3%	** **	14 3%	** **	29 6%	10 5%	** **	9 5%	12 9%	17 5%	11 4%	** **
7 (7.0)	224 11%	65 13%	21 12%	** **	28 11%	18 15%	47 12%	50 12%	** **	49 12%	** **	52 11%	29 15%	** **	13 7%	14 10%	38 11%	39 12%	** **
8 (8.0)	319 16%	96 19%	38 22%	** **	48 18%	21 17%	75 19%	89 21%	** **	83 20%	** **	62 13%	26 14%	** **	28 15%	9 7%	53 16%	56 18%	** **
9 (9.0)	372 19%	94 18%	32 18%	** **	53 20%	14 12%	80 20%	90 21%	** **	85 21%	** **	89 19%	38 20%	** **	29 16%	21 15%	68 20%	81 25%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	518 26%	150 29%	47 27%	** **	83 32%	21 18%	129 33%	144 34%	** **	143 35%	** **	108 23%	37 20%	** **	55 30%	19 14%	89 26%	99 31%	** **
Not applicable	120 6%	25 5%	6 3%	** **	19 7% c	8 6%	18 4%	17 4%	** **	13 3%	** **	24 5%	7 4%	** **	13 7%	- -%	24 7% o	15 5%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	163 8%	22 4%	8 5%	** **	9 3%	16 14%	6 1%	6 1%	** **	8 2%	** **	64 13%	25 13%	** **	17 9%	35 26%	29 8%	7 2%	** **
NEUTRAL (4-6)	285 14%	61 12%	21 12%	** **	23 9%	22 18%	39 10%	25 6%	** **	25 6%	** **	76 16%	27 14%	** **	26 14%	36 27% p	40 12%	20 6%	** **
SATISFIED (7-10)	1433 72%	405 79%	138 80%	** **	212 81%	74 62%	331 84%	373 89%	** **	359 89%	** **	311 65%	130 69%	** **	126 69%	62 47%	249 73% o	276 87%	** **
Answered	1881	488	168	**	244	112	376	404	**	392	**	451	182	**	169	134	317	303	**
Mean score	7.7	8.1	8.0	**	8.3	6.9	8.4	8.6	**	8.5	**	7.2	7.2	**	7.7	5.8	7.8	8.5	**
Standard deviation	2.47	2.06	2.09	**	1.92	2.64	1.71	1.50	**	1.66	**	2.84	2.77	**	2.57	3.23	2.43	1.71	**
Standard error	.06	.11	.17	**	.16	.26	.10	.08	**	.10	**	.15	.21	**	.22	.30	.15	.11	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	95 5%	6 2%	35 21% a	20 5%	9 7%	** **	10 4%	12 10% h	8 3%	2 1%	** **	5 1%	16 13% k	9 4%	4 5%	** **	2 2%	5 8% r	4 2%
2 (2.0)	31 2%	5 2%	7 4%	7 2%	2 1%	** **	4 2%	2 2%	5 1%	1 *% **	** **	2 1%	5 4%	5 2%	2 2%	** **	2 1%	2 3%	3 1%
3 (3.0)	37 2%	- -%	10 6% a	6 1%	3 2%	** **	1 1%	3 2%	3 1%	3 1%	** **	2 1%	3 3%	3 1%	* 1%	** **	2 1%	1 2%	2 1%
4 (4.0)	58 3%	6 2%	8 5%	12 3%	5 4%	** **	3 1%	8 7% h	4 1%	2 1%	** **	3 1%	9 7% k	5 2%	* 1%	** **	4 3%	1 2%	4 2%
5 (5.0)	104 5%	10 3%	22 13% a	20 4%	4 3%	** **	7 3%	10 8%	10 3%	4 1%	** **	6 2%	14 11% k	14 6%	3 4%	** **	5 4%	6 9%	8 5%
6 (6.0)	123 6%	9 3%	20 12% a	31 7%	10 8%	** **	14 6%	10 8%	21 6%	18 5%	** **	19 6%	11 9%	14 6%	8 10% p	** **	2 2%	4 6%	10 5%
7 (7.0)	224 11%	29 10%	23 14%	40 9%	10 7%	** **	24 10%	15 12%	26 8%	27 8%	** **	28 9%	13 11%	30 12%	14 18%	** **	12 10%	8 14%	22 12%
8 (8.0)	319 16%	51 17% b	12 7%	76 17%	28 21%	** **	37 16%	15 13%	60 18%	70 20%	** **	60 19%	15 13%	41 17%	13 16%	** **	21 16%	11 18%	30 16%
9 (9.0)	372 19%	75 25% b	11 6%	94 21%	29 22%	** **	49 20%	22 18%	72 22%	87 25%	** **	75 23%	18 15%	33 14%	13 16%	** **	17 13%	8 13%	25 14%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	518 26%	96 32% b	12 7%	113 25%	28 21%	** **	72 30%	21 17%	93 28%	110 32%	** **	101 32% l	11 9%	65 27%	19 23%	** **	39 31%	11 18%	54 29%
Not applicable	120 6%	12 4%	9 5%	30 7%	5 4%	** **	17 7%	1 1%	29 9%	22 6%	** **	20 6%	7 5%	25 10%	3 4%	** **	20 16% n	3 5%	22 12%
SUMMARY CODES																			
DISSATISFIED (1-3)	163 8%	11 4%	52 31% a	33 7%	13 10%	** **	15 6%	18 15% h	16 5%	7 2%	** **	9 3%	24 20% k	16 7%	6 8%	** **	5 4%	8 14% r	8 5%
NEUTRAL (4-6)	285 14%	26 9%	50 30% a	62 14%	20 15%	** ** f	24 10%	28 24% h	34 10%	24 7%	** **	28 9%	33 28% k	33 14%	12 15%	** ** mp	11 9%	11 18%	23 12%
SATISFIED (7-10)	1433 72%	250 84% b	58 34%	323 72%	93 71%	** **	182 77% e	73 61%	251 76% g	294 85%	** **	264 82% l	56 47%	169 69%	59 73%	** **	89 71%	38 63%	131 71%
Answered Mean score	1881 7.7	286 8.3 b	161 5.1	419 7.8	126 7.5	** **	221 8.0	119 6.7	300 8.2 g	325 8.6	** **	301 8.4 l	113 6.0	218 7.7 o	77 7.6	** **	105 8.1 o	56 6.9	162 8.0 q
Standard deviation	2.47	2.01	2.93	2.43	2.58	**	2.32	2.85	2.11	1.61	**	1.83	2.91	2.39	2.39	**	2.20	2.77	2.19
Standard error	.06	.13	.25	.13	.21	**	.18	.27	.13	.09	**	.11	.28	.13	.19	**	.19	.27	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	95 5%	* *%	** **	2 2%	6 9% c	6 3%	** **	** **	** **	** **	3 2%	- -%	** **	1 1%	** **
2	(2.0)	31 2%	- -%	** **	* *%	4 5% c	2 1%	** **	** **	** **	** **	- -%	- -%	** **	- -%	** **
3	(3.0)	37 2%	- -%	** **	- -%	3 4% c	6 3%	** **	** **	** **	** **	1 1%	* *%	** **	2 1%	** **
4	(4.0)	58 3%	2 1%	** **	3 2%	3 3%	9 4%	** **	** **	** **	** **	5 3%	4 2%	** **	4 2%	** **
5	(5.0)	104 5%	3 2%	** **	5 3%	9 13% c	11 5%	** **	** **	** **	** **	8 5%	* *%	** **	4 2%	** **
6	(6.0)	123 6%	5 3%	** **	5 3%	9 11% c	15 7%	** **	** **	** **	** **	12 7%	7 5%	** **	9 6%	** **
7	(7.0)	224 11%	20 11%	** **	20 12%	10 14%	29 14%	** **	** **	** **	** **	27 16%	23 14%	** **	20 13%	** **
8	(8.0)	319 16%	34 20%	** **	34 20%	7 9% d	32 15%	** **	** **	** **	** **	25 15%	29 18%	** **	22 14%	** **
9	(9.0)	372 19%	31 18%	** **	26 16%	6 8%	40 19%	** **	** **	** **	** **	33 20%	35 22%	** **	35 23%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4m. And how satisfied were you with - Adviser doing what they said they would do?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved	
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	518 26%	61 35%	** **	56 34%	9 12%	51 24%	** **	** **	** **	** **	42 25%	51 32%	** **	49 32%	** **
Not applicable	120 6%	16 9%	** **	14 9%	8 11%	11 5%	** **	** **	** **	** **	10 6%	8 5%	** **	7 4%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	163 8%	* *%	** **	3 2%	13 18%	14 7%	** **	** **	** **	** **	4 2%	* *%	** **	4 2%	** **
NEUTRAL (4-6)	285 14%	10 6%	** **	13 8%	21 28%	35 17%	** **	** **	** **	** **	26 15%	11 7%	** **	16 11%	** **
SATISFIED (7-10)	1433 72%	146 84%	** **	135 82%	32 43%	152 72%	** **	** **	** **	** **	126 76%	137 87%	** **	126 83%	** **
Answered	1881	156	**	151	66	201	**	**	**	**	156	149	**	146	**
Mean score	7.7	8.7	**	8.4 d	6.1	7.6	**	**	**	**	8.0 i	8.5	**	8.3 n	**
Standard deviation	2.47	1.46	**	1.81	2.79	2.31	**	**	**	**	1.95	1.47	**	1.83	**
Standard error	.06	.09	**	.12	.26	.17	**	**	**	**	.17	.13	**	.16	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

		AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		Total	18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
			a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																			
Unweighted total		2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample		1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total		2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied	(1.0)	90 4%	21 3%	44 6% a	25 5%	35 4%	55 5%	58 4%	20 5%	11 4%	9 8% j	11 2%	34 7% j	19 4%	10 4%	8 4%	39 6% q	23 6% q	27 3%
2	(2.0)	43 2%	17 2%	15 2%	12 2%	19 2%	24 2%	33 3%	3 1%	7 2%	2 2%	4 1%	17 4%	8 2%	6 2%	6 3%	15 2%	12 3%	16 2%
3	(3.0)	54 3%	17 2%	20 3%	17 3%	29 3%	25 2%	31 2%	11 3%	12 4%	4 4%	8 2%	21 4%	10 2%	5 2%	6 3%	16 2%	18 5% q	20 2%
4	(4.0)	70 4%	35 5%	22 3%	13 3%	27 3%	43 4%	43 3%	18 5%	9 3%	2 2%	13 3%	23 5%	19 4%	6 3%	7 3%	23 4%	20 6%	27 3%
5	(5.0)	135 7%	55 7%	48 6%	32 6%	47 5%	87 8%	85 7%	31 8%	19 6%	8 8%	36 7%	36 8%	28 6%	12 5%	15 7%	45 7%	30 8%	60 6%
6	(6.0)	139 7%	64 9%	44 6%	31 6%	63 7%	76 7%	91 7%	35 9%	13 4%	7 7%	41 8%	38 8%	19 4%	19 8%	15 7%	59 9% q	27 8%	53 5%
7	(7.0)	224 11% c	100 13% c	90 12% c	34 7%	114 13%	111 10%	160 12% h	49 12% h	15 5%	5 4%	59 12% i	55 12% i	54 12% i	27 11% i	24 11%	73 11%	47 13%	104 11%
8	(8.0)	312 16%	132 18%	117 16%	63 12%	153 17%	159 14%	219 17%	59 15%	34 11%	19 17%	87 17%	63 13%	69 15%	41 17%	33 16%	111 17%	55 15%	146 15%
9	(9.0)	304 15%	100 14%	116 15%	89 18%	144 16%	160 15%	195 15%	50 13%	59 19%	17 15%	70 14%	71 15%	72 16%	36 15%	39 18%	104 16%	56 15%	145 15%
10 Extremely satisfied	(10.0)	408 20%	152 21%	168 22%	87 17%	189 21%	219 20%	260 20%	90 23%	58 19%	21 19%	130 25% k	79 17%	93 21%	45 19%	40 19%	108 17%	62 17%	238 24% op

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Not applicable	222	47	71	104	81	141	119	31	73	15	54	39	60	37	18	54	12	156
	11%	6%	9%	21% ab	9%	13%	9%	8%	23% fg	14%	11%	8%	13%	15% k	9%	8% p	3%	16% op
SUMMARY CODES																		
DISSATISFIED (1-3)	186	54	79	53	83	103	122	34	30	15	23	71	36	20	21	71	53	63
	9%	7%	10%	11%	9%	9%	9%	9%	10%	14% j	5%	15% jlm	8%	8%	10%	11% q	15% q	6% q
NEUTRAL (4-6)	344	154	115	76	138	207	219	85	40	17	90	97	66	37	37	127	78	140
	17%	21% b	15%	15%	15%	19%	17%	21% h	13%	16%	17%	20%	15%	15%	18%	20% q	22% q	14% q
SATISFIED (7-10)	1249	484	492	272	600	649	834	248	167	61	346	268	287	150	135	396	219	633
	62%	65% c	65% c	54%	67% e	59%	64% h	62%	54%	56%	67% ik	56%	64%	62%	64%	61%	60%	64% op
Answered	1779	693	685	401	821	959	1175	367	237	94	459	436	389	207	194	594	350	835
Mean score	7.3	7.3	7.3	7.2	7.4	7.2	7.3	7.3	7.4	7.0	7.8 ik	6.8 k	7.4 k	7.4 k	7.3	7.1	6.8 op	7.7 op
Standard deviation	2.54	2.36	2.63	2.69	2.47	2.60	2.52	2.54	2.67	2.90	2.19	2.79	2.50	2.45	2.52	2.60	2.72	2.37
Standard error	.06	.09	.10	.14	.09	.08	.07	.13	.18	.22	.11	.15	.13	.13	.18	.10	.14	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

		Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
			Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
			a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																		
Unweighted total		2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample		1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total		2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
1 Extremely dissatisfied	(1.0)	90 4%	56 11%	34 2%	10 1%	55 37%	16 1%	73 13%	9 8%	**	**	**	**	2 2%	1 1%	**	1 2%	**
			b		c		e			j			l				o	
2	(2.0)	43 2%	23 5%	20 1%	6 *	25 17%	15 1%	28 5%	2 2%	**	**	**	**	2 3%	- -%	**	1 1%	**
			b		c		e											
3	(3.0)	54 3%	22 4%	31 2%	15 1%	10 7%	24 2%	29 5%	4 4%	**	**	**	**	1 2%	1 1%	**	1 2%	**
			b		c		e											
4	(4.0)	70 4%	31 6%	39 3%	21 1%	10 7%	26 2%	41 7%	2 2%	**	**	**	**	* *%	- -%	**	1 1%	**
			b		c		e											
5	(5.0)	135 7%	44 9%	91 6%	45 3%	20 14%	54 4%	77 14%	8 8%	**	**	**	**	4 6%	3 4%	**	3 4%	**
					c		e											
6	(6.0)	139 7%	41 8%	99 7%	76 5%	8 5%	74 5%	63 11%	7 7%	**	**	**	**	3 4%	4 5%	**	3 4%	**
					e													
7	(7.0)	224 11%	55 11%	169 11%	187 13%	1 1%	159 11%	65 12%	5 4%	**	**	**	**	4 5%	3 4%	**	2 3%	**
					d													
8	(8.0)	312 16%	67 13%	245 16%	277 19%	2 1%	246 17%	63 11%	19 17%	**	**	**	**	14 19%	17 22%	**	16 23%	**
					d		f										p	
9	(9.0)	304 15%	74 15%	230 15%	286 19%	2 2%	257 18%	45 8%	17 15%	**	**	**	**	14 18%	16 20%	**	13 18%	**
					d		f											

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	408 20%	75 15%	332 22%	386 26%	2 1%	374 26%	32 6%	21 19%	** **	** **	** **	** **	17 22%	21 28%	** **	20 28%	** **
Not applicable	222 11%	23 4%	200 13%	185 12%	13 9%	168 12%	43 8%	15 14%	** **	** **	** **	** **	14 18%	11 15%	** **	10 14%	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	186 9%	102 20%	85 6%	31 2%	90 61%	55 4%	130 23%	15 14%	** **	** **	** **	** **	5 7%	2 3%	** **	3 4%	** **
NEUTRAL (4-6)	344 17%	116 23%	229 15%	142 9%	38 26%	154 11%	182 32%	17 16%	** **	** **	** **	** **	8 10%	7 9%	** **	6 9%	** **
SATISFIED (7-10)	1249 62%	272 53%	976 66%	1136 76%	7 4%	1036 73%	205 37%	61 56%	** **	** **	** **	** **	48 64%	57 74%	** **	51 73%	** **
Answered	1779	489	1290	1309	134	1245	517	94	**	**	**	**	61	66	**	61	**
Mean score	7.3	6.3	7.7	8.2	2.8	8.1	5.5	7.0	**	**	**	**	7.9	8.4	**	8.3	**
Standard deviation	2.54	2.96	2.26	1.76	2.17	2.01	2.74	2.90	**	**	**	**	2.36	1.82	**	2.03	**
Standard error	.06	.13	.06	.05	.18	.06	.12	.22	**	**	**	**	.22	.16	**	.19	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

		O2										Orange								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		Total	All a	Billing b	Fault/repair *c	General d	Yes e	No f	Satis-fied g	Dissat-ified ~h	Yes i	No *j	All k	Billing l	Fault/repair *m	General n	Yes o	No p	Satis-fied q	Dissat-ified ~r
Significance Level: 99%																				
Unweighted total		2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample		1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total		2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied	(1.0)	90 4%	11 2%	6 3%	** **	4 1%	9 7%	2 *%	- -%	** **	4 1%	** i	34 7%	14 7%	** **	7 4%	18 13%	16 5%	4 1%	** **
2	(2.0)	43 2%	4 1%	1 1%	** **	- -%	2 2%	2 *%	1 *%	** **	1 *%	** i	17 4%	7 4%	** **	4 2%	12 9%	4 1%	1 *%	** **
3	(3.0)	54 3%	8 2%	3 2%	** **	2 1%	5 5%	3 1%	4 1%	** **	6 1%	** **	21 4%	6 3%	** **	9 5%	5 4%	16 5%	4 1%	** **
4	(4.0)	70 4%	13 3%	3 2%	** **	9 3%	2 2%	11 3%	3 1%	** **	2 1%	** i	23 5%	10 5%	** **	6 3%	12 9%	11 3%	6 2%	** **
5	(5.0)	135 7%	36 7%	12 7%	** **	19 7%	11 10%	24 6%	19 5%	** **	22 5%	** **	36 8%	13 7%	** **	15 8%	13 10%	23 7%	12 4%	** **
6	(6.0)	139 7%	41 8%	20 12%	** **	16 6%	9 8%	32 8%	26 6%	** **	27 7%	** **	38 8%	15 8%	** **	12 7%	12 9%	26 8%	17 5%	** **
7	(7.0)	224 11%	59 12%	16 9%	** **	30 11%	14 12%	45 11%	51 12%	** **	45 11%	** **	55 12%	25 13%	** **	18 10%	11 8%	45 13%	47 15%	** **
8	(8.0)	312 16%	87 17%	34 19%	** **	39 15%	20 17%	66 17%	78 19%	** **	68 17%	** **	63 13%	29 15%	** **	26 14%	12 9%	51 15%	59 19%	** **
9	(9.0)	304 15%	70 14%	28 16%	** **	32 12%	15 12%	56 14%	69 16%	** **	67 17%	** j	71 15%	33 18%	** **	21 11%	21 16%	49 14%	64 20%	** **
10 Extremely satisfied	(10.0)	408 20%	130 25%	36 21%	** **	74 28%	21 17%	109 28%	125 30%	** **	124 31%	** j	79 17%	27 14%	** **	37 20%	14 11%	65 19%	72 23%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

	O2										Orange											
	Issue					Complaint		Satisfaction with CS			Resolved		Issue					Complaint		Satisfaction with CS		
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r			
Significance Level: 99%																						
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39			
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39			
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47			
Not applicable	222	54	14	**	39	10	44	45	**	40	**	39	11	**	28	3	36	32	**			
	11%	11%	8%	**	15%	9%	11%	11%	**	10%	**	8%	6%	**	15%	3%	10%	10%	**			
		c			c										lm							
SUMMARY CODES																						
DISSATISFIED (1-3)	186	23	10	**	5	17	7	4	**	10	**	71	28	**	20	35	36	9	**			
	9%	5%	6%	**	2%	14%	2%	1%	**	3%	**	15%	15%	**	11%	26%	11%	3%	**			
			d		f					i					p							
NEUTRAL (4-6)	344	90	36	**	44	23	67	49	**	51	**	97	37	**	33	37	60	34	**			
	17%	17%	21%	**	17%	19%	17%	12%	**	13%	**	20%	20%	**	18%	28%	17%	11%	**			
										i												
SATISFIED (7-10)	1249	346	114	**	175	70	276	323	**	304	**	268	113	**	102	58	210	243	**			
	62%	67%	66%	**	66%	58%	70%	77%	**	75%	**	56%	60%	**	56%	44%	61%	76%	**			
										j					o							
Answered	1779	459	160	**	224	109	350	376	**	365	**	436	179	**	155	130	306	287	**			
Mean score	7.3	7.8	7.6	**	8.0	6.9	8.0	8.3	**	8.2	**	6.8	6.8	**	7.1	5.8	7.2	8.0	**			
					e					j					o							
Standard deviation	2.54	2.19	2.25	**	2.07	2.72	1.93	1.65	**	1.88	**	2.79	2.74	**	2.63	3.06	2.55	1.87	**			
Standard error	.06	.11	.19	**	.18	.27	.12	.10	**	.11	**	.15	.21	**	.23	.29	.16	.12	**			

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone					T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS			Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%																				
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291	
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279	
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184	
1 Extremely dissatisfied (1.0)	90 4%	5 2%	29 17% a	19 4%	9 7%	** **	7 3%	14 12% h	5 1%	2 1%	** **	3 1%	15 13% k	10 4%	4 5%	** **	3 2%	5 8%	5 3%	
2 (2.0)	43 2%	5 2%	12 7% a	8 2%	3 3%	** **	4 2%	1 1%	7 2%	2 *%	** **	5 1%	3 3%	6 2%	1 1%	** **	3 2%	4 7% r	2 1%	
3 (3.0)	54 3%	7 2%	14 8% a	10 2%	3 2%	** **	3 1%	4 4%	5 2%	3 1%	** **	6 2%	4 3%	5 2%	1 2%	** **	2 1%	3 4%	2 1%	
4 (4.0)	70 4%	10 3%	12 7%	19 4%	7 5%	** **	6 2%	10 8%	9 3%	6 2%	** **	7 2%	11 9% k	6 3%	1 2%	** **	2 2%	2 3%	4 2%	
5 (5.0)	135 7%	13 4%	23 14% a	28 6%	8 6%	** **	11 5%	8 7%	20 6%	7 2%	** **	7 2%	18 15% k	12 5%	4 5%	** **	5 4%	4 7%	7 4%	
6 (6.0)	139 7%	14 5%	23 14% a	19 4%	9 7%	** **	8 4%	5 4%	14 4%	13 4%	** **	14 4%	5 4%	19 8%	8 10%	** **	5 4%	5 9%	14 7%	
7 (7.0)	224 11%	36 12%	20 12%	54 12%	20 15%	** **	26 11%	19 16%	34 10%	45 13%	** **	40 13%	13 11%	27 11%	9 12%	** **	14 12%	8 14%	19 11%	
8 (8.0)	312 16%	53 18% b	10 6%	69 15%	21 16%	** **	35 15%	14 11%	55 17%	62 18%	** **	51 16%	15 13%	41 17%	13 17%	** **	21 16%	9 14%	33 18%	
9 (9.0)	304 15%	61 20% b	8 4%	72 16%	17 13%	** **	40 17%	21 18%	51 15%	67 19%	** **	55 17%	17 14%	36 15%	13 17%	** **	20 16%	10 17%	26 14%	

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?**

Base : Contact about Mobile phone services

	Total	Orange			Vodafone						T-Mobile								
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	408	67	12	93	22	**	60	17	76	88	**	85	7	45	13	**	25	8	37
	20%	22% b	7%	21%	16%	**	25%	14%	23%	25%	**	27% l	6%	19%	17%	**	20%	13%	20%
Not applicable	222	30	8	60	14	**	37	6	54	52	**	46	11	37	11	**	25	2	35
	11%	10%	5%	13%	11%	**	16%	5%	16%	15%	**	14%	9%	15% o	13%	**	20% o	4%	19% q
SUMMARY CODES																			
DISSATISFIED (1-3)	186	17	54	36	15	**	14	19	17	7	**	14	22	20	6	**	8	11	9
	9%	6%	32% a	8%	11%	**	6%	16% h	5%	2%	**	4%	19% k	8%	8%	**	6%	19% r	5%
NEUTRAL (4-6)	344	36	58	66	23	**	25	24	42	26	**	29	34	37	14	**	12	12	25
	17%	12%	34% a	15%	18%	**	11%	20%	13%	7%	**	9%	28% k	15%	17%	**	10% mp	19%	14%
SATISFIED (7-10)	1249	216	50	287	80	**	161	71	216	263	**	233	52	150	49	**	80	35	116
	62%	72% b	29%	64%	61%	**	68%	60%	66%	76%	**	72% l	44%	62%	61%	**	64%	58%	63%
Answered	1779	269	162	389	118	**	200	114	275	295	**	275	109	207	69	**	100	57	150
Mean score	7.3	7.8	5.0	7.4	7.0	**	7.9	6.6	7.8	8.3	**	8.1	5.8	7.4	7.4	**	7.7	6.6	7.7
		b		d			d		g			l					o		q
Standard deviation	2.54	2.18	2.78	2.50	2.66	**	2.33	2.91	2.22	1.74	**	2.05	2.84	2.45	2.43	**	2.30	2.84	2.21
Standard error	.06	.14	.24	.13	.23	**	.19	.28	.14	.11	**	.13	.28	.13	.20	**	.20	.28	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	90 4%	* *%	** **	2 1%	8 10% c	8 4%	** **	** **	** **	** **	5 3%	2 1%	** **	* *% m	** **
2	(2.0)	43 2%	1 *%	** **	1 1%	4 6% c	6 3%	** **	** **	** **	** **	3 2%	2 1%	** **	3 2%	** **
3	(3.0)	54 3%	1 1%	** **	2 1%	3 4%	6 3%	** **	** **	** **	** **	4 2%	2 1%	** **	3 2%	** **
4	(4.0)	70 4%	2 1%	** **	2 1%	5 6% c	7 3%	** **	** **	** **	** **	3 2%	4 3%	** **	4 3%	** **
5	(5.0)	135 7%	2 1%	** **	4 2%	8 11% c	15 7%	** **	** **	** **	** **	12 7%	2 1%	** **	6 4%	** ** m
6	(6.0)	139 7%	11 6%	** **	11 7%	8 10%	15 7%	** **	** **	** **	** **	11 6%	5 3%	** **	5 3%	** ** m
7	(7.0)	224 11%	19 11%	** **	17 10%	11 14%	24 11%	** **	** **	** **	** **	22 13%	23 14%	** **	19 13%	** **
8	(8.0)	312 16%	33 19%	** **	33 20%	8 11%	33 16%	** **	** **	** **	** **	26 15%	27 17%	** **	25 16%	** **
9	(9.0)	304 15%	34 20%	** **	29 18%	7 10%	39 18%	** **	** **	** **	** **	34 21%	36 23%	** **	32 21%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4n. And how satisfied were you with - Logging of query details to avoid having to repeat yourself?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	408 20%	42 24%	** **	38 23%	7 9%	40 19%	** **	** **	** **	** **	29 17%	38 24%	** **	40 26%	** **
Not applicable	222 11%	28 16%	** **	26 16%	7 9%	18 9%	** **	** **	** **	** **	18 11%	17 11%	** **	16 10%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	186 9%	3 1%	** **	5 3%	15 20%	21 10%	** **	** **	** **	** **	11 7%	5 3%	** **	7 5%	** **
NEUTRAL (4-6)	344 17%	14 8%	** **	17 10%	20 27%	37 18%	** **	** **	** **	** **	26 16%	12 7%	** **	15 10%	** **
SATISFIED (7-10)	1249 62%	128 74%	** **	117 71%	33 44%	135 64%	** **	** **	** **	** **	110 67%	123 78%	** **	115 75%	** **
Answered	1779	145	**	139	68	194	**	**	**	**	148	140	**	137	**
Mean score	7.3	8.4	**	8.1	5.9	7.3	**	**	**	**	7.5	8.2	**	8.1	**
Standard deviation	2.54	1.61	**	1.88	2.81	2.52	**	**	**	**	2.28	1.93	**	2.04	**
Standard error	.06	.10	**	.13	.26	.18	**	**	**	**	.20	.17	**	.18	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	177 9%	50 7%	72 9%	55 11%	76 8%	101 9%	107 8%	37 9%	33 11%	12 11%	24 5%	67 14%	40 9%	18 7%	17 8%	67 10%	53 15%	57 6%
2 (2.0)	58 3%	20 3%	24 3%	14 3%	24 3%	34 3%	38 3%	12 3%	8 3%	4 4%	13 3%	14 3%	15 3%	7 3%	5 2%	18 3%	21 6%	19 2%
3 (3.0)	78 4%	21 3%	40 5%	17 3%	33 4%	45 4%	56 4%	13 3%	9 3%	1 1%	17 3%	25 5%	19 4%	6 2%	10 5%	24 4%	19 5%	35 4%
4 (4.0)	63 3%	33 4%	23 3%	7 1%	23 3%	40 4%	44 3%	15 4%	4 1%	4 4%	10 2%	16 3%	14 3%	8 3%	12 5%	22 3%	18 5%	23 2%
5 (5.0)	121 6%	62 8%	45 6%	15 3%	59 7%	62 6%	74 6%	41 10%	6 2%	6 6%	43 8%	28 6%	25 6%	9 4%	9 4%	46 7%	21 6%	54 5%
6 (6.0)	86 4%	45 6%	24 3%	17 3%	36 4%	50 5%	59 5%	19 5%	8 3%	7 6%	28 6%	20 4%	11 2%	8 3%	11 5%	29 4%	24 7%	33 3%
7 (7.0)	153 8%	76 10%	46 6%	31 6%	86 10%	67 6%	104 8%	32 8%	17 5%	4 4%	42 8%	35 7%	40 9%	16 7%	16 8%	52 8%	34 9%	67 7%
8 (8.0)	182 9%	89 12%	67 9%	26 5%	91 10%	91 8%	134 10%	33 8%	15 5%	7 6%	45 9%	35 7%	51 11%	23 9%	22 10%	65 10%	47 13%	70 7%
9 (9.0)	183 9%	81 11%	60 8%	42 8%	101 11%	81 7%	120 9%	29 7%	33 11%	6 6%	51 10%	43 9%	37 8%	22 9%	22 11%	67 10%	33 9%	83 8%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	230 11%	79 11%	112 15% c	40 8%	106 12%	124 11%	148 11%	55 14%	27 9%	12 11%	65 13%	49 10%	50 11%	29 12%	24 11%	83 13%	39 11%	108 11%
Not applicable	671 34%	185 25%	243 32% a	242 48% ab	266 30%	404 37% d	410 32%	111 28%	150 48% fg	44 41% k	176 34%	142 30%	148 33%	97 40% k	63 30%	175 27% p	52 14%	444 45% op
SUMMARY CODES																		
DISSATISFIED (1-3)	314 16%	91 12%	136 18% a	86 17%	133 15%	181 16%	201 16%	63 16%	50 16%	18 16%	53 10%	106 22% jm	73 16%	31 13%	32 15%	109 17% q	94 26% oq	111 11%
NEUTRAL (4-6)	270 13%	140 19% bc	92 12%	39 8%	118 13%	152 14%	177 14% h	75 19% h	18 6%	17 16%	81 16%	64 13%	50 11%	26 10%	32 15%	97 15%	64 18% q	109 11%
SATISFIED (7-10)	748 37%	323 44% c	285 38% c	139 27%	384 43% e	363 33%	506 39% h	149 37%	92 30%	30 27%	203 40% i	162 34%	178 40% i	90 37%	85 40%	267 41% q	153 42% q	327 33%
Answered	1331	555	513	264	635	696	884	287	160	65	338	332	301	147	149	473	310	547
Mean score	6.3	6.5 c	6.3	5.8	6.5 e	6.1	6.3	6.2	6.1	5.8	6.8 ik	5.7	6.3	6.6 ik	6.4	6.3 p	5.7	6.6 p
Standard deviation	3.07	2.76	3.21	3.35	2.98	3.14	3.01	3.04	3.42	3.30	2.75	3.27	3.07	3.08	2.99	3.09	3.14	2.97
Standard error	.08	.12	.14	.21	.12	.12	.10	.17	.28	.30	.16	.20	.19	.19	.24	.13	.17	.14

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved		
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
1 Extremely dissatisfied	(1.0)	177 9%	99 19%	78 5%	38 3%	76 52%	39 3%	134 24%	12 11%	**	**	**	**	5 6%	3 3%	**	1 2%	**
			b	c	c	e	e	j	l								o	
2	(2.0)	58 3%	27 5%	31 2%	19 1%	15 10%	18 1%	40 7%	4 4%	**	**	**	**	2 3%	1 1%	**	- -%	**
			b	c	c	e	e	e										o
3	(3.0)	78 4%	31 6%	47 3%	39 3%	12 8%	42 3%	36 6%	1 1%	**	**	**	**	1 1%	* %	**	1 1%	**
			b	c	c	e	e	e										**
4	(4.0)	63 3%	23 5%	39 3%	24 2%	6 4%	25 2%	38 7%	4 4%	**	**	**	**	2 2%	1 2%	**	1 2%	**
			b	c	c	e	e	e										**
5	(5.0)	121 6%	35 7%	86 6%	68 5%	5 3%	73 5%	48 9%	6 6%	**	**	**	**	3 4%	4 5%	**	4 6%	**
			b	c	c	e	e	e										**
6	(6.0)	86 4%	30 6%	56 4%	50 3%	2 1%	44 3%	38 7%	7 6%	**	**	**	**	3 4%	2 3%	**	2 2%	**
			b	c	c	e	e	e										o
7	(7.0)	153 8%	45 9%	108 7%	119 8%	3 2%	113 8%	40 7%	4 4%	**	**	**	**	2 3%	4 5%	**	3 4%	**
			b	c	c	e	e	e										**
8	(8.0)	182 9%	51 10%	131 9%	160 11%	1 1%	143 10%	38 7%	7 6%	**	**	**	**	5 6%	7 9%	**	7 9%	**
			b	c	d	d	e	e									p	**
9	(9.0)	183 9%	55 11%	127 9%	172 11%	2 1%	164 12%	18 3%	6 6%	**	**	**	**	3 4%	5 6%	**	5 7%	**
			b	c	d	d	f	f										**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	230 11%	69 14%	160 11%	217 15% d	3 2%	215 15% f	15 3%	12 11%	** **	** **	** **	** **	9 12%	12 16%	** **	12 18%	** **
Not applicable	671 34%	45 9%	625 42% a	588 39% d	24 16%	537 38% f	116 21%	44 41%	** **	** **	** ** h	** **	41 54% k	38 49%	** **	35 50% p	** **
SUMMARY CODES																	
DISSATISFIED (1-3)	314 16% b	157 31%	157 11%	96 6% c	103 70%	100 7%	210 37% e	18 16%	** **	** **	** **	** **	8 10% l	4 5%	** **	2 2%	** ** o
NEUTRAL (4-6)	270 13% b	89 17%	181 12%	142 9% d	12 8%	142 10%	124 22% e	17 16%	** **	** **	** **	** **	8 10% l	7 9%	** **	7 10%	** ** o
SATISFIED (7-10)	748 37% b	221 43%	527 35%	668 45% d	9 6%	635 45% f	111 20%	30 27%	** **	** **	** **	** **	19 26% k	28 36%	** **	27 38% p	** **
Answered	1331	467	864	906	123	876	445	65	**	**	**	**	35	39	**	35	**
Mean score	6.3	5.6	6.7 a	7.5 d	2.2	7.4 f	4.1	5.8	**	**	** h	** k	6.5	7.5	**	7.9 p	**
Standard deviation	3.07	3.31	2.87	2.49	2.12	2.55	2.83	3.30	**	**	**	**	3.26	2.73	**	2.36	**
Standard error	.08	.15	.10	.08	.18	.09	.13	.30	**	**	**	**	.40	.32	**	.29	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 129

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

		O2										Orange								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		Total	All a	Billing b	Fault/repair *c	General d	Yes e	No f	Satis-fied g	Dissat-ified ~h	Yes i	No *j	All k	Billing l	Fault/repair *m	General n	Yes o	No p	Satis-fied q	Dissat-ified ~r
Significance Level: 99%																				
Unweighted total		2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample		1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total		2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied	(1.0)	177 9%	24 5%	10 6%	** **	9 3%	14 12% f	10 2%	6 2%	** **	9 2%	** i	67 14%	25 13%	** n	17 9%	36 27% p	31 9%	9 3%	** **
2	(2.0)	58 3%	13 3%	5 3%	** **	5 2%	4 3%	9 2%	4 1%	** **	5 1%	** i	14 3%	5 3%	** **	5 3%	6 5%	8 2%	4 1%	** **
3	(3.0)	78 4%	17 3%	6 3%	** **	7 3%	8 6%	9 2%	12 3%	** **	11 3%	** **	25 5%	11 6%	** **	6 3%	11 8%	14 4%	10 3%	** **
4	(4.0)	63 3%	10 2%	5 3%	** **	4 1%	4 3%	6 1%	4 1%	** **	6 1%	** **	16 3%	5 3%	** **	4 2%	5 4%	11 3%	5 1%	** **
5	(5.0)	121 6%	43 8%	18 10%	** **	19 7%	10 8%	33 8%	29 7%	** **	28 7%	** **	28 6%	14 7%	** **	9 5%	10 8%	18 5%	15 5%	** **
6	(6.0)	86 4%	28 6%	7 4%	** **	11 4%	10 8%	19 5%	18 4%	** **	16 4%	** **	20 4%	7 4%	** **	10 5%	6 5%	14 4%	12 4%	** **
7	(7.0)	153 8%	42 8%	17 10%	** **	16 6%	12 10%	30 7%	34 8%	** **	35 9%	** **	35 7%	13 7%	** **	12 7%	9 6%	26 8%	24 8%	** **
8	(8.0)	182 9%	45 9%	15 8%	** **	21 8%	15 12%	31 8%	41 10%	** **	39 10%	** **	35 7%	16 8%	** **	5 3%	11 9%	23 7%	28 9%	** **
9	(9.0)	183 9%	51 10%	20 12%	** **	23 9%	12 10%	39 10%	49 12%	** **	47 12%	** **	43 9%	21 11%	** **	15 8%	16 12%	27 8%	42 13%	** **
10 Extremely satisfied	(10.0)	230 11%	65 13%	29 17%	** **	26 10%	17 15%	48 12%	62 15%	** **	62 15%	** j	49 10%	22 12%	** **	18 10%	16 12%	33 10%	47 15%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	O2										Orange								
	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
Not applicable	671	176	43	**	122	14	161	163	**	147	**	142	49	**	82	7	136	124	**
	34%	34%	25%	**	46%	12%	41%	39%	**	36%	**	30%	26%	**	45%	5%	40%	39%	**
		c			bc		e					m	m		klm		o		
SUMMARY CODES																			
DISSATISFIED (1-3)	314	53	20	**	21	25	28	23	**	25	**	106	41	**	28	53	53	23	**
	16%	10%	12%	**	8%	21%	7%	5%	**	6%	**	22%	21%	**	15%	40%	16%	7%	**
					f					i				n		p			
NEUTRAL (4-6)	270	81	29	**	34	24	57	50	**	50	**	64	27	**	22	21	43	32	**
	13%	16%	17%	**	13%	20%	15%	12%	**	12%	**	13%	14%	**	12%	16%	12%	10%	**
										i									
SATISFIED (7-10)	748	203	81	**	87	56	147	186	**	184	**	162	73	**	50	52	110	140	**
	37%	40%	47%	**	33%	47%	37%	44%	**	45%	**	34%	38%	**	28%	39%	32%	44%	**
										j									
Answered	1331	338	131	**	141	105	232	259	**	258	**	332	140	**	101	127	206	195	**
Mean score	6.3	6.8	6.9	**	6.9	6.2	7.0	7.5	**	7.4	**	5.7	6.0	**	6.0	5.1	6.1	7.4	**
					e					j						o			
Standard deviation	3.07	2.75	2.84	**	2.71	3.03	2.58	2.35	**	2.45	**	3.27	3.24	**	3.24	3.43	3.11	2.57	**
Standard error	.08	.16	.26	**	.30	.30	.19	.16	**	.17	**	.20	.28	**	.36	.33	.24	.20	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	177 9%	9 3%	56 33% a	40 9%	16 12%	** **	12 5%	24 20% h	16 5%	12 4%	** **	11 4%	27 22% k	18 7%	7 9%	** **	8 6%	9 14% r	10 5%
2 (2.0)	58 3%	5 2%	10 6%	15 3%	3 3%	** ** f	4 2%	7 6%	8 2%	7 2%	** **	5 1%	10 9% k	7 3%	2 3%	** **	2 2%	4 6%	3 2%
3 (3.0)	78 4%	13 4%	12 7%	19 4%	4 3%	** **	11 5%	7 6%	11 3%	8 2%	** **	10 3%	9 8%	6 2%	2 2%	** **	2 1%	3 5%	3 2%
4 (4.0)	63 3%	5 2%	11 7%	14 3%	5 4%	** **	6 2%	6 5%	7 2%	5 1%	** **	5 1%	9 8% k	8 3%	4 5%	** **	2 2%	3 5%	5 3%
5 (5.0)	121 6%	15 5%	13 8%	25 6%	6 5%	** **	14 6%	7 6%	18 5%	18 5%	** **	20 6%	5 4%	9 4%	3 4%	** **	4 3%	3 6%	6 3%
6 (6.0)	86 4%	8 3%	11 6%	11 2%	6 5%	** **	3 1%	5 4%	6 2%	7 2%	** **	6 2%	4 3%	8 3%	2 2%	** **	2 2%	2 4%	6 3%
7 (7.0)	153 8%	22 7%	12 7%	40 9%	11 9%	** **	22 9%	16 14%	23 7%	31 9%	** **	30 9%	10 8%	16 7%	7 9%	** **	7 5%	3 5%	13 7%
8 (8.0)	182 9%	21 7%	14 8%	51 11%	19 14%	** **	24 10%	12 10%	39 12%	46 13%	** **	41 13%	9 7%	23 9%	8 10%	** **	9 7%	5 9%	18 10%
9 (9.0)	183 9%	39 13% b	2 1%	37 8%	10 8%	** **	21 9%	8 7%	29 9%	35 10%	** **	34 10%	4 3%	22 9%	8 10%	** **	10 8%	11 18%	12 6% r

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?**

Base : Contact about Mobile phone services

	Total	Orange			Vodafone								T-Mobile						
		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	230	45	4	50	12	**	26	17	33	46	**	46	3	29	11	**	14	9	20
	11%	15% b	2%	11%	9%	**	11%	14%	10%	13%	**	14% l	3%	12%	13%	**	11%	14%	11%
Not applicable	671	116	24	148	38	**	94	10	138	131	**	113	30	97	25	**	66	9	88
	34%	39% b	14%	33%	29%	**	40% e	8%	42% g	38%	**	35%	25%	40% o	31%	**	52% mno	14%	48% q
SUMMARY CODES																			
DISSATISFIED (1-3)	314	27	78	73	23	**	28	38	35	27	**	26	46	31	11	**	11	15	16
	16%	9%	46% a	16%	18%	** f	12%	32% h	11%	8%	**	8% k	38% k	13%	14%	** p	9%	25% r	9%
NEUTRAL (4-6)	270	28	35	50	17	**	22	19	31	30	**	31	18	26	9	**	8	8	17
	13%	9%	20% a	11%	13%	**	9%	16%	9%	9%	**	10%	15%	10%	12%	** p	7%	14%	9%
SATISFIED (7-10)	748	128	33	178	53	**	93	53	125	158	**	151	26	90	34	**	40	28	63
	37%	43% b	19%	40%	40%	**	39%	44%	38%	46%	**	47% l	21%	37%	43%	**	32%	46%	34%
Answered	1331	183	146	301	93	**	143	110	191	215	**	208	89	147	55	**	60	51	96
Mean score	6.3	7.3	3.8	6.3	6.1	**	6.7	5.5	6.8	7.3	**	7.3	4.1	6.6	6.6	**	6.8	6.1	6.8
		b							g			l							
Standard deviation	3.07	2.72	2.81	3.07	3.09	**	2.87	3.29	2.84	2.61	**	2.59	2.92	3.08	3.10	**	3.11	3.37	2.89
Standard error	.08	.22	.26	.19	.30	**	.28	.32	.22	.19	**	.19	.32	.19	.29	**	.35	.35	.23

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	177 9%	5 3%	** **	3 2%	15 20% c	17 8%	** **	** **	** **	** **	8 5%	3 2%	** **	6 4%	** **
2	(2.0)	58 3%	2 1%	** **	2 1%	5 6% c	5 2%	** **	** **	** **	** **	2 1%	2 1%	** **	2 1%	** **
3	(3.0)	78 4%	3 1%	** **	3 2%	3 4%	10 5%	** **	** **	** **	** **	8 5%	6 4%	** **	5 4%	** **
4	(4.0)	63 3%	1 1%	** **	4 2%	4 5%	12 5%	** **	** **	** **	** **	8 5%	8 5%	** **	4 3%	** **
5	(5.0)	121 6%	2 1%	** **	2 1%	7 10% c	9 4%	** **	** **	** **	** **	9 5%	1 1%	** **	3 2%	** **
6	(6.0)	86 4%	3 2%	** **	4 2%	5 7%	11 5%	** **	** **	** **	** **	8 5%	7 4%	** **	9 6%	** **
7	(7.0)	153 8%	12 7%	** **	13 8%	3 4%	16 8%	** **	** **	** **	** **	14 8%	14 9%	** **	10 6%	** **
8	(8.0)	182 9%	20 11%	** **	18 11%	4 6%	22 10%	** **	** **	** **	** **	15 9%	20 12%	** **	17 11%	** **
9	(9.0)	183 9%	21 12%	** **	19 11%	4 5%	22 11%	** **	** **	** **	** **	17 10%	19 12%	** **	20 13%	** **
10 Extremely satisfied	(10.0)	230 11%	26 15%	** **	24 15%	5 6%	24 11%	** **	** **	** **	** **	17 10%	24 15%	** **	24 16%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4o. And how satisfied were you with - Offering compensation or a goodwill payment?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Not applicable	671	77	**	72	20	63	**	**	**	**	61	55	**	53	**
	34%	45%	**	44%	27%	30%	**	**	g	**	37%	35%	**	35%	**
SUMMARY CODES															
DISSATISFIED (1-3)	314	9	**	8	23	32	**	**	**	**	17	10	**	13	**
	16%	5%	**	5%	31%	15%	**	**	**	**	10%	6%	**	8%	**
				c						j				m	
NEUTRAL (4-6)	270	7	**	10	16	32	**	**	**	**	25	16	**	16	**
	13%	4%	**	6%	21%	15%	**	**	**	**	15%	10%	**	11%	**
				c										m	
SATISFIED (7-10)	748	79	**	75	15	85	**	**	**	**	63	77	**	71	**
	37%	46%	**	45%	21%	40%	**	**	**	**	38%	49%	**	46%	**
				d										n	
Answered	1331	95	**	93	54	149	**	**	**	**	105	103	**	100	**
Mean score	6.3	7.9	**	7.7	4.6	6.4	**	**	**	**	6.6	7.5	**	7.4	**
				d										n	
Standard deviation	3.07	2.42	**	2.39	3.11	2.99	**	**	**	**	2.74	2.42	**	2.64	**
Standard error	.08	.19	**	.19	.32	.24	**	**	**	**	.28	.24	**	.27	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 130

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
1 Extremely dissatisfied (1.0)	74 4%	21 3%	34 4%	19 4%	34 4%	41 4%	46 4%	16 4%	12 4%	10 9%	8 2%	21 4%	20 5%	10 4%	4 2%	27 4%	22 6%	25 3%
2 (2.0)	39 2%	12 2%	17 2%	10 2%	16 2%	23 2%	31 2%	5 1%	4 1%	3 3%	8 1%	13 3%	6 1%	5 2%	4 2%	20 3%	9 3%	10 1%
3 (3.0)	47 2%	16 2%	17 2%	14 3%	27 3%	19 2%	34 3%	7 2%	6 2%	3 2%	16 3%	10 2%	10 2%	6 2%	3 1%	17 3%	12 3%	17 2%
4 (4.0)	69 3%	28 4%	29 4%	12 2%	28 3%	41 4%	46 4%	17 4%	6 2%	3 3%	10 2%	25 5%	17 4%	8 3%	6 3%	28 4%	19 5%	22 2%
5 (5.0)	112 6%	52 7%	31 4%	29 6%	52 6%	60 5%	67 5%	26 6%	19 6%	6 5%	28 5%	28 6%	15 3%	14 6%	20 10%	29 4%	32 9%	51 5%
6 (6.0)	121 6%	56 8%	42 6%	23 5%	55 6%	66 6%	76 6%	37 9%	8 3%	7 7%	29 6%	32 7%	25 6%	13 5%	14 7%	39 6%	33 9%	49 5%
7 (7.0)	209 10%	103 14%	74 10%	32 6%	90 10%	119 11%	164 13%	28 7%	17 5%	6 6%	52 10%	55 12%	43 10%	24 10%	28 13%	78 12%	47 13%	83 8%
8 (8.0)	314 16%	128 17%	127 17%	59 12%	157 17%	157 14%	210 16%	65 16%	40 13%	14 13%	77 15%	69 15%	79 18%	36 15%	39 18%	112 17%	47 13%	154 16%
9 (9.0)	382 19%	113 15%	152 20%	116 23%	183 20%	199 18%	250 19%	58 15%	74 24%	21 19%	102 20%	83 18%	90 20%	46 19%	40 19%	128 20%	67 19%	187 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34	35-54	55+	MALE	FEMALE	WORKING	NOT	RETIRED	Virgin	O2	Orange	Vodafone	T-Mobile	3/ Three	Billing	Fault/repair	General
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
10 Extremely satisfied (10.0)	529 26%	190 26%	210 28%	130 26%	227 25%	302 27%	326 25%	116 29%	87 28%	29 27%	162 32%	115 24%	112 25%	60 25%	51 24%	155 24%	66 18%	308 31%
Not applicable	106 5%	21 3%	23 3%	61 12% ab	33 4%	73 7% d	44 3%	23 6%	38 12% fg	6 6%	21 4%	24 5%	31 7% n	21 9% jn	3 1%	14 2%	6 2%	85 9% op
SUMMARY CODES																		
DISSATISFIED (1-3)	160 8%	49 7%	68 9%	43 9%	77 9%	83 8%	111 9%	29 7%	21 7%	16 15% jn	32 6%	44 9%	37 8%	21 9%	11 5%	65 10% q	43 12% q	52 5%
NEUTRAL (4-6)	301 15%	136 18%	101 13%	64 13%	134 15%	167 15%	189 15%	79 20% h	32 10%	16 15%	68 13%	85 18%	57 13%	35 14%	41 19%	95 15%	85 23% oq	121 12%
SATISFIED (7-10)	1434 72%	534 72%	563 75% c	337 67%	657 73%	777 71%	950 73%	267 67%	218 70%	71 65%	393 77% ik	322 68%	324 72%	166 68%	158 74%	474 73% p	228 63%	732 74% p
Answered Mean score	1896 7.7	719 7.6	732 7.7	445 7.8	869 7.7	1027 7.7	1250 7.6	375 7.6	271 8.0	103 7.3	493 8.0 ik	451 7.4	418 7.7	222 7.6	209 7.7	634 7.5 p	356 7.0	906 8.1 op
Standard deviation	2.44	2.32	2.51	2.53	2.43	2.46	2.43	2.49	2.42	2.97	2.22	2.57	2.46	2.52	2.19	2.52	2.64	2.23
Standard error	.06	.09	.09	.12	.08	.08	.07	.13	.15	.22	.11	.13	.13	.13	.16	.09	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Virgin											
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	Issue				Complaint		Satisfaction with CS		Resolved			
								All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p		
Significance Level: 99%																			
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70		
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68		
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37		
1 Extremely dissatisfied	(1.0)	74 4%	48 9%	26 2%	4 *%	49 34%	7 *%	67 12%	10 9%	**	**	**	**	3 4%	1 1%	**	**	1 1%	**
			b		c		e		j			l						o	
2	(2.0)	39 2%	22 4%	17 1%	4 *%	21 14%	5 *%	34 6%	3 3%	**	**	**	**	2 2%	- -%	**	**	1 1%	**
			b		c		e												
3	(3.0)	47 2%	21 4%	26 2%	10 1%	20 13%	10 1%	35 6%	3 2%	**	**	**	**	* *%	* *%	**	**	1 1%	**
			b		c		e												
4	(4.0)	69 3%	32 6%	37 2%	17 1%	14 10%	18 1%	49 9%	3 3%	**	**	**	**	2 2%	1 2%	**	**	1 1%	**
			b		c		e												
5	(5.0)	112 6%	36 7%	75 5%	34 2%	12 8%	44 3%	64 11%	6 5%	**	**	**	**	2 3%	1 2%	**	**	3 4%	**
					c		e												
6	(6.0)	121 6%	37 7%	84 6%	47 3%	10 7%	58 4%	61 11%	7 7%	**	**	**	**	4 5%	3 4%	**	**	2 2%	**
							e												o
7	(7.0)	209 10%	69 14%	140 9%	158 11%	2 1%	136 10%	72 13%	6 6%	**	**	**	**	5 7%	4 5%	**	**	2 4%	**
					d														
8	(8.0)	314 16%	68 13%	246 17%	269 18%	5 4%	233 16%	79 14%	14 13%	**	**	**	**	10 13%	12 16%	**	**	12 17%	**
					d														
9	(9.0)	382 19%	73 14%	310 21%	358 24%	4 2%	322 23%	55 10%	21 19%	**	**	**	**	18 24%	19 25%	**	**	15 21%	**
				a	d		f												

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
10 Extremely satisfied (10.0)	529 26%	101 20%	428 29%	498 33%	5 4%	491 35%	38 7%	29 27%	**	**	**	**	23 31%	29 38%	**	28 40%	**
Not applicable	106 5%	4 1%	102 7%	95 6%	5 3%	89 6%	6 1%	6 6%	**	**	**	**	6 8%	6 7%	**	6 8%	**
SUMMARY CODES																	
DISSATISFIED (1-3)	160 8%	92 18%	69 5%	17 1%	90 61%	22 2%	136 24%	16 15%	**	**	**	**	5 6%	1 2%	**	2 3%	**
NEUTRAL (4-6)	301 15%	106 21%	196 13%	97 7%	36 25%	120 9%	174 31%	16 15%	**	**	**	**	8 11%	5 7%	**	5 7%	**
SATISFIED (7-10)	1434 72%	311 61%	1123 75%	1284 86%	16 11%	1182 84%	243 43%	71 65%	**	**	**	**	56 75%	65 84%	**	58 82%	**
Answered	1896	508	1387	1398	142	1324	554	103	**	**	**	**	69	71	**	65	**
Mean score	7.7	6.7	8.1	8.6	3.3	8.5	5.7	7.3	**	**	**	**	8.1	8.7	**	8.7	**
Standard deviation	2.44	2.91	2.13	1.54	2.54	1.68	2.76	2.97	**	**	**	**	2.38	1.69	**	1.81	**
Standard error	.06	.12	.06	.04	.20	.05	.11	.22	**	**	**	**	.21	.15	**	.17	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
1 Extremely dissatisfied (1.0)	74 4%	8 2%	2 1%	** **	5 2%	8 6%	1 *%	- -%	** **	- -%	** **	21 4%	5 3%	** **	5 3%	14 10%	8 2%	- -%	** **
2 (2.0)	39 2%	8 1%	3 2%	** **	4 1%	2 2%	6 1%	- -%	** **	1 *%	** **	13 3%	7 4%	** **	1 1%	10 7%	3 1%	2 1%	** **
3 (3.0)	47 2%	16 3%	9 5%	** **	2 1%	10 9%	5 1%	4 1%	** **	7 2%	** **	10 2%	2 1%	** **	6 3%	2 2%	7 2%	1 *%	** **
4 (4.0)	69 3%	10 2%	5 3%	** **	4 1%	4 3%	6 2%	2 *%	** **	4 1%	** **	25 5%	14 7%	** **	4 2%	11 9%	13 4%	6 2%	** **
5 (5.0)	112 6%	28 5%	7 4%	** **	14 5%	11 9%	17 4%	16 4%	** **	12 3%	** **	28 6%	7 4%	** **	11 6%	12 9%	16 5%	7 2%	** **
6 (6.0)	121 6%	29 6%	12 7%	** **	11 4%	8 6%	22 5%	12 3%	** **	17 4%	** **	32 7%	10 5%	** **	10 5%	10 8%	21 6%	12 4%	** **
7 (7.0)	209 10%	52 10%	19 11%	** **	21 8%	18 15%	34 9%	46 11%	** **	39 10%	** **	55 12%	27 14%	** **	17 9%	19 15%	36 10%	35 11%	** **
8 (8.0)	314 16%	77 15%	23 13%	** **	44 17%	17 14%	60 15%	69 16%	** **	62 15%	** **	69 15%	36 19%	** **	27 15%	11 8%	58 17%	58 18%	** **
9 (9.0)	382 19%	102 20%	38 22%	** **	49 19%	15 13%	87 22%	101 24%	** **	96 24%	** **	83 18%	36 19%	** **	25 13%	18 14%	65 19%	72 23%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 130

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	O2										Orange							
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS	
		All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
10 Extremely satisfied (10.0)	529 26%	162 32%	53 31%	** **	92 35%	26 22%	136 34%	151 36%	** **	152 37%	** **	115 24%	40 21%	** **	58 32%	25 19%	90 26%	104 33%	** **
Not applicable	106 5%	21 4%	2 1%	** **	18 7%	1 1%	20 5%	21 5%	** **	16 4%	** **	24 5%	4 2%	** **	20 11%	- -%	24 7%	21 7%	** **
SUMMARY CODES																			
DISSATISFIED (1-3)	160 8%	32 6%	15 8%	** **	11 4%	20 17%	12 3%	4 1%	** **	8 2%	** **	44 9%	15 8%	** **	12 7%	25 19%	18 5%	4 1%	** **
NEUTRAL (4-6)	301 15%	68 13%	24 14%	** **	28 11%	23 19%	45 11%	30 7%	** **	33 8%	** **	85 18%	31 16%	** **	25 13%	34 26%	50 15%	25 8%	** **
SATISFIED (7-10)	1434 72%	393 77%	133 77%	** **	207 79%	76 64%	317 81%	366 87%	** **	348 86%	** **	322 68%	139 73%	** **	126 69%	74 55%	248 73%	269 84%	** **
Answered	1896	493	171	**	245	119	374	401	**	389	**	451	185	**	163	134	317	297	**
Mean score	7.7	8.0	7.9	**	8.3	6.9	8.4	8.6	**	8.6	**	7.4	7.5	**	7.9	6.4	7.9	8.5	**
Standard deviation	2.44	2.22	2.31	**	2.10	2.75	1.89	1.50	**	1.64	**	2.57	2.42	**	2.36	2.99	2.23	1.59	**
Standard error	.06	.11	.19	**	.18	.26	.11	.09	**	.09	**	.13	.18	**	.20	.28	.14	.10	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q4p. And how satisfied were you with - Willingness to help resolve your issue?**

Base : Contact about Mobile phone services

	Total	Orange		Vodafone						T-Mobile									
		Resolved		Issue			Complaint			Satisfaction with CS		Resolved		Issue			Complaint		
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
1 Extremely dissatisfied (1.0)	74 4%	1 *%	20 12% a	20 5%	8 6%	** **	8 4%	12 10% h	8 3%	1 *%	** **	2 1%	18 15% k	10 4%	3 4%	** **	5 4%	5 8%	5 3%
2 (2.0)	39 2%	2 1%	11 6% a	6 1%	4 3%	** **	- -%	2 2%	5 1%	2 *%	** **	1 *%	6 5% k	5 2%	3 4%	** **	1 1%	4 7% r	1 1%
3 (3.0)	47 2%	1 *%	7 4% a	10 2%	3 2%	** **	6 2%	3 3%	7 2%	1 *%	** **	1 *%	9 8% k	6 2%	1 2%	** **	2 2%	1 2%	5 3%
4 (4.0)	69 3%	5 2%	19 11% a	17 4%	3 3%	** **	7 3%	10 9% h	6 2%	4 1%	** **	6 2%	11 9% k	8 3%	3 4%	** **	4 3%	3 5%	5 3%
5 (5.0)	112 6%	9 3%	19 11% a	15 3%	4 3%	** **	7 3%	3 2%	13 4%	2 *%	** **	7 2%	7 6%	14 6%	4 5%	** **	5 4%	4 7%	10 5%
6 (6.0)	121 6%	10 3%	22 13% a	25 6%	9 7%	** **	11 5%	8 7%	16 5%	12 3%	** **	17 5%	7 6%	13 5%	3 4%	** **	6 5%	2 3%	11 6%
7 (7.0)	209 10%	35 12%	20 12%	43 10%	16 12%	** **	19 8%	17 14%	26 8%	32 9%	** **	26 8%	17 14%	24 10%	11 13%	** **	10 8%	8 13%	16 9%
8 (8.0)	314 16%	48 16%	21 13%	79 18%	29 22%	** **	35 15%	21 18%	58 18%	72 21%	** **	56 17%	22 18%	36 15%	13 17%	** **	17 13%	7 12%	29 16%
9 (9.0)	382 19%	63 21% b	18 11%	90 20%	22 16%	** **	53 22%	20 17%	70 21%	84 24%	** **	74 23%	15 12%	46 19%	17 21%	** **	24 19%	14 23%	33 18%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	Orange		Vodafone								T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
10 Extremely satisfied (10.0)	529 26%	104 35% b	11 7%	112 25%	29 22%	** **	68 29%	22 18%	91 27%	108 31%	** **	104 32% l	9 7%	60 25%	19 24%	** **	34 27%	11 19%	49 27%
Not applicable	106 5%	22 7% b	1 1%	31 7%	4 3%	** **	24 10%	1 1%	30 9%	27 8%	** **	28 9% l	1 1%	21 9% n	1 2%	** **	18 15% n	1 2%	20 11% q
SUMMARY CODES																			
DISSATISFIED (1-3)	160 8%	4 1%	38 22% a	37 8%	15 11%	** **	14 6%	17 14% h	20 6%	5 1%	** **	4 1%	33 27% k	21 9%	8 10%	** **	8 6%	10 16% r	11 6%
NEUTRAL (4-6)	301 15%	23 8%	60 35% a	57 13%	16 13%	** **	25 11%	22 18%	36 11%	18 5%	** **	31 10%	24 20% k	35 14%	11 13%	** **	15 12%	9 15%	26 14%
SATISFIED (7-10)	1434 72%	249 84% b	71 42%	324 72%	96 73%	** **	175 74%	80 67%	244 74%	297 86%	** **	259 80% l	62 52%	166 68%	60 75%	** **	84 67%	40 67%	127 69%
Answered	1896	277	169	418	127	**	214	119	299	319	**	294	119	222	79	**	107	59	164
Mean score	7.7	8.5 b	5.6	7.7	7.4	**	8.1 e	6.9	8.0 g	8.6	**	8.5 l	5.8	7.6	7.5	**	7.9 o	6.9	7.8 q
Standard deviation	2.44	1.70	2.74	2.46	2.59	**	2.28	2.81	2.24	1.51	**	1.70	2.96	2.52	2.54	**	2.40	2.93	2.32
Standard error	.06	.11	.23	.13	.21	**	.18	.26	.14	.09	**	.11	.28	.13	.20	**	.20	.28	.14

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
1 Extremely dissatisfied	(1.0)	74 4%	1 1%	** **	2 1%	8 11% c	4 2%	** **	** **	** **	** **	1 1%	- -%	** **	* *% c	** **
2	(2.0)	39 2%	- -%	** **	* *% c	5 6% c	4 2%	** **	** **	** **	** **	* *% j	- -%	** **	- -% m	** **
3	(3.0)	47 2%	3 2%	** **	* *% c	5 7% c	3 1%	** **	** **	** **	** **	1 1%	- -%	** **	- -% c	** **
4	(4.0)	69 3%	1 *% c	** **	1 1% c	6 8% c	6 3%	** **	** **	** **	** **	5 3%	3 2%	** **	2 1% c	** **
5	(5.0)	112 6%	2 1% c	** **	4 2% c	10 14% c	20 10%	** **	** **	** **	** **	17 11%	5 3%	** **	9 6% c	** **
6	(6.0)	121 6%	3 2% c	** **	5 3% c	8 11% c	14 7%	** **	** **	** **	** **	9 5%	5 3%	** **	7 5% c	** **
7	(7.0)	209 10%	18 10% c	** **	16 9% c	8 11% c	28 13%	** **	** **	** **	** **	23 14%	24 15%	** **	19 12% c	** **
8	(8.0)	314 16%	27 15% c	** **	27 16% c	9 12% c	39 18%	** **	** **	** **	** **	31 19%	32 20%	** **	29 19% c	** **
9	(9.0)	382 19%	44 26% c	** **	41 25% d	5 6% c	40 19%	** **	** **	** **	** **	38 23% i	38 24%	** **	34 22% i	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n
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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q4p. And how satisfied were you with - Willingness to help resolve your issue?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
10 Extremely satisfied (10.0)	529 26%	56 33%	** **	52 32%	8 10%	51 24%	** **	** **	** **	** **	39 24%	49 31%	** **	51 33%	** **
Not applicable	106 5%	18 10%	** **	16 10%	2 3%	3 1%	** **	** **	** **	** **	2 1%	2 1%	** **	2 1%	** **
SUMMARY CODES															
DISSATISFIED (1-3)	160 8%	4 2%	** **	3 2%	18 25%	11 5%	** **	** **	** **	** **	2 1%	- -%	** **	* *%	** **
NEUTRAL (4-6)	301 15%	6 3%	** **	10 6%	25 33%	41 19%	** **	** **	** **	** **	31 19%	13 9%	** **	18 12%	** **
SATISFIED (7-10)	1434 72%	145 84%	** **	136 82%	30 40%	158 74%	** **	** **	** **	** **	131 79%	142 90%	** **	132 87%	** **
Answered	1896	155	**	149	72	209	**	**	**	**	164	156	**	151	**
Mean score	7.7	8.6	**	8.6	5.6	7.7	**	**	**	**	7.9	8.5	**	8.4	**
Standard deviation	2.44	1.61	**	1.70	2.80	2.19	**	**	**	**	1.87	1.49	**	1.61	**
Standard error	.06	.10	**	.11	.25	.16	**	**	**	**	.16	.13	**	.14	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Completely resolved	1413 71%	521 70%	531 70%	361 71%	655 73%	758 69%	915 71%	271 68%	227 73%	71 65%	405 79% ikm	298 63%	321 72% k	165 68%	153 72%	452 70% p	180 50%	781 79% op
Partly resolved	369 18%	161 22%	129 17%	79 16%	165 18%	204 19%	240 19%	86 22%	43 14%	22 20%	74 15%	112 24% j	73 16%	48 19%	41 19%	136 21% q	114 32% oq	119 12%
Not resolved at all	191 10%	54 7%	85 11%	52 10%	77 9%	114 10%	126 10%	35 9%	30 10%	14 13% j	26 5% j	58 12% j	47 11% j	27 11% j	18 9%	56 9%	59 16% oq	76 8%
Don't know	28 1%	4 1%	10 1%	14 3% a	4 *% d	25 2% d	12 1%	7 2%	10 3% f	2 2%	8 2%	6 1%	8 2%	4 2%	- -%	4 1%	10 3% o	15 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Virgin										
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	Issue				Complaint		Satisfaction with CS		Resolved		
								All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p	
Significance Level: 99%																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70	
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68	
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37	
Completely resolved	1413	278	1135	1245	32	1413	-	71	**	**	**	**	56	64	**	71	**	
	71%	54%	76%	83%	22%	100%	-%	65%	**	**	**	**	75%	83%	**	100%	**	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Partly resolved	369	140	229	202	31	-	369	22	**	**	**	**	9	11	**	-	**	
	18%	27%	15%	14%	21%	-%	66%	20%	**	**	**	**	12%	15%	**	-%	**	
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	
Not resolved at all	191	92	99	30	81	-	191	14	**	**	**	**	8	*	**	-	**	
	10%	18%	7%	2%	55%	-%	34%	13%	**	**	**	**	11%	%	**	-%	**	
		b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	
Don't know	28	2	26	16	3	-	-	2	**	**	**	**	1	1	**	-	**	
	1%	*%	2%	1%	2%	-%	-%	2%	**	**	**	**	2%	2%	**	-%	**	

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Mobile phone services

	O2										Orange									
	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS			
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r	
Significance Level: 99%																				
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39	
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39	
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47	
Completely resolved	1413 71%	405 79%	137 79%	** **	215 82%	77 64%	328 83%	365 87%	** **	405 100%	** **	298 63%	122 64%	** **	136 74%	57 43%	241 71%	253 80%	** **	
Partly resolved	369 18%	74 15%	24 14%	** **	32 12%	28 23%	47 12%	48 11%	** **	- -%	** **	112 24%	50 27%	** **	29 16%	42 31%	70 21%	53 17%	** **	
Not resolved at all	191 10%	26 5%	11 6%	** **	11 4%	15 13%	11 3%	3 1%	** **	- -%	** **	58 12%	17 9%	** **	13 7%	35 26%	23 7%	10 3%	** **	
Don't know	28 1%	8 2%	1 1%	** **	5 2%	- -%	8 2%	5 1%	** **	- -%	** **	6 1%	- -%	** **	4 2%	- -%	6 2%	3 1%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		Total	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
	Yes	No		All	Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No
	a	b	c	d	*e	f	g	h	i	~j	k	l	m	n	*o	p	q	r	
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
Completely resolved	1413	298	-	321	90	**	193	71	250	284	**	321	-	165	55	**	94	33	133
	71%	100%	-%	72%	68%	**	81%	60%	76%	82%	**	100%	-%	68%	69%	**	75%	55%	72%
		b		e	e		de		g			l		o	o		o		q
Partly resolved	369	-	112	73	29	**	18	29	43	47	**	-	73	48	18	**	15	16	31
	18%	-%	66%	16%	22%	**	8%	25%	13%	14%	**	-%	61%	19%	23%	**	12%	28%	17%
			a	f	f	cf	h					k				mp			
Not resolved at all	191	-	58	47	12	**	24	18	30	11	**	-	47	27	5	**	14	11	16
	10%	-%	34%	11%	9%	**	10%	15%	9%	3%	**	-%	39%	11%	7%	**	11%	18%	9%
			a									k				n			
Don't know	28	-	-	8	1	**	3	1	6	4	**	-	-	4	1	**	2	-	4
	1%	-%	-%	2%	1%	**	1%	1%	2%	1%	**	-%	-%	2%	2%	**	2%	-%	2%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5. In your opinion, was SUPPLIER able to successfully resolve your issue?

Base : Contact about Mobile phone services

	T-Mobile					3/ Three									
	Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved			
	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Completely resolved	1413 71%	143 83%	** **	165 100%	- -%	153 72%	** **	** **	** g	** **	127 76%	135 86%	** **	153 100%	** **
Partly resolved	369 18%	23 13%	** **	- -%	48 64%	41 19%	** **	** **	** **	** **	29 17%	20 12%	** **	- -%	** **
Not resolved at all	191 10%	3 2%	** **	- -%	27 36%	18 9%	** **	** **	** **	** **	11 6%	3 2%	** **	- -%	** **
Don't know	28 1%	4 2%	** **	- -%	- -%	- -%	** **	** **	** **	** **	- -%	- -%	** **	- -%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
Complaint	512	194	198	120	238	274	338	113	62	34	120	134	120	60	46	232	172	108
	26%	26%	26%	24%	26%	25%	26%	28%	20%	31%	23%	28%	27%	24%	22%	36%	47%	11%
																q	oq	
Something else	1419	505	545	369	637	782	914	270	235	73	371	321	317	180	157	402	177	840
	71%	68%	72%	73%	71%	71%	71%	68%	76%	67%	72%	68%	71%	74%	74%	62%	49%	85%
																p	op	
Don't know	71	41	13	17	26	45	42	16	13	3	22	20	12	5	9	13	13	44
	4%	5%	2%	3%	3%	4%	3%	4%	4%	2%	4%	4%	3%	2%	4%	2%	4%	4%
					b													

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
Complaint	512	512	-	291	85	278	233	34	**	**	**	**	-	17	**	14	**
	26%	100%	-%	20%	58%	20%	42%	31%	**	**	**	**	-%	22%	**	20%	**
		b		c		e		j	gj			l					o
Something else	1419	-	1419	1150	61	1092	310	73	**	**	**	**	73	58	**	55	**
	71%	-%	95%	77%	42%	77%	55%	67%	**	**	**	**	96%	75%	**	78%	**
			a	d		f		h			gh		k			p	
Don't know	71	-	71	52	1	43	17	3	**	**	**	**	3	2	**	1	**
	4%	-%	5%	4%	1%	3%	3%	2%	**	**	**	**	4%	3%	**	2%	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Mobile phone services

	O2											Orange							
	Issue				Complaint		Satisfaction with CS		Resolved			Issue				Complaint		Satisfaction with CS	
	Total	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied
	a	b	*c	d	e	f	g	~h	i	*j	k	l	*m	n	o	p	q	~r	
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
Complaint	512	120	54	**	30	120	-	81	**	77	**	134	72	**	15	134	-	59	**
	26%	23%	31%	**	11%	100%	-%	19%	**	19%	**	28%	38%	**	8%	100%	-%	18%	**
		d	d	ad	f				i			n	n	kn	p				
Something else	1419	371	117	**	215	-	371	325	**	314	**	321	111	**	158	-	321	244	**
	71%	72%	68%	**	82%	-%	94%	77%	**	78%	**	68%	59%	**	87%	-%	94%	77%	**
		c	c		bc		e		j			m		klm		o			
Don't know	71	22	2	**	18	-	22	15	**	14	**	20	6	**	10	-	20	16	**
	4%	4%	1%	**	7%	-%	6%	4%	**	4%	**	4%	3%	**	5%	-%	6%	5%	**
																	o		

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		All	Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint			
	Yes	No		Billing	Fault/repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/repair	General	Yes	No	
Significance Level: 99%	a	b	c	d	*e	f	g	h	i	~j	k	l	m	n	*o	p	q	r	
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
Complaint	512	57	77	120	45	**	36	120	-	79	**	71	47	60	30	**	13	60	-
	26%	19%	45%	27%	34%	**	15%	100%	-%	23%	**	22%	39%	24%	37%	**	10%	100%	-%
		a	b	c	d	e	f	g	h	i	~j	k	l	m	n	o	p	q	r
Something else	1419	225	89	317	85	**	193	-	317	257	**	243	70	180	49	**	111	-	180
	71%	76%	52%	71%	64%	**	81%	-%	96%	74%	**	76%	58%	74%	61%	**	88%	-%	98%
		a	b	c	d	e	f	g	h	i	~j	k	l	m	n	o	p	q	r
Don't know	71	16	4	12	2	**	8	-	12	10	**	7	3	5	1	**	2	-	5
	4%	5%	3%	3%	1%	**	4%	-%	4%	3%	**	2%	2%	2%	2%	**	1%	-%	2%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q5a. And in your opinion, was the reason for this contact with SUPPLIER a complaint, or something else?

Base : Contact about Mobile phone services

	T-Mobile					3/ Three									
	Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
	Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total														
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
Complaint	512	33	**	33	27	46	**	**	**	**	-	23	**	26	**
	26%	19%	**	20%	36%	22%	**	**	**	**	-%	15%	**	17%	**
Something else	1419	137	**	131	46	157	**	**	**	**	157	128	**	124	**
	71%	79%	**	79%	62%	74%	**	**	**	**	95%	81%	**	81%	**
Don't know	71	3	**	2	1	9	**	**	**	**	9	6	**	3	**
	4%	2%	**	1%	2%	4%	**	**	**	**	5%	4%	**	2%	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.**Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?**

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue			
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q	
Significance Level: 99%																			
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803	
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722	
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991	
Once	(1.0)	1146 57%	404 55%	452 60%	290 57%	515 57%	631 57%	739 57%	223 56%	183 59%	61 56%	313 61%	246 52%	259 58%	139 57%	127 60%	365 56%	135 37%	646 65%
Twice	(2.0)	446 22%	176 24%	162 21%	107 21%	203 23%	243 22%	298 23%	85 21%	63 20%	25 23%	110 21%	113 24%	100 22%	48 20%	51 24%	158 24%	109 30%	178 18%
Three times	(3.0)	188 9%	77 10%	66 9%	44 9%	94 10%	94 9%	122 9%	40 10%	25 8%	8 7%	49 10%	49 10%	41 9%	26 10%	15 7%	59 9%	65 18%	64 6%
Four times	(4.0)	90 4%	30 4%	36 5%	24 5%	31 3%	59 5%	60 5%	16 4%	13 4%	4 3%	21 4%	28 6%	19 4%	9 4%	9 4%	27 4%	29 8%	33 3%
Five times or more	(5.0)	79 4%	31 4%	25 3%	23 5%	40 4%	39 4%	49 4%	19 5%	11 4%	8 7%	9 2%	23 5%	20 4%	13 5%	6 3%	30 5%	19 5%	31 3%
Don't know		53 3%	22 3%	14 2%	18 3%	19 2%	34 3%	24 2%	15 4%	14 5%	4 3%	11 2%	14 3%	10 2%	9 4%	4 2%	8 1%	6 2%	39 4%
Answered	1949	718	742	488	883	1066	1270	383	295	105	502	460	439	234	208	640	356	953	
Mean number of times	1.7	1.8	1.7	1.7	1.7	1.7	1.7	1.8	1.7	1.8	1.6	1.8	1.7	1.8	1.6	1.7	2.1	1.6	
Standard deviation	1.08	1.08	1.05	1.11	1.08	1.07	1.07	1.12	1.05	1.18	.95	1.15	1.09	1.14	1.00	1.09	1.16	.99	
Standard error	.02	.04	.04	.05	.04	.03	.03	.06	.06	.09	.05	.06	.06	.06	.07	.04	.06	.04	

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Mobile phone services

		Virgin																	
		Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved			
		Yes a	No b	Satis- fied c	Dissat- isfied d	Yes e	No f	All g	Billing *h	Fault/ repair ~i	General *j	Yes *k	No l	Satis- fied m	Dissat- isfied ~n	Yes o	No *p		
Significance Level: 99%	Total																		
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70		
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68		
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37		
Once	(1.0)	1146 57%	190 37%	956 64%	987 66%	33 22%	982 70%	153 27%	61 56%	**	**	**	**	49 65%	54 70%	**	**	50 71%	**
Twice	(2.0)	446 22%	136 27%	309 21%	315 21%	30 21%	262 19%	181 32%	25 23%	**	**	**	**	16 21%	13 17%	**	**	13 18%	**
Three times	(3.0)	188 9%	90 18%	98 7%	97 6%	19 13%	77 5%	108 19%	8 7%	**	**	**	**	2 3%	3 4%	**	**	2 3%	**
Four times	(4.0)	90 4%	47 9%	43 3%	39 3%	23 16%	37 3%	52 9%	4 3%	**	**	**	**	1 1%	2 3%	**	**	1 1%	**
Five times or more	(5.0)	79 4%	44 9%	35 2%	23 2%	36 24%	23 2%	54 10%	8 7%	**	**	**	**	3 5%	2 3%	**	**	4 5%	**
Don't know		53 3%	4 1%	49 3%	32 2%	6 4%	32 2%	12 2%	4 3%	**	**	**	**	3 4%	3 4%	**	**	2 2%	**
Answered	1949	508	1441	1461	141	1381	548	105	**	**	**	**	72	74	**	**	69	**	
Mean number of times	1.7	2.2	1.5	1.5	3.0	1.4	2.4	1.8	**	**	**	**	1.5	1.5	**	**	1.5	**	
Standard deviation	1.08	1.28	.93	.86	1.53	.85	1.26	1.18	**	**	**	**	1.00	.94	**	**	1.00	**	
Standard error	.02	.05	.02	.02	.12	.02	.05	.09	**	**	**	**	.09	.08	**	**	.09	**	

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Mobile phone services

		O2										Orange								
		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
		Total	All a	Billing b	Fault/repair *c	General d	Yes e	No f	Satis-fied g	Dissat-ified ~h	Yes i	No *j	All k	Billing l	Fault/repair *m	General n	Yes o	No p	Satis-fied q	Dissat-ified ~r
Significance Level: 99%																				
Unweighted total		2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample		1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total		2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
Once	(1.0)	1146 57%	313 61%	109 63%	** **	173 66%	44 37%	269 68%	285 68%	** **	285 70%	** **	246 52%	99 53%	** **	118 64%	39 30%	207 61%	203 64%	** **
Twice	(2.0)	446 22%	110 21%	43 25%	** **	44 17%	38 31%	72 18%	80 19%	** **	72 18%	** **	113 24%	45 24%	** **	32 17%	39 30%	73 22%	76 24%	** **
Three times	(3.0)	188 9%	49 10%	9 5%	** **	26 10%	24 20%	25 6%	33 8%	** **	24 6%	** **	49 10%	20 11%	** **	11 6%	24 18%	25 7%	16 5%	** **
Four times	(4.0)	90 4%	21 4%	7 4%	** **	7 3%	7 5%	14 4%	13 3%	** **	13 3%	** **	28 6%	9 5%	** **	9 5%	18 14%	10 3%	8 3%	** **
Five times or more	(5.0)	79 4%	9 2%	3 2%	** **	4 1%	6 5%	3 1%	2 *%	** **	4 1%	** **	23 5%	13 7%	** **	4 2%	11 8%	13 4%	6 2%	** **
Don't know		53 3%	11 2%	2 1%	** **	9 3%	1 1%	10 3%	9 2%	** **	8 2%	** **	14 3%	3 2%	** **	10 5%	1 1%	13 4%	8 3%	** **
Answered		1949	502	171	**	254	119	384	412	**	397	**	460	186	**	173	132	328	310	**
Mean number of times		1.7	1.6	1.6	**	1.5	2.1	1.5	1.5	**	1.4	**	1.8	1.9	**	1.5	2.4	1.6	1.5	**
Standard deviation		1.08	.95	.91	abd	.89	1.13	.83	.80	**	.82	**	1.15	1.20	**	.97	1.27	1.02	.86	**
Standard error		.02	.05	.07	**	.07	.11	.05	.05	**	.05	**	.06	.09	**	.08	.12	.06	.05	**

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Mobile phone services

	Total	Orange						Vodafone				T-Mobile							
		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint	
		Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
Once	(1.0)	1146 57%	203 68% b	40 24%	259 58%	69 53% **	155 65% e	53 44%	206 63%	225 65%	**	225 70%	34 28%	139 57%	48 60%	**	76 61% o	25 42%	114 62% q
Twice	(2.0)	446 22%	55 19% b	57 34% a	100 22%	35 26% **	47 20% e	24 20%	75 23%	77 22%	**	63 20%	35 29%	48 20%	16 20%	**	21 16% o	14 24%	34 18% q
Three times	(3.0)	188 9%	16 5% a	32 19% a	41 9%	15 11% **	10 4% cf	18 15%	23 7%	23 7%	**	18 5%	23 19% k	26 10%	9 11%	**	10 8%	9 16%	16 9%
Four times	(4.0)	90 4%	11 4% a	17 10%	19 4%	6 5% **	7 3% f	10 8%	9 3%	10 3%	**	7 2%	13 11% k	9 4%	3 4%	**	5 4%	4 6%	5 3%
Five times or more	(5.0)	79 4%	3 1% a	20 12% a	20 4%	5 4% **	12 5% h	13 11%	6 2%	6 2%	**	4 1%	14 12% k	13 5%	4 5%	**	5 4%	7 11% r	6 3%
Don't know		53 3%	10 3% a	4 2%	10 2%	2 1% **	6 2% f	1 1%	9 3%	5 1%	**	5 2%	2 2%	9 4%	* 1%	**	8 7% n	1 1%	9 5%
Answered		1949	289	166	439	130	232	119	320	342	**	316	118	234	80	**	117	59	175
Mean number of times		1.7	1.5	2.5 a	1.7	1.8	1.6	2.2 h	1.5	1.5	**	1.4	2.5 k	1.8	1.7	**	1.6	2.2 r	1.6
Standard deviation		1.08	.86	1.29 a	1.09	1.08	1.08	1.39 h	.90	.88	**	.80	1.33 k	1.14	1.12	**	1.09	1.37 r	1.01
Standard error		.02	.05	.11 a	.06	.09	.08	1.39 h	.05	.05	**	.05	.13 k	.06	.09	**	.09	.13 r	.06

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q6. How many times have you been in contact with SUPPLIER in relation to this particular issue so far?

Base : Contact about Mobile phone services

		T-Mobile				3/ Three										
		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n	
Significance Level: 99%	Total															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60	
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49	
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59	
Once	(1.0)	1146 57%	112 65%	** **	114 69%	24 32%	127 60%	** **	** **	** **	** **	111 67%	109 69%	** **	106 69%	** **
Twice	(2.0)	446 22%	30 17%	** **	25 15%	22 30%	51 24%	** **	** **	** **	** **	39 23%	37 24%	** **	34 22%	** **
Three times	(3.0)	188 9%	15 9%	** **	10 6%	15 20%	15 7%	** **	** **	** **	** **	6 4%	6 4%	** **	8 5%	** **
Four times	(4.0)	90 4%	4 2%	** **	5 3%	4 5%	9 4%	** **	** **	** **	** **	3 2%	3 2%	** **	* *%	** **
Five times or more	(5.0)	79 4%	5 3%	** **	5 3%	8 11%	6 3%	** **	** **	** **	** **	4 2%	3 2%	** **	4 3%	** **
Don't know		53 3%	7 4%	** **	7 4%	1 1%	4 2%	** **	** **	** **	** **	4 3%	- -%	** **	1 1%	** **
Answered	1949	166	**	158	73	208	**	**	**	**	162	158	**	152	**	
Mean number of times	1.7	1.6	**	1.5	2.3	1.6	**	**	**	**	1.5	1.4	**	1.4	**	
Standard deviation	1.08	.97	**	.96	1.29	1.00	**	**	**	**	.84	.79	**	.83	**	
Standard error	.02	.06	**	.06	.12	.07	**	**	**	**	.07	.07	**	.07	**	

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Mobile phone services

	AGE				GENDER		WORKING STATUS			SUPPLIER						Issue		
	Total	18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
A lot more likely	537 27%	189 26%	209 28%	140 28%	246 27%	292 27%	336 26%	103 26%	99 32%	26 24%	182 35% iklm	101 21%	115 26%	58 24%	56 26%	162 25%	69 19%	306 31% p
A little more likely	401 20%	178 24% c	147 19%	76 15%	195 22%	206 19%	284 22% h	72 18%	44 14%	24 22%	120 23%	81 17%	87 19%	48 20%	41 19%	142 22%	85 23%	174 18%
Neither more nor less likely	727 36%	247 33%	278 37%	202 40%	322 36%	405 37%	461 36%	148 37%	119 38%	34 31%	169 33%	185 39%	163 36%	96 39%	81 38%	221 34%	116 32%	391 39%
A little less likely	159 8%	62 8%	58 8%	39 8%	62 7%	97 9%	103 8%	37 9%	19 6%	10 10%	24 5%	51 11% j	39 9%	19 8%	15 7%	59 9%	42 12% q	57 6%
A lot less likely	148 7%	47 6%	58 8%	43 9%	64 7%	83 8%	95 7%	27 7%	26 8%	14 13% j	18 3%	48 10% j	35 8% j	19 8%	15 7%	56 9% q	46 13% q	45 5%
Don't know	30 1%	17 2%	7 1%	6 1%	13 1%	17 2%	15 1%	12 3%	4 1%	1 1%	1 *% j	9 2%	11 2% j	3 1%	5 2%	7 1%	5 1%	18 2%
TOTAL MORE LIKELY	938 47%	367 50%	356 47%	216 43%	441 49%	497 45%	620 48%	175 44%	143 46%	50 45%	302 59% iklmn	182 38%	202 45%	106 44%	96 46%	304 47%	154 42%	480 48%
TOTAL LESS LIKELY	306 15%	108 15%	116 15%	82 16%	126 14%	180 16%	198 15%	64 16%	44 14%	24 22% j	41 8%	99 21% j	74 16% j	38 16% j	30 14%	116 18% q	88 24% q	102 10%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
A lot more likely	537 27%	99 19%	438 29%	514 34%	1 1%	514 36%	20 4%	26 24%	**	**	**	**	22 29%	26 33%	**	25 35%	**
A little more likely	401 20%	99 19%	302 20%	353 24%	5 3%	323 23%	76 14%	24 22%	**	**	**	**	17 22%	21 27%	**	18 26%	**
Neither more nor less likely	727 36%	141 28%	586 39%	543 36%	32 22%	494 35%	216 38%	34 31%	**	**	**	**	28 37%	25 32%	**	23 33%	**
A little less likely	159 8%	75 15%	83 6%	54 4%	26 18%	44 3%	112 20%	10 10%	**	**	**	**	3 5%	3 4%	**	2 3%	**
A lot less likely	148 7%	95 18%	53 4%	12 1%	82 56%	16 1%	131 23%	14 13%	**	**	**	**	4 5%	1 2%	**	1 2%	**
Don't know	30 1%	3 1%	27 2%	18 1%	- -%	21 1%	6 1%	1 1%	**	**	**	**	1 2%	1 2%	**	1 2%	**
TOTAL MORE LIKELY	938 47%	199 39%	740 50%	867 58%	6 4%	838 59%	96 17%	50 45%	**	**	**	**	39 51%	47 60%	**	43 61%	**
TOTAL LESS LIKELY	306 15%	170 33%	136 9%	66 4%	108 74%	60 4%	243 43%	24 22%	**	**	**	**	7 10%	4 6%	**	3 4%	**

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Mobile phone services

	O2										Orange								
	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS		
	Total	All a	Billing b	Fault/ repair *c	General d	Yes e	No f	Satis- fied g	Dissat- isfied ~h	Yes i	No *j	All k	Billing l	Fault/ repair *m	General n	Yes o	No p	Satis- fied q	Dissat- isfied ~r
Significance Level: 99%																			
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47
A lot more likely	537 27%	182 35%	61 35%	** **	102 39%	27 23%	155 39%	174 41%	** **	174 43%	** **	101 21%	42 22%	** **	47 26%	22 16%	79 23%	96 30%	** **
A little more likely	401 20%	120 23%	46 27%	** **	49 19%	32 26%	89 22%	108 26%	** **	100 25%	** **	81 17%	38 20%	** **	25 13%	21 15%	61 18%	72 23%	** **
Neither more nor less likely	727 36%	169 33%	51 29%	** **	95 36%	38 32%	131 33%	126 30%	** **	121 30%	** **	185 39%	64 34%	** **	83 46%	31 23%	154 45%	133 42%	** **
A little less likely	159 8%	24 5%	9 5%	** **	11 4%	10 8%	14 4%	11 3%	** **	9 2%	** **	51 11%	24 12%	** **	12 7%	27 21%	24 7%	10 3%	** **
A lot less likely	148 7%	18 3%	7 4%	** **	5 2%	13 11%	4 1%	2 *%	** **	1 *%	** **	48 10%	17 9%	** **	11 6%	31 23%	17 5%	2 1%	** **
Don't know	30 1%	1 *%	- -%	** **	- -%	- -%	1 *%	- -%	** **	- -%	** **	9 2%	4 2%	** **	5 3%	2 2%	7 2%	6 2%	** **
TOTAL MORE LIKELY	938 47%	302 59%	107 62%	** **	152 58%	59 49%	244 62%	282 67%	** **	274 68%	** **	182 38%	80 42%	** **	71 39%	42 32%	139 41%	169 53%	** **
TOTAL LESS LIKELY	306 15%	41 8%	16 9%	** **	16 6%	23 19%	18 5%	13 3%	** **	10 2%	** **	99 21%	41 21%	** **	23 13%	58 44%	40 12%	12 4%	** **

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Mobile phone services

	Orange			Vodafone								T-Mobile							
	Resolved		Issue			Complaint		Satisfaction with CS		Resolved		Issue			Complaint				
	Yes a	No b	All c	Billing d	Fault/ repair *e	General f	Yes g	No h	Satis- fied i	Dissat- isfied ~j	Yes k	No l	All m	Billing n	Fault/ repair *o	General p	Yes q	No r	
Significance Level: 99%	Total																		
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
A lot more likely	537 27%	96 32% b	3 2%	115 26%	27 20%	** **	69 29%	23 20%	92 28%	111 32%	** **	110 34% l	5 4%	58 24%	18 23%	** **	32 26%	12 21%	46 25%
A little more likely	401 20%	65 22% b	16 9%	87 19%	29 22%	** **	42 18%	21 17%	66 20%	81 23%	** **	72 22%	14 12%	48 20%	17 21%	** **	24 20%	10 17%	38 21%
Neither more nor less likely	727 36%	116 39%	65 38%	163 36%	44 34%	** **	92 39%	36 30%	127 39%	128 37%	** **	111 35%	48 40%	96 39%	34 42%	** **	50 40%	19 32%	77 42%
A little less likely	159 8%	11 4%	39 23% a	39 9%	16 12%	** **	14 6%	20 16% h	19 6%	16 5%	** **	14 4%	24 20% k	19 8%	3 4%	** **	11 9%	8 13%	12 6%
A lot less likely	148 7%	2 1%	45 27% a	35 8%	14 11%	** **	14 6%	20 17% h	15 4%	5 1%	** **	5 2%	30 25% k	19 8%	7 9%	** **	7 5%	10 17% r	9 5%
Don't know	30 1%	8 3%	1 1%	11 2%	2 1%	** **	7 3%	- -%	11 3%	6 2%	** **	10 3%	- -%	3 1%	1 1%	** **	2 1%	1 1%	3 1%
TOTAL MORE LIKELY	938 47%	161 54% b	19 11%	202 45%	56 43%	** **	111 47%	44 37%	158 48%	191 55%	** **	182 57% l	19 15%	106 44%	35 44%	** **	56 45%	23 38%	84 46%
TOTAL LESS LIKELY	306 15%	13 4%	85 50% a	74 16%	29 22%	** **	28 12%	40 33% h	34 10%	21 6%	** **	19 6%	54 45% k	38 16%	10 13%	** **	18 14%	18 30% r	21 11%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

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OF COM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q7. Has your experience of SUPPLIER'S customer service for this issue made you more or less likely to use SUPPLIER in the future?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three									
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
A lot more likely	537 27%	56 33%	** **	55 33%	2 3%	56 26%	** **	** **	** **	** **	45 27%	52 33%	** **	54 35%	** **
A little more likely	401 20%	39 22%	** **	39 24%	10 13%	41 19%	** **	** **	** **	** **	32 19%	32 20%	** **	29 19%	** **
Neither more nor less likely	727 36%	66 38%	** **	64 39%	30 40%	81 38%	** **	** **	** **	** **	69 42%	65 41%	** **	59 39%	** **
A little less likely	159 8%	7 4%	** **	4 2%	16 21%	15 7%	** **	** **	** **	** **	11 7%	7 4%	** **	6 4%	** **
A lot less likely	148 7%	2 1%	** **	3 2%	16 21%	15 7%	** **	** **	** **	** **	4 3%	- -%	** **	3 2%	** **
Don't know	30 1%	3 1%	** **	* *%	2 2%	5 2%	** **	** **	** **	** **	5 3%	2 1%	** **	1 1%	** **
TOTAL MORE LIKELY	938 47%	95 55%	** **	94 57%	12 16%	96 46%	** **	** **	** **	** **	76 46%	84 53%	** **	83 54%	** **
TOTAL LESS LIKELY	306 15%	9 5%	** **	7 4%	32 42%	30 14%	** **	** **	** **	** **	16 10%	7 4%	** **	9 6%	** **

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

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OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 135

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Mobile phone services

	Total	AGE			GENDER		WORKING STATUS			SUPPLIER						Issue		
		18-34 a	35-54 b	55+ c	MALE d	FEMALE e	WORKING f	NOT g	RETIRED h	Virgin i	O2 j	Orange k	Vodafone l	T-Mobile m	3/ Three n	Billing o	Fault/ repair p	General q
Significance Level: 99%																		
Unweighted total	2002	747	754	501	896	1106	1288	417	297	201	400	400	400	401	200	783	416	803
Effective Weighted Sample	1735	648	651	436	776	960	1119	355	261	196	366	396	383	384	162	711	369	722
Total	2002	740	756	506	902	1100	1294	398	309	109	513	475	449	244	212	648	363	991
I would not pay much or any attention to it	239 12%	107 14%	83 11%	48 10%	118 13%	121 11%	143 11%	61 15%	35 11%	17 16%	66 13%	47 10%	48 11%	32 13%	29 14%	67 10%	51 14%	120 12%
I would look at it but would not choose a provider based on it	482 24%	200 27%	162 21%	120 24%	220 24%	262 24%	315 24%	86 21%	82 27%	21 19%	127 25%	116 24%	119 26%	55 22%	46 22%	176 27%	98 27%	209 21%
I would look at it and bear it in mind when choosing a provider	831 42%	287 39%	333 44%	211 42%	368 41%	463 42%	547 42%	166 42%	119 38%	45 42%	227 44%	206 43%	163 36%	100 41%	89 42%	262 40%	143 40%	426 43%
I would look at it and it would be an important part in helping me to choose a provider	337 17%	101 14%	139 18%	97 19%	144 16%	192 17%	229 18%	54 14%	53 17%	19 18%	77 15%	69 14%	90 20%	47 19%	35 16%	112 17%	62 17%	162 16%
Don't Know	112 6%	44 6%	39 5%	30 6%	51 6%	61 6%	60 5%	32 8%	20 7%	7 6%	16 3%	37 8%	29 7%	10 4%	13 6%	31 5%	8 2%	73 7%

Columns Tested: a,b,c - d,e - f,g,h - i,j,k,l,m,n - o,p,q

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Mobile phone services

	Total	Complaint		Satisfaction with CS		Resolved		Issue				Virgin Complaint		Satisfaction with CS		Resolved	
		Yes	No	Satis- fied	Dissat- isfied	Yes	No	All	Billing	Fault/ repair	General	Yes	No	Satis- fied	Dissat- isfied	Yes	No
		a	b	c	d	e	f	g	*h	~i	*j	*k	l	m	~n	o	*p
Significance Level: 99%																	
Unweighted total	2002	567	1435	1465	161	1377	596	201	75	35	91	62	139	142	29	127	70
Effective Weighted Sample	1735	498	1245	1270	138	1197	517	196	75	35	91	60	136	139	28	125	68
Total	2002	512	1490	1494	147	1413	560	109	45	13	51	34	75	77	15	71	37
I would not pay much or any attention to it	239 12%	62 12%	177 12%	199 13% d	7 5%	204 14% f	32 6%	17 16%	** **	** **	** **	** **	14 18%	14 18%	** **	14 19%	** **
I would look at it but would not choose a provider based on it	482 24%	112 22%	371 25%	386 26% d	12 8%	363 26%	116 21%	21 19%	** **	** **	** **	** **	14 19%	18 23%	** **	14 20%	** **
I would look at it and bear it in mind when choosing a provider	831 42%	211 41%	620 42%	602 40%	66 45%	548 39%	268 48% e	45 42%	** **	** **	** **	** **	30 40%	30 39%	** **	28 40%	** **
I would look at it and it would be an important part in helping me to choose a provider	337 17%	112 22% b	225 15%	227 15% c	57 39% c	213 15%	120 21% e	19 18%	** **	** **	** **	** **	12 16%	11 14%	** **	9 13%	** **
Don't Know	112 6%	16 3%	97 6% a	80 5%	5 4%	85 6%	24 4%	7 6%	** **	** **	** **	** **	6 8%	5 6%	** **	5 7%	** **

Columns Tested: a,b - c,d - e,f - g,h,i,j - k,l - m,n - o,p

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Mobile phone services

	O2										Orange									
	Issue				Complaint		Satisfaction with CS		Resolved		Issue				Complaint		Satisfaction with CS			
	All	Billing	Fault/repair	General	Yes	No	Satis-fied	Dissat-ified	Yes	No	All	Billing	Fault/repair	General	Yes	No	Satis-fied	Dissat-ified		
Total	a	b	*c	d	e	f	g	~h	i	*j	k	l	*m	n	o	p	q	~r		
Significance Level: 99%																				
Unweighted total	2002	400	154	97	149	110	290	323	16	310	84	400	177	74	149	113	287	271	39	
Effective Weighted Sample	1735	366	154	97	149	101	268	296	15	285	76	396	177	74	149	111	285	269	39	
Total	2002	513	173	77	263	120	394	421	20	405	100	475	189	103	183	134	341	319	47	
I would not pay much or any attention to it	239 12%	66 13%	25 14%	** **	32 12%	20 17%	46 12%	52 12%	** **	57 14%	** **	47 10%	16 8%	** **	21 11%	11 8%	35 10%	41 13%	** **	
I would look at it but would not choose a provider based on it	482 24%	127 25%	54 31% d	** ** d	48 18%	34 28%	93 24%	101 24%	** **	104 26%	** **	116 24%	53 28%	** **	34 19%	31 23%	85 25%	89 28%	** **	
I would look at it and bear it in mind when choosing a provider	831 42%	227 44%	69 40%	** **	129 49%	46 38%	181 46%	192 45%	** **	170 42%	** **	206 43%	78 41%	** **	80 44%	59 44%	148 43%	126 40%	** **	
I would look at it and it would be an important part in helping me to choose a provider	337 17%	77 15%	23 13%	** **	44 17%	16 14%	61 15%	64 15%	** **	62 15%	** **	69 14%	28 15%	** **	26 14%	27 20%	42 12%	38 12%	** **	
Don't Know	112 6%	16 3%	3 2%	** **	11 4%	4 3%	12 3%	13 3%	** **	13 3%	** **	37 8%	14 7%	** **	22 12% m	6 4%	32 9%	25 8%	** **	

Columns Tested: a,b,c,d - e,f - g,h - i,j - k,l,m,n - o,p - q,r
Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Table 135

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Mobile phone services

	Orange		Vodafone					Satisfaction with CS		Resolved		T-Mobile							
	Resolved		Issue			Complaint		Yes	No	Yes	No	Resolved		Issue			Complaint		
	Yes	No	All	Billing	Fault/repair	General	All					Billing	Fault/repair	General	Yes	No	Yes	No	
Total	a	b	c	d	*e	f	g	h	i	~j	k	l	m	n	*o	p	q	r	
Significance Level: 99%																			
Unweighted total	2002	254	141	400	152	77	171	115	285	305	28	280	113	401	163	74	164	110	291
Effective Weighted Sample	1735	252	139	383	152	77	171	111	273	292	27	268	109	384	163	74	164	107	279
Total	2002	298	170	449	131	80	237	120	329	347	29	321	120	244	80	38	125	60	184
I would not pay much or any attention to it	239 12%	37 12%	9 5%	48 11%	9 7%	** ** d	22 9%	12 10%	35 11%	36 11%	** **	41 13%	5 4%	32 13%	10 12%	** **	16 13%	9 14%	24 13%
I would look at it but would not choose a provider based on it	482 24%	83 28%	32 19%	119 26%	35 26%	** **	65 27%	20 17%	99 30%	102 29%	** ** g	90 28%	28 23%	55 22%	19 23%	** **	27 21%	9 16%	45 25%
I would look at it and bear it in mind when choosing a provider	831 42%	118 40%	84 50%	163 36%	49 38%	** **	90 38%	49 41%	115 35%	128 37%	** **	110 34%	51 43%	100 41%	33 41%	** **	52 41%	25 42%	75 41%
I would look at it and it would be an important part in helping me to choose a provider	337 17%	36 12%	33 20%	90 20%	31 24%	** **	40 17%	36 30%	54 17%	58 17%	** ** h	55 17%	32 27%	47 19%	16 20%	** **	24 20%	14 24%	33 18%
Don't Know	112 6%	25 8%	11 7%	29 7%	8 6%	** **	19 8%	3 2%	27 8%	22 6%	** **	25 8%	3 2%	10 4%	2 3%	** **	6 5%	2 3%	8 4%

Columns Tested: a,b - c,d,e,f - g,h - i,j - k,l - m,n,o,p - q,r

Any break column with a base size lower than 100 has been removed as margins of error become too great.

OFCOM QUALITY OF CUSTOMER SERVICE ONLINE RESEARCH - 1st to 30th October 2013.

Q8. If you were provided with customer service ratings for different companies, so that you could distinguish between good and bad performance... Which of the following statements do you think would best describe your attitude to that information if you were thinking about changing from SUPPLIER to an alternative provider?

Base : Contact about Mobile phone services

	Total	T-Mobile				3/ Three					3/ Three				
		Satisfaction with CS		Resolved		Issue			Complaint		Satisfaction with CS		Resolved		
		Satis- fied a	Dissat- isfied ~b	Yes c	No d	All e	Billing *f	Fault/ repair *g	General *h	Yes *i	No j	Satis- fied k	Dissat- isfied ~l	Yes m	No *n
Significance Level: 99%															
Unweighted total	2002	281	32	266	128	200	62	59	79	57	143	143	17	140	60
Effective Weighted Sample	1735	269	31	254	123	162	62	59	79	49	117	116	14	113	49
Total	2002	173	18	165	74	212	29	51	132	46	166	158	18	153	59
I would not pay much or any attention to it	239	29	**	30	2	29	**	**	**	**	24	28	**	26	**
	12%	17%	**	18%	3%	14%	**	**	**	**	14%	18%	**	17%	**
				d											
I would look at it but would not choose a provider based on it	482	40	**	38	14	46	**	**	**	**	34	35	**	33	**
	24%	23%	**	23%	19%	22%	**	**	**	**	21%	22%	**	22%	**
I would look at it and bear it in mind when choosing a provider	831	64	**	62	37	89	**	**	**	**	72	62	**	60	**
	42%	37%	**	37%	50%	42%	**	**	**	**	43%	39%	**	39%	**
I would look at it and it would be an important part in helping me to choose a provider	337	34	**	29	17	35	**	**	**	**	23	23	**	23	**
	17%	20%	**	18%	23%	16%	**	**	**	**	14%	14%	**	15%	**
Don't Know	112	6	**	7	3	13	**	**	**	**	13	10	**	11	**
	6%	4%	**	4%	4%	6%	**	**	**	**	8%	6%	**	7%	**

Columns Tested: a,b - c,d - e,f,g,h - i,j - k,l - m,n

Any break column with a base size lower than 100 has been removed as margins of error become too great.