

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1073
●	9	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1073
●	17	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1073
●	27	4	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	741
●	37	5	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	178
	42	6	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	48
●	47	7	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1073
●	58	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	951
	69	9	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	135
	74	10	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	36
●	79	11	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1073
●	86	12	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	1046
●	93	13	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1073
●	98	14	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	271
●	103	15	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All that have listened to recorded message on their landline or mobile	74
●	108	16	Q.TV	Base: All adults UK	1073
●	110	17	Q.INTERNET	Base: All adults UK	1073
●	111	18	Q. Breaks x Breaks	Base: All adults UK	1073

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	745 69%	378 73%b	367 66%	139 90%fghik	189 87%fghik	136 83%ghik	119 73%ghik	100 59%hi	54 41%i	8 10%	328 89%fghik	417 59%hi	166 74%o	241 77%o	159 72%o	179 57%
A mobile phone (not a Smartphone) with internet access	127 12%	56 11%	72 13%	12 8%	24 11%	13 8%	30 18%cej	21 12%	18 14%	9 12%	36 10%	92 13%	35 15%	36 11%	24 11%	32 10%
A mobile phone without internet access	144 13%	62 12%	81 15%	1 1%	15 7%c	18 11%cj	13 8%c	30 18%cdfj	36 28%cdj	31 41%cdj	16 4%	128 18%cdj	34 15%k	14 4%	34 15%k	62 20%k
A tablet (e.g. iPad, Samsung Galaxy)	497 46%	234 45%	264 48%	63 41%i	110 51%i	98 59%cg hij	80 49%i	80 47%i	55 42%i	13 16%	173 47%i	324 46%i	142 63%lmno	157 50%o	93 42%	106 34%
A desktop computer	225 21%	142 27%b	83 15%	23 15%	40 18%	35 21%i	41 25%ij	41 24%i	37 29%cdij	8 11%	63 17%	162 23%ij	75 33%lmno	69 22%o	36 16%	46 14%
A laptop or netbook	596 56%	299 58%	297 54%	93 61%hi	143 66%hik	96 59%hi	95 59%hi	99 59%hi	55 42%i	14 18%	236 64%hik	360 51%hi	169 75%lmno	200 64%no	95 43%	132 42%
An e- reader (e.g. Kindle, Kobo)	126 12%	56 11%	71 13%	11 7%	29 13%i	23 14%i	15 9%	26 15%i	20 15%ci	3 4%	40 11%i	87 12%i	45 20%no	42 14%o	23 11%o	16 5%
A games console( e.g. Xbox 360, PS3, Nintendo Wii)	174 16%	125 24%b	48 9%	45 30%fghik	56 26%fghik	46 28%fghik	17 10%hi	8 5%hi	1 *	- -	102 28%fghik	72 10%ghi	41 18%	39 12%	48 22%k	46 15%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	43 4%	29 6%b	14 3%	13 8%fghik	17 8%fghik	7 4%i	3 2%	2 1%	1 1%	- -	30 8%fghik	13 2%	10 5%	10 3%	17 7%mo	7 2%
<b>SUMMARY CODES</b>																
ANY MOBILE PHONE	974 91%	473 91%	501 91%	148 96%ghik	210 97%ghik	158 96%ghik	155 95%ghik	148 87%i	106 81%i	48 63%	359 97%ghik	615 87%hi	218 97%mo	285 92%o	207 93%o	263 84%
ANY MOBILE WITH INTERNET ACCESS	852 79%	428 82%b	424 77%	148 96%efghi	205 95%eghik	146 89%ghik	145 89%ghik	120 71%hi	71 55%i	17 23%	353 95%efghi	499 71%hi	189 84%o	273 88%o	181 82%o	208 66%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

**Q.1 Do you PERSONALLY use any of the following devices?**

**Base: All adults UK**

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
ANY COMPUTER INC. TABLET	813	398	415	125	180	129	131	132	91	24	305	508	206	260	153	193
	76%	76%	75%	81%hi	83%hik	78%i	81%hik	78%i	70%i	32%	83%hik	72%i	91% <i>mno</i>	84% <i>no</i>	69%	61%
ANY COMPUTER EXC. TABLET	682	349	333	105	155	103	109	114	78	19	260	422	188	225	114	154
	64%	67% <i>b</i>	60%	68%i	72%hik	63%i	67%i	67%i	59%i	25%	70%hik	60%i	83% <i>mno</i>	72% <i>no</i>	51%	49%
ANY GAMING DEVICE	189	136	52	51	60	49	17	10	2	-	111	78	47	42	54	46
	18%	26% <i>b</i>	9%	33% <i>fghik</i>	28% <i>fghik</i>	30% <i>fghik</i>	10% <i>hi</i>	6% <i>hi</i>	1%	-	30% <i>fghik</i>	11% <i>hi</i>	21%	14%	24% <i>mo</i>	15%
ANY DEVICE	1013	488	525	151	213	162	160	160	115	52	365	648	223	296	214	280
	94%	94%	95%	98% <i>hik</i>	99% <i>ghik</i>	99% <i>ghik</i>	98% <i>hik</i>	94%i	88%i	67%	99% <i>ghik</i>	92%i	99% <i>mo</i>	95% <i>o</i>	96% <i>o</i>	89%
None	58	31	27	2	3	2	3	9	15	23	4	54	2	14	8	34
	5%	6%	5%	1%	1%	1%	2%	6% <i>dej</i>	12% <i>cdefj</i>	31% <i>cdefghj</i>	1%	8% <i>cdefj</i>	1%	5% <i>l</i>	3%	11% <i>lmn</i>
Don't know	2	1	1	1	-	-	-	-	-	1	1	1	1	1	1	-
	*	*	*	*	-	-	-	-	-	2% <i>djk</i>	*	*	*	*	*	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	745 69%	444 71% <sup>c</sup>	237 78% <sup>c</sup>	64 43%	493 83% <sup>e</sup>	252 52%	281 84% <sup>g</sup>	463 63%	603 70%	142 66%	639 71% <sup>m</sup>	59 65%	33 61%	14 57%
A mobile phone (not a Smartphone) with internet access	127 12%	79 13%	30 10%	18 12%	65 11%	62 13%	35 10%	93 13%	105 12%	22 10%	106 12%	11 13%	6 11%	4 17%
A mobile phone without internet access	144 13%	78 12% <sup>b</sup>	23 7%	44 29% <sup>ab</sup>	38 6%	105 22% <sup>d</sup>	25 8%	118 16% <sup>f</sup>	107 12%	37 17%	115 13%	17 18%	6 12%	6 23% <sup>j</sup>
A tablet (e.g. iPad, Samsung Galaxy)	497 46%	332 53% <sup>bc</sup>	119 39%	47 31%	319 54% <sup>e</sup>	178 37%	180 54% <sup>g</sup>	317 43%	401 47%	97 45%	417 46%	42 46%	23 42%	16 64% <sup>ijkl</sup>
A desktop computer	225 21%	150 24% <sup>c</sup>	54 18%	21 14%	139 24% <sup>e</sup>	86 18%	52 16%	173 23% <sup>f</sup>	184 22%	41 19%	194 22% <sup>m</sup>	18 20%	11 20%	2 8%
A laptop or netbook	596 56%	377 61% <sup>c</sup>	167 55% <sup>c</sup>	52 35%	381 64% <sup>e</sup>	216 45%	191 57%	406 55%	475 55%	122 56%	504 56%	53 58%	27 51%	12 50%
An e- reader (e.g. Kindle, Kobo)	126 12%	85 14%	29 10%	12 8%	82 14% <sup>e</sup>	44 9%	25 7%	102 14% <sup>f</sup>	99 12%	27 13%	101 11%	16 18%	7 14%	2 7%
A games console( e.g. Xbox 360, PS3, Nintendo Wii)	174 16%	104 17% <sup>c</sup>	67 22% <sup>c</sup>	3 2%	128 22% <sup>e</sup>	46 9%	79 24% <sup>g</sup>	94 13%	135 16%	38 18%	147 16%	17 18%	7 14%	2 8%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	43 4%	21 3%	21 7% <sup>ac</sup>	1 1%	26 4%	18 4%	16 5%	27 4%	32 4%	11 5%	37 4%	4 5%	1 1%	1 5%
<b>SUMMARY CODES</b>														
ANY MOBILE PHONE	974 91%	574 92% <sup>c</sup>	279 92% <sup>c</sup>	120 80%	573 97% <sup>e</sup>	401 84%	321 96% <sup>g</sup>	653 88%	779 91%	195 91%	823 91%	82 90%	45 84%	24 97%
ANY MOBILE WITH INTERNET ACCESS	852 79%	511 82% <sup>c</sup>	261 86% <sup>c</sup>	80 53%	546 92% <sup>e</sup>	306 64%	307 92% <sup>g</sup>	545 74%	689 80%	163 76%	728 81%	67 74%	39 72%	18 73%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
ANY COMPUTER INC. TABLET	813	506	223	84	502	312	257	556	646	167	685	70	39	18
	76%	82%bc	74%c	56%	85%e	65%	77%	75%	75%	78%	76%	77%	73%	74%
ANY COMPUTER EXC. TABLET	682	427	191	63	425	257	202	479	542	139	577	59	33	13
	64%	69%c	63%c	42%	72%e	54%	61%	65%	63%	65%	64%	65%	61%	53%
ANY GAMING DEVICE	189	112	74	3	135	54	83	105	146	43	159	18	8	3
	18%	18%c	24%ac	2%	23%e	11%	25%g	14%	17%	20%	18%	20%	15%	13%
ANY DEVICE	1013	597	288	128	584	429	328	685	806	207	855	86	48	24
	94%	96%c	95%c	85%	99%e	89%	98%g	93%	94%	96%	95%	95%	89%	99%
None	58	23	14	21	8	50	5	53	49	9	47	5	5	*
	5%	4%	5%	14%ab	1%	10%d	1%	7%f	6%	4%	5%	5%	10%	1%
Don't know	2	1	1	1	1	1	1	1	2	-	2	-	1	-
	*	*	*	*	*	*	*	*	*	-	*	-	1%	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	745 69%	32 75%	72 63%	65 73%	49 65%	63 69%	86 78%bijkl	103 74%il	118 77%bijl	52 59%	33 61%	59 65%	14 57%
A mobile phone (not a Smartphone) with internet access	127 12%	3 7%	15 13%	7 8%	8 11%	9 10%	10 9%	19 13%	14 9%	20 23%cefh	6 11%	11 13%	4 17%
A mobile phone without internet access	144 13%	4 10%	18 16%	15 17%	10 13%	7 7%	11 10%	17 13%	19 13%	12 14%	6 12%	17 18%e	6 23%ef
A tablet (e.g. iPad, Samsung Galaxy)	497 46%	26 61%	50 43%	34 38%	41 55%f	38 41%	41 37%	70 51%	72 47%	45 51%	23 42%	42 46%	16 64%bcefhjk
A desktop computer	225 21%	11 27%	18 15%	15 17%	16 21%	16 22%l	21 19%	38 28%bl	40 26%l	15 17%	11 20%	18 20%	2 8%
A laptop or netbook	596 56%	19 44%	57 50%c	31 34%	45 60%c	51 55%c	66 60%c	88 64%bc	97 63%bc	50 57%c	27 51%	53 58%c	12 50%
An e- reader (e.g. Kindle, Kobo)	126 12%	6 15%	10 9%	10 11%	13 17%e	5 6%	9 8%	16 12%	17 11%	15 17%e	7 14%	16 18%ef	2 7%
A games console( e.g. Xbox 360, PS3, Nintendo Wii)	174 16%	8 19%	27 23%gl	16 17%	15 20%	11 12%	14 12%	14 10%	29 19%	14 16%	7 14%	17 18%	2 8%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	43 4%	3 8%	5 5%	4 5%	4 5%	2 2%	9 8%h	4 3%	3 2%	2 2%	1 1%	4 5%	1 5%
<b>SUMMARY CODES</b>													
ANY MOBILE PHONE	974 91%	38 92%	103 90%	81 91%	64 85%	79 85%	103 94%	127 92%	146 95%dej	82 92%	45 84%	82 90%	24 97%
ANY MOBILE WITH INTERNET ACCESS	852 79%	34 82%	84 74%	70 79%	56 74%	72 79%	94 85%	115 83%	132 86%bjkl	70 79%	39 72%	67 74%	18 73%
ANY COMPUTER INC. TABLET	813 76%	34 82%	78 68%	53 60%	58 77%c	67 73%	87 79%c	117 84%bc	123 80%bc	68 77%c	39 73%	70 77%c	18 74%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
ANY COMPUTER EXC. TABLET	682 64%	23 55%	64 56%	38 43%	47 62% <sub>c</sub>	59 64% <sub>c</sub>	75 68% <sub>c</sub>	102 74% <sub>bcl</sub>	114 74% <sub>bcl</sub>	56 63% <sub>c</sub>	33 61%	59 65% <sub>c</sub>	13 53%
ANY GAMING DEVICE	189 18%	8 19%	27 24% <sub>g</sub>	16 17%	17 22%	12 13%	17 16%	18 13%	29 19%	15 17%	8 15%	18 20%	3 13%
ANY DEVICE	1013 94%	40 96%	107 93%	83 93%	71 93%	83 90%	108 98% <sub>ej</sub>	133 96%	148 96%	83 93%	48 89%	86 95%	24 99%
None	58 5%	2 4%	8 7%	6 7%	5 7%	9 10% <sub>fg</sub>	1 1%	4 3%	6 4%	6 7%	5 10% <sub>f</sub>	5 5%	* 1%
Don't know	2 *	-	-	-	-	-	1 1%	1 1%	-	-	1 1%	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	745 69%	745 76%be	476 68%e	476 76%be	269 78%be	-	715 77%j	249 87%fj	594 86%fj	121 86%fj	4 4%
A mobile phone (not a Smartphone) with internet access	127 12%	127 13%e	77 11%e	77 12%e	50 15%e	-	119 13%j	29 10%	82 12%	15 10%	7 6%
A mobile phone without internet access	144 13%	144 15%e	100 14%e	100 16%e	43 13%e	-	92 10%gh	11 4%	32 5%	16 11%gh	48 44%fghi
A tablet (e.g. iPad, Samsung Galaxy)	497 46%	477 49%de	351 50%de	336 53%de	141 41%e	15 20%	482 52%j	172 60%fj	368 53%j	75 53%j	2 2%
A desktop computer	225 21%	215 22%de	168 24%de	161 26%de	54 16%	10%	223 24%j	87 30%j	172 25%j	42 30%j	1 1%
A laptop or netbook	596 56%	575 59%e	399 57%e	383 61%e	192 56%e	16 22%	583 63%j	201 70%fj	445 64%j	105 75%fhj	4 4%
An e- reader (e.g. Kindle, Kobo)	126 12%	125 13%e	84 12%e	83 13%e	42 12%e	1 2%	124 13%j	47 16%j	95 14%j	16 12%j	2 1%
A games console( e.g. Xbox 360, PS3, Nintendo Wii)	174 16%	168 17%e	115 16%e	112 18%e	56 16%e	3 4%	166 18%j	73 26%fj	149 22%j	37 27%fj	2 2%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	43 4%	42 4%	26 4%	26 4%	16 5%	-	42 5%j	7 3%	33 5%j	9 7%j	-
<b>SUMMARY CODES</b>											
ANY MOBILE PHONE	974 91%	974 100%be	630 89%e	630 100%be	344 100%be	-	884 95%j	281 98%fj	673 97%fj	134 96%j	59 54%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
ANY MOBILE WITH INTERNET ACCESS	852 79%	852 87%be	542 77%e	542 86%be	310 90%be	-	814 88%j	273 95%fj	658 95%fj	128 91%j	11 11%
ANY COMPUTER INC. TABLET	813 76%	777 80%e	548 78%e	520 83%bde	257 75%e	28 38%	789 85%j	263 92%fhj	591 85%j	122 87%j	6 6%
ANY COMPUTER EXC. TABLET	682 64%	654 67%e	464 66%e	442 70%de	212 61%e	22 30%	666 72%j	225 78%fj	502 73%j	114 81%fj	4 4%
ANY GAMING DEVICE	189 18%	182 19%e	122 17%e	119 19%e	63 18%e	3 4%	181 19%j	76 27%fj	159 23%j	39 28%fj	2 2%
ANY DEVICE	1013 94%	974 100%be	659 94%e	630 100%be	344 100%be	30 40%	918 99%j	284 99%j	688 99%ij	135 97%j	63 58%
None	58 5%	-	44 6%acd	-	-	44 60%abcd	11 1%	1 *	3 *	3 2%h	44 41%fghi
Don't know	2 *	-	1 *	-	-	1 1%ac	1 *	1 *	1 *	1 1%	1 1%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Landline phone	704 66%	340 65%	364 66%	79 51%	110 51%	96 58%	114 70%cde	126 75%cde	115 88%cd	64 84%cd	188 51%	515 73%cd	167 74%mo	189 61%	149 67%	199 63%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	889 83%	439 84%	451 82%	132 86%hi	189 87%hik	147 89%hik	146 90%hik	144 85%hi	99 76%i	32 42%	321 87%hik	568 81%i	214 95%mmo	276 89%o	186 84%o	213 68%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	177 16%	87 17%	90 16%	24 15%i	49 22%ghik	32 20%i	30 18%i	23 13%i	18 13%i	2 3%	72 20%i	105 15%i	27 12%	54 17%	52 23%lo	43 14%
<b>SUMMARY CODES</b>																
ANY MOBILE PHONE	974 91%	473 91%	501 91%	148 96%ghik	210 97%ghik	158 96%ghik	155 95%ghik	148 87%i	106 81%i	48 63%	359 97%ghik	615 87%hi	218 97%mo	285 92%o	207 93%o	263 84%
NONE	12 1%	7 1%	5 1%	-	-	2 1%	1 1%	3 2%j	2 1%j	4 5%cd	-	12 2%j	1 *	1 *	1 1%	9 3%lm
ANY SERVICE	1011 94%	495 95%	516 93%	145 94%	207 96%i	157 95%	154 95%	154 91%	125 96%	69 90%	352 95%	659 94%	220 98%o	300 97%o	216 97%o	275 87%
ANY SERVICE (INC. MOBILE)	1061 99%	513 99%	547 99%	154 100%i	216 100%i	162 99%	162 99%i	166 98%	129 99%	73 95%	370 100%ghik	691 98%i	225 100%o	310 100%o	221 99%	305 97%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
<b>SERVICES HAVE</b>																
MOBILE NOT LANDLINE	344	168	176	73	104	66	45	36	13	7	177	167	56	117	70	102
	32%	32%	32%	47% <sup>fghik</sup>	48% <sup>fghik</sup>	40% <sup>fghik</sup>	28% <sup>hi</sup>	21% <sup>hi</sup>	10%	9%	48% <sup>fghik</sup>	24% <sup>hi</sup>	25%	38% <sup>l</sup>	31%	32%
LANDLINE NOT MOBILE	74	35	39	3	3	4	5	15	21	23	7	68	5	21	11	38
	7%	7%	7%	2%	2%	3%	3%	9% <sup>cdefj</sup>	16% <sup>cdefj</sup>	30% <sup>cdefgh</sup>	2%	10% <sup>cdefj</sup>	2%	7% <sup>l</sup>	5%	12% <sup>lmn</sup>
LANDLINE AND MOBILE	630	305	324	75	106	92	110	111	94	42	182	448	162	168	138	161
	59%	59%	59%	49%	49%	56%	67% <sup>cdij</sup>	66% <sup>cdj</sup>	72% <sup>cdej</sup>	54%	49%	64% <sup>cdj</sup>	72% <sup>mo</sup>	54%	62% <sup>o</sup>	51%
LANDLINE OR MOBILE	1048	508	540	152	214	162	160	163	127	71	365	683	223	306	218	301
	98%	98%	98%	99% <sup>i</sup>	99% <sup>i</sup>	99% <sup>i</sup>	98% <sup>i</sup>	96%	97%	93%	99% <sup>i</sup>	97% <sup>i</sup>	99%	98%	98%	96%
None	62	25	37	9	9	7	9	15	6	8	18	44	6	11	6	40
	6%	5%	7%	6%	4%	5%	5%	9%	4%	10% <sup>d</sup>	5%	6%	2%	3%	3%	13% <sup>lmn</sup>
Av number of services (inc mobile)	2.315	2.306	2.321	2.604	2.363	2.320	2.502	2.161	2.268	2.106	2.452	2.271	2.402	2.314	2.595	2.134
Standard Deviation	0.764	0.745	0.779	0.506	0.634	0.848	0.914	0.872	0.790	0.586	0.595	0.808	0.608	0.740	0.730	0.775
Error Variance	0.003	0.007	0.005	0.021	0.015	0.027	0.032	0.027	0.018	0.008	0.009	0.004	0.031	0.020	0.010	0.006

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Landline phone	704 66%	438 70%b	157 52%	110 73%b	365 62%	339 71%d	203 61%	501 68%f	563 66%	141 65%	583 64%	62 69%	39 74%	19 79%g
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	889 83%	556 90%bc	236 78%c	96 64%	537 91%e	352 73%	301 90%g	589 80%	714 83%	175 81%	749 83%	72 79%	47 88%	21 87%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	177 16%	111 18%c	51 17%	15 10%	105 18%	72 15%	68 20%g	109 15%	163 19%i	14 7%	142 16%m	31 34%jlm	3 6%	* 1%
<b>SUMMARY CODES</b>														
ANY MOBILE PHONE	974 91%	574 92%c	279 92%c	120 80%	573 97%e	401 84%	321 96%g	653 88%	779 91%	195 91%	823 91%	82 90%	45 84%	24 97%
NONE	12 1%	5 1%	3 1%	4 3%a	1 *	12 2%d	2 1%	10 1%	12 1%	1 *	8 1%	4 4%j	-	-
ANY SERVICE	1011 94%	605 97%bc	271 89%	136 91%	572 96%e	439 92%	324 97%g	687 93%	810 94%	202 94%	852 94%	86 94%	51 96%	22 92%
ANY SERVICE (INC. MOBILE)	1061 99%	615 99%c	300 99%	145 97%	592 100%e	468 98%	332 99%	729 99%	846 99%	215 100%	895 99%k	87 96%	54 100%	24 100%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
<b>SERVICES HAVE</b>														
MOBILE NOT LANDLINE	344	172	140	32	222	122	125	219	273	71	303	24	12	5
	32%	28%	46% <sup>ac</sup>	21%	37% <sup>e</sup>	25%	38% <sup>g</sup>	30%	32%	33%	34%	26%	22%	21%
LANDLINE NOT MOBILE	74	35	18	21	14	60	7	67	58	17	63	5	6	1
	7%	6%	6%	14% <sup>ab</sup>	2%	13% <sup>d</sup>	2%	9% <sup>f</sup>	7%	8%	7%	5%	11%	3%
LANDLINE AND MOBILE	630	402	139	88	351	279	196	434	506	124	520	58	34	18
	59%	65% <sup>b</sup>	46%	59% <sup>b</sup>	59%	58%	59%	59%	59%	58%	58%	63%	63%	75% <sup>j</sup>
LANDLINE OR MOBILE	1048	609	297	142	587	461	328	720	836	212	886	87	51	24
	98%	98% <sup>c</sup>	98%	95%	99% <sup>e</sup>	96%	98%	97%	97%	98%	98%	95%	95%	100%
None	62	16	32	14	21	41	10	52	48	14	52	5	2	2
	6%	3%	11% <sup>a</sup>	9% <sup>a</sup>	4%	8% <sup>d</sup>	3%	7% <sup>f</sup>	6%	6%	6%	6%	4%	8%
<b>Av number of services (inc mobile)</b>	<b>2.315</b>	<b>2.441</b>	<b>2.216</b>	<b>2.180</b>	<b>2.418</b>	<b>2.254</b>	<b>2.435</b>	<b>2.254</b>	<b>2.340</b>	<b>2.210</b>	<b>2.305</b>	<b>2.618</b>	<b>2.206</b>	<b>2.098</b>
<b>Standard Deviation</b>	<b>0.764</b>	<b>0.737</b>	<b>0.739</b>	<b>0.822</b>	<b>0.726</b>	<b>0.782</b>	<b>0.684</b>	<b>0.797</b>	<b>0.784</b>	<b>0.671</b>	<b>0.732</b>	<b>1.071</b>	<b>0.714</b>	<b>0.959</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.006</b>	<b>0.011</b>	<b>0.012</b>	<b>0.009</b>	<b>0.005</b>	<b>0.008</b>	<b>0.005</b>	<b>0.004</b>	<b>0.010</b>	<b>0.003</b>	<b>0.096</b>	<b>0.073</b>	<b>0.054</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Landline phone	704	27	86	47	45	63	72	75	117	51	39	62	19
	66%	64%	75%cdgi	52%	59%	68%c	65%	55%	76%cdgi	58%	74%cg	69%cg	79%cdgi
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	889	37	92	64	63	75	91	116	142	68	47	72	21
	83%	89%	80%	72%	83%	81%	82%	84%c	93%bcdefgik	77%	88%c	79%	87%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	177	9	26	18	9	27	10	21	19	3	3	31	*
	16%	20%	22%fhijl	20%fijl	12%	30%dfghijl	9%	15%il	12%il	3%	6%	34%cdfghi jl	1%
<b>SUMMARY CODES</b>													
ANY MOBILE PHONE	974	38	103	81	64	79	103	127	146	82	45	82	24
	91%	92%	90%	91%	85%	85%	94%	92%	95%dej	92%	84%	90%	97%
NONE	12	-	1	2	-	1	-	1	-	3	-	4	-
	1%	-	1%	2%	-	1%	-	1%	-	4%h	-	4%fh	-
ANY SERVICE	1011	41	106	82	71	89	101	134	150	79	51	86	22
	94%	97%	93%	92%	94%	97%	91%	97%i	98%fil	89%	96%	94%	92%
ANY SERVICE (INC. MOBILE)	1061	42	113	87	76	91	110	137	153	85	54	87	24
	99%	100%	99%	98%	100%	99%	100%k	99%	100%ik	96%	100%	96%	100%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.2 Which of the following do you have in your home?

Base: All adults UK

Total	GOVERNMENT REGIONS												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
<b>SERVICES HAVE</b>													
MOBILE NOT LANDLINE	344 32%	14 34%	25 22%	41 46%behjkl	29 39%bh	27 29%	36 33%	60 44%behjkl	36 24%	34 39%bh	12 22%	24 26%	5 21%
LANDLINE NOT MOBILE	74 7%	2 5%	9 8%	6 6%	10 14%fi	11 12%	5 4%	8 6%	8 5%	3 4%	6 11%	5 5%	1 3%
LANDLINE AND MOBILE	630 59%	24 58%	77 68%cdg	41 46%	35 46%	52 56%	67 61%	67 48%	109 71%cdegi	48 54%	34 63%	58 63%cdg	18 75%cdegi
LANDLINE OR MOBILE	1048 98%	41 97%	112 98%	87 98%	74 98%	90 98%	108 98%	135 98%	153 100%ijk	85 96%	51 95%	87 95%	24 100%
None	62 6%	1 3%	9 7%	7 8%	5 6%	3 3%	10 9%h	4 3%	4 2%	10 11%gh	2 4%	5 6%	2 8%h
<b>Av number of services (inc mobile)</b>	<b>2.315</b>	<b>2.693</b>	<b>2.347</b>	<b>2.335</b>	<b>2.533</b>	<b>2.149</b>	<b>2.187</b>	<b>2.276</b>	<b>2.237</b>	<b>2.223</b>	<b>2.206</b>	<b>2.618</b>	<b>2.098</b>
<b>Standard Deviation</b>	<b>0.764</b>	<b>0.505</b>	<b>0.967</b>	<b>0.703</b>	<b>0.524</b>	<b>0.569</b>	<b>0.738</b>	<b>0.658</b>	<b>0.747</b>	<b>0.733</b>	<b>0.714</b>	<b>1.071</b>	<b>0.959</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.036</b>	<b>0.029</b>	<b>0.019</b>	<b>0.020</b>	<b>0.020</b>	<b>0.039</b>	<b>0.027</b>	<b>0.025</b>	<b>0.045</b>	<b>0.073</b>	<b>0.096</b>	<b>0.054</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Landline phone	704	630	704	630	-	74	617	187	439	105	76
	66%	65% <sup>d</sup>	100% <sup>ad</sup>	100% <sup>ad</sup>	-	100% <sup>ad</sup>	66%	65%	63%	75% <sup>h</sup>	70%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	889	839	612	573	266	39	866	268	626	123	20
	83%	86% <sup>de</sup>	87% <sup>de</sup>	91% <sup>abde</sup>	77% <sup>e</sup>	53%	93% <sup>j</sup>	94% <sup>j</sup>	90% <sup>j</sup>	88% <sup>j</sup>	18%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	177	172	112	109	63	4	164	59	126	32	2
	16%	18% <sup>e</sup>	16% <sup>e</sup>	17% <sup>e</sup>	18% <sup>e</sup>	5%	18% <sup>j</sup>	21% <sup>j</sup>	18% <sup>j</sup>	23% <sup>j</sup>	1%
<b>SUMMARY CODES</b>											
ANY MOBILE PHONE	974	974	630	630	344	-	884	281	673	134	59
	91%	100% <sup>be</sup>	89% <sup>e</sup>	100% <sup>be</sup>	100% <sup>be</sup>	-	95% <sup>j</sup>	98% <sup>fj</sup>	97% <sup>fj</sup>	96% <sup>j</sup>	54%
NONE	12	-	-	-	-	-	1	-	-	-	11
	1%	-	-	-	-	-	*	-	-	-	11% <sup>fghi</sup>
ANY SERVICE	1011	924	704	630	295	74	910	281	663	135	80
	94%	95% <sup>d</sup>	100% <sup>ad</sup>	100% <sup>ad</sup>	86%	100% <sup>ad</sup>	98% <sup>hj</sup>	98% <sup>j</sup>	96% <sup>j</sup>	96% <sup>j</sup>	73%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Q.2 Which of the following do you have in your home?

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
ANY SERVICE (INC. MOBILE)	1061 99%	974 100%	704 100%	630 100%	344 100%	74 100%	929 100%j	286 100%j	692 100%j	140 100%j	97 89%
<b>SERVICES HAVE</b>											
MOBILE NOT LANDLINE	344 32%	344 35%bce	-	-	344 100%abce	-	300 32%j	97 34%j	247 36%ij	34 24%	20 18%
LANDLINE NOT MOBILE	74 7%	-	74 11%acd	-	-	74 100%abcd	34 4%g	3 1%	13 2%	5 4%	37 34%fghi
LANDLINE AND MOBILE	630 59%	630 65%de	630 89%ade	630 100%abde	-	-	583 63%j	184 64%j	426 62%j	100 71%j	39 36%
LANDLINE OR MOBILE	1048 98%	974 100%	704 100%	630 100%	344 100%	74 100%	918 99%j	284 99%j	686 99%j	139 99%j	96 88%
None	62 6%	49 5%bce	-	-	49 14%abce	-	20 2%	5 2%	29 4%f	5 4%	29 27%fghi
<b>Av number of services (inc mobile)</b>	<b>2.315</b>	<b>2.315</b>	<b>2.728</b>	<b>2.728</b>	<b>1.807</b>	<b>-</b>	<b>2.590</b>	<b>2.533</b>	<b>2.497</b>	<b>2.484</b>	<b>1.929</b>
<b>Standard Deviation</b>	<b>0.764</b>	<b>0.764</b>	<b>0.656</b>	<b>0.656</b>	<b>0.552</b>	<b>-</b>	<b>0.702</b>	<b>0.777</b>	<b>0.741</b>	<b>0.887</b>	<b>0.691</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.003</b>	<b>0.004</b>	<b>0.004</b>	<b>0.004</b>	<b>-</b>	<b>0.005</b>	<b>0.046</b>	<b>0.008</b>	<b>0.079</b>	<b>0.006</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 14%	66 13%	89 16%	13 8%	19 9%	10 6%	30 18%cdej	38 23%cdej	28 22%cdej	17 22%cdej	31 8%	124 18%cdej	44 20% <sup>m</sup>	37 12%	33 15%	41 13%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 24%	119 23%	134 24%	22 15%	31 14%	33 20%	36 22%	58 34% <sup>cdefj</sup>	52 40% <sup>cdefij</sup>	21 27% <sup>cdj</sup>	53 14%	200 28% <sup>cdj</sup>	69 30% <sup>mn</sup>	66 21%	45 20%	73 23%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 17%	84 16%	96 17%	18 12%	23 11%	24 15%	28 17%	44 26% <sup>cdej</sup>	30 23% <sup>cdj</sup>	12 16%	41 11%	139 20% <sup>dj</sup>	55 24% <sup>no</sup>	55 18% <sup>o</sup>	35 16%	35 11%
Some other type of call that you didn't want or ask for - for example a market research call	20 2%	7 1%	13 2%	2 2%	1 1%	2 1%	3 2%	3 2%	6 5% <sup>dj</sup>	2 3%	4 1%	17 2%	3 1%	7 2%	6 3%	5 2%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	146 14%	70 13%	77 14%	14 9%	18 8%	14 8%	18 11%	27 16% <sup>dj</sup>	36 28% <sup>cdefg</sup>	19 25% <sup>cdefjk</sup>	32 9%	114 16% <sup>dj</sup>	32 14%	38 12%	25 11%	51 16%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
2 TYPES EXPERIENCED	108 10%	53 10%	55 10%	9 6%	14 6%	15 9%	20 12%j	21 13%j	22 17%cdij	6 8%	23 6%	85 12%dj	29 13%	27 9%	22 10%	30 9%
3 TYPES EXPERIENCED	78 7%	33 6%	45 8%	8 5%	8 4%	8 5%	12 7%	24 14%cdej	11 9%dj	7 9%dj	15 4%	63 9%dj	27 12%o	22 7%	15 7%	14 5%
4 TYPES EXPERIENCED	3 *	1 *	2 *	- -	1 1%	- -	1 1%	- -	1 *	- -	1 *	1 *	- -	2 1%	1 *	- -
ANY UNSOLICITED CALLS (LANDLINE)	335 31%	156 30%	179 32%	31 20%	41 19%	38 23%	51 31%dj	73 43%cdefj	70 54%cdefj	32 42%cdej	72 19%	264 37%cdej	88 39%mno	89 29%	63 29%	95 30%
None	738 69%	364 70%	374 68%	123 80%ghik	175 81%fghik	127 77%ghik	112 69%gh	96 57%	61 46%	44 58%	298 81%fghik	440 63%h	138 61%	222 71%l	158 71%l	220 70%l
<b>Av number of issues</b>	<b>1.813</b>	<b>1.775</b>	<b>1.846</b>	<b>1.800</b>	<b>1.807</b>	<b>1.855</b>	<b>1.906</b>	<b>1.961hi</b>	<b>1.663</b>	<b>1.629</b>	<b>1.804</b>	<b>1.816</b>	<b>1.934o</b>	<b>1.861</b>	<b>1.869o</b>	<b>1.618</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.795</b>	<b>0.839</b>	<b>0.829</b>	<b>0.860</b>	<b>0.769</b>	<b>0.808</b>	<b>0.846</b>	<b>0.781</b>	<b>0.831</b>	<b>0.841</b>	<b>0.814</b>	<b>0.820</b>	<b>0.866</b>	<b>0.831</b>	<b>0.738</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.004</b>	<b>0.004</b>	<b>0.028</b>	<b>0.021</b>	<b>0.018</b>	<b>0.015</b>	<b>0.011</b>	<b>0.006</b>	<b>0.014</b>	<b>0.012</b>	<b>0.002</b>	<b>0.008</b>	<b>0.009</b>	<b>0.009</b>	<b>0.005</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 14%	107 17% <sup>b</sup>	20 7%	28 19% <sup>b</sup>	76 13%	79 16%	32 10%	123 17% <sup>f</sup>	113 13%	42 20% <sup>h</sup>	111 12%	23 25% <sup>j</sup>	16 30% <sup>j</sup>	5 19%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 24%	161 26% <sup>b</sup>	50 16%	42 28% <sup>b</sup>	123 21%	130 27% <sup>d</sup>	64 19%	189 26% <sup>f</sup>	195 23%	57 27%	199 22%	22 24%	24 44% <sup>jk</sup>	8 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 17%	127 20% <sup>b</sup>	33 11%	20 14%	87 15%	93 19%	44 13%	136 18%	139 16%	41 19%	136 15%	25 28% <sup>jm</sup>	16 31% <sup>jm</sup>	3 11%
Some other type of call that you didn't want or ask for - for example a market research call	20 2%	10 2%	5 2%	5 3%	9 2%	11 2%	5 2%	15 2%	15 2%	6 3%	17 2%	1 1%	2 4%	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	146	88	29	29	59	88	36	111	114	33	123	12	7	4
	14%	14%	10%	20% <sup>b</sup>	10%	18% <sup>d</sup>	11%	15%	13%	15%	14%	13%	14%	15%
2 TYPES EXPERIENCED	108	78	15	14	52	55	31	77	88	20	92	7	6	3
	10%	13% <sup>b</sup>	5%	10%	9%	12%	9%	10%	10%	9%	10%	7%	11%	12%
3 TYPES EXPERIENCED	78	53	13	12	41	37	14	64	54	24	49	15	12	2
	7%	9% <sup>b</sup>	4%	8%	7%	8%	4%	9% <sup>f</sup>	6%	11% <sup>h</sup>	5%	17% <sup>j</sup>	22% <sup>j</sup>	8%
4 TYPES EXPERIENCED	3	1	2	-	2	1	1	1	2	1	2	-	1	-
	*	*	1%	-	*	*	*	*	*	*	*	-	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	335	220	59	56	154	181	82	253	258	77	267	34	26	9
	31%	35% <sup>b</sup>	20%	37% <sup>b</sup>	26%	38% <sup>d</sup>	25%	34% <sup>f</sup>	30%	36%	29%	37%	49% <sup>j</sup>	36%
None	738	401	243	94	439	299	252	486	599	139	637	57	27	16
	69%	65%	80% <sup>ac</sup>	63%	74% <sup>e</sup>	62%	75% <sup>g</sup>	66%	70%	64%	71% <sup>l</sup>	63%	51%	64%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.844</b>	<b>1.808</b>	<b>1.696</b>	<b>1.916<sup>e</sup></b>	<b>1.725</b>	<b>1.770</b>	<b>1.827</b>	<b>1.787</b>	<b>1.902</b>	<b>1.737</b>	<b>2.100<sup>j</sup></b>	<b>2.226</b>	<b>1.793</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.795</b>	<b>0.908</b>	<b>0.815</b>	<b>0.836</b>	<b>0.795</b>	<b>0.794</b>	<b>0.828</b>	<b>0.801</b>	<b>0.876</b>	<b>0.782</b>	<b>0.906</b>	<b>0.904</b>	<b>0.839</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.003</b>	<b>0.014</b>	<b>0.009</b>	<b>0.005</b>	<b>0.003</b>	<b>0.009</b>	<b>0.002</b>	<b>0.002</b>	<b>0.009</b>	<b>0.002</b>	<b>0.022</b>	<b>0.031</b>	<b>0.032</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 14%	5 12%	19 17%g	12 14%g	12 15%g	10 11%	11 10%	6 5%	22 14%g	14 15%g	16 30%cefg	23 25%efgh	5 19%g
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 24%	11 25%	29 25%g	20 22%	12 16%	19 21%	25 23%	19 14%	40 26%g	24 27%g	24 44%bcdefghk	22 24%	8 33%dg
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 17%	6 14%	16 14%	14 16%g	9 12%	15 16%g	21 19%g	9 6%	30 20%g	15 17%g	16 31%bdgl	25 28%bdgl	3 11%
Some other type of call that you didn't want or ask for - for example a market research call	20 2%	- -	2 1%	2 2%	2 3%	2 2%	1 1%	3 2%	4 3%	1 1%	2 4%	1 1%	- -
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	146 14%	9 20%	10 9%	13 15%	11 15%	14 15%	17 15%	11 8%	26 17%	12 14%	7 14%	12 13%	4 15%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
2 TYPES EXPERIENCED	108 10%	5 11%	16 14%	7 7%	10 13%	10 11%	10 9%	8 6%	19 13%	8 9%	6 11%	7 7%	3 12%
3 TYPES EXPERIENCED	78 7%	1 3%	8 7%	6 7%	2 2%	3 3%	7 7%	3 2%	10 7%	9 10%g	12 22%bcdefgh	15 17%bcdefg h	2 8%
4 TYPES EXPERIENCED	3 *	- -	- -	1 1%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	- -
ANY UNSOLICITED CALLS (LANDLINE)	335 31%	15 35%	34 30%g	27 30%g	22 29%	28 30%g	34 31%g	23 17%	55 36%g	29 32%g	26 49%bcdefg	34 37%g	9 36%g
None	738 69%	27 65%	80 70%j	62 70%j	54 71%j	64 70%j	76 69%j	115 83%bcefghijk l	98 64%	60 68%	27 51%	57 63%	16 64%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.502</b>	<b>1.922</b>	<b>1.787</b>	<b>1.573</b>	<b>1.690</b>	<b>1.719</b>	<b>1.648</b>	<b>1.723</b>	<b>1.883</b>	<b>2.226</b>	<b>2.100h</b>	<b>1.793</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.685</b>	<b>0.741</b>	<b>0.910</b>	<b>0.634</b>	<b>0.840</b>	<b>0.803</b>	<b>0.734</b>	<b>0.765</b>	<b>0.860</b>	<b>0.904</b>	<b>0.906</b>	<b>0.839</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.031</b>	<b>0.014</b>	<b>0.030</b>	<b>0.016</b>	<b>0.024</b>	<b>0.019</b>	<b>0.026</b>	<b>0.012</b>	<b>0.026</b>	<b>0.031</b>	<b>0.022</b>	<b>0.032</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 14%	140 14%d	155 22%ad	140 22%ad	-	15 20%d	133 14%	39 14%	84 12%	30 21%h	18 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 24%	233 24%d	253 36%ad	233 37%ad	-	20 27%d	229 25%	60 21%	145 21%	38 27%	20 18%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 17%	166 17%d	180 26%ad	166 26%ad	-	14 19%d	160 17%	42 15%	109 16%	34 24%gh	15 14%
Some other type of call that you didn't want or ask for - for example a market research call	20 2%	18 2%d	20 3%d	18 3%d	-	2 3%d	18 2%	5 2%	11 2%	5 3%	2 2%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	146	129	146	129	-	17	123	29	78	18	21
	14%	13% <sup>d</sup>	21% <sup>ad</sup>	21% <sup>ad</sup>	-	23% <sup>ad</sup>	13%	10%	11%	13%	19% <sup>gh</sup>
2 TYPES EXPERIENCED	108	99	108	99	-	9	97	23	60	19	8
	10%	10% <sup>d</sup>	15% <sup>ad</sup>	16% <sup>ad</sup>	-	12% <sup>d</sup>	10%	8%	9%	14%	8%
3 TYPES EXPERIENCED	78	74	78	74	-	5	71	21	48	15	6
	7%	8% <sup>d</sup>	11% <sup>ad</sup>	12% <sup>ad</sup>	-	6% <sup>d</sup>	8%	7%	7%	11%	6%
4 TYPES EXPERIENCED	3	2	3	2	-	1	3	2	2	1	-
	*	*	*	*	-	1%	*	1%	*	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	335	304	335	304	-	31	294	75	187	54	35
	31%	31% <sup>d</sup>	48% <sup>ad</sup>	48% <sup>ad</sup>	-	42% <sup>ad</sup>	32%	26%	27%	38% <sup>gh</sup>	32%
None	738	670	369	325	344	43	636	211	505	86	74
	69%	69% <sup>bce</sup>	52%	52%	100% <sup>abce</sup>	58%	68%	74% <sup>i</sup>	73% <sup>i</sup>	62%	68%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.831</b>	<b>1.813</b>	<b>1.831</b>	-	<b>1.637</b>	<b>1.840<sup>j</sup></b>	<b>1.947<sup>j</sup></b>	<b>1.861<sup>j</sup></b>	<b>1.984<sup>j</sup></b>	<b>1.589</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.818</b>	<b>0.819</b>	<b>0.818</b>	-	<b>0.817</b>	<b>0.821</b>	<b>0.891</b>	<b>0.836</b>	<b>0.854</b>	<b>0.783</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	-	<b>0.016</b>	<b>0.002</b>	<b>0.013</b>	<b>0.004</b>	<b>0.017</b>	<b>0.012</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

**Base: All adults UK**

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 14%	155 27% cil	155 46% acfgi jl	66 17%	155 61% abcf ghijl	155 100% abcdf ghijkl	38 27% ci	121 26% ci	110 43% acfgi jl	54 17%	96 33% cgil	94 52% acfgi jl	27 17%	10 34%	10 48%	- -
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 24%	253 44% cil	253 75% acdfg ijl	120 31%	131 51% cfil	110 71% acdfg ijl	51 37%	253 54% acfi l	253 100% abcde fgijkl	103 32%	131 46% cil	124 69% acdfg ijl	42 27%	17 60%	15 76%	2 23%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 17%	180 31% ci	180 54% acdfg il	89 23%	108 42% acfgi	94 60% acdfg hil	41 30%	141 30% ci	124 49% acfgi l	72 22%	180 63% abcd fghil	180 100% abcde fghijl	49 31%	8 28%	7 34%	1 15%
Some other type of call that you didn't want or ask for - for example a market research call	20 2%	20 4%	20 6% cfi	8 2%	10 4%	10 6% cfi	2 1%	17 4%	15 6% ci	6 2%	7 3%	7 4%	3 2%	20 70%	20 100%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

**Base: All adults UK**

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	146 14%	146 26% cdefijl	146 44% acdefghijkl	58 15%	32 12%	22 14%	13 9%	102 22% cdfj	87 34% acdefghijkl	50 15%	39 14%	34 19% fl	13 9%	4 13%	3 16%	1 8%
2 TYPES EXPERIENCED	108 10%	108 19% i	108 32% actgi	52 13%	68 27% acgil	55 36% actgi	24 17%	92 20% ci	86 34% actgi	42 13%	72 25% cil	70 39% acdfgijl	21 14%	6 22%	5 24%	1 15%
3 TYPES EXPERIENCED	78 7%	78 14%	78 23% acgil	38 10%	75 29% actgi	75 48% abcdfghijl	24 17%	78 17% ci	78 31% actgi	32 10%	74 26% acgil	73 41% abcdfghijl	22 14%	9 33%	9 47%	-
4 TYPES EXPERIENCED	3 *	3 *	3 1%	1 *	3 1%	3 2%	-	3 1%	3 1%	1 *	3 1%	3 2%	-	3 10%	3 14%	-
ANY UNSOLICITED CALLS (LANDLINE)	335 31%	335 59% cfil	335 100% acdfgijl	150 39%	178 70% actgi	155 100% acdfgijl	60 44%	275 58% cfil	253 100% acdfgijl	125 39%	187 65% cfil	180 100% acdfgijl	56 36%	22 77%	20 100%	2 23%
None	738 69%	236 41% bdehk	-	236 61% abdeg hjk	77 30% behk	-	77 56% abdeg hjk	197 42% bdehk	-	197 61% abdeg hjk	99 35% behk	-	99 64% abdeg hjk	7 23%	-	7 77%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.813</b>	<b>1.813</b>	<b>1.883</b>	<b>2.273abc</b>	<b>2.376abc</b>	<b>2.178abc</b>	<b>1.934</b>	<b>1.984ab</b>	<b>1.879</b>	<b>2.214abc</b>	<b>2.246abc</b>	<b>2.150ab</b>	<b>2.497</b>	<b>2.581</b>	<b>1.654</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.819</b>	<b>0.819</b>	<b>0.819</b>	<b>0.769</b>	<b>0.748</b>	<b>0.763</b>	<b>0.832</b>	<b>0.835</b>	<b>0.830</b>	<b>0.787</b>	<b>0.774</b>	<b>0.782</b>	<b>0.940</b>	<b>0.933</b>	<b>0.671</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.010</b>	<b>0.002</b>	<b>0.003</b>	<b>0.006</b>	<b>0.003</b>	<b>0.003</b>	<b>0.012</b>	<b>0.035</b>	<b>0.038</b>	<b>0.225</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	741	361	380	65	100	86	107	114	170	99	165	576	151	168	168	254
Weighted Base	704	340	364	79*	110*	96*	114*	126	115	64*	188	515	167	189	149	199
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 22%	66 20%	89 24%	13 16%	19 17%	10 11%	30 26%e	38 30%cdej	28 24%e	17 27%e	31 17%	124 24%e	44 26%	37 20%	33 22%	41 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 36%	119 35%	134 37%	22 28%	31 28%	33 35%	36 31%	58 46%cdfj	52 45%cdfj	21 32%	53 28%	200 39%j	69 41%	66 35%	45 30%	73 37%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 26%	84 25%	96 26%	18 23%	23 21%	24 25%	28 24%	44 35%dij	30 27%	12 19%	41 22%	139 27%	55 33%o	55 29%o	35 23%	35 18%
Some other type of call that you didn't want or ask for - for example a market research call	20 3%	7 2%	13 4%	2 3%	1 1%	2 2%	3 3%	3 3%	6 5%	2 4%	4 2%	17 3%	3 2%	7 4%	6 4%	5 2%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	146 21%	70 20%	77 21%	14 18%	18 17%	14 15%	18 16%	27 22%	36 32%cdefjk	19 29%defj	32 17%	114 22%	32 19%	38 20%	25 17%	51 25%
2 TYPES EXPERIENCED	108 15%	53 15%	55 15%	9 11%	14 13%	15 16%	20 18%	21 17%	22 19%	6 10%	23 12%	85 16%	29 17%	27 14%	22 15%	30 15%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have landline phone**

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	741	361	380	65	100	86	107	114	170	99	165	576	151	168	168	254
Weighted Base	704	340	364	79*	110*	96*	114*	126	115	64*	188	515	167	189	149	199
3 TYPES EXPERIENCED	78 11%	33 10%	45 12%	8 10%	8 7%	8 9%	12 10%	24 19% <sup>dhj</sup>	11 10%	7 11%	15 8%	63 12%	27 16% <sup>o</sup>	22 12%	15 10%	14 7%
4 TYPES EXPERIENCED	3 *	1 *	2 1%	- -	1 1%	- -	1 1%	- -	1 1%	- -	1 1%	1 *	- -	2 1%	1 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	335 48%	156 46%	179 49%	31 39%	41 37%	38 39%	51 45%	73 58% <sup>cdej</sup>	70 61% <sup>cdefj</sup>	32 50%	72 38%	264 51% <sup>dj</sup>	88 53%	89 47%	63 43%	95 48%
None	369 52%	184 54%	184 51%	48 61% <sup>gh</sup>	69 63% <sup>ghk</sup>	58 61% <sup>gh</sup>	63 55% <sup>h</sup>	53 42%	45 39%	32 50%	117 62% <sup>ghk</sup>	252 49% <sup>h</sup>	79 47%	100 53%	85 57%	104 52%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.775</b>	<b>1.846</b>	<b>1.800</b>	<b>1.807</b>	<b>1.855</b>	<b>1.906</b>	<b>1.961<sup>hi</sup></b>	<b>1.663</b>	<b>1.629</b>	<b>1.804</b>	<b>1.816</b>	<b>1.934<sup>o</sup></b>	<b>1.861</b>	<b>1.869<sup>o</sup></b>	<b>1.618</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.795</b>	<b>0.839</b>	<b>0.829</b>	<b>0.860</b>	<b>0.769</b>	<b>0.808</b>	<b>0.846</b>	<b>0.781</b>	<b>0.831</b>	<b>0.841</b>	<b>0.814</b>	<b>0.820</b>	<b>0.866</b>	<b>0.831</b>	<b>0.738</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.004</b>	<b>0.004</b>	<b>0.028</b>	<b>0.021</b>	<b>0.018</b>	<b>0.015</b>	<b>0.011</b>	<b>0.006</b>	<b>0.014</b>	<b>0.012</b>	<b>0.002</b>	<b>0.008</b>	<b>0.009</b>	<b>0.009</b>	<b>0.005</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	741	449	152	140	325	416	190	551	580	161	585	66	42	48
Weighted Base	704	438	157	110	365	339	203	501	563	141	583	62*	39*	19*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 22%	107 24% <sup>b</sup>	20 13%	28 25% <sup>b</sup>	76 21%	79 23%	32 16%	123 25% <sup>f</sup>	113 20%	42 30% <sup>h</sup>	111 19%	23 37% <sup>j</sup>	16 41% <sup>j</sup>	5 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 36%	161 37%	50 32%	42 38%	123 34%	130 38%	64 32%	189 38%	195 35%	57 41%	199 34%	22 35%	24 60% <sup>jk</sup>	8 43%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 26%	127 29% <sup>c</sup>	33 21%	20 19%	87 24%	93 27%	44 22%	136 27%	139 25%	41 29%	136 23%	25 40% <sup>jm</sup>	16 42% <sup>jm</sup>	3 14%
Some other type of call that you didn't want or ask for - for example a market research call	20 3%	10 2%	5 3%	5 4%	9 3%	11 3%	5 2%	15 3%	15 3%	6 4%	17 3%	1 1%	2 5%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	741	449	152	140	325	416	190	551	580	161	585	66	42	48
Weighted Base	704	438	157	110	365	339	203	501	563	141	583	62*	39*	19*
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	146	88	29	29	59	88	36	111	114	33	123	12	7	4
	21%	20%	18%	27%	16%	26% <sup>d</sup>	18%	22%	20%	23%	21%	19%	19%	20%
2 TYPES EXPERIENCED	108	78	15	14	52	55	31	77	88	20	92	7	6	3
	15%	18% <sup>b</sup>	10%	13%	14%	16%	15%	15%	16%	14%	16%	10%	15%	15%
3 TYPES EXPERIENCED	78	53	13	12	41	37	14	64	54	24	49	15	12	2
	11%	12%	8%	11%	11%	11%	7%	13% <sup>f</sup>	10%	17% <sup>h</sup>	8%	25% <sup>j</sup>	30% <sup>jm</sup>	10%
4 TYPES EXPERIENCED	3	1	2	-	2	1	1	1	2	1	2	-	1	-
	*	*	1%	-	1%	*	1%	*	*	*	*	-	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	335	220	59	56	154	181	82	253	258	77	267	34	26	9
	48%	50% <sup>b</sup>	38%	51% <sup>b</sup>	42%	53% <sup>d</sup>	40%	51% <sup>f</sup>	46%	55%	46%	54%	66% <sup>j</sup>	45%
None	369	218	97	54	211	158	121	248	305	64	316	29	13	11
	52%	50%	62% <sup>ac</sup>	49%	58% <sup>e</sup>	47%	60% <sup>g</sup>	49%	54%	45%	54% <sup>l</sup>	46%	34%	55%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.844</b>	<b>1.808</b>	<b>1.696</b>	<b>1.916<sup>e</sup></b>	<b>1.725</b>	<b>1.770</b>	<b>1.827</b>	<b>1.787</b>	<b>1.902</b>	<b>1.737</b>	<b>2.100<sup>j</sup></b>	<b>2.226</b>	<b>1.793</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.795</b>	<b>0.908</b>	<b>0.815</b>	<b>0.836</b>	<b>0.795</b>	<b>0.794</b>	<b>0.828</b>	<b>0.801</b>	<b>0.876</b>	<b>0.782</b>	<b>0.906</b>	<b>0.904</b>	<b>0.839</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.003</b>	<b>0.014</b>	<b>0.009</b>	<b>0.005</b>	<b>0.003</b>	<b>0.009</b>	<b>0.002</b>	<b>0.002</b>	<b>0.009</b>	<b>0.002</b>	<b>0.022</b>	<b>0.031</b>	<b>0.032</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	741	29	91	49	48	68	69	72	108	51	42	66	48
Weighted Base	704	27**	86*	47*	45*	63*	72*	75*	117*	51*	39*	62*	19*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 22%	5 20%	19 22%g	12 26%g	12 26%g	10 17%	11 15%	6 8%	22 18%	14 27%g	16 41%befgh	23 37%efgh	5 24%g
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 36%	11 40%	29 33%	20 42%	12 27%	19 30%	25 35%	19 26%	40 34%	24 47%g	24 60%bdefghk	22 35%	8 43%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 26%	6 22%	16 18%	14 31%g	9 20%	15 24%	21 30%g	9 12%	30 26%g	15 29%g	16 42%bdgl	25 40%bdgl	3 14%
Some other type of call that you didn't want or ask for - for example a market research call	20 3%	- -	2 2%	2 3%	2 4%	2 4%	1 2%	3 4%	4 3%	1 3%	2 5%	1 1%	- -
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	146 21%	9 32%	10 12%	13 29%b	11 25%	14 22%	17 23%	11 15%	26 22%	12 24%	7 19%	12 19%	4 20%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	741	29	91	49	48	68	69	72	108	51	42	66	48
Weighted Base	704	27**	86*	47*	45*	63*	72*	75*	117*	51*	39*	62*	19*
2 TYPES EXPERIENCED	108 15%	5 17%	16 18%	7 14%	10 21%	10 16%	10 14%	8 11%	19 17%	8 15%	6 15%	7 10%	3 15%
3 TYPES EXPERIENCED	78 11%	1 5%	8 9%	6 13%	2 3%	3 4%	7 10%	3 4%	10 9%	9 17%deg	12 30%bdefghl	15 25%bdefg h	2 10%
4 TYPES EXPERIENCED	3 *	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	1 2%	- -	- -
ANY UNSOLICITED CALLS (LANDLINE)	335 48%	15 54%	34 39%	27 58%g	22 50%	28 44%	34 48%	23 31%	55 47%g	29 56%g	26 66%beg	34 54%g	9 45%
None	369 52%	12 46%	52 61%j	20 42%	23 50%	35 56%j	38 52%	52 69%chijk	62 53%	22 44%	13 34%	29 46%	11 55%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.502</b>	<b>1.922</b>	<b>1.787</b>	<b>1.573</b>	<b>1.690</b>	<b>1.719</b>	<b>1.648</b>	<b>1.723</b>	<b>1.883</b>	<b>2.226</b>	<b>2.100h</b>	<b>1.793</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.685</b>	<b>0.741</b>	<b>0.910</b>	<b>0.634</b>	<b>0.840</b>	<b>0.803</b>	<b>0.734</b>	<b>0.765</b>	<b>0.860</b>	<b>0.904</b>	<b>0.906</b>	<b>0.839</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.031</b>	<b>0.014</b>	<b>0.030</b>	<b>0.016</b>	<b>0.024</b>	<b>0.019</b>	<b>0.026</b>	<b>0.012</b>	<b>0.026</b>	<b>0.031</b>	<b>0.022</b>	<b>0.032</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have landline phone**

	Q.1½ PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	741	646	741	646	-	95	618	158	414	91	109
Weighted Base	704	630	704	630	-**	74*	617	187	439	105*	76*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 22%	140 22%	155 22%	140 22%	-	15 20%	133 22%	39 21%	84 19%	30 28%	18 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 36%	233 37%	253 36%	233 37%	-	20 27%	229 37%j	60 32%	145 33%	38 36%	20 26%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 26%	166 26%	180 26%	166 26%	-	14 19%	160 26%	42 22%	109 25%	34 32%	15 20%
Some other type of call that you didn't want or ask for - for example a market research call	20 3%	18 3%	20 3%	18 3%	-	2 3%	18 3%	5 3%	11 2%	5 4%	2 3%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have landline phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	741	646	741	646	-	95	618	158	414	91	109
Weighted Base	704	630	704	630	-**	74*	617	187	439	105*	76*
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	146	129	146	129	-	17	123	29	78	18	21
	21%	21%	21%	21%	-	23%	20%	16%	18%	17%	27% <sup>gh</sup>
2 TYPES EXPERIENCED	108	99	108	99	-	9	97	23	60	19	8
	15%	16%	15%	16%	-	12%	16%	12%	14%	18%	11%
3 TYPES EXPERIENCED	78	74	78	74	-	5	71	21	48	15	6
	11%	12%	11%	12%	-	6%	11%	11%	11%	14%	8%
4 TYPES EXPERIENCED	3	2	3	2	-	1	3	2	2	1	-
	*	*	*	*	-	1%	*	1%	*	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	335	304	335	304	-	31	294	75	187	54	35
	48%	48%	48%	48%	-	42%	48%	40%	43%	51%	46%
None	369	325	369	325	-	43	324	112	252	52	41
	52%	52%	52%	52%	-	58%	52%	60%	57%	49%	54%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.831</b>	<b>1.813</b>	<b>1.831</b>	-	<b>1.637</b>	<b>1.840j</b>	<b>1.947j</b>	<b>1.861j</b>	<b>1.984j</b>	<b>1.589</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.818</b>	<b>0.819</b>	<b>0.818</b>	-	<b>0.817</b>	<b>0.821</b>	<b>0.891</b>	<b>0.836</b>	<b>0.854</b>	<b>0.783</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	-	<b>0.016</b>	<b>0.002</b>	<b>0.013</b>	<b>0.004</b>	<b>0.017</b>	<b>0.012</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	741	435	356	225	200	166	72	356	267	192	217	178	81	28	23	5
Weighted Base	704	414	335	229	192	155	75*	344	253	194	216	180	85*	25**	20**	4**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	155 22%	155 37%ci	155 46%acgil	66 29%	155 81%abcf ghijkl	155 100%abcdf ghijkl	38 51%acgil	121 35%	110 43%ci	54 28%	96 44%cgi	94 52%acgil	27 32%	10 40%	10 48%	- -
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	253 36%	253 61%	253 75%acijl	120 52%	131 68%cil	110 71%acil	51 68%cil	253 73%acijl	253 100%abcde fgijkl	103 53%	131 61%	124 69%cil	42 49%	17 71%	15 76%	2 47%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	180 26%	180 43%	180 54%acgi	89 39%	108 56%acgi	94 60%acghi	41 55%cgi	141 41%	124 49%ci	72 37%	180 83%abcd efghil	180 100%abcde fghijl	49 58%acgi	8 33%	7 34%	1 31%
Some other type of call that you didn't want or ask for - for example a market research call	20 3%	20 5%	20 6%	8 4%	10 5%	10 6%	2 2%	17 5%	15 6%	6 3%	7 3%	7 4%	3 3%	20 83%	20 100%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	741	435	356	225	200	166	72	356	267	192	217	178	81	28	23	5
Weighted Base	704	414	335	229	192	155	75*	344	253	194	216	180	85*	25**	20**	4**
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	146 21%	146 35% cdefi jkl	146 44% acdef ghijkl	58 26% de	32 17%	22 14%	13 17%	102 30% defjkl	87 34% cdefjkl	50 26% de	39 18%	34 19%	13 16%	4 16%	3 16%	1 16%
2 TYPES EXPERIENCED	108 15%	108 26%	108 32% ci	52 23%	68 35% acgi	55 36% aci	24 32%	92 27%	86 34% aci	42 21%	72 33% ci	70 39% acgil	21 25%	6 25%	5 24%	1 31%
3 TYPES EXPERIENCED	78 11%	78 19%	78 23%	38 17%	75 39% abcgi l	75 48% abcfg hijl	24 32% aci	78 23%	78 31% acgi	32 16%	74 34% abcgi il	73 41% abcgh il	22 26%	9 39%	9 47%	-
4 TYPES EXPERIENCED	3 *	3 1%	3 1%	1 1%	3 1%	3 2%	-	3 1%	3 1%	1 1%	3 1%	3 2%	-	3 11%	3 14%	-
ANY UNSOLICITED CALLS (LANDLINE)	335 48%	335 81% cil	335 100% acdfg ijl	150 66%	178 93% acfg il	155 100% acdfg ijl	60 81% ci	275 80% cil	253 100% acdfg ijl	125 64%	187 87% cil	180 100% acdfg ijl	56 66%	22 91%	20 100%	2 47%
None	369 52%	79 19% bdehk	-	79 34% abdefg hjk	14 7% behk	-	14 19% bdehk	69 20% bdehk	-	69 36% abdef ghjk	29 13% behk	-	29 34% abdegh jk	2 9%	-	2 53%
<b>Av number of issues</b>	<b>1.813</b>	<b>1.813</b>	<b>1.813</b>	<b>1.883</b>	<b>2.273abc</b> ghi	<b>2.376abc</b> ghi	<b>2.178abc</b> i	<b>1.934</b>	<b>1.984ab</b>	<b>1.879</b>	<b>2.214abc</b> ghi	<b>2.246abc</b> ghi	<b>2.150ab</b>	<b>2.497</b>	<b>2.581</b>	<b>1.654</b>
<b>Standard Deviation</b>	<b>0.819</b>	<b>0.819</b>	<b>0.819</b>	<b>0.819</b>	<b>0.769</b>	<b>0.748</b>	<b>0.763</b>	<b>0.832</b>	<b>0.835</b>	<b>0.830</b>	<b>0.787</b>	<b>0.774</b>	<b>0.782</b>	<b>0.940</b>	<b>0.933</b>	<b>0.671</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.002</b>	<b>0.005</b>	<b>0.003</b>	<b>0.003</b>	<b>0.010</b>	<b>0.002</b>	<b>0.003</b>	<b>0.006</b>	<b>0.003</b>	<b>0.003</b>	<b>0.012</b>	<b>0.035</b>	<b>0.038</b>	<b>0.225</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	178	85	93	13	19	20	24	38	45	19	32	146	47	47	40	44
Weighted Base	180	84*	96*	18**	23**	24**	28**	44*	30*	12**	41**	139	55*	55*	35*	35*
Listen to the full message before hanging up	12 7%	8 10%	4 5%	1 6%	3 13%	1 5%	- -	5 12%	2 5%	- -	4 10%	8 6%	3 5%	2 4%	3 9%	4 13%
Listen to some of the message before hanging up	37 21%	18 22%	19 20%	3 19%	4 19%	5 22%	4 14%	9 20%	7 23%	5 40%	8 19%	30 21%	16 28% n	11 21%	3 9%	8 21%
Hang up immediately, as soon as I realise it is a recorded message	130 72%	58 69%	72 75%	13 75%	16 68%	18 73%	24 86%	30 68%	22 72%	7 60%	29 71%	101 73%	37 67%	42 76%	29 82%	23 66%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	50 28%	26 31%	24 25%	5 25%	7 32%	7 27%	4 14%	14 32%	8 28%	5 40%	12 29%	38 27%	18 33%	13 24%	6 18%	12 34%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	178	125	29	24	75	103	37	141	134	44	128	27	15	8
Weighted Base	180	127	33**	20**	87*	93*	44*	136	139	41*	136	25**	16**	3**
Listen to the full message before hanging up	12 7%	9 7%	3 10%	- -	6 7%	7 7%	5 12%	7 5%	7 5%	5 12%	12 9%	1 3%	- -	- -
Listen to some of the message before hanging up	37 21%	26 20%	7 23%	4 20%	17 19%	21 22%	7 16%	30 22%	32 23%	5 12%	29 21%	5 18%	4 22%	- -
Hang up immediately, as soon as I realise it is a recorded message	130 72%	92 72%	22 68%	16 80%	65 74%	65 70%	32 72%	98 72%	99 71%	31 75%	95 70%	20 78%	13 78%	3 100%
<b>SUMMARY CODE</b>														
LISTEN TO ANY OF MESSAGE	50 28%	35 28%	11 32%	4 20%	22 26%	27 30%	12 28%	37 28%	40 29%	10 25%	41 30%	6 22%	4 22%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	178	7	18	13	9	15	21	6	25	14	15	27	8
Weighted Base	180	6**	16**	14**	9**	15**	21**	9**	30**	15**	16**	25**	3**
Listen to the full message before hanging up	12 7%	1 19%	- -	4 28%	1 14%	- -	1 5%	- -	3 9%	1 9%	- -	1 3%	- -
Listen to some of the message before hanging up	37 21%	1 12%	2 14%	3 22%	3 28%	5 35%	3 12%	4 48%	5 15%	4 26%	4 22%	5 18%	- -
Hang up immediately, as soon as I realise it is a recorded message	130 72%	4 70%	14 86%	7 49%	5 58%	10 65%	18 83%	5 52%	23 76%	10 65%	13 78%	20 78%	3 100%
<b>SUMMARY CODE</b>													
LISTEN TO ANY OF MESSAGE	50 28%	2 30%	2 14%	7 51%	4 42%	5 35%	4 17%	4 48%	7 24%	5 35%	4 22%	6 22%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\*\* very small base (under 30) ineligible for sig testing

## Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	178	159	178	159	-	19	150	34	96	27	22
Weighted Base	180	166	180	166	-**	14**	160	42*	109*	34**	15**
Listen to the full message before hanging up	12 7%	12 7%	12 7%	12 7%	-	1 5%	12 7%	3 8%	10 9%	7 20%	1 5%
Listen to some of the message before hanging up	37 21%	33 20%	37 21%	33 20%	-	5 32%	31 19%	6 14%	18 16%	5 16%	5 35%
Hang up immediately, as soon as I realise it is a recorded message	130 72%	121 73%	130 72%	121 73%	-	9 63%	117 73%	33 78%	81 74%	22 64%	9 61%
<b>SUMMARY CODE</b>											
LISTEN TO ANY OF MESSAGE	50 28%	45 27%	50 28%	45 27%	-	5 37%	42 27%	9 22%	28 26%	12 36%	6 39%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	178	178	178	80	106	95	38	137	122	65	178	178	42	8	7	1
Weighted Base	180	180	180	89*	108*	94*	41*	141	124	72*	180	180	49*	8**	7**	1**
Listen to the full message before hanging up	12 7%	12 7%	12 7%	6 7%	10 9%	10 11%	3 8%	9 6%	8 6%	4 5%	12 7%	12 7%	3 7%	-	-	-
Listen to some of the message before hanging up	37 21%	37 21%	37 21%	20 22%	22 21%	18 19%	10 25%	31 22%	27 22%	15 20%	37 21%	37 21%	11 22%	2 24%	2 28%	-
Hang up immediately, as soon as I realise it is a recorded message	130 72%	130 72%	130 72%	63 71%	75 70%	65 70%	27 67%	101 71%	89 72%	54 75%	130 72%	130 72%	34 71%	6 76%	5 72%	1 100%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	50 28%	50 28%	50 28%	26 29%	32 30%	28 30%	14 33%	40 29%	35 28%	18 25%	50 28%	50 28%	14 29%	2 24%	2 28%	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	48	24	24	3	6	5	4	11	12	7	9	39	16	12	6	14
Weighted Base	50*	26**	24**	5**	7**	7**	4**	14**	8**	5**	12**	38*	18**	13**	6**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 51%	15 59%	10 43%	3 75%	2 33%	5 80%	3 85%	4 30%	3 32%	4 86%	6 49%	20 52%	9 50%	7 50%	4 62%	6 49%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	14 27%	6 24%	7 30%	1 25%	2 25%	3 40%	- -	4 26%	3 34%	1 29%	3 25%	11 28%	6 31%	1 9%	4 65%	3 22%
Telling you about a competition	5 10%	4 17%	1 3%	- -	- -	3 40%	- -	1 6%	1 10%	1 15%	- -	5 13%	1 7%	2 15%	2 27%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	8 16%	3 11%	5 22%	- -	- -	3 40%	1 35%	2 15%	2 24%	- -	- -	8 21%	4 21%	1 10%	3 49%	- -
Other type	10 20%	6 21%	5 19%	- -	2 28%	1 20%	1 15%	5 37%	1 10%	- -	2 17%	8 21%	4 21%	4 27%	- -	3 22%
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	37 73%	20 77%	16 69%	5 100%	4 58%	7 100%	3 85%	7 50%	6 71%	5 100%	9 74%	28 73%	15 81%	7 54%	6 100%	9 71%
ANY EXC. APPOINTMENT REMINDERS	34 68%	19 72%	15 64%	5 100%	4 58%	5 80%	3 85%	7 50%	5 56%	5 100%	9 74%	25 67%	12 67%	7 54%	6 100%	9 71%
Can't Remember	4 9%	2 7%	3 11%	- -	1 15%	- -	- -	2 13%	2 19%	- -	1 9%	3 9%	1 6%	3 19%	- -	1 8%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	48	33	10	5	18	30	10	38	38	10	39	6	3	-
Weighted Base	50*	35**	11**	4**	22**	27**	12**	37*	40*	10**	41*	6**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 51%	16 46%	6 57%	3 83%	12 55%	13 48%	6 47%	20 53%	23 59%	2 20%	19 48%	6 100%	1 17%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	14 27%	10 28%	2 22%	1 34%	6 27%	8 27%	5 39%	9 23%	11 28%	2 23%	10 24%	2 43%	2 42%	-
Telling you about a competition	5 10%	4 12%	-	1 17%	3 12%	2 9%	1 11%	4 10%	5 13%	-	3 7%	2 43%	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	8 16%	7 19%	-	1 33%	3 16%	5 17%	3 21%	6 15%	7 17%	1 14%	6 15%	2 40%	-	-
Other type	10 20%	9 24%	2 14%	-	5 24%	5 17%	3 27%	7 18%	7 17%	4 35%	9 21%	-	2 42%	-
<b>SUMMARY CODES</b>														
ANY INC. APPOINTMENT REMINDERS	37 73%	24 69%	8 79%	4 100%	18 82%	18 67%	9 75%	27 73%	32 80%	5 49%	29 71%	6 100%	2 58%	-
ANY EXC. APPOINTMENT REMINDERS	34 68%	22 61%	8 79%	4 100%	17 76%	17 62%	8 65%	26 70%	30 75%	4 43%	26 65%	6 100%	2 58%	-
Can't Remember	4 9%	4 11%	1 7%	-	-	4 16%	1 9%	3 9%	3 7%	2 16%	4 11%	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	48	2	3	6	4	5	4	3	6	6	3	6	-
Weighted Base	50*	2**	2**	7**	4**	5**	4**	4**	7**	5**	4**	6**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 51%	-	1 26%	2 28%	2 52%	4 71%	-	3 69%	5 64%	3 67%	1 17%	6 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	14 27%	2 100%	-	-	3 83%	-	2 46%	-	2 30%	1 17%	2 42%	2 43%	-
Telling you about a competition	5 10%	-	-	-	-	1 25%	-	-	1 18%	-	-	2 43%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	8 16%	-	-	-	1 34%	1 11%	2 54%	-	1 18%	1 15%	-	2 40%	-
Other type	10 20%	-	1 26%	5 62%	-	-	1 37%	1 31%	-	1 17%	2 42%	-	-
<b>SUMMARY CODES</b>													
ANY INC. APPOINTMENT REMINDERS	37 73%	2 100%	1 26%	2 28%	4 100%	4 82%	4 100%	3 69%	5 75%	4 83%	2 58%	6 100%	-
ANY EXC. APPOINTMENT REMINDERS	34 68%	2 100%	1 26%	2 28%	4 100%	4 71%	2 46%	3 69%	5 75%	4 83%	2 58%	6 100%	-
Can't Remember	4 9%	-	1 48%	1 10%	-	1 18%	-	-	2 25%	-	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	48	41	48	41	-	7	37	7	25	10	9
Weighted Base	50*	45*	50*	45*	-**	5**	42*	9**	28**	12**	6**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 51%	23 51%	26 51%	23 51%	-	3 50%	21 49%	6 68%	15 53%	4 35%	4 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	14 27%	13 29%	14 27%	13 29%	-	1 12%	12 27%	2 24%	9 33%	4 35%	1 21%
Telling you about a competition	5 10%	5 11%	5 10%	5 11%	-	-	4 10%	1 15%	4 13%	1 11%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	8 16%	8 18%	8 16%	8 18%	-	-	8 19%	2 24%	8 27%	2 16%	-
Other type	10 20%	9 20%	10 20%	9 20%	-	1 25%	10 22%	2 22%	7 26%	3 27%	-
<b>SUMMARY CODES</b>											
ANY INC. APPOINTMENT REMINDERS	37 73%	33 75%	37 73%	33 75%	-	3 61%	31 72%	7 78%	21 75%	8 64%	5 88%
ANY EXC. APPOINTMENT REMINDERS	34 68%	31 69%	34 68%	31 69%	-	3 61%	28 66%	7 78%	19 68%	7 59%	5 88%
Can't Remember	4 9%	4 8%	4 9%	4 8%	-	1 14%	4 9%	-	1 4%	1 9%	1 12%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	48	48	48	23	31	28	12	38	33	17	48	48	12	2	2	-
Weighted Base	50*	50*	50*	26**	32**	28**	14**	40*	35**	18**	50*	50*	14**	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 51%	26 51%	26 51%	16 60%	17 51%	14 48%	8 60%	24 58%	19 54%	11 62%	26 51%	26 51%	7 52%	1 32%	1 32%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	14 27%	14 27%	14 27%	10 39%	10 31%	10 35%	7 54%	9 23%	9 24%	7 41%	14 27%	14 27%	7 47%	-	-	-
Telling you about a competition	5 10%	5 10%	5 10%	4 14%	4 12%	4 13%	4 27%	5 13%	5 14%	2 13%	5 10%	5 10%	3 21%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	8 16%	8 16%	8 16%	7 26%	4 13%	4 15%	2 16%	8 19%	6 18%	5 30%	8 16%	8 16%	2 15%	1 68%	1 68%	-
Other type	10 20%	10 20%	10 20%	4 14%	7 21%	7 24%	1 6%	10 25%	10 29%	1 8%	10 20%	10 20%	2 15%	1 68%	1 68%	-
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	37 73%	37 73%	37 73%	23 87%	23 71%	20 70%	12 86%	30 74%	24 70%	16 87%	37 73%	37 73%	12 87%	2 100%	2 100%	-
ANY EXC. APPOINTMENT REMINDERS	34 68%	34 68%	34 68%	21 80%	23 71%	20 70%	12 86%	28 69%	22 64%	15 83%	34 68%	34 68%	11 77%	1 32%	1 32%	-
Can't Remember	4 9%	4 9%	4 9%	1 4%	3 8%	2 6%	1 8%	2 4%	2 5%	1 6%	4 9%	4 9%	1 7%	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

**Base: All adults UK**

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 13%	69 13%	69 12%	26 17%hi	33 15%hi	17 11%	29 18%hik	22 13%h	6 5%	4 5%	59 16%hik	79 11%h	38 17%o	41 13%	32 15%o	26 8%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 18%	89 17%	108 19%	32 21%hi	52 24%ghik	40 24%ghik	31 19%hi	24 14%	13 10%	5 7%	84 23%ghik	113 16%i	52 23%o	62 20%o	46 21%o	37 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 23%	118 23%	131 24%	55 36%fghik	64 30%fghik	46 28%hik	32 19%hi	31 19%i	14 11%	6 8%	119 32%fghik	129 18%hi	63 28%o	81 26%o	51 23%	54 17%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 14%	66 13%	89 16%	34 22%ghik	41 19%hik	32 19%hik	22 14%hi	19 11%i	7 5%	1 2%	74 20%ghik	81 11%hi	52 23%no	51 17%o	23 10%	29 9%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	1 *	7 1%	- -	3 2%	- -	2 1%	2 1%	1 1%	- -	3 1%	5 1%	2 1%	4 1%	- -	3 1%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	184 17%	87 17%	98 18%	34 22%hi	48 22%hik	25 15%	33 20%hi	24 14%	13 10%	7 9%	82 22%hik	102 15%	36 16%	70 22%o	34 15%	44 14%
2 TYPES EXPERIENCED	92 9%	38 7%	54 10%	19 12%hi	18 9%i	21 13%hi	14 8%i	13 8%i	6 5%	1 2%	38 10%hi	55 8%i	26 12%o	29 9%	20 9%	17 5%
3 TYPES EXPERIENCED	59 5%	31 6%	28 5%	9 6%	17 8%h	15 9%hik	6 4%	7 4%	2 2%	2 2%	27 7%h	32 5%	17 7%	20 6%	10 4%	12 4%
4 TYPES EXPERIENCED	50 5%	22 4%	28 5%	11 7%hi	14 7%hi	6 4%	9 6%i	7 4%	2 2%	* 1%	26 7%hik	25 4%	17 7%o	13 4%	12 5%	9 3%
ANY UNSOLICITED CALLS (MOBILE)	386 36%	178 34%	208 38%	74 48%ghik	98 45%ghik	67 41%hik	62 38%hi	50 30%hi	24 18%	11 14%	172 47%ghik	214 30%hi	96 42%o	131 42%o	76 34%	82 26%
None	687 64%	343 66%	344 62%	79 52%	118 55%	97 59%	101 62%	119 70%cdj	107 82%cddefg	66 86%cddefg	198 53%	489 70%cddej	130 58%	179 58%	146 66%	232 74%lm
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.936</b>	<b>1.971</b>	<b>1.980</b>	<b>2.019</b>	<b>1.861</b>	<b>1.941</b>	<b>1.761</b>	<b>1.591</b>	<b>1.976</b>	<b>1.905</b>	<b>2.146</b>	<b>1.818</b>	<b>2.001</b>	<b>1.824</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.080</b>	<b>1.069</b>	<b>1.104</b>	<b>1.123</b>	<b>0.981</b>	<b>1.105</b>	<b>1.085</b>	<b>1.019</b>	<b>0.959</b>	<b>1.112</b>	<b>1.043</b>	<b>1.117</b>	<b>1.023</b>	<b>1.105</b>	<b>1.046</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.007</b>	<b>0.006</b>	<b>0.024</b>	<b>0.015</b>	<b>0.017</b>	<b>0.021</b>	<b>0.024</b>	<b>0.028</b>	<b>0.054</b>	<b>0.009</b>	<b>0.005</b>	<b>0.016</b>	<b>0.010</b>	<b>0.017</b>	<b>0.011</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 13%	90 14% <sup>c</sup>	37 12%	11 7%	81 14%	57 12%	45 14%	93 13%	107 12%	31 14%	107 12%	15 17%	12 22% <sup>j</sup>	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 18%	123 20%	50 17%	24 16%	119 20%	78 16%	68 21%	129 17%	159 19%	38 18%	157 17%	21 23%	13 24%	6 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 23%	148 24% <sup>c</sup>	79 26% <sup>c</sup>	21 14%	153 26% <sup>e</sup>	96 20%	94 28% <sup>g</sup>	154 21%	200 23%	48 22%	203 22%	18 20%	20 38% <sup>jk</sup>	8 33%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 14%	103 17% <sup>c</sup>	42 14% <sup>c</sup>	10 7%	105 18% <sup>e</sup>	50 10%	60 18% <sup>g</sup>	95 13%	126 15%	29 14%	122 14%	17 18%	12 23%	4 16%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	2 1%	2 1%	4 1%	5 1%	4 1%	5 1%	9 1%	- -	7 1%	1 1%	1 2%	- -
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	184 17%	99 16%	62 20%	23 15%	103 17%	81 17%	74 22%g	110 15%	147 17%	37 17%	156 17%	15 16%	11 21%	3 11%
2 TYPES EXPERIENCED	92 9%	63 10%	21 7%	8 6%	69 12%e	23 5%	25 7%	67 9%	80 9%	13 6%	82 9%	5 6%	3 5%	2 9%
3 TYPES EXPERIENCED	59 5%	37 6%	18 6%	4 3%	38 6%	21 4%	22 7%	37 5%	52 6%	7 3%	47 5%	6 7%	4 8%	1 5%
4 TYPES EXPERIENCED	50 5%	33 5%	13 4%	4 3%	27 4%	24 5%	20 6%	30 4%	35 4%	15 7%	34 4%	7 8%	7 13%j	3 12%j
ANY UNSOLICITED CALLS (MOBILE)	386 36%	232 37%c	114 38%c	40 26%	237 40%e	149 31%	141 42%g	245 33%	313 37%	73 34%	319 35%	33 36%	25 47%	9 37%
None	687 64%	389 63%	189 62%	110 74%ab	356 60%	331 69%d	192 58%	495 67%f	545 63%	143 66%	585 65%	58 64%	28 53%	15 63%
<b>Av number of issues</b>	<b>1.937</b>	<b>2.014</b>	<b>1.852</b>	<b>1.725</b>	<b>1.948</b>	<b>1.919</b>	<b>1.925</b>	<b>1.943</b>	<b>1.919</b>	<b>2.012</b>	<b>1.871</b>	<b>2.159</b>	<b>2.290</b>	<b>2.471</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.076</b>	<b>1.074</b>	<b>1.029</b>	<b>1.023</b>	<b>1.152</b>	<b>1.124</b>	<b>1.045</b>	<b>1.038</b>	<b>1.217</b>	<b>1.023</b>	<b>1.217</b>	<b>1.303</b>	<b>1.311</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.005</b>	<b>0.012</b>	<b>0.023</b>	<b>0.005</b>	<b>0.009</b>	<b>0.010</b>	<b>0.005</b>	<b>0.004</b>	<b>0.021</b>	<b>0.004</b>	<b>0.044</b>	<b>0.077</b>	<b>0.075</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 13%	13 31%	10 9%	13 15%	14 19%	12 13%	11 10%	12 9%	13 9%	8 9%	12 22%bgh	15 17%	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 18%	10 25%	14 13%	16 18%	11 15%	18 19%	13 12%	31 22%f	32 21%	11 13%	13 24%	21 23%f	6 26%bf
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 23%	15 37%	17 15%	19 22%	12 15%	20 22%	22 20%	32 23%	43 28%b	22 24%	20 38%bdfk	18 20%	8 33%bd
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 14%	9 22%	6 6%	11 13%	15 20%bf	14 15%b	8 7%	15 11%	28 18%bf	16 18%bf	12 23%bf	17 18%bf	4 16%b

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	2 4%	-	-	-	1 1%	-	3 2%	2 1%	-	1 2%	1 1%	-
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	184 17%	5 11%	18 15%	22 25%e	10 14%	11 12%	23 21%	26 18%	28 18%	13 14%	11 21%	15 16%	3 11%
2 TYPES EXPERIENCED	92 9%	2 4%	6 5%	4 5%	7 9%	6 6%	11 10%	13 9%	23 15%bck	10 11%	3 5%	5 6%	2 9%
3 TYPES EXPERIENCED	59 5%	4 10%	2 2%	8 8%bf	6 8%	6 7%	1 1%	8 6%	9 6%	3 4%	4 8%bf	6 7%	1 5%
4 TYPES EXPERIENCED	50 5%	7 17%	3 3%	2 2%	3 3%	6 6%	1 1%	5 3%	4 3%	4 4%	7 13%bcfgh	7 8%f	3 12%bcfgh
ANY UNSOLICITED CALLS (MOBILE)	386 36%	18 43%	29 25%	36 40%b	26 34%	29 31%	37 34%	51 37%	64 42%b	30 34%	25 47%b	33 36%	9 37%
None	687 64%	24 57%	86 75%chj	53 60%	50 66%	63 69%	73 66%	87 63%	89 58%	59 66%	28 53%	58 64%	15 63%
<b>Av number of issues</b>	<b>1.937</b>	<b>2.772</b>	<b>1.671</b>	<b>1.681</b>	<b>2.028</b>	<b>2.212</b>	<b>1.480</b>	<b>1.830</b>	<b>1.832</b>	<b>1.926</b>	<b>2.290</b>	<b>2.159f</b>	<b>2.471</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.253</b>	<b>1.022</b>	<b>0.970</b>	<b>1.042</b>	<b>1.172</b>	<b>0.744</b>	<b>1.006</b>	<b>0.900</b>	<b>1.031</b>	<b>1.303</b>	<b>1.217</b>	<b>1.311</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.131</b>	<b>0.037</b>	<b>0.029</b>	<b>0.057</b>	<b>0.049</b>	<b>0.017</b>	<b>0.025</b>	<b>0.015</b>	<b>0.038</b>	<b>0.077</b>	<b>0.044</b>	<b>0.075</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

**Base: All adults UK**

	Q.1½ PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 13%	138 14%be	75 11%e	75 12%e	63 18%bce	-	133 14%j	38 13%j	109 16%j	23 17%j	4 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 18%	197 20%be	108 15%e	108 17%e	89 26%bce	-	187 20%j	67 23%j	153 22%j	22 16%j	7 6%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 23%	249 26%e	156 22%e	156 25%e	92 27%e	-	238 26%j	76 27%j	196 28%j	38 27%j	6 6%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 14%	155 16%be	85 12%e	85 13%e	71 21%bce	-	148 16%j	60 21%j	127 18%j	23 16%j	1 1%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	4 1%	4 1%	4 1%	-	9 1%	1 *	6 1%	-	-
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	184 17%	184 19%e	113 16%e	113 18%e	71 21%e	-	174 19%j	46 16%j	125 18%j	24 17%j	5 5%
2 TYPES EXPERIENCED	92 9%	92 9%e	58 8%e	58 9%e	35 10%e	-	91 10%j	42 15%j	76 11%j	14 10%j	1 1%
3 TYPES EXPERIENCED	59 5%	59 6%e	33 5%e	33 5%e	26 8%e	-	53 6%	21 7%	48 7%j	9 6%	2 2%
4 TYPES EXPERIENCED	50 5%	50 5%e	25 4%	25 4%	25 7%bce	-	50 5%j	13 4%	42 6%j	7 5%	1 1%
ANY UNSOLICITED CALLS (MOBILE)	386 36%	386 40%be	229 33%e	229 36%e	157 46%bce	-	368 40%j	121 42%j	292 42%j	53 38%j	10 9%
None	687 64%	588 60%	475 67%ad	401 64%ad	187 54%	74 100%abcd	562 60%	165 58%	400 58%	87 62%	99 91%fghi
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.868</b>	<b>1.868</b>	<b>2.037</b>	<b>-</b>	<b>1.940</b>	<b>2.005</b>	<b>2.021</b>	<b>1.987</b>	<b>1.848</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.073</b>	<b>1.032</b>	<b>1.032</b>	<b>1.126</b>	<b>-</b>	<b>1.076</b>	<b>0.989</b>	<b>1.081</b>	<b>1.077</b>	<b>1.072</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.005</b>	<b>0.010</b>	<b>-</b>	<b>0.003</b>	<b>0.010</b>	<b>0.005</b>	<b>0.027</b>	<b>0.082</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 13%	138 24%b	60 18%	138 36%abegh k	138 54%abceg hijk	38 24%	138 100%abcde ghijkl	117 25%b	51 20%	106 33%abghk	88 31%bh	41 23%	73 47%abceg hijk	3 10%	2 8%	1 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 18%	197 35%beh	77 23%	197 51%abdeg hjk	101 40%beh	36 23%	89 65%abcde ghjk	197 42%abehk	61 24%	197 61%abcde ghjk	118 41%behk	55 31%	91 59%abdeg hjk	9 32%	4 22%	5 57%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 23%	249 44%behk	96 29%	249 64%abdeg hjk	104 41%be	43 28%	85 62%abdeh jk	249 53%abdeh jk	83 33%	249 77%abcde fghjkl	119 42%bek	56 31%	95 61%abdeh jk	11 37%	6 31%	5 54%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 14%	155 27%beh	56 17%	155 40%abegh k	81 32%beh	27 17%	73 53%abcde ghik	125 26%beh	42 16%	114 35%abegh	155 54%abcde ghik	49 27%bh	155 100%abcde fghijk	6 20%	3 13%	3 38%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	2 1%	9 2%	1 1%	- -	1 1%	7 1%	2 1%	6 2%	5 2%	1 1%	3 2%	9 30%	- -	9 100%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	184 17%	184 32%bdefh jkl	70 21%	184 48%abdef ghijkl	36 14%	22 14%	20 14%	144 31%bdefh jkl	57 22% d	132 41%abdef ghijkl	51 18%	28 15%	30 19%	6 22%	4 18%	3 31%
2 TYPES EXPERIENCED	92 9%	92 16%bh	37 11%	92 24%abehj k	46 18%bh	21 14%	35 26%abehk	86 18%bh	26 10%	81 25%abegh jk	47 17%	25 14%	37 24%behk	3 12%	2 10%	1 16%
3 TYPES EXPERIENCED	59 5%	59 10%	26 8%	59 15%abeh	35 14%b	11 7%	35 25%abcde ghk	59 12%b	20 8%	59 18%abegh k	46 16%abeh	19 11%	39 25%abcde ghk	3 12%	2 12%	1 12%
4 TYPES EXPERIENCED	50 5%	50 9%	18 5%	50 13%bh	48 19%abeghk	11 7%	48 35%abcde ghijk	50 11%b	18 7%	50 16%abeh	50 18%abeghk	16 9%	49 32%abcde ghijk	4 12%	- -	4 41%
ANY UNSOLICITED CALLS (MOBILE)	386 36%	386 68%behk	150 45%	386 100%abdeg hjk	166 65%behk	66 42%	138 100%abdeg hjk	340 72%behk	120 47%	322 100%abdeg hjk	195 68%behk	89 49%	155 100%abdeg hjk	17 58%	8 40%	9 100%
None	687 64%	185 32%cfil	185 55%acdfgi jl	- -	89 35%cfil	89 58%acdfgi jl	- -	133 28%cfil	133 53%acdfgi jl	- -	91 32%cfil	91 51%acdfgi jl	- -	12 42%	12 60%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All adults UK**

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.943</b>	<b>1.937</b>	<b>2.572abc</b>	<b>2.178</b>	<b>2.804abc</b>	<b>2.046</b>	<b>1.988</b>	<b>2.086</b>	<b>2.489abc</b>	<b>2.274abc</b>	<b>2.693abc</b>	<b>2.256</b>	<b>1.846</b>	<b>2.643</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.073</b>	<b>1.054</b>	<b>1.073</b>	<b>1.128</b>	<b>1.086</b>	<b>1.074</b>	<b>1.092</b>	<b>1.112</b>	<b>1.102</b>	<b>1.140</b>	<b>1.099</b>	<b>1.111</b>	<b>1.205</b>	<b>0.905</b>	<b>1.374</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.003</b>	<b>0.008</b>	<b>0.003</b>	<b>0.008</b>	<b>0.018</b>	<b>0.009</b>	<b>0.004</b>	<b>0.010</b>	<b>0.004</b>	<b>0.008</b>	<b>0.015</b>	<b>0.009</b>	<b>0.081</b>	<b>0.091</b>	<b>0.210</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	951	461	490	107	190	141	143	136	158	76	297	654	187	236	212	316
Weighted Base	974	473	501	148*	210	158	155	148	106	48*	359	615	218	285	207	263
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 14%	69 15%	69 14%	26 17%h	33 16%h	17 11%	29 19%h	22 15%h	6 6%	4 9%	59 17%h	79 13%h	38 17%o	41 15%	32 16%	26 10%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 20%	89 19%	108 22%	32 22%	52 25%hi	40 25%hi	31 20%	24 16%	13 13%	5 11%	84 23%hi	113 18%	52 24%o	62 22%o	46 22%o	37 14%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 26%	118 25%	131 26%	55 37%fghik	64 30%fhik	46 29%hik	32 20%	31 21%	14 13%	6 12%	119 33%fghik	129 21%h	63 29%	81 28%	51 25%	54 21%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 16%	66 14%	89 18%	34 23%hik	41 19%hik	32 20%hik	22 14%i	19 13%i	7 7%	1 3%	74 21%hik	81 13%hi	52 24%no	51 18%o	23 11%	29 11%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have a mobile phone**

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	951	461	490	107	190	141	143	136	158	76	297	654	187	236	212	316
Weighted Base	974	473	501	148*	210	158	155	148	106	48*	359	615	218	285	207	263
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	1 *	7 1%	- -	3 2%	- -	2 1%	2 1%	1 1%	- -	3 1%	5 1%	2 1%	4 1%	- -	3 1%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	184 19%	87 18%	98 19%	34 23% <sup>h</sup>	48 23% <sup>h</sup>	25 16%	33 21%	24 16%	13 12%	7 15%	82 23% <sup>hk</sup>	102 17%	36 17%	70 24% <sup>o</sup>	34 16%	44 17%
2 TYPES EXPERIENCED	92 9%	38 8%	54 11%	19 13% <sup>i</sup>	18 9%	21 13% <sup>hi</sup>	14 9%	13 9%	6 6%	1 3%	38 10% <sup>i</sup>	55 9%	26 12%	29 10%	20 10%	17 6%
3 TYPES EXPERIENCED	59 6%	31 6%	28 6%	9 6%	17 8% <sup>h</sup>	15 9% <sup>h</sup>	6 4%	7 5%	2 2%	2 4%	27 7% <sup>h</sup>	32 5%	17 8%	20 7%	10 5%	12 5%
4 TYPES EXPERIENCED	50 5%	22 5%	28 6%	11 8%	14 7%	6 4%	9 6%	7 5%	2 2%	* 1%	26 7%	25 4%	17 8% <sup>o</sup>	13 4%	12 6%	9 3%
ANY UNSOLICITED CALLS (MOBILE)	386 40%	178 38%	208 42%	74 50% <sup>ghik</sup>	98 46% <sup>ghik</sup>	67 42% <sup>hi</sup>	62 40% <sup>hi</sup>	50 34% <sup>h</sup>	24 22%	11 22%	172 48% <sup>ghik</sup>	214 35% <sup>hi</sup>	96 44% <sup>o</sup>	131 46% <sup>o</sup>	76 37%	82 31%
None	588 60%	295 62%	293 58%	74 50%	113 54%	91 58%	93 60%	97 66% <sup>cdj</sup>	82 78% <sup>cdefg</sup>	38 78% <sup>cdefj</sup>	187 52%	401 65% <sup>cdj</sup>	122 56%	153 54%	131 63%	181 69% <sup>lm</sup>
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.936</b>	<b>1.971</b>	<b>1.980</b>	<b>2.019</b>	<b>1.861</b>	<b>1.941</b>	<b>1.761</b>	<b>1.591</b>	<b>1.976</b>	<b>1.905</b>	<b>2.146</b>	<b>1.818</b>	<b>2.001</b>	<b>1.824</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.080</b>	<b>1.069</b>	<b>1.104</b>	<b>1.123</b>	<b>1.098</b>	<b>1.105</b>	<b>1.085</b>	<b>1.019</b>	<b>0.959</b>	<b>1.112</b>	<b>1.043</b>	<b>1.117</b>	<b>1.023</b>	<b>1.105</b>	<b>1.046</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.007</b>	<b>0.006</b>	<b>0.024</b>	<b>0.015</b>	<b>0.017</b>	<b>0.021</b>	<b>0.024</b>	<b>0.028</b>	<b>0.054</b>	<b>0.009</b>	<b>0.005</b>	<b>0.016</b>	<b>0.010</b>	<b>0.017</b>	<b>0.011</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have a mobile phone**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	951	559	247	145	498	453	288	663	753	198	766	82	45	58
Weighted Base	974	574	279	120	573	401	321	653	779	195	823	82*	45*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 14%	90 16%	37 13%	11 9%	81 14%	57 14%	45 14%	93 14%	107 14%	31 16%	107 13%	15 19%	12 26% <sup>j</sup>	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 20%	123 21%	50 18%	24 20%	119 21%	78 20%	68 21%	129 20%	159 20%	38 20%	157 19%	21 26%	13 28%	6 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 26%	148 26%	79 28% <sup>c</sup>	21 18%	153 27%	96 24%	94 29%	154 24%	200 26%	48 25%	203 25%	18 22%	20 45% <sup>jk</sup>	8 34%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 16%	103 18% <sup>c</sup>	42 15%	10 8%	105 18% <sup>e</sup>	50 12%	60 19%	95 15%	126 16%	29 15%	122 15%	17 20%	12 27% <sup>j</sup>	4 17%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have a mobile phone**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	951	559	247	145	498	453	288	663	753	198	766	82	45	58
Weighted Base	974	574	279	120	573	401	321	653	779	195	823	82*	45*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	4 1%	2 1%	2 2%	4 1%	5 1%	4 1%	5 1%	9 1%	- -	7 1%	1 1%	1 2%	- -
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	184 19%	99 17%	62 22%	23 19%	103 18%	81 20%	74 23% <sup>e</sup>	110 17%	147 19%	37 19%	156 19%	15 18%	11 24%	3 12%
2 TYPES EXPERIENCED	92 9%	63 11%	21 8%	8 7%	69 12% <sup>e</sup>	23 6%	25 8%	67 10%	80 10%	13 6%	82 10%	5 7%	3 6%	2 9%
3 TYPES EXPERIENCED	59 6%	37 6%	18 6%	4 3%	38 7%	21 5%	22 7%	37 6%	52 7%	7 4%	47 6%	6 8%	4 10%	1 5%
4 TYPES EXPERIENCED	50 5%	33 6%	13 5%	4 4%	27 5%	24 6%	20 6%	30 5%	35 4%	15 8%	34 4%	7 8%	7 15% <sup>j</sup>	3 12% <sup>j</sup>
ANY UNSOLICITED CALLS (MOBILE)	386 40%	232 40%	114 41%	40 33%	237 41%	149 37%	141 44%	245 37%	313 40%	73 37%	319 39%	33 40%	25 56% <sup>j</sup>	9 38%
None	588 60%	342 60%	165 59%	81 67%	336 59%	252 63%	180 56%	408 63%	465 60%	123 63%	504 61% <sup>l</sup>	49 60%	20 44%	15 62%
<b>Av number of issues</b>	<b>1.937</b>	<b>2.014</b>	<b>1.852</b>	<b>1.725</b>	<b>1.948</b>	<b>1.919</b>	<b>1.925</b>	<b>1.943</b>	<b>1.919</b>	<b>2.012</b>	<b>1.871</b>	<b>2.159</b>	<b>2.290</b>	<b>2.471</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.076</b>	<b>1.074</b>	<b>1.029</b>	<b>1.023</b>	<b>1.152</b>	<b>1.124</b>	<b>1.045</b>	<b>1.038</b>	<b>1.217</b>	<b>1.023</b>	<b>1.217</b>	<b>1.303</b>	<b>1.311</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.005</b>	<b>0.012</b>	<b>0.023</b>	<b>0.005</b>	<b>0.009</b>	<b>0.010</b>	<b>0.005</b>	<b>0.004</b>	<b>0.021</b>	<b>0.004</b>	<b>0.044</b>	<b>0.077</b>	<b>0.075</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have a mobile phone**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	951	35	105	78	57	79	94	116	129	73	45	82	58
Weighted Base	974	38**	103*	81*	64*	79*	103*	127*	146	82*	45*	82*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 14%	13 34%	10 10%	13 16%	14 22% <sup>gh</sup>	12 15%	11 11%	12 9%	13 9%	8 10%	12 26% <sup>bfghi</sup>	15 19%	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 20%	10 27%	14 14%	16 20%	11 18%	18 22%	13 12%	31 24% <sup>f</sup>	32 22%	11 14%	13 28% <sup>f</sup>	21 26% <sup>f</sup>	6 27% <sup>bf</sup>
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 26%	15 40%	17 17%	19 24%	12 18%	20 25%	22 22%	32 25%	43 29% <sup>b</sup>	22 26%	20 45% <sup>bcdefgk</sup>	18 22%	8 34% <sup>b</sup>
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 16%	9 23%	6 6%	11 14%	15 23% <sup>bf</sup>	14 18% <sup>b</sup>	8 8%	15 12%	28 19% <sup>bf</sup>	16 19% <sup>bf</sup>	12 27% <sup>btg</sup>	17 20% <sup>bf</sup>	4 17% <sup>b</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

**Base: All who have a mobile phone**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	951	35	105	78	57	79	94	116	129	73	45	82	58
Weighted Base	974	38**	103*	81*	64*	79*	103*	127*	146	82*	45*	82*	24*
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	2 4%	-	-	-	1 1%	-	3 2%	2 1%	-	1 2%	1 1%	-
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	184 19%	5 12%	18 17%	22 27%	10 16%	11 14%	23 22%	26 20%	28 19%	13 16%	11 24%	15 18%	3 12%
2 TYPES EXPERIENCED	92 9%	2 5%	6 6%	4 5%	7 11%	6 7%	11 11%	13 10%	23 16%bc	10 12%	3 6%	5 7%	2 9%
3 TYPES EXPERIENCED	59 6%	4 11%	2 2%	8 9%bf	6 9%f	6 8%f	1 1%	8 6%	9 6%	3 4%	4 10%bf	6 8%	1 5%
4 TYPES EXPERIENCED	50 5%	7 18%	3 3%	2 2%	3 4%	6 7%	1 1%	5 4%	4 3%	4 4%	7 15%bcfgh	7 8%f	3 12%bcfgh
ANY UNSOLICITED CALLS (MOBILE)	386 40%	18 46%	29 28%	36 44%b	26 40%	29 37%	37 36%	51 40%	64 44%b	30 36%	25 56%bf	33 40%	9 38%
None	588 60%	21 54%	74 72%chj	46 56%	39 60%	50 63%	66 64%j	76 60%	81 56%	52 64%	20 44%	49 60%	15 62%
<b>Av number of issues</b>	<b>1.937</b>	<b>2.772</b>	<b>1.671</b>	<b>1.681</b>	<b>2.028</b>	<b>2.212</b>	<b>1.480</b>	<b>1.830</b>	<b>1.832</b>	<b>1.926</b>	<b>2.290</b>	<b>2.159f</b>	<b>2.471</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.253</b>	<b>1.022</b>	<b>0.970</b>	<b>1.042</b>	<b>1.172</b>	<b>0.744</b>	<b>1.006</b>	<b>0.900</b>	<b>1.031</b>	<b>1.303</b>	<b>1.217</b>	<b>1.311</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.131</b>	<b>0.037</b>	<b>0.029</b>	<b>0.057</b>	<b>0.049</b>	<b>0.017</b>	<b>0.025</b>	<b>0.015</b>	<b>0.038</b>	<b>0.077</b>	<b>0.044</b>	<b>0.075</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have a mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	951	951	646	646	305	-	836	230	599	113	85
Weighted Base	974	974	630	630	344	-**	884	281	673	134	59*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 14%	138 14%	75 12%	75 12%	63 18%bc	-	133 15%	38 14%	109 16%j	23 17%	4 7%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 20%	197 20%	108 17%	108 17%	89 26%bc	-	187 21%	67 24%j	153 23%j	22 16%	7 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 26%	249 26%	156 25%	156 25%	92 27%	-	238 27%j	76 27%j	196 29%j	38 28%j	6 10%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All who have a mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	951	951	646	646	305	-	836	230	599	113	85
Weighted Base	974	974	630	630	344	-**	884	281	673	134	59*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 16%	155 16%	85 13%	85 13%	71 21%bc	-	148 17%j	60 21%j	127 19%j	23 17%j	1 2%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 1%	4 1%	4 1%	4 1%	-	9 1%	1 *	6 1%	-	-
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	184 19%	184 19%	113 18%	113 18%	71 21%	-	174 20%j	46 16%	125 19%j	24 18%	5 9%
2 TYPES EXPERIENCED	92 9%	92 9%	58 9%	58 9%	35 10%	-	91 10%j	42 15%j	76 11%j	14 10%	1 3%
3 TYPES EXPERIENCED	59 6%	59 6%	33 5%	33 5%	26 8%	-	53 6%	21 7%	48 7%	9 7%	2 4%
4 TYPES EXPERIENCED	50 5%	50 5%	25 4%	25 4%	25 7%bc	-	50 6%	13 5%	42 6%	7 5%	1 1%
ANY UNSOLICITED CALLS (MOBILE)	386 40%	386 40%	229 36%	229 36%	157 46%bc	-	368 42%j	121 43%j	292 43%j	53 40%j	10 17%
None	588 60%	588 60%	401 64% <sup>d</sup>	401 64% <sup>d</sup>	187 54%	-	516 58%	160 57%	381 57%	81 60%	49 83% <sup>fghi</sup>
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.868</b>	<b>1.868</b>	<b>2.037</b>	<b>-</b>	<b>1.940</b>	<b>2.005</b>	<b>2.021</b>	<b>1.987</b>	<b>1.848</b>
<b>Standard Deviation</b>	<b>1.073</b>	<b>1.073</b>	<b>1.032</b>	<b>1.032</b>	<b>1.126</b>	<b>-</b>	<b>1.076</b>	<b>0.989</b>	<b>1.081</b>	<b>1.077</b>	<b>1.072</b>
<b>Error Variance</b>	<b>0.003</b>	<b>0.003</b>	<b>0.005</b>	<b>0.005</b>	<b>0.010</b>	<b>-</b>	<b>0.003</b>	<b>0.010</b>	<b>0.005</b>	<b>0.027</b>	<b>0.082</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	951	521	313	354	232	146	124	433	238	298	252	159	135	29	20	9
Weighted Base	974	540	304	386	240	140	138*	452	233	322	272	166	155	27**	18**	9**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	138 14%	138 26%	60 20%	138 36%abghk	138 57%abceg hijk	38 27%	138 100%abcde ghijkl	117 26%	51 22%	106 33%abh	88 32%bh	41 25%	73 47%abceg hijk	3 11%	2 9%	1 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	197 20%	197 37%beh	77 25%	197 51%abehk	101 42%beh	36 25%	89 65%abcde ghjk	197 44%abehk	61 26%	197 61%abcde ghjk	118 44%beh	55 33%	91 59%abdeg hjk	9 35%	4 25%	5 57%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	249 26%	249 46%behk	96 32%	249 64%abdeg hjk	104 43%be	43 30%	85 62%abdeh jk	249 55%abdeh jk	83 36%	249 77%abcde fghjkl	119 44%be	56 34%	95 61%abdeh jk	11 41%	6 34%	5 54%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	951	521	313	354	232	146	124	433	238	298	252	159	135	29	20	9
Weighted Base	974	540	304	386	240	140	138*	452	233	322	272	166	155	27**	18**	9**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	155 16%	155 29%beh	56 18%	155 40%abegh k	81 34%beh	27 19%	73 53%abcde ghik	125 28%bh	42 18%	114 35%begh	155 57%abcde ghik	49 29%bh	155 100%abcde fghijk	6 22%	3 14%	3 38%
Some other type of call that you didn't want or ask for - for example a market research call	9 1%	9 2%	2 1%	9 2%	1 1%	-	1 1%	7 1%	2 1%	6 2%	5 2%	1 1%	3 2%	9 32%	-	9 100%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	184 19%	184 34%bdefh jkl	70 23%cd	184 48%abdef ghjkl	36 15%	22 16%	20 14%	144 32%bdefj kl	57 24%cd	132 41%bdefg hijkl	51 19%	28 17%	30 19%	6 23%	4 20%	3 31%
2 TYPES EXPERIENCED	92 9%	92 17%	37 12%	92 24%abehk	46 19%bh	21 15%	35 26%bh	86 19%bh	26 11%	81 25%abehk	47 17%	25 15%	37 24%bh	3 13%	2 12%	1 16%
3 TYPES EXPERIENCED	59 6%	59 11%	26 8%	59 15%beh	35 14%b	11 8%	35 25%abcde ghk	59 13%	20 8%	59 18%abeh	46 17%abeh	19 12%	39 25%abcde ghk	3 13%	2 13%	1 12%
4 TYPES EXPERIENCED	50 5%	50 9%	18 6%	50 13%b	48 20%abcegh k	11 8%	48 35%abcde ghijk	50 11%b	18 8%	50 16%abeh	50 19%abegh k	16 10%	49 32%abcde ghijk	4 13%	-	4 41%
ANY UNSOLICITED CALLS (MOBILE)	386 40%	386 71%behk	150 49%	386 100%abdeg hjk	166 69%behk	66 47%	138 100%abdeg hjk	340 75%behk	120 52%	322 100%abdeg hjk	195 72%behk	89 54%	155 100%abdeg hjk	17 63%	8 45%	9 100%
None	588 60%	154 29%cfil jl	154 51%acdfgi	-	75 31%cfil	75 53%acdfgi jl	-	113 25%cfil	113 48%acdfgi jl	-	77 28%cfil	77 46%acdfgi jl	-	10 37%	10 55%	-
<b>Av number of issues</b>	<b>1.937</b>	<b>1.937</b>	<b>1.943</b>	<b>1.937</b>	<b>2.572abc</b> eghi	<b>2.178</b>	<b>2.804abc</b> eghijk	<b>2.046</b>	<b>1.988</b>	<b>2.086</b>	<b>2.489abc</b> ghi	<b>2.274abc</b> eghik	<b>2.693abc</b> eghik	<b>2.256</b>	<b>1.846</b>	<b>2.643</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

**Base: All who have a mobile phone**

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
<b>Total</b>																
Unweighted Base	951	521	313	354	232	146	124	433	238	298	252	159	135	29	20	9
Weighted Base	974	540	304	386	240	140	138*	452	233	322	272	166	155	27**	18**	9**
<b>Standard Deviation</b>	1.073	1.073	1.054	1.073	1.128	1.086	1.074	1.092	1.112	1.102	1.140	1.099	1.111	1.205	0.905	1.374
<b>Error Variance</b>	0.003	0.003	0.008	0.003	0.008	0.018	0.009	0.004	0.010	0.004	0.008	0.015	0.009	0.081	0.091	0.210

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

**Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?**

**Base: All that have received recorded messages on their mobile**

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	135	62	73	19	36	26	19	20	12	3	55	80	38	41	20	36
Weighted Base	155	66*	89*	34**	41*	32**	22**	19**	7**	1**	74*	81*	52*	51*	23**	29**
Listen to the full message before hanging up	8 5%	3 5%	4 5%	2 5%	2 4%	-	2 8%	3 15%	-	-	3 4%	5 6%	5 9%	-	3 13%	-
Listen to some of the message before hanging up	40 26%	16 23%	25 28%	15 45%	10 25%	8 24%	4 16%	-	2 34%	1 70%	26 34%	15 18%	13 26%	13 24%	9 39%	6 19%
Hang up immediately, as soon as I realise it is a recorded message	107 69%	47 71%	60 67%	17 50%	29 71%	24 76%	17 76%	16 85%	5 66%	* 30%	46 61%	61 76%	34 65%	39 76%	11 49%	24 81%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	48 31%	19 29%	29 33%	17 50%	12 29%	8 24%	5 24%	3 15%	2 34%	1 70%	29 39%	19 24%	18 35%	13 24%	12 51%	6 19%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

**Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?**

**Base: All that have received recorded messages on their mobile**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	135	89	33	13	88	47	46	89	105	30	96	16	11	12
Weighted Base	155	103*	42**	10**	105*	50**	60*	95*	126*	29**	122*	17**	12**	4**
Listen to the full message before hanging up	8 5%	8 8%	- -	- -	6 6%	2 4%	2 3%	6 7%	5 4%	3 10%	6 5%	- -	2 13%	- -
Listen to some of the message before hanging up	40 26%	28 28%	10 24%	2 17%	23 21%	18 35%	20 33%	20 21%	35 28%	5 16%	37 31%	2 13%	1 5%	- -
Hang up immediately, as soon as I realise it is a recorded message	107 69%	67 65%	32 76%	8 83%	77 73%	30 61%	39 64%	69 72%	86 68%	21 74%	79 64%	14 87%	10 83%	4 100%
<b>SUMMARY CODE</b>														
LISTEN TO ANY OF MESSAGE	48 31%	36 35%	10 24%	2 17%	29 27%	19 39%	22 36%	26 28%	40 32%	8 26%	44 36%	2 13%	2 17%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	135	4	5	11	10	12	7	10	22	15	11	16	12
Weighted Base	155	9**	6**	11**	15**	14**	8**	15**	28**	16**	12**	17**	4**
Listen to the full message before hanging up	8 5%	- -	- -	2 14%	1 9%	- -	- -	2 12%	- -	2 10%	2 13%	- -	- -
Listen to some of the message before hanging up	40 26%	7 77%	3 51%	2 19%	3 18%	7 48%	1 16%	3 22%	3 13%	7 47%	1 5%	2 13%	- -
Hang up immediately, as soon as I realise it is a recorded message	107 69%	2 23%	3 49%	8 66%	11 73%	7 52%	7 84%	10 66%	24 87%	7 44%	10 83%	14 87%	4 100%
<b>SUMMARY CODE</b>													
LISTEN TO ANY OF MESSAGE	48 31%	7 77%	3 51%	4 34%	4 27%	7 48%	1 16%	5 34%	3 13%	9 56%	2 17%	2 13%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	135	135	81	81	54	-	129	46	103	18	3
Weighted Base	155	155	85*	85*	71*	-**	148	60*	127*	23**	1**
Listen to the full message before hanging up	8 5%	8 5%	4 5%	4 5%	3 5%	- -	8 5%	3 5%	6 5%	2 7%	- -
Listen to some of the message before hanging up	40 26%	40 26%	17 20%	17 20%	24 33%	- -	38 26%	13 22%	31 25%	6 24%	* 45%
Hang up immediately, as soon as I realise it is a recorded message	107 69%	107 69%	64 75%	64 75%	44 62%	- -	102 69%	44 73%	89 70%	16 69%	1 55%
<b>SUMMARY CODE</b>											
LISTEN TO ANY OF MESSAGE	48 31%	48 31%	21 25%	21 25%	27 38%	- -	46 31%	16 27%	37 30%	7 31%	* 45%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

Base: All that have received recorded messages on their mobile

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	135	135	51	135	73	26	65	109	40	100	135	42	135	6	3	3
Weighted Base	155	155	56*	155	81*	27**	73*	125*	42*	114*	155	49*	155	6**	3**	3**
Listen to the full message before hanging up	8 5%	8 5%	4 8%	8 5%	8 10%	4 16%	6 9%	6 5%	3 7%	6 6%	8 5%	4 9%	8 5%	- -	- -	- -
Listen to some of the message before hanging up	40 26%	40 26%	12 21%	40 26%	23 29%	4 16%	22 30%	35 28%	10 23%	28 24%	40 26%	11 22%	40 26%	3 50%	2 72%	1 32%
Hang up immediately, as soon as I realise it is a recorded message	107 69%	107 69%	40 71%	107 69%	50 62%	18 68%	45 61%	83 67%	29 70%	80 70%	107 69%	34 69%	107 69%	3 50%	1 28%	2 68%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	48 31%	48 31%	16 29%	48 31%	31 38%	9 32%	28 39%	42 33%	13 30%	34 30%	48 31%	15 31%	48 31%	3 50%	2 72%	1 32%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	36	16	20	8	11	6	4	2	3	2	19	17	13	10	6	7
Weighted Base	48*	19**	29**	17**	12**	8**	5**	3**	2**	1**	29**	19**	18**	13**	12**	6**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 65%	16 83%	16 54%	11 65%	9 78%	6 83%	3 50%	- -	2 65%	1 57%	20 70%	11 58%	14 76%	9 72%	3 25%	6 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	10 20%	6 29%	4 15%	- -	3 23%	4 52%	2 34%	1 46%	- -	- -	3 9%	7 37%	5 29%	3 21%	1 11%	1 9%
Telling you about a competition	3 6%	1 7%	2 6%	1 7%	2 13%	- -	- -	- -	- -	- -	3 10%	- -	1 6%	- -	- -	2 31%
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 16%	1 5%	7 23%	2 12%	1 9%	- -	2 45%	1 46%	1 30%	- -	3 11%	4 23%	3 17%	2 12%	1 11%	2 28%
Other type	4 8%	1 7%	3 9%	- -	2 13%	1 17%	1 21%	- -	- -	- -	2 5%	2 13%	3 16%	1 9%	- -	- -
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	34 71%	16 83%	18 64%	11 65%	9 78%	6 83%	4 79%	1 46%	2 65%	1 57%	20 70%	14 73%	14 76%	11 84%	4 36%	6 100%
ANY EXC. APPOINTMENT REMINDERS	33 68%	16 83%	17 58%	11 65%	9 78%	6 83%	3 50%	1 46%	2 65%	1 57%	20 70%	12 65%	14 76%	9 72%	4 36%	6 100%
Can't Remember	10 21%	2 10%	8 27%	6 35%	1 9%	- -	- -	2 54%	1 35%	* 43%	7 25%	3 15%	2 8%	1 7%	7 64%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow \Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	36	26	8	2	21	15	15	21	29	7	32	2	2	-
Weighted Base	48*	36**	10**	2**	29**	19**	22**	26**	40**	8**	44**	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 65%	20 54%	10 100%	2 100%	19 67%	12 63%	14 66%	17 64%	25 62%	6 83%	30 68%	1 49%	1 27%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	10 20%	10 27%	-	-	5 18%	5 24%	6 26%	4 16%	7 18%	3 35%	9 20%	1 49%	-	-
Telling you about a competition	3 6%	2 4%	1 13%	-	-	3 15%	2 7%	1 5%	3 7%	-	3 7%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 16%	4 11%	3 29%	1 43%	6 21%	2 8%	2 7%	6 22%	5 13%	2 29%	8 17%	-	-	-
Other type	4 8%	4 11%	-	-	4 14%	-	1 6%	3 10%	4 10%	-	4 9%	-	-	-
<b>SUMMARY CODES</b>														
ANY INC. APPOINTMENT REMINDERS	34 71%	22 62%	10 100%	2 100%	22 77%	12 63%	14 66%	20 75%	26 66%	8 100%	32 74%	1 49%	1 27%	-
ANY EXC. APPOINTMENT REMINDERS	33 68%	21 58%	10 100%	2 100%	20 71%	12 63%	14 66%	18 69%	25 62%	8 100%	31 71%	1 49%	1 27%	-
Can't Remember	10 21%	10 27%	-	-	3 9%	7 37%	6 27%	4 15%	10 24%	-	7 16%	1 51%	2 73%	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	36	2	3	3	3	5	1	3	3	9	2	2	-
Weighted Base	48*	7**	3**	4**	4**	7**	1**	5**	3**	9**	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 65%	1 15%	2 65%	4 100%	3 68%	5 78%	- -	5 100%	3 100%	6 68%	1 27%	1 49%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	10 20%	- -	1 33%	- -	1 32%	1 20%	- -	2 35%	1 39%	2 21%	- -	1 49%	- -
Telling you about a competition	3 6%	- -	1 33%	- -	- -	1 19%	- -	- -	- -	1 6%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 16%	1 15%	- -	- -	1 32%	2 36%	- -	2 39%	- -	1 8%	- -	- -	- -
Other type	4 8%	- -	1 35%	- -	- -	- -	1 100%	- -	- -	2 18%	- -	- -	- -
<b>SUMMARY CODES</b>													
ANY INC. APPOINTMENT REMINDERS	34 71%	1 15%	2 65%	4 100%	4 100%	7 100%	- -	5 100%	3 100%	6 68%	1 27%	1 49%	- -
ANY EXC. APPOINTMENT REMINDERS	33 68%	1 15%	2 65%	4 100%	4 100%	5 78%	- -	5 100%	3 100%	6 68%	1 27%	1 49%	- -
Can't Remember	10 21%	6 85%	- -	- -	- -	- -	- -	- -	- -	1 14%	2 73%	1 51%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Q.1\2 PHONES OWN						INTERNET ACCESS				
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	36	36	19	19	17	-	34	12	26	6	1
Weighted Base	48*	48**	21**	21**	27**	-**	46**	16**	37**	7**	***
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 65%	31 65%	13 63%	13 63%	18 67%	-	30 65%	15 90%	26 71%	7 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	10 20%	10 20%	4 20%	4 20%	6 21%	-	8 18%	3 17%	9 23%	2 33%	-
Telling you about a competition	3 6%	3 6%	3 14%	3 14%	-	-	3 6%	-	3 8%	1 15%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 16%	8 16%	3 15%	3 15%	4 16%	-	8 16%	3 19%	6 16%	-	-
Other type	4 8%	4 8%	4 19%	4 19%	-	-	4 9%	2 10%	3 8%	-	-
<b>SUMMARY CODES</b>											
ANY INC. APPOINTMENT REMINDERS	34 71%	34 71%	15 70%	15 70%	19 72%	-	33 71%	15 90%	28 74%	7 100%	-
ANY EXC. APPOINTMENT REMINDERS	33 68%	33 68%	15 70%	15 70%	18 67%	-	31 68%	15 90%	28 74%	7 100%	-
Can't Remember	10 21%	10 21%	2 11%	2 11%	7 28%	-	9 20%	-	7 18%	-	* 100%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	36	36	14	36	23	8	20	31	11	25	36	12	36	3	2	1
Weighted Base	48*	48**	16**	48**	31**	9**	28**	42**	13**	34**	48**	15**	48**	3**	2**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 65%	31 65%	10 59%	31 65%	18 58%	4 40%	17 59%	27 66%	7 58%	22 65%	31 65%	8 56%	31 65%	2 55%	1 30%	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	10 20%	10 20%	4 23%	10 20%	7 23%	3 30%	7 25%	8 20%	2 19%	7 21%	10 20%	4 25%	10 20%	-	-	-
Telling you about a competition	3 6%	3 6%	1 7%	3 6%	3 9%	-	3 10%	3 7%	1 8%	3 8%	3 6%	1 7%	3 6%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 16%	8 16%	1 8%	8 16%	4 14%	1 15%	4 16%	6 15%	-	6 18%	8 16%	1 9%	8 16%	1 36%	-	1 100%
Other type	4 8%	4 8%	3 18%	4 8%	2 5%	2 18%	-	3 7%	3 23%	2 5%	4 8%	3 19%	4 8%	1 45%	1 70%	-
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	34 71%	34 71%	11 67%	34 71%	21 67%	5 55%	19 69%	29 69%	7 58%	24 69%	34 71%	10 65%	34 71%	2 55%	1 30%	1 100%
ANY EXC. APPOINTMENT REMINDERS	33 68%	33 68%	11 67%	33 68%	19 62%	5 55%	18 64%	27 66%	7 58%	22 65%	33 68%	10 65%	33 68%	2 55%	1 30%	1 100%
Can't Remember	10 21%	10 21%	2 15%	10 21%	9 28%	2 27%	9 31%	10 24%	2 19%	9 26%	10 21%	2 16%	10 21%	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Silent Calls	255 24%	120 23%	135 25%	37 24%	45 21%	23 14%	49 30%e	51 30%e	31 24%e	19 24%e	82 22%	173 25%e	72 32%mo	71 23%	53 24%	59 19%
Sales/marketing texts	197 18%	89 17%	108 19%	32 21%hi	52 24%ghik	40 24%ghik	31 19%hi	24 14%	13 10%	5 7%	84 23%ghik	113 16%i	52 23%o	62 20%o	46 21%o	37 12%
Sales/marketing calls	419 39%	191 37%	228 41%	68 44%	78 36%	68 41%	56 34%	69 41%	57 44%	25 32%	145 39%	273 39%	106 47%o	124 40%	81 37%	107 34%
Recorded message	286 27%	130 25%	157 28%	43 28%	56 26%	44 27%	46 28%	50 30%i	33 26%	13 18%	99 27%	187 27%i	83 37%no	96 31%o	50 22%	58 18%
Other type	29 3%	9 2%	20 4%	2 2%	5 2%	2 1%	5 3%	5 3%	7 6%ej	2 3%	7 2%	22 3%	4 2%	11 3%	6 3%	8 3%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	221 21%	101 19%	120 22%	35 23%	47 22%	24 15%	31 19%	30 18%	32 25%e	21 28%e	83 22%	138 20%	41 18%	75 24%	45 20%	61 19%
2 TYPES EXPERIENCED	149 14%	68 13%	81 15%	19 12%	21 10%	31 19%dj	24 15%	24 14%	24 18%dj	8 10%	40 11%	109 16%cd	33 14%	44 14%	32 14%	41 13%
3 TYPES EXPERIENCED	122 11%	55 11%	67 12%	16 11%	22 10%	19 12%	18 11%	23 14%	18 14%	5 7%	38 10%	84 12%	39 17%no	42 13%o	17 8%	25 8%
4 TYPES EXPERIENCED	69 6%	32 6%	37 7%	15 9%hi	19 9%hi	9 5%	12 7%	11 6%	3 3%	1 1%	33 9%hik	36 5%	25 11%mo	15 5%	16 7%	13 4%
5 TYPES EXPERIENCED	7 1%	2 *	4 1%	1 *	1 *	- -	2 1%	1 1%	1 *	1 2%	2 *	5 1%	- -	2 1%	3 1%	2 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 53%	259 50%	312 56%a	86 56%	110 51%	83 50%	87 53%	90 53%	78 60%	37 48%	196 53%	375 53%	137 61%o	180 58%o	114 51%	141 45%
None	502 47%	261 50%b	241 44%	68 44%	106 49%	81 50%	76 47%	79 47%	53 40%	39 52%	173 47%	329 47%	89 39%	131 42%	108 49%	174 55%im
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.109</b>	<b>2.142</b>	<b>2.142</b>	<b>2.176</b>	<b>2.155</b>	<b>2.201</b>	<b>2.261hi</b>	<b>1.921</b>	<b>1.816</b>	<b>2.161</b>	<b>2.109</b>	<b>2.348o</b>	<b>2.079</b>	<b>2.135</b>	<b>1.967</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.105</b>	<b>1.146</b>	<b>1.161</b>	<b>1.242</b>	<b>0.972</b>	<b>1.140</b>	<b>1.163</b>	<b>0.947</b>	<b>1.215</b>	<b>1.204</b>	<b>1.085</b>	<b>1.092</b>	<b>1.154</b>	<b>1.193</b>	<b>1.045</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.005</b>	<b>0.004</b>	<b>0.022</b>	<b>0.016</b>	<b>0.013</b>	<b>0.016</b>	<b>0.016</b>	<b>0.008</b>	<b>0.025</b>	<b>0.009</b>	<b>0.003</b>	<b>0.010</b>	<b>0.009</b>	<b>0.012</b>	<b>0.006</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Silent Calls	255 24%	168 27%b	54 18%	32 22%	138 23%	117 24%	65 19%	190 26%f	192 22%	63 29%	195 22%	31 34%j	22 41%j	7 29%
Sales/marketing texts	197 18%	123 20%	50 17%	24 16%	119 20%	78 16%	68 21%	129 17%	159 19%	38 18%	157 17%	21 23%	13 24%	6 26%
Sales/marketing calls	419 39%	252 41%	112 37%	55 37%	231 39%	188 39%	128 38%	290 39%	330 38%	89 41%	341 38%	31 34%	35 65%jk	12 49%
Recorded message	286 27%	194 31%bc	66 22%	26 18%	158 27%	128 27%	85 25%	202 27%	225 26%	61 28%	221 24%	36 40%jm	23 44%jm	5 22%
Other type	29 3%	15 2%	7 2%	7 4%	13 2%	16 3%	9 3%	20 3%	23 3%	6 3%	24 3%	2 2%	3 5%	-
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	221 21%	112 18%	69 23%	40 27%a	111 19%	110 23%	71 21%	150 20%	169 20%	51 24%	189 21%	15 16%	12 23%	4 18%
2 TYPES EXPERIENCED	149 14%	103 17%b	28 9%	18 12%	83 14%	66 14%	35 11%	114 15%	116 14%	33 15%	127 14%	13 14%	6 11%	3 14%
3 TYPES EXPERIENCED	122 11%	79 13%	31 10%	12 8%	71 12%	51 11%	33 10%	89 12%	103 12%	19 9%	96 11%	14 15%	10 19%	2 10%
4 TYPES EXPERIENCED	69 6%	47 8%	16 5%	6 4%	38 6%	31 6%	26 8%	43 6%	51 6%	18 8%	48 5%	10 11%j	7 14%j	3 13%j
5 TYPES EXPERIENCED	7 1%	3 *	2 1%	2 1%	4 1%	2 *	2 1%	4 1%	4 *	3 1%	4 *	-	3 5%jk	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 53%	346 56%	146 48%	79 53%	309 52%	262 55%	169 51%	402 54%	446 52%	125 58%	467 52%	52 57%	39 72%j	13 54%
None	502 47%	275 44%	156 52%	70 47%	284 48%	218 45%	165 49%	338 46%	411 48%	91 42%	437 48%l	39 43%	15 28%	11 46%
Mean number of mentions	2.127	2.217c	2.033	1.910	2.175	2.070	2.149	2.118	2.134	2.102	2.061	2.364	2.539j	2.335
Standard Deviation	1.127	1.090	1.174	1.165	1.120	1.135	1.207	1.093	1.117	1.165	1.101	1.107	1.324	1.209
Error Variance	0.002	0.004	0.011	0.014	0.005	0.004	0.010	0.003	0.003	0.010	0.003	0.022	0.046	0.042

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Silent Calls	255 24%	18 44%	24 21%	25 28%g	20 27%g	20 22%	21 19%	18 13%	29 19%	19 22%	22 41%befghi	31 34%fgh	7 29%g
Sales/marketing texts	197 18%	10 25%	14 13%	16 18%	11 15%	18 19%	13 12%	31 22%f	32 21%	11 13%	13 24%	21 23%f	6 26%bf
Sales/marketing calls	419 39%	23 55%	40 35%	33 36%	22 29%	32 35%	39 36%	44 32%	68 44%d	40 46%	35 65%bcdefghi	31 34%	12 49%dg
Recorded message	286 27%	15 36%	21 19%	25 28%g	22 29%g	24 26%g	25 22%	19 14%	44 29%g	26 29%g	23 44%befgl	36 40%bfgl	5 22%
Other type	29 3%	2 4%	2 1%	2 2%	2 3%	3 3%	1 1%	6 4%	6 4%	1 1%	3 5%	2 2%	-
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	221 21%	9 21%	18 15%	23 26%	17 23%	18 19%	25 23%	25 18%	37 24%	17 19%	12 23%	15 16%	4 18%
2 TYPES EXPERIENCED	149 14%	6 15%	16 14%	6 7%	11 14%	11 12%	21 19%c	15 11%	28 18%c	13 14%	6 11%	13 14%	3 14%
3 TYPES EXPERIENCED	122 11%	6 13%	8 7%	14 16%bf	6 9%	8 9%	7 7%	13 10%	18 12%	14 16%	10 19%bf	14 15%	2 10%
4 TYPES EXPERIENCED	69 6%	8 19%	8 7%	4 4%	5 7%	6 6%	3 2%	5 4%	7 5%	4 4%	7 14%cfgh	10 11%fg	3 13%cfghi
5 TYPES EXPERIENCED	7 1%	-	-	2 2%	-	1 1%	-	-	1 1%	-	3 5%bfjik	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 53%	28 68%	49 43%	49 55%	40 52%	45 49%	56 51%	60 43%	92 60%bg	48 54%	39 72%bdefgi	52 57%	13 54%
None	502 47%	14 32%	66 57%hj	40 45%	36 48%j	47 51%j	54 49%j	78 57%hj	62 40%	41 46%j	15 28%	39 43%	11 46%
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.462</b>	<b>2.108</b>	<b>2.063</b>	<b>1.988</b>	<b>2.209</b>	<b>1.776</b>	<b>2.068</b>	<b>2.023</b>	<b>2.090</b>	<b>2.539fh</b>	<b>2.364f</b>	<b>2.335f</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.216</b>	<b>1.070</b>	<b>1.166</b>	<b>1.070</b>	<b>1.310</b>	<b>0.852</b>	<b>1.171</b>	<b>1.086</b>	<b>0.988</b>	<b>1.324</b>	<b>1.107</b>	<b>1.209</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.062</b>	<b>0.022</b>	<b>0.028</b>	<b>0.031</b>	<b>0.037</b>	<b>0.013</b>	<b>0.028</b>	<b>0.015</b>	<b>0.021</b>	<b>0.046</b>	<b>0.022</b>	<b>0.042</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Silent Calls	255 24%	240 25%d	192 27%d	177 28%d	63 18%	15 20%	230 25%	68 24%	167 24%	47 34%fhj	22 20%
Sales/marketing texts	197 18%	197 20%be	108 15%e	108 17%e	89 26%bce	-	187 20%j	67 23%j	153 22%j	22 16%j	7 6%
Sales/marketing calls	419 39%	398 41%de	326 46%ade	306 49%ade	92 27%	20 27%	386 42%j	116 40%j	279 40%j	59 42%j	25 23%
Recorded message	286 27%	272 28%d	216 31%de	202 32%de	71 21%	14 19%	259 28%j	84 29%j	196 28%j	48 34%j	16 15%
Other type	29 3%	27 3%	25 3%	22 4%	4 1%	2 3%	26 3%	6 2%	17 2%	5 3%	2 2%
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	221 21%	204 21%	151 21%	134 21%	70 20%	17 23%	191 21%	48 17%	126 18%	25 18%	23 21%
2 TYPES EXPERIENCED	149 14%	141 15%	115 16%d	107 17%d	34 10%	8 11%	137 15%	48 17%j	99 14%	22 16%	10 9%
3 TYPES EXPERIENCED	122 11%	117 12%	94 13%d	89 14%d	28 8%	5 7%	111 12%	33 11%	80 12%	19 14%	7 7%
4 TYPES EXPERIENCED	69 6%	68 7%e	46 7%e	45 7%e	23 7%	1 1%	67 7%j	22 8%j	58 8%j	13 9%j	1 1%
5 TYPES EXPERIENCED	7 1%	6 1%	4 1%	4 1%	2 1%	1 1%	6 1%	2 1%	3 *	-	1 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 53%	540 55%de	414 59%de	383 61%ade	157 46%	31 42%	516 55%j	153 54%j	369 53%j	81 57%j	42 38%
None	502 47%	434 45%c	290 41%	247 39%	187 54%abc	43 58%abc	414 45%	133 46%	323 47%	60 43%	67 62%gghi

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.151e</b>	<b>2.151e</b>	<b>2.187e</b>	<b>2.064</b>	<b>1.709</b>	<b>2.161j</b>	<b>2.262j</b>	<b>2.247j</b>	<b>2.311j</b>	<b>1.800</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.132</b>	<b>1.115</b>	<b>1.121</b>	<b>1.158</b>	<b>0.957</b>	<b>1.127</b>	<b>1.137</b>	<b>1.152</b>	<b>1.167</b>	<b>1.112</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.003</b>	<b>0.010</b>	<b>0.021</b>	<b>0.003</b>	<b>0.011</b>	<b>0.004</b>	<b>0.021</b>	<b>0.020</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Silent Calls	255 24%	255 45%	178 53%acgi	166 43%	255 100%abcg hijkl	155 100%abcg hijkl	138 100%abcgh ijkl	206 44%	131 52%ci	133 41%	156 54%acgi	108 60%acgi	81 52%	11 38%	10 48%	1 15%
Sales/marketing texts	197 18%	197 35%beh	77 23%	197 51%abdeg hjk	101 40%beh	36 23%	89 65%abcde ghjk	197 42%abehk	61 24%	197 61%abcde ghjk	118 41%behk	55 31%	91 59%abdeg hjk	9 32%	4 22%	5 57%
Sales/marketing calls	419 39%	419 73%	266 79%j	286 74%	187 74%	118 76%	102 74%	419 89%abcd efjkl	253 100%abcde fgijkl	268 83%acd kl	202 71%	134 74%	111 71%	22 76%	17 82%	5 62%
Recorded message	286 27%	286 50%	187 56%gi	195 51%	156 61%acgi	96 62%acgi	88 64%acghi	222 47%	131 52%	151 47%	286 100%abcd efghi	180 100%abcd efghi	155 100%abcde fghi	12 42%	7 37%	5 54%
Other type	29 3%	29 5%	22 7%	17 4%	11 4%	10 6%	3 2%	23 5%	17 7%	12 4%	12 4%	8 5%	6 4%	29 100%	20 100%	9 100%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	221 21%	221 39%defgh ijkl	108 32%defjk l	136 35%defhj kl	29 11%	18 12%	13 9%	146 31%defjk l	67 26%defjk l	99 31%defjk l	45 16%	24 13%	24 15%	- -	- -	- -
2 TYPES EXPERIENCED	149 14%	149 26%	93 28%l	96 25%	68 27%	46 30%l	29 21%	126 27%	68 27%	79 25%	67 23%	45 25%	27 18%	5 16%	3 14%	2 23%
3 TYPES EXPERIENCED	122 11%	122 21%	88 26%	80 21%	85 33%acgi	57 37%abcgi	37 27%	121 26%	75 30%ac	71 22%	99 35%abcgi	74 41%abcfg hi	48 31%ac	7 26%	5 26%	2 24%
4 TYPES EXPERIENCED	69 6%	69 12%	38 11%	66 17%b	65 26%abcgh	28 18%	57 41%abcde ghijk	69 15%	36 14%	65 20%ab	66 23%abgh	32 18%	52 34%abceg hijk	7 24%	6 28%	1 12%
5 TYPES EXPERIENCED	7 1%	7 1%	4 1%	5 1%	4 1%	4 2%	2 1%	7 1%	4 2%	5 1%	5 2%	2 1%	3 2%	7 23%	4 22%	2 26%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571	571	335	386	255	155	138	472	253	322	286	180	155	29	20	9
	53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	502	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	47%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.127	2.127	2.244	2.273	2.830abc	2.736abc	3.069abc	2.309a	2.415a	2.400a	2.749abc	2.740abc	2.899abc	3.884	3.887	3.878
Standard Deviation	1.127	1.127	1.122	1.197	1.064	1.047	1.063	1.140	1.136	1.214	1.103	1.055	1.101	1.284	1.222	1.504
Error Variance	0.002	0.002	0.004	0.004	0.004	0.007	0.009	0.003	0.005	0.005	0.004	0.006	0.009	0.052	0.065	0.251

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1046	509	537	109	193	145	147	152	189	111	302	744	194	258	228	366
Weighted Base	1048	508	540	152*	214	162	160	163	127	71	365	683	223	306	218	301
Silent Calls	255 24%	120 24%	135 25%	37 24%	45 21%	23 14%	49 31%e	51 31%de	31 25%e	19 26%e	82 22%	173 25%e	72 32%mo	71 23%	53 24%	59 20%
Sales/marketing texts	197 19%	89 18%	108 20%	32 21%hi	52 24%ghik	40 25%ghik	31 19%hi	24 15%	13 10%	5 8%	84 23%hik	113 17%j	52 23%o	62 20%o	46 21%o	37 12%
Sales/marketing calls	419 40%	191 38%	228 42%	68 45%	78 36%	68 42%	56 35%	69 42%	57 45%	25 35%	145 40%	273 40%	106 47%o	124 41%	81 37%	107 36%
Recorded message	286 27%	130 25%	157 29%	43 28%	56 26%	44 27%	46 29%	50 31%i	33 26%	13 19%	99 27%	187 27%	83 37%no	96 31%o	50 23%	58 19%
Other type	29 3%	9 2%	20 4%	2 2%	5 2%	2 1%	5 3%	5 3%	7 6%ej	2 3%	7 2%	22 3%	4 2%	11 3%	6 3%	8 3%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	221 21%	101 20%	120 22%	35 23%	47 22%	24 15%	31 19%	30 18%	32 26%e	21 30%egk	83 23%	138 20%	41 18%	75 24%	45 21%	61 20%
2 TYPES EXPERIENCED	149 14%	68 13%	81 15%	19 13%	21 10%	31 19%dj	24 15%	24 15%	24 19%dj	8 11%	40 11%	109 16%dj	33 15%	44 14%	32 15%	41 14%
3 TYPES EXPERIENCED	122 12%	55 11%	67 12%	16 11%	22 10%	19 12%	18 12%	23 14%	18 14%	5 7%	38 10%	84 12%	39 17%no	42 14%o	17 8%	25 8%
4 TYPES EXPERIENCED	69 7%	32 6%	37 7%	15 10%hi	19 9%hi	9 6%	12 7%	11 7%	3 3%	1 2%	33 9%hik	36 5%	25 11%mo	15 5%	16 8%	13 4%
5 TYPES EXPERIENCED	7 1%	2 *	4 1%	1 *	1 *	- -	2 1%	1 1%	1 *	1 2%	2 *	5 1%	- -	2 1%	3 1%	2 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 54%	259 51%	312 58%a	86 57%	110 52%	83 51%	87 54%	90 55%	78 61%	37 52%	196 54%	375 55%	137 61%o	180 59%o	114 52%	141 47%
None	477 46%	249 49%b	228 42%	66 43%	104 48%	79 49%	73 46%	72 45%	50 39%	34 48%	169 46%	308 45%	86 39%	126 41%	105 48%	160 53%im
Mean number of mentions	2.127	2.109	2.142	2.142	2.176	2.155	2.201	2.261hi	1.921	1.816	2.161	2.109	2.348o	2.079	2.135	1.967
Standard Deviation	1.127	1.105	1.146	1.161	1.242	0.972	1.140	1.163	0.947	1.215	1.204	1.085	1.092	1.154	1.193	1.045
Error Variance	0.002	0.005	0.004	0.022	0.016	0.013	0.016	0.016	0.008	0.025	0.009	0.003	0.010	0.009	0.012	0.006

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1046	603	268	175	511	535	294	752	826	220	844	88	53	61
Weighted Base	1048	609	297	142	587	461	328	720	836	212	886	87*	51*	24*
Silent Calls	255 24%	168 28%b	54 18%	32 23%	138 24%	117 25%	65 20%	190 26%f	192 23%	63 30%	195 22%	31 36%j	22 43%j	7 29%
Sales/marketing texts	197 19%	123 20%	50 17%	24 17%	119 20%	78 17%	68 21%	129 18%	159 19%	38 18%	157 18%	21 24%	13 25%	6 26%
Sales/marketing calls	419 40%	252 41%	112 38%	55 39%	231 39%	188 41%	128 39%	290 40%	330 39%	89 42%	341 38%	31 36%	35 68%jk	12 49%
Recorded message	286 27%	194 32%bc	66 22%	26 19%	158 27%	128 28%	85 26%	202 28%	225 27%	61 29%	221 25%	36 42%jm	23 46%jm	5 22%
Other type	29 3%	15 2%	7 3%	7 5%	13 2%	16 3%	9 3%	20 3%	23 3%	6 3%	24 3%	2 2%	3 5%	-
<b>SUMMARY CODES</b>														
1 TYPE EXPERIENCED	221 21%	112 18%	69 23%	40 28%a	111 19%	110 24%	71 22%	150 21%	169 20%	51 24%	189 21%	15 17%	12 24%	4 18%
2 TYPES EXPERIENCED	149 14%	103 17%b	28 9%	18 13%	83 14%	66 14%	35 11%	114 16%	116 14%	33 16%	127 14%	13 15%	6 12%	3 14%
3 TYPES EXPERIENCED	122 12%	79 13%	31 10%	12 9%	71 12%	51 11%	33 10%	89 12%	103 12%	19 9%	96 11%	14 16%	10 20%	2 10%
4 TYPES EXPERIENCED	69 7%	47 8%	16 5%	6 4%	38 7%	31 7%	26 8%	43 6%	51 6%	18 9%	48 5%	10 12%j	7 15%j	3 13%j
5 TYPES EXPERIENCED	7 1%	3 *	2 1%	2 1%	4 1%	2 *	2 1%	4 1%	4 *	3 1%	4 *	-	3 5%jk	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 54%	346 57%	146 49%	79 56%	309 53%	262 57%	169 52%	402 56%	446 53%	125 59%	467 53%	52 60%	39 76%jm	13 54%
None	477 46%	264 43%	151 51%	63 44%	278 47%	199 43%	159 48%	318 44%	390 47%	87 41%	419 47%l	35 40%	12 24%	11 46%l
Mean number of mentions	2.127	2.217c	2.033	1.910	2.175	2.070	2.149	2.118	2.134	2.102	2.061	2.364	2.539j	2.335
Standard Deviation	1.127	1.090	1.174	1.165	1.120	1.135	1.207	1.093	1.117	1.165	1.101	1.107	1.324	1.209
Error Variance	0.002	0.004	0.011	0.014	0.005	0.004	0.010	0.003	0.003	0.010	0.003	0.022	0.046	0.042

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1046	38	116	86	69	93	100	126	138	78	53	88	61
Weighted Base	1048	41**	112	87*	74*	90*	108*	135	153	85*	51*	87*	24*
Silent Calls	255 24%	18 45%	24 22%	25 28%g	20 28%g	20 22%	21 19%	18 13%	29 19%	19 23%	22 43%befghi	31 36%bfgh	7 29%g
Sales/marketing texts	197 19%	10 25%	14 13%	16 18%	11 15%	18 20%	13 12%	31 23%f	32 21%	11 13%	13 25%	21 24%bf	6 26%bf
Sales/marketing calls	419 40%	23 56%	40 35%	33 37%	22 29%	32 36%	39 36%	44 33%	68 44%	40 47%d	35 68%bcdefghi	31 36%	12 49%dg
Recorded message	286 27%	15 37%	21 19%	25 29%g	22 29%g	24 27%g	25 23%	19 14%	44 29%g	26 31%g	23 46%befghi	36 42%befgl	5 22%
Other type	29 3%	2 4%	2 2%	2 2%	2 3%	3 3%	1 1%	6 4%	6 4%	1 2%	3 5%	2 2%	-
<b>SUMMARY CODES</b>													
1 TYPE EXPERIENCED	221 21%	9 21%	18 16%	23 27%	17 23%	18 20%	25 23%	25 19%	37 24%	17 20%	12 24%	15 17%	4 18%
2 TYPES EXPERIENCED	149 14%	6 15%	16 14%	6 7%	11 15%	11 13%	21 20%c	15 11%	28 18%c	13 15%	6 12%	13 15%	3 14%
3 TYPES EXPERIENCED	122 12%	6 14%	8 7%	14 17%bf	6 9%	8 9%	7 7%	13 10%	18 12%	14 17%	10 20%bf	14 16%	2 10%
4 TYPES EXPERIENCED	69 7%	8 20%	8 7%	4 4%	5 7%	6 6%	3 2%	5 4%	7 5%	4 4%	7 15%cfgh	10 12%fg	3 13%cfgh
5 TYPES EXPERIENCED	7 1%	-	-	2 2%	-	1 1%	-	-	1 1%	-	3 5%bfjkl	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 54%	28 69%	49 44%	49 56%	40 53%	45 50%	56 52%	60 44%	92 60%bg	48 56%	39 76%bcdefgil	52 60%bg	13 54%
None	477 46%	12 31%	63 56%hijk	38 44%j	35 47%j	45 50%j	52 48%j	75 56%hjk	62 40%	37 44%j	12 24%	35 40%	11 46%j
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.462</b>	<b>2.108</b>	<b>2.063</b>	<b>1.988</b>	<b>2.209</b>	<b>1.776</b>	<b>2.068</b>	<b>2.023</b>	<b>2.090</b>	<b>2.539fh</b>	<b>2.364f</b>	<b>2.335f</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.216</b>	<b>1.070</b>	<b>1.166</b>	<b>1.070</b>	<b>1.310</b>	<b>0.852</b>	<b>1.171</b>	<b>1.086</b>	<b>0.988</b>	<b>1.324</b>	<b>1.107</b>	<b>1.209</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.062</b>	<b>0.022</b>	<b>0.028</b>	<b>0.031</b>	<b>0.037</b>	<b>0.013</b>	<b>0.028</b>	<b>0.015</b>	<b>0.021</b>	<b>0.046</b>	<b>0.022</b>	<b>0.042</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1046	951	741	646	305	95	875	233	611	118	137
Weighted Base	1048	974	704	630	344	74*	918	284	686	139	96
Silent Calls	255 24%	240 25%d	192 27%d	177 28%d	63 18%	15 20%	230 25%	68 24%	167 24%	47 34%fh	22 23%
Sales/marketing texts	197 19%	197 20%be	108 15%e	108 17%e	89 26%bce	-	187 20%j	67 24%j	153 22%j	22 16%	7 7%
Sales/marketing calls	419 40%	398 41%de	326 46%ade	306 49%ade	92 27%	20 27%	386 42%j	116 41%j	279 41%j	59 42%j	25 26%
Recorded message	286 27%	272 28%d	216 31%de	202 32%de	71 21%	14 19%	259 28%j	84 29%j	196 29%j	48 35%j	16 17%
Other type	29 3%	27 3%	25 3%	22 4%	4 1%	2 3%	26 3%	6 2%	17 2%	5 3%	2 2%
<b>SUMMARY CODES</b>											
1 TYPE EXPERIENCED	221 21%	204 21%	151 21%	134 21%	70 20%	17 23%	191 21%	48 17%	126 18%	25 18%	23 24%
2 TYPES EXPERIENCED	149 14%	141 15%	115 16%d	107 17%d	34 10%	8 11%	137 15%	48 17%	99 14%	22 16%	10 10%
3 TYPES EXPERIENCED	122 12%	117 12%	94 13%d	89 14%d	28 8%	5 7%	111 12%	33 12%	80 12%	19 14%	7 8%
4 TYPES EXPERIENCED	69 7%	68 7%e	46 7%e	45 7%e	23 7%	1 1%	67 7%j	22 8%j	58 8%j	13 9%j	1 1%
5 TYPES EXPERIENCED	7 1%	6 1%	4 1%	4 1%	2 1%	1 1%	6 1%	2 1%	3 *	-	1 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571 54%	540 55%de	414 59%de	383 61%ade	157 46%	31 42%	516 56%j	153 54%	369 54%j	81 58%j	42 44%
None	477 46%	434 45%c	290 41%	247 39%	187 54%abc	43 58%abc	402 44%	130 46%	317 46%	59 42%	54 56%hi

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1046	951	741	646	305	95	875	233	611	118	137
Weighted Base	1048	974	704	630	344	74*	918	284	686	139	96
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.151e</b>	<b>2.151e</b>	<b>2.187e</b>	<b>2.064</b>	<b>1.709</b>	<b>2.161j</b>	<b>2.262j</b>	<b>2.247j</b>	<b>2.311j</b>	<b>1.800</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.132</b>	<b>1.115</b>	<b>1.121</b>	<b>1.158</b>	<b>0.957</b>	<b>1.127</b>	<b>1.137</b>	<b>1.152</b>	<b>1.167</b>	<b>1.112</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.003</b>	<b>0.003</b>	<b>0.010</b>	<b>0.021</b>	<b>0.003</b>	<b>0.011</b>	<b>0.004</b>	<b>0.021</b>	<b>0.020</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1046	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1048	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Silent Calls	255 24%	255 45%	178 53%acgi	166 43%	255 100%abcg hijkl	155 100%abcg hijkl	138 100%abcgh ijkl	206 44%	131 52%ci	133 41%	156 54%acgi	108 60%acgi	81 52%	11 38%	10 48%	1 15%
Sales/marketing texts	197 19%	197 35%beh	77 23%	197 51%abdeg hjk	101 40%beh	36 23%	89 65%abcde ghjk	197 42%abehk	61 24%	197 61%abcde ghjk	118 41%behk	55 31%	91 59%abdeg hjk	9 32%	4 22%	5 57%
Sales/marketing calls	419 40%	419 73%	266 79%j	286 74%	187 74%	118 76%	102 74%	419 89%abcd efjkl	253 100%abcde fgijkl	268 83%acd kl	202 71%	134 74%	111 71%	22 76%	17 82%	5 62%
Recorded message	286 27%	286 50%	187 56%gi	195 51%	156 61%acgi	96 62%acgi	88 64%acghi	222 47%	131 52%	151 47%	286 100%abcd efghi	180 100%abcd efghi	155 100%abcde fghi	12 42%	7 37%	5 54%
Other type	29 3%	29 5%	22 7%	17 4%	11 4%	10 6%	3 2%	23 5%	17 7%	12 4%	12 4%	8 5%	6 4%	29 100%	20 100%	9 100%
<b>SUMMARY CODES</b>																
1 TYPE EXPERIENCED	221 21%	221 39%defgh ijkl	108 32%defjk l	136 35%defhj kl	29 11%	18 12%	13 9%	146 31%defjk l	67 26%defjk l	99 31%defjk l	45 16%	24 13%	24 15%	- -	- -	- -
2 TYPES EXPERIENCED	149 14%	149 26%	93 28%l	96 25%	68 27%	46 30%l	29 21%	126 27%	68 27%	79 25%	67 23%	45 25%	27 18%	5 16%	3 14%	2 23%
3 TYPES EXPERIENCED	122 12%	122 21%	88 26%	80 21%	85 33%acgi	57 37%abcgi	37 27%	121 26%	75 30%ac	71 22%	99 35%abcgi	74 41%abcfg hi	48 31%ac	7 26%	5 26%	2 24%
4 TYPES EXPERIENCED	69 7%	69 12%	38 11%	66 17%b	65 26%abcgh	28 18%	57 41%abcde ghijk	69 15%	36 14%	65 20%ab	66 23%abgh	32 18%	52 34%abceg hijk	7 24%	6 28%	1 12%
5 TYPES EXPERIENCED	7 1%	7 1%	4 1%	5 1%	4 1%	4 2%	2 1%	7 1%	4 2%	5 1%	5 2%	2 1%	3 2%	7 23%	4 22%	2 26%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1046	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1048	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	571	571	335	386	255	155	138	472	253	322	286	180	155	29	20	9
	54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	477	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	46%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Mean number of mentions</b>	<b>2.127</b>	<b>2.127</b>	<b>2.244</b>	<b>2.273</b>	<b>2.830abc</b>	<b>2.736abc</b>	<b>3.069abc</b>	<b>2.309a</b>	<b>2.415a</b>	<b>2.400a</b>	<b>2.749abc</b>	<b>2.740abc</b>	<b>2.899abc</b>	<b>3.884</b>	<b>3.887</b>	<b>3.878</b>
<b>Standard Deviation</b>	<b>1.127</b>	<b>1.127</b>	<b>1.122</b>	<b>1.197</b>	ghi	ghi	eghijk	<b>1.140</b>	<b>1.136</b>	<b>1.214</b>	ghi	ghi	ghi	<b>1.284</b>	<b>1.222</b>	<b>1.504</b>
<b>Error Variance</b>	<b>0.002</b>	<b>0.002</b>	<b>0.004</b>	<b>0.004</b>	<b>0.004</b>	<b>0.007</b>	<b>0.009</b>	<b>0.003</b>	<b>0.005</b>	<b>0.005</b>	<b>0.004</b>	<b>0.006</b>	<b>0.009</b>	<b>0.052</b>	<b>0.065</b>	<b>0.251</b>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

**Q.7Ai\7Bi Response to recorded message on landline or mobile phone**

**Base: All adults UK**

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Listen to the full message before hanging up	19 2%	11 2%	7 1%	3 2%	5 2%	1 1%	2 1%	7 4%	2 1%	- -	7 2%	12 2%	8 3% <sup>m</sup>	2 1%	5 2%	4 1%
Listen to some of the message before hanging up	69 6%	28 5%	41 7%	17 11%	12 6%	10 6%	7 5%	9 5%	8 6%	6 8%	29 8%	40 6%	21 9% <sup>o</sup>	23 7%	12 5%	13 4%
Hang up immediately, as soon as I realise it is a recorded message	205 19%	94 18%	111 20%	24 16%	41 19%	33 20% <sup>i</sup>	37 23% <sup>i</sup>	37 22% <sup>i</sup>	25 19% <sup>i</sup>	8 10%	65 18%	140 20% <sup>i</sup>	59 26% <sup>no</sup>	70 23% <sup>o</sup>	35 16%	41 13%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	85 8%	38 7%	47 9%	20 13%	17 8%	10 6%	9 6%	14 8%	9 7%	6 8%	36 10%	49 7%	26 11% <sup>o</sup>	25 8%	17 7%	18 6%
None	787 73%	391 75%	396 72%	111 72%	160 74%	121 73%	117 72%	119 70%	97 74%	63 82% <sup>gk</sup>	271 73%	516 73%	143 63%	215 69%	172 78% <sup>l</sup>	257 82% <sup>lm</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Listen to the full message before hanging up	19 2%	16 3% <sup>c</sup>	3 1%	- -	10 2%	8 2%	7 2%	12 2%	12 1%	7 3%	16 2%	1 1%	2 3%	- -
Listen to some of the message before hanging up	69 6%	48 8%	16 5%	6 4%	34 6%	36 7%	22 7%	47 6%	59 7%	10 5%	58 6%	7 8%	4 8%	- -
Hang up immediately, as soon as I realise it is a recorded message	205 19%	136 22% <sup>c</sup>	48 16%	20 14%	119 20%	86 18%	57 17%	148 20%	160 19%	45 21%	150 17%	30 33% <sup>j</sup>	19 36% <sup>j</sup>	5 22%
<b>SUMMARY CODE</b>														
LISTEN TO ANY OF MESSAGE	85 8%	60 10% <sup>c</sup>	19 6%	6 4%	41 7%	44 9%	28 8%	57 8%	69 8%	17 8%	73 8% <sup>m</sup>	8 8%	4 8%	- -
None	787 73%	427 69%	236 78% <sup>a</sup>	123 82% <sup>a</sup>	435 73%	352 73%	249 75%	538 73%	633 74%	154 72%	683 76% <sup>kl</sup>	55 60%	30 56%	19 78% <sup>kl</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Listen to the full message before hanging up	19 2%	1 3%	- -	6 6%be	1 2%	- -	1 1%	2 1%	3 2%	3 3%	2 3%	1 1%	- -
Listen to some of the message before hanging up	69 6%	8 18%	4 4%	5 6%	5 7%	10 11%fl	3 2%	6 5%	7 4%	9 11%fl	4 8%	7 8%	- -
Hang up immediately, as soon as I realise it is a recorded message	205 19%	6 15%	17 15%	14 16%	15 20%g	14 15%	21 19%g	11 8%	37 24%g	15 17%	19 36%bcefgi	30 33%bcefg i	5 22%g
<b>SUMMARY CODE</b>													
LISTEN TO ANY OF MESSAGE	85 8%	9 21%	4 4%	11 12%bfl	7 9%	10 11%fl	4 3%	8 6%	8 5%	12 14%bfhl	4 8%	8 8%	- -
None	787 73%	27 64%	93 81%jk	64 72%	54 71%	68 74%j	86 78%jk	119 86%cdehijk	109 71%	63 71%	30 56%	55 60%	19 78%jk

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Listen to the full message before hanging up	19 2%	18 2%	15 2%	15 2%	3 1%	1 1%	18 2%	7 2%	15 2%	8 6%fhj	1 1%
Listen to some of the message before hanging up	69 6%	65 7%	46 6%	41 7%	24 7%	5 6%	61 7%	16 6%	43 6%	10 7%	6 5%
Hang up immediately, as soon as I realise it is a recorded message	205 19%	196 20% <sup>d</sup>	162 23% <sup>de</sup>	153 24% <sup>de</sup>	44 13%	9 12%	187 20% <sup>j</sup>	65 23% <sup>j</sup>	144 21% <sup>j</sup>	32 23% <sup>j</sup>	10 9%
<b>SUMMARY CODE</b>											
LISTEN TO ANY OF MESSAGE	85 8%	80 8%	58 8%	53 8%	27 8%	5 7%	76 8%	21 7%	57 8%	17 12%	6 6%
None	787 73%	702 72%	488 69%	428 68%	274 79% <sup>abc</sup>	60 81% <sup>bc</sup>	671 72%	203 71%	496 72%	92 66%	92 85% <sup>efghi</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1073	564	356	354	252	166	124	462	267	298	271	178	135	32	23	9
Weighted Base	1073	571	335	386	255	155	138*	472	253	322	286	180	155	29**	20**	9**
Listen to the full message before hanging up	19 2%	19 3%	15 5%	13 3%	16 6%	13 8%acgi	8 6%	15 3%	11 4%	10 3%	19 7%	15 9%acgi	10 6%	-	-	-
Listen to some of the message before hanging up	69 6%	69 12%	41 12%	51 13%	41 16%	21 13%	29 21%abgi	58 12%	31 12%	39 12%	69 24%abcde ghi	40 22%abcgh i	42 27%abcde ghi	4 12%	3 12%	1 12%
Hang up immediately, as soon as I realise it is a recorded message	205 19%	205 36%	138 41%g	138 36%	105 41%	69 44%gi	57 41%	156 33%	96 38%	107 33%	205 72%abcde fghi	132 73%abcde fghi	110 71%abcde fghi	8 29%	5 24%	4 41%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	85 8%	85 15%	53 16%	61 16%	55 22%ag	31 20%	34 25%aghi	71 15%	38 15%	48 15%	85 30%abcegh hi	52 29%abcgh i	50 32%abcde ghi	4 12%	3 12%	1 12%
None	787 73%	285 50%defjk 	148 44%jkl	191 49%defjk 	99 39%jkl	59 38%jkl	50 36%jkl	250 53%bdefj kl	122 48%fjkl	171 53%bdefjk 	-	-	-	17 58%	13 63%	4 46%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	271	127	144	26	48	36	40	48	51	22	74	197	68	79	52	72
Weighted Base	286	130	157	43**	56*	44*	46*	50*	33*	13**	99*	187	83*	96*	50*	58*
Listen to the full message before hanging up	19 7%	11 9%	7 5%	3 6%	5 8%	1 3%	2 4%	7 14%	2 5%	- -	7 7%	12 6%	8 9%	2 2%	5 10%	4 8%
Listen to some of the message before hanging up	69 24%	28 22%	41 26%	17 39%	12 22%	10 23%	7 16%	9 18%	8 23%	6 43%	29 29%	40 21%	21 25%	23 24%	12 24%	13 23%
Hang up immediately, as soon as I realise it is a recorded message	205 72%	94 73%	111 71%	24 56%	41 73%	33 77%	37 80%	37 73%	25 75%	8 57%	65 66%	140 75%	59 71%	70 74%	35 70%	41 71%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	85 30%	38 29%	47 30%	20 46%	17 30%	10 23%	9 20%	14 28%	9 28%	6 43%	36 37%	49 26%	26 31%	25 26%	17 33%	18 31%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	271	181	56	34	135	136	67	204	206	65	195	37	22	17
Weighted Base	286	194	66*	26**	158	128*	85*	202	225	61*	221	36*	23**	5**
Listen to the full message before hanging up	19 7%	16 8%	3 5%	- -	10 7%	8 7%	7 8%	12 6%	12 5%	7 11%	16 7%	1 2%	2 7%	- -
Listen to some of the message before hanging up	69 24%	48 25%	16 23%	6 22%	34 21%	36 28%	22 26%	47 23%	59 26%	10 16%	58 26%	7 19%	4 18%	- -
Hang up immediately, as soon as I realise it is a recorded message	205 72%	136 70%	48 73%	20 78%	119 75%	86 68%	57 67%	148 74%	160 71%	45 73%	150 68%	30 83%	19 82%	5 100%
<b>SUMMARY CODE</b>														
LISTEN TO ANY OF MESSAGE	85 30%	60 31%	19 28%	6 22%	41 26%	44 34%	28 33%	57 28%	69 30%	17 27%	73 33%	8 21%	4 18%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	271	11	22	23	17	23	24	13	37	25	22	37	17
Weighted Base	286	15**	21**	25**	22**	24**	25**	19**	44*	26**	23**	36*	5**
Listen to the full message before hanging up	19 7%	1 8%	- -	6 23%	1 6%	- -	1 4%	2 9%	3 6%	3 11%	2 7%	1 2%	- -
Listen to some of the message before hanging up	69 24%	8 51%	4 21%	5 21%	5 24%	10 43%	3 10%	6 33%	7 15%	9 36%	4 18%	7 19%	- -
Hang up immediately, as soon as I realise it is a recorded message	205 72%	6 41%	17 79%	14 56%	15 70%	14 57%	21 86%	11 58%	37 84%	15 59%	19 82%	30 83%	5 100%
<b>SUMMARY CODE</b>													
LISTEN TO ANY OF MESSAGE	85 30%	9 59%	4 21%	11 44%	7 30%	10 43%	4 14%	8 42%	8 18%	12 47%	4 18%	8 21%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	271	252	217	198	54	19	237	66	166	38	25
Weighted Base	286	272	216	202	71*	14**	259	84*	196	48*	16**
Listen to the full message before hanging up	19 7%	18 7%	15 7%	15 7%	3 5%	1 5%	18 7%	7 8%	15 8%	8 18%†	1 4%
Listen to some of the message before hanging up	69 24%	65 24%	46 21%	41 20%	24 33%	5 32%	61 23%	16 19%	43 22%	10 21%	6 35%
Hang up immediately, as soon as I realise it is a recorded message	205 72%	196 72%	162 75%	153 76%	44 62%	9 63%	187 72%	65 78%	144 73%	32 66%	10 60%
<b>SUMMARY CODE</b>											
LISTEN TO ANY OF MESSAGE	85 30%	80 29%	58 27%	53 26%	27 38%	5 37%	76 29%	21 25%	57 29%	17 35%	6 40%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Consumer Complaints Study - Wave 26 (QS0571 - 310501)**

**Q.7A\7Bi Response to recorded message on landline or mobile phone**

**Base: All who have received a recorded message on either their mobile or landline**

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	271	271	187	173	149	98	79	208	131	134	271	178	135	12	8	4
Weighted Base	286	286	187	195	156	96*	88*	222	131	151	286	180	155	12**	7**	5**
Listen to the full message before hanging up	19 7%	19 7%	15 8%	13 6%	16 11%	13 14%aj	8 10%	15 7%	11 8%	10 7%	19 7%	15 9%	10 6%	-	-	-
Listen to some of the message before hanging up	69 24%	69 24%	41 22%	51 26%	41 26%	21 22%	29 32%	58 26%	31 23%	39 26%	69 24%	40 22%	42 27%	4 30%	3 34%	1 23%
Hang up immediately, as soon as I realise it is a recorded message	205 72%	205 72%	138 74%	138 71%	105 67%	69 72%	57 64%	156 70%	96 74%	107 71%	205 72%	132 73%	110 71%	8 70%	5 66%	4 77%
<b>SUMMARY CODE</b>																
LISTEN TO ANY OF MESSAGE	85 30%	85 30%	53 28%	61 31%	55 35%	31 32%	34 39%	71 32%	38 29%	48 32%	85 30%	52 29%	50 32%	4 30%	3 34%	1 23%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	74	34	40	10	15	8	8	11	13	9	25	49	21	21	11	21
Weighted Base	85*	38*	47**	20**	17**	10**	9**	14**	9**	6**	36**	49*	26**	25**	17**	18**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	51 60%	27 71%	24 51%	13 64%	10 61%	9 87%	6 65%	4 30%	4 47%	5 81%	23 63%	28 58%	17 66%	16 63%	7 41%	12 65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	21 24%	11 28%	10 21%	1 6%	5 27%	5 52%	2 20%	4 26%	3 31%	1 24%	6 15%	15 31%	10 37%	4 16%	4 24%	3 18%
Telling you about a competition	8 9%	6 15%	2 5%	1 6%	2 9%	3 26%	- -	1 6%	1 9%	1 12%	3 8%	5 10%	2 9%	2 8%	2 10%	2 10%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 18%	4 10%	12 25%	2 10%	1 6%	3 26%	4 41%	3 24%	3 30%	- -	3 8%	13 26%	7 27%	3 11%	4 26%	2 9%
Other type	13 15%	6 15%	7 15%	- -	4 21%	1 13%	2 19%	5 37%	1 9%	- -	4 10%	9 19%	5 21%	5 19%	- -	3 15%
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	63 74%	31 81%	32 68%	14 70%	12 72%	10 100%	7 81%	7 50%	7 73%	5 93%	26 71%	37 76%	22 84%	18 71%	9 55%	14 80%
ANY EXC. APPOINTMENT REMINDERS	59 69%	30 78%	29 62%	14 70%	12 72%	9 87%	6 65%	7 50%	5 60%	5 93%	26 71%	33 68%	19 74%	16 65%	9 55%	14 80%
Can't Remember	14 17%	4 10%	11 22%	6 30%	2 13%	- -	- -	3 23%	2 27%	* 7%	8 22%	6 13%	3 10%	3 13%	7 45%	1 5%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	74	50	17	7	32	42	20	54	58	16	62	8	4	-
Weighted Base	85*	60*	19**	6**	41**	44**	28**	57*	69*	17**	73*	8**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	51 60%	32 52%	14 76%	5 88%	26 62%	25 58%	16 59%	35 61%	43 62%	8 51%	43 59%	7 85%	1 28%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	21 24%	17 28%	2 12%	1 24%	8 21%	12 28%	9 33%	12 20%	17 25%	4 22%	16 21%	3 45%	2 36%	-
Telling you about a competition	8 9%	6 10%	1 7%	1 12%	3 6%	5 12%	3 11%	5 9%	8 12%	-	6 8%	2 31%	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 18%	11 18%	3 16%	2 36%	9 23%	6 14%	4 15%	11 20%	12 18%	4 22%	13 18%	2 28%	-	-
Other type	13 15%	11 19%	2 8%	-	8 20%	5 11%	3 12%	9 16%	9 13%	4 21%	11 15%	-	2 36%	-
<b>SUMMARY CODES</b>														
ANY INC. APPOINTMENT REMINDERS	63 74%	40 67%	17 88%	6 100%	33 81%	30 67%	20 71%	43 75%	51 75%	11 69%	53 73%	7 85%	3 64%	-
ANY EXC. APPOINTMENT REMINDERS	59 69%	36 60%	17 88%	6 100%	30 74%	28 64%	18 66%	40 70%	48 70%	11 65%	49 68%	7 85%	3 64%	-
Can't Remember	14 17%	14 23%	1 4%	-	3 6%	12 27%	7 25%	7 13%	13 19%	2 10%	12 16%	1 15%	2 36%	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	74	4	5	9	6	9	4	5	7	13	4	8	-
Weighted Base	85*	9**	4**	11**	7**	10**	4**	8**	8**	12**	4**	8**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	51 60%	1 12%	3 61%	6 53%	5 72%	7 70%	- -	7 84%	5 68%	9 77%	1 28%	7 85%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	21 24%	2 21%	1 24%	- -	3 48%	1 13%	2 46%	2 22%	2 27%	3 22%	2 36%	3 45%	- -
Telling you about a competition	8 9%	- -	1 24%	- -	- -	3 25%	- -	- -	1 17%	1 4%	- -	2 31%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 18%	1 12%	- -	- -	3 40%	3 29%	2 54%	2 25%	1 16%	2 12%	- -	2 28%	- -
Other type	13 15%	- -	2 39%	5 40%	- -	- -	1 37%	1 16%	- -	2 20%	2 36%	- -	- -
<b>SUMMARY CODES</b>													
ANY INC. APPOINTMENT REMINDERS	63 74%	3 33%	3 61%	6 53%	7 100%	9 91%	4 100%	7 84%	6 78%	9 77%	3 64%	7 85%	- -
ANY EXC. APPOINTMENT REMINDERS	59 69%	3 33%	3 61%	6 53%	7 100%	7 70%	2 46%	7 84%	6 78%	9 77%	3 64%	7 85%	- -
Can't Remember	14 17%	6 67%	1 24%	1 6%	- -	1 9%	- -	- -	2 22%	1 10%	2 36%	1 15%	- -

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

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

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	74	67	57	50	17	7	61	16	44	14	10
Weighted Base	85*	80*	58*	53*	27**	5**	76*	21**	57*	17**	6**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	51 60%	48 61%	33 57%	30 58%	18 67%	3 50%	45 59%	17 79%	37 65%	10 60%	4 62%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	21 24%	20 25%	15 26%	15 27%	6 21%	1 12%	17 23%	3 17%	15 27%	5 31%	1 20%
Telling you about a competition	8 9%	8 10%	8 14%	8 15%	-	-	7 9%	1 6%	7 12%	2 14%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 18%	16 20%	11 20%	11 22%	4 16%	-	16 21%	5 25%	14 24%	2 11%	-
Other type	13 15%	11 14%	13 22%	11 22%	-	1 25%	12 16%	4 17%	9 16%	3 20%	-
<b>SUMMARY CODES</b>											
ANY INC. APPOINTMENT REMINDERS	63 74%	60 75%	43 74%	40 76%	19 72%	3 61%	55 73%	17 83%	43 76%	14 80%	5 82%
ANY EXC. APPOINTMENT REMINDERS	59 69%	55 69%	41 70%	38 71%	18 67%	3 61%	51 68%	17 83%	41 73%	13 77%	5 82%
Can't Remember	14 17%	14 17%	7 12%	6 12%	7 28%	1 14%	13 17%	-	8 14%	1 6%	1 18%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

## Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	74	74	52	49	47	31	26	60	37	38	74	50	38	4	3	1
Weighted Base	85*	85*	53*	61*	55*	31**	34**	71*	38*	48**	85*	52*	50**	4**	3**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	51 60%	51 60%	29 55%	41 67%	32 58%	16 50%	22 64%	45 64%	22 57%	32 68%	51 60%	28 54%	33 66%	2 63%	1 47%	1 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	21 24%	21 24%	15 27%	17 28%	14 26%	10 32%	12 35%	17 23%	10 25%	15 31%	21 24%	15 28%	14 28%	-	-	-
Telling you about a competition	8 9%	8 9%	6 11%	7 11%	7 12%	4 12%	7 19%	8 11%	6 16%	5 11%	8 9%	6 12%	6 12%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 18%	16 18%	9 18%	14 23%	9 16%	6 18%	7 19%	14 20%	6 16%	12 24%	16 18%	9 18%	10 20%	2 67%	1 53%	1 100%
Other type	13 15%	13 15%	12 22%	6 10%	8 15%	8 27%	1 3%	12 17%	12 30% <sup>c</sup>	3 6%	13 15%	12 22%	5 10%	1 37%	1 53%	-
<b>SUMMARY CODES</b>																
ANY INC. APPOINTMENT REMINDERS	63 74%	63 74%	40 74%	49 80%	38 70%	21 68%	27 79%	52 74%	27 71%	37 78%	63 74%	38 74%	39 78%	4 100%	3 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	59 69%	59 69%	37 69%	45 74%	37 67%	21 68%	25 74%	49 69%	25 66%	35 74%	59 69%	36 69%	36 72%	2 63%	1 47%	1 100%
Can't Remember	14 17%	14 17%	7 13%	11 18%	11 21%	4 13%	10 29%	12 16%	4 11%	10 21%	14 17%	7 13%	11 22%	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Q.TV

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Sky - Digital Satellite TV for a monthly subscription	355 33%	335 34%e	256 36%de	239 38%de	96 28%	16 22%	331 36%j	105 37%j	253 37%j	46 33%j	19 17%
Satellite TV from someone other than Sky	7 1%	6 1%	2 *	1 *	5 2%bc	1 1%	6 1%	2 1%	6 1%	1 1%	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	38 4%	35 4%	23 3%	20 3%	15 4%	2 3%	34 4%	16 5%	26 4%	9 6%	4 3%
Virgin Media through cable	184 17%	169 17%	126 18%	116 18%	54 16%	11 14%	174 19%j	64 22%j	138 20%j	27 20%j	9 8%
Freeview through a TV aerial and set-top box	147 14%	126 13%	92 13%	76 12%	49 14%	16 21%abc	111 12%	26 9%	73 11%	21 15%	26 24%fghi
TV set which has Freeview channels built in (without a separate set-top box)	235 22%	194 20%	162 23%	129 21%	65 19%	33 44%abcd	169 18%	44 15%	111 16%	26 18%	52 47%fghi
YouView set top box	2 *	2 *	2 *	2 *	- -	- -	2 *	2 1%	2 *	- -	- -
BT TV	51 5%	50 5%	39 6%	38 6%	12 4%	1 1%	50 5%	17 6%	37 5%	6 4%	2 1%
Talk Talk TV	16 1%	13 1%	13 2%	11 2%	2 1%	1 2%	15 2%	4 1%	8 1%	3 2%	* *
Other	20 2%	20 2%	9 1%	9 1%	11 3%	- -	20 2%	11 4%j	16 2%	2 1%	- -
NO TV	75 7%	70 7%bce	24 3%	23 4%	47 14%abce	1 1%	68 7%j	19 7%j	58 8%j	7 5%	2 2%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Q.TV

Base: All adults UK

Total	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Don't know	6	6	4	4	2	-	6	-	6	3	1
	1%	1%	1%	1%	1%	-	1%	-	1%	2%g	1%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q.INTERNET****Base: All adults UK**

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
Internet access at home	930	884	617	583	300	34	930	280	664	135	-
	87%	91% <sup>e</sup>	88% <sup>e</sup>	93% <sup>bde</sup>	87% <sup>e</sup>	46%	100% <sup>ghij</sup>	98% <sup>j</sup>	96% <sup>j</sup>	96% <sup>j</sup>	-
Internet access at work (through workplace network connection)	286	281	187	184	97	3	280	286	272	54	-
	27%	29% <sup>e</sup>	27% <sup>e</sup>	29% <sup>e</sup>	28% <sup>e</sup>	4%	30% <sup>j</sup>	100% <sup>fhij</sup>	39% <sup>fj</sup>	39% <sup>j</sup>	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	692	673	439	426	247	13	664	272	692	131	-
	65%	69% <sup>be</sup>	62% <sup>e</sup>	68% <sup>e</sup>	72% <sup>be</sup>	18%	71% <sup>aj</sup>	95% <sup>fj</sup>	100% <sup>fgij</sup>	94% <sup>fj</sup>	-
Internet access on publicly accessible computers (e.g. internet café, library)	132	127	99	94	32	5	128	52	124	132	-
	12%	13%	14%	15% <sup>de</sup>	9%	6%	14% <sup>j</sup>	18% <sup>j</sup>	18% <sup>fj</sup>	94% <sup>fghj</sup>	-
Other type of internet access	9	9	6	6	3	1	8	2	8	9	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	7% <sup>fghj</sup>	-
None of these \ Don't access the internet	109	59	76	39	20	37	-	-	-	-	109
	10%	6%	11% <sup>acd</sup>	6%	6%	49% <sup>abcd</sup>	-	-	-	-	100% <sup>fghi</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
<b>GENDER</b>																
Male	520	520	-	78	101	86	83	81	52	38	179	341	102	157	119	142
	48%	100%b	-	51%	47%	53%h	51%	48%	40%	50%	49%	48%	45%	51%	54%	45%
Female	553	-	553	76	115	78	80	88	78	38	190	362	123	153	103	173
	52%	-	100%a	49%	53%	47%	49%	52%	60%e	50%	51%	52%	55%	49%	46%	55%
<b>AGE</b>																
16-24	154	78	76	154	-	-	-	-	-	-	154	-	23	52	33	45
	14%	15%	14%	100%defghi	-	-	-	-	-	-	42%defghi	-	10%	17%	15%	14%
				jk							k					
25-34	216	101	115	-	216	-	-	-	-	-	216	-	46	77	40	53
	20%	19%	21%	-	100%cefg	-	-	-	-	-	58%cefg	-	20%	25%o	18%	17%
				-	jk						k					
35-44	164	86	78	-	-	164	-	-	-	-	-	164	40	43	41	41
	15%	17%	14%	-	-	100%cdfghi	-	-	-	-	-	23%cdfgh	18%	14%	18%	13%
				-	-	jk						ij				
45-54	163	83	80	-	-	-	163	-	-	-	-	163	40	47	32	44
	15%	16%	15%	-	-	-	100%cddeghi	-	-	-	-	23%cddegh	18%	15%	15%	14%
				-	-	-	jk					ij				
55-64	169	81	88	-	-	-	-	169	-	-	-	169	39	46	41	44
	16%	16%	16%	-	-	-	-	100%cddefhi	-	-	-	24%cddefh	17%	15%	18%	14%
				-	-	-	-	jk				ij				
65-74	131	52	78	-	-	-	-	-	131	-	-	131	28	28	21	54
	12%	10%	14%	-	-	-	-	-	100%cddefgi	-	-	19%cddefg	12%	9%	10%	17%mn
				-	-	-	-	-	jk			ij				
75+	76	38	38	-	-	-	-	-	-	76	-	76	10	18	15	34
	7%	7%	7%	-	-	-	-	-	-	100%cddefgh	-	11%cddefgh	4%	6%	7%	11%lm
				-	-	-	-	-	-	jk		j				
16-34	370	179	190	154	216	-	-	-	-	-	370	-	70	130	72	98
	34%	34%	34%	100%efgh	100%efghik	-	-	-	-	-	100%efghik	-	31%	42%lo	33%	31%
				ik												
35+	703	341	362	-	-	164	163	169	131	76	-	703	156	181	150	216
	66%	66%	66%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	69% <sup>m</sup>	58%	67%	69% <sup>m</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)  
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o  
 \* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
<b>SOCIAL GRADE</b>																
AB	226	102	123	23	46	40	40	39	28	10	70	156	226	-	-	-
	21%	20%	22%	15%	21%	24% <i>i</i>	25% <i>i</i>	23% <i>i</i>	21%	13%	19%	22% <i>i</i>	100% <i>lmno</i>	-	-	-
C1	311	157	153	52	77	43	47	46	28	18	130	181	-	311	-	-
	29%	30%	28%	34% <i>h</i>	36% <i>hik</i>	26%	29%	27%	21%	24%	35% <i>hik</i>	26%	-	100% <i>lmno</i>	-	-
C2	222	119	103	33	40	41	32	41	21	15	72	150	-	-	222	-
	21%	23%	19%	21%	18%	25%	20%	24%	16%	19%	20%	21%	-	-	100% <i>lmno</i>	-
DE	315	142	173	45	53	41	44	44	54	34	98	216	-	-	-	315
	29%	27%	31%	30%	24%	25%	27%	26%	41% <i>defgj</i>	45% <i>cdefg</i>	27%	31%	-	-	-	100% <i>lmn</i>
<b>MARITAL STATUS</b>																
Married/Living as married	621	322	299	29	149	123	107	103	75	35	178	443	163	184	151	123
	58%	62% <i>b</i>	54%	19%	69% <i>chij</i>	75% <i>cghij</i>	66% <i>cij</i>	61% <i>cij</i>	57% <i>c</i>	46% <i>c</i>	48% <i>c</i>	63% <i>cij</i>	72% <i>mo</i>	59% <i>o</i>	68% <i>o</i>	39%
Single	303	157	146	125	65	36	33	25	15	4	190	113	44	100	44	114
	28%	30%	26%	81% <i>defgh</i>	30% <i>fghik</i>	22% <i>hi</i>	20% <i>hi</i>	15% <i>i</i>	12%	5%	51% <i>defgh</i>	16% <i>i</i>	20%	32% <i>ln</i>	20%	36% <i>ln</i>
Widow/Divorced/Separated	150	42	108	-	2	5	23	41	41	38	2	148	18	27	27	78
	14%	8%	20% <i>a</i>	-	1%	3% <i>j</i>	14% <i>cdej</i>	24% <i>cdefj</i>	31% <i>cdefj</i>	49% <i>cdefgh</i>	*	21% <i>cdej</i>	8%	9%	12%	25% <i>lmn</i>
<b>WORKING STATUS</b>																
Working	593	325	268	65	173	130	121	93	10	1	238	355	151	197	149	96
	55%	63% <i>b</i>	48%	43% <i>hi</i>	80% <i>cghij</i>	79% <i>cghij</i>	74% <i>cghik</i>	55% <i>hi</i>	8% <i>i</i>	1%	64% <i>chik</i>	50% <i>hi</i>	67% <i>o</i>	63% <i>o</i>	67% <i>o</i>	30%
Not working	480	195	285	88	43	34	42	76	121	75	131	349	75	113	73	219
	45%	37%	52% <i>a</i>	57% <i>defj</i>	20%	21%	26%	45% <i>def</i>	92% <i>cdefg</i>	99% <i>cdefg</i>	36% <i>de</i>	50% <i>defj</i>	33%	37%	33%	70% <i>lmn</i>
<b>CHILDREN IN HOUSEHOLD</b>																
Any	334	152	181	54	110	110	51	8	1	-	164	169	58	99	83	93
	31%	29%	33%	35% <i>ghik</i>	51% <i>cfghi</i>	67% <i>cdtgh</i>	31% <i>ghi</i>	5% <i>hi</i>	1%	-	44% <i>fghik</i>	24% <i>ghi</i>	26%	32%	37% <i>l</i>	30%
None	739	368	371	99	106	54	112	161	130	76	206	534	168	211	139	221
	69%	71%	67%	65% <i>de</i>	49% <i>e</i>	33%	69% <i>dej</i>	95% <i>cdefj</i>	99% <i>cdef</i>	100% <i>cdefg</i>	56% <i>e</i>	76% <i>cdej</i>	74% <i>n</i>	68%	63%	70%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)  
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o  
 \* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
<b>AREA</b>																
Urban	858	418	440	120	179	138	132	129	97	62	299	559	187	246	169	255
	80%	80%	80%	78%	83%h	84%h	81%	77%	74%	81%	81%	79%	83%	79%	76%	81%
Rural	215	102	113	33	37	26	31	40	34	14	71	145	38	65	53	59
	20%	20%	20%	22%	17%	16%	19%	23%	26%de	19%	19%	21%	17%	21%	24%	19%
<b>COUNTRY</b>																
England	904	438	466	136	182	148	135	133	110	60	318	586	178	264	189	273
	84%	84%	84%	88%	84%	90%gik	83%	79%	84%	78%	86%	83%	79%	85%	85%	87%j
Scotland	91	46	45	10	21	10	16	16	10	9	31	60	30	23	18	20
	9%	9%	8%	6%	10%	6%	10%	9%	8%	12%	8%	9%	13%o	7%	8%	7%
Wales	54	24	30	7	9	5	7	14	6	7	15	38	15	18	10	11
	5%	5%	5%	4%	4%	3%	4%	8%	4%	9%e	4%	5%	7%	6%	4%	3%
Northern Ireland	24	12	12	1	4	1	6	6	5	1	5	19	4	5	5	11
	2%	2%	2%	1%	2%	1%	4%	4%	4%	1%	1%	3%	2%	2%	2%	3%
<b>GOVERNMENT REGIONS</b>																
North East	42	19	23	8	9	7	3	4	5	5	17	25	8	6	14	14
	4%	4%	4%	5%	4%	4%	2%	3%	4%	7%	5%	4%	3%	2%	6%n	4%
North West	114	54	61	22	27	12	18	14	12	10	48	66	21	29	21	43
	11%	10%	11%	14%	12%	8%	11%	8%	10%	13%	13%	9%	9%	9%	10%	14%
Yorkshire and The Humber	89	43	46	16	21	12	18	10	6	7	36	53	14	23	19	33
	8%	8%	8%	10%	10%	8%	11%h	6%	5%	9%	10%	7%	6%	7%	9%	10%
East Midlands	76	38	38	13	13	13	5	15	10	7	26	49	13	24	14	25
	7%	7%	7%	9%	6%	8%	3%	9%f	8%	9%f	7%	7%	6%	8%	6%	8%
West Midlands	92	47	45	11	16	16	18	7	14	9	28	64	11	25	22	35
	9%	9%	8%	7%	8%	10%	11%g	4%	11%g	12%g	8%	9%g	5%	8%	10%	11%j
East of England	110	52	58	14	23	17	27	15	11	3	37	73	17	36	28	29
	10%	10%	11%	9%	10%	11%	16%hi	9%	8%	4%	10%	10%i	8%	12%	12%	9%
London	138	76	62	27	31	25	17	20	11	7	57	81	43	34	21	40
	13%	15%	11%	17%	14%	15%	11%	12%	9%	9%	15%h	11%	19%mn	11%	9%	13%
South East	153	73	80	15	27	35	18	29	24	6	41	112	32	58	31	32
	14%	14%	15%	10%	12%	21%cdfij	11%	17%i	18%ij	8%	11%	16%i	14%	19%o	14%	10%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
South West	89	37	52	10	16	9	11	19	16	6	27	62	20	29	18	23
	8%	7%	9%	7%	8%	6%	7%	11%	12%e	8%	7%	9%	9%	9%	8%	7%
Wales	54	24	30	7	9	5	7	14	6	7	15	38	15	18	10	11
	5%	5%	5%	4%	4%	3%	4%	8%	4%	9%e	4%	5%	7%	6%	4%	3%
Scotland	91	46	45	10	21	10	16	16	10	9	31	60	30	23	18	20
	9%	9%	8%	6%	10%	6%	10%	9%	8%	12%	8%	9%	13%o	7%	8%	7%
Northern Ireland	24	12	12	1	4	1	6	6	5	1	5	19	4	5	5	11
	2%	2%	2%	1%	2%	1%	4%	4%	4%	1%	1%	3%	2%	2%	2%	3%
<b>INTERNET</b>																
Internet access at home	930	460	469	144	210	154	150	147	98	27	354	575	218	288	198	226
	87%	88%	85%	94%hik	97%fghik	94%hik	92%hik	87%hi	75%i	35%	96%ghik	82%hi	97%no	93%o	89%o	72%
Internet access at work	286	159	127	40	82	68	52	38	4	1	122	164	97	108	52	30
	27%	31%b	23%	26%hi	38%ghik	42%cghik	32%hik	23%hi	3%	1%	33%ghik	23%hi	43%no	35%no	23%o	10%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	692	352	340	138	172	133	113	88	43	5	310	382	170	213	148	161
	65%	68%	62%	90%dfghi	80%fghik	81%fghik	69%ghik	52%hi	33%i	6%	84%fghik	54%hi	75%o	69%o	67%o	51%
Other type of internet access	140	72	68	37	45	22	11	15	9	1	82	58	35	52	27	27
	13%	14%	12%	24%efghi	21%fghik	13%i	7%	9%i	7%	2%	22%efghik	8%i	15%o	17%o	12%	9%
None of these \ Don't access the internet	109	49	60	2	*	4	8	18	30	47	2	107	6	12	17	74
	10%	9%	11%	1%	*	2%	5%dj	10%cdej	23%cddefg	62%cddefgh	1%	15%cdefj	2%	4%	7%l	24%lmn
<b>Q.1\2 PHONES OWN</b>																
Mobile (any)	974	473	501	148	210	158	155	148	106	48	359	615	218	285	207	263
	91%	91%	91%	96%ghik	97%ghik	96%ghik	95%ghik	87%i	81%i	63%	97%ghik	87%hi	97%mo	92%o	93%o	84%
Landline	704	340	364	79	110	96	114	126	115	64	188	515	167	189	149	199
	66%	65%	66%	51%	51%	58%	70%cdej	75%cdej	88%cddefg	84%cddefj	51%	73%cdej	74%mo	61%	67%	63%
Mobile & Landline	630	305	324	75	106	92	110	111	94	42	182	448	162	168	138	161
	59%	59%	59%	49%	49%	56%	67%cdij	66%cdj	72%cdej	54%	49%	64%cdj	72%mo	54%	62%o	51%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o  
\* small base

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	GENDER		AGE									SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	
Unweighted Base	1073	520	553	111	195	146	150	159	194	118	306	767	196	262	233	382
Weighted Base	1073	520	553	154*	216	164	163	169	131	76	370	703	226	311	222	315
Mobile only	344	168	176	73	104	66	45	36	13	7	177	167	56	117	70	102
	32%	32%	32%	47% <i>fghik</i>	48% <i>fghik</i>	40% <i>fghik</i>	28% <i>hi</i>	21% <i>hi</i>	10%	9%	48% <i>fghik</i>	24% <i>hi</i>	25%	38% <i>l</i>	31%	32%
Landline only	74	35	39	3	3	4	5	15	21	23	7	68	5	21	11	38
	7%	7%	7%	2%	2%	3%	3%	9% <i>cdefj</i>	16% <i>cdefj</i>	30% <i>cdefgh</i>	2%	10% <i>cdefj</i>	2%	7% <i>l</i>	5%	12% <i>lmn</i>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
<b>GENDER</b>														
Male	520	322	157	42	325	195	152	368	418	102	438	46	24	12
	48%	52% <sup>c</sup>	52% <sup>c</sup>	28%	55% <sup>e</sup>	41%	46%	50%	49%	47%	48%	50%	45%	50%
Female	553	299	146	108	268	285	181	371	440	113	466	45	30	12
	52%	48%	48%	72% <sup>ab</sup>	45%	59% <sup>d</sup>	54%	50%	51%	53%	52%	50%	55%	50%
<b>AGE</b>														
16-24	154	29	125	-	65	88	54	99	120	33	136	10	7	1
	14%	5% <sup>c</sup>	41% <sup>ac</sup>	-	11%	18% <sup>d</sup>	16%	13%	14%	16%	15%	11%	13%	5%
25-34	216	149	65	2	173	43	110	106	179	37	182	21	9	4
	20%	24% <sup>c</sup>	21% <sup>c</sup>	1%	29% <sup>e</sup>	9%	33% <sup>g</sup>	14%	21%	17%	20%	24%	16%	16%
35-44	164	123	36	5	130	34	110	54	138	26	148	10	5	1
	15%	20% <sup>bc</sup>	12% <sup>c</sup>	4%	22% <sup>e</sup>	7%	33% <sup>g</sup>	7%	16%	12%	16% <sup>m</sup>	11%	9%	6%
45-54	163	107	33	23	121	42	51	112	132	31	135	16	7	6
	15%	17% <sup>b</sup>	11%	16%	20% <sup>e</sup>	9%	15%	15%	15%	14%	15%	17%	12%	24%
55-64	169	103	25	41	93	76	8	161	129	40	133	16	14	6
	16%	17% <sup>b</sup>	8%	27% <sup>ab</sup>	16%	16%	2%	22% <sup>f</sup>	15%	18%	15%	17%	26% <sup>j</sup>	25% <sup>j</sup>
65-74	131	75	15	41	10	121	1	130	97	34	110	10	6	5
	12%	12% <sup>b</sup>	5%	27% <sup>ab</sup>	2%	25% <sup>d</sup>	*	18% <sup>f</sup>	11%	16%	12%	11%	11%	21%
75+	76	35	4	38	1	75	-	76	62	14	60	9	7	1
	7%	6% <sup>b</sup>	1%	25% <sup>ab</sup>	*	16% <sup>d</sup>	-	10% <sup>f</sup>	7%	7%	7%	10%	13%	2%
16-34	370	178	190	2	238	131	164	206	299	71	318	31	15	5
	34%	29% <sup>c</sup>	63% <sup>ac</sup>	1%	40% <sup>e</sup>	27%	49% <sup>g</sup>	28%	35%	33%	35% <sup>m</sup>	34%	29%	22%
35+	703	443	113	148	355	349	169	534	559	145	586	60	38	19
	66%	71% <sup>b</sup>	37%	99% <sup>ab</sup>	60%	73% <sup>d</sup>	51%	72% <sup>f</sup>	65%	67%	65%	66%	71%	78% <sup>j</sup>
<b>SOCIAL GRADE</b>														
AB	226	163	44	18	151	75	58	168	187	38	178	30	15	4
	21%	26% <sup>bc</sup>	15%	12%	25% <sup>e</sup>	16%	17%	23%	22%	18%	20%	33% <sup>jm</sup>	28%	15%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
C1	311 29%	184 30% <sup>c</sup>	100 33% <sup>c</sup>	27 18%	197 33% <sup>e</sup>	113 24%	99 30%	211 29%	246 29%	65 30%	264 29%	23 25%	18 34%	5 19%
C2	222 21%	151 24% <sup>b</sup>	44 15%	27 18%	149 25% <sup>e</sup>	73 15%	83 25% <sup>g</sup>	139 19%	169 20%	53 25%	189 21%	18 19%	10 18%	5 22%
DE	315 29%	123 20%	114 38% <sup>a</sup>	78 52% <sup>ab</sup>	96 16%	219 46% <sup>d</sup>	93 28%	221 30%	255 30%	59 28%	273 30%	20 22%	11 20%	11 43% <sup>ijkl</sup>
<b>MARITAL STATUS</b>														
Married\Living as married	621 58%	621 100% <sup>bc</sup>	-	-	398 67% <sup>e</sup>	223 47%	242 73% <sup>g</sup>	379 51%	488 57%	133 62%	527 58%	48 53%	30 55%	16 65%
Single	303 28%	-	303 100% <sup>ac</sup>	-	155 26%	148 31%	78 23%	225 30% <sup>f</sup>	244 28%	58 27%	258 29%	26 28%	14 26%	5 21%
Widow\Divorced\Separated	150 14%	-	-	150 100% <sup>ab</sup>	41 7%	109 23% <sup>d</sup>	14 4%	136 18% <sup>f</sup>	126 15%	24 11%	119 13%	17 19%	10 19%	3 14%
<b>WORKING STATUS</b>														
Working	593 55%	398 64% <sup>bc</sup>	155 51% <sup>c</sup>	41 27%	593 100% <sup>e</sup>	-	231 69% <sup>g</sup>	362 49%	472 55%	121 56%	504 56%	50 54%	28 52%	11 46%
Not working	480 45%	223 36%	148 49% <sup>a</sup>	109 73% <sup>ab</sup>	-	480 100% <sup>d</sup>	103 31%	377 51% <sup>f</sup>	386 45%	94 44%	400 44%	42 46%	26 48%	13 54%
<b>CHILDREN IN HOUSEHOLD</b>														
Any	334 31%	242 39% <sup>bc</sup>	78 26% <sup>c</sup>	14 9%	231 39% <sup>e</sup>	103 21%	334 100% <sup>g</sup>	-	268 31%	66 31%	305 34% <sup>k</sup>	8 9%	14 26% <sup>k</sup>	7 27% <sup>k</sup>
None	739 69%	379 61%	225 74% <sup>a</sup>	136 91% <sup>ab</sup>	362 61%	377 79% <sup>d</sup>	-	739 100% <sup>f</sup>	590 69%	149 69%	599 66%	83 91% <sup>ijlm</sup>	39 74%	18 73%
<b>AREA</b>														
Urban	858 80%	488 79%	244 81%	126 84%	472 80%	386 80%	268 80%	590 80%	858 100% <sup>i</sup>	-	730 81% <sup>lm</sup>	83 91% <sup>ijlm</sup>	32 59%	12 50%
Rural	215 20%	133 21%	58 19%	24 16%	121 20%	94 20%	66 20%	149 20%	-	215 100% <sup>h</sup>	174 19% <sup>k</sup>	8 9%	22 41% <sup>ijk</sup>	12 50% <sup>jk</sup>

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
<b>COUNTRY</b>														
England	904	527	258	119	504	400	305	599	730	174	904	-	-	-
	84%	85%	85%	80%	85%	83%	91%g	81%	85%	81%	100%klm	-	-	-
Scotland	91	48	26	17	50	42	8	83	83	8	-	91	-	-
	9%	8%	9%	11%	8%	9%	2%	11%f	10%i	4%	-	100%jlm	-	-
Wales	54	30	14	10	28	26	14	39	32	22	-	-	54	-
	5%	5%	5%	7%	5%	5%	4%	5%	4%	10%h	-	-	100%jkm	-
Northern Ireland	24	16	5	3	11	13	7	18	12	12	-	-	-	24
	2%	3%	2%	2%	2%	3%	2%	2%	1%	6%h	-	-	-	100%jkl
<b>GOVERNMENT REGIONS</b>														
North East	42	25	11	6	17	24	15	27	42	-	42	-	-	-
	4%	4%	4%	4%	3%	5%	4%	4%	5%i	-	5%k	-	-	-
North West	114	63	34	18	61	53	39	75	114	-	114	-	-	-
	11%	10%	11%	12%	10%	11%	12%	10%	13%i	-	13%klm	-	-	-
Yorkshire and The Humber	89	50	26	13	41	48	40	49	73	17	89	-	-	-
	8%	8%	9%	8%	7%	10%	12%g	7%	8%	8%	10%klm	-	-	-
East Midlands	76	39	25	12	35	41	28	48	49	27	76	-	-	-
	7%	6%	8%	8%	6%	8%	8%	6%	6%	13%h	8%klm	-	-	-
West Midlands	92	55	24	13	46	46	34	58	73	19	92	-	-	-
	9%	9%	8%	9%	8%	10%	10%	8%	8%	9%	10%klm	-	-	-
East of England	110	69	28	13	66	44	33	77	61	50	110	-	-	-
	10%	11%	9%	9%	11%	9%	10%	10%	7%	23%h	12%klm	-	-	-
London	138	71	55	12	84	55	39	99	138	-	138	-	-	-
	13%	11%	18%ac	8%	14%	11%	12%	13%	16%i	-	15%klm	-	-	-
South East	153	96	33	25	99	54	57	96	142	11	153	-	-	-
	14%	15%	11%	17%	17%e	11%	17%	13%	17%i	5%	17%klm	-	-	-
South West	89	58	21	9	54	34	20	69	39	49	89	-	-	-
	8%	9%	7%	6%	9%	7%	6%	9%	5%	23%h	10%klm	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1073	614	274	185	516	557	298	775	849	224	863	94	55	61
Weighted Base	1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*
Wales	54 5%	30 5%	14 5%	10 7%	28 5%	26 5%	14 4%	39 5%	32 4%	22 10%h	-	-	54 100%jkm	-
Scotland	91 9%	48 8%	26 9%	17 11%	50 8%	42 9%	8 2%	83 11%f	83 10%i	8 4%	-	91 100%jlm	-	-
Northern Ireland	24 2%	16 3%	5 2%	3 2%	11 2%	13 3%	7 2%	18 2%	12 1%	12 6%h	-	-	-	24 100%kl
<b>INTERNET</b>														
Internet access at home	930 87%	573 92%bc	263 87%c	94 63%	567 96%e	363 76%	317 95%g	613 83%	746 87%	184 85%	787 87%	76 84%	46 86%	21 84%
Internet access at work	286 27%	197 32%bc	74 24%c	15 10%	280 47%e	6 1%	104 31%g	182 25%	236 27%	51 24%	252 28%m	23 25%am	9 17%	2 9%
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	692 65%	412 66%c	226 75%ac	55 36%	459 77%e	234 49%	264 79%g	428 58%	557 65%	135 63%	611 68%kl	43 47%	24 45%	14 57%
Other type of internet access	140 13%	90 15%c	45 15%c	5 3%	79 13%	61 13%	51 15%	89 12%	102 12%	38 18%h	128 14%m	7 8%	5 9%	-
None of these \ Don't access the internet	109 10%	36 6%	23 8%	50 33%ab	9 2%	99 21%d	5 1%	104 14%f	84 10%	24 11%	85 9%	13 14%	7 13%	3 13%
<b>Q.1/2 PHONES OWN</b>														
Mobile (any)	974 91%	574 92%c	279 92%c	120 80%	573 97%e	401 84%	321 96%g	653 88%	779 91%	195 91%	823 91%	82 90%	45 84%	24 97%
Landline	704 66%	438 70%b	157 52%	110 73%b	365 62%	339 71%d	203 61%	501 68%f	563 66%	141 65%	583 64%	62 69%	39 74%	19 79%j
Mobile & Landline	630 59%	402 65%b	139 46%	88 59%b	351 59%	279 58%	196 59%	434 59%	506 59%	124 58%	520 58%	58 63%	34 63%	18 75%j
Mobile only	344 32%	172 28%	140 46%ac	32 21%	222 37%e	122 25%	125 38%g	219 30%	273 32%	71 33%	303 34%	24 26%	12 22%	5 21%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base 1073	614	274	185	516	557	298	775	849	224	863	94	55	61	
Weighted Base 1073	621	303	150	593	480	334	739	858	215	904	91*	54*	24*	
Landline only 74	35	18	21	14	60	7	67	58	17	63	5	6	1	
	7%	6%	6%	14%ab	2%	13%d	2%	9%f	7%	8%	7%	5%	11%	3%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
<b>GENDER</b>													
Male	520 48%	19 45%	54 47%	43 48%	38 50%	47 51%	52 47%	76 55%	73 48%	37 41%	24 45%	46 50%	12 50%
Female	553 52%	23 55%	61 53%	46 52%	38 50%	45 49%	58 53%	62 45%	80 52%	52 59%	30 55%	45 50%	12 50%
<b>AGE</b>													
16-24	154 14%	8 20%	22 19%hl	16 17%	13 17%	11 12%	14 13%	27 19%hl	15 10%	10 12%	7 13%	10 11%	1 5%
25-34	216 20%	9 21%	27 23%	21 23%	13 17%	16 18%	23 21%	31 22%	27 17%	16 18%	9 16%	21 24%	4 16%
35-44	164 15%	7 17%	12 11%	12 14%	13 17%	16 17%	17 16%	25 18%	35 23%bijkl	9 11%	5 9%	10 11%	1 6%
45-54	163 15%	3 8%	18 16%	18 20% <i>d</i>	5 7%	18 20% <i>d</i>	27 24% <i>dgh</i>	17 13%	18 12%	11 12%	7 12%	16 17%	6 24% <i>dh</i>
55-64	169 16%	4 11%	14 12%	10 11%	15 20% <i>e</i>	7 7%	15 14%	20 14%	29 19% <i>e</i>	19 22% <i>e</i>	14 26% <i>bce</i>	16 17% <i>e</i>	6 25% <i>bce</i>
65-74	131 12%	5 12%	12 11%	6 7%	10 13%	14 16%	11 10%	11 8%	24 16%	16 18% <i>c</i>	6 11%	10 11%	5 21% <i>cg</i>
75+	76 7%	5 12%	10 8%	7 7%	7 9%	9 10% <i>f</i>	3 3%	7 5%	6 4%	6 7%	7 13% <i>fh</i>	9 10%	1 2%
16-34	370 34%	17 40%	48 42% <i>hl</i>	36 41% <i>hl</i>	26 35%	28 30%	37 33%	57 41% <i>hl</i>	41 27%	27 30%	15 29%	31 34%	5 22%
35+	703 66%	25 60%	66 58%	53 59%	49 65%	64 70%	73 67%	81 59%	112 73% <i>bcg</i>	62 70%	38 71%	60 66%	19 78% <i>bcg</i>
<b>SOCIAL GRADE</b>													
AB	226 21%	8 18%	21 18%	14 16%	13 17%	11 11%	17 16%	43 31% <i>bcefl</i>	32 21%	20 22%	15 28% <i>e</i>	30 33% <i>bcdef</i>	4 15% l

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
C1	311 29%	6 15%	29 26%	23 26%	24 31%	25 27%	36 33%	34 25%	58 38%gl	29 32%	18 34%	23 25%	5 19%
C2	222 21%	14 33%	21 19%	19 22%	14 19%	22 24%	28 25%	21 15%	31 21%	18 20%	10 18%	18 19%	5 22%
DE	315 29%	14 33%	43 38%hjk	33 37%hk	25 33%	35 38%hjk	29 26%	40 29%	32 21%	23 26%	11 20%	20 22%	11 43%fhijk
<b>MARITAL STATUS</b>													
Married/Living as married	621 58%	25 59%	63 55%	50 57%	39 51%	55 60%	69 63%	71 51%	96 63%	58 66%	30 55%	48 53%	16 65%
Single	303 28%	11 27%	34 29%	26 29%	25 33%	24 26%	28 25%	55 40%efhil	33 21%	21 24%	14 26%	26 28%	5 21%
Widow/Divorced/Separated	150 14%	6 14%	18 15%	13 14%	12 15%	13 14%	13 12%	12 8%	25 16%	9 10%	10 19%	17 19%g	3 14%
<b>WORKING STATUS</b>													
Working	593 55%	17 42%	61 54%	41 46%	35 46%	46 50%	66 60%	84 61%c	99 65%cdel	54 61%	28 52%	50 54%	11 46%
Not working	480 45%	24 58%	53 46%	48 54%gh	41 54%h	46 50%h	44 40%	55 39%	54 35%	34 39%	26 48%	42 46%	13 54%h
<b>CHILDREN IN HOUSEHOLD</b>													
Any	334 31%	15 35%	39 34%k	40 45%fgijkl	28 37%k	34 37%ik	33 30%k	39 29%k	57 37%ik	20 22%k	14 26%k	8 9%	7 27%k
None	739 69%	27 65%	75 66%	49 55%	48 63%	58 63%	77 70%c	99 71%c	96 63%	69 78%ceh	39 74%c	83 91%bcdef ghijl	18 73%c
<b>AREA</b>													
Urban	858 80%	42 100%	114 100%cdefhijk l	73 81%dfijl	49 64%i	73 79%dfijl	61 55%	138 100%cdefhijk l	142 93%cdfijl	39 44%	32 59%	83 91%defij l	12 50%
Rural	215 20%	-	-	17 19%bgh	27 36%bceghk	19 21%bghk	50 45%bceghk	-	11 7%bg	49 56%bcdeghk	22 41%bceghk	8 9%bg	12 50%bceghk

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
<b>COUNTRY</b>													
England	904 84%	42 100%	114 100%jkl	89 100%jkl	76 100%jkl	92 100%jkl	110 100%jkl	138 100%jkl	153 100%jkl	89 100%jkl	-	-	-
Scotland	91 9%	-	-	-	-	-	-	-	-	-	-	91 100%bcdefghijl	-
Wales	54 5%	-	-	-	-	-	-	-	-	-	54 100%bcdefghik	-	-
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%bcdefghijk
<b>GOVERNMENT REGIONS</b>													
North East	42 4%	42 100%	-	-	-	-	-	-	-	-	-	-	-
North West	114 11%	-	114 100%cddefghijk	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	89 8%	-	-	89 100%bdefghijk	-	-	-	-	-	-	-	-	-
East Midlands	76 7%	-	-	-	76 100%bcefghijk	-	-	-	-	-	-	-	-
West Midlands	92 9%	-	-	-	-	92 100%bcdfghijk	-	-	-	-	-	-	-
East of England	110 10%	-	-	-	-	-	110 100%bcdeghijk	-	-	-	-	-	-
London	138 13%	-	-	-	-	-	-	138 100%bcdefhijk	-	-	-	-	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
South East	153 14%	-	-	-	-	-	-	-	153 100%bcdefgijk	-	-	-	-
South West	89 8%	-	-	-	-	-	-	-	-	89 100%bcdefghjk	-	-	-
Wales	54 5%	-	-	-	-	-	-	-	-	-	54 100%bcdefghik	-	-
Scotland	91 9%	-	-	-	-	-	-	-	-	-	-	91 100%bcdefghijl	-
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%bcdefghijk
<b>INTERNET</b>													
Internet access at home	930 87%	36 87%	93 81%	73 82%	60 79%	73 79%	103 94%bcdekl	128 93%bcdek	142 93%bcdekl	78 88%	46 86%	76 84%	21 84%
Internet access at work	286 27%	11 27%	28 24%l	22 25%l	15 20%	24 26%l	25 23%	45 33%l	52 34%jl	28 32%l	9 17%	23 25%l	2 9%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	692 65%	32 78%	60 53%	63 71%bjk	53 70%bjk	56 61%	92 84%bceghijk	99 72%bjk	98 64%jkl	56 63%jkl	24 45%	43 47%	14 57%
Other type of internet access	140 13%	1 3%	10 9%l	17 19%bgkl	9 12%l	12 13%l	27 24%bgjkl	8 6%	28 18%bgkl	16 18%gl	5 9%	7 8%	-
None of these \ Don't access the internet	109 10%	3 7%	18 16%fgh	10 11%	12 16%fgh	14 15%fgh	5 5%	7 5%	7 5%	8 9%	7 13%	13 14%fgh	3 13%h
<b>Q.12 PHONES OWN</b>													
Mobile (any)	974 91%	38 92%	103 90%	81 91%	64 85%	79 85%	103 94%	127 92%	146 95%dej	82 92%	45 84%	82 90%	24 97%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Consumer Complaints Study - Wave 26 (QS0571 - 310501)

Q. Breaks x Breaks  
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1073	39	119	87	71	96	102	128	138	83	55	94	61
Weighted Base	1073	42**	114	89*	76*	92*	110*	138	153	89*	54*	91*	24*
Landline	704	27	86	47	45	63	72	75	117	51	39	62	19
	66%	64%	75%cdgi	52%	59%	68% <i>c</i>	65%	55%	76%cdgi	58%	74% <i>cg</i>	69% <i>cg</i>	79%cdgi
Mobile & Landline	630	24	77	41	35	52	67	67	109	48	34	58	18
	59%	58%	68%cdg	46%	46%	56%	61%	48%	71%cdegi	54%	63%	63%cdg	75%cdegi
Mobile only	344	14	25	41	29	27	36	60	36	34	12	24	5
	32%	34%	22%	46%behjkl	39% <i>bh</i>	29%	33%	44%behjkl	24%	39% <i>bh</i>	22%	26%	21%
Landline only	74	2	9	6	10	11	5	8	8	3	6	5	1
	7%	5%	8%	6%	14% <i>fi</i>	12%	4%	6%	5%	4%	11%	5%	3%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
<b>GENDER</b>											
Male	520 48%	473 49%	340 48%	305 48%	168 49%	35 47%	460 50%	159 56%j	352 51%	72 52%	49 45%
Female	553 52%	501 51%	364 52%	324 52%	176 51%	39 53%	469 50%	127 44%	340 49%	68 48%	60 55%g
<b>AGE</b>											
16-24	154 14%	148 15%be	79 11%	75 12%e	73 21%abce	3 4%	144 16%j	40 14%j	138 20%fj	37 26%fgj	2 2%
25-34	216 20%	210 22%bce	110 16%e	106 17%e	104 30%abce	3 5%	210 23%j	82 29%j	172 25%j	45 32%fj	* *
35-44	164 15%	158 16%e	96 14%e	92 15%e	66 19%be	4 6%	154 17%j	68 24%fj	133 19%j	22 15%j	4 3%
45-54	163 15%	155 16%e	114 16%e	110 17%e	45 13%	5 6%	150 16%ij	52 18%ij	113 16%ij	11 8%	8 7%
55-64	169 16%	148 15%	126 18%d	111 18%d	36 11%	15 20%d	147 16%	38 13%	88 13%	15 11%	18 16%
65-74	131 12%	106 11%d	115 16%ad	94 15%ad	13 4%	21 28%abcd	98 11%gh	4 2%	43 6%g	9 6%g	30 28%fghi
75+	76 7%	48 5%d	64 9%ad	42 7%d	7 2%	23 30%abcd	27 3%gh	1 *	5 1%	1 1%	47 43%fghi
16-34	370 34%	359 37%bce	188 27%e	182 29%e	177 51%abce	7 9%	354 38%j	122 43%j	310 45%fj	82 58%fghj	2 2%
35+	703 66%	615 63%d	515 73%ad	448 71%ad	167 49%	68 91%abcd	575 62%hi	164 57%i	382 55%i	58 42%	107 98%fghi

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
<b>SOCIAL GRADE</b>											
AB	226	218	167	162	56	5	218	97	170	35	6
	21%	22%de	24%de	26%de	16%e	7%	23%j	34%fhj	25%j	25%j	5%
C1	311	285	189	168	117	21	288	108	213	52	12
	29%	29%	27%	27%	34%bc	28%	31%j	38%j	31%j	37%j	11%
C2	222	207	149	138	70	11	198	52	148	27	17
	21%	21%	21%	22%	20%	14%	21%	18%	21%	19%	15%
DE	315	263	199	161	102	38	226	30	161	27	74
	29%	27%	28%	26%	30%	51%abcd	24%g	11%	23%g	19%g	68%fghi
<b>MARITAL STATUS</b>											
Married\Living as married	621	574	438	402	172	35	573	197	412	90	36
	58%	59%de	62%de	64%de	50%	48%	62%j	69%hj	60%j	64%j	33%
Single	303	279	157	139	140	18	263	74	226	45	23
	28%	29%bc	22%	22%	41%abce	24%	28%	26%	33%j	32%	21%
Widow\Divorced\Separated	150	120	110	88	32	21	94	15	55	5	50
	14%	12%	16%d	14%	9%	29%abcd	10%gi	5%	8%	4%	46%fghi
<b>WORKING STATUS</b>											
Working	593	573	365	351	222	14	567	280	459	79	9
	55%	59%be	52%e	56%e	65%bce	19%	61%j	98%fhij	66%j	56%j	9%
Not working	480	401	339	279	122	60	363	6	234	61	99
	45%	41%	48%ad	44%d	35%	81%abcd	39%g	2%	34%g	44%g	91%fghi
<b>CHILDREN IN HOUSEHOLD</b>											
Any	334	321	203	196	125	7	317	104	264	51	5
	31%	33%e	29%e	31%e	36%be	9%	34%j	36%j	38%j	37%j	4%
None	739	653	501	434	219	67	613	182	428	89	104
	69%	67%	71%d	69%	64%	91%abcd	66%	64%	62%	63%	96%fghi

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
<b>AREA</b>											
Urban	858	779	563	506	273	58	746	236	557	102	84
	80%	80%	80%	80%	79%	78%	80%	82%i	81%	73%	78%
Rural	215	195	141	124	71	17	184	51	135	38	24
	20%	20%	20%	20%	21%	22%	20%	18%	19%	27%g	22%
<b>COUNTRY</b>											
England	904	823	583	520	303	63	787	252	611	128	85
	84%	85%	83%	83%	88%bc	85%	85%	88%j	88%j	91%j	79%
Scotland	91	82	62	58	24	5	76	23	43	7	13
	9%	8%	9%	9%	7%	6%	8%	8%	6%	5%	12%h
Wales	54	45	39	34	12	6	46	9	24	5	7
	5%	5%	6%	5%	3%	8%	5%	3%	3%	4%	6%
Northern Ireland	24	24	19	18	5	1	21	2	14	-	3
	2%	2%	3%	3%	2%	1%	2%	1%	2%	-	3%i
<b>GOVERNMENT REGIONS</b>											
North East	42	38	27	24	14	2	36	11	32	1	3
	4%	4%	4%	4%	4%	3%	4%	4%	5%	1%	3%
North West	114	103	86	77	25	9	93	28	60	10	18
	11%	11%	12%d	12%d	7%	12%	10%	10%	9%	7%	17%ih
Yorkshire and The Humber	89	81	47	41	41	6	73	22	63	17	10
	8%	8%	7%	6%	12%bc	8%	8%	8%	9%	12%	9%
East Midlands	76	64	45	35	29	10	60	15	53	9	12
	7%	7%	6%	6%	9%	14%abc	6%	5%	8%	7%	11%ig
West Midlands	92	79	63	52	27	11	73	24	56	12	14
	9%	8%	9%	8%	8%	15%acd	8%	8%	8%	8%	13%

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
East of England	110	103	72	67	36	5	103	25	92	27	5
	10%	11%	10%	11%	11%	6%	11%j	9%	13%j	19%fgj	5%
London	138	127	75	67	60	8	128	45	99	8	7
	13%	13%	11%	11%	17%bc	11%	14%ij	16%ij	14%ij	6%	7%
South East	153	146	117	109	36	8	142	52	98	28	7
	14%	15%	17% <sup>d</sup>	17% <sup>d</sup>	11%	10%	15%j	18%j	14%j	20%j	7%
South West	89	82	51	48	34	3	78	28	56	16	8
	8%	8%	7%	8%	10%	4%	8%	10%	8%	11%	8%
Wales	54	45	39	34	12	6	46	9	24	5	7
	5%	5%	6%	5%	3%	8%	5%	3%	3%	4%	6%
Scotland	91	82	62	58	24	5	76	23	43	7	13
	9%	8%	9%	9%	7%	6%	8%	8%	6%	5%	12% <sup>h</sup>
Northern Ireland	24	24	19	18	5	1	21	2	14	-	3
	2%	2%	3%	3%	2%	1%	2%	1%	2%	-	3% <sup>i</sup>
<b>INTERNET</b>											
Internet access at home	930	884	617	583	300	34	930	280	664	135	-
	87%	91% <sup>e</sup>	88% <sup>e</sup>	93% <sup>bde</sup>	87% <sup>e</sup>	46%	100% <sup>ghij</sup>	98% <sup>j</sup>	96% <sup>j</sup>	96% <sup>j</sup>	-
Internet access at work	286	281	187	184	97	3	280	286	272	54	-
	27%	29% <sup>e</sup>	27% <sup>e</sup>	29% <sup>e</sup>	28% <sup>e</sup>	4%	30% <sup>j</sup>	100% <sup>fhij</sup>	39% <sup>fj</sup>	39% <sup>j</sup>	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	692	673	439	426	247	13	664	272	692	131	-
	65%	69% <sup>be</sup>	62% <sup>e</sup>	68% <sup>e</sup>	72% <sup>be</sup>	18%	71% <sup>j</sup>	95% <sup>fj</sup>	100% <sup>fgij</sup>	94% <sup>fj</sup>	-
Other type of internet access	140	134	105	100	34	5	135	54	131	140	-
	13%	14%	15% <sup>d</sup>	16% <sup>de</sup>	10%	7%	14% <sup>j</sup>	19% <sup>j</sup>	19% <sup>fj</sup>	100% <sup>fghj</sup>	-

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base

**Q. Breaks x Breaks**  
**Base: All adults UK**

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1073	951	741	646	305	95	886	235	616	119	153
Weighted Base	1073	974	704	630	344	74*	930	286	692	140	109
None of these \ Don't access the internet	109	59	76	39	20	37	-	-	-	-	109
	10%	6%	11%acd	6%	6%	49%abcd	-	-	-	-	100%fghi
<b>Q.1\2 PHONES OWN</b>											
Mobile (any)	974	974	630	630	344	-	884	281	673	134	59
	91%	100%be	89%e	100%be	100%be	-	95%j	98%fj	97%fj	96%j	54%
Landline	704	630	704	630	-	74	617	187	439	105	76
	66%	65%d	100%ad	100%ad	-	100%ad	66%	65%	63%	75%h	70%
Mobile & Landline	630	630	630	630	-	-	583	184	426	100	39
	59%	65%de	89%ade	100%abde	-	-	63%j	64%j	62%j	71%j	36%
Mobile only	344	344	-	-	344	-	300	97	247	34	20
	32%	35%bce	-	-	100%abce	-	32%j	34%j	36%ij	24%	18%
Landline only	74	-	74	-	-	74	34	3	13	5	37
	7%	-	11%acd	-	-	100%abcd	4%g	1%	2%	4%	34%fghi

Fieldwork : 03/01/2018 - 07/01/2018 (Week 01)

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

\* small base