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● 1	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1141
● 9	2	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1141
● 17	3	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	1141
● 27	4	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	728
● 37	5	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	160
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● 47	7	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	1141
● 58	8	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	1002
69	9	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	119
74	10	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
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● 98	14	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	258
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	Page	Table	Title	Base Description	Base
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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	792 69%	396 71%	396 68%	132 86% <i>fghik</i>	193 89% <i>fghik</i>	160 86% <i>fghik</i>	140 72% <i>hik</i>	103 62% <i>hi</i>	50 40% <i>i</i>	14 14%	325 88% <i>fghik</i>	467 61% <i>hi</i>	177 77% <i>o</i>	263 77% <i>no</i>	164 68% <i>o</i>	189 57%
A mobile phone (not a Smartphone) with internet access	181 16%	95 17%	85 15%	18 12%	24 11%	29 15%	36 18%	33 20% <i>dj</i>	26 21% <i>cdj</i>	14 15%	42 11%	139 18% <i>dj</i>	27 12%	47 14%	47 20%	60 18%
A mobile phone without internet access	150 13%	63 11%	87 15%	9 6%	12 5%	11 6%	24 12% <i>dj</i>	28 17% <i>cdej</i>	36 28% <i>cdefgjk</i>	31 31% <i>cdefgj</i>	21 6%	129 17% <i>cdej</i>	21 9%	37 11%	34 14%	58 17% <i>lm</i>
A tablet (e.g. iPad, Samsung Galaxy)	517 45%	248 45%	270 46%	61 40% <i>i</i>	113 52% <i>i</i>	101 54% <i>ci</i>	102 53% <i>ci</i>	69 42% <i>i</i>	53 42% <i>i</i>	19 19%	174 47% <i>i</i>	343 45% <i>i</i>	143 62% <i>no</i>	179 53% <i>o</i>	106 44% <i>o</i>	90 27%
A desktop computer	272 24%	146 26%	126 21%	30 20% <i>i</i>	55 26% <i>i</i>	62 33% <i>chijk</i>	53 27% <i>i</i>	39 24% <i>i</i>	24 19% <i>i</i>	8 8%	86 23% <i>i</i>	186 24% <i>i</i>	86 37% <i>no</i>	98 29% <i>o</i>	52 22% <i>o</i>	37 11%
A laptop or netbook	635 56%	327 59%	308 53%	107 70% <i>fghik</i>	142 66% <i>ghik</i>	119 63% <i>ghik</i>	106 54% <i>i</i>	81 49% <i>i</i>	56 45% <i>i</i>	24 24%	249 68% <i>fghik</i>	386 50% <i>i</i>	171 74% <i>mno</i>	217 64% <i>no</i>	120 50% <i>o</i>	127 38%
An e- reader (e.g. Kindle, Kobo)	130 11%	52 9%	78 13%	14 9%	28 13% <i>i</i>	24 13% <i>i</i>	28 14% <i>i</i>	16 9%	15 12% <i>i</i>	5 5%	42 11%	88 11% <i>i</i>	50 22% <i>no</i>	48 14% <i>no</i>	18 7%	14 4%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 19%	135 24% <i>b</i>	87 15%	71 46% <i>efghi</i> k	75 35% <i>efghi</i> k	40 21% <i>ghik</i>	30 15% <i>ghi</i>	5 3%	1 1%	-	146 40% <i>efghi</i> k	76 10% <i>ghi</i>	44 19%	67 20%	63 26% <i>o</i>	47 14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	72 6%	41 7%	31 5%	13 9% <i>ghi</i>	24 11% <i>ghik</i>	13 7% <i>ghi</i>	17 9% <i>ghik</i>	3 2%	1 1%	-	37 10% <i>ghik</i>	35 4% <i>hi</i>	20 9% <i>o</i>	23 7%	16 7%	13 4%
Other mobile device	2 *	-	2 *	-	-	-	-	2 1%	-	1 1%	-	2 *	-	2 *	-	1 *
SUMMARY CODES																
ANY MOBILE PHONE	1043 91%	509 91%	534 91%	147 96% <i>hik</i>	210 97% <i>hik</i>	184 98% <i>ghik</i>	185 95% <i>hik</i>	153 93% <i>hi</i>	105 84% <i>i</i>	58 58%	358 97% <i>hik</i>	686 89% <i>i</i>	214 93% <i>o</i>	327 96% <i>o</i>	220 92% <i>o</i>	283 85%
ANY MOBILE WITH INTERNET ACCESS	927 81%	463 83%	464 79%	144 94% <i>ghik</i>	204 94% <i>fghik</i>	181 97% <i>fghik</i>	167 86% <i>hik</i>	129 78% <i>hi</i>	75 60% <i>i</i>	28 28%	347 94% <i>fghik</i>	580 75% <i>hi</i>	198 86% <i>o</i>	301 89% <i>no</i>	195 81% <i>o</i>	234 70%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
ANY COMPUTER INC. TABLET	856	428	429	126	171	162	153	126	82	36	297	559	209	278	180	189
	75%	77%	73%	82% ^{hik}	79% ^{hi}	87% ^{ghik}	79% ^{hi}	76% ^{hi}	65% ⁱ	36%	80% ^{hik}	72% ⁱ	91% ^{mno}	82% ^o	75% ^o	57%
ANY COMPUTER EXC. TABLET	739	383	355	112	152	142	130	104	69	28	264	474	198	249	144	147
	65%	69% ^b	61%	73% ^{hik}	71% ^{hik}	76% ^{ghik}	67% ^{hi}	63% ⁱ	55% ⁱ	28%	72% ^{hik}	61% ⁱ	86% ^{mno}	73% ^{no}	60% ^o	44%
ANY GAMING DEVICE	234	142	93	73	77	44	31	8	2	-	150	85	45	71	65	53
	21%	25% ^b	16%	47% ^{efghi} k	36% ^{efghi} k	24% ^{ghik}	16% ^{ghi}	5% ⁱ	1%	-	40% ^{efghi} k	11% ^{ghi}	20%	21%	27% ^o	16%
ANY DEVICE	1077	524	552	151	213	186	189	160	110	67	364	712	224	332	225	296
	94%	94%	94%	99% ^{hik}	99% ^{hik}	99% ^{hik}	97% ^{hik}	97% ^{hi}	88% ⁱ	67%	99% ^{hik}	92% ⁱ	97% ^o	98% ^o	94% ^o	89%
None	58	29	29	2	3	-	3	4	15	30	5	53	5	8	14	32
	5%	5%	5%	1%	1%	-	2%	3%	12% ^{cdefg} jk	30% ^{cdefgh} jk	1%	7% ^{cdefj}	2%	2%	6%	9% ^{lm}
Don't know	7	3	4	-	-	1	2	1	*	3	-	7	2	-	-	5
	1%	1%	1%	-	-	1%	1%	1%	*	3% ^{cdjk}	-	1%	1%	-	-	2% ^m

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	792 69%	455 71% ^c	270 78% ^{ac}	68 44%	512 81% ^e	281 55%	295 85% ^g	497 63%	612 69%	181 70%	672 70%	64 66%	40 70%	17 64%
A mobile phone (not a Smartphone) with internet access	181 16%	116 18% ^b	41 12%	24 16%	97 15%	84 16%	49 14%	132 17%	153 17% ⁱ	28 11%	156 16%	18 19%	5 8%	2 8%
A mobile phone without internet access	150 13%	85 13%	33 9%	33 21% ^{ab}	52 8%	97 19% ^d	20 6%	130 16% ^f	114 13%	36 14%	120 12%	10 10%	13 23%	7 26% ^{jk}
A tablet (e.g. iPad, Samsung Galaxy)	517 45%	331 52% ^{bc}	135 39%	51 33%	328 52% ^e	190 37%	171 49%	346 44%	391 44%	126 49%	426 44%	54 56% ^m	28 49%	10 37%
A desktop computer	272 24%	178 28% ^{bc}	72 21%	22 14%	196 31% ^e	76 15%	112 32% ^g	160 20%	197 22%	75 29%	246 26% ^m	15 16%	9 15%	1 5%
A laptop or netbook	635 56%	379 59% ^c	209 61% ^c	48 31%	401 64% ^e	234 46%	212 61% ^g	423 53%	491 56%	144 56%	548 57% ^m	55 57% ^m	22 39%	9 36%
An e- reader (e.g. Kindle, Kobo)	130 11%	91 14% ^b	24 7%	15 10%	87 14% ^e	43 8%	41 12%	89 11%	92 10%	39 15%	109 11%	10 10%	6 11%	5 18%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 19%	110 17% ^c	104 30% ^{ac}	8 5%	154 24% ^e	68 13%	110 32% ^g	112 14%	167 19%	55 21%	195 20%	15 16%	8 14%	4 15%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	72 6%	39 6%	29 9% ^c	4 2%	54 9% ^e	18 3%	34 10% ^g	38 5%	49 6%	23 9%	59 6%	7 7%	5 9%	1 6%
Other mobile device	2 *	2 *	-	1 *	2 *	1 *	-	2 *	-	2 1% ^h	1 *	2 2% ^j	-	-
SUMMARY CODES														
ANY MOBILE PHONE	1043 91%	605 94% ^c	321 93% ^c	117 76%	612 97% ^e	431 84%	336 97% ^g	708 89%	811 92%	232 90%	879 91%	85 88%	54 95%	25 94%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
ANY MOBILE WITH INTERNET ACCESS	927 81%	539 84% ^c	299 87% ^c	89 58%	580 92% ^e	347 68%	325 94% ^g	602 76%	726 82%	202 78%	787 82% ^m	79 82%	43 75%	18 71%
ANY COMPUTER INC. TABLET	856 75%	514 80% ^c	263 77% ^c	79 51%	533 85% ^e	323 63%	283 82% ^g	573 72%	657 74%	199 77%	722 75% ^m	75 78% ^m	46 80%	14 53%
ANY COMPUTER EXC. TABLET	739 65%	451 70% ^c	226 66% ^c	61 40%	473 75% ^e	265 52%	256 74% ^g	482 61%	569 65%	169 65%	642 67% ^m	56 58% ^m	31 54%	10 37%
ANY GAMING DEVICE	234 21%	117 18% ^c	109 32% ^{ac}	8 5%	163 26% ^e	71 14%	112 32% ^g	122 15%	178 20%	56 22%	204 21%	18 18%	8 14%	4 17%
ANY DEVICE	1077 94%	622 97% ^c	330 96% ^c	124 80%	626 99% ^e	451 88%	344 99% ^g	733 92%	833 94%	244 94%	909 95%	88 91%	54 95%	25 97%
None	58 5%	18 3%	13 4%	27 18% ^{ab}	2 *	55 11% ^d	3 1%	54 7% ^f	46 5%	11 4%	45 5%	9 9%	3 5%	1 3%
Don't know	7 1%	2 *	1 *	4 2% ^{ab}	3 *	4 1%	- -	7 1%	3 *	4 2% ^h	7 1%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	792 69%	20 59%	91 65%	60 69%	58 57%	69 67%	72 71%	121 79%abdkl	125 81%abdeikl	56 66%	40 70%	64 66%	17 64%	432 68%	360 72%
A mobile phone (not a Smartphone) with internet access	181 16%	8 25%h	19 13%	12 13%	22 21%h	26 25%bghil	25 25%bhl	20 13%	14 9%	10 12%	5 8%	18 19%	2 8%	114 18%	67 13%
A mobile phone without internet access	150 13%	6 19%c	15 11%	6 7%	17 16%	17 16%	11 11%	22 14%	16 10%	11 13%	13 23%	10 10%	7 26%bcfhk	89 14%	61 12%
A tablet (e.g. iPad, Samsung Galaxy)	517 45%	11 33%	62 44%	37 42%	36 36%	57 56%adfgl	40 39%	62 40%	86 56%adfgil	34 41%	28 49%	54 56%adfgl	10 37%	335 52%n	182 36%
A desktop computer	272 24%	5 16%	31 22%l	19 21%l	19 19%l	44 42%abcdfgikl	16 16%	35 22%l	58 37%abcdfgkl	20 24%l	9 15%	15 16%	1 5%	184 29%n	88 18%
A laptop or netbook	635 56%	18 54%	80 57%l	42 48%	44 44%	54 53%	57 56%l	101 66%cdl	106 68%cdeil	46 54%	22 39%	55 57%l	9 36%	374 59%n	261 52%
An e- reader (e.g. Kindle, Kobo)	130 11%	3 10%	19 13%	5 6%	8 8%	15 15%	12 11%	12 8%	25 16%c	10 12%	6 11%	10 10%	5 18%cg	101 16%n	30 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 19%	8 24%d	35 25%dg	19 22%d	9 9%	36 35%dfgikl	19 19%	18 12%	36 23%dg	14 16%	8 14%	15 16%	4 15%	109 17%	113 23% ^m
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	72 6%	7 21%bcdgfhik	11 8%i	2 2%	4 4%	10 9%ci	8 7%i	5 3%	13 8%i	- -	5 9%	7 7%i	1 6%i	41 6%	31 6%
Other mobile device	2 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	2 2%	- -	2 *	- -
SUMMARY CODES															
ANY MOBILE PHONE	1043 91%	31 93%	121 86%	73 84%	92 91%	96 93%	96 94% ^c	148 96%bck	147 95%bc	75 89%	54 95%	85 88%	25 94%	583 91%	460 92%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
ANY MOBILE WITH INTERNET ACCESS	927	26	107	71	77	86	87	135	133	65	43	79	18	516	412
	81%	80%	76%	81%	76%	83%	85%l	87%bdl	86%l	77%	75%	82%	71%	81%	82%
ANY COMPUTER INC. TABLET	856	23	104	65	70	76	76	117	132	60	46	75	14	516	340
	75%	69%	74%l	75%l	69%	74%l	75%l	76%l	85%abdeil	70%l	80%	78%l	53%	81%n	68%
ANY COMPUTER EXC. TABLET	739	19	89	56	56	65	66	111	125	54	31	56	10	444	294
	65%	58%	63%l	64%l	55%l	63%l	65%l	72%dkl	81%abcdef ikl	64%l	54%	58%l	37%	70%n	59%
ANY GAMING DEVICE	234	11	36	19	11	36	20	19	37	14	8	18	4	116	118
	21%	33%dg	26%dg	22%	11%	35%dfgikl	20%	13%	24%dg	16%	14%	18%	17%	18%	24%m
ANY DEVICE	1077	32	130	79	97	99	97	149	150	76	54	88	25	607	469
	94%	97%	92%	91%	95%	96%	95%	97%	97%	90%	95%	91%	97%	95%	93%
None	58	1	11	8	5	4	4	5	4	3	3	9	1	28	29
	5%	3%	8%	9%h	5%	4%	4%	3%	3%	4%	5%	9%	3%	4%	6%
Don't know	7	-	-	-	-	-	1	-	1	5	-	-	-	3	4
	1%	-	-	-	-	-	1%	-	1%	6%bcdeghk	-	-	-	1%	1%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	792 69%	792 76%be	481 68%e	481 76%be	312 77%be	-	746 77%j	280 91%fhj	638 84%j	148 90%fj	16 13%
A mobile phone (not a Smartphone) with internet access	181 16%	181 17%be	94 13%e	94 15%e	87 21%bce	-	159 16%i	34 11%	106 14%i	11 7%	18 15%i
A mobile phone without internet access	150 13%	150 14%e	107 15%e	107 17%de	43 11%e	-	101 10%gh	11 4%	47 6%	11 6%	42 34%fghi
A tablet (e.g. iPad, Samsung Galaxy)	517 45%	505 48%de	355 50%de	345 54%ade	160 39%e	10 15%	505 52%j	177 57%j	396 52%j	100 61%j	2 1%
A desktop computer	272 24%	268 26%de	193 27%de	189 30%de	78 19%e	3 5%	267 27%j	120 39%fhj	226 30%j	65 40%fhj	2 1%
A laptop or netbook	635 56%	616 59%e	392 56%e	379 60%e	237 58%e	13 20%	620 64%j	235 76%fhj	495 65%j	124 75%fhj	2 2%
An e- reader (e.g. Kindle, Kobo)	130 11%	127 12%e	92 13%e	89 14%de	37 9%	2 3%	126 13%j	56 18%j	106 14%j	35 21%fhj	1 *
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	222 19%	214 21%e	139 20%e	135 21%e	80 20%e	4 6%	215 22%j	94 30%fj	190 25%j	54 33%fj	2 2%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	72 6%	71 7%e	44 6%e	44 7%e	27 7%e	-	71 7%j	38 12%fj	65 9%j	15 9%j	- -
Other mobile device	2 *	2 *	2 *	2 *	- -	-	2 *	-	-	-	1 *h

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
SUMMARY CODES											
ANY MOBILE PHONE	1043	1043	636	636	407	-	930	302	742	159	72
	91%	100%be	90%e	100%be	100%be	-	96%j	98%j	97%j	97%j	59%
ANY MOBILE WITH INTERNET ACCESS	927	927	551	551	376	-	860	297	714	152	33
	81%	89%be	78%e	87%be	93%bce	-	89%j	96%fj	94%fj	92%j	27%
ANY COMPUTER INC. TABLET	856	829	557	538	291	19	832	291	652	152	6
	75%	79%de	79%de	84%abde	72%e	29%	86%j	94%fhj	86%j	92%fhj	5%
ANY COMPUTER EXC. TABLET	739	718	471	456	261	15	720	272	573	140	4
	65%	69%e	67%e	72%de	64%e	22%	74%j	88%fhj	75%j	85%fhj	3%
ANY GAMING DEVICE	234	225	144	140	85	4	227	94	198	55	2
	21%	22%e	20%e	22%e	21%e	6%	23%j	30%fj	26%j	33%fj	2%
ANY DEVICE	1077	1043	657	636	407	21	959	306	755	163	74
	94%	100%be	93%e	100%be	100%be	31%	99%j	99%j	99%j	99%j	61%
None	58	-	41	-	-	41	11	*	5	2	44
	5%	-	6%acd	-	-	61%abcd	1%	*	1%	1%	36%fghi
Don't know	7	-	6	-	-	6	2	2	2	-	3
	1%	-	1%ac	-	-	9%abcd	*	1%	*	-	3%fhi

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Landline phone	704 62%	312 56%	392 67%a	82 53%	94 44%	98 53%	120 62%dj	125 76%cdelfj	97 78%cdelfj k	87 87%cdelfg hjk	176 48%	528 68%cdelj	159 69%o	220 65%o	146 61%	178 53%
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.	930 82%	460 83%	471 80%	135 88%hik	186 86%hi	160 85%hi	169 87%hik	137 83%i	95 76%i	47 47%	321 87%hik	609 79%i	210 91%mo	287 84%o	206 86%o	227 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	235 21%	110 20%	125 21%	48 31%ghik	51 24%hi	42 22%i	43 22%i	27 17%i	17 14%i	6 6%	99 27%ghik	136 18%i	46 20%	84 25%	44 18%	60 18%
SUMMARY CODES																
ANY MOBILE PHONE	1043 91%	509 91%	534 91%	147 96%hik	210 97%hik	184 98%ghik	185 95%hik	153 93%hi	105 84%i	58 58%	358 97%hik	686 89%i	214 93%o	327 96%o	220 92%o	283 85%
NONE	18 2%	10 2%	8 1%	3 2%	4 2%	1 1%	2 1%	2 1%	3 2%	3 3%	6 2%	11 1%	- -	3 1%	2 1%	13 4%lmn
ANY SERVICE	1061 93%	514 92%	547 94%	143 93%	201 93%	181 96%	179 92%	150 90%	116 92%	92 92%	344 93%	717 93%	221 96%o	330 97%o	224 94%o	285 86%
ANY SERVICE (INC. MOBILE)	1123 98%	546 98%	577 99%	151 98%	212 98%	186 99%	192 99%	163 99%	122 98%	97 97%	363 98%	760 99%	230 100%o	337 99%o	237 99%o	319 96%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
SERVICES HAVE																
MOBILE NOT LANDLINE	407	226	181	69	117	86	69	34	23	9	186	221	69	113	88	137
	36%	41% ^b	31%	45% ^{ghik}	54% ^{fghik}	46% ^{ghik}	36% ^{ghi}	21% ⁱ	18% ⁱ	9%	50% ^{fghik}	29% ^{hi}	30%	33%	37%	41% ^l
LANDLINE NOT MOBILE	67	29	38	3	1	-	5	6	15	37	4	63	15	7	14	31
	6%	5%	7%	2%	1%	-	2%	4% ^e	12% ^{cdefg} j	37% ^{cdefgh} jk	1%	8% ^{cdefj}	6% ^m	2%	6% ^m	9% ^m
LANDLINE AND MOBILE	636	283	353	78	93	98	115	119	83	49	171	465	144	214	132	146
	56%	51%	60% ^a	51%	43%	53%	60% ^{dj}	72% ^{cdefi} jk	66% ^{cdeij}	50%	46%	60% ^{dij}	63% ^o	63% ^o	55% ^o	44%
LANDLINE OR MOBILE	1110	538	573	151	211	184	189	159	120	95	362	748	228	333	234	314
	97%	97%	98%	98%	98%	98%	98%	96%	96%	95%	98%	97%	99% ^o	98% ^o	98%	95%
None	80	43	38	11	15	7	15	16	10	8	25	55	9	10	15	47
	7%	8%	6%	7%	7%	4%	8%	10%	8%	8%	7%	7%	4%	3%	6%	14% ^{lmn}
Av number of services (inc mobile)	2.238	2.171	2.288	1.888	2.252	2.681	2.315	2.248	2.173	2.036	2.148	2.269	2.467	2.324	2.382	2.101
Standard Deviation	0.898	0.919	0.883	0.892	0.873	0.783	0.905	1.174	0.807	0.617	0.885	0.904	1.160	0.735	1.045	0.857
Error Variance	0.004	0.009	0.006	0.061	0.025	0.029	0.026	0.042	0.013	0.008	0.018	0.004	0.112	0.015	0.025	0.005

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Landline phone	704	425	170	108	365	338	181	523	507	196	570	64	50	19
	62%	66% ^b	49%	70% ^b	58%	66% ^d	52%	66% ^f	58%	76% ^h	59%	66%	88%	74% ^j
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.	930	574	268	88	555	375	312	618	712	218	783	75	51	21
	82%	90% ^{bc}	78% ^c	57%	88% ^{ee}	74%	90% ^g	78%	81%	84%	81%	78%	89%	81%
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	235	139	79	16	143	91	71	164	196	39	206	26	2	1
	21%	22% ^c	23% ^c	11%	23%	18%	21%	21%	22% ⁱ	15%	21% ^m	27% ^m	3%	3%
SUMMARY CODES														
ANY MOBILE PHONE	1043	605	321	117	612	431	336	708	811	232	879	85	54	25
	91%	94% ^c	93% ^c	76%	97% ^{ee}	84%	97% ^g	89%	92%	90%	91%	88%	95%	94%
NONE	18	4	7	7	2	15	3	15	16	1	16	2	-	-
	2%	1%	2%	5% ^{aa}	*	3% ^d	1%	2%	2%	1%	2%	2%	-	-
ANY SERVICE	1061	622	307	131	600	460	328	732	818	243	894	89	54	24
	93%	97% ^{bc}	89%	84%	95% ^{ee}	90%	95%	92%	93%	94%	93%	92%	95%	92%
ANY SERVICE (INC. MOBILE)	1123	638	337	148	629	495	344	779	866	258	945	95	57	26
	98%	99% ^c	98%	95%	100% ^{ee}	97%	99%	98%	98%	99%	98%	98%	100%	100%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
SERVICES HAVE														
MOBILE NOT LANDLINE	407	205	166	37	255	151	159	248	346	60	362	31	7	7
	36%	32% ^c	48% ^{ac}	24%	40% ^e	30%	46% ^g	31%	39% ⁱ	23%	38%	32%	12%	26%
LANDLINE NOT MOBILE	67	25	15	28	8	59	4	63	42	25	53	10	3	1
	6%	4%	4%	18% ^{ab}	1%	12% ^d	1%	8% ^f	5%	10% ^h	5%	10%	5%	6%
LANDLINE AND MOBILE	636	401	155	81	357	280	177	460	465	171	517	54	48	18
	56%	62% ^{bc}	45%	52%	57%	55%	51%	58%	53%	66% ^h	54%	55%	84%	68% ^j
LANDLINE OR MOBILE	1110	630	336	145	620	490	340	771	854	257	932	95	57	26
	97%	98% ^c	98% ^c	93%	98% ^e	96%	98%	97%	97%	99%	97%	98%	100%	100%
None	80	19	37	24	30	50	19	62	64	16	67	8	3	2
	7%	3%	11% ^a	16% ^a	5%	10% ^d	5%	8%	7%	6%	7%	8%	5%	8%
Av number of services (inc mobile)	2.238	2.481	2.020	1.930	2.316	2.186	2.340	2.202	2.263	2.134	2.282	1.711	2.202	2.100
Standard Deviation	0.898	0.822	0.881	0.947	0.872	0.915	0.895	0.900	0.907	0.866	0.909	0.810	0.740	0.822
Error Variance	0.004	0.006	0.015	0.014	0.011	0.005	0.017	0.004	0.004	0.018	0.004	0.055	0.091	0.036

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
Landline phone	704	16	91	49	39	64	64	76	105	66	50	64	19	476	227
	62%	48%	64% ^{dg}	56% ^d	39%	63% ^d	63% ^d	49%	68% ^{adg}	78% ^{abcdeg}	88%	66% ^{dg}	74% ^{acd}	75% ⁿ	45%
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.	930	25	117	71	69	83	87	113	142	76	51	75	21	558	372
	82%	75%	83% ^d	81%	68%	80%	85% ^d	74%	92% ^{abcdegkl}	90% ^{adgk}	89%	78%	81%	87% ⁿ	74%
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	235	12	23	26	6	42	28	21	36	11	2	26	1	140	94
	21%	35% ^{bdgil}	17% ^{dl}	30% ^{bdgil}	6%	41% ^{bdghil}	28% ^{dgil}	13%	23% ^{dl}	13%	3%	27% ^{dgil}	3%	22%	19%
SUMMARY CODES															
ANY MOBILE PHONE	1043	31	121	73	92	96	96	148	147	75	54	85	25	583	460
	91%	93%	86%	84%	91%	93%	94% ^c	96% ^{bck}	95% ^{bc}	89%	95%	88%	94%	91%	92%
NONE	18	*	5	3	4	1	-	2	1	-	-	2	-	8	10
	2%	1%	4%	4%	4%	1%	-	1%	*	-	-	2%	-	1%	2%
ANY SERVICE	1061	27	127	80	84	99	102	138	153	83	54	89	24	620	441
	93%	81%	90%	92%	83%	96% ^{ad}	100% ^{abcdgk}	90%	99% ^{abcdgk}	98% ^{abdg}	95%	92%	92%	97% ⁿ	88%
ANY SERVICE (INC. MOBILE)	1123	33	135	84	97	102	102	153	154	85	57	95	26	631	492
	98%	99%	96%	96%	96%	99%	100%	99%	100%	100%	100%	98%	100%	99%	98%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
SERVICES HAVE															
MOBILE NOT LANDLINE	407 36%	16 47%i	41 29%	33 37%i	57 56%bcefh kl	36 35%	38 37%i	76 49%bhikl	48 31%	18 21%	7 12%	31 32%	7 26%	147 23%	260 52% m
LANDLINE NOT MOBILE	67 6%	1 2%	10 7%	8 9%g	4 4%	5 5%	6 6%	4 3%	7 5%	9 10%g	3 5%	10 10%g	1 6%	40 6%	27 5%
LANDLINE AND MOBILE	636 56%	15 46%	81 57% d	41 47%	35 35%	60 58% d	58 57% d	72 47%	98 63% cdg	58 68% acd g	48 84%	54 55% d	18 68% cdg	436 68% n	200 40%
LANDLINE OR MOBILE	1110 97%	32 95%	131 93%	81 93%	96 95%	100 98%	102 100% abc	152 99% bc	154 99% bc	84 99%	57 100%	95 98%	26 100%	624 98%	487 97%
None	80 7%	6 19%efhi	14 10% fhi	7 8% fh	17 17% efhi	4 4%	- -	16 10% fhi	2 1%	2 2%	3 5%	8 8% fh	2 8% fh	19 3%	61 12% m
Av number of services (inc mobile)	2.238	1.619	2.065	2.243	1.741	2.660	2.937	2.125	2.416	2.601	2.202	1.711	2.100	2.592	1.980
Standard Deviation	0.898	1.156	0.845	0.818	0.677	0.999	0.929	0.757	0.741	0.831	0.740	0.810	0.822	0.874	0.828
Error Variance	0.004	0.134	0.031	0.045	0.017	0.042	0.039	0.018	0.026	0.038	0.091	0.055	0.036	0.008	0.005

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Landline phone	704	636	704	636	-	67	612	198	455	119	80
	62%	61% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	63%	64%	60%	72% ^h	65%
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.	930	886	611	577	308	33	900	292	675	154	23
	82%	85% ^{de}	87% ^{de}	91% ^{abde}	76% ^e	50%	93% ^{hj}	95% ^{hj}	89% ^j	94% ^j	19%
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	235	228	131	128	100	3	216	73	182	43	3
	21%	22% ^e	19% ^e	20% ^e	25% ^{be}	4%	22% ^j	24% ^j	24% ^j	26% ^j	3%
SUMMARY CODES											
ANY MOBILE PHONE	1043	1043	636	636	407	-	930	302	742	159	72
	91%	100% ^{be}	90% ^e	100% ^{be}	100% ^{be}	-	96% ^j	98% ^j	97% ^j	97% ^j	59%
NONE	18	-	-	-	-	-	3	-	2	1	11
	2%	-	-	-	-	-	*	-	*	*	9% ^{fghi}
ANY SERVICE	1061	980	704	636	344	67	951	301	729	160	85
	93%	94% ^d	100% ^{ad}	100% ^{ad}	85%	100% ^{ad}	98% ^{hj}	98% ^j	96% ^j	97% ^j	69%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
ANY SERVICE (INC. MOBILE)	1123	1043	704	636	407	67	969	309	760	164	110
	98%	100%	100%	100%	100%	100%	100%j	100%j	100%j	100%j	91%
SERVICES HAVE											
MOBILE NOT LANDLINE	407	407	-	-	407	-	347	109	299	44	29
	36%	39%bce	-	-	100%abce	-	36%j	35%j	39%ij	27%	24%
LANDLINE NOT MOBILE	67	-	67	-	-	67	29	6	12	4	36
	6%	-	10%acd	-	-	100%abcd	3%	2%	2%	2%	30%fghi
LANDLINE AND MOBILE	636	636	636	636	-	-	583	192	443	115	43
	56%	61%de	90%ade	100%abde	-	-	60%j	62%j	58%j	70%fhj	36%
LANDLINE OR MOBILE	1110	1043	704	636	407	67	959	308	754	163	109
	97%	100%	100%	100%	100%	100%	99%j	100%j	99%j	99%j	89%
None	80	63	-	-	63	-	21	8	33	5	37
	7%	6%bce	-	-	15%abce	-	2%	2%	4%f	3%	31%fghi
Av number of services (inc mobile)	2.238	2.238	2.768	2.768	1.803	-	2.608	2.377	2.307	2.576	1.881
Standard Deviation	0.898	0.898	0.678	0.678	0.821	-	0.829	0.774	0.880	1.361	0.790
Error Variance	0.004	0.004	0.004	0.004	0.006	-	0.006	0.054	0.008	0.231	0.007

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
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.	149 13%	73 13%	76 13%	15 10%	10 5%	18 10%	27 14%dj	28 17%dj	23 18%cdelj	27 27%cdelfjk	25 7%	123 16%dj	35 15%	43 13%	28 12%	43 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	231 20%	95 17%	136 23%a	28 18%d	14 7%	30 16%d	39 20%dj	44 27%dej	46 37%cdelfj k	30 30%cdelj	42 11%	189 25%dej	58 25%	64 19%	46 19%	63 19%
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.	156 14%	67 12%	90 15%	18 12%	24 11%	21 11%	19 10%	26 16%	26 20%defj k	22 22%cdelfj k	42 11%	114 15%	38 17%	53 15%	25 10%	41 12%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	10 2%	15 2%	5 3%e	2 1%	- -	6 3%e	2 1%	6 5%de	2 2%e	7 2%	17 2%	10 4%o	4 1%	8 4%o	2 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	153 13%	62 11%	91 16%	13 8%	15 7%	26 14%	25 13%	22 13%	31 24%cdelfg ik	21 21%cdj	28 8%	125 16%cdj	30 13%	51 15%	36 15%	36 11%

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
2 TYPES EXPERIENCED	92 8%	40 7%	51 9%	15 10% ^d	7 3%	9 5%	15 8%	13 8%	20 16% ^{defgj} k	13 13% ^{dej}	22 6%	70 9% ^d	24 10%	26 8%	17 7%	24 7%
3 TYPES EXPERIENCED	68 6%	32 6%	36 6%	6 4%	7 3%	9 5%	8 4%	17 10% ^{dj}	9 7%	12 12% ^{cdefj}	13 4%	55 7% ^j	21 9%	16 5%	9 4%	21 6%
4 TYPES EXPERIENCED	5 *	1 *	4 1%	1 1%	- -	- -	2 1%	1 1%	1 1%	- -	1 *	4 1%	- -	3 1%	2 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	318 28%	136 24%	182 31% ^a	35 23% ^d	29 13%	43 23% ^d	52 27% ^{dj}	52 32% ^{dj}	60 48% ^{cdefg} jk	45 45% ^{cdefg} jk	64 17%	253 33% ^{cdej}	75 33%	96 28%	64 27%	82 25%
None	823 72%	420 76% ^b	403 69%	118 77% ^{hik}	187 87% ^{cefgh} ik	144 77% ^{hik}	142 73% ^{hi}	113 68% ^{hi}	65 52%	54 55%	305 83% ^{fghik}	518 67% ^{hi}	155 67%	243 72%	175 73%	250 75%
Av number of issues	1.766	1.798	1.741	1.890	1.710	1.606	1.769	1.928	1.671	1.792	1.809	1.755	1.879	1.694	1.672	1.820
Standard Deviation	0.842	0.834	0.850	0.831	0.846	0.805	0.897	0.904	0.780	0.833	0.836	0.845	0.822	0.855	0.868	0.824
Error Variance	0.002	0.005	0.004	0.022	0.029	0.019	0.019	0.017	0.007	0.010	0.012	0.003	0.011	0.010	0.010	0.005

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
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.	149 13%	93 15%b	30 9%	25 16%b	62 10%	87 17%d	31 9%	118 15%f	109 12%	40 15%	122 13%	13 14%	12 21%	2 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	231 20%	138 22%b	49 14%	44 28%b	106 17%	126 25%d	48 14%	184 23%f	168 19%	64 25%	189 20%	23 23%	15 27%	4 17%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	156 14%	95 15%	34 10%	27 18%b	79 12%	78 15%	38 11%	119 15%	116 13%	40 16%	128 13% _m	16 16% _m	12 22%	* 1%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	13 2%	6 2%	5 3%	13 2%	11 2%	4 1%	21 3%	17 2%	7 3%	22 2%	2 2%	1 1%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
SUMMARY CODES														
1 TYPE EXPERIENCED	153	96	32	25	67	85	40	113	116	37	130	10	9	4
	13%	15%b	9%	16%b	11%	17%d	12%	14%	13%	14%	14%	10%	16%	15%
2 TYPES EXPERIENCED	92	53	22	17	43	49	14	77	62	30	79	8	4	1
	8%	8%	6%	11%	7%	10%	4%	10%f	7%	11%h	8%	8%	7%	5%
3 TYPES EXPERIENCED	68	43	13	12	30	38	17	51	51	17	51	9	8	-
	6%	7%	4%	8%	5%	7%	5%	6%	6%	7%	5%	10% ^m	13%	-
4 TYPES EXPERIENCED	5	2	1	2	4	1	-	5	4	1	5	-	-	-
	*	*	*	1%	1%	*	-	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	318	194	68	55	144	173	72	246	233	85	265	27	21	5
	28%	30% ^b	20%	36% ^b	23%	34% ^d	21%	31% ^f	26%	33%	28%	28%	37%	20%
None	823	447	276	100	487	337	275	548	649	174	696	70	36	21
	72%	70%	80% ^{ac}	64%	77% ^e	66%	79% ^g	69%	74%	67%	72%	72%	63%	80%
Av number of issues	1.766	1.752	1.751	1.832	1.800	1.737	1.675	1.792	1.759	1.783	1.741	1.981	1.924	1.240
Standard Deviation	0.842	0.841	0.824	0.880	0.874	0.817	0.840	0.843	0.859	0.799	0.836	0.864	0.920	0.475
Error Variance	0.002	0.004	0.010	0.011	0.007	0.003	0.012	0.003	0.003	0.007	0.002	0.028	0.056	0.015

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE		
		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)	Own\Mortgage (m)	Rent\Other (n)	
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528	
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502	
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.	149 13%	4 11%	20 14%g	10 11%	11 10%	19 19%g	13 12%	10 6%	27 17%g	10 12%	12 21%	13 14%	2 6%	105 16%n	44 9%	
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	231 20%	5 14%	27 19%	21 24%	12 12%	23 22%	21 20%	23 15%	35 23%	23 27%dg	15 27%	23 23%	4 17%	152 24%n	80 16%	
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.	156 14%	3 10%	22 16%gl	16 18%dgl	7 7%	16 15%gl	16 16%gl	10 6%	32 21%dgil	6 7%	12 22%	16 16%gl	* 1%	113 18%n	44 9%	
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	- -	3 2%	* 1%	* *	3 3%	- -	2 1%	9 6%df	4 5%f	1 1%	2 2%	- -	20 3%n	4 1%	
SUMMARY CODES																
1 TYPE EXPERIENCED	153 13%	4 13%	18 13%	8 9%	7 7%	9 9%	18 18%d	22 14%	29 19%d	14 17%d	9 16%	10 10%	4 15%	99 16%n	54 11%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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												TENURE	
		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)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
2 TYPES EXPERIENCED	92	-	12	11	5	18	4	8	11	11	4	8	1	67	24
	8%	-	8%	12%a	5%	18%adfg	4%	5%	7%	13%a	7%	8%	5%	11%a	5%
3 TYPES EXPERIENCED	68	2	8	6	4	5	8	2	13	1	8	9	-	46	22
	6%	8%	6%	7%g	4%	5%	8%g	1%	9%g	2%	13%	10%gil	-	7%	4%
4 TYPES EXPERIENCED	5	-	1	-	-	-	-	-	3	1	-	-	-	5	1
	*	-	1%	-	-	-	-	-	2%	1%	-	-	-	1%	*
ANY UNSOLICITED CALLS (LANDLINE)	318	7	39	24	16	32	30	32	56	27	21	27	5	217	101
	28%	21%	28% ^d	28%	16%	32% ^d	29%	21%	36% ^{dgl}	32% ^d	37%	28%	20%	34% ⁿ	20%
None	823	26	101	63	85	70	72	122	99	57	36	70	21	422	401
	72%	79%	72%	72%	84% ^{behi}	68%	71%	79% ^h	64%	68%	63%	72%	80% ^h	66%	80% ^m
Av number of issues	1.766	1.729	1.822	1.931	1.851	1.865	1.653	1.374	1.834	1.582	1.924	1.981	1.240	1.795	1.703
Standard Deviation	0.842	1.042	0.889	0.764	0.839	0.663	0.874	0.619	0.984	0.739	0.920	0.864	0.475	0.846	0.836
Error Variance	0.002	0.155	0.016	0.021	0.037	0.014	0.025	0.012	0.017	0.018	0.056	0.028	0.015	0.003	0.006

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
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.	149 13%	132 13%d	149 21%ad	132 21%ad	- -	16 24%ad	125 13%	34 11%	92 12%	22 13%	21 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	231 20%	208 20%d	231 33%ad	208 33%ad	- -	23 34%ad	204 21%	65 21%	144 19%	36 22%	24 20%
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.	156 14%	139 13%d	156 22%ad	139 22%ad	- -	17 26%ad	138 14%	49 16%	103 14%	29 18%	17 14%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	21 2%d	24 3%d	21 3%d	- -	4 6%ad	22 2%	9 3%	14 2%	11 7%fh	3 2%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
SUMMARY CODES											
1 TYPE EXPERIENCED	153	139	153	139	-	14	132	39	96	23	20
	13%	13%d	22%ad	22%ad	-	21%d	14%	13%	13%	14%	17%
2 TYPES EXPERIENCED	92	81	92	81	-	11	79	22	62	15	10
	8%	8%d	13%ad	13%ad	-	16%ad	8%	7%	8%	9%	8%
3 TYPES EXPERIENCED	68	59	68	59	-	8	59	21	40	12	8
	6%	6%d	10%ad	9%ad	-	12%ad	6%	7%	5%	8%	7%
4 TYPES EXPERIENCED	5	5	5	5	-	-	5	3	4	2	-
	*	1%	1%	1%	-	-	1%	1%	*	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	318	285	318	285	-	33	275	85	201	53	39
	28%	27%d	45%ad	45%ad	-	49%ad	28%	27%	26%	32%	32%
None	823	759	386	352	407	34	697	224	561	112	83
	72%	73%bce	55%	55%	100%abce	51%	72%	73%	74%	68%	68%
Av number of issues	1.766	1.758	1.766	1.758	-	1.830	1.773	1.855	1.760	1.853	1.684
Standard Deviation	0.842	0.846	0.842	0.846	-	0.816	0.849	0.909	0.832	0.891	0.809
Error Variance	0.002	0.002	0.002	0.002	-	0.013	0.003	0.013	0.004	0.018	0.010

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landline or mobile) (a)	Any unsolici- ted calls (landline) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin- g (landline or mobile) (g)	Landline Live sales/ marketin- g (h)	Mobile Live sales/ marketin- g (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	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
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.	149 13%	149 24%ci	149 47%acfgi jlm	61 14%	149 60%abcf ghijlm	149 100%abdcf ghijklm	25 20%	112 23%ci	96 41%acfgi jl	51 14%	86 32%acfgi l	84 53%acfg ijlm	15 11%	11 24%l	11 45%	1 4%
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	231 20%	231 38%cfil	231 73%acdfg ijlm	103 24%	107 43%cfil	96 64%acdfg ijlm	30 25%	231 47%acfi l	231 100%abcde fgijklm	91 26%	120 44%cfil	112 72%acdfg ijlm	28 20%	15 33%	12 49%	3 14%
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.	156 14%	156 26%ci	156 49%acdfg il	64 15%	91 37%acfgi l	84 56%acdfg ilm	21 17%	129 26%ci	112 48%acdfg il	60 17%	156 58%acdf gilm	156 100%abcde fghijlm	24 17%	15 32%ci	13 52%	3 13%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 4%	24 8%acgil	8 2%	12 5%	11 7%cgi	3 2%	14 3%	12 5% c	8 2%	13 5%	13 8%cgil	3 2%	24 53%abcd efghijk l	24 100%	1 4%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
SUMMARY CODES																
1 TYPE EXPERIENCED	153 13%	153 25%cdfij kl	153 48%acdef ghijklm	64 15%l	39 16%l	33 22%fjl	11 9%	107 22%cfijl	88 38%acdef gijklm	52 15%l	31 12%	26 17%l	9 6%	7 15%	6 23%	1 5%
2 TYPES EXPERIENCED	92 8%	92 15%	92 29%acdfg il	44 10%	51 21%cfil	46 31%acdfg il	12 10%	79 16%cl	72 31%acdfg ijl	41 12%	60 22%acfil	58 37%acdfgi jl	11 8%	9 20%	7 29%	2 9%
3 TYPES EXPERIENCED	68 6%	68 11%ci	68 21%acfgil	24 6%	65 27%acfgi l	64 43%abcdf ghijlm	12 10%	67 14%ci	66 28%acfgil	21 6%	67 25%acfgi l	67 43%abcdfg hijlm	10 8%	6 14%	6 26%	1 4%
4 TYPES EXPERIENCED	5 *	5 1%	5 2%	3 1%	5 2%	5 4%ac	2 1%	5 1%	5 2%	3 1%	5 2%	5 3%ac	2 1%	5 12%abcdf ghijkl	5 22%	- -
ANY UNSOLICITED CALLS (LANDLINE)	318 28%	318 52%cfil	318 100%acdfg ijlm	135 32%	161 65%acfg il	149 100%acdfg ijlm	37 31%	258 52%cfil	231 100%acdfg ijlm	117 33%	164 61%acfg il	156 100%acdfg ijlm	32 23%	28 60%cfil	24 100%	4 19%
None	823 72%	290 48%bdehjk	- -	290 68%abdeg hijk	85 35%behk	- -	85 69%abdeg hijk	237 48%bdehjk	- -	237 67%abdeg hijk	106 39%behk	- -	106 77%abdeg hijk	18 40%behk	- -	18 81%
Av number of issues	1.766	1.766	1.766	1.756	2.227abc ghi	2.281abc ghi	2.108abc	1.887	1.949ab	1.789	2.282abc ghi	2.331abc ghi	2.149	2.371	2.466	1.942
Standard Deviation	0.842	0.842	0.842	0.832	0.857	0.852	0.899	0.864	0.870	0.831	0.809	0.792	0.900	1.075	1.095	0.807
Error Variance	0.002	0.002	0.002	0.005	0.004	0.005	0.023	0.003	0.003	0.006	0.004	0.004	0.027	0.038	0.044	0.163

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	728	325	403	74	85	78	96	110	149	136	159	569	126	168	167	267
Weighted Base	704	312	392	82*	94*	98*	120*	125*	97	87	176	528	159	220	146	178
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.	149 21%	73 23%	76 19%	15 19%	10 11%	18 19%	27 23%	28 22% _d	23 24% _d	27 31% _{dj}	25 14%	123 23% _{dj}	35 22%	43 19%	28 19%	43 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	231 33%	95 31%	136 35%	28 35% _d	14 15%	30 31% _d	39 32% _d	44 35% _d	46 47% _{defij} k	30 34% _d	42 24%	189 36% _{dj}	58 37%	64 29%	46 32%	63 36%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	156 22%	67 21%	90 23%	18 22%	24 25%	21 22%	19 16%	26 21%	26 26%	22 26%	42 24%	114 22%	38 24%	53 24%	25 17%	41 23%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	10 3%	15 4%	5 6% _e	2 2%	- -	6 5%	2 2%	6 6% _e	2 3%	7 4%	17 3%	10 6% _o	4 2%	8 6% _o	2 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	153 22%	62 20%	91 23%	13 16%	15 16%	26 26%	25 21%	22 18%	31 31% _{cdgj}	21 24%	28 16%	125 24%	30 19%	51 23%	36 24%	36 20%
2 TYPES EXPERIENCED	92 13%	40 13%	51 13%	15 18% _d	7 7%	9 9%	15 13%	13 10%	20 21% _{degk}	13 15%	22 12%	70 13%	24 15%	26 12%	17 12%	24 14%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)**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	728	325	403	74	85	78	96	110	149	136	159	569	126	168	167	267
Weighted Base	704	312	392	82*	94*	98*	120*	125*	97	87	176	528	159	220	146	178
3 TYPES EXPERIENCED	68	32	36	6	7	9	8	17	9	12	13	55	21	16	9	21
	10%	10%	9%	8%	7%	9%	7%	13%	9%	13%	8%	10%	13%	7%	6%	12%
4 TYPES EXPERIENCED	5	1	4	1	-	-	2	1	1	-	1	4	-	3	2	-
	1%	*	1%	2%	-	-	2%	1%	1%	-	1%	1%	-	1%	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	318	136	182	35	29	43	52	52	60	45	64	253	75	96	64	82
	45%	44%	46%	43%	31%	44%	43%	42%	62%cd efgjk	52%dj	37%	48%dj	47%	44%	44%	46%
None	386	176	210	46	65	55	68	73	37	41	111	274	84	124	82	96
	55%	56%	54%	57%h	69%hik	56%h	57%h	58%h	38%	48%	63%hik	52%h	53%	56%	56%	54%
Av number of issues	1.766	1.798	1.741	1.890	1.710	1.606	1.769	1.928	1.671	1.792	1.809	1.755	1.879	1.694	1.672	1.820
Standard Deviation	0.842	0.834	0.850	0.831	0.846	0.805	0.897	0.904	0.780	0.833	0.836	0.845	0.822	0.855	0.868	0.824
Error Variance	0.002	0.005	0.004	0.022	0.029	0.019	0.019	0.017	0.007	0.010	0.012	0.003	0.011	0.010	0.010	0.005

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	728	420	167	141	298	430	152	576	533	195	591	60	31	46
Weighted Base	704	425	170	108	365	338	181	523	507	196	570	64*	50**	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.	149 21%	93 22%	30 18%	25 23%	62 17%	87 26% ^d	31 17%	118 23%	109 21%	40 20%	122 21%	13 21%	12 23%	2 9%
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	231 33%	138 33%	49 29%	44 41%	106 29%	126 37% ^d	48 26%	184 35%	168 33%	64 32%	189 33%	23 35%	15 30%	4 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.	156 22%	95 22%	34 20%	27 25%	79 22%	78 23%	38 21%	119 23%	116 23%	40 21%	128 22% ^m	16 24% ^m	12 25%	* 2%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	13 3%	6 4%	5 5%	13 4%	11 3%	4 2%	21 4%	17 3%	7 4%	22 4%	2 3%	1 1%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	728	420	167	141	298	430	152	576	533	195	591	60	31	46
Weighted Base	704	425	170	108	365	338	181	523	507	196	570	64*	50**	19*
SUMMARY CODES														
1 TYPE EXPERIENCED	153	96	32	25	67	85	40	113	116	37	130	10	9	4
	22%	23%	19%	23%	18%	25% ^d	22%	22%	23%	19%	23%	16%	18%	21%
2 TYPES EXPERIENCED	92	53	22	17	43	49	14	77	62	30	79	8	4	1
	13%	12%	13%	15%	12%	14%	8%	15% ^f	12%	15%	14%	12%	8%	6%
3 TYPES EXPERIENCED	68	43	13	12	30	38	17	51	51	17	51	9	8	-
	10%	10%	7%	11%	8%	11%	9%	10%	10%	9%	9%	15% ^m	15%	-
4 TYPES EXPERIENCED	5	2	1	2	4	1	-	5	4	1	5	-	-	-
	1%	1%	1%	1%	1%	*	-	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	318	194	68	55	144	173	72	246	233	85	265	27	21	5
	45%	46%	40%	51%	39%	51% ^d	40%	47%	46%	43%	46% ^m	42%	41%	27%
None	386	231	102	53	221	165	109	277	274	112	305	37	30	14
	55%	54%	60%	49%	61% ^e	49%	60%	53%	54%	57%	54%	58%	59%	73% ^j
Av number of issues	1.766	1.752	1.751	1.832	1.800	1.737	1.675	1.792	1.759	1.783	1.741	1.981	1.924	1.240
Standard Deviation	0.842	0.841	0.824	0.880	0.874	0.817	0.840	0.843	0.859	0.799	0.836	0.864	0.920	0.475
Error Variance	0.002	0.004	0.010	0.011	0.007	0.003	0.012	0.003	0.003	0.007	0.002	0.028	0.056	0.015

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	728	16	102	53	40	62	67	79	102	70	31	60	46	465	263
Weighted Base	704	16**	91*	49*	39*	64*	64*	76*	105*	66*	50**	64*	19*	476	227
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.	149 21%	4 24%	20 22%	10 20%	11 27%	19 30%gl	13 20%	10 13%	27 25%l	10 15%	12 23%	13 21%	2 9%	105 22%	44 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	231 33%	5 29%	27 30%	21 44%	12 32%	23 35%	21 32%	23 30%	35 33%	23 34%	15 30%	23 35%	4 23%	152 32%	80 35%
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.	156 22%	3 21%	22 24%il	16 32%gil	7 17%	16 24%il	16 25%il	10 13%	32 31%gil	6 10%	12 25%	16 24%il	* 2%	113 24%	44 19%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	- -	3 3%	* 1%	* 1%	3 4%	- -	2 2%	9 9%f	4 7%	1 1%	2 3%	- -	20 4%	4 2%
SUMMARY CODES															
1 TYPE EXPERIENCED	153 22%	4 27%	18 20%	8 16%	7 17%	9 15%	18 28%	22 29%	29 27%	14 22%	9 18%	10 16%	4 21%	99 21%	54 24%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	728	16	102	53	40	62	67	79	102	70	31	60	46	465	263
Weighted Base	704	16**	91*	49*	39*	64*	64*	76*	105*	66*	50**	64*	19*	476	227
2 TYPES EXPERIENCED	92	-	12	11	5	18	4	8	11	11	4	8	1	67	24
	13%	-	13%	22% ^f	13%	28% ^{bfg}	7%	10%	10%	16%	8%	12%	6%	14%	11%
3 TYPES EXPERIENCED	68	2	8	6	4	5	8	2	13	1	8	9	-	46	22
	10%	16%	9%	12% ^{gi}	11%	8%	12% ⁱ	3%	13% ^{gil}	2%	15%	15% ^{gil}	-	10%	10%
4 TYPES EXPERIENCED	5	-	1	-	-	-	-	-	3	1	-	-	-	5	1
	1%	-	1%	-	-	-	-	-	3%	1%	-	-	-	1%	*
ANY UNSOLICITED CALLS (LANDLINE)	318	7	39	24	16	32	30	32	56	27	21	27	5	217	101
	45%	43%	44%	50% ^l	41%	50% ^l	47%	42%	53% ^l	41%	41%	42%	27%	46%	44%
None	386	9	51	24	23	32	34	44	49	39	30	37	14	260	126
	55%	57%	56%	50%	59%	50%	53%	58%	47%	59%	59%	58%	73% ^{ceh}	54%	56%
Av number of issues	1.766	1.729	1.822	1.931	1.851	1.865	1.653	1.374	1.834	1.582	1.924	1.981	1.240	1.795	1.703
Standard Deviation	0.842	1.042	0.889	0.764	0.839	0.663	0.874	0.619	0.984	0.739	0.920	0.864	0.475	0.846	0.836
Error Variance	0.002	0.155	0.016	0.021	0.037	0.014	0.025	0.012	0.017	0.018	0.056	0.028	0.015	0.003	0.006

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	728	626	728	626	-	102	588	152	413	103	127
Weighted Base	704	636	704	636	-**	67*	612	198	455	119*	80
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.	149 21%	132 21%	149 21%	132 21%	- -	16 24%	125 20%	34 17%	92 20%	22 18%	21 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	231 33%	208 33%	231 33%	208 33%	- -	23 34%	204 33%	65 33%	144 32%	36 31%	24 30%
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.	156 22%	139 22%	156 22%	139 22%	- -	17 26%	138 22%	49 25%	103 23%	29 24%	17 22%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	21 3%	24 3%	21 3%	- -	4 6%	22 4%	9 5%	14 3%	11 9%fh	3 3%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	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	728	626	728	626	-	102	588	152	413	103	127
Weighted Base	704	636	704	636	-**	67*	612	198	455	119*	80
SUMMARY CODES											
1 TYPE EXPERIENCED	153	139	153	139	-	14	132	39	96	23	20
	22%	22%	22%	22%	-	21%	22%	20%	21%	20%	25%
2 TYPES EXPERIENCED	92	81	92	81	-	11	79	22	62	15	10
	13%	13%	13%	13%	-	16%	13%	11%	14%	13%	13%
3 TYPES EXPERIENCED	68	59	68	59	-	8	59	21	40	12	8
	10%	9%	10%	9%	-	12%	10%	10%	9%	10%	10%
4 TYPES EXPERIENCED	5	5	5	5	-	-	5	3	4	2	-
	1%	1%	1%	1%	-	-	1%	1%	1%	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	318	285	318	285	-	33	275	85	201	53	39
	45%	45%	45%	45%	-	49%	45%	43%	44%	44%	48%
None	386	352	386	352	-	34	337	113	254	66	41
	55%	55%	55%	55%	-	51%	55%	57%	56%	56%	52%
Av number of issues	1.766	1.758	1.766	1.758	-	1.830	1.773	1.855	1.760	1.853	1.684
Standard Deviation	0.842	0.846	0.842	0.846	-	0.816	0.849	0.909	0.832	0.891	0.809
Error Variance	0.002	0.002	0.002	0.002	-	0.013	0.003	0.013	0.004	0.018	0.010

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	728	418	340	208	187	159	52	339	252	175	191	160	52	36	27	10
Weighted Base	704	404	318	221	181	149	57*	329	231	188	192	156	59*	34*	24**	10**
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.	149 21%	149 37%ci	149 47%acgil	61 28%	149 82%abcf ghijklm	149 100%abdcf ghijklm	25 43%ci	112 34%	96 41%cil	51 27%	86 45%cgil	84 53%acghi lm	15 25%	11 33%	11 45%	1 9%
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	231 33%	231 57%c	231 73%acdfi jlm	103 46%	107 59%c	96 64%ciilm	30 53%	231 70%acdf ilm	231 100%abcde fgijklm	91 48%	120 63%ci	112 72%acdfi lm	28 46%	15 45%	12 49%	3 32%
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.	156 22%	156 39%c	156 49%acgi	64 29%	91 51%acgi	84 56%acfgi	21 37%	129 39%c	112 48%acgi	60 32%	156 82%abcd efghilm	156 100%abcde fghijlm	24 40%	15 44%	13 52%	3 29%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	24 6%	24 8%	8 4%	12 7%	11 7%	3 5%	14 4%	12 5%	8 4%	13 7%	13 8%	3 4%	24 72%abcd efghijk l	24 100%	1 9%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	728	418	340	208	187	159	52	339	252	175	191	160	52	36	27	10
Weighted Base	704	404	318	221	181	149	57*	329	231	188	192	156	59*	34*	24**	10**
SUMMARY CODES																
1 TYPE EXPERIENCED	153 22%	153 38% cdefi jkl	153 48% acdef ghijklm	64 29% jk	39 22%	33 22%	11 20%	107 33% dejkl	88 38% defij kl	52 28% jk	31 16%	26 17%	9 15%	7 20%	6 23%	1 11%
2 TYPES EXPERIENCED	92 13%	92 23%	92 29% c	44 20%	51 28%	46 31% c	12 22%	79 24%	72 31% ac	41 22%	60 31% ac	58 37% acgil	11 19%	9 27%	7 29%	2 20%
3 TYPES EXPERIENCED	68 10%	68 17%	68 21% ci	24 11%	65 36% abcgi l	64 43% abcfg hilm	12 21%	67 20% ci	66 28% acgi	21 11%	67 35% abcgi l	67 43% abcfg hilm	10 18%	6 19%	6 26%	1 9%
4 TYPES EXPERIENCED	5 1%	5 1%	5 2%	3 1%	5 3%	5 4%	2 3%	5 2%	5 2%	3 2%	5 3%	5 3%	2 3%	5 16% abcde fghijkl	5 22%	- -
ANY UNSOLICITED CALLS (LANDLINE)	318 45%	318 79% cfil ijlm	318 100% acdfg ijlm	135 61%	161 89% acfg il	149 100% acdfg ijlm	37 65%	258 79% cil	231 100% acdfg ijlm	117 62%	164 86% cfil	156 100% acdfg ijlm	32 54%	28 82% cil	24 100%	4 40%
None	386 55%	86 21% bdehk	- -	86 39% abdeg hijk	20 11% behk	- -	20 35% abdeh jk	71 21% bdehk	- -	71 38% abdeg hijk	27 14% behk	- -	27 46% abdeg hijk	6 18% behk	- -	6 60%
Av number of issues	1.766	1.766	1.766	1.756	2.227abc ghi	2.281abc ghi	2.108abc	1.887	1.949ab	1.789	2.282abc ghi	2.331abc ghi	2.149	2.371	2.466	1.942
Standard Deviation	0.842	0.842	0.842	0.832	0.857	0.852	0.899	0.864	0.870	0.831	0.809	0.792	0.900	1.075	1.095	0.807
Error Variance	0.002	0.002	0.002	0.005	0.004	0.005	0.023	0.003	0.003	0.006	0.004	0.004	0.027	0.038	0.044	0.163

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	160	73	87	15	19	15	15	24	37	35	34	126	30	37	32	61
Weighted Base	156	67*	90*	18**	24**	21**	19**	26**	26**	22**	42**	114	38**	53*	25**	41*
Listen to the full message before hanging up	4	3	1	-	-	-	1	-	1	2	-	4	1	-	2	1
	3%	4%	2%	-	-	-	4%	-	5%	9%	-	4%	2%	-	9%	3%
Listen to some of the message before hanging up	35	15	19	6	3	3	3	6	7	6	9	25	9	9	3	13
	22%	23%	22%	33%	14%	14%	17%	24%	26%	28%	22%	22%	24%	17%	14%	32%
Hang up immediately, as soon as I realise it is a recorded message	117	48	69	12	20	18	15	20	18	14	33	85	28	43	19	27
	75%	73%	77%	67%	86%	86%	78%	76%	69%	63%	78%	74%	74%	83%	77%	66%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	39	18	21	6	3	3	4	6	8	8	9	30	10	9	6	14
	25%	27%	23%	33%	14%	14%	22%	24%	31%	37%	22%	26%	26%	17%	23%	34%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	160	90	35	35	61	99	30	130	120	40	135	14	10	1
Weighted Base	156	95*	34**	27**	79*	78*	38**	119	116*	40*	128	16**	12**	***
Listen to the full message before hanging up	4 3%	2 2%	- -	2 7%	1 1%	3 4%	- -	4 4%	4 3%	* 1%	4 3%	- -	- -	- -
Listen to some of the message before hanging up	35 22%	19 20%	8 24%	8 28%	13 16%	22 28%	9 25%	25 21%	24 21%	11 27%	32 25%	- -	3 21%	- -
Hang up immediately, as soon as I realise it is a recorded message	117 75%	74 78%	26 76%	18 65%	65 83%e	52 67%	28 75%	89 75%	88 76%	29 72%	92 72%	16 100%	10 79%	* 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	39 25%	21 22%	8 24%	10 35%	13 17%	25 33%d	9 25%	30 25%	28 24%	11 28%	36 28%	- -	3 21%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE		
		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)	Own/Mortgage (m)	Rent/Other (n)	
Unweighted Base	160	4	25	17	7	15	18	9	32	8	10	14	1	109	51	
Weighted Base	156	3**	22**	16**	7**	16**	16**	10**	32**	6**	12**	16**	***	113*	44*	
Listen to the full message before hanging up	4	-	-	*	-	*	*	1	1	1	-	-	-	2	2	
	3%	-	-	3%	-	3%	3%	15%	3%	9%	-	-	-	2%	5%	
Listen to some of the message before hanging up	35	1	4	2	3	7	4	2	8	1	3	-	-	20	15	
	22%	34%	20%	10%	42%	42%	27%	20%	24%	21%	21%	-	-	17%	35% m	
Hang up immediately, as soon as I realise it is a recorded message	117	2	18	14	4	9	11	6	23	4	10	16	*	91	27	
	75%	66%	80%	87%	58%	55%	70%	65%	73%	69%	79%	100%	100%	81% n	61%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	39	1	4	2	3	7	5	3	9	2	3	-	-	22	17	
	25%	34%	20%	13%	42%	45%	30%	35%	27%	31%	21%	-	-	19%	39% n	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	160	134	160	134	-	26	129	36	90	23	29
Weighted Base	156	139	156	139	-**	17**	138	49*	103*	29**	17**
Listen to the full message before hanging up	4 3%	2 2%	4 3%	2 2%	- -	2 12%	2 2%	- -	1 1%	- -	2 12%
Listen to some of the message before hanging up	35 22%	28 20%	35 22%	28 20%	- -	7 40%	27 20%	12 24%	21 20%	8 27%	7 43%
Hang up immediately, as soon as I realise it is a recorded message	117 75%	109 78%	117 75%	109 78%	- -	8 48%	108 79%	37 76%	82 79%	21 73%	8 46%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	39 25%	30 22%	39 25%	30 22%	- -	9 52%	30 21%	12 24%	22 21%	8 27%	9 54%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	160	160	160	59	93	86	20	131	118	53	160	160	21	15	13	3
Weighted Base	156	156	156	64*	91*	84*	21**	129	112*	60*	156	156	24**	15**	13**	3**
Listen to the full message before hanging up	4 3%	4 3%	4 3%	1 1%	1 2%	1 2%	- -	3 3%	3 3%	1 1%	4 3%	4 3%	- -	1 6%	1 7%	- -
Listen to some of the message before hanging up	35 22%	35 22%	35 22%	13 20%	21 23%	21 25%	2 11%	32 24%	32 28%	11 18%	35 22%	35 22%	7 29%	3 17%	3 20%	- -
Hang up immediately, as soon as I realise it is a recorded message	117 75%	117 75%	117 75%	51 78%	69 76%	61 73%	19 89%	94 73%	77 69%	48 81%	117 75%	117 75%	17 71%	11 77%	9 73%	3 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	39 25%	39 25%	39 25%	14 22%	22 24%	22 27%	2 11%	35 27%	35 31%	11 19%	39 25%	39 25%	7 29%	3 23%	3 27%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	45	25	20	4	3	3	4	6	11	14	7	38	8	7	9	21
Weighted Base	39*	18**	21**	6**	3**	3**	4**	6**	8**	8**	9**	30*	10**	9**	6**	14**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	27 70%	12 67%	15 72%	5 82%	3 100%	3 100%	3 77%	6 89%	2 21%	5 65%	8 89%	19 64%	6 61%	8 92%	3 61%	9 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	9 23%	5 25%	4 21%	3 47%	1 23%	- -	- -	2 27%	3 33%	1 12%	4 38%	5 18%	1 11%	2 18%	1 9%	6 40%
Telling you about a competition	5 13%	2 11%	3 15%	- -	1 23%	- -	2 57%	1 11%	1 18%	- -	1 8%	4 15%	1 9%	1 16%	1 15%	2 14%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 14%	1 5%	5 23%	2 29%	- -	- -	- -	2 26%	2 27%	- -	2 19%	4 13%	- -	2 26%	* 8%	3 20%
Other type	3 9%	1 4%	3 13%	- -	1 23%	- -	- -	- -	3 33%	- -	1 8%	3 9%	2 19%	- -	- -	2 11%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	33 85%	16 86%	17 84%	6 100%	3 100%	3 100%	3 77%	6 100%	5 67%	6 71%	9 100%	24 80%	8 81%	9 100%	4 68%	12 84%
ANY EXC. APPOINTMENT REMINDERS	32 82%	15 83%	17 81%	6 100%	3 100%	3 100%	3 77%	6 100%	4 54%	6 71%	9 100%	23 76%	8 81%	9 100%	3 61%	11 79%
Can't Remember	3 9%	2 10%	2 7%	- -	- -	- -	1 23%	- -	- -	2 29%	- -	3 11%	- -	- -	2 32%	2 11%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/D ivorced 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	45	23	7	15	11	34	8	37	34	11	43	-	2	-
Weighted Base	39*	21**	8**	10**	13**	25**	9**	30**	28**	11**	36*	-**	3**	-**
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	27 70%	17 81%	7 81%	3 35%	13 100%	14 54%	8 90%	19 63%	17 61%	10 90%	27 75%	- -	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 23%	4 20%	3 34%	2 18%	3 25%	5 21%	1 8%	8 27%	9 32%	- -	9 24%	- -	- -	- -
Telling you about a competition	5 13%	5 21%	- -	1 7%	2 17%	3 11%	2 24%	3 10%	4 13%	1 13%	5 14%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 14%	2 12%	2 21%	1 14%	2 13%	4 15%	- -	6 19%	5 17%	1 7%	6 15%	- -	- -	- -
Other type	3 9%	1 4%	1 10%	2 20%	- -	3 13%	- -	3 12%	3 10%	1 7%	1 2%	- -	3 100%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	33 85%	19 92%	8 94%	6 61%	13 100%	19 76%	8 90%	24 83%	22 81%	11 93%	33 91%	- -	- -	- -
ANY EXC. APPOINTMENT REMINDERS	32 82%	19 90%	8 94%	5 55%	13 100%	18 72%	8 90%	23 79%	22 79%	10 90%	32 88%	- -	- -	- -
Can't Remember	3 9%	1 4%	* 6%	2 20%	- -	3 13%	1 10%	2 8%	3 12%	- -	3 9%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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											TENURE		
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	45	2	5	3	3	7	6	5	9	3	2	-	-	22	23
Weighted Base	39*	1**	4**	2**	3**	7**	5**	3**	9**	2**	3**	-**	-**	22**	17**
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	27 70%	* 42%	4 89%	1 39%	2 85%	7 94%	3 63%	1 40%	7 81%	1 74%	-	-	-	15 71%	12 68%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 23%	- -	2 51%	1 37%	- -	- -	1 25%	1 16%	4 42%	* 26%	-	-	-	3 13%	6 35%
Telling you about a competition	5 13%	1 58%	* 11%	- -	- -	1 21%	1 16%	1 28%	1 10%	-	-	-	-	4 17%	1 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 14%	- -	2 40%	1 37%	- -	* 6%	* 9%	- -	2 25%	-	-	-	-	2 11%	3 18%
Other type	3 9%	- -	1 18%	- -	- -	- -	- -	- -	- -	-	3 100%	-	-	3 12%	1 5%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	33 85%	1 100%	4 100%	2 76%	2 85%	7 94%	4 80%	2 68%	9 100%	2 100%	-	-	-	19 86%	14 83%
ANY EXC. APPOINTMENT REMINDERS	32 82%	1 100%	4 100%	2 76%	2 85%	7 94%	3 72%	2 68%	8 93%	2 100%	-	-	-	18 84%	14 80%
Can't Remember	3 9%	- -	- -	* 24%	* 15%	* 6%	1 20%	1 32%	- -	- -	-	-	-	* 2%	3 17%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	45	31	45	31	-	14	29	9	19	6	16
Weighted Base	39*	30**	39*	30**	-**	9**	30**	12**	22**	8**	9**
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	27 70%	22 75%	27 70%	22 75%	- -	5 52%	23 79%	11 91%	16 75%	8 100%	4 40%
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	9 23%	7 22%	9 23%	7 22%	- -	2 25%	7 24%	4 30%	6 27%	2 22%	2 19%
Telling you about a competition	5 13%	5 16%	5 13%	5 16%	- -	* 5%	5 15%	1 12%	4 17%	1 19%	1 7%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 14%	5 16%	6 14%	5 16%	- -	1 8%	4 14%	2 15%	4 18%	- -	1 14%
Other type	3 9%	3 9%	3 9%	3 9%	- -	1 8%	3 9%	- -	3 12%	- -	1 8%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	33 85%	27 89%	33 85%	27 89%	- -	6 71%	27 90%	12 100%	19 87%	8 100%	6 66%
ANY EXC. APPOINTMENT REMINDERS	32 82%	26 85%	32 82%	26 85%	- -	6 71%	26 89%	12 100%	19 87%	8 100%	6 60%
Can't Remember	3 9%	2 5%	3 9%	2 5%	- -	2 20%	1 3%	- -	1 4%	- -	2 26%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	45	45	45	13	26	26	3	39	39	11	45	45	6	4	4	-
Weighted Base	39*	39*	39*	14**	22**	22**	2**	35*	35*	11**	39*	39*	7**	3**	3**	-**
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	27 70%	27 70%	27 70%	13 93%	16 74%	16 74%	2 100%	24 70%	24 70%	11 92%	27 70%	27 70%	7 100%	3 100%	3 100%	- -
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	9 23%	9 23%	9 23%	3 24%	6 28%	6 28%	2 67%	8 23%	8 23%	3 22%	9 23%	9 23%	2 23%	- -	- -	- -
Telling you about a competition	5 13%	5 13%	5 13%	3 22%	2 10%	2 10%	1 33%	5 15%	5 15%	2 20%	5 13%	5 13%	1 11%	1 25%	1 25%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 14%	6 14%	6 14%	4 27%	3 13%	3 13%	- -	5 15%	5 15%	2 19%	6 14%	6 14%	2 29%	- -	- -	- -
Other type	3 9%	3 9%	3 9%	1 6%	2 7%	2 7%	1 33%	3 10%	3 10%	1 7%	3 9%	3 9%	- -	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	33 85%	33 85%	33 85%	13 93%	20 90%	20 90%	2 100%	30 85%	30 85%	11 92%	33 85%	33 85%	7 100%	3 100%	3 100%	- -
ANY EXC. APPOINTMENT REMINDERS	32 82%	32 82%	32 82%	13 93%	19 87%	19 87%	2 100%	29 84%	29 84%	11 92%	32 82%	32 82%	7 100%	3 100%	3 100%	- -
Can't Remember	3 9%	3 9%	3 9%	1 7%	2 7%	2 7%	- -	2 7%	2 7%	1 8%	3 9%	3 9%	- -	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
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.	122 11%	61 11%	62 11%	20 13%	29 14%h	23 12%	20 10%	17 10%	7 6%	6 6%	49 13%hi	73 10%	25 11%	36 11%	25 11%	36 11%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	207 18%	100 18%	108 18%	28 18%hi	57 26%ghik	39 21%hi	41 21%hi	26 16%i	11 9%	6 6%	85 23%hik	123 16%hi	45 20%	61 18%	43 18%	58 18%
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.	266 23%	129 23%	137 23%	32 21%i	74 34%chik	50 27%hi	49 25%hi	39 24%hi	15 12%	6 6%	107 29%hik	159 21%hi	48 21%	91 27%	55 23%	72 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	138 12%	65 12%	73 12%	17 11%i	44 21%cfghik	29 15%hi	20 10%i	16 10%i	9 7%	3 3%	61 17%hik	76 10%i	40 17%no	44 13%	19 8%	35 11%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Some other type of call that you didn't want or ask for - for example a market research call	22	11	11	1	10	1	6	2	3	-	11	11	4	9	6	3
	2%	2%	2%	1%	5%eik	1%	3%	1%	2%	-	3%	1%	2%	3%	2%	1%
SUMMARY CODES																
1 TYPE EXPERIENCED	233	127	106	28	57	44	37	36	24	7	86	147	39	87	57	50
	20%	23%	18%	18%i	27%ik	24%i	19%i	22%i	19%i	7%	23%i	19%i	17%	26%o	24%o	15%
2 TYPES EXPERIENCED	90	45	45	19	29	13	14	9	5	1	48	43	21	31	15	23
	8%	8%	8%	12%hik	13%ghik	7%i	7%i	6%	4%	1%	13%ghik	6%i	9%	9%	6%	7%
3 TYPES EXPERIENCED	65	29	36	6	25	11	12	5	2	4	31	34	12	17	17	19
	6%	5%	6%	4%	12%cgghik	6%	6%h	3%	2%	4%	8%hk	4%	5%	5%	7%	6%
4 TYPES EXPERIENCED	37	16	21	4	6	10	8	7	1	-	10	27	11	10	3	13
	3%	3%	4%	2%	3%	5%i	4%i	4%i	1%	-	3%	3%i	5%	3%	1%	4%
ANY UNSOLICITED CALLS (MOBILE)	425	216	209	56	118	78	71	58	32	12	174	251	84	145	91	105
	37%	39%	36%	37%i	54%cefg ik	42%hi	37%hi	35%i	26%i	12%	47%fgghik	33%i	36%	43%o	38%	32%
None	716	340	376	97	98	109	123	108	93	88	195	521	146	194	148	227
	63%	61%	64%	63%d	46%	58%d	63%dj	65%dj	74%defj hjk	88%cddefg hjk	53%	67%dj	64%	57%	62%	68%mn
Av number of issues	1.777	1.691	1.866	1.727	1.832h	1.821h	1.890h	1.723	1.402	1.783	1.798h	1.762h	1.941	1.658	1.619	1.948mn
Standard Deviation	0.999	0.958	1.035	0.888	0.948	1.091	1.075	1.073	0.807	0.966	0.928	1.047	1.069	0.940	0.892	1.075
Error Variance	0.003	0.005	0.005	0.015	0.010	0.020	0.018	0.023	0.013	0.055	0.006	0.004	0.019	0.009	0.009	0.008

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
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.	122 11%	79 12%	31 9%	12 8%	81 13% ^e	41 8%	44 13%	78 10%	103 12%	20 8%	102 11%	19 20% ^{j,m}	- -	1 5%
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)	207 18%	126 20%	60 17%	22 14%	142 23% ^e	65 13%	73 21%	134 17%	167 19%	41 16%	180 19%	21 22%	2 4%	5 18%
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.	266 23%	162 25% ^c	79 23%	25 16%	175 28% ^e	91 18%	90 26%	176 22%	211 24%	55 21%	234 24%	22 23%	5 9%	5 19%
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.	138 12%	90 14% ^c	35 10%	12 8%	88 14% ^e	49 10%	53 15%	84 11%	110 13%	27 11%	123 13%	10 11%	2 4%	2 6%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	14 2%	7 2%	2 1%	18 3%e	5 1%	6 2%	16 2%	19 2%	4 1%	17 2%	5 5%j	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	233 20%	140 22%	65 19%	28 18%	148 24%e	85 17%	75 22%	158 20%	183 21%	50 19%	204 21%	13 14%	9 16%	7 25%
2 TYPES EXPERIENCED	90 8%	58 9%	25 7%	7 5%	58 9%	32 6%	30 9%	61 8%	61 7%	29 11%h	80 8%	9 9%	- -	1 5%
3 TYPES EXPERIENCED	65 6%	42 7%	19 5%	4 3%	45 7%e	20 4%	23 6%	42 5%	59 7%i	6 2%	57 6%	8 9%	- -	- -
4 TYPES EXPERIENCED	37 3%	22 3%	10 3%	4 3%	26 4%	11 2%	16 5%	21 3%	32 4%	5 2%	30 3%	5 6%	- -	1 3%
ANY UNSOLICITED CALLS (MOBILE)	425 37%	263 41%c	119 34%	44 28%	277 44%e	148 29%	143 41%	282 35%	335 38%	90 35%	371 39%	36 37%	9 16%	9 33%
None	716 63%	379 59%	225 66%	112 72%a	353 56%	363 71%d	203 59%	513 65%	547 62%	169 65%	590 61%	61 63%	48 84%	17 67%
Av number of issues	1.777	1.792	1.786	1.663	1.815	1.705	1.855	1.737	1.820	1.619	1.767	2.162	1.000	1.450
Standard Deviation	0.999	0.993	1.010	1.021	1.021	0.957	1.055	0.969	1.036	0.836	0.988	1.103	0.000	0.980
Error Variance	0.003	0.004	0.009	0.021	0.005	0.005	0.009	0.004	0.003	0.009	0.003	0.039	0.000	0.051

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE	
		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)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
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. 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) 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. 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.	122	3	11	13	5	11	19	8	22	9	-	19	1	58	64
	11%	10%	8%	15%dg	5%	10%	19%bdgl	5%	14%g	10%	-	20%bdgl	5%	9%	13%
	207	3	22	10	14	27	27	28	35	13	2	21	5	110	98
	18%	9%	16%	12%	14%	27%ac	26%c	18%	23%	16%	4%	22%	18%	17%	19%
	266	6	25	19	10	23	39	43	53	14	5	22	5	141	124
23%	18%	18%	22%	10%	23%d	39%abcdeijkl	28%d	34%bdi	17%	9%	23%d	19%	22%	25%	
138	1	14	6	6	13	22	17	32	13	2	10	2	81	56	
12%	4%	10%	6%	6%	12%	22%abcdl	11%	20%abcdl	15%d	4%	11%	6%	13%	11%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
Some other type of call that you didn't want or ask for - for example a market research call	22	-	4	-	4	1	-	-	5	3	-	5	-	10	12
	2%	-	3%	-	4%g	1%	-	-	3%g	3%	-	5%cfg	-	2%	2%
SUMMARY CODES															
1 TYPE EXPERIENCED	233	7	25	17	18	16	21	44	43	13	9	13	7	121	112
	20%	21%	17%	20%	17%	16%	21%	28%bek	28%k	16%	16%	14%	25%	19%	22%
2 TYPES EXPERIENCED	90	1	7	8	5	16	11	11	13	8	-	9	1	49	41
	8%	4%	5%	9%	5%	16%bd	10%	7%	8%	9%	-	9%	5%	8%	8%
3 TYPES EXPERIENCED	65	1	6	5	3	-	15	6	14	6	-	8	-	36	29
	6%	4%	4%	6%e	3%	-	15%bdegf	4%	9%el	7%e	-	9%e	-	6%	6%
4 TYPES EXPERIENCED	37	-	5	-	1	7	5	3	9	2	-	5	1	18	19
	3%	-	3%	-	1%	6%c	5%	2%	6%c	2%	-	6%c	3%c	3%	4%
ANY UNSOLICITED CALLS (MOBILE)	425	10	43	30	27	39	52	64	79	28	9	36	9	224	201
	37%	29%	30%	35%	26%	38%	51%abcdi	42%d	51%abcdil	33%	16%	37%	33%	35%	40%
None	716	24	98	57	75	64	50	90	76	56	48	61	17	415	301
	63%	71%fh	70%fh	65%fh	74%fgh	62%	49%	58%	49%	67%fh	84%	63%	67%h	65%	60%
Av number of issues	1.777	1.415	1.785	1.593	1.510	1.927	2.062g	1.497	1.874	1.838	1.000	2.162	1.450	1.783	1.770
Standard Deviation	0.999	0.761	1.068	0.765	0.818	1.056	1.041	0.838	1.095	0.953	0.000	1.103	0.980	0.988	1.014
Error Variance	0.003	0.053	0.027	0.020	0.027	0.034	0.025	0.013	0.018	0.035	0.000	0.039	0.051	0.005	0.005

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q.1\2 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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
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.	122 11%	122 12%be	57 8%e	57 9%e	65 16%bce	-	115 12%j	36 12%j	97 13%j	21 13%j	4 3%
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)	207 18%	207 20%be	109 16%e	109 17%e	98 24%bce	-	198 20%j	70 23%j	165 22%j	36 22%j	3 3%
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.	266 23%	266 25%be	138 20%e	138 22%e	128 31%abce	-	250 26%j	80 26%j	211 28%j	38 23%j	5 4%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q.1\2 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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
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.	138 12%	138 13%bce	59 8%e	59 9%e	78 19%abce	-	134 14%j	50 16%j	113 15%j	26 16%j	1 1%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 2%	10 1%	10 2%	12 3%	-	21 2%	9 3%	16 2%	3 2%	1 *
SUMMARY CODES											
1 TYPE EXPERIENCED	233 20%	233 22%e	129 18%e	129 20%e	104 26%be	-	212 22%j	65 21%j	169 22%j	28 17%j	10 8%
2 TYPES EXPERIENCED	90 8%	90 9%e	49 7%e	49 8%e	41 10%e	-	89 9%j	34 11%j	79 10%j	24 15%j	-
3 TYPES EXPERIENCED	65 6%	65 6%be	26 4%	26 4%	39 10%bce	-	63 6%j	18 6%j	49 6%j	7 4%	1 1%
4 TYPES EXPERIENCED	37 3%	37 4%	17 2%	17 3%	19 5%e	-	35 4%j	14 5%j	32 4%j	7 4%j	-
ANY UNSOLICITED CALLS (MOBILE)	425 37%	425 41%bce	221 31%e	221 35%e	204 50%abce	-	399 41%j	132 43%j	329 43%j	66 40%j	11 9%
None	716 63%	618 59%d	483 69%ad	416 65%ad	203 50%	67 100%abcd	573 59%	177 57%	433 57%	99 60%	111 91%fghi
Av number of issues	1.777	1.777	1.690	1.690	1.871	-	1.800	1.852	1.831	1.900	1.218
Standard Deviation	0.999	0.999	0.960	0.960	1.035	-	1.002	1.022	1.013	0.985	0.655
Error Variance	0.003	0.003	0.004	0.004	0.006	-	0.003	0.010	0.003	0.018	0.031

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
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.	122 11%	122 20%bh	37 12%	122 29%abeghk	122 50%abceghijklm	25 17%	122 100%abcdeghijklm	98 20%bh	30 13%	94 27%abeghk	65 24%bhk	21 14%	53 39%abeghijklm	7 15%	3 11%	4 18%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	207 18%	207 34%beh	73 23%	207 49%abdehjk	89 36%beh	33 22%	72 59%abdegghjkm	207 42%abehk	59 26%	207 59%abcdeghjkm	102 38%beh	45 29%	76 55%abdegghjkm	15 34%	7 29%	9 41%
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.	266 23%	266 44%behkm	81 26%	266 62%abdeghjkm	100 41%behk	36 24%	77 63%abdehjk	266 54%abdehjk	62 27%	266 75%abcde fghijklm	113 42%behkm	42 27%	85 61%abdehjk	11 24%	5 20%	7 32%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	138 12%	138 23%beh	32 10%	138 32%abdeg hkm	60 24%beh	15 10%	53 43%abcde ghikm	107 22%beh	28 12%	99 28%behk	138 51%abcde ghikm	24 15%	138 100%abcde fghijkm	6 13%	3 11%	3 15%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 4%	4 1%	22 5%beh	5 2%	1 1%	4 3%	12 2%	3 1%	12 3%	5 2%	3 2%	3 2%	22 49%abcdef ghijkl	1 4%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	233 20%	233 38%bdefh jkl	74 23%k	233 55%abdef ghijklm	49 20%	31 21%	23 19%	180 36%bdefh jkl	53 23%	169 48%abdef ghjkl	52 19%	22 14%	32 23%	14 31%k	5 20%	9 42%
2 TYPES EXPERIENCED	90 8%	90 15%	36 11%	90 21%abeh	36 15%	16 10%	27 22%beh	85 17%b	28 12%	84 24%abdeg hjk	42 16%	22 14%	30 22%beh	6 13%	-	6 26%
3 TYPES EXPERIENCED	65 6%	65 11%bh	16 5%	65 15%behk	39 16%behk	9 6%	38 31%abcde ghijkm	65 13%beh	13 6%	65 18%abehk	49 18%abehk	12 8%	41 30%abcdeg hijkm	3 7%	1 4%	3 15%
4 TYPES EXPERIENCED	37 3%	37 6%b	8 3%	37 9%beh	35 14%abeghk	5 3%	35 28%abcdeg hijk	37 7%b	8 4%	37 10%abeh	35 13%abeghk	8 5%	35 25%abcde ghijk	6 14%beh	3 11%	4 17%
ANY UNSOLICITED CALLS (MOBILE)	425 37%	425 70%behk	135 42%	425 100%abdeg hijkm	159 64%behk	61 41%	122 100%abdeg hijkm	366 74%bdehj k	103 44%	354 100%abdeg hijkm	178 66%behk	64 41%	138 100%abdeg hijkm	30 65%behk	8 34%	22 100%
None	716 63%	183 30%cfil	183 58%acdfgi jlm	-	88 36%cfgil	88 59%acdfgi jlm	-	129 26%cfil	129 56%acdfgi jlm	-	92 34%cfgil	92 59%acdfgi jlm	-	16 35%cfil	16 66%	-

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Av number of issues	1.777	1.777	1.688	1.777	2.371abc	1.791	2.684abc	1.886	1.778	1.914	2.378abc	2.094abc	2.576abc	2.066	2.167	2.065
Standard Deviation	0.999	0.999	0.908	0.999	1.138	0.972	1.081	1.029	0.962	1.034	1.103	1.025	1.107	1.223	1.478	1.138
Error Variance	0.003	0.003	0.006	0.003	0.009	0.016	0.010	0.003	0.009	0.003	0.008	0.018	0.010	0.053	0.243	0.065

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1002	465	537	135	174	145	159	135	164	90	309	693	159	233	228	382
Weighted Base	1043	509	534	147	210	184	185	153	105	58*	358	686	214	327	220	283
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.	122 12%	61 12%	62 12%	20 13%	29 14%	23 13%	20 11%	17 11%	7 7%	6 11%	49 14%	73 11%	25 12%	36 11%	25 11%	36 13%
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)	207 20%	100 20%	108 20%	28 19%	57 27%hik	39 21%h	41 22%hi	26 17%	11 10%	6 11%	85 24%hi	123 18%h	45 21%	61 19%	43 19%	58 21%
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.	266 25%	129 25%	137 26%	32 22%i	74 35%chik	50 27%hi	49 26%hi	39 26%hi	15 14%	6 10%	107 30%hik	159 23%hi	48 22%	91 28%	55 25%	72 25%
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.	138 13%	65 13%	73 14%	17 11%	44 21%cfghi k	29 16%i	20 11%	16 10%	9 9%	3 5%	61 17%hik	76 11%	40 19%n	44 13%	19 9%	35 13%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1002	465	537	135	174	145	159	135	164	90	309	693	159	233	228	382
Weighted Base	1043	509	534	147	210	184	185	153	105	58*	358	686	214	327	220	283
Some other type of call that you didn't want or ask for - for example a market research call	22	11	11	1	10	1	6	2	3	-	11	11	4	9	6	3
	2%	2%	2%	1%	5%ek	1%	3%	1%	3%	-	3%	2%	2%	3%	3%	1%
SUMMARY CODES																
1 TYPE EXPERIENCED	233	127	106	28	57	44	37	36	24	7	86	147	39	87	57	50
	22%	25%	20%	19%	27%i	24%i	20%	23%i	23%i	11%	24%i	22%i	18%	27%o	26%o	18%
2 TYPES EXPERIENCED	90	45	45	19	29	13	14	9	5	1	48	43	21	31	15	23
	9%	9%	9%	13%hik	14%hik	7%	8%	6%	4%	2%	13%ghik	6%	10%	10%	7%	8%
3 TYPES EXPERIENCED	65	29	36	6	25	11	12	5	2	4	31	34	12	17	17	19
	6%	6%	7%	4%	12%cgkh	6%	7%	4%	2%	7%	9%h	5%	6%	5%	8%	7%
4 TYPES EXPERIENCED	37	16	21	4	6	10	8	7	1	-	10	27	11	10	3	13
	4%	3%	4%	2%	3%	5%	4%	5%	1%	-	3%	4%	5%	3%	1%	5%
ANY UNSOLICITED CALLS (MOBILE)	425	216	209	56	118	78	71	58	32	12	174	251	84	145	91	105
	41%	43%	39%	38%i	56%cefg hik	42%i	39%i	38%i	31%	20%	49%hik	37%i	39%	44%	41%	37%
None	618	292	326	91	93	106	113	95	73	46	184	434	130	182	129	178
	59%	57%	61%	62%d	44%	58%d	61%d	62%d	69%dj	80%cd efgjk	51%	63%dj	61%	56%	59%	63%
Av number of issues	1.777	1.691	1.866	1.727	1.832h	1.821h	1.890h	1.723	1.402	1.783	1.798h	1.762h	1.941	1.658	1.619	1.948mn
Standard Deviation	0.999	0.958	1.035	0.888	0.948	1.091	1.075	1.073	0.807	0.966	0.928	1.047	1.069	0.940	0.892	1.075
Error Variance	0.003	0.005	0.005	0.015	0.010	0.020	0.018	0.023	0.013	0.055	0.006	0.004	0.019	0.009	0.009	0.008

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/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	1002	566	290	146	494	508	286	716	791	211	841	72	31	58
Weighted Base	1043	605	321	117	612	431	336	708	811	232	879	85*	54**	25*
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.	122 12%	79 13%	31 10%	12 10%	81 13%	41 10%	44 13%	78 11%	103 13%	20 9%	102 12%	19 23%jm	- -	1 5%
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)	207 20%	126 21%	60 19%	22 19%	142 23%e	65 15%	73 22%	134 19%	167 21%	41 17%	180 20%	21 25%	2 4%	5 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.	266 25%	162 27%	79 25%	25 21%	175 29%e	91 21%	90 27%	176 25%	211 26%	55 24%	234 27%	22 26%	5 9%	5 20%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	138 13%	90 15%	35 11%	12 11%	88 14%	49 11%	53 16%	84 12%	110 14%	27 12%	123 14%	10 12%	2 4%	2 6%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/D ivorced 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	1002	566	290	146	494	508	286	716	791	211	841	72	31	58
Weighted Base	1043	605	321	117	612	431	336	708	811	232	879	85*	54**	25*
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	14 2%	7 2%	2 1%	18 3%	5 1%	6 2%	16 2%	19 2%	4 2%	17 2%	5 6%j	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	233 22%	140 23%	65 20%	28 24%	148 24%	85 20%	75 22%	158 22%	183 23%	50 22%	204 23%	13 16%	9 17%	7 27%
2 TYPES EXPERIENCED	90 9%	58 10%	25 8%	7 6%	58 9%	32 8%	30 9%	61 9%	61 8%	29 13%h	80 9%	9 10%	- -	1 5%
3 TYPES EXPERIENCED	65 6%	42 7%	19 6%	4 4%	45 7%	20 5%	23 7%	42 6%	59 7%i	6 3%	57 6%	8 10%	- -	- -
4 TYPES EXPERIENCED	37 4%	22 4%	10 3%	4 4%	26 4%	11 2%	16 5%	21 3%	32 4%	5 2%	30 3%	5 6%	- -	1 4%
ANY UNSOLICITED CALLS (MOBILE)	425 41%	263 43%	119 37%	44 37%	277 45%e	148 34%	143 43%	282 40%	335 41%	90 39%	371 42%	36 42%	9 17%	9 35%
None	618 59%	342 57%	202 63%	74 63%	335 55%	283 66%d	192 57%	426 60%	477 59%	142 61%	508 58%	49 58%	45 83%	16 65%
Av number of issues	1.777	1.792	1.786	1.663	1.815	1.705	1.855	1.737	1.820	1.619	1.767	2.162	1.000	1.450
Standard Deviation	0.999	0.993	1.010	1.021	1.021	0.957	1.055	0.969	1.036	0.836	0.988	1.103	0.000	0.980
Error Variance	0.003	0.004	0.009	0.021	0.005	0.005	0.009	0.004	0.003	0.009	0.003	0.039	0.000	0.051

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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											TENURE		
		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)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1002	36	125	71	83	88	87	140	135	76	31	72	58	536	466
Weighted Base	1043	31**	121	73*	92*	96*	96*	148	147	75*	54**	85*	25*	583	460
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.	122 12%	3 11%	11 9%	13 18% ^{dg}	5 6%	11 11%	19 20% ^{dgl}	8 5%	22 15% ^g	9 12%	- -	19 23% ^{bdgl}	1 5%	58 10%	64 14%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	207 20%	3 10%	22 18%	10 14%	14 16%	27 29% ^c	27 28%	28 19%	35 24%	13 18%	2 4%	21 25%	5 20%	110 19%	98 21%
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.	266 25%	6 19%	25 21%	19 26% ^d	10 11%	23 24% ^d	39 41% ^{bdeil}	43 29% ^d	53 36% ^{bdil}	14 19%	5 9%	22 26% ^d	5 20%	141 24%	124 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	138 13%	1 4%	14 11%	6 8%	6 6%	13 13%	22 23% ^{bcdl}	17 12%	32 22% ^{bcdl}	13 17% ^d	2 4%	10 12%	2 6%	81 14%	56 12%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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												TENURE	
		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)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1002	36	125	71	83	88	87	140	135	76	31	72	58	536	466
Weighted Base	1043	31**	121	73*	92*	96*	96*	148	147	75*	54**	85*	25*	583	460
Some other type of call that you didn't want or ask for - for example a market research call	22	-	4	-	4	1	-	-	5	3	-	5	-	10	12
	2%	-	3%	-	5%g	1%	-	-	4%g	3%g	-	6%fg	-	2%	3%
SUMMARY CODES															
1 TYPE EXPERIENCED	233	7	25	17	18	16	21	44	43	13	9	13	7	121	112
	22%	22%	20%	23%	19%	17%	22%	30%k	29%	18%	17%	16%	27%	21%	24%
2 TYPES EXPERIENCED	90	1	7	8	5	16	11	11	13	8	-	9	1	49	41
	9%	4%	6%	11%	6%	17%bd	11%	8%	9%	10%	-	10%	5%	8%	9%
3 TYPES EXPERIENCED	65	1	6	5	3	-	15	6	14	6	-	8	-	36	29
	6%	4%	5%e	7%e	3%	-	16%bdegil	4%	10%el	8%e	-	10%e	-	6%	6%
4 TYPES EXPERIENCED	37	-	5	-	1	7	5	3	9	2	-	5	1	18	19
	4%	-	4%	-	1%	7%c	5%	2%	6%c	2%	-	6%	4%	3%	4%
ANY UNSOLICITED CALLS (MOBILE)	425	10	43	30	27	39	52	64	79	28	9	36	9	224	201
	41%	31%	35%	41%	29%	40%	54%bdil	43%	54%bdil	38%	17%	42%	35%	38%	44%
None	618	21	79	43	66	57	44	84	68	47	45	49	16	359	259
	59%	69%	65%fh	59%	71%fh	60%	46%	57%	46%	62%h	83%	58%	65%fh	62%	56%
Av number of issues	1.777	1.415	1.785	1.593	1.510	1.927	2.062g	1.497	1.874	1.838	1.000	2.162	1.450	1.783	1.770
Standard Deviation	0.999	0.761	1.068	0.765	0.818	1.056	1.041	0.838	1.095	0.953	0.000	1.103	0.980	0.988	1.014
Error Variance	0.003	0.053	0.027	0.020	0.027	0.034	0.025	0.013	0.018	0.035	0.000	0.039	0.051	0.005	0.005

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All who have a mobile phone

	Total	Q.1\2 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	1002	1002	626	626	376	-	857	229	664	139	103
Weighted Base	1043	1043	636	636	407	-**	930	302	742	159	72*
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.	122 12%	122 12%	57 9%	57 9%	65 16%bc	- -	115 12%	36 12%	97 13%j	21 13%	4 5%
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)	207 20%	207 20%	109 17%	109 17%	98 24%bc	- -	198 21%j	70 23%j	165 22%j	36 23%j	3 5%
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.	266 25%	266 25%	138 22%	138 22%	128 31%abc	- -	250 27%j	80 26%j	211 28%j	38 24%j	5 6%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All who have a mobile phone

	Total	Q.1/2 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	1002	1002	626	626	376	-	857	229	664	139	103
Weighted Base	1043	1043	636	636	407	-**	930	302	742	159	72*
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.	138 13%	138 13%bc	59 9%	59 9%	78 19%abc	- -	134 14%j	50 17%j	113 15%j	26 16%j	1 1%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 2%	10 2%	10 2%	12 3%	- -	21 2%	9 3%	16 2%	3 2%	1 1%
SUMMARY CODES											
1 TYPE EXPERIENCED	233 22%	233 22%	129 20%	129 20%	104 26%	- -	212 23%	65 22%	169 23%	28 17%	10 13%
2 TYPES EXPERIENCED	90 9%	90 9%	49 8%	49 8%	41 10%	- -	89 10%j	34 11%j	79 11%j	24 15%j	- -
3 TYPES EXPERIENCED	65 6%	65 6%	26 4%	26 4%	39 10%bc	- -	63 7%	18 6%	49 7%	7 4%	1 2%
4 TYPES EXPERIENCED	37 4%	37 4%	17 3%	17 3%	19 5%	- -	35 4%	14 5%	32 4%	7 5%	- -
ANY UNSOLICITED CALLS (MOBILE)	425 41%	425 41%bc	221 35%	221 35%	204 50%abc	- -	399 43%j	132 44%j	329 44%j	66 41%j	11 15%
None	618 59%	618 59%d	416 65%ad	416 65%ad	203 50%	- -	531 57%	170 56%	413 56%	94 59%	61 85%fghi
Av number of issues	1.777	1.777	1.690	1.690	1.871	-	1.800	1.852	1.831	1.900	1.218
Standard Deviation	0.999	0.999	0.960	0.960	1.035	-	1.002	1.022	1.013	0.985	0.655
Error Variance	0.003	0.003	0.004	0.004	0.006	-	0.003	0.010	0.003	0.018	0.031

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1002	547	288	389	224	134	114	452	215	325	232	134	119	41	22	20
Weighted Base	1043	575	285	425	230	132	122*	472	208	354	253	139	138*	42*	21**	22**
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.	122 12%	122 21%b	37 13%	122 29%abegh k	122 53%abcegh hijklm	25 19%	122 100%abcde ghijklm	98 21%b	30 14%	94 27%bhk	65 26%bhk	21 15%	53 39%abegh ijkm	7 16%	3 13%	4 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	207 20%	207 36%be	73 25%	207 49%abdeh k	89 39%beh	33 25%	72 59%abdeg hijkm	207 44%abehk	59 29%	207 59%abcde ghijkm	102 41%beh	45 32%	76 55%abdeh jk	15 37%	7 35%	9 41%
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.	266 25%	266 46%behkm	81 29%	266 62%abdeh jkm	100 43%behk	36 27%	77 63%abdeh jkm	266 56%abdeh jkm	62 30%	266 75%abcde fghijklm	113 45%behkm	42 30%	85 61%abdeh jkm	11 26%	5 23%	7 32%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1002	547	288	389	224	134	114	452	215	325	232	134	119	41	22	20
Weighted Base	1043	575	285	425	230	132	122*	472	208	354	253	139	138*	42*	21**	22**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	138 13%	138 24%beh	32 11%	138 32%abegh km	60 26%beh	15 11%	53 43%abcde ghikm	107 23%beh	28 13%	99 28%behk	138 54%abcde ghikm	24 17%	138 100%abcde fghijkm	6 15%	3 13%	3 15%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 4%	4 1%	22 5%beh	5 2%	1 1%	4 3%	12 3%	3 2%	12 3%	5 2%	3 2%	3 2%	22 53%abcdef ghijkl	1 4%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	233 22%	233 41%bdefh jkl	74 26%k	233 55%abdef ghijklm	49 21%	31 24%	23 19%	180 38%bdefh jkl	53 25%	169 48%bdefg hijkl	52 20%	22 16%	32 23%	14 34%k	5 23%	9 42%
2 TYPES EXPERIENCED	90 9%	90 16%	36 13%	90 21%beh	36 16%	16 12%	27 22%b	85 18%	28 14%	84 24%abdeh	42 17%	22 16%	30 22%b	6 14%	-	6 26%
3 TYPES EXPERIENCED	65 6%	65 11%b	16 6%	65 15%beh	39 17%behk	9 7%	38 31%abcde ghikm	65 14%bh	13 6%	65 18%abehk	49 19%abehk	12 9%	41 30%abcdeg hikm	3 8%	1 4%	3 15%
4 TYPES EXPERIENCED	37 4%	37 6%	8 3%	37 9%b k	35 15%abcegh	5 4%	35 28%abcdeg hijk	37 8%b	8 4%	37 10%beh	35 14%abeghk	8 6%	35 25%abcde ghijk	6 15%beh	3 13%	4 17%
ANY UNSOLICITED CALLS (MOBILE)	425 41%	425 74%behk	135 47%	425 100%abdeg hikm	159 69%behk	61 46%	122 100%abdeg hikm	366 78%bdehk	103 49%	354 100%abdeg hikm	178 70%behk	64 46%	138 100%abdeg hikm	30 71%behk	8 41%	22 100%
None	618 59%	150 26%cfil	150 53%acdfgi ilm	-	71 31%cfgil	71 54%acdfgi ilm	-	106 22%cfil	106 51%acdfgi ilm	-	75 30%cfil	75 54%acdfgi ilm	-	12 29%cfil	12 59%	-

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1002	547	288	389	224	134	114	452	215	325	232	134	119	41	22	20
Weighted Base	1043	575	285	425	230	132	122*	472	208	354	253	139	138*	42*	21**	22**
Av number of issues	1.777	1.777	1.688	1.777	2.371abc	1.791	2.684abc	1.886	1.778	1.914	2.378abc	2.094abc	2.576abc	2.066	2.167	2.065
Standard Deviation	0.999	0.999	0.908	0.999	1.138	0.972	1.081	1.029	0.962	1.034	1.103	1.025	1.107	1.223	1.478	1.138
Error Variance	0.003	0.003	0.006	0.003	0.009	0.016	0.010	0.003	0.009	0.003	0.008	0.018	0.010	0.053	0.243	0.065

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	119	49	70	16	32	22	18	14	13	4	48	71	30	27	18	44
Weighted Base	138*	65*	73*	17**	44**	29**	20**	16**	9**	3**	61*	76*	40**	44**	19**	35*
Listen to the full message before hanging up	5 4%	3 5%	2 3%	1 8%	- -	2 6%	- -	1 5%	1 12%	- -	1 2%	4 5%	- -	2 6%	1 5%	2 5%
Listen to some of the message before hanging up	33 24%	18 28%	15 21%	2 14%	12 27%	7 24%	4 18%	6 37%	2 27%	* 15%	14 24%	19 25%	5 13%	12 27%	2 9%	14 41%
Hang up immediately, as soon as I realise it is a recorded message	99 72%	43 67%	56 77%	13 78%	32 73%	20 70%	17 82%	9 58%	6 61%	2 85%	45 74%	54 70%	34 87%	29 67%	16 86%	19 55%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	38 28%	22 33%	17 23%	4 22%	12 27%	8 30%	4 18%	7 42%	3 39%	* 15%	16 26%	23 30%	5 13%	14 33%	3 14%	16 45%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/D ivorced 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	119	72	35	12	67	52	43	76	98	21	105	10	1	3
Weighted Base	138*	90*	35*	12**	88*	49*	53*	84*	110*	27**	123*	10**	2**	2**
Listen to the full message before hanging up	5 4%	2 2%	2 6%	1 7%	2 2%	3 6%	1 1%	4 5%	4 4%	1 3%	5 4%	- -	- -	- -
Listen to some of the message before hanging up	33 24%	25 28%	6 18%	2 17%	22 25%	11 23%	12 23%	21 25%	27 24%	7 25%	31 25%	- -	2 100%	- -
Hang up immediately, as soon as I realise it is a recorded message	99 72%	63 70%	27 76%	9 76%	64 73%	35 71%	40 76%	59 70%	79 72%	20 73%	87 71%	10 100%	- -	2 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	38 28%	27 30%	9 24%	3 24%	24 27%	14 29%	13 24%	25 30%	31 28%	7 27%	36 29%	- -	2 100%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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											TENURE			
		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)	Own\Mortgage (m)	Rent\Other (n)	
Unweighted Base	119	2	13	5	5	11	20	13	27	9	1	10	3	65	54	
Weighted Base	138*	1**	14**	6**	6**	13**	22**	17**	32**	13**	2**	10**	2**	81*	56*	
Listen to the full message before hanging up	5	-	-	-	1	1	-	1	1	1	-	-	-	2	3	
	4%	-	-	-	14%	8%	-	5%	4%	7%	-	-	-	2%	5%	
Listen to some of the message before hanging up	33	-	2	2	-	6	9	6	6	1	2	-	-	18	15	
	24%	-	18%	28%	-	43%	41%	35%	18%	5%	100%	-	-	22%	27%	
Hang up immediately, as soon as I realise it is a recorded message	99	1	11	4	5	6	13	10	24	11	-	10	2	61	38	
	72%	100%	82%	72%	86%	48%	59%	60%	77%	88%	-	100%	100%	75%	68%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	38	-	2	2	1	7	9	7	7	2	2	-	-	20	18	
	28%	-	18%	28%	14%	52%	41%	40%	23%	12%	100%	-	-	25%	32%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	119	119	52	52	67	-	116	38	97	19	1
Weighted Base	138*	138*	59*	59*	78*	-**	134*	50*	113*	26**	1**
Listen to the full message before hanging up	5 4%	5 4%	1 2%	1 2%	4 5%	- -	4 3%	2 5%	3 3%	- -	1 100%
Listen to some of the message before hanging up	33 24%	33 24%	12 20%	12 20%	22 28%	- -	33 25%	14 28%	28 24%	4 17%	- -
Hang up immediately, as soon as I realise it is a recorded message	99 72%	99 72%	47 78%	47 78%	53 67%	- -	97 72%	34 67%	83 73%	22 83%	- -
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	38 28%	38 28%	13 22%	13 22%	26 33%	- -	38 28%	16 33%	31 27%	4 17%	1 100%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	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	119	119	30	119	57	13	51	95	26	86	119	21	119	5	2	3
Weighted Base	138*	138*	32**	138*	60*	15**	53*	107*	28**	99*	138*	24**	138*	6**	3**	3**
Listen to the full message before hanging up	5 4%	5 4%	- -	5 4%	2 4%	- -	2 4%	1 1%	- -	1 1%	5 4%	- -	5 4%	- -	- -	- -
Listen to some of the message before hanging up	33 24%	33 24%	9 28%	33 24%	17 28%	5 35%	13 25%	29 27%	9 32%	25 25%	33 24%	5 22%	33 24%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	99 72%	99 72%	23 72%	99 72%	41 68%	9 65%	38 71%	77 72%	19 68%	74 74%	99 72%	19 78%	99 72%	6 100%	3 100%	3 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	38 28%	38 28%	9 28%	38 28%	19 32%	5 35%	16 29%	30 28%	9 32%	26 26%	38 28%	5 22%	38 28%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	19	17	4	7	8	4	7	5	1	11	25	5	8	3	20
Weighted Base	38*	22**	17**	4**	12**	8**	4**	7**	3**	***	16**	23**	5**	14**	3**	16**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	18 47%	9 43%	9 52%	2 41%	6 48%	3 40%	2 48%	4 62%	1 29%	* 100%	7 46%	11 47%	4 73%	6 45%	- -	8 48%
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..	16 42%	9 41%	7 43%	2 50%	3 26%	5 56%	2 55%	3 41%	2 47%	- -	5 31%	11 49%	1 20%	5 35%	- -	10 63%
Telling you about a competition	9 23%	6 29%	3 15%	1 28%	1 6%	4 48%	1 28%	2 29%	- -	- -	2 12%	7 31%	1 20%	2 11%	- -	6 39%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 29%	6 27%	5 32%	1 28%	- -	5 62%	1 28%	3 51%	* 12%	- -	1 7%	10 45%	2 40%	2 11%	2 69%	6 35%
Other type	1 4%	1 7%	- -	- -	- -	- -	- -	- -	1 41%	- -	- -	1 6%	1 27%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	32 82%	16 72%	16 95%	2 63%	9 74%	8 100%	3 76%	7 100%	2 59%	* 100%	11 71%	20 90%	4 73%	10 68%	2 69%	16 100%
ANY EXC. APPOINTMENT REMINDERS	27 71%	14 64%	14 81%	2 63%	9 74%	6 69%	3 76%	5 77%	2 59%	* 100%	11 71%	16 71%	4 73%	10 68%	- -	14 85%
Can't Remember	5 14%	5 21%	1 5%	1 37%	3 26%	- -	1 24%	- -	- -	- -	5 29%	1 4%	- -	5 32%	1 31%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/D ivorced 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	22	10	4	19	17	11	25	30	6	35	-	1	-
Weighted Base	38*	27**	9**	3**	24**	14**	13**	25**	31**	7**	36**	-**	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	18 47%	12 46%	5 57%	1 30%	12 49%	6 43%	7 51%	12 45%	14 46%	4 50%	18 50%	- -	- -	- -
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..	16 42%	12 45%	4 48%	- -	10 43%	6 40%	6 49%	10 38%	13 42%	3 40%	14 38%	- -	2 100%	- -
Telling you about a competition	9 23%	6 23%	3 31%	- -	6 25%	3 19%	3 25%	6 22%	9 29%	- -	9 24%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 29%	5 20%	3 40%	2 83%	6 27%	5 33%	4 32%	7 27%	10 32%	1 16%	11 31%	- -	- -	- -
Other type	1 4%	1 3%	- -	* 17%	1 4%	* 3%	- -	1 6%	1 5%	- -	1 4%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	32 82%	22 82%	7 84%	2 83%	20 83%	12 81%	13 100%	19 73%	24 78%	7 100%	29 81%	- -	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	27 71%	20 75%	6 75%	1 30%	18 75%	9 65%	11 87%	16 63%	21 67%	7 90%	25 69%	- -	2 100%	- -
Can't Remember	5 14%	4 15%	1 16%	- -	3 13%	2 16%	- -	5 21%	5 17%	- -	5 15%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE		
		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)	Own Mortgage (m)	Rent/Other (n)	
Unweighted Base	36	-	2	2	1	5	10	6	7	2	1	-	-	19	17	
Weighted Base	38*	-**	2**	2**	1**	7**	9**	7**	7**	2**	2**	-**	-**	20**	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	18 47%	- -	2 100%	1 68%	- -	6 84%	4 41%	1 17%	4 57%	- -	- -	- -	- -	9 45%	9 50%	
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..	16 42%	- -	2 63%	- -	- -	1 16%	9 95%	- -	2 26%	1 42%	2 100%	- -	- -	12 59%	4 23%	
Telling you about a competition	9 23%	- -	2 63%	- -	- -	- -	6 69%	- -	1 15%	- -	- -	- -	- -	5 27%	3 19%	
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 29%	- -	2 100%	1 68%	1 100%	* 6%	2 22%	2 25%	2 25%	1 58%	- -	- -	- -	4 20%	7 39%	
Other type	1 4%	- -	- -	* 32%	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	1 5%	* 3%	
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	32 82%	- -	2 100%	1 68%	1 100%	7 100%	9 100%	3 42%	5 68%	2 100%	2 100%	- -	- -	19 95%	12 68%	
ANY EXC. APPOINTMENT REMINDERS	27 71%	- -	2 100%	1 68%	- -	7 100%	9 100%	1 17%	4 57%	1 42%	2 100%	- -	- -	18 87%	10 54%	
Can't Remember	5 14%	- -	- -	- -	- -	- -	- -	4 58%	1 19%	- -	- -	- -	- -	- -	5 30%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	36	36	13	13	23	-	35	13	28	3	1
Weighted Base	38*	38**	13**	13**	26**	-**	38**	16**	31**	4**	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	18 47%	18 47%	8 63%	8 63%	10 39%	- -	18 48%	12 74%	16 51%	4 100%	- -
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..	16 42%	16 42%	3 26%	3 26%	13 50%	- -	16 43%	6 38%	10 32%	1 24%	- -
Telling you about a competition	9 23%	9 23%	1 6%	1 6%	8 31%	- -	9 23%	3 21%	5 17%	1 24%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 29%	11 29%	3 26%	3 26%	8 31%	- -	10 27%	5 28%	9 31%	1 24%	1 100%
Other type	1 4%	1 4%	* 4%	* 4%	1 4%	- -	1 4%	- -	1 5%	- -	- -
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	32 82%	32 82%	11 90%	11 90%	20 79%	- -	31 82%	15 91%	25 80%	4 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	27 71%	27 71%	11 82%	11 82%	17 66%	- -	27 73%	14 86%	21 69%	4 100%	- -
Can't Remember	5 14%	5 14%	1 7%	1 7%	5 18%	- -	5 14%	1 9%	5 15%	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	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	36	36	9	36	20	5	17	29	9	24	36	5	36	-	-	-
Weighted Base	38*	38**	9**	38**	19**	5**	16**	30**	9**	26**	38**	5**	38**	-**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	18 47%	18 47%	6 64%	18 47%	12 64%	4 72%	9 60%	16 54%	6 64%	15 59%	18 47%	5 85%	18 47%	- -	- -	- -
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..	16 42%	16 42%	2 26%	16 42%	9 48%	2 44%	8 55%	13 43%	2 26%	11 44%	16 42%	2 30%	16 42%	- -	- -	- -
Telling you about a competition	9 23%	9 23%	1 9%	9 23%	6 32%	1 15%	6 39%	9 30%	1 9%	8 31%	9 23%	1 15%	9 23%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 29%	11 29%	2 27%	11 29%	6 32%	1 21%	5 33%	9 31%	2 27%	7 29%	11 29%	* 8%	11 29%	- -	- -	- -
Other type	1 4%	1 4%	- -	1 4%	* 3%	- -	* 3%	1 5%	- -	1 6%	1 4%	- -	1 4%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	32 82%	32 82%	8 90%	32 82%	17 90%	5 100%	14 88%	24 82%	8 90%	21 82%	32 82%	5 100%	32 82%	- -	- -	- -
ANY EXC. APPOINTMENT REMINDERS	27 71%	27 71%	7 80%	27 71%	16 82%	5 100%	12 78%	22 74%	7 80%	20 76%	27 71%	5 100%	27 71%	- -	- -	- -
Can't Remember	5 14%	5 14%	1 10%	5 14%	1 7%	- -	1 9%	4 13%	1 10%	3 12%	5 14%	- -	5 14%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Silent Calls	246 22%	121 22%	125 21%	31 20%	38 17%	39 21%	39 20%	41 25%	28 23%	30 30%dfj	69 19%	177 23%	56 24%	70 21%	50 21%	71 21%
Sales/marketing texts	207 18%	100 18%	108 18%	28 18%hi	57 26%ghik	39 21%hi	41 21%hi	26 16%i	11 9%	6 6%	85 23%hik	123 16%hi	45 20%	61 18%	43 18%	58 18%
Sales/marketing calls	435 38%	201 36%	234 40%	54 35%	84 39%	69 37%	69 36%	69 42%	56 45%	34 34%	137 37%	297 39%	97 42%	132 39%	84 35%	122 37%
Recorded message	270 24%	120 22%	150 26%	32 21%	62 29%f	48 25%	34 17%	36 22%	34 27%f	25 25%	94 25%	176 23%	69 30%no	87 26%n	42 17%	72 22%
Other type	46 4%	20 4%	25 4%	6 4%	11 5%e	1 1%	12 6%e	4 2%	9 7%ek	2 2%	17 5%e	29 4%	14 6%o	13 4%	13 6%o	5 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	260 23%	127 23%	134 23%	30 19%	55 26%	46 24%	34 18%	42 25%	30 24%	23 23%	85 23%	175 23%	47 21%	91 27%o	60 25%	62 19%
2 TYPES EXPERIENCED	139 12%	63 11%	76 13%	22 14%g	31 14%g	16 8%	23 12%	10 6%	25 20%egk	13 13%g	53 14%g	86 11%	32 14%	39 11%	32 13%	37 11%
3 TYPES EXPERIENCED	140 12%	68 12%	72 12%	15 10%	28 13%	25 14%	19 10%	25 15%	14 11%	14 14%	43 12%	97 13%	33 14%	40 12%	25 11%	43 13%
4 TYPES EXPERIENCED	57 5%	26 5%	31 5%	5 3%	14 6%	11 6%	12 6%	8 5%	5 4%	2 2%	19 5%	38 5%	18 8%n	16 5%	7 3%	16 5%
5 TYPES EXPERIENCED	7 1%	3 1%	4 1%	2 1%	- -	- -	1 1%	2 1%	2 1%	- -	2 1%	5 1%	1 1%	3 1%	2 1%	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 53%	288 52%	320 55%	75 49%	129 60%f	98 52%	92 47%	87 53%	75 60%f	52 52%	204 55%	404 52%	132 58%o	190 56%o	127 53%	159 48%
None	533 47%	268 48%	265 45%	78 51%	87 40%	90 48%	102 53%dh	78 47%	50 40%	48 48%	165 45%	368 48%	98 42%	149 44%	112 47%	174 52%lm
Mean number of mentions	2.055	2.024	2.083	2.078	2.032	2.017	2.247	2.064	1.966	1.928	2.049	2.059	2.227	1.976	1.930	2.108
Standard Deviation	1.121	1.093	1.147	1.161	1.093	1.092	1.276	1.178	1.018	0.944	1.116	1.125	1.155	1.140	1.112	1.066
Error Variance	0.002	0.004	0.004	0.020	0.012	0.016	0.020	0.018	0.009	0.011	0.007	0.003	0.013	0.010	0.009	0.005

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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/D ivorced 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Silent Calls	246	157	57	32	130	116	66	180	196	50	202	29	12	3
	22%	24% ^b	17%	21%	21%	23%	19%	23%	22%	19%	21%	30% ^m	21%	11%
Sales/marketing texts	207	126	60	22	142	65	73	134	167	41	180	21	2	5
	18%	20%	17%	14%	23% ^e	13%	21%	17%	19%	16%	19%	22%	4%	18%
Sales/marketing calls	435	264	113	57	238	197	120	315	329	106	369	38	20	8
	38%	41% ^b	33%	37%	38%	39%	34%	40%	37%	41%	38%	39%	35%	31%
Recorded message	270	172	61	36	151	120	82	188	207	63	230	24	15	2
	24%	27% ^b	18%	23%	24%	23%	24%	24%	23%	24%	24% ^m	25% ^m	26%	6%
Other type	46	26	13	7	30	16	9	36	35	11	38	7	1	-
	4%	4%	4%	4%	5%	3%	3%	5%	4%	4%	4%	7%	1%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	260	161	68	31	145	116	85	175	200	60	215	20	17	8
	23%	25%	20%	20%	23%	23%	25%	22%	23%	23%	22%	20%	30%	31%
2 TYPES EXPERIENCED	139	82	34	23	69	70	29	110	106	34	122	11	5	2
	12%	13%	10%	15%	11%	14%	8%	14% ^f	12%	13%	13%	11%	8%	8%
3 TYPES EXPERIENCED	140	89	31	19	77	63	35	105	104	36	120	12	7	1
	12%	14%	9%	12%	12%	12%	10%	13%	12%	14%	13% ^m	12%	12%	2%
4 TYPES EXPERIENCED	57	38	15	4	40	17	25	32	47	10	43	12	1	1
	5%	6%	4%	2%	6% ^e	3%	7% ^g	4%	5%	4%	4%	13% ^j	1%	3%
5 TYPES EXPERIENCED	7	3	4	*	5	2	1	7	7	1	7	-	-	-
	1%	*	1%	*	1%	*	*	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608	375	154	79	339	269	177	431	467	141	513	54	29	11
	53%	59% ^b	45%	51%	54%	53%	51%	54%	53%	54%	53%	56%	52%	44%
None	533	266	191	76	291	241	170	363	415	118	448	43	27	15
	47%	41%	55% ^a	49%	46%	47%	49%	46%	47%	46%	47%	44%	48%	56%
Mean number of mentions	2.055	2.057	2.065	2.031	2.123	1.970	2.036	2.063	2.075	1.991	2.061	2.315	1.699	1.513
Standard Deviation	1.121	1.106	1.178	1.096	1.189	1.026	1.180	1.098	1.151	1.019	1.121	1.188	0.928	0.944
Error Variance	0.002	0.004	0.009	0.012	0.005	0.003	0.009	0.003	0.003	0.008	0.003	0.028	0.045	0.032

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
Silent Calls	246	6	29	23	16	25	29	16	43	15	12	29	3	149	98
	22%	18%	21%g	27%gl	16%	24%g	28%gl	10%	28%gl	18%	21%	30%dgl	11%	23%	19%
Sales/marketing texts	207	3	22	10	14	27	27	28	35	13	2	21	5	110	98
	18%	9%	16%	12%	14%	27%ac	26%c	18%	23%	16%	4%	22%	18%	17%	19%
Sales/marketing calls	435	9	46	36	22	39	55	55	74	33	20	38	8	256	179
	38%	28%	33%	41%d	21%	38%d	54%abdg	35%d	48%abdl	39%d	35%	39%d	31%	40%	36%
Recorded message	270	5	32	21	12	24	36	25	56	19	15	24	2	175	95
	24%	14%	23%l	24%dl	12%	23%l	35%adgl	16%	36%abdg	23%l	26%	25%dl	6%	27%nl	19%
Other type	46	-	6	*	5	3	-	2	15	7	1	7	-	29	17
	4%	-	4%	1%	5%	3%	-	1%	9%cfgl	8%cfg	1%	7%cfg	-	5%	3%
SUMMARY CODES															
1 TYPE EXPERIENCED	260	4	36	20	16	14	24	40	43	19	17	20	8	150	110
	23%	11%	25%e	23%	16%	14%	23%	26%e	28%e	23%	30%	20%	31%ade	24%	22%
2 TYPES EXPERIENCED	139	5	15	10	7	11	15	20	23	17	5	11	2	75	64
	12%	16%	10%	11%	7%	11%	15%	13%	15%	20%d	8%	11%	8%	12%	13%
3 TYPES EXPERIENCED	140	1	12	12	12	14	22	12	26	11	7	12	1	90	51
	12%	4%	8%	13%	12%	13%	22%abgl	8%	17%gl	12%	12%	12%	2%	14%	10%
4 TYPES EXPERIENCED	57	1	5	4	2	10	6	2	11	2	1	12	1	33	24
	5%	4%	3%	5%	2%	10%dg	6%g	1%	7%g	2%	1%	13%bdgi	3%	5%	5%
5 TYPES EXPERIENCED	7	-	3	-	-	1	-	-	2	1	-	-	-	4	4
	1%	-	2%	-	-	1%	-	-	2%	1%	-	-	-	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608	11	71	46	37	50	68	74	107	49	29	54	11	356	252
	53%	34%	50%	52%d	37%	48%	66%abdeg	48%	69%abcdeg	58%ad	52%	56%ad	44%	56%	50%
								l							
None	533	22	70	41	64	53	34	80	48	36	27	43	15	283	250
	47%	66%fhik	50%fh	48%h	63%cfhik	52%fh	34%	52%fh	31%	42%	48%	44%	56%fh	44%	50%
Mean number of mentions	2.055	2.015	1.983	1.997	1.999	2.454gi	2.163g	1.714	2.212g	1.937	1.699	2.315g	1.513	2.098	1.996
Standard Deviation	1.121	0.991	1.249	1.039	0.990	1.173	1.024	0.972	1.262	0.955	0.928	1.188	0.944	1.156	1.070
Error Variance	0.002	0.070	0.020	0.023	0.025	0.031	0.017	0.014	0.016	0.019	0.045	0.028	0.032	0.004	0.004

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Silent Calls	246 22%	230 22% ^d	181 26% ^d	165 26% ^d	65 16%	16 24%	217 22%	63 21%	173 23%	40 24%	23 19%
Sales/marketing texts	207 18%	207 20% ^{be}	109 16% ^e	109 17% ^e	98 24% ^{bce}	-	198 20% ^j	70 23% ^j	165 22% ^j	36 22% ^j	3 3%
Sales/marketing calls	435 38%	412 39% ^d	307 44% ^d	284 45% ^d	128 31%	23 34%	394 41% ^j	121 39% ^j	308 40% ^j	66 40% ^j	28 23%
Recorded message	270 24%	253 24%	192 27% ^d	175 27% ^d	78 19%	17 26%	248 25% ^j	84 27% ^j	195 26% ^j	44 27% ^j	18 15%
Other type	46 4%	42 4%	34 5%	30 5%	12 3%	4 6%	41 4%	18 6%	29 4%	14 8% ^h	3 3%
SUMMARY CODES											
1 TYPE EXPERIENCED	260 23%	247 24%	162 23%	149 23%	98 24%	13 19%	227 23%	72 23%	178 23%	32 19%	24 20%
2 TYPES EXPERIENCED	139 12%	127 12%	96 14%	84 13%	43 11%	12 18%	125 13%	34 11%	87 11%	23 14%	12 10%
3 TYPES EXPERIENCED	140 12%	135 13%	98 14%	92 15%	42 10%	6 8%	129 13% ^j	38 12%	104 14% ^j	24 14% ^j	8 7%
4 TYPES EXPERIENCED	57 5%	54 5%	37 5%	34 5%	20 5%	3 4%	54 6% ^j	22 7% ^j	45 6% ^j	12 7% ^j	1 1%
5 TYPES EXPERIENCED	7 1%	7 1%	7 1%	7 1%	1 *	-	7 1%	5 1%	6 1%	-	* *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 53%	575 55%	404 57% ^d	371 58% ^d	204 50%	33 49%	546 56% ^j	172 56% ^j	425 56% ^j	93 57% ^j	46 37%
None	533 47%	468 45%	300 43%	265 42%	203 50% ^{bc}	34 51%	426 44%	136 44%	337 44%	72 43%	76 63% ^{fghi}

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Mean number of mentions	2.055	2.062	2.119	2.134	1.929	1.947	2.088j	2.180j	2.117j	2.286j	1.733
Standard Deviation	1.121	1.130	1.150	1.165	1.054	0.961	1.134	1.234	1.160	1.226	0.919
Error Variance	0.002	0.002	0.003	0.004	0.006	0.018	0.003	0.012	0.004	0.019	0.012

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Silent Calls	246 22%	246 41%	161 51%acgi	159 37%	246 100%abchg hijklm	149 100%abchg hijklm	122 100%abchg ijklm	190 38%	107 46%ci	126 36%	137 51%acgi	91 58%acghi lm	60 43%	16 35%	12 50%	5 22%
Sales/marketing texts	207 18%	207 34%beh	73 23%	207 49%abdeh jk	89 36%beh	33 22%	72 59%abdeg hjkm	207 42%abehk	59 26%	207 59%abcde ghjkm	102 38%beh	45 29%	76 55%abdeg hjkm	15 34%	7 29%	9 41%
Sales/marketing calls	435 38%	435 71%m	250 79%am	306 72%am	177 72%am	108 72%am	89 73%am	435 88%abcd efjklm	231 100%abcde fgijklm	294 83%acdef jlm	203 75%am	125 80%am	100 73%am	21 47%	13 55%	9 40%
Recorded message	270 24%	270 44%	164 52%cgi	178 42%	137 56%acgim	86 58%acgim	65 53%ci	212 43%	120 52%cgi	138 39%	270 100%abcd efghim	156 100%abcd efghim	138 100%abcde fghim	17 37%	13 52%	5 23%
Other type	46 4%	46 8%	28 9%	30 7%	16 7%	11 7%	7 5%	26 5%	15 7%	19 5%	17 6%	15 9%	6 4%	46 100%abcd efghijkl	24 100%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	260 23%	260 43%bdefh jklm	110 35%defjkl m	175 41%defh klm	39 16%am	25 17%am	20 16%am	180 36%defjkl lm	69 30%defjkl lm	131 37%defjkl lm	41 15%am	17 11%am	25 18%am	-	-	-
2 TYPES EXPERIENCED	139 12%	139 23%	81 25%	92 22%	53 21%	34 23%	21 17%	113 23%	56 24%	73 21%	58 21%	36 23%	24 18%	13 29%	5 19%	9 39%
3 TYPES EXPERIENCED	140 12%	140 23%	89 28%	95 22%	93 38%abcgi	66 44%abcfg him	34 28%	134 27%	71 31%ac	88 25%	109 41%abcfg hi	69 44%abcfg him	49 36%aci	11 24%	6 27%	5 21%
4 TYPES EXPERIENCED	57 5%	57 9%	29 9%	53 13%	51 21%abcegh	18 12%	44 36%abcde ghijk	56 11%	28 12%	53 15%ab	51 19%abcg	24 16%ab	35 25%abcegh	9 21%ab	5 21%	4 20%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
5 TYPES EXPERIENCED	7 1%	7 1%	5 2%	5 1%	5 2%	3 2%	2 1%	7 1%	5 2%	5 1%	6 2%	5 3%	2 2%	7 16% abcde fghijkl	4 15%	4 17%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 53%	608 100%	318 100%	425 100%	246 100%	149 100%	122 100%	495 100%	231 100%	354 100%	270 100%	156 100%	138 100%	46 100%	24 100%	22 100%
None	533 47%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.055	2.055	2.216	2.139	2.769abc ghi	2.672abc ghi	2.957abc ghi	2.215a	2.368ac	2.271a	2.763abc ghi	2.860abc ghi	2.802abc ghi	3.529abc defghijkl	3.859	3.265
Standard Deviation	1.121	1.121	1.143	1.183	1.120	1.098	1.194	1.150	1.171	1.215	1.093	1.088	1.165	1.332	1.406	1.273
Error Variance	0.002	0.002	0.004	0.004	0.005	0.008	0.013	0.003	0.005	0.005	0.005	0.007	0.011	0.039	0.073	0.081

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1104	513	591	138	175	145	163	143	189	151	313	791	174	242	252	436
Weighted Base	1110	538	573	151	211	184	189	159	120	95	362	748	228	333	234	314
Silent Calls	246	121	125	31	38	39	39	41	28	30	69	177	56	70	50	71
	22%	23%	22%	21%	18%	21%	21%	26%	24%	32% cdefj	19%	24%	25%	21%	21%	22%
Sales/marketing texts	207	100	108	28	57	39	41	26	11	6	85	123	45	61	43	58
	19%	19%	19%	18% hi	27% ghik	21% hi	22% hi	16% i	9%	6%	23% hik	16% hi	20%	18%	18%	19%
Sales/marketing calls	435	201	234	54	84	69	69	69	56	34	137	297	97	132	84	122
	39%	37%	41%	36%	40%	37%	36%	44%	47%	36%	38%	40%	42%	39%	36%	39%
Recorded message	270	120	150	32	62	48	34	36	34	25	94	176	69	87	42	72
	24%	22%	26%	21%	29% f	26%	18%	23%	28% f	27%	26%	24%	30% n	26% n	18%	23%
Other type	46	20	25	6	11	1	12	4	9	2	17	29	14	13	13	5
	4%	4%	4%	4%	5% e	1%	6% e	3%	8% ek	2%	5% e	4%	6% o	4%	6% o	2%
SUMMARY CODES																
1 TYPE EXPERIENCED	260	127	134	30	55	46	34	42	30	23	85	175	47	91	60	62
	23%	24%	23%	20%	26%	25%	18%	26%	25%	24%	24%	23%	21%	27% o	26%	20%
2 TYPES EXPERIENCED	139	63	76	22	31	16	23	10	25	13	53	86	32	39	32	37
	13%	12%	13%	15% g	15% g	8%	12%	6%	20% efgk	14% g	15% g	11%	14%	12%	14%	12%
3 TYPES EXPERIENCED	140	68	72	15	28	25	19	25	14	14	43	97	33	40	25	43
	13%	13%	13%	10%	13%	14%	10%	15%	11%	15%	12%	13%	14%	12%	11%	14%
4 TYPES EXPERIENCED	57	26	31	5	14	11	12	8	5	2	19	38	18	16	7	16
	5%	5%	5%	3%	7%	6%	7%	5%	4%	2%	5%	5%	8% n	5%	3%	5%
5 TYPES EXPERIENCED	7	3	4	2	-	-	1	2	2	-	2	5	1	3	2	1
	1%	1%	1%	1%	-	-	1%	2%	1%	-	1%	1%	1%	1%	1%	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608	288	320	75	129	98	92	87	75	52	204	404	132	190	127	159
	55%	53%	56%	50%	61% f	53%	49%	55%	62% cf	55%	56%	54%	58%	57%	54%	50%
None	502	250	252	75	82	87	97	72	45	43	157	345	96	143	107	156
	45%	47%	44%	50% h	39%	47%	51% dh	45%	38%	45%	44%	46%	42%	43%	46%	50%
Mean number of mentions	2.055	2.024	2.083	2.078	2.032	2.017	2.247	2.064	1.966	1.928	2.049	2.059	2.227	1.976	1.930	2.108
Standard Deviation	1.121	1.093	1.147	1.161	1.093	1.092	1.276	1.178	1.018	0.944	1.116	1.125	1.155	1.140	1.112	1.066
Error Variance	0.002	0.004	0.004	0.020	0.012	0.016	0.020	0.018	0.009	0.011	0.007	0.003	0.013	0.010	0.009	0.005

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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/D ivorced 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	1104	602	312	190	501	603	290	814	858	246	921	86	35	62
Weighted Base	1110	630	336	145	620	490	340	771	854	257	932	95*	57**	26*
Silent Calls	246	157	57	32	130	116	66	180	196	50	202	29	12	3
	22%	25% ^b	17%	22%	21%	24%	19%	23%	23%	20%	22%	31% ^m	21%	11%
Sales/marketing texts	207	126	60	22	142	65	73	134	167	41	180	21	2	5
	19%	20%	18%	15%	23% ^e	13%	22%	17%	20%	16%	19%	22%	4%	18%
Sales/marketing calls	435	264	113	57	238	197	120	315	329	106	369	38	20	8
	39%	42% ^b	34%	40%	38%	40%	35%	41%	39%	41%	40%	39%	35%	31%
Recorded message	270	172	61	36	151	120	82	188	207	63	230	24	15	2
	24%	27% ^b	18%	25%	24%	24%	24%	24%	24%	25%	25% ^m	25% ^m	26%	6%
Other type	46	26	13	7	30	16	9	36	35	11	38	7	1	-
	4%	4%	4%	5%	5%	3%	3%	5%	4%	4%	4%	7%	1%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	260	161	68	31	145	116	85	175	200	60	215	20	17	8
	23%	26%	20%	22%	23%	24%	25%	23%	23%	24%	23%	20%	30%	31%
2 TYPES EXPERIENCED	139	82	34	23	69	70	29	110	106	34	122	11	5	2
	13%	13%	10%	16%	11%	14%	9%	14% ^f	12%	13%	13%	11%	8%	8%
3 TYPES EXPERIENCED	140	89	31	19	77	63	35	105	104	36	120	12	7	1
	13%	14%	9%	13%	12%	13%	10%	14%	12%	14%	13% ^m	13%	12%	2%
4 TYPES EXPERIENCED	57	38	15	4	40	17	25	32	47	10	43	12	1	1
	5%	6%	5%	3%	6% ^e	3%	7%	4%	5%	4%	5%	13% ^j	1%	3%
5 TYPES EXPERIENCED	7	3	4	*	5	2	1	7	7	1	7	-	-	-
	1%	1%	1%	*	1%	*	*	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608	375	154	79	339	269	177	431	467	141	513	54	29	11
	55%	60% ^b	46%	55%	55%	55%	52%	56%	55%	55%	55%	57%	52%	44%
None	502	254	182	66	281	221	163	339	387	116	419	41	27	15
	45%	40%	54% ^a	45%	45%	45%	48%	44%	45%	45%	45%	43%	48%	56%
Mean number of mentions	2.055	2.057	2.065	2.031	2.123	1.970	2.036	2.063	2.075	1.991	2.061	2.315	1.699	1.513
Standard Deviation	1.121	1.106	1.178	1.096	1.189	1.026	1.180	1.098	1.151	1.019	1.121	1.188	0.928	0.944
Error Variance	0.002	0.004	0.009	0.012	0.005	0.003	0.009	0.003	0.003	0.008	0.003	0.028	0.045	0.032

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1104	37	142	82	89	93	100	146	144	88	35	86	62	595	509
Weighted Base	1110	32*	131	81*	96*	100*	102*	152	154	84*	57**	95*	26*	624	487
Silent Calls	246 22%	6 19%	29 22%g	23 29%gl	16 17%	25 25%g	29 28%gl	16 11%	43 28%gl	15 18%	12 21%	29 31%adgl	3 11%	149 24%	98 20%
Sales/marketing texts	207 19%	3 9%	22 17%	10 12%	14 15%	27 27%c	27 26%c	28 18%	35 23%	13 16%	2 4%	21 22%	5 18%	110 18%	98 20%
Sales/marketing calls	435 39%	9 29%	46 35%	36 44% ^d	22 22%	39 39% ^d	55 54% ^{ab} dgl	55 36%	74 48% ^b dl	33 39% ^d	20 35%	38 39% ^d	8 31%	256 41%	179 37%
Recorded message	270 24%	5 15%	32 24% ^l	21 26% ^{dl}	12 13%	24 24% ^l	36 35% ^a dgl	25 16%	56 37% ^a bdgl	19 23% ^l	15 26%	24 25% ^l	2 6%	175 28% ⁿ	95 19%
Other type	46 4%	- -	6 4%	* 1%	5 5%	3 3%	- -	2 1%	15 10% ^c fgl	7 8% ^c fg	1 1%	7 7% ^c fg	- -	29 5%	17 3%
SUMMARY CODES															
1 TYPE EXPERIENCED	260 23%	4 12%	36 27% ^e	20 25%	16 16%	14 14%	24 23%	40 26% ^e	43 28% ^e	19 23%	17 30%	20 20%	8 31% ^a d ^e	150 24%	110 23%
2 TYPES EXPERIENCED	139 13%	5 16%	15 11%	10 12%	7 8%	11 11%	15 15%	20 13%	23 15%	17 20% ^d	5 8%	11 11%	2 8%	75 12%	64 13%
3 TYPES EXPERIENCED	140 13%	1 4%	12 9%	12 14% ^l	12 12%	14 14%	22 22% ^a bg ^l	12 8%	26 17% ^g l	11 13%	7 12%	12 13%	1 2%	90 14%	51 10%
4 TYPES EXPERIENCED	57 5%	1 4%	5 4%	4 5%	2 2%	10 10% ^d g	6 6% ^g	2 1%	11 7% ^g	2 2%	1 1%	12 13% ^a bdgi	1 3%	33 5%	24 5%
5 TYPES EXPERIENCED	7 1%	- -	3 2%	- -	- -	1 1%	- -	- -	2 2%	1 1%	- -	- -	- -	4 1%	4 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 55%	11 36%	71 54% ^d	46 56% ^d	37 38%	50 50%	68 66% ^a d ^e gl	74 49%	107 70% ^a b ^d e ^g l	49 59% ^a d	29 52%	54 57% ^d	11 44%	356 57%	252 52%
None	502 45%	20 64% ^f hi	61 46% ^h	35 44%	59 62% ^b c ^f hik	51 50% ^f h	34 34%	78 51% ^f h	46 30%	35 41%	27 48%	41 43%	15 56% ^f h	267 43%	235 48%
Mean number of mentions	2.055	2.015	1.983	1.997	1.999	2.454 ^{gi}	2.163 ^g	1.714	2.212 ^g	1.937	1.699	2.315 ^g	1.513	2.098	1.996
Standard Deviation	1.121	0.991	1.249	1.039	0.990	1.173	1.024	0.972	1.262	0.955	0.928	1.188	0.944	1.156	1.070
Error Variance	0.002	0.070	0.020	0.023	0.025	0.031	0.017	0.014	0.016	0.019	0.045	0.028	0.032	0.004	0.004

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All who have a landline or mobile phone

	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	1104	1002	728	626	376	102	896	234	679	143	164
Weighted Base	1110	1043	704	636	407	67*	959	308	754	163	109
Silent Calls	246 22%	230 22% ^d	181 26% ^d	165 26% ^d	65 16%	16 24%	217 23%	63 21%	173 23%	40 24%	23 21%
Sales/marketing texts	207 19%	207 20% ^{be}	109 16% ^e	109 17% ^e	98 24% ^{bce}	-	198 21% ^j	70 23% ^j	165 22% ^j	36 22% ^j	3 3%
Sales/marketing calls	435 39%	412 39% ^d	307 44% ^d	284 45% ^d	128 31%	23 34%	394 41% ^j	121 39% ^j	308 41% ^j	66 40% ^j	28 26%
Recorded message	270 24%	253 24%	192 27% ^d	175 27% ^d	78 19%	17 26%	248 26% ^j	84 27% ^j	195 26% ^j	44 27%	18 17%
Other type	46 4%	42 4%	34 5%	30 5%	12 3%	4 6%	41 4%	18 6%	29 4%	14 8% ^h	3 3%
SUMMARY CODES											
1 TYPE EXPERIENCED	260 23%	247 24%	162 23%	149 23%	98 24%	13 19%	227 24%	72 23%	178 24%	32 19%	24 22%
2 TYPES EXPERIENCED	139 13%	127 12%	96 14%	84 13%	43 11%	12 18%	125 13%	34 11%	87 12%	23 14%	12 11%
3 TYPES EXPERIENCED	140 13%	135 13%	98 14%	92 15%	42 10%	6 8%	129 13%	38 12%	104 14% ^j	24 14%	8 7%
4 TYPES EXPERIENCED	57 5%	54 5%	37 5%	34 5%	20 5%	3 4%	54 6% ^j	22 7% ^j	45 6% ^j	12 7% ^j	1 1%
5 TYPES EXPERIENCED	7 1%	7 1%	7 1%	7 1%	1 *	-	7 1%	5 1%	6 1%	-	* *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 55%	575 55%	404 57% ^d	371 58% ^d	204 50%	33 49%	546 57% ^j	172 56% ^j	425 56% ^j	93 57% ^j	46 42%
None	502 45%	468 45%	300 43%	265 42%	203 50% ^{bc}	34 51%	413 43%	135 44%	329 44%	70 43%	63 58% ^{fghi}

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All who have a landline or mobile phone

	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	1104	1002	728	626	376	102	896	234	679	143	164
Weighted Base	1110	1043	704	636	407	67*	959	308	754	163	109
Mean number of mentions	2.055	2.062	2.119	2.134	1.929	1.947	2.088j	2.180j	2.117j	2.286j	1.733
Standard Deviation	1.121	1.130	1.150	1.165	1.054	0.961	1.134	1.234	1.160	1.226	0.919
Error Variance	0.002	0.002	0.003	0.004	0.006	0.018	0.003	0.012	0.004	0.019	0.012

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1104	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1110	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Silent Calls	246 22%	246 41%	161 51%acgi	159 37%	246 100%abchg hijklm	149 100%abchg hijklm	122 100%abchg ijklm	190 38%	107 46%ci	126 36%	137 51%acgi	91 58%acghi lm	60 43%	16 35%	12 50%	5 22%
Sales/marketing texts	207 19%	207 34%beh	73 23%	207 49%abdeh jk	89 36%beh	33 22%	72 59%abdeg hjkm	207 42%abehk	59 26%	207 59%abcde ghjkm	102 38%beh	45 29%	76 55%abdeg hjkm	15 34%	7 29%	9 41%
Sales/marketing calls	435 39%	435 71%m	250 79%am	306 72%am	177 72%am	108 72%am	89 73%am	435 88%abcd efjklm	231 100%abcde fgijklm	294 83%acdef jlm	203 75%am	125 80%am	100 73%am	21 47%	13 55%	9 40%
Recorded message	270 24%	270 44%	164 52%cgi	178 42%	137 56%acgim	86 58%acgim	65 53%i	212 43%	120 52%cgi	138 39%	270 100%abcd efghim	156 100%abcd efghim	138 100%abcde fghim	17 37%	13 52%	5 23%
Other type	46 4%	46 8%	28 9%	30 7%	16 7%	11 7%	7 5%	26 5%	15 7%	19 5%	17 6%	15 9%	6 4%	46 100%abcd efghijkl	24 100%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	260 23%	260 43%bdefh jklm	110 35%defjkl m	175 41%defh klm	39 16%am	25 17%am	20 16%am	180 36%defjkl lm	69 30%defjkl lm	131 37%defjkl lm	41 15%am	17 11%am	25 18%am	- -	- -	- -
2 TYPES EXPERIENCED	139 13%	139 23%	81 25%	92 22%	53 21%	34 23%	21 17%	113 23%	56 24%	73 21%	58 21%	36 23%	24 18%	13 29%	5 19%	9 39%
3 TYPES EXPERIENCED	140 13%	140 23%	89 28%	95 22%	93 38%abcgi	66 44%abcfg him	34 28%	134 27%	71 31%ac	88 25%	109 41%abcfg hi	69 44%abcfg him	49 36%aci	11 24%	6 27%	5 21%
4 TYPES EXPERIENCED	57 5%	57 9%	29 9%	53 13%	51 21%abcegh	18 12%	44 36%abcde ghijk	56 11%	28 12%	53 15%ab	51 19%abcg	24 16%ab	35 25%abcegh hi	9 21%ab	5 21%	4 20%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1104	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1110	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
5 TYPES EXPERIENCED	7 1%	7 1%	5 2%	5 1%	5 2%	3 2%	2 1%	7 1%	5 2%	5 1%	6 2%	5 3%	2 2%	7 16% abcde fghijkl	4 15%	4 17%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	608 55%	608 100%	318 100%	425 100%	246 100%	149 100%	122 100%	495 100%	231 100%	354 100%	270 100%	156 100%	138 100%	46 100%	24 100%	22 100%
None	502 45%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.055	2.055	2.216	2.139	2.769abc ghi	2.672abc ghi	2.957abc ghi	2.215a	2.368ac	2.271a	2.763abc ghi	2.860abc ghi	2.802abc ghi	3.529abc defghijk l	3.859	3.265
Standard Deviation	1.121	1.121	1.143	1.183	1.120	1.098	1.194	1.150	1.171	1.215	1.093	1.088	1.165	1.332	1.406	1.273
Error Variance	0.002	0.002	0.004	0.004	0.005	0.008	0.013	0.003	0.005	0.005	0.005	0.007	0.011	0.039	0.073	0.081

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

Q.7A\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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Listen to the full message before hanging up	9 1%	6 1%	3 1%	1 1%	- -	2 1%	1 *	1 1%	2 2% ^d	2 2% ^d	1 *	8 1%	1 *	2 1%	3 1%	3 1%
Listen to some of the message before hanging up	63 6%	31 6%	32 5%	8 5%	13 6%	10 5%	7 4%	10 6%	9 7%	7 7%	21 6%	42 5%	13 5%	20 6%	5 2%	25 8% ⁿ
Hang up immediately, as soon as I realise it is a recorded message	200 17%	83 15%	116 20%	22 14%	49 23% ^f	36 19%	26 13%	27 16%	23 18%	17 17%	71 19%	128 17%	55 24% ^{no}	67 20% ^o	33 14%	44 13%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	72 6%	37 7%	35 6%	10 6%	13 6%	11 6%	8 4%	11 6%	11 9%	9 9%	23 6%	49 6%	14 6%	22 7%	8 3%	28 8% ⁿ
None	871 76%	436 78%	435 74%	121 79%	154 71%	140 75%	160 83% ^{dh}	129 78%	92 73%	75 75%	275 75%	596 77%	161 70%	252 74%	198 83% ^{lm}	260 78% ^l

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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\\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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Listen to the full message before hanging up	9 1%	4 1%	2 1%	3 2%	3 *	6 1%	1 *	8 1%	8 1%	1 *	9 1%	- -	- -	- -
Listen to some of the message before hanging up	63 6%	39 6%	15 4%	10 6%	31 5%	32 6%	19 5%	44 6%	49 6%	14 5%	58 6%k	- -	5 9%	- -
Hang up immediately, as soon as I realise it is a recorded message	200 17%	131 20%b	44 13%	24 15%	117 19%	82 16%	62 18%	138 17%	152 17%	48 18%	164 17% m	24 25% m	10 17%	2 6%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	72 6%	43 7%	17 5%	13 8%	33 5%	39 8%	20 6%	52 7%	57 6%	15 6%	67 7%k	- -	5 9%	- -
None	871 76%	469 73%	283 82%a	119 77%	480 76%	391 77%	265 76%	606 76%	675 77%	196 76%	731 76%	73 75%	42 74%	24 94%jk

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		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)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
Listen to the full message before hanging up	9	-	-	*	1	1	*	2	2	2	-	-	-	4	5
	1%	-	-	1%	1%	1%	*	1%	1%	2%	-	-	-	1%	1%
Listen to some of the message before hanging up	63	1	7	3	3	8	13	8	13	2	5	-	-	34	29
	6%	4%	5%k	4%	3%	8%k	12%dikl	5%k	8%k	2%	9%	-	-	5%	6%
Hang up immediately, as soon as I realise it is a recorded message	200	4	25	18	9	14	23	14	43	16	10	24	2	139	61
	17%	11%	18%	20%dgl	9%	13%	23%dgl	9%	28%degl	19%	17%	25%dgl	6%	22%n	12%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	72	1	7	4	4	10	13	10	15	4	5	-	-	38	34
	6%	4%	5%k	4%	4%	10%kl	13%bdkl	7%k	10%kl	4%	9%	-	-	6%	7%
None	871	28	109	66	89	79	66	130	99	65	42	73	24	464	407
	76%	86%fh	77%h	76%	88%cfhk	77%	65%	84%fh	64%	77%	74%	75%	94%bcefhik	73%	81%mk

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Listen to the full message before hanging up	9 1%	7 1%	5 1%	3 1%	4 1%	2 3%abc	6 1%	2 1%	4 1%	- -	3 2%fh
Listen to some of the message before hanging up	63 6%	56 5%	41 6%	34 5%	22 5%	7 10%	55 6%	22 7%	44 6%	9 5%	7 6%
Hang up immediately, as soon as I realise it is a recorded message	200 17%	191 18%d	147 21%d	139 22%de	53 13%	8 12%	187 19%j	60 19%j	149 20%j	35 21%j	8 7%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	72 6%	63 6%	46 7%	37 6%	26 6%	9 13%abcd	62 6%	25 8%	48 6%	9 5%	10 8%
None	871 76%	790 76%	512 73%	462 73%	328 81%bc	50 74%	724 75%	224 73%	566 74%	121 73%	104 85%fghi

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Listen to the full message before hanging up	9 1%	9 2%	4 1%	6 1%	4 1%	1 1%	2 2%	4 1%	3 1%	2 *	9 3%gi	4 3%	5 4%gi	1 2%	1 3%	- -
Listen to some of the message before hanging up	63 6%	63 10%	38 12%	41 10%	34 14%	23 15%	14 12%	55 11%	35 15%i	31 9%	63 23%abcd fghim	35 22%abcf gim	35 25%abcd fghim	3 6%	3 11%	- -
Hang up immediately, as soon as I realise it is a recorded message	200 17%	200 33%	124 39%gi	133 31%	101 41%acgi	64 43%acgi	49 40%	155 31%	83 36%	106 30%	200 74%abcde fghim	119 76%abcde fghim	99 72%abcde fghim	13 29%	9 38%	5 23%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	72 6%	72 12%	42 13%	47 11%	38 15%i	24 16%i	16 13%	60 12%	38 17%i	33 9%	72 27%abcde fghim	39 25%abcd fghim	40 29%abcd fghim	3 7%	3 14%	- -
None	871 76%	338 56%deijkl	153 48%jkl	247 58%bdeh ijkl	109 44%jkl	63 42%jkl	57 47%jkl	282 57%bdeh ijkl	111 48%jkl	216 61%bdeh fghijkl	- -	- -	- -	29 63%deijkl	12 48%	17 77%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	258	112	146	28	46	35	29	33	48	39	74	184	53	58	48	99
Weighted Base	270	120*	150	32**	62*	48**	34**	36*	34*	25*	94*	176	69*	87*	42*	72*
Listen to the full message before hanging up	9 3%	6 5%	3 2%	1 4%	- -	2 4%	1 3%	1 2%	2 7%	2 8% ^d	1 1%	8 4%	1 1%	2 3%	3 8%	3 4%
Listen to some of the message before hanging up	63 23%	31 26%	32 21%	8 26%	13 21%	10 20%	7 20%	10 27%	9 26%	7 26%	21 23%	42 24%	13 18%	20 22%	5 12%	25 35% ^{ln}
Hang up immediately, as soon as I realise it is a recorded message	200 74%	83 69%	116 77%	22 69%	49 79%	36 76%	26 77%	27 75%	23 67%	17 66%	71 76%	128 73%	55 80% ^o	67 77%	33 80% ^o	44 61%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	72 27%	37 31%	35 24%	10 31%	13 21%	11 24%	8 23%	11 30%	11 33%	9 34%	23 24%	49 28%	14 20%	22 25%	8 20%	28 39% ^{ln}

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	258	151	63	44	115	143	65	193	201	57	222	22	11	3
Weighted Base	270	172	61*	36*	151*	120	82*	188	207	63*	230	24**	15**	2**
Listen to the full message before hanging up	9 3%	4 2%	2 4%	3 8%	3 2%	6 5%	1 1%	8 4%	8 4%	1 2%	9 4%	- -	- -	- -
Listen to some of the message before hanging up	63 23%	39 22%	15 24%	10 27%	31 20%	32 27%	19 23%	44 23%	49 24%	14 22%	58 25%	- -	5 34%	- -
Hang up immediately, as soon as I realise it is a recorded message	200 74%	131 76%	44 73%	24 65%	117 78%	82 69%	62 76%	138 73%	152 73%	48 76%	164 71%	24 100%	10 66%	2 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	72 27%	43 25%	17 27%	13 35%	33 22%	39 32%	20 24%	52 28%	57 28%	15 24%	67 29%	- -	5 34%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE		
		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)	Own Mortgage (m)	Rent/Other (n)	
Unweighted Base	258	6	35	22	12	22	35	20	53	17	11	22	3	159	99	
Weighted Base	270	5**	32*	21**	12**	24**	36**	25**	56*	19**	15**	24**	2**	175	95*	
Listen to the full message before hanging up	9	-	-	*	1	1	*	2	2	2	-	-	-	4	5	
	3%	-	-	2%	6%	6%	1%	9%	4%	8%	-	-	-	2%	5%	
Listen to some of the message before hanging up	63	1	7	3	3	8	13	8	13	2	5	-	-	34	29	
	23%	25%	22%	14%	23%	36%	35%	33%	23%	10%	34%	-	-	19%	30%	
Hang up immediately, as soon as I realise it is a recorded message	200	4	25	18	9	14	23	14	43	16	10	24	2	139	61	
	74%	75%	78%	83%	71%	58%	64%	58%	76%	82%	66%	100%	100%	79% ⁿ	64%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	72	1	7	4	4	10	13	10	15	4	5	-	-	38	34	
	27%	25%	22%	17%	29%	42%	36%	42%	27%	18%	34%	-	-	22%	36% ^m	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	258	232	191	165	67	26	224	64	169	34	30
Weighted Base	270	253	192	175	78*	17**	248	84*	195	44**	18**
Listen to the full message before hanging up	9 3%	7 3%	5 3%	3 2%	4 5%	2 12%	6 3%	2 3%	4 2%	- -	3 16%
Listen to some of the message before hanging up	63 23%	56 22%	41 21%	34 20%	22 28%	7 40%	55 22%	22 27%	44 22%	9 21%	7 41%
Hang up immediately, as soon as I realise it is a recorded message	200 74%	191 76%	147 77%	139 79%	53 67%	8 48%	187 76%	60 70%	149 76%	35 79%	8 44%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	72 27%	63 25%	46 24%	37 21%	26 33%	9 52%	62 25%	25 30%	48 24%	9 21%	10 56%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	258	258	169	157	138	89	63	206	127	122	258	160	119	17	13	5
Weighted Base	270	270	164	178	137	86*	65*	212	120	138*	270	156	138*	17**	13**	5**
Listen to the full message before hanging up	9 3%	9 3%	4 3%	6 3%	4 3%	1 2%	2 3%	4 2%	3 3%	2 1%	9 3%	4 3%	5 4%	1 5%	1 7%	- -
Listen to some of the message before hanging up	63 23%	63 23%	38 23%	41 23%	34 25%	23 26%	14 22%	55 26%	35 29%	31 22%	63 23%	35 22%	35 25%	3 15%	3 20%	- -
Hang up immediately, as soon as I realise it is a recorded message	200 74%	200 74%	124 75%	133 74%	101 74%	64 74%	49 75%	155 73%	83 69%	106 76%	200 74%	119 76%	99 72%	13 80%	9 73%	5 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	72 27%	72 27%	42 26%	47 26%	38 28%	24 28%	16 25%	60 28%	38 32%	33 24%	72 27%	39 25%	40 29%	3 20%	3 27%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

Q.7Aii\7Bii Types of recorded messages 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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
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	41 4%	18 3%	22 4%	6 4%	7 3%	6 3%	5 3%	7 5%	2 2%	6 6%	14 4%	27 3%	8 4%	13 4%	3 1%	16 5% n
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	23 2%	13 2%	11 2%	5 3%	3 1%	5 3%	2 1%	4 2%	4 3%	1 1%	8 2%	16 2%	2 1%	7 2%	1 *	14 4% ln
Telling you about a competition	13 1%	8 1%	5 1%	1 1%	1 *	4 2%	3 2%	3 2%	1 1%	- -	2 *	11 1%	2 1%	3 1%	1 *	7 2%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 1%	6 1%	10 2%	3 2%	- -	5 3% d	1 1%	5 3% d	2 2%	- -	3 1%	13 2%	2 1%	4 1%	2 1%	8 2%
Other type	5 *	2 *	3 *	- -	1 *	- -	- -	- -	4 3% cdefg ijk	- -	1 *	4 1%	3 1%	- -	- -	2 *
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	59 5%	28 5%	31 5%	8 5%	10 5%	11 6%	6 3%	11 6%	7 6%	6 6%	18 5%	41 5%	10 4%	18 5%	6 2%	26 8% n
ANY EXC. APPOINTMENT REMINDERS	54 5%	26 5%	28 5%	8 5%	10 5%	9 5%	6 3%	9 6%	6 5%	6 6%	18 5%	36 5%	10 4%	18 5% n	3 1%	23 7% n
Can't Remember	9 1%	6 1%	2 *	1 1%	3 1%	- -	2 1%	- -	- -	2 2% eghk	5 1%	4 1%	- -	5 1%	3 1%	2 *
None	1069 94%	519 93%	549 94%	144 94%	203 94%	176 94%	186 96%	155 94%	114 91%	91 91%	347 94%	722 94%	216 94%	317 93%	231 97% o	304 92%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q.7Aii\7Bii Types of recorded messages 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/D ivorced 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 4%	25 4%	11 3%	4 3%	21 3%	19 4%	13 4%	27 3%	31 3%	10 4%	41 4%	- -	- -	- -
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	23 2%	15 2%	7 2%	2 1%	13 2%	10 2%	6 2%	17 2%	20 2%	3 1%	21 2%	- -	2 4%	- -
Telling you about a competition	13 1%	10 2%	3 1%	1 *	8 1%	5 1%	5 1%	8 1%	12 1%	1 1%	13 1%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 1%	7 1%	5 1%	4 2%	8 1%	8 2%	4 1%	12 2%	15 2%	2 1%	16 2%	- -	- -	- -
Other type	5 *	2 *	1 *	2 2%a	1 *	4 1%	- -	5 1%	4 *	1 *	2 *	- -	3 5%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	59 5%	36 6%	15 4%	8 5%	29 5%	30 6%	19 5%	40 5%	45 5%	14 6%	57 6%k	- -	2 4%	- -
ANY EXC. APPOINTMENT REMINDERS	54 5%	34 5%	14 4%	6 4%	27 4%	27 5%	17 5%	37 5%	41 5%	13 5%	52 5%k	- -	2 4%	- -
Can't Remember	9 1%	5 1%	2 1%	2 1%	3 1%	6 1%	1 *	8 1%	9 1%	- -	9 1%	- -	- -	- -
None	1069 94%	599 93%	327 95%	143 92%	597 95%	472 92%	327 94%	742 93%	825 94%	244 94%	894 93%	97 100%j	52 91%	26 100%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
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	41 4%	* 1%	6 5%	2 2%	2 2%	8 8%gk	7 7%k	3 2%	10 7%k	1 2%	- -	- -	- -	21 3%	20 4%
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	23 2%	- -	4 3%	1 1%	- -	1 1%	9 9%cdgk	1 *	5 3%	1 1%	2 4%	- -	- -	15 2%	9 2%
Telling you about a competition	13 1%	1 2%	2 1%	- -	- -	1 1%	6 6%cdgik	1 1%	2 1%	- -	- -	- -	- -	9 1%	4 1%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 1%	- -	4 3%	2 2%	1 1%	* *	2 2%	2 1%	4 3%	1 1%	- -	- -	- -	6 1%	10 2%
Other type	5 *	- -	1 1%	* 1%	- -	- -	- -	- -	1 1%	- -	3 5%	- -	- -	4 1%	1 *
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	59 5%	1 4%	7 5%k	3 3%	3 3%	10 9%k	12 12%cdgkl	5 3%	13 8%k	4 4%	2 4%	- -	- -	34 5%	25 5%
ANY EXC. APPOINTMENT REMINDERS	54 5%	1 4%	7 5%k	3 3%	2 2%	10 9%gk	12 11%dgkl	4 2%	11 7%k	3 3%	2 4%	- -	- -	32 5%	22 4%
Can't Remember	9 1%	- -	- -	* 1%	* *	* *	1 1%	5 3%	1 1%	- -	- -	- -	- -	* *	8 2% ^m
None	1069 94%	32 96%	134 95% ^f	84 96%	98 96% ^f	93 90%	89 87%	144 93%	140 90%	81 96%	52 91%	97 100% ^{befg} _h	26 100% ^{efh}	601 94%	468 93%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
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	41 4%	36 3%	31 4%	26 4%	10 2%	5 7% ^d	37 4%	20 6%	28 4%	9 5%	4 3%
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	23 2%	21 2%	11 2%	8 1%	13 3%	2 3%	22 2%	10 3%	15 2%	3 2%	2 1%
Telling you about a competition	13 1%	13 1%	5 1%	5 1%	8 2%	* 1%	13 1%	5 2%	8 1%	3 2%	1 1%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 1%	16 1%	8 1%	8 1%	8 2%	1 1%	14 1%	6 2%	13 2%	1 1%	2 2%
Other type	5 *	4 *	4 1%	3 *	1 *	1 1%	4 *	- -	4 1%	- -	1 1%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	59 5%	53 5%	39 6%	33 5%	20 5%	6 10%	52 5%	24 8%	39 5%	9 5%	7 6%
ANY EXC. APPOINTMENT REMINDERS	54 5%	48 5%	37 5%	31 5%	17 4%	6 10% ^{ad}	48 5%	23 7%	35 5%	9 5%	6 5%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Can't Remember	9 1%	7 1%	4 1%	2 *	5 1%	2 3%abc	6 1%	1 *	6 1%	- -	2 2%
None	1069 94%	980 94%e	657 93%e	599 94%e	381 94%e	58 87%	910 94%	284 92%	714 94%	156 95%	112 92%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
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	41 4%	41 7%	28 9%	27 6%	26 11%	18 12%ci	11 9%	36 7%	26 11%i	21 6%	41 15%abcgi	27 17%abcgi	21 15%acgi	3 7%	3 14%	- -
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	23 2%	23 4%	10 3%	18 4%	14 6%	7 5%	8 7%	19 4%	9 4%	13 4%	23 9%abcghi	9 6%	16 12%abcghim	- -	- -	- -
Telling you about a competition	13 1%	13 2%	5 2%	11 3%	8 3%	2 2%	6 5%	13 3%	5 2%	10 3%	13 5%b	5 3%	9 6%ab	1 2%	1 3%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 1%	16 3%	8 2%	15 3%	9 4%	4 3%	5 4%	14 3%	7 3%	9 3%	16 6%ab	6 4%	13 9%abcceghi	- -	- -	- -
Other type	5 *	5 1%	3 1%	2 1%	2 1%	2 1%	1 1%	5 1%	3 1%	2 1%	5 2%	3 2%	1 1%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	59 5%	59 10%	36 11%	39 9%	34 14%i	22 15%i	14 12%	49 10%	32 14%i	27 8%	59 22%abcdfghim	33 21%abcgi	33 24%abcdfghim	3 7%	3 14%	- -
ANY EXC. APPOINTMENT REMINDERS	54 5%	54 9%	34 11%	35 8%	32 13%i	21 14%i	13 11%	46 9%	31 13%i	26 7%	54 20%abcfgi	32 20%abcfgi	29 21%abcfgi	3 7%	3 14%	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1141	599	340	389	249	159	114	489	252	325	258	160	119	46	27	20
Weighted Base	1141	608	318	425	246	149	122*	495	231	354	270	156	138*	46*	24**	22**
Can't Remember	9 1%	9 1%	4 1%	6 1%	3 1%	2 1%	1 1%	6 1%	3 1%	4 1%	9 3%	3 2%	5 4%	- -	- -	- -
None	1069 94%	536 88% ^{cjkl}	275 87% ^{cjkl}	378 89% ^{cjkl}	208 85% ^{cjkl}	125 84% ^{cjl}	106 87% ^{cjkl}	435 88% ^{cjkl}	193 83% ^{cjl}	321 91% ^{dehjk}	198 73%	117 75%	98 71%	42 93% ^{cjkl}	21 86%	22 100%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	76	41	35	8	8	11	8	11	15	15	16	60	12	14	12	38
Weighted Base	72*	37*	35**	10**	13**	11**	8**	11**	11**	9**	23**	49*	14**	22**	8**	28*
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	41 56%	18 50%	22 63%	6 66%	7 57%	6 56%	5 64%	7 70%	2 20%	6 67%	14 61%	27 54%	8 61%	13 61%	3 41%	16 56%
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	23 32%	13 34%	11 30%	5 48%	3 24%	5 42%	2 26%	4 34%	4 39%	1 11%	8 34%	16 32%	2 16%	7 30%	1 6%	14 50%
Telling you about a competition	13 18%	8 23%	5 14%	1 11%	1 6%	4 36%	3 43%	3 25%	1 13%	- -	2 8%	11 23%	2 15%	3 14%	1 10%	7 26%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 23%	6 17%	10 29%	3 29%	- -	5 46%	1 13%	5 47%	2 20%	- -	3 12%	13 27%	2 16%	4 18%	2 27%	8 28%
Other type	5 7%	2 6%	3 8%	- -	1 6%	- -	- -	- -	4 37%	- -	1 3%	4 8%	3 24%	- -	- -	2 5%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	59 82%	28 77%	31 88%	8 86%	10 75%	11 100%	6 77%	11 100%	7 63%	6 72%	18 80%	41 83%	10 76%	18 79%	6 68%	26 92%
ANY EXC. APPOINTMENT REMINDERS	54 75%	26 71%	28 79%	8 86%	10 75%	9 77%	6 77%	9 85%	6 54%	6 72%	18 80%	36 73%	10 76%	18 79%	3 41%	23 81%
Can't Remember	9 12%	6 17%	2 7%	1 14%	3 25%	- -	2 23%	- -	- -	2 28%	5 20%	4 8%	- -	5 21%	3 32%	2 6%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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/D ivorced 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	76	40	17	19	27	49	17	59	62	14	73	-	3	-
Weighted Base	72*	43*	17**	13**	33**	39*	20**	52*	57*	15**	67*	-**	5**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 56%	25 58%	11 69%	4 34%	21 64%	19 50%	13 67%	27 53%	31 54%	10 67%	41 61%	- -	- -	- -
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	23 32%	15 34%	7 41%	2 14%	13 39%	10 27%	6 32%	17 33%	20 36%	3 20%	21 31%	- -	2 47%	- -
Telling you about a competition	13 18%	10 23%	3 16%	1 5%	8 25%	5 13%	5 24%	8 16%	12 21%	1 10%	13 20%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 23%	7 17%	5 31%	4 30%	8 25%	8 21%	4 21%	12 23%	15 26%	2 11%	16 24%	- -	- -	- -
Other type	5 7%	2 4%	1 5%	2 19%	1 3%	4 10%	- -	5 9%	4 7%	1 5%	2 3%	- -	3 53%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	59 82%	36 84%	15 89%	8 66%	29 88%	30 77%	19 95%	40 77%	45 79%	14 95%	57 85%	- -	2 47%	- -
ANY EXC. APPOINTMENT REMINDERS	54 75%	34 79%	14 84%	6 49%	27 82%	27 69%	17 87%	37 70%	41 72%	13 87%	52 77%	- -	2 47%	- -
Can't Remember	9 12%	5 12%	2 11%	2 15%	3 9%	6 14%	1 5%	8 15%	9 15%	- -	9 13%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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												TENURE		
		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)	Own\Mortgage (m)	Rent\Other (n)	
Unweighted Base	76	2	7	5	4	9	15	11	15	5	3	-	-	38	38	
Weighted Base	72*	1**	7**	4**	4**	10**	13**	10**	15**	4**	5**	-**	-**	38*	34**	
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	41 56%	* 42%	6 93%	2 52%	2 67%	8 85%	7 52%	3 25%	10 69%	1 41%	- -	- -	- -	21 54%	20 59%	
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	23 32%	- -	4 55%	1 21%	- -	1 11%	9 69%	1 5%	5 31%	1 33%	2 47%	- -	- -	15 38%	9 26%	
Telling you about a competition	13 18%	1 58%	2 30%	- -	- -	1 15%	6 48%	1 9%	2 13%	- -	- -	- -	- -	9 24%	4 12%	
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 23%	- -	4 62%	2 51%	1 21%	* 4%	2 18%	2 17%	4 27%	1 26%	- -	- -	- -	6 16%	10 30%	
Other type	5 7%	- -	1 11%	* 14%	- -	- -	- -	- -	1 6%	- -	3 53%	- -	- -	4 9%	1 4%	
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	59 82%	1 100%	7 100%	3 73%	3 88%	10 96%	12 93%	5 51%	13 84%	4 100%	2 47%	- -	- -	34 90%	25 74%	
ANY EXC. APPOINTMENT REMINDERS	54 75%	1 100%	7 100%	3 73%	2 67%	10 96%	12 90%	4 34%	11 76%	3 74%	2 47%	- -	- -	32 84%	22 65%	
Can't Remember	9 12%	- -	- -	* 13%	* 12%	* 4%	1 7%	5 49%	1 9%	- -	- -	- -	- -	* 1%	8 25%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	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	76	62	53	39	23	14	59	20	43	7	17
Weighted Base	72*	63*	46*	37*	26**	9**	62*	25**	48*	9**	10**
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	41 56%	36 57%	31 66%	26 69%	10 39%	5 52%	37 60%	20 79%	28 59%	9 100%	4 37%
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	23 32%	21 33%	11 23%	8 22%	13 50%	2 25%	22 35%	10 40%	15 31%	3 31%	2 17%
Telling you about a competition	13 18%	13 20%	5 11%	5 13%	8 31%	* 5%	13 20%	5 20%	8 17%	3 28%	1 7%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 23%	16 25%	8 18%	8 20%	8 31%	1 8%	14 23%	6 25%	13 27%	1 12%	2 21%
Other type	5 7%	4 6%	4 8%	3 8%	1 4%	1 8%	4 7%	- -	4 9%	- -	1 7%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	59 82%	53 84%	39 84%	33 87%	20 79%	6 71%	52 84%	24 94%	39 81%	9 100%	7 69%
ANY EXC. APPOINTMENT REMINDERS	54 75%	48 76%	37 80%	31 82%	17 66%	6 71%	48 78%	23 91%	35 74%	9 100%	6 55%
Can't Remember	9 12%	7 11%	4 9%	2 6%	5 18%	2 20%	6 10%	1 6%	6 12%	- -	2 24%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	76	76	49	44	43	28	18	63	43	31	76	45	37	4	4	-
Weighted Base	72*	72*	42*	47*	38*	24**	16**	60*	38*	33**	72*	39*	40**	3**	3**	-**
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	41 56%	41 56%	28 66%	27 56%	26 69%	18 73%	11 67%	36 60%	26 66%	21 65%	41 56%	27 70%	21 51%	3 100%	3 100%	- -
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	23 32%	23 32%	10 22%	18 38%	14 36%	7 28%	8 52%	19 32%	9 22%	13 40%	23 32%	9 23%	16 40%	- -	- -	- -
Telling you about a competition	13 18%	13 18%	5 12%	11 24%	8 20%	2 10%	6 37%	13 22%	5 13%	10 32%	13 18%	5 13%	9 22%	1 25%	1 25%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 23%	16 23%	8 18%	15 31%	9 24%	4 17%	5 31%	14 24%	7 18%	9 28%	16 23%	6 14%	13 32%	- -	- -	- -
Other type	5 7%	5 7%	3 8%	2 5%	2 5%	2 6%	1 8%	5 8%	3 9%	2 7%	5 7%	3 9%	1 4%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	59 82%	59 82%	36 84%	39 83%	34 89%	22 90%	14 88%	49 82%	32 85%	27 83%	59 82%	33 85%	33 83%	3 100%	3 100%	- -
ANY EXC. APPOINTMENT REMINDERS	54 75%	54 75%	34 79%	35 75%	32 83%	21 88%	13 79%	46 77%	31 81%	26 78%	54 75%	32 82%	29 72%	3 100%	3 100%	- -
Can't Remember	9 12%	9 12%	4 10%	6 14%	3 8%	2 6%	1 9%	6 11%	3 9%	4 13%	9 12%	3 9%	5 14%	- -	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Sky - Digital Satellite TV for a monthly subscription	398 35%	375 36% ^d	276 39% ^{de}	258 41% ^{de}	117 29%	17 26%	368 38% ^j	117 38% ^j	270 35% ^j	68 41% ^j	26 21%
Satellite TV from someone other than Sky	4 *	3 *	1 *	1 *	2 1%	- -	3 *	1 *	3 *	- -	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	49 4%	46 4%	31 4%	28 4%	18 4%	3 4%	41 4%	5 2%	29 4%	7 4%	5 4%
Virgin Media through cable	193 17%	180 17%	111 16%	102 16%	78 19%	9 13%	178 18% ^j	62 20% ^j	144 19% ^j	22 14%	13 11%
Freeview through a TV aerial and set-top box	168 15%	141 13%	112 16%	95 15%	45 11%	17 25% ^{abcd}	125 13%	45 15%	100 13%	31 19%	32 26% ^{fgh}
TV set which has Freeview channels built in (without a separate set-top box)	233 20%	209 20%	151 21%	131 21%	78 19%	20 30% ^{acd}	177 18%	52 17%	138 18%	31 19%	39 32% ^{fghi}
YouView set top box	2 *	2 *	* *	* *	2 *	- -	* *	- -	- -	- -	2 2% ^{fgh}
BT TV	38 3%	36 3% ^d	33 5% ^d	31 5% ^d	5 1%	1 2%	37 4% ^j	15 5% ^j	33 4% ^j	9 5% ^j	* *
Talk Talk TV	15 1%	14 1%	8 1%	8 1%	7 2%	1 1%	13 1%	2 1%	8 1%	4 2%	2 1%
Other	43 4%	42 4%	15 2%	15 2%	27 7% ^{bce}	* 1%	37 4%	11 4%	33 4%	3 2%	1 1%
NO TV	81 7%	76 7% ^{bce}	21 3%	21 3%	56 14% ^{abce}	* 1%	72 7% ^j	25 8% ^j	59 8% ^j	9 5%	2 2%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Don't know	12	7	6	4	3	2	7	1	4	-	3
	1%	1%	1%	1%	1%	3%abcd	1%	*	*	-	3%efgh

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q.INTERNET

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Internet access at home	972	930	612	583	347	29	972	304	721	159	-
	85%	89%e	87%e	92%bde	85%e	43%	100%ghij	99%hj	95%j	96%j	-
Internet access at work (through workplace network connection)	309	302	198	192	109	6	304	309	289	85	-
	27%	29%e	28%e	30%e	27%e	9%	31%j	100%fhij	38%fj	51%fhj	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	762	742	455	443	299	12	721	289	762	153	-
	67%	71%be	65%e	70%e	74%be	18%	74%j	94%fj	100%fgij	93%fj	-
Internet access on publicly accessible computers (e.g. internet café, library)	158	152	112	108	44	4	153	80	147	158	-
	14%	15%e	16%de	17%de	11%	6%	16%j	26%fhj	19%j	96%fghj	-
Other type of internet access	12	12	12	12	-	-	11	4	11	12	-
	1%	1%	2%d	2%d	-	-	1%	1%	1%	8%fghj	-
None of these \ Don't access the internet	122	72	80	43	29	36	-	-	-	-	122
	11%	7%	11%acd	7%	7%	54%abcd	-	-	-	-	100%fghi

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
GENDER																
Male	556	556	-	80	108	90	100	79	55	45	188	368	114	165	130	147
	49%	100%b	-	52%	50%	48%	51%	48%	44%	45%	51%	48%	49%	48%	54%o	44%
Female	585	-	585	73	108	98	94	86	71	55	181	404	116	175	109	185
	51%	-	100%a	48%	50%	52%	49%	52%	56%	55%	49%	52%	51%	52%	46%	56%on
AGE																
16-24	153	80	73	153	-	-	-	-	-	-	153	-	33	46	28	46
	13%	14%	13%	100%defghij	-	-	-	-	-	-	42%defghik	-	14%	14%	12%	14%
25-34	216	108	108	-	216	-	-	-	-	-	216	-	39	75	43	59
	19%	19%	18%	-	100%cefg hij	-	-	-	-	-	58%cefg hij	-	17%	22%	18%	18%
35-44	187	90	98	-	-	187	-	-	-	-	-	187	38	66	45	38
	16%	16%	17%	-	-	100%cdfghij	-	-	-	-	-	24%cdfghij	16%	20%o	19%o	12%
45-54	194	100	94	-	-	-	194	-	-	-	-	194	40	67	45	43
	17%	18%	16%	-	-	-	100%cddeg hij	-	-	-	-	25%cddeg hij	17%	20%o	19%	13%
55-64	166	79	86	-	-	-	-	166	-	-	-	166	35	41	38	52
	15%	14%	15%	-	-	-	-	100%cdefhij	-	-	-	21%cdefhij	15%	12%	16%	16%
65-74	125	55	71	-	-	-	-	-	125	-	-	125	33	25	21	47
	11%	10%	12%	-	-	-	-	-	100%cddeg hij	-	-	16%cddeg hij	14%lm	7%	9%	14%lm
75+	100	45	55	-	-	-	-	-	-	100	-	100	13	19	20	48
	9%	8%	9%	-	-	-	-	-	-	100%cddeg hij	-	13%cddeg hij	6%	6%	8%	14%lmno
16-34	369	188	181	153	216	-	-	-	-	-	369	-	71	121	71	105
	32%	34%	31%	100%efgh ik	100%efghik	-	-	-	-	-	100%efghik	-	31%	36%	30%	32%
35+	772	368	404	-	-	187	194	166	125	100	-	772	159	218	168	227
	68%	66%	69%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	69%	64%	70%	68%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
SOCIAL GRADE																
AB	230	114	116	33	39	38	40	35	33	13	71	159	230	-	-	-
	20%	20%	20%	21%	18%	20%	20%	21%	26%i	13%	19%	21%	100%mn	-	-	-
C1	339	165	175	46	75	66	67	41	25	19	121	218	-	339	-	-
	30%	30%	30%	30%i	35%hi	35%hi	34%hi	25%	20%	19%	33%hi	28%hi	-	100%ln	-	-
C2	239	130	109	28	43	45	45	38	21	20	71	168	-	-	239	-
	21%	23%	19%	19%	20%	24%	23%	23%	16%	20%	19%	22%	-	-	100%lmo	-
DE	332	147	185	46	59	38	43	52	47	48	105	227	-	-	-	332
	29%	27%	32%	30%	27%	20%	22%	31%	37%ef	48%cd ^{efg} _{jk}	28%	29%e	-	-	-	100%lmn
MARITAL STATUS																
Married\Living as married	642	321	320	20	138	122	137	106	80	39	158	484	149	208	147	138
	56%	58%	55%	13%	64%cij	65%cij	71%cij	64%cij	63%cij	39% ^c	43% ^c	63% ^{cij}	65% ^o	61% ^o	62% ^o	41%
Single	344	181	163	134	73	55	38	25	12	8	207	137	60	106	57	121
	30%	33%	28%	87% ^{defgh} _{ijk}	34% ^{fghik}	29% ^{ghik}	19% ^{hi}	15%	9%	8%	56% ^{defgh} _{ik}	18% ^{hi}	26%	31%	24%	37% ^{ln}
Widow\Divorced\Separated	155	53	102	-	4	11	19	35	34	52	4	151	22	26	35	73
	14%	10%	17% ^a	-	2%	6% ^{cj}	10% ^{cdj}	21% ^{cd^{efj}}	27% ^{cd^{efj}} _k	52% ^{cd^{efgh}} _{jk}	1%	20% ^{cd^{efj}}	9%	8%	14% ^m	22% ^{lmn}
WORKING STATUS																
Working	631	345	286	76	163	147	147	86	10	1	239	392	129	233	163	106
	55%	62% ^b	49%	49% ^{hi}	76% ^{cghij} _k	78% ^{cghij} _k	76% ^{cghij} _k	52% ^{hi}	8% ⁱ	1%	65% ^{cghik}	51% ^{hi}	56% ^o	69% ^{lo}	68% ^{lo}	32%
Not working	510	211	299	78	53	41	46	79	115	99	130	380	101	107	76	226
	45%	38%	51% ^a	51% ^{defj}	24%	22%	24%	48% ^{defj}	92% ^{cd^{efg}} _{jk}	99% ^{cd^{efg}} _{hjk}	35% ^{def}	49% ^{defj}	44% ^{mn}	31%	32%	68% ^{lmn}
CHILDREN IN HOUSEHOLD																
Any	347	147	200	49	110	112	64	8	2	1	159	188	63	109	84	92
	30%	26%	34% ^a	32% ^{ghi}	51% ^{cfghi} _k	60% ^{cfghi} _{jk}	33% ^{ghik}	5%	2%	1%	43% ^{cghik}	24% ^{ghi}	27%	32%	35%	28%
None	794	409	385	105	106	75	130	158	123	99	210	584	167	231	156	240
	70%	74% ^b	66%	68% ^{dej}	49%	40%	67% ^{de}	95% ^{cd^{efj}} _k	98% ^{cd^{efj}} _k	99% ^{cd^{efj}} _k	57% ^e	76% ^{defj}	73%	68%	65%	72%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
AREA																
Urban	882	435	447	125	181	143	147	123	97	67	306	576	155	271	190	265
	77%	78%	76%	82% ^{ai}	84% ^{ik}	76%	76%	74%	77%	67%	83% ^{gik}	75%	68%	80% ^l	80% ^l	80% ^l
Rural	259	121	138	28	35	44	47	43	29	33	63	196	75	68	49	68
	23%	22%	24%	18%	16%	24%	24%	26% ^j	23%	33% ^{cdj}	17%	25% ^{dj}	32% ^{mno}	20%	20%	20%
COUNTRY																
England	961	474	487	129	188	164	161	135	104	80	318	644	189	301	200	272
	84%	85%	83%	84%	87%	87%	83%	82%	83%	80%	86%	83%	82%	89% ^o	84%	82%
Scotland	97	46	51	17	17	17	11	14	9	12	33	64	26	21	21	29
	9%	8%	9%	11%	8%	9%	6%	9%	7%	12%	9%	8%	11%	6%	9%	9%
Wales	57	25	32	3	6	6	15	11	9	6	9	48	13	10	16	17
	5%	4%	6%	2%	3%	3%	8% ^{cj}	7% ^j	7% ^{cj}	6% ^j	2%	6% ^j	6%	3%	7%	5%
Northern Ireland	26	12	15	5	5	1	7	5	3	2	9	17	2	7	1	15
	2%	2%	2%	3%	2%	*	3%	3%	2%	2%	3%	2%	1%	2%	1%	4% ^{ln}
GOVERNMENT REGIONS																
North East	33	13	21	4	8	4	4	6	4	4	13	21	1	11	3	18
	3%	2%	4%	3%	4%	2%	2%	3%	3%	4%	3%	3%	*	3%	1%	5% ^{ln}
North West	141	68	73	17	37	21	12	26	16	11	54	87	27	35	35	45
	12%	12%	12%	11%	17% ^f	11%	6%	16% ^f	13% ^f	11%	15% ^f	11%	12%	10%	15%	13%
Yorkshire and The Humber	87	48	39	14	10	14	15	18	10	5	24	63	20	21	28	18
	8%	9%	7%	9%	5%	8%	8%	11%	8%	5%	7%	8%	9%	6%	12% ^o	6%
East Midlands	101	47	55	7	22	15	16	17	12	12	29	72	21	39	19	22
	9%	8%	9%	5%	10%	8%	8%	10%	10%	12% ^c	8%	9%	9%	12% ^o	8%	7%
West Midlands	103	49	54	20	15	16	24	10	11	7	34	69	19	32	23	30
	9%	9%	9%	13%	7%	9%	13%	6%	9%	7%	9%	9%	8%	9%	9%	9%
East of England	102	57	45	13	20	21	15	13	8	12	34	68	11	29	21	41
	9%	10%	8%	9%	9%	11%	8%	8%	6%	12%	9%	9%	5%	9%	9%	12% ^l
London	154	78	76	25	31	35	27	18	9	8	56	98	22	57	33	42
	14%	14%	13%	16% ^h	15%	19% ^{hi}	14%	11%	7%	8%	15% ^{hi}	13%	10%	17%	14%	13%
South East	155	74	81	21	27	27	31	18	17	13	48	107	44	57	17	37
	14%	13%	14%	14%	12%	15%	16%	11%	14%	13%	13%	14%	19% ^{no}	17% ⁿ	7%	11%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
South West	85 7%	40 7%	45 8%	7 5%	18 8%	10 5%	17 9%	7 4%	17 13%cegjk	9 9%	25 7%	59 8%	24 10%	20 6%	23 10%	18 5%
Wales	57 5%	25 4%	32 6%	3 2%	6 3%	6 3%	15 8%cj	11 7%j	9 7%cj	6 6%j	9 2%	48 6%j	13 6%	10 3%	16 7%	17 5%
Scotland	97 9%	46 8%	51 9%	17 11%	17 8%	17 9%	11 6%	14 9%	9 7%	12 12%	33 9%	64 8%	26 11%	21 6%	21 9%	29 9%
Northern Ireland	26 2%	12 2%	15 2%	5 3%	5 2%	1 *	7 3%	5 3%	3 2%	2 2%	9 3%	17 2%	2 1%	7 2%	1 1%	15 4%ln
TENURE																
Own\Mortgage	639 56%	313 56%	326 56%	65 42%	92 42%	96 51%	116 60%cdj	114 69%cdelj	87 69%cdelj	70 70%cdelj	156 42%	482 63%cdelj	174 76%mn	212 62%o	139 58%o	114 34%
Rent\Other	502 44%	244 44%	259 44%	89 58%fghik	124 58%fghik	92 49%ghik	78 40%	51 31%	38 31%	30 30%	213 58%fghik	289 37%	56 24%	128 38%l	101 42%l	218 66%lmn
INTERNET																
Internet access at home	972 85%	483 87%	489 84%	144 94%ghik	207 96%fghik	175 94%ghik	172 89%hik	142 86%hi	94 75%i	40 40%	350 95%fghik	622 81%i	216 94%no	311 92%o	209 87%o	237 71%
Internet access at work	309 27%	169 30%b	139 24%	54 35%ghik	90 42%ghik	60 32%ghik	70 36%ghik	32 19%hi	2 2%	1 1%	144 39%ghik	164 21%hi	84 36%o	123 36%o	66 28%o	35 11%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	762 67%	385 69%	377 64%	130 85%fghik	188 87%fghik	147 79%ghik	141 73%ghik	94 57%hi	47 38%i	14 14%	318 86%fghik	444 58%hi	178 77%no	250 74%o	159 67%o	175 53%
Other type of internet access	165 14%	75 14%	89 15%	43 28%defghik	36 17%i	24 13%i	31 16%i	18 11%i	11 9%i	1 1%	79 21%ghik	86 11%i	56 24%mn	44 13%	30 13%	34 10%
None of these \ Don't access the internet	122 11%	52 9%	70 12%	2 1%	4 2%	4 2%	10 5%	14 9%cdelj	30 24%cdelfgjk	57 57%cdelfghjk	6 2%	115 15%cdelfj	7 3%	19 6%	23 9%l	73 22%lmn
Q.1\2 PHONES OWN																
Mobile (any)	1043 91%	509 91%	534 91%	147 96%hik	210 97%hik	184 98%ghik	185 95%hik	153 93%hi	105 84%i	58 58%	358 97%hik	686 89%i	214 93%o	327 96%o	220 92%o	283 85%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Landline	704 62%	312 56%	392 67%a	82 53%	94 44%	98 53%	120 62%dj	125 76%cdelfj	97 78%cdelfj k	87 87%cdelfg hjk	176 48%	528 68%cdelj	159 69%o	220 65%o	146 61%	178 53%
Mobile & Landline	636 56%	283 51%	353 60%a	78 51%	93 43%	98 53%	115 60%dj	119 72%cdelfi jk	83 66%cdelij	49 50%	171 46%	465 60%dijj	144 63%o	214 63%o	132 55%o	146 44%
Mobile only	407 36%	226 41%b	181 31%	69 45%ghik	117 54%lghnik	86 46%ghik	69 36%ghi	34 21%i	23 18%i	9 9%	186 50%lghnik	221 29%hi	69 30%	113 33%	88 37%	137 41%l
Landline only	67 6%	29 5%	38 7%	3 2%	1 1%	- -	5 2%	6 4%e	15 12%cdelfg j	37 37%cdelfgh jk	4 1%	63 8%cdelfj	15 6% m	7 2%	14 6% m	31 9% m
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)																
Any unsolicited calls (landline or mobile)	608 53%	288 52%	320 55%	75 49%	129 60%f	98 52%	92 47%	87 53%	75 60%f	52 52%	204 55%	404 52%	132 58%o	190 56%o	127 53%	159 48%
Any unsolicited calls (landline)	318 28%	136 24%	182 31%a	35 23% d	29 13%	43 23% d	52 27% dj	52 32% dj	60 48% cdelfg jk	45 45% cdelfg jk	64 17%	253 33% cdelj	75 33%	96 28%	64 27%	82 25%
Any unsolicited calls (mobile)	425 37%	216 39%	209 36%	56 37%i	118 54% cefg hik	78 42% hi	71 37% hi	58 35%i	32 26%i	12 12%	174 47% lghnik	251 33%i	84 36%	145 43% o	91 38%	105 32%
Silent calls (landline or mobile)	246 22%	121 22%	125 21%	31 20%	38 17%	39 21%	39 20%	41 25%	28 23%	30 30% dfj	69 19%	177 23%	56 24%	70 21%	50 21%	71 21%
Landline silent calls	149 13%	73 13%	76 13%	15 10%	10 5%	18 10%	27 14% dj	28 17% dj	23 18% cdelj	27 27% cdelfjk	25 7%	123 16% dj	35 15%	43 13%	28 12%	43 13%
Mobile silent calls	122 11%	61 11%	62 11%	20 13%	29 14% h	23 12%	20 10%	17 10%	7 6%	6 6%	49 13% hi	73 10%	25 11%	36 11%	25 11%	36 11%
Live sales/marketing (landline or mobile)	495 43%	233 42%	262 45%	61 40%	104 48%i	81 43%	77 40%	78 47%	58 47%	36 36%	164 45%	331 43%	107 47%	146 43%	102 43%	140 42%
Landline Live sales/ marketing	231 20%	95 17%	136 23%a	28 18% d	14 7%	30 16% d	39 20% dj	44 27% dej	46 37% cdelfj k	30 30% cdelj	42 11%	189 25% dej	58 25%	64 19%	46 19%	63 19%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Table 19

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	534	607	140	179	148	168	150	197	159	319	822	176	248	259	458
Weighted Base	1141	556	585	153	216	187	194	166	125	100	369	772	230	339	239	332
Mobile Live sales/ marketing (phone or text)	354 31%	180 32%	174 30%	43 28% i	98 46% cfghi k	65 35% hi	63 33% hi	51 31% hi	23 18% i	10 10%	142 38% hik	212 28% hi	66 29%	116 34%	77 32%	95 28%
Recorded message (landline or mobile)	270 24%	120 22%	150 26%	32 21%	62 29% f	48 25%	34 17%	36 22%	34 27% f	25 25%	94 25%	176 23%	69 30% no	87 26% n	42 17%	72 22%
Recorded message (landline)	156 14%	67 12%	90 15%	18 12%	24 11%	21 11%	19 10%	26 16%	26 20% defj k	22 22% cdefj	42 11%	114 15%	38 17%	53 15%	25 10%	41 12%
Recorded message (mobile)	138 12%	65 12%	73 12%	17 11% i	44 21% cfghi k	29 15% hi	20 10% i	16 10% i	9 7%	3 3%	61 17% hik	76 10% i	40 17% no	44 13%	19 8%	35 11%
Other type (landline or mobile)	46 4%	20 4%	25 4%	6 4%	11 5% e	1 1%	12 6% e	4 2%	9 7% ek	2 2%	17 5% e	29 4%	14 6% o	13 4%	13 6% o	5 2%
Other type (landline)	24 2%	10 2%	15 2%	5 3% e	2 1%	-	6 3% e	2 1%	6 5% de	2 2% e	7 2%	17 2%	10 4% o	4 1%	8 4% o	2 1%
Other type (mobile)	22 2%	11 2%	11 2%	1 1%	10 5% eik	1 1%	6 3%	2 1%	3 2%	-	11 3%	11 1%	4 2%	9 3%	6 2%	3 1%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
GENDER														
Male	556	321	181	53	345	211	147	409	435	121	474	46	25	12
	49%	50%c	53%c	34%	55%e	41%	42%	52%f	49%	47%	49%	47%	43%	44%
Female	585	320	163	102	286	299	200	385	447	138	487	51	32	15
	51%	50%	47%	66%ab	45%	59%d	58%g	48%	51%	53%	51%	53%	57%	56%
AGE														
16-24	153	20	134	-	76	78	49	105	125	28	129	17	3	5
	13%	3%c	39%ac	-	12%	15%	14%	13%	14%	11%	13%	17%	5%	18%
25-34	216	138	73	4	163	53	110	106	181	35	188	17	6	5
	19%	22%c	21%c	3%	26%e	10%	32%g	13%	20%i	14%	20%	17%	11%	18%
35-44	187	122	55	11	147	41	112	75	143	44	164	17	6	1
	16%	19%c	16%c	7%	23%e	8%	32%g	9%	16%	17%	17% ^m	18% ^m	10%	3%
45-54	194	137	38	19	147	46	64	130	147	47	161	11	15	7
	17%	21%bc	11%	12%	23%e	9%	19%	16%	17%	18%	17%	12%	27%	25% ^k
55-64	166	106	25	35	86	79	8	158	123	43	135	14	11	5
	15%	16%b	7%	23%b	14%	16%	2%	20%f	14%	16%	14%	15%	20%	18%
65-74	125	80	12	34	10	115	2	123	97	29	104	9	9	3
	11%	12%b	3%	22%ab	2%	22%d	1%	16%f	11%	11%	11%	9%	16%	11%
75+	100	39	8	52	1	99	1	99	67	33	80	12	6	2
	9%	6%b	2%	34%ab	*	19%d	*	12%f	8%	13%h	8%	13%	11%	6%
16-34	369	158	207	4	239	130	159	210	306	63	318	33	9	9
	32%	25%c	60%ac	3%	38%e	26%	46%g	26%	35%i	25%	33%	35%	16%	36%
35+	772	484	137	151	392	380	188	584	576	196	644	64	48	17
	68%	75%b	40%	97%ab	62%	74%d	54%	74%f	65%	75%h	67%	65%	84%	64%
SOCIAL GRADE														
AB	230	149	60	22	129	101	63	167	155	75	189	26	13	2
	20%	23%c	17%	14%	20%	20%	18%	21%	18%	29%h	20%	27% ^m	23%	9%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
C1	339	208	106	26	233	107	109	231	271	68	301	21	10	7
	30%	32% ^c	31% ^c	17%	37% ^e	21%	31%	29%	31%	26%	31%	22%	18%	29%
C2	239	147	57	35	163	76	84	156	190	49	200	21	16	1
	21%	23% ^b	17%	22%	26% ^e	15%	24%	20%	22%	19%	21% ^m	22% ^m	29%	6%
DE	332	138	121	73	106	226	92	240	265	68	272	29	17	15
	29%	21%	35% ^a	47% ^{ab}	17%	44% ^d	27%	30%	30%	26%	28%	30%	30%	56% ^{jk}
MARITAL STATUS														
Married\Living as married	642	642	-	-	409	233	233	409	488	154	555	45	28	13
	56%	100% ^{bc}	-	-	65% ^e	46%	67% ^g	51%	55%	59%	58%	47%	50%	51%
Single	344	-	344	-	181	163	98	246	277	67	280	36	20	8
	30%	-	100% ^{ac}	-	29%	32%	28%	31%	31%	26%	29%	37%	35%	32%
Widow\Divorced\Separated	155	-	-	155	42	114	16	140	118	38	126	16	9	4
	14%	-	-	100% ^{ab}	7%	22% ^d	5%	18% ^f	13%	14%	13%	17%	16%	17%
WORKING STATUS														
Working	631	409	181	42	631	-	232	399	495	136	540	51	28	12
	55%	64% ^{bc}	53% ^c	27%	100% ^e	-	67% ^g	50%	56%	53%	56%	53%	50%	45%
Not working	510	233	163	114	-	510	115	396	387	123	421	46	29	14
	45%	36%	47% ^a	73% ^{ab}	-	100% ^d	33%	50% ^f	44%	47%	44%	47%	50%	55%
CHILDREN IN HOUSEHOLD														
Any	347	233	98	16	232	115	347	-	267	80	305	18	18	5
	30%	36% ^{bc}	29% ^c	10%	37% ^e	22%	100% ^g	-	30%	31%	32% ^k	18%	32%	20%
None	794	409	246	140	399	396	-	794	615	179	656	79	39	21
	70%	64%	71% ^a	90% ^{ab}	63%	78% ^d	-	100% ^f	70%	69%	68%	82% ^j	68%	80%
AREA														
Urban	882	488	277	118	495	387	267	615	882	-	772	71	20	18
	77%	76%	80%	76%	78%	76%	77%	77%	100% ⁱ	-	80%	73%	35%	71%
Rural	259	154	67	38	136	123	80	179	-	259	189	26	37	8
	23%	24%	20%	24%	22%	24%	23%	23%	-	100% ^h	20%	27%	65%	29%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
COUNTRY														
England	961	555	280	126	540	421	305	656	772	189	961	-	-	-
	84%	86%	82%	81%	86%	83%	88%g	83%	88%i	73%	100%km	-	-	-
Scotland	97	45	36	16	51	46	18	79	71	26	-	97	-	-
	9%	7%	10%	10%	8%	9%	5%	10%f	8%	10%	-	100%jm	-	-
Wales	57	28	20	9	28	29	18	39	20	37	-	-	57	-
	5%	4%	6%	6%	4%	6%	5%	5%	2%	14%h	-	-	100%	-
Northern Ireland	26	13	8	4	12	14	5	21	18	8	-	-	-	26
	2%	2%	2%	3%	2%	3%	2%	3%	2%	3%	-	-	-	100%jk
GOVERNMENT REGIONS														
North East	33	16	12	6	11	22	10	23	33	-	33	-	-	-
	3%	2%	3%	4%	2%	4%d	3%	3%	4%i	-	3%	-	-	-
North West	141	72	50	19	81	60	43	98	141	-	141	-	-	-
	12%	11%	15%	12%	13%	12%	12%	12%	16%i	-	15%km	-	-	-
Yorkshire and The Humber	87	50	21	17	53	34	28	59	65	22	87	-	-	-
	8%	8%	6%	11%	8%	7%	8%	7%	7%	8%	9%km	-	-	-
East Midlands	101	61	28	12	48	53	30	72	64	37	101	-	-	-
	9%	10%	8%	8%	8%	10%	9%	9%	7%	14%h	11%km	-	-	-
West Midlands	103	55	37	11	51	52	34	68	84	19	103	-	-	-
	9%	9%	11%	7%	8%	10%	10%	9%	10%	7%	11%km	-	-	-
East of England	102	64	23	15	64	38	32	70	73	28	102	-	-	-
	9%	10%	7%	10%	10%	7%	9%	9%	8%	11%	11%km	-	-	-
London	154	74	61	19	96	59	42	112	154	-	154	-	-	-
	14%	12%	18%a	12%	15%	11%	12%	14%	17%i	-	16%km	-	-	-
South East	155	110	29	16	89	66	62	93	124	31	155	-	-	-
	14%	17%bc	8%	10%	14%	13%	18%g	12%	14%	12%	16%km	-	-	-
South West	85	54	19	12	47	38	23	61	33	52	85	-	-	-
	7%	8%	6%	7%	7%	7%	7%	8%	4%	20%h	9%km	-	-	-

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Wales	57	28	20	9	28	29	18	39	20	37	-	-	57	-
	5%	4%	6%	6%	4%	6%	5%	5%	2%	14%h	-	-	100%	-
Scotland	97	45	36	16	51	46	18	79	71	26	-	97	-	-
	9%	7%	10%	10%	8%	9%	5%	10%l	8%	10%	-	100%jm	-	-
Northern Ireland	26	13	8	4	12	14	5	21	18	8	-	-	-	26
	2%	2%	2%	3%	2%	3%	2%	3%	2%	3%	-	-	-	100%jk
TENURE														
Own \ Mortgage	639	427	133	79	364	275	153	485	470	169	530	56	38	15
	56%	67%bc	39%	51%b	58%	54%	44%	61%f	53%	65%h	55%	58%	67%	57%
Rent \ Other	502	214	211	77	267	235	193	309	412	90	431	41	19	11
	44%	33%	61%ac	49%a	42%	46%	56%g	39%	47%i	35%	45%	42%	33%	43%
INTERNET														
Internet access at home	972	588	293	91	592	380	327	645	746	226	825	78	48	21
	85%	92%bc	85%c	59%	94%e	75%	94%g	81%	85%	87%	86%	80%	84%	82%
Internet access at work	309	183	111	15	283	26	122	187	244	64	273	25	8	3
	27%	28%c	32%c	10%	45%e	5%	35%g	24%	28%	25%	28%lm	25%	13%	11%
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	762	443	250	69	499	263	288	474	597	165	648	67	28	18
	67%	69%c	73%c	44%	79%e	51%	83%g	60%	68%	64%	67%	69%	49%	70%
Other type of internet access	165	90	65	10	104	61	64	101	127	38	141	10	10	3
	14%	14%c	19%c	6%	16%	12%	18%g	13%	14%	15%	15%	11%	18%	13%
None of these \ Don't access the internet	122	41	27	54	10	112	9	113	101	21	100	13	5	4
	11%	6%	8%	35%ab	2%	22%d	3%	14%f	11%	8%	10%	14%	9%	15%
Q.1/2 PHONES OWN														
Mobile (any)	1043	605	321	117	612	431	336	708	811	232	879	85	54	25
	91%	94%c	93%c	76%	97%e	84%	97%g	89%	92%	90%	91%	88%	95%	94%
Landline	704	425	170	108	365	338	181	523	507	196	570	64	50	19
	62%	66%b	49%	70%b	58%	66%d	52%	66%f	58%	76%h	59%	66%	88%	74%j

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Mobile & Landline	636	401	155	81	357	280	177	460	465	171	517	54	48	18
	56%	62%bc	45%	52%	57%	55%	51%	58%	53%	66%h	54%	55%	84%	68%j
Mobile only	407	205	166	37	255	151	159	248	346	60	362	31	7	7
	36%	32%c	48%ac	24%	40%e	30%	46%g	31%	39%i	23%	38%	32%	12%	26%
Landline only	67	25	15	28	8	59	4	63	42	25	53	10	3	1
	6%	4%	4%	18%ab	1%	12%d	1%	8%f	5%	10%h	5%	10%	5%	6%
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
Any unsolicited calls (landline or mobile)	608	375	154	79	339	269	177	431	467	141	513	54	29	11
	53%	59%b	45%	51%	54%	53%	51%	54%	53%	54%	53%	56%	52%	44%
Any unsolicited calls (landline)	318	194	68	55	144	173	72	246	233	85	265	27	21	5
	28%	30%b	20%	36%b	23%	34%d	21%	31%f	26%	33%	28%	28%	37%	20%
Any unsolicited calls (mobile)	425	263	119	44	277	148	143	282	335	90	371	36	9	9
	37%	41%c	34%	28%	44%e	29%	41%	35%	38%	35%	39%	37%	16%	33%
Silent calls (landline or mobile)	246	157	57	32	130	116	66	180	196	50	202	29	12	3
	22%	24%b	17%	21%	21%	23%	19%	23%	22%	19%	21%	30%am	21%	11%
Landline silent calls	149	93	30	25	62	87	31	118	109	40	122	13	12	2
	13%	15%b	9%	16%b	10%	17%d	9%	15%f	12%	15%	13%	14%	21%	6%
Mobile silent calls	122	79	31	12	81	41	44	78	103	20	102	19	-	1
	11%	12%	9%	8%	13%e	8%	13%	10%	12%	8%	11%	20%jm	-	5%
Live sales/marketing (landline or mobile)	495	299	131	65	283	212	144	351	377	118	417	46	22	11
	43%	47%b	38%	42%	45%	41%	41%	44%	43%	45%	43%	47%	38%	41%
Landline Live sales/ marketing	231	138	49	44	106	126	48	184	168	64	189	23	15	4
	20%	22%b	14%	28%b	17%	25%d	14%	23%f	19%	25%	20%	23%	27%	17%
Mobile Live sales/ marketing (phone or text)	354	215	103	36	235	119	122	232	275	79	307	32	7	8
	31%	33%c	30%	23%	37%e	23%	35%	29%	31%	31%	32%	33%	12%	31%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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 28 (QS0999 - 310536)

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 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	1141	616	321	204	511	630	297	844	892	249	956	88	35	62
Weighted Base	1141	642	344	155	631	510	347	794	882	259	961	97*	57**	26*
Recorded message (landline or mobile)	270 24%	172 27% ^b	61 18%	36 23%	151 24%	120 23%	82 24%	188 24%	207 23%	63 24%	230 24% ^m	24 25% ^m	15 26%	2 6%
Recorded message (landline)	156 14%	95 15%	34 10%	27 18% ^b	79 12%	78 15%	38 11%	119 15%	116 13%	40 16%	128 13% ^m	16 16% ^m	12 22%	* 1%
Recorded message (mobile)	138 12%	90 14% ^c	35 10%	12 8%	88 14% ^e	49 10%	53 15%	84 11%	110 13%	27 11%	123 13%	10 11%	2 4%	2 6%
Other type (landline or mobile)	46 4%	26 4%	13 4%	7 4%	30 5%	16 3%	9 3%	36 5%	35 4%	11 4%	38 4%	7 7%	1 1%	- -
Other type (landline)	24 2%	13 2%	6 2%	5 3%	13 2%	11 2%	4 1%	21 3%	17 2%	7 3%	22 2%	2 2%	1 1%	- -
Other type (mobile)	22 2%	14 2%	7 2%	2 1%	18 3% ^e	5 1%	6 2%	16 2%	19 2%	4 1%	17 2%	5 5% ^j	- -	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own Mortgage (m)	Rent/Other (n)	
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528	
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502	
GENDER																
Male	556	13	68	48	47	49	57	78	74	40	25	46	12	313	244	
	49%	38%	48%	55%	46%	48%	56%	51%	48%	47%	43%	47%	44%	49%	49%	
Female	585	21	73	39	55	54	45	76	81	45	32	51	15	326	259	
	51%	62%	52%	45%	54%	52%	44%	49%	52%	53%	57%	53%	56%	51%	51%	
AGE																
16-24	153	4	17	14	7	20	13	25	21	7	3	17	5	65	89	
	13%	13%	12%	16%	7%	19% ^d	13%	16%	14%	9%	5%	17%	18% ^d	10%	18% ^m	
25-34	216	8	37	10	22	15	20	31	27	18	6	17	5	92	124	
	19%	25%	26% ^{ce}	12%	22%	14%	20%	20%	17%	21%	11%	17%	18%	14%	25% ^m	
35-44	187	4	21	14	15	16	21	35	27	10	6	17	1	96	92	
	16%	11%	15% ^l	16% ^l	15%	16% ^l	21% ^l	23% ^l	18% ^l	12%	10%	18% ^l	3%	15%	18%	
45-54	194	4	12	15	16	24	15	27	31	17	15	11	7	116	78	
	17%	11%	9%	17%	16%	24% ^b	14%	17%	20% ^b	20% ^b	27%	12%	25% ^{bk}	18%	16%	
55-64	166	6	26	18	17	10	13	18	18	7	11	14	5	114	51	
	15%	17%	19%	21% ^{ei}	17%	10%	13%	12%	12%	9%	20%	15%	18%	18% ⁿ	10%	
65-74	125	4	16	10	12	11	8	9	17	17	9	9	3	87	38	
	11%	11%	12%	12%	12%	11%	7%	6%	11%	20% ^{fg}	16%	9%	11%	14% ⁿ	8%	
75+	100	4	11	5	12	7	12	8	13	9	6	12	2	70	30	
	9%	12%	8%	5%	12%	7%	11%	5%	8%	11%	11%	13%	6%	11% ⁿ	6%	
16-34	369	13	54	24	29	34	34	56	48	25	9	33	9	156	213	
	32%	38%	38%	28%	29%	33%	33%	37%	31%	30%	16%	35%	36%	24%	42% ^m	
35+	772	21	87	63	72	69	68	98	107	59	48	64	17	482	289	
	68%	62%	62%	72%	71%	67%	67%	63%	69%	70%	84%	65%	64%	76% ⁿ	58%	
SOCIAL GRADE																
AB	230	1	27	20	21	19	11	22	44	24	13	26	2	174	56	
	20%	3%	19% ^a	23% ^{af}	21% ^a	18% ^a	10%	15%	29% ^{afgl}	28% ^{afgl}	23%	27% ^{afgl}	9%	27% ⁿ	11%	
C1	339	11	35	21	39	32	29	57	57	20	10	21	7	212	128	
	30%	35%	25%	24%	39% ^{bcik}	31%	29%	37% ^{bk}	36% ^{bk}	23%	18%	22%	29%	33% ⁿ	25%	

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
C2	239	3	35	28	19	23	21	33	17	23	16	21	1	139	101
	21%	9%	25%hl	32%ahl	19%l	22%hl	20%l	21%hl	11%	27%ahl	29%	22%hl	6%	22%	20%
DE	332	18	45	18	22	30	41	42	37	18	17	29	15	114	218
	29%	53%bcddeghik	32%	21%	22%	29%	41%cdhi	27%	24%	21%	30%	30%	56%bcddeghik	18%	43%lm
MARITAL STATUS															
Married/Living as married	642	16	72	50	61	55	64	74	110	54	28	45	13	427	214
	56%	48%	51%	57%	60%	53%	63%	48%	71%abceghikl	64%gk	50%	47%	51%	67%lm	43%
Single	344	12	50	21	28	37	23	61	29	19	20	36	8	133	211
	30%	35%h	36%fh	24%	27%	36%h	22%	40%cfhi	19%	23%	35%	37%h	32%h	21%	42%lm
Widow/Divorced/Separated	155	6	19	17	12	11	15	19	16	12	9	16	4	79	77
	14%	17%	13%	19%	12%	10%	15%	12%	10%	14%	16%	17%	17%	12%	15%
WORKING STATUS															
Working	631	11	81	53	48	51	64	96	89	47	28	51	12	364	267
	55%	33%	57%a	61%a	47%	49%	63%al	62%adl	57%a	56%a	50%	53%	45%	57%	53%
Not working	510	22	60	34	53	52	38	59	66	38	29	46	14	275	235
	45%	67%bcfghi	43%	39%	53%g	51%	37%	38%	43%	44%	50%	47%	55%fg	43%	47%
CHILDREN IN HOUSEHOLD															
Any	347	10	43	28	30	34	32	42	62	23	18	18	5	153	193
	30%	31%	30%	33%k	29%	34%k	31%	28%	40%gkl	27%	32%	18%	20%	24%	39%lm
None	794	23	98	59	72	68	70	112	93	61	39	79	21	485	309
	70%	69%	70%	67%	71%	66%	69%	72%h	60%	73%	68%	82%ceh	80%h	76%lm	61%
AREA															
Urban	882	33	141	65	64	84	73	154	124	33	20	71	18	470	412
	77%	100%cddefhikl	100%cddefhikl	75%i	63%i	82%di	72%i	100%cddefhikl	80%di	39%	35%	73%i	71%i	74%	82%lm
Rural	259	-	-	22	37	19	28	-	31	52	37	26	8	169	90
	23%	-	-	25%abg	37%abegh	18%abg	28%abg	-	20%abg	61%abcdeghkl	65%	27%abg	29%abg	26%lm	18%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q. Breaks x Breaks

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		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)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
COUNTRY															
England	961	33	141	87	101	103	102	154	155	85	-	-	-	530	431
	84%	100%kl	100%kl	100%kl	100%kl	100%kl	100%kl	100%kl	100%kl	100%kl	-	-	-	83%	86%
Scotland	97	-	-	-	-	-	-	-	-	-	-	97	-	56	41
	9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghil	-	9%	8%
Wales	57	-	-	-	-	-	-	-	-	-	57	-	-	38	19
	5%	-	-	-	-	-	-	-	-	-	100%	-	-	6%	4%
Northern Ireland	26	-	-	-	-	-	-	-	-	-	-	-	26	15	11
	2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdef ghik	2%	2%
GOVERNMENT REGIONS															
North East	33	33	-	-	-	-	-	-	-	-	-	-	-	8	25
	3%	100%bcdefgh ikl	-	-	-	-	-	-	-	-	-	-	-	1%	5% ^m
North West	141	-	141	-	-	-	-	-	-	-	-	-	-	86	55
	12%	-	100%acdefgh ikl	-	-	-	-	-	-	-	-	-	-	13%	11%
Yorkshire and The Humber	87	-	-	87	-	-	-	-	-	-	-	-	-	58	29
	8%	-	-	100%abdefgh ikl	-	-	-	-	-	-	-	-	-	9%	6%
East Midlands	101	-	-	-	101	-	-	-	-	-	-	-	-	49	53
	9%	-	-	-	100%abcefg ikl	-	-	-	-	-	-	-	-	8%	11%
West Midlands	103	-	-	-	-	103	-	-	-	-	-	-	-	59	43
	9%	-	-	-	-	100%abcd ikl	-	-	-	-	-	-	-	9%	9%
East of England	102	-	-	-	-	-	102	-	-	-	-	-	-	65	37
	9%	-	-	-	-	-	100%abcde ikl	-	-	-	-	-	-	10%	7%
London	154	-	-	-	-	-	-	154	-	-	-	-	-	52	102
	14%	-	-	-	-	-	-	100%abcde ikl	-	-	-	-	-	8%	20% ^m

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		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)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
South East	155	-	-	-	-	-	-	-	155	-	-	-	-	102	53
	14%	-	-	-	-	-	-	-	100% abcdefg ikl	-	-	-	-	16% n	11%
South West	85	-	-	-	-	-	-	-	-	85	-	-	-	52	33
	7%	-	-	-	-	-	-	-	-	100% abcdefg hkl	-	-	-	8%	7%
Wales	57	-	-	-	-	-	-	-	-	-	57	-	-	38	19
	5%	-	-	-	-	-	-	-	-	-	100%	-	-	6%	4%
Scotland	97	-	-	-	-	-	-	-	-	-	-	97	-	56	41
	9%	-	-	-	-	-	-	-	-	-	-	100% abcdef ghil	-	9%	8%
Northern Ireland	26	-	-	-	-	-	-	-	-	-	-	-	26	15	11
	2%	-	-	-	-	-	-	-	-	-	-	-	100% abcdef ghik	2%	2%
TENURE															
Own\Mortgage	639	8	86	58	49	59	65	52	102	52	38	56	15	639	-
	56%	25%	61% ag	67% adg	48% ag	58% ag	64% adg	33%	66% adg	61% ag	67%	58% ag	57% ag	100% n	-
Rent\Other	502	25	55	29	53	43	37	102	53	33	19	41	11	-	502
	44%	75% bcdefh ikl	39%	33%	52% cfh	42%	36%	67% bcdefh ikl	34%	39%	33%	42%	43%	-	100% m
INTERNET															
Internet access at home	972	25	115	72	80	87	94	135	141	75	48	78	21	564	408
	85%	75%	82%	83%	79%	85%	92% abdk	88%	91% abdk	89%	84%	80%	82%	88% n	81%
Internet access at work	309	4	44	22	17	36	35	38	63	15	8	25	3	179	129
	27%	11%	31% adil	25%	17%	35% adil	34% adil	24%	41% acdgi k	17%	13%	25%	11%	28%	26%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	762	15	94	65	65	76	63	107	112	51	28	67	18	416	346
	67%	45%	67% a	75% ai	64%	74% a	62%	70% a	72% a	60%	49%	69% a	70% a	65%	69%
Other type of internet access	165	-	24	8	12	22	9	14	36	17	10	10	3	95	69
	14%	-	17% a	9%	11%	22% acfg	9%	9%	23% acdfigk	20% ag	18%	11%	13% a	15%	14%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q. Breaks x Breaks

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Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
None of these \ Don't access the internet	122 11%	7 20%hi	20 14%	7 8%	15 15%	12 12%	8 8%	14 9%	11 7%	6 7%	5 9%	13 14%	4 15%	59 9%	63 13%
Q.1\2 PHONES OWN															
Mobile (any)	1043 91%	31 93%	121 86%	73 84%	92 91%	96 93%	96 94%c	148 96%bck	147 95%bc	75 89%	54 95%	85 88%	25 94%	583 91%	460 92%
Landline	704 62%	16 48%	91 64%dg	49 56%d	39 39%	64 63%d	64 63%d	76 49%	105 68%adg	66 78%abcdeg	50 88%	64 66%dg	19 74%acd	476 75%g	227 45%
Mobile & Landline	636 56%	15 46%	81 57%g	41 47%	35 35%	60 58%g	58 57%g	72 47%	98 63%cdg	58 68%acd	48 84%	54 55%g	18 68%cdg	436 68%g	200 40%
Mobile only	407 36%	16 47%h	41 29%	33 37%h	57 56%bcefhikl	36 35%	38 37%h	76 49%bhikl	48 31%	18 21%	7 12%	31 32%	7 26%	147 23%	260 52%g
Landline only	67 6%	1 2%	10 7%	8 9%g	4 4%	5 5%	6 6%	4 3%	7 5%	9 10%g	3 5%	10 10%g	1 6%	40 6%	27 5%
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
Any unsolicited calls (landline or mobile)	608 53%	11 34%	71 50%	46 52%g	37 37%	50 48%	68 66%abdeg	74 48%	107 69%abcdeg	49 58%ad	29 52%	54 56%ad	11 44%	356 56%	252 50%
Any unsolicited calls (landline)	318 28%	7 21%	39 28%g	24 28%	16 16%	32 32%g	30 29%	32 21%	56 36%gd	27 32%g	21 37%	27 28%	5 20%	217 34%g	101 20%
Any unsolicited calls (mobile)	425 37%	10 29%	43 30%	30 35%	27 26%	39 38%	52 51%abcdi	64 42%g	79 51%abcdil	28 33%	9 16%	36 37%	9 33%	224 35%	201 40%
Silent calls (landline or mobile)	246 22%	6 18%	29 21%g	23 27%g	16 16%	25 24%g	29 28%g	16 10%	43 28%g	15 18%	12 21%	29 30%gd	3 11%	149 23%	98 19%
Landline silent calls	149 13%	4 11%	20 14%g	10 11%	11 10%	19 19%g	13 12%	10 6%	27 17%g	10 12%	12 21%	13 14%	2 6%	105 16%g	44 9%
Mobile silent calls	122 11%	3 10%	11 8%	13 15%g	5 5%	11 10%	19 19%bdg	8 5%	22 14%g	9 10%	-	19 20%bdg	1 5%	58 9%	64 13%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1141	39	152	90	95	96	100	149	146	89	35	88	62	613	528
Weighted Base	1141	33*	141	87*	101*	103*	102*	154	155	85*	57**	97*	26*	639	502
Live sales/marketing (landline or mobile)	495 43%	11 32%	54 38%	37 43%	29 29%	42 40%	61 60%abcdeg l	66 43% d	77 50% d	40 47% d	22 38%	46 47% d	11 41%	279 44%	215 43%
Landline Live sales/ marketing	231 20%	5 14%	27 19%	21 24%	12 12%	23 22%	21 20%	23 15%	35 23%	23 27% dg	15 27%	23 23%	4 17%	152 24% n	80 16%
Mobile Live sales/ marketing (phone or text)	354 31%	7 23%	33 24%	22 25%	21 21%	36 35% d	48 47% abcdi	57 37% bd	61 39% bcdi	21 25%	7 12%	32 33%	8 31%	185 29%	169 34%
Recorded message (landline or mobile)	270 24%	5 14%	32 23% l	21 24% dl	12 12%	24 23% l	36 35% adgl	25 16%	56 36% abdgl	19 23% l	15 26%	24 25% dl	2 6%	175 27% n	95 19%
Recorded message (landline)	156 14%	3 10%	22 16% gl	16 18% dgl	7 7%	16 15% gl	16 16% gl	10 6%	32 21% dgil	6 7%	12 22%	16 16% gl	* 1%	113 18% n	44 9%
Recorded message (mobile)	138 12%	1 4%	14 10%	6 6%	6 6%	13 12%	22 22% abcdl	17 11%	32 20% abcdl	13 15% d	2 4%	10 11%	2 6%	81 13%	56 11%
Other type (landline or mobile)	46 4%	- -	6 4%	* 1%	5 5%	3 3%	- -	2 1%	15 9% cgl	7 8% cfg	1 1%	7 7% cfg	- -	29 5%	17 3%
Other type (landline)	24 2%	- -	3 2%	* 1%	* 1%	3 3%	- -	2 1%	9 6% df	4 5% f	1 1%	2 2%	- -	20 3% n	4 1%
Other type (mobile)	22 2%	- -	4 3%	- -	4 4% g	1 1%	- -	- -	5 3% g	3 3%	- -	5 5% cfg	- -	10 2%	12 2%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
GENDER											
Male	556	509	312	283	226	29	483	169	385	75	52
	49%	49%	44%	44%	55%bce	43%	50%	55%j	51%	46%	43%
Female	585	534	392	353	181	38	489	139	377	89	70
	51%	51%	56%d	56%d	45%	57%d	50%	45%	49%	54%	57%g
AGE											
16-24	153	147	82	78	69	3	144	54	130	43	2
	13%	14%e	12%	12%e	17%be	5%	15%j	18%j	17%j	26%fhj	2%
25-34	216	210	94	93	117	1	207	90	188	36	4
	19%	20%bce	13%e	15%e	29%abce	2%	21%j	29%fj	25%j	22%j	4%
35-44	187	184	98	98	86	-	175	60	147	24	4
	16%	18%e	14%e	15%e	21%bce	-	18%j	19%j	19%j	15%j	3%
45-54	194	185	120	115	69	5	172	70	141	31	10
	17%	18%e	17%e	18%e	17%e	7%	18%j	23%j	19%j	19%j	8%
55-64	166	153	125	119	34	6	142	32	94	18	14
	15%	15%d	18%de	19%de	8%	9%	15%	10%	12%	11%	12%
65-74	125	105	97	83	23	15	94	2	47	11	30
	11%	10%d	14%ad	13%d	6%	22%abcd	10%gh	1%	6%g	7%g	25%fghi
75+	100	58	87	49	9	37	40	1	14	1	57
	9%	6%d	12%acd	8%d	2%	55%abcd	4%gh	*	2%	1%	47%fghi
16-34	369	358	176	171	186	4	350	144	318	79	6
	32%	34%bce	25%e	27%e	46%abce	7%	36%j	47%fj	42%fj	48%fj	5%
35+	772	686	528	465	221	63	622	164	444	86	115
	68%	66%d	75%ad	73%ad	54%	93%abcd	64%ghi	53%	58%	52%	95%fghi

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
SOCIAL GRADE											
AB	230	214	159	144	69	15	216	84	178	56	7
	20%	20%	23%	23%	17%	22%	22%j	27%j	23%j	34%fhj	6%
C1	339	327	220	214	113	7	311	123	250	44	19
	30%	31%e	31%e	34%e	28%e	10%	32%j	40%fij	33%j	27%j	16%
C2	239	220	146	132	88	14	209	66	159	30	23
	21%	21%	21%	21%	22%	21%	21%	21%	21%	18%	18%
DE	332	283	178	146	137	31	237	35	175	34	73
	29%	27%	25%	23%	34%abc	47%abcd	24%g	11%	23%g	21%g	60%fghi
MARITAL STATUS											
Married\Living as married	642	605	425	401	205	25	588	183	443	90	41
	56%	58%de	60%de	63%de	50%e	37%	60%j	59%j	58%j	54%j	34%
Single	344	321	170	155	166	15	293	111	250	65	27
	30%	31%bc	24%	24%	41%abce	22%	30%j	36%j	33%j	40%fj	22%
Widow\Divorced\Separated	155	117	108	81	37	28	91	15	69	10	54
	14%	11%	15%ad	13%	9%	41%abcd	9%g	5%	9%	6%	44%fghi
WORKING STATUS											
Working	631	612	365	357	255	8	592	283	499	104	10
	55%	59%be	52%e	56%e	63%be	12%	61%j	92%fhij	66%j	63%j	8%
Not working	510	431	338	280	151	59	380	26	263	61	112
	45%	41%	48%ad	44%	37%	88%abcd	39%g	8%	34%g	37%g	92%fghi
CHILDREN IN HOUSEHOLD											
Any	347	336	181	177	159	4	327	122	288	64	9
	30%	32%be	26%e	28%e	39%abce	6%	34%j	39%j	38%j	39%j	7%
None	794	708	523	460	248	63	645	187	474	101	113
	70%	68%d	74%ad	72%d	61%	94%abcd	66%	61%	62%	61%	93%fghi

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
AREA											
Urban	882	811	507	465	346	42	746	244	597	127	101
	77%	78%be	72%	73%	85%abce	63%	77%	79%	78%	77%	83%
Rural	259	232	196	171	60	25	226	64	165	38	21
	23%	22%d	28%ad	27%d	15%	37%ad	23%	21%	22%	23%	17%
COUNTRY											
England	961	879	570	517	362	53	825	273	648	141	100
	84%	84%	81%	81%	89%bce	79%	85%	89%	85%	86%	82%
Scotland	97	85	64	54	31	10	78	25	67	10	13
	9%	8%	9%	8%	8%	15%acd	8%	8%	9%	6%	11%
Wales	57	54	50	48	7	3	48	8	28	10	5
	5%	5%d	7%d	7%d	2%	4%	5%	2%	4%	6%	4%
Northern Ireland	26	25	19	18	7	1	21	3	18	3	4
	2%	2%	3%	3%	2%	2%	2%	1%	2%	2%	3%
GOVERNMENT REGIONS											
North East	33	31	16	15	16	1	25	4	15	-	7
	3%	3%	2%	2%	4%	1%	3%	1%	2%	-	6%ghi
North West	141	121	91	81	41	10	115	44	94	24	20
	12%	12%	13%	13%	10%	15%	12%	14%	12%	14%	16%
Yorkshire and The Humber	87	73	49	41	33	8	72	22	65	8	7
	8%	7%	7%	6%	8%	12%	7%	7%	9%	5%	5%
East Midlands	101	92	39	35	57	4	80	17	65	12	15
	9%	9%bc	6%	6%	14%abc	6%	8%	5%	9%	7%	13%g
West Midlands	103	96	64	60	36	5	87	36	76	22	12
	9%	9%	9%	9%	9%	7%	9%	12%	10%	14%	10%
East of England	102	96	64	58	38	6	94	35	63	9	8
	9%	9%	9%	9%	9%	9%	10%	11%	8%	5%	7%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
London	154 14%	148 14%e	76 11%	72 11%	76 19%bce	4 6%	135 14%	38 12%	107 14%	14 9%	14 11%
South East	155 14%	147 14%	105 15%	98 15%	48 12%	7 11%	141 15%	63 20%fj	112 15%	36 22%fj	11 9%
South West	85 7%	75 7%	66 9%d	58 9%d	18 4%	9 13%d	75 8%	15 5%	51 7%	17 10%	6 5%
Wales	57 5%	54 5%d	50 7%d	48 7%d	7 2%	3 4%	48 5%	8 2%	28 4%	10 6%	5 4%
Scotland	97 9%	85 8%	64 9%	54 8%	31 8%	10 15%acd	78 8%	25 8%	67 9%	10 6%	13 11%
Northern Ireland	26 2%	25 2%	19 3%	18 3%	7 2%	1 2%	21 2%	3 1%	18 2%	3 2%	4 3%
TENURE											
Own\\Mortgage	639 56%	583 56%d	476 68%ad	436 69%ad	147 36%	40 60%d	564 58%j	179 58%	416 55%	95 58%	59 48%
Rent\\Other	502 44%	460 44%bc	227 32%	200 31%	260 64%abce	27 40%	408 42%	129 42%	346 45%	69 42%	63 52%f
INTERNET											
Internet access at home	972 85%	930 89%e	612 87%e	583 92%bde	347 85%e	29 43%	972 100%ghij	304 99%hj	721 95%j	159 96%j	- -
Internet access at work	309 27%	302 29%e	198 28%e	192 30%e	109 27%e	6 9%	304 31%j	309 100%fhij	289 38%fj	85 51%fhj	- -
Internet access via a mobile phone\\ tablet using a mobile network (e.g. 3G \\ 4G access)	762 67%	742 71%be	455 65%e	443 70%e	299 74%be	12 18%	721 74%j	289 94%fj	762 100%fgij	153 93%fj	- -

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Other type of internet access	165 14%	159 15%e	119 17%de	115 18%de	44 11%	4 6%	159 16%j	85 27%fhj	153 20%j	165 100%fghj	- -
None of these \ Don't access the internet	122 11%	72 7%	80 11%acd	43 7%	29 7%	36 54%abcd	- -	- -	- -	- -	122 100%fghi
Q.1\2 PHONES OWN											
Mobile (any)	1043 91%	1043 100%be	636 90%e	636 100%be	407 100%be	- -	930 96%j	302 98%j	742 97%j	159 97%j	72 59%
Landline	704 62%	636 61%d	704 100%ad	636 100%ad	- -	67 100%ad	612 63%	198 64%	455 60%	119 72%h	80 65%
Mobile & Landline	636 56%	636 61%de	636 90%ade	636 100%abde	- -	- -	583 60%j	192 62%j	443 58%j	115 70%fhj	43 36%
Mobile only	407 36%	407 39%bce	- -	- -	407 100%abce	- -	347 36%j	109 35%j	299 39%ij	44 27%	29 24%
Landline only	67 6%	- -	67 10%acd	- -	- -	67 100%abcd	29 3%	6 2%	12 2%	4 2%	36 30%fghi
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)											
Any unsolicited calls (landline or mobile)	608 53%	575 55%	404 57%d	371 58%d	204 50%	33 49%	546 56%j	172 56%j	425 56%j	93 57%j	46 37%
Any unsolicited calls (landline)	318 28%	285 27%d	318 45%ad	285 45%ad	- -	33 49%ad	275 28%	85 27%	201 26%	53 32%	39 32%
Any unsolicited calls (mobile)	425 37%	425 41%bce	221 31%e	221 35%e	204 50%abce	- -	399 41%j	132 43%j	329 43%j	66 40%j	11 9%
Silent calls (landline or mobile)	246 22%	230 22%d	181 26%d	165 26%d	65 16%	16 24%	217 22%	63 21%	173 23%	40 24%	23 19%

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 28 (QS0999 - 310536)

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	1141	1002	728	626	376	102	911	235	688	145	181
Weighted Base	1141	1043	704	636	407	67*	972	309	762	165	122
Landline silent calls	149 13%	132 13%d	149 21%ad	132 21%ad	- -	16 24%ad	125 13%	34 11%	92 12%	22 13%	21 17%
Mobile silent calls	122 11%	122 12%be	57 8%e	57 9%e	65 16%bce	- -	115 12%j	36 12%j	97 13%j	21 13%j	4 3%
Live sales/marketing (landline or mobile)	495 43%	472 45%	329 47%e	305 48%e	166 41%	23 34%	449 46%j	142 46%j	354 46%j	73 44%j	30 25%
Landline Live sales/ marketing	231 20%	208 20%d	231 33%ad	208 33%ad	- -	23 34%ad	204 21%	65 21%	144 19%	36 22%	24 20%
Mobile Live sales/ marketing (phone or text)	354 31%	354 34%be	188 27%e	188 29%e	166 41%abce	- -	333 34%j	112 36%j	281 37%j	54 33%j	7 6%
Recorded message (landline or mobile)	270 24%	253 24%	192 27%d	175 27%d	78 19%	17 26%	248 25%j	84 27%j	195 26%j	44 27%j	18 15%
Recorded message (landline)	156 14%	139 13%d	156 22%ad	139 22%ad	- -	17 26%ad	138 14%	49 16%	103 14%	29 18%	17 14%
Recorded message (mobile)	138 12%	138 13%bce	59 8%e	59 9%e	78 19%abce	- -	134 14%j	50 16%j	113 15%j	26 16%j	1 1%
Other type (landline or mobile)	46 4%	42 4%	34 5%	30 5%	12 3%	4 6%	41 4%	18 6%	29 4%	14 8%h	3 3%
Other type (landline)	24 2%	21 2%d	24 3%d	21 3%d	- -	4 6%ad	22 2%	9 3%	14 2%	11 7%fh	3 2%
Other type (mobile)	22 2%	22 2%	10 1%	10 2%	12 3%	- -	21 2%	9 3%	16 2%	3 2%	1 *

Fieldwork : 05/09/2018 - 09/09/2018 (Week 36)

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

* small base