Telecoms and Pay TV Complaints

Q3 (July to September) 2014

Publication date: 12 May 2015

About this document

This document presents complaints recorded by Ofcom against the largest telecoms and pay TV providers. This is Ofcom's fifteenth quarterly report and contains data on complaints recorded in the quarter July 2014 to September 2014. We previously published data for each quarter between October 2010 and June 2014.

This document is intended to help consumers make better informed decisions. We believe that the publication of such information is useful for consumers, especially those who are thinking about changing provider or purchasing a new service. We also believe that publication of provider specific complaint volumes incentivises providers to improve their performance.

Due to delays resulting from data checks, the publications that include data for the periods April to June 2014 and October to December 2014 are published alongside this document.

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Section 1

Executive summary

1.1 Ofcom's principal duty is to further the interests of citizens and consumers, where appropriate by promoting competition. In doing so we must have regard to the interests of consumers in terms of price, quality of service and value for money. Consumer information plays a critical role in promoting effective competition and the absence of key information can lead to poor purchasing decisions and inhibit switching.

1.2 On average, Ofcom receives just under 300 telecoms complaints a day from consumers.[1] Such complaints are likely to be made where a consumer has been unable to resolve an issue with their provider to their satisfaction. We keep a record of these complaints by service and by provider, and believe that this information is useful for consumers; for example, this data may be relevant to those considering a new service or provider. We note that provider-specific information is also available to guide consumers in areas such as financial services.

1.3 Due to delays in publication, this report has been published simultaneously with our Q2 (April – June) 2014 and Q4 (October – November) 2014 reports. Prior to their publication, we had previously published data for each quarter between October 2010 and March 2014.[2] [3] This publication provides data for the quarter July 2014 to September 2014.

1.4 When considering the information in this report, readers should note a number of important limitations that apply to the complaints information we publish. In particular:

- The data only covers complaints that consumers have chosen to report to Ofcom, and does not represent complaints consumers may have made directly to their providers or to other agencies (e.g. Alternative Dispute Resolution schemes). As such it will only provide a partial picture of complaints relating to any provider.

- The complaints data in this report is calculated using subscriber figures provided by the operators in question, and when comparing operator performance it is important to note that there are some differences in the methodologies operators used to compile them.[4]

- The complaints data reflects the views of consumers as reported to Ofcom. Ofcom has sought to ensure that its data is sound but has not checked the veracity of individual complaints.

- Contact with Ofcom may reflect the relative quality of complaints handling services, as well as the quality of service received. Given this, companies with

[1] Ofcom received over 70,000 calls from consumers in 2013/14 (*source*: Ofcom 2013/14 Annual Report, page 40: http://www.ofcom.org.uk/files/2014/07/annrep1314.pdf)

[2] Previous editions can be found at: http://stakeholders.ofcom.org.uk/market-data-research/telecoms-research/complaints/?a=0

[3] As a result of a number of checks, pay monthly mobile data is no longer presented in any publication prior to Q1 2014 (where it was restated); pay TV complaints were first published from October 2011 (i.e. from Q4 2011).

[4] Ofcom has carried out checks on the data in the report to ensure that it is accurate enough to be of use to those seeking to compare providers. In instances where there is little difference between operator complaint levels, we do not distinguish between their performance.

poor complaints handling processes may feature more prominently than those with good complaints handling processes.

- Ofcom may see spikes in call volumes from customers of certain providers when we publicise certain types of enforcement action (e.g. investigations, fines).

1.5 Stakeholders should consider both the monthly and quarterly data when comparing provider performance, and note that this publication only includes complaints data for providers who generally met the criteria implemented up to (and including) Q1 2014,[5] and, from Q2 2014 onwards, generally those who meet the current criterion of having a market share of 1.5% or above.[6]

1.6 As providers vary in size, we publish complaints as a proportion of residential subscribers.[7] Presenting the complaint numbers in this manner ensures that meaningful comparisons can be made between the data for each provider.

1.7 The main findings for the reporting period covering July 2014 to September 2014 (Q3 2014) are as follows:[8]

- Overall complaints: The total volume of complaints decreased slightly from the previous quarter, with decreases in complaints about the fixed-line and pay TV sectors. Complaints in the mobile pay monthly sector remained at a similar level to Q2 2014, whilst mobile pay-as-you-go (PAYG) and broadband complaints increased slightly. Broadband and fixed line services generate the highest number of complaints and Ofcom continues to receive the fewest complaints about PAYG mobile services and Pay TV compared to other services included in this report.

- Fixed line telephony: The providers covered here are BT, EE, Plusnet, Post Office HomePhone, Sky, TalkTalk Group and Virgin Media. EE generated the highest relative complaint volumes in Q3 2014, and these complaints were mainly related to issues with changing provider, faults, service and provision issues, and problems relating to billing. Plusnet, TalkTalk Group, Post Office HomePhone, and BT also generated complaint volumes above the industry average. Sky and Virgin Media received the least complaints per 1000 subscribers compared to the other fixed line providers in the report.

- Fixed broadband: The providers covered here are BT, EE, Plusnet, Sky, TalkTalk Group and Virgin Media. EE generated the highest relative complaint volumes in Q3 2014 and these were mainly related to faults, service and provision issues, complaints handling, and issues with changing provider. BT, TalkTalk Group, and Plusnet also generated above industry average complaint levels. Sky received the lowest relative complaint volumes compared to the other fixed broadband providers that we report on.

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[5] Up until Q1 2014, providers were generally included in the report if they had a relevant market share of 4% and regularly generated more than 30 complaints per month. See our Q2 2014 report for information on these changes.

[6] Which reflects the criteria for inclusion Ofcom will generally apply, unless there are exceptional circumstances warranting a different approach.

[7] Complaints are displayed per 1000 customers. This enables the providers to be compared on a like-for-like basis.

[8] As noted in our Q2 2014 report, due to PAYG complaint ratios not providing meaningful comparisons, we will no longer provide basic commentary on this sector.

- Mobile pay-monthly telephony (excluding mobile broadband datacards and dongles): The providers covered here are EE, O2, Talk Mobile, Tesco Mobile, Three, Virgin Mobile and Vodafone. EE had the highest relative volume of complaints this quarter, and these mainly related to issues about complaints handing, billing, pricing and charges, and issues with changing provider. Vodafone also generated above industry average complaint levels in Q3 2014. Tesco Mobile received the least relative volume of complaints compared to the other published providers.

- Pay TV services: The providers covered here are BT, TalkTalk, Sky and Virgin Media. BT continued to generate the highest relative volume of complaints and these related to service faults and provisioning issues, complaints handling, and issues relating to changing provider. TalkTalk also generated above industry average complaint levels. Sky received the lowest relative complaint volumes compared to the other pay TV providers that we report on.

1.8 Due to the delay caused by data checks, the publications that include data for the periods April to June 2014 and October to December 2014 are published at the same time as this document.

Section 2

Introduction

Delay due to data checks and review

2.1 This report was originally scheduled to be published in December 2014, but has been delayed whilst we conducted data checks. In addition, we also conducted a further review of the report in which we considered our objectives for publishing complaints data, the sectors that we report on, and the criteria determining which providers are included in the report. The conclusions to this review can be found in the relevant sections of our Q2 2014 report.[9]

Background

2.2 Consumers' overall level of satisfaction with communications services is around 90%.[10] Where concerns arise, consumers typically raise their complaint with their provider in the first instance.[11] If the provider is not able to resolve the complaint within eight weeks, or if earlier deadlock is reached, the consumer can make an application to an independent Alternative Dispute Resolution (ADR) scheme. The ADR scheme can examine the complaint and reach a judgement on the issue.[12]

2.3 In addition, some consumers choose to contact Ofcom due to our role as regulator of communications services. While we do not resolve individual complaints, we offer advice on how best to resolve the issues that are raised. We also use the complaints data to inform policy enforcement work as well as related monitoring activities. On average, we receive just under 300 consumer complaints a day.

Why publish provider-specific complaints?

2.4 For some time now Ofcom has published telecoms complaints data by key issue in our Telecoms Complaints Bulletins[13] and Consumer Experience reports.[14] These publications show the monthly complaints that Ofcom receives in areas such as mis-selling, silent calls and broadband speeds.

2.5 Since April 2011 we have published quarterly Ofcom complaints data by provider. Complementary to this report, we also regularly publish research on 'customer

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[9] For previous publications, please visit: http://stakeholders.ofcom.org.uk/market-data-research/other/telecoms-research/complaints/?a=0

[10] Ofcom, *The Communications Market 2014 (August)*, page 31 http://stakeholders.ofcom.org.uk/binaries/research/cmr/cmr14/2014_UK_CMR.pdf

[11] This has been found in research, including for example that carried out for the 2008 Consumer Complaints Review available at http://stakeholders.ofcom.org.uk/binaries/consultations/alt_dis_res/research.pdf

[12] Ofcom requires all CPs to be a member of an approved ADR scheme. Ofcom carried out a Review of Consumer Complaints Procedures - the statement is available at http://stakeholders.ofcom.org.uk/consultations/adr-review-12/statement

[13] Available at http://stakeholders.ofcom.org.uk/enforcement/telecoms-complaints-bulletin/

[14] Available at http://stakeholders.ofcom.org.uk/market-data-research/market-data/consumer-experience-reports/?a=0

service satisfaction' on a provider-specific basis. This research is published annually, and the latest research report was published in December 2014.[15]

2.6 The publication of performance data like this is consistent with our statutory duty of transparency and our obligations as a public authority. Moreover, it is in line with our principal duty to further the interests of citizens and consumers, where appropriate by promoting competition. Consumer information plays a critical role in ensuring that competitive communications markets work for consumers. The absence of information can lead to poor purchasing decisions. Therefore, if information is not readily available or unclear there may be a case for Ofcom to intervene in the interests of consumers. Under section 26 of the Communications Act 2006, we have a duty to arrange for the publication of such information and advice as appears to us to be appropriate to make available to consumers.[16]

2.7 We recognise that there is no single source of information that can give consumers a full picture of the relative performance of different providers. In addition, different service features will matter more for some consumers than for others. Ofcom research suggests that, for many consumers, comparative price and network performance information is of primary importance. In light of this, we have ensured that consumers have improved information available in these areas. Examples include publication of broadband speeds research[17] and our scheme for accrediting price comparison calculators.[18]

2.8 Whilst this information provides benefit to consumers, Ofcom has in the past conducted research which suggested that at least a fifth of consumers in each market would be likely to use comparative information about complaints. Those consumers who are actively considering switching provider are most likely to say they would use such information.[19]

2.9 In addition, the publication of provider-specific complaints data may act as an incentive for providers to improve their performance.[20] Similar information is also available to guide consumers in a number of other sectors, including, for example, financial services.[21]

2.10 While our complaints data has a number of limitations (refer to Section 3), we believe that this data, along with other information,[22] can be informative for consumers seeking to compare providers.[23] We also observe that this data is of interest to

[15] http://stakeholders.ofcom.org.uk/binaries/research/quality-of-customer-service-annual-reports/Quality_of_Customer_Service_2014_report.pdf
[16] Having regard to the need to exclude confidential information from publication. For the reasons set out here, Ofcom considers that, having had that regard, publication of the information in this report is appropriate.
[17] Available at: http://stakeholders.ofcom.org.uk/market-data-research/other/telecoms-research/broadband-speeds/?a=0
[18] See: http://stakeholders.ofcom.org.uk/consultations/ocp/statement/pricescheme/?a=0
[19] According to Ofcom research collected in 2008. See: http://stakeholders.ofcom.org.uk/binaries/consultations/qos08/statement/qos.pdf
[20] See the responses of key consumer groups to Ofcom's consultation on complaints handling procedures at: http://stakeholders.ofcom.org.uk/consultations/complaints_procedures/?showResponses=true
[21] http://www.fca.org.uk/consumers/complaints-and-compensation/complaints-data
[22] For example information on price, speed, coverage, contract terms and so on.
[23] In the Statement for our Review of Complaints Procedures, we said that publishing complaints data would likely benefit consumers in respect of price, quality and value for money. We also noted that there are a number of ways for such information to be made public. See: http://stakeholders.ofcom.org.uk/consultations/complaints_procedures/statement/

intermediaries such as consumer groups, journalists and price comparison services who advise consumers.

2.11 This transparent approach is consistent with the last Government's consumer empowerment strategy[24] which argues that publishing complaints data is "a good way of encouraging businesses to improve their performance without the need for heavy-handed legislation, as no company wants to be last in an indicator of performance or customer satisfaction".

2.12 With the above taken in to consideration, we consider that the objectives of publishing this report are to:

- further the interests of citizens and consumers by providing them with information that will help them facilitate and take advantage of a competitive market;
- ensure transparency of data; and
- incentivise improved provider performance.

Provider-specific complaints data

2.13 This is the fifteenth report to include Ofcom telecoms complaints data by provider, and the tenth to include complaints data about pay TV services. The methodology used here is set out in Section 3.

[24] Better Choices: Better Deals, Consumer Powering Growth, *BIS & the Cabinet Office,* 13 April 2011

Section 3

Methodology

Introduction

3.1 Consumers, both residential and business, can contact Ofcom with complaints or enquiries over the phone, by letter or through one of the dedicated complaint submission forms on our website.[25] All complaints[26] are logged in the same database by Ofcom's Consumer Contact Team (CCT), providing a record of the total complaints that Ofcom has received, as well as details on the services affected and the providers of those services.

3.2 In this section we outline the approach we have taken to the publication of our complaints data.

Scope of the data published

3.3 We collect complaints data across a wide range of services - broadcasting, spectrum and telecoms.[27] Total complaints in each of these areas are published in our annual Consumer Experience reports.[28]

3.4 The focus of this publication is on complaints made by residential[29] consumers in relation to fixed line telephony, fixed broadband, mobile telephony and Pay TV.

3.5 Consumers complain to Ofcom about a wide range of issues[30] so we have had to consider carefully what level of data would be useful and robust enough for publication. In view of the complexity, our current position is that we should only publish complaints data by service rather than by detailed category of complaint for each service.

3.6 The four services[31] covered in this publication are:

- Fixed line telephony - includes complaints against companies that offer both line rental and calls as well as those that supply calls only services;
- Fixed broadband - includes copper based ADSL services, cable services and fibre services;

[25] Refer to: http://consumers.ofcom.org.uk/tell-us/telecoms/
[26] A complaint is an expression of dissatisfaction made by a customer related to the communications provider's services, or to the complaint-handling process itself. Where the complaint is made to Ofcom over the phone, the consumer is asked whether their call is about an enquiry or complaint.
[27] We publish complaints about the content of programmes broadcast on television by provider in our Broadcasting Bulletins. Spectrum complaints cannot be reported in more detail as the majority of complaints are about interference and as such are not provider specific.
[28] Refer to Ofcom' annual Consumer Experience reports - http://stakeholders.ofcom.org.uk/market-data-research/market-data/consumer-experience-reports/
[29] Ofcom records business and residential telecoms complaints separately, based on how the individual identifies themselves when reporting the complaint.
[30] We currently record over 159 different categories of telecoms complaints.
[31] As detailed in our Q2 2014 publication, we have determined that the current complaint ratios for PAYG mobile services are so small that they are unable to provide meaningful comparisons. As a result we will no longer provide basic commentary on this sector, but will continue to monitor it closely.

- Pay-monthly mobile services;[32] and
- Pay TV - includes complaints relating to access to the service and does not include the content delivered over the pay TV service. This category includes services provided through cable, satellite, digital terrestrial television or over a dedicated broadband connection.

Complaints about bundled services

3.7 Today many consumers choose to purchase a bundle of services from one provider (for example, fixed line telephony with a fixed broadband service). Any issues that subsequently arise may affect one or more of those services and this influences how a complaint may be reported to us.

3.8 The approach we have taken when recording complaints received from customers who take a bundle of services from a provider is as follows:

- If the complaint only relates to one of the services in the bundle, the complaint is recorded against that single service only. For example, if a customer has fixed line telephony and fixed broadband as part of a bundle and complains about slow broadband speeds, the complaint would be logged against the broadband service only as it is this aspect of the service that is causing the problem.
- If the complaint equally affects a number of services in a bundle, the complaint is recorded against each affected service for that provider. For example, if a consumer complains about being mis-sold a triple play service, the complaint will be counted as a fixed telephony, fixed broadband and as a pay TV complaint for that provider.

3.9 This approach enables us to have a record of all complaints received by provider and by service. Also, as we are publishing total complaints by provider for each service, but not across the services in aggregate, the complaints are not double counted.

Complaints about transfers to unknown providers

3.10 If a consumer is unexpectedly told by their existing provider that a request has been made to transfer their service to another provider they may complain to Ofcom without knowing the name of the new provider.[33] In these circumstances Ofcom refers the case to Openreach to find out recent activity on the line, including applications to transfer and completed transfers. If a request for a transfer has been made by another provider, the complaint is recorded against that other provider. If no request for a transfer has been made, then the complaint is recorded against the existing provider.

Focus on the largest providers

3.11 Ofcom records complaints received against any provider in the UK. The size of each individual provider varies greatly, as does the number of complaints received. As a result, to ensure that this report covers as many providers as reasonably practicable

[32] Mobile pay monthly services will include complaints about use of data through a mobile handset but do not include dongles or datacards.
[33] Their existing provider may not have visibility of the new provider either, and may only be aware that a request has been made to take over the service.

to enable consumers to make informed choices,[34] we adopt a criterion that determines which providers are included in the report.

3.12 Specifically, following a recent review,[35] from Q2 2014 onwards this report now generally includes complaints data[36] for those providers which, for the service being reported:

- have a market share of 1.5% or more in the relevant market.

For periods up to Q1 2014, the previous publication criteria of having a 4% market share and regular generation of at least 30 complaints per month generally continue to apply.

3.13 In addition, a provider will generally[37] be removed from the report if, from Q2 2014 onwards:

- if its market share has dropped below 1.5% for four consecutive quarters.

3.14 This encompasses the providers set out in Table 1 below. Together, these providers account for over 90% of each market covered.[38]

[34] i.e. without the information being impractical to use.
[35] See our Q2 2014 report for further detail.
[36] In the absence of exceptional circumstances, in which, should they apply, we may take a different approach.
[37] In the absence of exceptional circumstances.
[38] At least 94% of market for fixed lines, 97% for fixed broadband, 99% for pay monthly mobile telephony and 90% for pay TV.

3.15 Table 1: Providers included in this publication

Fixed Line Telephony	BT
	EE
	Plusnet
	Post Office HomePhone
	Sky
	TalkTalk Group
	Virgin Media
Fixed Broadband	BT
	EE
	Plusnet
	Sky
	TalkTalk Group
	Virgin Media
Mobile Pay Monthly	EE[39]
	O2
	Talk Mobile
	Tesco Mobile
	Three
	Virgin Mobile
	Vodafone
Pay TV	BT
	Sky
	TalkTalk
	Virgin Media

[39] This includes Orange, T-Mobile and 4GEE.

Aggregating data

3.16 For pay monthly mobile we present data for Orange, T-Mobile and 4GEE in an aggregated form. The charts below refer to this data as "EE".

Complaints as a proportion of subscribers

3.17 In general, the more customers a provider has the more complaints are likely to be made. Given the variation in size of provider, we publish complaints as a proportion of the relevant customer base to put complaints numbers into context and to help ensure the data is more meaningful for consumers.

3.18 To achieve this we have used the number of connections[40] provided to Ofcom by the operators in question. We do not collect this data for pay TV providers and so, to calculate pay TV complaints per thousand customers, we use customer data from the providers' own published investor reports. All of the pay TV providers that we report on publish subscription data on a quarterly basis as part of their updates to investors.

3.19 We understand from providers that quarterly connection data is more robust than monthly data[41] and therefore we use quarterly data to calculate the complaints data.

3.20 While the subscriber figures provided to Ofcom are the most accurate ones available to each provider, it is important to note that there are differences in the methodologies which have been used to compile them. These differences mean that there may be instances where one provider has reported a customer as being a residential user when another would not have. Ofcom has carried out checks on the data in the report to ensure that it is accurate enough to be of use to those seeking to compare providers. In instances where there is little difference between operator complaint levels, we do not distinguish between their performance.

3.21 For reference, fixed line telephony can be provided as a combined calls and line rental service or as a calls only service. As both services can generate fixed line complaints, Ofcom considers it is appropriate for them both to be included in the customer base used here.

The industry average line

3.22 As an additional data point against which to measure the performance of each provider, we include an industry average line. This shows the average of the number of complaints across those providers included in the published data for each service.[42] It does not include smaller providers who generally have a market share lower than 1.5%.

[40] Note that it is possible for an individual to have more than one connection.
[41] Particularly where the quarterly data is reported externally.
[42] We are using a 'weighted average' that adjusts for comparative size of operator.

Section 4

Telecoms and Pay TV Complaints

Introduction

4.1 This section sets out our complaints data from September 2012 to September 2014.[43] We believe that used in conjunction with other available information this data provides helpful and meaningful information for consumers. It also gives an incentive for providers to improve their performance.

4.2 As mentioned in Section 1, it is worth bearing the following limitations in mind when considering the data:

- The data only covers complaints that consumers have chosen to report to Ofcom and, therefore, it does not represent total complaints that consumers have made to their providers or to other agencies (e.g. Alternative Dispute Resolution schemes). As such it can only provide a partial picture of complaints relating to any provider.
- The complaints data in this report is calculated using subscriber figures provided by the operators in question, and when comparing operator performance it is important to note that there are some differences in the methodologies used to compile them.
- The complaints data reflects the views of consumers. Ofcom has sought to ensure that its data accurately reflects the complaint that has been made but we do not check the veracity of individual complaints.
- Contact with Ofcom may reflect the relative quality of complaints handling services, as well as the quality of service received. Given this, providers with poor complaints handling processes may feature more prominently than those with better complaints handling processes.
- Ofcom may receive increased complaints volumes from customers of certain providers when we publicise enforcement action (e.g. investigations, fines).

4.3 The data published here is presented on a quarterly basis (Q3 2012 to Q3 2014) and also monthly (September 2012 to September 2014). The charts in this publication present complaints data for these quarters.[44] The publication containing data for Q4 2014 (October to December) is published at the same time as this report.

4.4 The charts in this publication only include complaints data from providers who met the criteria implemented up to (and including) Q1 2014,[45] and, from Q2 2014 onwards, those who meet the current generally applied criterion of having a market share of 1.5% or more in the relevant market.

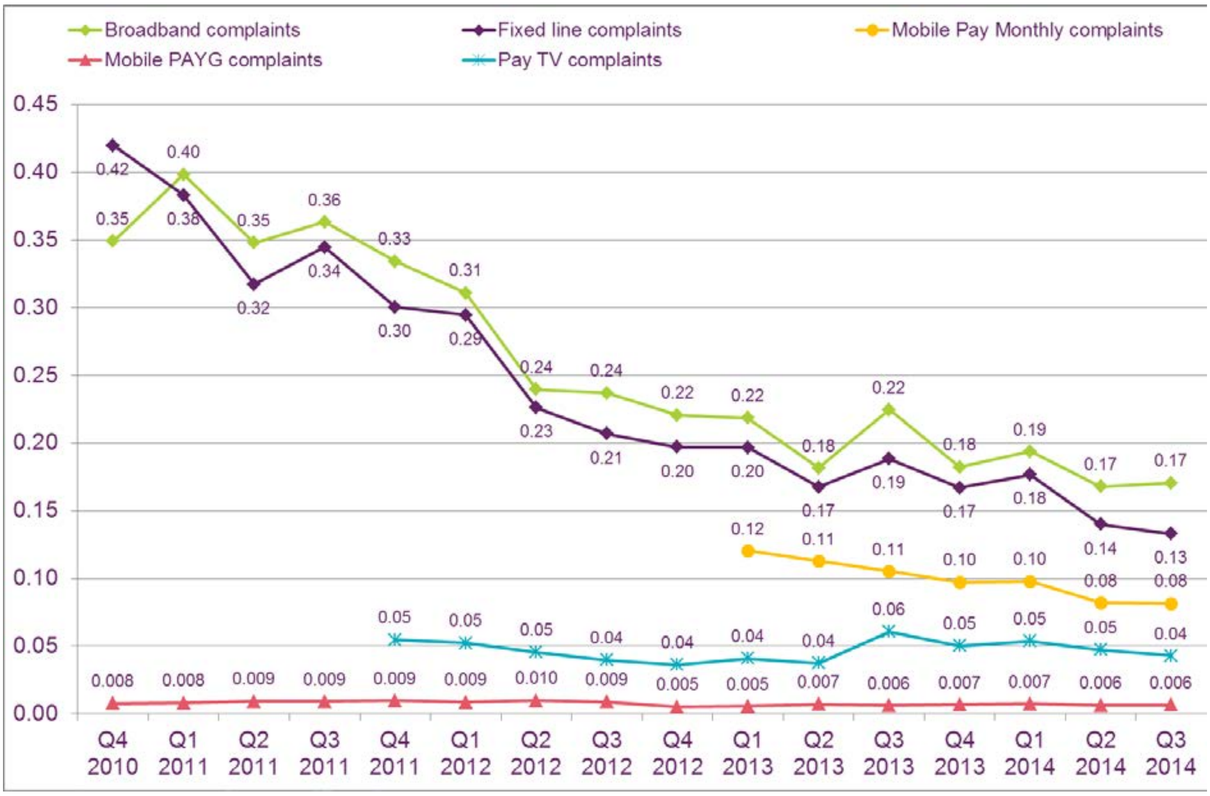
[43] Except for pay monthly mobile where we present data from January/Q1 2013 onwards.
[44] For complaints data published since October 2010 see http://stakeholders.ofcom.org.uk/market-data-research/other/telecoms-research/complaints/?a=0;
[45] Generally, a 4% market share and a regular generation of 30 complaints per month.

Relative complaints by service sector

4.5 The following figures show the residential consumer complaints that Ofcom received across fixed line, broadband, PAYG mobile, pay monthly mobile and Pay TV services between September 2012 and September 2014 inclusive. The information is presented per 1000 customers/connections for the period covered, by month and by quarter.

4.6 Figure 1 shows that broadband and fixed line services generate the highest number of complaints and Ofcom continues to receive the fewest complaints about PAYG mobile services and Pay TV compared to the other services included in this report. The chart also shows significant declines in fixed line and broadband complaints over time.

Figure 1: Relative volume of complaints per sector per 1000 customers/connections: Q4 2010 – Q3 2014, by quarter



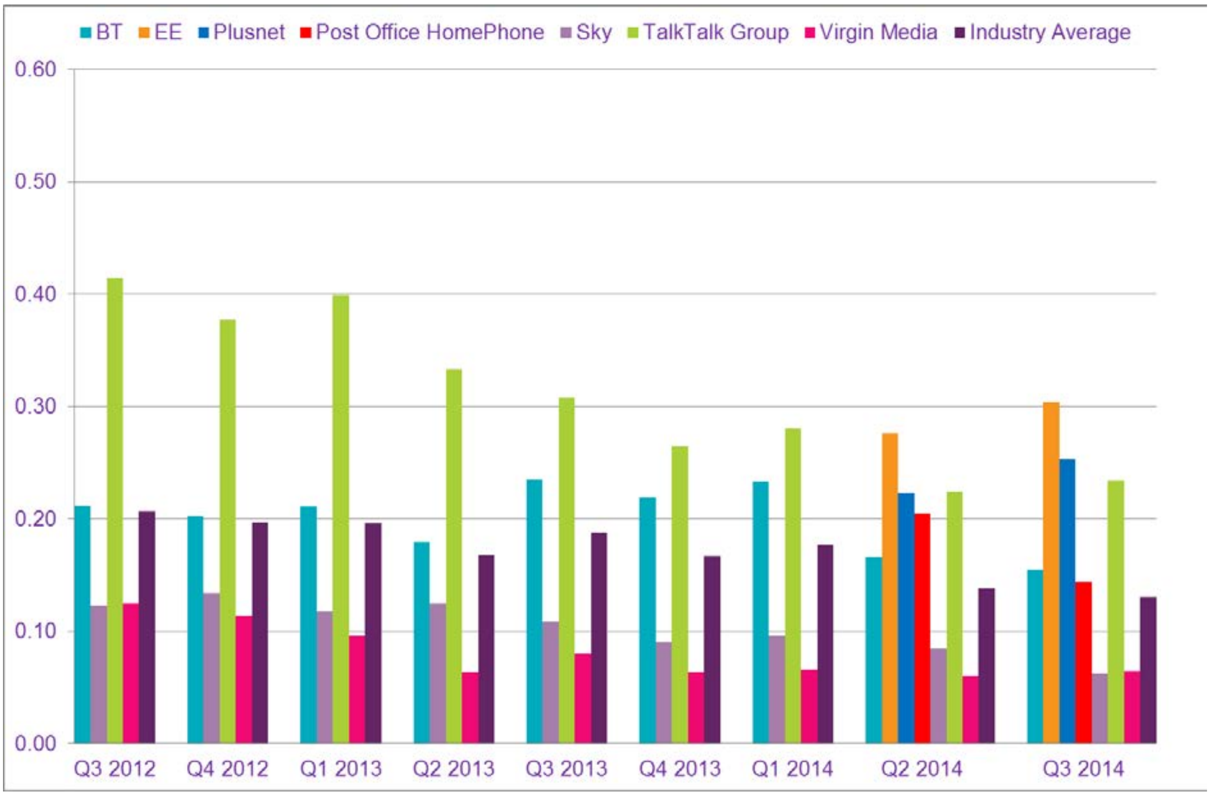
Source: Ofcom, CCT data

Fixed line telephony complaints

4.7 The following figures show the residential consumer complaints that Ofcom received against the largest providers of fixed line telephony services between September 2012 and September 2014 inclusive. The information is presented per 1000 customers/connections with both monthly and quarterly charts.

4.8 Figure 2 and Figure 3 show that EE generated the highest relative volume of complaints in Q3 2014. These complaints were mainly related to issues with changing provider, fault, service and provision issues, and problems relating to billing. Plusnet, TalkTalk Group,[46] Post Office HomePhone, and BT also generated relative complaint volumes above the industry average. Sky and Virgin Media generated the least complaints per 1000 subscribers compared to the other fixed line providers in the report.

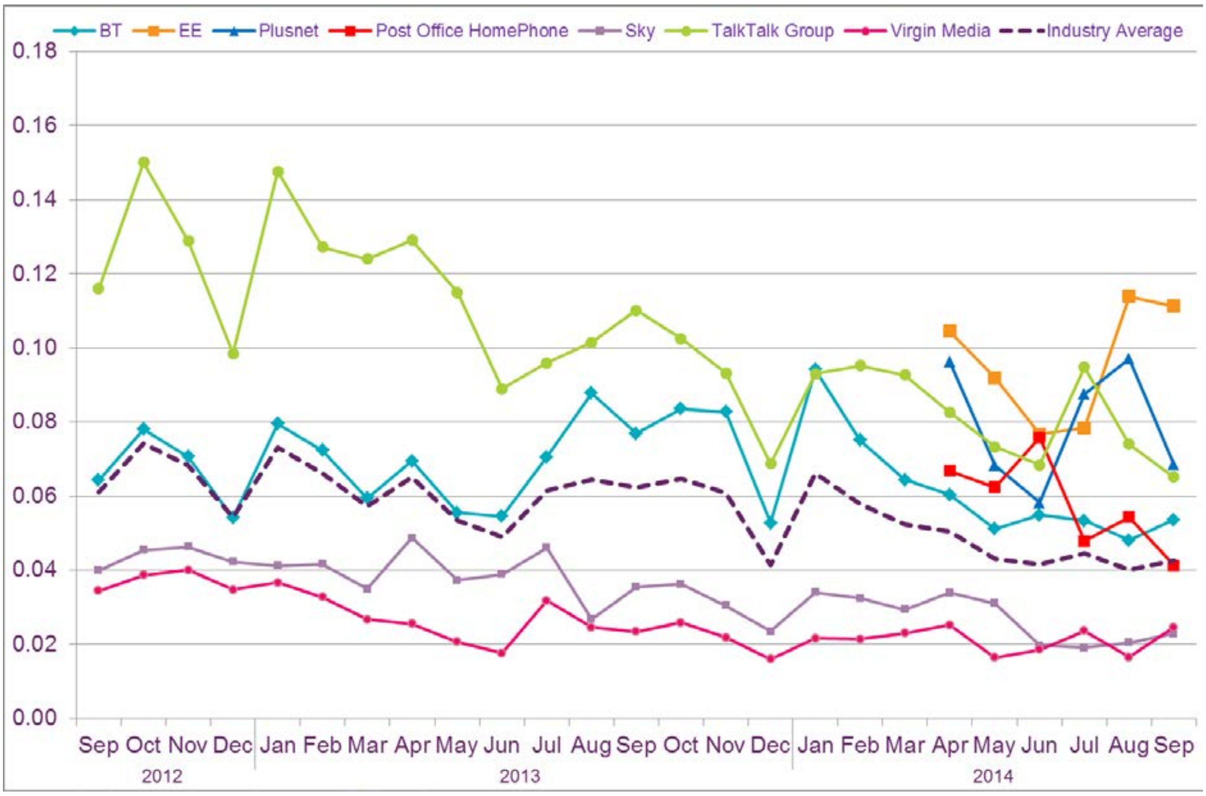
Figure 2: Fixed line complaints per 1000 customers/connections: Q3 2012 – Q3 2014, by quarter



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

[46] We note that TalkTalk Group's current and historic complaints results have been adjusted to account for the removal of AOL data.

Figure 3: Fixed line complaints per 1000 customers/connections: September 2012 – September 2014, by month



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

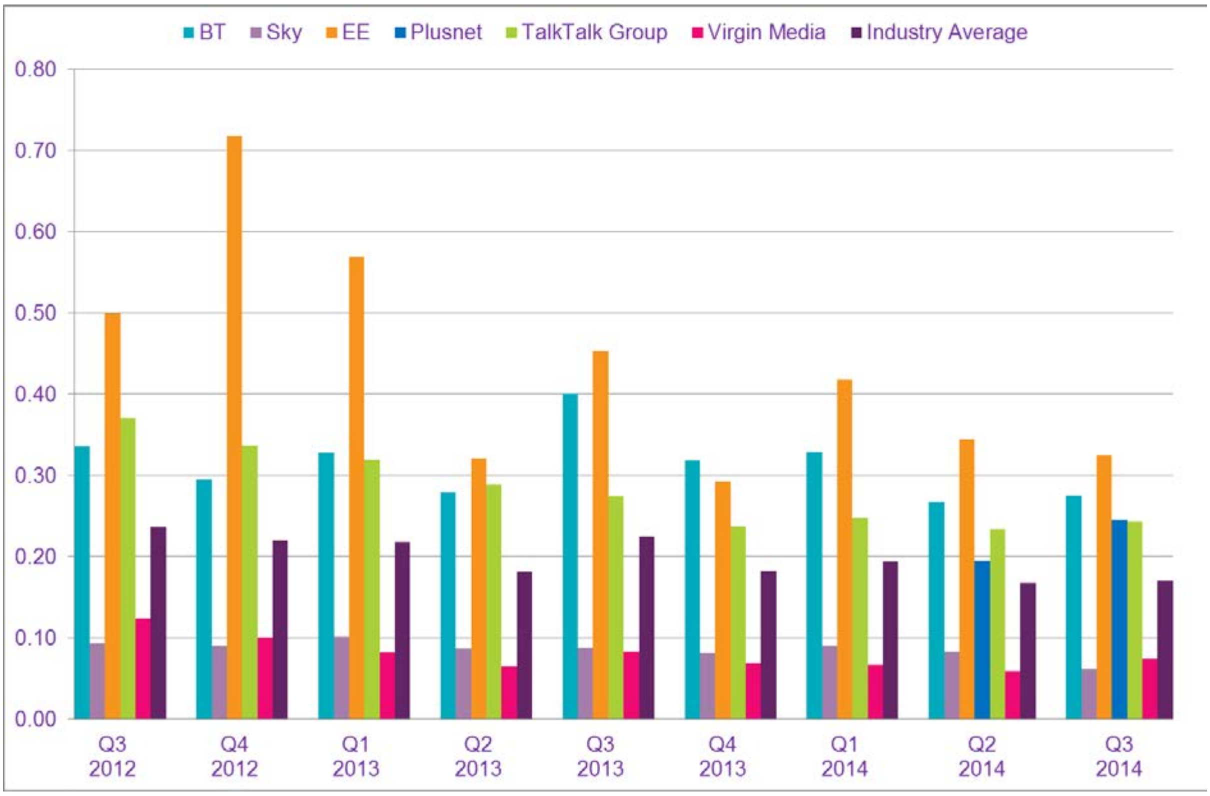
Fixed broadband complaints

4.9 The following figures show the residential consumer complaints that Ofcom received against the largest providers of fixed broadband services between September 2012 and September 2014.[47] The information is presented per 1000 customers/connections for the period covered, by month and by quarter.

4.10 Figures 4 and 5 show that EE generated the highest relative volume of complaints in Q3 2014, and these were mainly related to faults, service and provision issues, complaints handling, and issues relating to changing provider. BT, TalkTalk Group,[48] and Plusnet also generated above industry average relative complaint levels. Sky received the lowest relative complaint volumes compared to the other fixed broadband providers that we report on.

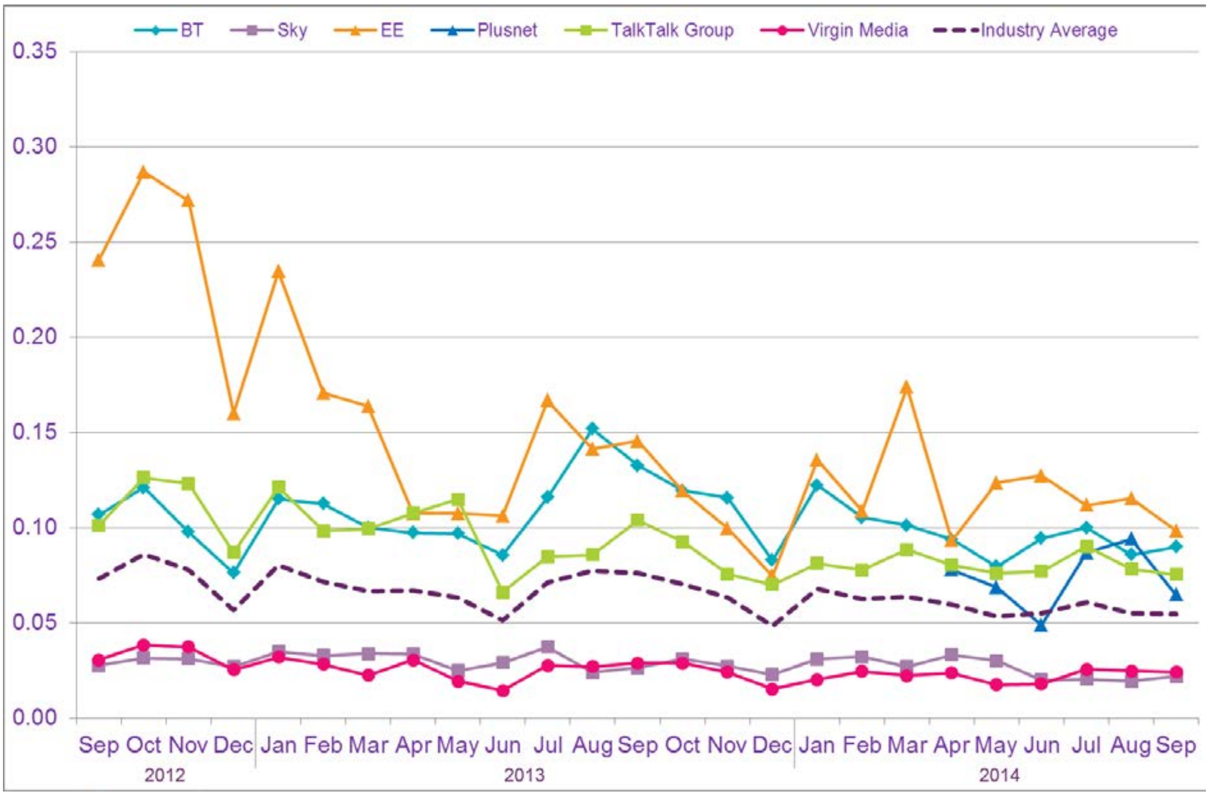
[47] From our Q2 2014 publication onwards, the market share threshold for inclusion was reduced from 4% to 1.5%.
[48] We note that TalkTalk Group's current and historic complaints results have been adjusted to account for the removal of AOL data.

Figure 4: Fixed broadband complaints per 1000 customers/connections: Q3 2012 – Q3 2014, by quarter



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

Figure 5: Fixed broadband complaints per 1000 customers/connections: September 2012 - September 2014, by month



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

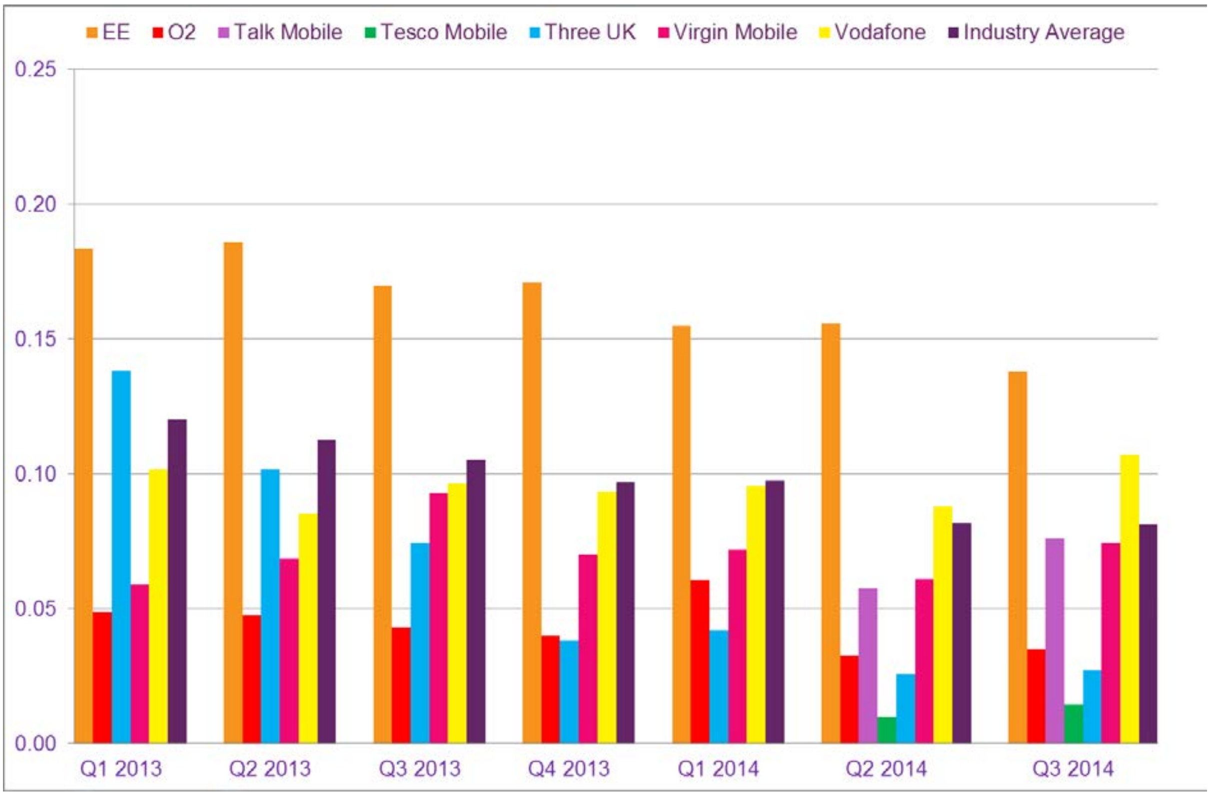
Pay monthly mobile complaints

4.11 The following figures show the residential consumer complaints that Ofcom received against the largest providers of pay monthly mobile services[49] between January 2013 and September 2014.[50] The information is presented per 1000 customers/connections for the period covered, by month and by quarter.

4.12 Figures 6 and 7 show that Ofcom received the most complaints per 1000 subscribers for EE[51] and these were mainly related to issues about complaints handing, billing, pricing and charges, and issues with changing provider. Vodafone also generated above industry average relative complaint levels in Q3 2014. Ofcom received fewer relative complaints about Talk Mobile, Virgin Mobile, O2, Three, and Tesco Mobile during Q3 2014 with Tesco Mobile receiving the least relative volume of complaints compared to the other published providers.

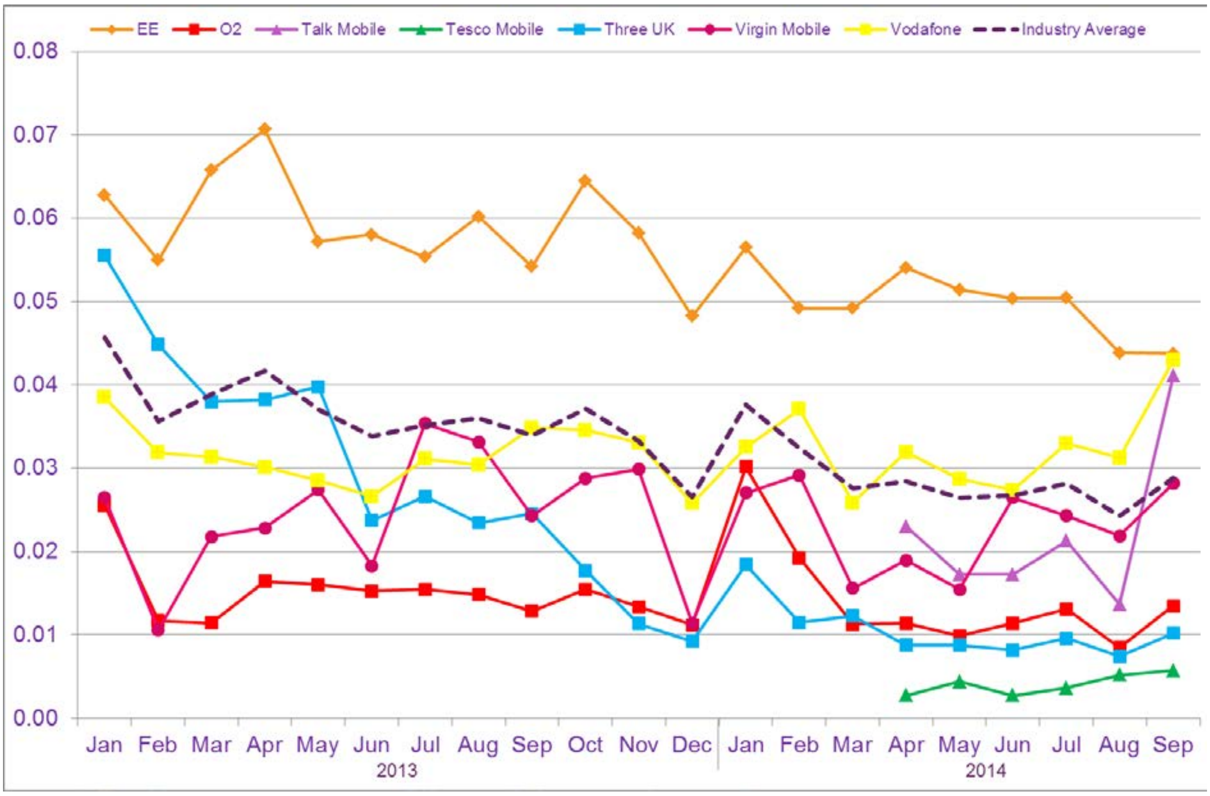
[49] These exclude complaints about mobile broadband services (datacards and dongles).
[50] From our Q2 2014 publication onwards, the market share threshold for inclusion was reduced from 4% to 1.5%.
[51] “EE” is an aggregate of Orange, T-Mobile and 4GEE.

Figure 6: Pay monthly mobile telephony complaints per 1000 customers/connections: Q1 2013 – Q3 2014, by quarter



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

Figure 7: Pay monthly mobile telephony complaints per 1000 customers/connections, January 2013 - September 2014, by month



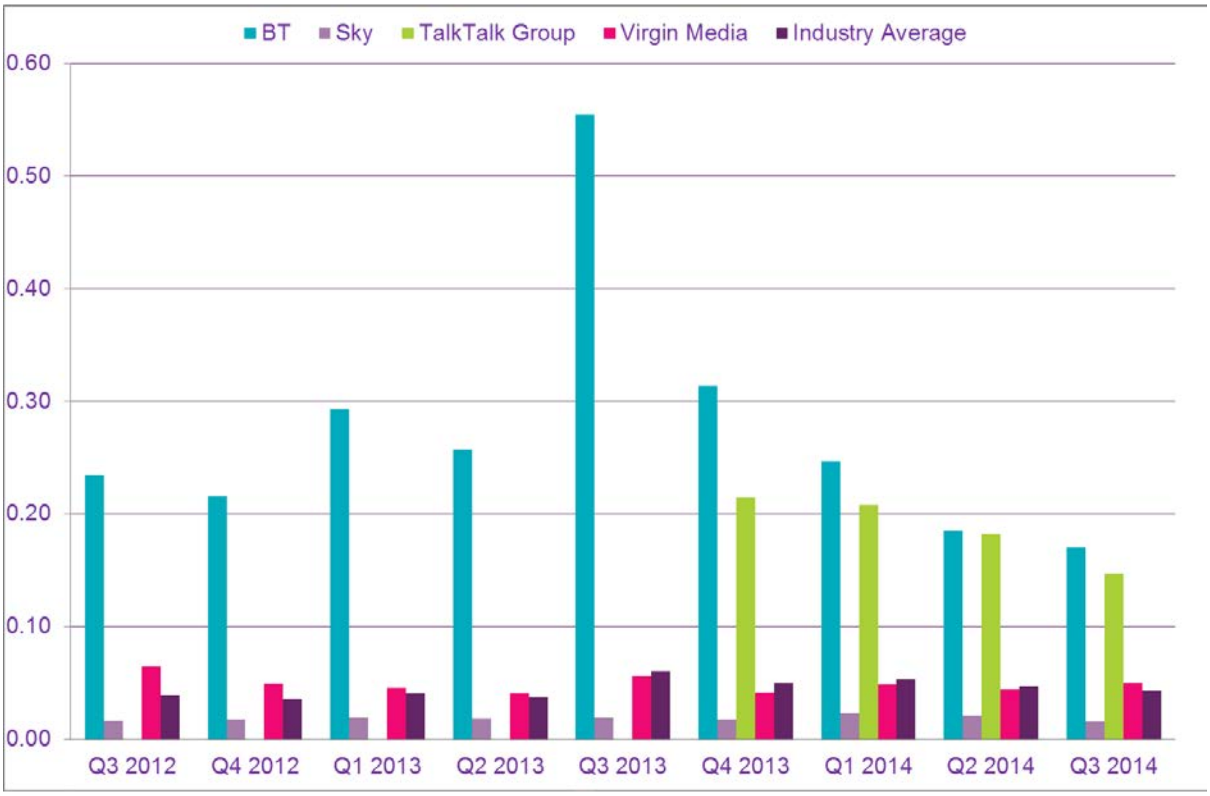
Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

Pay TV Complaints

4.13 Figures 8 and 9 show the residential consumer complaints that Ofcom received against the largest providers of pay TV services between September 2012 and September 2014. The information is presented per 1000 customers/connections for the period covered, by month and by quarter.

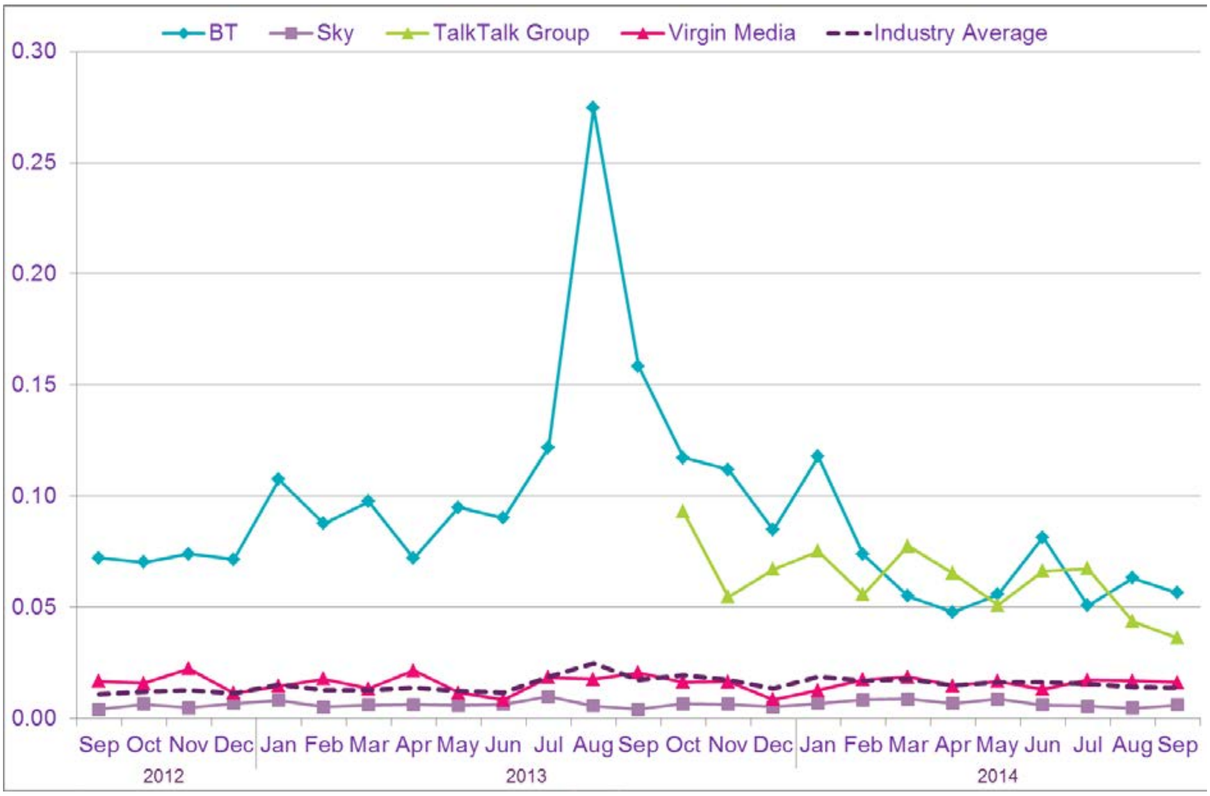
4.14 The figures below show that BT generated the highest relative volume of complaints in Q3 2014. Complaints about BT were mainly related to fault, service and provision issues, issues relating to billing, pricing and charges, and complaints handling. TalkTalk and Virgin also generated above industry average complaint levels. Sky received the lowest relative volume of complaints.

Figure 8: Pay TV complaints per 1000 customers/connections: Q3 2012 – Q3 2014, by quarter



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data

Figure 9: Pay TV complaints per 1000 customers/connections, September 2012 - September 2014, by month



Note: Industry average is limited to those providers included in the report
Source: Ofcom, CCT data