

OFCCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Q1. Which company does your household use for your landline telephone service and/ or line rental? IF NECESSARY - If you use more than one company, one for calls and one for line rental, please tell me both of these.....	1
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Base : Those using Sky	

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Q1/2/3/7. Services contacted about.....	51
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Base : Those using O2	
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Base : Those using O2	
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Base : Those using EE (inc. O&TM)	
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Base : Those contacting EE (inc. O&TM)	
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Base : Contacted in the last 3 months	
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Base : Those using 3	
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Base : Those using 3	
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Base : Those contacting Vodafone	
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Base : Those using Tesco	

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Base : Those using an eligible supplier for Mobile	
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Base : Contacted about Mobile	
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Base : Those using an eligible supplier for Broadband	
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Base : Contacted about Broadband	
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Base : Those using an eligible supplier for Pay TV	
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Base : All respondents	
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Base : Those with a reason to complain about their landline service or supplier	
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Base : Those who did not make a complaint about their landline service or supplier	
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Base : Those with a reason to complain about their mobile phone service or supplier	

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Base : Those who did not make a complaint about their mobile phone service or supplier	
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Base : Those with a reason to complain about their fixed broadband internet service or supplier	
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Base : Those with a reason to complain about their fixed broadband internet service or supplier	
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Base : Those who did not make a complaint about their fixed broadband internet service or supplier	
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Base : All respondents	

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Table 1

Q1. Which company does your household use for your landline telephone service and/ or line rental? IF NECESSARY - If you use more than one company, one for calls and one for line rental, please tell me both of these.

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
BT	1052	498	553	118	107	138	196	170	322	251	320	206	275	871	83	56	41
	34%	33%	35%	26%	21%	27%	37%	39%	49%	36%	37%	31%	31%	33%	31%	37%	47%
							cde	cde	cdefg								
Sky	594	280	313	94	136	139	86	67	71	162	178	109	144	477	70	29	18
	19%	18%	20%	21%	26%	27%	16%	15%	11%	23%	21%	16%	16%	18%	27%	19%	20%
				h	fgh	fgh				l					m		
Virgin Media	447	229	218	54	84	80	91	62	75	106	128	92	121	399	32	15	2
	14%	15%	14%	12%	16%	15%	17%	14%	11%	15%	15%	14%	14%	15%	12%	9%	2%
TalkTalk	370	197	173	57	64	58	48	59	83	86	104	78	102	293	35	26	16
	12%	13%	11%	13%	12%	11%	9%	13%	13%	12%	12%	11%	11%	11%	13%	17%	18%
Don't have a landline telephone service	355	193	162	93	94	61	53	34	20	24	62	99	170	318	21	9	7
	11%	13%	10%	21%	18%	12%	10%	8%	3%	3%	7%	15%	19%	12%	8%	6%	8%
				efgh	fgh	h	h	h			i	ij	ij				
Other	243	107	135	9	25	34	56	44	75	55	56	71	61	211	14	14	3
	8%	7%	9%	2%	5%	6%	10%	10%	11%	8%	7%	10%	7%	8%	5%	9%	4%
						c	cd	c	cd								
Don't know	73	30	43	28	9	9	9	5	13	18	16	20	19	59	10	3	1
	2%	2%	3%	6%	2%	2%	2%	1%	2%	3%	2%	3%	2%	2%	4%	2%	1%
				defgh													

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

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Table 1

Q1. Which company does your household use for your landline telephone service and/ or line rental? IF NECESSARY - If you use more than one company, one for calls and one for line rental, please tell me both of these.

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV	
	a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	m	~n	o	p	~q	~r	~s		
Significance Level: 99%																					
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10	
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8	
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9	
BT	1052	128	1	-	*	30	55	14	5	23	7	140	7	7	5	5	75	8	12	1	
	34%	100%	2%	-%	1%	26%	29%	20%	14%	28%	25%	97% mo	23%	5%	6%	4%	29%	8%	85%	14%	
Sky	594	*	-	-	62	26	41	17	4	29	4	1	-	124	1	2	122	1	-	-	
	19%	*%	-%	-%	100%	23%	22%	23%	12%	34%	16%	1%	-%	91% ko	1%	2%	48%	1%	-%	-%	
Virgin Media	447	-	71	-	-	21	25	13	18	10	1	-	-	-	-	88	10	80	-	-	
	14%	-%	100%	-%	-%	18%	14%	19%	53%	11%	3%	-%	-%	-%	-%	79% km	4%	84%	-%	-%	
TalkTalk	370	-	-	78	-	18	11	12	1	5	8	-	-	-	83	-	15	*	-	8	
	12%	-%	-%	100%	-%	16%	6%	16%	2%	6%	29%	-%	-%	-%	92%	-%	6%	*%	-%	86%	
Don't have a landline telephone service	355	-	-	-	-	10	29	11	6	16	4	4	2	*	1	14	9	4	2	-	
	11%	-%	-%	-%	-%	9%	15%	16%	18%	18%	16%	3%	8%	*%	1%	12% m	4%	4%	15%	-%	
Other	243	-	-	-	-	9	26	4	-	2	3	-	20	1	-	1	24	2	-	-	
	8%	-%	-%	-%	-%	8%	14%	6%	-%	2%	11%	-%	69%	1%	-%	1%	9%	2%	-%	-%	
Don't know	73	-	-	-	-	1	2	-	-	-	-	-	-	3	-	2	-	-	-	-	
	2%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	-%	-%	

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

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Table 1

Q1. Which company does your household use for your landline telephone service and/ or line rental? IF NECESSARY - If you use more than one company, one for calls and one for line rental, please tell me both of these.

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111	
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81	
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96	
BT	1052	1052	2	-	2	241	348	62	30	161	40	602	29	90	33	32	363	40	107	10	
	34%	100%	*%	-%	*%	33%	37%	22%	17%	36%	29%	94%	29%	13%	8%	6%	32%	10%	93%	10%	
		bcd				gh	gh		gh		lmno	mno	o		qs		pqs				
Sky	594	2	1	-	594	171	184	53	16	103	28	4	6	553	4	7	530	2	-	1	
	19%	*%	*%	-%	100%	24%	19%	19%	9%	23%	20%	1%	6%	80%	1%	1%	46%	*%	-%	1%	
				abc		h	h	h	h	h	h		kno	klno			qrs				
Virgin Media	447	2	447	-	1	96	112	41	86	47	18	6	2	4	2	387	33	344	4	3	
	14%	*%	100%	-%	*%	13%	12%	15%	48%	11%	13%	1%	2%	1%	1%	79%	3%	82%	3%	3%	
			acd						efgij							klmn		prs			
TalkTalk	370	-	-	370	-	77	93	50	16	46	25	4	2	2	330	2	81	3	1	80	
	12%	-%	-%	100%	-%	11%	10%	18%	9%	10%	19%	1%	2%	*%	86%	*%	7%	1%	1%	83%	
				abd				ef			f				klmo		q			pqr	
Don't have a landline telephone service	355	-	-	-	-	67	103	51	21	49	14	20	10	31	9	52	64	20	2	2	
	11%	-%	-%	-%	-%	9%	11%	18%	12%	11%	10%	3%	10%	5%	2%	11%	6%	5%	2%	2%	
								ef					kn			kmn					
Other	243	3	1	-	-	55	92	17	6	25	13	3	50	5	4	4	63	3	*	-	
	8%	*%	*%	-%	-%	8%	10%	6%	4%	6%	9%	*%	50%	1%	1%	1%	6%	1%	*%	-%	
													kmno				q				
Don't know	73	-	-	-	-	15	21	5	3	11	*	6	*	10	3	7	17	7	-	1	
	2%	-%	-%	-%	-%	2%	2%	2%	1%	3%	*%	1%	*%	1%	1%	1%	2%	2%	-%	1%	

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

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Table 2

Q2. Thinking of your personal mobile phone, which network are you on?

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
O2	719 23%	334 22%	385 24%	117 26% h	125 24% h	139 27% h	133 25% h	103 23%	102 16%	171 24%	206 24%	159 24%	183 21%	566 22%	73 28%	32 21%	49 55%
Vodafone	443 14%	206 13%	238 15%	73 16%	76 15%	73 14%	69 13%	68 15%	83 13%	124 18% l	130 15% l	98 15%	91 10%	364 14%	53 20%	17 11%	9 11%
EE	388 12%	203 13%	185 12%	71 16% h	86 17% h	82 16% h	64 12% h	47 11%	37 6%	112 16% l	116 14% l	83 12%	76 9%	349 13% n	17 6%	15 10%	7 8%
Orange	353 11%	175 11%	177 11%	24 5%	43 8%	47 9%	80 15% cd	71 16% cd	87 13% c	82 12%	89 10%	98 15% l	84 9%	291 11%	25 9%	31 20%	6 6%
3	278 9%	149 10%	129 8%	62 14% gh	72 14% gh	67 13% gh	50 9% h	17 4%	11 2%	53 8%	84 10%	55 8%	87 10%	242 9%	24 9%	10 7%	3 3%
T-Mobile	209 7%	105 7%	104 7%	39 9%	35 7%	31 6%	45 8%	20 5%	39 6%	32 5%	62 7%	38 6%	78 9%	190 7%	12 5%	5 4%	1 1%
Virgin Mobile	178 6%	89 6%	89 6%	17 4%	25 5%	25 5%	34 6%	36 8%	40 6%	41 6%	49 6%	36 5%	51 6%	153 6%	13 5%	11 7%	1 1%
Tesco	137 4%	70 5%	67 4%	15 3%	16 3%	13 2%	28 5%	18 4%	47 7% de	33 5%	37 4%	29 4%	39 4%	108 4%	13 5%	11 7%	6 7%
Don't have a personal mobile	217 7%	104 7%	113 7%	9 2%	5 1%	15 3%	14 3%	34 8% cdef	141 21% cdefg	21 3%	34 4%	44 6%	119 13% ijk	171 7%	28 11%	14 9%	4 4%
Other	131 4%	68 4%	63 4%	22 5%	29 6%	24 5%	18 3%	17 4%	22 3%	20 3%	33 4%	25 4%	53 6%	120 5%	7 3%	4 2%	- -%
Don't know	69 2%	27 2%	42 3%	4 1%	5 1%	4 1%	2 *% cdefg	9 2%	46 7% cdefg	11 2%	18 2%	10 1%	30 3%	62 2%	1 *%	4 3%	3 3%

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

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Table 2

Q2. Thinking of your personal mobile phone, which network are you on?

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10	
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8	
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9	
O2	719	29	16	12	23	115	-	-	-	-	-	40	2	42	24	22	62	21	8	5	
	23%	23%	22%	15%	37%	100%	-%	-%	-%	-%	-%	28%	7%	31%	26%	20%	24%	23%	53%	59%	
Vodafone	443	24	9	10	9	-	-	-	-	85	-	26	1	28	14	17	58	11	3	-	
	14%	19%	13%	13%	15%	-%	-%	-%	-%	100%	-%	18%	4%	21%	15%	15%	23%	12%	22%	-%	
EE	388	20	10	2	10	-	103	-	-	-	-	18	18	20	4	20	42	17	2	1	
	12%	15%	15%	3%	16%	-%	55%	-%	-%	-%	-%	12%	62%	15%	4%	18%	17%	18%	12%	8%	
Orange	353	22	8	18	5	-	60	-	-	-	-	31	5	8	10	12	32	6	1	-	
	11%	17%	11%	24%	8%	-%	32%	-%	-%	-%	-%	22%	16%	6%	12%	11%	13%	6%	8%	-%	
3	278	7	7	11	3	-	-	72	-	-	-	5	2	9	11	12	19	5	-	2	
	9%	5%	10%	14%	5%	-%	-%	100%	-%	-%	-%	3%	6%	7%	12%	10%	7%	5%	-%	18%	
T-Mobile	209	7	3	1	4	-	24	-	-	-	-	11	1	7	2	4	11	4	-	1	
	7%	5%	4%	1%	7%	-%	13%	-%	-%	-%	-%	7%	4%	5%	3%	4%	4%	4%	-%	7%	
Virgin Mobile	178	6	8	4	1	-	-	-	34	-	-	6	-	5	3	16	8	19	-	-	
	6%	4%	11%	5%	2%	-%	-%	-%	100%	-%	-%	4%	-%	4%	3%	14%	3%	20%	-%	-%	
Tesco	137	3	2	5	3	-	-	-	-	-	27	2	*	7	9	3	12	3	-	-	
	4%	2%	3%	7%	5%	-%	-%	-%	-%	-%	100%	1%	1%	5%	10%	3%	5%	3%	-%	-%	
Don't have a personal mobile	217	5	3	4	2	-	-	-	-	-	-	1	-	5	1	1	5	5	1	-	
	7%	4%	4%	5%	3%	-%	-%	-%	-%	-%	-%	1%	-%	3%	1%	1%	2%	5%	5%	-%	
Other	131	4	5	9	2	-	-	-	-	-	-	4	-	4	11	4	5	5	-	1	
	4%	3%	7%	12%	3%	-%	-%	-%	-%	-%	-%	2%	-%	3%	12%	4%	2%	5%	-%	9%	
Don't know	69	2	-	2	-	-	-	-	-	-	-	2	-	-	1	-	-	-	-	-	
	2%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 2

Q2. Thinking of your personal mobile phone, which network are you on?

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV S
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111	
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81	
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96	
O2	719	241	96	77	171	719	-	-	-	-	-	179	5	192	80	97	286	81	47	21	
	23%	23%	22%	21%	29%	100%	-%	-%	-%	-%	-%	28%	5%	28%	21%	20%	25%	19%	41%	22%	
						fg hij						l		lo	l	l			pqs		
Vodafone	443	161	47	46	103	-	-	-	-	443	-	113	6	126	43	57	207	42	14	14	
	14%	15%	11%	12%	17%	-%	-%	-%	-%	100%	-%	18%	6%	18%	11%	12%	18%	10%	12%	14%	
				b					efghj				lo			q					
EE	388	132	49	20	91	-	388	-	-	-	-	88	42	111	22	65	183	59	12	4	
	12%	13%	11%	5%	15%	-%	41%	-%	-%	-%	-%	14%	42%	16%	6%	13%	16%	14%	11%	4%	
		c		c			efghj					n	kmno	n	n	s					
Orange	353	146	40	44	59	-	353	-	-	-	-	88	27	72	52	37	136	40	14	5	
	11%	14%	9%	12%	10%	-%	37%	-%	-%	-%	-%	14%	27%	10%	13%	8%	12%	10%	13%	5%	
							efghj					o	kmno								
3	278	62	41	50	53	-	-	278	-	-	-	47	3	63	53	62	95	47	4	12	
	9%	6%	9%	13%	9%	-%	-%	100%	-%	-%	-%	7%	3%	9%	14%	13%	8%	11%	4%	13%	
				a			efhij							k							
T-Mobile	209	70	23	29	34	-	209	-	-	-	-	43	9	42	32	26	73	17	7	15	
	7%	7%	5%	8%	6%	-%	22%	-%	-%	-%	-%	7%	9%	6%	8%	5%	6%	4%	6%	16%	
							efghj												pq		
Virgin Mobile	178	30	86	16	16	-	-	-	178	-	-	18	3	20	15	95	30	77	3	5	
	6%	3%	19%	4%	3%	-%	-%	-%	100%	-%	-%	3%	3%	3%	4%	19%	3%	18%	3%	5%	
			acd						efgij						klmn		prs				
Tesco	137	40	18	25	28	-	-	-	-	-	137	22	2	25	25	18	47	15	5	2	
	4%	4%	4%	7%	5%	-%	-%	-%	-%	-%	100%	3%	2%	4%	7%	4%	4%	4%	5%	2%	
											efghi										
Don't have a personal mobile	217	109	25	20	20	-	-	-	-	-	-	17	1	20	15	11	43	22	3	5	
	7%	10%	6%	5%	3%	-%	-%	-%	-%	-%	-%	3%	1%	3%	4%	2%	4%	5%	3%	6%	
		d																			
Other	131	28	15	35	16	-	-	-	-	-	-	20	2	17	42	18	36	11	2	11	
	4%	3%	3%	10%	3%	-%	-%	-%	-%	-%	-%	3%	2%	2%	11%	4%	3%	3%	2%	11%	
				abd											kmo					pq	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 2

Q2. Thinking of your personal mobile phone, which network are you on?

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk Talk TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
Don't know	69	33	7	8	2	-	-	-	-	-	-	9	-	3	5	2	10	7	3	3
	2%	3%	2%	2%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	2%	3%	3%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 3

Q3. Which company does your household use for its fixed broadband internet connection?

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Sky	691 22%	339 22%	352 22%	117 26% h	159 31% fgh	156 30% fgh	110 20% h	73 17%	75 11%	186 27% l	203 24%	140 21%	162 18%	568 22%	74 28%	29 19%	19 22%
BT	643 21%	318 21%	326 20%	96 21%	77 15%	89 17%	138 26% de	121 27% deh	122 19%	181 26% kl	221 26% kl	118 18%	124 14%	524 20%	49 18%	40 26%	31 35%
Virgin Media	489 16%	249 16%	240 15%	76 17% h	102 20% h	99 19% h	94 18% h	64 15% h	53 8%	120 17%	144 17%	103 15%	121 14%	441 17%	32 12%	15 10%	1 1%
TalkTalk	383 12%	194 13%	189 12%	62 14%	76 15%	61 12%	56 11% h	58 13% h	70 11%	89 13%	111 13%	90 13%	94 11%	311 12%	35 13%	23 15%	14 16%
Orange/EE	100 3%	45 3%	55 3%	9 2% h	21 4% h	23 4% h	22 4% h	13 3% h	12 2% h	17 2%	29 3%	29 4%	24 3%	84 3%	5 2%	10 7%	1 1%
Don't have fixed broadband	502 16%	234 15%	269 17%	58 13%	46 9%	43 8%	50 9%	61 14%	245 37% cdefg	22 3%	75 9% i	113 17% ij	292 33% ijk	417 16%	46 17%	25 16%	15 17%
Other	204 7%	103 7%	101 6%	13 3%	21 4%	29 6%	56 10% cd	41 9% cd	45 7%	60 9%	47 5%	53 8%	45 5%	180 7%	15 6%	5 3%	5 5%
Don't know	108 3%	48 3%	61 4%	22 5%	16 3%	18 3%	11 2%	10 2%	31 5%	23 3%	29 3%	29 4%	28 3%	92 4%	9 3%	6 4%	2 2%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 3

Q3. Which company does your household use for its fixed broadband internet connection?

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
Sky	691 22%	12 9%	- -%	- -%	59 95%	27 23%	45 24%	20 28%	5 15%	33 38%	4 16%	- -%	- -%	135 100%	- -%	- -%	130 51%	2 2%	- -%	- -%
BT	643 21%	75 59%	- -%	- -%	1 1%	26 22%	34 18%	4 5%	3 10%	18 21%	5 18%	144 100%	- -%	- -%	- -%	- -%	62 25%	3 3%	13 91%	- -%
Virgin Media	489 16%	3 2%	62 89%	- -%	2 4%	24 21%	30 16%	19 26%	19 57%	12 15%	2 7%	- -%	- -%	- -%	- -%	112 100%	10 4%	77 82%	- -%	- -%
TalkTalk	383 12%	4 3%	- -%	73 94%	- -%	18 15%	13 7%	16 22%	1 2%	5 6%	8 29%	- -%	- -%	- -%	91 100%	- -%	16 6%	* *%	- -%	9 100%
Orange/EE	100 3%	1 *%	- -%	1 1%	- -%	1 1%	24 13%	2 3%	- -%	1 1%	- -%	- -%	29 100%	- -%	- -%	- -%	7 3%	3 3%	- -%	- -%
Don't have fixed broadband	502 16%	18 14%	4 5%	2 2%	- -%	11 10%	19 10%	7 10%	5 16%	8 9%	3 11%	- -%	- -%	- -%	- -%	- -%	10 4%	7 7%	1 9%	- -%
Other	204 7%	11 9%	2 3%	1 1%	- -%	7 6%	18 9%	2 3%	- -%	6 7%	3 11%	- -%	- -%	- -%	- -%	- -%	17 7%	1 1%	- -%	- -%
Don't know	108 3%	5 4%	2 3%	1 2%	- -%	3 2%	4 2%	2 3%	- -%	2 3%	2 7%	- -%	- -%	- -%	- -%	- -%	2 1%	2 2%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 3

Q3. Which company does your household use for its fixed broadband internet connection?

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
Sky	691 22%	90 9%	4 1%	2 1%	553 93%	192 27%	226 24%	63 23%	20 11%	126 28%	25 18%	- -	- -	691 100%	- -	- -	611 53%	4 1%	4 3%	3 3%
		bc		abc	h	h	h	h	h	h				kln			qrs			
BT	643 21%	602 57%	6 1%	4 1%	4 1%	179 25%	219 23%	47 17%	18 10%	113 25%	22 16%	643 100%	- -	- -	- -	- -	223 19%	20 5%	94 82%	1 1%
		bcd				h	h			h		lmno					qs		pqs	
Virgin Media	489 16%	32 3%	387 87%	2 *	7 1%	97 13%	128 13%	62 22%	95 53%	57 13%	18 13%	- -	- -	- -	489 100%	44 4%	346 82%	1 1%	1 1%	
			acd					efi	efgij							klmn		prs		
TalkTalk	383 12%	33 3%	2 *	330 89%	4 1%	80 11%	106 11%	53 19%	15 8%	43 10%	25 18%	- -	- -	- -	383 100%	- -	82 7%	2 1%	7 6%	86 90%
		bd		abd				efhi							klmo		q		q	pqr
Orange/EE	100 3%	29 3%	2 *	2 *	6 1%	5 1%	79 8%	3 1%	3 2%	6 1%	2 1%	- -	100 100%	- -	- -	- -	27 2%	7 2%	5 4%	2 2%
							eghij						kmno							
Don't have fixed broadband	502 16%	183 17%	33 7%	27 7%	12 2%	83 12%	107 11%	35 12%	21 12%	52 12%	25 19%	- -	- -	- -	- -	- -	74 6%	29 7%	3 3%	4 4%
		bcd	d	d																
Other	204 7%	53 5%	4 1%	2 1%	1 *	60 8%	61 6%	11 4%	6 3%	30 7%	12 9%	- -	- -	- -	- -	- -	63 5%	3 1%	1 1%	- -
		bcd															q			
Don't know	108 3%	30 3%	8 2%	2 1%	6 1%	23 3%	25 3%	6 2%	1 1%	17 4%	8 5%	- -	- -	- -	- -	- -	23 2%	9 2%	* *	- -
																			*	-

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 4

Q4. Which company does your household use for cable or satellite TV or other Pay TV, if any?

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Sky	1147 37%	575 38%	572 36%	203 45% gh	199 38% h	213 41% h	219 41% h	145 33%	167 25%	305 44% kl	351 41% kl	197 29%	293 33%	911 35%	117 44% m	72 47%	47 53%
Virgin Media	419 13%	212 14%	208 13%	59 13%	76 15%	81 16% h	83 15%	56 13%	65 10%	96 14%	122 14%	88 13%	114 13%	370 14%	33 12%	15 10%	2 2%
BT TV/ BT Vision	115 4%	47 3%	68 4%	10 2%	15 3%	16 3%	27 5%	20 5%	26 4%	28 4%	44 5%	16 2%	27 3%	90 3%	18 7%	3 2%	4 4%
TalkTalk TV	96 3%	33 2%	63 4%	21 5%	22 4%	12 2%	16 3%	13 3%	11 2%	12 2%	23 3%	19 3%	42 5%	84 3%	9 3%	2 1%	2 2%
Don't have Pay TV	1119 36%	549 36%	570 36%	126 28%	153 30%	159 31%	161 30%	181 41% cdf	339 52% cdefg	222 32%	267 31%	280 42% ij	350 39% j	951 36%	79 30%	56 36%	33 38%
Other	113 4%	62 4%	51 3%	11 2%	30 6% gh	28 5%	21 4%	6 1%	17 3%	13 2%	23 3%	45 7% ij	31 4%	106 4%	2 1%	4 2%	1 1%
Don't know	113 4%	52 3%	61 4%	23 5%	23 4%	9 2%	9 2%	19 4%	31 5%	24 3%	28 3%	28 4%	32 4%	104 4%	7 3%	2 1%	- -

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 4

Q4. Which company does your household use for cable or satellite TV or other Pay TV, if any?

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV ~s
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r		
Significance Level: 99%																					
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10	
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8	
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9	
Sky	1147 37%	52 40%	5 7%	19 24%	57 92%	43 37%	80 43%	26 37%	6 19%	48 56%	12 44%	50 35%	11 39%	120 89%	27 30%	10 9%	254 100%	- -%	- -%	- -%	
Virgin Media	419 13%	6 4%	55 78%	- -%	1 1%	22 19%	26 14%	13 19%	17 49%	9 10%	3 11%	2 1%	1 2%	- -%	* *% km	77 69%	- -%	95 100%	- -%	- -%	
BT TV/ BT Vision	115 4%	8 6%	- -%	1 1%	- -%	2 2%	6 3%	1 1%	- -%	2 2%	* 1%	17 12%	* 1%	1 1%	- -%	- -%	- -%	- -%	15 100%	- -%	
TalkTalk TV	96 3%	1 1%	- -%	12 16%	- -%	6 5%	- -%	3 4%	* 1%	2 3%	- -%	- -%	- -%	- -%	18 20%	- -%	- -%	- -%	- -%	9 100%	
Don't have Pay TV	1119 36%	57 44%	7 11%	38 49%	3 5%	39 34%	70 38%	24 33%	10 30%	21 25%	7 27%	74 51%	15 51%	10 8%	37 41%	19 17%	- -%	- -%	- -%	- -%	
Other	113 4%	3 3%	2 2%	6 8%	* 1%	2 2%	1 *%	3 4%	- -%	1 1%	4 14%	* *%	2 7%	1 1%	6 7%	2 2%	- -%	- -%	- -%	- -%	
Don't know	113 4%	2 1%	2 2%	1 2%	1 1%	2 2%	4 2%	2 2%	- -%	2 3%	1 3%	2 1%	- -%	3 2%	2 2%	3 3%	- -%	- -%	- -%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 4

Q4. Which company does your household use for cable or satellite TV or other Pay TV, if any?

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
Sky	1147	363	33	81	530	286	392	95	30	207	47	223	27	611	82	44	1147	-	-	-
	37%	35%	7%	22%	89%	40%	41%	34%	17%	47%	35%	35%	27%	88%	21%	9%	100%	-%	-%	-%
		bc		b	abc	h	h	h		gh	h	no	o	kln	o		qrs			
Virgin Media	419	40	344	3	2	81	117	47	77	42	15	20	7	4	2	346	-	419	-	-
	13%	4%	77%	1%	*%	11%	12%	17%	43%	10%	11%	3%	7%	1%	1%	71%	-%	100%	-%	-%
		d	acd					efgj				m	mn		klmn	prs				
BT TV/ BT Vision	115	107	4	1	-	47	34	4	3	14	5	94	5	4	7	1	-	-	115	-
	4%	10%	1%	*%	-%	7%	4%	1%	2%	3%	4%	15%	5%	1%	2%	*%	-%	-%	100%	-%
		bcd				g						mno	mo					pqs		
TalkTalk TV	96	10	3	80	1	21	24	12	5	14	2	1	2	3	86	1	-	-	-	96
	3%	1%	1%	22%	*%	3%	3%	4%	3%	3%	2%	*%	2%	*%	23%	*%	-%	-%	-%	100%
				abd											klmo					pqr
Don't have Pay TV	1119	458	51	178	46	233	344	92	51	138	59	268	48	59	173	83	-	-	-	-
	36%	44%	11%	48%	8%	32%	36%	33%	29%	31%	43%	42%	48%	9%	45%	17%	-%	-%	-%	-%
		bd		bd								mo	mo		mo	m				
Other	113	38	4	22	6	33	16	17	4	11	6	19	8	5	23	5	-	-	-	-
	4%	4%	1%	6%	1%	5%	2%	6%	2%	2%	4%	3%	8%	1%	6%	1%	-%	-%	-%	-%
		d		bd		f		f					mo		mo					
Don't know	113	35	7	5	10	19	24	12	8	18	2	20	4	6	10	9	-	-	-	-
	4%	3%	2%	1%	2%	3%	3%	4%	4%	4%	2%	3%	3%	1%	3%	2%	-%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 5

SUPPLIERS USED

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Those using BT	1096 35%	517 34%	579 36%	129 28%	118 23%	147 28%	202 38% d	175 40% cde	325 50% cdef	257 37%	340 40% kl	212 31%	287 32%	911 35%	85 32%	56 37%	43 49%
Those using Virgin	661 21%	343 22%	319 20%	100 22%	128 25% h	115 22%	123 23%	90 20%	107 16%	148 21%	197 23%	143 21%	173 19%	586 22%	48 18%	24 16%	2 3%
Those using TalkTalk	430 14%	221 14%	208 13%	66 15%	83 16%	65 13%	59 11%	68 15%	89 14%	92 13%	123 14%	98 15%	116 13%	345 13%	39 15%	29 19%	17 19%
Those using Sky	1238 40%	626 41%	612 38%	216 48% gh	223 43% h	237 46% gh	232 43% h	151 34%	179 27%	322 46% kl	379 44% kl	222 33%	314 35%	990 38%	123 46%	73 48%	51 59%
Those using O2	719 23%	334 22%	385 24%	117 26% h	125 24% h	139 27% h	133 25% h	103 23%	102 16%	171 24%	206 24%	159 24%	183 21%	566 22%	73 28%	32 21%	49 55%
Those using Orange/EE (BB)	100 3%	45 3%	55 3%	9 2%	21 4%	23 4%	22 4%	13 3%	12 2%	17 2%	29 3%	29 4%	24 3%	84 3%	5 2%	10 7%	1 1%
Those using EE (inc. O&TM)	949 30%	483 32%	466 29%	134 30%	164 32%	160 31%	189 35% h	138 31%	164 25%	226 32%	267 31%	219 32%	237 27%	831 32% n	53 20%	52 34%	14 16%
Those using 3	278 9%	149 10%	129 8%	62 14% gh	72 14% gh	67 13% gh	50 9% h	17 4%	11 2%	53 8%	84 10%	55 8%	87 10%	242 9%	24 9%	10 7%	3 3%
Those using Virgin Mobile	178 6%	89 6%	89 6%	17 4%	25 5%	25 5%	34 6%	36 8%	40 6%	41 6%	49 6%	36 5%	51 6%	153 6%	13 5%	11 7%	1 1%
Those using Vodafone	443 14%	206 13%	238 15%	73 16%	76 15%	73 14%	69 13%	68 15%	83 13%	124 18% l	130 15% l	98 15%	91 10%	364 14%	53 20%	17 11%	9 11%
None of these	88 3%	46 3%	43 3%	11 2%	8 1%	12 2%	17 3%	11 2%	30 5% d	7 1%	10 1%	20 3%	52 6% ij	81 3%	4 2%	3 2%	- -

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 5

SUPPLIERS USED

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
Those using BT	1096 35%	128 100%	1 2%	1 1%	1 2%	33 28%	55 30%	14 20%	5 14%	28 33%	7 25%	144 100% mo	7 23%	7 5%	5 6%	5 4%	76 30%	9 9%	15 100%	1 14%
Those using Virgin	661 21%	12 9%	71 100%	4 5%	3 6%	26 22%	35 18%	19 26%	34 100%	14 16%	4 15%	7 5%	1 2%	5 4%	3 4%	112 100% km	19 7%	95 100%	- -%	- -%
Those using TalkTalk	430 14%	4 3%	- -%	78 100%	- -%	20 17%	13 7%	16 22%	1 2%	5 6%	8 29%	- -%	- -%	- -%	91 100%	- -%	17 7%	* *%	- -%	9 100%
Those using Sky	1238 40%	55 43%	5 7%	19 24%	62 100%	48 42%	82 44%	29 41%	6 19%	51 61%	13 47%	50 35% o	11 39%	135 100% ko	27 30%	10 9%	254 100%	2 3%	- -%	- -%
Those using O2	719 23%	29 23%	16 22%	12 15%	23 37%	115 100% f	- -%	- -%	- -%	- -%	- -%	40 28%	2 7%	42 31%	24 26%	22 20%	62 24%	21 23%	8 53%	5 59%
Those using Orange/EE (BB)	100 3%	1 *%	- -%	1 1%	- -%	1 1%	24 13% e	2 3%	- -%	1 1%	- -%	- -%	29 100%	- -%	- -%	- -%	7 3%	3 3%	- -%	- -%
Those using EE (inc. O&TM)	949 30%	49 38%	21 29%	21 28%	19 30%	- -%	188 100% e	- -%	- -%	- -%	- -%	60 42%	24 81%	35 26%	16 18%	37 33%	85 34%	26 28%	3 20%	1 15%
Those using 3	278 9%	7 5%	7 10%	11 14%	3 5%	- -%	- -%	72 100%	- -%	- -%	- -%	5 3%	2 6%	9 7%	11 12%	12 10%	19 7%	5 5%	- -%	2 18%
Those using Virgin Mobile	178 6%	6 4%	8 11%	4 5%	1 2%	- -%	- -%	- -%	34 100%	- -%	- -%	6 4%	- -%	5 4%	3 3%	16 14%	8 3%	19 20%	- -%	- -%
Those using Vodafone	443 14%	24 19%	9 13%	10 13%	9 15%	- -%	- -%	- -%	- -%	85 100%	- -%	26 18%	1 4%	28 21%	14 15%	17 15%	58 23%	11 12%	3 22%	- -%
None of these	88 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 5

SUPPLIERS USED

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV S
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111	
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81	
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96	
Those using BT	1096	1052	10	5	7	251	355	72	32	170	41	643	30	90	34	32	377	45	115	10	
	35%	100%	2%	1%	1%	35%	37%	26%	18%	38%	30%	100%	30%	13%	9%	7%	33%	11%	100%	10%	
		bcd				h	gh		gh		lmno	mno	o		qs		qs	pqs			
Those using Virgin	661	82	447	18	24	116	160	66	178	65	21	39	11	25	17	489	75	419	6	9	
	21%	8%	100%	5%	4%	16%	17%	24%	100%	15%	15%	6%	11%	4%	4%	100%	7%	100%	5%	9%	
			acd				i	efgj					m			klmn		prs			
Those using TalkTalk	430	34	5	370	5	88	113	58	17	50	27	4	2	5	383	2	95	4	7	96	
	14%	3%	1%	100%	1%	12%	12%	21%	9%	11%	20%	1%	2%	1%	100%	*	8%	1%	6%	100%	
		d		abd				efhi							klmo		q		q	pqr	
Those using Sky	1238	378	36	81	594	314	411	105	34	223	52	223	29	691	85	45	1147	5	4	3	
	40%	36%	8%	22%	100%	44%	43%	38%	19%	50%	38%	35%	28%	100%	22%	9%	100%	1%	3%	3%	
		bc		b	abc	h	h	h		gh	h	no	o	klno	o		qrs				
Those using O2	719	241	96	77	171	719	-	-	-	-	-	179	5	192	80	97	286	81	47	21	
	23%	23%	22%	21%	29%	100%	-%	-%	-%	-%	-%	28%	5%	28%	21%	20%	25%	19%	41%	22%	
						fghij						l		lo	l	l			pqs		
Those using Orange/EE (BB)	100	29	2	2	6	5	79	3	3	6	2	-	100	-	-	-	27	7	5	2	
	3%	3%	*%	*%	1%	1%	8%	1%	2%	1%	1%	-%	100%	-%	-%	-%	2%	2%	4%	2%	
							efghij						kmno								
Those using EE (inc. O&TM)	949	348	112	93	184	-	949	-	-	-	-	219	79	226	106	128	392	117	34	24	
	30%	33%	25%	25%	31%	-%	100%	-%	-%	-%	-%	34%	78%	33%	28%	26%	34%	28%	29%	25%	
		b					efghij						kmno								
Those using 3	278	62	41	50	53	-	-	278	-	-	-	47	3	63	53	62	95	47	4	12	
	9%	6%	9%	13%	9%	-%	-%	100%	-%	-%	-%	7%	3%	9%	14%	13%	8%	11%	4%	13%	
				a			efhij						k								
Those using Virgin Mobile	178	30	86	16	16	-	-	-	178	-	-	18	3	20	15	95	30	77	3	5	
	6%	3%	19%	4%	3%	-%	-%	-%	100%	-%	-%	3%	3%	3%	4%	19%	3%	18%	3%	5%	
			acd					efgj							klmn		prs				
Those using Vodafone	443	161	47	46	103	-	-	-	-	443	-	113	6	126	43	57	207	42	14	14	
	14%	15%	11%	12%	17%	-%	-%	-%	-%	100%	-%	18%	6%	18%	11%	12%	18%	10%	12%	14%	
				b				efghj					lo		q						

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 5

SUPPLIERS USED

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	TV s
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
None of these	88 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	14 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6A

Services used from BT

Base : Those using BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1108	1061	-	594	121	584	524
Effective Weighted Sample	755	718	-	388	84	375	404
Total	1096	1052	-	643	115	625	471
Landline phone service	1052	1052	-	602	107	620	431
	96%	100%	-%	94%	93%	99%	92%
		cd				f	
Broadband	643	602	-	643	94	607	37
	59%	57%	-%	100%	82%	97%	8%
				ad	a	f	
Cable or satellite TV or other Pay TV	115	107	-	94	115	112	3
	10%	10%	-%	15%	100%	18%	1%
				ac		f	

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6A

Services used from BT

Base : Those using BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1108	484	624	103	138	137	173	162	395	176	311	211	410	933	92	40	43
Effective Weighted Sample	755	345	410	82	113	106	97	102	313	137	259	145	233	618	70	34	37
Total	1096	517	579	129	118	147	202	175	325	257	340	212	287	911	85	56	43
Landline phone service	1052	498	553	118	107	138	196	170	322	251	320	206	275	871	83	56	41
	96%	96%	96%	92%	91%	94%	97%	97%	99%	98%	94%	97%	96%	96%	98%	100%	94%
								cde									
Broadband	643	318	326	96	77	89	138	121	122	181	221	118	124	524	49	40	31
	59%	61%	56%	74%	66%	61%	68%	69%	38%	70%	65%	56%	43%	57%	57%	71%	72%
				h	h	h	h	h		l	l						
Cable or satellite TV or other Pay TV	115	47	68	10	15	16	27	20	26	28	44	16	27	90	18	3	4
	10%	9%	12%	8%	13%	11%	14%	12%	8%	11%	13%	8%	9%	10%	21%	4%	9%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6B

Q6/Q7. Whether contacted and service contacted about

Base : Those using BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1108	1061	-	594	121	584	524
Effective Weighted Sample	755	718	-	388	84	375	404
Total	1096	1052	-	643	115	625	471
Contacted in the last 3 months	240	234	-	185	30	183	56
	22%	22%	-%	29%	26%	29%	12%
Not contacted	840	803	-	447	85	431	409
	77%	76%	-%	69%	74%	69%	87%
Don't know whether contacted	16	15	-	12	-	11	6
	1%	1%	-%	2%	-%	2%	1%
Broadband	120	116	-	120	15	116	4
	11%	11%	-%	19%	13%	19%	1%
				a		f	
Landline phone service	104	104	-	51	6	52	52
	10%	10%	-%	8%	5%	8%	11%
Cable or satellite TV or other Pay TV	13	10	-	11	13	13	-
	1%	1%	-%	2%	11%	2%	-%
				ac		f	
A General issue, that applies to all	24	24	-	24	2	24	-
	2%	2%	-%	4%	2%	4%	-%
						f	
Don't know	1	1	-	1	-	1	-
	*%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6B

Q6/Q7. Whether contacted and service contacted about

Base : Those using BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1108	484	624	103	138	137	173	162	395	176	311	211	410	933	92	40	43
Effective Weighted Sample	755	345	410	82	113	106	97	102	313	137	259	145	233	618	70	34	37
Total	1096	517	579	129	118	147	202	175	325	257	340	212	287	911	85	56	43
Contacted in the last 3 months	240	110	130	19	20	28	49	55	69	91	74	44	31	203	20	9	8
	22%	21%	22%	15%	17%	19%	24%	31%	21%	36% jkl	22% l	21% l	11%	22%	24%	16%	18%
Not contacted	840	399	441	103	98	118	150	120	251	164	261	163	252	694	65	47	33
	77%	77%	76%	80%	83%	80%	74%	68%	77%	64%	77% i	77% ijk	88% ijk	76%	76%	84%	77%
Don't know whether contacted	16	9	7	7	-	1	3	1	5	1	6	6	4	14	-	-	2
	1%	2%	1%	5%	-%	1%	1%	1%	1%	*%	2%	3%	1%	2%	-%	-%	5%
Broadband	120	55	65	13	10	11	18	38	31	43	40	27	10	102	8	5	5
	11%	11%	11%	10%	8%	7%	9%	21% deh	10%	17% l	12% l	13% l	4%	11%	10%	9%	11%
Landline phone service	104	47	57	7	7	13	26	19	31	46	29	16	14	93	9	2	1
	10%	9%	10%	6%	6%	9%	13%	11%	10%	18% jkl	8%	7%	5%	10%	10%	3%	2%
Cable or satellite TV or other Pay TV	13	2	10	-	5	1	2	1	4	1	8	3	2	8	3	1	1
	1%	*%	2%	-%	4%	1%	1%	1%	1%	*%	2%	1%	1%	1%	4%	2%	2%
A General issue, that applies to all	24	12	12	1	2	6	8	2	6	9	4	4	6	20	1	1	2
	2%	2%	2%	1%	1%	4%	4%	1%	2%	4%	1%	2%	2%	2%	1%	2%	4%
Don't know	1	-	1	-	-	-	1	-	-	-	-	-	1	1	-	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6C

Q1/2/3/7. Services contacted about

Base : Those contacting BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	208	203	-	156	29	155	53
Effective Weighted Sample	134	130	-	101	22	100	35
Total	240	234	-	185	30	183	56
Broadband	144	140	-	144	17	140	4
	60%	60%	-%	78% a	56%	77%	7%
Landline phone service	128	128	-	75	8	76	52
	54%	55%	-%	41%	26%	41%	93%
Cable or satellite TV or other Pay TV	15	12	-	13	15	15	-
	6%	5%	-%	7%	48%	8%	-%
Don't know	1	1	-	1	-	1	-
	*%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6C

Q1/2/3/7. Services contacted about

Base : Those contacting BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	208	83	125	12	21	29	36	40	70	60	64	38	46	175	18	7	8
Effective Weighted Sample	134	49	94	9	18	24	24	21	56	45	53	16	40	108	15	6	7
Total	240	110	130	19	20	28	49	55	69	91	74	44	31	203	20	9	8
Broadband	144	67	77	14	11	17	26	39	37	52	45	32	16	123	9	6	6
	60%	62%	59%	76%	56%	59%	53%	72%	54%	57%	60%	72%	52%	61%	46%	70%	78%
Landline phone service	128	59	69	8	9	19	34	21	38	55	33	20	20	113	10	3	3
	54%	54%	53%	44%	44%	66%	69%	38%	55%	60%	45%	46%	63%	56%	49%	33%	33%
Cable or satellite TV or other Pay TV	15	2	12	-	5	1	2	2	5	1	9	3	2	10	3	1	1
	6%	2%	9%	-%	23%	5%	3%	3%	8%	1%	12%	6%	7%	5%	17%	10%	9%
Don't know	1	-	1	-	-	-	1	-	-	-	-	-	1	1	-	-	-
	*%	-%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	3%	*%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6D

Q8. BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	208	203	-	156	29	155	53
Effective Weighted Sample	134	130	-	101	22	100	35
Total	240	234	-	185	30	183	56
A billing, pricing or payment issue	49 21%	49 21%	- -%	33 18%	4 12%	33 18%	16 28%
A problem with your account details, for example name and address etc.	2 1%	2 1%	- -%	1 1%	- -%	1 1%	1 1%
A fault with the service you are buying from them, for example total or partial failure of service	66 27%	64 28%	- -%	52 28%	12 38%	50 28%	15 27%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	38 16%	38 16%	- -%	33 18%	8 28%	35 19%	3 5%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 2%	4 2%	- -%	2 1%	1 2%	2 1%	3 5%
A problem relating to the installation or set up of your service	13 5%	11 5%	- -%	9 5%	2 7%	9 5%	4 7%
Or something else, a general issue	68 28%	65 28%	- -%	55 30%	4 12%	53 29%	15 27%
SUMMARY							
BILLING	51 21%	51 22%	- -%	34 18%	4 12%	35 19%	17 29%
Columns Tested: a,b,c,d - e,f							

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6D

Q8. BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	208	203	-	156	29	155	53
Effective Weighted Sample	134	130	-	101	22	100	35
Total	240	234	-	185	30	183	56
FAULT AND REPAIR	108	106	-	87	21	87	21
	45%	46%	-%	47%	68%	47%	37%
GENERAL ENQUIRY	81	76	-	64	6	62	19
	34%	33%	-%	35%	20%	34%	34%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6D

Q8. BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	208	83	125	12	21	29	36	40	70	60	64	38	46	175	18	7	8
Effective Weighted Sample	134	49	94	9	18	24	24	21	56	45	53	16	40	108	15	6	7
Total	240	110	130	19	20	28	49	55	69	91	74	44	31	203	20	9	8
A billing, pricing or payment issue	49 21%	24 22%	25 19%	- -%	2 10%	6 20%	17 36%	13 24%	11 17%	28 30%	14 19%	2 5%	5 16%	44 22%	4 19%	1 15%	- -%
A problem with your account details, for example name and address etc.	2 1%	1 1%	1 1%	- -%	- -%	1 5%	1 1%	- -%	- -%	1 1%	1 1%	- -%	1 2%	2 1%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	66 27%	30 28%	35 27%	7 39%	4 19%	5 17%	13 27%	13 24%	23 34%	23 25%	27 37%	10 22%	6 20%	62 30%	4 18%	1 6%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	38 16%	12 11%	25 19%	5 28%	7 33%	5 16%	3 5%	7 13%	11 17%	13 15%	12 17%	7 15%	5 17%	25 13%	5 24%	5 52%	2 31%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 2%	1 1%	3 2%	- -%	1 5%	- -%	- -%	2 3%	1 2%	2 2%	1 1%	1 3%	- -%	3 2%	- -%	- -%	1 13%
A problem relating to the installation or set up of your service	13 5%	4 4%	8 7%	- -%	4 19%	- -%	- -%	3 5%	6 9%	5 5%	4 6%	3 6%	1 4%	7 3%	4 20%	1 15%	1 9%
Or something else, a general issue	68 28%	36 33%	32 24%	6 33%	3 14%	12 42%	15 31%	17 31%	15 22%	20 22%	14 20%	21 48%	13 41%	59 29%	4 19%	1 13%	4 46%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 6D

Q8. BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	208	83	125	12	21	29	36	40	70	60	64	38	46	175	18	7	8
Effective Weighted Sample	134	49	94	9	18	24	24	21	56	45	53	16	40	108	15	6	7
Total	240	110	130	19	20	28	49	55	69	91	74	44	31	203	20	9	8
SUMMARY																	
BILLING	51 21%	25 23%	26 20%	- -%	2 10%	7 25%	18 37%	13 24%	11 17%	28 31%	15 20%	2 5%	6 18%	46 23%	4 19%	1 15%	- -%
FAULT AND REPAIR	108 45%	44 40%	63 49%	13 67%	11 57%	9 34%	16 32%	22 40%	36 52%	38 42%	40 55%	18 40%	12 37%	90 45%	9 42%	5 57%	3 45%
GENERAL ENQUIRY	81 34%	41 37%	40 31%	6 33%	7 33%	12 42%	15 31%	20 36%	21 31%	25 27%	18 25%	24 54%	14 45%	66 33%	8 38%	3 28%	4 55%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7A

Services used from Virgin

Base : Those using Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline	Mobile	Broadband	Pay TV	Yes	No
Significance Level: 99%		a	b	c	d	e	f
Unweighted total	658	443	179	476	413	469	189
Effective Weighted Sample	510	343	132	368	318	363	148
Total	661	447	178	489	419	475	186
Broadband	489	387	95	489	346	434	54
	74%	87%	53%	100%	82%	91%	29%
		b		abd	b	f	
Landline phone service	447	447	86	387	344	425	21
	68%	100%	48%	79%	82%	90%	11%
		bcd		b	b	f	
Cable or satellite TV or other Pay TV	419	344	77	346	419	385	34
	63%	77%	43%	71%	100%	81%	18%
		b		b	abc	f	
Mobile phone	178	86	178	95	77	101	77
	27%	19%	100%	19%	18%	21%	41%
			acd				e

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7A

Services used from Virgin

Base : Those using Virgin

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 e	45-54 f	55-64 ~g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	658	310	348	84	144	100	110	92	128	103	177	136	242	593	47	15	3
Effective Weighted Sample	510	255	256	71	120	71	86	70	109	83	148	113	198	458	40	13	3
Total	661	343	319	100	128	115	123	90	107	148	197	143	173	586	48	24	2
Broadband	489	249	240	76	102	99	94	64	53	120	144	103	121	441	32	15	1
	74%	73%	75%	76%	80%	86%	77%	71%	50%	81%	73%	72%	70%	75%	67%	61%	46%
					h	h	h										
Landline phone service	447	229	218	54	84	80	91	62	75	106	128	92	121	399	32	15	2
	68%	67%	68%	54%	66%	69%	74%	69%	70%	71%	65%	64%	70%	68%	66%	60%	66%
Cable or satellite TV or other Pay TV	419	212	208	59	76	81	83	56	65	96	122	88	114	370	33	15	2
	63%	62%	65%	59%	60%	70%	68%	62%	61%	65%	62%	61%	66%	63%	68%	64%	66%
Mobile phone	178	89	89	17	25	25	34	36	40	41	49	36	51	153	13	11	1
	27%	26%	28%	17%	20%	21%	28%	41%	37%	27%	25%	25%	30%	26%	27%	44%	34%
								d									

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	658	443	179	476	413	469	189
Effective Weighted Sample	510	343	132	368	318	363	148
Total	661	447	178	489	419	475	186
Contacted in the last 3 months	210 32%	160 36%	58 33%	176 36%	151 36%	170 36%	39 21%
Not contacted	440 67%	281 63%	113 64%	304 62%	260 62%	297 62%	144 77%
Don't know whether contacted	12 2%	6 1%	7 4%	8 2%	8 2%	8 2%	4 2%
Broadband	75 11%	53 12%	11 6%	75 15% b	48 12%	59 12%	16 9%
Cable or satellite TV or other Pay TV	60 9%	46 10%	14 8%	48 10%	60 14%	53 11%	7 4%
Landline phone service	30 5%	30 7%	3 2%	28 6%	22 5%	28 6%	2 1%
Mobile phone	29 4%	13 3%	29 16% acd	15 3%	12 3%	15 3%	14 7%
A General issue, that applies to all	43 6%	41 9%	5 3%	36 7%	35 8%	43 9% f	- -%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Virgin

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 e	45-54 f	55-64 ~g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	658	310	348	84	144	100	110	92	128	103	177	136	242	593	47	15	3
Effective Weighted Sample	510	255	256	71	120	71	86	70	109	83	148	113	198	458	40	13	3
Total	661	343	319	100	128	115	123	90	107	148	197	143	173	586	48	24	2
Contacted in the last 3 months	210	101	109	30	43	41	36	31	30	59	65	43	42	186	12	11	-
	32%	29%	34%	30%	33%	36%	29%	35%	28%	40%	33%	30%	25%	32%	25%	47%	-%
Not contacted	440	236	205	66	85	72	83	58	75	89	126	97	128	389	36	13	2
	67%	69%	64%	66%	67%	63%	68%	65%	70%	60%	64%	68%	74%	66%	75%	53%	100%
Don't know whether contacted	12	6	5	4	-	2	4	1	2	-	6	3	2	12	-	-	-
	2%	2%	2%	4%	-%	1%	3%	1%	2%	-%	3%	2%	1%	2%	-%	-%	-%
Broadband	75	32	43	11	20	14	13	8	8	19	24	16	16	65	6	4	-
	11%	9%	13%	11%	16%	12%	10%	9%	8%	13%	12%	11%	9%	11%	13%	15%	-%
Cable or satellite TV or other Pay TV	60	28	32	4	8	19	14	6	10	20	20	11	8	53	4	2	-
	9%	8%	10%	4%	6%	16%	11%	7%	10%	14%	10%	8%	5%	9%	8%	10%	-%
Landline phone service	30	14	16	4	6	6	5	5	3	9	7	8	6	28	1	2	-
	5%	4%	5%	4%	5%	5%	4%	6%	3%	6%	4%	5%	3%	5%	1%	7%	-%
Mobile phone	29	16	14	4	4	2	7	6	6	6	9	7	7	27	1	1	-
	4%	5%	4%	4%	3%	2%	6%	6%	6%	4%	5%	5%	4%	5%	2%	5%	-%
A General issue, that applies to all	43	23	19	10	7	7	7	7	6	15	9	7	11	40	-	3	-
	6%	7%	6%	10%	6%	6%	5%	8%	5%	10%	5%	5%	6%	7%	-%	11%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7C

Q1/2/3/7. Services contacted about

Base : Those contacting Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	202	153	53	170	137	163	39
Effective Weighted Sample	154	115	35	130	104	124	30
Total	210	160	58	176	151	170	39
Broadband	112	88	16	112	77	96	16
	53%	55%	27%	63%	51%	56%	41%
Cable or satellite TV or other Pay TV	95	80	19	77	95	88	7
	45%	50%	33%	44%	63%	52%	19%
Landline phone service	71	71	8	62	55	69	2
	34%	44%	13%	35%	36%	40%	5%
Mobile phone	34	18	34	19	17	20	14
	16%	11%	58%	11%	11%	12%	35%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7C

Q1/2/3/7. Services contacted about

Base : Those contacting Virgin

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	202	89	113	25	47	37	32	28	33	40	58	43	61	186	9	7	-
Effective Weighted Sample	154	74	80	21	39	24	26	21	28	31	50	35	51	140	8	6	-
Total	210	101	109	30	43	41	36	31	30	59	65	43	42	186	12	11	-
Broadband	112	52	60	17	28	21	19	15	12	32	31	23	26	99	6	6	-
	53%	52%	55%	57%	65%	51%	54%	49%	40%	53%	48%	54%	61%	53%	53%	54%	-%
Cable or satellite TV or other Pay TV	95	48	47	12	14	24	19	11	15	34	28	16	17	86	4	5	-
	45%	48%	43%	40%	32%	60%	53%	35%	52%	57%	44%	38%	39%	46%	34%	44%	-%
Landline phone service	71	36	34	13	13	11	12	12	9	23	17	14	16	66	1	4	-
	34%	36%	32%	45%	30%	28%	33%	40%	31%	40%	26%	34%	37%	35%	4%	36%	-%
Mobile phone	34	19	15	4	6	2	7	8	7	8	9	7	9	29	1	4	-
	16%	19%	13%	14%	14%	5%	19%	27%	22%	14%	14%	17%	22%	16%	8%	34%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7D

Q8. Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	202	153	53	170	137	163	39
Effective Weighted Sample	154	115	35	130	104	124	30
Total	210	160	58	176	151	170	39
A billing, pricing or payment issue	46 22%	32 20%	10 17%	34 19%	33 22%	34 20%	12 30%
A problem with your account details, for example name and address etc.	2 1%	1 1%	1 2%	1 1%	1 1%	1 1%	1 3%
A fault with the service you are buying from them, for example total or partial failure of service	40 19%	34 21%	9 16%	38 21%	32 21%	37 22%	3 8%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	46 22%	35 22%	13 22%	37 21%	33 22%	36 21%	10 25%
Problems with the repair service, for example it didn't happen or didn't solve the problem	6 3%	4 3%	2 3%	5 3%	4 3%	5 3%	2 4%
A problem relating to the installation or set up of your service	14 7%	9 5%	1 2%	14 8%	7 5%	10 6%	5 12%
Or something else, a general issue	55 26%	45 28%	22 37%	47 27%	40 27%	48 28%	7 19%
SUMMARY							
BILLING	48 23%	33 21%	11 19%	35 20%	34 22%	35 20%	13 33%
Columns Tested: a,b,c,d - e,f							

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7D

Q8. Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	202	153	53	170	137	163	39
Effective Weighted Sample	154	115	35	130	104	124	30
Total	210	160	58	176	151	170	39
FAULT AND REPAIR	92 44%	73 45%	24 41%	80 45%	69 46%	78 46%	14 36%
GENERAL ENQUIRY	70 33%	54 34%	23 40%	62 35%	48 32%	58 34%	12 31%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7D

Q8. Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	202	89	113	25	47	37	32	28	33	40	58	43	61	186	9	7	-
Effective Weighted Sample	154	74	80	21	39	24	26	21	28	31	50	35	51	140	8	6	-
Total	210	101	109	30	43	41	36	31	30	59	65	43	42	186	12	11	-
A billing, pricing or payment issue	46 22%	23 23%	23 21%	8 27%	8 20%	7 17%	11 32%	8 24%	3 11%	9 16%	16 24%	13 29%	8 19%	41 22%	3 29%	2 14%	- -%
A problem with your account details, for example name and address etc.	2 1%	1 1%	1 1%	- -%	1 3%	1 3%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	2 1%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	40 19%	14 14%	25 23%	4 13%	8 19%	8 19%	12 33%	3 9%	5 18%	10 17%	10 16%	10 22%	9 22%	36 19%	1 10%	2 20%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	46 22%	24 24%	22 20%	11 38%	8 20%	4 9%	3 8%	9 28%	11 36%	11 19%	15 23%	8 18%	12 29%	40 21%	4 35%	2 19%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	6 3%	6 6%	* *%	- -%	2 4%	2 5%	1 4%	1 3%	- -%	2 4%	1 1%	2 3%	2 4%	5 3%	2 13%	- -%	- -%
A problem relating to the installation or set up of your service	14 7%	5 5%	10 9%	1 4%	4 8%	4 10%	2 6%	2 6%	1 5%	5 9%	5 8%	2 4%	2 5%	11 6%	2 14%	2 14%	- -%
Or something else, a general issue	55 26%	27 27%	28 26%	5 18%	11 26%	15 36%	6 17%	9 29%	9 31%	20 34%	16 25%	10 23%	9 22%	51 28%	- -%	4 34%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 7D

Q8. Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	202	89	113	25	47	37	32	28	33	40	58	43	61	186	9	7	-
Effective Weighted Sample	154	74	80	21	39	24	26	21	28	31	50	35	51	140	8	6	-
Total	210	101	109	30	43	41	36	31	30	59	65	43	42	186	12	11	-
SUMMARY																	
BILLING	48	24	24	8	10	8	11	8	3	10	17	13	8	43	3	2	-
	23%	24%	22%	27%	23%	20%	32%	24%	11%	18%	26%	29%	19%	23%	29%	14%	-%
FAULT AND REPAIR	92	45	47	15	18	14	16	12	16	24	26	19	23	81	7	4	-
	44%	44%	43%	51%	43%	34%	45%	40%	54%	40%	41%	43%	54%	43%	57%	39%	-%
GENERAL ENQUIRY	70	32	38	7	14	19	8	11	10	25	22	12	11	63	2	5	-
	33%	32%	35%	22%	34%	47%	23%	36%	35%	42%	33%	27%	27%	34%	14%	47%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8A

Services used from TalkTalk

Base : Those using TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	439	369	-	383	111	340	99
Effective Weighted Sample	286	236	-	246	81	215	77
Total	430	370	-	383	96	344	86
Broadband	383	330	-	383	86	340	43
	89%	89%	-%	100%	90%	99%	51%
				ad			
Landline phone service	370	370	-	330	80	333	37
	86%	100%	-%	86%	83%	97%	43%
		cd					
Cable or satellite TV or other Pay TV	96	80	-	86	96	90	6
	22%	22%	-%	23%	100%	26%	7%
				ac			

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8A

Services used from TalkTalk

Base : Those using TalkTalk

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ h	AB ~i	C1 j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	439	200	239	59	89	64	58	62	107	65	111	92	171	368	36	19	16
Effective Weighted Sample	286	124	174	46	57	46	42	28	87	53	89	48	118	231	29	15	13
Total	430	221	208	66	83	65	59	68	89	92	123	98	116	345	39	29	17
Broadband	383	194	189	62	76	61	56	58	70	89	111	90	94	311	35	23	14
	89%	88%	91%	94%	92%	94%	96%	85%	79%	97%	90%	91%	81%	90%	90%	81%	82%
Landline phone service	370	197	173	57	64	58	48	59	83	86	104	78	102	293	35	26	16
	86%	89%	83%	86%	78%	89%	82%	88%	93%	93%	85%	79%	88%	85%	90%	91%	94%
Cable or satellite TV or other Pay TV	96	33	63	21	22	12	16	13	11	12	23	19	42	84	9	2	2
	22%	15%	30%	32%	26%	19%	28%	20%	12%	13%	19%	20%	36%	24%	22%	5%	10%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8B

Q6/Q7. Whether contacted and service contacted about

Base : Those using TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	439	369	-	383	111	340	99
Effective Weighted Sample	286	236	-	246	81	215	77
Total	430	370	-	383	96	344	86
Contacted in the last 3 months	117 27%	110 30%	- -%	112 29%	20 21%	107 31%	10 12%
Not contacted	306 71%	255 69%	- -%	266 69%	73 76%	233 68%	73 86%
Don't know whether contacted	7 2%	5 1%	- -%	5 1%	3 3%	4 1%	2 2%
Broadband	54 13%	47 13%	- -%	54 14%	11 12%	48 14%	6 7%
Landline phone service	41 10%	41 11%	- -%	37 10%	5 6%	37 11%	4 5%
Cable or satellite TV or other Pay TV	2 *%	1 *%	- -%	2 1%	2 2%	2 1%	- -%
A General issue, that applies to all	37 9%	37 10%	- -%	37 10%	7 7%	37 11%	- -%
Don't know	* *%	* *%	- -%	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8B

Q6/Q7. Whether contacted and service contacted about

Base : Those using TalkTalk

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ h	AB ~i	C1 j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	439	200	239	59	89	64	58	62	107	65	111	92	171	368	36	19	16
Effective Weighted Sample	286	124	174	46	57	46	42	28	87	53	89	48	118	231	29	15	13
Total	430	221	208	66	83	65	59	68	89	92	123	98	116	345	39	29	17
Contacted in the last 3 months	117	66	51	16	17	20	16	22	25	33	34	21	29	97	13	5	2
	27%	30%	24%	24%	21%	31%	28%	32%	28%	36%	27%	21%	25%	28%	32%	17%	14%
Not contacted	306	153	154	48	64	45	42	44	64	58	87	76	86	243	27	24	13
	71%	69%	74%	72%	77%	69%	71%	66%	72%	63%	70%	77%	74%	70%	68%	83%	79%
Don't know whether contacted	7	2	4	3	2	-	*	1	-	1	3	2	1	5	-	-	1
	2%	1%	2%	4%	2%	-%	1%	2%	-%	1%	2%	2%	1%	2%	-%	-%	7%
Broadband	54	32	22	11	11	8	8	6	9	19	19	3	13	44	5	2	2
	13%	14%	11%	17%	14%	13%	13%	9%	10%	20%	15%	3%	12%	13%	14%	8%	10%
Landline phone service	41	34	7	5	6	5	4	13	8	6	11	14	11	34	5	1	1
	10%	15%	3%	7%	7%	8%	7%	19%	9%	6%	9%	14%	9%	10%	13%	5%	4%
Cable or satellite TV or other Pay TV	2	-	2	-	1	-	-	*	1	1	-	*	1	2	-	*	-
	*%	-%	1%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%	*%	-%	2%	-%
A General issue, that applies to all	37	14	22	4	5	8	7	4	10	14	10	4	9	31	4	1	-
	9%	7%	11%	5%	6%	12%	12%	5%	11%	15%	8%	4%	8%	9%	11%	4%	-%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8C

Q1/2/3/7. Services contacted about

Base : Those contacting TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline	Mobile	Broadband	Pay TV	Yes	No
Significance Level: 99%		~a	~b	~c	~d	~e	~f
Unweighted total	103	94	-	97	23	90	13
Effective Weighted Sample	52	47	-	49	18	45	13
Total	117	110	-	112	20	107	10
Broadband	91	83	-	91	18	85	6
	78%	76%	-%	81%	91%	79%	57%
Landline phone service	78	78	-	73	12	73	4
	67%	71%	-%	65%	62%	69%	43%
Cable or satellite TV or other Pay TV	9	8	-	9	9	9	-
	8%	7%	-%	8%	45%	8%	-%
Don't know	*	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8C

Q1/2/3/7. Services contacted about

Base : Those contacting TalkTalk

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	103	47	56	10	16	16	15	17	29	24	21	17	41	83	13	5	2
Effective Weighted Sample	52	22	43	7	9	11	13	4	22	18	16	4	35	40	10	4	2
Total	117	66	51	16	17	20	16	22	25	33	34	21	29	97	13	5	2
Broadband	91	46	44	15	17	16	15	10	18	32	29	7	22	76	10	3	2
	78%	70%	88%	95%	97%	78%	91%	45%	72%	97%	87%	33%	77%	78%	77%	73%	72%
Landline phone service	78	48	29	8	11	13	11	16	18	20	21	18	19	65	9	2	1
	67%	73%	58%	53%	66%	63%	69%	74%	70%	59%	62%	86%	67%	67%	73%	49%	28%
Cable or satellite TV or other Pay TV	9	2	7	1	1	2	2	1	1	1	2	1	4	8	1	*	-
	8%	3%	14%	7%	9%	10%	14%	5%	3%	4%	6%	6%	14%	8%	6%	10%	-%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	*%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8D

Q8. TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	103	94	-	97	23	90	13
Effective Weighted Sample	52	47	-	49	18	45	13
Total	117	110	-	112	20	107	10
A billing, pricing or payment issue	25 21%	23 21%	- -%	21 19%	1 7%	19 18%	6 54%
A problem with your account details, for example name and address etc.	1 1%	1 1%	- -%	1 1%	1 4%	1 1%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	31 27%	30 27%	- -%	31 28%	8 39%	30 28%	1 10%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	21 18%	19 17%	- -%	21 18%	5 24%	20 19%	1 7%
A problem relating to the installation or set up of your service	10 9%	9 8%	- -%	10 9%	2 11%	9 8%	1 13%
Or something else, a general issue	29 25%	28 26%	- -%	29 25%	3 16%	28 26%	2 16%
SUMMARY							
BILLING	25 22%	23 21%	- -%	22 19%	2 11%	20 19%	6 54%
FAULT AND REPAIR	52 44%	49 45%	- -%	52 46%	12 63%	50 47%	2 16%
GENERAL ENQUIRY	40 34%	37 34%	- -%	39 35%	5 26%	37 34%	3 29%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8D

Q8. TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	103	47	56	10	16	16	15	17	29	24	21	17	41	83	13	5	2
Effective Weighted Sample	52	22	43	7	9	11	13	4	22	18	16	4	35	40	10	4	2
Total	117	66	51	16	17	20	16	22	25	33	34	21	29	97	13	5	2
A billing, pricing or payment issue	25 21%	16 25%	8 16%	1 7%	5 29%	1 6%	5 27%	5 24%	8 30%	5 15%	4 12%	5 25%	10 36%	17 18%	5 36%	2 49%	1 28%
A problem with your account details, for example name and address etc.	1 1%	- -%	1 1%	- -%	1 4%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	31 27%	20 31%	11 21%	5 31%	2 12%	4 21%	6 35%	11 49%	3 13%	8 25%	6 17%	10 49%	7 24%	26 27%	5 41%	- -%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	21 18%	11 16%	10 19%	7 42%	1 7%	6 29%	2 9%	2 8%	4 15%	7 22%	5 16%	1 6%	6 22%	17 17%	2 19%	- -%	2 72%
A problem relating to the installation or set up of your service	10 9%	5 8%	5 10%	1 7%	1 6%	4 21%	- -%	1 5%	3 12%	2 6%	6 17%	* 2%	2 8%	9 10%	1 4%	* 10%	- -%
Or something else, a general issue	29 25%	13 20%	16 32%	2 13%	7 42%	5 24%	5 29%	3 14%	8 30%	10 29%	13 38%	4 18%	3 11%	27 28%	- -%	2 40%	- -%
SUMMARY																	
BILLING	25 22%	16 25%	9 18%	1 7%	6 33%	1 6%	5 27%	5 24%	8 30%	6 17%	4 12%	5 25%	10 36%	18 18%	5 36%	2 49%	1 28%
FAULT AND REPAIR	52 44%	31 47%	20 40%	12 73%	3 19%	10 50%	7 44%	12 57%	7 28%	16 48%	11 33%	12 55%	13 46%	42 44%	7 59%	- -%	2 72%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 8D

Q8. TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	103	47	56	10	16	16	15	17	29	24	21	17	41	83	13	5	2
Effective Weighted Sample	52	22	43	7	9	11	13	4	22	18	16	4	35	40	10	4	2
Total	117	66	51	16	17	20	16	22	25	33	34	21	29	97	13	5	2
GENERAL ENQUIRY	40	19	21	3	8	9	5	4	10	12	18	4	5	37	1	2	-
	34%	28%	42%	20%	48%	44%	29%	19%	41%	35%	55%	20%	18%	38%	4%	51%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9A

Services used from Sky

Base : Those using Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1177	569	-	673	1076	666	511
Effective Weighted Sample	822	409	-	489	747	485	340
Total	1238	594	-	691	1147	694	544
Cable or satellite TV or other Pay TV	1147	530	-	611	1147	641	506
	93%	89%	-%	88%	100%	92%	93%
				ac			
Broadband	691	553	-	691	611	664	27
	56%	93%	-%	100%	53%	96%	5%
		d		ad		f	
Landline phone service	594	594	-	553	530	583	11
	48%	100%	-%	80%	46%	84%	2%
		cd		d		f	

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9A

Services used from Sky

Base : Those using Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1177	527	650	169	252	221	183	149	203	211	339	228	399	973	116	40	48
Effective Weighted Sample	822	420	402	135	196	177	112	110	124	169	284	193	203	672	88	32	42
Total	1238	626	612	216	223	237	232	151	179	322	379	222	314	990	123	73	51
Cable or satellite TV or other Pay TV	1147	575	572	203	199	213	219	145	167	305	351	197	293	911	117	72	47
	93%	92%	93%	94%	89%	90%	94%	96%	93%	95%	93%	89%	93%	92%	95%	99%	90%
Broadband	691	339	352	117	159	156	110	73	75	186	203	140	162	568	74	29	19
	56%	54%	58%	54%	71%	66%	47%	49%	42%	58%	54%	63%	52%	57%	60%	40%	38%
					cfg	fg											
Landline phone service	594	280	313	94	136	139	86	67	71	162	178	109	144	477	70	29	18
	48%	45%	51%	43%	61%	59%	37%	45%	40%	50%	47%	49%	46%	48%	57%	40%	34%
					cfgh	cfh											

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1177	569	-	673	1076	666	511
Effective Weighted Sample	822	409	-	489	747	485	340
Total	1238	594	-	691	1147	694	544
Contacted in the last 3 months	349	207	-	222	333	222	127
	28%	35%	-%	32%	29%	32%	23%
						f	
Not contacted	875	380	-	461	800	463	412
	71%	64%	-%	67%	70%	67%	76%
						e	
Don't know whether contacted	14	7	-	8	14	8	6
	1%	1%	-%	1%	1%	1%	1%
Cable or satellite TV or other Pay TV	209	81	-	87	209	89	120
	17%	14%	-%	13%	18%	13%	22%
					c		e
Broadband	90	82	-	90	77	84	5
	7%	14%	-%	13%	7%	12%	1%
		d		d		f	
Landline phone service	20	20	-	18	17	19	1
	2%	3%	-%	3%	1%	3%	*%
						f	
A General issue, that applies to all	47	43	-	46	45	47	-
	4%	7%	-%	7%	4%	7%	-%
						f	
Don't know	5	3	-	4	5	5	-
	*%	1%	-%	1%	*%	1%	-%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	1177	527	650	169	252	221	183	149	203	211	339	228	399	973	116	40	48
Effective Weighted Sample	822	420	402	135	196	177	112	110	124	169	284	193	203	672	88	32	42
Total	1238	626	612	216	223	237	232	151	179	322	379	222	314	990	123	73	51
Contacted in the last 3 months	349	163	186	59	59	75	70	48	37	104	116	48	82	272	47	18	12
	28%	26%	30%	27%	26%	32%	30%	32%	21%	32%	30%	22%	26%	27%	39%	24%	24%
Not contacted	875	453	422	151	162	160	161	100	142	213	259	174	228	706	75	55	38
	71%	72%	69%	70%	73%	67%	69%	66%	79%	66%	68%	78%	73%	71%	61%	76%	74%
Don't know whether contacted	14	10	4	6	2	2	1	3	-	5	4	-	4	13	-	-	1
	1%	2%	1%	3%	1%	1%	*%	2%	-%	2%	1%	-%	1%	1%	-%	-%	2%
Cable or satellite TV or other Pay TV	209	95	114	40	32	36	48	30	24	67	65	25	53	160	32	10	8
	17%	15%	19%	18%	14%	15%	20%	20%	13%	21%	17%	11%	17%	16%	26%	14%	15%
Broadband	90	40	50	17	19	25	15	9	3	20	38	15	17	67	13	8	2
	7%	6%	8%	8%	9%	11%	7%	6%	2%	6%	10%	7%	5%	7%	10%	10%	5%
Landline phone service	20	11	8	-	9	5	2	2	2	5	5	3	6	18	-	-	2
	2%	2%	1%	-%	4%	2%	1%	1%	1%	2%	1%	2%	2%	2%	-%	-%	4%
A General issue, that applies to all	47	23	24	2	7	14	6	9	9	16	11	9	11	39	7	-	1
	4%	4%	4%	1%	3%	6%	3%	6%	5%	5%	3%	4%	3%	4%	6%	-%	2%
Don't know	5	3	2	2	-	-	2	1	-	2	2	1	*	5	-	-	-
	*%	*%	*%	1%	-%	-%	1%	1%	-%	1%	*%	*%	*%	1%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9C

Q1/2/3/7. Services contacted about

Base : Those contacting Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	312	196	-	210	296	211	101
Effective Weighted Sample	198	155	-	165	186	166	51
Total	349	207	-	222	333	222	127
Cable or satellite TV or other Pay TV	254	122	-	130	254	134	120
	73%	59%	-%	59%	76%	60%	95%
				ac			e
Broadband	135	124	-	135	120	130	5
	39%	60%	-%	61%	36%	58%	4%
		d		d		f	
Landline phone service	62	62	-	59	57	62	1
	18%	30%	-%	27%	17%	28%	1%
		d				f	
Don't know	5	3	-	4	5	5	-
	2%	2%	-%	2%	2%	2%	-%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9C

Q1/2/3/7. Services contacted about

Base : Those contacting Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	312	127	185	40	69	64	54	44	41	61	98	52	101	250	41	8	13
Effective Weighted Sample	198	99	99	30	55	51	24	33	32	51	84	44	35	152	32	7	10
Total	349	163	186	59	59	75	70	48	37	104	116	48	82	272	47	18	12
Cable or satellite TV or other Pay TV	254	116	138	42	37	50	53	39	33	83	74	33	64	197	38	10	9
	73%	71%	74%	70%	63%	66%	76%	81%	88%	80%	64%	69%	78%	72%	81%	57%	73%
Broadband	135	63	72	19	26	40	21	17	12	36	49	23	27	105	19	8	4
	39%	39%	39%	32%	45%	53%	30%	35%	32%	35%	42%	49%	33%	39%	41%	43%	29%
Landline phone service	62	31	31	2	17	17	7	11	9	21	14	9	17	52	7	-	3
	18%	19%	17%	3%	28%	23%	10%	23%	24%	20%	13%	20%	21%	19%	14%	-%	26%
Don't know	5	3	2	2	-	-	2	1	-	2	2	1	*	5	-	-	-
	2%	2%	1%	4%	-%	-%	3%	2%	-%	2%	2%	2%	1%	2%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9D

Q8. Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	312	196	-	210	296	211	101
Effective Weighted Sample	198	155	-	165	186	166	51
Total	349	207	-	222	333	222	127
A billing, pricing or payment issue	92 26%	51 24%	- -%	58 26%	91 27%	58 26%	34 27%
A problem with your account details, for example name and address etc.	6 2%	4 2%	- -%	4 2%	6 2%	4 2%	2 2%
A fault with the service you are buying from them, for example total or partial failure of service	63 18%	44 21%	- -%	46 21%	59 18%	45 20%	17 14%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	49 14%	37 18%	- -%	40 18%	46 14%	40 18%	9 7%
Problems with the repair service, for example it didn't happen or didn't solve the problem	6 2%	3 1%	- -%	3 1%	6 2%	3 1%	2 2%
A problem relating to the installation or set up of your service	15 4%	9 4%	- -%	7 3%	14 4%	9 4%	6 5%
Or something else, a general issue	120 34%	61 29%	- -%	66 30%	112 34%	64 29%	56 44%
SUMMARY							
BILLING	98 28%	54 26%	- -%	62 28%	97 29%	62 28%	36 29%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9D

Q8. Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	312	196	-	210	296	211	101
Effective Weighted Sample	198	155	-	165	186	166	51
Total	349	207	-	222	333	222	127
FAULT AND REPAIR	117	84	-	88	110	88	29
	34%	41%	-%	40%	33%	40%	23%
GENERAL ENQUIRY	134	69	-	73	126	73	62
	38%	33%	-%	33%	38%	33%	49%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9D

Q8. Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	312	127	185	40	69	64	54	44	41	61	98	52	101	250	41	8	13
Effective Weighted Sample	198	99	99	30	55	51	24	33	32	51	84	44	35	152	32	7	10
Total	349	163	186	59	59	75	70	48	37	104	116	48	82	272	47	18	12
A billing, pricing or payment issue	92 26%	46 28%	47 25%	19 32%	14 24%	18 24%	21 30%	10 22%	9 24%	29 27%	21 18%	11 23%	31 39%	72 26%	12 26%	5 26%	4 31%
A problem with your account details, for example name and address etc.	6 2%	3 2%	2 1%	- -%	1 2%	1 1%	2 3%	- -%	2 5%	- -%	3 2%	2 4%	1 1%	6 2%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	63 18%	23 14%	40 22%	7 13%	17 28%	16 21%	11 15%	7 15%	5 14%	12 11%	28 24%	11 24%	11 14%	52 19%	10 21%	- -%	1 6%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	49 14%	29 18%	20 11%	6 10%	6 11%	18 24%	4 6%	10 21%	4 11%	12 12%	22 19%	6 13%	8 10%	31 11%	7 15%	9 51%	1 8%
Problems with the repair service, for example it didn't happen or didn't solve the problem	6 2%	2 2%	3 2%	3 5%	- -%	- -%	2 4%	- -%	- -%	- -%	4 3%	- -%	1 2%	4 1%	1 3%	- -%	- -%
A problem relating to the installation or set up of your service	15 4%	4 2%	11 6%	4 7%	1 1%	1 1%	3 4%	2 4%	4 11%	4 4%	5 4%	2 5%	4 4%	10 4%	1 1%	3 17%	1 6%
Or something else, a general issue	120 34%	56 35%	63 34%	19 32%	20 34%	22 29%	27 38%	18 38%	13 35%	47 46%	33 29%	15 30%	25 30%	97 36%	16 33%	1 6%	6 49%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 9D

Q8. Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	312	127	185	40	69	64	54	44	41	61	98	52	101	250	41	8	13
Effective Weighted Sample	198	99	99	30	55	51	24	33	32	51	84	44	35	152	32	7	10
Total	349	163	186	59	59	75	70	48	37	104	116	48	82	272	47	18	12
SUMMARY																	
BILLING	98	49	49	19	15	19	23	10	11	29	24	13	32	77	12	5	4
	28%	30%	26%	32%	26%	25%	33%	22%	29%	27%	21%	27%	39%	28%	26%	26%	31%
FAULT AND REPAIR	117	54	63	16	23	34	17	17	9	24	54	18	21	87	19	9	2
	34%	33%	34%	28%	39%	45%	25%	36%	25%	23%	47%	37%	26%	32%	40%	51%	14%
GENERAL ENQUIRY	134	60	74	24	21	23	30	20	17	51	38	17	28	107	16	4	7
	38%	37%	40%	40%	35%	30%	42%	42%	46%	49%	33%	36%	35%	39%	34%	23%	55%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10A

Services used from O2

Base : Those using O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	677	-	677	-	-	-	677
Effective Weighted Sample	439	-	439	-	-	-	439
Total	719	-	719	-	-	-	719
Mobile phone	719	-	719	-	-	-	719
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10A

Services used from O2

Base : Those using O2

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 e	45-54 f	55-64 ~g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	677	289	388	94	141	126	115	92	109	116	182	141	238	540	71	19	47
Effective Weighted Sample	439	238	210	77	115	103	83	38	58	94	150	73	142	336	53	15	41
Total	719	334	385	117	125	139	133	103	102	171	206	159	183	566	73	32	49
Mobile phone	719	334	385	117	125	139	133	103	102	171	206	159	183	566	73	32	49
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10B

Q6/Q7. Whether contacted and service contacted about

Base : Those using O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	677	-	677	-	-	-	677
Effective Weighted Sample	439	-	439	-	-	-	439
Total	719	-	719	-	-	-	719
Contacted in the last 3 months	115 16%	- -%	115 16%	- -%	- -%	- -%	115 16%
Not contacted	602 84%	- -%	602 84%	- -%	- -%	- -%	602 84%
Don't know whether contacted	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%
Mobile phone	115 16%	- -%	115 16%	- -%	- -%	- -%	115 16%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10B

Q6/Q7. Whether contacted and service contacted about

Base : Those using O2

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 e	45-54 f	55-64 ~g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	677	289	388	94	141	126	115	92	109	116	182	141	238	540	71	19	47
Effective Weighted Sample	439	238	210	77	115	103	83	38	58	94	150	73	142	336	53	15	41
Total	719	334	385	117	125	139	133	103	102	171	206	159	183	566	73	32	49
Contacted in the last 3 months	115 16%	57 17%	58 15%	23 19%	18 14%	29 21%	24 18%	14 13%	8 8%	27 16%	29 14%	32 20%	26 14%	96 17%	9 13%	2 5%	8 17%
Not contacted	602 84%	277 83%	325 84%	94 81%	107 86%	110 79%	107 80%	90 87%	94 92%	144 84%	177 86%	124 78%	157 86%	470 83%	64 87%	28 87%	40 83%
Don't know whether contacted	2 *%	- -%	2 1%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2 8%	- -%
Mobile phone	115 16%	57 17%	58 15%	23 19%	18 14%	29 21%	24 18%	14 13%	8 8%	27 16%	29 14%	32 20%	26 14%	96 17%	9 13%	2 5%	8 17%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10C

Q1/2/3/7. Services contacted about

Base : Those contacting O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	114	-	114	-	-	-	114
Effective Weighted Sample	97	-	97	-	-	-	97
Total	115	-	115	-	-	-	115
Mobile phone	115	-	115	-	-	-	115
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10C

Q1/2/3/7. Services contacted about

Base : Those contacting O2

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	114	49	65	20	21	25	23	16	9	21	27	33	33	95	9	2	8
Effective Weighted Sample	97	42	57	15	19	22	21	14	9	18	23	30	29	80	8	2	7
Total	115	57	58	23	18	29	24	14	8	27	29	32	26	96	9	2	8
Mobile phone	115	57	58	23	18	29	24	14	8	27	29	32	26	96	9	2	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10D

Q8. Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Q2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	114	-	114	-	-	-	114
Effective Weighted Sample	97	-	97	-	-	-	97
Total	115	-	115	-	-	-	115
A billing, pricing or payment issue	31 27%	- -%	31 27%	- -%	- -%	- -%	31 27%
A problem with your account details, for example name and address etc.	4 4%	- -%	4 4%	- -%	- -%	- -%	4 4%
A fault with the service you are buying from them, for example total or partial failure of service	8 7%	- -%	8 7%	- -%	- -%	- -%	8 7%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	7 6%	- -%	7 6%	- -%	- -%	- -%	7 6%
A problem relating to the installation or set up of your service	2 2%	- -%	2 2%	- -%	- -%	- -%	2 2%
Or something else, a general issue	62 54%	- -%	62 54%	- -%	- -%	- -%	62 54%
SUMMARY							
BILLING	35 31%	- -%	35 31%	- -%	- -%	- -%	35 31%
FAULT AND REPAIR	15 13%	- -%	15 13%	- -%	- -%	- -%	15 13%
GENERAL ENQUIRY	65 56%	- -%	65 56%	- -%	- -%	- -%	65 56%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10D

Q8. Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	114	49	65	20	21	25	23	16	9	21	27	33	33	95	9	2	8
Effective Weighted Sample	97	42	57	15	19	22	21	14	9	18	23	30	29	80	8	2	7
Total	115	57	58	23	18	29	24	14	8	27	29	32	26	96	9	2	8
A billing, pricing or payment issue	31 27%	14 25%	17 29%	13 56%	2 11%	8 27%	6 26%	1 9%	1 11%	5 17%	9 31%	9 27%	8 33%	29 31%	1 10%	- -%	1 9%
A problem with your account details, for example name and address etc.	4 4%	1 2%	3 6%	- -%	3 17%	- -%	- -%	- -%	1 17%	3 12%	- -%	1 3%	- -%	4 5%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	8 7%	4 6%	5 8%	3 15%	1 3%	2 5%	2 7%	- -%	1 13%	1 3%	4 13%	1 5%	2 8%	5 5%	2 25%	- -%	1 11%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	7 6%	3 6%	4 6%	1 4%	3 18%	2 7%	1 3%	- -%	- -%	2 7%	1 4%	3 9%	1 3%	6 7%	- -%	1 33%	- -%
A problem relating to the installation or set up of your service	2 2%	1 1%	2 3%	- -%	1 5%	1 3%	- -%	1 4%	- -%	1 3%	- -%	- -%	2 6%	2 3%	- -%	- -%	- -%
Or something else, a general issue	62 54%	34 60%	28 48%	6 25%	8 45%	16 57%	15 64%	12 87%	5 59%	16 57%	15 52%	18 56%	13 50%	48 50%	6 65%	1 67%	7 80%
SUMMARY																	
BILLING	35 31%	15 27%	20 34%	13 56%	5 28%	8 27%	6 26%	1 9%	2 28%	8 29%	9 31%	10 30%	8 33%	34 35%	1 10%	- -%	1 9%
FAULT AND REPAIR	15 13%	7 12%	8 14%	4 19%	4 22%	4 12%	3 11%	- -%	1 13%	3 10%	5 17%	4 14%	3 12%	11 12%	2 25%	1 33%	1 11%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 10D

Q8. O2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	114	49	65	20	21	25	23	16	9	21	27	33	33	95	9	2	8
Effective Weighted Sample	97	42	57	15	19	22	21	14	9	18	23	30	29	80	8	2	7
Total	115	57	58	23	18	29	24	14	8	27	29	32	26	96	9	2	8
GENERAL ENQUIRY	65	35	30	6	9	17	15	12	5	17	15	18	14	51	6	1	7
	56%	61%	51%	25%	50%	60%	64%	91%	59%	61%	52%	56%	56%	53%	65%	67%	80%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11A

Services used from EE (inc. O&TM)

Base : Those using EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	996	-	973	159	-	26	970
Effective Weighted Sample	630	-	613	117	-	19	612
Total	1022	-	1001	151	-	27	995
Mobile phone	949	-	949	79	-	27	922
	93%	-%	95%	52%	-%	100%	93%
			c				
Broadband	100	-	79	100	-	27	73
	10%	-%	8%	66%	-%	100%	7%
			b				

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11A

Services used from EE (inc. O&TM)

Base : Those using EE (inc. O&TM)

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	996	459	537	126	210	166	171	127	196	149	272	219	356	899	51	34	12
Effective Weighted Sample	630	300	332	95	156	125	97	60	154	118	228	127	183	558	41	26	10
Total	1022	517	505	140	182	174	207	148	171	237	289	241	255	894	56	59	14
Mobile phone	949	483	466	134	164	160	189	138	164	226	267	219	237	831	53	52	14
	93%	93%	92%	96%	90%	92%	91%	93%	96%	95%	92%	91%	93%	93%	96%	88%	100%
Broadband	100	45	55	9	21	23	22	13	12	17	29	29	24	84	5	10	1
	10%	9%	11%	6%	12%	13%	10%	9%	7%	7%	10%	12%	9%	9%	17%	6%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11B

Q6/Q7. Whether contacted and service contacted about

Base : Those using EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	996	-	973	159	-	26	970
Effective Weighted Sample	630	-	613	117	-	19	612
Total	1022	-	1001	151	-	27	995
Contacted in the last 3 months	217 21%	- -%	211 21%	53 35%	- -%	8 29%	209 21%
Not contacted	803 79%	- -%	787 79%	98 65%	- -%	20 71%	784 79%
Don't know whether contacted	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%
Mobile phone	188 18%	- -%	188 19%	24 16%	- -%	3 12%	184 19%
Broadband	29 3%	- -%	24 2%	29 19%	- -%	5 17%	25 2%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11B

Q6/Q7. Whether contacted and service contacted about

Base : Those using EE (inc. O&TM)

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	996	459	537	126	210	166	171	127	196	149	272	219	356	899	51	34	12
Effective Weighted Sample	630	300	332	95	156	125	97	60	154	118	228	127	183	558	41	26	10
Total	1022	517	505	140	182	174	207	148	171	237	289	241	255	894	56	59	14
Contacted in the last 3 months	217	97	120	31	50	44	48	20	23	65	70	48	34	185	18	11	3
	21%	19%	24%	22%	27%	25%	23%	14%	14%	27%	24%	20%	13%	21%	32%	18%	22%
				h						l	l						
Not contacted	803	420	383	107	133	130	158	128	148	172	218	193	221	706	38	48	11
	79%	81%	76%	77%	73%	75%	76%	86%	86%	73%	75%	80%	86%	79%	68%	82%	78%
								d					ij				
Don't know whether contacted	2	1	1	1	-	-	1	-	-	-	1	-	1	2	-	-	-
	*%	*%	*%	1%	-%	-%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%
Mobile phone	188	83	105	28	42	37	41	19	22	60	59	41	28	164	17	4	3
	18%	16%	21%	20%	23%	21%	20%	13%	13%	25%	20%	17%	11%	18%	30%	7%	22%
										l							
Broadband	29	14	16	3	8	7	8	2	1	5	12	7	5	21	1	7	-
	3%	3%	3%	2%	4%	4%	4%	1%	1%	2%	4%	3%	2%	2%	2%	11%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11C

Q1/2/3/7. Services contacted about

Base : Those contacting EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	192	-	188	42	-	5	187
Effective Weighted Sample	139	-	136	31	-	3	136
Total	217	-	211	53	-	8	209
Mobile phone	188	-	188	24	-	3	184
	86%	-%	89%	45%	-%	42%	88%
Broadband	29	-	24	29	-	5	25
	14%	-%	11%	55%	-%	58%	12%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11C

Q1/2/3/7. Services contacted about

Base : Those contacting EE (inc. O&TM)

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	192	79	113	24	57	38	30	19	24	39	62	44	47	174	11	5	2
Effective Weighted Sample	139	59	80	17	47	28	22	16	19	30	52	32	35	124	10	5	2
Total	217	97	120	31	50	44	48	20	23	65	70	48	34	185	18	11	3
Mobile phone	188	83	105	28	42	37	41	19	22	60	59	41	28	164	17	4	3
	86%	86%	87%	90%	84%	84%	84%	91%	94%	92%	84%	84%	84%	88%	93%	37%	100%
Broadband	29	14	16	3	8	7	8	2	1	5	12	7	5	21	1	7	-
	14%	14%	13%	10%	16%	16%	16%	9%	6%	8%	16%	16%	16%	12%	7%	63%	-%

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

OFCCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11D

Q8. EE (inc. O&TM) - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	192	-	188	42	-	5	187
Effective Weighted Sample	139	-	136	31	-	3	136
Total	217	-	211	53	-	8	209
A billing, pricing or payment issue	66 31%	- -%	62 29%	14 27%	- -%	3 42%	63 30%
A problem with your account details, for example name and address etc.	5 2%	- -%	5 2%	1 1%	- -%	1 8%	4 2%
A fault with the service you are buying from them, for example total or partial failure of service	23 11%	- -%	23 11%	10 20%	- -%	- -%	23 11%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	19 9%	- -%	19 9%	9 16%	- -%	4 50%	15 7%
Problems with the repair service, for example it didn't happen or didn't solve the problem	2 1%	- -%	2 1%	- -%	- -%	- -%	2 1%
A problem relating to the installation or set up of your service	14 6%	- -%	13 6%	2 4%	- -%	- -%	14 7%
Or something else, a general issue	88 41%	- -%	87 41%	17 32%	- -%	- -%	88 42%
SUMMARY							
BILLING	71 33%	- -%	67 32%	15 28%	- -%	4 50%	67 32%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11D

Q8. EE (inc. O&TM) - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	192	-	188	42	-	5	187
Effective Weighted Sample	139	-	136	31	-	3	136
Total	217	-	211	53	-	8	209
FAULT AND REPAIR	44	-	44	19	-	4	40
	20%	-%	21%	36%	-%	50%	19%
GENERAL ENQUIRY	102	-	100	19	-	-	102
	47%	-%	48%	36%	-%	-%	49%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11D

Q8. EE (inc. O&TM) - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	192	79	113	24	57	38	30	19	24	39	62	44	47	174	11	5	2
Effective Weighted Sample	139	59	80	17	47	28	22	16	19	30	52	32	35	124	10	5	2
Total	217	97	120	31	50	44	48	20	23	65	70	48	34	185	18	11	3
A billing, pricing or payment issue	66 31%	23 24%	43 36%	18 58%	13 27%	14 32%	9 18%	4 18%	8 36%	10 16%	24 35%	17 36%	14 42%	58 31%	7 36%	2 17%	- -
A problem with your account details, for example name and address etc.	5 2%	1 1%	3 3%	- -%	2 4%	- -%	- -%	2 9%	1 4%	2 3%	* *%	2 4%	- -%	5 2%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	23 11%	14 15%	9 7%	5 15%	8 16%	5 11%	2 4%	3 15%	1 3%	6 9%	6 8%	10 21%	1 4%	19 10%	- -%	4 39%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	19 9%	10 10%	9 7%	1 4%	4 8%	7 16%	4 8%	1 7%	1 4%	6 9%	7 9%	3 7%	3 9%	14 8%	- -%	5 44%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	2 1%	1 1%	2 1%	2 5%	- -%	1 2%	- -%	- -%	- -%	2 2%	- -%	1 2%	- -%	2 1%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	14 6%	5 5%	9 7%	- -%	2 3%	- -%	6 13%	5 26%	1 3%	9 14%	3 4%	1 3%	* 1%	10 5%	4 21%	- -%	- -%
Or something else, a general issue	88 41%	42 44%	46 38%	6 18%	21 43%	17 39%	28 57%	5 25%	12 50%	30 47%	31 44%	13 26%	15 44%	78 42%	8 43%	- -%	3 100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 11D

Q8. EE (inc. O&TM) - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	192	79	113	24	57	38	30	19	24	39	62	44	47	174	11	5	2
Effective Weighted Sample	139	59	80	17	47	28	22	16	19	30	52	32	35	124	10	5	2
Total	217	97	120	31	50	44	48	20	23	65	70	48	34	185	18	11	3
SUMMARY																	
BILLING	71 33%	25 25%	46 38%	18 58%	15 30%	14 32%	9 18%	6 27%	9 40%	12 19%	25 35%	20 41%	14 42%	62 34%	7 36%	2 17%	- -%
FAULT AND REPAIR	44 20%	25 26%	19 16%	7 24%	12 24%	13 29%	6 13%	4 21%	2 7%	13 20%	12 17%	14 30%	4 13%	35 19%	- -%	9 83%	- -%
GENERAL ENQUIRY	102 47%	47 49%	55 46%	6 18%	23 46%	17 39%	34 70%	10 51%	12 53%	39 61%	33 48%	14 29%	15 45%	88 47%	11 64%	- -%	3 100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13A

Services used from 3

Base : Those using 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	293	-	293	-	-	-	293
Effective Weighted Sample	220	-	220	-	-	-	220
Total	278	-	278	-	-	-	278
Mobile phone	278	-	278	-	-	-	278
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13A

Services used from 3

Base : Those using 3

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	293	134	159	52	91	61	51	23	15	41	71	56	125	260	25	5	3
Effective Weighted Sample	220	109	113	44	69	43	40	20	11	33	54	47	101	196	20	4	3
Total	278	149	129	62	72	67	50	17	11	53	84	55	87	242	24	10	3
Mobile phone	278	149	129	62	72	67	50	17	11	53	84	55	87	242	24	10	3
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13B

Q6/Q7. Whether contacted and service contacted about

Base : Those using 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	293	-	293	-	-	-	293
Effective Weighted Sample	220	-	220	-	-	-	220
Total	278	-	278	-	-	-	278
Contacted in the last 3 months	72 26%	- -%	72 26%	- -%	- -%	- -%	72 26%
Not contacted	206 74%	- -%	206 74%	- -%	- -%	- -%	206 74%
Don't know whether contacted	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%
Mobile phone	72 26%	- -%	72 26%	- -%	- -%	- -%	72 26%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13B

Q6/Q7. Whether contacted and service contacted about

Base : Those using 3

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	293	134	159	52	91	61	51	23	15	41	71	56	125	260	25	5	3
Effective Weighted Sample	220	109	113	44	69	43	40	20	11	33	54	47	101	196	20	4	3
Total	278	149	129	62	72	67	50	17	11	53	84	55	87	242	24	10	3
Contacted in the last 3 months	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
	26%	25%	26%	24%	29%	26%	27%	19%	17%	40%	24%	21%	22%	23%	46%	55%	-%
Not contacted	206	111	95	46	51	49	37	14	9	31	64	43	67	186	13	5	3
	74%	74%	74%	75%	71%	74%	73%	81%	83%	60%	76%	79%	77%	77%	54%	45%	100%
Don't know whether contacted	1	1	-	1	-	-	-	-	-	-	-	-	1	1	-	-	-
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%
Mobile phone	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
	26%	25%	26%	24%	29%	26%	27%	19%	17%	40%	24%	21%	22%	23%	46%	55%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13C

Q1/2/3/7. Services contacted about

Base : Those contacting 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	74	-	74	-	-	-	74
Effective Weighted Sample	56	-	56	-	-	-	56
Total	72	-	72	-	-	-	72
Mobile phone	72	-	72	-	-	-	72
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13C

Q1/2/3/7. Services contacted about

Base : Those contacting 3

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	74	31	43	11	23	19	12	6	3	17	17	13	27	60	11	3	-
Effective Weighted Sample	56	25	33	10	17	16	8	5	3	15	13	11	20	48	8	2	-
Total	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
Mobile phone	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13D

Q8. 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	74	-	74	-	-	-	74
Effective Weighted Sample	56	-	56	-	-	-	56
Total	72	-	72	-	-	-	72
A billing, pricing or payment issue	13 18%	- -%	13 18%	- -%	- -%	- -%	13 18%
A problem with your account details, for example name and address etc.	4 6%	- -%	4 6%	- -%	- -%	- -%	4 6%
A fault with the service you are buying from them, for example total or partial failure of service	6 9%	- -%	6 9%	- -%	- -%	- -%	6 9%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	11 16%	- -%	11 16%	- -%	- -%	- -%	11 16%
Problems with the repair service, for example it didn't happen or didn't solve the problem	2 2%	- -%	2 2%	- -%	- -%	- -%	2 2%
A problem relating to the installation or set up of your service	2 3%	- -%	2 3%	- -%	- -%	- -%	2 3%
Or something else, a general issue	33 46%	- -%	33 46%	- -%	- -%	- -%	33 46%
SUMMARY							
BILLING	17 24%	- -%	17 24%	- -%	- -%	- -%	17 24%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13D

Q8. 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	74	-	74	-	-	-	74
Effective Weighted Sample	56	-	56	-	-	-	56
Total	72	-	72	-	-	-	72
FAULT AND REPAIR	19	-	19	-	-	-	19
	27%	-%	27%	-%	-%	-%	27%
GENERAL ENQUIRY	35	-	35	-	-	-	35
	49%	-%	49%	-%	-%	-%	49%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13D

Q8. 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	74	31	43	11	23	19	12	6	3	17	17	13	27	60	11	3	-
Effective Weighted Sample	56	25	33	10	17	16	8	5	3	15	13	11	20	48	8	2	-
Total	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
A billing, pricing or payment issue	13 18%	6 16%	7 20%	3 20%	4 19%	3 19%	1 5%	- -%	2 100%	4 20%	3 18%	1 6%	4 24%	12 21%	1 11%	- -%	- -%
A problem with your account details, for example name and address etc.	4 6%	4 10%	1 3%	4 24%	- -%	* 2%	1 4%	- -%	- -%	2 9%	- -%	- -%	2 13%	2 4%	2 18%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	6 9%	4 11%	2 6%	- -%	4 17%	1 8%	- -%	1 38%	- -%	1 6%	- -%	3 23%	2 12%	4 8%	1 9%	1 19%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	11 16%	4 12%	7 21%	2 10%	6 27%	2 9%	2 16%	* 16%	- -%	1 6%	6 29%	1 9%	4 19%	10 17%	2 17%	- -%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	2 2%	* 1%	1 3%	- -%	- -%	1 6%	- -%	* 15%	- -%	1 5%	- -%	- -%	* 2%	2 3%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	2 3%	1 3%	1 3%	- -%	2 9%	- -%	- -%	* 9%	- -%	- -%	1 6%	1 5%	* 2%	2 4%	- -%	- -%	- -%
Or something else, a general issue	33 46%	17 47%	15 45%	7 45%	6 28%	10 55%	10 74%	1 23%	- -%	11 54%	9 47%	7 57%	5 29%	23 43%	5 45%	4 81%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 13D

Q8. 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	74	31	43	11	23	19	12	6	3	17	17	13	27	60	11	3	-
Effective Weighted Sample	56	25	33	10	17	16	8	5	3	15	13	11	20	48	8	2	-
Total	72	37	34	15	21	18	13	3	2	21	20	12	19	55	11	6	-
SUMMARY																	
BILLING	17	10	8	7	4	4	1	-	2	6	3	1	7	14	3	-	-
	24%	26%	22%	45%	19%	21%	10%	-%	100%	29%	18%	6%	37%	26%	29%	-%	-%
FAULT AND REPAIR	19	9	10	2	9	4	2	2	-	4	6	4	6	15	3	1	-
	27%	24%	30%	10%	44%	24%	16%	68%	-%	17%	29%	32%	33%	28%	26%	19%	-%
GENERAL ENQUIRY	35	19	16	7	8	10	10	1	-	11	11	7	6	26	5	4	-
	49%	50%	48%	45%	37%	55%	74%	32%	-%	54%	54%	62%	30%	47%	45%	81%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15A

Services used from Vodafone

Base : Those using Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	420	-	420	-	-	-	420
Effective Weighted Sample	337	-	337	-	-	-	337
Total	443	-	443	-	-	-	443
Mobile phone	443	-	443	-	-	-	443
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15A

Services used from Vodafone

Base : Those using Vodafone

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	420	173	247	50	82	69	60	68	91	87	115	90	128	350	50	11	9
Effective Weighted Sample	337	142	198	42	65	56	51	56	73	74	100	75	106	281	39	10	7
Total	443	206	238	73	76	73	69	68	83	124	130	98	91	364	53	17	9
Mobile phone	443	206	238	73	76	73	69	68	83	124	130	98	91	364	53	17	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	420	-	420	-	-	-	420
Effective Weighted Sample	337	-	337	-	-	-	337
Total	443	-	443	-	-	-	443
Contacted in the last 3 months	85 19%	- -%	85 19%	- -%	- -%	- -%	85 19%
Not contacted	355 80%	- -%	355 80%	- -%	- -%	- -%	355 80%
Don't know whether contacted	3 1%	- -%	3 1%	- -%	- -%	- -%	3 1%
Mobile phone	85 19%	- -%	85 19%	- -%	- -%	- -%	85 19%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Vodafone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	420	173	247	50	82	69	60	68	91	87	115	90	128	350	50	11	9
Effective Weighted Sample	337	142	198	42	65	56	51	56	73	74	100	75	106	281	39	10	7
Total	443	206	238	73	76	73	69	68	83	124	130	98	91	364	53	17	9
Contacted in the last 3 months	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
	19%	23%	15%	24%	30%	26%	6%	21%	9%	19%	20%	17%	20%	18%	26%	32%	18%
Not contacted	355	156	200	56	54	54	65	53	75	101	102	80	72	297	39	12	8
	80%	76%	84%	76%	70%	74%	93%	77%	90%	81%	79%	82%	79%	82%	74%	68%	82%
Don't know whether contacted	3	2	1	-	-	-	1	2	1	-	2	1	1	3	-	-	-
	1%	1%	1%	-%	-%	-%	1%	2%	1%	-%	1%	1%	1%	1%	-%	-%	-%
Mobile phone	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
	19%	23%	15%	24%	30%	26%	6%	21%	9%	19%	20%	17%	20%	18%	26%	32%	18%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15C

Q1/2/3/7. Services contacted about

Base : Those contacting Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	78	-	78	-	-	-	78
Effective Weighted Sample	63	-	63	-	-	-	63
Total	85	-	85	-	-	-	85
Mobile phone	85	-	85	-	-	-	85
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15C

Q1/2/3/7. Services contacted about

Base : Those contacting Vodafone

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	78	38	40	13	23	17	5	12	8	16	23	15	24	62	11	3	2
Effective Weighted Sample	63	33	31	10	20	14	4	10	7	14	21	13	18	49	10	3	2
Total	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
Mobile phone	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15D

Q8. Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	78	-	78	-	-	-	78
Effective Weighted Sample	63	-	63	-	-	-	63
Total	85	-	85	-	-	-	85
A billing, pricing or payment issue	30 35%	- -%	30 35%	- -%	- -%	- -%	30 35%
A problem with your account details, for example name and address etc.	1 2%	- -%	1 2%	- -%	- -%	- -%	1 2%
A fault with the service you are buying from them, for example total or partial failure of service	9 11%	- -%	9 11%	- -%	- -%	- -%	9 11%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	14 16%	- -%	14 16%	- -%	- -%	- -%	14 16%
A problem relating to the installation or set up of your service	6 6%	- -%	6 6%	- -%	- -%	- -%	6 6%
Or something else, a general issue	26 30%	- -%	26 30%	- -%	- -%	- -%	26 30%
SUMMARY							
BILLING	31 36%	- -%	31 36%	- -%	- -%	- -%	31 36%
FAULT AND REPAIR	23 27%	- -%	23 27%	- -%	- -%	- -%	23 27%
GENERAL ENQUIRY	31 37%	- -%	31 37%	- -%	- -%	- -%	31 37%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15D

Q8. Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	78	38	40	13	23	17	5	12	8	16	23	15	24	62	11	3	2
Effective Weighted Sample	63	33	31	10	20	14	4	10	7	14	21	13	18	49	10	3	2
Total	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
A billing, pricing or payment issue	30 35%	18 36%	12 33%	7 39%	10 43%	7 34%	1 21%	4 28%	1 19%	10 43%	7 25%	8 49%	5 24%	25 40%	4 26%	- -%	1 34%
A problem with your account details, for example name and address etc.	1 2%	- -%	1 4%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 2%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	9 11%	5 10%	4 11%	3 19%	- -%	- -%	2 45%	2 14%	2 27%	1 4%	2 9%	1 5%	5 27%	8 12%	1 8%	- -%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	14 16%	8 17%	6 15%	4 21%	3 13%	1 5%	1 34%	3 22%	2 25%	3 11%	5 18%	2 14%	4 23%	9 14%	2 11%	3 64%	- -%
A problem relating to the installation or set up of your service	6 6%	4 8%	2 4%	- -%	- -%	6 29%	- -%	- -%	- -%	4 15%	2 7%	- -%	- -%	2 3%	4 26%	- -%	- -%
Or something else, a general issue	26 30%	14 28%	12 33%	2 13%	10 45%	6 32%	- -%	5 36%	2 29%	6 26%	11 40%	4 25%	5 26%	19 29%	4 29%	2 36%	1 66%
SUMMARY																	
BILLING	31 36%	18 36%	13 36%	8 47%	10 43%	7 34%	1 21%	4 28%	1 19%	10 43%	7 25%	10 57%	5 24%	27 42%	4 26%	- -%	1 34%
FAULT AND REPAIR	23 27%	13 27%	10 26%	7 40%	3 13%	1 5%	3 79%	5 36%	4 52%	3 15%	7 27%	3 18%	9 49%	17 26%	3 20%	3 64%	- -%
Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p																	

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 15D

Q8. Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	78	38	40	13	23	17	5	12	8	16	23	15	24	62	11	3	2
Effective Weighted Sample	63	33	31	10	20	14	4	10	7	14	21	13	18	49	10	3	2
Total	85	48	37	17	23	19	4	14	7	23	26	17	19	64	14	5	2
GENERAL ENQUIRY	31	18	14	2	10	12	-	5	2	10	12	4	5	21	8	2	1
	37%	36%	37%	13%	45%	61%	-%	36%	29%	42%	48%	25%	26%	32%	54%	36%	66%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17A

Services used from Tesco

Base : Those using Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	138	-	138	-	-	-	138
Effective Weighted Sample	115	-	115	-	-	-	115
Total	137	-	137	-	-	-	137
Mobile phone	137	-	137	-	-	-	137
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17A

Services used from Tesco

Base : Those using Tesco

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	138	65	73	13	14	12	25	18	56	22	33	32	51	113	12	7	6
Effective Weighted Sample	115	53	63	11	12	10	22	16	46	20	30	28	43	95	10	6	5
Total	137	70	67	15	16	13	28	18	47	33	37	29	39	108	13	11	6
Mobile phone	137	70	67	15	16	13	28	18	47	33	37	29	39	108	13	11	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	138	-	138	-	-	-	138
Effective Weighted Sample	115	-	115	-	-	-	115
Total	137	-	137	-	-	-	137
Contacted in the last 3 months	27 19%	- -%	27 19%	- -%	- -%	- -%	27 19%
Not contacted	108 79%	- -%	108 79%	- -%	- -%	- -%	108 79%
Don't know whether contacted	2 2%	- -%	2 2%	- -%	- -%	- -%	2 2%
Mobile phone	27 19%	- -%	27 19%	- -%	- -%	- -%	27 19%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17B

Q6/Q7. Whether contacted and service contacted about

Base : Those using Tesco

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	138	65	73	13	14	12	25	18	56	22	33	32	51	113	12	7	6
Effective Weighted Sample	115	53	63	11	12	10	22	16	46	20	30	28	43	95	10	6	5
Total	137	70	67	15	16	13	28	18	47	33	37	29	39	108	13	11	6
Contacted in the last 3 months	27	15	12	7	2	4	6	5	3	8	4	7	7	20	1	4	1
	19%	21%	18%	44%	14%	33%	20%	25%	7%	24%	11%	25%	19%	19%	9%	41%	13%
Not contacted	108	56	52	9	14	9	22	11	44	25	32	20	31	85	11	6	5
	79%	79%	78%	56%	86%	67%	78%	64%	93%	76%	86%	70%	81%	79%	91%	59%	87%
Don't know whether contacted	2	-	2	-	-	-	1	2	-	-	1	1	-	2	-	-	-
	2%	-%	4%	-%	-%	-%	2%	10%	-%	-%	3%	5%	-%	2%	-%	-%	-%
Mobile phone	27	15	12	7	2	4	6	5	3	8	4	7	7	20	1	4	1
	19%	21%	18%	44%	14%	33%	20%	25%	7%	24%	11%	25%	19%	19%	9%	41%	13%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17C

Q1/2/3/7. Services contacted about

Base : Those contacting Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	22	-	22	-	-	-	22
Effective Weighted Sample	17	-	17	-	-	-	17
Total	27	-	27	-	-	-	27
Mobile phone	27	-	27	-	-	-	27
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17C

Q1/2/3/7. Services contacted about

Base : Those contacting Tesco

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	22	10	12	5	1	4	5	5	2	4	3	7	8	17	2	2	1
Effective Weighted Sample	17	8	10	4	1	3	4	5	2	4	3	5	7	14	2	2	1
Total	27	15	12	7	2	4	6	5	3	8	4	7	7	20	1	4	1
Mobile phone	27	15	12	7	2	4	6	5	3	8	4	7	7	20	1	4	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17D

Q8. Tesco - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	22	-	22	-	-	-	22
Effective Weighted Sample	17	-	17	-	-	-	17
Total	27	-	27	-	-	-	27
A billing, pricing or payment issue	10 37%	- -%	10 37%	- -%	- -%	- -%	10 37%
A fault with the service you are buying from them, for example total or partial failure of service	3 12%	- -%	3 12%	- -%	- -%	- -%	3 12%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	4 15%	- -%	4 15%	- -%	- -%	- -%	4 15%
A problem relating to the installation or set up of your service	2 7%	- -%	2 7%	- -%	- -%	- -%	2 7%
Or something else, a general issue	8 30%	- -%	8 30%	- -%	- -%	- -%	8 30%
SUMMARY							
BILLING	10 37%	- -%	10 37%	- -%	- -%	- -%	10 37%
FAULT AND REPAIR	7 27%	- -%	7 27%	- -%	- -%	- -%	7 27%
GENERAL ENQUIRY	10 36%	- -%	10 36%	- -%	- -%	- -%	10 36%

Columns Tested: a,b,c,d - e,f

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 17D

Q8. Tesco - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	22	10	12	5	1	4	5	5	2	4	3	7	8	17	2	2	1
Effective Weighted Sample	17	8	10	4	1	3	4	5	2	4	3	5	7	14	2	2	1
Total	27	15	12	7	2	4	6	5	3	8	4	7	7	20	1	4	1
A billing, pricing or payment issue	10 37%	5 35%	5 39%	- -%	2 100%	3 74%	2 38%	1 17%	1 41%	2 26%	1 35%	4 59%	2 26%	5 26%	- -%	4 100%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	3 12%	1 10%	2 14%	1 18%	- -%	1 26%	1 17%	- -%	- -%	- -%	1 30%	* 4%	2 23%	3 15%	* 23%	- -%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	4 15%	3 18%	1 12%	4 60%	- -%	- -%	- -%	- -%	- -%	3 32%	1 35%	- -%	- -%	4 20%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	2 7%	1 6%	1 7%	1 14%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	2 24%	1 4%	1 77%	- -%	- -%
Or something else, a general issue	8 30%	5 31%	3 28%	1 8%	- -%	- -%	2 45%	3 63%	2 59%	3 41%	- -%	3 37%	2 26%	7 35%	- -%	- -%	1 100%
SUMMARY																	
BILLING	10 37%	5 35%	5 39%	- -%	2 100%	3 74%	2 38%	1 17%	1 41%	2 26%	1 35%	4 59%	2 26%	5 26%	- -%	4 100%	- -%
FAULT AND REPAIR	7 27%	4 28%	3 26%	5 78%	- -%	1 26%	1 17%	- -%	- -%	3 32%	3 65%	* 4%	2 23%	7 34%	* 23%	- -%	- -%
GENERAL ENQUIRY	10 36%	5 38%	4 35%	1 22%	- -%	- -%	2 45%	4 83%	2 59%	3 41%	- -%	3 37%	4 50%	8 40%	1 77%	- -%	1 100%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 18

Q6/7. Whether contacted supplier about Landline or about a general issue

Base : Those using an eligible supplier for Landline

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin b	TalkTalk c	Sky d	BT e	Virgin ~f	TalkTalk ~g	Sky ~h
Significance Level: 99%									
Unweighted total	2436	1061	441	369	565	121	68	64	62
Effective Weighted Sample	1696	718	341	236	406	84	52	29	50
Total	2456	1052	445	370	590	129	69	78	62
Contacted about Landline	339 14%	129 12%	69 16%	78 21%	62 11%	129 100%	69 100%	78 100%	62 100%
Haven't contacted	2118 86%	922 88%	375 84%	292 79%	528 89%	- -%	- -%	- -%	- -%
		c		ad	c				

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 19B

Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?

Base : Contacted about Landline

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin ~b	TalkTalk ~c	Sky ~d	BT e	Virgin ~f	TalkTalk ~g	Sky ~h
Significance Level: 99%									
Unweighted total	315	121	68	64	62	121	68	64	62
Effective Weighted Sample	198	84	52	29	50	84	52	29	50
Total	339	129	69	78	62	129	69	78	62
SUMMARY									
BILLING	113	43	24	21	25	43	24	21	25
	33%	33%	34%	27%	41%	33%	34%	27%	41%
FAULT AND REPAIR	100	44	20	26	10	44	20	26	10
	30%	34%	29%	33%	16%	34%	29%	33%	16%
GENERAL ENQUIRY	125	42	26	31	26	42	26	31	26
	37%	33%	37%	39%	43%	33%	37%	39%	43%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 20

Q6/7. Whether contacted supplier about Mobile or about a general issue

Base : Those using an eligible supplier for Mobile

	SUPPLIER USED							SUPPLIER CONTACTED					
	Total	Virgin a	O2 b	EE (inc. O&TM) c	3 d	Vodafone e	Tesco f	Virgin ~g	O2 h	EE (inc. O&TM) i	3 ~j	Vodafone ~k	Tesco ~l
Significance Level: 99%													
Unweighted total	2625	179	677	918	293	420	138	35	114	169	74	78	22
Effective Weighted Sample	1793	132	439	575	220	337	115	25	97	122	56	63	17
Total	2705	178	719	949	278	443	137	34	115	188	72	85	27
Contacted about Mobile	520	34	115	188	72	85	27	34	115	188	72	85	27
	19%	19%	16%	20%	26%	19%	19%	100%	100%	100%	100%	100%	100%
					b								
Haven't contacted	2185	144	604	762	207	358	111	-	-	-	-	-	-
	81%	81%	84%	80%	74%	81%	81%	-%	-%	-%	-%	-%	-%
			d										

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 21B

Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?

Base : Contacted about Mobile

	SUPPLIER USED						SUPPLIER CONTACTED						
	Total	Virgin ~a	O2 b	EE (inc. O&TM) c	3 ~d	Vodafone ~e	Tesco ~f	Virgin ~g	O2 h	EE (inc. O&TM) i	3 ~j	Vodafone ~k	Tesco ~l
Significance Level: 99%													
Unweighted total	492	35	114	169	74	78	22	35	114	169	74	78	22
Effective Weighted Sample	376	25	97	122	56	63	17	25	97	122	56	63	17
Total	520	34	115	188	72	85	27	34	115	188	72	85	27
SUMMARY													
BILLING	166 32%	10 30%	35 31%	63 34%	17 24%	31 36%	10 37%	10 30%	35 31%	63 34%	17 24%	31 36%	10 37%
FAULT AND REPAIR	107 21%	9 28%	15 13%	33 18%	19 27%	23 27%	7 27%	9 28%	15 13%	33 18%	19 27%	23 27%	7 27%
GENERAL ENQUIRY	246 47%	14 43%	65 56%	91 49%	35 49%	31 37%	10 36%	14 43%	65 56%	91 49%	35 49%	31 37%	10 36%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 22

Q6/7. Whether contacted supplier about Broadband or about a general issue

Base : Those using an eligible supplier for Broadband

	SUPPLIER USED					SUPPLIER CONTACTED					EE (inc. O&TM) ~j	
	Total	BT a	Virgin b	TalkTalk c	Sky d	EE (inc. O&TM) e	BT f	Virgin g	TalkTalk ~h	Sky i		
Significance Level: 99%												
Unweighted total	2230	594	476	383	673	104	119	111	82	123	23	
Effective Weighted Sample	1555	388	368	246	489	77	75	90	57	98	17	
Total	2307	643	489	383	691	100	144	112	91	135	29	
Contacted about Broadband	511	144	112	91	135	29	144	112	91	135	29	
	22%	22%	23%	24%	20%	29%	100%	100%	100%	100%	100%	
Haven't contacted	1796	499	377	293	556	71	-	-	-	-	-	
	78%	78%	77%	76%	80%	71%	-%	-%	-%	-%	-%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 23B

Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?

Base : Contacted about Broadband

	Total	SUPPLIER USED					SUPPLIER CONTACTED				
		BT a	Virgin b	TalkTalk ~c	Sky d	EE (inc. O&TM) ~e	BT f	Virgin g	TalkTalk ~h	Sky i	EE (inc. O&TM) ~j
Significance Level: 99%											
Unweighted total	458	119	111	82	123	23	119	111	82	123	23
Effective Weighted Sample	329	75	90	57	98	17	75	90	57	98	17
Total	511	144	112	91	135	29	144	112	91	135	29
SUMMARY											
BILLING	99 19%	19 13%	19 17%	17 19%	36 26%	8 26%	19 13%	19 17%	17 19%	36 26%	8 26%
FAULT AND REPAIR	234 46%	68 47%	56 50%	40 45%	59 44%	11 37%	68 47%	56 50%	40 45%	59 44%	11 37%
GENERAL ENQUIRY	179 35%	57 40%	37 33%	33 37%	40 30%	11 36%	57 40%	37 33%	33 37%	40 30%	11 36%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 24

Q6/7. Whether contacted supplier about Pay TV or about a general issue

Base : Those using an eligible supplier for Pay TV

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin b	TalkTalk c	Sky d	BT ~e	Virgin ~f	TalkTalk ~g	Sky h
Significance Level: 99%									
Unweighted total	1721	121	413	111	1076	15	79	10	225
Effective Weighted Sample	1222	84	318	81	747	14	59	8	133
Total	1777	115	419	96	1147	15	95	9	254
Contacted about Pay TV	372 21%	15 13%	95 23%	9 9%	254 22%	15 100%	95 100%	9 100%	254 100%
Haven't contacted	1404 79%	100 87%	324 77%	87 91%	893 78%	- -%	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 25B

Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?

Base : Contacted about Pay TV

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT ~a	Virgin ~b	TalkTalk ~c	Sky d	BT ~e	Virgin ~f	TalkTalk ~g	Sky h
Significance Level: 99%									
Unweighted total	329	15	79	10	225	15	79	10	225
Effective Weighted Sample	209	14	59	8	133	14	59	8	133
Total	372	15	95	9	254	15	95	9	254
SUMMARY									
BILLING	108	-	24	1	83	-	24	1	83
	29%	-%	26%	8%	33%	-%	26%	8%	33%
FAULT AND REPAIR	113	12	33	5	63	12	33	5	63
	30%	80%	35%	56%	25%	80%	35%	56%	25%
GENERAL ENQUIRY	151	3	38	3	108	3	38	3	108
	41%	20%	40%	35%	42%	20%	40%	35%	42%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 26

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Landline	170 5%	82 5%	88 6%	18 4%	22 4%	16 3%	33 6%	45 10% cde	36 5%	56 8%	48 6%	25 4%	41 5%	142 5%	18 7%	10 7%	- -%
Mobile phone	194 6%	110 7%	85 5%	46 10% eh	60 12% efgh	20 4%	31 6%	21 5%	16 2%	34 5%	53 6%	64 9% l	43 5%	164 6%	16 6%	10 6%	4 5%
Fixed broadband internet	319 10%	144 9%	175 11%	40 9%	58 11%	72 14% h	46 9%	50 11%	53 8%	104 15% kl	103 12% l	55 8%	56 6%	246 9%	33 12%	27 18%	13 15%
None of these	2521 81%	1232 81%	1288 81%	361 80%	402 78%	418 81%	440 82%	337 76%	563 86% dg	528 75%	683 80%	547 81%	763 86% ij	2140 82%	205 77%	106 70%	70 80%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 26

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
Landline	170 5%	43 34%	14 19%	7 9%	10 17%	11 10%	21 11%	3 5%	2 6%	8 9%	3 13%	15 11%	5 17%	8 6%	8 9%	9 8%	24 9%	12 13%	4 29%	- -%
Mobile phone	194 6%	4 3%	6 9%	1 2%	6 10%	18 15%	42 23%	15 20%	10 31%	25 30%	7 26%	5 4%	4 13%	12 9%	4 4%	9 8%	22 9%	5 6%	3 23%	- -%
Fixed broadband internet	319 10%	23 18%	16 23%	11 14%	13 21%	18 16%	35 19%	8 11%	9 25%	9 11%	4 16%	55 38%	15 50%	49 36%	30 34%	42 38%	43 17%	22 23%	4 30%	2 23%
None of these	2521 81%	75 58%	42 59%	60 77%	40 65%	74 64%	107 57%	49 68%	14 42%	50 59%	18 68%	81 56%	11 39%	75 55%	56 62%	60 54%	185 73%	64 67%	8 55%	7 77%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 26

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
Landline	170 5%	82 8%	22 5%	23 6%	25 4%	29 4%	65 7%	3 1%	8 4%	35 8%	8 6%	55 9%	9 9%	24 4%	18 5%	18 4%	59 5%	23 5%	12 11%	3 3%
Mobile phone	194 6%	45 4%	29 6%	20 5%	36 6%	32 5%	70 7%	23 8%	18 10%	36 8%	9 6%	34 5%	12 12%	39 6%	19 5%	32 6%	78 7%	30 7%	6 6%	3 3%
Fixed broadband internet	319 10%	109 10%	46 10%	42 11%	74 12%	83 12%	111 12%	21 8%	21 12%	48 11%	13 9%	79 12%	24 24%	82 12%	46 12%	62 13%	125 11%	46 11%	15 13%	10 11%
None of these	2521 81%	846 80%	360 81%	295 80%	475 80%	586 82%	735 77%	234 84%	135 76%	340 77%	116 84%	494 77%	64 64%	563 82%	311 81%	388 79%	918 80%	332 79%	88 76%	81 85%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 27

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a landline

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	2719	1207	1512	294	478	413	413	371	750	456	721	550	992	2311	240	88	80
Effective Weighted Sample	1855	889	966	238	367	314	277	195	547	366	597	337	621	1544	187	70	69
Total	2767	1337	1430	359	424	457	485	406	636	676	796	576	720	2299	245	144	80
Landline	169 6%	81 6%	88 6%	18 5%	22 5%	16 3%	33 7%	44 11%	36 6%	56 8%	48 6%	25 4%	40 6%	141 6%	18 7%	10 7%	- -%
Mobile phone	152 5%	79 6%	72 5%	34 10% eh	44 10% eh	15 3%	23 5%	20 5%	15 2%	33 5%	46 6%	46 8% l	28 4%	126 6%	13 5%	8 6%	4 6%
Fixed broadband internet	298 11%	133 10%	164 11%	33 9%	51 12%	69 15% h	45 9%	48 12%	53 8%	99 15% l	96 12% l	53 9%	50 7%	225 10%	33 13%	27 19%	13 16%
None of these	2226 80%	1078 81%	1149 80%	286 80%	329 77%	365 80%	396 82%	307 76%	543 86% dg	511 76%	632 79%	468 81%	615 85% ij	1878 82%	187 77%	98 69%	62 78%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 27

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a landline

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media ~o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	2719	120	69	64	63	102	141	59	30	65	17	116	21	122	81	97	213	75	13	10
Effective Weighted Sample	1855	83	53	29	50	86	104	45	22	53	14	73	16	97	56	78	126	56	12	8
Total	2767	128	71	78	62	105	159	60	28	69	23	141	27	135	89	98	245	91	12	9
Landline	169 6%	43 34%	14 19%	7 9%	10 17%	11 11%	21 13%	3 6%	2 8%	8 11%	3 11%	15 11%	5 19%	8 6%	8 9%	9 9%	24 10%	12 13%	4 35%	- -%
Mobile phone	152 5%	4 3%	6 9%	1 2%	6 10%	16 15%	29 18%	10 17%	8 27%	22 32%	7 31%	5 4%	2 9%	12 9%	4 5%	9 9%	22 9%	5 6%	2 14%	- -%
Fixed broadband internet	298 11%	23 18%	16 23%	11 14%	13 21%	17 16%	29 19%	8 13%	9 31%	6 9%	4 19%	52 37%	14 50%	49 36%	30 34%	35 35%	43 17%	20 22%	4 35%	2 23%
None of these	2226 80%	75 58%	42 59%	60 77%	40 65%	67 64%	95 60%	42 70%	11 39%	41 59%	15 66%	81 57%	11 43%	75 56%	55 61%	54 55%	176 72%	61 67%	7 60%	7 77%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 27

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a landline

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE ~l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	2719	1061	443	369	569	598	804	234	155	371	123	575	93	639	371	422	1002	392	119	108
Effective Weighted Sample	1855	718	343	236	409	383	498	174	114	299	102	373	67	463	238	324	693	300	83	79
Total	2767	1052	447	370	594	652	847	227	156	394	124	624	90	660	374	436	1083	399	113	94
Landline	169 6%	82 8%	22 5%	23 6%	25 4%	29 5%	65 8%	3 1%	8 5%	35 9%	7 6%	55 9%	9 10%	24 4%	18 5%	18 4%	59 5%	22 5%	12 11%	3 3%
Mobile phone	152 5%	45 4%	29 6%	20 5%	36 6%	26 4%	53 6%	17 7%	15 10%	29 7%	9 7%	32 5%	9 10%	37 6%	19 5%	30 7%	69 6%	29 7%	5 4%	3 3%
Fixed broadband internet	298 11%	109 10%	46 10%	42 11%	74 12%	79 12%	102 12%	20 9%	20 13%	44 11%	13 10%	76 12%	22 24%	81 12%	46 12%	51 12%	124 11%	42 11%	15 13%	10 11%
None of these	2226 80%	846 80%	360 81%	295 80%	475 80%	530 81%	656 77%	190 84%	118 76%	302 77%	103 83%	480 77%	59 65%	535 81%	302 81%	348 80%	864 80%	317 80%	87 77%	79 84%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 28

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those with a personal mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	2860	1268	1592	374	585	472	455	380	594	461	743	591	1065	2462	231	86	81
Effective Weighted Sample	1963	946	1017	299	449	359	306	198	429	370	616	368	681	1658	180	69	70
Total	2905	1426	1479	444	513	504	524	407	515	679	824	631	771	2445	237	139	84
Landline	155 5%	70 5%	86 6%	18 4%	22 4%	14 3%	32 6%	42 10% cde	27 5%	51 7%	44 5%	25 4%	35 5%	132 5%	17 7%	7 5%	- -%
Mobile phone	194 7%	109 8%	85 6%	46 10% eh	60 12% efgh	20 4%	31 6%	21 5%	15 3%	34 5%	53 6%	63 10% l	43 6%	164 7%	16 7%	10 7%	4 5%
Fixed broadband internet	311 11%	138 10%	173 12%	39 9%	56 11%	71 14%	45 9%	49 12%	51 10%	104 15% kl	99 12% l	53 8%	55 7%	238 10%	33 14%	27 19%	13 16%
None of these	2324 80%	1144 80%	1180 80%	353 80%	398 78%	405 80%	427 82%	307 76%	433 84%	513 76%	653 79%	506 80%	652 85% i	1984 81%	177 75%	96 69%	66 79%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 28

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those with a personal mobile phone

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	2860	113	66	60	62	114	169	74	35	78	22	118	23	119	81	108	220	75	14	10
Effective Weighted Sample	1963	79	51	27	49	97	122	56	25	63	17	75	17	94	56	88	130	55	13	8
Total	2905	123	67	74	61	115	188	72	34	85	27	143	29	131	90	110	249	90	14	9
Landline	155 5%	41 33%	13 19%	6 9%	9 14%	11 10%	21 11%	3 5%	2 6%	8 9%	3 13%	15 11%	5 17%	7 5%	8 9%	9 8%	21 9%	11 13%	4 31%	- -%
Mobile phone	194 7%	4 4%	6 9%	1 2%	6 10%	18 15%	42 23%	15 20%	10 31%	25 30%	7 26%	5 4%	4 13%	12 9%	4 5%	9 8%	22 9%	5 6%	3 24%	- -%
Fixed broadband internet	311 11%	23 19%	16 24%	11 15%	11 19%	18 16%	35 19%	8 11%	9 25%	9 11%	4 16%	55 38%	15 50%	47 36%	30 34%	42 38%	41 16%	22 24%	4 26%	2 23%
None of these	2324 80%	72 59%	40 59%	57 77%	40 66%	74 64%	107 57%	49 68%	14 42%	50 59%	18 68%	80 56%	11 39%	73 56%	55 61%	59 54%	183 73%	60 66%	8 58%	7 77%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 28

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those with a personal mobile phone

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	2860	914	413	348	550	677	918	293	179	420	138	570	102	653	367	461	1026	387	114	105
Effective Weighted Sample	1963	620	319	221	393	439	575	220	132	337	115	373	75	472	235	356	712	297	81	76
Total	2905	943	422	350	573	719	949	278	178	443	137	626	99	671	369	477	1104	397	112	91
Landline	155 5%	76 8%	21 5%	17 5%	23 4%	29 4%	65 7%	3 1%	8 4%	35 8%	8 6%	55 9%	9 9%	23 3%	17 5%	18 4%	54 5%	21 5%	12 11%	3 4%
Mobile phone	194 7%	45 5%	28 7%	20 6%	36 6%	32 5%	70 7%	23 8%	18 10%	36 8%	9 6%	34 5%	12 12%	39 6%	19 5%	31 7%	78 7%	30 8%	6 6%	3 3%
Fixed broadband internet	311 11%	107 11%	46 11%	41 12%	71 12%	83 12%	111 12%	21 8%	21 12%	48 11%	13 9%	78 12%	24 24%	79 12%	44 12%	62 13%	123 11%	45 11%	14 13%	10 11%
None of these	2324 80%	745 79%	337 80%	282 81%	458 80%	586 82%	735 77%	234 84%	135 76%	340 77%	116 84%	478 76%	62 63%	546 81%	299 81%	377 79%	881 80%	312 78%	85 76%	76 84%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 29

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a fixed broadband internet connection

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	2516	1126	1390	328	533	434	413	339	469	460	703	528	825	2163	208	75	70
Effective Weighted Sample	1717	843	874	265	413	331	277	177	327	369	582	323	493	1448	162	61	61
Total	2620	1296	1323	395	473	476	487	380	410	677	783	561	598	2200	219	128	72
Landline	147 6%	70 5%	78 6%	17 4%	20 4%	16 3%	32 7%	40 11% de	22 5%	51 7%	46 6%	23 4%	28 5%	123 6%	18 8%	7 5%	- %
Mobile phone	164 6%	90 7%	74 6%	36 9% eh	52 11% efh	17 4%	24 5%	20 5%	16 4%	34 5%	50 6%	49 9%	31 5%	136 6%	15 7%	8 6%	4 6%
Fixed broadband internet	315 12%	142 11%	173 13%	39 10%	56 12%	72 15%	46 10%	50 13%	52 13%	104 15% l	101 13%	55 10%	55 9%	242 11%	33 15%	27 21%	13 18%
None of these	2072 79%	1031 79%	1041 79%	317 80%	365 77%	378 79%	398 82%	282 74%	332 81%	511 75%	612 78%	450 80%	498 83% i	1770 80%	160 73%	87 67%	55 76%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 29

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a fixed broadband internet connection

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	2516	99	66	62	63	101	151	65	31	71	18	119	23	123	82	111	213	73	14	10
Effective Weighted Sample	1717	68	50	28	50	86	112	49	23	57	15	75	17	98	57	90	125	54	13	8
Total	2620	110	67	76	62	104	168	64	29	77	24	144	29	135	91	112	244	88	13	9
Landline	147 6%	35 32%	11 17%	6 8%	10 17%	10 10%	20 12%	3 5%	2 8%	8 10%	3 11%	15 11%	5 17%	8 6%	8 9%	9 8%	22 9%	10 11%	4 32%	- -%
Mobile phone	164 6%	4 4%	6 9%	1 2%	6 10%	16 15%	32 19%	13 19%	8 26%	24 31%	7 29%	5 4%	4 13%	12 9%	4 4%	9 8%	22 9%	5 6%	3 25%	- -%
Fixed broadband internet	315 12%	23 21%	16 25%	11 14%	13 21%	18 18%	33 20%	8 12%	9 30%	9 12%	4 18%	55 38%	15 50%	49 36%	30 34%	42 38%	43 17%	22 25%	4 33%	2 23%
None of these	2072 79%	64 58%	40 60%	59 78%	40 65%	66 63%	98 58%	44 68%	12 41%	44 57%	16 68%	81 56%	11 39%	75 55%	56 62%	60 54%	177 72%	59 67%	7 50%	7 77%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 29

Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base : Those in a household with a fixed broadband internet connection

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	2516	828	402	340	556	580	792	252	154	361	106	594	104	673	383	476	993	377	116	105
Effective Weighted Sample	1717	555	311	215	399	371	494	188	114	291	89	388	77	489	246	368	686	290	81	76
Total	2620	869	414	343	582	636	843	244	156	391	112	643	100	691	383	489	1072	390	112	92
Landline	147 6%	70 8%	20 5%	16 5%	25 4%	26 4%	64 8%	3 1%	7 5%	31 8%	7 7%	55 9%	9 9%	24 4%	18 5%	18 4%	53 5%	19 5%	12 11%	3 4%
Mobile phone	164 6%	45 5%	29 7%	19 5%	36 6%	25 4%	59 7%	19 8%	15 10%	33 8%	9 8%	34 5%	12 12%	39 6%	19 5%	32 6%	72 7%	30 8%	6 6%	3 3%
Fixed broadband internet	315 12%	108 12%	46 11%	42 12%	74 13%	82 13%	109 13%	21 9%	21 14%	48 12%	13 11%	79 12%	24 24%	82 12%	46 12%	62 13%	125 12%	46 12%	15 13%	10 11%
None of these	2072 79%	676 78%	330 80%	275 80%	463 80%	514 81%	641 76%	203 83%	117 75%	296 76%	91 82%	494 77%	64 64%	563 82%	311 81%	388 79%	856 80%	306 78%	85 76%	77 84%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 30

Q10 What was the issue you had reason to complain about in connection with your landline?

Base : Those with a reason to complain about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	161	68	93	12	27	15	29	36	42	34	44	26	57	139	17	5	-
Effective Weighted Sample	113	48	67	10	20	13	19	24	32	24	39	21	43	99	14	3	-
Total	170	82	88	18	22	16	33	45	36	56	48	25	41	142	18	10	-
Disruption of service	62 37%	27 33%	35 40%	9 48%	11 51%	1 3%	9 26%	24 52%	10 27%	20 35%	18 37%	11 45%	14 33%	46 32%	7 41%	9 93%	- -%
Poor quality of service	38 23%	24 30%	14 16%	3 17%	7 32%	5 34%	10 32%	4 10%	8 22%	5 9%	10 21%	9 36%	14 35%	27 19%	7 38%	4 44%	- -%
Bill incorrect	32 19%	14 18%	18 20%	4 19%	3 12%	3 20%	7 20%	11 24%	6 16%	13 23%	8 17%	5 21%	6 14%	29 20%	3 18%	- -%	- -%
Charges not made clear/ unexpected charges	24 14%	19 23%	5 5%	- -%	3 14%	1 9%	7 22%	5 12%	6 18%	11 20%	2 5%	5 20%	5 12%	24 17%	- -%	- -%	- -%
Overcharged	23 13%	11 14%	11 13%	2 12%	3 13%	1 4%	4 13%	7 15%	6 17%	8 14%	5 10%	3 13%	7 17%	22 15%	1 4%	- -%	- -%
Service not as promised/ advertised	18 11%	9 11%	10 11%	4 23%	3 12%	1 6%	3 9%	4 10%	3 8%	4 8%	9 18%	3 11%	3 7%	17 12%	1 3%	1 7%	- -%
Terms of contract were unfair	4 2%	4 5%	- -%	- -%	- -%	- -%	1 4%	3 6%	- -%	- -%	- -%	1 5%	3 7%	1 1%	- -%	3 27%	- -%
Staff attitude/ problem with staff	4 2%	2 2%	2 2%	- -%	2 8%	- -%	1 4%	- -%	1 2%	- -%	2 4%	2 8%	- -%	4 3%	- -%	- -%	- -%
Inappropriate content	4 2%	* *%	3 4%	- -%	- -%	2 12%	1 4%	- -%	* 1%	2 3%	1 3%	- -%	* 1%	4 3%	- -%	- -%	- -%
Bill not received	3 2%	1 2%	1 1%	- -%	1 3%	- -%	2 6%	- -%	- -%	- -%	- -%	2 8%	1 1%	3 2%	- -%	- -%	- -%
Advertised tariffs not available to me	2 1%	1 2%	* *%	- -%	- -%	- -%	1 4%	* *%	- -%	* *%	- -%	1 5%	- -%	1 1%	* 1%	- -%	- -%
Other	24 14%	7 8%	17 19%	2 12%	1 5%	7 42%	3 8%	4 9%	7 20%	7 13%	11 22%	1 5%	4 11%	24 17%	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 30

Q10 What was the issue you had reason to complain about in connection with your landline?

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	161	42	15	11	13	10	17	4	2	7	2	16	4	9	9	8	23	9	5	-	
Effective Weighted Sample	113	28	11	9	11	9	10	3	2	6	2	13	4	7	6	6	18	7	5	-	
Total	170	43	14	7	10	11	21	3	2	8	3	15	5	8	8	9	24	12	4	-	
Disruption of service	62 37%	16 37%	3 25%	* 6%	5 45%	6 51%	5 24%	3 93%	- -%	1 17%	- -%	10 66%	3 58%	1 10%	- -%	2 18%	9 37%	2 20%	2 57%	- -%	
Poor quality of service	38 23%	7 17%	2 16%	3 40%	3 32%	3 27%	2 11%	1 19%	- -%	3 37%	- -%	5 30%	1 22%	3 41%	2 31%	1 9%	2 8%	1 7%	2 44%	- -%	
Bill incorrect	32 19%	10 22%	2 18%	1 20%	2 20%	2 21%	4 21%	- -%	- -%	3 37%	- -%	3 20%	- -%	1 12%	2 21%	* 5%	2 10%	1 11%	2 39%	- -%	
Charges not made clear/ unexpected charges	24 14%	9 21%	2 17%	1 20%	1 8%	1 12%	7 33%	- -%	- -%	- -%	- -%	1 9%	1 16%	1 10%	1 7%	2 27%	3 14%	2 19%	- -%	- -%	
Overcharged	23 13%	8 18%	1 7%	1 9%	1 9%	3 24%	1 5%	- -%	- -%	* 5%	1 26%	3 21%	- -%	1 7%	- -%	* 5%	3 14%	- -%	1 23%	- -%	
Service not as promised/ advertised	18 11%	4 9%	1 7%	2 21%	1 10%	3 28%	3 15%	* 7%	2 100%	- -%	3 74%	4 24%	2 42%	1 13%	3 44%	1 11%	4 18%	1 6%	2 41%	- -%	
Terms of contract were unfair	4 2%	1 3%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Staff attitude/ problem with staff	4 2%	3 7%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	2 16%	- -%	- -%	- -%	- -%	- -%	- -%	2 41%	- -%	
Inappropriate content	4 2%	2 4%	- -%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Bill not received	3 2%	2 5%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	
Advertised tariffs not available to me	2 1%	1 3%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	
Other	24 14%	7 16%	3 25%	1 7%	2 16%	3 28%	4 17%	- -%	- -%	1 15%	- -%	2 12%	1 27%	3 34%	1 6%	3 38%	3 13%	5 44%	1 17%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 30

Q10 What was the issue you had reason to complain about in connection with your landline?

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	161	75	23	24	22	31	53	4	8	37	9	53	8	21	19	20	52	22	12	4	
Effective Weighted Sample	113	53	18	16	15	25	34	3	7	30	6	42	6	14	13	15	37	17	11	3	
Total	170	82	22	23	25	29	65	3	8	35	8	55	9	24	18	18	59	23	12	3	
Disruption of service	62 37%	33 40%	7 30%	4 18%	12 47%	10 33%	28 44%	3 93%	3 43%	10 27%	2 28%	28 51%	5 51%	10 43%	4 20%	5 29%	29 48%	5 22%	5 39%	* 13%	
Poor quality of service	38 23%	16 19%	4 20%	9 38%	5 20%	11 39%	7 11%	1 19%	2 20%	7 19%	3 30%	10 19%	1 12%	6 26%	4 25%	3 19%	13 22%	4 18%	5 39%	3 77%	
Bill incorrect	32 19%	17 21%	3 15%	6 24%	5 19%	6 19%	15 22%	- -%	- -%	11 32%	* 5%	17 31%	- -%	4 16%	6 32%	2 10%	8 14%	3 15%	3 27%	- -%	
Charges not made clear/ unexpected charges	24 14%	17 21%	2 11%	2 9%	1 3%	2 7%	15 23%	- -%	- -%	1 3%	1 6%	5 9%	1 9%	2 9%	1 3%	2 13%	5 8%	3 13%	- -%	- -%	
Overcharged	23 13%	16 20%	1 4%	1 3%	3 11%	6 21%	5 8%	- -%	- -%	6 16%	1 11%	9 16%	- -%	3 11%	- -%	1 5%	8 13%	1 4%	1 8%	- -%	
Service not as promised/ advertised	18 11%	5 6%	2 11%	5 22%	4 15%	4 13%	4 6%	* 7%	2 28%	2 7%	4 51%	5 9%	2 24%	4 16%	4 24%	2 13%	7 12%	2 10%	2 19%	1 39%	
Terms of contract were unfair	4 2%	1 2%	- -%	3 12%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	- -%	
Staff attitude/ problem with staff	4 2%	4 5%	- -%	- -%	- -%	2 7%	1 2%	- -%	- -%	- -%	- -%	4 7%	- -%	- -%	- -%	- -%	- -%	- -%	2 19%	- -%	
Inappropriate content	4 2%	3 4%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	4 10%	- -%	3 6%	- -%	- -%	* 2%	- -%	1 1%	- -%	1 11%	- -%	
Bill not received	3 2%	3 3%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	1 2%	- -%	3 5%	- -%	- -%	- -%	- -%	1 1%	- -%	1 5%	- -%	
Advertised tariffs not available to me	2 1%	1 2%	- -%	* 1%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	
Other	24 14%	10 12%	4 19%	1 5%	5 20%	5 18%	7 11%	- -%	1 9%	4 12%	- -%	7 12%	4 40%	4 16%	1 3%	3 18%	4 7%	6 27%	3 24%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 31

Q11 And did you go ahead and make a complaint about your landline service or supplier?

Base : Those with a reason to complain about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	161	68	93	12	27	15	29	36	42	34	44	26	57	139	17	5	-
Effective Weighted Sample	113	48	67	10	20	13	19	24	32	24	39	21	43	99	14	3	-
Total	170	82	88	18	22	16	33	45	36	56	48	25	41	142	18	10	-
Yes	108	52	56	9	17	8	23	34	18	36	31	16	25	92	7	9	-
	64%	64%	64%	49%	76%	49%	68%	75%	51%	65%	66%	61%	61%	65%	38%	93%	-%
No	62	30	32	9	5	8	11	11	17	20	16	10	16	50	11	1	-
	36%	36%	36%	51%	24%	51%	32%	25%	49%	35%	34%	39%	39%	35%	62%	7%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 31

Q11 And did you go ahead and make a complaint about your landline service or supplier?

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT			Talk Talk TV TV	
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	161	42	15	11	13	10	17	4	2	7	2	16	4	9	9	8	23	9	5	-
Effective Weighted Sample	113	28	11	9	11	9	10	3	2	6	2	13	4	7	6	6	18	7	5	-
Total	170	43	14	7	10	11	21	3	2	8	3	15	5	8	8	9	24	12	4	-
Yes	108	24	10	6	8	11	16	3	2	7	1	9	5	5	5	7	18	7	4	-
	64%	57%	73%	80%	79%	92%	78%	81%	100%	86%	26%	58%	100%	60%	67%	76%	75%	58%	84%	-%
No	62	19	4	1	2	1	5	1	-	1	3	6	-	3	3	2	6	5	1	-
	36%	43%	27%	20%	21%	8%	22%	19%	-%	14%	74%	42%	-%	40%	33%	24%	25%	42%	16%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 31

Q11 And did you go ahead and make a complaint about your landline service or supplier?

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	161	75	23	24	22	31	53	4	8	37	9	53	8	21	19	20	52	22	12	4
Effective Weighted Sample	113	53	18	16	15	25	34	3	7	30	6	42	6	14	13	15	37	17	11	3
Total	170	82	22	23	25	29	65	3	8	35	8	55	9	24	18	18	59	23	12	3
Yes	108	51	16	13	18	22	45	3	5	20	6	35	5	16	9	14	41	15	8	3
	64%	62%	72%	56%	73%	73%	69%	81%	70%	57%	69%	64%	59%	66%	51%	79%	69%	65%	69%	87%
No	62	31	6	10	7	8	20	1	2	15	3	20	4	8	9	4	18	8	4	*
	36%	38%	28%	44%	27%	27%	31%	19%	30%	43%	31%	36%	41%	34%	49%	21%	31%	35%	31%	13%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 32

Q12 Why didn't you make a complaint about your landline service or supplier?

Base : Those who did not make a complaint about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	59	25	34	6	8	7	11	9	18	13	16	9	21	48	10	1	-
Effective Weighted Sample	45	20	26	5	6	6	10	7	13	11	14	7	17	36	9	1	-
Total	62	30	32	9	5	8	11	11	17	20	16	10	16	50	11	1	-
The problem was sorted out	26 41%	13 42%	13 41%	5 53%	2 44%	3 36%	6 58%	2 22%	7 40%	8 42%	5 31%	3 35%	9 55%	17 35%	8 69%	1 100%	- -%
Not worth the hassle	15 24%	5 15%	11 33%	3 34%	- -%	1 15%	1 14%	4 35%	5 31%	6 30%	2 14%	2 21%	5 30%	14 27%	2 14%	- -%	- -%
They wouldn't do anything anyway	7 11%	4 14%	3 8%	- -%	1 16%	1 17%	- -%	1 6%	4 23%	1 7%	4 23%	1 7%	1 7%	4 9%	2 22%	- -%	- -%
Didn't have the time	7 11%	2 7%	4 13%	- -%	2 40%	- -%	- -%	4 33%	1 5%	1 4%	2 12%	4 38%	- -%	7 13%	- -%	- -%	- -%
Did not know where to go/ who to complain to	4 6%	2 6%	2 6%	- -%	- -%	1 15%	2 18%	1 5%	- -%	1 6%	1 8%	1 6%	1 4%	3 6%	1 5%	- -%	- -%
Other	12 20%	7 24%	5 15%	3 29%	- -%	4 47%	2 17%	- -%	4 22%	5 27%	3 18%	2 21%	2 12%	12 24%	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 32

Q12 Why didn't you make a complaint about your landline service or supplier?

Base : Those who did not make a complaint about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT			Talk Talk TV TV	
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	59	20	5	3	2	1	5	1	-	1	1	8	-	2	1	3	4	4	1	-
Effective Weighted Sample	45	17	4	3	2	1	4	1	-	1	1	7	-	2	1	3	3	3	1	-
Total	62	19	4	1	2	1	5	1	-	1	3	6	-	3	3	2	6	5	1	-
The problem was sorted out	26	6	2	1	1	1	2	-	-	1	3	2	-	2	3	2	4	2	1	-
	41%	30%	62%	78%	24%	100%	49%	-%	-%	100%	100%	32%	-%	50%	100%	100%	59%	39%	100%	-%
Not worth the hassle	15	8	1	*	-	-	1	1	-	-	-	3	-	-	-	-	1	3	-	-
	24%	45%	23%	22%	-%	-%	13%	100%	-%	-%	-%	49%	-%	-%	-%	-%	13%	61%	-%	-%
They wouldn't do anything anyway	7	1	-	*	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-
	11%	4%	-%	22%	-%	-%	18%	-%	-%	100%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%
Didn't have the time	7	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	11%	7%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Did not know where to go/ who to complain to	4	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	6%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	6	-	-	2	-	1	-	-	-	-	3	-	2	-	-	2	-	-	-
	20%	32%	-%	-%	76%	-%	20%	-%	-%	-%	-%	40%	-%	50%	-%	-%	41%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 32

Q12 Why didn't you make a complaint about your landline service or supplier?

Base : Those who did not make a complaint about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	59	30	8	10	5	8	20	1	3	16	1	21	3	6	7	6	15	8	4	1
Effective Weighted Sample	45	24	7	7	5	6	15	1	3	14	1	18	2	5	5	5	12	6	3	1
Total	62	31	6	10	7	8	20	1	2	15	3	20	4	8	9	4	18	8	4	*
The problem was sorted out	26	10	4	6	2	3	8	-	2	7	3	8	1	3	5	3	9	3	1	*
	41%	34%	64%	56%	32%	44%	41%	-%	76%	47%	100%	41%	37%	41%	56%	65%	50%	41%	18%	100%
Not worth the hassle	15	9	1	1	2	2	4	1	-	5	-	6	2	2	*	-	4	3	2	-
	24%	30%	14%	10%	25%	29%	17%	100%	-%	32%	-%	32%	63%	21%	4%	-%	21%	41%	41%	-%
They wouldn't do anything anyway	7	3	1	3	-	-	3	-	-	2	-	1	-	2	2	1	2	1	-	-
	11%	10%	14%	29%	-%	-%	14%	-%	-%	14%	-%	3%	-%	31%	18%	21%	14%	11%	-%	-%
Didn't have the time	7	1	1	1	-	1	3	-	-	1	-	1	-	-	2	1	2	1	-	-
	11%	4%	23%	15%	-%	19%	14%	-%	-%	9%	-%	7%	-%	-%	26%	14%	12%	18%	-%	-%
Did not know where to go/ who to complain to	4	2	-	-	1	1	1	-	1	1	-	2	-	-	-	-	-	-	1	-
	6%	8%	-%	-%	18%	8%	6%	-%	24%	8%	-%	12%	-%	-%	-%	-%	-%	-%	17%	-%
Other	12	10	-	-	2	1	2	-	-	2	-	5	-	2	-	-	2	-	2	-
	20%	34%	-%	-%	24%	18%	11%	-%	-%	15%	-%	28%	-%	21%	-%	-%	13%	-%	41%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	188	89	99	37	61	21	24	24	21	25	46	53	64	163	15	6	4
Effective Weighted Sample	140	68	77	27	48	16	19	19	16	21	41	37	52	120	12	5	4
Total	194	110	85	46	60	20	31	21	16	34	53	64	43	164	16	10	4
Poor coverage/ can't get a mobile signal	48 25%	27 25%	21 25%	10 21%	17 28%	6 33%	4 11%	6 29%	5 34%	9 27%	17 32%	14 22%	9 20%	35 21%	8 46%	6 62%	- -%
Poor quality of service	36 19%	16 14%	21 25%	5 11%	16 26%	2 10%	5 16%	7 31%	2 15%	1 3%	12 23%	13 20%	11 24%	27 16%	3 21%	5 57%	1 21%
Disruption of service	27 14%	17 15%	10 12%	7 15%	9 15%	2 9%	6 21%	2 12%	- -%	5 15%	8 15%	7 11%	7 15%	24 15%	2 9%	- -%	1 26%
Bill incorrect	26 13%	14 12%	12 14%	7 14%	10 17%	5 23%	1 3%	1 6%	2 12%	1 3%	13 25%	4 6%	7 16%	22 14%	1 4%	1 14%	1 33%
Service not as promised/ advertised	22 11%	16 14%	6 7%	2 4%	6 10%	2 8%	6 20%	3 15%	3 17%	3 8%	5 9%	9 14%	5 12%	22 13%	- -%	- -%	- -%
Overcharged	18 9%	9 8%	9 11%	6 12%	6 10%	3 17%	1 2%	1 7%	1 5%	6 18%	6 11%	2 4%	4 9%	17 10%	1 4%	- -%	1 21%
Charges not made clear/ unexpected charges	13 7%	9 8%	5 5%	1 2%	8 13%	- -%	1 4%	2 10%	1 8%	3 9%	2 5%	5 7%	3 7%	13 8%	- -%	- -%	- -%
Speed of internet connection	8 4%	4 4%	4 5%	3 6%	4 7%	- -%	2 5%	- -%	- -%	1 4%	3 5%	2 2%	3 7%	8 5%	- -%	- -%	- -%
Terms of contract were unfair	6 3%	2 2%	4 5%	3 6%	3 5%	- -%	- -%	1 3%	- -%	- -%	4 7%	2 3%	1 2%	4 3%	- -%	2 21%	- -%
Staff attitude/ problem with staff	5 3%	3 3%	2 3%	* 1%	3 5%	1 7%	- -%	- -%	1 5%	1 3%	1 1%	1 2%	2 6%	5 3%	- -%	- -%	- -%
Advertised tariffs not available to me	3 1%	- -%	3 3%	- -%	2 3%	- -%	1 2%	- -%	- -%	- -%	2 4%	1 1%	- -%	3 2%	- -%	- -%	- -%
Inappropriate content	1 1%	1 1%	1 1%	- -%	- -%	- -%	1 2%	- -%	1 3%	1 2%	- -%	- -%	1 1%	1 *%	1 3%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	188	89	99	37	61	21	24	24	21	25	46	53	64	163	15	6	4
Effective Weighted Sample	140	68	77	27	48	16	19	19	16	21	41	37	52	120	12	5	4
Total	194	110	85	46	60	20	31	21	16	34	53	64	43	164	16	10	4
Bill not received	1	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-
	*%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	6%	-%	-%
Other	43	20	23	10	11	2	11	6	3	9	8	17	8	37	2	2	1
	22%	18%	27%	21%	17%	11%	35%	29%	18%	27%	15%	27%	19%	23%	12%	24%	26%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	188	5	6	2	7	20	41	16	9	24	5	5	3	13	3	9	20	5	3	-	
Effective Weighted Sample	140	4	4	2	6	18	27	12	6	18	4	4	3	11	2	7	14	4	3	-	
Total	194	4	6	1	6	18	42	15	10	25	7	5	4	12	4	9	22	5	3	-	
Poor coverage/ can't get a mobile signal	48 25%	1 23%	1 15%	- -%	1 15%	6 35%	3 8%	6 42%	4 36%	9 34%	1 13%	1 20%	- -%	2 15%	- -%	1 9%	8 37%	* 9%	3 100%	- -%	
Poor quality of service	36 19%	3 67%	* 7%	1 44%	- -%	5 29%	6 14%	5 35%	2 21%	5 21%	- -%	1 20%	- -%	2 20%	1 15%	* 5%	3 16%	- -%	2 52%	- -%	
Disruption of service	27 14%	2 38%	1 23%	- -%	- -%	5 27%	2 5%	2 15%	1 14%	2 8%	5 69%	1 20%	- -%	* 3%	3 64%	1 15%	5 21%	- -%	2 52%	- -%	
Bill incorrect	26 13%	1 23%	* 7%	- -%	5 78%	2 11%	6 15%	- -%	1 6%	6 22%	- -%	1 20%	1 29%	4 30%	1 21%	1 14%	4 17%	- -%	2 52%	- -%	
Service not as promised/ advertised	22 11%	- -%	- -%	- -%	- -%	3 15%	7 16%	1 8%	2 20%	3 12%	- -%	1 15%	3 71%	- -%	- -%	- -%	1 3%	- -%	1 22%	- -%	
Overcharged	18 9%	- -%	1 23%	- -%	1 12%	- -%	4 9%	2 15%	- -%	3 13%	- -%	- -%	- -%	2 18%	- -%	3 30%	* 2%	1 18%	1 22%	- -%	
Charges not made clear/ unexpected charges	13 7%	- -%	2 38%	- -%	- -%	1 4%	4 9%	- -%	- -%	1 4%	1 18%	- -%	- -%	2 12%	- -%	4 41%	2 7%	2 43%	- -%	- -%	
Speed of internet connection	8 4%	1 23%	- -%	1 56%	- -%	- -%	* 1%	- -%	- -%	1 5%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	2 52%	- -%	
Terms of contract were unfair	6 3%	- -%	- -%	1 56%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	
Staff attitude/ problem with staff	5 3%	- -%	1 23%	- -%	- -%	- -%	2 5%	* 2%	* 4%	1 3%	- -%	* 8%	- -%	- -%	- -%	2 21%	1 5%	1 18%	1 22%	- -%	
Advertised tariffs not available to me	3 1%	1 23%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	1 30%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	188	5	6	2	7	20	41	16	9	24	5	5	3	13	3	9	20	5	3	-
Effective Weighted Sample	140	4	4	2	6	18	27	12	6	18	4	4	3	11	2	7	14	4	3	-
Total	194	4	6	1	6	18	42	15	10	25	7	5	4	12	4	9	22	5	3	-
Inappropriate content	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Bill not received	1 *%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	43 22%	1 33%	- -%	- -%	* 7%	2 9%	16 39%	- -%	6 54%	5 21%	- -%	3 57%	1 36%	2 13%	- -%	* 4%	6 25%	1 12%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	188	38	30	18	38	34	66	25	15	33	8	29	9	44	18	32	76	28	6	3
Effective Weighted Sample	140	31	25	14	31	29	46	20	12	25	6	24	8	35	14	27	60	23	5	3
Total	194	45	29	20	36	32	70	23	18	36	9	34	12	39	19	32	78	30	6	3
Poor coverage/ can't get a mobile signal	48 25%	16 36%	8 27%	5 24%	5 14%	8 24%	11 15%	10 42%	5 28%	13 36%	2 21%	14 40%	1 5%	10 25%	5 26%	8 25%	23 30%	8 28%	3 52%	1 42%
Poor quality of service	36 19%	13 28%	6 19%	5 24%	4 11%	7 23%	12 16%	5 22%	2 12%	8 22%	1 11%	10 30%	1 12%	5 12%	3 16%	6 18%	16 20%	5 17%	2 38%	1 23%
Disruption of service	27 14%	11 24%	5 19%	5 24%	* 1%	7 21%	5 7%	4 17%	1 8%	4 11%	6 64%	8 24%	2 13%	1 2%	5 25%	5 17%	10 13%	4 14%	3 52%	1 42%
Bill incorrect	26 13%	4 9%	5 18%	1 5%	9 23%	6 20%	9 13%	1 4%	1 4%	7 19%	- -%	3 9%	1 9%	7 17%	2 10%	6 18%	13 17%	4 14%	2 27%	- -%
Service not as promised/ advertised	22 11%	4 10%	4 15%	- -%	1 2%	5 15%	8 11%	1 5%	2 12%	6 16%	- -%	4 12%	3 22%	1 2%	- -%	4 13%	5 6%	4 14%	1 12%	- -%
Overcharged	18 9%	7 14%	2 7%	1 5%	6 18%	2 5%	8 12%	2 9%	2 12%	3 9%	- -%	3 9%	- -%	7 19%	2 11%	4 11%	8 10%	2 6%	1 23%	- -%
Charges not made clear/ unexpected charges	13 7%	2 4%	4 13%	1 5%	6 15%	2 6%	8 11%	- -%	1 6%	1 2%	2 21%	2 6%	2 13%	4 10%	1 6%	5 15%	5 6%	4 13%	- -%	- -%
Speed of internet connection	8 4%	3 7%	1 5%	1 4%	1 1%	2 7%	1 2%	1 2%	2 12%	1 4%	- -%	3 9%	1 6%	1 1%	- -%	1 4%	2 2%	1 4%	3 40%	- -%
Terms of contract were unfair	6 3%	3 6%	1 4%	1 4%	2 5%	- -%	2 3%	1 5%	1 4%	2 6%	- -%	2 6%	1 6%	1 2%	1 4%	1 4%	3 3%	- -%	1 23%	- -%
Staff attitude/ problem with staff	5 3%	1 3%	3 10%	* 1%	- -%	1 2%	3 5%	* 1%	* 2%	1 2%	- -%	1 3%	- -%	- -%	* 1%	3 9%	1 1%	2 8%	1 12%	- -%
Advertised tariffs not available to me	3 1%	2 4%	- -%	- -%	1 3%	1 2%	2 3%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 33

Q13. What was the issue you had reason to complain about in connection with your mobile phone?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk		
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV	
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s		
Unweighted total	188	38	30	18	38	34	66	25	15	33	8	29	9	44	18	32	76	28	6	3	
Effective Weighted Sample	140	31	25	14	31	29	46	20	12	25	6	24	8	35	14	27	60	23	5	3	
Total	194	45	29	20	36	32	70	23	18	36	9	34	12	39	19	32	78	30	6	3	
Inappropriate content	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Bill not received	1 *%	- -%	- -%	1 5%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 35%
Other	43 22%	8 19%	4 13%	3 16%	7 19%	5 14%	21 29%	2 7%	8 44%	7 19%	* 5%	6 16%	4 30%	8 21%	3 17%	4 12%	16 21%	5 16%	- -%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 34

Q14 And did you go ahead and make a complaint about your mobile service or supplier?

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	188	89	99	37	61	21	24	24	21	25	46	53	64	163	15	6	4
Effective Weighted Sample	140	68	77	27	48	16	19	19	16	21	41	37	52	120	12	5	4
Total	194	110	85	46	60	20	31	21	16	34	53	64	43	164	16	10	4
Yes	103	55	48	21	30	10	14	16	12	23	32	26	23	85	10	6	2
	53%	50%	57%	45%	50%	51%	45%	73%	77%	66%	60%	41%	53%	52%	63%	65%	42%
No	91	55	36	25	30	10	17	6	4	12	21	38	20	79	6	3	3
	47%	50%	43%	55%	50%	49%	55%	27%	23%	34%	40%	59%	47%	48%	37%	35%	58%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 34

Q14 And did you go ahead and make a complaint about your mobile service or supplier?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT			Talk	
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk Talk TV
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Unweighted total	188	5	6	2	7	20	41	16	9	24	5	5	3	13	3	9	20	5	3	-
Effective Weighted Sample	140	4	4	2	6	18	27	12	6	18	4	4	3	11	2	7	14	4	3	-
Total	194	4	6	1	6	18	42	15	10	25	7	5	4	12	4	9	22	5	3	-
Yes	103	4	2	1	6	8	23	11	5	22	2	5	4	8	1	5	15	1	3	-
	53%	100%	39%	44%	93%	47%	55%	77%	51%	85%	32%	100%	100%	62%	36%	54%	66%	18%	100%	-%
No	91	-	4	1	*	9	19	3	5	4	5	-	-	5	3	4	8	4	-	-
	47%	-%	61%	56%	7%	53%	45%	23%	49%	15%	68%	-%	-%	38%	64%	46%	34%	82%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 34

Q14 And did you go ahead and make a complaint about your mobile service or supplier?

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	188	38	30	18	38	34	66	25	15	33	8	29	9	44	18	32	76	28	6	3
Effective Weighted Sample	140	31	25	14	31	29	46	20	12	25	6	24	8	35	14	27	60	23	5	3
Total	194	45	29	20	36	32	70	23	18	36	9	34	12	39	19	32	78	30	6	3
Yes	103	31	16	8	20	11	31	16	9	28	4	25	4	23	8	18	51	11	3	1
	53%	69%	55%	39%	54%	35%	44%	70%	48%	76%	42%	71%	36%	58%	44%	57%	66%	36%	52%	23%
No	91	14	13	12	17	21	39	7	9	9	5	10	8	17	11	13	26	19	3	2
	47%	31%	45%	61%	46%	65%	56%	30%	52%	24%	58%	29%	64%	42%	56%	43%	34%	64%	48%	77%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 35

Q15 Why didn't you make a complaint about your mobile service or supplier?

Base : Those who did not make a complaint about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	82	40	42	19	28	9	12	8	6	9	18	25	30	71	7	2	2
Effective Weighted Sample	58	29	33	13	22	7	9	7	6	7	17	18	25	50	6	2	2
Total	91	55	36	25	30	10	17	6	4	12	21	38	20	79	6	3	3
Did_not_know_where_to_go_who_to_complain_to oDid not know where to go/ who to complain to	7 8%	1 1%	6 18%	- -%	3 9%	2 23%	2 9%	1 14%	- -%	- -%	1 4%	5 13%	1 6%	5 7%	1 10%	1 32%	- -%
Didn't_have_the_timeDidn't have the time	11 12%	7 13%	4 10%	2 8%	4 12%	1 10%	4 26%	- -%	- -%	1 8%	2 8%	7 19%	1 6%	11 14%	- -%	- -%	- -%
Not_worth_the_hassleNot worth the hassle	22 24%	15 27%	7 19%	9 35%	7 22%	1 8%	5 27%	1 23%	- -%	2 15%	2 10%	11 29%	7 34%	22 27%	1 8%	- -%	- -%
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	7 8%	6 11%	1 4%	- -%	3 10%	4 40%	- -%	1 11%	- -%	- -%	4 17%	1 4%	2 11%	7 9%	- -%	- -%	- -%
The_problem_was_sorted_outThe problem was sorted out	30 33%	17 30%	14 38%	9 37%	10 33%	1 12%	4 26%	4 63%	2 50%	4 32%	11 49%	8 20%	8 41%	22 28%	3 56%	2 68%	3 100%
Other__SPECIFYOther - SPECIFY	15 17%	9 17%	6 16%	5 21%	4 15%	2 16%	2 12%	- -%	2 50%	5 45%	3 12%	6 16%	1 6%	14 17%	2 25%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 35

Q15 Why didn't you make a complaint about your mobile service or supplier?

Base : Those who did not make a complaint about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	82	-	3	1	1	10	16	4	3	5	3	-	-	6	1	3	7	4	-	-
Effective Weighted Sample	58	-	2	1	1	9	9	4	2	4	2	-	-	5	1	2	5	3	-	-
Total	91	-	4	1	*	9	19	3	5	4	5	-	-	5	3	4	8	4	-	-
Did_not_know_where_to_go_who_to_complain _toDid not know where to go/ who to complain to	7 8%	- -%	- -%	- -%	- -%	- -%	1 4%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Didn't_have_the_timeDidn't have the time	11 12%	- -%	1 26%	1 100%	- -%	1 13%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	
Not_worth_the_hassleNot worth the hassle	22 24%	- -%	- -%	- -%	- -%	4 38%	8 43%	- -%	2 35%	1 24%	- -%	- -%	- -%	2 33%	- -%	- -%	2 21%	1 15%	- -%	- -%
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	7 8%	- -%	- -%	- -%	- -%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	1 35%	- -%	- -%	- -%	- -%
The_problem_was_sorted_outThe problem was sorted out	30 33%	- -%	* 12%	- -%	- -%	2 26%	5 28%	2 67%	3 65%	3 76%	5 100%	- -%	- -%	3 58%	3 100%	* 11%	6 73%	* 10%	- -%	- -%
Other__SPECIFYOther - SPECIFY	15 17%	- -%	2 62%	- -%	* 100%	2 23%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	2 54%	* 6%	2 53%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 35

Q15 Why didn't you make a complaint about your mobile service or supplier?

Base : Those who did not make a complaint about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	82	11	12	10	19	20	31	9	7	9	4	8	5	19	9	12	28	16	3	2
Effective Weighted Sample	58	9	9	8	16	17	21	8	5	6	3	6	5	16	7	10	22	13	3	2
Total	91	14	13	12	17	21	39	7	9	9	5	10	8	17	11	13	26	19	3	2
Did_not_know_where_to_go_who_to_complain _toDid not know where to go/ who to complain to	7 8%	2 11%	- -%	1 12%	2 11%	2 11%	3 7%	1 16%	- -%	1 10%	- -%	- -%	2 21%	2 11%	- -%	- -%	3 13%	- -%	2 52%	- -%
Didn't_have_the_timeDidn't have the time	11 12%	2 14%	1 7%	2 14%	- -%	3 13%	4 9%	1 14%	1 8%	3 32%	- -%	- -%	2 29%	- -%	2 15%	1 7%	- -%	2 13%	1 48%	- -%
Not_worth_the_hassleNot worth the hassle	22 24%	1 8%	5 39%	2 17%	2 13%	8 38%	9 22%	2 26%	3 31%	1 10%	- -%	2 17%	- -%	2 14%	2 20%	6 45%	2 9%	5 27%	- -%	1 54%
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	7 8%	4 25%	1 11%	- -%	1 4%	1 4%	7 17%	- -%	- -%	- -%	- -%	3 31%	- -%	2 12%	- -%	1 11%	2 8%	1 8%	- -%	- -%
The_problem_was_sorted_outThe problem was sorted out	30 33%	3 19%	2 15%	5 44%	10 61%	6 27%	10 24%	3 45%	3 35%	4 40%	5 92%	3 27%	4 50%	8 46%	5 50%	1 10%	15 56%	3 16%	- -%	1 46%
Other__SPECIFYOther - SPECIFY	15 17%	3 22%	4 28%	2 12%	2 14%	2 10%	9 22%	- -%	2 26%	1 8%	* 8%	2 25%	- -%	3 21%	2 14%	4 27%	5 17%	7 37%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	301	125	176	34	65	62	35	47	58	66	90	57	88	247	30	12	12
Effective Weighted Sample	225	92	135	28	50	49	26	33	43	53	76	47	75	187	23	11	11
Total	319	144	175	40	58	72	46	50	53	104	103	55	56	246	33	27	13
Disruption of service	123 39%	59 41%	65 37%	17 42%	14 25%	25 35%	21 46%	23 45%	23 44%	43 41%	46 44%	19 35%	15 27%	96 39%	11 33%	14 52%	3 19%
Poor quality of service	105 33%	45 31%	60 35%	10 25%	22 38%	27 37%	15 33%	11 22%	20 38%	35 33%	32 31%	20 37%	18 31%	81 33%	13 41%	8 30%	3 20%
Speed of internet connection	89 28%	42 29%	47 27%	12 31%	14 24%	28 39%	7 15%	19 37%	8 16%	32 31%	28 27%	14 26%	14 24%	54 22%	11 34%	16 59%	7 55%
Service not as promised/ advertised	43 14%	13 9%	30 17%	3 8%	8 14%	14 19%	4 9%	8 16%	6 12%	14 13%	14 13%	7 14%	9 16%	27 11%	7 21%	5 20%	4 29%
Bill incorrect	16 5%	4 3%	11 7%	2 5%	4 8%	2 2%	2 4%	2 3%	4 7%	4 4%	5 5%	1 2%	5 9%	13 5%	2 5%	- -%	1 8%
Overcharged	14 4%	6 4%	8 4%	* 1%	7 11%	- -%	2 3%	4 8%	2 3%	5 5%	2 1%	3 5%	5 8%	10 4%	1 4%	3 9%	- -%
Charges not made clear/ unexpected charges	12 4%	7 5%	5 3%	- -%	6 10%	1 1%	3 6%	3 5%	1 1%	5 5%	2 2%	3 6%	1 3%	9 4%	- -%	3 9%	- -%
Terms of contract were unfair	10 3%	8 5%	2 1%	- -%	4 7%	- -%	4 8%	- -%	2 3%	4 4%	4 4%	2 3%	- -%	8 3%	2 6%	- -%	- -%
Advertised tariffs not available to me	6 2%	3 2%	3 2%	- -%	3 6%	- -%	- -%	3 5%	- -%	5 4%	- -%	1 1%	* 1%	3 1%	- -%	3 9%	- -%
Staff attitude/ problem with staff	2 1%	- -%	2 1%	- -%	1 1%	- -%	- -%	- -%	2 3%	2 2%	1 1%	- -%	- -%	2 1%	- -%	- -%	- -%
Bill not received	2 1%	- -%	2 1%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	1 1%	1 2%	- -%	2 1%	- -%	- -%	- -%
Inappropriate content	2 *% *% *% *%	* *% *% *%	1 1% 1% 1%	- -% -% -%	- -% -% -%	1 2% 1% 1%	- -% -% -%	* 1% 1% 1%	- -% -% -%	1 1% 1% 1%	- -% -% -%	- -% -% -%	* 1% 1% 1%	2 1% 1% 1%	- -% -% -%	- -% -% -%	- -% -% -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	301	125	176	34	65	62	35	47	58	66	90	57	88	247	30	12	12
Effective Weighted Sample	225	92	135	28	50	49	26	33	43	53	76	47	75	187	23	11	11
Total	319	144	175	40	58	72	46	50	53	104	103	55	56	246	33	27	13
Other	35	13	22	2	3	11	4	9	5	17	10	4	4	33	2	-	-
	11%	9%	12%	5%	6%	16%	8%	18%	10%	16%	10%	7%	7%	13%	6%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk Talk TV
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Unweighted total	301	20	17	15	13	20	29	10	9	9	3	48	10	41	31	43	36	17	5	3
Effective Weighted Sample	225	12	12	13	9	18	20	7	6	7	2	38	8	30	24	33	27	13	5	3
Total	319	23	16	11	13	18	35	8	9	9	4	55	15	49	30	42	43	22	4	2
Disruption of service	123	15	7	2	7	7	11	4	3	2	4	26	6	20	9	14	19	6	3	1
	39%	63%	42%	14%	54%	36%	31%	49%	38%	27%	82%	47%	42%	40%	30%	32%	45%	29%	73%	34%
Poor quality of service	105	7	3	4	2	7	9	5	2	1	-	17	9	18	13	14	8	7	3	1
	33%	29%	21%	39%	18%	39%	26%	65%	18%	13%	-%	31%	59%	36%	41%	33%	18%	30%	67%	30%
Speed of internet connection	89	1	5	4	-	7	6	1	3	2	-	10	6	22	13	9	11	4	1	1
	28%	3%	28%	34%	-%	38%	16%	18%	33%	18%	-%	18%	39%	45%	42%	22%	26%	17%	34%	36%
Service not as promised/ advertised	43	3	*	2	2	2	5	1	-	1	1	11	1	12	6	2	2	-	2	-
	14%	13%	3%	17%	15%	13%	14%	10%	-%	16%	18%	21%	4%	24%	19%	4%	5%	-%	40%	-%
Bill incorrect	16	1	1	1	1	1	1	-	1	*	-	3	-	4	1	2	1	1	1	-
	5%	3%	9%	5%	8%	5%	3%	-%	11%	5%	-%	6%	-%	8%	5%	5%	3%	4%	16%	-%
Overcharged	14	1	3	1	1	-	-	-	4	*	-	1	-	1	1	3	2	3	1	-
	4%	3%	18%	10%	5%	-%	-%	-%	41%	5%	-%	1%	-%	1%	4%	7%	5%	12%	17%	-%
Charges not made clear/ unexpected charges	12	-	7	1	1	-	2	-	3	-	-	1	-	1	1	6	1	6	1	-
	4%	-%	42%	5%	6%	-%	6%	-%	30%	-%	-%	2%	-%	2%	2%	15%	2%	29%	17%	-%
Terms of contract were unfair	10	-	-	-	-	2	3	-	-	-	-	2	-	-	-	2	1	2	-	-
	3%	-%	-%	-%	-%	9%	9%	-%	-%	-%	-%	3%	-%	-%	-%	4%	3%	7%	-%	-%
Advertised tariffs not available to me	6	-	3	-	-	-	1	-	3	-	-	-	-	-	-	3	-	3	-	-
	2%	-%	16%	-%	-%	-%	2%	-%	30%	-%	-%	-%	-%	-%	-%	6%	-%	12%	-%	-%
Staff attitude/ problem with staff	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	17%	-%
Bill not received	2	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	23%	-%
Inappropriate content	2	1	-	-	-	-	-	-	-	-	-	1	-	-	-	*	-	-	-	-
	*%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	301	20	17	15	13	20	29	10	9	9	3	48	10	41	31	43	36	17	5	3
Effective Weighted Sample	225	12	12	13	9	18	20	7	6	7	2	38	8	30	24	33	27	13	5	3
Total	319	23	16	11	13	18	35	8	9	9	4	55	15	49	30	42	43	22	4	2
Other	35	3	2	1	2	3	5	-	1	4	-	7	1	3	1	10	6	8	-	1
	11%	15%	12%	6%	13%	14%	13%	-%	15%	42%	-%	13%	9%	6%	2%	24%	14%	35%	-%	30%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV TV	
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky p	Virgin Media ~q	BT TV ~r		~s
Significance Level: 99%																					
Unweighted total	301	100	49	45	61	75	99	23	23	44	14	75	17	71	49	65	111	42	13	13	
Effective Weighted Sample	225	74	37	35	46	58	70	17	17	36	10	59	14	53	38	50	82	33	9	10	
Total	319	109	46	42	74	83	111	21	21	48	13	79	24	82	46	62	125	46	15	10	
Disruption of service	123 39%	48 44%	22 47%	12 28%	29 40%	37 44%	43 39%	12 56%	10 49%	9 19%	5 41%	34 43%	8 32%	31 38%	12 26%	26 42%	48 39%	17 38%	6 43%	3 31%	
Poor quality of service	105 33%	32 29%	15 33%	19 45%	20 28%	35 43%	29 27%	10 45%	4 21%	11 22%	5 39%	21 26%	13 56%	26 32%	20 43%	19 31%	38 30%	15 33%	7 48%	6 55%	
Speed of internet connection	89 28%	25 23%	8 17%	17 40%	27 37%	28 33%	29 26%	4 17%	5 23%	16 33%	2 12%	17 22%	8 34%	29 36%	17 37%	13 21%	45 36%	5 12%	2 11%	5 45%	
Service not as promised/ advertised	43 14%	18 17%	1 2%	7 16%	15 21%	14 16%	17 16%	3 12%	- -%	3 6%	3 21%	14 18%	3 13%	14 17%	7 16%	2 4%	17 14%	2 4%	4 25%	1 10%	
Bill incorrect	16 5%	8 8%	3 7%	1 3%	2 3%	5 5%	3 2%	2 10%	1 5%	4 8%	* 3%	7 8%	- -%	4 5%	1 3%	4 6%	5 4%	3 6%	1 5%	- -%	
Overcharged	14 4%	6 5%	3 6%	2 5%	3 4%	2 3%	3 3%	1 2%	6 27%	3 6%	- -%	5 6%	- -%	4 5%	2 5%	3 5%	7 6%	3 6%	2 13%	- -%	
Charges not made clear/ unexpected charges	12 4%	4 3%	7 15%	1 1%	1 1%	1 1%	5 4%	- -%	3 12%	2 4%	1 11%	2 2%	- -%	1 1%	2 5%	6 10%	1 1%	6 14%	1 5%	- -%	
Terms of contract were unfair	10 3%	3 3%	2 3%	- -%	3 4%	5 6%	3 3%	- -%	- -%	1 3%	- -%	2 2%	- -%	3 4%	1 3%	2 3%	3 3%	2 4%	- -%	- -%	
Advertised tariffs not available to me	6 2%	* %*	3 6%	- -%	3 4%	- -%	1 1%	- -%	5 22%	- -%	- -%	- -%	- -%	2 3%	1 2%	3 4%	2 2%	3 6%	- -%	- -%	
Staff attitude/ problem with staff	2 1%	1 1%	- -%	2 4%	- -%	1 1%	- -%	- -%	- -%	2 3%	- -%	1 1%	- -%	- -%	2 3%	- -%	- -%	- -%	1 5%	- -%	
Bill not received	2 1%	1 1%	1 2%	- -%	- -%	- -%	1 1%	- -%	1 4%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 2%	1 7%	- -%	
Inappropriate content	2 %*	1 1%	* 1%	- -%	- -%	- -%	* %*	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	* 1%	* %*	- -%	- -%	- -%	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 36

Q16 What was the issue you had reason to complain about in connection with your fixed broadband?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER		Talk		
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	
Unweighted total	301	100	49	45	61	75	99	23	23	44	14	75	17	71	49	65	111	42	13	13
Effective Weighted Sample	225	74	37	35	46	58	70	17	17	36	10	59	14	53	38	50	82	33	9	10
Total	319	109	46	42	74	83	111	21	21	48	13	79	24	82	46	62	125	46	15	10
Other	35	7	8	1	7	8	13	-	4	8	-	9	4	7	1	12	11	11	2	1
	11%	7%	18%	1%	9%	9%	11%	-%	19%	17%	-%	11%	15%	8%	1%	19%	9%	24%	11%	6%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 37

Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	301	125	176	34	65	62	35	47	58	66	90	57	88	247	30	12	12
Effective Weighted Sample	225	92	135	28	50	49	26	33	43	53	76	47	75	187	23	11	11
Total	319	144	175	40	58	72	46	50	53	104	103	55	56	246	33	27	13
Yes	219	102	117	25	41	50	32	30	41	78	63	34	45	164	25	21	9
	69%	71%	67%	62%	72%	69%	69%	60%	77%	74%	61%	62%	80%	67%	75%	78%	73%
No	100	42	58	15	16	22	14	20	12	27	41	21	12	82	8	6	4
	31%	29%	33%	38%	28%	31%	31%	40%	23%	26%	39%	38%	20%	33%	25%	22%	27%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 37

Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	301	20	17	15	13	20	29	10	9	9	3	48	10	41	31	43	36	17	5	3
Effective Weighted Sample	225	12	12	13	9	18	20	7	6	7	2	38	8	30	24	33	27	13	5	3
Total	319	23	16	11	13	18	35	8	9	9	4	55	15	49	30	42	43	22	4	2
Yes	219	14	14	7	9	13	20	6	8	8	2	44	11	33	20	29	31	17	4	1
	69%	61%	85%	66%	67%	72%	58%	69%	97%	93%	40%	80%	73%	68%	66%	69%	72%	76%	100%	30%
No	100	9	2	4	4	5	15	2	*	1	3	11	4	16	10	13	12	5	-	1
	31%	39%	15%	34%	33%	28%	42%	31%	3%	7%	60%	20%	27%	32%	34%	31%	28%	24%	-%	70%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 37

Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER			Talk	
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	
Unweighted total	301	100	49	45	61	75	99	23	23	44	14	75	17	71	49	65	111	42	13	13
Effective Weighted Sample	225	74	37	35	46	58	70	17	17	36	10	59	14	53	38	50	82	33	9	10
Total	319	109	46	42	74	83	111	21	21	48	13	79	24	82	46	62	125	46	15	10
Yes	219	78	32	27	52	65	72	12	15	34	8	60	15	59	28	40	89	31	13	7
	69%	72%	68%	63%	70%	79%	65%	55%	72%	71%	62%	76%	63%	73%	60%	64%	71%	67%	84%	63%
No	100	31	15	16	22	18	38	10	6	14	5	19	9	22	18	22	36	15	2	4
	31%	28%	32%	37%	30%	21%	35%	45%	28%	29%	38%	24%	37%	27%	40%	36%	29%	33%	16%	37%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 38

Q18 Why didn't you make a complaint about your fixed broadband service or supplier?

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	97	36	61	12	23	18	11	18	15	17	35	23	22	82	9	3	3
Effective Weighted Sample	76	29	47	10	19	15	9	14	12	15	30	20	17	64	7	3	3
Total	100	42	58	15	16	22	14	20	12	27	41	21	12	82	8	6	4
Did_not_know_where_to_go_who_to_complain_to oDid not know where to go/ who to complain to	2 2%	- -%	2 3%	- -%	- -%	2 8%	- -%	- -%	- -%	1 5%	- -%	- -%	* 4%	2 2%	- -%	- -%	- -%
Didn't_have_the_timeDidn't have the time	7 7%	3 8%	4 7%	- -%	3 19%	4 20%	- -%	- -%	- -%	4 15%	1 4%	2 10%	- -%	6 8%	- -%	- -%	1 32%
Not_worth_the_hassleNot worth the hassle	19 19%	10 24%	8 15%	3 20%	3 16%	3 12%	- -%	6 31%	4 37%	5 20%	5 11%	8 38%	1 6%	17 21%	1 16%	- -%	- -%
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	4 4%	2 4%	2 3%	- -%	* 2%	2 10%	- -%	1 3%	* 3%	1 4%	* 1%	2 9%	* 3%	4 4%	- -%	- -%	- -%
The_problem_was_sorted_outThe problem was sorted out	61 61%	24 56%	37 64%	12 79%	7 46%	13 59%	11 79%	12 61%	5 38%	14 51%	29 72%	9 43%	9 75%	49 59%	8 97%	4 69%	- -%
Other__SPECIFYOther - SPECIFY	16 16%	6 14%	10 17%	2 11%	4 24%	2 8%	3 21%	3 15%	3 22%	5 18%	6 16%	3 16%	1 12%	11 14%	* 3%	2 31%	2 68%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 38

Q18 Why didn't you make a complaint about your fixed broadband service or supplier?

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	97	8	3	5	3	6	13	3	1	1	1	11	2	15	9	12	10	4	-	2
Effective Weighted Sample	76	7	2	4	3	5	11	2	1	1	1	10	2	12	7	10	8	3	-	2
Total	100	9	2	4	4	5	15	2	*	1	3	11	4	16	10	13	12	5	-	1
Did_not_know_where_to_go_who_to_complain _toDid not know where to go/ who to complain to	2 2%	1 13%	* 20%	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	* 4%	- -	* 9%	- -	- -
Didn't_have_the_timeDidn't have the time	7 7%	1 13%	- -	1 20%	1 18%	- -	1 5%	- -	- -	- -	- -	1 11%	- -	1 5%	1 7%	- -	1 7%	- -	- -	1 51%
Not_worth_the_hassleNot worth the hassle	19 19%	5 52%	- -	- -	- -	- -	3 19%	- -	- -	- -	- -	5 43%	- -	1 4%	- -	1 10%	- -	3 60%	- -	- -
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	4 4%	- -	- -	- -	- -	- -	2 11%	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	- -	- -
The_problem_was_sorted_outThe problem was sorted out	61 61%	3 29%	2 80%	3 80%	4 82%	3 62%	7 49%	2 100%	* 100%	1 100%	3 100%	3 26%	2 53%	13 84%	8 76%	11 86%	10 87%	2 30%	- -	1 49%
Other__SPECIFYOther - SPECIFY	16 16%	3 35%	- -	1 20%	- -	2 38%	3 21%	- -	- -	- -	- -	5 44%	2 47%	1 7%	2 24%	- -	1 6%	- -	- -	1 51%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 38

Q18 Why didn't you make a complaint about your fixed broadband service or supplier?

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	97	31	15	15	21	20	36	9	8	11	3	22	6	22	18	21	34	13	3	5
Effective Weighted Sample	76	26	11	11	16	16	28	6	6	10	3	19	5	17	13	16	26	10	2	4
Total	100	31	15	16	22	18	38	10	6	14	5	19	9	22	18	22	36	15	2	4
Did_not_know_where_to_go_who_to_complain _toDid not know where to go/ who to complain to	2 2%	1 4%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	1 6%	- -%	- -%	- -%	* 2%	- -%	* 3%	- -%	- -%
Didn't_have_the_timeDidn't have the time	7 7%	3 9%	- -%	1 5%	3 12%	1 6%	3 9%	* 4%	- -%	3 18%	- -%	3 14%	- -%	3 12%	1 4%	- -%	3 9%	- -%	1 47%	1 19%
Not_worth_the_hassleNot worth the hassle	19 19%	6 20%	2 15%	4 28%	1 6%	1 4%	6 17%	2 20%	2 30%	5 36%	- -%	6 33%	2 26%	1 3%	5 28%	3 15%	2 5%	4 30%	- -%	- -%
They_wouldn't_do_anything_anywayThey wouldn't do anything anyway	4 4%	1 2%	- -%	- -%	1 3%	- -%	2 5%	* 4%	- -%	1 9%	- -%	1 4%	1 11%	1 3%	- -%	- -%	1 4%	- -%	- -%	- -%
The_problem_was_sorted_outThe problem was sorted out	61 61%	14 45%	12 82%	10 64%	17 76%	12 68%	19 49%	7 76%	4 70%	8 55%	5 100%	5 27%	4 42%	18 80%	11 58%	18 83%	25 69%	10 67%	1 44%	3 81%
Other__SPECIFYOther - SPECIFY	16 16%	10 33%	- -%	2 16%	1 5%	4 21%	9 23%	- -%	- -%	1 10%	- -%	7 38%	2 21%	1 5%	4 21%	- -%	6 17%	- -%	* 9%	1 19%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 39

AGE

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
16-24	453 15%	232 15%	220 14%	453 100% defgh	- -%	- -%	- -%	- -%	- -%	79 11%	112 13%	110 16%	152 17%	389 15%	25 9%	19 13%	20 22%
25-34	518 17%	261 17%	258 16%	- -%	518 100% cefg	- -%	- -%	- -%	- -%	90 13%	165 19% i	138 20% il	126 14%	447 17%	36 14%	19 13%	16 18%
35-44	518 17%	257 17%	261 16%	- -%	- -%	518 100% cdfgh	- -%	- -%	- -%	153 22% kl	152 18%	96 14%	117 13%	435 17%	44 17%	22 14%	17 20%
45-54	537 17%	267 17%	270 17%	- -%	- -%	- -%	537 100% cdegh	- -%	- -%	130 19%	143 17%	118 18%	145 16%	447 17%	50 19%	31 20%	9 10%
55-64	440 14%	217 14%	224 14%	- -%	- -%	- -%	- -%	440 100% cdefh	- -%	118 17%	104 12%	101 15%	118 13%	356 14%	50 19%	29 19%	5 6%
65+	655 21%	295 19%	360 23%	- -%	- -%	- -%	- -%	- -%	655 100% cdefg	128 18%	183 21%	112 17%	232 26% ik	542 21%	60 23%	32 21%	21 24%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 39

AGE

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
16-24	453 15%	8 7%	13 19%	8 11%	2 3%	23 20%	28 15%	15 21%	4 13%	17 20%	7 25%	14 10%	3 11%	19 14%	15 17%	17 15%	42 16%	12 13%	- -%	1 12%
25-34	518 17%	9 7%	13 18%	11 14%	17 27%	18 15%	42 22%	21 30%	6 17%	23 27%	2 9%	11 8%	8 27%	26 20%	17 18%	28 25%	37 15%	14 14%	5 32%	1 17%
35-44	518 17%	19 15%	11 16%	13 17%	17 28%	29 25%	37 20%	18 24%	2 6%	19 23%	4 16%	17 12%	7 25%	40 29%	16 18%	21 19%	50 20%	24 26%	1 9%	2 24%
45-54	537 17%	34 26%	12 17%	11 15%	7 11%	24 21%	41 22%	13 18%	7 20%	4 5%	6 21%	26 18%	8 27%	21 16%	15 17%	19 17%	53 21%	19 20%	2 11%	2 26%
55-64	440 14%	21 16%	12 17%	16 21%	11 17%	14 12%	19 10%	3 4%	8 24%	14 17%	5 17%	39 27%	2 6%	17 12%	10 11%	15 13%	39 15%	11 11%	2 12%	1 12%
65+	655 21%	38 29%	9 13%	18 23%	9 14%	8 7%	22 12%	2 3%	7 19%	7 9%	3 13%	37 26%	1 5%	12 9%	18 20%	12 11%	33 13%	15 16%	5 36%	1 9%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 39

AGE

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				Talk Talk TV TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
16-24	453	118	54	57	94	117	134	62	17	73	15	96	9	117	62	76	203	59	10	21
	15%	11%	12%	15%	16%	16%	14%	22%	10%	16%	11%	15%	9%	17%	16%	16%	18%	14%	9%	22%
								fh												
25-34	518	107	84	64	136	125	164	72	25	76	16	77	21	159	76	102	199	76	15	22
	17%	10%	19%	17%	23%	17%	17%	26%	14%	17%	12%	12%	21%	23%	20%	21%	17%	18%	13%	23%
			a	a	a			efhj						k	k	k				
35-44	518	138	80	58	139	139	160	67	25	73	13	89	23	156	61	99	213	81	16	12
	17%	13%	18%	16%	23%	19%	17%	24%	14%	16%	9%	14%	23%	23%	16%	20%	19%	19%	14%	13%
				a	a			j						k						
45-54	537	196	91	48	86	133	189	50	34	69	28	138	22	110	56	94	219	83	27	16
	17%	19%	20%	13%	14%	19%	20%	18%	19%	16%	20%	21%	22%	16%	15%	19%	19%	20%	24%	17%
55-64	440	170	62	59	67	103	138	17	36	68	18	121	13	73	58	64	145	56	20	13
	14%	16%	14%	16%	11%	14%	15%	6%	21%	15%	13%	19%	13%	11%	15%	13%	13%	13%	18%	14%
					g	g	g	g	g	g	m									
65+	655	322	75	83	71	102	164	11	40	83	47	122	12	75	70	53	167	65	26	11
	21%	31%	17%	22%	12%	14%	17%	4%	22%	19%	34%	19%	12%	11%	18%	11%	15%	15%	23%	12%
		bd		d		g	g	g	g	efgi	mo				m					

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 40

SOCIAL CLASS

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
AB	699 22%	339 22%	360 23%	79 18%	90 17%	153 30% cdh	130 24%	118 27% d	128 20%	699 100% jkl	- -%	- -%	- -%	562 21%	75 28%	46 30%	17 19%
C1	858 27%	411 27%	448 28%	112 25%	165 32%	152 29%	143 27%	104 24%	183 28%	- -%	858 100% ikl	- -%	- -%	727 28%	65 24%	37 24%	30 35%
C2	675 22%	365 24%	310 19%	110 24%	138 27% eh	96 18%	118 22%	101 23%	112 17%	- -%	- -%	675 100% ijl	- -%	595 23% n	39 15%	32 21%	9 11%
DE	890 29%	415 27%	475 30%	152 34% de	126 24%	117 23%	145 27%	118 27%	232 35% de	- -%	- -%	- -%	890 100% ijk	733 28%	88 33%	38 25%	31 35%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 40

SOCIAL CLASS

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
AB	699 22%	55 43%	23 33%	20 25%	21 34%	27 24%	60 32%	21 30%	8 24%	23 27%	8 30%	52 36%	5 17%	36 27%	32 36%	32 28%	83 33%	34 35%	1 5%	1 17%
C1	858 27%	33 26%	17 24%	21 27%	14 23%	29 26%	59 31%	20 28%	9 26%	26 31%	4 15%	45 31%	12 39%	49 36%	29 32%	31 28%	74 29%	28 30%	9 63%	2 24%
C2	675 22%	20 16%	14 21%	18 23%	9 15%	32 28%	41 22%	12 16%	7 22%	17 20%	7 27%	32 22%	7 26%	23 17%	7 8%	23 21%	33 13%	16 17%	3 17%	1 15%
DE	890 29%	20 15%	16 22%	19 25%	17 27%	26 23%	28 15%	19 26%	9 28%	19 22%	7 28%	16 11%	5 18%	27 20%	22 24%	26 23%	64 25%	17 17%	2 15%	4 45%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 40

SOCIAL CLASS

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	TV s	
Significance Level: 99%																					
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111	
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81	
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96	
AB	699	251	106	86	162	171	226	53	41	124	33	181	17	186	89	120	305	96	28	12	
	22%	24%	24%	23%	27%	24%	24%	19%	23%	28%	24%	28%	17%	27%	23%	25%	27%	23%	24%	12%	
C1	858	320	128	104	178	206	267	84	49	130	37	221	29	203	111	144	351	122	44	23	
	27%	30%	29%	28%	30%	29%	28%	30%	28%	29%	27%	34%	29%	29%	29%	29%	31%	29%	38%	24%	
C2	675	206	92	78	109	159	219	55	36	98	29	118	29	140	90	103	197	88	16	19	
	22%	20%	21%	21%	18%	22%	23%	20%	20%	22%	21%	18%	29%	20%	23%	21%	17%	21%	14%	20%	
DE	890	275	121	102	144	183	237	87	51	91	39	124	24	162	94	121	293	114	27	42	
	29%	26%	27%	28%	24%	25%	25%	31%	29%	21%	28%	19%	24%	24%	24%	25%	26%	27%	24%	43%	
								i												pqr	

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 41

GOVERNMENT OFFICE REGION

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Scotland	265 8%	122 8%	143 9%	25 5%	36 7%	44 8%	50 9%	50 11%	60 9%	75 11% k	65 8%	39 6%	88 10%	- -%	265 100% m	- -%	- -%
North East	128 4%	49 3%	79 5%	14 3%	21 4%	25 5%	24 5%	13 3%	30 5%	34 5%	32 4%	32 5%	30 3%	128 5% n	- -%	- -%	- -%
North West	347 11%	171 11%	175 11%	49 11%	64 12%	57 11%	59 11%	47 11%	71 11%	67 10%	90 10%	69 10%	121 14%	347 13% n	- -%	- -%	- -%
Yorks & Humber	259 8%	130 9%	129 8%	39 9%	46 9%	44 8%	38 7%	34 8%	58 9%	47 7%	62 7%	74 11%	76 9%	259 10% n	- -%	- -%	- -%
Northern Ireland	87 3%	33 2%	55 3%	20 4%	16 3%	17 3%	9 2%	5 1%	21 3%	17 2%	30 4%	9 1%	31 3%	- -%	- -%	- -%	87 100%
East Midlands	225 7%	103 7%	122 8%	39 9%	45 9%	38 7%	28 5%	27 6%	48 7%	22 3%	61 7% i	95 14% ijl	46 5%	225 9% n	- -%	- -%	- -%
West Midlands	275 9%	140 9%	135 8%	51 11%	50 10%	35 7%	54 10%	31 7%	54 8%	31 4%	76 9% i	73 11% i	94 11% i	275 11% n	- -%	- -%	- -%
Wales	153 5%	80 5%	73 5%	19 4%	19 4%	22 4%	31 6%	29 7%	32 5%	46 7%	37 4%	32 5%	38 4%	- -%	- -%	153 100%	- -%
Eastern	290 9%	135 9%	156 10%	29 6%	34 7%	45 9%	41 8%	58 13% cd	84 13% cd	65 9%	77 9%	48 7%	101 11%	290 11% n	- -%	- -%	- -%
London	400 13%	242 16% b	158 10%	91 20% fgh	93 18% gh	81 16% gh	63 12% h	33 8%	38 6%	72 10%	111 13%	70 10%	147 17% ik	400 15% n	- -%	- -%	- -%
South East	428 14%	198 13%	230 14%	56 12%	65 12%	81 16%	90 17%	45 10%	91 14%	143 20% kl	153 18% kl	70 10%	63 7%	428 16% n	- -%	- -%	- -%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 41

GOVERNMENT OFFICE REGION

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
South West	265	127	138	22	28	28	50	69	68	81	65	65	54	265	-	-	-
	9%	8%	9%	5%	5%	5%	9%	16%	10%	12%	8%	10%	6%	10%	-%	-%	-%
								cde	cd	l				n			

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 41

GOVERNMENT OFFICE REGION

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
Scotland	265	10	1	9	7	9	17	11	1	14	1	9	1	19	10	6	38	4	3	1
	8%	8%	1%	12%	11%	8%	9%	15%	3%	16%	4%	6%	4%	14%	11%	6%	15%	4%	24%	8%
North East	128	4	3	2	5	6	7	7	1	3	-	6	-	13	3	4	13	3	-	-
	4%	3%	4%	2%	8%	5%	4%	9%	2%	3%	-%	4%	-%	9%	3%	4%	5%	3%	-%	-%
North West	347	11	14	8	13	27	14	7	7	17	6	13	-	16	17	26	41	18	2	1
	11%	9%	19%	11%	22%	24% f	8%	10%	21%	20%	22%	9%	-%	12%	19%	23%	16%	19%	11%	15%
Yorks & Humber	259	6	9	3	5	10	17	8	-	4	2	12	5	9	8	13	17	7	1	-
	8%	5%	13%	4%	8%	9%	9%	11%	-%	5%	8%	8%	17%	6%	8%	11%	7%	8%	5%	-%
Northern Ireland	87	3	-	1	3	8	3	-	-	2	1	6	-	4	2	-	9	-	1	-
	3%	2%	-%	1%	5%	7%	2%	-%	-%	2%	3%	4%	-%	3%	2%	-%	4%	-%	5%	-%
East Midlands	225	6	3	4	1	7	15	4	-	4	-	3	4	6	3	6	18	4	-	-
	7%	4%	4%	5%	1%	6%	8%	6%	-%	4%	-%	2%	14%	4%	4%	5%	7%	4%	-%	-%
West Midlands	275	13	2	8	2	14	24	9	7	7	-	9	-	16	10	8	15	10	1	2
	9%	10%	3%	11%	3%	12%	13%	12%	19%	8%	-%	6%	-%	12%	11%	7%	6%	11%	7%	21%
Wales	153	3	4	2	-	2	4	6	4	5	4	6	7	8	3	6	10	5	1	*
	5%	2%	6%	3%	-%	1%	2%	8%	11%	6%	17%	4%	23%	6%	4%	5%	4%	5%	6%	6%
Eastern	290	16	2	9	5	8	20	4	1	10	5	13	2	11	8	5	19	8	1	2
	9%	12%	2%	12%	8%	7%	11%	6%	2%	12%	19%	9%	7%	8%	9%	4%	8%	9%	4%	24%
London	400	10	12	4	4	8	23	8	3	7	1	7	2	8	6	18	15	9	1	1
	13%	8%	18%	5%	6%	7%	13%	11%	10%	8%	2%	5%	8%	6%	7%	16%	6%	9%	5%	8%
South East	428	31	8	5	11	10	20	4	6	5	5	29	4	17	12	10	35	10	5	-
	14%	24%	12%	7%	18%	9%	11%	6%	17%	6%	19%	20%	12%	13%	13%	9%	14%	11%	33%	-%
South West	265	16	13	21	5	6	22	5	5	8	2	29	4	10	9	10	24	15	-	2
	9%	13%	18%	27%	9%	5%	12%	6%	15%	9%	6%	20%	14%	7%	9%	9%	10%	16%	-%	18%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 41

GOVERNMENT OFFICE REGION

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111	
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81	
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96	
Scotland	265 8%	83 8%	32 7%	35 10%	70 12%	73 10%	53 6%	24 9%	13 7%	53 12%	13 9%	49 8%	5 5%	74 11%	35 9%	32 7%	117 10%	33 8%	18 16%	9 9%	
North East	128 4%	32 3%	18 4%	19 5%	38 6%	25 3%	36 4%	12 4%	7 4%	14 3%	10 7%	17 3%	4 4%	43 6%	17 4%	18 4%	49 4%	18 4%	5 4%	5 6%	
North West	347 11%	81 8%	76 17%	36 10%	80 13%	87 12%	93 10%	30 11%	24 14%	42 9%	23 17%	44 7%	6 6%	93 13%	35 9%	83 17%	139 12%	67 16%	7 6%	9 10%	
Yorks & Humber	259 8%	66 6%	33 7%	24 6%	39 7%	56 8%	81 8%	25 9%	11 6%	44 10%	17 13%	34 5%	8 8%	48 7%	23 6%	41 8%	88 8%	32 8%	8 7%	2 2%	
Northern Ireland	87 3%	41 4%	2 *	16 4%	18 3%	49 7%	14 1%	3 1%	1 *	9 2%	6 4%	31 5%	1 1%	19 3%	14 4%	1 *	47 4%	2 *	4 3%	2 2%	
East Midlands	225 7%	82 8%	23 5%	32 9%	35 6%	50 7%	74 8%	20 7%	12 7%	27 6%	10 7%	46 7%	14 14%	34 5%	37 10%	24 5%	71 6%	18 4%	3 3%	14 15%	
West Midlands	275 9%	98 9%	31 7%	30 8%	47 8%	49 7%	85 9%	36 13%	22 12%	36 8%	3 2%	51 8%	3 3%	57 8%	33 9%	43 9%	99 9%	44 10%	11 9%	10 11%	
Wales	153 5%	56 5%	15 3%	26 7%	29 5%	32 4%	52 5%	10 4%	11 6%	17 4%	11 8%	40 6%	10 10%	29 4%	23 6%	15 3%	72 6%	15 4%	3 2%	2 2%	
Eastern	290 9%	115 11%	48 11%	19 5%	47 8%	53 7%	88 9%	20 7%	17 10%	48 11%	15 11%	75 12%	6 6%	52 8%	20 5%	52 11%	104 9%	38 9%	8 7%	3 3%	
London	400 13%	133 13%	70 16%	51 14%	73 12%	66 9%	164 17%	61 22%	24 13%	31 7%	2 2%	77 12%	17 17%	105 15%	62 16%	79 16%	127 11%	60 14%	22 19%	18 19%	
South East	428 14%	166 16%	57 13%	37 10%	90 15%	125 17%	110 12%	27 10%	17 10%	85 19%	20 15%	113 18%	13 13%	101 15%	39 10%	57 12%	163 14%	58 14%	22 19%	8 8%	

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

fg

fg

n

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 41

GOVERNMENT OFFICE REGION

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk	
	Total	BT	Virgin	Talk	Sky	O2	EE (inc. O&TM)	3	Virgin	Voda-	Tesco	BT	Orange	Sky	Talk	Virgin	Sky	Virgin	BT TV	Talk
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
South West	265	98	43	44	27	54	99	12	20	38	8	67	12	35	46	44	71	34	5	14
	9%	9%	10%	12%	5%	8%	10%	4%	11%	9%	6%	10%	12%	5%	12%	9%	6%	8%	4%	14%
		d	d	d			g				m			m						p

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 42

MARITAL STATUS

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
MARRIED/ LIVING AS MARRIED	1786	921	865	103	322	367	366	283	345	478	527	421	360	1499	148	90	49
	57%	60%	54%	23%	62%	71%	68%	64%	53%	68%	61%	62%	40%	57%	56%	59%	56%
		b			ch	cdh	ch	ch	c	l	l	l					
SINGLE	860	474	386	348	187	111	96	75	42	145	209	181	325	724	72	36	27
	28%	31%	24%	77%	36%	21%	18%	17%	6%	21%	24%	27%	37%	28%	27%	24%	31%
		b		defgh	efgh	h	h	h					ijk				
WIDOWED/ DIVORCED/ SEPARATED	476	134	341	1	9	41	75	82	269	77	122	73	205	393	45	27	11
	15%	9%	21%	*%	2%	8%	14%	19%	41%	11%	14%	11%	23%	15%	17%	18%	13%
			a			cd	cd	cde	cdefg				ijk				

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 42

MARITAL STATUS

Base : All respondents

	Total	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT			Talk Talk TV TV ~s
		BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
MARRIED/ LIVING AS MARRIED	1786	72	46	42	44	65	96	40	20	54	11	91	18	92	51	74	170	65	12	4
	57%	56%	65%	54%	71%	56%	51%	56%	58%	63%	43%	63%	60%	68%	57%	66%	67%	68%	85%	40%
SINGLE	860	23	17	20	15	37	65	28	8	23	12	33	8	34	28	24	59	14	1	3
	28%	18%	24%	26%	24%	32%	34%	39%	22%	27%	44%	23%	26%	25%	31%	22%	23%	15%	4%	36%
WIDOWED/ DIVORCED/ SEPARATED	476	33	8	16	3	13	27	4	7	8	4	20	4	10	11	14	25	16	2	2
	15%	26%	11%	20%	5%	11%	14%	5%	19%	9%	14%	14%	14%	7%	13%	12%	10%	17%	11%	24%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 42

MARITAL STATUS

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
MARRIED/ LIVING AS MARRIED	1786	606	285	205	374	437	550	151	108	246	77	384	63	440	218	307	715	253	70	58
	57%	58%	64%	55%	63%	61%	58%	54%	61%	55%	56%	60%	63%	64%	57%	63%	62%	60%	61%	60%
SINGLE	860	257	103	103	160	186	286	107	36	122	37	181	18	187	113	129	321	105	28	28
	28%	24%	23%	28%	27%	26%	30%	39%	21%	28%	27%	28%	18%	27%	29%	26%	28%	25%	24%	29%
							ehi													
WIDOWED/ DIVORCED/ SEPARATED	476	188	59	62	61	97	114	20	33	75	23	78	19	64	53	53	111	61	17	11
	15%	18%	13%	17%	10%	13%	12%	7%	19%	17%	17%	12%	19%	9%	14%	11%	10%	15%	14%	11%
		d						g	g	g			m							

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 43

GENDER

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
Male	1530	1530	-	232	261	257	267	217	295	339	411	365	415	1295	122	80	33
	49%	100%	-%	51%	50%	50%	50%	49%	45%	48%	48%	54%	47%	49%	46%	53%	37%
		b															
Female	1592	-	1592	220	258	261	270	224	360	360	448	310	475	1322	143	73	55
	51%	-%	100%	49%	50%	50%	50%	51%	55%	52%	52%	46%	53%	51%	54%	47%	63%
			a														

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 43

GENDER

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT			Talk	
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Vodafone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	a	~b	~c	~d	e	f	~g	~h	~i	~j	k	~l	m	~n	o	p	~q	~r	~s	
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
Male	1530	59	36	48	31	57	83	37	19	48	15	67	14	63	46	52	116	48	2	2
	49%	46%	51%	62%	50%	49%	44%	52%	57%	57%	55%	47%	47%	47%	51%	46%	46%	51%	16%	19%
Female	1592	69	34	29	31	58	105	34	15	37	12	77	16	72	44	60	138	47	12	7
	51%	54%	49%	38%	50%	51%	56%	48%	43%	43%	45%	53%	53%	53%	49%	54%	54%	49%	84%	81%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 43

GENDER

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk Talk TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
Male	1530	498	229	197	280	334	483	149	89	206	70	318	45	339	194	249	575	212	47	33
	49%	47%	51%	53%	47%	46%	51%	54%	50%	46%	51%	49%	45%	49%	51%	51%	50%	50%	41%	35%
Female	1592	553	218	173	313	385	466	129	89	238	67	326	55	352	189	240	572	208	68	63
	51%	53%	49%	47%	53%	54%	49%	46%	50%	54%	49%	51%	55%	51%	49%	49%	50%	50%	59%	65%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 44

WORKING STATUS

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3122	1392	1730	381	593	484	469	416	779	477	780	636	1229	2670	270	96	86
Effective Weighted Sample	2150	1033	1118	306	455	368	316	222	569	382	647	402	805	1808	208	76	74
Total	3122	1530	1592	453	518	518	537	440	655	699	858	675	890	2616	265	153	87
FULL TIME	1385	843	542	169	351	340	337	173	15	379	445	349	212	1170	106	73	36
	44%	55%	34%	37%	68%	66%	63%	39%	2%	54%	52%	52%	24%	45%	40%	48%	41%
		b		h	cgh	cgh	cgh	h		l	l	l					
PART TIME	404	71	332	60	74	80	94	66	30	108	103	100	92	337	39	21	7
	13%	5%	21%	13%	14%	15%	17%	15%	5%	16%	12%	15%	10%	13%	15%	14%	8%
			a	h	h	h	h	h									
NOT WORKING	1333	615	718	224	94	98	106	201	610	212	310	226	585	1109	121	58	45
	43%	40%	45%	49%	18%	19%	20%	46%	93%	30%	36%	33%	66%	42%	46%	38%	51%
				def				def	cdefg				ijk				

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 44

WORKING STATUS

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3122	120	69	64	63	114	169	74	35	78	22	119	23	123	82	111	225	79	15	10
Effective Weighted Sample	2150	83	53	29	50	97	122	56	25	63	17	75	17	98	57	90	133	59	14	8
Total	3122	128	71	78	62	115	188	72	34	85	27	144	29	135	91	112	254	95	15	9
FULL TIME	1385	57	31	37	31	65	95	28	13	53	12	64	23	69	38	55	116	47	5	3
	44%	44%	43%	47%	49%	56%	51%	39%	39%	63%	44%	44%	77%	51%	42%	49%	46%	49%	31%	34%
PART TIME	404	17	10	11	11	11	38	12	2	10	4	15	3	26	16	13	56	16	2	2
	13%	13%	14%	14%	17%	10%	20%	17%	7%	12%	15%	11%	11%	19%	18%	12%	22%	16%	14%	24%
NOT WORKING	1333	55	30	30	21	39	54	32	18	21	11	65	4	40	36	43	83	33	8	4
	43%	43%	42%	39%	34%	34%	29%	44%	54%	25%	41%	45%	12%	30%	40%	39%	33%	35%	54%	42%

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

OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2014 - OMNIBUS STAGE. AUGUST AND SEPTEMBER 2014

Table 44

WORKING STATUS

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	3122	1061	443	369	569	677	918	293	179	420	138	594	104	673	383	476	1076	413	121	111
Effective Weighted Sample	2150	718	343	236	409	439	575	220	132	337	115	388	77	489	246	368	747	318	84	81
Total	3122	1052	447	370	594	719	949	278	178	443	137	643	100	691	383	489	1147	419	115	96
FULL TIME	1385	392	210	164	330	360	442	150	78	217	44	289	58	390	180	245	579	201	46	40
	44%	37%	47%	44%	56%	50%	47%	54%	44%	49%	32%	45%	58%	56%	47%	50%	50%	48%	40%	41%
			a	ac	j	j	j	j	j	j				k						
PART TIME	404	144	62	51	71	96	149	36	16	54	21	94	15	87	56	72	154	61	25	16
	13%	14%	14%	14%	12%	13%	16%	13%	9%	12%	15%	15%	15%	13%	15%	15%	13%	14%	22%	17%
NOT WORKING	1333	515	176	155	192	263	358	92	84	173	72	260	27	214	147	172	413	157	44	40
	43%	49%	39%	42%	32%	37%	38%	33%	47%	39%	52%	40%	27%	31%	38%	35%	36%	38%	38%	41%
		bd						g		g	efg	m								

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