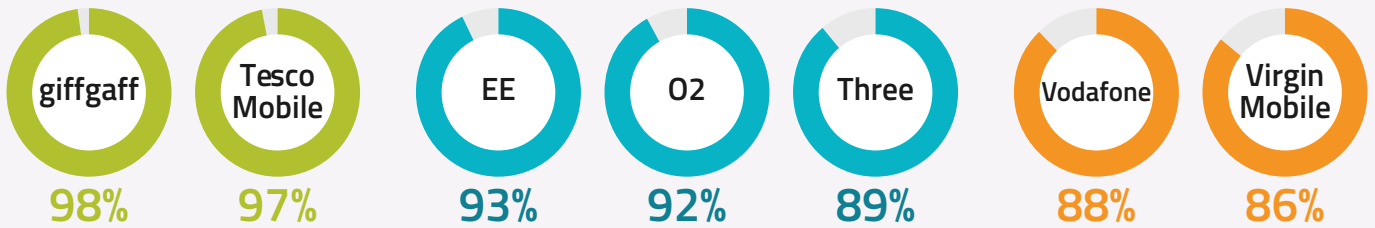


# Which mobile provider is right for me?

## Overall satisfaction

We asked customers how satisfied they were with their overall service:



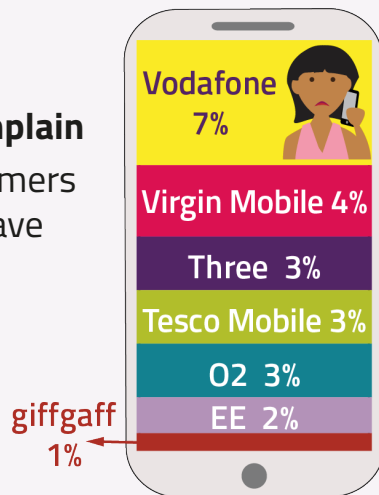
More likely to recommend	giffgaff Tesco Mobile	
Mobile average	EE · O2 Three	
Less likely to recommend	Vodafone Virgin Mobile	

## Recommend to a friend

There's nothing quite like knowing what existing customers think of a provider. We asked customers how likely they would be to recommend their current provider.

## Reasons to complain

We asked customers whether they have had a reason to complain:



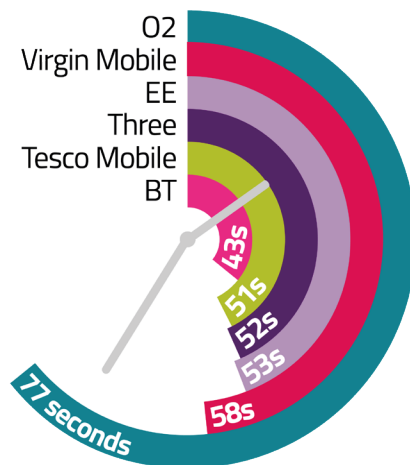
## Complaints to Ofcom

As well as contacting their provider, some customers contact Ofcom to complain about their mobile service. Here's how many complaints per 100,000 customers\* we received.

Most complaints	
Vodafone**	48
BT**	47
Virgin Mobile	33
--- industry average = 21 ---	
EE	14
Three	13
O2	12
Tesco Mobile	3
Fewest complaints	

## Call waiting time

If something goes wrong, it might be important to you to talk to someone as quickly as possible. We asked providers to tell us how quickly their customers can get through to talk to an agent.



To find out whether you'll get a signal at home or work, use [Ofcom's mobile coverage checker](#).



\*All figures rounded to nearest whole number. Actual measurable difference may in some cases be less than one. Note: Industry average is limited to those providers included in the report. Source: Ofcom, CCT data.

\*\* Due to the different methodologies used to compile subscriber figures, we have identified through sensitivity checks that BT Mobile's performance in 2017 may be comparable to Vodafone.

For definitions and methodology see [Comparing Service Quality report 2017](#).