

	Page	Table	Title	Base Description	Base
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	2002
●	2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	737
●	3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	573
●	4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	600
	5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	92
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2002
●	7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	2002
●	8	8	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	2002
●	9	9	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	1119
●	10	10	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	2002
●	11	11	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	2002

	Page	Table	Title	Base Description	Base
●	12	12	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	2002
●	13	13	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	2002
●	14	14	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	2002
●	15	15	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	2002
●	16	16	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	2002
●	17	17	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	2002
●	18	18	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	2002
●	19	19	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	2002
●	20	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1109
●	21	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	3396
●	22	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	890

	Page	Table	Title	Base Description	Base
●	23	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	1720
●	24	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	673
	25	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	113
●	26	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	3396
●	27	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	3396
●	28	8	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	29	9	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	2324
●	30	10	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	31	11	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	32	12	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	3396

	Page	Table	Title	Base Description	Base
●	33	13	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	34	14	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	35	15	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	36	16	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	3396
●	37	17	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	3396
●	38	18	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	3396
●	39	19	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	3396
●	40	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	1655
●	41	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	42	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	688

	Page	Table	Title	Base Description	Base
●	43	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	582
●	44	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	470
	45	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	84
●	46	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	47	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	48	8	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	49	9	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	1119
●	50	10	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	51	11	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	52	12	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824

	Page	Table	Title	Base Description	Base
●	53	13	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	54	14	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	55	15	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	56	16	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	57	17	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	58	18	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	59	19	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1824
●	60	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	979
●	61	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	2856
●	62	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	1339

	Page	Table	Title	Base Description	Base
●	63	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	777
●	64	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	545
●	65	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	195
●	66	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	2856
●	67	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	2856
●	68	8	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	2856
●	69	9	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	1305
●	70	10	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	2856
●	71	11	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	2856
●	72	12	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	2856
●	73	13	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	2856

	Page	Table	Title	Base Description	Base
●	74	14	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	2856
●	75	15	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	2856
●	76	16	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	2856
●	77	17	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	2856
●	78	18	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	2856
●	79	19	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	2856
●	80	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1525

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Fieldwork: 28th November 2017 - 7th January 2018

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2002	737	600	573	92	1043	564	395	1109	877
Weighted Base	2002	740	613	562	88*	1056	559	386	1137	851
Effective base	1740	641	524	496	80	913	491	336	968	759
A billing, pricing or payment issue	575	575	-	-	-	317	146	112	315	257
		29% hij	78% Thij	-	-	30%	26%	29%	28%	30%
The service not performing as it should	562	-	-	562	-	291	165	105	307	250
		28% ghj	-	100% Tghj	-	28%	30%	27%	27%	29%
A problem relating to the installation or set up of your service	310	-	310	-	-	183	85	42	208	101
		15% gjjln	51% Tgij	-	-	17% l	15%	11%	18% n	12%
A problem with a repair to the service	303	-	303	-	-	169	78	56	190	110
		15% gj	49% Tgij	-	-	16%	14%	15%	17% n	13%
Dissatisfaction with customer service from a previous occasion or contact	165	165	-	-	-	51	60	54	68	96
		8% hijklm	22% Thij	-	-	5%	11% k	14% Tk	6%	11% Tm
Or something else	88	-	-	-	88	45	25	18	49	37
		4% ghi	-	-	100% Tghi	4%	4%	5%	4%	4%
SUMMARY:										
Billing and Customer service	740	740	-	-	-	368	206	165	383	353
		37% hij	100% Thij	-	-	35%	37%	43% Tk	34%	42% Tm
Repairs and Installation	613	-	613	-	-	352	164	98	398	211
		31% gjjln	100% Tgij	-	-	33% l	29%	25%	35% Tn	25%
Service Issues	562	-	-	562	-	291	165	105	307	250
		28% ghj	-	100% Tghj	-	28%	30%	27%	27%	29%
Something else	88	-	-	-	88	45	25	18	49	37
		4% ghi	-	-	100% Tghi	4%	4%	5%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	737	737	-	-	-	367	204	166	379	354
Weighted Base	740	740	..**	..**	..**	368	206	165	383	353
Effective base	641	641	-	-	-	321	178	142	329	309
Bill was a lot higher than expected	260 35%	260 35%	-	-	-	131 36%	66 32%	64 39%	124 32%	135 38%
Bill was inaccurate	158 21%	158 21%	-	-	-	95 26% C	34 16%	30 18%	93 24%	65 18%
Bill contained items I shouldn't have been charged for	150 20%	150 20%	-	-	-	81 22%	35 17%	34 21%	80 21%	69 20%
Payment issues (including setting up/making a payment, non-direct debit charges)	115 16% l	115 16%	-	-	-	75 20% C	26 12%	15 9%	68 18%	45 13%
Getting a refund, credit note or cashback	72 10%	72 10%	-	-	-	46 12% C	12 6%	13 8%	43 11%	29 8%
The format of the bill	71 10%	71 10%	-	-	-	49 13% C	13 6%	9 5%	49 13% n	22 6%
Took too long to resolve issue	54 7% k	54 7%	-	-	-	9 2%	21 10% k	24 15% Tk	19 5%	35 10% m
Didn't do what they said they would do	47 6% k	47 6%	-	-	-	11 3%	8 4%	28 17% TkC	19 5%	28 8%
Gave incorrect information	46 6%	46 6%	-	-	-	14 4%	16 8%	16 10% k	14 4%	32 9% m
Unable to get through to relevant person	45 6%	45 6%	-	-	-	13 4%	17 8% k	15 9% k	15 4%	31 9% m
Unable to get through to anyone	44 6%	44 6%	-	-	-	18 5%	16 8%	10 6%	17 5%	27 8%
Rude/dismissive	43 6%	43 6%	-	-	-	12 3%	11 5%	21 12% TkC	18 5%	24 7%
Costs of international and roaming calls	3 *	3 *	-	-	-	1 *	1 1%	1 *	1 *	3 1%
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	1 *	1 *	1 *	1 *	1 *
A different issue	26 4%	26 4%	-	-	-	17 5% C	2 1%	8 5% C	13 3%	13 4%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	573	-	-	573	-	287	173	113	305	263
Weighted Base	562	..**	..**	562	..**	291	165	105*	307	250
Effective base	496	-	-	496	-	251	150	95	266	226
Complete loss of service	256 46%	-	-	256 46%	-	131 45%	75 45%	49 47%	155 50% n	98 39%
Poor line quality	222 39%	-	-	222 39%	-	115 40%	64 39%	43 41%	113 37%	108 43%
Service is not consistently available	174 31%	-	-	174 31%	-	78 27%	50 30%	46 44% Tk	75 24%	97 39% Tm
Connection speed slower than advertised or led to expect	85 15% m	-	-	85 15%	-	41 14%	15 9%	29 27% Tk	29 9%	56 22% Tm
Problems with voice over internet (VOIP) telephone calls	31 5%	-	-	31 5%	-	22 7%	6 3%	4 4%	19 6%	12 5%
Unable to get certain channels/content	25 4%	-	-	25 4%	-	15 5%	8 5%	2 2%	17 6%	6 3%
Poor picture quality	15 3%	-	-	15 3%	-	10 4%	4 2%	1 1%	12 4%	4 1%
Problems with calls being disconnected during a call or not connected at all	3 *	-	-	3 *	-	2 1%	-	1 1%	2 1%	1 *
Unable to access 4G service	2 *	-	-	2 *	-	2 1%	-	-	2 1%	-
Poor indoor reception/ coverage	1 *	-	-	1 *	-	1 *	-	1 1%	1 *	1 *
Poor outside reception/ coverage	1 *	-	-	1 *	-	-	-	1 1%	-	1 *
Text or voice mails delivered late	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	20 4%	-	-	20 4%	-	8 3%	4 2%	8 8% KC	8 3%	11 4%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about landline service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	600	-	600	-	-	339	164	97	375	221
Weighted Base	613	..**	613	..**	..**	352	164	98*	398	211
Effective base	524	-	524	-	-	298	143	83	329	192
Time taken to repair a fault	136	-	136	-	-	83	26	27	85	50
	22%	-	22%	-	-	23%	16%	28%C	21%	24%
Time taken to install the service	130	-	130	-	-	89	22	19	100	29
	21% Cn	-	21%	-	-	25%C	13%	20%	25% n	14%
Arranging an appointment for an engineer visit	112	-	112	-	-	67	25	20	81	29
	18%	-	18%	-	-	19%	15%	20%	20%	14%
Switching issues (e.g. problems trying to switch or problems porting your number)	111	-	111	-	-	79	17	15	79	32
	18% C	-	18%	-	-	22%C	11%	16%	20%	15%
Missed/ moved installation appointment	108	-	108	-	-	67	28	12	81	27
	18%	-	18%	-	-	19%	17%	13%	20% n	13%
Damage to property during installation	103	-	103	-	-	75	22	7	75	28
	17% I	-	17%	-	-	21% CI	13%	7%	19%	13%
Arranging an installation	81	-	81	-	-	54	19	8	59	22
	13%	-	13%	-	-	15%	12%	8%	15%	10%
Missed/moved repair appointment	63	-	63	-	-	35	19	9	38	24
	10%	-	10%	-	-	10%	12%	9%	9%	12%
Damage to property during repair	55	-	55	-	-	39	11	5	34	20
	9%	-	9%	-	-	11%	7%	5%	8%	9%
Complaining about an engineer	54	-	54	-	-	31	13	10	40	14
	9%	-	9%	-	-	9%	8%	10%	10%	7%
A different issue	17	-	17	-	-	7	3	7	8	9
	3%	-	3%	-	-	2%	2%	7% Ik	2%	4%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about landline service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	92	-	-	-	92	50	23	19	50	39
Weighted Base	88*	..**	..**	..**	88*	45*	25**	18**	49*	37*
Effective base	80	-	-	-	80	44	20	16	44	33
Change to your package or service (upgrading or downgrading your service)	17 20%	-	-	-	17 20%	12 27%	2 9%	3 16%	10 21%	7 20%
Service not performing as advertised or as told in store/over the phone	13 15%	-	-	-	13 15%	5 11%	6 26%	2 11%	7 14%	6 17%
Complaining about the terms of your contract	11 13%	-	-	-	11 13%	4 9%	4 17%	3 18%	6 11%	5 14%
Switching issues (e.g. problems trying to switch or problems porting your number)	10 11%	-	-	-	10 11%	6 14%	2 6%	2 12%	7 15%	1 3%
Keeping your mobile phone number when changing suppliers	- -	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	43 49%	-	-	-	43 49%	21 47%	11 44%	11 62%	22 45%	21 57%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2002	737	600	573	92	1043	564	395	1109	877
Weighted Base	2002	740	613	562	88*	1056	559	386	1137	851
Effective base	1740	641	524	496	80	913	491	336	968	759
Only/mainly on the phone	1105	423	287	339	57	556	294	256	611	491
		55%h	57%h	47%	60%Th	53%	53%	66%Tk	54%	58%
Only/mainly via webchat	239	95	71	62	12	139	50	50	133	104
	12%	13%	12%	11%	14%	13%C	9%	13%	12%	12%
Only/mainly via email	198	66	68	56	9	109	61	29	122	74
	10%	9%	11%	10%	10%	10%	11%	7%	11%	9%
Only/mainly in store	121	41	48	29	3	68	36	17	67	54
	6%	6%	8%	5%	3%	6%	6%	4%	6%	6%
Only/mainly via another contact method	112	40	43	28	1	45	50	17	60	51
	6%	5%	7%j	5%	1%	4%	9%Tk	4%	5%	6%
Only/mainly by social media	110	32	54	23	2	72	29	9	73	37
	6%l	4%	9%Tgij	4%	2%	7%l	5%l	2%	6%	4%
Only/mainly by letter	98	40	35	21	1	57	33	8	59	39
	5%l	5%	6%	4%	1%	5%l	6%l	2%	5%	5%
Don't know	19	3	7	5	4	12	8	-	13	3
	1%	*	1%	1%	4%Tghi	1%	1%l	-	1%	*

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	268	89	82	76	21	268	-	-	244	21
		13%Cl	12%	13%	13%	24%Tgh	25%TCI	-	-	21%Tn	3%
9 -	(9)	145	63	38	42	3	145	-	-	132	13
		7%Cl	8%	6%	7%	4%	14%TCI	-	-	12%Tn	2%
8 -	(8)	368	111	151	92	14	368	-	-	295	73
		18%Cl	15%	25%Tgi	16%	16%	35%TCI	-	-	26%Tn	9%
7 -	(7)	276	107	80	82	7	276	-	-	157	118
		14%Cl	14%	13%	15%	8%	26%TCI	-	-	14%	14%
6 -	(6)	231	77	68	75	11	-	231	-	122	106
		12%kl	10%	11%	13%	13%	-	41%TKI	-	11%	12%
5 -	(5)	204	80	64	51	8	-	204	-	83	118
		10%klm	11%	10%	9%	9%	-	36%TKI	-	7%	14%Tm
4 -	(4)	124	48	32	39	5	-	124	-	32	89
		6%klm	7%	5%	7%	6%	-	22%TKI	-	3%	10%Tm
3 -	(3)	111	50	22	37	3	-	-	111	32	80
		6%kCm	7%h	4%	7%h	3%	-	-	29%TKC	3%	9%Tm
2 -	(2)	77	30	31	13	3	-	-	77	10	67
		4%kCm	4%	5%l	2%	3%	-	-	20%TKC	1%	8%Tm
1 - Extremely dissatisfied	(1)	198	85	45	55	13	-	-	198	31	166
		10%kCm	12%h	7%	10%	14%h	-	-	51%TKC	3%	19%Tm
NET: Dissatisfied	(1-3)	386	165	98	105	18	-	-	386	73	313
		19%kCm	22%h	16%	19%	20%	-	-	100%TKC	6%	37%Tm
NET: Neutral	(4-6)	559	206	164	165	25	-	559	-	237	313
		28%klm	28%	27%	29%	28%	-	100%TKI	-	21%	37%Tm
NET: Satisfied	(7-10)	1056	368	352	291	45	1056	-	-	827	225
		53%Cl	50%	57%g	52%	52%	100%TCI	-	-	73%Tn	26%
Mean score		6.22Cl	5.99	6.46g	6.22	6.32	8.38TCI	5.19I	1.78	7.48Tn	4.54
Standard error		0.06	0.10	0.11	0.11	0.32	0.03	0.03	0.04	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 8

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	349	131	107	89	23	295	25	29	283	65
		17%Cln	18%	17%	16%	26%l	28%TCI	5%	7%	25%Tn	8%
9 -	(9)	260	85	100	67	9	214	28	18	197	64
		13%Cln	11%	16%gi	12%	10%	20%TCI	5%	5%	17%Tn	7%
8 -	(8)	344	113	113	102	16	242	66	36	224	120
		17%Cl	15%	18%	18%	19%	23%TCI	12%	9%	20%n	14%
7 -	(7)	281	102	89	81	10	163	85	34	152	126
		14%l	14%	14%	14%	11%	15%l	15%l	9%	13%	15%
6 -	(6)	205	76	62	63	4	71	105	29	115	90
		10%k	10%	10%	11%	4%	7%	19%TKl	7%	10%	11%
5 -	(5)	165	63	39	53	10	26	100	40	55	107
		8%km	9%	6%	10%	12%	2%	18%TKl	10%k	5%	13%Tm
4 -	(4)	126	54	27	40	5	16	74	36	40	83
		6%km	7%h	4%	7%	6%	1%	13%Tk	9%Tk	3%	10%Tm
3 -	(3)	89	31	31	27	1	10	44	35	22	67
		4%km	4%	5%	5%	1%	1%	8%Tk	9%Tk	2%	8%Tm
2 -	(2)	63	32	14	15	2	1	17	45	15	49
		3%km	4%	2%	3%	2%	*	3%k	12%TKC	1%	6%Tm
1 - Extremely dissatisfied	(1)	92	42	24	20	6	3	11	78	19	71
		5%kCm	6%	4%	4%	7%	*	2%k	20%TKC	2%	8%Tm
Not applicable		27	12	9	5	2	16	4	7	16	11
		1%	2%	1%	1%	2%	2%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	244	104	69	62	9	14	72	158	55	187
		12%km	14%	11%	11%	10%	1%	13%k	41%TKC	5%	22%Tm
NET: Neutral	(4-6)	496	193	127	157	19	113	279	105	210	279
		25%km	26%h	21%	28%h	22%	11%	50%TKl	27%k	18%	33%Tm
NET: Satisfied	(7-10)	1235	430	408	338	58	914	205	116	856	374
		62%Cln	58%	67%Tgi	60%	66%	87%TCI	37%l	30%	75%Tn	44%
Mean score		6.89Cln	6.70	7.13g	6.84	7.15	8.27TCI	5.83l	4.64	7.76Tn	5.75
Standard error		0.06	0.10	0.10	0.10	0.29	0.05	0.09	0.15	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 9

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about landline service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1119	429	273	355	62	554	299	266	599	516
Weighted Base		1105	423	287	339	57*	556	294	256	611	491
Effective base		964	371	237	304	54	480	258	225	518	443
10 - Extremely satisfied	(10)	118	35	39	34	11	104	8	7	103	15
		11%Clm	8%	14%g	10%	18%g	19%TCI	3%	3%	17%Tm	3%
9 -	(9)	142	42	54	38	8	129	7	5	120	22
		13%Clm	10%	19%Tgi	11%	14%	23%TCI	2%	2%	20%Tm	4%
8 -	(8)	148	44	62	36	6	119	22	7	109	39
		13%Clm	10%	22%Tgi	11%	11%	21%TCI	7%l	3%	18%Tm	8%
7 -	(7)	129	58	26	41	4	86	33	10	84	46
		12%l	14%	9%	12%	7%	15%TI	11%l	4%	14%n	9%
6 -	(6)	111	45	24	41	1	49	50	11	57	52
		10%jl	11%j	9%	12%j	1%	9%l	17%TKl	4%	9%	11%
5 -	(5)	119	50	22	41	6	34	68	17	57	63
		11%k	12%	8%	12%	10%	6%	23%TKl	7%	9%	13%
4 -	(4)	80	32	17	25	5	14	40	26	21	58
		7%km	8%	6%	7%	9%	2%	14%Tk	10%k	4%	12%Tm
3 -	(3)	73	38	9	20	6	9	31	34	18	54
		7%hkm	9%h	3%	6%	10%h	2%	11%Tk	13%Tk	3%	11%Tm
2 -	(2)	61	24	10	25	2	2	18	42	16	46
		6%km	6%	4%	7%h	4%	*	6%k	16%TKC	3%	9%Tm
1 - Extremely dissatisfied	(1)	111	50	20	34	8	5	13	94	17	94
		10%kCm	12%h	7%	10%	14%	1%	4%k	37%TKC	3%	19%Tm
Not applicable		13	6	3	3	1	6	4	3	10	3
		1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
NET: Dissatisfied	(1-3)	245	111	39	80	16	15	61	169	50	194
		22%hkm	26%h	14%	23%h	28%h	3%	21%k	66%TKC	8%	40%Tm
NET: Neutral	(4-6)	310	127	64	107	12	97	158	54	135	172
		28%klm	30%h	22%	32%h	21%	18%	54%TKl	21%	22%	35%Tm
NET: Satisfied	(7-10)	537	178	181	150	28	438	70	29	416	122
		49%gClm	42%	63%Tgi	44%	50%	79%TCI	24%l	11%	68%Tm	25%
Mean score		6.02gClm	5.61	6.86Tgi	5.82	6.00	7.83TCI	5.15l	3.08	7.29Tm	4.47
Standard error		0.09	0.14	0.16	0.15	0.41	0.08	0.12	0.15	0.10	0.12

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 10

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	246	82	82	67	16	234	11	2	216	31
		12%Cln	11%	13%	12%	18%	22%TCI	2%	*	19%Tn	4%
9 -	(9)	264	88	110	59	7	238	19	6	215	48
		13%Cln	12%	18%Tgij	10%	8%	23%TCI	3%	2%	19%Tn	6%
8 -	(8)	272	95	101	63	13	217	47	8	200	72
		14%Cln	13%	17%ij	11%	15%	21%TCI	8%l	2%	18%Tn	8%
7 -	(7)	241	94	71	72	4	153	74	13	165	74
		12%ijn	13%j	12%j	13%j	4%	15%l	13%l	3%	14%h	9%
6 -	(6)	218	72	71	68	7	89	109	20	94	121
		11%klm	10%	12%	12%	8%	8%	19%TKl	5%	8%	14%Tm
5 -	(5)	186	77	42	59	7	42	120	24	81	101
		9%k	10%h	7%	11%h	9%	4%	21%TKl	6%	7%	12%h
4 -	(4)	149	58	35	46	11	36	76	36	52	96
		7%km	8%	6%	8%	12%h	3%	14%Tk	9%k	5%	11%Tm
3 -	(3)	86	40	14	30	2	13	35	39	23	62
		4%hkm	5%h	2%	5%h	3%	1%	6%k	10%Tk	2%	7%Tm
2 -	(2)	99	45	23	28	4	9	31	59	27	73
		5%km	6%	4%	5%	5%	1%	6%k	15%TKC	2%	9%Tm
1 - Extremely dissatisfied	(1)	215	78	55	66	15	11	30	175	49	164
		11%kCm	11%	9%	12%	17%h	1%	5%k	45%TKC	4%	19%Tm
Not applicable		25	11	9	4	2	15	6	5	15	10
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	401	163	93	124	21	32	97	272	99	299
		20%hkm	22%h	15%	22%h	24%h	3%	17%k	70%TKC	9%	35%Tm
NET: Neutral	(4-6)	553	207	148	173	25	167	305	81	228	317
		28%klm	28%	24%	31%h	28%	16%	55%TKl	21%k	20%	37%Tm
NET: Satisfied	(7-10)	1023	359	364	261	40	842	152	29	796	225
		51%Cln	48%	59%Tgij	46%	45%	80%TCI	27%l	8%	70%Tn	26%
Mean score		6.17Cln	5.99	6.67Tgij	5.93	5.85	7.92TCI	5.31l	2.68	7.31Tn	4.69
Standard error		0.06	0.11	0.11	0.12	0.34	0.06	0.09	0.11	0.07	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 11

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	282	98	90	74	20	266	12	4	253	29
		14%Cl	13%	15%	13%	23%Tg	25%TC	2%	1%	22%Tn	3%
9 -	(9)	257	86	95	66	10	230	25	2	218	39
		13%Cl	12%	16%	12%	12%	22%TC	5%I	1%	19%Tn	5%
8 -	(8)	334	102	142	79	11	271	55	9	258	76
		17%Cl	14%	23%Tg	14%	13%	26%TC	10%I	2%	23%Tn	9%
7 -	(7)	217	80	62	71	4	136	73	7	128	86
		11%I	11%	10%	13%j	4%	13%I	13%I	2%	11%	10%
6 -	(6)	180	65	51	61	4	56	115	9	85	95
		9%I	9%	8%	11%	4%	5%I	20%TK	2%	7%	11%Tm
5 -	(5)	182	73	58	42	9	39	114	28	64	114
		9%km	10%	9%	7%	11%	4%	20%TK	7%k	6%	13%Tm
4 -	(4)	130	61	24	40	5	26	76	27	49	80
		6%hkm	8%h	4%	7%h	6%	2%	14%TK	7%k	4%	9%Tm
3 -	(3)	91	39	20	32	1	8	37	46	23	67
		5%km	5%	3%	6%	1%	1%	7%k	12%TK	2%	8%Tm
2 -	(2)	83	37	18	24	4	1	22	60	13	71
		4%km	5%	3%	4%	4%	*	4%k	16%TK	1%	8%Tm
1 - Extremely dissatisfied	(1)	211	86	44	65	16	4	20	186	29	181
		11%hkm	12%h	7%	12%h	19%Th	*	4%k	48%TK	3%	21%Tm
Not applicable		35	14	9	9	3	19	9	8	19	14
		2%	2%	1%	2%	3%	2%	2%	2%	2%	2%
NET: Dissatisfied		386	162	82	120	21	13	80	293	65	319
		19%hkm	22%h	13%	21%h	24%h	1%	14%k	76%TK	6%	37%Tm
NET: Neutral		491	198	132	143	18	122	305	65	197	288
		25%klm	27%h	22%	25%	21%	12%	55%TK	17%k	17%	34%Tm
NET: Satisfied		1090	365	390	289	46	903	166	21	857	230
		54%gCl	49%	64%Tg	52%	52%	85%TC	30%I	5%	75%Tn	27%
Mean score		6.35gCl	6.06	6.88Tg	6.15	6.23	8.21TC	5.53I	2.44	7.68Tn	4.58
Standard error		0.06	0.11	0.11	0.12	0.36	0.05	0.09	0.10	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 12

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	356	131	102	101	23	309	31	17	296	60
		18%Cln	18%	17%	18%	26%h	29%TCI	5%	4%	26%Tn	7%
9 -	(9)	306	107	103	83	13	246	38	22	233	73
		15%Cln	14%	17%	15%	15%	23%TCI	7%	6%	20%Tn	9%
8 -	(8)	350	103	144	89	14	242	76	32	231	119
		17%gCln	14%	23%Tgi	16%	16%	23%TCI	14%l	8%	20%Tn	14%
7 -	(7)	266	111	82	71	3	129	106	32	137	128
		13%jl	15%j	13%j	13%j	3%	12%	19%TKl	8%	12%	15%
6 -	(6)	198	73	48	70	6	57	103	38	83	111
		10%km	10%	8%	12%h	7%	5%	18%TKl	10%k	7%	13%Tm
5 -	(5)	182	62	49	60	12	44	95	43	67	112
		9%km	8%	8%	11%	13%	4%	17%TKl	11%k	6%	13%Tm
4 -	(4)	100	45	24	27	4	11	51	38	29	70
		5%km	6%	4%	5%	4%	1%	9%Tk	10%TK	3%	8%Tm
3 -	(3)	73	36	15	21	1	6	27	39	22	51
		4%km	5%h	2%	4%	1%	1%	5%k	10%TKC	2%	6%Tm
2 -	(2)	53	19	20	14	-	1	19	33	12	41
		3%km	3%	3%	2%	-	*	3%k	8%TKC	1%	5%Tm
1 - Extremely dissatisfied	(1)	94	43	27	16	7	1	8	86	17	75
		5%kCm	6%l	4%	3%	8%l	*	1%k	22%TKC	1%	9%Tm
Not applicable		24	9	-	10	5	11	7	6	13	9
		1%h	1%h	-	2%h	6%Tgh	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	220	98	62	51	9	8	54	158	51	167
		11%km	13%l	10%	9%	10%	1%	10%k	41%TKC	4%	20%Tm
NET: Neutral	(4-6)	480	181	121	156	21	112	248	120	178	294
		24%hkm	24%	20%	28%h	24%	11%	44%TKl	31%TK	16%	35%Tm
NET: Satisfied	(7-10)	1278	452	430	344	53	926	250	102	896	381
		64%Cln	61%	70%Tgi	61%	60%	88%TCI	45%l	26%	79%Tn	45%
Mean score		7.02Cln	6.83	7.19g	7.07	7.23	8.39TCI	6.18l	4.50	7.92Tn	5.86
Standard error		0.06	0.10	0.10	0.10	0.30	0.05	0.09	0.14	0.06	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 13

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	294	100	89	86	19	270	18	6	270	23
		15%Cl	14%	15%	15%	21%	26%TCI	3%	2%	24%Tn	3%
9 -	(9)	317	98	128	77	14	271	35	11	246	69
		16%Cl	13%	21%Tgi	14%	16%	26%TCI	6%l	3%	22%Tn	8%
8 -	(8)	309	109	124	71	5	232	60	16	217	90
		15%jCl	15%j	20%Tgi	13%	6%	22%TCI	11%l	4%	19%Tn	11%
7 -	(7)	237	90	66	76	5	135	80	22	129	106
		12%l	12%	11%	14%j	5%	13%l	14%l	6%	11%	13%
6 -	(6)	212	75	62	66	9	81	104	26	100	109
		11%kl	10%	10%	12%	10%	8%	19%TKl	7%	9%	13%km
5 -	(5)	185	70	36	70	10	40	114	31	66	116
		9%hkm	9%h	6%	12%Th	11%	4%	20%TKl	8%k	6%	14%Tm
4 -	(4)	113	48	26	34	4	8	80	25	33	80
		6%km	6%	4%	6%	5%	1%	14%TKl	6%k	3%	9%Tm
3 -	(3)	87	38	28	19	2	5	25	57	27	61
		4%km	5%	5%	3%	2%	*	5%k	15%TKC	2%	7%Tm
2 -	(2)	62	26	17	16	3	3	18	40	14	48
		3%km	4%	3%	3%	3%	*	3%k	10%TKC	1%	6%Tm
1 - Extremely dissatisfied	(1)	160	76	35	37	13	1	14	145	24	135
		8%kCm	10%hi	6%	7%	14%Thi	*	3%k	38%TKC	2%	16%Tm
Not applicable		27	11	2	9	5	9	9	8	11	13
		1%	1%	*	2%h	5%Tghi	1%	2%	2%	1%	2%
NET: Dissatisfied	(1-3)	309	139	80	73	17	10	57	242	65	244
		15%kCm	19%Thi	13%	13%	20%	1%	10%k	63%TKC	6%	29%Tm
NET: Neutral	(4-6)	510	193	125	170	23	129	299	82	199	305
		25%hkm	26%h	20%	30%Th	26%	12%	53%TKl	21%k	17%	36%Tm
NET: Satisfied	(7-10)	1156	397	407	310	43	908	194	54	863	289
		58%Cl	54%	66%Tgi	55%	49%	86%TCI	35%l	14%	76%Tn	34%
Mean score		6.64gCl	6.33	7.05Tgi	6.62	6.41	8.29TCI	5.79l	3.29	7.77Tn	5.12
Standard error		0.06	0.10	0.10	0.11	0.34	0.05	0.09	0.13	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 14

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	280	87	92	84	17	254	19	8	253	28
		14%Cln	12%	15%	15%	20%g	24%TCI	3%	2%	22%Tn	3%
9 -	(9)	274	97	110	60	6	237	26	11	219	55
		14%Cln	13%	18%Tgij	11%	7%	22%TCI	5%	3%	19%Tn	6%
8 -	(8)	305	86	120	84	16	240	48	17	224	81
		15%gCln	12%	20%Tgi	15%	18%	23%TCI	9%l	4%	20%Tn	9%
7 -	(7)	223	89	72	56	6	129	77	18	133	89
		11%l	12%	12%	10%	7%	12%l	14%l	5%	12%	10%
6 -	(6)	199	66	52	77	4	86	94	19	100	95
		10%l	9%	9%	14%Tghj	4%	8%	17%TKl	5%	9%	11%
5 -	(5)	200	84	45	55	15	49	121	29	72	124
		10%kcm	11%h	7%	10%	17%Thi	5%	22%TKl	8%k	6%	15%Tm
4 -	(4)	112	45	26	38	3	19	70	23	34	76
		6%kcm	6%	4%	7%	4%	2%	12%TKl	6%k	3%	9%Tm
3 -	(3)	96	51	20	26	-	12	42	43	21	75
		5%jkm	7%hj	3%	5%	-	1%	7%TK	11%TK	2%	9%Tm
2 -	(2)	76	31	21	21	2	6	20	50	21	55
		4%kcm	4%	4%	4%	3%	1%	4%k	13%TKC	2%	6%Tm
1 - Extremely dissatisfied	(1)	195	88	46	49	13	3	31	161	37	157
		10%kCm	12%h	8%	9%	14%h	*	6%k	42%TKC	3%	19%Tm
Not applicable		41	16	8	12	5	21	12	9	23	15
		2%	2%	1%	2%	6%Tghi	2%	2%	2%	2%	2%
NET: Dissatisfied		368	169	88	96	15	22	93	253	79	288
		18%hkm	23%Thi	14%	17%	17%	2%	17%k	65%TKC	7%	34%Tm
NET: Neutral		511	195	123	170	22	154	285	72	206	296
		26%hklm	26%h	20%	30%Th	26%	15%	51%TKl	19%	18%	35%Tm
NET: Satisfied		1083	359	395	284	45	860	170	53	829	252
		54%gCln	49%	64%Tgij	51%	52%	81%TCI	30%l	14%	73%Tn	30%
Mean score		6.40gCln	6.02	6.89Tgi	6.37g	6.38	8.10TCI	5.46l	3.11	7.60Tn	4.82
Standard error		0.06	0.11	0.11	0.12	0.33	0.05	0.09	0.13	0.07	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 15

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	240	83	81	64	13	222	15	4	218	22
		12%Cl	11%	13%	11%	15%	21%TCI	3%	1%	19%Tn	3%
9 -	(9)	223	76	96	46	5	192	23	8	183	39
		11%Cl	10%	16%Tgij	8%	6%	18%TCI	4%	2%	16%Tn	5%
8 -	(8)	286	84	131	60	10	235	45	6	204	80
		14%Cl	11%	21%Tgij	11%	12%	22%TCI	8%l	1%	18%Tn	9%
7 -	(7)	193	63	76	46	8	111	68	14	124	68
		10%l	9%	12%gi	8%	9%	11%l	12%l	4%	11%n	8%
6 -	(6)	173	63	50	57	4	52	101	20	84	89
		9%kl	8%	8%	10%	4%	5%	18%TKl	5%	7%	10%lm
5 -	(5)	162	58	47	53	4	41	100	21	74	87
		8%k	8%	8%	9%	5%	4%	18%TKl	6%	7%	10%lm
4 -	(4)	123	53	26	41	3	34	62	26	53	68
		6%k	7%h	4%	7%h	3%	3%	11%TKl	7%k	5%	8%lm
3 -	(3)	85	40	20	22	4	21	38	26	19	65
		4%km	5%	3%	4%	4%	2%	7%Tk	7%Tk	2%	8%Tm
2 -	(2)	86	40	18	26	3	21	24	42	30	55
		4%km	5%h	3%	5%	4%	2%	4%k	11%TKC	3%	7%Tm
1 - Extremely dissatisfied	(1)	312	134	50	109	20	49	55	208	66	245
		16%hkCm	18%h	8%	19%Th	22%h	5%	10%k	54%TKC	6%	29%Tm
Not applicable		117	47	17	39	14	79	27	10	81	32
		6%hln	6%h	3%	7%h	16%Tghl	7%l	5%	3%	7%n	4%
NET: Dissatisfied		484	213	88	156	26	91	117	276	116	365
		24%hkm	29%Th	14%	28%h	30%h	9%	21%k	71%TKC	10%	43%Tm
NET: Neutral		459	174	123	151	11	127	263	68	212	243
		23%jklm	24%j	20%	27%hj	13%	12%	47%TKl	18%k	19%	29%Tm
NET: Satisfied		943	306	385	216	36	759	152	32	729	210
		47%giCl	41%	63%Tgij	39%	41%	72%TCI	27%l	8%	64%Tn	25%
Mean score		5.91giCl	5.54	6.79Tgij	5.45	5.51	7.58TCI	5.24l	2.55	7.19Tn	4.26
Standard error		0.07	0.12	0.11	0.14	0.40	0.08	0.10	0.12	0.08	0.10

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 16

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2002	737	600	573	92	1043	564	395	1109	877
Weighted Base		2002	740	613	562	88*	1056	559	386	1137	851
Effective base		1740	641	524	496	80	913	491	336	968	759
10 - Extremely satisfied	(10)	327	115	91	97	24	294	27	6	293	34
		16% Cln	16%	15%	17%	27% Tghi	28% TCl	5% l	2%	26% Tn	4%
9 -	(9)	276	96	109	59	12	233	36	7	215	61
		14% Cln	13%	18% Tgi	11%	14%	22% TCl	6% l	2%	19% Tn	7%
8 -	(8)	319	106	128	77	9	242	64	13	229	88
		16% Cln	14%	21% Tgij	14%	10%	23% TCl	12% l	3%	20% Tn	10%
7 -	(7)	252	92	83	70	6	142	83	26	144	108
		13% l	12%	14%	12%	7%	13% l	15% l	7%	13%	13%
6 -	(6)	203	72	56	71	4	76	104	23	92	109
		10% kl	10%	9%	13% j	4%	7%	19% Tkl	6%	8%	13% Tm
5 -	(5)	188	64	50	65	9	35	111	42	65	120
		9% km	9%	8%	12%	10%	3%	20% Tkl	11% k	6%	14% Tm
4 -	(4)	107	44	24	34	6	10	61	35	30	76
		5% km	6%	4%	6%	7%	1%	11% Tk	9% Tk	3%	9% Tm
3 -	(3)	88	41	17	28	2	5	30	53	15	72
		4% km	6% h	3%	5%	2%	*	5% k	14% TkC	1%	9% Tm
2 -	(2)	73	35	20	15	3	2	20	51	15	57
		4% km	5%	3%	3%	3%	*	4% k	13% TkC	1%	7% Tm
1 - Extremely dissatisfied	(1)	136	64	28	37	7	2	13	121	22	113
		7% kCm	9% h	5%	7%	8%	*	2% k	31% TkC	2%	13% Tm
Not applicable		32	10	8	9	6	14	10	8	18	12
		2%	1%	1%	2%	7% Tghi	1%	2%	2%	2%	1%
NET: Dissatisfied		297	140	65	80	12	9	63	225	52	243
		15% hkCm	19% Thi	11%	14%	14%	1%	11% k	58% TkC	5%	29% Tm
NET: Neutral		498	180	130	170	19	121	276	101	186	305
		25% km	24%	21%	30% Tgh	21%	11%	49% Tkl	26% k	16%	36% Tm
NET: Satisfied		1175	410	411	304	51	912	210	53	881	292
		59% Cln	55%	67% Tgi	54%	58%	86% TCl	38% l	14%	77% Tn	34%
Mean score		6.71 gCln	6.44	7.09 Tgi	6.60	6.97	8.32 TCl	5.93 l	3.41	7.86 Tn	5.19
Standard error		0.06	0.10	0.10	0.11	0.32	0.05	0.09	0.12	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 17

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2002	737	600	573	92	1043	564	395	1109	877
Weighted Base	2002	740	613	562	88*	1056	559	386	1137	851
Effective base	1740	641	524	496	80	913	491	336	968	759
Courtesy and politeness of advisors	1278	452	430	344	53	926	250	102	896	381
		64% CLn	61% 70%Tg	61%	60%	88% TCI	45% I	26%	79% Tn	45%
Ease of finding provider contact details	1235	430	408	338	58	914	205	116	856	374
		62% CLn	58% 67%Tg	60%	66%	87% TCI	37% I	30%	75% Tn	44%
Willingness to help resolve your issue	1175	410	411	304	51	912	210	53	881	292
		59% CLn	55% 67%Tg	54%	58%	86% TCI	38% I	14%	77% Tn	34%
Advisor doing what they said they would do	1156	397	407	310	43	908	194	54	863	289
		58% CLn	54% 66%Tg	55%	49%	86% TCI	35% I	14%	76% Tn	34%
Getting the issue resolved to your satisfaction	1090	365	390	289	46	903	166	21	857	230
		54% gCLn	49% 64%Tg	52%	52%	85% TCI	30% I	5%	75% Tn	27%
Logging of query details to avoid having to repeat yourself	1083	359	395	284	45	860	170	53	829	252
		54% gCLn	49% 64%Tg	51%	52%	81% TCI	30% I	14%	73% Tn	30%
The time taken to handle your issue	1023	359	364	261	40	842	152	29	796	225
		51% CLn	48% 59%Tg	46%	45%	80% TCI	27% I	8%	70% Tn	26%
Offering compensation or a goodwill payment	943	306	385	216	36	759	152	32	729	210
		47% giCLn	41% 63%Tg	39%	41%	72% TCI	27% I	8%	64% Tn	25%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 18

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2002	737	600	573	92	1043	564	395	1109	877
Weighted Base	2002	740	613	562	88*	1056	559	386	1137	851
Effective base	1740	641	524	496	80	913	491	336	968	759
Completely resolved	1137	383	398	307	49	827	237	73	1137	-
		57%gCln	52%	65%Tgl	55%	78%TCI	42%l	19%	100%Tn	-
Partly resolved	610	244	167	180	19	211	254	145	-	610
		30%km	33%hl	27%	32%	20%	45%Tkl	38%Tk	-	72%Tm
Not resolved at all	241	109	44	70	17	14	59	167	-	241
		12%hkm	15%h	7%	12%Th	1%	11%k	43%Tkc	-	28%Tm
Don't know	14	3	4	4	2	4	9	1	-	-
		1%mn	*	1%	3%g	*	2%k	*	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 19

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2002	737	600	573	92	1043	564	395	1109	877
Weighted Base	2002	740	613	562	88*	1056	559	386	1137	851
Effective base	1740	641	524	496	80	913	491	336	968	759
Yes	899	299	326	237	36	699	167	34	899	-
	45% Cln	40%	53% Tgjl	42%	41%	66% TCI	30% I	9%	79% Tn	-
No	222	74	67	69	12	120	65	37	222	-
	11% n	10%	11%	12%	13%	11%	12%	10%	19% Tn	-
Don't know	16	10	5	1	1	9	6	1	16	-
	1% n	1% l	1%	*	1%	1%	1%	*	1% n	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1109	379	375	305	50	802	234	73	1109	-
Weighted Base	1137	383	398	307	49*	827	237	73*	1137	-**
Effective base	968	329	329	266	44	701	204	62	968	-
Yes	899	299	326	237	36	699	167	34	899	-
	79%Cl	78%	82%	77%	74%	84%TCI	70%I	47%	79%	-
No	222	74	67	69	12	120	65	37	222	-
	19%k	19%	17%	23%	24%	14%	27%Tk	52%Tk	19%	-
Don't know	16	10	5	1	1	9	6	1	16	-
	1%	3%l	1%	*	2%	1%	2%	2%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base	3396	910	674	1703	109	1681	978	737	1661	1713
Effective base	3162	836	624	1599	104	1560	919	683	1536	1607
The service not performing as it should	1703	-	-	1703	-	775	530	398	723	968
		50%abdeh	-	100%Tabd	-	46%	54%Te	54%e	44%	57%Th
A billing, pricing or payment issue	719	719	-	-	-	400	169	150	395	319
		21%bcdfi	79%Tbcd	-	-	24%Ti	17%	20%	24%Ti	19%
A problem relating to the installation or set up of your service	363	-	363	-	-	220	91	52	219	145
		11%acdgi	54%Tacd	-	-	13%Tfg	9%	7%	13%Ti	8%
A problem with a repair to the service	310	-	310	-	-	166	91	53	196	113
		9%acdli	46%Tacd	-	-	10%g	9%	7%	12%Ti	7%
Dissatisfaction with customer service from a previous occasion or contact	191	191	-	-	-	63	64	64	64	125
		6%bcdeh	21%Tbcd	-	-	4%	7%e	9%Te	4%	7%Th
Or something else	109	-	-	-	109	57	33	19	64	44
		3%abc	-	-	100%Tabc	3%	3%	3%	4%i	3%
SUMMARY: Billing and Customer service	910	910	-	-	-	463	233	214	459	443
		27%bcd	100%Tbcd	-	-	28%f	24%	29%f	28%	26%
Repairs and Installation	674	-	674	-	-	386	182	106	415	258
		20%acdgi	100%Tacd	-	-	23%Tfg	19%g	14%	25%Ti	15%
Service Issues	1703	-	-	1703	-	775	530	398	723	968
		50%abdeh	-	100%Tabd	-	46%	54%Te	54%e	44%	57%Th
Something else	109	-	-	-	109	57	33	19	64	44
		3%abc	-	-	100%Tabc	3%	3%	3%	4%i	3%

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	890	890	-	-	-	455	232	203	448	434
Weighted Base	910	910	463	233	214	459	443
Effective base	836	836	-	-	-	427	217	192	419	409
Bill was a lot higher than expected	346 38%	346 38%	-	-	-	178 39%	76 33%	92 43%	169 37%	177 40%
Bill was inaccurate	201 22%	201 22%	-	-	-	110 24%	40 17%	51 24%	109 24%	91 21%
Bill contained items I shouldn't have been charged for	153 17%	153 17%	-	-	-	75 16%	35 15%	43 20%	73 16%	78 18%
Payment issues (including setting up/making a payment, non-direct debit charges)	130 14%	130 14%	-	-	-	82 18%	19 8%	28 13%	74 16%	55 12%
Getting a refund, credit note or cashback	95 10%	95 10%	-	-	-	54 12%	20 8%	21 10%	56 12%	39 9%
The format of the bill	82 9%	82 9%	-	-	-	59 13%	14 6%	9 4%	57 12%	24 5%
Didn't do what they said they would do	76 8%	76 8%	-	-	-	21 5%	20 9%	34 16%	20 4%	54 12%
Took too long to resolve issue	75 8%	75 8%	-	-	-	16 3%	29 12%	30 14%	20 4%	52 12%
Rude/dismissive	53 6%	53 6%	-	-	-	13 3%	10 4%	30 14%	15 3%	37 8%
Gave incorrect information	50 6%	50 6%	-	-	-	20 4%	16 7%	15 7%	19 4%	31 7%
Unable to get through to anyone	44 5%	44 5%	-	-	-	18 4%	12 5%	14 6%	14 3%	29 7%
Unable to get through to relevant person	39 4%	39 4%	-	-	-	12 3%	18 8%	9 4%	13 3%	26 6%
Costs of international and roaming calls	4 *	4 *	-	-	-	2 *	1 *	1 *	1 *	3 1%
Pre-pay credit lost or not credited to card	4 *	4 *	-	-	-	3 1%	- *	1 *	3 1%	1 *
A different issue	46 5%	46 5%	-	-	-	22 5%	7 3%	17 8%	21 5%	23 5%

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

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1720	-	-	1720	-	785	535	400	727	982
Weighted Base	1703	..**	..**	1703	..**	775	530	398	723	968
Effective base	1599	-	-	1599	-	726	499	373	675	913
Connection speed slower than advertised or led to expect	888	-	-	888	-	375	283	230	294	588
	52%h	-	-	52%	-	48%	53%	58%e	41%	61%Th
Service is not consistently available	648	-	-	648	-	232	216	199	199	444
	38%eh	-	-	38%	-	30%	41%e	50%Tef	27%	46%Th
Complete loss of service	627	-	-	627	-	276	187	164	305	318
	37%h	-	-	37%	-	36%	35%	41%	42%Ti	33%
Problems with voice over internet (VOIP) telephone calls	82	-	-	82	-	51	19	13	41	42
	5%	-	-	5%	-	7%fg	4%	3%	6%	4%
Poor line quality	80	-	-	80	-	39	14	27	33	47
	5%	-	-	5%	-	5%fg	3%	7%fg	5%	5%
Unable to get certain channels/content	49	-	-	49	-	21	16	12	20	28
	3%	-	-	3%	-	3%	3%	3%	3%	3%
Poor picture quality	20	-	-	20	-	8	7	5	9	11
	1%	-	-	1%	-	1%	1%	1%	1%	1%
Unable to access 4G service	5	-	-	5	-	3	2	1	3	3
	*	-	-	*	-	*	*	*	*	*
Poor indoor reception/ coverage	4	-	-	4	-	1	1	2	2	2
	*	-	-	*	-	*	*	1%	*	*
Problems with calls being disconnected during a call or not connected at all	3	-	-	3	-	2	-	1	2	1
	*	-	-	*	-	*	-	*	*	*
Poor outside reception/ coverage	2	-	-	2	-	1	-	1	1	1
	*	-	-	*	-	*	-	*	*	*
Text or voice mails delivered late	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	41	-	-	41	-	21	7	14	13	28
	2%	-	-	2%	-	3%	1%	3%fg	2%	3%

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

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	673	-	673	-	-	383	185	105	414	258
Weighted Base	674	..**	674	..**	..**	386	182	106*	415	258
Effective base	624	-	624	-	-	353	172	99	381	242
Time taken to install the service	181 27%	-	181 27%	-	-	107 28%	45 25%	29 27%	109 26%	71 28%
Time taken to repair a fault	155 23%	-	155 23%	-	-	71 18%	47 26% e	37 35% Te	95 23%	59 23%
Switching issues (e.g. problems trying to switch or problems porting your number)	112 17%	-	112 17%	-	-	75 19%	23 13%	14 14%	76 18%	36 14%
Arranging an appointment for an engineer visit	107 16%	-	107 16%	-	-	71 18% f	20 11%	16 15%	75 18%	32 13%
Missed/ moved installation appointment	101 15%	-	101 15%	-	-	66 17%	23 12%	13 12%	70 17%	31 12%
Arranging an installation	100 15%	-	100 15%	-	-	74 19% fg	17 9%	9 8%	72 17% li	28 11%
Damage to property during installation	79 12% fg	-	79 12%	-	-	65 17% Tfg	11 6%	3 3%	60 15% li	19 7%
Missed/moved repair appointment	63 9%	-	63 9%	-	-	32 8%	18 10%	13 13%	45 11%	18 7%
Complaining about an engineer	58 9%	-	58 9%	-	-	38 10%	13 7%	7 7%	39 9%	17 7%
Damage to property during repair	48 7%	-	48 7%	-	-	32 8%	11 6%	5 5%	31 7%	17 7%
A different issue	45 7%	-	45 7%	-	-	19 5%	11 6%	15 14% Ter	19 5%	26 10% h

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

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	113	-	-	-	113	59	33	21	66	45
Weighted Base	109	..**	..**	..**	109	57*	33*	19**	64*	44*
Effective base	104	-	-	-	104	54	31	19	61	42
Change to your package or service (upgrading or downgrading your service)	26 24%	-	-	-	26 24%	14 25%	8 25%	3 17%	15 23%	11 26%
Service not performing as advertised or as told in store/over the phone	23 21%	-	-	-	23 21%	9 16%	8 23%	6 32%	13 20%	10 23%
Complaining about the terms of your contract	19 17%	-	-	-	19 17%	8 14%	6 19%	5 26%	7 11%	10 23%
Switching issues (e.g. problems trying to switch or problems porting your number)	11 10%	-	-	-	11 10%	8 14%	1 4%	2 9%	8 12%	3 7%
Keeping your mobile phone number when changing suppliers	1 *	-	-	-	1 *	-	-	1 3%	1 1%	-
A different issue (please describe it briefly in your own words)	41 38%	-	-	-	41 38%	22 38%	12 37%	8 39%	24 38%	17 39%

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

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base	3396	910	674	1703	109	1681	978	737	1661	1713
Effective base	3162	836	624	1599	104	1560	919	683	1536	1607
Only/mainly on the phone	2319	555	395	1296	73	1105	681	533	1113	1199
	68%ab	61%	59%	76%Tabd	67%	66%	70%e	72%Te	67%	70%
Only/mainly via webchat	405	113	78	199	15	199	107	99	176	226
	12%	12%	12%	12%	14%	12%	11%	13%	11%	13%h
Only/mainly via email	236	79	51	96	9	130	62	44	137	97
	7%	9%c	8%	6%	8%	8%	6%	6%	8%i	6%
Only/mainly by social media	127	47	38	40	1	74	34	19	69	56
	4%c	5%c	6%Tcd	2%	1%	4%g	3%	3%	4%	3%
Only/mainly in store	106	41	43	21	1	70	28	8	56	48
	3%cg	5%Tc	6%Tcd	1%	1%	4%g	3%g	1%	3%	3%
Only/mainly via another contact method	93	26	39	27	1	36	37	20	44	49
	3%c	3%c	6%Tacd	2%	1%	2%	4%e	3%	3%	3%
Only/mainly by letter	82	39	27	14	2	51	20	11	46	35
	2%c	4%Tc	4%Tc	1%	2%	3%g	2%	2%	3%	2%
Don't know	29	9	3	9	7	17	9	2	20	3
	1%i	1%	*	1%	7%Tabc	1%	1%	*	1%i	*

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	351	103	80	147	21	351	-	-	319	33
		10%fgj	11%c	12%c	9%	19%Tabc	21%Tfg	-	-	19%TI	2%
9 -	(9)	250	77	47	120	6	250	-	-	211	39
		7%fgj	8%	7%	7%	5%	15%Tfg	-	-	13%Ti	2%
8 -	(8)	590	145	164	264	18	590	-	-	459	130
		17%fgj	16%	24%Tad	15%	16%	35%Tfg	-	-	28%TI	8%
7 -	(7)	490	137	95	244	13	490	-	-	260	225
		14%fgj	15%	14%	14%	12%	29%Tfg	-	-	16%I	13%
6 -	(6)	348	85	69	182	11	-	348	-	154	190
		10%egj	9%	10%	11%	10%	-	36%Teg	-	9%	11%
5 -	(5)	363	93	63	194	13	-	363	-	110	252
		11%egh	10%	9%	11%	12%	-	37%Teg	-	7%	15%Th
4 -	(4)	266	55	50	154	9	-	266	-	59	201
		8%egh	6%	7%	9%a	8%	-	27%Teg	-	4%	12%Th
3 -	(3)	251	73	34	141	4	-	-	251	30	221
		7%befh	8%b	5%	8%b	4%	-	-	34%Tef	2%	13%Th
2 -	(2)	148	46	24	72	5	-	-	148	19	126
		4%efh	5%	4%	4%	5%	-	-	20%Tef	1%	7%Th
1 - Extremely dissatisfied	(1)	339	95	48	186	10	-	-	339	41	297
		10%befh	10%b	7%	11%b	9%	-	-	46%Tef	2%	17%Th
NET: Dissatisfied	(1-3)	737	214	106	398	19	-	-	737	90	643
		22%befh	24%b	16%	23%b	18%	-	-	100%Tef	5%	38%Th
NET: Neutral	(4-6)	978	233	182	530	33	-	978	-	323	643
		29%egh	26%	27%	31%a	30%	-	100%Teg	-	19%	38%Th
NET: Satisfied	(7-10)	1681	463	386	775	57	1681	-	-	1248	427
		50%cfgj	51%c	57%Tad	45%	52%	100%Tfg	-	-	75%TI	25%
Mean score		5.97cfgj	5.99c	6.42Tad	5.75	6.34c	8.28Tfg	5.08g	1.88	7.50TI	4.50
Standard error		0.05	0.09	0.10	0.07	0.27	0.03	0.03	0.03	0.05	0.06

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 8

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	600	155	122	294	28	479	60	61	437	159
		18%fg	17%	18%	17%	26%Ta	28%Tfg	6%	8%	26%Ti	9%
9 -	(9)	435	101	97	226	11	330	65	41	281	154
		13%fg	11%	14%	13%	10%	20%Tfg	7%	5%	17%Ti	9%
8 -	(8)	605	141	136	304	25	421	121	63	355	246
		18%fg	15%	20%a	18%	23%	25%Tfg	12%g	9%	21%Ti	14%
7 -	(7)	502	144	86	260	11	248	173	81	250	248
		15%g	16%	13%	15%	10%	15%g	18%Teg	11%	15%	14%
6 -	(6)	325	95	61	164	5	93	175	57	116	208
		10%eh	10%	9%	10%	5%	6%	18%Teg	8%e	7%	12%Th
5 -	(5)	317	81	69	157	10	45	189	83	94	218
		9%eh	9%	10%	9%	9%	3%	19%Teg	11%e	6%	13%Th
4 -	(4)	204	69	28	100	7	38	98	69	56	147
		6%eh	8%b	4%	6%	6%	2%	10%Te	9%Te	3%	9%Th
3 -	(3)	124	31	26	62	5	7	52	64	25	99
		4%eh	3%	4%	4%	5%	*	5%Te	9%Te	2%	6%Th
2 -	(2)	87	28	18	37	4	5	19	64	15	71
		3%eh	3%	3%	2%	3%	*	2%e	9%Te	1%	4%Th
1 - Extremely dissatisfied	(1)	176	56	28	88	3	10	16	149	25	149
		5%efh	6%	4%	5%	3%	1%	2%e	20%Te	2%	9%Th
Not applicable		21	9	3	9	-	6	10	5	6	15
		1%	1%	*	1%	-	*	1%e	1%	*	1%
NET: Dissatisfied	(1-3)	387	115	72	187	12	22	88	277	66	318
		11%efh	13%	11%	11%	11%	1%	9%e	38%Te	4%	19%Th
NET: Neutral	(4-6)	846	245	158	421	22	175	461	209	266	573
		25%eh	27%	23%	25%	20%	10%	47%Teg	28%e	16%	33%Th
NET: Satisfied	(7-10)	2142	541	441	1085	75	1477	419	246	1323	807
		63%fg	59%	65%a	64%a	69%	88%Tfg	43%g	33%	80%Ti	47%
Mean score		6.92afg	6.71	7.08a	6.94a	7.25a	8.26Tfg	6.16g	4.85	7.86Ti	6.00
Standard error		0.04	0.09	0.10	0.06	0.24	0.04	0.06	0.11	0.05	0.06

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 9

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about fixed broadband internet service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2324	540	387	1320	77	1108	685	531	1108	1209
Weighted Base		2319	555	395	1296	73*	1105	681	533	1113	1199
Effective base		2169	511	360	1229	71	1031	641	498	1032	1131
10 - Extremely satisfied	(10)	237	51	45	128	13	213	15	10	194	43
		10%fgi	9%	12%	10%	18%Tac	19%Tfg	2%	2%	17%Ti	4%
9 -	(9)	231	49	63	111	9	216	9	6	186	45
		10%fgi	9%	16%Tac	9%	13%	20%Tfg	1%	1%	17%Ti	4%
8 -	(8)	358	75	80	191	12	267	69	22	241	116
		15%fgi	14%	20%Tac	15%	16%	24%Tfg	10%g	4%	22%Ti	10%
7 -	(7)	326	72	42	206	7	208	91	27	170	156
		14%g	13%	11%	16%b	9%	19%Tfg	13%g	5%	15%	13%
6 -	(6)	237	64	31	136	6	99	113	25	111	125
		10%g	11%	8%	10%	9%	9%g	17%Teg	5%	10%	10%
5 -	(5)	239	63	42	129	7	46	150	43	87	152
		10%eh	11%	11%	10%	9%	4%	22%Teg	8%e	8%	13%Th
4 -	(4)	185	51	25	107	2	22	102	61	45	139
		8%eh	9%	6%	8%	3%	2%	15%Te	11%Te	4%	12%Th
3 -	(3)	159	41	23	88	7	15	68	76	29	128
		7%eh	7%	6%	7%	10%	1%	10%Te	14%Tef	3%	11%Th
2 -	(2)	108	25	12	66	5	7	33	68	20	88
		5%eh	4%	3%	5%	7%	1%	5%e	13%Tef	2%	7%Th
1 - Extremely dissatisfied	(1)	225	58	32	130	5	10	24	191	25	200
		10%efh	11%	8%	10%	7%	1%	4%e	36%Tef	2%	17%Th
Not applicable		13	7	-	6	-	2	6	4	4	9
		1%	1%b	-	*	-	*	1%e	1%	*	1%
NET: Dissatisfied	(1-3)	492	124	67	283	17	32	125	335	74	416
		21%eh	22%	17%	22%b	24%	3%	18%e	63%Tef	7%	35%Th
NET: Neutral	(4-6)	662	177	98	371	15	168	365	129	243	415
		29%egh	32%b	25%	29%	20%	15%	54%Teg	24%e	22%	35%Th
NET: Satisfied	(7-10)	1152	247	229	635	41	903	184	65	792	359
		50%afgi	44%	58%Tac	49%	56%	82%Tfg	27%g	12%	71%Ti	30%
Mean score		6.02fgi	5.80	6.51Tac	5.93	6.45	7.84Tfg	5.26g	3.18	7.37Ti	4.76
Standard error		0.06	0.12	0.14	0.08	0.33	0.05	0.08	0.10	0.07	0.08

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

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 10

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	328	97	72	141	18	315	7	5	274	54
		10%fgl	11%	11%	8%	16%Tc	19%Tfg	1%	1%	16%Ti	3%
9 -	(9)	374	87	120	156	11	338	30	6	311	61
		11%fgl	10%	18%Tacd	9%	10%	20%Tfg	3%g	1%	19%Ti	4%
8 -	(8)	438	116	92	214	15	362	64	11	308	128
		13%fgl	13%	14%	13%	14%	22%Tfg	7%g	2%	19%Ti	7%
7 -	(7)	414	102	86	213	13	289	109	16	243	168
		12%fgl	11%	13%	12%	11%	17%Tfg	11%g	2%	15%Ti	10%
6 -	(6)	325	83	65	164	12	143	163	18	153	167
		10%g	9%	10%	10%	11%	9%g	17%Teg	2%	9%	10%
5 -	(5)	345	102	57	171	14	94	204	46	130	209
		10%cegh	11%	8%	10%	13%	6%	21%Teg	6%	8%	12%Th
4 -	(4)	299	85	47	162	6	67	175	57	84	215
		9%eh	9%	7%	9%	5%	4%	18%Teg	8%e	5%	13%Th
3 -	(3)	254	79	29	140	5	32	95	127	50	200
		7%beh	9%b	4%	8%b	4%	2%	10%Te	17%Tef	3%	12%Th
2 -	(2)	186	37	36	105	7	17	69	100	29	156
		5%eh	4%	5%	6%a	7%	1%	7%e	14%Tef	2%	9%Th
1 - Extremely dissatisfied	(1)	418	108	66	234	10	14	57	347	70	347
		12%efh	12%	10%	14%b	9%	1%	6%e	47%Tef	4%	20%Th
Not applicable		17	12	4	2	-	10	4	3	10	7
		1%c	1%Tc	1%c	*	-	1%	*	*	1%	*
NET: Dissatisfied	(1-3)	858	225	131	480	22	62	221	574	148	704
		25%beh	25%b	19%	28%Tb	20%	4%	23%e	78%Tef	9%	41%Th
NET: Neutral	(4-6)	968	271	169	497	32	305	542	121	367	591
		29%cegh	30%b	25%	29%	29%	18%	55%Teg	16%	22%	34%Th
NET: Satisfied	(7-10)	1553	402	370	725	56	1304	211	38	1136	412
		46%cfgl	44%	55%Tac	43%	51%	78%Tfg	22%g	5%	68%Ti	24%
Mean score		5.76cfgl	5.76c	6.31Tac	5.51	6.25c	7.69Tfg	4.93g	2.45	7.20Ti	4.37
Standard error		0.05	0.10	0.11	0.07	0.27	0.05	0.06	0.07	0.06	0.06

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 11

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	402	115	88	178	22	391	6	5	361	41
		12%fgl	13%	13%	10%	20%Tabc	23%Tfg	1%	1%	22%Ti	2%
9 -	(9)	382	102	91	179	10	351	28	4	321	61
		11%fgl	11%	14%c	11%	9%	21%Tfg	3%g	1%	19%Ti	4%
8 -	(8)	478	117	129	212	20	407	64	6	348	126
		14%fgl	13%	19%Tac	12%	18%	24%Tfg	7%g	1%	21%Ti	7%
7 -	(7)	408	116	85	201	7	273	127	8	231	173
		12%fgl	13%	13%	12%	6%	16%Tfg	13%g	1%	14%l	10%
6 -	(6)	322	93	69	150	10	117	192	13	149	172
		9%egj	10%	10%	9%	9%	7%g	20%Teg	2%	9%	10%
5 -	(5)	325	81	69	162	13	67	224	33	104	215
		10%eghj	9%	10%	10%	12%	4%	23%Teg	5%	6%	13%Th
4 -	(4)	215	59	31	120	6	29	129	57	46	169
		6%eh	6%	5%	7%b	5%	2%	13%Teg	8%e	3%	10%Th
3 -	(3)	222	60	30	129	3	18	104	99	36	183
		7%beh	7%	4%	8%bd	2%	1%	11%Te	13%Te	2%	11%Th
2 -	(2)	207	54	26	122	4	10	59	138	23	182
		6%beh	6%	4%	7%b	4%	1%	6%e	19%Ter	1%	11%Th
1 - Extremely dissatisfied	(1)	419	107	52	245	15	10	41	368	36	381
		12%befh	12%b	8%	14%Tb	14%b	1%	4%e	50%Ter	2%	22%Th
Not applicable		17	8	4	5	-	7	4	6	6	9
		*	1%	1%	*	-	*	*	1%	*	1%
NET: Dissatisfied	(1-3)	847	221	108	497	22	38	204	605	95	745
		25%befh	24%b	16%	29%Tabd	20%	2%	21%e	82%Ter	6%	44%Th
NET: Neutral	(4-6)	862	232	169	432	29	214	544	104	299	557
		25%eghj	26%	25%	25%	26%	13%	56%Teg	14%	18%	33%Th
NET: Satisfied	(7-10)	1670	449	393	769	59	1422	225	24	1261	401
		49%cfgl	49%c	58%Tac	45%	54%	85%Tfg	23%g	3%	76%Ti	23%
Mean score		5.93cfgl	5.98c	6.57Tac	5.63	6.39c	8.05Tfg	5.10g	2.20	7.67Ti	4.26
Standard error		0.05	0.10	0.10	0.07	0.29	0.04	0.06	0.06	0.05	0.06

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 12

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	649	148	110	359	32	537	71	41	476	170
		19%fgi	16%	16%	21%ab	30%Tabc	32%Tfg	7%	6%	29%Tfi	10%
9 -	(9)	498	122	115	246	15	370	91	37	336	161
		15%fgi	13%	17%	14%	14%	22%Tfg	9%g	5%	20%Tfi	9%
8 -	(8)	599	133	137	313	16	377	155	67	357	240
		18%agi	15%	20%a	18%a	15%	22%Tfg	16%g	9%	21%Tfi	14%
7 -	(7)	450	123	94	225	7	204	173	73	183	263
		13%cdgh	14%cd	14%cd	13%	7%	12%	18%Teg	10%	11%	15%Th
6 -	(6)	320	94	62	152	12	95	155	70	112	205
		9%eh	10%	9%	9%	11%	6%	16%Teg	10%e	7%	12%Th
5 -	(5)	305	88	54	153	10	38	175	91	87	216
		9%eh	10%	8%	9%	9%	2%	18%Teg	12%Te	5%	13%Th
4 -	(4)	163	59	32	65	6	24	75	64	35	125
		5%eh	6%e	5%	4%	5%	1%	8%Te	9%Te	2%	7%Th
3 -	(3)	125	44	19	58	3	13	37	76	23	101
		4%eh	5%	3%	3%	3%	1%	4%e	10%Tef	1%	6%Th
2 -	(2)	92	29	24	37	1	5	22	64	15	77
		3%eh	3%	4%	2%	1%	*	2%e	9%Tef	1%	4%Th
1 - Extremely dissatisfied	(1)	163	63	21	75	4	5	11	147	22	139
		5%efh	7%Tbcd	3%	4%	4%	*	1%e	20%Tef	1%	8%Th
Not applicable		33	8	5	19	2	13	13	8	16	17
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	379	136	65	170	8	23	70	287	59	317
		11%efh	15%Tbcd	10%	10%	7%	1%	7%e	39%Tef	4%	19%Th
NET: Neutral	(4-6)	787	240	148	371	29	157	405	226	233	545
		23%eh	26%e	22%	22%	26%	9%	41%Teg	31%Te	14%	32%Th
NET: Satisfied	(7-10)	2196	526	456	1142	71	1489	490	217	1353	834
		65%afgi	58%	68%a	67%a	65%	89%Tfg	50%g	29%	81%Ti	49%
Mean score		7.06afgi	6.64	7.15a	7.21Ta	7.48a	8.43Tfg	6.48g	4.69	8.08Ti	6.08
Standard error		0.04	0.09	0.09	0.06	0.24	0.04	0.07	0.11	0.05	0.06

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 13

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	491	119	95	252	25	451	30	10	411	80
		14%fgi	13%	14%	15%	22%Tabc	27%Tfg	3%g	1%	25%Ti	5%
9 -	(9)	452	124	108	205	15	390	48	15	341	110
		13%fgi	14%	16%bc	12%	14%	23%Tfg	5%g	2%	21%Ti	6%
8 -	(8)	507	128	126	237	16	363	119	26	329	175
		15%fgi	14%	19%Tabc	14%	15%	22%Tfg	12%g	3%	20%Ti	10%
7 -	(7)	421	113	70	230	8	244	149	28	199	220
		12%g	12%	10%	14%b	7%	15%Tg	15%Tg	4%	12%	13%
6 -	(6)	310	78	70	153	8	108	167	35	123	183
		9%g	9%	10%	9%	8%	6%	17%Teg	5%	7%	11%h
5 -	(5)	340	83	70	177	10	53	210	76	107	229
		10%eh	9%	10%	10%	9%	3%	21%Teg	10%e	6%	13%Th
4 -	(4)	192	57	29	100	6	16	111	65	38	151
		6%eh	6%	4%	6%	5%	1%	11%Te	9%Te	2%	9%Th
3 -	(3)	197	48	34	108	7	26	65	106	44	152
		6%eh	5%	5%	6%	6%	2%	7%e	14%Tef	3%	9%Th
2 -	(2)	129	47	15	65	1	7	37	85	17	111
		4%eh	5%b	2%	4%	1%	*	4%e	12%Tef	1%	6%Th
1 - Extremely dissatisfied	(1)	317	102	48	157	11	10	26	281	36	278
		9%efh	11%b	7%	9%	10%	1%	3%e	38%Tef	2%	16%Th
Not applicable		40	10	8	19	3	15	16	10	14	25
		1%	1%	1%	1%	3%	1%	2%	1%	1%	1%
NET: Dissatisfied	(1-3)	642	197	96	330	19	42	127	473	98	541
		19%befh	22%b	14%	19%b	17%	2%	13%e	64%Tef	6%	32%Th
NET: Neutral	(4-6)	843	219	170	430	24	176	489	177	268	563
		25%eh	24%	25%	25%	22%	10%	50%Teg	24%e	16%	33%Th
NET: Satisfied	(7-10)	1871	484	399	924	64	1447	346	78	1281	584
		55%fgi	53%	59%ac	54%	58%	86%Tfg	35%g	11%	77%Ti	34%
Mean score		6.40fgi	6.20	6.75Tabc	6.35	6.79	8.22Tfg	5.74g	3.10	7.80Ti	5.05
Standard error		0.05	0.10	0.10	0.07	0.28	0.04	0.07	0.09	0.05	0.07

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 14

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	403	95	92	194	22	361	31	11	333	67
		12%fgi	10%	14%	11%	21%Tacd	21%Tfg	3%g	2%	20%TI	4%
9 -	(9)	392	102	111	170	8	351	33	7	309	81
		12%fgi	11%	17%Tacd	10%	7%	21%Tfg	3%g	1%	19%TI	5%
8 -	(8)	463	110	113	218	22	360	78	26	310	151
		14%fgi	12%	17%Tacd	13%	21%Tacd	21%Tfg	8%g	4%	19%TI	9%
7 -	(7)	411	116	74	212	8	247	140	25	211	199
		12%g	13%	11%	12%	8%	15%Tg	14%g	3%	13%	12%
6 -	(6)	330	90	62	169	9	138	156	36	140	188
		10%g	10%	9%	10%	8%	8%g	16%Teg	5%	8%	11%h
5 -	(5)	351	111	58	172	9	77	209	64	122	224
		10%eh	12%b	9%	10%	8%	5%	21%Teg	9%e	7%	13%Th
4 -	(4)	237	63	40	124	10	40	128	68	68	168
		7%eh	7%	6%	7%	9%	2%	13%Teg	9%Te	4%	10%Th
3 -	(3)	172	43	31	94	4	23	71	78	41	130
		5%eh	5%	5%	6%	4%	1%	7%Te	11%Tef	2%	8%Th
2 -	(2)	164	44	25	91	3	19	47	97	32	131
		5%eh	5%	4%	5%	3%	1%	5%e	13%Tef	2%	8%Th
1 - Extremely dissatisfied	(1)	362	112	45	197	9	11	46	306	41	319
		11%bafh	12%b	7%	12%b	8%	1%	5%e	41%Tef	2%	19%Th
Not applicable		111	24	22	61	5	55	38	18	53	56
		3%	3%	3%	4%	4%	3%	4%	3%	3%	3%
NET: Dissatisfied	(1-3)	698	199	101	382	17	53	164	481	114	579
		21%bafh	22%b	15%	22%b	15%	3%	17%e	65%Tef	7%	34%Th
NET: Neutral	(4-6)	917	264	160	465	27	255	493	169	331	580
		27%egh	29%b	24%	27%	25%	15%	50%Teg	23%e	20%	34%Th
NET: Satisfied	(7-10)	1669	423	391	795	61	1318	282	69	1163	498
		49%fgi	46%	58%Tacd	47%	56%	78%Tfg	29%g	9%	70%TI	29%
Mean score		6.10fgi	5.91	6.69Tacd	5.93	6.62acd	7.91Tfg	5.39g	2.93	7.48TI	4.76
Standard error		0.05	0.10	0.11	0.07	0.28	0.05	0.07	0.09	0.06	0.07

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 15

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	345	112	92	121	20	312	22	11	311	33
		10%cfgl	12%ca	14%Tca	7%	18%Tca	19%Tfg	2%	1%	19%TI	2%
9 -	(9)	266	84	92	82	8	233	27	6	210	55
		8%cfgl	9%ca	14%Tca	5%	8%	14%Tfg	3%ga	1%	13%TI	3%
8 -	(8)	333	96	104	120	13	278	48	7	241	91
		10%cfgl	11%ca	15%Tca	7%	12%	17%Tfg	5%ga	1%	14%TI	5%
7 -	(7)	295	92	76	120	6	187	91	16	185	107
		9%ga	10%ca	11%Tca	7%	6%	11%Tg	9%ga	2%	11%TI	6%
6 -	(6)	248	68	69	103	8	103	122	22	124	120
		7%ga	7%	10%Tca	6%	7%	6%ga	12%Teg	3%	7%	7%
5 -	(5)	265	74	54	129	7	99	143	22	129	134
		8%ega	8%	8%	8%	6%	6%ga	15%Teg	3%	8%	8%
4 -	(4)	216	66	31	113	6	59	120	37	67	147
		6%eh	7%ba	5%	7%	5%	4%	12%Teg	5%	4%	9%Th
3 -	(3)	197	50	32	111	4	45	89	63	46	150
		6%eh	6%	5%	7%	4%	3%	9%Te	9%Te	3%	9%Th
2 -	(2)	205	54	27	119	4	52	70	84	59	146
		6%eh	6%	4%	7%ba	3%	3%	7%e	11%Ter	4%	8%Th
1 - Extremely dissatisfied	(1)	753	172	75	487	19	119	192	442	115	632
		22%abeh	19%ba	11%	29%Tabd	17%	7%	20%e	60%Ter	7%	37%Th
Not applicable		274	42	20	198	15	193	54	27	173	99
		8%abfgl	5%	3%	12%Tab	13%ab	11%Tfg	6%	4%	10%TI	6%
NET: Dissatisfied	(1-3)	1155	277	135	717	27	216	350	588	220	927
		34%abdeh	30%ba	20%	42%Tabd	25%	13%	36%e	80%Ter	13%	54%Th
NET: Neutral	(4-6)	728	208	154	345	21	261	385	82	321	401
		21%ega	23%	23%	20%	19%	16%ga	39%Teg	11%	19%	23%h
NET: Satisfied	(7-10)	1239	384	364	443	48	1010	188	40	947	286
		36%cfgl	42%Tca	54%Tacd	26%	43%ca	60%Tfg	19%ga	5%	57%TI	17%
Mean score		5.12cfgl	5.48Tca	6.35Tacd	4.33	5.96Tca	7.03Tfg	4.34ga	2.15	6.89TI	3.50
Standard error		0.06	0.11	0.11	0.08	0.34	0.07	0.08	0.08	0.07	0.07

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 16

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base		3396	910	674	1703	109	1681	978	737	1661	1713
Effective base		3162	836	624	1599	104	1560	919	683	1536	1607
10 - Extremely satisfied	(10)	550	141	110	274	25	490	43	17	450	99
		16%fgj	15%	16%	16%	23%a	29%Tfg	4%g	2%	27%Ti	6%
9 -	(9)	453	99	110	230	14	380	65	8	339	114
		13%fgj	11%	16%Ta	13%	13%	23%Tfg	7%g	1%	20%Ti	7%
8 -	(8)	532	129	125	260	19	398	104	30	350	179
		16%fgj	14%	19%a	15%	17%	24%Tfg	11%g	4%	21%Ti	10%
7 -	(7)	419	124	79	205	12	205	176	38	202	213
		12%g	14%	12%	12%	11%	12%g	18%Teg	5%	12%	12%
6 -	(6)	305	74	71	153	6	86	182	37	121	181
		9%egh	8%	11%	9%	6%	5%	19%Teg	5%	7%	11%h
5 -	(5)	327	88	65	164	10	69	190	68	89	234
		10%eh	10%	10%	10%	9%	4%	19%Teg	9%e	5%	14%Th
4 -	(4)	191	57	24	103	6	17	97	77	36	154
		6%beh	6%b	4%	6%b	5%	1%	10%Te	10%Te	2%	9%Th
3 -	(3)	186	58	22	104	2	13	59	114	27	157
		5%beh	6%b	3%	6%b	2%	1%	6%e	15%Tef	2%	9%Th
2 -	(2)	141	44	26	65	7	7	27	107	14	126
		4%eh	5%	4%	4%	6%	*	3%e	15%Tef	1%	7%Th
1 - Extremely dissatisfied	(1)	269	89	36	135	9	5	28	236	20	246
		8%befh	10%b	5%	8%b	8%	*	3%e	32%Tef	1%	14%Th
Not applicable		22	7	6	9	-	11	7	5	13	10
		1%	1%	1%	1%	-	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	596	191	83	304	18	25	114	457	61	529
		18%befh	21%Tb	12%	18%b	16%	1%	12%e	62%Tef	4%	31%Th
NET: Neutral	(4-6)	823	219	161	421	22	172	468	182	247	569
		24%eh	24%	24%	25%	20%	10%	48%Teg	25%e	15%	33%Th
NET: Satisfied	(7-10)	1955	492	424	968	70	1473	388	93	1341	606
		58%fgj	54%	63%Tac	57%	64%	88%Tfg	40%g	13%	81%Ti	35%
Mean score		6.55afgj	6.27	6.96Tac	6.53a	6.86a	8.34Tfg	5.94g	3.30	8.01Ti	5.16
Standard error		0.05	0.10	0.10	0.07	0.27	0.04	0.07	0.09	0.05	0.07

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 17

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base	3396	910	674	1703	109	1681	978	737	1661	1713
Effective base	3162	836	624	1599	104	1560	919	683	1536	1607
Courtesy and politeness of advisors	2196	526	456	1142	71	1489	490	217	1353	834
	65%afgi	58%	68%a	67%a	65%	89%Tfg	50%g	29%	81%TI	49%
Ease of finding provider contact details	2142	541	441	1085	75	1477	419	246	1323	807
	63%fgi	59%	65%a	64%a	69%	88%Tfg	43%g	33%	80%TI	47%
Willingness to help resolve your issue	1955	492	424	968	70	1473	388	93	1341	606
	58%fgi	54%	63%Tac	57%	64%	88%Tfg	40%g	13%	81%TI	35%
Advisor doing what they said they would do	1871	484	399	924	64	1447	346	78	1281	584
	55%fgi	53%	59%ac	54%	58%	86%Tfg	35%g	11%	77%TI	34%
Getting the issue resolved to your satisfaction	1670	449	393	769	59	1422	225	24	1261	401
	49%cfgi	49%c	58%Tac	45%	54%	85%Tfg	23%g	3%	76%TI	23%
Logging of query details to avoid having to repeat yourself	1669	423	391	795	61	1318	282	69	1163	498
	49%fgi	46%	58%Tac	47%	56%	78%Tfg	29%g	9%	70%TI	29%
The time taken to handle your issue	1553	402	370	725	56	1304	211	38	1136	412
	46%cfgi	44%	55%Tac	43%	51%	78%Tfg	22%g	5%	68%TI	24%
Offering compensation or a goodwill payment	1239	384	364	443	48	1010	188	40	947	286
	36%cfgi	42%Tc	54%Tacd	26%	43%c	60%Tfg	19%g	5%	57%TI	17%

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 18

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base	3396	910	674	1703	109	1681	978	737	1661	1713
Effective base	3162	836	624	1599	104	1560	919	683	1536	1607
Completely resolved	1661	459	415	723	64	1248	323	90	1661	-
		49% <i>cf</i> gi	50% <i>c</i>	62% <i>Tac</i>	42%	74% <i>Tf</i> g	33% <i>g</i>	12%	100% <i>T</i> i	-
Partly resolved	1143	297	201	617	29	382	481	281	-	1143
		34% <i>eh</i>	33%	36% <i>bd</i>	26%	23%	49% <i>Teg</i>	38% <i>Te</i>	-	67% <i>Th</i>
Not resolved at all	570	147	57	351	15	46	162	363	-	570
		17% <i>b</i> eh	16% <i>b</i>	8%	21% <i>Tab</i>	3%	17% <i>e</i>	49% <i>Tel</i>	-	33% <i>Th</i>
Don't know	22	8	1	11	2	6	12	4	-	-
		1% <i>h</i> i	1%	*	1%	*	1% <i>e</i>	1%	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 19

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3396	890	673	1720	113	1682	985	729	1655	1719
Weighted Base	3396	910	674	1703	109	1681	978	737	1661	1713
Effective base	3162	836	624	1599	104	1560	919	683	1536	1607
Yes	1182	362	302	470	47	995	161	26	1182	-
		35% <i>cf</i> gi	40% <i>Tc</i>	45% <i>Tc</i>	28%	59% <i>Tf</i> g	16% <i>g</i>	4%	71% <i>Ti</i>	-
No	461	95	106	246	14	243	157	61	461	-
		14% <i>ag</i> i	10%	16% <i>a</i>	14% <i>a</i>	14% <i>g</i>	16% <i>g</i>	8%	28% <i>Ti</i>	-
Don't know	19	2	6	7	3	11	5	3	19	-
		1% <i>i</i>	*	1%	*	1%	*	*	1% <i>Ti</i>	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1655	448	414	727	66	1239	324	92	1655	-
Weighted Base	1661	459	415	723	64*	1248	323	90*	1661	-**
Effective base	1536	419	381	675	61	1150	301	85	1536	-
Yes	1182	362	302	470	47	995	161	26	1182	-
		71% cf g	79% Tbc	73% c	65%	80% Tfg	50% g	29%	71%	-
No	461	95	106	246	14	243	157	61	461	-
		28% ae	21%	26%	34% Tabd	19%	49% Te	67% Tef	28%	-
Don't know	19	2	6	7	3	11	5	3	19	-
	1%	*	2%	1%	5% Tac	1%	1%	4% Te	1%	-

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

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

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1824	688	470	582	84	979	535	310	979	827
Weighted Base	1824	757	422	547	98*	1006	517	301	983	828
Effective base	1353	535	326	427	68	727	393	234	723	619
A billing, pricing or payment issue	620	620	-	-	-	340	172	109	325	295
		34% fj	82% Tfj	-	-	34%	33%	36%	33%	36%
The service not performing as it should	547	-	-	547	-	295	169	83	289	252
		30% efj	-	100% Tefj	-	29%	33%	28%	29%	30%
A problem relating to the installation or set up of your service	257	-	257	-	-	147	70	40	153	104
		14% efj	61% Tej	-	-	15%	14%	13%	16%	13%
A problem with a repair to the service	165	-	165	-	-	95	42	27	98	63
		9% efj	39% Tej	-	-	9%	8%	9%	10%	8%
Dissatisfaction with customer service from a previous occasion or contact	136	136	-	-	-	64	40	32	56	78
		7% fj	18% Tfj	-	-	6%	8%	11% k	6%	9% m
Or something else	98	-	-	-	98	65	24	10	61	36
		5% efj	-	-	100% Tefj	6%	5%	3%	6%	4%
SUMMARY:										
Billing and Customer service	757	757	-	-	-	404	212	140	382	373
		41% fj	100% Tfj	-	-	40%	41%	47%	39%	45% m
Repairs and Installation	422	-	422	-	-	243	112	67	251	167
		23% efj	100% Tej	-	-	24%	22%	22%	26% n	20%
Service Issues	547	-	-	547	-	295	169	83	289	252
		30% efj	-	100% Tefj	-	29%	33%	28%	29%	30%
Something else	98	-	-	-	98	65	24	10	61	36
		5% efj	-	-	100% Tefj	6%	5%	3%	6%	4%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	688	688	-	-	-	359	193	136	345	339
Weighted Base	757	757	..**	..**	..**	404	212	140	382	373
Effective base	535	535	-	-	-	280	150	106	267	267
Bill was a lot higher than expected	341 45%	341 45%	-	-	-	186 46%	93 44%	61 43%	171 45%	170 46%
Bill was inaccurate	156 21%	156 21%	-	-	-	90 22%	41 19%	26 19%	93 24% n	63 17%
Bill contained items I shouldn't have been charged for	112 15%	112 15%	-	-	-	53 13%	30 14%	28 20%	61 16%	51 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	87 12% C	87 12%	-	-	-	56 14% C	13 6%	19 13% C	43 11%	44 12%
Getting a refund, credit note or cashback	68 9%	68 9%	-	-	-	45 11%	14 6%	9 7%	40 10%	28 7%
Didn't do what they said they would do	57 8%	57 8%	-	-	-	30 7%	14 7%	13 9%	26 7%	31 8%
The format of the bill	44 6%	44 6%	-	-	-	25 6%	12 6%	7 5%	30 8% n	14 4%
Took too long to resolve issue	41 5% k	41 5%	-	-	-	8 2%	19 9% k	14 10% k	12 3%	29 8% m
Unable to get through to anyone	34 5%	34 5%	-	-	-	18 4%	9 4%	7 5%	10 3%	24 6% m
Rude/dismissive	28 4%	28 4%	-	-	-	15 4%	3 2%	9 7% C	14 4%	14 4%
Gave incorrect information	25 3%	25 3%	-	-	-	11 3%	9 4%	5 4%	13 3%	12 3%
Unable to get through to relevant person	24 3%	24 3%	-	-	-	14 3%	7 3%	3 2%	11 3%	13 3%
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	1 *	-	1 1%	1 *	1 *
Costs of international and roaming calls	2 *	2 *	-	-	-	-	1 *	1 1%	-	2 *
A different issue	45 6%	45 6%	-	-	-	22 5%	7 3%	16 12% ThC	19 5%	26 7%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	582	-	-	582	-	296	186	100	297	278
Weighted Base	547	..**	..**	547	..**	295	169	83*	289	252
Effective base	427	-	-	427	-	219	136	75	222	201
Complete loss of service	235	-	-	235	-	134	72	29	124	109
	43%	-	-	43%	-	45%	43%	35%	43%	43%
Unable to get certain channels/content	170	-	-	170	-	92	53	24	87	82
	31%	-	-	31%	-	31%	31%	29%	30%	32%
Service is not consistently available	163	-	-	163	-	72	58	33	74	88
	30%	-	-	30%	-	25%	34%	40%k	26%	35% m
Poor picture quality	69	-	-	69	-	44	15	9	43	24
	13%	-	-	13%	-	15%	9%	11%	15%	9%
Connection speed slower than advertised or led to expect	64	-	-	64	-	21	20	22	15	49
	12% m	-	-	12%	-	7%	12%	26% Tk	5%	19% Tm
Poor line quality	28	-	-	28	-	17	4	7	18	11
	5%	-	-	5%	-	6%	3%	8%	6%	4%
Problems with voice over internet (VOIP) telephone calls	15	-	-	15	-	11	4	*	9	6
	3%	-	-	3%	-	4%	2%	*	3%	2%
Poor indoor reception/ coverage	2	-	-	2	-	-	-	2	1	1
	*	-	-	*	-	-	-	2% k	*	*
Problems with calls being disconnected during a call or not connected at all	2	-	-	2	-	1	-	1	1	1
	*	-	-	*	-	*	-	1%	*	*
Poor outside reception/ coverage	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
Text or voice mails delivered late	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	32	-	-	32	-	16	7	10	16	17
	6%	-	-	6%	-	5%	4%	11% C	5%	7%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	470	-	470	-	-	270	134	66	286	179
Weighted Base	422	..**	422	..**	..**	243	112*	67*	251	167
Effective base	326	-	326	-	-	186	92	48	195	128
Time taken to install the service	92 22%	- 22%	92 22%	- 22%	- 22%	56 23%	26 24%	10 14%	65 26% n	27 16%
Arranging an installation	85 20%	- 20%	85 20%	- 20%	- 20%	60 25% C	13 12%	13 19%	63 25% n	22 13%
Switching issues (e.g. problems trying to switch or problems porting your number)	77 18%	- 18%	77 18%	- 18%	- 18%	52 21%	17 15%	8 12%	50 20%	27 16%
Arranging an appointment for an engineer visit	72 17%	- 17%	72 17%	- 17%	- 17%	46 19%	17 15%	9 13%	50 20%	22 13%
Time taken to repair a fault	65 16%	- 16%	65 16%	- 16%	- 16%	35 15%	14 12%	16 24%	39 15%	24 15%
Missed/ moved installation appointment	64 15%	- 15%	64 15%	- 15%	- 15%	48 20% Cl	11 10%	4 7%	43 17%	21 13%
Damage to property during installation	60 14%	- 14%	60 14%	- 14%	- 14%	44 18% l	12 11%	4 6%	39 16%	21 12%
Missed/moved repair appointment	39 9%	- 9%	39 9%	- 9%	- 9%	24 10%	6 5%	10 14%	25 10%	14 8%
Damage to property during repair	30 7%	- 7%	30 7%	- 7%	- 7%	18 8%	5 4%	7 11%	19 8%	11 7%
Complaining about an engineer	29 7%	- 7%	29 7%	- 7%	- 7%	18 7%	8 7%	4 6%	18 7%	10 6%
A different issue	31 7%	- 7%	31 7%	- 7%	- 7%	10 4%	9 8%	12 18% lk	8 3%	22 13% lm

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	84	-	-	-	84	54	22	8	51	31
Weighted Base	98*	..**	..**	..**	98*	65*	24**	10**	61*	36**
Effective base	68	-	-	-	68	44	17	7	42	25
Change to your package or service (upgrading or downgrading your service)	43 44%	-	-	-	43 44%	28 43%	11 48%	4 39%	28 46%	15 42%
Service not performing as advertised or as told in store/over the phone	15 15%	-	-	-	15 15%	9 14%	3 13%	3 26%	6 11%	7 21%
Complaining about the terms of your contract	14 15%	-	-	-	14 15%	11 16%	3 14%	* 4%	12 19%	3 8%
Switching issues (e.g. problems trying to switch or problems porting your number)	8 8%	-	-	-	8 8%	5 8%	3 12%	-	3 5%	4 12%
Keeping your mobile phone number when changing suppliers	- -	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	26 26%	-	-	-	26 26%	17 26%	4 19%	4 44%	15 25%	11 29%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1824	688	470	582	84	979	535	310	979	827
Weighted Base	1824	757	422	547	98*	1006	517	301	983	828
Effective base	1353	535	326	427	68	727	393	234	723	619
Only/mainly on the phone	1178	516	211	390	62	628	334	216	621	554
	65% <i>f</i>	68% <i>f</i>	50%	71% <i>Tf</i>	63%	62%	65%	72% <i>Tk</i>	63%	67%
Only/mainly via webchat	200	84	50	53	13	109	54	36	107	92
	11%	11%	12%	10%	13%	11%	11%	12%	11%	11%
Only/mainly via email	143	50	44	43	5	80	46	17	94	49
	8%	7%	11% <i>e</i>	8%	5%	8%	9%	6%	10% <i>n</i>	6%
Only/mainly in store	100	29	44	21	6	60	32	8	57	42
	5%	4%	10% <i>Tei</i>	4%	7%	6% <i>l</i>	6%	3%	6%	5%
Only/mainly by social media	77	29	24	19	5	54	15	8	45	32
	4%	4%	6%	3%	5%	5%	3%	3%	5%	4%
Only/mainly via another contact method	54	24	20	9	1	32	19	3	29	23
	3%	3%	5% <i>i</i>	2%	1%	3%	4% <i>l</i>	1%	3%	3%
Only/mainly by letter	53	22	23	6	2	32	12	9	23	30
	3% <i>l</i>	3%	5% <i>Ti</i>	1%	2%	3%	2%	3%	2%	4%
Don't know	19	3	6	7	3	12	4	4	7	7
	1%	*	1%	1%	3% <i>e</i>	1%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	232	89	63	60	20	232	-	-	205	23
		13%Cl	12%	15%	11%	20%el	23%TCI	-	-	21%Tn	3%
9 -	(9)	165	60	33	62	11	165	-	-	145	19
		9%Cl	8%	8%	11%	11%	16%TCI	-	-	15%Tn	2%
8 -	(8)	335	129	91	90	24	335	-	-	260	75
		18%Cl	17%	22%	16%	25%	33%TCI	-	-	26%Tn	9%
7 -	(7)	274	126	55	83	10	274	-	-	140	134
		15%Cl	17%	13%	15%	10%	27%TCI	-	-	14%	16%
6 -	(6)	218	83	56	67	12	-	218	-	93	125
		12%kl	11%	13%	12%	12%	-	42%TKI	-	10%	15%Tn
5 -	(5)	181	82	30	63	6	-	181	-	65	115
		10%klm	11%	7%	11%fl	6%	-	35%TKI	-	7%	14%Tm
4 -	(4)	118	47	27	39	5	-	118	-	35	81
		6%klm	6%	6%	7%	5%	-	23%TKI	-	4%	10%Tm
3 -	(3)	107	51	20	32	4	-	-	107	12	95
		6%kCm	7%	5%	6%	4%	-	-	35%TKC	1%	11%Tm
2 -	(2)	64	31	18	13	2	-	-	64	5	56
		3%kCm	4%	4%	2%	2%	-	-	21%TKC	1%	7%Tm
1 - Extremely dissatisfied	(1)	130	59	29	38	5	-	-	130	23	106
		7%kCm	8%	7%	7%	5%	-	-	43%TKC	2%	13%Tm
NET: Dissatisfied	(1-3)	301	140	67	83	10	-	-	301	40	257
		16%kCm	19%	16%	15%	10%	-	-	100%TKC	4%	31%Tm
NET: Neutral	(4-6)	517	212	112	169	24	-	517	-	194	320
		28%klm	28%	27%	31%	24%	-	100%TKI	-	20%	39%Tm
NET: Satisfied	(7-10)	1006	404	243	295	65	1006	-	-	749	251
		55%Cl	53%	57%	54%	66%	100%TCI	-	-	76%Tn	30%
Mean score		6.40CIn	6.23	6.55	6.38	7.14Tel	8.35TCI	5.19I	1.92	7.64Tn	4.93
Standard error		0.06	0.10	0.12	0.11	0.27	0.04	0.03	0.05	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 8

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	343	136	82	102	24	274	40	29	250	91
		19%Cln	18%	19%	19%	24%	27%TCI	8%	10%	25%Tn	11%
9 -	(9)	256	103	64	70	20	209	29	17	171	84
		14%Cln	14%	15%	13%	20%	21%TCI	6%	6%	17%Tn	10%
8 -	(8)	332	125	79	105	23	242	67	22	214	118
		18%Cln	16%	19%	19%	24%	24%TCI	13%Cl	7%	22%Tn	14%
7 -	(7)	222	96	47	75	3	126	72	24	115	106
		12%j	13%j	11%j	14%j	3%	12%	14%Cl	8%	12%	13%
6 -	(6)	177	70	46	50	11	58	100	19	76	100
		10%k	9%	11%	9%	11%	6%	19%TKl	6%	8%	12%Tn
5 -	(5)	170	75	32	52	11	47	95	28	58	110
		9%km	10%	8%	9%	12%	5%	18%TKl	9%k	6%	13%Tn
4 -	(4)	119	51	26	37	5	24	61	34	49	68
		6%k	7%	6%	7%	5%	2%	12%Tk	11%Tk	5%	8%Tn
3 -	(3)	68	34	20	14	-	10	24	33	17	51
		4%km	5%	5%	3%	-	1%	5%k	11%TKC	2%	6%Tn
2 -	(2)	48	21	10	16	1	1	17	31	9	37
		3%km	3%	2%	3%	1%	*	3%k	10%TKC	1%	4%Tn
1 - Extremely dissatisfied	(1)	79	41	14	24	-	7	10	63	19	59
		4%kCm	5%	3%	4%	-	1%	2%	21%TKC	2%	7%Tn
Not applicable		10	4	3	3	-	7	3	-	6	3
		1%	1%	1%	1%	-	1%	*	-	1%	*
NET: Dissatisfied	(1-3)	196	96	44	54	1	18	51	127	45	147
		11%jkm	13%j	11%j	10%j	1%	2%	10%k	42%TKC	5%	18%Tn
NET: Neutral	(4-6)	466	197	103	138	27	129	256	81	183	279
		26%km	26%	24%	25%	28%	13%	49%TKl	27%k	19%	34%Tn
NET: Satisfied	(7-10)	1152	460	271	352	70	852	208	92	749	400
		63%Cln	61%	64%	64%	71%	85%TCI	40%Cl	31%	76%Tn	48%
Mean score		7.01Cln	6.84	7.12	7.01	7.80Tefl	8.17TCI	6.09Cl	4.68	7.75Tn	6.14
Standard error		0.06	0.10	0.11	0.10	0.22	0.06	0.09	0.17	0.07	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 9

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1119	435	238	397	49	579	324	216	587	526
Weighted Base		1178	516	211	390	62*	628	334	216	621	554
Effective base		868	358	166	305	42	451	250	168	454	411
10 - Extremely satisfied	(10)	118	41	27	38	12	109	5	4	105	13
		10%Cl	8%	13%	10%	19%e	17%TCI	1%	2%	17%Tm	2%
9 -	(9)	141	47	46	38	10	130	11	1	110	31
		12%Cl	9%	22%Tei	10%	17%	21%TCI	3%I	*	18%Tm	6%
8 -	(8)	175	72	36	53	14	129	38	7	116	59
		15%In	14%	17%	13%	22%	21%TCI	11%I	3%	19%n	11%
7 -	(7)	162	71	14	68	9	109	47	6	90	70
		14%fl	14%f	6%	17%f	15%	17%I	14%I	3%	15%	13%
6 -	(6)	108	50	15	41	2	50	51	7	54	54
		9%I	10%	7%	11%	4%	8%I	15%TKI	3%	9%	10%
5 -	(5)	148	74	20	47	7	47	78	23	56	92
		13%k	14%	10%	12%	12%	7%	23%TKI	11%	9%	17%Tm
4 -	(4)	87	46	16	21	4	17	42	28	23	64
		7%km	9%	8%	5%	7%	3%	12%Tk	13%Tk	4%	12%Tm
3 -	(3)	70	38	11	21	-	15	23	32	23	47
		6%k	7%	5%	5%	-	2%	7%k	15%TKC	4%	8%Tm
2 -	(2)	57	26	11	19	2	7	23	28	20	37
		5%k	5%	5%	5%	3%	1%	7%k	13%TKC	3%	7%Tm
1 - Extremely dissatisfied	(1)	105	48	12	44	1	10	15	80	20	84
		9%kCm	9%	6%	11%j	1%	2%	5%k	37%TKC	3%	15%Tm
Not applicable		7	3	2	1	-	4	2	*	3	3
		1%	1%	1%	*	-	1%	1%	*	1%	1%
NET: Dissatisfied	(1-3)	232	112	34	83	3	31	62	140	64	167
		20%jkm	22%j	16%j	21%j	4%	5%	18%k	65%TKC	10%	30%Tm
NET: Neutral	(4-6)	344	169	52	109	14	115	171	58	132	210
		29%km	33%	25%	28%	23%	18%	51%TKI	27%k	21%	38%Tm
NET: Satisfied	(7-10)	596	231	123	197	45	477	100	18	421	173
		51%Cl	45%	58%e	50%	73%Tei	76%TCI	30%I	8%	68%Tm	31%
Mean score		6.10Cl	5.80	6.69Tei	5.99	7.42Tei	7.59TCI	5.32I	3.01	7.16Tn	4.92
Standard error		0.08	0.13	0.18	0.14	0.32	0.08	0.12	0.15	0.10	0.11

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 10

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	213	77	63	50	22	203	4	6	177	34
		12%Cln	10%	15%ei	9%	23%Tel	20%TCI	1%	2%	18%Tn	4%
9 -	(9)	222	82	65	62	13	200	20	2	186	35
		12%Cln	11%	15%	11%	14%	20%TCI	4%l	1%	19%Tn	4%
8 -	(8)	262	91	69	85	17	217	36	9	180	82
		14%Cln	12%	16%	16%	17%	22%TCI	7%l	3%	18%Tn	10%
7 -	(7)	233	102	46	70	16	160	67	7	149	84
		13%l	13%	11%	13%	16%	16%l	13%l	2%	15%n	10%
6 -	(6)	179	73	41	60	5	96	77	6	89	89
		10%l	10%	10%	11%	5%	10%l	15%TKl	2%	9%	11%
5 -	(5)	201	84	36	69	13	55	117	29	82	118
		11%k	11%	8%	13%	13%	5%	23%TKl	10%k	8%	14%Tm
4 -	(4)	152	77	32	41	2	33	94	25	55	96
		8%km	10%j	8%	7%	2%	3%	18%TKl	8%k	6%	12%Tm
3 -	(3)	129	63	28	34	5	19	59	51	28	101
		7%km	8%	7%	6%	5%	2%	11%TK	17%Tk	3%	12%Tm
2 -	(2)	66	35	12	19	-	8	19	39	12	52
		4%km	5%	3%	3%	-	1%	4%k	13%TKC	1%	6%Tm
1 - Extremely dissatisfied	(1)	155	67	27	56	4	6	22	126	23	131
		8%kCm	9%	6%	10%	4%	1%	4%k	42%TKC	2%	16%Tm
Not applicable		12	5	4	2	2	9	3	1	4	7
		1%	1%	1%	*	2%	1%	*	*	*	1%
NET: Dissatisfied	(1-3)	350	165	67	109	9	33	101	216	63	284
		19%jkm	22%fj	16%	20%j	9%	3%	19%k	72%TKC	6%	34%Tm
NET: Neutral	(4-6)	532	234	109	170	19	184	288	60	225	303
		29%klm	31%	26%	31%	20%	18%	56%TKl	20%	23%	37%Tm
NET: Satisfied	(7-10)	930	352	243	267	68	780	126	24	691	235
		51%Cln	47%	58%Tel	49%	70%Tel	78%TCI	24%l	8%	70%Tn	28%
Mean score		6.19eCln	5.91	6.63Tel	6.03	7.33Tel	7.77TCI	5.11l	2.78	7.36Tn	4.80
Standard error		0.06	0.10	0.12	0.11	0.26	0.06	0.08	0.12	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 11

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	254	89	69	78	18	245	4	5	230	22
		14%Clm	12%	16%	14%	18%	24%TCI	1%	2%	23%Tm	3%
9 -	(9)	226	91	57	70	8	208	15	3	190	35
		12%Clm	12%	14%	13%	8%	21%TCI	3%	1%	19%Tm	4%
8 -	(8)	305	117	86	76	26	255	47	3	229	75
		17%Clm	15%	20%kl	14%	27%Tel	25%TCI	9%kl	1%	23%Tm	9%
7 -	(7)	251	99	53	85	14	169	79	4	135	115
		14%kl	13%	13%	16%	14%	17%kl	15%kl	1%	14%	14%
6 -	(6)	173	83	34	49	8	67	94	13	67	105
		10%klm	11%	8%	9%	8%	7%	18%TKl	4%	7%	13%Tm
5 -	(5)	151	72	28	44	8	27	109	15	67	84
		8%kl	9%	7%	8%	8%	3%	21%TKl	5%	7%	10%Tm
4 -	(4)	112	48	26	31	7	20	66	27	23	88
		6%klm	6%	6%	6%	7%	2%	13%TK	9%kl	2%	11%Tm
3 -	(3)	102	51	21	29	1	4	53	44	14	87
		6%klm	7%	5%	5%	1%	*	10%TK	15%TK	1%	11%Tm
2 -	(2)	76	30	17	26	2	2	28	45	7	67
		4%klm	4%	4%	5%	2%	*	5%kl	15%TKC	1%	8%Tm
1 - Extremely dissatisfied	(1)	158	71	27	53	7	*	18	140	13	144
		9%klCm	9%	7%	10%	7%	*	3%kl	47%TKC	1%	17%Tm
Not applicable		14	6	3	6	-	10	3	2	7	6
		1%	1%	1%	1%	-	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	336	152	65	109	10	7	100	230	34	299
		18%klm	20%	15%	20%	10%	1%	19%kl	76%TKC	3%	36%Tm
NET: Neutral	(4-6)	437	203	88	124	23	113	269	54	157	277
		24%klm	27%	21%	23%	23%	11%	52%TKl	18%kl	16%	33%Tm
NET: Satisfied	(7-10)	1037	396	266	309	66	876	145	15	785	247
		57%Clm	52%	63%Tel	56%	67%e	87%TCI	28%kl	5%	80%Tm	30%
Mean score		6.43Clm	6.22	6.78Tel	6.35	6.96e	8.20TCI	5.28kl	2.51	7.88Tm	4.72
Standard error		0.07	0.11	0.13	0.12	0.28	0.05	0.08	0.12	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 12

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	381	141	91	117	32	320	34	27	288	91
		21%CIn	19%	21%	21%	33%Tefl	32%TCI	7%	9%	29%Tm	11%
9 -	(9)	304	123	72	89	21	245	47	12	214	89
		17%CIn	16%	17%	16%	21%	24%TCI	9%I	4%	22%Tm	11%
8 -	(8)	334	135	71	106	22	213	94	27	193	139
		18%I	18%	17%	19%	22%	21%I	18%I	9%	20%	17%
7 -	(7)	216	97	50	63	5	126	67	23	107	109
		12%	13%	12%	12%	5%	13%I	13%I	8%	11%	13%
6 -	(6)	161	81	33	43	4	51	89	21	76	83
		9%k	11%	8%	8%	4%	5%	17%TKI	7%	8%	10%
5 -	(5)	159	67	30	55	6	25	100	34	54	105
		9%km	9%	7%	10%	6%	2%	19%TKI	11%k	5%	13%Tm
4 -	(4)	78	23	29	23	4	14	36	28	23	54
		4%km	3%	7%e	4%	4%	1%	7%TK	9%TK	2%	7%Tm
3 -	(3)	75	31	21	19	4	1	29	45	13	60
		4%km	4%	5%	3%	4%	*	6%k	15%TKC	1%	7%Tm
2 -	(2)	36	14	10	11	-	2	14	20	6	30
		2%km	2%	2%	2%	-	*	3%k	7%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	67	37	13	17	-	2	7	57	8	58
		4%kCm	5%	3%	3%	-	*	1%k	19%TKC	1%	7%Tm
Not applicable		13	7	1	4	-	7	1	5	1	9
		1%	1%	*	1%	-	1%	*	2%C	*	1%I
NET: Dissatisfied	(1-3)	177	82	45	47	4	5	49	123	27	147
		10%km	11%	11%	9%	4%	1%	9%k	41%TKC	3%	18%Tm
NET: Neutral	(4-6)	398	171	92	121	14	90	225	83	152	243
		22%km	23%	22%	22%	15%	9%	44%TKI	28%k	16%	29%Tm
NET: Satisfied	(7-10)	1236	496	284	375	80	904	242	90	803	429
		68%CIn	66%	67%	69%	82%Tefl	90%TCI	47%I	30%	82%Tm	52%
Mean score		7.27CIn	7.14	7.22	7.33	8.20Tefl	8.49TCI	6.36I	4.75	8.13Tn	6.27
Standard error		0.06	0.10	0.12	0.10	0.21	0.05	0.09	0.17	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 13

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	320	126	74	99	21	287	20	14	277	42
		18%Cln	17%	17%	18%	22%	29%TCI	4%	4%	28%Tn	5%
9 -	(9)	268	94	77	80	17	230	30	7	212	55
		15%Cln	12%	18%e	15%	17%	23%TCI	6%l	2%	22%Tn	7%
8 -	(8)	288	130	82	61	15	218	60	10	189	99
		16%Cln	17%l	19%l	11%	15%	22%TCI	12%l	3%	19%Tn	12%
7 -	(7)	232	95	43	75	19	137	78	18	109	122
		13%l	13%	10%	14%	19%f	14%l	15%l	6%	11%	15%
6 -	(6)	160	67	36	52	6	69	81	11	71	89
		9%l	9%	8%	9%	6%	7%	16%TKl	4%	7%	11%lm
5 -	(5)	194	83	38	67	6	35	125	34	67	125
		11%kcm	11%	9%	12%	6%	3%	24%TKl	11%k	7%	15%Tn
4 -	(4)	87	38	23	23	3	10	51	25	23	64
		5%kcm	5%	6%	4%	3%	1%	10%Tk	8%Tk	2%	8%Tn
3 -	(3)	88	29	25	31	4	6	41	42	14	74
		5%kcm	4%	6%	6%	4%	1%	8%Tk	14%TkC	1%	9%Tn
2 -	(2)	43	22	6	14	2	6	11	26	8	33
		2%kcm	3%	1%	3%	2%	1%	2%k	9%TkC	1%	4%Tn
1 - Extremely dissatisfied	(1)	122	64	18	39	2	3	14	106	11	110
		7%kCm	8%f	4%	7%	2%	*	3%k	35%TkC	1%	13%Tn
Not applicable		20	8	1	6	4	6	6	8	1	16
		1%km	1%	*	1%	4%Tel	1%	1%	3%Tk	*	2%km
NET: Dissatisfied	(1-3)	254	115	48	84	7	15	66	174	34	217
		14%kcm	15%	11%	15%	8%	1%	13%k	58%TkC	3%	26%Tn
NET: Neutral	(4-6)	442	188	97	142	15	114	258	70	161	278
		24%kcm	25%	23%	26%j	15%	11%	50%TKl	23%k	16%	34%Tn
NET: Satisfied	(7-10)	1108	445	275	316	72	872	188	48	787	317
		61%Cln	59%	65%l	58%	73%Tel	87%TCI	36%l	16%	80%Tn	38%
Mean score		6.82Cln	6.65	7.10el	6.70	7.55Tel	8.30TCI	6.81l	3.51	8.02Tn	5.37
Standard error		0.06	0.10	0.12	0.11	0.25	0.05	0.09	0.15	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 14

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	258	111	63	66	19	225	22	12	209	49
		14%Cln	15%	15%	12%	19%	22%TCI	4%	4%	21%Tn	6%
9 -	(9)	240	96	72	64	8	219	16	5	179	59
		13%Cln	13%	17%fi	12%	8%	22%TCI	3%	2%	18%Tn	7%
8 -	(8)	257	93	69	79	16	216	33	8	188	67
		14%Cln	12%	16%	14%	16%	21%TCI	6%kl	3%	19%Tn	8%
7 -	(7)	251	107	54	73	17	140	95	17	140	110
		14%kl	14%	13%	13%	17%	14%kl	18%TKl	6%	14%	13%
6 -	(6)	152	64	28	52	8	62	73	17	67	84
		8%	8%	7%	9%	8%	6%	14%TKl	6%	7%	10%km
5 -	(5)	207	92	50	54	12	68	110	30	87	118
		11%kl	12%	12%	10%	12%	7%	21%TKl	10%	9%	14%km
4 -	(4)	104	39	22	38	5	22	67	14	33	70
		6%klm	5%	5%	7%	5%	2%	13%TKl	5%kl	3%	8%Tn
3 -	(3)	98	41	24	30	4	4	51	42	22	76
		5%klm	5%	6%	5%	4%	*	10%TK	14%TK	2%	9%Tn
2 -	(2)	73	31	11	30	2	11	18	45	12	61
		4%klm	4%	3%	5%fi	2%	1%	3%kl	15%TKC	1%	7%Tn
1 - Extremely dissatisfied	(1)	136	64	26	45	1	11	20	106	21	114
		7%klCm	8%kl	6%	8%kl	1%	1%	4%kl	35%TKC	2%	14%Tn
Not applicable		47	18	3	19	7	30	12	6	25	20
		3%fi	2%	1%	3%fi	7%Tef	3%	2%	2%	3%	2%
NET: Dissatisfied	(1-3)	308	136	61	104	7	26	89	193	55	251
		17%klm	18%kl	14%	19%kl	7%	3%	17%kl	64%TKC	6%	30%Tn
NET: Neutral	(4-6)	463	195	100	143	25	152	250	61	188	272
		25%klm	26%	24%	26%	25%	15%	48%TKl	20%	19%	33%Tn
NET: Satisfied	(7-10)	1007	407	258	281	60	799	166	41	715	286
		55%Cln	54%	61%ei	51%	61%	79%TCI	32%kl	14%	73%Tn	34%
Mean score		6.47Cln	6.39	6.76fi	6.23	7.12ei	7.95TCI	5.46kl	3.29	7.58Tn	5.16
Standard error		0.06	0.11	0.12	0.12	0.25	0.06	0.09	0.15	0.07	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 15

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved		
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base		1824	688	470	582	84	979	535	310	979	827	
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828	
Effective base		1353	535	326	427	68	727	393	234	723	619	
10 - Extremely satisfied	(10)	213	82	70	44	17	198	9	6	189	22	
		12% <i>Cln</i>	11%	17% <i>Tei</i>	8%	17% <i>i</i>	20% <i>TCI</i>	2%	2%	19% <i>Tm</i>	3%	
9 -	(9)	195	91	52	42	10	175	16	5	157	37	
		11% <i>Cln</i>	12% <i>i</i>	12% <i>i</i>	8%	10%	17% <i>TCI</i>	3%	2%	16% <i>Tm</i>	4%	
8 -	(8)	234	83	73	63	14	183	46	5	167	66	
		13% <i>Cln</i>	11%	17% <i>Tei</i>	12%	14%	18% <i>TCI</i>	9% <i>i</i>	2%	17% <i>Tm</i>	8%	
7 -	(7)	160	63	45	44	9	102	49	9	97	61	
		9% <i>i</i>	8%	11%	8%	9%	10% <i>i</i>	9% <i>i</i>	3%	10%	7%	
6 -	(6)	138	52	36	41	10	62	67	10	68	70	
		8% <i>i</i>	7%	8%	7%	10%	6%	13% <i>TKi</i>	3%	7%	8%	
5 -	(5)	153	56	40	47	10	47	91	15	58	93	
		8% <i>km</i>	7%	10%	9%	10%	5%	18% <i>TKi</i>	5%	6%	11% <i>Tm</i>	
4 -	(4)	113	55	20	38	-	40	54	19	46	67	
		6% <i>jk</i>	7% <i>j</i>	5%	7% <i>j</i>	-	4%	11% <i>TK</i>	6%	5%	8% <i>m</i>	
3 -	(3)	103	40	23	36	4	27	46	30	36	67	
		6% <i>km</i>	5%	5%	7%	4%	3%	9% <i>TK</i>	10% <i>TK</i>	4%	8% <i>Tm</i>	
2 -	(2)	84	39	16	29	-	26	37	21	25	59	
		5% <i>km</i>	5%	4%	5%	-	3%	7% <i>TK</i>	7% <i>k</i>	3%	7% <i>Tm</i>	
1 - Extremely dissatisfied	(1)	288	141	40	99	8	44	75	170	51	236	
		16% <i>fk</i>	19% <i>fj</i>	9%	18% <i>fj</i>	8%	4%	14% <i>k</i>	56% <i>TKC</i>	5%	29% <i>Tm</i>	
Not applicable		142	54	7	64	17	103	27	12	88	51	
			8% <i>fl</i>	7% <i>f</i>	2%	12% <i>Tef</i>	17% <i>Tef</i>	10% <i>CI</i>	5%	4%	9%	6%
NET: Dissatisfied	(1-3)	475	220	79	164	12	97	158	221	112	362	
		26% <i>fjkm</i>	29% <i>fj</i>	19%	30% <i>fj</i>	12%	10%	31% <i>k</i>	73% <i>TKC</i>	11%	44% <i>Tm</i>	
NET: Neutral	(4-6)	405	163	96	125	20	149	213	43	173	230	
		22% <i>klm</i>	22%	23%	23%	21%	15%	41% <i>TKi</i>	14%	18%	28% <i>Tm</i>	
NET: Satisfied	(7-10)	802	319	240	194	49	658	119	25	611	185	
		44% <i>Cln</i>	42% <i>i</i>	57% <i>Tei</i>	35%	50% <i>i</i>	65% <i>TCI</i>	23% <i>i</i>	8%	62% <i>Tm</i>	22%	
Mean score		5.76 <i>Cln</i>	5.55	6.52 <i>Tei</i>	5.24	6.86 <i>Tei</i>	7.39 <i>TCI</i>	4.70 <i>i</i>	2.48	7.17 <i>Tm</i>	4.13	
Standard error		0.08	0.13	0.13	0.14	0.33	0.09	0.11	0.13	0.09	0.10	

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 16

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1824	688	470	582	84	979	535	310	979	827
Weighted Base		1824	757	422	547	98*	1006	517	301	983	828
Effective base		1353	535	326	427	68	727	393	234	723	619
10 - Extremely satisfied	(10)	338	124	82	105	28	307	19	13	291	45
		19%Cl	16%	19%	19%	28%Te	30%TCI	4%	4%	30%Tn	5%
9 -	(9)	259	102	65	77	15	223	32	4	190	68
		14%Cl	14%	15%	14%	15%	22%TCI	6%l	1%	19%Tn	8%
8 -	(8)	287	114	72	76	24	216	58	13	203	81
		16%Cl	15%	17%	14%	25%ei	21%TCI	11%l	4%	21%Tn	10%
7 -	(7)	262	115	54	84	9	140	107	15	129	131
		14%l	15%	13%	15%	9%	14%l	21%TKl	5%	13%	16%
6 -	(6)	158	68	41	38	12	62	80	16	77	79
		9%k	9%	10%	7%	12%	6%	16%TKl	5%	8%	10%
5 -	(5)	159	71	31	55	1	27	105	27	45	113
		9%jkm	9%j	7%	10%j	1%	3%	20%TKl	9%k	5%	14%Tn
4 -	(4)	102	42	21	33	6	15	55	32	19	83
		6%km	6%	5%	6%	6%	1%	11%Tk	11%TK	2%	10%Tn
3 -	(3)	83	30	25	27	1	8	28	47	13	70
		5%km	4%	6%	5%	1%	1%	5%k	15%TKC	1%	8%Tn
2 -	(2)	48	20	13	14	2	1	17	30	5	42
		3%km	3%	3%	3%	2%	*	3%k	10%TKC	1%	5%Tn
1 - Extremely dissatisfied	(1)	114	66	18	30	-	2	13	99	8	105
		6%jCm	9%fj	4%	6%j	-	*	3%k	33%TKC	1%	13%Tn
Not applicable		15	5	2	7	2	7	3	6	3	10
		1%	1%	*	1%	2%	1%	*	2%	*	1%lm
NET: Dissatisfied	(1-3)	244	115	55	71	3	11	58	175	26	217
		13%jkm	15%j	13%j	13%j	3%	1%	11%k	58%TKC	3%	26%Tn
NET: Neutral	(4-6)	420	181	93	127	19	103	241	75	142	276
		23%km	24%	22%	23%	19%	10%	47%TKl	25%k	14%	33%Tn
NET: Satisfied	(7-10)	1145	456	272	343	75	885	216	45	813	326
		63%Cl	60%	64%	63%	77%TeI	88%TCI	42%l	15%	83%Tn	39%
Mean score		6.88Cl	6.66	7.03	6.89	7.96TefI	8.37TCI	5.92l	3.49	8.13Tn	5.38
Standard error		0.06	0.10	0.12	0.11	0.22	0.05	0.09	0.15	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 17

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1824	688	470	582	84	979	535	310	979	827
Weighted Base	1824	757	422	547	98*	1006	517	301	983	828
Effective base	1353	535	326	427	68	727	393	234	723	619
Courtesy and politeness of advisors	1236	496	284	375	80	904	242	90	803	429
	68% Cl n	66%	67%	69%	82% Tef i	90% TC I	47% I	30%	82% Tn	52%
Ease of finding provider contact details	1152	460	271	352	70	852	208	92	749	400
	63% Cl n	61%	64%	64%	71%	85% TC I	40% I	31%	76% Tn	48%
Willingness to help resolve your issue	1145	456	272	343	75	885	216	45	813	326
	63% Cl n	60%	64%	63%	77% Tef i	88% TC I	42% I	15%	83% Tn	39%
Advisor doing what they said they would do	1108	445	275	316	72	872	188	48	787	317
	61% Cl n	59%	65% I	58%	73% Tef i	87% TC I	36% I	16%	80% Tn	38%
Getting the issue resolved to your satisfaction	1037	396	266	309	66	876	145	15	785	247
	57% Cl n	52%	63% Te	56%	67% e	87% TC I	28% I	5%	80% Tn	30%
Logging of query details to avoid having to repeat yourself	1007	407	258	281	60	799	166	41	715	286
	55% Cl n	54%	61% ei	51%	61%	79% TC I	32% I	14%	73% Tn	34%
The time taken to handle your issue	930	352	243	267	68	780	126	24	691	235
	51% Cl n	47%	58% Tef i	49%	70% Tef i	78% TC I	24% I	8%	70% Tn	28%
Offering compensation or a goodwill payment	802	319	240	194	49	658	119	25	611	185
	44% Cl n	42% I	57% Tef i	35%	50% I	65% TC I	23% I	8%	62% Tn	22%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 18

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1824	688	470	582	84	979	535	310	979	827
Weighted Base	1824	757	422	547	98*	1006	517	301	983	828
Effective base	1353	535	326	427	68	727	393	234	723	619
Completely resolved	983	382	251	289	61	749	194	40	983	-
	54% Cln	50%	60% e	53%	62%	74% TCI	37% I	13%	100% Tn	-
Partly resolved	594	265	124	180	25	228	246	120	-	594
	33% km	35%	29%	33%	26%	23%	48% Tk	40% Tl	-	72% Tm
Not resolved at all	235	108	43	73	11	23	74	137	-	235
	13% km	14%	10%	13%	11%	2%	14% k	46% Tlc	-	28% Tm
Don't know	13	2	4	6	1	6	3	4	-	-
	1% mn	*	1%	1%	1%	1%	1%	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 19

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1824	688	470	582	84	979	535	310	979	827
Weighted Base	1824	757	422	547	98*	1006	517	301	983	828
Effective base	1353	535	326	427	68	727	393	234	723	619
Yes	746	285	212	205	43	608	117	21	746	-
	41% Cln	38%	50% Tei	38%	44%	60% TCI	23% I	7%	76% Tn	-
No	225	94	35	79	16	135	71	19	225	-
	12% fln	12%	8%	14% f	16% f	13% I	14% I	6%	23% Tn	-
Don't know	12	2	3	4	2	7	5	-	12	-
	1% n	*	1%	1%	2%	1%	1%	-	1% n	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	979	345	286	297	51	736	204	39	979	-
Weighted Base	983	382	251	289	61*	749	194	40**	983	-**
Effective base	723	267	195	222	42	546	148	29	723	-
Yes	746	285	212	205	43	608	117	21	746	-
	76% C	75%	85% Te l	71%	71%	81% TC	61%	53%	76%	-
No	225	94	35	79	16	135	71	19	225	-
	23% fk	25% f	14%	27% f	26%	18%	37% TL	47%	23%	-
Don't know	12	2	3	4	2	7	5	-	12	-
	1%	1%	1%	2%	3%	1%	2%	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base	2856	1378	517	764	197	1599	794	463	1536	1280
Effective base	2467	1176	458	666	168	1382	688	398	1313	1120
A billing, pricing or payment issue	1088	1088	-	-	-	623	276	190	601	476
		38% <i>fij</i>	79% <i>Tfij</i>	-	-	39%	35%	41% <i>C</i>	39%	37%
The service not performing as it should	764	-	-	764	-	453	201	111	394	362
		27% <i>efj</i>	-	100% <i>Tefj</i>	-	28%	25%	24%	26%	28%
Dissatisfaction with customer service from a previous occasion or contact	289	289	-	-	-	113	103	73	118	163
		10% <i>fijkm</i>	21% <i>Tfij</i>	-	-	7%	13% <i>Tk</i>	16% <i>Tl</i>	8%	13% <i>Tm</i>
A problem relating to the installation or set up of your service	283	-	283	-	-	167	84	32	180	99
		10% <i>eijn</i>	55% <i>Teij</i>	-	-	10% <i>l</i>	11%	7%	12% <i>n</i>	8%
A problem with a repair to the service	234	-	234	-	-	128	76	31	124	109
		8% <i>eij</i>	45% <i>Teij</i>	-	-	8%	10%	7%	8%	9%
Or something else	197	-	-	-	197	116	55	26	119	71
		7% <i>efi</i>	-	-	100% <i>Tefi</i>	7%	7%	6%	8% <i>n</i>	6%
SUMMARY:										
Billing and Customer service	1378	1378	-	-	-	736	379	263	720	639
		48% <i>fij</i>	100% <i>Tfij</i>	-	-	46%	48%	57% <i>TkC</i>	47%	50%
Repairs and Installation	517	-	517	-	-	295	159	63	304	208
		18% <i>eijl</i>	100% <i>Teij</i>	-	-	18% <i>l</i>	20% <i>l</i>	14%	20% <i>n</i>	16%
Service Issues	764	-	-	764	-	453	201	111	394	362
		27% <i>efj</i>	-	100% <i>Tefj</i>	-	28%	25%	24%	26%	28%
Something else	197	-	-	-	197	116	55	26	119	71
		7% <i>efi</i>	-	-	100% <i>Tefi</i>	7%	7%	6%	8% <i>n</i>	6%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1339	1339	-	-	-	725	368	246	701	619
Weighted Base	1378	1378	736	379	263	720	639
Effective base	1176	1176	-	-	-	629	325	221	612	547
Bill was a lot higher than expected	364 26%	364 26%	-	-	-	201 27%	97 25%	67 25%	197 27%	162 25%
Bill was inaccurate	277 20% C	277 20%	-	-	-	164 22% C	58 15%	55 21%	151 21%	120 19%
Bill contained items I shouldn't have been charged for	257 19%	257 19%	-	-	-	138 19%	56 15%	63 24% C	130 18%	122 19%
Payment issues (including setting up/making a payment, non-direct debit charges)	162 12%	162 12%	-	-	-	89 12%	40 11%	33 13%	75 10%	85 13%
Getting a refund, credit note or cashback	136 10%	136 10%	-	-	-	73 10%	37 10%	26 10%	69 10%	65 10%
Costs of international and roaming calls	110 8%	110 8%	-	-	-	62 8%	29 8%	19 7%	61 8%	49 8%
Took too long to resolve issue	93 7%	93 7%	-	-	-	35 5%	38 10% TK	19 7%	33 5%	59 9% m
Rude/dismissive	88 6% k	88 6%	-	-	-	28 4%	38 10% TK	22 8% k	33 5%	53 8% m
The format of the bill	82 6%	82 6%	-	-	-	53 7%	19 5%	10 4%	40 6%	42 7%
Didn't do what they said they would do	82 6% k	82 6%	-	-	-	19 3%	29 8% k	33 13% TK	27 4%	53 8% m
Gave incorrect information	76 5%	76 5%	-	-	-	32 4%	22 6%	22 8% k	37 5%	37 6%
Pre-pay credit lost or not credited to card	61 4%	61 4%	-	-	-	45 6% Cl	11 3%	6 2%	43 6% n	19 3%
Unable to get through to anyone	53 4%	53 4%	-	-	-	24 3%	17 5%	12 5%	24 3%	25 4%
Unable to get through to relevant person	43 3%	43 3%	-	-	-	21 3%	15 4%	7 3%	19 3%	24 4%
A different issue	59 4%	59 4%	-	-	-	20 3%	21 5% k	18 7% k	24 3%	34 5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	777	-	-	777	-	450	212	115	391	379
Weighted Base	764	..**	..**	764	..**	453	201	111*	394	362
Effective base	666	-	-	666	-	389	179	98	335	324
Service is not consistently available	249 33%	-	-	249 33%	-	139 31%	78 39%	32 29%	123 31%	124 34%
Poor indoor reception/ coverage	247 32% m	-	-	247 32%	-	128 28%	64 32%	54 49% Tkc	102 26%	142 39% Tm
Complete loss of service	203 27%	-	-	203 27%	-	115 25%	51 26%	36 33%	109 28%	93 26%
Unable to access 4G service	199 26%	-	-	199 26%	-	114 25%	55 28%	29 27%	90 23%	105 29%
Poor outside reception/ coverage	151 20% m	-	-	151 20%	-	84 19%	43 21%	24 22%	53 13%	97 27% Tm
Problems with calls being disconnected during a call or not connected at all	99 13%	-	-	99 13%	-	55 12%	27 13%	17 16%	44 11%	55 15%
Text or voice mails delivered late	54 7%	-	-	54 7%	-	33 7%	11 5%	9 9%	26 7%	28 8%
Connection speed slower than advertised or led to expect	6 1%	-	-	6 1%	-	3 1%	2 1%	1 1%	3 1%	3 1%
Problems with voice over internet (VOIP) telephone calls	3 *	-	-	3 *	-	3 1%	-	* *	3 1%	* *
Poor line quality	1 *	-	-	1 *	-	1 *	-	-	1 *	-
Unable to get certain channels/content	* *	-	-	* *	-	* *	-	-	* *	-
Poor picture quality	- -	-	-	- -	-	- -	-	-	- -	-
A different issue (please describe it briefly in your own words)	48 6%	-	-	48 6%	-	26 6%	11 5%	12 11%	23 6%	25 7%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	545	-	545	-	-	317	161	67	316	222
Weighted Base	517	..**	517	..**	..**	295	159	63*	304	208
Effective base	458	-	458	-	-	263	138	57	264	189
Switching issues (e.g. problems trying to switch or problems porting your number)	252 49%	-	252 49%	-	-	151 51%	74 47%	26 41%	160 53% n	87 42%
Arranging an installation	9 2%	-	9 2%	-	-	6 2%	3 2%	-	8 2%	1 1%
Damage to property during repair	9 2%	-	9 2%	-	-	8 3%	1 1%	-	6 2%	3 1%
Missed/ moved installation appointment	7 1%	-	7 1%	-	-	3 1%	4 3%	-	4 1%	3 2%
Time taken to repair a fault	7 1%	-	7 1%	-	-	5 2%	1 1%	*	6 2%	1 *
Missed/moved repair appointment	7 1%	-	7 1%	-	-	6 2%	-	*	4 1%	2 1%
Complaining about an engineer	6 1%	-	6 1%	-	-	6 2%	*	-	5 2%	1 *
Damage to property during installation	5 1%	-	5 1%	-	-	3 1%	1 1%	-	3 1%	2 1%
Arranging an appointment for an engineer visit	4 1%	-	4 1%	-	-	4 1%	*	-	4 1%	* *
Time taken to install the service	3 1%	-	3 1%	-	-	3 1%	-	-	3 1%	* *
A different issue	235 45%	-	235 45%	-	-	124 42%	74 47%	37 58% k	122 40%	112 54% m

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	195	-	-	-	195	118	52	25	117	70
Weighted Base	197	..**	..**	..**	197	116	55*	26**	119	71*
Effective base	168	-	-	-	168	101	45	22	102	60
Change to your package or service (upgrading or downgrading your service)	57 29%	-	-	-	57 29%	31 27%	17 31%	8 33%	35 30%	19 27%
Keeping your mobile phone number when changing suppliers	30 15%	-	-	-	30 15%	23 20%	5 9%	2 8%	21 18%	8 12%
Complaining about the terms of your contract	21 10%	-	-	-	21 10%	7 6%	7 13%	7 26%	7 6%	13 19% m
Service not performing as advertised or as told in store/over the phone	19 10%	-	-	-	19 10%	11 10%	6 11%	1 5%	13 11%	6 9%
Switching issues (e.g. problems trying to switch or problems porting your number)	14 7%	-	-	-	14 7%	8 7%	4 6%	3 10%	9 8%	3 4%
A different issue (please describe it briefly in your own words)	65 33%	-	-	-	65 33%	42 36%	18 32%	6 24%	40 34%	23 33%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base	2856	1378	517	764	197	1599	794	463	1536	1280
Effective base	2467	1176	458	666	168	1382	688	398	1313	1120
Only/mainly on the phone	1339	734	164	361	81	696	372	271	662	665
		47% fkm	53% Tfij	32%	47% f	44%	47%	58% Tkc	43%	52% Tm
Only/mainly via webchat	474	252	69	119	34	277	136	62	276	197
		17% e	18% f	13%	16% f	17%	17%	13%	18%	15%
Only/mainly in store	306	107	76	94	28	163	94	48	153	147
		11% e	8%	15% Te	12% e	10%	12%	10%	10%	11%
Only/mainly via email	276	132	71	61	12	178	66	33	158	113
		10%	10%	14% Teij	8%	11% Ci	8%	7%	10%	9%
Only/mainly by social media	184	57	59	56	11	116	52	16	116	65
		6% ei	4%	11% Teij	7% e	7% l	7% l	3%	8% n	5%
Only/mainly via another contact method	116	38	34	39	5	73	31	12	70	46
		4% e	3%	7% Te	5% e	5%	4%	3%	5%	4%
Only/mainly by letter	110	43	39	24	5	64	32	15	72	37
		4%	3%	7% Teij	3%	4%	4%	3%	5% n	3%
Don't know	51	15	4	11	20	34	12	6	30	9
		2% n	1%	1%	10% Tefi	2%	1%	1%	2% n	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	471	229	91	107	45	471	-	-	422	37
		16%Cl	17%	17%	14%	23%Tl	29%TCI	-	-	27%Tn	3%
9 -	(9)	234	107	40	67	20	234	-	-	204	29
		8%Cl	8%	8%	9%	10%	15%TCI	-	-	13%Tn	2%
8 -	(8)	472	197	100	143	33	472	-	-	342	130
		17%Cl	14%	19%e	19%e	17%	30%TCI	-	-	22%Tn	10%
7 -	(7)	422	203	64	136	19	422	-	-	227	189
		15%Cl	15%	12%	18%fj	10%	26%TCI	-	-	15%	15%
6 -	(6)	303	141	63	79	21	-	303	-	118	182
		11%klm	10%	12%	10%	11%	-	38%TKl	-	8%	14%Tm
5 -	(5)	279	129	60	76	13	-	279	-	94	179
		10%klm	9%	12%	10%	7%	-	35%TKl	-	6%	14%Tm
4 -	(4)	212	109	36	46	21	-	212	-	47	164
		7%klm	8%	7%	6%	11%l	-	27%TKl	-	3%	13%Tm
3 -	(3)	156	90	20	36	10	-	-	156	36	115
		5%kCm	7%f	4%	5%	5%	-	-	34%TKC	2%	9%Tm
2 -	(2)	87	51	13	19	4	-	-	87	19	65
		3%kCm	4%	2%	3%	2%	-	-	19%TKC	1%	5%Tm
1 - Extremely dissatisfied		220	122	31	55	12	-	-	220	29	190
	(1)	8%kCm	9%	6%	7%	6%	-	-	48%TKC	2%	15%Tm
NET: Dissatisfied		463	263	63	111	26	-	-	463	83	370
	(1-3)	16%fkCm	19%Tfj	12%	14%	13%	-	-	100%TKC	5%	29%Tm
NET: Neutral		794	379	159	201	55	-	794	-	259	524
	(4-6)	28%klm	28%	31%	26%	28%	-	100%TKl	-	17%	41%Tm
NET: Satisfied		1599	736	295	453	116	1599	-	-	1195	385
	(7-10)	56%Cl	53%	57%	59%e	59%	100%TCI	-	-	78%Tn	30%
Mean score		6.47Cl	6.29	6.68e	6.55e	6.82e	8.47TCI	5.12l	1.86	7.76Tn	4.92
Standard error		0.05	0.08	0.11	0.09	0.20	0.03	0.03	0.04	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 8

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	604	288	98	161	56	508	51	44	476	119
		21%CIn	21%	19%	21%	29%Tef	32%TCI	6%	9%	31%Tn	9%
9 -	(9)	356	166	65	104	21	283	48	24	242	113
		12%CIn	12%	13%	14%	11%	18%TCI	6%	5%	16%Tn	9%
8 -	(8)	507	238	90	141	37	361	106	40	290	212
		18%CI	17%	17%	18%	19%	23%TCI	13%I	9%	19%	17%
7 -	(7)	400	176	79	115	30	228	135	37	205	188
		14%I	13%	15%	15%	15%	14%I	17%I	8%	13%	15%
6 -	(6)	249	125	41	70	12	84	125	40	97	151
		9%km	9%	8%	9%	6%	5%	16%TKl	9%k	6%	12%Tm
5 -	(5)	280	136	64	68	13	57	173	51	91	182
		10%km	10%	12%j	9%	7%	4%	22%TKl	11%k	6%	14%Tm
4 -	(4)	120	60	22	33	5	23	65	32	39	80
		4%km	4%	4%	4%	3%	1%	8%Tk	7%Tk	3%	6%Tm
3 -	(3)	121	64	22	28	7	12	48	61	38	83
		4%km	5%	4%	4%	4%	1%	6%Tk	13%TKC	2%	6%Tm
2 -	(2)	61	36	12	12	1	6	15	40	15	43
		2%km	3%	2%	2%	1%	*	2%k	9%TKC	1%	3%Tm
1 - Extremely dissatisfied	(1)	114	73	18	18	5	10	16	87	24	89
		4%IkCm	5%I	4%	2%	2%	1%	2%k	19%TKC	2%	7%Tm
Not applicable		44	16	7	13	9	27	13	5	19	20
		2%	1%	1%	2%	5%Tef	2%	2%	1%	1%	2%
NET: Dissatisfied	(1-3)	296	173	52	58	13	28	79	189	77	215
		10%ikm	13%TIj	10%	8%	7%	2%	10%k	41%TKC	5%	17%Tm
NET: Neutral	(4-6)	650	321	127	171	31	163	363	124	227	413
		23%jkm	23%j	25%j	22%	16%	10%	46%TKl	27%k	15%	32%Tm
NET: Satisfied	(7-10)	1867	868	332	522	145	1381	340	146	1213	632
		65%CI	63%	64%	68%e	73%Tef	86%TCI	43%I	31%	79%Tn	49%
Mean score		7.14CI	6.99	7.04	7.33ef	7.70Tef	8.30TCI	6.14I	4.84	7.95Tn	6.17
Standard error		0.05	0.07	0.11	0.08	0.17	0.04	0.07	0.14	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 9

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about mobile phone service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1305	687	180	359	79	679	365	261	641	653
Weighted Base		1339	734	164	361	81*	696	372	271	662	665
Effective base		1145	614	151	313	67	594	320	231	561	574
10 - Extremely satisfied	(10)	203	123	26	37	17	177	16	11	175	27
		15%Cl	17%l	16%	10%	21%l	25%TCI	4%	4%	26%Tn	4%
9 -	(9)	124	50	13	53	8	108	9	7	94	29
		9%Cl	7%	8%	15%Tel	9%	16%TCI	2%	2%	14%Tn	4%
8 -	(8)	225	112	31	66	16	175	38	13	134	90
		17%Cl	15%	19%	18%	20%	25%TCI	10%l	5%	20%kn	14%
7 -	(7)	163	91	17	48	7	100	52	12	88	72
		12%l	12%	10%	13%	9%	14%l	14%l	4%	13%	11%
6 -	(6)	153	83	18	48	4	63	75	15	67	86
		11%l	11%	11%	13%	5%	9%	20%TKl	6%	10%	13%
5 -	(5)	121	64	19	29	9	21	72	28	31	90
		9%kkm	9%	12%	8%	11%	3%	19%TKl	10%kk	5%	14%Tn
4 -	(4)	106	60	12	27	7	22	53	32	29	77
		8%kkm	8%	7%	8%	8%	3%	14%TK	12%kk	4%	12%Tn
3 -	(3)	85	56	6	17	6	12	36	38	15	69
		6%kkm	8%	4%	5%	8%	2%	10%TK	14%TK	2%	10%Tn
2 -	(2)	55	29	8	16	1	4	7	44	7	45
		4%kkm	4%	5%	5%	2%	1%	2%kk	16%TKC	1%	7%Tn
1 - Extremely dissatisfied	(1)	96	63	12	18	3	11	13	72	18	78
		7%kkCm	9%	8%	5%	4%	2%	4%kk	27%TKC	3%	12%Tn
Not applicable		7	3	-	2	2	5	2	-	4	3
		1%	*	-	*	2%e	1%	1%	-	1%	*
NET: Dissatisfied	(1-3)	236	147	27	52	11	26	56	154	40	191
		18%kkm	20%l	16%	14%	13%	4%	15%kk	57%TKC	6%	29%Tn
NET: Neutral	(4-6)	380	207	49	104	20	106	199	75	127	252
		28%kkm	28%	30%	29%	24%	15%	54%TKl	28%kk	19%	38%Tn
NET: Satisfied	(7-10)	716	376	88	203	49	560	115	42	491	218
		53%Cl	51%	54%	56%	60%	80%TCI	31%l	15%	74%Tn	33%
Mean score		6.38Cl	6.24	6.42	6.54	6.90	7.90TCI	5.56l	3.63	7.65Tn	5.14
Standard error		0.08	0.11	0.20	0.13	0.30	0.08	0.11	0.16	0.09	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 10

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	424	204	77	97	46	398	14	13	375	45
		15%Cl	15%	15%	13%	23%Te	25%TC	2%	3%	24%Tn	3%
9 -	(9)	328	129	78	108	14	294	28	6	249	74
		11%Cl	9%	15%Te	14%e	7%	18%TC	4%l	1%	16%Tn	6%
8 -	(8)	416	183	71	128	35	340	63	14	276	139
		15%Cl	13%	14%	17%e	18%	21%TC	8%l	3%	18%Tn	11%
7 -	(7)	426	208	77	108	33	283	126	16	247	171
		15%l	15%	15%	14%	17%	18%TI	16%l	4%	16%	13%
6 -	(6)	316	152	59	86	19	123	171	22	134	177
		11%kl	11%	11%	11%	10%	8%l	22%TKl	5%	9%	14%Tm
5 -	(5)	255	126	44	71	15	66	153	36	95	160
		9%kl	9%	8%	9%	8%	4%	19%TKl	8%k	6%	12%Tm
4 -	(4)	180	90	34	43	13	32	98	50	56	121
		6%kl	7%	7%	6%	6%	2%	12%Tk	11%TK	4%	9%Tm
3 -	(3)	155	84	21	40	9	16	63	75	31	121
		5%kl	6%	4%	5%	5%	1%	8%TK	16%TKC	2%	9%Tm
2 -	(2)	118	64	22	27	5	11	42	66	25	92
		4%kl	5%	4%	3%	3%	1%	5%k	14%TKC	2%	7%Tm
1 - Extremely dissatisfied	(1)	212	129	29	49	6	21	31	160	37	171
		7%kl	9%Tfi	6%	6%	3%	1%	4%k	35%TKC	2%	13%Tm
Not applicable		25	9	5	8	3	15	5	5	10	9
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Dissatisfied		485	277	72	115	21	48	136	302	93	384
		17%kl	20%Tfi	14%	15%	10%	3%	17%k	65%TKC	6%	30%Tm
NET: Neutral		751	368	137	199	46	221	423	108	285	457
		26%kl	27%	26%	26%	24%	14%	53%TKl	23%k	19%	36%Tm
NET: Satisfied		1595	723	304	441	127	1315	231	48	1148	429
		56%Cl	52%	59%e	58%e	64%Te	82%TC	29%l	10%	75%Tn	34%
Mean score		6.47eCl	6.23	6.69e	6.60e	7.07Te	7.96TC	5.41l	3.13	7.61Tn	5.10
Standard error		0.05	0.08	0.11	0.09	0.18	0.05	0.07	0.11	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 11

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	474	231	88	108	46	451	12	11	433	34
		17% CIn	17%	17%	14%	24% TeI	28% TCI	1%	2%	28% Tn	3%
9 -	(9)	343	150	66	107	20	311	23	9	277	66
		12% CIn	11%	13%	14% e	10%	19% TCI	3%	2%	18% Tn	5%
8 -	(8)	432	189	84	124	35	364	64	3	296	131
		15% CIn	14%	16%	16%	18%	23% TCI	8% l	1%	19% Tn	10%
7 -	(7)	375	161	78	107	29	251	116	9	210	157
		13% l	12%	15%	14%	15%	16% TI	15% l	2%	14%	12%
6 -	(6)	258	145	39	65	8	106	142	10	109	149
		9% klm	11% j	8%	9%	4%	7% l	18% TKl	2%	7%	12% Tm
5 -	(5)	257	114	53	71	19	42	186	29	83	166
		9% km	8%	10%	9%	10%	3%	23% TKl	6% k	5%	13% Tm
4 -	(4)	163	79	38	36	9	16	106	41	43	120
		6% km	6%	7%	5%	5%	1%	13% TKl	9% Tk	3%	9% Tm
3 -	(3)	139	62	27	45	6	18	61	59	31	105
		5% km	4%	5%	6%	3%	1%	8% TK	13% TKC	2%	8% Tm
2 -	(2)	132	84	14	27	7	2	42	88	15	114
		5% km	6% fi	3%	4%	4%	*	5% k	19% TKC	1%	9% Tm
1 - Extremely dissatisfied	(1)	252	150	25	65	12	17	33	201	25	224
		9% fkCm	11% Tf	5%	8% f	6%	1%	4% k	43% TKC	2%	18% Tm
Not applicable		32	13	6	9	5	20	9	4	14	14
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Dissatisfied		523	295	66	136	25	38	136	349	71	443
		18% fkCm	21% Tfj	13%	18% f	13%	2%	17% k	75% TKC	5%	35% Tm
NET: Neutral		677	339	129	173	37	164	434	79	234	435
		24% klm	25%	25%	23%	19%	10%	55% TKl	17% k	15%	34% Tm
NET: Satisfied		1624	731	316	446	130	1377	215	31	1217	387
		57% eCIn	53%	61% e	58% e	66% Te	86% TCI	27% l	7%	79% Tn	30%
Mean score		6.49 eCIn	6.27	6.79 Te	6.53	7.04 TeI	8.21 TCI	5.29 l	2.59	7.92 Tn	4.78
Standard error		0.05	0.08	0.11	0.10	0.20	0.04	0.07	0.10	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 12

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	621	305	101	158	58	546	39	37	507	108
		22% CIn	22%	20%	21%	29% Tefi	34% TCI	5%	8% C	33% Tn	8%
9 -	(9)	422	189	79	132	23	334	63	25	272	148
		15% CIn	14%	15%	17% e	12%	21% TCI	8%	5%	18% Tn	12%
8 -	(8)	518	237	85	155	42	364	113	42	293	216
		18% CIn	17%	16%	20%	21%	23% TCI	14% l	9%	19%	17%
7 -	(7)	345	144	79	105	17	177	131	37	158	183
		12% l	10%	15% ej	14% e	9%	11%	16% TKl	8%	10%	14% m
6 -	(6)	278	135	54	74	15	82	152	44	115	158
		10% km	10%	10%	10%	7%	5%	19% TKl	10% k	7%	12% Tm
5 -	(5)	253	132	42	63	16	47	143	62	79	169
		9% km	10%	8%	8%	8%	3%	18% TK	13% TK	5%	13% Tm
4 -	(4)	122	69	30	21	2	7	77	39	36	84
		4% jk	5% ij	6% ij	3%	1%	*	10% TK	8% TK	2%	7% Tm
3 -	(3)	91	49	17	19	6	7	32	51	22	68
		3% km	4%	3%	2%	3%	*	4% k	11% TKC	1%	5% Tm
2 -	(2)	63	32	13	15	2	4	20	38	16	47
		2% km	2%	3%	2%	1%	*	3% k	8% TKC	1%	4% Tm
1 - Extremely dissatisfied	(1)	96	67	11	15	3	9	10	78	18	76
		3% kCm	5% TTi	2%	2%	2%	1%	1%	17% TKC	1%	6% Tm
Not applicable		46	20	7	8	13	22	15	10	19	22
		2%	1%	1%	1%	6% Tefi	1%	2%	2%	1%	2%
NET: Dissatisfied	(1-3)	250	147	42	49	11	21	62	167	57	191
		9% km	11% ij	8%	6%	6%	1%	8% k	36% TKC	4%	15% Tm
NET: Neutral	(4-6)	653	336	125	158	33	135	372	145	230	412
		23% km	24% j	24%	21%	17%	8%	47% TKl	31% TK	15%	32% Tm
NET: Satisfied	(7-10)	1907	875	343	549	140	1421	345	141	1231	655
		67% CIn	64%	66%	72% Te	71%	89% TCI	43% l	30%	80% Tn	51%
Mean score		7.29 CIn	7.12	7.23	7.51 Tef	7.83 Tef	8.50 TCI	6.23 l	4.92	8.12 Tn	6.30
Standard error		0.05	0.07	0.10	0.08	0.16	0.04	0.07	0.14	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 13

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	528	260	82	136	50	486	27	16	459	64
		18% Cln	19%	16%	18%	25% Tefi	30% TCI	3%	3%	30% Tn	5%
9 -	(9)	348	160	69	95	24	313	27	7	262	84
		12% Cln	12%	13%	12%	12%	20% TCI	3%	2%	17% Tn	7%
8 -	(8)	456	202	92	134	28	350	87	19	286	164
		16% Cln	15%	18%	18%	14%	22% TCI	11% l	4%	19% Tn	13%
7 -	(7)	362	150	62	120	30	228	114	21	175	182
		13% l	11%	12%	16% Te	15%	14% l	14% l	4%	11%	14% m
6 -	(6)	274	126	56	78	14	102	143	29	123	148
		10% kl	9%	11%	10%	7%	6%	18% Tkl	6%	8%	12% m
5 -	(5)	261	124	57	64	17	50	166	45	86	170
		9% km	9%	11%	8%	8%	3%	21% Tkl	10% k	6%	13% Tm
4 -	(4)	161	87	30	39	5	15	108	38	41	120
		6% km	6%	6%	5%	3%	1%	14% Tkl	8% Tk	3%	9% Tm
3 -	(3)	114	63	25	19	6	11	49	54	30	84
		4% km	5% l	5% l	2%	3%	1%	6% Tk	12% TKC	2%	7% Tm
2 -	(2)	89	43	18	25	2	6	21	62	17	71
		3% km	3%	3%	3%	1%	*	3% k	13% TKC	1%	6% Tm
1 - Extremely dissatisfied	(1)	199	132	23	37	7	15	31	154	39	159
		7% fkCm	10% Tfij	4%	5%	4%	1%	4% k	33% TKC	3%	12% Tm
Not applicable		65	30	4	18	14	24	20	20	18	33
		2% fm	2% f	1%	2% f	7% Tefi	2%	3%	4% Tk	1%	3% m
NET: Dissatisfied	(1-3)	401	239	66	81	16	31	100	270	86	314
		14% ljkM	17% Tfij	13%	11%	8%	2%	13% k	58% TKC	6%	25% Tm
NET: Neutral	(4-6)	696	337	142	181	36	167	418	111	250	438
		24% km	24%	27% j	24%	18%	10%	53% Tkl	24% k	16%	34% Tm
NET: Satisfied	(7-10)	1694	772	305	485	132	1376	256	62	1182	495
		59% Cln	56%	59%	63% e	67% e	86% TCI	32% l	13%	77% Tn	39%
Mean score		6.77 eCln	6.56	6.79	6.98 e	7.46 Tefi	8.29 TCI	5.63 l	3.39	7.88 Tn	5.42
Standard error		0.05	0.08	0.11	0.09	0.18	0.04	0.07	0.12	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 14

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	468	225	82	114	47	431	21	15	395	68
		16% Cln	16%	16%	15%	24% Tefi	27% TCI	3%	3%	26% Tn	5%
9 -	(9)	301	127	61	94	20	260	32	9	226	71
		11% Cln	9%	12%	12% ee	10%	16% TCI	4%	2%	15% Tn	6%
8 -	(8)	437	185	88	134	30	357	69	12	280	155
		15% Cln	13%	17%	18% ee	15%	22% TCI	9% l	3%	18% Tn	12%
7 -	(7)	374	174	69	107	25	235	125	15	209	162
		13% l	13%	13%	14%	13%	15% l	16% l	3%	14%	13%
6 -	(6)	267	139	55	63	11	102	140	25	117	146
		9% kl	10%	11% j	8%	5%	6%	18% Tkl	5%	8%	11% m
5 -	(5)	308	144	58	88	18	71	176	61	99	204
		11% km	10%	11%	12%	9%	4%	22% Tkl	13% k	6%	16% Tm
4 -	(4)	141	69	23	41	7	26	83	32	46	95
		5% km	5%	4%	5%	4%	2%	10% Tk	7% k	3%	7% Tm
3 -	(3)	143	72	30	30	10	21	66	56	52	89
		5% km	5%	6%	4%	5%	1%	8% Tk	12% TKC	3%	7% Tm
2 -	(2)	94	51	15	25	3	8	29	58	20	73
		3% km	4%	3%	3%	1%	1%	4% k	12% TKC	1%	6% Tm
1 - Extremely dissatisfied	(1)	216	138	27	42	10	21	36	158	36	177
		8% kCm	10% Tfi	5%	5%	5%	1%	5% k	34% TKC	2%	14% Tm
Not applicable		108	55	10	26	17	67	19	22	58	38
		4% f	4% f	2%	3%	9% Tefi	4% C	2%	5% C	4%	3%
NET: Dissatisfied		452	261	72	97	23	51	130	272	107	339
		16% lkm	19% Tfi	14%	13%	11%	3%	16% k	59% TKC	7%	26% Tm
NET: Neutral		715	352	136	192	35	199	398	118	262	445
		25% jkm	26% j	26% j	25%	18%	12%	50% Tkl	26% k	17%	35% Tm
NET: Satisfied		1581	710	300	449	122	1283	246	51	1109	457
		55% eCln	52%	58% ee	59% ee	62% ee	80% TCI	31% l	11%	72% Tn	36%
Mean score		6.56 eCln	6.33	6.72 ee	6.74 ee	7.17 Te	8.04 TCI	5.50 l	3.31	7.64 Tn	5.29
Standard error		0.05	0.08	0.11	0.09	0.20	0.05	0.07	0.12	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 15

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	441	226	87	90	37	407	19	15	387	48
		15%Cln	16%l	17%l	12%	19%l	25%TCI	2%	3%	25%Tn	4%
9 -	(9)	281	116	64	83	19	247	29	6	212	66
		10%Cln	8%	12%e	11%	9%	15%TCI	4%l	1%	14%Tn	5%
8 -	(8)	365	150	89	105	21	293	57	15	232	132
		13%Cln	11%	17%Tej	14%	11%	18%TCI	7%l	3%	15%kn	10%
7 -	(7)	278	120	65	75	18	178	88	12	153	122
		10%l	9%	13%e	10%	9%	11%l	11%l	2%	10%	10%
6 -	(6)	229	108	50	63	8	84	121	23	105	119
		8%kl	8%	10%j	8%	4%	5%	15%TKl	5%	7%	9%km
5 -	(5)	240	106	49	75	11	79	135	26	109	129
		8%k	8%	9%	10%	6%	5%	17%TKl	6%	7%	10%km
4 -	(4)	148	86	27	28	6	39	85	24	56	90
		5%km	6%j	5%	4%	3%	2%	11%TKl	5%k	4%	7%Tm
3 -	(3)	122	59	19	33	11	26	60	36	32	87
		4%km	4%	4%	4%	5%	2%	8%Tk	8%Tk	2%	7%Tn
2 -	(2)	106	56	12	27	10	15	47	43	29	76
		4%km	4%	2%	4%	5%	1%	6%Tk	9%TKc	2%	6%Tm
1 - Extremely dissatisfied	(1)	426	232	39	130	25	75	109	242	74	348
		15%flm	17%f	8%	17%f	13%fl	5%	14%k	52%TKc	5%	27%Tm
Not applicable		220	118	16	55	30	154	44	22	149	63
		8%fln	9%f	3%	7%f	15%Tefl	10%TCI	6%	5%	10%Tn	5%
NET: Dissatisfied	(1-3)	654	348	70	190	46	117	216	321	134	511
		23%flm	25%f	14%	25%f	23%fl	7%	27%Tk	69%TKc	9%	40%Tm
NET: Neutral	(4-6)	617	300	126	166	26	203	341	73	269	338
		22%jklm	22%j	24%j	22%j	13%	13%	43%TKl	16%	18%	26%Tm
NET: Satisfied	(7-10)	1365	612	305	353	95	1125	193	47	983	368
		48%Cln	44%	59%Teij	46%	48%	70%TCI	24%l	10%	64%Tn	29%
Mean score		6.06Cln	5.87	6.76Tei	5.87	6.25	7.70TCI	4.87l	2.73	7.44Tn	4.49
Standard error		0.06	0.09	0.12	0.12	0.25	0.06	0.09	0.12	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 16

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base		2856	1378	517	764	197	1599	794	463	1536	1280
Effective base		2467	1176	458	666	168	1382	688	398	1313	1120
10 - Extremely satisfied	(10)	583	286	101	138	58	541	28	15	505	72
		20% Cln	21%	19%	18%	30% Tefi	34% TCI	4%	3%	33% Tn	6%
9 -	(9)	375	165	71	113	26	323	43	9	275	97
		13% Cln	12%	14%	15%	13%	20% TCI	5% l	2%	18% Tn	8%
8 -	(8)	471	208	80	150	32	364	91	16	292	174
		16% Cln	15%	16%	20% e	16%	23% TCI	11% l	3%	19% n	14%
7 -	(7)	340	148	78	94	19	174	139	26	168	167
		12% l	11%	15% e	12%	10%	11% l	18% TKl	6%	11%	13%
6 -	(6)	263	123	52	79	9	80	158	25	103	155
		9% klm	9% j	10% j	10% j	4%	5%	20% TKl	5%	7%	12% Tm
5 -	(5)	256	117	47	73	20	50	143	63	75	177
		9% klm	8%	9%	9%	10%	3%	18% TK	14% TK	5%	14% Tm
4 -	(4)	159	89	35	31	4	23	89	47	44	111
		6% klm	6% ij	7% ij	4%	2%	1%	11% TK	10% TK	3%	9% Tm
3 -	(3)	116	68	13	27	8	8	58	51	25	88
		4% klm	5% f	3%	4%	4%	*	7% TK	11% TKC	2%	7% Tm
2 -	(2)	75	42	10	17	5	5	16	53	11	63
		3% klm	3%	2%	2%	2%	*	2% k	12% TKC	1%	5% Tm
1 - Extremely dissatisfied	(1)	174	111	20	34	8	8	15	151	17	155
		6% kCm	8% Tfi	4%	4%	4%	*	2% k	33% TKC	1%	12% Tm
Not applicable		45	20	9	8	8	25	14	7	21	18
		2%	1%	2%	1%	4% Tei	2%	2%	1%	1%	1%
NET: Dissatisfied		365	222	44	79	21	20	89	255	53	307
		13% klm	16% Tfi	8%	10%	11%	1%	11% k	55% TKC	3%	24% Tm
NET: Neutral		678	329	134	182	33	152	390	135	223	444
		24% klm	24% j	26% j	24% j	17%	10%	49% TKl	29% TK	14%	35% Tm
NET: Satisfied		1768	807	331	496	136	1402	301	66	1239	511
		62% Cln	59%	64% e	65% e	69% e	88% TCI	38% l	14%	81% Tn	40%
Mean score		6.94 eCln	6.72	7.10 e	7.10 e	7.49 Te	8.45 TCI	5.91 l	3.51	8.13 Tn	5.53
Standard error		0.05	0.08	0.11	0.09	0.19	0.04	0.07	0.12	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 17

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base	2856	1378	517	764	197	1599	794	463	1536	1280
Effective base	2467	1176	458	666	168	1382	688	398	1313	1120
Courtesy and politeness of advisors	1907	875	343	549	140	1421	345	141	1231	655
	67% Cln	64%	66%	72% Te	71%	89% TCI	43% I	30%	80% Tn	51%
Ease of finding provider contact details	1867	868	332	522	145	1381	340	146	1213	632
	65% Cln	63%	64%	68% Te	73% Tef	86% TCI	43% I	31%	79% Tn	49%
Willingness to help resolve your issue	1768	807	331	496	136	1402	301	66	1239	511
	62% Cln	59%	64% e	65% e	69% e	88% TCI	38% I	14%	81% Tn	40%
Advisor doing what they said they would do	1694	772	305	485	132	1376	256	62	1182	495
	59% Cln	56%	59%	63% e	67% e	86% TCI	32% I	13%	77% Tn	39%
Getting the issue resolved to your satisfaction	1624	731	316	446	130	1377	215	31	1217	387
	57% Cln	53%	61% e	58% e	66% Te	86% TCI	27% I	7%	79% Tn	30%
The time taken to handle your issue	1595	723	304	441	127	1315	231	48	1148	429
	56% Cln	52%	59% e	58% e	64% Te	82% TCI	29% I	10%	75% Tn	34%
Logging of query details to avoid having to repeat yourself	1581	710	300	449	122	1283	246	51	1109	457
	55% Cln	52%	58% e	59% e	62% e	80% TCI	31% I	11%	72% Tn	36%
Offering compensation or a goodwill payment	1365	612	305	353	95	1125	193	47	983	368
	48% Cln	44%	59% TeI	46%	48%	70% TCI	24% I	10%	64% Tn	29%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

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Fieldwork: 28th November 2017 - 7th January 2018

Table 18

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base	2856	1378	517	764	197	1599	794	463	1536	1280
Effective base	2467	1176	458	666	168	1382	688	398	1313	1120
Completely resolved	1536	720	304	394	119	1195	259	83	1536	-
		54% Cln	52%	59% ei	52%	60% ei	75% TCI	33% l	100% Tn	-
Partly resolved	881	438	168	230	44	340	408	133	-	881
		31% lkm	32% j	33% j	30%	21%	51% Tkl	29% k	-	69% Tm
Not resolved at all	399	201	40	132	27	46	116	237	-	399
		14% lkm	15% f	8%	17% Tf	3%	15% k	51% Tkc	-	31% Tm
Don't know	40	19	6	8	7	19	11	10	-	-
		1% mn	1%	1%	4% Tefi	1%	1%	2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 19

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2856	1339	545	777	195	1610	793	453	1525	1290
Weighted Base	2856	1378	517	764	197	1599	794	463	1536	1280
Effective base	2467	1176	458	666	168	1382	688	398	1313	1120
Yes	1232	562	261	314	95	1014	171	46	1232	-
	43% Cln	41%	50% TeI	41%	48%	63% TCI	22% I	10%	80% Tn	-
No	295	157	39	76	23	172	86	37	295	-
	10% n	11% f	7%	10%	12%	11%	11%	8%	19% Tn	-
Don't know	10	1	4	3	1	8	1	-	10	-
	*	*	1% e	*	1%	1%	*	-	1% n	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints 2017

Fieldwork: 28th November 2017 - 7th January 2018

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1525	701	316	391	117	1186	259	80	1525	-
Weighted Base	1536	720	304	394	119	1195	259	83*	1536	-**
Effective base	1313	612	264	335	102	1020	223	70	1313	-
Yes	1232	562	261	314	95	1014	171	46	1232	-
	80% C	78%	86% T	80%	80%	85% T	66%	56%	80%	-
No	295	157	39	76	23	172	86	37	295	-
	19% k	22% f	13%	19% f	19%	14%	33% T	44% T	19%	-
Don't know	10	1	4	3	1	8	1	-	10	-
	1%	*	1% e	1%	1%	1%	*	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

* = Less than .5