

REASONS TO COMPLAIN QUESTIONNAIRE

Q.1 ASK ALL / SINGLE CODE

Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?

If you have more than one household landline connection, please select the one you use most often.

1. BT
2. Sky
3. TalkTalk
4. Virgin Media
5. Vodafone
6. EE
7. Plusnet
8. Post Office
9. Other (please specify)
10. Don't have a landline telephone/line rental service
11. Don't know

Q.2 ASK ALL / SINGLE CODE

Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?

If you have more than one mobile phone network provider, please select the one you use most often.

1. BT Mobile
2. EE
3. giffgaff
4. O2
5. Tesco Mobile
6. Three
7. Virgin Media
8. Vodafone
9. Lycamobile
10. Don't have a personal mobile
11. Other (please specify)
12. Don't know

Q3 ASK ALL / SINGLE CODE

Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

1. BT
2. EE
3. Sky
4. TalkTalk
5. Virgin Media
6. Vodafone
7. Plusnet
8. Post Office
9. Not applicable – I don't have a fixed broadband service
10. Other (please specify)
11. Don't know

Q4 ASK ALL / SINGLE CODE

Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, **not** including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.

If you use more than one company, please select the one which you use most often.

1. BT
2. Sky
3. TalkTalk
4. Virgin Media
5. Other (please specify)
6. Not applicable – I don't have a pay TV service
7. Don't know

Q.5 ASK ALL/ MULTICODE. RANDOMISE ANSWER CODES

Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?

1. Landline phone (IF NOT Q1/10)
2. Mobile phone (IF NOT Q2/10)
3. Fixed broadband internet (IF NOT Q3/ 9)
4. Pay TV (IF NOT Q4/6)
5. None of these (SINGLE CODE)

Q.6 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT LANDLINE PHONE AT Q.5 (CODE 1) / MULTICODE. RANDOMISE ANSWER CODES

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

1. A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill
2. A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem.
3. A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive
4. Dissatisfaction with customer service from a previous occasion or contact
5. The service not performing as it should, for example, poor call/line quality, loss of service
6. Something else – (please state)

Q.7 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT LANDLINE PHONE AT Q.5 (CODE 1)

MULTICODE POSSIBLE FOR CODE 1, 2, 3

And have you gone ahead and made a complaint about your landline service or supplier?

1. Yes - to my landline provider
2. Yes - to Ofcom
3. Yes – other (please specify)
4. No
5. Don't know

Q.8 ASK IF DID NOT COMPLAIN ABOUT ISSUE AT Q7 CODE 4) MULTICODE

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

1. I did not know where to go/ who to complain to
2. I didn't have the time
3. It's not worth the hassle
4. They wouldn't do anything anyway
5. I/ someone else sorted the problem out
6. The problem resolved itself
7. Other – SPECIFY

Q9. ASK IF HAVE HAD REASON TO COMPLAIN ABOUT MOBILE PHONE PROVIDER AT Q5 (CODE 2) MULTICODE

What was the issue/s you had reason to complain about in connection with your mobile phone provider?

1. A billing, pricing or payment issue, for example *unexpected/unclear charges, overcharged or incorrect bill*
2. A problem with a repair to the service, for example *the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem*
3. A problem relating to the installation or set up of your service for example *time taken for hardware to arrive, switching issues such as problems trying to port your number*
4. Dissatisfaction with customer service from a previous occasion or contact
5. The service not performing as it should, for example *loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality*
6. Something else – (please state)

Q.10 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT MOBILE PHONE PROVIDER AT Q5 (CODE 2) MULTICODE POSSIBLE FOR CODE 1, 2, 3

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

1. Yes- to my mobile phone provider
2. Yes- to Ofcom
3. Yes- other (please specify)
4. No
5. Don't know

Q.11 ASK IF FIF NOT COMPLAIN ABOUT MOBILE ISSUE AT Q10 (CODE 4) MULTICODE

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

1. I did not know where to go/ who to complain to
2. I didn't have the time
3. It's not worth the hassle
4. They wouldn't do anything anyway
5. I/ someone else sorted the problem out
6. The problem resolved itself
7. Other - SPECIFY

Q.12. ASK IF HAVE HAD REASON TO COMPLAIN ABOUT FIXED BROADBAND PROVIDER AT Q5 (CODE 3) MULTI CODE

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

1. A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill
2. A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem
3. A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive
4. Dissatisfaction with customer service from a previous occasion or contact
5. The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised
6. Something else – (please state)

Q.13 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT FIXED BROADBAND PROVIDER AT Q5 (CODE 3) MULTICODE POSSIBLE FOR CODE 1, 2, 3

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

1. Yes - to my fixed broadband provider
2. Yes - to Ofcom
3. Yes – other (please specify)
4. No
5. Don't know

Q.14 ASK IF DID NOT COMPLAIN ABOUT FIXED BROADBAND ISSUE AT Q14 (CODE 4) MULTICODE

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

1. I did not know where to go/ who to complain to
2. I didn't have the time
3. It's not worth the hassle
4. They wouldn't do anything anyway
5. I/ someone else sorted the problem out
6. The problem was resolved
7. Other – SPECIFY

Q.15 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT PAY TV PROVIDER AT Q5 (CODE 4) MULTI CODE

What was the issue/s you had reason to complain about in connection with your pay TV?

1. A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill
2. A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem
3. A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive
4. Dissatisfaction with customer service from a previous occasion or contact
5. The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content
6. Something else – (please state)

Q.16 ASK IF HAVE HAD REASON TO COMPLAIN ABOUT PAY TV PROVIDER AT Q5 (CODE 4) MULTICODE POSSIBLE FOR CODE 1, 2, 3

And did you go ahead and make a complaint about your pay TV service or supplier?

1. Yes - to my Pay TV provider
2. Yes - to Ofcom
3. Yes – other (please specify)
4. No
5. Don't know

Q.17 ASK IF DID NOT COMPLAIN ABOUT PAY TV ISSUE AT Q16 (CODE4) MULTICODE

Why didn't you make a complaint about your pay TV service or supplier?

1. I did not know where to go/who to complain to
2. I didn't have the time
3. It's not worth the hassle
4. They wouldn't do anything anyway
5. I/ someone else sorted the problem out
6. The problem resolved itself
7. Other – SPECIFY

Q18a ASK ALL. SINGLE CODE FOR EACH. ROTATE SERVICES. REVERSE RESPONSE CODES.

How important or not, are each of these communications services to your household at the moment?

Please give a score of 1 –4 for each service where 1 is “Very important t” and 4 being “Not at all important”

| SHOW SERVICES USED | 1 – Very important | 2 | 3 | 4 - Not at all important |
|--|--------------------|---|---|--------------------------|
| Landline - to make and receive calls (IF NOT Q1/10) | 1 | 2 | 3 | 4 |
| Mobile (IF NOT Q2/10) | 1 | 2 | 3 | 4 |
| Fixed Broadband - through a phone or fibre optic cable- perhaps using a WI-FI router (IF NOT Q3/ 9) | 1 | 2 | 3 | 4 |
| Pay TV (IF NOT Q4/6) By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV | 1 | 2 | 3 | 4 |

Q18 b. ASK ALL SINGLE CODE FOR EACH. ROTATE SERVICES. REVERSE RESPONSE CODES.

To what extent has this changed as a result of the COVID-19 pandemic?

Please select one for each service

| SHOW SERVICES IF USED | The service has become more important | The service has become less important | No different |
|--|---------------------------------------|---------------------------------------|--------------|
| Landline (IF NOT Q1/10) | 1 | 2 | 3 |
| Mobile (IF NOT Q2/10) | 1 | 2 | 3 |
| Fixed Broadband - through a phone or fibre optic cable- | 1 | 2 | 3 |

| | | | |
|---|---|---|---|
| perhaps using a WI-FI router (IF NOT Q3/ 9) | | | |
| Pay TV (IF NOT Q4/6) By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV | 1 | 2 | 3 |

Q18 c. ASK ALL. SINGLE CODE FOR EACH. ROTATE SERVICIES. REVERSE RESPONSE CODES.

Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic?

Please select one for each service.

| SHOW SERVICES IF USED | More willing to make a complaint | Less willing to make a complaint | No different | Don't know |
|---|----------------------------------|----------------------------------|--------------|------------|
| Landline (IF NOT Q1/10) | 1 | 2 | 3 | 4 |
| Mobile (IF NOT Q2/10) | 1 | 2 | 3 | 4 |
| Fixed Broadband - through a phone or fibre optic cable- perhaps using a WI-FI router (IF NOT Q3/ 9) | 1 | 2 | 3 | 4 |
| Pay TV (IF NOT Q4/6) By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV | 1 | 2 | 3 | 4 |

We'd now like to ask you some questions about you and your household. These questions are used to help us to group the different people across the UK who have completed the survey when we look at the results.

Q19a

What is your gender?

- 1) Female
- 2) Male
- 3) Prefer to use my own term
- 4) Prefer not to say

Q 19b

Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Q20. ASK ALL/ MULTICODE POSSIBLE FOR CODE 1 – 9

Which of these, if any, impact or limit your daily activities or the work you can do?

| |
|---|
| |
| 1. Hearing? Poor hearing, partial hearing, or are deaf |
| 2. Eyesight? Poor vision, colour blindness, partial sight, or are blind |

3. Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty
4. Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.
5. Breathing? Breathlessness or chest pains
6. Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration
7. Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.
8. Your mental health? Anxiety, depression, or trauma-related conditions, for example
9. Other illnesses/ conditions which impact or limit your daily activities or the work you can do
10. Nothing – no impairments or conditions impact or limit your daily activities or the work you can do
11. Prefer not to say
12. Don't know

Q21. ASK ALL / SINGLE CODE

Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

| | Per week | Per Year | |
|---|-------------------|-------------------------|---|
| 1 | Up to £199 | Up to £10,399 | 1 |
| 2 | From £200 to £299 | From £10,400 to £15,599 | 2 |

| | | | |
|---|-------------------|-------------------------|---|
| 3 | From £300 to £499 | From £15,600 to £25,999 | 3 |
| 4 | From £500 to £699 | From £26,000 to £36,399 | 4 |
| 5 | From £700 to £999 | From £36,400 to £51,999 | 5 |
| 6 | £1,000 and above | £52,000 and above | 6 |
| | | Don't know | 7 |
| | | Refused | 8 |