	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	579
●	2	2	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	579
●	3	3	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	215
●	4	4	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	215
●	5	5	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	157
●	6	6	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	157
●	7	7	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	185
●	8	8	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	185
	9	9	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	22
	10	10	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	22

	Page	Table	Title	Base Description	Base
●	11	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	579
●	12	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	579
●	13	13	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	579
●	14	14	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	579
●	15	15	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	579
●	16	16	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	579
●	17	17	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	329
●	18	18	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	329
●	19	19	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	579
●	20	20	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	579
●	21	21	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	579
●	22	22	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	579

	Page	Table	Title	Base Description	Base
●	23	23	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	579
●	24	24	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	579
●	25	25	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	579
●	26	26	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	579
●	27	27	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	579
●	28	28	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	579
●	29	29	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	579
●	30	30	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	579
●	31	31	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	579
●	32	32	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	579
●	33	33	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	579

	Page	Table	Title	Base Description	Base
●	34	34	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	579
●	35	35	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	579
●	36	36	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	579
●	37	37	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	579
●	38	38	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	579
●	39	39	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	348
●	40	40	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	348
●	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 fixed broadband internet service in past 6 months	717
●	42	2	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	717
●	43	3	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	200
●	44	4	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	200

	Page	Table	Title	Base Description	Base
●	45	5	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	342
●	46	6	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	342
●	47	7	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	154
●	48	8	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	154
	49	9	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	21
	50	10	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	21
●	51	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	717
●	52	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	717
●	53	13	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	717
●	54	14	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	717

	Page	Table	Title	Base Description	Base
●	55	15	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	717
●	56	16	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	717
●	57	17	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	460
●	58	18	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	460
●	59	19	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	717
●	60	20	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	717
●	61	21	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	717
●	62	22	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	717
●	63	23	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	717
●	64	24	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	717
●	65	25	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	717

	Page	Table	Title	Base Description	Base
●	66	26	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	717
●	67	27	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	717
●	68	28	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	717
●	69	29	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	717
●	70	30	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	717
●	71	31	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	717
●	72	32	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	717
●	73	33	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	717
●	74	34	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	717
●	75	35	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	717
●	76	36	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	717

	Page	Table	Title	Base Description	Base
●	77	37	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	717
●	78	38	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	717
●	79	39	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	369
●	80	40	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	369
●	81	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	368
●	82	2	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	368
●	83	3	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	117
●	84	4	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	117
●	85	5	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	114
●	86	6	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	114

	Page	Table	Title	Base Description	Base
●	87	7	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	129
●	88	8	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	129
	89	9	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	8
	90	10	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	8
●	91	11	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	368
●	92	12	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	368
●	93	13	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	368
●	94	14	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	368
●	95	15	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	368
●	96	16	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	368

	Page	Table	Title	Base Description	Base
●	97	17	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	200
●	98	18	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	200
●	99	19	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	368
●	100	20	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	368
●	101	21	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	368
●	102	22	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	368
●	103	23	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	368
●	104	24	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	368
●	105	25	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	368
●	106	26	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	368
●	107	27	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	368

	Page	Table	Title	Base Description	Base
●	108	28	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	368
●	109	29	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	368
●	110	30	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	368
●	111	31	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	368
●	112	32	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	368
●	113	33	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	368
●	114	34	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	368
●	115	35	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	368
●	116	36	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	368
●	117	37	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	368
●	118	38	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	368

	Page	Table	Title	Base Description	Base
●	119	39	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	217
●	120	40	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	217
●	121	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	511
●	122	2	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	511
●	123	3	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	511
●	124	4	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	231
●	125	5	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	231
●	126	6	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	231
●	127	7	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	152

	Page	Table	Title	Base Description	Base
●	128	8	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	152
●	129	9	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	152
●	130	10	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	93
●	131	11	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	93
●	132	12	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	93
	133	13	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	35
	134	14	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	35
	135	15	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	35
●	136	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	511
●	137	17	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	511

	Page	Table	Title	Base Description	Base
●	138	18	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	511
●	139	19	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	511
●	140	20	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	511
●	141	21	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	511
●	142	22	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	511
●	143	23	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	511
●	144	24	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	511
●	145	25	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	250
●	146	26	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	250
●	147	27	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	250
●	148	28	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	511

	Page	Table	Title	Base Description	Base
●	149	29	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	511
●	150	30	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	511
●	151	31	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	511
●	152	32	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	511
●	153	33	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	511
●	154	34	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	511
●	155	35	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	511
●	156	36	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	511
●	157	37	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	511
●	158	38	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	511
●	159	39	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	511

	Page	Table	Title	Base Description	Base
●	160	40	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	511
●	161	41	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	511
●	162	42	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	511
●	163	43	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	511
●	164	44	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	511
●	165	45	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	511
●	166	46	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	511
●	167	47	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	511
●	168	48	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	511
●	169	49	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	511
●	170	50	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	511

	Page	Table	Title	Base Description	Base
●	171	51	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	511
●	172	52	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	511
●	173	53	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	511
●	174	54	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	511
●	175	55	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	511
●	176	56	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	511
●	177	57	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	511
●	178	58	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	311
●	179	59	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	311
	180	60	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	311

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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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
A billing, pricing or payment issue	181 31%bc	124 25%	105 25%	153 30%b	181 84%hi	- -	- -	- -	99 33%	48 31%	34 28%	103 30%	77 34%	124 67%qr	- -	- -	- -	73 25%	33 22%	18 30%	64 23%	60 28%
The service not performing as it should	157 27%	136 27%	144 34%abd	136 27%	- -	- -	157 100%gh	- -	85 28%	42 27%	30 25%	90 26%	66 29%	- -	- -	136 100%pq	- -	77 27%	44 30%	15 25%	78 28%	58 27%
A problem relating to the installation or set up of your service	97 17%c	86 17%cd	48 11%	64 13%	- -	97 52%gi	- -	- -	57 19%	24 15%	16 13%	72 21%o	25 11%	- -	86 55%pr	- -	- -	55 19%v	26 17%	5 8%	52 18%	33 15%
A problem with a repair to the service	88 15%	70 14%	63 15%	84 17%	- -	88 48%gi	- -	- -	50 16%	21 14%	17 14%	59 17%	29 13%	- -	70 45%pr	- -	- -	40 14%	20 13%	10 16%	46 16%	22 10%
Dissatisfaction with customer service from a previous occasion or contact	34 6%	60 12%ac	33 8%	47 9%a	34 16%hi	- -	- -	- -	5 2%	11 7%k	18 15%kl	12 3%	22 10%n	60 33%qr	- -	- -	- -	28 10%	22 15%	10 16%	27 10%	33 15%w
Or something else	22 4%	24 5%	27 6%	19 4%	- -	- -	- -	22 100%	8 3%	9 6%	5 4%	12 3%	10 4%	- -	- -	- -	24 100%	17 6%	4 3%	3 5%	16 6%	7 3%
SUMMARY: Billing and Customer service	215 37%	184 37%	138 33%	200 40%c	215 100%hi	- -	- -	- -	104 34%	59 38%	52 43%	115 33%	99 43%n	184 100%qr	- -	- -	- -	101 35%	55 37%	28 46%	91 32%	93 44%w
Repairs and Installation	185 32%	156 31%	111 26%	148 29%	- -	185 100%gi	- -	- -	107 35%	45 29%	33 28%	131 38%o	54 24%	- -	156 100%pr	- -	- -	95 33%	46 31%	15 25%	98 35%x	55 26%
Service Issues	157 27%	136 27%	144 34%abd	136 27%	- -	- -	157 100%gh	- -	85 28%	42 27%	30 25%	90 26%	66 29%	- -	- -	136 100%pq	- -	77 27%	44 30%	15 25%	78 28%	58 27%
Something else	22 4%	24 5%	27 6%	19 4%	- -	- -	- -	22 100%	8 3%	9 6%	5 4%	12 3%	10 4%	- -	- -	- -	24 100%	17 6%	4 3%	3 5%	16 6%	7 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 2

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
A billing, pricing or payment issue	181 31%bc	124 25%	105 25%	153 30%b	105 76%hi	-	-	-	61 33%lm	22 18%	22 19%	59 30%o	43 20%	153 77%qr	-	-	-	77 29%	36 26%	40 42%tu	79 28%	74 34%
The service not performing as it should	157 27%	136 27%	144 34%abd	136 27%	-	-	144 100%gh	-	51 28%	51 43%k	42 36%	59 30%	85 39%n	-	-	136 100%pq	-	74 28%	36 26%	26 27%	78 28%	54 25%
A problem relating to the installation or set up of your service	97 17%c	86 17%cd	48 11%	64 13%	-	48 43%gi	-	-	20 11%	16 13%	12 10%	23 12%	25 11%	-	64 43%pr	-	-	40 15%v	18 13%	6 6%	43 15%	21 10%
A problem with a repair to the service	88 15%	70 14%	63 15%	84 17%	-	63 57%gi	-	-	27 15%	16 13%	20 17%	32 16%	31 14%	-	84 57%pr	-	-	50 19%	23 16%	11 11%	48 17%	35 16%
Dissatisfaction with customer service from a previous occasion or contact	34 6%	60 12%ac	33 8%	47 9%a	33 24%hi	-	-	-	9 5%	10 8%	14 12%k	15 8%	18 8%	47 24%qr	-	-	-	15 6%	22 16%t	10 10%	20 7%	27 12%w
Or something else	22 4%	24 5%	27 6%	19 4%	-	-	-	27 100%	15 8%	4 3%	8 7%	10 5%	16 7%	-	-	-	19 100%	10 4%	6 4%	3 3%	12 4%	6 3%
SUMMARY: Billing and Customer service	215 37%	184 37%	138 33%	200 40%c	138 100%hi	-	-	-	70 38%l	32 27%	36 31%	74 37%o	61 28%	200 100%qr	-	-	-	92 35%	58 41%	50 52%t	99 35%	101 47%w
Repairs and Installation	185 32%	156 31%	111 26%	148 29%	-	111 100%gi	-	-	47 26%	32 27%	32 27%	55 28%	56 26%	-	148 100%pr	-	-	90 34%v	41 29%v	17 18%	91 33%	56 26%
Service Issues	157 27%	136 27%	144 34%abd	136 27%	-	-	144 100%gh	-	51 28%	51 43%k	42 36%	59 30%	85 39%n	-	-	136 100%pq	-	74 28%	36 26%	26 27%	78 28%	54 25%
Something else	22 4%	24 5%	27 6%	19 4%	-	-	-	27 100%	15 8%	4 3%	8 7%	10 5%	16 7%	-	-	-	19 100%	10 4%	6 4%	3 3%	12 4%	6 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 3

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	215	184	138	200	215	-**	-**	-**	104	59*	52*	115	99*	184	-**	-**	-**	101	55*	28**	91*	93*
Bill was a lot higher than expected	77 36%	67 36%	44 32%	68 34%	77 36%	-	-	-	36 35%	21 36%	20 38%	34 30%	43 43%n	67 36%	-	-	-	39 39%	15 27%	13 46%	38 42%	29 31%
Bill contained items I shouldn't have been charged for	53 25%bd	29 16%	29 21%	30 15%	53 25%	-	-	-	31 30%	13 22%	9 17%	33 29%	20 20%	29 16%	-	-	-	15 15%	6 11%	8 29%	7 8%	22 24%w
Bill was inaccurate	53 25%b	28 15%	36 26%b	37 19%	53 25%	-	-	-	33 32%	11 19%	9 17%	31 27%	22 22%	28 15%	-	-	-	18 18%	6 11%	4 14%	17 19%	11 12%
Payment issues (including setting up/making a payment, non-direct debit charges)	39 18%b	20 11%	20 14%	32 16%	39 18%	-	-	-	25 24%m	10 17%	4 8%	25 22%	13 13%	20 11%	-	-	-	15 15%	4 7%	1 4%	11 12%	9 10%
The format of the bill	24 11%d	18 10%	14 10%	10 5%	24 11%	-	-	-	19 18%lm	2 3%	3 6%	19 17%o	5 5%	18 10%	-	-	-	12 12%	5 9%	1 4%	11 12%	7 8%
Getting a refund, credit note or cashback	22 10%	14 8%	20 14%b	16 8%	22 10%	-	-	-	13 13%	5 8%	4 8%	14 12%	8 8%	14 8%	-	-	-	11 11%	2 4%	1 4%	8 9%	6 6%
Took too long to resolve issue	16 7%	12 7%	11 8%	15 8%	16 7%	-	-	-	1 1%	4 7%k	11 21%kl	4 3%	12 12%n	12 7%	-	-	-	4 4%	6 11%	2 7%	5 5%	7 8%
Didn't do what they said they would do	11 5%	9 5%	14 10%	18 9%	11 5%	-	-	-	- -	1 2%	10 19%kl	4 3%	7 7%	9 5%	-	-	-	6 6%	- -	3 11%	4 4%	5 5%
Gave incorrect information	10 5%	14 8%	14 10%a	11 6%	10 5%	-	-	-	1 1%	4 7%k	5 10%k	2 2%	8 8%n	14 8%	-	-	-	7 7%	4 7%	3 11%	6 7%	8 9%
Unable to get through to relevant person	10 5%	16 9%	9 7%	12 6%	10 5%	-	-	-	1 1%	4 7%k	5 10%k	3 3%	7 7%	16 9%	-	-	-	5 5%	6 11%	5 18%	4 4%	12 13%w
Unable to get through to anyone	10 5%	16 9%d	13 9%d	7 4%	10 5%	-	-	-	4 4%	4 7%	2 4%	4 3%	6 6%	16 9%	-	-	-	7 7%	7 13%	2 7%	6 7%	10 11%
Rude/dismissive	9 4%	14 8%	11 8%	12 6%	9 4%	-	-	-	1 1%	1 2%	7 13%kl	4 3%	5 5%	14 8%	-	-	-	7 7%	3 5%	4 14%	9 10%	5 5%
Pre-pay credit lost or not credited to card	- -	- -	- -	3 2%	- -	-	-	-	- -	- -	- -	- -	- -	- -	-	-	-	- -	- -	- -	- -	- -
Costs of international and roaming calls	- -	- -	- -	5 3%ab	- -	-	-	-	- -	- -	- -	- -	- -	- -	-	-	-	- -	- -	- -	- -	- -
A different issue	6 3%	4 2%	3 2%	16 8%abc	6 3%	-	-	-	3 3%	1 2%	2 4%	3 3%	3 3%	4 2%	-	-	-	4 4%	-	-	2 2%	2 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	215	184	138	200	138	-**	-**	-**	70*	32*	36*	74*	61*	200	-**	-**	-**	92*	58*	50*	99*	101
Bill was a lot higher than expected	77 36%	67 36%	44 32%	68 34%	44 32%	- -	- -	- -	24 34%	9 28%	11 31%	23 31%	19 31%	68 34%	- -	- -	- -	31 34%	18 31%	19 38%	28 28%	40 40%
Bill contained items I shouldn't have been charged for	53 25%bd	29 16%	29 21%	30 15%	29 21%	- -	- -	- -	13 19%	7 22%	9 25%	14 19%	13 21%	30 15%	- -	- -	- -	14 15%	6 10%	10 20%	18 18%	12 12%
Bill was inaccurate	53 25%b	28 15%	36 26%b	37 19%	36 26%	- -	- -	- -	20 29%	6 19%	10 28%	21 28%	14 23%	37 19%	- -	- -	- -	19 21%	10 17%	8 16%	21 21%	16 16%
Payment issues (including setting up/making a payment, non-direct debit charges)	39 18%b	20 11%	20 14%	32 16%	20 14%	- -	- -	- -	15 21%	2 6%	3 8%	10 14%	9 15%	32 16%	- -	- -	- -	17 18%	7 12%	8 16%	17 17%	15 15%
The format of the bill	24 11%d	18 10%	14 10%	10 5%	14 10%	- -	- -	- -	8 11%	4 13%	2 6%	9 12%	5 8%	10 5%	- -	- -	- -	4 4%	3 5%	3 6%	4 4%	6 6%
Getting a refund, credit note or cashback	22 10%	14 8%	20 14%b	16 8%	20 14%	- -	- -	- -	16 23%m	3 9%	1 3%	14 19%	6 10%	16 8%	- -	- -	- -	7 8%	1 2%	8 16%u	6 6%	10 10%
Took too long to resolve issue	16 7%	12 7%	11 8%	15 8%	11 8%	- -	- -	- -	1 1%	4 13%k	6 17%k	4 5%	7 11%	15 8%	- -	- -	- -	4 4%	9 16%t	2 4%	8 8%	7 7%
Didn't do what they said they would do	11 5%	9 5%	14 10%	18 9%	14 10%	- -	- -	- -	2 3%	4 13%	8 22%k	5 7%	9 15%	18 9%	- -	- -	- -	6 7%	6 10%	6 12%	8 8%	10 10%
Gave incorrect information	10 5%	14 8%	14 10%a	11 6%	14 10%	- -	- -	- -	4 6%	2 6%	8 22%k	4 5%	10 16%n	11 6%	- -	- -	- -	4 4%	6 10%	1 2%	3 3%	8 8%
Unable to get through to relevant person	10 5%	16 9%	9 7%	12 6%	9 7%	- -	- -	- -	4 6%	3 9%	2 6%	4 5%	5 8%	12 6%	- -	- -	- -	6 7%	4 7%	2 4%	5 5%	7 7%
Unable to get through to anyone	10 5%	16 9%d	13 9%d	7 4%	13 9%	- -	- -	- -	4 6%	2 6%	7 19%k	6 8%	7 11%	7 4%	- -	- -	- -	3 3%	3 5%	1 2%	2 2%	5 5%
Rude/dismissive	9 4%	14 8%	11 8%	12 6%	11 8%	- -	- -	- -	3 4%	2 6%	6 17%k	3 4%	8 13%	12 6%	- -	- -	- -	2 2%	7 12%t	3 6%	2 2%	10 10%w
Pre-pay credit lost or not credited to card	- -	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	- -	- -	1 1%	1 2%	1 2%	2 2%	1 1%
Costs of international and roaming calls	- -	- -	- -	5 3%ab	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 3%	- -	- -	- -	2 2%	2 3%	1 2%	1 1%	4 4%
A different issue	6 3%	4 2%	3 2%	16 8%abc	3 2%	- -	- -	- -	2 3%	- -	1 3%	2 3%	1 2%	16 8%	- -	- -	- -	10 11%u	- -	6 12%u	8 8%	8 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	157	136	144	136	-**	-**	157	-**	85*	42*	30*	90*	66*	-**	-**	136	-**	77*	44*	15**	78*	58*
Poor line quality	71 45%d	50 37%	57 40%d	38 28%	- -	- -	71 45%	- -	37 44%	18 43%	16 53%	39 43%	32 48%	- -	- -	50 37%	- -	29 38%	15 34%	6 40%	26 33%	24 41%
Complete loss of service	64 41%	67 49%	61 42%	76 56%ac	- -	- -	64 41%	- -	34 40%	18 43%	12 40%	42 47%	21 32%	- -	- -	67 49%	- -	41 53%	19 43%	7 47%	44 56%	23 40%
Service is not consistently available	49 31%	36 26%	51 35%	44 32%	- -	- -	49 31%	- -	23 27%	13 31%	13 43%	22 24%	26 39%n	- -	- -	36 26%	- -	18 23%	11 25%	7 47%	20 26%	16 28%
Connection speed slower than advertised or led to expect	22 14%	18 13%	32 22%	19 14%	- -	- -	22 14%	- -	14 16%	4 10%	4 13%	11 12%	11 17%	- -	- -	18 13%	- -	6 8%	6 14%	6 40%	5 6%	13 22%w
Unable to get certain channels/content	10 6%	5 4%	3 2%	4 3%	- -	- -	10 6%	- -	7 8%	3 7%	- -	8 9%	1 2%	- -	- -	5 4%	- -	2 3%	3 7%	- -	2 3%	3 5%
Problems with voice over internet (VOIP) telephone calls	10 6%	7 5%	9 6%	4 3%	- -	- -	10 6%	- -	9 11%	1 2%	- -	7 8%	3 5%	- -	- -	7 5%	- -	5 6%	2 5%	- -	5 6%	2 3%
Poor picture quality	5 3%	5 4%	2 1%	2 1%	- -	- -	5 3%	- -	3 4%	2 5%	- -	4 4%	1 2%	- -	- -	5 4%	- -	5 6%	- -	- -	5 6%	- -
Unable to access 4G service	- -	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	- -	- -	4 3%abc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor indoor reception/ coverage	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	7 4%	2 1%	8 6%	3 2%	- -	- -	7 4%	- -	4 5%	1 2%	2 7%	4 4%	3 5%	- -	- -	2 1%	- -	- -	- -	2 13%	- -	2 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	157	136	144	136	-**	-**	144	-**	51*	51*	42*	59*	85*	-**	-**	136	-**	74*	36*	26**	78*	54*
Poor line quality	71 45%d	50 37%	57 40%d	38 28%	- -	- -	57 40%	- -	25 49%	17 33%	15 36%	23 39%	34 40%	- -	- -	38 28%	- -	19 26%	15 42%	4 15%	18 23%	19 35%
Complete loss of service	64 41%	67 49%	61 42%	76 56%ac	- -	- -	61 42%	- -	17 33%	21 41%	23 55%k	25 42%	36 42%	- -	- -	76 56%	- -	40 54%	22 61%	14 54%	44 56%	30 56%
Service is not consistently available	49 31%	36 26%	51 35%	44 32%	- -	- -	51 35%	- -	17 33%	19 37%	15 36%	13 22%	38 45%n	- -	- -	44 32%	- -	20 27%	10 28%	14 54%	19 24%	25 46%w
Connection speed slower than advertised or led to expect	22 14%	18 13%	32 22%	19 14%	- -	- -	32 22%	- -	14 27%l	2 4%	16 38%l	8 14%	24 28%n	- -	- -	19 14%	- -	7 9%	2 6%	10 38%	3 4%	16 30%w
Unable to get certain channels/content	10 6%	5 4%	3 2%	4 3%	- -	- -	3 2%	- -	1 2%	- -	2 5%	1 2%	2 2%	- -	- -	4 3%	- -	2 3%	1 3%	1 4%	3 4%	1 2%
Problems with voice over internet (VOIP) telephone calls	10 6%	7 5%	9 6%	4 3%	- -	- -	9 6%	- -	2 4%	1 2%	6 14%l	2 3%	7 8%	- -	- -	4 3%	- -	2 3%	2 6%	- -	2 3%	2 4%
Poor picture quality	5 3%	5 4%	2 1%	2 1%	- -	- -	2 1%	- -	1 2%	- -	1 2%	1 2%	1 1%	- -	- -	2 1%	- -	- -	1 3%	1 4%	- -	2 4%
Unable to access 4G service	- -	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	3 4%	- -	- -	3 4%	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	- -	- -	4 3%abc	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	- -	3 4%	- -	1 4%	3 4%	1 2%
Poor indoor reception/ coverage	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	1 1%	- -	1 4%	1 1%	1 2%
Poor outside reception/ coverage	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 4%	- -	1 2%
A different issue (please describe it briefly in your own words)	7 4%	2 1%	8 6%	3 2%	- -	- -	8 6%	- -	1 2%	4 8%	3 7%	3 5%	5 6%	- -	- -	3 2%	- -	1 1%	- -	2 8%	- -	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 7

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	185	156	111	148	-**	185	-**	-**	107	45*	33*	131	54*	-**	156	-**	-**	95*	46*	15**	98*	55*
Time taken to install the service	46 *25%*	29 *19%*	18 *16%*	27 *18%*	- -	46 *25%*	- -	- -	34 *32%l*	5 *11%*	7 *21%*	39 *30%o*	7 *13%*	- -	29 *19%*	- -	- -	20 *21%*	7 *15%*	2 *13%*	22 *22%*	6 *11%*
Time taken to repair a fault	44 *24%b*	22 *14%*	30 *27%b*	39 *26%b*	- -	44 *24%*	- -	- -	28 *26%*	9 *20%*	7 *21%*	28 *21%*	16 *30%*	- -	22 *14%*	- -	- -	13 *14%*	5 *11%*	4 *27%*	15 *15%*	7 *13%*
Missed/ moved installation appointment	43 *23%cd*	26 *17%c*	7 *6%*	15 *10%*	- -	43 *23%*	- -	- -	26 *24%*	11 *24%*	6 *18%*	32 *24%*	11 *20%*	- -	26 *17%*	- -	- -	18 *19%*	7 *15%*	1 *7%*	21 *21%*	5 *9%*
Damage to property during installation	38 *21%cd*	25 *16%*	12 *11%*	17 *11%*	- -	38 *21%*	- -	- -	29 *27%m*	6 *13%*	3 *9%*	34 *26%o*	4 *7%*	- -	25 *16%*	- -	- -	19 *20%*	5 *11%*	1 *7%*	11 *11%*	14 *25%w*
Switching issues (e.g. problems trying to switch or problems porting your number)	33 *18%*	34 *22%c*	11 *10%*	28 *19%c*	- -	33 *18%*	- -	- -	24 *22%l*	3 *7%*	6 *18%*	26 *20%*	7 *13%*	- -	34 *22%*	- -	- -	26 *27%*	6 *13%*	2 *13%*	21 *21%*	13 *24%*
Arranging an appointment for an engineer visit	32 *17%*	28 *18%*	24 *22%*	28 *19%*	- -	32 *17%*	- -	- -	21 *20%*	6 *13%*	5 *15%*	27 *21%*	5 *9%*	- -	28 *18%*	- -	- -	16 *17%*	6 *13%*	6 *40%*	17 *17%*	10 *18%*
Arranging an installation	27 *15%*	18 *12%*	12 *11%*	20 *14%*	- -	27 *15%*	- -	- -	17 *16%*	7 *16%*	3 *9%*	22 *17%*	5 *9%*	- -	18 *12%*	- -	- -	14 *15%*	2 *4%*	2 *13%*	10 *10%*	8 *15%*
Complaining about an engineer	17 *9%*	13 *8%*	6 *5%*	16 *11%*	- -	17 *9%*	- -	- -	9 *8%*	4 *9%*	4 *12%*	14 *11%*	3 *6%*	- -	13 *8%*	- -	- -	8 *8%*	3 *7%*	2 *13%*	10 *10%*	3 *5%*
Missed/moved repair appointment	14 *8%*	23 *15%a*	8 *7%*	20 *14%*	- -	14 *8%*	- -	- -	6 *6%*	7 *16%k*	1 *3%*	9 *7%*	5 *9%*	- -	23 *15%*	- -	- -	12 *13%*	6 *13%*	5 *33%*	14 *14%*	8 *15%*
Damage to property during repair	13 *7%*	15 *10%*	13 *12%*	17 *11%*	- -	13 *7%*	- -	- -	11 *10%*	1 *2%*	1 *3%*	9 *7%*	4 *7%*	- -	15 *10%*	- -	- -	9 *9%*	4 *9%*	2 *13%*	8 *8%*	6 *11%*
A different issue	4 *2%*	2 *1%*	5 *5%*	9 *6%b*	- -	4 *2%*	- -	- -	1 *1%*	1 *2%*	2 *6%*	1 *1%*	3 *6%n*	- -	2 *1%*	- -	- -	1 *1%*	1 *2%*	- -	2 *2%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 8

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	185	156	111	148	-**	111	-**	-**	47*	32*	32*	55*	56*	-**	148	-**	-**	90*	41*	17**	91*	56*
Time taken to install the service	46 *25%*	29 *19%*	18 *16%*	27 *18%*	- -	18 *16%*	- -	- -	7 *15%*	5 *16%*	6 *19%*	7 *13%*	11 *20%*	- -	27 *18%*	- -	- -	17 *19%*	6 *15%*	4 *24%*	19 *21%*	8 *14%*
Time taken to repair a fault	44 **24%b**	22 *14%*	30 **27%b**	39 **26%b**	- -	30 *27%*	- -	- -	11 *23%*	6 *19%*	13 *41%*	15 *27%*	15 *27%*	- -	39 *26%*	- -	- -	28 **31%u**	5 *12%*	6 *35%*	25 *27%*	13 *23%*
Missed/ moved installation appointment	43 **23%cd**	26 **17%c**	7 *6%*	15 *10%*	- -	7 *6%*	- -	- -	4 *9%*	3 *9%*	- -	4 *7%*	3 *5%*	- -	15 *10%*	- -	- -	9 *10%*	3 *7%*	3 *18%*	11 *12%*	4 *7%*
Damage to property during installation	38 **21%cd**	25 *16%*	12 *11%*	17 *11%*	- -	12 *11%*	- -	- -	6 *13%*	5 *16%*	1 *3%*	8 *15%*	4 *7%*	- -	17 *11%*	- -	- -	10 *11%*	6 *15%*	1 *6%*	9 *10%*	8 *14%*
Switching issues (e.g. problems trying to switch or problems porting your number)	33 *18%*	34 **22%c**	11 *10%*	28 **19%c**	- -	11 *10%*	- -	- -	5 *11%*	2 *6%*	4 *13%*	6 *11%*	5 *9%*	- -	28 *19%*	- -	- -	18 *20%*	8 *20%*	2 *12%*	20 *22%*	8 *14%*
Arranging an appointment for an engineer visit	32 *17%*	28 *18%*	24 *22%*	28 *19%*	- -	24 *22%*	- -	- -	12 *26%*	4 *13%*	8 *25%*	15 *27%*	9 *16%*	- -	28 *19%*	- -	- -	16 *18%*	10 *24%*	2 *12%*	19 *21%*	9 *16%*
Arranging an installation	27 *15%*	18 *12%*	12 *11%*	20 *14%*	- -	12 *11%*	- -	- -	7 **15%m**	5 **16%m**	- -	7 *13%*	5 *9%*	- -	20 *14%*	- -	- -	13 *14%*	5 *12%*	2 *12%*	15 *16%*	5 *9%*
Complaining about an engineer	17 *9%*	13 *8%*	6 *5%*	16 *11%*	- -	6 *5%*	- -	- -	4 *9%*	1 *3%*	1 *3%*	3 *5%*	3 *5%*	- -	16 *11%*	- -	- -	10 *11%*	5 *12%*	1 *6%*	9 *10%*	7 *13%*
Missed/moved repair appointment	14 *8%*	23 **15%a**	8 *7%*	20 *14%*	- -	8 *7%*	- -	- -	5 *11%*	2 *6%*	1 *3%*	5 *9%*	3 *5%*	- -	20 *14%*	- -	- -	15 *17%*	2 *5%*	3 *18%*	10 *11%*	10 *18%*
Damage to property during repair	13 *7%*	15 *10%*	13 *12%*	17 *11%*	- -	13 *12%*	- -	- -	7 *15%*	5 *16%*	1 *3%*	7 *13%*	6 *11%*	- -	17 *11%*	- -	- -	12 *13%*	4 *10%*	1 *6%*	11 *12%*	6 *11%*
A different issue	4 *2%*	2 *1%*	5 *5%*	9 **6%b**	- -	5 *5%*	- -	- -	1 *2%*	- -	4 **13%l**	2 *4%*	3 *5%*	- -	9 *6%*	- -	- -	6 *7%*	1 *2%*	2 *12%*	5 *5%*	4 *7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 9

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	22**	24**	27**	19**	-**	-**	-**	22**	8**	9**	5**	12**	10**	-**	-**	-**	24**	17**	4**	3**	16**	7**
Service not performing as advertised or as told in store/over the phone	4 *18%*	3 *13%*	2 *7%*	4 *21%*	- -	- -	- -	4 *18%*	2 *25%*	2 *22%*	- -	3 *25%*	1 *10%*	- -	- -	- -	3 *13%*	1 *6%*	2 *50%*	- -	1 *6%*	2 *29%*
Change to your package or service (upgrading or downgrading your service)	4 *18%*	4 *17%*	5 *19%*	6 *32%*	- -	- -	- -	4 *18%*	2 *25%*	1 *11%*	1 *20%*	2 *17%*	2 *20%*	- -	- -	- -	4 *17%*	4 *24%*	- -	- -	3 *19%*	1 *14%*
Complaining about the terms of your contract	1 *5%*	6 *25%*	3 *11%*	3 *16%*	- -	- -	- -	1 *5%*	- -	- -	1 *20%*	- -	1 *10%*	- -	- -	- -	6 *25%*	4 *24%*	1 *25%*	1 *33%*	5 *31%*	1 *14%*
Switching issues (e.g. problems trying to switch or problems porting your number)	1 *5%*	6 *25%*	4 *15%*	- -	- -	- -	- -	1 *5%*	- -	1 *11%*	- -	1 *8%*	- -	- -	- -	- -	6 *25%*	5 *29%*	- -	1 *33%*	5 *31%*	- -
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	13 *59%*	8 *33%*	16 *59%*	7 *37%*	- -	- -	- -	13 *59%*	4 *50%*	5 *56%*	4 *80%*	6 *50%*	7 *70%*	- -	- -	- -	8 *33%*	6 *35%*	1 *25%*	1 *33%*	5 *31%*	3 *43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
** 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 10

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	22**	24**	27**	19**	-**	-**	-**	27**	15**	4**	8**	10**	16**	-**	-**	-**	19**	10**	6**	3**	12**	6**
Service not performing as advertised or as told in store/over the phone	4 *18%*	3 *13%*	2 *7%*	4 *21%*	- -	- -	- -	2 *7%*	- -	- -	2 *25%*	- -	2 *13%*	- -	- -	- -	4 *21%*	1 *10%*	2 *33%*	1 *33%*	2 *17%*	2 *33%*
Change to your package or service (upgrading or downgrading your service)	4 *18%*	4 *17%*	5 *19%*	6 *32%*	- -	- -	- -	5 *19%*	4 *27%*	- -	1 *13%*	1 *10%*	4 *25%*	- -	- -	- -	6 *32%*	4 *40%*	1 *17%*	1 *33%*	5 *42%*	1 *17%*
Complaining about the terms of your contract	1 *5%*	6 *25%*	3 *11%*	3 *16%*	- -	- -	- -	3 *11%*	- -	2 *50%*	1 *13%*	- -	3 *19%*	- -	- -	- -	3 *16%*	- -	3 *50%*	- -	1 *8%*	1 *17%*
Switching issues (e.g. problems trying to switch or problems porting your number)	1 *5%*	6 *25%*	4 *15%*	- -	- -	- -	- -	4 *15%*	2 *13%*	- -	2 *25%*	1 *10%*	2 *13%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	13 *59%*	8 *33%*	16 *59%*	7 *37%*	- -	- -	- -	16 *59%*	9 *60%*	2 *50%*	5 *63%*	8 *80%*	8 *50%*	- -	- -	- -	7 *37%*	5 *50%*	1 *17%*	1 *33%*	4 *33%*	3 *50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
** 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 11

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

Base: All complained about landline service in past 6 months

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
Only/mainly on the phone	329	220	242	328	122	100	95	12	166	85	78	195	133	90	51	62	17	124	62	34	121	99
	57%b	44%	58%b	65%abc	57%	54%	61%	55%	55%	55%	65%	56%	58%	49%q	33%	46%q	71%	43%	42%	56%	43%	46%
Only/mainly via webchat	76	61	62	32	35	19	18	4	46	14	16	41	35	19	20	20	2	38	16	7	39	19
	13%d	12%d	15%d	6%	16%	10%	11%	18%	15%	9%	13%	12%	15%	10%	13%	15%	8%	13%	11%	11%	14%	9%
Only/mainly via email	61	56	38	35	22	17	18	4	34	16	11	39	22	14	27	14	1	32	18	6	32	23
	11%d	11%d	9%	7%	10%	9%	11%	18%	11%	10%	9%	11%	10%	8%	17%p	10%	4%	11%	12%	10%	11%	11%
Only/mainly by letter	31	26	19	17	12	12	7	-	16	13	2	22	9	12	8	5	1	17	8	1	11	15
	5%	5%	5%	3%	6%	6%	4%	-	5%	8%m	2%	6%	4%	7%	5%	4%	4%	6%	5%	2%	4%	7%
Only/mainly via another contact method	30	39	13	27	10	13	7	-	12	12	6	18	12	16	12	11	-	15	20	4	17	22
	5%	8%c	3%	5%	5%	7%	4%	-	4%	8%	5%	5%	5%	9%	8%	8%	-	5%	13%t	7%	6%	10%
Only/mainly in store	23	54	18	30	7	9	7	-	10	7	6	12	11	18	20	14	2	36	14	4	31	23
	4%	11%acd	4%	6%	3%	5%	4%	-	3%	5%	5%	3%	5%	10%	13%	10%	8%	12%	9%	7%	11%	11%
Only/mainly by social media	23	40	22	31	6	14	3	-	17	5	1	17	6	14	16	9	1	25	10	5	28	12
	4%	8%a	5%	6%	3%	8%gi	2%	-	6%m	3%	1%	5%	3%	8%	10%	7%	4%	9%	7%	8%	10%	6%
Don't know	6	4	6	3	1	1	2	2	3	3	-	4	1	1	2	1	-	3	1	-	4	-
	1%	1%	1%	1%	*	1%	1%	9%	1%	2%	-	1%	*	1%	1%	1%	-	1%	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 12

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
Only/mainly on the phone	329	220	242	328	81	50	95	16	99	65	78	109	132	136	72	103	17	165	87	76	174	152
	57%b	44%	58%b	65%abc	59%h	45%	66%h	59%	54%	55%	66%k	55%	61%	68%q	49%	76%q	89%	62%	62%	79%tu	62%	70%
Only/mainly via webchat	76	61	62	32	22	19	15	6	26	15	21	30	32	11	14	7	-	19	5	8	17	15
	13%d	12%d	15%d	6%	16%	17%	10%	22%	14%	13%	18%	15%	15%	6%	9%	5%	-	7%	4%	8%	6%	7%
Only/mainly via email	61	56	38	35	12	11	12	3	22	10	6	23	15	15	11	9	-	15	17	3	22	11
	11%d	11%d	9%	7%	9%	10%	8%	11%	12%m	8%	5%	12%	7%	8%	7%	7%	-	6%	12%tv	3%	8%	5%
Only/mainly by letter	31	26	19	17	7	4	8	-	10	6	3	12	7	8	9	-	-	13	1	3	9	8
	5%	5%	5%	3%	5%	4%	6%	-	5%	5%	3%	6%	3%	4%r	6%r	-	-	5%u	1%	3%	3%	4%
Only/mainly via another contact method	30	39	13	27	5	6	2	-	4	4	5	5	7	8	11	7	1	13	13	1	17	9
	5%	8%c	3%	5%	4%	5%	1%	-	2%	3%	4%	3%	3%	4%	7%	5%	5%	5%	9%v	1%	6%	4%
Only/mainly in store	23	54	18	30	8	7	3	-	7	9	2	9	9	11	15	3	1	18	8	4	18	12
	4%	11%acd	4%	6%	6%	6%	2%	-	4%	8%m	2%	5%	4%	6%	10%r	2%	5%	7%	6%	4%	6%	6%
Only/mainly by social media	23	40	22	31	2	11	8	1	12	7	3	8	14	11	14	6	-	20	10	1	21	10
	4%	8%a	5%	6%	1%	10%g	6%	4%	7%	6%	3%	4%	6%	6%	9%	4%	-	8%v	7%v	1%	8%	5%
Don't know	6	4	6	3	1	3	1	1	3	3	-	2	2	-	2	1	-	3	-	-	2	-
	1%	1%	1%	1%	1%	3%	1%	4%	2%	3%	-	1%	1%	-	1%	1%	-	1%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 13

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	73	70	58	71	24	23	22	4	73	-	-	67	6	22	21	20	7	70	-	-	64	5
		13%	14%	14%	14%	11%	12%	14%	18%	24%lm	-	-	19%o	3%	12%	13%	15%	29%	24%uv	-	-	23%x	2%
9 -	(9)	36	46	35	32	17	8	11	-	36	-	-	36	-	20	13	13	-	46	-	-	39	7
		6%	9%	8%	6%	8%	4%	7%	-	12%lm	-	-	10%o	-	11%	8%	10%	-	16%uv	-	-	14%x	3%
8 -	(8)	122	94	43	84	34	56	29	3	122	-	-	107	15	29	33	25	7	94	-	-	66	28
		21%c	19%c	10%	17%c	16%	30%gi	18%	14%	40%lm	-	-	31%o	7%	16%	21%	18%	29%	32%uv	-	-	23%x	13%
7 -	(7)	73	80	47	79	29	20	23	1	73	-	-	45	28	30	28	19	3	80	-	-	40	39
		13%	16%c	11%	16%c	13%	11%	15%	5%	24%lm	-	-	13%	12%	16%	18%	14%	13%	28%uv	-	-	14%	18%
6 -	(6)	62	72	37	59	20	17	21	4	-	62	-	35	27	23	24	23	2	-	72	-	35	37
		11%	14%c	9%	12%	9%	9%	13%	18%	-	40%km	-	10%	12%	13%	15%	17%	8%	-	48%tv	-	12%	17%
5 -	(5)	59	48	46	52	24	20	12	3	-	59	-	24	34	22	13	12	1	-	48	-	20	28
		10%	10%	11%	10%	11%	11%	8%	14%	-	38%km	-	7%	15%n	12%	8%	9%	4%	-	32%tv	-	7%	13%w
4 -	(4)	34	29	36	30	15	8	9	2	-	34	-	11	22	10	9	9	1	-	29	-	6	22
		6%	6%	9%	6%	7%	4%	6%	9%	-	22%km	-	3%	10%n	5%	6%	7%	4%	-	19%tv	-	2%	10%w
3 -	(3)	33	19	30	33	14	7	12	-	-	-	33	10	23	7	3	7	2	-	-	19	5	14
		6%	4%	7%b	7%b	7%	4%	8%	-	-	-	28%kl	3%	10%n	4%	2%	5%	8%	-	-	31%tu	2%	7%w
2 -	(2)	21	20	19	19	5	13	3	-	-	-	21	1	20	12	6	2	-	-	-	20	4	16
		4%	4%	5%	4%	2%	7%gi	2%	-	-	-	18%kl	*	9%n	7%r	4%	1%	-	-	-	33%tu	1%	8%w
1 - Extremely dissatisfied		66	22	69	44	33	13	15	5	-	-	66	12	54	9	6	6	1	-	-	22	4	17
	(1)	11%b	4%	16%abd	9%b	15%h	7%	10%	23%	-	-	55%kl	3%	24%n	5%	4%	4%	4%	-	-	36%tu	1%	8%w
NET: Dissatisfied	(1-3)	120	61	118	96	52	33	30	5	-	-	120	23	97	28	15	15	3	-	-	61	13	47
		21%b	12%	28%abd	19%b	24%	18%	19%	23%	-	-	100%kl	7%	42%n	15%	10%	11%	13%	-	-	100%tu	5%	22%w
NET: Neutral	(4-6)	155	149	119	141	59	45	42	9	-	155	-	70	83	55	46	44	4	-	149	-	61	87
		27%	30%	28%	28%	27%	24%	27%	41%	-	100%km	-	20%	36%n	30%	29%	32%	17%	-	100%tv	-	22%	41%w
NET: Satisfied	(7-10)	304	290	183	266	104	107	85	8	304	-	-	255	49	101	95	77	17	290	-	-	209	79
		53%c	58%c	44%	53%c	48%	58%	54%	36%	100%lm	-	-	73%o	21%	55%	61%	57%	71%	100%uv	-	-	74%x	37%
Mean score		6.13c	6.67acd	5.62	6.24c	5.83	6.40g	6.31	5.59	8.36lm	5.18m	1.73	7.42o	4.19	6.43	6.79	6.73	7.29	8.37uv	5.29v	1.95	7.63x	5.40
Standard error		0.12	0.11	0.15	0.12	0.20	0.20	0.22	0.67	0.06	0.06	0.08	0.12	0.17	0.19	0.19	0.21	0.52	0.07	0.06	0.11	0.12	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 14

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	73	70	58	71	22	13	14	9	58	-	-	50	7	23	26	19	3	71	-	-	66	4
		13%	14%	14%	14%	16%	12%	10%	33%	32%lm	-	-	25%o	3%	12%	18%	14%	16%	27%uv	-	-	24%x	2%
9 -	(9)	36	46	35	32	13	8	11	3	35	-	-	30	5	12	11	7	2	32	-	-	27	5
		6%	9%	8%	6%	9%	7%	8%	11%	19%lm	-	-	15%o	2%	6%	7%	5%	11%	12%uv	-	-	10%x	2%
8 -	(8)	122	94	43	84	19	11	11	2	43	-	-	32	11	25	35	22	2	84	-	-	62	22
		21%c	19%c	10%	17%c	14%	10%	8%	7%	23%lm	-	-	16%o	5%	13%	24%p	16%	11%	32%uv	-	-	22%x	10%
7 -	(7)	73	80	47	79	16	15	15	1	47	-	-	23	23	32	18	26	3	79	-	-	48	31
		13%	16%c	11%	16%c	12%	14%	10%	4%	26%lm	-	-	12%	11%	16%	12%	19%	16%	30%uv	-	-	17%	14%
6 -	(6)	62	72	37	59	11	12	14	-	-	37	-	18	18	24	15	16	4	-	59	-	32	23
		11%	14%c	9%	12%	8%	11%	10%	-	-	31%km	-	9%	8%	12%	10%	12%	21%	-	42%tv	-	11%	11%
5 -	(5)	59	48	46	52	12	11	19	4	-	46	-	15	30	20	19	13	-	-	52	-	24	28
		10%	10%	11%	10%	9%	10%	13%	15%	-	39%km	-	8%	14%n	10%	13%	10%	-	-	37%tv	-	9%	13%
4 -	(4)	34	29	36	30	9	9	18	-	-	36	-	8	28	14	7	7	2	-	30	-	6	23
		6%	6%	9%	6%	7%	8%	13%	-	-	30%km	-	4%	13%n	7%	5%	5%	11%	-	21%tv	-	2%	11%w
3 -	(3)	33	19	30	33	11	8	10	1	-	-	30	10	20	21	4	8	-	-	-	33	7	26
		6%	4%	7%b	7%b	8%	7%	7%	4%	-	-	25%kl	5%	9%	11%q	3%	6%	-	-	-	34%tu	3%	12%w
2 -	(2)	21	20	19	19	6	5	6	2	-	-	19	4	15	10	3	4	2	-	-	19	3	16
		4%	4%	5%	4%	4%	5%	4%	7%	-	-	16%kl	2%	7%n	5%	2%	3%	11%	-	-	20%tu	1%	7%w
1 - Extremely dissatisfied		66	22	69	44	19	19	26	5	-	-	69	8	61	19	10	14	1	-	-	44	5	39
	(1)	11%b	4%	16%abd	9%b	14%	17%	18%	19%	-	-	58%kl	4%	28%n	10%	7%	10%	5%	-	-	46%tu	2%	18%w
NET: Dissatisfied	(1-3)	120	61	118	96	36	32	42	8	-	-	118	22	96	50	17	26	3	-	-	96	15	81
		21%b	12%	28%abd	19%b	26%	29%	29%	30%	-	-	100%kl	11%	44%n	25%q	11%	19%	16%	-	-	100%tu	5%	37%w
NET: Neutral	(4-6)	155	149	119	141	32	32	51	4	-	119	-	41	76	58	41	36	6	-	141	-	62	74
		27%	30%	28%	28%	23%	29%	35%g	15%	-	100%km	-	21%	35%n	29%	28%	26%	32%	-	100%tv	-	22%	34%w
NET: Satisfied	(7-10)	304	290	183	266	70	47	51	15	183	-	-	135	46	92	90	74	10	266	-	-	203	62
		53%c	58%c	44%	53%c	51%i	42%	35%	56%	100%lm	-	-	68%o	21%	46%	61%p	54%	53%	100%uv	-	-	73%x	29%
Mean score		6.13c	6.67acd	5.62	6.24c	5.99i	5.50	5.22	6.37	8.57lm	5.01m	1.67	7.31o	4.06	5.82	6.80p	6.22	6.42	8.36uv	5.21v	1.89	7.51x	4.59
Standard error		0.12	0.11	0.15	0.12	0.26	0.28	0.24	0.70	0.09	0.07	0.08	0.18	0.18	0.19	0.21	0.23	0.64	0.07	0.06	0.09	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 15

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	95	83	76	105	34	31	24	6	80	7	8	80	15	30	26	20	7	73	4	6	68	15
		16%	17%	18%	21%	16%	17%	15%	27%	26%lm	5%	7%	23%o	7%	16%	17%	15%	29%	25%uv	3%	10%u	24%x	7%
9 -	(9)	80	66	39	67	25	36	19	-	70	6	4	68	12	23	24	16	3	53	9	4	44	22
		14%c	13%	9%	13%	12%	19%g	12%	-	23%lm	4%	3%	20%o	5%	13%	15%	12%	13%	18%uv	6%	7%	16%	10%
8 -	(8)	109	94	49	74	34	38	32	5	73	23	13	76	33	31	32	27	4	73	16	5	55	39
		19%c	19%c	12%	15%	16%	21%	20%	23%	24%lm	15%	11%	22%o	14%	17%	21%	20%	17%	25%uv	11%	8%	19%	18%
7 -	(7)	75	75	55	82	28	22	23	2	41	23	11	37	37	25	26	21	3	47	25	3	47	27
		13%	15%	13%	16%	13%	12%	15%	9%	13%	15%	9%	11%	16%	14%	17%	15%	13%	16%v	17%v	5%	17%	13%
6 -	(6)	57	61	44	42	24	18	15	-	20	27	10	40	17	22	18	19	2	24	34	3	30	31
		10%	12%d	10%	8%	11%	10%	10%	-	7%	17%km	8%	11%	7%	12%	12%	14%	8%	8%	23%tv	5%	11%	15%
5 -	(5)	47	36	49	38	16	13	14	4	7	26	14	15	31	18	6	10	2	9	22	5	11	24
		8%	7%	12%bd	8%	7%	7%	9%	18%	2%	17%k	12%k	4%	14%n	10%q	4%	7%	8%	3%	15%t	8%	4%	11%w
4 -	(4)	36	34	26	29	18	5	11	2	3	21	12	11	25	12	11	11	-	6	20	8	11	22
		6%	7%	6%	6%	8%h	3%	7%	9%	1%	14%k	10%k	3%	11%n	7%	7%	8%	-	2%	13%t	13%t	4%	10%w
3 -	(3)	26	19	22	23	10	7	9	-	3	13	10	4	22	6	7	6	-	2	11	6	7	12
		4%	4%	5%	5%	5%	4%	6%	-	1%	8%k	8%k	1%	10%n	3%	4%	4%	-	1%	7%t	10%t	2%	6%
2 -	(2)	18	12	20	16	7	4	6	1	-	4	14	3	15	9	1	2	-	-	4	8	2	10
		3%	2%	5%	3%	3%	2%	4%	5%	-	3%k	12%kl	1%	7%n	5%q	1%	1%	-	-	3%t	13%tu	1%	5%w
1 - Extremely dissatisfied	(1)	25	13	39	23	14	7	2	2	-	4	21	7	18	4	4	4	1	-	2	11	4	8
		4%	3%	9%abd	5%	7%i	4%	1%	9%	-	3%k	18%kl	2%	8%n	2%	3%	3%	4%	-	1%t	18%tu	1%	4%
Not applicable		11	7	1	4	5	4	2	-	7	1	3	7	4	4	1	-	2	3	2	2	4	3
		2%c	1%	*	1%	2%	2%	1%	-	2%	1%	3%	2%	2%	2%	1%	-	8%	1%	1%	3%	1%	1%
NET: Dissatisfied	(1-3)	69	44	81	62	31	18	17	3	3	21	45	14	55	19	12	12	1	2	17	25	13	30
		12%	9%	19%abd	12%	14%	10%	11%	14%	1%	14%k	38%kl	4%	24%n	10%	8%	9%	4%	1%	11%t	41%tu	5%	14%w
NET: Neutral	(4-6)	140	131	119	109	58	36	40	6	30	74	36	66	73	52	35	40	4	39	76	16	52	77
		24%	26%	28%d	22%	27%	19%	25%	27%	10%	48%km	30%k	19%	32%n	28%	22%	29%	17%	13%	51%tv	26%t	18%	36%w
NET: Satisfied	(7-10)	359	318	219	328	121	127	98	13	264	59	36	261	97	109	108	84	17	246	54	18	214	103
		62%c	64%c	52%	65%c	56%	69%g	62%	59%	87%lm	38%	30%	75%o	42%	59%	69%	62%	71%	85%uv	36%	30%	76%x	48%
Mean score		6.91c	7.05c	6.32	7.02c	6.60	7.30g	6.92	6.64	8.34lm	5.82m	4.74	7.81o	5.56	6.89	7.25	6.92	7.86	8.15uv	5.86v	4.69	7.72x	6.22
Standard error		0.11	0.11	0.14	0.12	0.18	0.18	0.19	0.64	0.09	0.17	0.26	0.11	0.17	0.18	0.18	0.20	0.48	0.09	0.16	0.40	0.12	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 16

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	95	83	76	105	28	22	19	7	64	5	7	59	17	45	28	29	3	85	11	9	80	24
		16%	*17%*	*18%*	*21%*	*20%*	*20%*	*13%*	*26%*	35%lm	*4%*	*6%*	30%o	*8%*	*23%*	*19%*	*21%*	*16%*	32%uv	*8%*	*9%*	29%x	*11%*
9 -	(9)	80	66	39	67	14	10	10	5	32	5	2	27	12	21	20	22	4	48	10	9	44	23
		14%c	*13%*	*9%*	*13%*	*10%*	*9%*	*7%*	*19%*	17%lm	*4%*	*2%*	14%o	*6%*	*11%*	*14%*	*16%*	*21%*	18%uv	*7%*	*9%*	*16%*	*11%*
8 -	(8)	109	94	49	74	18	11	19	1	32	9	8	31	18	26	22	20	6	53	13	8	46	27
		19%c	19%c	*12%*	*15%*	*13%*	*10%*	*13%*	*4%*	17%lm	*8%*	*7%*	16%o	*8%*	*13%*	*15%*	*15%*	*32%*	20%uv	*9%*	*8%*	*16%*	*12%*
7 -	(7)	75	75	55	82	21	11	18	5	29	16	10	29	25	30	32	19	1	50	21	11	44	38
		13%	*15%*	*13%*	*16%*	*15%*	*10%*	*13%*	*19%*	*16%*	*13%*	*8%*	*15%*	*11%*	*15%*	*22%*	*14%*	*5%*	*19%*	*15%*	*11%*	*16%*	*18%*
6 -	(6)	57	61	44	42	10	14	19	1	11	22	11	17	26	15	11	14	2	14	23	5	18	24
		10%	12%d	*10%*	*8%*	*7%*	*13%*	*13%*	*4%*	*6%*	18%km	*9%*	*9%*	*12%*	*8%*	*7%*	*10%*	*11%*	*5%*	16%tv	*5%*	*6%*	*11%*
5 -	(5)	47	36	49	38	14	9	24	2	7	29	13	12	37	17	10	10	1	2	29	7	20	17
		8%	*7%*	12%bd	*8%*	*10%*	*8%*	17%h	*7%*	*4%*	24%km	11%k	*6%*	17%n	*9%*	*7%*	*7%*	*5%*	*1%*	21%tv	7%t	*7%*	*8%*
4 -	(4)	36	34	26	29	10	4	10	2	4	13	9	10	15	12	8	8	1	4	19	6	8	19
		6%	*7%*	*6%*	*6%*	*7%*	*4%*	*7%*	*7%*	*2%*	11%k	8%k	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*	*2%*	13%t	6%t	*3%*	9%w
3 -	(3)	26	19	22	23	5	11	5	1	2	11	9	6	16	9	9	5	-	3	9	11	7	16
		4%	*4%*	*5%*	*5%*	*4%*	10%gl	*3%*	*4%*	*1%*	9%k	8%k	*3%*	*7%*	*5%*	*6%*	*4%*	-	*1%*	6%t	11%t	*3%*	7%w
2 -	(2)	18	12	20	16	7	8	4	1	1	4	15	5	15	11	3	2	-	1	6	9	7	9
		3%	*2%*	*5%*	*3%*	*5%*	*7%*	*3%*	*4%*	*1%*	*3%*	13%kl	*3%*	7%n	*6%*	*2%*	*1%*	-	*	4%t	9%t	*3%*	*4%*
1 - Extremely dissatisfied	(1)	25	13	39	23	11	10	16	2	1	4	34	2	36	13	4	5	1	3	-	20	4	19
		4%	*3%*	9%abd	*5%*	*8%*	*9%*	*11%*	*7%*	*1%*	*3%*	29%kl	*1%*	17%n	*7%*	*3%*	*4%*	*5%*	*1%*	-	21%tu	*1%*	9%w
Not applicable		11	7	1	4	-	1	-	-	-	1	-	-	1	1	1	2	-	3	-	1	2	1
		2%c	*1%*	*	*1%*	-	*1%*	-	-	-	*1%*	-	-	*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*
NET: Dissatisfied	(1-3)	69	44	81	62	23	29	25	4	4	19	58	13	67	33	16	12	1	7	15	40	18	44
		12%	*9%*	19%abd	*12%*	*17%*	*26%*	*17%*	*15%*	*2%*	16%k	49%kl	*7%*	31%n	17%r	*11%*	*9%*	*5%*	*3%*	11%t	42%tu	*6%*	20%w
NET: Neutral	(4-6)	140	131	119	109	34	27	53	5	22	64	33	39	78	44	29	32	4	20	71	18	46	60
		24%	*26%*	28%d	*22%*	*25%*	*24%*	37%gh	*19%*	*12%*	54%km	28%k	*20%*	36%n	*22%*	*20%*	*24%*	*21%*	*8%*	50%tv	19%t	*16%*	28%w
NET: Satisfied	(7-10)	359	318	219	328	81	54	66	18	157	35	27	146	72	122	102	90	14	236	55	37	214	112
		62%c	64%c	*52%*	65%c	59%i	*49%*	*46%*	*67%*	86%lm	*29%*	*23%*	74%o	*33%*	*61%*	*69%*	*66%*	*74%*	89%uv	*39%*	*39%*	76%x	*52%*
Mean score		6.91c	7.05c	6.32	7.02c	6.57	6.17	6.05	7.00	8.27lm	5.53m	4.07	7.66o	5.12	6.74	7.11	7.25	7.53	8.29uv	6.02v	4.97	7.74x	6.11
Standard error		0.11	0.11	0.14	0.12	0.24	0.29	0.23	0.56	0.14	0.19	0.26	0.16	0.19	0.20	0.20	0.21	0.53	0.11	0.18	0.32	0.13	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 17

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		329	220	242	328	122	100	95*	12**	166	85*	78*	195	133	90*	51*	62*	17**	124	62*	34*	121	99*
10 - Extremely satisfied	(10)	29	24	34	41	7	9	10	3	25	2	2	26	3	6	11	5	2	21	2	1	21	3
		9%	11%	14%a	13%	6%	9%	11%	25%	15%lm	2%	3%	13%o	2%	7%	22%pr	8%	12%	17%uv	3%	3%	17%x	3%
9 -	(9)	49	36	21	24	13	21	14	1	43	3	3	41	8	10	15	8	3	36	-	-	31	5
		15%cd	16%cd	9%	7%	11%	21%g	15%	8%	26%lm	4%	4%	21%o	6%	11%	29%pr	13%	18%	29%uv	-	-	26%x	5%
8 -	(8)	52	23	23	44	14	27	10	1	43	6	3	40	12	7	7	7	2	16	6	1	15	8
		16%c	10%	10%	13%	11%	27%gi	11%	8%	26%lm	7%	4%	21%o	9%	8%	14%	11%	12%	13%	10%	3%	12%	8%
7 -	(7)	35	33	23	41	16	9	10	-	24	8	3	26	9	17	5	9	2	23	9	1	20	13
		11%	15%	10%	13%	13%	9%	11%	-	14%m	9%	4%	13%	7%	19%	10%	15%	12%	19%v	15%	3%	17%	13%
6 -	(6)	35	18	24	34	14	9	12	-	16	14	5	20	14	6	4	8	-	7	10	1	9	9
		11%	8%	10%	10%	11%	9%	13%	-	10%	16%m	6%	10%	11%	7%	8%	13%	-	6%	16%t	3%	7%	9%
5 -	(5)	34	26	28	34	13	6	14	1	11	20	3	19	15	14	5	4	3	8	15	3	10	16
		10%	12%	12%	10%	11%	6%	15%h	8%	7%	24%km	4%	10%	11%	16%	10%	6%	18%	6%	24%t	9%	8%	16%
4 -	(4)	20	20	19	25	8	6	5	1	1	11	8	5	15	12	2	5	1	7	11	2	6	14
		6%	9%	8%	8%	7%	6%	5%	8%	1%	13%k	10%k	3%	11%n	13%	4%	8%	6%	6%	18%t	6%	5%	14%w
3 -	(3)	21	11	15	30	12	2	5	2	2	8	11	5	16	6	-	3	2	3	4	4	2	9
		6%	5%	6%	9%	10%h	2%	5%	17%	1%	9%k	14%k	3%	12%n	7%	-	5%	12%	2%	6%	12%t	2%	9%w
2 -	(2)	20	13	11	15	6	3	10	1	-	5	15	4	16	7	1	5	-	1	4	8	4	9
		6%	6%	5%	5%	5%	3%	11%h	8%	-	6%k	19%kl	2%	12%n	8%	2%	8%	-	1%	6%t	24%tu	3%	9%
1 - Extremely dissatisfied	(1)	30	15	42	34	16	7	5	2	-	6	24	6	24	5	1	8	1	2	-	13	2	13
		9%	7%	17%abd	10%	13%	7%	5%	17%	-	7%k	31%kl	3%	18%n	6%	2%	13%q	6%	2%	-	38%tu	2%	13%w
Not applicable		4	1	2	6	3	1	-	-	1	2	1	3	1	-	-	-	1	-	1	-	1	-
		1%	*	1%	2%	2%	1%	-	-	1%	2%	1%	2%	1%	-	-	-	6%	-	2%	-	1%	-
NET: Dissatisfied	(1-3)	71	39	68	79	34	12	20	5	2	19	50	15	56	18	2	16	3	6	8	25	8	31
		22%	18%	28%b	24%	28%h	12%	21%	42%	1%	22%k	64%kl	8%	42%n	20%q	4%	26%q	18%	5%	13%	74%tu	7%	31%w
NET: Neutral	(4-6)	89	64	71	93	35	21	31	2	28	45	16	44	44	32	11	17	4	22	36	6	25	39
		27%	29%	29%	28%	29%	21%	33%	17%	17%	53%km	21%	23%	33%n	36%	22%	27%	24%	18%	58%tv	18%	21%	39%w
NET: Satisfied	(7-10)	165	116	101	150	50	66	44	5	135	19	11	133	32	40	38	29	9	96	17	3	87	29
		50%c	53%c	42%	46%	41%	66%gi	46%	42%	81%lm	22%	14%	68%o	24%	44%	75%pr	47%	53%	77%uv	27%v	9%	72%x	29%
Mean score		6.11c	6.26c	5.60	5.88	5.51	6.92gi	6.08	5.50	7.94lm	5.05m	3.32	7.27o	4.42	5.73	7.76pr	5.74	6.44	7.63uv	5.41v	2.79	7.44x	4.83
Standard error		0.15	0.18	0.20	0.16	0.26	0.26	0.28	1.06	0.12	0.24	0.29	0.16	0.23	0.27	0.31	0.37	0.70	0.19	0.24	0.39	0.21	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 18

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		329	220	242	328	81*	50*	95*	16**	99*	65*	78*	109	132	136	72*	103	17**	165	87*	76*	174	152
10 - Extremely satisfied	(10)	29	24	34	41	10	13	7	4	29	2	3	30	4	17	9	13	2	38	2	1	34	7
		9%	11%	14%a	13%	12%	26%gi	7%	25%	29%lm	3%	4%	28%o	3%	13%	13%	13%	12%	23%uv	2%	1%	20%x	5%
9 -	(9)	49	36	21	24	11	-	7	3	18	3	-	15	6	7	9	6	2	22	1	1	23	1
		15%cd	16%cd	9%	7%	14%h	-	7%	19%	18%lm	5%	-	14%o	5%	5%	13%	6%	12%	13%uv	1%	1%	13%x	1%
8 -	(8)	52	23	23	44	8	4	11	-	20	3	-	16	7	15	15	10	4	35	7	2	32	12
		16%c	10%	10%	13%	10%	8%	12%	-	20%lm	5%	-	15%o	5%	11%	21%r	10%	24%	21%uv	8%	3%	18%x	8%
7 -	(7)	35	33	23	41	4	6	12	1	13	7	3	9	14	20	5	14	2	26	11	4	26	15
		11%	15%	10%	13%	5%	12%	13%	6%	13%m	11%	4%	8%	11%	15%	7%	14%	12%	16%v	13%	5%	15%	10%
6 -	(6)	35	18	24	34	13	6	5	-	9	13	2	11	13	13	4	16	1	17	15	2	15	19
		11%	8%	10%	10%	16%l	12%	5%	-	9%	20%km	3%	10%	10%	10%	6%	16%q	6%	10%v	17%v	3%	9%	13%
5 -	(5)	34	26	28	34	8	3	16	1	5	15	8	11	17	16	9	8	1	9	18	7	15	19
		10%	12%	12%	10%	10%	6%	17%	6%	5%	23%km	10%	10%	13%	12%	13%	8%	6%	5%	21%tv	9%	9%	13%
4 -	(4)	20	20	19	25	3	4	11	1	1	9	9	8	11	9	5	8	3	7	10	8	4	20
		6%	9%	8%	8%	4%	8%	12%	6%	1%	14%k	12%k	7%	8%	7%	7%	8%	18%	4%	11%t	11%	2%	13%w
3 -	(3)	21	11	15	30	5	2	8	-	-	7	8	3	11	15	7	7	1	4	15	11	9	20
		6%	5%	6%	9%	6%	4%	8%	-	-	11%k	10%k	3%	8%	11%	10%	7%	6%	2%	17%t	14%t	5%	13%w
2 -	(2)	20	13	11	15	4	5	1	1	1	3	7	2	9	7	2	6	-	-	6	9	6	9
		6%	6%	5%	5%	5%	10%i	1%	6%	1%	5%	9%k	2%	7%	5%	3%	6%	-	-	7%t	12%t	3%	6%
1 - Extremely dissatisfied	(1)	30	15	42	34	14	7	16	5	2	3	37	3	39	16	5	12	1	2	2	30	5	29
		9%	7%	17%abd	10%	17%	14%	17%	31%	2%	5%	47%kl	3%	30%n	12%	7%	12%	6%	1%	2%	39%tu	3%	19%w
Not applicable		4	1	2	6	1	-	1	-	1	-	1	1	1	1	2	3	-	5	-	1	5	1
		1%	*	1%	2%	1%	-	1%	-	1%	-	1%	1%	1%	1%	3%	3%	-	3%	-	1%	3%	1%
NET: Dissatisfied	(1-3)	71	39	68	79	23	14	25	6	3	13	52	8	59	38	14	25	2	6	23	50	20	58
		22%	18%	28%b	24%	28%	28%	26%	38%	3%	20%k	67%kl	7%	45%n	28%	19%	24%	12%	4%	26%t	66%tu	11%	38%w
NET: Neutral	(4-6)	89	64	71	93	24	13	32	2	15	37	19	30	41	38	18	32	5	33	43	17	34	58
		27%	29%	29%	28%	30%	26%	34%	13%	15%	57%km	24%	28%	31%	28%	25%	31%	29%	20%	49%tv	22%	20%	38%w
NET: Satisfied	(7-10)	165	116	101	150	33	23	37	8	80	15	6	70	31	59	38	43	10	121	21	8	115	35
		50%c	53%c	42%	46%	41%	46%	39%	50%	81%lm	23%m	8%	64%o	23%	43%	53%	42%	59%	73%uv	24%v	11%	66%x	23%
Mean score		6.11c	6.26c	5.60	5.88	5.72	5.88	5.33	5.63	8.06lm	5.22m	2.78	7.36o	4.16	5.64	6.36	5.75	6.53	7.68uv	5.07v	2.97	7.16x	4.48
Standard error		0.15	0.18	0.20	0.16	0.35	0.46	0.29	0.99	0.20	0.26	0.26	0.24	0.24	0.25	0.33	0.29	0.64	0.16	0.21	0.26	0.19	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 19

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	69	69	51	57	22	24	20	3	63	6	-	62	7	24	22	17	6	67	1	1	55	14
		12%	14%	12%	11%	10%	13%	13%	14%	21%lm	4%m	-	18%o	3%	13%	14%	13%	25%	23%uv	1%	2%	19%x	7%
9 -	(9)	75	81	38	63	20	39	16	-	69	4	2	70	5	35	29	16	1	68	11	2	54	27
		13%	16%c	9%	13%	9%	21%gi	10%	-	23%lm	3%	2%	20%o	2%	19%	19%	12%	4%	23%uv	7%	3%	19%	13%
8 -	(8)	71	81	46	77	26	27	15	3	57	11	3	54	17	19	34	21	7	68	13	-	60	21
		12%	16%c	11%	15%	12%	15%	10%	14%	19%lm	7%	3%	16%o	7%	10%	22%p	15%	29%	23%uv	9%v	-	21%x	10%
7 -	(7)	75	59	47	53	30	21	24	-	52	18	5	55	20	21	20	17	1	34	23	2	42	16
		13%	12%	11%	11%	14%	11%	15%	-	17%m	12%m	4%	16%o	9%	11%	13%	13%	4%	12%v	15%v	3%	15%x	8%
6 -	(6)	68	56	32	53	23	21	21	3	30	29	9	33	35	16	20	18	2	21	33	2	21	34
		12%c	11%	8%	11%	11%	11%	13%	14%	10%	19%km	8%	9%	15%n	9%	13%	13%	8%	7%	22%tv	3%	7%	16%w
5 -	(5)	50	45	47	51	23	11	14	2	11	34	5	21	27	19	9	16	1	13	27	5	22	23
		9%	9%	11%	10%	11%	6%	9%	9%	4%	22%km	4%	6%	12%n	10%	6%	12%	4%	4%	18%t	8%	8%	11%
4 -	(4)	44	32	36	38	20	9	11	4	9	21	14	17	27	10	9	12	1	8	18	6	12	20
		8%	6%	9%	8%	9%	5%	7%	18%	3%	14%k	12%k	5%	12%n	5%	6%	9%	4%	3%	12%t	10%t	4%	9%w
3 -	(3)	20	25	26	21	8	3	9	-	4	8	8	5	15	18	2	4	1	3	9	13	3	22
		3%	5%	6%a	4%	4%	2%	6%h	-	1%	5%k	7%k	1%	7%n	10%qr	1%	3%	4%	1%	6%t	21%tu	1%	10%w
2 -	(2)	31	17	21	31	13	7	10	1	-	11	20	6	25	11	4	2	-	4	5	8	5	12
		5%	3%	5%	6%b	6%	4%	6%	5%	-	7%k	17%kl	2%	11%n	6%r	3%	1%	-	1%	3%	13%tu	2%	6%w
1 - Extremely dissatisfied	(1)	67	29	74	53	25	20	16	6	4	11	52	19	48	10	5	12	2	1	6	22	6	21
		12%b	6%	18%abd	11%b	12%	11%	10%	27%	1%	7%k	43%kl	5%	21%n	5%	3%	9%q	8%	*	4%t	36%tu	2%	10%w
Not applicable		9	6	2	6	5	3	1	-	5	2	2	6	3	1	2	1	2	3	3	-	3	3
		2%	1%	*	1%	2%	2%	1%	-	2%	1%	2%	2%	1%	1%	1%	1%	8%	1%	2%	-	1%	1%
NET: Dissatisfied	(1-3)	118	71	121	105	46	30	35	7	8	30	80	30	88	39	11	18	3	8	20	43	14	55
		20%b	14%	29%abd	21%b	21%	16%	22%	32%	3%	19%k	67%kl	9%	38%n	21%q	7%	13%	13%	3%	13%t	70%tu	5%	26%w
NET: Neutral	(4-6)	162	133	115	142	66	41	46	9	50	84	28	71	89	45	38	46	4	42	78	13	55	77
		28%	27%	27%	28%	31%	22%	29%	41%	16%	54%km	23%	20%	39%n	24%	24%	34%	17%	14%	52%tv	21%	19%	36%w
NET: Satisfied	(7-10)	290	290	182	250	98	111	75	6	241	39	10	241	49	99	105	71	15	237	48	5	211	78
		50%c	58%acd	43%	50%	46%	60%gi	48%	27%	79%lm	25%m	8%	69%o	21%	54%	67%pr	52%	63%	82%uv	32%v	8%	75%x	37%
Mean score		6.11c	6.69acd	5.54	6.09c	5.84	6.67gi	5.99	4.82	7.89lm	5.20m	2.78	7.26o	4.37	6.40	7.23pr	6.41	7.18	8.03uv	5.63v	2.95	7.57x	5.59
Standard error		0.12	0.12	0.15	0.13	0.19	0.21	0.23	0.68	0.11	0.18	0.20	0.13	0.17	0.21	0.18	0.23	0.60	0.11	0.17	0.28	0.13	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 20

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	69	69	51	57	18	14	13	6	50	-	1	47	4	19	20	16	2	56	1	-	52	5
		12%	14%	12%	11%	13%	13%	9%	22%	27%lm	-	1%	24%o	2%	10%	14%	12%	11%	21%uv	1%	-	19%x	2%
9 -	(9)	75	81	38	63	14	8	10	6	37	1	-	31	7	20	22	17	4	59	2	2	49	14
		13%	16%c	9%	13%	10%	7%	7%	22%	20%lm	1%	-	16%o	3%	10%	15%	13%	21%	22%uv	1%	2%	18%x	6%
8 -	(8)	71	81	46	77	16	15	14	1	31	12	3	28	18	37	24	15	1	61	14	2	57	20
		12%	16%c	11%	15%	12%	14%	10%	4%	17%m	10%m	3%	14%	8%	19%	16%	11%	5%	23%uv	10%v	2%	20%x	9%
7 -	(7)	75	59	47	53	19	10	17	1	31	14	2	26	19	21	18	11	3	28	22	3	31	22
		13%	12%	11%	11%	14%	9%	12%	4%	17%m	12%m	2%	13%	9%	11%	12%	8%	16%	11%v	16%v	3%	11%	10%
6 -	(6)	68	56	32	53	12	11	9	-	7	21	4	11	21	19	17	17	-	25	26	2	22	29
		12%c	11%	8%	11%	9%	10%	6%	-	4%	18%km	3%	6%	10%	10%	11%	13%	-	9%v	18%tv	2%	8%	13%w
5 -	(5)	50	45	47	51	15	10	21	1	9	30	8	20	26	19	15	13	4	9	32	10	21	29
		9%	9%	11%	10%	11%	9%	15%	4%	5%	25%km	7%	10%	12%	10%	10%	10%	21%	3%	23%tv	10%t	8%	13%w
4 -	(4)	44	32	36	38	8	9	17	2	9	19	8	6	29	17	9	9	3	13	20	5	15	23
		8%	6%	9%	8%	6%	8%	12%	7%	5%	16%km	7%	3%	13%n	9%	6%	7%	16%	5%	14%tv	5%	5%	11%w
3 -	(3)	20	25	26	21	8	8	8	2	1	9	16	7	19	7	4	10	-	4	12	5	11	8
		3%	5%	6%a	4%	6%	7%	6%	7%	1%	8%k	14%k	4%	9%n	4%	3%	7%	-	2%	9%t	5%t	4%	4%
2 -	(2)	31	17	21	31	9	5	5	2	4	7	10	10	11	12	7	10	2	4	7	20	9	22
		5%	3%	5%	6%b	7%	5%	3%	7%	2%	6%	8%k	5%	5%	6%	5%	7%	11%	2%	5%t	21%tu	3%	10%w
1 - Extremely dissatisfied	(1)	67	29	74	53	19	19	30	6	2	6	66	10	64	26	11	16	-	3	5	45	11	42
		12%b	6%	18%abd	11%b	14%	17%	21%	22%	1%	5%k	56%kl	5%	29%n	13%	7%	12%	-	1%	4%	47%tu	4%	19%w
Not applicable		9	6	2	6	-	2	-	-	2	-	-	2	-	3	1	2	-	4	-	2	2	3
		2%	1%	*	1%	-	2%	-	-	1%	-	-	1%	-	2%	1%	1%	-	2%	-	2%	1%	1%
NET: Dissatisfied	(1-3)	118	71	121	105	36	32	43	10	7	22	92	27	94	45	22	36	2	11	24	70	31	72
		20%b	14%	29%abd	21%b	26%	29%	30%	37%	4%	18%k	78%kl	14%	43%n	23%	15%	26%q	11%	4%	17%t	73%tu	11%	33%w
NET: Neutral	(4-6)	162	133	115	142	35	30	47	3	25	70	20	37	76	55	41	39	7	47	78	17	58	81
		28%	27%	27%	28%	25%	27%	33%	11%	14%	59%km	17%	19%	35%n	28%	28%	29%	37%	18%	55%tv	18%	21%	37%w
NET: Satisfied	(7-10)	290	290	182	250	67	47	54	14	149	27	6	132	48	97	84	59	10	204	39	7	189	61
		50%c	58%acd	43%	50%	49%	42%	38%	52%	81%lm	23%m	5%	67%o	22%	49%	57%r	43%	53%	77%uv	28%v	7%	68%x	28%
Mean score		6.11c	6.69acd	5.54	6.09c	5.85	5.57	5.15	5.85	7.92lm	5.06m	2.36	7.12o	4.11	5.89	6.57pr	5.81	6.37	7.81uv	5.28v	2.52	7.17x	4.72
Standard error		0.12	0.12	0.15	0.13	0.26	0.29	0.25	0.72	0.16	0.17	0.18	0.19	0.18	0.21	0.22	0.26	0.59	0.13	0.16	0.22	0.15	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 21

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	77	71	63	77	27	26	19	5	70	6	1	71	6	26	22	18	5	69	1	1	59	12
		13%	14%	15%	15%	13%	14%	12%	23%	23%lm	4%	1%	20%o	3%	14%	14%	13%	21%	24%uv	1%	2%	21%x	6%
9 -	(9)	68	82	44	63	23	27	17	1	59	8	1	59	9	27	30	20	5	75	7	-	66	16
		12%	16%ac	10%	13%	11%	15%	11%	5%	19%lm	5%m	1%	17%o	4%	15%	19%	15%	21%	26%uv	5%	-	23%x	8%
8 -	(8)	120	76	37	71	33	58	25	4	97	18	5	99	21	22	31	20	3	61	15	-	54	22
		21%bcd	15%c	9%	14%c	15%	31%gi	16%	18%	32%lm	12%m	4%	28%o	9%	12%	20%p	15%	13%	21%uv	10%v	-	19%x	10%
7 -	(7)	57	63	47	53	21	12	23	1	40	16	1	35	21	21	25	16	1	35	26	2	38	24
		10%	13%	11%	11%	10%	6%	15%h	5%	13%m	10%m	1%	10%	9%	11%	16%	12%	4%	12%v	17%v	3%	13%	11%
6 -	(6)	47	49	43	46	19	14	14	-	13	31	3	25	22	18	11	19	1	21	27	1	21	28
		8%	10%	10%	9%	9%	8%	9%	-	4%	20%km	3%	7%	10%	10%	7%	14%	4%	7%	18%tv	2%	7%	13%w
5 -	(5)	42	61	35	50	16	13	10	3	8	27	7	15	26	23	21	15	2	15	37	9	20	41
		7%	12%a	8%	10%	7%	7%	6%	14%	3%	17%km	6%	4%	11%n	13%	13%	11%	8%	5%	25%t	15%t	7%	19%w
4 -	(4)	38	31	29	32	19	5	13	1	8	24	6	17	21	17	8	5	1	5	18	8	10	20
		7%	6%	7%	6%	9%h	3%	8%h	5%	3%	15%km	5%	5%	9%n	9%	5%	4%	4%	2%	12%t	13%t	4%	9%w
3 -	(3)	28	16	22	26	13	6	9	-	1	10	17	7	21	7	1	8	-	4	7	5	3	13
		5%	3%	5%	5%	6%	3%	6%	-	*	6%k	14%kl	2%	9%n	4%	1%	6%q	-	1%	5%t	8%t	1%	6%w
2 -	(2)	25	14	25	22	9	6	8	2	-	5	20	4	21	9	2	3	-	-	6	8	3	11
		4%	3%	6%b	4%	4%	3%	5%	9%	-	3%k	17%kl	1%	9%n	5%	1%	2%	-	-	4%t	13%tu	1%	5%w
1 - Extremely dissatisfied	(1)	63	31	71	56	28	14	16	5	1	7	55	9	54	13	4	11	3	1	3	27	5	25
		11%b	6%	17%abd	11%b	13%	8%	10%	23%	*	5%k	46%kl	3%	24%n	7%	3%	8%q	13%	*	2%	44%tu	2%	12%w
Not applicable		14	6	4	7	7	4	3	-	7	3	4	7	7	1	1	1	3	4	2	-	4	1
		2%	1%	1%	1%	3%	2%	2%	-	2%	2%	3%	2%	3%	1%	1%	1%	13%	1%	1%	-	1%	*
NET: Dissatisfied	(1-3)	116	61	118	104	50	26	33	7	2	22	92	20	96	29	7	22	3	5	16	40	11	49
		20%b	12%	28%abd	21%b	23%h	14%	21%	32%	1%	14%k	77%kl	6%	42%n	16%q	4%	16%q	13%	2%	11%t	66%tu	4%	23%w
NET: Neutral	(4-6)	127	141	107	128	54	32	37	4	29	82	16	57	69	58	40	39	4	41	82	18	51	89
		22%	28%a	25%	25%	25%	17%	24%	18%	10%	53%km	13%	16%	30%n	32%	26%	29%	17%	14%	55%tv	30%t	18%	42%w
NET: Satisfied	(7-10)	322	292	191	264	104	123	84	11	266	48	8	264	57	96	108	74	14	240	49	3	217	74
		56%c	58%c	45%	52%c	48%	66%gi	54%	50%	88%lm	31%m	7%	76%o	25%	52%	69%pr	54%	58%	83%uv	33%v	5%	77%x	35%
Mean score		6.34c	6.73acd	5.74	6.27c	5.98	6.98gi	6.16	5.73	8.22lm	5.61m	2.49	7.65o	4.33	6.39	7.27pr	6.53	7.10	8.15uv	5.65v	2.70	7.77x	5.41
Standard error		0.12	0.12	0.15	0.13	0.21	0.20	0.23	0.76	0.09	0.17	0.19	0.12	0.18	0.20	0.17	0.23	0.68	0.10	0.15	0.26	0.12	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 22

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	77	71	63	77	20	17	16	10	62	-	1	56	7	26	25	24	2	73	3	1	72	5
		13%	14%	15%	15%	14%	15%	11%	37%	34%lm	-	1%	28%o	3%	13%	17%	18%	11%	27%uv	2%	1%	26%x	2%
9 -	(9)	68	82	44	63	17	10	15	2	40	3	1	39	5	19	25	15	4	57	6	-	54	9
		12%	16%ac	10%	13%	12%	9%	10%	7%	22%lm	3%	1%	20%o	2%	10%	17%p	11%	21%	21%uv	4%v	-	19%x	4%
8 -	(8)	120	76	37	71	17	8	11	1	31	6	-	22	14	26	23	20	2	58	12	1	52	19
		21%bcd	15%c	9%	14%c	12%	7%	8%	4%	17%lm	5%m	-	11%	6%	13%	16%	15%	11%	22%uv	9%v	1%	19%x	9%
7 -	(7)	57	63	47	53	18	12	16	1	27	16	4	21	25	22	17	13	1	33	19	1	33	20
		10%	13%	11%	11%	13%	11%	11%	4%	15%m	13%m	3%	11%	11%	11%	11%	10%	5%	12%v	13%v	1%	12%	9%
6 -	(6)	47	49	43	46	8	17	16	2	8	33	2	19	24	18	11	15	2	15	28	3	19	26
		8%	10%	10%	9%	6%	15%g	11%	7%	4%	28%km	2%	10%	11%	9%	7%	11%	11%	6%	20%tv	3%	7%	12%w
5 -	(5)	42	61	35	50	16	9	10	-	5	24	6	11	22	22	16	8	4	13	30	7	20	28
		7%	12%a	8%	10%	12%	8%	7%	-	3%	20%km	5%	6%	10%	11%	11%	6%	21%	5%	21%tv	7%	7%	13%w
4 -	(4)	38	31	29	32	10	2	15	2	3	15	11	10	19	12	10	8	2	10	17	5	9	23
		7%	6%	7%	6%	7%h	2%	10%h	7%	2%	13%k	9%k	5%	9%	6%	7%	6%	11%	4%	12%t	5%	3%	11%w
3 -	(3)	28	16	22	26	5	11	5	1	2	9	11	6	16	12	4	10	-	2	13	11	8	17
		5%	3%	5%	5%	4%	10%gi	3%	4%	1%	8%k	9%k	3%	7%	6%	3%	7%	-	1%	9%t	11%t	3%	8%w
2 -	(2)	25	14	25	22	9	6	9	1	1	5	19	2	23	13	5	4	-	-	8	14	3	19
		4%	3%	6%b	4%	7%	5%	6%	4%	1%	4%k	16%kl	1%	11%n	7%	3%	3%	-	-	6%t	15%tu	1%	9%w
1 - Extremely dissatisfied	(1)	63	31	71	56	18	17	29	7	2	6	63	8	63	27	11	16	2	1	4	51	8	48
		11%b	6%	17%abd	11%b	13%	15%	20%	26%	1%	5%k	53%kl	4%	29%n	14%	7%	12%	11%	*	3%t	53%tu	3%	22%w
Not applicable		14	6	4	7	-	2	2	-	2	2	-	4	-	3	1	3	-	4	1	2	2	3
		2%	1%	1%	1%	-	2%	1%	-	1%	2%	-	2%o	-	2%	1%	2%	-	2%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	116	61	118	104	32	34	43	9	5	20	93	16	102	52	20	30	2	3	25	76	19	84
		20%b	12%	28%abd	21%b	23%	31%	30%	33%	3%	17%k	79%kl	8%	47%n	26%q	14%	22%	11%	1%	18%t	79%tu	7%	39%w
NET: Neutral	(4-6)	127	141	107	128	34	28	41	4	16	72	19	40	65	52	37	31	8	38	75	15	48	77
		22%	28%a	25%	25%	25%	25%	28%	15%	9%	61%km	16%	20%	30%n	26%	25%	23%	42%	14%	53%tv	16%	17%	35%w
NET: Satisfied	(7-10)	322	292	191	264	72	47	58	14	160	25	6	138	51	93	90	72	9	221	40	3	211	53
		56%c	58%c	45%	52%c	52%i	42%	40%	52%	87%lm	21%m	5%	70%o	23%	47%	61%p	53%	47%	83%uv	28%v	3%	75%x	24%
Mean score		6.34c	6.73acd	5.74	6.27c	6.04	5.73	5.37	6.11	8.35lm	5.20m	2.26	7.59o	4.08	5.83	6.78p	6.33	6.37	8.17uv	5.41v	2.23	7.70x	4.43
Standard error		0.12	0.12	0.15	0.13	0.26	0.30	0.26	0.75	0.14	0.17	0.17	0.18	0.18	0.21	0.23	0.26	0.63	0.11	0.17	0.19	0.14	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 23

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	103	89	62	101	39	33	27	4	86	12	5	87	16	33	22	26	8	82	4	3	71	18
		18%	18%	15%	20%c	18%	18%	17%	18%	28%lm	8%	4%	25%o	7%	18%	14%	19%	33%	28%uv	3%	5%	25%x	8%
9 -	(9)	92	93	55	53	32	32	26	2	72	10	10	74	18	32	34	21	6	80	13	-	65	28
		16%d	19%cd	13%	11%	15%	17%	17%	9%	24%lm	6%	8%	21%o	8%	17%	22%	15%	25%	28%uv	9%v	-	23%x	13%
8 -	(8)	109	80	58	94	28	50	25	6	78	22	9	82	27	25	32	22	1	51	20	9	43	37
		19%c	16%	14%	19%c	13%	27%gl	16%	27%	26%lm	14%	8%	24%o	12%	14%	21%	16%	4%	18%	13%	15%	15%	17%
7 -	(7)	73	72	52	72	37	16	19	1	34	30	9	36	37	24	31	17	-	36	33	3	47	24
		13%	14%	12%	14%	17%h	9%	12%	5%	11%	19%km	8%	10%	16%n	13%	20%	13%	-	12%	22%tv	5%	17%	11%
6 -	(6)	57	55	39	44	18	13	24	2	14	26	17	22	34	22	12	19	2	22	27	6	21	33
		10%	11%	9%	9%	8%	7%	15%gh	9%	5%	17%k	14%k	6%	15%n	12%	8%	14%	8%	8%	18%t	10%	7%	15%w
5 -	(5)	50	45	41	50	16	15	15	4	12	25	13	17	32	18	11	15	1	13	23	9	18	27
		9%	9%	10%	10%	7%	8%	10%	18%	4%	16%k	11%k	5%	14%n	10%	7%	11%	4%	4%	15%t	15%t	6%	13%w
4 -	(4)	25	29	25	25	12	5	8	-	4	10	11	8	17	15	6	6	2	2	20	7	7	22
		4%	6%	6%	5%	6%	3%	5%	-	1%	6%k	9%k	2%	7%n	8%	4%	4%	8%	1%	13%t	11%t	2%	10%w
3 -	(3)	20	13	24	20	10	4	6	-	1	9	10	6	14	9	2	2	-	2	4	7	6	7
		3%	3%	6%b	4%	5%	2%	4%	-	*	6%k	8%k	2%	6%n	5%	1%	1%	-	1%	3%	11%tu	2%	3%
2 -	(2)	17	6	20	12	6	8	3	-	-	8	9	5	12	1	2	3	-	-	2	4	1	5
		3%b	1%	5%bd	2%	3%	4%	2%	-	-	5%k	8%k	1%	5%n	1%	1%	2%	-	-	1%t	7%tu	*	2%w
1 - Extremely dissatisfied	(1)	27	12	38	24	12	9	3	3	-	1	26	7	20	5	4	3	-	-	1	11	2	9
		5%b	2%	9%abd	5%b	6%	5%	2%	14%	-	1%	22%kl	2%	9%n	3%	3%	2%	-	-	1%	18%tu	1%	4%w
Not applicable		6	6	6	8	5	-	1	-	3	2	1	4	2	-	-	2	4	2	2	2	2	3
		1%	1%	1%	2%	2%h	-	1%	-	1%	1%	1%	1%	1%	-	-	1%	17%	1%	1%	3%	1%	1%
NET: Dissatisfied	(1-3)	64	31	82	56	28	21	12	3	1	18	45	18	46	15	8	8	-	2	7	22	9	21
		11%b	6%	20%abd	11%b	13%	11%	8%	14%	*	12%k	38%kl	5%	20%n	8%	5%	6%	-	1%	5%t	36%tu	3%	10%w
NET: Neutral	(4-6)	132	129	105	119	46	33	47	6	30	61	41	47	83	55	29	40	5	37	70	22	46	82
		23%	26%	25%	24%	21%	18%	30%h	27%	10%	39%k	34%k	14%	36%n	30%q	19%	29%q	21%	13%	47%t	36%t	16%	38%w
NET: Satisfied	(7-10)	377	334	227	320	136	131	97	13	270	74	33	279	98	114	119	86	15	249	70	15	226	107
		65%c	67%c	54%	64%c	63%	71%	62%	59%	89%lm	48%m	28%	80%o	43%	62%	76%pr	63%	63%	86%uv	47%v	25%	80%x	50%
Mean score		7.08c	7.30c	6.36	7.00c	6.91	7.24	7.15	6.73	8.42lm	6.28m	4.71	7.93o	5.79	7.08	7.46	7.25	8.35	8.37uv	6.27v	4.61	7.95x	6.46
Standard error		0.10	0.10	0.14	0.11	0.18	0.19	0.18	0.61	0.08	0.17	0.26	0.11	0.17	0.17	0.17	0.20	0.47	0.09	0.15	0.35	0.11	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 24

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	103	89	62	101	20	16	17	9	56	4	2	51	11	36	27	33	5	86	8	7	85	16
		18%	18%	15%	20%c	14%	14%	12%	33%	31%lm	3%	2%	26%o	5%	18%	18%	24%	26%	32%uv	6%	7%	30%x	7%
9 -	(9)	92	93	55	53	18	13	22	2	42	9	4	40	15	21	16	12	4	42	6	5	41	12
		16%d	19%cd	13%	11%	13%	12%	15%	7%	23%lm	8%	3%	20%o	7%	11%	11%	9%	21%	16%uv	4%	5%	15%x	6%
8 -	(8)	109	80	58	94	21	16	19	2	38	12	8	31	27	32	35	24	3	67	21	6	60	34
		19%c	16%	14%	19%c	15%	14%	13%	7%	21%lm	10%	7%	16%	12%	16%	24%	18%	16%	25%uv	15%v	6%	21%	16%
7 -	(7)	73	72	52	72	19	13	18	2	21	20	11	24	27	26	27	19	-	40	20	12	28	44
		13%	14%	12%	14%	14%	12%	13%	7%	11%	17%	9%	12%	12%	13%	18%	14%	-	15%	14%	13%	10%	20%w
6 -	(6)	57	55	39	44	16	13	10	-	9	25	5	19	19	20	12	11	1	11	29	4	23	20
		10%	11%	9%	9%	12%	12%	7%	-	5%	21%km	4%	10%	9%	10%	8%	8%	5%	4%	21%tv	4%	8%	9%
5 -	(5)	50	45	41	50	9	8	19	5	8	20	13	13	27	20	14	14	2	11	30	9	21	28
		9%	9%	10%	10%	7%	7%	13%	19%	4%	17%k	11%k	7%	12%n	10%	9%	10%	11%	4%	21%tv	9%	8%	13%w
4 -	(4)	25	29	25	25	8	10	6	1	2	12	11	5	20	10	6	7	2	2	12	11	9	14
		4%	6%	6%	5%	6%	9%	4%	4%	1%	10%k	9%k	3%	9%n	5%	4%	5%	11%	1%	9%t	11%t	3%	6%
3 -	(3)	20	13	24	20	8	6	9	1	2	7	15	7	17	9	4	6	1	2	7	11	3	17
		3%	3%	6%b	4%	6%	5%	6%	4%	1%	6%k	13%k	4%	8%	5%	3%	4%	5%	1%	5%t	11%t	1%	8%w
2 -	(2)	17	6	20	12	5	6	9	-	1	4	15	3	17	8	3	1	-	1	3	8	2	10
		3%b	1%	5%bd	2%	4%	5%	6%	-	1%	3%	13%kl	2%	8%n	4%	2%	1%	-	*	2%	8%tu	1%	5%w
1 - Extremely dissatisfied	(1)	27	12	38	24	13	10	12	3	1	5	32	3	34	17	4	2	1	-	3	21	3	21
		5%b	2%	9%abd	5%b	9%	9%	8%	11%	1%	4%k	27%kl	2%	16%n	9%qr	3%	1%	5%	-	2%t	22%tu	1%	10%w
Not applicable		6	6	6	8	1	-	3	2	3	1	2	2	4	1	-	7	-	4	2	2	5	1
		1%	1%	1%	2%	1%	-	2%	7%	2%	1%	2%	1%	2%	1%	-	5%pq	-	2%	1%	2%	2%	*
NET: Dissatisfied	(1-3)	64	31	82	56	26	22	30	4	4	16	62	13	68	34	11	9	2	3	13	40	8	48
		11%b	6%	20%abd	11%b	19%	20%	21%	15%	2%	13%k	53%kl	7%	31%n	17%qr	7%	7%	11%	1%	9%t	42%tu	3%	22%w
NET: Neutral	(4-6)	132	129	105	119	33	31	35	6	19	57	29	37	66	50	32	32	5	24	71	24	53	62
		23%	26%	25%	24%	24%	28%	24%	22%	10%	48%km	25%k	19%	30%n	25%	22%	24%	26%	9%	50%tv	25%t	19%	29%w
NET: Satisfied	(7-10)	377	334	227	320	78	58	76	15	157	45	25	146	80	115	105	88	12	235	55	30	214	106
		65%c	67%c	54%	64%c	57%	52%	53%	56%	86%lm	38%m	21%	74%o	37%	58%	71%p	65%	63%	88%uv	39%	31%	76%x	49%
Mean score		7.08c	7.30c	6.36	7.00c	6.45	6.25	6.26	6.92	8.33lm	5.84m	3.82	7.73o	5.13	6.57	7.24p	7.36p	7.26	8.36uv	6.07v	4.57	7.96x	5.81
Standard error		0.10	0.10	0.14	0.11	0.24	0.27	0.24	0.64	0.13	0.20	0.24	0.16	0.19	0.20	0.18	0.20	0.64	0.10	0.17	0.30	0.12	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 25

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	84	74	58	79	26	27	26	5	77	6	1	80	4	30	21	19	4	68	4	2	64	10
		15%	15%	14%	16%	12%	15%	17%	23%	25%lm	4%	1%	23%o	2%	16%	13%	14%	17%	23%uv	3%	3%	23%x	5%
9 -	(9)	89	100	40	79	29	40	19	1	77	9	3	74	15	29	40	25	6	84	14	2	72	27
		15%c	20%ac	10%	16%c	13%	22%gi	12%	5%	25%lm	6%	3%	21%o	7%	16%	26%p	18%	25%	29%uv	9%	3%	25%x	13%
8 -	(8)	93	83	55	69	32	38	21	2	72	16	5	72	21	25	39	18	1	61	18	4	51	32
		16%	17%	13%	14%	15%	21%	13%	9%	24%lm	10%	4%	21%o	9%	14%	25%pr	13%	4%	21%uv	12%	7%	18%	15%
7 -	(7)	62	73	40	63	22	20	20	-	32	23	7	39	23	29	17	23	4	45	25	3	35	37
		11%	15%c	10%	13%	10%	11%	13%	-	11%	15%m	6%	11%	10%	16%	11%	17%	17%	16%v	17%v	5%	12%	17%
6 -	(6)	64	54	41	48	24	18	20	2	26	27	11	32	32	20	17	14	3	20	30	4	25	29
		11%	11%	10%	10%	11%	10%	13%	9%	9%	17%k	9%	9%	14%	11%	11%	10%	13%	7%	20%tv	7%	9%	14%
5 -	(5)	52	45	37	54	19	9	21	3	13	30	9	16	34	16	8	19	2	9	28	8	18	27
		9%	9%	9%	11%	9%	5%	13%h	14%	4%	19%km	8%	5%	15%n	9%	5%	14%q	8%	3%	19%t	13%t	6%	13%w
4 -	(4)	39	18	29	24	17	8	12	2	3	26	10	10	29	11	3	4	-	1	15	2	7	11
		7%b	4%	7%b	5%	8%	4%	8%	9%	1%	17%km	8%k	3%	13%n	6%	2%	3%	-	*	10%t	3%t	2%	5%
3 -	(3)	24	17	30	21	11	8	5	-	1	5	18	8	16	8	5	4	-	1	8	8	7	10
		4%	3%	7%abd	4%	5%	4%	3%	-	*	3%k	15%kl	2%	7%n	4%	3%	3%	-	*	5%t	13%t	2%	5%
2 -	(2)	14	11	29	16	4	5	4	1	1	4	9	3	11	5	3	3	-	-	4	7	1	10
		2%	2%	7%abd	3%	2%	3%	3%	5%	*	3%k	8%k	1%	5%n	3%	2%	2%	-	-	3%t	11%tu	*	5%w
1 - Extremely dissatisfied	(1)	50	20	57	40	26	11	7	6	-	6	44	10	40	10	3	7	-	-	1	19	2	17
		9%b	4%	14%abd	8%b	12%hl	6%	4%	27%	-	4%k	37%kl	3%	17%n	5%	2%	5%	-	-	1%	31%tu	1%	8%w
Not applicable		8	5	4	10	5	1	2	-	2	3	3	4	4	1	-	-	4	1	2	2	1	3
		1%	1%	1%	2%	2%	1%	1%	-	1%	2%	3%	1%	2%	1%	-	-	17%	*	1%	3%t	*	1%
NET: Dissatisfied	(1-3)	88	48	116	77	41	24	16	7	2	15	71	21	67	23	11	14	-	1	13	34	10	37
		15%b	10%	28%abd	15%b	19%l	13%	10%	32%	1%	10%k	59%kl	6%	29%n	13%	7%	10%	-	*	9%t	56%tu	4%	17%w
NET: Neutral	(4-6)	155	117	107	126	60	35	53	7	42	83	30	58	95	47	28	37	5	30	73	14	50	67
		27%	23%	25%	25%	28%h	19%	34%h	32%	14%	54%km	25%k	17%	41%n	26%	18%	27%	21%	10%	49%tv	23%t	18%	31%w
NET: Satisfied	(7-10)	328	330	193	290	109	125	86	8	258	54	16	265	63	113	117	85	15	258	61	11	222	106
		57%c	66%acd	46%	58%c	51%	68%gi	55%	36%	85%lm	35%m	13%	76%o	28%	61%	75%pr	63%	63%	89%uv	41%v	18%	78%x	50%
Mean score		6.60c	7.13acd	5.80	6.66c	6.21	7.09g	6.72	5.36	8.28lm	5.76m	3.36	7.75o	4.85	6.84	7.56pr	6.91	7.90	8.34uv	6.11v	3.73	7.92x	6.09
Standard error		0.11	0.11	0.15	0.12	0.20	0.19	0.20	0.76	0.09	0.17	0.23	0.12	0.17	0.19	0.17	0.21	0.38	0.08	0.16	0.36	0.11	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 26

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	84	74	58	79	19	17	15	7	54	2	2	50	7	27	23	25	4	72	5	2	75	4
		15%	15%	14%	16%	14%	15%	10%	26%	30%lm	2%	2%	25%o	3%	14%	16%	18%	21%	27%uv	4%	2%	27%x	2%
9 -	(9)	89	100	40	79	12	9	12	7	38	2	-	31	8	24	30	22	3	64	9	6	58	21
		15%c	20%ac	10%	16%c	9%	8%	8%	26%	21%lm	2%	-	16%o	4%	12%	20%p	16%	16%	24%uv	6%	6%	21%x	10%
8 -	(8)	93	83	55	69	25	15	15	-	39	13	3	37	16	27	24	16	2	52	14	3	46	23
		16%	17%	13%	14%	18%	14%	10%	-	21%lm	11%m	3%	19%o	7%	14%	16%	12%	11%	20%uv	10%v	3%	16%	11%
7 -	(7)	62	73	40	63	12	12	16	-	23	14	3	18	22	29	15	18	1	38	16	9	33	30
		11%	15%c	10%	13%	9%	11%	11%	-	13%m	12%m	3%	9%	10%	15%	10%	13%	5%	14%	11%	9%	12%	14%
6 -	(6)	64	54	41	48	14	5	21	1	11	26	4	19	22	13	21	11	3	20	24	4	20	25
		11%	11%	10%	10%	10%	5%	15%h	4%	6%	22%km	3%	10%	10%	7%	14%p	8%	16%	8%	17%tv	4%	7%	12%
5 -	(5)	52	45	37	54	12	9	14	2	9	22	6	15	22	25	12	14	3	8	38	8	20	33
		9%	9%	9%	11%	9%	8%	10%	7%	5%	18%km	5%	8%	10%	13%	8%	10%	16%	3%	27%tv	8%t	7%	15%w
4 -	(4)	39	18	29	24	9	10	9	1	2	19	8	6	23	7	7	9	1	2	19	3	10	14
		7%b	4%	7%b	5%	7%	9%	6%	4%	1%	16%km	7%k	3%	11%n	4%	5%	7%	5%	1%	13%tv	3%	4%	6%
3 -	(3)	24	17	30	21	8	11	9	2	1	8	21	6	24	11	6	3	1	3	7	11	5	16
		4%	3%	7%abd	4%	6%	10%	6%	7%	1%	7%k	18%kl	3%	11%n	6%	4%	2%	5%	1%	5%t	11%t	2%	7%w
2 -	(2)	14	11	29	16	13	6	8	2	2	8	19	10	19	10	3	3	-	1	4	11	3	13
		2%	2%	7%abd	3%	9%	5%	6%	7%	1%	7%k	16%kl	5%	9%	5%	2%	2%	-	*	3%t	11%tu	1%	6%w
1 - Extremely dissatisfied	(1)	50	20	57	40	14	16	23	4	2	4	51	5	52	24	7	8	1	-	2	38	5	35
		9%b	4%	14%abd	8%b	10%	14%	16%	15%	1%	3%	43%kl	3%	24%n	12%q	5%	6%	5%	-	1%	40%tu	2%	16%w
Not applicable		8	5	4	10	-	1	2	1	2	1	1	1	3	3	-	7	-	6	3	1	5	3
		1%	1%	1%	2%	-	1%	1%	4%	1%	1%	1%	1%	1%	2%	-	5%q	-	2%	2%	1%	2%	1%
NET: Dissatisfied	(1-3)	88	48	116	77	35	33	40	8	5	20	91	21	95	45	16	14	2	4	13	60	13	64
		15%b	10%	28%abd	15%b	25%	30%	28%	30%	3%	17%k	77%kl	11%	44%n	23%qr	11%	10%	11%	2%	9%t	63%tu	5%	29%w
NET: Neutral	(4-6)	155	117	107	126	35	24	44	4	22	67	18	40	67	45	40	34	7	30	81	15	50	72
		27%	23%	25%	25%	25%	22%	31%	15%	12%	56%km	15%	20%	31%n	23%	27%	25%	37%	11%	57%tv	16%	18%	33%w
NET: Satisfied	(7-10)	328	330	193	290	68	53	58	14	154	31	8	136	53	107	92	81	10	226	44	20	212	78
		57%c	66%acd	46%	58%c	49%	48%	40%	52%	84%lm	26%m	7%	69%o	24%	54%	62%	60%	53%	85%uv	31%	21%	76%x	36%
Mean score		6.60c	7.13acd	5.80	6.66c	5.99	5.74	5.55	6.42	8.19lm	5.31m	2.59	7.40o	4.28	6.16	7.04p	6.95p	6.89	8.30uv	5.77v	3.47	7.84x	5.15
Standard error		0.11	0.11	0.15	0.12	0.25	0.30	0.25	0.71	0.14	0.18	0.19	0.18	0.18	0.21	0.20	0.23	0.61	0.10	0.17	0.29	0.13	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 27

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	76	84	50	70	23	26	23	4	66	8	2	71	5	28	26	24	6	79	3	2	73	11
		13%	17%c	12%	14%	11%	14%	15%	18%	22%lm	5%	2%	20%o	2%	15%	17%	18%	25%	27%uv	2%	3%	26%x	5%
9 -	(9)	89	72	51	47	28	40	21	-	75	9	5	75	14	30	27	12	3	65	6	1	50	22
		15%d	14%d	12%	9%	13%	22%gj	13%	-	25%lm	6%	4%	22%o	6%	16%	17%r	9%	13%	22%uv	4%	2%	18%x	10%
8 -	(8)	90	88	40	77	26	36	22	6	73	12	5	72	18	17	39	29	3	64	18	6	56	32
		16%c	18%c	10%	15%c	12%	19%g	14%	27%	24%lm	8%	4%	21%o	8%	9%	25%p	21%p	13%	22%uv	12%	10%	20%	15%
7 -	(7)	59	64	39	64	23	19	15	2	32	22	5	40	19	26	23	14	1	41	21	2	37	26
		10%	13%	9%	13%	11%	10%	10%	9%	11%m	14%m	4%	11%	8%	14%	15%	10%	4%	14%v	14%v	3%	13%	12%
6 -	(6)	57	59	41	39	16	16	24	1	31	22	4	31	25	24	15	19	1	16	36	7	26	32
		10%	12%d	10%	8%	7%	9%	15%g	5%	10%m	14%m	3%	9%	11%	13%	10%	14%	4%	6%	24%tv	11%	9%	15%w
5 -	(5)	52	46	43	68	24	12	12	4	11	33	8	16	35	19	8	15	4	13	28	5	15	31
		9%	9%	10%	14%ab	11%	6%	8%	18%	4%	21%km	7%	5%	15%n	10%	5%	11%	17%	4%	19%t	8%	5%	15%w
4 -	(4)	29	24	34	32	13	4	12	-	3	17	9	7	22	10	6	8	-	5	16	3	11	13
		5%	5%	8%ab	6%	6%	2%	8%h	-	1%	11%k	8%k	2%	10%n	5%	4%	6%	-	2%	11%t	5%	4%	6%
3 -	(3)	33	16	26	19	18	7	8	-	5	12	16	7	26	10	2	4	-	1	9	6	2	14
		6%b	3%	6%b	4%	8%	4%	5%	-	2%	8%k	13%k	2%	11%n	5%q	1%	3%	-	*	6%t	10%t	1%	7%w
2 -	(2)	19	17	22	23	9	5	5	-	1	5	13	7	12	8	4	4	1	2	5	10	4	13
		3%	3%	5%	5%	4%	3%	3%	-	*	3%k	11%kl	2%	5%n	4%	3%	3%	4%	1%	3%t	16%tu	1%	6%w
1 - Extremely dissatisfied	(1)	63	23	68	47	30	17	11	5	1	11	51	14	49	10	5	7	1	-	5	18	6	16
		11%b	5%	16%abd	9%b	14%i	9%	7%	23%	*	7%k	43%kl	4%	21%n	5%	3%	5%	4%	-	3%t	30%tu	2%	8%w
Not applicable		12	7	6	17	5	3	4	-	6	4	2	8	4	2	1	-	4	4	2	1	3	3
		2%	1%	1%	3%b	2%	2%	3%	-	2%	3%	2%	2%	2%	1%	1%	-	17%	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	115	56	116	89	57	29	24	5	7	28	80	28	87	28	11	15	2	3	19	34	12	43
		20%b	11%	28%abd	18%b	27%hi	16%	15%	23%	2%	18%k	67%kl	8%	38%n	15%q	7%	11%	8%	1%	13%t	56%tu	4%	20%w
NET: Neutral	(4-6)	138	129	118	139	53	32	48	5	45	72	21	54	82	53	29	42	5	34	80	15	52	76
		24%	26%	28%	28%	25%	17%	31%h	23%	15%	46%km	18%	16%	36%n	29%q	19%	31%q	21%	12%	54%tv	25%t	18%	36%w
NET: Satisfied	(7-10)	314	308	180	258	100	121	81	12	246	51	17	258	56	101	115	79	13	249	48	11	216	91
		54%c	62%acd	43%	51%c	47%	65%gj	52%	55%	81%lm	33%m	14%	74%o	24%	55%	74%pr	58%	54%	86%uv	32%v	18%	76%x	43%
Mean score		6.37c	6.95acd	5.65	6.25c	5.81	6.93g	6.52g	6.05	8.10lm	5.52m	3.09	7.60o	4.52	6.61	7.41pr	6.81	7.35	8.26uv	5.69v	3.77	7.79x	5.85
Standard error		0.12	0.11	0.15	0.13	0.21	0.20	0.22	0.69	0.10	0.19	0.24	0.13	0.18	0.20	0.18	0.22	0.62	0.10	0.16	0.36	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 28

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	76	84	50	70	12	14	18	6	46	2	2	43	7	23	25	20	2	65	3	2	63	7
		13%	17%c	12%	14%	9%	13%	13%	22%	25%lm	2%	2%	22%o	3%	12%	17%	15%	11%	24%uv	2%	2%	23%x	3%
9 -	(9)	89	72	51	47	22	13	13	3	44	5	2	42	9	15	19	11	2	42	4	1	39	8
		15%d	14%d	12%	9%	16%	12%	9%	11%	24%lm	4%	2%	21%o	4%	8%	13%	8%	11%	16%uv	3%	1%	14%x	4%
8 -	(8)	90	88	40	77	18	13	8	1	30	8	2	28	11	25	25	23	4	64	10	3	56	21
		16%c	18%c	10%	15%c	13%l	12%	6%	4%	16%lm	7%	2%	14%o	5%	13%	17%	17%	21%	24%uv	7%	3%	20%x	10%
7 -	(7)	59	64	39	64	15	10	13	1	20	14	5	18	21	27	20	15	2	38	19	7	34	30
		10%	13%	9%	13%	11%	9%	9%	4%	11%m	12%m	4%	9%	10%	14%	14%	11%	11%	14%	13%	7%	12%	14%
6 -	(6)	57	59	41	39	13	9	19	-	18	19	4	22	19	14	10	13	2	16	18	5	18	19
		10%	12%d	10%	8%	9%	8%	13%	-	10%m	16%m	3%	11%	9%	7%	7%	10%	11%	6%	13%t	5%	6%	9%
5 -	(5)	52	46	43	68	12	11	14	6	8	26	9	13	29	30	17	19	2	21	38	9	35	31
		9%	9%	10%	14%ab	9%	10%	10%	22%	4%	22%km	8%	7%	13%n	15%	11%	14%	11%	8%	27%tv	9%	13%	14%
4 -	(4)	29	24	34	32	9	10	12	3	7	20	7	7	25	13	11	6	2	7	22	3	12	20
		5%	5%	8%ab	6%	7%	9%	8%	11%	4%	17%km	6%	4%	11%n	7%	7%	4%	11%	3%	16%tv	3%	4%	9%w
3 -	(3)	33	16	26	19	8	7	11	-	3	13	10	7	19	11	4	4	-	2	9	8	6	13
		6%b	3%	6%b	4%	6%	6%	8%	-	2%	11%k	8%k	4%	9%n	6%	3%	3%	-	1%	6%t	8%t	2%	6%w
2 -	(2)	19	17	22	23	6	8	7	1	1	5	16	6	16	8	7	7	1	3	6	14	3	20
		3%	3%	5%	5%	4%	7%	5%	4%	1%	4%k	14%kl	3%	7%	4%	5%	5%	5%	1%	4%t	15%tu	1%	9%w
1 - Extremely dissatisfied	(1)	63	23	68	47	20	14	29	5	2	7	59	8	60	27	9	10	1	1	7	39	6	41
		11%b	5%	16%abd	9%b	14%	13%	20%	19%	1%	6%k	50%kl	4%	28%n	14%q	6%	7%	5%	*	5%t	41%tu	2%	19%w
Not applicable		12	7	6	17	3	2	-	1	4	-	2	4	2	7	1	8	1	7	5	5	8	7
		2%	1%	1%	3%b	2%	2%	-	4%	2%	-	2%	2%	1%	4%	1%	6%q	5%	3%	4%	5%	3%	3%
NET: Dissatisfied	(1-3)	115	56	116	89	34	29	47	6	6	25	85	21	95	46	20	21	2	6	22	61	15	74
		20%b	11%	28%abd	18%b	25%	26%	33%	22%	3%	21%k	72%kl	11%	44%n	23%q	14%	15%	11%	2%	16%t	64%tu	5%	34%w
NET: Neutral	(4-6)	138	129	118	139	34	30	45	9	33	65	20	42	73	57	38	38	6	44	78	17	65	70
		24%	26%	28%	28%	25%	27%	31%	33%	18%	55%km	17%	21%	33%n	29%	26%	28%	32%	17%	55%tv	18%	23%	32%w
NET: Satisfied	(7-10)	314	308	180	258	67	50	52	11	140	29	11	131	48	90	89	69	10	209	36	13	192	66
		54%c	62%acd	43%	51%c	49%l	45%	36%	41%	77%lm	24%m	9%	66%o	22%	45%	60%p	51%	53%	79%uv	26%v	14%	69%x	30%
Mean score		6.37c	6.95acd	5.65	6.25c	5.90	5.79	5.28	5.81	7.96lm	5.10m	2.65	7.34o	4.14	5.78	6.70p	6.41	6.50	7.91uv	5.23v	3.08	7.46x	4.71
Standard error		0.12	0.11	0.15	0.13	0.26	0.29	0.26	0.66	0.15	0.19	0.21	0.18	0.18	0.21	0.22	0.24	0.61	0.12	0.17	0.26	0.14	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 29

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	69	65	52	53	24	23	19	3	63	6	-	66	3	22	19	19	5	62	2	1	55	10
		12%	13%	12%	11%	11%	12%	12%	14%	21%lm	4%m	-	19%o	1%	12%	12%	14%	21%	21%uv	1%	2%	19%x	5%
9 -	(9)	62	67	49	44	19	33	10	-	53	6	3	53	9	24	27	13	3	60	7	-	53	14
		11%	13%d	12%	9%	9%	18%gi	6%	-	17%lm	4%	3%	15%o	4%	13%	17%	10%	13%	21%uv	5%	-	19%x	7%
8 -	(8)	84	89	39	62	20	43	18	3	72	10	2	64	20	31	36	19	3	69	18	2	57	31
		15%c	18%cd	9%	12%	9%	23%gi	11%	14%	24%lm	6%	2%	18%o	9%	17%	23%r	14%	13%	24%uv	12%	3%	20%	15%
7 -	(7)	54	54	26	58	18	20	14	2	30	18	6	38	16	12	26	14	2	36	17	1	32	22
		9%	11%c	6%	12%c	8%	11%	9%	9%	10%	12%	5%	11%	7%	7%	17%p	10%	8%	12%v	11%v	2%	11%	10%
6 -	(6)	43	61	27	43	15	12	16	-	12	28	3	24	19	19	17	23	2	18	35	8	24	37
		7%	12%ac	6%	9%	7%	6%	10%	-	4%	18%km	3%	7%	8%	10%	11%	17%	8%	6%	23%t	13%	8%	17%w
5 -	(5)	42	41	37	49	14	11	15	2	11	26	5	20	21	15	11	15	-	10	27	4	18	23
		7%	8%	9%	10%	7%	6%	10%	9%	4%	17%km	4%	6%	9%	8%	7%	11%	-	3%	18%tv	7%	6%	11%
4 -	(4)	42	28	27	19	17	8	16	1	14	18	10	22	19	16	4	8	-	5	20	3	10	18
		7%d	6%	6%	4%	8%	4%	10%h	5%	5%	12%k	8%	6%	8%	9%q	3%	6%	-	2%	13%t	5%	4%	8%w
3 -	(3)	26	12	25	25	14	8	3	1	5	11	10	4	22	7	3	2	-	2	8	2	4	7
		4%	2%	6%b	5%b	7%i	4%	2%	5%	2%	7%k	8%k	1%	10%n	4%	2%	1%	-	1%	5%t	3%	1%	3%
2 -	(2)	26	20	21	19	14	5	6	1	7	8	11	10	16	10	3	6	1	6	3	11	7	13
		4%	4%	5%	4%	7%	3%	4%	5%	2%	5%	9%k	3%	7%n	5%	2%	4%	4%	2%	2%	18%tu	2%	6%w
1 - Extremely dissatisfied	(1)	96	49	90	85	45	14	30	7	15	16	65	22	74	22	9	15	3	11	9	29	13	35
		17%b	10%	21%b	17%b	21%h	8%	19%h	32%	5%	10%k	54%kl	6%	32%n	12%q	6%	11%	13%	4%	6%	48%tu	5%	16%w
Not applicable		35	14	27	46	15	8	10	2	22	8	5	25	10	6	1	2	5	11	3	-	10	3
		6%b	3%	6%b	9%b	7%	4%	6%	9%	7%	5%	4%	7%	4%	3%	1%	1%	21%	4%	2%	-	4%	1%
NET: Dissatisfied	(1-3)	148	81	136	129	73	27	39	9	27	35	86	36	112	39	15	23	4	19	20	42	24	55
		26%b	16%	32%abd	26%b	34%h	15%	25%h	41%	9%	23%k	72%kl	10%	49%n	21%q	10%	17%	17%	7%	13%t	69%tu	8%	26%w
NET: Neutral	(4-6)	127	130	91	111	46	31	47	3	37	72	18	66	59	50	32	46	2	33	82	15	52	78
		22%	26%	22%	22%	21%	17%	30%h	14%	12%	46%km	15%	19%	26%	27%	21%	34%q	8%	11%	55%tv	25%t	18%	37%w
NET: Satisfied	(7-10)	269	275	166	217	81	119	61	8	218	40	11	221	48	89	108	65	13	227	44	4	197	77
		46%c	55%acd	40%	43%	38%	64%gi	39%	36%	72%lm	26%m	9%	64%o	21%	48%	69%pr	48%	54%	78%uv	30%v	7%	70%x	36%
Mean score		5.81c	6.48acd	5.39	5.70	5.20	6.88gi	5.50	4.70	7.52lm	5.14m	2.48	7.12o	3.88	6.09	7.10pr	6.23	6.95	7.78uv	5.55v	2.79	7.40x	5.33
Standard error		0.13	0.13	0.17	0.14	0.23	0.20	0.25	0.79	0.15	0.20	0.20	0.15	0.19	0.22	0.19	0.24	0.75	0.13	0.17	0.30	0.15	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 30

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	69	65	52	53	17	17	14	4	47	2	3	43	9	19	23	10	1	48	4	1	50	3
		12%	13%	12%	11%	12%	15%	10%	15%	26%lm	2%	3%	22%o	4%	10%	16%r	7%	5%	18%uv	3%	1%	18%x	1%
9 -	(9)	62	67	49	44	23	10	13	3	40	5	4	37	11	12	17	14	1	37	6	1	37	7
		11%	13%d	12%	9%	17%	9%	9%	11%	22%lm	4%	3%	19%o	5%	6%	11%	10%	5%	14%uv	4%	1%	13%x	3%
8 -	(8)	84	89	39	62	15	13	10	1	31	7	1	29	9	19	30	10	3	51	11	-	43	19
		15%c	18%cd	9%	12%	11%	12%	7%	4%	17%lm	6%m	1%	15%o	4%	10%	20%pr	7%	16%	19%uv	8%v	-	15%x	9%
7 -	(7)	54	54	26	58	9	10	5	2	12	13	1	12	13	26	19	11	2	31	22	5	37	20
		9%	11%c	6%	12%c	7%	9%	3%	7%	7%m	11%m	1%	6%	6%	13%	13%	8%	11%	12%	16%v	5%	13%	9%
6 -	(6)	43	61	27	43	9	9	8	1	5	17	5	15	12	22	13	6	2	18	18	7	20	22
		7%	12%ac	6%	9%	7%	8%	6%	4%	3%	14%km	4%	8%	6%	11%r	9%	4%	11%	7%	13%t	7%	7%	10%
5 -	(5)	42	41	37	49	12	14	10	1	6	22	9	13	24	21	15	12	1	15	28	6	25	24
		7%	8%	9%	10%	9%	13%	7%	4%	3%	18%km	8%	7%	11%	11%	10%	9%	5%	6%	20%tv	6%	9%	11%
4 -	(4)	42	28	27	19	9	6	10	2	9	11	7	8	19	7	9	3	-	3	11	5	6	13
		7%d	6%	6%	4%	7%	5%	7%	7%	5%	9%	6%	4%	9%	4%	6%	2%	-	1%	8%t	5%t	2%	6%w
3 -	(3)	26	12	25	25	10	5	10	-	6	13	6	5	20	7	2	13	3	11	7	7	9	16
		4%	2%	6%b	5%b	7%	5%	7%	-	3%	11%k	5%	3%	9%n	4%	1%	10%pq	16%	4%	5%	7%	3%	7%w
2 -	(2)	26	20	21	19	6	4	10	1	3	7	11	7	14	6	7	6	-	3	6	10	5	13
		4%	4%	5%	4%	4%	4%	7%	4%	2%	6%k	9%k	4%	6%	3%	5%	4%	-	1%	4%t	10%t	2%	6%w
1 - Extremely dissatisfied	(1)	96	49	90	85	23	20	41	6	9	12	69	12	78	40	10	32	3	13	20	52	17	68
		17%b	10%	21%b	17%b	17%	18%	28%g	22%	5%	10%	58%kl	6%	36%n	20%q	7%	24%q	16%	5%	14%t	54%tu	6%	31%w
Not applicable		35	14	27	46	5	3	13	6	15	10	2	17	9	21	3	19	3	36	8	2	31	12
		6%b	3%	6%b	9%b	4%	3%	9%h	22%	8%m	8%m	2%	9%	4%	11%q	2%	14%q	16%	14%uv	6%	2%	11%x	6%
NET: Dissatisfied	(1-3)	148	81	136	129	39	29	61	7	18	32	86	24	112	53	19	51	6	27	33	69	31	97
		26%b	16%	32%abd	26%b	28%	26%	42%gh	26%	10%	27%k	73%kl	12%	51%n	27%q	13%	38%pq	32%	10%	23%t	72%tu	11%	45%w
NET: Neutral	(4-6)	127	130	91	111	30	29	28	4	20	50	21	36	55	50	37	21	3	36	57	18	51	59
		22%	26%	22%	22%	22%	26%	19%	15%	11%	42%km	18%	18%	25%	25%r	25%r	15%	16%	14%	40%tv	19%	18%	27%w
NET: Satisfied	(7-10)	269	275	166	217	64	50	42	10	130	27	9	121	42	76	89	45	7	167	43	7	167	49
		46%c	55%acd	40%	43%	46%i	45%i	29%	37%	71%lm	23%m	8%	61%o	19%	38%	60%pr	33%	37%	63%uv	30%v	7%	60%x	23%
Mean score		5.81c	6.48acd	5.39	5.70	5.83i	5.79i	4.59	5.52	7.68lm	4.89m	2.53	7.22o	3.76	5.42	6.72pr	4.91	5.38	7.33uv	5.12v	2.54	7.06x	4.05
Standard error		0.13	0.13	0.17	0.14	0.28	0.30	0.29	0.80	0.20	0.22	0.23	0.21	0.20	0.23	0.22	0.30	0.75	0.16	0.22	0.23	0.17	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 31

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
10 - Extremely satisfied	(10)	91	90	62	85	30	29	27	5	81	9	1	85	6	34	22	27	7	80	8	2	76	14
		16%	18%	15%	17%	14%	16%	17%	23%	27%lm	6%m	1%	24%o	3%	18%	14%	20%	29%	28%uv	5%	3%	27%x	7%
9 -	(9)	79	78	54	62	31	33	12	3	65	11	3	64	15	27	31	16	4	68	9	1	55	23
		14%	16%	13%	12%	14%i	18%i	8%	14%	21%lm	7%	3%	18%o	7%	15%	20%	12%	17%	23%uv	6%	2%	19%x	11%
8 -	(8)	90	90	47	89	27	42	20	1	74	13	3	73	17	31	35	20	4	66	21	3	59	31
		16%c	18%c	11%	18%c	13%	23%gi	13%	5%	24%lm	8%m	3%	21%o	7%	17%	22%	15%	17%	23%uv	14%	5%	21%	15%
7 -	(7)	76	67	35	66	24	27	23	2	42	23	11	51	25	22	23	20	2	37	27	3	34	33
		13%c	13%c	8%	13%c	11%	15%	15%	9%	14%	15%	9%	15%	11%	12%	15%	15%	8%	13%	18%v	5%	12%	15%
6 -	(6)	62	50	42	45	25	11	26	-	26	31	5	29	33	17	18	14	1	16	27	7	20	30
		11%	10%	10%	9%	12%h	6%	17%h	-	9%	20%km	4%	8%	14%n	9%	12%	10%	4%	6%	18%t	11%	7%	14%w
5 -	(5)	57	37	52	44	17	18	18	4	10	31	16	16	39	14	8	15	-	12	22	3	15	22
		10%	7%	12%b	9%	8%	10%	11%	18%	3%	20%k	13%k	5%	17%n	8%	5%	11%	-	4%	15%tv	5%	5%	10%w
4 -	(4)	29	31	24	24	12	3	12	2	1	17	11	10	19	16	7	7	1	5	18	8	7	23
		5%	6%	6%	5%	6%h	2%	8%h	9%	*	11%k	9%k	3%	8%n	9%	4%	5%	4%	2%	12%t	13%t	2%	11%w
3 -	(3)	26	16	23	25	15	3	7	1	-	10	16	4	22	7	2	7	-	2	7	7	6	10
		4%	3%	5%	5%	7%h	2%	4%	5%	-	6%k	13%k	1%	10%n	4%	1%	5%	-	1%	5%t	11%t	2%	5%
2 -	(2)	22	12	22	19	10	8	3	1	-	5	17	3	19	5	4	3	-	1	5	6	3	8
		4%	2%	5%b	4%	5%	4%	2%	5%	-	3%k	14%kl	1%	8%n	3%	3%	2%	-	*	3%t	10%t	1%	4%w
1 - Extremely dissatisfied	(1)	36	23	54	35	18	8	8	2	1	2	33	6	30	11	5	6	1	-	3	20	6	16
		6%	5%	13%abd	7%	8%	4%	5%	9%	*	1%	28%kl	2%	13%n	6%	3%	4%	4%	-	2%t	33%tu	2%	8%w
Not applicable		11	6	5	9	6	3	1	1	4	3	4	7	4	-	1	1	4	3	2	1	2	3
		2%	1%	1%	2%	3%	2%	1%	5%	1%	2%	3%	2%	2%	-	1%	1%	17%	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	84	51	99	79	43	19	18	4	1	17	66	13	71	23	11	16	1	3	15	33	15	34
		15%b	10%	24%abd	16%b	20%hi	10%	11%	18%	*	11%k	55%kl	4%	31%n	13%	7%	12%	4%	1%	10%t	54%tu	5%	16%w
NET: Neutral	(4-6)	148	118	118	113	54	32	56	6	37	79	32	55	91	47	33	36	2	33	67	18	42	75
		26%	24%	28%d	22%	25%	17%	36%gh	27%	12%	51%km	27%k	16%	40%n	26%	21%	26%	8%	11%	45%tv	30%t	15%	35%w
NET: Satisfied	(7-10)	336	325	198	302	112	131	82	11	262	56	18	273	63	114	111	83	17	251	65	9	224	101
		58%c	65%ac	47%	60%c	52%	71%gi	52%	50%	86%lm	36%m	15%	78%o	28%	62%	71%	61%	71%	87%uv	44%v	15%	79%x	47%
Mean score		6.70c	7.07acd	6.03	6.71c	6.36	7.21gi	6.59	6.38	8.31lm	5.95m	3.51	7.87o	4.93	6.86	7.32	6.92	8.15	8.30uv	6.10v	3.60	7.89x	6.05
Standard error		0.11	0.11	0.15	0.12	0.20	0.18	0.20	0.68	0.09	0.17	0.22	0.11	0.17	0.20	0.18	0.22	0.52	0.09	0.17	0.34	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 32

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
10 - Extremely satisfied	(10)	91	90	62	85	21	14	18	9	57	3	2	54	8	32	23	25	5	78	5	2	76	9
		16%	18%	15%	17%	15%	13%	13%	33%	31%lm	3%	2%	27%o	4%	16%	16%	18%	26%	29%uv	4%	2%	27%x	4%
9 -	(9)	79	78	54	62	19	12	20	3	45	9	-	41	13	14	28	18	2	54	6	2	52	10
		14%	16%	13%	12%	14%	11%	14%	11%	25%lm	8%m	-	21%o	6%	7%	19%p	13%	11%	20%uv	4%	2%	19%x	5%
8 -	(8)	90	90	47	89	17	11	17	2	32	9	6	23	22	33	30	23	3	60	26	3	62	26
		16%c	18%c	11%	18%c	12%	10%	12%	7%	17%lm	8%	5%	12%	10%	17%	20%	17%	16%	23%v	18%v	3%	22%x	12%
7 -	(7)	76	67	35	66	15	9	10	1	22	11	2	15	20	35	18	12	1	39	20	7	31	35
		13%c	13%c	8%	13%c	11%	8%	7%	4%	12%m	9%m	2%	8%	9%	18%r	12%	9%	5%	15%	14%	7%	11%	16%
6 -	(6)	62	50	42	45	11	15	14	2	12	23	7	22	19	13	18	12	2	18	21	6	19	24
		11%	10%	10%	9%	8%	14%	10%	7%	7%	19%km	6%	11%	9%	7%	12%	9%	11%	7%	15%tv	6%	7%	11%
5 -	(5)	57	37	52	44	19	11	20	2	4	34	14	18	33	18	10	14	2	7	29	8	20	24
		10%	7%	12%b	9%	14%	10%	14%	7%	2%	29%km	12%k	9%	15%	9%	7%	10%	11%	3%	21%tv	8%t	7%	11%
4 -	(4)	29	31	24	24	7	11	5	1	3	10	11	7	17	7	8	7	2	3	16	5	4	19
		5%	6%	6%	5%	5%	10%l	3%	4%	2%	8%k	9%k	4%	8%	4%	5%	5%	11%	1%	11%t	5%t	1%	9%w
3 -	(3)	26	16	23	25	3	12	7	1	2	6	15	3	20	13	4	8	-	2	5	18	2	23
		4%	3%	5%	5%	2%	11%g	5%	4%	1%	5%k	13%kl	2%	9%n	7%	3%	6%	-	1%	4%t	19%tu	1%	11%w
2 -	(2)	22	12	22	19	11	2	8	1	2	6	14	7	15	11	3	4	1	-	5	14	4	15
		4%	2%	5%b	4%	8%h	2%	6%	4%	1%	5%k	12%k	4%	7%	6%	2%	3%	5%	-	4%t	15%tu	1%	7%w
1 - Extremely dissatisfied	(1)	36	23	54	35	15	12	23	4	1	6	47	6	48	23	5	6	1	-	5	30	4	31
		6%	5%	13%abd	7%	11%	11%	16%	15%	1%	5%k	40%kl	3%	22%n	12%qr	3%	4%	5%	-	4%t	31%tu	1%	14%w
Not applicable		11	6	5	9	-	2	2	1	3	2	-	2	3	1	1	7	-	5	3	1	6	1
		2%	1%	1%	2%	-	2%	1%	4%	2%	2%	-	1%	1%	1%	1%	5%pq	-	2%	2%	1%	2%	*
NET: Dissatisfied	(1-3)	84	51	99	79	29	26	38	6	5	18	76	16	83	47	12	18	2	2	15	62	10	69
		15%b	10%	24%abd	16%b	21%	23%	26%	22%	3%	15%k	64%kl	8%	38%n	24%qr	8%	13%	11%	1%	11%t	65%tu	4%	32%w
NET: Neutral	(4-6)	148	118	118	113	37	37	39	5	19	67	32	47	69	38	36	33	6	28	66	19	43	67
		26%	24%	28%d	22%	27%	33%	27%	19%	10%	56%km	27%k	24%	32%	19%	24%	24%	32%	11%	47%tv	20%t	15%	31%w
NET: Satisfied	(7-10)	336	325	198	302	72	46	65	15	156	32	10	133	63	114	99	78	11	231	57	14	221	80
		58%c	65%ac	47%	60%c	52%	41%	45%	56%	85%lm	27%m	8%	67%o	29%	57%	67%	57%	58%	87%uv	40%v	15%	79%x	37%
Mean score		6.70c	7.07acd	6.03	6.71c	6.21	5.87	5.85	6.73	8.33lm	5.50m	3.03	7.54o	4.64	6.21	7.22p	6.88p	6.95	8.35uv	5.92v	3.36	7.99x	5.11
Standard error		0.11	0.11	0.15	0.12	0.25	0.27	0.26	0.68	0.13	0.20	0.21	0.18	0.19	0.21	0.19	0.23	0.65	0.09	0.18	0.25	0.12	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 33

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
Courtesy and politeness of advisors	377 65%c	334 67%c	227 54%	320 64%c	136 63%	131 71%	97 62%	13 59%	270 89%lm	74 48%m	33 28%	279 80%o	98 43%	114 62%	119 76%pr	86 63%	15 63%	249 86%uv	70 47%v	15 25%	226 80%x	107 50%
Ease of finding provider contact details	359 62%c	318 64%c	219 52%	328 65%c	121 56%	127 69%g	98 62%	13 59%	264 87%lm	59 38%	36 30%	261 75%o	97 42%	109 59%	108 69%	84 62%	17 71%	246 85%uv	54 36%	18 30%	214 76%x	103 48%
Willingness to help resolve your issue	336 58%c	325 65%ac	198 47%	302 60%c	112 52%	131 71%gi	82 52%	11 50%	262 86%lm	56 36%m	18 15%	273 78%o	63 28%	114 62%	111 71%	83 61%	17 71%	251 87%uv	65 44%v	9 15%	224 79%x	101 47%
Advisor doing what they said they would do	328 57%c	330 66%acd	193 46%	290 58%c	109 51%	125 68%gi	86 55%	8 36%	258 85%lm	54 35%m	16 13%	265 76%o	63 28%	113 61%	117 75%pr	85 63%	15 63%	258 89%uv	61 41%v	11 18%	222 78%x	106 50%
Getting the issue resolved to your satisfaction	322 56%c	292 58%c	191 45%	264 52%c	104 48%	123 66%gi	84 54%	11 50%	266 88%lm	48 31%m	8 7%	264 76%o	57 25%	96 52%	108 69%pr	74 54%	14 58%	240 83%uv	49 33%v	3 5%	217 77%x	74 35%
Logging of query details to avoid having to repeat yourself	314 54%c	308 62%acd	180 43%	258 51%c	100 47%	121 65%gi	81 52%	12 55%	246 81%lm	51 33%m	17 14%	258 74%o	56 24%	101 55%	115 74%pr	79 58%	13 54%	249 86%uv	48 32%v	11 18%	216 76%x	91 43%
The time taken to handle your issue	290 50%c	290 58%acd	182 43%	250 50%	98 46%	111 60%gi	75 48%	6 27%	241 79%lm	39 25%m	10 8%	241 69%o	49 21%	99 54%	105 67%pr	71 52%	15 63%	237 82%uv	48 32%v	5 8%	211 75%x	78 37%
Offering compensation or a goodwill payment	269 46%c	275 55%acd	166 40%	217 43%	81 38%	119 64%gi	61 39%	8 36%	218 72%lm	40 26%m	11 9%	221 64%o	48 21%	89 48%	108 69%pr	65 48%	13 54%	227 78%uv	44 30%v	4 7%	197 70%x	77 36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 34

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
Courtesy and politeness of advisors	377 65%c	334 67%c	227 54%	320 64%c	78 57%	58 52%	76 53%	15 56%	157 86%lm	45 38%m	25 21%	146 74%o	80 37%	115 58%	105 71%p	88 65%	12 63%	235 88%uv	55 39%	30 31%	214 76%x	106 49%
Ease of finding provider contact details	359 62%c	318 64%c	219 52%	328 65%c	81 59%i	54 49%	66 46%	18 67%	157 86%lm	35 29%	27 23%	146 74%o	72 33%	122 61%	102 69%	90 66%	14 74%	236 89%uv	55 39%	37 39%	214 76%x	112 52%
Willingness to help resolve your issue	336 58%c	325 65%ac	198 47%	302 60%c	72 52%	46 41%	65 45%	15 56%	156 85%lm	32 27%m	10 8%	133 67%o	63 29%	114 57%	99 67%	78 57%	11 58%	231 87%uv	57 40%v	14 15%	221 79%x	80 37%
Advisor doing what they said they would do	328 57%c	330 66%acd	193 46%	290 58%c	68 49%	53 48%	58 40%	14 52%	154 84%lm	31 26%m	8 7%	136 69%o	53 24%	107 54%	92 62%	81 60%	10 53%	226 85%uv	44 31%	20 21%	212 76%x	78 36%
Getting the issue resolved to your satisfaction	322 56%c	292 58%c	191 45%	264 52%c	72 52%i	47 42%	58 40%	14 52%	160 87%lm	25 21%m	6 5%	138 70%o	51 23%	93 47%	90 61%p	72 53%	9 47%	221 83%uv	40 28%v	3 3%	211 75%x	53 24%
Logging of query details to avoid having to repeat yourself	314 54%c	308 62%acd	180 43%	258 51%c	67 49%i	50 45%	52 36%	11 41%	140 77%lm	29 24%m	11 9%	131 66%o	48 22%	90 45%	89 60%p	69 51%	10 53%	209 79%uv	36 26%v	13 14%	192 69%x	66 30%
The time taken to handle your issue	290 50%c	290 58%acd	182 43%	250 50%	67 49%	47 42%	54 38%	14 52%	149 81%lm	27 23%m	6 5%	132 67%o	48 22%	97 49%	84 57%r	59 43%	10 53%	204 77%uv	39 28%v	7 7%	189 68%x	61 28%
Offering compensation or a goodwill payment	269 46%c	275 55%acd	166 40%	217 43%	64 46%i	50 45%i	42 29%	10 37%	130 71%lm	27 23%m	9 8%	121 61%o	42 19%	76 38%	89 60%pr	45 33%	7 37%	167 63%uv	43 30%v	7 7%	167 60%x	49 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 35

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

Base: All complained about landline service in past 6 months

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
Completely resolved	348	283	198	280	115	131	90	12	255	70	23	348	-	91	98	78	16	209	61	13	283	-
	60%c	57%c	47%	56%c	53%	71%gj	57%	55%	84%lm	45%m	19%	100%o	-	49%	63%p	57%	67%	72%uv	41%v	21%	100%x	-
Partly resolved	157	176	146	148	67	41	44	5	45	68	44	-	157	71	49	51	5	74	74	28	-	176
	27%	35%a	35%a	29%	31%h	22%	28%	23%	15%	44%k	37%k	-	69%n	39%	31%	38%	21%	26%	50%t	46%t	-	83%w
Not resolved at all	72	37	72	69	32	13	22	5	4	15	53	-	72	22	6	7	2	5	13	19	-	37
	12%b	7%	17%ab	14%b	15%h	7%	14%h	23%	1%	10%k	44%kl	-	31%n	12%qr	4%	5%	8%	2%	9%t	31%tu	-	17%w
Don't know	2	4	4	6	1	-	1	-	-	2	-	-	-	-	3	-	1	2	1	1	-	-
	*	1%	1%	1%	*	-	1%	-	-	1%k	-	-	-	-	2%	-	4%	1%	1%	2%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 36

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
Completely resolved	348	283	198	280	74	55	59	10	135	41	22	198	-	99	91	78	12	203	62	15	280	-
	60%c	57%c	47%	56%c	54%i	50%	41%	37%	74%lm	34%m	19%	100%o	-	50%	61%p	57%	63%	76%uv	44%v	16%	100%x	-
Partly resolved	157	176	146	148	41	39	59	7	43	59	44	-	146	64	45	36	3	60	56	32	-	148
	27%	35%a	35%a	29%	30%	35%	41%g	26%	23%	50%k	37%k	-	67%n	32%	30%	26%	16%	23%	40%t	33%t	-	68%w
Not resolved at all	72	37	72	69	20	17	26	9	3	17	52	-	72	37	11	18	3	2	18	49	-	69
	12%b	7%	17%ab	14%b	14%	15%	18%	33%	2%	14%k	44%kl	-	33%n	19%q	7%	13%	16%	1%	13%t	51%tu	-	32%w
Don't know	2	4	4	6	3	-	-	1	2	2	-	-	-	-	1	4	1	1	5	-	-	-
	*	1%	1%	1%	2%	-	-	4%	1%	2%	-	-	-	-	1%	3%p	5%	*	4%t	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 37

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	215	185	157	22**	304	155	120	348	229	184	156	136	24**	290	149	61*	283	213
Yes	278	231	144	216	89	109	72	8	216	48	14	278	-	74	80	65	12	177	49	5	231	-
	48%c	46%c	34%	43%c	41%	59%gj	46%	36%	71%lm	31%m	12%	80%o	-	40%	51%p	48%	50%	61%uv	33%v	8%	82%x	-
No	67	47	51	57	25	20	18	4	38	20	9	67	-	14	17	13	3	27	12	8	47	-
	12%	9%	12%	11%	12%	11%	11%	18%	13%	13%	8%	19%o	-	8%	11%	10%	13%	9%	8%	13%	17%x	-
Don't know	3	5	3	7	1	2	-	-	1	2	-	3	-	3	1	-	1	5	-	-	5	-
	1%	1%	1%	1%	*	1%	-	-	*	1%	-	1%	-	2%	1%	-	4%	2%	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 38

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	579	500	420	503	138	111	144	27**	183	119	118	198	218	200	148	136	19**	266	141	96*	280	217
Yes	278	231	144	216	57	47	33	7	112	26	6	144	-	76	70	59	11	171	40	5	216	-
	48%c	46%c	*34%*	43%c	41%i	42%i	*23%*	*26%*	61%lm	22%m	*5%*	73%o	-	*38%*	*47%*	*43%*	*58%*	64%uv	28%v	*5%*	77%x	-
No	67	47	51	57	14	8	26	3	22	15	14	51	-	18	20	18	1	29	18	10	57	-
	12%	*9%*	*12%*	*11%*	*10%*	*7%*	18%h	*11%*	*12%*	*13%*	*12%*	26%o	-	*9%*	*14%*	*13%*	*5%*	*11%*	*13%*	*10%*	20%x	-
Don't know	3	5	3	7	3	-	-	-	1	-	2	3	-	5	1	1	-	3	4	-	7	-
	1%	*1%*	*1%*	*1%*	*2%*	-	-	-	*1%*	-	*2%*	*2%*	-	*3%*	*1%*	*1%*	-	*1%*	*3%*	-	3%x	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 39

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	348	283	198	280	115	131	90*	12**	255	70*	23**	348	-**	91*	98*	78*	16**	209	61*	13**	283	-**
Yes	278	231	144	216	89	109	72	8	216	48	14	278	-	74	80	65	12	177	49	5	231	-
	80%	**82%c**	*73%*	*77%*	*77%*	*83%*	*80%*	*67%*	**85%l**	*69%*	*61%*	*80%*	-	*81%*	*82%*	*83%*	*75%*	*85%*	*80%*	*38%*	*82%*	-
No	67	47	51	57	25	20	18	4	38	20	9	67	-	14	17	13	3	27	12	8	47	-
	19%	*17%*	**26%b**	*20%*	*22%*	*15%*	*20%*	*33%*	*15%*	**29%k**	*39%*	*19%*	-	*15%*	*17%*	*17%*	*19%*	*13%*	*20%*	*62%*	*17%*	-
Don't know	3	5	3	7	1	2	-	-	1	2	-	3	-	3	1	-	1	5	-	-	5	-
	1%	*2%*	*2%*	*3%*	*1%*	*2%*	-	-	*	*3%*	-	*1%*	-	*3%*	*1%*	-	*6%*	*2%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 40

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	348	283	198	280	74*	55*	59*	10**	135	41*	22**	198	-**	99*	91*	78*	12**	203	62*	15**	280	-**
Yes	278	231	144	216	57	47	33	7	112	26	6	144	-	76	70	59	11	171	40	5	216	-
	80%	**82%c**	*73%*	*77%*	**77%i**	**85%i**	*56%*	*70%*	**83%l**	*63%*	*27%*	*73%*	-	*77%*	*77%*	*76%*	*92%*	**84%u**	*65%*	*33%*	*77%*	-
No	67	47	51	57	14	8	26	3	22	15	14	51	-	18	20	18	1	29	18	10	57	-
	19%	*17%*	**26%b**	*20%*	*19%*	*15%*	**44%gh**	*30%*	*16%*	**37%k**	*64%*	*26%*	-	*18%*	*22%*	*23%*	*8%*	*14%*	**29%t**	*67%*	*20%*	-
Don't know	3	5	3	7	3	-	-	-	1	-	2	3	-	5	1	1	-	3	4	-	7	-
	1%	*2%*	*2%*	*3%*	*4%*	-	-	-	*1%*	-	*9%*	*2%*	-	*5%*	*1%*	*1%*	-	*1%*	**6%t**	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
The service not performing as it should	342	135	349	329	408	157	-	-	342	-	156	99	87	147	192	-	-	135	-	78	36	21	66	69	-	-	349	-	182	107	60	158	191
	48%	46%	48%	55%abc	51%	59%abce	-	-	100%gh	-	43%	54%k	51%	40%	56%n	-	-	100%pq	-	45%	46%	53%	40%	57%w	-	-	100%AB	-	45%	52%	56%E	41%	57%H
A billing, pricing or payment issue	161	56	159	98	189	35	161	-	-	-	85	38	38	94	66	56	-	-	-	33	16	7	33	21	159	-	-	-	105	36	18	94	64
	22%df	19%	22%df	16%	24%df	13%	81%hi	-	-	-	24%	21%	22%	25%o	19%	78%qr	-	-	-	19%	21%	18%	20%	17%	80%BC	-	-	-	26%E	17%	17%	25%	19%
A problem relating to the installation or set up of your service	95	38	79	58	58	37	-	95	-	-	60	21	14	63	32	-	38	-	-	21	12	5	23	15	-	79	-	-	47	22	10	51	28
	13%de	13%e	11%e	10%	7%	14%e	-	62%gj	-	-	17%m	11%	8%	17%o	9%	-	56%pr	-	-	12%	15%	13%	14%	12%	-	53%AC	-	-	12%	11%	9%	13%I	8%
A problem with a repair to the service	59	30	71	54	80	14	-	59	-	-	38	12	9	41	17	-	30	-	-	21	6	3	25	5	-	71	-	-	39	22	10	46	25
	8%	10%f	10%f	9%	10%f	5%	-	38%gj	-	-	11%m	6%	5%	11%o	5%	-	44%pr	-	-	12%	8%	8%	15%x	4%	-	47%AC	-	-	10%	11%	9%	12%I	7%
Dissatisfaction with customer service from a previous occasion or contact	39	16	40	37	44	16	39	-	-	-	10	9	20	12	26	16	-	-	-	11	3	2	10	6	40	-	-	-	18	13	9	16	23
	5%	5%	6%	6%	5%	6%	20%hi	-	-	-	3%	5%	12%kl	3%	8%n	22%qr	-	-	-	6%	4%	5%	6%	5%	20%BC	-	-	-	4%	6%	8%	4%	7%
Or something else	21	16	22	22	25	7	-	-	-	21	11	6	4	12	9	-	-	-	16	9	5	2	10	5	-	-	-	22	16	6	-	17	4
	3%	5%a	3%	4%	3%	3%	-	-	-	100%	3%	3%	2%	3%	3%	-	-	-	100%	5%	6%	5%	6%	4%	-	-	-	100%	4%G	3%	-	4%I	1%
SUMMARY: Billing and Customer service	200	72	199	135	233	51	200	-	-	-	95	47	58	106	92	72	-	-	-	44	19	9	43	27	199	-	-	-	123	49	27	110	87
	28%df	25%	28%df	23%	29%df	19%	100%hi	-	-	-	26%	25%	34%	29%	27%	100%qr	-	-	-	25%	24%	23%	26%	22%	100%BC	-	-	-	30%	24%	25%	29%	26%
Repairs and Installation	154	68	150	112	138	51	-	154	-	-	98	33	23	104	49	-	68	-	-	42	18	8	48	20	-	150	-	-	86	44	20	97	53
	21%e	23%e	21%	19%	17%	19%	-	100%gj	-	-	27%lm	18%	13%	28%o	14%	-	100%pr	-	-	24%	23%	20%	29%x	17%	-	100%AC	-	-	21%	21%	19%	25%I	16%
Service Issues	342	135	349	329	408	157	-	-	342	-	156	99	87	147	192	-	-	135	-	78	36	21	66	69	-	-	349	-	182	107	60	158	191
	48%	46%	48%	55%abc	51%	59%abce	-	-	100%gh	-	43%	54%k	51%	40%	56%n	-	-	100%pq	-	45%	46%	53%	40%	57%w	-	-	100%AB	-	45%	52%	56%E	41%	57%H
Something else	21	16	22	22	25	7	-	-	-	21	11	6	4	12	9	-	-	-	16	9	5	2	10	5	-	-	-	22	16	6	-	17	4
	3%	5%a	3%	4%	3%	3%	-	-	-	100%	3%	3%	2%	3%	3%	-	-	-	100%	5%	6%	5%	6%	4%	-	-	-	100%	4%G	3%	-	4%I	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 2

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET							
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
The service not performing as it should	342	135	349	329	408	157	-	-	329	-	117	102	110	102	225	-	-	408	-	181	142	85	192	212	-	-	157	-	71	49	37	62	93
	48%	*46%*	*48%*	55%abc	*51%*	59%abce	-	-	100%gh	-	*49%*	*57%*	62%k	*46%*	60%n	-	-	100%pq	-	*49%*	*56%*	*48%*	*49%*	*52%*	-	-	100%AB	-	*55%*	*60%*	*65%*	*49%*	67%H
A billing, pricing or payment issue	161	56	159	98	189	35	98	-	-	-	55	23	20	51	45	189	-	-	-	94	42	53	91	98	35	-	-	-	15	13	7	19	16
	22%df	*19%*	22%df	*16%*	24%df	*13%*	73%hl	-	-	-	23%lm	*13%*	*11%*	23%o	*12%*	81%qr	-	-	-	25%u	*16%*	30%u	*23%*	*24%*	69%BC	-	-	-	*12%*	*16%*	*12%*	*15%*	*12%*
A problem relating to the installation or set up of your service	95	38	79	58	58	37	-	58	-	-	31	15	12	25	33	-	58	-	-	37	14	7	31	27	-	37	-	-	24	9	4	25	12
	13%de	13%e	11%e	*10%*	*7%*	14%e	-	52%gi	-	-	13%m	*8%*	*7%*	*11%*	*9%*	-	42%pr	-	-	10%uv	*5%*	*4%*	*8%*	*7%*	-	73%AC	-	-	19%G	*11%*	*7%*	20%I	*9%*
A problem with a repair to the service	59	30	71	54	80	14	-	54	-	-	19	19	16	25	29	-	80	-	-	40	27	13	49	31	-	14	-	-	6	6	2	10	4
	8%	10%f	10%f	*9%*	10%f	*5%*	-	48%gi	-	-	*8%*	*11%*	*9%*	*11%*	*8%*	-	58%pr	-	-	*11%*	*11%*	*7%*	13%x	*8%*	-	27%AC	-	-	*5%*	*7%*	*4%*	*8%*	*3%*
Dissatisfaction with customer service from a previous occasion or contact	39	16	40	37	44	16	37	-	-	-	11	14	12	10	27	44	-	-	-	10	21	13	13	31	16	-	-	-	8	4	4	5	11
	5%	*5%*	*6%*	*6%*	*5%*	*6%*	27%hl	-	-	-	*5%*	*8%*	*7%*	*5%*	*7%*	19%qr	-	-	-	*3%*	8%t	7%t	*3%*	8%w	31%BC	-	-	-	*6%*	*5%*	*7%*	*4%*	*8%*
Or something else	21	16	22	22	25	7	-	-	-	22	8	7	7	7	15	-	-	-	25	11	9	5	15	10	-	-	-	7	4	-	3	5	2
	3%	5%a	*3%*	*4%*	*3%*	*3%*	-	-	-	*100%*	*3%*	*4%*	*4%*	*3%*	*4%*	-	-	-	*100%*	*3%*	*4%*	*3%*	*4%*	*2%*	-	-	-	*100%*	*3%*	-	5%F	*4%*	*1%*
SUMMARY: Billing and Customer service	200	72	199	135	233	51	135	-	-	-	66	37	32	61	72	233	-	-	-	104	63	66	104	129	51	-	-	-	23	17	11	24	27
	28%df	*25%*	28%df	*23%*	29%df	*19%*	100%hl	-	-	-	27%m	*21%*	*18%*	28%o	*19%*	100%qr	-	-	-	*28%*	*25%*	38%tu	*27%*	*32%*	100%BC	-	-	-	*18%*	*21%*	*19%*	*19%*	*20%*
Repairs and Installation	154	68	150	112	138	51	-	112	-	-	50	34	28	50	62	-	138	-	-	77	41	20	80	58	-	51	-	-	30	15	6	35	16
	21%e	23%e	*21%*	*19%*	*17%*	*19%*	-	100%gi	-	-	*21%*	*19%*	*16%*	*23%*	*17%*	-	100%pr	-	-	21%v	*16%*	*11%*	20%x	*14%*	-	100%AC	-	-	23%G	*19%*	*11%*	28%I	*12%*
Service Issues	342	135	349	329	408	157	-	-	329	-	117	102	110	102	225	-	-	408	-	181	142	85	192	212	-	-	157	-	71	49	37	62	93
	48%	*46%*	*48%*	55%abc	*51%*	59%abce	-	-	100%gh	-	*49%*	*57%*	62%k	*46%*	60%n	-	-	100%pq	-	*49%*	*56%*	*48%*	*49%*	*52%*	-	-	100%AB	-	*55%*	*60%*	*65%*	*49%*	67%H
Something else	21	16	22	22	25	7	-	-	-	22	8	7	7	7	15	-	-	-	25	11	9	5	15	10	-	-	-	7	4	-	3	5	2
	3%	5%a	*3%*	*4%*	*3%*	*3%*	-	-	-	*100%*	*3%*	*4%*	*4%*	*3%*	*4%*	-	-	-	*100%*	*3%*	*4%*	*3%*	*4%*	*2%*	-	-	-	*100%*	*3%*	-	5%F	*4%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 3

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	200	72*	199	135	233	51*	200	-**	-**	-**	95*	47*	58*	106	92*	72*	-**	-**	-**	44*	19**	9**	43*	27**	199	-**	-**	-**	123	49*	27**	110	87*
Bill was a lot higher than expected	68	25	86	39	103	14	68	-	-	-	32	14	22	33	35	25	-	-	-	14	6	5	15	10	86	-	-	-	57	19	10	54	32
	34%	35%	43%df	29%	44%adf	27%	34%	-	-	-	34%	30%	38%	31%	38%	35%	-	-	-	32%	32%	56%	35%	37%	43%	-	-	-	46%	39%	37%	49%	37%
Bill was inaccurate	49	18	40	36	45	6	49	-	-	-	27	8	14	28	21	18	-	-	-	13	3	2	13	5	40	-	-	-	26	6	8	25	15
	25%	25%	20%	27%f	19%	12%	25%	-	-	-	28%	17%	24%	26%	23%	25%	-	-	-	30%	16%	22%	30%	19%	20%	-	-	-	21%	12%	30%	23%	17%
Bill contained items I shouldn't have been charged for	45	10	31	27	26	5	45	-	-	-	23	7	15	23	22	10	-	-	-	9	-	1	8	1	31	-	-	-	17	8	6	13	18
	23%ef	14%	16%	20%e	11%	10%	23%	-	-	-	24%	15%	26%	22%	24%	14%	-	-	-	20%	-	11%	19%	4%	16%	-	-	-	14%	16%	22%	12%	21%
Payment issues (including setting up/making a payment, non-direct debit charges)	28	8	27	23	32	10	28	-	-	-	18	3	7	19	9	8	-	-	-	4	3	1	5	2	27	-	-	-	15	8	4	13	14
	14%	11%	14%	17%	14%	20%	14%	-	-	-	19%l	6%	12%	18%	10%	11%	-	-	-	9%	16%	11%	12%	7%	14%	-	-	-	12%	16%	15%	12%	16%
Getting a refund, credit note or cashback	28	5	15	19	20	2	28	-	-	-	13	8	7	16	12	5	-	-	-	3	1	1	3	2	15	-	-	-	13	2	-	12	3
	14%cf	7%	8%	14%	9%	4%	14%	-	-	-	14%	17%	12%	15%	13%	7%	-	-	-	7%	5%	11%	7%	7%	8%	-	-	-	11%	4%	-	11%	3%
The format of the bill	23	8	19	13	13	2	23	-	-	-	19	1	3	18	5	8	-	-	-	5	2	1	5	3	19	-	-	-	13	5	1	12	6
	12%e	11%	10%	10%	6%	4%	12%	-	-	-	20%lm	2%	5%	17%o	5%	11%	-	-	-	11%	11%	11%	12%	11%	10%	-	-	-	11%	10%	4%	11%	7%
Took too long to resolve issue	22	7	9	16	15	4	22	-	-	-	3	5	14	6	15	7	-	-	-	5	1	1	4	3	9	-	-	-	-	6	3	-	8
	11%c	10%	5%	12%c	6%	8%	11%	-	-	-	3%	11%	24%k	6%	16%n	10%	-	-	-	11%	5%	11%	9%	11%	5%	-	-	-	-	12%E	11%	-	9%H
Didn't do what they said they would do	20	3	11	19	15	5	20	-	-	-	4	3	13	4	15	3	-	-	-	1	-	2	2	1	11	-	-	-	6	3	2	5	6
	10%	4%	6%	14%bce	6%	10%	10%	-	-	-	4%	6%	22%kl	4%	16%n	4%	-	-	-	2%	-	22%	5%	4%	6%	-	-	-	5%	6%	7%	5%	7%
Rude/dismissive	12	5	8	15	11	2	12	-	-	-	2	1	9	2	9	5	-	-	-	3	2	-	3	2	8	-	-	-	5	-	3	7	1
	6%	7%	4%	11%ce	5%	4%	6%	-	-	-	2%	2%	16%kl	2%	10%n	7%	-	-	-	7%	11%	-	7%	7%	4%	-	-	-	4%	-	11%	6%	1%
Gave incorrect information	10	6	8	13	10	6	10	-	-	-	3	1	6	3	7	6	-	-	-	4	2	-	4	2	8	-	-	-	4	2	2	5	3
	5%	8%	4%	10%ce	4%	12%ce	5%	-	-	-	3%	2%	10%	3%	8%	8%	-	-	-	9%	11%	-	9%	7%	4%	-	-	-	3%	4%	7%	5%	3%
Unable to get through to anyone	10	2	14	10	3	4	10	-	-	-	4	1	5	4	5	2	-	-	-	1	-	1	1	1	14	-	-	-	8	3	3	4	10
	5%e	3%	7%e	7%e	1%	8%e	5%	-	-	-	4%	2%	9%	4%	5%	3%	-	-	-	2%	-	11%	2%	4%	7%	-	-	-	7%	6%	11%	4%	11%H
Unable to get through to relevant person	6	3	12	7	9	2	6	-	-	-	2	1	3	3	3	3	-	-	-	2	-	1	1	2	12	-	-	-	4	5	3	3	9
	3%	4%	6%	5%	4%	4%	3%	-	-	-	2%	2%	5%	3%	3%	4%	-	-	-	5%	-	11%	2%	7%	6%	-	-	-	3%	10%	11%	3%	10%H
Pre-pay credit lost or not credited to card	-	3	-	-	2	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-
	-	4%acd	-	-	1%	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	7%	-	-	7%	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	8	4	6	4	21	3	8	-	-	-	3	1	4	4	3	4	-	-	-	-	3	1	-	4	6	-	-	-	4	-	2	2	4
	4%	6%	3%	3%	9%acd	6%	4%	-	-	-	3%	2%	7%	4%	3%	6%	-	-	-	-	16%	11%	-	15%	3%	-	-	-	3%	-	7%	2%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	200	72*	199	135	233	51*	135	-**	-**	-**	66*	37*	32*	61*	72*	233	-**	-**	-**	104	63*	66*	104	129	51*	-**	-**	-**	23**	17**	11**	24**	27**
Bill was a lot higher than expected	68 *34%*	25 *35%*	86 43%df	39 *29%*	103 44%adf	14 *27%*	39 *29%*	-	-	-	19 *29%*	8 *22%*	12 *38%*	16 *26%*	22 *31%*	103 *44%*	-	-	-	46 *44%*	23 *37%*	34 *52%*	40 *38%*	63 *49%*	14 *27%*	-	-	-	2 *9%*	6 *35%*	6 *55%*	4 *17%*	10 *37%*
Bill was inaccurate	49 *25%*	18 *25%*	40 *20%*	36 27%f	45 *19%*	6 *12%*	36 *27%*	-	-	-	14 *21%*	10 *27%*	12 *38%*	13 *21%*	22 *31%*	45 *19%*	-	-	-	24 *23%*	11 *17%*	10 *15%*	23 *22%*	22 *17%*	6 *12%*	-	-	-	3 *13%*	1 *6%*	2 *18%*	3 *13%*	3 *11%*
Bill contained items I shouldn't have been charged for	45 23%ef	10 *14%*	31 *16%*	27 20%e	26 *11%*	5 *10%*	27 *20%*	-	-	-	11 *17%*	7 *19%*	9 *28%*	11 *18%*	14 *19%*	26 *11%*	-	-	-	10 *10%*	9 *14%*	7 *11%*	12 *12%*	14 *11%*	5 *10%*	-	-	-	1 *4%*	3 *18%*	1 *9%*	3 *13%*	2 *7%*
Payment issues (including setting up/making a payment, non-direct debit charges)	28 *14%*	8 *11%*	27 *14%*	23 *17%*	32 *14%*	10 *20%*	23 *17%*	-	-	-	17 26%l	1 *3%*	5 *16%*	13 *21%*	10 *14%*	32 *14%*	-	-	-	20 19%u	3 *5%*	9 *14%*	16 *15%*	16 *12%*	10 *20%*	-	-	-	8 *35%*	2 *12%*	-	8 *33%*	2 *7%*
Getting a refund, credit note or cashback	28 14%cf	5 *7%*	15 *8%*	19 *14%*	20 *9%*	2 *4%*	19 *14%*	-	-	-	13 *20%*	4 *11%*	2 *6%*	12 *20%*	7 *10%*	20 *9%*	-	-	-	9 *9%*	2 *3%*	9 14%u	9 *9%*	11 *9%*	2 *4%*	-	-	-	- -	1 *6%*	1 *9%*	- -	2 *7%*
The format of the bill	23 12%e	8 *11%*	19 *10%*	13 *10%*	13 *6%*	2 *4%*	13 *10%*	-	-	-	11 17%l	1 *3%*	1 *3%*	11 18%o	2 *3%*	13 *6%*	-	-	-	6 *6%*	5 *8%*	2 *3%*	6 *6%*	7 *5%*	2 *4%*	-	-	-	1 *4%*	1 *6%*	- -	2 *8%*	- -
Took too long to resolve issue	22 11%c	7 *10%*	9 *5%*	16 12%c	15 *6%*	4 *8%*	16 *12%*	-	-	-	5 *8%*	6 *16%*	5 *16%*	4 *7%*	12 *17%*	15 *6%*	-	-	-	4 *4%*	9 14%tv	2 *3%*	6 *6%*	9 *7%*	4 *8%*	-	-	-	2 *9%*	1 *6%*	1 *9%*	1 *4%*	3 *11%*
Didn't do what they said they would do	20 *10%*	3 *4%*	11 *6%*	19 14%bce	15 *6%*	5 *10%*	19 *14%*	-	-	-	6 *9%*	6 *16%*	7 *22%*	4 *7%*	15 21%n	15 *6%*	-	-	-	2 *2%*	7 11%t	6 9%t	4 *4%*	11 *9%*	5 *10%*	-	-	-	2 *9%*	1 *6%*	2 *18%*	1 *4%*	4 *15%*
Rude/dismissive	12 *6%*	5 *7%*	8 *4%*	15 11%ce	11 *5%*	2 *4%*	15 *11%*	-	-	-	2 *3%*	5 14%k	8 25%k	3 *5%*	12 17%n	11 *5%*	-	-	-	1 *1%*	3 *5%*	7 11%t	- -	11 9%w	2 *4%*	-	-	-	1 *4%*	- -	1 *9%*	1 *4%*	1 *4%*
Gave incorrect information	10 *5%*	6 *8%*	8 *4%*	13 10%ce	10 *4%*	6 12%ce	13 *10%*	-	-	-	3 *5%*	5 *14%*	5 *16%*	3 *5%*	10 *14%*	10 *4%*	-	-	-	5 *5%*	5 8%v	- -	4 *4%*	6 *5%*	6 *12%*	-	-	-	3 *13%*	3 *18%*	- -	1 *4%*	5 *19%*
Unable to get through to anyone	10 5%e	2 *3%*	14 7%e	10 7%e	3 *1%*	4 8%e	10 *7%*	-	-	-	3 *5%*	4 *11%*	3 *9%*	3 *5%*	7 *10%*	3 *1%*	-	-	-	- -	3 5%t	- -	- -	3 *2%*	4 *8%*	-	-	-	2 *9%*	1 *6%*	1 *9%*	1 *4%*	3 *11%*
Unable to get through to relevant person	6 *3%*	3 *4%*	12 *6%*	7 *5%*	9 *4%*	2 *4%*	7 *5%*	-	-	-	2 *3%*	5 14%km	- -	1 *2%*	6 *8%*	9 *4%*	-	-	-	2 *2%*	6 10%tv	1 *2%*	4 *4%*	5 *4%*	2 *4%*	-	-	-	1 *4%*	1 *6%*	- -	- -	2 *7%*
Pre-pay credit lost or not credited to card	- -	3 4%acd	- -	- -	2 *1%*	- -	- -	-	-	-	- -	- -	- -	- -	- -	2 *1%*	-	-	-	1 *1%*	- -	1 *2%*	1 *1%*	1 *1%*	- -	-	-	-	- -	- -	- -	- -	- -
Costs of international and roaming calls	- -	- -	- -	- -	4 *2%*	- -	- -	-	-	-	- -	- -	- -	- -	- -	4 *2%*	-	-	-	2 *2%*	1 *2%*	1 *2%*	1 *1%*	3 *2%*	- -	-	-	-	- -	- -	- -	- -	- -
A different issue	8 *4%*	4 *6%*	6 *3%*	4 *3%*	21 9%acd	3 *6%*	4 *3%*	-	-	-	2 *3%*	1 *3%*	1 *3%*	2 *3%*	2 *3%*	21 *9%*	-	-	-	11 *11%*	2 *3%*	8 *12%*	11 *11%*	10 *8%*	3 *6%*	-	-	-	1 *4%*	2 *12%*	-	1 *4%*	2 *7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	342	135	349	329	408	157	-**	-**	342	-**	156	99*	87*	147	192	-**	-**	135	-**	78*	36*	21**	66*	69*	-**	-**	349	-**	182	107	60*	158	191
Connection speed slower than advertised or led to expect	178 52%	77 57%e	186 53%e	193 59%e	186 46%	83 53%	- -	- -	178 52%	- -	87 56%	46 46%	45 52%	66 45%	110 57%n	- -	- -	77 57%	- -	42 54%	20 56%	15 71%	31 47%	46 67%w	- -	- -	186 53%	- -	85 47%	66 62%E	35 58%	64 41%	122 64%H
Service is not consistently available	142 42%c	53 39%	114 33%	147 45%ce	141 35%	56 36%	- -	- -	142 42%	- -	50 32%	48 48%k	44 51%k	46 31%	94 49%n	- -	- -	53 39%	- -	27 35%	17 47%	9 43%	17 26%	36 52%w	- -	- -	114 33%	- -	52 29%	33 31%	29 48%EF	43 27%	71 37%H
Complete loss of service	111 32%	42 31%	120 34%	110 33%	197 48%abcdf	49 31%	- -	- -	111 32%	- -	45 29%	32 32%	34 39%	59 40%o	51 27%	- -	- -	42 31%	- -	24 31%	12 33%	6 29%	27 41%x	15 22%	- -	- -	120 34%	- -	64 35%	34 32%	22 37%	61 39%	59 31%
Problems with voice over internet (VOIP) telephone calls	25 7%cef	13 10%cef	12 3%	20 6%ef	10 2%	1 1%	- -	- -	25 7%	- -	19 12%lm	3 3%	3 3%	15 10%	10 5%	- -	- -	13 10%	- -	9 12%	2 6%	2 10%	8 12%	5 7%	- -	- -	12 3%	- -	9 5%	3 3%	- -	7 4%	5 3%
Poor line quality	22 6%bef	2 1%	16 5%f	23 7%bef	10 2%	1 1%	- -	- -	22 6%	- -	12 8%	3 3%	7 8%	12 8%	10 5%	- -	- -	2 1%	- -	1 1%	1 3%	- -	1 2%	1 1%	- -	- -	16 5%	- -	8 4%	3 3%	5 8%	8 5%	8 4%
Unable to get certain channels/content	17 5%bcdf	- -	5 1%	7 2%	14 3%bf	- -	- -	- -	17 5%	- -	8 5%	6 6%	3 3%	8 5%	8 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 1%	- -	2 1%	3 3%	- -	2 1%	3 2%
Poor picture quality	5 1%	- -	5 1%	3 1%	5 1%	- -	- -	- -	5 1%	- -	1 1%	3 3%	1 1%	2 1%	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 1%	- -	5 3%	- -	- -	5 3%l	- -
Unable to access 4G service	- -	2 1%acd	- -	- -	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	1 1%	1 3%	- -	1 2%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	2 1%acd	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	2 3%	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor indoor reception/ coverage	- -	3 2%acd	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	2 3%	1 3%	- -	2 3%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	1 1%	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 1%	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 2%	4 3%	6 2%	9 3%	11 3%	11 7%acde	- -	- -	6 2%	- -	2 1%	2 2%	2 2%	1 1%	5 3%	- -	- -	4 3%	- -	4 5%	- -	- -	1 2%	3 4%	- -	- -	6 2%	- -	3 2%	- -	3 5%F	2 1%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	342	135	349	329	408	157	-**	-**	329	-**	117	102	110	102	225	-**	-**	408	-**	181	142	85*	192	212	-**	-**	157	-**	71*	49*	37*	62*	93*
Connection speed slower than advertised or led to expect	178 52%	77 57%e	186 53%e	193 59%e	186 46%	83 53%	- -	- -	193 59%	- -	66 56%	57 56%	70 64%	48 47%	145 64%n	- -	- -	186 46%	- -	69 38%	70 49%t	47 55%t	63 33%	120 57%w	- -	- -	83 53%	- -	26 37%	33 67%E	24 65%E	23 37%	60 65%H
Service is not consistently available	142 42%c	53 39%	114 33%	147 45%ce	141 35%	56 36%	- -	- -	147 45%	- -	38 32%	49 48%k	60 55%k	32 31%	114 51%n	- -	- -	141 35%	- -	50 28%	51 36%	40 47%t	46 24%	94 44%w	- -	- -	56 36%	- -	18 25%	21 43%E	17 46%E	10 16%	45 48%H
Complete loss of service	111 32%	42 31%	120 34%	110 33%	197 48%abcdf	49 31%	- -	- -	110 33%	- -	33 28%	32 31%	45 41%k	31 30%	78 35%	- -	- -	197 48%	- -	88 49%	64 45%	45 53%	100 52%	95 45%	- -	- -	49 31%	- -	28 39%	12 24%	9 24%	31 50%l	18 19%
Problems with voice over internet (VOIP) telephone calls	25 7%cef	13 10%cef	12 3%	20 6%ef	10 2%	1 1%	- -	- -	20 6%	- -	6 5%	7 7%	7 6%	4 4%	16 7%	- -	- -	10 2%	- -	5 3%	4 3%	1 1%	5 3%	5 2%	- -	- -	1 1%	- -	- -	- -	1 3%	- -	1 1%
Poor line quality	22 6%bef	2 1%	16 5%f	23 7%bef	10 2%	1 1%	- -	- -	23 7%	- -	10 9%	5 5%	8 7%	6 6%	17 8%	- -	- -	10 2%	- -	4 2%	2 1%	4 5%	2 1%	8 4%	- -	- -	1 1%	- -	- -	- -	1 3%	- -	1 1%
Unable to get certain channels/content	17 5%bcdf	- -	5 1%	7 2%	14 3%bf	- -	- -	- -	7 2%	- -	3 3%	2 2%	2 2%	1 1%	6 3%	- -	- -	14 3%	- -	5 3%	3 2%	6 7%	6 3%	8 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	5 1%	- -	5 1%	3 1%	5 1%	- -	- -	- -	3 1%	- -	1 1%	2 2%	- -	1 1%	2 1%	- -	- -	5 1%	- -	- -	1 1%	4 5%tu	- -	5 2%w	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to access 4G service	- -	2 1%acd	- -	- -	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 1%	- -	2 1%	1 1%	1 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	2 1%acd	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	1 1%	- -	1 1%	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor indoor reception/ coverage	- -	3 2%acd	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	2 2%t	1 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	1 1%	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 2%	4 3%	6 2%	9 3%	11 3%	11 7%acde	- -	- -	9 3%	- -	4 3%	2 2%	3 3%	2 2%	7 3%	- -	- -	11 3%	- -	6 3%	2 1%	3 4%	5 3%	6 3%	- -	- -	11 7%	- -	6 8%	1 2%	4 11%	4 6%	6 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 7

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	154	68*	150	112	138	51*	-**	154	-**	-**	98*	33*	23**	104	49*	-**	68*	-**	-**	42*	18**	8**	48*	20**	-**	150	-**	-**	86*	44*	20**	97*	53*
Time taken to install the service	60	14	33	22	26	21	-	60	-	-	36	13	11	41	19	-	14	-	-	9	2	3	6	8	-	33	-	-	20	11	2	25	8
	39%bcde	21%	22%	20%	19%	41%bcde	-	39%	-	-	37%	39%	48%	39%	39%	-	21%	-	-	21%	11%	38%	13%	40%	-	22%	-	-	23%	25%	10%	26%	15%
Missed/ moved installation appointment	38	12	20	11	10	4	-	38	-	-	24	8	6	27	11	-	12	-	-	6	5	1	7	5	-	20	-	-	14	5	1	16	4
	25%cdef	18%e	13%	10%	7%	8%	-	25%	-	-	24%	24%	26%	26%	22%	-	18%	-	-	14%	28%	13%	15%	25%	-	13%	-	-	16%	11%	5%	16%	8%
Time taken to repair a fault	37	14	31	25	39	2	-	37	-	-	21	7	9	25	12	-	14	-	-	9	4	1	12	2	-	31	-	-	12	13	6	18	13
	24%f	21%f	21%f	22%f	28%f	4%	-	24%	-	-	21%	21%	39%	24%	24%	-	21%	-	-	21%	22%	13%	25%	10%	-	21%	-	-	14%	30%F	30%	19%	25%
Switching issues (e.g. problems trying to switch or problems porting your number)	30	12	23	19	19	8	-	30	-	-	21	5	4	24	6	-	12	-	-	6	3	3	8	4	-	23	-	-	15	5	3	16	7
	19%	18%	15%	17%	14%	16%	-	19%	-	-	21%	15%	17%	23%	12%	-	18%	-	-	14%	17%	38%	17%	20%	-	15%	-	-	17%	11%	15%	16%	13%
Damage to property during installation	28	5	15	8	15	-	-	28	-	-	27	1	-	27	1	-	5	-	-	3	2	-	1	4	-	15	-	-	12	2	1	9	6
	18%bcdf	7%	10%f	7%	11%f	-	-	18%	-	-	28%l	3%	-	26%o	2%	-	7%	-	-	7%	11%	-	2%	20%	-	10%	-	-	14%	5%	5%	9%	11%
Arranging an installation	26	8	23	15	19	5	-	26	-	-	19	5	2	20	6	-	8	-	-	6	2	-	7	1	-	23	-	-	19	3	1	16	7
	17%	12%	15%	13%	14%	10%	-	17%	-	-	19%	15%	9%	19%	12%	-	12%	-	-	14%	11%	-	15%	5%	-	15%	-	-	22%F	7%	5%	16%	13%
Arranging an appointment for an engineer visit	19	8	25	20	29	4	-	19	-	-	18	1	-	16	3	-	8	-	-	8	-	-	6	2	-	25	-	-	15	4	6	14	11
	12%	12%	17%	18%	21%af	8%	-	12%	-	-	18%l	3%	-	15%	6%	-	12%	-	-	19%	-	-	13%	10%	-	17%	-	-	17%	9%	30%	14%	21%
Complaining about an engineer	11	7	15	7	15	2	-	11	-	-	8	2	1	9	1	-	7	-	-	7	-	-	7	-	-	15	-	-	9	4	2	9	6
	7%	10%	10%	6%	11%	4%	-	7%	-	-	8%	6%	4%	9%	2%	-	10%	-	-	17%	-	-	15%	-	-	10%	-	-	10%	9%	10%	9%	11%
Missed/moved repair appointment	10	8	20	7	15	3	-	10	-	-	5	5	-	8	2	-	8	-	-	5	1	2	7	1	-	20	-	-	10	5	5	15	5
	6%	12%	13%a	6%	11%	6%	-	6%	-	-	5%	15%	-	8%	4%	-	12%	-	-	12%	6%	25%	15%	5%	-	13%	-	-	12%	11%	25%	15%	9%
Damage to property during repair	9	7	11	7	13	2	-	9	-	-	8	1	-	8	1	-	7	-	-	6	1	-	6	1	-	11	-	-	7	1	3	6	5
	6%	10%	7%	6%	9%	4%	-	6%	-	-	8%	3%	-	8%	2%	-	10%	-	-	14%	6%	-	13%	5%	-	7%	-	-	8%	2%	15%	6%	9%
A different issue	6	1	10	10	11	10	-	6	-	-	2	3	1	1	5	-	1	-	-	1	-	-	1	-	-	10	-	-	6	-	4	5	5
	4%	1%	7%	9%b	8%	20%abce	-	4%	-	-	2%	9%	4%	1%	10%n	-	1%	-	-	2%	-	-	2%	-	-	7%	-	-	7%	-	20%	5%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 8

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	154	68*	150	112	138	51*	-**	112	-**	-**	50*	34*	28**	50*	62*	-**	138	-**	-**	77*	41*	20**	80*	58*	-**	51*	-**	-**	30*	15**	6**	35*	16**
Time taken to install the service	60	14	33	22	26	21	-	22	-	-	10	4	8	5	17	-	26	-	-	16	8	2	12	14	-	21	-	-	13	6	2	14	7
	39%bcde	21%	22%	20%	19%	41%bcde	-	20%	-	-	20%	12%	29%	10%	27%n	-	19%	-	-	21%	20%	10%	15%	24%	-	41%	-	-	43%	40%	33%	40%	44%
Missed/ moved installation appointment	38	12	20	11	10	4	-	11	-	-	7	2	2	5	6	-	10	-	-	7	2	1	7	3	-	4	-	-	3	-	1	2	2
	25%cdef	18%e	13%	10%	7%	8%	-	10%	-	-	14%	6%	7%	10%	10%	-	7%	-	-	9%	5%	5%	9%	5%	-	8%	-	-	10%	-	17%	6%	13%
Time taken to repair a fault	37	14	31	25	39	2	-	25	-	-	8	7	10	14	11	-	39	-	-	17	14	8	22	17	-	2	-	-	-	1	1	1	1
	24%f	21%f	21%f	22%f	28%f	4%	-	22%	-	-	16%	21%	36%	28%	18%	-	28%	-	-	22%	34%	40%	28%	29%	-	4%	-	-	-	7%	17%	3%	6%
Switching issues (e.g. problems trying to switch or problems porting your number)	30	12	23	19	19	8	-	19	-	-	12	3	4	8	11	-	19	-	-	13	6	-	12	7	-	8	-	-	6	1	1	5	3
	19%	18%	15%	17%	14%	16%	-	17%	-	-	24%	9%	14%	16%	18%	-	14%	-	-	17%	15%	-	15%	12%	-	16%	-	-	20%	7%	17%	14%	19%
Damage to property during installation	28	5	15	8	15	-	-	8	-	-	5	3	-	7	1	-	15	-	-	9	4	2	7	8	-	-	-	-	-	-	-	-	-
	18%bcdf	7%	10%f	7%	11%f	-	-	7%	-	-	10%	9%	-	14%o	2%	-	11%	-	-	12%	10%	10%	9%	14%	-	-	-	-	-	-	-	-	-
Arranging an installation	26	8	23	15	19	5	-	15	-	-	8	4	3	7	8	-	19	-	-	15	2	2	15	4	-	5	-	-	4	1	-	5	-
	17%	12%	15%	13%	14%	10%	-	13%	-	-	16%	12%	11%	14%	13%	-	14%	-	-	19%u	5%	10%	19%x	7%	-	10%	-	-	13%	7%	-	14%	-
Arranging an appointment for an engineer visit	19	8	25	20	29	4	-	20	-	-	9	4	7	10	10	-	29	-	-	16	10	3	24	5	-	4	-	-	3	1	-	2	2
	12%	12%	17%	18%	21%af	8%	-	18%	-	-	18%	12%	25%	20%	16%	-	21%	-	-	21%	24%	15%	30%x	9%	-	8%	-	-	10%	7%	-	6%	13%
Complaining about an engineer	11	7	15	7	15	2	-	7	-	-	3	1	3	4	3	-	15	-	-	10	4	1	9	6	-	2	-	-	1	1	-	1	1
	7%	10%	10%	6%	11%	4%	-	6%	-	-	6%	3%	11%	8%	5%	-	11%	-	-	13%	10%	5%	11%	10%	-	4%	-	-	3%	7%	-	3%	6%
Missed/moved repair appointment	10	8	20	7	15	3	-	7	-	-	1	2	4	3	4	-	15	-	-	10	2	3	10	5	-	3	-	-	1	2	-	2	1
	6%	12%	13%a	6%	11%	6%	-	6%	-	-	2%	6%	14%	6%	6%	-	11%	-	-	13%	5%	15%	13%	9%	-	6%	-	-	3%	13%	-	6%	6%
Damage to property during repair	9	7	11	7	13	2	-	7	-	-	2	4	1	2	5	-	13	-	-	8	4	1	8	5	-	2	-	-	1	1	-	1	1
	6%	10%	7%	6%	9%	4%	-	6%	-	-	4%	12%	4%	4%	8%	-	9%	-	-	10%	10%	5%	10%	9%	-	4%	-	-	3%	7%	-	3%	6%
A different issue	6	1	10	10	11	10	-	10	-	-	3	3	4	4	6	-	11	-	-	5	2	4	5	6	-	10	-	-	3	4	3	6	4
	4%	1%	7%	9%b	8%	20%abce	-	9%	-	-	6%	9%	14%	8%	10%	-	8%	-	-	6%	5%	20%	6%	10%	-	20%	-	-	10%	27%	50%	17%	25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 9

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	21**	16**	22**	22**	25**	7**	-**	-**	-**	21**	11**	6**	4**	12**	9**	-**	-**	-**	16**	9**	5**	2**	10**	5**	-**	-**	-**	22**	16**	6**	-**	17**	4**
Complaining about the terms of your contract	4 *19%*	4 *25%*	4 *18%*	4 *18%*	3 *12%*	1 *14%*	- -	- -	- -	4 *19%*	2 *18%*	- -	2 *50%*	- -	4 *44%*	- -	- -	- -	4 *25%*	2 *22%*	2 *40%*	- -	1 *10%*	2 *40%*	- -	- -	- -	4 *18%*	3 *19%*	1 *17%*	- -	3 *18%*	- -
Service not performing as advertised or as told in store/over the phone	4 *19%*	1 *6%*	4 *18%*	7 *32%*	5 *20%*	2 *29%*	- -	- -	- -	4 *19%*	2 *18%*	2 *33%*	- -	3 *25%*	1 *11%*	- -	- -	- -	1 *6%*	1 *11%*	- -	- -	- -	1 *20%*	- -	- -	- -	4 *18%*	3 *19%*	1 *17%*	- -	4 *24%*	- -
Change to your package or service (upgrading or downgrading your service)	4 *19%*	3 *19%*	5 *23%*	8 *36%*	6 *24%*	- -	- -	- -	- -	4 *19%*	2 *18%*	1 *17%*	1 *25%*	2 *17%*	2 *22%*	- -	- -	- -	3 *19%*	1 *11%*	2 *40%*	- -	3 *30%*	- -	- -	- -	- -	5 *23%*	4 *25%*	1 *17%*	- -	4 *24%*	1 *25%*
Switching issues (e.g. problems trying to switch or problems porting your number)	1 *5%*	3 *19%*	5 *23%*	3 *14%*	- -	- -	- -	- -	- -	1 *5%*	1 *9%*	- -	- -	1 *8%*	- -	- -	- -	- -	3 *19%*	2 *22%*	1 *20%*	- -	2 *20%*	1 *20%*	- -	- -	- -	5 *23%*	5 *31%*	- -	- -	5 *29%*	- -
Keeping your mobile phone number when changing suppliers	- -	1 *6%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *6%*	- -	- -	1 *50%*	1 *10%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	9 *43%*	4 *25%*	7 *32%*	6 *27%*	12 *48%*	4 *57%*	- -	- -	- -	9 *43%*	4 *36%*	3 *50%*	2 *50%*	6 *50%*	3 *33%*	- -	- -	- -	4 *25%*	3 *33%*	- -	1 *50%*	3 *30%*	1 *20%*	- -	- -	- -	7 *32%*	4 *25%*	3 *50%*	- -	4 *24%*	3 *75%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I

** 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 10

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	21**	16**	22**	22**	25**	7**	-**	-**	-**	22**	8**	7**	7**	7**	15**	-**	-**	-**	25**	11**	9**	5**	15**	10**	-**	-**	-**	7**	4**	-**	3**	5**	2**
Complaining about the terms of your contract	4 *19%*	4 *25%*	4 *18%*	4 *18%*	3 *12%*	1 *14%*	- -	- -	- -	4 *18%*	1 *13%*	1 *14%*	2 *29%*	2 *29%*	2 *13%*	- -	- -	- -	3 *12%*	- -	3 *33%*	- -	1 *7%*	2 *20%*	- -	- -	- -	1 *14%*	- -	- -	1 *33%*	1 *20%*	- -
Service not performing as advertised or as told in store/over the phone	4 *19%*	1 *6%*	4 *18%*	7 *32%*	5 *20%*	2 *29%*	- -	- -	- -	7 *32%*	1 *13%*	2 *29%*	4 *57%*	2 *29%*	5 *33%*	- -	- -	- -	5 *20%*	1 *9%*	2 *22%*	2 *40%*	2 *13%*	3 *30%*	- -	- -	- -	2 *29%*	1 *25%*	- -	1 *33%*	1 *20%*	1 *50%*
Change to your package or service (upgrading or downgrading your service)	4 *19%*	3 *19%*	5 *23%*	8 *36%*	6 *24%*	- -	- -	- -	- -	8 *36%*	4 *50%*	3 *43%*	1 *14%*	1 *14%*	7 *47%*	- -	- -	- -	6 *24%*	3 *27%*	2 *22%*	1 *20%*	5 *33%*	1 *10%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	1 *5%*	3 *19%*	5 *23%*	3 *14%*	- -	- -	- -	- -	- -	3 *14%*	- -	1 *14%*	2 *29%*	- -	3 *20%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Keeping your mobile phone number when changing suppliers	- -	1 *6%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	9 *43%*	4 *25%*	7 *32%*	6 *27%*	12 *48%*	4 *57%*	- -	- -	- -	6 *27%*	2 *25%*	2 *29%*	2 *29%*	2 *29%*	4 *27%*	- -	- -	- -	12 *48%*	7 *64%*	3 *33%*	2 *40%*	7 *47%*	5 *50%*	- -	- -	- -	4 *57%*	3 *75%*	- -	1 *33%*	3 *60%*	1 *50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I

** 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 11

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

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
Only/mainly on the phone	460	186	473	403	618	184	117	100	232	11	219	125	116	234	223	36	29	109	12	103	53	30	97	88	113	82	264	14	264	137	72	243	230
	64%	64%	66%	67%	77%abcdf	69%	59%	65%	68%g	52%	61%	68%	67%	63%	65%	50%	43%	81%pq	75%	60%	68%	75%	58%	73%w	57%	55%	76%AB	64%	65%	67%	67%	64%	69%
Only/mainly via webchat	107	14	85	91	57	40	31	16	55	5	54	24	29	46	61	2	4	6	2	7	6	1	9	5	26	18	41	-	46	23	16	43	42
	15%be	5%	12%be	15%be	7%	15%be	16%	10%	16%	24%	15%	13%	17%	12%	18%n	3%	6%	4%	13%	4%	8%	3%	5%	4%	13%	12%	12%	-	11%	11%	15%	11%	13%
Only/mainly via email	57	19	56	38	43	20	18	10	27	2	29	14	14	35	21	7	7	5	-	13	4	2	12	7	19	13	22	2	35	15	6	35	21
	8%e	7%	8%	6%	5%	8%	9%	6%	8%	10%	8%	8%	8%	9%	6%	10%	10%	4%	-	8%	5%	5%	7%	6%	10%	9%	6%	9%	9%	7%	6%	9%	6%
Only/mainly by social media	27	20	29	19	27	8	8	11	8	-	21	4	2	17	10	8	9	3	-	13	5	2	15	5	12	7	9	1	16	8	5	17	11
	4%	7%adef	4%	3%	3%	3%	4%	7%i	2%	-	6%m	2%	1%	5%	3%	11%r	13%r	2%	-	8%	6%	5%	9%	4%	6%C	5%	3%	5%	4%	4%	5%	4%	3%
Only/mainly in store	22	13	28	12	26	3	9	8	5	-	14	7	1	10	11	8	1	4	-	8	4	1	10	2	10	12	5	1	20	5	3	18	10
	3%	4%df	4%df	2%	3%	1%	5%l	5%l	1%	-	4%m	4%m	1%	3%	3%	11%qr	1%	3%	-	5%	5%	3%	6%	2%	5%C	8%C	1%	5%	5%	2%	3%	5%	3%
Only/mainly by letter	20	19	18	12	13	4	11	4	5	-	15	3	2	14	6	4	12	3	-	14	2	3	12	7	8	7	1	2	13	5	-	9	8
	3%	7%acdef	3%	2%	2%	2%	6%l	3%	1%	-	4%	2%	1%	4%	2%	6%	18%pr	2%	-	8%	3%	8%	7%	6%	4%C	5%C	*	9%	3%	2%	-	2%	2%
Only/mainly via another contact method	16	13	25	18	17	7	5	4	7	-	3	6	7	7	9	4	6	3	-	9	3	1	7	6	9	11	5	-	11	9	5	12	13
	2%	4%e	3%	3%	2%	3%	3%	3%	2%	-	1%	3%k	4%k	2%	3%	6%	9%r	2%	-	5%	4%	3%	4%	5%	5%C	7%C	1%	-	3%	4%	5%	3%	4%
Don't know	8	7	6	5	3	-	1	1	3	3	5	2	1	6	1	3	-	2	2	6	1	-	5	1	2	-	2	2	2	4	-	5	-
	1%	2%cef	1%	1%	*	-	1%	1%	1%	14%	1%	1%	1%	2%	*	4%	-	1%	13%	3%	1%	-	3%	1%	1%	-	1%	9%	*	2%	-	1%l	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 12

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

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET							
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
Only/mainly on the phone	460	186	473	403	618	184	85	58	246	14	149	122	132	148	254	161	85	351	21	284	194	140	299	318	28	33	118	5	89	54	41	87	96
	64%	*64%*	*66%*	*67%*	77%abcdef	*69%*	*63%*	*52%*	75%gh	*64%*	*62%*	*68%*	75%k	*67%*	*68%*	*69%*	*62%*	86%pq	*84%*	*76%*	*76%*	*80%*	*76%*	*78%*	*55%*	*65%*	75%A	*71%*	*70%*	*67%*	*72%*	*69%*	*70%*
Only/mainly via webchat	107	14	85	91	57	40	16	19	51	5	38	27	26	30	60	22	14	19	2	26	17	14	26	30	10	6	23	1	23	9	8	18	21
	15%be	*5%*	12%be	15%be	*7%*	15%be	*12%*	*17%*	*16%*	*23%*	*16%*	*15%*	*15%*	*14%*	*16%*	9%r	10%r	*5%*	*8%*	*7%*	*7%*	*8%*	*7%*	*7%*	*20%*	*12%*	*15%*	*14%*	*18%*	*11%*	*14%*	*14%*	*15%*
Only/mainly via email	57	19	56	38	43	20	12	9	15	2	24	5	9	20	18	16	9	16	2	20	15	8	23	20	6	6	7	1	7	10	3	8	12
	8%e	*7%*	*8%*	*6%*	*5%*	*8%*	*9%*	*8%*	*5%*	*9%*	10%l	*3%*	*5%*	9%o	*5%*	*7%*	*7%*	*4%*	*8%*	*5%*	*6%*	*5%*	*6%*	*5%*	*12%*	*12%*	*4%*	*14%*	*5%*	*12%*	*5%*	*6%*	*9%*
Only/mainly by social media	27	20	29	19	27	8	9	4	6	-	9	8	2	5	14	10	7	10	-	12	8	7	13	13	2	1	5	-	2	4	2	4	4
	4%	7%adef	*4%*	*3%*	*3%*	*3%*	7%i	*4%*	*2%*	-	*4%*	*4%*	*1%*	*2%*	*4%*	*4%*	*5%*	*2%*	-	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	-	*2%*	*5%*	*4%*	*3%*	*3%*
Only/mainly in store	22	13	28	12	26	3	2	7	3	-	8	3	1	5	7	11	11	4	-	16	8	2	12	14	2	1	-	-	2	1	-	2	1
	3%	4%df	4%df	*2%*	*3%*	*1%*	*1%*	6%gj	*1%*	-	*3%*	*2%*	*1%*	*2%*	*2%*	5%r	8%r	*1%*	-	*4%*	*3%*	*1%*	*3%*	*3%*	4%C	*2%*	-	-	*2%*	*1%*	-	*2%*	*1%*
Only/mainly by letter	20	19	18	12	13	4	7	3	2	-	2	6	4	5	7	6	5	2	-	7	3	3	6	7	2	-	2	-	1	2	1	1	3
	3%	7%acdef	*3%*	*2%*	*2%*	*2%*	5%i	*3%*	*1%*	-	*1%*	*3%*	*2%*	*2%*	*2%*	3%r	4%r	*	-	*2%*	*1%*	*2%*	*2%*	*2%*	*4%*	-	*1%*	-	*1%*	*2%*	*2%*	*1%*	*2%*
Only/mainly via another contact method	16	13	25	18	17	7	1	11	5	1	8	7	3	5	13	6	6	5	-	6	10	1	10	7	1	4	2	-	4	1	2	6	1
	2%	4%e	*3%*	*3%*	*2%*	*3%*	*1%*	10%gj	*2%*	*5%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	4%r	*1%*	-	*2%*	4%v	*1%*	*3%*	*2%*	*2%*	8%C	*1%*	-	*3%*	*1%*	*4%*	5%l	*1%*
Don't know	8	7	6	5	3	-	3	1	1	-	3	2	-	2	1	1	1	1	-	2	-	1	2	-	-	-	-	-	-	-	-	-	-
	1%	2%cef	*1%*	*1%*	*	-	2%i	*1%*	*	-	*1%*	*1%*	-	*1%*	*	*	*1%*	*	-	*1%*	-	*1%*	*1%*	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 13

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	58	54	91	58	77	31	19	12	22	5	58	-	-	52	6	16	11	26	1	54	-	-	51	3	26	18	40	7	91	-	-	87	4
		8%	19%acde f	13%a	10%	10%	12%	10%	8%	6%	24%	16%lm	-	-	14%o	2%	22%	16%	19%	6%	31%uv	-	-	31%x	2%	13%	12%	11%	32%	22%FG	-	-	23%I	1%
9 -	(9)	55	25	51	44	55	23	17	10	28	-	55	-	-	48	7	5	7	9	4	25	-	-	20	5	16	10	24	1	51	-	-	44	7
		8%	9%	7%	7%	7%	9%	9%	6%	8%	-	15%lm	-	-	13%o	2%	7%	10%	7%	25%	14%uv	-	-	12%x	4%	8%	7%	7%	5%	13%FG	-	-	12%I	2%
8 -	(8)	138	50	152	63	134	36	29	51	55	3	138	-	-	114	24	12	13	22	3	50	-	-	29	19	43	38	65	6	152	-	-	116	36
		19%df	17%d	21%def	11%	17%d	14%	15%	33%gi	16%	14%	38%lm	-	-	31%o	7%	17%	19%	16%	19%	29%uv	-	-	17%	16%	22%	25%	19%	27%	37%FG	-	-	30%I	11%
7 -	(7)	109	44	113	76	107	38	30	25	51	3	109	-	-	66	41	11	11	21	1	44	-	-	26	18	38	20	53	2	113	-	-	56	57
		15%	15%	16%	13%	13%	14%	15%	16%	15%	14%	30%lm	-	-	18%o	12%	15%	16%	16%	6%	25%uv	-	-	16%	15%	19%	13%	15%	9%	28%FG	-	-	15%	17%
6 -	(6)	65	21	86	59	90	20	15	9	38	3	-	65	-	35	30	5	6	10	-	-	21	-	10	11	24	19	41	2	-	86	-	36	49
		9%	7%	12%bf	10%	11%	8%	8%	6%	11%	14%	-	35%km	-	9%	9%	7%	9%	7%	-	-	27%tv	-	6%	9%	12%	13%	12%	9%	-	42%EG	-	9%	15%H
5 -	(5)	74	33	69	60	94	44	22	13	37	2	-	74	-	21	53	8	8	16	1	-	33	-	10	23	16	13	38	2	-	69	-	22	47
		10%	11%	10%	10%	12%	17%acde	11%	8%	11%	10%	-	40%km	-	6%	15%n	11%	12%	12%	6%	-	42%tv	-	6%	19%w	8%	9%	11%	9%	-	33%EG	-	6%	14%H
4 -	(4)	46	24	51	61	71	17	10	11	24	1	-	46	-	11	33	6	4	10	4	-	24	-	9	14	9	12	28	2	-	51	-	10	39
		6%	8%	7%	10%ac	9%	6%	5%	7%	7%	5%	-	25%km	-	3%	10%n	8%	6%	7%	25%	-	31%tv	-	5%	12%	5%	8%	8%	9%	-	25%EG	-	3%	12%H
3 -	(3)	60	15	40	47	64	22	19	7	33	1	-	-	60	7	53	-	5	10	-	-	-	15	6	9	9	7	24	-	-	-	40	3	37
		8%c	5%	6%	8%	8%	8%	10%	5%	10%	5%	-	-	35%kl	2%	15%n	-	7%p	7%p	-	-	-	38%tu	4%	7%	5%	5%	7%	-	-	-	37%EF	1%	11%H
2 -	(2)	38	9	21	33	32	13	9	10	17	2	-	-	38	4	32	4	2	3	-	-	-	9	4	5	12	3	6	-	-	-	21	4	17
		5%c	3%	3%	6%c	4%	5%	5%	6%	5%	10%	-	-	22%kl	1%	9%n	6%	3%	2%	-	-	-	23%tu	2%	4%	6%C	2%	2%	-	-	-	20%EF	1%	5%H
1 - Extremely dissatisfied		74	16	46	97	80	22	30	6	37	1	-	-	74	11	63	5	1	8	2	-	-	16	2	14	6	10	30	-	-	-	46	4	42
	(1)	10%bc	5%	6%	16%abce f	10%bc	8%	15%h	4%	11%h	5%	-	-	43%kl	3%	18%n	7%	1%	6%	13%	-	-	40%tu	1%	12%w	3%	7%	9%A	-	-	-	43%EF	1%	13%H
NET: Dissatisfied	(1-3)	172	40	107	177	176	57	58	23	87	4	-	-	172	22	148	9	8	21	2	-	-	40	12	28	27	20	60	-	-	-	107	11	96
		24%bc	14%	15%	30%abce f	22%bc	21%bc	29%h	15%	25%h	19%	-	-	100%kl	6%	43%n	13%	12%	16%	13%	-	-	100%tu	7%	23%w	14%	13%	17%	-	-	-	100%EF	3%	29%H
NET: Neutral	(4-6)	185	78	206	180	255	81	47	33	99	6	-	185	-	67	116	19	18	36	5	-	78	-	29	48	49	44	107	6	-	206	-	68	135
		26%	27%	29%	30%	32%a	30%	24%	21%	29%	29%	-	100%km	-	18%	34%n	26%	26%	27%	31%	-	100%tv	-	17%	40%w	25%	29%	31%	27%	-	100%EG	-	18%	40%H
NET: Satisfied	(7-10)	360	173	407	241	373	128	95	98	156	11	360	-	-	280	78	44	42	78	9	173	-	-	126	45	123	86	182	16	407	-	-	303	104
		50%d	59%adef	57%adef	40%	46%d	48%d	48%	64%gi	46%	52%	100%lm	-	-	76%o	23%	61%	62%	58%	56%	100%uv	-	-	75%x	37%	62%C	57%	52%	73%	100%FG	-	-	79%I	31%
Mean score		5.88d	6.66ade f	6.46ade f	5.37	5.87d	5.99d	5.65	6.51gi	5.70	6.43	8.17lm	5.10m	1.92	7.38o	4.28	6.74	6.85	6.58	6.25	8.51uv	4.96v	1.98	7.65x	5.30	6.69C	6.52	6.21	7.77	8.29FG	5.17G	1.94	7.78I	4.96
Standard error		0.10	0.15	0.09	0.12	0.09	0.17	0.21	0.20	0.15	0.62	0.05	0.06	0.07	0.11	0.13	0.33	0.29	0.23	0.74	0.09	0.09	0.14	0.18	0.22	0.17	0.20	0.14	0.44	0.05	0.06	0.09	0.10	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 14

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	58	54	91	58	77	31	14	15	26	3	58	-	-	51	7	25	21	28	3	77	-	-	66	11	5	8	17	1	31	-	-	29	2
		8%	19%acdef	13%a	10%	10%	12%	10%	13%	8%	14%	24%lm	-	-	23%o	2%	11%	15%r	7%	12%	21%uv	-	-	17%x	3%	10%	16%	11%	14%	24%FG	-	-	23%I	1%
9 -	(9)	55	25	51	44	55	23	17	8	18	1	44	-	-	37	7	17	10	27	1	55	-	-	44	11	3	3	16	1	23	-	-	19	4
		8%	9%	7%	7%	7%	9%	13%i	7%	5%	5%	18%lm	-	-	17%o	2%	7%	7%	7%	4%	15%uv	-	-	11%x	3%	6%	6%	10%	14%	18%FG	-	-	15%I	3%
8 -	(8)	138	50	152	63	134	36	15	11	35	2	63	-	-	46	17	35	31	65	3	134	-	-	106	28	7	10	18	1	36	-	-	26	10
		19%df	17%d	21%def	11%	17%d	14%	11%	10%	11%	9%	26%lm	-	-	21%o	5%	15%	22%	16%	12%	36%uv	-	-	27%x	7%	14%	20%	11%	14%	28%FG	-	-	21%I	7%
7 -	(7)	109	44	113	76	107	38	20	16	38	2	76	-	-	24	51	27	15	61	4	107	-	-	65	42	8	9	20	1	38	-	-	17	19
		15%	15%	16%	13%	13%	14%	15%	14%	12%	9%	32%lm	-	-	11%	14%	12%	11%	15%	16%	29%uv	-	-	17%x	10%	16%	18%	13%	14%	30%FG	-	-	13%	14%
6 -	(6)	65	21	86	59	90	20	11	17	29	2	-	59	-	19	39	24	16	47	3	-	90	-	40	48	3	3	14	-	-	20	-	8	12
		9%	7%	12%bi	10%	11%	8%	8%	15%	9%	9%	-	33%km	-	9%	10%	10%	12%	12%	12%	-	35%tv	-	10%	12%	6%	6%	9%	-	-	25%EG	-	6%	9%
5 -	(5)	74	33	69	60	94	44	15	5	36	4	-	60	-	12	46	23	18	49	4	-	94	-	32	62	10	9	25	-	-	44	-	19	25
		10%	11%	10%	10%	12%	17%acde	11%	4%	11%h	18%	-	33%km	-	5%	12%n	10%	13%	12%	16%	-	37%tv	-	8%	15%w	20%	18%	16%	-	-	54%EG	-	15%	18%
4 -	(4)	46	24	51	61	71	17	11	12	37	1	-	61	-	11	50	16	7	46	2	-	71	-	17	53	4	3	10	-	-	17	-	2	15
		6%	8%	7%	10%ac	9%	6%	8%	11%	11%	5%	-	34%km	-	5%	13%n	7%	5%	11%q	8%	-	28%tv	-	4%	13%w	8%	6%	6%	-	-	21%EG	-	2%	11%H
3 -	(3)	60	15	40	47	64	22	10	7	29	1	-	-	47	8	39	25	7	31	1	-	-	64	6	58	5	1	14	2	-	-	22	2	20
		8%c	5%	6%	8%	8%	8%	7%	6%	9%	5%	-	-	27%kl	4%	10%n	11%	5%	8%	4%	-	-	36%tu	2%	14%w	10%	2%	9%	29%	-	-	39%EF	2%	14%H
2 -	(2)	38	9	21	33	32	13	6	4	23	-	-	-	33	3	30	12	2	16	2	-	-	32	4	28	3	2	7	1	-	-	13	1	12
		5%c	3%	3%	6%c	4%	5%	4%	4%	7%	-	-	-	19%kl	1%	8%n	5%	1%	4%	8%	-	-	18%tu	1%	7%w	6%	4%	4%	14%	-	-	23%EF	1%	9%H
1 - Extremely dissatisfied		74	16	46	97	80	22	16	17	58	6	-	-	97	9	88	29	11	38	2	-	-	80	11	68	3	3	16	-	-	-	22	3	19
	(1)	10%bc	5%	6%	16%abcef	10%bc	8%	12%	15%	18%	27%	-	-	55%kl	4%	24%n	12%	8%	9%	8%	-	-	45%tu	3%	17%w	6%	6%	10%	-	-	-	39%EF	2%	14%H
NET: Dissatisfied	(1-3)	172	40	107	177	176	57	32	28	110	7	-	-	177	20	157	66	20	85	5	-	-	176	21	154	11	6	37	3	-	-	57	6	51
		24%bc	14%	15%	30%abcef	22%bc	21%bc	24%	25%	33%g	32%	-	-	100%kl	9%	42%n	28%qr	14%	21%	20%	-	-	100%tu	5%	38%w	22%	12%	24%	43%	-	-	100%EF	5%	37%H
NET: Neutral	(4-6)	185	78	206	180	255	81	37	34	102	7	-	180	-	42	135	63	41	142	9	-	255	-	89	163	17	15	49	-	-	81	-	29	52
		26%	27%	29%	30%	32%a	30%	27%	30%	31%	32%	-	100%km	-	19%	36%n	27%	30%	35%p	36%	-	100%tv	-	23%	40%w	33%	29%	31%	-	-	100%EG	-	23%	38%H
NET: Satisfied	(7-10)	360	173	407	241	373	128	66	50	117	8	241	-	-	158	82	104	77	181	11	373	-	-	281	92	23	30	71	4	128	-	-	91	35
		50%d	59%adef	57%adef	40%	46%d	48%d	49%i	45%	36%	36%	100%lm	-	-	72%o	22%	45%	56%pr	44%	44%	100%uv	-	-	72%x	22%	45%	59%	45%	57%	100%FG	-	-	72%I	25%
Mean score		5.88d	6.66adef	6.46adef	5.37	5.87d	5.99d	5.90i	5.74i	5.05	5.18	8.35lm	4.99m	1.72	7.44o	4.16	5.68	6.54pr	5.75	5.84	8.27uv	5.07v	1.91	7.32x	4.49	5.82	6.57	5.85	6.00	8.37FG	5.04G	2.00	7.54I	4.56
Standard error		0.10	0.15	0.09	0.12	0.09	0.17	0.25	0.28	0.16	0.69	0.07	0.06	0.06	0.16	0.13	0.19	0.22	0.13	0.54	0.06	0.05	0.07	0.11	0.12	0.36	0.36	0.22	1.23	0.10	0.08	0.12	0.19	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 15

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	106	72	129	105	154	55	29	22	49	6	86	10	10	81	24	20	14	35	3	69	-	3	60	11	35	31	54	9	110	10	9	99	30
		15%	25%acde	18%	18%	19%a	21%a	15%	14%	14%	29%	24%lm	5%	6%	22%o	7%	28%	21%	26%	19%	40%uv	-	8%u	36%x	9%	18%	21%	15%	41%	27%FG	5%	8%	26%I	9%
9 -	(9)	101	35	85	64	109	39	23	34	43	1	81	11	9	72	29	7	6	19	3	29	5	1	21	14	22	15	47	1	70	9	6	56	29
		14%	12%	12%	11%	14%	15%	12%	22%gi	13%	5%	23%lm	6%	5%	20%o	8%	10%	9%	14%	19%	17%uv	6%	3%	13%	12%	11%	10%	13%	5%	17%FG	4%	6%	15%I	9%
8 -	(8)	147	43	135	86	133	48	32	38	72	5	103	27	17	91	54	11	7	21	4	31	9	3	28	14	34	34	62	5	101	28	6	82	53
		21%bde	15%	19%d	14%	17%	18%	16%	25%g	21%	24%	29%lm	15%	10%	25%o	16%	15%	10%	16%	25%	18%	12%	8%	17%	12%	17%	23%	18%	23%	25%FG	14%G	6%	21%	16%
7 -	(7)	93	37	117	88	127	41	30	10	51	2	44	31	18	51	40	9	12	15	1	20	11	6	20	17	33	24	59	1	70	40	7	61	56
		13%	13%	16%	15%	16%	15%	15%h	6%	15%h	10%	12%	17%	10%	14%	12%	13%	18%	11%	6%	12%	14%	15%	12%	14%	17%	16%	17%	5%	17%G	19%G	7%	16%	17%
6 -	(6)	64	30	79	60	70	22	19	16	29	-	22	31	11	24	40	6	9	15	-	11	16	3	12	18	24	14	39	2	25	45	9	32	47
		9%	10%	11%	10%	9%	8%	10%	10%	8%	-	6%	17%km	6%	7%	12%n	8%	13%	11%	-	6%	21%t	8%	7%	15%w	12%	9%	11%	9%	6%	22%EG	8%	8%	14%H
5 -	(5)	74	26	59	66	66	24	24	14	33	3	10	38	26	26	47	4	9	12	1	3	20	3	7	18	11	13	33	2	10	39	10	17	40
		10%	9%	8%	11%	8%	9%	12%	9%	10%	14%	3%	21%k	15%k	7%	14%n	6%	13%	9%	6%	2%	26%tv	8%t	4%	15%w	6%	9%	9%	9%	2%	19%EG	9%E	4%	12%H
4 -	(4)	39	16	45	40	50	14	14	4	20	1	10	16	13	8	31	3	2	9	2	3	8	5	4	12	19	6	19	1	14	17	14	20	25
		5%	5%	6%	7%	6%	5%	7%	3%	6%	5%	3%	9%k	8%k	2%	9%n	4%	3%	7%	13%	2%	10%t	13%t	2%	10%w	10%B	4%	5%	5%	3%	8%E	13%E	5%	7%
3 -	(3)	32	13	19	23	28	8	7	6	18	1	2	12	18	7	25	5	4	3	1	2	6	5	8	5	6	4	9	-	1	6	12	4	15
		4%	4%	3%	4%	3%	3%	4%	4%	5%	5%	1%	6%k	10%k	2%	7%n	7%	6%	2%	6%	1%	8%t	13%t	5%	4%	3%	3%	3%	-	*	3%E	11%EF	1%	4%H
2 -	(2)	23	5	22	10	19	2	6	3	12	2	-	3	20	3	20	1	4	-	-	1	2	2	3	2	7	5	9	1	2	8	12	6	15
		3%f	2%	3%f	2%	2%	1%	3%	2%	4%	10%	-	2%k	12%kl	1%	6%n	1%	6%r	-	-	1%	3%	5%t	2%	2%	4%	3%	3%	5%	*	4%E	11%EF	2%	4%H
1 - Extremely dissatisfied		32	11	27	54	42	12	13	5	14	-	1	4	27	4	28	5	1	4	1	1	1	9	2	9	6	4	17	-	2	3	22	4	23
	(1)	4%	4%	4%	9%abcef	5%	5%	7%	3%	4%	-	*	2%k	16%kl	1%	8%n	7%	1%	3%	6%	1%	1%	23%tu	1%	7%w	3%	3%	5%	-	*	1%	21%EF	1%	7%H
Not applicable		6	3	3	2	6	1	3	2	1	-	1	2	3	2	4	1	-	2	-	3	-	-	2	1	2	-	1	-	2	1	-	1	2
		1%	1%	*	*	1%	*	2%	1%	*	-	*	1%	2%	1%	1%	1%	-	1%	-	2%	-	-	1%	1%	1%	-	*	-	*	*	-	*	1%
NET: Dissatisfied	(1-3)	87	29	68	87	89	22	26	14	44	3	3	19	65	14	73	11	9	7	2	4	9	16	13	16	19	13	35	1	5	17	46	14	53
		12%	10%	9%	15%ef	11%	8%	13%	9%	13%	14%	1%	10%k	38%kl	4%	21%n	15%r	13%r	5%	13%	2%	12%t	40%tu	8%	13%	10%	9%	10%	5%	1%	8%E	43%EF	4%	16%H
NET: Neutral	(4-6)	177	72	183	166	186	60	57	34	82	4	42	85	50	58	118	13	20	36	3	17	44	11	23	48	54	33	91	5	49	101	33	69	112
		25%	25%	25%	28%e	23%	23%	29%	22%	24%	19%	12%	46%km	29%k	16%	35%n	18%	29%	27%	19%	10%	56%tv	28%t	14%	40%w	27%	22%	26%	23%	12%	49%EG	31%E	18%	33%H
NET: Satisfied	(7-10)	447	187	466	343	523	183	114	104	215	14	314	79	54	295	147	47	39	90	11	149	25	13	129	56	124	104	222	16	351	87	28	298	168
		62%	64%d	65%d	57%	65%d	69%d	57%	68%g	63%	67%	87%lm	43%m	31%	80%o	43%	65%	57%	67%	69%	86%uv	32%	33%	77%x	46%	62%	69%	64%	73%	86%FG	42%G	26%	78%I	50%
Mean score		6.86	7.19d	7.02d	6.58	7.00d	7.25ad	6.59	7.31gj	6.81	7.10	8.22lm	6.11m	4.80	7.85o	5.78	7.10	6.79	7.47	7.06	8.48uv	5.71v	4.65	7.93x	6.18	6.92	7.23	6.92	7.91	8.13FG	6.12G	4.51	7.77I	6.18
Standard error		0.09	0.15	0.09	0.11	0.09	0.15	0.19	0.19	0.13	0.60	0.08	0.15	0.22	0.10	0.14	0.33	0.30	0.20	0.70	0.14	0.20	0.46	0.18	0.23	0.17	0.19	0.13	0.50	0.08	0.13	0.28	0.11	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 16

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	106	72	129	105	154	55	21	25	54	5	78	12	15	63	41	43	23	85	3	115	20	19	113	41	9	11	33	2	40	9	6	34	20
		15%	25%acde	18%	18%	19%a	21%a	16%	22%	16%	23%	32%lm	7%	8%	29%o	11%	18%	17%	21%	12%	31%uv	8%	11%	29%x	10%	18%	22%	21%	29%	31%FG	11%	11%	27%I	14%
9 -	(9)	101	35	85	64	109	39	16	9	36	3	42	12	10	36	28	24	20	61	4	75	23	11	66	43	6	6	26	1	30	7	2	25	14
		14%	12%	12%	11%	14%	15%	12%	8%	11%	14%	17%lm	7%	6%	16%o	7%	10%	14%	15%	16%	20%uv	9%	6%	17%x	11%	12%	12%	17%	14%	23%FG	9%	4%	20%I	10%
8 -	(8)	147	43	135	86	133	48	18	15	49	4	51	20	15	43	43	35	25	67	6	93	24	16	76	57	5	9	32	2	30	13	5	24	23
		21%bde	15%	19%d	14%	17%	18%	13%	13%	15%	18%	21%lm	11%	8%	20%o	11%	15%	18%	16%	24%	25%uv	9%	9%	19%x	14%	10%	18%	20%	29%	23%G	16%	9%	19%	17%
7 -	(7)	93	37	117	88	127	41	23	18	45	2	40	28	20	31	56	36	20	66	5	55	50	22	66	60	11	7	23	-	18	11	12	17	24
		13%	13%	16%	15%	16%	15%	17%	16%	14%	9%	17%	16%	11%	14%	15%	15%	14%	16%	20%	15%	20%	13%	17%	15%	22%	14%	15%	-	14%	14%	21%	13%	17%
6 -	(6)	64	30	79	60	70	22	13	10	36	1	15	28	17	20	40	26	9	33	2	14	43	13	20	49	3	3	16	-	4	13	5	7	15
		9%	10%	11%	10%	9%	8%	10%	9%	11%	5%	6%	16%k	10%	9%	11%	11%	7%	8%	8%	4%	17%tv	7%	5%	12%w	6%	6%	10%	-	3%	16%E	9%	6%	11%
5 -	(5)	74	26	59	66	66	24	16	13	36	1	7	37	22	14	51	17	16	31	2	11	42	13	19	47	6	6	12	-	3	17	4	9	15
		10%	9%	8%	11%	8%	9%	12%	12%	11%	5%	3%	21%km	12%k	6%	14%n	7%	12%	8%	8%	3%	16%tv	7%t	5%	11%w	12%	12%	8%	-	2%	21%EG	7%	7%	11%
4 -	(4)	39	16	45	40	50	14	9	7	22	2	3	24	13	6	34	17	7	25	1	4	28	18	14	35	5	3	5	1	1	6	7	4	10
		5%	5%	6%	7%	6%	5%	7%	6%	7%	9%	1%	13%k	7%k	3%	9%n	7%	5%	6%	4%	1%	11%t	10%t	4%	9%w	10%	6%	3%	14%	1%	7%E	12%E	3%	7%
3 -	(3)	32	13	19	23	28	8	4	3	14	2	-	13	10	2	21	8	8	11	1	2	13	13	5	23	2	1	4	1	1	3	4	1	7
		4%	4%	3%	4%	3%	3%	3%	3%	4%	9%	-	7%k	6%k	1%	6%n	3%	6%	3%	4%	1%	5%t	7%t	1%	6%w	4%	2%	3%	14%	1%	4%	7%E	1%	5%H
2 -	(2)	23	5	22	10	19	2	4	3	3	-	2	1	7	1	9	7	4	8	-	-	4	15	2	17	1	-	1	-	-	-	2	-	2
		3%f	2%	3%f	2%	2%	1%	3%	3%	1%	-	1%	1%	4%k	*	2%	3%	3%	2%	-	-	2%t	9%tu	1%	4%w	2%	-	1%	-	-	-	4%E	-	1%
1 - Extremely dissatisfied	(1)	32	11	27	54	42	12	11	9	32	2	3	4	47	4	49	18	6	17	1	3	3	36	9	32	3	4	5	-	1	1	10	4	8
		4%	4%	4%	9%abcef	5%	5%	8%	8%	10%	9%	1%	2%	27%kl	2%	13%n	8%	4%	4%	4%	1%	1%	20%tu	2%	8%w	6%	8%	3%	-	1%	1%	18%EF	3%	6%
Not applicable		6	3	3	2	6	1	-	-	2	-	-	1	1	-	2	2	-	4	-	1	5	-	1	5	-	1	-	-	-	1	-	1	-
		1%	1%	*	*	1%	*	-	-	1%	-	-	1%	1%	-	1%	1%	-	1%	-	*	2%t	-	*	1%	-	2%	-	-	-	1%	-	1%	-
NET: Dissatisfied	(1-3)	87	29	68	87	89	22	19	15	49	4	5	18	64	7	79	33	18	36	2	5	20	64	16	72	6	5	10	1	2	4	16	5	17
		12%	10%	9%	15%cf	11%	8%	14%	13%	15%	18%	2%	10%k	36%kl	3%	21%n	14%r	13%	9%	8%	1%	8%t	36%tu	4%	18%w	12%	10%	6%	14%	2%	5%	28%EF	4%	12%H
NET: Neutral	(4-6)	177	72	183	166	186	60	38	30	94	4	25	89	52	40	125	60	32	89	5	29	113	44	53	131	14	12	33	1	8	36	16	20	40
		25%	25%	25%	28%e	23%	23%	28%	27%	29%	18%	10%	49%km	29%k	18%	33%n	26%	23%	22%	20%	8%	44%tv	25%t	14%	32%w	27%	24%	21%	14%	6%	44%E	28%E	16%	29%H
NET: Satisfied	(7-10)	447	187	466	343	523	183	78	67	184	14	211	72	60	173	168	138	88	279	18	338	117	68	321	201	31	33	114	5	118	40	25	100	81
		62%	64%d	65%d	57%	65%d	69%d	58%	60%	56%	64%	88%lm	40%	34%	79%o	45%	59%	64%	68%p	72%	91%uv	46%	39%	82%x	49%	61%	65%	73%	71%	92%FG	49%	44%	79%I	59%
Mean score		6.86	7.19d	7.02d	6.58	7.00d	7.25ad	6.55	6.73	6.53	6.82	8.26lm	6.02m	4.86	7.91o	5.80	6.68	6.88	7.22p	7.16	8.38uv	6.32v	5.06	7.93x	6.13	6.67	7.04	7.49A	7.43	8.46FG	6.64G	5.37	7.89I	6.64
Standard error		0.09	0.15	0.09	0.11	0.09	0.15	0.23	0.26	0.15	0.64	0.12	0.16	0.23	0.14	0.14	0.18	0.22	0.12	0.45	0.08	0.13	0.23	0.11	0.13	0.37	0.38	0.18	1.07	0.14	0.23	0.39	0.19	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 17

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		460	186	473	403	618	184	117	100	232	11**	219	125	116	234	223	36*	29**	109	12**	103	53*	30*	97*	88*	113	82*	264	14**	264	137	72*	243	230
10 - Extremely satisfied	(10)	28	38	61	40	66	20	7	5	13	3	24	3	1	21	7	7	4	24	3	38	-	-	32	6	13	11	34	3	55	4	2	50	11
		6%	20%acdef	13%a	10%a	11%a	11%a	6%	5%	6%	27%	11%lm	2%	1%	9%o	3%	19%	14%	22%	25%	37%uv	-	-	33%x	7%	12%	13%	13%	21%	21%FG	3%	3%	21%I	5%
9 -	(9)	60	17	51	25	53	18	11	22	25	2	57	1	2	51	9	2	2	11	2	14	2	1	8	9	9	18	20	4	50	1	-	44	7
		13%de	9%	11%d	6%	9%	10%	9%	22%gi	11%	18%	26%lm	1%	2%	22%o	4%	6%	7%	10%	17%	14%	4%	3%	8%	10%	8%	22%AC	8%	29%	19%FG	1%	-	18%I	3%
8 -	(8)	78	30	72	43	105	25	19	29	29	1	62	11	5	61	17	7	3	17	3	20	8	2	16	13	10	12	48	2	53	14	5	43	29
		17%d	16%	15%d	11%	17%d	14%	16%	29%gi	13%	9%	28%lm	9%	4%	26%o	8%	19%	10%	16%	25%	19%	15%	7%	16%	15%	9%	15%	18%A	14%	20%FG	10%	7%	18%	13%
7 -	(7)	63	37	75	49	85	18	13	6	44	-	39	19	5	38	25	7	9	20	1	20	11	6	22	15	23	7	43	2	50	20	5	36	39
		14%	20%adef	16%f	12%	14%	10%	11%	6%	19%h	-	18%m	15%m	4%	16%	11%	19%	31%	18%	8%	19%	21%	20%	23%	17%	20%B	9%	16%	14%	19%G	15%	7%	15%	17%
6 -	(6)	52	14	52	42	54	20	17	7	28	-	24	19	9	26	25	2	4	8	-	8	6	-	7	7	13	7	31	1	20	29	3	28	24
		11%	8%	11%	10%	9%	11%	15%	7%	12%	-	11%	15%	8%	11%	11%	6%	14%	7%	-	8%	11%	-	7%	8%	12%	9%	12%	7%	8%	21%EG	4%	12%	10%
5 -	(5)	43	14	54	47	62	19	11	9	23	-	6	29	8	14	28	1	3	10	-	2	8	4	5	9	18	12	22	2	17	32	5	20	34
		9%	8%	11%	12%	10%	10%	9%	9%	10%	-	3%	23%km	7%	6%	13%n	3%	10%	9%	-	2%	15%t	13%t	5%	10%	16%C	15%	8%	14%	6%	23%EG	7%	8%	15%H
4 -	(4)	30	13	30	34	63	21	9	6	15	-	4	14	12	7	23	4	1	8	-	-	10	3	3	10	12	4	14	-	8	14	8	7	23
		7%	7%	6%	8%	10%ac	11%ac	8%	6%	6%	-	2%	11%k	10%k	3%	10%n	11%	3%	7%	-	-	19%t	10%t	3%	11%w	11%	5%	5%	-	3%	10%E	11%E	3%	10%H
3 -	(3)	39	12	23	27	42	17	8	6	22	3	2	20	17	5	33	3	1	7	1	-	7	5	1	11	7	5	11	-	4	8	11	7	16
		8%c	6%	5%	7%	7%	9%c	7%	6%	9%	27%	1%	16%k	15%k	2%	15%n	8%	3%	6%	8%	-	13%t	17%t	1%	13%w	6%	6%	4%	-	2%	6%E	15%EF	3%	7%H
2 -	(2)	22	5	21	23	27	9	3	3	14	2	1	4	17	4	18	2	1	1	1	1	1	3	3	2	4	3	14	-	3	7	11	6	15
		5%	3%	4%	6%	4%	5%	3%	3%	6%	18%	*	3%k	15%kl	2%	8%n	6%	3%	1%	8%	1%	2%	10%t	3%	2%	4%	4%	5%	-	1%	5%E	15%EF	2%	7%H
1 - Extremely dissatisfied	(1)	42	6	33	70	57	15	16	7	19	-	-	3	39	5	37	1	1	3	1	-	-	6	-	6	4	3	26	-	4	7	22	2	31
		9%b	3%	7%	17%abcef	9%b	8%b	14%	7%	8%	-	-	2%k	34%kl	2%	17%n	3%	3%	3%	8%	-	-	20%tu	-	7%w	4%	4%	10%A	-	2%	5%E	31%EF	1%	13%H
Not applicable		3	-	1	3	4	2	3	-	-	-	-	2	1	2	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1
		1%	-	*	1%	1%	1%	3%l	-	-	-	-	2%	1%	1%	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	1%	-	-	*
NET: Dissatisfied	(1-3)	103	23	77	120	126	41	27	16	55	5	3	27	73	14	88	6	3	11	3	1	8	14	4	19	15	11	51	-	11	22	44	15	62
		22%bc	12%	16%	30%abce	20%b	22%b	23%	16%	24%	45%	1%	22%k	63%kl	6%	39%n	17%	10%	10%	25%	1%	15%t	47%tu	4%	22%w	13%	13%	19%	-	4%	16%E	61%EF	6%	27%H
NET: Neutral	(4-6)	125	41	136	123	179	60	37	22	66	-	34	62	29	47	76	7	8	26	-	10	24	7	15	26	43	23	67	3	45	75	16	55	81
		27%	22%	29%	31%b	29%	33%b	32%	22%	28%	-	16%	50%km	25%k	20%	34%n	19%	28%	24%	-	10%	45%t	23%	15%	30%w	38%C	28%	25%	21%	17%	55%EG	22%	23%	35%H
NET: Satisfied	(7-10)	229	122	259	157	309	81	50	62	111	6	182	34	13	171	58	23	18	72	9	92	21	9	78	43	55	48	145	11	208	39	12	173	86
		50%d	66%acdef	55%df	39%	50%d	44%	43%	62%gi	48%	55%	83%lm	27%m	11%	73%o	26%	64%	62%	66%	75%	89%uv	40%	30%	80%x	49%	49%	59%	55%	79%	79%FG	28%	17%	71%I	37%
Mean score		5.98d	6.94acdef	6.39adef	5.33	6.02d	5.88d	5.71	6.64gi	5.82	6.27	7.85lm	5.25m	3.21	7.35o	4.58	6.67	6.69	7.07	7.08	8.41uv	5.62v	4.20	7.86x	5.91	6.20	6.82	6.25	8.00	7.70FG	5.41G	3.43	7.50I	5.21
Standard error		0.13	0.18	0.12	0.15	0.11	0.20	0.26	0.26	0.17	1.08	0.10	0.17	0.22	0.13	0.17	0.45	0.42	0.23	0.93	0.16	0.26	0.46	0.21	0.27	0.22	0.28	0.17	0.47	0.12	0.17	0.29	0.14	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 28th November 2017 - 7th January 2018

Table 18

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		460	186	473	403	618	184	85*	58*	246	14**	149	122	132	148	254	161	85*	351	21**	284	194	140	299	318	28**	33*	118	5**	89*	54*	41*	87*	96*
10 - Extremely satisfied	(10)	28	38	61	40	66	20	9	10	20	1	34	2	4	31	9	15	12	36	3	60	4	2	57	9	-	7	12	1	18	1	1	17	2
		6%	20%acdef	13%a	10%a	11%a	11%a	11%	17%i	8%	7%	23%lm	2%	3%	21%o	4%	9%	14%	10%	14%	21%uv	2%	1%	19%x	3%	-	21%	10%	20%	20%FG	2%	2%	20%	2%
9 -	(9)	60	17	51	25	53	18	9	2	14	-	22	2	1	22	3	14	9	29	1	48	3	2	39	14	1	2	15	-	17	1	-	11	7
		13%de	9%	11%d	6%	9%	10%	11%	3%	6%	-	15%lm	2%	1%	15%o	1%	9%	11%	8%	5%	17%uv	2%	1%	13%x	4%	4%	6%	13%	-	19%FG	2%	-	13%	7%
8 -	(8)	78	30	72	43	105	25	6	6	30	1	26	14	3	25	18	27	18	55	5	80	20	5	72	33	4	4	16	1	20	4	1	16	9
		17%d	16%	15%d	11%	17%d	14%	7%	10%	12%	7%	17%m	11%m	2%	17%o	7%	17%	21%	16%	24%	28%uv	10%w	4%	24%x	10%	14%	12%	14%	20%	22%FG	7%	2%	18%	9%
7 -	(7)	63	37	75	49	85	18	6	10	32	1	31	14	4	17	32	18	11	53	3	55	23	7	47	38	4	2	12	-	12	3	3	10	8
		14%	20%adef	16%f	12%	14%	10%	7%	17%	13%	7%	21%lm	11%m	3%	11%	13%	11%	13%	15%	14%	19%uv	12%v	5%	16%	12%	14%	6%	10%	-	13%	6%	7%	11%	8%
6 -	(6)	52	14	52	42	54	20	12	4	24	2	18	18	6	15	27	14	6	31	3	20	31	3	23	31	-	5	14	1	9	9	2	10	10
		11%	8%	11%	10%	9%	11%	14%	7%	10%	14%	12%m	15%m	5%	10%	11%	9%	7%	9%	14%	7%v	16%tv	2%	8%	10%	-	15%	12%	20%	10%	17%	5%	11%	10%
5 -	(5)	43	14	54	47	62	19	12	4	29	2	6	29	12	12	35	15	9	36	2	10	40	12	27	35	3	4	11	1	6	10	3	10	9
		9%	8%	11%	12%	10%	10%	14%	7%	12%	14%	4%	24%km	9%	8%	14%	9%	11%	10%	10%	4%	21%tv	9%t	9%	11%	11%	12%	9%	20%	7%	19%E	7%	11%	9%
4 -	(4)	30	13	30	34	63	21	5	7	21	1	4	18	12	11	23	15	5	42	1	3	41	19	14	48	8	2	11	-	2	10	9	5	16
		7%	7%	6%	8%	10%ac	11%ac	6%	12%	9%	7%	3%	15%k	9%k	7%	9%	9%	6%	12%	5%	1%	21%t	14%t	5%	15%w	29%	6%	9%	-	2%	19%E	22%E	6%	17%H
3 -	(3)	39	12	23	27	42	17	9	3	15	-	1	11	15	5	21	11	5	24	2	6	16	20	8	34	4	3	9	1	2	6	9	2	15
		8%c	6%	5%	7%	7%	9%c	11%	5%	6%	-	1%	9%k	11%k	3%	8%	7%	6%	7%	10%	2%	8%t	14%t	3%	11%w	14%	9%	8%	20%	2%	11%E	22%E	2%	16%H
2 -	(2)	22	5	21	23	27	9	5	1	15	2	2	7	14	2	21	10	3	14	-	-	10	17	4	23	1	1	7	-	1	5	3	2	7
		5%	3%	4%	6%	4%	5%	6%	2%	6%	14%	1%	6%k	11%k	1%	8%n	6%	4%	4%	-	-	5%t	12%tu	1%	7%w	4%	3%	6%	-	1%	9%E	7%	2%	7%
1 - Extremely dissatisfied	(1)	42	6	33	70	57	15	11	11	44	4	4	6	60	8	62	20	7	29	1	1	5	51	7	50	3	3	9	-	1	4	10	3	12
		9%b	3%	7%	17%abcef	9%b	8%b	13%	19%	18%	29%	3%	5%	45%kl	5%	24%n	12%	8%	8%	5%	*	3%t	36%tu	2%	16%w	11%	9%	8%	-	1%	7%	24%EF	3%	13%H
Not applicable		3	-	1	3	4	2	1	-	2	-	1	1	1	-	3	2	-	2	-	1	1	2	1	3	-	-	2	-	1	1	-	1	1
		1%	-	*	1%	1%	1%	1%	-	1%	-	1%	1%	1%	-	1%	1%	-	1%	-	*	1%	1%	*	1%	-	-	2%	-	1%	2%	-	1%	1%
NET: Dissatisfied	(1-3)	103	23	77	120	126	41	25	15	74	6	7	24	89	15	104	41	15	67	3	7	31	88	19	107	8	7	25	1	4	15	22	7	34
		22%bc	12%	16%	30%abce	20%b	22%b	29%	26%	30%	43%	5%	20%k	67%kl	10%	41%n	25%	18%	19%	14%	2%	16%t	63%tu	6%	34%w	29%	21%	21%	20%	4%	28%E	54%EF	8%	35%H
NET: Neutral	(4-6)	125	41	136	123	179	60	29	15	74	5	28	65	30	38	85	44	20	109	6	33	112	34	64	114	11	11	36	2	17	29	14	25	35
		27%	22%	29%	31%b	29%	33%b	34%	26%	30%	36%	19%	53%km	23%	26%	33%	27%	24%	31%	29%	12%	58%tv	24%t	21%	36%w	39%	33%	31%	40%	19%	54%E	34%	29%	36%
NET: Satisfied	(7-10)	229	122	259	157	309	81	30	28	96	3	113	32	12	95	62	74	50	173	12	243	50	16	215	94	9	15	55	2	67	9	5	54	26
		50%d	66%acdef	55%df	39%	50%d	44%	35%	48%	39%	21%	76%lm	26%m	9%	64%o	24%	46%	59%	49%	57%	86%uv	26%v	11%	72%x	30%	32%	45%	47%	40%	75%FG	17%	12%	62%I	27%
Mean score		5.98d	6.94acdef	6.39adef	5.33	6.02d	5.88d	5.49	5.69	5.25	4.21	7.62lm	5.17m	2.89	7.08o	4.31	5.72	6.48p	6.00	6.62	7.98uv	5.24v	3.09	7.36x	4.75	4.75	6.24	6.03	6.40	7.70FG	4.68G	3.54	7.09I	4.75
Standard error		0.13	0.18	0.12	0.15	0.11	0.20	0.32	0.41	0.19	0.79	0.17	0.19	0.21	0.21	0.17	0.23	0.30	0.14	0.54	0.10	0.14	0.20	0.13	0.15	0.44	0.51	0.26	1.21	0.21	0.29	0.34	0.26	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 19

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	55	49	89	55	67	27	21	8	22	4	52	2	1	44	11	15	10	21	3	49	-	-	45	4	29	21	34	5	85	3	1	75	14
		8%	17%adef	12%ae	9%	8%	10%	11%	5%	6%	19%	14%lm	1%	1%	12%o	3%	21%	15%	16%	19%	28%uv	-	-	27%x	3%	15%	14%	10%	23%	21%FG	1%	1%	20%I	4%
9 -	(9)	102	36	82	42	76	25	19	49	32	2	95	6	1	91	10	11	10	14	1	33	3	-	27	9	21	21	38	2	71	10	1	65	17
		14%def	12%d	11%d	7%	9%	9%	10%	32%gi	9%	10%	26%lm	3%	1%	25%o	3%	15%	15%	10%	6%	19%uv	4%	-	16%x	7%	11%	14%	11%	9%	17%FG	5%	1%	17%I	5%
8 -	(8)	83	32	101	66	118	38	18	21	43	1	73	9	1	66	17	8	9	13	2	25	6	1	19	11	25	26	44	6	87	13	1	75	26
		12%	11%	14%	11%	15%d	14%	9%	14%	13%	5%	20%lm	5%m	1%	18%o	5%	11%	13%	10%	13%	14%v	8%	3%	11%	9%	13%	17%	13%	27%	21%FG	6%G	1%	20%I	8%
7 -	(7)	84	42	103	60	96	28	21	15	47	1	57	22	5	49	34	10	6	22	4	31	8	3	24	18	23	22	55	3	74	28	1	67	36
		12%	14%	14%d	10%	12%	11%	11%	10%	14%	5%	16%m	12%m	3%	13%	10%	14%	9%	16%	25%	18%	10%	8%	14%	15%	12%	15%	16%	14%	18%G	14%G	1%	18%I	11%
6 -	(6)	61	26	72	48	93	24	19	10	30	2	29	30	2	33	27	5	6	14	1	15	10	1	16	10	20	12	36	4	35	32	5	32	39
		9%	9%	10%	8%	12%ad	9%	10%	6%	9%	10%	8%m	16%km	1%	9%	8%	7%	9%	10%	6%	9%	13%	3%	10%	8%	10%	8%	10%	18%	9%	16%EG	5%	8%	12%
5 -	(5)	69	27	82	53	84	29	22	12	32	3	25	37	7	32	36	3	8	15	1	7	18	2	7	19	27	14	40	1	27	45	10	32	49
		10%	9%	11%	9%	10%	11%	11%	8%	9%	14%	7%	20%km	4%	9%	11%	4%	12%	11%	6%	4%	23%tv	5%	4%	16%w	14%	9%	11%	5%	7%	22%EG	9%	8%	15%H
4 -	(4)	63	22	44	69	80	22	20	10	32	1	12	33	18	15	48	7	6	8	1	5	15	2	9	13	15	8	21	-	12	28	4	11	33
		9%	8%	6%	12%c	10%c	8%	10%	6%	9%	5%	3%	18%km	10%k	4%	14%n	10%	9%	6%	6%	3%	19%tv	5%	5%	11%	8%	5%	6%	-	3%	14%EG	4%	3%	10%H
3 -	(3)	59	20	50	43	60	18	22	5	30	2	9	20	30	10	47	3	7	9	1	5	8	7	10	10	18	7	25	-	5	22	23	11	39
		8%	7%	7%	7%	7%	7%	11%h	3%	9%h	10%	3%	11%k	17%k	3%	14%n	4%	10%	7%	6%	3%	10%t	18%t	6%	8%	9%	5%	7%	-	1%	11%E	21%EF	3%	12%H
2 -	(2)	44	12	34	45	34	16	8	6	28	2	3	17	24	7	37	1	1	10	-	-	5	7	3	9	6	12	16	-	5	12	17	5	28
		6%	4%	5%	8%ce	4%	6%	4%	4%	8%	10%	1%	9%k	14%k	2%	11%n	1%	1%	7%	-	-	6%t	18%t	2%	7%w	3%	8%A	5%	-	1%	6%E	16%EF	1%	8%H
1 - Extremely dissatisfied		91	23	60	115	93	39	26	16	46	3	2	7	82	17	74	8	5	8	2	1	5	17	6	17	13	7	39	1	3	13	44	8	52
	(1)	13%bc	8%	8%	19%abce	12%c	15%bc	13%	10%	13%	14%	1%	4%k	48%kl	5%	22%n	11%	7%	6%	13%	1%	6%t	43%tu	4%	14%w	7%	5%	11%B	5%	1%	6%E	41%EF	2%	16%H
Not applicable		6	2	3	2	3	-	4	2	-	-	3	2	1	5	1	1	-	1	-	2	-	-	1	1	2	-	1	-	3	-	-	1	2
		1%	1%	*	*	*	-	2%i	1%i	-	-	1%	1%	1%	1%	*	1%	-	1%	-	1%	-	-	1%	1%	1%	-	*	-	1%	-	-	*	1%
NET: Dissatisfied	(1-3)	194	55	144	203	187	73	56	27	104	7	14	44	136	34	158	12	13	27	3	6	18	31	19	36	37	26	80	1	13	47	84	24	119
		27%bc	19%	20%	34%abce	23%	27%bc	28%h	18%	30%h	33%	4%	24%k	79%kl	9%	46%n	17%	19%	20%	19%	3%	23%t	78%tu	11%	30%w	19%	17%	23%	5%	3%	23%E	79%EF	6%	36%H
NET: Neutral	(4-6)	193	75	198	170	257	75	61	32	94	6	66	100	27	80	111	15	20	37	3	27	43	5	32	42	62	34	97	5	74	105	19	75	121
		27%	26%	28%	28%	32%ab	28%	31%h	21%	27%	29%	18%	54%km	16%	22%	32%n	21%	29%	27%	19%	16%	55%tv	13%	19%	35%w	31%	23%	28%	23%	18%	51%EG	18%	20%	36%H
NET: Satisfied	(7-10)	324	159	375	223	357	118	79	93	144	8	277	39	8	250	72	44	35	70	10	138	17	4	115	42	98	90	171	16	317	54	4	282	93
		45%d	55%adef	52%adef	37%	44%d	44%	40%	60%gi	42%	38%	77%lm	21%m	5%	68%o	21%	61%	51%	52%	63%	80%uv	22%	10%	69%x	35%	49%	60%AC	49%	73%	78%FG	26%G	4%	74%I	28%
Mean score		5.68d	6.40ade f	6.21ade f	5.10	5.75d	5.63d	5.53	6.56gi	5.38	5.57	7.68lm	4.91m	2.35	7.17o	4.10	6.69	6.35	6.27	6.44	7.98uv	4.87v	2.63	7.36x	5.06	6.26	6.58C	5.93	7.59	7.73FG	5.11G	2.59	7.48I	4.77
Standard error		0.11	0.17	0.10	0.12	0.10	0.18	0.21	0.23	0.15	0.72	0.10	0.15	0.14	0.12	0.14	0.35	0.34	0.24	0.74	0.15	0.23	0.32	0.20	0.24	0.19	0.22	0.15	0.45	0.10	0.15	0.19	0.11	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 20

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	55	49	89	55	67	27	12	12	28	3	53	1	1	44	11	16	17	32	2	65	-	2	57	10	3	11	12	1	26	1	-	24	3
		8%	17%adef	12%ae	9%	8%	10%	9%	11%	9%	14%	22%lm	1%	1%	20%o	3%	7%	12%	8%	8%	17%uv	-	1%	15%x	2%	6%	22%AC	8%	14%	20%FG	1%	-	19%	2%
9 -	(9)	102	36	82	42	76	25	15	6	19	2	37	5	-	34	8	17	18	38	3	70	3	3	63	13	4	3	17	1	21	4	-	17	8
		14%def	12%d	11%d	7%	9%	9%	11%i	5%	6%	9%	15%lm	3%m	-	15%o	2%	7%	13%	9%	12%	19%uv	1%	2%	16%x	3%	8%	6%	11%	14%	16%FG	5%	-	13%I	6%
8 -	(8)	83	32	101	66	118	38	12	14	40	-	50	13	3	39	27	45	15	53	5	91	22	5	76	42	7	6	23	2	36	1	1	29	8
		12%	11%	14%	11%	15%d	14%	9%	13%	12%	-	21%lm	7%m	2%	18%o	7%	19%qr	11%	13%	20%	24%uv	9%v	3%	19%x	10%	14%	12%	15%	29%	28%FG	1%	2%	23%I	6%
7 -	(7)	84	42	103	60	96	28	13	19	26	2	41	15	4	27	32	28	17	47	4	67	27	2	59	37	7	8	13	-	19	7	2	13	15
		12%	14%	14%d	10%	12%	11%	10%	17%i	8%	9%	17%lm	8%m	2%	12%	9%	12%	12%	12%	16%	18%uv	11%v	1%	15%x	9%	14%	16%	8%	-	15%G	9%	4%	10%	11%
6 -	(6)	61	26	72	48	93	24	12	11	22	3	13	32	3	14	34	20	23	49	1	40	47	6	46	45	4	4	15	1	11	12	1	11	12
		9%	9%	10%	8%	12%ad	9%	9%	10%	7%	14%	5%	18%km	2%	6%	9%	9%	17%p	12%	4%	11%v	18%tv	3%	12%	11%	8%	8%	10%	14%	9%	15%G	2%	9%	9%
5 -	(5)	69	27	82	53	84	29	14	7	31	1	13	32	8	14	36	25	14	38	7	13	56	15	29	55	6	2	20	1	5	19	5	12	17
		10%	9%	11%	9%	10%	11%	10%	6%	9%	5%	5%	18%km	5%	6%	10%	11%	10%	9%	28%	3%	22%tv	9%t	7%	13%w	12%	4%	13%	14%	4%	23%EG	9%	10%	12%
4 -	(4)	63	22	44	69	80	22	15	9	42	3	19	36	14	16	53	22	11	46	1	16	52	12	27	53	5	4	13	-	4	13	5	11	11
		9%	8%	6%	12%c	10%c	8%	11%	8%	13%	14%	8%	20%km	8%	7%	14%n	9%	8%	11%	4%	4%	20%tv	7%	7%	13%w	10%	8%	8%	-	3%	16%E	9%	9%	8%
3 -	(3)	59	20	50	43	60	18	11	6	25	1	2	19	22	7	36	17	5	38	-	8	19	33	12	47	2	2	13	1	3	7	8	1	17
		8%	7%	7%	7%	7%	7%	8%	5%	8%	5%	1%	11%k	12%k	3%	10%n	7%	4%	9%q	-	2%	7%t	19%tu	3%	11%w	4%	4%	8%	14%	2%	9%E	14%E	1%	12%H
2 -	(2)	44	12	34	45	34	16	9	8	25	3	6	14	25	5	40	8	6	18	2	1	14	19	7	27	7	1	8	-	2	7	7	1	15
		6%	4%	5%	8%ce	4%	6%	7%	7%	8%	14%	2%	8%k	14%k	2%	11%n	3%	4%	4%	8%	*	5%t	11%tu	2%	7%w	14%BC	2%	5%	-	2%	9%E	12%E	1%	11%H
1 - Extremely dissatisfied		91	23	60	115	93	39	21	19	71	4	5	13	97	18	97	32	12	49	-	2	14	77	15	77	6	10	23	-	1	10	28	7	32
	(1)	13%bc	8%	8%	19%abce	12%c	15%bc	16%	17%	22%	18%	2%	7%k	55%kl	8%	26%n	14%	9%	12%	-	1%	5%t	44%tu	4%	19%w	12%	20%	15%	-	1%	12%E	49%EF	6%	23%H
Not applicable		6	2	3	2	3	-	1	1	-	-	2	-	-	2	-	3	-	-	-	-	1	2	-	3	-	-	-	-	-	-	-	-	-
		1%	1%	*	*	*	-	1%	1%	-	-	1%	-	-	1%	-	1%r	-	-	-	-	*	1%t	-	1%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	194	55	144	203	187	73	41	33	121	8	13	46	144	30	173	57	23	105	2	11	47	129	34	151	15	13	44	1	6	24	43	9	64
		27%bc	19%	20%	34%abce	23%	27%bc	30%	29%	37%	36%	5%	26%k	81%kl	14%	46%n	24%	17%	26%q	8%	3%	18%t	73%tu	9%	37%w	29%	25%	28%	14%	5%	30%E	75%EF	7%	46%H
NET: Neutral	(4-6)	193	75	198	170	257	75	41	27	95	7	45	100	25	44	123	67	48	133	9	69	155	33	102	153	15	10	48	2	20	44	11	34	40
		27%	26%	28%	28%	32%ab	28%	30%	24%	29%	32%	19%	56%km	14%	20%	33%n	29%	35%	33%	36%	18%	61%tv	19%	26%	37%w	29%	20%	31%	29%	16%	54%EG	19%	27%	29%
NET: Satisfied	(7-10)	324	159	375	223	357	118	52	51	113	7	181	34	8	144	78	106	67	170	14	293	52	12	255	102	21	28	65	4	102	13	3	83	34
		45%d	55%adef	52%adef	37%	44%d	44%	39%	46%I	34%	32%	75%lm	19%m	5%	65%o	21%	45%	49%	42%	56%	79%uv	20%v	7%	65%x	25%	41%	55%	41%	57%	80%FG	16%	5%	66%I	25%
Mean score		5.68d	6.40ade f	6.21ade f	5.10	5.75d	5.63d	5.34	5.49	4.88	5.00	7.50lm	4.77m	2.20	6.94o	4.02	5.66	6.25pr	5.59	6.56	7.71uv	4.96v	2.72	7.04x	4.53	5.31	6.06	5.53	7.00	7.74FG	4.53G	2.44	7.13I	4.24
Standard error		0.11	0.17	0.10	0.12	0.10	0.18	0.26	0.28	0.17	0.68	0.15	0.15	0.13	0.19	0.14	0.18	0.23	0.14	0.44	0.09	0.12	0.16	0.12	0.13	0.40	0.46	0.23	0.93	0.17	0.24	0.25	0.22	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 21

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	71	56	101	68	85	40	25	14	26	6	68	2	1	61	10	16	11	27	2	56	-	-	54	2	30	23	43	5	99	1	1	92	9
		10%	19%acde	14%ae	11%	11%	15%ae	13%	9%	8%	29%	19%lm	1%	1%	17%o	3%	22%	16%	20%	13%	32%uv	-	-	32%x	2%	15%	15%	12%	23%	24%FG	*	1%	24%I	3%
9 -	(9)	82	40	96	44	92	25	22	21	39	-	74	7	1	69	13	10	10	16	4	39	1	-	31	9	26	22	44	4	88	8	-	80	16
		11%d	14%d	13%d	7%	11%d	9%	11%	14%	11%	-	21%lm	4%m	1%	19%o	4%	14%	15%	12%	25%	23%uv	1%	-	19%x	7%	13%	15%	13%	18%	22%FG	4%G	-	21%I	5%
8 -	(8)	123	34	114	54	103	31	27	46	46	4	109	13	1	97	24	6	9	17	2	28	4	2	23	10	28	25	57	4	98	15	1	82	32
		17%bdef	12%	16%d	9%	13%d	12%	14%	30%gi	13%	19%	30%lm	7%m	1%	26%o	7%	8%	13%	13%	13%	16%u	5%	5%	14%	8%	14%	17%	16%	18%	24%FG	7%G	1%	21%I	10%
7 -	(7)	75	38	97	72	98	33	22	10	43	-	50	24	1	49	25	9	12	16	1	22	14	2	22	16	32	23	38	4	64	32	1	51	44
		10%	13%	13%	12%	12%	12%	11%	6%	13%h	-	14%m	13%m	1%	13%o	7%	13%	18%	12%	6%	13%	18%	5%	13%	13%	16%	15%	11%	18%	16%G	16%G	1%	13%	13%
6 -	(6)	69	23	72	43	87	22	22	17	27	3	29	36	4	39	30	9	4	10	-	11	12	-	8	14	20	15	35	2	33	39	-	33	39
		10%	8%	10%	7%	11%d	8%	11%	11%	8%	14%	8%m	19%km	2%	11%	9%	13%	6%	7%	-	6%	15%tv	-	5%	12%w	10%	10%	10%	9%	8%G	19%EG	-	9%	12%
5 -	(5)	63	31	64	61	82	31	11	14	35	3	13	43	7	21	42	6	10	14	1	11	15	5	11	19	17	18	27	2	10	48	6	19	45
		9%	11%	9%	10%	10%	12%	6%	9%	10%	14%	4%	23%km	4%	6%	12%n	8%	15%	10%	6%	6%	19%t	13%	7%	16%w	9%	12%	8%	9%	2%	23%EG	6%	5%	13%H
4 -	(4)	41	15	45	50	46	22	12	5	24	-	7	23	11	7	34	1	5	8	1	3	10	2	4	11	17	5	22	1	7	29	9	12	33
		6%	5%	6%	8%	6%	8%	6%	3%	7%	-	2%	12%k	6%k	2%	10%n	1%	7%	6%	6%	2%	13%t	5%	2%	9%w	9%B	3%	6%	5%	2%	14%E	8%E	3%	10%H
3 -	(3)	53	16	40	36	57	15	17	11	25	-	5	19	29	11	40	4	-	9	3	-	8	8	4	12	10	4	26	-	4	21	15	3	37
		7%	5%	6%	6%	7%	6%	9%	7%	7%	-	1%	10%k	17%k	3%	12%n	6%	-	7%d	19%	-	10%t	20%t	2%	10%w	5%	3%	7%B	-	1%	10%E	14%E	1%	11%H
2 -	(2)	44	18	31	49	50	18	8	5	29	2	1	9	34	3	41	5	4	8	1	-	10	8	6	12	8	6	17	-	1	10	20	7	23
		6%	6%	4%	8%c	6%	7%	4%	3%	8%gh	10%	*	5%k	20%kl	1%	12%n	7%	6%	6%	6%	-	13%t	20%t	4%	10%w	4%	4%	5%	-	*	5%E	19%EF	2%	7%H
1 - Extremely dissatisfied	(1)	89	18	59	121	100	27	31	9	46	3	1	8	80	9	79	5	3	9	1	2	3	13	3	15	10	9	40	-	2	3	54	2	57
		12%bc	6%	8%	20%abce f	12%bc	10%	16%h	6%	13%h	14%	*	4%k	47%kl	2%	23%n	7%	4%	7%	6%	1%	4%	33%tu	2%	12%w	5%	6%	11%A	-	*	1%	50%EF	1%	17%H
Not applicable		7	2	1	-	4	2	3	2	2	-	3	1	3	3	4	1	-	1	-	1	1	-	1	1	1	-	-	-	1	-	-	1	-
		1%cd	1%d	*	-	*	1%d	2%	1%	1%	-	1%	1%	2%	1%	1%	1%	-	1%	-	1%	1%	-	1%	1%	1%	-	-	-	*	-	-	*	-
NET: Dissatisfied	(1-3)	186	52	130	206	207	60	56	25	100	5	7	36	143	23	160	14	7	26	5	2	21	29	13	39	28	19	83	-	7	34	89	12	117
		26%bc	18%	18%	34%abce f	26%bc	23%	28%h	16%	29%h	24%	2%	19%k	83%kl	6%	47%n	19%	10%	19%	31%	1%	27%t	73%tu	8%	32%w	14%	13%	24%AB	-	2%	17%E	83%EF	3%	35%H
NET: Neutral	(4-6)	173	69	181	154	215	75	45	36	86	6	49	102	22	67	106	16	19	32	2	25	37	7	23	44	54	38	84	5	50	116	15	64	117
		24%	24%	25%	26%	27%	28%	23%	23%	25%	29%	14%	55%km	13%	18%	31%n	22%	28%	24%	13%	14%	47%tv	18%	14%	36%w	27%	25%	24%	23%	12%	56%EG	14%	17%	35%H
NET: Satisfied	(7-10)	351	168	408	238	378	129	96	91	154	10	301	46	4	276	72	41	42	76	9	145	19	4	130	37	116	93	182	17	349	56	3	305	101
		49%d	58%adef	57%adef	40%	47%d	48%d	48%	59%gi	45%	48%	84%lm	25%m	2%	75%o	21%	57%	62%	56%	56%	84%uv	24%	10%	78%x	31%	58%	62%C	52%	77%	86%FG	27%G	3%	80%I	30%
Mean score		5.90d	6.62ade f	6.45ade f	5.19	5.84d	6.01d	5.84	6.65gi	5.56	6.29	7.99lm	5.22m	2.20	7.55o	4.12	6.70	6.78	6.54	6.25	8.28uv	4.84v	2.90	7.85x	4.93	6.62C	6.81C	6.11	7.82	8.14FG	5.35G	2.15	7.92I	4.79
Standard error		0.11	0.17	0.10	0.13	0.10	0.18	0.22	0.21	0.16	0.72	0.09	0.15	0.13	0.11	0.14	0.35	0.31	0.25	0.79	0.14	0.23	0.32	0.18	0.23	0.18	0.21	0.16	0.39	0.08	0.13	0.16	0.10	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 22

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	71	56	101	68	85	40	17	17	30	4	67	-	1	58	10	21	17	44	3	82	2	1	79	6	7	11	20	2	38	1	1	37	3
		10%	19%acde	14%ae	11%	11%	15%ae	13%	15%	9%	18%	28%lm	-	1%	26%o	3%	9%	12%	11%	12%	22%uv	1%	1%	20%x	1%	14%	22%	13%	29%	30%FG	1%	2%	29%I	2%
9 -	(9)	82	40	96	44	92	25	14	7	22	1	43	1	-	40	4	24	25	41	2	83	7	2	77	15	2	4	17	2	22	2	1	19	6
		11%d	14%d	13%d	7%	11%d	9%	10%	6%	7%	5%	18%lm	1%	-	18%o	1%	10%	18%pr	10%	8%	22%uv	3%	1%	20%x	4%	4%	8%	11%	29%	17%FG	2%	2%	15%I	4%
8 -	(8)	123	34	114	54	103	31	12	11	28	3	40	13	1	30	24	32	21	44	6	87	14	2	76	27	6	7	18	-	28	3	-	22	9
		17%bdef	12%	16%d	9%	13%d	12%	9%	10%	9%	14%	17%lm	7%m	1%	14%o	6%	14%	15%	11%	24%	23%uv	5%v	1%	19%x	7%	12%	14%	11%	-	22%FG	4%	-	17%I	7%
7 -	(7)	75	38	97	72	98	33	20	18	33	1	51	20	1	32	39	24	19	54	1	65	29	4	59	39	8	9	16	-	23	10	-	17	15
		10%	13%	13%	12%	12%	12%	15%	16%	10%	5%	21%lm	11%m	1%	15%	10%	10%	14%	13%	4%	17%uv	11%v	2%	15%x	10%	16%	18%	10%	-	18%G	12%G	-	13%	11%
6 -	(6)	69	23	72	43	87	22	13	10	20	-	11	30	2	14	29	22	17	45	3	23	59	5	39	48	5	3	13	1	6	14	2	8	14
		10%	8%	10%	7%	11%d	8%	10%	9%	6%	-	5%m	17%km	1%	6%	8%	9%	12%	11%	12%	6%	23%tv	3%	10%	12%	10%	6%	8%	14%	5%	17%EG	4%	6%	10%
5 -	(5)	63	31	64	61	82	31	19	9	31	2	14	39	8	16	42	23	15	40	4	17	60	5	28	52	7	4	19	1	7	19	5	12	18
		9%	11%	9%	10%	10%	12%	14%	8%	9%	9%	6%	22%km	5%	7%	11%	10%	11%	10%	16%	5%	24%tv	3%	7%	13%w	14%	8%	12%	14%	5%	23%EG	9%	10%	13%
4 -	(4)	41	15	45	50	46	22	8	7	33	2	4	33	13	6	44	13	8	23	2	6	24	16	13	33	6	3	12	1	2	13	7	5	17
		6%	5%	6%	8%	6%	8%	6%	6%	10%	9%	2%	18%km	7%k	3%	12%n	6%	6%	6%	8%	2%	9%t	9%t	3%	8%w	12%	6%	8%	14%	2%	16%E	12%E	4%	12%H
3 -	(3)	53	16	40	36	57	15	6	8	22	-	2	19	15	10	26	16	2	38	1	5	29	23	6	51	4	3	8	-	-	10	5	2	13
		7%	5%	6%	6%	7%	6%	4%	7%	7%	-	1%	11%k	8%k	5%	7%	7%q	1%	9%q	4%	1%	11%t	13%t	2%	12%w	8%	6%	5%	-	-	12%E	9%E	2%	9%H
2 -	(2)	44	18	31	49	50	18	10	6	32	1	4	11	34	5	44	21	4	25	-	3	17	30	4	46	3	3	12	-	2	7	9	-	18
		6%	6%	4%	8%c	6%	7%	7%	5%	10%	5%	2%	6%k	19%kl	2%	12%n	9%q	3%	6%	-	1%	7%t	17%tu	1%	11%w	6%	6%	8%	-	2%	9%E	16%E	-	13%H
1 - Extremely dissatisfied		89	18	59	121	100	27	16	19	78	8	5	14	102	9	112	35	9	53	3	1	12	87	10	89	3	4	20	-	-	1	26	3	24
	(1)	12%bc	6%	8%	20%abce f	12%bc	10%	12%	17%	24%g	36%	2%	8%k	58%kl	4%	30%n	15%q	7%	13%q	12%	*	5%t	49%tu	3%	22%w	6%	8%	13%	-	-	1%	46%EF	2%	17%H
Not applicable		7	2	1	-	4	2	-	-	-	-	-	-	-	-	-	2	1	1	-	1	2	1	-	3	-	-	2	-	-	-	1	1	1
		1%cd	1%d	*	-	*	1%d	-	-	-	-	-	-	-	-	-	1%	1%	*	-	*	1%	1%	-	1%	-	-	1%	-	-	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	186	52	130	206	207	60	32	33	132	9	11	44	151	24	182	72	15	116	4	9	58	140	20	186	10	10	40	-	2	18	40	5	55
		26%bc	18%	18%	34%abce f	26%bc	23%	24%	29%	40%gh	41%	5%	24%k	85%kl	11%	49%n	31%q	11%	28%q	16%	2%	23%t	80%tu	5%	45%w	20%	20%	25%	-	2%	22%E	70%EF	4%	40%H
NET: Neutral	(4-6)	173	69	181	154	215	75	40	26	84	4	29	102	23	36	115	58	40	108	9	46	143	26	80	133	18	10	44	3	15	46	14	25	49
		24%	24%	25%	26%	27%	28%	30%	23%	26%	18%	12%	57%km	13%	16%	31%n	25%	29%	26%	36%	12%	56%tv	15%	20%	33%w	35%	20%	28%	43%	12%	57%EG	25%E	20%	36%H
NET: Satisfied	(7-10)	351	168	408	238	378	129	63	53	113	9	201	34	3	160	77	101	82	183	12	317	52	9	291	87	23	31	71	4	111	16	2	95	33
		49%d	58%adef	57%adef	40%	47%d	48%d	47%i	47%i	34%	41%	83%lm	19%m	2%	73%o	21%	43%	59%pr	45%	48%	85%uv	20%v	5%	74%x	21%	45%	61%	45%	57%	87%FG	20%G	4%	75%I	24%
Mean score		5.90d	6.62ade f	6.45ade f	5.19	5.84d	6.01d	5.86i	5.67i	4.77	4.91	7.90lm	4.74m	1.94	7.46o	3.85	5.52	6.77pr	5.70	6.20	8.03uv	5.06v	2.33	7.59x	4.18	5.92	6.55	5.79	7.57	8.17FG	4.97G	2.55	7.78I	4.39
Standard error		0.11	0.17	0.10	0.13	0.10	0.18	0.25	0.29	0.17	0.79	0.13	0.14	0.11	0.17	0.14	0.20	0.22	0.14	0.56	0.09	0.12	0.14	0.11	0.13	0.37	0.41	0.24	0.95	0.15	0.21	0.27	0.20	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 23

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	122	91	160	95	140	71	29	22	66	5	94	16	12	82	39	20	11	56	4	82	5	4	71	20	44	25	80	11	143	11	6	129	31
		17%	31%acde	22%ade	16%	17%	27%ade	15%	14%	19%	24%	26%lm	9%	7%	22%o	11%	28%	16%	41%q	25%	47%uv	6%	10%	43%x	17%	22%	17%	23%	50%	35%FG	5%	6%	34%I	9%
9 -	(9)	109	43	114	72	117	40	27	36	41	5	86	15	8	78	30	12	12	18	1	29	10	4	28	15	26	28	56	4	82	27	5	72	42
		15%	15%	16%d	12%	15%	15%	14%	23%gj	12%	24%	24%lm	8%	5%	21%o	9%	17%	18%	13%	6%	17%	13%	10%	17%	12%	13%	19%	16%	18%	20%FG	13%G	5%	19%I	13%
8 -	(8)	145	44	132	79	143	38	32	37	74	2	100	30	15	104	41	7	11	21	5	28	11	5	23	19	25	32	72	3	83	34	15	69	63
		20%dl	15%	18%d	13%	18%d	14%	16%	24%	22%	10%	28%lm	16%m	9%	28%o	12%	10%	16%	16%	31%	16%	14%	13%	14%	16%	13%	21%A	21%A	14%	20%	17%	14%	18%	19%
7 -	(7)	93	25	106	83	101	35	26	21	42	4	40	36	17	39	53	7	9	9	-	11	11	3	8	17	37	21	48	-	56	42	8	49	56
		13%	9%	15%b	14%b	13%	13%	13%	14%	12%	19%	11%	19%km	10%	11%	15%	10%	13%	7%	-	6%	14%t	8%	5%	14%w	19%	14%	14%	-	14%	20%EG	7%	13%	17%
6 -	(6)	68	29	62	58	79	26	16	8	43	1	16	32	20	22	45	8	8	13	-	10	16	3	12	17	24	15	20	3	27	27	8	25	36
		9%	10%	9%	10%	10%	10%	8%	5%	13%h	5%	4%	17%k	12%k	6%	13%n	11%	12%	10%	-	6%	21%t	8%	7%	14%	12%C	10%	6%	14%	7%	13%E	7%	7%	11%H
5 -	(5)	63	22	58	63	76	21	21	8	30	4	7	29	27	16	47	7	7	8	-	5	14	3	12	9	12	16	29	1	11	35	12	19	39
		9%	8%	8%	11%	9%	8%	11%	5%	9%	19%	2%	16%k	16%k	4%	14%n	10%	10%	6%	-	3%	18%t	8%	7%	7%	6%	11%	8%	5%	3%	17%E	11%E	5%	12%H
4 -	(4)	40	11	30	28	39	10	17	7	16	-	9	14	17	9	29	3	4	3	1	3	3	5	5	6	14	4	12	-	1	20	9	7	23
		6%	4%	4%	5%	5%	4%	9%	5%	5%	-	3%	8%k	10%k	2%	8%n	4%	6%	2%	6%	2%	4%	13%t	3%	5%	7%	3%	3%	-	*	10%E	8%E	2%	7%H
3 -	(3)	21	10	16	37	36	7	8	4	9	-	4	5	12	6	15	4	2	2	2	2	6	2	2	8	8	-	8	-	-	7	9	5	10
		3%	3%	2%	6%acf	4%c	3%	4%	3%	3%	-	1%	3%	7%k	2%	4%n	6%	3%	1%	13%	1%	8%t	5%	1%	7%w	4%B	-	2%	-	-	3%E	8%E	1%	3%
2 -	(2)	18	6	14	20	27	7	7	4	7	-	-	4	14	5	13	-	2	2	2	1	2	3	3	3	2	5	7	-	1	1	12	2	12
		3%	2%	2%	3%	3%	3%	4%	3%	2%	-	-	2%k	8%kl	1%	4%n	-	3%	1%	13%	1%	3%	8%t	2%	2%	1%	3%	2%	-	*	*	11%EF	1%	4%H
1 - Extremely dissatisfied		32	8	22	60	34	5	14	6	12	-	1	2	29	5	27	3	1	3	1	-	-	8	1	7	7	3	12	-	-	1	21	2	20
	(1)	4%	3%	3%	10%abcef	4%	2%	7%	4%	4%	-	*	1%	17%kl	1%	8%n	4%	1%	2%	6%	-	-	20%tu	1%	6%w	4%	2%	3%	-	-	*	20%EF	1%	6%H
Not applicable		6	2	6	3	12	6	3	1	2	-	3	2	1	3	3	1	1	-	-	2	-	-	2	-	-	1	5	-	3	1	2	3	3
		1%	1%	1%	1%	1%	2%d	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	-	-	1%	1%	-	1%	*	2%	1%	1%
NET: Dissatisfied	(1-3)	71	24	52	117	97	19	29	14	28	-	5	11	55	16	55	7	5	7	5	3	8	13	6	18	17	8	27	-	1	9	42	9	42
		10%	8%	7%	20%abcef	12%cf	7%	15%i	9%	8%	-	1%	6%k	32%kl	4%	16%n	10%	7%	5%	31%	2%	10%t	33%tu	4%	15%w	9%	5%	8%	-	*	4%E	39%EF	2%	13%H
NET: Neutral	(4-6)	171	62	150	149	194	57	54	23	89	5	32	75	64	47	121	18	19	24	1	18	33	11	29	32	50	35	61	4	39	82	29	51	98
		24%	21%	21%	25%	24%	21%	27%h	15%	26%h	24%	9%	41%k	37%k	13%	35%n	25%	28%	18%	6%	10%	42%t	28%t	17%	26%	25%C	23%	17%	18%	10%	40%EG	27%E	13%	29%H
NET: Satisfied	(7-10)	469	203	512	329	501	184	114	116	223	16	320	97	52	303	163	46	43	104	10	150	37	16	130	71	132	106	256	18	364	114	34	319	192
		65%d	70%de	71%ade	55%	62%d	69%de	57%	75%gj	65%	76%	89%lm	52%m	30%	82%o	48%	64%	63%	77%pq	63%	87%uv	47%	40%	78%x	59%	66%	71%	73%	82%	89%FG	55%G	32%	84%I	57%
Mean score		7.07d	7.62ade	7.43ade	6.38	6.96d	7.54ade	6.56	7.38g	7.18g	7.86	8.33lm	6.58m	4.95	7.95o	6.13	7.37	7.15	8.12pq	6.50	8.70uv	6.47v	5.25	8.28x	6.73	7.18	7.41	7.50	8.77	8.53FG	6.63G	4.73	8.25I	6.51
Standard error		0.09	0.14	0.09	0.12	0.09	0.15	0.19	0.19	0.13	0.40	0.08	0.15	0.21	0.10	0.14	0.30	0.28	0.20	0.84	0.13	0.23	0.50	0.17	0.24	0.17	0.18	0.13	0.35	0.07	0.13	0.28	0.09	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 24

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	122	91	160	95	140	71	15	22	53	5	77	13	5	68	26	32	20	82	6	115	16	9	103	37	9	14	46	2	51	15	5	45	25
		17%	*31%acde*	*22%ade*	*16%*	*17%*	*27%ade*	*11%*	*20%*	*16%*	*23%*	*32%lm*	*7%*	*3%*	*31%o*	*7%*	*14%*	*14%*	*20%p*	*24%*	*31%uv*	*6%*	*5%*	*26%x*	*9%*	*18%*	*27%*	*29%*	*29%*	*40%FG*	*19%*	*9%*	*36%I*	*18%*
9 -	(9)	109	43	114	72	117	40	18	8	46	-	51	14	7	44	28	31	19	64	3	88	19	10	86	31	6	5	28	1	28	8	4	20	20
		15%	*15%*	*16%d*	*12%*	*15%*	*15%*	*13%*	*7%*	*14%*	-	*21%lm*	*8%*	*4%*	*20%o*	*7%*	*13%*	*14%*	*16%*	*12%*	*24%uv*	*7%*	*6%*	*22%x*	*8%*	*12%*	*10%*	*18%*	*14%*	*22%FG*	*10%*	*7%*	*16%*	*14%*
8 -	(8)	145	44	132	79	143	38	20	13	44	2	43	26	10	37	42	37	29	72	5	84	43	16	83	59	6	11	20	1	25	9	4	23	15
		20%dl	*15%*	*18%d*	*13%*	*18%d*	*14%*	*15%*	*12%*	*13%*	*9%*	*18%m*	*14%m*	*6%*	*17%*	*11%*	*16%*	*21%*	*18%*	*20%*	*23%v*	*17%v*	*9%*	*21%x*	*14%*	*12%*	*22%*	*13%*	*14%*	*20%G*	*11%*	*7%*	*18%*	*11%*
7 -	(7)	93	25	106	83	101	35	14	17	50	2	33	29	21	22	60	29	18	54	-	47	38	16	44	57	3	10	22	-	11	15	9	16	19
		13%	*9%*	*15%b*	*14%b*	*13%*	*13%*	*10%*	*15%*	*15%*	*9%*	*14%*	*16%*	*12%*	*10%*	*16%n*	*12%*	*13%*	*13%*	-	*13%*	*15%*	*9%*	*11%*	*14%*	*6%*	*20%A*	*14%*	-	*9%*	*19%E*	*16%*	*13%*	*14%*
6 -	(6)	68	29	62	58	79	26	15	12	27	4	15	29	14	17	41	25	16	34	4	22	42	15	28	50	5	7	14	-	5	10	11	9	17
		9%	*10%*	*9%*	*10%*	*10%*	*10%*	*11%*	*11%*	*8%*	*18%*	*6%*	*16%km*	*8%*	*8%*	*11%*	*11%*	*12%*	*8%*	*16%*	*6%*	*16%tv*	*9%*	*7%*	*12%w*	*10%*	*14%*	*9%*	-	*4%*	*12%E*	*19%E*	*7%*	*12%*
5 -	(5)	63	22	58	63	76	21	16	10	34	3	8	33	22	13	49	22	12	41	1	5	53	18	22	53	12	1	8	-	4	14	3	8	13
		9%	*8%*	*8%*	*11%*	*9%*	*8%*	*12%*	*9%*	*10%*	*14%*	*3%*	*18%k*	*12%k*	*6%*	*13%n*	*9%*	*9%*	*10%*	*4%*	*1%*	*21%tv*	*10%t*	*6%*	*13%w*	*24%BC*	*2%*	*5%*	-	*3%*	*17%EG*	*5%*	*6%*	*9%*
4 -	(4)	40	11	30	28	39	10	9	7	11	1	3	12	13	3	25	10	9	16	4	6	19	14	9	30	1	2	6	1	-	4	6	2	8
		6%	*4%*	*4%*	*5%*	*5%*	*4%*	*7%*	*6%*	*3%*	*5%*	*1%*	*7%k*	*7%k*	*1%*	*7%n*	*4%*	*7%*	*4%*	*16%*	*2%*	*7%t*	*8%t*	*2%*	*7%w*	*2%*	*4%*	*4%*	*14%*	-	*5%E*	*11%E*	*2%*	*6%*
3 -	(3)	21	10	16	37	36	7	5	11	20	1	4	11	22	6	31	16	3	17	-	2	8	26	2	34	3	-	2	2	1	2	4	1	6
		3%	*3%*	*2%*	*6%acf*	*4%c*	*3%*	*4%*	*10%*	*6%*	*5%*	*2%*	*6%k*	*12%kl*	*3%*	*8%n*	*7%q*	*2%*	*4%*	-	*1%*	*3%t*	*15%tu*	*1%*	*8%w*	*6%*	-	*1%*	*29%*	*1%*	*2%*	*7%E*	*1%*	*4%*
2 -	(2)	18	6	14	20	27	7	5	4	11	-	2	5	13	2	18	11	8	8	-	1	9	17	2	25	4	1	2	-	2	2	3	1	6
		3%	*2%*	*2%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	-	*1%*	*3%*	*7%kl*	*1%*	*5%n*	*5%r*	*6%r*	*2%*	-	*	*4%t*	*10%tu*	*1%*	*6%w*	*8%C*	*2%*	*1%*	-	*2%*	*2%*	*5%*	*1%*	*4%*
1 - Extremely dissatisfied	(1)	32	8	22	60	34	5	18	7	32	3	4	6	50	7	52	17	3	13	1	-	2	32	6	27	2	-	3	-	-	-	5	-	5
		4%	*3%*	*3%*	*10%abcef*	*4%*	*2%*	*13%*	*6%*	*10%*	*14%*	*2%*	*3%*	*28%kl*	*3%*	*14%n*	*7%qr*	*2%*	*3%*	*4%*	-	*1%*	*18%tu*	*2%*	*7%w*	*4%*	-	*2%*	-	-	-	*9%EF*	-	*4%H*
Not applicable		6	2	6	3	12	6	-	1	1	1	1	2	-	1	2	3	1	7	1	3	6	3	6	6	-	-	6	-	1	2	3	1	4
		1%	*1%*	*1%*	*1%*	*1%*	*2%d*	-	*1%*	*	*5%*	*	*1%*	-	*	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*2%*	*2%*	*2%*	*1%*	-	-	*4%*	-	*1%*	*2%*	*5%*	*1%*	*3%*
NET: Dissatisfied	(1-3)	71	24	52	117	97	19	28	22	63	4	10	22	85	15	101	44	14	38	1	3	19	75	10	86	9	1	7	2	3	4	12	2	17
		10%	*8%*	*7%*	*20%abcef*	*12%cf*	*7%*	*21%*	*20%*	*19%*	*18%*	*4%*	*12%k*	*48%kl*	*7%*	*27%n*	*19%qr*	*10%*	*9%*	*4%*	*1%*	*7%t*	*43%tu*	*3%*	*21%w*	*18%BC*	*2%*	*4%*	*29%*	*2%*	*5%*	*21%EF*	*2%*	*12%H*
NET: Neutral	(4-6)	171	62	150	149	194	57	40	29	72	8	26	74	49	33	115	57	37	91	9	33	114	47	59	133	18	10	28	1	9	28	20	19	38
		24%	*21%*	*21%*	*25%*	*24%*	*21%*	*30%*	*26%*	*22%*	*36%*	*11%*	*41%km*	*28%k*	*15%*	*31%n*	*24%*	*27%*	*22%*	*36%*	*9%*	*45%tv*	*27%t*	*15%*	*33%w*	*35%C*	*20%*	*18%*	*14%*	*7%*	*35%E*	*35%E*	*15%*	*28%H*
NET: Satisfied	(7-10)	469	203	512	329	501	184	67	60	193	9	204	82	43	171	156	129	86	272	14	334	116	51	316	184	24	40	116	4	115	47	22	104	79
		65%d	*70%de*	*71%ade*	*55%*	*62%d*	*69%de*	*50%*	*54%*	*59%*	*41%*	*85%lm*	*46%m*	*24%*	*78%o*	*42%*	*55%*	*62%*	*67%p*	*56%*	*90%uv*	*45%v*	*29%*	*81%x*	*45%*	*47%*	*78%A*	*74%A*	*57%*	*90%FG*	*58%G*	*39%*	*83%I*	*57%*
Mean score		7.07d	7.62ade	7.43ade	6.38	6.96d	7.54ade	6.07	6.42	6.51	6.14	8.19lm	6.20m	4.11	7.92o	5.48	6.46	6.93	7.24p	7.21	8.46uv	6.34v	4.62	8.07x	5.92	6.39	7.84A	7.86A	6.71	8.63FG	7.03G	5.72	8.26I	6.84
Standard error		0.09	0.14	0.09	0.12	0.09	0.15	0.25	0.26	0.16	0.66	0.13	0.17	0.20	0.15	0.14	0.18	0.21	0.12	0.52	0.08	0.13	0.21	0.10	0.13	0.38	0.26	0.18	1.23	0.15	0.24	0.36	0.16	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 25

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	93	68	123	76	100	53	21	19	47	6	81	11	1	74	19	20	9	37	2	65	2	1	56	12	34	22	60	7	116	4	3	107	16
		13%	23%acde	17%ade	13%	12%	20%ade	11%	12%	14%	29%	23%lm	6%m	1%	20%o	6%	28%q	13%	27%q	13%	38%uv	3%	3%	34%x	10%	17%	15%	17%	32%	29%FG	2%	3%	28%I	5%
9 -	(9)	100	38	108	56	110	33	29	30	39	2	90	5	5	78	22	8	13	14	3	34	3	1	29	9	28	26	50	4	95	13	-	83	25
		14%d	13%	15%d	9%	14%d	12%	15%	19%i	11%	10%	25%lm	3%	3%	21%o	6%	11%	19%	10%	19%	20%uv	4%	3%	17%x	7%	14%	17%	14%	18%	23%FG	6%G	-	22%I	7%
8 -	(8)	108	38	129	70	117	37	27	32	46	3	82	19	7	80	27	6	7	20	5	28	8	2	22	15	36	36	54	3	88	35	6	81	48
		15%	13%	18%d	12%	15%	14%	14%	21%I	13%	14%	23%lm	10%m	4%	22%o	8%	8%	10%	15%	31%	16%	10%	5%	13%	12%	18%	24%C	15%	14%	22%G	17%G	6%	21%I	14%
7 -	(7)	87	36	88	65	110	36	22	17	47	1	50	32	5	50	36	11	5	19	1	22	13	1	17	19	26	11	48	3	56	29	3	40	48
		12%	12%	12%	11%	14%	14%	11%	11%	14%	5%	14%m	17%m	3%	14%	11%	15%	7%	14%	6%	13%	17%v	3%	10%	16%	13%	7%	14%B	14%	14%G	14%G	3%	10%	14%
6 -	(6)	61	28	81	48	70	20	15	16	30	-	25	29	7	31	29	5	11	12	-	12	14	2	14	14	23	15	41	2	30	42	9	28	53
		9%	10%	11%	8%	9%	8%	8%	10%	9%	-	7%	16%km	4%	8%	8%	7%	16%	9%	-	7%	18%t	5%	8%	12%	12%	10%	12%	9%	7%	20%EG	8%	7%	16%H
5 -	(5)	73	27	67	63	82	28	18	11	41	3	13	44	16	21	51	6	7	13	1	3	20	4	8	17	15	18	32	2	15	41	11	24	42
		10%	9%	9%	11%	10%	11%	9%	7%	12%	14%	4%	24%km	9%k	6%	15%n	8%	10%	10%	6%	2%	26%tv	10%t	5%	14%w	8%	12%	9%	9%	4%	20%EG	10%E	6%	13%H
4 -	(4)	42	18	30	39	52	11	13	6	21	2	3	23	16	6	34	6	7	5	-	4	8	6	6	12	12	5	13	-	3	21	6	4	25
		6%	6%	4%	7%	6%c	4%	7%	4%	6%	10%	1%	12%k	9%k	2%	10%n	8%	10%	4%	-	2%	10%t	15%t	4%	10%w	6%	3%	4%	-	1%	10%E	6%E	1%	7%H
3 -	(3)	42	8	28	47	54	16	12	8	22	-	9	6	27	11	31	2	-	4	2	1	3	4	6	2	8	5	15	-	2	13	13	8	19
		6%b	3%	4%	8%bc	7%bc	6%	6%	5%	6%	-	3%	3%	16%kl	3%	9%n	3%	-	3%	13%	1%	4%	10%t	4%	2%	4%	3%	4%	-	*	6%E	12%E	2%	6%H
2 -	(2)	22	14	18	32	37	11	7	2	13	-	-	6	16	3	19	1	5	7	1	1	4	9	7	7	8	3	7	-	1	5	12	2	16
		3%	5%	3%	5%ac	5%c	4%	4%	1%	4%	-	-	3%k	9%kl	1%	6%n	1%	7%	5%	6%	1%	5%t	23%tu	4%	6%	4%	2%	2%	-	*	2%E	11%EF	1%	5%H
1 - Extremely dissatisfied		79	12	45	93	62	14	31	10	34	4	3	8	68	11	68	5	3	3	1	-	2	10	1	11	9	9	27	-	-	1	44	4	41
	(1)	11%bcef	4%	6%	16%abcef	8%b	5%	16%h	6%	10%	19%	1%	4%k	40%kl	3%	20%n	7%	4%	2%	6%	-	3%t	25%tu	1%	9%w	5%	6%	8%	-	-	*	41%EF	1%	12%H
Not applicable		10	4	3	9	10	7	5	3	2	-	4	2	4	4	6	2	1	1	-	3	1	-	1	3	-	-	2	1	1	2	-	1	2
		1%	1%	*	2%c	1%	3%c	3%	2%	1%	-	1%	1%	2%	1%	2%	3%	1%	1%	-	2%	1%	-	1%	2%	-	-	1%	5%	*	1%	-	*	1%
NET: Dissatisfied	(1-3)	143	34	91	172	153	41	50	20	69	4	12	20	111	25	118	8	8	14	4	2	9	23	14	20	25	17	49	-	3	19	69	14	76
		20%bc	12%	13%	29%abcef	19%bc	15%	25%h	13%	20%	19%	3%	11%k	65%kl	7%	35%n	11%	12%	10%	25%	1%	12%t	58%tu	8%	17%w	13%	11%	14%	-	1%	9%E	64%EF	4%	23%H
NET: Neutral	(4-6)	176	73	178	150	204	59	46	33	92	5	41	96	39	58	114	17	25	30	1	19	42	12	28	43	50	38	86	4	48	104	26	56	120
		25%	25%	25%	25%	25%	22%	23%	21%	27%	24%	11%	52%km	23%k	16%	33%n	24%	37%r	22%	6%	11%	54%tv	30%t	17%	36%w	25%	25%	25%	18%	12%	50%EG	24%E	15%	36%H
NET: Satisfied	(7-10)	388	180	448	267	437	159	99	98	179	12	303	67	18	282	104	45	34	90	11	149	26	5	124	55	124	95	212	17	355	81	12	311	137
		54%d	62%ade	62%ade	45%	54%d	60%d	50%	64%gj	52%	57%	84%lm	36%m	10%	76%o	30%	63%	50%	67%q	69%	86%uv	33%v	13%	74%x	45%	62%	63%	61%	77%	87%FG	39%G	11%	81%I	41%
Mean score		6.30d	7.03ade	6.91ade	5.66	6.34d	6.81ade	5.92	6.94gi	6.21	6.48	8.10lm	5.77m	3.05	7.66o	4.82	7.06	6.57	7.28	6.75	8.48uv	5.68v	3.45	7.81x	5.95	6.89	6.99	6.81	8.24	8.34FG	6.03G	3.17	8.09I	5.59
Standard error		0.11	0.16	0.10	0.13	0.10	0.17	0.22	0.21	0.15	0.75	0.09	0.16	0.18	0.11	0.15	0.33	0.32	0.22	0.74	0.13	0.22	0.39	0.19	0.24	0.18	0.21	0.14	0.38	0.08	0.13	0.24	0.10	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 26

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	93	68	123	76	100	53	13	20	40	3	72	3	1	63	13	27	17	52	4	92	5	3	86	14	8	11	32	2	47	5	1	43	9
		13%	23%acde	17%ade	13%	12%	20%ade	10%	18%	12%	14%	30%lm	2%	1%	29%o	3%	12%	12%	13%	16%	25%uv	2%	2%	22%x	3%	16%	22%	20%	29%	37%FG	6%	2%	34%I	7%
9 -	(9)	100	38	108	56	110	33	21	8	24	3	46	7	3	39	17	29	23	55	3	90	16	4	84	26	2	4	26	1	27	5	1	19	14
		14%d	13%	15%d	9%	14%d	12%	16%hi	7%	7%	14%	19%lm	4%	2%	18%o	5%	12%	17%	13%	12%	24%uv	6%	2%	21%x	6%	4%	8%	17%A	14%	21%FG	6%	2%	15%	10%
8 -	(8)	108	38	129	70	117	37	17	12	40	1	48	17	5	33	35	29	24	59	5	83	31	3	78	39	9	9	18	1	27	8	2	23	13
		15%	13%	18%d	12%	15%	14%	13%	11%	12%	5%	20%lm	9%m	3%	15%o	9%	12%	17%	14%	20%	22%uv	12%w	2%	20%x	10%	18%	18%	11%	14%	21%FG	10%	4%	18%I	9%
7 -	(7)	87	36	88	65	110	36	12	15	37	1	36	23	6	24	41	34	15	59	2	62	38	10	49	61	7	7	22	-	16	16	4	16	20
		12%	12%	12%	11%	14%	14%	9%	13%	11%	5%	15%m	13%m	3%	11%	11%	15%	11%	14%	8%	17%v	15%w	6%	13%	15%	14%	14%	14%	-	13%	20%G	7%	13%	14%
6 -	(6)	61	28	81	48	70	20	12	8	25	3	12	29	7	13	35	17	17	33	3	21	43	6	28	40	4	4	11	1	5	10	5	7	13
		9%	10%	11%	8%	9%	8%	9%	7%	8%	14%	5%	16%km	4%	6%	9%	7%	12%	8%	12%	6%	17%tv	3%	7%	10%	8%	8%	7%	14%	4%	12%E	9%	6%	9%
5 -	(5)	73	27	67	63	82	28	15	12	36	-	10	37	16	18	44	21	18	40	3	8	52	22	27	55	9	6	13	-	1	19	8	9	19
		10%	9%	9%	11%	10%	11%	11%	11%	11%	-	4%	21%km	9%k	8%	12%	9%	13%	10%	12%	2%	20%tv	13%t	7%	13%w	18%	12%	8%	-	1%	23%E	14%E	7%	14%
4 -	(4)	42	18	30	39	52	11	9	8	21	1	3	24	12	8	31	14	3	33	2	3	28	21	14	38	2	4	5	-	1	6	4	2	9
		6%	6%	4%	7%	6%c	4%	7%	7%	6%	5%	1%	13%km	7%k	4%	8%n	6%	2%	8%q	8%	1%	11%t	12%t	4%	9%w	4%	8%	3%	-	1%	7%E	7%E	2%	7%H
3 -	(3)	42	8	28	47	54	16	4	9	30	4	2	18	27	6	41	17	8	28	1	8	22	24	10	44	3	2	9	2	2	4	10	3	13
		6%b	3%	4%	8%bc	7%bc	6%	3%	8%	9%g	18%	1%	10%k	15%k	3%	11%n	7%	6%	7%	4%	2%	9%t	14%t	3%	11%w	6%	4%	6%	29%	2%	5%	18%EF	2%	9%H
2 -	(2)	22	14	18	32	37	11	12	3	16	1	4	9	19	5	27	15	4	18	-	1	11	25	3	34	4	-	7	-	1	4	6	-	11
		3%	5%	3%	5%ac	5%c	4%	9%h	3%	5%	5%	2%	5%	11%kl	2%	7%n	6%	3%	4%	-	*	4%t	14%tu	1%	8%w	8%B	-	4%	-	1%	5%	11%E	-	8%H
1 - Extremely dissatisfied		79	12	45	93	62	14	20	15	54	4	6	8	79	9	83	28	7	26	1	-	4	58	7	54	2	4	8	-	-	3	11	3	11
	(1)	11%bcef	4%	6%	16%abcef	8%b	5%	15%	13%	16%	18%	2%	4%	45%kl	4%	22%n	12%qr	5%	6%	4%	-	2%t	33%tu	2%	13%w	4%	8%	5%	-	-	4%E	19%EF	2%	8%H
Not applicable		10	4	3	9	10	7	-	2	6	1	2	5	2	2	7	2	2	5	1	5	5	-	5	4	1	-	6	-	1	1	5	1	6
		1%	1%	*	2%c	1%	3%c	-	2%	2%	5%	1%	3%	1%	1%	2%	1%	1%	1%	4%	1%	2%	-	1%	1%	2%	-	4%	-	1%	1%	9%EF	1%	4%
NET: Dissatisfied	(1-3)	143	34	91	172	153	41	36	27	100	9	12	35	125	20	151	60	19	72	2	9	37	107	20	132	9	6	24	2	3	11	27	6	35
		20%bc	12%	13%	29%abce f	19%bc	15%	27%	24%	30%	41%	5%	19%k	71%kl	9%	40%n	26%qr	14%	18%	8%	2%	15%t	61%tu	5%	32%w	18%	12%	15%	29%	2%	14%E	47%EF	5%	25%H
NET: Neutral	(4-6)	176	73	178	150	204	59	36	28	82	4	25	90	35	39	110	52	38	106	8	32	123	49	69	133	15	14	29	1	7	35	17	18	41
		25%	25%	25%	25%	25%	22%	27%	25%	25%	18%	10%	50%km	20%k	18%	29%n	22%	28%	26%	32%	9%	48%tv	28%t	18%	33%w	29%	27%	18%	14%	5%	43%E	30%E	14%	30%H
NET: Satisfied	(7-10)	388	180	448	267	437	159	63	55	141	8	202	50	15	159	106	119	79	225	14	327	90	20	297	140	26	31	98	4	117	34	8	101	56
		54%d	62%ade	62%ade	45%	54%d	60%d	47%	49%	43%	36%	84%lm	28%m	8%	72%o	28%	51%	57%	55%	56%	88%uv	35%v	11%	76%x	34%	51%	61%	62%	57%	91%FG	42%G	14%	80%I	41%
Mean score		6.30d	7.03ade	6.91ade	5.66	6.34d	6.81ade	5.76	6.01	5.53	5.33	8.05lm	5.29m	2.78	7.57o	4.53	5.94	6.74p	6.39	6.92	8.24uv	5.72v	3.24	7.73x	5.02	6.30	6.80	6.97	7.00	8.57FG	5.91G	3.88	8.03I	5.61
Standard error		0.11	0.16	0.10	0.13	0.10	0.17	0.26	0.29	0.17	0.73	0.14	0.16	0.17	0.17	0.14	0.19	0.22	0.13	0.50	0.08	0.13	0.17	0.11	0.13	0.37	0.38	0.22	1.15	0.14	0.25	0.33	0.19	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 27

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	73	54	102	66	82	46	18	17	32	6	62	9	2	60	12	12	12	28	2	52	-	2	46	8	29	23	44	6	94	6	2	87	15
		10%	19%ade	14%ae	11%	10%	17%ade	9%	11%	9%	29%	17%lm	5%m	1%	16%o	4%	17%	18%	21%	13%	30%uv	-	5%u	28%x	7%	15%	15%	13%	27%	23%FG	3%	2%	23%I	4%
9 -	(9)	98	34	91	55	75	33	23	36	39	-	89	6	3	82	15	7	10	15	2	31	1	2	28	6	28	25	36	2	83	8	-	73	18
		14%de	12%	13%de	9%	9%	12%	12%	23%gi	11%	-	25%lm	3%	2%	22%o	4%	10%	15%	11%	13%	18%uv	1%	5%	17%x	5%	14%	17%C	10%	9%	20%FG	4%G	-	19%I	5%
8 -	(8)	107	41	119	64	94	28	26	29	48	4	82	16	9	82	25	11	7	19	4	32	7	2	21	18	24	29	60	6	94	20	5	69	49
		15%d	14%	17%def	11%	12%	11%	13%	19%	14%	19%	23%lm	9%	5%	22%o	7%	15%	10%	14%	25%	18%u	9%	5%	13%	15%	12%	19%	17%	27%	23%FG	10%	5%	18%	15%
7 -	(7)	88	34	102	49	98	39	23	15	48	2	50	31	7	47	40	10	8	15	1	22	10	2	16	18	32	16	52	2	63	36	3	55	47
		12%d	12%	14%d	8%	12%d	15%d	12%	10%	14%	10%	14%m	17%m	4%	13%	12%	14%	12%	11%	6%	13%	13%	5%	10%	15%	16%	11%	15%	9%	15%G	17%G	3%	14%	14%
6 -	(6)	69	34	73	53	80	20	16	13	40	-	31	29	9	29	39	6	10	17	1	12	18	4	19	15	25	15	31	2	36	33	4	35	38
		10%	12%	10%	9%	10%	8%	8%	8%	12%	-	9%	16%km	5%	8%	11%	8%	15%	13%	6%	7%	23%t	10%	11%	12%	13%	10%	9%	9%	9%	16%EG	4%	9%	11%
5 -	(5)	63	27	79	63	95	23	25	9	27	2	15	37	11	22	41	7	10	10	-	8	18	1	9	17	20	19	37	3	17	49	13	24	54
		9%	9%	11%	11%	12%	9%	13%h	6%	8%	10%	4%	20%km	6%	6%	12%n	10%	15%	7%	-	5%	23%tv	3%	5%	14%w	10%	13%	11%	14%	4%	24%EG	12%E	6%	16%H
4 -	(4)	51	16	35	45	74	10	12	7	30	2	10	25	16	12	39	6	3	6	1	5	6	5	7	9	11	7	17	-	5	23	7	16	19
		7%	5%	5%	8%cf	9%bcf	4%	6%	5%	9%	10%	3%	14%k	9%k	3%	11%n	8%	4%	4%	6%	3%	8%	13%t	4%	7%	6%	5%	5%	-	1%	11%E	7%E	4%	6%
3 -	(3)	38	13	30	45	33	14	10	7	20	1	7	12	19	9	29	2	4	5	2	3	6	4	7	6	10	5	15	-	4	11	15	9	20
		5%	4%	4%	8%ce	4%	5%	5%	5%	6%	5%	2%	6%k	11%k	2%	8%n	3%	6%	4%	13%	2%	8%t	10%t	4%	5%	5%	3%	4%	-	1%	5%E	14%EF	2%	6%H
2 -	(2)	31	16	29	31	45	17	10	5	15	1	4	8	19	10	20	2	2	11	1	1	7	8	5	11	9	4	16	-	4	11	14	4	25
		4%	5%	4%	5%	6%	6%	5%	3%	4%	5%	1%	4%k	11%kl	3%	6%n	3%	3%	8%	6%	1%	9%t	20%t	3%	9%w	5%	3%	5%	-	1%	5%E	13%EF	1%	7%H
1 - Extremely dissatisfied		82	11	49	109	82	20	31	12	36	3	1	7	74	8	73	5	-	5	1	-	2	9	2	9	10	4	35	-	1	7	41	5	44
	(1)	11%bc	4%	7%	18%abce f	10%bc	8%	16%h	8%	11%	14%	*	4%k	43%kl	2%	21%n	7%q	-	4%	6%	-	3%t	23%tu	1%	7%w	5%	3%	10%AB	-	*	3%E	38%EF	1%	13%H
Not applicable		17	11	11	18	46	16	6	4	7	-	9	5	3	8	9	4	2	4	1	7	3	1	7	4	1	3	6	1	6	2	3	5	6
		2%	4%c	2%	3%	6%acd	6%acd	3%	3%	2%	-	3%	3%	2%	2%	3%	6%	3%	3%	6%	4%	4%	3%	4%	3%	1%	2%	2%	5%	1%	1%	3%	1%	2%
NET: Dissatisfied	(1-3)	151	40	108	185	160	51	51	24	71	5	12	27	112	27	122	9	6	21	4	4	15	21	14	26	29	13	66	-	9	29	70	18	89
		21%bc	14%	15%	31%abce f	20%bc	19%	26%h	16%	21%	24%	3%	15%k	65%kl	7%	36%n	13%	9%	16%	25%	2%	19%t	53%tu	8%	21%w	15%	9%	19%B	-	2%	14%E	65%EF	5%	27%H
NET: Neutral	(4-6)	183	77	187	161	249	53	53	29	97	4	56	91	36	63	119	19	23	33	2	25	42	10	35	41	56	41	85	5	58	105	24	75	111
		26%	26%	26%f	27%f	31%acf	20%	27%	19%	28%h	19%	16%	49%km	21%	17%	35%n	26%	34%	24%	13%	14%	54%tv	25%	21%	34%w	28%	27%	24%	23%	14%	51%EG	22%E	20%	33%H
NET: Satisfied	(7-10)	366	163	414	234	349	146	90	97	167	12	283	62	21	271	92	40	37	77	9	137	18	8	111	50	113	93	192	16	334	70	10	284	129
		51%de	56%de	58%ade	39%	43%	55%de	45%	63%gi	49%	57%	79%lm	34%m	12%	73%o	27%	56%	54%	57%	56%	79%uv	23%	20%	66%x	41%	57%	62%	55%	73%	82%FG	34%G	9%	74%I	39%
Mean score		6.11d	6.78ade	6.59ade	5.39	5.88d	6.50de	5.70	6.83gi	6.01	6.29	7.86lm	5.59m	3.02	7.51o	4.59	6.63	6.97	6.79	6.40	8.14uv	5.21v	3.95	7.57x	5.68	6.62	7.07C	6.29	7.95	8.03FG	5.59G	3.00	7.69I	5.35
Standard error		0.11	0.16	0.10	0.13	0.10	0.18	0.21	0.22	0.15	0.73	0.10	0.16	0.19	0.12	0.15	0.33	0.28	0.24	0.78	0.14	0.22	0.45	0.19	0.24	0.18	0.19	0.15	0.39	0.09	0.14	0.23	0.11	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 28

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	73	54	102	66	82	46	11	17	35	3	58	6	2	52	13	19	17	43	3	76	4	2	68	14	7	11	26	2	37	6	3	35	10
		10%	19%ade	14%ae	11%	10%	17%ade	8%	15%	11%	14%	24%lm	3%	1%	24%o	3%	8%	12%	11%	12%	20%uv	2%	1%	17%x	3%	14%	22%	17%	29%	29%FG	7%	5%	28%	7%
9 -	(9)	98	34	91	55	75	33	17	8	28	2	47	6	2	39	16	19	22	32	2	67	8	-	59	16	4	1	27	1	27	5	1	18	15
		14%de	12%	13%de	9%	9%	12%	13%	7%	9%	9%	20%lm	3%	1%	18%o	4%	8%	16%pr	8%	8%	18%uv	3%v	-	15%x	4%	8%	2%	17%B	14%	21%FG	6%	2%	14%	11%
8 -	(8)	107	41	119	64	94	28	14	18	30	2	47	13	4	35	28	26	17	45	6	75	16	3	72	22	8	9	10	1	21	6	1	15	13
		15%d	14%	17%def	11%	12%	11%	10%	16%i	9%	9%	20%lm	7%m	2%	16%o	7%	11%	12%	11%	24%	20%uv	6%v	2%	18%x	5%	16%C	18%C	6%	14%	16%G	7%	2%	12%	9%
7 -	(7)	88	34	102	49	98	39	12	10	27	-	27	19	3	15	34	31	18	46	3	62	30	6	53	45	4	11	24	-	23	11	5	24	15
		12%d	12%	14%d	8%	12%d	15%d	9%	9%	8%	-	11%m	11%m	2%	7%	9%	13%	13%	11%	12%	17%v	12%v	3%	14%	11%	8%	22%	15%	-	18%	14%	9%	19%	11%
6 -	(6)	69	34	73	53	80	20	17	6	27	3	26	19	8	18	35	20	16	41	3	24	47	9	31	49	4	3	13	-	5	13	2	11	9
		10%	12%	10%	9%	10%	8%	13%	5%	8%	14%	11%m	11%m	5%	8%	9%	9%	12%	10%	12%	6%	18%tv	5%	8%	12%	8%	6%	8%	-	4%	16%EG	4%	9%	7%
5 -	(5)	63	27	79	63	95	23	17	11	33	2	8	43	12	19	42	33	9	52	1	24	49	22	39	55	6	2	15	-	5	15	3	10	13
		9%	9%	11%	11%	12%	9%	13%	10%	10%	9%	3%	24%km	7%	9%	11%	14%q	7%	13%q	4%	6%	19%t	13%t	10%	13%	12%	4%	10%	-	4%	19%EG	5%	8%	9%
4 -	(4)	51	16	35	45	74	10	9	10	24	2	4	28	13	11	34	22	11	37	4	13	39	22	20	54	2	2	4	2	3	2	5	1	9
		7%	5%	5%	8%cf	9%bcf	4%	7%	9%	7%	9%	2%	16%km	7%k	5%	9%	9%	8%	9%	16%	3%	15%t	13%t	5%	13%w	4%	4%	3%	29%	2%	2%	9%E	1%	7%H
3 -	(3)	38	13	30	45	33	14	9	9	25	2	6	18	21	7	38	7	4	22	-	2	20	11	8	25	4	3	7	-	-	7	7	2	12
		5%	4%	4%	8%ce	4%	5%	7%	8%	8%	9%	2%	10%k	12%k	3%	10%n	3%	3%	5%	-	1%	8%t	6%t	2%	6%w	8%	6%	4%	-	-	9%E	12%E	2%	9%H
2 -	(2)	31	16	29	31	45	17	5	6	19	1	5	6	20	5	26	12	7	26	-	4	12	29	6	39	7	1	8	1	1	7	9	1	16
		4%	5%	4%	5%	6%	6%	4%	5%	6%	5%	2%	3%	11%kl	2%	7%n	5%	5%	6%	-	1%	5%t	16%tu	2%	10%w	14%BC	2%	5%	14%	1%	9%E	16%E	1%	12%H
1 - Extremely dissatisfied		82	11	49	109	82	20	21	14	70	4	8	12	89	15	94	34	9	38	1	1	14	67	8	73	5	5	10	-	-	5	15	5	15
	(1)	11%bc	4%	7%	18%abce f	10%bc	8%	16%	13%	21%h	18%	3%	7%	50%kl	7%	25%n	15%qr	7%	9%	4%	*	5%t	38%tu	2%	18%w	10%	10%	6%	-	-	6%E	26%EF	4%	11%H
Not applicable		17	11	11	18	46	16	3	3	11	1	5	10	3	4	14	10	8	26	2	25	16	5	27	17	-	3	13	-	6	4	6	4	11
		2%	4%c	2%	3%	6%acd	6%acd	2%	3%	3%	5%	2%	6%	2%	2%	4%	4%	6%	6%	8%	7%	6%	3%	7%	4%	-	6%	8%A	-	5%	5%	11%	3%	8%
NET: Dissatisfied	(1-3)	151	40	108	185	160	51	35	29	114	7	19	36	130	27	158	53	20	86	1	7	46	107	22	137	16	9	25	1	1	19	31	8	43
		21%bc	14%	15%	31%abce f	20%bc	19%	26%	26%	35%	32%	8%	20%k	73%kl	12%	42%n	23%	14%	21%	4%	2%	18%t	61%tu	6%	33%w	31%C	18%	16%	14%	1%	23%E	54%EF	6%	31%H
NET: Neutral	(4-6)	183	77	187	161	249	53	43	27	84	7	38	90	33	48	111	75	36	130	8	61	135	53	90	158	12	7	32	2	13	30	10	22	31
		26%	26%	26%f	27%f	31%acf	20%	32%	24%	26%	32%	16%	50%km	19%	22%	30%n	32%	26%	32%	32%	16%	53%tv	30%t	23%	39%w	24%	14%	20%	29%	10%	37%EG	18%	17%	22%
NET: Satisfied	(7-10)	366	163	414	234	349	146	54	53	120	7	179	44	11	141	91	95	74	166	14	280	58	11	252	97	23	32	87	4	108	28	10	92	53
		51%de	56%de	58%ade	39%	43%	55%de	40%	47%i	36%	32%	74%lm	24%m	6%	64%o	24%	41%	54%pr	41%	56%	75%uv	23%v	6%	64%x	24%	45%	63%	55%	57%	84%FG	35%G	18%	73%I	38%
Mean score		6.11d	6.78ade	6.59ade	5.39	5.88d	6.50de	5.61	5.87i	5.15	5.33	7.69lm	5.12m	2.55	7.17o	4.31	5.55	6.54pr	5.79	6.83	7.84uv	5.15v	2.90	7.32x	4.56	5.71	6.67	6.72A	6.71	8.29FG	5.60G	3.59	7.65I	5.37
Standard error		0.11	0.16	0.10	0.13	0.10	0.18	0.25	0.29	0.18	0.70	0.15	0.17	0.16	0.19	0.15	0.19	0.24	0.14	0.49	0.10	0.13	0.16	0.12	0.13	0.43	0.42	0.23	1.25	0.15	0.29	0.38	0.21	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 29

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	73	58	76	55	71	23	26	19	23	5	65	7	1	67	6	21	13	23	1	53	2	3	52	6	26	21	23	6	72	3	1	71	5
		10%	20%acde f	11%	9%	9%	9%	13%i	12%i	7%	24%	18%lm	4%m	1%	18%o	2%	29%r	19%	17%	6%	31%uv	3%	8%	31%x	5%	13%C	14%C	7%	27%	18%FG	1%	1%	19%I	1%
9 -	(9)	56	22	64	47	59	13	16	31	8	1	51	4	1	46	10	6	6	9	1	21	1	-	16	6	21	20	20	3	56	7	1	48	16
		8%	8%	9%f	8%	7%	5%	8%i	20%gi	2%	5%	14%lm	2%	1%	12%o	3%	8%	9%	7%	6%	12%uv	1%	-	10%	5%	11%C	13%C	6%	14%	14%FG	3%	1%	13%I	5%
8 -	(8)	82	30	90	38	64	17	19	31	30	2	73	8	1	67	15	7	11	9	3	25	4	1	21	8	33	27	26	4	75	13	2	65	25
		11%def	10%d	13%def	6%	8%	6%	10%	20%gi	9%	10%	20%lm	4%m	1%	18%o	4%	10%	16%r	7%	19%	14%uv	5%	3%	13%	7%	17%C	18%C	7%	18%	18%FG	6%	2%	17%I	7%
7 -	(7)	61	24	73	40	74	17	20	12	27	2	38	17	6	48	12	7	8	8	1	14	8	2	11	13	20	18	34	1	50	22	1	43	29
		9%	8%	10%d	7%	9%	6%	10%	8%	8%	10%	11%m	9%m	3%	13%o	4%	10%	12%	6%	6%	8%	10%	5%	7%	11%	10%	12%	10%	5%	12%G	11%G	1%	11%	9%
6 -	(6)	57	24	56	34	59	12	15	16	26	-	22	29	6	34	22	3	7	14	-	11	10	3	13	11	17	15	21	3	25	30	1	25	30
		8%	8%	8%	6%	7%	5%	8%	10%	8%	-	6%	16%km	3%	9%	6%	4%	10%	10%	-	6%	13%	8%	8%	9%	9%	10%	6%	14%	6%G	15%EG	1%	7%	9%
5 -	(5)	64	22	44	44	67	22	23	9	29	3	23	33	8	26	38	5	9	7	1	2	18	2	12	9	8	16	20	-	17	26	1	25	19
		9%c	8%	6%	7%	8%	8%	12%	6%	8%	14%	6%	18%km	5%	7%	11%	7%	13%r	5%	6%	1%	23%tv	5%	7%	7%	4%	11%A	6%	-	4%	13%EG	1%	7%	6%
4 -	(4)	46	20	52	45	40	11	14	6	26	-	16	21	9	16	29	6	3	9	2	6	11	3	7	12	20	4	27	1	20	29	3	21	31
		6%	7%	7%	8%e	5%	4%	7%	4%	8%	-	4%	11%km	5%	4%	8%n	8%	4%	7%	13%	3%	14%t	8%	4%	10%	10%B	3%	8%B	5%	5%	14%EG	3%	5%	9%
3 -	(3)	31	10	42	40	54	27	11	6	14	-	5	12	14	3	28	1	3	6	-	4	5	1	3	7	11	6	25	-	10	18	14	13	28
		4%	3%	6%	7%b	7%ab	10%abc	6%	4%	4%	-	1%	6%k	8%k	1%	8%n	1%	4%	4%	-	2%	6%	3%	2%	6%	6%	4%	7%	-	2%	9%E	13%E	3%	8%H
2 -	(2)	36	17	38	39	61	18	13	6	16	1	8	12	16	12	24	3	5	7	2	6	5	6	7	10	11	3	24	-	16	12	10	12	26
		5%	6%	5%	7%	8%e	7%	7%	4%	5%	5%	2%	6%k	9%k	3%	7%n	4%	7%	5%	13%	3%	6%	15%t	4%	8%	6%	2%	7%B	-	4%	6%	9%E	3%	8%H
1 - Extremely dissatisfied	(1)	158	37	133	173	184	63	36	14	103	5	22	35	101	21	134	11	3	21	2	9	10	18	7	30	26	18	89	-	26	35	72	22	111
		22%b	13%	18%b	29%abce	23%bc	24%b	18%h	9%	30%gh	24%	6%	19%k	59%kl	6%	39%n	15%q	4%	16%q	13%	5%	13%t	45%tu	4%	25%w	13%	12%	26%AB	-	6%	17%E	67%EF	6%	33%H
Not applicable		53	27	52	43	71	43	7	4	40	2	37	7	9	29	24	2	-	22	3	22	4	1	18	9	6	2	40	4	40	11	1	37	15
		7%	9%	7%	7%	9%	16%abcde	4%	3%	12%gh	10%	10%l	4%	5%	8%	7%	3%	-	16%pq	19%	13%	5%	3%	11%	7%	3%	1%	11%AB	18%	10%G	5%	1%	10%I	4%
NET: Dissatisfied	(1-3)	225	64	213	252	299	108	60	26	133	6	35	59	131	36	186	15	11	34	4	19	20	25	17	47	48	27	138	-	52	65	96	47	165
		31%b	22%	30%b	42%abc	37%abc	41%abc	30%h	17%	39%gh	29%	10%	32%k	76%kl	10%	54%n	21%	16%	25%	25%	11%	26%t	63%tu	10%	39%w	24%	18%	40%AB	-	13%	32%E	90%EF	12%	49%H
NET: Neutral	(4-6)	167	66	152	123	166	45	52	31	81	3	61	83	23	76	89	14	19	30	3	19	39	8	32	32	45	35	68	4	62	85	5	71	80
		23%f	23%	21%	21%	21%	17%	26%	20%	24%	14%	17%	45%km	13%	21%	26%	19%	28%	22%	19%	11%	50%tv	20%	19%	26%	23%	23%	19%	18%	15%G	41%EG	5%	19%	24%
NET: Satisfied	(7-10)	272	134	303	180	268	70	81	93	88	10	227	36	9	228	43	41	38	49	6	113	15	6	100	33	100	86	103	14	253	45	5	227	75
		38%df	46%adef	42%def	30%	33%f	26%	41%i	60%gi	26%	48%	63%lm	19%m	5%	62%o	13%	57%r	56%r	36%	38%	65%uv	19%	15%	60%x	27%	50%C	57%C	30%	64%	62%FG	22%G	5%	59%I	22%
Mean score		5.25def	6.14acd ef	5.49def	4.56	4.89	4.52	5.45i	6.73gi	4.35	5.84	7.19lm	4.53m	2.18	7.08o	3.33	6.51	6.60	5.73	5.31	7.62uv	4.68v	3.21	7.42x	4.46	5.99C	6.49C	4.54	8.22	7.02FG	4.56G	1.88	6.98I	3.88
Standard error		0.12	0.20	0.12	0.14	0.12	0.21	0.23	0.23	0.18	0.84	0.14	0.19	0.15	0.14	0.15	0.40	0.33	0.31	0.89	0.22	0.26	0.46	0.23	0.28	0.22	0.23	0.18	0.42	0.14	0.17	0.17	0.15	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 30

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	73	58	76	55	71	23	15	19	18	3	47	4	4	41	14	22	16	30	3	64	4	3	67	4	3	7	12	1	21	2	-	23	-
		10%	20%acdef	11%	9%	9%	9%	11%i	17%i	5%	14%	20%lm	2%	2%	19%o	4%	9%	12%	7%	12%	17%uv	2%	2%	17%x	1%	6%	14%	8%	14%	16%FG	2%	-	18%I	-
9 -	(9)	56	22	64	47	59	13	20	6	19	2	40	6	1	33	13	15	18	25	1	50	6	3	51	8	5	3	4	1	10	3	-	11	2
		8%	8%	9%f	8%	7%	5%	15%hi	5%	6%	9%	17%lm	3%	1%	15%o	3%	6%	13%pr	6%	4%	13%uv	2%	2%	13%x	2%	10%C	6%	3%	14%	8%G	4%	-	9%I	1%
8 -	(8)	82	30	90	38	64	17	9	7	21	1	31	5	2	20	17	20	18	23	3	49	14	1	43	21	4	5	8	-	13	4	-	13	4
		11%def	10%d	13%def	6%	8%	6%	7%	6%	6%	5%	13%lm	3%	1%	9%o	5%	9%	13%r	6%	12%	13%uv	5%v	1%	11%x	5%	8%	10%	5%	-	10%G	5%	-	10%I	3%
7 -	(7)	61	24	73	40	74	17	13	15	12	-	24	13	3	16	24	25	19	28	2	47	25	2	47	27	5	6	6	-	8	6	3	10	7
		9%	8%	10%d	7%	9%	6%	10%i	13%i	4%	-	10%m	7%m	2%	7%	6%	11%	14%r	7%	8%	13%v	10%v	1%	12%x	7%	10%	12%C	4%	-	6%	7%	5%	8%	5%
6 -	(6)	57	24	56	34	59	12	5	9	18	2	12	17	5	16	18	21	18	18	2	25	27	7	26	32	3	2	6	1	8	4	-	7	5
		8%	8%	8%	6%	7%	5%	4%	8%	5%	9%	5%	9%m	3%	7%	5%	9%r	13%r	4%	8%	7%	11%v	4%	7%	8%	6%	4%	4%	14%	6%	5%	-	6%	4%
5 -	(5)	64	22	44	44	67	22	12	9	23	-	12	28	4	15	28	18	10	37	2	32	30	5	39	28	5	3	13	1	10	11	1	15	6
		9%c	8%	6%	7%	8%	8%	9%	8%	7%	-	5%	16%km	2%	7%	7%	8%	7%	9%	8%	9%v	12%v	3%	10%	7%	10%	6%	8%	14%	8%	14%G	2%	12%I	4%
4 -	(4)	46	20	52	45	40	11	10	9	23	3	7	29	9	12	33	12	7	20	1	4	25	11	6	34	2	4	5	-	5	4	2	4	7
		6%	7%	7%	8%e	5%	4%	7%	8%	7%	14%	3%	16%km	5%	5%	9%	5%	5%	5%	4%	1%	10%t	6%t	2%	8%w	4%	8%	3%	-	4%	5%	4%	3%	5%
3 -	(3)	31	10	42	40	54	27	8	9	23	-	11	17	12	9	31	12	7	31	4	12	29	13	16	38	7	1	19	-	7	12	8	4	23
		4%	3%	6%	7%b	7%ab	10%abc	6%	8%	7%	-	5%	9%h	7%	4%	8%n	5%	5%	8%	16%	3%	11%t	7%t	4%	9%w	14%B	2%	12%B	-	5%	15%E	14%	3%	17%H
2 -	(2)	36	17	38	39	61	18	10	5	23	1	7	13	19	10	29	13	7	41	-	11	23	27	13	47	2	4	11	1	6	5	7	7	11
		5%	6%	5%	7%	8%e	7%	7%	4%	7%	5%	3%	7%k	11%k	5%	8%	6%	5%	10%	-	3%	9%t	15%tu	3%	11%w	4%	8%	7%	14%	5%	6%	12%	6%	8%
1 - Extremely dissatisfied	(1)	158	37	133	173	184	63	30	20	115	8	21	40	112	19	153	56	12	113	3	32	53	99	36	147	10	10	41	2	10	22	31	11	52
		22%b	13%	18%b	29%abce	23%bc	24%b	22%	18%	35%gh	36%	9%	22%k	63%kl	9%	41%n	24%q	9%	28%q	12%	9%	21%t	56%tu	9%	36%w	20%	20%	26%	29%	8%	27%E	54%EF	9%	38%H
Not applicable		53	27	52	43	71	43	3	4	34	2	29	8	6	29	14	19	6	42	4	47	19	5	47	23	5	6	32	-	30	8	5	21	21
		7%	9%	7%	7%	9%	16%abcde	2%	4%	10%gh	9%	12%lm	4%	3%	13%o	4%	8%	4%	10%q	16%	13%uv	7%v	3%	12%x	6%	10%	12%	20%	-	23%FG	10%	9%	17%	15%
NET: Dissatisfied	(1-3)	225	64	213	252	299	108	48	34	161	9	39	70	143	38	213	81	26	185	7	55	105	139	65	232	19	15	71	3	23	39	46	22	86
		31%b	22%	30%b	42%abc	37%abc	41%abc	36%	30%	49%gh	41%	16%	39%k	81%kl	17%	57%n	35%q	19%	45%pq	28%	15%	41%t	79%tu	17%	57%w	37%	29%	45%B	43%	18%	48%E	81%EF	17%	62%H
NET: Neutral	(4-6)	167	66	152	123	166	45	27	27	64	5	31	74	18	43	79	51	35	75	5	61	82	23	71	94	10	9	24	2	23	19	3	26	18
		23%f	23%	21%	21%	21%	17%	20%	24%	19%	23%	13%	41%km	10%	20%	21%	22%	25%	18%	20%	16%	32%tv	13%	18%	23%	20%	18%	15%	29%	18%G	23%G	5%	21%	13%
NET: Satisfied	(7-10)	272	134	303	180	268	70	57	47	70	6	142	28	10	110	68	82	71	106	9	210	49	9	208	60	17	21	30	2	52	15	3	57	13
		38%df	46%adef	42%def	30%	33%f	26%	42%i	42%i	21%	27%	59%lm	16%m	6%	50%o	18%	35%r	51%pr	26%	36%	56%uv	19%v	5%	53%x	15%	33%C	41%C	19%	29%	41%FG	19%G	5%	45%I	9%
Mean score		5.25def	6.14acdef	5.49def	4.56	4.89	4.52	5.28i	5.53i	3.89	4.50	6.95lm	4.07m	2.09	6.62o	3.46	5.01r	6.30pr	4.28	5.62	6.83uv	4.15v	2.23	6.65x	3.35	4.96	5.40C	4.02	4.86	6.34FG	3.89G	1.98	6.41I	2.82
Standard error		0.12	0.20	0.12	0.14	0.12	0.21	0.29	0.31	0.18	0.82	0.20	0.19	0.16	0.22	0.15	0.22	0.24	0.16	0.66	0.16	0.16	0.16	0.16	0.13	0.45	0.50	0.28	1.40	0.31	0.31	0.22	0.30	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 31

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

		Supplier						BT									EE/Orange									SKY								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
10 - Extremely satisfied	(10)	107	77	134	85	115	53	27	21	53	6	94	10	3	84	23	19	14	42	2	71	3	3	64	13	39	26	62	7	120	9	5	114	20
		15%	26%acde	19%de	14%	14%	20%de	14%	14%	15%	29%	26%lm	5%	2%	23%o	7%	26%	21%	31%	13%	41%uv	4%	8%	38%x	11%	20%	17%	18%	32%	29%FG	4%	5%	30%I	6%
9 -	(9)	99	29	107	61	109	44	26	31	39	3	85	12	2	81	18	6	5	16	2	25	2	2	20	9	21	25	59	2	87	18	2	75	32
		14%d	10%	15%bd	10%	14%	17%bd	13%	20%i	11%	14%	24%lm	6%m	1%	22%o	5%	8%	7%	12%	13%	14%u	3%	5%	12%	7%	11%	17%	17%A	9%	21%FG	9%G	2%	20%I	10%
8 -	(8)	119	39	130	76	117	43	25	35	57	2	99	15	5	91	27	8	11	16	4	31	7	1	23	15	40	31	54	5	103	21	6	87	43
		17%d	13%	18%d	13%	15%	16%	13%	23%g	17%	10%	28%lm	8%m	3%	25%o	8%	11%	16%	12%	25%	18%w	9%	3%	14%	12%	20%	21%	15%	23%	25%FG	10%	6%	23%I	13%
7 -	(7)	88	40	98	61	103	25	26	18	43	1	40	38	10	47	40	11	7	20	2	23	14	3	24	15	30	18	45	5	51	42	5	43	53
		12%	14%	14%	10%	13%	9%	13%	12%	13%	5%	11%	21%km	6%	13%	12%	15%	10%	15%	13%	13%	18%	8%	14%	12%	15%	12%	13%	23%	13%G	20%EG	5%	11%	16%
6 -	(6)	64	29	56	54	83	18	18	11	35	-	19	38	7	24	40	6	12	9	2	9	19	1	13	16	13	14	27	2	15	37	4	25	31
		9%	10%	8%	9%	10%	7%	9%	7%	10%	-	5%	21%km	4%	7%	12%n	8%	18%r	7%	13%	5%	24%tv	3%	8%	13%	7%	9%	8%	9%	4%	18%EG	4%	7%	9%
5 -	(5)	67	23	62	71	79	25	17	14	32	4	14	33	20	18	48	7	7	9	-	4	16	3	9	13	16	18	27	1	20	34	8	18	44
		9%	8%	9%	12%	10%	9%	9%	9%	9%	19%	4%	18%k	12%k	5%	14%n	10%	10%	7%	-	2%	21%t	8%	5%	11%	8%	12%	8%	5%	5%	17%EG	7%	5%	13%H
4 -	(4)	45	14	41	32	42	12	12	3	29	1	3	21	21	10	35	4	4	5	1	1	7	6	7	7	16	6	19	-	4	22	15	6	35
		6%	5%	6%	5%	5%	5%	6%	2%	8%h	5%	1%	11%k	12%k	3%	10%n	6%	6%	4%	6%	1%	9%t	15%t	4%	6%	8%	4%	5%	-	1%	11%E	14%E	2%	10%H
3 -	(3)	39	11	28	44	47	20	13	7	19	-	3	5	31	5	33	3	1	6	1	3	4	4	2	9	11	-	17	-	1	17	10	6	21
		5%	4%	4%	7%bc	6%	8%c	7%	5%	6%	-	1%	3%	18%kl	1%	10%n	4%	1%	4%	6%	2%	5%	10%t	1%	7%w	6%B	-	5%B	-	*	8%E	9%E	2%	6%H
2 -	(2)	29	10	23	34	34	13	10	5	12	2	-	6	23	2	26	1	2	6	1	2	2	6	3	7	7	5	11	-	3	3	17	4	19
		4%	3%	3%	6%c	4%	5%	5%	3%	4%	10%	-	3%k	13%kl	1%	8%n	1%	3%	4%	6%	1%	3%	15%tu	2%	6%	4%	3%	3%	-	1%	1%	16%EF	1%	6%H
1 - Extremely dissatisfied		54	13	37	78	72	9	22	7	23	2	1	5	48	3	50	6	3	3	1	-	3	10	1	12	6	6	25	-	-	2	35	2	35
	(1)	8%l	4%	5%	13%abcef	9%bcl	3%	11%h	5%	7%	10%	*	3%k	28%kl	1%	15%n	8%r	4%	2%	6%	-	4%t	25%tu	1%	10%w	3%	4%	7%A	-	-	1%E	33%EF	1%	10%H
Not applicable		6	6	4	2	3	4	4	2	-	-	2	2	2	4	2	1	2	3	-	4	1	1	1	5	-	1	3	-	3	1	-	2	2
		1%	2%cde	1%	*	*	2%e	2%i	1%i	-	-	1%	1%	1%	1%	1%	1%	3%	2%	-	2%	1%	3%	1%	4%w	-	1%	1%	-	1%	*	-	1%	1%
NET: Dissatisfied	(1-3)	122	34	88	156	153	42	45	19	54	4	4	16	102	10	109	10	6	15	3	5	9	20	6	28	24	11	53	-	4	22	62	12	75
		17%bc	12%	12%	26%abce f	19%bc	16%	23%h	12%	16%	19%	1%	9%k	59%kl	3%	32%n	14%	9%	11%	19%	3%	12%t	50%tu	4%	23%w	12%	7%	15%B	-	1%	11%E	58%EF	3%	22%H
NET: Neutral	(4-6)	176	66	159	157	204	55	47	28	96	5	36	92	48	52	123	17	23	23	3	14	42	10	29	36	45	38	73	3	39	93	27	49	110
		25%	23%	22%	26%	25%	21%	24%	18%	28%h	24%	10%	50%km	28%k	14%	36%n	24%	34%r	17%	19%	8%	54%tv	25%t	17%	30%w	23%	25%	21%	14%	10%	45%EG	25%E	13%	33%H
NET: Satisfied	(7-10)	413	185	469	283	444	165	104	105	192	12	318	75	20	303	108	44	37	94	10	150	26	9	131	52	130	100	220	19	361	90	18	319	148
		58%d	64%de	65%ade	47%	55%d	62%d	52%	68%gj	56%	57%	88%lm	41%m	12%	82%o	32%	61%	54%	70%q	63%	87%uv	33%	23%	78%x	43%	65%	67%	63%	86%	89%FG	44%G	17%	84%I	44%
Mean score		6.55d	7.14ade	6.99ade	5.90	6.40d	6.95ade	6.16	7.11gi	6.51	6.67	8.33lm	6.03m	3.36	8.01o	5.03	6.89	6.89	7.45	6.63	8.49uv	5.75v	4.00	8.05x	5.84	6.95	7.20	6.85	8.18	8.36FG	6.11G	3.50	8.17I	5.66
Standard error		0.10	0.16	0.10	0.12	0.10	0.17	0.21	0.20	0.15	0.71	0.08	0.15	0.17	0.10	0.15	0.34	0.31	0.22	0.69	0.14	0.22	0.47	0.17	0.26	0.18	0.20	0.15	0.33	0.08	0.14	0.26	0.10	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 32

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

		Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
10 - Extremely satisfied	(10)	107	77	134	85	115	53	19	21	41	4	76	7	2	70	14	31	20	60	4	103	9	3	93	22	6	13	32	2	45	6	2	43	9
		15%	26%acde	19%de	14%	14%	20%de	14%	19%	12%	18%	32%lm	4%	1%	32%o	4%	13%	14%	15%	16%	28%uv	4%	2%	24%x	5%	12%	25%	20%	29%	35%FG	7%	4%	34%I	7%
9 -	(9)	99	29	107	61	109	44	18	8	33	2	51	9	1	44	17	19	26	60	4	93	15	1	83	26	5	10	27	2	34	9	1	27	17
		14%d	10%	15%bd	10%	14%	17%bd	13%	7%	10%	9%	21%lm	5%m	1%	20%o	5%	8%	19%p	15%p	16%	25%uv	6%v	1%	21%x	6%	10%	20%	17%	29%	27%FG	11%G	2%	21%I	12%
8 -	(8)	119	39	130	76	117	43	15	13	45	3	50	19	7	31	44	29	22	61	5	75	33	9	78	39	8	8	26	1	28	14	1	25	17
		17%d	13%	18%d	13%	15%	16%	11%	12%	14%	14%	21%lm	11%m	4%	14%	12%	12%	16%	15%	20%	20%uv	13%v	5%	20%x	10%	16%	16%	17%	14%	22%G	17%G	2%	20%	12%
7 -	(7)	88	40	98	61	103	25	14	12	33	2	28	24	9	19	42	34	18	49	2	52	43	8	57	46	5	5	15	-	10	12	3	7	18
		12%	14%	14%	10%	13%	9%	10%	11%	10%	9%	12%m	13%m	5%	9%	11%	15%	13%	12%	8%	14%v	17%v	5%	15%	11%	10%	10%	10%	-	8%	15%	5%	6%	13%H
6 -	(6)	64	29	56	54	83	18	11	17	25	1	12	35	7	18	36	21	16	44	2	26	43	14	34	46	3	6	9	-	5	9	4	7	11
		9%	10%	8%	9%	10%	7%	8%	15%I	8%	5%	5%	19%km	4%	8%	10%	9%	12%	11%	8%	7%	17%tv	8%	9%	11%	6%	12%	6%	-	4%	11%E	7%	6%	8%
5 -	(5)	67	23	62	71	79	25	18	7	45	1	11	41	19	15	54	23	15	39	2	14	55	10	22	57	8	3	13	1	3	14	8	10	15
		9%	8%	9%	12%	10%	9%	13%	6%	14%h	5%	5%	23%km	11%k	7%	14%n	10%	11%	10%	8%	4%	22%tv	6%	6%	14%w	16%	6%	8%	14%	2%	17%E	14%E	8%	11%
4 -	(4)	45	14	41	32	42	12	8	9	13	2	4	13	15	5	27	11	3	26	2	3	26	13	8	34	6	1	5	-	2	5	5	-	12
		6%	5%	6%	5%	5%	5%	6%	8%	4%	9%	2%	7%k	8%k	2%	7%n	5%	2%	6%	8%	1%	10%t	7%t	2%	8%w	12%C	2%	3%	-	2%	6%	9%E	-	9%H
3 -	(3)	39	11	28	44	47	20	8	10	25	1	2	14	28	6	38	17	2	27	1	4	16	27	6	41	5	2	13	-	1	6	13	2	18
		5%	4%	4%	7%bc	6%	8%C	6%	9%	8%	5%	1%	8%k	16%kl	3%	10%n	7%q	1%	7%q	4%	1%	6%t	15%tu	2%	10%w	10%	4%	8%	-	1%	7%E	23%EF	2%	13%H
2 -	(2)	29	10	23	34	34	13	10	4	19	1	3	8	23	4	30	11	8	13	2	-	5	29	1	33	4	1	7	1	-	5	8	2	11
		4%	3%	3%	6%c	4%	5%	7%	4%	6%	5%	1%	4%k	13%kl	2%	8%n	5%	6%	3%	8%	-	2%t	16%tu	*	8%w	8%	2%	4%	14%	-	6%E	14%E	2%	8%H
1 - Extremely dissatisfied	(1)	54	13	37	78	72	9	14	11	48	5	3	9	66	7	71	36	7	28	1	1	9	62	6	65	1	2	6	-	-	-	9	2	7
		8%d	4%	5%	13%abcef	9%bcf	3%	10%	10%	15%	23%	1%	5%k	37%kl	3%	19%n	15%qr	5%	7%	4%	*	4%t	35%tu	2%	16%w	2%	4%	4%	-	-	-	16%EF	2%	5%
Not applicable		6	6	4	2	3	4	-	-	2	-	1	1	-	1	1	1	1	1	-	2	1	-	3	-	-	-	4	-	-	1	3	1	3
		1%	2%cde	1%	*	*	2%e	-	-	1%	-	*	1%	-	*	*	*	1%	*	-	1%	*	-	1%	-	-	-	3%	-	-	1%	5%E	1%	2%
NET: Dissatisfied	(1-3)	122	34	88	156	153	42	32	25	92	7	8	31	117	17	139	64	17	68	4	5	30	118	13	139	10	5	26	1	1	11	30	6	36
		17%bc	12%	12%	26%abce f	19%bc	16%	24%	22%	28%	32%	3%	17%k	66%kl	8%	37%n	27%qr	12%	17%	16%	1%	12%t	67%tu	3%	34%w	20%	10%	17%	14%	1%	14%E	53%EF	5%	26%H
NET: Neutral	(4-6)	176	66	159	157	204	55	37	33	83	4	27	89	41	38	117	55	34	109	6	43	124	37	64	137	17	10	27	1	10	28	17	17	38
		25%	23%	22%	26%	25%	21%	27%	29%	25%	18%	11%	49%km	23%k	17%	31%n	24%	25%	27%	24%	12%	49%tv	21%t	16%	33%w	33%C	20%	17%	14%	8%	35%E	30%E	13%	28%H
NET: Satisfied	(7-10)	413	185	469	283	444	165	66	54	152	11	205	59	19	164	117	113	86	230	15	323	100	21	311	133	24	36	100	5	117	41	7	102	61
		58%d	64%de	65%ade	47%	55%d	62%d	49%	48%	46%	50%	85%lm	33%m	11%	75%o	31%	48%	62%p	56%	60%	87%uv	39%v	12%	80%x	33%	47%	71%A	64%A	71%	91%FG	51%G	12%	81%I	44%
Mean score		6.55d	7.14ade	6.99ade	5.90	6.40d	6.95ade	6.04	6.18	5.77	5.68	8.22lm	5.61m	3.06	7.82o	4.77	5.80	6.92p	6.66p	6.72	8.31uv	5.88v	3.15	7.92x	4.99	6.08	7.53A	7.02A	7.57	8.64FG	6.36G	3.81	8.21I	5.76
Standard error		0.10	0.16	0.10	0.12	0.10	0.17	0.25	0.28	0.17	0.74	0.12	0.16	0.17	0.16	0.14	0.20	0.22	0.13	0.56	0.08	0.13	0.18	0.10	0.14	0.37	0.35	0.22	1.13	0.13	0.25	0.32	0.19	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 33

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
Courtesy and politeness of advisors	469	203	512	329	501	184	114	116	223	16	320	97	52	303	163	46	43	104	10	150	37	16	130	71	132	106	256	18	364	114	34	319	192
	65%d	70%de	71%ade	55%	62%d	69%de	57%	75%gi	65%	76%	89%lm	52%m	30%	82%o	48%	64%	63%	77%pq	63%	87%uv	47%	40%	78%x	59%	66%	71%	73%	82%	89%FG	55%G	32%	84%I	57%
Ease of finding provider contact details	447	187	466	343	523	183	114	104	215	14	314	79	54	295	147	47	39	90	11	149	25	13	129	56	124	104	222	16	351	87	28	298	168
	62%	64%d	65%d	57%	65%d	69%d	57%	68%g	63%	67%	87%lm	43%m	31%	80%o	43%	65%	57%	67%	69%	86%uv	32%	33%	77%x	46%	62%	69%	64%	73%	86%FG	42%G	26%	78%I	50%
Willingness to help resolve your issue	413	185	469	283	444	165	104	105	192	12	318	75	20	303	108	44	37	94	10	150	26	9	131	52	130	100	220	19	361	90	18	319	148
	58%d	64%de	65%ade	47%	55%d	62%d	52%	68%gi	56%	57%	88%lm	41%m	12%	82%o	32%	61%	54%	70%q	63%	87%uv	33%	23%	78%x	43%	65%	67%	63%	86%	89%FG	44%G	17%	84%I	44%
Advisor doing what they said they would do	388	180	448	267	437	159	99	98	179	12	303	67	18	282	104	45	34	90	11	149	26	5	124	55	124	95	212	17	355	81	12	311	137
	54%d	62%ade	62%ade	45%	54%d	60%d	50%	64%gi	52%	57%	84%lm	36%m	10%	76%o	30%	63%	50%	67%q	69%	86%uv	33%v	13%	74%x	45%	62%	63%	61%	77%	87%FG	39%G	11%	81%I	41%
Logging of query details to avoid having to repeat yourself	366	163	414	234	349	146	90	97	167	12	283	62	21	271	92	40	37	77	9	137	18	8	111	50	113	93	192	16	334	70	10	284	129
	51%de	56%de	58%ade	39%	43%	55%de	45%	63%gi	49%	57%	79%lm	34%m	12%	73%o	27%	56%	54%	57%	56%	79%uv	23%	20%	66%x	41%	57%	62%	55%	73%	82%FG	34%G	9%	74%I	39%
Getting the issue resolved to your satisfaction	351	168	408	238	378	129	96	91	154	10	301	46	4	276	72	41	42	76	9	145	19	4	130	37	116	93	182	17	349	56	3	305	101
	49%d	58%adef	57%adef	40%	47%d	48%d	48%	59%gi	45%	48%	84%lm	25%m	2%	75%o	21%	57%	62%	56%	56%	84%uv	24%	10%	78%x	31%	58%	62%C	52%	77%	86%FG	27%G	3%	80%I	30%
The time taken to handle your issue	324	159	375	223	357	118	79	93	144	8	277	39	8	250	72	44	35	70	10	138	17	4	115	42	98	90	171	16	317	54	4	282	93
	45%d	55%adef	52%adef	37%	44%d	44%	40%	60%gi	42%	38%	77%lm	21%m	5%	68%o	21%	61%	51%	52%	63%	80%uv	22%	10%	69%x	35%	49%	60%AC	49%	73%	78%FG	26%G	4%	74%I	28%
Offering compensation or a goodwill payment	272	134	303	180	268	70	81	93	88	10	227	36	9	228	43	41	38	49	6	113	15	6	100	33	100	86	103	14	253	45	5	227	75
	38%df	46%adef	42%def	30%	33%f	26%	41%i	60%gi	26%	48%	63%lm	19%m	5%	62%o	13%	57%r	56%r	36%	38%	65%uv	19%	15%	60%x	27%	50%C	57%C	30%	64%	62%FG	22%G	5%	59%I	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 34

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
Courtesy and politeness of advisors	469	203	512	329	501	184	67	60	193	9	204	82	43	171	156	129	86	272	14	334	116	51	316	184	24	40	116	4	115	47	22	104	79
	65%d	70%de	71%ade	55%	62%d	69%de	50%	54%	59%	41%	85%lm	46%m	24%	78%o	42%	55%	62%	67%p	56%	90%uv	45%v	29%	81%x	45%	47%	78%A	74%A	57%	90%FG	58%G	39%	83%I	57%
Ease of finding provider contact details	447	187	466	343	523	183	78	67	184	14	211	72	60	173	168	138	88	279	18	338	117	68	321	201	31	33	114	5	118	40	25	100	81
	62%	64%d	65%d	57%	65%d	69%d	58%	60%	56%	64%	88%lm	40%	34%	79%o	45%	59%	64%	68%p	72%	91%uv	46%	39%	82%x	49%	61%	65%	73%	71%	92%FG	49%	44%	79%I	59%
Willingness to help resolve your issue	413	185	469	283	444	165	66	54	152	11	205	59	19	164	117	113	86	230	15	323	100	21	311	133	24	36	100	5	117	41	7	102	61
	58%d	64%de	65%ade	47%	55%d	62%d	49%	48%	46%	50%	85%lm	33%m	11%	75%o	31%	48%	62%p	56%	60%	87%uv	39%v	12%	80%x	33%	47%	71%A	64%A	71%	91%FG	51%G	12%	81%I	44%
Advisor doing what they said they would do	388	180	448	267	437	159	63	55	141	8	202	50	15	159	106	119	79	225	14	327	90	20	297	140	26	31	98	4	117	34	8	101	56
	54%d	62%ade	62%ade	45%	54%d	60%d	47%	49%	43%	36%	84%lm	28%m	8%	72%o	28%	51%	57%	55%	56%	88%uv	35%v	11%	76%x	34%	51%	61%	62%	57%	91%FG	42%G	14%	80%I	41%
Logging of query details to avoid having to repeat yourself	366	163	414	234	349	146	54	53	120	7	179	44	11	141	91	95	74	166	14	280	58	11	252	97	23	32	87	4	108	28	10	92	53
	51%de	56%de	58%ade	39%	43%	55%de	40%	47%i	36%	32%	74%lm	24%m	6%	64%o	24%	41%	54%pr	41%	56%	75%uv	23%v	6%	64%x	24%	45%	63%	55%	57%	84%FG	35%G	18%	73%I	38%
Getting the issue resolved to your satisfaction	351	168	408	238	378	129	63	53	113	9	201	34	3	160	77	101	82	183	12	317	52	9	291	87	23	31	71	4	111	16	2	95	33
	49%d	58%adef	57%adef	40%	47%d	48%d	47%i	47%i	34%	41%	83%lm	19%m	2%	73%o	21%	43%	59%pr	45%	48%	85%uv	20%v	5%	74%x	21%	45%	61%	45%	57%	87%FG	20%G	4%	75%I	24%
The time taken to handle your issue	324	159	375	223	357	118	52	51	113	7	181	34	8	144	78	106	67	170	14	293	52	12	255	102	21	28	65	4	102	13	3	83	34
	45%d	55%adef	52%adef	37%	44%d	44%	39%	46%i	34%	32%	75%lm	19%m	5%	65%o	21%	45%	49%	42%	56%	79%uv	20%v	7%	65%x	25%	41%	55%	41%	57%	80%FG	16%	5%	66%I	25%
Offering compensation or a goodwill payment	272	134	303	180	268	70	57	47	70	6	142	28	10	110	68	82	71	106	9	210	49	9	208	60	17	21	30	2	52	15	3	57	13
	38%df	46%adef	42%def	30%	33%f	26%	42%i	42%i	21%	27%	59%lm	16%m	6%	50%o	18%	35%r	51%pr	26%	36%	56%uv	19%v	5%	53%x	15%	33%C	41%C	19%	29%	41%FG	19%G	5%	45%I	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 35

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

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
Completely resolved	369	167	382	220	391	126	106	104	147	12	280	67	22	369	-	43	48	66	10	126	29	12	167	-	110	97	158	17	303	68	11	382	-
	51%d	57%def	53%d	37%	49%d	47%d	53%l	68%gl	43%	57%	78%lm	36%m	13%	100%o	-	60%	71%r	49%	63%	73%uv	37%	30%	100%x	-	55%C	65%C	45%	77%	74%FG	33%G	10%	100%I	-
Partly resolved	214	88	237	232	285	101	56	38	113	7	69	81	64	-	214	17	13	53	5	37	39	12	-	88	66	43	125	3	94	104	39	-	237
	30%	30%	33%	39%abc	35%a	38%a	28%	25%	33%	33%	19%	44%k	37%k	-	63%n	24%	19%	39%pq	31%	21%	50%tv	30%	-	73%w	33%	29%	36%	14%	23%	50%EG	36%E	-	71%H
Not resolved at all	128	33	98	142	124	37	36	11	79	2	9	35	84	-	128	10	7	16	-	8	9	16	-	33	21	10	66	1	10	31	57	-	98
	18%bc	11%	14%	24%abcef	15%	14%	18%h	7%	23%h	10%	3%	19%k	49%kl	-	37%n	14%	10%	12%	-	5%	12%t	40%tu	-	27%w	11%	7%	19%AB	5%	2%	15%E	53%EF	-	29%H
Don't know	6	3	3	4	4	2	2	1	3	-	2	2	2	-	-	2	-	-	1	2	1	-	-	-	2	-	-	1	-	3	-	-	-
	1%	1%	*	1%	*	1%	1%	1%	1%	-	1%	1%	1%	-	-	3%	-	-	6%	1%	1%	-	-	-	1%	-	-	5%	-	1%E	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 36

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

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
Completely resolved	369	167	382	220	391	126	61	50	102	7	158	42	20	220	-	104	80	192	15	281	89	21	391	-	24	35	62	5	91	29	6	126	-
	51%d	57%def	53%d	37%	49%d	47%d	45%i	45%l	31%	32%	66%lm	23%m	11%	100%o	-	45%	58%pr	47%	60%	75%uv	35%v	12%	100%x	-	47%	69%AC	39%	71%	71%FG	36%G	11%	100%I	-
Partly resolved	214	88	237	232	285	101	56	45	123	8	72	96	64	-	232	77	47	156	5	85	127	73	-	285	22	14	63	2	30	44	27	-	101
	30%	30%	33%	39%abc	35%a	38%a	41%	40%	37%	36%	30%	53%km	36%	-	62%n	33%	34%	38%	20%	23%	50%t	41%t	-	70%w	43%	27%	40%	29%	23%	54%E	47%E	-	73%H
Not resolved at all	128	33	98	142	124	37	16	17	102	7	10	39	93	-	142	52	11	56	5	7	36	81	-	124	5	2	30	-	5	8	24	-	37
	18%bc	11%	14%	24%abcef	15%	14%	12%	15%	31%gh	32%	4%	22%k	53%kl	-	38%n	22%qr	8%	14%	20%	2%	14%t	46%tu	-	30%w	10%	4%	19%D	-	4%	10%	42%EF	-	27%H
Don't know	6	3	3	4	4	2	2	-	2	-	1	3	-	-	-	-	-	4	-	-	3	1	-	-	-	-	2	-	2	-	-	-	-
	1%	1%	*	1%	*	1%	1%	-	1%	-	*	2%	-	-	-	-	-	1%	-	-	1%t	1%	-	-	-	-	1%	-	2%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 37

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	200	154	342	21**	360	185	172	369	342	72*	68*	135	16**	173	78*	40*	167	121	199	150	349	22**	407	206	107	382	335
Yes	261	115	295	149	263	91	79	81	94	7	226	33	2	261	-	38	32	36	9	95	14	6	115	-	94	73	117	11	249	39	7	295	-
	36%d	40%de	41%de	25%	33%d	34%d	40%i	53%gi	27%	33%	63%lm	18%m	1%	71%o	-	53%r	47%r	27%	56%	55%uv	18%	15%	69%x	-	47%C	49%C	34%	50%	61%FG	19%G	7%	77%I	-
No	106	49	83	69	120	35	27	22	52	5	53	34	19	106	-	5	14	29	1	29	14	6	49	-	16	22	40	5	51	28	4	83	-
	15%	17%cd	12%	12%	15%	13%	14%	14%	15%	24%	15%	18%	11%	29%o	-	7%	21%p	21%p	6%	17%	18%	15%	29%x	-	8%	15%	11%	23%	13%G	14%G	4%	22%I	-
Don't know	2	3	4	2	8	-	-	1	1	-	1	-	1	2	-	-	2	1	-	2	1	-	3	-	-	2	1	1	3	1	-	4	-
	*	1%	1%	*	1%	-	-	1%	*	-	*	-	1%	1%	-	-	3%	1%	-	1%	1%	-	2%	-	-	1%	*	5%	1%	*	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 38

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	717	291	720	598	804	266	135	112	329	22**	241	180	177	220	374	233	138	408	25**	373	255	176	391	409	51*	51*	157	7**	128	81*	57*	126	138
Yes	261	115	295	149	263	91	45	33	64	7	123	22	4	149	-	80	56	115	12	216	39	8	263	-	21	20	45	5	75	14	2	91	-
	36%d	40%de	41%de	25%	33%d	34%d	33%i	29%i	19%	32%	51%lm	12%m	2%	68%o	-	34%	41%r	28%	48%	58%uv	15%v	5%	67%x	-	41%	39%	29%	71%	59%FG	17%G	4%	72%I	-
No	106	49	83	69	120	35	15	16	38	-	34	20	15	69	-	23	23	73	1	61	47	12	120	-	3	15	17	-	16	15	4	35	-
	15%	17%cd	12%	12%	15%	13%	11%	14%	12%	-	14%	11%	8%	31%o	-	10%	17%	18%p	4%	16%v	18%v	7%	31%x	-	6%	29%AC	11%	-	13%	19%	7%	28%I	-
Don't know	2	3	4	2	8	-	1	1	-	-	1	-	1	2	-	1	1	4	2	4	3	1	8	-	-	-	-	-	-	-	-	-	-
	*	1%	1%	*	1%	-	1%	1%	-	-	*	-	1%	1%	-	*	1%	1%	8%	1%	1%	1%	2%x	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 39

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

	Supplier						BT									EE/Orange									SKY								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	369	167	382	220	391	126	106	104	147	12**	280	67*	22**	369	-**	43*	48*	66*	10**	126	29**	12**	167	-**	110	97*	158	17**	303	68*	11**	382	-**
Yes	261	115	295	149	263	91	79	81	94	7	226	33	2	261	-	38	32	36	9	95	14	6	115	-	94	73	117	11	249	39	7	295	-
	71%	*69%*	77%abde	*68%*	*67%*	*72%*	*75%*	78%i	*64%*	*58%*	81%l	*49%*	*9%*	*71%*	-	88%qr	*67%*	*55%*	*90%*	*75%*	*48%*	*50%*	*69%*	-	85%C	*75%*	*74%*	*65%*	82%F	*57%*	*64%*	*77%*	-
No	106	49	83	69	120	35	27	22	52	5	53	34	19	106	-	5	14	29	1	29	14	6	49	-	16	22	40	5	51	28	4	83	-
	29%c	*29%*	*22%*	31%c	31%c	*28%*	*25%*	*21%*	35%h	*42%*	*19%*	51%k	*86%*	*29%*	-	*12%*	29%p	44%p	*10%*	*23%*	*48%*	*50%*	*29%*	-	*15%*	*23%*	25%A	*29%*	*17%*	41%E	*36%*	*22%*	-
Don't know	2	3	4	2	8	-	-	1	1	-	1	-	1	2	-	-	2	1	-	2	1	-	3	-	-	2	1	1	3	1	-	4	-
	1%	*2%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	-	*	-	*5%*	*1%*	-	-	*4%*	*2%*	-	*2%*	*3%*	-	*2%*	-	-	*2%*	*1%*	*6%*	*1%*	*1%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 40

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

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	369	167	382	220	391	126	61*	50*	102	7**	158	42*	20**	220	-**	104	80*	192	15**	281	89*	21**	391	-**	24**	35*	62*	5**	91*	29**	6**	126	-**
Yes	261	115	295	149	263	91	45	33	64	7	123	22	4	149	-	80	56	115	12	216	39	8	263	-	21	20	45	5	75	14	2	91	-
	71%	*69%*	**77%abde**	*68%*	*67%*	*72%*	*74%*	*66%*	*63%*	*100%*	**78%l**	*52%*	*20%*	*68%*	-	**77%r**	*70%*	*60%*	*80%*	**77%u**	*44%*	*38%*	*67%*	-	*88%*	*57%*	*73%*	*100%*	*82%*	*48%*	*33%*	*72%*	-
No	106	49	83	69	120	35	15	16	38	-	34	20	15	69	-	23	23	73	1	61	47	12	120	-	3	15	17	-	16	15	4	35	-
	29%d	*29%*	*22%*	**31%c**	**31%d**	*28%*	*25%*	*32%*	*37%*	-	*22%*	**48%k**	*75%*	*31%*	-	*22%*	*29%*	**38%p**	*7%*	*22%*	**53%t**	*57%*	*31%*	-	*13%*	*43%*	*27%*	-	*18%*	*52%*	*67%*	*28%*	-
Don't know	2	3	4	2	8	-	1	1	-	-	1	-	1	2	-	1	1	4	2	4	3	1	8	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	*1%*	*1%*	*2%*	-	*2%*	*2%*	-	-	*1%*	-	*5%*	*1%*	-	*1%*	*1%*	*2%*	*13%*	*1%*	*3%*	*5%*	*2%*	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
The service not performing as it should	114 *31%*	169 *26%*	108 *36%b*	191 *37%b*	- -	- -	114 *100%gh*	- -	57 *26%*	40 *43%k*	17 *29%*	60 *28%*	51 *35%*	- -	- -	169 *100%pqs*	- -	103 *27%*	49 *29%*	17 *18%*	92 *26%*	75 *27%*
A billing, pricing or payment issue	90 *24%*	240 *38%acd*	56 *19%*	164 *32%ac*	90 *77%hi*	- -	- -	- -	55 *25%*	14 *15%*	21 *36%l*	56 *26%*	33 *23%*	240 *83%qrs*	- -	- -	- -	135 *36%*	68 *40%*	37 *40%*	130 *37%*	110 *39%*
A problem relating to the installation or set up of your service	85 *23%bd*	86 *13%*	51 *17%*	64 *12%*	- -	85 *66%gi*	- -	- -	63 *29%lm*	16 *17%*	6 *10%*	62 *29%o*	23 *16%*	- -	86 *61%prs*	- -	- -	49 *13%*	21 *12%*	16 *17%*	51 *14%*	35 *12%*
A problem with a repair to the service	44 *12%d*	56 *9%*	45 *15%bd*	39 *8%*	- -	44 *34%gi*	- -	- -	28 *13%*	11 *12%*	5 *8%*	25 *12%*	18 *12%*	- -	56 *39%prs*	- -	- -	35 *9%*	12 *7%*	9 *10%*	34 *10%*	21 *7%*
Dissatisfaction with customer service from a previous occasion or contact	27 *7%*	49 *8%*	27 *9%*	35 *7%*	27 *23%hi*	- -	- -	- -	9 *4%*	9 *10%*	9 *15%k*	9 *4%*	18 *12%n*	49 *17%qrs*	- -	- -	- -	28 *7%*	12 *7%*	9 *10%*	21 *6%*	28 *10%*
Or something else	8 *2%*	39 *6%a*	11 *4%*	26 *5%a*	- -	- -	- -	8 *100%*	5 *2%*	2 *2%*	1 *2%*	5 *2%*	3 *2%*	- -	- -	- -	39 *100%pqr*	26 *7%*	9 *5%*	4 *4%*	25 *7%*	14 *5%*
SUMMARY: Billing and Customer service	117 *32%*	289 *45%acd*	83 *28%*	199 *38%ac*	117 *100%hi*	- -	- -	- -	64 *29%*	23 *25%*	30 *51%kl*	65 *30%*	51 *35%*	289 *100%qrs*	- -	- -	- -	163 *43%*	80 *47%*	46 *50%*	151 *43%*	138 *49%*
Repairs and Installation	129 *35%bd*	142 *22%*	96 *32%bd*	103 *20%*	- -	129 *100%gi*	- -	- -	91 *42%lm*	27 *29%*	11 *19%*	87 *40%o*	41 *28%*	- -	142 *100%prs*	- -	- -	84 *22%*	33 *19%*	25 *27%*	85 *24%*	56 *20%*
Service Issues	114 *31%*	169 *26%*	108 *36%b*	191 *37%b*	- -	- -	114 *100%gh*	- -	57 *26%*	40 *43%k*	17 *29%*	60 *28%*	51 *35%*	- -	- -	169 *100%pqs*	- -	103 *27%*	49 *29%*	17 *18%*	92 *26%*	75 *27%*
Something else	8 *2%*	39 *6%a*	11 *4%*	26 *5%a*	- -	- -	- -	8 *100%*	5 *2%*	2 *2%*	1 *2%*	5 *2%*	3 *2%*	- -	- -	- -	39 *100%pqr*	26 *7%*	9 *5%*	4 *4%*	25 *7%*	14 *5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 2

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
The service not performing as it should	114 *31%*	169 *26%*	108 *36%b*	191 *37%b*	- -	- -	108 *100%gh*	- -	52 *36%*	34 *31%*	22 *48%*	45 *30%*	62 *44%n*	- -	- -	191 *100%pq*	- -	84 *35%*	63 *39%*	44 *39%*	100 *39%*	90 *35%*
A billing, pricing or payment issue	90 *24%*	240 *38%acd*	56 *19%*	164 *32%ac*	56 *67%hi*	- -	- -	- -	33 *23%*	18 *17%*	5 *11%*	30 *20%*	26 *18%*	164 *82%qr*	- -	- -	- -	80 *33%*	46 *28%*	38 *34%*	74 *29%*	90 *35%*
A problem relating to the installation or set up of your service	85 *23%bd*	86 *13%*	51 *17%*	64 *12%*	- -	51 *53%gi*	- -	- -	24 *17%*	22 *20%*	5 *11%*	34 *23%o*	16 *11%*	- -	64 *62%pr*	- -	- -	33 *14%*	22 *13%*	9 *8%*	32 *12%*	32 *13%*
A problem with a repair to the service	44 *12%d*	56 *9%*	45 *15%bd*	39 *8%*	- -	45 *47%gi*	- -	- -	19 *13%*	17 *16%*	9 *20%*	24 *16%*	20 *14%*	- -	39 *38%pr*	- -	- -	19 *8%*	13 *8%*	7 *6%*	24 *9%*	14 *5%*
Dissatisfaction with customer service from a previous occasion or contact	27 *7%*	49 *8%*	27 *9%*	35 *7%*	27 *33%hi*	- -	- -	- -	9 *6%*	13 *12%*	5 *11%*	11 *7%*	14 *10%*	35 *18%qr*	- -	- -	- -	10 *4%*	13 *8%*	12 *11%t*	14 *5%*	20 *8%*
Or something else	8 *2%*	39 *6%a*	11 *4%*	26 *5%a*	- -	- -	- -	11 *100%*	6 *4%*	5 *5%*	- -	6 *4%*	4 *3%*	- -	- -	- -	26 *100%*	17 *7%*	6 *4%*	3 *3%*	15 *6%*	10 *4%*
SUMMARY: Billing and Customer service	117 *32%*	289 *45%acd*	83 *28%*	199 *38%ac*	83 *100%hi*	- -	- -	- -	42 *29%*	31 *28%*	10 *22%*	41 *27%*	40 *28%*	199 *100%qr*	- -	- -	- -	90 *37%*	59 *36%*	50 *44%*	88 *34%*	110 *43%w*
Repairs and Installation	129 *35%bd*	142 *22%*	96 *32%bd*	103 *20%*	- -	96 *100%gi*	- -	- -	43 *30%*	39 *36%*	14 *30%*	58 *39%o*	36 *25%*	- -	103 *100%pr*	- -	- -	52 *21%*	35 *21%*	16 *14%*	56 *22%*	46 *18%*
Service Issues	114 *31%*	169 *26%*	108 *36%b*	191 *37%b*	- -	- -	108 *100%gh*	- -	52 *36%*	34 *31%*	22 *48%*	45 *30%*	62 *44%n*	- -	- -	191 *100%pq*	- -	84 *35%*	63 *39%*	44 *39%*	100 *39%*	90 *35%*
Something else	8 *2%*	39 *6%a*	11 *4%*	26 *5%a*	- -	- -	- -	11 *100%*	6 *4%*	5 *5%*	- -	6 *4%*	4 *3%*	- -	- -	- -	26 *100%*	17 *7%*	6 *4%*	3 *3%*	15 *6%*	10 *4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 3

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	117	289	83*	199	117	-**	-**	-**	64*	23**	30*	65*	51*	289	-**	-**	-**	163	80*	46*	151	138
Bill was a lot higher than expected	50 43%c	138 48%c	17 20%	83 42%c	50 43%	- -	- -	- -	30 47%	7 30%	13 43%	28 43%	22 43%	138 48%	- -	- -	- -	78 48%	38 48%	22 48%	71 47%	67 49%
Bill contained items I shouldn't have been charged for	32 27%bd	46 16%d	15 18%d	16 8%	32 27%	- -	- -	- -	20 31%	2 9%	10 33%	21 32%	11 22%	46 16%	- -	- -	- -	21 13%	14 18%	11 24%	24 16%	22 16%
Bill was inaccurate	23 20%	59 20%c	9 11%	46 23%c	23 20%	- -	- -	- -	16 25%	1 4%	6 20%	15 23%	8 16%	59 20%	- -	- -	- -	35 21%	14 18%	10 22%	38 25%x	21 15%
Payment issues (including setting up/making a payment, non-direct debit charges)	18 15%	28 10%	19 23%b	28 14%	18 15%	- -	- -	- -	12 19%	3 13%	3 10%	12 18%	6 12%	28 10%	- -	- -	- -	19 12%u	3 4%	6 13%	13 9%	15 11%
Getting a refund, credit note or cashback	18 15%b	22 8%	13 16%b	20 10%	18 15%	- -	- -	- -	12 19%	2 9%	4 13%	12 18%	5 10%	22 8%	- -	- -	- -	17 10%v	5 6%	- -	15 10%	7 5%
The format of the bill	17 15%bd	14 5%	12 14%bd	10 5%	17 15%	- -	- -	- -	14 22%	1 4%	2 7%	14 22%o	3 6%	14 5%	- -	- -	- -	7 4%	5 6%	2 4%	10 7%	4 3%
Didn't do what they said they would do	13 11%	18 6%	7 8%	20 10%	13 11%	- -	- -	- -	5 8%	3 13%	5 17%	5 8%	8 16%	18 6%	- -	- -	- -	12 7%	3 4%	3 7%	8 5%	10 7%
Gave incorrect information	11 9%bd	7 2%	7 8%b	7 4%	11 9%	- -	- -	- -	4 6%	2 9%	5 17%	4 6%	7 14%	7 2%	- -	- -	- -	4 2%	2 3%	1 2%	5 3%	2 1%
Took too long to resolve issue	10 9%	14 5%	7 8%	12 6%	10 9%	- -	- -	- -	- -	4 17%	6 20%k	2 3%	8 16%n	14 5%	- -	- -	- -	3 2%	6 8%t	5 11%t	4 3%	10 7%
Rude/dismissive	7 6%	9 3%	7 8%b	8 4%	7 6%	- -	- -	- -	2 3%	1 4%	4 13%	1 2%	6 12%n	9 3%	- -	- -	- -	7 4%	- -	2 4%	6 4%	3 2%
Unable to get through to relevant person	6 5%	7 2%	6 7%b	8 4%	6 5%	- -	- -	- -	- -	4 17%	2 7%k	1 2%	5 10%n	7 2%	- -	- -	- -	5 3%	1 1%	1 2%	3 2%	4 3%
Unable to get through to anyone	5 4%	14 5%	11 13%abd	5 3%	5 4%	- -	- -	- -	1 2%	2 9%	2 7%	2 3%	3 6%	14 5%	- -	- -	- -	8 5%	3 4%	3 7%	3 2%	11 8%w
Pre-pay credit lost or not credited to card	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Costs of international and roaming calls	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue	2 2%	13 4%	2 2%	23 12%abc	2 2%	- -	- -	- -	- -	- -	2 7%k	1 2%	1 2%	13 4%	- -	- -	- -	7 4%	3 4%	3 7%	5 3%	8 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	117	289	83*	199	83*	-**	-**	-**	42*	31*	10**	41*	40*	199	-**	-**	-**	90*	59*	50*	88*	110
Bill was a lot higher than expected	50 43%c	138 48%c	17 20%	83 42%c	17 20%	- -	- -	- -	8 19%	5 16%	4 40%	8 20%	9 23%	83 42%	- -	- -	- -	40 44%	25 42%	18 36%	37 42%	46 42%
Bill contained items I shouldn't have been charged for	32 27%bd	46 16%d	15 18%d	16 8%	15 18%	- -	- -	- -	10 24%	5 16%	- -	9 22%	6 15%	16 8%	- -	- -	- -	6 7%	4 7%	6 12%	9 10%	7 6%
Bill was inaccurate	23 20%	59 20%c	9 11%	46 23%c	9 11%	- -	- -	- -	8 19%l	1 3%	- -	6 15%	3 8%	46 23%	- -	- -	- -	22 24%	17 29%	7 14%	21 24%	25 23%
Payment issues (including setting up/making a payment, non-direct debit charges)	18 15%	28 10%	19 23%b	28 14%	19 23%	- -	- -	- -	12 29%	5 16%	2 20%	12 29%	7 18%	28 14%	- -	- -	- -	16 18%	5 8%	7 14%	13 15%	15 14%
Getting a refund, credit note or cashback	18 15%b	22 8%	13 16%b	20 10%	13 16%	- -	- -	- -	10 24%	2 6%	1 10%	8 20%	5 13%	20 10%	- -	- -	- -	8 9%	4 7%	8 16%	7 8%	13 12%
The format of the bill	17 15%bd	14 5%	12 14%bd	10 5%	12 14%	- -	- -	- -	11 26%l	1 3%	- -	9 22%	3 8%	10 5%	- -	- -	- -	4 4%	3 5%	3 6%	5 6%	5 5%
Didn't do what they said they would do	13 11%	18 6%	7 8%	20 10%	7 8%	- -	- -	- -	5 12%	1 3%	1 10%	2 5%	4 10%	20 10%	- -	- -	- -	6 7%	8 14%	6 12%	10 11%	10 9%
Gave incorrect information	11 9%bd	7 2%	7 8%b	7 4%	7 8%	- -	- -	- -	3 7%	2 6%	2 20%	2 5%	4 10%	7 4%	- -	- -	- -	2 2%	4 7%	1 2%	2 2%	5 5%
Took too long to resolve issue	10 9%	14 5%	7 8%	12 6%	7 8%	- -	- -	- -	1 2%	4 13%	2 20%	2 5%	5 13%	12 6%	- -	- -	- -	3 3%	6 10%	3 6%	4 5%	8 7%
Rude/dismissive	7 6%	9 3%	7 8%b	8 4%	7 8%	- -	- -	- -	1 2%	4 13%	2 20%	4 10%	3 8%	8 4%	- -	- -	- -	2 2%	2 3%	4 8%	2 2%	6 5%
Unable to get through to relevant person	6 5%	7 2%	6 7%b	8 4%	6 7%	- -	- -	- -	1 2%	5 16%k	- -	5 12%	1 3%	8 4%	- -	- -	- -	5 6%	2 3%	1 2%	4 5%	4 4%
Unable to get through to anyone	5 4%	14 5%	11 13%abd	5 3%	11 13%	- -	- -	- -	3 7%	7 23%	1 10%	8 20%	3 8%	5 3%	- -	- -	- -	3 3%	1 2%	1 2%	2 2%	3 3%
Pre-pay credit lost or not credited to card	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	1 1%	- -	1 2%	1 1%	1 1%
Costs of international and roaming calls	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	1 2%	1 2%	- -	2 2%
A different issue	2 2%	13 4%	2 2%	23 12%abc	2 2%	- -	- -	- -	1 2%	- -	1 10%	1 2%	1 3%	23 12%	- -	- -	- -	10 11%	2 3%	11 22%u	10 11%	12 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	114	169	108	191	-**	-**	114	-**	57*	40*	17**	60*	51*	-**	-**	169	-**	103	49*	17**	92*	75*
Unable to get certain channels/content	47 41%b	47 28%	50 46%bd	59 31%	- -	- -	47 41%	- -	22 39%	16 40%	9 53%	20 33%	25 49%	- -	- -	47 28%	- -	29 28%	15 31%	3 18%	25 27%	22 29%
Complete loss of service	44 39%	73 43%	36 33%	87 46%c	- -	- -	44 39%	- -	24 42%	17 43%	3 18%	27 45%	15 29%	- -	- -	73 43%	- -	48 47%	20 41%	5 29%	39 42%	33 44%
Service is not consistently available	38 33%	49 29%	38 35%	56 29%	- -	- -	38 33%	- -	16 28%	13 33%	9 53%	17 28%	20 39%	- -	- -	49 29%	- -	24 23%	18 37%	7 41%	24 26%	25 33%
Poor picture quality	19 17%d	22 13%	24 22%bd	17 9%	- -	- -	19 17%	- -	9 16%	8 20%	2 12%	11 18%	8 16%	- -	- -	22 13%	- -	18 17%	3 6%	1 6%	17 18%x	4 5%
Connection speed slower than advertised or led to expect	17 15%	17 10%	9 8%	27 14%	- -	- -	17 15%	- -	11 19%	4 10%	2 12%	10 17%	7 14%	- -	- -	17 10%	- -	6 6%	7 14%	4 24%	4 4%	13 17%w
Poor line quality	12 11%cd	10 6%	3 3%	6 3%	- -	- -	12 11%	- -	8 14%	2 5%	2 12%	8 13%	4 8%	- -	- -	10 6%	- -	7 7%	1 2%	2 12%	7 8%	3 4%
Problems with voice over internet (VOIP) telephone calls	12 11%bcd	5 3%	2 2%	1 1%	- -	- -	12 11%	- -	9 16%	2 5%	1 6%	8 13%	4 8%	- -	- -	5 3%	- -	4 4%	1 2%	- -	3 3%	2 3%
Unable to access 4G service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor indoor reception/ coverage	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 5%	9 5%	5 5%	14 7%	- -	- -	6 5%	- -	3 5%	2 5%	1 6%	5 8%	1 2%	- -	- -	9 5%	- -	4 4%	2 4%	3 18%	4 4%	5 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	114	169	108	191	-**	-**	108	-**	52*	34*	22**	45*	62*	-**	-**	191	-**	84*	63*	44*	100	90*
Unable to get certain channels/content	47 41%b	47 28%	50 46%bd	59 31%	- -	- -	50 46%	- -	30 58%	14 41%	6 27%	23 51%	26 42%	- -	- -	59 31%	- -	26 31%	18 29%	15 34%	31 31%	28 31%
Complete loss of service	44 39%	73 43%	36 33%	87 46%c	- -	- -	36 33%	- -	19 37%	8 24%	9 41%	16 36%	20 32%	- -	- -	87 46%	- -	38 45%	31 49%	18 41%	44 44%	43 48%
Service is not consistently available	38 33%	49 29%	38 35%	56 29%	- -	- -	38 35%	- -	19 37%	12 35%	7 32%	17 38%	21 34%	- -	- -	56 29%	- -	20 24%	19 30%	17 39%	22 22%	33 37%w
Poor picture quality	19 17%d	22 13%	24 22%bd	17 9%	- -	- -	24 22%	- -	10 19%	10 29%	4 18%	10 22%	14 23%	- -	- -	17 9%	- -	7 8%	4 6%	6 14%	7 7%	10 11%
Connection speed slower than advertised or led to expect	17 15%	17 10%	9 8%	27 14%	- -	- -	9 8%	- -	3 6%	4 12%	2 9%	1 2%	8 13%	- -	- -	27 14%	- -	6 7%	6 10%	15 34%tu	4 4%	23 26%w
Poor line quality	12 11%cd	10 6%	3 3%	6 3%	- -	- -	3 3%	- -	3 6%	- -	- -	2 4%	1 2%	- -	- -	6 3%	- -	1 1%	2 3%	3 7%	2 2%	4 4%
Problems with voice over internet (VOIP) telephone calls	12 11%bcd	5 3%	2 2%	1 1%	- -	- -	2 2%	- -	1 2%	1 3%	- -	- -	2 3%	- -	- -	1 1%	- -	- -	1 2%	- -	1 1%	- -
Unable to access 4G service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	1 1%	- -	1 2%	1 1%	1 1%
Poor indoor reception/ coverage	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 5%	1 1%	1 1%
Poor outside reception/ coverage	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 2%	- -	1 1%
A different issue (please describe it briefly in your own words)	6 5%	9 5%	5 5%	14 7%	- -	- -	5 5%	- -	1 2%	3 9%	1 5%	1 2%	4 6%	- -	- -	14 7%	- -	8 10%	2 3%	4 9%	7 7%	7 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 7

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	129	142	96*	103	-**	129	-**	-**	91*	27**	11**	87*	41*	-**	142	-**	-**	84*	33*	25**	85*	56*
Time taken to install the service	43 33%bcd	30 21%	18 19%	19 18%	- -	43 33%	- -	- -	35 38%	6 22%	2 18%	36 41%o	7 17%	- -	30 21%	- -	- -	17 20%	10 30%	3 12%	21 25%	9 16%
Damage to property during installation	36 28%bd	16 11%	19 20%	13 13%	- -	36 28%	- -	- -	32 35%	4 15%	- -	33 38%o	3 7%	- -	16 11%	- -	- -	12 14%	3 9%	1 4%	8 9%	8 14%
Missed/ moved installation appointment	34 26%bc	16 11%	12 13%	21 20%	- -	34 26%	- -	- -	28 31%	6 22%	- -	27 31%	7 17%	- -	16 11%	- -	- -	14 17%	1 3%	1 4%	12 14%	4 7%
Switching issues (e.g. problems trying to switch or problems porting your number)	29 22%	23 16%	15 16%	23 22%	- -	29 22%	- -	- -	27 30%	2 7%	- -	26 30%o	3 7%	- -	23 16%	- -	- -	15 18%	4 12%	4 16%	13 15%	10 18%
Arranging an appointment for an engineer visit	23 18%	25 18%	18 19%	15 15%	- -	23 18%	- -	- -	18 20%	3 11%	2 18%	15 17%	8 20%	- -	25 18%	- -	- -	16 19%	5 15%	4 16%	17 20%	8 14%
Arranging an installation	21 16%	32 23%	16 17%	18 17%	- -	21 16%	- -	- -	17 19%	4 15%	- -	19 22%o	2 5%	- -	32 23%	- -	- -	22 26%	4 12%	6 24%	23 27%	9 16%
Time taken to repair a fault	16 12%	22 15%	17 18%	17 17%	- -	16 12%	- -	- -	10 11%	4 15%	2 18%	10 11%	5 12%	- -	22 15%	- -	- -	12 14%	4 12%	6 24%	13 15%	8 14%
Damage to property during repair	14 11%	9 6%	6 6%	8 8%	- -	14 11%	- -	- -	10 11%	3 11%	1 9%	8 9%	6 15%	- -	9 6%	- -	- -	6 7%	- -	3 12%	7 8%	2 4%
Complaining about an engineer	11 9%	10 7%	7 7%	6 6%	- -	11 9%	- -	- -	9 10%	1 4%	1 9%	7 8%	4 10%	- -	10 7%	- -	- -	5 6%	3 9%	2 8%	6 7%	4 7%
Missed/moved repair appointment	10 8%	16 11%	9 9%	5 5%	- -	10 8%	- -	- -	8 9%	1 4%	1 9%	8 9%	2 5%	- -	16 11%	- -	- -	10 12%	2 6%	4 16%	10 12%	6 11%
A different issue	10 8%	9 6%	5 5%	11 11%	- -	10 8%	- -	- -	3 3%	3 11%	4 36%	4 5%	6 15%	- -	9 6%	- -	- -	3 4%	2 6%	4 16%	2 2%	7 13%w

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 8

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	129	142	96*	103	-**	96*	-**	-**	43*	39*	14**	58*	36*	-**	103	-**	-**	52*	35*	16**	56*	46*
Time taken to install the service	43 33%bcd	30 21%	18 19%	19 18%	- -	18 19%	- -	- -	11 26%	4 10%	3 21%	11 19%	7 19%	- -	19 18%	- -	- -	10 19%	6 17%	3 19%	12 21%	7 15%
Damage to property during installation	36 28%bd	16 11%	19 20%	13 13%	- -	19 20%	- -	- -	10 23%	8 21%	1 7%	13 22%	6 17%	- -	13 13%	- -	- -	8 15%	3 9%	2 13%	9 16%	4 9%
Missed/ moved installation appointment	34 26%bc	16 11%	12 13%	21 20%	- -	12 13%	- -	- -	10 23%l	2 5%	- -	10 17%	2 6%	- -	21 20%	- -	- -	11 21%	7 20%	3 19%	9 16%	12 26%
Switching issues (e.g. problems trying to switch or problems porting your number)	29 22%	23 16%	15 16%	23 22%	- -	15 16%	- -	- -	9 21%	6 15%	- -	13 22%o	2 6%	- -	23 22%	- -	- -	14 27%	8 23%	1 6%	15 27%	8 17%
Arranging an appointment for an engineer visit	23 18%	25 18%	18 19%	15 15%	- -	18 19%	- -	- -	10 23%	7 18%	1 7%	10 17%	8 22%	- -	15 15%	- -	- -	9 17%	5 14%	1 6%	12 21%x	3 7%
Arranging an installation	21 16%	32 23%	16 17%	18 17%	- -	16 17%	- -	- -	9 21%	6 15%	1 7%	12 21%	4 11%	- -	18 17%	- -	- -	13 25%	3 9%	2 13%	13 23%	5 11%
Time taken to repair a fault	16 12%	22 15%	17 18%	17 17%	- -	17 18%	- -	- -	5 12%	8 21%	4 29%	7 12%	9 25%	- -	17 17%	- -	- -	10 19%	3 9%	4 25%	11 20%	6 13%
Damage to property during repair	14 11%	9 6%	6 6%	8 8%	- -	6 6%	- -	- -	4 9%	- -	2 14%	- -	6 17%n	- -	8 8%	- -	- -	3 6%	4 11%	1 6%	4 7%	4 9%
Complaining about an engineer	11 9%	10 7%	7 7%	6 6%	- -	7 7%	- -	- -	6 14%	1 3%	- -	5 9%	2 6%	- -	6 6%	- -	- -	4 8%	2 6%	- -	4 7%	1 2%
Missed/moved repair appointment	10 8%	16 11%	9 9%	5 5%	- -	9 9%	- -	- -	5 12%	3 8%	1 7%	6 10%	3 8%	- -	5 5%	- -	- -	2 4%	1 3%	2 13%	3 5%	2 4%
A different issue	10 8%	9 6%	5 5%	11 11%	- -	5 5%	- -	- -	- -	3 8%	2 14%	2 3%	2 6%	- -	11 11%	- -	- -	4 8%	4 11%	3 19%	3 5%	8 17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 9

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	8**	39*	11**	26**	-**	-**	-**	8**	5**	2**	1**	5**	3**	-**	-**	-**	39*	26**	9**	4**	25**	14**
Complaining about the terms of your contract	2 *25%*	5 *13%*	4 *36%*	4 *15%*	- -	- -	- -	2 *25%*	1 *20%*	- -	1 *100%*	1 *20%*	1 *33%*	- -	- -	- -	5 *13%*	5 *19%*	- -	- -	5 *20%*	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	2 *25%*	3 *8%*	3 *27%*	1 *4%*	- -	- -	- -	2 *25%*	1 *20%*	1 *50%*	- -	1 *20%*	1 *33%*	- -	- -	- -	3 *8%*	2 *8%*	1 *11%*	- -	1 *4%*	2 *14%*
Change to your package or service (upgrading or downgrading your service)	1 *13%*	18 *46%*	4 *36%*	11 *42%*	- -	- -	- -	1 *13%*	- -	- -	1 *100%*	- -	1 *33%*	- -	- -	- -	18 *46%*	12 *46%*	5 *56%*	1 *25%*	13 *52%*	5 *36%*
Service not performing as advertised or as told in store/over the phone	1 *13%*	6 *15%*	1 *9%*	4 *15%*	- -	- -	- -	1 *13%*	- -	1 *50%*	- -	- -	1 *33%*	- -	- -	- -	6 *15%*	4 *15%*	1 *11%*	1 *25%*	3 *12%*	3 *21%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	3 *38%*	10 *26%*	- -	8 *31%*	- -	- -	- -	3 *38%*	3 *60%*	- -	- -	3 *60%*	- -	- -	- -	- -	10 *26%*	6 *23%*	2 *22%*	2 *50%*	5 *20%*	5 *36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 10

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	8**	39*	11**	26**	-**	-**	-**	11**	6**	5**	-**	6**	4**	-**	-**	-**	26**	17**	6**	3**	15**	10**
Complaining about the terms of your contract	2 *25%*	5 *13%*	4 *36%*	4 *15%*	- -	- -	- -	4 *36%*	2 *33%*	2 *40%*	- -	2 *33%*	2 *50%*	- -	- -	- -	4 *15%*	1 *6%*	3 *50%*	- -	2 *13%*	2 *20%*
Switching issues (e.g. problems trying to switch or problems porting your number)	2 *25%*	3 *8%*	3 *27%*	1 *4%*	- -	- -	- -	3 *27%*	1 *17%*	2 *40%*	- -	1 *17%*	1 *25%*	- -	- -	- -	1 *4%*	1 *6%*	- -	- -	1 *7%*	- -
Change to your package or service (upgrading or downgrading your service)	1 *13%*	18 *46%*	4 *36%*	11 *42%*	- -	- -	- -	4 *36%*	2 *33%*	2 *40%*	- -	2 *33%*	2 *50%*	- -	- -	- -	11 *42%*	7 *41%*	2 *33%*	2 *67%*	5 *33%*	6 *60%*
Service not performing as advertised or as told in store/over the phone	1 *13%*	6 *15%*	1 *9%*	4 *15%*	- -	- -	- -	1 *9%*	1 *17%*	- -	- -	1 *17%*	- -	- -	- -	- -	4 *15%*	2 *12%*	1 *17%*	1 *33%*	1 *7%*	2 *20%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	3 *38%*	10 *26%*	- -	8 *31%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	8 *31%*	6 *35%*	1 *17%*	1 *33%*	6 *40%*	2 *20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 11

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
Only/mainly on the phone	200	406	125	388	54	76	68	2	120	46	34	121	76	200	67	115	24	231	111	64	219	187
	54%c	64%ac	42%	75%abc	46%	59%g	60%g	25%	55%	50%	58%	56%	52%	69%q	47%	68%q	62%	61%	65%	70%	62%	66%
Only/mainly via webchat	56	76	43	35	21	15	16	4	33	12	11	34	22	33	19	18	6	45	20	11	44	32
	15%d	12%d	14%d	7%	18%	12%	14%	50%	15%	13%	19%	16%	15%	11%	13%	11%	15%	12%	12%	12%	12%	11%
Only/mainly via email	36	50	34	34	13	9	14	-	22	9	5	23	13	18	15	15	2	27	18	5	33	17
	10%	8%	11%d	7%	11%	7%	12%	-	10%	10%	8%	11%	9%	6%	11%	9%	5%	7%	11%	5%	9%	6%
Only/mainly by social media	24	26	28	15	11	7	6	-	14	8	2	16	8	11	8	5	2	19	4	3	14	12
	7%d	4%	9%bd	3%	9%	5%	5%	-	6%	9%	3%	7%	5%	4%	6%	3%	5%	5%	2%	3%	4%	4%
Only/mainly by letter	19	16	15	14	7	8	4	-	8	8	3	6	13	7	7	1	1	12	2	2	8	8
	5%b	3%	5%b	3%	6%	6%	4%	-	4%	9%	5%	3%	9%n	2%	5%r	1%	3%	3%	1%	2%	2%	3%
Only/mainly in store	17	39	26	19	6	8	3	-	10	5	2	8	9	11	16	9	3	24	11	4	23	16
	5%	6%	9%ad	4%	5%	6%	3%	-	5%	5%	3%	4%	6%	4%	11%p	5%	8%	6%	6%	4%	7%	6%
Only/mainly via another contact method	12	18	21	12	5	5	1	1	6	4	2	6	4	8	7	3	-	13	4	1	10	8
	3%	3%	7%abd	2%	4%	4%	1%	13%	3%	4%	3%	3%	3%	3%	5%	2%	-	3%	2%	1%	3%	3%
Don't know	4	8	6	2	-	1	2	1	4	-	-	3	1	1	3	3	1	5	1	2	2	3
	1%	1%	2%d	*	-	1%	2%	13%	2%	-	-	1%	1%	*	2%	2%	3%	1%	1%	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 12

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
Only/mainly on the phone	200	406	125	388	31	37	54	3	49	49	27	55	69	150	58	160	20	179	118	91	192	194
	54%c	64%ac	42%	75%abc	37%	39%	50%	27%	34%	45%	59%k	37%	49%n	75%q	56%	84%pq	77%	74%	72%	81%	74%	76%
Only/mainly via webchat	56	76	43	35	17	14	11	1	22	15	6	19	23	14	7	13	1	12	11	12	12	22
	15%d	12%d	14%d	7%	20%i	15%	10%	9%	15%	14%	13%	13%	16%	7%	7%	7%	4%	5%	7%	11%t	5%	9%
Only/mainly via email	36	50	34	34	9	9	13	3	21	10	3	24	10	12	13	8	1	19	9	6	22	12
	10%	8%	11%d	7%	11%	9%	12%	27%	15%	9%	7%	16%o	7%	6%	13%r	4%	4%	8%	6%	5%	8%	5%
Only/mainly by social media	24	26	28	15	6	10	12	-	18	4	6	16	12	4	5	4	2	11	4	-	10	5
	7%d	4%	9%bd	3%	7%	10%	11%	-	13%l	4%	13%l	11%	8%	2%	5%	2%	8%	5%v	2%	-	4%	2%
Only/mainly by letter	19	16	15	14	4	6	4	1	7	6	2	7	8	6	6	2	-	6	4	4	5	9
	5%b	3%	5%b	3%	5%	6%	4%	9%	5%	6%	4%	5%	6%	3%	6%r	1%	-	2%	2%	4%	2%	4%
Only/mainly in store	17	39	26	19	8	10	7	1	14	11	1	16	10	5	11	2	1	11	8	-	10	8
	5%	6%	9%ad	4%	10%	10%	6%	9%	10%	10%	2%	11%	7%	3%	11%pr	1%	4%	5%v	5%v	-	4%	3%
Only/mainly via another contact method	12	18	21	12	6	9	5	1	10	11	-	10	10	7	3	2	-	4	8	-	7	5
	3%	3%	7%abd	2%	7%	9%	5%	9%	7%	10%m	-	7%	7%	4%	3%	1%	-	2%	5%v	-	3%	2%
Don't know	4	8	6	2	2	1	2	1	2	3	1	3	-	1	-	-	1	1	1	-	1	1
	1%	1%	2%d	*	2%	1%	2%	9%	1%	3%	2%	2%	-	1%	-	-	4%	*	1%	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 13

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	51	84	24	64	17	19	13	2	51	-	-	48	3	36	21	19	8	84	-	-	73	9
		14%c	13%c	8%	12%	15%	15%	11%	25%	24%lm	-	-	22%o	2%	12%	15%	11%	21%	22%uv	-	-	21%x	3%
9 -	(9)	31	59	24	47	11	11	7	2	31	-	-	27	4	22	12	22	3	59	-	-	53	6
		8%	9%	8%	9%	9%	9%	6%	25%	14%lm	-	-	12%o	3%	8%	8%	13%	8%	16%uv	-	-	15%x	2%
8 -	(8)	84	128	48	70	15	51	17	1	84	-	-	71	12	55	30	31	12	128	-	-	97	31
		23%cd	20%d	16%	13%	13%	40%gi	15%	13%	39%lm	-	-	33%o	8%	19%	21%	18%	31%	34%uv	-	-	27%x	11%
7 -	(7)	51	105	47	62	21	10	20	-	51	-	-	31	19	50	21	31	3	105	-	-	52	53
		14%	16%d	16%	12%	18%h	8%	18%h	-	24%lm	-	-	14%	13%	17%	15%	18%	8%	28%uv	-	-	15%	19%
6 -	(6)	37	76	39	65	12	10	14	1	-	37	-	14	22	28	20	23	5	-	76	-	33	43
		10%	12%	13%	13%	10%	8%	12%	13%	-	40%km	-	6%	15%n	10%	14%	14%	13%	-	44%tv	-	9%	15%w
5 -	(5)	35	60	33	57	9	10	15	1	-	35	-	14	21	33	6	18	3	-	60	-	20	40
		10%	9%	11%	11%	8%	8%	13%	13%	-	38%km	-	6%	14%n	11%q	4%	11%q	8%	-	35%tv	-	6%	14%w
4 -	(4)	20	35	37	41	2	7	11	-	-	20	-	7	12	19	7	8	1	-	35	-	11	24
		5%	5%	12%abd	8%	2%	5%	10%g	-	-	22%km	-	3%	8%n	7%	5%	5%	3%	-	20%tv	-	3%	8%w
3 -	(3)	18	32	18	42	9	1	8	-	-	-	18	1	16	16	7	8	1	-	-	32	3	29
		5%	5%	6%	8%b	8%h	1%	7%h	-	-	-	31%kl	*	11%n	6%	5%	5%	3%	-	-	35%tu	1%	10%w
2 -	(2)	13	22	9	19	4	6	3	-	-	-	13	1	12	12	8	1	1	-	-	22	2	19
		4%	3%	3%	4%	3%	5%	3%	-	-	-	22%kl	*	8%n	4%r	6%r	1%	3%	-	-	24%tu	1%	7%w
1 - Extremely dissatisfied		28	38	19	52	17	4	6	1	-	-	28	3	25	18	10	8	2	-	-	38	9	29
	(1)	8%	6%	6%	10%b	15%hi	3%	5%	13%	-	-	47%kl	1%	17%n	6%	7%	5%	5%	-	-	41%tu	3%	10%w
NET: Dissatisfied	(1-3)	59	92	46	113	30	11	17	1	-	-	59	5	53	46	25	17	4	-	-	92	14	77
		16%	14%	15%	22%abc	26%hi	9%	15%	13%	-	-	100%kl	2%	36%n	16%	18%	10%	10%	-	-	100%tu	4%	27%w
NET: Neutral	(4-6)	92	171	109	163	23	27	40	2	-	92	-	35	55	80	33	49	9	-	171	-	64	107
		25%	27%	37%ab	31%a	20%	21%	35%gh	25%	-	100%km	-	16%	38%n	28%	23%	29%	23%	-	100%tv	-	18%	38%w
NET: Satisfied	(7-10)	217	376	143	243	64	91	57	5	217	-	-	177	38	163	84	103	26	376	-	-	275	99
		59%cd	59%cd	48%	47%	55%	71%gi	50%	63%	100%lm	-	-	82%o	26%	56%	59%	61%	67%	100%uv	-	-	78%x	35%
Mean score		6.53cd	6.58cd	6.06	6.00	6.09	7.16gi	6.21	7.25	8.38lm	5.18m	1.83	7.82o	4.64	6.39	6.55	6.79	7.18	8.32uv	5.24v	1.93	7.68x	5.20
Standard error		0.14	0.10	0.14	0.12	0.28	0.20	0.23	1.10	0.07	0.08	0.11	0.13	0.21	0.15	0.23	0.18	0.40	0.06	0.06	0.09	0.11	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 14

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	51	84	24	64	5	9	8	2	24	-	-	17	5	20	18	21	5	64	-	-	59	5
		14%c	13%c	8%	12%	6%	9%	7%	18%	17%lm	-	-	11%o	4%	10%	17%	11%	19%	26%uv	-	-	23%x	2%
9 -	(9)	31	59	24	47	8	6	10	-	24	-	-	21	3	16	7	19	5	47	-	-	39	7
		8%	9%	8%	9%	10%	6%	9%	-	17%lm	-	-	14%o	2%	8%	7%	10%	19%	19%uv	-	-	15%x	3%
8 -	(8)	84	128	48	70	15	14	18	1	48	-	-	35	13	25	16	26	3	70	-	-	57	13
		23%cd	20%d	16%	13%	18%	15%	17%	9%	34%lm	-	-	23%o	9%	13%	16%	14%	12%	29%uv	-	-	22%x	5%
7 -	(7)	51	105	47	62	14	14	16	3	47	-	-	23	24	29	11	18	4	62	-	-	33	29
		14%	16%d	16%	12%	17%	15%	15%	27%	33%lm	-	-	15%	17%	15%	11%	9%	15%	26%uv	-	-	13%	11%
6 -	(6)	37	76	39	65	10	16	9	4	-	39	-	24	15	29	13	21	2	-	65	-	25	40
		10%	12%	13%	13%	12%	17%	8%	36%	-	36%km	-	16%	11%	15%	13%	11%	8%	-	40%tv	-	10%	16%w
5 -	(5)	35	60	33	57	11	12	9	1	-	33	-	9	24	19	13	25	-	-	57	-	24	32
		10%	9%	11%	11%	13%	13%	8%	9%	-	30%km	-	6%	17%n	10%	13%	13%	-	-	35%tv	-	9%	13%
4 -	(4)	20	35	37	41	10	11	16	-	-	37	-	13	22	11	9	17	4	-	41	-	10	30
		5%	5%	12%abd	8%	12%	11%	15%	-	-	34%km	-	9%	15%	6%	9%	9%	15%	-	25%tv	-	4%	12%w
3 -	(3)	18	32	18	42	2	6	10	-	-	-	18	5	13	21	6	13	2	-	-	42	5	37
		5%	5%	6%	8%b	2%	6%	9%	-	-	-	39%kl	3%	9%n	11%	6%	7%	8%	-	-	37%tu	2%	14%w
2 -	(2)	13	22	9	19	-	3	6	-	-	-	9	1	7	9	1	9	-	-	-	19	1	18
		4%	3%	3%	4%	-	3%	6%g	-	-	-	20%kl	1%	5%n	5%	1%	5%	-	-	-	17%tu	*	7%w
1 - Extremely dissatisfied	(1)	28	38	19	52	8	5	6	-	-	-	19	2	16	20	9	22	1	-	-	52	6	45
		8%	6%	6%	10%b	10%	5%	6%	-	-	-	41%kl	1%	11%n	10%	9%	12%	4%	-	-	46%tu	2%	18%w
NET: Dissatisfied	(1-3)	59	92	46	113	10	14	22	-	-	-	46	8	36	50	16	44	3	-	-	113	12	100
		16%	14%	15%	22%abc	12%	15%	20%	-	-	-	100%kl	5%	25%n	25%	16%	23%	12%	-	-	100%tu	5%	39%w
NET: Neutral	(4-6)	92	171	109	163	31	39	34	5	-	109	-	46	61	59	35	63	6	-	163	-	59	102
		25%	27%	37%ab	31%a	37%	41%	31%	45%	-	100%km	-	31%	43%n	30%	34%	33%	23%	-	100%tv	-	23%	40%w
NET: Satisfied	(7-10)	217	376	143	243	42	43	52	6	143	-	-	96	45	90	52	84	17	243	-	-	188	54
		59%cd	59%cd	48%	47%	51%	45%	48%	55%	100%lm	-	-	64%o	32%	45%	50%	44%	65%	100%uv	-	-	73%x	21%
Mean score		6.53cd	6.58cd	6.06	6.00	6.13	6.07	5.90	7.09	8.17lm	5.02m	1.98	7.07o	5.04	5.83	6.37	5.83	7.00	8.47uv	5.15v	1.91	7.57x	4.42
Standard error		0.14	0.10	0.14	0.12	0.27	0.25	0.25	0.49	0.09	0.08	0.13	0.17	0.20	0.19	0.27	0.21	0.52	0.07	0.06	0.09	0.13	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 15

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	68	117	40	110	23	24	19	2	56	8	4	55	13	48	27	31	11	95	13	9	85	31
		18%	18%	13%	21%c	20%	19%	17%	25%	26%lm	9%	7%	25%o	9%	17%	19%	18%	28%	25%uv	8%	10%	24%x	11%
9 -	(9)	61	89	40	71	16	31	12	2	55	3	3	48	12	40	21	23	5	79	6	4	63	26
		17%	14%	13%	14%	14%	24%gj	11%	25%	25%lm	3%	5%	22%o	8%	14%	15%	14%	13%	21%uv	4%	4%	18%x	9%
8 -	(8)	71	129	49	70	14	31	26	-	52	13	6	54	17	52	30	36	11	95	27	7	81	48
		19%d	20%d	16%	13%	12%	24%g	23%g	-	24%m	14%	10%	25%o	12%	18%	21%	21%	28%	25%uv	16%	8%	23%	17%
7 -	(7)	49	73	42	68	17	12	20	-	26	14	9	25	22	37	15	20	1	44	25	4	36	37
		13%	11%	14%	13%	15%	9%	18%	-	12%	15%	15%	12%	15%	13%	11%	12%	3%	12%v	15%v	4%	10%	13%
6 -	(6)	30	66	35	43	14	8	8	-	15	12	3	15	14	28	16	16	6	23	37	6	30	36
		8%	10%	12%	8%	12%	6%	7%	-	7%	13%	5%	7%	10%	10%	11%	9%	15%	6%	22%tv	7%	8%	13%
5 -	(5)	32	58	35	50	11	8	11	2	6	19	7	11	21	31	9	14	4	19	29	10	20	38
		9%	9%	12%	10%	9%	6%	10%	25%	3%	21%k	12%k	5%	14%n	11%	6%	8%	10%	5%	17%t	11%t	6%	13%w
4 -	(4)	20	40	23	37	8	4	7	1	4	12	4	7	13	19	7	13	1	10	19	11	18	22
		5%	6%	8%	7%	7%	3%	6%	13%	2%	13%k	7%k	3%	9%n	7%	5%	8%	3%	3%	11%t	12%t	5%	8%
3 -	(3)	13	23	12	21	4	4	5	-	1	5	7	1	12	12	7	4	-	5	7	11	7	16
		4%	4%	4%	4%	3%	3%	4%	-	*	5%k	12%k	*	8%n	4%	5%	2%	-	1%	4%t	12%tu	2%	6%w
2 -	(2)	7	16	12	15	2	3	1	1	1	2	4	-	6	8	3	5	-	-	5	11	3	12
		2%	3%	4%	3%	2%	2%	1%	13%	*	2%	7%k	-	4%n	3%	2%	3%	-	-	3%t	12%tu	1%	4%w
1 - Extremely dissatisfied	(1)	14	25	10	30	7	3	4	-	-	2	12	-	14	13	6	6	-	3	3	19	8	17
		4%	4%	3%	6%	6%	2%	4%	-	-	2%k	20%kl	-	10%n	4%	4%	4%	-	1%	2%	21%tu	2%	6%w
Not applicable		3	3	-	4	1	1	1	-	1	2	-	1	2	1	1	1	-	3	-	-	2	-
		1%	*	-	1%	1%	1%	1%	-	*	2%	-	*	1%	*	1%	1%	-	1%	-	-	1%	-
NET: Dissatisfied	(1-3)	34	64	34	66	13	10	10	1	2	9	23	1	32	33	16	15	-	8	15	41	18	45
		9%	10%	11%	13%	11%	8%	9%	13%	1%	10%k	39%kl	*	22%n	11%s	11%s	9%	-	2%	9%t	45%tu	5%	16%w
NET: Neutral	(4-6)	82	164	93	130	33	20	26	3	25	43	14	33	48	78	32	43	11	52	85	27	68	96
		22%	26%	31%a	25%	28%h	16%	23%	38%	12%	47%km	24%k	15%	33%n	27%	23%	25%	28%	14%	50%tv	29%t	19%	34%w
NET: Satisfied	(7-10)	249	408	171	319	70	98	77	4	189	38	22	182	64	177	93	110	28	313	71	24	265	142
		68%c	64%	57%	61%	60%	76%g	68%	50%	87%lm	41%	37%	84%o	44%	61%	65%	65%	72%	83%uv	42%v	26%	75%x	50%
Mean score		7.20c	7.05c	6.69	6.90	6.89	7.63g	7.06	6.75	8.31lm	6.06m	4.88	8.17o	5.77	6.87	7.13	7.09	7.95pr	8.10uv	6.15v	4.50	7.70x	6.25
Standard error		0.13	0.10	0.14	0.12	0.24	0.20	0.22	1.10	0.11	0.23	0.38	0.11	0.22	0.15	0.21	0.19	0.29	0.09	0.16	0.31	0.12	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 16

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	68	117	40	110	9	19	12	-	30	7	3	29	10	45	21	40	4	85	13	12	78	32
		18%	18%	13%	21%c	11%	20%	11%	-	21%lm	6%	7%	19%o	7%	23%	20%	21%	15%	35%uv	8%	11%	30%x	13%
9 -	(9)	61	89	40	71	10	14	15	1	30	7	3	27	13	26	12	22	11	45	17	9	37	33
		17%	14%	13%	14%	12%	15%	14%	9%	21%lm	6%	7%	18%o	9%	13%	12%	12%	42%	19%uv	10%	8%	14%	13%
8 -	(8)	71	129	49	70	15	11	19	4	38	9	2	33	16	26	12	29	3	49	13	8	45	25
		19%d	20%d	16%	13%	18%	11%	18%	36%	27%lm	8%	4%	22%o	11%	13%	12%	15%	12%	20%uv	8%	7%	17%x	10%
7 -	(7)	49	73	42	68	13	14	14	1	19	19	4	19	23	23	13	31	1	36	19	13	40	28
		13%	11%	14%	13%	16%	15%	13%	9%	13%	17%	9%	13%	16%	12%	13%	16%	4%	15%	12%	12%	15%	11%
6 -	(6)	30	66	35	43	5	12	16	2	10	18	7	14	21	16	12	15	-	10	27	6	15	28
		8%	10%	12%	8%	6%	13%	15%	18%	7%	17%k	15%	9%	15%	8%	12%	8%	-	4%	17%tv	5%	6%	11%w
5 -	(5)	32	58	35	50	8	9	18	-	7	22	6	9	23	16	11	19	4	10	33	7	18	31
		9%	9%	12%	10%	10%	9%	17%	-	5%	20%k	13%	6%	16%n	8%	11%	10%	15%	4%	20%tv	6%	7%	12%w
4 -	(4)	20	40	23	37	7	6	7	3	7	13	3	9	13	14	11	10	2	3	21	13	13	23
		5%	6%	8%	7%	8%	6%	6%	27%	5%	12%k	7%	6%	9%	7%	11%	5%	8%	1%	13%t	12%t	5%	9%
3 -	(3)	13	23	12	21	6	5	1	-	1	6	5	4	8	11	5	5	-	1	9	11	3	18
		4%	4%	4%	4%	7%i	5%	1%	-	1%	6%k	11%k	3%	6%	6%	5%	3%	-	*	6%t	10%t	1%	7%w
2 -	(2)	7	16	12	15	5	3	4	-	1	5	6	4	8	5	3	6	1	-	6	9	3	12
		2%	3%	4%	3%	6%	3%	4%	-	1%	5%k	13%k	3%	6%	3%	3%	3%	4%	-	4%t	8%t	1%	5%w
1 - Extremely dissatisfied	(1)	14	25	10	30	5	3	2	-	-	3	7	2	7	15	2	13	-	2	3	25	5	24
		4%	4%	3%	6%	6%	3%	2%	-	-	3%k	15%kl	1%	5%	8%q	2%	7%	-	1%	2%	22%tu	2%	9%w
Not applicable		3	3	-	4	-	-	-	-	-	-	-	-	-	2	1	1	-	2	2	-	2	2
		1%	*	-	1%	-	-	-	-	-	-	-	-	-	1%	1%	1%	-	1%	1%	-	1%	1%
NET: Dissatisfied	(1-3)	34	64	34	66	16	11	7	-	2	14	18	10	23	31	10	24	1	3	18	45	11	54
		9%	10%	11%	13%	19%i	11%	6%	-	1%	13%k	39%kl	7%	16%n	16%	10%	13%	4%	1%	11%t	40%tu	4%	21%w
NET: Neutral	(4-6)	82	164	93	130	20	27	41	5	24	53	16	32	57	46	34	44	6	23	81	26	46	82
		22%	26%	31%a	25%	24%	28%	38%g	45%	17%	49%k	35%k	21%	40%n	23%	33%	23%	23%	9%	50%tv	23%t	18%	32%w
NET: Satisfied	(7-10)	249	408	171	319	47	58	60	6	117	42	12	108	62	120	58	122	19	215	62	42	200	118
		68%c	64%	57%	61%	57%	60%	56%	55%	82%lm	39%	26%	72%o	44%	60%	56%	64%	73%	88%uv	38%	37%	77%x	46%
Mean score		7.20c	7.05c	6.69	6.90	6.29	6.95	6.78	6.55	7.94lm	5.86m	4.76	7.45o	5.96	6.82	6.85	6.91	7.69	8.41uv	6.04v	4.91	7.80x	6.02
Standard error		0.13	0.10	0.14	0.12	0.30	0.26	0.21	0.56	0.15	0.21	0.41	0.18	0.20	0.20	0.25	0.19	0.45	0.11	0.18	0.30	0.14	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 17

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		200	406	125	388	54*	76*	68*	2**	120	46*	34*	121	76*	200	67*	115	24**	231	111	64*	219	187
10 - Extremely satisfied	(10)	18	43	13	35	2	9	6	1	17	1	-	15	3	17	7	14	5	39	2	2	37	6
		9%	11%	10%	9%	4%	12%	9%	50%	14%lm	2%	-	12%o	4%	9%	10%	12%	21%	17%uv	2%	3%	17%x	3%
9 -	(9)	39	57	8	27	8	21	10	-	38	-	1	33	6	20	18	13	6	54	3	-	45	12
		20%cd	14%cd	6%	7%	15%	28%	15%	-	32%lm	-	3%	27%o	8%	10%	27%pr	11%	25%	23%uv	3%	-	21%x	6%
8 -	(8)	41	59	13	57	7	22	11	1	34	6	1	34	7	28	10	16	5	42	15	2	36	23
		21%c	15%	10%	15%	13%	29%g	16%	50%	28%lm	13%	3%	28%o	9%	14%	15%	14%	21%	18%v	14%v	3%	16%	12%
7 -	(7)	25	59	17	48	11	3	11	-	20	3	2	17	7	27	5	24	3	39	19	1	33	26
		13%	15%	14%	12%	20%h	4%	16%h	-	17%	7%	6%	14%	9%	14%	7%	21%q	13%	17%v	17%v	2%	15%	14%
6 -	(6)	11	36	18	39	4	2	5	-	3	5	3	5	4	17	7	11	1	20	15	1	21	15
		6%	9%	14%a	10%	7%	3%	7%	-	3%	11%k	9%	4%	5%	9%	10%	10%	4%	9%	14%v	2%	10%	8%
5 -	(5)	18	53	18	47	5	6	7	-	4	13	1	8	10	31	6	14	2	17	27	9	19	34
		9%	13%	14%	12%	9%	8%	10%	-	3%	28%km	3%	7%	13%	16%	9%	12%	8%	7%	24%t	14%	9%	18%w
4 -	(4)	11	29	11	32	3	4	4	-	2	6	3	2	9	19	5	3	2	5	13	11	6	23
		6%	7%	9%	8%	6%	5%	6%	-	2%	13%k	9%k	2%	12%n	10%r	7%	3%	8%	2%	12%t	17%t	3%	12%w
3 -	(3)	12	21	10	28	2	2	8	-	1	7	4	4	8	14	2	5	-	7	3	11	8	13
		6%	5%	8%	7%	4%	3%	12%h	-	1%	15%k	12%k	3%	11%n	7%	3%	4%	-	3%	3%	17%tu	4%	7%
2 -	(2)	7	17	7	25	2	3	2	-	1	-	6	1	6	9	3	5	-	3	8	6	6	11
		4%	4%	6%	6%	4%	4%	3%	-	1%	-	18%kl	1%	8%n	5%	4%	4%	-	1%	7%t	9%t	3%	6%
1 - Extremely dissatisfied	(1)	15	31	10	46	8	3	4	-	-	3	12	1	14	17	4	10	-	4	6	21	8	23
		8%	8%	8%	12%b	15%h	4%	6%	-	-	7%k	35%kl	1%	18%n	9%	6%	9%	-	2%	5%	33%tu	4%	12%w
Not applicable		3	1	-	4	2	1	-	-	-	2	1	1	2	1	-	-	-	1	-	-	-	1
		2%	*	-	1%	4%	1%	-	-	-	4%k	3%	1%	3%	1%	-	-	-	*	-	-	-	1%
NET: Dissatisfied	(1-3)	34	69	27	99	12	8	14	-	2	10	22	6	28	40	9	20	-	14	17	38	22	47
		17%	17%	22%	26%ab	22%	11%	21%	-	2%	22%k	65%kl	5%	37%n	20%	13%	17%	-	6%	15%t	59%tu	10%	25%w
NET: Neutral	(4-6)	40	118	47	118	12	12	16	-	9	24	7	15	23	67	18	28	5	42	55	21	46	72
		20%	29%a	38%a	30%a	22%	16%	24%	-	8%	52%km	21%k	12%	30%n	34%	27%	24%	21%	18%	50%tv	33%t	21%	39%w
NET: Satisfied	(7-10)	123	218	51	167	28	55	38	2	109	10	4	99	23	92	40	67	19	174	39	5	151	67
		62%cd	54%cd	41%	43%	52%	72%gi	56%	100%	91%lm	22%	12%	82%o	30%	46%	60%	58%p	79%	75%uv	35%v	8%	69%x	36%
Mean score		6.59cd	6.30cd	5.77	5.63	5.85	7.32gi	6.29	9.00	8.13lm	5.05m	3.09	7.76o	4.72	5.89	6.79p	6.40	7.88	7.57uv	5.48v	3.19	7.23x	5.22
Standard error		0.19	0.13	0.24	0.14	0.39	0.29	0.32	1.00	0.14	0.31	0.41	0.17	0.33	0.19	0.33	0.25	0.39	0.14	0.20	0.28	0.16	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 18

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		200	406	125	388	31*	37*	54*	3**	49*	49*	27**	55*	69*	150	58*	160	20**	179	118	91*	192	194
10 - Extremely satisfied	(10)	18	43	13	35	1	8	4	-	11	2	-	11	2	11	10	11	3	34	-	1	34	1
		9%	11%	10%	9%	3%	22%g	7%	-	22%l	4%	-	20%o	3%	7%	17%pr	7%	15%	19%uv	-	1%	18%x	1%
9 -	(9)	39	57	8	27	3	2	3	-	4	3	1	6	2	9	6	12	-	22	5	-	19	8
		20%cd	14%cd	6%	7%	10%	5%	6%	-	8%	6%	4%	11%	3%	6%	10%	8%	-	12%uv	4%v	-	10%x	4%
8 -	(8)	41	59	13	57	2	7	4	-	6	5	2	6	7	22	9	21	5	45	9	3	42	15
		21%c	15%	10%	15%	6%	19%	7%	-	12%	10%	7%	11%	10%	15%	16%	13%	25%	25%uv	8%	3%	22%x	8%
7 -	(7)	25	59	17	48	2	6	8	1	11	4	2	8	9	21	2	21	4	33	12	3	26	21
		13%	15%	14%	12%	6%	16%	15%	33%	22%	8%	7%	15%	13%	14%q	3%	13%q	20%	18%v	10%	3%	14%	11%
6 -	(6)	11	36	18	39	4	4	8	2	7	10	1	7	11	19	1	19	-	13	22	4	14	25
		6%	9%	14%a	10%	13%	11%	15%	67%	14%	20%	4%	13%	16%	13%q	2%	12%q	-	7%	19%tv	4%	7%	13%
5 -	(5)	18	53	18	47	10	1	7	-	4	10	4	7	11	16	8	19	4	16	25	6	19	28
		9%	13%	14%	12%	32%hi	3%	13%	-	8%	20%	15%	13%	16%	11%	14%	12%	20%	9%	21%tv	7%	10%	14%
4 -	(4)	11	29	11	32	1	5	5	-	2	4	5	3	7	12	5	14	1	8	17	7	12	20
		6%	7%	9%	8%	3%	14%	9%	-	4%	8%	19%	5%	10%	8%	9%	9%	5%	4%	14%t	8%	6%	10%
3 -	(3)	12	21	10	28	4	1	5	-	1	5	4	2	8	13	7	8	-	2	15	11	8	20
		6%	5%	8%	7%	13%	3%	9%	-	2%	10%	15%	4%	12%	9%	12%	5%	-	1%	13%t	12%t	4%	10%w
2 -	(2)	7	17	7	25	1	2	4	-	-	3	4	3	4	10	4	9	2	1	9	15	9	16
		4%	4%	6%	6%	3%	5%	7%	-	-	6%	15%	5%	6%	7%	7%	6%	10%	1%	8%t	16%tu	5%	8%
1 - Extremely dissatisfied	(1)	15	31	10	46	3	1	6	-	3	3	4	2	8	16	4	25	1	2	3	41	6	39
		8%	8%	8%	12%b	10%	3%	11%	-	6%	6%	15%	4%	12%	11%	7%	16%	5%	1%	3%	45%tu	3%	20%w
Not applicable		3	1	-	4	-	-	-	-	-	-	-	-	-	1	2	1	-	3	1	-	3	1
		2%	*	-	1%	-	-	-	-	-	-	-	-	-	1%	3%	1%	-	2%	1%	-	2%	1%
NET: Dissatisfied	(1-3)	34	69	27	99	8	4	15	-	4	11	12	7	20	39	15	42	3	5	27	67	23	75
		17%	17%	22%	26%ab	26%	11%	28%	-	8%	22%	44%	13%	29%n	26%	26%	26%	15%	3%	23%t	74%tu	12%	39%w
NET: Neutral	(4-6)	40	118	47	118	15	10	20	2	13	24	10	17	29	47	14	52	5	37	64	17	45	73
		20%	29%a	38%a	30%a	48%	27%	37%	67%	27%	49%k	37%	31%	42%	31%	24%	33%	25%	21%	54%tv	19%	23%	38%w
NET: Satisfied	(7-10)	123	218	51	167	8	23	19	1	32	14	5	31	20	63	27	65	12	134	26	7	121	45
		62%cd	54%cd	41%	43%	26%	62%gi	35%	33%	65%l	29%	19%	56%o	29%	42%	47%	41%	60%	75%uv	22%v	8%	63%x	23%
Mean score		6.59cd	6.30cd	5.77	5.63	5.23	6.84gi	5.31	6.33	7.08l	5.41	4.04	6.75o	5.01	5.58	6.05	5.44	6.35	7.55uv	5.06v	2.65	6.90x	4.40
Standard error		0.19	0.13	0.24	0.14	0.43	0.43	0.36	0.33	0.35	0.33	0.44	0.35	0.29	0.22	0.41	0.22	0.60	0.15	0.18	0.22	0.18	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 19

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	47	79	32	51	16	16	14	1	44	3	-	41	6	31	21	16	11	75	1	3	63	15
		13%	12%	11%	10%	14%	12%	12%	13%	20%lm	3%	-	19%o	4%	11%	15%	9%	28%pr	20%uv	1%	3%	18%x	5%
9 -	(9)	74	75	38	56	16	43	14	1	68	4	2	65	8	32	19	19	5	68	7	-	62	13
		20%bcd	12%	13%	11%	14%	33%gi	12%	13%	31%lm	4%	3%	30%o	5%	11%	13%	11%	13%	18%uv	4%	-	18%x	5%
8 -	(8)	57	93	36	73	15	22	18	2	48	6	3	40	15	30	27	30	6	78	12	3	65	28
		15%	15%	12%	14%	13%	17%	16%	25%	22%lm	7%	5%	18%o	10%	10%	19%p	18%p	15%	21%uv	7%	3%	18%x	10%
7 -	(7)	36	96	36	44	13	5	17	1	19	13	4	23	13	42	19	28	7	70	24	2	63	33
		10%	15%ad	12%	8%	11%h	4%	15%h	13%	9%	14%	7%	11%	9%	15%	13%	17%	18%	19%v	14%v	2%	18%x	12%
6 -	(6)	32	58	40	58	11	9	11	1	14	18	-	14	18	27	13	17	1	36	22	-	31	27
		9%	9%	13%b	11%	9%	7%	10%	13%	6%m	20%km	-	6%	12%	9%	9%	10%	3%	10%v	13%v	-	9%	10%
5 -	(5)	33	67	41	64	12	10	11	-	14	14	5	15	16	30	11	21	5	20	38	9	29	38
		9%	10%	14%	12%	10%	8%	10%	-	6%	15%k	8%	7%	11%	10%	8%	12%	13%	5%	22%tv	10%	8%	13%w
4 -	(4)	26	56	19	42	10	9	7	-	5	15	6	5	21	32	11	13	-	14	35	7	22	34
		7%	9%	6%	8%	9%	7%	6%	-	2%	16%k	10%k	2%	14%n	11%s	8%	8%	-	4%	20%tv	8%	6%	12%w
3 -	(3)	20	48	12	37	6	4	9	1	3	12	5	7	13	27	10	9	2	7	19	22	8	40
		5%	8%c	4%	7%	5%	3%	8%	13%	1%	13%k	8%k	3%	9%n	9%	7%	5%	5%	2%	11%t	24%tu	2%	14%w
2 -	(2)	12	19	17	25	4	3	5	-	-	4	8	1	11	12	3	4	-	2	5	12	2	16
		3%	3%	6%b	5%	3%	2%	4%	-	-	4%k	14%kl	*	8%n	4%	2%	2%	-	1%	3%t	13%tu	1%	6%w
1 - Extremely dissatisfied	(1)	27	43	26	67	12	6	8	1	-	1	26	3	24	24	7	11	1	2	7	34	7	36
		7%	7%	9%	13%ab	10%	5%	7%	13%	-	1%	44%kl	1%	16%n	8%	5%	7%	3%	1%	4%t	37%tu	2%	13%w
Not applicable		4	5	1	2	2	2	-	-	2	2	-	3	1	2	1	1	1	4	1	-	1	3
		1%	1%	*	*	2%	2%	-	-	1%	2%	-	1%	1%	1%	1%	1%	3%	1%	1%	-	*	1%
NET: Dissatisfied	(1-3)	59	110	55	129	22	13	22	2	3	17	39	11	48	63	20	24	3	11	31	68	17	92
		16%	17%	18%	25%abc	19%	10%	19%h	25%	1%	18%k	66%kl	5%	33%n	22%rs	14%	14%	8%	3%	18%t	74%tu	5%	33%w
NET: Neutral	(4-6)	91	181	100	164	33	28	29	1	33	47	11	34	55	89	35	51	6	70	95	16	82	99
		25%	28%	34%a	32%a	28%	22%	25%	13%	15%	51%km	19%	16%	38%n	31%s	25%	30%	15%	19%	56%tv	17%	23%	35%w
NET: Satisfied	(7-10)	214	343	142	224	60	86	63	5	179	26	9	169	42	135	86	93	29	291	44	8	253	89
		58%cd	54%d	48%	43%	51%	67%g	55%	63%	82%lm	28%	15%	78%o	29%	47%	61%p	55%	74%pr	77%uv	26%v	9%	72%x	31%
Mean score		6.64cd	6.33d	6.12	5.74	6.25	7.26gi	6.34	6.50	8.15lm	5.42m	2.98	7.86o	4.83	5.93	6.74p	6.38	7.63pr	7.73uv	5.14v	2.88	7.39x	4.99
Standard error		0.14	0.11	0.16	0.13	0.27	0.23	0.25	1.09	0.11	0.21	0.32	0.14	0.22	0.16	0.22	0.19	0.38	0.10	0.15	0.23	0.11	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 20

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	47	79	32	51	9	10	13	-	29	1	2	23	8	15	19	14	3	50	1	-	48	3
		13%	12%	11%	10%	11%	10%	12%	-	20%lm	1%	4%	15%o	6%	8%	18%pr	7%	12%	21%uv	1%	-	19%x	1%
9 -	(9)	74	75	38	56	12	13	11	2	32	6	-	28	10	18	12	22	4	50	5	1	48	7
		20%bcd	12%	13%	11%	14%	14%	10%	18%	22%lm	6%	-	19%o	7%	9%	12%	12%	15%	21%uv	3%	1%	19%x	3%
8 -	(8)	57	93	36	73	10	10	12	4	28	7	1	25	11	33	11	24	5	59	11	3	47	26
		15%	15%	12%	14%	12%	10%	11%	36%	20%lm	6%	2%	17%o	8%	17%	11%	13%	19%	24%uv	7%	3%	18%x	10%
7 -	(7)	36	96	36	44	11	11	13	1	21	13	2	17	19	22	8	11	3	26	17	1	27	17
		10%	15%ad	12%	8%	13%	11%	12%	9%	15%	12%	4%	11%	13%	11%	8%	6%	12%	11%v	10%v	1%	10%	7%
6 -	(6)	32	58	40	58	9	16	13	2	13	22	5	20	19	21	11	24	2	26	27	5	25	32
		9%	9%	13%b	11%	11%	17%	12%	18%	9%	20%k	11%	13%	13%	11%	11%	13%	8%	11%	17%v	4%	10%	13%
5 -	(5)	33	67	41	64	12	14	14	1	7	27	7	14	25	25	9	26	4	14	40	10	23	41
		9%	10%	14%	12%	14%	15%	13%	9%	5%	25%k	15%k	9%	18%n	13%	9%	14%	15%	6%	25%tv	9%	9%	16%w
4 -	(4)	26	56	19	42	7	3	8	1	6	8	5	6	12	17	9	14	2	5	27	10	14	27
		7%	9%	6%	8%	8%	3%	7%	9%	4%	7%	11%	4%	8%	9%	9%	7%	8%	2%	17%t	9%t	5%	11%w
3 -	(3)	20	48	12	37	2	4	6	-	2	9	1	4	8	14	8	14	1	6	20	11	11	26
		5%	8%c	4%	7%	2%	4%	6%	-	1%	8%k	2%	3%	6%	7%	8%	7%	4%	2%	12%t	10%t	4%	10%w
2 -	(2)	12	19	17	25	6	6	5	-	2	8	7	8	9	12	4	9	-	4	7	14	6	19
		3%	3%	6%b	5%	7%	6%	5%	-	1%	7%k	15%k	5%	6%	6%	4%	5%	-	2%	4%	12%tu	2%	7%w
1 - Extremely dissatisfied	(1)	27	43	26	67	5	8	13	-	2	8	16	4	21	21	11	33	2	2	8	57	9	57
		7%	7%	9%	13%ab	6%	8%	12%	-	1%	7%k	35%kl	3%	15%n	11%	11%	17%	8%	1%	5%t	50%tu	3%	22%w
Not applicable		4	5	1	2	-	1	-	-	1	-	-	1	-	1	1	-	-	1	-	1	1	1
		1%	1%	*	*	-	1%	-	-	1%	-	-	1%	-	1%	1%	-	-	*	-	1%	*	*
NET: Dissatisfied	(1-3)	59	110	55	129	13	18	24	-	6	25	24	16	38	47	23	56	3	12	35	82	26	102
		16%	17%	18%	25%abc	16%	19%	22%	-	4%	23%k	52%kl	11%	27%n	24%	22%	29%	12%	5%	21%t	73%tu	10%	40%w
NET: Neutral	(4-6)	91	181	100	164	28	33	35	4	26	57	17	40	56	63	29	64	8	45	94	25	62	100
		25%	28%	34%a	32%a	34%	34%	32%	36%	18%	52%k	37%k	27%	39%n	32%	28%	34%	31%	19%	58%tv	22%	24%	39%w
NET: Satisfied	(7-10)	214	343	142	224	42	44	49	7	110	27	5	93	48	88	50	71	15	185	34	5	170	53
		58%cd	54%d	48%	43%	51%	46%	45%	64%	77%lm	25%	11%	62%o	34%	44%	49%	37%	58%	76%uv	21%v	4%	66%x	21%
Mean score		6.64cd	6.33d	6.12	5.74	6.27	6.15	5.90	7.09	7.73lm	5.15m	3.48	7.03o	5.22	5.74	6.20r	5.39	6.62	7.76uv	4.99v	2.48	7.18x	4.31
Standard error		0.14	0.11	0.16	0.13	0.29	0.28	0.27	0.49	0.17	0.21	0.38	0.20	0.22	0.19	0.30	0.21	0.51	0.13	0.15	0.19	0.15	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 21

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	54	94	32	65	18	20	13	3	54	-	-	50	4	35	23	28	8	90	1	3	85	8
		15%	15%	11%	13%	15%	16%	11%	38%	25%lm	-	-	23%o	3%	12%	16%	17%	21%	24%uv	1%	3%	24%x	3%
9 -	(9)	42	79	37	66	19	15	7	1	40	2	-	35	7	33	20	23	3	74	4	1	66	13
		11%	12%	12%	13%	16%i	12%	6%	13%	18%lm	2%	-	16%o	5%	11%	14%	14%	8%	20%uv	2%	1%	19%x	5%
8 -	(8)	87	118	36	60	16	47	23	1	75	12	-	72	14	51	29	25	13	98	19	1	88	30
		24%bcd	18%cd	12%	12%	14%	36%gi	20%	13%	35%lm	13%m	-	33%o	10%	18%	20%	15%	33%pr	26%uv	11%v	1%	25%x	11%
7 -	(7)	44	99	42	53	11	12	21	-	31	13	-	25	18	40	23	31	5	68	30	1	53	46
		12%	15%d	14%	10%	9%	9%	18%gh	-	14%m	14%m	-	12%	12%	14%	16%	18%	13%	18%v	18%v	1%	15%	16%
6 -	(6)	30	55	38	59	15	6	8	1	10	18	2	12	17	30	10	13	2	25	26	4	20	35
		8%	9%	13%b	11%	13%h	5%	7%	13%	5%	20%km	3%	6%	12%n	10%	7%	8%	5%	7%	15%tv	4%	6%	12%w
5 -	(5)	23	47	41	52	6	5	11	1	1	18	4	6	17	27	8	11	1	8	36	3	24	23
		6%	7%	14%ab	10%a	5%	4%	10%	13%	*	20%km	7%k	3%	12%n	9%	6%	7%	3%	2%	21%tv	3%	7%	8%
4 -	(4)	13	39	22	35	3	5	5	-	2	8	3	6	7	20	9	8	2	7	21	11	7	32
		4%	6%	7%a	7%a	3%	4%	4%	-	1%	9%k	5%k	3%	5%	7%	6%	5%	5%	2%	12%t	12%t	2%	11%w
3 -	(3)	23	33	15	34	5	5	13	-	1	11	11	3	19	19	6	8	-	1	17	15	3	30
		6%	5%	5%	7%	4%	4%	11%gh	-	*	12%k	19%k	1%	13%n	7%	4%	5%	-	*	10%t	16%t	1%	11%w
2 -	(2)	19	21	14	30	7	7	4	1	1	5	13	1	18	7	5	8	1	1	9	11	2	18
		5%	3%	5%	6%b	6%	5%	4%	13%	*	5%k	22%kl	*	12%n	2%	4%	5%	3%	*	5%t	12%t	1%	6%w
1 - Extremely dissatisfied	(1)	27	49	19	62	14	5	8	-	-	2	25	3	24	25	9	11	4	-	7	42	3	46
		7%	8%	6%	12%abc	12%h	4%	7%	-	-	2%k	42%kl	1%	16%n	9%	6%	7%	10%	-	4%t	46%tu	1%	16%w
Not applicable		6	5	2	3	3	2	1	-	2	3	1	4	1	2	-	3	-	4	1	-	2	2
		2%	1%	1%	1%	3%	2%	1%	-	1%	3%	2%	2%	1%	1%	-	2%	-	1%	1%	-	1%	1%
NET: Dissatisfied	(1-3)	69	103	48	126	26	17	25	1	2	18	49	7	61	51	20	27	5	2	33	68	8	94
		19%	16%	16%	24%bc	22%	13%	22%	13%	1%	20%k	83%kl	3%	42%n	18%	14%	16%	13%	1%	19%t	74%tu	2%	33%w
NET: Neutral	(4-6)	66	141	101	146	24	16	24	2	13	44	9	24	41	77	27	32	5	40	83	18	51	90
		18%	22%	34%ab	28%ab	21%	12%	21%	25%	6%	48%km	15%k	11%	28%n	27%	19%	19%	13%	11%	49%tv	20%t	14%	32%w
NET: Satisfied	(7-10)	227	390	147	244	64	94	64	5	200	27	-	182	43	159	95	107	29	330	54	6	292	97
		62%cd	61%cd	49%	47%	55%	73%gi	56%	63%	92%lm	29%m	-	84%o	29%	55%	67%p	63%	74%p	88%uv	32%v	7%	83%x	34%
Mean score		6.64d	6.62cd	6.24	5.96	6.41	7.17gi	6.21	7.50	8.35lm	5.39m	2.21	8.01o	4.64	6.36	6.87	6.75	7.10	8.20uv	5.32v	2.67	7.99x	4.93
Standard error		0.15	0.11	0.15	0.13	0.28	0.22	0.25	1.04	0.09	0.20	0.19	0.13	0.22	0.16	0.22	0.21	0.44	0.08	0.15	0.23	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 22

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	54	94	32	65	9	13	9	1	29	3	-	25	6	20	19	23	3	64	1	-	60	5
		15%	15%	11%	13%	11%	14%	8%	9%	20%lm	3%	-	17%o	4%	10%	18%p	12%	12%	26%uv	1%	-	23%x	2%
9 -	(9)	42	79	37	66	8	7	21	1	33	4	-	30	7	26	16	22	2	58	7	1	57	8
		11%	12%	12%	13%	10%	7%	19%h	9%	23%lm	4%	-	20%o	5%	13%	16%	12%	8%	24%uv	4%	1%	22%x	3%
8 -	(8)	87	118	36	60	14	12	9	1	27	7	2	26	9	19	15	23	3	51	8	1	44	16
		24%bcd	18%cd	12%	12%	17%	13%	8%	9%	19%lm	6%	4%	17%o	6%	10%	15%	12%	12%	21%uv	5%	1%	17%x	6%
7 -	(7)	44	99	42	53	14	15	12	1	25	16	1	21	19	23	4	21	5	33	18	2	29	24
		12%	15%d	14%	10%	17%	16%	11%	9%	17%m	15%m	2%	14%	13%	12%q	4%	11%q	19%	14%v	11%v	2%	11%	9%
6 -	(6)	30	55	38	59	11	13	12	2	14	23	1	15	23	23	11	21	4	16	38	5	25	33
		8%	9%	13%b	11%	13%	14%	11%	18%	10%	21%km	2%	10%	16%	12%	11%	11%	15%	7%	23%tv	4%	10%	13%
5 -	(5)	23	47	41	52	10	14	13	4	11	24	6	13	27	21	8	18	5	10	35	7	21	31
		6%	7%	14%ab	10%a	12%	15%	12%	36%	8%	22%k	13%	9%	19%n	11%	8%	9%	19%	4%	21%tv	6%	8%	12%
4 -	(4)	13	39	22	35	7	7	7	1	1	16	5	9	13	11	7	14	3	7	23	5	6	28
		4%	6%	7%a	7%a	8%	7%	6%	9%	1%	15%k	11%k	6%	9%	6%	7%	7%	12%	3%	14%tv	4%	2%	11%w
3 -	(3)	23	33	15	34	2	6	7	-	1	7	7	5	10	17	7	9	1	2	19	13	7	27
		6%	5%	5%	7%	2%	6%	6%	-	1%	6%k	15%k	3%	7%	9%	7%	5%	4%	1%	12%t	12%t	3%	11%w
2 -	(2)	19	21	14	30	2	4	8	-	-	5	9	3	11	16	5	9	-	-	10	20	2	28
		5%	3%	5%	6%b	2%	4%	7%	-	-	5%k	20%kl	2%	8%n	8%	5%	5%	-	-	6%t	18%tu	1%	11%w
1 - Extremely dissatisfied	(1)	27	49	19	62	5	5	9	-	1	4	14	1	17	22	9	31	-	-	4	58	7	54
		7%	8%	6%	12%abc	6%	5%	8%	-	1%	4%	30%kl	1%	12%n	11%	9%	16%	-	-	2%t	51%tu	3%	21%w
Not applicable		6	5	2	3	1	-	1	-	1	-	1	2	-	1	2	-	-	2	-	1	1	2
		2%	1%	1%	1%	1%	-	1%	-	1%	-	2%	1%	-	1%	2%	-	-	1%	-	1%	*	1%
NET: Dissatisfied	(1-3)	69	103	48	126	9	15	24	-	2	16	30	9	38	55	21	49	1	2	33	91	16	109
		19%	16%	16%	24%bc	11%	16%	22%g	-	1%	15%k	65%kl	6%	27%n	28%	20%	26%	4%	1%	20%t	81%tu	6%	43%w
NET: Neutral	(4-6)	66	141	101	146	28	34	32	7	26	63	12	37	63	55	26	53	12	33	96	17	52	92
		18%	22%	34%ab	28%ab	34%	35%	30%	64%	18%	58%km	26%	25%	44%n	28%	25%	28%	46%	14%	59%tv	15%	20%	36%w
NET: Satisfied	(7-10)	227	390	147	244	45	47	51	4	114	30	3	102	41	88	54	89	13	206	34	4	190	53
		62%cd	61%cd	49%	47%	54%	49%	47%	36%	80%lm	28%m	7%	68%o	29%	44%	52%	47%	50%	85%uv	21%v	4%	73%x	21%
Mean score		6.64d	6.62cd	6.24	5.96	6.48	6.26	6.04	6.36	7.92lm	5.42m	2.93	7.35o	5.08	5.75	6.50p	5.80	6.58	8.22uv	5.15v	2.26	7.67x	4.23
Standard error		0.15	0.11	0.15	0.13	0.27	0.26	0.27	0.58	0.14	0.19	0.29	0.18	0.21	0.21	0.30	0.22	0.39	0.11	0.15	0.17	0.14	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 23

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	63	146	38	99	20	25	17	1	54	8	1	55	8	58	32	42	14	122	13	11	109	36
		17%	23%ac	13%	19%c	17%	19%	15%	13%	25%lm	9%	2%	25%o	5%	20%	23%	25%	36%p	32%uv	8%	12%	31%x	13%
9 -	(9)	67	116	34	72	24	23	18	2	60	4	3	50	16	48	30	29	9	93	19	4	80	36
		18%c	18%cd	11%	14%	21%	18%	16%	25%	28%lm	4%	5%	23%o	11%	17%	21%	17%	23%	25%uv	11%	4%	23%x	13%
8 -	(8)	79	120	60	83	17	35	26	1	59	12	8	53	24	54	20	36	10	76	35	9	67	53
		21%d	19%	20%	16%	15%	27%g	23%	13%	27%lm	13%	14%	24%	16%	19%	14%	21%	26%	20%v	20%v	10%	19%	19%
7 -	(7)	43	75	39	62	14	12	16	1	20	18	5	24	19	37	16	20	2	48	21	6	36	39
		12%	12%	13%	12%	12%	9%	14%	13%	9%	20%k	8%	11%	13%	13%	11%	12%	5%	13%	12%	7%	10%	14%
6 -	(6)	34	53	36	48	9	8	16	1	12	14	8	14	19	29	11	13	-	17	31	5	27	26
		9%	8%	12%	9%	8%	6%	14%h	13%	6%	15%k	14%k	6%	13%n	10%s	8%	8%	-	5%	18%tv	5%	8%	9%
5 -	(5)	22	55	34	48	6	7	7	2	4	12	6	6	16	28	10	15	2	11	34	10	19	36
		6%	9%	11%a	9%	5%	5%	6%	25%	2%	13%k	10%k	3%	11%n	10%	7%	9%	5%	3%	20%t	11%t	5%	13%w
4 -	(4)	20	20	17	33	6	8	6	-	3	13	4	5	15	6	9	4	1	5	7	8	6	14
		5%	3%	6%	6%b	5%	6%	5%	-	1%	14%k	7%k	2%	10%n	2%	6%p	2%	3%	1%	4%t	9%t	2%	5%w
3 -	(3)	8	26	19	22	5	3	-	-	1	3	4	-	8	13	7	5	1	-	6	20	5	20
		2%	4%	6%a	4%	4%i	2%	-	-	*	3%k	7%k	-	5%n	4%	5%	3%	3%	-	4%t	22%tu	1%	7%w
2 -	(2)	10	7	8	19	6	2	2	-	-	4	6	5	5	2	2	3	-	-	4	3	1	6
		3%	1%	3%	4%b	5%	2%	2%	-	-	4%k	10%k	2%	3%	1%	1%	2%	-	-	2%t	3%t	*	2%w
1 - Extremely dissatisfied	(1)	16	17	11	30	9	3	4	-	-	2	14	2	14	11	5	1	-	1	1	15	3	14
		4%	3%	4%	6%b	8%	2%	4%	-	-	2%k	24%kl	1%	10%n	4%r	4%	1%	-	*	1%	16%tu	1%	5%w
Not applicable		6	4	2	3	1	3	2	-	4	2	-	3	2	3	-	1	-	3	-	1	-	3
		2%	1%	1%	1%	1%	2%	2%	-	2%	2%	-	1%	1%	1%	-	1%	-	1%	-	1%	-	1%
NET: Dissatisfied	(1-3)	34	50	38	71	20	8	6	-	1	9	24	7	27	26	14	9	1	1	11	38	9	40
		9%	8%	13%b	14%ab	17%hi	6%	5%	-	*	10%k	41%kl	3%	18%n	9%	10%	5%	3%	*	6%t	41%tu	3%	14%w
NET: Neutral	(4-6)	76	128	87	129	21	23	29	3	19	39	18	25	50	63	30	32	3	33	72	23	52	76
		21%	20%	29%ab	25%b	18%	18%	25%	38%	9%	42%k	31%k	12%	34%n	22%s	21%	19%	8%	9%	42%tv	25%t	15%	27%w
NET: Satisfied	(7-10)	252	457	171	316	75	95	77	5	193	42	17	182	67	197	98	127	35	339	88	30	292	164
		68%cd	72%cd	57%	61%	64%	74%	68%	63%	89%lm	46%m	29%	84%o	46%	68%	69%	75%	90%pqr	90%uv	51%v	33%	83%x	58%
Mean score		7.24cd	7.51cd	6.68	6.84	6.84	7.56g	7.28	7.38	8.45lm	6.14m	4.54	8.12o	5.91	7.33	7.35	7.74	8.51pqr	8.52uv	6.66v	4.98	8.21x	6.64
Standard error		0.13	0.09	0.14	0.12	0.26	0.20	0.21	0.68	0.10	0.23	0.37	0.13	0.22	0.14	0.21	0.16	0.28	0.08	0.15	0.31	0.10	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 24

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	63	146	38	99	8	13	17	-	30	6	2	30	7	33	23	35	8	84	7	8	74	25
		17%	23%ac	13%	19%c	10%	14%	16%	-	21%lm	6%	4%	20%o	5%	17%	22%	18%	31%	35%uv	4%	7%	29%x	10%
9 -	(9)	67	116	34	72	10	9	15	-	26	6	2	27	7	29	9	29	5	57	11	4	51	20
		18%c	18%cd	11%	14%	12%	9%	14%	-	18%lm	6%	4%	18%o	5%	15%	9%	15%	19%	23%uv	7%	4%	20%x	8%
8 -	(8)	79	120	60	83	16	23	19	2	42	15	3	36	24	32	17	30	4	49	26	8	49	33
		21%d	19%	20%	16%	19%	24%	18%	18%	29%lm	14%	7%	24%	17%	16%	17%	16%	15%	20%v	16%v	7%	19%	13%
7 -	(7)	43	75	39	62	12	10	16	1	22	14	3	16	23	26	16	19	1	30	21	11	33	29
		12%	12%	13%	12%	14%	10%	15%	9%	15%	13%	7%	11%	16%	13%	16%	10%	4%	12%	13%	10%	13%	11%
6 -	(6)	34	53	36	48	7	16	9	4	7	23	6	13	22	27	6	12	3	16	24	8	21	26
		9%	8%	12%	9%	8%	17%	8%	36%	5%	21%k	13%	9%	15%	14%qr	6%	6%	12%	7%	15%t	7%	8%	10%
5 -	(5)	22	55	34	48	10	9	12	3	8	22	4	11	22	14	8	25	1	2	32	14	16	32
		6%	9%	11%a	9%	12%	9%	11%	27%	6%	20%k	9%	7%	15%n	7%	8%	13%p	4%	1%	20%t	12%t	6%	13%w
4 -	(4)	20	20	17	33	6	5	5	1	4	8	5	5	10	9	9	13	2	3	18	12	10	23
		5%	3%	6%	6%b	7%	5%	5%	9%	3%	7%	11%k	3%	7%	5%	9%	7%	8%	1%	11%t	11%t	4%	9%w
3 -	(3)	8	26	19	22	6	7	6	-	2	10	7	8	11	5	6	9	2	-	15	7	2	20
		2%	4%	6%a	4%	7%	7%	6%	-	1%	9%k	15%k	5%	8%	3%	6%	5%	8%	-	9%t	6%t	1%	8%w
2 -	(2)	10	7	8	19	4	2	2	-	-	2	6	1	7	8	6	5	-	2	5	12	2	17
		3%	1%	3%	4%b	5%	2%	2%	-	-	2%	13%kl	1%	5%n	4%	6%	3%	-	1%	3%	11%tu	1%	7%w
1 - Extremely dissatisfied	(1)	16	17	11	30	4	2	5	-	2	2	7	3	7	14	3	13	-	-	4	26	1	28
		4%	3%	4%	6%b	5%	2%	5%	-	1%	2%	15%kl	2%	5%	7%	3%	7%	-	-	2%t	23%tu	*	11%w
Not applicable		6	4	2	3	-	-	2	-	-	1	1	-	2	2	-	1	-	-	-	3	-	3
		2%	1%	1%	1%	-	-	2%	-	-	1%	2%	-	1%	1%	-	1%	-	-	-	3%tu	-	1%
NET: Dissatisfied	(1-3)	34	50	38	71	14	11	13	-	4	14	20	12	25	27	15	27	2	2	24	45	5	65
		9%	8%	13%b	14%ab	17%	11%	12%	-	3%	13%k	43%kl	8%	18%n	14%	15%	14%	8%	1%	15%t	40%tu	2%	25%w
NET: Neutral	(4-6)	76	128	87	129	23	30	26	8	19	53	15	29	54	50	23	50	6	21	74	34	47	81
		21%	20%	29%ab	25%b	28%	31%	24%	73%	13%	49%k	33%k	19%	38%n	25%	22%	26%	23%	9%	45%tv	30%t	18%	32%w
NET: Satisfied	(7-10)	252	457	171	316	46	55	67	3	120	41	10	109	61	120	65	113	18	220	65	31	207	107
		68%cd	72%cd	57%	61%	55%	57%	62%	27%	84%lm	38%	22%	73%o	43%	60%	63%	59%	69%	91%uv	40%v	27%	80%x	42%
Mean score		7.24cd	7.51cd	6.68	6.84	6.36	6.80	6.89	6.00	7.90lm	6.00m	4.42	7.50o	5.87	6.81	6.83	6.75	7.73	8.55uv	5.88v	4.49	8.03x	5.64
Standard error		0.13	0.09	0.14	0.12	0.28	0.23	0.24	0.38	0.15	0.20	0.40	0.18	0.19	0.19	0.26	0.20	0.46	0.10	0.17	0.28	0.12	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 25

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	57	121	43	81	17	22	17	1	54	3	-	50	7	53	26	33	9	108	7	6	104	16
		15%	19%	14%	16%	15%	17%	15%	13%	25%lm	3%	-	23%o	5%	18%	18%	20%	23%	29%uv	4%	7%	29%x	6%
9 -	(9)	67	98	33	67	20	28	16	3	61	5	1	54	12	36	26	30	6	82	13	3	79	19
		18%cd	15%	11%	13%	17%	22%	14%	38%	28%lm	5%	2%	25%o	8%	12%	18%	18%	15%	22%uv	8%	3%	22%x	7%
8 -	(8)	74	104	44	70	22	33	18	1	60	11	3	56	18	49	32	16	7	80	20	4	68	36
		20%d	16%	15%	13%	19%	26%	16%	13%	28%lm	12%	5%	26%o	12%	17%r	23%r	9%	18%	21%uv	12%v	4%	19%x	13%
7 -	(7)	31	88	32	62	8	6	17	-	17	10	4	15	15	40	15	27	6	54	29	5	40	48
		8%	14%a	11%	12%	7%	5%	15%gh	-	8%	11%	7%	7%	10%	14%	11%	16%	15%	14%v	17%v	5%	11%	17%w
6 -	(6)	33	55	31	46	10	11	11	1	16	16	1	19	14	26	10	17	2	26	26	3	24	31
		9%	9%	10%	9%	9%	9%	10%	13%	7%	17%km	2%	9%	10%	9%	7%	10%	5%	7%	15%tv	3%	7%	11%
5 -	(5)	34	66	36	60	10	8	15	1	4	22	8	6	26	33	11	19	3	15	42	9	23	43
		9%	10%	12%	12%	9%	6%	13%	13%	2%	24%k	14%k	3%	18%n	11%	8%	11%	8%	4%	25%tv	10%t	7%	15%w
4 -	(4)	18	25	28	30	5	5	8	-	1	12	5	8	10	14	6	4	1	4	12	9	5	20
		5%	4%	9%ab	6%	4%	4%	7%	-	*	13%k	8%k	4%	7%	5%	4%	2%	3%	1%	7%t	10%t	1%	7%w
3 -	(3)	20	27	17	31	5	6	9	-	-	10	10	4	16	9	9	8	1	2	10	15	4	23
		5%	4%	6%	6%	4%	5%	8%	-	-	11%k	17%k	2%	11%n	3%	6%	5%	3%	1%	6%t	16%tu	1%	8%w
2 -	(2)	4	10	11	23	1	3	-	-	1	1	2	-	4	5	1	3	1	2	3	5	2	7
		1%	2%	4%ab	4%ab	1%	2%	-	-	*	1%	3%	-	3%n	2%	1%	2%	3%	1%	2%	5%t	1%	2%w
1 - Extremely dissatisfied	(1)	25	38	20	44	16	5	3	1	-	1	24	3	22	21	6	10	1	1	6	31	4	34
		7%	6%	7%	8%	14%hl	4%	3%	13%	-	1%	41%kl	1%	15%n	7%	4%	6%	3%	*	4%t	34%tu	1%	12%w
Not applicable		5	7	3	5	3	2	-	-	3	1	1	2	2	3	-	2	2	2	3	2	-	6
		1%	1%	1%	1%	3%	2%	-	-	1%	1%	2%	1%	1%	1%	-	1%	5%q	1%	2%	2%	-	2%w
NET: Dissatisfied	(1-3)	49	75	48	98	22	14	12	1	1	12	36	7	42	35	16	21	3	5	19	51	10	64
		13%	12%	16%	19%ab	19%	11%	11%	13%	*	13%k	61%kl	3%	29%n	12%	11%	12%	8%	1%	11%t	55%tu	3%	23%w
NET: Neutral	(4-6)	85	146	95	136	25	24	34	2	21	50	14	33	50	73	27	40	6	45	80	21	52	94
		23%	23%	32%ab	26%	21%	19%	30%h	25%	10%	54%km	24%k	15%	34%n	25%	19%	24%	15%	12%	47%tv	23%t	15%	33%w
NET: Satisfied	(7-10)	229	411	152	280	67	89	68	5	192	29	8	175	52	178	99	106	28	324	69	18	291	119
		62%cd	64%cd	51%	54%	57%	69%	60%	63%	88%lm	32%m	14%	81%o	36%	62%	70%	63%	72%	86%uv	40%v	20%	82%x	42%
Mean score		6.93cd	7.02cd	6.35	6.39	6.54	7.35g	6.84	7.13	8.46lm	5.71m	3.19	8.05o	5.27	6.86	7.25	7.01	7.54	8.27uv	5.99v	3.77	8.14x	5.61
Standard error		0.14	0.10	0.16	0.12	0.28	0.22	0.22	1.06	0.09	0.20	0.31	0.13	0.23	0.16	0.21	0.20	0.39	0.09	0.16	0.30	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 26

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	57	121	43	81	8	14	19	2	36	6	1	36	6	27	17	32	5	73	5	3	71	10
		15%	19%	14%	16%	10%	15%	18%	18%	25%lm	6%	2%	24%o	4%	14%	17%	17%	19%	30%uv	3%	3%	27%x	4%
9 -	(9)	67	98	33	67	10	11	9	3	29	4	-	25	7	22	19	21	5	60	5	2	50	16
		18%cd	15%	11%	13%	12%	11%	8%	27%	20%lm	4%	-	17%o	5%	11%	18%	11%	19%	25%uv	3%	2%	19%x	6%
8 -	(8)	74	104	44	70	14	13	16	1	31	11	2	24	20	35	10	23	2	50	19	1	45	25
		20%d	16%	15%	13%	17%	14%	15%	9%	22%lm	10%	4%	16%	14%	18%	10%	12%	8%	21%uv	12%v	1%	17%x	10%
7 -	(7)	31	88	32	62	8	11	10	3	21	10	1	17	15	22	12	20	8	32	22	8	31	30
		8%	14%a	11%	12%	10%	11%	9%	27%	15%m	9%	2%	11%	11%	11%	12%	10%	31%	13%	13%	7%	12%	12%
6 -	(6)	33	55	31	46	7	12	10	2	8	21	2	11	19	17	11	16	2	16	25	5	20	26
		9%	9%	10%	9%	8%	13%	9%	18%	6%	19%km	4%	7%	13%	9%	11%	8%	8%	7%	15%tv	4%	8%	10%
5 -	(5)	34	66	36	60	12	13	11	-	5	25	6	12	23	20	13	27	-	6	39	15	23	36
		9%	10%	12%	12%	14%	14%	10%	-	3%	23%k	13%k	8%	16%n	10%	13%	14%	-	2%	24%tv	13%t	9%	14%
4 -	(4)	18	25	28	30	7	11	10	-	6	18	4	15	13	10	8	11	1	1	22	7	7	23
		5%	4%	9%ab	6%	8%	11%	9%	-	4%	17%k	9%	10%	9%	5%	8%	6%	4%	*	13%t	6%t	3%	9%w
3 -	(3)	20	27	17	31	5	4	8	-	1	9	7	4	12	11	6	12	2	2	18	11	5	26
		5%	4%	6%	6%	6%	4%	7%	-	1%	8%k	15%k	3%	8%n	6%	6%	6%	8%	1%	11%t	10%t	2%	10%w
2 -	(2)	4	10	11	23	6	1	4	-	2	4	5	4	7	12	3	8	-	2	5	16	4	19
		1%	2%	4%ab	4%ab	7%h	1%	4%	-	1%	4%	11%k	3%	5%	6%	3%	4%	-	1%	3%	14%tu	2%	7%w
1 - Extremely dissatisfied	(1)	25	38	20	44	6	5	9	-	3	1	16	1	18	21	4	19	-	-	3	41	3	40
		7%	6%	7%	8%	7%	5%	8%	-	2%	1%	35%kl	1%	13%n	11%q	4%	10%	-	-	2%t	36%tu	1%	16%w
Not applicable		5	7	3	5	-	1	2	-	1	-	2	1	2	2	-	2	1	1	-	4	-	5
		1%	1%	1%	1%	-	1%	2%	-	1%	-	4%l	1%	1%	1%	-	1%	4%	*	-	4%tu	-	2%w
NET: Dissatisfied	(1-3)	49	75	48	98	17	10	21	-	6	14	28	9	37	44	13	39	2	4	26	68	12	85
		13%	12%	16%	19%ab	20%	10%	19%	-	4%	13%k	61%kl	6%	26%n	22%q	13%	20%	8%	2%	16%t	60%tu	5%	33%w
NET: Neutral	(4-6)	85	146	95	136	26	36	31	2	19	64	12	38	55	47	32	54	3	23	86	27	50	85
		23%	23%	32%ab	26%	31%	38%	29%	18%	13%	59%km	26%k	25%	39%n	24%	31%	28%	12%	9%	53%tv	24%t	19%	33%w
NET: Satisfied	(7-10)	229	411	152	280	40	49	54	9	117	31	4	102	48	106	58	96	20	215	51	14	197	81
		62%cd	64%cd	51%	54%	48%	51%	50%	82%	82%lm	28%m	9%	68%o	34%	53%	56%	50%	77%	88%uv	31%v	12%	76%x	32%
Mean score		6.93cd	7.02cd	6.35	6.39	6.04	6.53	6.27	8.00	7.91lm	5.62m	3.14	7.40o	5.26	6.20	6.76	6.24	7.56	8.40uv	5.53v	3.22	7.82x	4.93
Standard error		0.14	0.10	0.16	0.12	0.30	0.26	0.28	0.45	0.17	0.19	0.35	0.19	0.22	0.21	0.25	0.21	0.41	0.10	0.15	0.24	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 27

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	52	99	35	60	18	21	12	1	47	4	1	45	6	47	20	23	9	85	9	5	78	21
		14%	15%	12%	12%	15%	16%	11%	13%	22%lm	4%	2%	21%o	4%	16%	14%	14%	23%	23%uv	5%	5%	22%x	7%
9 -	(9)	79	87	33	52	19	40	18	2	73	4	2	68	11	39	25	20	3	80	5	2	63	23
		21%bcd	14%	11%	10%	16%	31%gi	16%	25%	34%lm	4%	3%	31%o	8%	13%	18%	12%	8%	21%uv	3%	2%	18%x	8%
8 -	(8)	46	98	43	60	12	20	13	1	39	5	2	35	10	38	26	29	5	83	12	3	72	26
		13%	15%	14%	12%	10%	16%	11%	13%	18%lm	5%	3%	16%o	7%	13%	18%	17%	13%	22%uv	7%	3%	20%x	9%
7 -	(7)	31	97	37	64	13	7	11	-	20	11	-	16	15	43	20	28	6	54	37	6	54	43
		8%	15%a	12%	12%	11%	5%	10%	-	9%m	12%m	-	7%	10%	15%	14%	17%	15%	14%v	22%tv	7%	15%	15%
6 -	(6)	36	49	30	47	9	9	18	-	14	19	3	21	14	22	9	15	3	22	22	5	19	30
		10%	8%	10%	9%	8%	7%	16%h	-	6%	21%km	5%	10%	10%	8%	6%	9%	8%	6%	13%t	5%	5%	11%w
5 -	(5)	26	73	34	65	11	8	5	2	9	13	4	4	22	35	16	17	5	27	37	9	34	38
		7%	11%a	11%	13%a	9%	6%	4%	25%	4%	14%k	7%	2%	15%n	12%	11%	10%	13%	7%	22%tv	10%	10%	13%
4 -	(4)	23	32	23	35	4	4	14	1	3	14	6	7	16	14	7	9	2	7	21	4	10	22
		6%	5%	8%	7%	3%	3%	12%gh	13%	1%	15%k	10%k	3%	11%n	5%	5%	5%	5%	2%	12%tv	4%	3%	8%w
3 -	(3)	20	34	19	27	6	9	5	-	3	13	4	9	10	16	8	9	1	1	15	18	7	27
		5%	5%	6%	5%	5%	7%	4%	-	1%	14%k	7%k	4%	7%	6%	6%	5%	3%	*	9%t	20%tu	2%	10%w
2 -	(2)	11	23	14	27	3	2	6	-	2	3	6	4	7	12	3	7	1	5	5	13	4	19
		3%	4%	5%	5%	3%	2%	5%	-	1%	3%	10%k	2%	5%	4%	2%	4%	3%	1%	3%	14%tu	1%	7%w
1 - Extremely dissatisfied	(1)	34	34	24	62	19	7	7	1	1	3	30	4	30	18	8	8	-	3	5	26	6	28
		9%b	5%	8%	12%b	16%hl	5%	6%	13%	*	3%k	51%kl	2%	21%n	6%	6%	5%	-	1%	3%	28%tu	2%	10%w
Not applicable		10	13	6	20	3	2	5	-	6	3	1	4	5	5	-	4	4	9	3	1	6	6
		3%	2%	2%	4%	3%	2%	4%	-	3%	3%	2%	2%	3%	2%	-	2%	10%pqr	2%	2%	1%	2%	2%
NET: Dissatisfied	(1-3)	65	91	57	116	28	18	18	1	6	19	40	17	47	46	19	24	2	9	25	57	17	74
		18%	14%	19%	22%b	24%h	14%	16%	13%	3%	21%k	68%kl	8%	32%n	16%	13%	14%	5%	2%	15%t	62%tu	5%	26%w
NET: Neutral	(4-6)	85	154	87	147	24	21	37	3	26	46	13	32	52	71	32	41	10	56	80	18	63	90
		23%	24%	29%	28%	21%	16%	32%gh	38%	12%	50%km	22%	15%	36%n	25%	23%	24%	26%	15%	47%tv	20%	18%	32%w
NET: Satisfied	(7-10)	208	381	148	236	62	88	54	4	179	24	5	164	42	167	91	100	23	302	63	16	267	113
		57%d	60%cd	50%	45%	53%	68%gi	47%	50%	82%lm	26%m	8%	76%o	29%	58%	64%	59%	59%	80%uv	37%v	17%	76%x	40%
Mean score		6.62cd	6.72cd	6.17	5.89	6.19	7.30gi	6.29	6.38	8.22lm	5.35m	2.76	7.83o	4.79	6.62	6.85	6.65	7.29	7.96uv	5.66v	3.64	7.67x	5.53
Standard error		0.15	0.10	0.16	0.13	0.29	0.23	0.26	1.10	0.12	0.23	0.32	0.15	0.23	0.16	0.22	0.20	0.39	0.10	0.16	0.28	0.11	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 28

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	52	99	35	60	9	14	12	-	29	4	2	28	6	21	17	19	3	54	4	2	51	9
		14%	15%	12%	12%	11%	15%	11%	-	20%lm	4%	4%	19%o	4%	11%	17%	10%	12%	22%uv	2%	2%	20%x	4%
9 -	(9)	79	87	33	52	12	9	11	1	28	5	-	20	13	19	11	20	2	47	4	1	40	12
		21%bcd	14%	11%	10%	14%	9%	10%	9%	20%lm	5%	-	13%	9%	10%	11%	10%	8%	19%uv	2%	1%	15%x	5%
8 -	(8)	46	98	43	60	10	16	13	4	32	10	1	28	15	21	12	21	6	50	8	2	44	14
		13%	15%	14%	12%	12%	17%	12%	36%	22%lm	9%	2%	19%	11%	11%	12%	11%	23%	21%uv	5%	2%	17%x	5%
7 -	(7)	31	97	37	64	10	15	11	1	18	17	2	21	16	26	13	18	7	35	23	6	36	27
		8%	15%a	12%	12%	12%	16%	10%	9%	13%	16%	4%	14%	11%	13%	13%	9%	27%	14%v	14%v	5%	14%	11%
6 -	(6)	36	49	30	47	12	5	10	3	14	14	2	11	18	20	8	17	2	15	25	7	25	22
		10%	8%	10%	9%	14%h	5%	9%	27%	10%	13%	4%	7%	13%	10%	8%	9%	8%	6%	15%tv	6%	10%	9%
5 -	(5)	26	73	34	65	8	16	9	1	8	21	5	9	24	27	15	21	2	16	37	12	26	39
		7%	11%a	11%	13%a	10%	17%	8%	9%	6%	19%k	11%	6%	17%n	14%	15%	11%	8%	7%	23%tv	11%	10%	15%
4 -	(4)	23	32	23	35	6	4	12	1	5	14	4	9	12	12	8	14	1	8	23	4	11	24
		6%	5%	8%	7%	7%	4%	11%	9%	3%	13%k	9%	6%	8%	6%	8%	7%	4%	3%	14%tv	4%	4%	9%w
3 -	(3)	20	34	19	27	4	6	9	-	2	14	3	10	9	10	5	10	2	1	17	9	3	24
		5%	5%	6%	5%	5%	6%	8%	-	1%	13%k	7%	7%	6%	5%	5%	5%	8%	*	10%t	8%t	1%	9%w
2 -	(2)	11	23	14	27	3	3	8	-	1	5	8	5	9	9	4	14	-	1	7	19	2	25
		3%	4%	5%	5%	4%	3%	7%	-	1%	5%k	17%kl	3%	6%	5%	4%	7%	-	*	4%t	17%tu	1%	10%w
1 - Extremely dissatisfied	(1)	34	34	24	62	8	5	11	-	4	3	17	6	17	25	9	27	1	4	10	48	8	53
		9%b	5%	8%	12%b	10%	5%	10%	-	3%	3%	37%kl	4%	12%n	13%	9%	14%	4%	2%	6%t	42%tu	3%	21%w
Not applicable		10	13	6	20	1	3	2	-	2	2	2	3	3	9	1	10	-	12	5	3	13	7
		3%	2%	2%	4%	1%	3%	2%	-	1%	2%	4%	2%	2%	5%	1%	5%	-	5%	3%	3%	5%	3%
NET: Dissatisfied	(1-3)	65	91	57	116	15	14	28	-	7	22	28	21	35	44	18	51	3	6	34	76	13	102
		18%	14%	19%	22%b	18%	15%	26%h	-	5%	20%k	61%kl	14%	25%n	22%	17%	27%	12%	2%	21%t	67%tu	5%	40%w
NET: Neutral	(4-6)	85	154	87	147	26	25	31	5	27	49	11	29	54	59	31	52	5	39	85	23	62	85
		23%	24%	29%	28%	31%	26%	29%	45%	19%	45%km	24%	19%	38%n	30%	30%	27%	19%	16%	52%tv	20%	24%	33%w
NET: Satisfied	(7-10)	208	381	148	236	41	54	47	6	107	36	5	97	50	87	53	78	18	186	39	11	171	62
		57%d	60%cd	50%	45%	49%	56%	44%	55%	75%lm	33%m	11%	65%o	35%	44%	51%	41%	69%	77%uv	24%v	10%	66%x	24%
Mean score		6.62cd	6.72cd	6.17	5.89	6.22	6.55i	5.73	6.82	7.66lm	5.46m	3.11	6.97o	5.37	5.83	6.30	5.59	6.85	7.87uv	5.08v	2.89	7.39x	4.41
Standard error		0.15	0.10	0.16	0.13	0.30	0.27	0.28	0.46	0.18	0.21	0.38	0.21	0.22	0.21	0.28	0.22	0.44	0.13	0.16	0.22	0.14	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 29

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	54	78	30	51	19	22	12	1	51	3	-	47	7	30	26	15	7	73	2	3	69	8
		15%d	12%	10%	10%	16%	17%	11%	13%	24%lm	3%	-	22%o	5%	10%	18%pr	9%	18%	19%uv	1%	3%	20%x	3%
9 -	(9)	41	74	38	42	14	22	5	-	39	1	1	35	6	40	17	13	4	67	6	1	60	14
		11%	12%d	13%d	8%	12%i	17%i	4%	-	18%lm	1%	2%	16%o	4%	14%r	12%	8%	10%	18%uv	4%	1%	17%x	5%
8 -	(8)	71	85	42	49	14	36	20	1	61	9	1	59	10	33	25	22	5	69	15	1	59	26
		19%bd	13%d	14%d	9%	12%	28%g	18%	13%	28%lm	10%	2%	27%o	7%	11%	18%	13%	13%	18%uv	9%v	1%	17%x	9%
7 -	(7)	24	59	37	40	8	7	9	-	12	11	1	14	10	21	15	20	3	40	17	2	38	20
		7%	9%	12%ad	8%	7%	5%	8%	-	6%	12%m	2%	6%	7%	7%	11%	12%	8%	11%v	10%v	2%	11%	7%
6 -	(6)	32	56	29	21	12	11	9	-	12	17	3	14	18	24	12	15	5	27	27	2	28	28
		9%d	9%d	10%d	4%	10%	9%	8%	-	6%	18%km	5%	6%	12%	8%	8%	9%	13%	7%	16%tv	2%	8%	10%
5 -	(5)	31	47	32	54	8	9	11	3	11	19	1	10	20	20	11	12	4	13	29	5	15	32
		8%	7%	11%	10%	7%	7%	10%	38%	5%	21%km	2%	5%	14%n	7%	8%	7%	10%	3%	17%tv	5%	4%	11%w
4 -	(4)	23	44	16	25	9	4	10	-	6	10	7	8	14	23	8	13	-	18	20	6	20	24
		6%	7%	5%	5%	8%	3%	9%	-	3%	11%k	12%k	4%	10%n	8%	6%	8%	-	5%	12%t	7%	6%	8%
3 -	(3)	13	33	17	38	4	2	7	-	4	4	5	5	8	15	7	10	1	10	11	12	12	21
		4%	5%	6%	7%a	3%	2%	6%	-	2%	4%	8%k	2%	5%	5%	5%	6%	3%	3%	6%t	13%t	3%	7%w
2 -	(2)	9	28	12	31	3	5	1	-	1	4	4	1	8	13	5	10	-	11	11	6	9	19
		2%	4%	4%	6%a	3%	4%	1%	-	*	4%k	7%k	*	5%n	4%	4%	6%	-	3%	6%	7%	3%	7%w
1 - Extremely dissatisfied	(1)	50	90	31	112	21	8	20	1	4	12	34	9	41	52	15	20	3	14	25	51	16	74
		14%	14%	10%	22%abc	18%h	6%	18%h	13%	2%	13%k	58%kl	4%	28%n	18%q	11%	12%	8%	4%	15%t	55%tu	5%	26%w
Not applicable		20	45	14	56	5	3	10	2	16	2	2	15	4	18	1	19	7	34	8	3	27	17
		5%	7%	5%	11%abc	4%	2%	9%h	25%	7%	2%	3%	7%	3%	6%q	1%	11%q	18%pq	9%	5%	3%	8%	6%
NET: Dissatisfied	(1-3)	72	151	60	181	28	15	28	1	9	20	43	15	57	80	27	40	4	35	47	69	37	114
		20%	24%	20%	35%abc	24%h	12%	25%h	13%	4%	22%k	73%kl	7%	39%n	28%s	19%	24%	10%	9%	27%t	75%tu	10%	40%w
NET: Neutral	(4-6)	86	147	77	100	29	24	30	3	29	46	11	32	52	67	31	40	9	58	76	13	63	84
		23%	23%	26%d	19%	25%	19%	26%	38%	13%	50%km	19%	15%	36%n	23%	22%	24%	23%	15%	44%tv	14%	18%	30%w
NET: Satisfied	(7-10)	190	296	147	182	55	87	46	2	163	24	3	155	33	124	83	70	19	249	40	7	226	68
		52%d	46%d	49%d	35%	47%	67%gi	40%	25%	75%lm	26%m	5%	71%o	23%	43%	58%pr	41%	49%	66%uv	23%v	8%	64%x	24%
Mean score		6.30d	5.94d	6.13d	5.06	5.99	7.19gi	5.58	5.67	7.97lm	5.08m	2.32	7.66o	4.36	5.65	6.55pr	5.70	6.97pr	7.40uv	4.79v	2.48	7.24x	4.33
Standard error		0.16	0.13	0.17	0.15	0.30	0.23	0.30	1.26	0.14	0.25	0.27	0.16	0.24	0.19	0.25	0.24	0.48	0.13	0.19	0.25	0.14	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 30

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	54 15%d	78 12%	30 10%	51 10%	10 12%	8 8%	11 10%	1 9%	25 17%lm	4 4%	1 2%	22 15%o	7 5%	21 11%	15 15%r	11 6%	4 15%	47 19%uv	3 2%	1 1%	48 19%x	3 1%
9 -	(9)	41 11%	74 12%d	38 13%d	42 8%	12 14%	10 10%	15 14%	1 9%	31 22%lm	7 6%	- -	29 19%o	9 6%	13 7%	12 12%	14 7%	3 12%	36 15%uv	3 2%	3 3%	33 13%x	8 3%
8 -	(8)	71 19%bd	85 13%d	42 14%d	49 9%	9 11%	18 19%	11 10%	4 36%	27 19%m	13 12%	2 4%	28 19%o	14 10%	19 10%	11 11%	15 8%	4 15%	34 14%v	13 8%v	2 2%	36 14%x	13 5%
7 -	(7)	24 7%	59 9%	37 12%ad	40 8%	14 17%	12 13%	9 8%	2 18%	19 13%	16 15%	2 4%	13 9%	22 15%	21 11%r	13 13%r	3 2%	3 12%	24 10%	11 7%	5 4%	23 9%	17 7%
6 -	(6)	32 9%d	56 9%d	29 10%d	21 4%	6 7%	10 10%	12 11%	1 9%	11 8%	14 13%	4 9%	12 8%	16 11%	4 2%	8 8%p	8 4%	1 4%	7 3%	10 6%	4 4%	11 4%	10 4%
5 -	(5)	31 8%	47 7%	32 11%	54 10%	8 10%	18 19%i	5 5%	1 9%	8 6%	22 20%km	2 4%	17 11%	14 10%	17 9%	13 13%	22 12%	2 8%	19 8%	29 18%tv	6 5%	25 10%	28 11%
4 -	(4)	23 6%	44 7%	16 5%	25 5%	5 6%	4 4%	7 6%	- -	4 3%	9 8%	3 7%	6 4%	10 7%	11 6%	4 4%	10 5%	- -	6 2%	14 9%t	5 4%	7 3%	18 7%w
3 -	(3)	13 4%	33 5%	17 6%	38 7%a	5 6%	7 7%	5 5%	- -	2 1%	11 10%k	4 9%k	7 5%	10 7%	12 6%	8 8%	16 8%	2 8%	8 3%	24 15%tv	6 5%	12 5%	26 10%w
2 -	(2)	9 2%	28 4%	12 4%	31 6%a	5 6%	1 1%	6 6%	- -	3 2%	3 3%	6 13%kl	3 2%	9 6%	15 8%	6 6%	10 5%	- -	6 2%	17 10%t	8 7%t	9 3%	22 9%w
1 - Extremely dissatisfied	(1)	50 14%	90 14%	31 10%	112 22%abc	6 7%	7 7%	18 17%h	- -	4 3%	6 6%	21 46%kl	3 2%	27 19%n	44 22%q	9 9%	56 29%q	3 12%	18 7%	27 17%t	67 59%tu	20 8%	91 36%w
Not applicable		20 5%	45 7%	14 5%	56 11%abc	3 4%	1 1%	9 8%h	1 9%	9 6%	4 4%	1 2%	10 7%	4 3%	22 11%q	4 4%	26 14%q	4 15%	38 16%uv	12 7%	6 5%	35 14%x	20 8%
NET: Dissatisfied	(1-3)	72 20%	151 24%	60 20%	181 35%abc	16 19%	15 16%	29 27%	- -	9 6%	20 18%k	31 67%kl	13 9%	46 32%n	71 36%q	23 22%	82 43%q	5 19%	32 13%	68 42%t	81 72%tu	41 16%	139 54%w
NET: Neutral	(4-6)	86 23%	147 23%	77 26%d	100 19%	19 23%	32 33%	24 22%	2 18%	23 16%	45 41%km	9 20%	35 23%	40 28%	32 16%	25 24%	40 21%	3 12%	32 13%	53 33%tv	15 13%	43 17%	56 22%
NET: Satisfied	(7-10)	190 52%d	296 46%d	147 49%d	182 35%	45 54%	48 50%	46 43%	8 73%	102 71%lm	40 37%m	5 11%	92 61%o	52 37%	74 37%r	51 50%pr	43 23%	14 54%	141 58%uv	30 18%v	11 10%	140 54%x	41 16%
Mean score		6.30d	5.94d	6.13d	5.06	6.31	6.25	5.72	7.60	7.58lm	5.66m	2.91	7.19o	5.06	5.02r	6.17pr	4.24	6.59	7.07uv	4.19v	2.46	6.78x	3.43
Standard error		0.16	0.13	0.17	0.15	0.31	0.26	0.32	0.45	0.19	0.22	0.37	0.20	0.24	0.25	0.29	0.24	0.65	0.20	0.20	0.23	0.20	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 31

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
10 - Extremely satisfied	(10)	61	129	38	85	20	20	20	1	55	6	-	54	7	51	30	36	12	118	5	6	111	17
		17%	20%c	13%	16%	17%	16%	18%	13%	25%lm	7%m	-	25%o	5%	18%	21%	21%	31%	31%uv	3%	7%	31%x	6%
9 -	(9)	69	91	42	66	21	31	14	3	63	5	1	55	13	39	20	27	5	78	12	1	63	28
		19%d	14%	14%	13%	18%	24%i	12%	38%	29%lm	5%	2%	25%o	9%	13%	14%	16%	13%	21%uv	7%v	1%	18%x	10%
8 -	(8)	76	106	42	65	21	35	20	-	61	13	2	60	15	47	24	24	11	81	20	5	77	29
		21%cd	17%	14%	13%	18%	27%	18%	-	28%lm	14%m	3%	28%o	10%	16%	17%	14%	28%r	22%uv	12%	5%	22%x	10%
7 -	(7)	36	101	34	67	9	10	16	1	19	14	3	20	16	45	21	32	3	54	43	4	47	53
		10%	16%a	11%	13%	8%	8%	14%	13%	9%	15%	5%	9%	11%	16%	15%	19%	8%	14%v	25%tv	4%	13%	19%
6 -	(6)	28	54	47	42	8	7	13	-	8	17	3	10	18	27	13	9	5	24	24	6	29	25
		8%	8%	16%abd	8%	7%	5%	11%	-	4%	18%km	5%	5%	12%n	9%	9%	5%	13%	6%	14%t	7%	8%	9%
5 -	(5)	26	52	26	55	7	7	11	1	5	15	6	4	21	27	9	16	-	8	36	8	14	38
		7%	8%	9%	11%	6%	5%	10%	13%	2%	16%k	10%k	2%	14%n	9%s	6%	9%s	-	2%	21%tv	9%t	4%	13%w
4 -	(4)	17	35	20	31	5	4	7	1	2	9	6	4	12	19	6	8	2	7	14	14	5	30
		5%	5%	7%	6%	4%	3%	6%	13%	1%	10%k	10%k	2%	8%n	7%	4%	5%	5%	2%	8%t	15%t	1%	11%w
3 -	(3)	18	26	15	28	7	5	6	-	2	7	9	4	14	9	10	7	-	3	9	14	3	23
		5%	4%	5%	5%	6%	4%	5%	-	1%	8%k	15%k	2%	10%n	3%	7%	4%	-	1%	5%t	15%tu	1%	8%w
2 -	(2)	12	8	11	28	5	3	3	1	-	3	9	2	10	2	3	3	-	-	3	5	1	7
		3%b	1%	4%b	5%b	4%	2%	3%	13%	-	3%k	15%kl	1%	7%n	1%	2%	2%	-	-	2%t	5%t	*	2%w
1 - Extremely dissatisfied	(1)	21	32	19	48	12	5	4	-	-	1	20	2	19	22	6	4	-	-	4	28	2	30
		6%	5%	6%	9%b	10%i	4%	4%	-	-	1%	34%kl	1%	13%n	8%r	4%	2%	-	-	2%t	30%tu	1%	11%w
Not applicable		4	5	4	4	2	2	-	-	2	2	-	2	1	1	-	3	1	3	1	1	1	3
		1%	1%	1%	1%	2%	2%	-	-	1%	2%	-	1%	1%	*	-	2%	3%	1%	1%	1%	*	1%
NET: Dissatisfied	(1-3)	51	66	45	104	24	13	13	1	2	11	38	8	43	33	19	14	-	3	16	47	6	60
		14%	10%	15%b	20%ab	21%h	10%	11%	13%	1%	12%k	64%kl	4%	29%n	11%s	13%s	8%	-	1%	9%t	51%tu	2%	21%w
NET: Neutral	(4-6)	71	141	93	128	20	18	31	2	15	41	15	18	51	73	28	33	7	39	74	28	48	93
		19%	22%	31%abd	25%	17%	14%	27%h	25%	7%	45%km	25%k	8%	35%n	25%	20%	20%	18%	10%	43%tv	30%t	14%	33%w
NET: Satisfied	(7-10)	242	427	156	283	71	96	70	5	198	38	6	189	51	182	95	119	31	331	80	16	298	127
		66%cd	67%cd	52%	55%	61%	74%gi	61%	63%	91%lm	41%m	10%	87%o	35%	63%	67%	70%	79%p	88%uv	47%v	17%	84%x	45%
Mean score		7.02cd	7.12cd	6.50	6.35	6.66	7.46g	6.90	6.88	8.49lm	6.09m	3.10	8.23o	5.25	6.87	7.10	7.33	8.21pqr	8.39uv	6.09v	3.84	8.24x	5.71
Standard error		0.14	0.10	0.15	0.13	0.28	0.21	0.23	1.03	0.09	0.22	0.29	0.12	0.22	0.15	0.22	0.18	0.27	0.08	0.15	0.29	0.09	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 32

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
10 - Extremely satisfied	(10)	61	129	38	85	11	14	13	-	30	7	1	29	8	26	19	33	7	77	6	2	74	11
		17%	20%c	13%	16%	13%	15%	12%	-	21%lm	6%	2%	19%o	6%	13%	18%	17%	27%	32%uv	4%	2%	29%x	4%
9 -	(9)	69	91	42	66	11	13	17	1	33	8	1	32	10	25	15	21	5	57	7	2	54	12
		19%d	14%	14%	13%	13%	14%	16%	9%	23%lm	7%	2%	21%o	7%	13%	15%	11%	19%	23%uv	4%	2%	21%x	5%
8 -	(8)	76	106	42	65	11	14	13	4	28	11	3	28	13	23	13	25	4	46	16	3	40	23
		21%cd	17%	14%	13%	13%	15%	12%	36%	20%lm	10%	7%	19%o	9%	12%	13%	13%	15%	19%uv	10%v	3%	15%x	9%
7 -	(7)	36	101	34	67	12	8	13	1	19	12	3	11	23	32	12	20	3	36	25	6	39	28
		10%	16%a	11%	13%	14%	8%	12%	9%	13%	11%	7%	7%	16%n	16%	12%	10%	12%	15%v	15%v	5%	15%	11%
6 -	(6)	28	54	47	42	10	17	17	3	19	26	2	23	22	16	11	13	2	12	26	4	17	24
		8%	8%	16%abd	8%	12%	18%	16%	27%	13%	24%km	4%	15%	15%	8%	11%	7%	8%	5%	16%tv	4%	7%	9%
5 -	(5)	26	52	26	55	10	9	7	-	5	18	3	9	17	20	11	23	1	10	34	11	18	37
		7%	8%	9%	11%	12%	9%	6%	-	3%	17%k	7%	6%	12%	10%	11%	12%	4%	4%	21%tv	10%t	7%	14%w
4 -	(4)	17	35	20	31	5	10	4	1	3	12	5	10	9	6	6	17	2	1	26	4	6	25
		5%	5%	7%	6%	6%	10%	4%	9%	2%	11%k	11%k	7%	6%	3%	6%	9%p	8%	*	16%tv	4%t	2%	10%w
3 -	(3)	18	26	15	28	2	6	7	-	1	7	7	1	14	12	4	11	1	2	8	18	6	22
		5%	4%	5%	5%	2%	6%	6%	-	1%	6%k	15%k	1%	10%n	6%	4%	6%	4%	1%	5%t	16%tu	2%	9%w
2 -	(2)	12	8	11	28	7	-	3	1	1	4	6	3	8	13	7	7	1	1	10	17	2	26
		3%b	1%	4%b	5%b	8%h	-	3%	9%	1%	4%	13%kl	2%	6%	7%	7%	4%	4%	*	6%t	15%tu	1%	10%w
1 - Extremely dissatisfied	(1)	21	32	19	48	3	5	11	-	2	4	13	3	16	24	4	20	-	1	5	42	3	44
		6%	5%	6%	9%b	4%	5%	10%	-	1%	4%	28%kl	2%	11%n	12%q	4%	10%	-	*	3%t	37%tu	1%	17%w
Not applicable		4	5	4	4	1	-	3	-	2	-	2	1	2	2	1	1	-	-	-	4	-	4
		1%	1%	1%	1%	1%	-	3%	-	1%	-	4%l	1%	1%	1%	1%	1%	-	-	-	4%tu	-	2%w
NET: Dissatisfied	(1-3)	51	66	45	104	12	11	21	1	4	15	26	7	38	49	15	38	2	4	23	77	11	92
		14%	10%	15%b	20%ab	14%	11%	19%	9%	3%	14%k	57%kl	5%	27%n	25%q	15%	20%	8%	2%	14%t	68%tu	4%	36%w
NET: Neutral	(4-6)	71	141	93	128	25	36	28	4	27	56	10	42	48	42	28	53	5	23	86	19	41	86
		19%	22%	31%abd	25%	30%	38%	26%	36%	19%	51%km	22%	28%	34%	21%	27%	28%	19%	9%	53%tv	17%t	16%	34%w
NET: Satisfied	(7-10)	242	427	156	283	45	49	56	6	110	38	8	100	54	106	59	99	19	216	54	13	207	74
		66%cd	67%cd	52%	55%	54%	51%	52%	55%	77%lm	35%m	17%	67%o	38%	53%	57%	52%	73%	89%uv	33%v	12%	80%x	29%
Mean score		7.02cd	7.12cd	6.50	6.35	6.51	6.61	6.37	6.55	7.89lm	5.88m	3.57	7.48o	5.44	6.09	6.75	6.25	7.62	8.39uv	5.55v	3.02	7.95x	4.72
Standard error		0.14	0.10	0.15	0.13	0.29	0.26	0.27	0.62	0.16	0.21	0.39	0.18	0.22	0.21	0.27	0.21	0.47	0.11	0.16	0.23	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 33

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
Courtesy and politeness of advisors	252 68%cd	457 72%cd	171 57%	316 61%	75 64%	95 74%	77 68%	5 63%	193 89%lm	42 46%m	17 29%	182 84%o	67 46%	197 68%	98 69%	127 75%	35 90%pqr	339 90%uv	88 51%v	30 33%	292 83%x	164 58%
Ease of finding provider contact details	249 68%c	408 64%	171 57%	319 61%	70 60%	98 76%g	77 68%	4 50%	189 87%lm	38 41%	22 37%	182 84%o	64 44%	177 61%	93 65%	110 65%	28 72%	313 83%uv	71 42%v	24 26%	265 75%x	142 50%
Willingness to help resolve your issue	242 66%cd	427 67%cd	156 52%	283 55%	71 61%	96 74%gi	70 61%	5 63%	198 91%lm	38 41%m	6 10%	189 87%o	51 35%	182 63%	95 67%	119 70%	31 79%p	331 88%uv	80 47%v	16 17%	298 84%x	127 45%
Advisor doing what they said they would do	229 62%cd	411 64%cd	152 51%	280 54%	67 57%	89 69%	68 60%	5 63%	192 88%lm	29 32%m	8 14%	175 81%o	52 36%	178 62%	99 70%	106 63%	28 72%	324 86%uv	69 40%v	18 20%	291 82%x	119 42%
Getting the issue resolved to your satisfaction	227 62%cd	390 61%cd	147 49%	244 47%	64 55%	94 73%gi	64 56%	5 63%	200 92%lm	27 29%m	- -	182 84%o	43 29%	159 55%	95 67%p	107 63%	29 74%p	330 88%uv	54 32%v	6 7%	292 83%x	97 34%
The time taken to handle your issue	214 58%cd	343 54%d	142 48%	224 43%	60 51%	86 67%g	63 55%	5 63%	179 82%lm	26 28%	9 15%	169 78%o	42 29%	135 47%	86 61%p	93 55%	29 74%pr	291 77%uv	44 26%v	8 9%	253 72%x	89 31%
Logging of query details to avoid having to repeat yourself	208 57%d	381 60%cd	148 50%	236 45%	62 53%	88 68%gi	54 47%	4 50%	179 82%lm	24 26%m	5 8%	164 76%o	42 29%	167 58%	91 64%	100 59%	23 59%	302 80%uv	63 37%v	16 17%	267 76%x	113 40%
Offering compensation or a goodwill payment	190 52%d	296 46%d	147 49%d	182 35%	55 47%	87 67%gi	46 40%	2 25%	163 75%lm	24 26%m	3 5%	155 71%o	33 23%	124 43%	83 58%pr	70 41%	19 49%	249 66%uv	40 23%v	7 8%	226 64%x	68 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 34

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
Courtesy and politeness of advisors	252 68%cd	457 72%cd	171 57%	316 61%	46 55%	55 57%	67 62%	3 27%	120 84%lm	41 38%	10 22%	109 73%o	61 43%	120 60%	65 63%	113 59%	18 69%	220 91%uv	65 40%v	31 27%	207 80%x	107 42%
Ease of finding provider contact details	249 68%c	408 64%	171 57%	319 61%	47 57%	58 60%	60 56%	6 55%	117 82%lm	42 39%	12 26%	108 72%o	62 44%	120 60%	58 56%	122 64%	19 73%	215 88%uv	62 38%	42 37%	200 77%x	118 46%
Willingness to help resolve your issue	242 66%cd	427 67%cd	156 52%	283 55%	45 54%	49 51%	56 52%	6 55%	110 77%lm	38 35%m	8 17%	100 67%o	54 38%	106 53%	59 57%	99 52%	19 73%	216 89%uv	54 33%v	13 12%	207 80%x	74 29%
Advisor doing what they said they would do	229 62%cd	411 64%cd	152 51%	280 54%	40 48%	49 51%	54 50%	9 82%	117 82%lm	31 28%m	4 9%	102 68%o	48 34%	106 53%	58 56%	96 50%	20 77%	215 88%uv	51 31%v	14 12%	197 76%x	81 32%
Getting the issue resolved to your satisfaction	227 62%cd	390 61%cd	147 49%	244 47%	45 54%	47 49%	51 47%	4 36%	114 80%lm	30 28%m	3 7%	102 68%o	41 29%	88 44%	54 52%	89 47%	13 50%	206 85%uv	34 21%v	4 4%	190 73%x	53 21%
The time taken to handle your issue	214 58%cd	343 54%d	142 48%	224 43%	42 51%	44 46%	49 45%	7 64%	110 77%lm	27 25%	5 11%	93 62%o	48 34%	88 44%	50 49%	71 37%	15 58%	185 76%uv	34 21%v	5 4%	170 66%x	53 21%
Logging of query details to avoid having to repeat yourself	208 57%d	381 60%cd	148 50%	236 45%	41 49%	54 56%	47 44%	6 55%	107 75%lm	36 33%m	5 11%	97 65%o	50 35%	87 44%	53 51%	78 41%	18 69%	186 77%uv	39 24%v	11 10%	171 66%x	62 24%
Offering compensation or a goodwill payment	190 52%d	296 46%d	147 49%d	182 35%	45 54%	48 50%	46 43%	8 73%	102 71%lm	40 37%m	5 11%	92 61%o	52 37%	74 37%r	51 50%pr	43 23%	14 54%	141 58%uv	30 18%v	11 10%	140 54%x	41 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 35

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
Completely resolved	217	353	150	259	65	87	60	5	177	35	5	217	-	151	85	92	25	275	64	14	353	-
	59%cd	55%	50%	50%	56%	67%i	53%	63%	82%lm	38%m	8%	100%o	-	52%	60%	54%	64%	73%uv	37%v	15%	100%x	-
Partly resolved	101	208	113	171	27	33	38	3	34	48	19	-	101	101	42	56	9	90	80	38	-	208
	27%	33%	38%a	33%	23%	26%	33%	38%	16%	52%km	32%k	-	69%n	35%	30%	33%	23%	24%	47%t	41%t	-	73%w
Not resolved at all	45	75	29	85	24	8	13	-	4	7	34	-	45	37	14	19	5	9	27	39	-	75
	12%	12%	10%	16%bc	21%h	6%	11%	-	2%	8%k	58%kl	-	31%n	13%	10%	11%	13%	2%	16%t	42%tu	-	27%w
Don't know	5	3	6	4	1	1	3	-	2	2	1	-	-	-	1	2	-	2	-	1	-	-
	1%	*	2%b	1%	1%	1%	3%	-	1%	2%	2%	-	-	-	1%	1%	-	1%	-	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 36

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
Completely resolved	217	353	150	259	41	58	45	6	96	46	8	150	-	88	56	100	15	188	59	12	259	-
	59%cd	55%	50%	50%	49%	60%i	42%	55%	67%lm	42%m	17%	100%o	-	44%	54%	52%	58%	77%uv	36%v	11%	100%x	-
Partly resolved	101	208	113	171	31	30	48	4	41	53	19	-	113	75	31	57	8	49	78	44	-	171
	27%	33%	38%a	33%	37%	31%	44%	36%	29%	49%k	41%	-	80%n	38%	30%	30%	31%	20%	48%t	39%t	-	67%w
Not resolved at all	45	75	29	85	9	6	14	-	4	8	17	-	29	35	15	33	2	5	24	56	-	85
	12%	12%	10%	16%bc	11%	6%	13%	-	3%	7%	37%kl	-	20%n	18%	15%	17%	8%	2%	15%t	50%tu	-	33%w
Don't know	5	3	6	4	2	2	1	1	2	2	2	-	-	1	1	1	1	1	2	1	-	-
	1%	*	2%b	1%	2%	2%	1%	9%	1%	2%	4%	-	-	1%	1%	1%	4%	*	1%	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 37

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	117	129	114	8**	217	92*	59*	217	146	289	142	169	39*	376	171	92*	353	283
Yes	178	273	115	181	48	79	46	5	154	23	1	178	-	113	74	69	17	222	41	10	273	-
	48%cd	43%d	39%	35%	41%	61%gj	40%	63%	71%lm	25%m	2%	82%o	-	39%	52%pr	41%	44%	59%uv	24%v	11%	77%x	-
No	39	76	34	73	17	8	14	-	23	12	4	39	-	38	9	22	7	50	22	4	76	-
	11%	12%	11%	14%	15%h	6%	12%	-	11%	13%	7%	18%o	-	13%q	6%	13%	18%q	13%v	13%v	4%	22%x	-
Don't know	-	4	1	5	-	-	-	-	-	-	-	-	-	-	2	1	1	3	1	-	4	-
	-	1%	*	1%	-	-	-	-	-	-	-	-	-	-	1%p	1%	3%p	1%	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 38

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	368	639	298	519	83*	96*	108	11**	143	109	46*	150	142	199	103	191	26**	243	163	113	259	256
Yes	178	273	115	181	30	46	34	5	80	33	2	115	-	66	42	62	11	149	29	3	181	-
	48%cd	43%d	39%	35%	36%	48%i	31%	45%	56%lm	30%m	4%	77%o	-	33%	41%	32%	42%	61%uv	18%v	3%	70%x	-
No	39	76	34	73	10	12	11	1	16	12	6	34	-	20	14	35	4	37	27	9	73	-
	11%	12%	11%	14%	12%	13%	10%	9%	11%	11%	13%	23%o	-	10%	14%	18%p	15%	15%	17%v	8%	28%x	-
Don't know	-	4	1	5	1	-	-	-	-	1	-	1	-	2	-	3	-	2	3	-	5	-
	-	1%	*	1%	1%	-	-	-	-	1%	-	1%	-	1%	-	2%	-	1%	2%	-	2%x	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 39

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	217	353	150	259	65*	87*	60*	5**	177	35*	5**	217	-**	151	85*	92*	25**	275	64*	14**	353	-**
Yes	178	273	115	181	48	79	46	5	154	23	1	178	-	113	74	69	17	222	41	10	273	-
	82%d	77%d	*77%*	*70%*	*74%*	91%gj	*77%*	*100%*	87%l	*66%*	*20%*	*82%*	-	*75%*	87%pr	*75%*	*68%*	81%u	*64%*	*71%*	*77%*	-
No	39	76	34	73	17	8	14	-	23	12	4	39	-	38	9	22	7	50	22	4	76	-
	18%	*22%*	*23%*	28%a	26%h	*9%*	23%h	-	*13%*	34%k	*80%*	*18%*	-	25%q	*11%*	24%q	*28%*	*18%*	34%t	*29%*	*22%*	-
Don't know	-	4	1	5	-	-	-	-	-	-	-	-	-	-	2	1	1	3	1	-	4	-
	-	*1%*	*1%*	2%a	-	-	-	-	-	-	-	-	-	-	*2%*	*1%*	*4%*	*1%*	*2%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 40

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	217	353	150	259	41*	58*	45*	6**	96*	46*	8**	150	-**	88*	56*	100	15**	188	59*	12**	259	-**
Yes	178	273	115	181	30	46	34	5	80	33	2	115	-	66	42	62	11	149	29	3	181	-
	82%d	77%d	77%	70%	73%	79%	76%	83%	83%	72%	25%	77%	-	75%	75%	62%	73%	79%u	49%	25%	70%	-
No	39	76	34	73	10	12	11	1	16	12	6	34	-	20	14	35	4	37	27	9	73	-
	18%	22%	23%	28%a	24%	21%	24%	17%	17%	26%	75%	23%	-	23%	25%	35%	27%	20%	46%t	75%	28%	-
Don't know	-	4	1	5	1	-	-	-	-	1	-	1	-	2	-	3	-	2	3	-	5	-
	-	1%	1%	2%a	2%	-	-	-	-	2%	-	1%	-	2%	-	3%	-	1%	5%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* 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 mobile phone service in past 6 months

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
A billing, pricing or payment issue	182 36%z	201 37%z	103 32%	171 34%z	86 32%	245 49%abcd oz	58 26%	182 79%hij	-	-	-	117 38%	40 31%	25 34%	112 36%	68 35%	201 77%qrs	-	-	-	116 38%	51 34%	34 41%	101 34%	97 41%	103 75%BC	-	-	-	77 36%G	21 29%	5 15%	65 34%	38 30%
The service not performing as it should	152 30%bf	123 23%	84 26%	165 33%bcf	78 29%f	111 22%	64 29%f	-	-	152 100%ghj	-	95 31%	36 28%	21 29%	88 28%	63 33%	-	-	123 100%pqs	-	79 26%	29 19%	15 18%	73 25%	48 20%	-	-	84 100%AB	-	58 27%	17 23%	9 27%	49 26%	35 28%
A problem relating to the installation or set up of your service	50 10%	55 10%	40 13%	47 9%	35 13%f	42 8%	29 13%f	-	50 54%gij	-	-	29 9%	15 12%	6 8%	33 11%	15 8%	-	55 54%prs	-	-	33 11%	15 10%	7 8%	41 14%x	14 6%	-	40 53%AC	-	-	22 10%	11 15%	7 21%	26 14%	13 10%
Dissatisfaction with customer service from a previous occasion or contact	49 10%	61 11%	34 11%	52 10%	23 9%	45 9%	29 13%	49 21%hij	-	-	-	24 8%	10 8%	15 21%kl	25 8%	23 12%	61 23%qrs	-	-	-	24 8%	25 17%t	12 14%	25 9%	33 14%w	34 25%BC	-	-	-	17 8%	11 15%	6 18%	16 8%	17 13%
A problem with a repair to the service	43 8%	47 9%	36 11%f	38 8%	35 13%adf	31 6%	17 8%	-	43 46%gij	-	-	27 9%	13 10%	3 4%	31 10%	12 6%	-	47 46%prs	-	-	21 7%	20 13%t	6 7%	20 7%	27 11%	-	36 47%AC	-	-	24 11%	8 11%	4 12%	21 11%	14 11%
Or something else	35 7%	51 9%def	22 7%	27 5%	12 4%	26 5%	22 10%def	-	-	-	35 100%ghi	19 6%	13 10%	3 4%	22 7%	12 6%	-	-	-	51 100%pqr	32 10%	10 7%	9 11%	33 11%	17 7%	-	-	-	22 100%	15 7%	5 7%	2 6%	12 6%	10 8%
SUMMARY: Billing and Customer service	231 45%	262 49%ez	137 43%	223 45%	109 41%	290 58%abcd oz	87 40%	231 100%hij	-	-	-	141 45%	50 39%	40 55%l	137 44%	91 47%	262 100%qrs	-	-	-	140 46%	76 51%	46 55%	126 43%	130 55%w	137 100%BC	-	-	-	94 44%	32 44%	11 33%	81 43%	55 43%
Repairs and Installation	93 18%	102 19%	76 24%df	85 17%	70 26%abdf	73 15%	46 21%f	-	93 100%gij	-	-	56 18%	28 22%	9 12%	64 21%	27 14%	-	102 100%prs	-	-	54 18%	35 23%	13 16%	61 21%	41 17%	-	76 100%AC	-	-	46 22%	19 26%	11 33%	47 25%	27 21%
Service Issues	152 30%bf	123 23%	84 26%	165 33%bcf	78 29%f	111 22%	64 29%f	-	-	152 100%ghj	-	95 31%	36 28%	21 29%	88 28%	63 33%	-	-	123 100%pqs	-	79 26%	29 19%	15 18%	73 25%	48 20%	-	-	84 100%AB	-	58 27%	17 23%	9 27%	49 26%	35 28%
Something else	35 7%	51 9%def	22 7%	27 5%	12 4%	26 5%	22 10%def	-	-	-	35 100%ghi	19 6%	13 10%	3 4%	22 7%	12 6%	-	-	-	51 100%pqr	32 10%	10 7%	9 11%	33 11%	17 7%	-	-	-	22 100%	15 7%	5 7%	2 6%	12 6%	10 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 2

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
A billing, pricing or payment issue	182 36%z	201 37%z	103 32%	171 34%z	86 32%	245 49%	58 26%	171 77%hi	-	-	-	107 38%	38 28%	26 32%	98 40%o	71 29%	86 79%qr	-	-	-	42 32%	19 25%	25 40%	39 31%	45 32%	245 84%BC	-	-	-	112 48%	75 46%	58 56%	126 53%	118 46%
The service not performing as it should	152 30%b	123 23%	84 26%	165 33%bc	78 29%	111 22%	64 29%	-	-	165 100%gh	-	89 31%	47 35%	29 36%	66 27%	97 39%n	-	-	78 100%pq	-	31 24%	27 36%	20 32%	35 28%	43 31%	-	-	111 100%AB	-	63 27%G	32 20%	16 15%	50 21%	59 23%
A problem relating to the installation or set up of your service	50 10%	55 10%	40 13%	47 9%	35 13%	42 8%	29 13%	-	47 55%gj	-	-	30 11%	13 10%	4 5%	25 10%	21 8%	-	35 50%pr	-	-	24 18%v	9 12%	2 3%	24 19%x	11 8%	-	42 58%AC	-	-	22 9%	15 9%	5 5%	22 9%	20 8%
Dissatisfaction with customer service from a previous occasion or contact	49 10%	61 11%	34 11%	52 10%	23 9%	45 9%	29 13%	52 23%hi	-	-	-	18 6%	20 15%k	14 17%k	21 9%	30 12%	23 21%qr	-	-	-	11 8%	8 11%	4 6%	7 6%	16 12%	45 16%BC	-	-	-	10 4%	21 13%E	14 13%E	13 5%	31 12%H
A problem with a repair to the service	43 8%	47 9%	36 11%	38 8%	35 13%ad	31 6%	17 8%	-	38 45%gj	-	-	21 7%	10 7%	7 9%	13 5%	25 10%n	-	35 50%pr	-	-	18 14%	9 12%	8 13%	16 13%	18 13%	-	31 42%AC	-	-	15 6%	10 6%	6 6%	16 7%	15 6%
Or something else	35 7%	51 9%de	22 7%	27 5%	12 4%	26 5%	22 10%de	-	-	-	27 100%	19 7%	7 5%	1 1%	21 9%o	4 2%	-	-	-	12 100%	5 4%	4 5%	3 5%	6 5%	6 4%	-	-	-	26 100%	12 5%	9 6%	5 5%	10 4%	15 6%
SUMMARY: Billing and Customer service	231 45%	262 49%ez	137 43%	223 45%	109 41%	290 58%	87 40%	223 100%hi	-	-	-	125 44%	58 43%	40 49%	119 49%	101 41%	109 100%qr	-	-	-	53 40%	27 36%	29 47%	46 36%	61 44%	290 100%BC	-	-	-	122 52%	96 59%	72 69%E	139 59%	149 58%
Repairs and Installation	93 18%	102 19%	76 24%d	85 17%	70 26%abd	73 15%	46 21%	-	85 100%gj	-	-	51 18%	23 17%	11 14%	38 16%	46 19%	-	70 100%pr	-	-	42 32%v	18 24%	10 16%	40 31%x	29 21%	-	73 100%AC	-	-	37 16%	25 15%	11 11%	38 16%	35 14%
Service Issues	152 30%b	123 23%	84 26%	165 33%bc	78 29%	111 22%	64 29%	-	-	165 100%gh	-	89 31%	47 35%	29 36%	66 27%	97 39%n	-	-	78 100%pq	-	31 24%	27 36%	20 32%	35 28%	43 31%	-	-	111 100%AB	-	63 27%G	32 20%	16 15%	50 21%	59 23%
Something else	35 7%	51 9%de	22 7%	27 5%	12 4%	26 5%	22 10%de	-	-	-	27 100%	19 7%	7 5%	1 1%	21 9%o	4 2%	-	-	-	12 100%	5 4%	4 5%	3 5%	6 5%	6 4%	-	-	-	26 100%	12 5%	9 6%	5 5%	10 4%	15 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 3

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
A billing, pricing or payment issue	182 36%z	201 37%z	103 32%	171 34%z	86 32%	245 49%	58 26%	58 67%hi	- -	- -	- -	36 27%	18 26%	4 24%	42 34%o	15 17%
The service not performing as it should	152 30%b	123 23%	84 26%	165 33%bc	78 29%	111 22%	64 29%	- -	- -	64 100%gh	- -	35 27%	24 34%	5 29%	30 24%	34 38%n
A problem relating to the installation or set up of your service	50 10%	55 10%	40 13%	47 9%	35 13%	42 8%	29 13%	- -	29 63%gi	- -	- -	19 14%	8 11%	2 12%	17 14%	12 13%
Dissatisfaction with customer service from a previous occasion or contact	49 10%	61 11%	34 11%	52 10%	23 9%	45 9%	29 13%	29 33%hi	- -	- -	- -	14 11%	11 16%	4 24%	11 9%	17 19%n
A problem with a repair to the service	43 8%	47 9%	36 11%	38 8%	35 13%ad	31 6%	17 8%	- -	17 37%gi	- -	- -	12 9%	5 7%	- -	11 9%	5 6%
Or something else	35 7%	51 9%de	22 7%	27 5%	12 4%	26 5%	22 10%de	- -	- -	- -	22 100%	16 12%	4 6%	2 12%	13 10%	6 7%
SUMMARY: Billing and Customer service	231 45%	262 49%ez	137 43%	223 45%	109 41%	290 58%	87 40%	87 100%hi	- -	- -	- -	50 38%	29 41%	8 47%	53 43%	32 36%
Repairs and Installation	93 18%	102 19%	76 24%d	85 17%	70 26%abd	73 15%	46 21%	- -	46 100%gi	- -	- -	31 23%	13 19%	2 12%	28 23%	17 19%
Service Issues	152 30%b	123 23%	84 26%	165 33%bc	78 29%	111 22%	64 29%	- -	- -	64 100%gh	- -	35 27%	24 34%	5 29%	30 24%	34 38%n
Something else	35 7%	51 9%de	22 7%	27 5%	12 4%	26 5%	22 10%de	- -	- -	- -	22 100%	16 12%	4 6%	2 12%	13 10%	6 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	231	262	137	223	109	290	87*	231	-**	-**	-**	141	50*	40*	137	91*	262	-**	-**	-**	140	76*	46*	126	130	137	-**	-**	-**	94*	32*	11**	81*	55*
Bill was a lot higher than expected	58 25%z	72 27%z	28 20%z	55 25%z	30 28%z	89 31%cz	4 5%	58 25%	-	-	-	34 24%	15 30%	9 23%	35 26%	23 25%	72 27%	-	-	-	44 31%	17 22%	11 24%	35 28%	34 26%	28 20%	-	-	-	22 23%	5 16%	1 9%	21 26%	7 13%
Bill was inaccurate	51 22%c	46 18%	16 12%	45 20%c	30 28%bcz	63 22%c	11 13%	51 22%	-	-	-	34 24%	7 14%	10 25%	29 21%	21 23%	46 18%	-	-	-	29 21%	8 11%	9 20%	23 18%	22 17%	16 12%	-	-	-	10 11%	5 16%	1 9%	8 10%	8 15%
Bill contained items I shouldn't have been charged for	49 21%z	42 16%	18 13%	43 19%z	24 22%z	58 20%z	7 8%	49 21%	-	-	-	27 19%	13 26%	9 23%	26 19%	21 23%	42 16%	-	-	-	21 15%	8 11%	13 28%tu	17 13%	25 19%	18 13%	-	-	-	16 17%	2 6%	- -	13 16%	5 9%
Payment issues (including setting up/making a payment, non-direct debit charges)	31 13%	25 10%	19 14%	24 11%	14 13%	34 12%	14 16%	31 13%	-	-	-	21 15%	5 10%	5 13%	18 13%	13 14%	25 10%	-	-	-	15 11%	6 8%	4 9%	7 6%	18 14%w	19 14%	-	-	-	15 16%	3 9%	1 9%	12 15%	7 13%
Getting a refund, credit note or cashback	21 9%	26 10%	16 12%	22 10%	9 8%	28 10%	15 17%a	21 9%	-	-	-	15 11%	5 10%	1 3%	13 9%	8 9%	26 10%	-	-	-	11 8%	9 12%	6 13%	10 8%	16 12%	16 12%	-	-	-	11 12%	4 13%	1 9%	7 9%	9 16%
Gave incorrect information	18 8%f	14 5%	5 4%	12 5%	6 6%	11 4%	5 6%	18 8%	-	-	-	9 6%	2 4%	7 18%kl	11 8%	7 8%	14 5%	-	-	-	8 6%	4 5%	2 4%	9 7%	4 3%	5 4%	-	-	-	1 1%	1 3%	3 27%	1 1%	4 7%
The format of the bill	17 7%f	21 8%f	9 7%	12 5%	4 4%	10 3%	3 3%	17 7%	-	-	-	9 6%	5 10%	3 8%	8 6%	9 10%	21 8%	-	-	-	17 12%uv	3 4%	1 2%	13 10%	8 6%	9 7%	-	-	-	7 7%	2 6%	- -	5 6%	4 7%
Rude/dismissive	17 7%f	22 8%f	9 7%	14 6%	12 11%fz	10 3%	2 2%	17 7%	-	-	-	6 4%	6 12%	5 13%	7 5%	10 11%	22 8%	-	-	-	8 6%	10 13%	4 9%	10 8%	11 8%	9 7%	-	-	-	5 5%	2 6%	2 18%	3 4%	5 9%
Took too long to resolve issue	16 7%	15 6%	17 12%bf	17 8%	11 10%	15 5%	10 11%f	16 7%	-	-	-	9 6%	4 8%	3 8%	9 7%	7 8%	15 6%	-	-	-	4 3%	8 11%t	3 7%	4 3%	10 8%	17 12%	-	-	-	8 9%	7 22%E	2 18%	9 11%	8 15%
Didn't do what they said they would do	14 6%	13 5%	5 4%	12 5%	13 12%bcd	19 7%	6 7%	14 6%	-	-	-	4 3%	3 6%	7 18%k	3 2%	10 11%n	13 5%	-	-	-	4 3%	7 9%t	2 4%	7 6%	6 5%	5 4%	-	-	-	4 4%	1 3%	- -	4 5%	1 2%
Costs of international and roaming calls	13 6%	32 12%acfz	8 6%	17 8%	9 8%	21 7%	4 5%	13 6%	-	-	-	10 7%	2 4%	1 3%	9 7%	4 4%	32 12%	-	-	-	14 10%	11 14%	7 15%	14 11%	18 14%	8 6%	-	-	-	6 6%	2 6%	- -	4 5%	4 7%
Pre-pay credit lost or not credited to card	12 5%	9 3%	9 7%d	4 2%	6 6%	15 5%d	8 9%bd	12 5%	-	-	-	10 7%	1 2%	1 3%	10 7%	2 2%	9 3%	-	-	-	8 6%	1 1%	- -	6 5%	3 2%	9 7%	-	-	-	7 7%	1 3%	1 9%	7 9%	2 4%
Unable to get through to anyone	10 4%	11 4%	5 4%	12 5%f	4 4%	5 2%	8 9%f	10 4%	-	-	-	4 3%	2 4%	4 10%	4 3%	5 5%	11 4%	-	-	-	5 4%	5 7%	1 2%	6 5%	5 4%	5 4%	-	-	-	3 3%	2 6%	- -	4 5%	1 2%
Unable to get through to relevant person	7 3%	9 3%	3 2%	9 4%	8 7%f	6 2%	3 3%	7 3%	-	-	-	5 4%	1 2%	1 3%	4 3%	3 3%	9 3%	-	-	-	2 1%	4 5%	3 7%	2 2%	7 5%	3 2%	-	-	-	2 2%	1 3%	- -	2 2%	1 2%
A different issue	7 3%	8 3%	7 5%	14 6%	8 7%	14 5%	4 5%	7 3%	-	-	-	1 1%	4 8%k	2 5%	3 2%	4 4%	8 3%	-	-	-	1 1%	6 8%t	1 2%	2 2%	6 5%	7 5%	-	-	-	4 4%	1 3%	2 18%	4 5%	3 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	231	262	137	223	109	290	87*	223	-**	-**	-**	125	58*	40*	119	101	109	-**	-**	-**	53*	27**	29**	46*	61*	290	-**	-**	-**	122	96*	72*	139	149
Bill was a lot higher than expected	58 25%z	72 27%z	28 20%z	55 25%z	30 28%z	89 31%	4 5%	55 25%	-	-	-	37 30%	12 21%	6 15%	36 30%	19 19%	30 28%	-	-	-	13 25%	8 30%	9 31%	10 22%	19 31%	89 31%	-	-	-	36 30%	29 30%	24 33%	43 31%	45 30%
Bill was inaccurate	51 22%c	46 18%	16 12%	45 20%c	30 28%bcz	63 22%	11 13%	45 20%	-	-	-	28 22%	9 16%	8 20%	28 24%	16 16%	30 28%	-	-	-	19 36%	6 22%	5 17%	17 37%	12 20%	63 22%	-	-	-	29 24%	19 20%	15 21%	32 23%	30 20%
Bill contained items I shouldn't have been charged for	49 21%z	42 16%	18 13%	43 19%z	24 22%z	58 20%	7 8%	43 19%	-	-	-	26 21%	7 12%	10 25%	26 22%	16 16%	24 22%	-	-	-	11 21%	6 22%	7 24%	10 22%	13 21%	58 20%	-	-	-	28 23%	13 14%	17 24%	28 20%	29 19%
Payment issues (including setting up/making a payment, non-direct debit charges)	31 13%	25 10%	19 14%	24 11%	14 13%	34 12%	14 16%	24 11%	-	-	-	14 11%	6 10%	4 10%	12 10%	11 11%	14 13%	-	-	-	5 9%	4 15%	5 17%	5 11%	9 15%	34 12%	-	-	-	12 10%	11 11%	11 15%	14 10%	20 13%
Getting a refund, credit note or cashback	21 9%	26 10%	16 12%	22 10%	9 8%	28 10%	15 17%a	22 10%	-	-	-	14 11%	4 7%	4 10%	12 10%	10 10%	9 8%	-	-	-	5 9%	3 11%	1 3%	5 11%	4 7%	28 10%	-	-	-	10 8%	8 8%	10 14%	13 9%	14 9%
Gave incorrect information	18 8%	14 5%	5 4%	12 5%	6 6%	11 4%	5 6%	12 5%	-	-	-	4 3%	4 7%	4 10%	4 3%	8 8%	6 6%	-	-	-	2 4%	2 7%	2 7%	1 2%	5 8%	11 4%	-	-	-	2 2%	7 7%E	2 3%	4 3%	7 5%
The format of the bill	17 7%	21 8%	9 7%	12 5%	4 4%	10 3%	3 3%	12 5%	-	-	-	9 7%	3 5%	- -	5 4%	7 7%	4 4%	-	-	-	2 4%	1 4%	1 3%	- -	4 7%	10 3%	-	-	-	4 3%	3 3%	3 4%	3 2%	7 5%
Rude/dismissive	17 7%	22 8%	9 7%	14 6%	12 11%a	10 3%	2 2%	14 6%	-	-	-	2 2%	9 16%k	3 8%	4 3%	10 10%n	12 11%	-	-	-	5 9%	5 19%	2 7%	3 7%	9 15%	10 3%	-	-	-	2 2%	4 4%	4 6%	3 2%	7 5%
Took too long to resolve issue	16 7%	15 6%	17 12%b	17 8%	11 10%	15 5%	10 11%	17 8%	-	-	-	6 5%	6 10%	5 13%	6 5%	11 11%	11 10%	-	-	-	6 11%	4 15%	1 3%	4 9%	7 11%	15 5%	-	-	-	3 2%	8 8%	4 6%	2 1%	13 9%H
Didn't do what they said they would do	14 6%	13 5%	5 4%	12 5%	13 12%bcd	19 7%	6 7%	12 5%	-	-	-	2 2%	4 7%	6 15%k	4 3%	8 8%	13 12%	-	-	-	4 8%	6 22%	3 10%	3 7%	10 16%	19 7%	-	-	-	1 1%	7 7%E	11 15%E	5 4%	14 9%H
Costs of international and roaming calls	13 6%	32 12%acz	8 6%	17 8%	9 8%	21 7%	4 5%	17 8%	-	-	-	10 8%	4 7%	3 8%	9 8%	7 7%	9 8%	-	-	-	4 8%	3 11%	2 7%	3 7%	6 10%	21 7%	-	-	-	12 10%	5 5%	4 6%	14 10%	7 5%
Pre-pay credit lost or not credited to card	12 5%	9 3%	9 7%d	4 2%	6 6%	15 5%	8 9%bd	4 2%	-	-	-	3 2%	- -	1 3%	2 2%	2 2%	6 6%	-	-	-	4 8%	1 4%	1 3%	3 7%	3 5%	15 5%	-	-	-	8 7%	5 5%	2 3%	10 7%	5 3%
Unable to get through to anyone	10 4%	11 4%	5 4%	12 5%	4 4%	5 2%	8 9%	12 5%	-	-	-	7 6%	3 5%	2 5%	6 5%	5 5%	4 4%	-	-	-	1 2%	3 11%	- -	- -	4 7%	5 2%	-	-	-	2 2%	1 1%	2 3%	1 1%	3 2%
Unable to get through to relevant person	7 3%	9 3%	3 2%	9 4%	8 7%	6 2%	3 3%	9 4%	-	-	-	6 5%	2 3%	1 3%	5 4%	4 4%	8 7%	-	-	-	4 8%	3 11%	1 3%	3 7%	5 8%	6 2%	-	-	-	2 2%	4 4%	- -	3 2%	3 2%
A different issue	7 3%	8 3%	7 5%	14 6%	8 7%	14 5%	4 5%	14 6%	-	-	-	8 6%	1 2%	5 13%l	6 5%	8 8%	8 7%	-	-	-	3 6%	- -	5 17%	3 7%	4 7%	14 5%	-	-	-	6 5%	4 4%	4 6%	6 4%	8 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	231	262	137	223	109	290	87*	87*	-**	-**	-**	50*	29**	8**	53*	32*
Bill was a lot higher than expected	58 25%z	72 27%z	28 20%z	55 25%z	30 28%z	89 31%	4 5%	4 5%	- -	- -	- -	3 6%	1 3%	- -	3 6%	1 3%
Bill was inaccurate	51 22%c	46 18%	16 12%	45 20%c	30 28%bcz	63 22%	11 13%	11 13%	- -	- -	- -	9 18%	2 7%	- -	9 17%	2 6%
Bill contained items I shouldn't have been charged for	49 21%z	42 16%	18 13%	43 19%z	24 22%z	58 20%	7 8%	7 8%	- -	- -	- -	4 8%	3 10%	- -	5 9%	2 6%
Payment issues (including setting up/making a payment, non-direct debit charges)	31 13%	25 10%	19 14%	24 11%	14 13%	34 12%	14 16%	14 16%	- -	- -	- -	5 10%	7 24%	2 25%	10 19%	4 13%
Getting a refund, credit note or cashback	21 9%	26 10%	16 12%	22 10%	9 8%	28 10%	15 17%a	15 17%	- -	- -	- -	11 22%	4 14%	- -	12 23%	2 6%
Gave incorrect information	18 8%	14 5%	5 4%	12 5%	6 6%	11 4%	5 6%	5 6%	- -	- -	- -	2 4%	2 7%	1 13%	- -	5 16%n
The format of the bill	17 7%	21 8%	9 7%	12 5%	4 4%	10 3%	3 3%	3 3%	- -	- -	- -	3 6%	- -	- -	2 4%	1 3%
Rude/dismissive	17 7%	22 8%	9 7%	14 6%	12 11%z	10 3%	2 2%	2 2%	- -	- -	- -	1 2%	1 3%	- -	1 2%	1 3%
Took too long to resolve issue	16 7%	15 6%	17 12%b	17 8%	11 10%	15 5%	10 11%	10 11%	- -	- -	- -	4 8%	5 17%	1 13%	1 2%	8 25%n
Didn't do what they said they would do	14 6%	13 5%	5 4%	12 5%	13 12%bcd	19 7%	6 7%	6 7%	- -	- -	- -	4 8%	2 7%	- -	3 6%	3 9%
Costs of international and roaming calls	13 6%	32 12%acz	8 6%	17 8%	9 8%	21 7%	4 5%	4 5%	- -	- -	- -	3 6%	1 3%	- -	3 6%	1 3%
Pre-pay credit lost or not credited to card	12 5%	9 3%	9 7%d	4 2%	6 6%	15 5%	8 9%bd	8 9%	- -	- -	- -	6 12%	2 7%	- -	4 8%	4 13%
Unable to get through to anyone	10 4%	11 4%	5 4%	12 5%	4 4%	5 2%	8 9%	8 9%	- -	- -	- -	3 6%	4 14%	1 13%	5 9%	3 9%
Unable to get through to relevant person	7 3%	9 3%	3 2%	9 4%	8 7%	6 2%	3 3%	3 3%	- -	- -	- -	1 2%	- -	2 25%	1 2%	2 6%
A different issue	7 3%	8 3%	7 5%	14 6%	8 7%	14 5%	4 5%	4 5%	- -	- -	- -	- -	2 7%	2 25%	2 4%	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 7

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	152	123	84*	165	78*	111	64*	-**	-**	152	-**	95*	36*	21**	88*	63*	-**	-**	123	-**	79*	29**	15**	73*	48*	-**	-**	84*	-**	58*	17**	9**	49*	35*
Service is not consistently available	52 34%c	38 31%	18 21%	54 33%	21 27%	39 35%c	24 38%c	- -	- -	52 34%	- -	31 33%	16 44%	5 24%	29 33%	23 37%	- -	- -	38 31%	- -	24 30%	8 28%	6 40%	26 36%	12 25%	- -	- -	18 21%	- -	12 21%	5 29%	1 11%	8 16%	10 29%
Poor indoor reception/ coverage	49 32%	40 33%	23 27%	70 42%cefz	16 21%	30 27%	16 25%	- -	- -	49 32%	- -	28 29%	12 33%	9 43%	23 26%	26 41%	- -	- -	40 33%	- -	26 33%	5 17%	9 60%	23 32%	17 35%	- -	- -	23 27%	- -	13 22%	7 41%	3 33%	9 18%	14 40%H
Complete loss of service	41 27%	26 21%	23 27%	49 30%	24 31%	29 26%	21 33%	- -	- -	41 27%	- -	29 31%	8 22%	4 19%	30 34%o	11 17%	- -	- -	26 21%	- -	15 19%	8 28%	3 20%	14 19%	11 23%	- -	- -	23 27%	- -	15 26%	5 29%	3 33%	13 27%	10 29%
Unable to access 4G service	37 24%	29 24%	20 24%	49 30%	22 28%	31 28%	17 27%	- -	- -	37 24%	- -	18 19%	11 31%	8 38%	17 19%	19 30%	- -	- -	29 24%	- -	20 25%	6 21%	3 20%	14 19%	14 29%	- -	- -	20 24%	- -	17 29%	3 18%	- -	15 31%	5 14%
Poor outside reception/ coverage	33 22%	22 18%	11 13%	32 19%	17 22%	24 22%	9 14%	- -	- -	33 22%	- -	20 21%	9 25%	4 19%	14 16%	19 30%n	- -	- -	22 18%	- -	13 16%	5 17%	4 27%	9 12%	13 27%w	- -	- -	11 13%	- -	4 7%	6 35%	1 11%	4 8%	7 20%
Problems with calls being disconnected during a call or not connected at all	17 11%	15 12%	10 12%	28 17%z	10 13%	16 14%z	3 5%	- -	- -	17 11%	- -	9 9%	3 8%	5 24%	9 10%	8 13%	- -	- -	15 12%	- -	9 11%	4 14%	2 13%	8 11%	7 15%	- -	- -	10 12%	- -	7 12%	2 12%	1 11%	5 10%	5 14%
Text or voice mails delivered late	7 5%	13 11%	4 5%	10 6%	5 6%	9 8%	7 11%	- -	- -	7 5%	- -	4 4%	1 3%	2 10%	3 3%	4 6%	- -	- -	13 11%	- -	8 10%	2 7%	3 20%	6 8%	7 15%	- -	- -	4 5%	- -	2 3%	2 12%	- -	2 4%	2 6%
Connection speed slower than advertised or led to expect	3 2%	- -	- -	- -	4 5%bcdf	- -	- -	- -	- -	3 2%	- -	2 2%	1 3%	- -	2 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with voice over internet (VOIP) telephone calls	2 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	2 1%	- -	2 2%	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor line quality	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 4%	6 5%	5 6%	9 5%	7 9%	13 12%o	5 8%	- -	- -	6 4%	- -	2 2%	2 6%	2 10%	2 2%	4 6%	- -	- -	6 5%	- -	4 5%	1 3%	1 7%	5 7%	1 2%	- -	- -	5 6%	- -	4 7%	- -	1 11%	4 8%	1 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 8

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	152	123	84*	165	78*	111	64*	-**	-**	165	-**	89*	47*	29**	66*	97*	-**	-**	78*	-**	31*	27**	20**	35*	43*	-**	-**	111	-**	63*	32*	16**	50*	59*
Service is not consistently available	52 34%c	38 31%	18 21%	54 33%	21 27%	39 35%	24 38%c	- -	- -	54 33%	- -	26 29%	19 40%	9 31%	17 26%	36 37%	- -	- -	21 27%	- -	7 23%	12 44%	2 10%	7 20%	14 33%	- -	- -	39 35%	- -	21 33%	13 41%	5 31%	17 34%	21 36%
Poor indoor reception/ coverage	49 32%	40 33%	23 27%	70 42%cez	16 21%	30 27%	16 25%	- -	- -	70 42%	- -	33 37%	20 43%	17 59%	20 30%	49 51%n	- -	- -	16 21%	- -	4 13%	4 15%	8 40%	7 20%	9 21%	- -	- -	30 27%	- -	12 19%	11 34%	7 44%	9 18%	20 34%
Complete loss of service	41 27%	26 21%	23 27%	49 30%	24 31%	29 26%	21 33%	- -	- -	49 30%	- -	27 30%	11 23%	11 38%	23 35%	26 27%	- -	- -	24 31%	- -	10 32%	6 22%	8 40%	8 23%	16 37%	- -	- -	29 26%	- -	12 19%	8 25%	9 56%	10 20%	19 32%
Unable to access 4G service	37 24%	29 24%	20 24%	49 30%	22 28%	31 28%	17 27%	- -	- -	49 30%	- -	27 30%	15 32%	7 24%	15 23%	32 33%	- -	- -	22 28%	- -	9 29%	8 30%	5 25%	9 26%	13 30%	- -	- -	31 28%	- -	18 29%	9 28%	4 25%	16 32%	15 25%
Poor outside reception/ coverage	33 22%	22 18%	11 13%	32 19%	17 22%	24 22%	9 14%	- -	- -	32 19%	- -	20 22%	6 13%	6 21%	8 12%	23 24%	- -	- -	17 22%	- -	7 23%	6 22%	4 20%	5 14%	12 28%	- -	- -	24 22%	- -	11 17%	9 28%	4 25%	6 12%	18 31%H
Problems with calls being disconnected during a call or not connected at all	17 11%	15 12%	10 12%	28 17%z	10 13%	16 14%	3 5%	- -	- -	28 17%	- -	10 11%	13 28%k	5 17%	6 9%	22 23%n	- -	- -	10 13%	- -	7 23%	- -	3 15%	7 20%	3 7%	- -	- -	16 14%	- -	11 17%	4 13%	1 6%	7 14%	9 15%
Text or voice mails delivered late	7 5%	13 11%	4 5%	10 6%	5 6%	9 8%	7 11%	- -	- -	10 6%	- -	6 7%	2 4%	2 7%	4 6%	6 6%	- -	- -	5 6%	- -	- -	3 11%	2 10%	1 3%	4 9%	- -	- -	9 8%	- -	7 11%	2 6%	- -	6 12%	3 5%
Connection speed slower than advertised or led to expect	3 2%	- -	- -	- -	4 5%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 5%	- -	- -	1 4%	3 15%	- -	4 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with voice over internet (VOIP) telephone calls	2 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 5%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor line quality	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 3%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 4%	6 5%	5 6%	9 5%	7 9%	13 12%	5 8%	- -	- -	9 5%	- -	6 7%	1 2%	2 7%	5 8%	4 4%	- -	- -	7 9%	- -	2 6%	2 7%	3 15%	3 9%	4 9%	- -	- -	13 12%	- -	7 11%	3 9%	3 19%	4 8%	9 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 9

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	152	123	84*	165	78*	111	64*	-**	-**	64*	-**	35*	24**	5**	30*	34*
Service is not consistently available	52 34%c	38 31%	18 21%	54 33%	21 27%	39 35%	24 38%c	- -	- -	24 38%	- -	13 37%	8 33%	3 60%	9 30%	15 44%
Poor indoor reception/ coverage	49 32%	40 33%	23 27%	70 42%cez	16 21%	30 27%	16 25%	- -	- -	16 25%	- -	5 14%	9 38%	2 40%	7 23%	9 26%
Complete loss of service	41 27%	26 21%	23 27%	49 30%	24 31%	29 26%	21 33%	- -	- -	21 33%	- -	7 20%	12 50%	2 40%	10 33%	11 32%
Unable to access 4G service	37 24%	29 24%	20 24%	49 30%	22 28%	31 28%	17 27%	- -	- -	17 27%	- -	11 31%	5 21%	1 20%	7 23%	10 29%
Poor outside reception/ coverage	33 22%	22 18%	11 13%	32 19%	17 22%	24 22%	9 14%	- -	- -	9 14%	- -	4 11%	3 13%	2 40%	5 17%	4 12%
Problems with calls being disconnected during a call or not connected at all	17 11%	15 12%	10 12%	28 17%z	10 13%	16 14%	3 5%	- -	- -	3 5%	- -	3 9%	- -	- -	2 7%	1 3%
Text or voice mails delivered late	7 5%	13 11%	4 5%	10 6%	5 6%	9 8%	7 11%	- -	- -	7 11%	- -	6 17%	1 4%	- -	4 13%	3 9%
Connection speed slower than advertised or led to expect	3 2%	- -	- -	- -	4 5%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with voice over internet (VOIP) telephone calls	2 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor line quality	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 4%	6 5%	5 6%	9 5%	7 9%	13 12%	5 8%	- -	- -	5 8%	- -	2 6%	2 8%	1 20%	2 7%	3 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 10

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	93*	102	76*	85*	70*	73*	46*	-**	93*	-**	-**	56*	28**	9**	64*	27**	-**	102	-**	-**	54*	35*	13**	61*	41*	-**	76*	-**	-**	46*	19**	11**	47*	27**
Switching issues (e.g. problems trying to switch or problems porting your number)	39 *42%*	52 *51%*	39 *51%*	43 *51%*	26 *37%*	40 **55%e**	27 **59%e**	- -	39 *42%*	- -	- -	24 *43%*	10 *36%*	5 *56%*	27 *42%*	10 *37%*	- -	52 *51%*	- -	- -	32 *59%*	15 *43%*	5 *38%*	39 **64%x**	13 *32%*	- -	39 *51%*	- -	- -	21 *46%*	11 *58%*	7 *64%*	25 *53%*	13 *48%*
Missed/ moved installation appointment	4 **4%b**	- -	- -	- -	3 **4%b**	- -	- -	- -	4 *4%*	- -	- -	1 *2%*	3 *11%*	- -	2 *3%*	2 *7%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an installation	4 **4%b**	- -	- -	- -	7 **10%bcdfz**	- -	- -	- -	4 *4%*	- -	- -	2 *4%*	2 *7%*	- -	3 *5%*	1 *4%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during repair	4 **4%b**	- -	- -	- -	6 **9%bcdfz**	- -	- -	- -	4 *4%*	- -	- -	4 *7%*	- -	- -	3 *5%*	1 *4%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Complaining about an engineer	3 *3%*	- -	- -	- -	4 **6%bcdf**	- -	- -	- -	3 *3%*	- -	- -	3 *5%*	- -	- -	3 *5%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Missed/moved repair appointment	3 *3%*	- -	- -	- -	5 **7%bcdf**	- -	- -	- -	3 *3%*	- -	- -	3 *5%*	- -	- -	2 *3%*	1 *4%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to repair a fault	3 *3%*	- -	- -	- -	5 **7%bcdf**	- -	- -	- -	3 *3%*	- -	- -	2 *4%*	1 *4%*	- -	3 *5%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during installation	2 *2%*	- -	- -	- -	4 **6%bcdf**	- -	- -	- -	2 *2%*	- -	- -	1 *2%*	1 *4%*	- -	1 *2%*	1 *4%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an appointment for an engineer visit	1 *1%*	- -	- -	- -	6 **9%abcdfz**	- -	- -	- -	1 *1%*	- -	- -	1 *2%*	- -	- -	1 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to install the service	1 *1%*	- -	- -	- -	4 **6%bcdf**	- -	- -	- -	1 *1%*	- -	- -	1 *2%*	- -	- -	1 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue	39 *42%*	50 *49%*	37 *49%*	42 *49%*	25 *36%*	33 *45%*	19 *41%*	- -	39 *42%*	- -	- -	23 *41%*	12 *43%*	4 *44%*	26 *41%*	13 *48%*	- -	50 *49%*	- -	- -	22 *41%*	20 *57%*	8 *62%*	22 *36%*	28 **68%w**	- -	37 *49%*	- -	- -	25 *54%*	8 *42%*	4 *36%*	22 *47%*	14 *52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 11

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	93*	102	76*	85*	70*	73*	46*	-**	85*	-**	-**	51*	23**	11**	38*	46*	-**	70*	-**	-**	42*	18**	10**	40*	29**	-**	73*	-**	-**	37*	25**	11**	38*	35*
Switching issues (e.g. problems trying to switch or problems porting your number)	39 *42%*	52 *51%*	39 *51%*	43 *51%*	26 *37%*	40 *55%*	27 59%e	- -	43 *51%*	- -	- -	28 *55%*	12 *52%*	3 *27%*	22 *58%*	20 *43%*	- -	26 *37%*	- -	- -	17 *40%*	7 *39%*	2 *20%*	17 *43%*	9 *31%*	- -	40 *55%*	- -	- -	21 *57%*	15 *60%*	4 *36%*	21 *55%*	19 *54%*
Missed/ moved installation appointment	4 4%b	- -	- -	- -	3 4%b	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 *4%*	- -	- -	3 *7%*	- -	- -	2 *5%*	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an installation	4 4%b	- -	- -	- -	7 10%bcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	7 *10%*	- -	- -	6 *14%*	1 *6%*	- -	7 *18%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during repair	4 4%b	- -	- -	- -	6 9%bcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 *9%*	- -	- -	4 *10%*	2 *11%*	- -	3 *8%*	3 *10%*	- -	- -	- -	- -	- -	- -	- -	- -
Complaining about an engineer	3 *3%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *6%*	- -	- -	3 *7%*	1 *6%*	- -	2 *5%*	2 *7%*	- -	- -	- -	- -	- -	- -	- -	- -
Missed/moved repair appointment	3 *3%*	- -	- -	- -	5 7%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 *7%*	- -	- -	4 *10%*	- -	1 *10%*	3 *8%*	2 *7%*	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to repair a fault	3 *3%*	- -	- -	- -	5 7%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 *7%*	- -	- -	4 *10%*	- -	1 *10%*	3 *8%*	2 *7%*	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during installation	2 *2%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *6%*	- -	- -	4 *10%*	- -	- -	3 *8%*	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an appointment for an engineer visit	1 *1%*	- -	- -	- -	6 9%abcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 *9%*	- -	- -	5 *12%*	1 *6%*	- -	5 *13%*	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to install the service	1 *1%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *6%*	- -	- -	4 *10%*	- -	- -	3 *8%*	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -
A different issue	39 *42%*	50 *49%*	37 *49%*	42 *49%*	25 *36%*	33 *45%*	19 *41%*	- -	42 *49%*	- -	- -	23 *45%*	11 *48%*	8 *73%*	16 *42%*	26 *57%*	- -	25 *36%*	- -	- -	11 *26%*	7 *39%*	7 *70%*	11 *28%*	13 *45%*	- -	33 *45%*	- -	- -	16 *43%*	10 *40%*	7 *64%*	17 *45%*	16 *46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 12

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	93*	102	76*	85*	70*	73*	46*	-**	46*	-**	-**	31*	13**	2**	28**	17**
Switching issues (e.g. problems trying to switch or problems porting your number)	39 *42%*	52 *51%*	39 *51%*	43 *51%*	26 *37%*	40 *55%*	27 59%e	- -	27 *59%*	- -	- -	17 *55%*	8 *62%*	2 *100%*	15 *54%*	12 *71%*
Missed/ moved installation appointment	4 4%b	- -	- -	- -	3 4%b	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an installation	4 4%b	- -	- -	- -	7 10%bcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during repair	4 4%b	- -	- -	- -	6 9%bcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Complaining about an engineer	3 *3%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Missed/moved repair appointment	3 *3%*	- -	- -	- -	5 7%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to repair a fault	3 *3%*	- -	- -	- -	5 7%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during installation	2 *2%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an appointment for an engineer visit	1 *1%*	- -	- -	- -	6 9%abcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to install the service	1 *1%*	- -	- -	- -	4 6%bcd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue	39 *42%*	50 *49%*	37 *49%*	42 *49%*	25 *36%*	33 *45%*	19 *41%*	- -	19 *41%*	- -	- -	14 *45%*	5 *38%*	- -	13 *46%*	5 *29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 13

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	35*	51*	22**	27**	12**	26**	22**	-**	-**	-**	35*	19**	13**	3**	22**	12**	-**	-**	-**	51*	32*	10**	9**	33*	17**	-**	-**	-**	22**	15**	5**	2**	12**	10**
Change to your package or service (upgrading or downgrading your service)	12 *34%*	14 *27%*	2 *9%*	10 *37%*	3 *25%*	7 *27%*	3 *14%*	- -	- -	- -	12 *34%*	6 *32%*	4 *31%*	2 *67%*	8 *36%*	4 *33%*	- -	- -	- -	14 *27%*	8 *25%*	3 *30%*	3 *33%*	9 *27%*	4 *24%*	- -	- -	- -	2 *9%*	1 *7%*	1 *20%*	- -	1 *8%*	1 *10%*
Keeping your mobile phone number when changing suppliers	6 *17%*	8 *16%*	3 *14%*	2 *7%*	2 *17%*	4 *15%*	4 *18%*	- -	- -	- -	6 *17%*	4 *21%*	1 *8%*	1 *33%*	5 *23%*	1 *8%*	- -	- -	- -	8 *16%*	7 *22%*	1 *10%*	- -	6 *18%*	2 *12%*	- -	- -	- -	3 *14%*	1 *7%*	1 *20%*	1 *50%*	- -	3 *30%*
Complaining about the terms of your contract	3 *9%*	5 *10%*	3 *14%*	4 *15%*	1 *8%*	3 *12%*	2 *9%*	- -	- -	- -	3 *9%*	- -	3 *23%*	- -	1 *5%*	2 *17%*	- -	- -	- -	5 *10%*	2 *6%*	1 *10%*	2 *22%*	1 *3%*	4 *24%*	- -	- -	- -	3 *14%*	2 *13%*	- -	1 *50%*	2 *17%*	1 *10%*
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *9%*	4 *8%*	- -	- -	1 *8%*	1 *4%*	8 *36%*	- -	- -	- -	3 *9%*	2 *11%*	1 *8%*	- -	1 *5%*	1 *8%*	- -	- -	- -	4 *8%*	2 *6%*	- -	2 *22%*	3 *9%*	1 *6%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Service not performing as advertised or as told in store/over the phone	2 *6%*	6 *12%*	4 *18%*	2 *7%*	- -	3 *12%*	2 *9%*	- -	- -	- -	2 *6%*	1 *5%*	1 *8%*	- -	1 *5%*	1 *8%*	- -	- -	- -	6 *12%*	5 *16%*	1 *10%*	- -	5 *15%*	1 *6%*	- -	- -	- -	4 *18%*	3 *20%*	1 *20%*	- -	3 *25%*	1 *10%*
A different issue (please describe it briefly in your own words)	9 *26%*	16 *31%*	10 *45%*	11 *41%*	6 *50%*	10 *38%*	6 *27%*	- -	- -	- -	9 *26%*	6 *32%*	3 *23%*	- -	6 *27%*	3 *25%*	- -	- -	- -	16 *31%*	10 *31%*	4 *40%*	2 *22%*	11 *33%*	5 *29%*	- -	- -	- -	10 *45%*	8 *53%*	2 *40%*	- -	6 *50%*	4 *40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 14

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	35*	51*	22**	27**	12**	26*	22**	-**	-**	-**	27**	19**	7**	1**	21**	4**	-**	-**	-**	12**	5**	4**	3**	6**	6**	-**	-**	-**	26**	12**	9**	5**	10**	15**
Change to your package or service (upgrading or downgrading your service)	12 *34%*	14 *27%*	2 *9%*	10 *37%*	3 *25%*	7 *27%*	3 *14%*	- -	- -	- -	10 *37%*	7 *37%*	3 *43%*	- -	7 *33%*	2 *50%*	- -	- -	- -	3 *25%*	2 *40%*	- -	1 *33%*	3 *50%*	- -	- -	- -	- -	7 *27%*	3 *25%*	3 *33%*	1 *20%*	3 *30%*	4 *27%*
Keeping your mobile phone number when changing suppliers	6 *17%*	8 *16%*	3 *14%*	2 *7%*	2 *17%*	4 *15%*	4 *18%*	- -	- -	- -	2 *7%*	2 *11%*	- -	- -	2 *10%*	- -	- -	- -	- -	2 *17%*	2 *40%*	- -	- -	2 *33%*	- -	- -	- -	- -	4 *15%*	3 *25%*	1 *11%*	- -	2 *20%*	2 *13%*
Complaining about the terms of your contract	3 *9%*	5 *10%*	3 *14%*	4 *15%*	1 *8%*	3 *12%*	2 *9%*	- -	- -	- -	4 *15%*	2 *11%*	1 *14%*	1 *100%*	1 *5%*	2 *50%*	- -	- -	- -	1 *8%*	- -	1 *25%*	- -	- -	1 *17%*	- -	- -	- -	3 *12%*	1 *8%*	- -	2 *40%*	1 *10%*	2 *13%*
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *9%*	4 *8%*	- -	- -	1 *8%*	1 *4%*	8 *36%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *8%*	1 *20%*	- -	- -	1 *17%*	- -	- -	- -	- -	1 *4%*	- -	1 *11%*	- -	1 *10%*	- -
Service not performing as advertised or as told in store/over the phone	2 *6%*	6 *12%*	4 *18%*	2 *7%*	- -	3 *12%*	2 *9%*	- -	- -	- -	2 *7%*	- -	2 *29%*	- -	2 *10%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 *12%*	1 *8%*	1 *11%*	1 *20%*	1 *10%*	2 *13%*
A different issue (please describe it briefly in your own words)	9 *26%*	16 *31%*	10 *45%*	11 *41%*	6 *50%*	10 *38%*	6 *27%*	- -	- -	- -	11 *41%*	9 *47%*	2 *29%*	- -	11 *52%*	- -	- -	- -	- -	6 *50%*	1 *20%*	3 *75%*	2 *67%*	1 *17%*	5 *83%*	- -	- -	- -	10 *38%*	5 *42%*	3 *33%*	2 *40%*	3 *30%*	6 *40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 15

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	35*	51*	22**	27**	12**	26*	22**	-**	-**	-**	22**	16**	4**	2**	13**	6**
Change to your package or service (upgrading or downgrading your service)	12 *34%*	14 *27%*	2 *9%*	10 *37%*	3 *25%*	7 *27%*	3 *14%*	- -	- -	- -	3 *14%*	2 *13%*	1 *25%*	- -	1 *8%*	2 *33%*
Keeping your mobile phone number when changing suppliers	6 *17%*	8 *16%*	3 *14%*	2 *7%*	2 *17%*	4 *15%*	4 *18%*	- -	- -	- -	4 *18%*	3 *19%*	1 *25%*	- -	2 *15%*	1 *17%*
Complaining about the terms of your contract	3 *9%*	5 *10%*	3 *14%*	4 *15%*	1 *8%*	3 *12%*	2 *9%*	- -	- -	- -	2 *9%*	1 *6%*	- -	1 *50%*	2 *15%*	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *9%*	4 *8%*	- -	- -	1 *8%*	1 *4%*	8 *36%*	- -	- -	- -	8 *36%*	6 *38%*	2 *50%*	- -	6 *46%*	1 *17%*
Service not performing as advertised or as told in store/over the phone	2 *6%*	6 *12%*	4 *18%*	2 *7%*	- -	3 *12%*	2 *9%*	- -	- -	- -	2 *9%*	2 *13%*	- -	- -	1 *8%*	1 *17%*
A different issue (please describe it briefly in your own words)	9 *26%*	16 *31%*	10 *45%*	11 *41%*	6 *50%*	10 *38%*	6 *27%*	- -	- -	- -	6 *27%*	4 *25%*	1 *25%*	1 *50%*	2 *15%*	3 *50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 16

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

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
Only/mainly on the phone	250	230	119	257	146	249	54	134	19	77	20	143	62	45	139	109	124	37	53	16	119	68	43	111	116	52	26	29	12	79	26	14	76	43
	49%bcz	43%z	37%z	51%bcz	54%bcz	50%bcz	25%	58%h	20%	51%h	57%h	46%	49%	62%k	45%	56%n	47%s	36%	43%	31%	39%	45%	52%t	38%	49%w	38%	34%	35%	55%	37%	36%	42%	40%	34%
Only/mainly via webchat	62	107	52	76	17	106	41	33	10	16	3	40	17	5	45	17	59	17	20	11	65	28	14	64	43	23	11	14	4	35	12	5	30	21
	12%e	20%ade	16%e	15%e	6%	21%ade	19%ae	14%	11%	11%	9%	13%	13%	7%	14%	9%	23%	17%	16%	22%	21%	19%	17%	22%	18%	17%	14%	17%	18%	16%	16%	15%	16%	17%
Only/mainly via email	54	50	32	42	29	33	66	22	16	14	2	35	14	5	30	22	26	13	9	2	33	12	5	35	15	16	7	9	-	24	7	1	19	12
	11%f	9%	10%	8%	11%f	7%	30%abcdef	10%	17%	9%	6%	11%	11%	7%	10%	11%	10%	13%	7%	4%	11%	8%	6%	12%x	6%	12%	9%	11%	-	11%	10%	3%	10%	9%
Only/mainly in store	51	67	61	50	22	47	11	13	17	20	1	30	13	8	27	24	24	19	16	8	33	20	14	29	36	24	13	19	5	42	14	5	33	28
	10%z	12%z	19%abdefz	10%z	8%	9%z	5%	6%	18%gj	13%g	3%	10%	10%	11%	9%	12%	9%	19%p	13%	16%	11%	13%	17%	10%	15%	18%	17%	23%	23%	20%	19%	15%	17%	22%
Only/mainly by social media	45	33	22	26	22	21	15	11	17	15	2	29	11	5	35	9	13	6	10	4	22	11	-	22	10	10	6	6	-	13	8	1	13	9
	9%df	6%	7%	5%	8%f	4%	7%	5%	18%g	10%	6%	9%	9%	7%	11%o	5%	5%	6%	8%	8%	7%v	7%v	-	8%	4%	7%	8%	7%	-	6%	11%	3%	7%	7%
Only/mainly by letter	22	24	7	12	23	17	6	12	8	2	-	11	7	4	16	5	8	5	7	4	18	4	2	17	7	3	4	-	-	6	-	1	4	3
	4%	4%	2%	2%	9%abcdfz	3%	3%	5%l	9%l	1%	-	4%	6%	5%	5%	3%	3%	5%	6%	8%	6%	3%	2%	6%	3%	2%	5%C	-	-	3%	-	3%	2%	2%
Only/mainly via another contact method	17	15	25	21	9	24	20	4	5	7	1	14	2	1	10	7	5	4	5	1	9	4	2	10	5	8	9	7	1	14	6	5	14	10
	3%	3%	8%abde	4%	3%	5%	9%abdef	2%	5%	5%	3%	5%	2%	1%	3%	4%	2%	4%	4%	2%	3%	3%	2%	3%	2%	6%	12%	8%	5%	7%	8%	15%	7%	8%
Don't know	10	12	1	16	1	3	6	2	1	1	6	9	1	-	9	-	3	1	3	5	6	3	3	5	4	1	-	-	-	-	-	1	-	1
	2%c	2%cef	*	3%cef	*	1%	3%cef	1%	1%	1%	17%ghi	3%	1%	-	3%o	-	1%	1%	2%	10%pqr	2%	2%	4%	2%	2%	1%	-	-	-	-	-	3%E	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 17

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

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
Only/mainly on the phone	250	230	119	257	146	249	54	119	33	97	8	142	68	47	124	132	66	31	41	8	64	41	41	61	84	170	24	45	10	107	76	66	109	138
	49%bcz	43%z	37%z	51%bcz	54%bcz	50%	25%	53%h	39%	59%h	30%	50%	50%	58%	51%	53%	61%d	44%	53%	67%	49%	54%	66%t	48%	60%w	59%BC	33%	41%	38%	46%	47%	63%EF	46%	53%
Only/mainly via webchat	62	107	52	76	17	106	41	36	11	24	5	51	20	5	47	29	5	5	7	-	10	6	1	10	7	63	11	26	6	47	36	23	46	59
	12%e	20%ade	16%e	15%e	6%	21%	19%ae	16%	13%	15%	19%	18%m	15%	6%	19%o	12%	5%	7%	9%	-	8%	8%	2%	8%	5%	22%	15%	23%	23%	20%	22%	22%	19%	23%
Only/mainly via email	54	50	32	42	29	33	66	19	10	12	1	25	9	8	16	26	11	11	6	1	17	6	6	18	11	20	7	5	1	21	7	5	18	15
	11%	9%	10%	8%	11%	7%	30%abcde	9%	12%	7%	4%	9%	7%	10%	7%	10%	10%	16%	8%	8%	13%	8%	10%	14%	8%	7%	10%	5%	4%	9%	4%	5%	8%	6%
Only/mainly in store	51	67	61	50	22	47	11	22	9	15	4	24	19	7	20	29	9	5	6	2	11	4	7	9	11	17	7	15	8	22	20	5	29	17
	10%z	12%z	19%abdez	10%z	8%	9%	5%	10%	11%	9%	15%	8%	14%	9%	8%	12%	8%	7%	8%	17%	8%	5%	11%	7%	8%	6%	10%	14%A	31%	9%	12%G	5%	12%I	7%
Only/mainly by social media	45	33	22	26	22	21	15	7	8	8	3	16	5	5	15	11	6	9	6	1	13	7	2	11	11	8	9	4	-	13	6	2	7	14
	9%d	6%	7%	5%	8%	4%	7%	3%	9%g	5%	11%	6%	4%	6%	6%	4%	6%	13%	8%	8%	10%	9%	3%	9%	8%	3%	12%AC	4%	-	6%	4%	2%	3%	5%
Only/mainly by letter	22	24	7	12	23	17	6	4	6	2	-	5	5	2	5	7	8	8	7	-	10	9	4	13	10	4	8	5	-	9	6	2	11	6
	4%	4%	2%	2%	9%abcdz	3%	3%	2%	7%gl	1%	-	2%	4%	2%	2%	3%	7%	11%	9%	-	8%	12%	6%	10%	7%	1%	11%A	5%	-	4%	4%	2%	5%	2%
Only/mainly via another contact method	17	15	25	21	9	24	20	10	7	3	1	10	6	5	10	11	4	1	4	-	5	3	1	5	4	6	7	10	1	14	9	1	15	9
	3%	3%	8%abde	4%	3%	5%	9%abde	4%	8%l	2%	4%	4%	4%	6%	4%	4%	4%	1%	5%	-	4%	4%	2%	4%	3%	2%	10%A	9%A	4%	6%G	6%	1%	6%	3%
Don't know	10	12	1	16	1	3	6	6	1	4	5	11	3	2	7	3	-	-	1	-	1	-	-	-	1	2	-	1	-	1	2	-	2	-
	2%c	2%ce	*	3%ce	*	1%	3%ce	3%	1%	2%	19%	4%	2%	2%	3%	1%	-	-	1%	-	1%	-	-	-	1%	1%	-	1%	-	*	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 18

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

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
Only/mainly on the phone	250 49%bcz	230 43%z	119 37%z	257 51%bcz	146 54%bcz	249 50%	54 25%	22 25%	10 22%	17 27%	5 23%	25 19%	24 34%k	5 29%	21 17%	31 35%n
Only/mainly via webchat	62 12%e	107 20%ade	52 16%e	76 15%e	17 6%	106 21%	41 19%ae	14 16%	6 13%	16 25%	5 23%	27 20%	11 16%	3 18%	27 22%	14 16%
Only/mainly via email	54 11%	50 9%	32 10%	42 8%	29 11%	33 7%	66 30%abcde	31 36%i	14 30%	12 19%	9 41%	42 32%	18 26%	6 35%	40 32%	24 27%
Only/mainly in store	51 10%z	67 12%z	61 19%abdez	50 10%z	22 8%	47 9%	11 5%	4 5%	5 11%	2 3%	- -	9 7%l	- -	2 12%	8 6%	3 3%
Only/mainly by social media	45 9%d	33 6%	22 7%	26 5%	22 8%	21 4%	15 7%	3 3%	4 9%	8 13%g	- -	7 5%	7 10%	1 6%	7 6%	8 9%
Only/mainly by letter	22 4%	24 4%	7 2%	12 2%	23 9%abcdz	17 3%	6 3%	3 3%	- -	2 3%	1 5%	5 4%	1 1%	- -	3 2%	3 3%
Only/mainly via another contact method	17 3%	15 3%	25 8%abde	21 4%	9 3%	24 5%	20 9%abde	9 10%	6 13%	5 8%	- -	14 11%	6 9%	- -	15 12%	5 6%
Don't know	10 2%c	12 2%ce	1 *	16 3%ce	1 *	3 1%	6 3%ce	1 1%	1 2%	2 3%	2 9%	3 2%	3 4%	- -	3 2%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 19

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	107	76	62	84	27	65	50	57	21	21	8	107	-	-	103	2	29	15	20	12	76	-	-	64	8	22	16	19	5	62	-	-	58	3
		21%bef	14%	19%bef	17%e	10%	13%	23%bef	25%l	23%	14%	23%	34%lm	-	-	33%o	1%	11%	15%	16%	24%p	25%uv	-	-	22%x	3%	16%	21%	23%	23%	29%FG	-	-	31%I	2%
9 -	(9)	42	41	35	40	23	42	14	19	7	11	5	42	-	-	38	4	21	6	10	4	41	-	-	35	6	15	5	12	3	35	-	-	27	8
		8%	8%	11%	8%	9%	8%	6%	8%	8%	7%	14%	14%lm	-	-	12%o	2%	8%	6%	8%	8%	13%uv	-	-	12%x	3%	11%	7%	14%	14%	16%FG	-	-	14%I	6%
8 -	(8)	81	99	64	92	45	67	32	33	15	28	5	81	-	-	63	18	45	24	22	8	99	-	-	74	25	33	15	13	3	64	-	-	42	22
		16%	18%f	20%f	18%f	17%	13%	15%	14%	16%	18%	14%	26%lm	-	-	20%o	9%	17%	24%	18%	16%	32%uv	-	-	25%x	11%	24%	20%	15%	14%	30%FG	-	-	22%	17%
7 -	(7)	81	89	52	68	36	60	36	32	13	35	1	81	-	-	50	31	45	9	27	8	89	-	-	47	39	24	10	14	4	52	-	-	29	21
		16%	17%f	16%	14%	13%	12%	16%	14%	14%	23%gj	3%	26%lm	-	-	16%	16%	17%q	9%	22%q	16%	29%uv	-	-	16%	17%	18%	13%	17%	18%	24%FG	-	-	15%	17%
6 -	(6)	50	50	26	55	25	65	34	17	14	14	5	-	50	-	23	26	26	9	12	3	-	50	-	19	31	14	5	6	1	-	26	-	9	17
		10%	9%	8%	11%	9%	13%c	16%abce	7%	15%g	9%	14%	-	39%km	-	7%	13%n	10%	9%	10%	6%	-	33%tv	-	6%	13%w	10%	7%	7%	5%	-	36%EG	-	5%	13%H
5 -	(5)	41	64	21	47	37	49	21	17	5	16	3	-	41	-	11	28	30	19	11	4	-	64	-	28	36	9	5	5	2	-	21	-	9	12
		8%	12%ac	7%	9%	14%ac	10%	10%	7%	5%	11%	9%	-	32%km	-	4%	15%n	11%	19%r	9%	8%	-	43%tv	-	10%	15%w	7%	7%	6%	9%	-	29%EG	-	5%	9%
4 -	(4)	36	36	26	33	14	48	15	16	9	6	5	-	36	-	9	27	20	7	6	3	-	36	-	7	28	9	9	6	2	-	26	-	7	19
		7%	7%	8%	7%	5%	10%e	7%	7%	10%	4%	14%i	-	28%km	-	3%	14%n	8%	7%	5%	6%	-	24%tv	-	2%	12%w	7%	12%	7%	9%	-	36%EG	-	4%	15%H
3 -	(3)	28	21	13	32	16	34	10	17	4	7	-	-	-	28	6	20	9	3	4	5	-	-	21	8	13	6	2	3	2	-	-	13	3	10
		5%	4%	4%	6%	6%	7%b	5%	7%	4%	5%	-	-	-	38%kl	2%	10%n	3%	3%	3%	10%p	-	-	25%tu	3%	6%	4%	3%	4%	9%	-	-	39%EF	2%	8%H
2 -	(2)	10	19	7	15	12	21	2	5	1	3	1	-	-	10	1	9	11	5	2	1	-	-	19	6	12	2	2	3	-	-	-	7	1	6
		2%	4%z	2%	3%	4%az	4%az	1%	2%	1%	2%	3%	-	-	14%kl	*	5%n	4%	5%	2%	2%	-	-	23%tu	2%	5%	1%	3%	4%	-	-	-	21%EF	1%	5%H
1 - Extremely dissatisfied	(1)	35	43	13	34	34	49	5	18	4	11	2	-	-	35	7	28	26	5	9	3	-	-	43	5	38	3	7	3	-	-	-	13	4	9
		7%z	8%cz	4%	7%z	13%abcdz	10%cz	2%	8%	4%	7%	6%	-	-	48%kl	2%	15%n	10%	5%	7%	6%	-	-	52%tu	2%	16%w	2%	9%A	4%	-	-	-	39%EF	2%	7%H
NET: Dissatisfied	(1-3)	73	83	33	81	62	104	17	40	9	21	3	-	-	73	14	57	46	13	15	9	-	-	83	19	63	11	11	9	2	-	-	33	8	25
		14%z	15%cz	10%	16%cz	23%abcdz	21%abcz	8%	17%	10%	14%	9%	-	-	100%kl	5%	30%n	18%	13%	12%	18%	-	-	100%tu	6%	27%w	8%	14%	11%	9%	-	-	100%EF	4%	20%H
NET: Neutral	(4-6)	127	150	73	135	76	162	70	50	28	36	13	-	127	-	43	81	76	35	29	10	-	150	-	54	95	32	19	17	5	-	73	-	25	48
		25%	28%	23%	27%	28%	32%ac	32%ac	22%	30%	24%	37%g	-	100%km	-	14%	42%n	29%	34%	24%	20%	-	100%tv	-	18%	40%w	23%	25%	20%	23%	-	100%EG	-	13%	38%H
NET: Satisfied	(7-10)	311	305	213	284	131	234	132	141	56	95	19	311	-	-	254	55	140	54	79	32	305	-	-	220	78	94	46	58	15	213	-	-	156	54
		61%ef	57%ef	67%bdef	57%ef	49%	47%	60%ef	61%	60%	63%	54%	100%lm	-	-	82%o	28%	53%	53%	64%p	63%	100%uv	-	-	75%x	33%	69%	61%	69%	68%	100%FG	-	-	83%I	43%
Mean score		6.75bef	6.42ef	7.03bdef	6.54ef	5.90	6.01	7.04bdef	6.75	6.96	6.61	6.89	8.56lm	5.11m	1.90	7.98o	4.80	6.16	6.47	6.76p	6.78	8.34uv	5.09v	1.73	7.51x	5.03	7.13	6.62	7.18	7.23	8.50FG	5.00G	2.00	7.96I	5.62
Standard error		0.12	0.11	0.14	0.12	0.17	0.12	0.16	0.19	0.26	0.20	0.46	0.07	0.07	0.11	0.12	0.17	0.17	0.25	0.23	0.39	0.07	0.06	0.09	0.13	0.16	0.19	0.33	0.28	0.51	0.08	0.10	0.16	0.15	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 20

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	107	76	62	84	27	65	50	43	15	19	7	84	-	-	74	9	9	12	5	1	27	-	-	23	3	38	7	15	5	65	-	-	57	8
		21%be	14%	19%be	17%e	10%	13%	23%be	19%l	18%	12%	26%	30%lm	-	-	30%o	4%	8%	17%r	6%	8%	21%uv	-	-	18%x	2%	13%	10%	14%	19%	28%FG	-	-	24%I	3%
9 -	(9)	42	41	35	40	23	42	14	19	5	13	3	40	-	-	33	6	6	10	7	-	23	-	-	19	4	19	8	13	2	42	-	-	39	3
		8%	8%	11%	8%	9%	8%	6%	9%	6%	8%	11%	14%lm	-	-	14%o	2%	6%	14%p	9%	-	18%uv	-	-	15%x	3%	7%	11%	12%	8%	18%FG	-	-	16%I	1%
8 -	(8)	81	99	64	92	45	67	32	34	17	33	8	92	-	-	61	30	19	13	12	1	45	-	-	32	13	26	13	24	4	67	-	-	46	21
		16%	18%	20%	18%	17%	13%	15%	15%	20%	20%	30%	32%lm	-	-	25%o	12%	17%	19%	15%	8%	34%uv	-	-	25%x	9%	9%	18%A	22%A	15%	29%FG	-	-	19%I	8%
7 -	(7)	81	89	52	68	36	60	36	29	14	24	1	68	-	-	29	38	19	7	7	3	36	-	-	20	15	39	9	11	1	60	-	-	30	30
		16%	17%	16%	14%	13%	12%	16%	13%	16%	15%	4%	24%lm	-	-	12%	15%	17%	10%	9%	25%	27%uv	-	-	16%	11%	13%	12%	10%	4%	26%FG	-	-	13%	12%
6 -	(6)	50	50	26	55	25	65	34	27	9	16	3	-	55	-	16	38	9	9	6	1	-	25	-	12	13	35	11	14	5	-	65	-	25	39
		10%	9%	8%	11%	9%	13%	16%abce	12%	11%	10%	11%	-	41%km	-	7%	15%n	8%	13%	8%	8%	-	33%tv	-	9%	9%	12%	15%	13%	19%	-	40%EG	-	11%	15%
5 -	(5)	41	64	21	47	37	49	21	18	10	18	1	-	47	-	15	31	13	8	15	1	-	37	-	12	25	29	10	10	-	-	49	-	13	35
		8%	12%ac	7%	9%	14%ac	10%	10%	8%	12%	11%	4%	-	35%km	-	6%	13%n	12%	11%	19%	8%	-	49%tv	-	9%	18%w	10%	14%	9%	-	-	30%EG	-	5%	14%H
4 -	(4)	36	36	26	33	14	48	15	13	4	13	3	-	33	-	6	27	5	1	6	2	-	14	-	1	13	32	4	8	4	-	48	-	11	37
		7%	7%	8%	7%	5%	10%	7%	6%	5%	8%	11%	-	24%km	-	2%	11%n	5%	1%	8%	17%	-	18%tv	-	1%	9%w	11%	5%	7%	15%	-	30%EG	-	5%	14%H
3 -	(3)	28	21	13	32	16	34	10	17	4	11	-	-	-	32	5	25	6	3	7	-	-	-	16	1	15	25	3	4	2	-	-	34	7	27
		5%	4%	4%	6%	6%	7%	5%	8%	5%	7%	-	-	-	40%kl	2%	10%n	6%	4%	9%	-	-	-	26%tu	1%	11%w	9%	4%	4%	8%	-	-	33%EF	3%	10%H
2 -	(2)	10	19	7	15	12	21	2	8	2	4	1	-	-	15	4	11	4	2	5	1	-	-	12	3	9	16	1	4	-	-	-	21	3	16
		2%	4%z	2%	3%	4%az	4%	1%	4%	2%	2%	4%	-	-	19%kl	2%	4%	4%	3%	6%	8%	-	-	19%tu	2%	6%	6%	1%	4%	-	-	-	20%EF	1%	6%H
1 - Extremely dissatisfied		35	43	13	34	34	49	5	15	5	14	-	-	-	34	1	33	19	5	8	2	-	-	34	4	29	31	7	8	3	-	-	49	6	42
	(1)	7%z	8%cz	4%	7%z	13%abcdz	10%	2%	7%	6%	8%	-	-	-	42%kl	*	13%n	17%	7%	10%	17%	-	-	55%tu	3%	21%w	11%	10%	7%	12%	-	-	47%EF	3%	16%H
NET: Dissatisfied	(1-3)	73	83	33	81	62	104	17	40	11	29	1	-	-	81	10	69	29	10	20	3	-	-	62	8	53	72	11	16	5	-	-	104	16	85
		14%z	15%cz	10%	16%cz	23%abcdz	21%	8%	18%	13%	18%	4%	-	-	100%kl	4%	28%n	27%	14%	26%	25%	-	-	100%tu	6%	38%w	25%C	15%	14%	19%	-	-	100%EF	7%	33%H
NET: Neutral	(4-6)	127	150	73	135	76	162	70	58	23	47	7	-	135	-	37	96	27	18	27	4	-	76	-	25	51	96	25	32	9	-	162	-	49	111
		25%	28%	23%	27%	28%	32%	32%ac	26%	27%	28%	26%	-	100%km	-	15%	39%n	25%	26%	35%	33%	-	100%tv	-	20%	37%w	33%	34%	29%	35%	-	100%EG	-	21%	43%H
NET: Satisfied	(7-10)	311	305	213	284	131	234	132	125	51	89	19	284	-	-	197	83	53	42	31	5	131	-	-	94	35	122	37	63	12	234	-	-	172	62
		61%e	57%e	67%bde	57%e	49%	47%	60%e	56%	60%	54%	70%	100%lm	-	-	81%o	33%	49%	60%r	40%	42%	100%uv	-	-	74%x	25%	42%	51%	57%A	46%	100%FG	-	-	73%I	24%
Mean score		6.75be	6.42e	7.03bde	6.54e	5.90	6.01	7.04bde	6.56	6.71	6.25	7.59	8.49lm	5.16m	1.98	7.98o	5.13	5.62	6.84pr	5.54	5.17	8.31uv	5.14v	1.71	7.45x	4.47	5.70	6.29	6.58A	6.23	8.48FG	5.10G	1.86	7.56I	4.64
Standard error		0.12	0.11	0.14	0.12	0.17	0.12	0.16	0.18	0.28	0.21	0.43	0.07	0.07	0.10	0.13	0.16	0.28	0.32	0.31	0.82	0.10	0.08	0.11	0.19	0.22	0.17	0.30	0.25	0.59	0.08	0.07	0.09	0.15	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 21

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	107	76	62	84	27	65	50	20	14	10	6	50	-	-	37	9
		21%be	14%	19%be	17%e	10%	13%	23%be	23%	30%	16%	27%	38%l	-	-	30%o	10%
9 -	(9)	42	41	35	40	23	42	14	5	3	4	2	14	-	-	12	2
		8%	8%	11%	8%	9%	8%	6%	6%	7%	6%	9%	11%l	-	-	10%o	2%
8 -	(8)	81	99	64	92	45	67	32	12	8	9	3	32	-	-	25	7
		16%	18%	20%	18%	17%	13%	15%	14%	17%	14%	14%	24%l	-	-	20%o	8%
7 -	(7)	81	89	52	68	36	60	36	13	6	12	5	36	-	-	19	17
		16%	17%	16%	14%	13%	12%	16%	15%	13%	19%	23%	27%l	-	-	15%	19%
6 -	(6)	50	50	26	55	25	65	34	12	8	14	-	-	34	-	12	21
		10%	9%	8%	11%	9%	13%	16%abce	14%	17%	22%	-	-	49%k	-	10%	24%n
5 -	(5)	41	64	21	47	37	49	21	11	3	4	3	-	21	-	9	11
		8%	12%ac	7%	9%	14%ac	10%	10%	13%	7%	6%	14%	-	30%k	-	7%	12%
4 -	(4)	36	36	26	33	14	48	15	6	2	6	1	-	15	-	5	10
		7%	7%	8%	7%	5%	10%	7%	7%	4%	9%	5%	-	21%k	-	4%	11%n
3 -	(3)	28	21	13	32	16	34	10	4	2	3	1	-	-	10	4	6
		5%	4%	4%	6%	6%	7%	5%	5%	4%	5%	5%	-	-	59%	3%	7%
2 -	(2)	10	19	7	15	12	21	2	1	-	1	-	-	-	2	1	1
		2%	4%z	2%	3%	4%az	4%	1%	1%	-	2%	-	-	-	12%	1%	1%
1 - Extremely dissatisfied		35	43	13	34	34	49	5	3	-	1	1	-	-	5	-	5
	(1)	7%z	8%cz	4%	7%z	13%abcdz	10%	2%	3%	-	2%	5%	-	-	29%	-	6%n
NET: Dissatisfied	(1-3)	73	83	33	81	62	104	17	8	2	5	2	-	-	17	5	12
		14%z	15%cz	10%	16%cz	23%abcdz	21%	8%	9%	4%	8%	9%	-	-	100%	4%	13%n
NET: Neutral	(4-6)	127	150	73	135	76	162	70	29	13	24	4	-	70	-	26	42
		25%	28%	23%	27%	28%	32%	32%ac	33%	28%	38%	18%	-	100%k	-	21%	47%n
NET: Satisfied	(7-10)	311	305	213	284	131	234	132	50	31	35	16	132	-	-	93	35
		61%e	57%e	67%bde	57%e	49%	47%	60%e	57%	67%	55%	73%	100%l	-	-	75%o	39%
Mean score		6.75be	6.42e	7.03bde	6.54e	5.90	6.01	7.04bde	6.90	7.61i	6.75	7.27	8.59l	5.27	2.29	7.76o	5.94
Standard error		0.12	0.11	0.14	0.12	0.17	0.12	0.16	0.26	0.31	0.27	0.54	0.11	0.10	0.22	0.18	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 22

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	128	101	68	120	46	88	47	63	22	31	12	117	7	4	114	13	42	17	26	16	83	8	10	74	23	24	17	22	5	62	5	1	56	11
		25%bef	19%	21%	24%bef	17%	18%	21%	27%	24%	20%	34%	38%lm	6%	5%	37%o	7%	16%	17%	21%	31%pq	27%uv	5%	12%	25%x	10%	18%	22%	26%	23%	29%FG	7%	3%	30%I	9%
9 -	(9)	65	69	51	59	32	57	28	28	10	24	3	48	12	5	48	17	35	12	16	6	59	6	4	47	22	22	7	17	5	46	3	2	39	12
		13%	13%	16%	12%	12%	11%	13%	12%	11%	16%	9%	15%	9%	7%	15%o	9%	13%	12%	13%	12%	19%uv	4%	5%	16%x	9%	16%	9%	20%	23%	22%FG	4%	6%	21%I	9%
8 -	(8)	85	84	60	89	48	107	35	37	15	27	6	64	15	6	54	30	38	19	21	6	64	17	3	51	33	33	11	12	4	49	8	3	38	21
		17%	16%	19%	18%	18%	21%b	16%	16%	16%	18%	17%	21%lm	12%	8%	17%	16%	15%	19%	17%	12%	21%uv	11%v	4%	17%	14%	24%	14%	14%	18%	23%F	11%	9%	20%	17%
7 -	(7)	74	84	40	70	39	61	27	27	15	28	4	47	21	6	38	35	43	14	18	9	44	29	11	46	36	16	12	9	3	26	12	2	21	19
		14%	16%	13%	14%	14%	12%	12%	12%	16%	18%	11%	15%	17%	8%	12%	18%	16%	14%	15%	18%	14%	19%	13%	16%	15%	12%	16%	11%	14%	12%	16%	6%	11%	15%
6 -	(6)	38	57	33	44	26	39	16	18	5	12	3	12	20	6	14	24	27	10	17	3	25	28	4	28	29	14	7	10	2	13	17	3	13	20
		7%	11%	10%	9%	10%	8%	7%	8%	5%	8%	9%	4%	16%k	8%	5%	12%n	10%	10%	14%	6%	8%	19%tv	5%	10%	12%	10%	9%	12%	9%	6%	23%E	9%	7%	16%H
5 -	(5)	41	56	21	46	25	64	20	15	11	14	1	9	24	8	17	23	26	14	10	6	13	33	10	19	36	7	10	4	-	9	9	3	7	13
		8%	10%	7%	9%	9%	13%ac	9%	6%	12%	9%	3%	3%	19%k	11%k	5%	12%n	10%	14%	8%	12%	4%	22%t	12%t	6%	15%w	5%	13%A	5%	-	4%	12%E	9%	4%	10%H
4 -	(4)	19	25	18	21	16	18	10	10	3	4	2	3	12	4	4	14	13	6	5	1	6	12	7	9	16	10	3	4	1	3	12	3	8	10
		4%	5%	6%	4%	6%	4%	5%	4%	3%	3%	6%	1%	9%k	5%k	1%	7%n	5%	6%	4%	2%	2%	8%t	8%t	3%	7%w	7%	4%	5%	5%	1%	16%E	9%E	4%	8%
3 -	(3)	23	22	8	16	10	26	12	10	5	6	2	2	10	11	11	12	12	4	5	1	4	8	10	7	15	5	2	1	-	1	2	5	1	7
		5%	4%	3%	3%	4%	5%	5%	4%	5%	4%	6%	1%	8%k	15%k	4%	6%	5%	4%	4%	2%	1%	5%t	12%t	2%	6%w	4%	3%	1%	-	*	3%	15%EF	1%	6%H
2 -	(2)	10	13	7	13	6	7	8	7	1	2	-	1	-	9	1	9	8	3	2	-	3	3	7	5	7	1	4	1	1	-	3	4	3	4
		2%	2%	2%	3%	2%	1%	4%	3%	1%	1%	-	*	-	12%kl	*	5%n	3%	3%	2%	-	1%	2%	8%tu	2%	3%	1%	5%A	1%	5%	-	4%E	12%E	2%	3%
1 - Extremely dissatisfied	(1)	21	18	8	12	19	26	12	13	5	3	-	4	3	14	6	14	14	2	1	1	-	3	15	4	14	4	2	1	1	1	1	6	-	8
		4%	3%	3%	2%	7%bcd	5%d	5%d	6%	5%	2%	-	1%	2%	19%kl	2%	7%n	5%r	2%	1%	2%	-	2%t	18%tu	1%	6%w	3%	3%	1%	5%	*	1%	18%EF	-	6%H
Not applicable		7	9	5	10	2	7	4	3	1	1	2	4	3	-	4	2	4	1	2	2	4	3	2	3	5	1	1	3	-	3	1	1	3	2
		1%	2%	2%	2%	1%	1%	2%	1%	1%	1%	6%I	1%	2%	-	1%	1%	2%	1%	2%	4%	1%	2%	2%	1%	2%	1%	1%	4%	-	1%	1%	3%	2%	2%
NET: Dissatisfied	(1-3)	54	53	23	41	35	59	32	30	11	11	2	7	13	34	18	35	34	9	8	2	7	14	32	16	36	10	8	3	2	2	6	15	4	19
		11%	10%	7%	8%	13%cd	12%c	15%cd	13%	12%	7%	6%	2%	10%k	47%kl	6%	18%n	13%	9%	7%	4%	2%	9%t	39%tu	5%	15%w	7%	11%	4%	9%	1%	8%E	45%EF	2%	15%H
NET: Neutral	(4-6)	98	138	72	111	67	121	46	43	19	30	6	24	56	18	35	61	66	30	32	10	44	73	21	56	81	31	20	18	3	25	38	9	28	43
		19%	26%a	23%	22%	25%	24%	21%	19%	20%	20%	17%	8%	44%km	25%k	11%	32%n	25%	29%	26%	20%	14%	49%tv	25%t	19%	34%w	23%	26%	21%	14%	12%	52%EG	27%E	15%	34%H
NET: Satisfied	(7-10)	352	338	219	338	165	313	137	155	62	110	25	276	55	21	254	95	158	62	81	37	250	60	28	218	114	95	47	60	17	183	28	8	154	63
		69%bef	63%	69%	68%	61%	63%	63%	67%	67%	72%	71%	89%lm	43%m	29%	82%o	49%	60%	61%	66%	73%	82%uv	40%	34%	74%x	48%	69%	62%	71%	77%	86%FG	38%	24%	81%I	50%
Mean score		7.31ef	7.04	7.39bef z	7.34bef z	6.78	6.94	6.93	7.22	7.11	7.42	7.88	8.42lm	6.18m	4.55	8.13o	6.03	6.78	6.95	7.36p	7.78pq	8.10uv	6.03v	4.91	7.68x	6.21	7.31	7.00	7.83B	7.59	8.32FG	6.01G	4.38	8.15I	6.25
Standard error		0.11	0.11	0.13	0.11	0.16	0.11	0.19	0.18	0.27	0.18	0.39	0.10	0.19	0.34	0.12	0.18	0.16	0.23	0.20	0.31	0.10	0.16	0.34	0.13	0.16	0.20	0.29	0.24	0.54	0.11	0.24	0.49	0.14	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 23

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied (10)	128	101	68	120	46	88	47	59	13	39	9	92	14	14	88	32	17	18	8	3	33	5	8	32	13	50	10	24	4	71	10	7	67	21
	25%be	19%	21%	24%be	17%	18%	21%	26%h	15%	24%	33%	32%lm	10%	17%	36%o	13%	16%	26%r	10%	25%	25%u	7%	13%	25%x	9%	17%	14%	22%	15%	30%FG	6%	7%	28%I	8%
9 - (9)	65	69	51	59	32	57	28	20	14	22	3	49	7	3	35	23	11	7	12	2	28	2	2	21	11	34	11	10	2	40	11	6	36	21
	13%	13%	16%	12%	12%	11%	13%	9%	16%	13%	11%	17%lm	5%	4%	14%	9%	10%	10%	15%	17%	21%uv	3%	3%	17%x	8%	12%	15%	9%	8%	17%FG	7%	6%	15%I	8%
8 - (8)	85	84	60	89	48	107	35	37	14	33	5	62	17	10	46	42	23	12	12	1	32	11	5	24	24	58	14	26	9	66	29	12	55	51
	17%	16%	19%	18%	18%	21%	16%	17%	16%	20%	19%	22%l	13%	12%	19%	17%	21%	17%	15%	8%	24%v	14%	8%	19%	17%	20%	19%	23%	35%	28%FG	18%	12%	23%	20%
7 - (7)	74	84	40	70	39	61	27	32	11	21	6	41	22	7	32	37	14	10	12	3	24	13	2	22	16	30	13	15	3	30	26	5	29	30
	14%	16%	13%	14%	14%	12%	12%	14%	13%	13%	22%	14%	16%	9%	13%	15%	13%	14%	15%	25%	18%v	17%v	3%	17%	12%	10%	18%	14%	12%	13%G	16%G	5%	12%	12%
6 - (6)	38	57	33	44	26	39	16	20	8	14	2	20	14	10	16	27	10	7	9	-	5	15	6	8	18	27	6	5	1	5	23	11	12	27
	7%	11%	10%	9%	10%	8%	7%	9%	9%	8%	7%	7%	10%	12%	7%	11%	9%	10%	12%	-	4%	20%t	10%	6%	13%	9%	8%	5%	4%	2%	14%E	11%E	5%	10%H
5 - (5)	41	56	21	46	25	64	20	20	12	14	-	9	34	3	10	34	13	7	4	1	5	16	4	9	16	41	7	14	2	8	39	17	16	46
	8%	10%	7%	9%	9%	13%	9%	9%	14%	8%	-	3%	25%km	4%	4%	14%n	12%	10%	5%	8%	4%	21%tv	6%	7%	12%	14%	10%	13%	8%	3%	24%E	16%E	7%	18%H
4 - (4)	19	25	18	21	16	18	10	9	4	8	-	3	11	7	7	14	3	3	9	1	1	9	6	5	11	10	3	5	-	5	8	5	7	11
	4%	5%	6%	4%	6%	4%	5%	4%	5%	5%	-	1%	8%k	9%k	3%	6%	3%	4%	12%p	8%	1%	12%t	10%t	4%	8%	3%	4%	5%	-	2%	5%	5%	3%	4%
3 - (3)	23	22	8	16	10	26	12	10	3	3	-	1	8	7	3	13	6	1	3	-	2	2	6	-	10	15	4	5	2	1	9	16	6	20
	5%	4%	3%	3%	4%	5%	5%	4%	4%	2%	-	*	6%k	9%k	1%	5%n	6%	1%	4%	-	2%	3%	10%t	-	7%w	5%	5%	5%	8%	*	6%E	15%EF	3%	8%H
2 - (2)	10	13	7	13	6	7	8	8	2	3	-	-	4	9	2	10	2	3	1	-	-	2	4	2	4	4	1	2	-	-	3	4	2	5
	2%	2%	2%	3%	2%	1%	4%	4%	2%	2%	-	-	3%k	11%kl	1%	4%n	2%	4%	1%	-	-	3%	6%t	2%	3%	1%	1%	2%	-	-	2%E	4%E	1%	2%
1 - Extremely dissatisfied (1)	21	18	8	12	19	26	12	5	4	3	-	1	2	9	1	11	10	1	7	1	-	-	19	4	15	19	2	3	2	2	3	21	4	22
	4%	3%	3%	2%	7%bcd	5%	5%d	2%	5%	2%	-	*	1%	11%kl	*	4%n	9%q	1%	9%q	8%	-	-	31%tu	3%	11%w	7%	3%	3%	8%	1%	2%	20%EF	2%	9%H
Not applicable	7	9	5	10	2	7	4	3	-	5	2	6	2	2	4	5	-	1	1	-	1	1	-	-	1	2	2	2	1	6	1	-	3	4
	1%	2%	2%	2%	1%	1%	2%	1%	-	3%	7%	2%	1%	2%	2%	2%	-	1%	1%	-	1%	1%	-	-	1%	1%	3%	2%	4%	3%	1%	-	1%	2%
NET: Dissatisfied (1-3)	54	53	23	41	35	59	32	23	9	9	-	2	14	25	6	34	18	5	11	1	2	4	29	6	29	38	7	10	4	3	15	41	12	47
	11%	10%	7%	8%	13%cd	12%	15%cd	10%	11%	5%	-	1%	10%k	31%kl	2%	14%n	17%	7%	14%	8%	2%	5%	47%tu	5%	21%w	13%	10%	9%	15%	1%	9%E	39%EF	5%	18%H
NET: Neutral (4-6)	98	138	72	111	67	121	46	49	24	36	2	32	59	20	33	75	26	17	22	2	11	40	16	22	45	78	16	24	3	18	70	33	35	84
	19%	26%a	23%	22%	25%	24%	21%	22%	28%	22%	7%	11%	44%km	25%k	14%	30%n	24%	24%	28%	17%	8%	53%tv	26%t	17%	32%w	27%	22%	22%	12%	8%	43%E	32%E	15%	33%H
NET: Satisfied (7-10)	352	338	219	338	165	313	137	148	52	115	23	244	60	34	201	134	65	47	44	9	117	31	17	99	64	172	48	75	18	207	76	30	187	123
	69%be	63%	69%	68%	61%	63%	63%	66%	61%	70%	85%	86%lm	44%	42%	82%o	54%	60%	67%	56%	75%	89%uv	41%	27%	78%x	46%	59%	66%	68%	69%	88%FG	47%G	29%	79%I	48%
Mean score	7.31e	7.04	7.39bez	7.34bez	6.78	6.94	6.93	7.26	6.89	7.52h	8.44	8.36lm	6.20	5.66	8.23o	6.50	6.61	7.36r	6.44	7.25	8.24uv	6.17v	4.47	7.69x	5.93	6.80	7.06	7.20	7.00	8.35FG	6.30G	4.84	7.88I	6.08
Standard error	0.11	0.11	0.13	0.11	0.16	0.11	0.19	0.17	0.27	0.18	0.28	0.10	0.19	0.35	0.12	0.16	0.26	0.29	0.30	0.80	0.14	0.21	0.41	0.20	0.23	0.15	0.27	0.23	0.53	0.11	0.16	0.28	0.14	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 24

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	128 25%be	101 19%	68 21%	120 24%be	46 17%	88 18%	47 21%	22 25%	10 22%	11 17%	4 18%	42 32%l	4 6%	1 6%	31 25%	13 15%
9 -	(9)	65 13%	69 13%	51 16%	59 12%	32 12%	57 11%	28 13%	12 14%	6 13%	8 13%	2 9%	27 20%l	1 1%	- -	20 16%	8 9%
8 -	(8)	85 17%	84 16%	60 19%	89 18%	48 18%	107 21%	35 16%	13 15%	10 22%	6 9%	6 27%	28 21%l	6 9%	1 6%	21 17%	13 15%
7 -	(7)	74 14%	84 16%	40 13%	70 14%	39 14%	61 12%	27 12%	6 7%	7 15%	11 17%	3 14%	17 13%	10 14%	- -	16 13%	11 12%
6 -	(6)	38 7%	57 11%	33 10%	44 9%	26 10%	39 8%	16 7%	6 7%	1 2%	9 14%h	- -	5 4%	11 16%k	- -	6 5%	10 11%
5 -	(5)	41 8%	56 10%	21 7%	46 9%	25 9%	64 13%	20 9%	8 9%	6 13%	3 5%	3 14%	6 5%	14 20%k	- -	14 11%	5 6%
4 -	(4)	19 4%	25 5%	18 6%	21 4%	16 6%	18 4%	10 5%	5 6%	1 2%	4 6%	- -	- -	8 11%k	2 12%	1 1%	9 10%n
3 -	(3)	23 5%	22 4%	8 3%	16 3%	10 4%	26 5%	12 5%	5 6%	1 2%	5 8%	1 5%	2 2%	7 10%k	3 18%	6 5%	6 7%
2 -	(2)	10 2%	13 2%	7 2%	13 3%	6 2%	7 1%	8 4%	4 5%	1 2%	1 2%	2 9%	1 1%	3 4%	4 24%	2 2%	6 7%
1 - Extremely dissatisfied	(1)	21 4%	18 3%	8 3%	12 2%	19 7%bcd	26 5%	12 5%d	4 5%	2 4%	6 9%	- -	1 1%	5 7%k	6 35%	5 4%	7 8%
Not applicable		7 1%	9 2%	5 2%	10 2%	2 1%	7 1%	4 2%	2 2%	1 2%	- -	1 5%	3 2%	1 1%	- -	2 2%	1 1%
NET: Dissatisfied	(1-3)	54 11%	53 10%	23 7%	41 8%	35 13%cd	59 12%	32 15%cd	13 15%	4 9%	12 19%	3 14%	4 3%	15 21%k	13 76%	13 10%	19 21%n
NET: Neutral	(4-6)	98 19%	138 26%a	72 23%	111 22%	67 25%	121 24%	46 21%	19 22%	8 17%	16 25%	3 14%	11 8%	33 47%k	2 12%	21 17%	24 27%
NET: Satisfied	(7-10)	352 69%be	338 63%	219 69%	338 68%	165 61%	313 63%	137 63%	53 61%	33 72%	36 56%	15 68%	114 86%l	21 30%	2 12%	88 71%o	45 51%
Mean score		7.31e	7.04	7.39bez	7.34bez	6.78	6.94	6.93	7.02	7.33	6.48	7.10	8.33l	5.32	2.88	7.43o	6.15
Standard error		0.11	0.11	0.13	0.11	0.16	0.11	0.19	0.31	0.37	0.35	0.55	0.16	0.28	0.62	0.23	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 25

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		250	230	119	257	146	249	54*	134	19**	77*	20**	143	62*	45*	139	109	124	37*	53*	16**	119	68*	43*	111	116	52*	26**	29**	12**	79*	26**	14**	76*	43*
10 - Extremely satisfied	(10)	47	30	25	46	13	27	10	33	3	7	4	43	3	1	44	3	12	9	4	5	23	3	4	25	5	11	7	6	1	24	-	1	23	2
		19%ef	13%	21%ef	18%ef	9%	11%	19%	25%l	16%	9%	20%	30%lm	5%	2%	32%o	3%	10%	24%pr	8%	31%	19%u	4%	9%	23%x	4%	21%	27%	21%	8%	30%	-	7%	30%l	5%
9 -	(9)	29	18	15	32	12	13	4	13	2	10	4	24	4	1	21	8	7	2	9	-	17	1	-	16	1	9	2	3	1	12	3	-	11	4
		12%f	8%	13%f	12%f	8%	5%	7%	10%	11%	13%	20%	17%lm	6%	2%	15%	7%	6%	5%	17%p	-	14%uv	1%	-	14%x	1%	17%	8%	10%	8%	15%	12%	-	14%	9%
8 -	(8)	46	38	23	41	22	40	7	23	3	17	3	34	9	3	29	16	19	7	8	4	32	5	1	19	19	4	5	10	4	20	2	1	16	7
		18%	17%	19%	16%	15%	16%	13%	17%	16%	22%	15%	24%m	15%	7%	21%	15%	15%	19%	15%	25%	27%uv	7%	2%	17%	16%	8%	19%	34%	33%	25%	8%	7%	21%	16%
7 -	(7)	29	28	14	34	20	30	6	13	2	12	2	16	10	3	15	14	16	3	9	-	22	5	1	15	12	8	2	2	2	7	5	2	7	7
		12%	12%	12%	13%	14%	12%	11%	10%	11%	16%	10%	11%	16%	7%	11%	13%	13%	8%	17%	-	18%uv	7%	2%	14%	10%	15%	8%	7%	17%	9%	19%	14%	9%	16%
6 -	(6)	31	24	10	27	12	32	8	15	5	10	1	15	13	3	13	18	15	2	6	1	9	13	2	13	11	5	2	3	-	6	4	-	4	6
		12%	10%	8%	11%	8%	13%	15%	11%	26%	13%	5%	10%	21%km	7%	9%	17%	12%	5%	11%	6%	8%	19%tv	5%	12%	9%	10%	8%	10%	-	8%	15%	-	5%	14%
5 -	(5)	15	32	9	24	15	20	3	8	-	5	2	1	9	5	3	12	17	7	5	3	5	22	5	11	21	2	3	2	2	4	5	-	6	3
		6%	14%af	8%	9%	10%	8%	6%	6%	-	6%	10%	1%	15%k	11%k	2%	11%n	14%	19%	9%	19%	4%	32%tv	12%	10%	18%	4%	12%	7%	17%	5%	19%	-	8%	7%
4 -	(4)	17	20	8	15	19	23	5	10	1	5	1	2	8	7	4	13	9	3	8	-	4	10	6	4	16	4	2	1	1	2	4	2	4	4
		7%	9%	7%	6%	13%ad	9%	9%	7%	5%	6%	5%	1%	13%k	16%k	3%	12%n	7%	8%	15%	-	3%	15%t	14%t	4%	14%w	8%	8%	3%	8%	3%	15%	14%	5%	9%
3 -	(3)	12	14	6	12	6	26	4	8	-	3	1	5	4	3	5	7	9	2	1	2	2	7	5	1	13	4	2	-	-	-	2	4	1	5
		5%	6%	5%	5%	4%	10%ade	7%	6%	-	4%	5%	3%	6%	7%	4%	6%	7%	5%	2%	13%	2%	10%t	12%t	1%	11%w	8%	8%	-	-	-	8%	29%	1%	12%H
2 -	(2)	12	6	1	8	6	14	4	5	1	5	1	1	-	11	3	8	5	-	1	-	1	1	4	-	5	-	1	-	-	1	-	-	1	-
		5%	3%	1%	3%	4%	6%c	7%c	4%	5%	6%	5%	1%	-	24%kl	2%	7%	4%	-	2%	-	1%	1%	9%t	-	4%w	-	4%	-	-	1%	-	-	1%	-
1 - Extremely dissatisfied	(1)	11	18	4	17	21	24	3	6	2	3	-	2	1	8	2	9	14	2	1	1	2	1	15	6	12	3	-	1	-	-	-	4	-	4
		4%	8%	3%	7%	14%abcd	10%ac	6%	4%	11%	4%	-	1%	2%	18%kl	1%	8%n	11%r	5%	2%	6%	2%	1%	35%tu	5%	10%	6%	-	3%	-	-	-	29%	-	9%H
Not applicable		1	2	4	1	-	-	-	-	-	-	1	-	1	-	-	1	1	-	1	-	2	-	-	1	1	2	-	1	1	3	1	-	3	1
		*	1%	3%adef	*	-	-	-	-	-	-	5%	-	2%	-	-	1%	1%	-	2%	-	2%	-	-	1%	1%	4%	-	3%	8%	4%	4%	-	4%	2%
NET: Dissatisfied	(1-3)	35	38	11	37	33	64	11	19	3	11	2	8	5	22	10	24	28	4	3	3	5	9	24	7	30	7	3	1	-	1	2	8	2	9
		14%	17%	9%	14%	23%acd	26%abcd	20%c	14%	16%	14%	10%	6%	8%	49%kl	7%	22%n	23%r	11%	6%	19%	4%	13%t	56%tu	6%	26%w	13%	12%	3%	-	1%	8%	57%	3%	21%H
NET: Neutral	(4-6)	63	76	27	66	46	75	16	33	6	20	4	18	30	15	20	43	41	12	19	4	18	45	13	28	48	11	7	6	3	12	13	2	14	13
		25%	33%c	23%	26%	32%	30%	30%	25%	32%	26%	20%	13%	48%k	33%k	14%	39%n	33%	32%	36%	25%	15%	66%tv	30%t	25%	41%w	21%	27%	21%	25%	15%	50%	14%	18%	30%
NET: Satisfied	(7-10)	151	114	77	153	67	110	27	82	10	46	13	117	26	8	109	41	54	21	30	9	94	14	6	75	37	32	16	21	8	63	10	4	57	20
		60%bef	50%	65%bef	60%bef	46%	44%	50%	61%	53%	60%	65%	82%lm	42%m	18%	78%o	38%	44%	57%	57%	56%	79%uv	21%	14%	68%x	32%	62%	62%	72%	67%	80%	38%	29%	75%l	47%
Mean score		6.84bef	6.22	7.20bef z	6.74bef	5.67	5.75	6.30	6.96	6.53	6.58	7.32	8.06lm	6.16m	3.87	7.90o	5.50	5.76	6.81p	6.67p	6.88	7.68uv	5.38v	3.58	7.35x	5.14	7.00	7.12	7.64	7.18	8.20	5.96	4.00	7.96l	5.88
Standard error		0.17	0.18	0.23	0.17	0.24	0.18	0.38	0.23	0.65	0.28	0.57	0.17	0.25	0.37	0.19	0.24	0.25	0.44	0.31	0.74	0.18	0.22	0.43	0.23	0.23	0.38	0.50	0.40	0.55	0.21	0.36	0.78	0.24	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 26

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		250	230	119	257	146	249	54*	119	33*	97*	8**	142	68*	47*	124	132	66*	31*	41*	8**	64*	41*	41*	61*	84*	170	24**	45*	10**	107	76*	66*	109	138
10 - Extremely satisfied	(10)	47	30	25	46	13	27	10	28	3	12	3	41	4	1	37	9	7	4	2	-	12	-	1	10	3	19	2	5	1	22	3	2	23	4
		19%e	13%	21%e	18%e	9%	11%	19%	24%l	9%	12%	38%	29%lm	6%	2%	30%o	7%	11%	13%	5%	-	19%uv	-	2%	16%x	4%	11%	8%	11%	10%	21%FG	4%	3%	21%I	3%
9 -	(9)	29	18	15	32	12	13	4	10	2	20	-	29	-	3	25	7	4	4	4	-	11	1	-	10	2	6	2	4	1	11	-	2	8	5
		12%	8%	13%	12%	8%	5%	7%	8%	6%	21%g	-	20%lm	-	6%l	20%o	5%	6%	13%	10%	-	17%uv	2%	-	16%x	2%	4%	8%	9%	10%	10%F	-	3%	7%	4%
8 -	(8)	46	38	23	41	22	40	7	17	9	13	2	31	7	3	23	18	8	7	6	1	16	3	3	14	8	26	3	9	2	31	7	2	26	14
		18%	17%	19%	16%	15%	16%	13%	14%	27%	13%	25%	22%lm	10%	6%	19%	14%	12%	23%	15%	13%	25%uv	7%	7%	23%x	10%	15%	13%	20%	20%	29%FG	9%	3%	24%I	10%
7 -	(7)	29	28	14	34	20	30	6	16	5	11	2	19	12	3	20	14	12	2	5	1	14	6	-	12	7	22	3	4	1	17	11	2	16	13
		12%	12%	12%	13%	14%	12%	11%	13%	15%	11%	25%	13%	18%	6%	16%	11%	18%	6%	12%	13%	22%v	15%v	-	20%x	8%	13%	13%	9%	10%	16%G	14%G	3%	15%	9%
6 -	(6)	31	24	10	27	12	32	8	9	2	16	-	11	13	3	8	19	7	-	4	1	4	7	1	3	9	22	3	6	1	12	16	4	16	16
		12%	10%	8%	11%	8%	13%	15%	8%	6%	16%g	-	8%	19%k	6%	6%	14%n	11%	-	10%	13%	6%	17%v	2%	5%	11%	13%	13%	13%	10%	11%	21%G	6%	15%	12%
5 -	(5)	15	32	9	24	15	20	3	9	7	8	-	6	14	4	5	19	6	4	3	2	4	6	5	4	11	15	1	4	-	3	10	7	2	18
		6%	14%b	8%	9%	10%	8%	6%	8%	21%gi	8%	-	4%	21%k	9%	4%	14%n	9%	13%	7%	25%	6%	15%	12%	7%	13%	9%	4%	9%	-	3%	13%E	11%E	2%	13%H
4 -	(4)	17	20	8	15	19	23	5	10	1	3	1	3	6	6	4	10	8	3	6	2	2	14	3	5	14	15	3	3	2	7	11	5	8	15
		7%	9%	7%	6%	13%ad	9%	9%	8%	3%	3%	13%	2%	9%k	13%k	3%	8%	12%	10%	15%	25%	3%	34%tv	7%	8%	17%	9%	13%	7%	20%	7%	14%	8%	7%	11%
3 -	(3)	12	14	6	12	6	26	4	7	1	4	-	-	8	4	-	12	2	1	3	-	-	1	5	2	4	19	1	5	1	1	10	15	4	21
		5%	6%	5%	5%	4%	10%	7%	6%	3%	4%	-	-	12%k	9%k	-	9%n	3%	3%	7%	-	-	2%	12%t	3%	5%	11%	4%	11%	10%	1%	13%E	23%E	4%	15%H
2 -	(2)	12	6	1	8	6	14	4	4	1	3	-	-	-	8	-	8	2	3	1	-	-	3	3	1	5	8	3	3	-	-	3	11	1	13
		5%	3%	1%	3%	4%	6%	7%c	3%	3%	3%	-	-	-	17%kl	-	6%n	3%	10%	2%	-	-	7%t	7%t	2%	6%	5%	13%	7%	-	-	4%E	17%EF	1%	9%H
1 - Extremely dissatisfied	(1)	11	18	4	17	21	24	3	8	2	7	-	1	4	12	1	16	10	3	7	1	1	-	20	-	21	18	3	2	1	3	5	16	5	19
		4%	8%	3%	7%	14%abcd	10%	6%	7%	6%	7%	-	1%	6%k	26%kl	1%	12%n	15%	10%	17%	13%	2%	-	49%tu	-	25%w	11%	13%	4%	10%	3%	7%	24%EF	5%	14%H
Not applicable		1	2	4	1	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		*	1%	3%adf	*	-	-	-	1%	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	35	38	11	37	33	64	11	19	4	14	-	1	12	24	1	36	14	7	11	1	1	4	28	3	30	45	7	10	2	4	18	42	10	53
		14%	17%	9%	14%	23%acd	26%	20%c	16%	12%	14%	-	1%	18%k	51%kl	1%	27%n	21%	23%	27%	13%	2%	10%	68%tu	5%	36%w	26%	29%	22%	20%	4%	24%E	64%EF	9%	38%H
NET: Neutral	(4-6)	63	76	27	66	46	75	16	28	10	27	1	20	33	13	17	48	21	7	13	5	10	27	9	12	34	52	7	13	3	22	37	16	26	49
		25%	33%c	23%	26%	32%	30%	30%	24%	30%	28%	13%	14%	49%km	28%k	14%	36%n	32%	23%	32%	63%	16%	66%tv	22%	20%	40%w	31%	29%	29%	30%	21%	49%EG	24%	24%	36%H
NET: Satisfied	(7-10)	151	114	77	153	67	110	27	71	19	56	7	120	23	10	105	48	31	17	17	2	53	10	4	46	20	73	10	22	5	81	21	8	73	36
		60%be	50%	65%be	60%be	46%	44%	50%	60%	58%	58%	88%	85%lm	34%	21%	85%o	36%	47%	55%	41%	25%	83%uv	24%	10%	75%x	24%	43%	42%	49%	50%	76%FG	28%G	12%	67%I	26%
Mean score		6.84be	6.22	7.20bez	6.74be	5.67	5.75	6.30	6.73	6.45	6.74	8.00	8.23lm	5.59m	3.91	8.20o	5.39	5.73	6.13	5.37	5.00	7.78uv	5.17v	2.88	7.41x	4.39	5.67	5.42	6.16	6.00	7.54FG	5.18G	3.48	7.15I	4.65
Standard error		0.17	0.18	0.23	0.17	0.24	0.18	0.38	0.26	0.42	0.27	0.73	0.14	0.26	0.40	0.16	0.23	0.35	0.55	0.45	0.76	0.22	0.27	0.38	0.26	0.29	0.21	0.60	0.40	0.92	0.20	0.25	0.30	0.23	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 27

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		250	230	119	257	146	249	54*	22**	10**	17**	5**	25**	24**	5**	21**	31*
10 - Extremely satisfied	(10)	47	30	25	46	13	27	10	6	1	2	1	9	1	-	5	3
		19%e	13%	21%e	18%e	9%	11%	19%	27%	10%	12%	20%	36%	4%	-	24%	10%
9 -	(9)	29	18	15	32	12	13	4	-	2	2	-	4	-	-	2	2
		12%	8%	13%	12%	8%	5%	7%	-	20%	12%	-	16%	-	-	10%	6%
8 -	(8)	46	38	23	41	22	40	7	2	2	2	1	4	3	-	2	5
		18%	17%	19%	16%	15%	16%	13%	9%	20%	12%	20%	16%	13%	-	10%	16%
7 -	(7)	29	28	14	34	20	30	6	3	1	2	-	3	3	-	2	4
		12%	12%	12%	13%	14%	12%	11%	14%	10%	12%	-	12%	13%	-	10%	13%
6 -	(6)	31	24	10	27	12	32	8	3	3	2	-	1	7	-	4	4
		12%	10%	8%	11%	8%	13%	15%	14%	30%	12%	-	4%	29%	-	19%	13%
5 -	(5)	15	32	9	24	15	20	3	1	-	2	-	1	2	-	2	1
		6%	14%a	8%	9%	10%	8%	6%	5%	-	12%	-	4%	8%	-	10%	3%
4 -	(4)	17	20	8	15	19	23	5	3	-	1	1	1	3	1	1	4
		7%	9%	7%	6%	13%ad	9%	9%	14%	-	6%	20%	4%	13%	20%	5%	13%
3 -	(3)	12	14	6	12	6	26	4	-	1	1	2	1	1	2	1	3
		5%	6%	5%	5%	4%	10%	7%	-	10%	6%	40%	4%	4%	40%	5%	10%
2 -	(2)	12	6	1	8	6	14	4	2	-	2	-	1	2	1	1	3
		5%	3%	1%	3%	4%	6%	7%c	9%	-	12%	-	4%	8%	20%	5%	10%
1 - Extremely dissatisfied	(1)	11	18	4	17	21	24	3	2	-	1	-	-	2	1	1	2
		4%	8%	3%	7%	14%abcd	10%	6%	9%	-	6%	-	-	8%	20%	5%	6%
Not applicable		1	2	4	1	-	-	-	-	-	-	-	-	-	-	-	-
		*	1%	3%ade	*	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	35	38	11	37	33	64	11	4	1	4	2	2	5	4	3	8
		14%	17%	9%	14%	23%acd	26%	20%c	18%	10%	24%	40%	8%	21%	80%	14%	26%
NET: Neutral	(4-6)	63	76	27	66	46	75	16	7	3	5	1	3	12	1	7	9
		25%	33%c	23%	26%	32%	30%	30%	32%	30%	29%	20%	12%	50%	20%	33%	29%
NET: Satisfied	(7-10)	151	114	77	153	67	110	27	11	6	8	2	20	7	-	11	14
		60%be	50%	65%be	60%be	46%	44%	50%	50%	60%	47%	40%	80%	29%	-	52%	45%
Mean score		6.84be	6.22	7.20bez	6.74be	5.67	5.75	6.30	6.27	7.20	6.00	5.60	7.96	5.33	2.60	6.76	5.74
Standard error		0.17	0.18	0.23	0.17	0.24	0.18	0.38	0.66	0.65	0.70	1.44	0.47	0.48	0.51	0.60	0.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 28

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied (10)	91	67	59	81	27	62	41	49	15	19	8	86	2	3	83	8	26	15	12	14	62	2	3	57	8	24	16	16	3	57	2	-	54	4
	18%bef	12%	18%bef	16%e	10%	12%	19%bef	21%l	16%	13%	23%	28%lm	2%	4%	27%o	4%	10%	15%	10%	27%pr	20%uv	1%	4%	19%x	3%	18%	21%	19%	14%	27%FG	3%	-	29%I	3%
9 - (9)	61	66	42	49	28	56	23	22	19	16	4	55	6	-	49	11	28	14	22	2	59	5	2	52	13	18	6	14	4	38	4	-	28	14
	12%	12%	13%	10%	10%	11%	11%	10%	20%gl	11%	11%	18%lm	5%	-	16%o	6%	11%	14%	18%s	4%	19%uv	3%	2%	18%x	6%	13%	8%	17%	18%	18%FG	5%	-	15%	11%
8 - (8)	77	80	60	74	44	60	34	33	8	30	6	65	11	1	57	20	30	16	23	11	65	14	1	51	29	26	13	18	3	53	6	1	43	16
	15%	15%	19%f	15%	16%	12%	16%	14%	9%	20%h	17%	21%lm	9%m	1%	18%o	10%	11%	16%	19%	22%	21%uv	9%v	1%	17%	12%	19%	17%	21%	14%	25%FG	8%	3%	23%I	13%
7 - (7)	81	88	49	83	34	58	28	35	16	24	6	53	27	1	52	28	53	13	15	7	68	16	4	52	33	26	12	8	3	35	13	1	26	23
	16%	16%f	15%	17%f	13%	12%	13%	15%	17%	16%	17%	17%m	21%m	1%	17%	15%	20%	13%	12%	14%	22%uv	11%	5%	18%	14%	19%	16%	10%	14%	16%G	18%G	3%	14%	18%
6 - (6)	48	67	32	51	29	61	29	24	6	16	2	20	24	4	26	21	30	11	19	7	25	38	4	27	39	13	10	6	3	15	17	-	14	17
	9%	12%	10%	10%	11%	12%	13%	10%	6%	11%	6%	6%	19%km	5%	8%	11%	11%	11%	15%	14%	8%	25%tv	5%	9%	17%w	9%	13%	7%	14%	7%	23%EG	-	7%	13%
5 - (5)	42	42	28	49	27	51	21	15	8	17	2	13	23	6	17	25	25	9	7	1	6	28	8	20	22	9	7	9	3	10	15	3	9	19
	8%	8%	9%	10%	10%	10%	10%	6%	9%	11%	6%	4%	18%k	8%	5%	13%n	10%	9%	6%	2%	2%	19%t	10%t	7%	9%	7%	9%	11%	14%	5%	21%E	9%	5%	15%H
4 - (4)	31	34	17	27	25	33	17	15	6	7	3	5	16	10	6	24	16	8	7	3	6	19	9	13	21	10	4	3	-	4	9	4	7	10
	6%	6%	5%	5%	9%d	7%	8%	6%	6%	5%	9%	2%	13%k	14%k	2%	12%n	6%	8%	6%	6%	2%	13%t	11%t	4%	9%w	7%	5%	4%	-	2%	12%E	12%E	4%	8%
3 - (3)	25	27	9	28	16	35	10	11	5	8	1	3	7	15	5	20	13	3	8	3	5	12	10	7	19	5	1	3	-	-	4	5	1	8
	5%	5%	3%	6%	6%	7%c	5%	5%	5%	5%	3%	1%	6%k	21%kl	2%	10%n	5%	3%	7%	6%	2%	8%t	12%t	2%	8%w	4%	1%	4%	-	-	5%E	15%E	1%	6%H
2 - (2)	19	26	9	17	7	27	4	8	2	8	1	1	6	12	5	13	13	8	3	2	4	10	12	7	19	2	2	3	2	-	2	7	2	7
	4%	5%	3%	3%	3%	5%z	2%	3%	2%	5%	3%	*	5%k	16%kl	2%	7%n	5%	8%	2%	4%	1%	7%t	14%t	2%	8%w	1%	3%	4%	9%	-	3%E	21%EF	1%	6%H
1 - Extremely dissatisfied (1)	30	34	13	39	28	55	9	17	6	6	1	6	4	20	7	22	26	4	4	-	1	5	28	5	29	4	5	3	1	-	1	12	4	9
	6%	6%	4%	8%c	10%abcz	11%abcz	4%	7%	6%	4%	3%	2%	3%	27%kl	2%	11%n	10%rs	4%	3%	-	*	3%t	34%tu	2%	12%w	3%	7%	4%	5%	-	1%	36%EF	2%	7%H
Not applicable	6	7	1	2	4	2	3	2	2	1	1	4	1	1	4	1	2	1	3	1	4	1	2	2	4	-	-	1	-	1	-	-	1	-
	1%	1%	*	*	1%	*	1%	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	-	-	1%	-	*	-	-	1%	-
NET: Dissatisfied (1-3)	74	87	31	84	51	117	23	36	13	22	3	10	17	47	17	55	52	15	15	5	10	27	50	19	67	11	8	9	3	-	7	24	7	24
	14%c	16%cz	10%	17%cz	19%cz	23%abcdz	11%	16%	14%	14%	9%	3%	13%k	64%kl	5%	28%n	20%	15%	12%	10%	3%	18%t	60%tu	6%	28%w	8%	11%	11%	14%	-	10%E	73%EF	4%	19%H
NET: Neutral (4-6)	121	143	77	127	81	145	67	54	20	40	7	38	63	20	49	70	71	28	33	11	37	85	21	60	82	32	21	18	6	29	41	7	30	46
	24%	27%	24%	25%	30%	29%	31%	23%	22%	26%	20%	12%	50%km	27%k	16%	36%n	27%	27%	27%	22%	12%	57%tv	25%t	20%	35%w	23%	28%	21%	27%	14%	56%EG	21%	16%	36%H
NET: Satisfied (7-10)	310	301	210	287	133	236	126	139	58	89	24	259	46	5	241	67	137	58	72	34	254	37	10	212	83	94	47	56	13	183	25	2	151	57
	61%ef	56%f	66%bdef	57%ef	49%	47%	58%f	60%	62%	59%	69%	83%lm	36%m	7%	77%o	35%	52%	57%	59%	67%	83%uv	25%v	12%	72%x	35%	69%	62%	67%	59%	86%FG	34%G	6%	80%I	45%
Mean score	6.75ef	6.47f	7.07bdef	6.51ef	6.08	5.98	6.85ef	6.73	6.84	6.60	7.24	8.04lm	5.64m	3.17	7.78o	5.16	6.09	6.60	6.82p	7.34p	7.89uv	5.33v	3.28	7.44x	5.22	7.14	6.91	7.19	6.77	8.19FG	5.82G	2.64	7.90I	5.82
Standard error	0.12	0.11	0.14	0.12	0.17	0.13	0.17	0.18	0.28	0.20	0.43	0.11	0.18	0.26	0.12	0.19	0.17	0.26	0.22	0.34	0.10	0.16	0.28	0.13	0.17	0.20	0.30	0.28	0.56	0.11	0.22	0.32	0.15	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 29

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	91	67	59	81	27	62	41	43	9	20	9	74	4	3	72	9	10	10	6	1	24	2	1	22	5	30	9	19	4	59	2	1	56	6
		18%be	12%	18%be	16%e	10%	12%	19%be	19%	11%	12%	33%	26%lm	3%	4%	30%o	4%	9%	14%	8%	8%	18%uv	3%	2%	17%x	4%	10%	12%	17%	15%	25%FG	1%	1%	24%I	2%
9 -	(9)	61	66	42	49	28	56	23	22	8	17	2	45	2	2	39	10	9	12	5	2	27	1	-	18	10	20	12	24	-	49	6	1	40	15
		12%	12%	13%	10%	10%	11%	11%	10%	9%	10%	7%	16%lm	1%	2%	16%o	4%	8%	17%r	6%	17%	21%uv	1%	-	14%	7%	7%	16%A	22%A	-	21%FG	4%	1%	17%I	6%
8 -	(8)	77	80	60	74	44	60	34	25	20	24	5	59	11	4	39	35	17	14	13	-	35	7	2	26	18	40	5	11	4	46	9	5	42	18
		15%	15%	19%	15%	16%	12%	16%	11%	24%g	15%	19%	21%lm	8%	5%	16%	14%	16%	20%	17%	-	27%uv	9%	3%	20%	13%	14%	7%	10%	15%	20%FG	6%	5%	18%I	7%
7 -	(7)	81	88	49	83	34	58	28	33	17	27	6	57	21	5	44	36	15	6	12	1	16	15	3	19	14	30	10	13	5	30	25	3	31	27
		16%	16%	15%	17%	13%	12%	13%	15%	20%	16%	22%	20%m	16%m	6%	18%	15%	14%	9%	15%	8%	12%	20%v	5%	15%	10%	10%	14%	12%	19%	13%G	15%G	3%	13%	10%
6 -	(6)	48	67	32	51	29	61	29	26	9	14	2	20	28	3	14	36	7	13	8	1	11	17	1	19	10	34	12	13	2	22	33	6	23	37
		9%	12%	10%	10%	11%	12%	13%	12%	11%	8%	7%	7%	21%km	4%	6%	15%n	6%	19%p	10%	8%	8%	22%tv	2%	15%x	7%	12%	16%	12%	8%	9%	20%EG	6%	10%	14%
5 -	(5)	42	42	28	49	27	51	21	19	6	23	1	15	27	7	14	34	14	5	6	2	7	13	7	10	17	35	6	5	5	13	33	5	15	36
		8%	8%	9%	10%	10%	10%	10%	9%	7%	14%	4%	5%	20%km	9%	6%	14%n	13%	7%	8%	17%	5%	17%t	11%	8%	12%	12%C	8%	5%	19%	6%	20%EG	5%	6%	14%H
4 -	(4)	31	34	17	27	25	33	17	11	7	8	1	3	19	5	10	17	7	3	12	3	8	11	6	5	20	21	4	7	1	6	16	11	21	21
		6%	6%	5%	5%	9%d	7%	8%	5%	8%	5%	4%	1%	14%k	6%k	4%	7%	6%	4%	15%pq	25%	6%	14%t	10%	4%	14%w	7%	5%	6%	4%	3%	10%E	11%E	5%	8%
3 -	(3)	25	27	9	28	16	35	10	17	1	10	-	1	13	14	4	23	9	1	5	1	1	7	8	3	13	22	6	4	3	3	16	16	6	29
		5%	5%	3%	6%	6%	7%	5%	8%h	1%	6%	-	*	10%k	17%k	2%	9%n	8%	1%	6%	8%	1%	9%t	13%t	2%	9%w	8%	8%	4%	12%	1%	10%E	15%E	3%	11%H
2 -	(2)	19	26	9	17	7	27	4	9	2	6	-	3	4	10	2	15	6	1	-	-	1	-	6	2	5	19	5	3	-	1	12	14	4	23
		4%	5%	3%	3%	3%	5%	2%	4%	2%	4%	-	1%	3%	12%k	1%	6%n	6%r	1%	-	-	1%	-	10%tu	2%	4%	7%	7%	3%	-	*	7%E	13%E	2%	9%H
1 - Extremely dissatisfied		30	34	13	39	28	55	9	17	6	15	1	6	6	27	6	32	13	4	10	1	-	1	27	2	26	38	4	11	2	4	9	42	9	45
	(1)	6%	6%	4%	8%c	10%abcz	11%	4%	8%	7%	9%	4%	2%	4%	33%kl	2%	13%n	12%	6%	13%	8%	-	1%	44%tu	2%	19%w	13%	5%	10%	8%	2%	6%E	40%EF	4%	17%H
Not applicable		6	7	1	2	4	2	3	1	-	1	-	1	-	1	-	1	2	1	1	-	1	2	1	1	1	1	-	1	-	1	1	-	-	1
		1%	1%	*	*	1%	*	1%	*	-	1%	-	*	-	1%	-	*	2%	1%	1%	-	1%	3%	2%	1%	1%	*	-	1%	-	*	1%	-	-	*
NET: Dissatisfied	(1-3)	74	87	31	84	51	117	23	43	9	31	1	10	23	51	12	70	28	6	15	2	2	8	41	7	44	79	15	18	5	8	37	72	19	97
		14%c	16%cz	10%	17%cz	19%cz	23%	11%	19%	11%	19%	4%	4%	17%k	63%kl	5%	28%n	26%q	9%	19%	17%	2%	11%t	66%tu	6%	32%w	27%C	21%	16%	19%	3%	23%E	69%EF	8%	38%H
NET: Neutral	(4-6)	121	143	77	127	81	145	67	56	22	45	4	38	74	15	38	87	28	21	26	6	26	41	14	34	47	90	22	25	8	41	82	22	49	94
		24%	27%	24%	25%	30%	29%	31%	25%	26%	27%	15%	13%	55%km	19%	16%	35%n	26%	30%	33%	50%	20%	54%tv	23%	27%	34%	31%	30%	23%	31%	18%	51%EG	21%	21%	36%H
NET: Satisfied	(7-10)	310	301	210	287	133	236	126	123	54	88	22	235	38	14	194	90	51	42	36	4	102	25	6	85	47	120	36	67	13	184	42	10	169	66
		61%e	56%	66%bde	57%e	49%	47%	58%	55%	64%	53%	81%	83%lm	28%	17%	80%o	36%	47%	60%	46%	33%	78%uv	33%v	10%	67%x	34%	41%	49%	60%A	50%	79%FG	26%G	10%	71%I	26%
Mean score		6.75e	6.47	7.07bde	6.51e	6.08	5.98	6.85e	6.49	6.66	6.23	7.85	7.91lm	5.37m	3.46	7.82o	5.25	5.74	7.04pr	5.77	5.58	7.79uv	5.72v	2.87	7.32x	4.94	5.59	6.27	6.77A	6.12	7.92FG	5.15G	2.91	7.45I	4.64
Standard error		0.12	0.11	0.14	0.12	0.17	0.13	0.17	0.19	0.26	0.21	0.42	0.12	0.17	0.30	0.14	0.16	0.28	0.29	0.31	0.78	0.16	0.20	0.29	0.19	0.24	0.17	0.32	0.27	0.51	0.13	0.16	0.22	0.16	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 30

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	91	67	59	81	27	62	41	19	13	6	3	39	2	-	30	8
		18%be	12%	18%be	16%e	10%	12%	19%be	22%i	28%i	9%	14%	30%l	3%	-	24%o	9%
9 -	(9)	61	66	42	49	28	56	23	10	4	7	2	20	3	-	14	7
		12%	12%	13%	10%	10%	11%	11%	11%	9%	11%	9%	15%l	4%	-	11%	8%
8 -	(8)	77	80	60	74	44	60	34	11	7	13	3	29	5	-	23	11
		15%	15%	19%	15%	16%	12%	16%	13%	15%	20%	14%	22%l	7%	-	19%	12%
7 -	(7)	81	88	49	83	34	58	28	9	4	11	4	19	9	-	14	14
		16%	16%	15%	17%	13%	12%	13%	10%	9%	17%	18%	14%	13%	-	11%	16%
6 -	(6)	48	67	32	51	29	61	29	11	8	8	2	13	15	1	14	15
		9%	12%	10%	10%	11%	12%	13%	13%	17%	13%	9%	10%	21%k	6%	11%	17%
5 -	(5)	42	42	28	49	27	51	21	3	6	8	4	4	16	1	11	10
		8%	8%	9%	10%	10%	10%	10%	3%	13%g	13%g	18%	3%	23%k	6%	9%	11%
4 -	(4)	31	34	17	27	25	33	17	11	1	3	2	3	12	2	7	10
		6%	6%	5%	5%	9%d	7%	8%	13%h	2%	5%	9%	2%	17%k	12%	6%	11%
3 -	(3)	25	27	9	28	16	35	10	7	1	2	-	1	3	6	5	5
		5%	5%	3%	6%	6%	7%	5%	8%	2%	3%	-	1%	4%	35%	4%	6%
2 -	(2)	19	26	9	17	7	27	4	2	-	1	1	-	2	2	1	3
		4%	5%	3%	3%	3%	5%	2%	2%	-	2%	5%	-	3%	12%	1%	3%
1 - Extremely dissatisfied	(1)	30	34	13	39	28	55	9	3	1	5	-	1	3	5	3	6
		6%	6%	4%	8%c	10%abcz	11%	4%	3%	2%	8%	-	1%	4%	29%	2%	7%
Not applicable		6	7	1	2	4	2	3	1	1	-	1	3	-	-	2	-
		1%	1%	*	*	1%	*	1%	1%	2%	-	5%	2%	-	-	2%	-
NET: Dissatisfied	(1-3)	74	87	31	84	51	117	23	12	2	8	1	2	8	13	9	14
		14%c	16%cz	10%	17%cz	19%cz	23%	11%	14%	4%	13%	5%	2%	11%k	76%	7%	16%
NET: Neutral	(4-6)	121	143	77	127	81	145	67	25	15	19	8	20	43	4	32	35
		24%	27%	24%	25%	30%	29%	31%	29%	33%	30%	36%	15%	61%k	24%	26%	39%n
NET: Satisfied	(7-10)	310	301	210	287	133	236	126	49	28	37	12	107	19	-	81	40
		61%e	56%	66%bde	57%e	49%	47%	58%	56%	61%	58%	55%	81%l	27%	-	65%o	45%
Mean score		6.75e	6.47	7.07bde	6.51e	6.08	5.98	6.85e	6.79	7.47i	6.52	6.76	8.13l	5.49	2.71	7.34o	6.02
Standard error		0.12	0.11	0.14	0.12	0.17	0.13	0.17	0.29	0.34	0.31	0.48	0.16	0.24	0.36	0.21	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 31

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	109	69	61	83	30	71	53	61	18	22	8	105	2	2	101	7	22	17	15	15	64	3	2	62	4	21	19	17	4	61	-	-	55	5
		21%bef	13%	19%be	17%d	11%	14%	24%bdef	26%i	19%	14%	23%	34%lm	2%	3%	32%o	4%	8%	17%p	12%	29%pr	21%uv	2%	2%	21%x	2%	15%	25%	20%	18%	29%FG	-	-	29%I	4%
9 -	(9)	61	73	44	62	37	48	22	19	13	23	6	56	4	1	51	10	34	13	21	5	66	4	3	61	12	22	4	16	2	40	4	-	33	11
		12%	14%f	14%	12%	14%	10%	10%	8%	14%	15%g	17%	18%lm	3%	1%	16%o	5%	13%	13%	17%	10%	22%uv	3%	4%	21%x	5%	16%B	5%	19%B	9%	19%FG	5%	-	17%I	9%
8 -	(8)	81	96	56	62	36	67	26	36	16	25	4	68	11	2	57	23	43	18	24	11	79	17	-	63	32	27	8	15	6	50	6	-	40	14
		16%	18%dfz	18%d	12%	13%	13%	12%	16%	17%	16%	11%	22%lm	9%	3%	18%	12%	16%	18%	20%	22%	26%uv	11%w	-	22%x	14%	20%	11%	18%	27%	23%FG	8%	-	21%I	11%
7 -	(7)	60	75	46	83	26	59	29	19	15	22	4	37	22	1	38	22	42	9	20	4	58	17	-	46	26	19	16	10	1	36	9	1	28	18
		12%	14%	14%	17%aef	10%	12%	13%	8%	16%g	14%	11%	12%m	17%m	1%	12%	11%	16%	9%	16%	8%	19%uv	11%w	-	16%	11%	14%	21%	12%	5%	17%G	12%	3%	15%	14%
6 -	(6)	43	45	30	41	25	52	28	23	6	13	1	20	22	1	22	21	24	6	12	3	19	25	1	18	27	15	9	3	3	15	12	3	12	18
		8%	8%	9%	8%	9%	10%	13%	10%	6%	9%	3%	6%	17%km	1%	7%	11%	9%	6%	10%	6%	6%	17%tv	1%	6%	11%w	11%	12%C	4%	14%	7%	16%E	9%	6%	14%H
5 -	(5)	43	51	26	45	28	44	24	17	6	16	4	10	30	3	16	26	22	15	8	6	6	37	8	15	34	12	5	7	2	4	21	1	6	20
		8%	9%	8%	9%	10%	9%	11%	7%	6%	11%	11%	3%	24%km	4%	5%	13%n	8%	15%r	7%	12%	2%	25%tv	10%t	5%	14%w	9%	7%	8%	9%	2%	29%EG	3%	3%	16%H
4 -	(4)	26	27	20	32	13	34	11	8	7	8	3	1	15	10	7	19	15	7	5	-	4	19	4	9	18	7	6	5	2	5	11	4	7	13
		5%	5%	6%	6%	5%	7%	5%	3%	8%	5%	9%	*	12%k	14%kl	2%	10%n	6%	7%	4%	-	1%	13%t	5%t	3%	8%w	5%	8%	6%	9%	2%	15%E	12%E	4%	10%H
3 -	(3)	28	26	7	24	20	23	7	13	4	10	1	4	9	15	8	19	12	7	5	2	4	13	9	8	18	3	2	2	-	-	2	5	3	4
		5%c	5%	2%	5%	7%cz	5%	3%	6%	4%	7%	3%	1%	7%k	21%kl	3%	10%n	5%	7%	4%	4%	1%	9%t	11%t	3%	8%w	2%	3%	2%	-	-	3%E	15%EF	2%	3%
2 -	(2)	15	23	9	24	17	37	5	12	-	2	1	-	6	9	1	13	15	4	2	2	-	8	15	4	19	1	4	2	2	-	5	4	2	7
		3%	4%	3%	5%	6%acz	7%abcz	2%	5%hl	-	1%	3%	-	5%k	12%kl	*	7%n	6%	4%	2%	4%	-	5%t	18%tu	1%	8%w	1%	5%A	2%	9%	-	7%E	12%E	1%	6%H
1 - Extremely dissatisfied	(1)	37	46	17	41	33	62	9	21	5	9	2	4	4	29	5	31	29	6	9	2	1	5	40	4	42	8	3	6	-	-	2	15	1	16
		7%	9%z	5%	8%z	12%acz	12%abcdz	4%	9%	5%	6%	6%	1%	3%	40%kl	2%	16%n	11%	6%	7%	4%	*	3%t	48%tu	1%	18%w	6%	4%	7%	-	-	3%E	45%EF	1%	13%H
Not applicable		8	7	3	3	4	3	5	2	3	2	1	6	2	-	5	2	4	-	2	1	4	2	1	3	4	2	-	1	-	2	1	-	2	1
		2%	1%	1%	1%	1%	1%	2%df	1%	3%	1%	3%	2%	2%	-	2%	1%	2%	-	2%	2%	1%	1%	1%	1%	2%	1%	-	1%	-	1%	1%	-	1%	1%
NET: Dissatisfied	(1-3)	80	95	33	89	70	122	21	46	9	21	4	8	19	53	14	63	56	17	16	6	5	26	64	16	79	12	9	10	2	-	9	24	6	27
		16%cz	18%cz	10%	18%cz	26%abcdz	24%abcdz	10%	20%hl	10%	14%	11%	3%	15%k	73%kl	5%	33%n	21%	17%	13%	12%	2%	17%t	77%tu	5%	33%w	9%	12%	12%	9%	-	12%E	73%EF	3%	21%H
NET: Neutral	(4-6)	112	123	76	118	66	130	63	48	19	37	8	31	67	14	45	66	61	28	25	9	29	81	13	42	79	34	20	15	7	24	44	8	25	51
		22%	23%	24%	24%	25%	26%	29%b	21%	20%	24%	23%	10%	53%km	19%k	14%	34%n	23%	27%	20%	18%	10%	54%tv	16%	14%	33%w	25%	26%	18%	32%	11%	60%EG	24%E	13%	40%H
NET: Satisfied	(7-10)	311	313	207	290	129	245	130	135	62	92	22	266	39	6	247	62	141	57	80	35	267	41	5	232	74	89	47	58	13	187	19	1	156	48
		61%ef	58%ef	65%def	58%ef	48%	49%	59%ef	58%	67%	61%	63%	86%lm	31%m	8%	79%o	32%	54%	56%	65%p	69%	88%uv	27%w	6%	79%x	31%	65%	62%	69%	59%	88%FG	26%G	3%	83%I	38%
Mean score		6.83bef	6.48ef	7.03bdef	6.49ef	5.93	5.96	7.06bdef	6.73	7.12	6.76	7.03	8.35lm	5.46m	2.81	8.05o	4.94	6.10	6.55	6.87p	7.42p	8.12uv	5.35v	2.51	7.76x	4.84	7.07	6.87	7.14	6.95	8.30FG	5.36G	2.55	8.06I	5.47
Standard error		0.12	0.12	0.14	0.13	0.18	0.13	0.17	0.20	0.27	0.21	0.48	0.10	0.17	0.26	0.12	0.19	0.17	0.27	0.23	0.37	0.09	0.16	0.25	0.12	0.17	0.21	0.30	0.30	0.53	0.10	0.22	0.32	0.14	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 32

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	109	69	61	83	30	71	53	46	7	22	8	77	2	4	76	7	9	15	4	2	27	2	1	24	6	37	11	19	4	69	1	1	68	3
		21%be	13%	19%be	17%d	11%	14%	24%bde	21%h	8%	13%	30%	27%lm	1%	5%	31%o	3%	8%	21%pr	5%	17%	21%uv	3%	2%	19%x	4%	13%	15%	17%	15%	29%FG	1%	1%	29%I	1%
9 -	(9)	61	73	44	62	37	48	22	32	13	16	1	56	5	1	49	13	17	14	6	-	36	1	-	31	6	24	6	16	2	43	3	2	37	11
		12%	14%	14%	12%	14%	10%	10%	14%	15%	10%	4%	20%lm	4%	1%	20%o	5%	16%	20%r	8%	-	27%uv	1%	-	24%x	4%	8%	8%	14%	8%	18%FG	2%	2%	16%I	4%
8 -	(8)	81	96	56	62	36	67	26	24	12	21	5	55	7	-	40	22	15	7	12	2	32	3	1	23	13	31	14	17	5	56	11	-	50	16
		16%	18%dz	18%d	12%	13%	13%	12%	11%	14%	13%	19%	19%lm	5%m	-	16%o	9%	14%	10%	15%	17%	24%uv	4%	2%	18%x	9%	11%	19%	15%	19%	24%FG	7%G	-	21%I	6%
7 -	(7)	60	75	46	83	26	59	29	29	19	26	9	59	18	6	35	44	9	9	7	1	13	10	3	13	12	30	12	11	6	32	27	-	32	27
		12%	14%	14%	17%ae	10%	12%	13%	13%	22%g	16%	33%	21%m	13%	7%	14%	18%	8%	13%	9%	8%	10%	13%	5%	10%	9%	10%	16%	10%	23%	14%G	17%G	-	14%	10%
6 -	(6)	43	45	30	41	25	52	28	17	12	12	-	15	24	2	15	26	12	5	6	2	11	14	-	12	13	39	3	10	-	18	31	3	19	33
		8%	8%	9%	8%	9%	10%	13%	8%	14%	7%	-	5%	18%km	2%	6%	10%	11%	7%	8%	17%	8%v	18%tv	-	9%	9%	13%B	4%	9%	-	8%	19%EG	3%	8%	13%
5 -	(5)	43	51	26	45	28	44	24	17	7	20	1	8	34	3	15	29	10	8	9	1	3	21	4	12	16	27	9	7	1	6	31	7	11	31
		8%	9%	8%	9%	10%	9%	11%	8%	8%	12%	4%	3%	25%km	4%	6%	12%n	9%	11%	12%	8%	2%	28%tv	6%	9%	12%	9%	12%	6%	4%	3%	19%EG	7%	5%	12%H
4 -	(4)	26	27	20	32	13	34	11	19	4	7	2	2	23	7	6	26	2	1	10	-	2	8	3	4	9	21	8	4	1	3	23	8	7	27
		5%	5%	6%	6%	5%	7%	5%	9%	5%	4%	7%	1%	17%k	9%k	2%	10%n	2%	1%	13%pq	-	2%	11%t	5%	3%	6%	7%	11%	4%	4%	1%	14%E	8%E	3%	10%H
3 -	(3)	28	26	7	24	20	23	7	6	4	13	1	3	12	9	1	21	6	5	9	-	5	10	5	3	17	13	4	5	1	2	11	10	4	19
		5%c	5%	2%	5%	7%cz	5%	3%	3%	5%	8%g	4%	1%	9%k	11%k	*	8%n	6%	7%	12%	-	4%	13%t	8%	2%	12%w	4%	5%	5%	4%	1%	7%E	10%E	2%	7%H
2 -	(2)	15	23	9	24	17	37	5	12	3	9	-	2	4	18	3	21	10	1	5	1	1	6	10	4	13	25	3	8	1	-	11	26	2	34
		3%	4%	3%	5%	6%acz	7%	2%	5%	4%	5%	-	1%	3%	22%kl	1%	8%n	9%q	1%	6%	8%	1%	8%t	16%t	3%	9%w	9%	4%	7%	4%	-	7%E	25%EF	1%	13%H
1 - Extremely dissatisfied	(1)	37	46	17	41	33	62	9	20	4	17	-	5	6	30	3	38	17	3	10	3	-	1	32	1	32	42	3	13	4	4	11	47	7	54
		7%	9%z	5%	8%z	12%acz	12%	4%	9%	5%	10%	-	2%	4%	37%kl	1%	15%n	16%q	4%	13%	25%	-	1%	52%tu	1%	23%w	14%B	4%	12%	15%	2%	7%E	45%EF	3%	21%H
Not applicable		8	7	3	3	4	3	5	1	-	2	-	2	-	1	1	1	2	2	-	-	1	-	3	-	2	1	-	1	1	1	2	-	-	3
		2%	1%	1%	1%	1%	1%	2%d	*	-	1%	-	1%	-	1%	*	*	2%	3%	-	-	1%	-	5%	-	1%	*	-	1%	4%	*	1%	-	-	1%
NET: Dissatisfied	(1-3)	80	95	33	89	70	122	21	38	11	39	1	10	22	57	7	80	33	9	24	4	6	17	47	8	62	80	10	26	6	6	33	83	13	107
		16%cz	18%cz	10%	18%cz	26%abcdz	24%	10%	17%	13%	24%h	4%	4%	16%k	70%kl	3%	32%n	30%q	13%	31%q	33%	5%	22%t	76%tu	6%	45%w	28%B	14%	23%	23%	3%	20%E	80%EF	5%	41%H
NET: Neutral	(4-6)	112	123	76	118	66	130	63	53	23	39	3	25	81	12	36	81	24	14	25	3	16	43	7	28	38	87	20	21	2	27	85	18	37	91
		22%	23%	24%	24%	25%	26%	29%a	24%	27%	24%	11%	9%	60%km	15%	15%	33%n	22%	20%	32%	25%	12%	57%tv	11%	22%	27%	30%C	27%	19%	8%	12%	52%EG	17%	16%	35%H
NET: Satisfied	(7-10)	311	313	207	290	129	245	130	131	51	85	23	247	32	11	200	86	50	45	29	5	108	16	5	91	37	122	43	63	17	200	42	3	187	57
		61%e	58%e	65%de	58%e	48%	49%	59%e	59%	60%	52%	85%	87%lm	24%	14%	82%o	35%	46%	64%pr	37%	42%	82%uv	21%w	8%	72%x	27%	42%	59%A	57%A	65%	85%FG	26%G	3%	79%I	22%
Mean score		6.83be	6.48e	7.03bde	6.49e	5.93	5.96	7.06bde	6.61	6.60	6.06	7.70	8.10lm	5.21m	2.99	8.09o	4.94	5.71	7.19pr	5.22	5.42	8.05uv	5.09v	2.34	7.56x	4.42	5.63	6.52A	6.38A	6.32	8.19FG	5.08G	2.33	7.84I	4.26
Standard error		0.12	0.12	0.14	0.13	0.18	0.13	0.17	0.20	0.26	0.23	0.39	0.11	0.16	0.28	0.13	0.17	0.30	0.32	0.31	0.99	0.16	0.22	0.27	0.19	0.24	0.18	0.30	0.29	0.63	0.12	0.16	0.18	0.14	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 33

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	109	69	61	83	30	71	53	30	11	10	2	50	3	-	42	8
		21%be	13%	19%be	17%e	11%	14%	24%bde	34%i	24%	16%	9%	38%l	4%	-	34%o	9%
9 -	(9)	61	73	44	62	37	48	22	7	8	6	1	18	4	-	15	7
		12%	14%	14%	12%	14%	10%	10%	8%	17%	9%	5%	14%	6%	-	12%	8%
8 -	(8)	81	96	56	62	36	67	26	6	7	11	2	20	6	-	14	12
		16%	18%dz	18%d	12%	13%	13%	12%	7%	15%	17%	9%	15%	9%	-	11%	13%
7 -	(7)	60	75	46	83	26	59	29	10	4	11	4	20	9	-	16	13
		12%	14%	14%	17%ae	10%	12%	13%	11%	9%	17%	18%	15%	13%	-	13%	15%
6 -	(6)	43	45	30	41	25	52	28	13	4	9	2	13	15	-	14	14
		8%	8%	9%	8%	9%	10%	13%	15%	9%	14%	9%	10%	21%k	-	11%	16%
5 -	(5)	43	51	26	45	28	44	24	6	4	9	5	5	18	1	12	11
		8%	9%	8%	9%	10%	9%	11%	7%	9%	14%	23%	4%	26%k	6%	10%	12%
4 -	(4)	26	27	20	32	13	34	11	4	4	1	2	1	6	4	5	6
		5%	5%	6%	6%	5%	7%	5%	5%	9%	2%	9%	1%	9%k	24%	4%	7%
3 -	(3)	28	26	7	24	20	23	7	4	1	2	-	-	5	2	1	6
		5%c	5%	2%	5%	7%cz	5%	3%	5%	2%	3%	-	-	7%k	12%	1%	7%n
2 -	(2)	15	23	9	24	17	37	5	2	1	1	1	-	1	4	2	3
		3%	4%	3%	5%	6%acz	7%	2%	2%	2%	2%	5%	-	1%	24%	2%	3%
1 - Extremely dissatisfied	(1)	37	46	17	41	33	62	9	3	1	4	1	2	2	5	1	8
		7%	9%z	5%	8%z	12%acz	12%	4%	3%	2%	6%	5%	2%	3%	29%	1%	9%n
Not applicable		8	7	3	3	4	3	5	2	1	-	2	3	1	1	2	1
		2%	1%	1%	1%	1%	1%	2%d	2%	2%	-	9%	2%	1%	6%	2%	1%
NET: Dissatisfied	(1-3)	80	95	33	89	70	122	21	9	3	7	2	2	8	11	4	17
		16%cz	18%cz	10%	18%cz	26%abcdz	24%	10%	10%	7%	11%	9%	2%	11%k	65%	3%	19%n
NET: Neutral	(4-6)	112	123	76	118	66	130	63	23	12	19	9	19	39	5	31	31
		22%	23%	24%	24%	25%	26%	29%a	26%	26%	30%	41%	14%	56%k	29%	25%	35%
NET: Satisfied	(7-10)	311	313	207	290	129	245	130	53	30	38	9	108	22	-	87	40
		61%e	58%e	65%de	58%e	48%	49%	59%e	61%	65%	59%	41%	82%l	31%	-	70%o	45%
Mean score		6.83be	6.48e	7.03bde	6.49e	5.93	5.96	7.06bde	7.34	7.38	6.78	6.05	8.30l	5.80	2.50	7.80o	5.97
Standard error		0.12	0.12	0.14	0.13	0.18	0.13	0.17	0.29	0.37	0.31	0.53	0.16	0.24	0.34	0.20	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 34

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	128	108	75	115	44	96	48	68	18	32	10	116	7	5	113	14	43	23	24	18	94	4	10	84	21	27	17	23	8	69	5	1	61	13
		25%ef	20%	24%e	23%e	16%	19%	22%	29%	19%	21%	29%	37%lm	6%	7%	36%o	7%	16%	23%	20%	35%pr	31%uv	3%	12%u	29%x	9%	20%	22%	27%	36%	32%FG	7%	3%	32%I	10%
9 -	(9)	80	77	61	72	34	70	31	32	14	29	5	66	11	3	58	22	35	15	24	3	64	8	5	46	30	29	10	17	5	58	2	1	42	18
		16%	14%	19%e	14%	13%	14%	14%	14%	15%	19%	14%	21%lm	9%	4%	19%o	11%	13%	15%	20%s	6%	21%uv	5%	6%	16%	13%	21%	13%	20%	23%	27%FG	3%	3%	22%	14%
8 -	(8)	97	101	50	85	46	92	34	39	15	35	8	66	22	9	54	42	51	19	23	8	70	23	8	62	38	27	9	11	3	33	12	5	24	26
		19%	19%	16%	17%	17%	18%	16%	17%	16%	23%	23%	21%	17%	12%	17%	22%	19%	19%	19%	16%	23%v	15%	10%	21%	16%	20%	12%	13%	14%	15%	16%	15%	13%	20%
7 -	(7)	58	66	49	71	41	51	22	22	14	20	2	30	21	7	29	28	30	12	17	7	38	21	7	28	38	24	14	10	1	33	14	2	32	16
		11%	12%	15%f	14%	15%f	10%	10%	10%	15%	13%	6%	10%	17%k	10%	9%	15%	11%	12%	14%	14%	12%	14%	8%	10%	16%w	18%	18%	12%	5%	15%	19%	6%	17%	13%
6 -	(6)	40	63	27	49	29	47	30	20	7	12	1	11	21	8	18	22	31	11	16	5	21	34	8	29	32	8	8	9	2	10	12	5	11	16
		8%	12%a	8%	10%	11%	9%	14%a	9%	8%	8%	3%	4%	17%k	11%k	6%	11%n	12%	11%	13%	10%	7%	23%tv	10%	10%	14%	6%	11%	11%	9%	5%	16%E	15%E	6%	13%H
5 -	(5)	40	54	25	41	27	45	24	18	3	16	3	9	21	10	12	26	27	12	9	6	11	30	13	21	33	10	10	5	-	5	15	5	8	17
		8%	10%	8%	8%	10%	9%	11%	8%	3%	11%h	9%	3%	17%k	14%k	4%	13%n	10%	12%	7%	12%	4%	20%t	16%t	7%	14%w	7%	13%	6%	-	2%	21%E	15%E	4%	13%H
4 -	(4)	18	22	12	21	13	28	7	7	8	2	1	1	11	6	8	10	15	3	4	-	1	16	5	7	14	7	2	3	-	1	7	4	3	9
		4%	4%	4%	4%	5%	6%	3%	3%	9%gl	1%	3%	*	9%k	8%k	3%	5%	6%	3%	3%	-	*	11%t	6%t	2%	6%w	5%	3%	4%	-	*	10%E	12%E	2%	7%H
3 -	(3)	13	11	2	13	13	29	9	6	6	1	-	3	6	4	6	7	6	-	3	2	1	5	5	4	7	-	1	-	1	-	2	-	2	-
		3%c	2%	1%	3%c	5%bc	6%abcd	4%c	3%	6%l	1%	-	1%	5%k	5%k	2%	4%	2%	-	2%	4%q	*	3%t	6%t	1%	3%	-	1%	-	5%	-	3%E	-	1%	-
2 -	(2)	11	12	10	12	5	10	3	6	1	3	1	2	2	7	3	8	5	6	1	-	-	7	5	4	8	3	3	3	1	1	3	6	3	7
		2%	2%	3%	2%	2%	2%	1%	3%	1%	2%	3%	1%	2%	10%kl	1%	4%n	2%	6%pr	1%	-	-	5%t	6%t	1%	3%	2%	4%	4%	5%	*	4%E	18%EF	2%	6%
1 - Extremely dissatisfied	(1)	17	16	5	13	16	23	4	10	5	1	1	2	2	13	5	11	15	-	1	-	1	-	15	5	11	2	1	1	1	-	1	4	-	5
		3%	3%	2%	3%	6%bcdz	5%c	2%	4%i	5%i	1%	3%	1%	2%	18%kl	2%	6%n	6%qr	-	1%	-	*	-	18%tu	2%	5%w	1%	1%	1%	5%	-	1%	12%EF	-	4%H
Not applicable		9	8	3	8	1	9	7	3	2	1	3	5	3	1	5	3	4	1	1	2	4	2	2	3	4	-	1	2	-	3	-	-	3	-
		2%	1%	1%	2%	*	2%	3%e	1%	2%	1%	9%gl	2%	2%	1%	2%	2%	2%	1%	1%	4%	1%	1%	2%	1%	2%	-	1%	2%	-	1%	-	-	2%	-
NET: Dissatisfied	(1-3)	41	39	17	38	34	62	16	22	12	5	2	7	10	24	14	26	26	6	5	2	2	12	25	13	26	5	5	4	3	1	6	10	5	12
		8%	7%	5%	8%	13%abcd	12%abcdz	7%	10%l	13%l	3%	6%	2%	8%k	33%kl	5%	13%n	10%r	6%	4%	4%	1%	8%t	30%tu	4%	11%w	4%	7%	5%	14%	*	8%E	30%EF	3%	9%H
NET: Neutral	(4-6)	98	139	64	111	69	120	61	45	18	30	5	21	53	24	38	58	73	26	29	11	33	80	26	57	79	25	20	17	2	16	34	14	22	42
		19%	26%a	20%	22%	26%a	24%	28%ac	19%	19%	20%	14%	7%	42%k	33%k	12%	30%n	28%	25%	24%	22%	11%	53%tv	31%t	19%	33%w	18%	26%	20%	9%	8%	47%E	42%E	12%	33%H
NET: Satisfied	(7-10)	363	352	235	343	165	309	135	161	61	116	25	278	61	24	254	106	159	69	88	36	266	56	30	220	127	107	50	61	17	193	33	9	159	73
		71%efz	65%	74%befz	69%ef	61%	62%	62%	70%	66%	76%	71%	89%lm	48%m	33%	82%o	55%	61%	68%	72%p	71%	87%uv	37%	36%	75%x	54%	78%	66%	73%	77%	91%FG	45%	27%	84%I	57%
Mean score		7.51ef	7.27e	7.62bef	7.39ef	6.82	6.99	7.31e	7.51	7.01	7.75h	7.84	8.57lm	6.38m	4.99	8.22o	6.42	6.93	7.44	7.61p	7.88p	8.41uv	6.01v	5.32	7.86x	6.51	7.66	7.28	7.79	7.91	8.56FG	6.16G	4.85	8.25I	6.68
Standard error		0.11	0.10	0.12	0.11	0.16	0.12	0.16	0.17	0.28	0.16	0.42	0.10	0.18	0.34	0.12	0.18	0.16	0.22	0.18	0.30	0.09	0.15	0.34	0.13	0.16	0.18	0.26	0.25	0.58	0.10	0.24	0.46	0.14	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 35

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	128	108	75	115	44	96	48	58	14	35	8	97	11	7	87	28	16	12	13	3	36	5	3	35	9	57	12	22	5	83	6	7	78	18
		25%e	20%	24%e	23%e	16%	19%	22%	26%	16%	21%	30%	34%lm	8%	9%	36%o	11%	15%	17%	17%	25%	27%uv	7%	5%	28%x	6%	20%	16%	20%	19%	35%FG	4%	7%	33%I	7%
9 -	(9)	80	77	61	72	34	70	31	25	15	28	4	61	6	5	45	26	13	10	10	1	28	4	2	21	13	40	10	16	4	42	21	7	41	29
		16%	14%	19%e	14%	13%	14%	14%	11%	18%	17%	15%	21%lm	4%	6%	18%o	10%	12%	14%	13%	8%	21%uv	5%	3%	17%	9%	14%	14%	14%	15%	18%G	13%	7%	17%	11%
8 -	(8)	97	101	50	85	46	92	34	40	13	26	6	64	15	6	41	42	15	17	11	3	33	11	2	30	16	45	11	28	8	64	20	8	53	36
		19%	19%	16%	17%	17%	18%	16%	18%	15%	16%	22%	23%lm	11%	7%	17%	17%	14%	24%	14%	25%	25%v	14%v	3%	24%x	12%	16%	15%	25%A	31%	27%FG	12%	8%	22%I	14%
7 -	(7)	58	66	49	71	41	51	22	26	16	27	2	36	24	11	33	37	17	10	13	1	16	19	6	19	21	24	13	12	2	22	26	3	20	31
		11%	12%	15%	14%	15%	10%	10%	12%	19%	16%	7%	13%	18%	14%	14%	15%	16%	14%	17%	8%	12%	25%tv	10%	15%	15%	8%	18%A	11%	8%	9%G	16%EG	3%	8%	12%
6 -	(6)	40	63	27	49	29	47	30	18	14	13	4	12	30	7	17	31	9	8	11	1	11	15	3	8	21	30	7	10	-	11	26	10	17	29
		8%	12%a	8%	10%	11%	9%	14%a	8%	16%gi	8%	15%	4%	22%km	9%	7%	13%n	8%	11%	14%	8%	8%	20%tv	5%	6%	15%w	10%	10%	9%	-	5%	16%E	10%	7%	11%
5 -	(5)	40	54	25	41	27	45	24	22	6	13	-	5	22	14	7	32	14	3	7	3	5	11	11	7	20	31	6	6	2	7	29	9	14	31
		8%	10%	8%	8%	10%	9%	11%	10%	7%	8%	-	2%	16%k	17%k	3%	13%n	13%	4%	9%	25%	4%	14%t	18%t	6%	14%w	11%	8%	5%	8%	3%	18%EG	9%E	6%	12%H
4 -	(4)	18	22	12	21	13	28	7	15	1	5	-	2	13	6	6	15	6	4	3	-	1	5	7	1	11	16	8	4	-	-	18	10	6	22
		4%	4%	4%	4%	5%	6%	3%	7%	1%	3%	-	1%	10%k	7%k	2%	6%n	6%	6%	4%	-	1%	7%t	11%t	1%	8%w	6%	11%	4%	-	-	11%E	10%E	3%	9%H
3 -	(3)	13	11	2	13	13	29	9	6	3	4	-	1	6	6	1	12	7	-	6	-	-	5	8	4	9	18	4	5	2	-	6	23	3	26
		3%c	2%	1%	3%c	5%bc	6%	4%c	3%	4%	2%	-	*	4%k	7%k	*	5%n	6%q	-	8%q	-	-	7%t	13%t	3%	6%	6%	5%	5%	8%	-	4%E	22%EF	1%	10%H
2 -	(2)	11	12	10	12	5	10	3	4	2	6	-	1	4	7	2	10	2	2	1	-	-	1	4	-	5	8	-	2	-	-	2	8	2	8
		2%	2%	3%	2%	2%	2%	1%	2%	2%	4%	-	*	3%k	9%k	1%	4%n	2%	3%	1%	-	-	1%	6%t	-	4%w	3%	-	2%	-	-	1%	8%EF	1%	3%
1 - Extremely dissatisfied	(1)	17	16	5	13	16	23	4	7	1	5	-	1	1	11	1	12	10	3	3	-	-	-	16	2	14	16	1	5	1	3	4	16	2	21
		3%	3%	2%	3%	6%bcdz	5%	2%	3%	1%	3%	-	*	1%	14%kl	*	5%n	9%	4%	4%	-	-	-	26%tu	2%	10%w	6%	1%	5%	4%	1%	2%	15%EF	1%	8%H
Not applicable		9	8	3	8	1	9	7	2	-	3	3	4	3	1	4	3	-	1	-	-	1	-	-	-	-	5	1	1	2	2	4	3	1	7
		2%	1%	1%	2%	*	2%	3%e	1%	-	2%	11%	1%	2%	1%	2%	1%	-	1%	-	-	1%	-	-	-	-	2%	1%	1%	8%	1%	2%	3%	*	3%H
NET: Dissatisfied	(1-3)	41	39	17	38	34	62	16	17	6	15	-	3	11	24	4	34	19	5	10	-	-	6	28	6	28	42	5	12	3	3	12	47	7	55
		8%	7%	5%	8%	13%abcd	12%	7%	8%	7%	9%	-	1%	8%k	30%kl	2%	14%n	17%	7%	13%	-	-	8%t	45%tu	5%	20%w	14%	7%	11%	12%	1%	7%E	45%EF	3%	21%H
NET: Neutral	(4-6)	98	139	64	111	69	120	61	55	21	31	4	19	65	27	30	78	29	15	21	4	17	31	21	16	52	77	21	20	2	18	73	29	37	82
		19%	26%a	20%	22%	26%a	24%	28%ac	25%	25%	19%	15%	7%	48%km	33%k	12%	31%n	27%	21%	27%	33%	13%	41%t	34%t	13%	37%w	27%	29%	18%	8%	8%	45%EG	28%E	16%	32%H
NET: Satisfied	(7-10)	363	352	235	343	165	309	135	149	58	116	20	258	56	29	206	133	61	49	47	8	113	39	13	105	59	166	46	78	19	211	73	25	192	114
		71%ez	65%	74%bez	69%e	61%	62%	62%	67%	68%	70%	74%	91%lm	41%	36%	84%o	54%	56%	70%	60%	67%	86%uv	51%v	21%	83%x	42%	57%	63%	70%A	73%	90%FG	45%G	24%	81%I	44%
Mean score		7.51e	7.27e	7.62be	7.39e	6.82	6.99	7.31e	7.32	7.33	7.35	8.42	8.55lm	6.22m	5.24	8.35o	6.46	6.41	7.28p	6.86	7.58	8.33uv	6.43v	4.11	7.98x	5.78	6.82	7.03	7.29	7.54	8.53FG	6.27G	4.59	8.15I	5.89
Standard error		0.11	0.10	0.12	0.11	0.16	0.12	0.16	0.17	0.23	0.19	0.30	0.09	0.17	0.31	0.12	0.16	0.26	0.28	0.28	0.57	0.13	0.21	0.34	0.17	0.22	0.16	0.27	0.23	0.50	0.10	0.16	0.28	0.13	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 36

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	128 25%e	108 20%	75 24%e	115 23%e	44 16%	96 19%	48 22%	19 22%	12 26%	13 20%	4 18%	44 33%l	4 6%	- -	38 31%o	8 9%
9 -	(9)	80 16%	77 14%	61 19%e	72 14%	34 13%	70 14%	31 14%	16 18%i	10 22%i	3 5%	2 9%	25 19%	6 9%	- -	21 17%	10 11%
8 -	(8)	97 19%	101 19%	50 16%	85 17%	46 17%	92 18%	34 16%	10 11%	5 11%	15 23%	4 18%	28 21%l	6 9%	- -	20 16%	12 13%
7 -	(7)	58 11%	66 12%	49 15%	71 14%	41 15%	51 10%	22 10%	6 7%	4 9%	11 17%	1 5%	8 6%	12 17%k	2 12%	7 6%	15 17%n
6 -	(6)	40 8%	63 12%a	27 8%	49 10%	29 11%	47 9%	30 14%a	13 15%	4 9%	8 13%	5 23%	12 9%	18 26%k	- -	17 14%	13 15%
5 -	(5)	40 8%	54 10%	25 8%	41 8%	27 10%	45 9%	24 11%	7 8%	8 17%	8 13%	1 5%	6 5%	17 24%k	1 6%	10 8%	13 15%
4 -	(4)	18 4%	22 4%	12 4%	21 4%	13 5%	28 6%	7 3%	1 1%	1 2%	3 5%	2 9%	3 2%	2 3%	2 12%	1 1%	6 7%n
3 -	(3)	13 3%c	11 2%	2 1%	13 3%c	13 5%bc	29 6%	9 4%c	4 5%	1 2%	3 5%	1 5%	2 2%	3 4%	4 24%	3 2%	6 7%
2 -	(2)	11 2%	12 2%	10 3%	12 2%	5 2%	10 2%	3 1%	2 2%	- -	- -	1 5%	- -	1 1%	2 12%	2 2%	1 1%
1 - Extremely dissatisfied	(1)	17 3%	16 3%	5 2%	13 3%	16 6%bcdz	23 5%	4 2%	4 5%	- -	- -	- -	- -	1 1%	3 18%	1 1%	3 3%
Not applicable		9 2%	8 1%	3 1%	8 2%	1 *	9 2%	7 3%e	5 6%	1 2%	- -	1 5%	4 3%	- -	3 18%	4 3%	2 2%
NET: Dissatisfied	(1-3)	41 8%	39 7%	17 5%	38 8%	34 13%abcd	62 12%	16 7%	10 11%	1 2%	3 5%	2 9%	2 2%	5 7%k	9 53%	6 5%	10 11%
NET: Neutral	(4-6)	98 19%	139 26%a	64 20%	111 22%	69 26%a	120 24%	61 28%ac	21 24%	13 28%	19 30%	8 36%	21 16%	37 53%k	3 18%	28 23%	32 36%n
NET: Satisfied	(7-10)	363 71%ez	352 65%	235 74%bez	343 69%e	165 61%	309 62%	135 62%	51 59%	31 67%	42 66%	11 50%	105 80%l	28 40%	2 12%	86 69%o	45 51%
Mean score		7.51e	7.27e	7.62be	7.39e	6.82	6.99	7.31e	7.23	7.76	7.23	6.90	8.32l	6.27	3.29	7.90o	6.45
Standard error		0.11	0.10	0.12	0.11	0.16	0.12	0.16	0.29	0.31	0.25	0.53	0.16	0.22	0.53	0.20	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 37

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	123	86	66	92	31	74	48	63	19	32	9	116	5	2	113	10	35	15	22	14	72	7	7	70	13	26	16	19	5	65	1	-	57	8
		24%bdef	16%	21%ef	18%d	12%	15%	22%ef	27%	20%	21%	26%	37%lm	4%	3%	36%o	5%	13%	15%	18%	27%p	24%uv	5%	8%	24%x	6%	19%	21%	23%	23%	31%FG	1%	-	30%I	6%
9 -	(9)	65	74	52	51	37	48	31	25	17	15	8	57	7	1	49	16	35	11	22	6	69	4	1	56	17	25	8	17	2	46	5	1	42	10
		13%	14%f	16%df	10%	14%	10%	14%	11%	18%	10%	23%gi	18%lm	6%	1%	16%o	8%	13%	11%	18%	12%	23%uv	3%	1%	19%x	7%	18%	11%	20%	9%	22%FG	7%	3%	22%I	8%
8 -	(8)	81	89	59	90	41	68	34	36	13	30	2	59	17	5	54	26	47	16	18	8	69	17	3	57	31	33	12	11	3	47	10	2	37	22
		16%	17%	18%	18%	15%	14%	16%	16%	14%	20%j	6%	19%m	13%	7%	17%	13%	18%	16%	15%	16%	23%uv	11%w	4%	19%	13%	24%C	16%	13%	14%	22%G	14%	6%	20%	17%
7 -	(7)	56	79	45	78	32	54	20	21	11	20	4	31	20	5	30	26	33	13	24	9	54	21	4	35	43	21	7	11	6	33	11	1	21	23
		11%	15%z	14%	16%afz	12%	11%	9%	9%	12%	13%	11%	10%	16%	7%	10%	13%	13%	13%	20%	18%	18%v	14%w	5%	12%	18%w	15%	9%	13%	27%	15%	15%	3%	11%	18%
6 -	(6)	50	59	23	39	21	50	22	18	7	22	3	23	24	3	26	24	31	15	11	2	24	29	6	27	31	5	11	6	1	9	12	2	8	15
		10%	11%	7%	8%	8%	10%	10%	8%	8%	14%g	9%	7%	19%km	4%	8%	12%	12%	15%s	9%	4%	8%	19%tv	7%	9%	13%	4%	14%A	7%	5%	4%	16%E	6%	4%	12%H
5 -	(5)	39	46	25	49	32	55	19	19	7	11	2	8	26	5	15	23	19	11	10	6	7	29	10	19	26	8	10	6	1	7	15	3	15	10
		8%	9%	8%	10%	12%a	11%	9%	8%	8%	7%	6%	3%	20%km	7%	5%	12%n	7%	11%	8%	12%	2%	19%t	12%t	6%	11%	6%	13%	7%	5%	3%	21%E	9%	8%	8%
4 -	(4)	31	30	15	20	17	31	15	16	8	6	1	5	17	9	5	26	17	6	6	1	3	20	7	10	20	6	1	6	2	1	11	3	4	11
		6%	6%	5%	4%	6%	6%	7%	7%	9%	4%	3%	2%	13%k	12%k	2%	13%n	6%	6%	5%	2%	1%	13%t	8%t	3%	8%w	4%	1%	7%	9%	*	15%E	9%E	2%	9%H
3 -	(3)	13	21	10	21	10	29	11	6	4	2	1	2	2	9	4	9	14	3	2	2	1	10	10	4	17	3	4	2	1	1	4	5	1	9
		3%	4%	3%	4%	4%	6%a	5%	3%	4%	1%	3%	1%	2%	12%kl	1%	5%n	5%	3%	2%	4%	*	7%t	12%t	1%	7%w	2%	5%	2%	5%	*	5%E	15%E	1%	7%H
2 -	(2)	9	14	7	20	16	23	3	3	1	5	-	1	2	6	4	5	7	4	3	-	-	7	7	5	9	3	1	2	1	1	1	5	1	6
		2%	3%	2%	4%a	6%abcz	5%az	1%	1%	1%	3%	-	*	2%	8%kl	1%	3%	3%	4%	2%	-	-	5%t	8%t	2%	4%	2%	1%	2%	5%	*	1%	15%EF	1%	5%H
1 - Extremely dissatisfied	(1)	31	30	14	31	28	54	5	18	6	6	1	4	4	23	8	22	20	6	3	1	2	3	25	7	23	6	6	2	-	-	3	11	1	13
		6%z	6%	4%	6%z	10%abcdz	11%abcdz	2%	8%	6%	4%	3%	1%	3%	32%kl	3%	11%n	8%r	6%	2%	2%	1%	2%	30%tu	2%	10%w	4%	8%	2%	-	-	4%E	33%EF	1%	10%H
Not applicable		13	10	3	9	4	14	11	6	-	3	4	5	3	5	3	6	4	2	2	2	4	3	3	3	6	1	-	2	-	3	-	-	2	-
		3%	2%	1%	2%	1%	3%	5%bcde	3%	-	2%	11%ghi	2%	2%	7%k	1%	3%	2%	2%	2%	4%	1%	2%	4%	1%	3%	1%	-	2%	-	1%	-	-	1%	-
NET: Dissatisfied	(1-3)	53	65	31	72	54	106	19	27	11	13	2	7	8	38	16	36	41	13	8	3	3	20	42	16	49	12	11	6	2	2	8	21	3	28
		10%	12%	10%	14%cz	20%abcdz	21%abcdz	9%	12%	12%	9%	6%	2%	6%k	52%kl	5%	19%n	16%r	13%	7%	6%	1%	13%t	51%tu	5%	21%w	9%	14%	7%	9%	1%	11%E	64%EF	2%	22%H
NET: Neutral	(4-6)	120	135	63	108	70	136	56	53	22	39	6	36	67	17	46	73	67	32	27	9	34	78	23	56	77	19	22	18	4	17	38	8	27	36
		23%	25%	20%	22%	26%	27%cd	26%	23%	24%	26%	17%	12%	53%km	23%k	15%	38%n	26%	31%	22%	18%	11%	52%tv	28%t	19%	33%w	14%	29%A	21%	18%	8%	52%EG	24%D	14%	28%H
NET: Satisfied	(7-10)	325	328	222	311	141	244	133	145	60	97	23	263	49	13	246	78	150	55	86	37	264	49	15	218	104	105	43	58	16	191	27	4	157	63
		64%ef	61%ef	70%bdefz	62%ef	52%	49%	61%f	63%	65%	64%	66%	85%lm	39%m	18%	79%o	40%	57%	54%	70%pq	73%pq	87%uv	33%w	18%	74%x	44%	77%B	57%	69%	73%	90%FG	37%G	12%	83%I	50%
Mean score		7.15def	6.85ef	7.27bdefz	6.80ef	6.18	6.13	7.22def	7.11	7.02	7.17	7.81	8.41lm	6.01m	3.60	8.09o	5.65	6.58	6.60	7.31pq	7.63pq	8.20uv	5.68v	3.92	7.69x	5.74	7.43	6.80	7.44	7.18	8.42FG	5.75G	3.24	8.21I	5.85
Standard error		0.12	0.11	0.14	0.12	0.18	0.13	0.17	0.19	0.28	0.20	0.42	0.10	0.18	0.32	0.13	0.19	0.17	0.26	0.21	0.32	0.09	0.17	0.32	0.13	0.17	0.20	0.31	0.27	0.51	0.10	0.24	0.42	0.13	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 38

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	123	86	66	92	31	74	48	47	11	24	10	84	6	2	76	16	15	10	5	1	27	2	2	27	4	43	7	20	4	71	2	1	65	9
		24%bde	16%	21%e	18%e	12%	15%	22%e	21%	13%	15%	37%	30%lm	4%	2%	31%o	6%	14%	14%	6%	8%	21%uv	3%	3%	21%x	3%	15%	10%	18%	15%	30%FG	1%	1%	27%I	3%
9 -	(9)	65	74	52	51	37	48	31	28	8	14	1	48	2	1	35	16	9	18	10	-	32	4	1	27	10	26	7	13	2	42	4	2	38	10
		13%	14%	16%d	10%	14%	10%	14%	13%	9%	8%	4%	17%lm	1%	1%	14%o	6%	8%	26%pr	13%	-	24%uv	5%	2%	21%x	7%	9%	10%	12%	8%	18%FG	2%	2%	16%I	4%
8 -	(8)	81	89	59	90	41	68	34	32	23	30	5	74	14	2	54	34	18	9	8	6	34	7	-	27	14	27	15	22	4	51	13	4	41	26
		16%	17%	18%	18%	15%	14%	16%	14%	27%g	18%	19%	26%lm	10%m	2%	22%o	14%	17%	13%	10%	50%	26%uv	9%v	-	21%x	10%	9%	21%A	20%A	15%	22%FG	8%	4%	17%I	10%
7 -	(7)	56	79	45	78	32	54	20	25	13	35	5	50	21	7	34	41	13	7	12	-	18	13	1	15	17	29	9	13	3	32	21	1	28	26
		11%	15%z	14%	16%az	12%	11%	9%	11%	15%	21%g	19%	18%	16%	9%	14%	17%	12%	10%	15%	-	14%v	17%v	2%	12%	12%	10%	12%	12%	12%	14%G	13%G	1%	12%	10%
6 -	(6)	50	59	23	39	21	50	22	15	9	15	-	11	22	6	14	25	7	8	6	-	8	12	1	9	12	31	7	7	5	14	28	8	21	27
		10%	11%	7%	8%	8%	10%	10%	7%	11%	9%	-	4%	16%k	7%	6%	10%	6%	11%	8%	-	6%	16%tv	2%	7%	9%	11%	10%	6%	19%	6%	17%EG	8%	9%	10%
5 -	(5)	39	46	25	49	32	55	19	23	10	13	3	10	30	9	11	37	14	7	10	1	6	16	10	8	24	32	11	11	1	10	37	8	13	42
		8%	9%	8%	10%	12%a	11%	9%	10%	12%	8%	11%	4%	22%km	11%k	5%	15%n	13%	10%	13%	8%	5%	21%t	16%t	6%	17%w	11%	15%	10%	4%	4%	23%EG	8%	5%	16%H
4 -	(4)	31	30	15	20	17	31	15	10	2	8	-	-	14	6	6	14	6	3	8	-	2	10	5	8	9	20	4	6	1	1	26	4	7	24
		6%	6%	5%	4%	6%	6%	7%	4%	2%	5%	-	-	10%k	7%k	2%	6%	6%	4%	10%	-	2%	13%t	8%t	6%	6%	7%	5%	5%	4%	*	16%EG	4%E	3%	9%H
3 -	(3)	13	21	10	21	10	29	11	10	2	8	1	2	11	8	4	17	3	2	4	1	1	6	3	-	10	19	8	2	-	3	13	13	11	18
		3%	4%	3%	4%	4%	6%	5%	4%	2%	5%	4%	1%	8%k	10%k	2%	7%n	3%	3%	5%	8%	1%	8%t	5%	-	7%w	7%	11%C	2%	-	1%	8%E	13%E	5%	7%
2 -	(2)	9	14	7	20	16	23	3	10	4	6	-	2	2	16	2	18	6	3	6	1	1	6	9	2	13	13	5	4	1	1	3	19	1	22
		2%	3%	2%	4%a	6%abcz	5%	1%	4%	5%	4%	-	1%	1%	20%k	1%	7%n	6%	4%	8%	8%	1%	8%t	15%t	2%	9%w	4%	7%	4%	4%	*	2%	18%EF	*	9%H
1 - Extremely dissatisfied	(1)	31	30	14	31	28	54	5	20	3	8	-	-	9	22	6	25	15	2	9	2	-	-	28	4	24	42	-	9	3	5	9	40	8	46
		6%z	6%	4%	6%z	10%abcdz	11%	2%	9%	4%	5%	-	-	7%k	27%kl	2%	10%n	14%q	3%	12%q	17%	-	-	45%tu	3%	17%w	14%B	-	8%B	12%	2%	6%	38%EF	3%	18%H
Not applicable		13	10	3	9	4	14	11	3	-	4	2	3	4	2	2	5	3	1	-	-	2	-	2	-	2	8	-	4	2	4	6	4	4	8
		3%	2%	1%	2%	1%	3%	5%bcde	1%	-	2%	7%	1%	3%	2%	1%	2%	3%	1%	-	-	2%	-	3%	-	1%	3%	-	4%	8%	2%	4%	4%	2%	3%
NET: Dissatisfied	(1-3)	53	65	31	72	54	106	19	40	9	22	1	4	22	46	12	60	24	7	19	4	2	12	40	6	47	74	13	15	4	9	25	72	20	86
		10%	12%	10%	14%cz	20%abcdz	21%	9%	18%	11%	13%	4%	1%	16%k	57%kl	5%	24%n	22%q	10%	24%q	33%	2%	16%t	65%tu	5%	34%w	26%C	18%	14%	15%	4%	15%E	69%EF	8%	33%H
NET: Neutral	(4-6)	120	135	63	108	70	136	56	48	21	36	3	21	66	21	31	76	27	18	24	1	16	38	16	25	45	83	22	24	7	25	91	20	41	93
		23%	25%	20%	22%	26%	27%	26%	22%	25%	22%	11%	7%	49%km	26%k	13%	31%n	25%	26%	31%	8%	12%	50%tv	26%t	20%	32%w	29%	30%	22%	27%	11%	56%EG	19%E	17%	36%H
NET: Satisfied	(7-10)	325	328	222	311	141	244	133	132	55	103	21	256	43	12	199	107	55	44	35	7	111	26	4	96	45	125	38	68	13	196	40	8	172	71
		64%e	61%e	70%bdez	62%e	52%	49%	61%	59%	65%	62%	78%	90%lm	32%m	15%	82%o	43%	50%	63%r	45%	58%	85%uv	34%v	6%	76%x	32%	43%	52%	61%A	50%	84%FG	25%G	8%	73%I	28%
Mean score		7.15de	6.85e	7.27bde	6.80e	6.18	6.13	7.22de	6.67	6.89	6.72	8.08	8.33lm	5.50m	3.51	7.98o	5.62	6.02	7.13pr	5.63	5.83	8.12uv	5.59v	2.78	7.62x	4.88	5.79	6.34	6.80A	6.46	8.15FG	5.24G	2.88	7.63I	4.73
Standard error		0.12	0.11	0.14	0.12	0.18	0.13	0.17	0.20	0.25	0.20	0.40	0.09	0.19	0.28	0.14	0.17	0.29	0.30	0.32	0.94	0.14	0.23	0.30	0.20	0.23	0.18	0.28	0.27	0.59	0.13	0.16	0.23	0.16	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 39

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	123	86	66	92	31	74	48	21	12	9	6	44	4	-	40	6
		24%bde	16%	21%e	18%e	12%	15%	22%e	24%	26%	14%	27%	33%l	6%	-	32%o	7%
9 -	(9)	65	74	52	51	37	48	31	15	6	9	1	28	3	-	22	9
		13%	14%	16%d	10%	14%	10%	14%	17%	13%	14%	5%	21%l	4%	-	18%	10%
8 -	(8)	81	89	59	90	41	68	34	10	10	10	4	23	11	-	15	18
		16%	17%	18%	18%	15%	14%	16%	11%	22%	16%	18%	17%	16%	-	12%	20%
7 -	(7)	56	79	45	78	32	54	20	9	1	7	3	15	5	-	13	6
		11%	15%z	14%	16%az	12%	11%	9%	10%	2%	11%	14%	11%	7%	-	10%	7%
6 -	(6)	50	59	23	39	21	50	22	8	3	10	1	7	15	-	10	12
		10%	11%	7%	8%	8%	10%	10%	9%	7%	16%	5%	5%	21%k	-	8%	13%
5 -	(5)	39	46	25	49	32	55	19	5	5	6	3	5	12	2	9	9
		8%	9%	8%	10%	12%a	11%	9%	6%	11%	9%	14%	4%	17%k	12%	7%	10%
4 -	(4)	31	30	15	20	17	31	15	6	4	4	1	3	8	4	3	12
		6%	6%	5%	4%	6%	6%	7%	7%	9%	6%	5%	2%	11%k	24%	2%	13%n
3 -	(3)	13	21	10	21	10	29	11	4	3	3	1	1	7	3	4	7
		3%	4%	3%	4%	4%	6%	5%	5%	7%	5%	5%	1%	10%k	18%	3%	8%
2 -	(2)	9	14	7	20	16	23	3	2	-	1	-	1	1	1	1	2
		2%	3%	2%	4%a	6%abcz	5%	1%	2%	-	2%	-	1%	1%	6%	1%	2%
1 - Extremely dissatisfied		31	30	14	31	28	54	5	3	-	2	-	-	1	4	1	4
	(1)	6%z	6%	4%	6%z	10%abcdz	11%	2%	3%	-	3%	-	-	1%	24%	1%	4%
Not applicable		13	10	3	9	4	14	11	4	2	3	2	5	3	3	6	4
		3%	2%	1%	2%	1%	3%	5%bcde	5%	4%	5%	9%	4%	4%	18%	5%	4%
NET: Dissatisfied	(1-3)	53	65	31	72	54	106	19	9	3	6	1	2	9	8	6	13
		10%	12%	10%	14%cz	20%abcdz	21%	9%	10%	7%	9%	5%	2%	13%k	47%	5%	15%n
NET: Neutral	(4-6)	120	135	63	108	70	136	56	19	12	20	5	15	35	6	22	33
		23%	25%	20%	22%	26%	27%	26%	22%	26%	31%	23%	11%	50%k	35%	18%	37%n
NET: Satisfied	(7-10)	325	328	222	311	141	244	133	55	29	35	14	110	23	-	90	39
		64%e	61%e	70%bdez	62%e	52%	49%	61%	63%	63%	55%	64%	83%l	33%	-	73%o	44%
Mean score		7.15de	6.85e	7.27bde	6.80e	6.18	6.13	7.22de	7.28	7.48	6.87	7.50	8.39l	5.91	2.93	7.97o	6.13
Standard error		0.12	0.11	0.14	0.12	0.18	0.13	0.17	0.29	0.36	0.31	0.50	0.15	0.25	0.40	0.20	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 40

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	105	84	58	86	23	61	42	50	22	23	10	97	6	2	96	9	35	14	22	13	74	4	6	66	15	22	12	19	5	55	3	-	43	13
		21%bef	16%e	18%ef	17%ef	9%	12%	19%ef	22%	24%	15%	29%	31%lm	5%	3%	31%o	5%	13%	14%	18%	25%p	24%uv	3%	7%	23%x	6%	16%	16%	23%	23%	26%FG	4%	-	23%I	10%
9 -	(9)	61	51	45	49	19	53	19	22	15	19	5	55	5	1	49	11	21	8	20	2	45	4	2	36	14	23	8	12	2	43	2	-	36	9
		12%e	9%	14%be	10%	7%	11%	9%	10%	16%	13%	14%	18%lm	4%	1%	16%o	6%	8%	8%	16%pq	4%	15%uv	3%	2%	12%x	6%	17%	11%	14%	9%	20%FG	3%	-	19%I	7%
8 -	(8)	71	97	52	72	47	68	40	29	12	25	5	54	15	2	44	27	43	22	23	9	83	12	2	64	32	21	11	17	3	40	10	2	35	17
		14%	18%	16%	14%	17%	14%	18%	13%	13%	16%	14%	17%m	12%m	3%	14%	14%	16%	22%	19%	18%	27%uv	8%	2%	22%x	14%	15%	14%	20%	14%	19%	14%	6%	19%	13%
7 -	(7)	72	62	40	70	35	66	28	34	8	26	4	47	21	4	46	26	34	10	15	3	35	25	2	33	29	21	8	7	4	29	8	3	24	16
		14%	12%	13%	14%	13%	13%	13%	15%	9%	17%	11%	15%m	17%m	5%	15%	13%	13%	10%	12%	6%	11%v	17%v	2%	11%	12%	15%	11%	8%	18%	14%	11%	9%	13%	13%
6 -	(6)	48	57	28	47	27	39	21	20	11	15	2	18	24	6	27	21	37	12	6	2	25	29	3	24	32	15	7	5	1	11	15	2	8	20
		9%	11%	9%	9%	10%	8%	10%	9%	12%	10%	6%	6%	19%km	8%	9%	11%	14%rs	12%	5%	4%	8%	19%tv	4%	8%	14%w	11%	9%	6%	5%	5%	21%E	6%	4%	16%H
5 -	(5)	55	64	24	60	29	49	18	21	11	20	3	14	29	12	15	39	25	14	16	9	15	37	12	28	35	6	10	8	-	11	9	4	8	16
		11%	12%c	8%	12%c	11%	10%	8%	9%	12%	13%	9%	5%	23%k	16%k	5%	20%n	10%	14%	13%	18%	5%	25%t	14%t	10%	15%	4%	13%A	10%	-	5%	12%E	12%	4%	13%H
4 -	(4)	20	25	20	23	25	28	11	12	3	5	-	5	11	4	6	14	11	3	9	2	4	14	7	8	17	8	7	2	3	6	12	2	8	12
		4%	5%	6%	5%	9%abd	6%	5%	5%	3%	3%	-	2%	9%k	5%	2%	7%n	4%	3%	7%	4%	1%	9%t	8%t	3%	7%w	6%	9%	2%	14%	3%	16%E	6%	4%	9%
3 -	(3)	19	25	18	25	16	33	11	11	3	4	1	5	5	9	8	11	11	7	5	2	5	14	6	13	12	8	6	2	2	3	8	7	8	10
		4%	5%	6%	5%	6%	7%a	5%	5%	3%	3%	3%	2%	4%	12%kl	3%	6%	4%	7%	4%	4%	2%	9%t	7%t	4%	5%	6%	8%	2%	9%	1%	11%E	21%E	4%	8%
2 -	(2)	15	18	7	19	10	18	6	9	1	5	-	2	5	8	3	11	10	4	3	1	4	4	10	7	11	2	2	3	-	-	3	4	2	5
		3%	3%	2%	4%	4%	4%	3%	4%	1%	3%	-	1%	4%k	11%kl	1%	6%n	4%	4%	2%	2%	1%	3%	12%tu	2%	5%	1%	3%	4%	-	-	4%E	12%E	1%	4%
1 - Extremely dissatisfied	(1)	25	38	7	32	31	67	6	11	6	6	2	2	3	20	7	17	28	5	3	2	4	5	29	5	33	5	1	1	-	1	1	5	1	6
		5%	7%cz	2%	6%cz	12%abcdz	13%abcdz	3%	5%	6%	4%	6%	1%	2%	27%kl	2%	9%n	11%r	5%	2%	4%	1%	3%	35%tu	2%	14%w	4%	1%	1%	-	*	1%	15%EF	1%	5%H
Not applicable		20	17	20	17	7	18	17	12	1	4	3	12	3	5	10	7	7	3	1	6	11	2	4	9	6	6	4	8	2	14	2	4	16	3
		4%	3%	6%be	3%	3%	4%	8%abdef	5%	1%	3%	9%h	4%	2%	7%	3%	4%	3%	3%	1%	12%pqr	4%	1%	5%	3%	3%	4%	5%	10%	9%	7%	3%	12%	8%I	2%
NET: Dissatisfied	(1-3)	59	81	32	76	57	118	23	31	10	15	3	9	13	37	18	39	49	16	11	5	13	23	45	25	56	15	9	6	2	4	12	16	11	21
		12%	15%c	10%	15%c	21%abcdz	24%abcdz	11%	13%	11%	10%	9%	3%	10%k	51%kl	6%	20%n	19%r	16%	9%	10%	4%	15%t	54%tu	9%	24%w	11%	12%	7%	9%	2%	16%E	48%EF	6%	17%H
NET: Neutral	(4-6)	123	146	72	130	81	116	50	53	25	40	5	37	64	22	48	74	73	29	31	13	44	80	22	60	84	29	24	15	4	28	36	8	24	48
		24%	27%	23%	26%	30%cf	23%	23%	23%	27%	26%	14%	12%	50%km	30%kl	15%	38%n	28%	28%	25%	25%	14%	53%tv	27%t	20%	36%w	21%	32%C	18%	18%	13%	49%EG	24%	13%	38%H
NET: Satisfied	(7-10)	309	294	195	277	124	248	129	135	57	93	24	253	47	9	235	73	133	54	80	27	237	45	12	199	90	87	39	55	14	167	23	5	138	55
		60%ef	55%e	61%ef	55%e	46%	50%	59%ef	58%	61%	61%	69%	81%lm	37%m	12%	76%o	38%	51%	53%	65%p	53%	78%uv	30%v	14%	68%x	38%	64%	51%	65%	64%	78%FG	32%	15%	73%I	43%
Mean score		6.98bdef	6.56ef	7.10bdef	6.60ef	5.83	5.99	7.02bef	6.86	7.14	6.90	7.66	8.18lm	5.91m	3.65	7.88o	5.57	6.25	6.53	7.09p	7.02	7.90uv	5.52v	3.56	7.40x	5.48	7.08	6.65	7.55B	7.20	8.12F	5.61	3.83	7.81I	6.07
Standard error		0.12	0.12	0.14	0.12	0.17	0.13	0.17	0.18	0.28	0.20	0.45	0.11	0.18	0.30	0.13	0.18	0.17	0.26	0.22	0.40	0.11	0.16	0.32	0.14	0.18	0.21	0.29	0.27	0.55	0.13	0.25	0.41	0.16	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 41

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	105	84	58	86	23	61	42	45	9	24	8	79	4	3	71	15	11	8	3	1	20	1	2	19	4	36	7	14	4	59	1	1	52	9
		21%be	16%e	18%e	17%e	9%	12%	19%e	20%h	11%	15%	30%	28%lm	3%	4%	29%o	6%	10%	11%	4%	8%	15%uv	1%	3%	15%x	3%	12%	10%	13%	15%	25%FG	1%	1%	22%I	3%
9 -	(9)	61	51	45	49	19	53	19	23	8	15	3	44	2	3	39	9	6	10	3	-	16	3	-	14	5	24	9	15	5	39	12	2	37	16
		12%e	9%	14%be	10%	7%	11%	9%	10%	9%	9%	11%	15%lm	1%	4%	16%o	4%	6%	14%pr	4%	-	12%uv	4%	-	11%x	4%	8%	12%	14%	19%	17%FG	7%	2%	16%I	6%
8 -	(8)	71	97	52	72	47	68	40	29	16	22	5	61	9	2	43	29	14	17	15	1	45	2	-	33	14	31	10	24	3	55	10	3	45	23
		14%	18%	16%	14%	17%	14%	18%	13%	19%	13%	19%	21%lm	7%	2%	18%	12%	13%	24%	19%	8%	34%uv	3%	-	26%x	10%	11%	14%	22%A	12%	24%FG	6%	3%	19%I	9%
7 -	(7)	72	62	40	70	35	66	28	24	19	22	5	46	21	3	27	40	11	9	12	3	23	10	2	23	11	33	15	13	5	40	25	1	37	29
		14%	12%	13%	14%	13%	13%	13%	11%	22%g	13%	19%	16%m	16%m	4%	11%	16%	10%	13%	15%	25%	18%v	13%v	3%	18%x	8%	11%	21%A	12%	19%	17%G	15%G	1%	16%	11%
6 -	(6)	48	57	28	47	27	39	21	20	6	20	1	23	18	6	20	26	13	8	6	-	9	16	2	10	17	24	7	6	2	9	26	4	14	24
		9%	11%	9%	9%	10%	8%	10%	9%	7%	12%	4%	8%	13%	7%	8%	10%	12%	11%	8%	-	7%	21%tv	3%	8%	12%	8%	10%	5%	8%	4%	16%EG	4%	6%	9%
5 -	(5)	55	64	24	60	29	49	18	28	12	20	-	12	35	13	14	44	14	6	8	1	6	15	8	12	17	36	4	9	-	9	31	9	13	36
		11%	12%c	8%	12%c	11%	10%	8%	13%	14%	12%	-	4%	26%k	16%k	6%	18%n	13%	9%	10%	8%	5%	20%t	13%t	9%	12%	12%	5%	8%	-	4%	19%EG	9%	5%	14%H
4 -	(4)	20	25	20	23	25	28	11	12	2	8	1	5	12	6	11	12	10	4	9	2	5	14	6	6	19	14	6	7	1	2	20	6	8	20
		4%	5%	6%	5%	9%abd	6%	5%	5%	2%	5%	4%	2%	9%k	7%k	5%	5%	9%	6%	12%	17%	4%	18%t	10%	5%	14%w	5%	8%	6%	4%	1%	12%E	6%E	3%	8%H
3 -	(3)	19	25	18	25	16	33	11	9	5	10	1	2	11	12	7	18	7	1	6	2	3	10	3	4	12	21	7	3	2	2	16	15	8	24
		4%	5%	6%	5%	6%	7%	5%	4%	6%	6%	4%	1%	8%k	15%k	3%	7%n	6%	1%	8%	17%	2%	13%t	5%	3%	9%	7%	10%C	3%	8%	1%	10%E	14%E	3%	9%H
2 -	(2)	15	18	7	19	10	18	6	9	4	6	-	-	10	9	1	18	1	3	5	1	-	2	8	1	9	12	2	3	1	-	3	15	3	15
		3%	3%	2%	4%	4%	4%	3%	4%	5%	4%	-	-	7%k	11%k	*	7%n	1%	4%	6%p	8%	-	3%	13%tu	1%	6%w	4%	3%	3%	4%	-	2%E	14%EF	1%	6%H
1 - Extremely dissatisfied	(1)	25	38	7	32	31	67	6	17	4	10	1	1	9	22	3	29	17	3	10	1	1	1	29	3	27	48	5	12	2	9	13	45	11	55
		5%	7%cz	2%	6%cz	12%abcdz	13%	3%	8%	5%	6%	4%	*	7%k	27%kl	1%	12%n	16%q	4%	13%	8%	1%	1%	47%tu	2%	19%w	17%B	7%	11%	8%	4%	8%	43%EF	5%	21%H
Not applicable		20	17	20	17	7	18	17	7	-	8	2	11	4	2	8	8	5	1	1	-	3	2	2	2	4	11	1	5	1	10	5	3	9	7
		4%	3%	6%be	3%	3%	4%	8%abde	3%	-	5%h	7%	4%	3%	2%	3%	3%	5%	1%	1%	-	2%	3%	3%	2%	3%	4%	1%	5%	4%	4%	3%	3%	4%	3%
NET: Dissatisfied	(1-3)	59	81	32	76	57	118	23	35	13	26	2	3	30	43	11	65	25	7	21	4	4	13	40	8	48	81	14	18	5	11	32	75	22	94
		12%	15%c	10%	15%c	21%abcdz	24%	11%	16%	15%	16%	7%	1%	22%k	53%kl	5%	26%n	23%q	10%	27%q	33%	3%	17%t	65%tu	6%	35%w	28%C	19%	16%	19%	5%	20%E	72%EF	9%	36%H
NET: Neutral	(4-6)	123	146	72	130	81	116	50	60	20	48	2	40	65	25	45	82	37	18	23	3	20	45	16	28	53	74	17	22	3	20	77	19	35	80
		24%	27%	23%	26%	30%c	23%	23%	27%	24%	29%	7%	14%	48%km	31%k	18%	33%n	34%	26%	29%	25%	15%	59%tv	26%	22%	38%w	26%	23%	20%	12%	9%	48%EG	18%D	15%	31%H
NET: Satisfied	(7-10)	309	294	195	277	124	248	129	121	52	83	21	230	36	11	180	93	42	44	33	5	104	16	4	89	34	124	41	66	17	193	48	7	171	77
		60%e	55%e	61%e	55%e	46%	50%	59%e	54%	61%	50%	78%	81%lm	27%m	14%	74%o	38%	39%	63%pr	42%	42%	79%uv	21%v	6%	70%x	24%	43%	56%A	59%A	65%	82%FG	30%G	7%	72%I	30%
Mean score		6.98bde	6.56e	7.10bde	6.60e	5.83	5.99	7.02be	6.61	6.52	6.43	7.84	8.14lm	5.11m	3.73	7.86o	5.36	5.59	6.88pr	5.34	5.08	7.65uv	5.20v	2.73	7.22x	4.58	5.63	6.28	6.55A	6.80	7.96FG	5.29G	2.69	7.43I	4.71
Standard error		0.12	0.12	0.14	0.12	0.17	0.13	0.17	0.19	0.27	0.21	0.47	0.10	0.19	0.29	0.14	0.17	0.28	0.29	0.30	0.78	0.16	0.21	0.29	0.19	0.23	0.18	0.31	0.28	0.57	0.14	0.17	0.22	0.16	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 42

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	105	84	58	86	23	61	42	17	14	8	3	40	2	-	32	8
		21%be	16%e	18%e	17%e	9%	12%	19%e	20%	30%i	13%	14%	30%l	3%	-	26%o	9%
9 -	(9)	61	51	45	49	19	53	19	10	5	4	-	18	1	-	10	8
		12%e	9%	14%be	10%	7%	11%	9%	11%	11%	6%	-	14%l	1%	-	8%	9%
8 -	(8)	71	97	52	72	47	68	40	18	9	11	2	27	13	-	23	16
		14%	18%	16%	14%	17%	14%	18%	21%	20%	17%	9%	20%	19%	-	19%	18%
7 -	(7)	72	62	40	70	35	66	28	9	3	12	4	18	10	-	19	9
		14%	12%	13%	14%	13%	13%	13%	10%	7%	19%	18%	14%	14%	-	15%	10%
6 -	(6)	48	57	28	47	27	39	21	5	6	7	3	7	13	1	9	12
		9%	11%	9%	9%	10%	8%	10%	6%	13%	11%	14%	5%	19%k	6%	7%	13%
5 -	(5)	55	64	24	60	29	49	18	7	3	5	3	3	14	1	9	9
		11%	12%c	8%	12%c	11%	10%	8%	8%	7%	8%	14%	2%	20%k	6%	7%	10%
4 -	(4)	20	25	20	23	25	28	11	4	1	5	1	5	4	2	2	9
		4%	5%	6%	5%	9%abd	6%	5%	5%	2%	8%	5%	4%	6%	12%	2%	10%n
3 -	(3)	19	25	18	25	16	33	11	3	2	4	2	1	7	3	5	5
		4%	5%	6%	5%	6%	7%	5%	3%	4%	6%	9%	1%	10%k	18%	4%	6%
2 -	(2)	15	18	7	19	10	18	6	2	1	3	-	-	3	3	1	5
		3%	3%	2%	4%	4%	4%	3%	2%	2%	5%	-	-	4%k	18%	1%	6%n
1 - Extremely dissatisfied	(1)	25	38	7	32	31	67	6	4	-	1	1	1	1	4	2	4
		5%	7%cz	2%	6%cz	12%abcdz	13%	3%	5%	-	2%	5%	1%	1%	24%	2%	4%
Not applicable		20	17	20	17	7	18	17	8	2	4	3	12	2	3	12	4
		4%	3%	6%be	3%	3%	4%	8%abde	9%	4%	6%	14%	9%	3%	18%	10%	4%
NET: Dissatisfied	(1-3)	59	81	32	76	57	118	23	9	3	8	3	2	11	10	8	14
		12%	15%c	10%	15%c	21%abcdz	24%	11%	10%	7%	13%	14%	2%	16%k	59%	6%	16%n
NET: Neutral	(4-6)	123	146	72	130	81	116	50	16	10	17	7	15	31	4	20	30
		24%	27%	23%	26%	30%c	23%	23%	18%	22%	27%	32%	11%	44%k	24%	16%	34%n
NET: Satisfied	(7-10)	309	294	195	277	124	248	129	54	31	35	9	103	26	-	84	41
		60%e	55%e	61%e	55%e	46%	50%	59%e	62%	67%	55%	41%	78%l	37%	-	68%o	46%
Mean score		6.98bde	6.56e	7.10bde	6.60e	5.83	5.99	7.02be	7.15	7.75i	6.57	6.21	8.21l	5.81	2.71	7.62o	6.18
Standard error		0.12	0.12	0.14	0.12	0.17	0.13	0.17	0.29	0.34	0.31	0.56	0.17	0.24	0.42	0.21	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 43

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	95	67	53	85	29	69	42	47	20	19	9	90	3	2	92	3	29	17	13	8	61	4	2	54	10	25	12	11	5	48	2	3	40	12
		19%bef	12%	17%e	17%be	11%	14%	19%be	20%i	22%	13%	26%	29%lm	2%	3%	30%o	2%	11%	17%	11%	16%	20%uv	3%	2%	18%x	4%	18%	16%	13%	23%	23%F	3%	9%	21%I	9%
9 -	(9)	56	61	35	35	22	43	26	18	13	21	4	50	6	-	41	14	26	13	18	4	52	8	1	46	15	14	9	10	2	35	-	-	28	7
		11%d	11%d	11%d	7%	8%	9%	12%d	8%	14%	14%	11%	16%lm	5%	-	13%o	7%	10%	13%	15%	8%	17%uv	5%	1%	16%x	6%	10%	12%	12%	9%	16%FG	-	-	15%I	6%
8 -	(8)	54	73	48	75	34	65	22	25	11	17	1	46	6	2	38	16	31	18	19	5	61	9	3	53	20	25	11	10	2	38	10	-	31	17
		11%	14%	15%	15%a	13%	13%	10%	11%	12%	11%	3%	15%lm	5%	3%	12%	8%	12%	18%	15%	10%	20%uv	6%	4%	18%x	8%	18%	14%	12%	9%	18%G	14%G	-	16%	13%
7 -	(7)	46	59	30	58	32	37	24	21	11	12	2	28	16	2	30	16	25	11	16	7	38	17	4	29	29	14	9	4	3	23	6	1	14	14
		9%	11%f	9%	12%f	12%f	7%	11%	9%	12%	8%	6%	9%	13%m	3%	10%	8%	10%	11%	13%	14%	12%w	11%	5%	10%	12%	10%	12%	5%	14%	11%	8%	3%	7%	11%
6 -	(6)	36	41	23	35	24	50	24	17	7	11	1	17	17	2	17	19	19	10	10	2	15	21	5	19	20	12	7	4	-	12	8	3	12	11
		7%	8%	7%	7%	9%	10%	11%	7%	8%	7%	3%	5%	13%km	3%	5%	10%	7%	10%	8%	4%	5%	14%t	6%	6%	8%	9%	9%	5%	-	6%	11%	9%	6%	9%
5 -	(5)	41	52	26	34	23	43	20	12	10	18	1	16	23	2	21	19	26	11	10	5	20	27	5	29	23	9	8	8	1	9	17	-	11	15
		8%	10%	8%	7%	9%	9%	9%	5%	11%	12%g	3%	5%	18%km	3%	7%	10%	10%	11%	8%	10%	7%	18%tv	6%	10%	10%	7%	11%	10%	5%	4%	23%EG	-	6%	12%
4 -	(4)	24	28	22	25	11	28	12	13	4	6	1	11	10	3	13	11	19	3	6	-	7	17	4	8	20	7	8	5	2	5	14	3	11	11
		5%	5%	7%	5%	4%	6%	5%	6%	4%	4%	3%	4%	8%	4%	4%	6%	7%s	3%	5%	-	2%	11%t	5%	3%	8%w	5%	11%	6%	9%	2%	19%E	9%E	6%	9%
3 -	(3)	24	25	14	20	8	20	5	9	4	9	2	4	10	10	6	17	14	3	4	4	7	14	4	8	16	6	2	4	2	6	6	2	5	9
		5%	5%	4%	4%	3%	4%	2%	4%	4%	6%	6%	1%	8%k	14%k	2%	9%n	5%	3%	3%	8%	2%	9%t	5%	3%	7%w	4%	3%	5%	9%	3%	8%E	6%	3%	7%
2 -	(2)	15	11	11	24	18	27	5	4	1	6	4	4	6	5	5	9	8	1	1	1	1	7	3	4	7	5	1	5	-	4	2	5	4	7
		3%	2%	3%	5%b	7%abz	5%ab	2%	2%	1%	4%	11%gh	1%	5%k	7%k	2%	5%n	3%	1%	1%	2%	*	5%t	4%t	1%	3%	4%	1%	6%	-	2%	3%	15%EF	2%	6%
1 - Extremely dissatisfied	(1)	77	85	27	66	52	82	22	41	9	22	5	14	21	42	18	58	49	11	18	7	14	22	49	15	69	10	6	10	1	6	6	15	7	20
		15%c	16%cz	8%	13%c	19%cdz	16%cz	10%	18%	10%	14%	14%	5%	17%k	58%kl	6%	30%n	19%	11%	15%	14%	5%	15%t	59%tu	5%	29%w	7%	8%	12%	5%	3%	8%E	45%EF	4%	16%H
Not applicable		43	36	30	43	16	36	17	24	3	11	5	31	9	3	30	11	16	4	8	8	29	4	3	28	7	10	3	13	4	27	2	1	26	4
		8%	7%	9%	9%	6%	7%	8%	10%h	3%	7%	14%h	10%	7%	4%	10%	6%	6%	4%	7%	16%pq	10%u	3%	4%	10%x	3%	7%	4%	15%B	18%	13%F	3%	3%	14%I	3%
NET: Dissatisfied	(1-3)	116	121	52	110	78	129	32	54	14	37	11	22	37	57	29	84	71	15	23	12	22	43	56	27	92	21	9	19	3	16	14	22	16	36
		23%cz	22%cz	16%	22%cz	29%bcdz	26%cz	15%	23%	15%	24%	31%h	7%	29%k	78%kl	9%	44%n	27%d	15%	19%	24%	7%	29%t	67%tu	9%	39%w	15%	12%	23%	14%	8%	19%E	67%EF	8%	28%H
NET: Neutral	(4-6)	101	121	71	94	58	121	56	42	21	35	3	44	50	7	51	49	64	24	26	7	42	65	14	56	63	28	23	17	3	26	39	6	34	37
		20%	22%	22%	19%	22%	24%d	26%d	18%	23%	23%	9%	14%	39%km	10%	16%	25%n	24%	24%	21%	14%	14%	43%tv	17%	19%	27%w	20%	30%	20%	14%	12%	53%EG	18%	18%	29%H
NET: Satisfied	(7-10)	251	260	166	253	117	214	114	111	55	69	16	214	31	6	201	49	111	59	66	24	212	38	10	182	74	78	41	35	12	144	18	4	113	50
		49%f	48%	52%ef	51%f	43%	43%	52%f	48%	59%l	45%	46%	69%lm	24%m	8%	65%o	25%	42%	58%p	54%p	47%	70%uv	25%v	12%	62%x	31%	57%C	54%	42%	55%	68%FG	25%	12%	60%I	39%
Mean score		6.21ef	6.01e	6.53bef	6.18ef	5.53	5.77	6.62bef	6.13	6.81i	5.96	6.07	7.76lm	4.78m	2.37	7.50o	4.26	5.59	6.70p	6.28p	6.12	7.56uv	4.86v	2.74	7.24x	4.56	6.75	6.58	5.97	6.94	7.68FG	5.06G	3.06	7.36I	5.39
Standard error		0.15	0.14	0.17	0.14	0.20	0.15	0.20	0.23	0.30	0.26	0.68	0.15	0.23	0.27	0.16	0.21	0.20	0.28	0.27	0.48	0.14	0.20	0.29	0.16	0.20	0.25	0.32	0.38	0.69	0.17	0.26	0.51	0.20	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 44

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	95	67	53	85	29	69	42	48	9	21	7	76	5	4	72	13	13	12	3	1	27	1	1	26	3	42	10	14	3	64	2	3	61	8
		19%be	12%	17%e	17%be	11%	14%	19%be	22%hl	11%	13%	26%	27%lm	4%	5%	30%o	5%	12%	17%r	4%	8%	21%uv	1%	2%	20%x	2%	14%	14%	13%	12%	27%FG	1%	3%	26%I	3%
9 -	(9)	56	61	35	35	22	43	26	17	4	12	2	30	4	1	24	10	5	11	6	-	22	-	-	17	5	22	10	8	3	36	4	3	35	8
		11%d	11%d	11%d	7%	8%	9%	12%d	8%	5%	7%	7%	11%lm	3%	1%	10%o	4%	5%	16%p	8%	-	17%uv	-	-	13%x	4%	8%	14%	7%	12%	15%FG	2%	3%	15%I	3%
8 -	(8)	54	73	48	75	34	65	22	26	21	23	5	53	16	6	35	39	12	9	11	2	23	9	2	20	14	25	17	18	5	53	10	2	40	24
		11%	14%	15%	15%a	13%	13%	10%	12%	25%gi	14%	19%	19%m	12%	7%	14%	16%	11%	13%	14%	17%	18%v	12%	3%	16%	10%	9%	23%A	16%A	19%	23%FG	6%	2%	17%I	9%
7 -	(7)	46	59	30	58	32	37	24	23	15	17	3	39	18	1	31	26	13	11	8	-	19	11	2	17	14	17	8	11	1	22	14	1	20	17
		9%	11%	9%	12%	12%	7%	11%	10%	18%	10%	11%	14%m	13%m	1%	13%	10%	12%	16%	10%	-	15%v	14%v	3%	13%	10%	6%	11%	10%	4%	9%G	9%G	1%	8%	7%
6 -	(6)	36	41	23	35	24	50	24	14	9	11	1	15	16	4	16	18	9	9	6	-	10	11	3	10	14	27	8	13	2	11	33	6	21	27
		7%	8%	7%	7%	9%	10%	11%	6%	11%	7%	4%	5%	12%k	5%	7%	7%	8%	13%	8%	-	8%	14%	5%	8%	10%	9%	11%	12%	8%	5%	20%EG	6%	9%	10%
5 -	(5)	41	52	26	34	23	43	20	10	10	14	-	11	19	4	15	18	7	5	10	1	12	7	4	13	10	30	3	9	1	7	27	9	10	33
		8%	10%	8%	7%	9%	9%	9%	4%	12%g	8%	-	4%	14%km	5%	6%	7%	6%	7%	13%	8%	9%	9%	6%	10%	7%	10%	4%	8%	4%	3%	17%E	9%E	4%	13%H
4 -	(4)	24	28	22	25	11	28	12	13	4	7	1	8	11	6	6	17	5	3	3	-	2	9	-	3	8	19	6	1	2	2	20	6	10	18
		5%	5%	7%	5%	4%	6%	5%	6%	5%	4%	4%	3%	8%k	7%	2%	7%n	5%	4%	4%	-	2%	12%tv	-	2%	6%	7%C	8%C	1%	8%	1%	12%E	6%E	4%	7%
3 -	(3)	24	25	14	20	8	20	5	6	5	7	2	3	10	7	4	16	2	2	4	-	2	4	2	3	5	15	2	3	-	4	10	6	4	16
		5%	5%	4%	4%	3%	4%	2%	3%	6%	4%	7%	1%	7%k	9%k	2%	6%n	2%	3%	5%	-	2%	5%	3%	2%	4%	5%	3%	3%	-	2%	6%E	6%E	2%	6%H
2 -	(2)	15	11	11	24	18	27	5	13	4	7	-	2	13	9	3	21	8	1	6	3	1	11	6	7	11	18	4	4	1	3	9	15	6	21
		3%	2%	3%	5%b	7%abz	5%	2%	6%	5%	4%	-	1%	10%k	11%k	1%	8%n	7%	1%	8%	25%	1%	14%t	10%t	6%	8%	6%	5%	4%	4%	1%	6%E	14%EF	3%	8%H
1 - Extremely dissatisfied		77	85	27	66	52	82	22	27	4	34	1	13	16	37	7	59	28	4	16	4	5	8	39	5	47	52	3	23	4	15	21	46	11	70
	(1)	15%c	16%cz	8%	13%c	19%cdz	16%	10%	12%	5%	21%gh	4%	5%	12%k	46%kl	3%	24%n	26%q	6%	21%q	33%	4%	11%	63%tu	4%	34%w	18%B	4%	21%B	15%	6%	13%E	44%EF	5%	27%H
Not applicable		43	36	30	43	16	36	17	26	-	12	5	34	7	2	31	11	7	3	5	1	8	5	3	6	8	23	2	7	4	17	12	7	19	16
		8%	7%	9%	9%	6%	7%	8%	12%h	-	7%h	19%	12%lm	5%	2%	13%o	4%	6%	4%	6%	8%	6%	7%	5%	5%	6%	8%	3%	6%	15%	7%	7%	7%	8%	6%
NET: Dissatisfied	(1-3)	116	121	52	110	78	129	32	46	13	48	3	18	39	53	14	96	38	7	26	7	8	23	47	15	63	85	9	30	5	22	40	67	21	107
		23%cz	22%cz	16%	22%cz	29%bcdz	26%	15%	21%	15%	29%h	11%	6%	29%k	65%kl	6%	39%n	35%q	10%	33%q	58%	6%	30%t	76%tu	12%	45%w	29%B	12%	27%B	19%	9%	25%E	64%EF	9%	41%H
NET: Neutral	(4-6)	101	121	71	94	58	121	56	37	23	32	2	34	46	14	37	53	21	17	19	1	24	27	7	26	32	76	17	23	5	20	80	21	41	78
		20%	22%	22%	19%	22%	24%	26%d	17%	27%g	19%	7%	12%	34%km	17%	15%	21%	19%	24%	24%	8%	18%	36%tv	11%	20%	23%	26%	23%	21%	19%	9%	49%EG	20%E	17%	30%H
NET: Satisfied	(7-10)	251	260	166	253	117	214	114	114	49	73	17	198	43	12	162	88	43	43	28	3	91	21	5	80	36	106	45	51	12	175	30	9	156	57
		49%	48%	52%e	51%	43%	43%	52%	51%	58%l	44%	63%	70%lm	32%m	15%	66%o	35%	39%	61%pr	36%	25%	69%uv	28%v	8%	63%x	26%	37%	62%AC	46%	46%	75%FG	19%G	9%	66%I	22%
Mean score		6.21e	6.01e	6.53be	6.18e	5.53	5.77	6.62be	6.39i	6.42i	5.58	7.55	7.72lm	5.05m	3.14	7.76o	4.76	5.11	7.03pr	5.01	3.73	7.53uv	4.76v	2.29	7.08x	4.08	5.46	6.85AC	5.77	6.14	7.76FG	4.77G	2.88	7.50I	4.22
Standard error		0.15	0.14	0.17	0.14	0.20	0.15	0.20	0.23	0.26	0.26	0.56	0.15	0.23	0.32	0.16	0.20	0.33	0.31	0.35	1.03	0.21	0.29	0.30	0.24	0.26	0.20	0.30	0.31	0.69	0.17	0.18	0.26	0.17	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 45

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	95 19%be	67 12%	53 17%e	85 17%be	29 11%	69 14%	42 19%be	20 23%	12 26%	8 13%	2 9%	38 29%l	4 6%	- -	32 26%o	7 8%
9 -	(9)	56 11%d	61 11%d	35 11%d	35 7%	22 8%	43 9%	26 12%d	12 14%	8 17%i	3 5%	3 14%	23 17%l	3 4%	- -	19 15%	6 7%
8 -	(8)	54 11%	73 14%	48 15%	75 15%a	34 13%	65 13%	22 10%	7 8%	4 9%	9 14%	2 9%	18 14%	4 6%	- -	11 9%	11 12%
7 -	(7)	46 9%	59 11%	30 9%	58 12%	32 12%	37 7%	24 11%	8 9%	6 13%	7 11%	3 14%	19 14%	5 7%	- -	13 10%	11 12%
6 -	(6)	36 7%	41 8%	23 7%	35 7%	24 9%	50 10%	24 11%	9 10%	5 11%	8 13%	2 9%	8 6%	15 21%k	1 6%	13 10%	11 12%
5 -	(5)	41 8%	52 10%	26 8%	34 7%	23 9%	43 9%	20 9%	4 5%	4 9%	9 14%g	3 14%	6 5%	14 20%k	- -	11 9%	9 10%
4 -	(4)	24 5%	28 5%	22 7%	25 5%	11 4%	28 6%	12 5%	6 7%	3 7%	2 3%	1 5%	3 2%	8 11%k	1 6%	5 4%	6 7%
3 -	(3)	24 5%	25 5%	14 4%	20 4%	8 3%	20 4%	5 2%	2 2%	1 2%	2 3%	- -	1 1%	3 4%	1 6%	1 1%	4 4%
2 -	(2)	15 3%	11 2%	11 3%	24 5%b	18 7%abz	27 5%	5 2%	1 1%	- -	3 5%	1 5%	1 1%	2 3%	2 12%	3 2%	2 2%
1 - Extremely dissatisfied	(1)	77 15%c	85 16%cz	27 8%	66 13%c	52 19%cdz	82 16%	22 10%	10 11%h	- -	10 16%h	2 9%	4 3%	9 13%k	9 53%	7 6%	15 17%n
Not applicable		43 8%	36 7%	30 9%	43 9%	16 6%	36 7%	17 8%	8 9%	3 7%	3 5%	3 14%	11 8%	3 4%	3 18%	9 7%	7 8%
NET: Dissatisfied	(1-3)	116 23%cz	121 22%cz	52 16%	110 22%cz	78 29%bcdz	129 26%	32 15%	13 15%h	1 2%	15 23%h	3 14%	6 5%	14 20%k	12 71%	11 9%	21 24%n
NET: Neutral	(4-6)	101 20%	121 22%	71 22%	94 19%	58 22%	121 24%	56 26%d	19 22%	12 26%	19 30%	6 27%	17 13%	37 53%k	2 12%	29 23%	26 29%
NET: Satisfied	(7-10)	251 49%	260 48%	166 52%e	253 51%	117 43%	214 43%	114 52%	47 54%	30 65%i	27 42%	10 45%	98 74%l	16 23%	- -	75 60%o	35 39%
Mean score		6.21e	6.01e	6.53be	6.18e	5.53	5.77	6.62be	6.78i	7.70i	5.75	6.26	7.96l	5.19	1.86	7.30o	5.55
Standard error		0.15	0.14	0.17	0.14	0.20	0.15	0.20	0.34	0.32	0.38	0.64	0.20	0.30	0.40	0.25	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 46

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

		Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
10 - Extremely satisfied	(10)	123	101	74	112	26	87	49	66	22	24	11	116	5	2	111	11	40	18	25	18	92	5	4	86	13	28	16	24	6	71	2	1	66	7
		24%bef	19%e	23%ef	22%ef	10%	17%e	22%e	29%i	24%	16%	31%i	37%lm	4%	3%	36%o	6%	15%	18%	20%	35%pqr	30%uv	3%	5%	29%x	6%	20%	21%	29%	27%	33%FG	3%	3%	35%I	6%
9 -	(9)	79	65	56	55	46	59	19	29	15	30	5	71	7	1	60	19	33	10	19	3	55	8	2	46	17	24	12	14	6	52	2	2	41	15
		15%dz	12%	18%bdfz	11%	17%dfz	12%	9%	13%	16%	20%	14%	23%lm	6%	1%	19%o	10%	13%	10%	15%	6%	18%uv	5%	2%	16%x	7%	18%	16%	17%	27%	24%FG	3%	6%	22%I	12%
8 -	(8)	84	87	47	90	36	83	39	37	10	32	5	60	23	1	60	24	43	14	20	10	76	8	3	52	33	26	7	12	2	35	8	4	27	19
		16%	16%	15%	18%	13%	17%	18%	16%	11%	21%h	14%	19%m	18%m	1%	19%o	12%	16%	14%	16%	20%	25%uv	5%	4%	18%	14%	19%	9%	14%	9%	16%	11%	12%	14%	15%
7 -	(7)	60	71	46	56	42	48	29	20	16	20	4	27	27	6	29	30	33	18	14	6	39	27	5	39	31	19	15	10	2	27	17	2	24	21
		12%	13%	14%f	11%	16%f	10%	13%	9%	17%g	13%	11%	9%	21%km	8%	9%	16%n	13%	18%	11%	12%	13%	18%v	6%	13%	13%	14%	20%	12%	9%	13%	23%EG	6%	13%	17%
6 -	(6)	40	57	26	47	19	48	24	17	7	15	1	14	24	2	19	21	24	13	18	2	19	34	4	28	28	11	8	6	1	15	8	3	8	18
		8%	11%	8%	9%	7%	10%	11%	7%	8%	10%	3%	5%	19%km	3%	6%	11%	9%	13%	15%s	4%	6%	23%tv	5%	10%	12%	8%	11%	7%	5%	7%	11%	9%	4%	14%H
5 -	(5)	42	50	25	42	34	46	24	14	5	20	3	9	16	17	12	30	22	11	12	5	11	30	9	15	35	12	8	3	2	8	16	1	10	15
		8%	9%	8%	8%	13%a	9%	11%	6%	5%	13%g	9%	3%	13%k	23%k	4%	16%n	8%	11%	10%	10%	4%	20%t	11%t	5%	15%w	9%	11%	4%	9%	4%	22%EG	3%	5%	12%H
4 -	(4)	27	30	9	26	11	37	8	13	8	6	-	4	12	11	6	19	19	6	5	-	6	17	7	11	19	4	3	2	-	1	4	4	1	8
		5%	6%	3%	5%	4%	7%c	4%	6%	9%	4%	-	1%	9%k	15%k	2%	10%n	7%s	6%	4%	-	2%	11%t	8%t	4%	8%w	3%	4%	2%	-	*	5%E	12%E	1%	6%H
3 -	(3)	18	19	18	23	15	21	10	12	2	2	2	2	9	7	5	12	13	2	2	2	-	13	6	4	15	7	4	5	2	1	12	5	7	11
		4%	4%	6%	5%	6%	4%	5%	5%i	2%	1%	6%	1%	7%k	10%k	2%	6%n	5%	2%	2%	4%	-	9%t	7%t	1%	6%w	5%	5%	6%	9%	*	16%E	15%E	4%	9%
2 -	(2)	7	14	9	14	11	19	4	3	1	2	1	1	1	5	1	6	9	3	1	1	1	3	10	4	10	4	3	2	-	-	3	6	1	8
		1%	3%	3%	3%	4%a	4%a	2%	1%	1%	1%	3%	*	1%	7%kl	*	3%n	3%	3%	1%	2%	*	2%	12%tu	1%	4%w	3%	4%	2%	-	-	4%E	18%EF	1%	6%H
1 - Extremely dissatisfied	(1)	24	35	5	27	27	44	4	16	5	1	2	2	1	21	3	20	22	5	6	2	1	2	32	4	31	2	-	3	-	-	1	4	1	4
		5%c	7%cz	2%	5%cz	10%acdz	9%acdz	2%	7%i	5%l	1%	6%l	1%	1%	29%kl	1%	10%n	8%	5%	5%	4%	*	1%	39%tu	1%	13%w	1%	-	4%	-	-	1%	12%EF	1%	3%
Not applicable		7	9	4	8	2	8	9	4	2	-	1	5	2	-	5	1	4	2	1	2	5	3	1	4	4	-	-	3	1	3	-	1	3	1
		1%	2%	1%	2%	1%	2%	4%abcdef	2%	2%	-	3%l	2%	2%	-	2%	1%	2%	2%	1%	4%	2%	2%	1%	1%	2%	-	-	4%A	5%	1%	-	3%	2%	1%
NET: Dissatisfied	(1-3)	49	68	32	64	53	84	18	31	8	5	5	5	11	33	9	38	44	10	9	5	2	18	48	12	56	13	7	10	2	1	16	15	9	23
		10%	13%	10%	13%	20%abcdz	17%acz	8%	13%l	9%	3%	14%l	2%	9%k	45%kl	3%	20%n	17%r	10%	7%	10%	1%	12%t	58%tu	4%	24%w	9%	9%	12%	9%	*	22%E	45%EF	5%	18%H
NET: Neutral	(4-6)	109	137	60	115	64	131	56	44	20	41	4	27	52	30	37	70	65	30	35	7	36	81	20	54	82	27	19	11	3	24	28	8	19	41
		21%	25%c	19%	23%	24%	26%c	26%	19%	22%	27%	11%	9%	41%k	41%k	12%	36%n	25%	29%s	28%s	14%	12%	54%tv	24%t	18%	35%w	20%	25%	13%	14%	11%	38%E	24%E	10%	32%H
NET: Satisfied	(7-10)	346	324	223	313	150	277	136	152	63	106	25	274	62	10	260	84	149	60	78	37	262	48	14	223	94	97	50	60	16	185	29	9	158	62
		68%bef	60%	70%bdef	63%f	56%	55%	62%	66%	68%	70%	71%	88%lm	49%m	14%	84%o	44%	57%	59%	63%	73%p	86%uv	32%v	17%	76%x	40%	71%	66%	71%	73%	87%FG	40%	27%	84%I	49%
Mean score		7.31bef	6.84e	7.42bdef	7.01ef	6.28	6.53	7.21ef	7.22	7.24	7.44	7.47	8.57lm	6.30m	3.73	8.34o	5.74	6.52	6.82	7.22p	7.67p	8.31uv	5.74v	3.46	7.87x	5.51	7.37	7.20	7.57	7.90	8.50FG	5.59G	4.50	8.27I	6.13
Standard error		0.11	0.11	0.13	0.12	0.17	0.13	0.16	0.19	0.27	0.16	0.48	0.10	0.17	0.28	0.11	0.19	0.17	0.25	0.22	0.36	0.09	0.15	0.31	0.12	0.18	0.20	0.27	0.29	0.50	0.11	0.24	0.49	0.14	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 47

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

		Supplier							THREE									VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total		511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
10 - Extremely satisfied	(10)	123	101	74	112	26	87	49	59	13	30	10	102	5	5	92	20	12	10	2	2	23	2	1	21	5	46	13	24	4	81	5	1	77	10
		24%be	19%e	23%e	22%e	10%	17%	22%e	26%h	15%	18%	37%	36%lm	4%	6%	38%o	8%	11%r	14%r	3%	17%	18%uv	3%	2%	17%x	4%	16%	18%	22%	15%	35%FG	3%	1%	32%I	4%
9 -	(9)	79	65	56	55	46	59	19	25	11	16	3	48	5	2	37	18	11	15	18	2	41	5	-	35	11	32	10	11	6	46	11	2	45	14
		15%dz	12%	18%bdz	11%	17%dz	12%	9%	11%	13%	10%	11%	17%lm	4%	2%	15%o	7%	10%	21%p	23%p	17%	31%uv	7%v	-	28%x	8%	11%	14%	10%	23%	20%FG	7%	2%	19%I	5%
8 -	(8)	84	87	47	90	36	83	39	32	17	36	5	69	20	1	48	40	15	10	10	1	28	7	1	24	12	38	18	23	4	62	15	6	49	34
		16%	16%	15%	18%	13%	17%	18%	14%	20%	22%	19%	24%lm	15%m	1%	20%	16%	14%	14%	13%	8%	21%uv	9%	2%	19%x	9%	13%	25%A	21%	15%	26%FG	9%	6%	21%I	13%
7 -	(7)	60	71	46	56	42	48	29	22	11	22	1	34	17	5	26	30	22	11	8	1	26	16	-	22	19	28	7	11	2	19	25	4	21	26
		12%	13%	14%	11%	16%	10%	13%	10%	13%	13%	4%	12%	13%	6%	11%	12%	20%	16%	10%	8%	20%v	21%v	-	17%	14%	10%	10%	10%	8%	8%	15%EG	4%	9%	10%
6 -	(6)	40	57	26	47	19	48	24	20	12	13	2	12	28	7	15	30	8	4	6	1	5	13	1	4	15	30	6	11	1	10	31	7	13	34
		8%	11%	8%	9%	7%	10%	11%	9%	14%	8%	7%	4%	21%km	9%	6%	12%n	7%	6%	8%	8%	4%	17%tv	2%	3%	11%w	10%	8%	10%	4%	4%	19%EG	7%	5%	13%H
5 -	(5)	42	50	25	42	34	46	24	16	10	13	3	8	27	7	13	28	10	10	12	2	5	17	12	9	25	32	5	6	3	6	29	11	11	33
		8%	9%	8%	8%	13%a	9%	11%	7%	12%	8%	11%	3%	20%km	9%k	5%	11%n	9%	14%	15%	17%	4%	22%t	19%t	7%	18%w	11%	7%	5%	12%	3%	18%E	11%E	5%	13%H
4 -	(4)	27	30	9	26	11	37	8	14	4	6	2	4	15	7	5	20	4	3	3	1	1	8	2	4	7	23	7	6	1	3	24	10	11	26
		5%	6%	3%	5%	4%	7%	4%	6%	5%	4%	7%	1%	11%k	9%k	2%	8%n	4%	4%	4%	8%	1%	11%t	3%	3%	5%	8%	10%	5%	4%	1%	15%E	10%E	5%	10%H
3 -	(3)	18	19	18	23	15	21	10	11	2	9	1	1	11	11	3	19	4	2	9	-	-	5	10	4	11	14	2	5	-	2	7	12	3	18
		4%	4%	6%	5%	6%	4%	5%	5%	2%	5%	4%	*	8%k	14%k	1%	8%n	4%	3%	12%pq	-	-	7%t	16%t	3%	8%	5%	3%	5%	-	1%	4%E	12%EF	1%	7%H
2 -	(2)	7	14	9	14	11	19	4	5	-	9	-	-	2	12	-	14	4	2	3	2	1	2	8	2	9	14	2	2	1	1	5	13	2	17
		1%	3%	3%	3%	4%a	4%	2%	2%	-	5%h	-	-	1%k	15%kl	-	6%n	4%	3%	4%	17%	1%	3%	13%tu	2%	6%w	5%	3%	2%	4%	*	3%E	13%EF	1%	7%H
1 - Extremely dissatisfied		24	35	5	27	27	44	4	15	3	9	-	1	3	23	1	26	18	2	7	-	-	1	26	2	24	30	2	10	2	2	6	36	4	40
	(1)	5%c	7%cz	2%	5%cz	10%acdz	9%	2%	7%	4%	5%	-	*	2%	28%kl	*	10%n	17%q	3%	9%	-	-	1%	42%tu	2%	17%w	10%B	3%	9%	8%	1%	4%E	35%EF	2%	16%H
Not applicable		7	9	4	8	2	8	9	4	2	2	-	5	2	1	4	3	1	1	-	-	1	-	1	-	1	3	1	2	2	2	4	2	1	6
		1%	2%	1%	2%	1%	2%	4%abcde	2%	2%	1%	-	2%	1%	1%	2%	1%	1%	1%	-	-	1%	-	2%	-	1%	1%	1%	2%	8%	1%	2%	2%	*	2%
NET: Dissatisfied	(1-3)	49	68	32	64	53	84	18	31	5	27	1	2	16	46	4	59	26	6	19	2	1	8	44	8	44	58	6	17	3	5	18	61	9	75
		10%	13%	10%	13%	20%abcd z	17%	8%	14%	6%	16%h	4%	1%	12%k	57%kl	2%	24%n	24%q	9%	24%q	17%	1%	11%t	71%tu	6%	32%w	20%B	8%	15%	12%	2%	11%E	59%EF	4%	29%H
NET: Neutral	(4-6)	109	137	60	115	64	131	56	50	26	32	7	24	70	21	33	78	22	17	21	4	11	38	15	17	47	85	18	23	5	19	84	28	35	93
		21%	25%c	19%	23%	24%	26%	26%	22%	31%l	19%	26%	8%	52%km	26%k	14%	31%n	20%	24%	27%	33%	8%	50%tv	24%t	13%	34%w	29%	25%	21%	19%	8%	52%EG	27%E	15%	36%H
NET: Satisfied	(7-10)	346	324	223	313	150	277	136	138	52	104	19	253	47	13	203	108	60	46	38	6	118	30	2	102	47	144	48	69	16	208	56	13	192	84
		68%be	60%	70%bde	63%	56%	55%	62%	62%	61%	63%	70%	89%lm	35%m	16%	83%o	44%	55%	66%r	49%	50%	90%uv	39%v	3%	80%x	34%	50%	66%A	62%A	62%	89%FG	35%G	13%	81%I	33%
Mean score		7.31be	6.84e	7.42bde	7.01e	6.28	6.53	7.21e	7.03	7.10	6.79	7.85	8.51lm	5.84m	3.70	8.35o	5.73	5.97	7.10pr	5.97	6.42	8.20uv	5.89v	2.69	7.67x	5.04	6.20	7.14A	6.87A	7.04	8.47FG	5.75G	3.32	8.08I	5.08
Standard error		0.11	0.11	0.13	0.12	0.17	0.13	0.16	0.19	0.24	0.21	0.44	0.09	0.17	0.30	0.12	0.17	0.29	0.29	0.31	0.83	0.13	0.22	0.26	0.19	0.23	0.17	0.29	0.27	0.58	0.11	0.16	0.24	0.14	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 48

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

		Supplier							GIFFGAFF								
									Issue				Satisfaction			Resolved	
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
10 - Extremely satisfied	(10)	123	101	74	112	26	87	49	24	14	7	4	45	4	-	35	10
		24%be	19%e	23%e	22%e	10%	17%	22%e	28%i	30%i	11%	18%	34%l	6%	-	28%o	11%
9 -	(9)	79	65	56	55	46	59	19	6	5	5	3	15	4	-	13	6
		15%dz	12%	18%bdz	11%	17%dz	12%	9%	7%	11%	8%	14%	11%	6%	-	10%	7%
8 -	(8)	84	87	47	90	36	83	39	12	7	17	3	31	8	-	26	13
		16%	16%	15%	18%	13%	17%	18%	14%	15%	27%	14%	23%l	11%	-	21%	15%
7 -	(7)	60	71	46	56	42	48	29	9	4	14	2	18	10	1	13	16
		12%	13%	14%	11%	16%	10%	13%	10%	9%	22%	9%	14%	14%	6%	10%	18%
6 -	(6)	40	57	26	47	19	48	24	9	5	8	2	7	16	1	12	12
		8%	11%	8%	9%	7%	10%	11%	10%	11%	13%	9%	5%	23%k	6%	10%	13%
5 -	(5)	42	50	25	42	34	46	24	11	6	5	2	5	17	2	12	12
		8%	9%	8%	8%	13%a	9%	11%	13%	13%	8%	9%	4%	24%k	12%	10%	13%
4 -	(4)	27	30	9	26	11	37	8	4	1	1	2	2	4	2	2	6
		5%	6%	3%	5%	4%	7%	4%	5%	2%	2%	9%	2%	6%	12%	2%	7%
3 -	(3)	18	19	18	23	15	21	10	4	2	3	1	2	4	4	3	6
		4%	4%	6%	5%	6%	4%	5%	5%	4%	5%	5%	2%	6%	24%	2%	7%
2 -	(2)	7	14	9	14	11	19	4	3	-	1	-	2	1	1	2	2
		1%	3%	3%	3%	4%a	4%	2%	3%	-	2%	-	2%	1%	6%	2%	2%
1 - Extremely dissatisfied		24	35	5	27	27	44	4	1	1	1	1	-	1	3	-	4
	(1)	5%c	7%cz	2%	5%cz	10%acdz	9%	2%	1%	2%	2%	5%	-	1%	18%	-	4%n
Not applicable		7	9	4	8	2	8	9	4	1	2	2	5	1	3	6	2
		1%	2%	1%	2%	1%	2%	4%abcde	5%	2%	3%	9%	4%	1%	18%	5%	2%
NET: Dissatisfied	(1-3)	49	68	32	64	53	84	18	8	3	5	2	4	6	8	5	12
		10%	13%	10%	13%	20%abcdz	17%	8%	9%	7%	8%	9%	3%	9%	47%	4%	13%n
NET: Neutral	(4-6)	109	137	60	115	64	131	56	24	12	14	6	14	37	5	26	30
		21%	25%c	19%	23%	24%	26%	26%	28%	26%	22%	27%	11%	53%k	29%	21%	34%n
NET: Satisfied	(7-10)	346	324	223	313	150	277	136	51	30	43	12	109	26	1	87	45
		68%be	60%	70%bde	63%	56%	55%	62%	59%	65%	67%	55%	83%l	37%	6%	70%o	51%
Mean score		7.31be	6.84e	7.42bde	7.01e	6.28	6.53	7.21e	7.19	7.56	7.06	6.95	8.22l	6.12	3.43	7.79o	6.34
Standard error		0.11	0.11	0.13	0.12	0.17	0.13	0.16	0.27	0.35	0.25	0.59	0.16	0.23	0.50	0.19	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 49

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
Courtesy and politeness of advisors	363	352	235	343	165	309	135	161	61	116	25	278	61	24	254	106	159	69	88	36	266	56	30	220	127	107	50	61	17	193	33	9	159	73
	71%efz	65%	74%befz	69%ef	61%	62%	62%	70%	66%	76%	71%	89%lm	48%m	33%	82%o	55%	61%	68%	72%p	71%	87%uv	37%	36%	75%x	54%	78%	66%	73%	77%	91%FG	45%	27%	84%l	57%
Ease of finding provider contact details	352	338	219	338	165	313	137	155	62	110	25	276	55	21	254	95	158	62	81	37	250	60	28	218	114	95	47	60	17	183	28	8	154	63
	69%bef	63%	69%	68%	61%	63%	63%	67%	67%	72%	71%	89%lm	43%m	29%	82%o	49%	60%	61%	66%	73%	82%uv	40%	34%	74%x	48%	69%	62%	71%	77%	86%FG	38%	24%	81%l	50%
Willingness to help resolve your issue	346	324	223	313	150	277	136	152	63	106	25	274	62	10	260	84	149	60	78	37	262	48	14	223	94	97	50	60	16	185	29	9	158	62
	68%bef	60%	70%bdef	63%f	56%	55%	62%	66%	68%	70%	71%	88%lm	49%m	14%	84%o	44%	57%	59%	63%	73%p	86%uv	32%v	17%	76%x	40%	71%	66%	71%	73%	87%FG	40%	27%	84%l	49%
Advisor doing what they said they would do	325	328	222	311	141	244	133	145	60	97	23	263	49	13	246	78	150	55	86	37	264	49	15	218	104	105	43	58	16	191	27	4	157	63
	64%ef	61%ef	70%bdef	62%ef	52%	49%	61%f	63%	65%	64%	66%	85%lm	39%m	18%	79%o	40%	57%	54%	70%pq	73%pq	87%uv	33%v	18%	74%x	44%	77%D	57%	69%	73%	90%FG	37%G	12%	83%l	50%
			z																															
Getting the issue resolved to your satisfaction	311	313	207	290	129	245	130	135	62	92	22	266	39	6	247	62	141	57	80	35	267	41	5	232	74	89	47	58	13	187	19	1	156	48
	61%ef	58%ef	65%def	58%ef	48%	49%	59%ef	58%	67%	61%	63%	86%lm	31%m	8%	79%o	32%	54%	56%	65%p	69%	88%uv	27%v	6%	79%x	31%	65%	62%	69%	59%	88%FG	26%G	3%	83%l	38%
The time taken to handle your issue	310	301	210	287	133	236	126	139	58	89	24	259	46	5	241	67	137	58	72	34	254	37	10	212	83	94	47	56	13	183	25	2	151	57
	61%ef	56%f	66%bdef	57%ef	49%	47%	58%f	60%	62%	59%	69%	83%lm	36%m	7%	77%o	35%	52%	57%	59%	67%	83%uv	25%v	12%	72%x	35%	69%	62%	67%	59%	86%FG	34%G	6%	80%l	45%
Logging of query details to avoid having to repeat yourself	309	294	195	277	124	248	129	135	57	93	24	253	47	9	235	73	133	54	80	27	237	45	12	199	90	87	39	55	14	167	23	5	138	55
	60%ef	55%e	61%ef	55%e	46%	50%	59%ef	58%	61%	61%	69%	81%lm	37%m	12%	76%o	38%	51%	53%	65%p	53%	78%uv	30%v	14%	68%x	38%	64%	51%	65%	64%	78%FG	32%	15%	73%l	43%
Offering compensation or a goodwill payment	251	260	166	253	117	214	114	111	55	69	16	214	31	6	201	49	111	59	66	24	212	38	10	182	74	78	41	35	12	144	18	4	113	50
	49%f	48%	52%ef	51%f	43%	43%	52%f	48%	59%l	45%	46%	69%lm	24%m	8%	65%o	25%	42%	58%p	54%p	47%	70%uv	25%v	12%	62%x	31%	57%C	54%	42%	55%	68%FG	25%	12%	60%l	39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 50

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
Courtesy and politeness of advisors	363	352	235	343	165	309	135	149	58	116	20	258	56	29	206	133	61	49	47	8	113	39	13	105	59	166	46	78	19	211	73	25	192	114
	71%ez	65%	74%bez	69%e	61%	62%	62%	67%	68%	70%	74%	91%lm	41%	36%	84%o	54%	56%	70%	60%	67%	86%uv	51%v	21%	83%x	42%	57%	63%	70%A	73%	90%FG	45%G	24%	81%l	44%
Ease of finding provider contact details	352	338	219	338	165	313	137	148	52	115	23	244	60	34	201	134	65	47	44	9	117	31	17	99	64	172	48	75	18	207	76	30	187	123
	69%be	63%	69%	68%	61%	63%	63%	66%	61%	70%	85%	86%lm	44%	42%	82%o	54%	60%	67%	56%	75%	89%uv	41%	27%	78%x	46%	59%	66%	68%	69%	88%FG	47%G	29%	79%l	48%
Willingness to help resolve your issue	346	324	223	313	150	277	136	138	52	104	19	253	47	13	203	108	60	46	38	6	118	30	2	102	47	144	48	69	16	208	56	13	192	84
	68%be	60%	70%bde	63%	56%	55%	62%	62%	61%	63%	70%	89%lm	35%m	16%	83%o	44%	55%	66%r	49%	50%	90%uv	39%v	3%	80%x	34%	50%	66%A	62%A	62%	89%FG	35%G	13%	81%l	33%
Advisor doing what they said they would do	325	328	222	311	141	244	133	132	55	103	21	256	43	12	199	107	55	44	35	7	111	26	4	96	45	125	38	68	13	196	40	8	172	71
	64%e	61%e	70%bdez	62%e	52%	49%	61%	59%	65%	62%	78%	90%lm	32%m	15%	82%o	43%	50%	63%r	45%	58%	85%uv	34%v	6%	76%x	32%	43%	52%	61%A	50%	84%FG	25%G	8%	73%l	28%
Getting the issue resolved to your satisfaction	311	313	207	290	129	245	130	131	51	85	23	247	32	11	200	86	50	45	29	5	108	16	5	91	37	122	43	63	17	200	42	3	187	57
	61%e	58%e	65%de	58%e	48%	49%	59%e	59%	60%	52%	85%	87%lm	24%	14%	82%o	35%	46%	64%pr	37%	42%	82%uv	21%v	8%	72%x	27%	42%	59%A	57%A	65%	85%FG	26%G	3%	79%l	22%
The time taken to handle your issue	310	301	210	287	133	236	126	123	54	88	22	235	38	14	194	90	51	42	36	4	102	25	6	85	47	120	36	67	13	184	42	10	169	66
	61%e	56%	66%bde	57%e	49%	47%	58%	55%	64%	53%	81%	83%lm	28%	17%	80%o	36%	47%	60%	46%	33%	78%uv	33%v	10%	67%x	34%	41%	49%	60%A	50%	79%FG	26%G	10%	71%l	26%
Logging of query details to avoid having to repeat yourself	309	294	195	277	124	248	129	121	52	83	21	230	36	11	180	93	42	44	33	5	104	16	4	89	34	124	41	66	17	193	48	7	171	77
	60%e	55%e	61%e	55%e	46%	50%	59%e	54%	61%	50%	78%	81%lm	27%m	14%	74%o	38%	39%	63%pr	42%	42%	79%uv	21%v	6%	70%x	24%	43%	56%A	59%A	65%	82%FG	30%G	7%	72%l	30%
Offering compensation or a goodwill payment	251	260	166	253	117	214	114	114	49	73	17	198	43	12	162	88	43	43	28	3	91	21	5	80	36	106	45	51	12	175	30	9	156	57
	49%	48%	52%e	51%	43%	43%	52%	51%	58%l	44%	63%	70%lm	32%m	15%	66%o	35%	39%	61%pr	36%	25%	69%uv	28%v	8%	63%x	26%	37%	62%AC	46%	46%	75%FG	19%G	9%	66%l	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 51

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
Courtesy and politeness of advisors	363 71%ez	352 65%	235 74%bez	343 69%e	165 61%	309 62%	135 62%	51 59%	31 67%	42 66%	11 50%	105 80%l	28 40%	2 12%	86 69%o	45 51%
Ease of finding provider contact details	352 69%be	338 63%	219 69%	338 68%	165 61%	313 63%	137 63%	53 61%	33 72%	36 56%	15 68%	114 86%l	21 30%	2 12%	88 71%o	45 51%
Willingness to help resolve your issue	346 68%be	324 60%	223 70%bde	313 63%	150 56%	277 55%	136 62%	51 59%	30 65%	43 67%	12 55%	109 83%l	26 37%	1 6%	87 70%o	45 51%
Advisor doing what they said they would do	325 64%e	328 61%e	222 70%bdez	311 62%e	141 52%	244 49%	133 61%	55 63%	29 63%	35 55%	14 64%	110 83%l	23 33%	- -	90 73%o	39 44%
Getting the issue resolved to your satisfaction	311 61%e	313 58%e	207 65%de	290 58%e	129 48%	245 49%	130 59%e	53 61%	30 65%	38 59%	9 41%	108 82%l	22 31%	- -	87 70%o	40 45%
The time taken to handle your issue	310 61%e	301 56%	210 66%bde	287 57%e	133 49%	236 47%	126 58%	49 56%	28 61%	37 58%	12 55%	107 81%l	19 27%	- -	81 65%o	40 45%
Logging of query details to avoid having to repeat yourself	309 60%e	294 55%e	195 61%e	277 55%e	124 46%	248 50%	129 59%e	54 62%	31 67%	35 55%	9 41%	103 78%l	26 37%	- -	84 68%o	41 46%
Offering compensation or a goodwill payment	251 49%	260 48%	166 52%e	253 51%	117 43%	214 43%	114 52%	47 54%	30 65%l	27 42%	10 45%	98 74%l	16 23%	- -	75 60%o	35 39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 52

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

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
Completely resolved	311	293	189	244	127	237	124	137	64	88	22	254	43	14	311	-	126	61	73	33	220	54	19	293	-	81	47	49	12	156	25	8	189	-
	61%bdef	54%f	59%def	49%	47%	47%	57%ef	59%	69%	58%	63%	82%lm	34%m	19%	100%o	-	48%	60%p	59%p	65%p	72%uv	36%v	23%	100%x	-	59%	62%	58%	55%	73%FG	34%	24%	100%I	-
Partly resolved	129	170	96	164	84	176	73	61	21	40	7	48	63	18	-	129	97	32	29	12	73	74	23	-	170	41	23	23	9	48	37	11	-	96
	25%	32%a	30%	33%a	31%	35%a	33%a	26%	23%	26%	20%	15%	50%km	25%	-	67%n	37%r	31%	24%	24%	24%	49%tv	28%	-	72%w	30%	30%	27%	41%	23%	51%E	33%	-	76%H
Not resolved at all	64	66	31	84	55	82	16	30	6	23	5	7	18	39	-	64	33	9	19	5	5	21	40	-	66	14	4	12	1	6	11	14	-	31
	13%z	12%z	10%	17%bcz	20%abcz	16%cz	7%	13%	6%	15%h	14%	2%	14%k	53%kl	-	33%n	13%	9%	15%	10%	2%	14%t	48%tu	-	28%w	10%	5%	14%	5%	3%	15%E	42%EF	-	24%H
Don't know	7	9	3	8	3	5	6	3	2	1	1	2	3	2	-	-	6	-	2	1	7	1	1	-	-	1	2	-	-	3	-	-	-	-
	1%	2%	1%	2%	1%	1%	3%	1%	2%	1%	3%	1%	2%	3%	-	-	2%	-	2%	2%	2%	1%	1%	-	-	1%	3%	-	-	1%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 53

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

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
Completely resolved	311	293	189	244	127	237	124	119	38	66	21	197	37	10	244	-	46	40	35	6	94	25	8	127	-	139	38	50	10	172	49	16	237	-
	61%bde	54%	59%de	49%	47%	47%	57%e	53%i	45%	40%	78%	69%lm	27%m	12%	100%o	-	42%	57%	45%	50%	72%uv	33%v	13%	100%x	-	48%	52%	45%	38%	74%FG	30%G	15%	100%I	-
Partly resolved	129	170	96	164	84	176	73	67	38	56	3	68	72	24	-	164	36	20	26	2	30	40	14	-	84	97	30	41	8	54	87	35	-	176
	25%	32%a	30%	33%a	31%	35%	33%a	30%	45%g	34%	11%	24%	53%km	30%	-	66%n	33%	29%	33%	17%	23%	53%tv	23%	-	60%w	33%	41%	37%	31%	23%	54%EG	34%E	-	68%H
Not resolved at all	64	66	31	84	55	82	16	34	8	41	1	15	24	45	-	84	25	9	17	4	5	11	39	-	55	52	5	18	7	8	24	50	-	82
	13%z	12%z	10%	17%bcz	20%abcz	16%	7%	15%	9%	25%gh	4%	5%	18%k	56%kl	-	34%n	23%	13%	22%	33%	4%	14%t	63%tu	-	40%w	18%B	7%	16%	27%	3%	15%E	48%EF	-	32%H
Don't know	7	9	3	8	3	5	6	3	1	2	2	4	2	2	-	-	2	1	-	-	2	-	1	-	-	2	-	2	1	-	2	3	-	-
	1%	2%	1%	2%	1%	1%	3%	1%	1%	1%	7%	1%	1%	2%	-	-	2%	1%	-	-	2%	-	2%	-	-	1%	-	2%	4%	-	1%	3%E	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 54

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

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
Completely resolved	311	293	189	244	127	237	124	53	28	30	13	93	26	5	124	-
	61%bde	*54%*	59%de	*49%*	*47%*	*47%*	57%e	*61%*	*61%*	*47%*	*59%*	70%l	*37%*	*29%*	100%o	-
Partly resolved	129	170	96	164	84	176	73	25	16	29	3	33	37	3	-	73
	25%	32%a	*30%*	33%a	*31%*	*35%*	33%a	*29%*	*35%*	45%g	*14%*	*25%*	53%k	*18%*	-	82%n
Not resolved at all	64	66	31	84	55	82	16	7	1	5	3	2	5	9	-	16
	13%z	12%z	*10%*	17%bcz	20%abcz	*16%*	*7%*	*8%*	*2%*	*8%*	*14%*	*2%*	7%k	*53%*	-	18%n
Don't know	7	9	3	8	3	5	6	2	1	-	3	4	2	-	-	-
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	-	*14%*	*3%*	*3%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 55

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	231	93*	152	35*	311	127	73*	311	193	262	102	123	51*	305	150	83*	293	236	137	76*	84*	22**	213	73*	33*	189	127
Yes	246	240	161	206	102	176	105	110	56	64	16	211	28	7	246	-	102	51	58	29	186	40	14	240	-	71	40	41	9	134	23	4	161	-
	48%def	45%f	50%def	41%	38%	35%	48%ef	48%	60%gl	42%	46%	68%lm	22%m	10%	79%o	-	39%	50%	47%	57%p	61%uv	27%	17%	82%x	-	52%	53%	49%	41%	63%FG	32%G	12%	85%I	-
No	63	52	27	37	25	58	18	27	7	23	6	41	15	7	63	-	24	9	15	4	34	13	5	52	-	10	7	7	3	21	2	4	27	-
	12%d	10%	8%	7%	9%	12%d	8%	12%	8%	15%	17%	13%	12%	10%	20%o	-	9%	9%	12%	8%	11%	9%	6%	18%x	-	7%	9%	8%	14%	10%	3%	12%	14%I	-
Don't know	2	1	1	1	-	3	1	-	1	1	-	2	-	-	2	-	-	1	-	-	-	1	-	1	-	-	-	1	-	1	-	-	1	-
	*	*	*	*	-	1%	*	-	1%	1%	-	1%	-	-	1%	-	-	1%	-	-	-	1%	-	*	-	-	-	1%	-	*	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 56

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	511	538	319	500	269	500	219	223	85*	165	27**	284	135	81*	244	248	109	70*	78*	12**	131	76*	62*	127	139	290	73*	111	26**	234	162	104	237	258
Yes	246	240	161	206	102	176	105	100	34	55	17	174	26	6	206	-	40	30	28	4	83	16	3	102	-	90	33	45	8	145	24	7	176	-
	48%de	45%	50%de	41%	38%	35%	48%e	45%l	40%	33%	63%	61%lm	19%m	7%	84%o	-	37%	43%	36%	33%	63%uv	21%v	5%	80%x	-	31%	45%A	41%	31%	62%FG	15%G	7%	74%I	-
No	63	52	27	37	25	58	18	18	4	11	4	22	11	4	37	-	6	10	7	2	11	9	5	25	-	49	4	4	1	24	25	9	58	-
	12%d	10%	8%	7%	9%	12%	8%	8%	5%	7%	15%	8%	8%	5%	15%o	-	6%	14%p	9%	17%	8%	12%	8%	20%x	-	17%BC	5%	4%	4%	10%	15%	9%	24%I	-
Don't know	2	1	1	1	-	3	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	1	3	-	-	3	-
	*	*	*	*	-	1%	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1%A	1%	4%	1%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 57

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	511	538	319	500	269	500	219	87*	46*	64*	22**	132	70*	17**	124	89*
Yes	246	240	161	206	102	176	105	47	25	25	8	82	21	2	105	-
	48%de	*45%*	50%de	*41%*	*38%*	*35%*	48%e	*54%*	*54%*	*39%*	*36%*	62%l	*30%*	*12%*	85%o	-
No	63	52	27	37	25	58	18	6	2	5	5	10	5	3	18	-
	12%d	*10%*	*8%*	*7%*	*9%*	*12%*	*8%*	*7%*	*4%*	*8%*	*23%*	*8%*	*7%*	*18%*	15%o	-
Don't know	2	1	1	1	-	3	1	-	1	-	-	1	-	-	1	-
	*	*	*	*	-	*1%*	*	-	*2%*	-	-	*1%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* 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 58

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

	Supplier							EE/Orange/T-Mobile									O2									TESCO MOBILE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	311	293	189	244	127	237	124	137	64*	88*	22**	254	43*	14**	311	-**	126	61*	73*	33*	220	54*	19**	293	-**	81*	47*	49*	12**	156	25**	8**	189	-**
Yes	246	240	161	206	102	176	105	110	56	64	16	211	28	7	246	-	102	51	58	29	186	40	14	240	-	71	40	41	9	134	23	4	161	-
	79%	82%f	85%f	84%f	*80%*	*74%*	85%f	*80%*	88%i	*73%*	*73%*	83%l	*65%*	*50%*	*79%*	-	*81%*	*84%*	*79%*	*88%*	*85%*	*74%*	*74%*	*82%*	-	*88%*	*85%*	*84%*	*75%*	*86%*	*92%*	*50%*	*85%*	-
No	63	52	27	37	25	58	18	27	7	23	6	41	15	7	63	-	24	9	15	4	34	13	5	52	-	10	7	7	3	21	2	4	27	-
	20%	*18%*	*14%*	*15%*	*20%*	24%cdz	*15%*	*20%*	*11%*	26%h	*27%*	*16%*	35%k	*50%*	*20%*	-	*19%*	*15%*	*21%*	*12%*	*15%*	*24%*	*26%*	*18%*	-	*12%*	*15%*	*14%*	*25%*	*13%*	*8%*	*50%*	*14%*	-
Don't know	2	1	1	1	-	3	1	-	1	1	-	2	-	-	2	-	-	1	-	-	-	1	-	1	-	-	-	1	-	1	-	-	1	-
	1%	*	*1%*	*	-	*1%*	*1%*	-	*2%*	*1%*	-	*1%*	-	-	*1%*	-	-	*2%*	-	-	-	2%t	-	*	-	-	-	*2%*	-	*1%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 59

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

	Supplier							THREE									VIRGIN MEDIA									VODAFONE								
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	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)
Total	311	293	189	244	127	237	124	119	38*	66*	21**	197	37*	10**	244	-**	46*	40*	35*	6**	94*	25**	8**	127	-**	139	38*	50*	10**	172	49*	16**	237	-**
Yes	246	240	161	206	102	176	105	100	34	55	17	174	26	6	206	-	40	30	28	4	83	16	3	102	-	90	33	45	8	145	24	7	176	-
	79%	*82%*	*85%*	*84%*	*80%*	*74%*	*85%*	*84%*	*89%*	*83%*	*81%*	**88%l**	*70%*	*60%*	*84%*	-	*87%*	*75%*	*80%*	*67%*	*88%*	*64%*	*38%*	*80%*	-	*65%*	**87%A**	**90%A**	*80%*	**84%F**	*49%*	*44%*	*74%*	-
No	63	52	27	37	25	58	18	18	4	11	4	22	11	4	37	-	6	10	7	2	11	9	5	25	-	49	4	4	1	24	25	9	58	-
	20%	*18%*	*14%*	*15%*	*20%*	*24%*	*15%*	*15%*	*11%*	*17%*	*19%*	*11%*	**30%k**	*40%*	*15%*	-	*13%*	*25%*	*20%*	*33%*	*12%*	*36%*	*63%*	*20%*	-	**35%BC**	*11%*	*8%*	*10%*	*14%*	**51%E**	*56%*	*24%*	-
Don't know	2	1	1	1	-	3	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	1	3	-	-	3	-
	1%	*	*1%*	*	-	*1%*	*1%*	*1%*	-	-	-	*1%*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*3%*	*2%*	*10%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* 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 60

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

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	311	293	189	244	127	237	124	53*	28**	30*	13**	93*	26**	5**	124	-**
Yes	246	240	161	206	102	176	105	47	25	25	8	82	21	2	105	-
	79%	*82%*	*85%*	*84%*	*80%*	*74%*	*85%*	*89%*	*89%*	*83%*	*62%*	*88%*	*81%*	*40%*	*85%*	-
No	63	52	27	37	25	58	18	6	2	5	5	10	5	3	18	-
	20%	*18%*	*14%*	*15%*	*20%*	*24%*	*15%*	*11%*	*7%*	*17%*	*38%*	*11%*	*19%*	*60%*	*15%*	-
Don't know	2	1	1	1	-	3	1	-	1	-	-	1	-	-	1	-
	1%	*	*1%*	*	-	*1%*	*1%*	-	*4%*	-	-	*1%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5