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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	763 67%	387 70%b	376 64%	134 84%ghik	182 84%fghik	151 83%ghik	144 74%ghik	85 53%hi	48 40%i	19 18%	316 84%fghik	447 59%hi	172 80%no	259 75%o	157 67%o	175 52%
A mobile phone (not a Smartphone) with internet access	132 12%	63 11%	69 12%	9 6%	14 6%	19 11%	23 12%j	36 23%cd efijk	24 20%cd efij	7 7%	23 6%	110 14%cdij	20 10%	37 11%	27 12%	47 14%
A mobile phone without internet access	139 12%	50 9%	89 15%a	7 4%	12 5%	10 5%	21 11%j	25 16%cd ej	26 22%cd efj	38 38%cd efghjk	19 5%	121 16%cd ej	16 7%	29 8%	33 14%l	61 18%lm
A tablet (e.g. iPad, Samsung Galaxy)	441 39%	192 35%	249 43%a	50 31%	76 35%i	82 45%cij	101 52%cd hijk	67 42%i	43 36%i	22 22%	126 34%i	315 41%ij	122 57%mn o	138 40%o	90 38%o	90 27%
A desktop computer	246 22%	141 26%b	105 18%	34 21%	40 19%	43 24%	49 25%i	39 24%	25 21%	16 16%	74 20%	172 23%	71 33%no	87 25%o	44 19%o	43 13%
A laptop or netbook	548 48%	274 50%	274 47%	92 57%hik	120 56%hik	102 56%hik	97 50%hi	76 47%hi	41 35%i	20 19%	212 56%hik	336 44%hi	147 68%mn o	191 55%no	103 44%o	107 32%
An e- reader (e.g. Kindle, Kobo)	90 8%	36 7%	54 9%	3 2%	17 8%	15 8%	22 11%cij	21 13%cij	9 7%	3 3%	20 5%	70 9%ci	38 17%mn o	27 8%o	15 6%	11 3%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	208 18%	133 24%b	76 13%	54 34%fghik	62 29%fghik	45 25%ghik	35 18%ghik	9 6%i	2 2%	1 1%	116 31%fghik	92 12%ghi	34 16%	89 26%lo	45 19%o	40 12%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	33 3%	18 3%	15 3%	7 4%h	13 6%fghik	8 4%ghk	2 1%	1 1%	- -	1 1%	20 5%fghik	12 2%	8 4%	9 3%	6 2%	10 3%
Other mobile device	3 *	1 *	2 *	1 1%	- -	- -	- -	1 1%	- -	1 1%	1 *	2 *	- -	- -	3 1%o	- -
SUMMARY CODES																
ANY MOBILE PHONE	1001 88%	488 89%	512 88%	147 92%hi	202 93%hik	170 93%hik	180 92%hik	142 89%i	97 81%i	63 62%	348 93%hik	653 86%i	199 92%o	319 92%o	207 88%o	276 82%
ANY MOBILE WITH INTERNET ACCESS	880 78%	443 80%b	437 75%	143 90%ghik	193 89%ghik	163 90%ghik	164 84%ghik	119 74%hi	71 60%i	26 26%	336 89%ghik	544 72%hi	189 87%no	293 84%no	179 76%o	220 65%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you **PERSONALLY** use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
ANY COMPUTER INC. TABLET	792	391	401	114	160	138	148	115	71	45	275	518	191	276	153	172
	70%	71%	69%	71%i	74%hi	75%hi	76%hi	72%hi	60%i	44%	73%hi	68%hi	89% <i>mno</i>	79% <i>no</i>	65% <i>o</i>	51%
ANY COMPUTER EXC. TABLET	656	341	315	104	140	115	117	92	56	33	244	413	163	241	121	131
	58%	62% <i>b</i>	54%	65%hi	65% <i>hik</i>	63%hi	60%hi	57% <i>i</i>	47%i	32%	65% <i>hik</i>	54% <i>i</i>	76% <i>no</i>	69% <i>no</i>	52% <i>o</i>	39%
ANY GAMING DEVICE	215	137	78	57	64	45	38	9	2	1	120	95	34	89	48	44
	19%	25% <i>b</i>	13%	35% <i>fghik</i>	29% <i>fghik</i>	25% <i>ghik</i>	19% <i>ghik</i>	6%	2%	1%	32% <i>fghik</i>	12% <i>ghi</i>	16%	26% <i>lo</i>	21% <i>o</i>	13%
ANY DEVICE	1050	514	536	157	208	172	186	149	105	72	366	684	206	332	217	294
	92%	93%	92%	98% <i>hik</i>	96% <i>hik</i>	94%hi	95% <i>hik</i>	93% <i>i</i>	88% <i>i</i>	72%	97% <i>ghik</i>	90% <i>i</i>	95% <i>o</i>	96% <i>o</i>	92% <i>o</i>	87%
None	64	27	37	-	2	7	7	8	13	26	2	62	7	10	11	36
	6%	5%	6%	-	1%	4% <i>cj</i>	4% <i>cj</i>	5% <i>cdj</i>	11% <i>cdefj</i>	26% <i>cdefghjk</i>	1%	8% <i>cdj</i>	3%	3%	5%	11% <i>lmn</i>
Don't know	21	10	11	3	6	3	2	3	2	2	8	13	3	5	6	7
	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%	2%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	763 67%	470 71% ^c	235 73% ^c	57 38%	511 80% ^e	252 51%	287 82% ^g	476 61%	600 67%	162 66%	631 68%	66 64%	30 58%	36 65%
A mobile phone (not a Smartphone) with internet access	132 12%	80 12%	31 10%	21 14%	65 10%	67 13%	29 8%	103 13% ^f	116 13% ⁱ	16 7%	103 11%	19 18% ^l	2 4%	9 15%
A mobile phone without internet access	139 12%	65 10%	33 10%	40 27% ^{a,b}	46 7%	93 19% ^d	24 7%	115 15% ^f	107 12%	32 13%	106 12%	13 13%	10 20%	10 17%
A tablet (e.g. iPad, Samsung Galaxy)	441 39%	301 45% ^{b,c}	99 31%	41 27%	291 46% ^e	150 30%	161 46% ^g	280 36%	326 37%	115 47% ^h	351 38%	44 43%	24 45%	23 40%
A desktop computer	246 22%	166 25% ^{b,c}	57 18%	23 15%	157 25% ^e	89 18%	83 24%	163 21%	200 22%	46 19%	217 23% ^m	20 20% ^m	7 13%	2 3%
A laptop or netbook	548 48%	363 55% ^{b,c}	146 46% ^c	38 26%	371 58% ^e	177 35%	202 58% ^g	346 44%	419 47%	128 52%	459 50% ^l	48 47%	18 35%	23 40%
An e- reader (e.g. Kindle, Kobo)	90 8%	71 11% ^{b,c}	11 3%	8 5%	57 9%	33 7%	24 7%	66 8%	64 7%	26 10%	73 8% ^m	13 13% ^m	4 7% ^m	- -
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	208 18%	136 21% ^c	67 21% ^c	5 3%	156 24% ^e	53 11%	98 28% ^g	110 14%	172 19%	36 15%	175 19%	17 17%	10 19%	6 11%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	33 3%	22 3%	10 3%	1 1%	23 4%	10 2%	19 6% ^g	13 2%	28 3%	4 2%	33 4%	- -	- -	- -
Other mobile device	3 *	1 *	1 *	1 *	2 *	1 *	- -	3 *	3 *	- -	3 *	- -	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	1001 88%	592 89% ^c	293 91% ^c	116 77%	598 94% ^e	403 81%	325 93% ^g	676 86%	794 89%	207 85%	813 88%	90 88%	43 82%	55 98% ^{j,l}

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
ANY MOBILE WITH INTERNET ACCESS	880	539	263	79	564	316	310	571	702	178	721	82	32	45
	78%	81% ^c	82% ^c	52%	89% ^e	63%	89% ^g	73%	79%	73%	78% ^l	81% ^l	62%	80% ^l
ANY COMPUTER INC. TABLET	792	500	213	80	491	301	272	521	610	183	653	71	35	32
	70%	75% ^{abc}	66% ^c	53%	77% ^e	60%	78% ^g	66%	69%	75%	71%	70%	68%	58%
ANY COMPUTER EXC. TABLET	656	426	174	57	418	238	233	423	512	144	553	57	23	23
	58%	64% ^{abc}	54% ^c	38%	66% ^e	48%	67% ^g	54%	58%	59%	60% ^{lm}	56%	45%	40%
ANY GAMING DEVICE	215	142	68	5	160	55	102	113	177	38	182	17	10	6
	19%	21% ^c	21% ^c	3%	25% ^e	11%	29% ^g	14%	20%	16%	20%	17%	19%	11%
ANY DEVICE	1050	613	310	127	611	439	335	715	831	219	856	95	44	55
	92%	92% ^c	96% ^{ac}	84%	96% ^e	88%	96% ^g	91%	93% ⁱ	89%	93%	93%	85%	98% ^l
None	64	36	9	20	13	51	6	58	48	16	49	6	8	1
	6%	5%	3%	13% ^{ab}	2%	10% ^d	2%	7% ^f	5%	7%	5%	6%	15% ^{jm}	2%
Don't know	21	14	3	3	12	10	9	12	11	10	20	1	-	-
	2%	2%	1%	2%	2%	2%	3%	2%	1%	4% ^h	2%	1%	-	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	763 67%	28 71% _i	66 58%	52 59%	63 69% _i	76 74% _{bcij}	76 78% _{bcijk}	82 66% _i	139 81% _{bcgijkl}	49 50%	30 58%	66 64%	36 65%	433 66%	330 68%
A mobile phone (not a Smartphone) with internet access	132 12%	7 16% _{hij}	21 18% _{fhij}	14 15% _{hi}	14 16% _{hij}	14 14% _{hi}	6 6%	14 12%	9 5%	4 4%	2 4%	19 18% _{fhij}	9 15% _{hi}	75 11%	58 12%
A mobile phone without internet access	139 12%	2 6%	16 14%	9 11%	7 8%	11 10%	9 9%	18 14%	15 9%	19 20% _{adfh}	10 20% _h	13 13%	10 17%	82 13%	57 12%
A tablet (e.g. iPad, Samsung Galaxy)	441 39%	16 40%	37 32%	32 36%	29 32%	40 40%	40 41%	47 38%	73 43%	37 38%	24 45%	44 43%	23 40%	302 46% _n	139 29%
A desktop computer	246 22%	14 35% _{bdjl}	13 12%	18 20% _l	17 18% _l	24 24% _{bl}	28 29% _{bjl}	30 24% _{bl}	45 27% _{bjl}	29 29% _{bjl}	7 13%	20 20% _l	2 3%	189 29% _n	58 12%
A laptop or netbook	548 48%	12 29%	55 48%	42 47%	41 45%	50 49% _a	56 57% _{aj}	63 51% _a	96 56% _{aj}	45 46%	18 35%	48 47%	23 40%	335 51% _n	213 44%
An e- reader (e.g. Kindle, Kobo)	90 8%	2 6%	11 9% _l	6 6%	10 11% _l	8 8% _l	7 7%	8 7%	10 6%	11 12% _l	4 7% _l	13 13% _l	-	66 10% _n	24 5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	208 18%	12 30% _{befgil}	15 13%	20 22%	20 22%	14 13%	14 14%	18 15%	51 30% _{befgikl}	12 12%	10 19%	17 17%	6 11%	117 18%	91 19%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	33 3%	4 9% _{beijkl}	-	2 3%	2 2%	1 1%	3 3%	7 5% _{bk}	12 7% _{bek}	2 2%	-	-	-	20 3%	13 3%
Other mobile device	3 *	1 3% _h	-	-	1 1%	-	-	-	-	1 1%	-	-	-	1 *	2 *
SUMMARY CODES															
ANY MOBILE PHONE	1001 88%	35 87%	102 90% _i	73 83%	81 90% _i	99 97% _{acgijk}	91 94% _{cgij}	105 85% _i	156 92% _i	71 73%	43 82%	90 88% _i	55 98% _{cgij}	575 88%	426 88%
ANY MOBILE WITH INTERNET ACCESS	880 78%	32 81% _i	87 77% _i	65 73% _i	74 82% _{ij}	89 87% _{cgij}	83 84% _{ij}	94 75% _i	144 85% _{ij}	52 53%	32 62%	82 81% _{ij}	45 80% _{ij}	501 77%	379 79%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
ANY COMPUTER INC. TABLET	792	23	75	61	62	73	78	94	127	60	35	71	32	501	291
	70%	57%	66%	69%	69%	71%	79%ail	76%ail	75%ail	61%	68%	70%	58%	77%an	60%
ANY COMPUTER EXC. TABLET	656	19	58	50	51	61	68	81	115	51	23	57	23	415	242
	58%	49%	51%	56%	57%	59%l	69%abijl	65%jl	68%abijl	52%	45%	56%	40%	64%an	50%
ANY GAMING DEVICE	215	12	15	21	20	14	15	19	54	12	10	17	6	119	96
	19%	30%bfgil	13%	24%	23%	13%	15%	15%	31%bfgikl	13%	19%	17%	11%	18%	20%
ANY DEVICE	1050	37	108	83	85	101	92	114	163	73	44	95	55	601	449
	92%	92%i	95%i	93%i	95%i	99%agijk	95%i	92%i	95%ij	75%	85%	93%i	98%ij	92%	93%
None	64	3	6	6	5	1	5	9	7	6	8	6	1	37	27
	6%	8%e	5%	7%	5%	1%	5%	8%e	4%	6%	15%ehl	6%	2%	6%	6%
Don't know	21	-	-	-	-	-	-	1	1	19	-	1	-	15	6
	2%	-	-	-	-	-	-	*	*	19%abcdefghjkl	-	1%	-	2%	1%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	763 67%	763 76%be	417 66%e	417 76%be	346 77%be	- -	728 73%k	249 87%fk	617 81%fk	115 82%k	9 71%	9 10%	753 73%lm	9 10%	683 76%lm	433 66%	330 68%
A mobile phone (not a Smartphone) with internet access	132 12%	132 13%e	63 10%e	63 11%e	69 15%be	- -	113 11%	27 9%	80 11%	16 12%	1 11%	12 12%	121 12%	12 12%	93 10%	75 11%	58 12%
A mobile phone without internet access	139 12%	139 14%e	80 13%e	80 14%e	59 13%e	- -	93 9%h	15 5%	42 6%	13 10%	2 18%	42 42%lghi	97 9%	42 42%ln	77 9%	82 13%	57 12%
A tablet (e.g. iPad, Samsung Galaxy)	441 39%	423 42%e	271 43%e	257 46%de	167 37%e	15 18%	428 43%k	158 55%fhk	343 45%k	69 49%k	9 67%	5 5%	435 42%lm	5 5%	408 45%lm	302 46%p	139 29%
A desktop computer	246 22%	233 23%e	157 25%e	146 26%de	87 19%	11 13%	239 24%k	85 30%k	190 25%k	48 34%fhk	4 33%	3 3%	243 24%lm	3 3%	224 25%lm	189 29%p	58 12%
A laptop or netbook	548 48%	529 53%de	333 52%e	321 58%de	208 46%e	12 14%	536 54%k	203 71%fhk	439 58%k	91 64%fk	9 72%	3 3%	544 53%lm	3 3%	503 56%lm	335 51%p	213 44%
An e- reader (e.g. Kindle, Kobo)	90 8%	89 9%de	65 10%de	64 12%de	25 6%	1 1%	89 9%k	28 10%k	70 9%k	10 7%k	2 17%	1 1%	89 9%lm	1 1%	84 9%lm	66 10%p	24 5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	208 18%	199 20%e	111 18%e	110 20%e	90 20%e	2 2%	205 21%k	84 29%fk	177 23%k	37 26%k	9 65%	2 2%	206 20%lm	2 2%	196 22%lm	117 18%	91 19%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	33 3%	30 3%	15 2%	15 3%	15 3%	1 1%	33 3%k	11 4%k	27 4%k	6 4%k	- -	- -	33 3%lm	- -	29 3%lm	20 3%	13 3%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Other mobile device	3	-	2	-	-	2	3	-	1	-	-	-	3	-	2	1	2
	*	-	*	-	-	2%abcd	*	-	*	-	-	-	*	-	*	*	*
SUMMARY CODES																	
ANY MOBILE PHONE	1001	1001	552	552	449	-	901	280	716	134	13	62	939	62	830	575	426
	88%	100%be	87%e	100%be	100%be	-	91%k	97%fk	94%fk	95%k	100%	62%	91%lm	62%	92%lm	88%	88%
ANY MOBILE WITH INTERNET ACCESS	880	880	477	477	403	-	827	273	686	128	11	20	860	20	767	501	379
	78%	88%be	75%e	87%be	90%be	-	83%k	95%fk	90%fk	91%fk	82%	20%	83%lm	20%	85%lm	77%	79%
ANY COMPUTER INC. TABLET	792	753	474	445	308	28	771	262	613	121	12	7	786	7	722	501	291
	70%	75%de	75%de	81%abde	69%e	34%	78%k	91%fhk	81%k	85%k	88%	7%	76%lm	7%	80%lm	77%p	60%
ANY COMPUTER EXC. TABLET	656	627	402	381	246	21	641	223	515	110	11	4	652	4	599	415	242
	58%	63%de	63%de	69%ade	55%e	25%	65%k	78%fhk	68%k	78%fhk	82%	4%	63%lm	4%	67%lm	64%p	50%
ANY GAMING DEVICE	215	204	115	113	91	2	212	87	183	39	9	2	213	2	201	119	96
	19%	20%e	18%e	20%e	20%e	3%	21%k	30%fk	24%k	28%k	65%	2%	21%lm	2%	22%lm	18%	20%
ANY DEVICE	1050	1001	583	552	449	31	948	286	738	139	13	62	987	62	871	601	449
	92%	100%be	92%e	100%be	100%be	38%	95%k	99%fk	97%k	98%k	100%	63%	95%lm	63%	97%lm	92%	93%
None	64	-	40	-	-	40	26	1	11	2	-	35	30	35	17	37	27
	6%	-	6%acd	-	-	48%abcd	3%g	*	1%	2%	-	35%fghi	3%	35%ln	2%	6%	6%
Don't know	21	-	11	-	-	11	19	1	10	-	-	2	19	2	9	15	6
	2%	-	2%acd	-	-	14%abcd	2%	*	1%	-	-	2%g	2%	2%	1%	2%	1%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Landline phone	635	307	328	73	76	100	120	97	87	81	149	486	149	190	127	169
	56%	56%	56%	46%	35%	55%dj	62%cdj	60%cdj	73%cddefgjk	80%cddefgjk	40%	64%cddej	69%mnno	55%	54%	50%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	912	443	468	135	182	156	175	125	87	51	317	595	194	303	195	219
	80%	80%	80%	84%hi	84%hi	86%hik	89%ghik	78%i	73%i	51%	84%hik	78%i	90%no	87%o	83%o	65%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	253	130	123	44	62	59	43	26	17	2	107	147	48	92	54	59
	22%	24%	21%	28%ghi	29%ghik	32%lghik	22%i	16%i	14%i	2%	28%ghik	19%i	22%	27%o	23%	17%
SUMMARY CODES																
ANY MOBILE PHONE	1001	488	512	147	202	170	180	142	97	63	348	653	199	319	207	276
	88%	89%	88%	92%hi	93%hik	93%hik	92%hik	89%i	81%i	62%	93%hik	86%i	92%o	92%o	88%o	82%
NONE	23	11	12	2	2	5	1	6	4	3	4	20	4	-	5	14
	2%	2%	2%	1%	1%	3%	1%	4%lj	4%dfj	3%	1%	3%	2%lm	-	2%lm	4%lm
ANY SERVICE	1064	513	551	155	206	172	187	143	108	93	361	703	207	343	222	293
	94%	93%	94%	97%g	95%g	94%	96%g	89%	91%	92%	96%gh	93%	96%o	99%no	94%o	87%
ANY SERVICE (INC. MOBILE)	1112	540	572	158	214	178	194	155	115	98	373	739	211	347	230	323
	98%	98%	98%	99%	99%h	97%	99%gh	96%	96%	97%	99%gh	97%	98%	100%lno	98%	96%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
SERVICES HAVE																
MOBILE NOT LANDLINE	449 40%	217 39%	232 40%	78 49%ghik	132 61%efghik	75 41%hik	72 37%hi	55 34%hi	24 20%	13 13%	211 56%efghik	238 31%hi	59 28%	148 43%l	96 41%l	146 43%l
LANDLINE NOT MOBILE	83 7%	36 6%	47 8%	5 3%	7 3%	5 3%	12 6%	9 6%	15 12%cdfeij	31 31%cdfeijhik	12 3%	71 9%cdfej	9 4%	19 5%	16 7%	39 11%lm
LANDLINE AND MOBILE	552 49%	271 49%	281 48%	68 43%	69 32%	95 52%dj	109 56%dj	88 55%dj	73 61%cdij	50 50%dj	137 37%	415 55%cdj	140 65%mnno	171 49%o	111 47%o	130 39%
LANDLINE OR MOBILE	1084 95%	524 95%	559 96%	152 95%	208 96%	175 96%	192 98%hi	152 94%	112 94%	94 93%	360 96%	724 95%	208 97%	338 97%o	223 95%	314 93%
None	71 6%	38 7%	33 6%	5 3%	10 5%	11 6%	8 4%	18 11%cdfj	11 9%j	8 8%	15 4%	56 7%	9 4%	5 1%	13 6%lm	44 13%lmn
Av number of services (inc mobile)	2.240	2.226	2.252	2.541	2.221	2.395	2.315	2.000	2.140	2.033	2.360	2.189	2.090	2.729	2.339	2.011
Standard Deviation	0.790	0.843	0.747	0.672	0.861	0.904	0.811	0.809	0.717	0.578	0.795	0.785	0.723	0.916	0.724	0.669
Error Variance	0.003	0.006	0.004	0.020	0.018	0.023	0.019	0.022	0.010	0.009	0.010	0.003	0.040	0.022	0.009	0.003

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Landline phone	635	393	139	103	339	296	184	451	489	146	509	50	34	41
	56%	59% ^b	43%	68% ^{ab}	53%	59%	53%	57%	55%	60%	55%	49%	66%	73% ^{jk}
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	912	570	245	96	552	360	311	601	713	199	753	71	41	46
	80%	86% ^{bc}	76% ^c	64%	87% ^e	72%	89% ^g	76%	80%	81%	81% ^k	70%	79%	83%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	253	148	86	19	172	81	100	153	193	60	216	34	3	-
	22%	22% ^c	27% ^c	13%	27% ^e	16%	29% ^g	19%	22%	24%	23% ^{lm}	34% ^{ilm}	6%	-
SUMMARY CODES														
ANY MOBILE PHONE	1001	592	293	116	598	403	325	676	794	207	813	90	43	55
	88%	89% ^c	91% ^c	77%	94% ^e	81%	93% ^g	86%	89%	85%	88%	88%	82%	98% ^{jl}
NONE	23	11	8	4	6	17	7	16	16	8	18	2	3	-
	2%	2%	3%	2%	1%	3% ^d	2%	2%	2%	3%	2%	2%	6%	-
ANY SERVICE	1064	637	292	136	612	452	337	727	837	227	879	90	46	49
	94%	96% ^{bc}	91%	90%	96% ^e	91%	96% ^g	93%	94%	93%	95% ^{klm}	88%	88%	88%
ANY SERVICE (INC. MOBILE)	1112	652	313	147	629	483	342	770	874	237	907	100	49	56
	98%	98%	97%	98%	99% ^e	97%	98%	98%	98%	97%	98%	98%	94%	100%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
SERVICES HAVE														
MOBILE NOT LANDLINE	449	241	167	41	280	169	153	295	361	87	371	49	14	15
	40%	36% ^c	52% ^{ac}	27%	44% ^e	34%	44%	38%	41%	36%	40% ^l	48% ^{lm}	26%	27%
LANDLINE NOT MOBILE	83	42	12	29	21	62	13	70	56	26	67	9	5	1
	7%	6%	4%	19% ^{ab}	3%	12% ^d	4%	9% ^f	6%	11% ^h	7%	9%	10%	2%
LANDLINE AND MOBILE	552	351	127	75	319	233	171	381	432	120	442	41	29	40
	49%	53% ^b	39%	50% ^b	50%	47%	49%	48%	49%	49%	48%	40%	55%	71% ^{jk}
LANDLINE OR MOBILE	1084	634	305	144	619	465	338	746	850	233	880	99	48	56
	95%	96%	95%	96%	97% ^e	93%	97%	95%	96%	95%	95%	97%	92%	100% ^l
None	71	26	30	15	24	47	12	58	53	18	46	12	6	7
	6%	4%	9% ^a	10% ^a	4%	9% ^d	4%	7% ^f	6%	7%	5%	12% ^j	12% ^j	12% ^j
Av number of services (inc mobile)	2.240	2.501	2.038	2.007	2.425	2.086	2.630	2.112	2.233	2.281	2.316	1.929	1.926	2.036
Standard Deviation	0.790	0.781	0.779	0.662	0.818	0.736	0.790	0.749	0.736	1.063	0.774	0.798	0.808	0.829
Error Variance	0.003	0.006	0.007	0.007	0.007	0.004	0.012	0.003	0.003	0.032	0.003	0.032	0.073	0.025

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Landline phone	635	11	70	34	49	74	59	54	115	44	34	50	41	444	191
	56%	28%	61%acgi	38%	55%ac	73%acdgi	60%acgi	44%	67%acgi	45%	66%acgi	49%a	73%acdgi k	68% n	40%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	912	25	89	69	82	83	85	104	148	66	41	71	46	539	373
	80%	64%	79%	78%	91%abcijk	82%ai	87%aik	84%aik	87%aik	68%	79%	70%	83%a	83% n	77%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	253	16	29	41	7	36	12	29	18	26	3	34	-	146	107
	22%	41%dfghjl	26%dfhl	47%bdfghijl	8%l	35%dfhl	13%l	23%dhjl	11%l	27%dfhl	6%	34%dfhl	-	22%	22%
SUMMARY CODES															
ANY MOBILE PHONE	1001	35	102	73	81	99	91	105	156	71	43	90	55	575	426
	88%	87%	90%l	83%	90%l	97%acgijk	94%cgij	85%l	92%l	73%	82%	88%l	98%cgij	88%	88%
NONE	23	2	1	1	1	-	-	2	-	11	3	2	-	13	10
	2%	4%efh	1%	1%	1%	-	-	2%	-	11%bcdefghkl	6%efh	2%	-	2%	2%
ANY SERVICE	1064	37	111	86	87	97	94	119	167	80	46	90	49	625	439
	94%	92%	97%ijkl	97%il	97%ijkl	96%l	96%l	96%l	98%ijkl	82%	88%	88%	88%	96% n	91%
ANY SERVICE (INC. MOBILE)	1112	38	112	88	89	102	98	122	171	87	49	100	56	640	472
	98%	96%	99%l	99%l	99%l	100%aij	100%aij	98%l	100%aij	89%	94%	98%l	100%l	98%	98%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
SERVICES HAVE															
MOBILE NOT LANDLINE	449 40%	24 61% ^{befhijl}	41 36%	46 51% ^{ehjl}	40 44% ^{ejl}	28 27%	39 40%	60 48% ^{ehjl}	53 31%	40 41% ^e	14 26%	49 48% ^{ehjl}	15 27%	188 29%	261 54% ^m
LANDLINE NOT MOBILE	83 7%	1 2%	9 8%	6 7%	9 9%	3 3%	6 6%	9 7%	11 7%	13 13% ^{ael}	5 10%	9 9%	1 2%	56 9%	26 5%
LANDLINE AND MOBILE	552 49%	10 26%	61 53% ^{acgi}	28 31%	41 45%	71 70% ^{abcdfgik}	52 54% ^{acgi}	45 36%	103 61% ^{acdgi}	31 32%	29 55% ^{acgi}	41 40%	40 71% ^{abcdfgik}	387 59% ⁿ	165 34%
LANDLINE OR MOBILE	1084 95%	35 88%	111 97% ^{aci}	79 89%	89 99% ^{acgi}	102 100% ^{acgi}	98 100% ^{acgi}	114 92%	168 98% ^{acgi}	84 86%	48 92%	99 97% ^{ai}	56 100% ^{acgi}	631 97% ⁿ	452 94%
None	71 6%	3 8%	3 3%	3 3%	3 3%	4 4%	4 4%	5 4%	3 2%	18 18% ^{bcdefgh}	6 12% ^{bdh}	12 12% ^{bdh}	7 12% ^{bcdh}	28 4%	43 9% ^m
Av number of services (inc mobile)	2.240	2.348	2.421	2.649	2.424	2.521	2.186	2.184	2.143	1.752	1.926	1.929	2.036	2.363	2.158
Standard Deviation	0.790	0.927	0.755	0.965	0.795	0.769	0.691	0.691	0.594	0.797	0.808	0.798	0.829	0.779	0.790
Error Variance	0.003	0.072	0.017	0.052	0.032	0.022	0.030	0.027	0.010	0.049	0.073	0.032	0.025	0.006	0.004

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Landline phone	635	552	635	552	-	83	559	170	412	75	5	66	569	66	533	444	191
	56%	55% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	56%	59%	54%	53%	35%	66% ^{fh}	55%	66% ^l	59%	68% ^p	40%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	912	841	545	498	343	47	887	267	679	130	12	14	898	14	898	539	373
	80%	84% ^{de}	86% ^{de}	90% ^{abde}	76% ^e	57%	89% ^k	93% ^k	89% ^k	92% ^k	95%	14%	87% ^m	14%	100% ^{lm}	83% ^p	77%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	253	234	125	113	121	13	235	77	196	31	-	1	252	1	178	146	107
	22%	23%	20%	20%	27% ^{bce}	15%	24% ^k	27% ^k	26% ^k	22% ^k	-	1%	24% ^{mn}	1%	20% ^m	22%	22%
SUMMARY CODES																	
ANY MOBILE PHONE	1001	1001	552	552	449	-	901	280	716	134	13	62	939	62	830	575	426
	88%	100% ^{be}	87% ^e	100% ^{be}	100% ^{be}	-	91% ^k	97% ^{fk}	94% ^{fk}	95% ^k	100%	62%	91% ^m	62%	92% ^{gm}	88%	88%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.2 Which of the following do you have in your home?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
NONE	23 2%	-	-	-	-	-	12 1%	1 *	3 *	-	-	10 10%lghi	13 1%ln	10 10%ln	-	13 2%	10 2%
ANY SERVICE	1064 94%	953 95% ^d	635 100% ^{ad}	552 100% ^{ad}	401 89%	83 100% ^{ad}	966 97% ^k	286 99% ^k	741 98% ^k	139 98% ^k	13 100%	69 69%	995 96% ^{lm}	69 69%	898 100% ^{lm}	625 96% ^p	439 91%
ANY SERVICE (INC. MOBILE)	1112 98%	1001 100%	635 100%	552 100%	449 100%	83 100%	981 99% ^k	287 100% ^k	756 100% ^k	141 100% ^k	13 100%	89 90%	1022 99% ^{lm}	89 90%	898 100% ^{lm}	640 98%	472 98%
SERVICES HAVE																	
MOBILE NOT LANDLINE	449 40%	449 45% ^{bce}	-	-	449 100% ^{abce}	-	395 40% ^k	117 41% ^k	332 44% ^k	65 46% ^k	8 65%	23 23%	426 41% ^m	23 23%	341 38% ^m	188 29%	261 54% ^o
LANDLINE NOT MOBILE	83 7%	-	83 13% ^{acd}	-	-	83 100% ^{abcd}	52 5%	6 2%	28 4%	6 4%	-	27 27% ^{lghi}	56 5%	27 27% ^{ln}	44 5%	56 9%	26 5%
LANDLINE AND MOBILE	552 49%	552 55% ^{de}	552 87% ^{ade}	552 100% ^{abde}	-	-	507 51% ^k	164 57% ^k	384 51% ^k	70 49%	5 35%	39 39%	513 50% ^m	39 39%	489 54% ^m	387 59% ^p	165 34%
LANDLINE OR MOBILE	1084 95%	1001 100%	635 100%	552 100%	449 100%	83 100%	954 96% ^k	286 100% ^{fk}	744 98% ^{fk}	140 99% ^k	13 100%	89 89%	995 96% ^m	89 89%	875 97% ^m	631 97% ^p	452 94%
None	71 6%	48 5% ^{bce}	-	-	48 11% ^{abce}	-	27 3%	2 1%	18 2%	2 2%	-	30 31% ^{lghi}	40 4% ⁿ	30 31% ^{ln}	-	28 4%	43 9% ^o
Av number of services (inc mobile)	2.240	2.240 ^d	2.756	2.756	1.876	-	2.485	2.729	2.388	2.446	2.000	1.824	2.376	1.824	2.680	2.363	2.158
Standard Deviation	0.790	0.790	0.654	0.654	0.667	-	0.754	0.819	0.792	0.727	-	0.639	0.789	0.639	0.660	0.779	0.790
Error Variance	0.003	0.003	0.004	0.004	0.003	-	0.004	0.037	0.006	0.038	-	0.005	0.004	0.005	0.004	0.006	0.004

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 12%	65 12%	74 13%	19 12% ^d	10 5%	13 7%	30 15% ^{dej}	21 13% ^d	24 20% ^{dej}	22 22% ^{dej}	30 8%	109 14% ^{dej}	44 20% ^{mno}	33 9%	25 11%	37 11%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 18%	88 16%	117 20%	24 15% ^d	8 4%	23 13% ^d	43 22% ^{dej}	43 26% ^{cdej}	27 23% ^{dej}	37 37% ^{cdefhjk}	32 9% ^d	173 23% ^{dej}	63 29% ^{mno}	50 14%	39 16%	54 16%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 13%	62 11%	91 16%	7 4%	8 4%	21 11% ^{dj}	34 17% ^{cdj}	29 18% ^{cdj}	26 21% ^{cdej}	29 29% ^{cdefgjk}	15 4%	138 18% ^{cdej}	49 23% ^{mno}	41 12%	27 11%	36 11%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	6 1%	12 2%	- -	- -	- -	4 2% ^j	5 3% ^{dej}	6 5% ^{cdej}	4 4% ^{cdej}	- -	18 2% ^{dej}	5 2%	5 1%	6 2%	3 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	122 11%	55 10%	67 11%	16 10% ^d	6 3%	19 10% ^d	17 8% ^d	25 16% ^{dfj}	21 18% ^{dfj}	18 18% ^{dfj}	22 6%	100 13% ^{dj}	26 12%	28 8%	27 12%	41 12%
2 TYPES EXPERIENCED	63 6%	31 6%	32 6%	10 6% ^{de}	1 *	2 1%	11 6% ^{de}	13 8% ^{dej}	13 11% ^{dej}	14 14% ^{defijk}	11 3%	53 7% ^{dej}	23 11% ^{mo}	13 4%	15 6%	12 4%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
3 TYPES EXPERIENCED	81	33	48	5	6	11	20	14	10	14	11	69	24	23	12	21
	7%	6%	8%	3%	3%	6%	10%cdj	9%dj	8%dj	14%cdelj	3%	9%cdj	11%n	7%	5%	6%
4 TYPES EXPERIENCED	6	1	5	-	-	-	3	1	2	1	-	6	4	1	1	1
	1%	*	1%	-	-	-	1%j	1%	1%j	1%	-	1%	2%	*	*	*
ANY UNSOLICITED CALLS (LANDLINE)	272	121	152	31	13	32	50	53	45	47	44	228	77	65	55	75
	24%	22%	26%	19%cd	6%	18%cd	26%cdj	33%cdelj	38%cdelfjk	47%cdelfgjk	12%cd	30%cdelj	36%mnno	19%	24%	22%
ABANDONED CALLS	31	10	21	0	4	4	0	11	3	8	4	27	14	6	3	9
	3%	2%	4%	0%	2%	2%	0%	7%dj	3%	8%dehjk	1%	4%j	7%mnno	2%	1%	3%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93	36	57	0	8	21	18	23	11	11	7	86	23	26	27	18
	8%	7%	10%	0%	4%	11%dj	9%dj	14%dj	9%dj	11%dj	2%	11%dj	11%o	7%	11%o	5%
None	863	430	432	129	203	150	145	108	74	54	332	531	138	282	180	262
	76%	78%	74%	81%ghik	94%cefg hij k	82%ghik	74%hi	67%i	62%	53%	88%fghik	70%hi	64%	81%i	76%i	78%i
Av number of issues	1.893	1.838	1.938	1.634	2.029	1.769	2.183	1.826	1.818	1.951	1.751	1.921	2.069o	1.964	1.753	1.755
Standard Deviation	0.909	0.868	0.941	0.753	1.010	0.953	0.967	0.900	0.892	0.874	0.845	0.920	0.917	0.928	0.851	0.906
Error Variance	0.003	0.006	0.006	0.028	0.073	0.031	0.022	0.016	0.012	0.011	0.021	0.003	0.012	0.015	0.011	0.008

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 12%	86 13%	33 10%	20 13%	59 9%	80 16% ^d	33 10%	106 13%	109 12%	30 12%	106 11%	19 19% ^j	8 15%	6 10%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 18%	127 19% ^b	40 12%	38 25% ^b	87 14%	119 24% ^d	53 15%	152 19%	160 18%	46 19%	163 18%	18 18%	13 26%	11 20%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 13%	100 15% ^b	24 7%	29 19% ^b	65 10%	88 18% ^d	37 10%	116 15%	119 13%	34 14%	123 13%	17 17%	8 16%	4 7%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	14 2%	1 *	3 2%	7 1%	11 2%	1 *	17 2% ^f	14 2%	5 2%	14 1%	2 2%	2 5%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
SUMMARY CODES														
1 TYPE EXPERIENCED	122	68	30	24	60	62	29	94	105	18	91	12	9	10
	11%	10%	9%	16%ab	9%	12%	8%	12%	12%	7%	10%	12%	16%	18%
2 TYPES EXPERIENCED	63	37	13	14	18	46	16	47	45	19	54	3	3	3
	6%	6%	4%	9%b	3%	9%d	5%	6%	5%	8%	6%	3%	6%	5%
3 TYPES EXPERIENCED	81	55	13	13	35	45	21	60	64	17	64	10	5	2
	7%	8%b	4%	9%b	6%	9%d	6%	8%	7%	7%	7%	10%	9%	3%
4 TYPES EXPERIENCED	6	5	1	-	4	2	-	6	4	2	3	2	1	-
	1%	1%	*	-	1%	*	-	1%	*	1%	*	2%	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	272	165	57	51	117	155	66	206	217	55	213	28	17	15
	24%	25%b	18%	34%ab	18%	31%d	19%	26%f	24%	23%	23%	27%	33%	26%
ABANDONED CALLS	31	18	2	9	8	22	12	20	19	13	27	0	8	0
	3%	3%	1%	6%ab	1%	4%d	3%	3%	2%	5%h	3%	0%	16%j	0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93	58	14	20	41	52	23	70	73	19	66	17	8	0
	8%	9%b	4%	13%b	6%	10%d	7%	9%	8%	8%	7%	17%j	16%j	0%
None	863	498	265	100	518	344	284	579	673	190	712	75	35	41
	76%	75%c	82%ac	66%	82%e	69%	81%g	74%	76%	77%	77%	73%	67%	74%
Av number of issues	1.893	1.983	1.730	1.787	1.857	1.921	1.886	1.896	1.851	2.060	1.904	2.082	1.857	1.424
Standard Deviation	0.909	0.939	0.864	0.838	0.969	0.863	0.866	0.925	0.913	0.883	0.888	1.067	0.989	0.710
Error Variance	0.003	0.005	0.015	0.010	0.009	0.004	0.014	0.004	0.004	0.014	0.004	0.038	0.051	0.032

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 12%	2 5%	14 12%g	10 11%g	16 18%g	12 12%g	12 12%g	4 3%	25 14%g	11 11%g	8 15%g	19 19%ag	6 10%	103 16%n	37 8%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 18%	4 11%	24 21%g	12 13%	27 30%acgi	21 21%g	17 17%g	10 8%	37 21%g	12 12%	13 26%gi	18 18%g	11 20%g	151 23%n	54 11%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 13%	3 7%	15 13%	10 12%	17 19%g	13 13%	18 18%g	7 6%	27 16%g	12 13%	8 16%g	17 17%g	4 7%	120 18%n	33 7%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	- -	3 2%	- -	1 1%	1 1%	1 1%	1 1%	4 3%	3 3%	2 5%	2 2%	- -	15 2%n	3 1%
SUMMARY CODES															
1 TYPE EXPERIENCED	122 11%	2 6%	14 12%	3 3%	10 11%	19 18%cfhi	8 8%	14 11%	17 10%	5 5%	9 16%ci	12 12%	10 18%ci	87 13%n	35 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
2 TYPES EXPERIENCED	63	1	7	5	12	8	1	2	12	4	3	3	3	47	16
	6%	4%	6%	6%	14%fgik	8%fg	1%	2%	7%fi	4%	6%	3%	5%	7%ni	3%
3 TYPES EXPERIENCED	81	1	8	6	9	4	11	1	16	8	5	10	2	61	20
	7%	3%	7%g	7%g	10%g	4%	11%g	1%	9%g	9%g	9%g	10%g	3%	9%ni	4%
4 TYPES EXPERIENCED	6	-	1	-	-	-	1	-	2	-	1	2	-	6	-
	1%	-	1%	-	-	-	1%	-	1%	-	1%	2%	-	1%ni	-
ANY UNSOLICITED CALLS (LANDLINE)	272	5	30	14	31	31	21	18	45	17	17	28	15	202	71
	24%	13%	26%g	16%	35%acgi	30%acgi	22%	14%	27%g	17%	33%acgi	27%g	26%	31%ni	15%
ABANDONED CALLS	31	1	0	0	4	0	6	0	7	3	8	0	0	24	6
	3%	4%	0%	0%	5%	0%	6%	0%	4%	3%	16%acghi	0%	0%	4%ni	1%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93	3	5	6	8	0	12	3	15	8	8	17	0	75	18
	8%	7%	4%	7%	9%g	0%	12%g	2%	9%g	9%g	16%bg	17%bg	0%	11%ni	4%
None	863	35	84	74	59	71	77	107	125	80	35	75	41	451	411
	76%	87%dej	74%	84%dej	65%	70%	78%	86%bdehjk	73%	83%dej	67%	73%	74%	69%	85%mi
Av number of issues	1.893	1.818	1.853	2.221	1.957	1.529	2.249	1.245	2.045e	2.216	1.857	2.082	1.424	1.928	1.795
Standard Deviation	0.909	0.920	0.918	0.788	0.793	0.726	1.046	0.556	0.926	0.869	0.989	1.067	0.710	0.925	0.862
Error Variance	0.003	0.141	0.030	0.036	0.021	0.016	0.050	0.016	0.017	0.020	0.051	0.038	0.032	0.004	0.009

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 12%	122 12% ^d	139 22% ^{ad}	122 22% ^{ad}	- -	17 20% ^{ad}	122 12%	34 12%	89 12%	23 16%	1 7%	13 13%	126 12%	13 13%	115 13%	103 16% ^p	37 8%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 18%	177 18% ^d	205 32% ^{ad}	177 32% ^{ad}	- -	29 35% ^{ad}	173 17%	44 15%	125 17%	27 19%	1 5%	27 27% ^{fgh}	178 17%	27 27% ^{ln}	169 19%	151 23% ^p	54 11%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 13%	135 13% ^d	153 24% ^{ad}	135 24% ^{ad}	- -	18 22% ^{ad}	133 13%	33 11%	94 12%	24 17%	- -	16 16%	137 13%	16 16%	126 14%	120 18% ^p	33 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	13 1% ^d	18 3% ^{ad}	13 2% ^d	- -	5 6% ^{ad}	12 1%	1 *	6 1%	1 *	- -	6 6% ^{fghi}	12 1%	6 6% ^{ln}	11 1%	15 2% ^p	3 1%
SUMMARY CODES																	
1 TYPE EXPERIENCED	122 11%	108 11% ^d	122 19% ^{ad}	108 20% ^{ad}	- -	14 17% ^d	97 10% ⁱ	25 9% ⁱ	69 9% ⁱ	3 2%	2 12%	22 22% ^{fghi}	100 10%	22 22% ^{ln}	96 11%	87 13% ^p	35 7%
2 TYPES EXPERIENCED	63 6%	58 6% ^d	63 10% ^{ad}	58 11% ^{ad}	- -	5 6% ^d	55 5%	10 3%	44 6%	9 7%	- -	8 8% ^g	55 5%	8 8%	54 6%	47 7% ^p	16 3%
3 TYPES EXPERIENCED	81 7%	66 7% ^d	81 13% ^{ad}	66 12% ^{ad}	- -	15 18% ^{ad}	71 7%	21 7%	49 6%	17 12% ^h	- -	7 7%	74 7%	7 7%	66 7%	61 9% ^p	20 4%
4 TYPES EXPERIENCED	6 1%	6 1%	6 1%	6 1% ^d	- -	- -	5 1%	1 *	2 *	- -	- -	1 1%	5 1%	1 1%	5 1%	6 1% ^p	- -
ANY UNSOLICITED CALLS (LANDLINE)	272 24%	238 24% ^d	272 43% ^{ad}	238 43% ^{ad}	- -	34 41% ^{ad}	228 23%	56 20%	164 22%	30 21%	2 12%	38 39% ^{fghi}	234 23%	38 39% ^{ln}	220 25%	202 31% ^p	71 15%
ABANDONED CALLS	31 3%	26 3%	31 5% ^a	26 5% ^a	0 0%	4 5%	27 3%	4 1%	26 3%	9 6% ^g	0 0%	0 0%	31 3%	0 0%	30 3%	24 4% ^p	6 1%
AUTOMATED MARKETING MESSAGES (PRODUCT/SERVICE/COMPETITION)	93 8%	81 8%	93 15% ^a	81 15% ^a	0 0%	12 14% ^a	89 9%	21 7%	58 8%	11 8%	0 0%	0 0%	93 9%	0 0%	85 9%	75 11% ^p	18 4%
None	863 76%	763 76% ^{bce}	362 57%	314 57%	449 100% ^{abce}	49 59%	765 77% ^{ck}	231 80% ^{ck}	595 78% ^{ck}	112 79% ^{ck}	12 88%	61 61%	802 77% ^{cm}	61 61%	677 75% ^{cm}	451 69%	411 85% ^o
Av number of issues	1.893	1.876	1.893	1.876	-	2.014	1.931 ^k	1.979	1.910	2.499	1.000	1.640	1.935 ^m	1.640	1.913	1.928	1.795
Standard Deviation	0.909	0.906	0.909	0.906	-	0.934	0.912	0.952	0.881	0.667	-	0.854	0.913	0.854	0.910	0.925	0.862
Error Variance	0.003	0.003	0.003	0.003	-	0.019	0.004	0.019	0.005	0.017	-	0.014	0.004	0.014	0.004	0.004	0.009

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 12%	139 24% cil	139 51% acfgijl m	68 16%	139 56% acfgij lm	139 100% abcdefghijklm	22 17%	116 26% cil	104 51% acfgijl m	57 17%	96 37% acfgil	92 60% acfgijl m	19 15%	10 25%	9 50%	1 6%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 18%	205 36% cfil	205 75% acdfgij lm	93 22%	108 44% cfil	104 75% acdfgij lm	21 16%	205 46% acfil	205 100% abcdefghijklm	84 26% f	122 47% acfil	118 77% acdfgij lm	23 17%	16 41% cfi	9 52%	7 31%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 13%	153 27% cfil	153 56% acdfgil m	63 15%	95 39% acfgil	92 66% acdfgil m	18 14%	125 28% cfil	118 58% acdfgil m	56 17%	153 58% acdfgi lm	153 100% abcdefghijklm hijlm	22 17%	12 32% cfi	10 54%	3 14%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	18 3%	18 7% acfgil	10 2%	9 4%	9 7% cfil	2 1%	13 3%	9 5%	8 2%	10 4%	10 6% cfil	2 1%	18 46% abcdef ghijkl	18 100%	2 10%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All adults UK

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
SUMMARY CODES																
1 TYPE EXPERIENCED	122 11%	122 21%cdfijl	122 45%acdefgh ijklm	54 13%fl	30 12%l	26 19%fl	8 6%	79 18%fjl	66 32%acdefgi jkl	40 12%l	30 12%l	25 16%fl	6 5%	10 24%dfijl	6 31%	6 24%
2 TYPES EXPERIENCED	63 6%	63 11%cd	63 23%acdfgil	26 6%	29 12%cd	28 20%acdfgil	7 5%	56 13%cfil	54 26%acdfgijl	24 7%	43 17%acfil	42 28%acdfgijl m	7 5%	5 12%	3 16%	2 7%
3 TYPES EXPERIENCED	81 7%	81 14%cd	81 30%acfgilm	36 9%	79 32%acfgilm	79 57%abcdfgh ijlm	13 10%	81 18%ci	80 39%acfgilm	32 10%	79 30%acfgilm	79 52%abcdfgh ijlm	14 11%	4 11%	3 18%	1 4%
4 TYPES EXPERIENCED	6 1%	6 1%	6 2%	4 1%	6 3%	6 4%acgl	1 *	6 1%	6 3%	4 1%	6 2%	6 4%ac	1 *	6 16%abcdefg hijkl	6 34%	1 2%
ANY UNSOLICITED CALLS (LANDLINE)	272 24%	272 48%cfil	272 100%acdfgij lm	121 29%	145 59%acfgil	139 100%acdfgij lm	28 22%	223 49%cfil	205 100%acdfgij lm	101 31%	159 61%acfgil	153 100%acdfgij lm	28 22%	25 63%cfil	18 100%	9 38%
ABANDONED CALLS	31 3%	31 5%	31 11%acfi	14 3%	28 11%acfi	29 21%abcdfgij l	3 3%	32 7%ci	30 15%acfgi	8 2%	31 12%acfgi	31 20%abcdfgi j	15 11%acfi	0 0%	0 0%	0 0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93 8%	93 16%ci	93 34%acfgilm	38 9%	71 29%acfgilm	69 50%abcdfgh ijlm	16 12%	74 16%ci	70 34%acfgilm	30 9%	93 36%acfgilm	93 61%abcdfgh ijlm	22 17%ci	4 10%	0 0%	2 8%
None	863 76%	296 52%bdeghjk	-	296 71%abdeghj km	102 41%behk	-	102 78%abdeghj km	227 51%bdeghjk	-	227 69%abdeghj km	102 39%behk	-	102 78%abdeghj km	15 37%behk	-	15 62%
Av number of issues	1.893	1.893	1.893	1.932	2.425abcgh i	2.473abcgh i	2.234	2.061	2.128ab	2.013	2.387abcgh i	2.439abcgh i	2.327	2.283	2.557	1.580
Standard Deviation	0.909	0.909	0.909	0.946	0.867	0.847	0.886	0.911	0.903	0.949	0.836	0.810	0.858	1.240	1.281	0.950
Error Variance	0.003	0.003	0.003	0.008	0.005	0.005	0.026	0.004	0.004	0.010	0.004	0.004	0.025	0.055	0.078	0.090

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	649	315	334	50	71	86	106	90	130	116	121	528	128	159	143	219
Weighted Base	635	307	328	73*	76*	100*	120*	97*	87	81	149	486	149	190	127	169
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 22%	65 21%	74 23%	19 27%	10 14%	13 13%	30 25%e	21 22%	24 27%de	22 27%de	30 20%	109 23%	44 29% <i>m</i>	33 17%	25 20%	37 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 32%	88 29%	117 36%	24 33% <i>d</i>	8 11%	23 23%	43 35% <i>dj</i>	43 44% <i>dej</i>	27 31% <i>d</i>	37 46% <i>dehjk</i>	32 22%	173 36% <i>dej</i>	63 42% <i>m</i>	50 26%	39 31%	54 32%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 24%	62 20%	91 28% <i>a</i>	7 10%	8 10%	21 21% <i>j</i>	34 28% <i>cdj</i>	29 30% <i>cdj</i>	26 29% <i>cdj</i>	29 36% <i>cdej</i>	15 10%	138 28% <i>cdj</i>	49 33% <i>o</i>	41 22%	27 21%	36 21%
Some other type of call that you didn't want or ask for - for example a market research call	18 3%	6 2%	12 4%	- -	- -	- -	4 3%	5 5% <i>ej</i>	6 7% <i>dej</i>	4 4% <i>ej</i>	- -	18 4% <i>j</i>	5 3%	5 2%	6 5%	3 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	122 19%	55 18%	67 20%	16 22% <i>d</i>	6 8%	19 19%	17 14%	25 26% <i>df</i>	21 24% <i>df</i>	18 22% <i>d</i>	22 15%	100 21% <i>d</i>	26 17%	28 15%	27 22%	41 24% <i>m</i>
2 TYPES EXPERIENCED	63 10%	31 10%	32 10%	10 13% <i>de</i>	1 1%	2 2%	11 9% <i>d</i>	13 13% <i>de</i>	13 15% <i>de</i>	14 17% <i>dej</i>	11 7%	53 11% <i>de</i>	23 16% <i>mo</i>	13 7%	15 12%	12 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	649	315	334	50	71	86	106	90	130	116	121	528	128	159	143	219
Weighted Base	635	307	328	73*	76*	100*	120*	97*	87	81	149	486	149	190	127	169
3 TYPES EXPERIENCED	81 13%	33 11%	48 15%	5 7%	6 8%	11 11%	20 17%j	14 14%	10 11%	14 18%j	11 8%	69 14%	24 16%	23 12%	12 10%	21 13%
4 TYPES EXPERIENCED	6 1%	1 *	5 1%	- -	- -	- -	3 2%	1 1%	2 2%	1 1%	- -	6 1%	4 2%	1 1%	1 1%	1 *
ANY UNSOLICITED CALLS (LANDLINE)	272 43%	121 39%	152 46%	31 42%cd	13 17%	32 32%cd	50 42%cd	53 55%dej	45 52%dej	47 58%defijk	44 30%	228 47%dej	77 52%mn	65 34%	55 43%	75 44%
ABANDONED CALLS	31 5%	10 3%	21 6%	0 0%	4 5%	4 4%	0 0%	11 11%hj	3 4%	8 10%j	4 2%	27 6%	14 10%mn	6 3%	3 3%	9 5%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93 15%	36 12%	57 17%	0 0%	8 10%	21 21%j	18 15%j	23 24%dhj	11 13%j	11 13%j	7 5%	86 18%j	23 16%	26 14%	27 21%o	18 11%
None	362 57%	187 61%	176 54%	42 58%	63 83%cefgghik	68 68%ghik	70 58%gi	43 45%	42 48%	34 42%	105 70%ghik	257 53%i	72 48%	124 66%l	72 57%	94 56%
Av number of issues	1.893	1.838	1.938	1.634	2.029	1.769	2.183	1.826	1.818	1.951	1.751	1.921	2.069o	1.964	1.753	1.755
Standard Deviation	0.909	0.868	0.941	0.753	1.010	0.953	0.967	0.900	0.892	0.874	0.845	0.920	0.917	0.928	0.851	0.906
Error Variance	0.003	0.006	0.006	0.028	0.073	0.031	0.022	0.016	0.012	0.011	0.021	0.003	0.012	0.015	0.011	0.008

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	649	397	121	131	300	349	156	493	504	145	514	54	37	44
Weighted Base	635	393	139*	103	339	296	184	451	489	146	509	50*	34*	41*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 22%	86 22%	33 24%	20 19%	59 17%	80 27% ^d	33 18%	106 23%	109 22%	30 21%	106 21%	19 39% ^{ejm}	8 23%	6 14%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 32%	127 32%	40 29%	38 37%	87 26%	119 40% ^d	53 29%	152 34%	160 33%	46 31%	163 32%	18 37%	13 39%	11 27%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 24%	100 25%	24 17%	29 28% ^b	65 19%	88 30% ^d	37 20%	116 26%	119 24%	34 23%	123 24% ^m	17 35% ^m	8 24%	4 9%
Some other type of call that you didn't want or ask for - for example a market research call	18 3%	14 3%	1 1%	3 3%	7 2%	11 4%	1 *	17 4% ^f	14 3%	5 3%	14 3%	2 4%	2 7%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	649	397	121	131	300	349	156	493	504	145	514	54	37	44
Weighted Base	635	393	139*	103	339	296	184	451	489	146	509	50*	34*	41*
SUMMARY CODES														
1 TYPE EXPERIENCED	122	68	30	24	60	62	29	94	105	18	91	12	9	10
	19%	17%	21%	23%	18%	21%	15%	21%	21% ⁱ	12%	18%	24%	25%	24%
2 TYPES EXPERIENCED	63	37	13	14	18	46	16	47	45	19	54	3	3	3
	10%	9%	10%	13%	5%	16% ^d	9%	10%	9%	13%	11%	7%	10%	7%
3 TYPES EXPERIENCED	81	55	13	13	35	45	21	60	64	17	64	10	5	2
	13%	14%	9%	13%	10%	15%	11%	13%	13%	11%	13%	20% ^m	13%	4%
4 TYPES EXPERIENCED	6	5	1	-	4	2	-	6	4	2	3	2	1	-
	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	4% ^j	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	272	165	57	51	117	155	66	206	217	55	213	28	17	15
	43%	42%	41%	49%	35%	52% ^d	36%	46% ^f	44%	38%	42%	55%	50%	35%
ABANDONED CALLS	31	18	2	9	8	22	12	20	19	13	27	0	8	0
	5%	5%	2%	9% ^b	2%	7% ^d	6%	4%	4%	9% ^h	5%	0%	24% ^j	0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93	58	14	20	41	52	23	70	73	19	66	17	8	0
	15%	15%	10%	19%	12%	18%	13%	15%	15%	13%	13%	35% ^j	24%	0%
None	362	228	82	52	222	140	118	244	272	91	296	22	17	26
	57%	58%	59%	51%	65% ^e	48%	64% ^g	54%	56%	62%	58%	45%	50%	65%
Av number of issues	1.893	1.983	1.730	1.787	1.857	1.921	1.886	1.896	1.851	2.060	1.904	2.082	1.857	1.424
Standard Deviation	0.909	0.939	0.864	0.838	0.969	0.863	0.866	0.925	0.913	0.883	0.888	1.067	0.989	0.710
Error Variance	0.003	0.005	0.015	0.010	0.009	0.004	0.014	0.004	0.004	0.014	0.004	0.038	0.051	0.032

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	649	14	65	38	48	78	61	52	113	45	37	54	44	448	201
Weighted Base	635	11**	70*	34*	49*	74*	59*	54*	115*	44*	34*	50*	41*	444	191
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 22%	2 19%	14 20%	10 30%g	16 33%eg	12 17%	12 20%	4 7%	25 21%g	11 24%g	8 23%g	19 39%efghl	6 14%	103 23%	37 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 32%	4 40%	24 34%	12 35%	27 54%efghil	21 28%	17 29%	10 18%	37 32%	12 27%	13 39%g	18 37%	11 27%	151 34%	54 28%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 24%	3 26%	15 22%	10 30%l	17 35%egl	13 18%	18 30%gl	7 13%	27 24%	12 28%l	8 24%	17 35%egl	4 9%	120 27%n	33 17%
Some other type of call that you didn't want or ask for - for example a market research call	18 3%	- -	3 4%	- -	1 2%	1 1%	1 2%	1 2%	4 4%	3 7%	2 7%	2 4%	- -	15 3%	3 1%
SUMMARY CODES															
1 TYPE EXPERIENCED	122 19%	2 21%	14 20%	3 9%	10 21%	19 25%	8 13%	14 26%	17 14%	5 11%	9 25%	12 24%	10 24%	87 20%	35 18%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	649	14	65	38	48	78	61	52	113	45	37	54	44	448	201
Weighted Base	635	11**	70*	34*	49*	74*	59*	54*	115*	44*	34*	50*	41*	444	191
2 TYPES EXPERIENCED	63	1	7	5	12	8	1	2	12	4	3	3	3	47	16
	10%	13%	10%	16% ^f	25% ^{fghkl}	11% ^f	2%	4%	10%	9%	10%	7%	7%	11%	8%
3 TYPES EXPERIENCED	81	1	8	6	9	4	11	1	16	8	5	10	2	61	20
	13%	12%	12%	18% ^{eg}	18% ^{eg}	5%	18% ^{egl}	2%	14% ^g	19% ^{egl}	13% ^g	20% ^{egl}	4%	14%	11%
4 TYPES EXPERIENCED	6	-	1	-	-	-	1	-	2	-	1	2	-	6	-
	1%	-	1%	-	-	-	2%	-	1%	-	2%	4%	-	1%	-
ANY UNSOLICITED CALLS (LANDLINE)	272	5	30	14	31	31	21	18	45	17	17	28	15	202	71
	43%	46%	43%	43%	63% ^{efghil}	42%	36%	32%	40%	39%	50%	55% ^g	35%	45%	37%
ABANDONED CALLS	31	1	0	0	4	0	6	0	7	3	8	0	0	24	6
	5%	13%	0%	0%	9%	0%	10%	0%	6%	7%	24% ^{hi}	0%	0%	6%	3%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93	3	5	6	8	0	12	3	15	8	8	17	0	75	18
	15%	26%	7%	18%	16%	0%	20% ^{bg}	5%	13%	19% ^g	24% ^{bg}	35% ^{bdgh}	0%	17% ⁿ	9%
None	362	6	39	19	18	43	38	37	69	27	17	22	26	242	120
	57%	54%	57%	57%	37%	58% ^d	64% ^d	68% ^{dk}	60% ^d	61% ^d	50%	45%	65% ^d	55%	63%
Av number of issues	1.893	1.818	1.853	2.221	1.957	1.529	2.249	1.245	2.045^e	2.216	1.857	2.082	1.424	1.928	1.795
Standard Deviation	0.909	0.920	0.918	0.788	0.793	0.726	1.046	0.556	0.926	0.869	0.989	1.067	0.710	0.925	0.862
Error Variance	0.003	0.141	0.030	0.036	0.021	0.016	0.050	0.016	0.017	0.040	0.051	0.038	0.032	0.004	0.009

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	649	548	649	548	-	101	548	146	386	65	5	91	558	91	519	448	201
Weighted Base	635	552	635	552	.*	83*	559	170	412	75*	5**	66*	569	66*	533	444	191
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 22%	122 22%	139 22%	122 22%	- -	17 20%	122 22%	34 20%	89 21%	23 30%	1 19%	13 20%	126 22%	13 20%	115 22%	103 23%	37 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 32%	177 32%	205 32%	177 32%	- -	29 35%	173 31%	44 26%	125 30%	27 36%	1 14%	27 41%g	178 31%	27 41%	169 32%	151 34%	54 28%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 24%	135 24%	153 24%	135 24%	- -	18 22%	133 24%	33 19%	94 23%	24 32%	- -	16 25%	137 24%	16 25%	126 24%	120 27%p	33 17%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	649	548	649	548	-	101	548	146	386	65	5	91	558	91	519	448	201
Weighted Base	635	552	635	552	-.**	83*	559	170	412	75*	5**	66*	569	66*	533	444	191
Some other type of call that you didn't want or ask for - for example a market research call	18 3%	13 2%	18 3%	13 2%	- -	5 6%	12 2%	1 1%	6 2%	1 1%	- -	6 10% fghi	12 2%	6 10% ln	11 2%	15 3%	3 1%
SUMMARY CODES																	
1 TYPE EXPERIENCED	122 19%	108 20%	122 19%	108 20%	- -	14 17%	97 17% i	25 14% i	69 17% i	3 4%	2 33%	22 34% fghi	100 18%	22 34% ln	96 18%	87 20%	35 18%
2 TYPES EXPERIENCED	63 10%	58 11%	63 10%	58 11%	- -	5 6%	55 10%	10 6%	44 11%	9 13%	- -	8 12%	55 10%	8 12%	54 10%	47 11%	16 8%
3 TYPES EXPERIENCED	81 13%	66 12%	81 13%	66 12%	- -	15 18%	71 13%	21 12%	49 12%	17 23% fh	- -	7 11%	74 13%	7 11%	66 12%	61 14%	20 11%
4 TYPES EXPERIENCED	6 1%	6 1%	6 1%	6 1%	- -	- -	5 1%	1 1%	2 1%	- -	- -	1 1%	5 1%	1 1%	5 1%	6 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	272 43%	238 43%	272 43%	238 43%	- -	34 41%	228 41%	56 33%	164 40%	30 39%	2 33%	38 58% fghi	234 41%	38 58% ln	220 41%	202 45%	71 37%
ABANDONED CALLS	31 5%	26 5%	31 5%	26 5%	0 0%	4 5%	27 5%	4 3%	26 6%	9 12% fg	0 0%	0 0%	31 5%	0 0%	30 6%	24 6%	6 3%
AUTOMATED MARKETING MESSAGES (PRODUCT/SERVICE/COMPETITION)	93 15%	81 15%	93 15%	81 15%	0 0%	12 14%	89 16%	21 12%	58 14%	11 15%	0 0%	0 0%	93 16%	0 0%	85 16%	75 17% p	18 9%
None	362 57%	314 57%	362 57%	314 57%	- -	49 59%	331 59% k	113 67% k	248 60% k	46 61% k	3 67%	28 42%	335 59% m	28 42%	313 59% m	242 55%	120 63%
Av number of issues	1.893	1.876	1.893	1.876	-	2.014	1.931k	1.979	1.910	2.499	1.000	1.640	1.935m	1.640	1.913	1.928	1.795
Standard Deviation	0.909	0.906	0.909	0.906	-	0.934	0.912	0.952	0.881	0.667	-	0.854	0.913	0.854	0.910	0.925	0.862
Error Variance	0.003	0.003	0.003	0.003	-	0.019	0.004	0.019	0.005	0.017	-	0.014	0.004	0.014	0.004	0.004	0.009

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	649	375	290	197	179	145	57	291	211	153	202	166	60	31	21	13
Weighted Base	635	369	272	217	176	139	60*	290	205	169	194	153	63*	29**	18**	13**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	139 22%	139 38%	139 51%acgil	68 31%	139 79%abcfgh ijkl	139 100%abcdfgh ijkl	22 37%	116 40%	104 51%acgil	57 33%	96 49%acil	92 60%acfgil	19 31%	10 35%	9 50%	1 11%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	205 32%	205 56%cfi	205 75%acdfijl	93 43%	108 61%cfi	104 75%acdfijl	21 35%	205 71%acfil	205 100%abcdefg ijkl	84 50%	122 63%cfil	118 77%acdfijl	23 36%	16 56%	9 52%	7 56%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	153 24%	153 41%c	153 56%acfgil	63 29%	95 54%acfgil	92 66%acdfgil	18 31%	125 43%c	118 58%acfgil	56 33%	153 79%abcdef ghil	153 100%abcdefg hijl	22 35%	12 43%	10 54%	3 25%
Some other type of call that you didn't want or ask for - for example a market research call	18 3%	18 5%	18 7%	10 4%	9 5%	9 7%	2 3%	13 4%	9 5%	8 5%	10 5%	10 6%	2 2%	18 63%	18 100%	2 18%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?

Base: All who have landline phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	649	375	290	197	179	145	57	291	211	153	202	166	60	31	21	13
Weighted Base	635	369	272	217	176	139	60*	290	205	169	194	153	63*	29**	18**	13**
SUMMARY CODES																
1 TYPE EXPERIENCED	122 19%	122 33%defjkl	122 45%acdefgh ijkl	54 25%jl	30 17%	26 19%	8 13%	79 27%dfjkl	66 32%defjkl	40 24%l	30 16%	25 16%	6 10%	10 33%	6 31%	6 45%
2 TYPES EXPERIENCED	63 10%	63 17%	63 23%cil	26 12%	29 17%	28 20%	7 12%	56 19%	54 26%acdfil	24 14%	43 22%cc	42 28%acdfil	7 11%	5 16%	3 16%	2 14%
3 TYPES EXPERIENCED	81 13%	81 22%	81 30%aci	36 17%	79 45%abcfgil	79 57%abcdfgh ijl	13 22%	81 28%cc	80 39%acfgil	32 19%	79 41%abcfgil	79 52%abcfghi	14 23%	4 15%	3 18%	1 7%
4 TYPES EXPERIENCED	6 1%	6 2%	6 2%	4 2%	6 4%	6 4%	1 1%	6 2%	6 3%	4 3%	6 3%	6 4%	1 1%	6 21%	6 34%	1 4%
ANY UNSOLICITED CALLS (LANDLINE)	272 43%	272 74%cfil	272 100%acdfgij l	121 56%	145 82%acfil	139 100%acdfgij l	28 47%	223 77%cfil	205 100%acdfgij l	101 60%	159 82%acfil	153 100%acdfgij l	28 45%	25 86%	18 100%	9 69%
ABANDONED CALLS	31 5%	31 8%	31 11%il	14 6%	28 16%aci	29 21%abcfgi	3 6%	32 11%il	30 15%aci	8 5%	31 16%aci	31 20%abcfgi	15 23%abcfgi	0 0%	0 0%	0 0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	93 15%	93 25%	93 34%acgi	38 17%	71 40%acgi	69 50%abcfghi	16 27%	74 25%	70 34%aci	30 18%	93 48%abcfghi	93 61%abcfgh ijl	22 35%ci	4 13%	0 0%	2 14%
None	362 57%	97 26%bdehjk	-	97 44%abdeghj k	31 18%behk	-	31 53%abdeghj k	68 23%behk	-	68 40%abdeghj k	34 18%behk	-	34 55%abdeghj k	4 14%	-	4 31%
Av number of issues	1.893	1.893	1.893	1.932	2.425abcgh i	2.473abcgh i	2.234	2.061	2.128ab	2.013	2.387abcgh i	2.439abcgh i	2.327	2.283	2.557	1.580
Standard Deviation	0.909	0.909	0.909	0.946	0.867	0.847	0.886	0.911	0.903	0.949	0.836	0.810	0.858	1.240	1.281	0.950
Error Variance	0.003	0.003	0.003	0.008	0.005	0.005	0.026	0.004	0.004	0.010	0.004	0.004	0.025	0.055	0.078	0.090

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	166	73	93	4	9	18	28	27	38	42	13	153	48	36	34	48
Weighted Base	153	62*	91*	7**	8**	21**	34**	29**	26*	29*	15**	138	49*	41*	27*	36*
Listen to the full message before hanging up	8 6%	4 7%	4 5%	- -	- -	2 9%	1 3%	3 11%	2 7%	1 2%	- -	8 6%	1 3%	2 4%	2 7%	4 10%
Listen to some of the message before hanging up	35 23%	15 23%	20 22%	2 30%	2 24%	3 12%	9 27%	9 30%	4 14%	7 23%	4 27%	31 22%	11 22%	14 35%	4 14%	6 16%
Hang up immediately, as soon as I realise it is a recorded message	110 72%	43 70%	66 73%	5 70%	6 76%	16 79%	23 70%	17 59%	20 79%	22 74%	11 73%	99 71%	37 75%	25 61%	21 79%	26 73%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	43 28%	19 30%	25 27%	2 30%	2 24%	4 21%	10 30%	12 41%	5 21%	8 26%	4 27%	39 29%	12 25%	16 39%	6 21%	10 27%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	166	106	22	38	57	109	32	134	133	33	134	19	9	4
Weighted Base	153	100*	24**	29*	65*	88*	37**	116	119	34**	123	17**	8**	4**
Listen to the full message before hanging up	8 6%	4 4%	1 3%	4 13%	5 8%	3 4%	3 8%	5 5%	8 6%	1 2%	8 6%	- -	1 9%	- -
Listen to some of the message before hanging up	35 23%	20 20%	7 29%	8 27%	11 17%	24 27%	6 17%	29 25%	28 24%	7 20%	29 24%	6 34%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	110 72%	76 76%	16 68%	18 61%	48 75%	61 69%	27 74%	82 71%	84 70%	26 77%	87 70%	12 66%	7 91%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	43 28%	24 24%	8 32%	12 39%	16 25%	27 31%	9 26%	34 29%	36 30%	8 23%	37 30%	6 34%	1 9%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS												TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	166	4	17	11	18	14	18	7	32	13	9	19	4	127	39	
Weighted Base	153	3**	15**	10**	17**	13**	18**	7**	27**	12**	8**	17**	4**	120	33*	
Listen to the full message before hanging up	8 6%	1 26%	1 5%	- -	1 4%	- -	2 13%	2 23%	2 6%	- -	1 9%	- -	- -	6 5%	2 7%	
Listen to some of the message before hanging up	35 23%	1 26%	3 22%	1 12%	8 46%	1 8%	5 28%	1 13%	2 8%	7 54%	- -	6 34%	- -	28 24%	7 20%	
Hang up immediately, as soon as I realise it is a recorded message	110 72%	1 48%	11 74%	9 88%	9 50%	12 92%	10 59%	5 64%	23 86%	6 46%	7 91%	12 66%	4 100%	85 71%	24 73%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	43 28%	1 52%	4 26%	1 12%	9 50%	1 8%	7 41%	3 36%	4 14%	7 54%	1 9%	6 34%	- -	34 29%	9 27%	

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	166	141	166	141	-	25	138	28	93	20	-	24	142	24	130	127	39
Weighted Base	153	135	153	135	-**	18**	133	33**	94*	24**	-**	16**	137	16**	126	120	33*
Listen to the full message before hanging up	8 6%	7 5%	8 6%	7 5%	- -	1 7%	7 5%	2 7%	5 6%	3 12%	- -	2 12%	7 5%	2 12%	6 5%	6 5%	2 7%
Listen to some of the message before hanging up	35 23%	28 21%	35 23%	28 21%	- -	7 36%	31 23%	7 23%	24 25%	7 27%	- -	3 17%	32 24%	3 17%	30 24%	28 24%	7 20%
Hang up immediately, as soon as I realise it is a recorded message	110 72%	99 74%	110 72%	99 74%	- -	11 57%	95 72%	23 70%	64 69%	14 60%	- -	12 71%	98 72%	12 71%	90 71%	85 71%	24 73%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	43 28%	35 26%	43 28%	35 26%	- -	8 43%	38 28%	10 30%	29 31%	9 40%	- -	5 29%	39 28%	5 29%	36 29%	34 29%	9 27%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai What do you usually do when you receive these recorded message calls on your landline?

Base: All that have received recorded messages on their landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	166	166	166	60	100	96	19	131	123	52	166	166	24	14	11	4
Weighted Base	153	153	153	63*	95*	92*	18**	125	118	56*	153	153	22**	12**	10**	3**
Listen to the full message before hanging up	8 6%	8 6%	8 6%	1 2%	2 2%	2 2%	1 7%	5 4%	5 4%	- -	8 6%	8 6%	1 3%	1 4%	1 5%	- -
Listen to some of the message before hanging up	35 23%	35 23%	35 23%	17 27%	19 20%	18 20%	3 15%	27 22%	27 23%	15 27%	35 23%	35 23%	4 18%	5 36%	2 19%	3 84%
Hang up immediately, as soon as I realise it is a recorded message	110 72%	110 72%	110 72%	45 71%	74 78%	72 78%	14 78%	93 75%	87 73%	41 73%	110 72%	110 72%	17 79%	7 59%	7 76%	1 16%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	43 28%	43 28%	43 28%	18 29%	21 22%	20 22%	4 22%	32 25%	32 27%	15 27%	43 28%	43 28%	5 21%	5 41%	2 24%	3 84%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	46	23	23	1	2	4	9	11	9	10	3	43	12	14	7	13
Weighted Base	43*	19**	25**	2**	2**	4**	10**	12**	5**	8**	4**	39*	12**	16**	6**	10**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	25 57%	10 54%	15 59%	- -	2 100%	4 82%	6 54%	9 73%	2 44%	3 37%	2 47%	23 58%	6 48%	10 62%	5 87%	4 43%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 20%	3 16%	6 23%	- -	1 50%	1 18%	- -	4 36%	1 12%	2 27%	1 23%	8 20%	3 29%	2 13%	1 13%	2 24%
Telling you about a competition	4 8%	1 4%	3 12%	- -	1 50%	1 18%	- -	2 16%	- -	- -	1 23%	3 7%	- -	1 7%	1 13%	2 18%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 28%	5 26%	7 30%	2 100%	1 50%	1 18%	1 12%	2 16%	2 46%	3 35%	3 77%	9 23%	3 24%	5 31%	1 13%	4 37%
Other type	4 10%	1 6%	3 12%	- -	- -	- -	3 34%	- -	- -	1 9%	- -	4 11%	1 10%	1 7%	- -	2 19%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	37 85%	16 86%	21 85%	2 100%	2 100%	4 100%	7 66%	12 100%	4 78%	6 77%	4 100%	33 84%	10 86%	14 89%	6 100%	7 70%
ANY EXC. APPOINTMENT REMINDERS	29 66%	13 71%	15 63%	- -	2 100%	4 100%	6 54%	11 90%	2 44%	4 50%	2 47%	27 68%	8 67%	10 62%	6 100%	5 51%
Can't Remember	2 5%	2 8%	1 3%	- -	- -	- -	- -	- -	1 22%	1 13%	- -	2 6%	1 4%	1 3%	- -	1 11%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	46	26	6	14	15	31	8	38	39	7	39	6	1	-
Weighted Base	43*	24**	8**	12**	16**	27**	9**	34*	36*	8**	37*	6**	1**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	25 57%	14 58%	4 49%	7 62%	10 59%	15 56%	5 56%	20 58%	21 59%	4 47%	19 52%	6 100%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 20%	4 18%	1 10%	4 31%	2 12%	7 25%	3 32%	6 17%	6 16%	3 39%	8 22%	- -	1 100%	- -
Telling you about a competition	4 8%	2 9%	1 10%	1 6%	1 4%	3 11%	2 18%	2 6%	3 8%	1 10%	3 8%	- -	1 100%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 28%	6 23%	4 51%	3 22%	3 19%	9 33%	4 41%	8 24%	10 29%	2 24%	11 31%	- -	1 100%	- -
Other type	4 10%	2 9%	- -	2 16%	2 14%	2 7%	- -	4 12%	3 8%	1 15%	4 11%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	37 85%	20 84%	8 100%	9 78%	14 86%	23 85%	9 100%	28 81%	31 86%	6 85%	30 83%	6 100%	1 100%	- -
ANY EXC. APPOINTMENT REMINDERS	29 66%	16 67%	4 59%	8 68%	12 71%	17 63%	7 77%	21 63%	23 65%	5 71%	22 60%	6 100%	1 100%	- -
Can't Remember	2 5%	2 6%	- -	1 6%	- -	2 8%	- -	2 6%	2 6%	- -	2 6%	- -	- -	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	46	2	4	2	9	1	6	3	5	7	1	6	-	35	11
Weighted Base	43*	1**	4**	1**	9**	1**	7**	3**	4**	7**	1**	6**	..**	34*	9**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	25 57%	1 50%	1 30%	1 61%	4 46%	- -	5 66%	1 36%	2 55%	5 67%	- -	6 100%	- -	21 60%	4 46%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 20%	1 50%	- -	- -	2 26%	- -	2 34%	- -	1 26%	2 24%	1 100%	- -	- -	7 20%	2 19%
Telling you about a competition	4 8%	1 50%	- -	- -	- -	- -	1 16%	- -	- -	1 14%	1 100%	- -	- -	2 6%	2 19%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 28%	1 50%	3 83%	- -	1 7%	1 100%	1 16%	1 21%	1 17%	3 47%	1 100%	- -	- -	9 27%	3 32%
Other type	4 10%	- -	1 17%	- -	2 27%	- -	- -	1 43%	- -	- -	- -	- -	- -	2 5%	2 25%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	37 85%	1 100%	3 83%	1 61%	6 65%	1 100%	7 100%	1 57%	3 72%	7 100%	1 100%	6 100%	- -	31 90%	6 68%
ANY EXC. APPOINTMENT REMINDERS	29 66%	1 100%	1 30%	1 61%	5 58%	- -	6 84%	1 36%	2 55%	5 67%	1 100%	6 100%	- -	24 69%	5 54%
Can't Remember	2 5%	- -	- -	* 39%	1 7%	- -	- -	- -	1 28%	- -	- -	- -	- -	2 4%	1 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	46	36	46	36	-	10	38	9	29	8	-	7	39	7	36	35	11
Weighted Base	43*	35*	43*	35*	-.**	8**	38*	10**	29**	9**	-.**	5**	39*	5**	36*	34*	9**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	25 57%	21 58%	25 57%	21 58%	- -	4 55%	24 63%	6 62%	16 56%	4 46%	- -	- -	25 64%	- -	23 63%	21 60%	4 46%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 20%	7 20%	9 20%	7 20%	- -	2 22%	8 20%	1 13%	8 28%	3 36%	- -	- -	9 23%	- -	9 24%	7 20%	2 19%
Telling you about a competition	4 8%	3 8%	4 8%	3 8%	- -	1 10%	2 7%	- -	4 12%	- -	- -	- -	4 9%	- -	4 10%	2 6%	2 19%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 28%	11 30%	12 28%	11 30%	- -	1 18%	9 25%	2 25%	9 30%	2 23%	- -	3 61%	9 24%	3 61%	9 25%	9 27%	3 32%
Other type	4 10%	3 8%	4 10%	3 8%	- -	1 15%	3 9%	- -	2 8%	1 12%	- -	1 15%	3 9%	1 15%	3 10%	2 5%	2 25%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	37 85%	31 88%	37 85%	31 88%	- -	6 73%	33 88%	10 100%	26 89%	8 82%	- -	3 61%	34 88%	3 61%	32 89%	31 90%	6 68%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	46	36	46	36	-	10	38	9	29	8	-	7	39	7	36	35	11
Weighted Base	43*	35*	43*	35*	-**	8**	38*	10**	29**	9**	-**	5**	39*	5**	36*	34*	9**
ANY EXC. APPOINTMENT REMINDERS	29 66%	24 66%	29 66%	24 66%	- -	5 64%	28 73%	7 75%	20 69%	6 60%	- -	- -	29 74%	- -	27 74%	24 69%	5 54%
Can't Remember	2 5%	1 3%	2 5%	1 3%	- -	1 13%	1 3%	- -	1 4%	1 6%	- -	1 24%	1 3%	1 24%	1 1%	2 4%	1 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?

Base: All that have listened to recorded messages on their landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	46	46	46	17	22	20	4	31	31	13	46	46	5	6	3	3
Weighted Base	43*	43*	43*	18**	21**	20**	4**	32**	32**	15**	43*	43*	5**	5**	2**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	25 57%	25 57%	25 57%	10 56%	14 67%	14 68%	3 69%	18 56%	18 56%	8 55%	25 57%	25 57%	4 84%	2 31%	- -	2 57%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	9 20%	9 20%	9 20%	4 22%	6 30%	6 32%	1 18%	8 25%	8 25%	2 14%	9 20%	9 20%	3 67%	- -	- -	- -
Telling you about a competition	4 8%	4 8%	4 8%	3 16%	4 17%	4 18%	1 18%	3 9%	3 9%	1 6%	4 8%	4 8%	2 41%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 28%	12 28%	12 28%	9 50%	6 27%	5 26%	1 31%	9 29%	9 29%	8 52%	12 28%	12 28%	1 16%	2 48%	2 78%	1 22%
Other type	4 10%	4 10%	4 10%	1 6%	1 5%	1 6%	- -	3 11%	3 11%	1 8%	4 10%	4 10%	- -	1 23%	- -	1 43%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	37 85%	37 85%	37 85%	17 94%	20 92%	18 91%	4 100%	27 86%	27 86%	14 92%	37 85%	37 85%	5 100%	3 67%	2 78%	2 57%
ANY EXC. APPOINTMENT REMINDERS	29 66%	29 66%	29 66%	11 60%	17 79%	16 81%	4 86%	21 66%	21 66%	8 55%	29 66%	29 66%	5 100%	2 31%	- -	2 57%
Can't Remember	2 5%	2 5%	2 5%	- -	1 2%	1 3%	- -	1 3%	1 3%	- -	2 5%	2 5%	- -	1 10%	1 22%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 11%	70 13%	61 10%	25 16%ehi	32 15%ehik	14 7%	27 14%hi	21 13%i	8 7%	3 3%	57 15%ehik	73 10%i	18 8%	55 16%lo	30 13%	27 8%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 18%	103 19%	100 17%	35 22%i	50 23%hik	29 16%i	46 23%hik	26 16%i	15 13%i	2 2%	85 23%hik	119 16%i	46 22%o	80 23%o	41 18%o	36 11%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 20%	119 22%	109 19%	24 15%	58 27%chik	44 24%hi	40 21%i	39 24%hi	16 13%	7 7%	82 22%hi	146 19%i	44 20%	85 24%o	44 19%	56 17%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 11%	61 11%	69 12%	9 6%	34 16%chi	28 16%chi	29 15%chi	20 13%i	7 6%	3 3%	43 11%i	87 12%hi	29 14%o	54 16%o	27 12%o	19 6%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	12 2%	12 2%	2 1%	6 3%	2 1%	7 4%	4 3%	2 1%	1 1%	7 2%	16 2%	7 3%	9 3%	4 2%	4 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 21%	121 22%	113 19%	45 28%hi	39 18%l	50 28%dhik	44 23%hi	37 23%hi	13 11%	7 7%	83 22%hi	151 20%hi	42 20%	80 23%	54 23%	58 17%
2 TYPES EXPERIENCED	100 9%	45 8%	55 9%	19 12%l	23 11%hi	19 10%l	21 11%hi	12 7%l	6 5%	1 1%	42 11%hi	58 8%l	23 11%	38 11%o	19 8%	20 6%
3 TYPES EXPERIENCED	49 4%	26 5%	23 4%	2 1%	16 7%ci	5 3%	8 4%	9 6%	6 5%	2 2%	17 5%	31 4%	9 4%	22 6%o	10 4%	7 2%
4 TYPES EXPERIENCED	32 3%	17 3%	15 3%	2 1%	12 6%hik	3 2%	8 4%h	5 3%	1 1%	1 1%	14 4%	18 2%	6 3%	14 4%	6 2%	6 2%
ANY UNSOLICITED CALLS (MOBILE)	417 37%	211 38%	206 35%	67 42%hi	89 41%hi	78 43%hik	83 42%hi	63 39%hi	26 22%l	10 10%	157 42%hik	260 34%hi	82 38%o	155 45%o	89 38%o	91 27%
ABANDONED CALLS	31 3%	18 3%	11 2%	0 0%	6 3%	8 4%	10 5%	4 2%	0 0%	0 0%	8 2%	23 3%	8 4%	10 3%	8 4%	7 2%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 7%	39 7%	43 7%	0 0%	19 9%h	22 12%hj	18 9%h	13 8%h	3 3%	0 0%	23 6%	58 8%h	29 14%o	30 9%o	19 8%o	6 2%
None	718 63%	340 62%	378 65%	93 58%	127 59%	105 57%	113 58%	97 61%	93 78%cddefgjk	91 90%cddefghj k	220 58%	499 66%ej	134 62%	192 55%	146 62%	246 73%lmn
Av number of issues	1.719	1.731	1.706	1.417	2.011cek	1.506	1.807c	1.734	1.850c	1.635	1.756c	1.697	1.767	1.829	1.642	1.564
Standard Deviation	0.972	1.013	0.930	0.685	1.076	0.806	1.063	1.007	1.018	0.995	0.972	0.973	0.981	1.031	0.925	0.888
Error Variance	0.002	0.005	0.005	0.010	0.014	0.009	0.016	0.017	0.027	0.066	0.007	0.004	0.016	0.009	0.009	0.008

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 11%	75 11%	46 14% ^c	10 7%	87 14% ^e	43 9%	41 12%	89 11%	109 12%	21 9%	109 12%	12 11%	2 4%	8 14%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 18%	127 19% ^c	60 19% ^c	16 11%	139 22% ^e	64 13%	66 19%	137 17%	156 18%	47 19%	169 18%	21 21%	6 12%	7 13%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 20%	148 22% ^c	59 18%	21 14%	160 25% ^e	68 14%	83 24%	145 19%	174 20%	54 22%	197 21%	13 13%	6 12%	13 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 11%	92 14% ^{abc}	28 9%	10 6%	95 15% ^e	35 7%	49 14%	81 10%	95 11%	36 14%	111 12% ^k	5 4%	3 7%	11 20% ^k

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	19 3%	3 1%	2 1%	13 2%	11 2%	6 2%	17 2%	16 2%	8 3%	23 2%	- -	1 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	234 21%	144 22% ^c	74 23% ^c	16 11%	148 23% ^e	86 17%	87 25% ^g	148 19%	184 21%	50 20%	190 21%	20 19%	6 12%	18 32% ^j
2 TYPES EXPERIENCED	100 9%	66 10%	26 8%	9 6%	74 12% ^e	26 5%	42 12% ^g	59 7%	76 8%	25 10%	86 9%	10 10%	1 1%	4 7%
3 TYPES EXPERIENCED	49 4%	25 4%	15 5%	9 6%	30 5%	18 4%	9 3%	40 5%	36 4%	13 5%	43 5%	2 2%	2 4%	1 1%
4 TYPES EXPERIENCED	32 3%	25 4% ^c	6 2%	- -	26 4% ^e	6 1%	11 3%	21 3%	26 3%	6 2%	27 3%	1 1%	1 2%	3 5%
ANY UNSOLICITED CALLS (MOBILE)	417 37%	262 40% ^c	121 38% ^c	34 22%	279 44% ^e	138 28%	149 43% ^g	268 34%	322 36%	94 39%	348 38% ^l	33 32%	10 20%	25 45% ^l
ABANDONED CALLS	31 3%	22 3%	11 4%	0 0%	28 4% ^e	4 1%	15 4% ^g	15 2%	25 3%	6 2%	28 3%	0 0%	0 0%	0 0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 7%	56 8% ^b	13 4%	10 6%	61 10% ^e	21 4%	36 10% ^g	45 6%	56 6%	26 11% ^h	71 8%	2 2%	0 0%	0 0%
None	718 63%	401 60%	201 62%	117 78% ^{a,b}	357 56%	362 72% ^d	201 57%	518 66% ^f	568 64%	151 61%	577 62%	69 68%	42 80% ^{j,m}	31 55%
Av number of issues	1.719	1.758	1.621	1.770	1.774	1.607	1.650	1.757	1.706	1.763	1.748	1.529	1.831	1.525
Standard Deviation	0.972	1.018	0.899	0.841	0.999	0.907	0.942	0.988	0.969	0.986	0.982	0.763	1.160	0.992
Error Variance	0.002	0.004	0.007	0.017	0.004	0.006	0.007	0.004	0.003	0.011	0.003	0.019	0.135	0.041

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 11%	4 9%	13 11%	22 25% bdefhjk	7 8%	9 9%	11 11%	17 13%	14 8%	12 13%	2 4%	12 11%	8 14%	72 11%	58 12%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 18%	9 22%	21 19%	21 23% e	18 19%	11 11%	18 19%	22 18%	29 17%	20 20%	6 12%	21 21%	7 13%	125 19%	78 16%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 20%	9 22% g	26 23% g	29 33% egjk	22 24% g	18 17%	22 23% g	10 8%	39 23% g	22 23% g	6 12%	13 13%	13 22% g	137 21%	92 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 11%	8 20% ek	11 9%	17 19% ek	12 14% ek	5 4%	20 20% beghjk	11 9%	16 10%	13 13% e	3 7%	5 4%	11 20% ek	85 13%	45 9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Some other type of call that you didn't want or ask for - for example a market research call	24	1	1	-	3	-	-	8	6	4	1	-	-	17	7
	2%	4%	1%	-	4%	-	-	6%bcefk	4%	4%	1%	-	-	3%	1%
SUMMARY CODES															
1 TYPE EXPERIENCED	234	4	28	15	12	25	22	29	37	17	6	20	18	139	95
	21%	11%	25%	17%	13%	24%	23%	23%	22%	18%	12%	19%	32%acdj	21%	20%
2 TYPES EXPERIENCED	100	1	10	21	11	8	6	13	11	7	1	10	4	60	40
	9%	2%	8%	23%abefghij kl	12%j	7%	6%	10%	7%	7%	1%	10%	7%	9%	8%
3 TYPES EXPERIENCED	49	4	4	6	6	1	8	3	5	7	2	2	1	29	20
	4%	11%eghkl	3%	7%	7%e	1%	8%eg	2%	3%	7%e	4%	2%	1%	4%	4%
4 TYPES EXPERIENCED	32	3	3	4	2	-	3	1	7	3	1	1	3	21	11
	3%	8%egk	3%	4%	3%	-	3%	1%	4%	3%	2%	1%	5%e	3%	2%
ANY UNSOLICITED CALLS (MOBILE)	417	12	44	45	31	33	40	46	61	36	10	33	25	250	167
	37%	31%	39%j	51%ehjk	35%	33%	41%j	37%j	36%j	36%j	20%	32%	45%j	38%	35%
ABANDONED CALLS	31	5	11	0	4	0	4	0	0	0	0	0	0	18	13
	3%	12%	9%	0%	4%	0%	4%	0%	0%	0%	0%	0%	0%	3%	3%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82	8	5	11	7	5	13	11	9	5	0	2	0	51	30
	7%	20%behik	4%	13%k	8%	4%	13%behk	9%	5%	5%	0%	2%	0%	8%	6%
None	718	27	69	44	59	69	58	79	110	62	42	69	31	403	316
	63%	69%	61%	49%	65%	67%c	59%	63%	64%c	64%	80%bcfghil	68%c	55%	62%	65%
Av number of issues	1.719	2.478	1.591	1.963g	1.965	1.289	1.802	1.487	1.712	1.987g	1.831	1.529	1.525	1.743	1.683
Standard Deviation	0.972	1.253	0.921	0.892	0.959	0.526	1.039	0.754	1.074	1.188	1.160	0.763	0.992	1.000	0.929
Error Variance	0.002	0.143	0.024	0.017	0.034	0.009	0.028	0.014	0.020	0.041	0.135	0.019	0.041	0.005	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 11%	130 13%be	60 9%e	60 11%e	71 16%bce	- -	128 13%k	37 13%k	95 13%k	27 19%k	4 27%	1 1%	129 12%am	1 1%	116 13%am	72 11%	58 12%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 18%	204 20%be	100 16%e	100 18%e	103 23%be	- -	196 20%k	67 23%k	161 21%k	37 27%k	3 23%	5 5%	199 19%am	5 5%	187 21%am	125 19%	78 16%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 20%	228 23%be	116 18%e	116 21%e	113 25%be	- -	219 22%k	78 27%k	183 24%k	42 30%k	5 38%	6 6%	222 21%am	6 6%	204 23%am	137 21%	92 19%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 11%	130 13%e	63 10%e	63 11%e	68 15%be	- -	126 13%k	50 17%k	113 15%k	35 25%fhk	3 23%	1 1%	129 12%lm	1 1%	120 13%lm	85 13%	45 9%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 2%	13 2%	13 2%	11 2%	- -	23 2%	7 2%	16 2%	3 2%	1 9%	1 1%	23 2%	1 1%	23 3%	17 3%	7 1%
SUMMARY CODES																	
1 TYPE EXPERIENCED	234 21%	234 23%e	136 21%e	136 25%e	99 22%e	- -	223 22%k	68 24%k	183 24%k	33 24%k	3 24%	8 8%	226 22%lm	8 8%	206 23%lm	139 21%	95 20%
2 TYPES EXPERIENCED	100 9%	100 10%e	47 7%e	47 8%e	53 12%be	- -	98 10%k	38 13%k	79 10%k	20 14%k	- -	1 1%	100 10%lm	1 1%	89 10%lm	60 9%	40 8%
3 TYPES EXPERIENCED	49 4%	49 5%e	19 3%	19 3%	30 7%bce	- -	47 5%k	11 4%	36 5%k	7 5%	1 4%	1 1%	48 5%lm	1 1%	46 5%lm	29 4%	20 4%
4 TYPES EXPERIENCED	32 3%	32 3%	16 2%	16 3%	16 4%	- -	31 3%	14 5%	27 4%	11 8%fhk	1 9%	1 1%	31 3%	1 1%	30 3%	21 3%	11 2%
ANY UNSOLICITED CALLS (MOBILE)	417 37%	417 42%be	217 34%e	217 39%e	199 44%be	- -	400 40%k	132 46%k	327 43%k	73 52%fk	6 47%	11 11%	406 39%lm	11 11%	372 41%lm	250 38%	167 35%
ABANDONED CALLS	31 3%	31 3%	10 2%	10 2%	23 5%bc	0 0%	32 3%	12 4%	26 3%	6 4%	0 0%	0 0%	31 3%	0 0%	32 4%	18 3%	13 3%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
AUTOMATED MARKETING MESSAGES (PRODUCT/SERVICE/COMPETITION)	82 7%	82 8%	38 6%	38 7%	44 10% ^b	0 0%	85 9%	38 13% ^f	79 10%	25 18% ^h	1 7%	0 0%	81 8%	0 0%	74 8%	51 8%	30 6%
None	718 63%	584 58%	417 66% ^a	335 61%	250 56%	83 100% ^a ^b ^c ^d	593 60% ⁱ	156 54%	432 57%	68 48%	7 53%	89 89% ^f ^g ^h ⁱ	630 61%	89 89% ^l ⁿ	526 59%	403 62%	316 65%
Av number of issues	1.719	1.719	1.613	1.613	1.835 ^b ^c	-	1.729	1.803	1.733	1.989	2.588	1.415	1.727	1.415	1.745	1.743	1.683
Standard Deviation	0.972	0.972	0.935	0.935	1.000	-	0.975	1.036	0.992	1.155	1.846	0.946	0.972	0.946	0.989	1.000	0.929
Error Variance	0.002	0.002	0.004	0.004	0.005	-	0.003	0.010	0.003	0.022	0.568	0.064	0.003	0.064	0.003	0.005	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 11%	130 23%bhc	28 10%	130 31%abeghjk m	130 53%abceghi jklm	22 16%	130 100%abcdegh ijklm	88 20%bhc	21 10%	85 26%behk	57 22%bhc	18 12%	48 37%abeghij km	5 12%	2 8%	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 18%	204 36%bhc	65 24%	204 49%abdehjk	89 36%b	37 27%	66 51%abdehjk	204 45%abdehk	55 27%	204 62%abcdefg hjkm	99 38%behk	40 26%	73 56%abdeghj km	13 33%	6 33%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 20%	228 40%bhc	70 26%	228 55%abdehjk m	96 39%bk	43 31%	67 51%abdehjk m	228 51%abdehjk m	61 30%	228 69%abcdefg hjklm	103 39%bhc	44 28%	75 58%abdehjk m	12 30%	6 35%	6 26%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 11%	130 23%behk	28 10%	130 31%abeghkm	59 24%behk	19 14%	48 37%abdegkh m	97 21%bh	23 11%	92 28%behkm	130 50%abcdegh hikm	22 14%	130 100%abcdegh hijkm	4 10%	2 8%	3 13%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 4%	9 3%	24 6%degj	5 2%	1 1%	4 3%	12 3%	7 4%	10 3%	6 2%	3 2%	3 2%	24 60%abcdegh hijkl	2 13%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 21%	234 41%bdefhjk l	71 26%k	234 56%abdefgh ijkl	66 27%k	34 25%	36 27%k	165 37%bdehijkl	47 23%	155 47%bdefghj kl	51 20%	25 16%	30 23%	16 41%hijkl	5 29%	13 53%
2 TYPES EXPERIENCED	100 9%	100 18%b	28 10%	100 24%abehk	51 21%b	19 14%	38 29%abehk	91 20%bh	27 13%	91 28%abeghk	54 21%b	22 14%	35 27%abehk	9 22%b	3 15%	6 25%
3 TYPES EXPERIENCED	49 4%	49 9%b	12 5%	49 12%behk	27 11%be	5 4%	24 19%abeghkm	49 11%behk	11 6%	49 15%abehk	33 13%behk	8 5%	32 24%abcdegh jkm	2 5%	-	2 8%
4 TYPES EXPERIENCED	32 3%	32 6%	8 3%	32 8%b	30 12%abghk	8 6%	30 23%abcdegh jkm	32 7%b	7 3%	32 10%abh	32 12%abghk	8 5%	32 24%abcdegh jkm	2 6%	1 6%	1 5%
ANY UNSOLICITED CALLS (MOBILE)	417 37%	417 73%behjk	121 44%	417 100%abdeghj km	176 71%behk	68 49%	130 100%abdeghj km	338 75%behjk	93 45%	329 100%abdeghj km	172 66%behk	63 41%	130 100%abdeghj km	31 79%behk	10 53%	24 100%
ABANDONED CALLS	31 3%	31 5%bh	3 1%	31 7%behk	9 4%	3 2%	6 5%b	26 6%bh	3 1%	26 8%bdehk	31 12%abdefghk	3 2%	31 24%abcdegh iikm	2 5%	0 0%	2 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 7%	82 14%beh	18 6%	82 20%abdeg h m	31 12%bh	10 7%	24 19%behk	62 14%bh	12 6%	62 19%behkm	82 31%abcde fgh ikm	13 8%	82 63%abcde fgh ijklm	2 5%	0 0%	2 7%
None	718 63%	151 27%cfil	151 56%acdfg ijl m	- - -	72 29%cfil	72 51%acdfg ijl m	- -	112 25%cfil	112 55%acdfg ijl m	- -	90 34%acfgil	90 59%acdfg ijl m	- -	8 21%cfil	8 47%	- -
Av number of issues	1.719	1.719	1.658	1.719	2.157abcgh i	1.833	2.419abceg hik	1.860	1.785	1.884ac	2.296abceg hi	2.015abc	2.536abcde ghik	1.861	1.825	1.880
Standard Deviation	0.972	0.972	0.945	0.972	1.137	1.061	1.162	1.018	0.973	1.021	1.115	1.060	1.136	1.190	1.263	1.246
Error Variance	0.002	0.002	0.008	0.002	0.008	0.018	0.011	0.003	0.012	0.003	0.008	0.019	0.011	0.047	0.160	0.067

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	979	482	497	104	190	157	163	132	144	89	294	685	161	255	228	335
Weighted Base	1001	488	512	147*	202	170	180	142	97	63*	348	653	199	319	207	276
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 13%	70 14%	61 12%	25 17%ei	32 16%ei	14 8%	27 15%ei	21 14%ei	8 9%	3 5%	57 16%ehik	73 11%	18 9%	55 17%lo	30 14%	27 10%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 20%	103 21%	100 20%	35 24%ei	50 25%ei	29 17%ei	46 25%hik	26 18%ei	15 16%ei	2 4%	85 24%ik	119 18%ei	46 23%o	80 25%o	41 20%o	36 13%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 23%	119 24%	109 21%	24 16%	58 29%chi	44 26%ei	40 22%	39 27%hi	16 16%	7 12%	82 24%ei	146 22%ei	44 22%	85 27%	44 21%	56 20%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 13%	61 13%	69 13%	9 6%	34 17%chi	28 17%chi	29 16%chi	20 14%ei	7 7%	3 5%	43 12%	87 13%ei	29 15%o	54 17%o	27 13%o	19 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	979	482	497	104	190	157	163	132	144	89	294	685	161	255	228	335
Weighted Base	1001	488	512	147*	202	170	180	142	97	63*	348	653	199	319	207	276
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	12 2%	12 2%	2 1%	6 3%	2 1%	7 4%	4 3%	2 2%	1 2%	7 2%	16 2%	7 4%	9 3%	4 2%	4 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 23%	121 25%	113 22%	45 30%hi	39 19%	50 30%dhi	44 24%hi	37 26%hi	13 13%	7 11%	83 24%hi	151 23%hi	42 21%	80 25%	54 26%	58 21%
2 TYPES EXPERIENCED	100 10%	45 9%	55 11%	19 13%i	23 11%i	19 11%i	21 12%i	12 8%	6 6%	1 2%	42 12%i	58 9%i	23 12%	38 12%	19 9%	20 7%
3 TYPES EXPERIENCED	49 5%	26 5%	23 4%	2 1%	16 8%c	5 3%	8 5%	9 7%c	6 6%	2 3%	17 5%	31 5%	9 4%	22 7%o	10 5%	7 3%
4 TYPES EXPERIENCED	32 3%	17 3%	15 3%	2 1%	12 6%hk	3 2%	8 4%	5 4%	1 1%	1 1%	14 4%	18 3%	6 3%	14 4%	6 3%	6 2%
ANY UNSOLICITED CALLS (MOBILE)	417 42%	211 43%	206 40%	67 46%hi	89 44%hi	78 46%hi	83 46%hi	63 44%hi	26 27%	10 16%	157 45%hi	260 40%hi	82 41%	155 49%o	89 43%o	91 33%
ABANDONED CALLS	31 3%	18 4%	11 2%	0 0%	6 3%	8 5%	10 5%	4 2%	0 0%	0 0%	8 2%	23 3%	8 4%	10 3%	8 4%	7 3%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 8%	39 8%	43 8%	0 0%	19 9%h	22 13%hj	18 10%h	13 9%	3 3%	0 0%	23 7%	58 9%h	29 15%o	30 9%o	19 9%o	6 2%
None	584 58%	277 57%	307 60%	79 54%	112 56%	92 54%	97 54%	79 56%	71 73%cddefgjk	53 84%cddefgjk	192 55%	393 60%	118 59%	164 51%	118 57%	185 67%mn
Av number of issues	1.719	1.731	1.706	1.417	2.011cek	1.506	1.807c	1.734	1.850c	1.635	1.756c	1.697	1.767	1.829	1.642	1.564
Standard Deviation	0.972	1.013	0.930	0.685	1.076	0.806	1.063	1.007	1.018	0.995	0.972	0.973	0.981	1.031	0.925	0.888
Error Variance	0.002	0.005	0.005	0.010	0.014	0.009	0.016	0.017	0.027	0.066	0.007	0.004	0.016	0.009	0.009	0.008

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	979	571	267	141	527	452	290	689	775	204	790	86	44	59
Weighted Base	1001	592	293	116	598	403	325	676	794	207	813	90*	43*	55*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 13%	75 13%	46 16%	10 9%	87 15%	43 11%	41 13%	89 13%	109 14%	21 10%	109 13%	12 13%	2 5%	8 14%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 20%	127 21%	60 21%	16 14%	139 23%e	64 16%	66 20%	137 20%	156 20%	47 23%	169 21%	21 23%	6 15%	7 13%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 23%	148 25%	59 20%	21 18%	160 27%e	68 17%	83 26%	145 22%	174 22%	54 26%	197 24%	13 15%	6 14%	13 23%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 13%	92 16%abc	28 10%	10 8%	95 16%e	35 9%	49 15%	81 12%	95 12%	36 17%	111 14%k	5 5%	3 8%	11 20%k

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	979	571	267	141	527	452	290	689	775	204	790	86	44	59
Weighted Base	1001	592	293	116	598	403	325	676	794	207	813	90*	43*	55*
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	19 3%	3 1%	2 2%	13 2%	11 3%	6 2%	17 3%	16 2%	8 4%	23 3%	- -	1 2%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	234 23%	144 24% ^c	74 25% ^c	16 14%	148 25%	86 21%	87 27%	148 22%	184 23%	50 24%	190 23%	20 22%	6 14%	18 33% ^l
2 TYPES EXPERIENCED	100 10%	66 11%	26 9%	9 8%	74 12% ^e	26 7%	42 13%	59 9%	76 10%	25 12%	86 11%	10 11%	1 2%	4 7%
3 TYPES EXPERIENCED	49 5%	25 4%	15 5%	9 7%	30 5%	18 5%	9 3%	40 6%	36 5%	13 6%	43 5%	2 3%	2 5%	1 1%
4 TYPES EXPERIENCED	32 3%	25 4% ^c	6 2%	- -	26 4% ^e	6 2%	11 3%	21 3%	26 3%	6 3%	27 3%	1 1%	1 3%	3 5%
ANY UNSOLICITED CALLS (MOBILE)	417 42%	262 44% ^c	121 41% ^c	34 29%	279 47% ^e	138 34%	149 46%	268 40%	322 41%	94 46%	348 43% ^l	33 36%	10 24%	25 46% ^l
ABANDONED CALLS	31 3%	22 4%	11 4%	0 0%	28 5% ^e	4 1%	15 5%	15 2%	25 3%	6 3%	28 3%	0 0%	0 0%	0 0%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 8%	56 9% ^b	13 5%	10 8%	61 10% ^e	21 5%	36 11% ^g	45 7%	56 7%	26 13% ^h	71 9%	2 2%	0 0%	0 0%
None	584 58%	330 56%	172 59%	82 71% ^{a,b}	319 53%	265 66% ^d	176 54%	408 60%	471 59%	113 54%	465 57%	57 64%	32 76% ^{j,m}	29 54%
Av number of issues	1.719	1.758	1.621	1.770	1.774	1.607	1.650	1.757	1.706	1.763	1.748	1.529	1.831	1.525
Standard Deviation	0.972	1.018	0.899	0.841	0.999	0.907	0.942	0.988	0.969	0.986	0.982	0.763	1.160	0.992
Error Variance	0.002	0.004	0.007	0.017	0.004	0.006	0.007	0.004	0.003	0.011	0.003	0.019	0.135	0.041

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	979	38	94	73	73	101	93	97	151	70	44	86	59	556	423
Weighted Base	1001	35*	102*	73*	81*	99*	91*	105*	156	71*	43*	90*	55*	575	426
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130	4	13	22	7	9	11	17	14	12	2	12	8	72	58
	13%	11%	12%	30%abdefghjk	8%	10%	12%	16%	9%	17%	5%	13%	14%	13%	14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204	9	21	21	18	11	18	22	29	20	6	21	7	125	78
	20%	25%e	21%	28%e	22%	11%	20%	21%	19%	28%e	15%	23%e	13%	22%	18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228	9	26	29	22	18	22	10	39	22	6	13	13	137	92
	23%	25%g	25%g	39%eghjk	27%g	18%	25%g	10%	25%g	31%gjk	14%	15%	23%g	24%	22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130	8	11	17	12	5	20	11	16	13	3	5	11	85	45
	13%	23%ek	10%	23%eghk	15%e	5%	21%eghk	10%	10%	18%ek	8%	5%	20%ek	15%	11%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	979	38	94	73	73	101	93	97	151	70	44	86	59	556	423
Weighted Base	1001	35*	102*	73*	81*	99*	91*	105*	156	71*	43*	90*	55*	575	426
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	1 4%e	1 1%	- -	3 4%	- -	- -	8 7%bcefk	6 4%	4 5%ef	1 2%	- -	- -	17 3%	7 2%
SUMMARY CODES															
1 TYPE EXPERIENCED	234 23%	4 13%	28 28%	15 20%	12 15%	25 25%	22 25%	29 28%	37 24%	17 25%	6 14%	20 22%	18 33%adj	139 24%	95 22%
2 TYPES EXPERIENCED	100 10%	1 2%	10 9%	21 28%abdefghi jkl	11 13%	8 8%	6 6%	13 12%	11 7%	7 10%	1 2%	10 11%	4 7%	60 10%	40 9%
3 TYPES EXPERIENCED	49 5%	4 12%eghkl	4 4%	6 8%e	6 8%e	1 1%	8 9%e	3 2%	5 3%	7 9%e	2 5%	2 3%	1 1%	29 5%	20 5%
4 TYPES EXPERIENCED	32 3%	3 9%egk	3 3%	4 5%e	2 3%	- -	3 3%	1 1%	7 4%e	3 5%e	1 3%	1 1%	3 5%e	21 4%	11 3%
ANY UNSOLICITED CALLS (MOBILE)	417 42%	12 36%	44 44%j	45 61%abdefghj k	31 39%	33 34%	40 43%j	46 44%j	61 39%	36 50%ej	10 24%	33 36%	25 46%j	250 44%	167 39%
ABANDONED CALLS	31 3%	5 14%	11 10%	0 0%	4 5%	0 0%	4 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	18 3%	13 3%
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 8%	8 23%bdehik	5 5%	11 15%behk	7 9%	5 5%	13 14%ehk	11 10%k	9 6%	5 7%	0 0%	2 2%	0 0%	51 9%	30 7%
None	584 58%	22 64%c	58 56%c	28 39%	49 61%c	65 66%ci	52 57%c	59 56%c	96 61%c	35 50%	32 76%bcfgil	57 64%c	29 54%	325 56%	259 61%
Av number of issues	1.719	2.478	1.591	1.963g	1.965	1.289	1.802	1.487	1.712	1.987g	1.831	1.529	1.525	1.743	1.683
Standard Deviation	0.972	1.253	0.921	0.892	0.959	0.526	1.039	0.754	1.074	1.188	1.160	0.763	0.992	1.000	0.929
Error Variance	0.002	0.143	0.024	0.017	0.034	0.009	0.028	0.014	0.020	0.041	0.135	0.019	0.041	0.005	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	979	979	548	548	431	-	857	232	660	113	13	82	897	82	793	556	423
Weighted Base	1001	1001	552	552	449	-**	901	280	716	134	13**	62*	939	62*	830	575	426
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 13%	130 13%	60 11%	60 11%	71 16%bc	- -	128 14%k	37 13%k	95 13%k	27 20%k	4 27%	1 2%	129 14%m	1 2%	116 14%m	72 13%	58 14%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 20%	204 20%	100 18%	100 18%	103 23%	- -	196 22%k	67 24%k	161 22%k	37 28%k	3 23%	5 8%	199 21%m	5 8%	187 22%m	125 22%	78 18%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 23%	228 23%	116 21%	116 21%	113 25%	- -	219 24%k	78 28%k	183 26%k	42 31%k	5 38%	6 10%	222 24%m	6 10%	204 25%m	137 24%	92 22%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	979	979	548	548	431	-	857	232	660	113	13	82	897	82	793	556	423
Weighted Base	1001	1001	552	552	449	-**	901	280	716	134	13**	62*	939	62*	830	575	426
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 13%	130 13%	63 11%	63 11%	68 15%	-	126 14%k	50 18%k	113 16%k	35 26%fhk	3 23%	1 2%	129 14%lm	1 2%	120 15%lm	85 15%	45 11%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 2%	13 2%	13 2%	11 2%	-	23 3%	7 2%	16 2%	3 2%	1 9%	1 2%	23 2%	1 2%	23 3%	17 3%	7 2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	234 23%	234 23%	136 25%	136 25%	99 22%	-	223 25%k	68 24%	183 26%k	33 25%	3 24%	8 14%	226 24%lm	8 14%	206 25%lm	139 24%	95 22%
2 TYPES EXPERIENCED	100 10%	100 10%	47 8%	47 8%	53 12%	-	98 11%k	38 13%k	79 11%k	20 15%k	-	1 1%	100 11%lm	1 1%	89 11%lm	60 10%	40 9%
3 TYPES EXPERIENCED	49 5%	49 5%	19 3%	19 3%	30 7%bc	-	47 5%	11 4%	36 5%	7 5%	1 4%	1 1%	48 5%	1 1%	46 6%	29 5%	20 5%
4 TYPES EXPERIENCED	32 3%	32 3%	16 3%	16 3%	16 4%	-	31 3%	14 5%	27 4%	11 8%lh	1 9%	1 1%	31 3%	1 1%	30 4%	21 4%	11 3%
ANY UNSOLICITED CALLS (MOBILE)	417 42%	417 42%	217 39%	217 39%	199 44%	-	400 44%k	132 47%k	327 46%k	73 54%k	6 47%	11 17%	406 43%lm	11 17%	372 45%lm	250 44%	167 39%
ABANDONED CALLS	31 3%	31 3%	10 2%	10 2%	23 5%bc	0 0%	32 4%	12 4%	26 4%	6 4%	0 0%	0 0%	31 3%	0 0%	32 4%	18 3%	13 3%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	979	979	548	548	431	-	857	232	660	113	13	82	897	82	793	556	423
Weighted Base	1001	1001	552	552	449	-.**	901	280	716	134	13**	62*	939	62*	830	575	426
AUTOMATED MARKETING MESSAGES (PRODUCT/SERVICE/COMPETITION)	82	82	38	38	44	0	85	38	79	25	1	0	81	0	74	51	30
	8%	8%	7%	7%	10%	0%	9%	14%	11%	18%fh	7%	0%	9%	0%	9%	9%	7%
None	584	584	335	335	250	-	501	149	389	61	7	51	533	51	458	325	259
	58%	58%	61%	61%	56%	-	56%	53%	54%	46%	53%	83%fghi	57%	83%ln	55%	56%	61%
Av number of issues	1.719	1.719	1.613	1.613	1.835bc	-	1.729	1.803	1.733	1.989	2.588	1.415	1.727	1.415	1.745	1.743	1.683
Standard Deviation	0.972	0.972	0.935	0.935	1.000	-	0.975	1.036	0.992	1.155	1.846	0.946	0.972	0.946	0.989	1.000	0.929
Error Variance	0.002	0.002	0.004	0.004	0.005	-	0.003	0.010	0.003	0.022	0.568	0.064	0.003	0.064	0.003	0.005	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	979	518	245	385	223	123	123	406	174	305	240	141	123	35	15	23
Weighted Base	1001	534	238	417	230	122	130	421	177	329	243	135	130	35*	13**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	130 13%	130 24%bhk	28 12%	130 31%abeghjk m	130 57%abceghi jklm	22 18%	130 100%abcdegh ijklm	88 21%bh	21 12%	85 26%bhk	57 23%bhk	18 14%	48 37%abeghij km	5 14%	2 12%	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	204 20%	204 38%b	65 27%	204 49%abdehk	89 39%b	37 31%	66 51%abdehk	204 48%abdehk	55 31%	204 62%abcdefg hjk	99 41%b	40 30%	73 56%abdehjk	13 38%	6 45%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	228 23%	228 43%bk	70 29%	228 55%abdehjk m	96 42%b	43 35%	67 51%behk	228 54%abdehjk m	61 34%	228 69%abcdefg hijklm	103 42%b	44 32%	75 58%abdehjk m	12 34%	6 47%	6 26%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	979	518	245	385	223	123	123	406	174	305	240	141	123	35	15	23
Weighted Base	1001	534	238	417	230	122	130	421	177	329	243	135	130	35*	13**	24**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	130 13%	130 24%bh	28 12%	130 31%abeghkm	59 25%bh	19 16%	48 37%abdeghk m	97 23%bh	23 13%	92 28%behkm	130 54%abcdegh hikm	22 16%	130 100%abcdegh hijkm	4 12%	2 12%	3 13%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 4%	9 4%	24 6%	5 2%	1 1%	4 3%	12 3%	7 4%	10 3%	6 2%	3 2%	3 2%	24 68%abcdegh hijkl	2 17%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 23%	234 44%bdefhjk l	71 30%jk	234 56%abdefgh ijkl	66 28%k	34 28%	36 27%	165 39%bdefhjk l	47 27%	155 47%bdefghj kl	51 21%	25 18%	30 23%	16 47%dfhijkl	5 40%	13 53%
2 TYPES EXPERIENCED	100 10%	100 19%b	28 12%	100 24%bh	51 22%b	19 16%	38 29%abehk	91 22%b	27 15%	91 28%abehk	54 22%b	22 16%	35 27%bh	9 26%b	3 21%	6 25%
3 TYPES EXPERIENCED	49 5%	49 9%	12 5%	49 12%be	27 12%be	5 4%	24 19%abehk	49 12%be	11 6%	49 15%abehk	33 14%behk	8 6%	32 24%abcdeghi jkm	2 6%	-	2 8%
4 TYPES EXPERIENCED	32 3%	32 6%	8 3%	32 8%b	30 13%abcghk	8 7%	30 23%abcdeghi jkm	32 8%	7 4%	32 10%bh	32 13%abcghk	8 6%	32 24%abcdeghi jkm	2 7%	1 8%	1 5%
ANY UNSOLICITED CALLS (MOBILE)	417 42%	417 78%behjk	121 51%	417 100%abcdeghj km	176 76%behk	68 55%	130 100%abcdeghj km	338 80%behjk	93 53%	329 100%abcdeghj km	172 71%behk	63 47%	130 100%abcdeghj km	31 90%behjk	10 73%	24 100%
ABANDONED CALLS	31 3%	31 6%bh	3 1%	31 7%bhk	9 4%	3 2%	6 5%	26 6%bh	3 2%	26 8%behk	31 13%abcdegh k	3 2%	31 24%abcdegh ijkm	2 6%	0 0%	2 7%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited d calls (landline) (b)	Any unsolicited d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	979	518	245	385	223	123	123	406	174	305	240	141	123	35	15	23
Weighted Base	1001	534	238	417	230	122	130	421	177	329	243	135	130	35*	13**	24**
AUTOMATED MARKETING MESSAGES (PRODUCT/ SERVICE/COMPETITION)	82 8%	82 15%bh	18 7%	82 20%behk	31 13%	10 8%	24 19%behk	62 15%bh	12 7%	62 19%behk	82 34%abcdefghikm	13 9%	82 63%abcdefghijk	2 6%	0 0%	2 7%
None	584 58%	117 22%cfil	117 49%acdfgijlm	- -	55 24%cfil	55 45%acdfgijlm	- -	83 20%cfil	83 47%acdfgijlm	- -	71 29%acdfgilm	71 53%acdfgijlm	- -	4 10%cfil	4 27%	- -
Av number of issues	1.719	1.719	1.658	1.719	2.157abcghi	1.833	2.419abceghik	1.860	1.785	1.884ac	2.296abceghi	2.015abc	2.536abcdeghik	1.861	1.825	1.880
Standard Deviation	0.972	0.972	0.945	0.972	1.137	1.061	1.162	1.018	0.973	1.021	1.115	1.060	1.136	1.190	1.263	1.246
Error Variance	0.002	0.002	0.008	0.002	0.008	0.018	0.011	0.003	0.012	0.003	0.008	0.019	0.011	0.047	0.160	0.067

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	123	57	66	9	30	25	26	18	10	5	39	84	25	43	31	24
Weighted Base	130	61*	69*	9**	34**	28**	29**	20**	7**	3**	43*	87*	29**	54*	27**	19**
Listen to the full message before hanging up	6 5%	4 6%	3 4%	- -	3 9%	- -	1 3%	1 6%	1 18%	- -	3 7%	3 4%	- -	4 8%	2 7%	- -
Listen to some of the message before hanging up	25 20%	15 24%	11 16%	- -	6 17%	4 14%	10 35%	5 27%	- -	- -	6 14%	20 22%	5 16%	13 24%	5 19%	3 13%
Hang up immediately, as soon as I realise it is a recorded message	99 76%	43 70%	56 81%	9 100%	25 74%	24 86%	18 62%	14 67%	6 82%	3 100%	34 79%	65 74%	24 84%	37 69%	20 73%	17 87%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	32 24%	18 30%	13 19%	- -	9 26%	4 14%	11 38%	7 33%	1 18%	- -	9 21%	23 26%	5 16%	17 31%	7 27%	3 13%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	123	81	30	12	83	40	42	81	89	34	103	6	3	11
Weighted Base	130	92*	28**	10**	95*	35*	49*	81*	95*	36*	111*	5**	3**	11**
Listen to the full message before hanging up	6 5%	6 7%	- -	- -	5 5%	1 4%	4 9%	2 2%	5 5%	1 4%	6 6%	- -	- -	- -
Listen to some of the message before hanging up	25 20%	17 18%	5 18%	3 35%	18 19%	7 21%	10 20%	16 19%	19 20%	6 18%	24 21%	2 35%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	99 76%	69 75%	23 82%	6 65%	72 76%	27 75%	35 72%	64 78%	71 75%	28 78%	81 73%	3 65%	3 100%	11 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	32 24%	23 25%	5 18%	3 35%	23 24%	9 25%	14 28%	18 22%	24 25%	8 22%	30 27%	2 35%	- -	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS												TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	123	7	8	16	12	4	19	8	17	12	3	6	11	77	46	
Weighted Base	130	8**	11**	17**	12**	5**	20**	11**	16**	13**	3**	5**	11**	85*	45*	
Listen to the full message before hanging up	6	-	2	1	-	-	1	1	-	2	-	-	-	5	1	
	5%	-	15%	4%	-	-	4%	12%	-	14%	-	-	-	6%	3%	
Listen to some of the message before hanging up	25	2	1	1	7	1	5	1	2	3	-	2	-	16	10	
	20%	23%	14%	9%	57%	23%	23%	14%	14%	22%	-	35%	-	18%	22%	
Hang up immediately, as soon as I realise it is a recorded message	99	6	8	14	5	4	14	8	14	8	3	3	11	65	34	
	76%	77%	71%	87%	43%	77%	73%	75%	86%	64%	100%	65%	100%	76%	75%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	32	2	3	2	7	1	5	3	2	5	-	2	-	20	11	
	24%	23%	29%	13%	57%	23%	27%	25%	14%	36%	-	35%	-	24%	25%	

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	123	123	60	60	63	-	118	41	103	28	3	2	121	2	112	77	46
Weighted Base	130	130	63*	63*	68*	-.**	126	50*	113*	35**	3**	1**	129	1**	120	85*	45*
Listen to the full message before hanging up	6 5%	6 5%	4 6%	4 6%	3 4%	- -	6 5%	3 5%	4 3%	1 3%	1 19%	- -	6 5%	- -	5 5%	5 6%	1 3%
Listen to some of the message before hanging up	25 20%	25 20%	13 21%	13 21%	12 18%	- -	23 19%	9 19%	22 19%	8 22%	1 41%	- -	25 20%	- -	23 19%	16 18%	10 22%
Hang up immediately, as soon as I realise it is a recorded message	99 76%	99 76%	46 73%	46 73%	53 78%	- -	96 77%	38 76%	87 78%	26 74%	1 41%	1 100%	97 75%	1 100%	92 76%	65 76%	34 75%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	32 24%	32 24%	17 27%	17 27%	15 22%	- -	30 23%	12 24%	25 22%	9 26%	2 59%	- -	32 25%	- -	29 24%	20 24%	11 25%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?

Base: All that have received recorded messages on their mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	123	123	30	123	59	21	48	92	24	88	123	24	123	4	2	3
Weighted Base	130	130	28**	130	59*	19**	48*	97*	23**	92*	130	22**	130	4**	2**	3**
Listen to the full message before hanging up	6 5%	6 5%	- -	6 5%	2 3%	- -	2 4%	5 6%	- -	5 6%	6 5%	- -	6 5%	- -	- -	- -
Listen to some of the message before hanging up	25 20%	25 20%	9 31%	25 20%	14 24%	7 35%	9 19%	23 24%	7 31%	22 23%	25 20%	8 35%	25 20%	3 62%	- -	3 83%
Hang up immediately, as soon as I realise it is a recorded message	99 76%	99 76%	19 69%	99 76%	42 72%	13 65%	37 77%	68 71%	16 69%	65 71%	99 76%	14 65%	99 76%	2 38%	2 100%	1 17%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	32 24%	32 24%	9 31%	32 24%	16 28%	7 35%	11 23%	28 29%	7 31%	27 29%	32 24%	8 35%	32 24%	3 62%	- -	3 83%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	29	16	13	-	7	4	10	6	2	-	7	22	4	13	9	3
Weighted Base	32*	18**	13**	..	9**	4**	11**	7**	1**	..	9**	23**	5**	17**	7**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	20 63%	12 63%	8 63%	- -	5 55%	3 79%	7 64%	4 65%	1 45%	- -	5 55%	15 66%	5 100%	9 55%	5 69%	1 30%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 24%	5 30%	2 16%	- -	2 19%	1 27%	4 34%	1 17%	- -	- -	2 19%	6 26%	1 27%	3 18%	2 31%	1 36%
Telling you about a competition	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 23%	3 16%	4 32%	- -	- -	1 26%	3 29%	3 46%	- -	- -	- -	7 32%	1 22%	4 22%	1 20%	1 36%
Other type	6 18%	4 19%	2 16%	- -	2 27%	- -	2 21%	1 18%	- -	- -	2 27%	3 15%	1 24%	4 22%	- -	1 34%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	25 78%	13 72%	12 87%	- -	6 73%	3 79%	8 73%	7 100%	1 45%	- -	6 73%	18 80%	5 100%	13 78%	5 69%	2 66%
ANY EXC. APPOINTMENT REMINDERS	22 71%	13 72%	9 70%	- -	6 73%	3 79%	8 73%	4 65%	1 45%	- -	6 73%	16 70%	5 100%	11 64%	5 69%	2 66%
Can't Remember	2 7%	2 9%	1 5%	- -	- -	1 21%	1 7%	- -	1 55%	- -	- -	2 10%	- -	- -	2 31%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	29	20	5	4	19	10	12	17	22	7	27	2	-	-
Weighted Base	32*	23**	5**	3**	23**	9**	14**	18**	24**	8**	30**	2**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	20 63%	14 61%	2 47%	3 100%	15 65%	5 58%	10 73%	10 55%	14 59%	6 75%	19 64%	1 46%	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 24%	5 24%	2 40%	-	7 29%	1 11%	4 30%	3 19%	6 26%	1 17%	8 25%	-	-	-
Telling you about a competition	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 23%	6 24%	1 18%	1 21%	3 15%	4 44%	3 18%	5 27%	7 30%	-	6 22%	1 46%	-	-
Other type	6 18%	4 16%	1 19%	1 34%	4 16%	2 23%	1 9%	5 25%	3 14%	2 31%	6 19%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	25 78%	18 78%	3 64%	3 100%	18 77%	7 82%	12 85%	13 73%	19 80%	6 75%	24 80%	1 46%	-	-
ANY EXC. APPOINTMENT REMINDERS	22 71%	16 68%	3 64%	3 100%	16 72%	6 69%	12 85%	11 60%	17 70%	6 75%	22 72%	1 46%	-	-
Can't Remember	2 7%	1 6%	1 16%	-	2 7%	1 8%	1 6%	1 8%	2 6%	1 9%	1 5%	1 54%	-	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	29	2	2	2	7	1	5	2	2	4	-	2	-	18	11
Weighted Base	32*	2**	3**	2**	7**	1**	5**	3**	2**	5**	..	2**	..	20**	11**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	20 63%	2 100%	1 47%	1 67%	4 58%	1 100%	3 65%	3 100%	1 56%	2 40%	- -	1 46%	-	12 60%	8 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 24%	1 61%	3 100%	- -	2 32%	- -	1 21%	- -	- -	- -	- -	- -	-	4 22%	3 28%
Telling you about a competition	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	- -	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 23%	1 39%	1 47%	- -	2 30%	1 100%	1 22%	- -	- -	- -	- -	1 46%	-	6 27%	2 15%
Other type	6 18%	- -	- -	- -	2 29%	- -	- -	- -	1 44%	3 60%	- -	- -	-	4 19%	2 17%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	25 78%	2 100%	3 100%	1 67%	6 88%	1 100%	5 87%	3 100%	1 56%	2 40%	- -	1 46%	-	16 80%	8 76%
ANY EXC. APPOINTMENT REMINDERS	22 71%	2 100%	3 100%	1 67%	5 71%	1 100%	3 65%	3 100%	1 56%	2 40%	- -	1 46%	-	14 68%	8 76%
Can't Remember	2 7%	- -	- -	1 33%	- -	- -	1 13%	- -	- -	- -	- -	1 54%	-	1 7%	1 8%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	29	29	16	16	13	-	27	9	23	7	2	-	29	-	26	18	11
Weighted Base	32*	32**	17**	17**	15**	-**	30**	12**	25**	9**	2**	-**	32**	-**	29**	20**	11**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	20 63%	20 63%	10 61%	10 61%	10 65%	-	20 67%	9 77%	18 70%	6 70%	1 32%	-	20 63%	-	18 62%	12 60%	8 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 24%	8 24%	3 15%	3 15%	5 34%	-	8 26%	3 23%	6 23%	1 16%	-	-	8 24%	-	8 26%	4 22%	3 28%
Telling you about a competition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 23%	7 23%	6 34%	6 34%	1 10%	-	6 20%	1 13%	7 28%	1 16%	-	-	7 23%	-	6 21%	6 27%	2 15%
Other type	6 18%	6 18%	2 13%	2 13%	4 24%	-	5 16%	3 23%	5 19%	4 43%	1 68%	-	6 18%	-	6 20%	4 19%	2 17%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	25 78%	25 78%	15 90%	15 90%	10 65%	-	24 80%	9 77%	21 83%	6 70%	1 32%	-	25 78%	-	23 79%	16 80%	8 76%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	29	16	16	13	-	27	9	23	7	2	-	29	-	26	18	11
Weighted Base	32*	17**	17**	15**	-**	30**	12**	25**	9**	2**	-**	32**	-**	29**	20**	11**
ANY EXC. APPOINTMENT REMINDERS	22 71%	13 76%	13 76%	10 65%	-	22 76%	9 77%	19 74%	6 70%	1 32%	-	22 71%	-	20 71%	14 68%	8 76%
Can't Remember	2 7%	1 4%	1 4%	2 11%	-	2 8%	-	1 3%	-	-	-	2 7%	-	2 5%	1 7%	1 8%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?

Base: All that have listened to recorded messages on their mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	29	29	9	29	15	7	10	25	7	24	29	8	29	2	-	2
Weighted Base	32*	32**	9**	32**	16**	7**	11**	28**	7**	27**	32**	8**	32**	3**	..**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	20 63%	20 63%	5 63%	20 63%	8 52%	4 52%	6 50%	18 64%	4 53%	18 67%	20 63%	4 58%	20 63%	1 51%	-	1 51%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 24%	8 24%	1 11%	8 24%	2 15%	1 14%	1 13%	8 27%	1 13%	8 28%	8 24%	1 12%	8 24%	1 51%	-	1 51%
Telling you about a competition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 23%	7 23%	6 66%	7 23%	7 45%	6 85%	3 30%	5 19%	4 57%	4 16%	7 23%	5 61%	7 23%	-	-	-
Other type	6 18%	6 18%	1 13%	6 18%	4 23%	-	4 33%	6 20%	1 17%	6 21%	6 18%	1 15%	6 18%	1 49%	-	1 49%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	25 78%	25 78%	9 100%	25 78%	12 73%	7 100%	7 61%	23 81%	7 100%	22 81%	25 78%	8 100%	25 78%	1 51%	-	1 51%
ANY EXC. APPOINTMENT REMINDERS	22 71%	22 71%	6 73%	22 71%	9 58%	4 66%	6 50%	21 73%	5 67%	21 76%	22 71%	5 70%	22 71%	1 51%	-	1 51%
Can't Remember	2 7%	2 7%	-	2 7%	1 5%	-	1 6%	1 2%	-	1 3%	2 7%	-	2 7%	-	-	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Silent Calls	247 22%	125 23%	122 21%	42 26%e	41 19%	24 13%	52 27%e	36 22%e	29 24%e	24 23%e	82 22%e	165 22%e	57 27%o	80 23%	49 21%	61 18%
Sales/marketing texts	204 18%	103 19%	100 17%	35 22%i	50 23%hik	29 16%i	46 23%hik	26 16%i	15 13%i	2 2%	85 23%hik	119 16%i	46 22%o	80 23%o	41 18%o	36 11%
Sales/marketing calls	373 33%	178 32%	195 33%	41 25%	62 29%	54 30%	73 37%j	63 39%cj	40 34%	40 40%cdj	103 27%	270 36%j	85 40%o	116 33%	73 31%	98 29%
Recorded message	262 23%	113 21%	148 25%	16 10%	40 19%	45 25%cj	57 29%cdj	43 27%cj	31 26%cj	30 30%cdj	56 15%	206 27%cdj	72 33%no	88 25%o	48 20%	53 16%
Other type	40 3%	17 3%	23 4%	2 1%	6 3%	2 1%	11 6%ej	7 4%	7 6%cej	5 5%	7 2%	32 4%	11 5%	13 4%	9 4%	7 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	236 21%	109 20%	127 22%	32 20%	32 15%	54 29%dhij	43 22%	35 22%	22 19%	18 18%	65 17%	172 23%cd	32 15%	70 20%	60 26%l	74 22%
2 TYPES EXPERIENCED	151 13%	76 14%	75 13%	33 20%efk	26 12%	19 11%	21 11%	23 14%	14 12%	14 14%	59 16%	92 12%	40 18%o	49 14%	29 12%	34 10%
3 TYPES EXPERIENCED	114 10%	49 9%	65 11%	7 4%	20 9%	12 6%	22 11%	19 12%c	18 15%cej	18 18%cdejk	27 7%	88 12%cj	31 14%o	44 13%o	19 8%	21 6%
4 TYPES EXPERIENCED	55 5%	30 5%	26 4%	5 3%	14 6%i	7 4%	15 8%i	10 6%i	4 3%	1 1%	19 5%i	37 5%i	11 5%	20 6%	13 5%	12 4%
5 TYPES EXPERIENCED	6 1%	2 *	4 1%	- -	1 *	- -	1 1%	1 1%	2 1%	1 1%	1 *	5 1%	3 1%	1 *	- -	2 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568 50%	269 49%	299 51%	76 48%	93 43%	92 50%	108 55%dj	87 54%d	60 50%	51 51%	169 45%	399 53%dj	120 56%o	184 53%o	121 51%o	143 42%
None	567 50%	282 51%	285 49%	84 52%	123 57%fgk	91 50%	87 45%	73 46%	59 50%	50 49%	207 55%fk	360 47%	95 44%	163 47%	114 49%	194 58%lmn
Mean number of mentions	2.049	2.057	2.042	1.796	2.189ce	1.707	2.308ce	2.082e	2.155e	2.063e	2.012e	2.065e	2.358no	2.116o	1.891	1.837
Standard Deviation	1.120	1.118	1.123	0.858	1.102	0.977	1.398	1.089	1.133	0.934	1.016	1.162	1.209	1.095	1.081	1.046
Error Variance	0.002	0.005	0.004	0.014	0.014	0.011	0.021	0.014	0.015	0.012	0.007	0.003	0.014	0.008	0.009	0.006

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Silent Calls	247 22%	143 22%	76 24%	29 19%	132 21%	115 23%	67 19%	180 23%	198 22%	49 20%	198 21%	27 26%	9 17%	14 24%
Sales/marketing texts	204 18%	127 19% ^c	60 19% ^c	16 11%	139 22% ^e	64 13%	66 19%	137 17%	156 18%	47 19%	169 18%	21 21%	6 12%	7 13%
Sales/marketing calls	373 33%	229 35%	91 28%	52 34%	207 33%	166 33%	117 33%	256 33%	288 32%	85 35%	308 33%	27 26%	17 34%	20 36%
Recorded message	262 23%	177 27% ^b	51 16%	34 23%	148 23%	114 23%	78 22%	184 23%	198 22%	64 26%	218 24%	20 20%	9 18%	14 25%
Other type	40 3%	31 5% ^b	4 1%	4 3%	19 3%	21 4%	7 2%	32 4%	28 3%	12 5%	35 4%	2 2%	2 5%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	236 21%	144 22%	64 20%	28 18%	146 23%	90 18%	75 21%	162 21%	188 21%	49 20%	184 20%	21 21%	6 12%	24 43% ^{kl}
2 TYPES EXPERIENCED	151 13%	89 13%	44 14%	18 12%	87 14%	64 13%	56 16%	95 12%	115 13%	36 15%	131 14%	8 8%	6 11%	6 11%
3 TYPES EXPERIENCED	114 10%	65 10%	28 9%	21 14%	51 8%	63 13% ^d	27 8%	87 11%	88 10%	26 11%	97 10% ^m	11 11% ^m	5 11% ^m	1 1%
4 TYPES EXPERIENCED	55 5%	42 6% ^c	10 3%	3 2%	37 6%	18 4%	17 5%	38 5%	44 5%	11 4%	45 5%	4 4%	2 4%	4 8%
5 TYPES EXPERIENCED	6 1%	5 1%	1 *	-	2 *	3 1%	-	6 1%	4 *	1 1%	6 1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568 50%	350 53%	148 46%	70 47%	329 52%	240 48%	175 50%	393 50%	442 50%	126 51%	466 50%	47 46%	20 39%	35 63% ^l
None	567 50%	313 47%	174 54%	81 53%	307 48%	260 52%	174 50%	392 50%	448 50%	119 49%	459 50%	55 54%	32 61% ^m	21 37%
Mean number of mentions	2.049	2.109	1.932	1.999	2.020	2.089	1.951	2.093	2.027	2.127	2.067	2.110	2.322	1.579
Standard Deviation	1.120	1.188	1.021	0.945	1.169	1.049	1.041	1.151	1.096	1.201	1.093	1.317	1.263	1.027
Error Variance	0.002	0.004	0.008	0.010	0.005	0.004	0.007	0.003	0.003	0.012	0.003	0.036	0.073	0.030

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Silent Calls	247	4	27	30	21	20	22	20	33	21	9	27	14	158	90
	22%	11%	23%	34%aegh	23%	19%	23%	16%	19%	22%	17%	26%	24%	24%n	19%
Sales/marketing texts	204	9	21	21	18	11	18	22	29	20	6	21	7	125	78
	18%	22%	19%	23%e	19%	11%	19%	18%	17%	20%	12%	21%	13%	19%	16%
Sales/marketing calls	373	12	44	37	37	32	34	20	63	29	17	27	20	243	129
	33%	31%g	39%g	41%gk	42%gk	32%g	35%g	16%	37%g	30%g	34%g	26%	36%g	37%n	27%
Recorded message	262	9	25	26	24	18	33	18	39	25	9	20	14	189	72
	23%	23%	22%	30%g	27%g	18%	34%egjk	15%	23%	26%	18%	20%	25%	29%n	15%
Other type	40	1	3	-	4	1	1	8	10	6	2	2	-	30	10
	3%	4%	3%	-	5%	1%	1%	6%ce	6%ce	7%ce	5%	2%	-	5%n	2%
SUMMARY CODES															
1 TYPE EXPERIENCED	236	5	20	16	18	25	22	25	40	13	6	21	24	144	92
	21%	13%	18%	18%	20%	24%	23%	20%	23%	13%	12%	21%	43%abcde fghijk	22%	19%
2 TYPES EXPERIENCED	151	3	18	21	16	19	7	21	17	10	6	8	6	93	58
	13%	7%	15%	23%athik	17%	18%fk	7%	17%fl	10%	10%	11%	8%	11%	14%	12%
3 TYPES EXPERIENCED	114	5	12	10	11	7	17	4	17	14	5	11	1	82	32
	10%	12%gl	11%l	11%l	13%gl	7%	17%egl	4%	10%l	15%gl	11%l	11%gl	1%	13%n	7%
4 TYPES EXPERIENCED	55	3	6	7	5	-	4	3	11	6	2	4	4	35	20
	5%	8%e	6%e	8%e	5%e	-	4%e	2%	6%e	6%e	4%e	4%	8%e	5%	4%
5 TYPES EXPERIENCED	6	-	1	-	1	-	1	1	1	-	-	-	-	5	1
	1%	-	1%	-	1%	-	1%	1%	1%	-	-	-	-	1%	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568	16	57	53	51	50	52	54	88	45	20	47	35	365	203
	50%	40%	50%	60%gj	56%	49%	53%	44%	51%	46%	39%	46%	63%agj	56%n	42%
None	567	24	57	36	39	52	46	70	83	53	32	55	21	288	279
	50%	60%l	50%	40%	44%	51%	47%	56%cl	49%	54%	61%cl	54%	37%	44%	58%am
Mean number of mentions	2.049	2.358	2.153e	2.139e	2.143e	1.643	2.123e	1.762	2.092e	2.410eg	2.322	2.110e	1.579	2.125n	1.914
Standard Deviation	1.120	1.157	1.097	1.001	1.090	0.713	1.134	0.926	1.242	1.212	1.263	1.317	1.027	1.165	1.022
Error Variance	0.002	0.089	0.023	0.018	0.025	0.010	0.025	0.017	0.017	0.033	0.073	0.036	0.030	0.004	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Silent Calls	247 22%	230 23% ^d	176 28% ^{ad}	160 29% ^{ad}	71 16%	17 20%	228 23% ^k	64 22%	168 22%	44 31% ^{hk}	4 34%	15 15%	233 22% ^m	15 15%	210 23% ^m	158 24% ^p	90 19%
Sales/marketing texts	204 18%	204 20% ^{be}	100 16% ^e	100 18% ^e	103 23% ^{be}	-	196 20% ^k	67 23% ^k	161 21% ^k	37 27% ^k	3 23%	5 5%	199 19% ^m	5 5%	187 21% ^m	125 19%	78 16%
Sales/marketing calls	373 33%	344 34% ^d	260 41% ^{ad}	231 42% ^{ad}	113 25%	29 35%	334 34%	101 35%	257 34%	59 42%	6 43%	32 32%	341 33%	32 32%	317 35%	243 37% ^p	129 27%
Recorded message	262 23%	243 24% ^d	194 31% ^{ad}	175 32% ^{ad}	68 15%	18 22%	239 24%	77 27% ^k	189 25%	53 38% ^{fghk}	3 23%	17 17%	245 24%	17 17%	228 25% ^m	189 29% ^p	72 15%
Other type	40 3%	35 3%	29 5%	24 4%	11 2%	5 6%	33 3%	8 3%	21 3%	4 3%	1 9%	6 6% ^h	33 3%	6 6%	33 4%	30 5% ^p	10 2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	236 21%	223 22%	143 23%	130 24%	93 21%	13 16%	211 21%	69 24%	165 22%	29 21%	3 22%	22 22%	214 21%	22 22%	193 21%	144 22%	92 19%
2 TYPES EXPERIENCED	151 13%	146 15% ^e	94 15% ^e	89 16% ^e	57 13%	5 6%	138 14%	40 14%	109 14%	20 14%	1 7%	10 10%	141 14%	10 10%	130 15%	93 14%	58 12%
3 TYPES EXPERIENCED	114 10%	100 10%	83 13% ^d	69 13% ^d	31 7%	14 17% ^{ad}	102 10%	26 9%	75 10%	20 14%	1 4%	8 8%	106 10%	8 8%	99 11%	82 13% ^p	32 7%
4 TYPES EXPERIENCED	55 5%	53 5%	40 6%	38 7% ^d	15 3%	2 3%	53 5%	18 6%	43 6%	15 11% ^{fk}	1 9%	3 3%	53 5%	3 3%	49 5%	35 5%	20 4%
5 TYPES EXPERIENCED	6 1%	6 1%	4 1%	4 1%	1 *	-	5 1%	3 1%	4 1%	1 1%	-	1 1%	5 *	1 1%	5 1%	5 1%	1 *

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568 50%	534 53%de	369 58%de	335 61%ade	199 44%	34 41%	514 52%	158 55%	399 53%	86 61%k	7 52%	44 44%	524 51%	44 44%	482 54%lm	365 56%p	203 42%
None	567 50%	467 47%c	266 42%	217 39%	250 56%abc	49 59%abc	479 48%	130 45%	360 47%	55 39%	6 48%	56 56%i	511 49%	56 56%n	415 46%	288 44%	279 58%o
Mean number of mentions	2.049	2.042	2.136d	2.134d	1.888	2.156	2.066	2.057	2.048	2.324k	2.742	1.854	2.066	1.854	2.088	2.125p	1.914
Standard Deviation	1.120	1.125	1.152	1.165	1.040	1.037	1.130	1.180	1.109	1.223	2.047	1.034	1.126	1.034	1.134	1.165	1.022
Error Variance	0.002	0.002	0.004	0.004	0.006	0.024	0.003	0.011	0.003	0.020	0.599	0.018	0.003	0.018	0.003	0.004	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Silent Calls	247 22%	247 44%	145 53%acgim	176 42%	247 100%abcghi jklm	139 100%abcghi jklm	130 100%abcghij klm	185 41%	108 53%acgim	125 38%	137 53%acgim	95 62%acgilm	59 45%	13 34%	9 50%	5 20%
Sales/marketing texts	204 18%	204 36%bhk	65 24%	204 49%abdehjk	89 36%b	37 27%	66 51%abdehjk	204 45%abdehk	55 27%	204 62%abcdefg hijkm	99 38%behk	40 26%	73 56%abdeghj km	13 33%	6 33%	8 33%
Sales/marketing calls	373 33%	373 66%	215 79%acdfijlm	261 63%	167 68%	111 80%acdfijlm	74 57%	373 83%acdfij lm	205 100%abcdefg ijklm	252 77%acdfilm	183 70%f	122 80%acdfijlm	80 62%	21 54%	11 62%	11 44%
Recorded message	262 23%	262 46%	159 59%acfgim	172 41%	137 56%acfgim	96 69%acfgim	57 43%	201 45%	122 59%acfgim	131 40%	262 100%abcde ghim	153 100%abcde ghim	130 100%abcde him	15 38%	10 54%	6 24%
Other type	40 3%	40 7%	25 9%l	31 7%	13 5%	10 7%	5 4%	25 5%	16 8%	17 5%	15 6%	12 8%	4 3%	40 100%abcde ghijkl	18 100%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	236 21%	236 42%bdefghj klm	82 30%deijklm	170 41%bdefghj klm	44 18%lm	15 11%lm	32 24%ekm	149 33%dehijklm	47 23%ekm	114 35%dehijklm	43 17%lm	20 13%lm	24 19%lm	- -	- -	- -
2 TYPES EXPERIENCED	151 13%	151 27%	74 27%	114 27%	61 25%	29 21%	35 27%	122 27%	49 24%	89 27%	67 26%	33 22%	35 27%	12 31%	4 22%	10 43%
3 TYPES EXPERIENCED	114 10%	114 20%	76 28%aci	70 17%	83 34%acfgi	61 44%abcfgil m	26 20%	112 25%ac	71 35%acfgi	64 19%	89 34%acfgi	64 42%abcfgil m	34 26%ac	9 22%	4 21%	5 20%
4 TYPES EXPERIENCED	55 5%	55 10%	32 12%	53 13%	50 20%abcg	25 18%a	36 27%abcghi	55 12%	31 15%	53 16%a	51 20%abcg	28 18%a	33 25%abcghi	7 19%	3 17%	4 18%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicite d calls (landline or mobile) (a)	Any unsolicite d calls (landline) (b)	Any unsolicite d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
5 TYPES EXPERIENCED	6 1%	6 1%	4 2%	4 1%	4 2%	4 3%	- -	6 1%	4 2%	3 1%	6 2%	4 3%	1 1%	6 14% hijkl	3 16%	3 12%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568 50%	568 100%	272 100%	417 100%	247 100%	139 100%	130 100%	450 100%	205 100%	329 100%	262 100%	153 100%	130 100%	40 100%	18 100%	24 100%
None	567 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.049	2.049	2.327ac	2.097	2.700abcgi	2.898abcfg hi	2.585acgi	2.249a	2.545acgi	2.266a	2.716abcgi	2.850abcgh i	2.690abcgi	3.586abcde fghijkl	3.982	3.218
Standard Deviation	1.120	1.120	1.163	1.174	1.155	1.105	1.242	1.151	1.154	1.214	1.147	1.127	1.190	1.432	1.530	1.334
Error Variance	0.002	0.002	0.005	0.004	0.005	0.008	0.013	0.003	0.006	0.005	0.005	0.008	0.012	0.050	0.111	0.077

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1080	526	554	107	196	161	174	141	167	134	303	777	171	274	247	388
Weighted Base	1084	524	559	152*	208	175	192	152	112	94	360	724	208	338	223	314
Silent Calls	247	125	122	42	41	24	52	36	29	24	82	165	57	80	49	61
	23%	24%	22%	28%e	19%	14%	27%e	24%e	26%e	25%e	23%e	23%e	28%o	24%	22%	19%
Sales/marketing texts	204	103	100	35	50	29	46	26	15	2	85	119	46	80	41	36
	19%	20%	18%	23%i	24%hik	17%i	24%hik	17%i	14%i	3%	24%hik	16%i	22%o	24%o	19%o	11%
Sales/marketing calls	373	178	195	41	62	54	73	63	40	40	103	270	85	116	73	98
	34%	34%	35%	27%	30%	31%	38%j	41%cdj	36%	43%cdj	29%	37%j	41%o	34%	33%	31%
Recorded message	262	113	148	16	40	45	57	43	31	30	56	206	72	88	48	53
	24%	22%	26%	11%	19%	26%cj	29%cdj	28%cj	28%cj	32%cdj	16%	28%cdj	35%no	26%o	21%	17%
Other type	40	17	23	2	6	2	11	7	7	5	7	32	11	13	9	7
	4%	3%	4%	1%	3%	1%	6%ej	5%	6%cej	5%	2%	4%	5%	4%	4%	2%
SUMMARY CODES																
1 TYPE EXPERIENCED	236	109	127	32	32	54	43	35	22	18	65	172	32	70	60	74
	22%	21%	23%	21%	16%	31%dhij	23%	23%	20%	19%	18%	24%cd	16%	21%	27%l	23%l
2 TYPES EXPERIENCED	151	76	75	33	26	19	21	23	14	14	59	92	40	49	29	34
	14%	14%	13%	22%efk	13%	11%	11%	15%	13%	15%	16%	13%	19%o	14%	13%	11%
3 TYPES EXPERIENCED	114	49	65	7	20	12	22	19	18	18	27	88	31	44	19	21
	11%	9%	12%	4%	10%	7%	11%	12%cd	16%cej	19%cdcej	7%	12%cj	15%o	13%o	8%	7%
4 TYPES EXPERIENCED	55	30	26	5	14	7	15	10	4	1	19	37	11	20	13	12
	5%	6%	5%	3%	7%i	4%	8%i	7%i	3%	1%	5%i	5%i	5%	6%	6%	4%
5 TYPES EXPERIENCED	6	2	4	-	1	-	1	1	2	1	1	5	3	1	-	2
	1%	*	1%	-	*	-	1%	1%	1%	1%	*	1%	1%	*	-	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568	269	299	76	93	92	108	87	60	51	169	399	120	184	121	143
	52%	51%	53%	50%	45%	53%	56%cd	58%dj	54%	55%	47%	55%dj	58%o	55%o	54%o	45%
None	515	255	260	75	115	83	84	64	52	42	190	325	88	153	102	172
	48%	49%	47%	50%	55%fgk	47%	44%	42%	46%	45%	53%gk	45%	42%	45%	46%	55%lmn
Mean number of mentions	2.049	2.057	2.042	1.796	2.189ce	1.707	2.308ce	2.082e	2.155e	2.063e	2.012e	2.065e	2.358no	2.116o	1.891	1.837
Standard Deviation	1.120	1.118	1.123	0.858	1.102	0.977	1.398	1.089	1.133	0.934	1.016	1.162	1.209	1.095	1.081	1.046
Error Variance	0.002	0.005	0.004	0.014	0.014	0.011	0.021	0.014	0.015	0.012	0.007	0.003	0.014	0.008	0.009	0.006

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1080	620	279	181	547	533	301	779	844	236	869	99	51	61
Weighted Base	1084	634	305	144	619	465	338	746	850	233	880	99*	48*	56*
Silent Calls	247	143	76	29	132	115	67	180	198	49	198	27	9	14
	23%	23%	25%	20%	21%	25%	20%	24%	23%	21%	22%	27%	19%	24%
Sales/marketing texts	204	127	60	16	139	64	66	137	156	47	169	21	6	7
	19%	20% ^c	20% ^c	11%	23% ^e	14%	20%	18%	18%	20%	19%	21%	13%	13%
Sales/marketing calls	373	229	91	52	207	166	117	256	288	85	308	27	17	20
	34%	36%	30%	36%	33%	36%	35%	34%	34%	36%	35%	27%	36%	36%
Recorded message	262	177	51	34	148	114	78	184	198	64	218	20	9	14
	24%	28% ^b	17%	24%	24%	24%	23%	25%	23%	27%	25%	20%	19%	25%
Other type	40	31	4	4	19	21	7	32	28	12	35	2	2	-
	4%	5% ^b	1%	3%	3%	4%	2%	4%	3%	5%	4%	2%	5%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	236	144	64	28	146	90	75	162	188	49	184	21	6	24
	22%	23%	21%	19%	24%	19%	22%	22%	22%	21%	21%	22%	13%	43% ^{kl}
2 TYPES EXPERIENCED	151	89	44	18	87	64	56	95	115	36	131	8	6	6
	14%	14%	14%	12%	14%	14%	16%	13%	14%	15%	15%	8%	11%	11%
3 TYPES EXPERIENCED	114	65	28	21	51	63	27	87	88	26	97	11	5	1
	11%	10%	9%	15%	8%	14% ^d	8%	12%	10%	11%	11% ^m	11% ^m	11% ^m	1%
4 TYPES EXPERIENCED	55	42	10	3	37	18	17	38	44	11	45	4	2	4
	5%	7% ^c	3%	2%	6%	4%	5%	5%	5%	5%	5%	4%	4%	8%
5 TYPES EXPERIENCED	6	5	1	-	2	3	-	6	4	1	6	-	-	-
	1%	1%	*	-	*	1%	-	1%	1%	1%	1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568	350	148	70	329	240	175	393	442	126	466	47	20	35
	52%	55%	49%	49%	53%	52%	52%	53%	52%	54%	53%	47%	42%	63% ^l
None	515	284	157	74	290	225	162	353	408	108	414	52	28	21
	48%	45%	51%	51%	47%	48%	48%	47%	48%	46%	47%	53%	58% ^m	37%
Mean number of mentions	2.049	2.109	1.932	1.999	2.020	2.089	1.951	2.093	2.027	2.127	2.067	2.110	2.322	1.579
Standard Deviation	1.120	1.188	1.021	0.945	1.169	1.049	1.041	1.151	1.096	1.201	1.093	1.317	1.263	1.027
Error Variance	0.002	0.004	0.008	0.010	0.005	0.004	0.007	0.003	0.003	0.012	0.003	0.036	0.073	0.030

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1080	39	104	82	83	105	101	106	165	84	51	99	61	623	457
Weighted Base	1084	35*	111*	79*	89*	102*	98*	114*	168	84*	48*	99*	56*	631	452
Silent Calls	247	4	27	30	21	20	22	20	33	21	9	27	14	158	90
	23%	12%	24%	38%aefghj	24%	19%	23%	18%	19%	25%	19%	27%	24%	25%	20%
Sales/marketing texts	204	9	21	21	18	11	18	22	29	20	6	21	7	125	78
	19%	25%e	19%	26%e	20%	11%	19%	20%	17%	24%e	13%	21%	13%	20%	17%
Sales/marketing calls	373	12	44	37	37	32	34	20	63	29	17	27	20	243	129
	34%	35%g	40%g	46%gk	42%g	32%g	35%g	17%	38%g	34%g	36%g	27%	36%g	39%n	29%
Recorded message	262	9	25	26	24	18	33	18	39	25	9	20	14	189	72
	24%	27%	23%	33%eg	27%	18%	34%egk	16%	23%	30%g	19%	20%	25%	30%n	16%
Other type	40	1	3	-	4	1	1	8	10	6	2	2	-	30	10
	4%	4%	3%	-	5%	1%	1%	7%ce	6%ce	8%cefl	5%	2%	-	5%n	2%
SUMMARY CODES															
1 TYPE EXPERIENCED	236	5	20	16	18	25	22	25	40	13	6	21	24	144	92
	22%	15%	18%	20%	20%	24%	23%	22%	24%	16%	13%	22%	43%abcde fghijk	23%	20%
2 TYPES EXPERIENCED	151	3	18	21	16	19	7	21	17	10	6	8	6	93	58
	14%	8%	16%	26%afhikl	17%	18%l	7%	18%l	10%	12%	11%	8%	11%	15%	13%
3 TYPES EXPERIENCED	114	5	12	10	11	7	17	4	17	14	5	11	1	82	32
	11%	14%gl	11%l	12%gl	13%gl	7%	17%egl	4%	10%l	17%egl	11%l	11%l	1%	13%n	7%
4 TYPES EXPERIENCED	55	3	6	7	5	-	4	3	11	6	2	4	4	35	20
	5%	9%e	6%e	9%e	6%e	-	4%e	2%	7%e	7%e	4%e	4%	8%e	6%	4%
5 TYPES EXPERIENCED	6	-	1	-	1	-	1	1	1	-	-	-	-	5	1
	1%	-	1%	-	1%	-	1%	1%	1%	-	-	-	-	1%	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568	16	57	53	51	50	52	54	88	45	20	47	35	365	203
	52%	45%	52%	67%aeghjk	57%	49%	53%	48%	52%	53%	42%	47%	63%j	58%n	45%
None	515	19	54	26	39	52	46	60	80	39	28	52	21	267	249
	48%	55%c	48%	33%	43%	51%c	47%	52%c	48%c	47%	58%cl	53%c	37%	42%	55%am
Mean number of mentions	2.049	2.358	2.153e	2.139e	2.143e	1.643	2.123e	1.762	2.092e	2.410eg	2.322	2.110e	1.579	2.125n	1.914
Standard Deviation	1.120	1.157	1.097	1.001	1.090	0.713	1.134	0.926	1.242	1.212	1.263	1.317	1.027	1.165	1.022
Error Variance	0.002	0.089	0.023	0.018	0.025	0.010	0.025	0.017	0.017	0.033	0.073	0.036	0.030	0.004	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1080	979	649	548	431	101	916	237	689	119	13	121	959	121	841	623	457
Weighted Base	1084	1001	635	552	449	83*	954	286	744	140	13**	89	995	89	875	631	452
Silent Calls	247 23%	230 23% ^d	176 28% ^{ad}	160 29% ^{ad}	71 16%	17 20%	228 24%	64 22%	168 23%	44 31% ^k	4 34%	15 16%	233 23%	15 16%	210 24%	158 25%	90 20%
Sales/marketing texts	204 19%	204 20% ^{be}	100 16% ^e	100 18% ^e	103 23% ^{be}	- -	196 21% ^k	67 23% ^k	161 22% ^k	37 27% ^k	3 23%	5 5%	199 20% ^m	5 5%	187 21% ^m	125 20%	78 17%
Sales/marketing calls	373 34%	344 34% ^d	260 41% ^{ad}	231 42% ^{ad}	113 25%	29 35%	334 35%	101 35%	257 35%	59 42%	6 43%	32 36%	341 34%	32 36%	317 36%	243 39% ^p	129 29%
Recorded message	262 24%	243 24% ^d	194 31% ^{ad}	175 32% ^{ad}	68 15%	18 22%	239 25%	77 27%	189 25%	53 38% ^{fghk}	3 23%	17 19%	245 25%	17 19%	228 26%	189 30% ^p	72 16%
Other type	40 4%	35 3%	29 5%	24 4%	11 2%	5 6%	33 3%	8 3%	21 3%	4 3%	1 9%	6 7% ^{gh}	33 3%	6 7% ^l	33 4%	30 5% ^p	10 2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	236 22%	223 22%	143 23%	130 24%	93 21%	13 16%	211 22%	69 24%	165 22%	29 21%	3 22%	22 25%	214 22%	22 25%	193 22%	144 23%	92 20%
2 TYPES EXPERIENCED	151 14%	146 15% ^e	94 15% ^e	89 16% ^e	57 13%	5 6%	138 14%	40 14%	109 15%	20 14%	1 7%	10 12%	141 14%	10 12%	130 15%	93 15%	58 13%
3 TYPES EXPERIENCED	114 11%	100 10%	83 13% ^d	69 13% ^d	31 7%	14 17% ^{ad}	102 11%	26 9%	75 10%	20 14%	1 4%	8 9%	106 11%	8 9%	99 11%	82 13% ^p	32 7%
4 TYPES EXPERIENCED	55 5%	53 5%	40 6%	38 7% ^d	15 3%	2 3%	53 6%	18 6%	43 6%	15 11% ^{fk}	1 9%	3 3%	53 5%	3 3%	49 6%	35 6%	20 4%
5 TYPES EXPERIENCED	6 1%	6 1%	4 1%	4 1%	1 *	- -	5 1%	3 1%	4 1%	1 1%	- 1%	1 1%	5 1%	1 1%	5 1%	5 1%	1 *

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1080	979	649	548	431	101	916	237	689	119	13	121	959	121	841	623	457
Weighted Base	1084	1001	635	552	449	83*	954	286	744	140	13**	89	995	89	875	631	452
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568	534	369	335	199	34	514	158	399	86	7	44	524	44	482	365	203
	52%	53% ^{de}	58% ^{de}	61% ^{ade}	44%	41%	54%	55%	54%	62%	52%	49%	53%	49%	55%	58% ^p	45%
None	515	467	266	217	250	49	439	128	345	53	6	45	470	45	392	267	249
	48%	47% ^c	42%	39%	56% ^{abc}	59% ^{abc}	46%	45%	46%	38%	48%	51%	47%	51%	45%	42%	55% ^o
Mean number of mentions	2.049	2.042	2.136 ^d	2.134 ^d	1.888	2.156	2.066	2.057	2.048	2.324 ^k	2.742	1.854	2.066	1.854	2.088	2.125 ^p	1.914
Standard Deviation	1.120	1.125	1.152	1.165	1.040	1.037	1.130	1.180	1.109	1.223	2.047	1.034	1.126	1.034	1.134	1.165	1.022
Error Variance	0.002	0.002	0.004	0.004	0.006	0.024	0.003	0.011	0.003	0.020	0.599	0.018	0.003	0.018	0.003	0.004	0.005

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1080	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1084	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Silent Calls	247 23%	247 44%	145 53%acgim	176 42%	247 100%abcghi jklm	139 100%abcghi jklm	130 100%abcghij klm	185 41%	108 53%acgim	125 38%	137 53%acgim	95 62%acgilm	59 45%	13 34%	9 50%	5 20%
Sales/marketing texts	204 19%	204 36%bhk	65 24%	204 49%abdehjk	89 36%b	37 27%	66 51%abdehjk	204 45%abdehk	55 27%	204 62%abcdefg hijkm	99 38%behk	40 26%	73 56%abdeghj km	13 33%	6 33%	8 33%
Sales/marketing calls	373 34%	373 66%	215 79%acdfijlm	261 63%	167 68%	111 80%acdfijlm	74 57%	373 83%acdfij lm	205 100%abcdefg ijklm	252 77%acdfilm	183 70%f	122 80%acdfijlm	80 62%	21 54%	11 62%	11 44%
Recorded message	262 24%	262 46%	159 59%acfgim	172 41%	137 56%acfgim	96 69%acdfgim	57 43%	201 45%	122 59%acfgim	131 40%	262 100%abcde ghim	153 100%abcde ghim	130 100%abcde him	15 38%	10 54%	6 24%
Other type	40 4%	40 7%	25 9%l	31 7%	13 5%	10 7%	5 4%	25 5%	16 8%	17 5%	15 6%	12 8%	4 3%	40 100%abcde ghijkl	18 100%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	236 22%	236 42%bdefghj klm	82 30%deijklm	170 41%bdefghj klm	44 18%lm	15 11%lm	32 24%ekm	149 33%dehijklm	47 23%ekm	114 35%dehijklm	43 17%lm	20 13%lm	24 19%lm	- -	- -	- -
2 TYPES EXPERIENCED	151 14%	151 27%	74 27%	114 27%	61 25%	29 21%	35 27%	122 27%	49 24%	89 27%	67 26%	33 22%	35 27%	12 31%	4 22%	10 43%
3 TYPES EXPERIENCED	114 11%	114 20%	76 28%aci	70 17%	83 34%acfgi	61 44%abcfgil m	26 20%	112 25%ac	71 35%acfgi	64 19%	89 34%acfgi	64 42%abcfgil m	34 26%ac	9 22%	4 21%	5 20%
4 TYPES EXPERIENCED	55 5%	55 10%	32 12%	53 13%	50 20%abchg	25 18%a	36 27%abcghi	55 12%	31 15%	53 16%a	51 20%abchg	28 18%a	33 25%abcghi	7 19%	3 17%	4 18%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolite d calls (landline or mobile) (a)	Any unsolite d calls (landline) (b)	Any unsolite d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1080	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1084	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
5 TYPES EXPERIENCED	6 1%	6 1%	4 2%	4 1%	4 2%	4 3%	- -	6 1%	4 2%	3 1%	6 2%	4 3%	1 1%	6 14% hijkl	3 16%	3 12%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	568 52%	568 100%	272 100%	417 100%	247 100%	139 100%	130 100%	450 100%	205 100%	329 100%	262 100%	153 100%	130 100%	40 100%	18 100%	24 100%
None	515 48%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.049	2.049	2.327ac	2.097	2.700abcgi	2.898abcfgh	2.585acgi	2.249a	2.545acgi	2.266a	2.716abcgi	2.850abcgh	2.690abcgi	3.586abcde	3.982	3.218
Standard Deviation	1.120	1.120	1.163	1.174	1.155	1.105	1.242	1.151	1.154	1.214	1.147	1.127	1.190	1.432	1.530	1.334
Error Variance	0.002	0.002	0.005	0.004	0.005	0.008	0.013	0.003	0.006	0.005	0.005	0.008	0.012	0.050	0.111	0.077

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Listen to the full message before hanging up	15 1%	8 1%	7 1%	- -	3 1%	2 1%	2 1%	4 3%	3 3%	1 1%	3 1%	12 2%	1 1%	6 2%	4 2%	4 1%
Listen to some of the message before hanging up	57 5%	28 5%	29 5%	2 1%	8 4%	7 4%	18 9% ^{cdehj}	12 7% ^{cj}	4 3%	7 7% ^{cj}	10 3%	47 6% ^j	14 7% ^o	26 8% ^{no}	8 3%	9 3%
Hang up immediately, as soon as I realise it is a recorded message	194 17%	79 14%	116 20% ^a	14 9%	29 14%	37 21% ^{cj}	38 19% ^{cj}	29 18% ^c	24 20% ^{cj}	23 23% ^{cdj}	43 11%	151 20% ^{cdj}	57 26% ^{mno}	59 17%	37 16%	42 12%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	70 6%	35 6%	36 6%	2 1%	11 5%	8 5%	20 10% ^{cj}	15 10% ^{cj}	7 6%	8 7% ^c	13 3%	58 8% ^{cj}	15 7%	32 9% ^o	11 5%	12 4%
None	873 77%	438 79%	436 75%	144 90% ^{efghik}	176 81% ^{fik}	138 75%	139 71%	118 73%	88 74%	71 70%	320 85% ^{efghik}	553 73%	143 67%	259 75%	187 80% ^l	284 84% ^{lm}

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Listen to the full message before hanging up	15 1%	10 2%	1 *	4 2%b	10 2%	4 1%	7 2%	7 1%	13 1%	2 1%	14 1%	- -	1 1%	- -
Listen to some of the message before hanging up	57 5%	35 5%	12 4%	9 6%	29 5%	28 6%	15 4%	41 5%	44 5%	12 5%	50 5%	7 7%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	194 17%	133 20%b	39 12%	22 15%	112 18%	82 16%	56 16%	138 18%	145 16%	50 20%	158 17%	13 13%	9 16%	14 25%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	70 6%	45 7%	13 4%	12 8%	38 6%	32 6%	23 6%	48 6%	56 6%	14 6%	63 7%	7 7%	1 1%	- -
None	873 77%	486 73%	271 84%a	116 77%	487 77%	386 77%	272 78%	601 77%	692 78%	181 74%	707 76%	82 80%	43 82%	42 75%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484	
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482	
Listen to the full message before hanging up	15	1	2	1	1	-	3	3	2	2	1	-	-	11	4	
	1%	2%	2%	1%	1%	-	3%	2%	1%	2%	1%	-	-	2%	1%	
Listen to some of the message before hanging up	57	3	5	3	13	2	8	2	4	9	-	7	-	42	15	
	5%	7%	4%	3%	14%bceghjl	2%	8%eghjl	2%	3%	10%eghjl	-	7%	-	6%n	3%	
Hang up immediately, as soon as I realise it is a recorded message	194	7	18	23	13	16	23	13	33	14	9	13	14	139	56	
	17%	17%	16%	26%gk	14%	16%	23%g	10%	19%	14%	16%	13%	25%g	21%n	12%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	70	3	7	3	14	2	11	5	6	11	1	7	-	52	19	
	6%	7%	6%	4%	15%ceghjl	2%	12%ehjl	4%	4%	12%ehjl	1%	7%	-	8%n	4%	
None	873	31	89	63	66	84	65	106	132	73	43	82	42	464	410	
	77%	77%	78%	70%	73%	82%f	66%	85%cdf	77%	74%	82%f	80%f	75%	71%	85%a	

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Listen to the full message before hanging up	15 1%	13 1%	12 2%	11 2%	3 1%	1 2%	13 1%	5 2%	9 1%	4 3%	1 4%	2 2%	13 1%	2 2%	11 1%	11 2%	4 1%
Listen to some of the message before hanging up	57 5%	50 5%	44 7% ^d	38 7% ^d	12 3%	7 8% ^d	52 5%	17 6%	42 6%	13 9% ^k	1 9%	3 3%	54 5%	3 3%	50 6%	42 6% ^p	15 3%
Hang up immediately, as soon as I realise it is a recorded message	194 17%	184 18% ^d	141 22% ^{de}	131 24% ^{ade}	53 12%	11 13%	179 18%	57 20%	141 19%	37 26% ^{fk}	1 9%	12 12%	182 18%	12 12%	169 19%	139 21% ^p	56 12%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	70 6%	63 6% ^d	56 9% ^d	48 9% ^d	15 3%	8 10% ^d	64 6%	22 7%	51 7%	17 12% ^{fhk}	2 14%	5 5%	66 6%	5 5%	61 7%	52 8% ^p	19 4%
None	873 77%	758 76% ^{bc}	441 69%	377 68%	381 85% ^{abc}	64 78%	754 76% ^{ei}	210 73% ^{ai}	570 75% ^{ei}	88 62%	10 77%	82 83% ^{gi}	791 76%	82 83% ⁿ	670 75%	464 71%	410 85% ^o

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Listen to the full message before hanging up	15 1%	15 3%	8 3%	7 2%	4 2%	2 1%	3 2%	10 2%	5 2%	5 2%	15 6%acdegi	8 6%cdei	7 5%ci	1 1%	1 3%	- -
Listen to some of the message before hanging up	57 5%	57 10%	40 15%c	39 9%	31 12%	23 17%ac	11 9%	46 10%	30 15%	34 10%	57 22%abcdfigi	39 25%abcdfigh i	25 20%acfgi	7 18%	2 10%	5 22%
Hang up immediately, as soon as I realise it is a recorded message	194 17%	194 34%	115 42%acgim	130 31%	107 43%acgim	75 54%abctgim	44 34%	148 33%	90 44%acgim	95 29%	194 74%abcdfghim	110 72%abcdfghim	102 78%abcdfghim	7 19%	7 41%	1 2%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	70 6%	70 12%	48 17%c	45 11%	34 14%	24 17%	14 11%	56 12%	35 17%	39 12%	70 27%abcdfgh hi	47 30%abcdfgh hi	32 24%acdfgi	8 19%	2 13%	5 22%
None	873 77%	307 54%bdehjkl	113 41% kl	245 59%bdehjkl	110 44%ejkl	44 31% kl	74 57%bdehjkl	249 55%bdehjkl	84 41% kl	198 60%bdehjkl	- -	- -	- -	25 62%bdehjkl	8 46%	18 76%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	265	117	148	13	37	39	48	39	45	44	50	215	66	73	57	69
Weighted Base	262	113	148	16**	40*	45*	57*	43*	31*	30*	56*	206	72*	88*	48*	53*
Listen to the full message before hanging up	15 6%	8 7%	7 5%	- -	3 7%	2 4%	2 3%	4 10%	3 10%	1 2%	3 5%	12 6%	1 2%	6 6%	4 8%	4 7%
Listen to some of the message before hanging up	57 22%	28 24%	29 19%	2 13%	8 19%	7 15%	18 31%h	12 28%	4 12%	7 22%	10 18%	47 23%	14 20%	26 30%	8 16%	9 16%
Hang up immediately, as soon as I realise it is a recorded message	194 74%	79 69%	116 78%	14 87%	29 73%	37 84%	38 67%	29 67%	24 79%	23 75%	43 77%	151 74%	57 79%	59 66%	37 77%	42 79%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	70 27%	35 31%	36 24%	2 13%	11 27%	8 19%	20 35%	15 36%	7 21%	8 25%	13 23%	58 28%	15 21%	32 36%	11 23%	12 23%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	265	171	50	44	129	136	67	198	203	62	219	22	10	14
Weighted Base	262	177	51*	34*	148	114	78*	184	198	64*	218	20**	9**	14**
Listen to the full message before hanging up	15 6%	10 6%	1 2%	4 11%	10 7%	4 4%	7 9%	7 4%	13 6%	2 3%	14 6%	- -	1 8%	- -
Listen to some of the message before hanging up	57 22%	35 20%	12 24%	9 27%	29 20%	28 24%	15 20%	41 22%	44 22%	12 19%	50 23%	7 34%	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	194 74%	133 76%	39 76%	22 64%	112 76%	82 73%	56 72%	138 75%	145 73%	50 78%	158 73%	13 66%	9 92%	14 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	70 27%	45 26%	13 25%	12 36%	38 26%	32 28%	23 29%	48 26%	56 28%	14 22%	63 29%	7 34%	1 8%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	265	9	24	26	25	18	33	15	44	25	10	22	14	187	78
Weighted Base	262	9**	25**	26**	24**	18**	33*	18**	39*	25**	9**	20**	14**	189	72*
Listen to the full message before hanging up	15 6%	1 8%	2 9%	1 3%	1 3%	- -	3 9%	3 16%	2 4%	2 7%	1 8%	- -	- -	11 6%	4 5%
Listen to some of the message before hanging up	57 22%	3 28%	5 19%	3 10%	13 53%	2 12%	8 25%	2 13%	4 11%	9 38%	- -	7 34%	- -	42 22%	15 21%
Hang up immediately, as soon as I realise it is a recorded message	194 74%	7 72%	18 72%	23 87%	13 53%	16 88%	23 69%	13 70%	33 84%	14 55%	9 92%	13 66%	14 100%	139 73%	56 77%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	70 27%	3 28%	7 28%	3 13%	14 56%	2 12%	11 34%	5 30%	6 16%	11 45%	1 8%	7 34%	- -	52 27%	19 26%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	265	240	202	177	63	25	234	64	178	43	3	25	240	25	221	187	78
Weighted Base	262	243	194	175	68*	18**	239	77*	189	53*	3**	17**	245	17**	228	189	72*
Listen to the full message before hanging up	15 6%	13 5%	12 6%	11 6%	3 4%	1 7%	13 5%	5 6%	9 5%	4 8%	1 19%	2 11%	13 5%	2 11%	11 5%	11 6%	4 5%
Listen to some of the message before hanging up	57 22%	50 21%	44 23%	38 22%	12 18%	7 36%	52 22%	17 22%	42 22%	13 25%	1 41%	3 16%	54 22%	3 16%	50 22%	42 22%	15 21%
Hang up immediately, as soon as I realise it is a recorded message	194 74%	184 76%	141 73%	131 75%	53 78%	11 57%	179 75%	57 74%	141 75%	37 69%	1 41%	12 73%	182 74%	12 73%	169 74%	139 73%	56 77%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	70 27%	63 26%	56 29%	48 27%	15 22%	8 43%	64 27%	22 28%	51 27%	17 33%	2 59%	5 27%	66 27%	5 27%	61 27%	52 27%	19 26%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Ai\7Bi Response to recorded message on landline or mobile phone

Base: All who have received a recorded message on either their mobile or landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	265	265	172	159	141	100	56	201	126	121	265	166	123	16	11	6
Weighted Base	262	262	159	172	137	96*	57*	201	122	131	262	153	130	15**	10**	6**
Listen to the full message before hanging up	15 6%	15 6%	8 5%	7 4%	4 3%	2 2%	3 6%	10 5%	5 4%	5 4%	15 6%	8 6%	7 5%	1 4%	1 5%	- -
Listen to some of the message before hanging up	57 22%	57 22%	40 25%	39 22%	31 22%	23 24%	11 20%	46 23%	30 25%	34 26%	57 22%	39 25%	25 20%	7 47%	2 19%	5 91%
Hang up immediately, as soon as I realise it is a recorded message	194 74%	194 74%	115 72%	130 75%	107 78%	75 78%	44 78%	148 74%	90 74%	95 72%	194 74%	110 72%	102 78%	7 50%	7 76%	1 9%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	70 27%	70 27%	48 30%	45 26%	34 25%	24 25%	14 24%	56 28%	35 29%	39 30%	70 27%	47 30%	32 24%	8 50%	2 24%	5 91%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 4%	20 4%	22 4%	- -	7 3%	7 4% ^c	11 6% ^{cj}	12 7% ^{cj}	3 2%	3 3%	7 2%	35 5% ^{cj}	9 4%	19 6% ^o	9 4%	5 1%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 1%	9 2%	8 1%	- -	3 1%	2 1%	4 2%	5 3% ^j	1 1%	2 2%	3 1%	14 2%	5 2%	5 2%	3 1%	3 1%
Telling you about a competition	4 *	1 *	3 *	- -	1 *	1 *	- -	2 1%	- -	- -	1 *	3 *	- -	1 *	1 *	2 1%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 2%	7 1%	12 2%	2 1%	1 *	2 1%	4 2%	4 3%	2 2%	3 3%	3 1%	15 2%	4 2%	9 3%	1 1%	4 1%
Other type	10 1%	5 1%	5 1%	- -	2 1%	- -	6 3% ^{eh}	1 1%	- -	1 1%	2 1%	8 1%	2 1%	5 1%	- -	3 1%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	57 5%	27 5%	30 5%	2 1%	8 4%	8 4%	13 7% ^{cj}	15 10% ^{cdj}	5 4%	6 6%	10 3%	47 6% ^j	14 6% ^o	26 8% ^o	9 4%	9 3%
ANY EXC. APPOINTMENT REMINDERS	48 4%	24 4%	23 4%	- -	8 4% ^c	8 4% ^c	12 6% ^{cj}	13 8% ^{chj}	3 2%	4 4% ^c	8 2%	39 5% ^{cj}	12 5% ^o	21 6% ^o	9 4%	7 2%
Can't Remember	4 *	3 1%	1 *	- -	- -	1 *	1 *	- -	2 2% ^{dj}	1 1% ^j	- -	4 1%	1 *	1 *	2 1%	1 *
None	1065 94%	516 94%	549 94%	158 99% ^{fgik}	205 95%	174 95%	176 90%	145 90%	112 94%	93 93%	363 97% ^{fgk}	701 92%	200 93%	316 91%	224 95%	325 96% ^m

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 4%	27 4%	6 2%	9 6% ^b	24 4%	18 4%	15 4%	27 3%	34 4%	8 3%	36 4%	6 6%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 1%	10 1%	3 1%	4 2%	9 1%	8 2%	7 2%	9 1%	12 1%	4 2%	16 2%	- -	1 1%	- -
Telling you about a competition	4 *	2 *	1 *	1 *	1 *	3 1%	2 *	2 *	3 *	1 *	3 *	- -	1 1%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 2%	11 2%	5 1%	3 2%	6 1%	13 3% ^d	6 2%	12 2%	17 2%	2 1%	17 2%	1 1%	1 1%	- -
Other type	10 1%	6 1%	1 *	3 2%	6 1%	4 1%	1 *	9 1%	6 1%	4 1%	10 1%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	57 5%	36 6%	11 3%	10 7%	31 5%	26 5%	21 6%	37 5%	46 5%	11 4%	51 5%	6 6%	1 1%	- -
ANY EXC. APPOINTMENT REMINDERS	48 4%	31 5%	8 2%	9 6%	27 4%	20 4%	18 5%	29 4%	38 4%	10 4%	41 4%	6 6%	1 1%	- -
Can't Remember	4 *	3 *	1 *	1 *	2 *	3 1%	1 *	4 *	4 *	1 *	4 *	1 1%	- -	- -
None	1065 94%	617 93%	309 96%	138 92%	597 94%	467 94%	327 94%	737 94%	834 94%	231 94%	862 93%	95 93%	51 99%	56 100%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 4%	3 7%	3 2%	2 2%	6 7%	1 1%	8 8%ehjl	4 3%	3 2%	6 6%e	- -	6 6%	- -	32 5%n	10 2%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 1%	2 5%eghk	3 3%	- -	4 5%eghk	- -	4 4%g	- -	1 1%	2 2%	1 1%	- -	- -	11 2%	5 1%
Telling you about a competition	4 *	1 2%	- -	- -	- -	- -	1 1%	- -	- -	1 1%	1 1%	- -	- -	2 *	2 *
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 2%	1 2%	5 4%h	- -	3 3%	2 2%	2 2%	1 *	1 *	3 3%	1 1%	1 1%	- -	14 2%	5 1%
Other type	10 1%	- -	1 1%	- -	4 5%efhk	- -	- -	1 1%	1 1%	3 3%	- -	- -	- -	6 1%	4 1%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	57 5%	3 7%	6 6%	2 2%	10 11%ehl	2 2%	11 11%ceghjl	4 3%	4 2%	9 9%ehl	1 1%	6 6%	- -	44 7%n	13 3%
ANY EXC. APPOINTMENT REMINDERS	48 4%	3 7%	4 4%	2 2%	8 9%ehl	1 1%	9 10%eghl	4 3%	3 2%	6 6%e	1 1%	6 6%	- -	36 5%n	12 2%
Can't Remember	4 *	- -	- -	1 1%	1 1%	- -	1 1%	- -	1 1%	- -	- -	1 1%	- -	3 *	1 *
None	1065 94%	37 93%	107 94%	85 96%d	77 85%	100 98%dfi	86 88%	119 96%d	165 96%dfi	86 88%	51 99%dfi	95 93%	56 100%dfi	601 92%	463 96%m

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 4%	38 4%	32 5%d	28 5%d	10 2%	4 5%	41 4%k	15 5%k	32 4%k	10 7%k	1 4%	- -	42 4%m	- -	38 4%m	32 5%p	10 2%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 1%	15 1%	11 2%	10 2%	5 1%	2 2%	15 2%	4 1%	14 2%	5 3%	- -	- -	16 2%	- -	16 2%	11 2%	5 1%
Telling you about a competition	4 *	3 *	4 1%	3 1%	- -	1 1%d	2 *	- -	4 *	- -	- -	- -	4 *	- -	4 *	2 *	2 *
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 2%	17 2%d	17 3%d	16 3%d	1 *	1 2%	15 1%	4 1%	15 2%	4 3%	- -	3 3%	16 2%	3 3%	15 2%	14 2%	5 1%
Other type	10 1%	9 1%	6 1%	5 1%	4 1%	1 1%	8 1%	3 1%	7 1%	5 4%fh	1 9%	1 1%	9 1%	1 1%	9 1%	6 1%	4 1%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	57 5%	52 5%d	48 8%d	42 8%d	10 2%	6 7%d	53 5%	19 7%	43 6%	13 9%	1 4%	3 3%	54 5%	3 3%	50 6%	44 7%p	13 3%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
ANY EXC. APPOINTMENT REMINDERS	48 4%	43 4%	38 6% ^d	33 6% ^d	10 2%	5 6% ^d	47 5% ^k	16 6% ^k	36 5% ^k	11 8% ^k	1 4%	-	48 5% ^m	-	44 5% ^m	36 5% ^p	12 2%
Can't Remember	4 *	3 *	3 *	2 *	2 *	1 1%	3 *	-	2 *	1 *	-	1 1%	3 *	1 1%	2 *	3 *	1 *
None	1065 94%	938 94%	579 91%	504 91%	434 97% ^{abce}	75 90%	929 94% ^{ei}	266 93%	708 93% ^{ei}	124 88%	11 86%	95 95% ^{ei}	970 94%	95 95%	837 93%	601 92%	463 96%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 4%	42 7%	28 10%	27 7%	21 9%	16 12%	8 6%	33 7%	19 9%	24 7%	42 16%acdfghi	27 17%acdfghi	21 16%acdfgi	3 7%	- -	3 12%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 1%	16 3%	10 4%	12 3%	9 4%	7 5%	2 2%	16 3%	9 4%	10 3%	16 6%ac	10 6%	11 8%acfgi	1 3%	- -	1 5%
Telling you about a competition	4 *	4 1%	4 1%	3 1%	4 1%	4 3%i	1 1%	3 1%	3 1%	1 *	4 1%	4 2%i	2 1%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 2%	19 3%	17 6%	16 4%	12 5%	10 7%ag	4 3%	15 3%	13 6%	12 4%	19 7%ag	16 11%acdfgi	7 6%	2 6%	2 10%	1 3%
Other type	10 1%	10 2%	5 2%	7 2%	5 2%	1 1%	4 3%	9 2%	5 2%	7 2%	10 4%	5 3%	6 4%	2 6%e	- -	2 10%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	57 5%	57 10%	41 15%acf	37 9%	28 11%	22 16%cf	9 7%	46 10%	30 15%c	33 10%	57 22%acdfgi	40 26%abcdfghi	25 19%acfgi	5 12%	2 10%	3 12%
ANY EXC. APPOINTMENT REMINDERS	48 4%	48 8%	32 12%	30 7%	24 10%	19 14%c	8 6%	39 9%	23 11%	26 8%	48 18%abcdfgi	31 20%abcdfghi	24 18%acdfgi	3 7%	- -	3 12%
Can't Remember	4 *	4 1%	2 1%	2 1%	1 1%	1 *	1 1%	2 *	1 1%	1 *	4 2%	2 1%	2 2%	1 1%	1 3%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1135	563	290	385	245	145	123	443	211	305	265	166	123	41	21	23
Weighted Base	1135	568	272	417	247	139	130	450	205	329	262	153	130	40*	18**	24**
None	1065	498	225	371	213	115	116	394	171	290	191	106	99	32	16	18
	94%	88% _{ijkl}	83% _{ijk}	89% _{bjkl}	86% _{ijkl}	83% _{ijk}	89% _{ijkl}	88% _{ijkl}	83% _{ijk}	88% _{ijkl}	73%	70%	76%	81%	87%	78%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	70	36	34	1	9	8	17	14	11	10	10	60	15	26	13	16
Weighted Base	70*	35*	36*	2**	11**	8**	20**	15**	7**	8**	13**	58*	15**	32**	11**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42	20	22	-	7	7	11	12	3	3	7	35	9	19	9	5
	60%	58%	61%	-	63%	81%	56%	77%	44%	37%	52%	61%	60%	61%	79%	40%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16	9	8	-	3	2	4	5	1	2	3	14	5	5	3	3
	23%	25%	22%	-	24%	22%	19%	35%	10%	27%	20%	24%	31%	17%	28%	27%
Telling you about a competition	4	1	3	-	1	1	-	2	-	-	1	3	-	1	1	2
	5%	2%	8%	-	9%	9%	-	12%	-	-	7%	5%	-	4%	7%	14%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19	7	12	2	1	2	4	4	2	3	3	15	4	9	1	4
	26%	20%	33%	100%	9%	22%	22%	27%	37%	35%	24%	27%	25%	28%	13%	36%
Other type	10	5	5	-	2	-	6	1	-	1	2	8	2	5	-	3
	14%	13%	15%	-	22%	-	29%	8%	-	9%	18%	13%	15%	15%	-	22%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	57	27	30	2	8	8	13	15	5	6	10	47	14	26	9	9
	81%	78%	85%	100%	78%	90%	67%	100%	72%	77%	82%	81%	89%	83%	79%	69%
ANY EXC. APPOINTMENT REMINDERS	48	24	23	-	8	8	12	13	3	4	8	39	12	21	9	7
	68%	69%	66%	-	78%	90%	61%	85%	44%	50%	65%	68%	75%	66%	79%	54%
Can't Remember	4	3	1	-	-	1	1	-	2	1	-	4	1	1	2	1
	6%	9%	4%	-	-	10%	4%	-	28%	13%	-	8%	3%	2%	21%	9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	70	44	11	15	33	37	19	51	57	13	62	7	1	-
Weighted Base	70*	45*	13**	12**	38*	32*	23**	48*	56*	14**	63*	7**	1**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 60%	27 60%	6 48%	9 70%	24 63%	18 55%	15 65%	27 57%	34 60%	8 58%	36 57%	6 87%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 23%	10 22%	3 22%	4 29%	9 23%	8 24%	7 32%	9 19%	12 21%	4 30%	16 25%	- -	1 100%	- -
Telling you about a competition	4 5%	2 5%	1 6%	1 6%	1 2%	3 9%	2 8%	2 4%	3 5%	1 5%	3 5%	- -	1 100%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 26%	11 25%	5 38%	3 21%	6 15%	13 40% ^d	6 28%	12 26%	17 30%	2 13%	17 27%	1 11%	1 100%	- -
Other type	10 14%	6 13%	1 8%	3 24%	6 16%	4 12%	1 5%	9 18%	6 11%	4 25%	10 16%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	57 81%	36 81%	11 86%	10 80%	31 80%	26 83%	21 91%	37 77%	46 82%	11 78%	51 80%	6 87%	1 100%	- -
ANY EXC. APPOINTMENT REMINDERS	48 68%	31 69%	8 61%	9 70%	27 71%	20 64%	18 81%	29 61%	38 67%	10 71%	41 65%	6 87%	1 100%	- -
Can't Remember	4 6%	3 7%	1 7%	1 5%	2 4%	3 9%	1 4%	4 8%	4 7%	1 5%	4 6%	1 13%	- -	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	70	3	6	4	14	2	10	5	7	11	1	7	-	50	20
Weighted Base	70*	3**	7**	3**	14**	2**	11**	5**	6**	11**	1**	7**	..**	52*	19**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42	3	3	2	6	1	8	4	3	6	-	6	-	32	10
	60%	100%	38%	65%	44%	50%	72%	69%	55%	56%	-	87%	-	62%	54%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16	2	3	-	4	-	4	-	1	2	1	-	-	11	5
	23%	72%	43%	-	32%	-	31%	-	16%	14%	100%	-	-	22%	26%
Telling you about a competition	4	1	-	-	-	-	1	-	-	1	1	-	-	2	2
	5%	28%	-	-	-	-	10%	-	-	8%	100%	-	-	4%	9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19	1	5	-	3	2	2	1	1	3	1	1	-	14	5
	26%	28%	67%	-	20%	100%	21%	10%	11%	28%	100%	11%	-	27%	24%
Other type	10	-	1	-	4	-	-	1	1	3	-	-	-	6	4
	14%	-	10%	-	32%	-	-	21%	17%	24%	-	-	-	11%	22%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	57	3	6	2	10	2	11	4	4	9	1	6	-	44	13
	81%	100%	90%	65%	72%	100%	94%	79%	66%	76%	100%	87%	-	85%	70%
ANY EXC. APPOINTMENT REMINDERS	48	3	4	2	8	1	9	4	3	6	1	6	-	36	12
	68%	100%	61%	65%	58%	50%	84%	69%	55%	56%	100%	87%	-	69%	63%
Can't Remember	4	-	-	1	1	-	1	-	1	-	-	1	-	3	1
	6%	-	-	35%	5%	-	6%	-	17%	-	-	13%	-	6%	8%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	70	60	57	47	13	10	61	18	48	14	2	7	63	7	57	50	20
Weighted Base	70*	63*	56*	48*	15**	8**	64*	22**	51*	17**	2**	5**	66*	5**	61*	52*	19**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 60%	38 60%	32 58%	28 59%	10 65%	4 55%	41 64%	15 70%	32 64%	10 55%	1 32%	-	42 64%	-	38 63%	32 62%	10 54%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 23%	15 23%	11 20%	10 20%	5 34%	2 22%	15 24%	4 19%	14 28%	5 28%	-	-	16 25%	-	16 27%	11 22%	5 26%
Telling you about a competition	4 5%	3 5%	4 6%	3 6%	- -	1 10%	2 4%	- -	4 7%	- -	- -	-	4 5%	- -	4 6%	2 4%	2 9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 26%	17 27%	17 31%	16 33%	1 10%	1 18%	15 23%	4 18%	15 30%	4 21%	-	3 61%	16 24%	3 61%	15 24%	14 27%	5 24%
Other type	10 14%	9 14%	6 11%	5 11%	4 24%	1 15%	8 13%	3 13%	7 14%	5 29%	1 68%	1 15%	9 14%	1 15%	9 15%	6 11%	4 22%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	57 81%	52 82%	48 86%	42 88%	10 65%	6 73%	53 84%	19 87%	43 85%	13 75%	1 32%	3 61%	54 83%	3 61%	50 83%	44 85%	13 70%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	70	60	57	47	13	61	18	48	14	2	7	63	7	57	50	20
Weighted Base	70*	63*	56*	48*	15**	64*	22**	51*	17**	2**	5**	66*	5**	61*	52*	19**
ANY EXC. APPOINTMENT REMINDERS	48	43	38	33	10	47	16	36	11	1	-	48	-	44	36	12
	68%	68%	68%	69%	65%	73%	76%	72%	63%	32%	-	72%	-	72%	69%	63%
Can't Remember	4	3	3	2	1	3	-	2	1	-	1	3	1	2	3	1
	6%	5%	5%	4%	11%	5%	-	4%	3%	-	24%	5%	24%	3%	6%	8%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	70	70	50	41	33	24	12	52	34	34	70	49	29	8	3	5
Weighted Base	70*	70*	48*	45*	34*	24**	14**	56*	35*	39*	70*	47*	32**	8**	2**	5**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	42 60%	42 60%	28 58%	27 61%	21 63%	16 68%	8 56%	33 59%	19 54%	24 60%	42 60%	27 57%	21 67%	3 37%	- -	3 54%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 23%	16 23%	10 20%	12 26%	9 26%	7 30%	2 16%	16 28%	9 26%	10 25%	16 23%	10 21%	11 34%	1 17%	- -	1 24%
Telling you about a competition	4 5%	4 5%	4 8%	3 6%	4 11%	4 15%	1 5%	3 5%	3 8%	1 2%	4 5%	4 8%	2 6%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	19 26%	19 26%	17 36%	16 34%	12 36%	10 43%	4 28%	15 26%	13 38%	12 31%	19 26%	16 35%	7 23%	2 32%	2 78%	1 12%
Other type	10 14%	10 14%	5 11%	7 15%	5 14%	1 5%	4 27%	9 16%	5 13%	7 18%	10 14%	5 11%	6 18%	2 32%	- -	2 46%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	57 81%	57 81%	41 87%	37 82%	28 82%	22 93%	9 68%	46 83%	30 87%	33 84%	57 81%	40 86%	25 78%	5 61%	2 78%	3 54%
ANY EXC. APPOINTMENT REMINDERS	48 68%	48 68%	32 67%	30 66%	24 71%	19 79%	8 56%	39 69%	23 66%	26 66%	48 68%	31 66%	24 75%	3 37%	- -	3 54%
Can't Remember	4 6%	4 6%	2 5%	2 5%	1 4%	1 2%	1 5%	2 3%	1 3%	1 2%	4 6%	2 5%	2 7%	1 7%	1 22%	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

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Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.TV

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Sky - Digital Satellite TV for a monthly subscription	378 33%	170 31%	208 36%	54 34%	62 29%	67 37%	76 39%di	56 35%	36 31%	27 27%	116 31%	262 35%	82 38%o	105 30%	97 41%mo	94 28%
Satellite TV from someone other than Sky	18 2%	11 2%	8 1%	3 2%	7 3%k	4 2%	2 1%	2 1%	1 1%	- -	10 3%	8 1%	1 *	4 1%	4 2%	10 3%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	38 3%	21 4%	17 3%	3 2%	7 3%	5 3%	6 3%	9 6%	3 3%	4 4%	11 3%	27 4%	8 4%	10 3%	3 1%	17 5%n
Virgin Media through cable	151 13%	77 14%	74 13%	27 17%i	20 9%	22 12%	40 20%deijk	21 13%	16 13%	7 7%	47 13%	104 14%i	29 13%	58 17%o	28 12%	37 11%
Freeview through a TV aerial and set-top box	181 16%	76 14%	105 18%	30 19%	28 13%	23 13%	32 16%	27 17%	18 15%	22 22%de	58 16%	122 16%	28 13%	53 15%	42 18%	58 17%
TV set which has Freeview channels built in (without a separate set-top box)	264 23%	127 23%	137 23%	24 15%	35 16%	39 22%	37 19%	41 25%dj	43 36%cddefgjk	46 45%cddefgjk	59 16%	206 27%cdfj	69 32%amno	72 21%	44 19%	79 24%
YouView set top box	6 1%	2 *	4 1%	4 3%k	- -	- -	1 1%	- -	1 1%	- -	4 1%	2 *	2 1%	2 1%	1 *	1 *
BT TV	43 4%	30 6%b	13 2%	6 4%	7 3%	10 5%	5 3%	8 5%	3 3%	4 4%	13 3%	30 4%	7 3%	24 7%o	7 3%	6 2%
Talk Talk TV	24 2%	11 2%	13 2%	2 1%	5 2%	7 4%	2 1%	5 3%	2 2%	1 1%	6 2%	18 2%	6 3%	4 1%	5 2%	9 3%
Other	42 4%	22 4%	20 3%	6 4%	14 6%fghik	14 7%fghik	3 2%	2 2%	2 1%	1 1%	20 5%h	22 3%	9 4%	11 3%	10 4%	12 3%
NO TV	78 7%	47 9%b	31 5%	16 10%gik	34 16%efghik	9 5%i	9 5%i	5 3%	4 4%i	- -	50 13%efghik	28 4%i	7 3%	31 9%ln	9 4%	30 9%ln
Don't know	4 *	3 1%	2 *	- -	3 1%k	- -	1 *	- -	- -	1 1%	3 1%	2 *	- -	1 *	2 1%	2 *

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.TV

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Sky - Digital Satellite TV for a monthly subscription	378 33%	242 37%b	88 27%	47 31%	230 36%e	148 30%	137 39%g	241 31%	287 32%	91 37%	294 32%	30 29%	28 55%jk	26 47%jk
Satellite TV from someone other than Sky	18 2%	14 2%	5 2%	- -	12 2%	7 1%	8 2%	11 1%	12 1%	7 3%	15 2%	- -	3 6%jk	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	38 3%	20 3%	15 5%	4 2%	18 3%	20 4%	8 2%	30 4%	33 4%	5 2%	32 3%	7 7%	- -	- -
Virgin Media through cable	151 13%	78 12%	60 19%ac	14 9%	80 13%	72 14%	51 15%	101 13%	141 16%i	11 4%	135 15%i	9 9%i	- -	7 13%i
Freeview through a TV aerial and set-top box	181 16%	94 14%	60 19%	27 18%	95 15%	86 17%	58 17%	123 16%	145 16%	35 14%	159 17%am	17 17%am	4 7%	1 1%
TV set which has Freeview channels built in (without a separate set-top box)	264 23%	153 23%	59 18%	52 34%ab	126 20%	139 28%d	57 16%	207 26%f	185 21%	79 32%h	195 21%	27 27%	16 31%	26 47%jk
YouView set top box	6 1%	2 *	4 1%	- -	4 1%	2 *	4 1%	2 *	6 1%	- -	4 *	2 2%	- -	- -
BT TV	43 4%	26 4%	11 3%	6 4%	32 5%e	11 2%	10 3%	33 4%	26 3%	18 7%h	39 4%	4 4%	- -	- -
Talk Talk TV	24 2%	12 2%	5 2%	7 5%a	11 2%	13 3%	9 3%	15 2%	18 2%	7 3%	22 2%	2 2%	1 2%	- -
Other	42 4%	31 5%	9 3%	2 1%	31 5%e	11 2%	20 6%g	22 3%	34 4%	8 3%	35 4%	4 4%	4 7%	- -
NO TV	78 7%	46 7%c	29 9%c	3 2%	48 8%	29 6%	16 5%	61 8%	64 7%	14 6%	65 7%	8 7%	3 5%	2 4%
Don't know	4 *	4 1%	1 *	- -	3 *	2 *	1 *	3 *	4 *	1 *	4 *	- -	- -	- -

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.TV

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Sky - Digital Satellite TV for a monthly subscription	378 33%	7 18%	42 37%a	36 41%agi	27 30%	35 34%	33 33%	29 23%	64 37%agi	22 23%	28 55%abdefghi k	30 29%	26 47%agik	239 37%n	139 29%
Satellite TV from someone other than Sky	18 2%	4 10%bceghikl	-	-	2 2%	1 1%	6 6%bceghik	-	2 1%	-	3 6%bcgik	-	-	6 1%	13 3%m
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	38 3%	10 24%bcdefghij kl	1	3	1	2	6	1	7	2	-	7 7%g	-	21	18
Virgin Media through cable	151 13%	8 19%j	19 17%j	13 15%j	13 15%j	16 16%j	12 12%j	23 18%j	19 11%j	12 12%j	-	9 9%j	7 13%j	92 14%	59 12%
Freeview through a TV aerial and set-top box	181 16%	4 9%	22 20%l	12 14%l	23 25%ajl	19 19%l	14 14%l	19 15%l	24 14%l	22 22%jl	4 7%	17 17%l	1	98 15%	83 17%
TV set which has Freeview channels built in (without a separate set-top box)	264 23%	1 2%	31 28%acd	12 14%a	12 14%a	27 27%acd	18 18%a	21 17%a	51 30%acdfg	22 23%a	16 31%acd	27 27%acd	26 47%abcde fghik	185 28%n	79 16%
YouView set top box	6 1%	-	-	-	1 1%	1 1%	-	1 1%	1 1%	-	-	2 2%	-	3 *	3 1%
BT TV	43 4%	2 6%	5 4%	5 6%	4 4%	3 3%	4 4%	7 5%	3 2%	7 7%	-	4 4%	-	25 4%	18 4%
Talk Talk TV	24 2%	-	1 1%	4 5%	-	2 2%	-	3 3%	8 5%l	4 4%	1 2%	2 2%	-	9 1%	15 3%
Other	42 4%	3 7%il	5 4%	4 4%	4 5%l	7 7%il	3 3%	4 3%	4 3%	-	4 7%i	4 4%	-	19 3%	23 5%
NO TV	78 7%	3 8%	2 2%	2 3%	9 11%beh	3 3%	8 8%	20 16%bcehl	6 4%	10 11%beh	3 5%	8 7%	2 4%	19 3%	58 12%m
Don't know	4 *	-	1 1%	1 1%	1 1%	-	-	-	-	2 2%	-	-	-	1 *	4 1%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.TV

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Sky - Digital Satellite TV for a monthly subscription	378 33%	342 34%d	243 38%d	219 40%ad	123 27%	24 30%	347 35%k	122 43%fk	278 37%k	48 34%	6 48%	22 23%	356 34%lm	22 23%	326 36%lm	239 37%p	139 29%
Satellite TV from someone other than Sky	18 2%	18 2%	5 1%	5 1%	14 3%bc	- -	16 2%	1 *	14 2%	1 1%	- -	- -	18 2%	- -	16 2%	6 1%	13 3%o
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	38 3%	35 3%	18 3%	16 3%	19 4%	2 2%	29 3%	10 3%	31 4%	4 3%	- -	4 4%	34 3%	4 4%	28 3%	21 3%	18 4%
Virgin Media through cable	151 13%	132 13%	80 13%	71 13%	61 14%	9 11%	145 15%k	38 13%k	100 13%k	27 19%k	2 16%	5 5%	147 14%lm	5 5%	135 15%lm	92 14%	59 12%
Freeview through a TV aerial and set-top box	181 16%	144 14%	86 14%	67 12%	77 17%c	19 23%abc	146 15%	42 15%	110 14%	23 16%	1 4%	25 25%fgh	156 15%	25 25%ln	118 13%	98 15%	83 17%
TV set which has Freeview channels built in (without a separate set-top box)	264 23%	234 23%	176 28%d	149 27%d	85 19%	27 32%d	217 22%	55 19%	140 18%	29 21%	5 36%	42 42%fghi	223 22%	42 42%ln	198 22%	185 28%p	79 16%
YouView set top box	6 1%	6 1%	3 *	3 1%	3 1%	- -	6 1%	3 1%	5 1%	4 3%fh	- -	- -	6 1%	- -	6 1%	3 *	3 1%
BT TV	43 4%	40 4%	30 5%	28 5%	12 3%	3 3%	43 4%	17 6%k	35 5%k	7 5%	- -	1 1%	43 4%	1 1%	38 4%	25 4%	18 4%
Talk Talk TV	24 2%	20 2%	14 2%	12 2%	8 2%	2 3%	23 2%	5 2%	16 2%	3 2%	- -	- -	24 2%	- -	22 2%	9 1%	15 3%
Other	42 4%	40 4%	18 3%	18 3%	22 5%	1 1%	39 4%	14 5%	33 4%	8 6%	2 13%	1 1%	41 4%	1 1%	38 4%	19 3%	23 5%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.TV

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
NO TV	78	72	21	18	53	3	67	12	60	7	1	3	75	3	56	19	58
	7%	7%bc	3%	3%	12%abce	3%	7%	4%	8%k	5%	9%	3%	7%	3%	6%	3%	12%o
Don't know	4	3	3	2	2	1	3	1	1	-	-	2	3	2	2	1	4
	*	*	*	*	*	1%	*	*	*	-	-	2%fh	*	2%ln	*	*	1%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.INTERNET

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Internet access at home	993	489	504	154	204	173	177	138	92	56	358	635	209	330	210	244
	87%	89%	86%	96%ghik	94%ghik	95%ghik	91%hik	86%hi	77%i	55%	95%ghik	84%hi	97%no	95%no	89%o	72%
Internet access at work (through workplace network connection)	288	143	145	45	67	60	75	36	4	1	113	175	78	122	54	34
	25%	26%	25%	28%hi	31%hik	33%ghik	38%ghik	22%hi	3%	1%	30%hik	23%hi	36%no	35%no	23%o	10%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	375	384	122	168	142	156	105	47	20	290	469	149	272	156	182
	67%	68%	66%	76%hik	78%ghik	78%ghik	80%ghik	65%hi	40%i	19%	77%ghik	62%hi	69%o	78%lno	66%o	54%
Internet access on publicly accessible computers (e.g. internet café, library)	141	77	64	30	27	25	29	20	8	2	58	84	25	63	23	30
	12%	14%	11%	19%hik	13%i	14%i	15%hi	13%i	7%i	2%	15%hi	11%i	12%	18%no	10%	9%
Other type of internet access	13	8	5	2	3	2	3	1	1	1	5	9	1	4	6	2
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%o	*
None of these \ Don't access the internet	99	42	57	2	3	4	6	16	25	44	4	95	5	10	17	68
	9%	8%	10%	1%	1%	2%	3%	10%cdefj	21%cdefgjk	44%cdefghjk	1%	13%cdefj	2%	3%	7%lm	20%lmn

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.INTERNET

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Internet access at home	993	619	274	101	603	389	335	658	774	219	819	86	41	47
	87%	93%bc	85%c	67%	95%e	78%	96%g	84%	87%	89%	89%	84%	80%	84%
Internet access at work (through workplace network connection)	288	204	70	14	275	13	109	178	226	62	249	19	9	10
	25%	31%bc	22%c	9%	43%e	3%	31%g	23%	25%	25%	27%	18%	18%	18%
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	759	472	220	67	509	250	272	487	581	178	624	66	28	41
	67%	71%c	68%c	44%	80%e	50%	78%g	62%	65%	73%h	67%	64%	55%	73%
Internet access on publicly accessible computers (e.g. internet café, library)	141	90	45	7	102	39	59	83	109	33	118	7	6	10
	12%	14%c	14%c	4%	16%e	8%	17%g	11%	12%	13%	13%	7%	11%	18%k
Other type of internet access	13	10	3	1	9	4	5	8	10	4	8	-	5	-
	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	-	9%jkm	-
None of these \ Don't access the internet	99	33	23	43	15	85	7	92	82	18	68	13	11	7
	9%	5%	7%	28%ab	2%	17%d	2%	12%f	9%	7%	7%	13%	20%j	13%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q.INTERNET

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Internet access at home	993	28	100	79	78	89	84	116	155	89	41	86	47	583	410
	87%	69%	88%a	89%a	87%a	87%a	86%a	94%ajk	91%aj	91%aj	80%	84%	84%	89%n	85%
Internet access at work (through workplace network connection)	288	4	34	21	18	30	32	36	59	17	9	19	10	190	98
	25%	11%	29%a	24%	19%	29%a	32%aik	29%a	34%adijkl	17%	18%	18%	18%	29%n	20%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	34	53	70	71	70	76	75	108	66	28	66	41	425	334
	67%	86%beghijk	47%	79%bghj	79%bghjk	69%b	78%bghjk	60%	63%b	67%b	55%	64%b	73%b	65%	69%
Internet access on publicly accessible computers (e.g. internet café, library)	141	-	10	4	16	6	25	18	27	13	6	7	10	79	62
	12%	-	8%	5%	17%acek	6%	25%abceijk	15%ac	16%ace	13%a	11%a	7%	18%acek	12%	13%
Other type of internet access	13	-	2	-	-	1	-	-	2	4	5	-	-	9	4
	1%	-	2%	-	-	1%	-	-	1%	4%g	9%bcdefghkl	-	-	1%	1%
None of these \ Don't access the internet	99	4	14	5	6	10	8	4	12	5	11	13	7	57	42
	9%	9%	12%g	6%	7%	9%	8%	3%	7%	5%	20%cdfghi	13%g	13%g	9%	9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. INTERNET

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Internet access at home	993	901	559	507	395	52	993	285	719	139	12	-	993	-	887	583	410
	87%	90%e	88%e	92%be	88%e	63%	100%ghik	99%hk	95%k	98%k	95%	-	96%lm	-	99%lm	89%p	85%
Internet access at work (through workplace network connection)	288	280	170	164	117	6	285	288	277	79	7	-	288	-	267	190	98
	25%	28%e	27%e	30%e	26%e	7%	29%k	100%fhik	37%fk	56%fhk	52%	-	28%lm	-	30%lm	29%p	20%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	716	412	384	332	28	719	277	759	133	11	-	759	-	679	425	334
	67%	72%be	65%e	70%e	74%be	34%	72%k	96%fk	100%fgik	94%fk	86%	-	73%lm	-	76%lm	65%	69%
Internet access on publicly accessible computers (e.g. internet café, library)	141	134	75	70	65	6	139	79	133	141	3	-	141	-	130	79	62
	12%	13%	12%	13%	14%	7%	14%k	27%fhk	18%k	100%fghk	25%	-	14%lm	-	14%lm	12%	13%
Other type of internet access	13	13	5	5	8	-	12	7	11	3	13	-	13	-	12	9	4
	1%	1%	1%	1%	2%	-	1%	2%	1%	2%	100%	-	1%	-	1%	1%	1%
None of these \ Don't access the internet	99	62	66	39	23	27	-	-	-	-	-	99	-	99	-	57	42
	9%	6%	10%ad	7%	5%	33%abcd	-	-	-	-	-	100%fghi	-	100%ln	-	9%	9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
GENDER																
Male	551	551	-	81	109	89	93	82	60	37	190	361	107	167	126	151
	49%	100%b	-	51%i	50%i	49%i	48%	51%i	51%i	36%	50%i	48%i	50%	48%	54%o	45%
Female	584	-	584	79	108	94	103	78	59	64	186	398	108	181	109	186
	51%	-	100%a	49%	50%	51%	52%	49%	49%	64%cdgghjk	50%	52%	50%	52%	46%	55%n
AGE																
16-24	160	81	79	160	-	-	-	-	-	-	160	-	26	54	34	47
	14%	15%	13%	100%defghijk	-	-	-	-	-	-	43%defghik	-	12%	15%	14%	14%
25-34	216	109	108	-	216	-	-	-	-	-	216	-	26	82	52	55
	19%	20%	18%	-	100%cefgghijk	-	-	-	-	-	57%cefgghik	-	12%	24%lo	22%l	16%
35-44	183	89	94	-	-	183	-	-	-	-	-	183	44	62	32	44
	16%	16%	16%	-	-	100%cdfghijk	-	-	-	-	-	24%cdfghij	21%o	18%	14%	13%
45-54	195	93	103	-	-	-	195	-	-	-	-	195	49	52	43	52
	17%	17%	18%	-	-	-	100%cdgghijk	-	-	-	-	26%cdgghij	23%o	15%	18%	15%
55-64	161	82	78	-	-	-	-	161	-	-	-	161	30	52	36	44
	14%	15%	13%	-	-	-	-	100%cdgghijk	-	-	-	21%cdgghij	14%	15%	15%	13%
65-74	119	60	59	-	-	-	-	-	119	-	-	119	21	26	19	52
	10%	11%	10%	-	-	-	-	-	100%cdgghijk	-	-	16%cdgghij	10%	8%	8%	15%mn
75+	101	37	64	-	-	-	-	-	-	101	-	101	20	20	18	43
	9%	7%	11%a	-	-	-	-	-	-	100%cdgghijk	-	13%cdgghij	9%	6%	8%	13%mn
16-34	376	190	186	160	216	-	-	-	-	-	376	-	52	136	86	102
	33%	34%	32%	100%efghik	100%efghik	-	-	-	-	-	100%efghik	-	24%	39%lo	37%l	30%
35+	759	361	398	-	-	183	195	161	119	101	-	759	164	211	149	235
	67%	66%	68%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	76%mn	61%	63%	70%mn
SOCIAL GRADE																
AB	216	107	108	26	26	44	49	30	21	20	52	164	216	-	-	-
	19%	19%	19%	16%	12%	24%dj	25%dj	18%	18%	20%	14%	22%dj	100%mnno	-	-	-
C1	347	167	181	54	82	62	52	52	26	20	136	211	-	347	-	-
	31%	30%	31%	34%i	38%fhik	34%hi	26%	32%i	22%	20%	36%fhik	28%i	-	100%lno	-	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
C2	235 21%	126 23%	109 19%	34 21%	52 24%	32 18%	43 22%	36 22%	19 16%	18 18%	86 23%	149 20%	-	-	235 100%lmo	-
DE	337 30%	151 27%	186 32%	47 29%	55 26%	44 24%	52 26%	44 27%	52 44%cddefgjk	43 43%cddefgjk	102 27%	235 31%	-	-	-	337 100%lmn
MARITAL STATUS																
Married\Living as married	663 58%	360 65%b	303 52%	33 20%	147 68%chij	141 77%cfghijk	130 67%cij	102 63%cij	68 57%cij	42 42%c	180 48%c	483 64%cij	156 72%mmo	216 62%o	147 62%o	144 43%
Single	322 28%	147 27%	174 30%	127 80%defghijk	65 30%eghik	33 18%i	47 24%hik	26 16%i	15 13%	7 7%	193 51%defghik	129 17%i	45 21%	95 27%	63 27%	118 35%lmn
Widow\Divorced\Separated	151 13%	44 8%	107 18%a	- -	4 2%	9 5%cj	18 9%cdj	33 21%cdefj	35 30%cddefjk	52 51%cddefghjk	4 1%	147 19%cddefj	14 7%	36 11%	25 11%	75 22%lmn
WORKING STATUS																
Working	636 56%	334 61%b	301 52%	75 47%hi	167 77%cgghijk	147 80%cgghijk	146 75%cgghijk	89 55%hi	10 9%i	1 1%	242 64%chik	393 52%hi	134 62%o	230 66%o	159 68%o	113 33%
Not working	499 44%	217 39%	283 48%a	85 53%defj	49 23%	36 20%	49 25%	72 45%def	109 91%cddefgjk	100 99%cddefghjk	134 36%def	366 48%defj	81 38%	118 34%	76 32%	224 67%lmn
CHILDREN IN HOUSEHOLD																
Any	350 31%	146 27%	203 35%a	62 39%ghik	99 46%fghik	111 61%cdfghijk	66 34%ghik	9 5%i	2 2%	1 1%	161 43%ghik	188 25%ghi	60 28%	116 34%	81 34%	93 27%
None	785 69%	404 73%b	381 65%	98 61%e	117 54%e	72 39%	129 66%de	152 95%cddefjk	117 98%cddefjk	100 99%cddefgjk	215 57%e	571 75%cddefj	156 72%	231 66%	154 66%	244 73%
AREA																
Urban	890 78%	438 80%	452 77%	138 86%fghik	175 81%	143 79%	146 75%	122 76%	89 75%	76 75%	314 83%fhik	576 76%	166 77%	275 79%	184 78%	265 79%
Rural	245 22%	113 20%	132 23%	22 14%	41 19%	39 21%	49 25%cj	39 24%c	30 25%cj	25 25%cj	62 17%	183 24%cj	49 23%	72 21%	51 22%	72 21%
COUNTRY																
England	925 81%	448 81%	477 82%	142 89%fhik	180 83%	152 83%	152 78%	130 81%	89 75%	80 79%	322 86%fhk	603 79%	167 77%	306 88%lno	189 80%	263 78%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Scotland	102	49	53	11	21	12	23	15	13	8	32	70	31	21	22	29
	9%	9%	9%	7%	10%	6%	12%	9%	11%	8%	8%	9%	14% _m	6%	9%	9%
Wales	52	27	25	3	7	3	9	9	9	11	10	42	8	13	15	16
	5%	5%	4%	2%	3%	2%	5%	6%	8% _{cde} _j	11% _{cdef} _{ijk}	3%	5% _e	4%	4%	7%	5%
Northern Ireland	56	27	29	4	8	16	12	7	7	2	12	44	10	7	9	29
	5%	5%	5%	3%	4%	9% _{ij}	6%	4%	6%	2%	3%	6%	5%	2%	4%	9% _{mn}
GOVERNMENT REGIONS																
North East	40	23	17	8	15	1	6	5	3	1	24	16	2	6	11	21
	4%	4%	3%	5% _e	7% _{eik}	*	3%	3%	2%	1%	6% _{eik}	2%	1%	2%	5% _l	6% _{lm}
North West	114	54	59	24	18	14	14	18	14	12	42	72	21	37	23	33
	10%	10%	10%	15%	9%	7%	7%	11%	12%	12%	11%	9%	10%	11%	10%	10%
Yorkshire and The Humber	89	40	49	13	15	16	19	10	11	5	28	61	18	24	22	25
	8%	7%	8%	8%	7%	9%	10%	6%	9%	5%	7%	8%	8%	7%	10%	7%
East Midlands	90	35	55	19	15	11	18	13	8	6	35	55	14	41	13	22
	8%	6%	9%	12%	7%	6%	9%	8%	7%	6%	9%	7%	7%	12% _{no}	5%	7%
West Midlands	102	49	52	14	16	21	17	12	11	11	30	72	19	27	24	32
	9%	9%	9%	9%	8%	12%	9%	8%	9%	10%	8%	9%	9%	8%	10%	9%
East of England	98	54	44	10	18	24	18	14	5	9	28	69	13	28	24	33
	9%	10%	8%	7%	8%	13% _h	9%	9%	4%	9%	8%	9% _h	6%	8%	10%	10%
London	124	61	63	16	31	32	16	18	6	5	47	77	14	52	26	33
	11%	11%	11%	10%	14% _{hi}	17% _{thik}	8%	11%	5%	5%	13% _{hi}	10% _h	6%	15% _l	11%	10%
South East	171	83	88	28	28	27	29	22	18	19	56	115	49	51	27	43
	15%	15%	15%	17%	13%	15%	15%	13%	15%	19%	15%	15%	23% _{mno}	15%	12%	13%
South West	98	48	50	9	23	8	15	18	13	11	32	66	18	39	19	22
	9%	9%	9%	6%	10% _e	5%	8%	11% _e	11% _e	11% _e	8%	9%	8%	11% _o	8%	6%
Wales	52	27	25	3	7	3	9	9	9	11	10	42	8	13	15	16
	5%	5%	4%	2%	3%	2%	5%	6%	8% _{cde} _j	11% _{cdef} _{ijk}	3%	5% _e	4%	4%	7%	5%
Scotland	102	49	53	11	21	12	23	15	13	8	32	70	31	21	22	29
	9%	9%	9%	7%	10%	6%	12%	9%	11%	8%	8%	9%	14% _m	6%	9%	9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Table 19

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Northern Ireland	56	27	29	4	8	16	12	7	7	2	12	44	10	7	9	29
	5%	5%	5%	3%	4%	9%ij	6%	4%	6%	2%	3%	6%	5%	2%	4%	9%mn
TENURE																
Own/Mortgage	653	315	338	58	85	102	126	112	89	80	143	510	183	224	131	115
	58%	57%	58%	36%	39%	56%cdj	65%cdj	70%cdelj	75%cdelj	80%cdelfjk	38%	67%cdelj	85%lmno	64%no	56%o	34%
Rent/Other	482	236	246	102	132	80	69	49	30	21	233	249	33	123	104	222
	42%	43%	42%	64%efghik	61%efghik	44%ghik	35%hi	30%	25%	20%	62%efghik	33%i	15%	36%i	44%lm	66%lmn
Q.1/2 PHONES OWN																
Mobile (any)	1001	488	512	147	202	170	180	142	97	63	348	653	199	319	207	276
	88%	89%	88%	92%hi	93%hik	93%hik	92%hik	89%i	81%i	62%	93%hik	86%i	92%o	92%o	88%o	82%
Landline	635	307	328	73	76	100	120	97	87	81	149	486	149	190	127	169
	56%	56%	56%	46%	35%	55%dj	62%cdj	60%cdj	73%cdelfgjk	80%cdelfgjk	40%	64%cdelj	69%lmno	55%	54%	50%
Mobile & Landline	552	271	281	68	69	95	109	88	73	50	137	415	140	171	111	130
	49%	49%	48%	43%	32%	52%dj	56%dj	55%dj	61%cdij	50%dj	37%	55%cdj	65%lmno	49%o	47%o	39%
Mobile only	449	217	232	78	132	75	72	55	24	13	211	238	59	148	96	146
	40%	39%	40%	49%ghik	61%efghik	41%hik	37%hi	34%hi	20%	13%	56%efghik	31%hi	28%	43%i	41%i	43%i
Landline only	83	36	47	5	7	5	12	9	15	31	12	71	9	19	16	39
	7%	6%	8%	3%	3%	3%	6%	6%	12%cdelfgj	31%cdelfghjk	3%	9%cdelj	4%	5%	7%	11%lm
INTERNET ACCESS																
Internet access at home	993	489	504	154	204	173	177	138	92	56	358	635	209	330	210	244
	87%	89%	86%	96%ghik	94%ghik	95%ghik	91%hik	86%hi	77%i	55%	95%ghik	84%hi	97%no	95%no	89%o	72%
Internet access at work (through workplace network connection)	288	143	145	45	67	60	75	36	4	1	113	175	78	122	54	34
	25%	26%	25%	28%hi	31%hik	33%ghik	38%ghik	22%hi	3%	1%	30%hik	23%hi	36%no	35%no	23%o	10%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	375	384	122	168	142	156	105	47	20	290	469	149	272	156	182
	67%	68%	66%	76%hik	78%ghik	78%ghik	80%ghik	65%hi	40%i	19%	77%ghik	62%hi	69%o	78%lno	66%o	54%
Internet access on publicly accessible computers (e.g. internet café, library)	141	77	64	30	27	25	29	20	8	2	58	84	25	63	23	30
	12%	14%	11%	19%hik	13%i	14%i	15%hi	13%i	7%i	2%	15%hi	11%i	12%	18%no	10%	9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1135	553	582	111	204	168	178	150	179	145	315	820	177	279	261	418
Weighted Base	1135	551	584	160*	216	183	195	161	119	101	376	759	216	347	235	337
Other type of internet access	13 1%	8 1%	5 1%	2 1%	3 1%	2 1%	3 2%	1 1%	1 1%	1 1%	5 1%	9 1%	1 1%	4 1%	6 3%o	2 *
None of these \ Don't access the internet	99 9%	42 8%	57 10%	2 1%	3 1%	4 2%	6 3%	16 10%cd	25 21%cd	44 44%cd	4 1%	95 13%cd	5 2%	10 3%	17 7%lm	68 20%lmn
INTERNET ACCESS																
Any Internet access	1036 91%	508 92%	527 90%	158 99%ghik	213 99%ghik	179 98%ghik	189 97%ghik	145 90%hi	94 79%i	57 56%	372 99%ghik	664 87%hi	211 98%no	338 97%no	218 93%o	269 80%
No Internet access	99 9%	42 8%	57 10%	2 1%	3 1%	4 2%	6 3%	16 10%cd	25 21%cd	44 44%cd	4 1%	95 13%cd	5 2%	10 3%	17 7%lm	68 20%lmn
Fixed Broadband Internet access at home	898 79%	439 80%	459 79%	135 84%hi	182 84%ghik	155 85%ghik	172 88%ghik	121 75%i	83 70%i	49 49%	317 84%ghik	581 77%i	192 89%no	302 87%o	193 82%o	211 63%
TENURE																
Own\Mortgage	653 58%	315 57%	338 58%	58 36%	85 39%	102 56%cdj	126 65%cdj	112 70%cd	89 75%cd	80 80%cd	143 38%	510 67%cd	183 85%mn	224 64%no	131 56%o	115 34%
Rent\Other	482 42%	236 43%	246 42%	102 64%efghik	132 61%efghik	80 44%ghik	69 35%hi	49 30%	30 25%	21 20%	233 62%efghik	249 33%i	33 15%	123 36%l	104 44%lm	222 66%lmn

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
GENDER														
Male	551	360	147	44	334	217	146	404	438	113	448	49	27	27
	49%	54%bc	46%c	29%	53%e	43%	42%	51%f	49%	46%	48%	48%	53%	48%
Female	584	303	174	107	301	283	203	381	452	132	477	53	25	29
	51%	46%	54%a	71%ab	47%	57%d	58%g	49%	51%	54%	52%	52%	47%	52%
AGE														
16-24	160	33	127	-	75	85	62	98	138	22	142	11	3	4
	14%	5%c	40%ac	-	12%	17%d	18%g	12%	16%i	9%	15%	10%	6%	8%
25-34	216	147	65	4	167	49	99	117	175	41	180	21	7	8
	19%	22%c	20%c	3%	26%e	10%	28%g	15%	20%	17%	19%	21%	14%	14%
35-44	183	141	33	9	147	36	111	72	143	39	152	12	3	16
	16%	21%bc	10%	6%	23%e	7%	32%g	9%	16%	16%	16%l	11%	6%	28%kl
45-54	195	130	47	18	146	49	66	129	146	49	152	23	9	12
	17%	20%c	15%	12%	23%e	10%	19%	16%	16%	20%	16%	22%	17%	21%
55-64	161	102	26	33	89	72	9	152	122	39	130	15	9	7
	14%	15%b	8%	22%ab	14%	14%	2%	19%f	14%	16%	14%	15%	18%	12%
65-74	119	68	15	35	10	109	2	117	89	30	89	13	9	7
	10%	10%b	5%	23%ab	2%	22%d	1%	15%f	10%	12%	10%	13%	18%j	13%
75+	101	42	7	52	1	100	1	100	76	25	80	8	11	2
	9%	6%b	2%	34%ab	*	20%d	*	13%f	9%	10%	9%	8%	21%jkm	4%
16-34	376	180	193	4	242	134	161	215	314	62	322	32	10	12
	33%	27%c	60%ac	3%	38%e	27%	46%g	27%	35%i	25%	35%l	31%	20%	22%
35+	759	483	129	147	393	366	188	571	576	183	603	70	42	44
	67%	73%b	40%	97%ab	62%	73%d	54%	73%f	65%	75%h	65%	69%	80%j	78%
SOCIAL GRADE														
AB	216	156	45	14	134	81	60	156	166	49	167	31	8	10
	19%	24%bc	14%	10%	21%	16%	17%	20%	19%	20%	18%	30%jl	15%	19%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
C1	347	216	95	36	230	118	116	231	275	72	306	21	13	7
	31%	33% ^c	30%	24%	36% ^e	24%	33%	29%	31%	30%	33% ^{km}	20%	26%	13%
C2	235	147	63	25	159	76	81	154	184	51	189	22	15	9
	21%	22%	20%	17%	25% ^e	15%	23%	20%	21%	21%	20%	21%	29%	16%
DE	337	144	118	75	113	224	93	244	265	72	263	29	16	29
	30%	22%	37% ^a	49% ^{ab}	18%	45% ^d	26%	31%	30%	29%	28%	29%	30%	52% ^{kl}
MARITAL STATUS														
Married/Living as married	663	663	-	-	442	220	244	418	504	159	543	59	28	32
	58%	100% ^{bc}	-	-	70% ^e	44%	70% ^g	53%	57%	65% ^h	59%	58%	55%	58%
Single	322	-	322	-	157	164	87	234	271	51	265	28	11	17
	28%	-	100% ^{ac}	-	25%	33% ^d	25%	30%	30% ⁱ	21%	29%	28%	22%	30%
Widow/Divorced/Separated	151	-	-	151	36	115	18	133	115	36	117	15	12	7
	13%	-	-	100% ^{ab}	6%	23% ^d	5%	17% ^f	13%	15%	13%	14%	23% ^{jl}	12%
WORKING STATUS														
Working	636	442	157	36	636	-	250	386	496	139	529	48	28	30
	56%	67% ^{bc}	49% ^c	24%	100% ^e	-	71% ^g	49%	56%	57%	57%	47%	54%	54%
Not working	499	220	164	115	-	499	100	400	394	106	396	54	24	26
	44%	33%	51% ^a	76% ^{ab}	-	100% ^d	29%	51% ^f	44%	43%	43%	53%	46%	46%
CHILDREN IN HOUSEHOLD														
Any	350	244	87	18	250	100	350	-	276	74	304	24	10	12
	31%	37% ^{bc}	27% ^c	12%	39% ^e	20%	100% ^g	-	31%	30%	33%	23%	20%	21%
None	785	418	234	133	386	400	-	785	614	171	621	78	42	44
	69%	63%	73% ^a	88% ^{ab}	61%	80% ^d	-	100% ^f	69%	70%	67%	77%	80%	79%
AREA														
Urban	890	504	271	115	496	394	276	614	890	-	749	88	23	30
	78%	76%	84% ^{ac}	76%	78%	79%	79%	78%	100% ⁱ	-	81% ^{lm}	86% ^{lm}	45%	53%
Rural	245	159	51	36	139	106	74	171	-	245	176	15	29	26
	22%	24% ^b	16%	24% ^b	22%	21%	21%	22%	-	100% ^h	19%	14%	55% ^{jk}	47% ^{jk}

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
COUNTRY														
England	925	543	265	117	529	396	304	621	749	176	925	-	-	-
	81%	82%	82%	78%	83%	79%	87%g	79%	84%i	72%	100%klm	-	-	-
Scotland	102	59	28	15	48	54	24	78	88	15	-	102	-	-
	9%	9%	9%	10%	8%	11%	7%	10%	10%	6%	-	100%jlm	-	-
Wales	52	28	11	12	28	24	10	42	23	29	-	-	52	-
	5%	4%	4%	8%ab	4%	5%	3%	5%	3%	12%h	-	-	100%jkm	-
Northern Ireland	56	32	17	7	30	26	12	44	30	26	-	-	-	56
	5%	5%	5%	5%	5%	5%	3%	6%	3%	11%h	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	40	20	17	3	18	22	9	31	40	-	40	-	-	-
	4%	3%	5%	2%	3%	4%	3%	4%	4%i	-	4%	-	-	-
North West	114	64	34	15	65	49	38	76	114	-	114	-	-	-
	10%	10%	11%	10%	10%	10%	11%	10%	13%i	-	12%klm	-	-	-
Yorkshire and The Humber	89	51	28	10	51	38	31	57	53	35	89	-	-	-
	8%	8%	9%	7%	8%	8%	9%	7%	6%	14%h	10%klm	-	-	-
East Midlands	90	48	27	15	41	49	28	62	57	33	90	-	-	-
	8%	7%	8%	10%	6%	10%d	8%	8%	6%	13%h	10%klm	-	-	-
West Midlands	102	59	25	17	57	45	31	71	87	15	102	-	-	-
	9%	9%	8%	12%	9%	9%	9%	9%	10%	6%	11%klm	-	-	-
East of England	98	67	19	13	65	33	43	55	62	36	98	-	-	-
	9%	10%b	6%	8%	10%e	7%	12%g	7%	7%	15%h	11%klm	-	-	-
London	124	67	45	13	81	43	32	92	124	-	124	-	-	-
	11%	10%	14%	8%	13%e	9%	9%	12%	14%i	-	13%klm	-	-	-
South East	171	99	51	21	98	73	68	103	158	12	171	-	-	-
	15%	15%	16%	14%	15%	15%	19%g	13%	18%i	5%	18%klm	-	-	-
South West	98	68	19	11	52	45	23	74	53	45	98	-	-	-
	9%	10%b	6%	7%	8%	9%	7%	9%	6%	18%h	11%klm	-	-	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Wales	52	28	11	12	28	24	10	42	23	29	-	-	52	-
	5%	4%	4%	8%ab	4%	5%	3%	5%	3%	12%h	-	-	100%ajkm	-
Scotland	102	59	28	15	48	54	24	78	88	15	-	102	-	-
	9%	9%	9%	10%	8%	11%	7%	10%	10%	6%	-	100%ajlm	-	-
Northern Ireland	56	32	17	7	30	26	12	44	30	26	-	-	-	56
	5%	5%	5%	5%	5%	5%	3%	6%	3%	11%h	-	-	-	100%jkl
TENURE														
Own\Mortgage	653	443	121	89	379	273	176	477	488	164	537	53	34	29
	58%	67%b	38%	59%b	60%	55%	50%	61%f	55%	67%h	58%	52%	66%	53%
Rent\Other	482	220	200	62	256	226	174	308	402	81	388	49	18	27
	42%	33%	62%ac	41%	40%	45%	50%g	39%	45%i	33%	42%	48%	34%	47%
Q.1/2 PHONES OWN														
Mobile (any)	1001	592	293	116	598	403	325	676	794	207	813	90	43	55
	88%	89%c	91%c	77%	94%e	81%	93%g	86%	89%	85%	88%	88%	82%	98%jl
Landline	635	393	139	103	339	296	184	451	489	146	509	50	34	41
	56%	59%b	43%	68%ab	53%	59%	53%	57%	55%	60%	55%	49%	66%	73%jk
Mobile & Landline	552	351	127	75	319	233	171	381	432	120	442	41	29	40
	49%	53%b	39%	50%b	50%	47%	49%	48%	49%	49%	48%	40%	55%	71%jk
Mobile only	449	241	167	41	280	169	153	295	361	87	371	49	14	15
	40%	36%c	52%ac	27%	44%e	34%	44%	38%	41%	36%	40%l	48%lm	26%	27%
Landline only	83	42	12	29	21	62	13	70	56	26	67	9	5	1
	7%	6%	4%	19%ab	3%	12%d	4%	9%f	6%	11%h	7%	9%	10%	2%
INTERNET ACCESS														
Internet access at home	993	619	274	101	603	389	335	658	774	219	819	86	41	47
	87%	93%bc	85%c	67%	95%e	78%	96%g	84%	87%	89%	89%	84%	80%	84%
Internet access at work (through workplace network connection)	288	204	70	14	275	13	109	178	226	62	249	19	9	10
	25%	31%bc	22%c	9%	43%e	3%	31%g	23%	25%	25%	27%	18%	18%	18%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1135	651	294	190	563	572	312	823	883	252	915	103	56	61
Weighted Base	1135	663	322	151	636	499	350	785	890	245	925	102*	52*	56*
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759 67%	472 71% ^c	220 68% ^c	67 44%	509 80% ^e	250 50%	272 78% ^g	487 62%	581 65%	178 73% ^h	624 67%	66 64%	28 55%	41 73%
Internet access on publicly accessible computers (e.g. internet café, library)	141 12%	90 14% ^c	45 14% ^c	7 4%	102 16% ^e	39 8%	59 17% ^g	83 11%	109 12%	33 13%	118 13%	7 7%	6 11%	10 18% ^k
Other type of internet access	13 1%	10 1%	3 1%	1 *	9 1%	4 1%	5 2%	8 1%	10 1%	4 1%	8 1%	- -	5 9% ^{jk}	- -
None of these \ Don't access the internet	99 9%	33 5%	23 7%	43 28% ^{ab}	15 2%	85 17% ^d	7 2%	92 12% ^f	82 9%	18 7%	68 7%	13 13%	11 20% ^j	7 13%
INTERNET ACCESS														
Any Internet access	1036 91%	629 95% ^c	299 93% ^c	108 72%	621 98% ^e	415 83%	343 98% ^g	693 88%	808 91%	228 93%	856 93% ^l	89 87%	41 80%	49 87%
No Internet access	99 9%	33 5%	23 7%	43 28% ^{ab}	15 2%	85 17% ^d	7 2%	92 12% ^f	82 9%	18 7%	68 7%	13 13%	11 20% ^j	7 13%
Fixed Broadband Internet access at home	898 79%	560 85% ^{abc}	243 76% ^c	94 63%	545 86% ^e	353 71%	307 88% ^g	590 75%	700 79%	198 81%	741 80% ^k	71 70%	40 78%	45 80%
TENURE														
Own\Mortgage	653 58%	443 67% ^b	121 38%	89 59% ^{ab}	379 60%	273 55%	176 50%	477 61% ^f	488 55%	164 67% ^h	537 58%	53 52%	34 66%	29 53%
Rent\Other	482 42%	220 33%	200 62% ^{ac}	62 41%	256 40%	226 45%	174 50% ^g	308 39%	402 45% ⁱ	81 33%	388 42%	49 48%	18 34%	27 47%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Table 19

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS													TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484	
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482	
GENDER																
Male	551	23	54	40	35	49	54	61	83	48	27	49	27	315	236	
	49%	58%	48%	45%	39%	49%	55% ^d	49%	49%	49%	53%	48%	48%	48%	49%	
Female	584	17	59	49	55	52	44	63	88	50	25	53	29	338	246	
	51%	42%	52%	55%	61% ^f	51%	45%	51%	51%	51%	47%	52%	52%	52%	51%	
AGE																
16-24	160	8	24	13	19	14	10	16	28	9	3	11	4	58	102	
	14%	21% ^j	21% ^{ij}	14%	21% ^{ijl}	14%	11%	13%	16%	9%	6%	10%	8%	9%	21% ^m	
25-34	216	15	18	15	15	16	18	31	28	23	7	21	8	85	132	
	19%	39% ^{bcdefhjk l}	16%	17%	17%	16%	18%	25%	17%	23%	14%	21%	14%	13%	27% ^m	
35-44	183	1	14	16	11	21	24	32	27	8	3	12	16	102	80	
	16%	2%	12%	18% ^a	12%	21% ^{aij}	24% ^{abdijk}	25% ^{abdijk}	16% ^a	8%	6%	11%	28% ^{abdi k}	16%	17%	
45-54	195	6	14	19	18	17	18	16	29	15	9	23	12	126	69	
	17%	15%	12%	21%	20%	17%	18%	13%	17%	16%	17%	22%	21%	19% ⁿ	14%	
55-64	161	5	18	10	13	12	14	18	22	18	9	15	7	112	49	
	14%	13%	16%	11%	14%	12%	14%	14%	13%	19%	18%	15%	12%	17% ⁿ	10%	
65-74	119	3	14	11	8	11	5	6	18	13	9	13	7	89	30	
	10%	7%	13%	13%	9%	10%	5%	5%	11%	13% ^g	18% ^{fg}	13%	13%	14% ⁿ	6%	
75+	101	1	12	5	6	11	9	5	19	11	11	8	2	80	21	
	9%	3%	11%	6%	6%	10%	10%	4%	11% ^g	11%	21% ^{acd}	8%	4%	12% ⁿ	4%	
16-34	376	24	42	28	35	30	28	47	56	32	10	32	12	143	233	
	33%	60% ^{bcdefghi jkl}	37% ^j	31%	38% ^{jl}	30%	29%	38% ^{jl}	33%	33%	20%	31%	22%	22%	48% ^m	
35+	759	16	72	61	55	72	69	77	115	66	42	70	44	510	249	
	67%	40%	63% ^a	69% ^a	62% ^a	70% ^a	71% ^a	62% ^a	67% ^a	67% ^a	80% ^{abd}	69% ^a	78% ^{ad}	78% ⁿ	52%	
SOCIAL GRADE																
AB	216	2	21	18	14	19	13	14	49	18	8	31	10	183	33	
	19%	6%	18%	20%	16%	18%	13%	11%	28% ^{adfgj}	18%	15%	30% ^{adfgj}	19%	28% ⁿ	7%	

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS													TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484	
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482	
C1	347	6	37	24	41	27	28	52	51	39	13	21	7	224	123	
	31%	15%	33% ^a	27%	45% ^a	27%	29% ^a	42% ^a	30% ^a	40% ^a	26%	20%	13%	34% ^a	26%	
C2	235	11	23	22	13	24	24	26	27	19	15	22	9	131	104	
	21%	27%	20%	25%	14%	24%	24%	21%	16%	20%	29% ^d	21%	16%	20%	22%	
DE	337	21	33	25	22	32	33	33	43	22	16	29	29	115	222	
	30%	52% ^b	29%	28%	24%	31%	33%	26%	25%	22%	30%	29%	52% ^b	18%	46% ^m	
														jk	ghijk	
MARITAL STATUS																
Married\Living as married	663	20	64	51	48	59	67	67	99	68	28	59	32	443	220	
	58%	50%	56%	57%	54%	58%	68% ^g	54%	58%	69% ^a	55%	58%	58%	68% ⁿ	46%	
Single	322	17	34	28	27	25	19	45	51	19	11	28	17	121	200	
	28%	43% ^e	30%	32%	30%	25%	19%	36% ^f	30%	19%	22%	28%	30%	19%	42% ^m	
Widow\Divorced\Separated	151	3	15	10	15	17	13	13	21	11	12	15	7	89	62	
	13%	7%	13%	11%	16%	17%	13%	10%	13%	11%	23% ^a	14%	12%	14%	13%	
WORKING STATUS																
Working	636	18	65	51	41	57	65	81	98	52	28	48	30	379	256	
	56%	46%	57%	57%	45%	56%	67% ^a	65% ^a	57%	54%	54%	47%	54%	58%	53%	
Not working	499	22	49	38	49	45	33	43	73	45	24	54	26	273	226	
	44%	54% ^f	43%	43%	55% ^f	44%	33%	35%	43%	46%	46%	53% ^f	46%	42%	47%	
CHILDREN IN HOUSEHOLD																
Any	350	9	38	31	28	31	43	32	68	23	10	24	12	176	174	
	31%	23%	34%	35%	31%	30%	44% ^a	26%	40% ^a	24%	20%	23%	21%	27%	36% ^m	
None	785	31	76	57	62	71	55	92	103	74	42	78	44	477	308	
	69%	77% ^h	66%	65%	69%	70%	56%	74% ^h	60%	76% ^h	80% ^h	77% ^h	79% ^h	73% ⁿ	64%	
AREA																
Urban	890	40	114	53	57	87	62	124	158	53	23	88	30	488	402	
	78%	100% ^c	100% ^c	60%	64% ^j	86% ^c	63% ^j	100% ^c	93% ^c	54%	45%	86% ^c	53%	75%	83% ^m	
		l	l					l			l	l				
Rural	245	-	-	35	33	15	36	-	12	45	29	15	26	164	81	
	22%	-	-	40% ^a	36% ^a	14% ^a	37% ^a	-	7% ^b	46% ^a	55% ^a	14% ^a	47% ^a	25% ⁿ	17%	
												k				

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Table 19

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
COUNTRY															
England	925	40	114	89	90	102	98	124	171	98	-	-	-	537	388
	81%	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	-	-	-	82%	81%
Scotland	102	-	-	-	-	-	-	-	-	-	-	102	-	53	49
	9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-	8%	10%
Wales	52	-	-	-	-	-	-	-	-	-	52	-	-	34	18
	5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-	5%	4%
Northern Ireland	56	-	-	-	-	-	-	-	-	-	-	-	56	29	27
	5%	-	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijk	5%	6%
GOVERNMENT REGIONS															
North East	40	40	-	-	-	-	-	-	-	-	-	-	-	12	28
	4%	100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-	2%	6% ^m
North West	114	-	114	-	-	-	-	-	-	-	-	-	-	71	43
	10%	-	100%acdefghij kl	-	-	-	-	-	-	-	-	-	-	11%	9%
Yorkshire and The Humber	89	-	-	89	-	-	-	-	-	-	-	-	-	48	41
	8%	-	-	100%abdefghij kl	-	-	-	-	-	-	-	-	-	7%	8%
East Midlands	90	-	-	-	90	-	-	-	-	-	-	-	-	42	48
	8%	-	-	-	100%abcefg hij kl	-	-	-	-	-	-	-	-	6%	10% ^m
West Midlands	102	-	-	-	-	102	-	-	-	-	-	-	-	68	34
	9%	-	-	-	-	100%abcd fghij kl	-	-	-	-	-	-	-	10%	7%
East of England	98	-	-	-	-	-	98	-	-	-	-	-	-	61	37
	9%	-	-	-	-	-	100%abcde ghij kl	-	-	-	-	-	-	9%	8%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)
1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
124	-	-	-	-	-	-	124	-	-	-	-	-	59	66
11%	-	-	-	-	-	-	100% kl	-	-	-	-	-	9%	14% m
171	-	-	-	-	-	-	-	171	-	-	-	-	104	67
15%	-	-	-	-	-	-	-	100% kl	-	-	-	-	16%	14%
98	-	-	-	-	-	-	-	-	98	-	-	-	72	26
9%	-	-	-	-	-	-	-	-	100% kl	-	-	-	11% n	5%
52	-	-	-	-	-	-	-	-	-	52	-	-	34	18
5%	-	-	-	-	-	-	-	-	-	100% kl	-	-	5%	4%
102	-	-	-	-	-	-	-	-	-	-	102	-	53	49
9%	-	-	-	-	-	-	-	-	-	-	100% ghijl	-	8%	10%
56	-	-	-	-	-	-	-	-	-	-	-	56	29	27
5%	-	-	-	-	-	-	-	-	-	-	-	100% ghijk	5%	6%
653	12	71	48	42	68	61	59	104	72	34	53	29	653	-
58%	30%	63% adg	54% a	46%	67% adgk	62% adg	47%	61% adg	74% acdghkl	66% adg	52% a	53% a	100% n	-
482	28	43	41	48	34	37	66	67	26	18	49	27	-	482
42%	70% l	37% bcefhijk	46% i	54% befhij	33%	38%	53% befhij	39% i	26%	34%	48% ei	47% i	-	100% m
1001	35	102	73	81	99	91	105	156	71	43	90	55	575	426
88%	87%	90% i	83%	90% i	97% acgijk	94% cgij	85% i	92% i	73%	82%	88% i	98% cgij	88%	88%
635	11	70	34	49	74	59	54	115	44	34	50	41	444	191
56%	28%	61% acgi	38%	55% ac	73% acdgi	60% acgi	44%	67% acgik	45%	66% acgi	49% a	73% acdgi k	68% n	40%
552	10	61	28	41	71	52	45	103	31	29	41	40	387	165
49%	26%	53% acgi	31%	45%	70% abcdgik	54% acgi	36%	61% acdgi	32%	55% acgi	40%	71% a	59% n	34%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
Mobile only	449	24	41	46	40	28	39	60	53	40	14	49	15	188	261
	40%	61% ^{befhijl}	36%	51% ^{ehijl}	44% ^{ejl}	27%	40%	48% ^{ehijl}	31%	41% ^e	26%	48% ^{ehijl}	27%	29%	54% ^m
Landline only	83	1	9	6	9	3	6	9	11	13	5	9	1	56	26
	7%	2%	8%	7%	9%	3%	6%	7%	7%	13% ^{ael}	10%	9%	2%	9%	5%
INTERNET ACCESS															
Internet access at home	993	28	100	79	78	89	84	116	155	89	41	86	47	583	410
	87%	69%	88% ^a	89% ^a	87% ^a	87% ^a	86% ^a	94% ^{ajk}	91% ^{aj}	91% ^{aj}	80%	84%	84%	89% ⁿ	85%
Internet access at work (through workplace network connection)	288	4	34	21	18	30	32	36	59	17	9	19	10	190	98
	25%	11%	29% ^a	24%	19%	29% ^a	32% ^{aik}	29% ^a	34% ^{adijkl}	17%	18%	18%	18%	29% ⁿ	20%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	34	53	70	71	70	76	75	108	66	28	66	41	425	334
	67%	86% ^{beghijk}	47%	79% ^{bghj}	79% ^{bghijk}	69% ^b	78% ^{bghijk}	60%	63% ^b	67% ^b	55%	64% ^b	73% ^b	65%	69%
Internet access on publicly accessible computers (e.g. internet café, library)	141	-	10	4	16	6	25	18	27	13	6	7	10	79	62
	12%	-	8%	5%	17% ^{acek}	6%	25% ^{abceijk}	15% ^{ac}	16% ^{ace}	13% ^a	11% ^a	7%	18% ^{acek}	12%	13%
Other type of internet access	13	-	2	-	-	1	-	-	2	4	5	-	-	9	4
	1%	-	2%	-	-	1%	-	-	1%	4% ^g	9% ^{bcdefghkl}	-	-	1%	1%
None of these \ Don't access the internet	99	4	14	5	6	10	8	4	12	5	11	13	7	57	42
	9%	9%	12% ^g	6%	7%	9%	8%	3%	7%	5%	20% ^{cdfghi}	13% ^g	13% ^g	9%	9%
INTERNET ACCESS															
Any Internet access	1036	36	100	83	84	92	90	120	159	92	41	89	49	596	440
	91%	91%	88%	94% ^j	93% ^j	91%	92% ^j	97% ^{bijkl}	93% ^j	95% ^j	80%	87%	87%	91%	91%
No Internet access	99	4	14	5	6	10	8	4	12	5	11	13	7	57	42
	9%	9%	12% ^g	6%	7%	9%	8%	3%	7%	5%	20% ^{cdfghi}	13% ^g	13% ^g	9%	9%
Fixed Broadband Internet access at home	898	25	84	69	81	80	84	104	147	66	40	71	45	530	368
	79%	64%	74%	77%	90% ^{abceik}	79%	86% ^{aik}	84% ^{aik}	86% ^{abik}	68%	78%	70%	80%	81%	76%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1135	44	108	90	84	105	101	116	169	98	56	103	61	651	484
Weighted Base	1135	40*	114*	89*	90*	102*	98*	124	171	98*	52*	102*	56*	653	482
TENURE															
Own\Mortgage	653	12	71	48	42	68	61	59	104	72	34	53	29	653	-
	58%	30%	63% ^{adg}	54% ^a	46%	67% ^{adgk}	62% ^{adg}	47%	61% ^{adg}	74% ^{acdghkl}	66% ^{adg}	52% ^a	53% ^a	100% ⁿ	-
Rent\Other	482	28	43	41	48	34	37	66	67	26	18	49	27	-	482
	42%	70% ^{bcefhijk}	37%	46% ⁱ	54% ^{befhij}	33%	38%	53% ^{befhij}	39% ⁱ	26%	34%	48% ^{ei}	47% ⁱ	-	100% ^m

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

* small base

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS							INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)	
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484	
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482	
GENDER																		
Male	551	488	307	271	217	36	489	143	375	77	8	42	508	42	439	315	236	
	49%	49%	48%	49%	48%	43%	49%	50%	49%	55%	59%	43%	49%	43%	49%	48%	49%	
Female	584	512	328	281	232	47	504	145	384	64	5	57	527	57	459	338	246	
	51%	51%	52%	51%	52%	57%	51%	50%	51%	45%	41%	57%	51%	57%	51%	52%	51%	
AGE																		
16-24	160	147	73	68	78	5	154	45	122	30	2	2	158	2	135	58	102	
	14%	15%e	12%	12%	17%bce	6%	15%k	16%k	16%k	21%k	13%	2%	15%am	2%	15%am	9%	21%o	
25-34	216	202	76	69	132	7	204	67	168	27	3	3	213	3	182	85	132	
	19%	20%bce	12%	13%	29%abce	8%	21%k	23%k	22%k	19%k	21%	3%	21%am	3%	20%am	13%	27%o	
35-44	183	170	100	95	75	5	173	60	142	25	2	4	179	4	155	102	80	
	16%	17%e	16%e	17%e	17%e	6%	17%k	21%k	19%k	17%k	19%	4%	17%am	4%	17%am	16%	17%	
45-54	195	180	120	109	72	12	177	75	156	29	3	6	189	6	172	126	69	
	17%	18%	19%	20%	16%	14%	18%k	26%fk	21%k	20%k	25%	6%	18%am	6%	19%am	19%p	14%	
55-64	161	142	97	88	55	9	138	36	105	20	1	16	145	16	121	112	49	
	14%	14%	15%	16%	12%	11%	14%	12%	14%	14%	9%	16%	14%	16%	13%	17%p	10%	
65-74	119	97	87	73	24	15	92	4	47	8	1	25	94	25	83	89	30	
	10%	10%d	14%ad	13%d	5%	18%ad	9%gh	1%	6%g	6%g	8%	25%fghi	9%	25%ln	9%	14%p	6%	
75+	101	63	81	50	13	31	56	1	20	2	1	44	57	44	49	80	21	
	9%	6%d	13%ad	9%d	3%	37%abcd	6%gh	*	3%g	1%	5%	45%fghi	5%	45%ln	5%	12%p	4%	
16-34	376	348	149	137	211	12	358	113	290	58	5	4	372	4	317	143	233	
	33%	35%bce	23%e	25%e	47%abce	14%	36%k	39%k	38%k	41%k	34%	4%	36%am	4%	35%am	22%	48%o	

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
35+	759	653	486	415	238	71	635	175	469	84	9	95	664	95	581	510	249
	67%	65% ^d	77% ^{ad}	75% ^{ad}	53%	86% ^{abcd}	64%	61%	62%	59%	66%	96% ^{fghi}	64%	96% ^{ln}	65%	78% ^p	52%
SOCIAL GRADE																	
AB	216	199	149	140	59	9	209	78	149	25	1	5	211	5	192	183	33
	19%	20% ^{de}	23% ^{de}	25% ^{ade}	13%	11%	21% ^k	27% ^{hk}	20% ^k	18% ^k	10%	5%	20% ^m	5%	21% ^m	28% ^p	7%
C1	347	319	190	171	148	19	330	122	272	63	4	10	338	10	302	224	123
	31%	32%	30%	31%	33%	23%	33% ^k	43% ^{fk}	36% ^k	45% ^{fk}	32%	10%	33% ^m	10%	34% ^m	34% ^p	26%
C2	235	207	127	111	96	16	210	54	156	23	6	17	218	17	193	131	104
	21%	21%	20%	20%	21%	19%	21%	19%	20%	17%	47%	17%	21%	17%	21%	20%	22%
DE	337	276	169	130	146	39	244	34	182	30	2	68	269	68	211	115	222
	30%	28%	27%	24%	32% ^c	47% ^{abcd}	25% ^g	12%	24% ^g	21% ^g	12%	68% ^{fghi}	26%	68% ^{ln}	24%	18%	46% ^o
MARITAL STATUS																	
Married\Living as married	663	592	393	351	241	42	619	204	472	90	10	33	629	33	560	443	220
	58%	59%	62% ^{de}	64% ^{de}	54%	51%	62% ^k	71% ^{fhk}	62% ^k	64% ^k	74%	34%	61% ^m	34%	62% ^m	68% ^p	46%
Single	322	293	139	127	167	12	274	70	220	45	3	23	299	23	243	121	200
	28%	29% ^{bce}	22%	23%	37% ^{abce}	15%	28%	24%	29%	32%	21%	23%	29%	23%	27%	19%	42% ^o
Widow\Divorced\Separated	151	116	103	75	41	29	101	14	67	7	1	43	108	43	94	89	62
	13%	12%	16% ^{ad}	14% ^d	9%	34% ^{abcd}	10% ^g	5%	9%	5%	5%	43% ^{fghi}	10%	43% ^{ln}	10%	14%	13%
WORKING STATUS																	
Working	636	598	339	319	280	21	603	275	509	102	9	15	621	15	545	379	256
	56%	60% ^{be}	53% ^e	58% ^e	62% ^{be}	25%	61% ^k	95% ^{fhik}	67% ^{fk}	72% ^{fk}	68%	15%	60% ^m	15%	61% ^m	58%	53%
Not working	499	403	296	233	169	62	389	13	250	39	4	85	415	85	353	273	226
	44%	40%	47% ^{ad}	42%	38%	75% ^{abcd}	39% ^{ghi}	5%	33% ^g	28% ^g	32%	85% ^{fghi}	40%	85% ^{ln}	39%	42%	47%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
CHILDREN IN HOUSEHOLD																	
Any	350 31%	325 32%e	184 29%e	171 31%e	153 34%e	13 15%	335 34%k	109 38%k	272 36%k	59 41%k	5 41%	7 7%	343 33%am	7 7%	307 34%am	176 27%	174 36%o
None	785 69%	676 68%	451 71%	381 69%	295 66%	70 85%abcd	658 66%	178 62%	487 64%	83 59%	8 59%	92 93%fghi	693 67%	92 93%ln	590 66%	477 73%p	308 64%
AREA																	
Urban	890 78%	794 79%e	489 77%	432 78%e	361 81%e	56 68%	774 78%	226 78%	581 77%	109 77%	10 73%	82 82%	808 78%	82 82%	700 78%	488 75%	402 83%o
Rural	245 22%	207 21%	146 23%	120 22%	87 19%	26 32%acd	219 22%	62 22%	178 23%	33 23%	4 27%	18 18%	228 22%	18 18%	198 22%	164 25%p	81 17%
COUNTRY																	
England	925 81%	813 81%	509 80%	442 80%	371 83%	67 81%	819 82%k	249 87%k	624 82%k	118 84%k	8 64%	68 69%	856 83%am	68 69%	741 83%am	537 82%	388 81%
Scotland	102 9%	90 9%	50 8%	41 7%	49 11%	9 11%	86 9%	19 7%	66 9%	7 5%	- 13%gi	13 9%	89 9%	13 13%	71 8%	53 8%	49 10%
Wales	52 5%	43 4%	34 5%	29 5%	14 3%	5 7%	41 4%	9 3%	28 4%	6 4%	5 36%	11 11%fghi	41 4%	11 11%ln	40 4%	34 5%	18 4%
Northern Ireland	56 5%	55 5%	41 6%d	40 7%d	15 3%	1 2%	47 5%	10 4%	41 5%	10 7%	- 7%	7 7%	49 5%	7 7%	45 5%	29 5%	27 6%
GOVERNMENT REGIONS																	
North East	40 4%	35 3%	11 2%	10 2%	24 5%bc	1 1%	28 3%	4 2%	34 5%gi	- -	- -	4 4%i	36 3%	4 4%	25 3%	12 2%	28 6%o
North West	114 10%	102 10%	70 11%	61 11%	41 9%	9 11%	100 10%h	34 12%h	53 7%	10 7%	2 15%	14 14%h	100 10%	14 14%	84 9%	71 11%	43 9%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks
Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
								Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	Internet access on publicly accessible computers (e.g. internet café, library)	Other type of internet access	None of these \ Don't access the internet			Fixed Broadband Internet access at home		
Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	(h)	(i)	(j)	(k)	Any Internet access (l)	No Internet access (m)	Internet access at home (n)	Own\ Mortgage (o)	Rent\ Other (p)
1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
89	73	34	28	46	6	79	21	70	4	-	5	83	5	69	48	41
8%	7%	5%	5%	10%bc	7%	8%	7%	9%l	3%	-	5%	8%	5%	8%	7%	8%
90	81	49	41	40	9	78	18	71	16	-	6	84	6	81	42	48
8%	8%	8%	7%	9%	10%	8%	6%	9%	11%	-	6%	8%	6%	9%	6%	10%o
102	99	74	71	28	3	89	30	70	6	1	10	92	10	80	68	34
9%	10%cd	12%de	13%de	6%	4%	9%	10%	9%	5%	7%	10%	9%	10%	9%	10%	7%
98	91	59	52	39	6	84	32	76	25	-	8	90	8	84	61	37
9%	9%	9%	9%	9%	8%	8%	11%	10%	18%fhk	-	8%	9%	8%	9%	9%	8%
124	105	54	45	60	9	116	36	75	18	-	4	120	4	104	59	66
11%	10%	9%	8%	13%bc	11%	12%kl	12%kl	10%kl	13%kl	-	4%	12%lm	4%	12%lm	9%	14%o
171	156	115	103	53	11	155	59	108	27	2	12	159	12	147	104	67
15%	16%	18%cd	19%cd	12%	14%	16%	20%h	14%	19%	15%	12%	15%	12%	16%	16%	14%
98	71	44	31	40	13	89	17	66	13	4	5	92	5	66	72	26
9%	7%	7%	6%	9%	16%abc	9%	6%	9%	9%	27%	5%	9%	5%	7%	11%p	5%
52	43	34	29	14	5	41	9	28	6	5	11	41	11	40	34	18
5%	4%	5%	5%	3%	7%	4%	3%	4%	4%	36%	11%fghi	4%	11%ln	4%	5%	4%
102	90	50	41	49	9	86	19	66	7	-	13	89	13	71	53	49
9%	9%	8%	7%	11%	11%	9%	7%	9%	5%	-	13%gj	9%	13%	8%	8%	10%
56	55	41	40	15	1	47	10	41	10	-	7	49	7	45	29	27
5%	5%	6%cd	7%cd	3%	2%	5%	4%	5%	7%	-	7%	5%	7%	5%	5%	6%
653	575	444	387	188	56	583	190	425	79	9	57	596	57	530	653	-
58%	57%cd	70%ad	70%ad	42%	68%cd	59%	66%h	56%	56%	72%	57%	58%	57%	59%	100%p	-

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Rent\Other	482	426	191	165	261	26	410	98	334	62	4	42	440	42	368	-	482
	42%	43%bc	30%	30%	58%abce	32%	41%	34%	44%g	44%	28%	43%	42%	43%	41%	-	100%o
Q.1/2 PHONES OWN																	
Mobile (any)	1001	1001	552	552	449	-	901	280	716	134	13	62	939	62	830	575	426
	88%	100%be	87%e	100%be	100%be	-	91%k	97%fk	94%fk	95%k	100%	62%	91%lm	62%	92%lm	88%	88%
Landline	635	552	635	552	-	83	559	170	412	75	5	66	569	66	533	444	191
	56%	55%cd	100%ad	100%ad	-	100%ad	56%	59%	54%	53%	35%	66%fhi	55%	66%l	59%	68%p	40%
Mobile & Landline	552	552	552	552	-	-	507	164	384	70	5	39	513	39	489	387	165
	49%	55%de	87%ade	100%abde	-	-	51%k	57%k	51%k	49%	35%	39%	50%lm	39%	54%lm	59%p	34%
Mobile only	449	449	-	-	449	-	395	117	332	65	8	23	426	23	341	188	261
	40%	45%bce	-	-	100%abce	-	40%k	41%k	44%k	46%k	65%	23%	41%lm	23%	38%lm	29%	54%o
Landline only	83	-	83	-	-	83	52	6	28	6	-	27	56	27	44	56	26
	7%	-	13%acd	-	-	100%abod	5%	2%	4%	4%	-	27%fghi	5%	27%ln	5%	9%	5%
INTERNET ACCESS																	
Internet access at home	993	901	559	507	395	52	993	285	719	139	12	-	993	-	887	583	410
	87%	90%e	88%e	92%be	88%e	63%	100%ghik	99%hk	95%k	98%k	95%	-	96%lm	-	99%lm	89%p	85%
Internet access at work (through workplace network connection)	288	280	170	164	117	6	285	288	277	79	7	-	288	-	267	190	98
	25%	28%e	27%e	30%e	26%e	7%	29%k	100%fhik	37%fk	56%fhk	52%	-	28%lm	-	30%lm	29%p	20%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	759	716	412	384	332	28	719	277	759	133	11	-	759	-	679	425	334
	67%	72%be	65%e	70%e	74%be	34%	72%k	96%fk	100%lgik	94%fk	86%	-	73%lm	-	76%lm	65%	69%

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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

KANTAR

Consumer Complaints Study - Wave 30 (QS0911 - 598518)

Q. Breaks x Breaks
Base: All adults UK

		Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1135	979	649	548	431	101	954	239	706	121	13	136	999	136	863	651	484
Weighted Base	1135	1001	635	552	449	83*	993	288	759	141	13**	99	1036	99	898	653	482
Internet access on publicly accessible computers (e.g. internet café, library)	141 12%	134 13%	75 12%	70 13%	65 14%	6 7%	139 14%k	79 27%fhk	133 18%k	141 100%fghk	3 25%	- -	141 14%m	- -	130 14%m	79 12%	62 13%
Other type of internet access	13 1%	13 1%	5 1%	5 1%	8 2%	- -	12 1%	7 2%	11 1%	3 2%	13 100%	- -	13 1%	- -	12 1%	9 1%	4 1%
None of these \ Don't access the internet	99 9%	62 6%	66 10%ad	39 7%	23 5%	27 33%abcd	- -	- -	- -	- -	- -	99 100%fghi	- -	99 100%ln	- -	57 9%	42 9%
INTERNET ACCESS																	
Any Internet access	1036 91%	939 94%be	569 90%e	513 93%e	426 95%be	56 67%	993 100%k	288 100%k	759 100%k	141 100%k	13 100%	- -	1036 100%m	- -	898 100%m	596 91%	440 91%
No Internet access	99 9%	62 6%	66 10%ad	39 7%	23 5%	27 33%abcd	- -	- -	- -	- -	- -	99 100%fghi	- -	99 100%ln	- -	57 9%	42 9%
Fixed Broadband Internet access at home	898 79%	830 83%de	533 84%de	489 89%abde	341 76%e	44 54%	887 89%k	267 93%k	679 89%k	130 92%k	12 95%	- -	898 87%m	- -	898 100%lm	530 81%	368 76%
TENURE																	
Own\Mortgage	653 58%	575 57%d	444 70%ad	387 70%ad	188 42%	56 68%cd	583 59%	190 66%h	425 56%	79 56%	9 72%	57 57%	596 58%	57 57%	530 59%	653 100%p	- -
Rent\Other	482 42%	426 43%bc	191 30%	165 30%	261 58%abce	26 32%	410 41%	98 34%	334 44%g	62 44%	4 28%	42 43%	440 42%	42 43%	368 41%	- -	482 100%o

Fieldwork : 03/05/2019 - 07/05/2019 (Week 18)

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

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