	Page	Table	Title	Base Description	Base
	1	1	QAGE: What is your age?	Base: All complained about landline service in past 6 months	556
	2	2	QAGE: What is your age?	Base: All complained about landline service in past 6 months	556
	3	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	556
	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	556
	5	5	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	556
	6	6	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	556
	7	7	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	170
	8	7	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	170
	9	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	170

Page	Table	Title	Base Description	Base
10	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	170
11	9	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	174
12	10	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	174
13	11	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	186
14	12	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	186
15	13	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	26
16	14	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	26
17	15	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	556

Page	Table	Title	Base Description	Base
18	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	556
19	17	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	556
20	18	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	556
21	19	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	293
22	20	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	293
23	21	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	556
24	22	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	556
25	23	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	196

Page	Table	Title	Base Description	Base
26	24	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	196
27	25	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	556
28	26	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	556
29	27	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	556
30	28	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	556
31	29	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	556
32	30	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	556
33	31	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	556

	Page	Table	Title	Base Description	Base
	34	32	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	556
	35	33	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	556
	36	34	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	556
	37	35	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	556
	38	36	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	556
	39	37	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	556
	40	38	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	556
	41	39	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	556

Page	Table	Title	Base Description	Base
42	40	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	556
43	41	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	556
44	42	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	556
45	43	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	556
46	44	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	556
47	45	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	293
48	46	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	293
49	47	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Landline telephone service.	Base: All complained about landline service in past 6 months	556
50	48	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Landline telephone service.	Base: All complained about landline service in past 6 months	556

Page	Table	Title	Base Description	Base
51	49	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Landline telephone service.	Base: All complained about landline service in past 6 months	556
52	50	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Landline telephone service.	Base: All complained about landline service in past 6 months	556
53	51	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Landline telephone service	Base: All complained about landline service in past 6 months	556
54	52	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Landline telephone service	Base: All complained about landline service in past 6 months	556
55	53	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	556
56	54	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	556
57	55	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	556
58	56	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	556
59	57	Q17: Where do you live?	Base: All complained about landline service in past 6 months	556
60	58	Q17: Where do you live?	Base: All complained about landline service in past 6 months	556

Page	Table	Title	Base Description	Base
61	59	Q18a: What is your gender?	Base: All complained about landline service in past 6 months	556
62	60	Q18a: What is your gender?	Base: All complained about landline service in past 6 months	556
63	61	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about landline service in past 6 months	556
64	62	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about landline service in past 6 months	556
65	63	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	556
66	64	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	556
67	65	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	556
68	66	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	556
69	67	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	556
70	68	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	556
71	69	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	556

	Page	Table	Title	Base Description	Base
	72	70	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	556
	73	71	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about landline service in past 6 months	556
	74	72	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about landline service in past 6 months	556
	75	73	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	556
	76	74	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	556
	77	75	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about landline service in past 6 months	556
	78	76	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about landline service in past 6 months	556
	1	1	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	634
	2	2	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	3	3	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	634
	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	634
	5	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	634
	6	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	634
	7	7	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	634
	8	8	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	634
	9	9	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	634
	10	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	176

	Page	Table	Title	Base Description	Base
	11	11	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	176
	12	12	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	176
	13	13	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	269
	14	14	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	269
	15	15	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	269
	16	16	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	167
	17	17	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	167

	Page	Table	Title	Base Description	Base
	18	18	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	167
	19	19	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
	20	20	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
	21	21	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
	22	22	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	634
	23	23	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	634
	24	24	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	634
	25	25	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	634

Page	Table	Title	Base Description	Base
26	26	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	634
27	27	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	634
28	28	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
29	29	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
30	30	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
31	31	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	634
32	32	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	634
33	33	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	34	34	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	313
	35	35	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	313
	36	36	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	313
	37	37	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	634
	38	38	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	634
	39	39	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	634
	40	40	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	634
	41	41	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	42	42	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	634
	43	43	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	634
	44	44	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	634
	45	45	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	634
	46	46	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	634
	47	47	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	634
	48	48	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	634
	49	49	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	50	50	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	634
	51	51	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	634
	52	52	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	634
	53	53	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	634
	54	54	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	634
	55	55	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	634
	56	56	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	634
	57	57	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	58	58	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	634
	59	59	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	634
	60	60	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	634
	61	61	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	634
	62	62	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	634
	63	63	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	634
	64	64	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	634
	65	65	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	634
	66	66	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	67	67	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
	68	68	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
	69	69	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	335
	70	70	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634
	71	71	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634
	72	72	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634
	73	73	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634
	74	74	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	75	75	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	634
	76	76	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Fixed Broadband internet	Base: All complained about fixed broadband internet service in past 6 months	634
	77	77	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Fixed Broadband internet	Base: All complained about fixed broadband internet service in past 6 months	634
	78	78	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Fixed Broadband internet	Base: All complained about fixed broadband internet service in past 6 months	634
	79	79	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	634
	80	80	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	634
	81	81	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	634
	82	82	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	83	83	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	634
	84	84	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	634
	85	85	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	634
	86	86	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	634
	87	87	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	634
	88	88	Q18a: What is your gender?	Base: All complained about fixed broadband internet service in past 6 months	634
	89	89	Q18a: What is your gender?	Base: All complained about fixed broadband internet service in past 6 months	634
	90	90	Q18a: What is your gender?	Base: All complained about fixed broadband internet service in past 6 months	634
	91	91	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	92	92	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	634
	93	93	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	634
	94	94	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	634
	95	95	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	634
	96	96	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	634
	97	97	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	634
	98	98	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	634
	99	99	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	634
	100	100	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	101	101	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	634
	102	102	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	634
	103	103	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	634
	104	104	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	634
	105	105	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	634
	106	106	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	634
	107	107	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	634
	108	108	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	634
	109	109	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	634

	Page	Table	Title	Base Description	Base
	110	110	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	634
	111	111	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	634
	112	112	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	634
	113	113	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	634
	114	114	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	634
	1	1	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	2	2	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	3	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	5	5	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	6	6	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	7	7	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	105
	8	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	105
	9	9	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	107

	Page	Table	Title	Base Description	Base
	10	10	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	107
	11	11	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	122
	12	12	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	122
	13	13	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	16
	14	14	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	16
	15	15	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	16	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	17	17	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	18	18	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	19	19	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	182
	20	20	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	182
	21	21	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	22	22	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	23	23	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	113
	24	24	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	113
	25	25	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	26	26	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	27	27	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	28	28	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	29	29	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	30	30	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	31	31	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	32	32	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	33	33	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	34	34	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	35	35	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	36	36	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	37	37	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	38	38	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	39	39	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	40	40	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	41	41	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	42	42	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	43	43	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	44	44	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	45	45	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	182
	46	46	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	182
	47	47	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	48	48	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	49	49	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	50	50	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	51	51	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	52	52	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	53	53	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	54	54	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	55	55	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	56	56	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	57	57	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	58	58	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	59	59	Q18a: What is your gender?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	60	60	Q18a: What is your gender?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	61	61	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	62	62	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	63	63	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	64	64	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	65	65	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	66	66	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	67	67	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	68	68	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	69	69	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	70	70	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	71	71	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350

	Page	Table	Title	Base Description	Base
	72	72	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	73	73	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	74	74	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	75	75	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	76	76	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	350
	1	1	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	797
	2	2	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	797
	3	3	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	797
	5	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	797
	6	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	797
	7	7	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	797
	8	8	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	797
	9	9	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	797
	10	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	285
	11	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	285

	Page	Table	Title	Base Description	Base
	12	11	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	285
	13	11	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	285
	14	12	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	285
	15	13	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	231
	16	14	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	231
	17	15	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	231
	18	16	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	240

Page	Table	Title	Base Description	Base
19	17	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	240
20	18	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	240
21	19	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41
22	20	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41
23	21	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41
24	22	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	797
25	23	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	797
26	24	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	27	25	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	797
	28	26	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	797
	29	27	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	797
	30	28	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	31	29	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	32	30	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	33	31	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	797
	34	32	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	797

Page	Table	Title	Base Description	Base
35	33	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	797
36	34	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	268
37	35	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	268
38	36	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	268
39	37	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	797
40	38	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	797
41	39	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	797
42	40	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	43	41	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	797
	44	42	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	797
	45	43	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	797
	46	44	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	797
	47	45	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	797
	48	46	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	797
	49	47	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	797
	50	48	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	51	49	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	797
	52	50	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	797
	53	51	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	797
	54	52	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	797
	55	53	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	797
	56	54	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	797
	57	55	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	797
	58	56	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	59	57	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	797
	60	58	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	797
	61	59	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	797
	62	60	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	797
	63	61	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	797
	64	62	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	797
	65	63	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	797
	66	64	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	797
	67	65	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	68	66	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	797
	69	67	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	70	68	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	71	69	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	429
	72	70	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797
	73	71	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797
	74	72	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797
	75	73	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	76	74	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797
	77	75	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	797
	78	76	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Mobile phone service	Base: All complained about mobile phone service in past 6 months	797
	79	77	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Mobile phone service	Base: All complained about mobile phone service in past 6 months	797
	80	78	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Mobile phone service	Base: All complained about mobile phone service in past 6 months	797
	81	79	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	797
	82	80	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	797
	83	81	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	84	82	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	797
	85	83	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	797
	86	84	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	797
	87	85	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	797
	88	86	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	797
	89	87	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	797
	90	88	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	797
	91	89	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	797
	92	90	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	93	91	Q18a: What is your gender?	Base: All complained about mobile phone service in past 6 months	797
	94	92	Q18a: What is your gender?	Base: All complained about mobile phone service in past 6 months	797
	95	93	Q18a: What is your gender?	Base: All complained about mobile phone service in past 6 months	797
	96	94	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	797
	97	95	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	797
	98	96	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	797
	99	97	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	797
	100	98	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	797
	101	99	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	102	100	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	797
	103	101	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	797
	104	102	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	797
	105	103	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	797
	106	104	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	797
	107	105	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	797
	108	106	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	797
	109	107	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	797
	110	108	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	797

	Page	Table	Title	Base Description	Base
	111	109	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	797
	112	110	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	797
	113	111	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	797
	114	112	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	797
	115	113	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	797
	116	114	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	797
	117	115	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	797
	118	116	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	797
	119	117	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	797

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
16 - 17	5	2	1	2	4	3	2	1	2	-	1	2	2	4	1	1	-	1	-	1	1	-	1	1	-	1	-	-	-	1	-	-	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*2%*	*1%*	*	*2%*	-	*2%*	-	*1%*	*2%*	-	*1%*	*1%*	-	*4%*	-	-	-	*3%*	-	-	*2%*
18 - 24	233	88	26	257	152	202	70	76	80	7	97	95	41	101	129	28	36	20	4	42	29	17	39	48	5	8	13	-	10	11	5	5	20
	42%	*46%*	*37%*	*42%*	*44%*	*43%*	*41%*	*41%*	*46%*	*27%*	*34%*	50%k	49%k	*34%*	50%n	*52%*	*46%*	*40%*	*50%*	*41%*	*48%*	*63%*	*43%*	*49%*	*28%*	*35%*	*50%*	-	*38%*	*34%*	*42%*	*23%*	*44%*
25 - 34	157	64	18	216	90	149	47	59	48	3	98	44	15	95	62	17	24	22	1	36	21	7	28	36	5	8	5	-	4	11	3	5	13
	28%	*34%*	*26%*	35%ae	*26%*	*32%*	*28%*	*32%*	*28%*	*12%*	35%lm	*23%*	*18%*	32%o	*24%*	*31%*	*31%*	*44%*	*13%*	*35%*	*34%*	*26%*	*31%*	*37%*	*28%*	*35%*	*19%*	-	*15%*	*34%*	*25%*	*23%*	*29%*
35 - 44	83	21	11	85	51	57	29	27	22	5	48	23	12	46	36	5	13	3	-	13	7	1	14	7	3	4	4	-	4	6	1	5	5
	15%	*11%*	*16%*	*14%*	*15%*	*12%*	*17%*	*15%*	*13%*	*19%*	*17%*	*12%*	*14%*	*16%*	*14%*	*9%*	*17%*	*6%*	-	*13%*	*11%*	*4%*	*16%*	*7%*	*17%*	*17%*	*15%*	-	*15%*	*19%*	*8%*	*23%*	*11%*
45 - 54	34	8	7	23	33	36	9	14	8	3	15	14	5	23	11	2	2	3	1	5	2	1	4	4	3	2	1	1	4	2	1	3	4
	6%	*4%*	10%d	*4%*	10%bd	8%d	*5%*	*8%*	*5%*	*12%*	*5%*	*7%*	*6%*	*8%*	*4%*	*4%*	*3%*	*6%*	*13%*	*5%*	*3%*	*4%*	*4%*	*4%*	*17%*	*9%*	*4%*	*33%*	*15%*	*6%*	*8%*	*14%*	*9%*
55 - 64	30	5	4	19	6	11	8	6	9	7	17	9	4	21	8	1	1	1	2	4	1	-	4	-	1	-	3	-	2	1	1	2	2
	5%d	*3%*	*6%*	*3%*	*2%*	*2%*	*5%*	*3%*	*5%*	*27%*	*6%*	*5%*	*5%*	7%o	*3%*	*2%*	*1%*	*2%*	*25%*	*4%*	*2%*	-	4%F	-	*6%*	-	*12%*	-	*8%*	*3%*	*8%*	*9%*	*4%*
65 +	14	2	3	8	7	7	5	3	5	1	8	2	4	3	9	-	2	-	-	1	-	1	-	2	1	-	-	2	2	-	1	2	-
	3%	*1%*	*4%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*1%*	*5%*	*1%*	4%n	-	*3%*	-	-	*1%*	-	*4%*	-	*2%*	*6%*	-	-	*67%*	*8%*	-	*8%*	*9%*	-
NET: 16-34	395	154	45	475	246	354	119	136	130	10	196	141	58	200	192	46	60	43	5	79	51	24	68	85	10	17	18	-	14	23	8	10	34
	71%	81%ace	*64%*	78%ace	*72%*	76%c	*70%*	*73%*	*75%*	*38%*	*69%*	*75%*	*70%*	*68%*	*75%*	*85%*	*77%*	*86%*	*63%*	*77%*	*84%*	*89%*	*76%*	*87%*	*56%*	*74%*	*69%*	-	*54%*	*72%*	*67%*	*45%*	*76%*
NET: 36-54	117	29	18	108	84	93	38	41	30	8	63	37	17	69	47	7	15	6	1	18	9	2	18	11	6	6	5	1	8	8	2	8	9
	21%	*15%*	*26%*	*18%*	24%bd	*20%*	*22%*	*22%*	*17%*	*31%*	*22%*	*20%*	*20%*	*24%*	*18%*	*13%*	*19%*	*12%*	*13%*	*18%*	*15%*	*7%*	*20%*	*11%*	*33%*	*26%*	*19%*	*33%*	*31%*	*25%*	*17%*	*36%*	*20%*
NET: 55+	44	7	7	27	13	18	13	9	14	8	25	11	8	24	17	1	3	1	2	5	1	1	4	2	2	-	3	2	4	1	2	4	2
	8%bdef	*4%*	10%bdef	*4%*	*4%*	*4%*	*8%*	*5%*	*8%*	*31%*	*9%*	*6%*	*10%*	*8%*	*7%*	*2%*	*4%*	*2%*	*25%*	*5%*	*2%*	*4%*	*4%*	*2%*	*11%*	-	*12%*	*67%*	*15%*	*3%*	*17%*	*18%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
16 - 17	5	2	1	2	4	3	-	1	1	-	1	-	1	-	2	3	-	1	-	2	2	-	2	2	2	1	-	-	1	2	-	2	1
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*	*1%*	-	*	-	*1%*	-	*1%*	*3%*	-	*1%*	-	*1%*	*2%*	-	*1%*	*1%*	*2%*	*1%*	-	-	*	*1%*	-	*1%*	*
18 - 24	233	88	26	257	152	202	80	102	62	13	105	110	42	97	156	53	56	37	6	64	69	19	58	94	63	69	56	14	95	77	30	84	115
	42%	*46%*	*37%*	*42%*	*44%*	*43%*	*43%*	*43%*	*39%*	*46%*	*34%*	48%j	56%j	*33%*	50%m	*46%*	*48%*	*38%*	*38%*	*39%*	53%s	*39%*	*41%*	*47%*	*47%*	*43%*	*41%*	*41%*	*40%*	*49%*	*44%*	*41%*	*45%*
25 - 34	157	64	18	216	90	149	60	87	59	10	125	75	16	117	95	32	31	24	3	52	27	11	37	52	38	57	44	10	71	59	19	63	84
	28%	*34%*	*26%*	35%ae	*26%*	*32%*	*32%*	*37%*	*37%*	*36%*	41%l	*33%*	*21%*	40%n	*31%*	*28%*	*27%*	*25%*	*19%*	32%t	*21%*	*22%*	*26%*	*26%*	*29%*	*35%*	*32%*	*29%*	*30%*	*38%*	*28%*	*31%*	*33%*
35 - 44	83	21	11	85	51	57	29	37	18	1	49	24	12	47	38	11	19	18	3	30	17	4	26	25	15	18	19	5	42	9	6	34	23
	15%	*11%*	*16%*	*14%*	*15%*	*12%*	*16%*	*16%*	*11%*	*4%*	*16%*	*10%*	*16%*	*16%*	*12%*	*10%*	*16%*	*19%*	*19%*	*18%*	*13%*	*8%*	*19%*	*12%*	*11%*	*11%*	*14%*	*15%*	18%l	*6%*	*9%*	17%l	*9%*
45 - 54	34	8	7	23	33	36	7	6	8	2	12	11	-	13	9	11	8	13	1	11	13	9	11	22	12	11	11	2	21	7	8	16	20
	6%	*4%*	10%d	*4%*	10%bd	8%d	*4%*	*3%*	*5%*	*7%*	*4%*	*5%*	-	*4%*	*3%*	*10%*	*7%*	*13%*	*6%*	*7%*	*10%*	18%s	*8%*	*11%*	*9%*	*7%*	*8%*	*6%*	*9%*	*4%*	12%F	*8%*	*8%*
55 - 64	30	5	4	19	6	11	8	2	7	2	7	9	3	12	7	1	1	3	1	2	2	2	3	3	2	3	5	1	6	1	4	5	6
	5%d	*3%*	*6%*	*3%*	*2%*	*2%*	4%g	*1%*	4%g	*7%*	*2%*	*4%*	*4%*	*4%*	*2%*	*1%*	*1%*	*3%*	*6%*	*1%*	*2%*	*4%*	*2%*	*1%*	*2%*	*2%*	*4%*	*3%*	*3%*	*1%*	6%F	*2%*	*2%*
65 +	14	2	3	8	7	7	3	1	4	-	7	-	1	6	2	3	1	1	2	2	1	4	3	4	1	3	1	2	4	2	1	2	5
	3%	*1%*	*4%*	*1%*	*2%*	*2%*	*2%*	*	*3%*	-	2%k	-	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*13%*	*1%*	*1%*	8%st	*2%*	*2%*	*1%*	*2%*	*1%*	6%AC	*2%*	*1%*	*1%*	*1%*	*2%*
NET: 16-34	395	154	45	475	246	354	140	190	122	23	231	185	59	214	253	88	87	62	9	118	98	30	97	148	103	127	100	24	167	138	49	149	200
	71%	81%ace	*64%*	78%ace	*72%*	76%c	*75%*	*81%*	*77%*	*82%*	*75%*	*81%*	*79%*	*73%*	82%m	77%q	*75%*	*64%*	*56%*	*72%*	*75%*	*61%*	*69%*	*73%*	*77%*	*78%*	*74%*	*71%*	*70%*	88%EG	*72%*	*72%*	*79%*
NET: 36-54	117	29	18	108	84	93	36	43	26	3	61	35	12	60	47	22	27	31	4	41	30	13	37	47	27	29	30	7	63	16	14	50	43
	21%	*15%*	*26%*	*18%*	24%bd	*20%*	*19%*	*18%*	*16%*	*11%*	*20%*	*15%*	*16%*	*21%*	*15%*	*19%*	*23%*	32%q	*25%*	*25%*	*23%*	*27%*	*26%*	*23%*	*20%*	*18%*	*22%*	*21%*	26%F	*10%*	21%F	*24%*	*17%*
NET: 55+	44	7	7	27	13	18	11	3	11	2	14	9	4	18	9	4	2	4	3	4	3	6	6	7	3	6	6	3	10	3	5	7	11
	8%bdef	*4%*	10%bdef	*4%*	*4%*	*4%*	6%g	*1%*	7%g	*7%*	*5%*	*4%*	*5%*	*6%*	*3%*	*4%*	*2%*	*4%*	*19%*	*2%*	*2%*	12%st	*4%*	*3%*	*2%*	*4%*	*4%*	*9%*	*4%*	*2%*	7%F	*3%*	*4%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Hearing	52	21	6	71	34	48	15	15	20	2	26	16	10	28	24	5	12	4	-	10	6	5	11	10	2	2	2	-	2	3	1	-	6
	9%	11%	9%	12%	10%	10%	9%	8%	11%	8%	9%	8%	12%	10%	9%	9%	15%	8%	-	10%	10%	19%	12%	10%	11%	9%	8%	-	8%	9%	8%	-	13%
Eyesight	93	29	10	117	65	87	37	30	25	1	43	29	21	48	45	7	16	5	1	12	12	5	17	12	3	4	3	-	5	5	-	3	7
	17%	15%	14%	19%	19%	19%	22%	16%	14%	4%	15%	15%	25%k	16%	18%	13%	21%	10%	13%	12%	20%	19%	19%	12%	17%	17%	12%	-	19%	16%	-	14%	16%
Mobility	60	28	13	74	37	59	16	22	21	1	30	22	8	35	25	11	10	7	-	14	8	6	9	19	3	7	3	-	5	7	1	5	8
	11%	15%	19%	12%	11%	13%	9%	12%	12%	4%	11%	12%	10%	12%	10%	20%	13%	14%	-	14%	13%	22%	10%	19%	17%	30%	12%	-	19%	22%	8%	23%	18%
Dexterity	45	21	11	67	37	50	12	19	14	-	18	20	7	25	20	7	6	8	-	9	9	3	6	15	3	3	5	-	3	7	1	2	9
	8%	11%	16%a	11%	11%	11%	7%	10%	8%	-	6%	11%	8%	9%	8%	13%	8%	16%	-	9%	15%	11%	7%	15%	17%	13%	19%	-	12%	22%	8%	9%	20%
Breathing	87	28	13	90	61	68	24	29	30	4	48	29	10	46	40	8	12	8	-	13	10	5	14	14	5	3	5	-	4	6	3	3	10
	16%	15%	19%	15%	18%	15%	14%	16%	17%	15%	17%	15%	12%	16%	16%	15%	15%	16%	-	13%	16%	19%	16%	14%	28%	13%	19%	-	15%	19%	25%	14%	22%
Mental abilities	91	41	15	113	53	83	25	29	36	1	42	37	12	45	46	13	17	11	-	17	17	7	17	24	5	6	4	-	5	9	1	6	9
	16%	22%	21%	19%	15%	18%	15%	16%	21%	4%	15%	20%	14%	15%	18%	24%	22%	22%	-	17%	28%	26%	19%	24%	28%	26%	15%	-	19%	28%	8%	27%	20%
Social/behavioural	84	31	16	97	48	101	21	33	28	2	42	34	8	40	43	7	16	8	-	15	11	5	15	16	3	3	9	1	3	10	3	-	16
	15%	16%	23%	16%	14%	22%ade	12%	18%	16%	8%	15%	18%	10%	14%	17%	13%	21%	16%	-	15%	18%	19%	17%	16%	17%	13%	35%	33%	12%	31%	25%	-	36%
Your mental health	157	50	21	171	87	148	46	50	56	5	70	70	17	74	81	11	22	17	-	30	14	6	31	19	4	7	10	-	10	8	3	7	14
	28%	26%	30%	28%	25%	32%e	27%	27%	32%	19%	25%	37%km	20%	25%	32%	20%	28%	34%	-	29%	23%	22%	34%F	19%	22%	30%	38%	-	38%	25%	25%	32%	31%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	43	12	11	44	32	38	12	13	16	2	20	14	9	25	18	5	4	3	-	7	3	2	5	7	2	4	4	1	5	4	2	3	8
	8%	6%	16%abdf	7%	9%	8%	7%	7%	9%	8%	7%	7%	11%	9%	7%	9%	5%	6%	-	7%	5%	7%	6%	7%	11%	17%	15%	33%	19%	13%	17%	14%	18%
Prefer not to say	38	19	8	54	32	45	14	9	12	3	18	9	11	20	16	8	4	1	6	11	5	3	6	12	3	1	3	1	-	4	4	2	3
	7%	10%	11%	9%	9%	10%	8%	5%	7%	12%	6%	5%	13%kl	7%	6%	15%z	5%	2%	75%	11%	8%	11%	7%	12%	17%	4%	12%	33%	-	13%	33%	9%	7%
Don't know	10	2	2	12	4	12	4	3	2	1	7	2	1	5	5	1	1	-	-	1	-	1	1	1	1	-	1	-	1	1	-	1	1
	2%	1%	3%	2%	1%	3%	2%	2%	1%	4%	2%	1%	1%	2%	2%	2%	1%	-	-	1%	-	4%	1%	1%	6%	-	4%	-	4%	3%	-	5%	2%
Nothing	123	32	10	112	65	84	36	45	33	9	79	34	10	76	45	8	11	12	1	23	9	-	14	17	2	6	2	-	6	3	1	6	4
	22%	17%	14%	18%	19%	18%	21%	24%	19%	35%	28%lm	18%	12%	26%o	18%	15%	14%	24%	13%	23%	15%	-	16%	17%	11%	26%	8%	-	23%	9%	8%	27%	9%
NET: Any limiting characteristic	385	137	50	432	242	324	116	129	127	13	180	144	61	192	190	37	62	37	1	67	47	23	69	68	12	16	20	2	19	24	7	13	37
	69%	72%	71%	71%	71%	70%	68%	69%	73%	50%	63%	76%k	73%	66%	74%n	69%	79%	74%	13%	66%	77%	85%	77%	69%	67%	70%	77%	67%	73%	75%	58%	59%	82%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Hearing	52	21	6	71	34	48	24	25	21	1	32	26	13	38	32	12	13	9	-	14	12	8	14	20	14	18	14	2	26	17	5	23	25
	9%	11%	9%	12%	10%	10%	13%	11%	13%	4%	10%	11%	17%	13%	10%	11%	11%	9%	-	9%	9%	16%	10%	10%	11%	11%	10%	6%	11%	11%	7%	11%	10%
Eyesight	93	29	10	117	65	87	38	44	32	3	57	45	15	55	62	24	14	27	-	38	20	7	27	38	30	28	28	1	38	41	8	42	44
	17%	15%	14%	19%	19%	19%	20%	19%	20%	11%	19%	20%	20%	19%	20%	21%	12%	28%p	-	23%	15%	14%	19%	19%	23%D	17%D	21%D	3%	16%	26%EG	12%	20%	17%
Mobility	60	28	13	74	37	59	22	29	22	1	33	33	8	34	40	13	12	10	2	18	10	9	16	21	16	20	21	2	32	21	6	30	28
	11%	15%	19%	12%	11%	13%	12%	12%	14%	4%	11%	14%	11%	12%	13%	11%	10%	10%	13%	11%	8%	18%t	11%	10%	12%	12%	15%	6%	13%	13%	9%	15%	11%
Dexterity	45	21	11	67	37	50	23	24	19	1	29	31	7	31	36	9	14	12	2	18	12	7	11	26	14	20	15	1	25	19	6	23	27
	8%	11%	16%a	11%	11%	11%	12%	10%	12%	4%	9%	14%	9%	11%	12%	8%	12%	12%	13%	11%	9%	14%	8%	13%	11%	12%	11%	3%	10%	12%	9%	11%	11%
Breathing	87	28	13	90	61	68	25	36	26	3	50	32	8	50	40	20	18	21	2	29	22	10	26	35	28	18	17	5	32	27	9	28	40
	16%	15%	19%	15%	18%	15%	13%	15%	16%	11%	16%	14%	11%	17%	13%	18%	16%	22%	13%	18%	17%	20%	19%	17%	21%B	11%	13%	15%	13%	17%	13%	14%	16%
Mental abilities	91	41	15	113	53	83	39	41	32	1	54	46	13	52	60	14	21	17	1	26	21	6	22	31	20	30	30	3	41	33	9	47	35
	16%	22%	21%	19%	15%	18%	21%	17%	20%	4%	18%	20%	17%	18%	19%	12%	18%	18%	6%	16%	16%	12%	16%	15%	15%	19%	22%	9%	17%	21%	13%	23%i	14%
Social/behavioural	84	31	16	97	48	101	32	44	20	1	58	31	8	45	50	12	20	16	-	21	20	7	20	28	35	38	26	2	59	28	14	56	44
	15%	16%	23%	16%	14%	22%ade	17%	19%	13%	4%	19%	14%	11%	15%	16%	11%	17%	16%	-	13%	15%	14%	14%	14%	26%D	23%D	19%	6%	25%	18%	21%	27%I	17%
Your mental health	157	50	21	171	87	148	59	62	43	7	92	69	10	87	80	31	26	27	3	41	32	14	36	51	43	43	56	6	68	51	29	64	82
	28%	26%	30%	28%	25%	32%e	32%	26%	27%	25%	30%l	30%l	13%	30%	26%	27%	22%	28%	19%	25%	24%	29%	26%	25%	32%	27%	41%BD	18%	28%	32%	43%E	31%	32%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	43	12	11	44	32	38	12	18	12	2	19	16	9	15	28	9	10	10	3	13	15	4	10	22	8	10	18	2	23	11	4	20	17
	8%	6%	16%abdf	7%	9%	8%	6%	8%	8%	7%	6%	7%	12%	5%	9%	8%	9%	10%	19%	8%	11%	8%	7%	11%	6%	6%	13%AB	6%	10%	7%	6%	10%	7%
Prefer not to say	38	19	8	54	32	45	15	22	12	5	22	21	11	18	35	5	14	9	4	14	13	5	6	25	11	22	6	6	26	16	3	18	25
	7%	10%	11%	9%	9%	10%	8%	9%	8%	18%	7%	9%	15%j	6%	11%m	4%	12%o	9%	25%	9%	10%	10%	4%	12%v	8%	14%C	4%	18%C	11%	10%	4%	9%	10%
Don't know	10	2	2	12	4	12	4	6	1	1	7	2	3	5	6	2	1	-	1	1	3	-	1	3	4	4	2	2	8	2	2	6	6
	2%	1%	3%	2%	1%	3%	2%	3%	1%	4%	2%	1%	4%	2%	2%	2%	1%	-	6%	1%	2%	-	1%	1%	3%	2%	1%	6%	3%	1%	3%	3%	2%
Nothing	123	32	10	112	65	84	28	42	33	9	66	35	11	71	39	20	27	13	5	36	18	11	35	30	17	30	24	13	56	15	13	43	41
	22%	17%	14%	18%	19%	18%	15%	18%	21%	32%	22%	15%	15%	24%n	13%	18%	23%	13%	31%	22%	14%	22%	25%w	15%	13%	19%	18%	38%ABC	23%F	10%	19%F	21%	16%
NET: Any limiting characteristic	385	137	50	432	242	324	140	166	113	13	211	171	50	198	229	87	74	75	6	112	97	33	98	144	101	106	104	13	150	124	50	139	182
	69%	72%	71%	71%	71%	70%	75%	70%	71%	46%	69%	75%	67%	68%	74%	76%p	64%	77%p	38%	69%	74%	67%	70%	71%	76%D	65%D	76%BD	38%	63%	79%E	74%	67%	72%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
The service not performing as it should	174	50	26	159	97	136	-	-	174	-	85	64	25	95	78	-	-	50	-	30	11	9	21	28	-	-	26	-	10	9	7	5	20
	31%d	26%	37%d	26%	28%	29%	-	-	100%gh	-	30%	34%	30%	32%	30%	-	-	100%xy	-	29%	18%	33%	23%	29%	-	-	100%	-	38%	28%	58%	23%	44%
A billing, pricing or payment issue	123	35	11	119	76	88	123	-	-	-	63	37	23	67	55	35	-	-	-	16	13	6	17	18	11	-	-	-	6	5	-	5	6
	22%	18%	16%	20%	22%	19%	72%hi	-	-	-	22%	20%	28%	23%	21%	65%yz	-	-	-	16%	21%	22%	19%	18%	61%	-	-	-	23%	16%	-	23%	13%
A problem with a repair to the service	98	33	9	112	52	72	-	98	-	-	54	33	11	52	46	-	33	-	-	17	11	5	15	18	-	9	-	-	2	5	2	6	3
	18%	17%	13%	18%	15%	15%	-	53%gj	-	-	19%	17%	13%	18%	18%	-	42%xz	-	-	17%	18%	19%	17%	18%	-	39%	-	-	8%	16%	17%	27%	7%
A problem relating to the installation or set up of your service	88	45	14	124	64	90	-	88	-	-	47	29	12	46	41	-	45	-	-	23	19	3	22	23	-	14	-	-	7	5	2	4	10
	16%	24%a	20%	20%a	19%	19%	-	47%gj	-	-	17%	15%	14%	16%	16%	-	58%xz	-	-	23%	31%	11%	24%	23%	-	61%	-	-	27%	16%	17%	18%	22%
Dissatisfaction with customer service from a previous occasion or contact	47	19	7	68	38	45	47	-	-	-	18	19	10	22	25	19	-	-	-	10	6	3	10	9	7	-	-	-	-	7	-	1	5
	8%	10%	10%	11%	11%	10%	28%hi	-	-	-	6%	10%	12%	8%	10%	35%yz	-	-	-	10%	10%	11%	11%	9%	39%	-	-	-	-	22%	-	5%	11%
Or something else	26	8	3	28	16	34	-	-	-	26	17	7	2	11	11	-	-	-	8	6	1	1	5	2	-	-	-	3	1	1	1	1	1
	5%	4%	4%	5%	5%	7%	-	-	-	100%	6%	4%	2%	4%	4%	-	-	-	100%	6%	2%	4%	6%	2%	-	-	-	100%	4%	3%	8%	5%	2%
SUMMARY: Billing and Customer service	170	54	18	187	114	133	170	-	-	-	81	56	33	89	80	54	-	-	-	26	19	9	27	27	18	-	-	-	6	12	-	6	11
	31%	28%	26%	31%	33%	29%	100%hi	-	-	-	29%	30%	40%	30%	31%	100%yz	-	-	-	25%	31%	33%	30%	28%	100%	-	-	-	23%	38%	-	27%	24%
Repairs and Installation	186	78	23	236	116	162	-	186	-	-	101	62	23	98	87	-	78	-	-	40	30	8	37	41	-	23	-	-	9	10	4	10	13
	33%	41%	33%	39%	34%	35%	-	100%gj	-	-	36%	33%	28%	33%	34%	-	100%xz	-	-	39%	49%	30%	41%	42%	-	100%	-	-	35%	31%	33%	45%	29%
Service Issues	174	50	26	159	97	136	-	-	174	-	85	64	25	95	78	-	-	50	-	30	11	9	21	28	-	-	26	-	10	9	7	5	20
	31%d	26%	37%d	26%	28%	29%	-	-	100%gh	-	30%	34%	30%	32%	30%	-	-	100%xy	-	29%	18%	33%	23%	29%	-	-	100%	-	38%	28%	58%	23%	44%
Something else	26	8	3	28	16	34	-	-	-	26	17	7	2	11	11	-	-	-	8	6	1	1	5	2	-	-	-	3	1	1	1	1	1
	5%	4%	4%	5%	5%	7%	-	-	-	100%	6%	4%	2%	4%	4%	-	-	-	100%	6%	2%	4%	6%	2%	-	-	-	100%	4%	3%	8%	5%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
The service not performing as it should	174 31%d	50 26%	26 37%d	159 26%	97 28%	136 29%	- -	- -	159 100%xg	- -	80 26%	60 26%	19 25%	83 28%	74 24%	- -	- -	97 100%op	- -	47 29%	35 27%	15 31%	33 24%	64 32%	- -	- -	136 100%ABD	- -	69 29%	46 29%	21 31%	60 29%	76 30%
A billing, pricing or payment issue	123 22%	35 18%	11 16%	119 20%	76 22%	88 19%	119 64%gh	- -	- -	- -	59 19%	44 19%	16 21%	64 22%	54 17%	76 67%pq	- -	- -	- -	37 23%	30 23%	9 18%	35 25%	41 20%	88 66%BCD	- -	- -	- -	49 20%	30 19%	9 13%	46 22%	42 17%
A problem with a repair to the service	98 18%	33 17%	9 13%	112 18%	52 15%	72 15%	- -	112 47%xh	- -	- -	65 21%	36 16%	11 15%	52 18%	59 19%	- -	52 45%oq	- -	- -	21 13%	22 17%	9 18%	18 13%	34 17%	- -	72 44%ACD	- -	- -	36 15%	20 13%	16 24%F	34 17%	36 14%
A problem relating to the installation or set up of your service	88 16%	45 24%a	14 20%	124 20%a	64 19%	90 19%	- -	124 53%xh	- -	- -	60 20%	54 24%	10 13%	48 16%	75 24%m	- -	64 55%oq	- -	- -	40 25%u	22 17%u	2 4%	31 22%	32 16%	- -	90 56%ACD	- -	- -	48 20%	31 20%	11 16%	37 18%	52 20%
Dissatisfaction with customer service from a previous occasion or contact	47 8%	19 10%	7 10%	68 11%	38 11%	45 10%	68 36%gh	- -	- -	- -	25 8%	27 12%	16 21%jk	31 11%	37 12%	38 33%pq	- -	- -	- -	9 6%	18 14%s	11 22%s	16 11%	22 11%	45 34%BCD	- -	- -	- -	14 6%	23 15%E	8 12%	15 7%	29 11%
Or something else	26 5%	8 4%	3 4%	28 5%	16 5%	34 7%	- -	- -	- -	28 100%	17 6%	8 3%	3 4%	14 5%	10 3%	- -	- -	- -	16 100%	9 6%	4 3%	3 6%	7 5%	9 4%	- -	- -	- -	34 100%ABC	24 10%F	7 4%	3 4%	14 7%	19 7%
SUMMARY: Billing and Customer service	170 31%	54 28%	18 26%	187 31%	114 33%	133 29%	187 100%gh	- -	- -	- -	84 27%	71 31%	32 43%j	95 33%	91 29%	114 100%pq	- -	- -	- -	46 28%	48 37%	20 41%	51 36%	63 31%	133 100%BCD	- -	- -	- -	63 26%	53 34%	17 25%	61 30%	71 28%
Repairs and Installation	186 33%	78 41%	23 33%	236 39%	116 34%	162 35%	- -	236 100%xh	- -	- -	125 41%l	90 39%	21 28%	100 34%	134 43%m	- -	116 100%oq	- -	- -	61 37%	44 34%	11 22%	49 35%	66 33%	- -	162 100%ACD	- -	- -	84 35%	51 32%	27 40%	71 34%	88 35%
Service Issues	174 31%d	50 26%	26 37%d	159 26%	97 28%	136 29%	- -	- -	159 100%xg	- -	80 26%	60 26%	19 25%	83 28%	74 24%	- -	- -	97 100%op	- -	47 29%	35 27%	15 31%	33 24%	64 32%	- -	- -	136 100%ABD	- -	69 29%	46 29%	21 31%	60 29%	76 30%
Something else	26 5%	8 4%	3 4%	28 5%	16 5%	34 7%	- -	- -	- -	28 100%	17 6%	8 3%	3 4%	14 5%	10 3%	- -	- -	- -	16 100%	9 6%	4 3%	3 6%	7 5%	9 4%	- -	- -	- -	34 100%ABC	24 10%F	7 4%	3 4%	14 7%	19 7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

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

Billing and Customer service

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	170	54*	18**	187	114	133	170	-**	-**	-**	81*	56*	33*	89*	80*	54*	-**	-**	-**	26**	19**	9**	27**	27**	18**	-**	-**	-**	6**	12**	-**	6**	11*
Bill was a lot higher than expected	52 *31%*	14 *26%*	4 *22%*	42 *22%*	30 *26%*	33 *25%*	52 *31%*	- -	- -	- -	27 *33%*	15 *27%*	10 *30%*	30 *34%*	21 *26%*	14 *26%*	- -	- -	- -	6 *23%*	6 *32%*	2 *22%*	8 *30%*	6 *22%*	4 *22%*	- -	- -	- -	3 *50%*	1 *8%*	- -	2 *33%*	2 *18%*
Bill was inaccurate	31 *18%*	5 *9%*	1 *6%*	29 *16%*	16 *14%*	17 *13%*	31 *18%*	- -	- -	- -	13 *16%*	11 *20%*	7 *21%*	16 *18%*	15 *19%*	5 *9%*	- -	- -	- -	2 *8%*	2 *11%*	1 *11%*	3 *11%*	2 *7%*	1 *6%*	- -	- -	- -	1 *17%*	- -	- -	1 *17%*	- -
Payment issues (including setting up/making a payment, non-direct debit charges)	27 *16%*	9 *17%*	3 *17%*	42 *22%*	21 *18%*	22 *17%*	27 *16%*	- -	- -	- -	17 *21%*	7 *13%*	3 *9%*	19 *21%o*	8 *10%*	9 *17%*	- -	- -	- -	5 *19%*	4 *21%*	- -	7 *26%*	2 *7%*	3 *17%*	- -	- -	- -	1 *17%*	2 *17%*	- -	1 *17%*	2 *18%*
Bill contained items I shouldn't have been charged for	26 *15%*	7 *13%*	- -	17 *9%*	11 *10%*	15 *11%*	26 *15%*	- -	- -	- -	14 *17%*	8 *14%*	4 *12%*	13 *15%*	13 *16%*	7 *13%*	- -	- -	- -	5 *19%*	- -	2 *22%*	4 *15%*	3 *11%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Getting a refund, credit note or cashback	25 *15%e*	7 *13%*	5 *28%*	25 *13%*	8 *7%*	20 *15%e*	25 *15%*	- -	- -	- -	12 *15%*	9 *16%*	4 *12%*	11 *12%*	14 *18%*	7 *13%*	- -	- -	- -	3 *12%*	3 *16%*	1 *11%*	4 *15%*	3 *11%*	5 *28%*	- -	- -	- -	2 *33%*	3 *25%*	- -	2 *33%*	3 *27%*
The format of the bill	16 *9%*	9 *17%*	2 *11%*	28 *15%*	13 *11%*	13 *10%*	16 *9%*	- -	- -	- -	7 *9%*	4 *7%*	5 *15%*	12 *13%*	4 *5%*	9 *17%*	- -	- -	- -	6 *23%*	1 *5%*	2 *22%*	3 *11%*	6 *22%*	2 *11%*	- -	- -	- -	1 *17%*	1 *8%*	- -	1 *17%*	1 *9%*
Unable to get through to anyone	13 *8%*	6 *11%*	2 *11%*	9 *5%*	10 *9%*	10 *8%*	13 *8%*	- -	- -	- -	8 *10%*	3 *5%*	2 *6%*	7 *8%*	6 *8%*	6 *11%*	- -	- -	- -	1 *4%*	4 *21%*	1 *11%*	3 *11%*	3 *11%*	2 *11%*	- -	- -	- -	- -	2 *17%*	- -	1 *17%*	1 *9%*
Gave incorrect information	12 *7%*	4 *7%*	2 *11%*	17 *9%*	9 *8%*	8 *6%*	12 *7%*	- -	- -	- -	4 *5%*	5 *9%*	3 *9%*	7 *8%*	5 *6%*	4 *7%*	- -	- -	- -	2 *8%*	1 *5%*	1 *11%*	2 *7%*	2 *7%*	2 *11%*	- -	- -	- -	- -	2 *17%*	- -	- -	2 *18%*
Took too long to resolve issue	12 *7%*	2 *4%*	2 *11%*	17 *9%*	14 *12%*	15 *11%*	12 *7%*	- -	- -	- -	4 *5%*	6 *11%*	2 *6%*	4 *4%*	8 *10%*	2 *4%*	- -	- -	- -	1 *4%*	1 *5%*	- -	1 *4%*	1 *4%*	2 *11%*	- -	- -	- -	- -	2 *17%*	- -	- -	1 *9%*
Didn't do what they said they would do	11 *6%*	5 *9%*	1 *6%*	10 *5%*	9 *8%*	11 *8%*	11 *6%*	- -	- -	- -	4 *5%*	4 *7%*	3 *9%*	5 *6%*	6 *8%*	5 *9%*	- -	- -	- -	2 *8%*	2 *11%*	1 *11%*	2 *7%*	3 *11%*	1 *6%*	- -	- -	- -	- -	1 *8%*	- -	- -	1 *9%*
Rude/dismissive	9 *5%*	2 *4%*	1 *6%*	14 *7%*	4 *4%*	9 *7%*	9 *5%*	- -	- -	- -	2 *2%*	4 *7%*	3 *9%*	2 *2%*	7 *9%*	2 *4%*	- -	- -	- -	1 *4%*	1 *5%*	- -	1 *4%*	1 *4%*	1 *6%*	- -	- -	- -	- -	1 *8%*	- -	1 *17%*	- -
Unable to get through to relevant person	7 *4%*	4 *7%*	3 *17%*	19 *10%a*	8 *7%*	9 *7%*	7 *4%*	- -	- -	- -	4 *5%*	3 *5%*	- -	6 *7%*	1 *1%*	4 *7%*	- -	- -	- -	4 *15%*	- -	- -	3 *11%*	1 *4%*	3 *17%*	- -	- -	- -	- -	3 *25%*	- -	- -	3 *27%*
Pre-pay credit lost or not credited to card	- -	- -	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Costs of international and roaming calls	- -	1 *2%*	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *2%*	- -	- -	- -	1 *4%*	- -	- -	1 *4%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Costs of going above data allowance	- -	- -	- -	1 *1%*	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

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Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

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

Billing and Customer service

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	170	54*	18**	187	114	133	170	-**	-**	-**	81*	56*	33*	89*	80*	54*	-**	-**	-**	26**	19**	9**	27**	27**	18**	-**	-**	-**	6**	12**	-**	6**	11*
A different issue	2	-	1	-	1	-	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-
	1%	-	*6%*	-	*1%*	-	*1%*	-	-	-	*2%*	-	-	*2%*	-	-	-	-	-	-	-	-	-	-	*6%*	-	-	-	*17%*	-	-	*17%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
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Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

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

Billing and Customer service

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	170	54*	18**	187	114	133	187	-**	-**	-**	84*	71*	32*	95*	91*	114	-**	-**	-**	46*	48*	20**	51*	63*	133	-**	-**	-**	63*	53*	17**	61*	71*
Bill was a lot higher than expected	52 *31%*	14 *26%*	4 *22%*	42 *22%*	30 *26%*	33 *25%*	42 *22%*	- -	- -	- -	24 *29%*	12 *17%*	6 *19%*	26 *27%*	16 *18%*	30 *26%*	- -	- -	- -	16 *35%*	9 *19%*	5 *25%*	14 *27%*	16 *25%*	33 *25%*	- -	- -	- -	20 *32%*	9 *17%*	4 *24%*	15 *25%*	18 *25%*
Bill was inaccurate	31 *18%*	5 *9%*	1 *6%*	29 *16%*	16 *14%*	17 *13%*	29 *16%*	- -	- -	- -	14 *17%*	10 *14%*	5 *16%*	16 *17%*	13 *14%*	16 *14%*	- -	- -	- -	7 *15%*	6 *13%*	3 *15%*	7 *14%*	9 *14%*	17 *13%*	- -	- -	- -	8 *13%*	7 *13%*	2 *12%*	8 *13%*	9 *13%*
Payment issues (including setting up/making a payment, non-direct debit charges)	27 *16%*	9 *17%*	3 *17%*	42 *22%*	21 *18%*	22 *17%*	42 *22%*	- -	- -	- -	22 *26%*	16 *23%*	4 *13%*	20 *21%*	22 *24%*	21 *18%*	- -	- -	- -	11 *24%*	8 *17%*	2 *10%*	13 *25%*	8 *13%*	22 *17%*	- -	- -	- -	12 *19%*	9 *17%*	1 *6%*	14 *23%*	8 *11%*
Bill contained items I shouldn't have been charged for	26 *15%*	7 *13%*	- -	17 *9%*	11 *10%*	15 *11%*	17 *9%*	- -	- -	- -	7 *8%*	6 *8%*	4 *13%*	7 *7%*	9 *10%*	11 *10%*	- -	- -	- -	5 *11%*	5 *10%*	1 *5%*	4 *8%*	7 *11%*	15 *11%*	- -	- -	- -	10 *16%*	4 *8%*	1 *6%*	9 *15%*	6 *8%*
Getting a refund, credit note or cashback	25 15%e	7 *13%*	5 *28%*	25 *13%*	8 *7%*	20 15%e	25 *13%*	- -	- -	- -	9 *11%*	11 *15%*	5 *16%*	14 *15%*	11 *12%*	8 *7%*	- -	- -	- -	5 *11%*	1 *2%*	2 *10%*	5 *10%*	3 *5%*	20 *15%*	- -	- -	- -	11 *17%*	5 *9%*	4 *24%*	8 *13%*	12 *17%*
The format of the bill	16 *9%*	9 *17%*	2 *11%*	28 *15%*	13 *11%*	13 *10%*	28 *15%*	- -	- -	- -	16 *19%*	10 *14%*	2 *6%*	18 *19%*	10 *11%*	13 *11%*	- -	- -	- -	5 *11%*	8 *17%*	- -	4 *8%*	9 *14%*	13 *10%*	- -	- -	- -	8 *13%*	5 *9%*	- -	8 *13%*	5 *7%*
Unable to get through to anyone	13 *8%*	6 *11%*	2 *11%*	9 *5%*	10 *9%*	10 *8%*	9 *5%*	- -	- -	- -	4 *5%*	4 *6%*	1 *3%*	4 *4%*	5 *5%*	10 *9%*	- -	- -	- -	3 *7%*	4 *8%*	3 *15%*	5 *10%*	5 *8%*	10 *8%*	- -	- -	- -	3 *5%*	4 *8%*	3 *18%*	2 *3%*	8 *11%*
Gave incorrect information	12 *7%*	4 *7%*	2 *11%*	17 *9%*	9 *8%*	8 *6%*	17 *9%*	- -	- -	- -	7 *8%*	6 *8%*	4 *13%*	10 *11%*	7 *8%*	9 *8%*	- -	- -	- -	3 *7%*	3 *6%*	3 *15%*	4 *8%*	5 *8%*	8 *6%*	- -	- -	- -	2 *3%*	4 *8%*	2 *12%*	1 *2%*	6 *8%*
Took too long to resolve issue	12 *7%*	2 *4%*	2 *11%*	17 *9%*	14 *12%*	15 *11%*	17 *9%*	- -	- -	- -	6 *7%*	7 *10%*	4 *13%*	9 *9%*	8 *9%*	14 *12%*	- -	- -	- -	3 *7%*	7 *15%*	4 *20%*	3 *6%*	11 *17%*	15 *11%*	- -	- -	- -	5 *8%*	6 *11%*	4 *24%*	9 *15%*	5 *7%*
Didn't do what they said they would do	11 *6%*	5 *9%*	1 *6%*	10 *5%*	9 *8%*	11 *8%*	10 *5%*	- -	- -	- -	3 *4%*	4 *6%*	3 *9%*	3 *3%*	7 *8%*	9 *8%*	- -	- -	- -	4 9%t	- -	5 *25%*	4 *8%*	5 *8%*	11 *8%*	- -	- -	- -	2 *3%*	7 13%E	2 *12%*	3 *5%*	7 *10%*
Rude/dismissive	9 *5%*	2 *4%*	1 *6%*	14 *7%*	4 *4%*	9 *7%*	14 *7%*	- -	- -	- -	5 *6%*	3 *4%*	6 19%jk	3 *3%*	11 12%m	4 *4%*	- -	- -	- -	2 *4%*	2 *4%*	- -	2 *4%*	2 *3%*	9 *7%*	- -	- -	- -	3 *5%*	5 *9%*	1 *6%*	4 *7%*	4 *6%*
Unable to get through to relevant person	7 *4%*	4 *7%*	3 *17%*	19 10%a	8 *7%*	9 *7%*	19 *10%*	- -	- -	- -	8 *10%*	8 *11%*	3 *9%*	13 *14%*	6 *7%*	8 *7%*	- -	- -	- -	2 *4%*	4 *8%*	2 *10%*	3 *6%*	5 *8%*	9 *7%*	- -	- -	- -	1 *2%*	5 *9%*	3 *18%*	2 *3%*	6 *8%*
Pre-pay credit lost or not credited to card	- -	- -	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *1%*	- -	- -	- -	1 *2%*	- -	- -	1 *2%*	- -
Costs of international and roaming calls	- -	1 *2%*	- -	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *1%*	- -	- -	- -	1 *2%*	- -	- -	1 *2%*	- -
Costs of going above data allowance	- -	- -	- -	1 *1%*	- -	1 *1%*	1 *1%*	- -	- -	- -	1 *1%*	- -	- -	1 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *1%*	- -	- -	- -	1 *2%*	- -	- -	1 *2%*	- -

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

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

Billing and Customer service

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	170	54*	18**	187	114	133	187	-**	-**	-**	84*	71*	32*	95*	91*	114	-**	-**	-**	46*	48*	20**	51*	63*	133	-**	-**	-**	63*	53*	17**	61*	71*
A different issue	2	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	-	*6%*	-	*1%*	-	-	-	-	-	-	-	-	-	-	*1%*	-	-	-	-	-	*5%*	-	*2%*	-	-	-	-	-	-	-	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

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

Service issues

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	174	50*	26**	159	97*	136	-**	-**	174	-**	85*	64*	25**	95*	78*	-**	-**	50*	-**	30*	11**	9**	21**	28**	-**	-**	26**	-**	10**	9**	7**	5**	20*
Poor line quality	68	14	11	64	37	47	-	-	68	-	31	27	10	36	31	-	-	14	-	8	2	4	5	9	-	-	11	-	6	2	3	2	9
	39%	28%	42%	40%	38%	35%	-	-	39%	-	36%	42%	40%	38%	40%	-	-	28%	-	27%	18%	44%	24%	32%	-	-	42%	-	60%	22%	43%	40%	45%
Complete loss of service	63	21	10	70	38	63	-	-	63	-	28	24	11	32	31	-	-	21	-	14	5	2	11	9	-	-	10	-	2	4	4	3	6
	36%	42%	38%	44%	39%	46%	-	-	36%	-	33%	38%	44%	34%	40%	-	-	42%	-	47%	45%	22%	52%	32%	-	-	38%	-	20%	44%	57%	60%	30%
Service is not consistently available	53	17	11	55	39	40	-	-	53	-	30	16	7	26	27	-	-	17	-	9	5	3	10	7	-	-	11	-	4	3	4	-	11
	30%	34%	42%	35%	40%	29%	-	-	30%	-	35%	25%	28%	27%	35%	-	-	34%	-	30%	45%	33%	48%	25%	-	-	42%	-	40%	33%	57%	-	55%
Connection speed slower than advertised or led to expect	13	1	-	20	9	20	-	-	13	-	9	3	1	11	2	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	7%	2%	-	13%b	9%	15%ab	-	-	7%	-	11%	5%	4%	12%b	3%	-	-	2%	-	3%	-	-	5%	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	4	-	-	8	2	8	-	-	4	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	5%	2%	6%	-	-	2%	-	5%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	4	1	-	12	6	8	-	-	4	-	3	1	-	2	2	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
	2%	2%	-	8%a	6%	6%	-	-	2%	-	4%	2%	-	2%	3%	-	-	2%	-	-	9%	-	-	4%	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	1	1	-	1	-	3	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	2%	-	1%	-	2%	-	-	1%	-	1%	-	-	1%	-	-	-	2%	-	3%	-	-	-	4%	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	1	4	-	2	-	4	-	-	1	-	1	-	-	1	-	-	-	4	-	4	-	-	2	2	-	-	-	-	-	-	-	-	-
	1%	8%ade	-	1%	-	3%	-	-	1%	-	1%	-	-	1%	-	-	-	8%	-	13%	-	-	10%	7%	-	-	-	-	-	-	-	-	-
Poor picture quality	1	-	-	4	1	5	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	3%	1%	4%	-	-	1%	-	-	2%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	1	2	-	2	-	2	-	-	1	-	-	1	-	-	1	-	-	2	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-
	1%	4%e	-	1%	-	1%	-	-	1%	-	-	2%	-	-	1%	-	-	4%	-	7%	-	-	-	7%	-	-	-	-	-	-	-	-	-
Poor outside reception/ coverage	-	1	-	1	-	3	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	2%	-	1%	-	2%	-	-	-	-	-	-	-	-	-	-	-	2%	-	3%	-	-	5%	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	-	3	-	1	-	5	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-
	-	6%ade	-	1%	-	4%a	-	-	-	-	-	-	-	-	-	-	-	6%	-	10%	-	-	10%	4%	-	-	-	-	-	-	-	-	-
Unable to access 5G service	-	4	-	3	-	3	-	-	-	-	-	-	-	-	-	-	-	4	-	4	-	-	2	2	-	-	-	-	-	-	-	-	-
	-	8%ade	-	2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	8%	-	13%	-	-	10%	7%	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	2	-	-	5	1	3	-	-	2	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	3%	1%	2%	-	-	1%	-	1%	-	4%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

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

Service issues

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	174	50*	26**	159	97*	136	-**	-**	159	-**	80*	60*	19**	83*	74*	-**	-**	97*	-**	47*	35*	15**	33*	64*	-**	-**	136	-**	69*	46*	21**	60*	76*
Poor line quality	68 39%	14 28%	11 42%	64 40%	37 38%	47 35%	- -	- -	64 40%	- -	36 45%	20 33%	8 42%	37 45%	26 35%	- -	- -	37 38%	- -	16 34%	14 40%	7 47%	18 55%w	19 30%	- -	- -	47 35%	- -	19 28%	15 33%	13 62%	15 25%	32 42%H
Complete loss of service	63 36%	21 42%	10 38%	70 44%	38 39%	63 46%	- -	- -	70 44%	- -	34 43%	24 40%	12 63%	26 31%	42 57%m	- -	- -	38 39%	- -	17 36%	15 43%	6 40%	9 27%	29 45%	- -	- -	63 46%	- -	33 48%	22 48%	8 38%	25 42%	38 50%
Service is not consistently available	53 30%	17 34%	11 42%	55 35%	39 40%	40 29%	- -	- -	55 35%	- -	27 34%	23 38%	5 26%	35 42%n	20 27%	- -	- -	39 40%	- -	17 36%	14 40%	8 53%	9 27%	30 47%	- -	- -	40 29%	- -	21 30%	12 26%	7 33%	22 37%	18 24%
Connection speed slower than advertised or led to expect	13 7%	1 2%	- -	20 13%b	9 9%	20 15%ab	- -	- -	20 13%	- -	11 14%	8 13%	1 5%	11 13%	9 12%	- -	- -	9 9%	- -	3 6%	2 6%	4 27%	1 3%	8 13%	- -	- -	20 15%	- -	15 22%F	3 7%	2 10%	13 22%I	7 9%
Unable to get certain channels/content	4 2%	- -	- -	8 5%	2 2%	8 6%	- -	- -	8 5%	- -	6 8%	2 3%	- -	6 7%	2 3%	- -	- -	2 2%	- -	2 4%	- -	- -	1 3%	1 2%	- -	- -	8 6%	- -	7 10%F	- -	1 5%	7 12%I	1 1%
Problems with voice over internet (VOIP) telephone calls	4 2%	1 2%	- -	12 8%a	6 6%	8 6%	- -	- -	12 8%	- -	6 8%	4 7%	2 11%	5 6%	7 9%	- -	- -	6 6%	- -	4 9%	- -	2 13%	1 3%	5 8%	- -	- -	8 6%	- -	7 10%	1 2%	- -	6 10%	2 3%
Text or voice mails delivered late	1 1%	1 2%	- -	1 1%	- -	3 2%	- -	- -	1 1%	- -	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	3 4%	- -	- -	2 3%	1 1%
Problems with calls being disconnected during a call or not connected at all	1 1%	4 8%ade	- -	2 1%	- -	4 3%	- -	- -	2 1%	- -	1 1%	1 2%	- -	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 3%	- -	4 6%	- -	- -	4 7%I	- -
Poor picture quality	1 1%	- -	- -	4 3%	1 1%	5 4%	- -	- -	4 3%	- -	2 3%	1 2%	1 5%	4 5%	- -	- -	- -	1 1%	- -	1 2%	- -	- -	1 3%	- -	- -	- -	5 4%	- -	3 4%	1 2%	1 5%	3 5%	2 3%
Poor indoor reception/coverage	1 1%	2 4%e	- -	2 1%	- -	2 1%	- -	- -	2 1%	- -	2 3%	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	2 3%	- -	- -	2 3%	- -
Poor outside reception/ coverage	- -	1 2%	- -	1 1%	- -	3 2%	- -	- -	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	3 4%	- -	- -	3 5%	- -
Unable to access 4G service	- -	3 6%ade	- -	1 1%	- -	5 4%a	- -	- -	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 4%	- -	5 7%	- -	- -	5 8%I	- -
Unable to access 5G service	- -	4 8%ade	- -	3 2%	- -	3 2%	- -	- -	3 2%	- -	2 3%	1 2%	- -	1 1%	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	3 4%	- -	- -	3 5%	- -
A different issue (please describe it briefly in your own words)	2 1%	- -	- -	5 3%	1 1%	3 2%	- -	- -	5 3%	- -	2 3%	1 2%	2 11%	2 2%	3 4%	- -	- -	1 1%	- -	- -	- -	1 7%	- -	1 2%	- -	- -	3 2%	- -	2 3%	1 2%	- -	2 3%	1 1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

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

Repairs and Installation

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	186	78*	23**	236	116	162	-**	186	-**	-**	101	62*	23**	98*	87*	-**	78*	-**	-**	40*	30*	8**	37*	41*	-**	23**	-**	-**	9**	10**	4**	10**	13*
Time taken to repair a fault	38	8	4	42	6	17	-	38	-	-	22	10	6	21	17	-	8	-	-	5	3	-	5	3	-	4	-	-	1	2	1	4	-
	20%bef	10%	17%	18%ef	5%	10%	-	20%	-	-	22%	16%	26%	21%	20%	-	10%	-	-	13%	10%	-	14%	7%	-	17%	-	-	11%	20%	25%	40%	-
Switching issues (e.g. problems trying to switch or problems porting your number)	30	10	2	35	24	38	-	30	-	-	17	9	4	16	14	-	10	-	-	4	6	-	2	8	-	2	-	-	2	-	-	-	2
	16%	13%	9%	15%	21%	23%d	-	16%	-	-	17%	15%	17%	16%	16%	-	13%	-	-	10%	20%	-	5%	20%	-	9%	-	-	22%	-	-	-	15%
Complaining about an engineer	29	14	2	29	13	20	-	29	-	-	16	10	3	14	15	-	14	-	-	7	4	3	8	6	-	2	-	-	-	1	1	2	-
	16%	18%	9%	12%	11%	12%	-	16%	-	-	16%	16%	13%	14%	17%	-	18%	-	-	18%	13%	38%	22%	15%	-	9%	-	-	-	10%	25%	20%	-
Arranging an appointment for an engineer visit	27	12	3	23	16	19	-	27	-	-	19	6	2	15	12	-	12	-	-	7	3	2	5	7	-	3	-	-	1	2	-	2	1
	15%	15%	13%	10%	14%	12%	-	15%	-	-	19%	10%	9%	15%	14%	-	15%	-	-	18%	10%	25%	14%	17%	-	13%	-	-	11%	20%	-	20%	8%
Time taken to install the service	24	12	3	35	15	37	-	24	-	-	15	6	3	15	9	-	12	-	-	7	4	1	6	6	-	3	-	-	2	1	-	1	2
	13%	15%	13%	15%	13%	23%ade	-	13%	-	-	15%	10%	13%	15%	10%	-	15%	-	-	18%	13%	13%	16%	15%	-	13%	-	-	22%	10%	-	10%	15%
Damage to property during installation	23	10	4	34	16	22	-	23	-	-	10	11	2	8	15	-	10	-	-	2	7	1	6	4	-	4	-	-	1	2	1	2	2
	12%	13%	17%	14%	14%	14%	-	12%	-	-	10%	18%	9%	8%	17%	-	13%	-	-	5%	23%B	13%	16%	10%	-	17%	-	-	11%	20%	25%	20%	15%
Missed/ moved installation appointment	23	12	4	31	16	25	-	23	-	-	14	6	3	14	9	-	12	-	-	9	2	1	7	5	-	4	-	-	3	-	1	3	1
	12%	15%	17%	13%	14%	15%	-	12%	-	-	14%	10%	13%	14%	10%	-	15%	-	-	23%	7%	13%	19%	12%	-	17%	-	-	33%	-	25%	30%	8%
Arranging an installation	20	12	5	35	15	11	-	20	-	-	17	2	1	13	7	-	12	-	-	10	2	-	7	5	-	5	-	-	3	2	-	1	4
	11%	15%f	22%	15%f	13%	7%	-	11%	-	-	17%l	3%	4%	13%	8%	-	15%	-	-	25%C	7%	-	19%	12%	-	22%	-	-	33%	20%	-	10%	31%
Missed/moved repair appointment	17	6	2	28	17	21	-	17	-	-	6	7	4	8	9	-	6	-	-	6	-	-	4	2	-	2	-	-	-	2	-	-	2
	9%	8%	9%	12%	15%	13%	-	9%	-	-	6%	11%	17%	8%	10%	-	8%	-	-	15%C	-	-	11%	5%	-	9%	-	-	-	20%	-	-	15%
Damage to property during repair	17	6	-	32	14	18	-	17	-	-	12	4	1	12	5	-	6	-	-	3	3	-	2	4	-	-	-	-	-	-	-	-	-
	9%	8%	-	14%	12%	11%	-	9%	-	-	12%	6%	4%	12%	6%	-	8%	-	-	8%	10%	-	5%	10%	-	-	-	-	-	-	-	-	-
A different issue	4	-	1	-	1	-	-	4	-	-	3	1	-	2	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	1
	2%d	-	4%	-	1%	-	-	2%	-	-	3%	2%	-	2%	1%	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	-	25%	-	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

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

Repairs and Installation

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	186	78*	23**	236	116	162	-**	236	-**	-**	125	90*	21**	100	134	-**	116	-**	-**	61*	44*	11**	49*	66*	-**	162	-**	-**	84*	51*	27**	71*	88*
Time taken to repair a fault	38	8	4	42	6	17	-	42	-	-	28	10	4	22	19	-	6	-	-	3	2	1	2	4	-	17	-	-	9	5	3	8	9
	20%bef	10%	17%	18%ef	5%	10%	-	18%	-	-	22%k	11%	19%	22%	14%	-	5%	-	-	5%	5%	9%	4%	6%	-	10%	-	-	11%	10%	11%	11%	10%
Switching issues (e.g. problems trying to switch or problems porting your number)	30	10	2	35	24	38	-	35	-	-	19	12	4	14	20	-	24	-	-	15	8	1	14	10	-	38	-	-	24	11	3	16	22
	16%	13%	9%	15%	21%	23%d	-	15%	-	-	15%	13%	19%	14%	15%	-	21%	-	-	25%	18%	9%	29%	15%	-	23%	-	-	29%	22%	11%	23%	25%
Complaining about an engineer	29	14	2	29	13	20	-	29	-	-	16	9	4	15	14	-	13	-	-	7	6	-	5	8	-	20	-	-	10	4	6	7	12
	16%	18%	9%	12%	11%	12%	-	12%	-	-	13%	10%	19%	15%	10%	-	11%	-	-	11%	14%	-	10%	12%	-	12%	-	-	12%	8%	22%	10%	14%
Arranging an appointment for an engineer visit	27	12	3	23	16	19	-	23	-	-	14	6	3	13	10	-	16	-	-	6	7	3	5	11	-	19	-	-	12	5	2	9	10
	15%	15%	13%	10%	14%	12%	-	10%	-	-	11%	7%	14%	13%	7%	-	14%	-	-	10%	16%	27%	10%	17%	-	12%	-	-	14%	10%	7%	13%	11%
Time taken to install the service	24	12	3	35	15	37	-	35	-	-	21	12	2	14	21	-	15	-	-	10	5	-	10	5	-	37	-	-	19	14	4	16	20
	13%	15%	13%	15%	13%	23%ade	-	15%	-	-	17%	13%	10%	14%	16%	-	13%	-	-	16%	11%	-	20%w	8%	-	23%	-	-	23%	27%	15%	23%	23%
Damage to property during installation	23	10	4	34	16	22	-	34	-	-	15	17	2	13	21	-	16	-	-	8	7	1	6	10	-	22	-	-	14	7	1	10	12
	12%	13%	17%	14%	14%	14%	-	14%	-	-	12%	19%	10%	13%	16%	-	14%	-	-	13%	16%	9%	12%	15%	-	14%	-	-	17%	14%	4%	14%	14%
Missed/ moved installation appointment	23	12	4	31	16	25	-	31	-	-	15	14	2	10	21	-	16	-	-	13	3	-	8	7	-	25	-	-	15	7	3	9	16
	12%	15%	17%	13%	14%	15%	-	13%	-	-	12%	16%	10%	10%	16%	-	14%	-	-	21%t	7%	-	16%	11%	-	15%	-	-	18%	14%	11%	13%	18%
Arranging an installation	20	12	5	35	15	11	-	35	-	-	17	15	3	13	22	-	15	-	-	10	5	-	6	9	-	11	-	-	8	3	-	8	3
	11%	15%f	22%	15%f	13%	7%	-	15%	-	-	14%	17%	14%	13%	16%	-	13%	-	-	16%	11%	-	12%	14%	-	7%	-	-	10%	6%	-	11%	3%
Missed/moved repair appointment	17	6	2	28	17	21	-	28	-	-	17	6	5	15	13	-	17	-	-	5	9	3	4	13	-	21	-	-	12	4	5	15	5
	9%	8%	9%	12%	15%	13%	-	12%	-	-	14%	7%	24%	15%	10%	-	15%	-	-	8%	20%	27%	8%	20%	-	13%	-	-	14%	8%	19%	21%l	6%
Damage to property during repair	17	6	-	32	14	18	-	32	-	-	16	13	3	12	20	-	14	-	-	8	3	3	7	7	-	18	-	-	9	6	3	4	13
	9%	8%	-	14%	12%	11%	-	14%	-	-	13%	14%	14%	12%	15%	-	12%	-	-	13%	7%	27%	14%	11%	-	11%	-	-	11%	12%	11%	6%	15%
A different issue	4	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	2%d	-	4%	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	9%	-	2%	-	-	-	-	-	-	-	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

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

Something else

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	26**	8**	3**	28**	16**	34*	-**	-**	-**	26**	17**	7**	2**	11**	11**	-**	-**	-**	8**	6**	1**	1**	5**	2**	-**	-**	-**	3**	1**	1**	1**	1**	1*
Change to your package or service (upgrading or downgrading your service)	10 *38%*	1 *13%*	- -	10 *36%*	4 *25%*	13 *38%*	- -	- -	- -	10 *38%*	8 *47%*	2 *29%*	- -	4 *36%*	4 *36%*	- -	- -	- -	1 *13%*	- -	- -	1 *100%*	1 *20%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	5 *19%*	2 *25%*	1 *33%*	8 *29%*	5 *31%*	5 *15%*	- -	- -	- -	5 *19%*	3 *18%*	2 *29%*	- -	2 *18%*	2 *18%*	- -	- -	- -	2 *25%*	1 *17%*	1 *100%*	- -	1 *20%*	1 *50%*	- -	- -	- -	1 *33%*	- -	1 *100%*	- -	- -	1 *100%*
Service not performing as advertised or as told in store/over the phone	4 *15%*	2 *25%*	1 *33%*	8 *29%*	4 *25%*	8 *24%*	- -	- -	- -	4 *15%*	2 *12%*	2 *29%*	- -	2 *18%*	2 *18%*	- -	- -	- -	2 *25%*	2 *33%*	- -	- -	1 *20%*	- -	- -	- -	- -	1 *33%*	- -	- -	1 *100%*	- -	- -
Complaining about the terms of your contract	2 *8%*	2 *25%*	- -	8 *29%*	4 *25%*	7 *21%*	- -	- -	- -	2 *8%*	- -	1 *14%*	1 *50%*	- -	1 *9%*	- -	- -	- -	2 *25%*	2 *33%*	- -	- -	1 *20%*	1 *50%*	- -	- -	- -	- -	- -	- -	- -	- -	- -
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	5 *19%*	1 *13%*	1 *33%*	- -	4 *25%*	4 *12%*	- -	- -	- -	5 *19%*	4 *24%*	- -	1 *50%*	3 *27%*	2 *18%*	- -	- -	- -	1 *13%*	1 *17%*	- -	- -	1 *20%*	- -	- -	- -	- -	1 *33%*	1 *100%*	- -	- -	1 *100%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

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

Something else

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	26**	8**	3**	28**	16**	34*	-**	-**	-**	28**	17**	8**	3**	14**	10**	-**	-**	-**	16**	9**	4**	3**	7**	9**	-**	-**	-**	34*	24**	7**	3**	14**	19**
Change to your package or service (upgrading or downgrading your service)	10 *38%*	1 *13%*	- -	10 *36%*	4 *25%*	13 *38%*	- -	- -	- -	10 *36%*	5 *29%*	4 *50%*	1 *33%*	2 *14%*	7 *70%*	- -	- -	- -	4 *25%*	3 *33%*	- -	1 *33%*	2 *29%*	2 *22%*	- -	- -	- -	13 *38%*	7 *29%*	5 *71%*	1 *33%*	4 *29%*	8 *42%*
Switching issues (e.g. problems trying to switch or problems porting your number)	5 *19%*	2 *25%*	1 *33%*	8 *29%*	5 *31%*	5 *15%*	- -	- -	- -	8 *29%*	3 *18%*	4 *50%*	1 *33%*	3 *21%*	3 *30%*	- -	- -	- -	5 *31%*	2 *22%*	2 *50%*	1 *33%*	2 *29%*	3 *33%*	- -	- -	- -	5 *15%*	3 *13%*	1 *14%*	1 *33%*	2 *14%*	3 *16%*
Service not performing as advertised or as told in store/over the phone	4 *15%*	2 *25%*	1 *33%*	8 *29%*	4 *25%*	8 *24%*	- -	- -	- -	8 *29%*	6 *35%*	1 *13%*	1 *33%*	5 *36%*	1 *10%*	- -	- -	- -	4 *25%*	1 *11%*	2 *50%*	1 *33%*	- -	4 *44%*	- -	- -	- -	8 *24%*	6 *25%*	1 *14%*	1 *33%*	5 *36%*	3 *16%*
Complaining about the terms of your contract	2 *8%*	2 *25%*	- -	8 *29%*	4 *25%*	7 *21%*	- -	- -	- -	8 *29%*	5 *29%*	3 *38%*	- -	5 *36%*	3 *30%*	- -	- -	- -	4 *25%*	3 *33%*	- -	1 *33%*	3 *43%*	1 *11%*	- -	- -	- -	7 *21%*	6 *25%*	1 *14%*	- -	3 *21%*	4 *21%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *3%*	1 *4%*	- -	- -	- -	1 *5%*
A different issue (please describe it briefly in your own words)	5 *19%*	1 *13%*	1 *33%*	- -	4 *25%*	4 *12%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *25%*	1 *11%*	- -	3 *100%*	1 *14%*	3 *33%*	- -	- -	- -	4 *12%*	3 *13%*	- -	1 *33%*	1 *7%*	3 *16%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Only/mainly on the phone	196	44	24	172	116	168	64	59	66	7	106	67	23	103	92	9	21	11	3	27	12	5	27	16	7	6	10	1	13	7	4	10	14
	35%bd	23%	34%	28%	34%b	36%bd	38%	32%	38%	27%	37%	35%	28%	35%	36%	17%	27%	22%	38%	26%	20%	19%	30%F	16%	39%	26%	38%	33%	50%	22%	33%	45%	31%
Only/mainly via email	81	24	8	69	34	58	19	24	31	7	39	29	13	48	31	8	9	6	1	14	8	2	10	14	1	3	4	-	2	4	2	-	8
	15%e	13%	11%	11%	10%	12%	11%	13%	18%	27%	14%	15%	16%	16%	12%	15%	12%	12%	13%	14%	13%	7%	11%	14%	6%	13%	15%	-	8%	13%	17%	-	18%
Only/mainly via webchat	55	22	6	51	33	43	21	18	13	3	28	18	9	30	25	10	7	4	1	7	11	4	7	15	-	2	4	-	1	5	-	2	4
	10%	12%	9%	8%	10%	9%	12%	10%	7%	12%	10%	10%	11%	10%	10%	19%	9%	8%	13%	7%	18%B	15%	8%	15%	-	9%	15%	-	4%	16%	-	9%	9%
Only/mainly via mobile application	51	24	5	64	30	45	14	20	16	1	32	12	7	33	17	5	8	11	-	16	5	3	9	15	2	2	1	-	2	3	-	2	3
	9%	13%	7%	10%	9%	10%	8%	11%	9%	4%	11%	6%	8%	11%	7%	9%	10%	22%	-	16%	8%	11%	10%	15%	11%	9%	4%	-	8%	9%	-	9%	7%
Only/mainly in store	45	21	8	46	30	42	11	17	15	2	26	14	5	21	24	8	5	8	-	8	6	7	10	11	1	3	3	1	2	5	1	2	5
	8%	11%	11%	8%	9%	9%	6%	9%	9%	8%	9%	7%	6%	7%	9%	15%	6%	16%	-	8%	10%	26%	11%	11%	6%	13%	12%	33%	8%	16%	8%	9%	11%
Only/mainly by social media	43	17	5	67	32	28	12	19	9	3	9	24	10	14	27	6	9	-	2	8	7	2	9	8	3	2	-	-	2	3	-	1	4
	8%	9%	7%	11%f	9%	6%	7%	10%	5%	12%	3%	13%k	12%k	5%	11%n	11%z	12%z	-	25%	8%	11%	7%	10%	8%	17%	9%	-	-	8%	9%	-	5%	9%
Only/mainly by letter	36	15	5	51	26	30	14	19	3	-	17	12	7	15	21	4	8	3	-	10	3	2	7	8	2	1	2	-	-	4	1	-	4
	6%	8%	7%	8%	8%	6%	8%i	10%i	2%	-	6%	6%	8%	5%	8%	7%	10%	6%	-	10%	5%	7%	8%	8%	11%	4%	8%	-	-	13%	8%	-	9%
Only/mainly via web form	35	19	8	70	39	43	12	8	15	-	17	10	8	22	13	3	9	7	-	9	8	2	8	11	2	3	2	1	3	1	4	4	3
	6%	10%	11%	11%a	11%a	9%	7%	4%	9%	-	6%	5%	10%	8%	5%	6%	12%	14%	-	9%	13%	7%	9%	11%	11%	13%	8%	33%	12%	3%	33%	18%	7%
Only/mainly via another contact method	5	3	-	6	1	2	1	1	2	1	4	1	-	4	1	1	2	-	-	2	1	-	3	-	-	-	-	-	-	-	-	-	-
	1%	2%	-	1%	*	*	1%	1%	1%	4%	1%	1%	-	1%	*	2%	3%	-	-	2%	2%	-	3%	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	1	14	2	6	2	1	4	2	6	2	1	3	5	-	-	-	1	1	-	-	-	-	-	1	-	-	1	-	-	1	-
	2%	1%	1%	2%e	1%	1%	1%	1%	2%	8%	2%	1%	1%	1%	2%	-	-	-	13%	1%	-	-	-	-	-	4%	-	-	4%	-	-	5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Only/mainly on the phone	196	44	24	172	116	168	53	53	58	8	84	67	21	96	75	39	33	37	7	50	42	24	52	64	49	38	70	11	85	56	27	80	87
	35%bd	23%	34%	28%	34%b	36%bd	28%	22%	36%g	29%	27%	29%	28%	33%n	24%	34%	28%	38%	44%	31%	32%	49%st	37%	32%	37%B	23%	51%ABD	32%	35%	36%	40%	39%	34%
Only/mainly via email	81	24	8	69	34	58	22	30	16	1	35	25	9	31	38	9	9	15	1	19	11	4	10	24	17	27	13	1	31	19	8	27	30
	15%e	13%	11%	11%	10%	12%	12%	13%	10%	4%	11%	11%	12%	11%	12%	8%	8%	15%	6%	12%	8%	8%	7%	12%	13%	17%D	10%	3%	13%	12%	12%	13%	12%
Only/mainly via webchat	55	22	6	51	33	43	24	18	7	2	24	17	10	25	26	14	11	7	1	19	12	2	15	17	13	14	11	5	21	18	4	19	22
	10%	12%	9%	8%	10%	9%	13%h	8%	4%	7%	8%	7%	13%	9%	8%	12%	9%	7%	6%	12%	9%	4%	11%	8%	10%	9%	8%	15%	9%	11%	6%	9%	9%
Only/mainly via mobile application	51	24	5	64	30	45	19	25	17	3	36	20	8	30	33	7	14	8	1	17	11	2	12	18	10	19	11	5	19	16	10	15	30
	9%	13%	7%	10%	9%	10%	10%	11%	11%	11%	12%	9%	11%	10%	11%	6%	12%	8%	6%	10%	8%	4%	9%	9%	8%	12%	8%	15%	8%	10%	15%	7%	12%
Only/mainly in store	45	21	8	46	30	42	13	21	11	1	24	16	6	19	26	12	12	6	-	16	11	3	12	18	10	19	9	4	23	10	9	23	19
	8%	11%	11%	8%	9%	9%	7%	9%	7%	4%	8%	7%	8%	7%	8%	11%	10%	6%	-	10%	8%	6%	9%	9%	8%	12%	7%	12%	10%	6%	13%	11%	7%
Only/mainly by social media	43	17	5	67	32	28	22	27	16	2	37	23	7	31	35	9	10	10	3	14	13	5	11	21	7	16	3	2	21	6	1	10	18
	8%	9%	7%	11%f	9%	6%	12%	11%	10%	7%	12%	10%	9%	11%	11%	8%	9%	10%	19%	9%	10%	10%	8%	10%	5%	10%C	2%	6%	9%G	4%	1%	5%	7%
Only/mainly by letter	36	15	5	51	26	30	8	26	12	5	18	27	6	15	34	10	8	7	1	11	13	2	10	16	10	14	4	2	17	11	2	15	15
	6%	8%	7%	8%	8%	6%	4%	11%k	8%	18%	6%	12%j	8%	5%	11%m	9%	7%	7%	6%	7%	10%	4%	7%	8%	8%	9%C	3%	6%	7%	7%	3%	7%	6%
Only/mainly via web form	35	19	8	70	39	43	21	30	16	3	38	25	7	35	35	13	17	7	2	16	16	7	17	22	15	13	13	2	18	18	7	14	29
	6%	10%	11%	11%a	11%a	9%	11%	13%	10%	11%	12%	11%	9%	12%	11%	11%	15%	7%	13%	10%	12%	14%	12%	11%	11%	8%	10%	6%	8%	11%	10%	7%	11%
Only/mainly via another contact method	5	3	-	6	1	2	2	2	2	-	3	3	-	4	2	-	1	-	-	-	1	-	-	1	-	1	-	1	2	-	-	1	1
	1%	2%	-	1%	*	*	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-	-	*	-	1%	-	3%AC	1%	-	-	*	*
Don't know	9	1	1	14	2	6	3	4	4	3	7	6	1	6	5	1	1	-	-	1	1	-	1	1	2	1	2	1	3	3	-	2	3
	2%	1%	1%	2%e	1%	1%	2%	2%	3%	11%	2%	3%	1%	2%	2%	1%	1%	-	-	1%	1%	-	1%	*	2%	1%	1%	3%	1%	2%	-	1%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	81	27	8	80	39	56	22	35	15	9	81	-	-	72	6	7	12	6	2	27	-	-	22	4	2	2	4	-	8	-	-	5	3
	15%	14%	11%	13%	11%	12%	13%	19%d	9%	35%	29%lm	-	-	25%o	2%	13%	15%	12%	25%	26%C	-	-	24%F	4%	11%	9%	15%	-	31%	-	-	23%	7%
9 - (9)	33	10	5	43	27	33	10	11	9	3	33	-	-	25	8	1	4	2	3	10	-	-	6	3	-	3	2	-	5	-	-	4	1
	6%	5%	7%	7%	8%	7%	6%	6%	5%	12%	12%lm	-	-	9%o	3%	2%	5%	4%	38%	10%C	-	-	7%	3%	-	13%	8%	-	19%	-	-	18%	2%
8 - (8)	81	28	8	87	46	76	26	26	26	3	81	-	-	52	29	7	10	10	1	28	-	-	12	16	3	2	2	1	8	-	-	4	4
	15%	15%	11%	14%	13%	16%	15%	14%	15%	12%	29%lm	-	-	18%o	11%	13%	13%	20%	13%	27%C	-	-	13%	16%	17%	9%	8%	33%	31%	-	-	18%	9%
7 - (7)	89	37	5	96	51	75	23	29	35	2	89	-	-	47	42	11	14	12	-	37	-	-	18	19	1	2	2	-	5	-	-	1	4
	16%	19%c	7%	16%	15%	16%	14%	16%	20%	8%	31%lm	-	-	16%	16%	20%	18%	24%	-	36%C	-	-	20%	19%	6%	9%	8%	-	19%	-	-	5%	9%
6 - (6)	78	22	15	87	49	60	24	20	30	4	-	78	-	28	48	6	9	6	1	-	22	-	10	12	4	6	5	-	-	15	-	3	11
	14%	12%	21%b	14%	14%	13%	14%	11%	17%	15%	-	41%km	-	10%	19%n	11%	12%	12%	13%	-	36%B	-	11%	12%	22%	26%	19%	-	-	47%	-	14%	24%
5 - (5)	70	25	11	91	48	61	19	29	21	1	-	70	-	23	46	6	15	4	-	-	25	-	11	14	4	2	4	1	-	11	-	1	10
	13%	13%	16%	15%	14%	13%	11%	16%	12%	4%	-	37%km	-	8%	18%n	11%	19%	8%	-	-	41%B	-	12%	14%	22%	9%	15%	33%	-	34%	-	5%	22%
4 - (4)	41	14	6	51	34	36	13	13	13	2	-	41	-	17	24	7	6	1	-	-	14	-	1	13	4	2	-	-	-	6	-	1	5
	7%	7%	9%	8%	10%	8%	8%	7%	7%	8%	-	22%km	-	6%	9%	13%z	8%	2%	-	-	23%B	-	1%	13%E	22%	9%	-	-	-	19%	-	5%	11%
3 - (3)	31	14	8	28	22	35	12	8	11	-	-	-	31	10	21	4	4	6	-	-	-	14	3	11	-	3	4	1	-	-	8	3	3
	6%	7%	11%d	5%	6%	8%d	7%	4%	6%	-	-	-	37%kl	3%	8%n	7%	5%	12%	-	-	-	52%	3%	11%E	-	13%	15%	33%	-	-	67%	14%	7%
2 - (2)	12	8	-	25	12	13	6	2	4	-	-	-	12	3	8	4	3	1	-	-	-	8	5	3	-	-	-	-	-	-	-	-	-
	2%	4%	-	4%	3%	3%	4%	1%	2%	-	-	-	14%kl	1%	3%	7%	4%	2%	-	-	-	30%	6%	3%	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	40	5	4	22	15	20	15	13	10	2	-	-	40	16	24	1	1	2	1	-	-	5	2	3	-	1	3	-	-	-	4	-	4
	7%bd	3%	6%	4%	4%	4%	9%	7%	6%	8%	-	-	48%kl	5%	9%	2%	1%	4%	13%	-	-	19%	2%	3%	-	4%	12%	-	-	-	33%	-	9%
NET: Dissatisfied (1-3)	83	27	12	75	49	68	33	23	25	2	-	-	83	29	53	9	8	9	1	-	-	27	10	17	-	4	7	1	-	-	12	3	7
	15%	14%	17%	12%	14%	15%	19%	12%	14%	8%	-	-	100%kl	10%	21%n	17%	10%	18%	13%	-	-	100%	11%	17%	-	17%	27%	33%	-	-	100%	14%	16%
NET: Neutral (4-6)	189	61	32	229	131	157	56	62	64	7	-	189	-	68	118	19	30	11	1	-	61	-	22	39	12	10	9	1	-	32	-	5	26
	34%	32%	46%b	38%	38%	34%	33%	33%	37%	27%	-	100%km	-	23%	46%n	35%	38%	22%	13%	-	100%B	-	24%	40%E	67%	43%	35%	33%	-	100%	-	23%	58%
NET: Satisfied (7-10)	284	102	26	306	163	240	81	101	85	17	284	-	-	196	85	26	40	30	6	102	-	-	58	42	6	9	10	1	26	-	-	14	12
	51%c	54%c	37%	50%c	48%	52%c	48%	54%	49%	65%	100%lm	-	-	67%o	33%	48%	51%	60%	75%	100%C	-	-	64%F	43%	33%	39%	38%	33%	100%	-	-	64%	27%
Mean score	6.33	6.42	6.01	6.38	6.22	6.34	6.08	6.55	6.16	7.46	8.37lm	5.20m	1.89	7.14o	5.37	6.06	6.49	6.48	7.75	8.26C	5.13	2.33	7.07F	5.76	6.17	6.13	5.88	5.33	8.62	5.28	2.33	7.32	5.51
Standard error	0.11	0.17	0.29	0.10	0.13	0.11	0.21	0.19	0.18	0.54	0.07	0.06	0.10	0.15	0.14	0.33	0.26	0.34	1.06	0.12	0.10	0.15	0.26	0.22	0.46	0.51	0.56	1.45	0.22	0.14	0.28	0.52	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	81	27	8	80	39	56	23	28	22	7	80	-	-	63	14	15	14	7	3	39	-	-	35	4	16	17	18	5	56	-	-	46	8
	15%	14%	11%	13%	11%	12%	12%	12%	14%	25%	26%kl	-	-	22%n	5%	13%	12%	7%	19%	24%tu	-	-	25%w	2%	12%	10%	13%	15%	23%FG	-	-	22%I	3%
9 - (9)	33	10	5	43	27	33	13	19	8	3	43	-	-	34	9	10	6	9	2	27	-	-	16	11	6	14	9	4	33	-	-	25	8
	6%	5%	7%	7%	8%	7%	7%	8%	5%	11%	14%kl	-	-	12%n	3%	9%	5%	9%	13%	17%tu	-	-	11%w	5%	5%	9%	7%	12%	14%FG	-	-	12%I	3%
8 - (8)	81	28	8	87	46	76	22	35	26	4	87	-	-	48	39	8	22	14	2	46	-	-	24	22	17	27	24	8	76	-	-	40	36
	15%	15%	11%	14%	13%	16%	12%	15%	16%	14%	28%kl	-	-	16%	13%	7%	19%o	14%	13%	28%tu	-	-	17%	11%	13%	17%	18%	24%	32%FG	-	-	19%	14%
7 - (7)	89	37	5	96	51	75	26	43	24	3	96	-	-	49	45	13	19	17	2	51	-	-	24	26	24	26	18	7	75	-	-	32	43
	16%	19%c	7%	16%	15%	16%	14%	18%	15%	11%	31%kl	-	-	17%	15%	11%	16%	18%	13%	31%tu	-	-	17%	13%	18%	16%	13%	21%	31%FG	-	-	16%	17%
6 - (6)	78	22	15	87	49	60	33	36	17	1	-	87	-	38	48	15	18	13	3	-	49	-	14	35	21	20	16	3	-	60	-	21	38
	14%	12%	21%b	14%	14%	13%	18%	15%	11%	4%	-	38%jl	-	13%	16%	13%	16%	13%	19%	-	37%su	-	10%	17%	16%	12%	12%	9%	-	38%EG	-	10%	15%
5 - (5)	70	25	11	91	48	61	24	37	26	4	-	91	-	26	62	20	16	12	-	-	48	-	11	37	17	21	20	3	-	61	-	21	40
	13%	13%	16%	15%	14%	13%	13%	16%	16%	14%	-	40%jl	-	9%	20%m	18%	14%	12%	-	-	37%su	-	8%	18%w	13%	13%	15%	9%	-	39%EG	-	10%	16%
4 - (4)	41	14	6	51	34	36	14	17	17	3	-	51	-	14	37	13	10	10	1	-	34	-	7	27	15	10	10	1	-	36	-	7	28
	7%	7%	9%	8%	10%	8%	7%	7%	11%	11%	-	22%jl	-	5%	12%m	11%	9%	10%	6%	-	26%su	-	5%	13%w	11%	6%	7%	3%	-	23%EG	-	3%	11%H
3 - (3)	31	14	8	28	22	35	15	7	4	2	-	-	28	10	18	9	5	7	1	-	-	22	4	18	10	11	13	1	-	-	35	9	26
	6%	7%	11%d	5%	6%	8%d	8%gh	3%	3%	7%	-	-	37%jk	3%	6%	8%	4%	7%	6%	-	-	45%st	3%	9%w	8%	7%	10%	3%	-	-	51%EF	4%	10%H
2 - (2)	12	8	-	25	12	13	8	8	9	-	-	-	25	6	19	5	2	4	1	-	-	12	1	11	5	7	1	-	-	-	13	1	12
	2%	4%	-	4%	3%	3%	4%	3%	6%	-	-	-	33%jk	2%	6%m	4%	2%	4%	6%	-	-	24%st	1%	5%w	4%	4%	1%	-	-	-	19%EF	*	5%H
1 - Extremely dissatisfied (1)	40	5	4	22	15	20	9	6	6	1	-	-	22	4	18	6	4	4	1	-	-	15	4	11	2	9	7	2	-	-	20	4	15
	7%bd	3%	6%	4%	4%	4%	5%	3%	4%	4%	-	-	29%jk	1%	6%m	5%	3%	4%	6%	-	-	31%st	3%	5%	2%	6%	5%	6%	-	-	29%EF	2%	6%H
NET: Dissatisfied (1-3)	83	27	12	75	49	68	32	21	19	3	-	-	75	20	55	20	11	15	3	-	-	49	9	40	17	27	21	3	-	-	68	14	53
	15%	14%	17%	12%	14%	15%	17%g	9%	12%	11%	-	-	100%jk	7%	18%m	18%	9%	15%	19%	-	-	100%st	6%	20%w	13%	17%	15%	9%	-	-	100%EF	7%	21%H
NET: Neutral (4-6)	189	61	32	229	131	157	71	90	60	8	-	229	-	78	147	48	44	35	4	-	131	-	32	99	53	51	46	7	-	157	-	49	106
	34%	32%	46%b	38%	38%	34%	38%	38%	38%	29%	-	100%jl	-	27%	48%m	42%	38%	36%	25%	-	100%su	-	23%	49%w	40%D	31%	34%	21%	-	100%EG	-	24%	42%H
NET: Satisfied (7-10)	284	102	26	306	163	240	84	125	80	17	306	-	-	194	107	46	61	47	9	163	-	-	99	63	63	84	69	24	240	-	-	143	95
	51%c	54%c	37%	50%c	48%	52%c	45%	53%	50%	61%	100%kl	-	-	66%n	35%	40%	53%	48%	56%	100%tu	-	-	71%w	31%	47%	52%	51%	71%ABC	100%FG	-	-	69%I	37%
Mean score	6.33	6.42	6.01	6.38	6.22	6.34	6.14	6.54	6.31	6.96	8.35kl	5.16l	2.08	7.27n	5.51	5.96	6.50	6.11	6.63	8.33tu	5.11u	2.14	7.42w	5.38	6.25	6.27	6.35	7.09	8.29FG	5.15G	2.22	7.38I	5.50
Standard error	0.11	0.17	0.29	0.10	0.13	0.11	0.18	0.15	0.20	0.50	0.07	0.05	0.09	0.13	0.13	0.24	0.21	0.24	0.72	0.09	0.07	0.12	0.19	0.15	0.20	0.20	0.21	0.40	0.07	0.06	0.11	0.15	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

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

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	293	90*	22**	292	140	206	89*	98*	95*	11**	196	68*	29**	293	-**	27**	37*	21**	5**	58*	22**	10**	90*	-**	6**	10**	5**	1**	14**	5**	3**	22**	-*
10 - Extremely satisfied (10)	72	22	5	63	35	46	18	33	14	7	72	-	-	72	-	7	10	4	1	22	-	-	22	-	2	1	2	-	5	-	-	5	-
	25%	24%	23%	22%	25%	22%	20%	34%ej	15%	64%	37%l	-	-	25%	-	26%	27%	19%	20%	38%	-	-	24%	-	33%	10%	40%	-	36%	-	-	23%	-
9 - (9)	25	6	4	34	16	25	6	9	8	2	25	-	-	25	-	1	2	1	2	6	-	-	6	-	-	3	1	-	4	-	-	4	-
	9%	7%	18%	12%	11%	12%	7%	9%	8%	18%	13%l	-	-	9%	-	4%	5%	5%	40%	10%	-	-	7%	-	-	30%	20%	-	29%	-	-	18%	-
8 - (8)	52	12	4	48	24	40	16	17	17	2	52	-	-	52	-	3	4	4	1	12	-	-	12	-	2	-	1	1	4	-	-	4	-
	18%	13%	18%	16%	17%	19%	18%	17%	18%	18%	27%l	-	-	18%	-	11%	11%	19%	20%	21%	-	-	13%	-	33%	-	20%	100%	29%	-	-	18%	-
7 - (7)	47	18	1	49	24	32	15	11	21	-	47	-	-	47	-	4	7	7	-	18	-	-	18	-	1	-	-	-	1	-	-	1	-
	16%	20%	5%	17%	17%	16%	17%	11%	22%h	-	24%l	-	-	16%	-	15%	19%	33%	-	31%	-	-	20%	-	17%	-	-	-	7%	-	-	5%	-
6 - (6)	28	10	3	38	14	21	8	6	14	-	-	28	-	28	-	4	4	2	-	-	10	-	10	-	-	2	1	-	-	3	-	3	-
	10%	11%	14%	13%	10%	10%	9%	6%	15%	-	-	41%k	-	10%	-	15%	11%	10%	-	-	45%	-	11%	-	-	20%	20%	-	-	60%	-	14%	-
5 - (5)	23	11	1	26	11	21	8	9	6	-	-	23	-	23	-	3	6	2	-	-	11	-	11	-	1	-	-	-	-	1	-	1	-
	8%	12%	5%	9%	8%	10%	9%	9%	6%	-	-	34%k	-	8%	-	11%	16%	10%	-	-	50%	-	12%	-	17%	-	-	-	-	20%	-	5%	-
4 - (4)	17	1	1	14	7	7	8	4	5	-	-	17	-	17	-	-	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-
	6%	1%	5%	5%	5%	3%	9%	4%	5%	-	-	25%k	-	6%	-	-	3%	-	-	-	5%	-	1%	-	-	10%	-	-	-	20%	-	5%	-
3 - (3)	10	3	3	10	4	9	2	4	4	-	-	-	10	10	-	1	1	1	-	-	-	3	3	-	-	3	-	-	-	-	3	3	-
	3%	3%	14%	3%	3%	4%	2%	4%	4%	-	-	-	34%	3%	-	4%	3%	5%	-	-	-	30%	3%	-	-	30%	-	-	-	-	100%	14%	-
2 - (2)	3	5	-	6	1	1	1	-	2	-	-	-	3	3	-	3	2	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	-
	1%	6%aef	-	2%	1%	*	1%	-	2%	-	-	-	10%	1%	-	11%	5%	-	-	-	-	50%	6%	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	16	2	-	4	4	4	7	5	4	-	-	-	16	16	-	1	-	-	1	-	-	2	2	-	-	-	-	-	-	-	-	-	-
	5%df	2%	-	1%	3%	2%	8%	5%	4%	-	-	-	55%	5%	-	4%	-	-	20%	-	-	20%	2%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	29	10	3	20	9	14	10	9	10	-	-	-	29	29	-	5	3	1	1	-	-	10	10	-	-	3	-	-	-	-	3	3	-
	10%	11%	14%	7%	6%	7%	11%	9%	11%	-	-	-	100%	10%	-	19%	8%	5%	20%	-	-	100%	11%	-	-	30%	-	-	-	-	100%	14%	-
NET: Neutral (4-6)	68	22	5	78	32	49	24	19	25	-	-	68	-	68	-	7	11	4	-	-	22	-	22	-	1	3	1	-	-	5	-	5	-
	23%	24%	23%	27%	23%	24%	27%	19%	26%	-	-	100%k	-	23%	-	26%	30%	19%	-	-	100%	-	24%	-	17%	30%	20%	-	-	100%	-	23%	-
NET: Satisfied (7-10)	196	58	14	194	99	143	55	70	60	11	196	-	-	196	-	15	23	16	4	58	-	-	58	-	5	4	4	1	14	-	-	14	-
	67%	64%	64%	66%	71%	69%	62%	71%	63%	100%	100%l	-	-	67%	-	56%	62%	76%	80%	100%	-	-	64%	-	83%	40%	80%	100%	100%	-	-	64%	-
Mean score	7.14	7.07	7.32	7.27	7.42	7.38	6.76	7.53g	6.83	9.45	8.62l	5.16	1.79	7.14	-	6.67	7.14	7.38	7.40	8.55	5.41	2.10	7.07	-	8.00	6.20	8.60	8.00	8.93	5.40	3.00	7.32	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

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

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

		Supplier						SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		293	90*	22**	292	140	206	95*	100	83*	14**	194	78*	20**	292	-**	51*	49*	33*	7**	99*	32*	9**	140	-**	61*	71*	60*	14**	143	49*	14**	206	-**
10 - Extremely satisfied	(10)	72	22	5	63	35	46	22	15	20	6	63	-	-	63	-	14	11	7	3	35	-	-	35	-	15	12	15	4	46	-	-	46	-
		25%	24%	23%	22%	25%	22%	23%	15%	24%	43%	32%k	-	-	22%	-	27%	22%	21%	43%	35%t	-	-	25%	-	25%	17%	25%	29%	32%F	-	-	22%	-
9 -	(9)	25	6	4	34	16	25	11	13	7	3	34	-	-	34	-	6	5	4	1	16	-	-	16	-	5	9	8	3	25	-	-	25	-
		9%	7%	18%	12%	11%	12%	12%	13%	8%	21%	18%k	-	-	12%	-	12%	10%	12%	14%	16%t	-	-	11%	-	8%	13%	13%	21%	17%F	-	-	12%	-
8 -	(8)	52	12	4	48	24	40	13	16	18	1	48	-	-	48	-	5	11	6	2	24	-	-	24	-	8	16	13	3	40	-	-	40	-
		18%	13%	18%	16%	17%	19%	14%	16%	22%	7%	25%k	-	-	16%	-	10%	22%	18%	29%	24%t	-	-	17%	-	13%	23%	22%	21%	28%F	-	-	19%	-
7 -	(7)	47	18	1	49	24	32	15	21	12	1	49	-	-	49	-	8	9	6	1	24	-	-	24	-	11	10	8	3	32	-	-	32	-
		16%	20%	5%	17%	17%	16%	16%	21%	14%	7%	25%k	-	-	17%	-	16%	18%	18%	14%	24%t	-	-	17%	-	18%	14%	13%	21%	22%F	-	-	16%	-
6 -	(6)	28	10	3	38	14	21	15	17	6	-	-	38	-	38	-	5	5	4	-	-	14	-	14	-	9	8	4	-	-	21	-	21	-
		10%	11%	14%	13%	10%	10%	16%	17%h	7%	-	-	49%j	-	13%	-	10%	10%	12%	-	-	44%s	-	10%	-	15%	11%	7%	-	-	43%E	-	10%	-
5 -	(5)	23	11	1	26	11	21	6	11	8	1	-	26	-	26	-	5	2	4	-	-	11	-	11	-	8	6	6	1	-	21	-	21	-
		8%	12%	5%	9%	8%	10%	6%	11%	10%	7%	-	33%j	-	9%	-	10%	4%	12%	-	-	34%s	-	8%	-	13%	8%	10%	7%	-	43%E	-	10%	-
4 -	(4)	17	1	1	14	7	7	4	4	6	-	-	14	-	14	-	3	3	1	-	-	7	-	7	-	3	2	2	-	-	7	-	7	-
		6%	1%	5%	5%	5%	3%	4%	4%	7%	-	-	18%j	-	5%	-	6%	6%	3%	-	-	22%s	-	5%	-	5%	3%	3%	-	-	14%E	-	3%	-
3 -	(3)	10	3	3	10	4	9	5	1	2	2	-	-	10	10	-	2	2	-	-	-	-	4	4	-	1	5	3	-	-	-	9	9	-
		3%	3%	14%	3%	3%	4%	5%	1%	2%	14%	-	-	50%	3%	-	4%	4%	-	-	-	-	44%	3%	-	2%	7%	5%	-	-	-	64%	4%	-
2 -	(2)	3	5	-	6	1	1	1	2	3	-	-	-	6	6	-	1	-	-	-	-	-	1	1	-	1	-	-	-	-	-	1	1	-
		1%	6%aef	-	2%	1%	*	1%	2%	4%	-	-	-	30%	2%	-	2%	-	-	-	-	-	11%	1%	-	2%	-	-	-	-	-	7%	*	-
1 - Extremely dissatisfied	(1)	16	2	-	4	4	4	3	-	1	-	-	-	4	4	-	2	1	1	-	-	-	4	4	-	-	3	1	-	-	-	4	4	-
		5%df	2%	-	1%	3%	2%	3%	-	1%	-	-	-	20%	1%	-	4%	2%	3%	-	-	-	44%	3%	-	-	4%	2%	-	-	-	29%	2%	-
NET: Dissatisfied	(1-3)	29	10	3	20	9	14	9	3	6	2	-	-	20	20	-	5	3	1	-	-	-	9	9	-	2	8	4	-	-	-	14	14	-
		10%	11%	14%	7%	6%	7%	9%	3%	7%	14%	-	-	100%	7%	-	10%	6%	3%	-	-	-	100%	6%	-	3%	11%	7%	-	-	-	100%	7%	-
NET: Neutral	(4-6)	68	22	5	78	32	49	25	32	20	1	-	78	-	78	-	13	10	9	-	-	32	-	32	-	20	16	12	1	-	49	-	49	-
		23%	24%	23%	27%	23%	24%	26%	32%	24%	7%	-	100%j	-	27%	-	25%	20%	27%	-	-	100%s	-	23%	-	33%	23%	20%	7%	-	100%E	-	24%	-
NET: Satisfied	(7-10)	196	58	14	194	99	143	61	65	57	11	194	-	-	194	-	33	36	23	7	99	-	-	99	-	39	47	44	13	143	-	-	143	-
		67%	64%	64%	66%	71%	69%	64%	65%	69%	79%	100%k	-	-	66%	-	65%	73%	70%	100%	100%t	-	-	71%	-	64%	66%	73%	93%	100%F	-	-	69%	-
Mean score		7.14	7.07	7.32	7.27	7.42	7.38	7.20	7.22	7.28	8.07	8.57k	5.31	2.30	7.27	-	7.20	7.45	7.42	8.86	8.63t	5.22	2.00	7.42	-	7.33	7.08	7.57	8.36	8.59F	5.29	2.36	7.38	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	95	31	8	86	40	71	24	40	22	9	83	9	3	71	23	8	14	6	3	25	4	2	23	8	2	4	2	-	7	-	1	4	4
	17%e	16%	11%	14%	12%	15%	14%	22%l	13%	35%	29%lm	5%	4%	24%o	9%	15%	18%	12%	38%	25%C	7%	7%	26%F	8%	11%	17%	8%	-	27%	-	8%	18%	9%
9 - (9)	56	28	9	86	44	59	20	15	19	2	46	3	7	41	15	7	12	8	1	22	4	2	12	15	2	3	4	-	5	4	-	6	3
	10%	15%	13%	14%a	13%	13%	12%	8%	11%	8%	16%l	2%	8%l	14%o	6%	13%	15%	16%	13%	22%C	7%	7%	13%	15%	11%	13%	15%	-	19%	13%	-	27%	7%
8 - (8)	65	27	5	96	54	67	23	21	19	2	45	14	6	40	24	6	13	7	1	20	6	1	12	14	3	-	1	1	2	3	-	2	3
	12%	14%	7%	16%a	16%	14%	14%	11%	11%	8%	16%lm	7%	7%	14%	9%	11%	17%	14%	13%	20%	10%	4%	13%	14%	17%	-	4%	33%	8%	9%	-	9%	7%
7 - (7)	85	36	10	93	50	74	22	30	30	3	45	34	6	41	44	11	13	10	2	17	16	3	15	21	1	4	4	1	-	7	3	3	6
	15%	19%	14%	15%	15%	16%	13%	16%	17%	12%	16%m	18%m	7%	14%	17%	20%	17%	20%	25%	17%	26%	11%	17%	21%	6%	17%	15%	33%	-	22%	25%	14%	13%
6 - (6)	86	20	12	69	52	44	30	24	28	4	31	49	6	34	51	9	6	5	-	10	8	2	12	8	3	3	6	-	5	6	1	2	10
	15%df	11%	17%	11%	15%f	9%	18%	13%	16%	15%	11%	26%km	7%	12%	20%n	17%	8%	10%	-	10%	13%	7%	13%	8%	17%	13%	23%	-	19%	19%	8%	9%	22%
5 - (5)	74	11	5	68	40	73	23	27	22	2	14	44	16	32	41	2	6	3	-	2	8	1	2	9	-	2	2	1	1	3	1	1	4
	13%b	6%	7%	11%b	12%b	16%bd	14%	15%	13%	8%	5%	23%k	19%k	11%	16%	4%	8%	6%	-	2%	13%B	4%	2%	9%E	-	9%	8%	33%	4%	9%	8%	5%	9%
4 - (4)	30	16	8	43	30	28	8	10	12	-	7	16	7	9	20	4	8	4	-	4	10	2	5	11	3	2	3	-	1	5	2	3	4
	5%	8%	11%a	7%	9%	6%	5%	5%	7%	-	2%	8%k	8%k	3%	8%n	7%	10%	8%	-	4%	16%B	7%	6%	11%	17%	9%	12%	-	4%	16%	17%	14%	9%
3 - (3)	26	9	8	39	9	20	9	7	9	1	8	10	8	11	14	2	5	2	-	1	5	3	4	5	3	3	2	-	3	4	1	-	7
	5%	5%	11%aef	6%e	3%	4%	5%	4%	5%	4%	3%	5%	10%k	4%	5%	4%	6%	4%	-	1%	8%B	11%	4%	5%	17%	13%	8%	-	12%	13%	8%	-	16%
2 - (2)	15	4	2	10	10	11	4	3	7	1	3	5	7	5	10	2	-	2	-	1	-	3	2	2	1	1	-	-	1	-	1	1	1
	3%	2%	3%	2%	3%	2%	2%	2%	4%	4%	1%	3%	8%kl	2%	4%	4%	-	4%	-	1%	-	11%	2%	2%	6%	4%	-	-	4%	-	8%	5%	2%
1 - Extremely dissatisfied (1)	19	8	2	12	14	12	6	7	5	1	1	4	14	8	11	3	1	3	1	-	-	8	3	5	-	-	2	-	-	-	2	-	2
	3%	4%	3%	2%	4%	3%	4%	4%	3%	4%	*	2%	17%kl	3%	4%	6%	1%	6%	13%	-	-	30%	3%	5%	-	-	8%	-	-	-	17%	-	4%
Not applicable	5	-	1	8	-	6	1	2	1	1	1	1	3	1	3	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1
	1%	-	1%e	1%e	-	1%e	1%	1%	1%	4%	*	1%	4%k	*	1%	-	-	-	-	-	-	-	-	-	-	4%	-	-	4%	-	-	-	2%
NET: Dissatisfied (1-3)	60	21	12	61	33	43	19	17	21	3	12	19	29	24	35	7	6	7	1	2	5	14	9	12	4	4	4	-	4	4	4	1	10
	11%	11%	17%f	10%	10%	9%	11%	9%	12%	12%	4%	10%k	35%kl	8%	14%n	13%	8%	14%	13%	2%	8%	52%	10%	12%	22%	17%	15%	-	15%	13%	33%	5%	22%
NET: Neutral (4-6)	190	47	25	180	122	145	61	61	62	6	52	109	29	75	112	15	20	12	-	16	26	5	19	28	6	7	11	1	7	14	4	6	18
	34%b	25%	36%	30%	36%b	31%	36%	33%	36%	23%	18%	58%km	35%k	26%	44%n	28%	26%	24%	-	16%	43%B	19%	21%	29%	33%	30%	42%	33%	27%	44%	33%	27%	40%
NET: Satisfied (7-10)	301	122	32	361	188	271	89	106	90	16	219	60	22	193	106	32	52	31	7	84	30	8	62	58	8	11	11	2	14	14	4	15	16
	54%	64%ace	46%	59%c	55%	58%c	52%	57%	52%	62%	77%lm	32%	27%	66%o	41%	59%	67%	62%	88%	82%C	49%	30%	69%	59%	44%	48%	42%	67%	54%	44%	33%	68%	36%
Mean score	6.72	6.91	6.23	6.86c	6.62	6.82	6.66	6.88	6.50	7.40	7.89lm	5.79m	4.74	7.32o	6.04	6.69	7.14	6.64	7.75	8.02C	6.21	4.26	7.33F	6.48	6.11	6.45	6.08	6.67	7.24	6.00	4.75	7.36	5.77
Standard error	0.10	0.18	0.30	0.09	0.13	0.11	0.18	0.18	0.18	0.54	0.12	0.13	0.31	0.14	0.14	0.35	0.26	0.37	1.06	0.18	0.25	0.61	0.26	0.25	0.62	0.56	0.49	0.88	0.54	0.34	0.80	0.50	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	95	31	8	86	40	71	25	31	23	7	72	8	6	63	21	14	14	10	2	37	1	2	33	7	20	26	21	4	58	8	5	55	16
	17%e	16%	11%	14%	12%	15%	13%	13%	14%	25%	24%kl	3%	8%	22%n	7%	12%	12%	10%	13%	23%tu	1%	4%	24%w	3%	15%	16%	15%	12%	24%FG	5%	7%	27%I	6%
9 - (9)	56	28	9	86	44	59	25	29	28	4	68	11	7	51	35	15	14	13	2	30	11	3	19	25	11	26	16	6	45	12	2	30	29
	10%	15%	13%	14%a	13%	13%	13%	12%	18%	14%	22%kl	5%	9%	17%n	11%	13%	12%	13%	13%	18%tu	8%	6%	14%	12%	8%	16%A	12%	18%	19%FG	8%	3%	15%	11%
8 - (8)	65	27	5	96	54	67	27	41	25	3	60	31	5	44	52	15	16	20	3	35	17	2	24	30	17	25	19	6	47	17	3	32	35
	12%	14%	7%	16%a	16%	14%	14%	17%	16%	11%	20%l	14%	7%	15%	17%	13%	14%	21%	19%	21%u	13%	4%	17%	15%	13%	15%	14%	18%	20%FG	11%	4%	16%	14%
7 - (7)	85	36	10	93	50	74	38	34	16	5	51	34	8	45	46	11	24	13	2	25	22	3	16	33	19	23	25	7	47	21	6	27	46
	15%	19%	14%	15%	15%	16%	20%h	14%	10%	18%	17%	15%	11%	15%	15%	10%	21%o	13%	13%	15%	17%	6%	11%	16%	14%	14%	18%	21%	20%G	13%	9%	13%	18%
6 - (6)	86	20	12	69	52	44	24	25	19	1	22	39	8	31	38	20	12	16	4	22	23	7	27	25	15	14	13	2	17	23	4	14	30
	15%di	11%	17%	11%	15%f	9%	13%	11%	12%	4%	7%	17%j	11%	11%	12%	18%	10%	16%	25%	13%	18%	14%	19%	12%	11%	9%	10%	6%	7%	15%E	6%	7%	12%
5 - (5)	74	11	5	68	40	73	16	30	17	5	12	49	7	16	50	16	14	9	1	7	24	9	10	30	24	23	21	5	12	46	15	25	47
	13%b	6%	7%	11%b	12%b	16%bd	9%	13%	11%	18%	4%	21%jl	9%	5%	16%m	14%	12%	9%	6%	4%	18%s	18%s	7%	15%v	18%	14%	15%	15%	5%	29%E	22%E	12%	19%
4 - (4)	30	16	8	43	30	28	15	18	9	1	9	26	8	20	23	12	10	8	-	3	19	8	6	24	10	13	5	-	8	17	3	9	18
	5%	8%	11%a	7%	9%	6%	8%	8%	6%	4%	3%	11%j	11%j	7%	7%	11%	9%	8%	-	2%	15%s	16%s	4%	12%v	8%	8%	4%	-	3%	11%E	4%	4%	7%
3 - (3)	26	9	8	39	9	20	6	17	15	1	4	27	8	11	26	1	4	4	-	1	5	3	2	7	7	4	7	2	2	7	11	6	14
	5%	5%	11%aef	6%e	3%	4%	3%	7%	9%x	4%	1%	12%j	11%j	4%	8%m	1%	3%	4%	-	1%	4%	6%s	1%	3%	5%	2%	5%	6%	1%	4%E	16%EF	3%	6%
2 - (2)	15	4	2	10	10	11	3	2	4	1	1	3	6	4	6	2	4	3	1	2	4	4	-	10	5	2	4	-	-	3	8	4	7
	3%	2%	3%	2%	3%	2%	2%	1%	3%	4%	*	1%	8%jk	1%	2%	2%	3%	3%	6%	1%	3%	8%s	-	5%w	4%	1%	3%	-	-	2%E	12%EF	2%	3%
1 - Extremely dissatisfied (1)	19	8	2	12	14	12	7	2	3	-	2	-	10	4	8	8	4	1	1	1	5	8	3	11	5	3	3	1	1	2	9	2	9
	3%	4%	3%	2%	4%	3%	4%g	1%	2%	-	1%	-	13%jk	1%	3%	7%q	3%	1%	6%	1%	4%	16%st	2%	5%	4%	2%	2%	3%	*	1%	13%EF	1%	4%
Not applicable	5	-	1	8	-	6	1	7	-	-	5	1	2	3	4	-	-	-	-	-	-	-	-	-	-	3	2	1	3	1	2	2	3
	1%	-	1%e	1%e	-	1%e	1%	3%h	-	-	2%	*	3%	1%	1%	-	-	-	-	-	-	-	-	-	-	2%	1%	3%A	1%	1%	3%	1%	1%
NET: Dissatisfied (1-3)	60	21	12	61	33	43	16	21	22	2	7	30	24	19	40	11	12	8	2	4	14	15	5	28	17	9	14	3	3	12	28	12	30
	11%	11%	17%f	10%	10%	9%	9%	9%	14%	7%	2%	13%j	32%jk	7%	13%m	10%	10%	8%	13%	2%	11%s	31%st	4%	14%v	13%D	6%	10%	9%	1%	8%E	41%EF	6%	12%H
NET: Neutral (4-6)	190	47	25	180	122	145	55	73	45	7	43	114	23	67	111	48	36	33	5	32	66	24	43	79	49	50	39	7	37	86	22	48	95
	34%b	25%	36%	30%	36%b	31%	29%	31%	28%	25%	14%	50%jl	31%j	23%	36%m	42%	31%	34%	31%	20%	50%s	49%s	31%	39%	37%	31%	29%	21%	15%	55%EG	32%E	23%	37%H
NET: Satisfied (7-10)	301	122	32	361	188	271	115	135	92	19	251	84	26	203	154	55	68	56	9	127	51	10	92	95	67	100	81	23	197	58	16	144	126
	54%	64%ace	46%	59%c	55%	58%c	61%	57%	58%	68%	82%kl	37%	35%	70%n	50%	48%	59%	58%	56%	78%tu	39%u	20%	66%w	47%	50%	62%	60%	68%	82%FG	37%	24%	70%I	50%
Mean score	6.72	6.91	6.23	6.86c	6.62	6.82	6.84	6.84	6.82	7.32	8.02kl	5.86l	5.21	7.43n	6.33	6.45	6.62	6.80	6.75	7.87tu	5.81u	4.65	7.50w	6.01	6.42	7.08A	6.84	7.12	7.98FG	6.00G	4.59	7.54I	6.27
Standard error	0.10	0.18	0.30	0.09	0.13	0.11	0.17	0.15	0.19	0.45	0.10	0.13	0.34	0.13	0.13	0.24	0.22	0.22	0.64	0.14	0.18	0.36	0.18	0.17	0.22	0.18	0.20	0.38	0.11	0.16	0.33	0.16	0.14

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	196	44*	24**	172	116	168	64*	59*	66*	7**	106	67*	23**	103	92*	9**	21**	11**	3**	27**	12**	5**	27**	16**	7**	6**	10**	1**	13**	7**	4**	10**	14*
10 - Extremely satisfied (10)	35	9	5	25	16	19	8	16	8	3	32	2	1	26	8	3	5	-	1	9	-	-	9	-	-	2	3	-	5	-	-	3	2
	18%	20%	21%	15%	14%	11%	13%	27%g	12%	43%	30%l	3%	4%	25%o	9%	33%	24%	-	33%	33%	-	-	33%	-	-	33%	30%	-	38%	-	-	30%	14%
9 - (9)	20	5	2	20	15	17	9	5	5	1	17	2	1	12	8	1	4	-	-	2	2	1	3	2	-	1	1	-	2	-	-	1	1
	10%	11%	8%	12%	13%	10%	14%	8%	8%	14%	16%l	3%	4%	12%	9%	11%	19%	-	-	7%	17%	20%	11%	13%	-	17%	10%	-	15%	-	-	10%	7%
8 - (8)	28	7	5	26	12	27	10	11	6	1	22	5	1	20	8	1	2	3	1	5	2	-	3	3	2	1	1	1	3	2	-	4	1
	14%	16%	21%	15%	10%	16%	16%	19%	9%	14%	21%l	7%	4%	19%o	9%	11%	10%	27%	33%	19%	17%	-	11%	19%	29%	17%	10%	100%	23%	29%	-	40%	7%
7 - (7)	25	8	4	20	12	19	9	5	10	1	17	7	1	12	13	1	4	2	1	6	2	-	5	3	3	-	1	-	2	2	-	1	3
	13%	18%	17%	12%	10%	11%	14%	8%	15%	14%	16%	10%	4%	12%	14%	11%	19%	18%	33%	22%	17%	-	19%	19%	43%	-	10%	-	15%	29%	-	10%	21%
6 - (6)	17	6	1	21	13	15	3	5	9	-	7	9	1	10	7	1	1	4	-	3	2	1	3	3	-	1	-	-	-	-	1	1	-
	9%	14%	4%	12%	11%	9%	5%	8%	14%	-	7%	13%	4%	10%	8%	11%	5%	36%	-	11%	17%	20%	11%	19%	-	17%	-	-	-	-	25%	10%	-
5 - (5)	30	4	4	24	11	28	9	7	14	-	2	23	5	11	19	1	2	1	-	1	2	1	2	2	2	-	2	-	1	3	-	-	4
	15%	9%	17%	14%	9%	17%	14%	12%	21%	-	2%	34%k	22%	11%	21%	11%	10%	9%	-	4%	17%	20%	7%	13%	29%	-	20%	-	8%	43%	-	-	29%
4 - (4)	16	2	1	14	6	14	5	5	6	-	4	8	4	5	11	-	2	-	-	1	1	-	1	1	-	-	1	-	-	-	1	-	1
	8%	5%	4%	8%	5%	8%	8%	8%	9%	-	4%	12%k	17%	5%	12%	-	10%	-	-	4%	8%	-	4%	6%	-	-	10%	-	-	-	25%	-	7%
3 - (3)	8	2	-	8	8	13	6	-	2	-	1	5	2	4	4	-	1	1	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	4%	5%	-	5%	7%	8%	9%h	-	3%	-	1%	7%k	9%	4%	4%	-	5%	9%	-	-	-	40%	-	13%	-	-	-	-	-	-	-	-	-
2 - (2)	7	1	1	4	8	7	-	4	3	-	2	3	2	2	5	1	-	-	-	-	1	-	1	-	-	1	-	-	-	-	1	-	1
	4%	2%	4%	2%	7%	4%	-	7%g	5%	-	2%	4%	9%	2%	5%	11%	-	-	-	-	8%	-	4%	-	-	17%	-	-	-	-	25%	-	7%
1 - Extremely dissatisfied (1)	8	-	1	9	13	8	4	1	2	1	1	2	5	-	8	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	4%	-	4%	5%	11%abf	5%	6%	2%	3%	14%	1%	3%	22%	-	9%n	-	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	25%	-	7%
Not applicable	2	-	-	1	2	1	1	-	1	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	2%	1%	2%	-	2%	-	1%	1%	-	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	23	3	2	21	29	28	10	5	7	1	4	10	9	6	17	1	1	1	-	-	1	2	1	2	-	1	1	-	-	-	2	-	2
	12%	7%	8%	12%	25%abd	17%	16%	8%	11%	14%	4%	15%k	39%	6%	18%n	11%	5%	9%	-	-	8%	40%	4%	13%	-	17%	10%	-	-	-	50%	-	14%
NET: Neutral (4-6)	63	12	6	59	30	57	17	17	29	-	13	40	10	26	37	2	5	5	-	5	5	2	6	6	2	1	3	-	1	3	2	1	5
	32%	27%	25%	34%	26%	34%	27%	29%	44%g	-	12%	60%k	43%	25%	40%n	22%	24%	45%	-	19%	42%	40%	22%	38%	29%	17%	30%	-	8%	43%	50%	10%	36%
NET: Satisfied (7-10)	108	29	16	91	55	82	36	37	29	6	88	16	4	70	37	6	15	5	3	22	6	1	20	8	5	4	6	1	12	4	-	9	7
	55%	66%ef	67%	53%	47%	49%	56%	63%l	44%	86%	83%l	24%	17%	68%o	40%	67%	71%	45%	100%	81%	50%	20%	74%	50%	71%	67%	60%	100%	92%	57%	-	90%	50%
Mean score	6.65e	7.25ef	7.04	6.56	6.01	6.22	6.49	7.15i	6.23	7.86	8.04l	5.32	4.17	7.48o	5.69	7.44	7.48	6.36	8.33	8.04	6.33	5.20	7.78	6.31	6.71	7.50	6.90	8.00	8.54	6.43	3.25	8.40	6.07
Standard error	0.18	0.33	0.51	0.19	0.28	0.20	0.33	0.34	0.29	1.22	0.20	0.24	0.54	0.22	0.27	0.91	0.49	0.45	0.88	0.34	0.61	1.11	0.42	0.48	0.47	1.26	0.97	-	0.43	0.53	1.11	0.43	0.73

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier						SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		196	44*	24**	172	116	168	53*	53*	58*	8**	84*	67*	21**	96*	75*	39*	33*	37*	7**	50*	42*	24**	52*	64*	49*	38*	70*	11**	85*	56*	27**	80*	87*
10 - Extremely satisfied	(10)	35	9	5	25	16	19	7	6	10	2	19	5	1	22	3	8	4	3	1	14	1	1	12	4	5	2	10	2	19	-	-	17	2
		18%	20%	21%	15%	14%	11%	13%	11%	17%	25%	23%k	7%	5%	23%n	4%	21%	12%	8%	14%	28%t	2%	4%	23%w	6%	10%	5%	14%	18%	22%F	-	-	21%I	2%
9 -	(9)	20	5	2	20	15	17	3	8	6	3	17	3	-	17	3	4	7	3	1	9	5	1	10	5	2	6	5	4	15	2	-	9	8
		10%	11%	8%	12%	13%	10%	6%	15%	10%	38%	20%k	4%	-	18%n	4%	10%	21%	8%	14%	18%	12%	4%	19%	8%	4%	16%	7%	36%	18%F	4%	-	11%	9%
8 -	(8)	28	7	5	26	12	27	10	6	10	-	18	7	1	18	8	2	5	4	1	9	3	-	7	5	7	7	11	2	20	7	-	17	10
		14%	16%	21%	15%	10%	16%	19%	11%	17%	-	21%	10%	5%	19%	11%	5%	15%	11%	14%	18%	7%	-	13%	8%	14%	18%	16%	18%	24%	13%	-	21%	11%
7 -	(7)	25	8	4	20	12	19	10	4	6	-	12	8	-	15	5	3	3	5	1	6	4	2	7	5	5	5	7	2	13	5	1	9	10
		13%	18%	17%	12%	10%	11%	19%	8%	10%	-	14%	12%	-	16%	7%	8%	9%	14%	14%	12%	10%	8%	13%	8%	10%	13%	10%	18%	15%	9%	4%	11%	11%
6 -	(6)	17	6	1	21	13	15	5	10	5	1	7	11	3	8	13	3	4	5	1	7	6	-	4	9	3	3	9	-	7	7	1	7	8
		9%	14%	4%	12%	11%	9%	9%	19%	9%	13%	8%	16%	14%	8%	17%	8%	12%	14%	14%	14%	14%	-	8%	14%	6%	8%	13%	-	8%	13%	4%	9%	9%
5 -	(5)	30	4	4	24	11	28	2	8	13	1	5	18	1	7	17	4	1	6	-	2	8	1	5	6	9	4	14	1	8	17	3	6	22
		15%	9%	17%	14%	9%	17%	4%	15%x	22%x	13%	6%	27%j	5%	7%	23%m	10%	3%	16%	-	4%	19%s	4%	10%	9%	18%	11%	20%	9%	9%	30%E	11%	8%	25%H
4 -	(4)	16	2	1	14	6	14	7	4	3	-	3	6	5	4	10	3	1	2	-	1	2	3	2	4	6	3	5	-	1	9	4	7	7
		8%	5%	4%	8%	5%	8%	13%	8%	5%	-	4%	9%	24%	4%	13%m	8%	3%	5%	-	2%	5%	13%	4%	6%	12%	8%	7%	-	1%	16%E	15%	9%	8%
3 -	(3)	8	2	-	8	8	13	3	2	2	1	1	3	4	2	6	4	2	2	-	-	7	1	2	6	7	3	3	-	1	6	6	7	6
		4%	5%	-	5%	7%	8%	6%	4%	3%	13%	1%	4%	19%	2%	8%	10%	6%	5%	-	-	17%s	4%	4%	9%	14%	8%	4%	-	1%	11%E	22%	9%	7%
2 -	(2)	7	1	1	4	8	7	1	3	-	-	-	3	1	1	3	2	1	5	-	-	2	6	-	8	1	3	3	-	1	3	3	1	6
		4%	2%	4%	2%	7%	4%	2%	6%	-	-	-	4%	5%	1%	4%	5%	3%	14%	-	-	5%	25%	-	13%w	2%	8%	4%	-	1%	5%	11%	1%	7%
1 - Extremely dissatisfied	(1)	8	-	1	9	13	8	5	1	3	-	1	3	5	2	7	6	5	1	1	1	4	8	2	11	4	1	3	-	-	-	8	-	7
		4%	-	4%	5%	11%abf	5%	9%	2%	5%	-	1%	4%	24%	2%	9%m	15%	15%	3%	14%	2%	10%	33%	4%	17%v	8%	3%	4%	-	-	-	30%	-	8%H
Not applicable		2	-	-	1	2	1	-	1	-	-	1	-	-	-	-	-	-	1	1	1	-	1	1	1	-	1	-	-	-	-	1	-	1
		1%	-	-	1%	2%	1%	-	2%	-	-	1%	-	-	-	-	-	-	3%	14%	2%	-	4%	2%	2%	-	3%	-	-	-	-	4%	-	1%
NET: Dissatisfied	(1-3)	23	3	2	21	29	28	9	6	5	1	2	9	10	5	16	12	8	8	1	1	13	15	4	25	12	7	9	-	2	9	17	8	19
		12%	7%	8%	12%	25%abd	17%	17%	11%	9%	13%	2%	13%j	48%	5%	21%m	31%	24%	22%	14%	2%	31%s	63%	8%	39%v	24%	18%	13%	-	2%	16%E	63%	10%	22%H
NET: Neutral	(4-6)	63	12	6	59	30	57	14	22	21	2	15	35	9	19	40	10	6	13	1	10	16	4	11	19	18	10	28	1	16	33	8	20	37
		32%	27%	25%	34%	26%	34%	26%	42%	36%	25%	18%	52%j	43%	20%	53%m	26%	18%	35%	14%	20%	38%	17%	21%	30%	37%	26%	40%	9%	19%	59%E	30%	25%	43%H
NET: Satisfied	(7-10)	108	29	16	91	55	82	30	24	32	5	66	23	2	72	19	17	19	15	4	38	13	4	36	19	19	20	33	10	67	14	1	52	30
		55%	66%ef	67%	53%	47%	49%	57%	45%	55%	63%	79%k	34%	10%	75%n	25%	44%	58%	41%	57%	76%t	31%	17%	69%w	30%	39%	53%	47%	91%	79%F	25%	4%	65%I	34%
Mean score		6.65e	7.25ef	7.04	6.56	6.01	6.22	6.25	6.48	6.76	7.63	7.88k	5.78	3.81	7.61n	5.20	5.77	6.36	5.81	6.83	8.00t	5.24	3.17	7.45w	4.84	5.57	6.24	6.34	8.27	7.85F	5.29	2.92	7.16I	5.41
Standard error		0.18	0.33	0.51	0.19	0.28	0.20	0.37	0.34	0.32	0.92	0.21	0.27	0.53	0.22	0.27	0.52	0.54	0.43	1.30	0.28	0.39	0.56	0.34	0.37	0.38	0.42	0.30	0.45	0.20	0.24	0.34	0.26	0.26

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	73	29	7	79	33	54	14	37	17	5	61	6	6	59	13	9	13	4	3	25	2	2	22	7	2	3	2	-	7	-	-	4	3
	13%	15%	10%	13%	10%	12%	8%	20%g	10%	19%	21%lm	3%	7%	20%o	5%	17%	17%	8%	38%	25%C	3%	7%	24%F	7%	11%	13%	8%	-	27%	-	-	18%	7%
9 - (9)	53	21	8	66	36	44	14	14	23	2	44	6	3	35	18	4	8	7	2	17	4	-	11	8	1	5	2	-	3	3	2	4	3
	10%	11%	11%	11%	10%	9%	8%	8%	13%	8%	15%lm	3%	4%	12%	7%	7%	10%	14%	25%	17%	7%	-	12%	8%	6%	22%	8%	-	12%	9%	17%	18%	7%
8 - (8)	72	21	16	84	60	79	22	22	24	4	54	17	1	45	26	5	8	7	1	13	7	1	11	10	4	5	6	1	8	7	1	8	8
	13%	11%	23%abd	14%	17%b	17%	13%	12%	14%	15%	19%lm	9%m	1%	15%	10%	9%	10%	14%	13%	13%	11%	4%	12%	10%	22%	22%	23%	33%	31%	22%	8%	36%	18%
7 - (7)	78	31	8	92	61	73	26	31	17	4	51	24	3	45	32	11	7	12	1	19	9	3	11	20	3	1	4	-	1	6	1	2	6
	14%	16%	11%	15%	18%	16%	15%	17%	10%	15%	18%m	13%m	4%	15%	13%	20%	9%	24%y	13%	19%	15%	11%	12%	20%	17%	4%	15%	-	4%	19%	8%	9%	13%
6 - (6)	88	29	5	83	42	56	28	27	31	2	29	47	12	39	49	8	13	8	-	13	10	6	11	18	1	2	1	1	1	3	1	-	5
	16%	15%	7%	14%	12%	12%	16%	15%	18%	8%	10%	25%k	14%	13%	19%	15%	17%	16%	-	13%	16%	22%	12%	18%	6%	9%	4%	33%	4%	9%	8%	-	11%
5 - (5)	59	23	10	81	37	51	17	20	20	2	17	31	11	26	32	8	13	2	-	5	14	4	9	14	1	5	4	-	3	6	1	2	8
	11%	12%	14%	13%	11%	11%	10%	11%	11%	8%	6%	16%k	13%k	9%	13%	15%	17%z	4%	-	5%	23%B	15%	10%	14%	6%	22%	15%	-	12%	19%	8%	9%	18%
4 - (4)	43	17	4	52	25	39	22	10	9	2	11	23	9	17	26	5	10	2	-	5	8	4	9	8	3	-	1	-	-	3	1	-	3
	8%	9%	6%	9%	7%	8%	13%hi	5%	5%	8%	4%	12%k	11%k	6%	10%	9%	13%	4%	-	5%	13%	15%	10%	8%	17%	-	4%	-	-	9%	8%	-	7%
3 - (3)	35	10	8	31	18	31	11	9	13	2	7	16	12	12	22	2	3	5	-	4	4	2	3	7	2	1	4	1	2	4	2	2	5
	6%	5%	11%d	5%	5%	7%	6%	5%	7%	8%	2%	8%k	14%k	4%	9%n	4%	4%	10%	-	4%	7%	7%	3%	7%	11%	4%	15%	33%	8%	13%	17%	9%	11%
2 - (2)	20	4	1	21	13	10	6	6	8	-	4	12	4	7	12	1	2	1	-	-	1	3	1	3	-	-	1	-	-	-	1	-	1
	4%	2%	1%	3%	4%	2%	4%	3%	5%	-	1%	6%k	5%	2%	5%	2%	3%	2%	-	-	2%	11%	1%	3%	-	-	4%	-	-	-	8%	-	2%
1 - Extremely dissatisfied (1)	29	5	3	17	17	26	9	9	10	1	2	6	21	7	22	1	1	2	1	1	2	2	2	3	1	1	1	-	1	-	2	-	3
	5%d	3%	4%	3%	5%	6%d	5%	5%	6%	4%	1%	3%k	25%kl	2%	9%n	2%	1%	4%	13%	1%	3%	7%	2%	3%	6%	4%	4%	-	4%	-	17%	-	7%
Not applicable	6	-	-	4	1	2	1	1	2	2	4	1	1	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	*	*	1%	1%	1%	8%	1%	1%	1%	*	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	84	19	12	69	48	67	26	24	31	3	13	34	37	26	56	4	6	8	1	5	7	7	6	13	3	2	6	1	3	4	5	2	9
	15%	10%	17%	11%	14%	14%	15%	13%	18%	12%	5%	18%k	45%kl	9%	22%n	7%	8%	16%	13%	5%	11%	26%	7%	13%	17%	9%	23%	33%	12%	13%	42%	9%	20%
NET: Neutral (4-6)	190	69	19	216	104	146	67	57	60	6	57	101	32	82	107	21	36	12	-	23	32	14	29	40	5	7	6	1	4	12	3	2	16
	34%	36%	27%	35%	30%	31%	39%	31%	34%	23%	20%	53%km	39%k	28%	42%n	39%	46%z	24%	-	23%	52%B	52%	32%	41%	28%	30%	23%	33%	15%	38%	25%	9%	36%
NET: Satisfied (7-10)	276	102	39	321	190	250	76	104	81	15	210	53	13	184	89	29	36	30	7	74	22	6	55	45	10	14	14	1	19	16	4	18	20
	50%	54%	56%	53%	55%	54%	45%	56%g	47%	58%	74%lm	28%m	16%	63%o	35%	54%	46%	60%	88%	73%C	36%	22%	61%F	46%	56%	61%	54%	33%	73%	50%	33%	82%	44%
Mean score	6.36	6.65	6.44	6.54	6.42	6.40	6.03	6.70g	6.25	6.88	7.60lm	5.45m	4.20	7.09o	5.53	6.67	6.56	6.56	8.00	7.61C	5.79	5.00	7.16F	6.14	6.22	7.09	6.12	5.67	7.54	6.16	4.83	7.73	5.89
Standard error	0.11	0.17	0.30	0.10	0.13	0.12	0.19	0.19	0.20	0.53	0.12	0.15	0.30	0.14	0.16	0.31	0.27	0.33	1.07	0.21	0.26	0.46	0.26	0.22	0.61	0.50	0.50	1.45	0.49	0.34	0.85	0.44	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	73	29	7	79	33	54	21	28	23	7	72	5	2	65	12	13	14	5	1	31	1	1	28	5	14	19	19	2	48	3	3	40	14
	13%	15%	10%	13%	10%	12%	11%	12%	14%	25%	24%kl	2%	3%	22%n	4%	11%	12%	5%	6%	19%tu	1%	2%	20%w	2%	11%	12%	14%	6%	20%FG	2%	4%	19%I	6%
9 - (9)	53	21	8	66	36	44	25	22	14	5	53	8	5	40	24	10	12	12	2	28	6	2	21	14	9	18	13	4	30	11	3	25	19
	10%	11%	11%	11%	10%	9%	13%	9%	9%	18%	17%kl	3%	7%	14%n	8%	9%	10%	12%	13%	17%tu	5%	4%	15%w	7%	7%	11%	10%	12%	13%	7%	4%	12%	7%
8 - (8)	72	21	16	84	60	79	31	31	18	4	60	19	5	47	36	15	24	19	2	38	16	6	28	32	21	26	26	6	57	17	5	38	40
	13%	11%	23%abd	14%	17%b	17%	17%	13%	11%	14%	20%kl	8%	7%	16%	12%	13%	21%	20%	13%	23%t	12%	12%	20%	16%	16%	16%	19%	18%	24%FG	11%	7%	18%	16%
7 - (7)	78	31	8	92	61	73	22	37	31	2	51	36	5	54	38	16	20	22	3	29	28	4	21	40	21	19	23	10	45	21	7	36	37
	14%	16%	11%	15%	18%	16%	12%	16%	19%x	7%	17%l	16%l	7%	18%n	12%	14%	17%	23%	19%	18%	21%u	8%	15%	20%	16%	12%	17%	29%B	19%	13%	10%	17%	15%
6 - (6)	88	29	5	83	42	56	23	42	17	1	31	43	9	29	54	17	12	10	3	15	19	8	11	31	20	23	10	3	24	26	6	21	34
	16%	15%	7%	14%	12%	12%	12%	18%	11%	4%	10%	19%j	12%	10%	17%m	15%	10%	10%	19%	9%	15%	16%	8%	15%w	15%C	14%	7%	9%	10%	17%	9%	10%	13%
5 - (5)	59	23	10	81	37	51	25	31	21	4	18	52	11	18	61	18	11	7	1	9	21	7	13	24	12	21	15	3	10	37	4	16	35
	11%	12%	14%	13%	11%	11%	13%	13%	13%	14%	6%	23%j	15%j	6%	20%m	16%	9%	7%	6%	6%	16%s	14%s	9%	12%	9%	13%	11%	9%	4%	24%EG	6%	8%	14%H
4 - (4)	43	17	4	52	25	39	17	20	14	1	8	37	7	19	32	9	11	5	-	6	17	2	9	16	12	16	9	2	9	20	10	10	28
	8%	9%	6%	9%	7%	8%	9%	8%	9%	4%	3%	16%j	9%j	7%	10%	8%	9%	5%	-	4%	13%s	4%	6%	8%	9%	10%	7%	6%	4%	13%E	15%E	5%	11%H
3 - (3)	35	10	8	31	18	31	8	11	11	1	4	18	9	11	20	4	3	8	3	5	10	3	3	15	13	9	8	1	13	9	9	10	21
	6%	5%	11%d	5%	5%	7%	4%	5%	7%	4%	1%	8%j	12%j	4%	6%	4%	3%	8%	19%	3%	8%	6%	2%	7%w	10%	6%	6%	3%	5%	6%	13%E	5%	8%
2 - (2)	20	4	1	21	13	10	6	7	6	2	4	9	8	4	17	4	2	7	-	2	6	5	2	11	2	2	5	1	1	5	4	3	7
	4%	2%	1%	3%	4%	2%	3%	3%	4%	7%	1%	4%	11%jk	1%	6%m	4%	2%	7%p	-	1%	5%	10%s	1%	5%	2%	1%	4%	3%	*	3%E	6%E	1%	3%
1 - Extremely dissatisfied (1)	29	5	3	17	17	26	8	4	4	1	1	2	14	3	14	8	6	2	1	-	6	11	4	13	9	8	8	1	2	7	17	6	19
	5%d	3%	4%	3%	5%	6%d	4%	2%	3%	4%	*	1%	19%jk	1%	5%m	7%	5%	2%	6%	-	5%s	22%st	3%	6%	7%	5%	6%	3%	1%	4%E	25%EF	3%	7%H
Not applicable	6	-	-	4	1	2	1	3	-	-	4	-	-	2	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1	1	-	1	-
	1%	-	-	1%	*	*	1%	1%	-	-	1%	-	-	1%	*	-	1%	-	-	-	1%	-	-	*	-	1%	-	3%AC	*	1%	-	*	-
NET: Dissatisfied (1-3)	84	19	12	69	48	67	22	22	21	4	9	29	31	18	51	16	11	17	4	7	22	19	9	39	24	19	21	3	16	21	30	19	47
	15%	10%	17%	11%	14%	14%	12%	9%	13%	14%	3%	13%j	41%jk	6%	17%m	14%	9%	18%	25%	4%	17%s	39%st	6%	19%v	18%	12%	15%	9%	7%	13%E	44%EF	9%	19%H
NET: Neutral (4-6)	190	69	19	216	104	146	65	93	52	6	57	132	27	66	147	44	34	22	4	30	57	17	33	71	44	60	34	8	43	83	20	47	97
	34%	36%	27%	35%	30%	31%	35%	39%	33%	21%	19%	58%jl	36%l	23%	48%m	39%q	29%	23%	25%	18%	44%s	35%s	24%	35%v	33%	37%C	25%	24%	18%	53%EG	29%E	23%	38%H
NET: Satisfied (7-10)	276	102	39	321	190	250	99	118	86	18	236	68	17	206	110	54	70	58	8	126	51	13	98	91	65	82	81	22	180	52	18	139	110
	50%	54%	56%	53%	55%	54%	53%	50%	54%	64%	77%kl	30%	23%	71%n	36%	47%	60%	60%	50%	77%tu	39%	27%	70%w	45%	49%	51%	60%	65%	75%FG	33%	26%	67%I	43%
Mean score	6.36	6.65	6.44	6.54	6.42	6.40	6.52	6.54	6.47	7.11	7.82kl	5.53l	4.45	7.41n	5.70	6.21	6.70	6.38	6.13	7.65tu	5.56u	4.59	7.31w	5.78	6.14	6.45	6.54	6.70	7.51FG	5.62G	4.32	7.17I	5.81
Standard error	0.11	0.17	0.30	0.10	0.13	0.12	0.18	0.15	0.19	0.53	0.11	0.12	0.31	0.13	0.13	0.24	0.22	0.24	0.64	0.15	0.18	0.39	0.19	0.16	0.22	0.19	0.22	0.37	0.13	0.17	0.34	0.16	0.15

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	79	24	10	76	36	58	20	33	19	7	73	3	3	72	6	8	11	4	1	23	1	-	21	3	3	4	3	-	9	1	-	5	5
	14%	13%	14%	12%	10%	12%	12%	18%	11%	27%	26%lm	2%	4%	25%o	2%	15%	14%	8%	13%	23%C	2%	-	23%F	3%	17%	17%	12%	-	35%	3%	-	23%	11%
9 - (9)	51	21	5	57	29	45	19	13	16	3	41	5	5	35	16	4	10	4	3	12	5	4	10	10	-	1	4	-	3	2	-	2	3
	9%	11%	7%	9%	8%	10%	11%	7%	9%	12%	14%lm	3%	6%	12%o	6%	7%	13%	8%	38%	12%	8%	15%	11%	10%	-	4%	15%	-	12%	6%	-	9%	7%
8 - (8)	83	23	11	95	56	72	28	27	24	4	53	23	7	47	35	4	11	8	-	17	4	2	11	11	2	4	3	2	5	6	-	6	5
	15%	12%	16%	16%	16%	15%	16%	15%	14%	15%	19%m	12%	8%	16%	14%	7%	14%	16%	-	17%	7%	7%	12%	11%	11%	17%	12%	67%	19%	19%	-	27%	11%
7 - (7)	80	36	14	101	52	70	15	37	27	1	40	33	7	38	42	5	17	14	-	23	12	1	15	21	3	5	6	-	5	7	2	5	9
	14%	19%	20%	17%	15%	15%	9%	20%g	16%	4%	14%	17%	8%	13%	16%	9%	22%	28%x	-	23%	20%	4%	17%	21%	17%	22%	23%	-	19%	22%	17%	23%	20%
6 - (6)	79	31	9	88	58	50	28	20	30	1	33	36	10	37	42	15	10	4	2	16	11	4	13	18	2	2	4	1	2	4	3	-	8
	14%	16%	13%	14%	17%f	11%	16%	11%	17%	4%	12%	19%k	12%	13%	16%	28%yz	13%	8%	25%	16%	18%	15%	14%	18%	11%	9%	15%	33%	8%	13%	25%	-	18%
5 - (5)	65	25	7	76	42	61	19	23	21	2	16	42	7	21	44	10	7	7	1	4	16	5	9	16	3	2	2	-	-	5	2	1	5
	12%	13%	10%	12%	12%	13%	11%	12%	12%	8%	6%	22%km	8%	7%	17%n	19%	9%	14%	13%	4%	26%B	19%	10%	16%	17%	9%	8%	-	-	16%	17%	5%	11%
4 - (4)	50	15	7	46	30	36	17	10	19	4	11	26	13	21	27	3	8	4	-	6	5	4	8	7	2	3	2	-	1	5	1	1	5
	9%	8%	10%	8%	9%	8%	10%	5%	11%	15%	4%	14%k	16%k	7%	11%	6%	10%	8%	-	6%	8%	15%	9%	7%	11%	13%	8%	-	4%	16%	8%	5%	11%
3 - (3)	23	7	4	39	15	33	6	9	8	-	5	11	7	9	14	2	2	3	-	1	3	3	1	6	2	1	1	-	1	1	2	2	2
	4%	4%	6%	6%	4%	7%a	4%	5%	5%	-	2%	6%k	8%k	3%	5%	4%	3%	6%	-	1%	5%	11%	1%	6%	11%	4%	4%	-	4%	3%	17%	9%	4%
2 - (2)	10	4	1	13	10	18	5	2	3	-	3	4	3	2	7	2	2	-	-	-	3	1	1	3	1	-	-	-	-	1	-	-	1
	2%	2%	1%	2%	3%	4%a	3%	1%	2%	-	1%	2%	4%	1%	3%	4%	3%	-	-	-	5%B	4%	1%	3%	6%	-	-	-	-	3%	-	-	2%
1 - Extremely dissatisfied (1)	31	4	2	16	14	18	12	11	6	2	6	5	20	9	22	1	-	2	1	-	1	3	1	3	-	1	1	-	-	-	2	-	2
	6%d	2%	3%	3%	4%	4%	7%	6%	3%	8%	2%	3%	24%kl	3%	9%n	2%	-	4%	13%	-	2%	11%	1%	3%	-	4%	4%	-	-	-	17%	-	4%
Not applicable	5	-	-	3	1	4	1	1	1	2	3	1	1	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	*	*	1%	1%	1%	1%	8%	1%	1%	1%	1%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	64	15	7	68	39	69	23	22	17	2	14	20	30	20	43	5	4	5	1	1	7	7	3	12	3	2	2	-	1	2	4	2	5
	12%	8%	10%	11%	11%	15%b	14%	12%	10%	8%	5%	11%k	36%kl	7%	17%n	9%	5%	10%	13%	1%	11%B	26%	3%	12%E	17%	9%	8%	-	4%	6%	33%	9%	11%
NET: Neutral (4-6)	194	71	23	210	130	147	64	53	70	7	60	104	30	79	113	28	25	15	3	26	32	13	30	41	7	7	8	1	3	14	6	2	18
	35%	37%	33%	34%	38%	32%	38%	28%	40%h	27%	21%	55%km	36%k	27%	44%n	52%yz	32%	30%	38%	25%	52%B	48%	33%	42%	39%	30%	31%	33%	12%	44%	50%	9%	40%
NET: Satisfied (7-10)	293	104	40	329	173	245	82	110	86	15	207	64	22	192	99	21	49	30	4	75	22	7	57	45	8	14	16	2	22	16	2	18	22
	53%	55%	57%	54%	50%	53%	48%	59%g	49%	58%	73%lm	34%	27%	66%o	39%	39%	63%x	60%x	50%	74%C	36%	26%	63%F	46%	44%	61%	62%	67%	85%	50%	17%	82%	49%
Mean score	6.52	6.68	6.63	6.57	6.40	6.41	6.34	6.70	6.43	7.08	7.66lm	5.67m	4.56	7.31o	5.63	6.41	6.97	6.48	6.88	7.63C	5.79	5.11	7.27F	6.10	6.11	6.70	6.85	7.33	8.12	6.22	4.50	7.55	6.29
Standard error	0.11	0.16	0.28	0.09	0.13	0.12	0.20	0.18	0.17	0.60	0.13	0.13	0.31	0.14	0.14	0.31	0.24	0.31	1.06	0.18	0.25	0.48	0.23	0.21	0.58	0.51	0.44	0.67	0.38	0.34	0.61	0.46	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	79	24	10	76	36	58	21	21	25	9	70	4	2	61	12	14	11	9	2	32	4	-	26	10	17	18	21	2	52	3	3	44	14
	14%	13%	14%	12%	10%	12%	11%	9%	16%g	32%	23%kl	2%	3%	21%n	4%	12%	9%	9%	13%	20%tu	3%	-	19%w	5%	13%	11%	15%	6%	22%FG	2%	4%	21%I	6%
9 - (9)	51	21	5	57	29	45	20	22	13	2	47	8	2	37	20	9	8	10	2	20	7	2	14	14	10	16	14	5	39	3	3	29	16
	9%	11%	7%	9%	8%	10%	11%	9%	8%	7%	15%kl	3%	3%	13%n	6%	8%	7%	10%	13%	12%t	5%	4%	10%	7%	8%	10%	10%	15%	16%FG	2%	4%	14%I	6%
8 - (8)	83	23	11	95	56	72	23	45	26	1	68	25	2	47	48	14	22	16	4	44	11	1	26	30	16	23	27	6	52	15	5	35	36
	15%	12%	16%	16%	16%	15%	12%	19%	16%	4%	22%kl	11%l	3%	16%	16%	12%	19%	16%	25%	27%tu	8%	2%	19%	15%	12%	14%	20%	18%	22%FG	10%	7%	17%	14%
7 - (7)	80	36	14	101	52	70	30	36	30	5	57	37	7	52	46	15	15	20	2	25	22	5	27	25	20	21	22	7	39	25	6	27	43
	14%	19%	20%	17%	15%	15%	16%	15%	19%	18%	19%	16%	9%	18%	15%	13%	13%	21%	13%	15%	17%	10%	19%	12%	15%	13%	16%	21%	16%	16%	9%	13%	17%
6 - (6)	79	31	9	88	58	50	31	35	19	3	28	51	9	36	52	15	28	13	2	23	26	9	27	31	13	28	5	4	20	24	6	21	28
	14%	16%	13%	14%	17%f	11%	17%	15%	12%	11%	9%	22%j	12%	12%	17%	13%	24%oq	13%	13%	14%	20%	18%	19%	15%	10%C	17%C	4%	12%	8%	15%E	9%	10%	11%
5 - (5)	65	25	7	76	42	61	29	29	14	4	15	48	13	21	53	20	13	8	1	7	31	4	9	33	18	21	17	5	17	41	3	21	39
	12%	13%	10%	12%	12%	13%	16%	12%	9%	14%	5%	21%j	17%j	7%	17%m	18%q	11%	8%	6%	4%	24%su	8%	6%	16%w	14%	13%	13%	15%	7%	26%EG	4%	10%	15%
4 - (4)	50	15	7	46	30	36	11	22	12	1	9	22	15	10	35	12	8	9	1	8	17	5	5	25	16	14	5	1	16	15	5	12	24
	9%	8%	10%	8%	9%	8%	6%	9%	8%	4%	3%	10%j	20%jk	3%	11%m	11%	7%	9%	6%	5%	13%s	10%	4%	12%w	12%C	9%	4%	3%	7%	10%	7%	6%	9%
3 - (3)	23	7	4	39	15	33	14	13	10	2	6	23	10	17	22	5	6	4	-	3	6	6	3	12	14	7	12	-	2	18	13	10	22
	4%	4%	6%	6%	4%	7%a	7%	6%	6%	7%	2%	10%j	13%j	6%	7%	4%	5%	4%	-	2%	5%	12%s	2%	6%	11%D	4%	9%	-	1%	11%E	19%E	5%	9%
2 - (2)	10	4	1	13	10	18	1	8	4	-	2	8	3	7	6	5	2	3	-	1	2	7	1	9	4	8	6	-	1	9	8	3	15
	2%	2%	1%	2%	3%	4%a	1%	3%a	3%	-	1%	3%j	4%j	2%	2%	4%	2%	3%	-	1%	2%	14%st	1%	4%w	3%	5%	4%	-	*	6%E	12%E	1%	6%H
1 - Extremely dissatisfied (1)	31	4	2	16	14	18	7	3	5	1	2	2	12	3	13	4	3	5	2	-	4	10	2	12	4	5	6	3	-	2	16	2	16
	6%d	2%	3%	3%	4%	4%	4%	1%	3%	4%	1%	1%	16%jk	1%	4%m	4%	3%	5%	13%	-	3%s	20%st	1%	6%w	3%	3%	4%	9%	-	1%	24%EF	1%	6%H
Not applicable	5	-	-	3	1	4	-	2	1	-	2	1	-	1	2	1	-	-	-	-	1	-	-	1	1	1	1	1	2	2	-	2	1
	1%	-	-	*	*	1%	-	1%	1%	-	1%	*	-	*	1%	1%	-	-	-	-	1%	-	-	*	1%	1%	1%	3%	1%	1%	-	1%	*
NET: Dissatisfied (1-3)	64	15	7	68	39	69	22	24	19	3	10	33	25	27	41	14	11	12	2	4	12	23	6	33	22	20	24	3	3	29	37	15	53
	12%	8%	10%	11%	11%	15%b	12%	10%	12%	11%	3%	14%j	33%jk	9%	13%	12%	9%	12%	13%	2%	9%s	47%st	4%	16%w	17%	12%	18%	9%	1%	18%E	54%EF	7%	21%H
NET: Neutral (4-6)	194	71	23	210	130	147	71	86	45	8	52	121	37	67	140	47	49	30	4	38	74	18	41	89	47	63	27	10	53	80	14	54	91
	35%	37%	33%	34%	38%	32%	38%	36%	28%	29%	17%	53%j	49%j	23%	45%m	41%	42%	31%	25%	23%	56%su	37%	29%	44%w	35%C	39%C	20%	29%	22%	51%EG	21%	26%	36%H
NET: Satisfied (7-10)	293	104	40	329	173	245	94	124	94	17	242	74	13	197	126	52	56	55	10	121	44	8	93	79	63	78	84	20	182	46	17	135	109
	53%	55%	57%	54%	50%	53%	50%	53%	59%	61%	79%kl	32%l	17%	67%n	41%	46%	48%	57%	63%	74%tu	34%u	16%	66%w	39%	47%	48%	62%AB	59%	76%FG	29%	25%	66%I	43%
Mean score	6.52	6.68	6.63	6.57	6.40	6.41	6.47	6.50	6.71	7.14	7.79kl	5.67l	4.40	7.26n	5.91	6.24	6.49	6.44	6.69	7.63tu	5.77u	4.02	7.31w	5.76	6.17	6.37	6.63	6.61	7.72FG	5.39G	4.13	7.29I	5.71
Standard error	0.11	0.16	0.28	0.09	0.13	0.12	0.17	0.14	0.19	0.50	0.11	0.12	0.26	0.13	0.12	0.23	0.20	0.24	0.69	0.14	0.17	0.34	0.17	0.17	0.22	0.19	0.23	0.41	0.12	0.15	0.34	0.16	0.15

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	91	31	11	102	47	68	25	35	25	6	78	9	4	71	18	8	14	5	4	25	4	2	21	8	2	4	5	-	10	-	1	6	5
	16%	16%	16%	17%	14%	15%	15%	19%	14%	23%	27%lm	5%	5%	24%o	7%	15%	18%	10%	50%	25%C	7%	7%	23%F	8%	11%	17%	19%	-	38%	-	8%	27%	11%
9 - (9)	51	24	7	64	46	52	15	22	13	1	41	8	2	34	17	7	7	10	-	16	6	2	12	12	1	3	3	-	4	2	1	4	3
	9%	13%	10%	10%	13%a	11%	9%	12%	7%	4%	14%lm	4%	2%	12%o	7%	13%	9%	20%	-	16%	10%	7%	13%	12%	6%	13%	12%	-	15%	6%	8%	18%	7%
8 - (8)	96	37	11	90	57	68	33	30	28	5	65	25	6	55	41	9	14	11	3	27	9	1	23	14	3	4	2	2	5	6	-	4	7
	17%	19%	16%	15%	17%	15%	19%	16%	16%	19%	23%lm	13%	7%	19%	16%	17%	18%	22%	38%	26%	15%	4%	26%	14%	17%	17%	8%	67%	19%	19%	-	18%	16%
7 - (7)	82	20	15	87	51	71	24	20	34	4	40	28	14	38	43	8	10	2	-	11	9	-	10	10	5	7	3	-	4	9	2	3	11
	15%	11%	21%h	14%	15%	15%	14%	11%	20%h	15%	14%	15%	17%	13%	17%	15%	13%	4%	-	11%	15%	-	11%	10%	28%	30%	12%	-	15%	28%	17%	14%	24%
6 - (6)	72	34	7	73	51	68	18	29	22	3	27	37	8	33	39	10	14	10	-	11	17	6	12	22	3	-	4	-	2	4	1	1	6
	13%	18%d	10%	12%	15%	15%	11%	16%	13%	12%	10%	20%km	10%	11%	15%	19%	18%	20%	-	11%	28%B	22%	13%	22%	17%	-	15%	-	8%	13%	8%	5%	13%
5 - (5)	73	16	10	80	33	52	24	25	23	1	19	42	12	28	44	8	2	6	-	5	8	3	4	12	1	3	5	1	-	6	4	2	6
	13%	8%	14%	13%	10%	11%	14%	13%	13%	4%	7%	22%k	14%k	10%	17%n	15%y	3%	12%y	-	5%	13%	11%	4%	12%	6%	13%	19%	33%	-	19%	33%	9%	13%
4 - (4)	33	11	4	47	22	28	10	6	15	2	2	19	12	11	21	2	6	3	-	4	3	4	5	6	1	1	2	-	-	4	-	1	3
	6%	6%	6%	8%	6%	6%	6%	3%	9%h	8%	1%	10%k	14%k	4%	8%n	4%	8%	6%	-	4%	5%	15%	6%	6%	6%	4%	8%	-	-	13%	-	5%	7%
3 - (3)	26	7	-	33	10	27	9	12	5	-	6	9	11	9	17	-	6	1	-	2	3	2	1	6	-	-	-	-	-	-	-	-	-
	5%	4%	-	5%c	3%	6%c	5%	6%	3%	-	2%	5%	13%kl	3%	7%	-	8%x	2%	-	2%	5%	7%	1%	6%	-	-	-	-	-	-	-	-	-
2 - (2)	10	3	2	10	10	9	4	2	4	-	-	6	4	4	6	1	1	1	-	-	1	2	1	2	1	-	1	-	1	-	1	-	2
	2%	2%	3%	2%	3%	2%	2%	1%	2%	-	-	3%k	5%k	1%	2%	2%	1%	2%	-	-	2%	7%	1%	2%	6%	-	4%	-	4%	-	8%	-	4%
1 - Extremely dissatisfied (1)	15	7	2	18	14	12	6	4	3	2	4	2	9	6	8	1	4	1	1	1	1	5	1	6	-	1	1	-	-	-	2	1	1
	3%	4%	3%	3%	4%	3%	4%	2%	2%	8%	1%	1%	11%kl	2%	3%	2%	5%	2%	13%	1%	2%	19%	1%	6%	-	4%	4%	-	-	-	17%	5%	2%
Not applicable	7	-	1	6	2	10	2	1	2	2	2	4	1	4	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	1
	1%	-	1%	1%	1%	2%b	1%	1%	1%	8%	1%	2%	1%	1%	1%	-	-	-	-	-	-	-	-	-	6%	-	-	-	-	3%	-	-	2%
NET: Dissatisfied (1-3)	51	17	4	61	34	48	19	18	12	2	10	17	24	19	31	2	11	3	1	3	5	9	3	14	1	1	2	-	1	-	3	1	3
	9%	9%	6%	10%	10%	10%	11%	10%	7%	8%	4%	9%k	29%kl	6%	12%n	4%	14%	6%	13%	3%	8%	33%	3%	14%E	6%	4%	8%	-	4%	-	25%	5%	7%
NET: Neutral (4-6)	178	61	21	200	106	148	52	60	60	6	48	98	32	72	104	20	22	19	-	20	28	13	21	40	5	4	11	1	2	14	5	4	15
	32%	32%	30%	33%	31%	32%	31%	32%	34%	23%	17%	52%km	39%k	25%	41%n	37%	28%	38%	-	20%	46%B	48%	23%	41%E	28%	17%	42%	33%	8%	44%	42%	18%	33%
NET: Satisfied (7-10)	320	112	44	343	201	259	97	107	100	16	224	70	26	198	119	32	45	28	7	79	28	5	66	44	11	18	13	2	23	17	4	17	26
	58%	59%	63%	56%	59%	56%	57%	58%	57%	62%	79%lm	37%	31%	68%o	46%	59%	58%	56%	88%	77%C	46%	19%	73%F	45%	61%	78%	50%	67%	88%	53%	33%	77%	58%
Mean score	6.84	6.97	6.96	6.77	6.80	6.77	6.70	7.00	6.76	7.08	7.93lm	5.98m	5.00	7.42o	6.19	7.07	6.76	7.00	8.13	7.85C	6.48	4.74	7.67F	6.27	6.88	7.30	6.69	7.00	8.38	6.42	5.25	7.73	6.66
Standard error	0.10	0.17	0.27	0.10	0.13	0.11	0.19	0.17	0.17	0.54	0.12	0.14	0.27	0.13	0.14	0.28	0.29	0.31	1.08	0.19	0.25	0.54	0.21	0.24	0.49	0.46	0.50	1.00	0.37	0.27	0.83	0.50	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	91	31	11	102	47	68	24	38	33	7	92	7	3	78	21	19	14	12	2	38	7	2	35	12	19	20	23	6	59	4	5	48	19
	16%	16%	16%	17%	14%	15%	13%	16%	21%x	25%	30%kl	3%	4%	27%n	7%	17%	12%	12%	13%	23%tu	5%	4%	25%w	6%	14%	12%	17%	18%	25%FG	3%	7%	23%I	7%
9 - (9)	51	24	7	64	46	52	21	23	17	3	48	12	4	34	30	12	15	15	4	30	9	7	29	17	15	19	15	3	35	10	7	24	28
	9%	13%	10%	10%	13%a	11%	11%	10%	11%	11%	16%kl	5%	5%	12%	10%	11%	13%	15%	25%	18%t	7%	14%	21%w	8%	11%	12%	11%	9%	15%F	6%	10%	12%	11%
8 - (8)	96	37	11	90	57	68	32	30	23	5	57	27	6	46	44	24	15	14	4	37	14	6	20	36	16	24	21	7	51	14	3	37	31
	17%	19%	16%	15%	17%	15%	17%	13%	14%	18%	19%kl	12%	8%	16%	14%	21%	13%	14%	25%	23%t	11%	12%	14%	18%	12%	15%	15%	21%	21%FG	9%	4%	18%	12%
7 - (7)	82	20	15	87	51	71	32	35	20	-	45	34	8	45	42	12	23	13	3	22	27	2	16	35	25	22	19	5	39	23	9	27	44
	15%	11%	21%b	14%	15%	15%	17%	15%	13%	-	15%	15%	11%	15%	14%	11%	20%	13%	19%	13%	21%u	4%	11%	17%	19%	14%	14%	15%	16%	15%	13%	13%	17%
6 - (6)	72	34	7	73	51	68	24	29	18	2	23	42	8	28	45	15	19	16	1	12	35	4	18	33	20	26	18	4	27	35	6	24	43
	13%	18%d	10%	12%	15%	15%	13%	12%	11%	7%	8%	18%j	11%	10%	15%	13%	16%	16%	6%	7%	27%su	8%	13%	16%	15%	16%	13%	12%	11%	22%EG	9%	12%	17%
5 - (5)	73	16	10	80	33	52	17	38	20	5	21	48	11	28	50	11	11	10	1	10	17	6	8	25	13	19	18	2	15	32	5	21	31
	13%	8%	14%	13%	10%	11%	9%	16%a	13%	18%	7%	21%j	15%j	10%	16%m	10%	9%	10%	6%	6%	13%s	12%	6%	12%w	10%	12%	13%	6%	6%	20%EG	7%	10%	12%
4 - (4)	33	11	4	47	22	28	13	16	15	3	6	35	6	14	32	7	10	5	-	6	10	6	6	16	6	12	9	1	6	16	6	8	19
	6%	6%	6%	8%	6%	6%	7%	7%	9%	11%	2%	15%j	8%j	5%	10%m	6%	9%	5%	-	4%	8%	12%s	4%	8%	5%	7%	7%	3%	3%	10%E	9%E	4%	7%
3 - (3)	26	7	-	33	10	27	12	15	5	1	7	15	11	6	26	4	4	2	-	2	3	5	3	7	11	11	3	2	5	11	11	11	16
	5%	4%	-	5%c	3%	6%c	6%	6%	3%	4%	2%	7%j	15%jk	2%	8%m	4%	3%	2%	-	1%	2%	10%st	2%	3%	8%C	7%	2%	6%	2%	7%E	16%EF	5%	6%
2 - (2)	10	3	2	10	10	9	1	4	4	1	3	4	3	5	5	1	2	7	-	4	2	4	2	8	1	3	5	-	-	3	6	2	7
	2%	2%	3%	2%	3%	2%	1%	2%	3%	4%	1%	2%	4%	2%	2%	1%	2%	7%op	-	2%	2%	8%t	1%	4%	1%	2%	4%	-	-	2%E	9%EF	1%	3%
1 - Extremely dissatisfied (1)	15	7	2	18	14	12	9	6	3	-	2	2	14	7	11	8	3	2	1	1	6	7	2	12	6	2	4	-	1	4	7	3	8
	3%	4%	3%	3%	4%	3%	5%	3%	2%	-	1%	1%	19%jk	2%	4%	7%	3%	2%	6%	1%	5%s	14%st	1%	6%v	5%	1%	3%	-	*	3%	10%EF	1%	3%
Not applicable	7	-	1	6	2	10	2	2	1	1	2	3	1	1	3	1	-	1	-	1	1	-	1	1	1	4	1	4	2	5	3	1	8
	1%	-	1%	1%	1%	2%b	1%	1%	1%	4%	1%	1%	1%	*	1%	1%	-	1%	-	1%	1%	-	1%	*	1%	2%	1%	12%ABC	1%	3%	4%E	*	3%H
NET: Dissatisfied (1-3)	51	17	4	61	34	48	22	25	12	2	12	21	28	18	42	13	9	11	1	7	11	16	7	27	18	16	12	2	6	18	24	16	31
	9%	9%	6%	10%	10%	10%	12%	11%	8%	7%	4%	9%j	37%jk	6%	14%m	11%	8%	11%	6%	4%	8%	33%st	5%	13%v	14%	10%	9%	6%	3%	11%E	35%EF	8%	12%
NET: Neutral (4-6)	178	61	21	200	106	148	54	83	53	10	50	125	25	70	127	33	40	31	2	28	62	16	32	74	39	57	45	7	48	83	17	53	93
	32%	32%	30%	33%	31%	32%	29%	35%	33%	36%	16%	55%jl	33%j	24%	41%m	29%	34%	32%	13%	17%	47%s	33%s	23%	37%v	29%	35%	33%	21%	20%	53%EG	25%	26%	37%H
NET: Satisfied (7-10)	320	112	44	343	201	259	109	126	93	15	242	80	21	203	137	67	67	54	13	127	57	17	100	100	75	85	78	21	184	51	24	136	122
	58%	59%	63%	56%	59%	56%	58%	53%	58%	54%	79%kl	35%	28%	70%n	44%	59%	58%	56%	81%	78%tu	44%	35%	71%w	50%	56%	52%	57%	62%	77%FG	32%	35%	66%I	48%
Mean score	6.84	6.97	6.96	6.77	6.80	6.77	6.69	6.66	6.97	7.07	7.96kl	5.84l	4.73	7.45n	6.12	6.81	6.76	6.73	7.56	7.78tu	6.20u	5.16	7.70w	6.18	6.65	6.69	6.84	7.40	7.83FG	5.79	5.18	7.33I	6.33
Standard error	0.10	0.17	0.27	0.10	0.13	0.11	0.18	0.16	0.19	0.49	0.12	0.12	0.31	0.14	0.13	0.24	0.21	0.25	0.56	0.16	0.18	0.41	0.19	0.17	0.21	0.18	0.21	0.37	0.12	0.16	0.35	0.16	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	84	25	10	84	51	58	22	30	25	7	71	9	4	69	14	7	11	5	2	23	2	-	16	8	2	4	4	-	10	-	-	6	4
	15%	13%	14%	14%	15%	12%	13%	16%	14%	27%	25%lm	5%	5%	24%o	5%	13%	14%	10%	25%	23%C	3%	-	18%	8%	11%	17%	15%	-	38%	-	-	27%	9%
9 - (9)	52	26	10	74	40	59	15	22	13	2	41	9	2	31	21	6	10	6	4	21	2	3	14	11	4	2	4	-	6	4	-	7	3
	9%	14%	14%	12%	12%	13%	9%	12%	7%	8%	14%lm	5%	2%	11%	8%	11%	13%	12%	50%	21%C	3%	11%	16%	11%	22%	9%	15%	-	23%	13%	-	32%	7%
8 - (8)	77	27	9	114	43	70	25	26	26	-	55	14	8	49	28	5	13	9	-	11	12	4	13	14	-	4	4	1	2	4	3	4	5
	14%	14%	13%	19%ae	13%	15%	15%	14%	15%	-	19%lm	7%	10%	17%	11%	9%	17%	18%	-	11%	20%	15%	14%	14%	-	17%	15%	33%	8%	13%	25%	18%	11%
7 - (7)	84	26	6	76	49	74	24	26	29	5	47	33	4	41	42	8	11	6	1	16	6	4	13	13	2	-	3	1	1	4	1	-	4
	15%	14%	9%	12%	14%	16%	14%	14%	17%	19%	17%m	17%m	5%	14%	16%	15%	14%	12%	13%	16%	10%	15%	14%	13%	11%	-	12%	33%	4%	13%	8%	-	9%
6 - (6)	82	30	8	89	44	57	22	27	31	2	31	46	5	30	52	9	9	12	-	13	15	2	11	19	1	4	3	-	1	6	1	2	6
	15%	16%	11%	15%	13%	12%	13%	15%	18%	8%	11%	24%km	6%	10%	20%n	17%	12%	24%	-	13%	25%	7%	12%	19%	6%	17%	12%	-	4%	19%	8%	9%	13%
5 - (5)	66	23	12	79	48	51	28	21	13	4	18	38	10	29	34	8	12	3	-	9	12	2	8	15	6	2	4	-	2	7	3	2	10
	12%	12%	17%	13%	14%	11%	16%i	11%	7%	15%	6%	20%k	12%	10%	13%	15%	15%	6%	-	9%	20%B	7%	9%	15%	33%	9%	15%	-	8%	22%	25%	9%	22%
4 - (4)	36	13	6	36	22	36	11	11	13	1	9	18	9	19	17	6	5	2	-	4	8	1	5	8	1	4	1	-	2	3	1	-	5
	6%	7%	9%	6%	6%	8%	6%	6%	7%	4%	3%	10%k	11%k	6%	7%	11%	6%	4%	-	4%	13%B	4%	6%	8%	6%	17%	4%	-	8%	9%	8%	-	11%
3 - (3)	26	11	4	25	20	25	7	9	10	-	2	11	13	8	18	3	5	3	-	3	4	4	6	5	-	1	2	1	-	2	2	-	4
	5%	6%	6%	4%	6%	5%	4%	5%	6%	-	1%	6%k	16%kl	3%	7%n	6%	6%	6%	-	3%	7%	15%	7%	5%	-	4%	8%	33%	-	6%	17%	-	9%
2 - (2)	17	4	3	9	7	13	4	5	7	1	2	7	8	5	12	2	-	2	-	1	-	3	1	3	2	1	-	-	1	2	-	1	2
	3%	2%	4%	1%	2%	3%	2%	3%	4%	4%	1%	4%k	10%kl	2%	5%n	4%	-	4%	-	1%	-	11%	1%	3%	11%	4%	-	-	4%	6%	-	5%	4%
1 - Extremely dissatisfied (1)	22	4	1	18	16	13	8	7	5	2	4	-	18	7	15	-	1	2	1	-	-	4	2	2	-	-	1	-	-	-	1	-	1
	4%	2%	1%	3%	5%	3%	5%	4%	3%	8%	1%	-	22%kl	2%	6%n	-	1%	4%	13%	-	-	15%	2%	2%	-	-	4%	-	-	-	8%	-	2%
Not applicable	10	1	1	6	3	9	4	2	2	2	4	4	2	5	3	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1
	2%	1%	1%	1%	1%	2%	2%	1%	1%	8%	1%	2%	2%	2%	1%	-	1%	-	-	1%	-	-	1%	-	-	4%	-	-	4%	-	-	-	2%
NET: Dissatisfied (1-3)	65	19	8	52	43	51	19	21	22	3	8	18	39	20	45	5	6	7	1	4	4	11	9	10	2	2	3	1	1	4	3	1	7
	12%	10%	11%	9%	13%d	11%	11%	11%	13%	12%	3%	10%k	47%kl	7%	18%n	9%	8%	14%	13%	4%	7%	41%	10%	10%	11%	9%	12%	33%	4%	13%	25%	5%	16%
NET: Neutral (4-6)	184	66	26	204	114	144	61	59	57	7	58	102	24	78	103	23	26	17	-	26	35	5	24	42	8	10	8	-	5	16	5	4	21
	33%	35%	37%	33%	33%	31%	36%	32%	33%	27%	20%	54%km	29%	27%	40%n	43%	33%	34%	-	25%	57%B	19%	27%	43%E	44%	43%	31%	-	19%	50%	42%	18%	47%
NET: Satisfied (7-10)	297	104	35	348	183	261	86	104	93	14	214	65	18	190	105	26	45	26	7	71	22	11	56	46	8	10	15	2	19	12	4	17	16
	53%	55%	50%	57%	53%	56%	51%	56%	53%	54%	75%lm	34%m	22%	65%o	41%	48%	58%	52%	88%	70%C	36%	41%	62%F	47%	44%	43%	58%	67%	73%	38%	33%	77%	36%
Mean score	6.62	6.74	6.59	6.84	6.59	6.68	6.48	6.76	6.57	6.79	7.76lm	5.94m	4.19	7.26o	5.89	6.50	6.90	6.56	8.00	7.61C	6.07	5.00	7.07F	6.39	6.33	6.59	6.85	6.00	8.12	5.91	5.25	8.14	5.86
Standard error	0.10	0.17	0.30	0.09	0.14	0.11	0.19	0.18	0.18	0.59	0.12	0.14	0.30	0.14	0.15	0.31	0.25	0.34	1.05	0.20	0.22	0.55	0.25	0.22	0.60	0.54	0.48	1.53	0.48	0.35	0.65	0.45	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	84	25	10	84	51	58	22	32	21	9	76	6	2	67	15	20	19	11	1	41	8	2	35	16	14	20	20	4	50	5	3	44	14
	15%	13%	14%	14%	15%	12%	12%	14%	13%	32%	25%kl	3%	3%	23%n	5%	18%	16%	11%	6%	25%tu	6%	4%	25%w	8%	11%	12%	15%	12%	21%FG	3%	4%	21%I	6%
9 - (9)	52	26	10	74	40	59	17	24	30	3	60	12	2	49	25	14	12	12	2	28	10	2	19	21	16	17	18	8	50	8	1	31	27
	9%	14%	14%	12%	12%	13%	9%	10%	19%xg	11%	20%kl	5%	3%	17%n	8%	12%	10%	12%	13%	17%tu	8%	4%	14%	10%	12%	10%	13%	24%B	21%FG	5%	1%	15%	11%
8 - (8)	77	27	9	114	43	70	37	47	26	4	76	25	13	58	54	6	20	12	5	33	7	3	22	21	15	33	16	6	51	13	6	37	33
	14%	14%	13%	19%ae	13%	15%	20%	20%	16%	14%	25%kl	11%	17%	20%	17%	5%	17%o	12%	31%	20%tu	5%	6%	16%	10%	11%	20%AC	12%	18%	21%FG	8%	9%	18%	13%
7 - (7)	84	26	6	76	49	74	28	31	14	3	36	30	10	38	36	13	20	14	2	26	20	3	24	25	24	25	22	3	35	29	10	25	48
	15%	14%	9%	12%	14%	16%	15%	13%	9%	11%	12%	13%	13%	13%	12%	11%	17%	14%	13%	16%	15%	6%	17%	12%	18%	15%	16%	9%	15%	18%	15%	12%	19%H
6 - (6)	82	30	8	89	44	57	27	35	26	1	30	48	11	31	58	13	11	18	2	16	24	4	16	28	15	18	20	4	26	28	3	18	38
	15%	16%	11%	15%	13%	12%	14%	15%	16%	4%	10%	21%j	15%	11%	19%m	11%	9%	19%	13%	10%	18%s	8%	11%	14%	11%	11%	15%	12%	11%	18%EG	4%	9%	15%H
5 - (5)	66	23	12	79	48	51	26	31	18	4	15	54	10	25	52	24	12	10	2	4	33	11	9	39	16	14	16	5	12	32	7	18	33
	12%	12%	17%	13%	14%	11%	14%	13%	11%	14%	5%	24%j	13%j	9%	17%m	21%pq	10%	10%	13%	2%	25%s	22%s	6%	19%w	12%	9%	12%	15%	5%	20%E	10%	9%	13%
4 - (4)	36	13	6	36	22	36	11	13	11	1	4	26	6	10	26	5	9	8	-	7	10	5	5	17	10	15	10	1	4	16	16	14	22
	6%	7%	9%	6%	6%	8%	6%	6%	7%	4%	1%	11%j	8%j	3%	8%m	4%	8%	8%	-	4%	8%	10%	4%	8%	8%	9%	7%	3%	2%	10%E	24%EF	7%	9%
3 - (3)	26	11	4	25	20	25	9	8	6	2	7	14	4	6	19	7	6	6	1	4	10	6	2	18	11	8	5	1	4	14	7	7	18
	5%	6%	6%	4%	6%	5%	5%	3%	4%	7%	2%	6%j	5%	2%	6%m	6%	5%	6%	6%	2%	8%s	12%s	1%	9%w	8%	5%	4%	3%	2%	9%E	10%E	3%	7%
2 - (2)	17	4	3	9	7	13	3	3	2	1	1	6	2	3	6	3	1	3	-	2	2	3	3	4	4	5	4	-	4	6	3	6	7
	3%	2%	4%	1%	2%	3%	2%	1%	1%	4%	*	3%j	3%j	1%	2%	3%	1%	3%	-	1%	2%	6%s	2%	2%	3%	3%	3%	-	2%	4%	4%	3%	3%
1 - Extremely dissatisfied (1)	22	4	1	18	16	13	7	8	3	-	1	4	13	4	14	8	5	2	1	-	6	10	3	13	7	3	3	-	2	3	8	4	8
	4%	2%	1%	3%	5%	3%	4%	3%	2%	-	*	2%	17%jk	1%	5%m	7%	4%	2%	6%	-	5%s	20%st	2%	6%	5%	2%	2%	-	1%	2%	12%EF	2%	3%
Not applicable	10	1	1	6	3	9	-	4	2	-	-	4	2	1	4	1	1	1	-	2	1	-	2	-	1	4	2	2	2	3	4	2	6
	2%	1%	1%	1%	1%	2%	-	2%	1%	-	-	2%j	3%j	*	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	2%	1%	6%A	1%	2%	6%E	1%	2%
NET: Dissatisfied (1-3)	65	19	8	52	43	51	19	19	11	3	9	24	19	13	39	18	12	11	2	6	18	19	8	35	22	16	12	1	10	23	18	17	33
	12%	10%	11%	9%	13%d	11%	10%	8%	7%	11%	3%	10%j	25%jk	4%	13%m	16%	10%	11%	13%	4%	14%s	39%st	6%	17%w	17%D	10%	9%	3%	4%	15%E	26%EF	8%	13%
NET: Neutral (4-6)	184	66	26	204	114	144	64	79	55	6	49	128	27	66	136	42	32	36	4	27	67	20	30	84	41	47	46	10	42	76	26	50	93
	33%	35%	37%	33%	33%	31%	34%	33%	35%	21%	16%	56%jl	36%l	23%	44%m	37%	28%	37%	25%	17%	51%s	41%s	21%	42%w	31%	29%	34%	29%	18%	48%E	38%E	24%	37%H
NET: Satisfied (7-10)	297	104	35	348	183	261	104	134	91	19	248	73	27	212	130	53	71	49	10	128	45	10	100	83	69	95	76	21	186	55	20	137	122
	53%	55%	50%	57%	53%	56%	56%	57%	57%	68%	81%kl	32%	36%	73%n	42%	46%	61%o	51%	63%	79%tu	34%	20%	71%w	41%	52%	59%	56%	62%	78%FG	35%	29%	67%I	48%
Mean score	6.62	6.74	6.59	6.84	6.59	6.68	6.64	6.83	7.01	7.43	8.02kl	5.77	5.22	7.63n	6.08	6.35	6.83	6.54	6.75	7.88tu	5.81u	4.41	7.54w	5.93	6.29	6.75	6.79	7.41A	7.80FG	5.70G	4.83	7.26I	6.21
Standard error	0.10	0.17	0.30	0.09	0.14	0.11	0.17	0.15	0.18	0.48	0.10	0.13	0.31	0.12	0.13	0.26	0.23	0.24	0.59	0.15	0.19	0.37	0.19	0.17	0.22	0.18	0.20	0.34	0.13	0.16	0.31	0.17	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	76	30	7	88	37	59	16	34	20	6	64	7	5	60	14	8	12	8	2	26	2	2	22	7	2	4	1	-	7	-	-	5	2
	14%	16%	10%	14%	11%	13%	9%	18%g	11%	23%	23%lm	4%	6%	20%o	5%	15%	15%	16%	25%	25%C	3%	7%	24%F	7%	11%	17%	4%	-	27%	-	-	23%	4%
9 - (9)	54	26	7	67	44	38	16	19	17	2	45	6	3	33	20	8	10	7	1	19	4	3	17	8	1	-	6	-	6	1	-	4	3
	10%	14%f	10%	11%	13%f	8%	9%	10%	10%	8%	16%lm	3%	4%	11%	8%	15%	13%	14%	13%	19%C	7%	11%	19%F	8%	6%	-	23%	-	23%	3%	-	18%	7%
8 - (8)	80	30	14	77	47	77	23	29	24	4	53	21	6	53	27	8	11	9	2	18	11	1	16	14	6	5	2	1	4	8	2	4	9
	14%	16%	20%	13%	14%	17%	14%	16%	14%	15%	19%lm	11%	7%	18%o	11%	15%	14%	18%	25%	18%	18%	4%	18%	14%	33%	22%	8%	33%	15%	25%	17%	18%	20%
7 - (7)	78	23	10	107	47	66	28	23	25	2	42	29	7	39	39	6	13	3	1	17	6	-	9	14	2	4	3	1	2	6	2	4	5
	14%	12%	14%	18%	14%	14%	16%	12%	14%	8%	15%	15%	8%	13%	15%	11%	17%	6%	13%	17%	10%	-	10%	14%	11%	17%	12%	33%	8%	19%	17%	18%	11%
6 - (6)	78	27	6	85	46	58	27	22	27	2	35	36	7	29	48	8	9	9	1	11	11	5	8	19	1	3	2	-	1	4	1	1	5
	14%	14%	9%	14%	13%	12%	16%	12%	16%	8%	12%	19%km	8%	10%	19%k	15%	12%	18%	13%	11%	18%	19%	9%	19%E	6%	13%	8%	-	4%	13%	8%	5%	11%
5 - (5)	65	20	11	79	47	67	25	19	18	3	20	33	12	28	36	7	9	4	-	3	15	2	6	14	2	3	5	1	3	6	2	2	8
	12%	11%	16%	13%	14%	14%	15%	10%	10%	12%	7%	17%k	14%k	10%	14%	13%	12%	8%	-	3%	25%B	7%	7%	14%	11%	13%	19%	33%	12%	19%	17%	9%	18%
4 - (4)	38	18	7	39	32	31	5	22	11	-	7	21	10	14	24	4	8	6	-	5	8	5	5	13	3	1	3	-	1	4	2	-	7
	7%	9%	10%	6%	9%	7%	3%	12%g	6%	-	2%	11%k	12%k	5%	9%k	7%	10%	12%	-	5%	13%	19%	6%	13%	17%	4%	12%	-	4%	13%	17%	-	16%
3 - (3)	30	6	5	25	17	30	8	5	16	1	7	12	11	13	17	3	2	1	-	2	1	3	1	5	1	2	2	-	2	3	-	2	3
	5%	3%	7%	4%	5%	6%	5%	3%	9%h	4%	2%	6%k	13%k	4%	7%	6%	3%	2%	-	2%	2%	11%	1%	5%	6%	9%	8%	-	8%	9%	-	9%	7%
2 - (2)	15	5	1	14	12	17	6	3	6	-	1	10	4	10	5	2	2	1	-	-	1	4	3	2	-	-	1	-	-	-	1	-	1
	3%	3%	1%	2%	3%	4%	4%	2%	3%	-	*	5%k	5%k	3%	2%	4%	3%	2%	-	-	2%	15%	3%	2%	-	-	4%	-	-	-	8%	-	2%
1 - Extremely dissatisfied (1)	29	4	2	20	13	17	12	6	7	4	6	7	16	9	20	-	2	1	1	-	2	2	2	2	-	1	1	-	-	-	2	-	2
	5%	2%	3%	3%	4%	4%	7%	3%	4%	15%	2%	4%	19%kl	3%	8%n	-	3%	2%	13%	-	3%	7%	2%	2%	-	4%	4%	-	-	-	17%	-	4%
Not applicable	13	1	-	9	1	5	4	4	3	2	4	7	2	5	6	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	2%c	1%	-	1%	*	1%	2%	2%	2%	8%	1%	4%	2%	2%	2%	-	-	2%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	74	15	8	59	42	64	26	14	29	5	14	29	31	32	42	5	6	3	1	2	4	9	6	9	1	3	4	-	2	3	3	2	6
	13%b	8%	11%	10%	12%	14%bd	15%h	8%	17%h	19%	5%	15%k	37%kl	11%	16%	9%	8%	6%	13%	2%	7%	33%	7%	9%	6%	13%	15%	-	8%	9%	25%	9%	13%
NET: Neutral (4-6)	181	65	24	203	125	156	57	63	56	5	62	90	29	71	108	19	26	19	1	19	34	12	19	46	6	7	10	1	5	14	5	3	20
	33%	34%	34%	33%	36%	34%	34%	34%	32%	19%	22%	48%k	35%k	24%	42%n	35%	33%	38%	13%	19%	56%B	44%	21%	47%E	33%	30%	38%	33%	19%	44%	42%	14%	44%
NET: Satisfied (7-10)	288	109	38	339	175	240	83	105	86	14	204	63	21	185	100	30	46	27	6	80	23	6	64	43	11	13	12	2	19	15	4	17	19
	52%	57%	54%	56%	51%	52%	49%	56%	49%	54%	72%lm	33%	25%	63%o	39%	56%	59%	54%	75%	78%C	38%	22%	71%F	44%	61%	57%	46%	67%	73%	47%	33%	77%	42%
Mean score	6.49	6.88ef	6.47	6.71	6.43	6.43	6.26	6.85g	6.33	6.58	7.61lm	5.62m	4.60	7.06o	5.82	6.85	6.82	6.94	7.38	7.93C	6.00	4.96	7.56F	6.21	6.78	6.61	6.12	6.67	7.73	6.06	4.83	7.64	5.89
Standard error	0.11	0.17	0.28	0.10	0.13	0.11	0.19	0.18	0.19	0.65	0.13	0.16	0.30	0.15	0.15	0.31	0.27	0.34	1.03	0.18	0.26	0.53	0.25	0.22	0.51	0.51	0.49	0.88	0.45	0.31	0.73	0.46	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	76	30	7	88	37	59	25	36	20	7	77	7	4	62	24	11	13	12	1	32	3	2	30	7	19	20	18	2	54	1	4	47	12
	14%	16%	10%	14%	11%	13%	13%	15%	13%	25%	25%kl	3%	5%	21%n	8%	10%	11%	12%	6%	20%tu	2%	4%	21%w	3%	14%	12%	13%	6%	23%FG	1%	6%F	23%I	5%
9 - (9)	54	26	7	67	44	38	21	22	21	3	50	10	7	45	22	13	16	12	3	34	9	1	21	23	7	14	12	5	31	5	2	23	14
	10%	14%f	10%	11%	13%f	8%	11%	9%	13%	11%	16%k	4%	9%	15%n	7%	11%	14%	12%	19%	21%tu	7%	2%	15%	11%	5%	9%	9%	15%	13%FG	3%	3%	11%I	6%
8 - (8)	80	30	14	77	47	77	23	27	25	2	53	19	5	41	36	15	16	15	1	31	14	2	24	23	19	29	21	8	59	14	4	36	41
	14%	16%	20%	13%	14%	17%	12%	11%	16%	7%	17%kl	8%	7%	14%	12%	13%	14%	15%	6%	19%tu	11%	4%	17%	11%	14%	18%	15%	24%	25%FG	9%	6%	17%	16%
7 - (7)	78	23	10	107	47	66	32	49	21	5	53	46	8	51	54	12	17	13	5	29	12	6	21	26	19	22	20	5	38	23	5	27	39
	14%	12%	14%	18%	14%	14%	17%	21%	13%	18%	17%	20%	11%	17%	17%	11%	15%	13%	31%	18%t	9%	12%	15%	13%	14%	14%	15%	15%	16%	15%	7%	13%	15%
6 - (6)	78	27	6	85	46	58	32	32	19	2	29	48	8	29	55	16	18	10	2	14	26	6	14	32	17	21	15	5	23	28	7	23	34
	14%	14%	9%	14%	13%	12%	17%	14%	12%	7%	9%	21%jl	11%	10%	18%m	14%	16%	10%	13%	9%	20%s	12%	10%	16%	13%	13%	11%	15%	10%	18%E	10%	11%	13%
5 - (5)	65	20	11	79	47	67	26	29	22	2	20	49	10	28	50	18	15	13	1	9	30	8	15	32	18	26	21	2	12	44	11	21	45
	12%	11%	16%	13%	14%	14%	14%	12%	14%	7%	7%	21%j	13%	10%	16%m	16%	13%	13%	6%	6%	23%s	16%s	11%	16%	14%	16%	15%	6%	5%	28%E	16%E	10%	18%H
4 - (4)	38	18	7	39	32	31	13	15	9	2	10	20	9	12	26	8	13	11	-	9	16	7	6	25	10	11	8	2	9	16	6	9	22
	7%	9%	10%	6%	9%	7%	7%	6%	6%	7%	3%	9%j	12%j	4%	8%m	7%	11%	11%	-	6%	12%s	14%s	4%	12%w	8%	7%	6%	6%	4%	10%E	9%	4%	9%
3 - (3)	30	6	5	25	17	30	4	13	8	-	7	14	4	8	17	9	1	5	2	5	8	4	4	13	12	12	5	1	7	16	7	11	19
	5%	3%	7%	4%	5%	6%	2%	6%	5%	-	2%	6%j	5%	3%	6%	8%p	1%	5%	13%	3%	6%	8%	3%	6%	9%	7%	4%	3%	3%	10%E	10%E	5%	7%
2 - (2)	15	5	1	14	12	17	1	5	5	3	1	8	5	6	8	6	2	4	-	-	8	4	2	10	6	2	7	2	5	4	8	2	15
	3%	3%	1%	2%	3%	4%	1%	2%	3%	11%	*	3%j	7%j	2%	3%	5%	2%	4%	-	-	6%s	8%s	1%	5%	5%	1%	5%	6%	2%	3%	12%EF	1%	6%H
1 - Extremely dissatisfied (1)	29	4	2	20	13	17	7	6	6	1	2	5	13	7	13	5	5	2	1	-	4	9	2	11	5	4	8	-	2	4	11	7	9
	5%	2%	3%	3%	4%	4%	4%	3%	4%	4%	1%	2%	17%jk	2%	4%	4%	4%	2%	6%	-	3%s	18%st	1%	5%	4%	2%	6%	-	1%	3%	16%EF	3%	4%
Not applicable	13	1	-	9	1	5	3	2	3	1	4	3	2	3	4	1	-	-	-	-	1	-	1	-	1	1	1	2	-	2	3	-	4
	2%c	1%	-	1%	*	1%	2%	1%	2%	4%	1%	1%	3%	1%	1%	1%	-	-	-	-	1%	-	1%	-	1%	1%	1%	6%ABC	-	1%	4%E	-	2%
NET: Dissatisfied (1-3)	74	15	8	59	42	64	12	24	19	4	10	27	22	21	38	20	8	11	3	5	20	17	8	34	23	18	20	3	14	24	26	20	43
	13%b	8%	11%	10%	12%	14%bd	6%	10%	12%	14%	3%	12%j	29%jk	7%	12%m	18%p	7%	11%	19%	3%	15%s	35%st	6%	17%v	17%	11%	15%	9%	6%	15%E	38%EF	10%	17%H
NET: Neutral (4-6)	181	65	24	203	125	156	71	76	50	6	59	117	27	69	131	42	46	34	3	32	72	21	35	89	45	58	44	9	44	88	24	53	101
	33%	34%	34%	33%	36%	34%	38%	32%	31%	21%	19%	51%jl	36%l	24%	42%m	37%	40%	35%	19%	20%	55%s	43%s	25%	44%w	34%	36%	32%	26%	18%	56%EG	35%E	26%	40%H
NET: Satisfied (7-10)	288	109	38	339	175	240	101	134	87	17	233	82	24	199	136	51	62	52	10	126	38	11	96	79	64	85	71	20	182	43	15	133	106
	52%	57%	54%	56%	51%	52%	54%	57%	55%	61%	76%kl	36%	32%	68%n	44%	45%	53%	54%	63%	77%tu	29%	22%	69%w	39%	48%	52%	52%	59%	76%FG	27%	22%	65%I	42%
Mean score	6.49	6.88ef	6.47	6.71	6.43	6.43	6.75	6.71	6.64	6.85	7.79kl	5.80l	5.04	7.32n	6.12	6.13	6.62	6.53	6.50	7.71tu	5.55u	4.49	7.40w	5.77	6.23	6.56	6.37	6.84	7.60FG	5.42G	4.52	7.17I	5.84
Standard error	0.11	0.17	0.28	0.10	0.13	0.11	0.16	0.15	0.20	0.55	0.11	0.13	0.33	0.14	0.13	0.24	0.22	0.25	0.62	0.15	0.18	0.36	0.19	0.17	0.22	0.18	0.22	0.38	0.13	0.15	0.33	0.17	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	74	29	7	78	43	61	21	30	18	5	66	5	3	63	11	8	13	5	3	22	6	1	20	8	3	2	2	-	5	1	1	4	2
	13%	15%	10%	13%	13%	13%	12%	16%	10%	19%	23%lm	3%	4%	22%o	4%	15%	17%	10%	38%	22%	10%	4%	22%F	8%	17%	9%	8%	-	19%	3%	8%	18%	4%
9 - (9)	53	26	9	69	42	58	13	20	19	1	42	8	3	38	14	10	8	6	2	18	6	2	16	10	2	2	5	-	4	5	-	4	5
	10%	14%	13%	11%	12%	12%	8%	11%	11%	4%	15%lm	4%	4%	13%o	5%	19%	10%	12%	25%	18%	10%	7%	18%	10%	11%	9%	19%	-	15%	16%	-	18%	11%
8 - (8)	74	20	6	109	46	66	24	25	22	3	44	21	9	40	33	6	9	5	-	13	3	4	8	12	-	5	1	-	3	3	-	4	2
	13%	11%	9%	18%abc	13%	14%	14%	13%	13%	12%	15%	11%	11%	14%	13%	11%	12%	10%	-	13%	5%	15%	9%	12%	-	22%	4%	-	12%	9%	-	18%	4%
7 - (7)	85	29	5	77	48	56	30	28	23	4	47	31	7	38	47	4	16	8	1	19	7	3	15	14	1	1	3	-	2	2	1	2	2
	15%	15%	7%	13%	14%	12%	18%	15%	13%	15%	17%	16%	8%	13%	18%	7%	21%k	16%	13%	19%	11%	11%	17%	14%	6%	4%	12%	-	8%	6%	8%	9%	4%
6 - (6)	68	28	6	72	43	61	18	25	25	-	30	31	7	34	34	9	11	8	-	11	15	2	13	15	1	1	3	1	-	4	2	-	6
	12%	15%	9%	12%	13%	13%	11%	13%	14%	-	11%	16%	8%	12%	13%	17%	14%	16%	-	11%	25%B	7%	14%	15%	6%	4%	12%	33%	-	13%	17%	-	13%
5 - (5)	64	28	11	94	39	56	21	17	22	4	18	37	9	30	33	12	11	5	-	9	12	7	10	18	4	4	3	-	2	8	1	2	9
	12%	15%	16%	15%	11%	12%	12%	9%	13%	15%	6%	20%k	11%	10%	13%	22%	14%	10%	-	9%	20%B	26%	11%	18%	22%	17%	12%	-	8%	25%	8%	9%	20%
4 - (4)	38	13	7	40	29	43	11	9	16	2	13	17	8	11	27	3	6	3	1	5	6	2	5	7	2	2	2	1	2	3	2	1	5
	7%	7%	10%	7%	8%	9%	6%	5%	9%	8%	5%	9%	10%	4%	11%k	6%	8%	6%	13%	5%	10%	7%	6%	7%	11%	9%	8%	33%	8%	9%	17%	5%	11%
3 - (3)	32	7	7	31	12	26	12	11	8	1	6	18	8	11	20	1	-	6	-	2	2	3	2	5	3	3	1	-	1	5	1	1	6
	6%	4%	10%be	5%	3%	6%	7%	6%	5%	4%	2%	10%k	10%k	4%	8%n	2%	-	12%xy	-	2%	3%	11%	2%	5%	17%	13%	4%	-	4%	16%	8%	5%	13%
2 - (2)	20	4	3	12	12	5	5	7	8	-	2	11	7	9	11	1	2	1	-	1	2	1	-	4	1	1	1	-	2	-	1	-	3
	4%f	2%	4%f	2%	3%f	1%	3%	4%	5%	-	1%	6%k	8%k	3%	4%	2%	3%	2%	-	1%	3%	4%	-	4%	6%	4%	4%	-	8%	-	8%	-	7%
1 - Extremely dissatisfied (1)	34	4	4	18	20	24	13	10	9	2	6	6	22	10	23	-	1	2	1	-	2	2	1	3	1	1	2	-	1	-	3	1	3
	6%bd	2%	6%	3%	6%bd	5%	8%	5%	5%	8%	2%	3%	27%kl	3%	9%n	-	1%	4%	13%	-	3%	7%	1%	3%	6%	4%	8%	-	4%	-	25%	5%	7%
Not applicable	14	2	5	10	9	9	2	4	4	4	10	4	-	9	3	-	1	1	-	2	-	-	-	2	-	1	3	1	4	1	-	3	2
	3%	1%	7%abdf	2%	3%	2%	1%	2%	2%	15%	4%	2%	-	3%	1%	-	1%	2%	-	2%	-	-	-	2%	-	4%	12%	33%	15%	3%	-	14%	4%
NET: Dissatisfied (1-3)	86	15	14	61	44	55	30	28	25	3	14	35	37	30	54	2	3	9	1	3	6	6	3	12	5	5	4	-	4	5	5	2	12
	15%bd	8%	20%bd	10%	13%	12%	18%	15%	14%	12%	5%	19%k	45%kl	10%	21%n	4%	4%	18%xy	13%	3%	10%	22%	3%	12%E	28%	22%	15%	-	15%	16%	42%	9%	27%
NET: Neutral (4-6)	170	69	24	206	111	160	50	51	63	6	61	85	24	75	94	24	28	16	1	25	33	11	28	40	7	7	8	2	4	15	5	3	20
	31%	36%	34%	34%	32%	34%	29%	27%	36%	23%	21%	45%km	29%	26%	37%n	44%	36%	32%	13%	25%	54%B	41%	31%	41%	39%	30%	31%	67%	15%	47%	42%	14%	44%
NET: Satisfied (7-10)	286	104	27	333	179	241	88	103	82	13	199	65	22	179	105	28	46	24	6	72	22	10	59	44	6	10	11	-	14	11	2	14	11
	51%c	55%c	39%	55%c	52%c	52%c	52%	55%	47%	50%	70%lm	34%	27%	61%o	41%	52%	59%	48%	75%	71%C	36%	37%	66%F	45%	33%	43%	42%	-	54%	34%	17%	64%	24%
Mean score	6.37	6.81ac	5.91	6.68ac	6.47	6.54	6.22	6.62	6.24	6.55	7.55lm	5.56m	4.30	7.10o	5.58	6.98	6.96	6.27	7.50	7.58C	6.11	5.52	7.42F	6.23	5.61	5.95	6.17	5.00	6.82	5.94	4.17	7.37	5.19
Standard error	0.11	0.17	0.34	0.10	0.14	0.12	0.20	0.19	0.19	0.61	0.13	0.16	0.31	0.15	0.15	0.29	0.25	0.35	1.18	0.20	0.29	0.47	0.22	0.24	0.69	0.57	0.58	1.00	0.64	0.39	0.81	0.60	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	74	29	7	78	43	61	22	30	18	8	68	8	2	61	15	20	14	6	3	33	9	1	29	14	16	22	21	2	55	3	3	46	14
	13%	15%	10%	13%	13%	13%	12%	13%	11%	29%	22%kl	3%	3%	21%n	5%	18%q	12%	6%	19%	20%tu	7%	2%	21%w	7%	12%	14%	15%	6%	23%FG	2%	4%	22%I	6%
9 - (9)	53	26	9	69	42	58	17	25	23	4	55	13	1	47	22	13	13	14	2	31	9	2	17	25	14	18	18	8	49	4	5	38	20
	10%	14%	13%	11%	12%	12%	9%	11%	14%	14%	18%kl	6%	1%	16%n	7%	11%	11%	14%	13%	19%tu	7%	4%	12%	12%	11%	11%	13%	24%A	20%FG	3%	7%	18%I	8%
8 - (8)	74	20	6	109	46	66	41	42	22	4	70	26	13	58	49	11	18	14	3	33	10	3	23	23	17	27	17	5	47	14	5	33	33
	13%	11%	9%	18%abc	13%	14%	22%	18%	14%	14%	23%kl	11%	17%	20%	16%	10%	16%	14%	19%	20%tu	8%	6%	16%	11%	13%	17%	13%	15%	20%FG	9%	7%	16%	13%
7 - (7)	85	29	5	77	48	56	25	29	20	3	40	32	5	32	43	12	18	16	2	23	22	3	18	30	15	23	15	3	27	27	2	25	31
	15%	15%	7%	13%	14%	12%	13%	12%	13%	11%	13%	14%	7%	11%	14%	11%	16%	16%	13%	14%	17%	6%	13%	15%	11%	14%	11%	9%	11%G	17%G	3%	12%	12%
6 - (6)	68	28	6	72	43	61	22	25	25	-	29	32	11	27	45	17	14	11	1	14	22	7	17	26	19	17	18	7	17	37	7	15	46
	12%	15%	9%	12%	13%	13%	12%	11%	16%	-	9%	14%	15%	9%	15%m	15%	12%	11%	6%	9%	17%s	14%	12%	13%	14%	10%	13%	21%	7%	24%EG	10%	7%	18%H
5 - (5)	64	28	11	94	39	56	21	44	23	6	20	58	16	33	59	14	14	10	1	9	24	6	12	27	22	18	12	4	20	28	8	20	36
	12%	15%	16%	15%	11%	12%	11%	19%e	14%	21%	7%	25%j	21%j	11%	19%m	12%	12%	10%	6%	6%	18%s	12%	9%	13%	17%	11%	9%	12%	8%	18%E	12%	10%	14%
4 - (4)	38	13	7	40	29	43	18	13	9	-	7	24	9	11	29	9	14	6	-	9	17	3	10	18	11	21	10	1	11	26	6	14	29
	7%	7%	10%	7%	8%	9%	10%	6%	6%	-	2%	10%j	12%j	4%	9%m	8%	12%	6%	-	6%	13%s	6%	7%	9%	8%	13%	7%	3%	5%	17%E	9%	7%	11%
3 - (3)	32	7	7	31	12	26	11	12	6	2	6	19	6	10	21	2	4	6	-	5	3	4	3	9	7	7	11	1	9	5	12	5	20
	6%	4%	10%be	5%	3%	6%	6%	5%	4%	7%	2%	8%j	8%j	3%	7%	2%	3%	6%	-	3%	2%	8%	2%	4%	5%	4%	8%	3%	4%	3%	18%EF	2%	8%H
2 - (2)	20	4	3	12	12	5	-	9	2	1	2	9	1	2	10	5	2	4	1	1	7	4	2	10	-	4	1	-	-	2	3	1	3
	4%f	2%	4%f	2%	3%f	1%	-	4%e	1%	4%	1%	4%j	1%	1%	3%m	4%	2%	4%	6%	1%	5%s	8%s	1%	5%	-	2%	1%	-	-	1%	4%E	*	1%
1 - Extremely dissatisfied (1)	34	4	4	18	20	24	8	5	5	-	4	4	10	3	15	10	3	6	1	-	6	14	2	18	9	4	10	1	1	7	16	4	19
	6%bd	2%	6%	3%	6%bd	5%	4%	2%	3%	-	1%	2%	13%jk	1%	5%m	9%p	3%	6%	6%	-	5%s	29%st	1%	9%v	7%	2%	7%B	3%	*	4%E	24%EF	2%	7%H
Not applicable	14	2	5	10	9	9	2	2	6	-	5	4	1	8	1	1	2	4	2	5	2	2	7	2	3	1	3	2	4	4	1	5	3
	3%	1%	7%abdf	2%	3%	2%	1%	1%	4%g	-	2%	2%	1%	3%n	*	1%	2%	4%	13%	3%	2%	4%	5%w	1%	2%	1%	2%	6%B	2%	3%	1%	2%	1%
NET: Dissatisfied (1-3)	86	15	14	61	44	55	19	26	13	3	12	32	17	15	46	17	9	16	2	6	16	22	7	37	16	15	22	2	10	14	31	10	42
	15%bd	8%	20%bd	10%	13%	12%	10%	11%	8%	11%	4%	14%j	23%j	5%	15%m	15%	8%	16%	13%	4%	12%s	45%st	5%	18%v	12%	9%	16%	6%	4%	9%	46%EF	5%	17%H
NET: Neutral (4-6)	170	69	24	206	111	160	61	82	57	6	56	114	36	71	133	40	42	27	2	32	63	16	39	71	52	56	40	12	48	91	21	49	111
	31%	36%	34%	34%	32%	34%	33%	35%	36%	21%	18%	50%j	48%j	24%	43%m	35%	36%	28%	13%	20%	48%s	33%	28%	35%	39%	35%	29%	35%	20%	58%EG	31%	24%	44%H
NET: Satisfied (7-10)	286	104	27	333	179	241	105	126	83	19	233	79	21	198	129	56	63	50	10	120	50	9	87	92	62	90	71	18	178	48	15	142	98
	51%c	55%c	39%	55%c	52%c	52%c	56%	53%	52%	68%	76%kl	34%	28%	68%n	42%	49%	54%	52%	63%	74%tu	38%u	18%	62%w	46%	47%	56%	52%	53%	74%FG	31%	22%	69%I	39%
Mean score	6.37	6.81ac	5.91	6.68ac	6.47	6.54	6.63	6.60	6.74	7.39	7.78kl	5.72l	5.14	7.50n	5.91	6.40	6.63	6.26	7.14	7.70tu	5.84u	4.06	7.29w	5.93	6.35	6.63	6.51	6.97	7.75FG	5.61G	4.37	7.50I	5.81
Standard error	0.11	0.17	0.34	0.10	0.14	0.12	0.17	0.15	0.18	0.47	0.11	0.14	0.28	0.13	0.13	0.26	0.22	0.26	0.75	0.16	0.20	0.40	0.19	0.18	0.22	0.19	0.23	0.37	0.13	0.15	0.34	0.16	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
10 - Extremely satisfied (10)	87	29	10	87	41	72	22	36	23	6	75	8	4	73	13	7	11	8	3	24	3	2	18	9	2	4	4	-	10	-	-	5	5
	16%	15%	14%	14%	12%	15%	13%	19%	13%	23%	26%lm	4%	5%	25%o	5%	13%	14%	16%	38%	24%C	5%	7%	20%F	9%	11%	17%	15%	-	38%	-	-	23%	11%
9 - (9)	65	24	8	79	36	53	15	23	26	1	48	12	5	42	22	6	10	7	1	15	6	3	16	8	2	3	3	-	6	2	-	5	3
	12%	13%	11%	13%	10%	11%	9%	12%	15%	4%	17%lm	6%	6%	14%o	9%	11%	13%	14%	13%	15%	10%	11%	18%	8%	11%	13%	12%	-	23%	6%	-	23%	7%
8 - (8)	83	30	5	108	62	66	23	30	28	2	62	13	8	49	34	11	8	11	-	20	6	4	13	17	1	-	3	1	3	2	-	3	2
	15%	16%	7%	18%c	18%c	14%	14%	16%	16%	8%	22%lm	7%	10%	17%	13%	20%	10%	22%	-	20%	10%	15%	14%	17%	6%	-	12%	33%	12%	6%	-	14%	4%
7 - (7)	98	27	11	90	59	63	38	26	27	7	42	45	11	37	59	6	14	6	1	13	13	1	11	16	2	5	4	-	2	8	1	3	7
	18%	14%	16%	15%	17%	14%	22%h	14%	16%	27%	15%	24%km	13%	13%	23%n	11%	18%	12%	13%	13%	21%	4%	12%	16%	11%	22%	15%	-	8%	25%	8%	14%	16%
6 - (6)	68	24	11	73	39	61	20	26	20	2	21	39	8	30	38	9	8	6	1	9	12	3	9	15	6	2	3	-	2	8	1	2	9
	12%	13%	16%	12%	11%	13%	12%	14%	11%	8%	7%	21%km	10%	10%	15%	17%	10%	12%	13%	9%	20%B	11%	10%	15%	33%	9%	12%	-	8%	25%	8%	9%	20%
5 - (5)	62	21	8	79	40	59	22	14	22	4	16	37	9	25	36	8	9	3	1	9	9	3	9	12	2	2	3	1	1	6	1	-	8
	11%	11%	11%	13%	12%	13%	13%	8%	13%	15%	6%	20%k	11%	9%	14%n	15%	12%	6%	13%	9%	15%	11%	10%	12%	11%	9%	12%	33%	4%	19%	8%	-	18%
4 - (4)	36	16	7	40	22	39	11	13	12	-	10	21	5	15	20	3	9	4	-	6	7	3	6	10	2	3	2	-	2	2	3	2	4
	6%	8%	10%	7%	6%	8%	6%	7%	7%	-	4%	11%k	6%	5%	8%	6%	12%	8%	-	6%	11%	11%	7%	10%	11%	13%	8%	-	8%	6%	25%	9%	9%
3 - (3)	20	12	3	26	22	22	5	6	9	-	3	5	12	6	14	3	7	2	-	4	3	5	7	5	-	3	-	-	-	1	2	2	1
	4%	6%	4%	4%	6%	5%	3%	3%	5%	-	1%	3%	14%kl	2%	5%n	6%	9%	4%	-	4%	5%	19%	8%	5%	-	13%	-	-	-	3%	17%	9%	2%
2 - (2)	12	3	4	9	8	10	3	5	3	1	3	4	5	6	6	1	1	1	-	1	1	1	-	3	1	-	2	1	-	2	2	-	3
	2%	2%	6%d	1%	2%	2%	2%	3%	2%	4%	1%	2%	6%k	2%	2%	2%	1%	2%	-	1%	2%	4%	-	3%	6%	-	8%	33%	-	6%	17%	-	7%
1 - Extremely dissatisfied (1)	20	3	2	16	14	15	9	7	3	1	2	3	15	7	13	-	1	1	1	-	1	2	1	2	-	1	1	-	-	1	1	-	2
	4%	2%	3%	3%	4%	3%	5%	4%	2%	4%	1%	2%	18%kl	2%	5%	-	1%	2%	13%	-	2%	7%	1%	2%	-	4%	4%	-	-	3%	8%	-	4%
Not applicable	5	1	1	3	-	5	2	-	1	2	2	2	1	3	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-	1
	1%	1%	1%e	*	-	1%	1%	-	1%	8%	1%	1%	1%	1%	*	-	-	2%	-	1%	-	-	-	1%	-	-	4%	-	-	-	8%	-	2%
NET: Dissatisfied (1-3)	52	18	9	51	44	47	17	18	15	2	8	12	32	19	33	4	9	4	1	5	5	8	8	10	1	4	3	1	-	4	5	2	6
	9%	9%	13%	8%	13%d	10%	10%	10%	9%	8%	3%	6%	39%kl	6%	13%n	7%	12%	8%	13%	5%	8%	30%	9%	10%	6%	17%	12%	33%	-	13%	42%	9%	13%
NET: Neutral (4-6)	166	61	26	192	101	159	53	53	54	6	47	97	22	70	94	20	26	13	2	24	28	9	24	37	10	7	8	1	5	16	5	4	21
	30%	32%	37%	31%	29%	34%	31%	28%	31%	23%	17%	51%km	27%k	24%	37%n	37%	33%	26%	25%	24%	46%B	33%	27%	38%	56%	30%	31%	33%	19%	50%	42%	18%	47%
NET: Satisfied (7-10)	333	110	34	364	198	254	98	115	104	16	227	78	28	201	128	30	43	32	5	72	28	10	58	50	7	12	14	1	21	12	1	16	17
	60%	58%	49%	60%	58%	55%	58%	62%	60%	62%	80%lm	41%	34%	69%o	50%	56%	55%	64%	63%	71%C	46%	37%	64%	51%	39%	52%	54%	33%	81%	38%	8%	73%	38%
Mean score	6.84	6.84	6.41	6.89	6.59	6.70	6.60	7.00	6.88	7.04	7.93lm	6.07m	4.88	7.45o	6.15	6.87	6.60	7.12	7.25	7.55C	6.23	5.56	7.22F	6.42	6.44	6.35	6.60	5.00	8.35	5.75	3.73	7.55	5.98
Standard error	0.10	0.17	0.30	0.09	0.13	0.11	0.18	0.18	0.17	0.50	0.12	0.14	0.31	0.14	0.14	0.29	0.27	0.33	1.13	0.21	0.26	0.53	0.25	0.23	0.51	0.56	0.53	1.73	0.38	0.34	0.54	0.50	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
10 - Extremely satisfied (10)	87	29	10	87	41	72	26	24	30	7	72	12	3	65	20	16	14	8	3	34	5	2	33	8	21	24	21	6	63	7	2	55	16
	16%	15%	14%	14%	12%	15%	14%	10%	19%g	25%	24%kl	5%	4%	22%n	6%	14%	12%	8%	19%	21%tu	4%	4%	24%w	4%	16%	15%	15%	18%	26%FG	4%	3%	27%I	6%
9 - (9)	65	24	8	79	36	53	22	33	22	2	59	15	5	49	30	9	11	12	4	28	5	3	19	17	12	19	16	6	40	10	3	31	22
	12%	13%	11%	13%	10%	11%	12%	14%	14%	7%	19%kl	7%	7%	17%n	10%	8%	9%	12%	25%	17%t	4%	6%	14%	8%	9%	12%	12%	18%	17%FG	6%	4%	15%I	9%
8 - (8)	83	30	5	108	62	66	38	35	30	5	64	33	11	60	46	17	20	21	4	40	20	2	28	34	16	18	24	8	48	15	3	34	32
	15%	16%	7%	18%c	18%c	14%	20%	15%	19%	18%	21%	14%	15%	21%	15%	15%	17%	22%	25%	25%u	15%u	4%	20%	17%	12%	11%	18%	24%	20%FG	10%	4%	17%	13%
7 - (7)	98	27	11	90	59	63	30	41	15	4	49	28	13	37	53	17	21	18	3	31	25	3	24	35	19	23	19	2	39	21	3	26	37
	18%	14%	16%	15%	17%	14%	16%	17%h	9%	14%	16%	12%	17%	13%	17%	15%	18%	19%	19%	19%u	19%u	6%	17%	17%	14%	14%	14%	6%	16%G	13%G	4%	13%	15%
6 - (6)	68	24	11	73	39	61	20	36	15	2	21	42	10	27	45	10	15	13	1	13	19	7	14	25	18	25	14	4	22	28	11	19	42
	12%	13%	16%	12%	11%	13%	11%	15%	9%	7%	7%	18%j	13%	9%	15%m	9%	13%	13%	6%	8%	15%	14%	10%	12%	14%	15%	10%	12%	9%	18%E	16%	9%	17%H
5 - (5)	62	21	8	79	40	59	24	34	17	4	23	49	7	30	48	10	19	11	-	8	28	4	9	30	21	19	15	4	12	38	9	25	34
	11%	11%	11%	13%	12%	13%	13%	14%	11%	14%	8%	21%jl	9%	10%	16%	9%	16%	11%	-	5%	21%su	8%	6%	15%w	16%	12%	11%	12%	5%	24%E	13%E	12%	13%
4 - (4)	36	16	7	40	22	39	14	13	11	2	12	20	8	12	27	11	5	6	-	5	11	6	5	17	9	14	15	1	5	20	14	6	31
	6%	8%	10%	7%	6%	8%	7%	6%	7%	7%	4%	9%j	11%j	4%	9%m	10%	4%	6%	-	3%	8%s	12%s	4%	8%	7%	9%	11%	3%	2%	13%E	21%E	3%	12%H
3 - (3)	20	12	3	26	22	22	4	9	13	-	2	20	4	7	18	12	7	3	-	1	11	10	5	17	7	8	6	1	5	11	6	5	17
	4%	6%	4%	4%	6%	5%	2%	4%	8%x	-	1%	9%j	5%j	2%	6%m	11%q	6%	3%	-	1%	8%s	20%st	4%	8%	5%	5%	4%	3%	2%	7%E	9%E	2%	7%H
2 - (2)	12	3	4	9	8	10	1	6	1	1	2	6	1	1	8	3	2	3	-	2	4	2	2	6	1	7	1	1	3	3	4	2	8
	2%	2%	6%d	1%	2%	2%	1%	3%	1%	4%	1%	3%	1%	*	3%m	3%	2%	3%	-	1%	3%	4%	1%	3%	1%	4%	1%	3%	1%	2%	6%E	1%	3%
1 - Extremely dissatisfied (1)	20	3	2	16	14	15	7	4	4	1	2	3	11	4	12	9	2	2	1	1	3	10	1	13	8	3	4	-	1	2	12	2	12
	4%	2%	3%	3%	4%	3%	4%	2%	3%	4%	1%	1%	15%jk	1%	4%	8%p	2%	2%	6%	1%	2%	20%st	1%	6%v	6%	2%	3%	-	*	1%	18%EF	1%	5%H
Not applicable	5	1	1	3	-	5	1	1	1	-	-	1	2	-	2	-	-	-	-	-	-	-	-	-	1	2	1	1	2	2	1	1	3
	1%	1%	1%e	*	-	1%	1%	*	1%	-	-	*	3%j	-	1%	-	-	-	-	-	-	-	-	-	1%	1%	1%	3%	1%	1%	1%	*	1%
NET: Dissatisfied (1-3)	52	18	9	51	44	47	12	19	18	2	6	29	16	12	38	24	11	8	1	4	18	22	8	36	16	18	11	2	9	16	22	9	37
	9%	9%	13%	8%	13%d	10%	6%	8%	11%	7%	2%	13%j	21%j	4%	12%m	21%pq	9%	8%	6%	2%	14%s	45%st	6%	18%v	12%	11%	8%	6%	4%	10%E	32%EF	4%	15%H
NET: Neutral (4-6)	166	61	26	192	101	159	58	83	43	8	56	111	25	69	120	31	39	30	1	26	58	17	28	72	48	58	44	9	39	86	34	50	107
	30%	32%	37%	31%	29%	34%	31%	35%	27%	29%	18%	48%jl	33%j	24%	39%m	27%	34%	31%	6%	16%	44%s	35%s	20%	36%v	36%	36%	32%	26%	16%	55%E	50%E	24%	42%H
NET: Satisfied (7-10)	333	110	34	364	198	254	116	133	97	18	244	88	32	211	149	59	66	59	14	133	55	10	104	94	68	84	80	22	190	53	11	146	107
	60%	58%	49%	60%	58%	55%	62%	56%	61%	64%	80%kl	38%	43%	72%n	48%	52%	57%	61%	88%	82%tu	42%u	20%	74%w	47%	51%	52%	59%	65%	79%FG	34%G	16%	71%I	42%
Mean score	6.84	6.84	6.41	6.89	6.59	6.70	6.93	6.74	7.01	7.11	7.87kl	6.00	5.56	7.59n	6.22	6.15	6.71	6.76	7.88	7.82tu	5.89u	4.37	7.59w	5.91	6.51	6.61	6.83	7.42	7.90FG	5.85G	4.43	7.64I	5.97
Standard error	0.10	0.17	0.30	0.09	0.13	0.11	0.17	0.14	0.20	0.48	0.11	0.14	0.31	0.12	0.13	0.26	0.20	0.22	0.55	0.14	0.18	0.38	0.18	0.17	0.22	0.19	0.20	0.38	0.13	0.16	0.30	0.15	0.15

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

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Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 39

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Willingness to help resolve your issue	333 *60%*	110 *58%*	34 *49%*	364 *60%*	198 *58%*	254 *55%*	98 *58%*	115 *62%*	104 *60%*	16 *62%*	227 *80%lm*	78 *41%*	28 *34%*	201 *69%o*	128 *50%*	30 *56%*	43 *55%*	32 *64%*	5 *63%*	72 *71%C*	28 *46%*	10 *37%*	58 *64%*	50 *51%*	7 *39%*	12 *52%*	14 *54%*	1 *33%*	21 *81%*	12 *38%*	1 *8%*	16 *73%*	17 *38%*
Courtesy and politeness of advisors	320 *58%*	112 *59%*	44 *63%*	343 *56%*	201 *59%*	259 *56%*	97 *57%*	107 *58%*	100 *57%*	16 *62%*	224 *79%lm*	70 *37%*	26 *31%*	198 *68%o*	119 *46%*	32 *59%*	45 *58%*	28 *56%*	7 *88%*	79 *77%C*	28 *46%*	5 *19%*	66 *73%F*	44 *45%*	11 *61%*	18 *78%*	13 *50%*	2 *67%*	23 *88%*	17 *53%*	4 *33%*	17 *77%*	26 *58%*
Ease of finding provider contact details	301 *54%*	122 *64%ace*	32 *46%*	361 *59%c*	188 *55%*	271 *58%c*	89 *52%*	106 *57%*	90 *52%*	16 *62%*	219 *77%lm*	60 *32%*	22 *27%*	193 *66%o*	106 *41%*	32 *59%*	52 *67%*	31 *62%*	7 *88%*	84 *82%C*	30 *49%*	8 *30%*	62 *69%*	58 *59%*	8 *44%*	11 *48%*	11 *42%*	2 *67%*	14 *54%*	14 *44%*	4 *33%*	15 *68%*	16 *36%*
Advisor doing what they said they would do	297 *53%*	104 *55%*	35 *50%*	348 *57%*	183 *53%*	261 *56%*	86 *51%*	104 *56%*	93 *53%*	14 *54%*	214 *75%lm*	65 *34%m*	18 *22%*	190 *65%o*	105 *41%*	26 *48%*	45 *58%*	26 *52%*	7 *88%*	71 *70%C*	22 *36%*	11 *41%*	56 *62%F*	46 *47%*	8 *44%*	10 *43%*	15 *58%*	2 *67%*	19 *73%*	12 *38%*	4 *33%*	17 *77%*	16 *36%*
Getting the issue resolved to your satisfaction	293 *53%*	104 *55%*	40 *57%*	329 *54%*	173 *50%*	245 *53%*	82 *48%*	110 *59%g*	86 *49%*	15 *58%*	207 *73%lm*	64 *34%*	22 *27%*	192 *66%o*	99 *39%*	21 *39%*	49 *63%x*	30 *60%x*	4 *50%*	75 *74%C*	22 *36%*	7 *26%*	57 *63%F*	45 *46%*	8 *44%*	14 *61%*	16 *62%*	2 *67%*	22 *85%*	16 *50%*	2 *17%*	18 *82%*	22 *49%*
Logging of query details to avoid having to repeat yourself	288 *52%*	109 *57%*	38 *54%*	339 *56%*	175 *51%*	240 *52%*	83 *49%*	105 *56%*	86 *49%*	14 *54%*	204 *72%lm*	63 *33%*	21 *25%*	185 *63%o*	100 *39%*	30 *56%*	46 *59%*	27 *54%*	6 *75%*	80 *78%C*	23 *38%*	6 *22%*	64 *71%F*	43 *44%*	11 *61%*	13 *57%*	12 *46%*	2 *67%*	19 *73%*	15 *47%*	4 *33%*	17 *77%*	19 *42%*
Offering compensation or a goodwill payment	286 *51%c*	104 *55%c*	27 *39%*	333 *55%c*	179 *52%c*	241 *52%c*	88 *52%*	103 *55%*	82 *47%*	13 *50%*	199 *70%lm*	65 *34%*	22 *27%*	179 *61%o*	105 *41%*	28 *52%*	46 *59%*	24 *48%*	6 *75%*	72 *71%C*	22 *36%*	10 *37%*	59 *66%F*	44 *45%*	6 *33%*	10 *43%*	11 *42%*	- -	14 *54%*	11 *34%*	2 *17%*	14 *64%*	11 *24%*
The time taken to handle your issue	276 *50%*	102 *54%*	39 *56%*	321 *53%*	190 *55%*	250 *54%*	76 *45%*	104 *56%g*	81 *47%*	15 *58%*	210 *74%lm*	53 *28%m*	13 *16%*	184 *63%o*	89 *35%*	29 *54%*	36 *46%*	30 *60%*	7 *88%*	74 *73%C*	22 *36%*	6 *22%*	55 *61%F*	45 *46%*	10 *56%*	14 *61%*	14 *54%*	1 *33%*	19 *73%*	16 *50%*	4 *33%*	18 *82%*	20 *44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

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Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 40

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

Base: All complained about landline service in past 6 months

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							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Willingness to help resolve your issue	333 *60%*	110 *58%*	34 *49%*	364 *60%*	198 *58%*	254 *55%*	116 *62%*	133 *56%*	97 *61%*	18 *64%*	244 *80%kl*	88 *38%*	32 *43%*	211 *72%n*	149 *48%*	59 *52%*	66 *57%*	59 *61%*	14 *88%*	133 *82%tu*	55 *42%u*	10 *20%*	104 *74%w*	94 *47%*	68 *51%*	84 *52%*	80 *59%*	22 *65%*	190 *79%FG*	53 *34%G*	11 *16%*	146 *71%l*	107 *42%*
Courtesy and politeness of advisors	320 *58%*	112 *59%*	44 *63%*	343 *56%*	201 *59%*	259 *56%*	109 *58%*	126 *53%*	93 *58%*	15 *54%*	242 *79%kl*	80 *35%*	21 *28%*	203 *70%n*	137 *44%*	67 *59%*	67 *58%*	54 *56%*	13 *81%*	127 *78%tu*	57 *44%*	17 *35%*	100 *71%w*	100 *50%*	75 *56%*	85 *52%*	78 *57%*	21 *62%*	184 *77%FG*	51 *32%*	24 *35%*	136 *66%l*	122 *48%*
Ease of finding provider contact details	301 *54%*	122 *64%ace*	32 *46%*	361 *59%c*	188 *55%*	271 *58%c*	115 *61%*	135 *57%*	92 *58%*	19 *68%*	251 *82%kl*	84 *37%*	26 *35%*	203 *70%n*	154 *50%*	55 *48%*	68 *59%*	56 *58%*	9 *56%*	127 *78%tu*	51 *39%u*	10 *20%*	92 *66%w*	95 *47%*	67 *50%*	100 *62%*	81 *60%*	23 *68%*	197 *82%FG*	58 *37%*	16 *24%*	144 *70%l*	126 *50%*
Advisor doing what they said they would do	297 *53%*	104 *55%*	35 *50%*	348 *57%*	183 *53%*	261 *56%*	104 *56%*	134 *57%*	91 *57%*	19 *68%*	248 *81%kl*	73 *32%*	27 *36%*	212 *73%n*	130 *42%*	53 *46%*	71 *61%e*	49 *51%*	10 *63%*	128 *79%tu*	45 *34%*	10 *20%*	100 *71%w*	83 *41%*	69 *52%*	95 *59%*	76 *56%*	21 *62%*	186 *78%FG*	55 *35%*	20 *29%*	137 *67%l*	122 *48%*
Getting the issue resolved to your satisfaction	293 *53%*	104 *55%*	40 *57%*	329 *54%*	173 *50%*	245 *53%*	94 *50%*	124 *53%*	94 *59%*	17 *61%*	242 *79%kl*	74 *32%l*	13 *17%*	197 *67%n*	126 *41%*	52 *46%*	56 *48%*	55 *57%*	10 *63%*	121 *74%tu*	44 *34%u*	8 *16%*	93 *66%w*	79 *39%*	63 *47%*	78 *48%*	84 *62%AB*	20 *59%*	182 *76%FG*	46 *29%*	17 *25%*	135 *66%l*	109 *43%*
Logging of query details to avoid having to repeat yourself	288 *52%*	109 *57%*	38 *54%*	339 *56%*	175 *51%*	240 *52%*	101 *54%*	134 *57%*	87 *55%*	17 *61%*	233 *76%kl*	82 *36%*	24 *32%*	199 *68%n*	136 *44%*	51 *45%*	62 *53%*	52 *54%*	10 *63%*	126 *77%tu*	38 *29%*	11 *22%*	96 *69%w*	79 *39%*	64 *48%*	85 *52%*	71 *52%*	20 *59%*	182 *76%FG*	43 *27%*	15 *22%*	133 *65%l*	106 *42%*
Offering compensation or a goodwill payment	286 *51%c*	104 *55%c*	27 *39%*	333 *55%c*	179 *52%c*	241 *52%c*	105 *56%*	126 *53%*	83 *52%*	19 *68%*	233 *76%kl*	79 *34%*	21 *28%*	198 *68%n*	129 *42%*	56 *49%*	63 *54%*	50 *52%*	10 *63%*	120 *74%tu*	50 *38%u*	9 *18%*	87 *62%w*	92 *46%*	62 *47%*	90 *56%*	71 *52%*	18 *53%*	178 *74%FG*	48 *31%*	15 *22%*	142 *69%l*	98 *39%*
The time taken to handle your issue	276 *50%*	102 *54%*	39 *56%*	321 *53%*	190 *55%*	250 *54%*	99 *53%*	118 *50%*	86 *54%*	18 *64%*	236 *77%kl*	68 *30%*	17 *23%*	206 *71%n*	110 *36%*	54 *47%*	70 *60%*	58 *60%*	8 *50%*	126 *77%tu*	51 *39%*	13 *27%*	98 *70%w*	91 *45%*	65 *49%*	82 *51%*	81 *60%*	22 *65%*	180 *75%FG*	52 *33%*	18 *26%*	139 *67%l*	110 *43%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 41

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Completely resolved	293	90	22	292	140	206	89	98	95	11	196	68	29	293	-	27	37	21	5	58	22	10	90	-	6	10	5	1	14	5	3	22	-
	53%cef	47%c	31%	48%ce	41%	44%c	52%	53%	55%	42%	69%lm	36%	35%	100%o	-	50%	47%	42%	63%	57%C	36%	37%	100%F	-	33%	43%	19%	33%	54%	16%	25%	100%	-
Partly resolved	213	85	38	266	159	213	67	76	64	6	74	104	35	-	213	24	36	23	2	39	35	11	-	85	9	12	16	1	12	21	5	-	38
	38%	45%	54%a	44%	46%a	46%a	39%	41%	37%	23%	26%	55%k	42%k	-	83%n	44%	46%	46%	25%	38%	57%B	41%	-	87%E	50%	52%	62%	33%	46%	66%	42%	-	84%
Not resolved at all	43	13	7	43	43	41	13	11	14	5	11	14	18	-	43	3	5	5	-	3	4	6	-	13	2	1	4	-	-	5	2	-	7
	8%	7%	10%	7%	13%abd	9%	8%	6%	8%	19%	4%	7%	22%kl	-	17%n	6%	6%	10%	-	3%	7%	22%	-	13%E	11%	4%	15%	-	-	16%	17%	-	16%
Don't know	7	2	3	9	1	5	1	1	1	4	3	3	1	-	-	-	-	1	1	2	-	-	-	-	1	-	1	1	-	1	2	-	-
	1%	1%	4%ef	1%	*	1%	1%	1%	1%	15%	1%	2%	1%	-	-	-	-	2%	13%	2%	-	-	-	-	6%	-	4%	33%	-	3%	17%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 42

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Completely resolved	293	90	22	292	140	206	95	100	83	14	194	78	20	292	-	51	49	33	7	99	32	9	140	-	61	71	60	14	143	49	14	206	-
	53%cef	47%c	31%	48%ce	41%	44%c	51%	42%	52%	50%	63%kl	34%	27%	100%n	-	45%	42%	34%	44%	61%tu	24%	18%	100%w	-	46%	44%	44%	41%	60%FG	31%	21%	100%I	-
Partly resolved	213	85	38	266	159	213	76	118	66	6	98	127	41	-	266	50	54	49	6	55	81	23	-	159	60	74	63	16	86	94	33	-	213
	38%	45%	54%a	44%	46%a	46%a	41%	50%	42%	21%	32%	55%j	55%j	-	86%m	44%	47%	51%	38%	34%	62%s	47%	-	79%v	45%	46%	46%	47%	36%	60%E	49%	-	84%H
Not resolved at all	43	13	7	43	43	41	15	16	8	4	9	20	14	-	43	13	12	15	3	8	18	17	-	43	11	14	13	3	9	12	20	-	41
	8%	7%	10%	7%	13%abd	9%	8%	7%	5%	14%	3%	9%j	19%jk	-	14%m	11%	10%	15%	19%	5%	14%s	35%st	-	21%v	8%	9%	10%	9%	4%	8%	29%EF	-	16%H
Don't know	7	2	3	9	1	5	1	2	2	4	5	4	-	-	-	-	1	-	-	1	-	-	-	-	1	3	-	1	2	2	1	-	-
	1%	1%	4%ei	1%	*	1%	1%	1%	1%	14%	2%	2%	-	-	-	-	1%	-	-	1%	-	-	-	-	1%	2%	-	3%C	1%	1%	1%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 43

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

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Yes	248	74	15	252	119	176	73	87	79	9	168	56	24	248	-	19	32	18	5	51	16	7	74	-	4	7	4	-	9	4	2	15	-
	45%cef	39%c	21%	41%ce	35%c	38%c	43%	47%	45%	35%	59%lm	30%	29%	85%o	-	35%	41%	36%	63%	50%C	26%	26%	82%F	-	22%	30%	15%	-	35%	13%	17%	68%	-
No	42	15	6	36	18	24	14	10	16	2	27	11	4	42	-	8	5	2	-	6	6	3	15	-	2	3	1	-	4	1	1	6	-
	8%	8%	9%	6%	5%	5%	8%	5%	9%	8%	10%	6%	5%	14%o	-	15%	6%	4%	-	6%	10%	11%	17%F	-	11%	13%	4%	-	15%	3%	8%	27%	-
Don't know	3	1	1	4	3	6	2	1	-	-	1	1	1	3	-	-	-	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	-	-	*	1%	1%	1%	-	-	-	2%	-	1%	-	-	1%	-	-	-	-	33%	4%	-	-	5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 44

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

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Yes	248	74	15	252	119	176	79	86	74	13	169	67	16	252	-	45	42	25	7	88	25	6	119	-	52	63	49	12	122	42	12	176	-
	45%cef	39%c	21%	41%ce	35%c	38%c	42%	36%	47%g	46%	55%kl	29%	21%	86%n	-	39%q	36%	26%	44%	54%tu	19%	12%	85%w	-	39%	39%	36%	35%	51%FG	27%	18%	85%I	-
No	42	15	6	36	18	24	14	12	9	1	22	10	4	36	-	5	6	7	-	8	7	3	18	-	7	6	10	1	16	6	2	24	-
	8%	8%	9%	6%	5%	5%	7%	5%	6%	4%	7%	4%	5%	12%n	-	4%	5%	7%	-	5%	5%	6%	13%w	-	5%	4%	7%	3%	7%	4%	3%	12%I	-
Don't know	3	1	1	4	3	6	2	2	-	-	3	1	-	4	-	1	1	1	-	3	-	-	3	-	2	2	1	1	5	1	-	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	*	-	1%n	-	1%	1%	1%	-	2%	-	-	2%w	-	2%	1%	1%	3%	2%	1%	-	3%I	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 45

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

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

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	293	90*	22**	292	140	206	89*	98*	95*	11**	196	68*	29**	293	-**	27**	37*	21**	5**	58*	22**	10**	90*	-**	6**	10**	5**	1**	14**	5**	3**	22**	-*
Yes	248	74	15	252	119	176	73	87	79	9	168	56	24	248	-	19	32	18	5	51	16	7	74	-	4	7	4	-	9	4	2	15	-
	85%	*82%*	*68%*	*86%*	*85%*	*85%*	*82%*	*89%*	*83%*	*82%*	*86%*	*82%*	*83%*	*85%*	-	*70%*	*86%*	*86%*	*100%*	*88%*	*73%*	*70%*	*82%*	-	*67%*	*70%*	*80%*	-	*64%*	*80%*	*67%*	*68%*	-
No	42	15	6	36	18	24	14	10	16	2	27	11	4	42	-	8	5	2	-	6	6	3	15	-	2	3	1	-	4	1	1	6	-
	14%	*17%*	*27%*	*12%*	*13%*	*12%*	*16%*	*10%*	*17%*	*18%*	*14%*	*16%*	*14%*	*14%*	-	*30%*	*14%*	*10%*	-	*10%*	*27%*	*30%*	*17%*	-	*33%*	*30%*	*20%*	-	*29%*	*20%*	*33%*	*27%*	-
Don't know	3	1	1	4	3	6	2	1	-	-	1	1	1	3	-	-	-	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-
	1%	*1%*	*5%*	*1%*	*2%*	*3%*	*2%*	*1%*	-	-	*1%*	*1%*	*3%*	*1%*	-	-	-	*5%*	-	*2%*	-	-	*1%*	-	-	-	-	*100%*	*7%*	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 46

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

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	293	90*	22**	292	140	206	95*	100	83*	14**	194	78*	20**	292	-**	51*	49*	33*	7**	99*	32*	9**	140	-**	61*	71*	60*	14**	143	49*	14**	206	-**
Yes	248	74	15	252	119	176	79	86	74	13	169	67	16	252	-	45	42	25	7	88	25	6	119	-	52	63	49	12	122	42	12	176	-
	85%	*82%*	*68%*	*86%*	*85%*	*85%*	*83%*	*86%*	*89%*	*93%*	*87%*	*86%*	*80%*	*86%*	-	*88%*	*86%*	*76%*	*100%*	*89%*	*78%*	*67%*	*85%*	-	*85%*	*89%*	*82%*	*86%*	*85%*	*86%*	*86%*	*85%*	-
No	42	15	6	36	18	24	14	12	9	1	22	10	4	36	-	5	6	7	-	8	7	3	18	-	7	6	10	1	16	6	2	24	-
	14%	*17%*	*27%*	*12%*	*13%*	*12%*	*15%*	*12%*	*11%*	*7%*	*11%*	*13%*	*20%*	*12%*	-	*10%*	*12%*	*21%*	-	*8%*	*22%s*	*33%*	*13%*	-	*11%*	*8%*	*17%*	*7%*	*11%*	*12%*	*14%*	*12%*	-
Don't know	3	1	1	4	3	6	2	2	-	-	3	1	-	4	-	1	1	1	-	3	-	-	3	-	2	2	1	1	5	1	-	6	-
	1%	*1%*	*5%*	*1%*	*2%*	*3%*	*2%*	*2%*	-	-	*2%*	*1%*	-	*1%*	-	*2%*	*2%*	*3%*	-	*3%*	-	-	*2%*	-	*3%*	*3%*	*2%*	*7%*	*3%*	*2%*	-	*3%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 47

Q13aNEW: How important or not, are each of these communications services to your household at the moment?

Landline telephone service.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Not at all important	64	14	6	46	43	55	18	18	25	3	23	25	16	29	35	6	5	2	1	5	6	3	6	7	1	2	2	1	1	2	3	3	2
	12%d	7%	9%	8%	13%d	12%d	11%	10%	14%	12%	8%	13%	19%k	10%	14%	11%	6%	4%	13%	5%	10%	11%	7%	7%	6%	9%	8%	33%	4%	6%	25%	14%	4%
Not very important	123	51	26	144	80	114	36	35	46	6	54	42	27	52	68	16	19	14	2	22	19	10	16	35	7	10	9	-	11	10	5	8	18
	22%	27%	37%adef	24%	23%	25%	21%	19%	26%	23%	19%	22%	33%k	18%	27%n	30%	24%	28%	25%	22%	31%	37%	18%	36%E	39%	43%	35%	-	42%	31%	42%	36%	40%
Fairly important	202	71	24	235	115	154	66	77	52	7	108	72	22	101	101	17	33	18	3	38	24	9	36	35	5	6	12	1	7	14	3	6	17
	36%	37%	34%	39%	34%	33%	39%	41%l	30%	27%	38%	38%	27%	34%	39%	31%	42%	36%	38%	37%	39%	33%	40%	36%	28%	26%	46%	33%	27%	44%	25%	27%	38%
Very important	167	54	14	185	105	142	50	56	51	10	99	50	18	111	52	15	21	16	2	37	12	5	32	21	5	5	3	1	7	6	1	5	8
	30%	28%	20%	30%	31%	31%	29%	30%	29%	38%	35%m	26%	22%	38%o	20%	28%	27%	32%	25%	36%C	20%	19%	36%F	21%	28%	22%	12%	33%	27%	19%	8%	23%	18%
NET: Important	369	125	38	420	220	296	116	133	103	17	207	122	40	212	153	32	54	34	5	75	36	14	68	56	10	11	15	2	14	20	4	11	25
	66%c	66%	54%	69%c	64%	64%	68%	72%l	59%	65%	73%m	65%m	48%	72%o	60%	59%	69%	68%	63%	74%	59%	52%	76%F	57%	56%	48%	58%	67%	54%	63%	33%	50%	56%
NET: Not important	187	65	32	190	123	169	54	53	71	9	77	67	43	81	103	22	24	16	3	27	25	13	22	42	8	12	11	1	12	12	8	11	20
	34%	34%	46%ad	31%	36%	36%	32%	28%	41%h	35%	27%	35%	52%kl	28%	40%n	41%	31%	32%	38%	26%	41%	48%	24%	43%E	44%	52%	42%	33%	46%	38%	67%	50%	44%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 48

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Landline telephone service.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Not at all important	64	14	6	46	43	55	15	19	11	1	12	25	9	18	27	17	11	10	5	16	15	12	16	27	22	15	14	4	17	25	13	25	28
	12%d	7%	9%	8%	13%d	12%d	8%	8%	7%	4%	4%	11%j	12%j	6%	9%	15%	9%	10%	31%	10%	11%	24%st	11%	13%	17%	9%	10%	12%	7%	16%E	19%E	12%	11%
Not very important	123	51	26	144	80	114	51	58	30	5	50	71	23	45	98	21	29	29	1	28	37	15	23	56	38	43	29	4	48	46	20	38	74
	22%	27%	37%adef	24%	23%	25%	27%	25%	19%	18%	16%	31%j	31%j	15%	32%m	18%	25%	30%	6%	17%	28%s	31%s	16%	28%v	29%D	27%	21%	12%	20%	29%E	29%	18%	29%H
Fairly important	202	71	24	235	115	154	65	88	72	10	127	87	21	114	117	38	45	28	4	62	45	8	46	69	32	53	56	13	77	57	20	55	98
	36%	37%	34%	39%	34%	33%	35%	37%	45%x	36%	42%k	38%	28%	39%	38%	33%	39%	29%	25%	38%u	34%u	16%	33%	34%	24%	33%	41%A	38%	32%	36%	29%	27%	39%H
Very important	167	54	14	185	105	142	56	71	46	12	117	46	22	115	67	38	31	30	6	57	34	14	55	50	41	51	37	13	98	29	15	88	54
	30%	28%	20%	30%	31%	31%	30%	30%	29%	43%	38%k	20%	29%	39%n	22%	33%	27%	31%	38%	35%	26%	29%	39%w	25%	31%	31%	27%	38%	41%FG	18%	22%	43%I	21%
NET: Important	369	125	38	420	220	296	121	159	118	22	244	133	43	229	184	76	76	58	10	119	79	22	101	119	73	104	93	26	175	86	35	143	152
	66%c	66%	54%	69%c	64%	64%	65%	67%	74%	79%	80%kl	58%	57%	78%n	60%	67%	66%	60%	63%	73%tu	60%	45%	72%w	59%	55%	64%	68%A	76%A	73%FG	55%	51%	69%I	60%
NET: Not important	187	65	32	190	123	169	66	77	41	6	62	96	32	63	125	38	40	39	6	44	52	27	39	83	60	58	43	8	65	71	33	63	102
	34%	34%	46%ad	31%	36%	36%	35%	33%	26%	21%	20%	42%j	43%j	22%	40%m	33%	34%	40%	38%	27%	40%s	55%s	28%	41%v	45%CD	36%	32%	24%	27%	45%E	49%E	31%	40%H

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 49

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Landline telephone service.

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
The service has become more important	167 *30%*	64 *34%*	24 *34%*	216 *35%*	113 *33%*	143 *31%*	48 *28%*	61 *33%*	53 *30%*	5 *19%*	94 *33%*	48 *25%*	25 *30%*	102 35%o	64 *25%*	11 *20%*	35 45%x	17 *34%*	1 *13%*	43 *42%*	18 *30%*	3 *11%*	37 41%F	26 *27%*	6 *33%*	5 *22%*	12 *46%*	1 *33%*	10 *38%*	8 *25%*	6 *50%*	9 *41%*	15 *33%*
The service has become less important	218 *39%*	72 *38%*	30 *43%*	242 *40%*	151 *44%*	193 *42%*	69 *41%*	74 *40%*	66 *38%*	9 *35%*	106 *37%*	82 *43%*	30 *36%*	103 *35%*	113 44%n	27 50%z	30 *38%*	14 *28%*	1 *13%*	35 *34%*	25 *41%*	12 *44%*	30 *33%*	42 *43%*	8 *44%*	13 *57%*	9 *35%*	- -	9 *35%*	19 *59%*	2 *17%*	7 *32%*	22 *49%*
No different	171 31%de	54 *28%*	16 *23%*	152 *25%*	79 *23%*	129 *28%*	53 *31%*	51 *27%*	55 *32%*	12 *46%*	84 *30%*	59 *31%*	28 *34%*	88 *30%*	79 *31%*	16 *30%*	13 *17%*	19 38%y	6 *75%*	24 *24%*	18 *30%*	12 *44%*	23 *26%*	30 *31%*	4 *22%*	5 *22%*	5 *19%*	2 *67%*	7 *27%*	5 *16%*	4 *33%*	6 *27%*	8 *18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 50

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Landline telephone service.

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
The service has become more important	167 *30%*	64 *34%*	24 *34%*	216 *35%*	113 *33%*	143 *31%*	73 *39%*	81 *34%*	54 *34%*	8 *29%*	120 *39%*	72 *31%*	24 *32%*	124 *42%n*	90 *29%*	33 *29%*	42 *36%*	34 *35%*	4 *25%*	50 *31%*	47 *36%*	16 *33%*	46 *33%*	67 *33%*	34 *26%*	49 *30%*	44 *32%*	16 *47%A*	74 *31%*	47 *30%*	22 *32%*	76 *37%I*	65 *26%*
The service has become less important	218 *39%*	72 *38%*	30 *43%*	242 *40%*	151 *44%*	193 *42%*	68 *36%*	102 *43%*	63 *40%*	9 *32%*	121 *40%*	94 *41%*	27 *36%*	99 *34%*	140 *45%m*	49 *43%*	56 *48%*	39 *40%*	7 *44%*	78 *48%*	57 *44%*	16 *33%*	64 *46%*	86 *43%*	53 *40%*	76 *47%D*	56 *41%*	8 *24%*	101 *42%*	66 *42%*	26 *38%*	76 *37%*	116 *46%*
No different	171 *31%de*	54 *28%*	16 *23%*	152 *25%*	79 *23%*	129 *28%*	46 *25%*	53 *22%*	42 *26%*	11 *39%*	65 *21%*	63 *28%*	24 *32%j*	69 *24%*	79 *26%*	32 *28%p*	18 *16%*	24 *25%*	5 *31%*	35 *21%*	27 *21%*	17 *35%*	30 *21%*	49 *24%*	46 *35%B*	37 *23%*	36 *26%*	10 *29%*	65 *27%*	44 *28%*	20 *29%*	54 *26%*	73 *29%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 51

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Landline telephone service

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
More willing to make a complaint	144 26%c	50 26%c	9 13%	159 26%c	73 21%	110 24%c	32 19%	50 27%	60 34%g	2 8%	83 29%	40 21%	21 25%	89 30%c	54 21%	14 26%	22 28%	14 28%	- -	26 25%	17 28%	7 26%	25 28%	25 26%	1 6%	4 17%	4 15%	- -	2 8%	3 9%	4 33%	5 23%	4 9%
Less willing to make a complaint	156 28%	67 35%	21 30%	213 35%a	131 38%a	153 33%	46 27%	68 37%i	40 23%	2 8%	73 26%	51 27%	32 39%k	75 26%	81 32%	16 30%	30 38%	19 38%	2 25%	34 33%	23 38%	10 37%	30 33%	37 38%	2 11%	9 39%	9 35%	1 33%	7 27%	10 31%	4 33%	3 14%	17 38%
No different	208 37%c	58 31%	33 47%bde	191 31%	109 32%	166 36%	77 45%hi	57 31%	60 34%	14 54%	114 40%	70 37%	24 29%	113 39%	91 36%	21 39%	20 26%	14 28%	3 38%	32 31%	19 31%	7 26%	26 29%	31 32%	12 67%	8 35%	11 42%	2 67%	16 62%	14 44%	3 25%	13 59%	19 42%
Don't know	48 9%	15 8%	7 10%	47 8%	30 9%	36 8%	15 9%	11 6%	14 8%	8 31%	14 5%	28 15%k	6 7%	16 5%	30 12%n	3 6%	6 8%	3 6%	3 38%	10 10%	2 3%	3 11%	9 10%	5 5%	3 17%	2 9%	2 8%	- -	1 4%	5 16%	1 8%	1 5%	5 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 52

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Landline telephone service

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
More willing to make a complaint	144	50	9	159	73	110	43	68	44	4	94	50	15	87	71	15	30	24	4	37	26	10	28	45	31	39	31	9	63	31	16	60	49
	26%c	26%c	13%	26%c	21%	24%c	23%	29%	28%	14%	31%k	22%	20%	30%	23%	13%	26%o	25%o	25%	23%	20%	20%	20%	22%	23%	24%	23%	26%	26%	20%	24%	29%l	19%
Less willing to make a complaint	156	67	21	213	131	153	61	85	55	12	109	77	27	86	125	53	46	29	3	65	50	16	51	79	47	53	45	8	73	59	21	60	92
	28%	35%	30%	35%a	38%a	33%	33%	36%	35%	43%	36%	34%	36%	29%	40%m	46%q	40%	30%	19%	40%	38%	33%	36%	39%	35%	33%	33%	24%	30%	38%	31%	29%	36%
No different	208	58	33	191	109	166	66	66	49	10	85	84	22	94	94	40	29	32	8	48	42	19	44	65	49	55	50	12	89	52	25	76	89
	37%c	31%	47%bde	31%	32%	36%	35%	28%	31%	36%	28%	37%j	29%	32%	30%	35%	25%	33%	50%	29%	32%	39%	31%	32%	37%	34%	37%	35%	37%	33%	37%	37%	35%
Don't know	48	15	7	47	30	36	17	17	11	2	18	18	11	25	19	6	11	12	1	13	13	4	17	13	6	15	10	5	15	15	6	10	24
	9%	8%	10%	8%	9%	8%	9%	7%	7%	7%	6%	8%	15%j	9%	6%	5%	9%	12%	6%	8%	10%	8%	12%	6%	5%	9%	7%	15%A	6%	10%	9%	5%	9%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 53

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Employed or self-employed (full-time - 30hrs/wk+)	289 52%cef	97 51%c	23 33%	311 51%cf	154 45%	206 44%	88 52%	102 55%	90 52%	9 35%	170 60%lm	90 48%	29 35%	165 56%	123 48%	26 48%	37 47%	30 60%	4 50%	57 56%	32 52%	8 30%	60 67%F	36 37%	7 39%	9 39%	7 27%	- -	12 46%	9 28%	2 17%	11 50%	10 22%
Employed or self-employed (part-time - 8-29 hrs/wk+)	124 22%	50 26%	19 27%	146 24%	92 27%	123 26%	35 21%	47 25%	37 21%	5 19%	52 18%	53 28%k	19 23%	60 20%	63 25%	14 26%	22 28%	10 20%	4 50%	26 25%	20 33%	4 15%	22 24%	28 29%	3 17%	7 30%	8 31%	1 33%	6 23%	8 25%	5 42%	5 23%	14 31%
Homemaker	44 8%	23 12%	12 17%a	77 13%a	48 14%a	63 14%a	13 8%	15 8%	12 7%	4 15%	14 5%	17 9%	13 16%k	20 7%	23 9%	7 13%	11 14%	5 10%	- -	8 8%	7 11%	8 30%	2 2%	21 21%E	5 28%	2 9%	5 19%	- -	3 12%	7 22%	2 17%	3 14%	9 20%
Student / under education	58 10%	14 7%	6 9%	45 7%	27 8%	41 9%	18 11%	14 8%	23 13%	3 12%	27 10%	21 11%	10 12%	25 9%	32 13%	6 11%	7 9%	1 2%	- -	8 8%	2 3%	4 15%	5 6%	9 9%	1 6%	2 9%	2 8%	1 33%	1 4%	4 13%	1 8%	- -	5 11%
Temporarily not working (unemployed / illness)	21 4%	5 3%	7 10%abd	21 3%	17 5%	23 5%	9 5%	6 3%	4 2%	2 8%	10 4%	4 2%	7 8%l	14 5%	7 3%	1 2%	1 1%	3 6%	- -	3 3%	- -	2 7%	1 1%	3 3%	1 6%	3 13%	3 12%	- -	1 4%	4 13%	2 17%	- -	7 16%
Retired	20 4%bc	1 1%	3 4%b	10 2%	5 1%	9 2%	7 4%	2 1%	8 5%h	3 12%	11 4%	4 2%	5 6%	9 3%	8 3%	- -	- -	1 2%	- -	- -	- -	1 4%	- -	1 1%	1 6%	- -	1 4%	1 33%	3 12%	- -	- -	3 14%	- -
NET: Employed	413 74%c	147 77%c	42 60%	457 75%c	246 72%	329 71%	123 72%	149 80%	127 73%	14 54%	222 78%m	143 76%m	48 58%	225 77%	186 73%	40 74%	59 76%	40 80%	8 100%	83 81%	52 85%	12 44%	82 91%F	64 65%	10 56%	16 70%	15 58%	1 33%	18 69%	17 53%	7 58%	16 73%	24 53%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 54

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Employed or self-employed (full-time - 30hrs/wk+)	289 52%cef	97 51%c	23 33%	311 51%cf	154 45%	206 44%	100 53%	118 50%	80 50%	13 46%	186 61%kl	95 41%	30 40%	178 61%n	129 42%	46 40%	53 46%	48 49%	7 44%	80 49%	54 41%	20 41%	79 56%w	75 37%	57 43%	70 43%	68 50%	11 32%	136 57%FG	50 32%	20 29%	119 58%I	85 33%
Employed or self-employed (part-time - 8-29 hrs/wk+)	124 22%	50 26%	19 27%	146 24%	92 27%	123 26%	44 24%	56 24%	38 24%	8 29%	60 20%	66 29%j	20 27%	57 20%	88 28%m	28 25%	39 34%	25 26%	- -	41 25%	40 31%	11 22%	27 19%	65 32%w	38 29%	46 28%	30 22%	9 26%	55 23%	46 29%	22 32%	42 20%	80 31%H
Homemaker	44 8%	23 12%	12 17%a	77 13%a	48 14%a	63 14%a	22 12%	32 14%	22 14%	1 4%	19 6%	45 20%j	13 17%j	23 8%	54 17%m	20 18%	11 9%	15 15%	2 13%	18 11%	20 15%	10 20%	14 10%	34 17%	14 11%	23 14%	23 17%	3 9%	19 8%	31 20%E	13 19%E	19 9%	44 17%H
Student / under education	58 10%	14 7%	6 9%	45 7%	27 8%	41 9%	11 6%	22 9%	9 6%	3 11%	20 7%	17 7%	8 11%	16 5%	27 9%	14 12%c	8 7%	3 3%	2 13%	14 9%	11 8%	2 4%	17 12%w	10 5%	15 11%	13 8%	8 6%	5 15%	15 6%	20 13%E	6 9%	14 7%	26 10%
Temporarily not working (unemployed / illness)	21 4%	5 3%	7 10%abd	21 3%	17 5%	23 5%	6 3%	6 3%	6 4%	3 11%	14 5%	5 2%	2 3%	11 4%	8 3%	5 4%	5 4%	4 4%	3 19%	9 6%	5 4%	3 6%	3 2%	13 6%	9 7%	5 3%	5 4%	4 12%B	10 4%	9 6%	4 6%	8 4%	14 6%
Retired	20 4%bc	1 1%	3 4%b	10 2%	5 1%	9 2%	4 2%	2 1%	4 3%	- -	7 2%	1 *	2 3%	7 2%	3 1%	1 1%	- -	2 2%	2 13%	1 1%	1 1%	3 6%st	- -	5 2%	- -	5 3%A	2 1%	2 6%A	5 2%	1 1%	3 4%	4 2%	5 2%
NET: Employed	413 74%c	147 77%c	42 60%	457 75%c	246 72%	329 71%	144 77%	174 74%	118 74%	21 75%	246 80%kl	161 70%	50 67%	235 80%n	217 70%	74 65%	92 79%o	73 75%	7 44%	121 74%	94 72%	31 63%	106 76%	140 69%	95 71%	116 72%	98 72%	20 59%	191 80%FG	96 61%	42 62%	161 78%I	165 65%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 55

Q16: Approximately, what is your total annual income before tax?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Up to 10,399 Pounds	61	23	17	65	51	52	18	22	17	4	28	21	12	41	17	5	8	7	3	9	5	9	13	9	5	6	5	1	8	7	2	5	11
	11%	*12%*	24%abdf	*11%*	*15%*	*11%*	*11%*	*12%*	*10%*	*15%*	*10%*	*11%*	*14%*	14%e	*7%*	*9%*	*10%*	*14%*	*38%*	*9%*	*8%*	*33%*	*14%*	*9%*	*28%*	*26%*	*19%*	*33%*	*31%*	*22%*	*17%*	*23%*	*24%*
10,400-15,599 Pounds	67	37	9	85	58	58	27	23	17	-	29	25	13	39	28	13	18	5	1	18	16	3	17	20	-	4	3	2	3	5	1	3	5
	12%	19%af	*13%*	*14%*	17%a	*12%*	*16%*	*12%*	*10%*	-	*10%*	*13%*	*16%*	*13%*	*11%*	*24%*	*23%*	*10%*	*13%*	*18%*	*26%*	*11%*	*19%*	*20%*	-	*17%*	*12%*	*67%*	*12%*	*16%*	*8%*	*14%*	*11%*
15,600-25,999 Pounds	107	31	16	127	68	104	33	37	30	7	52	34	21	52	54	8	13	10	-	16	12	3	11	20	6	3	7	-	3	10	3	5	11
	19%	*16%*	*23%*	*21%*	*20%*	*22%*	*19%*	*20%*	*17%*	*27%*	*18%*	*18%*	*25%*	*18%*	*21%*	*15%*	*17%*	*20%*	-	*16%*	*20%*	*11%*	*12%*	*20%*	*33%*	*13%*	*27%*	-	*12%*	*31%*	*25%*	*23%*	*24%*
26,000-36,399 Pounds	102	29	11	113	60	83	29	36	35	2	52	41	9	52	50	7	11	11	-	15	10	4	9	20	3	5	3	-	4	6	1	5	6
	18%	*15%*	*16%*	*19%*	*17%*	*18%*	*17%*	*19%*	*20%*	*8%*	*18%*	22%rt	*11%*	*18%*	*20%*	*13%*	*14%*	*22%*	-	*15%*	*16%*	*15%*	*10%*	*20%*	*17%*	*22%*	*12%*	-	*15%*	*19%*	*8%*	*23%*	*13%*
36,400-51,999 Pounds	98	34	5	99	41	66	30	31	34	3	56	33	9	50	48	6	18	8	2	22	8	4	16	17	-	3	2	-	3	1	1	1	4
	18%ce	18%c	*7%*	16%c	*12%*	*14%*	*18%*	*17%*	*20%*	*12%*	*20%*	*17%*	*11%*	*17%*	*19%*	*11%*	*23%*	*16%*	*25%*	*22%*	*13%*	*15%*	*18%*	*17%*	-	*13%*	*8%*	-	*12%*	*3%*	*8%*	*5%*	*9%*
52,000+	87	28	10	85	45	58	22	28	31	6	52	25	10	45	40	11	9	7	1	18	6	4	20	8	3	1	6	-	3	3	4	1	8
	16%	*15%*	*14%*	*14%*	*13%*	*12%*	*13%*	*15%*	*18%*	*23%*	*18%*	*13%*	*12%*	*15%*	*16%*	*20%*	*12%*	*14%*	*13%*	*18%*	*10%*	*15%*	22%f	*8%*	*17%*	*4%*	*23%*	-	*12%*	*9%*	*33%*	*5%*	*18%*
Don't know	9	3	-	12	10	23	2	3	3	1	6	1	2	4	5	1	1	1	-	1	2	-	1	2	-	-	-	-	-	-	-	-	-
	2%	*2%*	-	*2%*	*3%*	5%abd	*1%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	-	*1%*	*3%*	-	*1%*	*2%*	-	-	-	-	-	-	-	-	-
Would rather not say	25	5	2	24	10	21	9	6	7	3	9	9	7	10	14	3	-	1	1	3	2	-	3	2	1	1	-	-	2	-	-	2	-
	4%	*3%*	*3%*	*4%*	*3%*	*5%*	*5%*	*3%*	*4%*	*12%*	*3%*	*5%*	8%k	*3%*	*5%*	6%y	-	*2%*	*13%*	*3%*	*3%*	-	*3%*	*2%*	*6%*	*4%*	-	-	*8%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 56

Q16: Approximately, what is your total annual income before tax?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Up to 10,399 Pounds	61	23	17	65	51	52	19	23	17	6	32	17	16	41	23	16	19	13	3	28	16	7	22	28	17	18	12	5	31	12	9	39	12
	11%	*12%*	24%abdf	*11%*	*15%*	*11%*	*10%*	*10%*	*11%*	*21%*	*10%*	*7%*	21%jk	14%n	*7%*	*14%*	*16%*	*13%*	*19%*	*17%*	*12%*	*14%*	*16%*	*14%*	*13%*	*11%*	*9%*	*15%*	*13%*	*8%*	*13%*	19%l	*5%*
10,400-15,599 Pounds	67	37	9	85	58	58	24	31	29	1	44	28	13	45	40	17	18	20	3	21	27	10	20	38	15	24	18	1	17	30	11	26	32
	12%	19%af	*13%*	*14%*	17%a	*12%*	*13%*	*13%*	*18%*	*4%*	*14%*	*12%*	*17%*	*15%*	*13%*	*15%*	*16%*	*21%*	*19%*	*13%*	*21%*	*20%*	*14%*	*19%*	*11%*	*15%*	*13%*	*3%*	*7%*	19%E	16%E	*13%*	*13%*
15,600-25,999 Pounds	107	31	16	127	68	104	42	49	32	4	57	59	11	35	90	21	22	22	3	30	31	7	25	43	28	38	33	5	46	42	16	32	71
	19%	*16%*	*23%*	*21%*	*20%*	*22%*	*22%*	*21%*	*20%*	*14%*	*19%*	26%jl	*15%*	*12%*	29%m	*18%*	*19%*	*23%*	*19%*	*18%*	*24%*	*14%*	*18%*	*21%*	*21%*	*23%*	*24%*	*15%*	*19%*	*27%*	*24%*	*16%*	28%H
26,000-36,399 Pounds	102	29	11	113	60	83	34	48	28	3	51	50	12	56	56	21	24	14	1	31	21	8	23	37	30	22	26	5	48	22	13	36	46
	18%	*15%*	*16%*	*19%*	*17%*	*18%*	*18%*	*20%*	*18%*	*11%*	*17%*	*22%*	*16%*	*19%*	*18%*	*18%*	*21%*	*14%*	*6%*	*19%*	*16%*	*16%*	*16%*	*18%*	23%B	*14%*	*19%*	*15%*	*20%*	*14%*	*19%*	*17%*	*18%*
36,400-51,999 Pounds	98	34	5	99	41	66	28	43	23	5	60	28	11	54	44	14	14	11	2	22	13	6	14	27	12	25	24	5	40	20	6	23	43
	18%ce	18%c	*7%*	16%c	*12%*	*14%*	*15%*	*18%*	*14%*	*18%*	20%k	*12%*	*15%*	*18%*	*14%*	*12%*	*12%*	*11%*	*13%*	*13%*	*10%*	*12%*	*10%*	*13%*	*9%*	*15%*	18%A	*15%*	*17%*	*13%*	*9%*	*11%*	*17%*
52,000+	87	28	10	85	45	58	30	31	21	3	47	31	7	47	37	18	14	13	-	24	15	6	28	17	18	24	14	2	40	12	6	34	24
	16%	*15%*	*14%*	*14%*	*13%*	*12%*	*16%*	*13%*	*13%*	*11%*	*15%*	*14%*	*9%*	*16%*	*12%*	*16%*	*12%*	*13%*	-	*15%*	*11%*	*12%*	20%w	*8%*	*14%*	*15%*	*10%*	*6%*	17%F	*8%*	*9%*	17%I	*9%*
Don't know	9	3	-	12	10	23	4	3	2	3	3	7	2	5	6	4	1	2	3	3	4	3	3	7	8	5	5	5	8	11	4	10	11
	2%	*2%*	-	*2%*	*3%*	5%abd	*2%*	*1%*	*1%*	*11%*	*1%*	*3%*	*3%*	*2%*	*2%*	*4%*	*1%*	*2%*	*19%*	*2%*	*3%*	*6%*	*2%*	*3%*	*6%*	*3%*	*4%*	15%BC	*3%*	*7%*	*6%*	*5%*	*4%*
Would rather not say	25	5	2	24	10	21	6	8	7	3	12	9	3	9	13	3	4	2	1	4	4	2	5	5	5	6	4	6	10	8	3	6	15
	4%	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*3%*	*4%*	*11%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*2%*	*6%*	*2%*	*3%*	*4%*	*4%*	*2%*	*4%*	*4%*	*3%*	18%ABC	*4%*	*5%*	*4%*	*3%*	*6%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 57

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
East Midlands	51	17	3	36	26	36	14	17	18	2	25	19	7	31	20	6	8	3	-	5	10	2	7	10	1	-	2	-	3	-	-	2	1
	9%d	9%	4%	6%	8%	8%	8%	9%	10%	8%	9%	10%	8%	11%	8%	11%	10%	6%	-	5%	16%B	7%	8%	10%	6%	-	8%	-	12%	-	-	9%	2%
East of England	46	6	8	32	20	15	12	14	17	3	27	11	8	25	20	2	3	1	-	3	3	-	2	4	1	3	4	-	2	3	3	1	7
	8%bdf	3%	11%bdf	5%	6%	3%	7%	8%	10%	12%	10%	6%	10%	9%	8%	4%	4%	2%	-	3%	5%	-	2%	4%	6%	13%	15%	-	8%	9%	25%	5%	16%
London	175	77	12	186	110	133	55	58	56	6	93	51	31	99	75	22	31	23	1	41	26	10	40	36	2	6	3	1	7	4	1	1	11
	31%c	41%acdf	17%	30%c	32%c	29%c	32%	31%	32%	23%	33%	27%	37%	34%	29%	41%	40%	46%	13%	40%	43%	37%	44%	37%	11%	26%	12%	33%	27%	13%	8%	5%	24%
North East	18	6	-	38	21	35	6	7	5	-	5	9	4	8	9	1	5	-	-	3	2	1	1	5	-	-	-	-	-	-	-	-	-
	3%	3%	-	6%ac	6%ac	8%abc	4%	4%	3%	-	2%	5%	5%	3%	4%	2%	6%	-	-	3%	3%	4%	1%	5%	-	-	-	-	-	-	-	-	-
North West	54	14	15	66	38	52	14	21	17	2	32	15	7	35	18	4	6	3	1	10	2	2	7	7	5	3	6	1	3	10	2	5	10
	10%	7%	21%abdef	11%	11%	11%	8%	11%	10%	8%	11%	8%	8%	12%	7%	7%	8%	6%	13%	10%	3%	7%	8%	7%	28%	13%	23%	33%	12%	31%	17%	23%	22%
Scotland	34	8	7	41	23	17	7	12	13	2	19	13	2	14	19	2	3	2	1	2	2	4	1	7	3	-	3	1	1	5	1	1	5
	6%	4%	10%f	7%f	7%f	4%	4%	6%	7%	8%	7%	7%	2%	5%	7%	4%	4%	4%	13%	2%	3%	15%	1%	7%E	17%	-	12%	33%	4%	16%	8%	5%	11%
South East	70	13	8	64	26	41	22	22	21	5	34	26	10	27	42	-	6	5	2	7	3	3	7	6	2	3	3	-	3	3	2	3	5
	13%be	7%	11%	10%	8%	9%	13%	12%	12%	19%	12%	14%	12%	9%	16%n	-	8%x	10%x	25%	7%	5%	11%	8%	6%	11%	13%	12%	-	12%	9%	17%	14%	11%
South West	24	7	4	28	19	15	8	6	7	3	10	9	5	11	13	2	4	1	-	3	2	2	3	4	2	1	1	-	2	2	-	3	1
	4%	4%	6%	5%	6%	3%	5%	3%	4%	12%	4%	5%	6%	4%	5%	4%	5%	2%	-	3%	3%	7%	3%	4%	11%	4%	4%	-	8%	6%	-	14%	2%
Ulster / Northern Ireland	10	3	2	13	4	15	5	4	1	-	1	6	3	7	3	2	1	-	-	1	1	1	2	1	-	-	2	-	-	-	2	-	1
	2%	2%	3%	2%	1%	3%	3%	2%	1%	-	*	3%k	4%k	2%	1%	4%	1%	-	-	1%	2%	4%	2%	1%	-	-	8%	-	-	-	17%	-	2%
Wales	16	9	3	21	13	13	6	5	4	1	10	5	1	9	6	3	1	4	1	5	3	1	6	3	1	2	-	-	1	2	-	2	1
	3%	5%	4%	3%	4%	3%	4%	3%	2%	4%	4%	3%	1%	3%	2%	6%	1%	8%	13%	5%	5%	4%	7%	3%	6%	9%	-	-	4%	6%	-	9%	2%
West Midlands	29	17	5	54	30	61	10	9	8	2	14	13	2	13	16	5	7	4	1	12	5	-	9	8	-	5	-	-	2	2	1	3	2
	5%	9%	7%	9%a	9%a	13%ad	6%	5%	5%	8%	5%	7%	2%	4%	6%	9%	9%	8%	13%	12%	8%	-	10%	8%	-	22%	-	-	8%	6%	8%	14%	4%
Yorks & Humber	29	13	3	31	13	32	11	11	7	-	14	12	3	14	15	5	3	4	1	10	2	1	5	7	1	-	2	-	2	1	-	1	1
	5%	7%	4%	5%	4%	7%	6%	6%	4%	-	5%	6%	4%	5%	6%	9%	4%	8%	13%	10%	3%	4%	6%	7%	6%	-	8%	-	8%	3%	-	5%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 58

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
East Midlands	51	17	3	36	26	36	7	18	7	4	19	11	6	16	20	9	8	7	2	13	11	2	8	18	10	17	6	3	20	14	2	15	21
	9%d	9%	4%	6%	8%	8%	4%	8%	4%	14%	6%	5%	8%	5%	6%	8%	7%	7%	13%	8%	8%	4%	6%	9%	8%	10%	4%	9%	8%	9%	3%	7%	8%
East of England	46	6	8	32	20	15	10	9	12	1	11	16	5	15	17	6	4	9	1	9	4	7	8	12	6	2	5	2	9	5	1	8	7
	8%bdf	3%	11%bdf	5%	6%	3%	5%	4%	8%	4%	4%	7%	7%	5%	6%	5%	3%	9%	6%	6%	3%	14%st	6%	6%	5%	1%	4%	6%	4%	3%	1%	4%	3%
London	175	77	12	186	110	133	57	74	50	5	97	64	25	90	94	35	38	35	2	48	46	16	55	55	34	49	40	10	73	46	14	63	68
	31%c	41%acdf	17%	30%c	32%c	29%c	30%	31%	31%	18%	32%	28%	33%	31%	30%	31%	33%	36%	13%	29%	35%	33%	39%w	27%	26%	30%	29%	29%	30%	29%	21%	31%	27%
North East	18	6	-	38	21	35	17	9	10	2	13	20	5	16	22	11	7	3	-	8	12	1	6	15	12	11	10	2	19	11	5	19	14
	3%	3%	-	6%ac	6%ac	8%abc	9%g	4%	6%	7%	4%	9%j	7%	5%	7%	10%	6%	3%	-	5%	9%	2%	4%	7%	9%	7%	7%	6%	8%	7%	7%	9%	6%
North West	54	14	15	66	38	52	18	31	14	3	30	29	7	29	37	13	10	13	2	21	12	5	13	25	16	17	14	5	25	14	13	19	33
	10%	7%	21%abdef	11%	11%	11%	10%	13%	9%	11%	10%	13%	9%	10%	12%	11%	9%	13%	13%	13%	9%	10%	9%	12%	12%	10%	10%	15%	10%	9%	19%F	9%	13%
Scotland	34	8	7	41	23	17	14	16	10	1	22	14	5	22	16	9	6	6	2	7	9	7	6	17	3	6	6	2	11	1	5	10	7
	6%	4%	10%f	7%f	7%f	4%	7%	7%	6%	4%	7%	6%	7%	8%	5%	8%	5%	6%	13%	4%	7%	14%S	4%	8%	2%	4%	4%	6%	5%F	1%	7%F	5%	3%
South East	70	13	8	64	26	41	24	22	14	4	34	18	12	30	32	7	11	7	1	13	10	3	9	17	15	10	15	1	22	12	7	14	27
	13%be	7%	11%	10%	8%	9%	13%	9%	9%	14%	11%	8%	16%k	10%	10%	6%	9%	7%	6%	8%	8%	6%	6%	8%	11%	6%	11%	3%	9%	8%	10%	7%	11%
South West	24	7	4	28	19	15	12	10	6	-	14	12	2	15	13	8	8	2	1	12	5	2	13	6	3	8	4	-	8	4	3	10	5
	4%	4%	6%	5%	6%	3%	6%	4%	4%	-	5%	5%	3%	5%	4%	7%	7%	2%	6%	7%	4%	4%	9%w	3%	2%	5%	3%	-	3%	3%	4%	5%	2%
Ulster / Northern Ireland	10	3	2	13	4	15	5	3	4	1	4	6	3	5	7	2	1	1	-	1	3	-	1	3	3	8	3	1	8	7	-	7	8
	2%	2%	3%	2%	1%	3%	3%	1%	3%	4%	1%	3%	4%	2%	2%	2%	1%	1%	-	1%	2%	-	1%	1%	2%	5%	2%	3%	3%	4%	-	3%	3%
Wales	16	9	3	21	13	13	3	8	8	2	13	7	1	13	7	1	6	5	1	6	5	2	5	8	3	5	4	1	8	3	2	8	5
	3%	5%	4%	3%	4%	3%	2%	3%	5%	7%	4%	3%	1%	4%	2%	1%	5%	5%	6%	4%	4%	4%	4%	4%	2%	3%	3%	3%	3%	2%	3%	4%	2%
West Midlands	29	17	5	54	30	61	12	26	15	1	31	20	3	25	29	9	12	7	2	18	9	3	11	18	20	20	17	4	20	29	12	17	43
	5%	9%	7%	9%a	9%a	13%ad	6%	11%	9%	4%	10%	9%	4%	9%	9%	8%	10%	7%	13%	11%	7%	6%	8%	9%	15%	12%	13%	12%	8%	18%E	18%E	8%	17%H
Yorks & Humber	29	13	3	31	13	32	8	10	9	4	18	12	1	16	15	4	5	2	2	7	5	1	5	8	8	9	12	3	17	11	4	16	16
	5%	7%	4%	5%	4%	7%	4%	4%	6%	14%	6%	5%	1%	5%	5%	4%	4%	2%	13%	4%	4%	2%	4%	4%	6%	6%	9%	9%	7%	7%	6%	8%	6%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 59

Q18a: What is your gender?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Female	287	108	37	320	188	256	83	95	93	16	138	108	41	146	138	27	45	32	4	61	33	14	48	60	9	14	13	1	13	17	7	12	25
	52%	*57%*	*53%*	*52%*	*55%*	*55%*	*49%*	*51%*	*53%*	*62%*	*49%*	*57%*	*49%*	*50%*	*54%*	*50%*	*58%*	*64%*	*50%*	*60%*	*54%*	*52%*	*53%*	*61%*	*50%*	*61%*	*50%*	*33%*	*50%*	*53%*	*58%*	*55%*	*56%*
Male	261	78	30	272	146	198	85	88	79	9	141	79	41	141	117	26	31	17	4	40	27	11	41	35	9	9	11	1	13	14	3	10	19
	47%	*41%*	*43%*	*45%*	*43%*	*43%*	*50%*	*47%*	*45%*	*35%*	*50%*	*42%*	*49%*	*48%*	*46%*	*48%*	*40%*	*34%*	*50%*	*39%*	*44%*	*41%*	*46%*	*36%*	*50%*	*39%*	*42%*	*33%*	*50%*	*44%*	*25%*	*45%*	*42%*
Prefer to use my own term	4	4	2	15	5	7	1	1	2	-	4	-	-	3	1	1	2	1	-	1	1	2	1	3	-	-	2	-	-	1	1	-	1
	1%	*2%*	*3%*	*2%a*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	-	-	*1%*	*	*2%*	*3%*	*2%*	-	*1%*	*2%*	*7%*	*1%*	*3%*	-	-	*8%*	-	-	*3%*	*8%*	-	*2%*
Prefer not to say	4	-	1	3	4	4	1	2	-	1	1	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*4%*	*	*1%*	*1%*	*1%*	-	-	-	-	-	-	-	-	-	-	-	-	-	*33%*	-	-	*8%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 60

Q18a: What is your gender?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Female	287	108	37	320	188	256	100	120	82	18	173	108	39	152	163	67	61	55	5	85	80	23	74	114	77	81	79	19	122	95	39	111	144
	52%	*57%*	*53%*	*52%*	*55%*	*55%*	*53%*	*51%*	*52%*	*64%*	*57%k*	*47%*	*52%*	*52%*	*53%*	*59%*	*53%*	*57%*	*31%*	*52%*	*61%*	*47%*	*53%*	*56%*	*58%*	*50%*	*58%*	*56%*	*51%*	*61%*	*57%*	*54%*	*57%*
Male	261	78	30	272	146	198	83	108	73	8	130	110	32	135	133	45	53	39	9	73	49	24	64	81	53	74	56	15	114	58	26	94	100
	47%	*41%*	*43%*	*45%*	*43%*	*43%*	*44%*	*46%*	*46%*	*29%*	*42%*	*48%*	*43%*	*46%*	*43%*	*39%*	*46%*	*40%*	*56%*	*45%*	*37%*	*49%*	*46%*	*40%*	*40%*	*46%*	*41%*	*44%*	*48%F*	*37%*	*38%*	*46%*	*39%*
Prefer to use my own term	4	4	2	15	5	7	3	7	4	1	2	10	3	5	10	1	1	3	-	3	2	-	1	4	2	5	-	-	3	2	2	-	7
	1%	*2%*	*3%*	*2%a*	*1%*	*2%*	*2%*	*3%*	*3%*	*4%*	*1%*	*4%j*	*4%j*	*2%*	*3%*	*1%*	*1%*	*3%*	-	*2%*	*2%*	-	*1%*	*2%*	*2%*	*3%C*	-	-	*1%*	*1%*	*3%*	-	*3%H*
Prefer not to say	4	-	1	3	4	4	1	1	-	1	1	1	1	-	3	1	1	-	2	2	-	2	1	3	1	2	1	-	1	2	1	1	3
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*4%*	*	*	*1%*	-	*1%*	*1%*	*1%*	-	*13%*	*1%*	-	*4%t*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 61

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Yes	524	177	53	561	312	415	160	173	167	24	273	175	76	280	239	48	74	48	7	96	58	23	85	90	13	19	20	1	22	24	7	21	32
	94%cf	93%c	76%	92%c	91%c	89%c	94%	93%	96%	92%	96%	93%	92%	96%	93%	89%	95%	96%	88%	94%	95%	85%	94%	92%	72%	83%	77%	33%	85%	75%	58%	95%	71%
No	17	8	10	35	22	39	5	9	3	-	5	9	3	7	10	3	3	1	1	3	2	3	4	4	4	1	4	1	1	6	3	1	8
	3%	4%	14%abde	6%a	6%a	8%a	3%	5%	2%	-	2%	5%	4%	2%	4%	6%	4%	2%	13%	3%	3%	11%	4%	4%	22%	4%	15%	33%	4%	19%	25%	5%	18%
Prefer not to say	15	5	7	14	9	11	5	4	4	2	6	5	4	6	7	3	1	1	-	3	1	1	1	4	1	3	2	1	3	2	2	-	5
	3%	3%	10%abdef	2%	3%	2%	3%	2%	2%	8%	2%	3%	5%	2%	3%	6%	1%	2%	-	3%	2%	4%	1%	4%	6%	13%	8%	33%	12%	6%	17%	-	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 62

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Yes	524	177	53	561	312	415	169	218	150	24	291	207	63	280	273	103	104	91	14	151	119	42	127	184	114	147	123	31	220	133	62	193	218
	94%cf	93%c	76%	92%c	91%c	89%c	90%	92%	94%	86%	95%kl	90%	84%	96%n	88%	90%	90%	94%	88%	93%	91%	86%	91%	91%	86%	91%	90%	91%	92%F	85%	91%	94%I	86%
No	17	8	10	35	22	39	15	13	6	1	10	17	8	9	26	6	9	6	1	9	10	3	7	15	17	10	11	1	16	18	5	12	26
	3%	4%	14%abde	6%a	6%a	8%a	8%	6%	4%	4%	3%	7%j	11%j	3%	8%m	5%	8%	6%	6%	6%	8%	6%	5%	7%	13%	6%	8%	3%	7%	11%	7%	6%	10%
Prefer not to say	15	5	7	14	9	11	3	5	3	3	5	5	4	3	10	5	3	-	1	3	2	4	6	3	2	5	2	2	4	6	1	1	10
	3%	3%	10%abdef	2%	3%	2%	2%	2%	2%	11%	2%	2%	5%	1%	3%	4%q	3%	-	6%	2%	2%	8%st	4%	1%	2%	3%	1%	6%	2%	4%	1%	*	4%H

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 63

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
A	130	32	9	124	60	72	39	53	33	5	74	39	17	81	48	8	13	11	-	17	12	3	22	10	3	4	2	-	5	3	1	1	7
	23%cef	17%	13%	20%f	17%	15%	23%	28%i	19%	19%	26%	21%	20%	28%o	19%	15%	17%	22%	-	17%	20%	11%	24%F	10%	17%	17%	8%	-	19%	9%	8%	5%	16%
B	123	51	15	148	69	108	37	39	39	8	70	33	20	62	59	15	19	16	1	35	14	2	25	26	4	5	6	-	7	6	2	6	9
	22%	27%	21%	24%	20%	23%	22%	21%	22%	31%	25%	17%	24%	21%	23%	28%	24%	32%	13%	34%	23%	7%	28%	27%	22%	22%	23%	-	27%	19%	17%	27%	20%
C1	115	50	12	117	71	96	37	35	40	3	55	43	17	50	64	13	23	12	2	23	17	10	18	32	3	3	6	-	6	3	3	7	4
	21%	26%d	17%	19%	21%	21%	22%	19%	23%	12%	19%	23%	20%	17%	25%n	24%	29%	24%	25%	23%	28%	37%	20%	33%	17%	13%	23%	-	23%	9%	25%	32%	9%
C2	98	35	13	118	78	92	26	28	40	4	42	40	16	54	42	12	12	9	2	19	9	7	16	18	2	4	7	-	-	8	5	1	12
	18%	18%	19%	19%	23%	20%	15%	15%	23%	15%	15%	21%	19%	18%	16%	22%	15%	18%	25%	19%	15%	26%	18%	18%	11%	17%	27%	-	-	25%	42%	5%	27%
D	41	6	9	38	24	37	12	19	6	4	18	14	9	19	22	1	4	-	1	3	2	1	3	2	3	4	2	-	5	4	-	4	5
	7%b	3%	13%bd	6%	7%	8%b	7%	10%i	3%	15%	6%	7%	11%	6%	9%	2%	5%	-	13%	3%	3%	4%	3%	2%	17%	17%	8%	-	19%	13%	-	18%	11%
E	49	16	12	65	41	60	19	12	16	2	25	20	4	27	21	5	7	2	2	5	7	4	6	10	3	3	3	3	3	8	1	3	8
	9%	8%	17%ab	11%	12%	13%a	11%	6%	9%	8%	9%	11%	5%	9%	8%	9%	9%	4%	25%	5%	11%	15%	7%	10%	17%	13%	12%	100%	12%	25%	8%	14%	18%
NET: AB	253	83	24	272	129	180	76	92	72	13	144	72	37	143	107	23	32	27	1	52	26	5	47	36	7	9	8	-	12	9	3	7	16
	46%ef	44%	34%	45%e	38%	39%	45%	49%	41%	50%	51%l	38%	45%	49%	42%	43%	41%	54%	13%	51%	43%	19%	52%F	37%	39%	39%	31%	-	46%	28%	25%	32%	36%
NET: ABC1	368	133	36	389	200	276	113	127	112	16	199	115	54	193	171	36	55	39	3	75	43	15	65	68	10	12	14	-	18	12	6	14	20
	66%cef	70%cef	51%	64%c	58%	59%	66%	68%	64%	62%	70%l	61%	65%	66%	67%	67%	71%	78%	38%	74%	70%	56%	72%	69%	56%	52%	54%	-	69%	38%	50%	64%	44%
NET: C2DE	188	57	34	221	143	189	57	59	62	10	85	74	29	100	85	18	23	11	5	27	18	12	25	30	8	11	12	3	8	20	6	8	25
	34%	30%	49%abd	36%	42%ab	41%ab	34%	32%	36%	38%	30%	39%k	35%	34%	33%	33%	29%	22%	63%	26%	30%	44%	28%	31%	44%	48%	46%	100%	31%	63%	50%	36%	56%
NET: DE	90	22	21	103	65	97	31	31	22	6	43	34	13	46	43	6	11	2	3	8	9	5	9	12	6	7	5	3	8	12	1	7	13
	16%	12%	30%abde	17%	19%b	21%b	18%	17%	13%	23%	15%	18%	16%	16%	17%	11%	14%	4%	38%	8%	15%	19%	10%	12%	33%	30%	19%	100%	31%	38%	8%	32%	29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 64

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
A	130	32	9	124	60	72	41	43	35	5	65	43	16	70	53	21	21	17	1	34	21	5	34	26	21	31	16	4	47	17	8	47	25
	23%cef	17%	13%	20%f	17%	15%	22%	18%	22%	18%	21%	19%	21%	24%n	17%	18%	18%	18%	6%	21%	16%	10%	24%w	13%	16%	19%	12%	12%	20%F	11%	12%	23%I	10%
B	123	51	15	148	69	108	36	67	42	3	76	60	12	69	78	17	29	23	-	38	23	8	30	39	26	38	38	6	57	38	13	51	56
	22%	27%	21%	24%	20%	23%	19%	28%x	26%	11%	25%	26%	16%	24%	25%	15%	25%	24%	-	23%	18%	16%	21%	19%	20%	23%	28%	18%	24%	24%	19%	25%	22%
C1	115	50	12	117	71	96	33	42	37	5	58	49	10	52	62	22	26	20	3	23	37	11	23	48	23	31	32	10	44	36	16	36	59
	21%	26%d	17%	19%	21%	21%	18%	18%	23%	18%	19%	21%	13%	18%	20%	19%	22%	21%	19%	14%	28%s	22%	16%	24%	17%	19%	24%	29%	18%	23%	24%	17%	23%
C2	98	35	13	118	78	92	41	50	19	8	58	43	17	59	56	34	20	19	5	35	33	10	28	49	24	32	31	5	47	31	14	32	59
	18%	18%	19%	19%	23%	20%	22%h	21%h	12%	29%	19%	19%	23%	20%	18%	30%p	17%	20%	31%	21%	25%	20%	20%	24%	18%	20%	23%	15%	20%	20%	21%	16%	23%H
D	41	6	9	38	24	37	17	15	5	1	21	12	5	17	21	6	9	7	2	12	5	7	8	16	13	15	8	1	18	10	9	15	22
	7%b	3%	13%bd	6%	7%	8%b	9%h	6%	3%	4%	7%	5%	7%	6%	7%	5%	8%	7%	13%	7%	4%	14%t	6%	8%	10%	9%	6%	3%	8%	6%	13%	7%	9%
E	49	16	12	65	41	60	19	19	21	6	28	22	15	25	39	14	11	11	5	21	12	8	17	24	26	15	11	8	27	25	8	25	33
	9%	8%	17%ab	11%	12%	13%a	10%	8%	13%	21%	9%	10%	20%jk	9%	13%	12%	9%	11%	31%	13%	9%	16%	12%	12%	20%BC	9%	8%	24%BC	11%	16%	12%	12%	13%
NET: AB	253	83	24	272	129	180	77	110	77	8	141	103	28	139	131	38	50	40	1	72	44	13	64	65	47	69	54	10	104	55	21	98	81
	46%ef	44%	34%	45%e	38%	39%	41%	47%	48%	29%	46%	45%	37%	48%	42%	33%	43%	41%	6%	44%u	34%	27%	46%w	32%	35%	43%	40%	29%	43%	35%	31%	48%I	32%
NET: ABC1	368	133	36	389	200	276	110	152	114	13	199	152	38	191	193	60	76	60	4	95	81	24	87	113	70	100	86	20	148	91	37	134	140
	66%cef	70%cef	51%	64%c	58%	59%	59%	64%	72%x	46%	65%l	66%l	51%	65%	62%	53%	66%o	62%	25%	58%	62%	49%	62%	56%	53%	62%	63%	59%	62%	58%	54%	65%I	55%
NET: C2DE	188	57	34	221	143	189	77	84	45	15	107	77	37	101	116	54	40	37	12	68	50	25	53	89	63	62	50	14	92	66	31	72	114
	34%	30%	49%abd	36%	42%ab	41%ab	41%h	36%	28%	54%	35%	34%	49%jk	35%	38%	47%p	34%	38%	75%	42%	38%	51%	38%	44%	47%	38%	37%	41%	38%	42%	46%	35%	45%H
NET: DE	90	22	21	103	65	97	36	34	26	7	49	34	20	42	60	20	20	18	7	33	17	15	25	40	39	30	19	9	45	35	17	40	55
	16%	12%	30%abde	17%	19%b	21%b	19%	14%	16%	25%	16%	15%	27%jk	14%	19%	18%	17%	19%	44%	20%	13%	31%t	18%	20%	29%BC	19%	14%	26%	19%	22%	25%	19%	22%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 65

Q21: Which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
A city or large town (including suburbs)	347	106	34	351	214	304	105	116	112	14	185	116	46	198	146	28	43	31	4	62	35	9	56	48	4	15	13	2	17	11	6	13	21
	62%c	56%	49%	58%	62%c	65%bcd	62%	62%	64%	54%	65%	61%	55%	68%e	57%	52%	55%	62%	50%	61%	57%	33%	62%	49%	22%	65%	50%	67%	65%	34%	50%	59%	47%
A small town	144	66	23	204	107	124	48	51	39	6	65	53	26	67	74	18	29	16	3	29	24	13	26	40	10	5	8	-	6	14	3	7	16
	26%	35%af	33%	33%af	31%	27%	28%	27%	22%	23%	23%	28%	31%	23%	29%	33%	37%	32%	38%	28%	39%	48%	29%	41%	56%	22%	31%	-	23%	44%	25%	32%	36%
A village, hamlet or isolated dwelling in the countryside	60	15	11	49	22	31	15	18	21	6	31	19	10	27	32	7	4	3	1	9	2	4	7	8	3	3	4	1	3	5	3	2	7
	11%ef	8%	16%def	8%	6%	7%	9%	10%	12%	23%	11%	10%	12%	9%	13%	13%	5%	6%	13%	9%	3%	15%	8%	8%	17%	13%	15%	33%	12%	16%	25%	9%	16%
Prefer not to say	5	3	2	6	-	6	2	1	2	-	3	1	1	1	4	1	2	-	-	2	-	1	1	2	1	-	1	-	-	2	-	-	1
	1%	2%e	3%e	1%	-	1%e	1%	1%	1%	-	1%	1%	1%	*	2%	2%	3%	-	-	2%	-	4%	1%	2%	6%	-	4%	-	-	6%	-	-	2%
NET: Urban	491	172	57	555	321	428	153	167	151	20	250	169	72	265	220	46	72	47	7	91	59	22	82	88	14	20	21	2	23	25	9	20	37
	88%	91%c	81%	91%c	94%ac	92%ac	90%	90%	87%	77%	88%	89%	87%	90%	86%	85%	92%	94%	88%	89%	97%	81%	91%	90%	78%	87%	81%	67%	88%	78%	75%	91%	82%
NET: Rural	60	15	11	49	22	31	15	18	21	6	31	19	10	27	32	7	4	3	1	9	2	4	7	8	3	3	4	1	3	5	3	2	7
	11%ef	8%	16%def	8%	6%	7%	9%	10%	12%	23%	11%	10%	12%	9%	13%	13%	5%	6%	13%	9%	3%	15%	8%	8%	17%	13%	15%	33%	12%	16%	25%	9%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 66

Q21: Which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
A city or large town (including suburbs)	347	106	34	351	214	304	99	140	97	15	200	114	37	195	152	67	70	67	10	112	80	22	102	112	89	101	90	24	165	100	39	155	146
	62%c	56%	49%	58%	62%c	65%bcd	53%	59%	61%	54%	65%kl	50%	49%	67%n	49%	59%	60%	69%	63%	69%u	61%	45%	73%w	55%	67%	62%	66%	71%	69%	64%	57%	75%l	57%
A small town	144	66	23	204	107	124	72	74	50	8	89	87	28	76	125	43	34	24	6	43	43	21	32	74	37	44	35	8	60	40	24	41	83
	26%	35%af	33%	33%af	31%	27%	39%	31%	31%	29%	29%	38%j	37%	26%	40%m	38%q	29%	25%	38%	26%	33%	43%s	23%	37%v	28%	27%	26%	24%	25%	25%	35%	20%	33%H
A village, hamlet or isolated dwelling in the countryside	60	15	11	49	22	31	16	19	11	3	14	25	10	20	29	4	12	6	-	8	8	6	6	16	5	15	10	1	14	12	5	7	23
	11%ef	8%	16%def	8%	6%	7%	9%	8%	7%	11%	5%	11%j	13%j	7%	9%	4%	10%o	6%	-	5%	6%	12%	4%	8%	4%	9%	7%	3%	6%	8%	7%	3%	9%H
Prefer not to say	5	3	2	6	-	6	-	3	1	2	3	3	-	1	3	-	-	-	-	-	-	-	-	-	2	2	1	1	1	5	-	3	2
	1%	2%e	3%e	1%	-	1%e	-	1%	1%	7%	1%	1%	-	*	1%	-	-	-	-	-	-	-	-	-	2%	1%	1%	3%	*	3%E	-	1%	1%
NET: Urban	491	172	57	555	321	428	171	214	147	23	289	201	65	271	277	110	104	91	16	155	123	43	134	186	126	145	125	32	225	140	63	196	229
	88%	91%c	81%	91%c	94%ac	92%ac	91%	91%	92%	82%	94%kl	88%	87%	93%	90%	96%p	90%	94%	100%	95%	94%	88%	96%	92%	95%	90%	92%	94%	94%	89%	93%	95%l	90%
NET: Rural	60	15	11	49	22	31	16	19	11	3	14	25	10	20	29	4	12	6	-	8	8	6	6	16	5	15	10	1	14	12	5	7	23
	11%ef	8%	16%def	8%	6%	7%	9%	8%	7%	11%	5%	11%j	13%j	7%	9%	4%	10%o	6%	-	5%	6%	12%	4%	8%	4%	9%	7%	3%	6%	8%	7%	3%	9%H

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 67

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Small (1-2 people)	176	59	26	169	117	121	62	60	43	11	89	61	26	94	78	21	18	18	2	31	20	8	26	32	7	9	8	2	10	10	6	10	15
	32%f	31%	37%	28%	34%df	26%	36%l	32%	25%	42%	31%	32%	31%	32%	30%	39%	23%	36%	25%	30%	33%	30%	29%	33%	39%	39%	31%	67%	38%	31%	50%	45%	33%
Medium (3-4 people)	260	79	27	276	137	215	81	88	82	9	145	79	36	149	110	19	35	20	5	44	24	11	41	37	9	8	10	-	12	13	2	6	19
	47%e	42%	39%	45%	40%	46%	48%	47%	47%	35%	51%l	42%	43%	51%	43%	35%	45%	40%	63%	43%	39%	41%	46%	38%	50%	35%	38%	-	46%	41%	17%	27%	42%
Large (5+ people)	120	52	17	165	89	129	27	38	49	6	50	49	21	50	68	14	25	12	1	27	17	8	23	29	2	6	8	1	4	9	4	6	11
	22%	27%	24%	27%a	26%	28%a	16%	20%	28%g	23%	18%	26%h	25%	17%	27%n	26%	32%	24%	13%	26%	28%	30%	26%	30%	11%	26%	31%	33%	15%	28%	33%	27%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 68

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Small (1-2 people)	176	59	26	169	117	121	52	65	45	7	83	66	20	78	87	37	41	33	6	45	46	26	43	74	38	38	33	12	66	30	25	61	59
	32%f	31%	37%	28%	34%df	26%	28%	28%	28%	25%	27%	29%	27%	27%	28%	32%	35%	34%	38%	28%	35%	53%st	31%	37%	29%	23%	24%	35%	28%	19%	37%F	30%	23%
Medium (3-4 people)	260	79	27	276	137	215	83	112	67	14	157	90	29	143	131	49	43	39	6	75	48	14	60	77	60	81	61	13	114	74	27	89	124
	47%e	42%	39%	45%	40%	46%	44%	47%	42%	50%	51%k	39%	39%	49%	42%	43%	37%	40%	38%	46%u	37%	29%	43%	38%	45%	50%	45%	38%	48%	47%	40%	43%	49%
Large (5+ people)	120	52	17	165	89	129	52	59	47	7	66	73	26	71	91	28	32	25	4	43	37	9	37	51	35	43	42	9	60	53	16	56	71
	22%	27%	24%	27%a	26%	28%a	28%	25%	30%	25%	22%	32%j	35%j	24%	29%	25%	28%	26%	25%	26%	28%	18%	26%	25%	26%	27%	31%	26%	25%	34%	24%	27%	28%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 69

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
1	161	64	17	186	95	147	45	64	49	3	89	57	15	93	68	16	31	15	2	27	26	11	32	32	7	7	3	-	7	8	2	6	10
	29%	*34%*	*24%*	*30%*	*28%*	*32%*	*26%*	*34%*	*28%*	*12%*	31%m	30%m	*18%*	*32%*	*27%*	*30%*	*40%*	*30%*	*25%*	*26%*	43%B	*41%*	*36%*	*33%*	*39%*	*30%*	*12%*	-	*27%*	*25%*	*17%*	*27%*	*22%*
2	136	38	15	140	83	103	45	49	38	4	64	49	23	71	63	14	14	8	2	21	14	3	18	19	5	3	7	-	5	9	1	1	13
	24%	*20%*	*21%*	*23%*	*24%*	*22%*	*26%*	*26%*	*22%*	*15%*	*23%*	*26%*	*28%*	*24%*	*25%*	*26%*	*18%*	*16%*	*25%*	*21%*	*23%*	*11%*	*20%*	*19%*	*28%*	*13%*	*27%*	-	*19%*	*28%*	*8%*	*5%*	*29%*
3	46	23	9	70	31	38	13	14	16	3	24	14	8	20	25	7	12	4	-	16	5	2	10	13	1	4	4	-	2	4	3	3	6
	8%	*12%*	*13%*	*11%*	*9%*	*8%*	*8%*	*8%*	*9%*	*12%*	*8%*	*7%*	*10%*	*7%*	*10%*	*13%*	*15%*	*8%*	-	*16%*	*8%*	*7%*	*11%*	*13%*	*6%*	*17%*	*15%*	-	*8%*	*13%*	*25%*	*14%*	*13%*
4	14	5	2	28	7	16	2	6	3	3	6	5	3	8	5	1	2	2	-	2	2	1	2	3	-	1	1	-	-	2	-	1	1
	3%	*3%*	*3%*	5%e	*2%*	*3%*	*1%*	*3%*	*2%*	*12%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*3%*	*4%*	-	*2%*	*3%*	*4%*	*2%*	*3%*	-	*4%*	*4%*	-	-	*6%*	-	*5%*	*2%*
5+	8	7	3	15	12	19	5	1	2	-	2	3	3	3	5	-	5	2	-	4	1	2	2	5	-	-	2	1	1	1	1	-	3
	1%	*4%*	*4%*	*2%*	3%a	4%a	*3%*	*1%*	*1%*	-	*1%*	*2%*	4%k	*1%*	*2%*	-	*6%*	*4%*	-	*4%*	*2%*	*7%*	*2%*	*5%*	-	-	*8%*	*33%*	*4%*	*3%*	*8%*	-	*7%*
No children in household	191	53	24	171	115	142	60	52	66	13	99	61	31	98	90	16	14	19	4	32	13	8	26	26	5	8	9	2	11	8	5	11	12
	34%d	*28%*	*34%*	*28%*	*34%*	*31%*	*35%*	*28%*	38%h	*50%*	*35%*	*32%*	*37%*	*33%*	*35%*	*30%*	*18%*	38%y	*50%*	*31%*	*21%*	*30%*	*29%*	*27%*	*28%*	*35%*	*35%*	*67%*	*42%*	*25%*	*42%*	*50%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 70

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
1	161	64	17	186	95	147	51	72	54	9	101	60	25	85	100	37	29	27	2	50	34	11	40	55	44	63	39	1	71	55	21	66	80
	29%	34%	24%	30%	28%	32%	27%	31%	34%	32%	33%	26%	33%	29%	32%	32%	25%	28%	13%	31%	26%	22%	29%	27%	33%D	39%D	29%D	3%	30%	35%	31%	32%	31%
2	136	38	15	140	83	103	41	58	31	10	70	51	19	63	76	29	30	23	1	43	31	9	37	46	30	37	26	10	56	36	11	38	62
	24%	20%	21%	23%	24%	22%	22%	25%	19%	36%	23%	22%	25%	22%	25%	25%	26%	24%	6%	26%	24%	18%	26%	23%	23%	23%	19%	29%	23%	23%	16%	18%	24%
3	46	23	9	70	31	38	28	19	21	2	26	33	11	34	35	7	13	11	-	16	12	3	18	13	13	12	11	2	17	18	3	18	20
	8%	12%	13%	11%	9%	8%	15%g	8%	13%	7%	8%	14%j	15%	12%	11%	6%	11%	11%	-	10%	9%	6%	13%w	6%	10%	7%	8%	6%	7%	11%	4%	9%	8%
4	14	5	2	28	7	16	11	11	6	-	15	11	2	15	13	2	1	3	1	4	2	1	2	4	5	3	8	-	6	8	2	7	9
	3%	3%	3%	5%e	2%	3%	6%	5%	4%	-	5%	5%	3%	5%	4%	2%	1%	3%	6%	2%	2%	2%	1%	2%	4%	2%	6%	-	3%	5%	3%	3%	4%
5+	8	7	3	15	12	19	4	4	7	-	6	7	2	10	5	5	3	3	1	5	5	2	3	9	3	9	6	1	10	5	4	10	9
	1%	4%	4%	2%	3%a	4%a	2%	2%	4%	-	2%	3%	3%	3%	2%	4%	3%	3%	6%	3%	4%	4%	2%	4%	2%	6%	4%	3%	4%	3%	6%	5%	4%
No children in household	191	53	24	171	115	142	52	72	40	7	88	67	16	85	80	34	40	30	11	45	47	23	40	75	38	38	46	20	80	35	27	67	74
	34%d	28%	34%	28%	34%	31%	28%	31%	25%	25%	29%	29%	21%	29%	26%	30%	34%	31%	69%	28%	36%	47%g	29%	37%	29%	23%	34%B	59%ABC	33%F	22%	40%F	33%	29%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 71

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
None	16	7	3	15	12	12	6	5	4	1	5	3	8	8	6	5	2	-	-	1	3	3	2	5	2	-	1	-	1	2	-	-	3
	3%	*4%*	*4%*	*2%*	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	10%kl	*3%*	*2%*	9%z	*3%*	-	-	*1%*	*5%*	*11%*	*2%*	*5%*	*11%*	-	*4%*	-	*4%*	*6%*	-	-	*7%*
1	133	48	19	148	84	97	48	47	31	7	67	44	22	71	61	14	17	15	2	26	16	6	22	25	4	6	8	1	7	8	4	6	12
	24%	*25%*	*27%*	*24%*	*24%*	*21%*	28%l	*25%*	*18%*	*27%*	*24%*	*23%*	*27%*	*24%*	*24%*	*26%*	*22%*	*30%*	*25%*	*25%*	*26%*	*22%*	*24%*	*26%*	*22%*	*26%*	*31%*	*33%*	*27%*	*25%*	*33%*	*27%*	*27%*
2	245	82	32	296	150	214	83	80	70	12	131	83	31	131	112	22	33	23	4	47	27	8	36	45	9	12	10	1	11	14	7	10	20
	44%	*43%*	*46%*	*49%*	*44%*	*46%*	*49%*	*43%*	*40%*	*46%*	*46%*	*44%*	*37%*	*45%*	*44%*	*41%*	*42%*	*46%*	*50%*	*46%*	*44%*	*30%*	*40%*	*46%*	*50%*	*52%*	*38%*	*33%*	*42%*	*44%*	*58%*	*45%*	*44%*
3	94	25	8	77	49	70	21	33	37	3	48	32	14	50	43	7	13	4	1	16	5	4	16	9	2	4	1	1	4	4	-	4	4
	17%d	*13%*	*11%*	*13%*	*14%*	*15%*	*12%*	*18%*	21%g	*12%*	*17%*	*17%*	*17%*	*17%*	*17%*	*13%*	*17%*	*8%*	*13%*	*16%*	*8%*	*15%*	*18%*	*9%*	*11%*	*17%*	*4%*	*33%*	*15%*	*13%*	-	*18%*	*9%*
4	40	12	4	38	30	39	7	15	16	2	19	17	4	23	16	2	7	3	-	9	3	-	7	5	1	-	3	-	2	2	-	1	3
	7%	*6%*	*6%*	*6%*	*9%*	*8%*	*4%*	*8%*	*9%*	*8%*	*7%*	*9%*	*5%*	*8%*	*6%*	*4%*	*9%*	*6%*	-	*9%*	*5%*	-	*8%*	*5%*	*6%*	-	*12%*	-	*8%*	*6%*	-	*5%*	*7%*
5+	28	16	4	36	18	33	5	6	16	1	14	10	4	10	18	4	6	5	1	3	7	6	7	9	-	1	3	-	1	2	1	1	3
	5%	*8%*	*6%*	*6%*	*5%*	*7%*	*3%*	*3%*	9%gh	*4%*	*5%*	*5%*	*5%*	*3%*	*7%*	*7%*	*8%*	*10%*	*13%*	*3%*	11%B	*22%*	*8%*	*9%*	-	*4%*	*12%*	-	*4%*	*6%*	*8%*	*5%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 72

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
None	16	7	3	15	12	12	5	4	5	1	3	8	4	8	7	6	2	4	-	3	9	-	2	10	4	4	3	1	4	4	4	5	7
	3%	*4%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*1%*	3%j	5%j	*3%*	*2%*	*5%*	*2%*	*4%*	-	*2%*	7%s	-	*1%*	*5%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*6%*	*2%*	*3%*
1	133	48	19	148	84	97	43	59	43	3	68	58	22	63	83	22	29	31	2	35	32	17	40	44	27	31	34	5	49	28	20	45	50
	24%	*25%*	*27%*	*24%*	*24%*	*21%*	*23%*	*25%*	*27%*	*11%*	*22%*	*25%*	*29%*	*22%*	*27%*	*19%*	*25%*	32%o	*13%*	*21%*	*24%*	*35%*	*29%*	*22%*	*20%*	*19%*	*25%*	*15%*	*20%*	*18%*	*29%*	*22%*	*20%*
2	245	82	32	296	150	214	98	112	71	15	173	98	25	166	125	52	53	36	9	79	46	25	58	91	63	80	56	15	123	69	22	103	111
	44%	*43%*	*46%*	*49%*	*44%*	*46%*	*52%*	*47%*	*45%*	*54%*	57%k	*43%*	*33%*	57%n	*40%*	*46%*	*46%*	*37%*	*56%*	48%t	*35%*	*51%*	*41%*	*45%*	*47%*	*49%*	*41%*	*44%*	51%G	*44%*	*32%*	*50%*	*44%*
3	94	25	8	77	49	70	18	32	22	5	33	30	14	28	49	17	13	16	3	25	23	1	21	28	19	24	20	7	33	26	11	25	43
	17%d	*13%*	*11%*	*13%*	*14%*	*15%*	*10%*	*14%*	*14%*	*18%*	*11%*	*13%*	*19%*	*10%*	16%m	*15%*	*11%*	*16%*	*19%*	15%u	18%u	*2%*	*15%*	*14%*	*14%*	*15%*	*15%*	*21%*	*14%*	*17%*	*16%*	*12%*	*17%*
4	40	12	4	38	30	39	11	17	8	2	15	17	6	17	21	13	13	4	-	13	15	2	13	17	11	10	16	2	14	19	6	17	21
	7%	*6%*	*6%*	*6%*	*9%*	*8%*	*6%*	*7%*	*5%*	*7%*	*5%*	*7%*	*8%*	*6%*	*7%*	*11%*	*11%*	*4%*	-	*8%*	*11%*	*4%*	*9%*	*8%*	*8%*	*6%*	*12%*	*6%*	*6%*	12%E	*9%*	*8%*	*8%*
5+	28	16	4	36	18	33	12	12	10	2	14	18	4	10	24	4	6	6	2	8	6	4	6	12	9	13	7	4	17	11	5	11	22
	5%	*8%*	*6%*	*6%*	*5%*	*7%*	*6%*	*5%*	*6%*	*7%*	*5%*	*8%*	*5%*	*3%*	8%m	*4%*	*5%*	*6%*	*13%*	*5%*	*5%*	*8%*	*4%*	*6%*	*7%*	*8%*	*5%*	*12%*	*7%*	*7%*	*7%*	*5%*	*9%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 73

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Most vulnerable	172	65	30	212	124	159	46	62	56	8	80	61	31	90	79	17	30	15	3	35	16	14	30	34	8	11	10	1	8	18	4	9	20
	31%	*34%*	43%a	*35%*	*36%*	*34%*	*27%*	*33%*	*32%*	*31%*	*28%*	*32%*	*37%*	*31%*	*31%*	*31%*	*38%*	*30%*	*38%*	*34%*	*26%*	*52%*	*33%*	*35%*	*44%*	*48%*	*38%*	*33%*	*31%*	*56%*	*33%*	*41%*	*44%*
Potentially vulnerable	231	82	27	250	144	179	82	76	67	6	120	82	29	128	102	21	36	23	2	39	35	8	33	49	6	9	10	2	13	11	3	9	17
	42%	*43%*	*39%*	*41%*	*42%*	*38%*	*48%*	*41%*	*39%*	*23%*	*42%*	*43%*	*35%*	*44%*	*40%*	*39%*	*46%*	*46%*	*25%*	*38%*	57%B	*30%*	*37%*	*50%*	*33%*	*39%*	*38%*	*67%*	*50%*	*34%*	*25%*	*41%*	*38%*
Least vulnerable	119	35	11	112	55	83	31	39	41	8	69	36	14	61	56	12	11	10	2	24	6	5	23	11	3	2	6	-	3	3	5	2	8
	21%e	*18%*	*16%*	*18%*	*16%*	*18%*	*18%*	*21%*	*24%*	*31%*	*24%*	*19%*	*17%*	*21%*	*22%*	*22%*	*14%*	*20%*	*25%*	24%C	*10%*	*19%*	26%F	*11%*	*17%*	*9%*	*23%*	-	*12%*	*9%*	*42%*	*9%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 74

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Most vulnerable	172	65	30	212	124	159	66	76	60	10	101	78	33	101	109	38	43	36	7	59	51	14	45	78	44	60	46	9	70	65	24	68	89
	31%	*34%*	*43%e*	*35%*	*36%*	*34%*	*35%*	*32%*	*38%*	*36%*	*33%*	*34%*	*44%*	*35%*	*35%*	*33%*	*37%*	*37%*	*44%*	*36%*	*39%*	*29%*	*32%*	*39%*	*33%*	*37%*	*34%*	*26%*	*29%*	*41%E*	*35%*	*33%*	*35%*
Potentially vulnerable	231	82	27	250	144	179	73	106	62	9	126	97	27	116	131	49	48	42	5	67	55	22	57	87	52	64	55	8	95	56	28	81	98
	42%	*43%*	*39%*	*41%*	*42%*	*38%*	*39%*	*45%*	*39%*	*32%*	*41%*	*42%*	*36%*	*40%*	*42%*	*43%*	*41%*	*43%*	*31%*	*41%*	*42%*	*45%*	*41%*	*43%*	*39%*	*40%*	*40%*	*24%*	*40%*	*36%*	*41%*	*39%*	*39%*
Least vulnerable	119	35	11	112	55	83	38	43	28	3	64	38	10	61	50	20	20	15	-	30	17	8	30	25	24	27	26	6	57	17	9	41	41
	21%e	*18%*	*16%*	*18%*	*16%*	*18%*	*20%*	*18%*	*18%*	*11%*	*21%*	*17%*	*13%*	*21%*	*16%*	*18%*	*17%*	*15%*	-	*18%*	*13%*	*16%*	*21%w*	*12%*	*18%*	*17%*	*19%*	*18%*	*24%F*	*11%*	*13%*	*20%*	*16%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 75

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about landline service in past 6 months

	Supplier						BT									EE									PLUSNET								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	556	190	70*	610	343	465	170	186	174	26**	284	189	83*	293	256	54*	78*	50*	8**	102	61*	27**	90*	98*	18**	23**	26**	3**	26**	32*	12**	22**	45*
Universal Credit (and household has other earnings)	99 *18%*	33 *17%*	9 *13%*	106 *17%*	69 *20%*	92 *20%*	27 *16%*	33 *18%*	38 *22%*	1 *4%*	48 *17%*	33 *17%*	18 *22%*	48 *16%*	51 *20%*	11 *20%*	13 *17%*	9 *18%*	- -	16 *16%*	14 *23%*	3 *11%*	8 *9%*	25 *26%E*	3 *17%*	3 *13%*	3 *12%*	- -	3 *12%*	4 *13%*	2 *17%*	4 *18%*	5 *11%*
Employment and Support Allowance (ESA)	72 *13%*	33 *17%*	12 *17%*	101 *17%*	55 *16%*	82 *18%a*	20 *12%*	29 *16%*	21 *12%*	2 *8%*	34 *12%*	24 *13%*	14 *17%*	46 *16%*	26 *10%*	8 *15%*	13 *17%*	12 *24%*	- -	19 *19%*	6 *10%*	8 *30%*	18 *20%*	15 *15%*	1 *6%*	6 *26%*	5 *19%*	- -	5 *19%*	4 *13%*	3 *25%*	2 *9%*	9 *20%*
Personal Independence Payment (PIP)	61 *11%*	26 *14%*	12 *17%*	79 *13%*	41 *12%*	55 *12%*	21 *12%*	22 *12%*	17 *10%*	1 *4%*	34 *12%*	20 *11%*	7 *8%*	38 *13%*	23 *9%*	4 *7%*	15 *19%*	6 *12%*	1 *13%*	17 *17%*	8 *13%*	1 *4%*	14 *16%*	11 *11%*	3 *17%*	5 *22%*	4 *15%*	- -	3 *12%*	7 *22%*	2 *17%*	5 *23%*	6 *13%*
Income Support	57 *10%*	22 *12%*	3 *4%*	63 *10%*	46 *13%c*	62 *13%c*	15 *9%*	25 *13%*	16 *9%*	1 *4%*	32 *11%*	19 *10%*	6 *7%*	32 *11%*	25 *10%*	8 *15%*	12 *15%z*	2 *4%*	- -	9 *9%*	10 *16%*	3 *11%*	13 *14%*	9 *9%*	2 *11%*	- -	1 *4%*	- -	- -	3 *9%*	- -	- -	3 *7%*
Pensions Credit (Guaranteed Credit)	51 *9%*	21 *11%*	5 *7%*	72 *12%*	34 *10%*	54 *12%*	16 *9%*	22 *12%*	11 *6%*	2 *8%*	28 *10%*	16 *8%*	7 *8%*	26 *9%*	24 *9%*	6 *11%*	12 *15%*	3 *6%*	- -	10 *10%*	9 *15%*	2 *7%*	12 *13%*	9 *9%*	2 *11%*	3 *13%*	- -	- -	1 *4%*	3 *9%*	1 *8%*	1 *5%*	4 *9%*
Carer's allowance	50 *9%*	20 *11%*	8 *11%*	62 *10%*	30 *9%*	48 *10%*	13 *8%*	21 *11%*	15 *9%*	1 *4%*	28 *10%*	12 *6%*	10 *12%*	30 *10%*	20 *8%*	4 *7%*	12 *15%*	4 *8%*	- -	9 *9%*	7 *11%*	4 *15%*	11 *12%*	9 *9%*	1 *6%*	4 *17%*	3 *12%*	- -	2 *8%*	3 *9%*	3 *25%*	1 *5%*	7 *16%*
Income-based Jobseeker's Allowance	48 *9%*	19 *10%*	5 *7%*	58 *10%*	31 *9%*	46 *10%*	9 *5%*	25 *13%g*	13 *7%*	1 *4%*	24 *8%*	17 *9%*	7 *8%*	25 *9%*	22 *9%*	3 *6%*	8 *10%*	8 *16%*	- -	10 *10%*	6 *10%*	3 *11%*	13 *14%*	6 *6%*	- -	4 *17%*	- -	1 *33%*	4 *15%*	- -	1 *8%*	1 *5%*	3 *7%*
Universal Credit (and household has no other earnings)	44 *8%*	24 *13%*	9 *13%*	64 *10%*	42 *12%a*	44 *9%*	17 *10%*	16 *9%*	9 *5%*	2 *8%*	21 *7%*	21 *11%m*	2 *2%*	22 *8%*	21 *8%*	4 *7%*	12 *15%*	6 *12%*	2 *25%*	12 *12%*	8 *13%*	4 *15%*	10 *11%*	13 *13%*	2 *11%*	3 *13%*	4 *15%*	- -	3 *12%*	5 *16%*	1 *8%*	3 *14%*	6 *13%*
Pensions Credit (no Guaranteed Credit)	26 *5%*	15 *8%*	7 *10%*	40 *7%*	19 *6%*	39 *8%a*	9 *5%*	10 *5%*	7 *4%*	- -	12 *4%*	10 *5%*	4 *5%*	13 *4%*	13 *5%*	4 *7%*	5 *6%*	6 *12%*	- -	11 *11%*	3 *5%*	1 *4%*	7 *8%*	8 *8%*	1 *6%*	3 *13%*	2 *8%*	1 *33%*	2 *8%*	5 *16%*	- -	2 *9%*	5 *11%*
NET: Any benefit	351 *63%*	146 *77%a*	53 *76%a*	444 *73%a*	256 *75%a*	340 *73%a*	104 *61%*	132 *71%l*	105 *60%*	10 *38%*	168 *59%*	128 *68%*	55 *66%*	183 *62%*	165 *64%*	37 *69%*	69 *88%xz*	37 *74%*	3 *38%*	74 *73%*	47 *77%*	25 *93%*	66 *73%*	78 *80%*	14 *78%*	19 *83%*	18 *69%*	2 *67%*	14 *54%*	30 *94%*	9 *75%*	12 *55%*	38 *84%*
Other	10 *2%*	6 *3%*	3 *4%*	19 *3%*	13 *4%*	18 *4%a*	3 *2%*	3 *2%*	3 *2%*	1 *4%*	5 *2%*	4 *2%*	1 *1%*	6 *2%*	3 *1%*	4 *7%y*	- -	1 *2%*	1 *13%*	3 *3%*	3 *5%*	- -	2 *2%*	4 *4%*	1 *6%*	1 *4%*	- -	1 *33%*	3 *12%*	- -	- -	3 *14%*	- -
None of these	197 *35%bcdef*	38 *20%*	15 *21%*	151 *25%*	75 *22%*	114 *25%*	64 *38%*	52 *28%*	66 *38%h*	15 *58%*	113 *40%l*	57 *30%*	27 *33%*	106 *36%*	88 *34%*	13 *24%*	9 *12%*	12 *24%*	4 *50%*	25 *25%*	11 *18%*	2 *7%*	22 *24%*	16 *16%*	4 *22%*	3 *13%*	8 *31%*	- -	10 *38%*	2 *6%*	3 *25%*	8 *36%*	7 *16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 76

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about landline service in past 6 months

	Supplier						SKY									TALK TALK									VIRGIN MEDIA								
							Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	556	190	70*	610	343	465	187	236	159	28**	306	229	75*	292	309	114	116	97*	16**	163	131	49*	140	202	133	162	136	34*	240	157	68*	206	254
Universal Credit (and household has other earnings)	99	33	9	106	69	92	31	46	25	4	46	47	13	47	59	18	27	22	2	29	31	9	29	40	26	38	23	5	56	27	9	47	45
	18%	17%	13%	17%	20%	20%	17%	19%	16%	14%	15%	21%	17%	16%	19%	16%	23%	23%	13%	18%	24%	18%	21%	20%	20%	23%	17%	15%	23%	17%	13%	23%	18%
Employment and Support Allowance (ESA)	72	33	12	101	55	82	29	38	28	6	38	44	19	52	48	17	20	18	-	35	17	3	24	31	19	37	21	5	46	28	8	43	39
	13%	17%	17%	17%	16%	18%a	16%	16%	18%	21%	12%	19%j	25%j	18%	16%	15%	17%	19%	-	21%u	13%	6%	17%	15%	14%	23%	15%	15%	19%	18%	12%	21%	15%
Personal Independence Payment (PIP)	61	26	12	79	41	55	27	24	25	3	31	35	13	36	42	10	19	10	2	25	14	2	19	22	13	16	24	2	35	13	7	29	26
	11%	14%	17%	13%	12%	12%	14%	10%	16%	11%	10%	15%	17%	12%	14%	9%	16%	10%	13%	15%u	11%	4%	14%	11%	10%	10%	18%	6%	15%	8%	10%	14%	10%
Income Support	57	22	3	63	46	62	17	23	21	2	31	25	7	28	33	16	15	12	3	23	19	4	22	24	12	23	25	2	38	20	4	30	31
	10%	12%	4%	10%	13%c	13%c	9%	10%	13%	7%	10%	11%	9%	10%	11%	14%	13%	12%	19%	14%	15%	8%	16%	12%	9%	14%	18%A	6%	16%G	13%	6%	15%	12%
Pensions Credit (Guaranteed Credit)	51	21	5	72	34	54	22	28	21	1	39	27	6	41	31	12	12	8	2	15	13	6	18	16	15	19	18	2	34	14	6	31	23
	9%	11%	7%	12%	10%	12%	12%	12%	13%	4%	13%	12%	8%	14%	10%	11%	10%	8%	13%	9%	10%	12%	13%	8%	11%	12%	13%	6%	14%	9%	9%	15%I	9%
Carer's allowance	50	20	8	62	30	48	24	24	14	-	25	28	9	29	31	11	14	2	3	18	10	2	13	17	17	15	13	3	28	15	5	26	22
	9%	11%	11%	10%	9%	10%	13%	10%	9%	-	8%	12%	12%	10%	10%	10%q	12%q	2%	19%	11%	8%	4%	9%	8%	13%	9%	10%	9%	12%	10%	7%	13%	9%
Income-based Jobseeker's Allowance	48	19	5	58	31	46	15	29	13	1	29	21	8	30	28	5	15	11	-	21	10	-	13	18	13	17	14	2	27	18	1	21	25
	9%	10%	7%	10%	9%	10%	8%	12%	8%	4%	9%	9%	11%	10%	9%	4%	13%o	11%	-	13%u	8%u	-	9%	9%	10%	10%	10%	6%	11%G	11%G	1%	10%	10%
Universal Credit (and household has no other earnings)	44	24	9	64	42	44	23	24	14	3	35	24	5	36	27	13	18	9	2	20	17	5	12	29	13	20	8	3	25	13	6	17	26
	8%	13%	13%	10%	12%a	9%	12%	10%	9%	11%	11%	10%	7%	12%	9%	11%	16%	9%	13%	12%	13%	10%	9%	14%	10%	12%	6%	9%	10%	8%	9%	8%	10%
Pensions Credit (no Guaranteed Credit)	26	15	7	40	19	39	9	20	10	1	22	13	5	24	16	6	9	4	-	8	8	3	4	15	8	20	10	1	20	14	5	17	22
	5%	8%	10%	7%	6%	8%a	5%	8%	6%	4%	7%	6%	7%	8%	5%	5%	8%	4%	-	5%	6%	6%	3%	7%	6%	12%	7%	3%	8%	9%	7%	8%	9%
NET: Any benefit	351	146	53	444	256	340	144	170	115	15	197	185	62	204	235	81	97	69	9	123	103	30	105	150	93	131	98	18	173	123	44	151	187
	63%	77%a	76%a	73%a	75%a	73%a	77%	72%	72%	54%	64%	81%j	83%j	70%	76%	71%	84%oq	71%	56%	75%	79%u	61%	75%	74%	70%	81%AD	72%D	53%	72%	78%G	65%	73%	74%
Other	10	6	3	19	13	18	3	9	6	1	8	9	2	7	11	1	3	7	2	7	3	3	6	7	4	5	6	3	8	6	4	8	9
	2%	3%	4%	3%	4%	4%a	2%	4%	4%	4%	3%	4%	3%	2%	4%	1%	3%	7%o	13%	4%	2%	6%	4%	3%	3%	3%	4%	9%	3%	4%	6%	4%	4%
None of these	197	38	15	151	75	114	40	59	40	12	102	38	11	84	64	32	16	22	5	34	25	16	30	45	38	28	35	13	63	30	21	50	61
	35%bcdef	20%	21%	25%	22%	25%	21%	25%	25%	43%	33%kl	17%	15%	29%n	21%	28%p	14%	23%	31%	21%	19%	33%	21%	22%	29%B	17%	26%	38%B	26%	19%	31%	24%	24%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
16 - 17	7	1	3	7	4	3	1	1	1	5	-	1	2	4	3	4	-	-	-	1	1	-	-	-	1	1	-	2	-	-	1	2	-	2
	1%	*	1%	1%	1%	*	1%	1%	1%	2%	-	*	1%	5%kl	1%	1%	-	-	-	7%	1%	-	-	-	1%	2%	-	2%	-	-	1%	5%E	-	2%
18 - 24	222	107	76	262	171	244	66	56	72	85	9	117	84	21	104	115	34	30	37	6	41	46	20	45	62	19	26	28	3	25	38	13	24	52
	35%	41%d	37%	36%	34%	35%	35%	32%	43%gl	32%	41%	33%	41%m	27%	31%	40%n	44%	38%	43%	43%	32%	51%t	49%	37%	46%	44%	44%	29%	27%	28%	49%E	32%	27%	44%H
25 - 34	203	80	59	219	154	206	67	62	45	91	5	111	66	26	118	84	24	30	22	4	42	28	10	36	42	6	22	27	4	28	24	7	25	33
	32%	31%	28%	31%	30%	30%	36%	35%	27%	34%	23%	32%	32%	33%	35%	29%	31%	38%	25%	29%	33%	31%	24%	30%	31%	14%	37%A	28%	36%	31%	31%	17%	28%	28%
35 - 44	99	37	23	123	97	111	33	30	29	37	3	63	25	11	54	42	10	12	14	1	23	8	6	21	16	7	4	10	2	12	7	4	12	11
	16%	14%	11%	17%f	19%f	16%	18%	17%	17%	14%	14%	18%	12%	14%	16%	14%	13%	15%	16%	7%	18%	9%	15%	17%	12%	16%	7%	11%	18%	13%	9%	10%	14%	9%
45 - 54	47	15	21	49	44	66	7	15	12	18	2	31	13	3	27	19	5	4	5	1	10	2	3	7	8	5	5	10	1	10	4	7	10	11
	7%	6%	10%z	7%	9%z	10%z	4%	9%	7%	7%	9%	9%	6%	4%	8%	7%	6%	5%	6%	7%	8%	2%	7%	6%	6%	12%	8%	11%	9%	11%	5%	17%F	11%	9%
55 - 64	38	12	16	39	25	43	7	7	5	26	-	20	9	9	20	18	2	2	7	1	7	5	-	9	3	2	2	11	1	7	3	6	11	4
	6%	5%	8%	5%	5%	6%	4%	4%	3%	10%gh	-	6%	4%	12%kl	6%	6%	3%	3%	8%	7%	6%	6%	-	7%	2%	5%	3%	12%	9%	8%	4%	15%F	13%kl	3%
65 +	18	6	10	19	11	18	5	5	3	7	3	7	7	4	9	9	3	1	2	-	3	1	2	3	3	3	-	7	-	7	1	2	6	4
	3%	2%	5%	3%	2%	3%	3%	3%	2%	3%	14%	2%	3%	5%	3%	3%	4%	1%	2%	-	2%	1%	5%	2%	2%	7%B	-	7%B	-	8%F	1%	5%	7%	3%
NET: 16-34	432	188	138	488	329	453	134	119	118	181	14	229	152	51	225	203	58	60	59	11	84	74	30	81	105	26	48	57	7	53	63	22	49	87
	68%	73%de	66%	68%	65%	66%	72%	68%	71%	67%	64%	65%	74%k	65%	67%	70%	74%	76%	68%	79%	66%	82%t	73%	67%	78%	60%	81%AC	60%	64%	60%	81%EG	54%	56%	74%H
NET: 36-54	146	52	44	172	141	177	40	45	41	55	5	94	38	14	81	61	15	16	19	2	33	10	9	28	24	12	9	20	3	22	11	11	22	22
	23%	20%	21%	24%	28%b	26%	22%	26%	25%	20%	23%	27%l	18%	18%	24%	21%	19%	20%	22%	14%	26%u	11%	22%	23%	18%	28%	15%	21%	27%	25%	14%	27%	25%	19%
NET: 55+	56	18	26	58	36	61	12	12	8	33	3	27	16	13	29	27	5	3	9	1	10	6	2	12	6	5	2	18	1	14	4	8	17	8
	9%	7%	13%bdz	8%	7%	9%	6%	7%	5%	12%h	14%	8%	8%	17%kl	9%	9%	6%	4%	10%	7%	8%	7%	5%	10%	4%	12%	3%	19%B	9%	16%F	5%	20%F	19%l	7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

QAGE: What is your age?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
16 - 17	7	1	3	7	4	3	1	3	-	3	1	3	4	-	1	5	1	-	3	-	2	2	-	-	4	2	1	-	-	2	1	-	2	1
	1%	*	1%	1%	1%	*	1%	2%	-	1%	5%	1%	2%	-	*	1%	1%	-	1%	-	1%	1%	-	-	1%	1%	1%	-	-	1%	*	-	1%	*
18 - 24	222	107	76	262	171	244	66	68	76	108	10	122	100	40	102	155	42	44	77	8	70	68	33	64	104	63	57	116	8	110	100	34	87	154
	35%	41%d	37%	36%	34%	35%	35%	35%	40%	35%	48%	32%	42%E	43%E	29%	43%H	29%	39%	34%	33%	32%	38%	31%	30%	37%	35%	35%	35%	40%	35%v	41%v	25%	32%	37%
25 - 34	203	80	59	219	154	206	67	70	63	83	3	123	72	24	121	98	51	45	50	8	68	64	22	72	80	59	54	90	3	98	83	25	88	117
	32%	31%	28%	31%	30%	30%	36%	36%C	33%	27%	14%	32%	30%	26%	35%I	27%	36%i	39%i	22%	33%	31%	35%m	21%	34%	28%	32%	33%	28%	15%	32%v	34%v	19%	32%	28%
35 - 44	99	37	23	123	97	111	33	28	35	57	3	74	33	16	63	60	27	15	51	4	47	31	19	47	49	30	21	58	2	54	30	27	49	62
	16%	14%	11%	17%f	19%f	16%	18%	14%	19%	18%	14%	19%	14%	17%	18%	17%	19%	13%	23%h	17%	21%	17%	18%	22%	17%	16%	13%	18%	10%	17%	12%	20%u	18%	15%
45 - 54	47	15	21	49	44	66	7	10	8	30	1	31	13	5	26	23	13	7	24	-	16	10	18	17	26	17	19	27	3	27	16	23	25	41
	7%	6%	10%z	7%	9%z	10%z	4%	5%	4%	10%B	5%	8%	5%	5%	7%	6%	9%	6%	11%	-	7%	6%	17%kl	8%	9%	9%	12%	8%	15%	9%	7%	17%tu	9%	10%
55 - 64	38	12	16	39	25	43	7	11	6	19	3	22	11	6	24	15	5	2	17	1	12	5	8	12	12	7	9	25	2	12	11	20	16	25
	6%	5%	8%	5%	5%	6%	4%	6%	3%	6%	14%	6%	5%	6%	7%	4%	3%	2%	8%h	4%	5%	3%	8%	6%	4%	4%	6%	8%	10%	4%	4%	15%tu	6%	6%
65 +	18	6	10	19	11	18	5	5	1	13	-	11	5	3	13	6	4	1	3	3	4	1	6	2	9	4	1	11	2	8	4	6	5	13
	3%	2%	5%	3%	2%	3%	3%	3%	1%	4%B	-	3%	2%	3%	4%	2%	3%	1%	1%	13%	2%	1%	6%l	1%	3%	2%	1%	3%	10%	3%	2%	4%	2%	3%
NET: 16-34	432	188	138	488	329	453	134	141	139	194	14	248	176	64	224	258	94	89	130	16	140	134	55	136	188	124	112	206	11	210	184	59	177	272
	68%	73%de	66%	68%	65%	66%	72%	72%C	74%C	62%	67%	64%	74%E	68%	64%	71%H	66%	78%gl	58%	67%	64%m	74%km	52%	64%	66%	68%	69%	63%	55%	68%v	75%v	44%	65%	66%
NET: 36-54	146	52	44	172	141	177	40	38	43	87	4	105	46	21	89	83	40	22	75	4	63	41	37	64	75	47	40	85	5	81	46	50	74	103
	23%	20%	21%	24%	28%b	26%	22%	19%	23%	28%A	19%	27%F	19%	22%	25%	23%	28%	19%	33%h	17%	29%	23%	35%l	30%	26%	26%	25%	26%	25%	26%u	19%	37%tu	27%	25%
NET: 55+	56	18	26	58	36	61	12	16	7	32	3	33	16	9	37	21	9	3	20	4	16	6	14	14	21	11	10	36	4	20	15	26	21	38
	9%	7%	13%bdz	8%	7%	9%	6%	8%	4%	10%B	14%	9%	7%	10%	11%I	6%	6%	3%	9%h	17%	7%	3%	13%l	7%	7%	6%	6%	11%	20%	6%	6%	19%tu	8%	9%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

QAGE: What is your age?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
16 - 17	7	1	3	7	4	3	1	-	1	-	-	-	1	-	-	1
	1%	*	*1%*	*1%*	*1%*	*	*1%*	-	*2%*	-	-	-	*1%*	-	-	*1%*
18 - 24	222	107	76	262	171	244	66	22	18	21	5	25	33	8	23	40
	35%	**41%d**	*37%*	*36%*	*34%*	*35%*	*35%*	*46%*	*34%*	*29%*	*38%*	*30%*	**48%km**	*24%*	*30%*	*38%*
25 - 34	203	80	59	219	154	206	67	18	17	30	2	31	20	16	28	38
	32%	*31%*	*28%*	*31%*	*30%*	*30%*	*36%*	*38%*	*32%*	*42%*	*15%*	*37%*	*29%*	*48%*	*37%*	*36%*
35 - 44	99	37	23	123	97	111	33	5	11	14	3	21	9	3	17	16
	16%	*14%*	*11%*	**17%f**	**19%f**	*16%*	*18%*	*10%*	*21%*	*19%*	*23%*	*25%*	*13%*	*9%*	*22%*	*15%*
45 - 54	47	15	21	49	44	66	7	2	2	2	1	4	1	2	4	3
	7%	*6%*	**10%z**	*7%*	**9%z**	**10%z**	*4%*	*4%*	*4%*	*3%*	*8%*	*5%*	*1%*	*6%*	*5%*	*3%*
55 - 64	38	12	16	39	25	43	7	-	4	3	-	1	4	2	2	5
	6%	*5%*	*8%*	*5%*	*5%*	*6%*	*4%*	-	*8%*	*4%*	-	*1%*	*6%*	*6%*	*3%*	*5%*
65 +	18	6	10	19	11	18	5	1	-	2	2	2	1	2	2	2
	3%	*2%*	*5%*	*3%*	*2%*	*3%*	*3%*	*2%*	-	*3%*	*15%*	*2%*	*1%*	*6%*	*3%*	*2%*
NET: 16-34	432	188	138	488	329	453	134	40	36	51	7	56	54	24	51	79
	68%	**73%de**	*66%*	*68%*	*65%*	*66%*	*72%*	*83%*	*68%*	*71%*	*54%*	*67%*	*78%*	*73%*	*67%*	*75%*
NET: 36-54	146	52	44	172	141	177	40	7	13	16	4	25	10	5	21	19
	23%	*20%*	*21%*	*24%*	**28%b**	*26%*	*22%*	*15%*	*25%*	*22%*	*31%*	**30%l**	*14%*	*15%*	*28%*	*18%*
NET: 55+	56	18	26	58	36	61	12	1	4	5	2	3	5	4	4	7
	9%	*7%*	**13%bdz**	*8%*	*7%*	*9%*	*6%*	*2%*	*8%*	*7%*	*15%*	*4%*	*7%*	*12%*	*5%*	*7%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Hearing	45	27	20	61	41	57	10	15	15	14	1	25	13	7	25	20	6	14	7	-	8	11	8	11	16	5	8	5	2	12	4	4	8	12
	7%	10%	10%	8%	8%	8%	5%	9%	9%	5%	5%	7%	6%	9%	7%	7%	8%	18%	8%	-	6%	12%	20%t	9%	12%	12%	14%	5%	18%	13%	5%	10%	9%	10%
Eyesight	88	35	28	126	86	109	28	30	21	35	2	50	22	16	44	44	12	10	12	1	11	18	6	13	22	9	7	10	2	10	12	6	13	15
	14%	14%	13%	18%	17%	16%	15%	17%	13%	13%	9%	14%	11%	21%l	13%	15%	15%	13%	14%	7%	9%	20%t	15%	11%	16%	21%	12%	11%	18%	11%	15%	15%	15%	13%
Mobility	54	29	29	74	65	61	16	16	18	19	1	29	17	8	26	28	7	10	11	1	13	13	3	8	20	6	10	12	1	13	9	7	9	20
	9%	11%	14%ae	10%	13%ae	9%	9%	9%	11%	7%	5%	8%	8%	10%	8%	10%	9%	13%	13%	7%	10%	14%	7%	7%	15%w	14%	17%	13%	9%	15%	12%	17%	10%	17%
Dexterity	34	27	20	56	41	46	8	9	10	14	1	13	15	6	17	16	9	8	10	-	11	12	4	14	13	3	6	11	-	5	10	5	7	13
	5%	10%az	10%az	8%	8%	7%	4%	5%	6%	5%	5%	4%	7%	8%	5%	5%	12%	10%	11%	-	9%	13%	10%	12%	10%	7%	10%	12%	-	6%	13%	12%	8%	11%
Breathing	88	39	27	119	86	76	20	19	24	42	3	49	28	11	46	42	13	12	13	1	16	18	5	16	23	6	6	13	2	13	9	5	12	14
	14%	15%	13%	17%e	17%ez	11%	11%	11%	14%	16%	14%	14%	14%	14%	14%	14%	17%	15%	15%	7%	13%	20%	12%	13%	17%	14%	10%	14%	18%	15%	12%	12%	14%	12%
Mental abilities	93	52	28	122	76	114	27	24	21	47	1	52	32	9	46	45	16	24	11	1	26	17	9	20	32	7	10	10	1	12	12	4	15	13
	15%	20%a	13%	17%	15%	16%	15%	14%	13%	17%	5%	15%	16%	12%	14%	15%	21%	30%f	13%	7%	20%	19%	22%	17%	24%	16%	17%	11%	9%	13%	15%	10%	17%	11%
Social/behavioural	93	37	21	106	57	98	28	32	29	31	1	41	35	17	54	39	11	16	10	-	17	15	5	19	18	9	5	7	-	9	8	4	7	14
	15%	14%	10%	15%	11%	14%	15%	18%i	17%	12%	5%	12%	17%	22%k	16%	13%	14%	20%	11%	-	13%	17%	12%	16%	13%	21%C	8%	7%	-	10%	10%	10%	8%	12%
Your mental health	225	68	58	260	179	259	64	61	51	108	5	119	81	25	116	106	18	15	32	3	34	28	6	32	36	17	14	24	3	30	17	11	31	25
	35%bf	26%	28%	36%bf	35%b	37%bf	34%	35%	31%	40%h	23%	34%	39%	32%	35%	36%	23%	19%	37%q	21%	27%	31%v	15%	26%	27%	40%	24%	25%	27%	34%	22%	27%	35%l	21%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	65	28	17	66	60	61	21	12	19	31	3	35	18	12	35	30	6	7	14	1	17	10	1	14	14	1	7	9	-	7	4	6	6	10
	10%	11%	8%	9%	12%	9%	11%	7%	11%	12%	14%	10%	9%	15%	10%	10%	8%	9%	16%	7%	13%	11%	2%	12%	10%	2%	12%	9%	-	8%	5%	15%	7%	9%
Prefer not to say	30	27	13	52	39	43	16	13	8	7	2	15	11	4	19	10	9	10	5	3	13	10	4	10	16	2	4	6	1	5	6	2	-	13
	5%	10%ae	6%	7%	8%a	6%	9%a	7%i	5%	3%	9%	4%	5%	5%	6%	3%	12%	13%	6%	21%	10%	11%	10%	8%	12%	5%	7%	6%	9%	6%	8%	5%	-	11%H
Don't know	8	3	1	7	6	5	9	2	2	2	2	5	2	1	4	3	1	-	1	1	2	-	1	1	2	-	1	-	-	-	1	-	-	1
	1%	1%	*	1%	1%	1%	5%abcdef	1%	1%	1%	9%	1%	1%	1%	1%	1%	1%	-	1%	7%	2%	-	2%	1%	1%	-	2%	-	-	-	1%	-	-	1%
Nothing	173	46	56	179	119	195	44	40	49	77	7	104	51	18	99	73	14	12	17	3	25	12	9	26	20	9	7	35	5	30	16	10	31	24
	27%b	18%	27%b	25%b	24%	28%b	24%	23%	29%	29%	32%	30%	25%	23%	30%	25%	18%	15%	20%	21%	20%	13%	22%	21%	15%	21%	12%	37%B	45%	34%	21%	24%	35%I	21%
NET: Any limiting characteristic	423	182	138	480	342	448	117	121	108	183	11	226	142	55	213	205	54	57	64	7	87	68	27	84	97	32	47	54	5	54	55	29	57	79
	67%	71%	66%	67%	68%	65%	63%	69%	65%	68%	50%	65%	69%	71%	64%	70%	69%	72%	74%	50%	69%	76%	66%	69%	72%	74%	80%C	57%	45%	61%	71%	71%	65%	68%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Hearing	45	27	20	61	41	57	10	12	27	20	2	30	19	12	27	34	14	7	20	-	16	14	11	15	26	19	16	20	2	22	25	10	20	37
	7%	10%	10%	8%	8%	8%	5%	6%	14%AC	6%	10%	8%	8%	13%	8%	9%	10%	6%	9%	-	7%	8%	10%	7%	9%	10%	10%	6%	10%	7%	10%	7%	7%	9%
Eyesight	88	35	28	126	86	109	28	34	32	59	1	63	41	22	60	64	27	17	39	3	41	31	14	30	56	37	32	39	1	45	44	20	47	61
	14%	14%	13%	18%	17%	16%	15%	17%	17%	19%	5%	16%	17%	23%	17%	18%	19%	15%	17%	13%	19%	17%	13%	14%	20%	20%r	20%r	12%	5%	14%	18%	15%	17%	15%
Mobility	54	29	29	74	65	61	16	21	20	31	2	34	27	13	34	40	19	19	24	3	25	21	19	27	37	12	16	30	3	34	18	9	31	29
	9%	11%	14%ae	10%	13%ae	9%	9%	11%	11%	10%	10%	9%	11%	14%	10%	11%	13%	17%	11%	13%	11%	12%	18%	13%	13%	7%	10%	9%	15%	11%	7%	7%	11%x	7%
Dexterity	34	27	20	56	41	46	8	12	26	16	2	28	14	14	23	33	9	10	19	3	21	13	7	20	20	13	16	17	-	17	26	3	23	23
	5%	10%az	10%az	8%	8%	7%	4%	6%	14%AC	5%	10%	7%	6%	15%EF	7%	9%	6%	9%	8%	13%	10%	7%	7%	9%	7%	7%	10%	5%	-	5%	11%tv	2%	8%	6%
Breathing	88	39	27	119	86	76	20	30	29	57	3	59	39	21	54	65	20	28	34	4	41	28	17	34	50	21	20	31	4	32	29	15	26	50
	14%	15%	13%	17%e	17%ez	11%	11%	15%	15%	18%	14%	15%	16%	22%	15%	18%	14%	25%gj	15%	17%	19%	15%	16%	16%	18%	12%	12%	9%	20%	10%	12%	11%	10%	12%
Mental abilities	93	52	28	122	76	114	27	32	36	53	1	62	37	23	54	68	24	20	28	4	31	26	19	28	47	30	36	46	2	52	43	19	45	68
	15%	20%a	13%	17%	15%	16%	15%	16%	19%	17%	5%	16%	16%	24%	15%	19%	17%	18%	12%	17%	14%	14%	18%	13%	17%	16%	22%r	14%	10%	17%	18%	14%	17%	16%
Social/behavioural	93	37	21	106	57	98	28	32	28	45	1	61	30	15	49	55	15	16	24	2	29	18	10	25	32	22	29	46	1	46	40	12	45	52
	15%	14%	10%	15%	11%	14%	15%	16%	15%	14%	5%	16%	13%	16%	14%	15%	10%	14%	11%	8%	13%	10%	9%	12%	11%	12%	18%	14%	5%	15%	16%w	9%	17%	13%
Your mental health	225	68	58	260	179	259	64	65	64	126	5	137	91	32	125	134	50	31	91	7	76	58	45	70	108	61	50	143	5	105	97	57	101	157
	35%bf	26%	28%	36%bf	35%b	37%bf	34%	33%	34%	40%	24%	35%	38%	34%	36%	37%	35%	27%	40%h	29%	35%	32%	42%	33%	38%	34%	31%	44%pq	25%	34%	40%	42%	37%	38%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	65	28	17	66	60	61	21	14	15	33	4	32	16	18	22	44	13	18	25	4	27	21	12	28	31	8	15	36	2	32	19	10	27	34
	10%	11%	8%	9%	12%	9%	11%	7%	8%	11%	19%	8%	7%	19%EF	6%	12%H	9%	16%	11%	17%	12%	12%	11%	13%	11%	4%	9%	11%p	10%	10%	8%	7%	10%	8%
Prefer not to say	30	27	13	52	39	43	16	14	14	18	6	27	23	2	25	26	13	11	13	2	15	17	7	13	24	12	11	17	3	22	10	11	19	23
	5%	10%ae	6%	7%	8%a	6%	9%a	7%	7%	6%	29%	7%	10%G	2%	7%	7%	9%	10%	6%	8%	7%	9%	7%	6%	8%	7%	7%	5%	15%	7%	4%	8%	7%	6%
Don't know	8	3	1	7	6	5	9	3	1	2	1	6	1	-	5	2	1	2	3	-	5	1	-	4	2	2	2	1	-	2	2	1	2	3
	1%	1%	*	1%	1%	1%	5%abcdef	2%	1%	1%	5%	2%	*	-	1%	1%	1%	2%	1%	-	2%	1%	-	2%	1%	1%	1%	*	-	1%	1%	1%	1%	1%
Nothing	173	46	56	179	119	195	44	44	48	83	4	103	52	24	97	81	27	26	57	9	50	48	21	63	55	44	41	101	9	102	51	42	85	106
	27%b	18%	27%b	25%b	24%	28%b	24%	23%	25%	27%	19%	27%	22%	26%	28%	22%	19%	23%	25%	38%	23%	27%	20%	29%d	19%	24%	25%	31%	45%	33%u	21%	31%u	31%	26%
NET: Any limiting characteristic	423	182	138	480	342	448	117	134	126	210	10	250	162	68	223	253	102	75	152	13	149	115	78	134	203	124	108	208	8	185	182	81	166	281
	67%	71%	66%	67%	68%	65%	63%	69%	67%	67%	48%	65%	68%	72%	64%	70%	71%	66%	68%	54%	68%	64%	74%	63%	71%n	68%	67%	64%	40%	59%	74%tv	60%	61%	68%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Hearing	45	27	20	61	41	57	10	2	4	4	-	5	3	2	6	4
	7%	10%	10%	8%	8%	8%	5%	4%	8%	6%	-	6%	4%	6%	8%	4%
Eyesight	88	35	28	126	86	109	28	12	10	6	-	8	16	4	8	20
	14%	14%	13%	18%	17%	16%	15%	25%i	19%	8%	-	10%	23%k	12%	11%	19%
Mobility	54	29	29	74	65	61	16	5	5	5	1	7	6	3	5	10
	9%	11%	14%ae	10%	13%ae	9%	9%	10%	9%	7%	8%	8%	9%	9%	7%	10%
Dexterity	34	27	20	56	41	46	8	1	5	2	-	3	4	1	5	3
	5%	10%az	10%az	8%	8%	7%	4%	2%	9%	3%	-	4%	6%	3%	7%	3%
Breathing	88	39	27	119	86	76	20	7	3	9	1	9	9	2	9	11
	14%	15%	13%	17%e	17%ez	11%	11%	15%	6%	13%	8%	11%	13%	6%	12%	10%
Mental abilities	93	52	28	122	76	114	27	8	11	8	-	9	10	8	12	15
	15%	20%a	13%	17%	15%	16%	15%	17%	21%	11%	-	11%	14%	24%	16%	14%
Social/behavioural	93	37	21	106	57	98	28	9	10	8	1	9	14	5	8	19
	15%	14%	10%	15%	11%	14%	15%	19%	19%	11%	8%	11%	20%	15%	11%	18%
Your mental health	225	68	58	260	179	259	64	15	20	26	3	29	26	9	27	36
	35%bf	26%	28%	36%bf	35%b	37%bf	34%	31%	38%	36%	23%	35%	38%	27%	36%	34%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	65	28	17	66	60	61	21	8	5	8	-	5	9	7	7	14
	10%	11%	8%	9%	12%	9%	11%	17%	9%	11%	-	6%	13%	21%k	9%	13%
Prefer not to say	30	27	13	52	39	43	16	6	5	4	1	6	7	3	6	10
	5%	10%ae	6%	7%	8%a	6%	9%a	13%	9%	6%	8%	7%	10%	9%	8%	10%
Don't know	8	3	1	7	6	5	9	1	2	3	3	5	4	-	2	4
	1%	1%	*	1%	1%	1%	5%abcdef	2%	4%	4%	23%	6%	6%	-	3%	4%
Nothing	173	46	56	179	119	195	44	9	6	24	5	24	10	10	25	19
	27%b	18%	27%b	25%b	24%	28%b	24%	19%	11%	33%h	38%	29%l	14%	30%	33%o	18%
NET: Any limiting characteristic	423	182	138	480	342	448	117	32	40	41	4	49	48	20	43	72
	67%	71%	66%	67%	68%	65%	63%	67%	75%i	57%	31%	58%	70%	61%	57%	69%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
The service not performing as it should	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	269 100%gh	- -	153 44%	81 39%	35 45%	136 41%	133 46%	- -	- -	87 100%pq	- -	44 35%	30 33%	13 32%	38 31%	48 36%	- -	- -	95 100%AB	- -	48 54%F	30 38%	17 41%	38 43%	57 49%
A billing, pricing or payment issue	134 21%f	51 20%f	22 11%	137 19%f	96 19%f	132 19%f	34 18%f	134 76%hi	- -	- -	- -	77 22%	39 19%	18 23%	78 23%	53 18%	51 65%qr	- -	- -	- -	26 20%	17 19%	8 20%	27 22%	24 18%	22 51%BC	- -	- -	- -	10 11%	8 10%	4 10%	12 14%	10 9%
A problem with a repair to the service	85 13%	43 17%cd	26 13%	83 12%	52 10%	92 13%	19 10%	- -	85 51%gj	- -	- -	46 13%	32 16%	7 9%	44 13%	40 14%	- -	43 54%pr	- -	- -	23 18%	16 18%	4 10%	21 17%	22 16%	- -	26 44%AC	- -	- -	11 12%	13 17%	2 5%	9 10%	17 15%
A problem relating to the installation or set up of your service	82 13%	36 14%	33 16%e	106 15%e	62 12%	70 10%	34 18%de	- -	82 49%gj	- -	- -	48 14%	26 13%	8 10%	46 14%	35 12%	- -	36 46%pr	- -	- -	18 14%	9 10%	9 22%	19 16%	16 12%	- -	33 56%AC	- -	- -	11 12%	12 15%	10 24%	15 17%	17 15%
Dissatisfaction with customer service from a previous occasion or contact	42 7%	27 10%	21 10%	58 8%	47 9%	50 7%	14 8%	42 24%hi	- -	- -	- -	13 4%	20 10%k	9 12%k	18 5%	24 8%	27 35%qr	- -	- -	- -	10 8%	14 16%	3 7%	10 8%	17 13%	21 49%BC	- -	- -	- -	3 3%	11 14%E	7 17%E	7 8%	13 11%
Or something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	22 100%	13 4%	8 4%	1 1%	13 4%	6 2%	- -	- -	- -	14 100%	6 5%	4 4%	4 10%	6 5%	8 6%	- -	- -	- -	11 100%	6 7%	4 5%	1 2%	7 8%	3 3%
SUMMARY: Billing and Customer service	176 28%f	78 30%f	43 21%	195 27%	143 28%f	182 26%	48 26%	176 100%hi	- -	- -	- -	90 26%	59 29%	27 35%	96 29%	77 26%	78 100%qr	- -	- -	- -	36 28%	31 34%	11 27%	37 31%	41 30%	43 100%BC	- -	- -	- -	13 15%	19 24%	11 27%	19 22%	23 20%
Repairs and Installation	167 26%	79 31%de	59 28%	189 26%	114 23%	162 23%	53 28%	- -	167 100%gj	- -	- -	94 27%	58 28%	15 19%	90 27%	75 26%	- -	79 100%pr	- -	- -	41 32%	25 28%	13 32%	40 33%	38 28%	- -	59 100%AC	- -	- -	22 25%	25 32%	12 29%	24 27%	34 29%
Service Issues	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	269 100%gh	- -	153 44%	81 39%	35 45%	136 41%	133 46%	- -	- -	87 100%pq	- -	44 35%	30 33%	13 32%	38 31%	48 36%	- -	- -	95 100%AB	- -	48 54%F	30 38%	17 41%	38 43%	57 49%
Something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	22 100%	13 4%	8 4%	1 1%	13 4%	6 2%	- -	- -	- -	14 100%	6 5%	4 4%	4 10%	6 5%	8 6%	- -	- -	- -	11 100%	6 7%	4 5%	1 2%	7 8%	3 3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
The service not performing as it should	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	313 100%AB	- -	173 45%	103 43%	37 39%	148 42%	162 45%	- -	- -	225 100%gh	- -	89 41%	77 43%	59 56%kl	87 41%	136 48%	- -	- -	327 100%pq	- -	135 43%	114 47%	78 58%tu	116 43%	209 51%w
A billing, pricing or payment issue	134 21%f	51 20%f	22 11%	137 19%f	96 19%f	132 19%f	34 18%f	137 70%BC	- -	- -	- -	83 22%G	43 18%	11 12%	80 23%I	56 15%	96 67%hi	- -	- -	- -	43 20%	36 20%	17 16%	43 20%	52 18%	132 73%qr	- -	- -	- -	62 20%	40 16%	30 22%	55 20%	76 18%
A problem with a repair to the service	85 13%	43 17%cd	26 13%	83 12%	52 10%	92 13%	19 10%	- -	83 44%AC	- -	- -	41 11%	30 13%	12 13%	37 11%	46 13%	- -	52 46%gj	- -	- -	24 11%	19 10%	9 8%	20 9%	32 11%	- -	92 57%pr	- -	- -	39 13%	35 14%	18 13%	40 15%	52 13%
A problem relating to the installation or set up of your service	82 13%	36 14%	33 16%e	106 15%e	62 12%	70 10%	34 18%de	- -	106 56%AC	- -	- -	57 15%	33 14%	16 17%	50 14%	56 15%	- -	62 54%gj	- -	- -	34 16%m	21 12%	7 7%	37 17%o	23 8%	- -	70 43%pr	- -	- -	41 13%v	25 10%w	4 3%	37 14%x	33 8%
Dissatisfaction with customer service from a previous occasion or contact	42 7%	27 10%	21 10%	58 8%	47 9%	50 7%	14 8%	58 30%BC	- -	- -	- -	26 7%	16 7%	16 17%EF	25 7%	32 9%	47 33%hi	- -	- -	- -	16 7%	22 12%	9 8%	13 6%	32 11%n	50 27%qr	- -	- -	- -	18 6%	28 11%tv	4 3%	15 6%	33 8%
Or something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	21 100%	6 2%	13 5%E	2 2%	10 3%	10 3%	- -	- -	- -	24 100%	13 6%	6 3%	5 5%	14 7%	9 3%	- -	- -	- -	20 100%	16 5%uv	3 1%	1 1%	9 3%	10 2%
SUMMARY: Billing and Customer service	176 28%f	78 30%f	43 21%	195 27%	143 28%f	182 26%	48 26%	195 100%BC	- -	- -	- -	109 28%	59 25%	27 29%	105 30%	88 24%	143 100%hi	- -	- -	- -	59 27%	58 32%	26 25%	56 26%	84 30%	182 100%qr	- -	- -	- -	80 26%	68 28%	34 25%	70 26%	109 26%
Repairs and Installation	167 26%	79 31%de	59 28%	189 26%	114 23%	162 23%	53 28%	- -	189 100%AC	- -	- -	98 25%	63 26%	28 30%	87 25%	102 28%	- -	114 100%gj	- -	- -	58 26%m	40 22%	16 15%	57 27%	55 19%	- -	162 100%pr	- -	- -	80 26%v	60 24%	22 16%	77 28%x	85 21%
Service Issues	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	313 100%AB	- -	173 45%	103 43%	37 39%	148 42%	162 45%	- -	- -	225 100%gh	- -	89 41%	77 43%	59 56%kl	87 41%	136 48%	- -	- -	327 100%pq	- -	135 43%	114 47%	78 58%tu	116 43%	209 51%w
Something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	21 100%	6 2%	13 5%E	2 2%	10 3%	10 3%	- -	- -	- -	24 100%	13 6%	6 3%	5 5%	14 7%	9 3%	- -	- -	- -	20 100%	16 5%uv	3 1%	1 1%	9 3%	10 2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
The service not performing as it should	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	72 100%gh	- -	36 43%	22 32%	14 42%	32 42%	40 38%
A billing, pricing or payment issue	134 21%f	51 20%f	22 11%	137 19%f	96 19%f	132 19%f	34 18%f	34 71%hi	- -	- -	- -	14 17%	13 19%	7 21%	12 16%	22 21%
A problem with a repair to the service	85 13%	43 17%cd	26 13%	83 12%	52 10%	92 13%	19 10%	- -	19 36%gi	- -	- -	6 7%	10 14%	3 9%	7 9%	12 11%
A problem relating to the installation or set up of your service	82 13%	36 14%	33 16%e	106 15%e	62 12%	70 10%	34 18%de	- -	34 64%gi	- -	- -	17 20%	13 19%	4 12%	14 18%	19 18%
Dissatisfaction with customer service from a previous occasion or contact	42 7%	27 10%	21 10%	58 8%	47 9%	50 7%	14 8%	14 29%hi	- -	- -	- -	3 4%	8 12%	3 9%	5 7%	9 9%
Or something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	13 100%	8 10%	3 4%	2 6%	6 8%	3 3%
SUMMARY: Billing and Customer service	176 28%f	78 30%f	43 21%	195 27%	143 28%f	182 26%	48 26%	48 100%hi	- -	- -	- -	17 20%	21 30%	10 30%	17 22%	31 30%
Repairs and Installation	167 26%	79 31%de	59 28%	189 26%	114 23%	162 23%	53 28%	- -	53 100%gi	- -	- -	23 27%	23 33%	7 21%	21 28%	31 30%
Service Issues	269 42%b	87 34%	95 46%b	313 44%b	225 44%b	327 47%bz	72 39%	- -	- -	72 100%gh	- -	36 43%	22 32%	14 42%	32 42%	40 38%
Something else	22 3%	14 5%	11 5%	21 3%	24 5%	20 3%	13 7%ace	- -	- -	- -	13 100%	8 10%	3 4%	2 6%	6 8%	3 3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

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

Billing and Customer service

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	176	78*	43*	195	143	182	48*	176	-**	-**	-**	90*	59*	27**	96*	77*	78*	-**	-**	-**	36*	31*	11**	37*	41*	43*	-**	-**	-**	13**	19**	11**	19**	23**
Bill was a lot higher than expected	50 28%	19 24%	6 14%	63 32%f	38 27%	58 32%f	13 27%	50 28%	-	-	-	30 33%l	10 17%	10 37%	31 32%	18 23%	19 24%	-	-	-	12 33%	5 16%	2 18%	11 30%	8 20%	6 14%	-	-	-	4 31%	2 11%	-	5 26%	1 4%
Bill was inaccurate	40 23%e	15 19%	5 12%	36 18%	26 18%	24 13%	5 10%	40 23%	-	-	-	20 22%	14 24%	6 22%	26 27%	14 18%	15 19%	-	-	-	7 19%	6 19%	2 18%	7 19%	8 20%	5 12%	-	-	-	4 31%	-	1 9%	3 16%	2 9%
Getting a refund, credit note or cashback	30 17%df	12 15%f	1 2%	20 10%	12 8%	22 12%	5 10%	30 17%	-	-	-	17 19%	11 19%	2 7%	15 16%	15 19%	12 15%	-	-	-	5 14%	5 16%	2 18%	8 22%	4 10%	1 2%	-	-	-	1 8%	-	-	1 5%	- -
Payment issues (including setting up/making a payment, non-direct debit charges)	29 16%	10 13%	5 12%	31 16%	15 10%	27 15%	11 23%d	29 16%	-	-	-	20 22%	7 12%	2 7%	19 20%	9 12%	10 13%	-	-	-	6 17%	3 10%	1 9%	5 14%	5 12%	5 12%	-	-	-	3 23%	-	2 18%	2 11%	3 13%
Bill contained items I shouldn't have been charged for	20 11%	7 9%	5 12%	28 14%	17 12%	18 10%	9 19%	20 11%	-	-	-	11 12%	6 10%	3 11%	11 11%	9 12%	7 9%	-	-	-	3 8%	3 10%	1 9%	3 8%	4 10%	5 12%	-	-	-	1 8%	4 21%	-	2 11%	3 13%
The format of the bill	12 7%	5 6%	3 7%	24 12%	11 8%	16 9%	4 8%	12 7%	-	-	-	9 10%	3 5%	- -	7 7%	4 5%	5 6%	-	-	-	2 6%	2 6%	1 9%	2 5%	3 7%	3 7%	-	-	-	1 8%	1 5%	1 9%	2 11%	1 4%
Took too long to resolve issue	12 7%	6 8%	7 16%a	19 10%	19 13%	21 12%	4 8%	12 7%	-	-	-	2 2%	9 15%k	1 4%	4 4%	8 10%	6 8%	-	-	-	2 6%	4 13%	- -	3 8%	3 7%	7 16%	-	-	-	- -	4 21%	3 27%	3 16%	4 17%
Didn't do what they said they would do	11 6%	5 6%	7 16%a	15 8%	11 8%	13 7%	6 13%	11 6%	-	-	-	3 3%	6 10%	2 7%	5 5%	6 8%	5 6%	-	-	-	1 3%	4 13%	- -	2 5%	3 7%	7 16%	-	-	-	1 8%	3 16%	3 27%	2 11%	5 22%
Unable to get through to anyone	10 6%	8 10%	5 12%	12 6%	13 9%	11 6%	4 8%	10 6%	-	-	-	3 3%	5 8%	2 7%	3 3%	7 9%	8 10%	-	-	-	6 17%	1 3%	1 9%	4 11%	4 10%	5 12%	-	-	-	1 8%	1 5%	3 27%	1 5%	4 17%
Rude/dismissive	9 5%	7 9%	4 9%	13 7%	14 10%e	6 3%	2 4%	9 5%	-	-	-	1 1%	6 10%k	2 7%	5 5%	4 5%	7 9%	-	-	-	1 3%	4 13%	2 18%	2 5%	5 12%	4 9%	-	-	-	- -	2 11%	2 18%	1 5%	3 13%
Gave incorrect information	8 5%	4 5%	4 9%	9 5%	15 10%ace	5 3%	2 4%	8 5%	-	-	-	3 3%	3 5%	2 7%	4 4%	4 5%	4 5%	-	-	-	3 8%	1 3%	- -	1 3%	3 7%	4 9%	-	-	-	1 8%	1 5%	2 18%	- -	4 17%
Unable to get through to relevant person	6 3%	4 5%	4 9%	15 8%	10 7%	10 5%	3 6%	6 3%	-	-	-	1 1%	4 7%	1 4%	3 3%	3 4%	4 5%	-	-	-	1 3%	3 10%	- -	1 3%	3 7%	4 9%	-	-	-	1 8%	- -	3 27%	1 5%	2 9%
Costs of international and roaming calls	1 1%	1 1%	- -	1 1%	- -	2 1%	- -	1 1%	-	-	-	1 1%	- -	- -	1 1%	- -	1 1%	-	-	-	- -	1 3%	- -	- -	1 2%	- -	-	-	-	- -	- -	- -	- -	- -
Costs of going above data allowance	1 1%	- -	- -	2 1%	- -	2 1%	- -	1 1%	-	-	-	1 1%	- -	- -	1 1%	- -	- -	-	-	-	- -	- -	- -	- -	- -	- -	-	-	-	- -	- -	- -	- -	- -
Pre-pay credit lost or not credited to card	- -	2 3%a	- -	1 1%	- -	1 1%	1 2%	- -	-	-	-	- -	- -	- -	- -	- -	2 3%	-	-	-	2 6%	- -	- -	1 3%	1 2%	- -	-	-	-	- -	- -	- -	- -	- -
A different issue	1 1%	1 1%	2 5%ac	1 1%	3 2%	7 4%ac	- -	1 1%	-	-	-	- -	1 2%	- -	- -	1 1%	1 1%	-	-	-	1 3%	- -	- -	1 3%	- -	2 5%	-	-	-	1 8%	1 5%	- -	1 5%	1 4%

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

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

Billing and Customer service

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	176	78*	43*	195	143	182	48*	195	-**	-**	-**	109	59*	27**	105	88*	143	-**	-**	-**	59*	58*	26**	56*	84*	182	-**	-**	-**	80*	68*	34*	70*	109
Bill was a lot higher than expected	50 28%	19 24%	6 14%	63 32%f	38 27%	58 32%f	13 27%	63 32%	-	-	-	35 32%	20 34%	8 30%	32 30%	30 34%	38 27%	-	-	-	17 29%	13 22%	8 31%	15 27%	23 27%	58 32%	-	-	-	26 33%	17 25%	15 44%	22 31%	36 33%
Bill was inaccurate	40 23%e	15 19%	5 12%	36 18%	26 18%	24 13%	5 10%	36 18%	-	-	-	19 17%	13 22%	4 15%	19 18%	17 19%	26 18%	-	-	-	12 20%	10 17%	4 15%	13 23%	13 15%	24 13%	-	-	-	12 15%	7 10%	5 15%	13 19%	11 10%
Getting a refund, credit note or cashback	30 17%df	12 15%f	1 2%	20 10%	12 8%	22 12%	5 10%	20 10%	-	-	-	15 14%	3 5%	2 7%	13 12%	7 8%	12 8%	-	-	-	4 7%	6 10%	2 8%	6 11%	5 6%	22 12%	-	-	-	10 13%	9 13%	3 9%	8 11%	14 13%
Payment issues (including setting up/making a payment, non-direct debit charges)	29 16%	10 13%	5 12%	31 16%	15 10%	27 15%	11 23%d	31 16%	-	-	-	21 19%	9 15%	1 4%	27 26%l	4 5%	15 10%	-	-	-	7 12%	6 10%	2 8%	6 11%	9 11%	27 15%	-	-	-	12 15%	9 13%	6 18%	12 17%	15 14%
Bill contained items I shouldn't have been charged for	20 11%	7 9%	5 12%	28 14%	17 12%	18 10%	9 19%	28 14%	-	-	-	18 17%	8 14%	2 7%	17 16%	11 13%	17 12%	-	-	-	8 14%	5 9%	4 15%	6 11%	10 12%	18 10%	-	-	-	12 15%	4 6%	2 6%	10 14%	8 7%
The format of the bill	12 7%	5 6%	3 7%	24 12%	11 8%	16 9%	4 8%	24 12%	-	-	-	19 17%	5 8%	- -	15 14%	9 10%	11 8%	-	-	-	7 12%	3 5%	1 4%	7 13%	4 5%	16 9%	-	-	-	7 9%	8 12%	1 3%	9 13%	6 6%
Took too long to resolve issue	12 7%	6 8%	7 16%a	19 10%	19 13%	21 12%	4 8%	19 10%	-	-	-	9 8%	3 5%	7 26%	8 8%	11 13%	19 13%	-	-	-	7 12%	8 14%	4 15%	3 5%	14 17%n	21 12%	-	-	-	7 9%	11 16%	3 9%	6 9%	13 12%
Didn't do what they said they would do	11 6%	5 6%	7 16%a	15 8%	11 8%	13 7%	6 13%	15 8%	-	-	-	6 6%	5 8%	4 15%	2 2%	13 15%H	11 8%	-	-	-	1 2%	6 10%	4 15%	3 5%	7 8%	13 7%	-	-	-	3 4%	8 12%	2 6%	4 6%	8 7%
Unable to get through to anyone	10 6%	8 10%	5 12%	12 6%	13 9%	11 6%	4 8%	12 6%	-	-	-	4 4%	4 7%	4 15%	6 6%	6 7%	13 9%	-	-	-	4 7%	7 12%	2 8%	3 5%	9 11%	11 6%	-	-	-	3 4%	8 12%w	- -	2 3%	9 8%
Rude/dismissive	9 5%	7 9%	4 9%	13 7%	14 10%e	6 3%	2 4%	13 7%	-	-	-	7 6%	2 3%	4 15%	5 5%	7 8%	14 10%	-	-	-	5 8%	7 12%	2 8%	6 11%	7 8%	6 3%	-	-	-	2 3%	2 3%	2 6%	1 1%	4 4%
Gave incorrect information	8 5%	4 5%	4 9%	9 5%	15 10%ace	5 3%	2 4%	9 5%	-	-	-	3 3%	3 5%	3 11%	6 6%	3 3%	15 10%	-	-	-	5 8%	5 9%	5 19%	2 4%	12 14%n	5 3%	-	-	-	2 3%	2 3%	1 3%	1 1%	3 3%
Unable to get through to relevant person	6 3%	4 5%	4 9%	15 8%	10 7%	10 5%	3 6%	15 8%	-	-	-	8 7%	4 7%	3 11%	8 8%	7 8%	10 7%	-	-	-	4 7%	4 7%	2 8%	2 4%	7 8%	10 5%	-	-	-	3 4%	5 7%	2 6%	1 1%	8 7%
Costs of international and roaming calls	1 1%	1 1%	- -	1 1%	- -	2 1%	- -	1 1%	-	-	-	1 1%	- -	- -	1 1%	- -	- -	-	-	-	- -	- -	- -	- -	- -	2 1%	-	-	-	2 3%	- -	- -	2 3%	- -
Costs of going above data allowance	1 1%	- -	- -	2 1%	- -	2 1%	- -	2 1%	-	-	-	2 2%	- -	- -	1 1%	1 1%	- -	-	-	-	- -	- -	- -	- -	- -	2 1%	-	-	-	2 3%	- -	- -	2 3%	- -
Pre-pay credit lost or not credited to card	- -	2 3%a	- -	1 1%	- -	1 1%	1 2%	1 1%	-	-	-	1 1%	- -	- -	- -	1 1%	- -	-	-	-	- -	- -	- -	- -	- -	1 1%	-	-	-	1 1%	- -	- -	1 1%	- -
A different issue	1 1%	1 1%	2 5%ac	1 1%	3 2%	7 4%ac	- -	1 1%	-	-	-	1 1%	- -	- -	1 1%	- -	3 2%	-	-	-	2 3%	1 2%	- -	2 4%	1 1%	7 4%	-	-	-	3 4%	- -	4 12%b	2 3%	5 5%

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

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

Billing and Customer service

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	176	78*	43*	195	143	182	48*	48*	-**	-**	-**	17**	21**	10**	17**	31*
Bill was a lot higher than expected	50 *28%*	19 *24%*	6 *14%*	63 *32%f*	38 *27%*	58 *32%f*	13 *27%*	13 *27%*	- -	- -	- -	6 *35%*	4 *19%*	3 *30%*	5 *29%*	8 *26%*
Bill was inaccurate	40 *23%e*	15 *19%*	5 *12%*	36 *18%*	26 *18%*	24 *13%*	5 *10%*	5 *10%*	- -	- -	- -	3 *18%*	1 *5%*	1 *10%*	2 *12%*	3 *10%*
Getting a refund, credit note or cashback	30 *17%df*	12 *15%f*	1 *2%*	20 *10%*	12 *8%*	22 *12%*	5 *10%*	5 *10%*	- -	- -	- -	1 *6%*	3 *14%*	1 *10%*	2 *12%*	3 *10%*
Payment issues (including setting up/making a payment, non-direct debit charges)	29 *16%*	10 *13%*	5 *12%*	31 *16%*	15 *10%*	27 *15%*	11 *23%d*	11 *23%*	- -	- -	- -	4 *24%*	5 *24%*	2 *20%*	5 *29%*	6 *19%*
Bill contained items I shouldn't have been charged for	20 *11%*	7 *9%*	5 *12%*	28 *14%*	17 *12%*	18 *10%*	9 *19%*	9 *19%*	- -	- -	- -	2 *12%*	5 *24%*	2 *20%*	1 *6%*	8 *26%*
The format of the bill	12 *7%*	5 *6%*	3 *7%*	24 *12%*	11 *8%*	16 *9%*	4 *8%*	4 *8%*	- -	- -	- -	1 *6%*	1 *5%*	2 *20%*	1 *6%*	3 *10%*
Took too long to resolve issue	12 *7%*	6 *8%*	7 *16%a*	19 *10%*	19 *13%*	21 *12%*	4 *8%*	4 *8%*	- -	- -	- -	1 *6%*	3 *14%*	- -	3 *18%*	1 *3%*
Didn't do what they said they would do	11 *6%*	5 *6%*	7 *16%a*	15 *8%*	11 *8%*	13 *7%*	6 *13%*	6 *13%*	- -	- -	- -	- -	4 *19%*	2 *20%*	1 *6%*	5 *16%*
Unable to get through to anyone	10 *6%*	8 *10%*	5 *12%*	12 *6%*	13 *9%*	11 *6%*	4 *8%*	4 *8%*	- -	- -	- -	1 *6%*	2 *10%*	1 *10%*	1 *6%*	3 *10%*
Rude/dismissive	9 *5%*	7 *9%*	4 *9%*	13 *7%*	14 *10%e*	6 *3%*	2 *4%*	2 *4%*	- -	- -	- -	- -	1 *5%*	1 *10%*	- -	2 *6%*
Gave incorrect information	8 *5%*	4 *5%*	4 *9%*	9 *5%*	15 *10%ace*	5 *3%*	2 *4%*	2 *4%*	- -	- -	- -	- -	1 *5%*	1 *10%*	1 *6%*	1 *3%*
Unable to get through to relevant person	6 *3%*	4 *5%*	4 *9%*	15 *8%*	10 *7%*	10 *5%*	3 *6%*	3 *6%*	- -	- -	- -	1 *6%*	2 *10%*	- -	1 *6%*	2 *6%*
Costs of international and roaming calls	1 *1%*	1 *1%*	- -	1 *1%*	- -	2 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Costs of going above data allowance	1 *1%*	- -	- -	2 *1%*	- -	2 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Pre-pay credit lost or not credited to card	- -	2 *3%a*	- -	1 *1%*	- -	1 *1%*	1 *2%*	1 *2%*	- -	- -	- -	- -	1 *5%*	- -	- -	1 *3%*
A different issue	1 *1%*	1 *1%*	2 *5%ac*	1 *1%*	3 *2%*	7 *4%ac*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

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

Service issues

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	269	87*	95*	313	225	327	72*	-**	-**	269	-**	153	81*	35*	136	133	-**	-**	87*	-**	44*	30*	13**	38*	48*	-**	-**	95*	-**	48*	30*	17**	38*	57*
Connection speed slower than advertised or led to expect	143 53%	38 44%	41 43%	188 60%bf	133 59%bf	184 56%bf	37 51%	- -	- -	143 53%	- -	81 53%	46 57%	16 46%	70 51%	73 55%	- -	- -	38 44%	- -	23 52%	11 37%	4 31%	19 50%	19 40%	- -	- -	41 43%	- -	18 38%	12 40%	11 65%	15 39%	26 46%
Service is not consistently available	87 32%	23 26%	32 34%	103 33%	70 31%	117 36%	20 28%	- -	- -	87 32%	- -	46 30%	27 33%	14 40%	31 23%	56 42%n	- -	- -	23 26%	- -	12 27%	8 27%	3 23%	9 24%	14 29%	- -	- -	32 34%	- -	19 40%	7 23%	6 35%	12 32%	20 35%
Complete loss of service	86 32%	20 23%	31 33%	100 32%	77 34%	129 39%bcz	18 25%	- -	- -	86 32%	- -	50 33%	21 26%	15 43%	44 32%	42 32%	- -	- -	20 23%	- -	9 20%	7 23%	4 31%	9 24%	11 23%	- -	- -	31 33%	- -	16 33%	10 33%	5 29%	14 37%	17 30%
Problems with voice over internet (VOIP) telephone calls	23 9%	14 16%ae	11 12%	38 12%e	36 16%ae	24 7%	7 10%	- -	- -	23 9%	- -	12 8%	7 9%	4 11%	10 7%	13 10%	- -	- -	14 16%	- -	4 9%	8 27%t	2 15%	7 18%	6 13%	- -	- -	11 12%	- -	2 4%	6 20%E	3 18%	2 5%	9 16%
Poor line quality	6 2%	- -	- -	17 5%abfz	6 3%	8 2%	- -	- -	- -	6 2%	- -	2 1%	2 2%	2 6%	4 3%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	3 1%	- -	- -	10 3%d	1 *	17 5%abdfz	- -	- -	- -	3 1%	- -	3 2%	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	1 *	- -	- -	- -	- -	2 1%	2 3%cd	- -	- -	1 *	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to access 4G service	- -	2 2%acd	- -	- -	- -	4 1%	2 3%acd	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	1 3%	1 8%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	2 1%	2 1%	4 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	3 3%acd	- -	1 *	- -	4 1%	3 4%acdf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 3%	- -	1 2%	1 3%	1 8%	1 3%	2 4%	- -	- -	- -	- -	- -	- -	- -	- -
Poor indoor reception/coverage	- -	1 1%	- -	1 *	- -	3 1%	3 4%acdef	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	2 2%acd	- -	- -	- -	3 1%	4 6%acdef	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	1 3%	1 8%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -
Unable to access 5G service	- -	1 1%	- -	- -	- -	2 1%	3 4%acdef	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 8%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	6 2%e	3 3%ce	3 3%e	2 1%	3 1%	1 *	2 3%e	- -	- -	6 2%	- -	4 3%	1 1%	1 3%	4 3%	2 2%	- -	- -	3 3%	- -	1 2%	1 3%	1 8%	1 3%	2 4%	- -	- -	3 3%	- -	1 2%	2 7%	- -	1 3%	2 4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

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

Service issues

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	269	87*	95*	313	225	327	72*	-**	-**	313	-**	173	103	37*	148	162	-**	-**	225	-**	89*	77*	59*	87*	136	-**	-**	327	-**	135	114	78*	116	209
Connection speed slower than advertised or led to expect	143 53%	38 44%	41 43%	188 60%bf	133 59%bf	184 56%bf	37 51%	- -	- -	188 60%	-	101 58%	66 64%	21 57%	79 53%	107 66%H	-	-	133 59%	-	51 57%	47 61%	35 59%	45 52%	88 65%	-	-	184 56%	-	75 56%	65 57%	44 56%	63 54%	121 58%
Service is not consistently available	87 32%	23 26%	32 34%	103 33%	70 31%	117 36%	20 28%	- -	- -	103 33%	-	52 30%	35 34%	16 43%	45 30%	58 36%	-	-	70 31%	-	23 26%	22 29%	25 42%k	25 29%	45 33%	-	-	117 36%	-	42 31%	39 34%	36 46%t	38 33%	78 37%
Complete loss of service	86 32%	20 23%	31 33%	100 32%	77 34%	129 39%bcz	18 25%	- -	- -	100 32%	-	58 34%	24 23%	18 49%F	54 36%	46 28%	-	-	77 34%	-	30 34%	22 29%	25 42%	28 32%	48 35%	-	-	129 39%	-	43 32%	47 41%	39 50%t	35 30%	93 44%w
Problems with voice over internet (VOIP) telephone calls	23 9%	14 16%ac	11 12%	38 12%e	36 16%ac	24 7%	7 10%	- -	- -	38 12%	-	20 12%	14 14%	4 11%	15 10%	22 14%	-	-	36 16%	-	16 18%	13 17%	7 12%	10 11%	25 18%	-	-	24 7%	-	15 11%v	8 7%	1 1%	10 9%	14 7%
Poor line quality	6 2%	- -	- -	17 5%abfz	6 3%	8 2%	- -	- -	- -	17 5%	-	11 6%	5 5%	1 3%	13 9%l	4 2%	-	-	6 3%	-	1 1%	2 3%	3 5%	1 1%	5 4%	-	-	8 2%	-	5 4%	1 1%	2 3%	4 3%	4 2%
Unable to get certain channels/content	3 1%	- -	- -	10 3%d	1 *	17 5%abdfz	- -	- -	- -	10 3%	-	7 4%	3 3%	- -	6 4%	4 2%	-	-	1 *	-	1 1%	- -	- -	- -	1 1%	-	-	17 5%	-	8 6%	2 2%	7 9%u	8 7%	9 4%
Text or voice mails delivered late	1 *	- -	- -	- -	- -	2 1%	2 3%cd	- -	- -	- -	-	- -	- -	- -	- -	- -	-	-	- -	-	- -	- -	- -	- -	- -	-	-	2 1%	-	2 1%	- -	- -	2 2%	- -
Unable to access 4G service	- -	2 2%acd	- -	- -	- -	4 1%	2 3%acd	- -	- -	- -	-	- -	- -	- -	- -	- -	-	-	- -	-	- -	- -	- -	- -	- -	-	-	4 1%	-	4 3%	- -	- -	3 3%	1 *
Poor picture quality	- -	- -	- -	2 1%	2 1%	4 1%	- -	- -	- -	2 1%	-	1 1%	1 1%	- -	2 1%	- -	-	-	2 1%	-	1 1%	1 1%	- -	1 1%	1 1%	-	-	4 1%	-	3 2%	- -	1 1%	3 3%	1 *
Problems with calls being disconnected during a call or not connected at all	- -	3 3%acd	- -	1 *	- -	4 1%	3 4%acdf	- -	- -	1 *	-	- -	1 1%	- -	1 1%	- -	-	-	- -	-	- -	- -	- -	- -	- -	-	-	4 1%	-	4 3%	- -	- -	3 3%	1 *
Poor indoor reception/coverage	- -	1 1%	- -	1 *	- -	3 1%	3 4%acdef	- -	- -	1 *	-	1 1%	- -	- -	- -	1 1%	-	-	- -	-	- -	- -	- -	- -	- -	-	-	3 1%	-	2 1%	1 1%	- -	1 1%	2 1%
Poor outside reception/ coverage	- -	2 2%acd	- -	- -	- -	3 1%	4 6%acdef	- -	- -	- -	-	- -	- -	- -	- -	- -	-	-	- -	-	- -	- -	- -	- -	- -	-	-	3 1%	-	3 2%	- -	- -	2 2%	1 *
Unable to access 5G service	- -	1 1%	- -	- -	- -	2 1%	3 4%acdef	- -	- -	- -	-	- -	- -	- -	- -	- -	-	-	- -	-	- -	- -	- -	- -	- -	-	-	2 1%	-	2 1%	- -	- -	2 2%	- -
A different issue (please describe it briefly in your own words)	6 2%e	3 3%ce	3 3%e	2 1%	3 1%	1 *	2 3%e	- -	- -	2 1%	-	1 1%	- -	1 3%	1 1%	1 1%	-	-	3 1%	-	1 1%	- -	2 3%	1 1%	2 1%	-	-	1 *	-	1 1%	- -	- -	1 1%	- -

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

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

Service issues

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	269	87*	95*	313	225	327	72*	-**	-**	72*	-**	36*	22**	14**	32*	40*
Connection speed slower than advertised or led to expect	143 *53%*	38 *44%*	41 *43%*	188 *60%bf*	133 *59%bf*	184 *56%bf*	37 *51%*	- -	- -	37 *51%*	- -	16 *44%*	15 *68%*	6 *43%*	14 *44%*	23 *58%*
Service is not consistently available	87 *32%*	23 *26%*	32 *34%*	103 *33%*	70 *31%*	117 *36%*	20 *28%*	- -	- -	20 *28%*	- -	10 *28%*	6 *27%*	4 *29%*	5 *16%*	15 *38%n*
Complete loss of service	86 *32%*	20 *23%*	31 *33%*	100 *32%*	77 *34%*	129 *39%bcz*	18 *25%*	- -	- -	18 *25%*	- -	7 *19%*	5 *23%*	6 *43%*	10 *31%*	8 *20%*
Problems with voice over internet (VOIP) telephone calls	23 *9%*	14 *16%ae*	11 *12%*	38 *12%e*	36 *16%ae*	24 *7%*	7 *10%*	- -	- -	7 *10%*	- -	3 *8%*	3 *14%*	1 *7%*	2 *6%*	5 *13%*
Poor line quality	6 *2%*	- -	- -	17 *5%abfz*	6 *3%*	8 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	3 *1%*	- -	- -	10 *3%d*	1 *	17 *5%abdfz*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Text or voice mails delivered late	1 *	- -	- -	- -	- -	2 *1%*	2 *3%cd*	- -	- -	2 *3%*	- -	- -	- -	2 *14%*	1 *3%*	1 *3%*
Unable to access 4G service	- -	2 *2%acd*	- -	- -	- -	4 *1%*	2 *3%acd*	- -	- -	2 *3%*	- -	1 *3%*	- -	1 *7%*	- -	2 *5%*
Poor picture quality	- -	- -	- -	2 *1%*	2 *1%*	4 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with calls being disconnected during a call or not connected at all	- -	3 *3%acd*	- -	1 *	- -	4 *1%*	3 *4%acdf*	- -	- -	3 *4%*	- -	1 *3%*	- -	2 *14%*	2 *6%*	1 *3%*
Poor indoor reception/coverage	- -	1 *1%*	- -	1 *	- -	3 *1%*	3 *4%acdef*	- -	- -	3 *4%*	- -	- -	1 *5%*	2 *14%*	- -	3 *8%*
Poor outside reception/ coverage	- -	2 *2%acd*	- -	- -	- -	3 *1%*	4 *6%acdef*	- -	- -	4 *6%*	- -	3 *8%*	- -	1 *7%*	2 *6%*	2 *5%*
Unable to access 5G service	- -	1 *1%*	- -	- -	- -	2 *1%*	3 *4%acdef*	- -	- -	3 *4%*	- -	1 *3%*	1 *5%*	1 *7%*	1 *3%*	2 *5%*
A different issue (please describe it briefly in your own words)	6 *2%e*	3 *3%ce*	3 *3%e*	2 *1%*	3 *1%*	1 *	2 *3%e*	- -	- -	2 *3%*	- -	1 *3%*	1 *5%*	- -	1 *3%*	1 *3%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

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

Repairs and Installation

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	167	79*	59*	189	114	162	53*	-**	167	-**	-**	94*	58*	15**	90*	75*	-**	79*	-**	-**	41*	25**	13**	40*	38*	-**	59*	-**	-**	22**	25**	12**	24**	34*
Time taken to repair a fault	34	14	9	32	20	37	6	-	34	-	-	18	12	4	19	14	-	14	-	-	8	5	1	8	6	-	9	-	-	3	5	1	2	7
	20%	*18%*	*15%*	*17%*	*18%*	*23%*	*11%*	-	*20%*	-	-	*19%*	*21%*	*27%*	*21%*	*19%*	-	*18%*	-	-	*20%*	*20%*	*8%*	*20%*	*16%*	-	*15%*	-	-	*14%*	*20%*	*8%*	*8%*	*21%*
Switching issues (e.g. problems trying to switch or problems porting your number)	27	8	8	33	20	30	7	-	27	-	-	17	8	2	17	9	-	8	-	-	6	2	-	6	2	-	8	-	-	1	4	3	2	5
	16%	*10%*	*14%*	*17%*	*18%*	*19%*	*13%*	-	*16%*	-	-	*18%*	*14%*	*13%*	*19%*	*12%*	-	*10%*	-	-	*15%*	*8%*	-	*15%*	*5%*	-	*14%*	-	-	*5%*	*16%*	*25%*	*8%*	*15%*
Arranging an appointment for an engineer visit	26	11	5	26	13	23	4	-	26	-	-	21	4	1	18	8	-	11	-	-	9	1	1	5	6	-	5	-	-	4	1	-	3	2
	16%	*14%*	*8%*	*14%*	*11%*	*14%*	*8%*	-	*16%*	-	-	*22%l*	*7%*	*7%*	*20%*	*11%*	-	*14%*	-	-	*22%*	*4%*	*8%*	*13%*	*16%*	-	*8%*	-	-	*18%*	*4%*	-	*13%*	*6%*
Arranging an installation	25	11	9	34	14	19	15	-	25	-	-	15	7	3	15	10	-	11	-	-	4	4	3	6	4	-	9	-	-	5	2	2	7	2
	15%	*14%*	*15%*	*18%*	*12%*	*12%*	*28%abde*	-	*15%*	-	-	*16%*	*12%*	*20%*	*17%*	*13%*	-	*14%*	-	-	*10%*	*16%*	*23%*	*15%*	*11%*	-	*15%*	-	-	*23%*	*8%*	*17%*	*29%*	*6%*
Time taken to install the service	23	10	9	38	17	24	9	-	23	-	-	12	8	3	15	8	-	10	-	-	4	1	5	4	6	-	9	-	-	2	5	2	4	5
	14%	*13%*	*15%*	*20%*	*15%*	*15%*	*17%*	-	*14%*	-	-	*13%*	*14%*	*20%*	*17%*	*11%*	-	*13%*	-	-	*10%*	*4%*	*38%*	*10%*	*16%*	-	*15%*	-	-	*9%*	*20%*	*17%*	*17%*	*15%*
Damage to property during installation	22	9	7	25	17	14	4	-	22	-	-	13	7	2	8	14	-	9	-	-	6	2	1	6	3	-	7	-	-	1	4	2	1	6
	13%	*11%*	*12%*	*13%*	*15%*	*9%*	*8%*	-	*13%*	-	-	*14%*	*12%*	*13%*	*9%*	*19%*	-	*11%*	-	-	*15%*	*8%*	*8%*	*15%*	*8%*	-	*12%*	-	-	*5%*	*16%*	*17%*	*4%*	*18%*
Missed/moved repair appointment	20	12	7	19	12	21	3	-	20	-	-	10	8	2	10	10	-	12	-	-	9	1	2	6	6	-	7	-	-	3	4	-	2	5
	12%	*15%*	*12%*	*10%*	*11%*	*13%*	*6%*	-	*12%*	-	-	*11%*	*14%*	*13%*	*11%*	*13%*	-	*15%*	-	-	*22%*	*4%*	*15%*	*15%*	*16%*	-	*12%*	-	-	*14%*	*16%*	-	*8%*	*15%*
Damage to property during repair	19	11	5	19	10	12	3	-	19	-	-	9	9	1	6	13	-	11	-	-	6	5	-	6	5	-	5	-	-	1	3	1	2	3
	11%	*14%*	*8%*	*10%*	*9%*	*7%*	*6%*	-	*11%*	-	-	*10%*	*16%*	*7%*	*7%*	*17%n*	-	*14%*	-	-	*15%*	*20%*	-	*15%*	*13%*	-	*8%*	-	-	*5%*	*12%*	*8%*	*8%*	*9%*
Missed/ moved installation appointment	17	7	5	28	17	20	6	-	17	-	-	12	3	2	10	7	-	7	-	-	3	1	3	3	4	-	5	-	-	3	1	1	3	2
	10%	*9%*	*8%*	*15%*	*15%*	*12%*	*11%*	-	*10%*	-	-	*13%*	*5%*	*13%*	*11%*	*9%*	-	*9%*	-	-	*7%*	*4%*	*23%*	*8%*	*11%*	-	*8%*	-	-	*14%*	*4%*	*8%*	*13%*	*6%*
Complaining about an engineer	15	12	3	21	9	16	4	-	15	-	-	7	6	2	5	10	-	12	-	-	6	5	1	8	4	-	3	-	-	1	2	-	-	3
	9%	*15%*	*5%*	*11%*	*8%*	*10%*	*8%*	-	*9%*	-	-	*7%*	*10%*	*13%*	*6%*	*13%*	-	*15%*	-	-	*15%*	*20%*	*8%*	*20%*	*11%*	-	*5%*	-	-	*5%*	*8%*	-	-	*9%*
A different issue	5	1	2	1	2	5	3	-	5	-	-	3	2	-	3	2	-	1	-	-	1	-	-	1	-	-	2	-	-	1	-	1	1	1
	3%	*1%*	*3%*	*1%*	*2%*	*3%*	*6%c*	-	*3%*	-	-	*3%*	*3%*	-	*3%*	*3%*	-	*1%*	-	-	*2%*	-	-	*3%*	-	-	*3%*	-	-	*5%*	-	*8%*	*4%*	*3%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

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

Repairs and Installation

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	167	79*	59*	189	114	162	53*	-**	189	-**	-**	98*	63*	28**	87*	102	-**	114	-**	-**	58*	40*	16**	57*	55*	-**	162	-**	-**	80*	60*	22**	77*	85*
Time taken to repair a fault	34	14	9	32	20	37	6	-	32	-	-	15	14	3	13	19	-	20	-	-	9	8	3	10	10	-	37	-	-	13	13	11	17	20
	20%	*18%*	*15%*	*17%*	*18%*	*23%*	*11%*	-	*17%*	-	-	*15%*	*22%*	*11%*	*15%*	*19%*	-	*18%*	-	-	*16%*	*20%*	*19%*	*18%*	*18%*	-	*23%*	-	-	*16%*	*22%*	*50%*	*22%*	*24%*
Switching issues (e.g. problems trying to switch or problems porting your number)	27	8	8	33	20	30	7	-	33	-	-	19	7	7	16	17	-	20	-	-	11	6	3	10	10	-	30	-	-	20	9	1	21	9
	16%	*10%*	*14%*	*17%*	*18%*	*19%*	*13%*	-	*17%*	-	-	*19%*	*11%*	*25%*	*18%*	*17%*	-	*18%*	-	-	*19%*	*15%*	*19%*	*18%*	*18%*	-	*19%*	-	-	*25%*	*15%*	*5%*	*27%x*	*11%*
Arranging an appointment for an engineer visit	26	11	5	26	13	23	4	-	26	-	-	13	8	5	15	11	-	13	-	-	7	4	2	6	7	-	23	-	-	13	8	2	13	10
	16%	*14%*	*8%*	*14%*	*11%*	*14%*	*8%*	-	*14%*	-	-	*13%*	*13%*	*18%*	*17%*	*11%*	-	*11%*	-	-	*12%*	*10%*	*13%*	*11%*	*13%*	-	*14%*	-	-	*16%*	*13%*	*9%*	*17%*	*12%*
Arranging an installation	25	11	9	34	14	19	15	-	34	-	-	21	9	4	17	17	-	14	-	-	10	2	2	8	5	-	19	-	-	12	6	1	9	10
	15%	*14%*	*15%*	*18%*	*12%*	*12%*	*28%abde*	-	*18%*	-	-	*21%*	*14%*	*14%*	*20%*	*17%*	-	*12%*	-	-	*17%*	*5%*	*13%*	*14%*	*9%*	-	*12%*	-	-	*15%*	*10%*	*5%*	*12%*	*12%*
Time taken to install the service	23	10	9	38	17	24	9	-	38	-	-	25	8	5	16	22	-	17	-	-	10	5	2	11	5	-	24	-	-	12	9	3	12	12
	14%	*13%*	*15%*	*20%*	*15%*	*15%*	*17%*	-	*20%*	-	-	*26%*	*13%*	*18%*	*18%*	*22%*	-	*15%*	-	-	*17%*	*13%*	*13%*	*19%*	*9%*	-	*15%*	-	-	*15%*	*15%*	*14%*	*16%*	*14%*
Damage to property during installation	22	9	7	25	17	14	4	-	25	-	-	13	8	4	8	17	-	17	-	-	10	4	3	12	5	-	14	-	-	10	4	-	8	6
	13%	*11%*	*12%*	*13%*	*15%*	*9%*	*8%*	-	*13%*	-	-	*13%*	*13%*	*14%*	*9%*	*17%*	-	*15%*	-	-	*17%*	*10%*	*19%*	*21%*	*9%*	-	*9%*	-	-	*13%*	*7%*	-	*10%*	*7%*
Missed/moved repair appointment	20	12	7	19	12	21	3	-	19	-	-	11	5	3	7	12	-	12	-	-	5	5	2	4	8	-	21	-	-	10	9	2	8	13
	12%	*15%*	*12%*	*10%*	*11%*	*13%*	*6%*	-	*10%*	-	-	*11%*	*8%*	*11%*	*8%*	*12%*	-	*11%*	-	-	*9%*	*13%*	*13%*	*7%*	*15%*	-	*13%*	-	-	*13%*	*15%*	*9%*	*10%*	*15%*
Damage to property during repair	19	11	5	19	10	12	3	-	19	-	-	11	5	3	8	11	-	10	-	-	7	3	-	5	5	-	12	-	-	6	5	1	5	7
	11%	*14%*	*8%*	*10%*	*9%*	*7%*	*6%*	-	*10%*	-	-	*11%*	*8%*	*11%*	*9%*	*11%*	-	*9%*	-	-	*12%*	*8%*	-	*9%*	*9%*	-	*7%*	-	-	*8%*	*8%*	*5%*	*6%*	*8%*
Missed/ moved installation appointment	17	7	5	28	17	20	6	-	28	-	-	16	8	4	14	14	-	17	-	-	11	5	1	12	5	-	20	-	-	11	7	2	9	11
	10%	*9%*	*8%*	*15%*	*15%*	*12%*	*11%*	-	*15%*	-	-	*16%*	*13%*	*14%*	*16%*	*14%*	-	*15%*	-	-	*19%*	*13%*	*6%*	*21%*	*9%*	-	*12%*	-	-	*14%*	*12%*	*9%*	*12%*	*13%*
Complaining about an engineer	15	12	3	21	9	16	4	-	21	-	-	9	6	6	8	13	-	9	-	-	7	1	1	5	4	-	16	-	-	6	6	4	4	12
	9%	*15%*	*5%*	*11%*	*8%*	*10%*	*8%*	-	*11%*	-	-	*9%*	*10%*	*21%*	*9%*	*13%*	-	*8%*	-	-	*12%*	*3%*	*6%*	*9%*	*7%*	-	*10%*	-	-	*8%*	*10%*	*18%*	*5%*	*14%*
A different issue	5	1	2	1	2	5	3	-	1	-	-	-	1	-	1	-	-	2	-	-	-	1	1	-	2	-	5	-	-	2	1	2	1	4
	3%	*1%*	*3%*	*1%*	*2%*	*3%*	*6%c*	-	*1%*	-	-	-	*2%*	-	*1%*	-	-	*2%*	-	-	-	*3%*	*6%*	-	*4%*	-	*3%*	-	-	*3%*	*2%*	*9%*	*1%*	*5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

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

Repairs and Installation

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	167	79*	59*	189	114	162	53*	-**	53*	-**	-**	23**	23**	7**	21**	31*
Time taken to repair a fault	34 *20%*	14 *18%*	9 *15%*	32 *17%*	20 *18%*	37 *23%*	6 *11%*	- -	6 *11%*	- -	- -	2 *9%*	4 *17%*	- -	1 *5%*	5 *16%*
Switching issues (e.g. problems trying to switch or problems porting your number)	27 *16%*	8 *10%*	8 *14%*	33 *17%*	20 *18%*	30 *19%*	7 *13%*	- -	7 *13%*	- -	- -	3 *13%*	3 *13%*	1 *14%*	4 *19%*	3 *10%*
Arranging an appointment for an engineer visit	26 *16%*	11 *14%*	5 *8%*	26 *14%*	13 *11%*	23 *14%*	4 *8%*	- -	4 *8%*	- -	- -	- -	4 *17%*	- -	1 *5%*	3 *10%*
Arranging an installation	25 *15%*	11 *14%*	9 *15%*	34 *18%*	14 *12%*	19 *12%*	15 **28%abde**	- -	15 *28%*	- -	- -	10 *43%*	4 *17%*	1 *14%*	4 *19%*	10 *32%*
Time taken to install the service	23 *14%*	10 *13%*	9 *15%*	38 *20%*	17 *15%*	24 *15%*	9 *17%*	- -	9 *17%*	- -	- -	2 *9%*	6 *26%*	1 *14%*	4 *19%*	5 *16%*
Damage to property during installation	22 *13%*	9 *11%*	7 *12%*	25 *13%*	17 *15%*	14 *9%*	4 *8%*	- -	4 *8%*	- -	- -	1 *4%*	2 *9%*	1 *14%*	2 *10%*	2 *6%*
Missed/moved repair appointment	20 *12%*	12 *15%*	7 *12%*	19 *10%*	12 *11%*	21 *13%*	3 *6%*	- -	3 *6%*	- -	- -	2 *9%*	1 *4%*	- -	3 *14%*	- -
Damage to property during repair	19 *11%*	11 *14%*	5 *8%*	19 *10%*	10 *9%*	12 *7%*	3 *6%*	- -	3 *6%*	- -	- -	1 *4%*	2 *9%*	- -	1 *5%*	2 *6%*
Missed/ moved installation appointment	17 *10%*	7 *9%*	5 *8%*	28 *15%*	17 *15%*	20 *12%*	6 *11%*	- -	6 *11%*	- -	- -	5 *22%*	1 *4%*	- -	2 *10%*	4 *13%*
Complaining about an engineer	15 *9%*	12 *15%*	3 *5%*	21 *11%*	9 *8%*	16 *10%*	4 *8%*	- -	4 *8%*	- -	- -	2 *9%*	- -	2 *29%*	2 *10%*	2 *6%*
A different issue	5 *3%*	1 *1%*	2 *3%*	1 *1%*	2 *2%*	5 *3%*	3 **6%c**	- -	3 *6%*	- -	- -	1 *4%*	- -	2 *29%*	1 *5%*	2 *6%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

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

Something else

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	22**	14**	11**	21**	24**	20**	13**	-**	-**	-**	22**	13**	8**	1**	13**	6**	-**	-**	-**	14**	6**	4**	4**	6**	8**	-**	-**	-**	11**	6**	4**	1**	7**	3**
Service not performing as advertised or as told in store/over the phone	10 *45%*	5 *36%*	2 *18%*	8 *38%*	6 *25%*	6 *30%*	- -	- -	- -	- -	10 *45%*	6 *46%*	3 *38%*	1 *100%*	7 *54%*	2 *33%*	- -	- -	- -	5 *36%*	3 *50%*	2 *50%*	- -	3 *50%*	2 *25%*	- -	- -	- -	2 *18%*	2 *33%*	- -	- -	1 *14%*	1 *33%*
Change to your package or service (upgrading or downgrading your service)	6 *27%*	1 *7%*	4 *36%*	8 *38%*	6 *25%*	4 *20%*	4 *31%*	- -	- -	- -	6 *27%*	3 *23%*	3 *38%*	- -	3 *23%*	2 *33%*	- -	- -	- -	1 *7%*	- -	1 *25%*	- -	- -	1 *13%*	- -	- -	- -	4 *36%*	2 *33%*	1 *25%*	1 *100%*	4 *57%*	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *14%*	3 *21%*	1 *9%*	3 *14%*	5 *21%*	2 *10%*	- -	- -	- -	- -	3 *14%*	2 *15%*	1 *13%*	- -	- -	2 *33%*	- -	- -	- -	3 *21%*	1 *17%*	1 *25%*	1 *25%*	2 *33%*	1 *13%*	- -	- -	- -	1 *9%*	- -	1 *25%*	- -	- -	1 *33%*
Complaining about the terms of your contract	2 *9%*	4 *29%*	5 *45%*	5 *24%*	7 *29%*	3 *15%*	6 *46%*	- -	- -	- -	2 *9%*	2 *15%*	- -	- -	1 *8%*	- -	- -	- -	- -	4 *29%*	1 *17%*	1 *25%*	2 *50%*	- -	4 *50%*	- -	- -	- -	5 *45%*	3 *50%*	2 *50%*	- -	3 *43%*	1 *33%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	1 *5%*	1 *8%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	2 *9%*	2 *14%*	- -	1 *5%*	6 *25%*	5 *25%*	2 *15%*	- -	- -	- -	2 *9%*	1 *8%*	1 *13%*	- -	2 *15%*	- -	- -	- -	- -	2 *14%*	1 *17%*	- -	1 *25%*	1 *17%*	1 *13%*	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

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

Something else

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	22**	14**	11**	21**	24**	20**	13**	-**	-**	-**	21**	6**	13**	2**	10**	10**	-**	-**	-**	24**	13**	6**	5**	14**	9**	-**	-**	-**	20**	16**	3**	1**	9**	10**
Service not performing as advertised or as told in store/over the phone	10 *45%*	5 *36%*	2 *18%*	8 *38%*	6 *25%*	6 *30%*	- -	- -	- -	- -	8 *38%*	1 *17%*	6 *46%*	1 *50%*	2 *20%*	5 *50%*	- -	- -	- -	6 *25%*	2 *15%*	3 *50%*	1 *20%*	- -	5 *56%*	- -	- -	- -	6 *30%*	4 *25%*	2 *67%*	- -	5 *56%*	1 *10%*
Change to your package or service (upgrading or downgrading your service)	6 *27%*	1 *7%*	4 *36%*	8 *38%*	6 *25%*	4 *20%*	4 *31%*	- -	- -	- -	8 *38%*	3 *50%*	4 *31%*	1 *50%*	5 *50%*	3 *30%*	- -	- -	- -	6 *25%*	4 *31%*	1 *17%*	1 *20%*	5 *36%*	1 *11%*	- -	- -	- -	4 *20%*	4 *25%*	- -	- -	2 *22%*	2 *20%*
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *14%*	3 *21%*	1 *9%*	3 *14%*	5 *21%*	2 *10%*	- -	- -	- -	- -	3 *14%*	- -	3 *23%*	- -	2 *20%*	1 *10%*	- -	- -	- -	5 *21%*	3 *23%*	1 *17%*	1 *20%*	4 *29%*	1 *11%*	- -	- -	- -	2 *10%*	2 *13%*	- -	- -	1 *11%*	- -
Complaining about the terms of your contract	2 *9%*	4 *29%*	5 *45%*	5 *24%*	7 *29%*	3 *15%*	6 *46%*	- -	- -	- -	5 *24%*	3 *50%*	2 *15%*	- -	4 *40%*	1 *10%*	- -	- -	- -	7 *29%*	4 *31%*	1 *17%*	2 *40%*	4 *29%*	3 *33%*	- -	- -	- -	3 *15%*	2 *13%*	1 *33%*	- -	- -	3 *30%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	1 *5%*	1 *8%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *5%*	1 *6%*	- -	- -	- -	1 *10%*
A different issue (please describe it briefly in your own words)	2 *9%*	2 *14%*	- -	1 *5%*	6 *25%*	5 *25%*	2 *15%*	- -	- -	- -	1 *5%*	- -	1 *8%*	- -	1 *10%*	- -	- -	- -	- -	6 *25%*	2 *15%*	- -	4 *80%*	3 *21%*	3 *33%*	- -	- -	- -	5 *25%*	4 *25%*	- -	1 *100%*	1 *11%*	4 *40%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

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

Something else

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	22**	14**	11**	21**	24**	20**	13**	-**	-**	-**	13**	8**	3**	2**	6**	3**
Service not performing as advertised or as told in store/over the phone	10 *45%*	5 *36%*	2 *18%*	8 *38%*	6 *25%*	6 *30%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Change to your package or service (upgrading or downgrading your service)	6 *27%*	1 *7%*	4 *36%*	8 *38%*	6 *25%*	4 *20%*	4 *31%*	- -	- -	- -	4 *31%*	4 *50%*	- -	- -	3 *50%*	- -
Switching issues (e.g. problems trying to switch or problems porting your number)	3 *14%*	3 *21%*	1 *9%*	3 *14%*	5 *21%*	2 *10%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Complaining about the terms of your contract	2 *9%*	4 *29%*	5 *45%*	5 *24%*	7 *29%*	3 *15%*	6 *46%*	- -	- -	- -	6 *46%*	3 *38%*	2 *67%*	1 *50%*	2 *33%*	3 *100%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	- -	- -	1 *5%*	1 *8%*	- -	- -	- -	1 *8%*	- -	1 *33%*	- -	- -	- -
A different issue (please describe it briefly in your own words)	2 *9%*	2 *14%*	- -	1 *5%*	6 *25%*	5 *25%*	2 *15%*	- -	- -	- -	2 *15%*	1 *13%*	- -	1 *50%*	1 *17%*	- -

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Only/mainly on the phone	313	94	104	355	230	379	68	81	65	157	10	183	92	38	177	135	23	22	41	8	52	29	13	53	41	16	25	59	4	58	26	20	55	48
	49%bz	36%	50%bz	49%bz	45%bz	55%abcdz	37%	46%	39%	58%gh	45%	52%	45%	49%	53%	46%	29%	28%	47%pq	57%	41%	32%	32%	44%x	30%	37%	42%	62%AB	36%	65%F	33%	49%	63%I	41%
Only/mainly via webchat	71	27	12	54	75	86	39	21	21	27	2	41	22	8	41	28	6	13	7	1	7	10	10	9	18	1	5	5	1	3	8	1	3	9
	11%cf	10%	6%	8%	15%cf	12%cf	21%abcef	12%	13%	10%	9%	12%	11%	10%	12%	10%	8%	16%	8%	7%	6%	11%	24%t	7%	13%	2%	8%	5%	9%	3%	10%	2%	3%	8%
Only/mainly via email	56	33	17	64	58	51	22	18	15	22	1	30	21	5	31	24	11	11	11	-	17	14	2	12	21	5	4	5	3	7	7	3	6	11
	9%	13%e	8%	9%	11%e	7%	12%	10%	9%	8%	5%	9%	10%	6%	9%	8%	14%	14%	13%	-	13%	16%	5%	10%	16%	12%	7%	5%	27%	8%	9%	7%	7%	9%
Only/mainly via web form	49	22	14	42	36	37	15	15	15	18	1	27	13	9	24	25	6	11	3	2	9	8	5	10	11	4	5	5	-	6	7	1	8	6
	8%	9%	7%	6%	7%	5%	8%	9%	9%	7%	5%	8%	6%	12%	7%	9%	8%	14%r	3%	14%	7%	9%	12%	8%	8%	9%	8%	5%	-	7%	9%	2%	9%	5%
Only/mainly in store	39	18	13	48	26	31	12	12	13	11	3	19	15	5	19	20	6	6	5	1	7	9	2	9	9	3	8	2	-	2	9	2	3	10
	6%	7%	6%	7%	5%	4%	6%	7%	8%	4%	14%	5%	7%	6%	6%	7%	8%	8%	6%	7%	6%	10%	5%	7%	7%	7%	14%C	2%	-	2%	12%E	5%	3%	9%
Only/mainly via mobile application	36	27	11	52	37	45	9	12	11	13	-	21	11	4	20	16	9	7	9	2	16	10	1	11	15	4	3	3	1	2	5	4	4	6
	6%	10%aefz	5%	7%	7%	7%	5%	7%	7%	5%	-	6%	5%	5%	6%	5%	12%	9%	10%	14%	13%	11%	2%	9%	11%	9%	5%	3%	9%	2%	6%	10%	5%	5%
Only/mainly by social media	30	21	18	50	18	28	9	12	11	7	-	12	13	5	11	19	12	5	4	-	9	8	4	10	11	7	4	7	-	7	7	4	5	13
	5%	8%ade	9%ade	7%de	4%	4%	5%	7%i	7%i	3%	-	3%	6%	6%	3%	7%	15%r	6%	5%	-	7%	9%	10%	8%	8%	16%	7%	7%	-	8%	9%	10%	6%	11%
Only/mainly by letter	25	11	13	39	20	26	4	2	14	8	1	12	11	2	6	19	3	4	4	-	7	1	3	6	5	2	4	6	1	4	5	4	2	11
	4%	4%	6%z	5%	4%	4%	2%	1%	8%gl	3%	5%	3%	5%	3%	2%	7%n	4%	5%	5%	-	6%	1%	7%	5%	4%	5%	7%	6%	9%	4%	6%	10%	2%	9%H
Only/mainly via another contact method	5	-	3	7	1	2	2	2	-	3	-	3	1	1	4	1	-	-	-	-	-	-	-	-	-	-	1	2	-	-	1	2	1	2
	1%	-	1%d	1%	*	*	1%	1%	-	1%	-	1%	*	1%	1%	*	-	-	-	-	-	-	-	-	-	-	2%	2%	-	-	1%	5%E	1%	2%
Don't know	10	5	3	7	5	6	6	1	2	3	4	2	7	1	2	4	2	-	3	-	3	1	1	1	4	1	-	1	1	-	3	-	1	1
	2%	2%	1%	1%	1%	1%	3%cde	1%	1%	1%	18%	1%	3%k	1%	1%	1%	3%	-	3%	-	2%	1%	2%	1%	3%	2%	-	1%	9%	-	4%	-	1%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Only/mainly on the phone	313	94	104	355	230	379	68	88	66	192	9	188	119	48	169	183	67	37	116	10	90	75	65	89	137	89	63	218	9	164	129	86	157	218
	49%bz	36%	50%bz	49%bz	45%bz	55%abcdz	37%	45%B	35%	61%AB	43%	49%	50%	51%	48%	51%	47%h	32%	52%h	42%	41%	41%	61%kl	42%	48%	49%	39%	67%pq	45%	53%	53%	64%tu	58%	53%
Only/mainly via webchat	71	27	12	54	75	86	39	10	20	23	1	33	19	2	28	26	21	11	42	1	36	20	19	38	35	27	22	33	4	39	29	18	34	52
	11%cf	10%	6%	8%	15%cf	12%cf	21%abcef	5%	11%A	7%	5%	9%G	8%G	2%	8%	7%	15%	10%	19%h	4%	16%	11%	18%	18%	12%	15%	14%	10%	20%	13%	12%	13%	13%	13%
Only/mainly via email	56	33	17	64	58	51	22	24	19	18	3	38	19	7	34	30	13	19	24	2	28	26	4	23	35	16	20	15	-	21	18	12	15	36
	9%	13%e	8%	9%	11%e	7%	12%	12%C	10%	6%	14%	10%	8%	7%	10%	8%	9%	17%	11%	8%	13%m	14%m	4%	11%	12%	9%	12%r	5%	-	7%	7%	9%	6%	9%
Only/mainly via web form	49	22	14	42	36	37	15	9	16	16	1	18	13	11	15	27	8	13	12	3	17	15	4	18	17	13	5	18	1	14	18	5	9	27
	8%	9%	7%	6%	7%	5%	8%	5%	8%	5%	5%	5%	5%	12%EF	4%	7%	6%	11%l	5%	13%	8%	8%	4%	8%	6%	7%	3%	6%	5%	5%	7%	4%	3%	7%
Only/mainly in store	39	18	13	48	26	31	12	14	14	20	-	19	23	6	20	28	11	2	10	3	13	9	4	12	14	8	15	6	2	20	10	1	16	15
	6%	7%	6%	7%	5%	4%	6%	7%	7%	6%	-	5%	10%E	6%	6%	8%	8%h	2%	4%	13%	6%	5%	4%	6%	5%	4%	9%r	2%	10%	6%v	4%	1%	6%	4%
Only/mainly via mobile application	36	27	11	52	37	45	9	14	20	17	1	29	15	8	31	21	13	12	10	2	15	17	5	15	22	12	16	17	-	19	19	7	19	26
	6%	10%aefz	5%	7%	7%	7%	5%	7%	11%C	5%	5%	8%	6%	9%	9%	6%	9%	11%l	4%	8%	7%	9%	5%	7%	8%	7%	10%	5%	-	6%	8%	5%	7%	6%
Only/mainly by social media	30	21	18	50	18	28	9	16	19	14	1	32	12	6	28	21	4	8	4	2	7	8	3	8	10	10	10	8	-	12	12	4	12	16
	5%	8%ade	9%ade	7%de	4%	4%	5%	8%	10%C	4%	5%	8%	5%	6%	8%	6%	3%	7%l	2%	8%	3%	4%	3%	4%	4%	5%	6%r	2%	-	4%	5%	3%	4%	4%
Only/mainly by letter	25	11	13	39	20	26	4	16	14	8	1	21	12	6	17	21	5	9	5	1	9	9	2	8	12	7	8	10	1	17	7	2	7	19
	4%	4%	6%z	5%	4%	4%	2%	8%C	7%C	3%	5%	5%	5%	6%	5%	6%	3%	8%l	2%	4%	4%	5%	2%	4%	4%	4%	5%	3%	5%	5%	3%	1%	3%	5%
Only/mainly via another contact method	5	-	3	7	1	2	2	1	1	3	2	4	3	-	5	2	1	-	-	-	1	-	-	-	1	-	1	-	1	2	-	-	1	1
	1%	-	1%d	1%	*	*	1%	1%	1%	1%	10%	1%	1%	-	1%	1%	1%	-	-	-	*	-	-	-	*	-	1%	-	5%	1%	-	-	*	*
Don't know	10	5	3	7	5	6	6	3	-	2	2	4	3	-	3	3	-	3	2	-	3	2	-	3	1	-	2	2	2	3	3	-	2	3
	2%	2%	1%	1%	1%	1%	3%cde	2%	-	1%	10%	1%	1%	-	1%	1%	-	3%	1%	-	1%	1%	-	1%	*	-	1%	1%	10%	1%	1%	-	1%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Only/mainly on the phone	313 49%bz	94 36%	104 50%bz	355 49%bz	230 45%bz	379 55%abcdz	68 37%	16 33%	15 28%	34 47%h	3 23%	34 40%	19 28%	15 45%	36 47%o	32 30%
Only/mainly via webchat	71 11%cf	27 10%	12 6%	54 8%	75 15%cf	86 12%cf	39 21%abcef	10 21%	8 15%	19 26%	2 15%	18 21%	15 22%	6 18%	18 24%	21 20%
Only/mainly via email	56 9%	33 13%e	17 8%	64 9%	58 11%e	51 7%	22 12%	4 8%	9 17%	7 10%	2 15%	15 18%m	6 9%	1 3%	8 11%	13 12%
Only/mainly via web form	49 8%	22 9%	14 7%	42 6%	36 7%	37 5%	15 8%	4 8%	3 6%	5 7%	3 23%	6 7%	4 6%	5 15%	3 4%	12 11%
Only/mainly in store	39 6%	18 7%	13 6%	48 7%	26 5%	31 4%	12 6%	3 6%	6 11%	2 3%	1 8%	5 6%	5 7%	2 6%	3 4%	8 8%
Only/mainly via mobile application	36 6%	27 10%aefz	11 5%	52 7%	37 7%	45 7%	9 5%	4 8%i	5 9%i	- -	- -	1 1%	7 10%k	1 3%	3 4%	6 6%
Only/mainly by social media	30 5%	21 8%ade	18 9%ade	50 7%de	18 4%	28 4%	9 5%	3 6%	3 6%	3 4%	- -	2 2%	5 7%	2 6%	3 4%	6 6%
Only/mainly by letter	25 4%	11 4%	13 6%z	39 5%	20 4%	26 4%	4 2%	2 4%	1 2%	1 1%	- -	1 1%	2 3%	1 3%	- -	4 4%
Only/mainly via another contact method	5 1%	- -	3 1%d	7 1%	1 *	2 *	2 1%	1 2%	1 2%	- -	- -	- -	2 3%	- -	1 1%	1 1%
Don't know	10 2%	5 2%	3 1%	7 1%	5 1%	6 1%	6 3%cde	1 2%	2 4%	1 1%	2 15%	2 2%	4 6%	- -	1 1%	2 2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

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

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	79	30	26	111	57	71	24	20	26	30	3	79	-	-	72	6	9	10	9	2	30	-	-	22	8	4	6	15	1	26	-	-	24	2
		12%	12%	13%	15%de	11%	10%	13%	11%	16%	11%	14%	23%lm	-	-	21%o	2%	12%	13%	10%	14%	24%uv	-	-	18%x	6%	9%	10%	16%	9%	29%FG	-	-	27%I	2%
9 -	(9)	58	19	17	63	30	39	14	12	16	27	3	58	-	-	50	8	5	6	6	2	19	-	-	15	4	3	2	9	3	17	-	-	13	4
		9%de	7%	8%	9%e	6%	6%	8%	7%	10%	10%	14%	17%lm	-	-	15%o	3%	6%	8%	7%	14%	15%uv	-	-	12%x	3%	7%	3%	9%	27%	19%FG	-	-	15%I	3%
8 -	(8)	108	29	12	101	64	88	19	30	24	51	3	108	-	-	71	37	9	10	10	-	29	-	-	19	10	2	2	7	1	12	-	-	8	4
		17%bdefz	11%f	6%	14%f	13%f	13%f	10%	17%	14%	19%	14%	31%lm	-	-	21%o	13%	12%	13%	11%	-	23%uv	-	-	16%x	7%	5%	3%	7%	9%	13%FG	-	-	9%	3%
7 -	(7)	105	49	34	111	68	113	27	28	28	45	4	105	-	-	56	48	13	15	19	2	49	-	-	23	25	4	12	17	1	34	-	-	15	19
		17%	19%d	16%	15%	13%	16%	15%	16%	17%	17%	18%	30%lm	-	-	17%	16%	17%	19%	22%	14%	39%uv	-	-	19%	19%	9%	20%	18%	9%	38%FG	-	-	17%	16%
6 -	(6)	69	35	24	83	71	92	29	21	20	25	3	-	69	-	26	42	8	11	15	1	-	35	-	11	23	6	6	12	-	-	24	-	7	17
		11%	14%	12%	12%	14%	13%	16%	12%	12%	9%	14%	-	33%km	-	8%	14%n	10%	14%	17%	7%	-	39%tv	-	9%	17%	14%	10%	13%	-	-	31%EG	-	8%	15%
5 -	(5)	88	32	31	91	64	103	23	26	27	31	4	-	88	-	25	61	15	10	6	1	-	32	-	14	18	5	12	11	3	-	31	-	7	23
		14%	12%	15%	13%	13%	15%	12%	15%	16%	12%	18%	-	43%km	-	7%	21%n	19%r	13%	7%	7%	-	36%tv	-	12%	13%	12%	20%	12%	27%	-	40%EG	-	8%	20%H
4 -	(4)	49	23	23	64	46	50	17	12	11	25	1	-	49	-	15	32	8	4	9	2	-	23	-	7	16	8	7	7	1	-	23	-	5	18
		8%	9%	11%	9%	9%	7%	9%	7%	7%	9%	5%	-	24%km	-	4%	11%n	10%	5%	10%	14%	-	26%tv	-	6%	12%	19%	12%	7%	9%	-	29%EG	-	6%	15%H
3 -	(3)	26	17	13	39	42	54	14	7	2	17	-	-	-	26	9	17	5	7	3	2	-	-	17	5	12	2	5	6	-	-	-	13	4	9
		4%	7%	6%	5%	8%ac	8%a	8%	4%	1%	6%h	-	-	-	33%kl	3%	6%n	6%	9%	3%	14%	-	-	41%tu	4%	9%	5%	8%	6%	-	-	-	32%EF	5%	8%
2 -	(2)	18	11	14	21	15	33	6	5	6	7	-	-	-	18	3	15	3	4	4	-	-	-	11	3	8	6	3	5	-	-	-	14	1	13
		3%	4%	7%acd	3%	3%	5%	3%	3%	4%	3%	-	-	-	23%kl	1%	5%n	4%	5%	5%	-	-	-	27%tu	2%	6%	14%	5%	5%	-	-	-	34%EF	1%	11%H
1 - Extremely dissatisfied	(1)	34	13	14	34	49	48	13	15	7	11	1	-	-	34	8	25	3	2	6	2	-	-	13	2	11	3	4	6	1	-	-	14	4	8
		5%	5%	7%	5%	10%abc	7%	7%	9%	4%	4%	5%	-	-	44%kl	2%	9%n	4%	3%	7%	14%	-	-	32%tu	2%	8%w	7%	7%	6%	9%	-	-	34%EF	5%	7%
NET: Dissatisfied	(1-3)	78	41	41	94	106	135	33	27	15	35	1	-	-	78	20	57	11	13	13	4	-	-	41	10	31	11	12	17	1	-	-	41	9	30
		12%	16%	20%ac	13%	21%ac	20%ac	18%	15%	9%	13%	5%	-	-	100%kl	6%	20%n	14%	16%	15%	29%	-	-	100%tu	8%	23%w	26%	20%	18%	9%	-	-	100%EF	10%	26%H
NET: Neutral	(4-6)	206	90	78	238	181	245	69	59	58	81	8	-	206	-	66	135	31	25	30	4	-	90	-	32	57	19	25	30	4	-	78	-	19	58
		32%	35%	38%	33%	36%	35%	37%	34%	35%	30%	36%	-	100%km	-	20%	46%n	40%	32%	34%	29%	-	100%tv	-	26%	42%w	44%	42%	32%	36%	-	100%EG	-	22%	50%H
NET: Satisfied	(7-10)	350	127	89	386	219	311	84	90	94	153	13	350	-	-	249	99	36	41	44	6	127	-	-	79	47	13	22	48	6	89	-	-	60	29
		55%defz	49%	43%	54%defz	43%	45%	45%	51%	56%	57%	59%	100%lm	-	-	74%o	34%	46%	52%	51%	43%	100%uv	-	-	65%x	35%	30%	37%	51%A	55%	100%FG	-	-	68%I	25%
Mean score		6.48def	6.18	5.86	6.50defz	5.86	5.93	6.08	6.22	6.68	6.49	6.91	8.32lm	5.10m	1.90	7.50o	5.34	6.12	6.35	6.16	5.64	8.24uv	5.13v	2.10	7.07x	5.38	5.23	5.54	6.26A	6.55	8.39FG	5.01G	1.98	7.28I	4.88
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.19	0.19	0.19	0.15	0.48	0.06	0.05	0.10	0.12	0.13	0.27	0.27	0.27	0.84	0.11	0.08	0.13	0.21	0.21	0.41	0.32	0.28	0.84	0.13	0.09	0.13	0.28	0.20

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

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

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	79	30	26	111	57	71	24	35	30	43	3	111	-	-	101	9	17	17	18	5	57	-	-	52	4	24	19	24	4	71	-	-	61	10
		12%	12%	13%	15%de	11%	10%	13%	18%	16%	14%	14%	29%FG	-	-	29%I	2%	12%	15%i	8%	21%	26%lm	-	-	24%o	1%	13%r	12%	7%	20%	23%uv	-	-	22%x	2%
9 -	(9)	58	19	17	63	30	39	14	16	18	27	2	63	-	-	54	9	9	8	12	1	30	-	-	23	7	9	12	15	3	39	-	-	33	6
		9%de	7%	8%	9%e	6%	6%	8%	8%	10%	9%	10%	16%FG	-	-	15%I	2%	6%	7%	5%	4%	14%lm	-	-	11%o	2%	5%	7%	5%	15%	13%uv	-	-	12%x	1%
8 -	(8)	108	29	12	101	64	88	19	24	26	51	-	101	-	-	58	43	11	20	29	4	64	-	-	42	22	25	19	38	6	88	-	-	55	31
		17%bdefz	11%f	6%	14%f	13%f	13%f	10%	12%	14%	16%	-	26%FG	-	-	17%	12%	8%	18%g	13%	17%	29%lm	-	-	20%o	8%	14%	12%	12%	30%	28%uv	-	-	20%x	8%
7 -	(7)	105	49	34	111	68	113	27	34	24	52	1	111	-	-	43	67	22	13	30	3	68	-	-	34	29	22	30	58	3	113	-	-	52	61
		17%	19%d	16%	15%	13%	16%	15%	17%	13%	17%	5%	29%FG	-	-	12%	19%H	15%	11%	13%	13%	31%lm	-	-	16%	10%	12%	19%	18%	15%	36%uv	-	-	19%	15%
6 -	(6)	69	35	24	83	71	92	29	19	23	36	5	-	83	-	30	53	19	19	30	3	-	71	-	25	46	21	26	44	1	-	92	-	24	67
		11%	14%	12%	12%	14%	13%	16%	10%	12%	12%	24%	-	35%EG	-	9%	15%H	13%	17%	13%	13%	-	39%km	-	12%	16%	12%	16%	13%	5%	-	38%tv	-	9%	16%w
5 -	(5)	88	32	31	91	64	103	23	19	27	39	6	-	91	-	27	60	19	16	26	3	-	64	-	16	47	34	29	40	-	-	103	-	29	73
		14%	12%	15%	13%	13%	15%	12%	10%	14%	12%	29%	-	38%EG	-	8%	17%H	13%	14%	12%	13%	-	35%km	-	7%	17%n	19%r	18%	12%	-	-	42%tv	-	11%	18%w
4 -	(4)	49	23	23	64	46	50	17	21	13	28	2	-	64	-	17	47	20	5	21	-	-	46	-	6	39	13	5	30	2	-	50	-	8	42
		8%	9%	11%	9%	9%	7%	9%	11%	7%	9%	10%	-	27%EG	-	5%	13%H	14%h	4%	9%	-	-	25%km	-	3%	14%n	7%	3%	9%q	10%	-	20%tv	-	3%	10%w
3 -	(3)	26	17	13	39	42	54	14	7	16	16	-	-	-	39	15	24	9	5	26	2	-	-	42	8	34	15	8	30	1	-	-	54	5	49
		4%	7%	6%	5%	8%ac	8%a	8%	4%	8%A	5%	-	-	-	41%EF	4%	7%	6%	4%	12%h	8%	-	-	40%kl	4%	12%n	8%	5%	9%	5%	-	-	40%tu	2%	12%w
2 -	(2)	18	11	14	21	15	33	6	5	7	8	1	-	-	21	2	19	4	3	8	-	-	-	15	4	11	8	6	19	-	-	-	33	2	30
		3%	4%	7%acd	3%	3%	5%	3%	3%	4%	3%	5%	-	-	22%EF	1%	5%H	3%	3%	4%	-	-	-	14%kl	2%	4%	4%	4%	6%	-	-	-	24%tu	1%	7%w
1 - Extremely dissatisfied	(1)	34	13	14	34	49	48	13	15	5	13	1	-	-	34	3	31	13	8	25	3	-	-	49	4	45	11	8	29	-	-	-	48	3	44
		5%	5%	7%	5%	10%abc	7%	7%	8%B	3%	4%	5%	-	-	36%EF	1%	9%H	9%	7%	11%	13%	-	-	46%kl	2%	16%n	6%	5%	9%	-	-	-	36%tu	1%	11%w
NET: Dissatisfied	(1-3)	78	41	41	94	106	135	33	27	28	37	2	-	-	94	20	74	26	16	59	5	-	-	106	16	90	34	22	78	1	-	-	135	10	123
		12%	16%	20%ac	13%	21%ac	20%ac	18%	14%	15%	12%	10%	-	-	100%EF	6%	20%H	18%	14%	26%h	21%	-	-	100%kl	7%	32%n	19%	14%	24%q	5%	-	-	100%tu	4%	30%w
NET: Neutral	(4-6)	206	90	78	238	181	245	69	59	63	103	13	-	238	-	74	160	58	40	77	6	-	181	-	47	132	68	60	114	3	-	245	-	61	182
		32%	35%	38%	33%	36%	35%	37%	30%	33%	33%	62%	-	100%EG	-	21%	44%H	41%	35%	34%	25%	-	100%km	-	22%	46%n	37%	37%	35%	15%	-	100%tv	-	22%	44%w
NET: Satisfied	(7-10)	350	127	89	386	219	311	84	109	98	173	6	386	-	-	256	128	59	58	89	13	219	-	-	151	62	80	80	135	16	311	-	-	201	108
		55%defz	49%	43%	54%defz	43%	45%	45%	56%	52%	55%	29%	100%FG	-	-	73%I	35%	41%	51%i	40%	54%	100%lm	-	-	71%o	22%	44%	49%	41%	80%	100%uv	-	-	74%x	26%
Mean score		6.48def	6.18	5.86	6.50defz	5.86	5.93	6.08	6.48	6.51	6.53	6.00	8.45FG	5.08G	2.05	7.70I	5.33	5.80	6.46gi	5.52	6.42	8.35lm	5.14m	1.93	7.43o	4.64	6.02	6.33r	5.58	7.65	8.22uv	5.17v	2.04	7.55x	4.88
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.19	0.19	0.18	0.14	0.54	0.06	0.05	0.09	0.12	0.12	0.22	0.24	0.18	0.60	0.08	0.06	0.09	0.15	0.14	0.19	0.19	0.14	0.46	0.07	0.05	0.07	0.12	0.11

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	79	30	26	111	57	71	24	4	8	9	3	24	-	-	20	3
		12%	12%	13%	15%de	11%	10%	13%	8%	15%	13%	23%	29%lm	-	-	26%o	3%
9 -	(9)	58	19	17	63	30	39	14	1	5	6	2	14	-	-	9	4
		9%de	7%	8%	9%e	6%	6%	8%	2%	9%	8%	15%	17%lm	-	-	12%o	4%
8 -	(8)	108	29	12	101	64	88	19	5	5	7	2	19	-	-	10	9
		17%bdefz	11%f	6%	14%f	13%f	13%f	10%	10%	9%	10%	15%	23%lm	-	-	13%	9%
7 -	(7)	105	49	34	111	68	113	27	7	5	14	1	27	-	-	13	14
		17%	19%d	16%	15%	13%	16%	15%	15%	9%	19%	8%	32%lm	-	-	17%	13%
6 -	(6)	69	35	24	83	71	92	29	9	10	9	1	-	29	-	8	20
		11%	14%	12%	12%	14%	13%	16%	19%	19%	13%	8%	-	42%km	-	11%	19%
5 -	(5)	88	32	31	91	64	103	23	6	8	7	2	-	23	-	7	15
		14%	12%	15%	13%	13%	15%	12%	13%	15%	10%	15%	-	33%km	-	9%	14%
4 -	(4)	49	23	23	64	46	50	17	6	5	6	-	-	17	-	3	14
		8%	9%	11%	9%	9%	7%	9%	13%	9%	8%	-	-	25%km	-	4%	13%n
3 -	(3)	26	17	13	39	42	54	14	2	5	7	-	-	-	14	4	10
		4%	7%	6%	5%	8%ac	8%a	8%	4%	9%	10%	-	-	-	42%kl	5%	10%
2 -	(2)	18	11	14	21	15	33	6	2	1	3	-	-	-	6	1	5
		3%	4%	7%acd	3%	3%	5%	3%	4%	2%	4%	-	-	-	18%kl	1%	5%
1 - Extremely dissatisfied	(1)	34	13	14	34	49	48	13	6	1	4	2	-	-	13	1	11
		5%	5%	7%	5%	10%abc	7%	7%	13%h	2%	6%	15%	-	-	39%kl	1%	10%n
NET: Dissatisfied	(1-3)	78	41	41	94	106	135	33	10	7	14	2	-	-	33	6	26
		12%	16%	20%ac	13%	21%ac	20%ac	18%	21%	13%	19%	15%	-	-	100%kl	8%	25%n
NET: Neutral	(4-6)	206	90	78	238	181	245	69	21	23	22	3	-	69	-	18	49
		32%	35%	38%	33%	36%	35%	37%	44%	43%	31%	23%	-	100%km	-	24%	47%n
NET: Satisfied	(7-10)	350	127	89	386	219	311	84	17	23	36	8	84	-	-	52	30
		55%defz	49%	43%	54%defz	43%	45%	45%	35%	43%	50%	62%	100%lm	-	-	68%o	29%
Mean score		6.48def	6.18	5.86	6.50defz	5.86	5.93	6.08	5.46	6.38	6.14	6.85	8.42lm	5.17m	2.03	7.39o	5.12
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.19	0.37	0.33	0.31	0.87	0.13	0.10	0.16	0.27	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

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

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		335	121	88*	350	214	272	76*	96*	90*	136	13**	249	66*	20**	335	-**	37*	40*	38*	6**	79*	32*	10**	121	-**	19**	24**	38*	7**	60*	19**	9**	88*	-**
10 - Extremely satisfied	(10)	72	22	24	101	52	61	20	19	23	28	2	72	-	-	72	-	7	8	7	-	22	-	-	22	-	4	5	14	1	24	-	-	24	-
		21%	18%	27%	29%ab	24%	22%	26%	20%	26%	21%	15%	29%l	-	-	21%	-	19%	20%	18%	-	28%u	-	-	18%	-	21%	21%	37%	14%	40%	-	-	27%	-
9 -	(9)	50	15	13	54	23	33	9	10	14	23	3	50	-	-	50	-	5	4	4	2	15	-	-	15	-	3	2	6	2	13	-	-	13	-
		15%	12%	15%	15%	11%	12%	12%	10%	16%	17%	23%	20%l	-	-	15%	-	14%	10%	11%	33%	19%u	-	-	12%	-	16%	8%	16%	29%	22%	-	-	15%	-
8 -	(8)	71	19	8	58	42	55	10	21	18	29	3	71	-	-	71	-	7	8	4	-	19	-	-	19	-	2	1	4	1	8	-	-	8	-
		21%f	16%	9%	17%	20%f	20%f	13%	22%	20%	21%	23%	29%l	-	-	21%	-	19%	20%	11%	-	24%u	-	-	16%	-	11%	4%	11%	14%	13%	-	-	9%	-
7 -	(7)	56	23	15	43	34	52	13	18	12	25	1	56	-	-	56	-	6	6	9	2	23	-	-	23	-	2	5	7	1	15	-	-	15	-
		17%	19%	17%	12%	16%	19%c	17%	19%	13%	18%	8%	22%l	-	-	17%	-	16%	15%	24%	33%	29%u	-	-	19%	-	11%	21%	18%	14%	25%	-	-	17%	-
6 -	(6)	26	11	7	30	25	24	8	6	9	8	3	-	26	-	26	-	2	6	2	1	-	11	-	11	-	2	3	2	-	-	7	-	7	-
		8%	9%	8%	9%	12%	9%	11%	6%	10%	6%	23%	-	39%k	-	8%	-	5%	15%	5%	17%	-	34%t	-	9%	-	11%	13%	5%	-	-	37%	-	8%	-
5 -	(5)	25	14	7	27	16	29	7	10	7	8	-	-	25	-	25	-	5	5	4	-	-	14	-	14	-	2	3	1	1	-	7	-	7	-
		7%	12%	8%	8%	7%	11%	9%	10%	8%	6%	-	-	38%k	-	7%	-	14%	13%	11%	-	-	44%t	-	12%	-	11%	13%	3%	14%	-	37%	-	8%	-
4 -	(4)	15	7	5	17	6	8	3	4	4	7	-	-	15	-	15	-	3	-	4	-	-	7	-	7	-	3	2	-	-	-	5	-	5	-
		4%	6%	6%	5%	3%	3%	4%	4%	4%	5%	-	-	23%k	-	4%	-	8%	-	11%q	-	-	22%t	-	6%	-	16%	8%	-	-	-	26%	-	6%	-
3 -	(3)	9	5	4	15	8	5	4	2	-	7	-	-	-	9	9	-	-	2	2	1	-	-	5	5	-	-	2	2	-	-	-	4	4	-
		3%	4%	5%	4%	4%	2%	5%	2%	-	5%h	-	-	-	45%	3%	-	-	5%	5%	17%	-	-	50%	4%	-	-	8%	5%	-	-	-	44%	5%	-
2 -	(2)	3	3	1	2	4	2	1	-	2	1	-	-	-	3	3	-	1	1	1	-	-	-	3	3	-	1	-	-	-	-	-	1	1	-
		1%	2%	1%	1%	2%	1%	1%	-	2%	1%	-	-	-	15%	1%	-	3%	3%	3%	-	-	-	30%	2%	-	5%	-	-	-	-	-	11%	1%	-
1 - Extremely dissatisfied	(1)	8	2	4	3	4	3	1	6	1	-	1	-	-	8	8	-	1	-	1	-	-	-	2	2	-	-	1	2	1	-	-	4	4	-
		2%	2%	5%ce	1%	2%	1%	1%	6%l	1%	-	8%	-	-	40%	2%	-	3%	-	3%	-	-	-	20%	2%	-	-	4%	5%	14%	-	-	44%	5%	-
NET: Dissatisfied	(1-3)	20	10	9	20	16	10	6	8	3	8	1	-	-	20	20	-	2	3	4	1	-	-	10	10	-	1	3	4	1	-	-	9	9	-
		6%	8%	10%e	6%	7%	4%	8%	8%	3%	6%	8%	-	-	100%	6%	-	5%	8%	11%	17%	-	-	100%	8%	-	5%	13%	11%	14%	-	-	100%	10%	-
NET: Neutral	(4-6)	66	32	19	74	47	61	18	20	20	23	3	-	66	-	66	-	10	11	10	1	-	32	-	32	-	7	8	3	1	-	19	-	19	-
		20%	26%	22%	21%	22%	22%	24%	21%	22%	17%	23%	-	100%k	-	20%	-	27%	28%	26%	17%	-	100%t	-	26%	-	37%	33%	8%	14%	-	100%	-	22%	-
NET: Satisfied	(7-10)	249	79	60	256	151	201	52	68	67	105	9	249	-	-	249	-	25	26	24	4	79	-	-	79	-	11	13	31	5	60	-	-	60	-
		74%	65%	68%	73%	71%	74%	68%	71%	74%	77%	69%	100%l	-	-	74%	-	68%	65%	63%	67%	100%u	-	-	65%	-	58%	54%	82%	71%	100%	-	-	68%	-
Mean score		7.50	7.07	7.28	7.70b	7.43	7.55b	7.39	7.17	7.71	7.60	7.46	8.55l	5.17	2.05	7.50	-	7.16	7.28	6.79	6.83	8.46u	5.13	2.30	7.07	-	7.00	6.63	7.89	7.00	8.77	5.11	2.00	7.28	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	335	121	88*	350	214	272	76*	105	87*	148	10**	256	74*	20**	350	-**	56*	57*	87*	14**	151	47*	16**	214	-**	70*	77*	116	9**	201	61*	10**	272	-**
10 - Extremely satisfied (10)	72	22	24	101	52	61	20	32	25	41	3	101	-	-	101	-	15	17	16	4	52	-	-	52	-	20	16	22	3	61	-	-	61	-
	21%	18%	27%	29%ab	24%	22%	26%	30%	29%	28%	30%	39%F	-	-	29%	-	27%	30%	18%	29%	34%l	-	-	24%	-	29%	21%	19%	33%	30%u	-	-	22%	-
9 - (9)	50	15	13	54	23	33	9	13	15	24	2	54	-	-	54	-	7	7	8	1	23	-	-	23	-	7	9	15	2	33	-	-	33	-
	15%	12%	15%	15%	11%	12%	12%	12%	17%	16%	20%	21%F	-	-	15%	-	13%	12%	9%	7%	15%l	-	-	11%	-	10%	12%	13%	22%	16%u	-	-	12%	-
8 - (8)	71	19	8	58	42	55	10	12	11	35	-	58	-	-	58	-	7	10	23	2	42	-	-	42	-	15	15	23	2	55	-	-	55	-
	21%f	16%	9%	17%	20%f	20%f	13%	11%	13%	24%AE	-	23%F	-	-	17%	-	13%	18%	26%g	14%	28%l	-	-	20%	-	21%	19%	20%	22%	27%u	-	-	20%	-
7 - (7)	56	23	15	43	34	52	13	15	8	19	1	43	-	-	43	-	9	5	17	3	34	-	-	34	-	9	14	28	1	52	-	-	52	-
	17%	19%	17%	12%	16%	19%c	17%	14%	9%	13%	10%	17%F	-	-	12%	-	16%	9%	20%	21%	23%l	-	-	16%	-	13%	18%	24%	11%	26%u	-	-	19%	-
6 - (6)	26	11	7	30	25	24	8	9	9	10	2	-	30	-	30	-	6	8	10	1	-	25	-	25	-	3	7	14	-	-	24	-	24	-
	8%	9%	8%	9%	12%	9%	11%	9%	10%	7%	20%	-	41%E	-	9%	-	11%	14%	11%	7%	-	53%k	-	12%	-	4%	9%	12%	-	-	39%t	-	9%	-
5 - (5)	25	14	7	27	16	29	7	8	9	8	2	-	27	-	27	-	5	4	6	1	-	16	-	16	-	11	11	7	-	-	29	-	29	-
	7%	12%	8%	8%	7%	11%	9%	8%	10%	5%	20%	-	36%E	-	8%	-	9%	7%	7%	7%	-	34%k	-	7%	-	16%f	14%	6%	-	-	48%t	-	11%	-
4 - (4)	15	7	5	17	6	8	3	10	2	5	-	-	17	-	17	-	2	3	1	-	-	6	-	6	-	3	2	2	1	-	8	-	8	-
	4%	6%	6%	5%	3%	3%	4%	10%BC	2%	3%	-	-	23%E	-	5%	-	4%	5%	1%	-	-	13%k	-	3%	-	4%	3%	2%	11%	-	13%t	-	3%	-
3 - (3)	9	5	4	15	8	5	4	4	6	5	-	-	-	15	15	-	2	1	3	2	-	-	8	8	-	-	1	4	-	-	-	5	5	-
	3%	4%	5%	4%	4%	2%	5%	4%	7%	3%	-	-	-	75%	4%	-	4%	2%	3%	14%	-	-	50%	4%	-	-	1%	3%	-	-	-	50%	2%	-
2 - (2)	3	3	1	2	4	2	1	-	1	1	-	-	-	2	2	-	1	1	2	-	-	-	4	4	-	1	1	-	-	-	-	2	2	-
	1%	2%	1%	1%	2%	1%	1%	-	1%	1%	-	-	-	10%	1%	-	2%	2%	2%	-	-	-	25%	2%	-	1%	1%	-	-	-	-	20%	1%	-
1 - Extremely dissatisfied (1)	8	2	4	3	4	3	1	2	1	-	-	-	-	3	3	-	2	1	1	-	-	-	4	4	-	1	1	1	-	-	-	3	3	-
	2%	2%	5%ce	1%	2%	1%	1%	2%	1%	-	-	-	-	15%	1%	-	4%	2%	1%	-	-	-	25%	2%	-	1%	1%	1%	-	-	-	30%	1%	-
NET: Dissatisfied (1-3)	20	10	9	20	16	10	6	6	8	6	-	-	-	20	20	-	5	3	6	2	-	-	16	16	-	2	3	5	-	-	-	10	10	-
	6%	8%	10%e	6%	7%	4%	8%	6%	9%	4%	-	-	-	100%	6%	-	9%	5%	7%	14%	-	-	100%	7%	-	3%	4%	4%	-	-	-	100%	4%	-
NET: Neutral (4-6)	66	32	19	74	47	61	18	27	20	23	4	-	74	-	74	-	13	15	17	2	-	47	-	47	-	17	20	23	1	-	61	-	61	-
	20%	26%	22%	21%	22%	22%	24%	26%C	23%	16%	40%	-	100%E	-	21%	-	23%	26%	20%	14%	-	100%k	-	22%	-	24%	26%	20%	11%	-	100%t	-	22%	-
NET: Satisfied (7-10)	249	79	60	256	151	201	52	72	59	119	6	256	-	-	256	-	38	39	64	10	151	-	-	151	-	51	54	88	8	201	-	-	201	-
	74%	65%	68%	73%	71%	74%	68%	69%	68%	80%AE	60%	100%F	-	-	73%	-	68%	68%	74%	71%	100%l	-	-	71%	-	73%	70%	76%	89%	100%u	-	-	74%	-
Mean score	7.50	7.07	7.28	7.70b	7.43	7.55b	7.39	7.49	7.55	7.95	7.70	8.83F	5.18	2.60	7.70	-	7.34	7.61	7.39	7.36	8.62l	5.40	2.25	7.43	-	7.63	7.40	7.54	8.33	8.51u	5.26	2.20	7.55	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		335	121	88*	350	214	272	76*	17**	21**	32*	6**	52*	18**	6**	76*	-**
10 - Extremely satisfied	(10)	72	22	24	101	52	61	20	3	7	8	2	20	-	-	20	-
		21%	*18%*	*27%*	*29%ab*	*24%*	*22%*	*26%*	*18%*	*33%*	*25%*	*33%*	*38%*	-	-	*26%*	-
9 -	(9)	50	15	13	54	23	33	9	1	3	4	1	9	-	-	9	-
		15%	*12%*	*15%*	*15%*	*11%*	*12%*	*12%*	*6%*	*14%*	*13%*	*17%*	*17%*	-	-	*12%*	-
8 -	(8)	71	19	8	58	42	55	10	3	1	5	1	10	-	-	10	-
		21%f	*16%*	*9%*	*17%*	*20%f*	*20%f*	*13%*	*18%*	*5%*	*16%*	*17%*	*19%*	-	-	*13%*	-
7 -	(7)	56	23	15	43	34	52	13	4	1	7	1	13	-	-	13	-
		17%	*19%*	*17%*	*12%*	*16%*	*19%c*	*17%*	*24%*	*5%*	*22%*	*17%*	*25%*	-	-	*17%*	-
6 -	(6)	26	11	7	30	25	24	8	2	4	2	-	-	8	-	8	-
		8%	*9%*	*8%*	*9%*	*12%*	*9%*	*11%*	*12%*	*19%*	*6%*	-	-	*44%*	-	*11%*	-
5 -	(5)	25	14	7	27	16	29	7	2	2	2	1	-	7	-	7	-
		7%	*12%*	*8%*	*8%*	*7%*	*11%*	*9%*	*12%*	*10%*	*6%*	*17%*	-	*39%*	-	*9%*	-
4 -	(4)	15	7	5	17	6	8	3	2	-	1	-	-	3	-	3	-
		4%	*6%*	*6%*	*5%*	*3%*	*3%*	*4%*	*12%*	-	*3%*	-	-	*17%*	-	*4%*	-
3 -	(3)	9	5	4	15	8	5	4	-	3	1	-	-	-	4	4	-
		3%	*4%*	*5%*	*4%*	*4%*	*2%*	*5%*	-	*14%*	*3%*	-	-	-	*67%*	*5%*	-
2 -	(2)	3	3	1	2	4	2	1	-	-	1	-	-	-	1	1	-
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	-	*3%*	-	-	-	*17%*	*1%*	-
1 - Extremely dissatisfied	(1)	8	2	4	3	4	3	1	-	-	1	-	-	-	1	1	-
		2%	*2%*	*5%ce*	*1%*	*2%*	*1%*	*1%*	-	-	*3%*	-	-	-	*17%*	*1%*	-
NET: Dissatisfied	(1-3)	20	10	9	20	16	10	6	-	3	3	-	-	-	6	6	-
		6%	*8%*	*10%e*	*6%*	*7%*	*4%*	*8%*	-	*14%*	*9%*	-	-	-	*100%*	*8%*	-
NET: Neutral	(4-6)	66	32	19	74	47	61	18	6	6	5	1	-	18	-	18	-
		20%	*26%*	*22%*	*21%*	*22%*	*22%*	*24%*	*35%*	*29%*	*16%*	*17%*	-	*100%*	-	*24%*	-
NET: Satisfied	(7-10)	249	79	60	256	151	201	52	11	12	24	5	52	-	-	52	-
		74%	*65%*	*68%*	*73%*	*71%*	*74%*	*68%*	*65%*	*57%*	*75%*	*83%*	*100%*	-	-	*68%*	-
Mean score		7.50	7.07	7.28	7.70b	7.43	7.55b	7.39	7.12	7.38	7.41	8.17	8.69	5.28	2.50	7.39	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	102	38	35	133	57	111	37	22	28	48	4	92	5	5	79	23	14	14	9	1	34	3	1	31	7	6	7	19	3	26	3	6	25	10
		16%d	15%	17%d	19%d	11%	16%d	20%d	13%	17%	18%	18%	26%lm	2%	6%	24%o	8%	18%	18%	10%	7%	27%uv	3%	2%	26%x	5%	14%	12%	20%	27%	29%F	4%	15%F	28%I	9%
9 -	(9)	79	30	25	82	52	57	19	18	21	38	2	60	15	4	54	25	6	14	9	1	18	10	2	13	16	3	8	13	1	18	4	3	17	8
		12%e	12%	12%	11%e	10%	8%	10%	10%	13%	14%	9%	17%lm	7%	5%	16%o	9%	8%	18%	10%	7%	14%	11%	5%	11%	12%	7%	14%	14%	9%	20%F	5%	7%	19%I	7%
8 -	(8)	100	49	35	98	80	101	20	31	25	43	1	74	19	7	70	29	16	10	20	3	28	17	4	23	26	11	5	18	1	16	16	3	13	22
		16%	19%cz	17%	14%	16%	15%	11%	18%	15%	16%	5%	21%lm	9%	9%	21%o	10%	21%	13%	23%	21%	22%	19%	10%	19%	19%	26%B	8%	19%	9%	18%	21%	7%	15%	19%
7 -	(7)	105	40	30	109	69	100	27	32	18	50	5	58	40	7	49	56	11	11	17	1	24	13	3	19	20	3	11	15	1	15	10	5	13	17
		17%	16%	14%	15%	14%	14%	15%	18%	11%	19%h	23%	17%	19%m	9%	15%	19%	14%	14%	20%	7%	19%	14%	7%	16%	15%	7%	19%	16%	9%	17%	13%	12%	15%	15%
6 -	(6)	61	30	23	90	67	77	18	15	16	29	1	26	32	3	23	38	10	8	9	3	8	16	6	14	16	4	10	8	1	8	13	2	10	13
		10%	12%	11%	13%	13%	11%	10%	9%	10%	11%	5%	7%	16%km	4%	7%	13%n	13%	10%	10%	21%	6%	18%t	15%	12%	12%	9%	17%	8%	9%	9%	17%	5%	11%	11%
5 -	(5)	75	23	26	69	67	93	26	21	25	25	4	19	46	10	24	48	9	8	6	-	3	16	4	6	17	6	7	10	3	3	18	5	6	19
		12%	9%	13%	10%	13%c	13%c	14%	12%	15%	9%	18%	5%	22%k	13%k	7%	16%n	12%	10%	7%	-	2%	18%t	10%t	5%	13%w	14%	12%	11%	27%	3%	23%E	12%	7%	16%H
4 -	(4)	41	15	10	53	38	48	11	9	16	14	2	9	25	7	13	27	2	6	5	2	4	6	5	4	11	2	5	3	-	1	8	1	1	8
		6%	6%	5%	7%	8%	7%	6%	5%	10%	5%	9%	3%	12%k	9%k	4%	9%n	3%	8%	6%	14%	3%	7%	12%t	3%	8%	5%	8%	3%	-	1%	10%E	2%	1%	7%
3 -	(3)	21	13	8	37	24	41	10	7	6	8	-	4	10	7	9	12	5	4	4	-	4	7	2	5	8	4	1	2	1	1	3	4	1	7
		3%	5%	4%	5%	5%	6%a	5%	4%	4%	3%	-	1%	5%k	9%k	3%	4%	6%	5%	5%	-	3%	8%	5%	4%	6%	9%	2%	2%	9%	1%	4%	10%E	1%	6%
2 -	(2)	16	12	5	17	12	20	4	6	2	8	-	2	8	6	5	11	3	2	5	2	3	1	8	5	7	1	2	2	-	1	-	4	1	4
		3%	5%	2%	2%	2%	3%	2%	3%	1%	3%	-	1%	4%k	8%k	1%	4%	4%	3%	6%	14%	2%	1%	20%tu	4%	5%	2%	3%	2%	-	1%	-	10%EF	1%	3%
1 - Extremely dissatisfied	(1)	24	5	10	24	33	37	9	14	7	2	1	2	2	20	8	15	2	1	2	-	-	-	5	-	5	3	2	5	-	-	2	8	1	8
		4%	2%	5%	3%	7%abc	5%b	5%	8%i	4%i	1%	5%	1%	1%	26%kl	2%	5%	3%	1%	2%	-	-	-	12%tu	-	4%w	7%	3%	5%	-	-	3%	20%EF	1%	7%
Not applicable		10	3	1	6	7	6	5	1	3	4	2	4	4	2	1	7	-	1	1	1	1	1	1	1	2	-	1	-	-	-	1	-	-	1
		2%	1%	*	1%	1%	1%	3%ce	1%	2%	1%	9%	1%	2%	3%	*	2%n	-	1%	1%	7%	1%	1%	2%	1%	1%	-	2%	-	-	-	1%	-	-	1%
NET: Dissatisfied	(1-3)	61	30	23	78	69	98	23	27	15	18	1	8	20	33	22	38	10	7	11	2	7	8	15	10	20	8	5	9	1	2	5	16	3	19
		10%	12%	11%	11%	14%a	14%a	12%	15%i	9%	7%	5%	2%	10%k	42%kl	7%	13%n	13%	9%	13%	14%	6%	9%	37%tu	8%	15%	19%	8%	9%	9%	2%	6%	39%EF	3%	16%H
NET: Neutral	(4-6)	177	68	59	212	172	218	55	45	57	68	7	54	103	20	60	113	21	22	20	5	15	38	15	24	44	12	22	21	4	12	39	8	17	40
		28%	26%	28%	30%	34%ab	32%	30%	26%	34%i	25%	32%	15%	50%km	26%k	18%	39%n	27%	28%	23%	36%	12%	42%t	37%t	20%	33%w	28%	37%C	22%	36%	13%	50%EG	20%	19%	34%H
NET: Satisfied	(7-10)	386	157	125	422	258	369	103	103	92	179	12	284	79	23	252	133	47	49	55	6	104	43	10	86	69	23	31	65	6	75	33	17	68	57
		61%de	61%de	60%d	59%de	51%	53%	55%	59%	55%	67%h	55%	81%lm	38%	29%	75%o	46%	60%	62%	63%	43%	82%uv	48%v	24%	71%x	51%	53%	53%	68%	55%	84%FG	42%	41%	77%I	49%
Mean score		6.88de	6.84d	6.85d	6.86de	6.37	6.50	6.73	6.47	6.76	7.22gh	6.80	7.99lm	5.88m	4.47	7.59o	6.08	6.86	7.08	6.72	6.15	7.87uv	6.40v	4.60	7.49x	6.24	6.40	6.60	7.17	7.09	8.17FG	6.17	5.24	7.93I	6.11
Standard error		0.10	0.15	0.17	0.09	0.11	0.10	0.19	0.20	0.19	0.13	0.55	0.10	0.14	0.34	0.12	0.14	0.28	0.27	0.25	0.71	0.18	0.20	0.42	0.21	0.21	0.41	0.31	0.25	0.74	0.19	0.22	0.51	0.21	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	102	38	35	133	57	111	37	36	34	60	3	117	9	7	104	29	13	19	20	5	49	4	4	52	4	28	24	55	4	85	18	8	74	36
		16%d	15%	17%d	19%d	11%	16%d	20%d	18%	18%	19%	14%	30%FG	4%	7%	30%l	8%	9%	17%l	9%	21%	22%lm	2%	4%	24%o	1%	15%	15%	17%	20%	27%uv	7%	6%	27%x	9%
9 -	(9)	79	30	25	82	52	57	19	25	18	35	4	70	9	3	53	28	16	9	26	1	40	11	1	32	19	14	20	21	2	43	9	5	35	21
		12%e	12%	12%	11%e	10%	8%	10%	13%	10%	11%	19%	18%FG	4%	3%	15%l	8%	11%	8%	12%	4%	18%lm	6%m	1%	15%o	7%	8%	12%r	6%	10%	14%uv	4%	4%	13%x	5%
8 -	(8)	100	49	35	98	80	101	20	29	25	44	-	62	32	4	48	48	22	17	39	2	54	19	7	41	38	22	29	46	4	70	25	6	48	53
		16%	19%cz	17%	14%	16%	15%	11%	15%	13%	14%	-	16%G	13%G	4%	14%	13%	15%	15%	17%	8%	25%lm	10%	7%	19%	13%	12%	18%	14%	20%	23%uv	10%	4%	18%	13%
7 -	(7)	105	40	30	109	69	100	27	19	43	42	5	54	46	9	43	66	16	14	38	1	29	26	14	29	38	29	19	48	4	53	39	8	39	61
		17%	16%	14%	15%	14%	14%	15%	10%	23%AC	13%	24%	14%	19%G	10%	12%	18%H	11%	12%	17%	4%	13%	14%	13%	14%	13%	16%	12%	15%	20%	17%v	16%v	6%	14%	15%
6 -	(6)	61	30	23	90	67	77	18	26	29	32	3	37	44	9	33	56	20	20	21	6	19	39	9	22	44	21	18	36	2	21	47	9	25	51
		10%	12%	11%	13%	13%	11%	10%	13%	15%	10%	14%	10%	18%EG	10%	9%	15%H	14%	18%l	9%	25%	9%	22%km	8%	10%	15%	12%	11%	11%	10%	7%	19%tv	7%	9%	12%
5 -	(5)	75	23	26	69	67	93	26	15	18	34	2	19	39	11	19	49	25	13	24	5	13	45	9	12	54	36	20	35	2	17	57	19	30	62
		12%	9%	13%	10%	13%c	13%c	14%	8%	10%	11%	10%	5%	16%E	12%E	5%	14%H	17%	11%	11%	21%	6%	25%km	8%	6%	19%n	20%r	12%	11%	10%	5%	23%tv	14%t	11%	15%
4 -	(4)	41	15	10	53	38	48	11	15	7	28	3	8	34	11	17	36	13	7	18	-	4	22	12	10	27	10	16	21	1	13	26	9	11	37
		6%	6%	5%	7%	8%	7%	6%	8%	4%	9%B	14%	2%	14%E	12%E	5%	10%H	9%	6%	8%	-	2%	12%k	11%k	5%	10%n	5%	10%	6%	5%	4%	11%t	7%	4%	9%w
3 -	(3)	21	13	8	37	24	41	10	11	6	19	1	9	18	10	16	21	3	4	16	1	3	8	13	6	18	10	3	27	1	4	14	23	3	38
		3%	5%	4%	5%	5%	6%a	5%	6%	3%	6%	5%	2%	8%E	11%E	5%	6%	2%	4%	7%g	4%	1%	4%	12%kl	3%	6%	5%	2%	8%q	5%	1%	6%t	17%tu	1%	9%w
2 -	(2)	16	12	5	17	12	20	4	7	5	5	-	2	3	12	6	11	1	-	10	1	1	2	9	2	10	5	5	10	-	3	2	15	4	15
		3%	5%	2%	2%	2%	3%	2%	4%	3%	2%	-	1%	1%	13%EF	2%	3%	1%	-	4%gh	4%	*	1%	8%kl	1%	4%	3%	3%	3%	-	1%	1%	11%tu	1%	4%
1 - Extremely dissatisfied	(1)	24	5	10	24	33	37	9	10	2	12	-	3	4	17	7	17	11	9	12	1	2	4	27	5	28	7	7	23	-	-	5	32	-	36
		4%	2%	5%	3%	7%abc	5%b	5%	5%B	1%	4%	-	1%	2%	18%EF	2%	5%H	8%	8%	5%	4%	1%	2%	25%kl	2%	10%n	4%	4%	7%	-	-	2%t	24%tu	-	9%w
Not applicable		10	3	1	6	7	6	5	2	2	2	-	5	-	1	4	1	3	2	1	1	5	1	1	3	4	-	1	5	-	2	3	1	3	3
		2%	1%	*	1%	1%	1%	3%ce	1%	1%	1%	-	1%	-	1%	1%	*	2%	2%	*	4%	2%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	61	30	23	78	69	98	23	28	13	36	1	14	25	39	29	49	15	13	38	3	6	14	49	13	56	22	15	60	1	7	21	70	7	89
		10%	12%	11%	11%	14%a	14%a	12%	14%B	7%	12%	5%	4%	11%E	41%EF	8%	14%H	10%	11%	17%	13%	3%	8%k	46%kl	6%	20%n	12%	9%	18%q	5%	2%	9%t	52%tu	3%	22%w
NET: Neutral	(4-6)	177	68	59	212	172	218	55	56	54	94	8	64	117	31	69	141	58	40	63	11	36	106	30	44	125	67	54	92	5	51	130	37	66	150
		28%	26%	28%	30%	34%ab	32%	30%	29%	29%	30%	38%	17%	49%EG	33%E	20%	39%H	41%i	35%	28%	46%	16%	59%km	28%k	21%	44%n	37%r	33%	28%	25%	16%	53%tv	27%t	24%	36%w
NET: Satisfied	(7-10)	386	157	125	422	258	369	103	109	120	181	12	303	96	23	248	171	67	59	123	9	172	60	26	154	99	93	92	170	14	251	91	27	196	171
		61%de	61%de	60%d	59%de	51%	53%	55%	56%	63%	58%	57%	78%FG	40%G	24%	71%l	47%	47%	52%	55%	38%	79%lm	33%	25%	72%o	35%	51%	57%	52%	70%	81%uv	37%v	20%	72%x	41%
Mean score		6.88de	6.84d	6.85d	6.86de	6.37	6.50	6.73	6.73	7.09	6.80	6.86	8.02FG	5.92G	4.47	7.60l	6.14	6.29	6.60	6.29	6.48	7.91lm	5.84m	4.13	7.57o	5.45	6.47	6.73	6.34	7.35	7.93uv	6.02v	4.07	7.71x	5.72
Standard error		0.10	0.15	0.17	0.09	0.11	0.10	0.19	0.19	0.16	0.14	0.48	0.10	0.13	0.29	0.13	0.12	0.21	0.24	0.17	0.54	0.13	0.14	0.26	0.15	0.14	0.18	0.20	0.15	0.46	0.11	0.13	0.24	0.12	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	102	38	35	133	57	111	37	4	9	19	5	31	3	3	27	10
		16%d	15%	17%d	19%d	11%	16%d	20%d	8%	17%	26%g	38%	37%lm	4%	9%	36%o	10%
9 -	(9)	79	30	25	82	52	57	19	5	7	4	3	12	7	-	8	10
		12%e	12%	12%	11%e	10%	8%	10%	10%	13%	6%	23%	14%m	10%	-	11%	10%
8 -	(8)	100	49	35	98	80	101	20	5	4	11	-	13	5	2	8	12
		16%	19%cz	17%	14%	16%	15%	11%	10%	8%	15%	-	15%	7%	6%	11%	11%
7 -	(7)	105	40	30	109	69	100	27	8	7	12	-	11	16	-	12	15
		17%	16%	14%	15%	14%	14%	15%	17%	13%	17%	-	13%m	23%m	-	16%	14%
6 -	(6)	61	30	23	90	67	77	18	7	6	5	-	8	5	5	5	13
		10%	12%	11%	13%	13%	11%	10%	15%	11%	7%	-	10%	7%	15%	7%	12%
5 -	(5)	75	23	26	69	67	93	26	10	8	7	1	5	17	4	9	16
		12%	9%	13%	10%	13%c	13%c	14%	21%	15%	10%	8%	6%	25%k	12%	12%	15%
4 -	(4)	41	15	10	53	38	48	11	3	3	5	-	-	7	4	4	7
		6%	6%	5%	7%	8%	7%	6%	6%	6%	7%	-	-	10%k	12%k	5%	7%
3 -	(3)	21	13	8	37	24	41	10	2	4	4	-	-	7	3	1	9
		3%	5%	4%	5%	5%	6%a	5%	4%	8%	6%	-	-	10%k	9%k	1%	9%n
2 -	(2)	16	12	5	17	12	20	4	1	1	1	1	2	-	2	-	4
		3%	5%	2%	2%	2%	3%	2%	2%	2%	1%	8%	2%	-	6%l	-	4%
1 - Extremely dissatisfied	(1)	24	5	10	24	33	37	9	3	3	3	-	1	1	7	2	7
		4%	2%	5%	3%	7%abc	5%b	5%	6%	6%	4%	-	1%	1%	21%kl	3%	7%
Not applicable		10	3	1	6	7	6	5	-	1	1	3	1	1	3	-	2
		2%	1%	*	1%	1%	1%	3%ce	-	2%	1%	23%	1%	1%	9%k	-	2%
NET: Dissatisfied	(1-3)	61	30	23	78	69	98	23	6	8	8	1	3	8	12	3	20
		10%	12%	11%	11%	14%a	14%a	12%	13%	15%	11%	8%	4%	12%	36%kl	4%	19%n
NET: Neutral	(4-6)	177	68	59	212	172	218	55	20	17	17	1	13	29	13	18	36
		28%	26%	28%	30%	34%ab	32%	30%	42%i	32%	24%	8%	15%	42%k	39%k	24%	34%
NET: Satisfied	(7-10)	386	157	125	422	258	369	103	22	27	46	8	67	31	5	55	47
		61%de	61%de	60%d	59%de	51%	53%	55%	46%	51%	64%	62%	80%lm	45%m	15%	72%o	45%
Mean score		6.88de	6.84d	6.85d	6.86de	6.37	6.50	6.73	6.17	6.52	7.04	8.40	8.16lm	6.03m	4.40	7.71o	6.01
Standard error		0.10	0.15	0.17	0.09	0.11	0.10	0.19	0.34	0.37	0.31	0.86	0.22	0.25	0.52	0.27	0.25

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		313	94*	104	355	230	379	68*	81*	65*	157	10**	183	92*	38*	177	135	23**	22**	41*	8**	52*	29**	13**	53*	41*	16**	25**	59*	4**	58*	26**	20**	55*	48*
10 - Extremely satisfied	(10)	39	14	20	51	28	30	9	5	11	21	2	37	1	1	34	5	3	4	5	2	13	-	1	10	4	1	6	12	1	17	1	2	17	3
		12%e	15%e	19%e	14%e	12%	8%	13%	6%	17%g	13%	20%	20%lm	1%	3%	19%o	4%	13%	18%	12%	25%	25%	-	8%	19%	10%	6%	24%	20%	25%	29%	4%	10%	31%l	6%
9 -	(9)	28	7	13	28	17	28	6	5	10	13	-	26	2	-	20	8	3	1	3	-	5	2	-	6	1	2	4	7	-	11	1	1	10	3
		9%	7%	13%	8%	7%	7%	9%	6%	15%	8%	-	14%lm	2%	-	11%	6%	13%	5%	7%	-	10%	7%	-	11%	2%	13%	16%	12%	-	19%	4%	5%	18%	6%
8 -	(8)	69	24	20	48	25	52	5	22	10	33	4	55	13	1	51	18	8	5	9	2	20	3	1	17	7	3	2	14	1	13	6	1	8	12
		22%cdez	26%cdez	19%dz	14%	11%	14%	7%	27%	15%	21%	40%	30%lm	14%	3%	29%o	13%	35%	23%	22%	25%	38%	10%	8%	32%	17%	19%	8%	24%	25%	22%	23%	5%	15%	25%
7 -	(7)	50	16	18	56	27	45	9	19	7	22	2	35	13	2	30	20	3	4	8	1	8	8	-	8	8	4	3	9	2	9	6	3	9	9
		16%	17%	17%	16%	12%	12%	13%	23%h	11%	14%	20%	19%m	14%	5%	17%	15%	13%	18%	20%	13%	15%	28%	-	15%	20%	25%	12%	15%	50%	16%	23%	15%	16%	19%
6 -	(6)	31	9	12	46	25	41	10	6	11	13	1	13	16	2	15	16	2	3	3	1	4	4	1	3	6	1	3	8	-	4	7	1	4	8
		10%	10%	12%	13%	11%	11%	15%	7%	17%	8%	10%	7%	17%k	5%	8%	12%	9%	14%	7%	13%	8%	14%	8%	6%	15%	6%	12%	14%	-	7%	27%	5%	7%	17%
5 -	(5)	34	10	6	51	28	45	9	7	3	23	1	7	23	4	12	22	3	2	3	2	1	6	3	5	5	3	1	2	-	1	3	2	3	3
		11%	11%	6%	14%f	12%	12%	13%	9%	5%	15%h	10%	4%	25%k	11%	7%	16%n	13%	9%	7%	25%	2%	21%	23%	9%	12%	19%	4%	3%	-	2%	12%	10%	5%	6%
4 -	(4)	21	3	6	26	22	37	8	5	6	10	-	5	13	3	9	11	-	1	2	-	-	2	1	1	2	-	3	3	-	3	1	2	3	3
		7%	3%	6%	7%	10%	10%b	12%b	6%	9%	6%	-	3%	14%k	8%	5%	8%	-	5%	5%	-	-	7%	8%	2%	5%	-	12%	5%	-	5%	4%	10%	5%	6%
3 -	(3)	11	5	4	19	17	36	3	4	-	7	-	2	3	6	-	11	-	2	3	-	1	2	2	-	5	1	1	2	-	-	1	3	-	4
		4%	5%	4%	5%	7%a	9%ac	4%	5%	-	4%	-	1%	3%	16%kl	-	8%n	-	9%	7%	-	2%	7%	15%	-	12%w	6%	4%	3%	-	-	4%	15%	-	8%H
2 -	(2)	10	2	2	6	10	21	4	2	3	5	-	2	4	4	2	8	-	-	2	-	-	-	2	2	-	1	1	-	-	-	-	2	-	2
		3%	2%	2%	2%	4%	6%c	6%c	2%	5%	3%	-	1%	4%	11%k	1%	6%n	-	-	5%	-	-	-	15%	4%	-	6%	4%	-	-	-	-	10%	-	4%
1 - Extremely dissatisfied	(1)	18	3	3	23	28	42	5	5	4	9	-	1	3	14	4	14	1	-	2	-	-	1	2	-	3	-	1	2	-	-	-	3	1	1
		6%	3%	3%	6%	12%abcf	11%abcf	7%	6%	6%	6%	-	1%	3%	37%kl	2%	10%n	4%	-	5%	-	-	3%	15%	-	7%w	-	4%	3%	-	-	-	15%	2%	2%
Not applicable		2	1	-	1	3	2	-	1	-	1	-	-	1	1	-	2	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	*	1%	1%	-	1%	-	1%	-	-	1%	3%k	-	1%	-	-	2%	-	-	3%	-	2%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	39	10	9	48	55	99	12	11	7	21	-	5	10	24	6	33	1	2	7	-	1	3	6	2	8	2	3	4	-	-	1	8	1	7
		12%	11%	9%	14%	24%abcf	26%abcf	18%	14%	11%	13%	-	3%	11%k	63%kl	3%	24%n	4%	9%	17%	-	2%	10%	46%	4%	20%w	13%	12%	7%	-	-	4%	40%	2%	15%H
NET: Neutral	(4-6)	86	22	24	123	75	123	27	18	20	46	2	25	52	9	36	49	5	6	8	3	5	12	5	9	13	4	7	13	-	8	11	5	10	14
		27%	23%	23%	35%abf	33%	32%	40%abf	22%	31%	29%	20%	14%	57%km	24%	20%	36%n	22%	27%	20%	38%	10%	41%	38%	17%	32%	25%	28%	22%	-	14%	42%	25%	18%	29%
NET: Satisfied	(7-10)	186	61	71	183	97	155	29	51	38	89	8	153	29	4	135	51	17	14	25	5	46	13	2	41	20	10	15	42	4	50	14	7	44	27
		59%cdez	65%cdez	68%cdez	52%de	42%	41%	43%	63%	58%	57%	80%	84%lm	32%m	11%	76%o	38%	74%	64%	61%	63%	88%	45%	15%	77%x	49%	63%	60%	71%	100%	86%	54%	35%	80%l	56%
Mean score		6.61de	6.94dez	7.19acdez	6.40de	5.72	5.55	5.97	6.45	6.83	6.53	7.70	7.83lm	5.56m	3.14	7.53o	5.41	7.39	7.05	6.53	7.38	8.13	5.96	4.23	7.63x	6.05	6.63	6.96	7.39	8.00	8.22	6.65	4.90	7.98l	6.42
Standard error		0.14	0.24	0.23	0.13	0.19	0.14	0.33	0.26	0.33	0.20	0.50	0.13	0.20	0.39	0.15	0.22	0.43	0.46	0.41	0.71	0.21	0.35	0.74	0.27	0.38	0.55	0.55	0.29	0.71	0.22	0.30	0.66	0.28	0.32

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		313	94*	104	355	230	379	68*	88*	66*	192	9**	188	119	48*	169	183	67*	37*	116	10**	90*	75*	65*	89*	137	89*	63*	218	9**	164	129	86*	157	218
10 - Extremely satisfied	(10)	39	14	20	51	28	30	9	11	12	26	2	48	2	1	46	5	9	8	8	3	24	2	2	24	3	11	3	16	-	29	1	-	26	4
		12%e	15%e	19%e	14%e	12%	8%	13%	13%	18%	14%	22%	26%FG	2%	2%	27%I	3%	13%	22%l	7%	30%	27%lm	3%	3%	27%o	2%	12%	5%	7%	-	18%uv	1%	-	17%x	2%
9 -	(9)	28	7	13	28	17	28	6	6	9	12	1	26	2	-	22	6	7	1	7	2	11	4	2	7	9	7	8	12	1	26	2	-	21	6
		9%	7%	13%	8%	7%	7%	9%	7%	14%	6%	11%	14%FG	2%	-	13%I	3%	10%	3%	6%	20%	12%m	5%	3%	8%	7%	8%	13%	6%	11%	16%uv	2%	-	13%x	3%
8 -	(8)	69	24	20	48	25	52	5	11	8	28	1	34	11	3	27	21	5	3	17	-	18	5	2	14	11	10	9	31	2	40	10	2	32	19
		22%cdez	26%cdez	19%dz	14%	11%	14%	7%	13%	12%	15%	11%	18%FG	9%	6%	16%	11%	7%	8%	15%	-	20%lm	7%	3%	16%	8%	11%	14%	14%	22%	24%uv	8%	2%	20%x	9%
7 -	(7)	50	16	18	56	27	45	9	14	11	30	1	30	23	3	24	31	4	5	18	-	15	9	3	15	12	8	8	27	2	26	18	1	23	22
		16%	17%	17%	16%	12%	12%	13%	16%	17%	16%	11%	16%	19%G	6%	14%	17%	6%	14%	16%	-	17%m	12%	5%	17%	9%	9%	13%	12%	22%	16%v	14%v	1%	15%	10%
6 -	(6)	31	9	12	46	25	41	10	11	8	27	-	23	21	2	21	25	8	-	15	2	13	8	4	11	14	11	4	25	1	14	23	4	17	23
		10%	10%	12%	13%	11%	11%	15%	13%	12%	14%	-	12%	18%G	4%	12%	14%	12%h	-	13%h	20%	14%	11%	6%	12%	10%	12%	6%	11%	11%	9%	18%tv	5%	11%	11%
5 -	(5)	34	10	6	51	28	45	9	6	8	33	4	14	30	7	13	37	10	6	11	1	3	18	7	6	21	14	7	23	1	13	29	3	10	35
		11%	11%	6%	14%f	12%	12%	13%	7%	12%	17%A	44%	7%	25%E	15%	8%	20%H	15%	16%	9%	10%	3%	24%km	11%	7%	15%	16%	11%	11%	11%	8%	22%tv	3%	6%	16%w
4 -	(4)	21	3	6	26	22	37	8	9	3	14	-	6	15	5	8	17	7	3	12	-	4	14	4	3	19	3	7	26	1	6	18	13	10	27
		7%	3%	6%	7%	10%	10%b	12%b	10%	5%	7%	-	3%	13%E	10%E	5%	9%	10%	8%	10%	-	4%	19%km	6%	3%	14%n	3%	11%	12%p	11%	4%	14%t	15%t	6%	12%
3 -	(3)	11	5	4	19	17	36	3	9	2	8	-	3	10	6	2	17	6	2	9	-	-	8	9	4	13	9	6	21	-	4	16	16	7	29
		4%	5%	4%	5%	7%a	9%ac	4%	10%	3%	4%	-	2%	8%E	13%E	1%	9%H	9%	5%	8%	-	-	11%k	14%k	4%	9%	10%	10%	10%	-	2%	12%t	19%t	4%	13%w
2 -	(2)	10	2	2	6	10	21	4	1	1	4	-	-	2	4	-	6	4	2	4	-	-	3	7	-	10	3	2	15	1	3	6	12	5	16
		3%	2%	2%	2%	4%	6%c	6%c	1%	2%	2%	-	-	2%	8%EF	-	3%H	6%	5%	3%	-	-	4%	11%k	-	7%n	3%	3%	7%	11%	2%	5%	14%tu	3%	7%
1 - Extremely dissatisfied	(1)	18	3	3	23	28	42	5	10	3	10	-	3	3	17	6	17	6	7	13	2	1	3	24	5	23	11	9	22	-	3	4	35	6	35
		6%	3%	3%	6%	12%abcf	11%abcf	7%	11%	5%	5%	-	2%	3%	35%EF	4%	9%H	9%	19%	11%	20%	1%	4%	37%kl	6%	17%n	12%	14%	10%	-	2%	3%	41%tu	4%	16%w
Not applicable		2	1	-	1	3	2	-	-	1	-	-	1	-	-	-	1	1	-	2	-	1	1	1	-	2	2	-	-	-	-	2	-	-	2
		1%	1%	-	*	1%	1%	-	-	2%	-	-	1%	-	-	-	1%	1%	-	2%	-	1%	1%	2%	-	1%	2%r	-	-	-	-	2%	-	-	1%
NET: Dissatisfied	(1-3)	39	10	9	48	55	99	12	20	6	22	-	6	15	27	8	40	16	11	26	2	1	14	40	9	46	23	17	58	1	10	26	63	18	80
		12%	11%	9%	14%	24%abcf	26%abcf	18%	23%BC	9%	11%	-	3%	13%E	56%EF	5%	22%H	24%	30%	22%	20%	1%	19%k	62%kl	10%	34%n	26%	27%	27%	11%	6%	20%t	73%tu	11%	37%w
NET: Neutral	(4-6)	86	22	24	123	75	123	27	26	19	74	4	43	66	14	42	79	25	9	38	3	20	40	15	20	54	28	18	74	3	33	70	20	37	85
		27%	23%	23%	35%abf	33%	32%	40%abf	30%	29%	39%	44%	23%	55%EG	29%	25%	43%H	37%	24%	33%	30%	22%	53%km	23%	22%	39%n	31%	29%	34%	33%	20%	54%tv	23%	24%	39%w
NET: Satisfied	(7-10)	186	61	71	183	97	155	29	42	40	96	5	138	38	7	119	63	25	17	50	5	68	20	9	60	35	36	28	86	5	121	31	3	102	51
		59%cdez	65%cdez	68%cdez	52%de	42%	41%	43%	48%	61%	50%	56%	73%FG	32%G	15%	70%I	34%	37%	46%	43%	50%	76%lm	27%	14%	67%o	26%	40%	44%	39%	56%	74%uv	24%v	3%	65%x	23%
Mean score		6.61de	6.94dez	7.19acde z	6.40de	5.72	5.55	5.97	5.92	6.97A	6.39	7.11	7.70FG	5.55G	3.44	7.56I	5.34	5.74	5.59	5.67	6.70	7.84lm	5.22m	3.36	7.25o	4.67	5.76	5.52	5.45	6.22	7.44uv	5.14v	2.57	6.97x	4.51
Standard error		0.14	0.24	0.23	0.13	0.19	0.14	0.33	0.30	0.30	0.17	0.73	0.15	0.16	0.36	0.18	0.17	0.35	0.54	0.25	1.12	0.20	0.24	0.33	0.27	0.22	0.31	0.36	0.18	0.74	0.17	0.17	0.19	0.20	0.17

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		313	94*	104	355	230	379	68*	16**	15**	34*	3**	34*	19**	15**	36*	32*
10 - Extremely satisfied	(10)	39	14	20	51	28	30	9	2	1	5	1	7	1	1	6	3
		12%e	15%e	19%e	14%e	12%	8%	13%	13%	7%	15%	33%	21%	5%	7%	17%	9%
9 -	(9)	28	7	13	28	17	28	6	-	2	4	-	6	-	-	3	3
		9%	7%	13%	8%	7%	7%	9%	-	13%	12%	-	18%	-	-	8%	9%
8 -	(8)	69	24	20	48	25	52	5	2	1	2	-	4	1	-	5	-
		22%cdez	26%cdez	19%dz	14%	11%	14%	7%	13%	7%	6%	-	12%	5%	-	14%o	-
7 -	(7)	50	16	18	56	27	45	9	2	-	5	2	7	1	1	7	2
		16%	17%	17%	16%	12%	12%	13%	13%	-	15%	67%	21%	5%	7%	19%	6%
6 -	(6)	31	9	12	46	25	41	10	3	2	5	-	4	6	-	4	6
		10%	10%	12%	13%	11%	11%	15%	19%	13%	15%	-	12%	32%	-	11%	19%
5 -	(5)	34	10	6	51	28	45	9	3	3	3	-	3	4	2	5	4
		11%	11%	6%	14%f	12%	12%	13%	19%	20%	9%	-	9%	21%	13%	14%	13%
4 -	(4)	21	3	6	26	22	37	8	2	4	2	-	2	4	2	2	6
		7%	3%	6%	7%	10%	10%b	12%b	13%	27%	6%	-	6%	21%	13%	6%	19%
3 -	(3)	11	5	4	19	17	36	3	-	-	3	-	-	1	2	1	2
		4%	5%	4%	5%	7%a	9%ac	4%	-	-	9%	-	-	5%	13%	3%	6%
2 -	(2)	10	2	2	6	10	21	4	-	1	3	-	1	1	2	2	2
		3%	2%	2%	2%	4%	6%c	6%c	-	7%	9%	-	3%	5%	13%	6%	6%
1 - Extremely dissatisfied	(1)	18	3	3	23	28	42	5	2	1	2	-	-	-	5	1	4
		6%	3%	3%	6%	12%abcf	11%abcf	7%	13%	7%	6%	-	-	-	33%	3%	13%
Not applicable		2	1	-	1	3	2	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	*	1%	1%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	39	10	9	48	55	99	12	2	2	8	-	1	2	9	4	8
		12%	11%	9%	14%	24%abcf	26%abcf	18%	13%	13%	24%	-	3%	11%	60%	11%	25%
NET: Neutral	(4-6)	86	22	24	123	75	123	27	8	9	10	-	9	14	4	11	16
		27%	23%	23%	35%abf	33%	32%	40%abf	50%	60%	29%	-	26%	74%	27%	31%	50%
NET: Satisfied	(7-10)	186	61	71	183	97	155	29	6	4	16	3	24	3	2	21	8
		59%cdez	65%cdez	68%cdez	52%de	42%	41%	43%	38%	27%	47%	100%	71%	16%	13%	58%o	25%
Mean score		6.61de	6.94dez	7.19acdez	6.40de	5.72	5.55	5.97	5.81	5.47	6.09	8.00	7.47	5.37	3.33	6.69o	5.16
Standard error		0.14	0.24	0.23	0.13	0.19	0.14	0.33	0.65	0.67	0.49	1.00	0.36	0.41	0.67	0.41	0.48

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	76	34	25	99	46	62	20	22	24	29	1	66	6	4	66	10	9	11	11	3	28	3	3	28	5	5	4	14	2	22	1	2	23	2
		12%	13%	12%	14%de	9%	9%	11%	13%	14%	11%	5%	19%lm	3%	5%	20%o	3%	12%	14%	13%	21%	22%uv	3%	7%	23%x	4%	12%	7%	15%	18%	25%FG	1%	5%	26%I	2%
9 -	(9)	65	33	21	69	41	55	14	16	25	22	2	56	8	1	50	15	10	8	13	2	27	5	1	21	12	4	6	10	1	15	3	3	14	7
		10%	13%de	10%	10%	8%	8%	8%	9%	15%i	8%	9%	16%lm	4%	1%	15%o	5%	13%	10%	15%	14%	21%uv	6%	2%	17%x	9%	9%	10%	11%	9%	17%F	4%	7%	16%I	6%
8 -	(8)	100	29	27	105	67	76	20	18	23	53	6	76	21	3	62	37	13	5	8	3	19	7	3	19	10	6	10	9	2	17	10	-	14	13
		16%e	11%	13%	15%e	13%	11%	11%	10%	14%	20%g	27%	22%lm	10%	4%	19%o	13%	17%q	6%	9%	21%	15%	8%	7%	16%x	7%	14%	17%	9%	18%	19%G	13%G	-	16%	11%
7 -	(7)	77	39	30	109	57	108	28	32	23	22	-	52	23	2	47	30	11	13	15	-	19	16	4	18	21	4	5	20	1	13	10	7	13	16
		12%	15%	14%	15%d	11%	16%d	15%	18%t	14%	8%	-	15%m	11%m	3%	14%	10%	14%	16%	17%	-	15%	18%	10%	15%	16%	9%	8%	21%B	9%	15%	13%	17%	15%	14%
6 -	(6)	80	30	37	80	60	85	21	25	17	36	2	41	34	5	39	41	10	12	7	1	9	17	4	15	15	5	13	17	2	11	20	6	11	26
		13%	12%	18%cde	11%	12%	12%	11%	14%	10%	13%	9%	12%	17%m	6%	12%	14%	13%	15%	8%	7%	7%	19%t	10%	12%	11%	12%	22%	18%	18%	12%	26%E	15%	13%	22%
5 -	(5)	71	34	15	90	71	76	23	21	16	27	7	23	42	6	22	47	10	14	9	1	9	18	7	6	27	4	4	6	1	3	10	2	4	10
		11%	13%f	7%	13%f	14%f	11%	12%	12%	10%	10%	32%	7%	20%km	8%	7%	16%n	13%	18%	10%	7%	7%	20%t	17%	5%	20%w	9%	7%	6%	9%	3%	13%E	5%	5%	9%
4 -	(4)	63	23	23	55	45	65	19	15	16	31	1	16	35	12	20	42	6	8	9	-	7	12	4	7	16	3	8	10	2	4	13	6	6	17
		10%	9%	11%	8%	9%	9%	10%	9%	10%	12%	5%	5%	17%k	15%k	6%	14%n	8%	10%	10%	-	6%	13%t	10%	6%	12%	7%	14%	11%	18%	4%	17%E	15%E	7%	15%
3 -	(3)	35	15	7	41	31	47	12	6	10	18	1	6	20	9	11	23	4	5	5	1	6	4	5	3	12	4	1	2	-	-	4	3	1	6
		6%	6%	3%	6%	6%	7%	6%	3%	6%	7%	5%	2%	10%k	12%k	3%	8%n	5%	6%	6%	7%	5%	4%	12%	2%	9%w	9%	2%	2%	-	-	5%E	7%E	1%	5%
2 -	(2)	20	8	12	26	30	49	10	3	4	13	-	5	8	7	6	14	1	1	6	-	1	5	2	2	6	5	3	4	-	3	5	4	1	11
		3%	3%	6%	4%	6%a	7%abc	5%	2%	2%	5%	-	1%	4%	9%k	2%	5%n	1%	1%	7%	-	1%	6%t	5%	2%	4%	12%	5%	4%	-	3%	6%	10%	1%	9%H
1 - Extremely dissatisfied	(1)	40	10	10	42	54	68	16	17	8	15	-	5	7	28	10	29	3	2	4	1	1	2	7	1	9	2	5	3	-	1	1	8	1	8
		6%	4%	5%	6%	11%abcf	10%abcf	9%b	10%	5%	6%	-	1%	3%	36%kl	3%	10%n	4%	3%	5%	7%	1%	2%	17%tu	1%	7%w	5%	8%	3%	-	1%	1%	20%EF	1%	7%
Not applicable		7	3	1	2	4	-	3	1	1	3	2	4	2	1	2	3	1	-	-	2	1	1	1	1	2	1	-	-	-	-	1	-	-	1
		1%e	1%e	*	*	1%e	-	2%ce	1%	1%	1%	9%	1%	1%	1%	1%	1%	1%	-	-	14%	1%	1%	2%	1%	1%	2%	-	-	-	-	1%	-	-	1%
NET: Dissatisfied	(1-3)	95	33	29	109	115	164	38	26	22	46	1	16	35	44	27	66	8	8	15	2	8	11	14	6	27	11	9	9	-	4	10	15	3	25
		15%	13%	14%	15%	23%abcf	24%abcf	20%b	15%	13%	17%	5%	5%	17%k	56%kl	8%	23%n	10%	10%	17%	14%	6%	12%	34%tu	5%	20%w	26%G	15%	9%	-	4%	13%	37%EF	3%	21%H
NET: Neutral	(4-6)	214	87	75	225	176	226	63	61	49	94	10	80	111	23	81	130	26	34	25	2	25	47	15	28	58	12	25	33	5	18	43	14	21	53
		34%	34%	36%	31%	35%	33%	34%	35%	29%	35%	45%	23%	54%km	29%	24%	45%n	33%	43%	29%	14%	20%	52%t	37%t	23%	43%w	28%	42%	35%	45%	20%	55%EG	34%	24%	45%H
NET: Satisfied	(7-10)	318	135	103	382	211	301	82	88	95	126	9	250	58	10	225	92	43	37	47	8	93	31	11	86	48	19	25	53	6	67	24	12	64	38
		50%de	52%de	50%	53%dez	42%	44%	44%	50%	57%i	47%	41%	71%lm	28%m	13%	67%o	32%	55%	47%	54%	57%	73%uv	34%	27%	71%x	36%	44%	42%	56%	55%	75%FG	31%	29%	73%I	32%
Mean score		6.31dez	6.49dez	6.32de	6.40dez	5.71	5.70	5.85	6.22	6.64	6.15	6.50	7.50lm	5.38m	3.43	7.25o	5.26	6.65	6.41	6.32	7.25	7.59uv	5.70v	4.80	7.57x	5.50	5.90	5.98	6.64	7.00	7.71FG	5.61G	4.66	7.67I	5.35
Standard error		0.10	0.16	0.18	0.10	0.12	0.10	0.20	0.20	0.20	0.16	0.44	0.11	0.14	0.30	0.13	0.14	0.27	0.26	0.29	0.84	0.20	0.21	0.43	0.20	0.20	0.43	0.33	0.24	0.66	0.23	0.22	0.43	0.23	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	76	34	25	99	46	62	20	30	25	41	3	96	1	2	90	9	16	11	16	3	46	-	-	39	7	21	20	20	1	55	7	-	52	10
		12%	13%	12%	14%de	9%	9%	11%	15%	13%	13%	14%	25%FG	*	2%	26%l	2%	11%	10%	7%	13%	21%lm	-	-	18%o	2%	12%r	12%r	6%	5%	18%uv	3%v	-	19%x	2%
9 -	(9)	65	33	21	69	41	55	14	21	17	29	2	61	6	2	45	23	11	16	11	3	35	5	1	32	9	14	17	22	2	47	4	4	36	18
		10%	13%de	10%	10%	8%	8%	8%	11%	9%	9%	10%	16%FG	3%	2%	13%l	6%	8%	14%l	5%	13%	16%lm	3%	1%	15%o	3%	8%	10%	7%	10%	15%uv	2%	3%	13%x	4%
8 -	(8)	100	29	27	105	67	76	20	24	29	52	-	82	20	3	70	35	16	21	27	3	52	11	4	38	28	17	23	33	3	57	18	1	47	29
		16%e	11%	13%	15%e	13%	11%	11%	12%	15%	17%	-	21%FG	8%	3%	20%l	10%	11%	18%	12%	13%	24%lm	6%	4%	18%o	10%	9%	14%	10%	15%	18%uv	7%v	1%	17%x	7%
7 -	(7)	77	39	30	109	57	108	28	27	27	52	3	70	32	7	47	61	17	12	28	-	33	18	6	31	25	28	22	52	6	71	33	4	51	57
		12%	15%	14%	15%e	11%	16%e	15%	14%	14%	17%	14%	18%e	13%	7%	13%	17%	12%	11%	12%	-	15%m	10%	6%	14%o	9%	15%	14%	16%	30%	23%uv	13%v	3%	19%	14%
6 -	(6)	80	30	37	80	60	85	21	23	24	32	1	25	48	7	27	53	18	12	27	3	22	30	8	25	33	29	16	36	4	35	43	7	30	53
		13%	12%	18%cde	11%	12%	12%	11%	12%	13%	10%	5%	6%	20%EG	7%	8%	15%H	13%	11%	12%	13%	10%	17%m	8%	12%	12%	16%	10%	11%	20%	11%v	18%tv	5%	11%	13%
5 -	(5)	71	34	15	90	71	76	23	23	28	35	4	28	52	10	32	56	19	17	30	5	12	50	9	23	45	20	18	35	3	22	48	6	22	53
		11%	13%f	7%	13%f	14%f	11%	12%	12%	15%	11%	19%	7%	22%EG	11%	9%	15%H	13%	15%	13%	21%	5%	28%km	8%	11%	16%	11%	11%	11%	15%	7%	20%tv	4%	8%	13%
4 -	(4)	63	23	23	55	45	65	19	10	14	26	5	15	35	5	9	44	13	7	23	2	10	27	8	7	38	16	18	31	-	13	42	10	17	48
		10%	9%	11%	8%	9%	9%	10%	5%	7%	8%	24%	4%	15%EG	5%	3%	12%H	9%	6%	10%	8%	5%	15%k	8%	3%	13%n	9%	11%	9%	-	4%	17%tv	7%	6%	12%w
3 -	(3)	35	15	7	41	31	47	12	11	11	19	-	2	25	14	9	32	11	3	16	1	2	18	11	5	26	10	6	30	1	4	25	18	7	40
		6%	6%	3%	6%	6%	7%	6%	6%	6%	6%	-	1%	11%E	15%E	3%	9%H	8%	3%	7%	4%	1%	10%k	10%k	2%	9%n	5%	4%	9%q	5%	1%	10%t	13%t	3%	10%w
2 -	(2)	20	8	12	26	30	49	10	7	6	11	2	1	12	13	9	17	10	3	16	1	4	11	15	5	24	12	12	25	-	4	14	31	5	43
		3%	3%	6%	4%	6%a	7%abd	5%	4%	3%	4%	10%	*	5%E	14%EF	3%	5%	7%	3%	7%	4%	2%	6%k	14%kl	2%	8%n	7%	7%	8%	-	1%	6%t	23%tu	2%	10%w
1 - Extremely dissatisfied	(1)	40	10	10	42	54	68	16	19	7	15	1	4	7	31	10	32	11	11	29	3	2	8	44	8	46	15	10	43	-	3	11	54	5	62
		6%	4%	5%	6%	11%abcf	10%abcf	9%b	10%BC	4%	5%	5%	1%	3%	33%EF	3%	9%H	8%	10%	13%	13%	1%	4%k	42%kl	4%	16%n	8%	6%	13%q	-	1%	4%t	40%tu	2%	15%w
Not applicable		7	3	1	2	4	-	3	-	1	1	-	2	-	-	2	-	1	1	2	-	1	3	-	1	3	-	-	-	-	-	-	-	-	-
		1%e	1%e	*	*	1%e	-	2%ce	-	1%	*	-	1%	-	-	1%	-	1%	1%	1%	-	*	2%	-	*	1%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	95	33	29	109	115	164	38	37	24	45	3	7	44	58	28	81	32	17	61	5	8	37	70	18	96	37	28	98	1	11	50	103	17	145
		15%	13%	14%	15%	23%abcf	24%abcf	20%b	19%	13%	14%	14%	2%	18%E	62%EF	8%	22%H	22%	15%	27%h	21%	4%	20%k	66%kl	8%	34%n	20%	17%	30%pq	5%	4%	20%t	76%tu	6%	35%w
NET: Neutral	(4-6)	214	87	75	225	176	226	63	56	66	93	10	68	135	22	68	153	50	36	80	10	44	107	25	55	116	65	52	102	7	70	133	23	69	154
		34%	34%	36%	31%	35%	33%	34%	29%	35%	30%	48%	18%	57%EG	23%	19%	42%H	35%	32%	36%	42%	20%	59%km	24%	26%	41%n	36%	32%	31%	35%	23%	54%tv	17%	25%	37%w
NET: Satisfied	(7-10)	318	135	103	382	211	301	82	102	98	174	8	309	59	14	252	128	60	60	82	9	166	34	11	140	69	80	82	127	12	230	62	9	186	114
		50%de	52%de	50%	53%de	42%	44%	44%	52%	52%	56%	38%	80%FG	25%	15%	72%l	35%	42%	53%l	36%	38%	76%lm	19%	10%	65%o	24%	44%	51%r	39%	60%	74%uv	25%v	7%	68%x	28%
Mean score		6.31dez	6.49dez	6.32de	6.40dez	5.71	5.70	5.85	6.30	6.47	6.46	5.71	7.86FG	5.22G	3.43	7.49l	5.36	5.81	6.35l	5.31	5.83	7.66lm	4.95m	2.97	7.16o	4.62	5.91r	6.18r	5.27	6.80	7.46uv	5.15v	2.62	7.25x	4.69
Standard error		0.10	0.16	0.18	0.10	0.12	0.10	0.20	0.20	0.18	0.14	0.59	0.10	0.12	0.26	0.13	0.12	0.23	0.25	0.18	0.60	0.14	0.14	0.22	0.16	0.15	0.20	0.21	0.15	0.37	0.11	0.13	0.18	0.13	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 39

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	76	34	25	99	46	62	20	1	8	9	2	18	1	1	18	2
		12%	13%	12%	14%de	9%	9%	11%	2%	15%g	13%g	15%	21%lm	1%	3%	24%o	2%
9 -	(9)	65	33	21	69	41	55	14	-	3	9	2	10	2	2	5	9
		10%	13%de	10%	10%	8%	8%	8%	-	6%	13%g	15%	12%l	3%	6%	7%	9%
8 -	(8)	100	29	27	105	67	76	20	5	8	6	1	14	6	-	11	9
		16%e	11%	13%	15%e	13%	11%	11%	10%	15%	8%	8%	17%m	9%	-	14%	9%
7 -	(7)	77	39	30	109	57	108	28	8	9	8	3	16	10	2	15	13
		12%	15%	14%	15%d	11%	16%d	15%	17%	17%	11%	23%	19%	14%	6%	20%	12%
6 -	(6)	80	30	37	80	60	85	21	6	5	10	-	7	12	2	6	14
		13%	12%	18%cde	11%	12%	12%	11%	13%	9%	14%	-	8%	17%	6%	8%	13%
5 -	(5)	71	34	15	90	71	76	23	10	5	7	1	6	15	2	8	15
		11%	13%f	7%	13%f	14%f	11%	12%	21%	9%	10%	8%	7%	22%k	6%	11%	14%
4 -	(4)	63	23	23	55	45	65	19	6	3	9	1	6	11	2	4	14
		10%	9%	11%	8%	9%	9%	10%	13%	6%	13%	8%	7%	16%	6%	5%	13%
3 -	(3)	35	15	7	41	31	47	12	4	3	5	-	2	5	5	2	10
		6%	6%	3%	6%	6%	7%	6%	8%	6%	7%	-	2%	7%	15%k	3%	10%
2 -	(2)	20	8	12	26	30	49	10	1	3	6	-	3	3	4	4	6
		3%	3%	6%	4%	6%a	7%abc	5%	2%	6%	8%	-	4%	4%	12%	5%	6%
1 - Extremely dissatisfied	(1)	40	10	10	42	54	68	16	7	6	3	-	1	3	12	3	13
		6%	4%	5%	6%	11%abcf	10%abcf	9%b	15%i	11%	4%	-	1%	4%	36%kl	4%	12%
Not applicable		7	3	1	2	4	-	3	-	-	-	3	1	1	1	-	-
		1%e	1%e	*	*	1%e	-	2%ce	-	-	-	23%	1%	1%	3%	-	-
NET: Dissatisfied	(1-3)	95	33	29	109	115	164	38	12	12	14	-	6	11	21	9	29
		15%	13%	14%	15%	23%abcf	24%abcf	20%b	25%	23%	19%	-	7%	16%	64%kl	12%	28%n
NET: Neutral	(4-6)	214	87	75	225	176	226	63	22	13	26	2	19	38	6	18	43
		34%	34%	36%	31%	35%	33%	34%	46%h	25%	36%	15%	23%	55%km	18%	24%	41%n
NET: Satisfied	(7-10)	318	135	103	382	211	301	82	14	28	32	8	58	19	5	49	33
		50%de	52%de	50%	53%dez	42%	44%	44%	29%	53%g	44%	62%	69%lm	28%	15%	64%o	31%
Mean score		6.31dez	6.49dez	6.32de	6.40dez	5.71	5.70	5.85	4.94	6.08g	6.06g	7.60	7.27lm	5.31m	3.34	6.93o	5.09
Standard error		0.10	0.16	0.18	0.10	0.12	0.10	0.20	0.33	0.40	0.32	0.64	0.25	0.24	0.48	0.30	0.25

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 40

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	83	35	32	117	57	70	20	19	24	36	4	79	2	2	73	10	12	10	13	-	29	5	1	26	8	5	8	17	2	30	1	1	29	3
		13%	14%	15%e	16%de	11%	10%	11%	11%	14%	13%	18%	23%lm	1%	3%	22%o	3%	15%	13%	15%	-	23%uv	6%	2%	21%x	6%	12%	14%	18%	18%	34%FG	1%	2%	33%I	3%
9 -	(9)	67	17	21	68	43	46	18	22	18	27	-	61	5	1	52	15	3	8	4	2	15	2	-	16	1	4	8	9	-	15	4	2	12	8
		11%e	7%	10%	9%	8%	7%	10%	13%	11%	10%	-	17%lm	2%	1%	16%o	5%	4%	10%	5%	14%	12%uv	2%	-	13%x	1%	9%	14%	9%	-	17%F	5%	5%	14%	7%
8 -	(8)	109	41	23	110	62	89	18	31	26	47	5	84	23	2	73	35	10	15	13	3	28	11	2	22	19	5	2	15	1	16	7	-	12	11
		17%defz	16%	11%	15%z	12%	13%	10%	18%	16%	17%	23%	24%lm	11%m	3%	22%o	12%	13%	19%	15%	21%	22%v	12%	5%	18%	14%	12%	3%	16%B	9%	18%G	9%	-	14%	9%
7 -	(7)	83	33	28	111	59	88	25	24	23	34	2	54	26	3	46	37	9	11	11	2	17	12	4	16	17	6	10	12	-	11	12	5	16	12
		13%	13%	13%	15%	12%	13%	13%	14%	14%	13%	9%	15%m	13%m	4%	14%	13%	12%	14%	13%	14%	13%	13%	10%	13%	13%	14%	17%	13%	-	12%	15%	12%	18%	10%
6 -	(6)	82	41	26	85	61	84	21	19	21	37	5	37	37	8	37	45	13	14	12	2	22	14	5	16	24	2	7	14	3	6	17	3	4	22
		13%	16%	13%	12%	12%	12%	11%	11%	13%	14%	23%	11%	18%k	10%	11%	15%	17%	18%	14%	14%	17%	16%	12%	13%	18%	5%	12%	15%	27%	7%	22%EG	7%	5%	19%H
5 -	(5)	66	36	20	80	55	85	22	22	20	22	2	14	49	3	17	46	14	8	14	-	8	23	5	10	26	5	7	5	3	5	9	6	5	14
		10%	14%	10%	11%	11%	12%	12%	13%	12%	8%	9%	4%	24%km	4%	5%	16%n	18%	10%	16%	-	6%	26%t	12%	8%	19%w	12%	12%	5%	27%	6%	12%	15%	6%	12%
4 -	(4)	47	24	27	65	48	73	12	10	9	26	2	6	31	10	15	32	10	6	7	1	3	13	8	9	15	9	7	10	1	4	16	7	7	20
		7%	9%	13%az	9%	9%	11%a	6%	6%	5%	10%	9%	2%	15%k	13%k	4%	11%n	13%	8%	8%	7%	2%	14%t	20%t	7%	11%	21%	12%	11%	9%	4%	21%E	17%E	8%	17%
3 -	(3)	39	10	12	28	40	40	22	7	15	17	-	7	19	13	12	27	4	4	-	2	1	5	4	3	7	5	4	3	-	1	6	5	-	12
		6%	4%	6%	4%	8%bc	6%	12%abcef	4%	9%	6%	-	2%	9%k	17%k	4%	9%n	5%r	5%r	-	14%	1%	6%t	10%t	2%	5%	12%	7%	3%	-	1%	8%E	12%E	-	10%H
2 -	(2)	17	7	6	16	30	40	12	6	2	9	-	2	7	8	1	16	-	1	6	-	1	3	3	2	5	-	4	2	-	-	3	3	1	5
		3%	3%	3%	2%	6%ac	6%ac	6%ac	3%	1%	3%	-	1%	3%k	10%kl	*	5%n	-	1%	7%p	-	1%	3%	7%t	2%	4%	-	7%	2%	-	-	4%	7%E	1%	4%
1 - Extremely dissatisfied	(1)	33	11	12	36	49	70	12	14	7	12	-	4	4	25	7	25	2	1	7	1	1	2	8	-	11	2	2	8	-	-	3	9	1	10
		5%	4%	6%	5%	10%abc	10%abc	6%	8%	4%	4%	-	1%	2%	32%kl	2%	9%n	3%	1%	8%q	7%	1%	2%	20%tu	-	8%w	5%	3%	8%	-	-	4%	22%EF	1%	9%H
Not applicable		8	3	1	2	2	6	4	2	2	2	2	2	3	3	2	3	1	1	-	1	2	-	1	1	2	-	-	-	1	1	-	-	1	-
		1%c	1%	*	*	*	1%	2%cd	1%	1%	1%	9%	1%	1%	4%k	1%	1%	1%	1%	-	7%	2%	-	2%	1%	1%	-	-	-	9%	1%	-	-	1%	-
NET: Dissatisfied	(1-3)	89	28	30	80	119	150	46	27	24	38	-	13	30	46	20	68	6	6	13	3	3	10	15	5	23	7	10	13	-	1	12	17	2	27
		14%	11%	14%	11%	24%abcf	22%abcf	25%abcf	15%	14%	14%	-	4%	15%k	59%kl	6%	23%n	8%	8%	15%	21%	2%	11%t	37%tu	4%	17%w	16%	17%	14%	-	1%	15%E	41%EF	2%	23%H
NET: Neutral	(4-6)	195	101	73	230	164	242	55	51	50	85	9	57	117	21	69	123	37	28	33	3	33	50	18	35	65	16	21	29	7	15	42	16	16	56
		31%	39%acz	35%	32%	32%	35%	30%	29%	30%	32%	41%	16%	57%km	27%k	21%	42%n	47%	35%	38%	21%	26%	56%t	44%t	29%	48%w	37%	36%	31%	64%	17%	54%E	39%E	18%	48%H
NET: Satisfied	(7-10)	342	126	104	406	221	293	81	96	91	144	11	278	56	8	244	97	34	44	41	7	89	30	7	80	45	20	28	53	3	72	24	8	69	34
		54%dez	49%	50%	57%bdez	44%	42%	44%	55%	54%	54%	50%	79%lm	27%m	10%	73%o	33%	44%	56%	47%	50%	70%uv	33%	17%	66%x	33%	47%	47%	56%	27%	81%FG	31%	20%	78%I	29%
Mean score		6.52dez	6.43dez	6.34de	6.65dez	5.81	5.74	5.86	6.41	6.60	6.49	7.10	7.86lm	5.40m	3.32	7.56o	5.35	6.39	6.82	6.16	6.08	7.66uv	5.71v	4.18	7.39x	5.53	6.00	6.19	6.58	6.50	8.18FG	5.44G	4.12	7.89I	5.23
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.20	0.19	0.15	0.43	0.10	0.13	0.28	0.12	0.14	0.26	0.24	0.29	0.71	0.17	0.21	0.37	0.19	0.20	0.39	0.34	0.28	0.67	0.20	0.23	0.39	0.23	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 41

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	83	35	32	117	57	70	20	31	29	53	4	112	5	-	110	7	19	14	20	4	49	6	2	51	5	21	20	27	2	69	1	-	62	8
		13%	14%	15%e	16%de	11%	10%	11%	16%	15%	17%	19%	29%FG	2%	-	31%I	2%	13%	12%	9%	17%	22%lm	3%	2%	24%o	2%	12%	12%	8%	10%	22%uv	*	-	23%x	2%
9 -	(9)	67	17	21	68	43	46	18	23	15	29	1	59	9	-	51	16	9	13	19	2	37	4	2	27	16	8	11	23	4	37	7	2	31	14
		11%e	7%	10%	9%	8%	7%	10%	12%	8%	9%	5%	15%FG	4%	-	15%I	4%	6%	11%	8%	8%	17%lm	2%	2%	13%o	6%	4%	7%	7%	20%	12%uv	3%	1%	11%x	3%
8 -	(8)	109	41	23	110	62	89	18	24	32	54	-	88	18	4	65	44	16	18	26	2	49	12	1	37	24	23	24	40	2	73	13	3	61	27
		17%defz	16%	11%	15%z	12%	13%	10%	12%	17%	17%	-	23%FG	8%	4%	19%I	12%	11%	16%	12%	8%	22%lm	7%m	1%	17%o	8%	13%	15%	12%	10%	23%uv	5%	2%	22%x	7%
7 -	(7)	83	33	28	111	59	88	25	23	36	48	4	64	37	10	44	66	14	19	22	4	32	24	3	29	29	25	20	37	6	58	28	2	37	50
		13%	13%	13%	15%	12%	13%	13%	12%	19%A	15%	19%	17%	16%	11%	13%	18%H	10%	17%	10%	17%	15%m	13%m	3%	14%	10%	14%	12%	11%	30%	19%uv	11%v	1%	14%	12%
6 -	(6)	82	41	26	85	61	84	21	24	22	38	1	26	50	9	30	55	16	12	29	4	21	35	5	27	33	24	25	34	1	33	43	8	24	59
		13%	16%	13%	12%	12%	12%	11%	12%	12%	12%	5%	7%	21%EG	10%	9%	15%H	11%	11%	13%	17%	10%	19%km	5%	13%	12%	13%	15%	10%	5%	11%	18%tv	6%	9%	14%w
5 -	(5)	66	36	20	80	55	85	22	22	26	28	4	18	51	11	20	58	24	11	18	2	11	41	3	15	39	28	22	32	3	18	63	4	24	61
		10%	14%	10%	11%	11%	12%	12%	11%	14%	9%	19%	5%	21%EG	12%E	6%	16%H	17%I	10%	8%	8%	5%	23%km	3%	7%	14%n	15%	14%	10%	15%	6%	26%tv	3%	9%	15%w
4 -	(4)	47	24	27	65	48	73	12	20	15	26	4	10	40	15	14	50	10	8	28	2	5	26	17	8	40	17	15	40	1	16	45	12	18	54
		7%	9%	13%az	9%	9%	11%a	6%	10%	8%	8%	19%	3%	17%E	16%E	4%	14%H	7%	7%	12%	8%	2%	14%k	16%k	4%	14%n	9%	9%	12%	5%	5%	18%tv	9%	7%	13%w
3 -	(3)	39	10	12	28	40	40	22	10	8	9	1	3	14	11	7	21	14	5	20	1	7	20	13	10	30	12	5	23	-	-	21	19	2	38
		6%	4%	6%	4%	8%bc	6%	12%abcef	5%	4%	3%	5%	1%	6%E	12%E	2%	6%H	10%	4%	9%	4%	3%	11%k	12%k	5%	11%n	7%	3%	7%	-	-	9%t	14%t	1%	9%w
2 -	(2)	17	7	6	16	30	40	12	4	1	11	-	2	7	7	3	13	11	4	15	-	5	8	17	6	22	8	8	24	-	3	10	27	7	32
		3%	3%	3%	2%	6%ac	6%ac	6%ac	2%	1%	4%B	-	1%	3%E	7%E	1%	4%H	8%	4%	7%	-	2%	4%	16%kl	3%	8%n	4%	5%	7%	-	1%	4%t	20%tu	3%	8%w
1 - Extremely dissatisfied	(1)	33	11	12	36	49	70	12	14	4	16	2	2	7	27	4	32	9	9	28	3	1	5	43	3	46	14	11	44	1	2	11	57	3	67
		5%	4%	6%	5%	10%abc	10%abc	6%	7%B	2%	5%	10%	1%	3%E	29%EF	1%	9%H	6%	8%	12%	13%	*	3%	41%kl	1%	16%n	8%	7%	13%q	5%	1%	4%t	42%tu	1%	16%w
Not applicable		8	3	1	2	2	6	4	-	1	1	-	2	-	-	2	-	1	1	-	-	2	-	-	1	-	2	1	3	-	2	3	1	3	3
		1%c	1%	*	*	*	1%	2%cd	-	1%	*	-	1%	-	-	1%	-	1%	1%	-	-	1%	-	-	*	-	1%	1%	1%	-	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	89	28	30	80	119	150	46	28	13	36	3	7	28	45	14	66	34	18	63	4	13	33	73	19	98	34	24	91	1	5	42	103	12	137
		14%	11%	14%	11%	24%abcf	22%abcf	25%abcf	14%B	7%	12%	14%	2%	12%E	48%EF	4%	18%H	24%	16%	28%h	17%	6%	18%k	69%kl	9%	35%n	19%	15%	28%pq	5%	2%	17%t	76%tu	4%	33%w
NET: Neutral	(4-6)	195	101	73	230	164	242	55	66	63	92	9	54	141	35	64	163	50	31	75	8	37	102	25	50	112	69	62	106	5	67	151	24	66	174
		31%	39%acz	35%	32%	32%	35%	30%	34%	33%	29%	43%	14%	59%EG	37%E	18%	45%H	35%	27%	33%	33%	17%	56%km	24%	23%	39%n	38%	38%	32%	25%	22%	62%tv	18%	24%	42%w
NET: Satisfied	(7-10)	342	126	104	406	221	293	81	101	112	184	9	323	69	14	270	133	58	64	87	12	167	46	8	144	74	77	75	127	14	237	49	7	191	99
		54%dez	49%	50%	57%bdez	44%	42%	44%	52%	59%	59%	43%	84%FG	29%G	15%	77%I	37%	41%	56%gl	39%	50%	76%lm	25%m	8%	67%o	26%	42%	46%	39%	70%	76%uv	20%v	5%	70%x	24%
Mean score		6.52dez	6.43dez	6.34de	6.65dez	5.81	5.74	5.86	6.44	6.84	6.72	5.90	8.08FG	5.51G	3.67	7.91I	5.44	5.82	6.42l	5.45	6.25	7.71lm	5.30m	2.79	7.35o	4.65	5.88r	6.17r	5.37	7.00	7.68uv	5.04v	2.54	7.45x	4.61
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.19	0.16	0.14	0.61	0.09	0.12	0.23	0.11	0.12	0.23	0.25	0.19	0.58	0.14	0.15	0.21	0.16	0.15	0.19	0.20	0.16	0.50	0.11	0.12	0.17	0.13	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 42

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	83	35	32	117	57	70	20	2	6	11	1	19	1	-	18	2
		13%	14%	15%e	16%de	11%	10%	11%	4%	11%	15%	8%	23%lm	1%	-	24%o	2%
9 -	(9)	67	17	21	68	43	46	18	1	6	7	4	18	-	-	12	5
		11%e	7%	10%	9%	8%	7%	10%	2%	11%	10%	31%	21%lm	-	-	16%o	5%
8 -	(8)	109	41	23	110	62	89	18	5	6	6	1	12	4	2	8	10
		17%defz	16%	11%	15%z	12%	13%	10%	10%	11%	8%	8%	14%	6%	6%	11%	10%
7 -	(7)	83	33	28	111	59	88	25	6	7	11	1	15	8	2	13	12
		13%	13%	13%	15%	12%	13%	13%	13%	13%	15%	8%	18%	12%	6%	17%	11%
6 -	(6)	82	41	26	85	61	84	21	7	7	7	-	5	14	2	4	17
		13%	16%	13%	12%	12%	12%	11%	15%	13%	10%	-	6%	20%k	6%	5%	16%n
5 -	(5)	66	36	20	80	55	85	22	9	6	7	-	6	14	2	7	15
		10%	14%	10%	11%	11%	12%	12%	19%	11%	10%	-	7%	20%k	6%	9%	14%
4 -	(4)	47	24	27	65	48	73	12	3	3	5	1	2	9	1	4	8
		7%	9%	13%az	9%	9%	11%a	6%	6%	6%	7%	8%	2%	13%k	3%	5%	8%
3 -	(3)	39	10	12	28	40	40	22	6	7	8	1	3	14	5	7	14
		6%	4%	6%	4%	8%bc	6%	12%abcef	13%	13%	11%	8%	4%	20%k	15%k	9%	13%
2 -	(2)	17	7	6	16	30	40	12	4	2	6	-	1	3	8	2	10
		3%	3%	3%	2%	6%ac	6%ac	6%ac	8%	4%	8%	-	1%	4%	24%kl	3%	10%
1 - Extremely dissatisfied	(1)	33	11	12	36	49	70	12	5	3	4	-	1	1	10	-	12
		5%	4%	6%	5%	10%abc	10%abc	6%	10%	6%	6%	-	1%	1%	30%kl	-	11%n
Not applicable		8	3	1	2	2	6	4	-	-	-	4	2	1	1	1	-
		1%c	1%	*	*	*	1%	2%cd	-	-	-	31%	2%	1%	3%	1%	-
NET: Dissatisfied	(1-3)	89	28	30	80	119	150	46	15	12	18	1	5	18	23	9	36
		14%	11%	14%	11%	24%abcf	22%abcf	25%abcf	31%	23%	25%	8%	6%	26%k	70%kl	12%	34%n
NET: Neutral	(4-6)	195	101	73	230	164	242	55	19	16	19	1	13	37	5	15	40
		31%	39%acz	35%	32%	32%	35%	30%	40%	30%	26%	8%	15%	54%km	15%	20%	38%n
NET: Satisfied	(7-10)	342	126	104	406	221	293	81	14	25	35	7	64	13	4	51	29
		54%dez	49%	50%	57%bdez	44%	42%	44%	29%	47%	49%g	54%	76%lm	19%	12%	67%o	28%
Mean score		6.52dez	6.43dez	6.34de	6.65dez	5.81	5.74	5.86	5.02	6.09g	6.04g	7.56	7.72lm	4.96m	3.03	7.24o	4.88
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.36	0.37	0.33	0.82	0.24	0.22	0.40	0.28	0.24

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 43

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

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	143	46	47	155	84	109	35	30	33	73	7	118	17	8	106	37	17	9	19	1	37	6	3	30	15	8	11	26	2	36	6	5	35	12
		23%de	18%	23%e	22%de	17%	16%	19%	17%	20%	27%g	32%	34%lm	8%	10%	32%o	13%	22%	11%	22%	7%	29%uv	7%	7%	25%x	11%	19%	19%	27%	18%	40%FG	8%	12%	40%I	10%
9 -	(9)	81	33	26	90	62	84	17	28	16	34	3	61	16	4	54	27	5	9	18	1	24	7	2	16	17	6	3	14	3	17	7	2	15	11
		13%	13%	13%	13%	12%	12%	9%	16%	10%	13%	14%	17%lm	8%	5%	16%o	9%	6%	11%	21%p	7%	19%uv	8%	5%	13%	13%	14%	5%	15%	27%	19%G	9%	5%	17%	9%
8 -	(8)	118	37	31	135	83	112	31	27	35	52	4	78	33	7	71	47	9	12	13	3	25	12	-	23	13	4	8	18	1	16	10	5	13	17
		19%	14%	15%	19%	16%	16%	17%	15%	21%	19%	18%	22%m	16%	9%	21%	16%	12%	15%	15%	21%	20%v	13%v	-	19%x	10%	9%	14%	19%	9%	18%	13%	12%	15%	15%
7 -	(7)	82	40	23	91	56	84	20	24	18	38	2	38	34	10	38	41	10	18	12	-	21	15	4	18	22	6	11	5	1	9	12	2	7	16
		13%	16%	11%	13%	11%	12%	11%	14%	11%	14%	9%	11%	17%	13%	11%	14%	13%	23%	14%	-	17%	17%	10%	15%	16%	14%	19%C	5%	9%	10%	15%	5%	8%	14%
6 -	(6)	64	30	27	77	48	88	22	17	22	22	3	24	31	9	31	33	12	13	3	2	7	16	7	9	21	2	13	12	-	5	15	7	9	18
		10%	12%	13%	11%	9%	13%	12%	10%	13%	8%	14%	7%	15%k	12%	9%	11%	15%r	16%r	3%	14%	6%	18%t	17%t	7%	16%w	5%	22%A	13%	-	6%	19%E	17%E	10%	15%
5 -	(5)	63	18	17	75	65	79	17	21	20	22	-	17	37	9	17	44	7	5	4	2	2	8	8	9	9	6	4	5	2	1	11	5	2	13
		10%	7%	8%	10%	13%b	11%b	9%	12%	12%	8%	-	5%	18%k	12%k	5%	15%n	9%	6%	5%	14%	2%	9%t	20%t	7%	7%	14%	7%	5%	18%	1%	14%E	12%E	2%	11%H
4 -	(4)	22	20	12	36	29	37	16	7	6	9	-	4	14	4	4	18	8	5	5	2	2	11	7	5	15	2	3	5	2	1	9	2	3	9
		3%	8%a	6%	5%	6%	5%	9%a	4%	4%	3%	-	1%	7%k	5%k	1%	6%n	10%	6%	6%	14%	2%	12%t	17%t	4%	11%w	5%	5%	5%	18%	1%	12%E	5%	3%	8%
3 -	(3)	21	14	7	29	26	33	13	10	5	6	-	1	13	7	6	15	3	5	5	1	3	8	3	5	9	3	1	3	-	3	1	3	2	5
		3%	5%	3%	4%	5%	5%	7%a	6%	3%	2%	-	*	6%k	9%k	2%	5%n	4%	6%	6%	7%	2%	9%t	7%	4%	7%	7%	2%	3%	-	3%	1%	7%	2%	4%
2 -	(2)	11	8	11	13	16	25	2	1	5	4	1	1	6	4	-	11	4	-	4	-	1	5	2	4	4	4	4	3	-	-	6	5	1	10
		2%	3%	5%acz	2%	3%	4%ac	1%	1%	3%	1%	5%	*	3%k	5%k	-	4%n	5%q	-	5%	-	1%	6%t	5%	3%	3%	9%	7%	3%	-	-	8%E	12%E	1%	9%H
1 - Extremely dissatisfied	(1)	19	7	4	14	30	30	8	9	5	5	-	3	2	14	6	13	3	2	2	-	2	1	4	-	7	1	-	3	-	-	-	4	-	4
		3%	3%	2%	2%	6%acf	4%c	4%	5%	3%	2%	-	1%	1%	18%kl	2%	4%	4%	3%	2%	-	2%	1%	10%tu	-	5%w	2%	-	3%	-	-	-	10%EF	-	3%
Not applicable		10	5	3	3	7	10	5	2	2	4	2	5	3	2	2	5	-	1	2	2	3	1	1	2	3	1	1	1	-	1	1	1	1	2
		2%c	2%c	1%	*	1%	1%c	3%c	1%	1%	1%	9%	1%	1%	3%	1%	2%	-	1%	2%	14%	2%	1%	2%	2%	2%	2%	2%	1%	-	1%	1%	2%	1%	2%
NET: Dissatisfied	(1-3)	51	29	22	56	72	88	23	20	15	15	1	5	21	25	12	39	10	7	11	1	6	14	9	9	20	8	5	9	-	3	7	12	3	19
		8%	11%	11%	8%	14%ac	13%ac	12%c	11%l	9%	6%	5%	1%	10%k	32%kl	4%	13%n	13%	9%	13%	7%	5%	16%t	22%t	7%	15%	19%	8%	9%	-	3%	9%	29%EF	3%	16%H
NET: Neutral	(4-6)	149	68	56	188	142	204	55	45	48	53	3	45	82	22	52	95	27	23	12	6	11	35	22	23	45	10	20	22	4	7	35	14	14	40
		24%	26%	27%	26%	28%	30%a	30%	26%	29%l	20%	14%	13%	40%k	28%k	16%	33%n	35%r	29%r	14%	43%	9%	39%t	54%t	19%	33%w	23%	34%	23%	36%	8%	45%E	34%E	16%	34%H
NET: Satisfied	(7-10)	424	156	127	471	285	389	103	109	102	197	16	295	100	29	269	152	41	48	62	5	107	40	9	87	67	24	33	63	7	78	35	14	70	56
		67%dez	60%	61%	66%dez	56%	56%	55%	62%	61%	73%gh	73%	84%lm	49%	37%	80%o	52%	53%	61%	71%p	36%	84%uv	44%v	22%	72%x	50%	56%	56%	66%	64%	88%FG	45%	34%	80%I	48%
Mean score		7.32bdez	6.91	7.10d	7.25bdez	6.66	6.73	6.76	6.97	7.07	7.65gh	8.15	8.32lm	6.38m	5.26	8.08o	6.45	6.62	6.83	7.33	6.33	8.11uv	6.06v	5.07	7.53x	6.32	6.57	6.88	7.45	7.27	8.55FG	6.27	5.50	8.30I	6.22
Standard error		0.09	0.16	0.18	0.09	0.12	0.10	0.19	0.19	0.19	0.14	0.46	0.09	0.15	0.34	0.11	0.15	0.30	0.24	0.28	0.64	0.18	0.24	0.38	0.21	0.22	0.43	0.30	0.26	0.71	0.19	0.25	0.46	0.21	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 44

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

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	143	46	47	155	84	109	35	37	31	83	4	134	15	6	121	34	23	24	31	6	70	11	3	66	17	28	28	48	5	93	13	3	84	25
		23%de	18%	23%e	22%de	17%	16%	19%	19%	16%	27%B	19%	35%FG	6%	6%	35%I	9%	16%	21%	14%	25%	32%lm	6%	3%	31%o	6%	15%	17%	15%	25%	30%uv	5%	2%	31%x	6%
9 -	(9)	81	33	26	90	62	84	17	28	21	38	3	65	20	5	50	38	13	11	35	3	41	13	8	37	24	24	20	38	2	56	21	7	43	39
		13%	13%	13%	13%	12%	12%	9%	14%	11%	12%	14%	17%FG	8%	5%	14%	10%	9%	10%	16%	13%	19%lm	7%	8%	17%o	8%	13%	12%	12%	10%	18%uv	9%	5%	16%x	9%
8 -	(8)	118	37	31	135	83	112	31	35	34	64	2	85	40	10	68	65	20	19	42	2	50	21	12	42	40	33	25	50	4	70	37	5	54	58
		19%	14%	15%	19%	16%	16%	17%	18%	18%	20%	10%	22%G	17%	11%	19%	18%	14%	17%	19%	8%	23%lm	12%	11%	20%	14%	18%	15%	15%	20%	23%uv	15%v	4%	20%x	14%
7 -	(7)	82	40	23	91	56	84	20	20	30	36	5	47	34	10	38	53	18	9	24	5	23	26	7	20	34	22	17	42	3	33	38	13	26	58
		13%	16%	11%	13%	11%	12%	11%	10%	16%	12%	24%	12%	14%	11%	11%	15%	13%	8%	11%	21%	11%	14%m	7%	9%	12%	12%	10%	13%	15%	11%	16%	10%	10%	14%
6 -	(6)	64	30	27	77	48	88	22	24	21	29	3	24	49	4	34	43	18	7	22	1	13	26	9	13	35	22	28	37	1	29	49	10	29	58
		10%	12%	13%	11%	9%	13%	12%	12%	11%	9%	14%	6%	21%EG	4%	10%	12%	13%	6%	10%	4%	6%	14%k	8%	6%	12%n	12%	17%	11%	5%	9%	20%tv	7%	11%	14%
5 -	(5)	63	18	17	75	65	79	17	16	27	30	2	18	45	12	19	55	22	14	27	2	6	43	16	13	50	22	20	34	3	14	48	17	16	63
		10%	7%	8%	10%	13%b	11%b	9%	8%	14%	10%	10%	5%	19%E	13%E	5%	15%H	15%	12%	12%	8%	3%	24%k	15%k	6%	18%n	12%	12%	10%	15%	5%	20%t	13%t	6%	15%w
4 -	(4)	22	20	12	36	29	37	16	15	9	10	2	7	18	11	6	29	7	8	13	1	4	19	6	7	21	11	9	17	-	7	16	14	8	29
		3%	8%a	6%	5%	6%	5%	9%a	8%C	5%	3%	10%	2%	8%E	12%E	2%	8%H	5%	7%	6%	4%	2%	10%k	6%	3%	7%n	6%	6%	5%	-	2%	7%t	10%t	3%	7%w
3 -	(3)	21	14	7	29	26	33	13	10	6	13	-	2	14	13	7	22	7	7	11	1	3	14	9	6	20	7	4	21	1	3	11	19	5	27
		3%	5%	3%	4%	5%	5%	7%a	5%	3%	4%	-	1%	6%E	14%EF	2%	6%H	5%	6%	5%	4%	1%	8%k	8%k	3%	7%n	4%	2%	6%	5%	1%	4%t	14%tu	2%	7%w
2 -	(2)	11	8	11	13	16	25	2	3	6	4	-	3	2	8	4	9	5	7	4	-	3	6	7	1	15	4	5	16	-	3	5	17	3	21
		2%	3%	5%acz	2%	3%	4%ac	1%	2%	3%	1%	-	1%	1%	9%EF	1%	2%	3%	6%i	2%	-	1%	3%	7%k	*	5%n	2%	3%	5%	-	1%	2%	13%tu	1%	5%w
1 - Extremely dissatisfied	(1)	19	7	4	14	30	30	8	7	2	5	-	-	-	14	1	13	9	8	12	1	3	1	26	7	23	9	5	16	-	2	5	23	2	27
		3%	3%	2%	2%	6%acf	4%c	4%	4%	1%	2%	-	-	-	15%EF	*	4%H	6%	7%	5%	4%	1%	1%	25%kl	3%	8%n	5%	3%	5%	-	1%	2%	17%tu	1%	7%w
Not applicable		10	5	3	3	7	10	5	-	2	1	-	1	1	1	2	1	1	-	4	2	3	1	3	2	5	-	1	8	1	1	2	7	2	8
		2%c	2%c	1%	*	1%	1%c	3%c	-	1%	*	-	*	*	1%	1%	*	1%	-	2%	8%	1%	1%	3%	1%	2%	-	1%	2%p	5%	*	1%	5%tu	1%	2%
NET: Dissatisfied	(1-3)	51	29	22	56	72	88	23	20	14	22	-	5	16	35	12	44	21	22	27	2	9	21	42	14	58	20	14	53	1	8	21	59	10	75
		8%	11%	11%	8%	14%ac	13%ac	12%c	10%	7%	7%	-	1%	7%E	37%EF	3%	12%H	15%	19%	12%	8%	4%	12%k	40%kl	7%	20%n	11%	9%	16%q	5%	3%	9%t	44%tu	4%	18%w
NET: Neutral	(4-6)	149	68	56	188	142	204	55	55	57	69	7	49	112	27	59	127	47	29	62	4	23	88	31	33	106	55	57	88	4	50	113	41	53	150
		24%	26%	27%	26%	28%	30%a	30%	28%	30%C	22%	33%	13%	47%EG	29%E	17%	35%H	33%	25%	28%	17%	11%	49%km	29%k	15%	37%n	30%	35%	27%	20%	16%	46%tv	30%t	19%	36%w
NET: Satisfied	(7-10)	424	156	127	471	285	389	103	120	116	221	14	331	109	31	277	190	74	63	132	16	184	71	30	165	115	107	90	178	14	252	109	28	207	180
		67%dez	60%	61%	66%dez	56%	56%	55%	62%	61%	71%AB	67%	86%FG	46%G	33%	79%I	52%	52%	55%	59%	67%	84%lm	39%	28%	77%o	40%	59%	56%	54%	70%	81%uv	44%v	21%	76%x	44%
Mean score		7.32bdez	6.91	7.10d	7.25bdez	6.66	6.73	6.76	7.02	7.01	7.54AB	7.33	8.33FG	6.43G	4.86	8.11I	6.42	6.47	6.50	6.79	7.36	8.20lm	5.99m	4.58	7.88o	5.74	6.80	6.89	6.54	7.63	8.11uv	6.28v	4.21	7.96x	5.93
Standard error		0.09	0.16	0.18	0.09	0.12	0.10	0.19	0.18	0.16	0.13	0.43	0.09	0.12	0.29	0.11	0.12	0.22	0.27	0.17	0.54	0.13	0.15	0.28	0.16	0.15	0.18	0.19	0.15	0.48	0.11	0.13	0.23	0.12	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 45

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	143	46	47	155	84	109	35	3	9	20	3	32	3	-	28	7
		23%de	18%	23%e	22%de	17%	16%	19%	6%	17%	28%g	23%	38%lm	4%	-	37%o	7%
9 -	(9)	81	33	26	90	62	84	17	2	5	8	2	11	5	1	13	4
		13%	13%	13%	13%	12%	12%	9%	4%	9%	11%	15%	13%	7%	3%	17%o	4%
8 -	(8)	118	37	31	135	83	112	31	8	10	13	-	17	10	4	11	20
		19%	14%	15%	19%	16%	16%	17%	17%	19%	18%	-	20%	14%	12%	14%	19%
7 -	(7)	82	40	23	91	56	84	20	6	8	6	-	11	8	1	7	13
		13%	16%	11%	13%	11%	12%	11%	13%	15%	8%	-	13%	12%	3%	9%	12%
6 -	(6)	64	30	27	77	48	88	22	8	4	9	1	3	14	5	6	16
		10%	12%	13%	11%	9%	13%	12%	17%	8%	13%	8%	4%	20%k	15%k	8%	15%
5 -	(5)	63	18	17	75	65	79	17	7	5	3	2	-	13	4	5	11
		10%	7%	8%	10%	13%b	11%b	9%	15%i	9%	4%	15%	-	19%k	12%k	7%	10%
4 -	(4)	22	20	12	36	29	37	16	4	6	5	1	4	8	4	3	13
		3%	8%a	6%	5%	6%	5%	9%a	8%	11%	7%	8%	5%	12%	12%	4%	12%
3 -	(3)	21	14	7	29	26	33	13	6	3	4	-	1	5	7	1	12
		3%	5%	3%	4%	5%	5%	7%a	13%	6%	6%	-	1%	7%	21%kl	1%	11%n
2 -	(2)	11	8	11	13	16	25	2	1	-	1	-	1	1	-	-	2
		2%	3%	5%acz	2%	3%	4%ac	1%	2%	-	1%	-	1%	1%	-	-	2%
1 - Extremely dissatisfied	(1)	19	7	4	14	30	30	8	2	3	3	-	2	-	6	1	6
		3%	3%	2%	2%	6%acf	4%c	4%	4%	6%	4%	-	2%	-	18%kl	1%	6%
Not applicable		10	5	3	3	7	10	5	1	-	-	4	2	2	1	1	1
		2%c	2%c	1%	*	1%	1%c	3%c	2%	-	-	31%	2%	3%	3%	1%	1%
NET: Dissatisfied	(1-3)	51	29	22	56	72	88	23	9	6	8	-	4	6	13	2	20
		8%	11%	11%	8%	14%ac	13%ac	12%c	19%	11%	11%	-	5%	9%	39%kl	3%	19%n
NET: Neutral	(4-6)	149	68	56	188	142	204	55	19	15	17	4	7	35	13	14	40
		24%	26%	27%	26%	28%	30%a	30%	40%	28%	24%	31%	8%	51%k	39%k	18%	38%n
NET: Satisfied	(7-10)	424	156	127	471	285	389	103	19	32	47	5	71	26	6	59	44
		67%dez	60%	61%	66%dez	56%	56%	55%	40%	60%g	65%g	38%	85%lm	38%	18%	78%o	42%
Mean score		7.32bdez	6.91	7.10d	7.25bdez	6.66	6.73	6.76	5.85	6.72	7.28g	7.56	8.21lm	6.10m	4.41	8.15o	5.83
Standard error		0.09	0.16	0.18	0.09	0.12	0.10	0.19	0.34	0.35	0.31	0.84	0.24	0.24	0.42	0.24	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 46

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	107	40	35	135	79	80	31	25	22	52	8	95	4	8	90	17	14	10	14	2	32	7	1	27	12	7	7	20	1	29	4	2	30	5
		17%e	16%	17%e	19%e	16%e	12%	17%	14%	13%	19%	36%	27%lm	2%	10%	27%o	6%	18%	13%	16%	14%	25%uv	8%	2%	22%x	9%	16%	12%	21%	9%	33%FG	5%	5%	34%I	4%
9 -	(9)	78	35	24	95	50	68	22	24	20	33	1	68	9	1	59	19	11	12	10	2	28	6	1	22	13	4	7	11	2	20	4	-	16	8
		12%	14%	12%	13%e	10%	10%	12%	14%	12%	12%	5%	19%lm	4%	1%	18%o	7%	14%	15%	11%	14%	22%uv	7%	2%	18%x	10%	9%	12%	12%	18%	22%FG	5%	-	18%I	7%
8 -	(8)	106	34	28	110	62	99	24	28	31	45	2	81	21	4	68	37	7	10	15	2	22	9	3	17	17	6	5	16	1	14	10	4	12	16
		17%d	13%	13%	15%	12%	14%	13%	16%	19%	17%	9%	23%lm	10%	5%	20%o	13%	9%	13%	17%	14%	17%	10%	7%	14%	13%	14%	8%	17%	9%	16%	13%	10%	14%	14%
7 -	(7)	88	31	30	102	79	107	25	26	18	44	-	50	34	4	38	50	7	7	14	3	17	12	2	17	14	8	8	12	2	10	18	2	10	19
		14%	12%	14%	14%	16%	15%	13%	15%	11%	16%	-	14%m	17%m	5%	11%	17%n	9%	9%	16%	21%	13%	13%	5%	14%	10%	19%	14%	13%	18%	11%	23%EG	5%	11%	16%
6 -	(6)	65	37	23	98	48	81	19	12	29	20	4	27	34	4	28	35	9	16	11	1	12	15	10	13	24	5	6	10	2	5	13	5	6	17
		10%	14%d	11%	14%d	9%	12%	10%	7%	17%gi	7%	18%	8%	17%km	5%	8%	12%	12%	20%	13%	7%	9%	17%	24%t	11%	18%	12%	10%	11%	18%	6%	17%E	12%	7%	15%
5 -	(5)	74	27	24	66	62	81	19	27	22	23	2	15	49	10	24	49	10	9	6	2	4	14	9	12	15	2	10	11	1	5	14	5	7	16
		12%	10%	12%	9%	12%	12%	10%	15%i	13%	9%	9%	4%	24%km	13%k	7%	17%n	13%	11%	7%	14%	3%	16%t	22%t	10%	11%	5%	17%	12%	9%	6%	18%E	12%	8%	14%
4 -	(4)	42	18	15	41	35	46	10	12	6	22	2	5	25	12	12	30	8	5	5	-	5	8	5	6	12	4	9	1	1	3	7	5	2	13
		7%	7%	7%	6%	7%	7%	5%	7%	4%	8%	9%	1%	12%k	15%k	4%	10%n	10%	6%	6%	-	4%	9%	12%	5%	9%	9%C	15%C	1%	9%	3%	9%	12%	2%	11%H
3 -	(3)	25	17	9	28	28	34	8	5	9	10	1	1	18	6	6	19	7	6	3	1	2	12	3	5	12	2	2	5	-	2	4	3	3	6
		4%	7%	4%	4%	6%	5%	4%	3%	5%	4%	5%	*	9%k	8%k	2%	7%n	9%	8%	3%	7%	2%	13%t	7%	4%	9%	5%	3%	5%	-	2%	5%	7%	3%	5%
2 -	(2)	14	2	10	13	16	28	6	3	3	8	-	2	5	7	4	10	1	-	1	-	-	2	-	-	2	3	3	4	-	-	3	7	-	9
		2%	1%	5%bc	2%	3%b	4%bc	3%	2%	2%	3%	-	1%	2%	9%kl	1%	3%	1%	-	1%	-	-	2%	-	-	1%	7%	5%	4%	-	-	4%	17%EF	-	8%H
1 - Extremely dissatisfied	(1)	25	9	7	23	37	54	17	11	6	8	-	3	2	20	5	19	2	2	5	-	2	1	6	-	9	1	2	4	-	-	-	7	1	6
		4%	3%	3%	3%	7%abcf	8%abcf	9%abcf	6%	4%	3%	-	1%	1%	26%kl	1%	7%n	3%	3%	6%	-	2%	1%	15%tu	-	7%w	2%	3%	4%	-	-	-	17%EF	1%	5%
Not applicable		10	8	3	7	10	13	5	3	1	4	2	3	5	2	1	6	2	2	3	1	3	4	1	2	5	1	-	1	1	1	1	1	1	2
		2%	3%c	1%	1%	2%	2%	3%	2%	1%	1%	9%	1%	2%	3%	*	2%n	3%	3%	3%	7%	2%	4%	2%	2%	4%	2%	-	1%	9%	1%	1%	2%	1%	2%
NET: Dissatisfied	(1-3)	64	28	26	64	81	116	31	19	18	26	1	6	25	33	15	48	10	8	9	1	4	15	9	5	23	6	7	13	-	2	7	17	4	21
		10%	11%	13%	9%	16%ac	17%abc	17%ac	11%	11%	10%	5%	2%	12%k	42%kl	4%	16%n	13%	10%	10%	7%	3%	17%t	22%t	4%	17%w	14%	12%	14%	-	2%	9%	41%EF	5%	18%H
NET: Neutral	(4-6)	181	82	62	205	145	208	48	51	57	65	8	47	108	26	64	114	27	30	22	3	21	37	24	31	51	11	25	22	4	13	34	15	15	46
		29%	32%	30%	29%	29%	30%	26%	29%	34%i	24%	36%	13%	52%km	33%k	19%	39%n	35%	38%	25%	21%	17%	41%t	59%t	26%	38%w	26%	42%C	23%	36%	15%	44%E	37%E	17%	39%H
NET: Satisfied	(7-10)	379	140	117	442	270	354	102	103	91	174	11	294	68	17	255	123	39	39	53	9	99	34	7	83	56	25	27	59	6	73	36	8	68	48
		60%de	54%	56%	62%bde	53%	51%	55%	59%	54%	65%h	50%	84%lm	33%	22%	76%o	42%	50%	49%	61%	64%	78%uv	38%w	17%	69%x	41%	58%	46%	62%B	55%	82%FG	46%G	20%	77%I	41%
Mean score		6.88de	6.79e	6.69e	7.05dez	6.41	6.25	6.50	6.70	6.75	7.03	7.50	8.15lm	5.68m	4.25	7.81o	5.82	6.64	6.73	6.90	7.23	7.96uv	5.97v	4.93	7.56x	6.05	6.64	6.19	6.99	7.10	8.24FG	6.18G	4.28	8.03I	5.73
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.21	0.19	0.18	0.15	0.56	0.09	0.13	0.34	0.12	0.14	0.30	0.26	0.27	0.58	0.18	0.24	0.36	0.19	0.22	0.40	0.33	0.27	0.60	0.20	0.22	0.42	0.23	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 47

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	107	40	35	135	79	80	31	36	29	66	4	119	14	2	112	23	20	21	33	5	64	10	5	63	15	20	21	37	2	71	8	1	69	10
		17%e	16%	17%e	19%e	16%e	12%	17%	18%	15%	21%	19%	31%FG	6%	2%	32%d	6%	14%	18%	15%	21%	29%lm	6%	5%	29%o	5%	11%	13%	11%	10%	23%uv	3%	1%	25%x	2%
9 -	(9)	78	35	24	95	50	68	22	22	24	47	2	79	11	5	64	31	14	12	21	3	42	7	1	37	13	18	18	27	5	55	9	4	47	20
		12%	14%	12%	13%e	10%	10%	12%	11%	13%	15%	10%	20%FG	5%	5%	18%d	9%	10%	11%	9%	13%	19%lm	4%	1%	17%o	5%	10%	11%	8%	25%	18%uv	4%	3%	17%x	5%
8 -	(8)	106	34	28	110	62	99	24	32	26	50	2	78	23	9	56	52	19	15	26	2	42	16	4	27	34	28	27	40	4	70	23	6	51	48
		17%d	13%	13%	15%	12%	14%	13%	16%	14%	16%	10%	20%FG	10%	10%	16%	14%	13%	13%	12%	8%	19%lm	9%	4%	13%	12%	15%	17%	12%	20%	23%uv	9%	4%	19%x	12%
7 -	(7)	88	31	30	102	79	107	25	23	30	45	4	52	41	9	39	61	14	20	39	6	40	30	9	37	39	26	31	49	1	57	44	6	35	72
		14%	12%	14%	14%	16%	15%	13%	12%	16%	14%	19%	13%	17%	10%	11%	17%H	10%	18%	17%g	25%	18%m	17%	8%	17%	14%	14%	19%	15%	5%	18%v	18%v	4%	13%	17%
6 -	(6)	65	37	23	98	48	81	19	27	30	37	4	29	59	10	38	59	16	9	23	-	9	30	9	13	34	22	21	35	3	25	49	7	27	54
		10%	14%d	11%	14%d	9%	12%	10%	14%	16%	12%	19%	8%	25%EG	11%	11%	16%H	11%	8%	10%	-	4%	17%k	8%	6%	12%n	12%	13%	11%	15%	8%	20%tv	5%	10%	13%
5 -	(5)	74	27	24	66	62	81	19	12	26	26	2	12	45	9	13	52	20	11	28	3	7	40	15	14	48	23	17	38	3	16	51	14	20	60
		12%	10%	12%	9%	12%	12%	10%	6%	14%A	8%	10%	3%	19%EG	10%E	4%	14%H	14%	10%	12%	13%	3%	22%k	14%k	7%	17%n	13%	10%	12%	15%	5%	21%tv	10%t	7%	15%w
4 -	(4)	42	18	15	41	35	46	10	14	6	19	2	9	25	7	10	31	12	9	13	1	4	23	8	12	23	10	11	24	1	8	27	11	8	37
		7%	7%	7%	6%	7%	7%	5%	7%	3%	6%	10%	2%	11%E	7%E	3%	9%H	8%	8%	6%	4%	2%	13%k	8%k	6%	8%	5%	7%	7%	5%	3%	11%t	8%t	3%	9%w
3 -	(3)	25	17	9	28	28	34	8	11	9	8	-	4	11	13	9	19	10	5	13	-	3	12	13	1	27	13	3	18	-	2	15	17	7	27
		4%	7%	4%	4%	6%	5%	4%	6%	5%	3%	-	1%	5%E	14%EF	3%	5%	7%	4%	6%	-	1%	7%k	12%k	*	10%n	7%q	2%	6%	-	1%	6%t	13%tu	3%	7%w
2 -	(2)	14	2	10	13	16	28	6	4	1	7	1	-	6	7	3	10	4	1	11	-	3	5	8	2	13	6	5	17	-	1	5	22	2	26
		2%	1%	5%bc	2%	3%b	4%bc	3%	2%	1%	2%	5%	-	3%E	7%EF	1%	3%	3%	1%	5%	-	1%	3%	8%k	1%	5%n	3%	3%	5%	-	*	2%	16%tu	1%	6%w
1 - Extremely dissatisfied	(1)	25	9	7	23	37	54	17	11	5	7	-	-	1	22	1	22	11	10	14	2	2	4	31	5	31	13	7	34	-	5	8	41	3	49
		4%	3%	3%	3%	7%abcf	8%abcf	9%abcf	6%C	3%	2%	-	-	*	23%EF	*	6%H	8%	9%	6%	8%	1%	2%	29%kl	2%	11%n	7%	4%	10%q	-	2%	3%	30%tu	1%	12%w
Not applicable		10	8	3	7	10	13	5	3	3	1	-	4	2	1	5	2	3	1	4	2	3	4	3	3	7	3	1	8	1	1	6	6	3	10
		2%	3%c	1%	1%	2%	2%	3%	2%	2%	*	-	1%	1%	1%	1%	1%	2%	1%	2%	8%	1%	2%	3%	1%	2%	2%	1%	2%	5%	*	2%t	4%t	1%	2%
NET: Dissatisfied	(1-3)	64	28	26	64	81	116	31	26	15	22	1	4	18	42	13	51	25	16	38	2	8	21	52	8	71	32	15	69	-	8	28	80	12	102
		10%	11%	13%	9%	16%ac	17%abc	17%ac	13%C	8%	7%	5%	1%	8%E	45%EF	4%	14%H	17%	14%	17%	8%	4%	12%k	49%kl	4%	25%n	18%q	9%	21%q	-	3%	11%t	59%tu	4%	25%w
NET: Neutral	(4-6)	181	82	62	205	145	208	48	53	62	82	8	50	129	26	61	142	48	29	64	4	20	93	32	39	105	55	49	97	7	49	127	32	55	151
		29%	32%	30%	29%	29%	30%	26%	27%	33%	26%	38%	13%	54%EG	28%E	17%	39%H	34%	25%	28%	17%	9%	51%km	30%k	18%	37%n	30%	30%	30%	35%	16%	52%tv	24%t	20%	37%w
NET: Satisfied	(7-10)	379	140	117	442	270	354	102	113	109	208	12	328	89	25	271	167	67	68	119	16	188	63	19	164	101	92	97	153	12	253	84	17	202	150
		60%de	54%	56%	62%bde	53%	51%	55%	58%	58%	66%B	57%	85%FG	37%	27%	77%I	46%	47%	60%g	53%	67%	86%lm	35%m	18%	77%o	36%	51%	60%r	47%	60%	81%uv	34%v	13%	74%x	36%
Mean score		6.88de	6.79e	6.69e	7.05dez	6.41	6.25	6.50	6.80	6.95	7.28A	6.95	8.30FG	6.08G	4.39	8.07I	6.08	6.21	6.64	6.36	7.09	8.13lm	5.78m	3.89	7.80o	5.36	6.25	6.75r	5.94	7.42	7.87uv	5.74v	3.32	7.76x	5.27
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.21	0.19	0.16	0.13	0.49	0.08	0.12	0.29	0.11	0.12	0.23	0.26	0.18	0.57	0.13	0.15	0.26	0.15	0.15	0.19	0.19	0.16	0.43	0.11	0.13	0.21	0.13	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 48

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	107	40	35	135	79	80	31	5	7	16	3	27	4	-	24	7
		17%e	16%	17%e	19%e	16%e	12%	17%	10%	13%	22%	23%	32%lm	6%	-	32%o	7%
9 -	(9)	78	35	24	95	50	68	22	2	9	9	2	14	8	-	12	10
		12%	14%	12%	13%e	10%	10%	12%	4%	17%g	13%	15%	17%m	12%m	-	16%	10%
8 -	(8)	106	34	28	110	62	99	24	4	6	13	1	17	5	2	14	10
		17%d	13%	13%	15%	12%	14%	13%	8%	11%	18%	8%	20%l	7%	6%	18%	10%
7 -	(7)	88	31	30	102	79	107	25	10	5	9	1	9	11	5	6	19
		14%	12%	14%	14%	16%	15%	13%	21%	9%	13%	8%	11%	16%	15%	8%	18%
6 -	(6)	65	37	23	98	48	81	19	7	6	5	1	4	12	3	7	11
		10%	14%d	11%	14%d	9%	12%	10%	15%	11%	7%	8%	5%	17%k	9%	9%	10%
5 -	(5)	74	27	24	66	62	81	19	8	6	4	1	5	12	2	4	15
		12%	10%	12%	9%	12%	12%	10%	17%	11%	6%	8%	6%	17%k	6%	5%	14%
4 -	(4)	42	18	15	41	35	46	10	1	5	4	-	2	7	1	4	6
		7%	7%	7%	6%	7%	7%	5%	2%	9%	6%	-	2%	10%k	3%	5%	6%
3 -	(3)	25	17	9	28	28	34	8	3	2	3	-	1	2	5	1	7
		4%	7%	4%	4%	6%	5%	4%	6%	4%	4%	-	1%	3%	15%kl	1%	7%
2 -	(2)	14	2	10	13	16	28	6	2	1	3	-	2	3	1	1	4
		2%	1%	5%bc	2%	3%b	4%bc	3%	4%	2%	4%	-	2%	4%	3%	1%	4%
1 - Extremely dissatisfied	(1)	25	9	7	23	37	54	17	6	5	6	-	1	4	12	2	15
		4%	3%	3%	3%	7%abcf	8%abcf	9%abcf	13%	9%	8%	-	1%	6%	36%kl	3%	14%n
Not applicable		10	8	3	7	10	13	5	-	1	-	4	2	1	2	1	1
		2%	3%c	1%	1%	2%	2%	3%	-	2%	-	31%	2%	1%	6%	1%	1%
NET: Dissatisfied	(1-3)	64	28	26	64	81	116	31	11	8	12	-	4	9	18	4	26
		10%	11%	13%	9%	16%ac	17%abc	17%ac	23%	15%	17%	-	5%	13%	55%kl	5%	25%n
NET: Neutral	(4-6)	181	82	62	205	145	208	48	16	17	13	2	11	31	6	15	32
		29%	32%	30%	29%	29%	30%	26%	33%	32%	18%	15%	13%	45%km	18%	20%	30%
NET: Satisfied	(7-10)	379	140	117	442	270	354	102	21	27	47	7	67	28	7	56	46
		60%de	54%	56%	62%bde	53%	51%	55%	44%	51%	65%g	54%	80%lm	41%	21%	74%o	44%
Mean score		6.88de	6.79e	6.69e	7.05dez	6.41	6.25	6.50	5.73	6.40	6.88g	8.22	8.05lm	5.96m	3.61	7.83o	5.60
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.21	0.39	0.39	0.34	0.62	0.24	0.29	0.47	0.27	0.27

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 49

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	83	34	33	106	61	68	26	21	24	36	2	74	4	5	68	15	10	12	12	-	29	3	2	25	8	6	9	16	2	27	5	1	28	5
		13%	13%	16%e	15%e	12%	10%	14%	12%	14%	13%	9%	21%lm	2%	6%	20%o	5%	13%	15%	14%	-	23%uv	3%	5%	21%x	6%	14%	15%	17%	18%	30%FG	6%	2%	32%I	4%
9 -	(9)	70	29	20	84	46	66	10	20	21	27	2	58	8	4	53	17	6	9	12	2	23	6	-	17	12	2	6	10	2	12	8	-	10	10
		11%z	11%z	10%	12%z	9%	10%	5%	11%	13%	10%	9%	17%lm	4%	5%	16%o	6%	8%	11%	14%	14%	18%uv	7%	-	14%	9%	5%	10%	11%	18%	13%G	10%G	-	11%	9%
8 -	(8)	112	32	30	94	69	83	21	29	31	47	5	89	16	7	80	32	6	11	13	2	23	8	1	17	15	6	7	17	-	23	5	2	15	15
		18%cez	12%	14%	13%	14%	12%	11%	16%	19%	17%	23%	25%lm	8%	9%	24%o	11%	8%	14%	15%	14%	18%v	9%	2%	14%	11%	14%	12%	18%	-	26%FG	6%	5%	17%	13%
7 -	(7)	85	45	23	118	61	98	21	27	13	41	4	51	29	5	40	44	14	12	17	2	26	13	6	24	21	4	6	11	2	9	11	3	13	10
		13%	17%d	11%	16%d	12%	14%	11%	15%h	8%	15%h	18%	15%	14%	6%	12%	15%	18%	15%	20%	14%	20%	14%	15%	20%	16%	9%	10%	12%	18%	10%	14%	7%	15%	9%
6 -	(6)	55	27	33	76	58	77	26	12	17	25	1	27	26	2	19	35	8	11	5	3	9	12	6	10	17	6	14	11	2	7	20	6	9	23
		9%	10%	16%ac	11%	11%	11%	14%a	7%	10%	9%	5%	8%	13%m	3%	6%	12%n	10%	14%	6%	21%	7%	13%	15%	8%	13%	14%	24%C	12%	18%	8%	26%E	15%	10%	20%
5 -	(5)	92	31	16	88	65	91	21	31	23	34	4	17	61	14	35	54	17	7	7	-	3	20	8	11	20	4	2	9	1	1	10	5	4	10
		15%f	12%	8%	12%	13%f	13%f	11%	18%	14%	13%	18%	5%	30%km	18%k	10%	19%n	22%qr	9%	8%	-	2%	22%t	20%t	9%	15%	9%	3%	9%	9%	1%	13%E	12%E	5%	9%
4 -	(4)	44	19	19	57	32	53	19	5	16	23	-	8	29	7	12	32	6	7	6	-	3	10	6	6	13	6	5	8	-	4	10	5	5	14
		7%	7%	9%	8%	6%	8%	10%	3%	10%g	9%g	-	2%	14%k	9%k	4%	11%n	8%	9%	7%	-	2%	11%t	15%t	5%	10%	14%	8%	8%	-	4%	13%	12%	6%	12%
3 -	(3)	29	11	9	31	32	42	15	8	10	11	-	6	16	7	9	20	3	4	4	-	3	8	-	5	6	6	1	2	-	1	3	5	1	8
		5%	4%	4%	4%	6%	6%	8%c	5%	6%	4%	-	2%	8%k	9%k	3%	7%n	4%	5%	5%	-	2%	9%t	-	4%	4%	14%BC	2%	2%	-	1%	4%	12%E	1%	7%
2 -	(2)	9	8	11	12	18	33	8	3	5	1	-	2	2	5	2	7	3	1	1	3	2	4	2	2	6	1	7	2	1	1	3	7	1	10
		1%	3%	5%ac	2%	4%ac	5%ac	4%ac	2%	3%i	*	-	1%	1%	6%kl	1%	2%	4%	1%	1%	21%	2%	4%	5%	2%	4%	2%	12%C	2%	9%	1%	4%	17%EF	1%	9%H
1 - Extremely dissatisfied	(1)	33	14	9	32	42	61	14	14	5	13	1	6	7	20	9	24	3	4	6	1	3	3	8	-	13	2	2	5	-	-	3	6	1	8
		5%	5%	4%	4%	8%ac	9%acf	8%	8%h	3%	5%	5%	2%	3%	26%kl	3%	8%n	4%	5%	7%	7%	2%	3%	20%tu	-	10%w	5%	3%	5%	-	-	4%	15%EF	1%	7%
Not applicable		22	8	5	20	22	19	5	6	2	11	3	12	8	2	8	11	2	1	4	1	3	3	2	4	4	-	-	4	1	4	-	1	1	4
		3%	3%	2%	3%	4%	3%	3%	3%	1%	4%	14%	3%	4%	3%	2%	4%	3%	1%	5%	7%	2%	3%	5%	3%	3%	-	-	4%	9%	4%	-	2%	1%	3%
NET: Dissatisfied	(1-3)	71	33	29	75	92	136	37	25	20	25	1	14	25	32	20	51	9	9	11	4	8	15	10	7	25	9	10	9	1	2	9	18	3	26
		11%	13%	14%	10%	18%ac	20%abc	20%abc	14%	12%	9%	5%	4%	12%k	41%kl	6%	18%n	12%	11%	13%	29%	6%	17%t	24%t	6%	19%w	21%	17%	9%	9%	2%	12%E	44%EF	3%	22%H
NET: Neutral	(4-6)	191	77	68	221	155	221	66	48	56	82	5	52	116	23	66	121	31	25	18	3	15	42	20	27	50	16	21	28	3	12	40	16	18	47
		30%	30%	33%	31%	31%	32%	35%	27%	34%	30%	23%	15%	56%km	29%k	20%	42%n	40%r	32%	21%	21%	12%	47%t	49%t	22%	37%w	37%	36%	29%	27%	13%	51%E	39%E	20%	40%H
NET: Satisfied	(7-10)	350	140	106	402	237	315	78	97	89	151	13	272	57	21	241	108	36	44	54	6	101	30	9	83	56	18	28	54	6	71	29	6	66	40
		55%dez	54%ez	51%	56%dez	47%	46%	42%	55%	53%	56%	59%	78%lm	28%	27%	72%o	37%	46%	56%	62%p	43%	80%uv	33%	22%	69%x	41%	42%	47%	57%	55%	80%FG	37%G	15%	75%I	34%
Mean score		6.63dez	6.51ez	6.52ez	6.69dez	6.15	5.96	5.95	6.48	6.63	6.69	7.00	7.80lm	5.45m	4.45	7.50o	5.62	6.25	6.67	6.75	5.62	7.74uv	5.59v	4.67	7.39x	5.74	5.95	6.36	6.82	7.10	8.15FG	5.99G	4.07	7.83I	5.54
Standard error		0.10	0.16	0.18	0.09	0.12	0.10	0.20	0.20	0.19	0.15	0.50	0.11	0.13	0.34	0.12	0.14	0.28	0.28	0.29	0.80	0.19	0.23	0.40	0.20	0.22	0.40	0.35	0.27	0.80	0.20	0.25	0.37	0.23	0.24

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 50

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	83	34	33	106	61	68	26	32	26	44	4	95	6	5	90	16	14	21	21	5	53	6	2	52	8	16	21	28	3	62	5	1	55	13
		13%	13%	16%e	15%e	12%	10%	14%	16%	14%	14%	19%	25%FG	3%	5%	26%I	4%	10%	18%gj	9%	21%	24%lm	3%	2%	24%o	3%	9%	13%	9%	15%	20%uv	2%	1%	20%x	3%
9 -	(9)	70	29	20	84	46	66	10	25	18	40	1	73	6	5	59	24	9	12	23	2	34	10	2	27	19	19	13	32	2	55	9	2	48	18
		11%z	11%z	10%	12%z	9%	10%	5%	13%	10%	13%	5%	19%FG	3%	5%	17%I	7%	6%	11%	10%	8%	16%lm	6%	2%	13%o	7%	10%	8%	10%	10%	18%uv	4%	1%	18%x	4%
8 -	(8)	112	32	30	94	69	83	21	19	25	47	3	68	22	4	47	46	25	11	32	1	51	17	1	38	29	22	20	36	5	64	18	1	42	41
		18%cez	12%	14%	13%	14%	12%	11%	10%	13%	15%	14%	18%FG	9%	4%	13%	13%	17%	10%	14%	4%	23%lm	9%m	1%	18%o	10%	12%	12%	11%	25%	21%uv	7%v	1%	15%x	10%
7 -	(7)	85	45	23	118	61	98	21	37	34	46	1	68	47	3	56	60	19	20	19	3	32	21	8	28	31	25	30	40	3	53	40	5	42	55
		13%	17%d	11%	16%d	12%	14%	11%	19%	18%	15%	5%	18%G	20%G	3%	16%	17%	13%	18%d	8%	13%	15%	12%	8%	13%	11%	14%	19%	12%	15%	17%v	16%v	4%	15%	13%
6 -	(6)	55	27	33	76	58	77	26	21	23	29	3	28	40	8	31	44	14	16	25	3	16	34	8	22	34	26	17	31	3	23	46	8	22	52
		9%	10%	16%ac	11%	11%	11%	14%a	11%	12%	9%	14%	7%	17%E	9%	9%	12%	10%	14%	11%	13%	7%	19%km	8%	10%	12%	14%	10%	9%	15%	7%	19%tv	6%	8%	13%
5 -	(5)	92	31	16	88	65	91	21	16	25	41	6	18	56	14	25	62	25	10	26	4	6	48	11	14	51	26	19	45	1	16	58	17	22	69
		15%f	12%	8%	12%	13%f	13%f	11%	8%	13%	13%	29%	5%	24%E	15%E	7%	17%H	17%h	9%	12%	17%	3%	27%km	10%k	7%	18%n	14%	12%	14%	5%	5%	24%tv	13%t	8%	17%w
4 -	(4)	44	19	19	57	32	53	19	19	15	21	2	13	30	14	12	45	7	7	17	1	6	15	11	5	27	15	13	25	-	15	24	14	12	41
		7%	7%	9%	8%	6%	8%	10%	10%	8%	7%	10%	3%	13%E	15%E	3%	12%H	5%	6%	8%	4%	3%	8%k	10%k	2%	10%n	8%	8%	8%	-	5%	10%t	10%t	4%	10%w
3 -	(3)	29	11	9	31	32	42	15	8	8	15	-	5	18	8	7	24	11	2	17	2	5	16	11	5	27	11	9	21	1	6	18	18	12	30
		5%	4%	4%	4%	6%	6%	8%c	4%	4%	5%	-	1%	8%E	9%E	2%	7%H	8%h	2%	8%h	8%	2%	9%k	10%k	2%	10%n	6%	6%	6%	5%	2%	7%t	13%t	4%	7%
2 -	(2)	9	8	11	12	18	33	8	4	3	4	1	2	2	8	1	11	5	-	13	-	1	8	9	4	14	8	9	15	1	5	13	15	6	27
		1%	3%	5%ac	2%	4%ac	5%ac	4%ac	2%	2%	1%	5%	1%	1%	9%EF	*	3%H	3%h	-	6%h	-	*	4%k	8%k	2%	5%	4%	6%	5%	5%	2%	5%t	11%tu	2%	7%w
1 - Extremely dissatisfied	(1)	33	14	9	32	42	61	14	11	8	13	-	3	7	22	7	25	11	13	16	2	4	3	35	9	32	12	11	38	-	3	11	47	2	57
		5%	5%	4%	4%	8%ac	9%acf	8%	6%	4%	4%	-	1%	3%E	23%EF	2%	7%H	8%	11%	7%	8%	2%	2%	33%hj	4%	11%n	7%	7%	12%	-	1%	4%t	35%tu	1%	14%w
Not applicable		22	8	5	20	22	19	5	3	4	13	-	13	4	3	15	5	3	2	16	1	11	3	8	10	12	2	-	16	1	9	3	7	9	10
		3%	3%	2%	3%	4%	3%	3%	2%	2%	4%	-	3%	2%	3%	4%I	1%	2%	2%	7%gh	4%	5%	2%	8%l	5%	4%	1%	-	5%pq	5%	3%	1%	5%u	3%	2%
NET: Dissatisfied	(1-3)	71	33	29	75	92	136	37	23	19	32	1	10	27	38	15	60	27	15	46	4	10	27	55	18	73	31	29	74	2	14	42	80	20	114
		11%	13%	14%	10%	18%ac	20%abc	20%abc	12%	10%	10%	5%	3%	11%E	40%EF	4%	17%H	19%	13%	20%	17%	5%	15%k	52%hj	8%	26%n	17%	18%	23%	10%	5%	17%t	59%tu	7%	28%w
NET: Neutral	(4-6)	191	77	68	221	155	221	66	56	63	91	11	59	126	36	68	151	46	33	68	8	28	97	30	41	112	67	49	101	4	54	128	39	56	162
		30%	30%	33%	31%	31%	32%	35%	29%	33%	29%	52%	15%	53%EG	38%E	19%	42%H	32%	29%	30%	33%	13%	54%km	28%k	19%	39%n	37%	30%	31%	20%	17%	52%tv	29%t	21%	39%w
NET: Satisfied	(7-10)	350	140	106	402	237	315	78	113	103	177	9	304	81	17	252	146	67	64	95	11	170	54	13	145	87	82	84	136	13	234	72	9	187	127
		55%dez	54%ez	51%	56%dez	47%	46%	42%	58%	54%	57%	43%	79%FG	34%G	18%	72%I	40%	47%	56%l	42%	46%	78%lm	30%m	12%	68%o	31%	45%	52%r	42%	65%	75%uv	29%v	7%	69%x	31%
Mean score		6.63dez	6.51ez	6.52ez	6.69dez	6.15	5.96	5.95	6.67	6.60	6.76	6.57	7.93FG	5.66G	4.22	7.73I	5.71	6.04	6.60l	5.97	6.39	7.88lm	5.64m	3.42	7.44o	5.18	6.05	6.19	5.72	7.21	7.64uv	5.40v	3.05	7.42x	5.03
Standard error		0.10	0.16	0.18	0.09	0.12	0.10	0.20	0.19	0.18	0.14	0.51	0.10	0.12	0.29	0.12	0.12	0.22	0.26	0.19	0.59	0.14	0.15	0.25	0.17	0.15	0.19	0.21	0.16	0.50	0.12	0.13	0.19	0.14	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 51

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	83	34	33	106	61	68	26	2	7	15	2	25	1	-	22	4
		13%	13%	16%e	15%e	12%	10%	14%	4%	13%	21%g	15%	30%lm	1%	-	29%o	4%
9 -	(9)	70	29	20	84	46	66	10	-	5	2	3	7	3	-	6	4
		11%z	11%z	10%	12%z	9%	10%	5%	-	9%g	3%	23%	8%	4%	-	8%	4%
8 -	(8)	112	32	30	94	69	83	21	6	9	5	1	13	6	2	11	10
		18%cez	12%	14%	13%	14%	12%	11%	13%	17%	7%	8%	15%	9%	6%	14%	10%
7 -	(7)	85	45	23	118	61	98	21	6	4	11	-	14	5	2	10	11
		13%	17%d	11%	16%d	12%	14%	11%	13%	8%	15%	-	17%	7%	6%	13%	10%
6 -	(6)	55	27	33	76	58	77	26	8	9	8	1	6	19	1	9	17
		9%	10%	16%ac	11%	11%	11%	14%a	17%	17%	11%	8%	7%	28%km	3%	12%	16%
5 -	(5)	92	31	16	88	65	91	21	7	6	7	1	5	15	1	6	15
		15%f	12%	8%	12%	13%f	13%f	11%	15%	11%	10%	8%	6%	22%km	3%	8%	14%
4 -	(4)	44	19	19	57	32	53	19	7	5	6	1	4	11	4	4	14
		7%	7%	9%	8%	6%	8%	10%	15%	9%	8%	8%	5%	16%k	12%	5%	13%
3 -	(3)	29	11	9	31	32	42	15	3	3	9	-	4	5	6	2	12
		5%	4%	4%	4%	6%	6%	8%c	6%	6%	13%	-	5%	7%	18%k	3%	11%n
2 -	(2)	9	8	11	12	18	33	8	2	1	4	1	2	1	5	4	4
		1%	3%	5%ac	2%	4%ac	5%ac	4%ac	4%	2%	6%	8%	2%	1%	15%kl	5%	4%
1 - Extremely dissatisfied	(1)	33	14	9	32	42	61	14	6	3	5	-	1	2	11	1	13
		5%	5%	4%	4%	8%ac	9%acf	8%	13%	6%	7%	-	1%	3%	33%kl	1%	12%n
Not applicable		22	8	5	20	22	19	5	1	1	-	3	3	1	1	1	1
		3%	3%	2%	3%	4%	3%	3%	2%	2%	-	23%	4%	1%	3%	1%	1%
NET: Dissatisfied	(1-3)	71	33	29	75	92	136	37	11	7	18	1	7	8	22	7	29
		11%	13%	14%	10%	18%ac	20%abc	20%abc	23%	13%	25%	8%	8%	12%	67%kl	9%	28%n
NET: Neutral	(4-6)	191	77	68	221	155	221	66	22	20	21	3	15	45	6	19	46
		30%	30%	33%	31%	31%	32%	35%	46%	38%	29%	23%	18%	65%km	18%	25%	44%n
NET: Satisfied	(7-10)	350	140	106	402	237	315	78	14	25	33	6	59	15	4	49	29
		55%dez	54%ez	51%	56%dez	47%	46%	42%	29%	47%	46%	46%	70%lm	22%	12%	64%o	28%
Mean score		6.63dez	6.51ez	6.52ez	6.69dez	6.15	5.96	5.95	5.11	6.40g	6.00	7.20	7.52lm	5.47m	3.00	7.29o	5.03
Standard error		0.10	0.16	0.18	0.09	0.12	0.10	0.20	0.35	0.35	0.34	0.88	0.27	0.22	0.39	0.29	0.24

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 52

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	80	33	27	104	56	65	20	24	26	25	5	67	8	5	65	15	10	12	11	-	28	3	2	24	8	7	5	12	3	22	3	2	22	4
		13%	13%	13%	14%e	11%	9%	11%	14%	16%l	9%	23%	19%lm	4%	6%	19%o	5%	13%	15%	13%	-	22%uv	3%	5%	20%x	6%	16%	8%	13%	27%	25%FG	4%	5%	25%I	3%
9 -	(9)	60	21	14	87	44	65	11	17	20	22	1	48	11	1	49	11	8	9	3	1	18	3	-	15	6	4	4	6	-	10	4	-	8	6
		9%	8%	7%	12%fz	9%	9%	6%	10%	12%	8%	5%	14%lm	5%	1%	15%o	4%	10%	11%	3%	7%	14%uv	3%	-	12%x	4%	9%	7%	6%	-	11%G	5%	-	9%	5%
8 -	(8)	87	37	27	103	57	74	18	28	24	31	4	61	21	5	53	33	11	10	14	2	22	11	4	20	17	6	10	9	2	15	9	3	11	16
		14%	14%	13%	14%e	11%	11%	10%	16%	14%	12%	18%	17%lm	10%	6%	16%	11%	14%	13%	16%	14%	17%	12%	10%	17%	13%	14%	17%	9%	18%	17%	12%	7%	13%	14%
7 -	(7)	74	32	22	71	53	72	26	21	24	26	3	41	27	6	43	31	9	14	8	1	16	10	6	14	18	9	5	5	3	6	10	6	7	15
		12%	12%	11%	10%	10%	10%	14%	12%	14%	10%	14%	12%	13%	8%	13%	11%	12%	18%	9%	7%	13%	11%	15%	12%	13%	21%C	8%	5%	27%	7%	13%	15%	8%	13%
6 -	(6)	73	38	23	76	49	71	23	22	17	30	4	36	31	6	33	40	9	18	6	5	12	14	12	16	22	3	6	13	1	5	13	5	8	15
		12%	15%d	11%	11%	10%	10%	12%	13%	10%	11%	18%	10%	15%	8%	10%	14%	12%	23%r	7%	36%	9%	16%	29%t	13%	16%	7%	10%	14%	9%	6%	17%E	12%	9%	13%
5 -	(5)	55	28	24	74	51	74	23	14	13	27	1	25	25	5	21	33	9	3	15	1	3	22	3	12	16	4	9	9	2	4	15	5	8	15
		9%	11%	12%	10%	10%	11%	12%	8%	8%	10%	5%	7%	12%k	6%	6%	11%n	12%	4%	17%q	7%	2%	24%tv	7%	10%	12%	9%	15%	9%	18%	4%	19%E	12%	9%	13%
4 -	(4)	46	15	14	45	38	44	14	12	13	21	-	13	30	3	17	29	4	6	4	1	6	7	2	3	12	-	7	7	-	4	7	3	3	11
		7%	6%	7%	6%	8%	6%	8%	7%	8%	8%	-	4%	15%km	4%	5%	10%n	5%	8%	5%	7%	5%	8%	5%	2%	9%w	-	12%A	7%	-	4%	9%	7%	3%	9%
3 -	(3)	33	12	11	34	22	43	10	9	13	11	-	5	20	8	9	23	7	1	4	-	7	5	-	5	7	2	3	6	-	3	6	2	4	7
		5%	5%	5%	5%	4%	6%	5%	5%	8%	4%	-	1%	10%k	10%k	3%	8%n	9%q	1%	5%	-	6%	6%	-	4%	5%	5%	5%	6%	-	3%	8%	5%	5%	6%
2 -	(2)	23	9	8	31	23	35	6	2	4	17	-	5	10	8	4	19	6	1	1	1	1	5	3	1	7	1	3	4	-	4	2	2	-	8
		4%	3%	4%	4%	5%	5%	3%	1%	2%	6%g	-	1%	5%k	10%k	1%	7%n	8%r	1%	1%	7%	1%	6%t	7%t	1%	5%w	2%	5%	4%	-	4%	3%	5%	-	7%H
1 - Extremely dissatisfied	(1)	60	18	26	55	79	106	19	21	10	29	-	16	17	27	17	42	3	3	12	-	5	5	8	2	16	5	5	16	-	5	9	12	6	19
		9%	7%	13%bc	8%	16%abc	15%abc	10%	12%	6%	11%	-	5%	8%	35%kl	5%	14%n	4%	4%	14%pq	-	4%	6%	20%tu	2%	12%w	12%	8%	17%	-	6%	12%	29%EF	7%	16%H
Not applicable		43	15	12	38	34	42	16	6	3	30	4	33	6	4	24	15	2	2	9	2	9	5	1	9	6	2	2	8	-	11	-	1	11	1
		7%	6%	6%	5%	7%	6%	9%	3%	2%	11%gh	18%	9%l	3%	5%	7%	5%	3%	3%	10%pq	14%	7%	6%	2%	7%	4%	5%	3%	8%	-	12%F	-	2%	13%I	1%
NET: Dissatisfied	(1-3)	116	39	45	120	124	184	35	32	27	57	-	26	47	43	30	84	16	5	17	1	13	15	11	8	30	8	11	26	-	12	17	16	10	34
		18%	15%	22%	17%	25%abc	27%abcd	19%	18%	16%	21%	-	7%	23%k	55%kl	9%	29%n	21%q	6%	20%q	7%	10%	17%	27%t	7%	22%w	19%	19%	27%	-	13%	22%	39%EF	11%	29%H
NET: Neutral	(4-6)	174	81	61	195	138	189	60	48	43	78	5	74	86	14	71	102	22	27	25	7	21	43	17	31	50	7	22	29	3	13	35	13	19	41
		27%	31%	29%	27%	27%	27%	32%	27%	26%	29%	23%	21%	42%km	18%	21%	35%n	28%	34%	29%	50%	17%	48%t	41%t	26%	37%	16%	37%A	31%	27%	15%	45%E	32%E	22%	35%H
NET: Satisfied	(7-10)	301	123	90	365	210	276	75	90	94	104	13	217	67	17	210	90	38	45	36	4	84	27	12	73	49	26	24	32	8	53	26	11	48	41
		47%de	48%e	43%	51%dez	42%	40%	40%	51%i	56%l	39%	59%	62%lm	33%	22%	63%o	31%	49%	57%r	41%	29%	66%uv	30%	29%	60%x	36%	60%C	41%	34%	73%	60%FG	33%	27%	55%I	35%
Mean score		6.19de	6.33de	5.89	6.43defz	5.67	5.56	5.85	6.27	6.56l	5.74	7.83	7.29lm	5.32m	3.80	7.20o	5.07	6.24	6.94r	5.87	6.08	7.36uv	5.49	5.07	7.32x	5.48	6.54	5.79	5.45	7.55	7.18FG	5.38G	4.38	7.10I	5.10
Standard error		0.12	0.17	0.21	0.11	0.14	0.12	0.21	0.22	0.21	0.18	0.40	0.14	0.17	0.35	0.14	0.16	0.31	0.26	0.33	0.54	0.23	0.24	0.42	0.21	0.23	0.45	0.35	0.33	0.56	0.33	0.28	0.45	0.32	0.25

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 53

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied (10)	80	33	27	104	56	65	20	32	28	40	4	95	5	4	85	18	14	16	18	8	48	5	3	46	8	18	19	26	2	56	9	-	54	11
	13%	13%	13%	14%e	11%	9%	11%	16%	15%	13%	19%	25%FG	2%	4%	24%l	5%	10%	14%	8%	33%	22%lm	3%	3%	21%o	3%	10%	12%	8%	10%	18%uv	4%v	-	20%x	3%
9 - (9)	60	21	14	87	44	65	11	24	23	38	2	69	13	5	60	26	14	19	10	1	33	9	2	28	16	17	21	24	3	52	10	3	40	24
	9%	8%	7%	12%fz	9%	9%	6%	12%	12%	12%	10%	18%FG	5%	5%	17%l	7%	10%i	17%i	4%	4%	15%lm	5%	2%	13%o	6%	9%	13%r	7%	15%	17%uv	4%	2%	15%x	6%
8 - (8)	87	37	27	103	57	74	18	32	30	39	2	69	25	9	57	46	12	16	26	3	41	10	6	33	23	20	19	32	3	60	14	-	44	30
	14%	14%	13%	14%e	11%	11%	10%	16%	16%	12%	10%	18%F	11%	10%	16%	13%	8%	14%	12%	13%	19%lm	6%	6%	15%o	8%	11%	12%	10%	15%	19%uv	6%v	-	16%x	7%
7 - (7)	74	32	22	71	53	72	26	17	27	26	1	41	28	2	27	43	17	14	19	3	25	26	2	21	30	21	21	28	2	41	25	6	29	43
	12%	12%	11%	10%	10%	10%	14%	9%	14%c	8%	5%	11%G	12%G	2%	8%	12%	12%	12%	8%	13%	11%m	14%m	2%	10%	11%	12%	13%	9%	10%	13%v	10%	4%	11%	10%
6 - (6)	73	38	23	76	49	71	23	25	23	25	3	28	41	7	31	45	16	16	15	2	15	32	2	23	25	23	20	26	2	25	36	10	27	43
	12%	15%d	11%	11%	10%	10%	12%	13%	12%	8%	14%	7%	17%EG	7%	9%	12%	11%	14%i	7%	8%	7%	18%km	2%	11%	9%	13%	12%	8%	10%	8%	15%tv	7%	10%	10%
5 - (5)	55	28	24	74	51	74	23	15	23	31	5	21	38	15	19	53	19	12	19	1	12	32	7	17	34	27	16	27	4	18	50	6	24	50
	9%	11%	12%	10%	10%	11%	12%	8%	12%	10%	24%	5%	16%E	16%E	5%	15%H	13%	11%	8%	4%	5%	18%km	7%	8%	12%	15%r	10%	8%	20%	6%	20%tv	4%	9%	12%
4 - (4)	46	15	14	45	38	44	14	12	9	20	4	9	28	8	14	31	9	6	22	1	7	24	7	7	31	9	13	21	1	13	24	7	7	35
	7%	6%	7%	6%	8%	6%	8%	6%	5%	6%	19%	2%	12%E	9%E	4%	9%H	6%	5%	10%	4%	3%	13%k	7%	3%	11%n	5%	8%	6%	5%	4%	10%t	5%	3%	8%w
3 - (3)	33	12	11	34	22	43	10	11	6	17	-	11	17	6	10	23	8	3	11	-	4	13	5	4	18	12	8	23	-	9	24	10	12	31
	5%	5%	5%	5%	4%	6%	5%	6%	3%	5%	-	3%	7%E	6%	3%	6%H	6%	3%	5%	-	2%	7%k	5%	2%	6%n	7%	5%	7%	-	3%	10%t	7%t	4%	8%
2 - (2)	23	9	8	31	23	35	6	6	9	16	-	8	16	7	16	15	7	2	14	-	3	15	5	3	19	5	7	22	1	4	16	15	7	28
	4%	3%	4%	4%	5%	5%	3%	3%	5%	5%	-	2%	7%E	7%E	5%	4%	5%	2%	6%	-	1%	8%k	5%	1%	7%n	3%	4%	7%	5%	1%	7%t	11%t	3%	7%w
1 - Extremely dissatisfied (1)	60	18	26	55	79	106	19	16	5	34	-	9	18	28	5	50	20	8	48	3	8	8	63	10	69	24	15	67	-	16	22	68	10	94
	9%	7%	13%bc	8%	16%abc	15%abc	10%	8%B	3%	11%B	-	2%	8%E	30%EF	1%	14%H	14%	7%	21%h	13%	4%	4%	59%kl	5%	24%n	13%	9%	20%pq	-	5%	9%	50%tu	4%	23%w
Not applicable	43	15	12	38	34	42	16	5	6	27	-	26	9	3	26	12	7	2	23	2	23	7	4	22	11	6	3	31	2	17	15	10	18	24
	7%	6%	6%	5%	7%	6%	9%	3%	3%	9%AB	-	7%	4%	3%	7%l	3%	5%	2%	10%h	8%	11%lm	4%	4%	10%o	4%	3%	2%	9%pq	10%	5%	6%	7%	7%	6%
NET: Dissatisfied (1-3)	116	39	45	120	124	184	35	33	20	67	-	28	51	41	31	88	35	13	73	3	15	36	73	17	106	41	30	112	1	29	62	93	29	153
	18%	15%	22%	17%	25%abc	27%abcz	19%	17%	11%	21%B	-	7%	21%E	44%EF	9%	24%H	24%h	11%	32%h	13%	7%	20%k	69%kl	8%	37%n	23%	19%	34%pq	5%	9%	25%t	69%tu	11%	37%w
NET: Neutral (4-6)	174	81	61	195	138	189	60	52	55	76	12	58	107	30	64	129	44	34	56	4	34	88	16	47	90	59	49	74	7	56	110	23	58	128
	27%	31%	29%	27%	27%	27%	32%	27%	29%	24%	57%	15%	45%EG	32%E	18%	36%H	31%	30%	25%	17%	16%	49%km	15%	22%	32%n	32%r	30%	23%	35%	18%	45%tv	17%	21%	31%w
NET: Satisfied (7-10)	301	123	90	365	210	276	75	105	108	143	9	274	71	20	229	133	57	65	73	15	147	50	13	128	77	76	80	110	10	209	58	9	167	108
	47%de	48%e	43%	51%dez	42%	40%	40%	54%	57%C	46%	43%	71%FG	30%	21%	65%l	37%	40%	57%gi	32%	63%	67%lm	28%m	12%	60%o	27%	42%	49%r	34%	50%	67%uv	24%v	7%	61%x	26%
Mean score	6.19de	6.33de	5.89	6.43defz	5.67	5.56	5.85	6.55	6.81C	6.08	6.67	7.71FG	5.29G	4.18	7.53l	5.40	5.63i	6.77gi	4.92	7.18	7.57lm	5.28m	2.68	7.30o	4.48	5.79r	6.18r	5.01	6.83	7.27uv	5.02v	2.52	7.19x	4.52
Standard error	0.12	0.17	0.21	0.11	0.14	0.12	0.21	0.20	0.18	0.18	0.49	0.12	0.15	0.30	0.14	0.14	0.25	0.24	0.22	0.66	0.17	0.17	0.26	0.18	0.17	0.21	0.22	0.18	0.53	0.14	0.15	0.19	0.16	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 54

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	80	33	27	104	56	65	20	2	6	10	2	19	-	1	16	4
		13%	13%	13%	14%e	11%	9%	11%	4%	11%	14%	15%	23%lm	-	3%	21%o	4%
9 -	(9)	60	21	14	87	44	65	11	1	6	3	1	9	2	-	6	4
		9%	8%	7%	12%fz	9%	9%	6%	2%	11%	4%	8%	11%	3%	-	8%	4%
8 -	(8)	87	37	27	103	57	74	18	5	8	5	-	11	5	2	11	7
		14%	14%	13%	14%e	11%	11%	10%	10%	15%	7%	-	13%	7%	6%	14%	7%
7 -	(7)	74	32	22	71	53	72	26	9	6	9	2	11	12	3	8	18
		12%	12%	11%	10%	10%	10%	14%	19%	11%	13%	15%	13%	17%	9%	11%	17%
6 -	(6)	73	38	23	76	49	71	23	5	9	8	1	7	14	2	8	15
		12%	15%d	11%	11%	10%	10%	12%	10%	17%	11%	8%	8%	20%k	6%	11%	14%
5 -	(5)	55	28	24	74	51	74	23	8	6	8	1	9	11	3	10	13
		9%	11%	12%	10%	10%	11%	12%	17%	11%	11%	8%	11%	16%	9%	13%	12%
4 -	(4)	46	15	14	45	38	44	14	4	3	6	1	3	9	2	3	10
		7%	6%	7%	6%	8%	6%	8%	8%	6%	8%	8%	4%	13%k	6%	4%	10%
3 -	(3)	33	12	11	34	22	43	10	4	3	3	-	1	4	5	2	8
		5%	5%	5%	5%	4%	6%	5%	8%	6%	4%	-	1%	6%	15%k	3%	8%
2 -	(2)	23	9	8	31	23	35	6	1	2	2	1	1	3	2	1	5
		4%	3%	4%	4%	5%	5%	3%	2%	4%	3%	8%	1%	4%	6%	1%	5%
1 - Extremely dissatisfied	(1)	60	18	26	55	79	106	19	7	2	10	-	4	4	11	2	17
		9%	7%	13%bc	8%	16%abc	15%abc	10%	15%	4%	14%	-	5%	6%	33%kl	3%	16%n
Not applicable		43	15	12	38	34	42	16	2	2	8	4	9	5	2	9	4
		7%	6%	6%	5%	7%	6%	9%	4%	4%	11%	31%	11%	7%	6%	12%o	4%
NET: Dissatisfied	(1-3)	116	39	45	120	124	184	35	12	7	15	1	6	11	18	5	30
		18%	15%	22%	17%	25%abc	27%abcz	19%	25%	13%	21%	8%	7%	16%	55%kl	7%	29%n
NET: Neutral	(4-6)	174	81	61	195	138	189	60	17	18	22	3	19	34	7	21	38
		27%	31%	29%	27%	27%	27%	32%	35%	34%	31%	23%	23%	49%km	21%	28%	36%
NET: Satisfied	(7-10)	301	123	90	365	210	276	75	17	26	27	5	50	19	6	41	33
		47%de	48%e	43%	51%dez	42%	40%	40%	35%	49%	38%	38%	60%lm	28%	18%	54%o	31%
Mean score		6.19de	6.33de	5.89	6.43defz	5.67	5.56	5.85	5.20	6.49g	5.70	6.67	7.25lm	5.30m	3.61	7.13o	4.99
Standard error		0.12	0.17	0.21	0.11	0.14	0.12	0.21	0.38	0.34	0.37	0.91	0.29	0.25	0.48	0.29	0.26

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 55

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							BT									EE									PLUSNET								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total		634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
10 - Extremely satisfied	(10)	109	38	40	141	84	95	34	26	26	51	6	96	9	4	91	18	12	8	18	-	31	5	2	26	11	7	10	20	3	34	4	2	35	5
		17%	15%	19%	20%e	17%	14%	18%	15%	16%	19%	27%	27%lm	4%	5%	27%o	6%	15%	10%	21%	-	24%uv	6%	5%	21%x	8%	16%	17%	21%	27%	38%FG	5%	5%	40%I	4%
9 -	(9)	89	35	21	83	52	61	19	23	23	40	3	72	14	3	67	22	10	12	12	1	28	7	-	24	11	2	3	15	1	14	4	3	12	9
		14%e	14%e	10%	12%	10%	9%	10%	13%	14%	15%	14%	21%lm	7%	4%	20%o	8%	13%	15%	14%	7%	22%uv	8%	-	20%x	8%	5%	5%	16%B	9%	16%F	5%	7%	14%	8%
8 -	(8)	112	41	28	116	58	109	17	26	36	47	3	79	26	7	65	46	12	13	15	1	23	14	4	26	15	8	6	12	2	18	6	4	10	17
		18%dz	16%z	13%	16%dz	11%	16%dz	9%	15%	22%	17%	14%	23%lm	13%	9%	19%	16%	15%	16%	17%	7%	18%	16%	10%	21%x	11%	19%	10%	13%	18%	20%F	8%	10%	11%	15%
7 -	(7)	96	21	26	107	66	83	22	26	24	41	5	54	35	7	49	47	6	8	5	2	18	2	1	10	11	6	5	14	1	10	13	3	11	15
		15%b	8%	13%	15%b	13%b	12%	12%	15%	14%	15%	23%	15%	17%	9%	15%	16%	8%	10%	6%	14%	14%uv	2%	2%	8%	8%	14%	8%	15%	9%	11%	17%	7%	13%	13%
6 -	(6)	71	44	25	89	54	78	21	25	14	30	2	20	41	10	24	46	12	18	12	2	9	23	12	15	29	4	10	10	1	6	17	2	8	17
		11%	17%ade	12%	12%	11%	11%	11%	14%	8%	11%	9%	6%	20%k	13%k	7%	16%n	15%	23%	14%	14%	7%	26%t	29%t	12%	21%	9%	17%	11%	9%	7%	22%EG	5%	9%	15%
5 -	(5)	57	35	22	84	50	94	27	16	16	24	1	13	38	6	9	47	12	8	12	3	5	26	4	12	22	6	9	5	2	3	11	8	3	17
		9%	14%a	11%	12%	10%	14%a	15%a	9%	10%	9%	5%	4%	18%km	8%	3%	16%n	15%	10%	14%	21%	4%	29%tv	10%	10%	16%	14%	15%C	5%	18%	3%	14%E	20%E	3%	15%H
4 -	(4)	28	17	16	40	48	48	10	5	10	13	-	4	18	6	10	18	6	6	3	2	6	7	4	5	12	2	8	5	1	2	8	6	4	12
		4%	7%	8%	6%	9%ac	7%a	5%	3%	6%	5%	-	1%	9%k	8%k	3%	6%	8%	8%	3%	14%	5%	8%	10%	4%	9%	5%	14%	5%	9%	2%	10%E	15%E	5%	10%
3 -	(3)	19	6	9	21	41	40	11	6	5	8	-	3	11	5	4	15	1	1	3	1	2	1	3	2	4	3	3	3	-	2	5	2	-	9
		3%	2%	4%	3%	8%abc	6%abc	6%c	3%	3%	3%	-	1%	5%k	6%k	1%	5%n	1%	1%	3%	7%	2%	1%	7%	2%	3%	7%	5%	3%	-	2%	6%	5%	-	8%H
2 -	(2)	18	7	8	12	17	25	8	3	7	8	-	4	5	9	7	10	3	1	2	1	2	4	1	-	7	3	3	2	-	-	6	2	2	6
		3%	3%	4%	2%	3%	4%c	4%c	2%	4%	3%	-	1%	2%	12%kl	2%	3%	4%	1%	2%	7%	2%	4%	2%	-	5%w	7%	5%	2%	-	-	8%E	5%E	2%	5%
1 - Extremely dissatisfied	(1)	25	13	9	24	34	54	11	16	4	5	-	2	5	18	7	17	4	3	5	1	2	1	10	1	12	1	2	6	-	-	1	8	2	7
		4%	5%	4%	3%	7%ac	8%ac	6%	9%hi	2%	2%	-	1%	2%	23%kl	2%	6%n	5%	4%	6%	7%	2%	1%	24%tu	1%	9%w	2%	3%	6%	-	-	1%	20%EF	2%	6%
Not applicable		10	1	4	1	2	4	6	4	2	2	2	3	4	3	2	5	-	1	-	-	1	-	-	-	1	1	-	3	-	-	3	1	1	3
		2%c	*	2%cd	*	*	1%	3%bcde	2%	1%	1%	9%	1%	2%	4%k	1%	2%	-	1%	-	-	1%	-	-	-	1%	2%	-	3%	-	-	4%	2%	1%	3%
NET: Dissatisfied	(1-3)	62	26	26	57	92	119	30	25	16	21	-	9	21	32	18	42	8	5	10	3	6	6	14	3	23	7	8	11	-	2	12	12	4	22
		10%	10%	13%c	8%	18%abc	17%abc	16%ac	14%i	10%	8%	-	3%	10%k	41%kl	5%	14%n	10%	6%	11%	21%	5%	7%	34%tu	2%	17%w	16%	14%	12%	-	2%	15%E	29%E	5%	19%H
NET: Neutral	(4-6)	156	96	63	213	152	220	58	46	40	67	3	37	97	22	43	111	30	32	27	7	20	56	20	32	63	12	27	20	4	11	36	16	15	46
		25%	37%acd	30%	30%a	30%a	32%a	31%	26%	24%	25%	14%	11%	47%km	28%k	13%	38%n	38%	41%	31%	50%	16%	62%t	49%t	26%	47%w	28%	46%C	21%	36%	12%	46%E	39%E	17%	39%H
NET: Satisfied	(7-10)	406	135	115	447	260	348	92	101	109	179	17	301	84	21	272	133	40	41	50	4	100	28	7	86	48	23	24	61	7	76	27	12	68	46
		64%bdefz	52%	55%	62%bdez	51%	50%	49%	57%	65%	67%	77%	86%lm	41%m	27%	81%o	46%	51%	52%	57%	29%	79%uv	31%	17%	71%x	36%	53%	41%	64%B	64%	85%FG	35%	29%	77%I	39%
Mean score		7.05dez	6.70e	6.72e	7.06bdez	6.33	6.27	6.46	6.67	7.03	7.23g	8.15	8.18lm	6.06m	4.49	7.92o	6.08	6.63	6.77	6.95	5.14	7.83uv	6.08v	4.59	7.69x	5.79	6.48	6.17	7.10B	7.45	8.37FG	5.76	4.85	8.05I	5.73
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.20	0.19	0.14	0.36	0.09	0.14	0.34	0.12	0.14	0.29	0.25	0.28	0.60	0.19	0.21	0.41	0.18	0.22	0.40	0.33	0.28	0.67	0.19	0.25	0.44	0.25	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 56

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							SKY									TALK TALK									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
10 - Extremely satisfied	(10)	109	38	40	141	84	95	34	41	22	74	4	124	11	6	122	19	20	25	33	6	68	14	2	67	16	28	24	40	3	81	13	1	71	23
		17%	15%	19%	20%e	17%	14%	18%	21%B	12%	24%B	19%	32%FG	5%	6%	35%I	5%	14%	22%	15%	25%	31%lm	8%m	2%	31%o	6%	15%	15%	12%	15%	26%uv	5%v	1%	26%x	6%
9 -	(9)	89	35	21	83	52	61	19	17	26	37	3	67	13	3	54	29	15	11	22	4	38	11	3	38	14	12	18	29	2	51	9	1	39	21
		14%e	14%e	10%	12%	10%	9%	10%	9%	14%	12%	14%	17%FG	5%	3%	15%I	8%	10%	10%	10%	17%	17%lm	6%	3%	18%o	5%	7%	11%	9%	10%	16%uv	4%	1%	14%x	5%
8 -	(8)	112	41	28	116	58	109	17	28	34	50	4	81	30	5	62	54	16	11	30	1	40	15	3	32	25	24	26	54	5	70	32	7	57	52
		18%dz	16%z	13%	16%dz	11%	16%dz	9%	14%	18%	16%	19%	21%FG	13%	5%	18%	15%	11%	10%	13%	4%	18%lm	8%	3%	15%o	9%	13%	16%	17%	25%	23%uv	13%v	5%	21%x	13%
7 -	(7)	96	21	26	107	66	83	22	30	31	43	3	59	39	9	41	65	22	14	26	4	32	29	5	18	45	24	20	36	3	48	27	8	31	51
		15%b	8%	13%	15%b	13%b	12%	12%	15%	16%	14%	14%	15%	16%	10%	12%	18%H	15%	12%	12%	17%	15%m	16%m	5%	8%	16%n	13%	12%	11%	15%	15%v	11%	6%	11%	12%
6 -	(6)	71	44	25	89	54	78	21	24	24	41	-	29	50	10	32	57	16	11	26	1	19	27	8	24	29	19	18	38	3	25	43	10	24	53
		11%	17%ade	12%	12%	11%	11%	11%	12%	13%	13%	-	8%	21%EG	11%	9%	16%H	11%	10%	12%	4%	9%	15%	8%	11%	10%	10%	11%	12%	15%	8%	18%tv	7%	9%	13%
5 -	(5)	57	35	22	84	50	94	27	28	21	30	5	18	54	12	19	62	12	15	22	1	7	30	13	11	39	30	23	38	3	19	60	15	27	67
		9%	14%a	11%	12%	10%	14%a	15%a	14%	11%	10%	24%	5%	23%EG	13%E	5%	17%H	8%	13%	10%	4%	3%	17%k	12%k	5%	14%n	16%	14%	12%	15%	6%	24%tv	11%	10%	16%w
4 -	(4)	28	17	16	40	48	48	10	9	18	12	1	5	18	17	12	28	18	10	19	1	6	27	15	9	39	13	14	21	-	9	28	11	12	36
		4%	7%	8%	6%	9%ac	7%a	5%	5%	10%C	4%	5%	1%	8%E	18%EF	3%	8%H	13%	9%	8%	4%	3%	15%k	14%k	4%	14%n	7%	9%	6%	-	3%	11%t	8%t	4%	9%w
3 -	(3)	19	6	9	21	41	40	11	3	5	12	1	2	15	4	3	16	10	6	22	3	4	20	17	10	30	11	6	22	1	2	17	21	3	37
		3%	2%	4%	3%	8%abc	6%abc	6%c	2%	3%	4%	5%	1%	6%E	4%E	1%	4%H	7%	5%	10%	13%	2%	11%k	16%k	5%	11%n	6%	4%	7%	5%	1%	7%t	16%tu	1%	9%w
2 -	(2)	18	7	8	12	17	25	8	5	3	4	-	1	6	5	3	9	4	3	10	-	2	7	8	1	15	7	6	12	-	2	9	14	4	21
		3%	3%	4%	2%	3%	4%c	4%c	3%	2%	1%	-	*	3%E	5%E	1%	2%	3%	3%	4%	-	1%	4%k	8%k	*	5%n	4%	4%	4%	-	1%	4%t	10%tu	1%	5%w
1 - Extremely dissatisfied	(1)	25	13	9	24	34	54	11	10	4	10	-	-	2	22	2	22	10	8	14	2	2	-	32	3	31	13	5	36	-	3	5	46	2	50
		4%	5%	4%	3%	7%ac	8%ac	6%	5%	2%	3%	-	-	1%	23%EF	1%	6%H	7%	7%	6%	8%	1%	-	30%hj	1%	11%n	7%	3%	11%q	-	1%	2%	34%tu	1%	12%w
Not applicable		10	1	4	1	2	4	6	-	1	-	-	-	-	1	-	1	-	-	1	1	1	1	-	1	1	1	2	1	-	1	2	1	2	2
		2%c	*	2%cd	*	*	1%	3%bcde	-	1%	-	-	-	-	1%E	-	*	-	-	*	4%	*	1%	-	*	*	1%	1%	*	-	*	1%	1%	1%	*
NET: Dissatisfied	(1-3)	62	26	26	57	92	119	30	18	12	26	1	3	23	31	8	47	24	17	46	5	8	27	57	14	76	31	17	70	1	7	31	81	9	108
		10%	10%	13%c	8%	18%abc	17%abc	16%ac	9%	6%	8%	5%	1%	10%E	33%EF	2%	13%H	17%	15%	20%	21%	4%	15%k	54%hj	7%	27%n	17%	10%	21%q	5%	2%	13%t	60%tu	3%	26%w
NET: Neutral	(4-6)	156	96	63	213	152	220	58	61	63	83	6	52	122	39	63	147	46	36	67	3	32	84	36	44	107	62	55	97	6	53	131	36	63	156
		25%	37%acd	30%	30%a	30%a	32%a	31%	31%	33%	27%	29%	13%	51%E	41%E	18%	41%H	32%	32%	30%	13%	15%	46%km	34%k	21%	38%n	34%	34%	30%	30%	17%	53%tv	27%t	23%	38%w
NET: Satisfied	(7-10)	406	135	115	447	260	348	92	116	113	204	14	331	93	23	279	167	73	61	111	15	178	69	13	155	100	88	88	159	13	250	81	17	198	147
		64%bdefz	52%	55%	62%bdez	51%	50%	49%	59%	60%	65%	67%	86%FG	39%G	24%	80%I	46%	51%	54%	49%	63%	81%lm	38%m	12%	72%o	35%	48%	54%	49%	65%	80%uv	33%v	13%	73%x	36%
Mean score		7.05dez	6.70e	6.72e	7.06bdez	6.33	6.27	6.46	6.90	6.86	7.26	7.24	8.28FG	6.05G	4.54	8.12I	6.07	6.24	6.56	6.21	6.87	8.06lm	5.87m	3.57	7.81o	5.22	6.21	6.65r	6.05	7.25	7.93uv	5.76v	3.34	7.70x	5.33
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.18	0.16	0.13	0.48	0.08	0.12	0.29	0.11	0.12	0.22	0.26	0.18	0.64	0.13	0.16	0.23	0.16	0.15	0.20	0.19	0.16	0.43	0.11	0.13	0.20	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 57

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
10 - Extremely satisfied	(10)	109	38	40	141	84	95	34	2	8	20	4	29	4	1	28	6
		17%	15%	19%	20%e	17%	14%	18%	4%	15%	28%g	31%	35%lm	6%	3%	37%o	6%
9 -	(9)	89	35	21	83	52	61	19	4	8	6	1	13	5	1	11	8
		14%e	14%e	10%	12%	10%	9%	10%	8%	15%	8%	8%	15%	7%	3%	14%	8%
8 -	(8)	112	41	28	116	58	109	17	4	7	6	-	11	5	1	8	9
		18%dz	16%z	13%	16%dz	11%	16%dz	9%	8%	13%	8%	-	13%	7%	3%	11%	9%
7 -	(7)	96	21	26	107	66	83	22	4	6	12	-	13	6	3	8	14
		15%b	8%	13%	15%b	13%b	12%	12%	8%	11%	17%	-	15%	9%	9%	11%	13%
6 -	(6)	71	44	25	89	54	78	21	8	7	5	1	3	18	-	6	15
		11%	17%ade	12%	12%	11%	11%	11%	17%	13%	7%	8%	4%	26%km	-	8%	14%
5 -	(5)	57	35	22	84	50	94	27	10	5	10	2	10	15	2	9	18
		9%	14%a	11%	12%	10%	14%a	15%a	21%	9%	14%	15%	12%	22%	6%	12%	17%
4 -	(4)	28	17	16	40	48	48	10	3	4	3	-	2	3	5	3	6
		4%	7%	8%	6%	9%ac	7%a	5%	6%	8%	4%	-	2%	4%	15%k	4%	6%
3 -	(3)	19	6	9	21	41	40	11	5	1	4	1	-	5	6	-	10
		3%	2%	4%	3%	8%abc	6%abc	6%c	10%	2%	6%	8%	-	7%k	18%k	-	10%n
2 -	(2)	18	7	8	12	17	25	8	2	3	2	1	-	2	6	2	6
		3%	3%	4%	2%	3%	4%c	4%c	4%	6%	3%	8%	-	3%	18%kl	3%	6%
1 - Extremely dissatisfied	(1)	25	13	9	24	34	54	11	4	3	4	-	1	3	7	1	10
		4%	5%	4%	3%	7%ac	8%ac	6%	8%	6%	6%	-	1%	4%	21%kl	1%	10%n
Not applicable		10	1	4	1	2	4	6	2	1	-	3	2	3	1	-	3
		2%c	*	2%cd	*	*	1%	3%bcde	4%	2%	-	23%	2%	4%	3%	-	3%
NET: Dissatisfied	(1-3)	62	26	26	57	92	119	30	11	7	10	2	1	10	19	3	26
		10%	10%	13%c	8%	18%abc	17%abc	16%ac	23%	13%	14%	15%	1%	14%k	58%kl	4%	25%n
NET: Neutral	(4-6)	156	96	63	213	152	220	58	21	16	18	3	15	36	7	18	39
		25%	37%acd	30%	30%a	30%a	32%a	31%	44%i	30%	25%	23%	18%	52%km	21%	24%	37%
NET: Satisfied	(7-10)	406	135	115	447	260	348	92	14	29	44	5	66	20	6	55	37
		64%bdefz	52%	55%	62%bdez	51%	50%	49%	29%	55%g	61%g	38%	79%lm	29%	18%	72%o	35%
Mean score		7.05dez	6.70e	6.72e	7.08bdez	6.33	6.27	6.46	5.41	6.63g	6.92g	7.00	8.09lm	5.82m	3.59	7.86o	5.47
Standard error		0.10	0.15	0.18	0.09	0.12	0.10	0.20	0.36	0.37	0.32	1.00	0.22	0.27	0.44	0.27	0.25

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 58

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Courtesy and politeness of advisors	424	156	127	471	285	389	103	109	102	197	16	295	100	29	269	152	41	48	62	5	107	40	9	87	67	24	33	63	7	78	35	14	70	56
	67%dez	60%	61%	66%dez	56%	56%	55%	62%	61%	73%gh	73%	84%lm	49%	37%	80%o	52%	53%	61%	71%p	36%	84%uv	44%w	22%	72%x	50%	56%	56%	66%	64%	88%FG	45%	34%	80%l	48%
Willingness to help resolve your issue	406	135	115	447	260	348	92	101	109	179	17	301	84	21	272	133	40	41	50	4	100	28	7	86	48	23	24	61	7	76	27	12	68	46
	64%bdefz	52%	55%	62%bdez	51%	50%	49%	57%	65%	67%	77%	86%lm	41%m	27%	81%o	46%	51%	52%	57%	29%	79%uv	31%	17%	71%x	36%	53%	41%	64%B	64%	85%FG	35%	29%	77%l	39%
Ease of finding provider contact details	386	157	125	422	258	369	103	103	92	179	12	284	79	23	252	133	47	49	55	6	104	43	10	86	69	23	31	65	6	75	33	17	68	57
	61%de	61%de	60%d	59%de	51%	53%	55%	59%	55%	67%h	55%	81%lm	38%	29%	75%o	46%	60%	62%	63%	43%	82%uv	48%w	24%	71%x	51%	53%	53%	68%	55%	84%FG	42%	41%	77%l	49%
Advisor doing what they said they would do	379	140	117	442	270	354	102	103	91	174	11	294	68	17	255	123	39	39	53	9	99	34	7	83	56	25	27	59	6	73	36	8	68	48
	60%de	54%	56%	62%bde	53%	51%	55%	59%	54%	65%h	50%	84%lm	33%	22%	76%o	42%	50%	49%	61%	64%	78%uv	38%w	17%	69%x	41%	58%	46%	62%B	55%	82%FG	46%G	20%	77%l	41%
Logging of query details to avoid having to repeat yourself	350	140	106	402	237	315	78	97	89	151	13	272	57	21	241	108	36	44	54	6	101	30	9	83	56	18	28	54	6	71	29	6	66	40
	55%dez	54%ez	51%	56%dez	47%	46%	42%	55%	53%	56%	59%	78%lm	28%	27%	72%o	37%	46%	56%	62%p	43%	80%uv	33%	22%	69%x	41%	42%	47%	57%	55%	80%FG	37%G	15%	75%l	34%
Getting the issue resolved to your satisfaction	342	126	104	406	221	293	81	96	91	144	11	278	56	8	244	97	34	44	41	7	89	30	7	80	45	20	28	53	3	72	24	8	69	34
	54%dez	49%	50%	57%bdez	44%	42%	44%	55%	54%	54%	50%	79%lm	27%m	10%	73%o	33%	44%	56%	47%	50%	70%uv	33%	17%	66%x	33%	47%	47%	56%	27%	81%FG	31%	20%	78%l	29%
The time taken to handle your issue	318	135	103	382	211	301	82	88	95	126	9	250	58	10	225	92	43	37	47	8	93	31	11	86	48	19	25	53	6	67	24	12	64	38
	50%de	52%de	50%	53%dez	42%	44%	44%	50%	57%l	47%	41%	71%lm	28%m	13%	67%o	32%	55%	47%	54%	57%	73%uv	34%	27%	71%x	36%	44%	42%	56%	55%	75%FG	31%	29%	73%l	32%
Offering compensation or a goodwill payment	301	123	90	365	210	276	75	90	94	104	13	217	67	17	210	90	38	45	36	4	84	27	12	73	49	26	24	32	8	53	26	11	48	41
	47%de	48%e	43%	51%dez	42%	40%	40%	51%i	56%l	39%	59%	62%lm	33%	22%	63%o	31%	49%	57%r	41%	29%	66%uv	30%	29%	60%x	36%	60%G	41%	34%	73%	60%FG	33%	27%	55%l	35%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 59

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Courtesy and politeness of advisors	424	156	127	471	285	389	103	120	116	221	14	331	109	31	277	190	74	63	132	16	184	71	30	165	115	107	90	178	14	252	109	28	207	180
	67%dez	60%	61%	66%dez	56%	56%	55%	62%	61%	71%AB	67%	86%FG	46%G	33%	79%I	52%	52%	55%	59%	67%	84%Im	39%	28%	77%o	40%	59%	56%	54%	70%	81%uv	44%w	21%	76%x	44%
Willingness to help resolve your issue	406	135	115	447	260	348	92	116	113	204	14	331	93	23	279	167	73	61	111	15	178	69	13	155	100	88	88	159	13	250	81	17	198	147
	64%bdefz	52%	55%	62%bdez	51%	50%	49%	59%	60%	65%	67%	86%FG	39%G	24%	80%I	46%	51%	54%	49%	63%	81%Im	38%m	12%	72%o	35%	48%	54%	49%	65%	80%uv	33%w	13%	73%x	36%
Ease of finding provider contact details	386	157	125	422	258	369	103	109	120	181	12	303	96	23	248	171	67	59	123	9	172	60	26	154	99	93	92	170	14	251	91	27	196	171
	61%de	61%de	60%d	59%de	51%	53%	55%	56%	63%	58%	57%	78%FG	40%G	24%	71%I	47%	47%	52%	55%	38%	79%Im	33%	25%	72%o	35%	51%	57%	52%	70%	81%uv	37%w	20%	72%x	41%
Advisor doing what they said they would do	379	140	117	442	270	354	102	113	109	208	12	328	89	25	271	167	67	68	119	16	188	63	19	164	101	92	97	153	12	253	84	17	202	150
	60%de	54%	56%	62%bde	53%	51%	55%	58%	58%	66%B	57%	85%FG	37%	27%	77%I	46%	47%	60%g	53%	67%	86%Im	35%m	18%	77%o	36%	51%	60%r	47%	60%	81%uv	34%w	13%	74%x	36%
Logging of query details to avoid having to repeat yourself	350	140	106	402	237	315	78	113	103	177	9	304	81	17	252	146	67	64	95	11	170	54	13	145	87	82	84	136	13	234	72	9	187	127
	55%dez	54%ez	51%	56%dez	47%	46%	42%	58%	54%	57%	43%	79%FG	34%G	18%	72%I	40%	47%	56%i	42%	46%	78%Im	30%m	12%	68%o	31%	45%	52%r	42%	65%	75%uv	29%w	7%	69%x	31%
Getting the issue resolved to your satisfaction	342	126	104	406	221	293	81	101	112	184	9	323	69	14	270	133	58	64	87	12	167	46	8	144	74	77	75	127	14	237	49	7	191	99
	54%dez	49%	50%	57%bdez	44%	42%	44%	52%	59%	59%	43%	84%FG	29%G	15%	77%I	37%	41%	56%gi	39%	50%	76%Im	25%m	8%	67%o	26%	42%	46%	39%	70%	76%uv	20%w	5%	70%x	24%
The time taken to handle your issue	318	135	103	382	211	301	82	102	98	174	8	309	59	14	252	128	60	60	82	9	166	34	11	140	69	80	82	127	12	230	62	9	186	114
	50%de	52%de	50%	53%dez	42%	44%	44%	52%	52%	56%	38%	80%FG	25%	15%	72%I	35%	42%	53%i	36%	38%	76%Im	19%	10%	65%o	24%	44%	51%r	39%	60%	74%uv	25%w	7%	68%x	28%
Offering compensation or a goodwill payment	301	123	90	365	210	276	75	105	108	143	9	274	71	20	229	133	57	65	73	15	147	50	13	128	77	76	80	110	10	209	58	9	167	108
	47%de	48%e	43%	51%dez	42%	40%	40%	54%	57%G	46%	43%	71%FG	30%	21%	65%I	37%	40%	57%gi	32%	63%	67%Im	28%m	12%	60%o	27%	42%	49%r	34%	50%	67%uv	24%w	7%	61%x	26%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 60

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Courtesy and politeness of advisors	424 67%dez	156 60%	127 61%	471 66%dez	285 56%	389 56%	103 55%	19 40%	32 60%g	47 65%g	5 38%	71 85%lm	26 38%	6 18%	59 78%o	44 42%
Willingness to help resolve your issue	406 64%bdefz	135 52%	115 55%	447 62%bdez	260 51%	348 50%	92 49%	14 29%	29 55%g	44 61%g	5 38%	66 79%lm	20 29%	6 18%	55 72%o	37 35%
Ease of finding provider contact details	386 61%de	157 61%de	125 60%d	422 59%de	258 51%	369 53%	103 55%	22 46%	27 51%	46 64%	8 62%	67 80%lm	31 45%m	5 15%	55 72%o	47 45%
Advisor doing what they said they would do	379 60%de	140 54%	117 56%	442 62%bde	270 53%	354 51%	102 55%	21 44%	27 51%	47 65%g	7 54%	67 80%lm	28 41%	7 21%	56 74%o	46 44%
Logging of query details to avoid having to repeat yourself	350 55%dez	140 54%ez	106 51%	402 56%dez	237 47%	315 46%	78 42%	14 29%	25 47%	33 46%	6 46%	59 70%lm	15 22%	4 12%	49 64%o	29 28%
Getting the issue resolved to your satisfaction	342 54%dez	126 49%	104 50%	406 57%bdez	221 44%	293 42%	81 44%	14 29%	25 47%	35 49%g	7 54%	64 76%lm	13 19%	4 12%	51 67%o	29 28%
The time taken to handle your issue	318 50%de	135 52%de	103 50%	382 53%dez	211 42%	301 44%	82 44%	14 29%	28 53%g	32 44%	8 62%	58 69%lm	19 28%	5 15%	49 64%o	33 31%
Offering compensation or a goodwill payment	301 47%de	123 48%e	90 43%	365 51%dez	210 42%	276 40%	75 40%	17 35%	26 49%	27 38%	5 38%	50 60%lm	19 28%	6 18%	41 54%o	33 31%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 61

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Completely resolved	335	121	88	350	214	272	76	96	90	136	13	249	66	20	335	-	37	40	38	6	79	32	10	121	-	19	24	38	7	60	19	9	88	-
	53%defz	47%e	42%	49%de	42%	39%	41%	55%	54%	51%	59%	71%lm	32%	26%	100%o	-	47%	51%	44%	43%	62%uv	36%	24%	100%x	-	44%	41%	40%	64%	67%FG	24%	22%	100%I	-
Partly resolved	233	110	87	299	200	302	79	61	63	103	6	91	116	26	-	233	33	35	36	6	44	45	21	-	110	16	24	44	3	25	43	19	-	87
	37%	43%	42%	42%	40%	44%d	42%	35%	38%	38%	27%	26%	56%km	33%	-	80%n	42%	44%	41%	43%	35%	50%t	51%	-	81%w	37%	41%	46%	27%	28%	55%E	46%E	-	74%H
Not resolved at all	58	25	30	63	84	111	26	16	12	30	-	8	19	31	-	58	8	3	12	2	3	12	10	-	25	7	10	13	-	4	15	11	-	30
	9%	10%	14%ad	9%	17%abc	16%abc	14%c	9%	7%	11%	-	2%	9%k	40%kl	-	20%n	10%	4%	14%q	14%	2%	13%t	24%t	-	19%w	16%	17%	14%	-	4%	19%E	27%E	-	26%H
Don't know	8	2	3	6	8	6	5	3	2	-	3	2	5	1	-	-	-	1	1	-	1	1	-	-	-	1	1	-	1	-	1	2	-	-
	1%	1%	1%	1%	2%	1%	3%ce	2%l	1%	-	14%	1%	2%	1%	-	-	-	1%	1%	-	1%	1%	-	-	-	2%	2%	-	9%	-	1%	5%E	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 62

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Completely resolved	335	121	88	350	214	272	76	105	87	148	10	256	74	20	350	-	56	57	87	14	151	47	16	214	-	70	77	116	9	201	61	10	272	-
	53%defz	47%e	42%	49%de	42%	39%	41%	54%	46%	47%	48%	66%FG	31%	21%	100%I	-	39%	50%i	39%	58%	69%lm	26%m	15%	100%o	-	38%	48%r	35%	45%	65%uv	25%v	7%	100%x	-
Partly resolved	233	110	87	299	200	302	79	66	92	132	9	118	137	44	-	299	66	41	88	5	54	105	41	-	200	79	71	143	9	99	145	58	-	302
	37%	43%	42%	42%	40%	44%a	42%	34%	49%A	42%	43%	31%	58%E	47%E	-	83%H	46%	36%	39%	21%	25%	58%km	39%k	-	70%n	43%	44%	44%	45%	32%	59%tv	43%t	-	73%w
Not resolved at all	58	25	30	63	84	111	26	22	10	30	1	10	23	30	-	63	18	14	48	4	8	27	49	-	84	30	14	66	1	9	37	65	-	111
	9%	10%	14%ac	9%	17%abc	16%abc	14%c	11%B	5%	10%	5%	3%	10%E	32%EF	-	17%H	13%	12%	21%gh	17%	4%	15%k	46%kl	-	30%n	16%q	9%	20%q	5%	3%	15%t	48%tu	-	27%w
Don't know	8	2	3	6	8	6	5	2	-	3	1	2	4	-	-	-	3	2	2	1	6	2	-	-	-	3	-	2	1	2	2	2	-	-
	1%	1%	1%	1%	2%	1%	3%cz	1%	-	1%	5%	1%	2%	-	-	-	2%	2%	1%	4%	3%	1%	-	-	-	2%	-	1%	5%	1%	1%	1%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 63

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Completely resolved	335	121	88	350	214	272	76	17	21	32	6	52	18	6	76	-
	53%defz	47%e	42%	49%de	42%	39%	41%	35%	40%	44%	46%	62%lm	26%	18%	100%o	-
Partly resolved	233	110	87	299	200	302	79	22	24	31	2	26	40	13	-	79
	37%	43%	42%	42%	40%	44%a	42%	46%	45%	43%	15%	31%	58%k	39%	-	75%n
Not resolved at all	58	25	30	63	84	111	26	9	7	9	1	4	9	13	-	26
	9%	10%	14%ac	9%	17%abc	16%abc	14%c	19%	13%	13%	8%	5%	13%	39%kl	-	25%n
Don't know	8	2	3	6	8	6	5	-	1	-	4	2	2	1	-	-
	1%	1%	1%	1%	2%	1%	3%ce	-	2%	-	31%	2%	3%	3%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 64

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Yes	271	102	63	284	166	216	55	81	72	108	10	211	47	13	271	-	33	36	27	6	69	26	7	102	-	13	17	28	5	46	13	4	63	-
	43%defz	40%efz	30%	40%defz	33%	31%	30%	46%	43%	40%	45%	60%lm	23%	17%	81%o	-	42%	46%	31%	43%	54%uv	29%	17%	84%x	-	30%	29%	29%	45%	52%FG	17%	10%	72%I	-
No	61	18	24	59	45	53	20	14	18	27	2	36	18	7	61	-	4	4	10	-	9	6	3	18	-	6	7	9	2	13	6	5	24	-
	10%	7%	12%	8%	9%	8%	11%	8%	11%	10%	9%	10%	9%	9%	18%o	-	5%	5%	11%	-	7%	7%	7%	15%x	-	14%	12%	9%	18%	15%	8%	12%	27%I	-
Don't know	3	1	1	7	3	3	1	1	-	1	1	2	1	-	3	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-
	*	*	*	1%	1%	*	1%	1%	-	*	5%	1%	*	-	1%	-	-	-	1%	-	1%	-	-	1%	-	-	-	1%	-	1%	-	-	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 65

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Yes	271	102	63	284	166	216	55	86	72	117	9	211	60	13	284	-	46	48	60	12	123	35	8	166	-	54	64	89	9	170	43	3	216	-
	43%defz	40%efz	30%	40%defz	33%	31%	30%	44%	38%	37%	43%	55%FG	25%G	14%	81%l	-	32%	42%l	27%	50%	56%lm	19%m	8%	78%o	-	30%	40%r	27%	45%	55%uv	18%v	2%	79%x	-
No	61	18	24	59	45	53	20	16	13	29	1	39	13	7	59	-	10	9	25	1	25	12	8	45	-	15	13	25	-	29	17	7	53	-
	10%	7%	12%	8%	9%	8%	11%	8%	7%	9%	5%	10%F	5%	7%	17%l	-	7%	8%	11%	4%	11%	7%	8%	21%o	-	8%	8%	8%	-	9%	7%	5%	19%x	-
Don't know	3	1	1	7	3	3	1	3	2	2	-	6	1	-	7	-	-	-	2	1	3	-	-	3	-	1	-	2	-	2	1	-	3	-
	*	*	*	1%	1%	*	1%	2%	1%	1%	-	2%	*	-	2%l	-	-	-	1%	4%	1%	-	-	1%o	-	1%	-	1%	-	1%	*	-	1%x	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 66

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Yes	271	102	63	284	166	216	55	12	17	21	5	39	13	3	55	-
	43%defz	40%efz	*30%*	40%defz	*33%*	*31%*	*30%*	*25%*	*32%*	*29%*	*38%*	46%lm	*19%*	*9%*	72%o	-
No	61	18	24	59	45	53	20	5	3	11	1	12	5	3	20	-
	10%	*7%*	*12%*	*8%*	*9%*	*8%*	*11%*	*10%*	*6%*	*15%*	*8%*	*14%*	*7%*	*9%*	26%o	-
Don't know	3	1	1	7	3	3	1	-	1	-	-	1	-	-	1	-
	*	*	*	*1%*	*1%*	*	*1%*	-	*2%*	-	-	*1%*	-	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 67

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

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	335	121	88*	350	214	272	76*	96*	90*	136	13**	249	66*	20**	335	-**	37*	40*	38*	6**	79*	32*	10**	121	-**	19**	24**	38*	7**	60*	19**	9**	88*	-**
Yes	271	102	63	284	166	216	55	81	72	108	10	211	47	13	271	-	33	36	27	6	69	26	7	102	-	13	17	28	5	46	13	4	63	-
	81%	84%fz	*72%*	81%f	*78%*	*79%*	*72%*	*84%*	*80%*	*79%*	*77%*	85%l	*71%*	*65%*	*81%*	-	*89%*	90%r	*71%*	*100%*	*87%*	*81%*	*70%*	*84%*	-	*68%*	*71%*	*74%*	*71%*	*77%*	*68%*	*44%*	*72%*	-
No	61	18	24	59	45	53	20	14	18	27	2	36	18	7	61	-	4	4	10	-	9	6	3	18	-	6	7	9	2	13	6	5	24	-
	18%	*15%*	27%bc	*17%*	*21%*	*19%*	26%b	*15%*	*20%*	*20%*	*15%*	*14%*	27%h	*35%*	*18%*	-	*11%*	*10%*	*26%*	-	*11%*	*19%*	*30%*	*15%*	-	*32%*	*29%*	*24%*	*29%*	*22%*	*32%*	*56%*	*27%*	-
Don't know	3	1	1	7	3	3	1	1	-	1	1	2	1	-	3	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*8%*	*1%*	*2%*	-	*1%*	-	-	-	*3%*	-	*1%*	-	-	*1%*	-	-	-	*3%*	-	*2%*	-	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 68

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

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	335	121	88*	350	214	272	76*	105	87*	148	10**	256	74*	20**	350	-**	56*	57*	87*	14**	151	47*	16**	214	-**	70*	77*	116	9**	201	61*	10**	272	-**
Yes	271	102	63	284	166	216	55	86	72	117	9	211	60	13	284	-	46	48	60	12	123	35	8	166	-	54	64	89	9	170	43	3	216	-
	81%	84%fz	*72%*	81%f	*78%*	*79%*	*72%*	*82%*	*83%*	*79%*	*90%*	*82%*	*81%*	*65%*	*81%*	-	*82%*	84%i	*69%*	*86%*	*81%*	*74%*	*50%*	*78%*	-	*77%*	*83%*	*77%*	*100%*	85%u	*70%*	*30%*	*79%*	-
No	61	18	24	59	45	53	20	16	13	29	1	39	13	7	59	-	10	9	25	1	25	12	8	45	-	15	13	25	-	29	17	7	53	-
	18%	*15%*	27%bc	*17%*	*21%*	*19%*	26%b	*15%*	*15%*	*20%*	*10%*	*15%*	*18%*	*35%*	*17%*	-	*18%*	*16%*	*29%*	*7%*	*17%*	*26%*	*50%*	*21%*	-	*21%*	*17%*	*22%*	-	*14%*	26%t	*70%*	*19%*	-
Don't know	3	1	1	7	3	3	1	3	2	2	-	6	1	-	7	-	-	-	2	1	3	-	-	3	-	1	-	2	-	2	1	-	3	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	-	*2%*	*1%*	-	*2%*	-	-	-	*2%*	*7%*	*2%*	-	-	*1%*	-	*1%*	-	*2%*	-	*1%*	*2%*	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 69

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	335	121	88*	350	214	272	76*	17**	21**	32*	6**	52*	18**	6**	76*	-**
Yes	271	102	63	284	166	216	55	12	17	21	5	39	13	3	55	-
	81%	**84%fz**	*72%*	**81%f**	*78%*	*79%*	*72%*	*71%*	*81%*	*66%*	*83%*	*75%*	*72%*	*50%*	*72%*	-
No	61	18	24	59	45	53	20	5	3	11	1	12	5	3	20	-
	18%	*15%*	**27%bc**	*17%*	*21%*	*19%*	**26%b**	*29%*	*14%*	*34%*	*17%*	*23%*	*28%*	*50%*	*26%*	-
Don't know	3	1	1	7	3	3	1	-	1	-	-	1	-	-	1	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*5%*	-	-	*2%*	-	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 70

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Fixed Broadband internet.

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Not at all important	21	13	14	8	17	15	11	6	7	6	2	6	7	8	8	13	10	2	-	1	6	5	2	-	12	1	9	3	1	4	6	4	6	8
	3%c	5%ce	7%acde	1%	3%c	2%	6%ce	3%	4%	2%	9%	2%	3%	10%kl	2%	4%	13%qr	3%	-	7%	5%	6%	5%	-	9%w	2%	15%AC	3%	9%	4%	8%	10%	7%	7%
Not very important	48	37	28	72	56	65	25	13	18	11	6	19	20	9	13	32	11	13	12	1	12	17	8	17	20	7	15	4	2	4	16	8	6	22
	8%	14%ae	13%a	10%	11%a	9%	13%a	7%	11%l	4%	27%	5%	10%	12%k	4%	11%n	14%	16%	14%	7%	9%	19%t	20%	14%	15%	16%C	25%C	4%	18%	4%	21%E	20%E	7%	19%H
Fairly important	151	79	50	201	129	149	40	46	46	55	4	77	61	13	68	80	24	29	18	8	33	32	14	33	46	13	15	20	2	19	23	8	11	38
	24%	31%aez	24%	28%e	25%	22%	22%	26%	28%	20%	18%	22%	30%km	17%	20%	27%n	31%	37%r	21%	57%	26%	36%	34%	27%	34%	30%	25%	21%	18%	21%	29%	20%	13%	32%H
Very important	414	129	116	437	304	462	110	111	96	197	10	248	118	48	246	166	33	35	57	4	76	36	17	71	57	22	20	68	6	62	33	21	65	49
	65%bf	50%	56%	61%b	60%b	67%bcdf	59%	63%	57%	73%gh	45%	71%l	57%	62%	73%o	57%	42%	44%	66%pq	29%	60%uv	40%	41%	59%x	42%	51%	34%	72%AB	55%	70%FG	42%	51%	74%I	42%
NET: Important	565	208	166	638	433	611	150	157	142	252	14	325	179	61	314	246	57	64	75	12	109	68	31	104	103	35	35	88	8	81	56	29	76	87
	89%bfz	81%	80%	89%bfz	86%	88%bfz	81%	89%	85%	94%h	64%	93%lm	87%	78%	94%o	85%	73%	81%	86%p	86%	86%	76%	76%	86%	76%	81%B	59%	93%B	73%	91%FG	72%	71%	86%I	74%
NET: Not important	69	50	42	80	73	80	36	19	25	17	8	25	27	17	21	45	21	15	12	2	18	22	10	17	32	8	24	7	3	8	22	12	12	30
	11%	19%ace	20%ace	11%	14%	12%	19%ace	11%	15%l	6%	36%	7%	13%k	22%k	6%	15%n	27%r	19%	14%	14%	14%	24%	24%	14%	24%	19%	41%AC	7%	27%	9%	28%E	29%E	14%	26%H

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 71

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Fixed Broadband internet.

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Not at all important	21	13	14	8	17	15	11	3	4	-	1	5	3	-	5	2	7	4	6	-	3	9	5	11	6	4	4	7	-	5	8	2	6	9
	3%c	5%ce	7%acde	1%	3%c	2%	6%ce	2%C	2%C	-	5%	1%	1%	-	1%	1%	5%	4%	3%	-	1%	5%k	5%	5%	2%	2%	2%	2%	-	2%	3%	1%	2%	2%
Not very important	48	37	28	72	56	65	25	23	27	20	2	30	28	14	16	56	19	21	15	1	19	30	7	11	44	21	21	21	2	18	39	8	14	50
	8%	14%ae	13%a	10%	11%a	9%	13%a	12%C	14%C	6%	10%	8%	12%	15%E	5%	15%H	13%i	18%i	7%	4%	9%	17%km	7%	5%	15%n	12%r	13%r	6%	10%	6%	16%tv	6%	5%	12%w
Fairly important	151	79	50	201	129	149	40	61	65	68	7	91	86	24	84	115	43	44	39	3	59	52	18	48	77	55	41	47	6	78	56	15	58	91
	24%	31%aez	24%	28%e	25%	22%	22%	31%C	34%C	22%	33%	24%	36%E	26%	24%	32%H	30%i	39%i	17%	13%	27%m	29%m	17%	22%	27%	30%r	25%r	14%	30%	25%w	23%w	11%	21%	22%
Very important	414	129	116	437	304	462	110	108	93	225	11	260	121	56	245	189	74	45	165	20	138	90	76	144	157	102	96	252	12	210	142	110	194	263
	65%bf	50%	56%	61%b	60%b	67%bcdf	59%	55%	49%	72%AB	52%	67%F	51%	60%	70%I	52%	52%	39%	73%gh	83%	63%l	50%	72%l	67%o	55%	56%	59%	77%pq	60%	68%u	58%	81%tu	71%x	64%
NET: Important	565	208	166	638	433	611	150	169	158	293	18	351	207	80	329	304	117	89	204	23	197	142	94	192	234	157	137	299	18	288	198	125	252	354
	89%bfz	81%	80%	89%bfz	86%	88%bfz	81%	87%	84%	94%AB	86%	91%	87%	85%	94%I	84%	82%	78%	91%gh	96%	90%l	78%	89%l	90%o	82%	86%	85%	91%q	90%	93%u	81%	93%u	93%x	86%
NET: Not important	69	50	42	80	73	80	36	26	31	20	3	35	31	14	21	58	26	25	21	1	22	39	12	22	50	25	25	28	2	23	47	10	20	59
	11%	19%ace	20%ace	11%	14%	12%	19%ace	13%C	16%C	6%	14%	9%	13%	15%	6%	16%H	18%i	22%i	9%	4%	10%	22%km	11%	10%	18%n	14%	15%r	9%	10%	7%	19%tv	7%	7%	14%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 72

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Fixed Broadband internet.

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Not at all important	21	13	14	8	17	15	11	4	3	3	1	1	8	2	4	7
	3%c	5%ce	7%acde	1%	3%c	2%	6%ce	8%	6%	4%	8%	1%	12%k	6%	5%	7%
Not very important	48	37	28	72	56	65	25	5	11	7	2	4	17	4	5	19
	8%	14%ae	13%a	10%	11%a	9%	13%a	10%	21%	10%	15%	5%	25%k	12%	7%	18%n
Fairly important	151	79	50	201	129	149	40	13	10	15	2	20	15	5	13	26
	24%	31%aez	24%	28%e	25%	22%	22%	27%	19%	21%	15%	24%	22%	15%	17%	25%
Very important	414	129	116	437	304	462	110	26	29	47	8	59	29	22	54	53
	65%bf	50%	56%	61%b	60%b	67%bcdf	59%	54%	55%	65%	62%	70%l	42%	67%l	71%o	50%
NET: Important	565	208	166	638	433	611	150	39	39	62	10	79	44	27	67	79
	89%bfz	81%	80%	89%bfz	86%	88%bfz	81%	81%	74%	86%	77%	94%lm	64%	82%	88%o	75%
NET: Not important	69	50	42	80	73	80	36	9	14	10	3	5	25	6	9	26
	11%	19%ace	20%ace	11%	14%	12%	19%ace	19%	26%	14%	23%	6%	36%k	18%k	12%	25%n

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 73

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Fixed Broadband internet.

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
The service has become more important	341 54%b	113 44%	104 50%	377 53%b	259 51%	392 57%bz	86 46%	89 51%	83 50%	160 59%h	9 41%	203 58%l	96 47%	42 54%	187 56%	150 52%	34 44%	24 30%	49 56%q	6 43%	62 49%	33 37%	18 44%	55 45%	58 43%	19 44%	24 41%	56 59%B	5 45%	51 57%	33 42%	20 49%	53 60%I	51 44%
The service has become less important	125 20%	83 32%acdef z	47 23%	147 20%	112 22%	131 19%	43 23%	43 24%i	47 28%i	34 13%	1 5%	66 19%	47 23%	12 15%	60 18%	63 22%	31 40%r	34 43%r	14 16%	4 29%	38 30%	35 39%	10 24%	35 29%	48 36%	10 23%	24 41%C	11 12%	2 18%	10 11%	29 37%E	8 20%	9 10%	38 32%H
No different	168 26%	62 24%	57 27%	194 27%	135 27%	168 24%	57 31%	44 25%	37 22%	75 28%	12 55%	81 23%	63 31%	24 31%	88 26%	78 27%	13 17%	21 27%	24 28%	4 29%	27 21%	22 24%	13 32%	31 26%	29 21%	14 33%	11 19%	28 29%	4 36%	28 31%	16 21%	13 32%	26 30%	28 24%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 74

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Fixed Broadband internet.

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
The service has become more important	341	113	104	377	259	392	86	95	86	187	9	220	117	40	196	177	77	43	126	13	109	88	62	115	142	92	77	213	10	178	130	84	166	224
	54%b	44%	50%	53%b	51%	57%bz	46%	49%	46%	60%AB	43%	57%G	49%	43%	56%	49%	54%h	38%	56%h	54%	50%	49%	58%	54%	50%	51%	48%	65%pq	50%	57%	53%	62%	61%	54%
The service has become less important	125	83	47	147	112	131	43	39	64	41	3	75	54	18	61	86	34	41	33	4	49	45	18	37	73	49	42	38	2	58	62	11	46	85
	20%	32%acdef z	23%	20%	22%	19%	23%	20%C	34%AC	13%	14%	19%	23%	19%	17%	24%H	24%i	36%gi	15%	17%	22%	25%	17%	17%	26%n	27%r	26%r	12%	10%	19%v	25%w	8%	17%	21%
No different	168	62	57	194	135	168	57	61	39	85	9	91	67	36	93	99	32	30	66	7	61	48	26	62	69	41	43	76	8	75	53	40	60	104
	26%	24%	27%	27%	27%	24%	31%	31%B	21%	27%	43%	24%	28%	38%E	27%	27%	22%	26%	29%	29%	28%	27%	25%	29%	24%	23%	27%	23%	40%	24%	22%	30%	22%	25%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 75

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Fixed Broadband internet.

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
The service has become more important	341 **54%b**	113 *44%*	104 *50%*	377 **53%b**	259 *51%*	392 **57%bz**	86 *46%*	18 *38%*	22 *42%*	41 **57%g**	5 *38%*	45 *54%*	28 *41%*	13 *39%*	46 **61%o**	38 *36%*
The service has become less important	125 *20%*	83 **32%acdefz**	47 *23%*	147 *20%*	112 *22%*	131 *19%*	43 *23%*	15 *31%*	14 *26%*	14 *19%*	- -	18 *21%*	19 *28%*	6 *18%*	10 *13%*	32 **30%n**
No different	168 *26%*	62 *24%*	57 *27%*	194 *27%*	135 *27%*	168 *24%*	57 *31%*	15 *31%*	17 *32%*	17 *24%*	8 *62%*	21 *25%*	22 *32%*	14 *42%*	20 *26%*	35 *33%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 76

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Fixed Broadband internet

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
More willing to make a complaint	220	72	55	247	169	270	51	57	59	100	4	133	67	20	134	83	16	26	28	2	43	19	10	34	37	4	20	28	3	27	18	10	27	27
	35%f	28%	26%	34%f	33%	39%bdfz	27%	32%	35%	37%	18%	38%m	33%	26%	40%o	29%	21%	33%	32%	14%	34%u	21%	24%	28%	27%	9%	34%A	29%A	27%	30%	23%	24%	31%	23%
Less willing to make a complaint	132	80	43	153	135	123	50	37	45	45	5	72	47	13	58	73	31	24	21	4	28	36	16	36	43	10	19	14	-	16	18	9	16	27
	21%	31%acef	21%	21%	27%ace	18%	27%e	21%	27%i	17%	23%	21%	23%	17%	17%	25%n	40%r	30%	24%	29%	22%	40%t	39%t	30%	32%	23%	32%C	15%	-	18%	23%	22%	18%	23%
No different	235	86	91	264	160	260	71	65	51	113	6	131	68	36	129	105	24	23	34	5	45	29	12	42	44	25	14	47	5	43	31	17	38	52
	37%	33%	44%bd	37%	32%	38%d	38%	37%	31%	42%h	27%	37%	33%	46%l	39%	36%	31%	29%	39%	36%	35%	32%	29%	35%	33%	58%B	24%	49%B	45%	48%	40%	41%	43%	44%
Don't know	47	20	19	54	42	38	14	17	12	11	7	14	24	9	14	30	7	6	4	3	11	6	3	9	11	4	6	6	3	3	11	5	7	11
	7%	8%	9%	8%	8%	5%	8%	10%i	7%	4%	32%	4%	12%k	12%k	4%	10%n	9%	8%	5%	21%	9%	7%	7%	7%	8%	9%	10%	6%	27%	3%	14%E	12%	8%	9%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 77

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Fixed Broadband internet

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
More willing to make a complaint	220 35%f	72 28%	55 26%	247 34%f	169 33%	270 39%bdfz	51 27%	63 32%	60 32%	118 38%	6 29%	148 38%G	75 32%	24 26%	119 34%	127 35%	38 27%	38 33%	87 39%g	6 25%	64 29%	57 31%	48 45%kl	63 29%	105 37%	52 29%	66 41%p	148 45%p	4 20%	112 36%	92 38%	66 49%tu	104 38%	165 40%
Less willing to make a complaint	132 21%	80 31%acef	43 21%	153 21%	135 27%ace	123 18%	50 27%e	36 18%	60 32%AC	53 17%	4 19%	69 18%	58 24%	26 28%E	65 19%	85 23%	52 36%i	37 32%i	40 18%	6 25%	61 28%m	58 32%m	16 15%	57 27%	76 27%	43 24%r	38 23%r	38 12%	4 20%	60 19%w	50 20%w	13 10%	44 16%	79 19%
No different	235 37%	86 33%	91 44%bd	264 37%	160 32%	260 38%d	71 38%	75 38%B	53 28%	129 41%B	7 33%	143 37%	87 37%	34 36%	143 41%I	121 33%	44 31%	29 25%	80 36%	7 29%	74 34%	53 29%	33 31%	75 35%	82 29%	75 41%q	49 30%	126 39%	10 50%	120 39%	90 37%	50 37%	110 40%	148 36%
Don't know	47 7%	20 8%	19 9%	54 8%	42 8%	38 5%	14 8%	21 11%C	16 8%c	13 4%	4 19%	26 7%	18 8%	10 11%	23 7%	29 8%	9 6%	10 9%	18 8%	5 21%	20 9%	13 7%	9 8%	19 9%	21 7%	12 7%	9 6%	15 5%	2 10%	19 6%	13 5%	6 4%	14 5%	21 5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 78

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Fixed Broadband internet

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
More willing to make a complaint	220 35%f	72 28%	55 26%	247 34%f	169 33%	270 39%bdfz	51 27%	11 23%	15 28%	22 31%	3 23%	24 29%	20 29%	7 21%	22 29%	28 27%
Less willing to make a complaint	132 21%	80 31%acef	43 21%	153 21%	135 27%ace	123 18%	50 27%e	14 29%	15 28%	20 28%	1 8%	19 23%	24 35%	7 21%	18 24%	31 30%
No different	235 37%	86 33%	91 44%bd	264 37%	160 32%	260 38%d	71 38%	17 35%	19 36%	29 40%	6 46%	34 40%	18 26%	19 58%l	29 38%	40 38%
Don't know	47 7%	20 8%	19 9%	54 8%	42 8%	38 5%	14 8%	6 13%l	4 8%	1 1%	3 23%	7 8%	7 10%	- -	7 9%	6 6%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 79

Q15: What is your current employment status?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Employed or self-employed (full-time - 30hrs/wk+)	358	116	81	380	227	341	89	105	93	152	8	213	109	36	216	139	34	42	33	7	68	39	9	63	53	21	20	35	5	44	24	13	38	43
	56%bdefz	45%	39%	53%bdf	45%	49%f	48%	60%	56%	57%	36%	61%m	53%	46%	64%o	48%	44%	53%	38%	50%	54%v	43%v	22%	52%x	39%	49%	34%	37%	45%	49%F	31%	32%	43%	37%
Employed or self-employed (part-time - 8-29 hrs/wk+)	129	69	52	155	120	143	40	32	37	53	7	72	43	14	53	73	21	20	27	1	31	25	13	28	41	8	17	25	2	15	27	10	18	34
	20%	27%ae	25%	22%	24%	21%	22%	18%	22%	20%	32%	21%	21%	18%	16%	25%n	27%	25%	31%	7%	24%	28%	32%	23%	30%	19%	29%	26%	18%	17%	35%E	24%	20%	29%
Homemaker	51	33	31	65	54	63	22	16	12	20	3	22	17	12	22	28	13	6	11	3	13	11	9	12	19	7	16	7	1	13	11	7	11	20
	8%	13%a	15%ace	9%	11%	9%	12%	9%	7%	7%	14%	6%	8%	15%k	7%	10%	17%	8%	13%	21%	10%	12%	22%	10%	14%	16%	27%C	7%	9%	15%	14%	17%	13%	17%
Student / under education	43	21	15	52	49	77	13	12	11	19	1	20	17	6	21	21	7	8	5	1	7	10	4	8	13	2	3	10	-	2	11	2	4	10
	7%	8%	7%	7%	10%	11%ac	7%	7%	7%	7%	5%	6%	8%	8%	6%	7%	9%	10%	6%	7%	6%	11%	10%	7%	10%	5%	5%	11%	-	2%	14%E	5%	5%	9%
Temporarily not working (unemployed / illness)	30	12	16	42	43	45	14	5	9	15	1	13	11	6	12	18	-	3	7	2	4	5	3	6	6	2	2	9	3	6	5	5	7	7
	5%	5%	8%	6%	8%a	7%	8%	3%	5%	6%	5%	4%	5%	8%	4%	6%	-	4%	8%p	14%	3%	6%	7%	5%	4%	5%	3%	9%	27%	7%	6%	12%	8%	6%
Retired	23	7	13	24	13	22	8	6	5	10	2	10	9	4	11	12	3	-	4	-	4	-	3	4	3	3	1	9	-	9	-	4	10	3
	4%	3%	6%de	3%	3%	3%	4%	3%	3%	4%	9%	3%	4%	5%	3%	4%	4%	-	5%	-	3%	-	7%u	3%	2%	7%	2%	9%	-	10%F	-	10%F	11%I	3%
NET: Employed	487	185	133	535	347	484	129	137	130	205	15	285	152	50	269	212	55	62	60	8	99	64	22	91	94	29	37	60	7	59	51	23	56	77
	77%defz	72%	64%	75%df	69%	70%	69%	78%	78%	76%	68%	81%rn	74%	64%	80%o	73%	71%	78%	69%	57%	78%v	71%	54%	75%	70%	67%	63%	63%	64%	66%	65%	56%	64%	66%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 80

Q15: What is your current employment status?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Employed or self-employed (full-time - 30hrs/wk+)	358	116	81	380	227	341	89	111	101	163	5	226	114	40	202	178	60	58	99	10	101	77	49	101	124	94	78	163	6	162	108	71	154	185
	56%bdefz	45%	39%	53%bdf	45%	49%f	48%	57%	53%	52%	24%	59%FG	48%	43%	58%I	49%	42%	51%	44%	42%	46%	43%	46%	47%	44%	52%	48%	50%	30%	52%	44%	53%	57%x	45%
Employed or self-employed (part-time - 8-29 hrs/wk+)	129	69	52	155	120	143	40	40	43	65	7	70	62	23	68	86	41	28	49	2	43	54	23	49	70	45	38	58	2	58	61	24	48	94
	20%	27%ae	25%	22%	24%	21%	22%	21%	23%	21%	33%	18%	26%E	24%	19%	24%	29%	25%	22%	8%	20%	30%k	22%	23%	25%	25%	23%	18%	10%	19%	25%	18%	18%	23%
Homemaker	51	33	31	65	54	63	22	16	24	23	2	24	27	14	26	39	14	12	22	6	30	15	9	26	26	23	19	19	2	25	28	10	22	40
	8%	13%a	15%ace	9%	11%	9%	12%	8%	13%C	7%	10%	6%	11%E	15%E	7%	11%	10%	11%	10%	25%	14%	8%	8%	12%	9%	13%r	12%r	6%	10%	8%	11%	7%	8%	10%
Student / under education	43	21	15	52	49	77	13	15	9	25	3	29	18	5	19	29	7	10	31	1	20	20	9	14	35	11	17	45	4	41	26	10	25	52
	7%	8%	7%	7%	10%	11%ac	7%	8%	5%	8%	14%	8%	8%	5%	5%	8%	5%	9%	14%G	4%	9%	11%	8%	7%	12%n	6%	10%	14%p	20%	13%	11%	7%	9%	13%
Temporarily not working (unemployed / illness)	30	12	16	42	43	45	14	8	9	23	2	22	13	7	21	21	17	4	18	4	19	14	10	20	21	8	9	25	3	17	17	11	15	29
	5%	5%	8%	6%	8%a	7%	8%	4%	5%	7%	10%	6%	5%	7%	6%	6%	12%h	4%	8%	17%	9%	8%	9%	9%	7%	4%	6%	8%	15%	5%	7%	8%	6%	7%
Retired	23	7	13	24	13	22	8	5	3	14	2	15	4	5	14	9	4	2	6	1	6	1	6	4	8	1	1	17	3	8	5	9	8	13
	4%	3%	6%de	3%	3%	3%	4%	3%	2%	4%	10%	4%	2%	5%	4%	2%	3%	2%	3%	4%	3%	1%	6%l	2%	3%	1%	1%	5%pq	15%	3%	2%	7%tu	3%	3%
NET: Employed	487	185	133	535	347	484	129	151	144	228	12	296	176	63	270	264	101	86	148	12	144	131	72	150	194	139	116	221	8	220	169	95	202	279
	77%defz	72%	64%	75%df	69%	70%	69%	77%	76%	73%	57%	77%	74%	67%	77%	73%	71%	75%	66%	50%	66%	72%	68%	70%	68%	76%r	72%	68%	40%	71%	69%	70%	74%	68%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 81

Q15: What is your current employment status?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Employed or self-employed (full-time - 30hrs/wk+)	358 56%bdefz	116 45%	81 39%	380 53%bdf	227 45%	341 49%f	89 48%	17 35%	26 49%	41 57%g	5 38%	44 52%	27 39%	18 55%	42 55%	47 45%
Employed or self-employed (part-time - 8-29 hrs/wk+)	129 20%	69 27%ae	52 25%	155 22%	120 24%	143 21%	40 22%	10 21%	14 26%	14 19%	2 15%	14 17%	21 30%k	5 15%	16 21%	24 23%
Homemaker	51 8%	33 13%a	31 15%ace	65 9%	54 11%	63 9%	22 12%	12 25%hi	3 6%	6 8%	1 8%	10 12%	8 12%	4 12%	6 8%	16 15%
Student / under education	43 7%	21 8%	15 7%	52 7%	49 10%	77 11%ac	13 7%	1 2%	6 11%	4 6%	2 15%	8 10%	4 6%	1 3%	4 5%	6 6%
Temporarily not working (unemployed / illness)	30 5%	12 5%	16 8%	42 6%	43 8%a	45 7%	14 8%	7 15%	3 6%	4 6%	- -	6 7%	5 7%	3 9%	5 7%	9 9%
Retired	23 4%	7 3%	13 6%de	24 3%	13 3%	22 3%	8 4%	1 2%	1 2%	3 4%	3 23%	2 2%	4 6%	2 6%	3 4%	3 3%
NET: Employed	487 77%defz	185 72%	133 64%	535 75%df	347 69%	484 70%	129 69%	27 56%	40 75%g	55 76%g	7 54%	58 69%	48 70%	23 70%	58 76%	71 68%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 82

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Up to 10,399 Pounds	53	33	16	71	78	72	21	20	16	16	1	30	15	8	30	22	9	10	11	3	17	11	5	18	15	5	1	10	-	7	5	4	7	9
	8%	13%a	8%	10%	15%acef	10%	11%	11%i	10%	6%	5%	9%	7%	10%	9%	8%	12%	13%	13%	21%	13%	12%	12%	15%	11%	12%B	2%	11%B	-	8%	6%	10%	8%	8%
10,400-15,599 Pounds	70	44	35	102	66	87	21	22	19	26	3	32	31	7	32	36	14	15	13	2	19	19	6	20	23	8	13	13	1	15	9	11	9	24
	11%	17%a	17%a	14%	13%	13%	11%	13%	11%	10%	14%	9%	15%k	9%	10%	12%	18%	19%	15%	14%	15%	21%	15%	17%	17%	19%	22%	14%	9%	17%	12%	27%F	10%	21%H
15,600-25,999 Pounds	110	53	47	146	108	143	44	32	28	46	4	51	40	19	53	57	10	17	24	2	23	21	9	23	30	10	12	22	3	22	14	11	21	26
	17%	21%	23%	20%	21%	21%	24%	18%	17%	17%	18%	15%	19%	24%k	16%	20%	13%	22%	28%p	14%	18%	23%	22%	19%	22%	23%	20%	23%	27%	25%	18%	27%	24%	22%
26,000-36,399 Pounds	109	44	36	110	82	109	34	24	41	43	1	62	41	6	55	54	12	15	17	-	22	13	9	21	23	8	12	13	3	16	13	7	20	16
	17%	17%	17%	15%	16%	16%	18%	14%	25%gi	16%	5%	18%m	20%m	8%	16%	19%	15%	19%	20%	-	17%	14%	22%	17%	17%	19%	20%	14%	27%	18%	17%	17%	23%	14%
36,400-51,999 Pounds	116	45	28	117	61	114	25	32	28	51	5	72	32	12	62	53	18	12	13	2	25	15	5	20	24	4	12	11	1	13	13	2	14	14
	18%d	17%d	13%	16%d	12%	16%d	13%	18%	17%	19%	23%	21%	16%	15%	19%	18%	23%	15%	15%	14%	20%	17%	12%	17%	18%	9%	20%	12%	9%	15%	17%	5%	16%	12%
52,000+	130	23	32	124	56	111	24	38	28	61	3	82	29	19	84	45	8	8	6	1	14	6	3	11	12	6	7	17	2	12	15	5	11	21
	21%bdef	9%	15%b	17%bd	11%	16%bd	13%	22%	17%	23%	14%	23%l	14%	24%l	25%o	15%	10%	10%	7%	7%	11%	7%	7%	9%	9%	14%	12%	18%	18%	13%	19%	12%	13%	18%
Don't know	19	5	5	18	27	24	7	-	3	15	1	9	7	3	9	9	4	-	1	-	2	2	1	2	3	1	-	4	-	2	3	-	2	3
	3%	2%	2%	3%	5%abc	3%	4%	-	2%	6%g	5%	3%	3%	4%	3%	3%	5%q	-	1%	-	2%	2%	2%	2%	2%	2%	-	4%	-	2%	4%	-	2%	3%
Would rather not say	27	11	9	30	28	31	10	8	4	11	4	12	11	4	10	15	3	2	2	4	5	3	3	6	5	1	2	5	1	2	6	1	4	4
	4%	4%	4%	4%	6%	4%	5%	5%	2%	4%	18%	3%	5%	5%	3%	5%	4%	3%	2%	29%	4%	3%	7%	5%	4%	2%	3%	5%	9%	2%	8%	2%	5%	3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 83

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Up to 10,399 Pounds	53	33	16	71	78	72	21	20	25	26	-	44	16	11	34	36	21	16	39	2	42	24	12	46	31	21	21	28	2	30	28	14	31	40
	8%	*13%a*	*8%*	*10%*	*15%acef*	*10%*	*11%*	*10%*	*13%*	*8%*	*-*	*11%*	*7%*	*12%*	*10%*	*10%*	*15%*	*14%*	*17%*	*8%*	*19%*	*13%*	*11%*	*21%o*	*11%*	*12%*	*13%*	*9%*	*10%*	*10%*	*11%*	*10%*	*11%*	*10%*
10,400-15,599 Pounds	70	44	35	102	66	87	21	28	30	42	2	49	39	14	46	55	15	24	20	7	21	28	17	25	40	25	21	41	-	43	31	13	36	51
	11%	*17%a*	*17%a*	*14%*	*13%*	*13%*	*11%*	*14%*	*16%*	*13%*	*10%*	*13%*	*16%*	*15%*	*13%*	*15%*	*10%*	*21%gi*	*9%*	*29%*	*10%*	*15%*	*16%*	*12%*	*14%*	*14%*	*13%*	*13%*	*-*	*14%*	*13%*	*10%*	*13%*	*12%*
15,600-25,999 Pounds	110	53	47	146	108	143	44	37	39	66	4	75	51	20	74	71	29	26	48	5	46	40	22	43	65	43	37	60	3	62	56	25	53	90
	17%	*21%*	*23%*	*20%*	*21%*	*21%*	*24%*	*19%*	*21%*	*21%*	*19%*	*19%*	*21%*	*21%*	*21%*	*20%*	*20%*	*23%*	*21%*	*21%*	*21%*	*22%*	*21%*	*20%*	*23%*	*24%*	*23%*	*18%*	*15%*	*20%*	*23%*	*19%*	*19%*	*22%*
26,000-36,399 Pounds	109	44	36	110	82	109	34	30	34	44	2	65	35	10	48	62	33	10	39	-	41	25	16	34	47	31	33	43	2	47	36	26	40	68
	17%	*17%*	*17%*	*15%*	*16%*	*16%*	*18%*	*15%*	*18%*	*14%*	*10%*	*17%*	*15%*	*11%*	*14%*	*17%*	*23%h*	*9%*	*17%h*	*-*	*19%*	*14%*	*15%*	*16%*	*17%*	*17%*	*20%f*	*13%*	*10%*	*15%*	*15%*	*19%*	*15%*	*16%*
36,400-51,999 Pounds	116	45	28	117	61	114	25	32	26	56	3	61	36	20	59	58	14	17	27	3	28	21	12	24	36	22	28	62	2	58	35	21	53	61
	18%d	*17%d*	*13%*	*16%d*	*12%*	*16%d*	*13%*	*16%*	*14%*	*18%*	*14%*	*16%*	*15%*	*21%*	*17%*	*16%*	*10%*	*15%*	*12%*	*13%*	*13%*	*12%*	*11%*	*11%*	*13%*	*12%*	*17%*	*19%p*	*10%*	*19%*	*14%*	*16%*	*19%*	*15%*
52,000+	130	23	32	124	56	111	24	30	28	61	5	70	39	15	70	54	15	14	27	-	19	23	14	19	37	28	16	64	3	48	37	26	43	67
	21%bdea	*9%*	*15%b*	*17%bd*	*11%*	*16%bd*	*13%*	*15%*	*15%*	*19%*	*24%*	*18%*	*16%*	*16%*	*20%*	*15%*	*10%*	*12%*	*12%*	*-*	*9%*	*13%*	*13%*	*9%*	*13%*	*15%*	*10%*	*20%q*	*15%*	*15%*	*15%*	*19%*	*16%*	*16%*
Don't know	19	5	5	18	27	24	7	8	2	7	1	7	10	1	7	10	5	5	14	3	12	9	6	11	14	6	4	12	2	8	11	5	6	17
	3%	*2%*	*2%*	*3%*	*5%abc*	*3%*	*4%*	*4%*	*1%*	*2%*	*5%*	*2%*	*4%*	*1%*	*2%*	*3%*	*3%*	*4%*	*6%*	*13%*	*5%*	*5%*	*6%*	*5%*	*5%*	*3%*	*2%*	*4%*	*10%*	*3%*	*4%*	*4%*	*2%*	*4%*
Would rather not say	27	11	9	30	28	31	10	10	5	11	4	15	12	3	12	16	11	2	11	4	10	11	7	12	14	6	2	17	6	15	11	5	10	19
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*5%*	*3%*	*4%*	*19%*	*4%*	*5%*	*3%*	*3%*	*4%*	*8%h*	*2%*	*5%*	*17%*	*5%*	*6%*	*7%*	*6%*	*5%*	*3%*	*1%*	*5%q*	*30%*	*5%*	*4%*	*4%*	*4%*	*5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 84

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Up to 10,399 Pounds	53	33	16	71	78	72	21	8	5	6	2	11	7	3	7	14
	8%	**13%a**	*8%*	*10%*	**15%acef**	*10%*	*11%*	*17%*	*9%*	*8%*	*15%*	*13%*	*10%*	*9%*	*9%*	*13%*
10,400-15,599 Pounds	70	44	35	102	66	87	21	8	6	7	-	11	7	3	10	11
	11%	**17%a**	**17%a**	*14%*	*13%*	*13%*	*11%*	*17%*	*11%*	*10%*	-	*13%*	*10%*	*9%*	*13%*	*10%*
15,600-25,999 Pounds	110	53	47	146	108	143	44	10	14	17	3	21	13	10	15	27
	17%	*21%*	*23%*	*20%*	*21%*	*21%*	*24%*	*21%*	*26%*	*24%*	*23%*	*25%*	*19%*	*30%*	*20%*	*26%*
26,000-36,399 Pounds	109	44	36	110	82	109	34	8	9	15	2	13	17	4	14	20
	17%	*17%*	*17%*	*15%*	*16%*	*16%*	*18%*	*17%*	*17%*	*21%*	*15%*	*15%*	*25%*	*12%*	*18%*	*19%*
36,400-51,999 Pounds	116	45	28	117	61	114	25	3	9	12	1	13	10	2	13	11
	18%d	**17%d**	*13%*	**16%d**	*12%*	**16%d**	*13%*	*6%*	*17%*	*17%*	*8%*	*15%*	*14%*	*6%*	*17%*	*10%*
52,000+	130	23	32	124	56	111	24	6	7	8	3	12	7	5	14	10
	21%bdez	*9%*	**15%b**	**17%bd**	*11%*	**16%bd**	*13%*	*13%*	*13%*	*11%*	*23%*	*14%*	*10%*	*15%*	*18%*	*10%*
Don't know	19	5	5	18	27	24	7	2	1	2	2	1	5	1	1	4
	3%	*2%*	*2%*	*3%*	**5%abc**	*3%*	*4%*	*4%*	*2%*	*3%*	*15%*	*1%*	*7%*	*3%*	*1%*	*4%*
Would rather not say	27	11	9	30	28	31	10	3	2	5	-	2	3	5	2	8
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*6%*	*4%*	*7%*	-	*2%*	*4%*	**15%k**	*3%*	*8%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 85

Q17: Where do you live?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
East Midlands	38	18	14	53	45	65	15	8	13	14	3	23	11	4	25	13	7	5	6	-	10	7	1	8	10	5	3	5	1	10	3	1	8	6
	6%	7%	7%	7%	9%	9%a	8%	5%	8%	5%	14%	7%	5%	5%	7%	4%	9%	6%	7%	-	8%	8%	2%	7%	7%	12%	5%	5%	9%	11%	4%	2%	9%	5%
East of England	47	13	13	48	38	37	16	13	11	22	1	23	18	6	23	24	5	2	6	-	8	1	4	7	6	4	2	7	-	6	3	4	4	9
	7%	5%	6%	7%	8%	5%	9%	7%	7%	8%	5%	7%	9%	8%	7%	8%	6%	3%	7%	-	6%	1%	10%u	6%	4%	9%	3%	7%	-	7%	4%	10%	5%	8%
London	165	69	35	195	118	148	39	51	51	56	7	99	48	18	94	70	19	22	26	2	31	28	10	29	39	8	13	13	1	10	22	3	12	23
	26%ef	27%f	17%	27%ef	23%	21%	21%	29%i	31%i	21%	32%	28%	23%	23%	28%	24%	24%	28%	30%	14%	24%	31%	24%	24%	29%	19%	22%	14%	9%	11%	28%EG	7%	14%	20%
North East	24	18	17	42	15	45	9	6	8	10	-	13	6	5	9	15	7	5	4	2	9	5	4	13	5	2	5	8	2	4	9	4	4	13
	4%	7%ad	8%ad	6%d	3%	7%ad	5%	3%	5%	4%	-	4%	3%	6%	3%	5%	9%	6%	5%	14%	7%	6%	10%	11%x	4%	5%	8%	8%	18%	4%	12%	10%	5%	11%
North West	72	34	32	69	60	85	24	23	20	29	-	40	25	7	39	32	8	15	6	5	14	13	7	9	24	2	9	19	2	17	9	6	12	18
	11%	13%	15%c	10%	12%	12%	13%	13%	12%	11%	-	11%	12%	9%	12%	11%	10%	19%r	7%	36%	11%	14%	17%	7%	18%w	5%	15%	20%A	18%	19%	12%	15%	14%	15%
Scotland	32	10	19	53	22	30	13	8	7	17	-	17	11	4	14	17	3	5	1	1	7	2	1	4	6	6	6	7	-	7	5	7	10	8
	5%	4%	9%abde	7%bde	4%	4%	7%	5%	4%	6%	-	5%	5%	5%	4%	6%	4%	6%	1%	7%	6%	2%	2%	3%	4%	14%	10%	7%	-	8%	6%	17%	11%	7%
South East	70	27	27	78	51	68	17	22	14	32	2	33	25	12	28	40	5	8	14	-	13	9	5	14	13	6	7	13	1	14	8	5	15	12
	11%	10%	13%	11%	10%	10%	9%	13%	8%	12%	9%	9%	12%	15%	8%	14%n	6%	10%	16%	-	10%	10%	12%	12%	10%	14%	12%	14%	9%	16%	10%	12%	17%	10%
South West	59	19	12	35	30	25	18	9	14	31	5	31	21	7	31	27	8	1	9	1	10	6	3	9	10	4	3	4	1	8	2	2	7	5
	9%cde	7%e	6%	5%	6%	4%	10%ce	5%	8%	12%g	23%	9%	10%	9%	9%	9%	10%q	1%	10%q	7%	8%	7%	7%	7%	7%	9%	5%	4%	9%	9%	3%	5%	8%	4%
Ulster / Northern Ireland	11	6	1	12	11	14	4	3	1	7	-	3	6	2	4	7	4	2	-	-	3	2	1	3	3	-	-	1	-	-	-	1	1	-
	2%	2%	*	2%	2%	2%	2%	2%	1%	3%	-	1%	3%	3%	1%	2%	5%r	3%	-	-	2%	2%	2%	2%	2%	-	-	1%	-	-	-	2%	1%	-
Wales	37	9	12	34	24	23	7	8	7	20	2	22	9	6	20	17	2	4	3	-	4	4	1	6	3	2	3	5	2	3	6	3	4	8
	6%e	3%	6%	5%	5%	3%	4%	5%	4%	7%	9%	6%	4%	8%	6%	6%	3%	5%	3%	-	3%	4%	2%	5%	2%	5%	5%	5%	18%	3%	8%	7%	5%	7%
West Midlands	51	25	11	57	55	95	6	14	13	22	2	34	13	4	32	18	8	8	7	2	12	11	2	16	9	1	2	8	-	3	6	2	4	7
	8%z	10%z	5%	8%z	11%fz	14%acfz	3%	8%	8%	8%	9%	10%	6%	5%	10%	6%	10%	10%	8%	14%	9%	12%	5%	13%	7%	2%	3%	8%	-	3%	8%	5%	5%	6%
Yorks & Humber	28	10	15	42	37	56	18	11	8	9	-	12	13	3	16	11	2	2	5	1	6	2	2	3	7	3	6	5	1	7	5	3	7	8
	4%	4%	7%	6%	7%a	8%ab	10%ab	6%	5%	3%	-	3%	6%	4%	5%	4%	3%	3%	6%	7%	5%	2%	5%	2%	5%	7%	10%	5%	9%	8%	6%	7%	8%	7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 86

Q17: Where do you live?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
East Midlands	38	18	14	53	45	65	15	15	10	25	3	28	17	8	22	31	12	12	20	1	20	17	8	24	21	14	15	34	2	22	23	20	22	42
	6%	7%	7%	7%	9%	9%a	8%	8%	5%	8%	14%	7%	7%	9%	6%	9%	8%	11%	9%	4%	9%	9%	8%	11%	7%	8%	9%	10%	10%	7%	9%	15%t	8%	10%
East of England	47	13	13	48	38	37	16	12	10	26	-	30	11	7	27	21	9	11	16	2	13	12	13	18	20	11	5	20	1	17	9	11	10	27
	7%	5%	6%	7%	8%	5%	9%	6%	5%	8%	-	8%	5%	7%	8%	6%	6%	10%	7%	8%	6%	7%	12%k	8%	7%	6%	3%	6%	5%	5%	4%	8%	4%	7%
London	165	69	35	195	118	148	39	59	63	70	3	100	70	25	94	100	45	30	39	4	52	42	24	48	68	37	39	69	3	77	53	18	67	79
	26%ef	27%f	17%	27%ef	23%	21%	21%	30%C	33%C	22%	14%	26%	29%	27%	27%	28%	31%i	26%	17%	17%	24%	23%	23%	22%	24%	20%	24%	21%	15%	25%v	22%v	13%	25%	19%
North East	24	18	17	42	15	45	9	8	11	21	2	20	12	10	18	23	7	4	4	-	4	9	2	5	9	13	13	17	2	23	13	9	18	26
	4%	7%ad	8%ad	6%d	3%	7%ad	5%	4%	6%	7%	10%	5%	5%	11%	5%	6%	5%	4%	2%	-	2%	5%	2%	2%	3%	7%	8%	5%	10%	7%	5%	7%	7%	6%
North West	72	34	32	69	60	85	24	19	19	28	3	36	24	9	35	34	14	16	25	5	26	22	12	24	35	24	19	41	1	38	28	19	33	51
	11%	13%	15%c	10%	12%	12%	13%	10%	10%	9%	14%	9%	10%	10%	10%	9%	10%	14%	11%	21%	12%	12%	11%	11%	12%	13%	12%	13%	5%	12%	11%	14%	12%	12%
Scotland	32	10	19	53	22	30	13	17	15	19	2	31	16	6	26	26	5	4	12	1	8	7	7	10	12	8	10	11	1	9	17	4	12	18
	5%	4%	9%abde	7%bde	4%	4%	7%	9%	8%	6%	10%	8%	7%	6%	7%	7%	3%	4%	5%	4%	4%	4%	7%	5%	4%	4%	6%	3%	5%	3%	7%t	3%	4%	4%
South East	70	27	27	78	51	68	17	20	18	37	3	36	29	13	35	43	9	14	27	1	24	21	6	19	31	19	14	33	2	35	20	13	33	35
	11%	10%	13%	11%	10%	10%	9%	10%	10%	12%	14%	9%	12%	14%	10%	12%	6%	12%	12%	4%	11%	12%	6%	9%	11%	10%	9%	10%	10%	11%	8%	10%	12%	8%
South West	59	19	12	35	30	25	18	11	9	14	1	20	12	3	17	18	8	6	14	2	14	10	6	15	15	6	5	14	-	8	10	7	6	18
	9%cde	7%e	6%	5%	6%	4%	10%ce	6%	5%	4%	5%	5%	5%	3%	5%	5%	6%	5%	6%	8%	6%	6%	6%	7%	5%	3%	3%	4%	-	3%	4%	5%	2%	4%
Ulster / Northern Ireland	11	6	1	12	11	14	4	3	2	6	1	5	6	1	6	5	1	1	7	2	9	2	-	7	3	3	4	7	-	7	4	3	7	7
	2%	2%	*	2%	2%	2%	2%	2%	1%	2%	5%	1%	3%	1%	2%	1%	1%	1%	3%	8%	4%m	1%	-	3%	1%	2%	2%	2%	-	2%	2%	2%	3%	2%
Wales	37	9	12	34	24	23	7	9	7	17	1	18	11	5	18	16	7	2	14	1	12	4	8	9	15	8	4	11	-	11	8	4	10	13
	6%e	3%	6%	5%	5%	3%	4%	5%	4%	5%	5%	5%	5%	5%	5%	4%	5%	2%	6%	4%	5%	2%	8%l	4%	5%	4%	2%	3%	-	4%	3%	3%	4%	3%
West Midlands	51	25	11	57	55	95	6	12	15	30	-	36	17	4	31	25	17	8	28	2	22	21	12	18	35	19	24	46	6	35	41	19	31	64
	8%z	10%z	5%	8%z	11%fz	14%acfz	3%	6%	8%	10%	-	9%	7%	4%	9%	7%	12%	7%	12%	8%	10%	12%	11%	8%	12%	10%	15%	14%	30%	11%	17%	14%	11%	15%
Yorks & Humber	28	10	15	42	37	56	18	10	10	20	2	26	13	3	21	20	9	6	19	3	15	14	8	17	20	20	10	24	2	29	19	8	23	33
	4%	4%	7%	6%	7%a	8%ab	10%ab	5%	5%	6%	10%	7%	5%	3%	6%	6%	6%	5%	8%	13%	7%	8%	8%	8%	7%	11%	6%	7%	10%	9%	8%	6%	8%	8%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 87

Q17: Where do you live?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
East Midlands	38	18	14	53	45	65	15	5	4	5	1	10	4	1	7	8
	6%	*7%*	*7%*	*7%*	*9%*	**9%a**	*8%*	*10%*	*8%*	*7%*	*8%*	*12%*	*6%*	*3%*	*9%*	*8%*
East of England	47	13	13	48	38	37	16	4	4	7	1	8	7	1	10	6
	7%	*5%*	*6%*	*7%*	*8%*	*5%*	*9%*	*8%*	*8%*	*10%*	*8%*	*10%*	*10%*	*3%*	*13%*	*6%*
London	165	69	35	195	118	148	39	8	14	15	2	17	16	6	17	21
	26%ef	**27%f**	*17%*	**27%ef**	*23%*	*21%*	*21%*	*17%*	*26%*	*21%*	*15%*	*20%*	*23%*	*18%*	*22%*	*20%*
North East	24	18	17	42	15	45	9	4	3	-	2	5	2	2	5	4
	4%	**7%ad**	**8%ad**	**6%d**	*3%*	**7%ad**	*5%*	**8%i**	**6%l**	-	*15%*	*6%*	*3%*	*6%*	*7%*	*4%*
North West	72	34	32	69	60	85	24	5	5	13	1	6	13	5	4	20
	11%	*13%*	**15%c**	*10%*	*12%*	*12%*	*13%*	*10%*	*9%*	*18%*	*8%*	*7%*	**19%k**	*15%*	*5%*	**19%n**
Scotland	32	10	19	53	22	30	13	2	6	4	1	6	7	-	4	8
	5%	*4%*	**9%abde**	**7%bde**	*4%*	*4%*	*7%*	*4%*	*11%*	*6%*	*8%*	*7%*	*10%*	-	*5%*	*8%*
South East	70	27	27	78	51	68	17	5	5	7	-	7	4	6	6	11
	11%	*10%*	*13%*	*11%*	*10%*	*10%*	*9%*	*10%*	*9%*	*10%*	-	*8%*	*6%*	*18%*	*8%*	*10%*
South West	59	19	12	35	30	25	18	6	4	5	3	8	5	5	5	10
	9%cde	**7%e**	*6%*	*5%*	*6%*	*4%*	**10%ce**	*13%*	*8%*	*7%*	*23%*	*10%*	*7%*	*15%*	*7%*	*10%*
Ulster / Northern Ireland	11	6	1	12	11	14	4	-	2	1	1	2	1	1	2	2
	2%	*2%*	*	*2%*	*2%*	*2%*	*2%*	-	*4%*	*1%*	*8%*	*2%*	*1%*	*3%*	*3%*	*2%*
Wales	37	9	12	34	24	23	7	1	1	4	1	2	5	-	5	2
	6%e	*3%*	*6%*	*5%*	*5%*	*3%*	*4%*	*2%*	*2%*	*6%*	*8%*	*2%*	*7%*	-	*7%*	*2%*
West Midlands	51	25	11	57	55	95	6	3	1	2	-	1	3	2	3	3
	8%z	**10%z**	*5%*	**8%z**	**11%fz**	**14%acfz**	*3%*	*6%*	*2%*	*3%*	-	*1%*	*4%*	*6%*	*4%*	*3%*
Yorks & Humber	28	10	15	42	37	56	18	5	4	9	-	12	2	4	8	10
	4%	*4%*	*7%*	*6%*	**7%a**	**8%ab**	**10%ab**	*10%*	*8%*	*13%*	-	**14%l**	*3%*	*12%*	*11%*	*10%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 88

Q18a: What is your gender?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Female	375	141	110	421	295	409	118	98	95	172	10	203	132	40	178	193	34	42	55	10	65	55	21	63	78	23	27	54	6	51	40	19	46	61
	59%	*55%*	*53%*	*59%*	*58%*	*59%*	63%f	*56%*	*57%*	*64%*	*45%*	*58%*	*64%*	*51%*	*53%*	66%n	*44%*	*53%*	63%p	*71%*	*51%*	*61%*	*51%*	*52%*	*58%*	*53%*	*46%*	*57%*	*55%*	*57%*	*51%*	*46%*	*52%*	*52%*
Male	255	110	88	282	206	267	61	77	72	94	12	145	73	37	155	96	41	35	30	4	59	32	19	55	53	18	27	38	5	37	34	17	41	47
	40%	43%z	*42%*	*39%*	*41%*	*39%*	*33%*	*44%*	*43%*	*35%*	*55%*	*41%*	*35%*	*47%*	46%o	*33%*	53%r	*44%*	*34%*	*29%*	*46%*	*36%*	*46%*	*45%*	*39%*	*42%*	*46%*	*40%*	*45%*	*42%*	*44%*	*41%*	*47%*	*40%*
Prefer to use my own term	4	7	8	12	4	9	5	1	-	3	-	2	1	1	2	2	3	2	2	-	3	3	1	3	4	2	4	2	-	1	3	4	-	8
	1%	3%ad	4%ade	*2%*	*1%*	*1%*	3%a	*1%*	-	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*4%*	*3%*	*2%*	-	*2%*	*3%*	*2%*	*2%*	*3%*	*5%*	*7%*	*2%*	-	*1%*	*4%*	10%E	-	7%H
Prefer not to say	-	-	2	3	1	6	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	1	1
	-	-	1%a	*	*	1%a	1%a	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*2%*	*1%*	-	-	*1%*	*2%*	*1%*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 89

Q18a: What is your gender?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Female	375	141	110	421	295	409	118	120	98	191	12	221	145	55	205	213	88	60	138	9	118	113	64	130	160	106	86	205	12	185	149	75	171	236
	59%	*55%*	*53%*	*59%*	*58%*	*59%*	*63%f*	*62%*	*52%*	*61%B*	*57%*	*57%*	*61%*	*59%*	*59%*	*59%*	*62%*	*53%*	*61%*	*38%*	*54%*	*62%*	*60%*	*61%*	*56%*	*58%*	*53%*	*63%q*	*60%*	*59%*	*61%*	*56%*	*63%*	*57%*
Male	255	110	88	282	206	267	61	72	86	117	7	158	88	36	140	141	53	53	87	13	100	65	41	84	119	74	71	114	8	120	92	55	97	166
	40%	*43%z*	*42%*	*39%*	*41%*	*39%*	*33%*	*37%*	*46%*	*37%*	*33%*	*41%*	*37%*	*38%*	*40%*	*39%*	*37%*	*46%*	*39%*	*54%*	*46%l*	*36%*	*39%*	*39%*	*42%*	*41%*	*44%*	*35%*	*40%*	*39%*	*38%*	*41%*	*36%*	*40%*
Prefer to use my own term	4	7	8	12	4	9	5	1	4	5	2	5	4	3	5	6	2	1	-	1	1	3	-	-	4	2	4	3	-	4	2	3	2	7
	1%	*3%ad*	*4%ade*	*2%*	*1%*	*1%*	*3%a*	*1%*	*2%*	*2%*	*10%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*-*	*4%*	*	*2%*	*-*	*-*	*1%*	*1%*	*2%*	*1%*	*-*	*1%*	*1%*	*2%*	*1%*	*2%*
Prefer not to say	-	-	2	3	1	6	2	2	1	-	-	2	1	-	-	2	-	-	-	1	-	-	1	-	1	-	1	5	-	2	2	2	2	4
	-	-	*1%a*	*	*	*1%a*	*1%a*	*1%*	*1%*	*-*	*-*	*1%*	*	*-*	*-*	*1%*	*-*	*-*	*-*	*4%*	*-*	*-*	*1%*	*-*	*	*-*	*1%*	*2%*	*-*	*1%*	*1%*	*1%*	*1%*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 90

Q18a: What is your gender?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Female	375	141	110	421	295	409	118	35	33	43	7	52	40	26	52	63
	59%	*55%*	*53%*	*59%*	*58%*	*59%*	*63%f*	*73%*	*62%*	*60%*	*54%*	*62%*	*58%*	*79%l*	*68%*	*60%*
Male	255	110	88	282	206	267	61	12	16	28	5	29	27	5	22	37
	40%	*43%z*	*42%*	*39%*	*41%*	*39%*	*33%*	*25%*	*30%*	*39%*	*38%*	*35%m*	*39%m*	*15%*	*29%*	*35%*
Prefer to use my own term	4	7	8	12	4	9	5	1	3	1	-	2	2	1	1	4
	1%	*3%ad*	*4%ade*	*2%*	*1%*	*1%*	*3%a*	*2%*	*6%*	*1%*	-	*2%*	*3%*	*3%*	*1%*	*4%*
Prefer not to say	-	-	2	3	1	6	2	-	1	-	1	1	-	1	1	1
	-	-	*1%a*	*	*	*1%a*	*1%a*	-	*2%*	-	*8%*	*1%*	-	*3%*	*1%*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 91

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Yes	610	226	185	671	475	656	163	170	161	258	21	339	198	73	323	280	65	69	79	13	113	79	34	109	117	38	50	88	9	85	66	34	80	102
	96%bcfz	88%	89%	93%bfz	94%bfz	95%bfz	88%	97%	96%	96%	95%	97%	96%	94%	96%	96%	83%	87%	91%	93%	89%	88%	83%	90%	87%	88%	85%	93%	82%	96%FG	85%	83%	91%	87%
No	13	26	17	35	25	23	20	3	2	8	-	6	3	4	9	4	10	8	7	1	9	10	7	8	16	4	7	4	2	4	8	5	6	11
	2%	10%acde	8%ae	5%a	5%a	3%	11%acde	2%	1%	3%	-	2%	1%	5%	3%	1%	13%	10%	8%	7%	7%	11%	17%	7%	12%	9%	12%	4%	18%	4%	10%	12%	7%	9%
Prefer not to say	11	6	6	12	6	12	3	3	4	3	1	5	5	1	3	7	3	2	1	-	5	1	-	4	2	1	2	3	-	-	4	2	2	4
	2%	2%	3%	2%	1%	2%	2%	2%	2%	1%	5%	1%	2%	1%	1%	2%	4%	3%	1%	-	4%	1%	-	3%	1%	2%	3%	3%	-	-	5%E	5%E	2%	3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 92

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Yes	610	226	185	671	475	656	163	177	177	300	17	367	217	87	333	334	135	106	212	22	207	164	104	204	263	171	151	315	19	294	232	130	265	385
	96%bcfz	88%	89%	93%bfz	94%bfz	95%bfz	88%	91%	94%	96%A	81%	95%	91%	93%	95%	92%	94%	93%	94%	92%	95%	91%	98%l	95%	93%	94%	93%	96%	95%	95%	95%	96%	97%x	93%
No	13	26	17	35	25	23	20	14	11	8	2	13	16	6	14	21	8	4	12	1	9	15	1	7	18	7	7	9	-	11	9	3	3	20
	2%	10%acde	8%ae	5%a	5%a	3%	11%acde	7%C	6%	3%	10%	3%	7%	6%	4%	6%	6%	4%	5%	4%	4%	8%m	1%	3%	6%	4%	4%	3%	-	4%	4%	2%	1%	5%w
Prefer not to say	11	6	6	12	6	12	3	4	1	5	2	6	5	1	3	7	-	4	1	1	3	2	1	3	3	4	4	3	1	6	4	2	4	8
	2%	2%	3%	2%	1%	2%	2%	2%	1%	2%	10%	2%	2%	1%	1%	2%	-	4%g	*	4%	1%	1%	1%	1%	1%	2%	2%	1%	5%	2%	2%	1%	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 93

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Yes	610	226	185	671	475	656	163	38	46	68	11	76	58	29	70	89
	96%bcfz	88%	89%	93%bfz	94%bfz	95%bfz	88%	79%	87%	94%g	85%	90%	84%	88%	92%	85%
No	13	26	17	35	25	23	20	8	7	3	2	6	11	3	6	13
	2%	10%acde	8%ae	5%a	5%a	3%	11%acde	17%i	13%	4%	15%	7%	16%	9%	8%	12%
Prefer not to say	11	6	6	12	6	12	3	2	-	1	-	2	-	1	-	3
	2%	2%	3%	2%	1%	2%	2%	4%	-	1%	-	2%	-	3%	-	3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 94

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
A	113	31	22	86	53	69	17	41	36	33	3	69	33	11	73	39	12	12	7	-	16	11	4	16	15	1	10	10	1	8	10	4	11	11
	18%bcdefz	12%	11%	12%	10%	10%	9%	23%i	22%i	12%	14%	20%	16%	14%	22%o	13%	15%	15%	8%	-	13%	12%	10%	13%	11%	2%	17%A	11%	9%	9%	13%	10%	13%	9%
B	163	52	42	177	105	156	43	39	45	76	3	99	42	22	93	70	17	22	13	-	29	16	7	23	29	10	11	18	3	17	18	7	19	23
	26%	20%	20%	25%	21%	23%	23%	22%	27%	28%	14%	28%l	20%	28%	28%	24%	22%	28%r	15%	-	23%	18%	17%	19%	21%	23%	19%	19%	27%	19%	23%	17%	22%	20%
C1	153	71	57	178	122	194	42	32	41	73	7	73	62	18	71	78	17	20	28	6	36	23	12	33	36	14	19	22	2	27	19	11	27	28
	24%	28%	27%	25%	24%	28%	23%	18%	25%	27%g	32%	21%	30%k	23%	21%	27%	22%	25%	32%	43%	28%	26%	29%	27%	27%	33%	32%	23%	18%	30%	24%	27%	31%	24%
C2	100	50	42	133	104	142	33	35	21	41	3	51	39	10	48	51	14	13	20	3	26	16	8	22	28	9	12	18	3	21	15	6	14	27
	16%	19%	20%	19%	21%a	21%a	18%	20%	13%	15%	14%	15%	19%	13%	14%	18%	18%	16%	23%	21%	20%	18%	20%	18%	21%	21%	20%	19%	27%	24%	19%	15%	16%	23%
D	47	22	18	66	50	47	20	9	10	26	2	30	10	7	20	26	8	6	7	1	7	12	3	11	11	3	5	10	-	8	6	4	7	11
	7%	9%	9%	9%	10%	7%	11%	5%	6%	10%	9%	9%	5%	9%	6%	9%	10%	8%	8%	7%	6%	13%t	7%	9%	8%	7%	8%	11%	-	9%	8%	10%	8%	9%
E	58	32	27	78	72	83	31	20	14	20	4	28	20	10	30	27	10	6	12	4	13	12	7	16	16	6	2	17	2	8	10	9	10	17
	9%	12%	13%	11%	14%a	12%	17%ac	11%	8%	7%	18%	8%	10%	13%	9%	9%	13%	8%	14%	29%	10%	13%	17%	13%	12%	14%	3%	18%B	18%	9%	13%	22%E	11%	15%
NET: AB	276	83	64	263	158	225	60	80	81	109	6	168	75	33	166	109	29	34	20	-	45	27	11	39	44	11	21	28	4	25	28	11	30	34
	44%bcdefz	32%	31%	37%	31%	33%	32%	45%	49%	41%	27%	48%l	36%	42%	50%o	37%	37%r	43%r	23%	-	35%	30%	27%	32%	33%	26%	36%	29%	36%	28%	36%	27%	34%	29%
NET: ABC1	429	154	121	441	280	419	102	112	122	182	13	241	137	51	237	187	46	54	48	6	81	50	23	72	80	25	40	50	6	52	47	22	57	62
	68%bcdefz	60%	58%	61%d	55%	61%	55%	64%	73%	68%	59%	69%	67%	65%	71%	64%	59%	68%	55%	43%	64%	56%	56%	60%	59%	58%	68%	53%	55%	58%	60%	54%	65%	53%
NET: C2DE	205	104	87	277	226	272	84	64	45	87	9	109	69	27	98	104	32	25	39	8	46	40	18	49	55	18	19	45	5	37	31	19	31	55
	32%	40%a	42%a	39%a	45%ac	39%a	45%a	36%	27%	32%	41%	31%	33%	35%	29%	36%	41%	32%	45%	57%	36%	44%	44%	40%	41%	42%	32%	47%	45%	42%	40%	46%	35%	47%
NET: DE	105	54	45	144	122	130	51	29	24	46	6	58	30	17	50	53	18	12	19	5	20	24	10	27	27	9	7	27	2	16	16	13	17	28
	17%	21%	22%	20%	24%ae	19%	27%ace	16%	14%	17%	27%	17%	15%	22%	15%	18%	23%	15%	22%	36%	16%	27%	24%	22%	20%	21%	12%	28%B	18%	18%	21%	32%	19%	24%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 95

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
A	113	31	22	86	53	69	17	27	29	28	2	49	29	8	46	40	17	16	18	2	26	15	12	34	18	19	19	28	3	38	21	10	36	33
	18%bcdefz	12%	11%	12%	10%	10%	9%	14%	15%C	9%	10%	13%	12%	9%	13%	11%	12%	14%	8%	8%	12%	8%	11%	16%o	6%	10%	12%	9%	15%	12%	9%	7%	13%n	8%
B	163	52	42	177	105	156	43	46	42	84	5	88	70	19	82	94	31	26	45	3	41	46	18	35	70	38	33	82	3	69	58	29	61	94
	26%	20%	20%	25%	21%	23%	23%	24%	22%	27%	24%	23%	29%	20%	23%	26%	22%	23%	20%	13%	19%	25%	17%	16%	25%n	21%	20%	25%	15%	22%	24%	21%	22%	23%
C1	153	71	57	178	122	194	42	42	47	82	7	99	53	26	79	94	26	32	59	5	56	35	31	45	75	53	37	97	7	90	61	43	68	124
	24%	28%	27%	25%	24%	28%	23%	22%	25%	26%	33%	26%	22%	28%	23%	26%	18%	28%	26%	21%	26%	19%	29%	21%	26%	29%	23%	30%	35%	29%	25%	32%	25%	30%
C2	100	50	42	133	104	142	33	45	36	51	1	73	41	19	63	70	36	16	48	4	42	43	19	41	62	39	32	69	2	54	60	28	48	94
	16%	19%	20%	19%	21%a	21%a	18%	23%	19%	16%	5%	19%	17%	20%	18%	19%	25%h	14%	21%	17%	19%	24%	18%	19%	22%	21%	20%	21%	10%	17%	24%t	21%	18%	23%
D	47	22	18	66	50	47	20	20	15	30	1	36	21	9	44	22	13	15	18	4	19	18	13	20	29	11	14	20	2	26	12	9	21	25
	7%	9%	9%	9%	10%	7%	11%	10%	8%	10%	5%	9%	9%	10%	13%t	6%	9%	13%	8%	17%	9%	10%	12%	9%	10%	6%	9%	6%	10%	8%	5%	7%	8%	6%
E	58	32	27	78	72	83	31	15	20	38	5	41	24	13	36	42	20	9	37	6	35	24	13	39	30	22	27	31	3	34	33	16	38	43
	9%	12%	13%	11%	14%a	12%	17%ac	8%	11%	12%	24%	11%	10%	14%	10%	12%	14%	8%	16%h	25%	16%	13%	12%	18%o	11%	12%	17%r	9%	15%	11%	13%	12%	14%	10%
NET: AB	276	83	64	263	158	225	60	73	71	112	7	137	99	27	128	134	48	42	63	5	67	61	30	69	88	57	52	110	6	107	79	39	97	127
	44%bcdefz	32%	31%	37%	31%	33%	32%	37%	38%	36%	33%	35%	42%G	29%	37%	37%	34%	37%	28%	21%	31%	34%	28%	32%	31%	31%	32%	34%	30%	34%	32%	29%	36%	31%
NET: ABC1	429	154	121	441	280	419	102	115	118	194	14	236	152	53	207	228	74	74	122	10	123	96	61	114	163	110	89	207	13	197	140	82	165	251
	68%bcdefz	60%	58%	61%d	55%	61%	55%	59%	62%	62%	67%	61%	64%	56%	59%	63%	52%	65%g	54%	42%	56%	53%	58%	53%	57%	60%	55%	63%	65%	63%	57%	61%	61%	61%
NET: C2DE	205	104	87	277	226	272	84	80	71	119	7	150	86	41	143	134	69	40	103	14	96	85	45	100	121	72	73	120	7	114	105	53	107	162
	32%	40%a	42%a	39%a	45%ac	39%a	45%a	41%	38%	38%	33%	39%	36%	44%	41%	37%	48%h	35%	46%	58%	44%	47%	42%	47%	43%	40%	45%	37%	35%	37%	43%	39%	39%	39%
NET: DE	105	54	45	144	122	130	51	35	35	68	6	77	45	22	80	64	33	24	55	10	54	42	26	59	59	33	41	51	5	60	45	25	59	68
	17%	21%	22%	20%	24%ae	19%	27%ace	18%	19%	22%	29%	20%	19%	23%	23%	18%	23%	21%	24%	42%	25%	23%	25%	28%	21%	18%	25%r	16%	25%	19%	18%	19%	22%	16%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 96

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
A	113	31	22	86	53	69	17	3	7	7	-	10	6	1	9	8
	18%bcdefz	12%	11%	12%	10%	10%	9%	6%	13%	10%	-	12%	9%	3%	12%	8%
B	163	52	42	177	105	156	43	11	12	16	4	20	18	5	22	21
	26%	20%	20%	25%	21%	23%	23%	23%	23%	22%	31%	24%	26%	15%	29%	20%
C1	153	71	57	178	122	194	42	6	10	23	3	12	18	12	17	22
	24%	28%	27%	25%	24%	28%	23%	13%	19%	32%g	23%	14%	26%	36%k	22%	21%
C2	100	50	42	133	104	142	33	10	9	12	2	18	10	5	14	18
	16%	19%	20%	19%	21%a	21%a	18%	21%	17%	17%	15%	21%	14%	15%	18%	17%
D	47	22	18	66	50	47	20	6	6	7	1	9	9	2	6	13
	7%	9%	9%	9%	10%	7%	11%	13%	11%	10%	8%	11%	13%	6%	8%	12%
E	58	32	27	78	72	83	31	12	9	7	3	15	8	8	8	23
	9%	12%	13%	11%	14%a	12%	17%ac	25%i	17%	10%	23%	18%	12%	24%	11%	22%n
NET: AB	276	83	64	263	158	225	60	14	19	23	4	30	24	6	31	29
	44%bcdefz	32%	31%	37%	31%	33%	32%	29%	36%	32%	31%	36%	35%	18%	41%	28%
NET: ABC1	429	154	121	441	280	419	102	20	29	46	7	42	42	18	48	51
	68%bcdefz	60%	58%	61%d	55%	61%	55%	42%	55%	64%g	54%	50%	61%	55%	63%	49%
NET: C2DE	205	104	87	277	226	272	84	28	24	26	6	42	27	15	28	54
	32%	40%a	42%a	39%a	45%ac	39%a	45%a	58%i	45%	36%	46%	50%	39%	45%	37%	51%
NET: DE	105	54	45	144	122	130	51	18	15	14	4	24	17	10	14	36
	17%	21%	22%	20%	24%ae	19%	27%ace	38%i	28%	19%	31%	29%	25%	30%	18%	34%n

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 97

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
A city or large town (including suburbs)	349	141	93	398	269	440	93	97	101	139	12	204	110	35	195	152	43	45	48	5	83	42	16	69	72	21	25	42	5	42	35	16	36	56
	55%f	55%f	45%	55%f	53%f	64%abcdfz	50%	55%	60%	52%	55%	58%m	53%	45%	58%	52%	55%	57%	55%	36%	65%uv	47%	39%	57%	53%	49%	42%	44%	45%	47%	45%	39%	41%	48%
A small town	187	91	79	246	190	205	65	58	45	77	7	95	70	22	97	85	28	27	30	6	32	38	21	39	51	13	26	35	5	33	29	17	37	41
	29%	35%	38%ae	34%	38%ae	30%	35%	33%	27%	29%	32%	27%	34%	28%	29%	29%	36%	34%	34%	43%	25%	42%t	51%t	32%	38%	30%	44%	37%	45%	37%	37%	41%	42%	35%
A village, hamlet or isolated dwelling in the countryside	95	24	34	68	42	41	27	21	19	52	3	51	24	20	43	51	7	5	9	3	11	9	4	12	11	8	8	17	1	14	13	7	15	19
	15%bcde	9%	16%bcde	9%e	8%	6%	15%cde	12%	11%	19%gh	14%	15%	12%	26%kl	13%	18%	9%	6%	10%	21%	9%	10%	10%	10%	8%	19%	14%	18%	9%	16%	17%	17%	17%	16%
Prefer not to say	3	2	2	6	5	5	1	-	2	1	-	-	2	1	-	3	-	2	-	-	1	1	-	1	1	1	-	1	-	-	1	1	-	1
	*	1%	1%	1%	1%	1%	1%	-	1%	*	-	-	1%	1%k	-	1%	-	3%	-	-	1%	1%	-	1%	1%	2%	-	1%	-	-	1%	2%	-	1%
NET: Urban	536	232	172	644	459	645	158	155	146	216	19	299	180	57	292	237	71	72	78	11	115	80	37	108	123	34	51	77	10	75	64	33	73	97
	85%	90%af	83%	90%af	91%afz	93%acfz	85%	88%i	87%	80%	86%	85%m	87%m	73%	87%d	81%	91%	91%	90%	79%	91%	89%	90%	89%	91%	79%	86%	81%	91%	84%	82%	80%	83%	83%
NET: Rural	95	24	34	68	42	41	27	21	19	52	3	51	24	20	43	51	7	5	9	3	11	9	4	12	11	8	8	17	1	14	13	7	15	19
	15%bcde	9%	16%bcde	9%e	8%	6%	15%cde	12%	11%	19%gh	14%	15%	12%	26%kl	13%	18%	9%	6%	10%	21%	9%	10%	10%	10%	8%	19%	14%	18%	9%	16%	17%	17%	17%	16%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 98

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
A city or large town (including suburbs)	349	141	93	398	269	440	93	106	111	176	5	227	127	44	221	175	77	65	116	11	118	101	50	117	150	115	99	213	13	212	147	81	190	245
	55%f	55%f	45%	55%f	53%f	64%abcdfz	50%	54%	59%	56%	24%	59%G	53%	47%	63%I	48%	54%	57%	52%	46%	54%	56%	47%	55%	53%	63%	61%	65%	65%	68%u	60%	60%	70%x	59%
A small town	187	91	79	246	190	205	65	66	63	105	12	133	83	30	105	139	57	38	84	11	83	66	41	78	110	56	49	96	4	79	77	49	69	136
	29%	35%	38%ae	34%	38%ae	30%	35%	34%	33%	34%	57%	34%	35%	32%	30%	38%H	40%	33%	37%	46%	38%	36%	39%	36%	39%	31%	30%	29%	20%	25%	31%	36%t	25%	33%w
A village, hamlet or isolated dwelling in the countryside	95	24	34	68	42	41	27	21	14	30	3	24	25	19	24	44	7	10	24	1	14	13	15	17	22	10	13	17	1	17	19	5	11	30
	15%bcde	9%	16%bcde	9%e	8%	6%	15%cde	11%	7%	10%	14%	6%	11%	20%EF	7%	12%H	5%	9%	11%	4%	6%	7%	14%k	8%	8%	5%	8%	5%	5%	5%	8%	4%	4%	7%
Prefer not to say	3	2	2	6	5	5	1	2	1	2	1	2	3	1	-	4	2	1	1	1	4	1	-	2	2	1	1	1	2	3	2	-	2	2
	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%	1%	1%	1%	-	1%H	1%	1%	*	4%	2%	1%	-	1%	1%	1%	1%	*	10%	1%	1%	-	1%	*
NET: Urban	536	232	172	644	459	645	158	172	174	281	17	360	210	74	326	314	134	103	200	22	201	167	91	195	260	171	148	309	17	291	224	130	259	381
	85%	90%ai	83%	90%af	91%afz	93%acfz	85%	88%	92%	90%	81%	93%FG	88%G	79%	93%I	87%	94%	90%	89%	92%	92%	92%	86%	91%	92%	94%	91%	94%	85%	94%	91%	96%	95%	92%
NET: Rural	95	24	34	68	42	41	27	21	14	30	3	24	25	19	24	44	7	10	24	1	14	13	15	17	22	10	13	17	1	17	19	5	11	30
	15%bcde	9%	16%bcde	9%e	8%	6%	15%cde	11%	7%	10%	14%	6%	11%	20%EF	7%	12%H	5%	9%	11%	4%	6%	7%	14%k	8%	8%	5%	8%	5%	5%	5%	8%	4%	4%	7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 99

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
A city or large town (including suburbs)	349 55%f	141 55%f	93 45%	398 55%f	269 53%f	440 64%abcdfz	93 50%	25 52%	28 53%	36 50%	4 31%	47 56%l	27 39%	19 58%	43 57%	49 47%
A small town	187 29%	91 35%	79 38%ae	246 34%	190 38%ae	205 30%	65 35%	17 35%	17 32%	25 35%	6 46%	24 29%	32 46%k	9 27%	24 32%	39 37%
A village, hamlet or isolated dwelling in the countryside	95 15%bcde	24 9%	34 16%bcde	68 9%e	42 8%	41 6%	27 15%cde	5 10%	8 15%	11 15%	3 23%	13 15%	10 14%	4 12%	9 12%	16 15%
Prefer not to say	3 *	2 1%	2 1%	6 1%	5 1%	5 1%	1 1%	1 2%	- -	- -	- -	- -	- -	1 3%	- -	1 1%
NET: Urban	536 85%	232 90%af	172 83%	644 90%af	459 91%afz	645 93%acfz	158 85%	42 88%	45 85%	61 85%	10 77%	71 85%	59 86%	28 85%	67 88%	88 84%
NET: Rural	95 15%bcde	24 9%	34 16%bcde	68 9%e	42 8%	41 6%	27 15%cde	5 10%	8 15%	11 15%	3 23%	13 15%	10 14%	4 12%	9 12%	16 15%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 100

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Small (1-2 people)	200	102	88	232	186	210	48	53	56	81	10	109	64	27	97	99	29	25	44	4	49	38	15	50	52	18	23	44	3	45	25	18	43	43
	32%	**40%acez**	**42%acez**	*32%*	**37%ez**	*30%*	*26%*	*30%*	*34%*	*30%*	*45%*	*31%*	*31%*	*35%*	*29%*	*34%*	*37%*	*32%*	**51%q**	*29%*	*39%*	*42%*	*37%*	*41%*	*39%*	*42%*	*39%*	*46%*	*27%*	**51%F**	*32%*	*44%*	*49%*	*37%*
Medium (3-4 people)	290	102	70	332	207	339	86	78	75	131	6	171	90	29	164	125	32	32	32	6	56	32	14	46	54	16	16	32	6	33	23	14	31	39
	46%f	*40%*	*34%*	**46%f**	*41%*	**49%bdf**	**46%f**	*44%*	*45%*	*49%*	*27%*	*49%*	*44%*	*37%*	*49%*	*43%*	*41%*	*41%*	*37%*	*43%*	*44%*	*36%*	*34%*	*38%*	*40%*	*37%*	*27%*	*34%*	*55%*	*37%*	*29%*	*34%*	*35%*	*33%*
Large (5+ people)	144	54	50	154	113	142	52	45	36	57	6	70	52	22	74	67	17	22	11	4	22	20	12	25	29	9	20	19	2	11	30	9	14	35
	23%	*21%*	*24%*	*21%*	*22%*	*21%*	**28%e**	*26%*	*22%*	*21%*	*27%*	*20%*	*25%*	*28%*	*22%*	*23%*	*22%*	**28%f**	*13%*	*29%*	*17%*	*22%*	*29%*	*21%*	*21%*	*21%*	*34%*	*20%*	*18%*	*12%*	**38%E**	*22%*	*16%*	**30%H**

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 101

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Small (1-2 people)	200	102	88	232	186	210	48	66	52	109	5	127	75	30	118	112	45	44	89	8	80	62	44	84	99	60	56	86	8	95	76	39	89	118
	32%	*40%acez*	*42%acez*	*32%*	*37%ez*	*30%*	*26%*	*34%*	*28%*	*35%*	*24%*	*33%*	*32%*	*32%*	*34%*	*31%*	*31%*	*39%*	*40%*	*33%*	*37%*	*34%*	*42%*	*39%*	*35%*	*33%*	*35%*	*26%*	*40%*	*31%*	*31%*	*29%*	*33%*	*29%*
Medium (3-4 people)	290	102	70	332	207	339	86	92	97	131	12	193	94	45	168	163	69	49	79	10	88	73	46	83	120	87	85	162	5	147	122	70	127	210
	46%f	*40%*	*34%*	*46%f*	*41%*	*49%bdf*	*46%f*	*47%*	*51%G*	*42%*	*57%*	*50%F*	*39%*	*48%*	*48%*	*45%*	*48%l*	*43%*	*35%*	*42%*	*40%*	*40%*	*43%*	*39%*	*42%*	*48%*	*52%*	*50%*	*25%*	*47%*	*50%*	*52%*	*47%*	*51%*
Large (5+ people)	144	54	50	154	113	142	52	37	40	73	4	66	69	19	64	87	29	21	57	6	51	46	16	47	65	35	21	79	7	69	47	26	56	85
	23%	*21%*	*24%*	*21%*	*22%*	*21%*	*28%e*	*19%*	*21%*	*23%*	*19%*	*17%*	*29%E*	*20%*	*18%*	*24%*	*20%*	*18%*	*25%*	*25%*	*23%*	*25%m*	*15%*	*22%*	*23%*	*19%*	*13%*	*24%q*	*35%*	*22%*	*19%*	*19%*	*21%*	*21%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 102

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Small (1-2 people)	200	102	88	232	186	210	48	13	11	19	5	23	13	12	14	33
	32%	**40%acez**	**42%acez**	*32%*	**37%ez**	*30%*	*26%*	*27%*	*21%*	*26%*	*38%*	*27%*	*19%*	*36%*	*18%*	*31%*
Medium (3-4 people)	290	102	70	332	207	339	86	22	21	37	6	36	35	15	38	44
	46%f	*40%*	*34%*	**46%f**	*41%*	**49%bdf**	**46%f**	*46%*	*40%*	*51%*	*46%*	*43%*	*51%*	*45%*	*50%*	*42%*
Large (5+ people)	144	54	50	154	113	142	52	13	21	16	2	25	21	6	24	28
	23%	*21%*	*24%*	*21%*	*22%*	*21%*	**28%e**	*27%*	**40%i**	*22%*	*15%*	*30%*	*30%*	*18%*	*32%*	*27%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 103

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
1	172	82	56	189	138	204	45	44	53	74	1	96	61	15	92	79	26	26	24	6	40	27	15	34	47	12	15	24	5	27	20	9	24	32
	27%	*32%*	*27%*	*26%*	*27%*	*30%*	*24%*	*25%*	*32%*	*28%*	*5%*	*27%*	*30%*	*19%*	*27%*	*27%*	*33%*	*33%*	*28%*	*43%*	*31%*	*30%*	*37%*	*28%*	*35%*	*28%*	*25%*	*25%*	*45%*	*30%*	*26%*	*22%*	*27%*	*27%*
2	139	48	33	172	103	156	43	37	37	60	5	78	43	18	70	68	19	14	11	4	28	17	3	29	19	5	11	15	2	13	14	6	14	19
	22%	*19%*	*16%*	*24%f*	*20%*	*23%f*	*23%*	*21%*	*22%*	*22%*	*23%*	*22%*	*21%*	*23%*	*21%*	*23%*	*24%*	*18%*	*13%*	*29%*	*22%v*	*19%*	*7%*	*24%x*	*14%*	*12%*	*19%*	*16%*	*18%*	*15%*	*18%*	*15%*	*16%*	*16%*
3	62	18	21	69	49	55	16	22	16	22	2	36	18	8	38	23	4	9	5	-	8	4	6	6	12	5	8	7	1	5	12	4	6	15
	10%	*7%*	*10%*	*10%*	*10%*	*8%*	*9%*	*13%*	*10%*	*8%*	*9%*	*10%*	*9%*	*10%*	*11%*	*8%*	*5%*	*11%*	*6%*	-	*6%*	*4%*	*15%u*	*5%*	*9%*	*12%*	*14%*	*7%*	*9%*	*6%*	*15%E*	*10%*	*7%*	*13%*
4	19	7	4	16	13	17	4	10	5	4	-	9	7	3	11	8	1	5	1	-	3	2	2	4	3	1	2	1	-	1	3	-	2	2
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*6%i*	*3%*	*1%*	-	*3%*	*3%*	*4%*	*3%*	*3%*	*1%*	*6%*	*1%*	-	*2%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	*1%*	-	*1%*	*4%*	-	*2%*	*2%*
5+	9	8	6	14	16	13	11	5	-	3	1	3	3	3	4	5	2	3	2	1	1	4	3	3	5	1	3	2	-	-	5	1	1	5
	1%	*3%*	*3%*	*2%*	*3%a*	*2%*	*6%ace*	*3%h*	-	*1%*	*5%*	*1%*	*1%*	*4%k*	*1%*	*2%*	*3%*	*4%*	*2%*	*7%*	*1%*	*4%*	*7%t*	*2%*	*4%*	*2%*	*5%*	*2%*	-	-	*6%E*	*2%*	*1%*	*4%*
No children in household	233	95	88	258	187	246	67	58	56	106	13	128	74	31	120	108	26	22	44	3	47	36	12	45	49	19	20	46	3	43	24	21	41	44
	37%	*37%*	*42%*	*36%*	*37%*	*36%*	*36%*	*33%*	*34%*	*39%*	*59%*	*37%*	*36%*	*40%*	*36%*	*37%*	*33%*	*28%*	*51%pq*	*21%*	*37%*	*40%*	*29%*	*37%*	*36%*	*44%*	*34%*	*48%*	*27%*	*48%F*	*31%*	*51%F*	*47%*	*38%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 104

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
1	172	82	56	189	138	204	45	51	56	71	11	110	53	26	103	86	45	38	53	2	61	48	29	60	77	61	57	83	3	97	71	36	93	110
	27%	*32%*	*27%*	*26%*	*27%*	*30%*	*24%*	*26%*	*30%*	*23%*	*52%*	*28%*	*22%*	*28%*	*29%*	*24%*	*31%*	*33%*	*24%*	*8%*	*28%*	*27%*	*27%*	*28%*	*27%*	*34%*	*35%r*	*25%*	*15%*	*31%*	*29%*	*27%*	*34%x*	*27%*
2	139	48	33	172	103	156	43	48	57	65	2	92	61	19	78	94	36	22	39	6	46	37	20	40	61	44	34	74	4	68	59	29	51	104
	22%	*19%*	*16%*	*24%l*	*20%*	*23%l*	*23%*	*25%*	*30%C*	*21%*	*10%*	*24%*	*26%*	*20%*	*22%*	*26%*	*25%*	*19%*	*17%*	*25%*	*21%*	*20%*	*19%*	*19%*	*21%*	*24%*	*21%*	*23%*	*20%*	*22%*	*24%*	*21%*	*19%*	*25%w*
3	62	18	21	69	49	55	16	20	12	36	1	34	27	8	34	32	12	13	23	1	26	18	5	27	22	13	12	30	-	21	22	12	19	36
	10%	*7%*	*10%*	*10%*	*10%*	*8%*	*9%*	*10%*	*6%*	*12%*	*5%*	*9%*	*11%*	*9%*	*10%*	*9%*	*8%*	*11%*	*10%*	*4%*	*12%m*	*10%*	*5%*	*13%*	*8%*	*7%*	*7%*	*9%*	-	*7%*	*9%*	*9%*	*7%*	*9%*
4	19	7	4	16	13	17	4	7	4	4	1	6	8	2	7	8	3	-	10	-	3	5	5	4	9	5	3	8	1	11	2	4	8	9
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*1%*	*5%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	*4%h*	-	*1%*	*3%*	*5%*	*2%*	*3%*	*3%*	*2%*	*2%*	*5%*	*4%u*	*1%*	*3%*	*3%*	*2%*
5+	9	8	6	14	16	13	11	1	5	7	1	6	6	2	7	7	6	4	3	3	8	8	-	9	7	4	4	4	1	4	6	3	5	8
	1%	*3%*	*3%*	*2%*	*3%a*	*2%*	*6%ace*	*1%*	*3%*	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*4%*	*1%*	*13%*	*4%m*	*4%m*	-	*4%*	*2%*	*2%*	*2%*	*1%*	*5%*	*1%*	*2%*	*2%*	*2%*	*2%*
No children in household	233	95	88	258	187	246	67	68	55	130	5	138	83	37	121	135	41	37	97	12	75	65	47	74	108	55	52	128	11	110	85	51	96	146
	37%	*37%*	*42%*	*36%*	*37%*	*36%*	*36%*	*35%*	*29%*	*42%B*	*24%*	*36%*	*35%*	*39%*	*35%*	*37%*	*29%*	*32%*	*43%g*	*50%*	*34%*	*36%*	*44%*	*35%*	*38%*	*30%*	*32%*	*39%p*	*55%*	*35%*	*35%*	*38%*	*35%*	*35%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 105

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
1	172	82	56	189	138	204	45	16	10	16	3	23	14	8	20	23
	27%	*32%*	*27%*	*26%*	*27%*	*30%*	*24%*	*33%*	*19%*	*22%*	*23%*	*27%*	*20%*	*24%*	*26%*	*22%*
2	139	48	33	172	103	156	43	10	16	15	2	19	18	6	17	26
	22%	*19%*	*16%*	**24%f**	*20%*	**23%f**	*23%*	*21%*	*30%*	*21%*	*15%*	*23%*	*26%*	*18%*	*22%*	*25%*
3	62	18	21	69	49	55	16	4	4	7	1	9	7	-	9	7
	10%	*7%*	*10%*	*10%*	*10%*	*8%*	*9%*	*8%*	*8%*	*10%*	*8%*	*11%*	*10%*	-	*12%*	*7%*
4	19	7	4	16	13	17	4	2	2	-	-	3	1	-	2	2
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*4%*	-	-	*4%*	*1%*	-	*3%*	*2%*
5+	9	8	6	14	16	13	11	2	7	1	1	4	5	2	3	8
	1%	*3%*	*3%*	*2%*	**3%a**	*2%*	**6%ace**	*4%*	**13%i**	*1%*	*8%*	*5%*	*7%*	*6%*	*4%*	*8%*
No children in household	233	95	88	258	187	246	67	14	14	33	6	26	24	17	25	39
	37%	*37%*	*42%*	*36%*	*37%*	*36%*	*36%*	*29%*	*26%*	**46%h**	*46%*	*31%*	*35%*	**52%k**	*33%*	*37%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 106

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
None	13	10	5	9	7	8	9	4	4	5	-	7	2	4	5	8	2	5	2	1	5	4	1	5	5	1	2	2	-	-	4	1	1	4
	2%	4%cde	2%	1%	1%	1%	5%acde	2%	2%	2%	-	2%	1%	5%l	1%	3%	3%	6%	2%	7%	4%	4%	2%	4%	4%	2%	3%	2%	-	-	5%E	2%	1%	3%
1	118	67	57	154	137	126	34	34	36	43	5	65	39	14	62	55	26	17	21	3	31	27	9	34	33	12	16	27	2	28	15	14	27	28
	19%	26%ae	27%aez	21%	27%acez	18%	18%	19%	22%	16%	23%	19%	19%	18%	19%	19%	33%	22%	24%	21%	24%	30%	22%	28%	24%	28%	27%	28%	18%	31%	19%	34%	31%	24%
2	337	121	91	375	236	364	89	106	86	134	11	193	105	39	188	145	30	38	47	6	62	37	22	54	66	20	28	36	7	45	33	13	44	47
	53%df	47%	44%	52%f	47%	53%df	48%	60%i	51%	50%	50%	55%	51%	50%	56%	50%	38%	48%	54%p	43%	49%	41%	54%	45%	49%	47%	47%	38%	64%	51%G	42%	32%	50%	40%
3	91	37	26	106	75	116	25	18	22	47	4	48	36	7	42	47	13	12	10	2	16	13	8	17	20	5	3	17	1	10	11	5	10	16
	14%	14%	13%	15%	15%	17%	13%	10%	13%	17%g	18%	14%	17%	9%	13%	16%	17%	15%	11%	14%	13%	14%	20%	14%	15%	12%	5%	18%B	9%	11%	14%	12%	11%	14%
4	48	14	15	48	28	45	16	7	14	26	1	23	18	7	24	23	6	2	5	1	6	7	1	4	9	5	3	7	-	4	7	4	3	12
	8%	5%	7%	7%	6%	7%	9%	4%	8%	10%g	5%	7%	9%	9%	7%	8%	8%	3%	6%	7%	5%	8%	2%	3%	7%	12%	5%	7%	-	4%	9%	10%	3%	10%
5+	27	9	14	26	23	32	13	7	5	14	1	14	6	7	14	13	1	5	2	1	7	2	-	7	2	-	7	6	1	2	8	4	3	10
	4%	3%	7%	4%	5%	5%	7%c	4%	3%	5%	5%	4%	3%	9%l	4%	4%	1%	6%	2%	7%	6%	2%	-	6%	1%	-	12%A	6%	9%	2%	10%E	10%	3%	9%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 107

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
None	13	10	5	9	7	8	9	4	1	4	-	7	2	-	7	1	2	4	1	-	2	3	2	1	6	-	6	2	-	3	3	2	5	3
	2%	4%cde	2%	1%	1%	1%	5%acde	2%	1%	1%	-	2%	1%	-	2%d	*	1%	4%i	*	-	1%	2%	2%	*	2%	-	4%pr	1%	-	1%	1%	1%	2%	1%
1	118	67	57	154	137	126	34	48	45	60	1	76	52	26	77	76	41	36	58	2	57	53	27	70	63	47	35	41	3	57	47	22	48	75
	19%	26%ae	27%aez	21%	27%acez	18%	18%	25%	24%	19%	5%	20%	22%	28%	22%	21%	29%	32%	26%	8%	26%	29%	25%	33%o	22%	26%r	22%r	13%	15%	18%	19%	16%	18%	18%
2	337	121	91	375	236	364	89	94	95	172	14	218	120	37	194	178	70	46	105	15	104	76	56	94	141	96	83	174	11	161	129	74	145	217
	53%dl	47%	44%	52%f	47%	53%df	48%	48%	50%	55%	67%	56%G	50%	39%	55%	49%	49%	40%	47%	63%	47%	42%	53%	44%	50%	53%	51%	53%	55%	52%	53%	55%	53%	53%
3	91	37	26	106	75	116	25	30	32	40	4	62	30	14	47	58	17	18	36	4	38	24	13	30	43	23	26	65	2	55	41	20	41	75
	14%	14%	13%	15%	15%	17%	13%	15%	17%	13%	19%	16%	13%	15%	13%	16%	12%	16%	16%	17%	17%	13%	12%	14%	15%	13%	16%	20%p	10%	18%	17%	15%	15%	18%
4	48	14	15	48	28	45	16	12	7	27	2	14	22	12	14	34	6	7	14	1	11	14	3	10	18	7	8	28	2	21	14	10	18	27
	8%	5%	7%	7%	6%	7%	9%	6%	4%	9%B	10%	4%	9%E	13%E	4%	9%H	4%	6%	6%	4%	5%	8%	3%	5%	6%	4%	5%	9%p	10%	7%	6%	7%	7%	7%
5+	27	9	14	26	23	32	13	7	9	10	-	9	12	5	11	15	7	3	11	2	7	11	5	9	13	9	4	17	2	14	11	7	15	16
	4%	3%	7%	4%	5%	5%	7%C	4%	5%	3%	-	2%	5%	5%	3%	4%	5%	3%	5%	8%	3%	6%	5%	4%	5%	5%	2%	5%	10%	5%	4%	5%	6%	4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 108

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
None	13	10	5	9	7	8	9	3	4	1	1	4	4	1	2	7
	2%	**4%cde**	*2%*	*1%*	*1%*	*1%*	**5%acde**	*6%*	*8%*	*1%*	*8%*	*5%*	*6%*	*3%*	*3%*	*7%*
1	118	67	57	154	137	126	34	10	10	14	-	17	11	6	14	19
	19%	**26%ae**	**27%aez**	*21%*	**27%acez**	*18%*	*18%*	*21%*	*19%*	*19%*	-	*20%*	*16%*	*18%*	*18%*	*18%*
2	337	121	91	375	236	364	89	23	26	33	7	43	28	18	36	52
	53%df	*47%*	*44%*	**52%f**	*47%*	**53%df**	*48%*	*48%*	*49%*	*46%*	*54%*	*51%*	*41%*	*55%*	*47%*	*50%*
3	91	37	26	106	75	116	25	4	7	10	4	10	9	6	10	13
	14%	*14%*	*13%*	*15%*	*15%*	*17%*	*13%*	*8%*	*13%*	*14%*	*31%*	*12%*	*13%*	*18%*	*13%*	*12%*
4	48	14	15	48	28	45	16	6	1	8	1	4	12	-	7	8
	8%	*5%*	*7%*	*7%*	*6%*	*7%*	*9%*	**13%h**	*2%*	*11%*	*8%*	*5%*	**17%km**	-	*9%*	*8%*
5+	27	9	14	26	23	32	13	2	5	6	-	6	5	2	7	6
	4%	*3%*	*7%*	*4%*	*5%*	*5%*	**7%c**	*4%*	*9%*	*8%*	-	*7%*	*7%*	*6%*	*9%*	*6%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 109

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Most vulnerable	160	76	60	206	173	212	63	50	45	60	5	79	56	25	80	78	24	26	21	5	34	27	15	36	39	13	22	23	2	22	24	14	21	39
	25%	*29%*	*29%*	*29%*	34%ac	31%a	34%a	*28%*	*27%*	*22%*	*23%*	*23%*	*27%*	*32%*	*24%*	*27%*	*31%*	*33%*	*24%*	*36%*	*27%*	*30%*	*37%*	*30%*	*29%*	*30%*	*37%*	*24%*	*18%*	*25%*	*31%*	*34%*	*24%*	*33%*
Potentially vulnerable	258	128	82	294	195	276	75	72	76	104	6	147	89	22	135	122	32	39	53	4	67	46	15	58	69	19	20	37	6	38	24	20	39	41
	41%	50%acdef	*39%*	*41%*	*39%*	*40%*	*40%*	*41%*	*46%*	*39%*	*27%*	42%m	43%m	*28%*	*40%*	*42%*	*41%*	*49%*	61%p	*29%*	*53%*	*51%*	*37%*	*48%*	*51%*	*44%*	*34%*	*39%*	*55%*	*43%*	*31%*	*49%*	*44%*	*35%*
Least vulnerable	170	38	52	170	83	148	31	46	39	79	6	103	43	24	101	67	15	12	10	1	19	12	7	19	19	9	15	26	2	25	21	6	22	30
	27%bdez	*15%*	25%bdz	24%bdz	*16%*	21%bd	*17%*	*26%*	*23%*	*29%*	*27%*	29%l	*21%*	*31%*	30%c	*23%*	*19%*	*15%*	*11%*	*7%*	*15%*	*13%*	*17%*	*16%*	*14%*	*21%*	*25%*	*27%*	*18%*	*28%*	*27%*	*15%*	*25%*	*26%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 110

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Most vulnerable	160	76	60	206	173	212	63	55	66	84	1	108	65	33	92	112	48	42	75	8	80	60	33	79	93	61	50	97	4	97	78	37	83	128
	25%	*29%*	*29%*	*29%*	**34%ac**	**31%a**	**34%a**	*28%*	*35%*	*27%*	*5%*	*28%*	*27%*	*35%*	*26%*	*31%*	*34%*	*37%*	*33%*	*33%*	*37%*	*33%*	*31%*	*37%*	*33%*	*34%*	*31%*	*30%*	*20%*	*31%*	*32%*	*27%*	*31%*	*31%*
Potentially vulnerable	258	128	82	294	195	276	75	79	78	128	9	162	99	33	150	143	58	44	85	8	86	69	40	84	108	74	83	116	3	127	95	54	112	164
	41%	**50%acdef**	*39%*	*41%*	*39%*	*40%*	*40%*	*41%*	*41%*	*41%*	*43%*	*42%*	*42%*	*35%*	*43%*	*40%*	*41%*	*39%*	*38%*	*33%*	*39%*	*38%*	*38%*	*39%*	*38%*	*41%*	**51%f**	*35%*	*15%*	*41%*	*39%*	*40%*	*41%*	*40%*
Least vulnerable	170	38	52	170	83	148	31	43	38	83	6	94	52	24	89	81	21	21	40	1	31	32	20	28	55	35	23	85	5	64	50	34	61	85
	27%bdez	*15%*	**25%bdz**	**24%bdz**	*16%*	**21%bd**	*17%*	*22%*	*20%*	*27%*	*29%*	*24%*	*22%*	*26%*	*25%*	*22%*	*15%*	*18%*	*18%*	*4%*	*14%*	*18%*	*19%*	*13%*	*19%*	*19%*	*14%*	**26%q**	*25%*	*21%*	*20%*	*25%*	*22%*	*21%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 111

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Most vulnerable	160	76	60	206	173	212	63	20	20	19	4	32	24	7	27	36
	25%	*29%*	*29%*	*29%*	**34%ac**	**31%a**	**34%a**	*42%*	*38%*	*26%*	*31%*	*38%*	*35%*	*21%*	*36%*	*34%*
Potentially vulnerable	258	128	82	294	195	276	75	15	21	35	4	35	28	12	30	42
	41%	**50%acdef**	*39%*	*41%*	*39%*	*40%*	*40%*	*31%*	*40%*	*49%*	*31%*	*42%*	*41%*	*36%*	*39%*	*40%*
Least vulnerable	170	38	52	170	83	148	31	8	9	11	3	14	9	8	16	15
	27%bdez	*15%*	**25%bdz**	**24%bdz**	*16%*	**21%bd**	*17%*	*17%*	*17%*	*15%*	*23%*	*17%*	*13%*	*24%*	*21%*	*14%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 112

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							BT									EE									PLUSNET								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	634	258	208	718	506	691	186	176	167	269	22**	350	206	78*	335	291	78*	79*	87*	14**	127	90*	41*	121	135	43*	59*	95*	11**	89*	78*	41*	88*	117
Universal Credit (and household has other earnings)	95 *15%*	48 *19%*	36 *17%*	116 *16%*	93 *18%*	120 *17%*	40 *22%a*	33 *19%*	25 *15%*	34 *13%*	3 *14%*	46 *13%*	35 *17%*	14 *18%*	42 *13%*	53 *18%n*	19 *24%*	13 *16%*	13 *15%*	3 *21%*	25 *20%*	17 *19%*	6 *15%*	27 *22%*	21 *16%*	5 *12%*	13 *22%*	17 *18%*	1 *9%*	15 *17%*	16 *21%*	5 *12%*	15 *17%*	21 *18%*
Personal Independence Payment (PIP)	82 *13%*	24 *9%*	24 *12%*	83 *12%*	58 *11%*	68 *10%*	20 *11%*	19 *11%*	26 *16%*	37 *14%*	- -	42 *12%*	30 *15%*	10 *13%*	45 *13%*	36 *12%*	5 *6%*	8 *10%*	11 *13%*	- -	12 *9%*	6 *7%*	6 *15%*	9 *7%*	15 *11%*	5 *12%*	9 *15%*	8 *8%*	2 *18%*	6 *7%*	8 *10%*	10 *24%EF*	5 *6%*	18 *15%H*
Employment and Support Allowance (ESA)	68 *11%*	36 *14%*	22 *11%*	91 *13%*	82 *16%aez*	67 *10%*	19 *10%*	19 *11%*	24 *14%*	24 *9%*	1 *5%*	41 *12%*	18 *9%*	9 *12%*	38 *11%*	29 *10%*	14 *18%*	12 *15%*	9 *10%*	1 *7%*	16 *13%*	12 *13%*	8 *20%*	17 *14%*	19 *14%*	8 *19%C*	6 *10%*	6 *6%*	2 *18%*	6 *7%*	7 *9%*	9 *22%E*	9 *10%*	12 *10%*
Carer's allowance	58 *9%*	24 *9%*	20 *10%*	61 *8%*	41 *8%*	55 *8%*	11 *6%*	16 *9%*	14 *8%*	26 *10%*	2 *9%*	30 *9%*	19 *9%*	9 *12%*	29 *9%*	28 *10%*	4 *5%*	12 *15%p*	7 *8%*	1 *7%*	13 *10%*	10 *11%*	1 *2%*	13 *11%*	11 *8%*	4 *9%*	5 *8%*	9 *9%*	2 *18%*	5 *6%*	9 *12%*	6 *15%*	8 *9%*	12 *10%*
Pensions Credit (Guaranteed Credit)	54 *9%ce*	29 *11%cde*	19 *9%*	41 *6%*	29 *6%*	38 *5%*	11 *6%*	17 *10%*	19 *11%i*	16 *6%*	2 *9%*	31 *9%*	16 *8%*	7 *9%*	29 *9%*	24 *8%*	9 *12%*	11 *14%*	8 *9%*	1 *7%*	12 *9%*	10 *11%*	7 *17%*	14 *12%*	15 *11%*	5 *12%*	5 *8%*	7 *7%*	2 *18%*	6 *7%*	6 *8%*	7 *17%*	5 *6%*	14 *12%*
Income Support	49 *8%*	31 *12%a*	21 *10%*	61 *8%*	44 *9%*	56 *8%*	14 *8%*	9 *5%*	17 *10%*	21 *8%*	2 *9%*	26 *7%*	18 *9%*	5 *6%*	18 *5%*	30 *10%n*	9 *12%*	11 *14%*	10 *11%*	1 *7%*	15 *12%*	9 *10%*	7 *17%*	17 *14%*	14 *10%*	8 *19%*	6 *10%*	7 *7%*	- -	6 *7%*	9 *12%*	6 *15%*	6 *7%*	15 *13%*
Universal Credit (and household has no other earnings)	43 *7%*	29 *11%ae*	15 *7%*	60 *8%*	55 *11%ae*	45 *7%*	20 *11%*	11 *6%*	14 *8%*	18 *7%*	- -	24 *7%*	16 *8%*	3 *4%*	27 *8%*	16 *5%*	9 *12%*	9 *11%*	9 *10%*	2 *14%*	12 *9%*	13 *14%*	4 *10%*	13 *11%*	16 *12%*	8 *19%BC*	3 *5%*	3 *3%*	1 *9%*	4 *4%*	8 *10%*	3 *7%*	7 *8%*	7 *6%*
Income-based Jobseeker's Allowance	34 *5%*	20 *8%*	12 *6%*	48 *7%*	26 *5%*	39 *6%*	12 *6%*	8 *5%*	17 *10%gj*	9 *3%*	- -	19 *5%*	10 *5%*	5 *6%*	20 *6%*	14 *5%*	7 *9%*	10 *13%r*	3 *3%*	- -	11 *9%*	6 *7%*	3 *7%*	8 *7%*	11 *8%*	2 *5%*	6 *10%*	3 *3%*	1 *9%*	6 *7%*	4 *5%*	2 *5%*	2 *2%*	10 *9%*
Pensions Credit (no Guaranteed Credit)	20 *3%*	18 *7%acz*	13 *6%a*	27 *4%*	19 *4%*	29 *4%*	5 *3%*	3 *2%*	10 *6%g*	7 *3%*	- -	9 *3%*	7 *3%*	4 *5%*	9 *3%*	11 *4%*	6 *8%*	9 *11%*	3 *3%*	- -	8 *6%*	7 *8%*	3 *7%*	9 *7%*	9 *7%*	1 *2%*	7 *12%*	5 *5%*	- -	- -	8 *10%E*	5 *12%E*	5 *6%*	8 *7%*
NET: Any benefit	327 *52%*	180 *70%acdef z*	127 *61%ae*	384 *53%*	313 *62%ace*	343 *50%*	107 *58%*	100 *57%i*	101 *60%i*	117 *43%*	9 *41%*	167 *48%*	119 *58%k*	41 *53%*	162 *48%*	162 *56%*	56 *72%*	63 *80%r*	53 *61%*	8 *57%*	82 *65%*	63 *70%*	35 *85%t*	83 *69%*	96 *71%*	31 *72%C*	44 *75%C*	47 *49%*	5 *45%*	41 *46%*	53 *68%E*	33 *80%E*	42 *48%*	83 *71%H*
Other	12 *2%*	8 *3%*	8 *4%*	22 *3%*	19 *4%*	22 *3%*	3 *2%*	2 *1%*	5 *3%*	4 *1%*	1 *5%*	6 *2%*	5 *2%*	1 *1%*	8 *2%*	4 *1%*	2 *3%*	2 *3%*	4 *5%*	- -	2 *2%*	6 *7%*	- -	4 *3%*	3 *2%*	1 *2%*	1 *2%*	6 *6%*	- -	6 *7%*	2 *3%*	- -	5 *6%*	3 *3%*
None of these	299 *47%bdf*	71 *28%*	75 *36%b*	316 *44%bdf*	174 *34%*	333 *48%bdf*	76 *41%b*	74 *42%*	61 *37%*	151 *56%gh*	13 *59%*	178 *51%l*	85 *41%*	36 *46%*	167 *50%*	127 *44%*	21 *27%*	14 *18%*	30 *34%q*	6 *43%*	44 *35%v*	21 *23%*	6 *15%*	35 *29%*	36 *27%*	12 *28%*	14 *24%*	43 *45%B*	6 *55%*	44 *49%FG*	23 *29%*	8 *20%*	43 *49%I*	31 *26%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 113

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							SKY									TALK TALK									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	634	258	208	718	506	691	186	195	189	313	21**	386	238	94*	350	362	143	114	225	24**	219	181	106	214	284	182	162	327	20**	311	245	135	272	413
Universal Credit (and household has other earnings)	95 15%	48 19%	36 17%	116 16%	93 18%	120 17%	40 22%a	29 15%	40 21%C	44 14%	3 14%	58 15%	42 18%	16 17%	50 14%	66 18%	32 22%	16 14%	42 19%	3 13%	46 21%	30 17%	17 16%	43 20%	50 18%	33 18%	38 23%r	48 15%	1 5%	55 18%	47 19%	18 13%	52 19%	67 16%
Personal Independence Payment (PIP)	82 13%	24 9%	24 12%	83 12%	58 11%	68 10%	20 11%	23 12%	22 12%	36 12%	2 10%	44 11%	25 11%	14 15%	49 14%	34 9%	21 15%	16 14%	19 8%	2 8%	32 15%	18 10%	8 8%	32 15%o	24 8%	17 9%	12 7%	38 12%	1 5%	29 9%	21 9%	18 13%	24 9%	44 11%
Employment and Support Allowance (ESA)	68 11%	36 14%	22 11%	91 13%	82 16%aez	67 10%	19 10%	24 12%	28 15%	35 11%	4 19%	43 11%	34 14%	14 15%	46 13%	45 12%	21 15%	25 22%	33 15%	3 13%	45 21%l	23 13%	14 13%	41 19%	39 14%	17 9%	19 12%	27 8%	4 20%	28 9%	27 11%	12 9%	27 10%	40 10%
Carer's allowance	58 9%	24 9%	20 10%	61 8%	41 8%	55 8%	11 6%	19 10%	17 9%	23 7%	2 10%	31 8%	16 7%	14 15%EF	27 8%	34 9%	13 9%	6 5%	20 9%	2 8%	20 9%	15 8%	6 6%	21 10%	20 7%	15 8%	12 7%	27 8%	1 5%	23 7%	21 9%	11 8%	22 8%	33 8%
Pensions Credit (Guaranteed Credit)	54 9%ce	29 11%cde	19 9%	41 6%	29 6%	38 5%	11 6%	13 7%	17 9%C	10 3%	1 5%	25 6%	13 5%	3 3%	22 6%	18 5%	13 9%i	10 9%i	6 3%	- -	14 6%m	14 8%m	1 1%	10 5%	19 7%	14 8%r	13 8%r	10 3%	1 5%	23 7%	11 4%	4 3%	19 7%	19 5%
Income Support	49 8%	31 12%a	21 10%	61 8%	44 9%	56 8%	14 8%	14 7%	25 13%C	21 7%	1 5%	36 9%	20 8%	5 5%	34 10%	27 7%	14 10%	12 11%	15 7%	3 13%	21 10%	17 9%	6 6%	18 8%	26 9%	15 8%	14 9%	27 8%	- -	28 9%	23 9%v	5 4%	22 8%	34 8%
Universal Credit (and household has no other earnings)	43 7%	29 11%ae	15 7%	60 8%	55 11%ae	45 7%	20 11%	21 11%	15 8%	22 7%	2 10%	39 10%	14 6%	7 7%	35 10%	25 7%	13 9%	19 17%i	21 9%	2 8%	24 11%	21 12%	10 9%	26 12%	26 9%	17 9%r	13 8%	14 4%	1 5%	21 7%	17 7%	7 5%	19 7%	25 6%
Income-based Jobseeker's Allowance	34 5%	20 8%	12 6%	48 7%	26 5%	39 6%	12 6%	14 7%	18 10%C	15 5%	1 5%	24 6%	18 8%	6 6%	22 6%	26 7%	6 4%	12 11%gj	8 4%	- -	16 7%m	8 4%	2 2%	9 4%	17 6%	12 7%	13 8%	13 4%	1 5%	26 8%v	12 5%v	1 1%	24 9%x	15 4%
Pensions Credit (no Guaranteed Credit)	20 3%	18 7%acz	13 6%a	27 4%	19 4%	29 4%	5 3%	8 4%	14 7%C	5 2%	- -	18 5%	6 3%	3 3%	11 3%	16 4%	8 6%	3 3%	8 4%	- -	11 5%	7 4%	1 1%	10 5%	9 3%	7 4%	12 7%r	10 3%	- -	18 6%	8 3%	3 2%	11 4%	18 4%
NET: Any benefit	327 52%	180 70%acdefz	127 61%ae	384 53%	313 62%ace	343 50%	107 58%	108 55%C	119 63%C	144 46%	13 62%	196 51%	132 55%	56 60%	176 50%	207 57%	98 69%i	83 73%i	120 53%	12 50%	145 66%m	117 65%m	51 48%	144 67%o	164 58%	100 55%r	100 62%r	136 42%	7 35%	154 50%v	137 56%v	52 39%	133 49%	208 50%
Other	12 2%	8 3%	8 4%	22 3%	19 4%	22 3%	3 2%	7 4%	4 2%	9 3%	2 10%	12 3%	6 3%	4 4%	14 4%	8 2%	3 2%	4 4%	10 4%	2 8%	6 3%	7 4%	6 6%	4 2%	14 5%	6 3%	5 3%	9 3%	2 10%	9 3%	9 4%	4 3%	10 4%	11 3%
None of these	299 47%bdf	71 28%	75 36%b	316 44%bdf	174 34%	333 48%bdf	76 41%b	81 42%	67 35%	162 52%AB	6 29%	180 47%	101 42%	35 37%	162 46%	149 41%	42 29%	27 24%	95 42%gh	10 42%	68 31%	57 31%	49 46%kl	66 31%	106 37%	78 43%	57 35%	187 57%pq	11 55%	152 49%	101 41%	80 59%tu	132 49%	197 48%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 114

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	634	258	208	718	506	691	186	48*	53*	72*	13**	84*	69*	33*	76*	105
Universal Credit (and household has other earnings)	95 *15%*	48 *19%*	36 *17%*	116 *16%*	93 *18%*	120 *17%*	40 *22%a*	11 *23%*	7 *13%*	18 *25%*	4 *31%*	19 *23%*	13 *19%*	8 *24%*	20 *26%*	19 *18%*
Personal Independence Payment (PIP)	82 *13%*	24 *9%*	24 *12%*	83 *12%*	58 *11%*	68 *10%*	20 *11%*	7 *15%*	8 *15%*	5 *7%*	- -	7 *8%*	10 *14%*	3 *9%*	8 *11%*	12 *11%*
Employment and Support Allowance (ESA)	68 *11%*	36 *14%*	22 *11%*	91 *13%*	82 *16%aez*	67 *10%*	19 *10%*	3 *6%*	7 *13%*	8 *11%*	1 *8%*	9 *11%*	8 *12%*	2 *6%*	7 *9%*	12 *11%*
Carer's allowance	58 *9%*	24 *9%*	20 *10%*	61 *8%*	41 *8%*	55 *8%*	11 *6%*	3 *6%*	7 *13%i*	1 *1%*	- -	3 *4%*	6 *9%*	2 *6%*	1 *1%*	10 *10%n*
Pensions Credit (Guaranteed Credit)	54 *9%ce*	29 *11%cde*	19 *9%*	41 *6%*	29 *6%*	38 *5%*	11 *6%*	5 *10%i*	4 *8%*	1 *1%*	1 *8%*	2 *2%*	9 *13%km*	- -	5 *7%*	6 *6%*
Income Support	49 *8%*	31 *12%a*	21 *10%*	61 *8%*	44 *9%*	56 *8%*	14 *8%*	5 *10%*	5 *9%*	3 *4%*	1 *8%*	5 *6%*	8 *12%*	1 *3%*	4 *5%*	10 *10%*
Universal Credit (and household has no other earnings)	43 *7%*	29 *11%ae*	15 *7%*	60 *8%*	55 *11%ae*	45 *7%*	20 *11%*	7 *15%i*	9 *17%i*	3 *4%*	1 *8%*	9 *11%*	7 *10%*	4 *12%*	6 *8%*	14 *13%*
Income-based Jobseeker's Allowance	34 *5%*	20 *8%*	12 *6%*	48 *7%*	26 *5%*	39 *6%*	12 *6%*	1 *2%*	6 *11%*	4 *6%*	1 *8%*	5 *6%*	6 *9%*	1 *3%*	3 *4%*	9 *9%*
Pensions Credit (no Guaranteed Credit)	20 *3%*	18 *7%acz*	13 *6%a*	27 *4%*	19 *4%*	29 *4%*	5 *3%*	1 *2%*	3 *6%*	1 *1%*	- -	1 *1%*	4 *6%*	- -	1 *1%*	4 *4%*
NET: Any benefit	327 *52%*	180 *70%acdefz*	127 *61%ae*	384 *53%*	313 *62%ace*	343 *50%*	107 *58%*	31 *65%*	35 *66%i*	34 *47%*	7 *54%*	46 *55%*	44 *64%*	17 *52%*	40 *53%*	66 *63%*
Other	12 *2%*	8 *3%*	8 *4%*	22 *3%*	19 *4%*	22 *3%*	3 *2%*	1 *2%*	1 *2%*	- -	1 *8%*	1 *1%*	2 *3%*	- -	2 *3%*	- -
None of these	299 *47%bdl*	71 *28%*	75 *36%b*	316 *44%bdl*	174 *34%*	333 *48%bdf*	76 *41%b*	16 *33%*	17 *32%*	38 *53%gh*	5 *38%*	37 *44%*	23 *33%*	16 *48%*	34 *45%*	39 *37%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
16 - 17	4	2	3	3	-	4	-	-	3	-	1	1	3	1	-	-	1	1	1	-	-	2
	1%	*	*1%*	*1%*	-	*3%*	-	-	*2%*	-	*2%*	*1%*	*2%*	*	-	-	3%qr	*	*	-	-	*1%*
18 - 24	160	311	156	205	41	52	61	6	71	60	29	72	86	105	107	87	12	128	142	41	142	164
	46%	*42%*	*46%*	*40%*	*39%*	*43%*	57%gh	*38%*	*41%*	*49%*	*53%*	*40%*	52%n	*40%*	*47%*	*42%*	*34%*	*34%*	54%t	*44%*	*37%*	48%w
25 - 34	115	204	111	163	38	45	27	5	56	44	15	66	48	67	70	59	8	122	59	23	114	89
	33%	*28%*	*33%*	*32%*	*36%*	*37%*	*25%*	*31%*	*33%*	*36%*	*27%*	*36%*	*29%*	*26%*	*31%*	*29%*	*23%*	33%u	*22%*	*24%*	*30%*	*26%*
35 - 44	37	110	42	73	13	12	9	3	25	9	3	23	13	44	31	30	5	57	34	19	63	47
	11%	15%a	*12%*	*14%*	*12%*	*10%*	*8%*	*19%*	*15%*	*7%*	*5%*	*13%*	*8%*	*17%*	*14%*	*14%*	*14%*	*15%*	*13%*	*20%*	*16%*	*14%*
45 - 54	19	46	16	36	8	6	5	-	8	8	3	10	9	24	9	12	1	28	14	4	27	18
	5%	*6%*	*5%*	*7%*	*8%*	*5%*	*5%*	-	*5%*	*7%*	*5%*	*5%*	*5%*	9%q	*4%*	*6%*	*3%*	*7%*	*5%*	*4%*	*7%*	*5%*
55 - 64	9	43	3	26	3	2	3	1	6	2	1	6	3	15	9	15	4	27	11	5	29	14
	3%	6%ac	*1%*	5%c	*3%*	*2%*	*3%*	*6%*	*3%*	*2%*	*2%*	*3%*	*2%*	*6%*	*4%*	*7%*	*11%*	*7%*	*4%*	*5%*	*8%*	*4%*
65 +	6	16	6	9	2	1	2	1	3	-	3	4	2	5	3	4	4	12	2	2	10	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*6%*	*2%*	-	5%l	*2%*	*1%*	*2%*	*1%*	*2%*	11%pqr	3%u	*1%*	*2%*	*3%*	*2%*
NET: 16-34	279	517	270	371	79	101	88	11	130	104	45	139	137	173	177	146	21	251	202	64	256	255
	80%bd	*71%*	80%bd	*72%*	*75%*	*83%*	*82%*	*69%*	*76%*	*85%*	*82%*	*76%*	*84%*	*66%*	77%ps	*71%*	*60%*	*67%*	77%t	*68%*	*66%*	75%w
NET: 36-54	56	156	58	109	21	18	14	3	33	17	6	33	22	68	40	42	6	85	48	23	90	65
	16%	21%a	*17%*	*21%*	*20%*	*15%*	*13%*	*19%*	*19%*	*14%*	*11%*	*18%*	*13%*	26%q	*17%*	*20%*	*17%*	*23%*	*18%*	*24%*	*23%*	*19%*
NET: 55+	15	59	9	35	5	3	5	2	9	2	4	10	5	20	12	19	8	39	13	7	39	20
	4%	8%ac	*3%*	7%c	*5%*	*2%*	*5%*	*13%*	*5%*	*2%*	*7%*	*5%*	*3%*	*8%*	*5%*	*9%*	23%pqr	10%u	*5%*	*7%*	10%x	*6%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

QAGE: What is your age?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
16 - 17	4	2	3	3	2	-	1	-	1	2	-	-	3	2	-	-	1	1	2	-	-	2
	1%	*	*1%*	*1%*	*2%*	-	*1%*	-	*1%*	*1%*	-	-	*1%*	*1%*	-	-	3%qr	*	*1%*	-	-	*1%*
18 - 24	160	311	156	205	48	70	32	6	43	90	23	52	101	44	78	67	16	82	88	35	70	127
	46%	*42%*	*46%*	*40%*	*44%*	*50%*	*41%*	*50%*	*36%*	55%k	*43%*	*44%*	*47%*	*31%*	49%pr	*37%*	*46%*	*36%*	48%tv	*34%*	*34%*	43%w
25 - 34	115	204	111	163	35	41	31	4	43	51	17	44	65	56	50	47	10	75	63	25	70	87
	33%	*28%*	*33%*	*32%*	*32%*	*29%*	*40%*	*33%*	*36%*	*31%*	*31%*	*37%*	*30%*	40%r	*31%*	*26%*	*29%*	*33%*	*34%*	*24%*	*34%*	*30%*
35 - 44	37	110	42	73	15	19	7	1	24	11	7	19	23	23	20	27	3	36	20	17	38	35
	11%	15%a	*12%*	*14%*	*14%*	*14%*	*9%*	*8%*	20%l	*7%*	*13%*	*16%*	*11%*	*16%*	*13%*	*15%*	*9%*	*16%*	*11%*	*17%*	*18%*	*12%*
45 - 54	19	46	16	36	7	3	5	1	6	7	3	2	14	7	7	20	2	19	6	11	14	22
	5%	*6%*	*5%*	*7%*	*6%*	*2%*	*6%*	*8%*	*5%*	*4%*	*6%*	*2%*	7%n	*5%*	*4%*	11%pq	*6%*	8%u	*3%*	11%u	*7%*	*8%*
55 - 64	9	43	3	26	-	3	-	-	1	-	2	1	2	8	2	13	3	10	4	12	11	15
	3%	6%ac	*1%*	5%c	-	*2%*	-	-	*1%*	-	4%l	*1%*	*1%*	6%q	*1%*	7%q	9%q	*4%*	*2%*	12%tu	*5%*	*5%*
65 +	6	16	6	9	1	3	2	-	2	2	2	-	6	1	3	5	-	5	1	3	5	4
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	-	*2%*	*1%*	*4%*	-	*3%*	*1%*	*2%*	*3%*	-	*2%*	*1%*	*3%*	*2%*	*1%*
NET: 16-34	279	517	270	371	85	111	64	10	87	143	40	96	169	102	128	114	27	158	153	60	140	216
	80%bd	*71%*	80%bd	*72%*	*79%*	*80%*	*82%*	*83%*	*73%*	88%km	*74%*	*81%*	*79%*	*72%*	80%r	*64%*	*77%*	*69%*	83%tv	*58%*	*67%*	*74%*
NET: 36-54	56	156	58	109	22	22	12	2	30	18	10	21	37	30	27	47	5	55	26	28	52	57
	16%	21%a	*17%*	*21%*	*20%*	*16%*	*15%*	*17%*	25%l	*11%*	*19%*	*18%*	*17%*	*21%*	*17%*	26%q	*14%*	24%u	*14%*	27%u	*25%*	*20%*
NET: 55+	15	59	9	35	1	6	2	-	3	2	4	1	8	9	5	18	3	15	5	15	16	19
	4%	8%ac	*3%*	7%c	*1%*	*4%*	*3%*	-	*3%*	*1%*	7%l	*1%*	*4%*	*6%*	*3%*	10%q	*9%*	*7%*	*3%*	15%tu	*8%*	*7%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Hearing	39	65	33	57	16	11	9	3	14	18	7	24	15	18	25	19	3	38	16	11	36	29
	11%	*9%*	*10%*	*11%*	*15%*	*9%*	*8%*	*19%*	*8%*	*15%*	*13%*	*13%*	*9%*	*7%*	*11%*	*9%*	*9%*	*10%*	*6%*	*12%*	*9%*	*9%*
Eyesight	69	125	63	96	20	27	21	1	35	24	10	39	30	39	49	32	5	62	47	16	66	57
	20%	*17%*	*19%*	*19%*	*19%*	*22%*	*20%*	*6%*	*20%*	*20%*	*18%*	*21%*	*18%*	*15%*	*21%*	*15%*	*14%*	*17%*	*18%*	*17%*	*17%*	*17%*
Mobility	45	71	56	68	11	19	15	-	17	16	12	22	23	24	20	22	5	38	22	11	37	33
	13%	*10%*	*17%b*	*13%*	*10%*	*16%*	*14%*	-	*10%*	*13%*	*22%k*	*12%*	*14%*	*9%*	*9%*	*11%*	*14%*	*10%*	*8%*	*12%*	*10%*	*10%*
Dexterity	32	59	45	46	7	11	14	-	12	12	8	17	15	22	23	13	1	22	25	12	22	35
	9%	*8%*	*13%bd*	*9%*	*7%*	*9%*	*13%*	-	*7%*	*10%*	*15%*	*9%*	*9%*	*8%*	*10%*	*6%*	*3%*	*6%*	*10%*	*13%t*	*6%*	*10%w*
Breathing	63	114	39	71	20	21	21	1	29	24	10	33	30	43	34	31	6	54	44	16	61	53
	18%c	*16%*	*12%*	*14%*	*19%*	*17%*	*20%*	*6%*	*17%*	*20%*	*18%*	*18%*	*18%*	*16%*	*15%*	*15%*	*17%*	*14%*	*17%*	*17%*	*16%*	*16%*
Mental abilities	72	118	65	79	25	23	23	1	38	21	13	37	34	38	45	32	3	58	47	13	52	64
	21%d	*16%*	*19%*	*15%*	*24%*	*19%*	*21%*	*6%*	*22%*	*17%*	*24%*	*20%*	*21%*	*15%*	*20%*	*15%*	*9%*	*15%*	*18%*	*14%*	*14%*	*19%*
Social/behavioural	57	109	54	81	14	18	22	3	26	25	6	30	27	34	42	32	1	51	40	18	42	65
	16%	*15%*	*16%*	*16%*	*13%*	*15%*	*21%*	*19%*	*15%*	*20%*	*11%*	*16%*	*16%*	*13%*	*18%s*	*15%s*	*3%*	*14%*	*15%*	*19%*	*11%*	*19%w*
Your mental health	109	272	83	169	26	36	44	3	51	38	20	58	51	105	78	79	10	136	102	34	139	133
	31%	*37%c*	*25%*	*33%c*	*25%*	*30%*	*41%g*	*19%*	*30%*	*31%*	*36%*	*32%*	*31%*	*40%*	*34%*	*38%*	*29%*	*36%*	*39%*	*36%*	*36%*	*39%*
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	34	72	24	41	9	12	13	-	19	10	5	21	13	27	20	18	7	34	27	11	34	36
	10%	*10%*	*7%*	*8%*	*9%*	*10%*	*12%*	-	*11%*	*8%*	*9%*	*12%*	*8%*	*10%*	*9%*	*9%*	*20%qr*	*9%*	*10%*	*12%*	*9%*	*11%*
Prefer not to say	21	42	35	35	4	9	5	3	8	9	4	8	12	12	15	12	3	23	16	3	24	18
	6%	*6%*	*10%ab*	*7%*	*4%*	*7%*	*5%*	*19%*	*5%*	*7%*	*7%*	*4%*	*7%*	*5%*	*7%*	*6%*	*9%*	*6%*	*6%*	*3%*	*6%*	*5%*
Don't know	5	12	5	10	1	3	1	-	5	-	-	2	2	2	5	2	3	8	3	1	7	5
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*3%*	-	-	*1%*	*1%*	*1%*	*2%*	*1%*	*9%pqr*	*2%*	*1%*	*1%*	*2%*	*1%*
Nothing	67	171	55	108	24	20	18	5	41	21	5	39	27	65	48	52	6	106	50	15	102	67
	19%	*23%c*	*16%*	*21%*	*23%*	*16%*	*17%*	*31%*	*24%m*	*17%*	*9%*	*21%*	*16%*	*25%*	*21%*	*25%*	*17%*	*28%uv*	*19%*	*16%*	*26%x*	*20%*
NET: Any limiting characteristic	257	507	242	362	76	90	83	8	118	93	46	133	123	182	161	141	23	238	194	75	252	250
	73%	*69%*	*72%*	*70%*	*72%*	*74%*	*78%*	*50%*	*69%*	*76%*	*84%k*	*73%*	*75%*	*70%*	*70%*	*68%*	*66%*	*63%*	*74%t*	*80%t*	*65%*	*74%w*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Hearing	39	65	33	57	10	17	5	1	8	19	6	11	22	15	21	19	2	29	19	9	25	32
	11%	*9%*	*10%*	*11%*	*9%*	*12%*	*6%*	*8%*	*7%*	*12%*	*11%*	*9%*	*10%*	*11%*	*13%*	*11%*	*6%*	*13%*	*10%*	*9%*	*12%*	*11%*
Eyesight	69	125	63	96	19	26	17	1	19	32	12	21	42	25	35	35	1	44	35	17	38	54
	20%	*17%*	*19%*	*19%*	*18%*	*19%*	*22%*	*8%*	*16%*	*20%*	*22%*	*18%*	*20%*	**18%s**	**22%s**	**20%s**	*3%*	*19%*	*19%*	*17%*	*18%*	*18%*
Mobility	45	71	56	68	16	21	18	1	27	19	10	23	32	18	21	28	1	36	19	13	33	32
	13%	*10%*	**17%b**	*13%*	*15%*	*15%*	*23%*	*8%*	**23%l**	*12%*	*19%*	*19%*	*15%*	*13%*	*13%*	**16%s**	*3%*	*16%*	*10%*	*13%*	*16%*	*11%*
Dexterity	32	59	45	46	15	16	14	-	20	19	6	17	28	14	15	17	-	23	13	10	20	25
	9%	*8%*	**13%bd**	*9%*	*14%*	*12%*	*18%*	-	*17%*	*12%*	*11%*	*14%*	*13%*	*10%*	*9%*	*9%*	-	*10%*	*7%*	*10%*	*10%*	*9%*
Breathing	63	114	39	71	10	17	11	1	13	17	9	15	24	23	25	18	5	30	29	12	28	41
	18%c	*16%*	*12%*	*14%*	*9%*	*12%*	*14%*	*8%*	*11%*	*10%*	*17%*	*13%*	*11%*	*16%*	*16%*	*10%*	*14%*	*13%*	*16%*	*12%*	*13%*	*14%*
Mental abilities	72	118	65	79	13	32	18	2	20	34	11	29	36	19	30	27	3	36	30	13	34	43
	21%d	*16%*	*19%*	*15%*	*12%*	**23%g**	**23%g**	*17%*	*17%*	*21%*	*20%*	*25%*	*17%*	*13%*	*19%*	*15%*	*9%*	*16%*	*16%*	*13%*	*16%*	*15%*
Social/behavioural	57	109	54	81	18	22	11	3	23	25	6	23	30	26	30	22	3	33	35	13	34	46
	16%	*15%*	*16%*	*16%*	*17%*	*16%*	*14%*	*25%*	*19%*	*15%*	*11%*	*19%*	*14%*	*18%*	*19%*	*12%*	*9%*	*14%*	*19%*	*13%*	*16%*	*16%*
Your mental health	109	272	83	169	28	37	16	2	25	40	18	28	55	54	49	58	8	77	61	31	77	86
	31%	**37%c**	*25%*	**33%c**	*26%*	*27%*	*21%*	*17%*	*21%*	*25%*	*33%*	*24%*	*26%*	*38%*	*31%*	*32%*	*23%*	*34%*	*33%*	*30%*	*37%*	*29%*
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	34	72	24	41	7	8	7	2	10	10	4	9	14	12	13	13	3	28	10	3	18	21
	10%	*10%*	*7%*	*8%*	*6%*	*6%*	*9%*	*17%*	*8%*	*6%*	*7%*	*8%*	*7%*	*9%*	*8%*	*7%*	*9%*	**12%uv**	*5%*	*3%*	*9%*	*7%*
Prefer not to say	21	42	35	35	14	12	5	4	11	20	4	10	24	10	9	9	7	13	18	4	13	21
	6%	*6%*	**10%ab**	*7%*	*13%*	*9%*	*6%*	*33%*	*9%*	*12%*	*7%*	*8%*	*11%*	*7%*	*6%*	*5%*	**20%pq**	*6%*	*10%*	*4%*	*6%*	*7%*
Don't know	5	12	5	10	1	4	-	-	1	3	1	2	2	1	5	4	-	4	4	2	4	5
	1%	*2%*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*2%*
Nothing	67	171	55	108	17	23	13	2	23	26	6	25	30	25	19	50	14	52	26	30	47	57
	19%	**23%c**	*16%*	*21%*	*16%*	*17%*	*17%*	*17%*	*19%*	*16%*	*11%*	*21%*	*14%*	*18%*	*12%*	**28%pq**	**40%pq**	**23%u**	*14%*	**29%u**	*23%*	*20%*
NET: Any limiting characteristic	257	507	242	362	76	100	60	6	85	114	43	81	158	105	127	116	14	159	136	67	144	209
	73%	*69%*	*72%*	*70%*	*70%*	*72%*	*77%*	*50%*	*71%*	*70%*	*80%*	*69%*	*74%*	**74%s**	**79%rs**	**65%s**	*40%*	*70%*	*74%*	*65%*	*69%*	*72%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
The service not performing as it should	107 31%c	207 28%	78 23%	179 35%bc	- -	- -	107 100%gh	- -	59 34%	34 28%	14 25%	57 31%	50 30%	- -	- -	207 100%pqs	- -	106 28%	75 29%	26 28%	119 31%	88 26%
A billing, pricing or payment issue	72 21%	199 27%acd	69 20%	102 20%	72 69%hi	- -	- -	- -	35 20%	25 20%	12 22%	35 19%	35 21%	199 76%qrs	- -	- -	- -	103 27%	73 28%	23 24%	108 28%	90 26%
A problem with a repair to the service	63 18%	99 14%	60 18%	74 14%	- -	63 52%gi	- -	- -	31 18%	19 15%	13 24%	34 19%	28 17%	- -	99 43%prs	- -	- -	47 13%	41 16%	11 12%	49 13%	50 15%
A problem relating to the installation or set up of your service	59 17%	130 18%	79 23%abd	86 17%	- -	59 48%gi	- -	- -	33 19%	18 15%	8 15%	34 19%	25 15%	- -	130 57%prs	- -	- -	74 20%	42 16%	14 15%	67 17%	63 19%
Dissatisfaction with customer service from a previous occasion or contact	33 9%	62 8%	39 12%d	39 8%	33 31%hi	- -	- -	- -	7 4%	20 16%k	6 11%	14 8%	19 12%	62 24%qrs	- -	- -	- -	24 6%	26 10%	12 13%t	25 6%	35 10%
Or something else	16 5%	35 5%	12 4%	35 7%c	- -	- -	- -	16 100%	7 4%	7 6%	2 4%	8 4%	7 4%	- -	- -	- -	35 100%pqr	21 6%u	6 2%	8 9%u	17 4%	14 4%
SUMMARY: Billing and Customer service	105 30%	261 36%d	108 32%	141 27%	105 100%hi	- -	- -	- -	42 24%	45 37%k	18 33%	49 27%	54 33%	261 100%qrs	- -	- -	- -	127 34%	99 38%	35 37%	133 35%	125 37%
Repairs and Installation	122 35%	229 31%	139 41%bd	160 31%	- -	122 100%gi	- -	- -	64 37%	37 30%	21 38%	68 37%	53 32%	- -	229 100%prs	- -	- -	121 32%	83 32%	25 27%	116 30%	113 33%
Service Issues	107 31%c	207 28%	78 23%	179 35%bc	- -	- -	107 100%gh	- -	59 34%	34 28%	14 25%	57 31%	50 30%	- -	- -	207 100%pqs	- -	106 28%	75 29%	26 28%	119 31%	88 26%
Something else	16 5%	35 5%	12 4%	35 7%c	- -	- -	- -	16 100%	7 4%	7 6%	2 4%	8 4%	7 4%	- -	- -	- -	35 100%pqr	21 6%u	6 2%	8 9%u	17 4%	14 4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
The service not performing as it should	107 31%c	207 28%	78 23%	179 35%bc	- -	- -	78 100%gh	- -	26 22%	40 25%	12 22%	23 19%	55 26%	- -	- -	179 100%pqs	- -	73 32%	59 32%	47 46%tu	65 31%	110 38%
A billing, pricing or payment issue	72 21%	199 27%acd	69 20%	102 20%	69 64%hi	- -	- -	- -	30 25%	27 17%	12 22%	29 25%	38 18%	102 72%qrs	- -	- -	- -	41 18%	43 23%	18 17%	44 21%	57 20%
A problem with a repair to the service	63 18%	99 14%	60 18%	74 14%	- -	60 43%gi	- -	- -	25 21%	26 16%	9 17%	24 20%	36 17%	- -	74 46%prs	- -	- -	39 17%	22 12%	13 13%	31 15%	42 14%
A problem relating to the installation or set up of your service	59 17%	130 18%	79 23%abd	86 17%	- -	79 57%gi	- -	- -	23 19%	45 28%	11 20%	26 22%	51 24%	- -	86 54%prs	- -	- -	34 15%	37 20%	15 15%	35 17%	50 17%
Dissatisfaction with customer service from a previous occasion or contact	33 9%	62 8%	39 12%d	39 8%	39 36%hi	- -	- -	- -	12 10%	18 11%	9 17%	12 10%	27 13%	39 28%qrs	- -	- -	- -	15 7%	16 9%	8 8%	17 8%	19 7%
Or something else	16 5%	35 5%	12 4%	35 7%c	- -	- -	- -	12 100%	4 3%	7 4%	1 2%	4 3%	7 3%	- -	- -	- -	35 100%pqr	26 11%uv	7 4%	2 2%	16 8%	14 5%
SUMMARY: Billing and Customer service	105 30%	261 36%d	108 32%	141 27%	108 100%hi	- -	- -	- -	42 35%	45 28%	21 39%	41 35%	65 30%	141 100%qrs	- -	- -	- -	56 25%	59 32%	26 25%	61 29%	76 26%
Repairs and Installation	122 35%	229 31%	139 41%bd	160 31%	- -	139 100%gi	- -	- -	48 40%	71 44%	20 37%	50 42%	87 41%	- -	160 100%prs	- -	- -	73 32%	59 32%	28 27%	66 32%	92 32%
Service Issues	107 31%c	207 28%	78 23%	179 35%bc	- -	- -	78 100%gh	- -	26 22%	40 25%	12 22%	23 19%	55 26%	- -	- -	179 100%pqs	- -	73 32%	59 32%	47 46%tu	65 31%	110 38%
Something else	16 5%	35 5%	12 4%	35 7%c	- -	- -	- -	12 100%	4 3%	7 4%	1 2%	4 3%	7 3%	- -	- -	- -	35 100%pqr	26 11%uv	7 4%	2 2%	16 8%	14 5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

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

Billing and Customer service

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	105	261	108	141	105	-**	-**	-**	42*	45*	18**	49*	54*	261	-**	-**	-**	127	99*	35*	133	125
Bill was a lot higher than expected	34 32%c	84 32%c	21 19%	45 32%c	34 32%	- -	- -	- -	15 36%	11 24%	8 44%	15 31%	18 33%	84 32%	- -	- -	- -	49 39%v	29 29%	6 17%	44 33%	39 31%
Payment issues (including setting up/making a payment, non-direct debit charges)	21 20%	41 16%	16 15%	21 15%	21 20%	- -	- -	- -	12 29%	7 16%	2 11%	12 24%	8 15%	41 16%	- -	- -	- -	18 14%	14 14%	9 26%	22 17%	19 15%
Bill was inaccurate	17 16%	44 17%	21 19%	25 18%	17 16%	- -	- -	- -	8 19%	6 13%	3 17%	9 18%	8 15%	44 17%	- -	- -	- -	16 13%	22 22%	6 17%	19 14%	25 20%
The format of the bill	16 15%d	23 9%	20 19%bd	10 7%	16 15%	- -	- -	- -	7 17%	6 13%	3 17%	10 20%	6 11%	23 9%	- -	- -	- -	14 11%	8 8%	1 3%	13 10%	10 8%
Getting a refund, credit note or cashback	15 14%	36 14%	11 10%	22 16%	15 14%	- -	- -	- -	10 24%l	2 4%	3 17%	9 18%	6 11%	36 14%	- -	- -	- -	23 18%	9 9%	4 11%	23 17%	13 10%
Rude/dismissive	10 10%	15 6%	7 6%	8 6%	10 10%	- -	- -	- -	1 2%	8 18%k	1 6%	6 12%	4 7%	15 6%	- -	- -	- -	7 6%	4 4%	4 11%	7 5%	8 6%
Took too long to resolve issue	10 10%	20 8%	12 11%	8 6%	10 10%	- -	- -	- -	3 7%	6 13%	1 6%	1 2%	9 17%n	20 8%	- -	- -	- -	10 8%	6 6%	4 11%	9 7%	11 9%
Gave incorrect information	9 9%b	9 3%	8 7%	9 6%	9 9%	- -	- -	- -	3 7%	6 13%	- -	3 6%	6 11%	9 3%	- -	- -	- -	3 2%	4 4%	2 6%	4 3%	4 3%
Bill contained items I shouldn't have been charged for	8 8%	36 14%	14 13%	16 11%	8 8%	- -	- -	- -	5 12%	1 2%	2 11%	5 10%	2 4%	36 14%	- -	- -	- -	16 13%	13 13%	7 20%	17 13%	19 15%
Didn't do what they said they would do	7 7%	20 8%	8 7%	14 10%	7 7%	- -	- -	- -	1 2%	5 11%	1 6%	4 8%	3 6%	20 8%	- -	- -	- -	7 6%	8 8%	5 14%	9 7%	10 8%
Unable to get through to anyone	6 6%	12 5%	7 6%	12 9%	6 6%	- -	- -	- -	- -	4 9%	2 11%	3 6%	3 6%	12 5%	- -	- -	- -	5 4%	6 6%	1 3%	6 5%	6 5%
Unable to get through to relevant person	5 5%	9 3%	5 5%	10 7%	5 5%	- -	- -	- -	3 7%	1 2%	1 6%	3 6%	2 4%	9 3%	- -	- -	- -	3 2%	5 5%	1 3%	5 4%	3 2%
Costs of international and roaming calls	1 1%	2 1%	- -	2 1%	1 1%	- -	- -	- -	1 2%	- -	- -	1 2%	- -	2 1%	- -	- -	- -	2 2%	- -	- -	2 2%	- -
Costs of going above data allowance	1 1%	2 1%	- -	2 1%	1 1%	- -	- -	- -	1 2%	- -	- -	1 2%	- -	2 1%	- -	- -	- -	2 2%	- -	- -	1 1%	1 1%
Pre-pay credit lost or not credited to card	- -	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -	- -	1 1%
A different issue	2 2%	3 1%	- -	2 1%	2 2%	- -	- -	- -	1 2%	1 2%	- -	1 2%	1 2%	3 1%	- -	- -	- -	2 2%	1 1%	- -	3 2%	- -

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

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

Billing and Customer service

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	105	261	108	141	108	-**	-**	-**	42*	45*	21**	41*	65*	141	-**	-**	-**	56*	59*	26**	61*	76*
Bill was a lot higher than expected	34 32%c	84 32%c	21 19%	45 32%c	21 19%	-	-	-	8 19%	8 18%	5 24%	12 29%	9 14%	45 32%	-	-	-	23 41%u	14 24%	8 31%	18 30%	26 34%
Payment issues (including setting up/making a payment, non-direct debit charges)	21 20%	41 16%	16 15%	21 15%	16 15%	-	-	-	9 21%	5 11%	2 10%	9 22%	7 11%	21 15%	-	-	-	5 9%	12 20%	4 15%	6 10%	15 20%
Bill was inaccurate	17 16%	44 17%	21 19%	25 18%	21 19%	-	-	-	5 12%	13 29%	3 14%	8 20%	11 17%	25 18%	-	-	-	9 16%	12 20%	4 15%	14 23%	11 14%
The format of the bill	16 15%d	23 9%	20 19%bd	10 7%	20 19%	-	-	-	11 26%	6 13%	3 14%	9 22%	11 17%	10 7%	-	-	-	5 9%	3 5%	2 8%	5 8%	5 7%
Getting a refund, credit note or cashback	15 14%	36 14%	11 10%	22 16%	11 10%	-	-	-	7 17%	4 9%	- -	4 10%	6 9%	22 16%	-	-	-	11 20%	7 12%	4 15%	12 20%	10 13%
Rude/dismissive	10 10%	15 6%	7 6%	8 6%	7 6%	-	-	-	- -	4 9%	3 14%	3 7%	4 6%	8 6%	-	-	-	3 5%	3 5%	2 8%	5 8%	2 3%
Took too long to resolve issue	10 10%	20 8%	12 11%	8 6%	12 11%	-	-	-	5 12%	5 11%	2 10%	2 5%	10 15%	8 6%	-	-	-	1 2%	4 7%	3 12%	1 2%	5 7%
Gave incorrect information	9 9%b	9 3%	8 7%	9 6%	8 7%	-	-	-	- -	6 13%k	2 10%	2 5%	6 9%	9 6%	-	-	-	3 5%	2 3%	4 15%	4 7%	4 5%
Bill contained items I shouldn't have been charged for	8 8%	36 14%	14 13%	16 11%	14 13%	-	-	-	4 10%	9 20%	1 5%	4 10%	10 15%	16 11%	-	-	-	7 13%	6 10%	3 12%	10 16%	6 8%
Didn't do what they said they would do	7 7%	20 8%	8 7%	14 10%	8 7%	-	-	-	3 7%	2 4%	3 14%	2 5%	6 9%	14 10%	-	-	-	5 9%	5 8%	4 15%	3 5%	9 12%
Unable to get through to anyone	6 6%	12 5%	7 6%	12 9%	7 6%	-	-	-	4 10%	2 4%	1 5%	3 7%	4 6%	12 9%	-	-	-	6 11%	6 10%	- -	6 10%	6 8%
Unable to get through to relevant person	5 5%	9 3%	5 5%	10 7%	5 5%	-	-	-	1 2%	2 4%	2 10%	1 2%	4 6%	10 7%	-	-	-	2 4%	4 7%	4 15%	6 10%	3 4%
Costs of international and roaming calls	1 1%	2 1%	- -	2 1%	- -	-	-	-	- -	- -	- -	- -	- -	2 1%	-	-	-	2 4%	- -	- -	2 3%	- -
Costs of going above data allowance	1 1%	2 1%	- -	2 1%	- -	-	-	-	- -	- -	- -	- -	- -	2 1%	-	-	-	2 4%	- -	- -	2 3%	- -
Pre-pay credit lost or not credited to card	- -	1 *	- -	1 1%	- -	-	-	-	- -	- -	- -	- -	- -	1 1%	-	-	-	1 2%	- -	- -	1 2%	- -
A different issue	2 2%	3 1%	- -	2 1%	- -	-	-	-	- -	- -	- -	- -	- -	2 1%	-	-	-	- -	- -	2 8%	- -	2 3%

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

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

Service issues

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	107	207	78*	179	-**	-**	107	-**	59*	34*	14**	57*	50*	-**	-**	207	-**	106	75*	26**	119	88*
Unable to get certain channels/content	37 *35%*	74 *36%*	30 *38%*	62 *35%*	- -	- -	37 *35%*	- -	20 *34%*	11 *32%*	6 *43%*	19 *33%*	18 *36%*	- -	- -	74 *36%*	- -	40 *38%*	30 *40%*	4 *15%*	36 *30%*	38 *43%*
Service is not consistently available	30 *28%*	69 *33%c*	15 *19%*	59 *33%c*	- -	- -	30 *28%*	- -	17 *29%*	8 *24%*	5 *36%*	16 *28%*	14 *28%*	- -	- -	69 *33%*	- -	37 *35%*	21 *28%*	11 *42%*	46 *39%*	23 *26%*
Poor picture quality	28 *26%bd*	32 *15%*	17 *22%*	26 *15%*	- -	- -	28 *26%*	- -	12 *20%*	12 *35%*	4 *29%*	13 *23%*	15 *30%*	- -	- -	32 *15%*	- -	16 *15%*	11 *15%*	5 *19%*	20 *17%*	12 *14%*
Complete loss of service	24 *22%*	72 *35%a*	27 *35%*	78 *44%a*	- -	- -	24 *22%*	- -	13 *22%*	10 *29%*	1 *7%*	14 *25%*	10 *20%*	- -	- -	72 *35%*	- -	35 *33%*	24 *32%*	13 *50%*	34 *29%*	38 *43%w*
Connection speed slower than advertised or led to expect	10 *9%*	15 *7%*	5 *6%*	25 *14%b*	- -	- -	10 *9%*	- -	8 *14%*	1 *3%*	1 *7%*	7 *12%*	3 *6%*	- -	- -	15 *7%*	- -	9 *8%*	5 *7%*	1 *4%*	9 *8%*	6 *7%*
Poor line quality	3 *3%*	12 *6%*	3 *4%*	6 *3%*	- -	- -	3 *3%*	- -	3 *5%*	- -	- -	1 *2%*	2 *4%*	- -	- -	12 *6%*	- -	8 *8%*	3 *4%*	1 *4%*	11 *9%x*	1 *1%*
Problems with voice over internet (VOIP) telephone calls	3 *3%*	4 *2%*	2 *3%*	3 *2%*	- -	- -	3 *3%*	- -	3 *5%*	- -	- -	3 *5%*	- -	- -	- -	4 *2%*	- -	3 *3%*	1 *1%*	- -	3 *3%*	1 *1%*
Unable to access 4G service	- -	1 *	- -	5 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *1%*	- -	- -	1 *1%*	- -
Text or voice mails delivered late	- -	1 *	- -	3 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *1%*	- -	- -	1 *1%*	- -
Problems with calls being disconnected during a call or not connected at all	- -	1 *	- -	4 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *1%*	- -	1 *1%*	- -
Poor indoor reception/coverage	- -	- -	- -	3 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor outside reception/ coverage	- -	1 *	- -	4 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *1%*	- -	- -	1 *1%*	- -
Unable to access 5G service	- -	1 *	- -	2 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *1%*	- -	- -	1 *1%*	- -
A different issue (please describe it briefly in your own words)	2 *2%*	8 *4%*	- -	5 *3%*	- -	- -	2 *2%*	- -	2 *3%*	- -	- -	2 *4%*	- -	- -	- -	8 *4%*	- -	5 *5%*	1 *1%*	2 *8%*	4 *3%*	4 *5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

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

Service issues

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	107	207	78*	179	-**	-**	78*	-**	26**	40*	12**	23**	55*	-**	-**	179	-**	73*	59*	47*	65*	110
Unable to get certain channels/content	37 *35%*	74 *36%*	30 *38%*	62 *35%*	- -	- -	30 *38%*	- -	9 *35%*	16 *40%*	5 *42%*	6 *26%*	24 *44%*	- -	- -	62 *35%*	- -	26 *36%*	21 *36%*	15 *32%*	21 *32%*	40 *36%*
Service is not consistently available	30 *28%*	69 *33%c*	15 *19%*	59 *33%c*	- -	- -	15 *19%*	- -	6 *23%*	7 *18%*	2 *17%*	5 *22%*	10 *18%*	- -	- -	59 *33%*	- -	20 *27%*	15 *25%*	24 *51%tu*	21 *32%*	38 *35%*
Poor picture quality	28 *26%bd*	32 *15%*	17 *22%*	26 *15%*	- -	- -	17 *22%*	- -	7 *27%*	5 *13%*	5 *42%*	6 *26%*	11 *20%*	- -	- -	26 *15%*	- -	18 *25%u*	3 *5%*	5 *11%*	18 *28%x*	8 *7%*
Complete loss of service	24 *22%*	72 *35%a*	27 *35%*	78 *44%a*	- -	- -	27 *35%*	- -	9 *35%*	14 *35%*	4 *33%*	10 *43%*	17 *31%*	- -	- -	78 *44%*	- -	28 *38%*	27 *46%*	23 *49%*	23 *35%*	53 *48%*
Connection speed slower than advertised or led to expect	10 *9%*	15 *7%*	5 *6%*	25 *14%b*	- -	- -	5 *6%*	- -	2 *8%*	3 *8%*	- -	2 *9%*	3 *5%*	- -	- -	25 *14%*	- -	11 *15%*	7 *12%*	7 *15%*	9 *14%*	16 *15%*
Poor line quality	3 *3%*	12 *6%*	3 *4%*	6 *3%*	- -	- -	3 *4%*	- -	- -	3 *8%*	- -	1 *4%*	2 *4%*	- -	- -	6 *3%*	- -	3 *4%*	1 *2%*	2 *4%*	3 *5%*	3 *3%*
Problems with voice over internet (VOIP) telephone calls	3 *3%*	4 *2%*	2 *3%*	3 *2%*	- -	- -	2 *3%*	- -	1 *4%*	1 *3%*	- -	- -	2 *4%*	- -	- -	3 *2%*	- -	3 *4%*	- -	- -	3 *5%x*	- -
Unable to access 4G service	- -	1 *	- -	5 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 *3%*	- -	3 *4%*	1 *2%*	1 *2%*	2 *3%*	3 *3%*
Text or voice mails delivered late	- -	1 *	- -	3 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 *2%*	- -	2 *3%*	- -	1 *2%*	2 *3%*	1 *1%*
Problems with calls being disconnected during a call or not connected at all	- -	1 *	- -	4 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *2%*	- -	3 *4%*	- -	1 *2%*	2 *3%*	2 *2%*
Poor indoor reception/coverage	- -	- -	- -	3 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 *2%*	- -	2 *3%*	- -	1 *2%*	1 *2%*	2 *2%*
Poor outside reception/ coverage	- -	1 *	- -	4 *2%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 *2%*	- -	2 *3%*	1 *2%*	1 *2%*	1 *2%*	3 *3%*
Unable to access 5G service	- -	1 *	- -	2 *1%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *1%*	- -	2 *3%*	- -	- -	2 *3%*	- -
A different issue (please describe it briefly in your own words)	2 *2%*	8 *4%*	- -	5 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 *3%*	- -	- -	1 *2%*	4 *9%t*	- -	4 *4%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

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

Repairs and Installation

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	122	229	139	160	-**	122	-**	-**	64*	37*	21**	68*	53*	-**	229	-**	-**	121	83*	25**	116	113
Time taken to repair a fault	22 *18%*	31 *14%*	15 *11%*	25 *16%*	- -	22 *18%*	- -	- -	13 *20%*	5 *14%*	4 *19%*	14 *21%*	7 *13%*	- -	31 *14%*	- -	- -	16 *13%*	11 *13%*	4 *16%*	13 *11%*	18 *16%*
Switching issues (e.g. problems trying to switch or problems porting your number)	22 *18%*	45 *20%*	25 *18%*	30 *19%*	- -	22 *18%*	- -	- -	11 *17%*	7 *19%*	4 *19%*	12 *18%*	10 *19%*	- -	45 *20%*	- -	- -	30 **25%u**	10 *12%*	5 *20%*	24 *21%*	21 *19%*
Time taken to install the service	20 *16%*	36 *16%*	24 *17%*	23 *14%*	- -	20 *16%*	- -	- -	12 *19%*	7 *19%*	1 *5%*	13 *19%*	7 *13%*	- -	36 *16%*	- -	- -	17 *14%*	14 *17%*	5 *20%*	17 *15%*	19 *17%*
Arranging an installation	19 *16%*	30 *13%*	14 *10%*	19 *12%*	- -	19 *16%*	- -	- -	12 *19%*	5 *14%*	2 *10%*	14 *21%*	5 *9%*	- -	30 *13%*	- -	- -	20 *17%*	7 *8%*	3 *12%*	19 *16%*	11 *10%*
Damage to property during repair	19 *16%*	24 *10%*	19 *14%*	19 *12%*	- -	19 *16%*	- -	- -	9 *14%*	6 *16%*	4 *19%*	9 *13%*	10 *19%*	- -	24 *10%*	- -	- -	10 *8%*	12 *14%*	2 *8%*	9 *8%*	15 *13%*
Complaining about an engineer	18 **15%c**	21 *9%*	9 *6%*	17 *11%*	- -	18 *15%*	- -	- -	11 *17%*	2 *5%*	5 *24%*	13 *19%*	5 *9%*	- -	21 *9%*	- -	- -	11 *9%*	7 *8%*	3 *12%*	10 *9%*	11 *10%*
Arranging an appointment for an engineer visit	18 *15%*	40 **17%d**	14 *10%*	13 *8%*	- -	18 *15%*	- -	- -	8 *13%*	7 *19%*	3 *14%*	11 *16%*	7 *13%*	- -	40 *17%*	- -	- -	19 *16%*	18 *22%*	3 *12%*	19 *16%*	21 *19%*
Missed/moved repair appointment	16 **13%b**	14 *6%*	18 **13%b**	15 *9%*	- -	16 *13%*	- -	- -	9 *14%*	5 *14%*	2 *10%*	11 *16%*	5 *9%*	- -	14 *6%*	- -	- -	5 *4%*	6 *7%*	3 *12%*	10 *9%*	4 *4%*
Missed/ moved installation appointment	14 *11%*	30 *13%*	21 *15%*	21 *13%*	- -	14 *11%*	- -	- -	9 *14%*	3 *8%*	2 *10%*	7 *10%*	7 *13%*	- -	30 *13%*	- -	- -	18 *15%*	8 *10%*	4 *16%*	16 *14%*	14 *12%*
Damage to property during installation	8 *7%*	28 *12%*	15 *11%*	22 *14%*	- -	8 *7%*	- -	- -	6 *9%*	2 *5%*	- -	5 *7%*	3 *6%*	- -	28 *12%*	- -	- -	19 *16%*	8 *10%*	1 *4%*	15 *13%*	13 *12%*
A different issue	1 *1%*	8 *3%*	1 *1%*	4 *3%*	- -	1 *1%*	- -	- -	- -	- -	1 *5%*	- -	1 *2%*	- -	8 *3%*	- -	- -	4 *3%*	3 *4%*	1 *4%*	6 *5%*	2 *2%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

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

Repairs and Installation

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	122	229	139	160	-**	139	-**	-**	48*	71*	20**	50*	87*	-**	160	-**	-**	73*	59*	28**	66*	92*
Time taken to repair a fault	22 *18%*	31 *14%*	15 *11%*	25 *16%*	- -	15 *11%*	- -	- -	5 *10%*	5 *7%*	5 *25%*	7 *14%*	8 *9%*	- -	25 *16%*	- -	- -	11 *15%*	8 *14%*	6 *21%*	11 *17%*	14 *15%*
Switching issues (e.g. problems trying to switch or problems porting your number)	22 *18%*	45 *20%*	25 *18%*	30 *19%*	- -	25 *18%*	- -	- -	9 *19%*	12 *17%*	4 *20%*	12 *24%*	13 *15%*	- -	30 *19%*	- -	- -	13 *18%*	13 *22%*	4 *14%*	12 *18%*	18 *20%*
Time taken to install the service	20 *16%*	36 *16%*	24 *17%*	23 *14%*	- -	24 *17%*	- -	- -	9 *19%*	12 *17%*	3 *15%*	8 *16%*	15 *17%*	- -	23 *14%*	- -	- -	12 *16%*	8 *14%*	3 *11%*	13 *20%*	10 *11%*
Arranging an installation	19 *16%*	30 *13%*	14 *10%*	19 *12%*	- -	14 *10%*	- -	- -	3 *6%*	9 *13%*	2 *10%*	4 *8%*	10 *11%*	- -	19 *12%*	- -	- -	8 *11%*	8 *14%*	3 *11%*	8 *12%*	11 *12%*
Damage to property during repair	19 *16%*	24 *10%*	19 *14%*	19 *12%*	- -	19 *14%*	- -	- -	9 *19%*	7 *10%*	3 *15%*	11 **22%o**	8 *9%*	- -	19 *12%*	- -	- -	9 *12%*	7 *12%*	3 *11%*	5 *8%*	14 *15%*
Complaining about an engineer	18 **15%c**	21 *9%*	9 *6%*	17 *11%*	- -	9 *6%*	- -	- -	5 *10%*	4 *6%*	- -	5 *10%*	4 *5%*	- -	17 *11%*	- -	- -	11 *15%*	3 *5%*	3 *11%*	8 *12%*	9 *10%*
Arranging an appointment for an engineer visit	18 *15%*	40 **17%d**	14 *10%*	13 *8%*	- -	14 *10%*	- -	- -	6 *13%*	6 *8%*	2 *10%*	6 *12%*	8 *9%*	- -	13 *8%*	- -	- -	7 *10%*	2 *3%*	4 *14%*	7 *11%*	5 *5%*
Missed/moved repair appointment	16 **13%b**	14 *6%*	18 **13%b**	15 *9%*	- -	18 *13%*	- -	- -	9 *19%*	9 *13%*	- -	5 *10%*	13 *15%*	- -	15 *9%*	- -	- -	5 *7%*	7 *12%*	3 *11%*	4 *6%*	11 *12%*
Missed/ moved installation appointment	14 *11%*	30 *13%*	21 *15%*	21 *13%*	- -	21 *15%*	- -	- -	8 *17%*	11 *15%*	2 *10%*	6 *12%*	15 *17%*	- -	21 *13%*	- -	- -	7 *10%*	11 *19%*	3 *11%*	9 *14%*	12 *13%*
Damage to property during installation	8 *7%*	28 *12%*	15 *11%*	22 *14%*	- -	15 *11%*	- -	- -	5 *10%*	9 *13%*	1 *5%*	5 *10%*	9 *10%*	- -	22 *14%*	- -	- -	10 *14%*	9 *15%*	3 *11%*	10 *15%*	11 *12%*
A different issue	1 *1%*	8 *3%*	1 *1%*	4 *3%*	- -	1 *1%*	- -	- -	- -	- -	1 *5%*	- -	1 *1%*	- -	4 *3%*	- -	- -	2 *3%*	- -	2 *7%*	2 *3%*	2 *2%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

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

Something else

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	16**	35*	12**	35*	-**	-**	-**	16**	7**	7**	2**	8**	7**	-**	-**	-**	35*	21**	6**	8**	17**	14**
Service not performing as advertised or as told in store/over the phone	7 *44%*	7 *20%*	6 *50%*	13 *37%*	- -	- -	- -	7 *44%*	3 *43%*	2 *29%*	2 *100%*	4 *50%*	2 *29%*	- -	- -	- -	7 *20%*	5 *24%*	- -	2 *25%*	3 *18%*	4 *29%*
Change to your package or service (upgrading or downgrading your service)	5 *31%*	18 **51%d**	5 *42%*	9 *26%*	- -	- -	- -	5 *31%*	1 *14%*	4 *57%*	- -	1 *13%*	4 *57%*	- -	- -	- -	18 *51%*	9 *43%*	5 *83%*	4 *50%*	8 *47%*	6 *43%*
Complaining about the terms of your contract	2 *13%*	4 *11%*	3 *25%*	10 *29%*	- -	- -	- -	2 *13%*	2 *29%*	- -	- -	2 *25%*	- -	- -	- -	- -	4 *11%*	3 *14%*	1 *17%*	- -	3 *18%*	1 *7%*
Switching issues (e.g. problems trying to switch or problems porting your number)	2 *13%*	4 *11%*	6 *50%*	1 *3%*	- -	- -	- -	2 *13%*	1 *14%*	1 *14%*	- -	1 *13%*	1 *14%*	- -	- -	- -	4 *11%*	2 *10%*	1 *17%*	1 *13%*	- -	2 *14%*
Keeping your mobile phone number when changing suppliers	- -	- -	- -	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	- -	7 *20%*	1 *8%*	3 *9%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	7 *20%*	5 *24%*	- -	2 *25%*	5 *29%*	2 *14%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

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

Something else

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	16**	35*	12**	35*	-**	-**	-**	12**	4**	7**	1**	4**	7**	-**	-**	-**	35*	26**	7**	2**	16**	14**
Service not performing as advertised or as told in store/over the phone	7 *44%*	7 *20%*	6 *50%*	13 *37%*	- -	- -	- -	6 *50%*	1 *25%*	4 *57%*	1 *100%*	1 *25%*	5 *71%*	- -	- -	- -	13 *37%*	8 *31%*	4 *57%*	1 *50%*	7 *44%*	3 *21%*
Change to your package or service (upgrading or downgrading your service)	5 *31%*	18 **51%d**	5 *42%*	9 *26%*	- -	- -	- -	5 *42%*	2 *50%*	2 *29%*	1 *100%*	2 *50%*	3 *43%*	- -	- -	- -	9 *26%*	9 *35%*	- -	- -	4 *25%*	4 *29%*
Complaining about the terms of your contract	2 *13%*	4 *11%*	3 *25%*	10 *29%*	- -	- -	- -	3 *25%*	- -	2 *29%*	1 *100%*	- -	3 *43%*	- -	- -	- -	10 *29%*	7 *27%*	3 *43%*	- -	3 *19%*	5 *36%*
Switching issues (e.g. problems trying to switch or problems porting your number)	2 *13%*	4 *11%*	6 *50%*	1 *3%*	- -	- -	- -	6 *50%*	2 *50%*	3 *43%*	1 *100%*	1 *25%*	4 *57%*	- -	- -	- -	1 *3%*	1 *4%*	- -	- -	1 *6%*	- -
Keeping your mobile phone number when changing suppliers	- -	- -	- -	1 *3%*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *3%*	1 *4%*	- -	- -	- -	1 *7%*
A different issue (please describe it briefly in your own words)	- -	7 *20%*	1 *8%*	3 *9%*	- -	- -	- -	1 *8%*	- -	- -	1 *100%*	- -	1 *14%*	- -	- -	- -	3 *9%*	2 *8%*	- -	1 *50%*	1 *6%*	2 *14%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Only/mainly on the phone	113	327	66	216	32	36	41	4	59	38	16	56	57	138	74	99	16	176	115	36	192	133
	32%c	45%ac	20%	42%ac	30%	30%	38%	25%	34%	31%	29%	31%	35%	53%q	32%	48%q	46%	47%	44%	38%	50%x	39%
Only/mainly via email	45	70	47	51	17	11	16	1	15	25	5	25	20	16	31	19	4	32	27	11	35	35
	13%	10%	14%b	10%	16%	9%	15%	6%	9%	20%k	9%	14%	12%	6%	14%p	9%	11%	9%	10%	12%	9%	10%
Only/mainly via mobile application	37	48	44	42	11	17	9	-	19	10	8	25	12	15	22	8	3	26	16	6	21	27
	11%b	7%	13%bd	8%	10%	14%	8%	-	11%	8%	15%	14%	7%	6%	10%r	4%	9%	7%	6%	6%	5%	8%
Only/mainly by social media	34	55	25	30	8	19	5	2	17	11	6	15	18	19	17	17	2	27	21	7	26	28
	10%d	8%	7%	6%	8%	16%i	5%	13%	10%	9%	11%	8%	11%	7%	7%	8%	6%	7%	8%	7%	7%	8%
Only/mainly via web form	31	56	44	23	8	14	7	2	14	12	5	16	15	14	28	13	1	29	19	8	29	27
	9%d	8%d	13%bd	4%	8%	11%	7%	13%	8%	10%	9%	9%	9%	5%	12%pr	6%	3%	8%	7%	9%	8%	8%
Only/mainly in store	29	54	32	43	10	7	11	1	18	9	2	14	14	20	17	16	1	26	18	10	26	28
	8%	7%	9%	8%	10%	6%	10%	6%	10%	7%	4%	8%	9%	8%	7%	8%	3%	7%	7%	11%	7%	8%
Only/mainly via webchat	28	72	37	66	12	8	6	2	13	10	5	16	12	23	20	27	2	30	29	13	37	35
	8%	10%	11%	13%a	11%	7%	6%	13%	8%	8%	9%	9%	7%	9%	9%	13%	6%	8%	11%	14%	10%	10%
Only/mainly by letter	18	42	37	29	5	8	5	-	9	4	5	8	10	13	20	6	3	23	16	3	13	26
	5%	6%	11%abd	6%	5%	7%	5%	-	5%	3%	9%	4%	6%	5%	9%r	3%	9%	6%	6%	3%	3%	8%w
Only/mainly via another contact method	3	2	-	4	-	1	2	-	1	1	1	2	1	1	-	1	-	2	-	-	2	-
	1%	*	-	1%	-	1%	2%	-	1%	1%	2%	1%	1%	*	-	*	-	1%	-	-	1%	-
Don't know	12	6	5	11	2	1	5	4	7	3	2	5	5	2	-	1	3	4	2	-	4	1
	3%b	1%	1%	2%b	2%	1%	5%	25%	4%	2%	4%	3%	3%	1%	-	*	9%pqr	1%	1%	-	1%	*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Only/mainly on the phone	113	327	66	216	25	25	12	4	22	29	15	24	41	61	49	93	13	90	74	52	91	121
	32%c	45%ac	20%	42%ac	23%	18%	15%	33%	18%	18%	28%	20%	19%	43%q	31%	52%q	37%	39%	40%	50%	44%	41%
Only/mainly via email	45	70	47	51	17	16	13	1	23	18	6	20	26	18	19	14	-	26	16	9	18	33
	13%	10%	14%b	10%	16%	12%	17%	8%	19%	11%	11%	17%	12%	13%s	12%s	8%	-	11%	9%	9%	9%	11%
Only/mainly via mobile application	37	48	44	42	10	17	15	2	14	26	4	13	30	11	18	10	3	21	17	4	16	25
	11%b	7%	13%bd	8%	9%	12%	19%	17%	12%	16%	7%	11%	14%	8%	11%	6%	9%	9%	9%	4%	8%	9%
Only/mainly by social media	34	55	25	30	6	15	3	1	10	13	2	11	14	6	15	6	3	15	12	3	12	15
	10%d	8%	7%	6%	6%	11%	4%	8%	8%	8%	4%	9%	7%	4%	9%r	3%	9%	7%	7%	3%	6%	5%
Only/mainly via web form	31	56	44	23	17	15	11	1	13	23	8	14	30	9	7	6	1	9	10	4	6	16
	9%d	8%d	13%bd	4%	16%	11%	14%	8%	11%	14%	15%	12%	14%	6%	4%	3%	3%	4%	5%	4%	3%	5%
Only/mainly in store	29	54	32	43	10	14	7	1	13	14	5	11	21	8	17	15	3	20	16	7	23	18
	8%	7%	9%	8%	9%	10%	9%	8%	11%	9%	9%	9%	10%	6%	11%	8%	9%	9%	9%	7%	11%	6%
Only/mainly via webchat	28	72	37	66	12	18	6	1	11	21	5	9	28	19	20	24	3	21	27	18	26	38
	8%	10%	11%	13%a	11%	13%	8%	8%	9%	13%	9%	8%	13%	13%	13%	13%	9%	9%	15%	17%t	13%	13%
Only/mainly by letter	18	42	37	29	10	18	9	-	10	19	8	15	22	8	11	8	2	12	11	6	7	22
	5%	6%	11%abd	6%	9%	13%	12%	-	8%	12%	15%	13%	10%	6%	7%	4%	6%	5%	6%	6%	3%	8%
Only/mainly via another contact method	3	2	-	4	-	-	-	-	-	-	-	-	-	-	3	-	1	4	-	-	4	-
	1%	*	-	1%	-	-	-	-	-	-	-	-	-	-	2%	-	3%pr	2%	-	-	2%x	-
Don't know	12	6	5	11	1	1	2	1	4	-	1	1	2	1	1	3	6	10	1	-	5	4
	3%b	1%	1%	2%b	1%	1%	3%	8%	3%l	-	2%	1%	1%	1%	1%	2%	17%pqr	4%uv	1%	-	2%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

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

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied	(10)	42	89	26	53	10	17	14	1	42	-	-	34	7	34	17	30	8	89	-	-	79	9
		12%	12%c	8%	10%	10%	14%	13%	6%	24%lm	-	-	19%o	4%	13%q	7%	14%q	23%q	24%uv	-	-	21%x	3%
9 -	(9)	35	64	22	34	8	15	9	3	35	-	-	25	10	21	23	17	3	64	-	-	54	10
		10%	9%	7%	7%	8%	12%	8%	19%	20%lm	-	-	14%o	6%	8%	10%	8%	9%	17%uv	-	-	14%x	3%
8 -	(8)	47	108	34	71	11	18	16	2	47	-	-	32	15	38	38	30	2	108	-	-	71	37
		13%	15%c	10%	14%	10%	15%	15%	13%	27%lm	-	-	18%o	9%	15%	17%	14%	6%	29%uv	-	-	18%x	11%
7 -	(7)	48	114	38	70	13	14	20	1	48	-	-	22	25	34	43	29	8	114	-	-	59	54
		14%	16%	11%	14%	12%	11%	19%	6%	28%lm	-	-	12%	15%	13%	19%	14%	23%	30%uv	-	-	15%	16%
6 -	(6)	59	91	64	71	27	18	11	3	-	59	-	24	34	35	27	28	1	-	91	-	39	50
		17%b	12%	19%bd	14%	26%hl	15%	10%	19%	-	48%km	-	13%	21%	13%	12%	14%	3%	-	35%tv	-	10%	15%
5 -	(5)	48	113	67	69	14	14	17	3	-	48	-	20	28	46	40	24	3	-	113	-	43	69
		14%	15%	20%ad	13%	13%	11%	16%	19%	-	39%km	-	11%	17%	18%	17%	12%	9%	-	43%tv	-	11%	20%w
4 -	(4)	16	59	32	44	4	5	6	1	-	16	-	5	11	18	16	23	2	-	59	-	17	42
		5%	8%a	9%a	9%a	4%	4%	6%	6%	-	13%km	-	3%	7%	7%	7%	11%	6%	-	22%tv	-	4%	12%w
3 -	(3)	19	41	22	48	9	4	6	-	-	-	19	8	11	12	13	13	3	-	-	41	13	26
		5%	6%	7%	9%ab	9%	3%	6%	-	-	-	35%kl	4%	7%	5%	6%	6%	9%	-	-	44%tu	3%	8%w
2 -	(2)	12	22	11	20	2	6	3	1	-	-	12	7	5	9	7	5	1	-	-	22	7	15
		3%	3%	3%	4%	2%	5%	3%	6%	-	-	22%kl	4%	3%	3%	3%	2%	3%	-	-	23%tu	2%	4%w
1 - Extremely dissatisfied	(1)	24	31	21	35	7	11	5	1	-	-	24	5	18	14	5	8	4	-	-	31	3	28
		7%	4%	6%	7%b	7%	9%	5%	6%	-	-	44%kl	3%	11%n	5%	2%	4%	11%q	-	-	33%tu	1%	8%w
NET: Dissatisfied	(1-3)	55	94	54	103	18	21	14	2	-	-	55	20	34	35	25	26	8	-	-	94	23	69
		16%	13%	16%	20%b	17%	17%	13%	13%	-	-	100%kl	11%	21%n	13%	11%	13%	23%q	-	-	100%tu	6%	20%w
NET: Neutral	(4-6)	123	263	163	184	45	37	34	7	-	123	-	49	73	99	83	75	6	-	263	-	99	161
		35%	36%	48%abd	36%	43%	30%	32%	44%	-	100%km	-	27%	45%n	38%s	36%s	36%s	17%	-	100%tv	-	26%	47%w
NET: Satisfied	(7-10)	172	375	120	228	42	64	59	7	172	-	-	113	57	127	121	106	21	375	-	-	263	110
		49%c	51%cd	36%	44%c	40%	52%	55%g	44%	100%lm	-	-	62%o	35%	49%	53%	51%	60%	100%uv	-	-	68%x	32%
Mean score		6.31cd	6.38cd	5.79	5.94	6.07	6.39	6.48	6.25	8.41lm	5.35m	1.91	7.04o	5.51	6.33	6.40	6.44	6.37	8.34uv	5.12v	2.11	7.35x	5.30
Standard error		0.14	0.09	0.13	0.11	0.24	0.25	0.24	0.64	0.09	0.06	0.12	0.18	0.19	0.15	0.14	0.17	0.52	0.06	0.05	0.09	0.11	0.12

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 18

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

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied	(10)	42	89	26	53	14	8	4	-	26	-	-	21	5	12	15	18	8	53	-	-	42	10
		12%	12%c	8%	10%	13%	6%	5%	-	22%lm	-	-	18%o	2%	9%	9%	10%	23%pqr	23%uv	-	-	20%x	3%
9 -	(9)	35	64	22	34	4	8	7	3	22	-	-	11	9	9	11	13	1	34	-	-	23	10
		10%	9%	7%	7%	4%	6%	9%	25%	18%lm	-	-	9%	4%	6%	7%	7%	3%	15%uv	-	-	11%x	3%
8 -	(8)	47	108	34	71	12	15	7	-	34	-	-	22	12	17	22	20	12	71	-	-	39	28
		13%	15%c	10%	14%	11%	11%	9%	-	28%lm	-	-	19%o	6%	12%	14%	11%	34%pqr	31%uv	-	-	19%x	10%
7 -	(7)	48	114	38	70	12	17	8	1	38	-	-	8	30	18	25	22	5	70	-	-	35	33
		14%	16%	11%	14%	11%	12%	10%	8%	32%lm	-	-	7%	14%n	13%	16%	12%	14%	31%uv	-	-	17%	11%
6 -	(6)	59	91	64	71	14	30	18	2	-	64	-	19	45	20	29	20	2	-	71	-	21	49
		17%b	12%	19%bd	14%	13%	22%	23%	17%	-	39%km	-	16%	21%	14%	18%	11%	6%	-	39%tv	-	10%	17%w
5 -	(5)	48	113	67	69	21	32	12	2	-	67	-	18	47	27	18	20	4	-	69	-	22	44
		14%	15%	20%ad	13%	19%	23%	15%	17%	-	41%km	-	15%	22%	19%r	11%	11%	11%	-	38%tv	-	11%	15%
4 -	(4)	16	59	32	44	10	9	10	3	-	32	-	5	26	12	12	19	1	-	44	-	10	34
		5%	8%a	9%a	9%a	9%	6%	13%	25%	-	20%km	-	4%	12%n	9%	8%	11%	3%	-	24%tv	-	5%	12%w
3 -	(3)	19	41	22	48	9	6	7	-	-	-	22	3	19	12	15	20	1	-	-	48	7	39
		5%	6%	7%	9%ab	8%	4%	9%	-	-	-	41%kl	3%	9%n	9%	9%	11%	3%	-	-	47%tu	3%	13%w
2 -	(2)	12	22	11	20	5	5	1	-	-	-	11	2	9	5	5	10	-	-	-	20	2	18
		3%	3%	3%	4%	5%	4%	1%	-	-	-	20%kl	2%	4%	4%	3%	6%	-	-	-	19%tu	1%	6%w
1 - Extremely dissatisfied	(1)	24	31	21	35	7	9	4	1	-	-	21	9	12	9	8	17	1	-	-	35	7	27
		7%	4%	6%	7%b	6%	6%	5%	8%	-	-	39%kl	8%	6%	6%	5%	9%	3%	-	-	34%tu	3%	9%w
NET: Dissatisfied	(1-3)	55	94	54	103	21	20	12	1	-	-	54	14	40	26	28	47	2	-	-	103	16	84
		16%	13%	16%	20%b	19%	14%	15%	8%	-	-	100%kl	12%	19%	18%	18%	26%s	6%	-	-	100%tu	8%	29%w
NET: Neutral	(4-6)	123	263	163	184	45	71	40	7	-	163	-	42	118	59	59	59	7	-	184	-	53	127
		35%	36%	48%abd	36%	42%	51%	51%	58%	-	100%km	-	36%	55%n	42%s	37%	33%	20%	-	100%tv	-	25%	43%w
NET: Satisfied	(7-10)	172	375	120	228	42	48	26	4	120	-	-	62	56	56	73	73	26	228	-	-	139	81
		49%c	51%cd	36%	44%c	39%	35%	33%	33%	100%lm	-	-	53%o	26%	40%	46%	41%	74%pqr	100%uv	-	-	67%x	28%
Mean score		6.31cd	6.38cd	5.79	5.94	5.82	5.78	5.77	5.75	8.30lm	5.20m	2.02	6.67o	5.29	5.82	6.09	5.61	7.43pqr	8.31uv	5.15v	2.13	7.17x	5.05
Standard error		0.14	0.09	0.13	0.11	0.25	0.19	0.25	0.71	0.10	0.06	0.12	0.24	0.14	0.21	0.19	0.21	0.37	0.08	0.06	0.09	0.16	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 19

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	182	385	118	208	49*	68*	57*	8**	113	49*	20**	182	-**	133	116	119	17**	263	99*	23**	385	-**
10 - Extremely satisfied (10)	34	79	21	42	7	14	12	1	34	-	-	34	-	31	16	27	5	79	-	-	79	-
	19%	*21%*	*18%*	*20%*	*14%*	*21%*	*21%*	*13%*	**30%l**	-	-	*19%*	-	*23%*	*14%*	*23%*	*29%*	**30%u**	-	-	*21%*	-
9 - (9)	25	54	11	23	6	10	6	3	25	-	-	25	-	18	20	14	2	54	-	-	54	-
	14%	*14%*	*9%*	*11%*	*12%*	*15%*	*11%*	*38%*	**22%l**	-	-	*14%*	-	*14%*	*17%*	*12%*	*12%*	**21%u**	-	-	*14%*	-
8 - (8)	32	71	22	39	7	11	12	2	32	-	-	32	-	27	18	24	2	71	-	-	71	-
	18%	*18%*	*19%*	*19%*	*14%*	*16%*	*21%*	*25%*	**28%l**	-	-	*18%*	-	*20%*	*16%*	*20%*	*12%*	**27%u**	-	-	*18%*	-
7 - (7)	22	59	8	35	6	6	10	-	22	-	-	22	-	17	22	16	4	59	-	-	59	-
	12%	**15%c**	*7%*	**17%c**	*12%*	*9%*	*18%*	-	**19%l**	-	-	*12%*	-	*13%*	*19%*	*13%*	*24%*	**22%u**	-	-	*15%*	-
6 - (6)	24	39	19	21	10	8	4	2	-	24	-	24	-	15	12	12	-	-	39	-	39	-
	13%	*10%*	*16%*	*10%*	**20%i**	*12%*	*7%*	*25%*	-	**49%k**	-	*13%*	-	*11%*	*10%*	*10%*	-	-	**39%t**	-	*10%*	-
5 - (5)	20	43	18	22	6	7	7	-	-	20	-	20	-	15	15	11	2	-	43	-	43	-
	11%	*11%*	*15%*	*11%*	*12%*	*10%*	*12%*	-	-	**41%k**	-	*11%*	-	*11%*	*13%*	*9%*	*12%*	-	**43%t**	-	*11%*	-
4 - (4)	5	17	5	10	1	3	1	-	-	5	-	5	-	4	3	9	1	-	17	-	17	-
	3%	*4%*	*4%*	*5%*	*2%*	*4%*	*2%*	-	-	**10%k**	-	*3%*	-	*3%*	*3%*	*8%*	*6%*	-	**17%t**	-	*4%*	-
3 - (3)	8	13	3	7	3	3	2	-	-	-	8	8	-	3	6	3	1	-	-	13	13	-
	4%	*3%*	*3%*	*3%*	*6%*	*4%*	*4%*	-	-	-	*40%*	*4%*	-	*2%*	*5%*	*3%*	*6%*	-	-	*57%*	*3%*	-
2 - (2)	7	7	2	2	2	3	2	-	-	-	7	7	-	3	2	2	-	-	-	7	7	-
	4%	*2%*	*2%*	*1%*	*4%*	*4%*	*4%*	-	-	-	*35%*	*4%*	-	*2%*	*2%*	*2%*	-	-	-	*30%*	*2%*	-
1 - Extremely dissatisfied (1)	5	3	9	7	1	3	1	-	-	-	5	5	-	-	2	1	-	-	-	3	3	-
	3%	*1%*	**8%b**	**3%b**	*2%*	*4%*	*2%*	-	-	-	*25%*	*3%*	-	-	*2%*	*1%*	-	-	-	*13%*	*1%*	-
NET: Dissatisfied (1-3)	20	23	14	16	6	9	5	-	-	-	20	20	-	6	10	6	1	-	-	23	23	-
	11%b	*6%*	**12%b**	*8%*	*12%*	*13%*	*9%*	-	-	-	*100%*	*11%*	-	*5%*	*9%*	*5%*	*6%*	-	-	*100%*	*6%*	-
NET: Neutral (4-6)	49	99	42	53	17	18	12	2	-	49	-	49	-	34	30	32	3	-	99	-	99	-
	27%	*26%*	**36%b**	*25%*	*35%*	*26%*	*21%*	*25%*	-	**100%k**	-	*27%*	-	*26%*	*26%*	*27%*	*18%*	-	**100%t**	-	*26%*	-
NET: Satisfied (7-10)	113	263	62	139	26	41	40	6	113	-	-	113	-	93	76	81	13	263	-	-	263	-
	62%	**68%c**	*53%*	**67%c**	*53%*	*60%*	*70%*	*75%*	**100%l**	-	-	*62%*	-	*70%*	*66%*	*68%*	*76%*	**100%u**	-	-	*68%*	-
Mean score	7.04	**7.35c**	6.67	7.17	6.73	6.96	7.26	8.13	**8.63l**	5.39	2.15	7.04	-	7.54	7.08	7.37	7.59	**8.58u**	5.22	2.43	7.35	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

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

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		182	385	118	208	41*	50*	23**	4**	62*	42*	14**	118	-**	61*	66*	65*	16**	139	53*	16**	208	-**
10 - Extremely satisfied	(10)	34	79	21	42	11	7	3	-	21	-	-	21	-	11	11	15	5	42	-	-	42	-
		19%	*21%*	*18%*	*20%*	*27%*	*14%*	*13%*	-	**34%l**	-	-	*18%*	-	*18%*	*17%*	*23%*	*31%*	**30%u**	-	-	*20%*	-
9 -	(9)	25	54	11	23	2	5	3	1	11	-	-	11	-	7	7	8	1	23	-	-	23	-
		14%	*14%*	*9%*	*11%*	*5%*	*10%*	*13%*	*25%*	**18%l**	-	-	*9%*	-	*11%*	*11%*	*12%*	*6%*	**17%u**	-	-	*11%*	-
8 -	(8)	32	71	22	39	8	12	2	-	22	-	-	22	-	9	13	12	5	39	-	-	39	-
		18%	*18%*	*19%*	*19%*	*20%*	*24%*	*9%*	-	**35%l**	-	-	*19%*	-	*15%*	*20%*	*18%*	*31%*	**28%u**	-	-	*19%*	-
7 -	(7)	22	59	8	35	2	4	2	-	8	-	-	8	-	10	8	14	3	35	-	-	35	-
		12%	**15%c**	*7%*	**17%c**	*5%*	*8%*	*9%*	-	**13%l**	-	-	*7%*	-	*16%*	*12%*	*22%*	*19%*	**25%u**	-	-	*17%*	-
6 -	(6)	24	39	19	21	4	7	7	1	-	19	-	19	-	6	9	5	1	-	21	-	21	-
		13%	*10%*	*16%*	*10%*	*10%*	*14%*	*30%*	*25%*	-	**45%k**	-	*16%*	-	*10%*	*14%*	*8%*	*6%*	-	**40%t**	-	*10%*	-
5 -	(5)	20	43	18	22	7	6	4	1	-	18	-	18	-	10	6	5	1	-	22	-	22	-
		11%	*11%*	*15%*	*11%*	*17%*	*12%*	*17%*	*25%*	-	**43%k**	-	*15%*	-	*16%*	*9%*	*8%*	*6%*	-	**42%t**	-	*11%*	-
4 -	(4)	5	17	5	10	2	1	1	1	-	5	-	5	-	2	6	2	-	-	10	-	10	-
		3%	*4%*	*4%*	*5%*	*5%*	*2%*	*4%*	*25%*	-	**12%k**	-	*4%*	-	*3%*	*9%*	*3%*	-	-	**19%t**	-	*5%*	-
3 -	(3)	8	13	3	7	1	2	-	-	-	-	3	3	-	3	1	3	-	-	-	7	7	-
		4%	*3%*	*3%*	*3%*	*2%*	*4%*	-	-	-	-	*21%*	*3%*	-	*5%*	*2%*	*5%*	-	-	-	*44%*	*3%*	-
2 -	(2)	7	7	2	2	-	1	1	-	-	-	2	2	-	1	1	-	-	-	-	2	2	-
		4%	*2%*	*2%*	*1%*	-	*2%*	*4%*	-	-	-	*14%*	*2%*	-	*2%*	*2%*	-	-	-	-	*13%*	*1%*	-
1 - Extremely dissatisfied	(1)	5	3	9	7	4	5	-	-	-	-	9	9	-	2	4	1	-	-	-	7	7	-
		3%	*1%*	**8%b**	**3%b**	*10%*	*10%*	-	-	-	-	*64%*	*8%*	-	*3%*	*6%*	*2%*	-	-	-	*44%*	*3%*	-
NET: Dissatisfied	(1-3)	20	23	14	16	5	8	1	-	-	-	14	14	-	6	6	4	-	-	-	16	16	-
		11%b	*6%*	**12%b**	*8%*	*12%*	*16%*	*4%*	-	-	-	*100%*	*12%*	-	*10%*	*9%*	*6%*	-	-	-	*100%*	*8%*	-
NET: Neutral	(4-6)	49	99	42	53	13	14	12	3	-	42	-	42	-	18	21	12	2	-	53	-	53	-
		27%	*26%*	**36%b**	*25%*	*32%*	*28%*	*52%*	*75%*	-	**100%k**	-	*36%*	-	*30%*	*32%*	*18%*	*13%*	-	**100%t**	-	*25%*	-
NET: Satisfied	(7-10)	113	263	62	139	23	28	10	1	62	-	-	62	-	37	39	49	14	139	-	-	139	-
		62%	**68%c**	*53%*	**67%c**	*56%*	*56%*	*43%*	*25%*	**100%l**	-	-	*53%*	-	*61%*	*59%*	*75%*	*88%*	**100%u**	-	-	*67%*	-
Mean score		7.04	**7.35c**	6.67	7.17	6.83	6.56	6.74	6.00	**8.73l**	5.33	1.57	6.67	-	6.92	6.82	7.52	8.19	**8.52u**	5.21	2.00	7.17	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 21

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied (10)	49	98	30	71	11	19	18	1	44	2	3	42	7	39	23	27	9	88	7	3	80	18
	14%c	13%c	9%	14%c	10%	16%	17%	6%	26%lm	2%	5%	23%o	4%	15%	10%	13%	26%q	23%uv	3%	3%	21%x	5%
9 - (9)	48	92	33	58	15	17	11	5	36	11	1	32	16	26	32	29	5	68	19	5	62	30
	14%	13%	10%	11%	14%	14%	10%	31%	21%lm	9%	2%	18%o	10%	10%	14%	14%	14%	18%uv	7%	5%	16%x	9%
8 - (8)	52	111	49	72	13	23	16	-	36	14	2	30	22	45	34	28	4	74	32	5	64	46
	15%	15%	15%	14%	12%	19%	15%	-	21%lm	11%	4%	16%	13%	17%	15%	14%	11%	20%uv	12%	5%	17%	14%
7 - (7)	44	122	39	86	11	16	15	2	24	17	3	15	29	34	45	37	6	73	43	6	60	60
	13%	17%c	12%	17%c	10%	13%	14%	13%	14%	14%	5%	8%	18%n	13%	20%p	18%	17%	19%v	16%v	6%	16%	18%
6 - (6)	50	92	50	49	17	16	15	2	16	24	10	21	28	34	27	30	1	30	49	13	42	50
	14%d	13%	15%d	10%	16%	13%	14%	13%	9%	20%k	18%	12%	17%	13%	12%	14%	3%	8%	19%t	14%	11%	15%
5 - (5)	43	68	50	68	16	13	11	3	6	31	6	18	24	23	25	17	3	20	43	5	32	35
	12%	9%	15%b	13%b	15%	11%	10%	19%	3%	25%km	11%k	10%	15%	9%	11%	8%	9%	5%	16%tv	5%	8%	10%
4 - (4)	22	58	37	29	9	7	5	1	4	10	8	10	11	21	23	13	1	11	36	11	21	37
	6%	8%	11%ad	6%	9%	6%	5%	6%	2%	8%k	15%k	5%	7%	8%	10%	6%	3%	3%	14%t	12%t	5%	11%w
3 - (3)	18	28	20	30	6	5	5	2	2	8	8	4	14	9	8	8	3	3	16	9	10	17
	5%	4%	6%	6%	6%	4%	5%	13%	1%	7%k	15%k	2%	9%n	3%	3%	4%	9%	1%	6%t	10%t	3%	5%
2 - (2)	8	19	8	15	2	1	5	-	1	4	3	3	4	9	5	5	-	2	8	9	5	14
	2%	3%	2%	3%	2%	1%	5%	-	1%	3%	5%k	2%	2%	3%	2%	2%	-	1%	3%t	10%tu	1%	4%w
1 - Extremely dissatisfied (1)	11	40	13	33	4	4	3	-	1	1	9	3	8	20	5	12	3	2	10	28	8	30
	3%	5%	4%	6%a	4%	3%	3%	-	1%	1%	16%kl	2%	5%	8%q	2%	6%	9%q	1%	4%t	30%tu	2%	9%w
Not applicable	5	4	8	4	1	1	3	-	2	1	2	4	1	1	2	1	-	4	-	-	1	3
	1%	1%	2%b	1%	1%	1%	3%	-	1%	1%	4%	2%	1%	*	1%	*	-	1%	-	-	*	1%
NET: Dissatisfied (1-3)	37	87	41	78	12	10	13	2	4	13	20	10	26	38	18	25	6	7	34	46	23	61
	11%	12%	12%	15%	11%	8%	12%	13%	2%	11%k	36%kl	5%	16%n	15%q	8%	12%	17%	2%	13%t	49%tu	6%	18%w
NET: Neutral (4-6)	115	218	137	146	42	36	31	6	26	65	24	49	63	78	75	60	5	61	128	29	95	122
	33%	30%	41%abd	28%	40%	30%	29%	38%	15%	53%k	44%k	27%	38%n	30%	33%s	29%	14%	16%	49%tv	31%t	25%	36%w
NET: Satisfied (7-10)	193	423	151	287	50	75	60	8	140	44	9	119	74	144	134	121	24	303	101	19	266	154
	55%c	58%c	45%	56%c	48%	61%g	56%	50%	81%lm	36%m	16%	65%o	45%	55%	59%	58%	69%	81%uv	38%v	20%	69%x	45%
Mean score	6.75c	6.64c	6.23	6.48	6.44	7.02	6.78	6.63	8.06lm	5.92m	4.47	7.47o	6.03	6.50	6.71	6.68	7.03	7.91uv	5.80v	4.01	7.38x	5.85
Standard error	0.13	0.09	0.13	0.11	0.24	0.21	0.24	0.58	0.14	0.17	0.34	0.17	0.18	0.17	0.15	0.17	0.49	0.09	0.13	0.29	0.11	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 22

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied	(10)	49	98	30	71	12	12	5	1	28	2	-	24	4	21	18	26	6	59	5	7	49	20
		14%c	13%c	9%	14%c	11%	9%	6%	8%	23%lm	1%	-	20%o	2%	15%	11%	15%	17%	26%uv	3%	7%	24%x	7%
9 -	(9)	48	92	33	58	9	15	8	1	22	9	2	16	16	19	23	15	1	38	15	5	31	26
		14%	13%	10%	11%	8%	11%	10%	8%	18%lm	6%	4%	14%	7%	13%	14%	8%	3%	17%uv	8%	5%	15%x	9%
8 -	(8)	52	111	49	72	17	21	10	1	28	19	2	23	26	20	24	23	5	37	30	5	30	41
		15%	15%	15%	14%	16%	15%	13%	8%	23%lm	12%	4%	19%	12%	14%	15%	13%	14%	16%v	16%v	5%	14%	14%
7 -	(7)	44	122	39	86	10	18	8	3	16	16	7	14	25	20	27	30	9	38	38	10	35	49
		13%	17%c	12%	17%c	9%	13%	10%	25%	13%	10%	13%	12%	12%	14%	17%	17%	26%	17%	21%v	10%	17%	17%
6 -	(6)	50	92	50	49	19	16	13	2	8	32	10	13	37	15	15	18	1	18	27	4	22	26
		14%d	13%	15%d	10%	18%	12%	17%	17%	7%	20%k	19%k	11%	17%	11%	9%	10%	3%	8%	15%tv	4%	11%	9%
5 -	(5)	43	68	50	68	12	20	18	-	5	42	3	15	34	16	21	24	7	17	37	14	23	42
		12%	9%	15%b	13%b	11%	14%	23%g	-	4%	26%km	6%	13%	16%	11%	13%	13%	20%	7%	20%t	14%	11%	14%
4 -	(4)	22	58	37	29	11	21	5	-	4	24	9	1	36	10	8	10	1	5	15	9	5	23
		6%	8%	11%ad	6%	10%	15%	6%	-	3%	15%k	17%k	1%	17%n	7%	5%	6%	3%	2%	8%t	9%t	2%	8%w
3 -	(3)	18	28	20	30	8	7	4	1	2	12	6	5	15	5	6	16	3	7	7	16	5	24
		5%	4%	6%	6%	7%	5%	5%	8%	2%	7%k	11%k	4%	7%	4%	4%	9%	9%	3%	4%	16%tu	2%	8%w
2 -	(2)	8	19	8	15	3	3	1	1	2	4	2	-	7	6	7	2	-	5	5	5	3	12
		2%	3%	2%	3%	3%	2%	1%	8%	2%	2%	4%	-	3%n	4%	4%	1%	-	2%	3%	5%	1%	4%
1 - Extremely dissatisfied	(1)	11	40	13	33	6	2	3	2	1	1	11	4	9	7	11	14	1	2	4	27	5	26
		3%	5%	4%	6%a	6%	1%	4%	17%	1%	1%	20%kl	3%	4%	5%	7%	8%	3%	1%	2%	26%tu	2%	9%w
Not applicable		5	4	8	4	1	4	3	-	4	2	2	3	5	2	-	1	1	2	1	1	-	3
		1%	1%	2%b	1%	1%	3%	4%	-	3%	1%	4%	3%	2%	1%	-	1%	3%q	1%	1%	1%	-	1%
NET: Dissatisfied	(1-3)	37	87	41	78	17	12	8	4	5	17	19	9	31	18	24	32	4	14	16	48	13	62
		11%	12%	12%	15%	16%	9%	10%	33%	4%	10%	35%kl	8%	14%	13%	15%	18%	11%	6%	9%	47%tu	6%	21%w
NET: Neutral	(4-6)	115	218	137	146	42	57	36	2	17	98	22	29	107	41	44	52	9	40	79	27	50	91
		33%	30%	41%abd	28%	39%	41%	46%	17%	14%	60%km	41%k	25%	50%n	29%	28%	29%	26%	18%	43%tv	26%	24%	31%
NET: Satisfied	(7-10)	193	423	151	287	48	66	31	6	94	46	11	77	71	80	92	94	21	172	88	27	145	136
		55%c	58%c	45%	56%c	44%	47%	40%	50%	78%lm	28%	20%	65%o	33%	57%	58%	53%	60%	75%uv	48%v	26%	70%x	47%
Mean score		6.75c	6.64c	6.23	6.48	6.18	6.36	6.17	5.58	7.88lm	5.64m	4.37	7.32o	5.60	6.65	6.49	6.31	6.68	7.70uv	6.19v	4.31	7.44x	5.83
Standard error		0.13	0.09	0.13	0.11	0.24	0.19	0.26	0.89	0.19	0.14	0.33	0.21	0.15	0.22	0.21	0.20	0.40	0.14	0.15	0.29	0.16	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	113	327	66*	216	32*	36*	41*	4**	59*	38*	16**	56*	57*	138	74*	99*	16**	176	115	36*	192	133
10 - Extremely satisfied (10)	13	34	10	17	2	4	7	-	11	1	1	9	4	14	9	10	1	31	3	-	31	3
	12%	10%	15%	8%	6%	11%	17%	-	19%l	3%	6%	16%	7%	10%	12%	10%	6%	18%uv	3%	-	16%x	2%
9 - (9)	16	32	4	15	3	7	5	1	12	3	1	10	6	13	7	10	2	30	2	-	29	3
	14%d	10%	6%	7%	9%	19%	12%	25%	20%	8%	6%	18%	11%	9%	9%	10%	13%	17%uv	2%	-	15%x	2%
8 - (8)	20	54	5	29	6	7	5	2	13	6	1	12	8	19	14	19	2	43	11	-	41	13
	18%	17%	8%	13%	19%	19%	12%	50%	22%	16%	6%	21%	14%	14%	19%	19%	13%	24%uv	10%	-	21%x	10%
7 - (7)	17	46	12	22	4	5	8	-	13	4	-	12	5	19	9	16	2	30	14	2	27	19
	15%	14%	18%	10%	13%	14%	20%	-	22%	11%	-	21%	9%	14%	12%	16%	13%	17%	12%	6%	14%	14%
6 - (6)	15	38	14	24	5	5	4	1	2	10	3	3	12	14	15	8	1	16	20	2	23	15
	13%	12%	21%bd	11%	16%	14%	10%	25%	3%	26%k	19%	5%	21%n	10%	20%pr	8%	6%	9%	17%t	6%	12%	11%
5 - (5)	11	40	6	31	3	6	2	-	2	8	1	5	6	15	7	15	3	13	24	3	20	19
	10%	12%	9%	14%	9%	17%	5%	-	3%	21%k	6%	9%	11%	11%	9%	15%	19%	7%	21%t	8%	10%	14%
4 - (4)	13	30	3	20	5	2	6	-	5	4	4	4	9	12	7	9	2	4	21	5	7	22
	12%	9%	5%	9%	16%	6%	15%	-	8%	11%	25%	7%	16%	9%	9%	9%	13%	2%	18%t	14%t	4%	17%w
3 - (3)	2	24	3	22	1	-	1	-	-	1	1	-	2	14	2	7	1	6	13	5	9	15
	2%	7%a	5%	10%a	3%	-	2%	-	-	3%	6%	-	4%	10%	3%	7%	6%	3%	11%t	14%t	5%	11%w
2 - (2)	1	8	2	8	-	-	1	-	-	-	1	-	1	5	1	2	-	2	3	3	1	7
	1%	2%	3%	4%	-	-	2%	-	-	-	6%	-	2%	4%	1%	2%	-	1%	3%	8%t	1%	5%w
1 - Extremely dissatisfied (1)	4	20	6	28	3	-	1	-	-	1	3	-	4	12	3	3	2	1	3	16	4	16
	4%	6%	9%	13%ab	9%	-	2%	-	-	3%	19%	-	7%n	9%	4%	3%	13%	1%	3%	44%tu	2%	12%w
Not applicable	1	1	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	1
	1%	*	2%	-	-	-	2%	-	2%	-	-	2%	-	1%	-	-	-	-	1%	-	-	1%
NET: Dissatisfied (1-3)	7	52	11	58	4	-	3	-	-	2	5	-	7	31	6	12	3	9	19	24	14	38
	6%	16%a	17%a	27%ab	13%h	-	7%	-	-	5%	31%	-	12%n	22%qr	8%	12%	19%	5%	17%t	67%tu	7%	29%w
NET: Neutral (4-6)	39	108	23	75	13	13	12	1	9	22	8	12	27	41	29	32	6	33	65	10	50	56
	35%	33%	35%	35%	41%	36%	29%	25%	15%	58%k	50%	21%	47%n	30%	39%	32%	38%	19%	57%tv	28%	26%	42%w
NET: Satisfied (7-10)	66	166	31	83	15	23	25	3	49	14	3	43	23	65	39	55	7	134	30	2	128	38
	58%d	51%d	47%	38%	47%	64%	61%	75%	83%l	37%	19%	77%o	40%	47%	53%	56%	44%	76%uv	26%v	6%	67%x	29%
Mean score	6.80bd	6.25d	6.23d	5.46	6.06	7.28g	6.88	7.75	7.84l	6.13	4.63	7.62o	6.02	5.93	6.65	6.47	5.75	7.58uv	5.32v	2.72	7.22x	4.86
Standard error	0.21	0.14	0.33	0.19	0.44	0.30	0.38	0.63	0.23	0.30	0.69	0.24	0.32	0.23	0.27	0.24	0.69	0.15	0.18	0.32	0.16	0.21

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		113	327	66*	216	25**	25**	12**	4**	22**	29**	15**	24**	41*	61*	49*	93*	13**	90*	74*	52*	91*	121
10 - Extremely satisfied	(10)	13	34	10	17	5	4	1	-	9	1	-	8	2	6	3	8	-	14	2	1	15	1
		12%	10%	15%	8%	20%	16%	8%	-	41%	3%	-	33%	5%	10%	6%	9%	-	16%uv	3%	2%	16%x	1%
9 -	(9)	16	32	4	15	1	2	1	-	2	1	1	1	3	4	4	6	1	14	1	-	11	4
		14%d	10%	6%	7%	4%	8%	8%	-	9%	3%	7%	4%	7%	7%	8%	6%	8%	16%uv	1%	-	12%x	3%
8 -	(8)	20	54	5	29	2	3	-	-	1	3	1	2	3	9	8	8	4	20	7	2	18	10
		18%	17%	8%	13%	8%	12%	-	-	5%	10%	7%	8%	7%	15%	16%	9%	31%	22%uv	9%	4%	20%x	8%
7 -	(7)	17	46	12	22	1	7	3	1	6	4	2	8	4	8	2	10	2	13	7	2	11	11
		15%	14%	18%	10%	4%	28%	25%	25%	27%	14%	13%	33%	10%	13%	4%	11%	15%	14%	9%	4%	12%	9%
6 -	(6)	15	38	14	24	7	3	3	1	2	9	3	2	12	8	6	9	1	6	15	3	11	13
		13%	12%	21%bd	11%	28%	12%	25%	25%	9%	31%	20%	8%	29%	13%	12%	10%	8%	7%	20%tv	6%	12%	11%
5 -	(5)	11	40	6	31	2	2	1	1	1	5	-	2	3	9	4	16	2	11	18	2	9	21
		10%	12%	9%	14%	8%	8%	8%	25%	5%	17%	-	8%	7%	15%	8%	17%	15%	12%	24%tv	4%	10%	17%
4 -	(4)	13	30	3	20	1	1	1	-	-	3	-	-	3	3	7	9	1	5	11	4	6	14
		12%	9%	5%	9%	4%	4%	8%	-	-	10%	-	-	7%	5%	14%	10%	8%	6%	15%t	8%	7%	12%
3 -	(3)	2	24	3	22	3	-	-	-	1	2	-	1	2	5	7	10	-	5	8	9	4	18
		2%	7%a	5%	10%a	12%	-	-	-	5%	7%	-	4%	5%	8%	14%	11%	-	6%	11%	17%t	4%	15%w
2 -	(2)	1	8	2	8	2	-	-	-	-	-	2	-	2	2	3	2	1	2	3	3	4	4
		1%	2%	3%	4%	8%	-	-	-	-	-	13%	-	5%	3%	6%	2%	8%	2%	4%	6%	4%	3%
1 - Extremely dissatisfied	(1)	4	20	6	28	-	3	2	1	-	1	5	-	6	7	5	15	1	-	2	26	2	25
		4%	6%	9%	13%ab	-	12%	17%	25%	-	3%	33%	-	15%	11%	10%	16%	8%	-	3%	50%tu	2%	21%w
Not applicable		1	1	1	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
		1%	*	2%	-	4%	-	-	-	-	-	7%	-	2%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	(1-3)	7	52	11	58	5	3	2	1	1	3	7	1	10	14	15	27	2	7	13	38	10	47
		6%	16%a	17%a	27%ab	20%	12%	17%	25%	5%	10%	47%	4%	24%	23%	31%	29%	15%	8%	18%	73%tu	11%	39%w
NET: Neutral	(4-6)	39	108	23	75	10	6	5	2	3	17	3	4	18	20	17	34	4	22	44	9	26	48
		35%	33%	35%	35%	40%	24%	42%	50%	14%	59%	20%	17%	44%	33%	35%	37%	31%	24%	59%tv	17%	29%	40%
NET: Satisfied	(7-10)	66	166	31	83	9	16	5	1	18	9	4	19	12	27	17	32	7	61	17	5	55	26
		58%d	51%d	47%	38%	36%	64%	42%	25%	82%	31%	27%	79%	29%	44%	35%	34%	54%	68%uv	23%	10%	60%x	21%
Mean score		6.80bd	6.25d	6.23d	5.46	6.29	6.64	5.75	4.75	8.09	5.83	4.14	7.75	5.35	5.82	5.31	5.24	6.00	7.19uv	5.27v	2.75	6.89x	4.37
Standard error		0.21	0.14	0.33	0.19	0.54	0.54	0.79	1.31	0.43	0.35	0.82	0.40	0.42	0.35	0.39	0.29	0.69	0.23	0.22	0.32	0.26	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied (10)	47	95	37	47	11	22	12	2	40	5	2	35	11	32	29	28	6	84	7	4	75	19
	13%d	13%d	11%	9%	10%	18%	11%	13%	23%lm	4%	4%	19%o	7%	12%	13%	14%	17%	22%uv	3%	4%	19%x	6%
9 - (9)	49	96	28	54	15	19	13	2	40	7	2	33	15	29	37	25	5	76	16	4	69	26
	14%c	13%c	8%	10%	14%	16%	12%	13%	23%lm	6%	4%	18%o	9%	11%	16%	12%	14%	20%uv	6%	4%	18%x	8%
8 - (8)	37	97	42	54	7	13	15	2	25	8	4	19	18	29	32	32	4	71	23	3	58	39
	11%	13%	12%	10%	7%	11%	14%	13%	15%l	7%	7%	10%	11%	11%	14%	15%	11%	19%uv	9%	3%	15%	11%
7 - (7)	59	112	37	73	20	18	17	4	30	21	8	25	32	44	30	35	3	62	43	7	59	53
	17%c	15%	11%	14%	19%	15%	16%	25%	17%	17%	15%	14%	20%	17%	13%	17%	9%	17%v	16%v	7%	15%	16%
6 - (6)	48	87	53	61	16	13	17	2	14	27	7	26	22	32	28	26	1	29	53	5	39	46
	14%	12%	16%	12%	15%	11%	16%	13%	8%	22%k	13%	14%	13%	12%	12%	13%	3%	8%	20%tv	5%	10%	14%
5 - (5)	44	71	46	67	12	16	12	4	13	25	6	24	20	21	22	23	5	21	42	8	28	42
	13%	10%	14%	13%	11%	13%	11%	25%	8%	20%k	11%	13%	12%	8%	10%	11%	14%	6%	16%t	9%	7%	12%w
4 - (4)	24	58	40	48	10	8	6	-	4	16	4	8	16	23	22	12	1	16	34	8	25	33
	7%	8%	12%ab	9%	10%	7%	6%	-	2%	13%k	7%	4%	10%	9%	10%	6%	3%	4%	13%t	9%	6%	10%
3 - (3)	15	48	18	41	6	6	3	-	5	7	3	7	8	18	19	10	1	10	25	13	17	30
	4%	7%	5%	8%a	6%	5%	3%	-	3%	6%	5%	4%	5%	7%	8%	5%	3%	3%	10%t	14%t	4%	9%w
2 - (2)	12	29	16	19	4	3	5	-	1	3	8	2	10	13	6	6	4	5	12	12	11	18
	3%	4%	5%	4%	4%	2%	5%	-	1%	2%	15%kl	1%	6%n	5%	3%	3%	11%qr	1%	5%t	13%tu	3%	5%
1 - Extremely dissatisfied (1)	13	36	18	47	4	3	6	-	-	3	10	2	11	17	4	10	5	-	6	30	2	33
	4%	5%	5%	9%abc	4%	2%	6%	-	-	2%k	18%kl	1%	7%n	7%q	2%	5%	14%qr	-	2%t	32%tu	1%	10%w
Not applicable	2	3	2	4	-	1	1	-	-	1	1	1	1	3	-	-	-	1	2	-	2	1
	1%	*	1%	1%	-	1%	1%	-	-	1%	2%	1%	1%	1%	-	-	-	*	1%	-	1%	*
NET: Dissatisfied (1-3)	40	113	52	107	14	12	14	-	6	13	21	11	29	48	29	26	10	15	43	55	30	81
	11%	15%	15%	21%ab	13%	10%	13%	-	3%	11%k	38%kl	6%	18%n	18%	13%	13%	29%qr	4%	16%t	59%tu	8%	24%w
NET: Neutral (4-6)	116	216	139	176	38	37	35	6	31	68	17	58	58	76	72	61	7	66	129	21	92	121
	33%	30%	41%abd	34%	36%	30%	33%	38%	18%	55%km	31%k	32%	35%	29%	31%	29%	20%	18%	49%tv	22%	24%	36%w
NET: Satisfied (7-10)	192	400	144	228	53	72	57	10	135	41	16	112	76	134	128	120	18	293	89	18	261	137
	55%cd	55%cd	43%	44%	50%	59%	53%	63%	78%lm	33%	29%	62%o	46%	51%	56%	58%	51%	78%uv	34%v	19%	68%x	40%
Mean score	6.63cd	6.48cd	6.06	5.87	6.35	6.93	6.48	7.13	7.86lm	5.78m	4.61	7.23o	5.91	6.23	6.67	6.65	5.97	7.78uv	5.62v	3.66	7.30x	5.56
Standard error	0.13	0.10	0.14	0.12	0.24	0.22	0.24	0.44	0.15	0.18	0.37	0.16	0.20	0.17	0.16	0.17	0.56	0.10	0.13	0.28	0.12	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied (10)	47	95	37	47	10	16	10	1	26	9	2	20	15	15	14	14	4	41	4	2	34	12
	13%d	13%d	11%	9%	9%	12%	13%	8%	22%lm	6%	4%	17%o	7%	11%	9%	8%	11%	18%uv	2%	2%	16%x	4%
9 - (9)	49	96	28	54	9	15	3	1	15	9	4	10	18	13	18	19	4	42	12	-	34	17
	14%c	13%c	8%	10%	8%	11%	4%	8%	13%l	6%	7%	8%	8%	9%	11%	11%	11%	18%uv	7%v	-	16%x	6%
8 - (8)	37	97	42	54	10	17	14	1	25	15	2	23	19	13	18	20	3	39	12	3	26	28
	11%	13%	12%	10%	9%	12%	18%	8%	21%lm	9%	4%	19%o	9%	9%	11%	11%	9%	17%uv	7%	3%	13%	10%
7 - (7)	59	112	37	73	10	15	9	3	18	17	2	10	27	25	19	23	6	38	30	5	34	35
	17%c	15%	11%	14%	9%	11%	12%	25%	15%m	10%	4%	8%	13%	18%	12%	13%	17%	17%v	16%v	5%	16%	12%
6 - (6)	48	87	53	61	19	22	10	2	15	34	4	21	32	21	23	16	1	21	31	9	24	37
	14%	12%	16%	12%	18%	16%	13%	17%	13%	21%m	7%	18%	15%	15%	14%	9%	3%	9%	17%t	9%	12%	13%
5 - (5)	44	71	46	67	16	20	8	2	8	33	5	16	29	14	26	20	7	21	37	9	22	44
	13%	10%	14%	13%	15%	14%	10%	17%	7%	20%k	9%	14%	14%	10%	16%	11%	20%	9%	20%tv	9%	11%	15%
4 - (4)	24	58	40	48	10	15	15	-	8	23	9	7	33	7	21	16	4	10	24	14	12	35
	7%	8%	12%ab	9%	9%	11%	19%	-	7%	14%k	17%k	6%	15%n	5%	13%p	9%	11%	4%	13%t	14%t	6%	12%w
3 - (3)	15	48	18	41	6	9	3	-	2	12	4	3	14	11	11	16	3	11	20	10	11	29
	4%	7%	5%	8%a	6%	6%	4%	-	2%	7%k	7%	3%	7%	8%	7%	9%	9%	5%	11%t	10%	5%	10%
2 - (2)	12	29	16	19	11	3	2	-	1	7	8	3	13	8	2	9	-	3	6	10	5	14
	3%	4%	5%	4%	10%hi	2%	3%	-	1%	4%	15%kl	3%	6%	6%q	1%	5%	-	1%	3%	10%tu	2%	5%
1 - Extremely dissatisfied (1)	13	36	18	47	7	5	4	2	1	4	13	3	14	13	7	25	2	2	5	40	6	39
	4%	5%	5%	9%abc	6%	4%	5%	17%	1%	2%	24%kl	3%	7%	9%	4%	14%q	6%	1%	3%	39%tu	3%	13%w
Not applicable	2	3	2	4	-	2	-	-	1	-	1	2	-	1	1	1	1	-	3	1	-	2
	1%	*	1%	1%	-	1%	-	-	1%	-	2%	2%	-	1%	1%	1%	3%	-	2%	1%	-	1%
NET: Dissatisfied (1-3)	40	113	52	107	24	17	9	2	4	23	25	9	41	32	20	50	5	16	31	60	22	82
	11%	15%	15%	21%ab	22%h	12%	12%	17%	3%	14%k	46%kl	8%	19%n	23%q	13%	28%q	14%	7%	17%t	58%tu	11%	28%w
NET: Neutral (4-6)	116	216	139	176	45	57	33	4	31	90	18	44	94	42	70	52	12	52	92	32	58	116
	33%	30%	41%abd	34%	42%	41%	42%	33%	26%	55%km	33%	37%	44%	30%	44%pr	29%	34%	23%	50%tv	31%	28%	40%w
NET: Satisfied (7-10)	192	400	144	228	39	63	36	6	84	50	10	63	79	66	69	76	17	160	58	10	128	92
	55%cd	55%cd	43%	44%	36%	45%	46%	50%	70%lm	31%	19%	53%o	37%	47%	43%	42%	49%	70%uv	32%v	10%	62%x	32%
Mean score	6.63cd	6.48cd	6.06	5.87	5.67	6.32g	6.14	6.00	7.50lm	5.67m	4.00	6.86o	5.63	5.94	6.13r	5.52	6.18	7.36uv	5.51v	3.18	6.94x	5.10
Standard error	0.13	0.10	0.14	0.12	0.25	0.21	0.28	0.80	0.19	0.17	0.38	0.22	0.17	0.23	0.19	0.21	0.44	0.14	0.15	0.23	0.17	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied (10)	48	90	34	53	7	22	16	3	44	2	2	41	7	31	17	34	8	82	8	-	81	7
	14%	12%	10%	10%	7%	18%g	15%	19%	26%lm	2%	4%	23%o	4%	12%	7%	16%q	23%q	22%uv	3%	-	21%x	2%
9 - (9)	38	73	21	45	14	15	5	4	31	6	1	26	12	32	24	13	4	63	8	2	55	18
	11%c	10%c	6%	9%	13%i	12%i	5%	25%	18%lm	5%	2%	14%o	7%	12%r	10%	6%	11%	17%uv	3%	2%	14%x	5%
8 - (8)	49	126	35	71	15	13	21	-	33	14	2	26	23	43	42	37	4	86	33	7	81	45
	14%	17%c	10%	14%	14%	11%	20%	-	19%m	11%	4%	14%	14%	16%	18%	18%	11%	23%uv	13%	7%	21%x	13%
7 - (7)	51	110	53	70	20	15	16	-	29	16	6	30	20	35	39	30	6	69	35	6	60	50
	15%	15%	16%	14%	19%	12%	15%	-	17%	13%	11%	16%	12%	13%	17%	14%	17%	18%v	13%	6%	16%	15%
6 - (6)	43	92	51	59	12	17	12	2	17	21	5	22	21	29	38	25	-	35	49	8	38	54
	12%	13%	15%	11%	11%	14%	11%	13%	10%	17%	9%	12%	13%	11%s	17%s	12%s	-	9%	19%tv	9%	10%	16%w
5 - (5)	51	79	57	64	17	16	17	1	8	38	5	19	31	28	26	22	3	15	54	10	30	47
	15%	11%	17%b	12%	16%	13%	16%	6%	5%	31%km	9%	10%	19%n	11%	11%	11%	9%	4%	21%tv	11%t	8%	14%w
4 - (4)	25	59	23	50	7	10	6	2	5	15	5	4	20	22	20	16	1	11	37	11	17	41
	7%	8%	7%	10%	7%	8%	6%	13%	3%	12%k	9%	2%	12%n	8%	9%	8%	3%	3%	14%t	12%t	4%	12%w
3 - (3)	21	43	23	33	4	6	9	2	1	6	14	7	13	16	11	12	4	5	22	16	13	29
	6%	6%	7%	6%	4%	5%	8%	13%	1%	5%k	25%kl	4%	8%	6%	5%	6%	11%	1%	8%t	17%tu	3%	9%w
2 - (2)	7	25	18	21	2	3	1	1	2	3	2	3	4	11	6	8	-	4	13	8	8	17
	2%	3%	5%a	4%	2%	2%	1%	6%	1%	2%	4%	2%	2%	4%	3%	4%	-	1%	5%t	9%t	2%	5%w
1 - Extremely dissatisfied (1)	16	33	17	45	7	4	4	1	1	2	13	3	13	14	4	10	5	4	3	26	2	30
	5%	5%	5%	9%abc	7%	3%	4%	6%	1%	2%	24%kl	2%	8%n	5%q	2%	5%	14%pqr	1%	1%	28%tu	1%	9%w
Not applicable	1	2	5	4	-	1	-	-	1	-	-	1	-	-	2	-	-	1	1	-	-	2
	*	*	1%b	1%	-	1%	-	-	1%	-	-	1%	-	-	1%	-	-	*	*	-	-	1%
NET: Dissatisfied (1-3)	44	101	58	99	13	13	14	4	4	11	29	13	30	41	21	30	9	13	38	50	23	76
	13%	14%	17%	19%ab	12%	11%	13%	25%	2%	9%k	53%kl	7%	18%n	16%q	9%	14%	26%q	3%	14%t	53%tu	6%	22%w
NET: Neutral (4-6)	119	230	131	173	36	43	35	5	30	74	15	45	72	79	84	63	4	61	140	29	85	142
	34%	31%	39%b	34%	34%	35%	33%	31%	17%	60%km	27%	25%	44%n	30%s	37%s	30%s	11%	16%	53%tv	31%t	22%	42%w
NET: Satisfied (7-10)	186	399	143	239	56	65	58	7	137	38	11	123	62	141	122	114	22	300	84	15	277	120
	53%c	55%cd	42%	46%	53%	53%	54%	44%	80%lm	31%	20%	68%o	38%	54%	53%	55%	63%	80%uv	32%v	16%	72%x	35%
Mean score	6.52cd	6.48cd	5.98	5.97	6.32	6.73	6.53	6.25	7.93lm	5.69m	4.02	7.38o	5.63	6.41	6.53	6.52	6.46	7.79uv	5.60v	3.70	7.47x	5.37
Standard error	0.13	0.09	0.13	0.12	0.23	0.23	0.23	0.79	0.14	0.16	0.34	0.17	0.19	0.16	0.14	0.18	0.54	0.10	0.12	0.25	0.11	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied (10)	48	90	34	53	13	15	4	2	26	6	2	25	7	15	16	17	5	47	4	2	45	6
	14%	12%	10%	10%	12%	11%	5%	17%	22%lm	4%	4%	21%o	3%	11%	10%	9%	14%	21%uv	2%	2%	22%x	2%
9 - (9)	38	73	21	45	4	10	4	3	12	7	2	10	10	13	14	14	4	34	9	2	28	16
	11%c	10%c	6%	9%	4%	7%	5%	25%	10%	4%	4%	8%	5%	9%	9%	8%	11%	15%uv	5%	2%	13%x	5%
8 - (8)	49	126	35	71	9	15	11	-	20	12	3	13	22	16	25	21	9	53	13	5	37	30
	14%	17%c	10%	14%	8%	11%	14%	-	17%lm	7%	6%	11%	10%	11%	16%	12%	26%pr	23%uv	7%	5%	18%x	10%
7 - (7)	51	110	53	70	18	22	12	1	22	27	4	11	42	14	24	27	5	40	25	5	29	39
	15%	15%	16%	14%	17%	16%	15%	8%	18%	17%	7%	9%	20%n	10%	15%	15%	14%	18%v	14%v	5%	14%	13%
6 - (6)	43	92	51	59	17	21	13	-	16	31	4	20	31	15	26	15	3	12	37	10	23	36
	12%	13%	15%	11%	16%	15%	17%	-	13%	19%m	7%	17%	14%	11%	16%r	8%	9%	5%	20%tv	10%	11%	12%
5 - (5)	51	79	57	64	22	23	11	1	8	41	8	14	42	19	23	19	3	16	38	10	15	47
	15%	11%	17%b	12%	20%	17%	14%	8%	7%	25%k	15%	12%	20%	13%	14%	11%	9%	7%	21%tv	10%	7%	16%w
4 - (4)	25	59	23	50	5	10	6	2	4	11	8	10	13	22	13	15	-	10	31	9	13	37
	7%	8%	7%	10%	5%	7%	8%	17%	3%	7%	15%k	8%	6%	16%qrs	8%	8%	-	4%	17%t	9%	6%	13%w
3 - (3)	21	43	23	33	9	8	5	1	6	14	3	7	15	12	4	16	1	4	15	14	8	25
	6%	6%	7%	6%	8%	6%	6%	8%	5%	9%	6%	6%	7%	9%q	3%	9%q	3%	2%	8%t	14%t	4%	9%w
2 - (2)	7	25	18	21	3	10	5	-	3	9	6	3	15	4	4	12	1	6	7	8	6	15
	2%	3%	5%a	4%	3%	7%	6%	-	3%	6%	11%k	3%	7%	3%	3%	7%	3%	3%	4%	8%t	3%	5%
1 - Extremely dissatisfied (1)	16	33	17	45	7	3	5	2	1	3	13	4	13	11	10	21	3	4	3	38	2	41
	5%	5%	5%	9%abc	6%	2%	6%	17%	1%	2%	24%kl	3%	6%	8%	6%	12%	9%	2%	2%	37%tu	1%	14%w
Not applicable	1	2	5	4	1	2	2	-	2	2	1	1	4	-	1	2	1	2	2	-	2	-
	*	*	1%b	1%	1%	1%	3%	-	2%	1%	2%	1%	2%	-	1%	1%	3%p	1%	1%	-	1%	-
NET: Dissatisfied (1-3)	44	101	58	99	19	21	15	3	10	26	22	14	43	27	18	49	5	14	25	60	16	81
	13%	14%	17%	19%ab	18%	15%	19%	25%	8%	16%	41%kl	12%	20%	19%	11%	27%q	14%	6%	14%t	58%tu	8%	28%w
NET: Neutral (4-6)	119	230	131	173	44	54	30	3	28	83	20	44	86	56	62	49	6	38	106	29	51	120
	34%	31%	39%b	34%	41%	39%	38%	25%	23%	51%k	37%	37%	40%	40%rs	39%rs	27%	17%	17%	58%tv	28%t	25%	41%w
NET: Satisfied (7-10)	186	399	143	239	44	62	31	6	80	52	11	59	81	58	79	79	23	174	51	14	139	91
	53%c	55%cd	42%	46%	41%	45%	40%	50%	67%lm	32%	20%	50%o	38%	41%	49%	44%	66%pr	76%uv	28%v	14%	67%x	31%
Mean score	6.52cd	6.48cd	5.98	5.97	5.94	6.15	5.72	6.00	7.28lm	5.63m	4.15	6.68o	5.55	5.82	6.33r	5.60	6.88pr	7.52uv	5.48v	3.45	7.30x	5.01
Standard error	0.13	0.09	0.13	0.12	0.24	0.20	0.28	0.98	0.21	0.16	0.37	0.24	0.16	0.22	0.19	0.21	0.46	0.15	0.14	0.25	0.16	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

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

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied	(10)	55	136	42	71	10	21	20	4	45	5	5	43	12	50	36	40	10	119	11	6	112	24
		16%	19%cd	12%	14%	10%	17%	19%	25%	26%lm	4%	9%	24%o	7%	19%	16%	19%	29%	32%uv	4%	6%	29%x	7%
9 -	(9)	54	91	29	44	13	21	17	3	41	9	4	39	15	30	32	28	1	67	20	4	61	30
		15%cd	12%d	9%	9%	12%	17%	16%	19%	24%lm	7%	7%	21%o	9%	11%	14%	14%	3%	18%uv	8%	4%	16%x	9%
8 -	(8)	46	128	39	97	15	15	15	1	28	13	5	28	18	47	33	43	5	71	50	7	70	58
		13%	17%c	12%	19%ac	14%	12%	14%	6%	16%	11%	9%	15%	11%	18%	14%	21%	14%	19%v	19%v	7%	18%	17%
7 -	(7)	43	97	58	68	12	19	11	1	17	21	5	16	26	38	35	19	5	51	40	6	52	43
		12%	13%	17%	13%	11%	16%	10%	6%	10%	17%	9%	9%	16%n	15%	15%	9%	14%	14%	15%v	6%	14%	13%
6 -	(6)	48	80	47	55	19	14	12	3	16	27	5	17	31	17	35	24	4	28	43	9	23	56
		14%	11%	14%	11%	18%	11%	11%	19%	9%	22%km	9%	9%	19%n	7%	15%p	12%	11%	7%	16%t	10%	6%	16%w
5 -	(5)	54	76	52	65	16	18	17	3	12	33	9	23	29	27	25	22	2	15	48	13	33	42
		15%b	10%	15%b	13%	15%	15%	16%	19%	7%	27%k	16%k	13%	18%	10%	11%	11%	6%	4%	18%t	14%t	9%	12%
4 -	(4)	19	49	25	37	8	4	7	-	7	6	6	7	11	20	15	13	1	7	30	12	11	36
		5%	7%	7%	7%	8%	3%	7%	-	4%	5%	11%	4%	7%	8%	7%	6%	3%	2%	11%t	13%t	3%	11%w
3 -	(3)	17	36	19	23	7	5	4	1	4	6	7	5	12	13	11	10	2	6	15	15	11	25
		5%	5%	6%	4%	7%	4%	4%	6%	2%	5%	13%k	3%	7%	5%	5%	5%	6%	2%	6%t	16%tu	3%	7%w
2 -	(2)	3	11	8	19	2	-	1	-	-	1	2	1	2	5	4	1	1	4	3	4	6	5
		1%	2%	2%	4%ab	2%	-	1%	-	-	1%	4%k	1%	1%	2%	2%	*	3%	1%	1%	4%t	2%	1%
1 - Extremely dissatisfied	(1)	8	20	14	26	3	3	2	-	-	1	7	1	7	12	3	4	1	2	1	17	3	17
		2%	3%	4%	5%ab	3%	2%	2%	-	-	1%	13%kl	1%	4%n	5%q	1%	2%	3%	1%	*	18%tu	1%	5%w
Not applicable		3	8	4	10	-	2	1	-	2	1	-	2	1	2	-	3	3	5	2	1	3	4
		1%	1%	1%	2%	-	2%	1%	-	1%	1%	-	1%	1%	1%	-	1%	9%pqr	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	28	67	41	68	12	8	7	1	4	8	16	7	21	30	18	15	4	12	19	36	20	47
		8%	9%	12%	13%ab	11%	7%	7%	6%	2%	7%	29%kl	4%	13%n	11%	8%	7%	11%	3%	7%t	38%tu	5%	14%w
NET: Neutral	(4-6)	121	205	124	157	43	36	36	6	35	66	20	47	71	64	75	59	7	50	121	34	67	134
		35%b	28%	37%b	30%	41%	30%	34%	38%	20%	54%km	36%k	26%	43%n	25%	33%p	29%	20%	13%	46%t	36%t	17%	39%w
NET: Satisfied	(7-10)	198	452	168	280	50	76	63	9	131	48	19	126	71	165	136	130	21	308	121	23	295	155
		57%	62%cd	50%	54%	48%	62%g	59%	56%	76%lm	39%	35%	69%o	43%	63%	59%	63%	60%	82%uv	46%v	24%	77%x	46%
Mean score		6.93cd	7.03cd	6.39	6.52	6.43	7.17g	7.08g	7.38	7.99lm	6.18m	5.31	7.67o	6.15	6.91	6.97	7.21	7.22	8.15uv	6.28v	4.63	7.82x	6.15
Standard error		0.12	0.09	0.13	0.11	0.22	0.20	0.23	0.57	0.15	0.16	0.38	0.16	0.18	0.16	0.15	0.16	0.46	0.10	0.12	0.28	0.11	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied (10)	55	136	42	71	14	23	5	-	34	3	5	31	10	21	17	25	8	59	7	5	55	15
	16%	19%cd	12%	14%	13%	17%l	6%	-	28%lm	2%	9%l	26%o	5%	15%	11%	14%	23%	26%uv	4%	5%	26%x	5%
9 - (9)	54	91	29	44	10	12	6	1	19	9	1	15	14	13	16	15	-	33	7	4	21	22
	15%cd	12%d	9%	9%	9%	9%	8%	8%	16%lm	6%	2%	13%	7%	9%	10%	8%	-	14%uv	4%	4%	10%	8%
8 - (8)	46	128	39	97	12	14	9	4	13	24	2	15	24	25	34	30	8	61	29	7	46	49
	13%	17%c	12%	19%ac	11%	10%	12%	33%	11%	15%m	4%	13%	11%	18%	21%	17%	23%	27%uv	16%v	7%	22%	17%
7 - (7)	43	97	58	68	18	28	12	-	19	38	1	18	40	19	24	21	4	27	34	7	30	36
	12%	13%	17%	13%	17%	20%	15%	-	16%m	23%m	2%	15%	19%	13%	15%	12%	11%	12%	18%v	7%	14%	12%
6 - (6)	48	80	47	55	18	16	11	2	16	22	9	13	34	16	15	19	5	16	32	7	20	33
	14%	11%	14%	11%	17%	12%	14%	17%	13%	13%	17%	11%	16%	11%	9%	11%	14%	7%	17%tv	7%	10%	11%
5 - (5)	54	76	52	65	16	19	15	2	7	35	10	11	39	12	22	28	3	14	35	16	12	51
	15%b	10%	15%b	13%	15%	14%	19%	17%	6%	21%k	19%k	9%	18%n	9%	14%	16%	9%	6%	19%t	16%t	6%	17%w
4 - (4)	19	49	25	37	8	10	6	1	8	12	5	6	19	12	12	12	1	6	13	18	7	29
	5%	7%	7%	7%	7%	7%	8%	8%	7%	7%	9%	5%	9%	9%	8%	7%	3%	3%	7%t	17%tu	3%	10%w
3 - (3)	17	36	19	23	5	6	8	-	2	11	6	6	12	9	6	6	2	3	10	10	6	16
	5%	5%	6%	4%	5%	4%	10%	-	2%	7%k	11%k	5%	6%	6%	4%	3%	6%	1%	5%t	10%t	3%	5%
2 - (2)	3	11	8	19	2	5	1	-	-	4	4	1	7	5	6	8	-	3	7	9	4	15
	1%	2%	2%	4%ab	2%	4%	1%	-	-	2%	7%k	1%	3%	4%	4%	4%	-	1%	4%	9%t	2%	5%
1 - Extremely dissatisfied (1)	8	20	14	26	5	5	3	1	-	3	11	1	13	8	7	11	-	-	8	18	3	22
	2%	3%	4%	5%ab	5%	4%	4%	8%	-	2%	20%kl	1%	6%n	6%	4%	6%	-	-	4%t	17%tu	1%	8%w
Not applicable	3	8	4	10	-	1	2	1	2	2	-	1	2	1	1	4	4	6	2	2	4	4
	1%	1%	1%	2%	-	1%	3%	8%	2%	1%	-	1%	1%	1%	1%	2%	11%pqr	3%	1%	2%	2%	1%
NET: Dissatisfied (1-3)	28	67	41	68	12	16	12	1	2	18	21	8	32	22	19	25	2	6	25	37	13	53
	8%	9%	12%	13%ab	11%	12%	15%	8%	2%	11%k	39%kl	7%	15%n	16%	12%	14%	6%	3%	14%t	36%tu	6%	18%w
NET: Neutral (4-6)	121	205	124	157	42	45	32	5	31	69	24	30	92	40	49	59	9	36	80	41	39	113
	35%b	28%	37%b	30%	39%	32%	41%	42%	26%	42%k	44%k	25%	43%n	28%	31%	33%	26%	16%	43%t	40%t	19%	39%w
NET: Satisfied (7-10)	198	452	168	280	54	77	32	5	85	74	9	79	88	78	91	91	20	180	77	23	152	122
	57%	62%cd	50%	54%	50%	55%l	41%	42%	71%lm	45%m	17%	67%o	41%	55%	57%	51%	57%	79%uv	42%v	22%	73%x	42%
Mean score	6.93cd	7.03cd	6.39	6.52	6.44	6.59	5.97	6.18	7.77lm	6.01m	4.50	7.43o	5.83	6.49	6.53	6.39	7.32	7.97uv	5.90v	4.47	7.62x	5.77
Standard error	0.12	0.09	0.13	0.11	0.23	0.21	0.26	0.71	0.19	0.15	0.37	0.21	0.16	0.22	0.19	0.20	0.38	0.12	0.16	0.26	0.15	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied	(10)	54	119	37	62	11	23	16	4	47	5	2	42	12	42	33	36	8	107	10	2	98	21
		15%	16%cd	11%	12%	10%	19%	15%	25%	27%lm	4%	4%	23%o	7%	16%	14%	17%	23%	29%uv	4%	2%	25%x	6%
9 -	(9)	41	99	36	55	9	15	17	-	31	7	3	26	14	38	25	34	2	79	18	2	68	31
		12%	14%	11%	11%	9%	12%	16%	-	18%lm	6%	5%	14%	9%	15%	11%	16%	6%	21%uv	7%	2%	18%x	9%
8 -	(8)	50	119	43	75	14	17	16	3	30	14	6	30	19	42	38	34	5	75	39	5	70	49
		14%	16%	13%	15%	13%	14%	15%	19%	17%	11%	11%	16%	12%	16%	17%	16%	14%	20%v	15%v	5%	18%	14%
7 -	(7)	46	95	49	66	12	19	14	1	28	13	5	25	20	25	35	29	6	49	44	2	48	46
		13%	13%	15%	13%	11%	16%	13%	6%	16%	11%	9%	14%	12%	10%	15%	14%	17%	13%v	17%v	2%	12%	14%
6 -	(6)	48	84	33	59	19	15	12	2	12	28	8	18	30	29	29	24	2	26	47	11	36	47
		14%	11%	10%	11%	18%	12%	11%	13%	7%	23%k	15%	10%	18%n	11%	13%	12%	6%	7%	18%t	12%	9%	14%
5 -	(5)	45	83	56	57	16	15	11	3	11	32	2	18	26	33	31	16	3	16	48	19	34	49
		13%	11%	17%bd	11%	15%	12%	10%	19%	6%	26%km	4%	10%	16%	13%	14%	8%	9%	4%	18%t	20%t	9%	14%w
4 -	(4)	20	50	34	32	4	5	10	1	6	11	3	7	13	14	23	12	1	15	26	9	10	39
		6%	7%	10%ad	6%	4%	4%	9%	6%	3%	9%k	5%	4%	8%	5%	10%	6%	3%	4%	10%t	10%t	3%	11%w
3 -	(3)	18	34	21	36	9	4	5	-	1	10	7	7	11	14	7	10	3	2	17	15	12	20
		5%	5%	6%	7%	9%	3%	5%	-	1%	8%k	13%k	4%	7%	5%	3%	5%	9%	1%	6%t	16%tu	3%	6%
2 -	(2)	11	13	12	20	5	3	2	1	2	2	7	3	8	6	2	4	1	2	6	5	4	8
		3%	2%	4%	4%b	5%	2%	2%	6%	1%	2%	13%kl	2%	5%	2%	1%	2%	3%	1%	2%	5%t	1%	2%
1 - Extremely dissatisfied	(1)	10	29	11	41	5	3	2	-	1	-	9	2	8	16	6	6	1	2	5	22	3	25
		3%	4%	3%	8%abc	5%	2%	2%	-	1%	-	16%kl	1%	5%n	6%	3%	3%	3%	1%	2%	23%tu	1%	7%w
Not applicable		7	7	5	12	1	3	2	1	3	1	3	4	3	2	-	2	3	2	3	2	2	5
		2%	1%	1%	2%	1%	2%	2%	6%	2%	1%	5%	2%	2%	1%	-	1%	9%pqr	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	39	76	44	97	19	10	9	1	4	12	23	12	27	36	15	20	5	6	28	42	19	53
		11%	10%	13%	19%abc	18%hi	8%	8%	6%	2%	10%k	42%kl	7%	16%n	14%q	7%	10%	14%	2%	11%t	45%tu	5%	16%w
NET: Neutral	(4-6)	113	217	123	148	39	35	33	6	29	71	13	43	69	76	83	52	6	57	121	39	80	135
		32%	30%	36%bd	29%	37%	29%	31%	38%	17%	58%km	24%	24%	42%n	29%	36%rs	25%	17%	15%	46%t	41%t	21%	40%w
NET: Satisfied	(7-10)	191	432	165	258	46	74	63	8	136	39	16	123	65	147	131	133	21	310	111	11	284	147
		55%	59%cd	49%	50%	44%	61%g	59%g	50%	79%lm	32%	29%	68%o	40%	56%	57%	64%	60%	83%uv	42%v	12%	74%x	43%
Mean score		6.73cd	6.86cd	6.30	6.23	6.14	7.06g	6.92g	6.93	7.95lm	5.92m	4.69	7.44o	5.94	6.71	6.79	7.11	6.97	8.13uv	6.06v	3.98	7.73x	5.93
Standard error		0.13	0.09	0.13	0.12	0.24	0.22	0.23	0.64	0.15	0.17	0.39	0.17	0.19	0.16	0.15	0.17	0.47	0.10	0.12	0.25	0.11	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied (10)	54	119	37	62	12	19	5	1	29	4	4	28	8	21	15	21	5	52	5	5	50	11
	15%	16%cd	11%	12%	11%	14%	6%	8%	24%lm	2%	7%	24%o	4%	15%	9%	12%	14%	23%uv	3%	5%	24%x	4%
9 - (9)	41	99	36	55	10	17	8	1	22	12	2	18	17	13	21	14	7	42	11	2	37	17
	12%	14%	11%	11%	9%	12%	10%	8%	18%lm	7%	4%	15%o	8%	9%	13%	8%	20%r	18%uv	6%	2%	18%x	6%
8 - (8)	50	119	43	75	13	20	10	-	21	19	3	12	31	20	25	25	5	49	22	4	33	42
	14%	16%	13%	15%	12%	14%	13%	-	18%m	12%	6%	10%	14%	14%	16%	14%	14%	21%uv	12%v	4%	16%	14%
7 - (7)	46	95	49	66	16	20	10	3	24	20	5	16	33	16	23	24	3	32	28	6	25	38
	13%	13%	15%	13%	15%	14%	13%	25%	20%	12%	9%	14%	15%	11%	14%	13%	9%	14%v	15%v	6%	12%	13%
6 - (6)	48	84	33	59	10	14	8	1	6	23	4	10	23	18	24	14	3	14	37	8	19	38
	14%	11%	10%	11%	9%	10%	10%	8%	5%	14%k	7%	8%	11%	13%	15%r	8%	9%	6%	20%tv	8%	9%	13%
5 - (5)	45	83	56	57	18	17	18	3	4	42	10	15	40	18	13	21	5	13	34	10	13	44
	13%	11%	17%bd	11%	17%	12%	23%h	25%	3%	26%k	19%k	13%	19%	13%	8%	12%	14%	6%	18%tv	10%	6%	15%w
4 - (4)	20	50	34	32	8	18	8	-	7	21	6	10	23	7	9	15	1	10	13	9	9	22
	6%	7%	10%ad	6%	7%	13%	10%	-	6%	13%	11%	8%	11%	5%	6%	8%	3%	4%	7%	9%	4%	8%
3 - (3)	18	34	21	36	9	8	4	-	2	14	5	5	16	9	14	13	-	5	17	14	8	28
	5%	5%	6%	7%	8%	6%	5%	-	2%	9%k	9%k	4%	7%	6%	9%	7%	-	2%	9%t	14%t	4%	10%w
2 - (2)	11	13	12	20	5	2	4	1	-	5	7	1	11	5	7	8	-	3	8	9	6	13
	3%	2%	4%	4%b	5%	1%	5%	8%	-	3%	13%kl	1%	5%n	4%	4%	4%	-	1%	4%	9%t	3%	4%
1 - Extremely dissatisfied (1)	10	29	11	41	6	2	2	1	2	1	8	1	10	13	7	20	1	1	6	34	5	35
	3%	4%	3%	8%abc	6%	1%	3%	8%	2%	1%	15%kl	1%	5%	9%	4%	11%q	3%	*	3%t	33%tu	2%	12%w
Not applicable	7	7	5	12	1	2	1	1	3	2	-	2	2	1	2	4	5	7	3	2	3	4
	2%	1%	1%	2%	1%	1%	1%	8%	3%	1%	-	2%	1%	1%	1%	2%	14%pqr	3%	2%	2%	1%	1%
NET: Dissatisfied (1-3)	39	76	44	97	20	12	10	2	4	20	20	7	37	27	28	41	1	9	31	57	19	76
	11%	10%	13%	19%abc	19%h	9%	13%	17%	3%	12%k	37%kl	6%	17%n	19%s	18%s	23%s	3%	4%	17%t	55%tu	9%	26%w
NET: Neutral (4-6)	113	217	123	148	36	49	34	4	17	86	20	35	86	43	46	50	9	37	84	27	41	104
	32%	30%	36%bd	29%	33%	35%	44%	33%	14%	53%km	37%k	30%	40%	30%	29%	28%	26%	16%	46%tv	26%t	20%	36%w
NET: Satisfied (7-10)	191	432	165	258	51	76	33	5	96	55	14	74	89	70	84	84	20	175	66	17	145	108
	55%	59%cd	49%	50%	47%	55%	42%	42%	80%lm	34%	26%	63%o	42%	50%	53%	47%	57%	77%uv	36%v	17%	70%x	37%
Mean score	6.73cd	6.86cd	6.30	6.23	6.08	6.67	6.03	5.82	7.83lm	5.75m	4.67	7.27o	5.76	6.25	6.38	5.87	7.40pqr	7.81uv	5.73v	3.66	7.45x	5.37
Standard error	0.13	0.09	0.13	0.12	0.25	0.20	0.26	0.81	0.19	0.15	0.37	0.22	0.16	0.23	0.20	0.22	0.40	0.14	0.16	0.27	0.17	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied (10)	55	96	34	52	11	25	17	2	46	6	3	44	11	33	23	31	9	89	6	1	81	14
	16%cd	13%	10%	10%	10%	20%g	16%	13%	27%lm	5%	5%	24%o	7%	13%	10%	15%	26%pq	24%uv	2%	1%	21%x	4%
9 - (9)	50	90	32	49	14	18	16	2	40	6	4	33	17	29	34	24	3	70	15	5	59	30
	14%d	12%	9%	10%	13%	15%	15%	13%	23%lm	5%	7%	18%o	10%	11%	15%	12%	9%	19%uv	6%	5%	15%x	9%
8 - (8)	40	93	45	64	12	14	13	1	28	10	2	27	13	35	30	26	2	58	28	7	57	36
	11%	13%	13%	12%	11%	11%	12%	6%	16%lm	8%	4%	15%o	8%	13%	13%	13%	6%	15%v	11%	7%	15%	11%
7 - (7)	45	122	41	78	15	13	17	-	23	16	6	19	26	43	33	40	6	68	51	3	58	63
	13%	17%	12%	15%	14%	11%	16%	-	13%	13%	11%	10%	16%	16%	14%	19%	17%	18%v	19%v	3%	15%	19%
6 - (6)	52	90	56	66	16	20	12	4	12	31	9	20	32	36	29	22	3	34	48	8	36	54
	15%	12%	17%	13%	15%	16%	11%	25%	7%	25%k	16%k	11%	20%n	14%	13%	11%	9%	9%	18%tv	9%	9%	16%w
5 - (5)	51	95	53	51	20	17	13	1	15	29	7	20	29	28	38	27	2	25	55	15	43	51
	15%d	13%	16%d	10%	19%	14%	12%	6%	9%	24%k	13%	11%	18%	11%	17%	13%	6%	7%	21%t	16%t	11%	15%
4 - (4)	27	49	31	42	7	9	9	2	3	18	6	9	17	18	19	11	1	11	30	8	19	29
	8%	7%	9%	8%	7%	7%	8%	13%	2%	15%k	11%k	5%	10%	7%	8%	5%	3%	3%	11%t	9%t	5%	9%
3 - (3)	11	32	22	33	5	2	4	-	2	4	5	4	6	15	7	9	1	4	19	9	14	17
	3%	4%	7%a	6%a	5%	2%	4%	-	1%	3%	9%k	2%	4%	6%	3%	4%	3%	1%	7%t	10%t	4%	5%
2 - (2)	2	19	10	24	-	-	2	-	-	1	1	1	1	6	5	6	2	4	5	10	6	13
	1%	3%a	3%a	5%ab	-	-	2%	-	-	1%	2%	1%	1%	2%	2%	3%	6%	1%	2%	11%tu	2%	4%
1 - Extremely dissatisfied (1)	15	36	10	45	5	4	4	2	3	-	12	5	10	16	7	10	3	4	5	27	5	31
	4%	5%	3%	9%abc	5%	3%	4%	13%	2%	-	22%kl	3%	6%	6%	3%	5%	9%	1%	2%	29%tu	1%	9%w
Not applicable	2	10	3	11	-	-	-	2	-	2	-	-	2	2	4	1	3	8	1	1	7	2
	1%	1%	1%	2%	-	-	-	13%	-	2%	-	-	1%	1%	2%	*	9%pqr	2%	*	1%	2%	1%
NET: Dissatisfied (1-3)	28	87	42	102	10	6	10	2	5	5	18	10	17	37	19	25	6	12	29	46	25	61
	8%	12%	12%	20%abc	10%	5%	9%	13%	3%	4%	33%kl	5%	10%	14%q	8%	12%	17%	3%	11%t	49%tu	6%	18%w
NET: Neutral (4-6)	130	234	140	159	43	46	34	7	30	78	22	49	78	82	86	60	6	70	133	31	98	134
	37%	32%	42%bd	31%	41%	38%	32%	44%	17%	63%km	40%k	27%	48%n	31%	38%s	29%	17%	19%	51%tv	33%t	25%	39%w
NET: Satisfied (7-10)	190	401	152	243	52	70	63	5	137	38	15	123	67	140	120	121	20	285	100	16	255	143
	54%cd	55%cd	45%	47%	50%	57%	59%	31%	80%lm	31%	27%	68%o	41%	54%	52%	58%	57%	76%uv	38%v	17%	66%x	42%
Mean score	6.79cd	6.58d	6.28	6.01	6.49	7.10g	6.82	6.07	7.98lm	5.98m	4.84	7.48o	6.07	6.46	6.60	6.67	6.78	7.78uv	5.84v	3.88	7.33x	5.75
Standard error	0.13	0.09	0.13	0.12	0.23	0.21	0.24	0.79	0.15	0.16	0.37	0.17	0.18	0.16	0.15	0.17	0.54	0.10	0.12	0.27	0.12	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied	(10)	55	96	34	52	10	16	7	1	27	6	1	28	5	16	13	19	4	47	4	1	42	7
		16%cd	13%	10%	10%	9%	12%	9%	8%	23%lm	4%	2%	24%o	2%	11%	8%	11%	11%	21%uv	2%	1%	20%x	2%
9 -	(9)	50	90	32	49	9	15	6	2	18	11	3	15	17	15	19	13	2	43	4	2	33	15
		14%d	12%	9%	10%	8%	11%	8%	17%	15%l	7%	6%	13%	8%	11%	12%	7%	6%	19%uv	2%	2%	16%x	5%
8 -	(8)	40	93	45	64	14	22	9	-	21	21	3	22	23	13	26	21	4	41	17	6	29	33
		11%	13%	13%	12%	13%	16%	12%	-	18%m	13%	6%	19%o	11%	9%	16%	12%	11%	18%uv	9%	6%	14%	11%
7 -	(7)	45	122	41	78	13	12	14	2	16	19	6	9	32	21	32	19	6	37	37	4	31	44
		13%	17%	12%	15%	12%	9%	18%h	17%	13%	12%	11%	8%	15%	15%	20%r	11%	17%	16%v	20%v	4%	15%	15%
6 -	(6)	52	90	56	66	19	23	12	2	18	32	6	19	37	18	18	26	4	17	36	13	23	43
		15%	12%	17%	13%	18%	17%	15%	17%	15%	20%	11%	16%	17%	13%	11%	15%	11%	7%	20%t	13%	11%	15%
5 -	(5)	51	95	53	51	19	21	11	2	11	34	8	10	40	18	11	18	4	8	37	6	12	39
		15%d	13%	16%d	10%	18%	15%	14%	17%	9%	21%k	15%	8%	19%n	13%	7%	10%	11%	4%	20%tv	6%	6%	13%w
4 -	(4)	27	49	31	42	8	14	8	1	3	23	5	5	26	9	11	20	2	17	14	11	10	31
		8%	7%	9%	8%	7%	10%	10%	8%	3%	14%k	9%	4%	12%n	6%	7%	11%	6%	7%	8%	11%	5%	11%w
3 -	(3)	11	32	22	33	7	8	7	-	2	14	6	3	19	11	15	6	1	4	15	14	9	23
		3%	4%	7%a	6%a	6%	6%	9%	-	2%	9%k	11%k	3%	9%n	8%	9%r	3%	3%	2%	8%t	14%t	4%	8%
2 -	(2)	2	19	10	24	5	3	2	-	2	2	6	4	6	9	4	9	2	6	9	9	7	17
		1%	3%a	3%a	5%ab	5%	2%	3%	-	2%	1%	11%kl	3%	3%	6%	3%	5%	6%	3%	5%	9%t	3%	6%
1 - Extremely dissatisfied	(1)	15	36	10	45	4	3	2	1	-	1	9	1	9	11	10	24	-	3	8	34	7	36
		4%	5%	3%	9%abc	4%	2%	3%	8%	-	1%	17%kl	1%	4%	8%	6%	13%qs	-	1%	4%	33%tu	3%	12%w
Not applicable		2	10	3	11	-	2	-	1	2	-	1	2	-	-	1	4	6	5	3	3	5	4
		1%	1%	1%	2%	-	1%	-	8%	2%	-	2%	2%	-	-	1%	2%	17%pqr	2%	2%	3%	2%	1%
NET: Dissatisfied	(1-3)	28	87	42	102	16	14	11	1	4	17	21	8	34	31	29	39	3	13	32	57	23	76
		8%	12%	12%	20%abc	15%	10%	14%	8%	3%	10%k	39%kl	7%	16%n	22%	18%	22%	9%	6%	17%t	55%tu	11%	26%w
NET: Neutral	(4-6)	130	234	140	159	46	58	31	5	32	89	19	34	103	45	40	64	10	42	87	30	45	113
		37%	32%	42%bd	31%	43%	42%	40%	42%	27%	55%km	35%	29%	48%n	32%	25%	36%q	29%	18%	47%tv	29%t	22%	39%w
NET: Satisfied	(7-10)	190	401	152	243	46	65	36	5	82	57	13	74	77	65	90	72	16	168	62	13	135	99
		54%cd	55%cd	45%	47%	43%	47%	46%	42%	68%lm	35%	24%	63%o	36%	46%	56%r	40%	46%	74%uv	34%v	13%	65%x	34%
Mean score		6.79cd	6.58d	6.28	6.01	6.11	6.47	6.15	6.27	7.60lm	5.90m	4.49	7.38o	5.68	5.97	6.31r	5.68	6.59	7.54uv	5.52v	3.50	7.15x	5.18
Standard error		0.13	0.09	0.13	0.12	0.23	0.20	0.26	0.78	0.18	0.15	0.35	0.21	0.15	0.23	0.20	0.21	0.43	0.15	0.15	0.25	0.18	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied	(10)	45	93	37	51	8	22	14	1	37	4	4	38	7	33	25	31	4	84	7	2	78	15
		13%	13%	11%	10%	8%	18%g	13%	6%	22%lm	3%	7%	21%o	4%	13%	11%	15%	11%	22%uv	3%	2%	20%x	4%
9 -	(9)	36	94	24	47	13	14	8	1	30	5	1	24	12	38	27	28	1	68	23	3	61	33
		10%	13%cd	7%	9%	12%	11%	7%	6%	17%lm	4%	2%	13%	7%	15%	12%	14%	3%	18%uv	9%	3%	16%x	10%
8 -	(8)	48	93	53	80	11	18	17	2	30	14	4	27	21	25	39	25	4	65	25	3	47	44
		14%	13%	16%	16%	10%	15%	16%	13%	17%	11%	7%	15%	13%	10%	17%p	12%	11%	17%uv	10%	3%	12%	13%
7 -	(7)	49	99	50	63	20	14	14	1	29	14	6	22	27	31	33	32	3	49	43	7	47	52
		14%	14%	15%	12%	19%	11%	13%	6%	17%	11%	11%	12%	16%	12%	14%	15%	9%	13%	16%v	7%	12%	15%
6 -	(6)	48	74	35	57	16	13	15	4	16	30	2	24	23	23	26	22	3	34	31	9	40	34
		14%	10%	10%	11%	15%	11%	14%	25%	9%	24%km	4%	13%	14%	9%	11%	11%	9%	9%	12%	10%	10%	10%
5 -	(5)	43	85	46	61	16	14	11	2	10	26	7	23	20	25	33	23	4	23	48	14	36	48
		12%	12%	14%	12%	15%	11%	10%	13%	6%	21%k	13%	13%	12%	10%	14%	11%	11%	6%	18%t	15%t	9%	14%w
4 -	(4)	27	47	40	27	6	9	11	1	7	12	8	9	17	19	17	9	2	11	28	8	19	28
		8%	6%	12%bd	5%	6%	7%	10%	6%	4%	10%	15%k	5%	10%	7%	7%	4%	6%	3%	11%t	9%t	5%	8%
3 -	(3)	20	36	21	24	6	6	7	1	6	10	4	6	13	18	9	8	1	6	19	11	10	24
		6%	5%	6%	5%	6%	5%	7%	6%	3%	8%	7%	3%	8%	7%	4%	4%	3%	2%	7%t	12%t	3%	7%w
2 -	(2)	9	20	15	16	3	3	2	1	1	6	2	2	6	8	5	6	1	5	12	3	6	14
		3%	3%	4%	3%	3%	2%	2%	6%	1%	5%k	4%	1%	4%	3%	2%	3%	3%	1%	5%t	3%	2%	4%w
1 - Extremely dissatisfied	(1)	19	58	11	68	6	5	7	1	2	2	15	4	15	27	11	14	6	8	17	33	15	42
		5%	8%c	3%	13%abc	6%	4%	7%	6%	1%	2%	27%kl	2%	9%n	10%q	5%	7%	17%qr	2%	6%t	35%tu	4%	12%w
Not applicable		6	33	5	21	-	4	1	1	4	-	2	3	3	14	4	9	6	22	10	1	26	6
		2%	5%ac	1%	4%c	-	3%	1%	6%	2%	-	4%l	2%	2%	5%q	2%	4%	17%pqr	6%	4%	1%	7%x	2%
NET: Dissatisfied	(1-3)	48	114	47	108	15	14	16	3	9	18	21	12	34	53	25	28	8	19	48	47	31	80
		14%	16%	14%	21%abc	14%	11%	15%	19%	5%	15%k	38%kl	7%	21%n	20%q	11%	14%	23%q	5%	18%t	50%tu	8%	24%w
NET: Neutral	(4-6)	118	206	121	145	38	36	37	7	33	68	17	56	60	67	76	54	9	68	107	31	95	110
		34%	28%	36%bd	28%	36%	30%	35%	44%	19%	55%km	31%	31%	37%	26%	33%	26%	26%	18%	41%t	33%t	25%	32%w
NET: Satisfied	(7-10)	178	379	164	241	52	68	53	5	126	37	15	111	67	127	124	116	12	266	98	15	233	144
		51%	52%	49%	47%	50%	56%	50%	31%	73%lm	30%	27%	61%o	41%	49%	54%s	56%s	34%	71%uv	37%v	16%	61%x	42%
Mean score		6.42d	6.40d	6.22	5.95	6.24	6.79	6.29	5.73	7.61lm	5.67m	4.40	7.19o	5.63	6.17	6.55	6.66	5.48	7.69uv	5.59v	3.74	7.21x	5.57
Standard error		0.14	0.10	0.13	0.13	0.23	0.24	0.25	0.65	0.16	0.18	0.40	0.17	0.20	0.18	0.16	0.19	0.58	0.12	0.15	0.27	0.13	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied (10)	45	93	37	51	12	19	6	-	28	8	1	25	11	16	13	18	4	42	6	3	37	13
	13%	13%	11%	10%	11%	14%	8%	-	23%lm	5%	2%	21%o	5%	11%	8%	10%	11%	18%uv	3%	3%	18%x	4%
9 - (9)	36	94	24	47	4	15	5	-	12	7	5	9	15	10	17	16	4	37	9	1	27	18
	10%	13%cd	7%	9%	4%	11%g	6%	-	10%	4%	9%	8%	7%	7%	11%	9%	11%	16%uv	5%	1%	13%x	6%
8 - (8)	48	93	53	80	18	22	12	1	21	25	7	20	33	22	30	22	6	53	24	3	39	40
	14%	13%	16%	16%	17%	16%	15%	8%	18%	15%	13%	17%	15%	16%	19%	12%	17%	23%uv	13%v	3%	19%	14%
7 - (7)	49	99	50	63	19	19	10	2	23	23	4	15	35	18	25	17	3	26	27	10	26	35
	14%	14%	15%	12%	18%	14%	13%	17%	19%m	14%	7%	13%	16%	13%	16%	9%	9%	11%	15%	10%	13%	12%
6 - (6)	48	74	35	57	11	14	8	2	5	26	4	11	24	10	25	20	2	17	31	9	19	36
	14%	10%	10%	11%	10%	10%	10%	17%	4%	16%k	7%	9%	11%	7%	16%p	11%	6%	7%	17%t	9%	9%	12%
5 - (5)	43	85	46	61	14	20	11	1	16	27	3	17	27	21	14	20	6	21	34	6	18	42
	12%	12%	14%	12%	13%	14%	14%	8%	13%	17%m	6%	14%	13%	15%	9%	11%	17%	9%	18%tv	6%	9%	14%
4 - (4)	27	47	40	27	12	15	11	2	7	24	9	8	31	7	10	8	2	4	16	7	8	16
	8%	6%	12%bd	5%	11%	11%	14%	17%	6%	15%k	17%k	7%	14%n	5%	6%	4%	6%	2%	9%t	7%t	4%	5%
3 - (3)	20	36	21	24	7	7	5	2	3	12	6	6	15	9	4	10	1	6	10	8	10	14
	6%	5%	6%	5%	6%	5%	6%	17%	3%	7%	11%k	5%	7%	6%	3%	6%	3%	3%	5%	8%t	5%	5%
2 - (2)	9	20	15	16	6	4	5	-	2	9	4	5	10	4	8	3	1	7	6	3	5	11
	3%	3%	4%	3%	6%	3%	6%	-	2%	6%	7%	4%	5%	3%	5%	2%	3%	3%	3%	3%	2%	4%
1 - Extremely dissatisfied (1)	19	58	11	68	3	3	4	1	-	1	10	1	10	20	13	33	2	5	15	48	10	57
	5%	8%c	3%	13%abc	3%	2%	5%	8%	-	1%	19%kl	1%	5%	14%	8%	18%q	6%	2%	8%t	47%tu	5%	20%w
Not applicable	6	33	5	21	2	1	1	1	3	1	1	1	3	4	1	12	4	10	6	5	9	10
	2%	5%ac	1%	4%c	2%	1%	1%	8%	3%	1%	2%	1%	1%	3%	1%	7%q	11%pq	4%	3%	5%	4%	3%
NET: Dissatisfied (1-3)	48	114	47	108	16	14	14	3	5	22	20	12	35	33	25	46	4	18	31	59	25	82
	14%	16%	14%	21%abc	15%	10%	18%	25%	4%	13%k	37%kl	10%	16%	23%	16%	26%q	11%	8%	17%t	57%tu	12%	28%w
NET: Neutral (4-6)	118	206	121	145	37	49	30	5	28	77	16	36	82	38	49	48	10	42	81	22	45	94
	34%	28%	36%bd	28%	34%	35%	38%	42%	23%	47%km	30%	31%	38%	27%	31%	27%	29%	18%	44%tv	21%	22%	32%w
NET: Satisfied (7-10)	178	379	164	241	53	75	33	3	84	63	17	69	94	66	85	73	17	158	66	17	129	106
	51%	52%	49%	47%	49%	54%	42%	25%	70%lm	39%	31%	58%o	44%	47%	53%r	41%	49%	69%uv	36%v	17%	62%x	36%
Mean score	6.42d	6.40d	6.22	5.95	6.16	6.59i	5.81	4.91	7.42lm	5.84m	4.72	6.91o	5.84	5.84	6.28r	5.63	6.52	7.43uv	5.61v	3.30	7.00x	5.21
Standard error	0.14	0.10	0.13	0.13	0.23	0.20	0.29	0.64	0.20	0.16	0.39	0.23	0.16	0.25	0.20	0.23	0.47	0.15	0.17	0.27	0.18	0.17

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier				BT									SKY								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
10 - Extremely satisfied	(10)	56	122	44	67	15	21	18	2	49	3	4	44	11	44	24	45	9	105	16	1	104	17
		16%	17%	13%	13%	14%	17%	17%	13%	28%lm	2%	7%	24%o	7%	17%q	10%	22%q	26%q	28%uv	6%	1%	27%x	5%
9 -	(9)	47	103	38	63	13	15	17	2	35	7	5	34	13	37	34	30	2	87	15	1	74	29
		13%	14%	11%	12%	12%	12%	16%	13%	20%l	6%	9%	19%o	8%	14%	15%	14%	6%	23%uv	6%	1%	19%x	9%
8 -	(8)	45	125	47	87	9	16	17	3	27	11	7	27	18	38	41	39	7	71	42	12	76	47
		13%	17%	14%	17%	9%	13%	16%	19%	16%	9%	13%	15%	11%	15%	18%	19%	20%	19%	16%	13%	20%x	14%
7 -	(7)	58	94	44	50	20	19	16	3	25	28	5	23	34	33	34	24	3	49	40	5	42	51
		17%d	13%	13%	10%	19%	16%	15%	19%	15%	23%m	9%	13%	21%n	13%	15%	12%	9%	13%v	15%v	5%	11%	15%
6 -	(6)	39	81	30	50	8	16	12	3	11	19	9	17	21	32	27	21	1	24	49	8	28	53
		11%	11%	9%	10%	8%	13%	11%	19%	6%	15%k	16%k	9%	13%	12%	12%	10%	3%	6%	19%tv	9%	7%	16%w
5 -	(5)	39	88	51	60	12	16	9	2	9	27	3	20	19	31	32	22	3	21	53	14	32	56
		11%	12%	15%	12%	11%	13%	8%	13%	5%	22%km	5%	11%	12%	12%	14%	11%	9%	6%	20%t	15%t	8%	16%w
4 -	(4)	24	43	38	44	13	7	4	-	5	16	3	6	18	16	17	9	1	8	22	13	14	28
		7%	6%	11%ab	9%	12%i	6%	4%	-	3%	13%k	5%	3%	11%n	6%	7%	4%	3%	2%	8%t	14%t	4%	8%w
3 -	(3)	18	28	25	31	6	5	7	-	4	6	8	5	13	9	8	9	2	5	16	7	7	19
		5%	4%	7%b	6%	6%	4%	7%	-	2%	5%	15%kl	3%	8%n	3%	3%	4%	6%	1%	6%t	7%t	2%	6%w
2 -	(2)	5	19	5	16	2	1	2	-	2	1	2	-	4	8	7	3	1	2	9	8	4	15
		1%	3%	1%	3%	2%	1%	2%	-	1%	1%	4%	-	2%n	3%	3%	1%	3%	1%	3%t	9%tu	1%	4%w
1 - Extremely dissatisfied	(1)	14	25	13	38	6	2	5	1	1	4	9	5	9	13	4	4	4	1	1	23	2	23
		4%	3%	4%	7%abc	6%	2%	5%	6%	1%	3%	16%kl	3%	5%	5%	2%	2%	11%qr	*	*	24%tu	1%	7%w
Not applicable		5	4	2	9	1	4	-	-	4	1	-	1	4	-	1	1	2	2	-	2	2	2
		1%	1%	1%	2%b	1%	3%	-	-	2%	1%	-	1%	2%	-	*	*	6%pqr	1%	-	2%u	1%	1%
NET: Dissatisfied	(1-3)	37	72	43	85	14	8	14	1	7	11	19	10	26	30	19	16	7	8	26	38	13	57
		11%	10%	13%	17%ab	13%	7%	13%	6%	4%	9%	35%kl	5%	16%n	11%	8%	8%	20%qr	2%	10%t	40%tu	3%	17%w
NET: Neutral	(4-6)	102	212	119	154	33	39	25	5	25	62	15	43	58	79	76	52	5	53	124	35	74	137
		29%	29%	35%b	30%	31%	32%	23%	31%	15%	50%km	27%k	24%	35%n	30%	33%s	25%	14%	14%	47%t	37%t	19%	40%w
NET: Satisfied	(7-10)	206	444	173	267	57	71	68	10	136	49	21	128	76	152	133	138	21	312	113	19	296	144
		59%cd	61%cd	51%	52%	54%	58%	64%	63%	79%lm	40%	38%	70%o	46%	58%	58%	67%	60%	83%uv	43%v	20%	77%x	42%
Mean score		6.82cd	6.94cd	6.42	6.37	6.41	7.03	6.95	7.00	8.00lm	5.85	5.35	7.56o	5.99	6.80	6.77	7.33pq	6.73	8.16uv	6.18v	4.13	7.89x	5.87
Standard error		0.13	0.09	0.14	0.12	0.25	0.21	0.24	0.56	0.16	0.17	0.39	0.17	0.19	0.16	0.15	0.16	0.55	0.09	0.12	0.27	0.10	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier				TALK TALK									VIRGIN MEDIA								
						Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
10 - Extremely satisfied	(10)	56	122	44	67	17	21	6	-	30	10	4	29	14	20	19	22	6	56	6	5	54	11
		16%	17%	13%	13%	16%	15%	8%	-	25%lm	6%	7%	25%o	7%	14%	12%	12%	17%	25%uv	3%	5%	26%x	4%
9 -	(9)	47	103	38	63	12	15	10	1	26	11	1	18	20	15	26	17	5	44	15	4	31	30
		13%	14%	11%	12%	11%	11%	13%	8%	22%lm	7%	2%	15%	9%	11%	16%	9%	14%	19%uv	8%	4%	15%	10%
8 -	(8)	45	125	47	87	16	20	7	4	18	23	6	20	26	25	26	28	8	57	25	5	45	41
		13%	17%	14%	17%	15%	14%	9%	33%	15%	14%	11%	17%	12%	18%	16%	16%	23%	25%uv	14%v	5%	22%x	14%
7 -	(7)	58	94	44	50	14	13	15	2	16	25	3	13	31	17	9	22	2	19	29	2	20	28
		17%d	13%	13%	10%	13%	9%	19%h	17%	13%	15%	6%	11%	14%	12%q	6%	12%q	6%	8%v	16%tv	2%	10%	10%
6 -	(6)	39	81	30	50	9	12	9	-	10	17	3	7	23	19	18	11	2	10	30	10	15	33
		11%	11%	9%	10%	8%	9%	12%	-	8%	10%	6%	6%	11%	13%r	11%	6%	6%	4%	16%t	10%	7%	11%
5 -	(5)	39	88	51	60	20	18	11	2	14	33	4	15	34	12	23	20	5	16	35	9	16	42
		11%	12%	15%	12%	19%	13%	14%	17%	12%	20%m	7%	13%	16%	9%	14%	11%	14%	7%	19%tv	9%	8%	14%w
4 -	(4)	24	43	38	44	10	20	8	-	3	23	12	7	31	11	15	17	1	10	21	13	13	31
		7%	6%	11%ab	9%	9%	14%	10%	-	3%	14%k	22%k	6%	14%n	8%	9%	9%	3%	4%	11%t	13%t	6%	11%
3 -	(3)	18	28	25	31	4	16	4	1	2	16	7	5	20	9	5	16	1	4	12	15	5	26
		5%	4%	7%b	6%	4%	12%g	5%	8%	2%	10%k	13%k	4%	9%	6%	3%	9%q	3%	2%	7%t	15%tu	2%	9%w
2 -	(2)	5	19	5	16	2	-	3	-	-	3	2	1	4	1	9	6	-	6	5	5	4	11
		1%	3%	1%	3%	2%	-	4%h	-	-	2%	4%k	1%	2%	1%	6%p	3%	-	3%	3%	5%	2%	4%
1 - Extremely dissatisfied	(1)	14	25	13	38	4	3	5	1	-	1	12	3	10	11	6	19	2	1	4	33	2	35
		4%	3%	4%	7%abc	4%	2%	6%	8%	-	1%	22%kl	3%	5%	8%	4%	11%q	6%	*	2%	32%tu	1%	12%w
Not applicable		5	4	2	9	-	1	-	1	1	1	-	-	1	1	4	1	3	5	2	2	3	4
		1%	1%	1%	2%b	-	1%	-	8%	1%	1%	-	-	*	1%	3%	1%	9%pr	2%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	37	72	43	85	10	19	12	2	2	20	21	9	34	21	20	41	3	11	21	53	11	72
		11%	10%	13%	17%ab	9%	14%	15%	17%	2%	12%k	39%kl	8%	16%n	15%	13%	23%q	9%	5%	11%t	51%tu	5%	25%w
NET: Neutral	(4-6)	102	212	119	154	39	50	28	2	27	73	19	29	88	42	56	48	8	36	86	32	44	106
		29%	29%	35%b	30%	36%	36%	36%	17%	23%	45%k	35%	25%	41%n	30%	35%	27%	23%	16%	47%tv	31%t	21%	36%w
NET: Satisfied	(7-10)	206	444	173	267	59	69	38	7	90	69	14	80	91	77	80	89	21	176	75	16	150	110
		59%cd	61%cd	51%	52%	55%	50%	49%	58%	75%lm	42%m	26%	68%o	43%	55%	50%	50%	60%	77%uv	41%v	16%	72%x	38%
Mean score		6.82cd	6.94cd	6.42	6.37	6.65	6.44	6.09	6.27	7.88lm	6.00m	4.46	7.36o	5.89	6.51	6.52	5.98	7.16r	7.85uv	5.97v	3.81	7.64x	5.45
Standard error		0.13	0.09	0.14	0.12	0.24	0.21	0.28	0.75	0.17	0.17	0.38	0.22	0.16	0.22	0.21	0.21	0.45	0.14	0.15	0.27	0.16	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 39

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Willingness to help resolve your issue	206 59%cd	444 61%cd	173 51%	267 52%	57 54%	71 58%	68 64%	10 63%	136 79%lm	49 40%	21 38%	128 70%o	76 46%	152 58%	133 58%	138 67%	21 60%	312 83%uv	113 43%v	19 20%	296 77%x	144 42%
Courtesy and politeness of advisors	198 57%	452 62%cd	168 50%	280 54%	50 48%	76 62%g	63 59%	9 56%	131 76%lm	48 39%	19 35%	126 69%o	71 43%	165 63%	136 59%	130 63%	21 60%	308 82%uv	121 46%v	23 24%	295 77%x	155 46%
Ease of finding provider contact details	193 55%c	423 58%c	151 45%	287 56%c	50 48%	75 61%g	60 56%	8 50%	140 81%lm	44 36%m	9 16%	119 65%o	74 45%	144 55%	134 59%	121 58%	24 69%	303 81%uv	101 38%v	19 20%	266 69%x	154 45%
The time taken to handle your issue	192 55%cd	400 55%cd	144 43%	228 44%	53 50%	72 59%	57 53%	10 63%	135 78%lm	41 33%	16 29%	112 62%o	76 46%	134 51%	128 56%	120 58%	18 51%	293 78%uv	89 34%v	18 19%	261 68%x	137 40%
Advisor doing what they said they would do	191 55%	432 59%cd	165 49%	258 50%	46 44%	74 61%g	63 59%g	8 50%	136 79%lm	39 32%	16 29%	123 68%o	65 40%	147 56%	131 57%	133 64%	21 60%	310 83%uv	111 42%v	11 12%	284 74%x	147 43%
Logging of query details to avoid having to repeat yourself	190 54%cd	401 55%cd	152 45%	243 47%	52 50%	70 57%	63 59%	5 31%	137 80%lm	38 31%	15 27%	123 68%o	67 41%	140 54%	120 52%	121 58%	20 57%	285 76%uv	100 38%v	16 17%	255 66%x	143 42%
Getting the issue resolved to your satisfaction	186 53%c	399 55%cd	143 42%	239 46%	56 53%	65 53%	58 54%	7 44%	137 80%lm	38 31%	11 20%	123 68%o	62 38%	141 54%	122 53%	114 55%	22 63%	300 80%uv	84 32%v	15 16%	277 72%x	120 35%
Offering compensation or a goodwill payment	178 51%	379 52%	164 49%	241 47%	52 50%	68 56%	53 50%	5 31%	126 73%lm	37 30%	15 27%	111 61%o	67 41%	127 49%	124 54%s	116 56%s	12 34%	266 71%uv	98 37%v	15 16%	233 61%x	144 42%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 40

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Willingness to help resolve your issue	206 59%cd	444 61%cd	173 51%	267 52%	59 55%	69 50%	38 49%	7 58%	90 75%lm	69 42%m	14 26%	80 68%o	91 43%	77 55%	80 50%	89 50%	21 60%	176 77%uv	75 41%v	16 16%	150 72%x	110 38%
Courtesy and politeness of advisors	198 57%	452 62%cd	168 50%	280 54%	54 50%	77 55%i	32 41%	5 42%	85 71%lm	74 45%m	9 17%	79 67%o	88 41%	78 55%	91 57%	91 51%	20 57%	180 79%uv	77 42%v	23 22%	152 73%x	122 42%
Ease of finding provider contact details	193 55%c	423 58%c	151 45%	287 56%c	48 44%	66 47%	31 40%	6 50%	94 78%lm	46 28%	11 20%	77 65%o	71 33%	80 57%	92 58%	94 53%	21 60%	172 75%uv	88 48%v	27 26%	145 70%x	136 47%
The time taken to handle your issue	192 55%cd	400 55%cd	144 43%	228 44%	39 36%	63 45%	36 46%	6 50%	84 70%lm	50 31%	10 19%	63 53%o	79 37%	66 47%	69 43%	76 42%	17 49%	160 70%uv	58 32%v	10 10%	128 62%x	92 32%
Advisor doing what they said they would do	191 55%	432 59%cd	165 49%	258 50%	51 47%	76 55%	33 42%	5 42%	96 80%lm	55 34%	14 26%	74 63%o	89 42%	70 50%	84 53%	84 47%	20 57%	175 77%uv	66 36%v	17 17%	145 70%x	108 37%
Logging of query details to avoid having to repeat yourself	190 54%cd	401 55%cd	152 45%	243 47%	46 43%	65 47%	36 46%	5 42%	82 68%lm	57 35%	13 24%	74 63%o	77 36%	65 46%	90 56%r	72 40%	16 46%	168 74%uv	62 34%v	13 13%	135 65%x	99 34%
Getting the issue resolved to your satisfaction	186 53%c	399 55%cd	143 42%	239 46%	44 41%	62 45%	31 40%	6 50%	80 67%lm	52 32%	11 20%	59 50%o	81 38%	58 41%	79 49%	79 44%	23 66%pr	174 76%uv	51 28%v	14 14%	139 67%x	91 31%
Offering compensation or a goodwill payment	178 51%	379 52%	164 49%	241 47%	53 49%	75 54%	33 42%	3 25%	84 70%lm	63 39%	17 31%	69 58%o	94 44%	66 47%	85 53%r	73 41%	17 49%	158 69%uv	66 36%v	17 17%	129 62%x	106 36%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 41

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Completely resolved	182	385	118	208	49	68	57	8	113	49	20	182	-	133	116	119	17	263	99	23	385	-
	52%cd	53%cd	35%	40%	47%	56%	53%	50%	66%lm	40%	36%	100%o	-	51%	51%	57%	49%	70%uv	38%v	24%	100%x	-
Partly resolved	133	273	163	205	41	44	42	6	48	66	19	-	133	98	96	70	9	96	139	38	-	273
	38%	37%	48%abd	40%	39%	36%	39%	38%	28%	54%km	35%	-	81%n	38%	42%	34%	26%	26%	53%tv	40%t	-	80%w
Not resolved at all	31	67	51	87	13	9	8	1	9	7	15	-	31	27	17	18	5	14	22	31	-	67
	9%	9%	15%ab	17%ab	12%	7%	7%	6%	5%	6%	27%kl	-	19%n	10%	7%	9%	14%	4%	8%t	33%tu	-	20%w
Don't know	4	7	5	15	2	1	-	1	2	1	1	-	-	3	-	-	4	2	3	2	-	-
	1%	1%	1%	3%b	2%	1%	-	6%	1%	1%	2%	-	-	1%	-	-	11%pqr	1%	1%	2%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 42

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Completely resolved	182	385	118	208	41	50	23	4	62	42	14	118	-	61	66	65	16	139	53	16	208	-
	52%cd	53%cd	35%	40%	38%	36%	29%	33%	52%lm	26%	26%	100%o	-	43%	41%	36%	46%	61%uv	29%v	16%	100%x	-
Partly resolved	133	273	163	205	47	68	43	5	44	94	25	-	163	55	74	67	9	69	108	28	-	205
	38%	37%	48%abd	40%	44%	49%	55%	42%	37%	58%k	46%	-	76%n	39%	46%s	37%	26%	30%	59%tv	27%	-	70%w
Not resolved at all	31	67	51	87	18	19	12	2	12	24	15	-	51	21	18	43	5	12	19	56	-	87
	9%	9%	15%ab	17%ab	17%	14%	15%	17%	10%	15%	28%kl	-	24%n	15%	11%	24%pq	14%	5%	10%	54%tu	-	30%w
Don't know	4	7	5	15	2	2	-	1	2	3	-	-	-	4	2	4	5	8	4	3	-	-
	1%	1%	1%	3%b	2%	1%	-	8%	2%	2%	-	-	-	3%	1%	2%	14%pqr	4%	2%	3%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 43

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Yes	151	331	105	167	41	61	42	7	95	37	19	151	-	118	101	100	12	241	75	15	331	-
	43%cd	45%cd	31%	32%	39%	50%	39%	44%	55%lm	30%	35%	83%o	-	45%	44%	48%	34%	64%uv	29%v	16%	86%x	-
No	29	53	13	39	7	7	14	1	17	12	-	29	-	15	14	19	5	22	23	8	53	-
	8%c	7%c	4%	8%c	7%	6%	13%	6%	10%m	10%m	-	16%o	-	6%	6%	9%	14%	6%	9%	9%	14%x	-
Don't know	2	1	-	2	1	-	1	-	1	-	1	2	-	-	1	-	-	-	1	-	1	-
	1%	*	-	*	1%	-	1%	-	1%	-	2%	1%	-	-	*	-	-	-	*	-	*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 44

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Yes	151	331	105	167	39	45	18	3	59	35	11	105	-	50	55	50	12	118	37	12	167	-
	43%cd	45%cd	31%	32%	36%	32%	23%	25%	49%lm	21%	20%	89%o	-	35%	34%	28%	34%	52%uv	20%	12%	80%x	-
No	29	53	13	39	2	5	5	1	3	7	3	13	-	11	11	14	3	20	15	4	39	-
	8%c	7%c	4%	8%c	2%	4%	6%	8%	3%	4%	6%	11%o	-	8%	7%	8%	9%	9%	8%	4%	19%x	-
Don't know	2	1	-	2	-	-	-	-	-	-	-	-	-	-	-	1	1	1	1	-	2	-
	1%	*	-	*	-	-	-	-	-	-	-	-	-	-	-	1%	3%pq	*	1%	-	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 45

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

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	182	385	118	208	49*	68*	57*	8**	113	49*	20**	182	-**	133	116	119	17**	263	99*	23**	385	-**
Yes	151	331	105	167	41	61	42	7	95	37	19	151	-	118	101	100	12	241	75	15	331	-
	83%	*86%*	**89%d**	*80%*	*84%*	**90%i**	*74%*	*88%*	*84%*	*76%*	*95%*	*83%*	-	*89%*	*87%*	*84%*	*71%*	**92%u**	*76%*	*65%*	*86%*	-
No	29	53	13	39	7	7	14	1	17	12	-	29	-	15	14	19	5	22	23	8	53	-
	16%	*14%*	*11%*	*19%*	*14%*	*10%*	**25%h**	*13%*	*15%*	*24%*	-	*16%*	-	*11%*	*12%*	*16%*	*29%*	*8%*	**23%t**	*35%*	*14%*	-
Don't know	2	1	-	2	1	-	1	-	1	-	1	2	-	-	1	-	-	-	1	-	1	-
	1%	*	-	*1%*	*2%*	-	*2%*	-	*1%*	-	*5%*	*1%*	-	-	*1%*	-	-	-	*1%*	-	*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 46

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	182	385	118	208	41*	50*	23**	4**	62*	42*	14**	118	-**	61*	66*	65*	16**	139	53*	16**	208	-**
Yes	151	331	105	167	39	45	18	3	59	35	11	105	-	50	55	50	12	118	37	12	167	-
	83%	*86%*	**89%d**	*80%*	*95%*	*90%*	*78%*	*75%*	**95%l**	*83%*	*79%*	*89%*	-	*82%*	*83%*	*77%*	*75%*	**85%u**	*70%*	*75%*	*80%*	-
No	29	53	13	39	2	5	5	1	3	7	3	13	-	11	11	14	3	20	15	4	39	-
	16%	*14%*	*11%*	*19%*	*5%*	*10%*	*22%*	*25%*	*5%*	**17%k**	*21%*	*11%*	-	*18%*	*17%*	*22%*	*19%*	*14%*	**28%t**	*25%*	*19%*	-
Don't know	2	1	-	2	-	-	-	-	-	-	-	-	-	-	-	1	1	1	1	-	2	-
	1%	*	-	*1%*	-	-	-	-	-	-	-	-	-	-	-	*2%*	*6%*	*1%*	*2%*	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 47

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Cable, satellite or other Pay TV.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Not at all important	17	30	20	21	4	6	7	-	8	4	5	8	9	11	8	11	-	13	12	5	8	21
	5%	4%	6%	4%	4%	5%	7%	-	5%	3%	9%	4%	5%	4%	3%	5%	-	3%	5%	5%	2%	6%w
Not very important	68	97	79	78	20	23	21	4	25	26	17	21	45	20	45	29	3	20	57	20	31	65
	19%b	13%	23%bd	15%	19%	19%	20%	25%	15%	21%	31%k	12%	27%n	8%	20%p	14%p	9%	5%	22%t	21%t	8%	19%w
Fairly important	134	270	121	184	41	48	41	4	63	52	19	67	66	107	89	59	15	138	103	29	125	140
	38%	37%	36%	36%	39%	39%	38%	25%	37%	42%	35%	37%	40%	41%r	39%r	29%	43%	37%	39%	31%	32%	41%w
Very important	131	335	117	232	40	45	38	8	76	41	14	86	44	123	87	108	17	204	91	40	221	114
	37%	46%ac	35%	45%ac	38%	37%	36%	50%	44%m	33%	25%	47%o	27%	47%q	38%	52%q	49%	54%uv	35%	43%	57%x	34%
NET: Important	265	605	238	416	81	93	79	12	139	93	33	153	110	230	176	167	32	342	194	69	346	254
	76%	83%ac	71%	81%c	77%	76%	74%	75%	81%m	76%m	60%	84%o	67%	88%qr	77%	81%	91%	91%uv	74%	73%	90%x	75%
NET: Not important	85	127	99	99	24	29	28	4	33	30	22	29	54	31	53	40	3	33	69	25	39	86
	24%b	17%	29%bd	19%	23%	24%	26%	25%	19%	24%	40%kl	16%	33%n	12%	23%p	19%p	9%	9%	26%t	27%t	10%	25%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 48

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Cable, satellite or other Pay TV.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Not at all important	17	30	20	21	6	12	2	-	3	13	4	4	16	7	10	3	1	9	5	7	4	17
	5%	*4%*	*6%*	*4%*	*6%*	*9%*	*3%*	*-*	*3%*	*8%*	*7%*	*3%*	*7%*	*5%*	*6%r*	*2%*	*3%*	*4%*	*3%*	*7%*	*2%*	*6%w*
Not very important	68	97	79	78	26	35	12	6	26	40	13	22	57	22	35	19	2	25	42	11	25	52
	19%b	*13%*	*23%bd*	*15%*	*24%*	*25%*	*15%*	*50%*	*22%*	*25%*	*24%*	*19%*	*27%*	*16%*	*22%rs*	*11%*	*6%*	*11%*	*23%tv*	*11%*	*12%*	*18%*
Fairly important	134	270	121	184	31	57	31	2	37	64	20	40	79	54	56	59	15	71	71	42	64	114
	38%	*37%*	*36%*	*36%*	*29%*	*41%g*	*40%*	*17%*	*31%*	*39%*	*37%*	*34%*	*37%*	*38%*	*35%*	*33%*	*43%*	*31%*	*39%*	*41%*	*31%*	*39%*
Very important	131	335	117	232	45	35	33	4	54	46	17	52	62	58	59	98	17	123	66	43	115	109
	37%	*46%ac*	*35%*	*45%ac*	*42%h*	*25%*	*42%h*	*33%*	*45%l*	*28%*	*31%*	*44%o*	*29%*	*41%*	*37%*	*55%pq*	*49%*	*54%uv*	*36%*	*42%*	*55%x*	*37%*
NET: Important	265	605	238	416	76	92	64	6	91	110	37	92	141	112	115	157	32	194	137	85	179	223
	76%	*83%ac*	*71%*	*81%c*	*70%*	*66%*	*82%h*	*50%*	*76%*	*67%*	*69%*	*78%o*	*66%*	*79%*	*72%*	*88%pq*	*91%q*	*85%u*	*74%*	*83%*	*86%x*	*76%*
NET: Not important	85	127	99	99	32	47	14	6	29	53	17	26	73	29	45	22	3	34	47	18	29	69
	24%b	*17%*	*29%bd*	*19%*	*30%*	*34%i*	*18%*	*50%*	*24%*	*33%*	*31%*	*22%*	*34%n*	*21%r*	*28%rs*	*12%*	*9%*	*15%*	*26%t*	*17%*	*14%*	*24%w*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 49

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV.

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
The service has become more important	132 38%c	316 43%c	101 30%	217 42%c	41 39%	51 42%	37 35%	3 19%	68 40%	48 39%	16 29%	74 41%	57 35%	118 45%	89 39%	96 46%	13 37%	168 45%	107 41%	41 44%	185 48%x	129 38%
The service has become less important	119 34%b	203 28%	155 46%abd	163 32%	32 30%	47 39%	35 33%	5 31%	58 34%	43 35%	18 33%	55 30%	63 38%	63 24%	84 37%prs	50 24%	6 17%	91 24%	84 32%t	28 30%	81 21%	119 35%w
No different	99 28%	213 29%	81 24%	135 26%	32 30%	24 20%	35 33%h	8 50%	46 27%	32 26%	21 38%	53 29%	44 27%	80 31%	56 24%	61 29%	16 46%q	116 31%	72 27%	25 27%	119 31%	92 27%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 50

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
The service has become more important	132 38%c	316 43%c	101 30%	217 42%c	31 29%	45 32%	24 31%	1 8%	36 30%	52 32%	13 24%	37 31%	63 29%	57 40%	58 36%	88 49%q	14 40%	114 50%u	62 34%	41 40%	100 48%x	112 38%
The service has become less important	119 34%b	203 28%	155 46%abd	163 32%	48 44%	67 48%	34 44%	6 50%	60 50%	73 45%	22 41%	50 42%	103 48%	40 28%	70 44%pr	43 24%	10 29%	65 29%	73 40%tv	25 24%	59 28%	100 34%
No different	99 28%	213 29%	81 24%	135 26%	29 27%	27 19%	20 26%	5 42%	24 20%	38 23%	19 35%k	31 26%	48 22%	44 31%q	32 20%	48 27%	11 31%	49 21%	49 27%	37 36%t	49 24%	80 27%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 51

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
More willing to make a complaint	100 *29%*	190 *26%*	78 *23%*	170 *33%bc*	31 *30%*	39 *32%*	26 *24%*	4 *25%*	56 *33%*	28 *23%*	16 *29%*	50 *27%*	50 *30%*	66 *25%*	55 *24%*	63 *30%*	6 *17%*	107 *29%*	65 *25%*	18 *19%*	119 *31%x*	69 *20%*
Less willing to make a complaint	90 *26%*	216 *30%*	128 *38%abd*	128 *25%*	24 *23%*	37 *30%*	25 *23%*	4 *25%*	45 *26%*	30 *24%*	15 *27%*	48 *26%*	41 *25%*	70 *27%*	80 *35%s*	61 *29%*	5 *14%*	104 *28%*	83 *32%*	29 *31%*	91 *24%*	123 *36%w*
No different	132 *38%c*	271 *37%c*	96 *28%*	174 *34%*	40 *38%*	38 *31%*	48 *45%h*	6 *38%*	63 *37%*	53 *43%*	16 *29%*	70 *38%*	59 *36%*	107 *41%*	77 *34%*	68 *33%*	19 *54%qr*	136 *36%*	96 *37%*	39 *41%*	153 *40%*	116 *34%*
Don't know	28 *8%*	55 *8%*	35 *10%*	43 *8%*	10 *10%*	8 *7%*	8 *7%*	2 *13%*	8 *5%*	12 *10%*	8 *15%k*	14 *8%*	14 *9%*	18 *7%*	17 *7%*	15 *7%*	5 *14%*	28 *7%*	19 *7%*	8 *9%*	22 *6%*	32 *9%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 52

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
More willing to make a complaint	100 *29%*	190 *26%*	78 *23%*	170 *33%bc*	26 *24%*	29 *21%*	20 *26%*	3 *25%*	39 *33%lm*	30 *18%*	9 *17%*	29 *25%*	47 *22%*	40 *28%*	50 *31%*	74 *41%ps*	6 *17%*	76 *33%*	57 *31%*	37 *36%*	67 *32%*	101 *35%*
Less willing to make a complaint	90 *26%*	216 *30%*	128 *38%abd*	128 *25%*	40 *37%*	48 *35%*	37 *47%*	3 *25%*	47 *39%*	61 *37%*	20 *37%*	43 *36%*	83 *39%*	40 *28%r*	50 *31%r*	28 *16%*	10 *29%*	57 *25%v*	56 *30%v*	15 *15%*	52 *25%*	73 *25%*
No different	132 *38%c*	271 *37%c*	96 *28%*	174 *34%*	34 *31%i*	44 *32%i*	14 *18%*	4 *33%*	26 *22%*	48 *29%*	22 *41%k*	33 *28%*	63 *29%*	51 *36%*	46 *29%*	65 *36%*	12 *34%*	75 *33%*	58 *32%*	41 *40%*	77 *37%*	94 *32%*
Don't know	28 *8%*	55 *8%*	35 *10%*	43 *8%*	8 *7%*	18 *13%*	7 *9%*	2 *17%*	8 *7%*	24 *15%k*	3 *6%*	13 *11%*	21 *10%*	10 *7%*	14 *9%*	12 *7%*	7 *20%pr*	20 *9%*	13 *7%*	10 *10%*	12 *6%*	24 *8%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 53

Q15: What is your current employment status?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Employed or self-employed (full-time - 30hrs/wk+)	188 54%c	403 55%cd	134 40%	247 48%c	59 56%	70 57%	51 48%	8 50%	104 60%m	64 52%	20 36%	121 66%o	65 40%	142 54%s	134 59%s	115 56%s	12 34%	246 66%uv	117 44%	40 43%	244 63%x	158 46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	84 24%	175 24%	98 29%d	115 22%	23 22%	25 20%	30 28%	6 38%	35 20%	31 25%	18 33%	31 17%	53 32%n	62 24%	57 25%	49 24%	7 20%	69 18%	79 30%t	27 29%t	71 18%	100 29%w
Homemaker	27 8%	62 8%	62 18%abd	62 12%ab	11 10%	10 8%	6 6%	- -	10 6%	10 8%	7 13%	7 4%	19 12%n	21 8%	18 8%	17 8%	6 17%	21 6%	31 12%t	10 11%	24 6%	37 11%w
Student / under education	31 9%	48 7%	32 9%	48 9%	7 7%	10 8%	12 11%	2 13%	14 8%	14 11%	3 5%	14 8%	16 10%	21 8%q	8 3%	16 8%	3 9%	15 4%	24 9%t	9 10%t	23 6%	24 7%
Temporarily not working (unemployed / illness)	11 3%	25 3%	9 3%	33 6%abc	4 4%	3 2%	4 4%	- -	6 3%	3 2%	2 4%	4 2%	7 4%	9 3%	7 3%	6 3%	3 9%	9 2%	10 4%	6 6%	11 3%	14 4%
Retired	9 3%c	19 3%c	2 1%	10 2%	1 1%	4 3%	4 4%	- -	3 2%	1 1%	5 9%kl	5 3%	4 2%	6 2%	5 2%	4 2%	4 11%pqr	15 4%u	2 1%	2 2%	12 3%	7 2%
NET: Employed	272 78%cd	578 79%cd	232 69%	362 70%	82 78%	95 78%	81 76%	14 88%	139 81%	95 77%	38 69%	152 84%o	118 72%	204 78%s	191 83%s	164 79%s	19 54%	315 84%uv	196 75%	67 71%	315 82%	258 76%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 54

Q15: What is your current employment status?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Employed or self-employed (full-time - 30hrs/wk+)	188 54%c	403 55%cd	134 40%	247 48%c	35 32%	59 42%	35 45%	5 42%	55 46%	62 38%	17 31%	62 53%o	72 34%	67 48%	77 48%	92 51%s	11 31%	125 55%u	74 40%	48 47%	124 60%x	120 41%
Employed or self-employed (part-time - 8-29 hrs/wk+)	84 24%	175 24%	98 29%d	115 22%	35 32%	37 27%	24 31%	2 17%	36 30%	48 29%	14 26%	30 25%	67 31%	36 26%	36 23%	35 20%	8 23%	52 23%	46 25%	17 17%	40 19%	73 25%
Homemaker	27 8%	62 8%	62 18%abd	62 12%ab	24 22%	27 19%	9 12%	2 17%	15 13%	36 22%k	11 20%	14 12%	46 21%n	13 9%	30 19%pr	15 8%	4 11%	16 7%	29 16%t	17 17%t	14 7%	44 15%w
Student / under education	31 9%	48 7%	32 9%	48 9%	12 11%	13 9%	6 8%	1 8%	13 11%	13 8%	6 11%	11 9%	19 9%	12 9%	13 8%	17 9%	6 17%	22 10%	19 10%	7 7%	17 8%	29 10%
Temporarily not working (unemployed / illness)	11 3%	25 3%	9 3%	33 6%abc	2 2%	3 2%	3 4%	1 8%	- -	3 2%	6 11%kl	- -	9 4%n	12 9%q	3 2%	12 7%q	6 17%qr	8 4%	16 9%t	9 9%t	9 4%	20 7%
Retired	9 3%c	19 3%c	2 1%	10 2%	- -	- -	1 1%	1 8%	1 1%	1 1%	- -	1 1%	1 *	1 1%	1 1%	8 4%pq	- -	5 2%u	- -	5 5%u	4 2%	6 2%
NET: Employed	272 78%cd	578 79%cd	232 69%	362 70%	70 65%	96 69%	59 76%	7 58%	91 76%m	110 67%	31 57%	92 78%o	139 65%	103 73%s	113 71%	127 71%	19 54%	177 78%uv	120 65%	65 63%	164 79%x	193 66%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 55

Q16: Approximately, what is your total annual income before tax?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Up to 10,399 Pounds	41	71	46	49	9	14	15	3	21	14	6	23	18	28	19	23	1	35	23	13	38	33
	12%	*10%*	*14%*	*10%*	*9%*	*11%*	*14%*	*19%*	*12%*	*11%*	*11%*	*13%*	*11%*	*11%*	*8%*	*11%*	*3%*	*9%*	*9%*	*14%*	*10%*	*10%*
10,400-15,599 Pounds	44	102	46	59	19	16	9	-	20	14	10	16	27	45	34	17	6	43	40	19	38	62
	13%	*14%*	*14%*	*11%*	*18%i*	*13%*	*8%*	-	*12%*	*11%*	*18%*	*9%*	*16%n*	*17%r*	*15%r*	*8%*	*17%*	*11%*	*15%*	*20%t*	*10%*	*18%w*
15,600-25,999 Pounds	66	144	92	97	21	25	19	1	29	22	15	27	39	43	50	44	7	70	53	21	73	70
	19%	*20%*	*27%abd*	*19%*	*20%*	*20%*	*18%*	*6%*	*17%*	*18%*	*27%*	*15%*	*24%n*	*16%*	*22%*	*21%*	*20%*	*19%*	*20%*	*22%*	*19%*	*21%*
26,000-36,399 Pounds	54	117	61	71	15	20	16	3	25	24	5	24	29	28	45	40	4	60	48	9	64	52
	15%	*16%*	*18%*	*14%*	*14%*	*16%*	*15%*	*19%*	*15%*	*20%*	*9%*	*13%*	*18%*	*11%*	*20%p*	*19%p*	*11%*	*16%*	*18%v*	*10%*	*17%*	*15%*
36,400-51,999 Pounds	68	126	53	99	15	23	24	6	38	23	7	39	29	45	38	38	5	64	49	13	67	58
	19%	*17%*	*16%*	*19%*	*14%*	*19%*	*22%*	*38%*	*22%*	*19%*	*13%*	*21%*	*18%*	*17%*	*17%*	*18%*	*14%*	*17%*	*19%*	*14%*	*17%*	*17%*
52,000+	57	138	27	98	21	16	18	2	27	20	10	41	15	60	36	37	5	90	33	15	89	48
	16%c	*19%c*	*8%*	*19%c*	*20%*	*13%*	*17%*	*13%*	*16%*	*16%*	*18%*	*23%o*	*9%*	*23%q*	*16%*	*18%*	*14%*	*24%u*	*13%*	*16%*	*23%x*	*14%*
Don't know	8	17	6	18	1	2	5	-	5	3	-	5	2	6	3	4	4	5	10	2	6	10
	2%	*2%*	*2%*	*3%*	*1%*	*2%*	*5%*	-	*3%*	*2%*	-	*3%*	*1%*	*2%*	*1%*	*2%*	*11%pqr*	*1%*	*4%t*	*2%*	*2%*	*3%*
Would rather not say	12	17	6	24	4	6	1	1	7	3	2	7	5	6	4	4	3	8	7	2	10	7
	3%	*2%*	*2%*	*5%bc*	*4%*	*5%*	*1%*	*6%*	*4%*	*2%*	*4%*	*4%*	*3%*	*2%*	*2%*	*2%*	*9%pqr*	*2%*	*3%*	*2%*	*3%*	*2%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 56

Q16: Approximately, what is your total annual income before tax?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Up to 10,399 Pounds	41 *12%*	71 *10%*	46 *14%*	49 *10%*	16 *15%*	20 *14%*	8 *10%*	2 *17%*	16 *13%*	21 *13%*	9 *17%*	23 *19%o*	23 *11%*	10 *7%*	22 *14%*	13 *7%*	4 *11%*	21 *9%*	17 *9%*	11 *11%*	23 *11%*	24 *8%*
10,400-15,599 Pounds	44 *13%*	102 *14%*	46 *14%*	59 *11%*	16 *15%*	19 *14%*	9 *12%*	2 *17%*	13 *11%*	25 *15%*	8 *15%*	16 *14%*	29 *14%*	17 *12%*	22 *14%*	15 *8%*	5 *14%*	22 *10%*	23 *13%*	14 *14%*	22 *11%*	37 *13%*
15,600-25,999 Pounds	66 *19%*	144 *20%*	92 *27%abd*	97 *19%*	29 *27%*	40 *29%*	21 *27%*	2 *17%*	28 *23%*	50 *31%*	14 *26%*	21 *18%*	70 *33%n*	29 *21%*	30 *19%*	34 *19%*	4 *11%*	40 *18%*	38 *21%*	19 *18%*	29 *14%*	66 *23%w*
26,000-36,399 Pounds	54 *15%*	117 *16%*	61 *18%*	71 *14%*	20 *19%*	25 *18%*	15 *19%*	1 *8%*	24 *20%*	27 *17%*	10 *19%*	20 *17%*	39 *18%*	19 *13%*	21 *13%*	29 *16%*	2 *6%*	32 *14%*	23 *13%*	16 *16%*	28 *13%*	40 *14%*
36,400-51,999 Pounds	68 *19%*	126 *17%*	53 *16%*	99 *19%*	18 *17%*	20 *14%*	12 *15%*	3 *25%*	20 *17%*	26 *16%*	7 *13%*	20 *17%*	33 *15%*	35 *25%s*	32 *20%s*	30 *17%*	2 *6%*	39 *17%*	50 *27%tv*	10 *10%*	42 *20%*	55 *19%*
52,000+	57 *16%c*	138 *19%c*	27 *8%*	98 *19%c*	8 *7%*	10 *7%*	9 *12%*	- -	15 *13%l*	9 *6%*	3 *6%*	15 *13%o*	12 *6%*	25 *18%*	29 *18%*	41 *23%*	3 *9%*	49 *21%u*	22 *12%*	27 *26%u*	53 *25%x*	45 *15%*
Don't know	8 *2%*	17 *2%*	6 *2%*	18 *3%*	- -	3 *2%*	2 *3%*	1 *8%*	1 *1%*	3 *2%*	2 *4%*	- -	6 *3%*	- -	- -	11 *6%pq*	7 *20%pqr*	12 *5%*	5 *3%*	1 *1%*	6 *3%*	10 *3%*
Would rather not say	12 *3%*	17 *2%*	6 *2%*	24 *5%bc*	1 *1%*	2 *1%*	2 *3%*	1 *8%*	3 *3%*	2 *1%*	1 *2%*	3 *3%*	2 *1%*	6 *4%*	4 *3%*	6 *3%*	8 *23%pqr*	13 *6%*	6 *3%*	5 *5%*	5 *2%*	15 *5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 57

Q17: Where do you live?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
East Midlands	21	60	27	36	7	4	9	1	9	6	6	11	10	21	24	12	3	33	18	9	33	27
	6%	*8%*	*8%*	*7%*	*7%*	*3%*	*8%*	*6%*	*5%*	*5%*	*11%*	*6%*	*6%*	*8%*	*10%*	*6%*	*9%*	*9%*	*7%*	*10%*	*9%*	*8%*
East of England	24	62	24	29	7	5	11	1	10	11	3	15	8	26	17	18	1	31	21	10	32	30
	7%	*8%*	*7%*	*6%*	*7%*	*4%*	*10%*	*6%*	*6%*	*9%*	*5%*	*8%*	*5%*	*10%*	*7%*	*9%*	*3%*	*8%*	*8%*	*11%*	*8%*	*9%*
London	115	191	94	133	34	43	36	2	58	36	21	65	48	70	59	51	11	96	73	22	103	86
	33%bd	*26%*	*28%*	*26%*	*32%*	*35%*	*34%*	*13%*	*34%*	*29%*	*38%*	*36%*	*29%*	*27%*	*26%*	*25%*	*31%*	*26%*	*28%*	*23%*	*27%*	*25%*
North East	16	41	20	38	5	8	3	-	6	7	3	5	11	12	17	11	1	16	15	10	24	17
	5%	*6%*	*6%*	*7%*	*5%*	*7%*	*3%*	-	*3%*	*6%*	*5%*	*3%*	*7%*	*5%*	*7%*	*5%*	*3%*	*4%*	*6%*	11%t	*6%*	*5%*
North West	33	77	40	75	9	12	11	1	18	11	4	18	15	22	28	26	1	41	25	11	47	30
	9%	*11%*	*12%*	15%ab	*9%*	*10%*	*10%*	*6%*	*10%*	*9%*	*7%*	*10%*	*9%*	*8%*	*12%*	*13%*	*3%*	*11%*	*10%*	*12%*	*12%*	*9%*
Scotland	22	40	20	29	7	8	7	-	6	10	6	10	12	14	6	18	2	20	14	6	22	16
	6%	*5%*	*6%*	*6%*	*7%*	*7%*	*7%*	-	*3%*	*8%*	11%k	*5%*	*7%*	*5%*	*3%*	9%q	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*
South East	36	72	31	42	14	11	10	1	17	16	3	15	21	28	24	17	3	38	26	8	37	35
	10%	*10%*	*9%*	*8%*	*13%*	*9%*	*9%*	*6%*	*10%*	*13%*	*5%*	*8%*	*13%*	*11%*	*10%*	*8%*	*9%*	*10%*	*10%*	*9%*	*10%*	*10%*
South West	18	44	10	24	4	7	3	4	10	7	1	9	9	17	13	10	4	28	12	4	24	20
	5%	6%c	*3%*	*5%*	*4%*	*6%*	*3%*	*25%*	*6%*	*6%*	*2%*	*5%*	*5%*	*7%*	*6%*	*5%*	*11%*	*7%*	*5%*	*4%*	*6%*	*6%*
Ulster / Northern Ireland	9	11	13	9	2	3	2	2	4	4	1	4	4	4	-	5	2	9	1	1	6	4
	3%	*2%*	4%b	*2%*	*2%*	*2%*	*2%*	*13%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	2%q	6%q	2%u	*	*1%*	*2%*	*1%*
Wales	10	35	14	13	3	3	3	1	8	1	1	8	2	10	12	12	1	14	18	3	18	17
	3%	5%d	*4%*	*3%*	*3%*	*2%*	*3%*	*6%*	*5%*	*1%*	*2%*	*4%*	*1%*	*4%*	*5%*	*6%*	*3%*	*4%*	*7%*	*3%*	*5%*	*5%*
West Midlands	27	54	31	59	7	16	4	-	14	9	4	13	14	20	18	10	6	27	21	6	19	33
	8%	*7%*	*9%*	11%b	*7%*	13%l	*4%*	-	*8%*	*7%*	*7%*	*7%*	*9%*	*8%*	*8%*	*5%*	17%r	*7%*	*8%*	*6%*	*5%*	10%w
Yorks & Humber	19	45	13	28	6	2	8	3	12	5	2	9	10	17	11	17	-	22	19	4	20	25
	5%	*6%*	*4%*	*5%*	*6%*	*2%*	7%h	*19%*	*7%*	*4%*	*4%*	*5%*	*6%*	*7%*	*5%*	*8%*	-	*6%*	*7%*	*4%*	*5%*	*7%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 58

Q17: Where do you live?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
East Midlands	21	60	27	36	10	9	7	1	12	10	5	8	19	9	13	10	4	13	13	10	14	21
	6%	8%	8%	7%	9%	6%	9%	8%	10%	6%	9%	7%	9%	6%	8%	6%	11%	6%	7%	10%	7%	7%
East of England	24	62	24	29	10	10	3	1	6	15	3	8	15	6	5	17	1	11	14	4	10	19
	7%	8%	7%	6%	9%	7%	4%	8%	5%	9%	6%	7%	7%	4%	3%	9%q	3%	5%	8%	4%	5%	7%
London	115	191	94	133	31	31	30	2	30	49	15	42	51	32	55	40	6	55	51	27	57	74
	33%bd	26%	28%	26%	29%	22%	38%h	17%	25%	30%	28%	36%o	24%	23%	34%prs	22%	17%	24%	28%	26%	27%	25%
North East	16	41	20	38	6	12	2	-	6	9	5	9	11	10	13	13	2	16	12	10	23	13
	5%	6%	6%	7%	6%	9%	3%	-	5%	6%	9%	8%	5%	7%	8%	7%	6%	7%	7%	10%	11%x	4%
North West	33	77	40	75	9	18	12	1	14	15	11	13	27	22	21	26	6	38	22	15	25	48
	9%	11%	12%	15%ab	8%	13%	15%	8%	12%	9%	20%l	11%	13%	16%	13%	15%	17%	17%	12%	15%	12%	16%
Scotland	22	40	20	29	2	12	5	1	6	10	4	5	15	9	9	9	2	16	7	6	11	16
	6%	5%	6%	6%	2%	9%g	6%	8%	5%	6%	7%	4%	7%	6%	6%	5%	6%	7%	4%	6%	5%	5%
South East	36	72	31	42	11	12	7	1	14	13	4	8	22	11	11	19	1	21	9	12	15	26
	10%	10%	9%	8%	10%	9%	9%	8%	12%	8%	7%	7%	10%	8%	7%	11%	3%	9%	5%	12%u	7%	9%
South West	18	44	10	24	4	4	-	2	4	6	-	3	5	6	5	12	1	11	9	4	13	11
	5%	6%c	3%	5%	4%	3%	-	17%	3%	4%	-	3%	2%	4%	3%	7%	3%	5%	5%	4%	6%	4%
Ulster / Northern Ireland	9	11	13	9	5	7	1	-	1	12	-	3	10	2	3	2	2	5	3	1	4	4
	3%	2%	4%b	2%	5%	5%	1%	-	1%	7%km	-	3%	5%	1%	2%	1%	6%	2%	2%	1%	2%	1%
Wales	10	35	14	13	7	3	3	1	6	7	1	5	9	6	3	4	-	5	8	-	7	5
	3%	5%d	4%	3%	6%	2%	4%	8%	5%	4%	2%	4%	4%	4%	2%	2%	-	2%	4%v	-	3%	2%
West Midlands	27	54	31	59	11	15	3	2	13	14	4	10	21	18	16	18	7	25	22	12	18	39
	8%	7%	9%	11%b	10%	11%	4%	17%	11%	9%	7%	8%	10%	13%	10%	10%	20%	11%	12%	12%	9%	13%
Yorks & Humber	19	45	13	28	2	6	5	-	8	3	2	4	9	10	6	9	3	12	14	2	11	16
	5%	6%	4%	5%	2%	4%	6%	-	7%l	2%	4%	3%	4%	7%	4%	5%	9%	5%	8%v	2%	5%	5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 59

Q18a: What is your gender?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Female	156	429	180	281	49	47	56	4	71	59	26	78	76	164	118	121	26	212	158	59	218	204
	45%	**59%a**	**53%a**	**55%a**	*47%*	*39%*	**52%h**	*25%*	*41%*	*48%*	*47%*	*43%*	*46%*	**63%q**	*52%*	*58%*	**74%q**	*57%*	*60%*	*63%*	*57%*	*60%*
Male	186	287	141	214	53	73	50	10	99	62	25	101	84	93	106	80	8	158	97	32	165	122
	53%bcd	*39%*	*42%*	*42%*	*50%*	**60%i**	*47%*	*63%*	*58%*	*50%*	*45%*	*55%*	*51%*	*36%*	**46%ps**	*39%*	*23%*	*42%*	*37%*	*34%*	*43%*	*36%*
Prefer to use my own term	7	11	10	15	2	2	1	2	1	2	4	2	4	3	4	4	-	2	6	3	1	10
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*13%*	*1%*	*2%*	**7%k**	*1%*	*2%*	*1%*	*2%*	*2%*	-	*1%*	*2%*	**3%t**	*	**3%w**
Prefer not to say	1	5	6	5	1	-	-	-	1	-	-	1	-	1	1	2	1	3	2	-	1	4
	*	*1%*	*2%*	*1%*	*1%*	-	-	-	*1%*	-	-	*1%*	-	*	*	*1%*	*3%*	*1%*	*1%*	-	*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 60

Q18a: What is your gender?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Female	156	429	180	281	54	74	44	8	60	89	31	65	111	75	95	94	17	119	112	50	105	168
	45%	**59%a**	**53%a**	**55%a**	*50%*	*53%*	*56%*	*67%*	*50%*	*55%*	*57%*	*55%*	*52%*	*53%*	*59%*	*53%*	*49%*	*52%*	**61%v**	*49%*	*50%*	*58%*
Male	186	287	141	214	49	57	32	3	54	66	21	51	89	57	58	83	16	103	64	47	97	111
	53%bcd	*39%*	*42%*	*42%*	*45%*	*41%*	*41%*	*25%*	*45%*	*40%*	*39%*	*43%*	*42%*	*40%*	*36%*	*46%*	*46%*	**45%u**	*35%*	*46%*	*47%*	*38%*
Prefer to use my own term	7	11	10	15	3	5	2	-	4	6	-	2	8	6	5	2	2	6	6	3	3	11
	2%	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	-	*3%*	*4%*	-	*2%*	*4%*	*4%*	*3%*	*1%*	*6%*	*3%*	*3%*	*3%*	*1%*	*4%*
Prefer not to say	1	5	6	5	2	3	-	1	2	2	2	-	6	3	2	-	-	-	2	3	3	2
	*	*1%*	*2%*	*1%*	*2%*	*2%*	-	*8%*	*2%*	*1%*	*4%*	-	*3%*	*2%*	*1%*	-	-	-	*1%*	**3%t**	*1%*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 61

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Yes	324	685	290	468	96	115	99	14	163	110	51	171	150	248	214	192	31	360	237	88	369	310
	93%c	94%c	86%	91%c	91%	94%	93%	88%	95%	89%	93%	94%	91%	95%	93%	93%	89%	96%u	90%	94%	96%x	91%
No	17	37	34	39	8	2	6	1	7	7	3	7	9	11	11	12	3	12	19	6	14	23
	5%	5%	10%ab	8%	8%h	2%	6%	6%	4%	6%	5%	4%	5%	4%	5%	6%	9%	3%	7%t	6%	4%	7%
Prefer not to say	9	10	13	8	1	5	2	1	2	6	1	4	5	2	4	3	1	3	7	-	2	7
	3%	1%	4%bd	2%	1%	4%	2%	6%	1%	5%	2%	2%	3%	1%	2%	1%	3%	1%	3%	-	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 62

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Yes	324	685	290	468	93	118	69	10	106	141	43	112	173	131	139	168	30	213	164	91	196	260
	93%c	94%c	86%	91%c	86%	85%	88%	83%	88%	87%	80%	95%o	81%	93%	87%	94%q	86%	93%	89%	88%	94%x	89%
No	17	37	34	39	11	16	6	1	11	16	7	3	31	10	18	9	2	12	17	10	11	27
	5%	5%	10%ab	8%	10%	12%	8%	8%	9%	10%	13%	3%	14%n	7%	11%r	5%	6%	5%	9%	10%	5%	9%
Prefer not to say	9	10	13	8	4	5	3	1	3	6	4	3	10	-	3	2	3	3	3	2	1	5
	3%	1%	4%bd	2%	4%	4%	4%	8%	3%	4%	7%	3%	5%	-	2%	1%	9%pqr	1%	2%	2%	*	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 63

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
A	70	124	45	69	21	32	14	3	38	21	11	46	24	35	50	34	5	58	51	15	70	52
	20%cd	17%	13%	13%	20%	26%i	13%	19%	22%	17%	20%	25%o	15%	13%	22%p	16%	14%	15%	19%	16%	18%	15%
B	75	159	81	135	25	25	21	4	38	25	12	32	42	53	54	50	2	87	53	19	89	70
	21%	22%	24%	26%	24%	20%	20%	25%	22%	20%	22%	18%	26%	20%s	24%s	24%s	6%	23%	20%	20%	23%	21%
C1	86	191	63	122	22	26	32	6	42	35	9	45	40	75	52	57	7	90	76	25	89	97
	25%	26%c	19%	24%	21%	21%	30%	38%	24%	28%	16%	25%	24%	29%	23%	28%	20%	24%	29%	27%	23%	29%
C2	65	131	76	87	21	24	19	1	29	26	10	36	27	48	42	33	8	68	41	22	70	61
	19%	18%	23%d	17%	20%	20%	18%	6%	17%	21%	18%	20%	16%	18%	18%	16%	23%	18%	16%	23%	18%	18%
D	31	63	27	37	12	10	8	1	15	13	3	16	15	27	15	15	6	40	19	4	38	25
	9%	9%	8%	7%	11%	8%	7%	6%	9%	11%	5%	9%	9%	10%	7%	7%	17%q	11%	7%	4%	10%	7%
E	23	64	45	65	4	5	13	1	10	3	10	7	16	23	16	18	7	32	23	9	29	35
	7%	9%	13%ab	13%ab	4%	4%	12%gh	6%	6%	2%	18%kl	4%	10%n	9%	7%	9%	20%pqr	9%	9%	10%	8%	10%
NET: AB	145	283	126	204	46	57	35	7	76	46	23	78	66	88	104	84	7	145	104	34	159	122
	41%	39%	37%	40%	44%	47%i	33%	44%	44%	37%	42%	43%	40%	34%	45%ps	41%s	20%	39%	40%	36%	41%	36%
NET: ABC1	231	474	189	326	68	83	67	13	118	81	32	123	106	163	156	141	14	235	180	59	248	219
	66%c	65%c	56%	63%c	65%	68%	63%	81%	69%	66%	58%	68%	65%	62%s	68%s	68%s	40%	63%	68%	63%	64%	64%
NET: C2DE	119	258	148	189	37	39	40	3	54	42	23	59	58	98	73	66	21	140	83	35	137	121
	34%	35%	44%abd	37%	35%	32%	37%	19%	31%	34%	42%	32%	35%	38%	32%	32%	60%pqr	37%	32%	37%	36%	36%
NET: DE	54	127	72	102	16	15	21	2	25	16	13	23	31	50	31	33	13	72	42	13	67	60
	15%	17%	21%a	20%	15%	12%	20%	13%	15%	13%	24%	13%	19%	19%	14%	16%	37%pqr	19%	16%	14%	17%	18%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 64

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
A	70	124	45	69	12	20	13	-	21	17	7	24	20	19	28	18	4	38	22	9	43	26
	20%cd	17%	13%	13%	11%	14%	17%	-	18%	10%	13%	20%o	9%	13%	18%r	10%	11%	17%	12%	9%	21%x	9%
B	75	159	81	135	28	34	16	3	34	37	10	29	52	39	40	55	1	57	50	28	58	76
	21%	22%	24%	26%	26%	24%	21%	25%	28%	23%	19%	25%	24%	28%s	25%s	31%s	3%	25%	27%	27%	28%	26%
C1	86	191	63	122	17	27	14	5	13	33	17	16	46	27	40	43	12	60	34	28	47	68
	25%	26%c	19%	24%	16%	19%	18%	42%	11%	20%k	31%k	14%	21%	19%	25%	24%	34%	26%	18%	27%	23%	23%
C2	65	131	76	87	24	34	17	1	28	40	8	27	48	28	20	34	5	31	38	18	29	55
	19%	18%	23%d	17%	22%	24%	22%	8%	23%	25%	15%	23%	22%	20%	13%	19%	14%	14%	21%	17%	14%	19%
D	31	63	27	37	8	9	8	2	10	13	4	10	16	10	14	9	4	20	11	6	16	21
	9%	9%	8%	7%	7%	6%	10%	17%	8%	8%	7%	8%	7%	7%	9%	5%	11%	9%	6%	6%	8%	7%
E	23	64	45	65	19	15	10	1	14	23	8	12	32	18	18	20	9	22	29	14	15	46
	7%	9%	13%ab	13%ab	18%	11%	13%	8%	12%	14%	15%	10%	15%	13%	11%	11%	26%qr	10%	16%	14%	7%	16%w
NET: AB	145	283	126	204	40	54	29	3	55	54	17	53	72	58	68	73	5	95	72	37	101	102
	41%	39%	37%	40%	37%	39%	37%	25%	46%l	33%	31%	45%o	34%	41%s	43%s	41%s	14%	42%	39%	36%	49%x	35%
NET: ABC1	231	474	189	326	57	81	43	8	68	87	34	69	118	85	108	116	17	155	106	65	148	170
	66%c	65%c	56%	63%c	53%	58%	55%	67%	57%	53%	63%	58%	55%	60%	68%s	65%	49%	68%u	58%	63%	71%x	58%
NET: C2DE	119	258	148	189	51	58	35	4	52	76	20	49	96	56	52	63	18	73	78	38	60	122
	34%	35%	44%abd	37%	47%	42%	45%	33%	43%	47%	37%	42%	45%	40%	33%	35%	51%q	32%	42%t	37%	29%	42%w
NET: DE	54	127	72	102	27	24	18	3	24	36	12	22	48	28	32	29	13	42	40	20	31	67
	15%	17%	21%a	20%	25%	17%	23%	25%	20%	22%	22%	19%	22%	20%	20%	16%	37%pqr	18%	22%	19%	15%	23%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 65

Q21: Which of these best describes the place you live most of the time?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
A city or large town (including suburbs)	220 63%bc	400 55%	181 54%	327 63%bc	71 68%	77 63%	64 60%	8 50%	118 69%m	75 61%	27 49%	130 71%o	89 54%	129 49%	132 58%	119 57%	20 57%	233 62%uv	128 49%	39 41%	239 62%x	157 46%
A small town	97 28%	241 33%	117 35%a	150 29%	27 26%	33 27%	32 30%	5 31%	40 23%	40 33%	17 31%	41 23%	54 33%n	98 38%	68 30%	64 31%	11 31%	97 26%	106 40%t	38 40%t	104 27%	135 40%w
A village, hamlet or isolated dwelling in the countryside	28 8%	88 12%ad	36 11%d	33 6%	6 6%	11 9%	10 9%	1 6%	13 8%	6 5%	9 16%l	9 5%	19 12%n	34 13%	29 13%	22 11%	3 9%	44 12%	28 11%	16 17%	41 11%	47 14%
Prefer not to say	5 1%	3 *	3 1%	5 1%	1 1%	1 1%	1 1%	2 13%	1 1%	2 2%	2 4%	2 1%	2 1%	- -	- -	2 1%	1 3%pq	1 *	1 *	1 1%	1 *	1 *
NET: Urban	317 91%	641 88%	298 88%	477 93%bc	98 93%	110 90%	96 90%	13 81%	158 92%m	115 93%m	44 80%	171 94%o	143 87%	227 87%	200 87%	183 88%	31 89%	330 88%	234 89%	77 82%	343 89%	292 86%
NET: Rural	28 8%	88 12%ad	36 11%d	33 6%	6 6%	11 9%	10 9%	1 6%	13 8%	6 5%	9 16%l	9 5%	19 12%n	34 13%	29 13%	22 11%	3 9%	44 12%	28 11%	16 17%	41 11%	47 14%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 66

Q21: Which of these best describes the place you live most of the time?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
A city or large town (including suburbs)	220 63%bc	400 55%	181 54%	327 63%bc	56 52%	77 55%	45 58%	3 25%	70 58%	83 51%	28 52%	83 70%o	96 45%	90 64%	103 64%	113 63%	21 60%	158 69%v	113 61%	56 54%	141 68%	179 61%
A small town	97 28%	241 33%	117 35%a	150 29%	38 35%	47 34%	25 32%	7 58%	38 32%	60 37%	19 35%	28 24%	88 41%n	40 28%	44 28%	54 30%	12 34%	56 25%	52 28%	42 41%tu	55 26%	89 30%
A village, hamlet or isolated dwelling in the countryside	28 8%	88 12%ad	36 11%d	33 6%	13 12%	14 10%	8 10%	1 8%	11 9%	19 12%	6 11%	5 4%	29 14%n	10 7%	12 8%	10 6%	1 3%	12 5%	17 9%	4 4%	10 5%	22 8%
Prefer not to say	5 1%	3 *	3 1%	5 1%	1 1%	1 1%	- -	1 8%	1 1%	1 1%	1 2%	2 2%	1 *	1 1%	1 1%	2 1%	1 3%	2 1%	2 1%	1 1%	2 1%	2 1%
NET: Urban	317 91%	641 88%	298 88%	477 93%bc	94 87%	124 89%	70 90%	10 83%	108 90%	143 88%	47 87%	111 94%o	184 86%	130 92%	147 92%	167 93%	33 94%	214 94%	165 90%	98 95%	196 94%	268 92%
NET: Rural	28 8%	88 12%ad	36 11%d	33 6%	13 12%	14 10%	8 10%	1 8%	11 9%	19 12%	6 11%	5 4%	29 14%n	10 7%	12 8%	10 6%	1 3%	12 5%	17 9%	4 4%	10 5%	22 8%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 67

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Small (1-2 people)	105	193	80	150	34	34	32	5	50	34	21	52	53	73	62	47	11	98	64	31	104	86
	30%	*26%*	*24%*	*29%*	*32%*	*28%*	*30%*	*31%*	*29%*	*28%*	*38%*	*29%*	*32%*	*28%*	*27%*	*23%*	*31%*	*26%*	*24%*	*33%*	*27%*	*25%*
Medium (3-4 people)	149	381	167	242	47	50	48	4	77	55	17	76	71	131	121	112	17	209	135	37	210	167
	43%	**52%a**	*50%*	*47%*	*45%*	*41%*	*45%*	*25%*	*45%*	*45%*	*31%*	*42%*	*43%*	*50%*	*53%*	*54%*	*49%*	**56%w**	**51%v**	*39%*	*55%*	*49%*
Large (5+ people)	96	158	90	123	24	38	27	7	45	34	17	54	40	57	46	48	7	68	64	26	71	87
	27%b	*22%*	*27%*	*24%*	*23%*	*31%*	*25%*	*44%*	*26%*	*28%*	*31%*	*30%*	*24%*	*22%*	*20%*	*23%*	*20%*	*18%*	*24%*	**28%t**	*18%*	**26%w**

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 68

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Small (1-2 people)	105	193	80	150	26	29	21	4	27	37	16	31	47	49	45	47	9	63	57	30	66	79
	30%	*26%*	*24%*	*29%*	*24%*	*21%*	*27%*	*33%*	*23%*	*23%*	*30%*	*26%*	*22%*	*35%*	*28%*	*26%*	*26%*	*28%*	*31%*	*29%*	*32%*	*27%*
Medium (3-4 people)	149	381	167	242	58	68	36	5	67	76	24	58	107	60	78	93	11	115	80	47	102	134
	43%	**52%a**	*50%*	*47%*	*54%*	*49%*	*46%*	*42%*	*56%*	*47%*	*44%*	*49%*	*50%*	*43%*	*49%*	**52%s**	*31%*	*50%*	*43%*	*46%*	*49%*	*46%*
Large (5+ people)	96	158	90	123	24	42	21	3	26	50	14	29	60	32	37	39	15	50	47	26	40	79
	27%b	*22%*	*27%*	*24%*	*22%*	*30%*	*27%*	*25%*	*22%*	*31%*	*26%*	*25%*	*28%*	*23%*	*23%*	*22%*	**43%pqr**	*22%*	*26%*	*25%*	*19%*	**27%w**

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 69

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
1	107	227	95	143	32	31	43	1	53	41	13	56	50	79	75	65	8	115	77	35	118	106
	31%	*31%*	*28%*	*28%*	*30%*	*25%*	**40%h**	*6%*	*31%*	*33%*	*24%*	*31%*	*30%*	*30%*	*33%*	*31%*	*23%*	*31%*	*29%*	*37%*	*31%*	*31%*
2	76	182	87	126	21	34	20	1	35	27	14	38	38	51	68	57	6	97	65	20	93	88
	22%	*25%*	*26%*	*24%*	*20%*	*28%*	*19%*	*6%*	*20%*	*22%*	*25%*	*21%*	*23%*	*20%*	**30%p**	**28%p**	*17%*	*26%*	*25%*	*21%*	*24%*	*26%*
3	35	72	31	49	11	15	9	-	20	12	3	17	18	31	15	23	3	35	29	8	37	35
	10%	*10%*	*9%*	*10%*	*10%*	*12%*	*8%*	-	*12%*	*10%*	*5%*	*9%*	*11%*	**12%q**	*7%*	*11%*	*9%*	*9%*	*11%*	*9%*	*10%*	*10%*
4	9	20	14	10	3	4	1	1	4	4	1	4	5	9	4	6	1	6	9	5	9	11
	3%	*3%*	*4%*	*2%*	*3%*	*3%*	*1%*	*6%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	**5%t**	*2%*	*3%*
5+	10	14	19	19	3	1	3	3	4	4	2	5	3	4	6	3	1	6	5	3	8	6
	3%	*2%*	**6%b**	*4%*	*3%*	*1%*	*3%*	*19%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*
No children in household	113	217	91	168	35	37	31	10	56	35	22	62	50	87	61	53	16	116	78	23	120	94
	32%	*30%*	*27%*	*33%*	*33%*	*30%*	*29%*	*63%*	*33%*	*28%*	*40%*	*34%*	*30%*	*33%*	*27%*	*26%*	**46%qr**	*31%*	*30%*	*24%*	*31%*	*28%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 70

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
1	107	227	95	143	28	38	25	4	35	42	18	31	64	41	49	49	4	65	56	22	60	78
	31%	*31%*	*28%*	*28%*	*26%*	*27%*	*32%*	*33%*	*29%*	*26%*	*33%*	*26%*	*30%*	*29%s*	*31%s*	*27%s*	*11%*	*29%*	*30%*	*21%*	*29%*	*27%*
2	76	182	87	126	30	37	17	3	33	42	12	36	51	32	45	43	6	54	42	30	49	75
	22%	*25%*	*26%*	*24%*	*28%*	*27%*	*22%*	*25%*	*28%*	*26%*	*22%*	*31%*	*24%*	*23%*	*28%*	*24%*	*17%*	*24%*	*23%*	*29%*	*24%*	*26%*
3	35	72	31	49	6	18	7	-	11	16	4	12	17	15	17	12	5	20	22	7	18	30
	10%	*10%*	*9%*	*10%*	*6%*	*13%*	*9%*	*-*	*9%*	*10%*	*7%*	*10%*	*8%*	*11%*	*11%*	*7%*	*14%*	*9%*	*12%*	*7%*	*9%*	*10%*
4	9	20	14	10	1	9	4	-	4	8	2	3	11	1	4	3	2	5	3	2	5	4
	3%	*3%*	*4%*	*2%*	*1%*	*6%g*	*5%*	*-*	*3%*	*5%*	*4%*	*3%*	*5%*	*1%*	*3%*	*2%*	*6%p*	*2%*	*2%*	*2%*	*2%*	*1%*
5+	10	14	19	19	8	5	5	1	7	11	1	4	15	4	7	6	2	8	6	5	7	11
	3%	*2%*	*6%b*	*4%*	*7%*	*4%*	*6%*	*8%*	*6%*	*7%*	*2%*	*3%*	*7%*	*3%*	*4%*	*3%*	*6%*	*4%*	*3%*	*5%*	*3%*	*4%*
No children in household	113	217	91	168	35	32	20	4	30	44	17	32	56	48	38	66	16	76	55	37	69	94
	32%	*30%*	*27%*	*33%*	*32%*	*23%*	*26%*	*33%*	*25%*	*27%*	*31%*	*27%*	*26%*	*34%q*	*24%*	*37%q*	*46%q*	*33%*	*30%*	*36%*	*33%*	*32%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 71

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
None	10	19	15	16	3	1	4	2	3	7	-	6	4	5	8	5	1	5	9	5	9	10
	3%	*3%*	*4%*	*3%*	*3%*	*1%*	*4%*	*13%*	*2%*	*6%*	*-*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*5%t*	*2%*	*3%*
1	87	146	84	107	29	31	24	3	46	20	21	40	45	59	54	29	4	72	49	25	77	67
	25%	*20%*	*25%*	*21%*	*28%*	*25%*	*22%*	*19%*	*27%l*	*16%*	*38%l*	*22%*	*27%*	*23%r*	*24%r*	*14%*	*11%*	*19%*	*19%*	*27%*	*20%*	*20%*
2	151	369	141	235	48	55	43	5	76	58	17	80	70	125	104	121	19	204	124	41	209	157
	43%	*50%ac*	*42%*	*46%*	*46%*	*45%*	*40%*	*31%*	*44%*	*47%m*	*31%*	*44%*	*43%*	*48%*	*45%*	*58%pq*	*54%*	*54%*	*47%*	*44%*	*54%x*	*46%*
3	58	121	55	89	17	16	24	1	26	25	7	28	29	44	37	33	7	57	50	14	57	63
	17%	*17%*	*16%*	*17%*	*16%*	*13%*	*22%*	*6%*	*15%*	*20%*	*13%*	*15%*	*18%*	*17%*	*16%*	*16%*	*20%*	*15%*	*19%*	*15%*	*15%*	*19%*
4	18	47	21	44	6	6	5	1	7	7	4	9	9	17	17	11	2	24	22	1	22	24
	5%	*6%*	*6%*	*9%*	*6%*	*5%*	*5%*	*6%*	*4%*	*6%*	*7%*	*5%*	*5%*	*7%*	*7%*	*5%*	*6%*	*6%v*	*8%v*	*1%*	*6%*	*7%*
5+	26	30	21	24	2	13	7	4	14	6	6	19	7	11	9	8	2	13	9	8	11	19
	7%b	*4%*	*6%*	*5%*	*2%*	*11%g*	*7%*	*25%*	*8%*	*5%*	*11%*	*10%o*	*4%*	*4%*	*4%*	*4%*	*6%*	*3%*	*3%*	*9%tu*	*3%*	*6%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 72

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
None	10	19	15	16	4	9	1	1	6	8	1	6	8	2	10	4	-	4	8	4	11	4
	3%	*3%*	*4%*	*3%*	*4%*	*6%*	*1%*	*8%*	*5%*	*5%*	*2%*	*5%*	*4%*	*1%*	6%p	*2%*	-	*2%*	*4%*	*4%*	5%x	*1%*
1	87	146	84	107	22	34	24	4	26	39	19	25	58	35	43	22	7	42	46	19	39	66
	25%	*20%*	*25%*	*21%*	*20%*	*24%*	*31%*	*33%*	*22%*	*24%*	*35%*	*21%*	*27%*	25%r	27%r	*12%*	*20%*	*18%*	*25%*	*18%*	*19%*	*23%*
2	151	369	141	235	49	56	32	4	62	60	19	57	83	65	65	94	11	112	76	47	102	125
	43%	50%ac	*42%*	*46%*	*45%*	*40%*	*41%*	*33%*	52%lm	*37%*	*35%*	*48%*	*39%*	*46%*	*41%*	53%qs	*31%*	*49%*	*41%*	*46%*	*49%*	*43%*
3	58	121	55	89	18	21	15	1	15	32	8	15	38	23	22	34	10	45	30	14	35	51
	17%	*17%*	*16%*	*17%*	*17%*	*15%*	*19%*	*8%*	*13%*	*20%*	*15%*	*13%*	*18%*	*16%*	*14%*	*19%*	29%q	*20%*	*16%*	*14%*	*17%*	*17%*
4	18	47	21	44	10	10	1	-	7	12	2	6	15	8	16	16	4	20	13	11	14	30
	5%	*6%*	*6%*	*9%*	9%i	*7%*	*1%*	-	*6%*	*7%*	*4%*	*5%*	*7%*	*6%*	*10%*	*9%*	*11%*	*9%*	*7%*	*11%*	*7%*	*10%*
5+	26	30	21	24	5	9	5	2	4	12	5	9	12	8	4	9	3	5	11	8	7	16
	7%b	*4%*	*6%*	*5%*	*5%*	*6%*	*6%*	*17%*	*3%*	*7%*	*9%*	*8%*	*6%*	*6%*	*3%*	*5%*	*9%*	*2%*	6%t	8%t	*3%*	*5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 73

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Most vulnerable	115	223	138	145	31	47	31	6	56	38	21	52	62	82	71	63	7	109	79	35	98	124
	33%	*30%*	**41%abd**	*28%*	*30%*	*39%*	*29%*	*38%*	*33%*	*31%*	*38%*	*29%*	*38%*	*31%*	*31%*	*30%*	*20%*	*29%*	*30%*	*37%*	*25%*	**36%w**
Potentially vulnerable	139	308	148	191	41	47	46	5	69	49	21	67	71	95	107	92	14	147	127	34	168	137
	40%	*42%*	**44%d**	*37%*	*39%*	*39%*	*43%*	*31%*	*40%*	*40%*	*38%*	*37%*	*43%*	*36%*	**47%p**	*44%*	*40%*	*39%*	**48%tv**	*36%*	*44%*	*40%*
Least vulnerable	76	167	39	137	28	20	24	4	35	30	11	51	24	72	44	44	7	106	40	21	103	62
	22%c	**23%c**	*12%*	**27%c**	*27%*	*16%*	*22%*	*25%*	*20%*	*24%*	*20%*	**28%o**	*15%*	**28%q**	*19%*	*21%*	*20%*	**28%u**	*15%*	*22%*	**27%x**	*18%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 74

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Most vulnerable	115	223	138	145	43	61	30	4	41	73	24	48	89	42	55	38	10	54	57	34	52	89
	33%	*30%*	**41%abd**	*28%*	*40%*	*44%*	*38%*	*33%*	*34%*	*45%*	*44%*	*41%*	*42%*	*30%*	**34%r**	*21%*	*29%*	*24%*	*31%*	*33%*	*25%*	*30%*
Potentially vulnerable	139	308	148	191	51	61	31	5	58	71	19	51	94	53	59	73	6	87	74	30	75	112
	40%	*42%*	**44%d**	*37%*	*47%*	*44%*	*40%*	*42%*	*48%*	*44%*	*35%*	*43%*	*44%*	**38%s**	**37%s**	**41%s**	*17%*	*38%*	*40%*	*29%*	*36%*	*38%*
Least vulnerable	76	167	39	137	13	12	13	1	17	14	8	16	23	40	42	51	4	62	42	33	70	66
	22%c	**23%c**	*12%*	**27%c**	*12%*	*9%*	*17%*	*8%*	*14%*	*9%*	*15%*	*14%*	*11%*	**28%s**	*26%*	**28%s**	*11%*	*27%*	*23%*	*32%*	**34%x**	*23%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 75

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	105	122	107	16**	172	123	55*	182	164	261	229	207	35*	375	263	94*	385	340
Universal Credit (and household has other earnings)	58 17%	123 17%	61 18%	81 16%	21 20%	21 17%	16 15%	- -	30 17%	21 17%	7 13%	30 16%	27 16%	37 14%	43 19%	38 18%	5 14%	52 14%	49 19%	22 23%t	63 16%	60 18%
Employment and Support Allowance (ESA)	53 15%b	73 10%	52 15%b	68 13%	20 19%	16 13%	16 15%	1 6%	24 14%	20 16%	9 16%	32 18%	21 13%	25 10%	32 14%r	14 7%	2 6%	36 10%	28 11%	9 10%	30 8%	41 12%
Pensions Credit (Guaranteed Credit)	43 12%b	61 8%	47 14%bd	46 9%	18 17%	15 12%	10 9%	- -	23 13%	11 9%	9 16%	21 12%	21 13%	26 10%	19 8%	16 8%	- -	30 8%	24 9%	7 7%	33 9%	28 8%
Carer's allowance	43 12%	75 10%	33 10%	67 13%	14 13%	17 14%	11 10%	1 6%	20 12%	16 13%	7 13%	18 10%	25 15%	26 10%	21 9%	26 13%	2 6%	35 9%	29 11%	11 12%	45 12%	30 9%
Personal Independence Payment (PIP)	41 12%	94 13%	30 9%	56 11%	12 11%	13 11%	14 13%	2 13%	25 15%l	8 7%	8 15%	24 13%	16 10%	40 15%	27 12%	24 12%	3 9%	46 12%	32 12%	16 17%	45 12%	48 14%
Income Support	36 10%	62 8%	44 13%bd	44 9%	5 5%	14 11%	16 15%g	1 6%	19 11%	12 10%	5 9%	17 9%	19 12%	20 8%	24 10%	17 8%	1 3%	33 9%	20 8%	9 10%	29 8%	33 10%
Universal Credit (and household has no other earnings)	34 10%	64 9%	40 12%	51 10%	10 10%	13 11%	11 10%	- -	15 9%	13 11%	6 11%	18 10%	16 10%	18 7%	25 11%	19 9%	2 6%	35 9%	23 9%	6 6%	34 9%	29 9%
Income-based Jobseeker's Allowance	31 9%	50 7%	38 11%b	44 9%	8 8%	14 11%	7 7%	2 13%	14 8%	14 11%	3 5%	17 9%	14 9%	7 3%	26 11%p	15 7%p	2 6%	28 7%	15 6%	7 7%	22 6%	28 8%
Pensions Credit (no Guaranteed Credit)	24 7%	33 5%	35 10%bd	29 6%	6 6%	14 11%i	4 4%	- -	13 8%	6 5%	5 9%	11 6%	13 8%	12 5%	10 4%	11 5%	- -	10 3%	15 6%	8 9%t	15 4%	17 5%
NET: Any benefit	240 69%b	428 58%	278 82%abd	328 64%	75 71%	95 78%i	64 60%	6 38%	109 63%	88 72%	43 78%k	119 65%	118 72%	148 57%s	148 65%s	121 58%s	11 31%	206 55%	159 60%	63 67%t	211 55%	215 63%w
Other	10 3%	28 4%	6 2%	15 3%	1 1%	2 2%	4 4%	3 19%	4 2%	3 2%	3 5%	6 3%	4 2%	6 2%	5 2%	10 5%	7 20%pqr	13 3%	10 4%	5 5%	13 3%	13 4%
None of these	103 29%c	283 39%ac	54 16%	178 35%c	29 28%	26 21%	41 38%h	7 44%	61 35%m	32 26%	10 18%	59 32%	43 26%	110 42%	78 34%	77 37%	18 51%q	161 43%v	95 36%	27 29%	164 43%x	116 34%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 76

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	350	732	337	515	108	139	78*	12**	120	163	54*	118	214	141	160	179	35*	228	184	103	208	292
Universal Credit (and household has other earnings)	58 17%	123 17%	61 18%	81 16%	19 18%	27 19%	12 15%	3 25%	29 24%m	28 17%	4 7%	31 26%o	30 14%	27 19%	24 15%	28 16%	2 6%	45 20%v	28 15%	8 8%	29 14%	51 17%
Employment and Support Allowance (ESA)	53 15%b	73 10%	52 15%b	68 13%	17 16%	22 16%	13 17%	- -	19 16%	26 16%	7 13%	18 15%	33 15%	17 12%	32 20%r	16 9%	3 9%	30 13%	26 14%	12 12%	28 13%	40 14%
Pensions Credit (Guaranteed Credit)	43 12%b	61 8%	47 14%bd	46 9%	14 13%	18 13%	14 18%	1 8%	19 16%	24 15%	4 7%	16 14%	28 13%	13 9%	21 13%r	10 6%	2 6%	24 11%	17 9%	5 5%	25 12%	21 7%
Carer's allowance	43 12%	75 10%	33 10%	67 13%	12 11%	16 12%	4 5%	1 8%	7 6%	19 12%	7 13%	10 8%	23 11%	19 13%	19 12%	27 15%	2 6%	26 11%	27 15%	14 14%	28 13%	36 12%
Personal Independence Payment (PIP)	41 12%	94 13%	30 9%	56 11%	9 8%	7 5%	13 17%h	1 8%	15 13%	10 6%	5 9%	13 11%	17 8%	23 16%qr	14 9%	16 9%	3 9%	28 12%	16 9%	12 12%	25 12%	29 10%
Income Support	36 10%	62 8%	44 13%bd	44 9%	18 17%	16 12%	10 13%	- -	7 6%	28 17%k	9 17%k	15 13%	29 14%	14 10%	15 9%	13 7%	2 6%	21 9%	18 10%	5 5%	24 12%	20 7%
Universal Credit (and household has no other earnings)	34 10%	64 9%	40 12%	51 10%	10 9%	17 12%	12 15%	1 8%	14 12%	21 13%	5 9%	13 11%	27 13%	20 14%r	19 12%r	10 6%	2 6%	23 10%	18 10%	10 10%	16 8%	31 11%
Income-based Jobseeker's Allowance	31 9%	50 7%	38 11%b	44 9%	11 10%	18 13%	9 12%	- -	14 12%	16 10%	8 15%	15 13%	23 11%	11 8%	17 11%	15 8%	1 3%	24 11%	15 8%	5 5%	22 11%	21 7%
Pensions Credit (no Guaranteed Credit)	24 7%	33 5%	35 10%bd	29 6%	12 11%	12 9%	10 13%	1 8%	16 13%	16 10%	3 6%	13 11%	22 10%	8 6%	12 8%	9 5%	- -	13 6%	12 7%	4 4%	13 6%	16 5%
NET: Any benefit	240 69%b	428 58%	278 82%abd	328 64%	87 81%	119 86%	64 82%	8 67%	94 78%	141 87%	43 80%	97 82%	178 83%	95 67%rs	123 77%rs	95 53%	15 43%	140 61%	132 72%tv	56 54%	126 61%	193 66%
Other	10 3%	28 4%	6 2%	15 3%	3 3%	1 1%	2 3%	- -	2 2%	3 2%	1 2%	3 3%	3 1%	2 1%	4 3%	6 3%	3 9%p	7 3%	5 3%	3 3%	4 2%	9 3%
None of these	103 29%c	283 39%ac	54 16%	178 35%c	18 17%	20 14%	12 15%	4 33%	24 20%	20 12%	10 19%	19 16%	33 15%	46 33%q	35 22%	80 45%pq	17 49%q	85 37%u	48 26%	45 44%u	80 38%	93 32%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 1

QAGE: What is your age?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
16 - 17	7	6	4	4	2	2	4	3	1	1	2	4	2	1	3	3	3	1	1	1	2	4	-	3	3	-	1	3	-	3	-	1	1	2
	1%	2%abd	1%	1%	*	1%	1%	1%	*	*	5%h	1%	1%	1%	1%	1%	4%	2%	1%	4%	2%	4%	-	3%	3%	-	1%	2%p	-	1%	-	1%	*	1%
18 - 24	335	121	246	162	164	83	194	117	102	102	14	167	121	47	159	170	27	36	48	10	59	54	8	57	61	83	74	71	18	115	94	37	117	129
	42%d	50%abdef	38%	48%bdf	34%	40%	39%	41%	43%	44%	34%	38%	47%k	47%	37%	47%n	38%	55%A	60%A	42%	46%	56%	44%	48%	52%	34%	44%p	39%	35%	34%	46%t	38%	37%	41%
25 - 34	267	65	226	93	165	69	147	100	90	66	11	159	82	26	154	113	25	20	14	6	39	23	3	37	26	93	55	62	16	120	69	37	109	115
	34%c	27%	35%cfz	27%	34%cz	33%	29%	35%	38%l	29%	27%	36%	32%	26%	36%	31%	35%C	31%	18%	25%	31%	24%	17%	31%	22%	38%	33%	34%	31%	36%	33%	38%	34%	36%
35 - 44	107	33	103	37	86	32	86	39	25	37	6	66	27	14	66	40	11	4	13	5	15	13	5	11	22	36	27	28	12	63	27	13	58	44
	13%	14%	16%c	11%	18%ac	16%	17%c	14%	10%	16%	15%	15%	11%	14%	15%	11%	15%	6%	16%	21%	12%	14%	28%	9%	19%h	15%	16%	16%	24%	19%	13%	13%	18%	14%
45 - 54	43	9	38	20	38	10	41	16	16	9	2	22	15	6	23	20	2	2	3	2	8	1	-	5	4	21	5	10	2	25	8	5	23	14
	5%	4%	6%	6%	8%z	5%	8%az	6%	7%	4%	5%	5%	6%	6%	5%	6%	3%	3%	4%	8%	6%F	1%	-	4%	3%	9%q	3%	6%	4%	7%	4%	5%	7%	4%
55 - 64	30	5	22	12	20	7	18	9	4	11	6	21	6	3	21	9	3	1	1	-	3	1	1	5	-	8	5	6	3	10	8	4	10	12
	4%	2%	3%	4%	4%	3%	4%	3%	2%	5%	15%gh	5%	2%	3%	5%	3%	4%	2%	1%	-	2%	1%	6%	4%l	-	3%	3%	3%	6%	3%	4%	4%	3%	4%
65 +	8	2	2	11	4	3	12	1	2	5	-	3	2	3	3	5	1	1	-	-	1	-	1	1	1	2	-	-	-	2	-	-	2	-
	1%	1%	*	3%abd	1%	1%	2%ab	*	1%	2%	-	1%	1%	3%k	1%	1%	1%	2%	-	-	1%	-	6%	1%	1%	1%	-	-	-	1%	-	-	1%	-
NET: 16-34	609	192	476	259	331	154	345	220	193	169	27	330	205	74	316	286	55	57	63	17	100	81	11	97	90	176	130	136	34	238	163	75	227	246
	76%df	80%df	74%f	76%df	69%	75%	69%	77%	80%j	73%	66%	75%	80%	74%	74%	79%	76%	88%	79%	71%	79%	84%	61%	82%	77%	72%	78%	76%	67%	70%	79%t	77%	71%	78%w
NET: 36-54	150	42	141	57	124	42	127	55	41	46	8	88	42	20	89	60	13	6	16	7	23	14	5	16	26	57	32	38	14	88	35	18	81	58
	19%	17%	22%	17%	26%acz	20%	25%acz	19%	17%	20%	20%	20%	16%	20%	21%	17%	18%	9%	20%	29%	18%	15%	28%	13%	22%	23%	19%	21%	27%	26%u	17%	19%	25%x	18%
NET: 55+	38	7	24	23	24	10	30	10	6	16	6	24	8	6	24	14	4	2	1	-	4	1	2	6	1	10	5	6	3	12	8	4	12	12
	5%	3%	4%	7%bz	5%	5%	6%	4%	3%	7%h	15%gh	5%	3%	6%	6%	4%	6%	3%	1%	-	3%	1%	11%	5%	1%	4%	3%	3%	6%	4%	4%	4%	4%	4%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 2

QAGE: What is your age?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
16 - 17	7	6	4	4	2	2	4	2	-	1	1	1	2	1	3	1	-	1	-	1	-	-	2	-	2	-	2	-	-	1	-	1	1	1
	1%	2%abd	1%	1%	*	1%	1%	2%	-	1%	4%	1%	2%	2%	2%	1%	-	1%	-	5%	-	-	3%kl	-	1%	-	3%	-	-	1%	-	6%	1%	1%
18 - 24	335	121	246	162	164	83	194	48	66	38	10	60	75	27	68	88	57	45	54	8	68	72	24	70	92	29	26	22	6	38	40	5	25	56
	42%d	50%abdef	38%	48%bdf	34%	40%	39%	42%	56%A	46%	40%	36%	56%E	66%E	43%	51%	33%	39%	32%	36%	28%	43%k	36%	31%	37%	40%	37%	43%	46%	32%	56%t	31%	27%	50%w
25 - 34	267	65	226	93	165	69	147	41	31	20	1	50	35	8	47	44	61	39	58	7	96	52	17	87	77	25	27	16	1	44	22	3	34	34
	34%c	27%	35%cfz	27%	34%cz	33%	29%	36%	26%	24%	4%	30%	26%	20%	30%	26%	35%	34%	35%	32%	39%	31%	26%	38%	31%	35%	39%	31%	8%	37%	31%	19%	37%	30%
35 - 44	107	33	103	37	86	32	86	10	10	15	2	23	11	3	16	21	30	21	32	3	52	23	11	40	46	11	9	9	3	23	7	2	20	12
	13%	14%	16%z	11%	18%ac	16%	17%c	9%	9%	18%AB	8%	14%	8%	7%	10%	12%	17%	18%	19%	14%	21%	14%	17%	18%	19%	15%	13%	18%	23%	19%	10%	13%	22%x	11%
45 - 54	43	9	38	20	38	10	41	4	6	6	4	15	5	-	10	10	16	7	15	-	19	11	8	19	19	2	5	2	1	7	2	1	7	3
	5%	4%	6%	6%	8%z	5%	8%az	3%	5%	7%	16%	9%G	4%	-	6%	6%	9%	6%	9%	-	8%	7%	12%	8%	8%	3%	7%	4%	8%	6%	3%	6%	8%	3%
55 - 64	30	5	22	12	20	7	18	3	3	2	4	9	2	1	7	4	8	3	6	3	9	8	3	10	9	3	1	1	2	4	1	2	3	4
	4%	2%	3%	4%	4%	3%	4%	3%	3%	2%	16%	5%	2%	2%	4%	2%	5%	3%	4%	14%	4%	5%	5%	4%	4%	4%	1%	2%	15%	3%	1%	13%	3%	4%
65 +	8	2	2	11	4	3	12	7	1	-	3	7	3	1	6	3	2	-	2	-	3	-	1	2	1	2	-	1	-	1	-	2	1	2
	1%	1%	*	3%abd	1%	1%	2%ab	6%BC	1%	-	12%	4%	2%	2%	4%	2%	1%	-	1%	-	1%	-	2%	1%	*	3%	-	2%	-	1%	-	13%	1%	2%
NET: 16-34	609	192	476	259	331	154	345	91	97	59	12	111	112	36	118	133	118	85	112	16	164	124	43	157	171	54	55	38	7	83	62	9	60	91
	76%df	80%df	74%f	76%df	69%	75%	69%	79%	83%	72%	48%	67%	84%E	88%E	75%	78%	68%	73%	67%	73%	66%	75%	65%	69%	70%	75%	79%	75%	54%	70%	86%t	56%	66%	81%w
NET: 36-54	150	42	141	57	124	42	127	14	16	21	6	38	16	3	26	31	46	28	47	3	71	34	19	59	65	13	14	11	4	30	9	3	27	15
	19%	17%	22%	17%	26%acz	20%	25%acz	12%	14%	26%AB	24%	23%FG	12%	7%	17%	18%	26%	24%	28%	14%	29%	20%	29%	26%	26%	18%	20%	22%	31%	25%u	13%	19%	30%x	13%
NET: 55+	38	7	24	23	24	10	30	10	4	2	7	16	5	2	13	7	10	3	8	3	12	8	4	12	10	5	1	2	2	5	1	4	4	6
	5%	3%	4%	7%bz	5%	5%	6%	9%	3%	2%	28%	10%F	4%	5%	8%	4%	6%	3%	5%	14%	5%	5%	6%	5%	4%	7%	1%	4%	15%	4%	1%	25%	4%	5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 3

QAGE: What is your age?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
16 - 17	7	6	4	4	2	2	4	1	1	1	1	2	1	1	4	-
	1%	2%abd	1%	1%	*	1%	1%	*	1%	1%	3%	1%	1%	1%	2%o	-
18 - 24	335	121	246	162	164	83	194	79	54	47	14	100	75	19	88	97
	42%d	50%abde	38%	48%bd	34%	40%	39%	37%	41%	38%	48%	39%m	45%m	24%	35%	40%
25 - 34	267	65	226	93	165	69	147	69	34	36	8	80	46	21	79	66
	34%c	27%	35%cz	27%	34%cz	33%	29%	32%	26%	29%	28%	31%	28%	27%	32%	27%
35 - 44	107	33	103	37	86	32	86	28	31	24	3	45	20	21	47	39
	13%	14%	16%c	11%	18%ac	16%	17%	13%	23%g	19%	10%	17%	12%	27%l	19%	16%
45 - 54	43	9	38	20	38	10	41	21	9	10	1	20	13	8	21	20
	5%	4%	6%	6%	8%z	5%	8%	10%	7%	8%	3%	8%	8%	10%	8%	8%
55 - 64	30	5	22	12	20	7	18	12	3	3	-	6	7	5	7	11
	4%	2%	3%	4%	4%	3%	4%	6%	2%	2%	-	2%	4%	6%	3%	5%
65 +	8	2	2	11	4	3	12	5	1	4	2	6	3	3	3	9
	1%	1%	*	3%abd	1%	1%	2%	2%	1%	3%	7%	2%	2%	4%	1%	4%
NET: 16-34	609	192	476	259	331	154	345	149	89	84	23	182	122	41	171	163
	76%d	80%d	74%	76%d	69%	75%	69%	69%	67%	67%	79%	70%m	74%m	53%	69%	67%
NET: 36-54	150	42	141	57	124	42	127	49	40	34	4	65	33	29	68	59
	19%	17%	22%	17%	26%acz	20%	25%	23%	30%	27%	14%	25%	20%	37%kl	27%	24%
NET: 55+	38	7	24	23	24	10	30	17	4	7	2	12	10	8	10	20
	5%	3%	4%	7%bz	5%	5%	6%	8%	3%	6%	7%	5%	6%	10%	4%	8%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 4

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Hearing	68	14	62	39	43	18	44	18	26	22	2	38	21	9	45	22	5	3	5	1	5	7	2	10	4	27	13	17	5	33	19	10	31	31
	9%	*6%*	*10%*	12%d	*9%*	*9%*	*9%*	*6%*	*11%*	*10%*	*5%*	*9%*	*8%*	*9%*	10%d	*6%*	*7%*	*5%*	*6%*	*4%*	*4%*	*7%*	*11%*	*8%*	*3%*	*11%*	*8%*	*9%*	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*
Eyesight	127	40	108	59	83	36	101	44	37	43	3	69	43	15	72	55	11	9	17	3	17	19	4	23	14	40	31	33	4	61	29	18	40	68
	16%	*17%*	*17%*	*17%*	*17%*	*17%*	*20%*	*15%*	*15%*	*19%*	*7%*	*16%*	*17%*	*15%*	*17%*	*15%*	*15%*	*14%*	*21%*	*13%*	*13%*	*20%*	*22%*	*19%*	*12%*	*16%*	*19%*	*18%*	*8%*	*18%*	*14%*	*19%*	*13%*	22%w
Mobility	86	26	64	39	41	30	47	28	30	28	-	37	34	15	40	45	10	3	10	3	13	10	3	15	11	24	18	20	2	29	16	19	29	35
	11%	*11%*	*10%*	*12%*	*9%*	15%df	*9%*	10%j	13%j	12%j	-	*8%*	13%k	15%k	*9%*	*13%*	*14%*	*5%*	*13%*	*13%*	*10%*	*10%*	*17%*	*13%*	*9%*	*10%*	*11%*	*11%*	*4%*	*9%*	*8%*	20%tu	*9%*	*11%*
Dexterity	79	13	56	37	22	21	32	23	23	32	1	36	30	13	39	40	4	4	5	-	5	6	2	7	6	14	20	20	2	24	23	9	21	35
	10%dfz	*5%*	9%d	11%dfz	*5%*	10%d	*6%*	*8%*	*10%*	14%gj	*2%*	*8%*	*12%*	*13%*	*9%*	*11%*	*6%*	*6%*	*6%*	-	*4%*	*6%*	*11%*	*6%*	*5%*	*6%*	12%p	11%p	*4%*	*7%*	*11%*	*9%*	*7%*	11%w
Breathing	107	34	104	46	59	34	70	33	33	36	5	56	33	18	55	52	11	7	11	5	18	14	2	21	13	41	32	28	3	54	32	18	48	56
	13%	*14%*	*16%*	*14%*	*12%*	*17%*	*14%*	*12%*	*14%*	*16%*	*12%*	*13%*	*13%*	*18%*	*13%*	*14%*	*15%*	*11%*	*14%*	*21%*	*14%*	*15%*	*11%*	*18%*	*11%*	17%s	19%s	*16%*	*6%*	*16%*	*16%*	*19%*	*15%*	*18%*
Mental abilities	125	32	106	63	70	47	77	41	42	37	5	64	40	21	76	49	9	8	14	1	12	18	2	15	16	39	33	32	2	51	32	23	50	55
	16%	*13%*	*17%*	*19%*	*15%*	23%abdfz	*15%*	*14%*	*18%*	*16%*	*12%*	*14%*	*16%*	*21%*	*18%*	*14%*	*13%*	*12%*	*18%*	*4%*	*9%*	19%E	*11%*	*13%*	*14%*	16%s	20%s	18%s	*4%*	*15%*	*16%*	24%t	*16%*	*17%*
Social/behavioural	111	36	109	66	62	44	66	40	34	34	3	54	41	16	63	48	10	7	17	2	17	16	3	12	23	39	37	26	7	55	38	16	49	60
	14%	*15%*	*17%*	19%adf	*13%*	21%adf	*13%*	*14%*	*14%*	*15%*	*7%*	*12%*	*16%*	*16%*	*15%*	*13%*	*14%*	*11%*	*21%*	*8%*	*13%*	*17%*	*17%*	*10%*	20%H	*16%*	*22%*	*14%*	*14%*	*16%*	*18%*	*16%*	*15%*	*19%*
Your mental health	263	89	223	106	153	68	179	95	64	96	8	131	96	36	133	127	27	16	39	7	46	41	2	43	44	95	48	67	13	118	69	36	116	104
	33%	*37%*	*35%*	*31%*	*32%*	*33%*	*36%*	*33%*	*27%*	42%hj	*20%*	*30%*	38%k	*36%*	*31%*	*35%*	*38%*	*25%*	49%B	*29%*	*36%*	*43%*	*11%*	*36%*	*38%*	39%q	*29%*	*37%*	*25%*	*35%*	*33%*	*37%*	*36%*	*33%*
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	64	18	48	35	36	24	43	20	17	24	3	30	24	10	30	33	8	4	5	1	8	8	2	10	7	15	12	17	4	22	15	11	15	32
	8%	*7%*	*7%*	*10%*	*8%*	*12%*	*9%*	*7%*	*7%*	*10%*	*7%*	*7%*	*9%*	*10%*	*7%*	*9%*	*11%*	*6%*	*6%*	*4%*	*6%*	*8%*	*11%*	*8%*	*6%*	*6%*	*7%*	*9%*	*8%*	*7%*	*7%*	*11%*	*5%*	10%w
Prefer not to say	56	26	42	31	32	19	37	22	11	16	7	24	24	8	27	27	5	9	7	5	9	15	2	8	18	17	13	10	2	21	15	6	21	20
	7%	11%b	*7%*	*9%*	*7%*	*9%*	*7%*	*8%*	*5%*	*7%*	17%hi	*5%*	9%k	*8%*	*6%*	*8%*	*7%*	*14%*	*9%*	*21%*	*7%*	16%E	*11%*	*7%*	15%H	*7%*	*8%*	*6%*	*4%*	*6%*	*7%*	*6%*	*7%*	*6%*
Don't know	10	13	12	7	10	4	5	1	4	3	2	4	3	3	5	4	4	3	3	3	11	1	1	5	7	3	3	1	5	7	4	1	5	6
	1%	5%abcdf	*2%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	5%g	*1%*	*1%*	*3%*	*1%*	*1%*	*6%*	*5%*	*4%*	*13%*	9%F	*1%*	*6%*	*4%*	*6%*	*1%*	*2%*	*1%*	10%pqr	*2%*	*2%*	*1%*	*2%*	*2%*
Nothing	188	47	131	43	133	43	127	74	58	40	16	131	44	13	110	78	12	17	14	4	26	14	7	31	15	48	29	35	19	85	29	17	80	51
	24%c	20%c	20%c	*13%*	28%bcz	21%c	25%c	26%i	*24%*	*17%*	39%hi	30%lm	*17%*	*13%*	*26%*	*22%*	*17%*	*26%*	*18%*	*17%*	*20%*	*15%*	*39%*	26%l	*13%*	*20%*	*17%*	*19%*	37%pqr	25%u	*14%*	*18%*	25%x	*16%*
NET: Any limiting characteristic	543	155	456	258	304	140	333	188	167	172	16	283	184	76	287	251	51	36	56	12	81	66	8	75	77	175	122	134	25	225	158	73	214	239
	68%	*64%*	71%d	76%adefz	*63%*	*68%*	*66%*	66%j	70%j	74%gj	*39%*	*64%*	72%k	76%k	*67%*	*70%*	*71%*	*55%*	*70%*	*50%*	*64%*	*69%*	*44%*	*63%*	*66%*	72%s	73%s	74%s	*49%*	*67%*	77%t	*75%*	*67%*	76%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 5

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Hearing	68	14	62	39	43	18	44	15	12	10	2	18	16	5	14	23	16	12	14	1	21	16	6	19	24	5	7	5	1	11	5	2	8	10
	9%	*6%*	*10%*	12%d	*9%*	*9%*	*9%*	*13%*	*10%*	*12%*	*8%*	*11%*	*12%*	*12%*	*9%*	*13%*	*9%*	*10%*	*8%*	*5%*	*9%*	*10%*	*9%*	*8%*	*10%*	*7%*	*10%*	*10%*	*8%*	*9%*	*7%*	*13%*	*9%*	*9%*
Eyesight	127	40	108	59	83	36	101	17	22	18	2	32	22	5	28	30	28	19	30	6	39	31	13	41	42	8	13	15	-	27	7	2	20	16
	16%	*17%*	*17%*	*17%*	*17%*	*17%*	*20%*	*15%*	*19%*	*22%*	*8%*	*19%*	*17%*	*12%*	*18%*	*18%*	*16%*	*16%*	*18%*	*27%*	*16%*	*19%*	*20%*	*18%*	*17%*	*11%*	*19%*	29%p	-	23%u	*10%*	*13%*	*22%*	*14%*
Mobility	86	26	64	39	41	30	47	13	15	8	3	21	15	3	17	22	16	13	12	-	24	16	1	14	27	4	17	8	1	20	6	4	12	18
	11%	*11%*	*10%*	*12%*	*9%*	15%df	*9%*	*11%*	*13%*	*10%*	*12%*	*13%*	*11%*	*7%*	*11%*	*13%*	*9%*	*11%*	*7%*	-	10%m	10%m	*2%*	*6%*	*11%*	*6%*	24%p	*16%*	*8%*	*17%*	*8%*	*25%*	*13%*	*16%*
Dexterity	79	13	56	37	22	21	32	14	17	5	1	19	15	3	18	19	9	7	6	-	11	9	2	6	16	5	10	6	-	14	6	1	9	12
	10%dfz	*5%*	9%d	11%dfz	*5%*	10%d	*6%*	*12%*	*15%*	*6%*	*4%*	*12%*	*11%*	*7%*	*11%*	*11%*	*5%*	*6%*	*4%*	-	*4%*	*5%*	*3%*	*3%*	7%n	*7%*	*14%*	*12%*	-	*12%*	*8%*	*6%*	*10%*	*11%*
Breathing	107	34	104	46	59	34	70	20	12	12	2	25	16	5	24	21	22	15	21	1	27	24	8	25	34	12	13	7	2	18	11	5	15	19
	13%	*14%*	*16%*	*14%*	*12%*	*17%*	*14%*	*17%*	*10%*	*15%*	*8%*	*15%*	*12%*	*12%*	*15%*	*12%*	*13%*	*13%*	*13%*	*5%*	*11%*	*14%*	*12%*	*11%*	*14%*	*17%*	*19%*	*14%*	*15%*	*15%*	*15%*	*31%*	*16%*	*17%*
Mental abilities	125	32	106	63	70	47	77	17	28	16	2	30	24	9	26	36	25	23	22	-	30	35	5	29	41	14	15	17	1	29	14	4	27	20
	16%	*13%*	*17%*	*19%*	*15%*	23%abdfz	*15%*	*15%*	*24%*	*20%*	*8%*	*18%*	*18%*	*22%*	*17%*	*21%*	*14%*	*20%*	*13%*	-	*12%*	21%km	*8%*	*13%*	*17%*	*19%*	*21%*	*33%*	*8%*	*25%*	*19%*	*25%*	30%x	*18%*
Social/behavioural	111	36	109	66	62	44	66	24	25	14	3	31	29	6	27	37	18	20	22	2	29	23	10	23	39	19	13	11	1	31	11	2	23	21
	14%	*15%*	*17%*	19%adf	*13%*	21%adf	*13%*	*21%*	*21%*	*17%*	*12%*	*19%*	*22%*	*15%*	*17%*	*22%*	*10%*	*17%*	*13%*	*9%*	*12%*	*14%*	*15%*	*10%*	*16%*	*26%*	*19%*	*22%*	*8%*	*26%*	*15%*	*13%*	*25%*	*19%*
Your mental health	263	89	223	106	153	68	179	30	37	35	4	53	40	13	52	50	56	31	59	7	70	55	28	65	88	25	21	21	1	37	27	4	37	30
	33%	*37%*	*35%*	*31%*	*32%*	*33%*	*36%*	*26%*	*32%*	43%A	*16%*	*32%*	*30%*	*32%*	*33%*	*29%*	*32%*	*27%*	*35%*	*32%*	*28%*	*33%*	42%k	*29%*	*36%*	*35%*	*30%*	*41%*	*8%*	*31%*	*38%*	*25%*	41%x	*27%*
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	64	18	48	35	36	24	43	9	15	8	3	17	11	7	18	17	16	8	12	-	20	11	5	17	19	8	5	10	1	16	6	2	12	12
	8%	*7%*	*7%*	*10%*	*8%*	*12%*	*9%*	*8%*	*13%*	*10%*	*12%*	*10%*	*8%*	*17%*	*11%*	*10%*	*9%*	*7%*	*7%*	-	*8%*	*7%*	*8%*	*7%*	*8%*	*11%*	*7%*	20%q	*8%*	*14%*	*8%*	*13%*	*13%*	*11%*
Prefer not to say	56	26	42	31	32	19	37	12	9	4	6	15	15	1	13	14	10	9	11	2	15	10	7	13	17	3	9	4	3	9	8	2	6	12
	7%	11%b	*7%*	*9%*	*7%*	*9%*	*7%*	*10%*	*8%*	*5%*	*24%*	*9%*	*11%*	*2%*	*8%*	*8%*	*6%*	*8%*	*7%*	*9%*	*6%*	*6%*	*11%*	*6%*	*7%*	*4%*	*13%*	*8%*	*23%*	*8%*	*11%*	*13%*	*7%*	*11%*
Don't know	10	13	12	7	10	4	5	1	3	3	-	4	2	1	4	3	3	2	4	1	5	5	-	6	4	1	1	1	1	3	-	1	1	3
	1%	5%abcdf	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*4%*	-	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*5%*	*2%*	*3%*	-	*3%*	*2%*	*1%*	*1%*	*2%*	*8%*	*3%*	-	*6%*	*1%*	*3%*
Nothing	188	47	131	43	133	43	127	14	14	9	6	18	21	4	23	19	50	29	45	9	79	36	18	75	55	17	12	10	4	28	11	4	22	20
	24%c	20%c	20%c	*13%*	28%bcz	21%c	25%c	*12%*	*12%*	*11%*	*24%*	*11%*	*16%*	*10%*	*15%*	*11%*	*29%*	*25%*	*27%*	*41%*	32%l	*22%*	*27%*	33%o	*22%*	*24%*	*17%*	*20%*	*31%*	*24%*	*15%*	*25%*	*24%*	*18%*
NET: Any limiting characteristic	543	155	456	258	304	140	333	88	91	66	13	128	95	35	117	135	111	76	107	10	148	115	41	134	170	51	48	36	5	78	53	9	62	77
	68%	*64%*	71%d	76%adefz	*63%*	*68%*	*66%*	*77%*	*78%*	*80%*	*52%*	*78%*	*71%*	*85%*	*75%*	*79%*	*64%*	*66%*	*64%*	*45%*	*60%*	*69%*	*62%*	*59%*	69%n	*71%*	*69%*	*71%*	*38%*	*66%*	*74%*	*56%*	*68%*	*69%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 6

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Hearing	68	14	62	39	43	18	44	16	14	12	2	28	11	5	22	22
	9%	*6%*	*10%*	*12%z*	*9%*	*9%*	*9%*	*7%*	*11%*	*10%*	*7%*	*11%*	*7%*	*6%*	*9%*	*9%*
Eyesight	127	40	108	59	83	36	101	40	28	28	5	55	31	15	52	49
	16%	*17%*	*17%*	*17%*	*17%*	*17%*	*20%*	*19%*	*21%*	*22%*	*17%*	*21%*	*19%*	*19%*	*21%*	*20%*
Mobility	86	26	64	39	41	30	47	20	13	10	4	27	11	9	21	26
	11%	*11%*	*10%*	*12%*	*9%*	*15%d*	*9%*	*9%*	*10%*	*8%*	*14%*	*10%*	*7%*	*12%*	*8%*	*11%*
Dexterity	79	13	56	37	22	21	32	8	15	6	3	19	9	4	14	18
	10%dz	*5%*	*9%d*	*11%dz*	*5%*	*10%d*	*6%*	*4%*	*11%g*	*5%*	*10%*	*7%*	*5%*	*5%*	*6%*	*7%*
Breathing	107	34	104	46	59	34	70	32	16	17	5	39	21	10	37	33
	13%	*14%*	*16%*	*14%*	*12%*	*17%*	*14%*	*15%*	*12%*	*14%*	*17%*	*15%*	*13%*	*13%*	*15%*	*14%*
Mental abilities	125	32	106	63	70	47	77	24	33	13	7	41	24	12	41	36
	16%	*13%*	*17%*	*19%*	*15%*	*23%abdz*	*15%*	*11%*	*25%gj*	*10%*	*24%*	*16%*	*15%*	*15%*	*16%*	*15%*
Social/behavioural	111	36	109	66	62	44	66	26	20	17	3	36	21	9	28	38
	14%	*15%*	*17%*	*19%ad*	*13%*	*21%ad*	*13%*	*12%*	*15%*	*14%*	*10%*	*14%*	*13%*	*12%*	*11%*	*16%*
Your mental health	263	89	223	106	153	68	179	78	50	42	9	95	58	26	95	81
	33%	*37%*	*35%*	*31%*	*32%*	*33%*	*36%*	*36%*	*38%*	*34%*	*31%*	*37%*	*35%*	*33%*	*38%*	*33%*
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	64	18	48	35	36	24	43	20	10	9	4	17	17	9	21	20
	8%	*7%*	*7%*	*10%*	*8%*	*12%*	*9%*	*9%*	*8%*	*7%*	*14%*	*7%*	*10%*	*12%*	*8%*	*8%*
Prefer not to say	56	26	42	31	32	19	37	17	11	7	2	17	14	6	16	18
	7%	*11%b*	*7%*	*9%*	*7%*	*9%*	*7%*	*8%*	*8%*	*6%*	*7%*	*7%*	*8%*	*8%*	*6%*	*7%*
Don't know	10	13	12	7	10	4	5	1	1	2	1	1	4	-	-	2
	1%	*5%abcd*	*2%*	*2%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*3%*	*	*2%*	-	-	*1%*
Nothing	188	47	131	43	133	43	127	62	23	32	10	68	29	30	67	59
	24%c	*20%c*	*20%c*	*13%*	*28%bcz*	*21%c*	*25%*	*29%h*	*17%*	*26%*	*34%*	*26%l*	*18%*	*38%kl*	*27%*	*24%*
NET: Any limiting characteristic	543	155	456	258	304	140	333	135	98	84	16	173	118	42	166	163
	68%	*64%*	*71%d*	*76%adez*	*63%*	*68%*	*66%*	*63%*	*74%g*	*67%*	*55%*	*67%m*	*72%m*	*54%*	*67%*	*67%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 7

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
The service not performing as it should	231	80	180	82	167	51	125	-	-	231	-	115	85	31	107	121	-	-	80	-	39	35	6	30	49	-	-	180	-	92	55	33	76	103
	29%	33%cf	28%	24%	35%abcef	25%	25%	-	-	100%ghj	-	26%	33%k	31%	25%	34%n	-	-	100%AB	-	31%	36%	33%	25%	42%H	-	-	100%pqs	-	27%	27%	34%	24%	33%w
A billing, pricing or payment issue	203	52	187	75	116	48	157	203	-	-	-	117	61	25	121	81	52	-	-	-	27	19	6	28	23	187	-	-	-	102	60	25	103	82
	25%	22%	29%cz	22%	24%	23%	31%acdez	71%hij	-	-	-	26%	24%	25%	28%	23%	72%BC	-	-	-	21%	20%	33%	24%	20%	77%qrs	-	-	-	30%	29%	26%	32%	26%
A problem relating to the installation or set up of your service	159	39	107	81	65	36	80	-	159	-	-	97	47	15	87	72	-	39	-	-	17	21	1	21	17	-	107	-	-	55	43	9	48	59
	20%d	16%	17%	24%bdfz	14%	17%	16%	-	66%gj	-	-	22%	18%	15%	20%	20%	-	60%AC	-	-	13%	22%	6%	18%	15%	-	64%prs	-	-	16%	21%w	9%	15%	19%
Dissatisfaction with customer service from a previous occasion or contact	82	20	56	40	58	24	58	82	-	-	-	35	30	17	40	39	20	-	-	-	12	8	-	8	12	56	-	-	-	22	24	10	29	27
	10%	8%	9%	12%	12%	12%	12%	29%hij	-	-	-	8%	12%	17%k	9%	11%	28%BC	-	-	-	9%	8%	-	7%	10%	23%qrs	-	-	-	7%	12%t	10%	9%	9%
A problem with a repair to the service	81	26	60	36	51	34	53	-	81	-	-	52	23	6	50	31	-	26	-	-	14	9	3	17	9	-	60	-	-	35	16	9	30	29
	10%	11%	9%	11%	11%	17%abcdf	11%	-	34%gj	-	-	12%	9%	6%	12%	9%	-	40%AC	-	-	11%	9%	17%	14%	8%	-	36%prs	-	-	10%	8%	9%	9%	9%
Or something else	41	24	51	25	22	13	29	-	-	-	41	26	9	6	24	16	-	-	-	24	18	4	2	15	7	-	-	-	51	32	8	11	34	16
	5%	10%adf	8%ad	7%	5%	6%	6%	-	-	-	100%ghi	6%	4%	6%	6%	4%	-	-	-	100%	14%F	4%	11%	13%	6%	-	-	-	100%pqr	9%u	4%	11%u	11%x	5%
SUMMARY: Billing and Customer service	285	72	243	115	174	72	215	285	-	-	-	152	91	42	161	120	72	-	-	-	39	27	6	36	35	243	-	-	-	124	84	35	132	109
	36%	30%	38%z	34%	36%	35%	43%acdz	100%hij	-	-	-	34%	36%	42%	38%	33%	100%BC	-	-	-	31%	28%	33%	30%	30%	100%qrs	-	-	-	37%	41%	36%	41%	34%
Repairs and Installation	240	65	167	117	116	70	133	-	240	-	-	149	70	21	137	103	-	65	-	-	31	30	4	38	26	-	167	-	-	90	59	18	78	88
	30%d	27%	26%	35%bdf	24%	34%bdf	26%	-	100%gj	-	-	34%m	27%	21%	32%	29%	-	100%AC	-	-	24%	31%	22%	32%	22%	-	100%prs	-	-	27%	29%	19%	24%	28%
Service Issues	231	80	180	82	167	51	125	-	-	231	-	115	85	31	107	121	-	-	80	-	39	35	6	30	49	-	-	180	-	92	55	33	76	103
	29%	33%cf	28%	24%	35%abcef	25%	25%	-	-	100%ghj	-	26%	33%k	31%	25%	34%n	-	-	100%AB	-	31%	36%	33%	25%	42%H	-	-	100%pqs	-	27%	27%	34%	24%	33%w
Something else	41	24	51	25	22	13	29	-	-	-	41	26	9	6	24	16	-	-	-	24	18	4	2	15	7	-	-	-	51	32	8	11	34	16
	5%	10%adf	8%ad	7%	5%	6%	6%	-	-	-	100%ghi	6%	4%	6%	6%	4%	-	-	-	100%	14%F	4%	11%	13%	6%	-	-	-	100%pqr	9%u	4%	11%u	11%x	5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 8

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
The service not performing as it should	231	80	180	82	167	51	125	-	-	82	-	38	31	13	42	39	-	-	167	-	85	56	26	60	104	-	-	51	-	32	17	2	29	22
	29%	33%cf	28%	24%	35%abcef	25%	25%	-	-	100%AB	-	23%	23%	32%	27%	23%	-	-	100%gh	-	34%	34%	39%	26%	42%n	-	-	100%pq	-	27%	24%	13%	32%x	20%
A billing, pricing or payment issue	203	52	187	75	116	48	157	75	-	-	-	44	25	6	46	28	116	-	-	-	68	37	11	71	44	48	-	-	-	25	20	3	21	26
	25%	22%	29%cz	22%	24%	23%	31%acdez	65%BC	-	-	-	27%	19%	15%	29%t	16%	67%hi	-	-	-	28%	22%	17%	31%o	18%	67%qr	-	-	-	21%	28%	19%	23%	23%
A problem relating to the installation or set up of your service	159	39	107	81	65	36	80	-	81	-	-	38	33	10	31	46	-	65	-	-	32	25	8	33	32	-	36	-	-	24	9	3	16	20
	20%d	16%	17%	24%bdfz	14%	17%	16%	-	69%AC	-	-	23%	25%	24%	20%	27%	-	56%gi	-	-	13%	15%	12%	14%	13%	-	51%pr	-	-	20%	13%	19%	18%	18%
Dissatisfaction with customer service from a previous occasion or contact	82	20	56	40	58	24	58	40	-	-	-	15	19	6	15	24	58	-	-	-	27	23	8	20	38	24	-	-	-	9	13	2	6	17
	10%	8%	9%	12%	12%	12%	12%	35%BC	-	-	-	9%	14%	15%	10%	14%	33%hi	-	-	-	11%	14%	12%	9%	15%n	33%qr	-	-	-	8%	18%tu	13%	7%	15%
A problem with a repair to the service	81	26	60	36	51	34	53	-	36	-	-	16	15	5	13	22	-	51	-	-	24	19	8	30	21	-	34	-	-	18	12	4	13	21
	10%	11%	9%	11%	11%	17%abcdf	11%	-	31%AC	-	-	10%	11%	12%	8%	13%	-	44%gi	-	-	10%	11%	12%	13%	9%	-	49%pr	-	-	15%	17%	25%	14%	19%
Or something else	41	24	51	25	22	13	29	-	-	-	25	14	10	1	10	12	-	-	-	22	11	6	5	14	7	-	-	-	13	10	1	2	6	6
	5%	10%adf	8%ad	7%	5%	6%	6%	-	-	-	100%	8%	8%	2%	6%	7%	-	-	-	100%	4%	4%	8%	6%	3%	-	-	-	100%	8%u	1%	13%	7%	5%
SUMMARY: Billing and Customer service	285	72	243	115	174	72	215	115	-	-	-	59	44	12	61	52	174	-	-	-	95	60	19	91	82	72	-	-	-	34	33	5	27	43
	36%	30%	38%z	34%	36%	35%	43%acdz	100%BC	-	-	-	36%	33%	29%	39%	30%	100%hi	-	-	-	38%	36%	29%	40%	33%	100%qr	-	-	-	29%	46%tu	31%	30%	38%
Repairs and Installation	240	65	167	117	116	70	133	-	117	-	-	54	48	15	44	68	-	116	-	-	56	44	16	63	53	-	70	-	-	42	21	7	29	41
	30%d	27%	26%	35%bdf	24%	34%bdf	26%	-	100%AC	-	-	33%	36%	37%	28%	40%Hi	-	100%gi	-	-	23%	27%	24%	28%	22%	-	100%pr	-	-	36%	29%	44%	32%	37%
Service Issues	231	80	180	82	167	51	125	-	-	82	-	38	31	13	42	39	-	-	167	-	85	56	26	60	104	-	-	51	-	32	17	2	29	22
	29%	33%cf	28%	24%	35%abcef	25%	25%	-	-	100%AB	-	23%	23%	32%	27%	23%	-	-	100%gh	-	34%	34%	39%	26%	42%n	-	-	100%pq	-	27%	24%	13%	32%x	20%
Something else	41	24	51	25	22	13	29	-	-	-	25	14	10	1	10	12	-	-	-	22	11	6	5	14	7	-	-	-	13	10	1	2	6	6
	5%	10%adf	8%ad	7%	5%	6%	6%	-	-	-	100%	8%	8%	2%	6%	7%	-	-	-	100%	4%	4%	8%	6%	3%	-	-	-	100%	8%u	1%	13%	7%	5%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 9

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
The service not performing as it should	231 *29%*	80 *33%c*	180 *28%*	82 *24%*	167 *35%abce*	51 *25%*	125 *25%*	- -	- -	125 *100%gh*	- -	59 *23%*	46 *28%*	20 *26%*	56 *22%*	67 *28%*
A billing, pricing or payment issue	203 *25%*	52 *22%*	187 *29%cz*	75 *22%*	116 *24%*	48 *23%*	157 *31%*	157 *73%hi*	- -	- -	- -	89 *34%*	43 *26%*	25 *32%*	89 *36%o*	66 *27%*
A problem relating to the installation or set up of your service	159 *20%d*	39 *16%*	107 *17%*	81 *24%bdz*	65 *14%*	36 *17%*	80 *16%*	- -	80 *60%gi*	- -	- -	47 *18%*	22 *13%*	11 *14%*	44 *18%*	36 *15%*
Dissatisfaction with customer service from a previous occasion or contact	82 *10%*	20 *8%*	56 *9%*	40 *12%*	58 *12%*	24 *12%*	58 *12%*	58 *27%hi*	- -	- -	- -	21 *8%*	23 *14%*	14 *18%k*	22 *9%*	33 *14%*
A problem with a repair to the service	81 *10%*	26 *11%*	60 *9%*	36 *11%*	51 *11%*	34 *17%abcd*	53 *11%*	- -	53 *40%gi*	- -	- -	25 *10%*	23 *14%*	5 *6%*	23 *9%*	30 *12%*
Or something else	41 *5%*	24 *10%ad*	51 *8%ad*	25 *7%*	22 *5%*	13 *6%*	29 *6%*	- -	- -	- -	29 *100%*	18 *7%*	8 *5%*	3 *4%*	15 *6%*	10 *4%*
SUMMARY: Billing and Customer service	285 *36%*	72 *30%*	243 *38%z*	115 *34%*	174 *36%*	72 *35%*	215 *43%*	215 *100%hi*	- -	- -	- -	110 *42%*	66 *40%*	39 *50%*	111 *45%*	99 *41%*
Repairs and Installation	240 *30%d*	65 *27%*	167 *26%*	117 *35%bd*	116 *24%*	70 *34%bd*	133 *26%*	- -	133 *100%gi*	- -	- -	72 *28%*	45 *27%*	16 *21%*	67 *27%*	66 *27%*
Service Issues	231 *29%*	80 *33%c*	180 *28%*	82 *24%*	167 *35%abce*	51 *25%*	125 *25%*	- -	- -	125 *100%gh*	- -	59 *23%*	46 *28%*	20 *26%*	56 *22%*	67 *28%*
Something else	41 *5%*	24 *10%ad*	51 *8%ad*	25 *7%*	22 *5%*	13 *6%*	29 *6%*	- -	- -	- -	29 *100%*	18 *7%*	8 *5%*	3 *4%*	15 *6%*	10 *4%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

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

Billing and Customer service

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	285	72*	243	115	174	72*	215	285	-**	-**	-**	152	91*	42*	161	120	72*	-**	-**	-**	39*	27**	6**	36*	35*	243	-**	-**	-**	124	84*	35*	132	109
Bill was inaccurate	56	15	45	9	34	11	46	56	-	-	-	29	20	7	34	22	15	-	-	-	8	4	3	9	6	45	-	-	-	27	9	9	26	19
	20%c	21%c	19%d	8%	20%c	15%	21%c	20%	-	-	-	19%	22%	17%	21%	18%	21%	-	-	-	21%	15%	50%	25%	17%	19%	-	-	-	22%u	11%	26%u	20%	17%
Bill was a lot higher than expected	54	13	45	13	28	17	39	54	-	-	-	32	15	7	38	16	13	-	-	-	7	6	-	5	8	45	-	-	-	22	16	7	17	27
	19%	18%	19%	11%	16%	24%c	18%	19%	-	-	-	21%	16%	17%	24%o	13%	18%	-	-	-	18%	22%	-	14%	23%	19%	-	-	-	18%	19%	20%	13%	25%w
Payment issues (including setting up/making a payment, non-direct debit charges)	34	7	32	11	16	12	35	34	-	-	-	18	9	7	25	9	7	-	-	-	5	2	-	4	3	32	-	-	-	17	12	3	18	14
	12%	10%	13%	10%	9%	17%	16%d	12%	-	-	-	12%	10%	17%	16%o	8%	10%	-	-	-	13%	7%	-	11%	9%	13%	-	-	-	14%	14%	9%	14%	13%
Bill contained items I shouldn't have been charged for	32	10	33	12	27	14	35	32	-	-	-	12	13	7	15	17	10	-	-	-	6	3	1	5	4	33	-	-	-	15	12	6	15	18
	11%	14%	14%	10%	16%	19%	16%	11%	-	-	-	8%	14%	17%	9%	14%	14%	-	-	-	15%	11%	17%	14%	11%	14%	-	-	-	12%	14%	17%	11%	17%
Getting a refund, credit note or cashback	28	9	24	11	23	6	25	28	-	-	-	17	10	1	16	11	9	-	-	-	4	3	2	4	5	24	-	-	-	12	7	5	14	10
	10%	13%	10%	10%	13%	8%	12%	10%	-	-	-	11%	11%	2%	10%	9%	13%	-	-	-	10%	11%	33%	11%	14%	10%	-	-	-	10%	8%	14%	11%	9%
Pre-pay credit lost or not credited to card	27	6	14	14	14	6	12	27	-	-	-	16	8	3	13	14	6	-	-	-	4	1	1	5	1	14	-	-	-	6	6	2	9	5
	9%	8%	6%	12%bf	8%	8%	6%	9%	-	-	-	11%	9%	7%	8%	12%	8%	-	-	-	10%	4%	17%	14%	3%	6%	-	-	-	5%	7%	6%	7%	5%
Costs of going above data allowance	25	6	27	13	9	4	14	25	-	-	-	14	11	-	14	11	6	-	-	-	3	2	1	5	1	27	-	-	-	18	6	3	18	9
	9%	8%	11%d	11%	5%	6%	7%	9%	-	-	-	9%m	12%m	-	9%	9%	8%	-	-	-	8%	7%	17%	14%	3%	11%	-	-	-	15%	7%	9%	14%	8%
Took too long to resolve issue	23	6	21	15	15	8	23	23	-	-	-	10	10	3	12	10	6	-	-	-	2	4	-	4	2	21	-	-	-	11	8	2	14	7
	8%	8%	9%	13%	9%	11%	11%	8%	-	-	-	7%	11%	7%	7%	8%	8%	-	-	-	5%	15%	-	11%	6%	9%	-	-	-	9%	10%	6%	11%	6%
The format of the bill	22	9	28	11	9	7	19	22	-	-	-	12	6	4	8	14	9	-	-	-	4	4	1	6	3	28	-	-	-	17	7	4	16	12
	8%	13%d	12%d	10%	5%	10%	9%	8%	-	-	-	8%	7%	10%	5%	12%n	13%	-	-	-	10%	15%	17%	17%	9%	12%	-	-	-	14%	8%	11%	12%	11%
Unable to get through to relevant person	19	4	14	4	11	6	11	19	-	-	-	9	7	3	9	10	4	-	-	-	2	2	-	-	4	14	-	-	-	6	6	2	6	8
	7%	6%	6%	3%	6%	8%	5%	7%	-	-	-	6%	8%	7%	6%	8%	6%	-	-	-	5%	7%	-	-	11%H	6%	-	-	-	5%	7%	6%	5%	7%
Gave incorrect information	16	5	12	5	13	4	9	16	-	-	-	8	3	5	10	6	5	-	-	-	3	2	-	3	2	12	-	-	-	4	7	1	7	5
	6%	7%	5%	4%	7%	6%	4%	6%	-	-	-	5%	3%	12%	6%	5%	7%	-	-	-	8%	7%	-	8%	6%	5%	-	-	-	3%	8%	3%	5%	5%
Unable to get through to anyone	16	5	10	8	6	8	18	16	-	-	-	8	6	2	6	9	5	-	-	-	3	2	-	2	3	10	-	-	-	6	3	1	6	4
	6%	7%	4%	7%	3%	11%bd	8%d	6%	-	-	-	5%	7%	5%	4%	8%	7%	-	-	-	8%	7%	-	6%	9%	4%	-	-	-	5%	4%	3%	5%	4%
Didn't do what they said they would do	16	5	14	10	13	5	17	16	-	-	-	6	8	2	7	9	5	-	-	-	3	2	-	2	3	14	-	-	-	5	6	3	7	7
	6%	7%	6%	9%	7%	7%	8%	6%	-	-	-	4%	9%	5%	4%	8%	7%	-	-	-	8%	7%	-	6%	9%	6%	-	-	-	4%	7%	9%	5%	6%
Rude/dismissive	15	3	9	5	13	4	11	15	-	-	-	6	4	5	5	9	3	-	-	-	2	1	-	1	2	9	-	-	-	5	3	1	3	6
	5%	4%	4%	4%	7%	6%	5%	5%	-	-	-	4%	4%	12%	3%	8%	4%	-	-	-	5%	4%	-	3%	6%	4%	-	-	-	4%	4%	3%	2%	6%
Costs of international and roaming calls	14	2	19	6	14	6	16	14	-	-	-	6	7	1	7	7	2	-	-	-	-	2	-	1	1	19	-	-	-	7	9	3	9	10
	5%	3%	8%	5%	8%	8%	7%	5%	-	-	-	4%	8%	2%	4%	6%	3%	-	-	-	-	7%	-	3%	3%	8%	-	-	-	6%	11%	9%	7%	9%

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 10

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

Billing and Customer service

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	285	72*	243	115	174	72*	215	285	-**	-**	-**	152	91*	42*	161	120	72*	-**	-**	-**	39*	27**	6**	36*	35*	243	-**	-**	-**	124	84*	35*	132	109
A different issue	5	-	4	1	7	3	4	5	-	-	-	2	1	2	3	2	-	-	-	-	-	-	-	-	-	4	-	-	-	2	1	1	2	1
	2%	-	*2%*	*1%*	*4%*	*4%*	*2%*	*2%*	-	-	-	*1%*	*1%*	*5%*	*2%*	*2%*	-	-	-	-	-	-	-	-	-	*2%*	-	-	-	*2%*	*1%*	*3%*	*2%*	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

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

Billing and Customer service

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	285	72*	243	115	174	72*	215	115	-**	-**	-**	59*	44*	12**	61*	52*	174	-**	-**	-**	95*	60*	19**	91*	82*	72*	-**	-**	-**	34*	33*	5**	27**	43*
Bill was inaccurate	56	15	45	9	34	11	46	9	-	-	-	5	3	1	6	3	34	-	-	-	20	9	5	25	9	11	-	-	-	9	2	-	5	6
	20%c	21%c	19%d	8%	20%c	15%	21%c	8%	-	-	-	8%	7%	8%	10%	6%	20%	-	-	-	21%	15%	26%	27%o	11%	15%	-	-	-	26%u	6%	-	19%	14%
Bill was a lot higher than expected	54	13	45	13	28	17	39	13	-	-	-	11	2	-	11	2	28	-	-	-	18	5	5	16	12	17	-	-	-	8	7	2	7	10
	19%	18%	19%	11%	16%	24%c	18%	11%	-	-	-	19%f	5%	-	18%l	4%	16%	-	-	-	19%	8%	26%	18%	15%	24%	-	-	-	24%	21%	40%	26%	23%
Payment issues (including setting up/making a payment, non-direct debit charges)	34	7	32	11	16	12	35	11	-	-	-	5	5	1	6	5	16	-	-	-	8	5	3	8	8	12	-	-	-	5	6	1	7	5
	12%	10%	13%	10%	9%	17%	16%d	10%	-	-	-	8%	11%	8%	10%	10%	9%	-	-	-	8%	8%	16%	9%	10%	17%	-	-	-	15%	18%	20%	26%	12%
Bill contained items I shouldn't have been charged for	32	10	33	12	27	14	35	12	-	-	-	7	4	1	7	5	27	-	-	-	17	7	3	18	9	14	-	-	-	9	5	-	6	7
	11%	14%	14%	10%	16%	19%	16%	10%	-	-	-	12%	9%	8%	11%	10%	16%	-	-	-	18%	12%	16%	20%	11%	19%	-	-	-	26%	15%	-	22%	16%
Getting a refund, credit note or cashback	28	9	24	11	23	6	25	11	-	-	-	8	3	-	9	2	23	-	-	-	15	7	1	13	10	6	-	-	-	4	2	-	2	4
	10%	13%	10%	10%	13%	8%	12%	10%	-	-	-	14%	7%	-	15%	4%	13%	-	-	-	16%	12%	5%	14%	12%	8%	-	-	-	12%	6%	-	7%	9%
Pre-pay credit lost or not credited to card	27	6	14	14	14	6	12	14	-	-	-	10	4	-	10	4	14	-	-	-	9	4	1	9	5	6	-	-	-	5	1	-	3	3
	9%	8%	6%	12%bf	8%	8%	6%	12%	-	-	-	17%	9%	-	16%	8%	8%	-	-	-	9%	7%	5%	10%	6%	8%	-	-	-	15%	3%	-	11%	7%
Costs of going above data allowance	25	6	27	13	9	4	14	13	-	-	-	5	6	2	8	5	9	-	-	-	5	3	1	4	4	4	-	-	-	3	1	-	2	2
	9%	8%	11%d	11%	5%	6%	7%	11%	-	-	-	8%	14%	17%	13%	10%	5%	-	-	-	5%	5%	5%	4%	5%	6%	-	-	-	9%	3%	-	7%	5%
Took too long to resolve issue	23	6	21	15	15	8	23	15	-	-	-	4	9	2	5	10	15	-	-	-	8	5	2	8	7	8	-	-	-	3	4	1	2	5
	8%	8%	9%	13%	9%	11%	11%	13%	-	-	-	7%	20%E	17%	8%	19%	9%	-	-	-	8%	8%	11%	9%	9%	11%	-	-	-	9%	12%	20%	7%	12%
The format of the bill	22	9	28	11	9	7	19	11	-	-	-	6	4	1	6	4	9	-	-	-	8	1	-	5	4	7	-	-	-	4	3	-	3	4
	8%	13%d	12%d	10%	5%	10%	9%	10%	-	-	-	10%	9%	8%	10%	8%	5%	-	-	-	8%	2%	-	5%	5%	10%	-	-	-	12%	9%	-	11%	9%
Unable to get through to relevant person	19	4	14	4	11	6	11	4	-	-	-	2	1	1	1	3	11	-	-	-	2	7	2	3	8	6	-	-	-	1	4	1	2	4
	7%	6%	6%	3%	6%	8%	5%	3%	-	-	-	3%	2%	8%	2%	6%	6%	-	-	-	2%	12%k	11%	3%	10%	8%	-	-	-	3%	12%	20%	7%	9%
Gave incorrect information	16	5	12	5	13	4	9	5	-	-	-	4	1	-	2	3	13	-	-	-	8	4	1	6	7	4	-	-	-	2	2	-	-	4
	6%	7%	5%	4%	7%	6%	4%	4%	-	-	-	7%	2%	-	3%	6%	7%	-	-	-	8%	7%	5%	7%	9%	6%	-	-	-	6%	6%	-	-	9%
Unable to get through to anyone	16	5	10	8	6	8	18	8	-	-	-	4	3	1	3	5	6	-	-	-	4	2	-	3	3	8	-	-	-	3	4	1	-	8
	6%	7%	4%	7%	3%	11%bd	8%d	7%	-	-	-	7%	7%	8%	5%	10%	3%	-	-	-	4%	3%	-	3%	4%	11%	-	-	-	9%	12%	20%	-	19%
Didn't do what they said they would do	16	5	14	10	13	5	17	10	-	-	-	3	5	2	4	5	13	-	-	-	6	5	2	5	8	5	-	-	-	2	3	-	2	3
	6%	7%	6%	9%	7%	7%	8%	9%	-	-	-	5%	11%	17%	7%	10%	7%	-	-	-	6%	8%	11%	5%	10%	7%	-	-	-	6%	9%	-	7%	7%
Rude/dismissive	15	3	9	5	13	4	11	5	-	-	-	2	3	-	2	3	13	-	-	-	5	6	2	2	11	4	-	-	-	1	2	1	-	4
	5%	4%	4%	4%	7%	6%	5%	4%	-	-	-	3%	7%	-	3%	6%	7%	-	-	-	5%	10%	11%	2%	13%n	6%	-	-	-	3%	6%	20%	-	9%
Costs of international and roaming calls	14	2	19	6	14	6	16	6	-	-	-	4	2	-	2	4	14	-	-	-	11	1	2	8	6	6	-	-	-	3	2	1	3	3
	5%	3%	8%	5%	8%	8%	7%	5%	-	-	-	7%	5%	-	3%	8%	8%	-	-	-	12%l	2%	11%	9%	7%	8%	-	-	-	9%	6%	20%	11%	7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 11

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

Billing and Customer service

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	285	72*	243	115	174	72*	215	115	-**	-**	-**	59*	44*	12**	61*	52*	174	-**	-**	-**	95*	60*	19**	91*	82*	72*	-**	-**	-**	34*	33*	5**	27**	43*
A different issue	5	-	4	1	7	3	4	1	-	-	-	-	1	-	-	1	7	-	-	-	3	2	2	3	4	3	-	-	-	2	1	-	1	2
	2%	-	*2%*	*1%*	*4%*	*4%*	*2%*	*1%*	-	-	-	-	*2%*	-	-	*2%*	*4%*	-	-	-	*3%*	*3%*	*11%*	*3%*	*5%*	*4%*	-	-	-	*6%*	*3%*	-	*4%*	*5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 12

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

Billing and Customer service

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	285	72*	243	115	174	72*	215	215	-**	-**	-**	110	66*	39*	111	99*
Bill was inaccurate	56 20%c	15 21%c	45 19%c	9 8%	34 20%c	11 15%	46 21%	46 21%	- -	- -	- -	26 24%	12 18%	8 21%	29 26%	17 17%
Bill was a lot higher than expected	54 19%	13 18%	45 19%	13 11%	28 16%	17 24%c	39 18%	39 18%	- -	- -	- -	20 18%	13 20%	6 15%	19 17%	18 18%
Payment issues (including setting up/making a payment, non-direct debit charges)	34 12%	7 10%	32 13%	11 10%	16 9%	12 17%	35 16%	35 16%	- -	- -	- -	21 19%	7 11%	7 18%	21 19%	14 14%
Bill contained items I shouldn't have been charged for	32 11%	10 14%	33 14%	12 10%	27 16%	14 19%	35 16%	35 16%	- -	- -	- -	18 16%	12 18%	5 13%	20 18%	15 15%
Getting a refund, credit note or cashback	28 10%	9 13%	24 10%	11 10%	23 13%	6 8%	25 12%	25 12%	- -	- -	- -	10 9%	4 6%	11 28%kl	14 13%	11 11%
Pre-pay credit lost or not credited to card	27 9%	6 8%	14 6%	14 12%b	14 8%	6 8%	12 6%	12 6%	- -	- -	- -	6 5%	4 6%	2 5%	5 5%	7 7%
Costs of going above data allowance	25 9%	6 8%	27 11%d	13 11%	9 5%	4 6%	14 7%	14 7%	- -	- -	- -	8 7%	4 6%	2 5%	8 7%	6 6%
Took too long to resolve issue	23 8%	6 8%	21 9%	15 13%	15 9%	8 11%	23 11%	23 11%	- -	- -	- -	8 7%	10 15%	5 13%	9 8%	13 13%
The format of the bill	22 8%	9 13%d	28 12%d	11 10%	9 5%	7 10%	19 9%	19 9%	- -	- -	- -	14 13%	3 5%	2 5%	13 12%	5 5%
Unable to get through to relevant person	19 7%	4 6%	14 6%	4 3%	11 6%	6 8%	11 5%	11 5%	- -	- -	- -	6 5%	4 6%	1 3%	5 5%	5 5%
Gave incorrect information	16 6%	5 7%	12 5%	5 4%	13 7%	4 6%	9 4%	9 4%	- -	- -	- -	2 2%	5 8%	2 5%	3 3%	6 6%
Unable to get through to anyone	16 6%	5 7%	10 4%	8 7%	6 3%	8 11%bd	18 8%	18 8%	- -	- -	- -	8 7%	9 14%	1 3%	8 7%	10 10%
Didn't do what they said they would do	16 6%	5 7%	14 6%	10 9%	13 7%	5 7%	17 8%	17 8%	- -	- -	- -	4 4%	7 11%	6 15%k	4 4%	10 10%
Rude/dismissive	15 5%	3 4%	9 4%	5 4%	13 7%	4 6%	11 5%	11 5%	- -	- -	- -	2 2%	5 8%	4 10%k	3 3%	8 8%
Costs of international and roaming calls	14 5%	2 3%	19 8%	6 5%	14 8%	6 8%	16 7%	16 7%	- -	- -	- -	12 11%	2 3%	2 5%	6 5%	10 10%
A different issue	5 2%	- -	4 2%	1 1%	7 4%	3 4%	4 2%	4 2%	- -	- -	- -	1 1%	2 3%	1 3%	2 2%	2 2%

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 13

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

Service issues

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	231	80*	180	82*	167	51*	125	-**	-**	231	-**	115	85*	31*	107	121	-**	-**	80*	-**	39*	35*	6**	30*	49*	-**	-**	180	-**	92*	55*	33*	76*	103
Poor indoor reception/coverage	59 26%	23 29%	38 21%	18 22%	40 24%	11 22%	30 24%	- -	- -	59 26%	- -	29 25%	18 21%	12 39%	18 17%	41 34%n	- -	- -	23 29%	- -	10 26%	13 37%	- -	8 27%	14 29%	- -	- -	38 21%	- -	21 23%	10 18%	7 21%	12 16%	26 25%
Complete loss of service	58 25%	17 21%	47 26%c	12 15%	41 25%	12 24%	21 17%	- -	- -	58 25%	- -	26 23%	22 26%	10 32%	26 24%	32 26%	- -	- -	17 21%	- -	10 26%	5 14%	2 33%	7 23%	9 18%	- -	- -	47 26%	- -	28 30%	11 20%	8 24%	19 25%	28 27%
Unable to access 4G service	58 25%	19 24%	43 24%	20 24%	43 26%	19 37%	31 25%	- -	- -	58 25%	- -	31 27%	22 26%	5 16%	23 21%	34 28%	- -	- -	19 24%	- -	11 28%	8 23%	- -	5 17%	14 29%	- -	- -	43 24%	- -	24 26%	7 13%	12 36%u	17 22%	26 25%
Poor outside reception/ coverage	57 25%f	18 23%	42 23%	17 21%	46 28%f	11 22%	19 15%	- -	- -	57 25%	- -	23 20%	27 32%	7 23%	22 21%	35 29%	- -	- -	18 23%	- -	6 15%	11 31%	1 17%	7 23%	10 20%	- -	- -	42 23%	- -	18 20%	13 24%	11 33%	15 20%	27 26%
Service is not consistently available	57 25%	20 25%	43 24%	15 18%	53 32%c	13 25%	33 26%	- -	- -	57 25%	- -	30 26%	22 26%	5 16%	21 20%	35 29%	- -	- -	20 25%	- -	10 26%	9 26%	1 17%	7 23%	12 24%	- -	- -	43 24%	- -	21 23%	11 20%	11 33%	18 24%	25 24%
Unable to access 5G service	48 21%	11 14%	32 18%	12 15%	38 23%	11 22%	28 22%	- -	- -	48 21%	- -	31 27%d	10 12%	7 23%	28 26%	19 16%	- -	- -	11 14%	- -	5 13%	4 11%	2 33%	5 17%	6 12%	- -	- -	32 18%	- -	20 22%	8 15%	4 12%	14 18%	17 17%
Problems with calls being disconnected during a call or not connected at all	46 20%	14 18%	23 13%	12 15%	28 17%	12 24%	23 18%	- -	- -	46 20%	- -	27 23%	13 15%	6 19%	20 19%	26 21%	- -	- -	14 18%	- -	6 15%	8 23%	- -	4 13%	9 18%	- -	- -	23 13%	- -	12 13%	4 7%	7 21%	8 11%	15 15%
Text or voice mails delivered late	22 10%	17 21%adf	25 14%	16 20%adf	14 8%	8 16%	11 9%	- -	- -	22 10%	- -	10 9%	12 14%m	- -	10 9%	12 10%	- -	- -	17 21%	- -	9 23%	7 20%	1 17%	9 30%	7 14%	- -	- -	25 14%	- -	12 13%	9 16%	4 12%	12 16%	13 13%
Connection speed slower than advertised or led to expect	3 1%	- -	- -	- -	- -	6 12%abcdz	8 6%abcdz	- -	- -	3 1%	- -	2 2%	- -	1 3%	1 1%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Problems with voice over internet (VOIP) telephone calls	1 *	- -	- -	- -	- -	4 8%abcdfz	- -	- -	- -	1 *	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor line quality	1 *	- -	- -	- -	- -	2 4%abdf	- -	- -	- -	1 *	- -	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	- -	- -	2 4%abdf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	- -	- -	- -	- -	- -	3 6%abcdfz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	4 2%	- -	3 2%	1 1%	4 2%	- -	4 3%	- -	- -	4 2%	- -	1 1%	2 2%	1 3%	2 2%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	1 1%	1 2%	1 3%	2 3%	1 1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 14

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

Service issues

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	231	80*	180	82*	167	51*	125	-**	-**	82*	-**	38*	31*	13**	42*	39*	-**	-**	167	-**	85*	56*	26**	60*	104	-**	-**	51*	-**	32*	17**	2**	29**	22**
Poor indoor reception/coverage	59 26%	23 29%	38 21%	18 22%	40 24%	11 22%	30 24%	- -	- -	18 22%	- -	9 24%	9 29%	- -	11 26%	7 18%	- -	- -	40 24%	- -	18 21%	13 23%	9 35%	9 15%	31 30%n	- -	- -	11 22%	- -	6 19%	4 24%	1 50%	4 14%	7 32%
Complete loss of service	58 25%	17 21%	47 26%c	12 15%	41 25%	12 24%	21 17%	- -	- -	12 15%	- -	3 8%	6 19%	3 23%	7 17%	5 13%	- -	- -	41 25%	- -	19 22%	14 25%	8 31%	17 28%	23 22%	- -	- -	12 24%	- -	7 22%	4 24%	1 50%	8 28%	4 18%
Unable to access 4G service	58 25%	19 24%	43 24%	20 24%	43 26%	19 37%	31 25%	- -	- -	20 24%	- -	11 29%	7 23%	2 15%	10 24%	10 26%	- -	- -	43 26%	- -	23 27%	12 21%	8 31%	14 23%	28 27%	- -	- -	19 37%	- -	13 41%	4 24%	2 100%	12 41%	7 32%
Poor outside reception/ coverage	57 25%f	18 23%	42 23%	17 21%	46 28%f	11 22%	19 15%	- -	- -	17 21%	- -	8 21%	8 26%	1 8%	7 17%	10 26%	- -	- -	46 28%	- -	22 26%	12 21%	12 46%	16 27%	29 28%	- -	- -	11 22%	- -	9 28%	1 6%	1 50%	7 24%	4 18%
Service is not consistently available	57 25%	20 25%	43 24%	15 18%	53 32%c	13 25%	33 26%	- -	- -	15 18%	- -	8 21%	3 10%	4 31%	6 14%	9 23%	- -	- -	53 32%	- -	29 34%	16 29%	8 31%	16 27%	37 36%	- -	- -	13 25%	- -	8 25%	5 29%	- -	7 24%	6 27%
Unable to access 5G service	48 21%	11 14%	32 18%	12 15%	38 23%	11 22%	28 22%	- -	- -	12 15%	- -	4 11%	4 13%	4 31%	5 12%	6 15%	- -	- -	38 23%	- -	21 25%	13 23%	4 15%	14 23%	24 23%	- -	- -	11 22%	- -	9 28%	2 12%	- -	8 28%	3 14%
Problems with calls being disconnected during a call or not connected at all	46 20%	14 18%	23 13%	12 15%	28 17%	12 24%	23 18%	- -	- -	12 15%	- -	4 11%	4 13%	4 31%	5 12%	7 18%	- -	- -	28 17%	- -	15 18%	9 16%	4 15%	9 15%	19 18%	- -	- -	12 24%	- -	11 34%	- -	1 50%	7 24%	5 23%
Text or voice mails delivered late	22 10%	17 21%adf	25 14%	16 20%adf	14 8%	8 16%	11 9%	- -	- -	16 20%	- -	5 13%	8 26%	3 23%	6 14%	10 26%	- -	- -	14 8%	- -	6 7%	7 13%	1 4%	7 12%	7 7%	- -	- -	8 16%	- -	7 22%	- -	1 50%	4 14%	4 18%
Connection speed slower than advertised or led to expect	3 1%	- -	- -	- -	- -	6 12%abcdz	8 6%abcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	6 12%	- -	6 19%	- -	- -	5 17%	1 5%
Problems with voice over internet (VOIP) telephone calls	1 *	- -	- -	- -	- -	4 8%abcdfz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 8%	- -	4 13%	- -	- -	3 10%	1 5%
Poor line quality	1 *	- -	- -	- -	- -	2 4%abdf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	2 6%	- -	- -	2 7%	- -
Poor picture quality	- -	- -	- -	- -	- -	2 4%abdf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	2 6%	- -	- -	2 7%	- -
Unable to get certain channels/content	- -	- -	- -	- -	- -	3 6%abcdfz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 6%	- -	2 6%	1 6%	- -	3 10%	- -
A different issue (please describe it briefly in your own words)	4 2%	- -	3 2%	1 1%	4 2%	- -	4 3%	- -	- -	1 1%	- -	- -	1 3%	- -	- -	1 3%	- -	- -	4 2%	- -	2 2%	2 4%	- -	2 3%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 15

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

Service issues

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	231	80*	180	82*	167	51*	125	-**	-**	125	-**	59*	46*	20**	56*	67*
Poor indoor reception/coverage	59 *26%*	23 *29%*	38 *21%*	18 *22%*	40 *24%*	11 *22%*	30 *24%*	- -	- -	30 *24%*	- -	12 *20%*	12 *26%*	6 *30%*	10 *18%*	20 *30%*
Complete loss of service	58 *25%*	17 *21%*	47 **26%c**	12 *15%*	41 *25%*	12 *24%*	21 *17%*	- -	- -	21 *17%*	- -	8 *14%*	8 *17%*	5 *25%*	6 *11%*	15 *22%*
Unable to access 4G service	58 *25%*	19 *24%*	43 *24%*	20 *24%*	43 *26%*	19 *37%*	31 *25%*	- -	- -	31 *25%*	- -	12 *20%*	17 *37%*	2 *10%*	13 *23%*	17 *25%*
Poor outside reception/ coverage	57 *25%*	18 *23%*	42 *23%*	17 *21%*	46 *28%*	11 *22%*	19 *15%*	- -	- -	19 *15%*	- -	7 *12%*	9 *20%*	3 *15%*	2 *4%*	17 **25%n**
Service is not consistently available	57 *25%*	20 *25%*	43 *24%*	15 *18%*	53 **32%c**	13 *25%*	33 *26%*	- -	- -	33 *26%*	- -	16 *27%*	9 *20%*	8 *40%*	13 *23%*	20 *30%*
Unable to access 5G service	48 *21%*	11 *14%*	32 *18%*	12 *15%*	38 *23%*	11 *22%*	28 *22%*	- -	- -	28 *22%*	- -	15 *25%*	8 *17%*	5 *25%*	16 *29%*	12 *18%*
Problems with calls being disconnected during a call or not connected at all	46 *20%*	14 *18%*	23 *13%*	12 *15%*	28 *17%*	12 *24%*	23 *18%*	- -	- -	23 *18%*	- -	11 *19%*	6 *13%*	6 *30%*	7 *13%*	16 *24%*
Text or voice mails delivered late	22 *10%*	17 **21%ad**	25 *14%*	16 **20%ad**	14 *8%*	8 *16%*	11 *9%*	- -	- -	11 *9%*	- -	8 **14%l**	1 *2%*	2 *10%*	8 *14%*	3 *4%*
Connection speed slower than advertised or led to expect	3 *1%*	- -	- -	- -	- -	6 **12%abcdz**	8 *6%*	- -	- -	8 *6%*	- -	2 *3%*	5 *11%*	1 *5%*	2 *4%*	5 *7%*
Problems with voice over internet (VOIP) telephone calls	1 *	- -	- -	- -	- -	4 **8%abcdz**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor line quality	1 *	- -	- -	- -	- -	2 **4%abd**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor picture quality	- -	- -	- -	- -	- -	2 **4%abd**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to get certain channels/content	- -	- -	- -	- -	- -	3 **6%abcdz**	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue (please describe it briefly in your own words)	4 *2%*	- -	3 *2%*	1 *1%*	4 *2%*	- -	4 *3%*	- -	- -	4 *3%*	- -	2 *3%*	- -	2 *10%*	1 *2%*	3 *4%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 16

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

Repairs and Installation

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	240	65*	167	117	116	70*	133	-**	240	-**	-**	149	70*	21**	137	103	-**	65*	-**	-**	31*	30*	4**	38*	26**	-**	167	-**	-**	90*	59*	18**	78*	88*
Switching issues (e.g. problems trying to switch or problems porting your number)	148 62%e	37 57%	107 64%ef	77 66%ef	65 56%	30 43%	70 53%	- -	148 62%	- -	- -	88 59%	45 64%	15 71%	79 58%	69 67%	- -	37 57%	- -	- -	16 52%	20 67%	1 25%	19 50%	17 65%	- -	107 64%	- -	- -	55 61%	43 73%	9 50%	48 62%	59 67%
Time taken to install the service	7 3%b	- -	- -	- -	- -	7 10%abcdfz	1 1%	- -	7 3%	- -	- -	6 4%	1 1%	- -	4 3%	3 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during installation	6 3%b	- -	- -	- -	- -	5 7%bcdz	3 2%	- -	6 3%	- -	- -	4 3%	2 3%	- -	4 3%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Missed/moved repair appointment	5 2%	- -	- -	- -	- -	2 3%b	4 3%b	- -	5 2%	- -	- -	5 3%	- -	- -	3 2%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an installation	4 2%	- -	- -	- -	- -	3 4%bcd	9 7%abcdz	- -	4 2%	- -	- -	4 3%	- -	- -	2 1%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Complaining about an engineer	3 1%	- -	- -	- -	- -	4 6%abcdf	1 1%	- -	3 1%	- -	- -	2 1%	- -	1 5%	2 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Damage to property during repair	3 1%	- -	- -	- -	- -	2 3%b	3 2%	- -	3 1%	- -	- -	2 1%	1 1%	- -	2 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Arranging an appointment for an engineer visit	3 1%	- -	- -	- -	- -	2 3%b	4 3%b	- -	3 1%	- -	- -	3 2%	- -	- -	2 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Time taken to repair a fault	2 1%	- -	- -	- -	- -	3 4%abcd	8 6%abcdz	- -	2 1%	- -	- -	2 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Missed/ moved installation appointment	1 *	- -	- -	- -	- -	3 4%abcd	3 2%	- -	1 *	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
A different issue	73 30%	28 43%	60 36%	40 34%	51 44%af	26 37%	39 29%	- -	73 30%	- -	- -	46 31%	22 31%	5 24%	46 34%	27 26%	- -	28 43%	- -	- -	15 48%	10 33%	3 75%	19 50%	9 35%	- -	60 36%	- -	- -	35 39%	16 27%	9 50%	30 38%	29 33%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 17

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

Repairs and Installation

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	240	65*	167	117	116	70*	133	-**	117	-**	-**	54*	48*	15**	44*	68*	-**	116	-**	-**	56*	44*	16**	63*	53*	-**	70*	-**	-**	42*	21**	7**	29**	41*
Switching issues (e.g. problems trying to switch or problems porting your number)	148 62%e	37 57%	107 64%ef	77 66%ef	65 56%	30 43%	70 53%	- -	77 66%	- -	- -	36 67%	31 65%	10 67%	31 70%	42 62%	- -	65 56%	- -	- -	32 57%	25 57%	8 50%	33 52%	32 60%	- -	30 43%	- -	- -	19 45%	9 43%	2 29%	13 45%	17 41%
Time taken to install the service	7 3%b	- -	- -	- -	- -	7 10%abcdfz	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	7 10%	- -	- -	6 14%	- -	1 14%	4 14%	3 7%
Damage to property during installation	6 3%b	- -	- -	- -	- -	5 7%bcdz	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 7%	- -	- -	5 12%	- -	- -	3 10%	2 5%
Missed/moved repair appointment	5 2%	- -	- -	- -	- -	2 3%b	4 3%b	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	- -	2 10%	- -	1 3%	1 2%
Arranging an installation	4 2%	- -	- -	- -	- -	3 4%bcd	9 7%abcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 4%	- -	- -	3 7%	- -	- -	3 10%	- -
Complaining about an engineer	3 1%	- -	- -	- -	- -	4 6%abcdf	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 6%	- -	- -	3 7%	- -	1 14%	- -	4 10%
Damage to property during repair	3 1%	- -	- -	- -	- -	2 3%b	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	1 2%	1 5%	- -	- -	2 5%
Arranging an appointment for an engineer visit	3 1%	- -	- -	- -	- -	2 3%b	4 3%b	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	2 5%	- -	- -	1 3%	1 2%
Time taken to repair a fault	2 1%	- -	- -	- -	- -	3 4%abcd	8 6%abcdz	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 4%	- -	- -	3 7%	- -	- -	2 7%	1 2%
Missed/ moved installation appointment	1 *	- -	- -	- -	- -	3 4%abcd	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 4%	- -	- -	3 7%	- -	- -	3 10%	- -
A different issue	73 30%	28 43%	60 36%	40 34%	51 44%af	26 37%	39 29%	- -	40 34%	- -	- -	18 33%	17 35%	5 33%	13 30%	26 38%	- -	51 44%	- -	- -	24 43%	19 43%	8 50%	30 48%	21 40%	- -	26 37%	- -	- -	13 31%	10 48%	3 43%	10 34%	16 39%

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

* = Less than .5

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Fieldwork: 5th November 2021 - 6th January 2022

Table 18

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

Repairs and Installation

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	240	65*	167	117	116	70*	133	-**	133	-**	-**	72*	45*	16**	67*	66*
Switching issues (e.g. problems trying to switch or problems porting your number)	148 62%e	37 57%	107 64%e	77 66%e	65 56%	30 43%	70 53%	- -	70 53%	- -	- -	40 56%	20 44%	10 63%	39 58%	31 47%
Time taken to install the service	7 3%b	- -	- -	- -	- -	7 10%abcdz	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	- -
Damage to property during installation	6 3%b	- -	- -	- -	- -	5 7%bcdz	3 2%	- -	3 2%	- -	- -	3 4%	- -	- -	2 3%	1 2%
Missed/moved repair appointment	5 2%	- -	- -	- -	- -	2 3%b	4 3%	- -	4 3%	- -	- -	2 3%	2 4%	- -	3 4%	1 2%
Arranging an installation	4 2%	- -	- -	- -	- -	3 4%bcd	9 7%	- -	9 7%	- -	- -	6 8%	2 4%	1 6%	5 7%	4 6%
Complaining about an engineer	3 1%	- -	- -	- -	- -	4 6%abcd	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	- -
Damage to property during repair	3 1%	- -	- -	- -	- -	2 3%b	3 2%	- -	3 2%	- -	- -	2 3%	1 2%	- -	2 3%	1 2%
Arranging an appointment for an engineer visit	3 1%	- -	- -	- -	- -	2 3%b	4 3%	- -	4 3%	- -	- -	2 3%	2 4%	- -	1 1%	3 5%
Time taken to repair a fault	2 1%	- -	- -	- -	- -	3 4%abcd	8 6%	- -	8 6%	- -	- -	2 3%	5 11%	1 6%	3 4%	5 8%
Missed/ moved installation appointment	1 *	- -	- -	- -	- -	3 4%abcd	3 2%	- -	3 2%	- -	- -	2 3%	- -	1 6%	2 3%	1 2%
A different issue	73 30%	28 43%	60 36%	40 34%	51 44%a	26 37%	39 29%	- -	39 29%	- -	- -	20 28%	15 33%	4 25%	18 27%	21 32%

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

* = Less than .5

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Fieldwork: 5th November 2021 - 6th January 2022

Table 19

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

Something else

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	41*	24**	51*	25**	22**	13**	29**	-**	-**	-**	41*	26**	9**	6**	24**	16**	-**	-**	-**	24**	18**	4**	2**	15**	7**	-**	-**	-**	51*	32*	8**	11**	34*	16**
Keeping your mobile phone number when changing suppliers	9 *22%*	5 *21%*	12 *24%*	2 *8%*	4 *18%*	5 *38%*	4 *14%*	- -	- -	- -	9 *22%*	6 *23%*	3 *33%*	- -	7 *29%*	2 *13%*	- -	- -	- -	5 *21%*	3 *17%*	2 *50%*	- -	2 *13%*	2 *29%*	- -	- -	- -	12 *24%*	8 *25%*	1 *13%*	3 *27%*	10 *29%*	2 *13%*
Complaining about the terms of your contract	8 *20%*	1 *4%*	6 *12%*	4 *16%*	5 *23%*	2 *15%*	5 *17%*	- -	- -	- -	8 *20%*	4 *15%*	1 *11%*	3 *50%*	3 *13%*	5 *31%*	- -	- -	- -	1 *4%*	- -	1 *25%*	- -	- -	1 *14%*	- -	- -	- -	6 *12%*	4 *13%*	2 *25%*	- -	3 *9%*	3 *19%*
Service not performing as advertised or as told in store/over the phone	7 *17%*	6 *25%*	8 *16%*	3 *12%*	2 *9%*	2 *15%*	4 *14%*	- -	- -	- -	7 *17%*	4 *15%*	2 *22%*	1 *17%*	5 *21%*	2 *13%*	- -	- -	- -	6 *25%*	5 *28%*	- -	1 *50%*	4 *27%*	1 *14%*	- -	- -	- -	8 *16%*	6 *19%*	1 *13%*	1 *9%*	5 *15%*	3 *19%*
Change to your package or service (upgrading or downgrading your service)	7 *17%*	5 *21%*	12 *24%*	6 *24%*	8 *36%*	7 *54%*	6 *21%*	- -	- -	- -	7 *17%*	5 *19%*	1 *11%*	1 *17%*	3 *13%*	3 *19%*	- -	- -	- -	5 *21%*	4 *22%*	1 *25%*	- -	3 *20%*	2 *29%*	- -	- -	- -	12 *24%*	9 *28%*	1 *13%*	2 *18%*	10 *29%*	2 *13%*
Switching issues (e.g. problems trying to switch or problems porting your number)	6 *15%*	3 *13%*	10 *20%*	3 *12%*	2 *9%*	2 *15%*	3 *10%*	- -	- -	- -	6 *15%*	4 *15%*	1 *11%*	1 *17%*	4 *17%*	2 *13%*	- -	- -	- -	3 *13%*	3 *17%*	- -	- -	3 *20%*	- -	- -	- -	- -	10 *20%*	5 *16%*	4 *50%*	1 *9%*	6 *18%*	3 *19%*
A different issue (please describe it briefly in your own words)	5 *12%*	4 *17%*	6 *12%*	7 *28%*	4 *18%*	2 *15%*	7 *24%*	- -	- -	- -	5 *12%*	4 *15%*	1 *11%*	- -	3 *13%*	2 *13%*	- -	- -	- -	4 *17%*	3 *17%*	- -	1 *50%*	3 *20%*	1 *14%*	- -	- -	- -	6 *12%*	1 *3%*	- -	5 *45%*	2 *6%*	4 *25%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 20

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

Something else

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	41*	24**	51*	25**	22**	13**	29**	-**	-**	-**	25**	14**	10**	1**	10**	12**	-**	-**	-**	22**	11**	6**	5**	14**	7**	-**	-**	-**	13**	10**	1**	2**	6**	6**
Keeping your mobile phone number when changing suppliers	9 *22%*	5 *21%*	12 *24%*	2 *8%*	4 *18%*	5 *38%*	4 *14%*	- -	- -	- -	2 *8%*	1 *7%*	1 *10%*	- -	1 *10%*	1 *8%*	- -	- -	- -	4 *18%*	3 *27%*	1 *17%*	- -	4 *29%*	- -	- -	- -	- -	5 *38%*	3 *30%*	1 *100%*	1 *50%*	1 *17%*	4 *67%*
Complaining about the terms of your contract	8 *20%*	1 *4%*	6 *12%*	4 *16%*	5 *23%*	2 *15%*	5 *17%*	- -	- -	- -	4 *16%*	1 *7%*	2 *20%*	1 *100%*	1 *10%*	3 *25%*	- -	- -	- -	5 *23%*	3 *27%*	1 *17%*	1 *20%*	3 *21%*	1 *14%*	- -	- -	- -	2 *15%*	2 *20%*	- -	- -	- -	2 *33%*
Service not performing as advertised or as told in store/over the phone	7 *17%*	6 *25%*	8 *16%*	3 *12%*	2 *9%*	2 *15%*	4 *14%*	- -	- -	- -	3 *12%*	2 *14%*	1 *10%*	- -	- -	1 *8%*	- -	- -	- -	2 *9%*	1 *9%*	1 *17%*	- -	1 *7%*	1 *14%*	- -	- -	- -	2 *15%*	2 *20%*	- -	- -	1 *17%*	1 *17%*
Change to your package or service (upgrading or downgrading your service)	7 *17%*	5 *21%*	12 *24%*	6 *24%*	8 *36%*	7 *54%*	6 *21%*	- -	- -	- -	6 *24%*	3 *21%*	3 *30%*	- -	2 *20%*	3 *25%*	- -	- -	- -	8 *36%*	3 *27%*	3 *50%*	2 *40%*	5 *36%*	3 *43%*	- -	- -	- -	7 *54%*	6 *60%*	- -	1 *50%*	4 *67%*	3 *50%*
Switching issues (e.g. problems trying to switch or problems porting your number)	6 *15%*	3 *13%*	10 *20%*	3 *12%*	2 *9%*	2 *15%*	3 *10%*	- -	- -	- -	3 *12%*	1 *7%*	2 *20%*	- -	- -	3 *25%*	- -	- -	- -	2 *9%*	- -	- -	2 *40%*	- -	2 *29%*	- -	- -	- -	2 *15%*	2 *20%*	- -	- -	1 *17%*	1 *17%*
A different issue (please describe it briefly in your own words)	5 *12%*	4 *17%*	6 *12%*	7 *28%*	4 *18%*	2 *15%*	7 *24%*	- -	- -	- -	7 *28%*	6 *43%*	1 *10%*	- -	6 *60%*	1 *8%*	- -	- -	- -	4 *18%*	2 *18%*	1 *17%*	1 *20%*	3 *21%*	1 *14%*	- -	- -	- -	2 *15%*	1 *10%*	- -	1 *50%*	- -	1 *17%*

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

* = Less than .5

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Table 21

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

Something else

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	41*	24**	51*	25**	22**	13**	29*	-**	-**	-**	29**	18**	8**	3**	15**	10**
Keeping your mobile phone number when changing suppliers	9 *22%*	5 *21%*	12 *24%*	2 *8%*	4 *18%*	5 *38%*	4 *14%*	- -	- -	- -	4 *14%*	2 *11%*	2 *25%*	- -	3 *20%*	1 *10%*
Complaining about the terms of your contract	8 *20%*	1 *4%*	6 *12%*	4 *16%*	5 *23%*	2 *15%*	5 *17%*	- -	- -	- -	5 *17%*	3 *17%*	2 *25%*	- -	2 *13%*	2 *20%*
Service not performing as advertised or as told in store/over the phone	7 *17%*	6 *25%*	8 *16%*	3 *12%*	2 *9%*	2 *15%*	4 *14%*	- -	- -	- -	4 *14%*	2 *11%*	1 *13%*	1 *33%*	1 *7%*	1 *10%*
Change to your package or service (upgrading or downgrading your service)	7 *17%*	5 *21%*	12 *24%*	6 *24%*	8 *36%*	7 *54%*	6 *21%*	- -	- -	- -	6 *21%*	4 *22%*	- -	2 *67%*	3 *20%*	3 *30%*
Switching issues (e.g. problems trying to switch or problems porting your number)	6 *15%*	3 *13%*	10 *20%*	3 *12%*	2 *9%*	2 *15%*	3 *10%*	- -	- -	- -	3 *10%*	1 *6%*	2 *25%*	- -	1 *7%*	1 *10%*
A different issue (please describe it briefly in your own words)	5 *12%*	4 *17%*	6 *12%*	7 *28%*	4 *18%*	2 *15%*	7 *24%*	- -	- -	- -	7 *24%*	6 *33%*	1 *13%*	- -	5 *33%*	2 *20%*

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

* = Less than .5

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Table 22

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Only/mainly on the phone	268	61	202	79	181	79	199	97	65	92	14	162	74	32	155	112	20	17	20	4	33	25	3	30	31	82	50	53	17	111	56	35	111	89
	34%cz	25%	32%c	23%	38%bcz	38%cz	40%abcz	34%	27%	40%h	34%	37%l	29%	32%	36%	31%	28%	26%	25%	17%	26%	26%	17%	25%	26%	34%	30%	29%	33%	33%	27%	36%	35%	28%
Only/mainly via webchat	87	36	90	35	80	18	75	38	28	16	5	51	26	10	51	36	10	15	10	1	22	11	3	18	18	39	16	27	8	49	24	17	44	46
	11%	15%e	14%e	10%	17%ace	9%	15%ae	13%l	12%	7%	12%	12%	10%	10%	12%	10%	14%	23%	13%	4%	17%	11%	17%	15%	15%	16%	10%	15%	16%	14%	12%	18%	14%	15%
Only/mainly in store	81	12	65	65	42	10	49	25	22	32	2	42	28	11	41	39	4	4	3	1	6	6	-	7	5	16	21	24	4	36	20	9	33	32
	10%ez	5%	10%ez	19%abdefz	9%	5%	10%ez	9%	9%	14%	5%	10%	11%	11%	10%	11%	6%	6%	4%	4%	5%	6%	-	6%	4%	7%	13%p	13%p	8%	11%	10%	9%	10%	10%
Only/mainly via email	80	27	56	35	37	34	37	32	20	25	3	38	34	8	35	44	9	9	9	-	12	14	1	16	11	22	13	18	3	33	17	6	26	30
	10%	11%	9%	10%	8%	17%abcdi	7%	11%	8%	11%	7%	9%	13%k	8%	8%	12%	13%	14%	11%	-	9%	15%	6%	13%	9%	9%	8%	10%	6%	10%	8%	6%	8%	9%
Only/mainly via web form	73	26	49	35	34	13	29	23	30	20	-	41	26	6	41	32	9	3	10	4	16	6	4	14	12	21	12	14	2	28	19	2	25	24
	9%f	11%f	8%	10%f	7%	6%	6%	8%	13%j	9%	-	9%	10%	6%	10%	9%	13%	5%	13%	17%	13%	6%	22%	12%	10%	9%	7%	8%	4%	8%v	9%v	2%	8%	8%
Only/mainly by social media	68	24	55	35	33	17	40	20	25	20	3	29	30	9	34	34	7	6	8	3	8	14	2	7	16	23	18	11	3	26	21	8	26	29
	9%	10%	9%	10%	7%	8%	8%	7%	10%	9%	7%	7%	12%k	9%	8%	9%	10%	9%	10%	13%	6%	15%E	11%	6%	14%H	9%	11%	6%	6%	8%	10%	8%	8%	9%
Only/mainly via mobile application	67	29	72	25	42	16	37	26	22	14	5	37	20	10	36	31	6	5	15	3	16	11	2	15	14	24	20	22	6	34	24	14	36	36
	8%	12%f	11%f	7%	9%	8%	7%	9%	9%	6%	12%	8%	8%	10%	8%	9%	8%	8%	19%	13%	13%	11%	11%	13%	12%	10%	12%	12%	12%	10%	12%	14%	11%	11%
Only/mainly by letter	52	9	42	22	22	16	17	19	25	6	2	26	16	10	28	22	3	4	2	-	4	4	1	5	4	14	13	10	5	15	21	6	15	27
	7%l	4%	7%f	6%f	5%	8%f	3%	7%i	10%i	3%	5%	6%	6%	10%	7%	6%	4%	6%	3%	-	3%	4%	6%	4%	3%	6%	8%	6%	10%	4%	10%t	6%	5%	9%
Only/mainly via another contact method	5	7	4	4	4	1	5	2	1	2	-	4	-	1	1	3	3	1	2	1	5	2	-	3	4	1	2	-	1	3	1	-	2	1
	1%	3%abd	1%	1%	1%	*	1%	1%	*	1%	-	1%	-	1%	*	1%	4%	2%	3%	4%	4%	2%	-	3%	3%	*	1%	-	2%	1%	*	-	1%	*
Don't know	16	10	6	4	4	2	14	3	2	4	7	12	1	3	7	7	1	1	1	7	5	3	2	4	2	1	2	1	2	3	3	-	2	2
	2%	4%bcde	1%	1%	1%	1%	3%bd	1%	1%	2%	17%ghi	3%l	*	3%l	2%	2%	1%	2%	1%	29%	4%	3%	11%	3%	2%	*	1%	1%	4%p	1%	1%	-	1%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 23

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Only/mainly on the phone	268	61	202	79	181	79	199	29	24	18	8	38	32	9	46	30	69	37	65	10	91	61	29	90	91	27	23	24	5	45	25	9	37	39
	34%cz	25%	32%c	23%	38%bcz	38%cz	40%abcz	25%	21%	22%	32%	23%	24%	22%	29%l	18%	40%	32%	39%	45%	37%	37%	44%	39%	37%	38%	33%	47%	38%	38%	35%	56%	41%	35%
Only/mainly via webchat	87	36	90	35	80	18	75	13	12	9	1	13	15	7	13	22	28	16	31	5	46	21	13	39	41	6	7	2	3	10	6	2	8	10
	11%	15%e	14%e	10%	17%ace	9%	15%ae	11%	10%	11%	4%	8%	11%	17%	8%	13%	16%	14%	19%	23%	19%	13%	20%	17%	17%	8%	10%	4%	23%	8%	8%	13%	9%	9%
Only/mainly in store	81	12	65	65	42	10	49	18	25	16	6	34	25	6	34	27	16	14	11	1	28	11	3	19	20	3	3	3	1	6	3	1	6	4
	10%ez	5%	10%ez	19%abdefz	9%	5%	10%ez	16%	21%	20%	24%	21%	19%	15%	22%	16%	9%	12%	7%	5%	11%	7%	5%	8%	8%	4%	4%	6%	8%	5%	4%	6%	7%	4%
Only/mainly via email	80	27	56	35	37	34	37	14	10	7	4	20	7	8	13	20	12	10	12	3	17	14	6	16	21	8	10	13	3	19	14	1	17	17
	10%	11%	9%	10%	8%	17%abcdi	7%	12%	9%	9%	16%	12%f	5%	20%f	8%	12%	7%	9%	7%	14%	7%	8%	9%	7%	9%	11%	14%	25%p	23%	16%	19%	6%	19%	15%
Only/mainly via web form	73	26	49	35	34	13	29	7	16	10	2	18	15	2	17	18	12	7	15	-	18	13	3	16	18	5	4	4	-	6	7	-	5	8
	9%f	11%f	8%	10%f	7%	6%	6%	6%	14%	12%	8%	11%	11%	5%	11%	11%	7%	6%	9%	-	7%	8%	5%	7%	7%	7%	6%	8%	-	5%	10%	-	5%	7%
Only/mainly by social media	68	24	55	35	33	17	40	13	10	11	1	16	14	5	17	18	11	13	9	-	8	19	6	16	17	7	8	2	-	11	5	1	6	11
	9%	10%	9%	10%	7%	8%	8%	11%	9%	13%	4%	10%	11%	12%	11%	11%	6%	11%	5%	-	3%	11%k	9%k	7%	7%	10%	11%	4%	-	9%	7%	6%	7%	10%
Only/mainly via mobile application	67	29	72	25	42	16	37	11	7	5	2	10	15	-	9	16	17	7	15	3	24	14	4	18	23	7	7	2	-	10	5	1	6	10
	8%	12%f	11%f	7%	9%	8%	7%	10%	6%	6%	8%	6%	11%G	-	6%	9%	10%	6%	9%	14%	10%	8%	6%	8%	9%	10%	10%	4%	-	8%	7%	6%	7%	9%
Only/mainly by letter	52	9	42	22	22	16	17	6	11	5	-	13	7	2	6	15	7	9	6	-	10	10	2	8	13	8	7	1	-	10	6	-	6	10
	7%l	4%	7%f	6%f	5%	8%f	3%	5%	9%	6%	-	8%	5%	5%	4%	9%	4%	8%	4%	-	4%	6%	3%	4%	5%	11%	10%	2%	-	8%	8%	-	7%	9%
Only/mainly via another contact method	5	7	4	4	4	1	5	2	1	1	-	1	1	2	1	3	1	2	1	-	2	2	-	2	2	-	1	-	-	-	-	1	-	1
	1%	3%abd	1%	1%	1%	*	1%	2%	1%	1%	-	1%	1%	5%E	1%	2%	1%	2%	1%	-	1%	1%	-	1%	1%	-	1%	-	-	-	-	6%	-	1%
Don't know	16	10	6	4	4	2	14	2	1	-	1	2	2	-	1	2	1	1	2	-	3	1	-	4	-	1	-	-	1	1	1	-	-	2
	2%	4%bcde	1%	1%	1%	1%	3%bd	2%	1%	-	4%	1%	2%	-	1%	1%	1%	1%	1%	-	1%	1%	-	2%o	-	1%	-	-	8%	1%	1%	-	-	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 24

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Only/mainly on the phone	268 34%cz	61 25%	202 32%c	79 23%	181 38%bcz	79 38%cz	199 40%	102 47%h	38 29%	48 38%	11 38%	99 38%	66 40%	34 44%	94 38%	104 43%
Only/mainly via webchat	87 11%	36 15%e	90 14%e	35 10%	80 17%ace	18 9%	75 15%	37 17%h	12 9%	23 18%h	3 10%	38 15%	21 13%	16 21%	40 16%	31 13%
Only/mainly in store	81 10%ez	12 5%	65 10%ez	65 19%abdez	42 9%	10 5%	49 10%	13 6%	15 11%	17 14%g	4 14%	26 10%	18 11%	5 6%	22 9%	26 11%
Only/mainly via email	80 10%	27 11%	56 9%	35 10%	37 8%	34 17%abcd	37 7%	12 6%	18 14%gj	5 4%	2 7%	23 9%	10 6%	4 5%	22 9%	15 6%
Only/mainly via web form	73 9%	26 11%	49 8%	35 10%	34 7%	13 6%	29 6%	13 6%	8 6%	8 6%	- -	15 6%	12 7%	2 3%	16 6%	13 5%
Only/mainly by social media	68 9%	24 10%	55 9%	35 10%	33 7%	17 8%	40 8%	12 6%	18 14%g	9 7%	1 3%	26 10%m	12 7%	2 3%	22 9%	16 7%
Only/mainly via mobile application	67 8%	29 12%	72 11%	25 7%	42 9%	16 8%	37 7%	15 7%	12 9%	8 6%	2 7%	17 7%	11 7%	9 12%	17 7%	20 8%
Only/mainly by letter	52 7%	9 4%	42 7%	22 6%	22 5%	16 8%	17 3%	9 4%	6 5%	2 2%	- -	5 2%	10 6%k	2 3%	6 2%	11 5%
Only/mainly via another contact method	5 1%	7 3%abd	4 1%	4 1%	4 1%	1 *	5 1%	- -	3 2%g	2 2%	- -	2 1%	1 1%	2 3%	2 1%	3 1%
Don't know	16 2%	10 4%bcde	6 1%	4 1%	4 1%	2 1%	14 3%	2 1%	3 2%	3 2%	6 21%	8 3%	4 2%	2 3%	8 3%	3 1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 25

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

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied	(10)	108	51	80	46	67	33	69	42	35	19	12	108	-	-	92	14	18	10	12	11	51	-	-	42	8	32	20	14	14	80	-	-	72	8
		14%	21%abcdf	12%	14%	14%	16%	14%	15%i	15%l	8%	29%ghi	24%lm	-	-	21%o	4%	25%	15%	15%	46%	40%F	-	-	35%l	7%	13%	12%	8%	27%pqr	24%uv	-	-	23%x	3%
9 -	(9)	59	15	51	19	21	22	30	21	19	15	4	59	-	-	44	15	5	4	5	1	15	-	-	7	8	18	11	18	4	51	-	-	39	12
		7%d	6%	8%d	6%	4%	11%cdf	6%	7%	8%	6%	10%	13%lm	-	-	10%o	4%	7%	6%	6%	4%	12%F	-	-	6%	7%	7%	7%	10%	8%	15%uv	-	-	12%x	4%
8 -	(8)	131	29	94	52	72	33	75	45	41	39	6	131	-	-	78	52	7	10	10	2	29	-	-	21	8	37	28	20	9	94	-	-	61	31
		16%	12%	15%	15%	15%	16%	15%	16%	17%	17%	15%	30%lm	-	-	18%	14%	10%	15%	13%	8%	23%F	-	-	18%l	7%	15%	17%	11%	18%	28%uv	-	-	19%x	10%
7 -	(7)	144	32	113	48	87	30	85	44	54	42	4	144	-	-	78	66	9	7	12	4	32	-	-	14	18	37	31	40	5	113	-	-	53	60
		18%	13%	18%	14%	18%	15%	17%	15%	23%g	18%	10%	33%lm	-	-	18%	18%	13%	11%	15%	17%	25%F	-	-	12%	15%	15%	19%	22%s	10%	33%uv	-	-	17%	19%
6 -	(6)	105	36	92	46	58	21	61	44	24	35	2	-	105	-	46	58	15	7	12	2	-	36	-	10	25	37	25	25	5	-	92	-	34	58
		13%	15%	14%	14%	12%	10%	12%	15%	10%	15%	5%	-	41%km	-	11%	16%n	21%	11%	15%	8%	-	38%E	-	8%	21%H	15%	15%	14%	10%	-	45%tv	-	11%	18%w
5 -	(5)	85	41	70	55	65	25	70	27	26	28	4	-	85	-	37	46	10	15	15	1	-	41	-	10	28	25	20	22	3	-	70	-	19	49
		11%	17%ab	11%	16%ab	14%	12%	14%	9%	11%	12%	10%	-	33%km	-	9%	13%	14%	23%	19%	4%	-	43%E	-	8%	24%H	10%	12%	12%	6%	-	34%tv	-	6%	16%w
4 -	(4)	65	19	44	32	43	26	34	20	20	22	3	-	65	-	24	41	2	8	8	1	-	19	-	5	14	22	14	8	-	-	44	-	12	31
		8%	8%	7%	9%	9%	13%abf	7%	7%	8%	10%	7%	-	25%km	-	6%	11%n	3%	12%A	10%	4%	-	20%E	-	4%	12%H	9%s	8%s	4%	-	-	21%tv	-	4%	10%w
3 -	(3)	32	5	30	18	23	4	28	15	5	9	3	-	-	32	11	20	-	3	2	-	-	-	5	4	1	13	6	7	4	-	-	30	10	20
		4%	2%	5%	5%z	5%	2%	6%ez	5%	2%	4%	7%	-	-	32%kl	3%	6%n	-	5%	3%	-	-	-	28%	3%	1%	5%	4%	4%	8%	-	-	31%tu	3%	6%
2 -	(2)	27	8	28	7	12	3	14	8	8	9	2	-	-	27	7	20	4	1	2	1	-	-	8	3	5	10	2	14	2	-	-	28	7	21
		3%	3%	4%	2%	3%	1%	3%	3%	3%	4%	5%	-	-	27%kl	2%	6%n	6%	2%	3%	4%	-	-	44%	3%	4%	4%	1%	8%q	4%	-	-	29%tu	2%	7%w
1 - Extremely dissatisfied	(1)	41	5	39	16	31	9	36	19	8	13	1	-	-	41	12	28	2	-	2	1	-	-	5	3	2	12	10	12	5	-	-	39	13	26
		5%z	2%	6%z	5%	6%z	4%	7%z	7%	3%	6%	2%	-	-	41%kl	3%	8%n	3%	-	3%	4%	-	-	28%	3%	2%	5%	6%	7%	10%	-	-	40%tu	4%	8%w
NET: Dissatisfied	(1-3)	100	18	97	41	66	16	78	42	21	31	6	-	-	100	30	68	6	4	6	2	-	-	18	10	8	35	18	33	11	-	-	97	30	67
		13%z	7%	15%ez	12%	14%ez	8%	16%ez	15%h	9%	13%	15%	-	-	100%kl	7%	19%n	8%	6%	8%	8%	-	-	100%	8%	7%	14%	11%	18%q	22%q	-	-	100%tu	9%	21%w
NET: Neutral	(4-6)	255	96	206	133	166	72	165	91	70	85	9	-	255	-	107	145	27	30	35	4	-	96	-	25	67	84	59	55	8	-	206	-	65	138
		32%	40%ab	32%	39%ab	35%	35%	33%	32%	29%	37%	22%	-	100%km	-	25%	40%n	38%	46%	44%	17%	-	100%E	-	21%	57%H	35%s	35%s	31%s	16%	-	100%tv	-	20%	44%w
NET: Satisfied	(7-10)	442	127	338	165	247	118	259	152	149	115	26	442	-	-	292	147	39	31	39	18	127	-	-	84	42	124	90	92	32	338	-	-	225	111
		55%c	53%	53%	49%	52%	57%	52%	53%	62%gl	50%	63%	100%lm	-	-	68%o	41%	54%	48%	49%	75%	100%F	-	-	71%l	36%	51%	54%	51%	63%	100%uv	-	-	70%x	35%
Mean score		6.49	6.78bcdf	6.34	6.33	6.29	6.72df	6.28	6.44	6.75i	6.18	7.07i	8.30lm	5.16m	1.91	7.23o	5.62	6.97	6.54	6.50	7.79	8.67F	5.18	2.00	7.56l	6.01	6.35	6.46	6.08	6.84	8.29uv	5.23v	1.91	7.29x	5.38
Standard error		0.09	0.15	0.10	0.13	0.11	0.17	0.11	0.15	0.15	0.16	0.43	0.06	0.05	0.09	0.11	0.12	0.29	0.27	0.26	0.55	0.11	0.08	0.18	0.23	0.19	0.16	0.18	0.19	0.43	0.06	0.05	0.09	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 26

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied (10)	108	51	80	46	67	33	69	19	14	9	4	46	-	-	40	4	29	16	17	5	67	-	-	59	8	14	7	8	4	33	-	-	24	9
	14%	21%abcdf	*12%*	*14%*	*14%*	*16%*	*14%*	*17%*	*12%*	*11%*	*16%*	28%FG	-	-	25%I	*2%*	*17%*	*14%*	*10%*	*23%*	27%lm	-	-	26%o	*3%*	*19%*	*10%*	*16%*	*31%*	28%u	-	-	26%x	*8%*
9 - (9)	59	15	51	19	21	22	30	7	4	3	5	19	-	-	12	6	7	7	6	1	21	-	-	16	4	1	11	10	-	22	-	-	15	7
	7%d	*6%*	8%d	*6%*	*4%*	11%cdf	*6%*	*6%*	*3%*	*4%*	*20%*	12%FG	-	-	*8%*	*4%*	*4%*	*6%*	*4%*	*5%*	9%lm	-	-	7%o	*2%*	*1%*	16%p	20%p	-	19%u	-	-	16%x	*6%*
8 - (8)	131	29	94	52	72	33	75	16	18	15	3	52	-	-	35	17	24	17	29	2	72	-	-	44	27	12	11	7	3	33	-	-	14	18
	16%	*12%*	*15%*	*15%*	*15%*	*16%*	*15%*	*14%*	*15%*	*18%*	*12%*	32%FG	-	-	22%I	*10%*	*14%*	*15%*	*17%*	*9%*	29%lm	-	-	19%o	*11%*	*17%*	*16%*	*14%*	*23%*	28%u	-	-	*15%*	*16%*
7 - (7)	144	32	113	48	87	30	85	17	18	11	2	48	-	-	23	25	35	16	33	3	87	-	-	38	48	7	13	7	3	30	-	-	15	15
	18%	*13%*	*18%*	*14%*	*18%*	*15%*	*17%*	*15%*	*15%*	*13%*	*8%*	29%FG	-	-	*15%*	*15%*	*20%*	*14%*	*20%*	*14%*	35%lm	-	-	*17%*	*20%*	*10%*	*19%*	*14%*	*23%*	25%u	-	-	*16%*	*13%*
6 - (6)	105	36	92	46	58	21	61	14	17	11	4	-	46	-	12	32	17	21	16	4	-	58	-	27	31	10	6	4	1	-	21	-	6	14
	13%	*15%*	*14%*	*14%*	*12%*	*10%*	*12%*	*12%*	*15%*	*13%*	*16%*	-	35%EG	-	*8%*	19%H	*10%*	18%gi	*10%*	*18%*	-	35%km	-	*12%*	*13%*	*14%*	*9%*	*8%*	*8%*	-	29%t	-	*7%*	*13%*
5 - (5)	85	41	70	55	65	25	70	21	23	8	3	-	55	-	14	39	22	14	27	2	-	65	-	21	42	11	8	6	-	-	25	-	11	14
	11%	17%ab	*11%*	16%ab	*14%*	*12%*	*14%*	*18%*	*20%*	*10%*	*12%*	-	41%EG	-	*9%*	23%H	*13%*	*12%*	*16%*	*9%*	-	39%km	-	*9%*	17%n	*15%*	*11%*	*12%*	-	-	35%t	-	*12%*	*13%*
4 - (4)	65	19	44	32	43	26	34	9	8	12	3	-	32	-	12	18	21	9	13	-	-	43	-	12	31	12	7	7	-	-	26	-	3	23
	8%	*8%*	*7%*	*9%*	*9%*	13%abf	*7%*	*8%*	*7%*	*15%*	*12%*	-	24%EG	-	*8%*	*11%*	*12%*	*8%*	*8%*	-	-	26%km	-	*5%*	13%n	*17%*	*10%*	*14%*	-	-	36%t	-	*3%*	21%w
3 - (3)	32	5	30	18	23	4	28	4	9	5	-	-	-	18	6	11	4	6	12	1	-	-	23	4	19	1	2	-	1	-	-	4	1	2
	4%	*2%*	*5%*	5%z	*5%*	*2%*	6%ez	*3%*	*8%*	*6%*	-	-	-	44%EF	*4%*	*6%*	*2%*	*5%*	7%g	*5%*	-	-	35%kl	*2%*	8%n	*1%*	*3%*	-	*8%*	-	-	*25%*	*1%*	*2%*
2 - (2)	27	8	28	7	12	3	14	2	1	4	-	-	-	7	1	6	3	4	4	1	-	-	12	1	11	1	2	-	-	-	-	3	-	3
	3%	*3%*	*4%*	*2%*	*3%*	*1%*	*3%*	*2%*	*1%*	*5%*	-	-	-	17%EF	*1%*	*4%*	*2%*	*3%*	*2%*	*5%*	-	-	18%kl	*	4%n	*1%*	*3%*	-	-	-	-	*19%*	-	*3%*
1 - Extremely dissatisfied (1)	41	5	39	16	31	9	36	6	5	4	1	-	-	16	2	13	12	6	10	3	-	-	31	6	25	3	3	2	1	-	-	9	2	7
	5%z	*2%*	6%z	*5%*	6%z	*4%*	7%z	*5%*	*4%*	*5%*	*4%*	-	-	39%EF	*1%*	8%H	*7%*	*5%*	*6%*	*14%*	-	-	47%kl	*3%*	10%n	*4%*	*4%*	*4%*	*8%*	-	-	*56%*	*2%*	*6%*
NET: Dissatisfied (1-3)	100	18	97	41	66	16	78	12	15	13	1	-	-	41	9	30	19	16	26	5	-	-	66	11	55	5	7	2	2	-	-	16	3	12
	13%z	*7%*	15%ez	*12%*	14%ez	*8%*	16%ez	*10%*	*13%*	*16%*	*4%*	-	-	100%EF	*6%*	18%H	*11%*	*14%*	*16%*	*23%*	-	-	100%kl	*5%*	22%n	*7%*	*10%*	*4%*	*15%*	-	-	*100%*	*3%*	11%w
NET: Neutral (4-6)	255	96	206	133	166	72	165	44	48	31	10	-	133	-	38	89	60	44	56	6	-	166	-	60	104	33	21	17	1	-	72	-	20	51
	32%	40%ab	*32%*	39%ab	*35%*	*35%*	*33%*	*38%*	*41%*	*38%*	*40%*	-	100%EG	-	*24%*	52%H	*34%*	*38%*	*34%*	*27%*	-	100%km	-	*26%*	42%n	*46%*	*30%*	*33%*	*8%*	-	100%t	-	*22%*	46%w
NET: Satisfied (7-10)	442	127	338	165	247	118	259	59	54	38	14	165	-	-	110	52	95	56	85	11	247	-	-	157	87	34	42	32	10	118	-	-	68	49
	55%c	*53%*	*53%*	*49%*	*52%*	*57%*	*52%*	*51%*	*46%*	*46%*	*56%*	100%FG	-	-	70%I	*30%*	*55%*	*48%*	*51%*	*50%*	100%lm	-	-	69%o	*35%*	*47%*	*60%*	*63%*	*77%*	100%u	-	-	75%x	*44%*
Mean score	6.49	6.78bcdf	6.34	6.33	6.29	6.72df	6.28	6.50	6.23	6.04	7.00	8.38FG	5.11G	2.05	7.39I	5.39	6.41	6.34	6.13	6.27	8.28lm	5.09m	1.88	7.40o	5.25	6.46	6.64	7.04	7.31	8.49u	4.93	1.69	7.69x	5.96
Standard error	0.09	0.15	0.10	0.13	0.11	0.17	0.11	0.23	0.21	0.28	0.48	0.09	0.07	0.14	0.18	0.16	0.19	0.23	0.19	0.66	0.08	0.06	0.11	0.15	0.15	0.29	0.29	0.33	0.76	0.11	0.10	0.22	0.22	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 27

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	108	51	80	46	67	33	69	31	21	11	6	69	-	-	64	5
		14%	21%abcd	12%	14%	14%	16%	14%	14%	16%	9%	21%	27%lm	-	-	26%o	2%
9 -	(9)	59	15	51	19	21	22	30	10	10	8	2	30	-	-	21	9
		7%d	6%	8%d	6%	4%	11%cd	6%	5%	8%	6%	7%	12%lm	-	-	8%o	4%
8 -	(8)	131	29	94	52	72	33	75	35	19	17	4	75	-	-	52	21
		16%	12%	15%	15%	15%	16%	15%	16%	14%	14%	14%	29%lm	-	-	21%o	9%
7 -	(7)	144	32	113	48	87	30	85	34	22	23	6	85	-	-	45	39
		18%	13%	18%	14%	18%	15%	17%	16%	17%	18%	21%	33%lm	-	-	18%	16%
6 -	(6)	105	36	92	46	58	21	61	28	13	16	4	-	61	-	30	29
		13%	15%	14%	14%	12%	10%	12%	13%	10%	13%	14%	-	37%km	-	12%	12%
5 -	(5)	85	41	70	55	65	25	70	27	19	20	4	-	70	-	16	48
		11%	17%ab	11%	16%ab	14%	12%	14%	13%	14%	16%	14%	-	42%km	-	6%	20%n
4 -	(4)	65	19	44	32	43	26	34	11	13	10	-	-	34	-	8	26
		8%	8%	7%	9%	9%	13%ab	7%	5%	10%	8%	-	-	21%km	-	3%	11%n
3 -	(3)	32	5	30	18	23	4	28	12	7	7	2	-	-	28	7	21
		4%	2%	5%	5%z	5%	2%	6%	6%	5%	6%	7%	-	-	36%kl	3%	9%n
2 -	(2)	27	8	28	7	12	3	14	7	4	2	1	-	-	14	2	12
		3%	3%	4%	2%	3%	1%	3%	3%	3%	2%	3%	-	-	18%kl	1%	5%n
1 - Extremely dissatisfied	(1)	41	5	39	16	31	9	36	20	5	11	-	-	-	36	4	32
		5%z	2%	6%z	5%	6%z	4%	7%	9%	4%	9%	-	-	-	46%kl	2%	13%n
NET: Dissatisfied	(1-3)	100	18	97	41	66	16	78	39	16	20	3	-	-	78	13	65
		13%z	7%	15%ez	12%	14%ez	8%	16%	18%	12%	16%	10%	-	-	100%kl	5%	27%n
NET: Neutral	(4-6)	255	96	206	133	166	72	165	66	45	46	8	-	165	-	54	103
		32%	40%ab	32%	39%ab	35%	35%	33%	31%	34%	37%	28%	-	100%km	-	22%	43%n
NET: Satisfied	(7-10)	442	127	338	165	247	118	259	110	72	59	18	259	-	-	182	74
		55%c	53%	53%	49%	52%	57%	52%	51%	54%	47%	62%	100%lm	-	-	73%o	31%
Mean score		6.49	6.78bcd	6.34	6.33	6.29	6.72d	6.28	6.21	6.50	6.01	7.03	8.32lm	5.16m	1.90	7.55o	5.00
Standard error		0.09	0.15	0.10	0.13	0.11	0.17	0.11	0.18	0.22	0.22	0.42	0.07	0.06	0.10	0.13	0.15

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 28

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

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		429	119	320	157	228	91*	249	161	137	107	24**	292	107	30*	429	-**	36*	38*	30*	15**	84*	25**	10**	119	-**	132	78*	76*	34*	225	65*	30*	320	-**
10 - Extremely satisfied	(10)	92	42	72	40	59	24	64	34	32	15	11	92	-	-	92	-	17	9	8	8	42	-	-	42	-	29	18	13	12	72	-	-	72	-
		21%	35%ab	23%	25%	26%	26%	26%	21%	23%	14%	46%	32%lm	-	-	21%	-	47%B	24%	27%	53%	50%	-	-	35%	-	22%	23%	17%	35%r	32%uv	-	-	23%	-
9 -	(9)	44	7	39	12	16	15	21	16	13	12	3	44	-	-	44	-	2	3	1	1	7	-	-	7	-	17	6	13	3	39	-	-	39	-
		10%	6%	12%d	8%	7%	16%cdfz	8%	10%	9%	11%	13%	15%lm	-	-	10%	-	6%	8%	3%	7%	8%	-	-	6%	-	13%	8%	17%	9%	17%uv	-	-	12%	-
8 -	(8)	78	21	61	35	44	14	52	29	24	21	4	78	-	-	78	-	5	8	6	2	21	-	-	21	-	23	18	12	8	61	-	-	61	-
		18%	18%	19%	22%	19%	15%	21%	18%	18%	20%	17%	27%lm	-	-	18%	-	14%	21%	20%	13%	25%	-	-	18%	-	17%	23%	16%	24%	27%uv	-	-	19%	-
7 -	(7)	78	14	53	23	38	15	45	30	27	19	2	78	-	-	78	-	3	3	5	3	14	-	-	14	-	21	10	19	3	53	-	-	53	-
		18%	12%	17%	15%	17%	16%	18%	19%	20%	18%	8%	27%lm	-	-	18%	-	8%	8%	17%	20%	17%	-	-	12%	-	16%	13%	25%	9%	24%uv	-	-	17%	-
6 -	(6)	46	10	34	12	27	6	30	19	14	12	1	-	46	-	46	-	2	4	4	-	-	10	-	10	-	19	6	5	4	-	34	-	34	-
		11%	8%	11%	8%	12%	7%	12%	12%	10%	11%	4%	-	43%km	-	11%	-	6%	11%	13%	-	-	40%	-	8%	-	14%	8%	7%	12%	-	52%tv	-	11%	-
5 -	(5)	37	10	19	14	21	11	16	11	13	11	2	-	37	-	37	-	4	5	1	-	-	10	-	10	-	6	7	5	1	-	19	-	19	-
		9%	8%	6%	9%	9%	12%b	6%	7%	9%	10%	8%	-	35%km	-	9%	-	11%	13%	3%	-	-	40%	-	8%	-	5%	9%	7%	3%	-	29%tv	-	6%	-
4 -	(4)	24	5	12	12	12	3	8	8	8	8	-	-	24	-	24	-	-	3	2	-	-	5	-	5	-	4	5	3	-	-	12	-	12	-
		6%	4%	4%	8%f	5%	3%	3%	5%	6%	7%	-	-	22%km	-	6%	-	-	8%	7%	-	-	20%	-	4%	-	3%	6%	4%	-	-	18%tv	-	4%	-
3 -	(3)	11	4	10	6	4	1	7	6	2	2	1	-	-	11	11	-	-	3	1	-	-	-	4	4	-	6	3	1	-	-	-	10	10	-
		3%	3%	3%	4%	2%	1%	3%	4%	1%	2%	4%	-	-	37%kl	3%	-	-	8%	3%	-	-	-	40%	3%	-	5%	4%	1%	-	-	-	33%tu	3%	-
2 -	(2)	7	3	7	1	1	-	2	1	2	4	-	-	-	7	7	-	2	-	1	-	-	-	3	3	-	4	-	3	-	-	-	7	7	-
		2%	3%	2%	1%	*	-	1%	1%	1%	4%	-	-	-	23%kl	2%	-	6%	-	3%	-	-	-	30%	3%	-	3%	-	4%	-	-	-	23%tu	2%	-
1 - Extremely dissatisfied	(1)	12	3	13	2	6	2	4	7	2	3	-	-	-	12	12	-	1	-	1	1	-	-	3	3	-	3	5	2	3	-	-	13	13	-
		3%	3%	4%	1%	3%	2%	2%	4%	1%	3%	-	-	-	40%kl	3%	-	3%	-	3%	7%	-	-	30%	3%	-	2%	6%	3%	9%	-	-	43%tu	4%	-
NET: Dissatisfied	(1-3)	30	10	30	9	11	3	13	14	6	9	1	-	-	30	30	-	3	3	3	1	-	-	10	10	-	13	8	6	3	-	-	30	30	-
		7%	8%	9%d	6%	5%	3%	5%	9%	4%	8%	4%	-	-	100%kl	7%	-	8%	8%	10%	7%	-	-	100%	8%	-	10%	10%	8%	9%	-	-	100%tu	9%	-
NET: Neutral	(4-6)	107	25	65	38	60	20	54	38	35	31	3	-	107	-	107	-	6	12	7	-	-	25	-	25	-	29	18	13	5	-	65	-	65	-
		25%	21%	20%	24%	26%	22%	22%	24%	26%	29%	13%	-	100%km	-	25%	-	17%	32%	23%	-	-	100%	-	21%	-	22%	23%	17%	15%	-	100%tv	-	20%	-
NET: Satisfied	(7-10)	292	84	225	110	157	68	182	109	96	67	20	292	-	-	292	-	27	23	20	14	84	-	-	84	-	90	52	57	26	225	-	-	225	-
		68%	71%	70%	70%	69%	75%	73%	68%	70%	63%	83%	100%lm	-	-	68%	-	75%	61%	67%	93%	100%	-	-	71%	-	68%	67%	75%	76%	100%uv	-	-	70%	-
Mean score		7.23	7.56	7.29	7.39	7.40	7.69	7.55	7.17	7.38	6.87	8.42	8.51lm	5.21m	1.97	7.23	-	7.94	7.16	7.17	8.47	8.92	5.20	2.10	7.56	-	7.30	7.09	7.29	7.76	8.58uv	5.34v	1.90	7.29	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 29

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

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

		Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		429	119	320	157	228	91*	249	61*	44*	42*	10**	110	38*	9**	157	-**	91*	63*	60*	14**	157	60*	11**	228	-**	27**	29**	29**	6**	68*	20**	3**	91*	-**
10 - Extremely satisfied	(10)	92	42	72	40	59	24	64	16	13	8	3	40	-	-	40	-	28	14	13	4	59	-	-	59	-	8	6	7	3	24	-	-	24	-
		21%	35%ab	23%	25%	26%	26%	26%	26%	30%	19%	30%	36%F	-	-	25%	-	31%	22%	22%	29%	38%l	-	-	26%	-	30%	21%	24%	50%	35%	-	-	26%	-
9 -	(9)	44	7	39	12	16	15	21	6	3	1	2	12	-	-	12	-	5	6	4	1	16	-	-	16	-	-	8	7	-	15	-	-	15	-
		10%	6%	12%d	8%	7%	16%cdfz	8%	10%	7%	2%	20%	11%F	-	-	8%	-	5%	10%	7%	7%	10%l	-	-	7%	-	-	28%	24%	-	22%	-	-	16%	-
8 -	(8)	78	21	61	35	44	14	52	14	7	12	2	35	-	-	35	-	19	10	13	2	44	-	-	44	-	6	3	4	1	14	-	-	14	-
		18%	18%	19%	22%	19%	15%	21%	23%	16%	29%	20%	32%F	-	-	22%	-	21%	16%	22%	14%	28%l	-	-	19%	-	22%	10%	14%	17%	21%	-	-	15%	-
7 -	(7)	78	14	53	23	38	15	45	12	5	4	2	23	-	-	23	-	14	8	13	3	38	-	-	38	-	3	4	7	1	15	-	-	15	-
		18%	12%	17%	15%	17%	16%	18%	20%	11%	10%	20%	21%F	-	-	15%	-	15%	13%	22%	21%	24%l	-	-	17%	-	11%	14%	24%	17%	22%	-	-	16%	-
6 -	(6)	46	10	34	12	27	6	30	4	3	4	1	-	12	-	12	-	8	10	6	3	-	27	-	27	-	2	3	-	1	-	6	-	6	-
		11%	8%	11%	8%	12%	7%	12%	7%	7%	10%	10%	-	32%E	-	8%	-	9%	16%	10%	21%	-	45%k	-	12%	-	7%	10%	-	17%	-	30%	-	7%	-
5 -	(5)	37	10	19	14	21	11	16	6	5	3	-	-	14	-	14	-	7	6	7	1	-	21	-	21	-	4	4	3	-	-	11	-	11	-
		9%	8%	6%	9%	9%	12%b	6%	10%	11%	7%	-	-	37%E	-	9%	-	8%	10%	12%	7%	-	35%k	-	9%	-	15%	14%	10%	-	-	55%	-	12%	-
4 -	(4)	24	5	12	12	12	3	8	2	3	7	-	-	12	-	12	-	7	3	2	-	-	12	-	12	-	3	-	-	-	-	3	-	3	-
		6%	4%	4%	8%f	5%	3%	3%	3%	7%	17%A	-	-	32%E	-	8%	-	8%	5%	3%	-	-	20%k	-	5%	-	11%	-	-	-	-	15%	-	3%	-
3 -	(3)	11	4	10	6	4	1	7	1	3	2	-	-	-	6	6	-	2	1	1	-	-	-	4	4	-	-	1	-	-	-	-	1	1	-
		3%	3%	3%	4%	2%	1%	3%	2%	7%	5%	-	-	-	67%	4%	-	2%	2%	2%	-	-	-	36%	2%	-	-	3%	-	-	-	-	33%	1%	-
2 -	(2)	7	3	7	1	1	-	2	-	-	1	-	-	-	1	1	-	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
		2%	3%	2%	1%	*	-	1%	-	-	2%	-	-	-	11%	1%	-	-	2%	-	-	-	-	9%	*	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied	(1)	12	3	13	2	6	2	4	-	2	-	-	-	-	2	2	-	1	4	1	-	-	-	6	6	-	1	-	1	-	-	-	2	2	-
		3%	3%	4%	1%	3%	2%	2%	-	5%	-	-	-	-	22%	1%	-	1%	6%	2%	-	-	-	55%	3%	-	4%	-	3%	-	-	-	67%	2%	-
NET: Dissatisfied	(1-3)	30	10	30	9	11	3	13	1	5	3	-	-	-	9	9	-	3	6	2	-	-	-	11	11	-	1	1	1	-	-	-	3	3	-
		7%	8%	9%d	6%	5%	3%	5%	2%	11%A	7%	-	-	-	100%	6%	-	3%	10%	3%	-	-	-	100%	5%	-	4%	3%	3%	-	-	-	100%	3%	-
NET: Neutral	(4-6)	107	25	65	38	60	20	54	12	11	14	1	-	38	-	38	-	22	19	15	4	-	60	-	60	-	9	7	3	1	-	20	-	20	-
		25%	21%	20%	24%	26%	22%	22%	20%	25%	33%	10%	-	100%E	-	24%	-	24%	30%	25%	29%	-	100%k	-	26%	-	33%	24%	10%	17%	-	100%	-	22%	-
NET: Satisfied	(7-10)	292	84	225	110	157	68	182	48	28	25	9	110	-	-	110	-	66	38	43	10	157	-	-	157	-	17	21	25	5	68	-	-	68	-
		68%	71%	70%	70%	69%	75%	73%	79%C	64%	60%	90%	100%F	-	-	70%	-	73%	60%	72%	71%	100%l	-	-	69%	-	63%	72%	86%	83%	100%	-	-	75%	-
Mean score		7.23	7.56	7.29	7.39	7.40	7.69	7.55	7.79C	7.14	6.86	8.40	8.63F	5.00	2.44	7.39	-	7.62	7.00	7.40	7.79	8.61l	5.25	1.82	7.40	-	7.19	7.76	7.93	8.50	8.71	5.15	1.67	7.69	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 30

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		429	119	320	157	228	91*	249	111	67*	56*	15**	182	54*	13**	249	-**
10 - Extremely satisfied	(10)	92	42	72	40	59	24	64	29	18	11	6	64	-	-	64	-
		21%	*35%ab*	*23%*	*25%*	*26%*	*26%*	*26%*	*26%*	*27%*	*20%*	*40%*	*35%l*	-	-	*26%*	-
9 -	(9)	44	7	39	12	16	15	21	8	6	5	2	21	-	-	21	-
		10%	*6%*	*12%d*	*8%*	*7%*	*16%cdz*	*8%*	*7%*	*9%*	*9%*	*13%*	*12%l*	-	-	*8%*	-
8 -	(8)	78	21	61	35	44	14	52	28	13	9	2	52	-	-	52	-
		18%	*18%*	*19%*	*22%*	*19%*	*15%*	*21%*	*25%*	*19%*	*16%*	*13%*	*29%l*	-	-	*21%*	-
7 -	(7)	78	14	53	23	38	15	45	19	10	14	2	45	-	-	45	-
		18%	*12%*	*17%*	*15%*	*17%*	*16%*	*18%*	*17%*	*15%*	*25%*	*13%*	*25%l*	-	-	*18%*	-
6 -	(6)	46	10	34	12	27	6	30	14	8	7	1	-	30	-	30	-
		11%	*8%*	*11%*	*8%*	*12%*	*7%*	*12%*	*13%*	*12%*	*13%*	*7%*	-	*56%k*	-	*12%*	-
5 -	(5)	37	10	19	14	21	11	16	5	5	6	-	-	16	-	16	-
		9%	*8%*	*6%*	*9%*	*9%*	*12%b*	*6%*	*5%*	*7%*	*11%*	-	-	*30%k*	-	*6%*	-
4 -	(4)	24	5	12	12	12	3	8	2	5	1	-	-	8	-	8	-
		6%	*4%*	*4%*	*8%*	*5%*	*3%*	*3%*	*2%*	*7%*	*2%*	-	-	*15%k*	-	*3%*	-
3 -	(3)	11	4	10	6	4	1	7	3	2	1	1	-	-	7	7	-
		3%	*3%*	*3%*	*4%*	*2%*	*1%*	*3%*	*3%*	*3%*	*2%*	*7%*	-	-	*54%*	*3%*	-
2 -	(2)	7	3	7	1	1	-	2	1	-	-	1	-	-	2	2	-
		2%	*3%*	*2%*	*1%*	*	-	*1%*	*1%*	-	-	*7%*	-	-	*15%*	*1%*	-
1 - Extremely dissatisfied	(1)	12	3	13	2	6	2	4	2	-	2	-	-	-	4	4	-
		3%	*3%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	-	*4%*	-	-	-	*31%*	*2%*	-
NET: Dissatisfied	(1-3)	30	10	30	9	11	3	13	6	2	3	2	-	-	13	13	-
		7%	*8%*	*9%d*	*6%*	*5%*	*3%*	*5%*	*5%*	*3%*	*5%*	*13%*	-	-	*100%*	*5%*	-
NET: Neutral	(4-6)	107	25	65	38	60	20	54	21	18	14	1	-	54	-	54	-
		25%	*21%*	*20%*	*24%*	*26%*	*22%*	*22%*	*19%*	*27%*	*25%*	*7%*	-	*100%k*	-	*22%*	-
NET: Satisfied	(7-10)	292	84	225	110	157	68	182	84	47	39	12	182	-	-	182	-
		68%	*71%*	*70%*	*70%*	*69%*	*75%*	*73%*	*76%*	*70%*	*70%*	*80%*	*100%l*	-	-	*73%*	-
Mean score		7.23	7.56	7.29	7.39	7.40	7.69	7.55	7.65	7.57	7.25	7.93	8.57l	5.41	2.23	7.55	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 31

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied (10)	145	50	92	50	90	41	90	51	45	40	9	129	12	4	110	35	11	10	18	11	49	1	-	38	11	37	21	22	12	83	7	2	73	19
	18%	21%b	14%	15%	19%b	20%	18%	18%	19%	17%	22%	29%lm	5%	4%	26%o	10%	15%	15%	23%	46%	39%F	1%	-	32%l	9%	15%	13%	12%	24%r	25%uv	3%	2%	23%x	6%
9 - (9)	83	23	74	34	53	23	39	27	31	22	3	66	14	3	57	25	8	3	8	4	19	3	1	11	12	23	21	21	9	54	12	8	51	23
	10%	10%	12%f	10%	11%	11%	8%	9%	13%	10%	7%	15%lm	5%	3%	13%o	7%	11%	5%	10%	17%	15%F	3%	6%	9%	10%	9%	13%	12%	18%	16%u	6%	8%	16%x	7%
8 - (8)	142	35	115	46	81	33	86	49	47	40	6	101	30	11	66	76	13	8	12	2	27	7	1	25	10	49	31	30	5	80	26	9	69	46
	18%	15%	18%	14%	17%	16%	17%	17%	20%	17%	15%	23%lm	12%	11%	15%	21%n	18%	12%	15%	8%	21%F	7%	6%	21%l	9%	20%	19%	17%	10%	24%uv	13%	9%	22%x	15%
7 - (7)	114	31	86	61	74	34	73	33	39	38	4	57	44	13	63	51	9	11	11	-	12	16	3	14	17	29	24	26	7	50	31	5	40	46
	14%	13%	13%	18%	15%	17%	15%	12%	16%	16%	10%	13%	17%	13%	15%	14%	13%	17%	14%	-	9%	17%	17%	12%	15%	12%	14%	14%	14%	15%v	15%v	5%	13%	15%
6 - (6)	95	29	69	37	51	21	64	34	27	28	6	41	51	3	50	43	12	9	7	1	5	23	1	9	18	19	21	23	6	26	34	9	28	40
	12%	12%	11%	11%	11%	10%	13%	12%	11%	12%	15%	9%m	20%km	3%	12%	12%	17%	14%	9%	4%	4%	24%E	6%	8%	15%	8%	13%	13%	12%	8%	17%t	9%	9%	13%
5 - (5)	86	29	84	43	51	27	53	36	25	22	3	22	52	12	32	52	7	9	12	1	4	25	-	6	22	28	21	29	6	20	51	13	24	57
	11%	12%	13%	13%	11%	13%	11%	13%	10%	10%	7%	5%	20%k	12%k	7%	14%n	10%	14%	15%	4%	3%	26%E	-	5%	19%H	12%	13%	16%	12%	6%	25%tv	13%t	8%	18%w
4 - (4)	42	19	42	30	33	15	32	17	9	13	3	11	24	7	20	21	5	7	5	2	5	12	2	8	10	21	12	8	1	10	24	8	9	33
	5%	8%	7%	9%a	7%	7%	6%	6%	4%	6%	7%	2%	9%k	7%k	5%	6%	7%	11%	6%	8%	4%	13%E	11%	7%	9%	9%	7%	4%	2%	3%	12%t	8%t	3%	10%w
3 - (3)	30	6	27	11	14	5	21	15	5	9	1	4	18	8	9	21	2	2	1	1	-	4	2	2	4	16	7	3	1	8	12	7	10	17
	4%	2%	4%	3%	3%	2%	4%	5%	2%	4%	2%	1%	7%k	8%k	2%	6%n	3%	3%	1%	4%	-	4%E	11%	2%	3%	7%r	4%	2%	2%	2%	6%t	7%t	3%	5%
2 - (2)	17	10	22	7	9	1	13	4	4	8	1	1	5	11	6	11	2	4	3	1	3	3	4	4	6	9	4	9	-	2	7	13	5	17
	2%	4%e	3%e	2%	2%	*	3%	1%	2%	3%	2%	*	2%k	11%kl	1%	3%	3%	6%	4%	4%	2%	3%	22%	3%	5%	4%	2%	5%	-	1%	3%t	13%tu	2%	5%w
1 - Extremely dissatisfied (1)	30	5	26	12	16	4	24	14	6	9	1	3	3	24	10	20	2	-	2	1	1	1	3	1	4	9	5	9	3	1	2	23	9	17
	4%	2%	4%	4%	3%	2%	5%	5%	3%	4%	2%	1%	1%	24%kl	2%	6%n	3%	-	3%	4%	1%	1%	17%	1%	3%	4%	3%	5%	6%	*	1%	24%tu	3%	5%
Not applicable	13	4	4	8	7	2	7	5	2	2	4	7	2	4	6	5	1	2	1	-	2	1	1	1	3	3	-	-	1	4	-	-	2	1
	2%	2%	1%	2%b	1%	1%	1%	2%	1%	1%	10%ghi	2%	1%	4%l	1%	1%	1%	3%	1%	-	2%	1%	6%	1%	3%	1%	-	-	2%	1%	-	-	1%	*
NET: Dissatisfied (1-3)	77	21	75	30	39	10	58	33	15	26	3	8	26	43	25	52	6	6	6	3	4	8	9	7	14	34	16	21	4	11	21	43	24	51
	10%e	9%	12%e	9%	8%	5%	12%e	12%h	6%	11%	7%	2%	10%k	43%kl	6%	14%n	8%	9%	8%	13%	3%	8%	50%	6%	12%	14%	10%	12%	8%	3%	10%t	44%tu	8%	16%w
NET: Neutral (4-6)	223	77	195	110	135	63	149	87	61	63	12	74	127	22	102	116	24	25	24	4	14	60	3	23	50	68	54	60	13	56	109	30	61	130
	28%	32%	30%	32%	28%	31%	30%	31%	25%	27%	29%	17%	50%km	22%	24%	32%n	33%	38%	30%	17%	11%	63%E	17%	19%	43%H	28%	32%	33%	25%	17%	53%tv	31%t	19%	41%w
NET: Satisfied (7-10)	484	139	367	191	298	131	288	160	162	140	22	353	100	31	296	187	41	32	49	17	107	27	5	88	50	138	97	99	33	267	76	24	233	134
	61%	58%	57%	56%	62%	64%	57%	56%	68%g	61%	54%	80%lm	39%	31%	69%o	52%	57%	49%	61%	71%	84%F	28%	28%	74%l	43%	57%	58%	55%	65%	79%uv	37%v	25%	73%x	42%
Mean score	6.96b	6.93	6.69	6.70	7.02b	7.16bcf	6.75	6.77	7.27gi	6.84	7.08	8.06lm	6.02m	4.40	7.50o	6.33	6.87	6.49	7.06	7.79	8.30F	5.63	4.06	7.69l	6.17	6.60	6.75	6.57	7.32	7.88uv	5.87v	4.33	7.53x	5.86
Standard error	0.09	0.16	0.10	0.13	0.11	0.16	0.11	0.15	0.14	0.16	0.41	0.09	0.12	0.29	0.11	0.13	0.28	0.29	0.28	0.60	0.18	0.17	0.66	0.21	0.22	0.16	0.18	0.18	0.35	0.10	0.13	0.29	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 32

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied (10)	145	50	92	50	90	41	90	19	14	14	3	41	3	6	40	10	39	19	26	6	78	9	3	67	23	19	10	12	-	35	4	2	26	13
	18%	21%b	14%	15%	19%b	20%	18%	17%	12%	17%	12%	25%F	2%	15%F	25%I	6%	22%	16%	16%	27%	32%lm	5%	5%	29%o	9%	26%	14%	24%	-	30%u	6%	13%	29%x	12%
9 - (9)	83	23	74	34	53	23	39	9	11	9	5	28	6	-	24	8	19	14	18	2	40	12	1	31	22	6	7	7	3	21	2	-	12	11
	10%	10%	12%f	10%	11%	11%	8%	8%	9%	11%	20%	17%FG	5%	-	15%I	5%	11%	12%	11%	9%	16%lm	7%	2%	14%	9%	8%	10%	14%	23%	18%u	3%	-	13%	10%
8 - (8)	142	35	115	46	81	33	86	14	17	10	5	24	19	3	20	25	26	17	34	4	49	27	5	46	35	8	12	9	4	22	11	-	17	16
	18%	15%	18%	14%	17%	16%	17%	12%	15%	12%	20%	15%	14%	7%	13%	15%	15%	15%	20%	18%	20%m	16%	8%	20%	14%	11%	17%	18%	31%	19%	15%	-	19%	14%
7 - (7)	114	31	86	61	74	34	73	22	21	17	1	36	19	6	24	36	24	20	27	3	38	29	7	25	49	12	15	4	3	20	14	-	8	26
	14%	13%	13%	18%	15%	17%	15%	19%	18%	21%	4%	22%	14%	15%	15%	21%	14%	17%	16%	14%	15%	17%	11%	11%	20%n	17%	21%r	8%	23%	17%	19%	-	9%	23%w
6 - (6)	95	29	69	37	51	21	64	12	13	9	3	10	23	4	16	21	19	13	18	1	20	23	8	22	28	8	8	4	1	8	10	3	9	11
	12%	12%	11%	11%	11%	10%	13%	10%	11%	11%	12%	6%	17%E	10%	10%	12%	11%	11%	11%	5%	8%	14%	12%	10%	11%	11%	11%	8%	8%	7%	14%	19%	10%	10%
5 - (5)	86	29	84	43	51	27	53	14	17	7	5	10	31	2	12	30	21	13	15	2	7	35	9	13	38	9	8	8	2	5	19	3	12	15
	11%	12%	13%	13%	11%	13%	11%	12%	15%	9%	20%	6%	23%EG	5%	8%	18%H	12%	11%	9%	9%	3%	21%k	14%k	6%	15%n	13%	11%	16%	15%	4%	26%t	19%	13%	13%
4 - (4)	42	19	42	30	33	15	32	8	11	10	1	5	18	7	11	18	12	8	12	1	7	18	8	16	15	6	6	3	-	5	9	1	5	10
	5%	8%	7%	9%a	7%	7%	6%	7%	9%	12%	4%	3%	14%E	17%E	7%	11%	7%	7%	7%	5%	3%	11%k	12%k	7%	6%	8%	9%	6%	-	4%	13%t	6%	5%	9%
3 - (3)	30	6	27	11	14	5	21	3	6	2	-	2	8	1	3	6	5	4	4	1	1	7	6	1	13	3	1	1	-	-	3	2	-	5
	4%	2%	4%	3%	3%	2%	4%	3%	5%	2%	-	1%	6%E	2%	2%	4%	3%	3%	2%	5%	*	4%k	9%k	*	5%n	4%	1%	2%	-	-	4%t	13%	-	4%w
2 - (2)	17	10	22	7	9	1	13	4	1	2	-	1	4	2	1	6	4	2	2	1	-	3	6	2	7	-	1	-	-	-	-	1	-	1
	2%	4%e	3%e	2%	2%	*	3%	3%	1%	2%	-	1%	3%	5%E	1%	4%	2%	2%	1%	5%	-	2%k	9%kl	1%	3%	-	1%	-	-	-	-	6%	-	1%
1 - Extremely dissatisfied (1)	30	5	26	12	16	4	24	6	4	2	-	1	1	10	2	9	4	4	7	1	3	1	12	5	11	1	1	2	-	-	-	4	1	3
	4%	2%	4%	4%	3%	2%	5%	5%	3%	2%	-	1%	1%	24%EF	1%	5%H	2%	3%	4%	5%	1%	1%	18%kl	2%	4%	1%	1%	4%	-	-	-	25%	1%	3%
Not applicable	13	4	4	8	7	2	7	4	2	-	2	7	1	-	4	2	1	2	4	-	4	2	1	-	5	-	1	1	-	2	-	-	1	1
	2%	2%	1%	2%b	1%	1%	1%	3%	2%	-	8%	4%	1%	-	3%	1%	1%	2%	2%	-	2%	1%	2%	-	2%n	-	1%	2%	-	2%	-	-	1%	1%
NET: Dissatisfied (1-3)	77	21	75	30	39	10	58	13	11	6	-	4	13	13	6	21	13	10	13	3	4	11	24	8	31	4	3	3	-	-	3	7	1	9
	10%e	9%	12%e	9%	8%	5%	12%e	11%	9%	7%	-	2%	10%E	32%EF	4%	12%H	7%	9%	8%	14%	2%	7%k	36%kl	4%	13%n	6%	4%	6%	-	-	4%t	44%	1%	8%w
NET: Neutral (4-6)	223	77	195	110	135	63	149	34	41	26	9	25	72	13	39	69	52	34	45	4	34	76	25	51	81	23	22	15	3	18	38	7	26	36
	28%	32%	30%	32%	28%	31%	30%	30%	35%	32%	36%	15%	54%EG	32%E	25%	40%H	30%	29%	27%	18%	14%	46%k	38%k	22%	33%n	32%	31%	29%	23%	15%	53%t	44%	29%	32%
NET: Satisfied (7-10)	484	139	367	191	298	131	288	64	63	50	14	129	47	15	108	79	108	70	105	15	205	77	16	169	129	45	44	32	10	98	31	2	63	66
	61%	58%	57%	56%	62%	64%	57%	56%	54%	61%	56%	78%FG	35%	37%	69%I	46%	62%	60%	63%	68%	83%lm	46%m	24%	74%o	52%	63%	63%	63%	77%	83%u	43%	13%	69%	59%
Mean score	6.96b	6.93	6.69	6.70	7.02b	7.16bcf	6.75	6.61	6.55	6.84	7.35	7.88FG	5.81G	5.00	7.56I	5.98	7.12	6.90	6.98	7.14	8.18lm	6.28m	4.54	7.74o	6.36	7.21	6.99	7.28	7.38	8.17u	6.17	4.31	7.72x	6.67
Standard error	0.09	0.16	0.10	0.13	0.11	0.16	0.11	0.24	0.22	0.26	0.40	0.15	0.16	0.49	0.18	0.17	0.18	0.22	0.18	0.59	0.12	0.15	0.32	0.15	0.15	0.27	0.25	0.35	0.38	0.16	0.21	0.73	0.22	0.21

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 33

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	145	50	92	50	90	41	90	46	22	16	6	79	8	3	78	12
		18%	21%b	14%	15%	19%b	20%	18%	21%i	17%	13%	21%	31%lm	5%	4%	31%o	5%
9 -	(9)	83	23	74	34	53	23	39	15	6	15	3	30	4	5	22	16
		10%	10%	12%	10%	11%	11%	8%	7%	5%	12%h	10%	12%l	2%	6%	9%	7%
8 -	(8)	142	35	115	46	81	33	86	35	17	30	4	54	25	7	42	43
		18%	15%	18%	14%	17%	16%	17%	16%	13%	24%h	14%	21%m	15%	9%	17%	18%
7 -	(7)	114	31	86	61	74	34	73	31	24	16	2	39	28	6	39	33
		14%	13%	13%	18%	15%	17%	15%	14%	18%	13%	7%	15%	17%	8%	16%	14%
6 -	(6)	95	29	69	37	51	21	64	22	22	13	7	23	33	8	23	39
		12%	12%	11%	11%	11%	10%	13%	10%	17%	10%	24%	9%	20%k	10%	9%	16%n
5 -	(5)	86	29	84	43	51	27	53	21	17	13	2	14	34	5	20	31
		11%	12%	13%	13%	11%	13%	11%	10%	13%	10%	7%	5%	21%km	6%	8%	13%
4 -	(4)	42	19	42	30	33	15	32	12	10	9	1	10	14	8	8	23
		5%	8%	7%	9%a	7%	7%	6%	6%	8%	7%	3%	4%	8%k	10%k	3%	10%n
3 -	(3)	30	6	27	11	14	5	21	9	4	6	2	3	8	10	7	13
		4%	2%	4%	3%	3%	2%	4%	4%	3%	5%	7%	1%	5%k	13%kl	3%	5%
2 -	(2)	17	10	22	7	9	1	13	9	3	1	-	1	5	7	4	9
		2%	4%e	3%e	2%	2%	*	3%	4%	2%	1%	-	*	3%k	9%kl	2%	4%
1 - Extremely dissatisfied	(1)	30	5	26	12	16	4	24	15	6	3	-	2	3	19	3	20
		4%	2%	4%	4%	3%	2%	5%	7%	5%	2%	-	1%	2%	24%kl	1%	8%n
Not applicable		13	4	4	8	7	2	7	-	2	3	2	4	3	-	3	3
		2%	2%	1%	2%b	1%	1%	1%	-	2%	2%g	7%	2%	2%	-	1%	1%
NET: Dissatisfied	(1-3)	77	21	75	30	39	10	58	33	13	10	2	6	16	36	14	42
		10%e	9%	12%e	9%	8%	5%	12%	15%	10%	8%	7%	2%	10%k	46%kl	6%	17%n
NET: Neutral	(4-6)	223	77	195	110	135	63	149	55	49	35	10	47	81	21	51	93
		28%	32%	30%	32%	28%	31%	30%	26%	37%g	28%	34%	18%	49%km	27%	20%	38%n
NET: Satisfied	(7-10)	484	139	367	191	298	131	288	127	69	77	15	202	65	21	181	104
		61%	58%	57%	56%	62%	64%	57%	59%	52%	62%	52%	78%lm	39%	27%	73%o	43%
Mean score		6.96b	6.93	6.69	6.70	7.02b	7.16bc	6.75	6.68	6.56	6.96	7.22	7.95lm	6.01m	4.37	7.68o	5.85
Standard error		0.09	0.16	0.10	0.13	0.11	0.16	0.11	0.19	0.21	0.20	0.42	0.12	0.15	0.32	0.14	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 34

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		268	61*	202	79*	181	79*	199	97*	65*	92*	14**	162	74*	32*	155	112	20**	17**	20**	4**	33*	25**	3**	30*	31*	82*	50*	53*	17**	111	56*	35*	111	89*
10 - Extremely satisfied	(10)	43	10	24	14	29	11	20	10	17	11	5	40	3	-	37	6	2	6	-	2	9	1	-	9	1	14	3	3	4	23	1	-	21	3
		16%	16%	12%	18%	16%	14%	10%	10%	26%gj	12%	36%	25%lm	4%	-	24%o	5%	10%	35%	-	50%	27%	4%	-	30%l	3%	17%	6%	6%	24%	21%uv	2%	-	19%x	3%
9 -	(9)	30	6	26	9	12	8	20	11	8	10	1	25	4	1	21	9	2	-	3	1	6	-	-	3	3	9	6	10	1	24	1	1	20	6
		11%	10%	13%d	11%	7%	10%	10%	11%	12%	11%	7%	15%l	5%	3%	14%	8%	10%	-	15%	25%	18%	-	-	10%	10%	11%	12%	19%	6%	22%uv	2%	3%	18%x	7%
8 -	(8)	44	7	26	9	19	12	40	15	10	18	1	34	8	2	25	19	1	1	4	1	6	1	-	5	2	9	10	3	4	24	2	-	16	10
		16%	11%	13%	11%	10%	15%	20%d	15%	15%	20%	7%	21%	11%	6%	16%	17%	5%	6%	20%	25%	18%	4%	-	17%	6%	11%	20%r	6%	24%	22%uv	4%	-	14%	11%
7 -	(7)	47	9	23	11	29	10	23	17	12	18	-	28	16	3	29	18	2	3	4	-	4	5	-	5	4	8	9	4	2	16	4	3	15	8
		18%	15%	11%	14%	16%	13%	12%	18%	18%	20%	-	17%	22%	9%	19%	16%	10%	18%	20%	-	12%	20%	-	17%	13%	10%	18%	8%	12%	14%	7%	9%	14%	9%
6 -	(6)	26	9	31	6	20	10	19	10	6	8	2	17	8	1	14	12	4	2	3	-	4	5	-	2	7	8	8	14	1	10	15	6	12	18
		10%	15%	15%	8%	11%	13%	10%	10%	9%	9%	14%	10%	11%	3%	9%	11%	20%	12%	15%	-	12%	20%	-	7%	23%	10%	16%	26%p	6%	9%	27%t	17%	11%	20%
5 -	(5)	32	13	31	6	20	13	22	17	4	9	2	10	19	3	15	17	5	3	5	-	2	10	1	4	9	11	8	10	2	8	21	2	12	18
		12%	21%cdf	15%	8%	11%	16%	11%	18%h	6%	10%	14%	6%	26%k	9%	10%	15%	25%	18%	25%	-	6%	40%	33%	13%	29%	13%	16%	19%	12%	7%	38%tv	6%	11%	20%
4 -	(4)	12	3	9	6	13	5	15	3	1	8	-	3	7	2	5	6	2	-	1	-	-	2	1	-	3	5	3	1	-	1	7	1	2	7
		4%	5%	4%	8%	7%	6%	8%	3%	2%	9%	-	2%	9%k	6%	3%	5%	10%	-	5%	-	-	8%	33%	-	10%	6%	6%	2%	-	1%	13%t	3%	2%	8%w
3 -	(3)	13	1	8	10	12	3	16	4	4	4	1	3	5	5	3	10	-	1	-	-	1	-	-	-	1	4	1	3	-	3	2	3	5	3
		5%	2%	4%	13%abez	7%	4%	8%	4%	6%	4%	7%	2%	7%	16%k	2%	9%n	-	6%	-	-	3%	-	-	-	3%	5%	2%	6%	-	3%	4%	9%	5%	3%
2 -	(2)	2	-	9	3	8	1	9	-	2	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	-	5	1	3	-	2	1	6	4	5
		1%	-	4%a	4%a	4%a	1%	5%a	-	3%	-	-	-	1%	3%k	1%	1%	-	-	-	-	-	-	-	-	-	6%	2%	6%	-	2%	2%	17%tu	4%	6%
1 - Extremely dissatisfied	(1)	17	1	14	4	18	6	13	9	1	6	1	-	3	14	4	13	1	-	-	-	-	-	1	1	-	9	1	2	2	-	1	13	3	11
		6%	2%	7%	5%	10%z	8%	7%	9%h	2%	7%	7%	-	4%k	44%kl	3%	12%n	5%	-	-	-	-	-	33%	3%	-	11%	2%	4%	12%	-	2%	37%tu	3%	12%w
Not applicable		2	2	1	1	1	-	2	1	-	-	1	2	-	-	1	1	1	1	-	-	1	1	-	1	1	-	-	-	1	-	1	-	1	-
		1%	3%	*	1%	1%	-	1%	1%	-	-	7%	1%	-	-	1%	1%	5%	6%	-	-	3%	4%	-	3%	3%	-	-	-	6%	-	2%	-	1%	-
NET: Dissatisfied	(1-3)	32	2	31	17	38	10	38	13	7	10	2	3	9	20	8	24	1	1	-	-	1	-	1	1	1	18	3	8	2	5	4	22	12	19
		12%z	3%	15%z	22%az	21%az	13%	19%az	13%	11%	11%	14%	2%	12%k	63%kl	5%	21%n	5%	6%	-	-	3%	-	33%	3%	3%	22%q	6%	15%	12%	5%	7%	63%tu	11%	21%w
NET: Neutral	(4-6)	70	25	71	18	53	28	56	30	11	25	4	30	34	6	34	35	11	5	9	-	6	17	2	6	19	24	19	25	3	19	43	9	26	43
		26%	41%ac	35%ac	23%	29%	35%	28%	31%h	17%	27%	29%	19%	46%km	19%	22%	31%	55%	29%	45%	-	18%	68%	67%	20%	61%H	29%	38%	47%p	18%	17%	77%tv	26%	23%	48%w
NET: Satisfied	(7-10)	164	32	99	43	89	41	103	53	47	57	7	127	31	6	112	52	7	10	11	4	25	7	-	22	10	40	28	20	11	87	8	4	72	27
		61%bdf	52%	49%	54%	49%	52%	52%	55%	72%g	62%	50%	78%lm	42%m	19%	72%o	46%	35%	59%	55%	100%	76%	28%	-	73%l	32%	49%	56%	38%	65%	78%uv	14%	11%	65%x	30%
Mean score		6.79df	6.92d	6.35	6.41	6.08	6.46	6.21	6.42	7.43g	6.66	7.15	7.91lm	5.85m	3.31	7.51o	5.81	6.21	7.44	6.70	9.25	8.03	5.88	3.33	7.76	6.10	6.13	6.66	6.17	7.06	7.81uv	5.36v	3.26	7.17x	5.35
Standard error		0.15	0.28	0.18	0.32	0.21	0.29	0.19	0.26	0.30	0.25	0.85	0.14	0.24	0.46	0.18	0.25	0.52	0.58	0.35	0.48	0.33	0.28	1.20	0.41	0.31	0.33	0.29	0.33	0.72	0.18	0.20	0.41	0.23	0.26

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 35

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	268	61*	202	79*	181	79*	199	29**	24**	18**	8**	38*	32*	9**	46*	30*	69*	37*	65*	10**	91*	61*	29**	90*	91*	27**	23**	24**	5**	45*	25**	9**	37*	39*
10 - Extremely satisfied (10)	43	10	24	14	29	11	20	6	4	3	1	13	1	-	11	3	14	5	10	-	26	2	1	21	8	2	4	5	-	11	-	-	8	3
	16%	16%	12%	18%	16%	14%	10%	21%	17%	17%	13%	34%F	3%	-	24%	10%	20%	14%	15%	-	29%l	3%	3%	23%o	9%	7%	17%	21%	-	24%	-	-	22%	8%
9 - (9)	30	6	26	9	12	8	20	3	3	2	1	5	4	-	7	1	2	4	4	2	12	-	-	10	2	2	5	-	1	7	1	-	4	4
	11%	10%	13%d	11%	7%	10%	10%	10%	13%	11%	13%	13%	13%	-	15%	3%	3%	11%	6%	20%	13%l	-	-	11%o	2%	7%	22%	-	20%	16%	4%	-	11%	10%
8 - (8)	44	7	26	9	19	12	40	4	2	3	-	9	-	-	6	3	9	4	5	1	15	4	-	13	6	3	4	2	3	12	-	-	8	3
	16%	11%	13%	11%	10%	15%	20%d	14%	8%	17%	-	24%F	-	-	13%	10%	13%	11%	8%	10%	16%	7%	-	14%	7%	11%	17%	8%	60%	27%	-	-	22%	8%
7 - (7)	47	9	23	11	29	10	23	5	3	2	1	3	6	2	6	5	15	2	10	2	18	11	-	15	14	4	3	3	-	5	5	-	4	5
	18%	15%	11%	14%	16%	13%	12%	17%	13%	11%	13%	8%	19%	22%	13%	17%	22%h	5%	15%	20%	20%	18%	-	17%	15%	15%	13%	13%	-	11%	20%	-	11%	13%
6 - (6)	26	9	31	6	20	10	19	1	2	3	-	2	2	2	2	4	4	7	8	1	7	12	1	9	11	5	1	3	1	4	4	2	3	6
	10%	15%	15%	8%	11%	13%	10%	3%	8%	17%	-	5%	6%	22%	4%	13%	6%	19%g	12%	10%	8%	20%k	3%	10%	12%	19%	4%	13%	20%	9%	16%	22%	8%	15%
5 - (5)	32	13	31	6	20	13	22	1	2	1	2	1	5	-	4	2	6	6	7	1	5	14	1	6	14	8	1	4	-	5	8	-	6	7
	12%	21%cdf	15%	8%	11%	16%	11%	3%	8%	6%	25%	3%	16%	-	9%	7%	9%	16%	11%	10%	5%	23%k	3%	7%	15%	30%	4%	17%	-	11%	32%	-	16%	18%
4 - (4)	12	3	9	6	13	5	15	3	2	-	1	2	3	1	3	2	2	3	8	-	4	4	5	3	10	1	-	4	-	-	5	-	2	3
	4%	5%	4%	8%	7%	6%	8%	10%	8%	-	13%	5%	9%	11%	7%	7%	3%	8%	12%g	-	4%	7%	17%	3%	11%n	4%	-	17%	-	-	20%	-	5%	8%
3 - (3)	13	1	8	10	12	3	16	2	4	3	1	1	8	1	4	5	5	2	5	-	1	8	3	5	7	-	3	-	-	-	2	1	-	3
	5%	2%	4%	13%abez	7%	4%	8%	7%	17%	17%	13%	3%	25%E	11%	9%	17%	7%	5%	8%	-	1%	13%k	10%	6%	8%	-	13%	-	-	-	8%	11%	-	8%
2 - (2)	2	-	9	3	8	1	9	2	1	-	-	1	2	-	1	2	4	1	3	-	2	2	4	3	5	-	-	1	-	1	-	-	1	-
	1%	-	4%a	4%a	4%a	1%	5%a	7%	4%	-	-	3%	6%	-	2%	7%	6%	3%	5%	-	2%	3%	14%	3%	5%	-	-	4%	-	2%	-	-	3%	-
1 - Extremely dissatisfied (1)	17	1	14	4	18	6	13	2	1	-	1	-	1	3	1	3	8	3	5	2	1	4	13	5	13	2	2	2	-	-	-	6	1	5
	6%	2%	7%	5%	10%a	8%	7%	7%	4%	-	13%	-	3%	33%	2%	10%	12%	8%	8%	20%	1%	7%	45%	6%	14%	7%	9%	8%	-	-	-	67%	3%	13%
Not applicable	2	2	1	1	1	-	2	-	-	1	-	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	3%	*	1%	1%	-	1%	-	-	6%	-	3%	-	-	2%	-	-	-	-	10%	-	-	3%	-	1%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	32	2	31	17	38	10	38	6	6	3	2	2	11	4	6	10	17	6	13	2	4	14	20	13	25	2	5	3	-	1	2	7	2	8
	12%d	3%	15%z	22%az	21%az	13%	19%az	21%	25%	17%	25%	5%	34%E	44%	13%	33%H	25%	16%	20%	20%	4%	23%k	69%	14%	27%n	7%	22%	13%	-	2%	8%	78%	5%	21%
NET: Neutral (4-6)	70	25	71	18	53	28	56	5	6	4	3	5	10	3	9	8	12	16	23	2	16	30	7	18	35	14	2	11	1	9	17	2	11	16
	26%	41%ac	35%ac	23%	29%	35%	28%	17%	25%	22%	38%	13%	31%	33%	20%	27%	17%	43%g	35%g	20%	18%	49%k	24%	20%	38%n	52%	9%	46%	20%	20%	68%	22%	30%	41%
NET: Satisfied (7-10)	164	32	99	43	89	41	103	18	12	10	3	30	11	2	30	12	40	15	29	5	71	17	1	59	30	11	16	10	4	35	6	-	24	15
	61%bdf	52%	49%	54%	49%	52%	52%	62%	50%	56%	38%	79%F	34%	22%	65%l	40%	58%	41%	45%	50%	78%l	28%	3%	66%o	33%	41%	70%	42%	80%	78%	24%	-	65%x	38%
Mean score	6.79df	6.92d	6.35	6.41	6.08	6.46	6.21	6.52	6.21	6.94	5.50	8.05F	5.19	4.00	7.16l	5.40	6.20	6.14	5.95	5.89	7.75l	5.23	2.54	7.01o	5.16	6.15	6.96	6.04	7.80	7.89	5.36	2.33	7.22x	5.69
Standard error	0.15	0.28	0.18	0.32	0.21	0.29	0.19	0.55	0.58	0.58	1.07	0.36	0.43	0.87	0.39	0.51	0.36	0.44	0.34	1.02	0.22	0.26	0.39	0.28	0.28	0.43	0.60	0.57	0.49	0.28	0.29	0.73	0.39	0.43

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 36

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		268	61*	202	79*	181	79*	199	102	38*	48*	11**	99*	66*	34*	94*	104
10 - Extremely satisfied	(10)	43	10	24	14	29	11	20	11	4	2	3	20	-	-	19	1
		16%	*16%*	*12%*	*18%*	*16%*	*14%*	*10%*	*11%*	*11%*	*4%*	*27%*	**20%lm**	-	-	**20%o**	*1%*
9 -	(9)	30	6	26	9	12	8	20	13	4	3	-	17	2	1	12	8
		11%	*10%*	**13%d**	*11%*	*7%*	*10%*	*10%*	*13%*	*11%*	*6%*	-	**17%lm**	*3%*	*3%*	*13%*	*8%*
8 -	(8)	44	7	26	9	19	12	40	18	8	12	2	25	13	2	21	19
		16%	*11%*	*13%*	*11%*	*10%*	*15%*	*20%*	*18%*	*21%*	*25%*	*18%*	**25%m**	*20%*	*6%*	*22%*	*18%*
7 -	(7)	47	9	23	11	29	10	23	9	5	6	3	12	9	2	9	14
		18%	*15%*	*11%*	*14%*	*16%*	*13%*	*12%*	*9%*	*13%*	*13%*	*27%*	*12%*	*14%*	*6%*	*10%*	*13%*
6 -	(6)	26	9	31	6	20	10	19	13	2	4	-	6	10	3	8	11
		10%	*15%*	*15%*	*8%*	*11%*	*13%*	*10%*	*13%*	*5%*	*8%*	-	*6%*	*15%*	*9%*	*9%*	*11%*
5 -	(5)	32	13	31	6	20	13	22	9	3	10	-	7	14	1	8	13
		12%	**21%cd**	*15%*	*8%*	*11%*	*16%*	*11%*	*9%*	*8%*	**21%g**	-	*7%*	**21%km**	*3%*	*9%*	*13%*
4 -	(4)	12	3	9	6	13	5	15	8	3	4	-	3	6	6	3	12
		4%	*5%*	*4%*	*8%*	*7%*	*6%*	*8%*	*8%*	*8%*	*8%*	-	*3%*	*9%*	**18%k**	*3%*	**12%n**
3 -	(3)	13	1	8	10	12	3	16	5	5	5	1	3	7	6	5	11
		5%	*2%*	*4%*	**13%abez**	*7%*	*4%*	*8%*	*5%*	*13%*	*10%*	*9%*	*3%*	**11%k**	**18%k**	*5%*	*11%*
2 -	(2)	2	-	9	3	8	1	9	7	2	-	-	1	5	3	3	6
		1%	-	**4%a**	**4%a**	**4%a**	*1%*	*5%*	*7%*	*5%*	-	-	*1%*	**8%k**	**9%k**	*3%*	*6%*
1 - Extremely dissatisfied	(1)	17	1	14	4	18	6	13	9	1	2	1	3	-	10	4	9
		6%	*2%*	*7%*	*5%*	**10%z**	*8%*	*7%*	*9%*	*3%*	*4%*	*9%*	*3%*	-	**29%kl**	*4%*	*9%*
Not applicable		2	2	1	1	1	-	2	-	1	-	1	2	-	-	2	-
		1%	*3%*	*	*1%*	*1%*	-	*1%*	-	*3%*	-	*9%*	*2%*	-	-	*2%*	-
NET: Dissatisfied	(1-3)	32	2	31	17	38	10	38	21	8	7	2	7	12	19	12	26
		12%z	*3%*	**15%z**	**22%az**	**21%az**	*13%*	*19%*	*21%*	*21%*	*15%*	*18%*	*7%*	**18%k**	**56%kl**	*13%*	**25%n**
NET: Neutral	(4-6)	70	25	71	18	53	28	56	30	8	18	-	16	30	10	19	36
		26%	**41%ac**	**35%ac**	*23%*	*29%*	*35%*	*28%*	*29%*	*21%*	*38%*	-	*16%*	**45%k**	*29%*	*20%*	**35%n**
NET: Satisfied	(7-10)	164	32	99	43	89	41	103	51	21	23	8	74	24	5	61	42
		61%bd	*52%*	*49%*	*54%*	*49%*	*52%*	*52%*	*50%*	*55%*	*48%*	*73%*	**75%lm**	**36%m**	*15%*	**65%o**	*40%*
Mean score		**6.79d**	**6.92d**	6.35	6.41	6.08	6.46	6.21	6.15	6.32	6.08	7.10	**7.57lm**	**5.61m**	3.53	**7.11o**	5.43
Standard error		0.15	0.28	0.18	0.32	0.21	0.29	0.19	0.28	0.43	0.32	0.95	0.23	0.24	0.41	0.27	0.24

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 37

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied	(10)	109	38	61	42	71	31	64	40	39	22	8	97	7	5	86	23	11	9	9	9	37	1	-	35	3	22	16	14	9	54	4	3	51	10
		14%b	16%b	10%	12%	15%b	15%b	13%	14%	16%l	10%	20%	22%lm	3%	5%	20%o	6%	15%	14%	11%	38%	29%F	1%	-	29%I	3%	9%	10%	8%	18%r	16%uv	2%	3%	16%x	3%
9 -	(9)	81	27	58	34	49	21	48	28	24	23	6	67	9	5	56	24	7	7	8	5	20	6	1	12	14	23	14	14	7	52	2	4	42	16
		10%	11%	9%	10%	10%	10%	10%	10%	10%	10%	15%	15%lm	4%	5%	13%o	7%	10%	11%	10%	21%	16%F	6%	6%	10%	12%	9%	8%	8%	14%	15%uv	1%	4%	13%x	5%
8 -	(8)	135	30	99	45	59	35	73	48	45	38	4	103	28	4	81	54	12	8	9	1	22	8	-	18	11	39	27	25	8	74	19	6	61	38
		17%d	12%	15%	13%	12%	17%	15%	17%	19%	16%	10%	23%lm	11%m	4%	19%	15%	17%	12%	11%	4%	17%	8%	-	15%	9%	16%	16%	14%	16%	22%uv	9%	6%	19%x	12%
7 -	(7)	115	37	91	43	72	24	65	44	27	37	7	70	36	9	58	57	13	9	13	2	21	16	-	20	17	27	30	30	4	61	22	8	43	48
		14%	15%	14%	13%	15%	12%	13%	15%	11%	16%	17%	16%	14%	9%	14%	16%	18%	14%	16%	8%	17%	17%	-	17%	15%	11%	18%p	17%	8%	18%uv	11%	8%	13%	15%
6 -	(6)	100	42	87	54	60	28	61	36	34	25	5	45	40	15	51	47	12	13	16	1	11	29	2	13	29	27	19	34	7	41	39	7	45	42
		13%	17%	14%	16%	13%	14%	12%	13%	14%	11%	12%	10%	16%k	15%	12%	13%	17%	20%	20%	4%	9%	30%E	11%	11%	25%H	11%	11%	19%p	14%	12%	19%tv	7%	14%	13%
5 -	(5)	104	23	93	36	46	30	59	29	35	35	5	38	54	12	44	58	5	9	7	2	7	13	3	9	11	36	25	29	3	28	53	12	36	54
		13%	10%	15%d	11%	10%	15%	12%	10%	15%	15%	12%	9%	21%km	12%	10%	16%n	7%	14%	9%	8%	6%	14%E	17%	8%	9%	15%	15%	16%	6%	8%	26%tv	12%	11%	17%w
4 -	(4)	59	18	59	28	46	13	34	23	14	20	2	9	43	7	24	35	5	3	10	-	5	10	3	4	14	25	17	13	4	13	36	10	17	42
		7%	7%	9%	8%	10%	6%	7%	8%	6%	9%	5%	2%	17%km	7%k	6%	10%n	7%	5%	13%	-	4%	10%	17%	3%	12%H	10%	10%	7%	8%	4%	17%t	10%t	5%	13%w
3 -	(3)	37	12	42	23	26	10	28	13	11	11	2	5	24	8	12	24	3	4	4	1	-	10	2	2	10	23	10	6	3	6	22	14	11	30
		5%	5%	7%	7%	5%	5%	6%	5%	5%	5%	5%	1%	9%k	8%k	3%	7%n	4%	6%	5%	4%	-	10%E	11%	2%	9%H	9%r	6%	3%	6%	2%	11%t	14%t	3%	9%w
2 -	(2)	20	4	11	16	22	4	28	6	6	8	-	6	3	11	6	13	1	1	1	1	1	1	2	1	3	1	3	5	2	3	4	4	3	8
		3%	2%	2%	5%bz	5%abz	2%	6%abez	2%	3%	3%	-	1%	1%	11%kl	1%	4%n	1%	2%	1%	4%	1%	1%	11%	1%	3%	*	2%	3%p	4%p	1%	2%	4%t	1%	3%
1 - Extremely dissatisfied	(1)	31	5	34	14	27	10	38	15	5	10	1	1	8	22	10	21	2	1	2	-	1	1	3	2	3	17	6	9	2	2	5	27	10	24
		4%	2%	5%z	4%	6%z	5%	8%acz	5%	2%	4%	2%	*	3%k	22%kl	2%	6%n	3%	2%	3%	-	1%	1%	17%	2%	3%	7%	4%	5%	4%	1%	2%	28%tu	3%	8%w
Not applicable		6	5	6	4	1	-	4	3	-	2	1	1	3	2	1	4	1	1	1	2	2	1	2	3	2	3	-	1	2	4	-	2	1	4
		1%	2%de	1%	1%	*	-	1%	1%	-	1%	2%h	*	1%	2%k	*	1%	1%	2%	1%	8%	2%	1%	11%	3%	2%	1%	-	1%	4%q	1%	-	2%u	*	1%
NET: Dissatisfied	(1-3)	88	21	87	53	75	24	94	34	22	29	3	12	35	41	28	58	6	6	7	2	2	12	7	5	16	41	19	20	7	11	31	45	24	62
		11%	9%	14%	16%az	16%az	12%	19%abez	12%	9%	13%	7%	3%	14%k	41%kl	7%	16%n	8%	9%	9%	8%	2%	13%E	39%	4%	14%H	17%	11%	11%	14%	3%	15%t	46%tu	8%	20%w
NET: Neutral	(4-6)	263	83	239	118	152	71	154	88	83	80	12	92	137	34	119	140	22	25	33	3	23	52	8	26	54	88	61	76	14	82	128	29	98	138
		33%	34%	37%f	35%	32%	34%	31%	31%	35%	35%	29%	21%	54%km	34%k	28%	39%n	31%	38%	41%	13%	18%	54%E	44%	22%	46%H	36%	37%	42%	27%	24%	62%tv	30%	31%	44%w
NET: Satisfied	(7-10)	440	132	309	164	251	111	250	160	135	120	25	337	80	23	281	158	43	33	39	17	100	31	1	85	45	111	87	83	28	241	47	21	197	112
		55%bc	55%	48%	48%	52%	54%	50%	56%	56%	52%	61%	76%lm	31%	23%	66%o	44%	60%	51%	49%	71%	79%F	32%	6%	71%I	38%	46%	52%	46%	55%	71%uv	23%	22%	62%x	35%
Mean score		6.63bf	6.82bcdf	6.25	6.32	6.38	6.63f	6.20	6.61	6.83i	6.35	7.13	7.73lm	5.54m	4.45	7.24o	5.92	6.90	6.72	6.48	8.09	7.98F	5.81	3.81	7.68I	5.97	6.07	6.35	6.22	6.80	7.46uv	5.27v	4.09	7.03x	5.46
Standard error		0.09	0.15	0.10	0.14	0.12	0.17	0.12	0.15	0.15	0.16	0.37	0.09	0.12	0.28	0.11	0.13	0.27	0.28	0.25	0.52	0.17	0.18	0.55	0.20	0.20	0.16	0.18	0.17	0.38	0.10	0.12	0.28	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 38

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied (10)	109	38	61	42	71	31	64	16	14	9	3	38	2	2	34	7	29	16	22	4	68	2	1	55	16	14	5	11	1	28	3	-	23	8
	14%b	16%b	10%	12%	15%b	15%b	13%	14%	12%	11%	12%	23%FG	2%	5%	22%I	4%	17%	14%	13%	18%	28%lm	1%	2%	24%o	7%	19%q	7%	22%q	8%	24%u	4%	-	25%x	7%
9 - (9)	81	27	58	34	49	21	48	10	10	9	5	23	8	3	20	14	19	11	16	3	37	10	2	33	16	6	7	6	2	19	2	-	12	8
	10%	11%	9%	10%	10%	10%	10%	9%	9%	11%	20%	14%F	6%	7%	13%	8%	11%	9%	10%	14%	15%lm	6%	3%	14%o	7%	8%	10%	12%	15%	16%u	3%	-	13%	7%
8 - (8)	135	30	99	45	59	35	73	14	16	11	4	32	10	3	26	18	26	16	13	4	35	21	3	32	26	7	18	7	3	25	9	1	18	17
	17%d	12%	15%	13%	12%	17%	15%	12%	14%	13%	16%	19%F	8%	7%	17%	11%	15%l	14%	8%	18%	14%m	13%	5%	14%	11%	10%	26%p	14%	23%	21%	13%	6%	20%	15%
7 - (7)	115	37	91	43	72	24	65	13	13	13	4	22	15	6	23	18	26	17	26	3	45	25	2	39	32	9	8	5	2	16	7	1	11	12
	14%	15%	14%	13%	15%	12%	13%	11%	11%	16%	16%	13%	11%	15%	15%	11%	15%	15%	16%	14%	18%m	15%m	3%	17%	13%	13%	11%	10%	15%	14%	10%	6%	12%	11%
6 - (6)	100	42	87	54	60	28	61	16	19	17	2	22	28	4	19	33	16	22	22	-	31	24	5	24	36	6	14	6	2	14	14	-	8	20
	13%	17%	14%	16%	13%	14%	12%	14%	16%	21%	8%	13%	21%	10%	12%	19%	9%	19%g	13%	-	13%	14%	8%	11%	15%	8%	20%p	12%	15%	12%	19%	-	9%	18%
5 - (5)	104	23	93	36	46	30	59	16	11	8	1	5	27	4	15	20	14	10	20	2	16	26	4	13	32	15	7	6	2	10	17	3	10	19
	13%	10%	15%d	11%	10%	15%	12%	14%	9%	10%	4%	3%	20%E	10%	10%	12%	8%	9%	12%	9%	6%	16%k	6%	6%	13%n	21%	10%	12%	15%	8%	24%t	19%	11%	17%
4 - (4)	59	18	59	28	46	13	34	8	12	6	2	10	16	2	5	22	20	7	18	1	9	27	10	10	36	7	2	4	-	4	8	1	4	9
	7%	7%	9%	8%	10%	6%	7%	7%	10%	7%	8%	6%	12%	5%	3%	13%H	11%	6%	11%	5%	4%	16%k	15%k	4%	15%n	10%	3%	8%	-	3%	11%t	6%	4%	8%
3 - (3)	37	12	42	23	26	10	28	11	9	1	2	4	16	3	5	17	9	6	10	1	4	14	8	9	16	4	4	2	-	1	7	2	3	7
	5%	5%	7%	7%	5%	5%	6%	10%C	8%C	1%	8%	2%	12%E	7%	3%	10%H	5%	5%	6%	5%	2%	8%k	12%k	4%	7%	6%	6%	4%	-	1%	10%t	13%	3%	6%
2 - (2)	20	4	11	16	22	4	28	5	9	1	1	4	7	5	5	11	5	7	9	1	-	13	9	6	15	2	1	1	-	-	3	1	-	4
	3%	2%	2%	5%bz	5%abz	2%	6%abez	4%	8%C	1%	4%	2%	5%	12%E	3%	6%	3%	6%	5%	5%	-	8%k	14%k	3%	6%	3%	1%	2%	-	-	4%t	6%	-	4%
1 - Extremely dissatisfied (1)	31	5	34	14	27	10	38	4	4	6	-	1	4	9	2	11	10	4	11	2	2	4	21	7	20	2	4	3	1	1	2	7	2	8
	4%	2%	5%z	4%	6%z	5%	8%acz	3%	3%	7%	-	1%	3%	22%EF	1%	6%H	6%	3%	7%	9%	1%	2%	32%kl	3%	8%n	3%	6%	6%	8%	1%	3%	44%	2%	7%
Not applicable	6	5	6	4	1	-	4	2	-	1	1	4	-	-	3	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	2%de	1%	1%	*	-	1%	2%	-	1%	4%	2%	-	-	2%	-	-	-	-	5%	-	-	2%	-	*	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	88	21	87	53	75	24	94	20	22	8	3	9	27	17	12	39	24	17	30	4	6	31	38	22	51	8	9	6	1	2	12	10	5	19
	11%	9%	14%	16%az	16%az	12%	19%abez	17%	19%	10%	12%	5%	20%E	41%EF	8%	23%H	14%	15%	18%	18%	2%	19%k	58%kl	10%	21%n	11%	13%	12%	8%	2%	17%t	63%	5%	17%w
NET: Neutral (4-6)	263	83	239	118	152	71	154	40	42	31	5	37	71	10	39	75	50	39	60	3	56	77	19	47	104	28	23	16	4	28	39	4	22	48
	33%	34%	37%f	35%	32%	34%	31%	35%	36%	38%	20%	22%	53%EG	24%	25%	44%H	29%	34%	36%	14%	23%	46%km	29%	21%	42%n	39%	33%	31%	31%	24%	54%t	25%	24%	43%w
NET: Satisfied (7-10)	440	132	309	164	251	111	250	53	53	42	16	115	35	14	103	57	100	60	77	14	185	58	8	159	90	36	38	29	8	88	21	2	64	45
	55%bc	55%	48%	48%	52%	54%	50%	46%	45%	51%	64%	70%FG	26%	34%	66%I	33%	57%l	52%	46%	64%	75%lm	35%m	12%	70%o	37%	50%	54%	57%	62%	75%u	29%	13%	70%x	40%
Mean score	6.63bf	6.82bcdf	6.25	6.32	6.38	6.63f	6.20	6.27	6.11	6.51	7.00	7.55FG	5.34	4.71	7.31I	5.47	6.57	6.48	6.07	6.71	7.79lm	5.46m	3.37	7.33o	5.53	6.53	6.54	6.82	6.85	7.77u	5.54	3.06	7.52x	5.89
Standard error	0.09	0.15	0.10	0.14	0.12	0.17	0.12	0.24	0.24	0.27	0.49	0.17	0.18	0.46	0.18	0.18	0.20	0.23	0.21	0.66	0.13	0.17	0.30	0.16	0.16	0.30	0.28	0.38	0.65	0.18	0.24	0.59	0.24	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 39

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	109	38	61	42	71	31	64	25	22	11	6	59	4	1	59	5
		14%b	16%b	10%	12%	15%b	15%b	13%	12%	17%	9%	21%	23%lm	2%	1%	24%o	2%
9 -	(9)	81	27	58	34	49	21	48	17	11	15	5	36	9	3	29	19
		10%	11%	9%	10%	10%	10%	10%	8%	8%	12%	17%	14%lm	5%	4%	12%	8%
8 -	(8)	135	30	99	45	59	35	73	30	27	14	2	57	15	1	46	27
		17%d	12%	15%	13%	12%	17%	15%	14%	20%i	11%	7%	22%lm	9%m	1%	18%o	11%
7 -	(7)	115	37	91	43	72	24	65	29	11	21	4	41	18	6	36	27
		14%	15%	14%	13%	15%	12%	13%	13%	8%	17%h	14%	16%	11%	8%	14%	11%
6 -	(6)	100	42	87	54	60	28	61	24	14	21	2	26	30	5	25	35
		13%	17%	14%	16%	13%	14%	12%	11%	11%	17%	7%	10%	18%km	6%	10%	14%
5 -	(5)	104	23	93	36	46	30	59	28	15	13	3	16	39	4	22	34
		13%	10%	15%d	11%	10%	15%	12%	13%	11%	10%	10%	6%	24%km	5%	9%	14%
4 -	(4)	59	18	59	28	46	13	34	8	11	12	3	10	17	7	10	22
		7%	7%	9%	8%	10%	6%	7%	4%	8%	10%g	10%	4%	10%k	9%	4%	9%n
3 -	(3)	37	12	42	23	26	10	28	15	8	5	-	6	13	9	6	21
		5%	5%	7%	7%	5%	5%	6%	7%	6%	4%	-	2%	8%k	12%k	2%	9%n
2 -	(2)	20	4	11	16	22	4	28	15	6	6	1	5	8	15	5	23
		3%	2%	2%	5%bz	5%abz	2%	6%	7%	5%	5%	3%	2%	5%	19%kl	2%	10%n
1 - Extremely dissatisfied	(1)	31	5	34	14	27	10	38	22	7	7	2	2	9	27	10	27
		4%	2%	5%z	4%	6%z	5%	8%	10%	5%	6%	7%	1%	5%k	35%kl	4%	11%n
Not applicable		6	5	6	4	1	-	4	2	1	-	1	1	3	-	1	2
		1%	2%de	1%	1%	*	-	1%	1%	1%	-	3%	*	2%	-	*	1%
NET: Dissatisfied	(1-3)	88	21	87	53	75	24	94	52	21	18	3	13	30	51	21	71
		11%	9%	14%	16%az	16%az	12%	19%	24%i	16%	14%	10%	5%	18%k	65%kl	8%	29%n
NET: Neutral	(4-6)	263	83	239	118	152	71	154	60	40	46	8	52	86	16	57	91
		33%	34%	37%	35%	32%	34%	31%	28%	30%	37%	28%	20%	52%km	21%	23%	38%n
NET: Satisfied	(7-10)	440	132	309	164	251	111	250	101	71	61	17	193	46	11	170	78
		55%bc	55%	48%	48%	52%	54%	50%	47%	53%	49%	59%	75%lm	28%m	14%	68%o	32%
Mean score		6.63b	6.82bcd	6.25	6.32	6.38	6.63	6.20	5.91	6.50	6.22	6.86	7.61lm	5.40m	3.19	7.29o	5.13
Standard error		0.09	0.15	0.10	0.14	0.12	0.17	0.12	0.19	0.23	0.22	0.53	0.13	0.17	0.28	0.15	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 40

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied (10)	100	38	73	55	62	34	68	39	30	22	9	91	3	6	81	18	12	8	8	10	36	2	-	32	5	28	14	21	10	68	5	-	66	7
	13%	16%	11%	16%b	13%	17%	14%	14%	13%	10%	22%j	21%lm	1%	6%l	19%o	5%	17%	12%	10%	42%	28%F	2%	-	27%I	4%	12%	8%	12%	20%q	20%uv	2%	-	21%x	2%
9 - (9)	102	23	73	28	47	19	49	30	38	27	7	88	9	5	72	29	9	4	8	2	18	4	1	15	8	31	20	15	7	61	11	1	48	25
	13%c	10%	11%	8%	10%	9%	10%	11%	16%	12%	17%	20%lm	4%	5%	17%o	8%	13%	6%	10%	8%	14%F	4%	6%	13%	7%	13%	12%	8%	14%	18%uv	5%	1%	15%x	8%
8 - (8)	139	41	97	50	74	25	80	44	43	47	5	101	31	7	84	54	12	12	15	2	25	14	2	20	21	36	27	24	10	80	12	5	68	29
	17%	17%	15%	15%	15%	12%	16%	15%	18%	20%	12%	23%lm	12%	7%	20%	15%	17%	18%	19%	8%	20%	15%	11%	17%	18%	15%	16%	13%	20%	24%uv	6%	5%	21%x	9%
7 - (7)	128	36	91	47	63	31	81	44	43	34	7	79	43	6	63	64	13	10	11	2	24	11	1	15	21	32	28	26	5	53	28	10	44	46
	16%	15%	14%	14%	13%	15%	16%	15%	18%	15%	17%	18%m	17%m	6%	15%	18%	18%	15%	14%	8%	19%	11%	6%	13%	18%	13%	17%	14%	10%	16%	14%	10%	14%	15%
6 - (6)	93	35	77	44	61	25	61	31	29	28	5	32	55	6	48	45	11	12	10	2	11	24	-	17	17	27	21	24	5	32	39	6	24	52
	12%	15%	12%	13%	13%	12%	12%	11%	12%	12%	12%	7%	22%km	6%	11%	13%	15%	18%	13%	8%	9%	25%E	-	14%	15%	11%	13%	13%	10%	9%	19%tv	6%	8%	16%w
5 - (5)	82	28	95	34	55	31	49	36	20	23	3	22	47	13	34	46	8	7	11	2	6	20	2	8	18	37	26	28	4	19	64	12	27	65
	10%	12%	15%acf	10%	11%	15%f	10%	13%	8%	10%	7%	5%	18%k	13%k	8%	13%n	11%	11%	14%	8%	5%	21%E	11%	7%	15%H	15%	16%	16%	8%	6%	31%tv	12%t	8%	21%w
4 - (4)	66	9	46	30	32	13	33	23	21	20	2	17	33	16	23	42	-	5	3	1	-	7	2	2	7	22	10	13	1	11	25	10	19	27
	8%z	4%	7%	9%z	7%	6%	7%	8%	9%	9%	5%	4%	13%k	16%k	5%	12%n	-	8%A	4%	4%	-	7%E	11%	2%	6%	9%	6%	7%	2%	3%	12%t	10%t	6%	9%
3 - (3)	28	16	25	29	32	9	22	9	9	9	1	5	18	5	5	23	5	3	6	2	2	10	4	6	9	9	8	7	1	6	9	10	6	19
	4%	7%n	4%	9%abf	7%ab	4%	4%	3%	4%	4%	2%	1%	7%k	5%k	1%	6%n	7%	5%	8%	8%	2%	10%E	22%	5%	8%	4%	5%	4%	2%	2%	4%	10%tu	2%	6%w
2 - (2)	21	8	31	8	20	8	18	11	3	7	-	3	10	8	8	13	1	3	3	1	4	3	1	2	6	8	9	11	3	3	10	18	10	21
	3%	3%	5%b	2%	4%	4%	4%	4%	1%	3%	-	1%	4%k	8%k	2%	4%	1%	5%	4%	4%	3%	3%	6%	2%	5%	3%	5%	6%	6%	1%	5%t	19%tu	3%	7%w
1 - Extremely dissatisfied (1)	33	4	29	13	32	8	37	16	3	13	1	1	5	27	9	24	1	-	3	-	-	-	4	1	3	12	4	8	5	1	3	25	6	23
	4%	2%	5%z	4%	7%az	4%	7%abcz	6%h	1%	6%h	2%	*	2%k	27%kl	2%	7%n	1%	-	4%	-	-	-	22%	1%	3%	5%	2%	4%	10%q	*	1%	26%tu	2%	7%w
Not applicable	5	3	4	1	1	3	4	2	1	1	1	3	1	1	2	2	-	1	2	-	1	1	1	1	2	1	-	3	-	4	-	-	2	2
	1%	1%	1%	*	*	1%d	1%	1%	*	*	2%	1%	*	1%	*	1%	-	2%	3%	-	1%	1%	6%	1%	2%	*	-	2%	-	1%	-	-	1%	1%
NET: Dissatisfied (1-3)	82	28	85	50	84	25	77	36	15	29	2	9	33	40	22	60	7	6	12	3	6	13	9	9	18	29	21	26	9	10	22	53	22	63
	10%	12%	13%	15%a	18%abz	12%	15%a	13%h	6%	13%h	5%	2%	13%k	40%kl	5%	17%n	10%	9%	15%	13%	5%	14%E	50%	8%	15%	12%	13%	14%	18%	3%	11%t	55%tu	7%	20%w
NET: Neutral (4-6)	241	72	218	108	148	69	143	90	70	71	10	71	135	35	105	133	19	24	24	5	17	51	4	27	42	86	57	65	10	62	128	28	70	144
	30%	30%	34%f	32%	31%	33%	28%	32%	29%	31%	24%	16%	53%km	35%k	24%	37%n	26%	37%	30%	21%	13%	53%E	22%	23%	36%H	35%s	34%	36%s	20%	18%	62%tv	29%t	22%	46%w
NET: Satisfied (7-10)	469	138	334	180	246	109	278	157	154	130	28	359	86	24	300	165	46	34	42	16	103	31	4	82	55	127	89	86	32	262	56	16	226	107
	59%bd	57%	52%	53%	51%	53%	55%	55%	64%g	56%	68%	81%lm	34%	24%	70%o	46%	64%	52%	53%	67%	81%F	32%	22%	69%I	47%	52%	53%	48%	63%	78%uv	27%w	16%	71%x	34%
Mean score	6.71bd	6.81bd	6.42	6.51	6.30	6.58	6.45	6.51	7.03gl	6.50	7.47gl	7.87lm	5.65m	4.30	7.40o	5.89	7.11	6.63	6.45	7.58	7.94F	5.82	4.00	7.57I	6.08	6.45	6.43	6.25	6.78	7.77uv	5.56v	3.57	7.37x	5.46
Standard error	0.09	0.15	0.10	0.14	0.12	0.18	0.12	0.15	0.14	0.16	0.35	0.09	0.12	0.29	0.11	0.13	0.26	0.27	0.28	0.55	0.17	0.19	0.64	0.20	0.21	0.16	0.18	0.19	0.41	0.10	0.13	0.24	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 41

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied (10)	100	38	73	55	62	34	68	21	15	13	6	46	7	2	43	10	27	16	15	4	57	5	-	52	9	15	7	10	2	32	2	-	26	8
	13%	16%	11%	16%b	13%	17%	14%	18%	13%	16%	24%	28%FG	5%	5%	27%I	6%	16%	14%	9%	18%	23%lm	3%	-	23%o	4%	21%	10%	20%	15%	27%u	3%	-	29%x	7%
9 - (9)	102	23	73	28	47	19	49	14	7	6	1	24	3	1	19	9	13	15	15	4	40	7	-	36	11	5	8	5	1	17	2	-	11	7
	13%c	10%	11%	8%	10%	9%	10%	12%	6%	7%	4%	15%FG	2%	2%	12%I	5%	7%	13%	9%	18%	16%lm	4%	-	16%o	4%	7%	11%	10%	8%	14%u	3%	-	12%	6%
8 - (8)	139	41	97	50	74	25	80	24	13	12	1	39	8	3	28	21	30	15	26	3	56	18	-	46	28	10	8	6	1	20	3	2	17	8
	17%	17%	15%	15%	15%	12%	16%	21%B	11%	15%	4%	24%FG	6%	7%	18%	12%	17%	13%	16%	14%	23%lm	11%m	-	20%o	11%	14%	11%	12%	8%	17%u	4%	13%	19%x	7%
7 - (7)	128	36	91	47	63	31	81	4	24	14	5	20	20	7	19	27	22	19	20	2	36	22	5	35	28	7	15	6	3	21	10	-	12	19
	16%	15%	14%	14%	13%	15%	16%	3%	21%A	17%A	20%	12%	15%	17%	12%	16%	13%	16%	12%	9%	15%	13%	8%	15%	11%	10%	21%	12%	23%	18%	14%	-	13%	17%
6 - (6)	93	35	77	44	61	25	61	11	22	7	4	15	26	3	19	25	20	13	28	-	25	29	7	21	40	6	11	5	3	13	9	3	9	16
	12%	15%	12%	13%	13%	12%	12%	10%	19%AC	9%	16%	9%	20%E	7%	12%	15%	11%	11%	17%	-	10%	17%k	11%	9%	16%n	8%	16%	10%	23%	11%	13%	19%	10%	14%
5 - (5)	82	28	95	34	55	31	49	10	14	9	1	5	24	5	12	20	21	14	16	4	15	35	5	13	42	14	6	9	2	9	21	1	7	22
	10%	12%	15%acf	10%	11%	15%f	10%	9%	12%	11%	4%	3%	18%E	12%E	8%	12%	12%	12%	10%	18%	6%	21%km	8%	6%	17%n	19%	9%	18%	15%	8%	29%t	6%	8%	20%w
4 - (4)	66	9	46	30	32	13	33	10	12	6	2	5	21	4	4	24	10	10	12	-	9	16	7	7	24	5	6	2	-	2	11	-	4	9
	8%z	4%	7%	9%z	7%	6%	7%	9%	10%	7%	8%	3%	16%E	10%	3%	14%H	6%	9%	7%	-	4%	10%k	11%k	3%	10%n	7%	9%	4%	-	2%	15%t	-	4%	8%
3 - (3)	28	16	25	29	32	9	22	13	6	9	1	8	18	3	11	17	16	6	8	2	4	17	11	9	22	3	4	2	-	2	6	1	2	7
	4%	7%e	4%	9%abf	7%ab	4%	4%	11%	5%	11%	4%	5%	14%E	7%	7%	10%	9%	5%	5%	9%	2%	10%k	17%k	4%	9%n	4%	6%	4%	-	2%	8%t	6%	2%	6%
2 - (2)	21	8	31	8	20	8	18	4	2	-	2	2	5	1	-	8	8	2	10	-	2	13	5	4	15	5	1	2	-	-	4	4	1	7
	3%	3%	5%b	2%	4%	4%	4%	3%	2%	-	8%	1%	4%	2%	-	5%H	5%	2%	6%	-	1%	8%k	8%k	2%	6%n	7%	1%	4%	-	-	6%t	25%	1%	6%
1 - Extremely dissatisfied (1)	33	4	29	13	32	8	37	4	2	6	1	-	1	12	2	10	7	6	16	3	2	4	26	5	27	1	3	3	1	-	3	5	1	7
	4%	2%	5%z	4%	7%az	4%	7%abcz	3%	2%	7%B	4%	-	1%	29%EF	1%	6%H	4%	5%	10%g	14%	1%	2%	39%kl	2%	11%n	1%	4%	6%	8%	-	4%t	31%	1%	6%
Not applicable	5	3	4	1	1	3	4	-	-	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	1	-	2	1	-	1	2
	1%	1%	1%	*	*	1%d	1%	-	-	-	4%	1%	-	-	-	-	-	-	1%	-	*	-	-	-	-	1%	1%	2%	-	2%	1%	-	1%	2%
NET: Dissatisfied (1-3)	82	28	85	50	84	25	77	21	10	15	4	10	24	16	13	35	31	14	34	5	8	34	42	18	64	9	8	7	1	2	13	10	4	21
	10%	12%	13%	15%a	18%abz	12%	15%a	18%B	9%	18%B	16%	6%	18%E	39%EF	8%	20%H	18%	12%	20%	23%	3%	20%k	64%kl	8%	26%n	13%	11%	14%	8%	2%	18%t	63%	4%	19%w
NET: Neutral (4-6)	241	72	218	108	148	69	143	31	48	22	7	25	71	12	35	69	51	37	56	4	49	80	19	41	106	25	23	16	5	24	41	4	20	47
	30%	30%	34%f	32%	31%	33%	28%	27%	41%AC	27%	28%	15%	53%EG	29%E	22%	40%H	29%	32%	34%	18%	20%	48%km	29%	18%	43%n	35%	33%	31%	38%	20%	57%t	25%	22%	42%w
NET: Satisfied (7-10)	469	138	334	180	246	109	278	63	59	45	13	129	38	13	109	67	92	65	76	13	189	52	5	169	76	37	38	27	7	90	17	2	66	42
	59%bd	57%	52%	53%	51%	53%	55%	55%	50%	55%	52%	78%FG	29%	32%	69%I	39%	53%	56%	46%	59%	77%lm	31%m	8%	74%o	31%	51%	54%	53%	54%	76%u	24%	13%	73%x	38%
Mean score	6.71bd	6.81bd	6.42	6.51	6.30	6.58	6.45	6.63	6.49	6.37	6.54	7.87FG	5.46G	4.49	7.54I	5.62	6.42	6.59l	5.96	6.50	7.76lm	5.45m	3.02	7.53o	5.20	6.62	6.49	6.62	6.69	7.91u	5.13	3.44	7.70x	5.67
Standard error	0.09	0.15	0.10	0.14	0.12	0.18	0.12	0.25	0.20	0.29	0.57	0.16	0.17	0.45	0.18	0.18	0.20	0.23	0.21	0.67	0.12	0.17	0.26	0.15	0.16	0.31	0.28	0.38	0.66	0.17	0.24	0.65	0.23	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 42

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	100	38	73	55	62	34	68	31	22	9	6	60	6	2	61	7
		13%	16%	11%	16%b	13%	17%	14%	14%i	17%i	7%	21%	23%lm	4%	3%	24%o	3%
9 -	(9)	102	23	73	28	47	19	49	25	11	11	2	41	7	1	36	10
		13%c	10%	11%	8%	10%	9%	10%	12%	8%	9%	7%	16%lm	4%	1%	14%o	4%
8 -	(8)	139	41	97	50	74	25	80	29	26	22	3	53	25	2	48	32
		17%	17%	15%	15%	15%	12%	16%	13%	20%	18%	10%	20%m	15%m	3%	19%	13%
7 -	(7)	128	36	91	47	63	31	81	30	24	24	3	52	27	2	42	37
		16%	15%	14%	14%	13%	15%	16%	14%	18%	19%	10%	20%m	16%m	3%	17%	15%
6 -	(6)	93	35	77	44	61	25	61	26	12	18	5	27	32	2	25	36
		12%	15%	12%	13%	13%	12%	12%	12%	9%	14%	17%	10%m	19%km	3%	10%	15%
5 -	(5)	82	28	95	34	55	31	49	18	14	12	5	13	29	7	16	28
		10%	12%	15%ac	10%	11%	15%	10%	8%	11%	10%	17%	5%	18%k	9%	6%	12%n
4 -	(4)	66	9	46	30	32	13	33	15	8	10	-	8	17	8	7	26
		8%z	4%	7%	9%z	7%	6%	7%	7%	6%	8%	-	3%	10%k	10%k	3%	11%n
3 -	(3)	28	16	25	29	32	9	22	10	8	3	1	1	14	7	5	17
		4%	7%a	4%	9%ab	7%ab	4%	4%	5%	6%	2%	3%	*	8%k	9%k	2%	7%n
2 -	(2)	21	8	31	8	20	8	18	9	3	6	-	-	7	11	3	15
		3%	3%	5%a	2%	4%	4%	4%	4%	2%	5%	-	-	4%k	14%kl	1%	6%n
1 - Extremely dissatisfied	(1)	33	4	29	13	32	8	37	22	4	9	2	1	-	36	4	33
		4%	2%	5%z	4%	7%az	4%	7%	10%h	3%	7%	7%	*	-	46%kl	2%	14%n
Not applicable		5	3	4	1	1	3	4	-	1	1	2	3	1	-	2	1
		1%	1%	1%	*	*	1%d	1%	-	1%	1%	7%	1%	1%	-	1%	*
NET: Dissatisfied	(1-3)	82	28	85	50	84	25	77	41	15	18	3	2	21	54	12	65
		10%	12%	13%	15%a	18%abz	12%	15%	19%	11%	14%	10%	1%	13%k	69%kl	5%	27%n
NET: Neutral	(4-6)	241	72	218	108	148	69	143	59	34	40	10	48	78	17	48	90
		30%	30%	34%	32%	31%	33%	28%	27%	26%	32%	34%	19%	47%km	22%	19%	37%n
NET: Satisfied	(7-10)	469	138	334	180	246	109	278	115	83	66	14	206	65	7	187	86
		59%bd	57%	52%	53%	51%	53%	55%	53%	62%	53%	48%	80%lm	39%m	9%	75%o	36%
Mean score		6.71bd	6.81bd	6.42	6.51	6.30	6.58	6.45	6.29	6.84i	6.22	6.78	7.89lm	5.93m	2.78	7.67o	5.18
Standard error		0.09	0.15	0.10	0.14	0.12	0.18	0.12	0.19	0.21	0.22	0.50	0.11	0.15	0.26	0.13	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 43

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied (10)	135	55	95	59	94	37	87	56	39	27	13	121	5	9	113	22	14	13	16	12	49	6	-	43	12	42	19	21	13	83	8	4	79	16
	17%	23%ab	15%	17%	20%b	18%	17%	20%l	16%	12%	32%hl	27%lm	2%	9%l	26%o	6%	19%	20%	20%	50%	39%F	6%	-	36%I	10%	17%	11%	12%	25%qr	25%uv	4%	4%	25%x	5%
9 - (9)	97	17	78	44	59	22	54	28	33	32	4	76	14	7	61	36	6	2	7	2	12	4	1	8	8	28	16	25	9	63	9	6	45	33
	12%d	7%	12%z	13%z	12%d	11%	11%	10%	14%	14%	10%	17%lm	5%	7%	14%	10%	8%	3%	9%	8%	9%	4%	6%	7%	7%	12%	10%	14%	18%	19%uv	4%	6%	14%	10%
8 - (8)	148	45	119	47	94	38	84	33	52	57	6	95	39	14	81	67	22	8	15	-	34	10	1	25	20	47	35	30	7	74	33	12	62	56
	19%	19%	19%	14%	20%c	18%	17%	12%	22%g	25%g	15%	21%l	15%	14%	19%	19%	31%B	12%	19%	-	27%F	10%	6%	21%	17%	19%	21%	17%	14%	22%w	16%	12%	19%	18%
7 - (7)	112	25	91	44	64	26	70	48	32	28	4	62	42	8	50	61	7	8	7	3	12	13	-	11	14	23	35	28	5	52	34	5	40	51
	14%	10%	14%	13%	13%	13%	14%	17%	13%	12%	10%	14%	16%m	8%	12%	17%n	10%	12%	9%	13%	9%	14%	-	9%	12%	9%	21%p	16%	10%	15%w	17%w	5%	13%	16%
6 - (6)	103	36	77	39	57	22	64	35	36	26	6	36	55	12	50	51	7	15	14	-	10	25	1	12	23	29	12	29	7	25	40	12	31	45
	13%	15%	12%	12%	12%	11%	13%	12%	15%	11%	15%	8%	22%km	12%	12%	14%	10%	23%A	18%	-	8%	26%E	6%	10%	20%H	12%	7%	16%q	14%	7%	19%t	12%	10%	14%
5 - (5)	74	28	67	33	42	32	57	32	17	22	3	23	46	5	30	41	9	8	7	4	4	20	4	7	19	34	16	14	3	17	40	10	23	42
	9%	12%	10%	10%	9%	16%abcd	11%	11%	7%	10%	7%	5%	18%km	5%	7%	11%n	13%	12%	9%	17%	3%	21%E	22%	6%	16%H	14%r	10%	8%	6%	5%	19%tv	10%	7%	13%w
4 - (4)	50	10	39	29	22	11	26	12	17	20	1	14	27	9	17	32	-	3	6	1	1	8	1	5	5	12	17	10	-	9	20	10	13	26
	6%	4%	6%	9%dz	5%	5%	5%	4%	7%	9%g	2%	3%	11%k	9%k	4%	9%n	-	5%	8%A	4%	1%	8%E	6%	4%	4%	5%	10%ps	6%	-	3%	10%t	10%t	4%	8%w
3 - (3)	25	11	26	14	14	8	22	12	6	6	1	2	13	10	8	17	3	5	2	1	2	7	2	2	8	8	8	7	3	6	10	10	8	18
	3%	5%	4%	4%	3%	4%	4%	4%	3%	3%	2%	*	5%k	10%k	2%	5%n	4%	8%	3%	4%	2%	7%E	11%	2%	7%	3%	5%	4%	6%	2%	5%t	10%t	3%	6%w
2 - (2)	16	4	20	12	13	6	7	7	3	6	-	4	6	6	5	11	3	-	1	-	-	2	2	-	4	9	3	7	1	-	9	11	7	13
	2%	2%	3%	4%f	3%	3%	1%	2%	1%	3%	-	1%	2%	6%k	1%	3%	4%	-	1%	-	-	2%	11%	-	3%H	4%	2%	4%	2%	-	4%t	11%tu	2%	4%
1 - Extremely dissatisfied (1)	25	6	18	13	19	3	24	16	3	5	1	3	4	18	8	16	1	2	3	-	2	1	3	2	4	7	3	6	2	-	1	17	6	12
	3%	2%	3%	4%	4%	1%	5%e	6%hi	1%	2%	2%	1%	2%	18%kl	2%	4%n	1%	3%	4%	-	2%	1%	17%	2%	3%	3%	2%	3%	4%	-	*	18%tu	2%	4%
Not applicable	12	4	11	5	1	1	7	6	2	2	2	6	4	2	6	6	-	1	2	1	1	-	3	4	-	4	3	3	1	9	2	-	6	4
	2%d	2%d	2%d	1%d	*	*	1%d	2%	1%	1%	5%h	1%	2%	2%	1%	2%	-	2%	3%	4%	1%	-	17%	3%I	-	2%	2%	2%	2%	3%	1%	-	2%	1%
NET: Dissatisfied (1-3)	66	21	64	39	46	17	53	35	12	17	2	9	23	34	21	44	7	7	6	1	4	10	7	4	16	24	14	20	6	6	20	38	21	43
	8%	9%	10%	12%	10%	8%	11%	12%h	5%	7%	5%	2%	9%k	34%kl	5%	12%n	10%	11%	8%	4%	3%	10%E	39%	3%	14%H	10%	8%	11%	12%	2%	10%t	39%tu	7%	14%w
NET: Neutral (4-6)	227	74	183	101	121	65	147	79	70	68	10	73	128	26	97	124	16	26	27	5	15	53	6	24	47	75	45	53	10	51	100	32	67	113
	28%	31%	29%	30%	25%	32%	29%	28%	29%	29%	24%	17%	50%km	26%k	23%	34%n	22%	40%A	34%	21%	12%	55%E	33%	20%	40%H	31%	27%	29%	20%	15%	49%tv	33%t	21%	36%w
NET: Satisfied (7-10)	492	142	383	194	311	123	295	165	156	144	27	354	100	38	305	186	49	31	45	17	107	33	2	87	54	140	105	104	34	272	84	27	226	156
	62%	59%	60%	57%	65%d	60%	59%	58%	65%	62%	66%	80%lm	39%	38%	71%o	52%	68%B	48%	56%	71%	84%F	34%	11%	73%I	46%	58%	63%	58%	67%	80%uv	41%w	28%	71%x	49%
Mean score	7.02	7.09	6.87	6.78	7.11	6.97	6.86	6.80	7.24g	6.95	7.72gi	8.01lm	6.00m	5.24	7.65o	6.31	7.25	6.67	7.00	8.09	8.30F	5.99	4.00	7.95I	6.32	6.90	6.78	6.76	7.44	8.03uv	6.04v	4.70	7.54x	6.21
Standard error	0.08	0.15	0.09	0.14	0.11	0.16	0.11	0.15	0.14	0.15	0.37	0.09	0.12	0.31	0.11	0.12	0.27	0.30	0.27	0.51	0.17	0.20	0.64	0.20	0.21	0.16	0.17	0.18	0.36	0.10	0.13	0.28	0.13	0.13

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 44

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

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

		Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied	(10)	135	55	95	59	94	37	87	24	20	11	4	49	7	3	44	11	39	21	28	6	84	9	1	69	23	14	8	13	2	35	2	-	27	9
		17%	23%ab	15%	17%	20%b	18%	17%	21%	17%	13%	16%	30%FG	5%	7%	28%I	6%	22%	18%	17%	27%	34%lm	5%	2%	30%o	9%	19%	11%	25%q	15%	30%u	3%	-	30%x	8%
9 -	(9)	97	17	78	44	59	22	54	15	13	13	3	31	12	1	26	17	21	18	19	1	44	11	4	32	27	13	5	3	1	17	5	-	9	12
		12%z	7%	12%z	13%z	12%z	11%	11%	13%	11%	16%	12%	19%FG	9%	2%	17%	10%	12%	16%	11%	5%	18%lm	7%	6%	14%	11%	18%	7%	6%	8%	14%	7%	-	10%	11%
8 -	(8)	148	45	119	47	94	38	84	15	17	11	4	30	13	4	25	22	38	18	37	1	63	27	4	47	47	15	15	6	2	26	10	2	20	18
		19%	19%	19%	14%	20%c	18%	17%	13%	15%	13%	16%	18%F	10%	10%	16%	13%	22%	16%	22%	5%	26%lm	16%m	6%	21%	19%	21%	21%	12%	15%	22%	14%	13%	22%	16%
7 -	(7)	112	25	91	44	64	26	70	9	17	16	2	22	19	3	20	24	19	17	23	5	27	29	8	29	35	6	11	7	2	16	9	1	13	13
		14%	10%	14%	13%	13%	13%	14%	8%	15%	20%A	8%	13%	14%	7%	13%	14%	11%	15%	14%	23%	11%	17%	12%	13%	14%	8%	16%	14%	15%	14%	13%	6%	14%	12%
6 -	(6)	103	36	77	39	57	22	64	18	11	7	3	13	21	5	12	26	18	17	18	4	14	32	11	21	35	6	7	9	-	6	15	1	5	17
		13%	15%	12%	12%	12%	11%	13%	16%	9%	9%	12%	8%	16%E	12%	8%	15%H	10%	15%	11%	18%	6%	19%k	17%k	9%	14%	8%	10%	18%	-	5%	21%t	6%	5%	15%w
5 -	(5)	74	28	67	33	42	32	57	12	11	7	3	9	22	2	16	16	14	11	15	2	7	28	7	15	27	9	14	5	4	13	17	2	11	20
		9%	12%	10%	10%	9%	16%abcd	11%	10%	9%	9%	12%	5%	17%E	5%	10%	9%	8%	9%	9%	9%	3%	17%k	11%k	7%	11%	13%	20%	10%	31%	11%	24%t	13%	12%	18%
4 -	(4)	50	10	39	29	22	11	26	10	14	3	2	4	20	5	7	20	10	5	7	-	-	15	7	3	19	4	4	2	1	1	6	4	3	8
		6%	4%	6%	9%dz	5%	5%	5%	9%	12%C	4%	8%	2%	15%E	12%E	4%	12%H	6%	4%	4%	-	-	9%k	11%k	1%	8%n	6%	6%	4%	8%	1%	8%t	25%	3%	7%
3 -	(3)	25	11	26	14	14	8	22	3	6	5	-	2	10	2	5	9	6	2	5	1	3	7	4	5	8	2	4	2	-	-	8	-	1	7
		3%	5%	4%	4%	3%	4%	4%	3%	5%	6%	-	1%	8%E	5%	3%	5%	3%	2%	3%	5%	1%	4%	6%k	2%	3%	3%	6%	4%	-	-	11%t	-	1%	6%
2 -	(2)	16	4	20	12	13	6	7	3	3	5	1	4	3	5	1	11	4	2	7	-	3	3	7	2	10	2	1	2	1	3	-	3	1	5
		2%	2%	3%	4%f	3%	3%	1%	3%	3%	6%	4%	2%	2%	12%EF	1%	6%H	2%	2%	4%	-	1%	2%	11%kl	1%	4%n	3%	1%	4%	8%	3%	-	19%	1%	4%
1 - Extremely dissatisfied	(1)	25	6	18	13	19	3	24	5	3	4	1	-	2	11	1	12	5	5	8	1	2	5	12	5	14	1	-	2	-	-	-	3	1	2
		3%	2%	3%	4%	4%	1%	5%e	4%	3%	5%	4%	-	2%	27%EF	1%	7%H	3%	4%	5%	5%	1%	3%	18%kl	2%	6%	1%	-	4%	-	-	-	19%	1%	2%
Not applicable		12	4	11	5	1	1	7	1	2	-	2	1	4	-	-	3	-	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1
		2%d	2%d	2%d	1%d	*	*	1%d	1%	2%	-	8%	1%	3%	-	-	2%	-	-	-	5%	-	-	2%	-	*	-	1%	-	-	1%	-	-	-	1%
NET: Dissatisfied	(1-3)	66	21	64	39	46	17	53	11	12	14	2	6	15	18	7	32	15	9	20	2	8	15	23	12	32	5	5	6	1	3	8	6	3	14
		8%	9%	10%	12%	10%	8%	11%	10%	10%	17%	8%	4%	11%E	44%EF	4%	19%H	9%	8%	12%	9%	3%	9%k	35%kl	5%	13%n	7%	7%	12%	8%	3%	11%t	38%	3%	13%w
NET: Neutral	(4-6)	227	74	183	101	121	65	147	40	36	17	8	26	63	12	35	62	42	33	40	6	21	75	25	39	81	19	25	16	5	20	38	7	19	45
		28%	31%	29%	30%	25%	32%	29%	35%C	31%	21%	32%	16%	47%EG	29%E	22%	36%H	24%	28%	24%	27%	9%	45%k	38%k	17%	33%n	26%	36%	31%	38%	17%	53%t	44%	21%	40%w
NET: Satisfied	(7-10)	492	142	383	194	311	123	295	63	67	51	13	132	51	11	115	74	117	74	107	13	218	76	17	177	132	48	39	29	7	94	26	3	69	52
		62%	59%	60%	57%	65%cf	60%	59%	55%	57%	62%	52%	80%FG	38%	27%	73%I	43%	67%	64%	64%	59%	88%lm	46%m	26%	78%o	54%	67%	56%	57%	54%	80%u	36%	19%	76%x	46%
Mean score		7.02	7.09	6.87	6.78	7.11	6.97	6.86	6.89	6.75	6.65	6.83	8.02FG	5.96G	4.37	7.72I	5.86	7.27	7.13	6.92	7.14	8.36lm	6.22m	4.63	7.87o	6.42	7.32	6.72	6.92	6.54	7.98u	5.99	4.00	7.75x	6.31
Standard error		0.08	0.15	0.09	0.14	0.11	0.16	0.11	0.24	0.23	0.29	0.54	0.15	0.19	0.47	0.17	0.20	0.18	0.22	0.19	0.54	0.11	0.16	0.32	0.14	0.16	0.27	0.25	0.36	0.68	0.18	0.22	0.60	0.22	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 45

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

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	135	55	95	59	94	37	87	41	21	16	9	74	9	4	76	11
		17%	23%ab	15%	17%	20%b	18%	17%	19%	16%	13%	31%	29%lm	5%	5%	31%o	5%
9 -	(9)	97	17	78	44	59	22	54	21	16	15	2	42	9	3	34	20
		12%z	7%	12%z	13%z	12%z	11%	11%	10%	12%	12%	7%	16%lm	5%	4%	14%	8%
8 -	(8)	148	45	119	47	94	38	84	35	23	24	2	52	26	6	42	42
		19%	19%	19%	14%	20%c	18%	17%	16%	17%	19%	7%	20%m	16%	8%	17%	17%
7 -	(7)	112	25	91	44	64	26	70	25	20	22	3	35	28	7	41	28
		14%	10%	14%	13%	13%	13%	14%	12%	15%	18%	10%	14%	17%	9%	16%	12%
6 -	(6)	103	36	77	39	57	22	64	30	13	14	7	26	31	7	21	40
		13%	15%	12%	12%	12%	11%	13%	14%	10%	11%	24%	10%	19%k	9%	8%	17%n
5 -	(5)	74	28	67	33	42	32	57	26	13	16	2	12	35	10	17	37
		9%	12%	10%	10%	9%	16%abcd	11%	12%	10%	13%	7%	5%	21%k	13%k	7%	15%n
4 -	(4)	50	10	39	29	22	11	26	8	10	7	1	7	8	11	6	19
		6%	4%	6%	9%dz	5%	5%	5%	4%	8%	6%	3%	3%	5%	14%kl	2%	8%n
3 -	(3)	25	11	26	14	14	8	22	9	8	5	-	4	12	6	4	17
		3%	5%	4%	4%	3%	4%	4%	4%	6%	4%	-	2%	7%k	8%k	2%	7%n
2 -	(2)	16	4	20	12	13	6	7	3	3	1	-	2	1	4	1	6
		2%	2%	3%	4%	3%	3%	1%	1%	2%	1%	-	1%	1%	5%kl	*	2%
1 - Extremely dissatisfied	(1)	25	6	18	13	19	3	24	15	6	2	1	3	2	19	4	20
		3%	2%	3%	4%	4%	1%	5%	7%l	5%	2%	3%	1%	1%	24%kl	2%	8%n
Not applicable		12	4	11	5	1	1	7	2	-	3	2	2	4	1	3	2
		2%d	2%d	2%d	1%d	*	*	1%	1%	-	2%	7%	1%	2%	1%	1%	1%
NET: Dissatisfied	(1-3)	66	21	64	39	46	17	53	27	17	8	1	9	15	29	9	43
		8%	9%	10%	12%	10%	8%	11%	13%	13%	6%	3%	3%	9%k	37%kl	4%	18%n
NET: Neutral	(4-6)	227	74	183	101	121	65	147	64	36	37	10	45	74	28	44	96
		28%	31%	29%	30%	25%	32%	29%	30%	27%	30%	34%	17%	45%k	36%k	18%	40%n
NET: Satisfied	(7-10)	492	142	383	194	311	123	295	122	80	77	16	203	72	20	193	101
		62%	59%	60%	57%	65%c	60%	59%	57%	60%	62%	55%	78%lm	44%m	26%	78%o	42%
Mean score		7.02	7.09	6.87	6.78	7.11	6.97	6.86	6.78	6.74	6.98	7.48	7.95lm	6.26m	4.48	7.89o	5.86
Standard error		0.08	0.15	0.09	0.14	0.11	0.16	0.11	0.18	0.22	0.19	0.45	0.12	0.15	0.32	0.13	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 46

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied	(10)	131	50	99	54	82	28	81	48	43	28	12	117	10	4	107	23	16	11	12	11	47	1	2	41	9	41	22	26	10	80	15	4	80	19
		16%	21%e	15%	16%	17%	14%	16%	17%	18%	12%	29%i	26%lm	4%	4%	25%o	6%	22%	17%	15%	46%	37%F	1%	11%	34%I	8%	17%	13%	14%	20%	24%uv	7%	4%	25%x	6%
9 -	(9)	110	27	80	34	51	33	63	35	37	31	7	88	14	8	62	48	10	6	10	1	20	7	-	15	12	24	23	28	5	67	12	1	55	25
		14%	11%	12%	10%	11%	16%cd	13%	12%	15%	13%	17%	20%lm	5%	8%	14%	13%	14%	9%	13%	4%	16%	7%	-	13%	10%	10%	14%	16%	10%	20%uv	6%	1%	17%x	8%
8 -	(8)	113	31	95	44	80	35	78	39	32	41	1	83	24	6	68	44	9	5	12	5	22	6	3	18	12	39	24	21	11	62	25	8	57	38
		14%	13%	15%	13%	17%	17%	16%	14%j	13%j	18%j	2%	19%lm	9%	6%	16%	12%	13%	8%	15%	21%	17%F	6%	17%	15%	10%	16%	14%	12%	22%	18%w	12%	8%	18%x	12%
7 -	(7)	119	30	88	53	63	29	59	48	34	35	2	62	50	7	51	67	9	9	10	2	13	16	1	10	19	34	23	27	4	57	26	5	38	49
		15%	12%	14%	16%	13%	14%	12%	17%j	14%	15%	5%	14%	20%m	7%	12%	19%n	13%	14%	13%	8%	10%	17%	6%	8%	16%	14%	14%	15%	8%	17%w	13%w	5%	12%	16%
6 -	(6)	100	31	73	32	68	26	49	31	36	29	4	50	42	8	54	45	11	11	9	-	9	21	1	11	20	28	20	20	5	30	39	4	33	40
		13%	13%	11%	9%	14%d	13%	10%	11%	15%	13%	10%	11%	16%m	8%	13%	13%	15%	17%	11%	-	7%	22%E	6%	9%	17%	12%	12%	11%	10%	9%	19%tv	4%	10%	13%
5 -	(5)	85	29	84	39	54	20	61	31	24	24	6	19	51	15	37	46	9	8	12	-	7	21	1	9	18	35	20	24	5	18	52	14	26	55
		11%	12%	13%	12%	11%	10%	12%	11%	10%	10%	15%	4%	20%k	15%k	9%	13%	13%	12%	15%	-	6%	22%E	6%	8%	15%	14%	12%	13%	10%	5%	25%tv	14%t	8%	17%w
4 -	(4)	53	12	41	28	23	13	31	17	18	16	2	11	34	8	22	30	1	7	3	1	-	12	-	2	10	14	17	9	1	6	21	14	7	34
		7%	5%	6%	8%d	5%	6%	6%	6%	8%	7%	5%	2%	13%k	8%k	5%	8%	1%	11%A	4%	4%	-	13%E	-	2%	9%H	6%	10%	5%	2%	2%	10%t	14%t	2%	11%w
3 -	(3)	35	14	33	20	19	8	22	14	9	8	4	2	19	14	10	25	3	5	3	3	5	6	3	4	10	11	9	11	2	8	10	15	4	29
		4%	6%	5%	6%	4%	4%	4%	5%	4%	3%	10%	*	7%k	14%k	2%	7%n	4%	8%	4%	13%	4%	6%	17%	3%	9%	5%	5%	6%	4%	2%	5%	15%tu	1%	9%w
2 -	(2)	18	7	14	12	16	2	14	5	4	9	-	2	7	9	5	13	3	2	2	-	2	4	1	3	3	6	4	3	1	3	4	7	6	8
		2%	3%	2%	4%	3%	1%	3%	2%	2%	4%	-	*	3%k	9%kl	1%	4%n	4%	3%	3%	-	2%	4%	6%	3%	3%	2%	2%	2%	2%	1%	2%	7%tu	2%	3%
1 - Extremely dissatisfied	(1)	24	7	24	15	21	8	33	14	2	7	1	2	2	20	8	15	1	1	5	-	1	2	4	3	4	9	4	8	3	1	1	22	11	13
		3%	3%	4%	4%	4%	4%	7%abz	5%h	1%	3%	2%	*	1%	20%kl	2%	4%	1%	2%	6%	-	1%	2%	22%	3%	3%	4%	2%	4%	6%	*	*	23%tu	3%	4%
Not applicable		9	3	10	8	2	4	11	3	1	3	2	6	2	1	5	4	-	-	2	1	1	-	2	3	-	2	1	3	4	6	1	3	3	6
		1%	1%	2%	2%d	*	2%	2%d	1%	*	1%	5%h	1%	1%	1%	1%	1%	-	-	3%	4%	1%	-	11%	3%	-	1%	1%	2%	8%pq	2%	*	3%	1%	2%
NET: Dissatisfied	(1-3)	77	28	71	47	56	18	69	33	15	24	5	6	28	43	23	53	7	8	10	3	8	12	8	10	17	26	17	22	6	12	15	44	21	50
		10%	12%	11%	14%a	12%	9%	14%a	12%h	6%	10%	12%	1%	11%k	43%kl	5%	15%n	10%	12%	13%	13%	6%	13%	44%	8%	15%	11%	10%	12%	12%	4%	7%	45%tu	7%	16%w
NET: Neutral	(4-6)	238	72	198	99	145	59	141	79	78	69	12	80	127	31	113	121	21	26	24	1	16	54	2	22	48	77	57	53	11	54	112	32	66	129
		30%	30%	31%	29%	30%	29%	28%	28%	33%	30%	29%	18%	50%km	31%k	26%	34%n	29%	40%	30%	4%	13%	56%E	11%	18%	41%H	32%	34%	29%	22%	16%	54%tv	33%t	21%	41%w
NET: Satisfied	(7-10)	473	138	362	185	276	125	281	170	146	135	22	350	98	25	288	182	44	31	44	19	102	30	6	84	52	138	92	102	30	266	78	18	230	131
		59%	57%	56%	55%	58%	61%	56%	60%	61%	58%	54%	79%lm	38%m	25%	67%o	51%	61%	48%	55%	79%	80%F	31%	33%	71%I	44%	57%	55%	57%	59%	79%uv	38%v	19%	72%x	41%
Mean score		6.90c	6.90	6.75	6.55	6.79	6.95	6.65	6.80	7.12	6.75	7.18	8.05lm	5.87m	4.48	7.49o	6.23	7.17	6.48	6.67	8.09	8.14F	5.63	4.81	7.76I	6.13	6.76	6.67	6.73	7.04	7.90uv	6.13v	4.03	7.60x	5.90
Standard error		0.09	0.16	0.10	0.14	0.11	0.17	0.12	0.15	0.14	0.16	0.44	0.09	0.12	0.28	0.11	0.13	0.28	0.30	0.29	0.52	0.19	0.19	0.83	0.23	0.21	0.16	0.18	0.19	0.38	0.10	0.14	0.26	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 47

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied	(10)	131	50	99	54	82	28	81	22	18	11	3	47	1	6	41	12	35	22	20	5	75	6	1	65	16	12	5	10	1	26	2	-	22	6
		16%	21%e	15%	16%	17%	14%	16%	19%	15%	13%	12%	28%F	1%	15%F	26%I	7%	20%l	19%	12%	23%	30%lm	4%	2%	29%o	7%	17%	7%	20%q	8%	22%u	3%	-	24%x	5%
9 -	(9)	110	27	80	34	51	33	63	18	8	6	2	27	5	2	23	10	16	12	20	3	39	9	3	25	26	12	10	6	5	25	8	-	16	16
		14%	11%	12%	10%	11%	16%cd	13%	16%B	7%	7%	8%	16%F	4%	5%	15%I	6%	9%	10%	12%	14%	16%lm	5%	5%	11%	11%	17%	14%	12%	38%	21%	11%	-	18%	14%
8 -	(8)	113	31	95	44	80	35	78	13	17	11	3	31	13	-	25	16	30	17	30	3	59	19	2	41	38	11	17	5	2	23	10	2	17	18
		14%	13%	15%	13%	17%	17%	16%	11%	15%	13%	12%	19%FG	10%G	-	16%	9%	17%	15%	18%	14%	24%lm	11%m	3%	18%	15%	15%	24%r	10%	15%	19%	14%	13%	19%	16%
7 -	(7)	119	30	88	53	63	29	59	11	26	11	5	20	24	9	23	28	26	15	20	2	37	24	2	33	30	11	12	5	1	18	10	1	12	17
		15%	12%	14%	16%	13%	14%	12%	10%	22%A	13%	20%	12%	18%	22%	15%	16%	15%	13%	12%	9%	15%m	14%m	3%	14%	12%	15%	17%	10%	8%	15%	14%	6%	13%	15%
6 -	(6)	100	31	73	32	68	26	49	6	11	12	3	11	20	1	14	18	22	16	28	2	18	41	9	29	38	8	9	9	-	13	13	-	8	18
		13%	13%	11%	9%	14%cf	13%	10%	5%	9%	15%A	12%	7%	15%EG	2%	9%	11%	13%	14%	17%	9%	7%	25%k	14%	13%	15%	11%	13%	18%	-	11%	18%	-	9%	16%
5 -	(5)	85	29	84	39	54	20	61	18	9	10	2	11	26	2	11	28	22	10	20	2	13	35	6	16	38	6	6	5	3	5	13	2	8	11
		11%	12%	13%	12%	11%	10%	12%	16%	8%	12%	8%	7%	20%EG	5%	7%	16%H	13%	9%	12%	9%	5%	21%km	9%	7%	15%m	8%	9%	10%	23%	4%	18%t	13%	9%	10%
4 -	(4)	53	12	41	28	23	13	31	6	12	9	1	8	18	2	6	22	6	9	8	-	2	15	6	7	16	5	3	5	-	4	7	2	1	12
		7%	5%	6%	8%d	5%	6%	6%	5%	10%	11%	4%	5%	14%E	5%	4%	13%H	3%	8%	5%	-	1%	9%k	9%k	3%	7%	7%	4%	10%	-	3%	10%	13%	1%	11%w
3 -	(3)	35	14	33	20	19	8	22	6	6	6	2	4	11	5	5	15	8	6	4	1	1	11	7	4	14	-	5	3	-	1	4	3	3	5
		4%	6%	5%	6%	4%	4%	4%	5%	5%	7%	8%	2%	8%E	12%E	3%	9%H	5%	5%	2%	5%	*	7%k	11%k	2%	6%n	-	7%p	6%p	-	1%	6%	19%	3%	4%
2 -	(2)	18	7	14	12	16	2	14	5	3	3	1	-	7	5	4	7	4	5	7	-	2	2	12	4	11	1	1	-	-	-	1	1	-	2
		2%	3%	2%	4%	3%	1%	3%	4%	3%	4%	4%	-	5%E	12%E	3%	4%	2%	4%	4%	-	1%	1%	18%kl	2%	4%	1%	1%	-	-	-	1%	6%	-	2%
1 - Extremely dissatisfied	(1)	24	7	24	15	21	8	33	5	7	3	-	2	5	8	3	11	4	4	10	3	1	3	17	4	17	4	1	2	1	-	3	5	1	7
		3%	3%	4%	4%	4%	4%	7%abz	4%	6%	4%	-	1%	4%	20%EF	2%	6%H	2%	3%	6%	14%	*	2%	26%kl	2%	7%n	6%	1%	4%	8%	-	4%t	31%	1%	6%
Not applicable		9	3	10	8	2	4	11	5	-	-	3	4	3	1	2	4	1	-	-	1	-	1	1	-	2	2	1	1	-	3	1	-	3	-
		1%	1%	2%	2%d	*	2%	2%d	4%B	-	-	12%	2%	2%	2%	1%	2%	1%	-	-	5%	-	1%	2%	-	1%	3%	1%	2%	-	3%	1%	-	3%	-
NET: Dissatisfied	(1-3)	77	28	71	47	56	18	69	16	16	12	3	6	23	18	12	33	16	15	21	4	4	16	36	12	42	5	7	5	1	1	8	9	4	14
		10%	12%	11%	14%a	12%	9%	14%a	14%	14%	15%	12%	4%	17%E	44%EF	8%	19%H	9%	13%	13%	18%	2%	10%k	55%kl	5%	17%n	7%	10%	10%	8%	1%	11%t	56%	4%	13%w
NET: Neutral	(4-6)	238	72	198	99	145	59	141	30	32	31	6	30	64	5	31	68	50	35	56	4	33	91	21	52	92	19	18	19	3	22	33	4	17	41
		30%	30%	31%	29%	30%	29%	28%	26%	27%	38%	24%	18%	48%EG	12%	20%	40%H	29%	30%	34%	18%	13%	55%km	32%k	23%	37%n	26%	26%	37%	23%	19%	46%t	25%	19%	37%w
NET: Satisfied	(7-10)	473	138	362	185	276	125	281	64	69	39	13	125	43	17	112	66	107	66	90	13	210	58	8	164	110	46	44	26	9	92	30	3	67	57
		59%	57%	56%	55%	58%	61%	56%	56%	59%	48%	52%	76%FG	32%	41%	71%I	39%	61%	57%	54%	59%	85%lm	35%m	12%	72%o	45%	64%	63%	51%	69%	78%u	42%	19%	74%x	51%
Mean score		6.90c	6.90	6.75	6.55	6.79	6.95	6.65	6.78	6.50	6.27	6.68	7.88FG	5.39	4.95	7.53I	5.63	7.04	6.75	6.56	6.81	8.18lm	5.95m	3.65	7.63o	6.03	7.10	6.87	6.78	7.23	7.97u	6.06	3.56	7.80x	6.29
Standard error		0.09	0.16	0.10	0.14	0.11	0.17	0.12	0.26	0.24	0.27	0.49	0.17	0.18	0.52	0.19	0.19	0.18	0.24	0.19	0.68	0.11	0.15	0.31	0.15	0.16	0.29	0.25	0.36	0.71	0.16	0.25	0.62	0.22	0.23

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 48

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	131	50	99	54	82	28	81	36	20	19	6	74	6	1	72	9
		16%	21%e	15%	16%	17%	14%	16%	17%	15%	15%	21%	29%lm	4%	1%	29%o	4%
9 -	(9)	110	27	80	34	51	33	63	25	19	15	4	48	12	3	38	25
		14%	11%	12%	10%	11%	16%cd	13%	12%	14%	12%	14%	19%lm	7%	4%	15%	10%
8 -	(8)	113	31	95	44	80	35	78	34	19	21	4	51	24	3	46	32
		14%	13%	15%	13%	17%	17%	16%	16%	14%	17%	14%	20%m	15%m	4%	18%	13%
7 -	(7)	119	30	88	53	63	29	59	20	19	15	5	32	20	7	28	29
		15%	12%	14%	16%	13%	14%	12%	9%	14%	12%	17%	12%	12%	9%	11%	12%
6 -	(6)	100	31	73	32	68	26	49	22	10	16	1	16	27	6	21	27
		13%	13%	11%	9%	14%c	13%	10%	10%	8%	13%	3%	6%	16%k	8%	8%	11%
5 -	(5)	85	29	84	39	54	20	61	27	17	14	3	12	39	10	16	42
		11%	12%	13%	12%	11%	10%	12%	13%	13%	11%	10%	5%	24%k	13%k	6%	17%n
4 -	(4)	53	12	41	28	23	13	31	14	10	6	1	12	9	10	10	20
		7%	5%	6%	8%d	5%	6%	6%	7%	8%	5%	3%	5%	5%	13%kl	4%	8%
3 -	(3)	35	14	33	20	19	8	22	10	6	6	-	8	9	5	9	12
		4%	6%	5%	6%	4%	4%	4%	5%	5%	5%	-	3%	5%	6%	4%	5%
2 -	(2)	18	7	14	12	16	2	14	6	4	4	-	-	8	6	2	11
		2%	3%	2%	4%	3%	1%	3%	3%	3%	3%	-	-	5%k	8%k	1%	5%n
1 - Extremely dissatisfied	(1)	24	7	24	15	21	8	33	18	7	6	2	2	4	27	6	27
		3%	3%	4%	4%	4%	4%	7%	8%	5%	5%	7%	1%	2%	35%kl	2%	11%n
Not applicable		9	3	10	8	2	4	11	3	2	3	3	4	7	-	1	8
		1%	1%	2%	2%d	*	2%	2%	1%	2%	2%	10%	2%	4%	-	*	3%n
NET: Dissatisfied	(1-3)	77	28	71	47	56	18	69	34	17	16	2	10	21	38	17	50
		10%	12%	11%	14%a	12%	9%	14%	16%	13%	13%	7%	4%	13%k	49%kl	7%	21%n
NET: Neutral	(4-6)	238	72	198	99	145	59	141	63	37	36	5	40	75	26	47	89
		30%	30%	31%	29%	30%	29%	28%	29%	28%	29%	17%	15%	45%k	33%k	19%	37%n
NET: Satisfied	(7-10)	473	138	362	185	276	125	281	115	77	70	19	205	62	14	184	95
		59%	57%	56%	55%	58%	61%	56%	53%	58%	56%	66%	79%lm	38%m	18%	74%o	39%
Mean score		6.90c	6.90	6.75	6.55	6.79	6.95	6.65	6.51	6.67	6.72	7.31	7.98lm	5.95m	3.72	7.70o	5.60
Standard error		0.09	0.16	0.10	0.14	0.11	0.17	0.12	0.19	0.23	0.23	0.50	0.13	0.17	0.29	0.15	0.17

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 49

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied (10)	115	44	78	42	73	31	65	43	37	26	9	107	2	6	96	18	15	10	10	9	41	2	1	36	8	27	19	23	9	70	6	2	63	15
	14%	18%b	12%	12%	15%	15%	13%	15%	15%	11%	22%	24%lm	1%	6%l	22%o	5%	21%	15%	13%	38%	32%F	2%	6%	30%I	7%	11%	11%	13%	18%	21%uv	3%	2%	20%x	5%
9 - (9)	84	28	71	31	60	28	48	31	25	23	5	69	11	4	55	28	10	4	11	3	22	6	-	20	7	29	17	19	6	60	8	3	52	19
	11%	12%	11%	9%	13%	14%	10%	11%	10%	10%	12%	16%lm	4%	4%	13%o	8%	14%	6%	14%	13%	17%F	6%	-	17%I	6%	12%	10%	11%	12%	18%uv	4%	3%	16%x	6%
8 - (8)	133	28	109	46	68	26	78	41	43	43	6	100	21	12	75	58	5	9	11	3	22	6	-	15	12	41	39	20	9	87	20	2	63	46
	17%	12%	17%z	14%	14%	13%	16%	14%	18%	19%	15%	23%lm	8%	12%	17%	16%	7%	14%	14%	13%	17%F	6%	-	13%	10%	17%	23%r	11%	18%	26%uv	10%v	2%	20%	15%
7 - (7)	124	34	87	47	62	29	60	45	40	34	5	70	48	6	61	60	13	9	10	2	17	16	1	15	18	24	24	32	7	51	29	7	36	50
	16%	14%	14%	14%	13%	14%	12%	16%	17%	15%	12%	16%m	19%m	6%	14%	17%	18%	14%	13%	8%	13%	17%	6%	13%	15%	10%	14%	18%p	14%	15%v	14%	7%	11%	16%
6 - (6)	99	35	75	50	45	27	60	28	38	28	5	34	56	9	53	46	13	7	12	3	10	23	2	12	22	25	23	21	6	22	41	12	21	54
	12%	15%d	12%	15%d	9%	13%	12%	10%	16%g	12%	12%	8%	22%km	9%	12%	13%	18%	11%	15%	13%	8%	24%E	11%	10%	19%	10%	14%	12%	12%	7%	20%t	12%	7%	17%w
5 - (5)	97	29	86	41	61	27	59	38	20	34	5	24	56	17	37	59	7	13	9	-	7	20	2	12	16	37	20	25	4	20	56	10	38	46
	12%	12%	13%	12%	13%	13%	12%	13%	8%	15%h	12%	5%	22%k	17%k	9%	16%n	10%	20%	11%	-	6%	21%E	11%	10%	14%	15%	12%	14%	8%	6%	27%tv	10%	12%	15%
4 - (4)	49	17	42	28	34	14	38	13	20	14	2	14	29	6	21	27	5	5	6	1	3	12	2	2	15	19	7	14	2	8	21	13	12	29
	6%	7%	7%	8%	7%	7%	8%	5%	8%	6%	5%	3%	11%k	6%	5%	8%	7%	8%	8%	4%	2%	13%E	11%	2%	13%H	8%	4%	8%	4%	2%	10%t	13%t	4%	9%w
3 - (3)	33	9	30	25	23	7	29	15	8	9	1	9	15	9	11	22	1	4	3	1	1	6	2	2	7	12	10	7	1	7	14	9	8	22
	4%	4%	5%	7%d	5%	3%	6%	5%	3%	4%	2%	2%	6%k	9%k	3%	6%n	1%	6%	4%	4%	1%	6%E	11%	2%	6%	5%	6%	4%	2%	2%	7%t	9%t	3%	7%w
2 - (2)	15	6	14	8	21	5	16	9	-	6	-	4	7	4	5	10	2	2	1	1	1	3	2	-	6	8	1	4	1	1	5	8	2	12
	2%	2%	2%	2%	4%ab	2%	3%	3%h	-	3%h	-	1%	3%	4%k	1%	3%	3%	3%	1%	4%	1%	3%	11%	-	5%H	3%	1%	2%	2%	*	2%t	8%tu	1%	4%w
1 - Extremely dissatisfied (1)	37	7	31	14	27	7	32	19	6	11	1	3	8	26	10	26	1	1	5	-	1	2	4	2	5	13	6	10	2	-	3	28	12	19
	5%	3%	5%	4%	6%	3%	6%z	7%h	3%	5%	2%	1%	3%k	26%kl	2%	7%n	1%	2%	6%	-	1%	2%	22%	2%	4%	5%	4%	6%	4%	-	1%t	29%tu	4%	6%
Not applicable	11	4	18	7	5	5	17	3	3	3	2	8	2	1	5	6	-	1	2	1	2	-	2	3	1	8	1	5	4	12	3	3	13	4
	1%	2%	3%d	2%	1%	2%	3%ad	1%	1%	1%	5%	2%	1%	1%	1%	2%	-	2%	3%	4%	2%	-	11%	3%	1%	3%	1%	3%	8%q	4%	1%	3%	4%x	1%
NET: Dissatisfied (1-3)	85	22	75	47	71	19	77	43	14	26	2	16	30	39	26	58	4	7	9	2	3	11	8	4	18	33	17	21	4	8	22	45	22	53
	11%	9%	12%	14%	15%aez	9%	15%aez	15%h	6%	11%h	5%	4%	12%k	39%kl	6%	16%n	6%	11%	11%	8%	2%	11%E	44%	3%	15%H	14%	10%	12%	8%	2%	11%t	46%tu	7%	17%w
NET: Neutral (4-6)	245	81	203	119	140	68	157	79	78	76	12	72	141	32	111	132	25	25	27	4	20	55	6	26	53	81	50	60	12	50	118	35	71	129
	31%	34%	32%	35%	29%	33%	31%	28%	33%	33%	29%	16%	55%km	32%k	26%	37%n	35%	38%	34%	17%	16%	57%E	33%	22%	45%H	33%	30%	33%	24%	15%	57%tv	36%t	22%	41%w
NET: Satisfied (7-10)	456	134	345	166	263	114	251	160	145	126	25	346	82	28	287	164	43	32	42	17	102	30	2	86	45	121	99	94	31	268	63	14	214	130
	57%cf	56%	54%	49%	55%	55%	50%	56%	60%	55%	61%	78%lm	32%	28%	67%o	46%	60%	49%	53%	71%	80%F	31%	11%	72%I	38%	50%	59%	52%	61%	79%uv	31%v	14%	67%x	41%
Mean score	6.72cf	6.85cf	6.58	6.38	6.53	6.79f	6.36	6.54	6.99gj	6.55	7.31	7.83lm	5.62m	4.63	7.36o	5.95	7.11	6.48	6.59	7.91	8.13F	5.69	3.81	7.87I	5.82	6.40	6.79	6.46	7.15	7.91uv	5.71v	3.80	7.36x	5.83
Standard error	0.09	0.16	0.10	0.13	0.12	0.17	0.12	0.16	0.14	0.16	0.37	0.09	0.12	0.29	0.11	0.13	0.27	0.30	0.28	0.51	0.17	0.19	0.65	0.20	0.21	0.17	0.17	0.19	0.35	0.10	0.13	0.26	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 50

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied	(10)	115	44	78	42	73	31	65	20	14	6	2	37	3	2	33	7	26	19	23	5	67	6	-	58	14	12	10	9	-	28	2	1	24	7
		14%	18%b	12%	12%	15%	15%	13%	17%C	12%	7%	8%	22%FG	2%	5%	21%I	4%	15%	16%	14%	23%	27%lm	4%	-	25%o	6%	17%	14%	18%	-	24%u	3%	6%	26%x	6%
9 -	(9)	84	28	71	31	60	28	48	10	8	9	4	24	6	1	19	10	18	20	17	5	45	10	5	37	23	7	10	9	2	22	5	1	14	14
		11%	12%	11%	9%	13%	14%	10%	9%	7%	11%	16%	15%FG	5%	2%	12%I	6%	10%	17%	10%	23%	18%lm	6%	8%	16%o	9%	10%	14%	18%	15%	19%u	7%	6%	15%	13%
8 -	(8)	133	28	109	46	68	26	78	12	16	15	3	32	13	1	28	17	27	17	24	-	48	17	3	39	29	9	9	3	5	20	5	1	14	12
		17%	12%	17%z	14%	14%	13%	16%	10%	14%	18%	12%	19%FG	10%	2%	18%I	10%	16%	15%	14%	-	19%lm	10%	5%	17%	12%	13%	13%	6%	38%	17%u	7%	6%	15%	11%
7 -	(7)	124	34	87	47	62	29	60	18	18	10	1	29	14	4	27	20	29	12	18	3	36	24	2	26	36	14	6	8	1	20	9	-	11	16
		16%	14%	14%	14%	13%	14%	12%	16%	15%	12%	4%	18%	11%	10%	17%	12%	17%	10%	11%	14%	15%m	14%m	3%	11%	15%	19%	9%	16%	8%	17%	13%	-	12%	14%
6 -	(6)	99	35	75	50	45	27	60	13	14	16	7	13	32	5	18	32	11	12	19	3	22	19	4	19	25	7	13	6	1	15	11	1	12	15
		12%	15%d	12%	15%d	9%	13%	12%	11%	12%	20%	28%	8%	24%E	12%	11%	19%	6%	10%	11%	14%	9%	11%	6%	8%	10%	10%	19%	12%	8%	13%	15%	6%	13%	13%
5 -	(5)	97	29	86	41	61	27	59	15	16	7	3	7	29	5	12	28	17	19	24	1	12	44	5	19	40	8	11	6	2	6	18	3	6	20
		12%	12%	13%	12%	13%	13%	12%	13%	14%	9%	12%	4%	22%E	12%	8%	16%H	10%	16%	14%	5%	5%	27%km	8%	8%	16%n	11%	16%	12%	15%	5%	25%t	19%	7%	18%w
4 -	(4)	49	17	42	28	34	14	38	12	10	5	1	6	18	4	7	19	14	3	17	-	6	21	7	11	23	6	6	2	-	2	11	1	2	12
		6%	7%	7%	8%	7%	7%	8%	10%	9%	6%	4%	4%	14%E	10%	4%	11%H	8%	3%	10%h	-	2%	13%k	11%k	5%	9%	8%	9%	4%	-	2%	15%t	6%	2%	11%w
3 -	(3)	33	9	30	25	23	7	29	5	12	7	1	8	10	7	5	20	9	6	7	1	2	10	11	8	14	3	4	-	-	1	5	1	2	5
		4%	4%	5%	7%d	5%	3%	6%	4%	10%	9%	4%	5%	8%	17%E	3%	12%H	5%	5%	4%	5%	1%	6%k	17%kl	4%	6%	4%	6%	-	-	1%	7%t	6%	2%	4%
2 -	(2)	15	6	14	8	21	5	16	2	2	3	1	2	3	3	2	5	9	3	9	-	4	8	9	4	17	1	1	2	1	1	2	2	1	4
		2%	2%	2%	2%	4%ab	2%	3%	2%	2%	4%	4%	1%	2%	7%E	1%	3%	5%	3%	5%	-	2%	5%	14%kl	2%	7%n	1%	1%	4%	8%	1%	3%	13%	1%	4%
1 - Extremely dissatisfied	(1)	37	7	31	14	27	7	32	4	5	4	1	3	2	9	3	11	11	5	9	2	3	7	17	7	20	4	-	2	1	-	2	5	1	6
		5%	3%	5%	4%	6%	3%	6%z	3%	4%	5%	4%	2%	2%	22%EF	2%	6%H	6%	4%	5%	9%	1%	4%	26%kl	3%	8%n	6%q	-	4%	8%	-	3%	31%	1%	5%
Not applicable		11	4	18	7	5	5	17	4	2	-	1	4	3	-	3	2	3	-	-	2	2	-	3	-	5	1	-	4	-	3	2	-	4	1
		1%	2%	3%d	2%	1%	2%	3%abd	3%	2%	-	4%	2%	2%	-	2%	1%	2%	-	-	9%	1%	-	5%kl	-	2%n	1%	-	8%q	-	3%	3%	-	4%	1%
NET: Dissatisfied	(1-3)	85	22	75	47	71	19	77	11	19	14	3	13	15	19	10	36	29	14	25	3	9	25	37	19	51	8	5	4	2	2	9	8	4	15
		11%	9%	12%	14%	15%aez	9%	15%aez	10%	16%	17%	12%	8%	11%	46%EF	6%	21%H	17%	12%	15%	14%	4%	15%k	56%kl	8%	21%n	11%	7%	8%	15%	2%	13%t	50%	4%	13%w
NET: Neutral	(4-6)	245	81	203	119	140	68	157	40	40	28	11	26	79	14	37	79	42	34	60	4	40	84	16	49	88	21	30	14	3	23	40	5	20	47
		31%	34%	32%	35%	29%	33%	31%	35%	34%	34%	44%	16%	59%EG	34%E	24%	46%H	24%	29%	36%g	18%	16%	51%km	24%	21%	36%n	29%	43%	27%	23%	19%	56%t	31%	22%	42%w
NET: Satisfied	(7-10)	456	134	345	166	263	114	251	60	56	40	10	122	36	8	107	54	100	68	82	13	196	57	10	160	102	42	35	29	8	90	21	3	63	49
		57%cf	56%	54%	49%	55%	55%	50%	52%	48%	49%	40%	74%FG	27%	20%	68%I	32%	57%	59%	49%	59%	79%lm	34%m	15%	70%o	41%	58%	50%	57%	62%	76%u	29%	19%	69%x	44%
Mean score		6.72cf	6.85cf	6.58	6.38	6.53	6.79f	6.36	6.63	6.22	6.26	6.42	7.53FG	5.64G	4.20	7.35I	5.47	6.46	6.88	6.29	7.20	7.93lm	5.57m	3.62	7.45o	5.68	6.68	6.79	7.04	6.46	7.92u	5.56	4.00	7.75x	6.05
Standard error		0.09	0.16	0.10	0.13	0.12	0.17	0.12	0.23	0.23	0.27	0.49	0.18	0.16	0.41	0.18	0.18	0.21	0.23	0.20	0.65	0.13	0.17	0.32	0.16	0.17	0.30	0.26	0.37	0.71	0.17	0.24	0.76	0.23	0.23

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

JB25498 : Prepared by BVA BDRC on behalf of OfCom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 51

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	115	44	78	42	73	31	65	29	16	13	7	62	2	1	61	4
		14%	18%b	12%	12%	15%	15%	13%	13%	12%	10%	24%	24%lm	1%	1%	24%o	2%
9 -	(9)	84	28	71	31	60	28	48	14	22	10	2	40	6	2	30	18
		11%	12%	11%	9%	13%	14%	10%	7%	17%gi	8%	7%	15%lm	4%	3%	12%	7%
8 -	(8)	133	28	109	46	68	26	78	35	19	20	4	59	17	2	49	28
		17%	12%	17%z	14%	14%	13%	16%	16%	14%	16%	14%	23%lm	10%m	3%	20%o	12%
7 -	(7)	124	34	87	47	62	29	60	20	18	19	3	33	24	3	29	29
		16%	14%	14%	14%	13%	14%	12%	9%	14%	15%	10%	13%m	15%m	4%	12%	12%
6 -	(6)	99	35	75	50	45	27	60	27	17	15	1	26	30	4	20	39
		12%	15%d	12%	15%d	9%	13%	12%	13%	13%	12%	3%	10%	18%km	5%	8%	16%n
5 -	(5)	97	29	86	41	61	27	59	24	14	18	3	18	36	5	21	33
		12%	12%	13%	12%	13%	13%	12%	11%	11%	14%	10%	7%	22%km	6%	8%	14%
4 -	(4)	49	17	42	28	34	14	38	14	11	12	1	6	20	12	16	22
		6%	7%	7%	8%	7%	7%	8%	7%	8%	10%	3%	2%	12%k	15%k	6%	9%
3 -	(3)	33	9	30	25	23	7	29	17	6	6	-	4	14	11	5	24
		4%	4%	5%	7%a	5%	3%	6%	8%	5%	5%	-	2%	8%k	14%k	2%	10%n
2 -	(2)	15	6	14	8	21	5	16	6	4	5	1	4	4	8	5	10
		2%	2%	2%	2%	4%ab	2%	3%	3%	3%	4%	3%	2%	2%	10%kl	2%	4%
1 - Extremely dissatisfied	(1)	37	7	31	14	27	7	32	22	5	4	1	3	2	27	4	28
		5%	3%	5%	4%	6%	3%	6%	10%hi	4%	3%	3%	1%	1%	35%kl	2%	12%n
Not applicable		11	4	18	7	5	5	17	7	1	3	6	4	10	3	9	7
		1%	2%	3%d	2%	1%	2%	3%	3%	1%	2%	21%	2%	6%k	4%	4%	3%
NET: Dissatisfied	(1-3)	85	22	75	47	71	19	77	45	15	15	2	11	20	46	14	62
		11%	9%	12%	14%	15%aez	9%	15%	21%hi	11%	12%	7%	4%	12%k	59%kl	6%	26%n
NET: Neutral	(4-6)	245	81	203	119	140	68	157	65	42	45	5	50	86	21	57	94
		31%	34%	32%	35%	29%	33%	31%	30%	32%	36%	17%	19%	52%km	27%	23%	39%n
NET: Satisfied	(7-10)	456	134	345	166	263	114	251	98	75	62	16	194	49	8	169	79
		57%c	56%	54%	49%	55%	55%	50%	46%	56%	50%	55%	75%lm	30%m	10%	68%o	33%
Mean score		6.72c	6.85c	6.58	6.38	6.53	6.79	6.36	6.05	6.69g	6.34	7.35	7.75lm	5.61m	3.17	7.47o	5.26
Standard error		0.09	0.16	0.10	0.13	0.12	0.17	0.12	0.19	0.21	0.22	0.55	0.13	0.15	0.27	0.15	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 52

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied	(10)	102	49	77	46	63	30	58	41	30	20	11	91	6	5	84	18	12	12	14	11	47	2	-	38	11	27	23	19	8	68	7	2	65	12
		13%	20%abcdf	12%	14%	13%	15%	12%	14%l	13%	9%	27%ghi	21%lm	2%	5%	20%o	5%	17%	18%	18%	46%	37%F	2%	-	32%l	9%	11%	14%	11%	16%	20%uv	3%	2%	20%x	4%
9 -	(9)	95	17	70	35	54	27	42	29	33	29	4	80	10	5	67	28	8	4	4	1	10	6	1	13	4	28	21	17	4	60	8	2	48	22
		12%fz	7%	11%	10%	11%	13%z	8%	10%	14%	13%	10%	18%lm	4%	5%	16%o	8%	11%	6%	5%	4%	8%	6%	6%	11%l	3%	12%	13%	9%	8%	18%uv	4%	2%	15%x	7%
8 -	(8)	126	21	84	59	59	38	72	44	43	35	4	81	38	7	73	53	7	7	7	-	19	2	-	15	6	29	28	22	5	57	21	6	43	41
		16%z	9%	13%	17%dz	12%	18%dz	14%z	15%	18%	15%	10%	18%m	15%m	7%	17%	15%	10%	11%	9%	-	15%F	2%	-	13%l	5%	12%	17%	12%	10%	17%uv	10%	6%	13%	13%
7 -	(7)	115	36	90	50	62	23	66	34	38	36	7	68	36	11	58	56	14	12	8	2	17	17	2	14	21	35	23	27	5	52	30	8	44	44
		14%	15%	14%	15%	13%	11%	13%	12%	16%	16%	17%	15%	14%	11%	14%	16%	19%	18%	10%	8%	13%	18%	11%	12%	18%	14%	14%	15%	10%	15%	15%	8%	14%	14%
6 -	(6)	107	33	76	41	49	16	49	28	44	31	4	46	52	9	51	55	13	8	12	-	9	23	1	10	22	26	19	26	5	33	35	8	32	44
		13%ef	14%e	12%	12%	10%	8%	10%	10%	18%g	13%	10%	10%	20%km	9%	12%	15%	18%	12%	15%	-	7%	24%E	6%	8%	19%H	11%	11%	14%	10%	10%	17%tv	8%	10%	14%
5 -	(5)	85	26	75	36	42	30	58	35	20	26	4	22	47	16	34	49	5	8	10	3	5	20	1	7	17	29	21	20	5	17	52	6	25	49
		11%	11%	12%	11%	9%	15%d	12%	12%	8%	11%	10%	5%	18%k	16%k	8%	14%n	7%	12%	13%	13%	4%	21%E	6%	6%	15%H	12%	13%	11%	10%	5%	25%tv	6%	8%	16%w
4 -	(4)	52	21	48	21	31	12	22	19	10	22	1	16	30	6	24	26	8	4	7	2	7	11	3	4	17	24	12	11	1	11	27	10	15	33
		7%	9%f	7%f	6%	6%	6%	4%	7%	4%	10%h	2%	4%	12%k	6%	6%	7%	11%	6%	9%	8%	6%	11%	17%	3%	15%H	10%	7%	6%	2%	3%	13%t	10%t	5%	10%w
3 -	(3)	30	7	35	12	28	10	37	10	11	8	1	9	15	6	7	23	1	3	3	-	3	4	-	3	4	12	12	8	3	10	14	11	11	24
		4%	3%	5%	4%	6%	5%	7%acz	4%	5%	3%	2%	2%	6%k	6%k	2%	6%n	1%	5%	4%	-	2%	4%	-	3%	3%	5%	7%	4%	6%	3%	7%t	11%t	3%	8%w
2 -	(2)	19	6	16	14	23	2	17	10	5	4	-	7	7	5	6	12	1	2	2	1	1	2	3	2	4	7	2	6	1	4	3	9	9	7
		2%	2%	2%	4%e	5%abe	1%	3%	4%	2%	2%	-	2%	3%	5%k	1%	3%	1%	3%	3%	4%	1%	2%	17%	2%	3%	3%	1%	3%	2%	1%	1%	9%tu	3%	2%
1 - Extremely dissatisfied	(1)	43	16	49	13	48	12	55	24	4	13	2	6	9	28	11	31	2	5	8	1	3	9	4	6	9	19	5	18	7	8	8	33	14	35
		5%	7%	8%c	4%	10%ac	6%	11%ace	8%h	2%	6%h	5%	1%	4%	28%kl	3%	9%n	3%	8%	10%	4%	2%	9%E	22%	5%	8%	8%q	3%	10%q	14%q	2%	4%	34%tu	4%	11%w
Not applicable		23	9	21	12	20	6	26	11	2	7	3	16	5	2	14	9	1	-	5	3	6	-	3	7	2	7	1	6	7	18	1	2	14	5
		3%	4%	3%	4%	4%	3%	5%a	4%h	1%	3%	7%h	4%	2%	2%	3%	3%	1%	-	6%B	13%	5%F	-	17%	6%	2%	3%	1%	3%	14%pqr	5%u	*	2%	4%x	2%
NET: Dissatisfied	(1-3)	92	29	100	39	99	24	109	44	20	25	3	22	31	39	24	66	4	10	13	2	7	15	7	11	17	38	19	32	11	22	25	53	34	66
		12%	12%	16%a	12%	21%abcez	12%	22%abcez	15%h	8%	11%	7%	5%	12%k	39%kl	6%	18%n	6%	15%	16%A	8%	6%	16%E	39%	9%	15%	16%	11%	18%	22%	7%	12%t	55%tu	11%	21%w
NET: Neutral	(4-6)	244	80	199	98	122	58	129	82	74	79	9	84	129	31	109	130	26	20	29	5	21	54	5	21	56	79	52	57	11	61	114	24	72	126
		31%d	33%df	31%df	29%	25%	28%	26%	29%	31%	34%	22%	19%	51%km	31%k	25%	36%n	36%	31%	36%	21%	17%	56%E	28%	18%	48%H	33%	31%	32%	22%	18%	55%tv	25%	23%	40%w
NET: Satisfied	(7-10)	438	123	321	190	238	118	238	148	144	120	26	320	90	28	282	155	41	35	33	14	93	27	3	80	42	119	95	85	22	237	66	18	200	119
		55%f	51%	50%	56%f	50%	57%f	47%	52%	60%	52%	63%	72%lm	35%	28%	66%o	43%	57%	54%	41%	58%	73%F	28%	17%	67%l	36%	49%	57%	47%	43%	70%uv	32%v	19%	63%x	38%
Mean score		6.63bdf	6.57f	6.31	6.68bdf	6.16	6.74bdf	6.03	6.40	6.97gi	6.44	7.37gi	7.63lm	5.76m	4.51	7.35o	5.84	6.87	6.43	6.12	7.57	7.87F	5.38	3.73	7.54l	5.70	6.21	6.72pr	6.10	6.09	7.54uv	5.63v	3.62	7.11x	5.52
Standard error		0.09	0.18	0.11	0.14	0.13	0.18	0.13	0.17	0.14	0.16	0.41	0.10	0.13	0.29	0.11	0.13	0.27	0.33	0.33	0.67	0.21	0.22	0.67	0.25	0.22	0.17	0.19	0.20	0.47	0.12	0.14	0.27	0.15	0.14

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 53

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied (10)	102	49	77	46	63	30	58	20	17	6	3	39	4	3	35	10	29	17	15	2	56	6	1	55	8	14	6	9	1	24	4	2	22	8
	13%	20%abcdf	12%	14%	13%	15%	12%	17%C	15%	7%	12%	24%FG	3%	7%	22%I	6%	17%l	15%	9%	9%	23%lm	4%	2%	24%o	3%	19%	9%	18%	8%	20%u	6%	13%	24%x	7%
9 - (9)	95	17	70	35	54	27	42	10	13	10	2	23	10	2	21	13	16	14	22	2	40	11	3	33	21	4	12	7	4	25	1	1	14	12
	12%fz	7%	11%	10%	11%	13%z	8%	9%	11%	12%	8%	14%	8%	5%	13%	8%	9%	12%	13%	9%	16%lm	7%	5%	14%o	9%	6%	17%p	14%	31%	21%u	1%	6%	15%	11%
8 - (8)	126	21	84	59	59	38	72	18	21	17	3	39	14	6	34	24	22	16	17	4	43	14	2	31	28	12	17	8	1	31	7	-	17	21
	16%z	9%	13%	17%dz	12%	18%dz	14%z	16%	18%	21%	12%	24%F	11%	15%	22%	14%	13%	14%	10%	18%	17%lm	8%	3%	14%	11%	17%	24%	16%	8%	26%u	10%	-	19%	19%
7 - (7)	115	36	90	50	62	23	66	16	18	14	2	19	26	5	19	30	25	25	11	1	33	25	4	29	33	7	10	3	3	14	8	1	10	13
	14%	15%	14%	15%	13%	11%	13%	14%	15%	17%	8%	12%	20%	12%	12%	18%	14%i	22%l	7%	5%	13%	15%	6%	13%	13%	10%	14%	6%	23%	12%	11%	6%	11%	12%
6 - (6)	107	33	76	41	49	16	49	12	13	14	2	16	21	4	19	22	17	9	21	2	17	31	1	19	29	4	6	6	-	7	9	-	4	12
	13%ef	14%e	12%	12%	10%	8%	10%	10%	11%	17%	8%	10%	16%	10%	12%	13%	10%	8%	13%	9%	7%	19%km	2%	8%	12%	6%	9%	12%	-	6%	13%	-	4%	11%
5 - (5)	85	26	75	36	42	30	58	15	10	5	6	7	27	2	11	24	13	9	16	4	13	23	6	17	23	11	8	8	3	10	19	1	13	16
	11%	11%	12%	11%	9%	15%d	12%	13%	9%	6%	24%	4%	20%EG	5%	7%	14%H	7%	8%	10%	18%	5%	14%k	9%	7%	9%	15%	11%	16%	23%	8%	26%t	6%	14%	14%
4 - (4)	52	21	48	21	31	12	22	7	11	2	1	6	10	5	7	14	8	10	13	-	11	14	6	7	22	4	4	4	-	1	9	2	1	11
	7%	9%f	7%f	6%	6%	6%	4%	6%	9%	2%	4%	4%	8%	12%E	4%	8%	5%	9%	8%	-	4%	8%	9%	3%	9%n	6%	6%	8%	-	1%	13%t	13%	1%	10%w
3 - (3)	30	7	35	12	28	10	37	4	6	2	-	2	7	3	2	10	16	4	8	-	8	15	5	7	21	6	3	1	-	2	8	-	4	5
	4%	3%	5%	4%	6%	5%	7%acz	3%	5%	2%	-	1%	5%E	7%E	1%	6%H	9%	3%	5%	-	3%	9%k	8%	3%	9%n	8%	4%	2%	-	2%	11%t	-	4%	4%
2 - (2)	19	6	16	14	23	2	17	5	3	4	2	4	7	3	1	9	5	4	13	1	4	9	10	6	17	1	1	-	-	-	2	-	-	2
	2%	2%	2%	4%e	5%abe	1%	3%	4%	3%	5%	8%	2%	5%	7%	1%	5%H	3%	3%	8%g	5%	2%	5%k	15%kl	3%	7%n	1%	1%	-	-	-	3%	-	-	2%
1 - Extremely dissatisfied (1)	43	16	49	13	48	12	55	6	2	4	1	1	4	8	1	12	19	5	21	3	8	14	26	11	37	6	2	3	1	-	3	9	2	10
	5%	7%	8%c	4%	10%ac	6%	11%ace	5%	2%	5%	4%	1%	3%	20%EF	1%	7%H	11%h	4%	13%h	14%	3%	8%k	39%kl	5%	15%n	8%	3%	6%	8%	-	4%t	56%	2%	9%w
Not applicable	23	9	21	12	20	6	26	2	3	4	3	9	3	-	7	3	4	3	10	3	14	4	2	13	7	3	1	2	-	4	2	-	4	2
	3%	4%	3%	4%	4%	3%	5%a	2%	3%	5%	12%	5%	2%	-	4%	2%	2%	3%	6%	14%	6%	2%	3%	6%	3%	4%	1%	4%	-	3%	3%	-	4%	2%
NET: Dissatisfied (1-3)	92	29	100	39	99	24	109	15	11	10	3	7	18	14	4	31	40	13	42	4	20	38	41	24	75	13	6	4	1	2	13	9	6	17
	12%	12%	16%a	12%	21%abcez	12%	22%abcez	13%	9%	12%	12%	4%	14%E	34%EF	3%	18%H	23%h	11%	25%h	18%	8%	23%k	62%kl	11%	30%n	18%	9%	8%	8%	2%	18%t	56%	7%	15%
NET: Neutral (4-6)	244	80	199	98	122	58	129	34	34	21	9	29	58	11	37	60	38	28	50	6	41	68	13	43	74	19	18	18	3	18	37	3	18	39
	31%d	33%df	31%df	29%	25%	28%	26%	30%	29%	26%	36%	18%	44%E	27%	24%	35%H	22%	24%	30%	27%	17%	41%km	20%	19%	30%n	26%	26%	35%	23%	15%	51%t	19%	20%	35%w
NET: Satisfied (7-10)	438	123	321	190	238	118	238	64	69	47	10	120	54	16	109	77	92	72	65	9	172	56	10	148	90	37	45	27	9	94	20	4	63	54
	55%f	51%	50%	56%f	50%	57%f	47%	56%	59%	57%	40%	73%FG	41%	39%	69%I	45%	53%i	62%l	39%	41%	70%lm	34%m	15%	65%o	37%	51%	64%	53%	69%	80%u	28%	25%	69%x	48%
Mean score	6.63bdf	6.57f	6.31	6.68bdf	6.16	6.74bdf	6.03	6.63	6.83	6.65	6.23	7.77FG	5.88	5.07	7.67I	5.88	6.24	6.75i	5.67	6.00	7.49lm	5.43m	3.16	7.30o	5.17	6.41	6.94	6.86	7.00	8.01u	5.39	3.63	7.57x	6.11
Standard error	0.09	0.18	0.11	0.14	0.13	0.18	0.13	0.25	0.22	0.27	0.56	0.16	0.19	0.47	0.16	0.19	0.23	0.23	0.24	0.69	0.16	0.19	0.32	0.18	0.18	0.34	0.27	0.37	0.69	0.16	0.26	0.88	0.24	0.24

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 54

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	102	49	77	46	63	30	58	28	15	10	5	53	5	-	55	3
		13%	20%abcd	12%	14%	13%	15%	12%	13%	11%	8%	17%	20%lm	3%	-	22%o	1%
9 -	(9)	95	17	70	35	54	27	42	14	16	8	4	37	4	1	24	18
		12%z	7%	11%	10%	11%	13%z	8%	7%	12%	6%	14%	14%lm	2%	1%	10%	7%
8 -	(8)	126	21	84	59	59	38	72	29	22	20	1	52	16	4	47	24
		16%z	9%	13%	17%dz	12%	18%dz	14%	13%	17%	16%	3%	20%lm	10%	5%	19%o	10%
7 -	(7)	115	36	90	50	62	23	66	26	20	18	2	28	34	4	33	33
		14%	15%	14%	15%	13%	11%	13%	12%	15%	14%	7%	11%	21%km	5%	13%	14%
6 -	(6)	107	33	76	41	49	16	49	14	21	10	4	23	24	2	18	27
		13%e	14%e	12%	12%	10%	8%	10%	7%	16%g	8%	14%	9%	15%m	3%	7%	11%
5 -	(5)	85	26	75	36	42	30	58	27	12	16	3	15	34	9	21	35
		11%	11%	12%	11%	9%	15%d	12%	13%	9%	13%	10%	6%	21%k	12%	8%	14%n
4 -	(4)	52	21	48	21	31	12	22	9	6	7	-	10	9	3	9	13
		7%	9%	7%	6%	6%	6%	4%	4%	5%	6%	-	4%	5%	4%	4%	5%
3 -	(3)	30	7	35	12	28	10	37	18	9	8	2	13	13	11	16	21
		4%	3%	5%	4%	6%	5%	7%	8%	7%	6%	7%	5%	8%	14%k	6%	9%
2 -	(2)	19	6	16	14	23	2	17	8	5	2	2	3	7	7	4	13
		2%	2%	2%	4%e	5%abe	1%	3%	4%	4%	2%	7%	1%	4%k	9%k	2%	5%n
1 - Extremely dissatisfied	(1)	43	16	49	13	48	12	55	34	5	16	-	9	12	34	8	46
		5%	7%	8%c	4%	10%ac	6%	11%	16%h	4%	13%h	-	3%	7%	44%kl	3%	19%n
Not applicable		23	9	21	12	20	6	26	8	2	10	6	16	7	3	14	9
		3%	4%	3%	4%	4%	3%	5%	4%	2%	8%h	21%	6%	4%	4%	6%	4%
NET: Dissatisfied	(1-3)	92	29	100	39	99	24	109	60	19	26	4	25	32	52	28	80
		12%	12%	16%a	12%	21%abcez	12%	22%	28%h	14%	21%	14%	10%	19%k	67%kl	11%	33%n
NET: Neutral	(4-6)	244	80	199	98	122	58	129	50	39	33	7	48	67	14	48	75
		31%d	33%d	31%d	29%	25%	28%	26%	23%	29%	26%	24%	19%	41%km	18%	19%	31%n
NET: Satisfied	(7-10)	438	123	321	190	238	118	238	97	73	56	12	170	59	9	159	78
		55%	51%	50%	56%	50%	57%	47%	45%	55%	45%	41%	66%lm	36%m	12%	64%o	32%
Mean score		6.63bd	6.57	6.31	6.68bd	6.16	6.74bd	6.03	5.70	6.58gi	5.83	6.83	7.33lm	5.49m	2.92	7.17o	4.89
Standard error		0.09	0.18	0.11	0.14	0.13	0.18	0.13	0.21	0.21	0.26	0.56	0.16	0.18	0.27	0.16	0.18

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 55

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							EE									GIFFGAFF									O2								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
10 - Extremely satisfied	(10)	126	46	94	51	76	33	84	48	32	34	12	114	7	5	99	25	14	9	12	11	42	3	1	37	9	37	19	26	12	81	8	5	83	10
		16%	19%	15%	15%	16%	16%	17%	17%	13%	15%	29%hi	26%lm	3%	5%	23%o	7%	19%	14%	15%	46%	33%F	3%	6%	31%l	8%	15%	11%	14%	24%q	24%uv	4%	5%	26%x	3%
9 -	(9)	98	26	83	39	60	23	55	28	39	26	5	75	20	3	74	24	7	6	11	2	23	3	-	19	7	34	22	20	7	71	9	3	55	28
		12%	11%	13%	12%	13%	11%	11%	10%	16%g	11%	12%	17%lm	8%	3%	17%o	7%	10%	9%	14%	8%	18%F	3%	-	16%l	6%	14%	13%	11%	14%	21%uv	4%	3%	17%x	9%
8 -	(8)	144	38	102	47	72	36	80	54	51	37	2	98	39	7	82	62	10	13	13	2	29	8	1	21	17	34	31	29	8	80	18	4	51	51
		18%	16%	16%	14%	15%	17%	16%	19%j	21%j	16%	5%	22%lm	15%m	7%	19%	17%	14%	20%	16%	8%	23%F	8%	6%	18%	15%	14%	19%	16%	16%	24%uv	9%	4%	16%	16%
7 -	(7)	120	28	93	51	73	26	74	36	38	41	5	65	47	8	59	59	15	5	6	2	14	13	1	12	15	33	26	27	7	45	41	7	40	53
		15%	12%	15%	15%	15%	13%	15%	13%	16%	18%	12%	15%	18%m	8%	14%	16%	21%BC	8%	8%	8%	11%	14%	6%	10%	13%	14%	16%	15%	14%	13%	20%tv	7%	13%	17%
6 -	(6)	99	32	95	50	55	29	50	40	25	28	6	46	44	9	34	64	11	8	11	2	9	20	3	14	18	41	22	29	3	32	51	12	31	64
		12%	13%	15%f	15%f	11%	14%	10%	14%	10%	12%	15%	10%	17%k	9%	8%	18%n	15%	12%	14%	8%	7%	21%E	17%	12%	15%	17%s	13%	16%	6%	9%	25%tv	12%	10%	20%w
5 -	(5)	87	36	69	43	49	22	59	27	24	32	4	19	54	14	37	49	7	16	12	1	6	26	4	8	26	25	17	21	6	15	41	13	26	40
		11%	15%	11%	13%	10%	11%	12%	9%	10%	14%	10%	4%	21%k	14%k	9%	14%n	10%	25%A	15%	4%	5%	27%E	22%	7%	22%H	10%	10%	12%	12%	4%	20%t	13%t	8%	13%
4 -	(4)	46	10	36	19	30	14	28	18	14	12	2	7	24	15	17	29	2	4	2	2	-	10	-	2	7	11	15	9	1	9	21	6	14	22
		6%	4%	6%	6%	6%	7%	6%	6%	6%	5%	5%	2%	9%k	15%k	4%	8%n	3%	6%	3%	8%	-	10%E	-	2%	6%	5%	9%	5%	2%	3%	10%t	6%	4%	7%
3 -	(3)	30	8	24	16	25	9	20	11	10	7	2	8	11	11	9	20	3	2	3	-	2	6	-	1	7	10	7	6	1	2	10	12	6	18
		4%	3%	4%	5%	5%	4%	4%	4%	4%	3%	5%	2%	4%	11%kl	2%	6%n	4%	3%	4%	-	2%	6%	-	1%	6%H	4%	4%	3%	2%	1%	5%t	12%tu	2%	6%w
2 -	(2)	10	7	21	11	17	5	17	4	1	5	-	2	4	4	4	6	1	1	5	-	-	6	1	1	6	10	4	6	1	1	6	14	6	15
		1%	3%	3%a	3%a	4%a	2%	3%a	1%	*	2%	-	*	2%	4%k	1%	2%	1%	2%	6%	-	-	6%E	6%	1%	5%	4%	2%	3%	2%	*	3%t	14%tu	2%	5%w
1 - Extremely dissatisfied	(1)	28	8	22	10	18	8	29	16	4	7	1	2	4	22	9	18	2	1	3	2	2	1	5	2	5	7	4	7	4	-	1	21	7	15
		4%	3%	3%	3%	4%	4%	6%	6%h	2%	3%	2%	*	2%	22%kl	2%	5%n	3%	2%	4%	8%	2%	1%	28%	2%	4%	3%	2%	4%	8%	-	*	22%tu	2%	5%
Not applicable		9	2	2	2	4	1	6	3	2	2	2	6	1	2	5	4	-	-	2	-	-	-	2	2	-	1	-	-	1	2	-	-	1	-
		1%	1%	*	1%	1%	*	1%	1%	1%	1%	5%h	1%	*	2%	1%	1%	-	-	3%	-	-	-	11%	2%	-	*	-	-	2%	1%	-	-	*	-
NET: Dissatisfied	(1-3)	68	23	67	37	60	22	66	31	15	19	3	12	19	37	22	44	6	4	11	2	4	13	6	4	18	27	15	19	6	3	17	47	19	48
		9%	10%	10%	11%	13%a	11%	13%a	11%	6%	8%	7%	3%	7%k	37%kl	5%	12%n	8%	6%	14%	8%	3%	14%E	33%	3%	15%H	11%	9%	11%	12%	1%	8%t	48%tu	6%	15%w
NET: Neutral	(4-6)	232	78	200	112	134	65	137	85	63	72	12	72	122	38	88	142	20	28	25	5	15	56	7	24	51	77	54	59	10	56	113	31	71	126
		29%	32%	31%	33%	28%	32%	27%	30%	26%	31%	29%	16%	48%k	38%k	21%	39%n	28%	43%	31%	21%	12%	58%E	39%	20%	44%H	32%	32%	33%	20%	17%	55%tv	32%t	22%	40%w
NET: Satisfied	(7-10)	488	138	372	188	281	118	293	166	160	138	24	352	113	23	314	170	46	33	42	17	108	27	3	89	48	138	98	102	34	277	76	19	229	142
		61%	57%	58%	55%	59%	57%	58%	58%	67%g	60%	59%	80%lm	44%m	23%	73%o	47%	64%	51%	53%	71%	85%F	28%	17%	75%l	41%	57%	59%	57%	67%	82%uv	37%w	20%	72%x	45%
Mean score		6.96	6.91	6.81	6.72	6.76	6.79	6.70	6.81	7.17	6.86	7.36	7.99lm	6.17m	4.45	7.61o	6.21	7.08	6.71	6.68	7.71	8.26F	5.55	4.38	7.97l	5.97	6.82	6.75	6.74	7.14	8.08uv	5.97v	4.16	7.59x	6.02
Standard error		0.08	0.16	0.09	0.13	0.11	0.17	0.12	0.15	0.14	0.15	0.40	0.09	0.12	0.27	0.11	0.12	0.27	0.27	0.29	0.59	0.16	0.19	0.72	0.19	0.22	0.15	0.18	0.18	0.39	0.09	0.12	0.27	0.13	0.13

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 56

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
10 - Extremely satisfied	(10)	126	46	94	51	76	33	84	18	17	13	3	44	4	3	42	8	32	19	20	5	67	8	1	60	15	11	10	11	1	32	1	-	27	6
		16%	19%	15%	15%	16%	16%	17%	16%	15%	16%	12%	27%FG	3%	7%	27%I	5%	18%	16%	12%	23%	27%lm	5%	2%	26%o	6%	15%	14%	22%	8%	27%u	1%	-	30%x	5%
9 -	(9)	98	26	83	39	60	23	55	18	5	12	4	30	8	1	29	9	17	14	26	3	48	9	3	37	21	9	4	8	2	18	5	-	12	10
		12%	11%	13%	12%	13%	11%	11%	16%B	4%	15%B	16%	18%FG	6%	2%	18%I	5%	10%	12%	16%	14%	19%lm	5%	5%	16%o	9%	13%	6%	16%	15%	15%	7%	-	13%	9%
8 -	(8)	144	38	102	47	72	36	80	16	14	14	3	32	12	3	23	23	29	15	24	4	46	21	5	42	30	12	13	6	5	28	8	-	19	17
		18%	16%	16%	14%	15%	17%	16%	14%	12%	17%	12%	19%F	9%	7%	15%	13%	17%	13%	14%	18%	19%m	13%	8%	18%	12%	17%	19%	12%	38%	24%u	11%	-	21%	15%
7 -	(7)	120	28	93	51	73	26	74	19	20	10	2	22	20	9	19	30	33	16	24	-	43	26	4	32	40	8	12	4	2	15	9	2	12	14
		15%	12%	15%	15%	15%	13%	15%	17%	17%	12%	8%	13%	15%	22%	12%	18%	19%	14%	14%	-	17%m	16%	6%	14%	16%	11%	17%	8%	15%	13%	13%	13%	13%	13%
6 -	(6)	99	32	95	50	55	29	50	13	23	8	6	15	32	3	15	34	20	13	22	-	21	29	5	23	32	10	13	5	1	14	13	2	4	25
		12%	13%	15%f	15%f	11%	14%	10%	11%	20%	10%	24%	9%	24%EG	7%	10%	20%H	11%	11%	13%	-	9%	17%k	8%	10%	13%	14%	19%	10%	8%	12%	18%	13%	4%	22%w
5 -	(5)	87	36	69	43	49	22	59	10	17	14	2	8	30	5	13	28	13	16	15	5	10	32	7	19	30	7	7	7	1	5	16	1	8	12
		11%	15%	11%	13%	10%	11%	12%	9%	15%	17%	8%	5%	23%E	12%	8%	16%H	7%	14%	9%	23%	4%	19%k	11%k	8%	12%	10%	10%	14%	8%	4%	22%t	6%	9%	11%
4 -	(4)	46	10	36	19	30	14	28	4	9	5	1	4	11	4	7	12	8	7	13	2	7	16	7	4	25	9	2	3	-	3	10	1	5	9
		6%	4%	6%	6%	6%	7%	6%	3%	8%	6%	4%	2%	8%E	10%E	4%	7%	5%	6%	8%	9%	3%	10%k	11%k	2%	10%n	13%q	3%	6%	-	3%	14%t	6%	5%	8%
3 -	(3)	30	8	24	16	25	9	20	9	4	2	1	4	9	3	3	12	10	6	9	-	3	16	6	4	21	2	4	3	-	1	8	-	1	8
		4%	3%	4%	5%	5%	4%	4%	8%	3%	2%	4%	2%	7%	7%	2%	7%H	6%	5%	5%	-	1%	10%k	9%k	2%	9%n	3%	6%	6%	-	1%	11%t	-	1%	7%w
2 -	(2)	10	7	21	11	17	5	17	3	6	1	1	4	5	2	5	5	4	4	9	-	-	5	12	2	15	1	2	2	-	1	2	2	1	4
		1%	3%	3%a	3%a	4%a	2%	3%a	3%	5%	1%	4%	2%	4%	5%	3%	3%	2%	3%	5%	-	-	3%k	18%kl	1%	6%n	1%	3%	4%	-	1%	3%	13%	1%	4%
1 - Extremely dissatisfied	(1)	28	8	22	10	18	8	29	4	2	3	1	-	2	8	1	9	8	3	5	2	1	3	14	3	15	3	2	2	1	-	-	8	1	7
		4%	3%	3%	3%	4%	4%	6%	3%	2%	4%	4%	-	2%	20%EF	1%	5%H	5%	3%	3%	9%	*	2%	21%kl	1%	6%n	4%	3%	4%	8%	-	-	50%	1%	6%
Not applicable		9	2	2	2	4	1	6	1	-	-	1	2	-	-	-	1	-	3	-	1	1	1	2	2	2	-	1	-	-	1	-	-	1	-
		1%	1%	*	1%	1%	*	1%	1%	-	-	4%	1%	-	-	-	1%	-	3%g	-	5%	*	1%	3%	1%	1%	-	1%	-	-	1%	-	-	1%	-
NET: Dissatisfied	(1-3)	68	23	67	37	60	22	66	16	12	6	3	8	16	13	9	26	22	13	23	2	4	24	32	9	51	6	8	7	1	2	10	10	3	19
		9%	10%	10%	11%	13%a	11%	13%o	14%	10%	7%	12%	5%	12%E	32%EF	6%	15%H	13%	11%	14%	9%	2%	14%k	48%kl	4%	21%n	8%	11%	14%	8%	2%	14%t	63%	3%	17%w
NET: Neutral	(4-6)	232	78	200	112	134	65	137	27	49	27	9	27	73	12	35	74	41	36	50	7	38	77	19	46	87	26	22	15	2	22	39	4	17	46
		29%	32%	31%	33%	28%	32%	27%	23%	42%A	33%	36%	16%	55%EG	29%	22%	43%H	24%	31%	30%	32%	15%	46%km	29%k	20%	35%n	36%	31%	29%	15%	19%	54%t	25%	19%	41%w
NET: Satisfied	(7-10)	488	138	372	188	281	118	293	71	56	49	12	128	44	16	113	70	111	64	94	12	204	64	13	171	106	40	39	29	10	93	23	2	70	47
		61%	57%	58%	55%	59%	57%	58%	62%B	48%	60%	48%	78%FG	33%	39%	72%I	41%	64%	55%	56%	55%	83%lm	39%m	20%	75%o	43%	56%	56%	57%	77%	79%u	32%	13%	77%x	42%
Mean score		6.96	6.91	6.81	6.72	6.76	6.79	6.70	6.88	6.43	6.94	6.67	7.89FG	5.81G	5.02	7.65I	5.89	6.89	6.75	6.60	6.86	8.07lm	5.88m	3.97	7.79o	5.77	6.74	6.71	6.86	7.23	8.01u	5.67	2.94	7.82x	5.97
Standard error		0.08	0.16	0.09	0.13	0.11	0.17	0.12	0.23	0.21	0.26	0.51	0.16	0.17	0.44	0.18	0.17	0.19	0.23	0.19	0.64	0.11	0.16	0.33	0.14	0.16	0.29	0.28	0.38	0.63	0.17	0.22	0.61	0.23	0.22

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 57

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

		Supplier							VODAFONE								
									Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
10 - Extremely satisfied	(10)	126	46	94	51	76	33	84	37	22	17	8	74	9	1	77	7
		16%	*19%*	*15%*	*15%*	*16%*	*16%*	*17%*	*17%*	*17%*	*14%*	*28%*	29%lm	*5%*	*1%*	31%o	*3%*
9 -	(9)	98	26	83	39	60	23	55	14	18	20	3	44	6	5	32	23
		12%	*11%*	*13%*	*12%*	*13%*	*11%*	*11%*	*7%*	14%g	16%g	*10%*	17%lm	*4%*	*6%*	*13%*	*10%*
8 -	(8)	144	38	102	47	72	36	80	35	24	18	3	50	25	5	46	32
		18%	*16%*	*16%*	*14%*	*15%*	*17%*	*16%*	*16%*	*18%*	*14%*	*10%*	19%m	*15%*	*6%*	*18%*	*13%*
7 -	(7)	120	28	93	51	73	26	74	28	22	19	5	41	31	2	42	31
		15%	*12%*	*15%*	*15%*	*15%*	*13%*	*15%*	*13%*	*17%*	*15%*	*17%*	16%m	19%m	*3%*	*17%*	*13%*
6 -	(6)	99	32	95	50	55	29	50	19	14	15	2	18	29	3	12	36
		12%	*13%*	*15%*	*15%*	*11%*	*14%*	*10%*	*9%*	*11%*	*12%*	*7%*	*7%*	18%km	*4%*	*5%*	15%n
5 -	(5)	87	36	69	43	49	22	59	27	16	14	2	17	32	10	20	37
		11%	*15%*	*11%*	*13%*	*10%*	*11%*	*12%*	*13%*	*12%*	*11%*	*7%*	*7%*	19%k	*13%*	*8%*	15%n
4 -	(4)	46	10	36	19	30	14	28	18	2	7	1	5	16	7	5	21
		6%	*4%*	*6%*	*6%*	*6%*	*7%*	*6%*	8%h	*2%*	*6%*	*3%*	*2%*	10%k	9%k	*2%*	9%n
3 -	(3)	30	8	24	16	25	9	20	10	5	4	1	4	7	9	4	16
		4%	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*3%*	*3%*	*2%*	*4%*	12%kl	*2%*	7%n
2 -	(2)	10	7	21	11	17	5	17	7	6	4	-	4	4	9	5	12
		1%	*3%*	3%a	3%a	4%a	*2%*	*3%*	*3%*	*5%*	*3%*	-	*2%*	*2%*	12%kl	*2%*	*5%*
1 - Extremely dissatisfied	(1)	28	8	22	10	18	8	29	17	4	6	2	1	2	26	3	25
		4%	*3%*	*3%*	*3%*	*4%*	*4%*	*6%*	*8%*	*3%*	*5%*	*7%*	*	*1%*	33%kl	*1%*	10%n
Not applicable		9	2	2	2	4	1	6	3	-	1	2	1	4	1	3	2
		1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*7%*	*	*2%*	*1%*	*1%*	*1%*
NET: Dissatisfied	(1-3)	68	23	67	37	60	22	66	34	15	14	3	9	13	44	12	53
		9%	*10%*	*10%*	*11%*	13%a	*11%*	*13%*	*16%*	*11%*	*11%*	*10%*	*3%*	8%k	56%kl	*5%*	22%n
NET: Neutral	(4-6)	232	78	200	112	134	65	137	64	32	36	5	40	77	20	37	94
		29%	*32%*	*31%*	*33%*	*28%*	*32%*	*27%*	*30%*	*24%*	*29%*	*17%*	*15%*	47%km	26%k	*15%*	39%n
NET: Satisfied	(7-10)	488	138	372	188	281	118	293	114	86	74	19	209	71	13	197	93
		61%	*57%*	*58%*	*55%*	*59%*	*57%*	*58%*	*53%*	65%g	*59%*	*66%*	81%lm	43%m	*17%*	79%o	*38%*
Mean score		6.96	6.91	6.81	6.72	6.76	6.79	6.70	6.39	7.00g	6.78	7.30	7.97lm	6.15m	3.58	7.87o	5.55
Standard error		0.08	0.16	0.09	0.13	0.11	0.17	0.12	0.19	0.21	0.22	0.52	0.12	0.15	0.31	0.14	0.16

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 58

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Courtesy and politeness of advisors	492 *62%*	142 *59%*	383 *60%*	194 *57%*	311 65%cl	123 *60%*	295 *59%*	165 *58%*	156 *65%*	144 *62%*	27 *66%*	354 80%lm	100 *39%*	38 *38%*	305 71%o	186 *52%*	49 68%B	31 *48%*	45 *56%*	17 *71%*	107 84%F	33 *34%*	2 *11%*	87 73%l	54 *46%*	140 *58%*	105 *63%*	104 *58%*	34 *67%*	272 80%uv	84 41%v	27 *28%*	226 71%x	156 *49%*
Willingness to help resolve your issue	488 *61%*	138 *57%*	372 *58%*	188 *55%*	281 *59%*	118 *57%*	293 *58%*	166 *58%*	160 67%g	138 *60%*	24 *59%*	352 80%lm	113 44%m	23 *23%*	314 73%o	170 *47%*	46 *64%*	33 *51%*	42 *53%*	17 *71%*	108 85%F	27 *28%*	3 *17%*	89 75%l	48 *41%*	138 *57%*	98 *59%*	102 *57%*	34 *67%*	277 82%uv	76 37%v	19 *20%*	229 72%x	142 *45%*
Ease of finding provider contact details	484 *61%*	139 *58%*	367 *57%*	191 *56%*	298 *62%*	131 *64%*	288 *57%*	160 *56%*	162 68%g	140 *61%*	22 *54%*	353 80%lm	100 *39%*	31 *31%*	296 69%o	187 *52%*	41 *57%*	32 *49%*	49 *61%*	17 *71%*	107 84%F	27 *28%*	5 *28%*	88 74%l	50 *43%*	138 *57%*	97 *58%*	99 *55%*	33 *65%*	267 75%uv	76 37%v	24 *25%*	233 73%x	134 *42%*
Advisor doing what they said they would do	473 *59%*	138 *57%*	362 *56%*	185 *55%*	276 *58%*	125 *61%*	281 *56%*	170 *60%*	146 *61%*	135 *58%*	22 *54%*	350 79%lm	98 38%m	25 *25%*	288 67%o	182 *51%*	44 *61%*	31 *48%*	44 *55%*	19 *79%*	102 80%F	30 *31%*	6 *33%*	84 71%l	52 *44%*	138 *57%*	92 *55%*	102 *57%*	30 *59%*	266 79%uv	78 38%v	18 *19%*	230 72%x	131 *41%*
Getting the issue resolved to your satisfaction	469 59%bd	138 *57%*	334 *52%*	180 *53%*	246 *51%*	109 *53%*	278 *55%*	157 *55%*	154 64%g	130 *56%*	28 *68%*	359 81%lm	86 *34%*	24 *24%*	300 70%o	165 *46%*	46 *64%*	34 *52%*	42 *53%*	16 *67%*	103 81%F	31 *32%*	4 *22%*	82 69%l	55 *47%*	127 *52%*	89 *53%*	86 *48%*	32 *63%*	262 78%uv	56 27%v	16 *16%*	226 71%x	107 *34%*
Logging of query details to avoid having to repeat yourself	456 57%cf	134 *56%*	345 *54%*	166 *49%*	263 *55%*	114 *55%*	251 *50%*	160 *56%*	145 *60%*	126 *55%*	25 *61%*	346 78%lm	82 *32%*	28 *28%*	287 67%o	164 *46%*	43 *60%*	32 *49%*	42 *53%*	17 *71%*	102 80%F	30 *31%*	2 *11%*	86 72%l	45 *38%*	121 *50%*	99 *59%*	94 *52%*	31 *61%*	268 79%uv	63 31%v	14 *14%*	214 67%x	130 *41%*
The time taken to handle your issue	440 55%bc	132 *55%*	309 *48%*	164 *48%*	251 *52%*	111 *54%*	250 *50%*	160 *56%*	135 *56%*	120 *52%*	25 *61%*	337 76%lm	80 *31%*	23 *23%*	281 66%o	158 *44%*	43 *60%*	33 *51%*	39 *49%*	17 *71%*	100 79%F	31 *32%*	1 *6%*	85 71%l	45 *38%*	111 *46%*	87 *52%*	83 *46%*	28 *55%*	241 71%uv	47 *23%*	21 *22%*	197 62%x	112 *35%*
Offering compensation or a goodwill payment	438 55%f	123 *51%*	321 *50%*	190 56%f	238 *50%*	118 57%f	238 *47%*	148 *52%*	144 *60%*	120 *52%*	26 *63%*	320 72%lm	90 *35%*	28 *28%*	282 66%o	155 *43%*	41 *57%*	35 *54%*	33 *41%*	14 *58%*	93 73%F	27 *28%*	3 *17%*	80 67%l	42 *36%*	119 *49%*	95 *57%*	85 *47%*	22 *43%*	237 70%uv	66 32%v	18 *19%*	200 63%x	119 *38%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 59

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Courtesy and politeness of advisors	492 *62%*	142 *59%*	383 *60%*	194 *57%*	311 **65%ci**	123 *60%*	295 *59%*	63 *55%*	67 *57%*	51 *62%*	13 *52%*	132 **80%FG**	51 *38%*	11 *27%*	115 **73%l**	74 *43%*	117 *67%*	74 *64%*	107 *64%*	13 *59%*	218 **88%lm**	76 **46%m**	17 *26%*	177 **78%o**	132 *54%*	48 *67%*	39 *56%*	29 *57%*	7 *54%*	94 **80%u**	26 *36%*	3 *19%*	69 **76%x**	52 *46%*
Willingness to help resolve your issue	488 *61%*	138 *57%*	372 *58%*	188 *55%*	281 *59%*	118 *57%*	293 *58%*	71 **62%B**	56 *48%*	49 *60%*	12 *48%*	128 **78%FG**	44 *33%*	16 *39%*	113 **72%l**	70 *41%*	111 *64%*	64 *55%*	94 *56%*	12 *55%*	204 **83%lm**	64 **39%m**	13 *20%*	171 **75%o**	106 *43%*	40 *56%*	39 *56%*	29 *57%*	10 *77%*	93 **79%u**	23 *32%*	2 *13%*	70 **77%x**	47 *42%*
Ease of finding provider contact details	484 *61%*	139 *58%*	367 *57%*	191 *56%*	298 *62%*	131 *64%*	288 *57%*	64 *56%*	63 *54%*	50 *61%*	14 *56%*	129 **78%FG**	47 *35%*	15 *37%*	108 **69%l**	79 *46%*	108 *62%*	70 *60%*	105 *63%*	15 *68%*	205 **83%lm**	77 **46%m**	16 *24%*	169 **74%o**	129 *52%*	45 *63%*	44 *63%*	32 *63%*	10 *77%*	98 **83%u**	31 *43%*	2 *13%*	63 *69%*	66 *59%*
Advisor doing what they said they would do	473 *59%*	138 *57%*	362 *56%*	185 *55%*	276 *58%*	125 *61%*	281 *56%*	64 *56%*	69 *59%*	39 *48%*	13 *52%*	125 **76%FG**	43 *32%*	17 *41%*	112 **71%l**	66 *39%*	107 *61%*	66 *57%*	90 *54%*	13 *59%*	210 **85%lm**	58 **35%m**	8 *12%*	164 **72%o**	110 *45%*	46 *64%*	44 *63%*	26 *51%*	9 *69%*	92 **78%u**	30 *42%*	3 *19%*	67 **74%x**	57 *51%*
Getting the issue resolved to your satisfaction	469 **59%bd**	138 *57%*	334 *52%*	180 *53%*	246 *51%*	109 *53%*	278 *55%*	63 *55%*	59 *50%*	45 *55%*	13 *52%*	129 **78%FG**	38 *29%*	13 *32%*	109 **69%l**	67 *39%*	92 *53%*	65 *56%*	76 *46%*	13 *59%*	189 **77%lm**	52 **31%m**	5 *8%*	169 **74%o**	76 *31%*	37 *51%*	38 *54%*	27 *53%*	7 *54%*	90 **76%u**	17 *24%*	2 *13%*	66 **73%x**	42 *38%*
Logging of query details to avoid having to repeat yourself	456 **57%cf**	134 *56%*	345 *54%*	166 *49%*	263 *55%*	114 *55%*	251 *50%*	60 *52%*	56 *48%*	40 *49%*	10 *40%*	122 **74%FG**	36 *27%*	8 *20%*	107 **68%l**	54 *32%*	100 *57%*	68 *59%*	82 *49%*	13 *59%*	196 **79%lm**	57 **34%m**	10 *15%*	160 **70%o**	102 *41%*	42 *58%*	35 *50%*	29 *57%*	8 *62%*	90 **76%u**	21 *29%*	3 *19%*	63 **69%x**	49 *44%*
The time taken to handle your issue	440 **55%bc**	132 *55%*	309 *48%*	164 *48%*	251 *52%*	111 *54%*	250 *50%*	53 *46%*	53 *45%*	42 *51%*	16 *64%*	115 **70%FG**	35 *26%*	14 *34%*	103 **66%l**	57 *33%*	100 **57%i**	60 *52%*	77 *46%*	14 *64%*	185 **75%lm**	58 **35%m**	8 *12%*	159 **70%o**	90 *37%*	36 *50%*	38 *54%*	29 *57%*	8 *62%*	88 **75%u**	21 *29%*	2 *13%*	64 **70%x**	45 *40%*
Offering compensation or a goodwill payment	438 **55%f**	123 *51%*	321 *50%*	190 **56%f**	238 *50%*	118 **57%f**	238 *47%*	64 *56%*	69 *59%*	47 *57%*	10 *40%*	120 **73%FG**	54 *41%*	16 *39%*	109 **69%l**	77 *45%*	92 **53%i**	72 **62%i**	65 *39%*	9 *41%*	172 **70%lm**	56 **34%m**	10 *15%*	148 **65%o**	90 *37%*	37 *51%*	45 *64%*	27 *53%*	9 *69%*	94 **80%u**	20 *28%*	4 *25%*	63 **69%x**	54 *48%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 60

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Courtesy and politeness of advisors	492 *62%*	142 *59%*	383 *60%*	194 *57%*	311 *65%c*	123 *60%*	295 *59%*	122 *57%*	80 *60%*	77 *62%*	16 *55%*	203 *78%lm*	72 *44%m*	20 *26%*	193 *78%o*	101 *42%*
Willingness to help resolve your issue	488 *61%*	138 *57%*	372 *58%*	188 *55%*	281 *59%*	118 *57%*	293 *58%*	114 *53%*	86 *65%g*	74 *59%*	19 *66%*	209 *81%lm*	71 *43%m*	13 *17%*	197 *79%o*	93 *38%*
Ease of finding provider contact details	484 *61%*	139 *58%*	367 *57%*	191 *56%*	298 *62%*	131 *64%*	288 *57%*	127 *59%*	69 *52%*	77 *62%*	15 *52%*	202 *78%lm*	65 *39%*	21 *27%*	181 *73%o*	104 *43%*
Advisor doing what they said they would do	473 *59%*	138 *57%*	362 *56%*	185 *55%*	276 *58%*	125 *61%*	281 *56%*	115 *53%*	77 *58%*	70 *56%*	19 *66%*	205 *79%lm*	62 *38%m*	14 *18%*	184 *74%o*	95 *39%*
Getting the issue resolved to your satisfaction	469 *59%bd*	138 *57%*	334 *52%*	180 *53%*	246 *51%*	109 *53%*	278 *55%*	115 *53%*	83 *62%*	66 *53%*	14 *48%*	206 *80%lm*	65 *39%m*	7 *9%*	187 *75%o*	86 *36%*
Logging of query details to avoid having to repeat yourself	456 *57%c*	134 *56%*	345 *54%*	166 *49%*	263 *55%*	114 *55%*	251 *50%*	98 *46%*	75 *56%*	62 *50%*	16 *55%*	194 *75%lm*	49 *30%m*	8 *10%*	169 *68%o*	79 *33%*
The time taken to handle your issue	440 *55%bc*	132 *55%*	309 *48%*	164 *48%*	251 *52%*	111 *54%*	250 *50%*	101 *47%*	71 *53%*	61 *49%*	17 *59%*	193 *75%lm*	46 *28%m*	11 *14%*	170 *68%o*	78 *32%*
Offering compensation or a goodwill payment	438 *55%*	123 *51%*	321 *50%*	190 *56%*	238 *50%*	118 *57%*	238 *47%*	97 *45%*	73 *55%*	56 *45%*	12 *41%*	170 *66%lm*	59 *36%m*	9 *12%*	159 *64%o*	78 *32%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 61

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Completely resolved	429	119	320	157	228	91	249	161	137	107	24	292	107	30	429	-	36	38	30	15	84	25	10	119	-	132	78	76	34	225	65	30	320	-
	54%cde	49%	50%	46%	48%	44%	50%	56%j	57%l	46%	59%	66%lm	42%m	30%	100%o	-	50%	58%G	38%	63%	66%F	26%	56%	100%I	-	54%r	47%	42%	67%qr	67%uv	32%	31%	100%x	-
Partly resolved	305	95	257	133	183	92	182	100	95	99	11	136	125	44	-	305	29	23	37	6	36	57	2	-	95	90	77	82	8	99	122	36	-	257
	38%	39%	40%	39%	38%	45%f	36%	35%	40%	43%	27%	31%	49%k	44%k	-	85%n	40%	35%	46%	25%	28%	59%E	11%	-	81%H	37%s	46%s	46%s	16%	29%	59%tv	37%	-	81%w
Not resolved at all	55	22	59	38	63	20	60	20	8	22	5	11	20	24	-	55	6	3	12	1	6	10	6	-	22	19	11	21	8	12	16	31	-	59
	7%	9%	9%	11%a	13%ab	10%	12%a	7%	3%	10%h	12%h	2%	8%k	24%kl	-	15%n	8%	5%	15%B	4%	5%	10%	33%	-	19%H	8%	7%	12%	16%q	4%	8%t	32%tu	-	19%w
Don't know	8	5	5	11	5	3	11	4	-	3	1	3	3	2	-	-	1	1	1	2	1	4	-	-	-	2	1	1	1	2	3	-	-	-
	1%	2%	1%	3%abd	1%	1%	2%b	1%	-	1%	2%h	1%	1%	2%	-	-	1%	2%	1%	8%	1%	4%	-	-	-	1%	1%	1%	2%	1%	1%	-	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 62

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Completely resolved	429	119	320	157	228	91	249	61	44	42	10	110	38	9	157	-	91	63	60	14	157	60	11	228	-	27	29	29	6	68	20	3	91	-
	54%cde	49%	50%	46%	48%	44%	50%	53%B	38%	51%	40%	67%FG	29%	22%	100%I	-	52%i	54%i	36%	64%	64%lm	36%m	17%	100%o	-	38%	41%	57%p	46%	58%u	28%	19%	100%x	-
Partly resolved	305	95	257	133	183	92	182	38	60	29	6	45	73	15	-	133	65	41	72	5	78	83	22	-	183	34	36	17	5	45	43	4	-	92
	38%	39%	40%	39%	38%	45%f	36%	33%	51%AC	35%	24%	27%	55%EG	37%	-	78%H	37%	35%	43%	23%	32%	50%km	33%	-	74%n	47%	51%	33%	38%	38%	60%t	25%	-	82%w
Not resolved at all	55	22	59	38	63	20	60	14	8	10	6	7	16	15	-	38	17	12	32	2	9	21	33	-	63	9	5	5	1	4	8	8	-	20
	7%	9%	9%	11%a	13%ab	10%	12%a	12%	7%	12%	24%	4%	12%E	37%EF	-	22%H	10%	10%	19%gh	9%	4%	13%k	50%kl	-	26%n	13%	7%	10%	8%	3%	11%t	50%	-	18%w
Don't know	8	5	5	11	5	3	11	2	5	1	3	3	6	2	-	-	1	-	3	1	3	2	-	-	-	2	-	-	1	1	1	1	-	-
	1%	2%	1%	3%abd	1%	1%	2%b	2%	4%	1%	12%	2%	5%	5%	-	-	1%	-	2%	5%	1%	1%	-	-	-	3%	-	-	8%	1%	1%	6%	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 63

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Completely resolved	429	119	320	157	228	91	249	111	67	56	15	182	54	13	249	-
	54%cde	*49%*	*50%*	*46%*	*48%*	*44%*	*50%*	*52%*	*50%*	*45%*	*52%*	70%lm	33%m	*17%*	100%o	-
Partly resolved	305	95	257	133	183	92	182	69	52	51	10	69	87	26	-	182
	38%	*39%*	*40%*	*39%*	*38%*	*45%*	*36%*	*32%*	*39%*	*41%*	*34%*	*27%*	53%km	*33%*	-	75%n
Not resolved at all	55	22	59	38	63	20	60	30	14	16	-	5	16	39	-	60
	7%	*9%*	*9%*	11%a	13%ab	*10%*	*12%*	*14%*	*11%*	*13%*	-	*2%*	10%k	50%kl	-	25%n
Don't know	8	5	5	11	5	3	11	5	-	2	4	3	8	-	-	-
	1%	*2%*	*1%*	3%abd	*1%*	*1%*	*2%*	*2%*	-	*2%*	*14%*	*1%*	5%km	-	-	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 64

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Yes	370	102	269	139	194	81	212	136	122	92	20	259	91	20	370	-	32	31	26	13	74	21	7	102	-	114	67	60	28	200	49	20	269	-
	46%d	42%	42%	41%	41%	39%	42%	48%	51%l	40%	49%	59%lm	36%m	20%	86%o	-	44%	48%	33%	54%	58%f	22%	39%	86%i	-	47%r	40%	33%	55%r	59%uv	24%	21%	84%x	-
No	52	14	46	17	33	9	34	21	14	14	3	29	15	8	52	-	4	7	3	-	8	4	2	14	-	17	10	15	4	23	14	9	46	-
	7%	6%	7%	5%	7%	4%	7%	7%	6%	6%	7%	7%	6%	8%	12%o	-	6%	11%	4%	-	6%	4%	11%	12%i	-	7%	6%	8%	8%	7%	7%	9%	14%x	-
Don't know	7	3	5	1	1	1	3	4	1	1	1	4	1	2	7	-	-	-	1	2	2	-	1	3	-	1	1	1	2	2	2	1	5	-
	1%	1%	1%	*	*	*	1%	1%	*	*	2%	1%	*	2%	2%o	-	-	-	1%	8%	2%	-	6%	3%	-	*	1%	1%	4%p	1%	1%	1%	2%x	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 65

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Yes	370	102	269	139	194	81	212	53	39	37	10	100	32	7	139	-	77	50	53	14	143	44	7	194	-	22	27	27	5	60	18	3	81	-
	46%d	42%	42%	41%	41%	39%	42%	46%B	33%	45%	40%	61%FG	24%	17%	89%d	-	44%d	43%	32%	64%	58%lm	27%m	11%	85%o	-	31%	39%	53%q	38%	51%u	25%	19%	89%x	-
No	52	14	46	17	33	9	34	7	5	5	-	9	6	2	17	-	14	12	7	-	14	15	4	33	-	5	2	2	-	7	2	-	9	-
	7%	6%	7%	5%	7%	4%	7%	6%	4%	6%	-	5%	5%	5%	11%d	-	8%	10%d	4%	-	6%	9%	6%	14%d	-	7%	3%	4%	-	6%	3%	-	10%x	-
Don't know	7	3	5	1	1	1	3	1	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	-	1	-
	1%	1%	1%	*	*	*	1%	1%	-	-	-	1%	-	-	1%	-	-	1%	-	-	-	1%	-	*	-	-	-	-	8%	1%	-	-	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 66

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Yes	370	102	269	139	194	81	212	95	55	48	14	155	50	7	212	-
	46%d	42%	42%	41%	41%	39%	42%	44%	41%	38%	48%	60%lm	30%m	9%	85%o	-
No	52	14	46	17	33	9	34	15	10	8	1	24	4	6	34	-
	7%	6%	7%	5%	7%	4%	7%	7%	8%	6%	3%	9%l	2%	8%	14%o	-
Don't know	7	3	5	1	1	1	3	1	2	-	-	3	-	-	3	-
	1%	1%	1%	*	*	*	1%	*	2%	-	-	1%	-	-	1%	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 67

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

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	429	119	320	157	228	91*	249	161	137	107	24**	292	107	30*	429	-**	36*	38*	30*	15**	84*	25**	10**	119	-**	132	78*	76*	34*	225	65*	30*	320	-**
Yes	370	102	269	139	194	81	212	136	122	92	20	259	91	20	370	-	32	31	26	13	74	21	7	102	-	114	67	60	28	200	49	20	269	-
	86%	*86%*	*84%*	*89%*	*85%*	*89%*	*85%*	*84%*	*89%*	*86%*	*83%*	*89%m*	*85%m*	*67%*	*86%*	-	*89%*	*82%*	*87%*	*87%*	*88%*	*84%*	*70%*	*86%*	-	*86%*	*86%*	*79%*	*82%*	*89%uv*	*75%*	*67%*	*84%*	-
No	52	14	46	17	33	9	34	21	14	14	3	29	15	8	52	-	4	7	3	-	8	4	2	14	-	17	10	15	4	23	14	9	46	-
	12%	*12%*	*14%*	*11%*	*14%*	*10%*	*14%*	*13%*	*10%*	*13%*	*13%*	*10%*	*14%*	*27%k*	*12%*	-	*11%*	*18%*	*10%*	-	*10%*	*16%*	*20%*	*12%*	-	*13%*	*13%*	*20%*	*12%*	*10%*	*22%t*	*30%t*	*14%*	-
Don't know	7	3	5	1	1	1	3	4	1	1	1	4	1	2	7	-	-	-	1	2	2	-	1	3	-	1	1	1	2	2	2	1	5	-
	2%	*3%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	*1%*	*1%*	*7%k*	*2%*	-	-	-	*3%*	*13%*	*2%*	-	*10%*	*3%*	-	*1%*	*1%*	*1%*	*6%p*	*1%*	*3%*	*3%*	*2%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 68

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

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	429	119	320	157	228	91*	249	61*	44*	42*	10**	110	38*	9**	157	-**	91*	63*	60*	14**	157	60*	11**	228	-**	27**	29**	29**	6**	68*	20**	3**	91*	-**
Yes	370	102	269	139	194	81	212	53	39	37	10	100	32	7	139	-	77	50	53	14	143	44	7	194	-	22	27	27	5	60	18	3	81	-
	86%	*86%*	*84%*	*89%*	*85%*	*89%*	*85%*	*87%*	*89%*	*88%*	*100%*	*91%*	*84%*	*78%*	*89%*	-	*85%*	*79%*	*88%*	*100%*	*91%*	*73%*	*64%*	*85%*	-	*81%*	*93%*	*93%*	*83%*	*88%*	*90%*	*100%*	*89%*	-
No	52	14	46	17	33	9	34	7	5	5	-	9	6	2	17	-	14	12	7	-	14	15	4	33	-	5	2	2	-	7	2	-	9	-
	12%	*12%*	*14%*	*11%*	*14%*	*10%*	*14%*	*11%*	*11%*	*12%*	-	*8%*	*16%*	*22%*	*11%*	-	*15%*	*19%*	*12%*	-	*9%*	*25%*	*36%*	*14%*	-	*19%*	*7%*	*7%*	-	*10%*	*10%*	-	*10%*	-
Don't know	7	3	5	1	1	1	3	1	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	-	1	-
	2%	*3%*	*2%*	*1%*	*	*1%*	*1%*	*2%*	-	-	-	*1%*	-	-	*1%*	-	-	*2%*	-	-	-	*2%*	-	*	-	-	-	-	*17%*	*1%*	-	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 69

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	429	119	320	157	228	91*	249	111	67*	56*	15**	182	54*	13**	249	-**
Yes	370	102	269	139	194	81	212	95	55	48	14	155	50	7	212	-
	86%	*86%*	*84%*	*89%*	*85%*	*89%*	*85%*	*86%*	*82%*	*86%*	*93%*	*85%*	*93%*	*54%*	*85%*	-
No	52	14	46	17	33	9	34	15	10	8	1	24	4	6	34	-
	12%	*12%*	*14%*	*11%*	*14%*	*10%*	*14%*	*14%*	*15%*	*14%*	*7%*	*13%*	*7%*	*46%*	*14%*	-
Don't know	7	3	5	1	1	1	3	1	2	-	-	3	-	-	3	-
	2%	*3%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*3%*	-	-	*2%*	-	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 70

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Mobile phone service.

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Not at all important	44	17	20	21	14	4	21	16	15	13	-	12	18	14	24	19	6	4	6	1	7	7	3	7	10	5	7	6	2	8	7	5	8	11
	6%bde	7%bde	3%	6%bde	3%	2%	4%	6%	6%	6%	-	3%	7%k	14%kl	6%	5%	8%	6%	8%	4%	6%	7%	17%	6%	9%	2%	4%	3%	4%	2%	3%	5%	3%	3%
Not very important	117	35	108	46	59	30	50	33	46	36	2	46	57	14	34	82	16	13	6	-	14	18	3	13	22	31	34	37	6	39	54	15	26	82
	15%f	15%	17%df	14%	12%	15%	10%	12%	19%gj	16%	5%	10%	22%k	14%	8%	23%n	22%C	20%C	8%	-	11%	19%	17%	11%	19%	13%	20%p	21%p	12%	12%	26%tv	15%	8%	26%w
Fairly important	245	67	228	120	116	62	144	98	76	58	13	130	90	25	131	110	21	22	19	5	28	36	3	24	41	91	63	57	17	114	87	27	100	126
	31%d	28%	36%dfz	35%df	24%	30%	29%	34%l	32%	25%	32%	29%	35%	25%	31%	31%	29%	34%	24%	21%	22%	38%E	17%	20%	35%H	37%	38%	32%	33%	34%	42%tv	28%	31%	40%w
Very important	391	122	285	152	290	110	287	138	103	124	26	254	90	47	240	149	29	26	49	18	78	35	9	75	44	116	63	80	26	177	58	50	186	97
	49%	51%	44%	45%	61%abcz	53%b	57%abc	48%	43%	54%h	63%h	57%l	35%	47%l	56%o	41%	40%	40%	61%AB	75%	61%F	36%	50%	63%l	38%	48%q	38%	44%	51%	52%u	28%	52%u	58%x	31%
NET: Important	636	189	513	272	406	172	431	236	179	182	39	384	180	72	371	259	50	48	68	23	106	71	12	99	85	207	126	137	43	291	145	77	286	223
	80%	78%	80%	80%	85%abz	83%	86%abcz	83%h	75%	79%	95%ghi	87%lm	71%	72%	86%o	72%	69%	74%	85%A	96%	83%	74%	67%	83%	73%	85%qr	75%	76%	84%	86%u	70%	79%	89%x	71%
NET: Not important	161	52	128	67	73	34	71	49	61	49	2	58	75	28	58	101	22	17	12	1	21	25	6	20	32	36	41	43	8	47	61	20	34	93
	20%df	22%df	20%df	20%f	15%	17%	14%	17%j	25%gj	21%j	5%	13%	29%k	28%k	14%	28%n	31%C	26%	15%	4%	17%	26%	33%	17%	27%	15%	25%p	24%p	16%	14%	30%t	21%	11%	29%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 71

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Mobile phone service.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Not at all important	44	17	20	21	14	4	21	8	9	2	2	10	6	5	8	13	7	2	5	-	5	8	1	7	7	-	2	1	1	1	1	2	2	2
	6%bde	7%bde	3%	6%bde	3%	2%	4%	7%	8%	2%	8%	6%	5%	12%	5%	8%	4%	2%	3%	-	2%	5%	2%	3%	3%	-	3%	2%	8%	1%	1%	13%	2%	2%
Not very important	117	35	108	46	59	30	50	14	16	15	1	14	23	9	13	31	23	16	16	4	15	34	10	15	42	12	10	7	1	9	20	1	6	23
	15%f	15%	17%df	14%	12%	15%	10%	12%	14%	18%	4%	8%	17%E	22%E	8%	18%H	13%	14%	10%	18%	6%	20%k	15%k	7%	17%n	17%	14%	14%	8%	8%	28%t	6%	7%	21%w
Fairly important	245	67	228	120	116	62	144	33	50	32	5	43	62	15	38	79	39	37	34	6	62	44	10	55	59	21	29	9	3	35	23	4	19	43
	31%d	28%	36%dfz	35%df	24%	30%	29%	29%	43%A	39%	20%	26%	47%E	37%	24%	46%H	22%	32%i	20%	27%	25%	27%	15%	24%	24%	29%	41%r	18%	23%	30%	32%	25%	21%	38%w
Very important	391	122	285	152	290	110	287	60	42	33	17	98	42	12	98	48	105	61	112	12	165	80	45	151	138	39	29	34	8	73	28	9	64	44
	49%	51%	44%	45%	61%abcz	53%b	57%abc	52%B	36%	40%	68%	59%FG	32%	29%	62%I	28%	60%	53%	67%h	55%	67%l	48%	68%l	66%o	56%	54%	41%	67%q	62%	62%u	39%	56%	70%x	39%
NET: Important	636	189	513	272	406	172	431	93	92	65	22	141	104	27	136	127	144	98	146	18	227	124	55	206	197	60	58	43	11	108	51	13	83	87
	80%	78%	80%	80%	85%abz	83%	86%abcz	81%	79%	79%	88%	85%G	78%	66%	87%I	74%	83%	84%	87%	82%	92%lm	75%	83%	90%o	80%	83%	83%	84%	85%	92%u	71%	81%	91%x	78%
NET: Not important	161	52	128	67	73	34	71	22	25	17	3	24	29	14	21	44	30	18	21	4	20	42	11	22	49	12	12	8	2	10	21	3	8	25
	20%df	22%df	20%df	20%f	15%	17%	14%	19%	21%	21%	12%	15%	22%	34%E	13%	26%H	17%	16%	13%	18%	8%	25%k	17%k	10%	20%n	17%	17%	16%	15%	8%	29%t	19%	9%	22%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 72

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Mobile phone service.

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Not at all important	44	17	20	21	14	4	21	9	7	5	-	13	6	2	9	11
	6%bde	7%bde	3%	6%bde	3%	2%	4%	4%	5%	4%	-	5%	4%	3%	4%	5%
Not very important	117	35	108	46	59	30	50	17	15	16	2	18	23	9	16	33
	15%	15%	17%d	14%	12%	15%	10%	8%	11%	13%	7%	7%	14%k	12%	6%	14%n
Fairly important	245	67	228	120	116	62	144	56	51	30	7	68	57	19	51	89
	31%d	28%	36%dz	35%d	24%	30%	29%	26%	38%gj	24%	24%	26%	35%	24%	20%	37%n
Very important	391	122	285	152	290	110	287	133	60	74	20	160	79	48	173	109
	49%	51%	44%	45%	61%abcz	53%b	57%	62%h	45%	59%h	69%	62%l	48%	62%l	69%o	45%
NET: Important	636	189	513	272	406	172	431	189	111	104	27	228	136	67	224	198
	80%	78%	80%	80%	85%abz	83%	86%	88%	83%	83%	93%	88%	82%	86%	90%o	82%
NET: Not important	161	52	128	67	73	34	71	26	22	21	2	31	29	11	25	44
	20%d	22%d	20%d	20%	15%	17%	14%	12%	17%	17%	7%	12%	18%	14%	10%	18%n

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 73

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Mobile phone service.

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
The service has become more important	344 *43%*	97 *40%*	281 *44%*	145 *43%*	230 48%z	103 50%z	216 *43%*	131 46%j	100 42%j	104 45%j	9 *22%*	204 *46%*	104 *41%*	36 *36%*	196 *46%*	147 *41%*	30 *42%*	25 *38%*	34 *43%*	8 *33%*	62 49%F	30 *31%*	5 *28%*	49 *41%*	46 *39%*	120 49%q	65 *39%*	78 *43%*	18 *35%*	165 49%u	74 *36%*	42 *43%*	163 51%x	117 *37%*
The service has become less important	226 *28%*	76 *32%*	191 *30%*	114 34%df	125 *26%*	66 *32%*	126 *25%*	76 *27%*	86 36%gj	56 *24%*	8 *20%*	111 *25%*	80 *31%*	35 35%k	97 *23%*	124 34%n	26 *36%*	27 42%C	20 *25%*	3 *13%*	27 *21%*	43 45%E	6 *33%*	35 *29%*	40 *34%*	62 *26%*	65 39%ps	53 *29%*	11 *22%*	92 *27%*	72 *35%*	27 *28%*	73 *23%*	117 37%w
No different	227 28%e	68 28%e	169 26%e	80 *24%*	124 26%e	37 *18%*	160 32%bcde	78 *27%*	54 *23%*	71 31%h	24 59%ghi	127 *29%*	71 *28%*	29 *29%*	136 32%o	89 *25%*	16 *22%*	13 *20%*	26 *33%*	13 *54%*	38 *30%*	23 *24%*	7 *39%*	35 *29%*	31 *26%*	61 *25%*	37 *22%*	49 *27%*	22 43%pqr	81 *24%*	60 *29%*	28 *29%*	84 *26%*	82 *26%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 74

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Mobile phone service.

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
The service has become more important	344 *43%*	97 *40%*	281 *44%*	145 *43%*	230 48%z	103 50%z	216 *43%*	51 *44%*	49 *42%*	37 *45%*	8 *32%*	82 50%F	46 *35%*	17 *41%*	85 54%I	59 *35%*	79 *45%*	40 *34%*	96 57%gh	15 *68%*	124 *50%*	75 *45%*	31 *47%*	119 *52%*	109 *44%*	39 *54%*	27 *39%*	30 59%q	7 *54%*	64 *54%*	31 *43%*	8 *50%*	54 59%x	49 *44%*
The service has become less important	226 *28%*	76 *32%*	191 *30%*	114 34%df	125 *26%*	66 *32%*	126 *25%*	35 *30%*	47 *40%*	26 *32%*	6 *24%*	42 *25%*	56 42%E	16 *39%*	41 *26%*	66 39%H	49 *28%*	41 35%l	32 *19%*	3 *14%*	56 *23%*	53 32%k	16 *24%*	49 *21%*	74 30%n	20 *28%*	29 *41%*	15 *29%*	2 *15%*	37 *31%*	26 *36%*	3 *19%*	22 *24%*	44 39%w
No different	227 28%e	68 28%e	169 26%e	80 *24%*	124 26%e	37 *18%*	160 32%bcde	29 *25%*	21 *18%*	19 *23%*	11 *44%*	41 *25%*	31 *23%*	8 *20%*	31 *20%*	46 *27%*	46 *26%*	35 *30%*	39 *23%*	4 *18%*	67 *27%*	38 *23%*	19 *29%*	60 *26%*	63 *26%*	13 *18%*	14 *20%*	6 *12%*	4 *31%*	17 *14%*	15 *21%*	5 *31%*	15 *16%*	19 *17%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 75

Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Mobile phone service.

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
The service has become more important	344 *43%*	97 *40%*	281 *44%*	145 *43%*	230 **48%z**	103 **50%z**	216 *43%*	97 *45%*	51 *38%*	52 *42%*	16 *55%*	121 **47%l**	61 *37%*	34 *44%*	119 **48%o**	93 *38%*
The service has become less important	226 *28%*	76 *32%*	191 *30%*	114 **34%d**	125 *26%*	66 *32%*	126 *25%*	43 *20%*	47 **35%g**	34 *27%*	2 *7%*	64 **25%m**	51 **31%m**	11 *14%*	54 *22%*	70 *29%*
No different	227 **28%e**	68 **28%e**	169 **26%e**	80 *24%*	124 **26%e**	37 *18%*	160 *32%*	75 *35%*	35 *26%*	39 *31%*	11 *38%*	74 *29%*	53 *32%*	33 **42%k**	76 *31%*	79 *33%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 76

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Mobile phone service

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
More willing to make a complaint	253 32%c	64 27%	181 28%	81 24%	137 29%	70 34%c	135 27%	93 33%j	88 37%j	67 29%j	5 12%	146 33%	75 29%	32 32%	143 33%	110 31%	21 29%	20 31%	20 25%	3 13%	35 28%	25 26%	4 22%	36 30%	27 23%	79 33%	40 24%	52 29%	10 20%	113 33%uv	47 23%	21 22%	107 33%x	73 23%
Less willing to make a complaint	227 28%	74 31%	187 29%	105 31%	132 28%	61 30%	133 26%	75 26%	78 33%	64 28%	10 24%	127 29%	80 31%m	20 20%	103 24%	120 33%n	22 31%	24 37%	22 28%	6 25%	36 28%	33 34%	5 28%	31 26%	42 36%	56 23%s	75 45%prs	52 29%s	4 8%	88 26%	80 39%tv	19 20%	83 26%	104 33%
No different	260 33%	85 35%	234 37%e	129 38%e	181 38%e	55 27%	194 39%ae	93 33%	61 25%	88 38%h	18 44%h	148 33%	76 30%	36 36%	153 36%o	104 29%	23 32%	18 28%	32 40%	12 50%	48 38%	29 30%	8 44%	43 36%	40 34%	96 40%q	43 26%	64 36%q	31 61%pqr	119 35%	68 33%	47 48%tu	118 37%	113 36%
Don't know	57 7%	18 7%	39 6%	24 7%	29 6%	20 10%	40 8%	24 8%	13 5%	12 5%	8 20%ghi	21 5%	24 9%k	12 12%k	30 7%	26 7%	6 8%	3 5%	6 8%	3 13%	8 6%	9 9%	1 6%	9 8%	8 7%	12 5%	9 5%	12 7%	6 12%	18 5%	11 5%	10 10%	12 4%	26 8%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 77

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Mobile phone service

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
More willing to make a complaint	253	64	181	81	137	70	135	28	32	15	6	39	30	12	39	40	52	36	44	5	70	43	24	65	71	30	21	14	5	44	17	9	35	35
	32%c	27%	28%	24%	29%	34%c	27%	24%	27%	18%	24%	24%	23%	29%	25%	23%	30%	31%	26%	23%	28%	26%	36%	29%	29%	42%	30%	27%	38%	37%	24%	56%	38%	31%
Less willing to make a complaint	227	74	187	105	132	61	133	34	41	26	4	46	46	13	45	56	45	36	45	6	64	55	13	60	71	15	29	16	1	38	21	2	29	32
	28%	31%	29%	31%	28%	30%	26%	30%	35%	32%	16%	28%	35%	32%	29%	33%	26%	31%	27%	27%	26%	33%m	20%	26%	29%	21%	41%p	31%	8%	32%	29%	13%	32%	29%
No different	260	85	234	129	181	55	194	42	39	35	13	72	45	12	67	59	66	36	69	10	103	54	24	87	91	21	13	18	3	26	26	3	22	32
	33%	35%	37%e	38%e	38%e	27%	39%ae	37%	33%	43%	52%	44%	34%	29%	43%	35%	38%	31%	41%	45%	42%	33%	36%	38%	37%	29%	19%	35%q	23%	22%	36%t	19%	24%	29%
Don't know	57	18	39	24	29	20	40	11	5	6	2	8	12	4	6	16	11	8	9	1	10	14	5	16	13	6	7	3	4	10	8	2	5	13
	7%	7%	6%	7%	6%	10%	8%	10%	4%	7%	8%	5%	9%	10%	4%	9%H	6%	7%	5%	5%	4%	8%	8%	7%	5%	8%	10%	6%	31%	8%	11%	13%	5%	12%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 78

Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?

Mobile phone service

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
More willing to make a complaint	253 32%c	64 27%	181 28%	81 24%	137 29%	70 34%c	135 27%	63 29%	34 26%	33 26%	5 17%	72 28%	43 26%	20 26%	69 28%	64 26%
Less willing to make a complaint	227 28%	74 31%	187 29%	105 31%	132 28%	61 30%	133 26%	47 22%	49 37%g	32 26%	5 17%	70 27%	50 30%m	13 17%	50 20%	79 33%n
No different	260 33%	85 35%	234 37%e	129 38%e	181 38%e	55 27%	194 39%	88 41%	41 31%	52 42%	13 45%	100 39%	53 32%	41 53%kl	109 44%o	83 34%
Don't know	57 7%	18 7%	39 6%	24 7%	29 6%	20 10%	40 8%	17 8%	9 7%	8 6%	6 21%	17 7%	19 12%	4 5%	21 8%	16 7%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 79

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Contract (with monthly bills)	597	83	467	231	381	151	369	225	178	162	32	348	178	71	339	254	26	18	28	11	43	35	5	47	33	193	119	127	28	256	141	70	252	211
	75%cz	34%	73%z	68%z	80%bcfz	73%z	74%z	79%l	74%	70%	78%	79%l	70%	71%	79%o	71%	36%	28%	35%	46%	34%	36%	28%	39%	28%	79%rs	71%s	71%s	55%	76%	68%	72%	79%w	67%
Pay as you go	189	151	164	99	92	53	126	57	57	66	9	88	75	26	84	101	44	43	52	12	82	58	11	71	78	49	45	50	20	79	59	26	65	98
	24%	63%abcde f	26%d	29%d	19%	26%	25%d	20%	24%	29%g	22%	20%	29%k	26%	20%	28%n	61%	66%	65%	50%	65%	60%	61%	60%	67%	20%	27%	28%	39%p	23%	29%	27%	20%	31%w
Don't know	11	7	10	9	6	2	7	3	5	3	-	6	2	3	6	5	2	4	-	1	2	3	2	1	6	1	3	3	3	3	6	1	3	7
	1%	3%	2%	3%	1%	1%	1%	1%	2%	1%	-	1%	1%	3%	1%	1%	3%	6%C	-	4%	2%	3%	11%	1%	5%	*	2%	2%	6%p	1%	3%	1%	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 80

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Contract (with monthly bills)	597	83	467	231	381	151	369	75	79	59	18	118	84	29	116	111	144	86	133	18	200	127	54	185	191	55	50	38	8	96	44	11	74	75
	75%cf	34%	73%z	68%z	80%bcfz	73%z	74%z	65%	68%	72%	72%	72%	63%	71%	74%	65%	83%	74%	80%	82%	81%	77%	82%	81%	78%	76%	71%	75%	62%	81%u	61%	69%	81%u	67%
Pay as you go	189	151	164	99	92	53	126	36	36	22	5	44	44	11	40	55	27	30	33	2	46	36	10	41	51	17	19	13	4	20	28	5	17	35
	24%	63%abcde f	26%d	29%d	19%	26%	25%d	31%	31%	27%	20%	27%	33%	27%	25%	32%	16%	26%g	20%	9%	19%	22%	15%	18%	21%	24%	27%	25%	31%	17%	39%t	31%	19%	31%w
Don't know	11	7	10	9	6	2	7	4	2	1	2	3	5	1	1	5	3	-	1	2	1	3	2	2	4	-	1	-	1	2	-	-	-	2
	1%	3%	2%	3%	1%	1%	1%	3%	2%	1%	8%	2%	4%	2%	1%	3%	2%	-	1%	9%	*	2%	3%	1%	2%	-	1%	-	8%	2%	-	-	-	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 81

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Contract (with monthly bills)	597	83	467	231	381	151	369	170	91	90	18	197	110	62	196	170
	75%cz	34%	73%z	68%z	80%bcz	73%z	74%	79%h	68%	72%	62%	76%l	67%	79%l	79%o	70%
Pay as you go	189	151	164	99	92	53	126	44	40	33	9	58	52	16	51	69
	24%	63%abcde	26%d	29%d	19%	26%	25%	20%	30%g	26%	31%	22%	32%k	21%	20%	29%n
Don't know	11	7	10	9	6	2	7	1	2	2	2	4	3	-	2	3
	1%	3%	2%	3%	1%	1%	1%	*	2%	2%	7%	2%	2%	-	1%	1%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 82

Q15: What is your current employment status?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Employed or self-employed (full-time - 30hrs/wk+)	445	109	336	138	236	110	253	168	139	120	18	272	132	41	283	160	42	30	31	6	61	40	8	63	45	137	86	89	24	207	82	47	200	135
	56%cdz	45%	52%c	41%	49%c	53%c	50%c	59%	58%	52%	44%	62%lm	52%	41%	66%o	44%	58%G	46%	39%	25%	48%	42%	44%	53%I	38%	56%	51%	49%	47%	61%uv	40%	48%	63%x	43%
Employed or self-employed (part-time - 8-29 hrs/wk+)	167	61	157	94	112	41	116	55	54	51	7	87	53	27	72	94	16	19	20	6	29	26	6	26	35	57	48	40	12	68	64	25	68	88
	21%	25%	24%	28%ac	23%	20%	23%	19%	23%	22%	17%	20%	21%	27%	17%	26%n	22%	29%	25%	25%	23%	27%	33%	22%	30%	23%	29%	22%	24%	20%	31%t	26%	21%	28%
Homemaker	68	24	67	43	50	22	48	21	26	16	5	24	31	13	23	43	5	10	5	4	11	12	1	10	13	22	17	23	5	27	31	9	19	47
	9%	10%	10%	13%a	10%	11%	10%	7%	11%	7%	12%	5%	12%k	13%k	5%	12%n	7%	15%	6%	17%	9%	13%	6%	8%	11%	9%	10%	13%	10%	8%	15%t	9%	6%	15%w
Student / under education	69	28	47	38	41	22	43	23	16	25	5	33	26	10	30	37	6	5	14	3	14	13	1	15	12	15	13	15	4	23	17	7	23	23
	9%	12%b	7%	11%b	9%	11%	9%	8%	7%	11%	12%	7%	10%	10%	7%	10%	8%	8%	18%	13%	11%	14%	6%	13%	10%	6%	8%	8%	8%	7%	8%	7%	7%	7%
Temporarily not working (unemployed / illness)	35	17	31	18	32	10	36	12	4	14	5	22	10	3	13	21	2	1	10	4	12	5	-	4	11	11	2	12	6	12	10	9	9	21
	4%	7%	5%	5%	7%	5%	7%a	4%	2%	6%h	12%gh	5%	4%	3%	3%	6%	3%	2%	13%AB	17%	9%	5%	-	3%	9%	5%	1%	7%q	12%pq	4%	5%	9%t	3%	7%w
Retired	13	2	3	8	8	1	6	6	1	5	1	4	3	6	8	5	1	-	-	1	-	-	2	1	1	1	1	1	-	1	2	-	1	2
	2%b	1%	*	2%b	2%b	*	1%	2%	*	2%	2%	1%	1%	6%kl	2%	1%	1%	-	-	4%	-	-	11%	1%	1%	*	1%	1%	-	*	1%	-	*	1%
NET: Employed	612	170	493	232	348	151	369	223	193	171	25	359	185	68	355	254	58	49	51	12	90	66	14	89	80	194	134	129	36	275	146	72	268	223
	77%cz	71%	77%c	68%	73%	73%	74%	78%j	80%j	74%	61%	81%lm	73%	68%	83%o	71%	81%G	75%	64%	50%	71%	69%	78%	75%	68%	80%	80%	72%	71%	81%u	71%	74%	84%x	71%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 83

Q15: What is your current employment status?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Employed or self-employed (full-time - 30hrs/wk+)	445	109	336	138	236	110	253	47	45	36	10	75	50	13	77	59	86	58	83	9	134	67	35	124	110	35	40	28	7	73	27	10	57	52
	56%cdz	45%	52%c	41%	49%c	53%c	50%c	41%	38%	44%	40%	45%	38%	32%	49%l	35%	49%	50%	50%	41%	54%l	40%	53%	54%o	45%	49%	57%	55%	54%	62%u	38%	63%	63%x	46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	167	61	157	94	112	41	116	29	36	25	4	40	42	12	35	57	36	29	43	4	55	50	7	45	67	18	14	9	-	20	19	2	17	24
	21%	25%	24%	28%ad	23%	20%	23%	25%	31%	30%	16%	24%	32%	29%	22%	33%H	21%	25%	26%	18%	22%m	30%nt	11%	20%	27%	25%	20%	18%	-	17%	26%	13%	19%	21%
Homemaker	68	24	67	43	50	22	48	18	18	6	1	14	21	8	13	29	20	14	13	3	22	17	11	21	29	12	6	3	1	7	14	1	8	14
	9%	10%	10%	13%a	10%	11%	10%	16%	15%	7%	4%	8%	16%	20%E	8%	17%H	11%	12%	8%	14%	9%	10%	17%	9%	12%	17%	9%	6%	8%	6%	19%t	6%	9%	13%
Student / under education	69	28	47	38	41	22	43	13	8	11	6	17	17	4	17	19	12	10	17	2	16	16	9	19	21	5	7	8	2	13	8	1	4	17
	9%	12%b	7%	11%b	9%	11%	9%	11%	7%	13%	24%	10%	13%	10%	11%	11%	7%	9%	10%	9%	6%	10%	14%	8%	9%	7%	10%	16%	15%	11%	11%	6%	4%	15%w
Temporarily not working (unemployed / illness)	35	17	31	18	32	10	36	5	8	2	3	11	3	4	9	6	18	4	7	3	16	14	2	16	16	2	3	2	3	5	4	1	5	4
	4%	7%	5%	5%	7%	5%	7%a	4%	7%	2%	12%	7%	2%	10%F	6%	4%	10%hi	3%	4%	14%	6%	8%	3%	7%	7%	3%	4%	4%	23%	4%	6%	6%	5%	4%
Retired	13	2	3	8	8	1	6	3	2	2	1	8	-	-	6	1	2	1	4	1	4	2	2	3	3	-	-	1	-	-	-	1	-	1
	2%b	1%	*	2%b	2%b	*	1%	3%	2%	2%	4%	5%F	-	-	4%l	1%	1%	1%	2%	5%	2%	1%	3%	1%	1%	-	-	2%	-	-	-	6%	-	1%
NET: Employed	612	170	493	232	348	151	369	76	81	61	14	115	92	25	112	116	122	87	126	13	189	117	42	169	177	53	54	37	7	93	46	12	74	76
	77%cz	71%	77%c	68%	73%	73%	74%	66%	69%	74%	56%	70%	69%	61%	71%	68%	70%	75%	75%	59%	77%m	70%	64%	74%	72%	74%	77%	73%	54%	79%u	64%	75%	81%x	68%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 84

Q15: What is your current employment status?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Employed or self-employed (full-time - 30hrs/wk+)	445 56%cdz	109 45%	336 52%c	138 41%	236 49%c	110 53%c	253 50%	112 52%	71 53%	60 48%	10 34%	144 56%l	70 42%	39 50%	141 57%o	109 45%
Employed or self-employed (part-time - 8-29 hrs/wk+)	167 21%	61 25%	157 24%	94 28%ae	112 23%	41 20%	116 23%	46 21%	29 22%	31 25%	10 34%	56 22%	47 28%m	13 17%	58 23%	57 24%
Homemaker	68 9%	24 10%	67 10%	43 13%a	50 10%	22 11%	48 10%	21 10%	13 10%	13 10%	1 3%	21 8%	19 12%	8 10%	19 8%	28 12%
Student / under education	69 9%	28 12%b	47 7%	38 11%b	41 9%	22 11%	43 9%	17 8%	9 7%	13 10%	4 14%	18 7%	17 10%	8 10%	15 6%	25 10%
Temporarily not working (unemployed / illness)	35 4%	17 7%	31 5%	18 5%	32 7%	10 5%	36 7%	16 7%	10 8%	7 6%	3 10%	18 7%	12 7%	6 8%	15 6%	18 7%
Retired	13 2%b	2 1%	3 *	8 2%b	8 2%b	1 *	6 1%	3 1%	1 1%	1 1%	1 3%	2 1%	- -	4 5%kl	1 *	5 2%
NET: Employed	612 77%cz	170 71%	493 77%c	232 68%	348 73%	151 73%	369 74%	158 73%	100 75%	91 73%	20 69%	200 77%	117 71%	52 67%	199 80%o	166 69%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 85

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Up to 10,399 Pounds	104	38	70	41	75	21	58	32	37	29	6	53	32	19	64	40	12	11	10	5	21	12	5	17	20	21	18	21	10	37	19	14	38	32
	13%	*16%*	*11%*	*12%*	16%b	*10%*	*12%*	*11%*	*15%*	*13%*	*15%*	*12%*	*13%*	*19%*	*15%*	*11%*	*17%*	*17%*	*13%*	*21%*	*17%*	*13%*	*28%*	*14%*	*17%*	*9%*	*11%*	*12%*	20%p	*11%*	*9%*	*14%*	*12%*	*10%*
10,400-15,599 Pounds	108	39	111	39	62	21	63	41	37	29	1	60	37	11	44	62	3	15	17	4	25	13	1	19	20	42	32	31	6	46	46	19	53	55
	14%	*16%*	17%acdef	*12%*	*13%*	*10%*	*13%*	14%j	15%j	*13%*	*2%*	*14%*	*15%*	*11%*	*10%*	17%n	*4%*	23%A	21%A	*17%*	*20%*	*14%*	*6%*	*16%*	*17%*	*17%*	*19%*	*17%*	*12%*	*14%*	22%t	*20%*	*17%*	*17%*
15,600-25,999 Pounds	148	35	136	77	96	35	95	48	53	42	5	78	50	20	72	75	10	7	15	3	18	15	2	17	18	56	37	34	9	66	47	23	60	76
	19%	*15%*	21%z	23%z	*20%*	*17%*	*19%*	*17%*	*22%*	*18%*	*12%*	*18%*	*20%*	*20%*	*17%*	*21%*	*14%*	*11%*	*19%*	*13%*	*14%*	*16%*	*11%*	*14%*	*15%*	*23%*	*22%*	*19%*	*18%*	*20%*	*23%*	*24%*	*19%*	*24%*
26,000-36,399 Pounds	130	49	104	55	74	44	90	43	47	33	7	75	45	10	73	56	20	12	14	3	23	24	2	20	27	39	27	31	7	64	29	11	58	46
	16%	*20%*	*16%*	*16%*	*15%*	*21%*	*18%*	*15%*	*20%*	*14%*	*17%*	*17%*	*18%*	*10%*	*17%*	*16%*	*28%*	*18%*	*18%*	*13%*	*18%*	*25%*	*11%*	*17%*	*23%*	*16%*	*16%*	*17%*	*14%*	*19%*	*14%*	*11%*	*18%*	*15%*
36,400-51,999 Pounds	131	29	96	69	72	32	70	49	33	43	6	75	41	15	71	59	11	7	10	1	14	11	4	15	14	46	24	24	2	50	32	14	41	55
	16%	*12%*	*15%*	20%bdfz	*15%*	*16%*	*14%*	*17%*	*14%*	*19%*	*15%*	*17%*	*16%*	*15%*	*17%*	*16%*	*15%*	*11%*	*13%*	*4%*	*11%*	*11%*	*22%*	*13%*	*12%*	19%s	14%s	*13%*	*4%*	*15%*	*16%*	*14%*	*13%*	*17%*
52,000+	128	24	81	29	63	39	85	52	29	41	6	81	32	15	79	48	13	8	3	-	15	8	1	15	9	30	23	23	5	52	18	11	48	33
	16%cz	*10%*	*13%*	*9%*	13%c	19%bcz	17%bcz	*18%*	*12%*	*18%*	*15%*	18%l	*13%*	*15%*	*18%*	*13%*	18%C	*12%*	*4%*	-	*12%*	*8%*	*6%*	*13%*	*8%*	*12%*	*14%*	*13%*	*10%*	15%u	*9%*	*11%*	*15%*	*10%*
Don't know	21	17	14	11	14	7	15	9	3	5	4	6	9	6	13	7	2	3	8	4	8	8	1	11	5	1	-	9	4	7	5	2	8	6
	3%	7%abcdf	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*2%*	10%ghi	*1%*	*4%*	6%k	*3%*	*2%*	*3%*	*5%*	*10%*	*17%*	*6%*	*8%*	*6%*	*9%*	*4%*	*	-	5%pq	8%pq	*2%*	*2%*	*2%*	*3%*	*2%*
Would rather not say	27	10	29	18	23	7	26	11	1	9	6	14	9	4	13	13	1	2	3	4	3	5	2	5	4	8	6	7	8	16	10	3	14	13
	3%	*4%*	*5%*	*5%*	*5%*	*3%*	*5%*	4%h	*	4%h	15%ghi	*3%*	*4%*	*4%*	*3%*	*4%*	*1%*	*3%*	*4%*	*17%*	*2%*	*5%*	*11%*	*4%*	*3%*	*3%*	*4%*	*4%*	16%pqr	*5%*	*5%*	*3%*	*4%*	*4%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 86

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Up to 10,399 Pounds	104	38	70	41	75	21	58	10	16	9	6	23	16	2	28	13	23	26	21	5	37	24	14	42	33	6	8	6	1	14	5	2	11	10
	13%	*16%*	*11%*	*12%*	16%b	*10%*	*12%*	*9%*	*14%*	*11%*	*24%*	*14%*	*12%*	*5%*	18%l	*8%*	*13%*	22%gj	*13%*	*23%*	*15%*	*14%*	*21%*	*18%*	*13%*	*8%*	*11%*	*12%*	*8%*	*12%*	*7%*	*13%*	*12%*	*9%*
10,400-15,599 Pounds	108	39	111	39	62	21	63	10	16	9	4	18	17	4	18	19	30	14	18	-	29	25	8	24	36	10	7	4	-	11	10	-	5	16
	14%	*16%*	17%acdef	*12%*	*13%*	*10%*	*13%*	*9%*	*14%*	*11%*	*16%*	*11%*	*13%*	*10%*	*11%*	*11%*	*17%*	*12%*	*11%*	-	*12%*	*15%*	*12%*	*11%*	*15%*	*14%*	*10%*	*8%*	-	*9%*	*14%*	-	*5%*	14%w
15,600-25,999 Pounds	148	35	136	77	96	35	95	23	33	18	3	35	33	9	28	48	34	22	36	4	53	32	11	49	46	15	10	8	2	17	16	2	17	18
	19%	*15%*	21%z	23%z	*20%*	*17%*	*19%*	*20%*	*28%*	*22%*	*12%*	*21%*	*25%*	*22%*	*18%*	28%H	*20%*	*19%*	*22%*	*18%*	*21%*	*19%*	*17%*	*21%*	*19%*	*21%*	*14%*	*16%*	*15%*	*14%*	*22%*	*13%*	*19%*	*16%*
26,000-36,399 Pounds	130	49	104	55	74	44	90	20	17	15	3	24	19	12	22	31	23	21	27	3	39	25	10	25	49	9	18	14	3	23	17	4	22	22
	16%	*20%*	*16%*	*16%*	*15%*	*21%*	*18%*	*17%*	*15%*	*18%*	*12%*	*15%*	*14%*	29%EF	*14%*	*18%*	*13%*	*18%*	*16%*	*14%*	*16%*	*15%*	*15%*	*11%*	20%n	*13%*	26%p	27%p	*23%*	*19%*	*24%*	*25%*	*24%*	*20%*
36,400-51,999 Pounds	131	29	96	69	72	32	70	26	23	18	2	39	21	9	36	31	23	17	31	1	42	21	9	30	42	15	9	8	-	21	9	2	10	22
	16%	*12%*	*15%*	20%bdfz	*15%*	*16%*	*14%*	*23%*	*20%*	*22%*	*8%*	*24%*	*16%*	*22%*	*23%*	*18%*	*13%*	*15%*	*19%*	*5%*	*17%*	*13%*	*14%*	*13%*	*17%*	*21%*	*13%*	*16%*	-	*18%*	*13%*	*13%*	*11%*	*20%*
52,000+	128	24	81	29	63	39	85	12	7	8	2	15	11	3	13	16	29	9	21	4	31	23	9	38	25	13	14	10	2	22	13	4	24	14
	16%cz	*10%*	*13%*	*9%*	13%c	19%bcz	17%bcz	*10%*	*6%*	*10%*	*8%*	*9%*	*8%*	*7%*	*8%*	*9%*	17%h	*8%*	*13%*	*18%*	*13%*	*14%*	*14%*	17%o	*10%*	*18%*	*20%*	*20%*	*15%*	*19%*	*18%*	*25%*	26%x	*13%*
Don't know	21	17	14	11	14	7	15	5	2	2	2	5	5	1	4	5	7	1	5	1	8	4	2	8	6	1	1	1	4	5	1	1	2	4
	3%	7%abcdf	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*8%*	*3%*	*4%*	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*5%*	*3%*	*2%*	*3%*	*4%*	*2%*	*1%*	*1%*	*2%*	*31%*	*4%*	*1%*	*6%*	*2%*	*4%*
Would rather not say	27	10	29	18	23	7	26	9	3	3	3	6	11	1	8	8	5	6	8	4	8	12	3	12	9	3	3	-	1	5	1	1	-	6
	3%	*4%*	*5%*	*5%*	*5%*	*3%*	*5%*	*8%*	*3%*	*4%*	*12%*	*4%*	*8%*	*2%*	*5%*	*5%*	*3%*	*5%*	*5%*	*18%*	*3%*	*7%*	*5%*	*5%*	*4%*	*4%*	*4%*	-	*8%*	*4%*	*1%*	*6%*	-	5%w

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 87

Q16: Approximately, what is your total annual income before tax?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Up to 10,399 Pounds	104 *13%*	38 *16%*	70 *11%*	41 *12%*	75 **16%b**	21 *10%*	58 *12%*	23 *11%*	17 *13%*	16 *13%*	2 *7%*	32 *12%*	17 *10%*	9 *12%*	27 *11%*	31 *13%*
10,400-15,599 Pounds	108 *14%*	39 *16%*	111 **17%acde**	39 *12%*	62 *13%*	21 *10%*	63 *13%*	29 *13%*	17 *13%*	16 *13%*	1 *3%*	28 *11%*	25 *15%*	10 *13%*	31 *12%*	31 *13%*
15,600-25,999 Pounds	148 *19%*	35 *15%*	136 **21%z**	77 **23%z**	96 *20%*	35 *17%*	95 *19%*	36 *17%*	33 *25%*	21 *17%*	5 *17%*	51 *20%*	33 *20%*	11 *14%*	38 *15%*	56 **23%n**
26,000-36,399 Pounds	130 *16%*	49 *20%*	104 *16%*	55 *16%*	74 *15%*	44 *21%*	90 *18%*	46 *21%*	26 *20%*	17 *14%*	1 *3%*	45 *17%*	33 *20%*	12 *15%*	52 *21%*	38 *16%*
36,400-51,999 Pounds	131 *16%*	29 *12%*	96 *15%*	69 **20%bdz**	72 *15%*	32 *16%*	70 *14%*	27 *13%*	18 *14%*	22 *18%*	3 *10%*	35 *14%*	21 *13%*	14 *18%*	32 *13%*	37 *15%*
52,000+	128 **16%cz**	24 *10%*	81 *13%*	29 *9%*	63 **13%c**	39 **19%bcz**	85 *17%*	43 *20%*	16 *12%*	19 *15%*	7 *24%*	50 *19%*	20 *12%*	15 *19%*	54 **22%o**	29 *12%*
Don't know	21 *3%*	17 **7%abcd**	14 *2%*	11 *3%*	14 *3%*	7 *3%*	15 *3%*	4 *2%*	3 *2%*	4 *3%*	4 *14%*	6 *2%*	7 *4%*	2 *3%*	4 *2%*	8 *3%*
Would rather not say	27 *3%*	10 *4%*	29 *5%*	18 *5%*	23 *5%*	7 *3%*	26 *5%*	7 *3%*	3 *2%*	10 **8%h**	6 *21%*	12 *5%*	9 *5%*	5 *6%*	11 *4%*	12 *5%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 88

Q17: Where do you live?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
East Midlands	64	26	45	33	24	11	30	32	16	12	4	31	23	10	32	31	8	8	7	3	13	10	3	14	12	13	14	15	3	31	10	4	24	21
	8%d	11%def	7%	10%df	5%	5%	6%	11%i	7%	5%	10%	7%	9%	10%	7%	9%	11%	12%	9%	13%	10%	10%	17%	12%	10%	5%	8%	8%	6%	9%	5%	4%	8%	7%
East of England	55	16	34	28	20	13	40	14	23	12	6	33	16	6	33	22	4	6	6	-	5	10	1	7	9	15	7	7	5	19	11	4	14	20
	7%d	7%	5%	8%d	4%	6%	8%d	5%	10%g	5%	15%gi	7%	6%	6%	8%	6%	6%	9%	8%	-	4%	10%	6%	6%	8%	6%	4%	4%	10%	6%	5%	4%	4%	6%
London	263	59	164	77	142	64	114	85	85	81	12	141	89	33	151	111	21	16	18	4	29	26	4	27	31	56	49	49	10	80	55	29	79	83
	33%bcfz	24%	26%	23%	30%cf	31%cf	23%	30%	35%	35%	29%	32%	35%	33%	35%	31%	29%	25%	23%	17%	23%	27%	22%	23%	26%	23%	29%	27%	20%	24%	27%	30%	25%	26%
North East	38	8	29	19	34	14	25	19	6	12	1	20	9	9	18	19	1	2	4	1	6	1	1	4	4	12	8	8	1	11	13	5	14	13
	5%	3%	5%	6%	7%z	7%	5%	7%h	3%	5%	2%	5%	4%	9%i	4%	5%	1%	3%	5%	4%	5%	1%	6%	3%	3%	5%	5%	4%	2%	3%	6%	5%	4%	4%
North West	68	26	72	42	52	20	52	22	23	19	4	38	19	11	36	30	9	9	5	3	16	9	1	13	13	34	14	21	3	31	25	16	37	35
	9%	11%	11%	12%a	11%	10%	10%	8%	10%	8%	10%	9%	7%	11%	8%	8%	13%	14%	6%	13%	13%	9%	6%	11%	11%	14%	8%	12%	6%	9%	12%	16%l	12%	11%
Scotland	34	16	43	27	28	11	38	11	10	12	1	14	13	7	16	18	5	4	6	1	5	7	4	7	8	15	10	12	6	27	11	5	24	19
	4%	7%	7%a	8%a	6%	5%	8%a	4%	4%	5%	2%	3%	5%	7%	4%	5%	7%	6%	8%	4%	4%	7%	22%	6%	7%	6%	6%	7%	12%	8%	5%	5%	8%	6%
South East	70	17	70	26	43	23	53	29	15	22	4	45	20	5	34	35	6	3	8	-	9	8	-	7	9	30	20	17	3	33	29	8	30	40
	9%	7%	11%	8%	9%	11%	11%	10%	6%	10%	10%	10%	8%	5%	8%	10%	8%	5%	10%	-	7%	8%	-	6%	8%	12%	12%	9%	6%	10%	14%	8%	9%	13%
South West	38	8	39	23	24	3	46	18	8	10	2	24	8	6	22	15	2	1	5	-	6	2	-	6	2	12	10	12	5	22	10	7	24	15
	5%e	3%	6%e	7%e	5%e	1%	9%abdez	6%	3%	4%	5%	5%	3%	6%	5%	4%	3%	2%	6%	-	5%	2%	-	5%	2%	5%	6%	7%	10%	7%	5%	7%	8%	5%
Ulster / Northern Ireland	7	7	26	9	5	1	11	2	2	2	1	4	2	1	4	3	2	-	3	2	4	3	-	1	6	9	8	6	3	18	5	3	14	12
	1%	3%a	4%ade	3%a	1%	*	2%a	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	-	4%	8%	3%	3%	-	1%	5%	4%	5%	3%	6%	5%	2%	3%	4%	4%
Wales	39	5	20	14	30	2	16	15	12	10	2	20	15	4	23	16	1	1	3	-	4	1	-	1	4	8	7	4	1	13	7	-	10	9
	5%e	2%	3%	4%e	6%befz	1%	3%	5%	5%	4%	5%	5%	6%	4%	5%	4%	1%	2%	4%	-	3%	1%	-	1%	3%	3%	4%	2%	2%	4%	3%	-	3%	3%
West Midlands	72	35	56	26	43	29	39	19	27	23	3	45	23	4	37	35	8	12	11	4	21	12	2	22	12	20	12	16	8	27	20	9	27	29
	9%	15%abcdf	9%	8%	9%	14%abcdf	8%	7%	11%	10%	7%	10%	9%	4%	9%	10%	11%	18%	14%	17%	17%	13%	11%	18%	10%	8%	7%	9%	16%	8%	10%	9%	8%	9%
Yorks & Humber	49	18	43	15	34	15	38	19	13	16	1	27	18	4	23	25	5	3	4	6	9	7	2	10	7	19	8	13	3	26	10	7	23	20
	6%	7%	7%	4%	7%	7%	8%	7%	5%	7%	2%	6%	7%	4%	5%	7%	7%	5%	5%	25%	7%	7%	11%	8%	6%	8%	5%	7%	6%	8%	5%	7%	7%	6%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 89

Q17: Where do you live?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
East Midlands	64	26	45	33	24	11	30	12	13	5	3	20	12	1	18	14	7	9	7	1	13	5	6	10	14	5	3	2	1	7	4	-	3	8
	8%d	11%def	7%	10%df	5%	5%	6%	10%	11%	6%	12%	12%	9%	2%	11%	8%	4%	8%	4%	5%	5%	3%	9%	4%	6%	7%	4%	4%	8%	6%	6%	-	3%	7%
East of England	55	16	34	28	20	13	40	10	9	9	-	15	10	3	16	11	6	6	7	1	11	7	2	8	12	2	5	4	2	9	3	1	6	7
	7%d	7%	5%	8%d	4%	6%	8%d	9%	8%	11%	-	9%	8%	7%	10%	6%	3%	5%	4%	5%	4%	4%	3%	4%	5%	3%	7%	8%	15%	8%	4%	6%	7%	6%
London	263	59	164	77	142	64	114	21	25	27	4	37	28	12	34	43	52	39	46	5	72	56	14	62	78	21	27	14	2	40	21	3	36	28
	33%bcfz	24%	26%	23%	30%cf	31%cf	23%	18%	21%	33%A	16%	22%	21%	29%	22%	25%	30%	34%	28%	23%	29%	34%	21%	27%	32%	29%	39%	27%	15%	34%	29%	19%	40%x	25%
North East	38	8	29	19	34	14	25	3	11	4	1	5	8	6	9	8	14	5	14	1	16	11	7	12	22	4	5	2	3	9	4	1	5	9
	5%	3%	5%	6%	7%z	7%	5%	3%	9%A	5%	4%	3%	6%	15%E	6%	5%	8%	4%	8%	5%	6%	7%	11%	5%	9%	6%	7%	4%	23%	8%	6%	6%	5%	8%
North West	68	26	72	42	52	20	52	15	14	10	3	23	15	4	17	25	21	11	17	3	27	19	6	27	25	11	6	1	2	11	9	-	10	9
	9%	11%	11%	12%a	11%	10%	10%	13%	12%	12%	12%	14%	11%	10%	11%	15%	12%	9%	10%	14%	11%	11%	9%	12%	10%	15%r	9%	2%	15%	9%	13%	-	11%	8%
Scotland	34	16	43	27	28	11	38	13	8	5	1	12	9	6	10	13	10	6	11	1	11	12	5	16	11	4	2	4	1	5	6	-	3	7
	4%	7%	7%a	8%a	6%	5%	8%a	11%	7%	6%	4%	7%	7%	15%	6%	8%	6%	5%	7%	5%	4%	7%	8%	7%	4%	6%	3%	8%	8%	4%	8%	-	3%	6%
South East	70	17	70	26	43	23	53	6	9	5	6	12	12	2	12	13	16	3	19	5	25	13	5	21	22	9	7	7	-	10	9	4	11	12
	9%	7%	11%	8%	9%	11%	11%	5%	8%	6%	24%	7%	9%	5%	8%	8%	9%h	3%	11%h	23%	10%	8%	8%	9%	9%	13%	10%	14%	-	8%	13%	25%	12%	11%
South West	38	8	39	23	24	3	46	8	7	7	1	10	10	3	12	11	8	6	9	1	15	6	3	12	11	1	1	1	-	2	1	-	1	2
	5%e	3%	6%e	7%e	5%e	1%	9%abdez	7%	6%	9%	4%	6%	8%	7%	8%	6%	5%	5%	5%	5%	6%	4%	5%	5%	4%	1%	1%	2%	-	2%	1%	-	1%	2%
Ulster / Northern Ireland	7	7	26	9	5	1	11	3	5	1	-	6	2	1	2	7	-	2	3	-	3	1	1	3	2	-	-	1	-	1	-	-	-	1
	1%	3%a	4%ade	3%a	1%	*	2%a	3%	4%	1%	-	4%	2%	2%	1%	4%	-	2%	2%	-	1%	1%	2%	1%	1%	-	-	2%	-	1%	-	-	-	1%
Wales	39	5	20	14	30	2	16	6	4	2	2	8	6	-	9	4	10	11	8	1	15	10	5	18	12	-	1	1	-	2	-	-	-	2
	5%e	2%	3%	4%e	6%befz	1%	3%	5%	3%	2%	8%	5%	5%	-	6%	2%	6%	9%	5%	5%	6%	6%	8%	8%	5%	-	1%	2%	-	2%	-	-	-	2%
West Midlands	72	35	56	26	43	29	39	10	10	4	2	9	15	2	10	16	10	10	20	3	20	17	6	18	24	7	11	9	2	14	11	4	10	18
	9%	15%abcdf	9%	8%	9%	14%abcdf	8%	9%	9%	5%	8%	5%	11%	5%	6%	9%	6%	9%	12%g	14%	8%	10%	9%	8%	10%	10%	16%	18%	15%	12%	15%	25%	11%	16%
Yorks & Humber	49	18	43	15	34	15	38	8	2	3	2	8	6	1	8	6	20	8	6	-	19	9	6	21	13	8	2	5	-	8	4	3	6	9
	6%	7%	7%	4%	7%	7%	8%	7%	2%	4%	8%	5%	5%	2%	5%	4%	11%i	7%	4%	-	8%	5%	9%	9%	5%	11%	3%	10%	-	7%	6%	19%	7%	8%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 90

Q17: Where do you live?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
East Midlands	64 8%d	26 11%de	45 7%	33 10%d	24 5%	11 5%	30 6%	11 5%	8 6%	8 6%	3 10%	16 6%	11 7%	3 4%	17 7%	12 5%
East of England	55 7%d	16 7%	34 5%	28 8%d	20 4%	13 6%	40 8%	23 11%i	12 9%	4 3%	1 3%	16 6%	16 10%	8 10%	16 6%	24 10%
London	263 33%bcd	59 24%	164 26%	77 23%	142 30%c	64 31%c	114 23%	40 19%	34 26%	31 25%	9 31%	60 23%	38 23%	16 21%	62 25%	49 20%
North East	38 5%	8 3%	29 5%	19 6%	34 7%z	14 7%	25 5%	8 4%	12 9%gi	3 2%	2 7%	13 5%	8 5%	4 5%	12 5%	12 5%
North West	68 9%	26 11%	72 11%	42 12%a	52 11%	20 10%	52 10%	22 10%	15 11%	12 10%	3 10%	27 10%	19 12%	6 8%	23 9%	28 12%
Scotland	34 4%	16 7%	43 7%a	27 8%a	28 6%	11 5%	38 8%	16 7%	10 8%	8 6%	4 14%	23 9%	10 6%	5 6%	22 9%	16 7%
South East	70 9%	17 7%	70 11%	26 8%	43 9%	23 11%	53 11%	28 13%h	8 6%	17 14%h	- -	26 10%	17 10%	10 13%	28 11%	24 10%
South West	38 5%e	8 3%	39 6%e	23 7%e	24 5%e	3 1%	46 9%	17 8%	10 8%	15 12%	4 14%	24 9%	15 9%	7 9%	25 10%	20 8%
Ulster / Northern Ireland	7 1%	7 3%a	26 4%ade	9 3%a	5 1%	1 *	11 2%	5 2%	1 1%	4 3%	1 3%	7 3%	3 2%	1 1%	4 2%	6 2%
Wales	39 5%e	5 2%	20 3%	14 4%e	30 6%bez	2 1%	16 3%	5 2%	6 5%	4 3%	1 3%	8 3%	4 2%	4 5%	8 3%	8 3%
West Midlands	72 9%	35 15%abcd	56 9%	26 8%	43 9%	29 14%abcd	39 8%	18 8%	11 8%	9 7%	1 3%	21 8%	11 7%	7 9%	20 8%	19 8%
Yorks & Humber	49 6%	18 7%	43 7%	15 4%	34 7%	15 7%	38 8%	22 10%	6 5%	10 8%	- -	18 7%	13 8%	7 9%	12 5%	24 10%n

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 91

Q18a: What is your gender?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Female	451	142	372	177	284	118	291	153	135	134	29	250	150	51	241	206	40	35	55	12	82	53	7	67	71	149	85	102	36	191	120	61	185	184
	57%	*59%*	*58%*	*52%*	59%d	*57%*	*58%*	*54%*	*56%*	*58%*	71%g	*57%*	*59%*	*51%*	*56%*	*57%*	*56%*	*54%*	*69%*	*50%*	*65%*	*55%*	*39%*	*56%*	*61%*	61%q	*51%*	*57%*	71%q	*57%*	*58%*	*63%*	*58%*	*58%*
Male	330	93	253	146	192	84	201	124	100	94	12	185	99	46	179	147	30	27	25	11	42	41	10	51	41	88	78	73	14	138	82	33	130	122
	41%	*39%*	*39%*	*43%*	*40%*	*41%*	*40%*	*44%*	*42%*	*41%*	*29%*	*42%*	*39%*	*46%*	*42%*	*41%*	*42%*	*42%*	*31%*	*46%*	*33%*	*43%*	*56%*	*43%*	*35%*	*36%*	47%ps	*41%*	*27%*	*41%*	*40%*	*34%*	*41%*	*39%*
Prefer to use my own term	13	3	13	9	2	3	5	6	5	2	-	5	6	2	7	6	2	1	-	-	2	-	1	1	2	5	3	4	1	6	4	3	5	7
	2%	*1%*	2%d	3%d	*	*1%*	*1%*	*2%*	*2%*	*1%*	-	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	-	-	*2%*	-	*6%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
Prefer not to say	3	3	3	7	1	1	5	2	-	1	-	2	-	1	2	1	-	2	-	1	1	2	-	-	3	1	1	1	-	3	-	-	-	3
	*	*1%*	*	2%abd	*	*	*1%*	*1%*	-	*	-	*	-	*1%*	*	*	-	*3%*	-	*4%*	*1%*	*2%*	-	-	*3%*	*	*1%*	*1%*	-	*1%*	-	-	-	*1%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 92

Q18a: What is your gender?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Female	451	142	372	177	284	118	291	68	53	42	14	84	74	19	85	90	102	66	99	17	140	98	46	138	144	44	39	27	8	68	41	9	46	70
	57%	*59%*	*58%*	*52%*	59%c	*57%*	*58%*	59%B	*45%*	*51%*	*56%*	*51%*	*56%*	*46%*	*54%*	*53%*	*59%*	*57%*	*59%*	*77%*	*57%*	*59%*	*70%*	*61%*	*59%*	*61%*	*56%*	*53%*	*62%*	*58%*	*57%*	*56%*	*51%*	*63%*
Male	330	93	253	146	192	84	201	42	57	38	9	74	53	19	67	72	69	50	68	5	106	66	20	88	101	27	28	24	5	49	29	6	44	39
	41%	*39%*	*39%*	*43%*	*40%*	*41%*	*40%*	*37%*	*49%*	*46%*	*36%*	*45%*	*40%*	*46%*	*43%*	*42%*	*40%*	*43%*	*41%*	*23%*	*43%*	*40%*	*30%*	*39%*	*41%*	*38%*	*40%*	*47%*	*38%*	*42%*	*40%*	*38%*	*48%*	*35%*
Prefer to use my own term	13	3	13	9	2	3	5	3	4	2	-	5	2	2	3	6	2	-	-	-	-	2	-	1	1	1	2	-	-	1	1	1	-	3
	2%	*1%*	2%d	3%d	*	*1%*	*1%*	*3%*	*3%*	*2%*	-	*3%*	*2%*	*5%*	*2%*	*4%*	*1%*	-	-	-	-	*1%*	-	*	*	*1%*	*3%*	-	-	*1%*	*1%*	*6%*	-	*3%*
Prefer not to say	3	3	3	7	1	1	5	2	3	-	2	2	4	1	2	3	1	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	1	-
	*	*1%*	*	2%abd	*	*	*1%*	*2%*	*3%*	-	*8%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	-	-	-	*	-	-	*	-	-	*1%*	-	-	-	*1%*	-	*1%*	-

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 93

Q18a: What is your gender?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Female	451	142	372	177	284	118	291	138	72	60	21	147	98	46	144	138
	57%	*59%*	*58%*	*52%*	**59%c**	*57%*	*58%*	**64%i**	*54%*	*48%*	*72%*	*57%*	*59%*	*59%*	*58%*	*57%*
Male	330	93	253	146	192	84	201	74	60	60	7	109	63	29	102	97
	41%	*39%*	*39%*	*43%*	*40%*	*41%*	*40%*	*34%*	**45%g**	**48%g**	*24%*	*42%*	*38%*	*37%*	*41%*	*40%*
Prefer to use my own term	13	3	13	9	2	3	5	2	1	2	-	2	1	2	2	3
	2%	*1%*	**2%d**	**3%d**	*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*3%*	*1%*	*1%*
Prefer not to say	3	3	3	7	1	1	5	1	-	3	1	1	3	1	1	4
	*	*1%*	*	**2%abd**	*	*	*1%*	*	-	*2%*	*3%*	*	*2%*	*1%*	*	*2%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 94

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Yes	747	219	593	303	446	196	467	265	219	225	38	417	240	90	403	337	68	58	72	21	121	83	15	111	103	229	154	166	44	319	184	90	302	287
	94%c	91%	93%	89%	93%	95%c	93%	93%	91%	97%gh	93%	94%	94%	90%	94%	94%	94%	89%	90%	88%	95%F	86%	83%	93%	88%	94%s	92%	92%	86%	94%u	89%	93%	94%	91%
No	37	18	33	27	20	7	23	14	14	6	3	17	12	8	17	19	3	6	6	3	6	9	3	8	10	11	10	9	3	12	15	6	12	20
	5%	7%	5%	8%adef	4%	3%	5%	5%	6%	3%	7%	4%	5%	8%	4%	5%	4%	9%	8%	13%	5%	9%	17%	7%	9%	5%	6%	5%	6%	4%	7%	6%	4%	6%
Prefer not to say	13	4	15	9	13	3	12	6	7	-	-	8	3	2	9	4	1	1	2	-	-	4	-	-	4	3	3	5	4	7	7	1	6	9
	2%	2%	2%	3%	3%	1%	2%	2%i	3%i	-	-	2%	1%	2%	2%	1%	1%	2%	3%	-	-	4%E	-	-	3%H	1%	2%	3%	8%pq	2%	3%	1%	2%	3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 95

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Yes	747	219	593	303	446	196	467	102	103	76	22	147	120	36	144	152	162	107	157	20	230	155	61	212	230	69	68	47	12	115	66	15	88	105
	94%c	91%	93%	89%	93%	95%c	93%	89%	88%	93%	88%	89%	90%	88%	92%	89%	93%	92%	94%	91%	93%	93%	92%	93%	93%	96%	97%	92%	92%	97%	92%	94%	97%	94%
No	37	18	33	27	20	7	23	10	10	5	2	16	7	4	11	15	8	6	5	1	9	7	4	7	12	3	-	4	-	2	4	1	2	5
	5%	7%	5%	8%adef	4%	3%	5%	9%	9%	6%	8%	10%	5%	10%	7%	9%	5%	5%	3%	5%	4%	4%	6%	3%	5%	4%	-	8%c	-	2%	6%	6%	2%	4%
Prefer not to say	13	4	15	9	13	3	12	3	4	1	1	2	6	1	2	4	4	3	5	1	8	4	1	9	4	-	2	-	1	1	2	-	1	2
	2%	2%	2%	3%	3%	1%	2%	3%	3%	1%	4%	1%	5%	2%	1%	2%	2%	3%	3%	5%	3%	2%	2%	4%	2%	-	3%	-	8%	1%	3%	-	1%	2%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 96

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Yes	747	219	593	303	446	196	467	200	130	114	23	243	154	70	234	226
	94%c	91%	93%	89%	93%	95%c	93%	93%	98%i	91%	79%	94%	93%	90%	94%	93%
No	37	18	33	27	20	7	23	10	3	8	2	11	5	7	13	9
	5%	7%	5%	8%ade	4%	3%	5%	5%	2%	6%	7%	4%	3%	9%l	5%	4%
Prefer not to say	13	4	15	9	13	3	12	5	-	3	4	5	6	1	2	7
	2%	2%	2%	3%	3%	1%	2%	2%	-	2%	14%	2%	4%	1%	1%	3%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 97

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
A	151	28	96	47	52	43	64	50	51	45	5	84	51	16	99	52	11	8	8	1	14	11	3	16	11	34	29	25	8	58	24	14	54	42
	19%bcdfz	12%	15%d	14%	11%	21%bcdfz	13%	18%	21%	19%	12%	19%	20%	16%	23%d	14%	15%	12%	10%	4%	11%	11%	17%	13%	9%	14%	17%	14%	16%	17%	12%	14%	17%	13%
B	167	44	156	74	85	39	124	58	56	50	3	96	51	20	89	76	17	17	9	1	21	20	3	19	24	57	42	55	2	82	53	21	77	78
	21%	18%	24%d	22%	18%	19%	25%dz	20%j	23%j	22%j	7%	22%	20%	20%	21%	21%	24%C	26%C	11%	4%	17%	21%	17%	16%	21%	23%s	25%s	31%s	4%	24%	26%	22%	24%	25%
C1	199	67	130	76	128	43	121	76	57	49	17	111	64	24	101	95	14	17	27	9	32	30	5	34	31	56	26	36	12	65	46	19	66	64
	25%b	28%b	20%	22%	27%b	21%	24%	27%	24%	21%	41%hi	25%	25%	24%	24%	26%	19%	26%	34%A	38%	25%	31%	28%	29%	26%	23%	16%	20%	24%	19%	22%	20%	21%	20%
C2	151	42	140	70	107	42	88	54	44	49	4	85	46	20	79	70	12	12	15	3	22	18	2	22	20	54	42	32	12	74	42	24	69	70
	19%	17%	22%	21%	22%	20%	18%	19%	18%	21%	10%	19%	18%	20%	18%	19%	17%	18%	19%	13%	17%	19%	11%	18%	17%	22%	25%	18%	24%	22%	20%	25%	22%	22%
D	66	25	45	26	48	14	43	27	19	16	4	36	18	12	33	33	10	6	8	1	13	8	4	16	9	22	10	12	1	25	15	5	26	18
	8%	10%	7%	8%	10%	7%	9%	9%	8%	7%	10%	8%	7%	12%	8%	9%	14%	9%	10%	4%	10%	8%	22%	13%	8%	9%	6%	7%	2%	7%	7%	5%	8%	6%
E	63	35	74	46	59	25	62	20	13	22	8	30	25	8	28	34	8	5	13	9	25	9	1	12	22	20	18	20	16	34	26	14	28	44
	8%	15%a	12%a	14%a	12%a	12%	12%a	7%	5%	10%	20%gh	7%	10%	8%	7%	9%	11%	8%	16%	38%	20%F	9%	6%	10%	19%	8%	11%	11%	31%pqr	10%	13%	14%	9%	14%w
NET: AB	318	72	252	121	137	82	188	108	107	95	8	180	102	36	188	128	28	25	17	2	35	31	6	35	35	91	71	80	10	140	77	35	131	120
	40%dz	30%	39%dz	36%d	29%	40%dz	37%dz	38%j	45%j	41%j	20%	41%	40%	36%	44%d	36%	39%C	38%C	21%	8%	28%	32%	33%	29%	30%	37%s	43%s	44%s	20%	41%	37%	36%	41%	38%
NET: ABC1	517	139	382	197	265	125	309	184	164	144	25	291	166	60	289	223	42	42	44	11	67	61	11	69	66	147	97	116	22	205	123	54	197	184
	65%bcdz	58%	60%	58%	55%	61%	62%d	65%	68%	62%	61%	66%	65%	60%	67%	62%	58%	65%	55%	46%	53%	64%	61%	58%	56%	60%s	58%	64%s	43%	61%	60%	56%	62%	58%
NET: C2DE	280	102	259	142	214	81	193	101	76	87	16	151	89	40	140	137	30	23	36	13	60	35	7	50	51	96	70	64	29	133	83	43	123	132
	35%	42%a	40%a	42%a	45%af	39%	38%	35%	32%	38%	39%	34%	35%	40%	33%	38%	42%	35%	45%	54%	47%	36%	39%	42%	44%	40%	42%	36%	57%pr	39%	40%	44%	38%	42%
NET: DE	129	60	119	72	107	39	105	47	32	38	12	66	43	20	61	67	18	11	21	10	38	17	5	28	31	42	28	32	17	59	41	19	54	62
	16%	25%ab	19%	21%a	22%a	19%	21%a	16%	13%	16%	29%gh	15%	17%	20%	14%	19%	25%	17%	26%	42%	30%F	18%	28%	24%	26%	17%	17%	18%	33%pqr	17%	20%	20%	17%	20%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 98

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
A	151	28	96	47	52	43	64	16	17	12	2	25	16	6	25	21	19	18	15	-	23	22	7	29	23	8	21	12	2	32	9	2	26	17
	19%bcdfz	12%	15%d	14%	11%	21%bcdfz	13%	14%	15%	15%	8%	15%	12%	15%	16%	12%	11%	16%	9%	-	9%	13%	11%	13%	9%	11%	30%p	24%	15%	27%u	13%	13%	29%u	15%
B	167	44	156	74	85	39	124	23	28	19	4	38	28	8	35	38	26	26	29	4	44	31	10	41	44	13	15	11	-	24	13	2	16	22
	21%	18%	24%d	22%	18%	19%	25%dz	20%	24%	23%	16%	23%	21%	20%	22%	22%	15%	22%	17%	18%	18%	19%	15%	18%	18%	18%	21%	22%	-	20%	18%	13%	18%	20%
C1	199	67	130	76	128	43	121	26	22	20	8	39	27	10	34	39	47	24	49	8	59	50	19	59	68	19	12	7	5	26	13	4	17	26
	25%b	28%b	20%	22%	27%b	21%	24%	23%	19%	24%	32%	24%	20%	24%	22%	23%	27%	21%	29%	36%	24%	30%	29%	26%	28%	26%	17%	14%	38%	22%	18%	25%	19%	23%
C2	151	42	140	70	107	42	88	25	24	18	3	27	37	6	30	38	36	26	41	4	69	26	12	50	56	19	9	13	1	16	22	4	16	24
	19%	17%	22%	21%	22%	20%	18%	22%	21%	22%	12%	16%	28%E	15%	19%	22%	21%	22%	25%	18%	28%kl	16%	18%	22%	23%	26%q	13%	25%	8%	14%	31%t	25%	18%	21%
D	66	25	45	26	48	14	43	11	9	5	1	14	8	4	11	14	16	13	17	2	24	16	8	23	24	6	3	3	2	5	7	2	5	9
	8%	10%	7%	8%	10%	7%	9%	10%	8%	6%	4%	8%	6%	10%	7%	8%	9%	11%	10%	9%	10%	10%	12%	10%	10%	8%	4%	6%	15%	4%	10%	13%	5%	8%
E	63	35	74	46	59	25	62	14	17	8	7	22	17	7	22	21	30	9	16	4	28	21	10	26	31	7	10	5	3	15	8	2	11	14
	8%	15%a	12%a	14%a	12%a	12%	12%a	12%	15%	10%	28%	13%	13%	17%	14%	12%	17%hi	8%	10%	18%	11%	13%	15%	11%	13%	10%	14%	10%	23%	13%	11%	13%	12%	13%
NET: AB	318	72	252	121	137	82	188	39	45	31	6	63	44	14	60	59	45	44	44	4	67	53	17	70	67	21	36	23	2	56	22	4	42	39
	40%dz	30%	39%dz	36%d	29%	40%dz	37%dz	34%	38%	38%	24%	38%	33%	34%	38%	35%	26%	38%gj	26%	18%	27%	32%	26%	31%	27%	29%	51%p	45%	15%	47%u	31%	25%	46%	35%
NET: ABC1	517	139	382	197	265	125	309	65	67	51	14	102	71	24	94	98	92	68	93	12	126	103	36	129	135	40	48	30	7	82	35	8	59	65
	65%bcdz	58%	60%	58%	55%	61%	62%d	57%	57%	62%	56%	62%	53%	59%	60%	57%	53%	59%	56%	55%	51%	62%k	55%	57%	55%	56%	69%	59%	54%	69%u	49%	50%	65%	58%
NET: C2DE	280	102	259	142	214	81	193	50	50	31	11	63	62	17	63	73	82	48	74	10	121	63	30	99	111	32	22	21	6	36	37	8	32	47
	35%	42%a	40%a	42%a	45%af	39%	38%	43%	43%	38%	44%	38%	47%	41%	40%	43%	47%	41%	44%	45%	49%l	38%	45%	43%	45%	44%	31%	41%	46%	31%	51%t	50%	35%	42%
NET: DE	129	60	119	72	107	39	105	25	26	13	8	36	25	11	33	35	46	22	33	6	52	37	18	49	55	13	13	8	5	20	15	4	16	23
	16%	25%ab	19%	21%a	22%a	19%	21%a	22%	22%	16%	32%	22%	19%	27%	21%	20%	26%	19%	20%	27%	21%	22%	27%	21%	22%	18%	19%	16%	38%	17%	21%	25%	18%	21%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 99

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
A	151	28	96	47	52	43	64	23	23	17	1	44	13	7	45	17
	19%bcdz	12%	15%d	14%	11%	21%bcdz	13%	11%	17%	14%	3%	17%l	8%	9%	18%o	7%
B	167	44	156	74	85	39	124	58	33	31	2	63	44	17	63	61
	21%	18%	24%d	22%	18%	19%	25%	27%	25%	25%	7%	24%	27%	22%	25%	25%
C1	199	67	130	76	128	43	121	48	31	30	12	52	47	22	47	69
	25%b	28%b	20%	22%	27%b	21%	24%	22%	23%	24%	41%	20%	28%k	28%	19%	29%n
C2	151	42	140	70	107	42	88	40	20	23	5	45	31	12	45	41
	19%	17%	22%	21%	22%	20%	18%	19%	15%	18%	17%	17%	19%	15%	18%	17%
D	66	25	45	26	48	14	43	16	12	12	3	23	12	8	19	24
	8%	10%	7%	8%	10%	7%	9%	7%	9%	10%	10%	9%	7%	10%	8%	10%
E	63	35	74	46	59	25	62	30	14	12	6	32	18	12	30	30
	8%	15%a	12%a	14%a	12%a	12%	12%	14%	11%	10%	21%	12%	11%	15%	12%	12%
NET: AB	318	72	252	121	137	82	188	81	56	48	3	107	57	24	108	78
	40%dz	30%	39%dz	36%d	29%	40%dz	37%	38%	42%	38%	10%	41%	35%	31%	43%o	32%
NET: ABC1	517	139	382	197	265	125	309	129	87	78	15	159	104	46	155	147
	65%bcdz	58%	60%	58%	55%	61%	62%	60%	65%	62%	52%	61%	63%	59%	62%	61%
NET: C2DE	280	102	259	142	214	81	193	86	46	47	14	100	61	32	94	95
	35%	42%a	40%a	42%a	45%a	39%	38%	40%	35%	38%	48%	39%	37%	41%	38%	39%
NET: DE	129	60	119	72	107	39	105	46	26	24	9	55	30	20	49	54
	16%	25%ab	19%	21%a	22%a	19%	21%	21%	20%	19%	31%	21%	18%	26%	20%	22%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 100

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
A city or large town (including suburbs)	481	148	367	175	285	138	270	179	146	144	12	279	150	52	285	194	49	38	50	11	82	54	12	79	66	149	98	94	26	204	102	61	208	157
	60%cf	61%c	57%	52%	59%c	67%bcf	54%	63%j	61%j	62%j	29%	63%m	59%	52%	66%o	54%	68%	58%	63%	46%	65%	56%	67%	66%	56%	61%	59%	52%	51%	60%u	50%	63%u	65%u	50%
A small town	240	72	221	133	159	56	165	82	74	61	23	118	83	39	102	135	16	22	24	10	34	34	4	33	38	73	61	69	18	107	85	29	92	128
	30%	30%	34%	39%aez	33%	27%	33%	29%	31%	26%	56%ghl	27%	33%	39%k	24%	38%n	22%	34%	30%	42%	27%	35%	22%	28%	32%	30%	37%	38%	35%	32%	41%t	30%	29%	41%w
A village, hamlet or isolated dwelling in the countryside	66	17	50	28	30	11	61	22	19	21	4	39	20	7	37	28	6	5	4	2	10	6	1	6	11	21	7	16	6	26	17	7	19	29
	8%	7%	8%	8%	6%	5%	12%abdez	8%	8%	9%	10%	9%	8%	7%	9%	8%	8%	8%	5%	8%	8%	6%	6%	5%	9%	9%	4%	9%	12%q	8%	8%	7%	6%	9%
Prefer not to say	10	4	3	3	5	1	6	2	1	5	2	6	2	2	5	3	1	-	2	1	1	2	1	1	2	-	1	1	1	1	2	-	1	2
	1%	2%	*	1%	1%	*	1%	1%	*	2%	5%gh	1%	1%	2%	1%	1%	1%	-	3%	4%	1%	2%	6%	1%	2%	-	1%	1%	2%p	*	1%	-	*	1%
NET: Urban	721	220	588	308	444	194	435	261	220	205	35	397	233	91	387	329	65	60	74	21	116	88	16	112	104	222	159	163	44	311	187	90	300	285
	90%f	91%	92%f	91%	93%f	94%f	87%	92%	92%	89%	85%	90%	91%	91%	90%	91%	90%	92%	93%	88%	91%	92%	89%	94%	89%	91%	95%s	91%	86%	92%	91%	93%	94%	90%
NET: Rural	66	17	50	28	30	11	61	22	19	21	4	39	20	7	37	28	6	5	4	2	10	6	1	6	11	21	7	16	6	26	17	7	19	29
	8%	7%	8%	8%	6%	5%	12%abdez	8%	8%	9%	10%	9%	8%	7%	9%	8%	8%	8%	5%	8%	8%	6%	6%	5%	9%	9%	4%	9%	12%q	8%	8%	7%	6%	9%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 101

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
A city or large town (including suburbs)	481	148	367	175	285	138	270	64	59	39	13	93	65	17	96	77	100	74	102	9	149	94	42	145	139	43	48	38	9	89	42	7	73	62
	60%cf	61%c	57%	52%	59%c	67%bcf	54%	56%	50%	48%	52%	56%	49%	41%	61%i	45%	57%	64%	61%	41%	60%	57%	64%	64%	57%	60%	69%	75%	69%	75%u	58%	44%	80%x	55%
A small town	240	72	221	133	159	56	165	41	47	38	7	62	52	19	51	77	60	34	54	11	79	59	21	67	92	22	19	11	4	24	26	6	15	41
	30%	30%	34%	39%aez	33%	27%	33%	36%	40%	46%	28%	38%	39%	46%	32%	45%H	34%	29%	32%	50%	32%	36%	32%	29%	37%	31%	27%	22%	31%	20%	36%t	38%	16%	37%w
A village, hamlet or isolated dwelling in the countryside	66	17	50	28	30	11	61	8	10	5	5	8	15	5	9	16	11	8	10	1	16	11	3	15	13	7	2	2	-	5	3	3	2	9
	8%	7%	8%	8%	6%	5%	12%abdez	7%	9%	6%	20%	5%	11%E	12%	6%	9%	6%	7%	6%	5%	6%	7%	5%	7%	5%	10%	3%	4%	-	4%	4%	19%	2%	8%
Prefer not to say	10	4	3	3	5	1	6	2	1	-	-	2	1	-	1	1	3	-	1	1	3	2	-	1	2	-	1	-	-	-	1	-	1	-
	1%	2%	*	1%	1%	*	1%	2%	1%	-	-	1%	1%	-	1%	1%	2%	-	1%	5%	1%	1%	-	*	1%	-	1%	-	-	-	1%	-	1%	-
NET: Urban	721	220	588	308	444	194	435	105	106	77	20	155	117	36	147	154	160	108	156	20	228	153	63	212	231	65	67	49	13	113	68	13	88	103
	90%f	91%	92%f	91%	93%f	94%f	87%	91%	91%	94%	80%	94%	88%	88%	94%	90%	92%	93%	93%	91%	92%	92%	95%	93%	94%	90%	96%	96%	100%	96%	94%	81%	97%	92%
NET: Rural	66	17	50	28	30	11	61	8	10	5	5	8	15	5	9	16	11	8	10	1	16	11	3	15	13	7	2	2	-	5	3	3	2	9
	8%	7%	8%	8%	6%	5%	12%abdez	7%	9%	6%	20%	5%	11%E	12%	6%	9%	6%	7%	6%	5%	6%	7%	5%	7%	5%	10%	3%	4%	-	4%	4%	19%	2%	8%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 102

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
A city or large town (including suburbs)	481 60%c	148 61%c	367 57%	175 52%	285 59%c	138 67%bc	270 54%	114 53%	75 56%	64 51%	17 59%	151 58%m	88 53%m	31 40%	149 60%o	115 48%
A small town	240 30%	72 30%	221 34%	133 39%aez	159 33%	56 27%	165 33%	67 31%	46 35%	45 36%	7 24%	76 29%	54 33%	35 45%k	71 29%	91 38%n
A village, hamlet or isolated dwelling in the countryside	66 8%	17 7%	50 8%	28 8%	30 6%	11 5%	61 12%	32 15%	11 8%	14 11%	4 14%	31 12%	19 12%	11 14%	27 11%	34 14%
Prefer not to say	10 1%	4 2%	3 *	3 1%	5 1%	1 *	6 1%	2 1%	1 1%	2 2%	1 3%	1 *	4 2%	1 1%	2 1%	2 1%
NET: Urban	721 90%	220 91%	588 92%	308 91%	444 93%	194 94%	435 87%	181 84%	121 91%	109 87%	24 83%	227 88%	142 86%	66 85%	220 88%	206 85%
NET: Rural	66 8%	17 7%	50 8%	28 8%	30 6%	11 5%	61 12%	32 15%	11 8%	14 11%	4 14%	31 12%	19 12%	11 14%	27 11%	34 14%

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 103

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Small (1-2 people)	261	71	209	103	172	64	155	108	66	75	12	142	84	35	145	113	21	19	21	10	40	27	4	39	30	71	53	62	23	110	70	29	106	101
	33%	*29%*	*33%*	*30%*	*36%*	*31%*	*31%*	38%h	*28%*	*32%*	*29%*	*32%*	*33%*	*35%*	*34%*	*31%*	*29%*	*29%*	*26%*	*42%*	*31%*	*28%*	*22%*	*33%*	*26%*	*29%*	*32%*	*34%*	45%p	*33%*	*34%*	*30%*	*33%*	*32%*
Medium (3-4 people)	380	105	309	147	201	93	244	131	120	108	21	207	126	47	205	171	31	31	35	8	56	41	8	53	50	120	79	87	23	173	87	49	151	155
	48%d	*44%*	48%d	*43%*	*42%*	*45%*	49%d	*46%*	*50%*	*47%*	*51%*	*47%*	*49%*	*47%*	*48%*	*48%*	*43%*	*48%*	*44%*	*33%*	*44%*	*43%*	*44%*	*45%*	*43%*	*49%*	*47%*	*48%*	*45%*	51%u	*42%*	*51%*	*47%*	*49%*
Large (5+ people)	156	65	123	89	106	49	103	46	54	48	8	93	45	18	79	76	20	15	24	6	31	28	6	27	37	52	35	31	5	55	49	19	63	60
	20%	27%abf	*19%*	26%ab	*22%*	*24%*	*21%*	*16%*	*23%*	*21%*	*20%*	*21%*	*18%*	*18%*	*18%*	*21%*	*28%*	*23%*	*30%*	*25%*	*24%*	*29%*	*33%*	*23%*	*32%*	*21%*	*21%*	*17%*	*10%*	*16%*	24%t	*20%*	*20%*	*19%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 104

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Small (1-2 people)	261	71	209	103	172	64	155	33	40	23	7	53	36	14	55	43	59	37	68	8	80	66	26	75	96	23	20	13	8	36	20	8	29	34
	33%	*29%*	*33%*	*30%*	*36%*	*31%*	*31%*	*29%*	*34%*	*28%*	*28%*	*32%*	*27%*	*34%*	*35%*	*25%*	*34%*	*32%*	*41%*	*36%*	*32%*	*40%*	*39%*	*33%*	*39%*	*32%*	*29%*	*25%*	*62%*	*31%*	*28%*	*50%*	*32%*	*30%*
Medium (3-4 people)	380	105	309	147	201	93	244	43	49	39	16	74	59	14	66	79	81	54	57	9	117	61	23	107	91	35	31	26	1	57	32	4	44	47
	48%d	*44%*	48%d	*43%*	*42%*	*45%*	49%d	*37%*	*42%*	*48%*	*64%*	*45%*	*44%*	*34%*	*42%*	*46%*	47%i	47%i	*34%*	*41%*	47%i	*37%*	*35%*	47%c	*37%*	*49%*	*44%*	*51%*	*8%*	*48%*	*44%*	*25%*	*48%*	*42%*
Large (5+ people)	156	65	123	89	106	49	103	39	28	20	2	38	38	13	36	49	34	25	42	5	50	39	17	46	59	14	19	12	4	25	20	4	18	31
	20%	27%abf	*19%*	26%ab	*22%*	*24%*	*21%*	*34%*	*24%*	*24%*	*8%*	*23%*	*29%*	*32%*	*23%*	*29%*	*20%*	*22%*	*25%*	*23%*	*20%*	*23%*	*26%*	*20%*	*24%*	*19%*	*27%*	*24%*	*31%*	*21%*	*28%*	*25%*	*20%*	*28%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 105

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Small (1-2 people)	261	71	209	103	172	64	155	65	40	41	9	79	49	27	72	81
	33%	*29%*	*33%*	*30%*	*36%*	*31%*	*31%*	*30%*	*30%*	*33%*	*31%*	*31%*	*30%*	*35%*	*29%*	*33%*
Medium (3-4 people)	380	105	309	147	201	93	244	101	67	61	15	127	78	39	121	116
	48%d	*44%*	**48%d**	*43%*	*42%*	*45%*	*49%*	*47%*	*50%*	*49%*	*52%*	*49%*	*47%*	*50%*	*49%*	*48%*
Large (5+ people)	156	65	123	89	106	49	103	49	26	23	5	53	38	12	56	45
	20%	**27%ab**	*19%*	**26%ab**	*22%*	*24%*	*21%*	*23%*	*20%*	*18%*	*17%*	*20%*	*23%*	*15%*	*22%*	*19%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 106

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
1	226	61	187	97	144	67	148	75	76	66	9	115	78	33	110	114	21	16	16	8	36	24	1	32	29	66	55	52	14	104	58	25	89	97
	28%	*25%*	*29%*	*29%*	*30%*	*33%*	*29%*	*26%*	*32%*	*29%*	*22%*	*26%*	*31%*	*33%*	*26%*	*32%*	*29%*	*25%*	*20%*	*33%*	*28%*	*25%*	*6%*	*27%*	*25%*	*27%*	*33%*	*29%*	*27%*	*31%*	*28%*	*26%*	*28%*	*31%*
2	183	54	164	73	96	45	112	61	59	55	8	100	65	18	103	77	18	15	19	2	26	22	6	23	31	71	43	37	13	88	47	29	81	80
	23%	*22%*	*26%d*	*22%*	*20%*	*22%*	*22%*	*21%*	*25%*	*24%*	*20%*	*23%*	*25%*	*18%*	*24%*	*21%*	*25%*	*23%*	*24%*	*8%*	*20%*	*23%*	*33%*	*19%*	*26%*	*29%r*	*26%*	*21%*	*25%*	*26%*	*23%*	*30%*	*25%*	*25%*
3	72	25	49	43	34	15	38	25	20	23	4	40	20	12	39	33	4	8	11	2	12	11	2	10	14	20	13	15	1	28	18	3	32	17
	9%	*10%*	*8%*	*13%bdef*	*7%*	*7%*	*8%*	*9%*	*8%*	*10%*	*10%*	*9%*	*8%*	*12%*	*9%*	*9%*	*6%*	*12%*	*14%*	*8%*	*9%*	*11%*	*11%*	*8%*	*12%*	*8%*	*8%*	*8%*	*2%*	*8%*	*9%*	*3%*	*10%x*	*5%*
4	22	13	14	11	15	5	12	7	6	9	-	14	5	3	13	9	4	6	3	-	7	5	1	6	7	5	6	1	2	5	6	3	7	7
	3%	*5%abi*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	-	*3%*	*2%*	*3%*	*3%*	*3%*	*6%*	*9%*	*4%*	-	*6%*	*5%*	*6%*	*5%*	*6%*	*2%*	*4%r*	*1%*	*4%*	*1%*	*3%*	*3%*	*2%*	*2%*
5+	13	7	12	7	11	4	9	4	4	4	1	5	6	2	3	10	3	1	2	1	3	3	1	3	4	4	4	4	-	3	5	4	3	9
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%n*	*4%*	*2%*	*3%*	*4%*	*2%*	*3%*	*6%*	*3%*	*3%*	*2%*	*2%*	*2%*	-	*1%*	*2%*	*4%t*	*1%*	*3%*
No children in household	281	81	215	108	179	70	183	113	75	74	19	168	81	32	161	117	22	19	29	11	43	31	7	45	32	77	46	71	21	110	72	33	108	106
	35%	*34%*	*34%*	*32%*	*37%*	*34%*	*36%*	*40%h*	*31%*	*32%*	*46%*	*38%*	*32%*	*32%*	*38%*	*33%*	*31%*	*29%*	*36%*	*46%*	*34%*	*32%*	*39%*	*38%*	*27%*	*32%*	*28%*	*39%q*	*41%*	*33%*	*35%*	*34%*	*34%*	*34%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 107

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
1	226	61	187	97	144	67	148	37	30	28	2	51	33	13	45	51	52	43	44	5	79	47	18	69	75	22	25	19	1	41	23	3	34	31
	28%	*25%*	*29%*	*29%*	*30%*	*33%*	*29%*	*32%*	*26%*	*34%*	*8%*	*31%*	*25%*	*32%*	*29%*	*30%*	*30%*	*37%*	*26%*	*23%*	*32%*	*28%*	*27%*	*30%*	*30%*	*31%*	*36%*	*37%*	*8%*	*35%*	*32%*	*19%*	*37%*	*28%*
2	183	54	164	73	96	45	112	17	25	21	10	38	29	6	32	39	42	24	28	2	46	32	18	44	52	15	15	13	2	31	12	2	19	26
	23%	*22%*	**26%d**	*22%*	*20%*	*22%*	*22%*	*15%*	*21%*	*26%*	*40%*	*23%*	*22%*	*15%*	*20%*	*23%*	*24%*	*21%*	*17%*	*9%*	*19%*	*19%*	*27%*	*19%*	*21%*	*21%*	*21%*	*25%*	*15%*	*26%*	*17%*	*13%*	*21%*	*23%*
3	72	25	49	43	34	15	38	19	13	10	1	17	20	6	20	22	9	12	12	1	21	10	3	17	16	4	5	4	2	3	11	1	6	9
	9%	*10%*	*8%*	**13%bdef**	*7%*	*7%*	*8%*	*17%*	*11%*	*12%*	*4%*	*10%*	*15%*	*15%*	*13%*	*13%*	*5%*	*10%*	*7%*	*5%*	*9%*	*6%*	*5%*	*7%*	*7%*	*6%*	*7%*	*8%*	*15%*	*3%*	**15%t**	*6%*	*7%*	*8%*
4	22	13	14	11	15	5	12	4	5	1	1	5	5	1	4	7	6	2	6	1	3	9	3	6	9	2	2	1	-	3	1	1	2	3
	3%	**5%abi**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*1%*	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*	*5%*	*1%*	**5%k**	*5%*	*3%*	*4%*	*3%*	*3%*	*2%*	-	*3%*	*1%*	*6%*	*2%*	*3%*
5+	13	7	12	7	11	4	9	2	3	1	1	2	3	2	2	4	2	4	4	1	7	3	1	6	5	-	2	1	1	2	2	-	1	3
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*4%*	*1%*	*2%*	*5%*	*1%*	*2%*	*1%*	*3%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	*2%*	-	*3%*	*2%*	*8%*	*2%*	*3%*	-	*1%*	*3%*
No children in household	281	81	215	108	179	70	183	36	41	21	10	52	43	13	54	48	63	31	73	12	91	65	23	86	89	29	21	13	7	38	23	9	29	40
	35%	*34%*	*34%*	*32%*	*37%*	*34%*	*36%*	*31%*	*35%*	*26%*	*40%*	*32%*	*32%*	*32%*	*34%*	*28%*	*36%*	*27%*	**44%h**	*55%*	*37%*	*39%*	*35%*	*38%*	*36%*	*40%*	*30%*	*25%*	*54%*	*32%*	*32%*	*56%*	*32%*	*36%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 108

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
1	226	61	187	97	144	67	148	63	42	37	6	64	62	22	72	74
	28%	*25%*	*29%*	*29%*	*30%*	*33%*	*29%*	*29%*	*32%*	*30%*	*21%*	*25%*	**38%k**	*28%*	*29%*	*31%*
2	183	54	164	73	96	45	112	48	35	23	6	61	34	17	56	54
	23%	*22%*	**26%d**	*22%*	*20%*	*22%*	*22%*	*22%*	*26%*	*18%*	*21%*	*24%*	*21%*	*22%*	*22%*	*22%*
3	72	25	49	43	34	15	38	23	9	6	-	24	10	4	24	12
	9%	*10%*	*8%*	**13%bde**	*7%*	*7%*	*8%*	*11%*	*7%*	*5%*	-	*9%*	*6%*	*5%*	**10%o**	*5%*
4	22	13	14	11	15	5	12	6	1	4	1	7	5	-	6	6
	3%	**5%ab**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*	*3%*	*3%*	-	*2%*	*2%*
5+	13	7	12	7	11	4	9	3	3	2	1	6	2	1	6	3
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*
No children in household	281	81	215	108	179	70	183	72	43	53	15	97	52	34	85	93
	35%	*34%*	*34%*	*32%*	*37%*	*34%*	*36%*	*33%*	*32%*	*42%*	*52%*	*37%*	*32%*	*44%*	*34%*	*38%*

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

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 109

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
None	20	7	14	12	10	4	7	9	7	3	1	8	8	4	10	10	-	3	3	1	3	2	2	4	3	5	3	5	1	7	7	-	6	8
	3%	*3%*	*2%*	4%l	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*-*	*5%*	*4%*	*4%*	*2%*	*2%*	*11%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*-*	*2%*	*3%*
1	196	58	160	88	104	41	110	77	52	63	4	93	73	30	97	96	18	17	17	6	29	24	5	27	29	56	48	40	16	83	54	23	81	74
	25%	*24%*	*25%*	*26%*	*22%*	*20%*	*22%*	27%j	*22%*	27%j	*10%*	*21%*	29%k	*30%*	*23%*	*27%*	*25%*	*26%*	*21%*	*25%*	*23%*	*25%*	*28%*	*23%*	*25%*	*23%*	*29%*	*22%*	*31%*	*25%*	*26%*	*24%*	*25%*	*23%*
2	385	102	307	138	236	100	239	136	113	113	23	228	111	46	220	163	31	30	33	8	58	40	4	53	49	125	75	81	26	174	87	46	162	145
	48%c	*42%*	48%c	*41%*	49%c	*49%*	48%c	*48%*	*47%*	*49%*	*56%*	52%l	*44%*	*46%*	*51%*	*45%*	*43%*	*46%*	*41%*	*33%*	*46%*	*42%*	*22%*	*45%*	*42%*	*51%*	*45%*	*45%*	*51%*	51%u	*42%*	*47%*	*51%*	*46%*
3	108	41	94	53	69	40	88	36	38	26	8	54	40	14	54	52	15	10	11	5	24	12	5	20	19	30	22	36	6	51	29	14	41	53
	14%	*17%*	*15%*	*16%*	*14%*	19%a	*18%*	*13%*	*16%*	*11%*	*20%*	*12%*	*16%*	*14%*	*13%*	*14%*	*21%*	*15%*	*14%*	*21%*	*19%*	*13%*	*28%*	*17%*	*16%*	*12%*	*13%*	20%p	*12%*	*15%*	*14%*	*14%*	*13%*	*17%*
4	57	19	40	24	33	11	35	19	17	18	3	36	18	3	31	25	3	3	12	1	8	11	-	7	12	16	12	10	2	17	17	6	19	21
	7%	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*3%*	*7%*	*7%*	*4%*	*5%*	15%AB	*4%*	*6%*	*11%*	*-*	*6%*	*10%*	*7%*	*7%*	*6%*	*4%*	*5%*	*8%*	*6%*	*6%*	*7%*
5+	31	14	26	24	27	10	23	8	13	8	2	23	5	3	17	14	5	2	4	3	5	7	2	8	5	11	7	8	-	6	12	8	11	15
	4%	*6%*	*4%*	7%ab	*6%*	*5%*	*5%*	*3%*	*5%*	*3%*	*5%*	5%l	*2%*	*3%*	*4%*	*4%*	*7%*	*3%*	*5%*	*13%*	*4%*	*7%*	*11%*	*7%*	*4%*	*5%*	*4%*	*4%*	*-*	*2%*	6%t	8%t	*3%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 110

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about mobile phone service in past 6 months

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
None	20	7	14	12	10	4	7	4	5	1	2	5	4	3	6	5	3	1	5	1	2	6	2	-	9	1	1	-	2	1	2	1	-	3
	3%	3%	2%	4%l	2%	2%	1%	3%	4%	1%	8%	3%	3%	7%	4%	3%	2%	1%	3%	5%	1%	4%k	3%	-	4%n	1%	1%	-	15%	1%	3%	6%	-	3%
1	196	58	160	88	104	41	110	22	41	19	6	43	30	15	39	46	38	32	30	4	47	39	18	52	52	12	15	12	2	23	13	5	21	20
	25%	24%	25%	26%	22%	20%	22%	19%	35%A	23%	24%	26%	23%	37%	25%	27%	22%	28%	18%	18%	19%	23%	27%	23%	21%	17%	21%	24%	15%	19%	18%	31%	23%	18%
2	385	102	307	138	236	100	239	51	39	36	12	73	57	8	72	64	89	55	84	8	135	72	29	114	121	34	35	25	6	63	32	5	51	48
	48%c	42%	48%c	41%	49%c	49%	48%c	44%	33%	44%	48%	44%G	43%G	20%	46%	37%	51%	47%	50%	36%	55%l	43%	44%	50%	49%	47%	50%	49%	46%	53%	44%	31%	56%	43%
3	108	41	94	53	69	40	88	16	17	16	4	23	23	7	21	29	26	16	22	5	35	26	8	34	34	16	13	9	2	21	16	3	15	24
	14%	17%	15%	16%	14%	19%a	18%	14%	15%	20%	16%	14%	17%	17%	13%	17%	15%	14%	13%	23%	14%	16%	12%	15%	14%	22%	19%	18%	15%	18%	22%	19%	16%	21%
4	57	19	40	24	33	11	35	11	5	7	1	9	10	5	11	12	9	8	14	2	16	12	5	18	14	5	3	2	1	6	4	1	1	10
	7%	8%	6%	7%	7%	5%	7%	10%	4%	9%	4%	5%	8%	12%	7%	7%	5%	7%	8%	9%	6%	7%	8%	8%	6%	7%	4%	4%	8%	5%	6%	6%	1%	9%w
5+	31	14	26	24	27	10	23	11	10	3	-	12	9	3	8	15	9	4	12	2	12	11	4	10	16	4	3	3	-	4	5	1	3	7
	4%	6%	4%	7%ab	6%	5%	5%	10%	9%	4%	-	7%	7%	7%	5%	9%	5%	3%	7%	9%	5%	7%	6%	4%	7%	6%	4%	6%	-	3%	7%	6%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 111

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about mobile phone service in past 6 months

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
None	20	7	14	12	10	4	7	3	1	3	-	3	3	1	1	5
	3%	*3%*	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-*	*1%*	*2%*	*1%*	***	*2%*
1	196	58	160	88	104	41	110	47	31	26	6	60	34	16	57	52
	25%	*24%*	*25%*	*26%*	*22%*	*20%*	*22%*	*22%*	*23%*	*21%*	*21%*	*23%*	*21%*	*21%*	*23%*	*21%*
2	385	102	307	138	236	100	239	103	64	59	13	127	74	38	125	110
	48%c	*42%*	**48%c**	*41%*	**49%c**	*49%*	*48%*	*48%*	*48%*	*47%*	*45%*	*49%*	*45%*	*49%*	*50%*	*45%*
3	108	41	94	53	69	40	88	39	24	20	5	41	31	16	42	44
	14%	*17%*	*15%*	*16%*	*14%*	**19%a**	*18%*	*18%*	*18%*	*16%*	*17%*	*16%*	*19%*	*21%*	*17%*	*18%*
4	57	19	40	24	33	11	35	13	8	11	3	17	15	3	13	20
	7%	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*	*6%*	*6%*	*9%*	*10%*	*7%*	*9%*	*4%*	*5%*	*8%*
5+	31	14	26	24	27	10	23	10	5	6	2	11	8	4	11	11
	4%	*6%*	*4%*	**7%ab**	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*	*7%*	*4%*	*5%*	*5%*	*4%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 112

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about mobile phone service in past 6 months

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Most vulnerable	248	92	211	118	156	55	155	84	91	65	8	126	85	37	125	122	25	25	33	9	47	35	10	40	51	82	56	57	16	93	74	44	106	104
	31%	38%aef	*33%*	35%e	*33%*	*27%*	*31%*	*29%*	38%gl	*28%*	*20%*	*29%*	*33%*	*37%*	*29%*	*34%*	*35%*	*38%*	*41%*	*38%*	*37%*	*36%*	*56%*	*34%*	*44%*	*34%*	*34%*	*32%*	*31%*	*28%*	36%t	45%t	*33%*	*33%*
Potentially vulnerable	328	86	273	137	198	89	193	110	103	99	16	189	106	33	175	150	25	24	32	5	49	34	3	41	45	110	78	71	14	152	91	30	128	143
	41%	*36%*	*43%*	*40%*	*41%*	*43%*	*38%*	*39%*	*43%*	*43%*	*39%*	*43%*	*42%*	*33%*	*41%*	*42%*	*35%*	*37%*	*40%*	*21%*	*39%*	*35%*	*17%*	*34%*	*38%*	45%s	47%s	*39%*	*27%*	45%v	44%v	*31%*	*40%*	*45%*
Least vulnerable	173	36	114	55	88	48	113	71	42	53	7	107	46	20	103	68	19	11	4	2	20	14	2	22	12	42	27	36	9	70	26	18	64	50
	22%cz	*15%*	*18%*	*16%*	*18%*	23%cz	23%bcz	25%h	*18%*	*23%*	*17%*	*24%*	*18%*	*20%*	*24%*	*19%*	26%C	17%C	*5%*	*8%*	*16%*	*15%*	*11%*	*18%*	*10%*	*17%*	*16%*	*20%*	*18%*	21%u	*13%*	*19%*	*20%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 113

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about mobile phone service in past 6 months

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Most vulnerable	248	92	211	118	156	55	155	37	46	26	9	56	48	14	55	60	55	47	46	8	77	53	26	77	78	18	19	16	2	31	22	2	19	36
	31%	*38%aef*	*33%*	*35%e*	*33%*	*27%*	*31%*	*32%*	*39%*	*32%*	*36%*	*34%*	*36%*	*34%*	*35%*	*35%*	*32%*	*41%i*	*28%*	*36%*	*31%*	*32%*	*39%*	*34%*	*32%*	*25%*	*27%*	*31%*	*15%*	*26%*	*31%*	*13%*	*21%*	*32%*
Potentially vulnerable	328	86	273	137	198	89	193	45	47	37	8	69	48	20	64	72	71	48	75	4	109	67	22	85	111	33	31	22	3	49	34	6	44	45
	41%	*36%*	*43%*	*40%*	*41%*	*43%*	*38%*	*39%*	*40%*	*45%*	*32%*	*42%*	*36%*	*49%*	*41%*	*42%*	*41%*	*41%*	*45%*	*18%*	*44%*	*40%*	*33%*	*37%*	*45%*	*46%*	*44%*	*43%*	*23%*	*42%*	*47%*	*38%*	*48%*	*40%*
Least vulnerable	173	36	114	55	88	48	113	19	19	14	3	29	21	5	26	26	36	14	33	5	45	30	13	46	42	17	16	12	3	28	14	6	26	21
	22%cz	*15%*	*18%*	*16%*	*18%*	*23%cz*	*23%bcz*	*17%*	*16%*	*17%*	*12%*	*18%*	*16%*	*12%*	*17%*	*15%*	*21%*	*12%*	*20%*	*23%*	*18%*	*18%*	*20%*	*20%*	*17%*	*24%*	*23%*	*24%*	*23%*	*24%*	*19%*	*38%*	*29%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 114

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about mobile phone service in past 6 months

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Most vulnerable	248	92	211	118	156	55	155	66	44	42	3	84	50	21	70	84
	31%	**38%ae**	*33%*	**35%e**	*33%*	*27%*	*31%*	*31%*	*33%*	*34%*	*10%*	*32%*	*30%*	*27%*	*28%*	*35%*
Potentially vulnerable	328	86	273	137	198	89	193	85	62	39	7	89	73	31	100	92
	41%	*36%*	*43%*	*40%*	*41%*	*43%*	*38%*	*40%*	**47%l**	*31%*	*24%*	*34%*	**44%k**	*40%*	*40%*	*38%*
Least vulnerable	173	36	114	55	88	48	113	53	21	30	9	68	26	19	64	46
	22%cz	*15%*	*18%*	*16%*	*18%*	**23%cz**	*23%*	*25%*	*16%*	*24%*	*31%*	**26%l**	*16%*	*24%*	*26%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 115

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE									GIFFGAFF									O2								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	285	240	231	41*	442	255	100	429	360	72*	65*	80*	24**	127	96*	18**	119	117	243	167	180	51*	338	206	97*	320	316
Universal Credit (and household has other earnings)	131 16%	49 20%	106 17%	61 18%	81 17%	38 18%	80 16%	52 18%j	41 17%j	36 16%	2 5%	73 17%m	50 20%m	8 8%	71 17%	59 16%	12 17%	14 22%	20 25%	3 13%	27 21%	21 22%	1 6%	25 21%	24 21%	34 14%	28 17%	33 18%	11 22%	45 13%	45 22%t	16 16%	47 15%	57 18%
Employment and Support Allowance (ESA)	119 15%f	32 13%	75 12%	61 18%bdf	60 13%	38 18%bdf	52 10%	45 16%	40 17%	26 11%	8 20%	66 15%	39 15%	14 14%	64 15%	54 15%	12 17%	8 12%	9 11%	3 13%	19 15%	13 14%	- -	19 16%	13 11%	23 9%	26 16%	22 12%	4 8%	40 12%	21 10%	14 14%	31 10%	44 14%
Universal Credit (and household has no other earnings)	73 9%	30 12%b	51 8%	31 9%	50 10%	20 10%	40 8%	29 10%	19 8%	21 9%	4 10%	38 9%	26 10%	9 9%	37 9%	36 10%	9 13%	7 11%	10 13%	4 17%	20 16%	9 9%	1 6%	12 10%	17 15%	21 9%	12 7%	15 8%	3 6%	30 9%	14 7%	7 7%	21 7%	29 9%
Personal Independence Payment (PIP)	72 9%	31 13%	82 13%a	55 16%adf	48 10%	24 12%	46 9%	26 9%	21 9%	24 10%	1 2%	43 10%	19 7%	10 10%	40 9%	32 9%	7 10%	8 12%	13 16%	3 13%	18 14%	12 13%	1 6%	14 12%	17 15%	32 13%	24 14%	19 11%	7 14%	50 15%	21 10%	11 11%	44 14%	38 12%
Income Support	71 9%	29 12%	53 8%	25 7%	40 8%	27 13%bc	44 9%	26 9%	24 10%	20 9%	1 2%	34 8%	27 11%	10 10%	30 7%	39 11%	10 14%	8 12%	8 10%	3 13%	10 8%	13 14%	6 33%	14 12%	15 13%	19 8%	18 11%	12 7%	4 8%	29 9%	17 8%	7 7%	28 9%	23 7%
Pensions Credit (Guaranteed Credit)	63 8%	14 6%	62 10%d	37 11%df	26 5%	24 12%df	34 7%	23 8%	24 10%j	16 7%	- -	34 8%	25 10%	4 4%	31 7%	32 9%	6 8%	3 5%	4 5%	1 4%	7 6%	6 6%	1 6%	9 8%	5 4%	27 11%s	17 10%s	18 10%s	- -	34 10%	18 9%	10 10%	23 7%	39 12%w
Income-based Jobseeker's Allowance	62 8%	12 5%	48 7%	38 11%df	28 6%	20 10%f	27 5%	23 8%	22 9%	16 7%	1 2%	31 7%	22 9%	9 9%	32 7%	29 8%	4 6%	4 6%	4 5%	- -	5 4%	7 7%	- -	7 6%	5 4%	17 7%	15 9%s	16 9%s	- -	28 8%	15 7%	5 5%	25 8%	23 7%
Carer's allowance	61 8%	29 12%a	64 10%	32 9%	44 9%	18 9%	46 9%	22 8%	22 9%	14 6%	3 7%	31 7%	21 8%	9 9%	33 8%	28 8%	7 10%	8 12%	12 15%	2 8%	16 13%	10 10%	3 17%	18 15%	10 9%	22 9%	18 11%	20 11%	4 8%	31 9%	24 12%	9 9%	31 10%	32 10%
Pensions Credit (no Guaranteed Credit)	39 5%	14 6%f	27 4%	28 8%abdf	21 4%	16 8%bf	14 3%	17 6%	15 6%	7 3%	- -	21 5%	8 3%	10 10%kl	20 5%	18 5%	5 7%	4 6%	5 6%	- -	8 6%	5 5%	1 6%	9 8%	5 4%	7 3%	9 5%	11 6%	- -	7 2%	12 6%t	8 8%t	11 3%	16 5%
NET: Any benefit	508 64%df	171 71%abdf	398 62%df	262 77%abdef	268 56%	136 66%df	276 55%	177 62%j	174 73%gij	139 60%	18 44%	261 59%	180 71%k	67 67%	262 61%	241 67%	52 72%	54 83%C	51 64%	14 58%	89 70%	71 74%	11 61%	80 67%	89 76%	139 57%	118 71%ps	115 64%	26 51%	192 57%	140 68%t	66 68%t	179 56%	215 68%w
Other	22 3%	10 4%	24 4%	10 3%	15 3%	11 5%	13 3%	6 2%	4 2%	8 3%	4 10%gh	10 2%	5 2%	7 7%kl	12 3%	10 3%	3 4%	3 5%	3 4%	1 4%	5 4%	3 3%	2 11%	5 4%	4 3%	13 5%q	2 1%	5 3%	4 8%q	10 3%	11 5%	3 3%	12 4%	11 3%
None of these	268 34%c	65 27%	224 35%cz	69 20%	196 41%abcez	63 31%c	215 43%abcez	103 36%h	62 26%	84 36%h	19 46%h	172 39%lm	70 27%	26 26%	156 36%	109 30%	19 26%	9 14%	28 35%B	9 38%	35 28%	24 25%	6 33%	38 32%	25 21%	96 40%q	47 28%	60 33%	21 41%	138 41%q	57 28%	29 30%	133 42%x	91 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 116

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

	Supplier							TESCO MOBILE									THREE									VIRGIN MEDIA								
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	797	241	641	339	479	206	502	115	117	82*	25**	165	133	41*	157	171	174	116	167	22**	247	166	66*	228	246	72*	70*	51*	13**	118	72*	16**	91*	112
Universal Credit (and household has other earnings)	131 16%	49 20%	106 17%	61 18%	81 17%	38 18%	80 16%	21 18%	23 20%	14 17%	3 12%	29 18%	24 18%	8 20%	31 20%	29 17%	28 16%	26 22%	25 15%	2 9%	45 18%	27 16%	9 14%	49 21%o	32 13%	14 19%	14 20%	9 18%	1 8%	24 20%	11 15%	3 19%	18 20%	20 18%
Employment and Support Allowance (ESA)	119 15%f	32 13%	75 12%	61 18%bdf	60 13%	38 18%bdf	52 10%	21 18%	23 20%	15 18%	2 8%	30 18%	27 20%	4 10%	35 22%	26 15%	19 11%	22 19%i	16 10%	3 14%	27 11%	26 16%	7 11%	22 10%	38 15%	15 21%	10 14%	11 22%	2 15%	25 21%	13 18%	- -	23 25%k	15 13%
Universal Credit (and household has no other earnings)	73 9%	30 12%b	51 8%	31 9%	50 10%	20 10%	40 8%	6 5%	14 12%	8 10%	3 12%	12 7%	15 11%	4 10%	17 11%	11 6%	15 9%	16 14%	18 11%	1 5%	30 12%	13 8%	7 11%	20 9%	29 12%	10 14%r	9 13%r	1 2%	- -	10 8%	9 13%	1 6%	7 8%	13 12%
Personal Independence Payment (PIP)	72 9%	31 13%	82 13%a	55 16%adf	48 10%	24 12%	46 9%	15 13%	19 16%	15 18%	6 24%	27 16%	22 17%	6 15%	30 19%	23 13%	21 12%	11 9%	15 9%	1 5%	23 9%	17 10%	8 12%	13 6%	34 14%n	3 4%	10 14%p	11 22%p	- -	17 14%	5 7%	2 13%	12 13%	12 11%
Income Support	71 9%	29 12%	53 8%	25 7%	40 8%	27 13%bc	44 9%	9 8%	10 9%	5 6%	1 4%	10 6%	13 10%	2 5%	9 6%	16 9%	18 10%	12 10%	10 6%	- -	21 9%	14 8%	5 8%	18 8%	22 9%	6 8%	9 13%	9 18%	3 23%	17 14%	8 11%	2 13%	12 13%	14 13%
Pensions Credit (Guaranteed Credit)	63 8%	14 6%	62 10%d	37 11%df	26 5%	24 12%df	34 7%	17 15%C	17 15%C	3 4%	- -	18 11%	13 10%	6 15%	16 10%	18 11%	6 3%	9 8%	11 7%	- -	14 6%	9 5%	3 5%	11 5%	15 6%	10 14%	11 16%	3 6%	- -	14 12%	8 11%	2 13%	13 14%	11 10%
Income-based Jobseeker's Allowance	62 8%	12 5%	48 7%	38 11%df	28 6%	20 10%f	27 5%	13 11%	12 10%	10 12%	3 12%	21 13%	14 11%	3 7%	17 11%	20 12%	6 3%	11 9%g	11 7%	- -	11 4%	12 7%	5 8%	12 5%	16 7%	8 11%	6 9%	5 10%	1 8%	14 12%	5 7%	1 6%	12 13%	8 7%
Carer's allowance	61 8%	29 12%a	64 10%	32 9%	44 9%	18 9%	46 9%	10 9%	13 11%	7 9%	2 8%	19 12%G	13 10%G	- -	16 10%	15 9%	19 11%	12 10%	12 7%	1 5%	19 8%	19 11%	6 9%	15 7%	29 12%	2 3%	9 13%p	5 10%	2 15%	10 8%	7 10%	1 6%	11 12%	7 6%
Pensions Credit (no Guaranteed Credit)	39 5%	14 6%f	27 4%	28 8%abdf	21 4%	16 8%bf	14 3%	8 7%	11 9%	9 11%	- -	8 5%	14 11%	6 15%E	8 5%	20 12%H	5 3%	12 10%gi	4 2%	- -	13 5%	8 5%	- -	5 2%	16 7%n	5 7%	5 7%	6 12%	- -	13 11%	3 4%	- -	8 9%	8 7%
NET: Any benefit	508 64%df	171 71%abdf	398 62%df	262 77%abdef	268 56%	136 66%df	276 55%	92 80%	101 86%C	56 68%	13 52%	118 72%	113 85%E	31 76%	117 75%	135 79%	97 56%	79 68%g	85 51%	7 32%	123 50%	107 64%k	38 58%	115 50%	151 61%n	43 60%	51 73%	35 69%	7 54%	77 65%	52 72%	7 44%	60 66%	75 67%
Other	22 3%	10 4%	24 4%	10 3%	15 3%	11 5%	13 3%	1 1%	2 2%	4 5%	3 12%	4 2%	5 4%	1 2%	5 3%	5 3%	5 3%	3 3%	6 4%	1 5%	7 3%	7 4%	1 2%	7 3%	8 3%	4 6%	1 1%	4 8%	2 15%	7 6%	3 4%	1 6%	6 7%	4 4%
None of these	268 34%c	65 27%	224 35%cz	69 20%	196 41%abcez	63 31%c	215 43%abcez	22 19%	15 13%	23 28%B	9 36%	43 26%F	17 13%	9 22%	36 23%	32 19%	72 41%h	34 29%	76 46%h	14 64%	117 47%l	52 31%	27 41%	106 46%o	87 35%	25 35%	18 26%	15 29%	5 38%	36 31%	18 25%	9 56%	26 29%	35 31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

Ofcom - Complaints Handling Tracker - 2021

Fieldwork: 5th November 2021 - 6th January 2022

Table 117

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	797	241	641	339	479	206	502	215	133	125	29**	259	165	78*	249	242
Universal Credit (and household has other earnings)	131 *16%*	49 *20%*	106 *17%*	61 *18%*	81 *17%*	38 *18%*	80 *16%*	37 *17%*	18 *14%*	21 *17%*	4 *14%*	41 *16%*	31 *19%*	8 *10%*	43 *17%*	35 *14%*
Employment and Support Allowance (ESA)	119 *15%*	32 *13%*	75 *12%*	61 *18%bd*	60 *13%*	38 *18%bd*	52 *10%*	21 *10%*	19 *14%*	11 *9%*	1 *3%*	21 *8%*	27 *16%km*	4 *5%*	26 *10%*	26 *11%*
Universal Credit (and household has no other earnings)	73 *9%*	30 *12%b*	51 *8%*	31 *9%*	50 *10%*	20 *10%*	40 *8%*	15 *7%*	14 *11%*	10 *8%*	1 *3%*	22 *8%*	10 *6%*	8 *10%*	18 *7%*	21 *9%*
Personal Independence Payment (PIP)	72 *9%*	31 *13%*	82 *13%a*	55 *16%ad*	48 *10%*	24 *12%*	46 *9%*	23 *11%*	11 *8%*	11 *9%*	1 *3%*	21 *8%*	13 *8%*	12 *15%*	23 *9%*	23 *10%*
Income Support	71 *9%*	29 *12%*	53 *8%*	25 *7%*	40 *8%*	27 *13%bc*	44 *9%*	15 *7%*	19 *14%g*	10 *8%*	- -	25 *10%*	16 *10%*	3 *4%*	21 *8%*	23 *10%*
Pensions Credit (Guaranteed Credit)	63 *8%*	14 *6%*	62 *10%d*	37 *11%dz*	26 *5%*	24 *12%dz*	34 *7%*	11 *5%*	14 *11%*	8 *6%*	1 *3%*	18 *7%*	12 *7%*	4 *5%*	15 *6%*	19 *8%*
Income-based Jobseeker's Allowance	62 *8%*	12 *5%*	48 *7%*	38 *11%dz*	28 *6%*	20 *10%*	27 *5%*	10 *5%*	7 *5%*	9 *7%*	1 *3%*	14 *5%*	11 *7%*	2 *3%*	12 *5%*	15 *6%*
Carer's allowance	61 *8%*	29 *12%a*	64 *10%*	32 *9%*	44 *9%*	18 *9%*	46 *9%*	17 *8%*	23 *17%gl*	6 *5%*	- -	24 *9%*	17 *10%*	5 *6%*	24 *10%*	22 *9%*
Pensions Credit (no Guaranteed Credit)	39 *5%*	14 *6%*	27 *4%*	28 *8%abd*	21 *4%*	16 *8%b*	14 *3%*	3 *1%*	5 *4%*	5 *4%*	1 *3%*	6 *2%*	6 *4%*	2 *3%*	4 *2%*	10 *4%*
NET: Any benefit	508 *64%d*	171 *71%abd*	398 *62%d*	262 *77%abde*	268 *56%*	136 *66%d*	276 *55%*	111 *52%*	87 *65%g*	70 *56%*	8 *28%*	136 *53%*	107 *65%km*	33 *42%*	127 *51%*	146 *60%n*
Other	22 *3%*	10 *4%*	24 *4%*	10 *3%*	15 *3%*	11 *5%*	13 *3%*	5 *2%*	5 *4%*	1 *1%*	2 *7%*	7 *3%*	5 *3%*	1 *1%*	5 *2%*	7 *3%*
None of these	268 *34%c*	65 *27%*	224 *35%cz*	69 *20%*	196 *41%abcez*	63 *31%c*	215 *43%*	99 *46%h*	42 *32%*	55 *44%h*	19 *66%*	117 *45%l*	54 *33%*	44 *56%l*	118 *47%o*	90 *37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5