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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	703 64%	363 68%b	341 60%	136 87%lghi	175 81%ghi	128 78%ghi	139 74%ghi	84 54%hi	32 27%i	10 10%	160 74%lm	256 77%lm	143 62%lm	145 46%
A mobile phone (not a Smartphone) with internet access	175 16%	79 15%	96 17%	16 10%	33 15%	25 15%	30 16%	40 26%cd efhi	18 16%	11 11%	39 18%	37 11%	42 18%k	58 18%k
A mobile phone without internet access	164 15%	76 14%	87 15%	10 6%	5 2%	18 11%cd	24 13%cd	27 18%cd	44 38%cd ef g	35 35%cd ef g	30 14%	40 12%	30 13%	63 20%kl
A tablet (e.g. iPad, Samsung Galaxy)	517 47%	243 46%	274 49%	80 51%hi	126 58%ghi	97 59%ghi	103 55%ghi	65 42%hi	31 27%i	15 15%	132 61%lm	183 55%lm	94 41%	108 34%
A desktop computer	296 27%	141 27%	155 28%	41 26%i	56 26%i	41 24%i	66 35%hi	54 35%hi	27 23%i	13 13%	80 37%lm	107 32%lm	59 26%lm	51 16%
A laptop or netbook	637 58%	311 59%	326 58%	113 72%ghi	148 68%ghi	111 67%ghi	124 66%ghi	81 52%hi	46 39%i	16 16%	152 70%lm	230 69%lm	131 57%lm	124 39%
An e- reader (e.g. Kindle, Kobo)	161 15%	60 11%	101 18%a	23 15%i	22 10%	23 14%i	46 25%cd efhi	26 17%i	16 14%i	4 5%	64 30%klm	53 16%lm	28 12%lm	17 5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	252 23%	153 29%b	98 17%	85 54%cd efghi	71 33%lghi	53 32%lghi	36 19%ghi	5 4%	1 1%	1 1%	49 23%	81 24%	60 26%	61 19%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	73 7%	34 6%	39 7%	30 19%cd efghi	16 7%hi	14 8%ghi	8 4%i	3 2%	2 2%	- -	19 9%	19 6%	20 9%	14 5%
Other mobile device	2 *	2 *	1 *	- -	- -	2 1%	- -	- -	- -	1 1%	- -	- -	2 1%	1 *
SUMMARY CODES														
ANY MOBILE PHONE	976 89%	476 90%	500 88%	148 94%hi	206 95%hi	158 95%hi	179 95%hi	140 90%hi	92 79%i	54 55%	204 94%lm	311 94%lm	205 90%lm	256 80%
ANY MOBILE WITH INTERNET ACCESS	839 77%	418 79%	422 75%	144 92%ghi	201 93%lghi	149 90%ghi	161 86%ghi	116 75%hi	49 42%i	20 21%	181 84%lm	281 84%lm	181 79%lm	196 62%

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
ANY COMPUTER INC. TABLET	853	414	440	133	182	149	161	123	73	33	196	291	171	195
	78%	78%	78%	85%hi	84%hi	90%ghi	86%hi	79%hi	62%ai	34%	90%lm	87%lm	75%lm	61%
ANY COMPUTER EXC. TABLET	754	369	386	125	162	129	144	103	64	27	180	267	151	156
	69%	69%	68%	80%ghi	75%hi	78%ghi	77%hi	66%hi	55%ai	28%	83%lm	80%lm	66%lm	49%
ANY GAMING DEVICE	270	160	110	92	74	55	38	8	3	1	53	85	67	66
	25%	30%b	20%	59%defghi	34%sfghi	33%fgghi	20%ghi	5%i	2%	1%	24%	25%	29%lm	21%
ANY DEVICE	1033	504	529	156	215	166	184	148	103	62	214	325	218	275
	94%	95%	94%	99%ghi	99%ghi	100%ghi	98%hi	95%hi	88%ai	63%	99%lm	98%lm	96%lm	87%
None	60	25	35	1	*	-	4	6	13	36	3	6	9	42
	6%	5%	6%	1%	*	-	2%	4%de	11%cddefg	37%cddefgh	1%	2%	4%	13%ijkl
Don't know	3	2	1	-	1	-	-	1	1	-	-	1	1	1
	*	*	*	-	*	-	-	1%	1%	-	-	*	*	*

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	703 64%	447 69% <i>c</i>	210 71% <i>c</i>	47 31%	485 78% <i>e</i>	218 46%	275 78% <i>g</i>	429 58%	579 65%	124 59%	590 64%	62 66%	35 65%	16 64%
A mobile phone (not a Smartphone) with internet access	175 16%	107 16%	37 13%	31 20% <i>b</i>	97 16%	77 16%	62 18%	113 15%	140 16%	35 16%	144 16%	17 18%	10 19%	3 13%
A mobile phone without internet access	164 15%	86 13%	39 13%	39 25% <i>ab</i>	53 9%	111 23% <i>d</i>	27 8%	137 18% <i>f</i>	117 13%	47 22% <i>h</i>	130 14%	17 18%	13 23%	4 17%
A tablet (e.g. iPad, Samsung Galaxy)	517 47%	350 54% <i>bc</i>	132 45% <i>c</i>	35 23%	348 56% <i>e</i>	169 36%	213 61% <i>g</i>	304 41%	406 46%	111 53%	434 47%	46 49%	26 48%	11 46%
A desktop computer	296 27%	201 31% <i>c</i>	75 25% <i>c</i>	21 14%	194 31% <i>e</i>	102 21%	91 26%	205 28%	239 27%	57 27%	251 27% <i>m</i>	24 25%	19 34% <i>m</i>	3 12%
A laptop or netbook	637 58%	418 64% <i>c</i>	171 58% <i>c</i>	49 32%	409 66% <i>e</i>	228 48%	238 68% <i>g</i>	399 54%	508 57%	129 61%	538 58%	55 59%	29 54%	15 60%
An e- reader (e.g. Kindle, Kobo)	161 15%	113 17% <i>c</i>	37 13%	12 8%	111 18% <i>e</i>	50 10%	53 15%	108 15%	124 14%	37 18%	145 16%	10 11%	5 8%	2 7%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	252 23%	131 20% <i>c</i>	111 37% <i>ac</i>	10 7%	172 28% <i>e</i>	79 17%	105 30% <i>g</i>	146 20%	198 22%	54 25%	208 23%	23 25%	15 27%	5 21%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	73 7%	37 6% <i>c</i>	35 12% <i>ac</i>	1 *	46 7%	27 6%	34 10% <i>g</i>	38 5%	64 7%	9 4%	60 6%	9 10%	2 3%	2 7%
Other mobile device	2 *	2 *	- -	1 *	2 *	1 *	2 *	1 *	2 *	1 *	1 *	2 2% <i>j</i>	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	976 89%	594 92% <i>c</i>	271 92% <i>c</i>	111 73%	589 95% <i>e</i>	387 81%	335 95% <i>g</i>	640 86%	787 89%	189 89%	821 89%	80 86%	51 93%	24 95%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
ANY MOBILE WITH INTERNET ACCESS	839 77%	525 81% ^c	240 81% ^c	74 49%	555 90% ^e	284 60%	321 91% ^g	519 70%	690 78%	149 71%	708 77%	70 75%	41 76%	19 77%
ANY COMPUTER INC. TABLET	853 78%	547 84% ^{bc}	228 77% ^c	79 52%	534 86% ^e	320 67%	305 87% ^g	548 74%	687 78%	167 79%	721 78%	72 77%	43 79%	18 70%
ANY COMPUTER EXC. TABLET	754 69%	484 75% ^c	205 69% ^c	65 43%	470 76% ^e	284 60%	268 76% ^g	486 65%	606 69%	148 70%	635 69%	65 70%	39 70%	15 60%
ANY GAMING DEVICE	270 25%	140 22% ^c	120 41% ^{ac}	10 7%	182 29% ^e	88 19%	112 32% ^g	158 21%	216 24%	54 26%	223 24%	27 29%	15 27%	5 21%
ANY DEVICE	1033 94%	624 96% ^c	289 98% ^c	120 79%	613 99% ^e	420 88%	351 100% ^g	682 92%	834 94%	199 94%	869 94%	87 94%	53 97%	24 95%
None	60 6%	22 3%	6 2%	32 21% ^{ab}	6 1%	55 12% ^d	- -	60 8% ^f	48 5%	12 6%	52 6%	5 5%	2 3%	1 5%
Don't know	3 *	3 *	- -	- -	2 *	1 *	1 *	2 *	3 *	- -	2 *	1 1%	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	703 64%	25 60%	74 63%	59 64%	47 66%	72 70% <i>i</i>	66 60%	99 73% <i>i</i>	102 64%	46 50%	35 65%	62 66% <i>i</i>	16 64%
A mobile phone (not a Smartphone) with internet access	175 16%	3 8%	19 16%	11 12%	5 7%	16 16%	17 15%	17 12%	32 20% <i>d</i>	25 27% <i>acd</i> <i>g</i>	10 19%	17 18%	3 13%
A mobile phone without internet access	164 15%	7 17%	17 14%	16 18%	11 16%	11 11%	15 13%	16 12%	20 13%	16 18%	13 23%	17 18%	4 17%
A tablet (e.g. iPad, Samsung Galaxy)	517 47%	23 57% <i>g</i>	53 45%	36 39%	26 37%	54 52%	53 48%	51 38%	86 54% <i>cd</i> <i>g</i>	51 55% <i>d</i> <i>g</i>	26 48%	46 49%	11 46%
A desktop computer	296 27%	10 25%	40 34% <i>cgl</i>	16 18%	18 25%	40 39% <i>cgl</i> <i>i</i>	29 26% <i>gl</i>	19 14%	56 35% <i>cgl</i>	21 22%	19 34% <i>gl</i>	24 25%	3 12%
A laptop or netbook	637 58%	25 61%	66 56%	54 59%	32 46%	66 64% <i>d</i>	59 54%	85 62% <i>d</i>	101 63% <i>d</i>	49 53%	29 54%	55 59%	15 60%
An e- reader (e.g. Kindle, Kobo)	161 15%	6 16%	20 17% <i>g</i>	15 16% <i>g</i>	6 8%	15 14%	19 17% <i>g</i>	9 7%	39 24% <i>d</i> <i>g</i> <i>j</i> <i>k</i> <i>l</i>	16 17% <i>g</i>	5 8%	10 11%	2 7%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	252 23%	11 28%	26 22%	32 35% <i>defg</i>	10 14%	20 19%	23 21%	21 16%	40 25%	24 26%	15 27%	23 25%	5 21%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	73 7%	2 6%	3 3%	11 12% <i>b</i>	4 5%	10 10%	6 6%	8 6%	9 6%	7 8%	2 3%	9 10% <i>b</i>	2 7%
Other mobile device	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	2 2%	- -
SUMMARY CODES													
ANY MOBILE PHONE	976 89%	35 86%	107 92%	77 84%	61 86%	96 93%	97 88%	123 90%	146 91%	79 86%	51 93%	80 86%	24 95%
ANY MOBILE WITH INTERNET ACCESS	839 77%	28 69%	92 78%	66 72%	52 73%	86 84% <i>i</i>	82 75%	111 82% <i>i</i>	128 80%	64 69%	41 76%	70 75%	19 77%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
ANY COMPUTER INC. TABLET	853 78%	33 82%	92 78%	63 69%	50 70%	85 83%	86 78%	100 73%	141 88%cdgkl	72 78%	43 79%	72 77%	18 70%
ANY COMPUTER EXC. TABLET	754 69%	27 66%	86 73%	59 65%	46 64%	77 75%	72 65%	91 67%	122 76%il	55 60%	39 70%	65 70%	15 60%
ANY GAMING DEVICE	270 25%	11 28%	27 23%	34 38%bdefgl	14 19%	21 20%	24 21%	25 18%	42 26%	26 28%	15 27%	27 29%	5 21%
ANY DEVICE	1033 94%	39 95%	110 94%	86 94%	62 87%	100 97%cd	103 93%	129 95%	156 97%di	84 91%	53 97%	87 94%	24 95%
None	60 6%	2 5%	7 6%	5 5%	9 13%eh	3 3%	6 6%	7 5%	4 3%	8 9%h	2 3%	5 5%	1 5%
Don't know	3 *	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	1 1%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	703 64%	703 72%be	485 63%e	485 71%be	219 76%be	-	270 71%	140 70%	283 57%
A mobile phone (not a Smartphone) with internet access	175 16%	175 18%e	118 15%e	118 17%e	57 20%e	-	68 18%	26 13%	82 16%
A mobile phone without internet access	164 15%	164 17%e	124 16%e	124 18%e	39 14%e	-	40 11%	27 13%	97 19%
A tablet (e.g. iPad, Samsung Galaxy)	517 47%	491 50%de	393 51%de	380 55%de	111 38%e	12 16%	210 55%	104 51%	208 41%
A desktop computer	296 27%	288 29%de	239 31%de	234 34%de	54 19%e	5 6%	115 30%	70 35%	119 24%
A laptop or netbook	637 58%	610 63%e	456 60%e	441 64%e	169 58%e	14 19%	242 64%	116 58%	266 53%
An e- reader (e.g. Kindle, Kobo)	161 15%	153 16%e	125 16%e	121 18%de	32 11%	5 6%	68 18%	50 25%	60 12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	252 23%	240 25%e	176 23%e	172 25%e	68 24%e	4 5%	118 31%	45 22%	90 18%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	73 7%	69 7%e	54 7%e	54 8%e	15 5%e	-	42 11%	15 7%	22 4%
Other mobile device	2 *	2 *	2 *	2 *	- -	1 1%	2 *	- -	2 *
SUMMARY CODES									
ANY MOBILE PHONE	976 89%	976 100%be	686 90%e	686 100%be	290 100%be	-	349 92%	186 92%	430 86%
ANY MOBILE WITH INTERNET ACCESS	839 77%	839 86%be	580 76%e	580 85%be	259 89%be	-	322 85%	162 80%	346 69%

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
ANY COMPUTER INC. TABLET	853	808	621	599	209	22	316	164	363
	78%	83%de	81%de	87%abde	72%e	29%	83%	82%	73%
ANY COMPUTER EXC. TABLET	754	721	549	531	190	18	277	148	321
	69%	74%de	72%e	77%bde	66%e	23%	73%	73%	64%
ANY GAMING DEVICE	270	258	192	188	70	4	129	48	95
	25%	26%e	25%e	27%e	24%e	5%	34%	24%	19%
ANY DEVICE	1033	976	713	686	290	26	366	196	458
	94%	100%be	93%e	100%be	100%be	34%	96%	97%	92%
None	60	-	50	-	-	50	12	5	43
	6%	-	7%acd	-	-	65%abcd	3%	2%	8%
Don't know	3	-	1	-	-	1	2	1	-
	*	-	*	-	-	1%abcd	*	1%	-

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	703 64%	291 71%bcfg	208 54%	207 54%	51 64%	460 70%bcfg	214 54%	653 64%bcf	677 72%	677 73%	384 84%hil	541 83%hil	689 72%	528 85%hil
A mobile phone (not a Smartphone) with internet access	175 16%	73 18%	56 15%	56 15%	18 22%	112 17%	59 15%	167 16%	152 16%	153 16%	64 14%	99 15%	156 16%	77 12%
A mobile phone without internet access	164 15%	43 11%	75 20%ae	75 20%ae	16 20%a	81 12%	76 19%ae	156 15%a	111 12%jkm	108 12%km	35 8%	53 8%	111 12%km	48 8%
A tablet (e.g. iPad, Samsung Galaxy)	517 47%	225 55%bcfg	149 39%	148 39%	43 54%bcf	355 54%bcfg	152 38%	486 47%bcf	505 54%	504 54%	281 62%hil	367 56%	506 53%	356 57%
A desktop computer	296 27%	126 31%b	91 24%	91 24%	16 20%	200 30%bc	97 25%	280 27%	287 31%	283 30%	167 37%il	217 33%	289 30%	202 33%
A laptop or netbook	637 58%	256 63%bcf	196 51%	196 51%	48 60%	404 61%bcf	201 51%	590 57%f	625 67%	623 67%	332 73%l	449 69%	627 66%	439 71%
An e- reader (e.g. Kindle, Kobo)	161 15%	72 18%	47 12%	47 12%	9 11%	126 19%bcf	51 13%	161 16%	158 17%	157 17%	87 19%	122 19%	158 17%	120 19%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	252 23%	126 31%bcfg	65 17%	65 17%	16 20%	178 27%bcf	69 17%	238 23%bcf	242 26%	244 26%	144 32%	195 30%	246 26%	186 30%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	73 7%	42 10%bcf	17 4%	17 4%	6 7%	62 9%bcf	17 4%	73 7%	70 7%	70 7%	46 10%	59 9%	71 7%	55 9%
Other mobile device	2 *	2 *	2 1%	2 1%	- -	2 *	2 1%	2 *	2 *	2 *	- -	2 *	2 *	2 *
SUMMARY CODES														
ANY MOBILE PHONE	976 89%	376 92%bcf	322 84%	321 84%	72 90%	603 92%bcf	332 84%	913 89%bcf	877 94%	874 94%	449 98%hil	634 97%hil	892 94%	606 98%hil

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
ANY MOBILE WITH INTERNET ACCESS	839 77%	346 85%bcfg	253 66%	252 66%	62 78%	544 83%bcfg	262 67%	783 76%bcf	794 85%	793 85%	429 94%hil	606 93%hil	809 85%	581 94%hil
ANY COMPUTER INC. TABLET	853 78%	342 84%bcfg	262 68%	261 68%	67 85%bcf	546 83%bcfg	271 69%	797 78%bcf	826 88%	820 88%	421 92%il	580 89%	831 87%	558 90%
ANY COMPUTER EXC. TABLET	754 69%	296 73%bcf	235 61%	235 62%	57 72%	479 73%bcf	244 62%	702 68%bcf	733 78%	729 78%	385 84%hil	521 80%	737 77%	503 81%
ANY GAMING DEVICE	270 25%	137 33%bcfg	68 18%	68 18%	18 23%	194 30%bcf	71 18%	256 25%bcf	258 28%	260 28%	151 33%	209 32%	263 28%	197 32%
ANY DEVICE	1033 94%	394 96%bcf	343 89%	342 89%	78 98%bcf	636 97%bcfg	353 90%	966 94%bcf	928 99%	924 99%	454 100%	651 100%	945 99%	620 100%
None	60 6%	13 3%	40 11%adeg	40 11%adeg	2 2%	19 3%	41 10%adeg	59 6%e	5 1%	5 1%	2 *	-	5 1%	2 *
Don't know	3 *	2 *	-	-	-	3 *	-	3 *	3 *	3 *	-	1 *	3 *	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Landline phone	764	365	399	91	120	114	136	126	92	84	166	229	152	218
	70%	69%	71%	58%	56%	69% ^d	72% ^{cd}	81% ^{cde}	79% ^{cd}	86% ^{cdef}	76% ^l	69%	66%	69%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	894	444	450	145	180	153	170	130	79	37	193	289	193	219
	82%	84%	80%	92% ^{dghi}	83% ^{hi}	92% ^{dghi}	90% ^{hi}	84% ^{hi}	68% ⁱ	38%	89% ^m	87% ^m	84% ^m	69%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	238	125	113	31	71	43	43	33	10	8	57	68	49	63
	22%	24%	20%	20% ^{hi}	33% ^{cghi}	26% ^{hi}	23% ^{hi}	21% ^{hi}	9%	8%	26%	20%	22%	20%
SUMMARY CODES														
ANY MOBILE PHONE	976	476	500	148	206	158	179	140	92	54	204	311	205	256
	89%	90%	88%	94% ^{hi}	95% ^{hi}	95% ^{hi}	95% ^{hi}	90% ^{hi}	79% ⁱ	55%	94% ^m	94% ^m	90% ^m	80%
NONE	14	8	7	2	3	-	3	-	3	3	-	4	2	9
	1%	1%	1%	1%	2%	-	2%	-	2% ^g	4% ^{eg}	-	1%	1%	3% ^j
ANY SERVICE	1046	504	542	153	208	162	181	146	104	91	216	321	218	292
	95%	95%	96%	98% ^h	96% ^h	98% ^h	96% ^h	94%	90%	94%	99% ^{lm}	96% ^m	95%	92%
ANY SERVICE (INC. MOBILE)	1082	523	559	156	213	166	185	155	114	94	217	329	227	309
	99%	99%	99%	99%	98%	100% ⁱ	98%	100% ^{hi}	98%	96%	100% ^m	99%	99%	97%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
SERVICES HAVE														
MOBILE NOT LANDLINE	290	145	144	58	88	47	44	26	19	7	47	95	65	83
	26%	27%	26%	37% ^{fghi}	41% ^{efghi}	28% ^{ghi}	24% ⁱ	17% ⁱ	17% ⁱ	8%	21%	29%	29%	26%
LANDLINE NOT MOBILE	78	34	44	1	2	4	1	12	20	37	8	12	12	45
	7%	6%	8%	1%	1%	2%	1%	8% ^{cdef}	17% ^{cdefg}	38% ^{cdefgh}	4%	4%	5%	14% ^{ijkl}
LANDLINE AND MOBILE	686	331	356	90	118	111	135	114	72	46	158	216	139	173
	63%	62%	63%	57%	55%	67% ^{ei}	72% ^{cdi}	74% ^{cdhi}	62% ⁱ	48%	73% ^{lm}	65% ^m	61%	54%
LANDLINE OR MOBILE	1054	510	544	149	208	161	180	152	112	91	212	323	217	301
	96%	96%	96%	95%	96%	97%	96%	98% ⁱ	96%	93%	98%	97%	95%	95%
None	50	27	23	4	8	4	7	9	12	6	1	12	11	26
	5%	5%	4%	2%	4%	2%	4%	6%	10% ^{cdef}	6%	1%	4%	5% ^j	8% ^{jk}
Av number of services (inc mobile)	2.170	2.149	2.189	3.023	2.094	1.933	2.221	2.216	2.006	2.070	2.216	2.186	2.190	2.143
Standard Deviation	0.759	0.789	0.734	0.745	0.708	0.634	0.638	0.900	0.839	0.532	0.426	0.664	0.768	0.848
Error Variance	0.003	0.008	0.006	0.050	0.025	0.040	0.018	0.034	0.017	0.007	0.012	0.017	0.016	0.008

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Landline phone	764	460	183	120	412	352	244	521	600	164	637	64	44	20
	70%	71%b	62%	79%ab	66%	74%d	69%	70%	68%	78%h	69%	68%	80%	80%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	894	569	237	88	557	336	317	576	723	171	751	75	47	20
	82%	88%bc	80%c	58%	90%e	71%	90%g	77%	82%	81%	81%	81%	87%	80%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	238	160	63	15	153	85	99	139	201	37	204	25	7	1
	22%	25%c	21%c	10%	25%e	18%	28%g	19%	23%	17%	22% ^m	27% ^m	13%	5%
SUMMARY CODES														
ANY MOBILE PHONE	976	594	271	111	589	397	335	640	787	189	821	80	51	24
	89%	92% ^c	92% ^c	73%	95% ^e	81%	95% ^g	86%	89%	89%	89%	86%	93%	95%
NONE	14	7	4	4	4	10	4	11	13	1	13	2	-	-
	1%	1%	1%	3%	1%	2%	1%	1%	1%	1%	1%	2%	-	-
ANY SERVICE	1046	633	277	136	600	446	346	701	844	202	883	89	52	22
	95%	98% ^{bc}	94%	90%	97% ^e	94%	98% ^g	94%	95%	96%	96% ^m	96%	95%	89%
ANY SERVICE (INC. MOBILE)	1082	642	292	147	616	465	348	734	872	210	910	91	55	25
	99%	99%	99%	97%	99%	98%	99%	99%	99%	99%	99%	98%	100%	100%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
SERVICES HAVE														
MOBILE NOT LANDLINE	290	166	99	25	184	105	96	193	248	42	249	26	10	5
	26%	26% ^c	33% ^{ac}	16%	30% ^{de}	22%	27%	26%	28% ^{hi}	20%	27%	28%	17%	20%
LANDLINE NOT MOBILE	78	33	12	33	8	70	4	73	61	17	65	10	2	1
	7%	5%	4%	22% ^{ab}	1%	15% ^d	1%	10% ^f	7%	8%	7%	10%	4%	5%
LANDLINE AND MOBILE	686	428	172	87	405	282	239	447	539	147	572	54	41	19
	63%	66% ^{bc}	58%	57%	65%	59%	68% ^g	60%	61%	70% ^h	62%	58%	76%	75% ^k
LANDLINE OR MOBILE	1054	626	282	145	597	457	340	714	848	205	886	90	53	25
	96%	97%	96%	95%	96%	96%	97%	96%	96%	97%	96%	97%	97%	100%
None	50	15	19	15	20	30	6	44	41	9	40	4	3	3
	5%	2%	6% ^a	10% ^a	3%	6% ^d	2%	6% ^f	5%	4%	4%	4%	5%	11% ^j
Av number of services (inc mobile)	2.170	2.325	1.967	2.079	2.216	2.140	2.417	2.080	2.199	2.034	2.160	2.411	2.140	1.882
Standard Deviation	0.759	0.672	0.838	0.788	0.743	0.771	0.616	0.788	0.739	0.846	0.713	0.802	1.315	0.969
Error Variance	0.003	0.006	0.017	0.013	0.011	0.005	0.011	0.005	0.004	0.019	0.004	0.046	0.192	0.067

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Landline phone	764	28	95	56	47	77	80	72	112	70	44	64	20
	70%	67%	81%cdghk	62%	66%	75%g	73%g	53%	70%g	75%g	80%cg	68%g	80%cg
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	894	33	100	65	55	82	89	106	147	74	47	75	20
	82%	81%	85%c	71%	77%	80%	80%	78%	92%cdetfgikl	80%	87%	81%	80%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	238	6	32	36	10	29	29	24	30	8	7	25	1
	22%	14%	28%dil	39%adghijl	14%	28%il	26%il	18%l	18%l	9%	13%	27%il	5%
SUMMARY CODES													
ANY MOBILE PHONE	976	35	107	77	61	96	97	123	146	79	51	80	24
	89%	86%	92%	84%	86%	93%	88%	90%	91%	86%	93%	86%	95%
NONE	14	2	1	1	2	*	1	2	2	2	-	2	-
	1%	4%	1%	2%	3%	*	*	2%	1%	2%	-	2%	-
ANY SERVICE	1046	39	114	80	68	97	109	129	157	88	52	89	22
	95%	94%	97%cl	88%	96%	94%	99%cl	95%	98%cl	95%	95%	96%	89%
ANY SERVICE (INC. MOBILE)	1082	39	117	90	69	102	110	134	158	91	55	91	25
	99%	96%	99%	98%	97%	100%	100%	98%	99%	98%	100%	98%	100%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
SERVICES HAVE													
MOBILE NOT LANDLINE	290	12	21	27	21	24	25	57	42	20	10	26	5
	26%	29%	18%	30%	29%	23%	22%	42% befhijl	26%	22%	17%	28%	20%
LANDLINE NOT MOBILE	78	4	9	7	7	4	8	7	8	11	2	10	1
	7%	10%	8%	7%	10%	4%	7%	5%	5%	11%	4%	10%	5%
LANDLINE AND MOBILE	686	23	86	50	40	72	72	65	104	59	41	54	19
	63%	57%	73% cdgk	55%	56%	70% g	65% g	48%	65% g	64% g	76% cg	58%	75% cdgk
LANDLINE OR MOBILE	1054	39	117	84	68	100	105	130	153	90	53	90	25
	96%	96%	99% c	92%	96%	98%	95%	95%	96%	97%	97%	97%	100%
None	50	2	3	11	3	6	1	7	3	4	3	4	3
	5%	6%	3%	12% bth	4%	6%	1%	5%	2%	5%	5%	4%	11% bth
Av number of services (inc mobile)	2.170	2.342	2.460	1.865	2.184	1.835	2.078	2.179	2.409	2.119	2.140	2.411	1.882
Standard Deviation	0.759	0.834	0.701	1.049	0.505	0.688	0.483	0.646	0.602	0.777	1.315	0.802	0.969
Error Variance	0.003	0.139	0.031	0.079	0.018	0.028	0.016	0.015	0.024	0.055	0.192	0.046	0.067

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Landline phone	764	686	764	686	-	78	275	143	360
	70%	70% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	72%	71%	72%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	894	843	649	622	221	27	336	177	376
	82%	86% ^{de}	85% ^{de}	91% ^{abde}	76% ^e	35%	88%	88%	75%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	238	229	157	154	75	3	102	40	97
	22%	23% ^e	21% ^e	22% ^e	26% ^e	4%	27%	20%	19%
SUMMARY CODES									
ANY MOBILE PHONE	976	976	686	686	290	-	349	186	430
	89%	100% ^{be}	90% ^e	100% ^{be}	100% ^{be}	-	92%	92%	86%
NONE	14	-	-	-	-	-	6	*	7
	1%	-	-	-	-	-	2%	*	1%
ANY SERVICE	1046	940	764	686	254	78	369	197	474
	95%	96% ^d	100% ^{ad}	100% ^{ad}	88%	100% ^d	97%	98%	95%
ANY SERVICE (INC. MOBILE)	1082	976	764	686	290	78	374	201	494
	99%	100%	100%	100%	100%	100%	98%	100%	99%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
SERVICES HAVE									
MOBILE NOT LANDLINE	290	290	-	-	290	-	91	51	125
	26%	30%bce	-	-	100%abce	-	24%	25%	25%
LANDLINE NOT MOBILE	78	-	78	-	-	78	17	8	54
	7%	-	10%acd	-	-	100%abcd	4%	4%	11%
LANDLINE AND MOBILE	686	686	686	686	-	-	258	135	306
	63%	70%de	90%ade	100%abde	-	-	68%	67%	61%
LANDLINE OR MOBILE	1054	976	764	686	290	78	366	194	484
	96%	100%	100%	100%	100%	100%	96%	96%	97%
None	50	35	-	-	35	-	11	4	27
	5%	4%bc	-	-	12%abce	-	3%	2%	5%
Av number of services (inc mobile)	2.170	2.170	2.599	2.599	1.680	-	2.501	2.399	2.100
Standard Deviation	0.759	0.759	0.615	0.615	0.593	-	0.790	0.581	0.747
Error Variance	0.003	0.003	0.004	0.004	0.005	-	0.017	0.012	0.005

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Landline phone	764	299	282	282	53	467	294	736	652	646	338	441	658	423
	70%	73%	74%	74%	66%	71%	75%	72%	70%	69%	74%	68%	69%	68%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	894	364	266	265	75	584	276	840	865	859	429	599	872	573
	82%	89%bcfg	69%	69%	94%bcfg	89%bcfg	70%	82%bcf	92%	92%	94%	92%	91%	92%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	238	108	76	76	15	157	78	226	220	225	127	187	230	168
	22%	27%bcf	20%	20%	19%	24%	20%	22%	23%	24%	28%	29%h	24%	27%
SUMMARY CODES														
ANY MOBILE PHONE	976	376	322	321	72	603	332	913	877	874	449	634	892	606
	89%	92%bcf	84%	84%	90%	92%bcf	84%	89%bcf	94%	94%	98%hil	97%hil	94%	98%hil
NONE	14	7	5	5	1	7	5	13	4	4	1	1	5	1
	1%	2%	1%	1%	1%	1%	1%	1%	*	*	*	*	*	*
ANY SERVICE	1046	397	359	358	79	641	370	986	922	918	450	641	935	612
	95%	97%bcf	94%	94%	99%	98%bcf	94%	96%	98%	98%	99%	98%	98%	98%
ANY SERVICE (INC. MOBILE)	1082	402	378	377	79	650	389	1015	932	928	456	651	948	621
	99%	98%	99%	99%	99%	99%	99%	99%	100%	100%	100%	100%	100%	100%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
SERVICES HAVE														
MOBILE NOT LANDLINE	290 26%	96 23%	90 24%	89 23%	23 28%	165 25%	89 23%	255 25%	253 27%	255 27%	116 25%	200 31%	262 27%	189 30%
LANDLINE NOT MOBILE	78 7%	18 5%	50 13%aeg	50 13%aeg	4 5%	29 4%	50 13%aeg	78 8%e	27 3%jkm	27 3%km	4 1%	7 1%	28 3%jkm	6 1%
LANDLINE AND MOBILE	686 63%	280 69%bc	232 61%	232 61%	49 62%	439 67%	243 62%	659 64%	625 67%	619 66%	334 73%hil	434 67%	630 66%	417 67%
LANDLINE OR MOBILE	1054 96%	394 97%	372 97%	371 97%	75 95%	632 96%	383 97%	991 96%	905 97%	901 97%	454 99%hil	640 98%	920 97%	612 98%
None	50 5%	11 3%	24 6%ae	24 6%ae	1 1%	16 2%	24 6%ae	42 4%	14 2%	14 2%	6 1%	11 2%	18 2%	10 2%
Av number of services (inc mobile)	2.170	2.512	2.016	2.016	2.825	2.496	2.032	2.215	2.413	2.429	2.469	2.356	2.384	2.359
Standard Deviation	0.759	0.773	0.702	0.702	0.805	0.728	0.708	0.744	0.696	0.711	0.888	0.791	0.735	0.837
Error Variance	0.003	0.015	0.005	0.005	0.081	0.007	0.006	0.003	0.006	0.007	0.036	0.013	0.007	0.016

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232	113	119	22	28	21	44	50	40	27	68	62	49	54
	21%	21%	21%	14%	13%	13%	23%de	32%cde	34%cd	28%cd	31%klm	19%	21%	17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376	181	195	39	44	46	74	72	55	46	91	116	67	101
	34%	34%	34%	25%	20%	28%	39%cd	46%cde	47%cde	47%cde	42%lm	35%	29%	32%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326	159	167	36	39	45	64	69	41	32	91	97	60	79
	30%	30%	30%	23%	18%	27%	34%cd	45%cd	35%cd	32%cd	42%klm	29%	26%	25%
Some other type of call that you didn't want or ask for - for example a market research call	28	11	17	1	6	4	4	4	6	4	5	15	3	5
	3%	2%	3%	1%	3%	2%	2%	3%	5%c	4%	2%	5%	1%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	163	62	101	25	20	25	27	21	22	24	34	48	25	57
	15%	12%	18%a	16%	9%	15%	14%	13%	19%cd	24%dfg	16%	14%	11%	18%l
2 TYPES EXPERIENCED	130	66	64	11	12	22	26	26	16	16	32	38	29	30
	12%	12%	11%	7%	6%	13%cd	14%cd	17%cd	14%cd	16%cd	15%	11%	13%	10%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
3 TYPES EXPERIENCED	167	82	85	16	18	16	34	41	26	17	51	49	30	38
	15%	15%	15%	10%	9%	9%	18%de	26%cde	22%cde	17%cd	23%klm	15%	13%	12%
4 TYPES EXPERIENCED	9	6	3	1	4	-	1	1	2	1	1	5	1	2
	1%	1%	1%	1%	2%	-	*	*	2%	1%	1%	1%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	470	216	254	53	55	63	88	88	67	57	118	140	85	127
	43%	41%	45%	34%	25%	38%cd	47%cd	56%cde	57%cde	58%cddef	54%klm	42%	37%	40%
None	626	315	311	104	161	103	100	68	50	41	99	193	143	191
	57%	59%	55%	66%fghi	75%efghi	62%gghi	53%i	44%	43%	42%	46%	58%ej	63%ej	60%ej
Av number of issues	2.048	2.149b	1.962	1.855	2.129	1.849	2.106	2.239ei	2.131	1.893	2.164m	2.077	2.087	1.883
Standard Deviation	0.885	0.873	0.888	0.913	1.007	0.796	0.854	0.824	0.925	0.865	0.860	0.913	0.839	0.894
Error Variance	0.002	0.003	0.003	0.019	0.025	0.014	0.009	0.008	0.008	0.008	0.007	0.007	0.007	0.005

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 21%	151 23%b	45 15%	36 24%b	118 19%	115 24%	55 16%	178 24% ^f	187 21%	46 22%	194 21%	21 23%	13 23%	4 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 34%	234 36%b	81 27%	61 40%b	194 31%	182 38% ^d	101 29%	274 37% ^f	301 34%	74 35%	309 34%	35 38%	22 41%	9 35%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 30%	213 33%b	67 23%	46 30%	180 29%	147 31%	95 27%	232 31%	254 29%	72 34%	274 30%	32 34% ^m	16 29%	4 16%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	18 3%	7 2%	4 3%	14 2%	15 3%	9 2%	20 3%	17 2%	11 5% ^h	22 2%	1 1%	5 10% ^{jk}	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
SUMMARY CODES														
1 TYPE EXPERIENCED	163	93	43	27	85	78	53	110	129	34	138	9	11	6
	15%	14%	15%	18%	14%	16%	15%	15%	15%	16%	15%	10%	19%	23%k
2 TYPES EXPERIENCED	130	85	22	22	68	62	38	91	97	33	107	15	6	2
	12%	13%b	8%	15%b	11%	13%	11%	12%	11%	16%	12%	16%	10%	6%
3 TYPES EXPERIENCED	167	115	29	23	91	76	41	126	140	27	142	16	6	3
	15%	18%b	10%	15%	15%	16%	12%	17%	16%	13%	15%	18%	11%	12%
4 TYPES EXPERIENCED	9	2	6	2	3	7	1	8	4	6	5	-	4	-
	1%	*	2%a	1%	*	1%	*	1%	*	3%h	1%	-	8%jk	-
ANY UNSOLICITED CALLS (LANDLINE)	470	295	101	74	247	223	134	336	370	100	392	41	26	10
	43%	45%b	34%	49%b	40%	47% ^d	38%	45%	42%	47%	42%	44%	48%	41%
None	626	354	195	77	374	252	218	408	515	111	531	52	28	15
	57%	55%	66% ^{ac}	51%	60% ^e	53%	62%	55%	58%	53%	58%	56%	52%	59%
Av number of issues	2.048	2.088	1.978	1.986	2.045	2.052	1.930	2.096	2.050	2.043	2.038	2.174	2.134	1.717
Standard Deviation	0.885	0.851	0.982	0.882	0.873	0.901	0.864	0.891	0.878	0.917	0.876	0.785	1.134	0.923
Error Variance	0.002	0.002	0.010	0.008	0.004	0.003	0.007	0.002	0.002	0.008	0.002	0.014	0.046	0.032

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 21%	9 23%	30 26%g	22 24%g	24 33%efg	16 15%	17 15%	17 13%	37 23%g	22 24%	13 23%	21 23%	4 18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 34%	16 40%	44 37%	28 31%	32 45%gh	32 31%	43 39%	38 28%	48 30%	29 31%	22 41%	35 38%	9 35%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 30%	16 39%gl	38 32%g	26 29%g	26 37%gl	34 33%g	39 35%gl	19 14%	45 28%g	31 33%g	16 29%g	32 34%gl	4 18%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	2 4%	1 1%	3 3%	3 4%	1 1%	5 4%	3 2%	3 2%	1 1%	5 10%behik	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	163 15%	5 13%	20 17%c	6 7%	9 13%	24 24%ck	18 16%	19 14%	25 16%	10 11%	11 19%c	9 10%	6 23%cik

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
2 TYPES EXPERIENCED	130	4	10	9	11	9	22	13	18	10	6	15	2
	12%	11%	9%	10%	15%	9%	20%bgl	9%	11%	11%	10%	16%	6%
3 TYPES EXPERIENCED	167	8	24	17	17	13	14	11	22	17	6	16	3
	15%	21%g	20%g	18%g	24%g	13%	12%	8%	14%	18%g	11%	18%g	12%
4 TYPES EXPERIENCED	9	1	-	1	1	-	-	-	2	1	4	-	-
	1%	3%	-	1%	1%	-	-	-	1%	1%	8%befghik	-	-
ANY UNSOLICITED CALLS (LANDLINE)	470	19	55	33	38	47	53	43	66	38	26	41	10
	43%	47%	47%g	36%	53%g	46%	48%g	31%	41%	41%	48%	44%	41%
None	626	22	63	58	33	56	57	93	94	55	28	52	15
	57%	53%	53%	64%	47%	54%	52%	69%bdf	59%	59%	52%	56%	59%
Av number of issues	2.048	2.274	2.062	2.373	2.245g	1.758	1.928	1.803	2.011	2.200	2.134	2.174	1.717
Standard Deviation	0.885	0.950	0.907	0.825	0.856	0.870	0.767	0.821	0.916	0.871	1.134	0.785	0.923
Error Variance	0.002	0.041	0.014	0.021	0.018	0.017	0.014	0.017	0.013	0.019	0.046	0.014	0.032

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 21%	212 22%d	232 30%ad	212 31%ad	- -	20 26%d	79 21%	49 25%	114 23%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 34%	336 34%d	376 49%ad	336 49%ad	- -	40 51%ad	142 37%	81 40%	166 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 30%	298 31%d	326 43%ad	298 43%ad	- -	28 37%d	120 32%	64 32%	161 32%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	26 3%d	28 4%d	26 4%d	- -	2 3%d	10 3%	6 3%	15 3%
SUMMARY CODES									
1 TYPE EXPERIENCED	163 15%	144 15%d	163 21%ad	144 21%ad	- -	20 25%ad	57 15%	19 9%	86 17%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
2 TYPES EXPERIENCED	130	119	130	119	-	11	55	23	61
	12%	12% ^d	17% ^{ad}	17% ^{ad}	-	14% ^d	15%	12%	12%
3 TYPES EXPERIENCED	167	151	167	151	-	16	59	41	75
	15%	16% ^d	22% ^{ad}	22% ^{ad}	-	20% ^d	16%	20%	15%
4 TYPES EXPERIENCED	9	9	9	9	-	1	1	3	6
	1%	1%	1%	1%	-	1%	*	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	470	423	470	423	-	47	173	86	227
	43%	43% ^d	62% ^{ad}	62% ^{ad}	-	60% ^{ad}	46%	43%	45%
None	626	553	294	263	290	31	206	116	274
	57%	57% ^{bce}	38%	38%	100% ^{abce}	40%	54%	57%	55%
Av number of issues	2.048	2.061	2.048	2.061	-	1.938	2.026	2.321	2.005
Standard Deviation	0.885	0.883	0.885	0.883	-	0.904	0.841	0.856	0.904
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.004	0.009	0.003

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 21%	87 21%	94 24%	94 25%	15 19%	142 22%	96 24%	231 22%	197 21%	197 21%	90 20%	129 20%	199 21%	121 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 34%	156 38%d	142 37%d	142 37%d	11 14%	231 35%d	148 38%d	366 36%d	313 33%	310 33%	159 35%	204 31%	316 33%	201 32%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 30%	133 33%	133 35%d	133 35%d	17 21%	200 30%	140 35%d	321 31%	289 31%	286 31%	143 31%	184 28%	291 31%	182 29%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	12 3%	10 3%	10 3%	4 5%	20 3%	11 3%	27 3%	26 3%	25 3%	12 3%	15 2%	26 3%	17 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	163 15%	64 16%	66 17%	66 17%	15 18%	89 14%	68 17%	155 15%	130 14%	130 14%	79 17%	89 14%	131 14%	94 15%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
2 TYPES EXPERIENCED	130 12%	60 15%	50 13%	50 13%	5 6%	83 13%	53 13%	128 12%	108 12%	106 11%	58 13%	73 11%	108 11%	76 12%
3 TYPES EXPERIENCED	167 15%	65 16%	65 17%	65 17%	7 9%	106 16%	66 17%	166 16%	150 16%	149 16%	65 14%	96 15%	151 16%	84 13%
4 TYPES EXPERIENCED	9 1%	2 1%	5 1%	5 1%	1 1%	5 1%	6 1%	9 1%	7 1%	7 1%	3 1%	3 *	8 1%	6 1%
ANY UNSOLICITED CALLS (LANDLINE)	470 43%	192 47% ^d	186 48% ^d	186 49% ^d	27 33%	283 43%	193 49% ^d	458 45%	395 42%	392 42%	205 45%	260 40%	398 42%	260 42%
None	626 57%	217 53%	198 52%	196 51%	53 67% ^a abcf	374 57%	201 51%	570 55%	541 58%	540 58%	251 55%	392 60%	555 58%	362 58%
Av number of issues	2.048	2.025	2.046	2.046	1.748	2.094	2.047	2.065	2.087	2.087	1.966	2.045	2.091	2.003
Standard Deviation	0.885	0.851	0.900	0.900	0.923	0.866	0.904	0.884	0.882	0.884	0.877	0.867	0.885	0.880
Error Variance	0.002	0.004	0.004	0.004	0.032	0.003	0.004	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 21%	232 33% ^c	232 49% ^{acfgi} jim	124 26%	232 70% ^{abcf} ghijklm	232 100% ^{abcf} ghijklm	62 38% ^{cil}	203 34% ^{ci}	193 51% ^{acfgi} jim	107 26%	194 42% ^{acgil}	189 58% ^{abcfg} ijlm	59 26%	13 26%	13 44%	- -
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 34%	376 53% ^{cil}	376 80% ^{acdfg} ijlm	200 41%	209 63% ^{acfil}	193 83% ^{acdfg} ijlm	70 43%	376 63% ^{acfi} l	376 100% ^{abcde} fgijklm	181 45%	268 58% ^{cfil}	258 79% ^{acdfg} ijlm	81 36%	23 49%	20 71%	3 16%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 30%	326 46% ^{ci}	326 69% ^{acdfg} ilm	177 37%	201 60% ^{acfgi} lm	189 81% ^{abcf} ghijlm	68 42%	281 47% ^{ci}	258 69% ^{acdfg} ilm	155 38%	326 71% ^{acdf} gilmm	326 100% ^{abcde} fghijlm	88 39%	18 37%	16 55%	2 11%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	28 4% ^f	28 6% ^{cfil}	9 2%	13 4% ^f	13 5% ^{cfi}	- -	21 4% ^f	20 5% ^{cfil}	7 2%	17 4% ^f	16 5% ^{cf}	3 2%	28 60% ^{abcd} efghijk l	28 100%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
SUMMARY CODES																
1 TYPE EXPERIENCED	163 15%	163 23% codefi jkl	163 35% acdef ghijklm	77 16% def	24 7%	20 9%	9 6%	114 19% defjl	89 24% codefi jkl	62 15% def	57 12% cdf	48 15% df	22 10%	7 15%	6 21%	1 5%
2 TYPES EXPERIENCED	130 12%	130 18% f	130 28% acdef gil	67 14%	51 15%	39 17%	15 9%	115 19% f	111 30% acdef gil	59 15%	107 23% cdfil	104 32% acdef gijl	28 12%	8 17%	6 21%	2 11%
3 TYPES EXPERIENCED	167 15%	167 24%	167 36% acgil m	95 20%	163 49% abcfg ijlm	163 70% abcdf ghijklm	54 33% acilm	166 28% c	166 44% abcfg ijlm	86 21%	165 36% acgil m	165 51% abcfg ijlm	50 22%	7 15%	7 25%	-
4 TYPES EXPERIENCED	9 1%	9 1%	9 2%	3 1%	9 3% ci	9 4% acfgil	-	9 2%	9 3% c	3 1%	9 2%	9 3% c	1 *	9 20% abcde fghijkl	9 33%	-
ANY UNSOLICITED CALLS (LANDLINE)	470 43%	470 66% cfil	470 100% acdfg ijlm	243 50%	248 75% acfg il	232 100% acdfg ijlm	77 48%	405 67% cfil	376 100% acdfg ijlm	210 52%	339 73% acfi l	326 100% acdfg ijlm	101 45%	32 66% l	28 100%	3 16%
None	626 57%	241 34% bdehjk	-	241 50% abdeg hjk	85 25% behk	-	85 52% abdeg hjk	196 33% bdehk	-	196 48% abdeg hjk	124 27% behk	-	124 55% abdeg hjkm	16 34% behk	-	16 84%
Av number of issues	2.048	2.048	2.048	2.098	2.640abc	2.697abc	2.575abc	2.175	2.255ab	2.141	2.375abc	2.418abc	2.290ab	2.599	2.703	1.676
Standard Deviation	0.885	0.885	0.885	0.866	0.706	0.685	0.695	0.870	0.847	0.862	0.793	0.773	0.817	1.153	1.161	0.565
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.008	0.002	0.002	0.004	0.002	0.002	0.008	0.042	0.047	0.107

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	780	366	414	86	87	81	125	127	140	134	149	202	162	267
Weighted Base	764	365	399	91*	120*	114*	136	126	92	84	166	229	152	218
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232	113	119	22	28	21	44	50	40	27	68	62	49	54
	30%	31%	30%	25%	23%	19%	32%e	40%de	43%cde	32%e	41%km	27%	32%	25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376	181	195	39	44	46	74	72	55	46	91	116	67	101
	49%	50%	49%	43%	37%	40%	54%d	57%de	60%cde	54%d	55%	51%	44%	46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326	159	167	36	39	45	64	69	41	32	91	97	60	79
	43%	44%	42%	39%	32%	39%	47%d	55%dei	45%	38%	55%klm	42%	39%	36%
Some other type of call that you didn't want or ask for - for example a market research call	28	11	17	1	6	4	4	4	6	4	5	15	3	5
	4%	3%	4%	1%	5%	4%	3%	3%	6%	4%	3%	7%	2%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	163	62	101	25	20	25	27	21	22	24	34	48	25	57
	21%	17%	25%a	28%	17%	22%	20%	16%	24%	28%g	20%	21%	16%	26%l
2 TYPES EXPERIENCED	130	66	64	11	12	22	26	26	16	16	32	38	29	30
	17%	18%	16%	12%	10%	20%	19%	20%	18%	19%	20%	16%	19%	14%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	780	366	414	86	87	81	125	127	140	134	149	202	162	267
Weighted Base	764	365	399	91*	120*	114*	136	126	92	84	166	229	152	218
3 TYPES EXPERIENCED	167	82	85	16	18	16	34	41	26	17	51	49	30	38
	22%	22%	21%	18%	15%	14%	25%	32% ^{cdei}	28% ^{de}	20%	31% ^{lm}	22%	20%	17%
4 TYPES EXPERIENCED	9	6	3	1	4	-	1	1	2	1	1	5	1	2
	1%	2%	1%	1%	4%	-	1%	*	3%	1%	1%	2%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	470	216	254	53	55	63	88	88	67	57	118	140	85	127
	62%	59%	64%	58%	46%	55%	65% ^d	69% ^d	72% ^{de}	68% ^d	71% ^{lm}	61%	56%	58%
None	294	149	146	38	65	51	48	39	26	27	47	89	66	91
	38%	41%	36%	42%	54% ^{fghi}	45% ^h	35%	31%	28%	32%	29%	39%	44% ^j	42% ^j
Av number of issues	2.048	2.149 ^b	1.962	1.855	2.129	1.849	2.106	2.239 ^{ei}	2.131	1.893	2.164 ^m	2.077	2.087	1.883
Standard Deviation	0.885	0.873	0.888	0.913	1.007	0.796	0.854	0.824	0.925	0.865	0.860	0.913	0.839	0.894
Error Variance	0.002	0.003	0.003	0.019	0.025	0.014	0.009	0.008	0.008	0.008	0.007	0.007	0.007	0.005

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	780	445	174	161	334	446	195	585	601	179	621	65	43	51
Weighted Base	764	460	183	120	412	352	244	521	600	164	637	64*	44*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 30%	151 33%	45 25%	36 30%	118 29%	115 33%	55 22%	178 34% ^f	187 31%	46 28%	194 30%	21 33%	13 29%	4 22%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 49%	234 51%	81 44%	61 51%	194 47%	182 52%	101 42%	274 53% ^f	301 50%	74 45%	309 49%	35 55%	22 51%	9 44%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 43%	213 46%	67 36%	46 38%	180 44%	147 42%	95 39%	232 44%	254 42%	72 44%	274 43% ^m	32 50% ^m	16 37%	4 22%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	18 4%	7 4%	4 3%	14 3%	15 4%	9 4%	20 4%	17 3%	11 7% ^h	22 3%	1 1%	5 12% ^{j,k}	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	163 21%	93 20%	43 24%	27 23%	85 21%	78 22%	53 22%	110 21%	129 22%	34 21%	138 22%	9 15%	11 24%	6 29%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	780	445	174	161	334	446	195	585	601	179	621	65	43	51
Weighted Base	764	460	183	120	412	352	244	521	600	164	637	64*	44*	20*
2 TYPES EXPERIENCED	130	85	22	22	68	62	38	91	97	33	107	15	6	2
	17%	19%	12%	18%	16%	18%	16%	18%	16%	20%	17%	24% ^m	13%	8%
3 TYPES EXPERIENCED	167	115	29	23	91	76	41	126	140	27	142	16	6	3
	22%	25% ^b	16%	19%	22%	22%	17%	24%	23%	17%	22%	26%	14%	15%
4 TYPES EXPERIENCED	9	2	6	2	3	7	1	8	4	6	5	-	4	-
	1%	*	3% ^a	1%	1%	2%	1%	2%	1%	3% ^h	1%	-	10% ^{jkl}	-
ANY UNSOLICITED CALLS (LANDLINE)	470	295	101	74	247	223	134	336	370	100	392	41	26	10
	62%	64%	55%	62%	60%	63%	55%	64% ^f	62%	61%	62%	64%	61%	52%
None	294	165	83	46	166	128	109	185	230	64	245	23	17	10
	38%	36%	45%	38%	40%	37%	45% ^g	36%	38%	39%	38%	36%	39%	48%
Av number of issues	2.048	2.088	1.978	1.986	2.045	2.052	1.930	2.096	2.050	2.043	2.038	2.174	2.134	1.717
Standard Deviation	0.885	0.851	0.982	0.882	0.873	0.901	0.864	0.891	0.878	0.917	0.876	0.785	1.134	0.923
Error Variance	0.002	0.002	0.010	0.008	0.004	0.003	0.007	0.002	0.002	0.008	0.002	0.014	0.046	0.032

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	780	30	100	55	49	73	72	70	105	67	43	65	51
Weighted Base	764	28**	95*	56*	47*	77*	80*	72*	112*	70*	44*	64*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 30%	9 34%	30 32%	22 39% ^f	24 50% ^{efgl}	16 20%	17 21%	17 24%	37 33%	22 31%	13 29%	21 33%	4 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 49%	16 59%	44 46%	28 49%	32 68% ^{behil}	32 42%	43 53%	38 52%	48 43%	29 41%	22 51%	35 55%	9 44%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 43%	16 59%	38 40% ^l	26 46% ^{gl}	26 56% ^{gl}	34 44% ^l	39 48% ^{gl}	19 26%	45 41% ^l	31 44% ^{gl}	16 37%	32 50% ^{gl}	4 22%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	2 6%	1 1%	3 5%	3 7%	1 1%	5 6%	3 4%	3 3%	1 2%	5 12% ^{bkb}	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	163 21%	5 19%	20 22%	6 11%	9 20%	24 32% ^c	18 22%	19 27% ^c	25 22%	10 15%	11 24%	9 15%	6 29% ^c

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	780	30	100	55	49	73	72	70	105	67	43	65	51
Weighted Base	764	28**	95*	56*	47*	77*	80*	72*	112*	70*	44*	64*	20*
2 TYPES EXPERIENCED	130 17%	4 16%	10 11%	9 17%	11 23%	9 12%	22 28%bl	13 18%	18 16%	10 15%	6 13%	15 24%bl	2 8%
3 TYPES EXPERIENCED	167 22%	8 31%	24 25%	17 30%	17 36%fgjl	13 17%	14 17%	11 15%	22 20%	17 24%	6 14%	16 26%	3 15%
4 TYPES EXPERIENCED	9 1%	1 4%	-	1 2%	1 2%	-	-	-	2 2%	1 1%	4 10%befgk	-	-
ANY UNSOLICITED CALLS (LANDLINE)	470 62%	19 70%	55 57%	33 59%	38 80%bcghil	47 61%	53 67%	43 59%	66 60%	38 54%	26 61%	41 64%	10 52%
None	294 38%	8 30%	41 43%cd	23 41%cd	9 20%	30 39%	27 33%	29 41%cd	45 40%cd	32 46%cd	17 39%	23 36%	10 48%cd
Av number of issues	2.048	2.274	2.062	2.373	2.245g	1.758	1.928	1.803	2.011	2.200	2.134	2.174	1.717
Standard Deviation	0.885	0.950	0.907	0.825	0.856	0.870	0.767	0.821	0.916	0.871	1.134	0.785	0.923
Error Variance	0.002	0.041	0.014	0.021	0.018	0.017	0.014	0.017	0.013	0.019	0.046	0.014	0.032

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	780	667	780	667	-	113	270	138	391
Weighted Base	764	686	764	686	..**	78	275	143	360
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 30%	212 31%	232 30%	212 31%	- -	20 26%	79 29%	49 35%	114 32%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 49%	336 49%	376 49%	336 49%	- -	40 51%	142 52%	81 57%	166 46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 43%	298 43%	326 43%	298 43%	- -	28 37%	120 44%	64 44%	161 45%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	26 4%	28 4%	26 4%	- -	2 3%	10 4%	6 4%	15 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	163 21%	144 21%	163 21%	144 21%	- -	20 25%	57 21%	19 13%	86 24%
2 TYPES EXPERIENCED	130 17%	119 17%	130 17%	119 17%	- -	11 14%	55 20%	23 16%	61 17%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	780	667	780	667	-	113	270	138	391
Weighted Base	764	686	764	686	..**	78	275	143	360
3 TYPES EXPERIENCED	167	151	167	151	-	16	59	41	75
	22%	22%	22%	22%	-	20%	22%	29%	21%
4 TYPES EXPERIENCED	9	9	9	9	-	1	1	3	6
	1%	1%	1%	1%	-	1%	1%	2%	2%
ANY UNSOLICITED CALLS (LANDLINE)	470	423	470	423	-	47	173	86	227
	62%	62%	62%	62%	-	60%	63%	60%	63%
None	294	263	294	263	-	31	102	57	133
	38%	38%	38%	38%	-	40%	37%	40%	37%
Av number of issues	2.048	2.061	2.048	2.061	-	1.938	2.026	2.321	2.005
Standard Deviation	0.885	0.883	0.885	0.883	-	0.904	0.841	0.856	0.904
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.004	0.009	0.003

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	780	291	314	314	53	457	324	760	619	612	296	394	625	372
Weighted Base	764	299	282	282	53*	467	294	736	652	646	338	441	658	423
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 30%	87 29%	94 33%	94 33%	15 28%	142 30%	96 33%	231 31%	197 30%	197 31%	90 27%	129 29%	199 30%	121 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 49%	156 52% ^d	142 51% ^d	142 51% ^d	11 21%	231 49% ^d	148 50% ^d	366 50% ^d	313 48%	310 48%	159 47%	204 46%	316 48%	201 47%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 43%	133 45%	133 47%	133 47%	17 32%	200 43%	140 48%	321 44%	289 44%	286 44%	143 42%	184 42%	291 44%	182 43%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	12 4%	10 4%	10 4%	4 7%	20 4%	11 4%	27 4%	26 4%	25 4%	12 3%	15 3%	26 4%	17 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	163 21%	64 22%	66 23%	66 23%	15 28%	89 19%	68 23%	155 21%	130 20%	130 20%	79 23%	89 20%	131 20%	94 22%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	780	291	314	314	53	457	324	760	619	612	296	394	625	372
Weighted Base	764	299	282	282	53*	467	294	736	652	646	338	441	658	423
2 TYPES EXPERIENCED	130 17%	60 20%	50 18%	50 18%	5 9%	83 18%	53 18%	128 17%	108 17%	106 16%	58 17%	73 16%	108 16%	76 18%
3 TYPES EXPERIENCED	167 22%	65 22%	65 23%	65 23%	7 13%	106 23%	66 23%	166 23%	150 23%	149 23%	65 19%	96 22%	151 23%	84 20%
4 TYPES EXPERIENCED	9 1%	2 1%	5 2%	5 2%	1 1%	5 1%	6 2%	9 1%	7 1%	7 1%	3 1%	3 1%	8 1%	6 1%
ANY UNSOLICITED CALLS (LANDLINE)	470 62%	192 64%	186 66%	186 66%	27 50%	283 61%	193 66%	458 62%	395 61%	392 61%	205 61%	260 59%	398 60%	260 61%
None	294 38%	107 36%	96 34%	96 34%	26 50%	184 39%	101 34%	278 38%	257 39%	254 39%	133 39%	181 41%	260 40%	163 39%
Av number of issues	2.048	2.025	2.046	2.046	1.748	2.094	2.047	2.065	2.087	2.087	1.966	2.045	2.091	2.003
Standard Deviation	0.885	0.851	0.900	0.900	0.923	0.866	0.904	0.884	0.882	0.884	0.877	0.867	0.885	0.880
Error Variance	0.002	0.004	0.004	0.004	0.032	0.003	0.004	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	780	545	484	271	271	245	78	466	397	230	356	321	109	36	29	7
Weighted Base	764	550	470	323	267	232	97*	470	376	275	376	326	138*	38**	28**	10**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	232 30%	232 42%	232 49%aci	124 38%	232 87%abcf ghijkl	232 100%abdcf ghijkl	62 64%abcgi l	203 43%	193 51%acgi	107 39%	194 51%acgi	189 58%abcgi l	59 43%	13 33%	13 44%	- -
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	376 49%	376 68%	376 80%acijl	200 62%	209 78%acil	193 83%acijl	70 72%	376 80%acij l	376 100%abcde fgijkl	181 66%	268 71%cl	258 79%acijl	81 58%	23 61%	20 71%	3 32%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	326 43%	326 59%	326 69%acgi	177 55%	201 75%acgil	189 81%abcgh il	68 70%c	281 60%	258 69%acgi	155 56%	326 87%abcd fghil	326 100%abcde fghijl	88 64%	18 46%	16 55%	2 21%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	28 5%	28 6%f	9 3%	13 5%	13 5%f	- -	21 4%	20 5%	7 3%	17 5%	16 5%	3 3%	28 74%	28 100%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have landline phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	780	545	484	271	271	245	78	466	397	230	356	321	109	36	29
Weighted Base	764	550	470	323	267	232	97*	470	376	275	376	326	138*	38**	28**
SUMMARY CODES															
1 TYPE EXPERIENCED	163 21%	163 30%defjk l	163 35%defg hijkl	77 24%defjk	24 9%	20 9%	9 9%	114 24%defjk	89 24%defjk	62 23%defjk	57 15%de	48 15%	22 16%	7 18%	6 21%
2 TYPES EXPERIENCED	130 17%	130 24%	130 28%def	67 21%	51 19%	39 17%	15 15%	115 25%e	111 30%cd	59 21%	107 28%def	104 32%acdef il	28 20%	8 21%	6 21%
3 TYPES EXPERIENCED	167 22%	167 30%	167 36%	95 30%	163 61%abcgh ijkl	163 70%abcf ghijkl	54 55%abcgi l	166 35%	166 44%abcgi	86 31%	165 44%abcgi	165 51%abcgi l	50 36%	7 18%	7 25%
4 TYPES EXPERIENCED	9 1%	9 2%	9 2%	3 1%	9 4%	9 4%cc	-	9 2%	9 3%	3 1%	9 3%	9 3%	1 1%	9 25%	9 33%
ANY UNSOLICITED CALLS (LANDLINE)	470 62%	470 85%ccil	470 100%acdfg ijl	243 75%	248 93%acfg il	232 100%acdfg ijl	77 80%	405 86%ccil	376 100%acdfg ijl	210 77%	339 90%ccfil	326 100%acdfg ijl	101 73%	32 82%	28 100%
None	294 38%	80 15%bdehk	-	80 25%abdeg jk	19 7%behk	-	19 20%bdeh jk	64 14%bdehk	-	64 23%abdeg hjk	37 10%behk	-	37 27%abdeg hjk	7 18%	-
Av number of issues	2.048	2.048	2.048	2.098	2.640abc	2.697abc	2.575abc	2.175	2.255ab	2.141	2.375abc	2.418abc	2.290ab	2.599	2.703
Standard Deviation	0.885	0.885	0.885	0.866	0.706	0.685	0.695	0.870	0.847	0.862	0.793	0.773	0.817	1.153	1.161
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.008	0.002	0.002	0.004	0.002	0.002	0.008	0.042	0.047

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	321	154	167	27	27	30	57	66	64	50	80	87	63	91
Weighted Base	326	159	167	36**	39**	45**	64*	69*	41*	32*	91*	97*	60*	79*
Listen to the full message before hanging up	19 6%	10 6%	9 5%	- -	6 16%	5 11%	2 2%	2 3%	2 5%	2 6%	6 7%	4 4%	2 4%	7 9%
Listen to some of the message before hanging up	55 17%	23 14%	32 19%	8 22%	3 9%	6 13%	11 17%	12 17%	8 20%	7 23%	19 21%	12 12%	8 13%	16 21%
Hang up immediately, as soon as I realise it is a recorded message	252 77%	126 79%	126 75%	28 78%	29 75%	34 76%	52 81%	55 79%	31 75%	23 71%	66 72%	81 84%	50 83%	55 70%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	74 23%	33 21%	41 25%	8 22%	10 25%	11 24%	12 19%	14 21%	10 25%	9 29%	26 28%	15 16%	10 17%	23 30%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	321	206	57	58	138	183	69	252	251	70	261	32	17	11
Weighted Base	326	213	67*	46*	180	147	95*	232	254	72*	274	32**	16**	4**
Listen to the full message before hanging up	19 6%	14 7%	2 3%	3 7%	11 6%	8 5%	9 9%	11 5%	17 7%	2 3%	19 7%	1 2%	- -	- -
Listen to some of the message before hanging up	55 17%	39 18%	10 15%	6 13%	24 13%	31 21%	9 9%	46 20%	43 17%	12 17%	49 18%	3 9%	3 18%	- -
Hang up immediately, as soon as I realise it is a recorded message	252 77%	160 75%	55 82%	37 80%	144 80%	108 73%	77 81%	175 75%	194 76%	58 80%	206 75%	28 89%	13 82%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	74 23%	53 25%	12 18%	9 20%	35 20%	39 27%	18 19%	57 25%	60 24%	14 20%	68 25%	4 11%	3 18%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	321	18	40	26	28	30	26	17	45	31	17	32	11
	Weighted Base	326	16**	38*	26**	26**	34**	39**	19**	45*	31**	16**	32**	4**
	Listen to the full message before hanging up	19 6%	- -	1 2%	1 3%	- -	- -	5 14%	4 18%	7 15%	1 5%	- -	1 2%	- -
	Listen to some of the message before hanging up	55 17%	4 27%	9 24%	4 16%	2 6%	7 20%	1 3%	2 12%	9 21%	11 34%	3 18%	3 9%	- -
	Hang up immediately, as soon as I realise it is a recorded message	252 77%	12 73%	28 73%	21 82%	25 94%	27 80%	32 83%	13 70%	29 65%	19 61%	13 82%	28 89%	4 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	74 23%	4 27%	10 27%	5 18%	2 6%	7 20%	7 17%	6 30%	16 35%	12 39%	3 18%	4 11%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	321	284	321	284	-	37	111	60	167
Weighted Base	326	298	326	298	..**	28*	120*	64*	161
Listen to the full message before hanging up	19 6%	17 6%	19 6%	17 6%	-	2 7%	8 7%	2 3%	10 6%
Listen to some of the message before hanging up	55 17%	52 18%	55 17%	52 18%	-	3 10%	22 19%	11 17%	25 15%
Hang up immediately, as soon as I realise it is a recorded message	252 77%	228 77%	252 77%	228 77%	-	24 83%	90 75%	51 80%	126 78%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	74 23%	70 23%	74 23%	70 23%	-	5 17%	30 25%	13 20%	35 22%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	321	123	139	139	18	188	144	317	267	265	117	164	269	155
Weighted Base	326	133*	133*	133*	17**	200	140*	321	289	286	143*	184	291	182
Listen to the full message before hanging up	19 6%	10 8%	5 3%	5 3%	3 18%	13 7%	6 4%	19 6%	17 6%	17 6%	11 7%	11 6%	17 6%	13 7%
Listen to some of the message before hanging up	55 17%	26 20%	19 14%	19 14%	4 22%	36 18%	20 14%	55 17%	51 18%	50 17%	30 21%	29 16%	51 18%	31 17%
Hang up immediately, as soon as I realise it is a recorded message	252 77%	97 73%	110 82%	110 82%	10 60%	150 75%	113 81%	247 77%	221 76%	219 77%	103 72%	144 78%	223 77%	138 76%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	74 23%	37 27%	23 18%	23 18%	7 40%	50 25%	26 19%	74 23%	68 24%	67 23%	40 28%	40 22%	68 23%	44 24%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	321	321	149	202	194	54	274	262	127	321	321	74	19	17	2
Weighted Base	326	326	177	201	189	68*	281	258	155*	326	326	88*	18**	16**	2**
Listen to the full message before hanging up	19 6%	19 6%	13 7%	8 4%	5 3%	7 10%e	16 6%	16 6%	10 7%	19 6%	19 6%	9 10%e	- -	- -	- -
Listen to some of the message before hanging up	55 17%	55 17%	25 14%	32 16%	30 16%	6 9%	45 16%	42 16%	22 14%	55 17%	55 17%	6 7%	6 33%	5 33%	1 28%
Hang up immediately, as soon as I realise it is a recorded message	252 77%	252 77%	138 78%	161 80%	153 81%	55 81%	221 79%	200 78%	122 79%	252 77%	252 77%	73 83%	12 67%	10 67%	2 72%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	74 23%	74 23%	38 22%	40 20%	35 19%	13 19%	60 21%	58 22%	32 21%	74 23%	74 23%	15 17%	6 33%	5 33%	1 28%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	74	33	41	7	6	7	12	15	14	13	22	13	11	28
Weighted Base	74*	33**	41*	8**	10**	11**	12**	14**	10**	9**	26**	15**	10**	23**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 86%	30 90%	34 83%	6 77%	10 100%	10 89%	12 100%	12 83%	9 86%	6 63%	23 90%	13 86%	9 93%	18 79%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 22%	6 19%	10 25%	1 10%	2 25%	2 22%	6 53%	2 16%	1 7%	1 15%	5 21%	3 22%	3 29%	5 20%
Telling you about a competition	9 12%	3 9%	6 15%	1 9%	2 17%	2 14%	1 6%	1 5%	1 7%	3 35%	1 5%	4 27%	2 23%	1 6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 17%	3 10%	9 22%	2 27%	-	1 11%	4 35%	-	2 20%	3 29%	6 24%	3 22%	-	3 12%
Other type	2 2%	-	2 4%	-	-	-	-	2 11%	-	-	1 4%	-	-	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	70 94%	31 95%	39 93%	7 86%	10 100%	10 89%	12 100%	13 89%	10 100%	8 92%	24 92%	15 100%	10 100%	21 89%
ANY EXC. APPOINTMENT REMINDERS	68 91%	31 93%	37 90%	7 86%	10 100%	10 89%	12 100%	13 89%	10 93%	7 78%	23 90%	15 100%	10 100%	19 83%
Can't Remember	4 5%	2 5%	2 4%	1 14%	-	1 11%	-	1 5%	-	1 8%	1 4%	-	-	3 11%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	74	49	12	13	26	48	13	61	57	17	67	4	3	-
Weighted Base	74*	53*	12**	9**	35**	39*	18**	57*	60*	14**	68*	4**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 86%	47 88%	10 85%	7 76%	35 100%	29 74%	18 100%	47 82%	52 87%	12 85%	59 86%	3 74%	3 100%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 22%	13 24%	1 11%	2 22%	10 28%	6 17%	7 39%	10 17%	13 21%	4 25%	16 24%	- -	- -	- -
Telling you about a competition	9 12%	8 15%	1 6%	1 6%	2 5%	8 19%	4 22%	5 9%	4 7%	5 34%	7 10%	1 16%	2 55%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 17%	10 18%	2 17%	1 7%	7 20%	5 14%	3 19%	9 16%	8 14%	4 29%	12 17%	- -	1 27%	- -
Other type	2 2%	1 2%	- -	1 7%	- -	2 4%	- -	2 3%	1 2%	1 4%	1 1%	1 26%	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	70 94%	50 95%	11 91%	8 92%	35 100%	34 88%	18 100%	52 92%	55 92%	14 100%	64 95%	3 74%	3 100%	- -
ANY EXC. APPOINTMENT REMINDERS	68 91%	49 92%	11 91%	8 86%	35 100%	32 83%	18 100%	50 88%	55 91%	13 90%	62 92%	3 74%	3 100%	- -
Can't Remember	4 5%	2 3%	1 9%	1 8%	- -	4 9%	- -	4 6%	4 6%	- -	4 5%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	74	4	9	5	2	7	4	5	17	14	3	4	-
Weighted Base	74*	4**	10**	5**	2**	7**	7**	6**	16**	12**	3**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 86%	4 100%	9 91%	5 100%	1 51%	7 100%	7 100%	5 88%	12 76%	9 74%	3 100%	3 74%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 22%	1 16%	3 33%	1 15%	2 100%	- -	1 17%	1 10%	5 30%	4 29%	- -	- -	- -
Telling you about a competition	9 12%	- -	- -	2 48%	1 49%	- -	- -	1 12%	1 8%	2 16%	2 55%	1 16%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 17%	- -	3 34%	1 15%	- -	- -	- -	- -	3 16%	5 41%	1 27%	- -	- -
Other type	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	1 26%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	70 94%	4 100%	10 100%	5 100%	2 100%	7 100%	7 100%	6 100%	14 88%	10 85%	3 100%	3 74%	- -
ANY EXC. APPOINTMENT REMINDERS	68 91%	4 100%	10 100%	5 100%	2 100%	7 100%	7 100%	6 100%	14 85%	9 74%	3 100%	3 74%	- -
Can't Remember	4 5%	- -	- -	- -	- -	- -	- -	- -	2 12%	2 15%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	74	67	74	67	-	7	26	11	39
Weighted Base	74*	70*	74*	70*	..**	5**	30*	13*	35*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 86%	61 88%	64 86%	61 88%	- -	3 57%	26 87%	12 94%	29 82%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 22%	16 24%	16 22%	16 24%	- -	- -	7 24%	5 40%	5 15%
Telling you about a competition	9 12%	9 12%	9 12%	9 12%	- -	1 12%	5 17%	1 6%	4 11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 17%	12 17%	12 17%	12 17%	- -	1 15%	5 16%	2 12%	6 17%
Other type	2 2%	2 2%	2 2%	2 2%	- -	- -	1 2%	- -	1 3%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	70 94%	66 95%	70 94%	66 95%	- -	3 72%	28 94%	13 100%	32 92%
ANY EXC. APPOINTMENT REMINDERS	68 91%	65 93%	68 91%	65 93%	- -	3 57%	28 94%	13 100%	30 86%
Can't Remember	4 5%	2 3%	4 5%	2 3%	- -	1 28%	2 6%	- -	2 5%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	74	32	26	26	8	45	29	73	64	63	32	37	64	37
Weighted Base	74*	37**	23**	23**	7**	50*	26**	74*	68*	67*	40**	40*	68*	44*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64 86%	33 89%	19 82%	19 82%	5 72%	43 87%	22 84%	64 87%	59 87%	58 87%	37 93%	36 90%	59 87%	42 94%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16 22%	8 22%	3 14%	3 14%	1 18%	14 28%	4 15%	16 22%	16 24%	16 24%	11 27%	11 27%	16 24%	13 29%
Telling you about a competition	9 12%	6 16%	3 14%	3 14%	- -	6 12%	4 15%	9 12%	9 13%	9 13%	7 18%	4 9%	9 13%	6 13%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12 17%	6 15%	3 14%	3 14%	2 29%	8 17%	4 15%	12 17%	12 17%	12 17%	9 22%	7 17%	12 17%	10 22%
Other type	2 2%	1 2%	1 4%	1 4%	- -	1 1%	1 4%	2 2%	1 1%	1 1%	1 2%	- -	1 1%	1 2%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	70 94%	35 95%	22 93%	22 93%	6 83%	47 94%	25 94%	69 94%	64 94%	63 94%	39 98%	37 94%	64 94%	43 98%
ANY EXC. APPOINTMENT REMINDERS	68 91%	35 95%	20 87%	20 87%	5 72%	46 93%	23 89%	67 91%	63 92%	62 92%	39 98%	37 94%	63 92%	43 98%
Can't Remember	4 5%	2 5%	1 3%	1 3%	1 17%	3 6%	1 3%	4 5%	3 4%	3 4%	- -	2 6%	3 4%	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	74	74	33	40	38	10	62	60	28	74	74	12	8	7	1
Weighted Base	74*	74*	38**	40*	35*	13**	60*	58*	32**	74*	74*	15**	6**	5**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	64	64	36	35	31	13	53	51	31	64	64	15	6	5	1
	86%	86%	95%	89%	88%	100%	88%	88%	94%	86%	86%	100%	100%	100%	100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	16	16	10	15	15	7	16	16	9	16	16	4	1	1	-
	22%	22%	27%	38%	43%abjk	53%	27%	28%	27%	22%	22%	28%	14%	15%	-
Telling you about a competition	9	9	5	7	5	2	8	8	5	9	9	1	-	-	-
	12%	12%	12%	17%	14%	17%	13%	14%	14%	12%	12%	5%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	12	12	7	8	8	4	10	10	5	12	12	1	1	1	-
	17%	17%	18%	19%	22%	27%	16%	16%	16%	17%	17%	10%	24%	26%	-
Other type	2	2	-	2	2	-	2	2	-	2	2	-	1	1	-
	2%	2%	-	4%	4%	-	3%	3%	-	2%	2%	-	10%	12%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	70	70	37	37	32	13	57	55	31	70	70	15	6	5	1
	94%	94%	97%	93%	92%	100%	94%	94%	97%	94%	94%	100%	100%	100%	100%
ANY EXC. APPOINTMENT REMINDERS	68	68	37	37	32	13	56	53	31	68	68	15	6	5	1
	91%	91%	97%	93%	92%	100%	92%	92%	97%	91%	91%	100%	100%	100%	100%
Can't Remember	4	4	1	2	2	-	2	2	1	4	4	-	-	-	-
	5%	5%	3%	4%	5%	-	4%	4%	3%	5%	5%	-	-	-	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	92 17%b	70 12%	23 14%hi	41 19%hi	30 18%hi	38 20%hi	20 13%hi	7 6%	3 3%	35 16%	57 17%lm	40 17%lm	31 10%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	125 24%	131 23%	31 20%i	72 33%chi	48 29%hi	51 27%hi	39 25%hi	14 12%i	2 2%	69 32%lm	102 31%lm	48 21%lm	37 12%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	170 32%	151 27%	53 33%hi	80 37%hi	63 38%hi	59 31%hi	47 30%hi	16 14%i	4 4%	81 37%lm	114 34%lm	66 29%lm	61 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	127 24%b	97 17%	29 19%hi	56 26%hi	44 26%hi	45 24%hi	37 24%hi	11 9%i	2 2%	61 28%lm	86 26%lm	45 20%lm	33 10%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	12 2%	7 1%	3 2%	4 2%	5 3%	4 2%	- -	2 2%	* *	8 4% _m	6 2%	4 2%	1 *
SUMMARY CODES														
1 TYPE EXPERIENCED	216 20%	112 21%	103 18%	36 23% _{hi}	41 19% _i	36 22% _i	51 27% _{hi}	33 21% _{hi}	15 13% _i	4 4%	48 22% _m	76 23% _m	50 22% _m	41 13%
2 TYPES EXPERIENCED	111 10%	55 10%	56 10%	17 11% _i	32 15% _{fhi}	27 16% _{fhi}	11 6%	16 10% _i	5 4%	2 2%	27 13%	38 11%	20 9%	25 8%
3 TYPES EXPERIENCED	88 8%	43 8%	45 8%	8 5%	27 12% _{hi}	15 9% _i	18 10% _{hi}	15 9% _i	4 4%	1 1%	25 11% _m	35 10% _m	17 7%	12 4%
4 TYPES EXPERIENCED	62 6%	39 7% _b	23 4%	9 6% _i	17 8% _{hi}	13 8% _{hi}	11 6% _i	9 6% _i	2 2%	1 1%	18 8% _m	24 7% _m	12 5%	8 3%
ANY UNSOLICITED CALLS (MOBILE)	483 44%	253 48% _b	230 41%	71 46% _{hi}	117 54% _{hi}	92 56% _{hi}	97 51% _{hi}	73 47% _{hi}	27 23% _i	7 7%	119 55% _m	175 53% _m	102 45% _m	88 28%
None	613 56%	278 52%	335 59% _a	86 54%	99 46%	74 44%	92 49%	82 53%	90 77% _{cdefg}	91 93% _{cdefgh}	98 45%	158 47%	127 55%	230 72% _{ijkl}
Av number of issues	2.035	2.084	1.982	1.935	2.164	2.065	2.037	1.980	1.861	1.739	2.124	2.088	1.989	1.863
Standard Deviation	1.128	1.173	1.076	1.170	1.066	1.071	1.271	1.074	1.142	1.026	1.133	1.151	1.186	0.997
Error Variance	0.003	0.006	0.006	0.021	0.014	0.018	0.019	0.017	0.032	0.088	0.014	0.009	0.015	0.011

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	118 18%bc	34 11%	11 7%	122 20%e	40 9%	69 20%g	93 13%	140 16%	22 11%	143 16%lm	16 18%lm	2 4%	1 2%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	183 28%bc	58 20%c	16 10%	186 30%e	70 15%	108 31%g	149 20%	201 23%	56 26%	222 24%	17 19%	12 21%	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	218 34%c	83 28%c	21 14%	232 37%e	89 19%	125 36%g	196 26%	268 30%	54 25%	281 30%	24 25%	11 20%	6 25%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	161 25%bc	48 16%	16 10%	162 26%e	62 13%	94 27%g	130 17%	185 21%	40 19%	195 21%lm	19 20%	8 15%	2 8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \\Living as married (a)	Single (b)	Widow/D ivorced \\Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	14 2%	4 1%	2 1%	13 2%	6 1%	9 3%	10 1%	15 2%	4 2%	17 2%	2 2%	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	216 20%	136 21%	57 19%	22 15%	145 23%e	70 15%	85 24%g	131 18%	177 20%	39 19%	181 20%	16 17%	14 25%	5 18%
2 TYPES EXPERIENCED	111 10%	70 11%c	36 12%c	4 3%	80 13%e	31 7%	45 13%	66 9%	86 10%	25 12%	97 10%	7 8%	3 5%	4 16%
3 TYPES EXPERIENCED	88 8%	65 10%c	17 6%	6 4%	64 10%e	24 5%	34 10%	54 7%	71 8%	17 8%	77 8%	6 6%	5 8%	1 2%
4 TYPES EXPERIENCED	62 6%	48 7%bc	10 3%	4 3%	47 8%e	14 3%	28 8%g	33 5%	55 6%	6 3%	55 6%	6 7%	- -	- -
ANY UNSOLICITED CALLS (MOBILE)	483 44%	325 50%bc	121 41%c	37 24%	343 55%e	141 30%	195 55%g	288 39%	394 44%	89 42%	417 45%	36 39%	21 38%	9 36%
None	613 56%	323 50%	174 59%a	115 76%ab	278 45%	335 70% ^d	157 45%	456 61% ^f	491 56%	121 58%	506 55%	57 61%	34 62%	16 64%
Av number of issues	2.035	2.131	1.863	1.761	2.088	1.907	2.083	2.003	2.053	1.958	2.061	2.130	1.569	1.555
Standard Deviation	1.128	1.168	1.000	1.083	1.143	1.084	1.160	1.107	1.145	1.055	1.134	1.241	0.847	0.638
Error Variance	0.003	0.005	0.009	0.032	0.005	0.008	0.010	0.004	0.004	0.014	0.004	0.050	0.042	0.018

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	9 22%jl	17 14%l	18 20%gjl	12 17%l	18 18%jl	13 11%	13 10%	25 16%jl	18 20%jl	2 4%	16 18%jl	1 2%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	9 21%	22 19%	27 30%	15 22%	26 25%	28 25%	36 27%	31 20%	28 30%	12 21%	17 19%	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	11 27%	31 26%	27 30%	14 20%	39 38%d	34 31%	43 32%	55 34%	27 29%	11 20%	24 25%	6 25%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	10 25%l	22 19%	19 20%	10 14%	21 20%	35 32%dgl	23 17%	35 22%l	20 21%l	8 15%	19 20%	2 8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	- -	2 2%	- -	3 4%	2 2%	2 2%	2 2%	5 3%	1 1%	- -	2 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	216 20%	5 11%	14 12%	13 14%	9 13%	24 23%	28 25%b	36 27%bcd	34 21%	19 21%	14 25%	16 17%	5 18%
2 TYPES EXPERIENCED	111 10%	3 8%	10 9%	11 12%	6 8%	11 10%	12 11%	14 10%	17 11%	12 13%	3 5%	7 8%	4 16%
3 TYPES EXPERIENCED	88 8%	7 18%dgl	8 7%	8 8%	2 2%	7 7%	11 10%	9 6%	15 9%	10 11%d	5 8%	6 6%	1 2%
4 TYPES EXPERIENCED	62 6%	1 3%	7 6%	8 9%jl	6 9%	7 7%	6 6%	7 5%	9 5%	3 4%	- -	6 7%	- -
ANY UNSOLICITED CALLS (MOBILE)	483 44%	17 40%	41 35%	40 44%	23 33%	51 49%	57 52%bd	66 48%b	75 47%	47 50%bd	21 38%	36 39%	9 36%
None	613 56%	24 60%	76 65%fgi	51 56%	48 67%fi	52 51%	53 48%	70 52%	85 53%	46 50%	34 62%	57 61%	16 64%
Av number of issues	2.035	2.327	2.301g	2.264	2.324	2.092	1.938	1.793	2.012	2.025	1.569	2.130	1.555
Standard Deviation	1.128	0.989	1.203	1.135	1.343	1.265	1.068	1.037	1.107	1.081	0.847	1.241	0.638
Error Variance	0.003	0.075	0.039	0.034	0.090	0.042	0.029	0.020	0.018	0.030	0.042	0.050	0.018

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	162 17%be	97 13%e	97 14%e	66 23%abce	-	69 18%	35 17%	59 12%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	256 26%be	158 21%e	158 23%e	98 34%abce	-	102 27%	49 24%	105 21%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	321 33%e	227 30%e	227 33%e	94 33%e	-	124 33%	77 38%	123 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	224 23%be	138 18%e	138 20%e	86 30%abce	-	84 22%	44 22%	98 20%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	19 2%	10 1%	10 1%	9 3%	-	10 3%	3 1%	5 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	216 20%	216 22%e	163 21%e	163 24%e	53 18%e	-	72 19%	45 23%	97 19%
2 TYPES EXPERIENCED	111 10%	111 11%e	66 9%e	66 10%e	44 15%bce	-	46 12%	25 12%	36 7%
3 TYPES EXPERIENCED	88 8%	88 9%be	46 6%e	46 7%e	42 15%abce	-	36 9%	18 9%	40 8%
4 TYPES EXPERIENCED	62 6%	62 6%e	43 6%e	43 6%e	18 6%e	-	26 7%	13 6%	22 4%
ANY UNSOLICITED CALLS (MOBILE)	483 44%	483 50%be	323 42%e	323 47%e	160 55%bce	-	183 48%	103 51%	198 40%
None	613 56%	493 50%	441 58%ad	363 53%ad	129 45%	78 100%abcd	197 52%	99 49%	303 60%
Av number of issues	2.035	2.035	1.950	1.950	2.207bc	-	2.128	2.022	1.968
Standard Deviation	1.128	1.128	1.145	1.145	1.076	-	1.135	1.113	1.118
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.008	0.014	0.007

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	71 17%	48 13%	48 13%	8 10%	112 17%	48 12%	158 15%	155 17%	155 17%	79 17%	111 17%	156 16%	110 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	108 27%bcf	70 18%	70 18%	24 30%bcf	175 27%bcf	73 18%	243 24%	250 27%	251 27%	121 26%	191 29%	251 26%	179 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	131 32%bcf	94 25%	94 25%	18 23%	218 33%bcf	98 25%	310 30%	309 33%	307 33%	175 38%	244 37%	311 33%	230 37%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	89 22%	74 19%	74 19%	14 18%	142 22%	78 20%	217 21%	215 23%	215 23%	114 25%	160 25%	218 23%	157 25%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	10 2%	3 1%	3 1%	3 3%	15 2%	3 1%	17 2%	19 2%	19 2%	10 2%	19 3%	19 2%	17 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	216 20%	80 20%	73 19%	73 19%	16 21%	133 20%	76 19%	204 20%	202 22%	202 22%	117 26%	154 24%	202 21%	154 25%
2 TYPES EXPERIENCED	111 10%	47 12%bcf	24 6%	24 6%	9 11%	80 12%bcf	24 6%	103 10%bf	105 11%	105 11%	64 14%	93 14%	107 11%	85 14%
3 TYPES EXPERIENCED	88 8%	39 10%	26 7%	26 7%	9 11%	63 10%	28 7%	88 9%	85 9%	85 9%	31 7%	62 10%	86 9%	56 9%
4 TYPES EXPERIENCED	62 6%	26 6%	20 5%	20 5%	1 2%	40 6%	20 5%	60 6%	61 7%	61 7%	34 7%	41 6%	61 6%	41 7%
ANY UNSOLICITED CALLS (MOBILE)	483 44%	195 48%bcf	145 38%	145 38%	36 45%	320 49%bcf	150 38%	461 45%bcf	461 49%	460 49%	251 55%	357 55%l	464 49%	343 55%hl
None	613 56%	214 52%	238 62%aeg	237 62%aeg	44 55%	337 51%	244 62%aeg	567 55%	475 51%lm	472 51%	206 45%	295 45%	489 51%km	278 45%
Av number of issues	2.035	2.097	1.997	1.997	1.864	2.068	1.995	2.050	2.058	2.059	1.986	2.031	2.059	2.018
Standard Deviation	1.128	1.126	1.174	1.174	0.924	1.106	1.169	1.129	1.137	1.137	1.143	1.117	1.134	1.133
Error Variance	0.003	0.008	0.011	0.011	0.028	0.005	0.010	0.003	0.003	0.003	0.007	0.004	0.003	0.005

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 15%	162 23%b	77 16%	162 34%abghj km	162 49%abceg hijkm	62 27%bh	162 100%abcde ghijklm	144 24%b	70 19%	136 34%abghj km	119 26%bh	68 21%	98 44%abceg hijkm	8 16%	- -	8 39%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 23%	256 36%b	127 27%	256 53%abdeg hijkm	145 44%abehk	79 34%	109 67%abcde ghjkm	256 43%abehk	114 30%	256 63%abcde ghjkm	179 39%bh	104 32%	132 59%abdeg hijkm	13 27%	4 13%	9 47%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 29%	321 45%b	175 37%	321 67%abdeg hijkm	152 46%b	89 38%	114 70%abdeg hijkm	321 54%abdeh jk	150 40%	321 79%abcde ghijklm	211 46%b	128 39%	150 67%abdeg hijkm	18 39%	5 19%	13 67%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 20%	224 32%bh	101 21%	224 46%abdeg hk	116 35%beh	59 25%	98 60%abcde ghijkm	183 30%bh	81 21%	175 43%abegh k	224 49%abdeg hkm	88 27%	224 100%abcde fghijkm	14 29%	3 12%	10 54%
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	19 3%be	3 1%	19 4%behk	8 2%e	- -	8 5%behk	16 3%be	3 1%	13 3%behk	13 3%be	2 1%	10 5%behk	19 40%abcdef ghijkl	-	19 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	216 20%	216 30%defh kl	115 25%df	216 45%abdef ghijklm	59 18%	48 21%	22 13%	161 27%df	86 23%df	142 35%bdefg hkl	102 22%df	69 21%	46 20%	12 25%	6 22%	6 31%
2 TYPES EXPERIENCED	111 10%	111 16%e	53 11%	111 23%abdeh jkm	46 14%	21 9%	27 17%e	106 18%behk	46 12%	106 26%abdef ghijkm	64 14%	38 12%	42 19%be	3 6%	1 3%	2 10%
3 TYPES EXPERIENCED	88 8%	88 12%b	36 8%	88 18%abehk	51 15%beh	20 9%	46 28%abcde ghijkm	88 15%beh	32 8%	88 22%abegh k	78 17%behk	33 10%	68 30%abcde ghijkm	5 10%	2 6%	3 17%
4 TYPES EXPERIENCED	62 6%	62 9%	39 8%	62 13% m	61 18%abghk m	34 15%abm	61 37%abcde ghijkm	62 10%	36 10%	62 15%abghm	62 13%ab	37 11%	62 27%abcdeg hijkm	1 2%	-	1 5%
ANY UNSOLICITED CALLS (MOBILE)	483 44%	483 68%behk	243 52%	483 100%abdeg hijkm	224 67%behk	124 53%	162 100%abdeg hijkm	425 71%behk	200 53%	406 100%abdeg hijkm	313 68%behk	177 54%	224 100%abdeg hijkm	28 59%	9 30%	19 100%
None	613 56%	227 32%cfil	227 48%acdfgi jl	-	108 33%cfil	108 47%acdfgi jl	-	176 29%cfil	176 47%acdfgi jl	-	150 32%cfil	150 46%acdfgi jl	-	20 41%cfil	20 70%	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile)	Any unsolici ted calls (landlin e)	Any unsolici ted calls (mobile)	Silent calls (landlin e or mobile)	Landline silent calls	Mobile silent calls	Live sales/ marketin g (landlin e or mobile)	Landline Live sales/ marketin g	Mobile Live sales/ marketin g (phone or text)	Recorded message (landlin e or mobile)	Recorded message (landlin e)	Recorded message (mobile)	Other type (landlin e or mobile)	Other type (landlin e)	Other type (mobile)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
Av number of issues	2.035	2.035	1.992	2.035	2.599abc	2.328abc	3.027abc	2.168	2.088	2.223abc	2.384abc	2.213	2.744abc	2.581	1.466	3.078
Standard Deviation	1.128	1.128	1.126	1.128	ghik	1.250	1.121	1.137	1.143	1.134	1.193	1.170	1.159	1.680	0.842	1.735
Error Variance	0.003	0.003	0.006	0.003	0.008	0.014	0.009	0.004	0.007	0.004	0.006	0.009	0.007	0.113	0.079	0.188

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	936	453	483	140	153	116	163	139	140	85	175	262	205	294
Weighted Base	976	476	500	148*	206	158*	179	140	92	54*	204	311	205	256
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	92 19%b	70 14%	23 15%	41 20%hi	30 19%hi	38 21%hi	20 15%	7 8%	3 5%	35 17%	57 18%	40 19% <i>m</i>	31 12%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	125 26%	131 26%	31 21% <i>i</i>	72 35% <i>chi</i>	48 30% <i>hi</i>	51 28% <i>hi</i>	39 28% <i>hi</i>	14 15% <i>i</i>	2 4%	69 34% <i>m</i>	102 33% <i>lm</i>	48 24% <i>m</i>	37 15%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	170 36%	151 30%	53 36% <i>hi</i>	80 39% <i>hi</i>	63 40% <i>hi</i>	59 33% <i>hi</i>	47 33% <i>hi</i>	16 18% <i>i</i>	4 7%	81 40% <i>m</i>	114 37% <i>lm</i>	66 32%	61 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 23%	127 27%b	97 19%	29 20% <i>i</i>	56 27% <i>hi</i>	44 28% <i>hi</i>	45 25% <i>hi</i>	37 27% <i>hi</i>	11 12%	2 4%	61 30% <i>m</i>	86 27% <i>lm</i>	45 22% <i>m</i>	33 13%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	936	453	483	140	153	116	163	139	140	85	175	262	205	294
Weighted Base	976	476	500	148*	206	158*	179	140	92	54*	204	311	205	256
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	12 3%	7 1%	3 2%	4 2%	5 3%	4 2%	- -	2 2%	* 1%	8 4% _m	6 2%	4 2%	1 *
SUMMARY CODES														
1 TYPE EXPERIENCED	216 22%	112 24%	103 21%	36 24% _i	41 20% _i	36 23% _i	51 28% _{hi}	33 24% _i	15 16%	4 7%	48 24%	76 24% _m	50 25% _m	41 16%
2 TYPES EXPERIENCED	111 11%	55 11%	56 11%	17 11%	32 16% _{fhi}	27 17% _{fhi}	11 6%	16 11%	5 6%	2 3%	27 13%	38 12%	20 10%	25 10%
3 TYPES EXPERIENCED	88 9%	43 9%	45 9%	8 6%	27 13% _{hi}	15 10% _i	18 10% _i	15 10% _i	4 5%	1 1%	25 12% _m	35 11% _m	17 8%	12 5%
4 TYPES EXPERIENCED	62 6%	39 8% _b	23 5%	9 6%	17 8% _i	13 8%	11 6%	9 6%	2 2%	1 1%	18 9% _m	24 8% _m	12 6%	8 3%
ANY UNSOLICITED CALLS (MOBILE)	483 50%	253 53%	230 46%	71 48% _{hi}	117 57% _{hi}	92 59% _{hi}	97 54% _{hi}	73 52% _{hi}	27 29% _i	7 13%	119 58% _m	175 56% _m	102 50% _m	88 34%
None	493 50%	223 47%	270 54%	76 52%	89 43%	65 41%	83 46%	67 48%	65 71% _{cdefg}	47 87% _{cdefgh}	85 42%	137 44%	103 50%	168 66% _{ijkl}
Av number of issues	2.035	2.084	1.982	1.935	2.164	2.065	2.037	1.980	1.861	1.739	2.124	2.088	1.989	1.863
Standard Deviation	1.128	1.173	1.076	1.170	1.066	1.071	1.271	1.074	1.142	1.026	1.133	1.151	1.186	0.997
Error Variance	0.003	0.006	0.006	0.021	0.014	0.018	0.019	0.017	0.032	0.088	0.014	0.009	0.015	0.011

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	936	546	256	134	480	456	268	668	741	195	751	77	49	59
Weighted Base	976	594	271	111	589	387	335	640	787	189	821	80*	51*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	118 20%bc	34 12%	11 10%	122 21%e	40 10%	69 21%g	93 15%	140 18%	22 12%	143 17%lm	16 20%lm	2 4%	1 2%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	183 31%bc	58 21%	16 14%	186 32%e	70 18%	108 32%g	149 23%	201 25%	56 30%	222 27%	17 21%	12 23%	5 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	218 37%c	83 31%c	21 19%	232 39%e	89 23%	125 37%	196 31%	268 34%	54 28%	281 34%	24 29%	11 21%	6 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 23%	161 27%bc	48 18%	16 14%	162 28%e	62 16%	94 28%g	130 20%	185 23%	40 21%	195 24%lm	19 23%lm	8 17%	2 8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	936	546	256	134	480	456	268	668	741	195	751	77	49	59
Weighted Base	976	594	271	111	589	387	335	640	787	189	821	80*	51*	24*
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	14 2%	4 2%	2 1%	13 2%	6 2%	9 3%	10 2%	15 2%	4 2%	17 2%	2 2%	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	216 22%	136 23%	57 21%	22 20%	145 25%e	70 18%	85 25%	131 20%	177 22%	39 21%	181 22%	16 20%	14 27%	5 19%
2 TYPES EXPERIENCED	111 11%	70 12% ^c	36 13% ^c	4 4%	80 14% ^e	31 8%	45 13%	66 10%	86 11%	25 13%	97 12%	7 9%	3 5%	4 17%
3 TYPES EXPERIENCED	88 9%	65 11%	17 6%	6 5%	64 11% ^e	24 6%	34 10%	54 8%	71 9%	17 9%	77 9%	6 7%	5 9%	1 2%
4 TYPES EXPERIENCED	62 6%	48 8% ^b	10 4%	4 4%	47 8% ^e	14 4%	28 8%	33 5%	55 7%	6 3%	55 7%	6 8%	- -	- -
ANY UNSOLICITED CALLS (MOBILE)	483 50%	325 55% ^{bc}	121 45% ^c	37 33%	343 58% ^e	141 36%	195 58% ^g	288 45%	394 50%	89 47%	417 51%	36 45%	21 41%	9 38%
None	493 50%	269 45%	149 55% ^a	75 67% ^{ab}	246 42%	246 64% ^d	141 42%	352 55% ^f	393 50%	99 53%	404 49%	44 55%	30 59%	15 62%
Av number of issues	2.035	2.131	1.863	1.761	2.088	1.907	2.083	2.003	2.053	1.958	2.061	2.130	1.569	1.555
Standard Deviation	1.128	1.168	1.000	1.083	1.143	1.084	1.160	1.107	1.145	1.055	1.134	1.241	0.847	0.638
Error Variance	0.003	0.005	0.009	0.032	0.005	0.008	0.010	0.004	0.004	0.014	0.004	0.050	0.042	0.018

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	936	33	106	75	55	85	83	108	134	72	49	77	59
Weighted Base	976	35**	107*	77*	61*	96*	97*	123*	146	79*	51*	80*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	9 25%	17 16%l	18 23%gjl	12 19%jl	18 19%l	13 13%	13 11%	25 17%jl	18 23%gjl	2 4%	16 20%jl	1 2%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	9 24%	22 20%	27 35%bh	15 25%	26 27%	28 29%	36 30%	31 21%	28 35%bh	12 23%	17 21%	5 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	11 32%	31 28%	27 35%	14 24%	39 41%	34 35%	43 35%	55 37%	27 34%	11 21%	24 29%	6 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 23%	10 29%	22 21%	19 24%l	10 17%	21 22%	35 36%bdgjl	23 19%	35 24%l	20 25%l	8 17%	19 23%l	2 8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	936	33	106	75	55	85	83	108	134	72	49	77	59
Weighted Base	976	35**	107*	77*	61*	96*	97*	123*	146	79*	51*	80*	24*
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	- -	2 2%	- -	3 4%	2 2%	2 2%	2 2%	5 3%	1 1%	- -	2 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	216 22%	5 13%	14 13%	13 17%	9 15%	24 25%	28 29%b	36 29%b	34 23%	19 24%	14 27%	16 20%	5 19%
2 TYPES EXPERIENCED	111 11%	3 9%	10 10%	11 14%	6 9%	11 11%	12 13%	14 11%	17 12%	12 16%	3 5%	7 9%	4 17%
3 TYPES EXPERIENCED	88 9%	7 21%	8 8%	8 10%	2 3%	7 7%	11 11%	9 7%	15 10%	10 13%	5 9%	6 7%	1 2%
4 TYPES EXPERIENCED	62 6%	1 4%	7 7%	8 10% ^g ^l	6 10% ^g ^l	7 7%	6 7%	7 6%	9 6%	3 4%	- -	6 8%	- -
ANY UNSOLICITED CALLS (MOBILE)	483 50%	17 47%	41 38%	40 52%	23 39%	51 53%	57 59% ^b ^d ^l	66 54% ^b	75 52% ^b	47 59% ^b ^d ^l	21 41%	36 45%	9 38%
None	493 50%	19 53%	67 62% ^f ^g ^h ⁱ	37 48%	37 61% ^f ⁱ	45 47%	39 41%	57 46%	71 48%	33 41%	30 59%	44 55%	15 62% ^f ⁱ
Av number of issues	2.035	2.327	2.301 ^g	2.264	2.324	2.092	1.938	1.793	2.012	2.025	1.569	2.130	1.555
Standard Deviation	1.128	0.989	1.203	1.135	1.343	1.265	1.068	1.037	1.107	1.081	0.847	1.241	0.638
Error Variance	0.003	0.075	0.039	0.034	0.090	0.042	0.029	0.020	0.018	0.030	0.042	0.050	0.018

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	936	936	667	667	269	-	325	175	433
Weighted Base	976	976	686	686	290	-.**	349	186	430
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	162 17%	97 14%	97 14%	66 23%abc	-	69 20%	35 19%	59 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	256 26%	158 23%	158 23%	98 34%abc	-	102 29%	49 26%	105 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	321 33%	227 33%	227 33%	94 33%	-	124 36%	77 41%	123 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 23%	224 23%	138 20%	138 20%	86 30%abc	-	84 24%	44 24%	98 23%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	936	936	667	667	269	-	325	175	433
Weighted Base	976	976	686	686	290	-.**	349	186	430
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	19 2%	10 1%	10 1%	9 3%	-	10 3%	3 1%	5 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	216 22%	216 22%	163 24%	163 24%	53 18%	-	72 21%	45 24%	97 23%
2 TYPES EXPERIENCED	111 11%	111 11%	66 10%	66 10%	44 15%bc	-	46 13%	25 13%	36 8%
3 TYPES EXPERIENCED	88 9%	88 9%	46 7%	46 7%	42 15%abc	-	36 10%	18 10%	40 9%
4 TYPES EXPERIENCED	62 6%	62 6%	43 6%	43 6%	18 6%	-	26 7%	13 7%	22 5%
ANY UNSOLICITED CALLS (MOBILE)	483 50%	483 50%	323 47%	323 47%	160 55%bc	-	183 52%	103 55%	198 46%
None	493 50%	493 50%	363 53%d	363 53%d	129 45%	-	166 48%	83 45%	232 54%
Av number of issues	2.035	2.035	1.950	1.950	2.207bc	-	2.128	2.022	1.968
Standard Deviation	1.128	1.128	1.145	1.145	1.076	-	1.135	1.113	1.118
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.008	0.014	0.007

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	936	348	332	331	67	563	340	885	810	805	394	559	824	531
Weighted Base	976	376	322	321	72*	603	332	913	877	874	449	634	892	606
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	71 19%	48 15%	48 15%	8 11%	112 19%	48 15%	158 17%	155 18%	155 18%	79 18%	111 18%	156 17%	110 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	108 29%	70 22%	70 22%	24 33%	175 29%bcf	73 22%	243 27%	250 28%	251 29%	121 27%	191 30%	251 28%	179 30%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	131 35%	94 29%	94 29%	18 25%	218 36%	98 29%	310 34%	309 35%	307 35%	175 39%	244 38%	311 35%	230 38%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224 23%	89 24%	74 23%	74 23%	14 20%	142 24%	78 24%	217 24%	215 25%	215 25%	114 25%	160 25%	218 24%	157 26%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	936	348	332	331	67	563	340	885	810	805	394	559	824	531
Weighted Base	976	376	322	321	72*	603	332	913	877	874	449	634	892	606
Some other type of call that you didn't want or ask for - for example a market research call	19 2%	10 3%	3 1%	3 1%	3 4%	15 3%	3 1%	17 2%	19 2%	19 2%	10 2%	19 3%	19 2%	17 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	216 22%	80 21%	73 23%	73 23%	16 23%	133 22%	76 23%	204 22%	202 23%	202 23%	117 26%	154 24%	202 23%	154 25%
2 TYPES EXPERIENCED	111 11%	47 13% ^f	24 7%	24 8%	9 13%	80 13% ^{bcd}	24 7%	103 11%	105 12%	105 12%	64 14%	93 15%	107 12%	85 14%
3 TYPES EXPERIENCED	88 9%	39 10%	26 8%	26 8%	9 13%	63 10%	28 9%	88 10%	85 10%	85 10%	31 7%	62 10%	86 10%	56 9%
4 TYPES EXPERIENCED	62 6%	26 7%	20 6%	20 6%	1 2%	40 7%	20 6%	60 7%	61 7%	61 7%	34 7%	41 6%	61 7%	41 7%
ANY UNSOLICITED CALLS (MOBILE)	483 50%	195 52%	145 45%	145 45%	36 50%	320 53% ^{bcd}	150 45%	461 50%	461 53%	460 53%	251 56%	357 56%	464 52%	343 57%
None	493 50%	181 48%	177 55% ^{ee}	176 55% ^e	36 50%	283 47%	182 55% ^{ee}	452 50%	417 47%	414 47%	199 44%	277 44%	429 48%	263 43%
Av number of issues	2.035	2.097	1.997	1.997	1.864	2.068	1.995	2.050	2.058	2.059	1.986	2.031	2.059	2.018
Standard Deviation	1.128	1.126	1.174	1.174	0.924	1.106	1.169	1.129	1.137	1.137	1.143	1.117	1.134	1.133
Error Variance	0.003	0.008	0.011	0.011	0.028	0.005	0.010	0.003	0.003	0.003	0.007	0.004	0.003	0.005

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	936	621	417	414	301	217	136	527	340	348	393	284	183	42	26	16
Weighted Base	976	664	423	483	312	212	162	561	336	406	434	298	224	46*	26**	19**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	162 17%	162 24%b	77 18%	162 34%abghk m	162 52%abceg hijklm	62 29%bh	162 100%abcde ghijklm	144 26%b	70 21%	136 34%abghk m	119 27%b	68 23%	98 44%abceg hijklm	8 17%	- -	8 39%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	256 26%	256 39%b	127 30%	256 53%abegh jkm	145 46%abhkm	79 37%	109 67%abcde ghjkm	256 46%abhkm	114 34%	256 63%abcde ghjkm	179 41%b	104 35%	132 59%abdeg hjkm	13 28%	4 14%	9 47%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	321 33%	321 48%b	175 41%	321 67%abdeg hjkm	152 49%	89 42%	114 70%abdeg hjkm	321 57%abdeh jk	150 45%	321 79%abcde ghijklm	211 49%	128 43%	150 67%abdeg hjkm	18 41%	5 21%	13 67%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	936	621	417	414	301	217	136	527	340	348	393	284	183	42	26
Weighted Base	976	664	423	483	312	212	162	561	336	406	434	298	224	46*	26**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	224	224	101	224	116	59	98	183	81	175	224	88	224	14	3
	23%	34%bh	24%	46%abdeg hk	37%beh	28%	60%abcde ghikm	33%bh	24%	43%abegh k	52%abdeg hikm	30%	100%abcde fghijkm	31%	13%
Some other type of call that you didn't want or ask for - for example a market research call	19	19	3	19	8	-	8	16	3	13	13	2	10	19	-
	2%	3%be	1%	4%behk	2%e	-	5%behk	3%be	1%	3%be	3%be	1%	5%behk	42%abcdef ghijkl	-
SUMMARY CODES															
1 TYPE EXPERIENCED	216	216	115	216	59	48	22	161	86	142	102	69	46	12	6
	22%	32%defh jkl	27%df	45%abdef ghijklm	19%	23%f	13%	29%df	26%f	35%bdefh jkl	24%f	23%f	20%	27%	24%
2 TYPES EXPERIENCED	111	111	53	111	46	21	27	106	46	106	64	38	42	3	1
	11%	17%e	12%	23%abdeh jkm	15%	10%	17%	19%be	14%	26%abdef ghijkm	15%	13%	19%e	6%	3%
3 TYPES EXPERIENCED	88	88	36	88	51	20	46	88	32	88	78	33	68	5	2
	9%	13%b	8%	18%behk	16%beh	10%	28%abcde ghijkm	16%bh	9%	22%abegh k	18%behk	11%	30%abcde ghijkm	11%	6%
4 TYPES EXPERIENCED	62	62	39	62	61	34	61	62	36	62	62	37	62	1	-
	6%	9%	9%	13%	19%abogh km	16%abm	37%abcde ghijkm	11%	11%	15%abm	14%a	12%	27%abcdegh ijk	2%	-
ANY UNSOLICITED CALLS (MOBILE)	483	483	243	483	224	124	162	425	200	406	313	177	224	28	9
	50%	73%behk	57%	100%abdeg hijk	72%behk	58%	100%abdeg hijk	76%behk	59%	100%abdeg hijk	72%behk	59%	100%abdeg hijk	61%	33%
None	493	181	181	-	88	88	-	136	136	-	121	121	-	18	18
	50%	27%cfil	43%acdfgi j	-	28%cfil	42%acdfgi j	-	24%cfil	41%acdfgi j	-	28%cfil	41%acdfgi j	-	39%cfil	67%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All who have a mobile phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	936	621	417	414	301	217	136	527	340	348	393	284	183	42	26
Weighted Base	976	664	423	483	312	212	162	561	336	406	434	298	224	46*	26**
Av number of issues	2.035	2.035	1.992	2.035	2.599abc	2.328abc	3.027abc	2.168	2.088	2.223abc	2.384abc	2.213	2.744abc	2.581	1.466
Standard Deviation	1.128	1.128	1.126	1.128	1.227	1.250	1.121	1.137	1.143	1.134	1.193	1.170	1.159	1.680	0.842
Error Variance	0.003	0.003	0.006	0.003	0.008	0.014	0.009	0.004	0.007	0.004	0.006	0.009	0.007	0.113	0.079

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	183	97	86	28	38	26	37	33	17	4	41	67	39	36
Weighted Base	224	127*	97*	29**	56*	44**	45*	37*	11**	2**	61*	86*	45*	33*
Listen to the full message before hanging up	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to some of the message before hanging up	45 20%	20 16%	25 26%	8 26%	16 28%	3 7%	7 16%	8 23%	3 25%	-	10 16%	19 23%	8 18%	8 24%
Hang up immediately, as soon as I realise it is a recorded message	179 80%	107 84%	72 74%	22 74%	40 72%	41 93%	37 84%	29 77%	8 75%	2 100%	51 84%	66 77%	37 82%	25 76%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45 20%	20 16%	25 26%	8 26%	16 28%	3 7%	7 16%	8 23%	3 25%	-	10 16%	19 23%	8 18%	8 24%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	183	124	44	15	119	64	62	121	153	30	156	16	7	4
Weighted Base	224	161	48*	16**	162	62*	94*	130	185	40**	195	19**	8**	2**
Listen to the full message before hanging up	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to some of the message before hanging up	45 20%	28 17%	16 33%a	1 8%	29 18%	16 25%	17 18%	28 22%	37 20%	8 21%	39 20%	3 17%	2 18%	1 49%
Hang up immediately, as soon as I realise it is a recorded message	179 80%	133 83%b	32 67%	15 92%	133 82%	47 75%	77 82%	102 78%	148 80%	31 79%	156 80%	15 83%	7 82%	1 51%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45 20%	28 17%	16 33%a	1 8%	29 18%	16 25%	17 18%	28 22%	37 20%	8 21%	39 20%	3 17%	2 18%	1 49%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	183	7	20	17	9	19	19	19	29	17	7	16	4
Weighted Base	224	10**	22**	19**	10**	21**	35**	23**	35**	20**	8**	19**	2**
Listen to the full message before hanging up	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Listen to some of the message before hanging up	45 20%	2 15%	3 15%	5 26%	1 7%	1 2%	6 17%	6 24%	13 36%	4 20%	2 18%	3 17%	1 49%
Hang up immediately, as soon as I realise it is a recorded message	179 80%	9 85%	19 85%	14 74%	9 93%	21 98%	29 83%	18 76%	23 64%	16 80%	7 82%	15 83%	1 51%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	45 20%	2 15%	3 15%	5 26%	1 7%	1 2%	6 17%	6 24%	13 36%	4 20%	2 18%	3 17%	1 49%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	183	183	109	109	74	-	68	36	80
Weighted Base	224	224	138*	138*	86*	-.**	84*	44*	98*
Listen to the full message before hanging up	- -	- -	- -	- -	- -	- -	- -	- -	- -
Listen to some of the message before hanging up	45 20%	45 20%	25 18%	25 18%	20 23%	- -	21 25%	7 16%	18 18%
Hang up immediately, as soon as I realise it is a recorded message	179 80%	179 80%	113 82%	113 82%	67 77%	- -	63 75%	37 84%	80 82%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	45 20%	45 20%	25 18%	25 18%	20 23%	- -	21 25%	7 16%	18 18%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	183	72	62	62	11	115	65	176	173	173	86	129	176	125
Weighted Base	224	89*	74*	74*	14**	142*	78*	217	215	215	114*	160	218	157
Listen to the full message before hanging up	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to some of the message before hanging up	45	23	12	12	4	31	14	44	44	44	25	33	44	36
	20%	26%	16%	16%	26%	22%	18%	20%	20%	20%	22%	21%	20%	23%
Hang up immediately, as soon as I realise it is a recorded message	179	66	63	63	11	111	64	173	172	172	89	127	174	121
	80%	74%	84%	84%	74%	78%	82%	80%	80%	80%	78%	79%	80%	77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45	23	12	12	4	31	14	44	44	44	25	33	44	36
	20%	26%	16%	16%	26%	22%	18%	20%	20%	20%	22%	21%	20%	23%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All that have received recorded messages on their mobile

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	183	85	183	100	54	82	151	70	141	183	74	183	12	4	8
Weighted Base	224	101*	224	116*	59*	98*	183	81*	175	224	88*	224	14**	3**	10**
Listen to the full message before hanging up	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to some of the message before hanging up	45	21	45	19	8	18	36	17	35	45	16	45	5	1	4
	20%	21%	20%	16%	14%	18%	20%	21%	20%	20%	18%	20%	35%	22%	39%
Hang up immediately, as soon as I realise it is a recorded message	179	80	179	98	51	81	147	64	140	179	72	179	9	3	6
	80%	79%	80%	84%	86%	82%	80%	79%	80%	80%	82%	80%	65%	78%	61%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	45	21	45	19	8	18	36	17	35	45	16	45	5	1	4
	20%	21%	20%	16%	14%	18%	20%	21%	20%	20%	18%	20%	35%	22%	39%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	37	15	22	7	11	1	7	7	4	-	6	15	7	9
Weighted Base	45*	20**	25**	8**	16**	3**	7**	8**	3**	..	10**	19**	8**	8**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	13 63%	19 74%	5 68%	12 76%	3 100%	6 77%	4 46%	1 54%	-	8 78%	13 68%	5 63%	5 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	5 25%	8 33%	2 22%	6 37%	-	5 66%	-	1 26%	-	1 14%	6 31%	4 48%	2 26%
Telling you about a competition	7 15%	4 20%	3 12%	-	2 10%	-	3 37%	2 24%	1 19%	-	1 14%	3 13%	1 14%	2 23%
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	3 16%	4 16%	1 16%	2 10%	-	2 28%	2 19%	1 28%	-	2 22%	3 16%	1 15%	1 9%
Other type	1 3%	-	1 6%	1 19%	-	-	-	-	-	-	-	-	-	1 18%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	41 91%	19 94%	22 89%	6 81%	16 100%	3 100%	7 100%	6 70%	3 100%	-	10 100%	18 93%	7 85%	7 82%
ANY EXC. APPOINTMENT REMINDERS	40 89%	19 94%	22 86%	6 81%	16 100%	3 100%	7 100%	6 70%	2 72%	-	9 92%	18 93%	7 85%	7 82%
Can't Remember	3 6%	1 6%	1 5%	-	-	-	-	3 30%	-	-	-	1 7%	1 15%	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	37	22	13	2	22	15	12	25	30	7	31	2	2	2
Weighted Base	45*	28**	16**	1**	29**	16**	17**	28**	37**	8**	39**	3**	2**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	22 79%	8 53%	1 58%	22 75%	9 58%	15 90%	16 56%	25 69%	6 70%	29 72%	2 49%	1 49%	* 31%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	10 36%	2 15%	1 58%	10 34%	3 20%	6 36%	7 25%	12 32%	2 21%	13 32%	- -	- -	1 69%
Telling you about a competition	7 15%	5 17%	2 11%	1 42%	3 9%	4 27%	1 4%	6 22%	7 19%	- -	5 13%	2 51%	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	7 25%	- -	- -	3 10%	4 27%	3 20%	4 13%	4 10%	4 42%	6 16%	- -	1 51%	- -
Other type	1 3%	- -	1 9%	- -	1 5%	- -	- -	1 5%	1 4%	- -	1 4%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	41 91%	28 100%	12 74%	1 100%	27 90%	14 92%	17 100%	24 86%	33 89%	8 100%	35 90%	3 100%	2 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	40 89%	27 97%	12 74%	1 100%	27 90%	14 87%	17 100%	23 83%	33 89%	8 91%	35 90%	3 100%	1 49%	1 100%
Can't Remember	3 6%	- -	3 16%	- -	1 5%	1 8%	- -	3 9%	3 7%	- -	3 7%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	37	1	3	5	1	1	3	4	10	3	2	2	2
Weighted Base	45*	2**	3**	5**	1**	1**	6**	6**	13**	4**	2**	3**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	- -	2 55%	5 100%	1 100%	- -	4 72%	2 42%	10 82%	4 100%	1 49%	2 49%	* 31%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	2 100%	1 35%	1 29%	- -	- -	2 28%	- -	7 53%	- -	- -	- -	1 69%
Telling you about a competition	7 15%	- -	1 35%	2 32%	- -	1 100%	- -	1 12%	1 10%	- -	- -	2 51%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	2 100%	- -	2 39%	- -	- -	- -	- -	1 10%	2 40%	1 51%	- -	- -
Other type	1 3%	- -	1 45%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	41 91%	2 100%	2 55%	5 100%	1 100%	1 100%	6 100%	3 54%	13 100%	4 100%	2 100%	3 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	40 89%	2 100%	2 55%	5 100%	1 100%	1 100%	6 100%	3 54%	13 100%	4 100%	1 49%	3 100%	1 100%
Can't Remember	3 6%	- -	- -	- -	- -	- -	- -	3 46%	- -	- -	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	37	37	21	21	16	-	17	5	15
Weighted Base	45*	45*	25**	25**	20**	-.**	21*	7*	18*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	31 69%	20 79%	20 79%	11 56%	-	16 79%	5 78%	9 53%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	13 30%	8 33%	8 33%	5 26%	-	5 22%	4 57%	5 30%
Telling you about a competition	7 15%	7 15%	4 16%	4 16%	3 14%	-	5 24%	-	2 10%
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	7 16%	4 17%	4 17%	3 14%	-	1 3%	2 22%	6 36%
Other type	1 3%	1 3%	-	-	1 8%	-	1 7%	-	-
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	41 91%	41 91%	23 90%	23 90%	18 92%	-	19 93%	7 100%	15 86%
ANY EXC. APPOINTMENT REMINDERS	40 89%	40 89%	22 87%	22 87%	18 92%	-	19 93%	7 100%	15 81%
Can't Remember	3 6%	3 6%	3 10%	3 10%	-	-	-	-	3 14%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	37	19	10	10	3	25	12	36	35	35	20	28	35	29
Weighted Base	45*	23**	12**	12**	4**	31**	14**	44*	44**	44**	25**	33**	44**	36**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	18 78%	5 45%	5 45%	3 68%	24 77%	7 49%	31 71%	30 69%	30 69%	19 75%	23 68%	30 69%	26 72%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	5 20%	5 45%	5 45%	- -	8 27%	5 38%	12 28%	13 31%	13 31%	9 35%	10 29%	13 31%	11 30%
Telling you about a competition	7 15%	5 22%	2 16%	2 16%	- -	5 16%	2 13%	7 16%	6 15%	6 15%	5 19%	6 19%	6 15%	6 17%
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	1 6%	4 38%	4 38%	1 32%	3 11%	5 37%	7 16%	7 16%	7 16%	3 13%	4 13%	7 16%	6 15%
Other type	1 3%	1 6%	- -	- -	- -	1 5%	- -	1 3%	1 3%	1 3%	1 6%	1 4%	1 3%	1 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	41 91%	22 94%	10 89%	10 89%	3 68%	29 91%	13 90%	40 91%	39 91%	39 91%	22 89%	30 91%	39 91%	34 93%
ANY EXC. APPOINTMENT REMINDERS	40 89%	21 90%	10 89%	10 89%	3 68%	29 91%	12 85%	39 89%	39 89%	39 89%	22 89%	29 89%	39 89%	33 90%
Can't Remember	3 6%	- -	1 11%	1 11%	1 32%	1 4%	1 10%	3 6%	3 6%	3 6%	1 5%	1 4%	3 6%	1 3%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	37	18	37	16	9	14	31	15	29	37	13	37	4	1	3
Weighted Base	45*	21**	45*	19**	8**	18**	36**	17**	35**	45*	16**	45*	5**	1**	4**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	31 69%	16 78%	31 69%	14 78%	6 74%	14 81%	28 77%	12 72%	28 79%	31 69%	13 79%	31 69%	3 63%	-	3 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 30%	6 30%	13 30%	8 42%	5 62%	8 45%	11 30%	5 29%	11 31%	13 30%	6 40%	13 30%	1 21%	-	1 25%
Telling you about a competition	7 15%	4 19%	7 15%	2 13%	2 23%	2 13%	5 14%	4 24%	5 15%	7 15%	2 12%	7 15%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	7 16%	4 21%	7 16%	4 23%	1 18%	3 20%	7 20%	1 9%	7 20%	7 16%	4 28%	7 16%	1 16%	1 100%	-
Other type	1 3%	-	1 3%	-	-	-	-	-	-	1 3%	-	1 3%	-	-	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	41 91%	19 88%	41 91%	17 93%	7 83%	16 92%	34 93%	14 85%	34 96%	41 91%	13 84%	41 91%	5 100%	1 100%	4 100%
ANY EXC. APPOINTMENT REMINDERS	40 89%	18 84%	40 89%	16 89%	6 74%	16 92%	33 91%	13 80%	33 94%	40 89%	13 79%	40 89%	4 84%	-	4 100%
Can't Remember	3 6%	3 12%	3 6%	1 7%	1 17%	1 8%	3 7%	3 15%	1 4%	3 6%	3 16%	3 6%	-	-	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Silent Calls	333	174	158	39	55	43	65	58	44	29	85	99	71	78
	30%	33%	28%	25%	26%	26%	35%	38%cd	37%cd	29%	39%lm	30%	31%	24%
Sales/marketing texts	256	125	131	31	72	48	51	39	14	2	69	102	48	37
	23%	24%	23%	20% <i>i</i>	33% <i>chi</i>	29% <i>hi</i>	27% <i>hi</i>	25% <i>hi</i>	12% <i>i</i>	2%	32% <i>lm</i>	31% <i>lm</i>	21% <i>m</i>	12%
Sales/marketing calls	548	270	277	73	97	79	102	90	60	46	130	174	104	140
	50%	51%	49%	47%	45%	48%	54%	58% <i>d</i>	51%	47%	60% <i>lm</i>	52%	46%	44%
Recorded message	462	235	227	62	81	64	94	83	47	32	120	155	86	101
	42%	44%	40%	40%	37%	38%	50% <i>di</i>	54% <i>cdehi</i>	40%	33%	55% <i>lm</i>	47% <i>m</i>	38%	32%
Other type	48	24	24	4	11	9	8	4	8	4	13	21	7	6
	4%	4%	4%	2%	5%	6%	4%	3%	7%	4%	6% <i>m</i>	6% <i>m</i>	3%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	211	100	111	29	40	31	34	28	24	25	44	67	42	58
	19%	19%	20%	19%	19%	19%	18%	18%	20%	25%	20%	20%	18%	18%
2 TYPES EXPERIENCED	175	78	98	32	26	30	29	27	15	16	35	47	36	57
	16%	15%	17%	21%	12%	18%	15%	17%	13%	16%	16%	14%	16%	18%
3 TYPES EXPERIENCED	192	95	98	18	36	20	41	38	24	16	49	64	38	41
	18%	18%	17%	11%	17%	12%	22% <i>ce</i>	25% <i>ce</i>	21% <i>c</i>	17%	23% <i>m</i>	19% <i>m</i>	16%	13%
4 TYPES EXPERIENCED	113	63	51	11	26	25	20	20	9	2	37	43	18	16
	10%	12%	9%	7%	12% <i>i</i>	15% <i>i</i>	10% <i>i</i>	13% <i>i</i>	7%	3%	17% <i>lm</i>	13% <i>m</i>	8%	5%
5 TYPES EXPERIENCED	9	7	2	2	3	-	2	1	1	1	1	4	1	2
	1%	1%	*	1%	1%	-	1%	*	1%	1%	*	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711	346	364	94	132	106	130	114	75	60	168	230	138	174
	65%	65%	64%	60%	61%	64%	69%	73% <i>cdi</i>	64%	61%	77% <i>lm</i>	69% <i>m</i>	60%	55%
None	385	184	201	63	84	59	58	41	41	38	49	102	90	144
	35%	35%	36%	40% <i>g</i>	39% <i>g</i>	36%	31%	27%	36%	39% <i>g</i>	23%	31%	40% <i>j</i>	45% <i>jk</i>
Mean number of mentions	2.384	2.462	2.311	2.257	2.464 <i>i</i>	2.368 <i>i</i>	2.527 <i>i</i>	2.466 <i>i</i>	2.390 <i>i</i>	1.967	2.548 <i>m</i>	2.491 <i>m</i>	2.344	2.118
Standard Deviation	1.179	1.215	1.142	1.197	1.232	1.141	1.257	1.067	1.243	0.972	1.194	1.243	1.198	1.015
Error Variance	0.002	0.004	0.004	0.017	0.016	0.017	0.014	0.011	0.013	0.010	0.010	0.008	0.010	0.005

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Silent Calls	333	225	68	40	191	141	100	233	274	58	281	32	15	5
	30%	35%bc	23%	26%	31%	30%	28%	31%	31%	28%	30%	34%	27%	20%
Sales/marketing texts	256	183	58	16	186	70	108	149	201	56	222	17	12	5
	23%	28%bc	20%c	10%	30%e	15%	31%g	20%	23%	26%	24%	19%	21%	21%
Sales/marketing calls	548	345	131	71	323	224	168	380	448	99	458	49	30	11
	50%	53%b	44%	47%	52%	47%	48%	51%	51%	47%	50%	52%	55%	42%
Recorded message	462	305	103	55	279	183	147	315	369	94	391	43	23	5
	42%	47%bc	35%	36%	45%e	38%	42%	42%	42%	44%	42% ^m	46% ^m	42% ^m	20%
Other type	48	31	11	6	27	21	18	30	33	15	40	3	5	-
	4%	5%	4%	4%	4%	4%	5%	4%	4%	7% ^h	4%	3%	10%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	211	119	54	38	119	92	70	141	168	43	169	18	20	5
	19%	18%	18%	25%	19%	19%	20%	19%	19%	20%	18%	19%	36% ^{jk}	19%
2 TYPES EXPERIENCED	175	100	52	23	98	77	59	116	143	32	150	19	3	4
	16%	15%	18%	15%	16%	16%	17%	16%	16%	15%	16%	20% ^l	5%	16% ^l
3 TYPES EXPERIENCED	192	130	37	25	111	82	53	139	152	40	166	15	8	4
	18%	20% ^b	13%	16%	18%	17%	15%	19%	17%	19%	18%	16%	14%	16%
4 TYPES EXPERIENCED	113	89	18	7	84	29	45	68	96	18	98	10	5	*
	10%	14% ^{bc}	6%	4%	14% ^e	6%	13%	9%	11%	8%	11% ^m	11% ^m	9%	1%
5 TYPES EXPERIENCED	9	1	6	2	4	5	-	9	4	5	5	-	3	-
	1%	*	2% ^a	1%	1%	1%	-	1%	*	2% ^h	1%	-	6% ^{jk}	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711	448	169	94	420	290	233	478	571	140	596	62	39	13
	65%	69% ^b	57%	62%	68% ^e	61%	66%	64%	64%	66%	65%	67%	72%	52%
None	385	201	127	58	200	185	119	266	315	71	327	31	16	12
	35%	31%	43% ^a	38%	32%	39% ^d	34%	36%	36%	34%	35%	33%	28%	48%
Mean number of mentions	2.384	2.499 ^c	2.262	2.059	2.459	2.276	2.400	2.377	2.378	2.409	2.403 ^m	2.348	2.293	1.971
Standard Deviation	1.179	1.186	1.188	1.056	1.194	1.151	1.220	1.160	1.164	1.245	1.164	1.149	1.507	0.903
Error Variance	0.002	0.003	0.009	0.010	0.004	0.004	0.009	0.003	0.002	0.011	0.002	0.022	0.061	0.025

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Silent Calls	333 30%	15 37%g	39 34%g	32 35%g	30 42%gl	28 27%	25 22%	27 20%	50 31%	35 37%fgl	15 27%	32 34%g	5 20%
Sales/marketing texts	256 23%	9 21%	22 19%	27 30%	15 22%	26 25%	28 25%	36 27%	31 20%	28 30%	12 21%	17 19%	5 21%
Sales/marketing calls	548 50%	22 54%	59 51%	40 44%	38 54%	55 54%	57 51%	60 44%	82 51%	45 49%	30 55%	49 52%	11 42%
Recorded message	462 42%	25 61%gl	52 44%gl	37 41%gl	29 41%l	45 44%gl	53 48%gl	35 26%	70 44%gl	44 48%gl	23 42%l	43 46%gl	5 20%
Other type	48 4%	2 4%	3 3%	3 3%	6 8%	3 3%	7 6%	5 4%	8 5%	2 3%	5 10%	3 3%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	211 19%	7 18%	25 21% <i>c</i>	8 9%	15 21% <i>c</i>	17 17%	22 20% <i>c</i>	27 20% <i>c</i>	31 19% <i>c</i>	16 18%	20 36% <i>cceghik</i>	18 19%	5 19%
2 TYPES EXPERIENCED	175 16%	8 19%	11 10%	12 13%	13 19% <i>j</i>	22 22% <i>bj</i>	21 19% <i>j</i>	17 12%	29 18% <i>j</i>	16 18%	3 5%	19 20% <i>bj</i>	4 16% <i>j</i>
3 TYPES EXPERIENCED	192 18%	9 22%	27 23%	17 19%	15 21%	15 14%	16 14%	19 14%	27 17%	21 23%	8 14%	15 16%	4 16%
4 TYPES EXPERIENCED	113 10%	5 11%	10 9%	14 15% <i>l</i>	7 10%	10 10%	16 14% <i>l</i>	13 9%	14 9%	9 10%	5 9%	10 11% <i>l</i>	* 1%
5 TYPES EXPERIENCED	9 1%	1 3%	1 1%	1 1%	1 1%	- -	- -	- -	1 1%	1 1%	3 6% <i>efghk</i>	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 65%	30 73% <i>l</i>	75 64%	52 57%	52 74% <i>cgl</i>	67 65%	75 68%	76 56%	105 66%	64 69% <i>l</i>	39 72%	62 67%	13 52%
None	385 35%	11 27%	42 36%	40 43% <i>d</i>	19 26%	36 35%	35 32%	60 44% <i>d</i>	55 34%	28 31%	16 28%	31 33%	12 48% <i>adi</i>
Mean number of mentions	2.384	2.470	2.391	2.753gl	2.375	2.413	2.334	2.237	2.371	2.446	2.293	2.348	1.971
Standard Deviation	1.179	1.142	1.201	1.071	1.175	1.226	1.118	1.115	1.225	1.147	1.507	1.149	0.903
Error Variance	0.002	0.043	0.018	0.023	0.026	0.025	0.020	0.019	0.015	0.021	0.061	0.022	0.025

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Silent Calls	333	312	267	247	66	20	117	72	152
	30%	32% ^d	35% ^d	36% ^d	23%	26%	31%	36%	30%
Sales/marketing texts	256	256	158	158	98	-	102	49	105
	23%	26% ^{be}	21% ^e	23% ^e	34% ^{abce}	-	27%	24%	21%
Sales/marketing calls	548	508	453	413	94	40	192	126	242
	50%	52% ^d	59% ^{ad}	60% ^{ad}	33%	51% ^d	51%	62%	48%
Recorded message	462	434	376	348	86	28	163	92	225
	42%	44% ^d	49% ^{de}	51% ^{ade}	30%	37%	43%	45%	45%
Other type	48	46	38	36	9	2	20	8	20
	4%	5%	5%	5%	3%	3%	5%	4%	4%
SUMMARY CODES									
1 TYPE EXPERIENCED	211	192	161	142	50	19	70	36	105
	19%	20%	21%	21%	17%	24%	19%	18%	21%
2 TYPES EXPERIENCED	175	165	130	120	45	11	55	34	92
	16%	17%	17%	17%	16%	14%	15%	17%	16%
3 TYPES EXPERIENCED	192	176	149	133	43	17	60	44	95
	18%	18%	20%	19%	15%	21%	16%	22%	19%
4 TYPES EXPERIENCED	113	113	95	95	18	-	58	23	36
	10%	12% ^{de}	12% ^{de}	14% ^{de}	6% ^e	-	15%	12%	7%
5 TYPES EXPERIENCED	9	8	8	7	1	1	1	2	5
	1%	1%	1%	1%	*	1%	*	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711	664	550	504	160	47	247	142	336
	65%	68% ^d	72% ^{de}	73% ^{ade}	55%	60%	65%	70%	67%
None	385	312	214	183	129	31	132	60	164
	35%	32% ^c	28%	27%	45% ^{abc}	40% ^{bc}	35%	30%	33%
Mean number of mentions	2.384	2.413 ^e	2.419 ^e	2.460 ^e	2.265	1.983	2.484	2.507	2.269
Standard Deviation	1.179	1.190	1.191	1.204	1.135	0.939	1.209	1.187	1.121
Error Variance	0.002	0.002	0.003	0.003	0.009	0.013	0.006	0.011	0.004

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE	ANY FREEVIEW INC. YOUVIEW	ANY FREEVIEW EXC. YOUVIEW	ANY IPTV	ANY PAY TV	ANY FTA	ANY TV SERVICE	FIXED BROADBAND AT HOME	ANY WIFI ACCESS	ANY WIRED (ETHERNET) ACCESS	ANY MOBILE (3G/4G) ACCESS	INTERNET ACCESS AT HOME	INTERNET ACCESS OUTSIDE OF HOME
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Silent Calls	333 30%	127 31%	125 33%	125 33%	20 25%	209 32%	127 32%	327 32%	290 31%	291 31%	140 31%	199 31%	293 31%	190 31%
Sales/marketing texts	256 23%	108 27%bcf	70 18%	70 18%	24 30%bcf	175 27%bcf	73 18%	243 24%	250 27%	251 27%	121 26%	191 29%	251 26%	179 29%
Sales/marketing calls	548 50%	208 51%d	198 52%d	198 52%d	27 33%	342 52%d	206 52%d	531 52%d	478 51%	475 51%	250 55%	335 51%	483 51%	321 52%
Recorded message	462 42%	179 44%	181 47%	181 47%d	27 34%	280 43%	189 48%d	452 44%	417 45%	414 44%	210 46%	289 44%	421 44%	281 45%
Other type	48 4%	21 5%	13 3%	13 3%	7 8%	35 5%	14 4%	45 4%	45 5%	44 5%	21 5%	34 5%	46 5%	34 6%
SUMMARY CODES														
1 TYPE EXPERIENCED	211 19%	79 19%	84 22%	84 22%	13 17%	117 18%	87 22%	200 19%	171 18%	171 18%	93 20%	115 18%	172 18%	115 18%
2 TYPES EXPERIENCED	175 16%	60 15%	66 17%	66 17%	19 24%	108 16%	68 17%	169 16%	150 16%	146 16%	90 20%	120 18%	152 16%	117 19%
3 TYPES EXPERIENCED	192 18%	66 16%	75 20%	75 20%	14 18%	117 18%	78 20%	189 18%	171 18%	171 18%	71 16%	114 18%	174 18%	101 16%
4 TYPES EXPERIENCED	113 10%	59 15%bcdf	30 8%	30 8%	4 4%	84 13%bcf	30 8%	111 11%	112 12%	112 12%	56 12%	79 12%	112 12%	77 12%
5 TYPES EXPERIENCED	9 1%	1 *	4 1%	4 1%	1 1%	4 1%	4 1%	8 1%	7 1%	7 1%	4 1%	2 *	7 1%	5 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 65%	270 66%	262 68%	262 69%	51 64%	437 66%	271 69%	686 67%	621 66%	618 66%	319 70%	440 68%	626 66%	424 68%
None	385 35%	139 34%	121 32%	120 31%	29 36%	221 34%	123 31%	342 33%	315 34%	314 34%	137 30%	212 32%	326 34%	198 32%
Mean number of mentions	2.384	2.461	2.290	2.290	2.186	2.463	2.294	2.393	2.457	2.459	2.388	2.459	2.458	2.455
Standard Deviation	1.179	1.213	1.146	1.146	0.945	1.176	1.154	1.171	1.191	1.193	1.206	1.191	1.189	1.222
Error Variance	0.002	0.006	0.005	0.005	0.019	0.003	0.005	0.002	0.003	0.003	0.005	0.004	0.002	0.004

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e or mobile) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16	
1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**	
333	333	248	224	333	232	162	290	209	193	255	201	116	20	13	8	
30%	47%	53%	46%	100%abcg hijklm	100%abcg hijklm	100%abcgh ijklm	48%	56%acg	48%	55%ac	62%abcgi m	52%	42%	44%	39%	
256	256	127	256	145	79	109	256	114	256	179	104	132	13	4	9	
23%	36%b	27%	53%abdeg hijkm	44%abehk	34%	67%abcde ghjkm	43%abehk	30%	63%abcde ghjkm	39%bh	32%	59%abdeg hijkm	27%	13%	47%	
548	548	401	372	272	202	127	548	376	353	366	278	166	37	21	16	
50%	77%	85%acjl	77%	82%	87%acjl	78%	91%abcd fjklm	100%abcde fgijklm	87%acflj	79%	85%acl	74%	78%	74%	84%	
462	462	339	313	255	194	119	383	268	254	462	326	224	30	17	13	
42%	65%	72%acgi	65%	77%acgi	83%abcf ghim	73%gi	64%	71%gi	63%	100%abcd efghim	100%abcd efghim	100%abcde fghim	63%	61%	65%	
48	48	32	28	20	13	8	37	23	20	30	18	14	48	28	19	
4%	7%	7%	6%	6%	5%	5%	6%	6%	5%	6%	5%	6%	100%abcd efghijkl	100%	100%	
211	211	114	130	22	13	14	130	71	81	59	30	35	-	-	-	
19%	30%defgh ijklm	24%defjk lm	27%defhij klm	7%	6%	9%	22%defjk m	19%defjk m	20%defjk m	13%dem	9%	15%dem	-	-	-	
175	175	117	110	55	32	23	149	80	97	106	79	38	8	5	3	
16%	25%defl	25%defl	23%e	17%	14%	14%	25%defl	21%e	24%def	23%ef	24%def	17%	16%	18%	14%	
192	192	141	125	135	106	42	191	130	112	169	125	68	8	5	3	
18%	27%	30%	26%	41%abcfg ilm	46%abcfg hijlm	26%	32%	35%acm	27%	37%actim	38%abcfi m	30%	17%	18%	16%	
113	113	88	107	103	71	76	112	84	105	110	83	74	13	8	5	
10%	16%	19%	22%a	31%abcgh j	31%abcgh	47%abcde ghijklm	19%	22%a	26%abg	24%a	26%abg	33%abcgh j	28%	27%	28%	

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
5 TYPES EXPERIENCED	9 1%	9 1%	8 2%	2 *	7 2%	7 3%ci	- -	9 1%	8 2%ci	2 *	9 2%	7 2%	2 1%	9 18%abcde fghijkl	8 27%	1 5%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 65%	711 100%	470 100%	483 100%	333 100%	232 100%	162 100%	601 100%	376 100%	406 100%	462 100%	326 100%	224 100%	48 100%	28 100%	19 100%
None	385 35%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.384	2.384	2.506	2.526	3.140abc ghijk	3.149abc ghijk	3.285abc ghijkl	2.583a	2.696ab	2.702ab	2.857abc g	2.898abc ghi	2.974abc ghi	4.097abc defghijk l	3.922	4.354
Standard Deviation	1.179	1.179	1.131	1.225	1.038	0.934	1.129	1.155	1.118	1.203	1.106	1.006	1.214	1.366	1.266	1.499
Error Variance	0.002	0.002	0.003	0.004	0.003	0.004	0.009	0.002	0.003	0.004	0.003	0.003	0.008	0.041	0.055	0.140

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1049	503	546	142	155	119	164	153	170	146	186	279	224	360
Weighted Base	1054	510	544	149	208	161	180	152	112	91	212	323	217	301
Silent Calls	333 32%	174 34%	158 29%	39 26%	55 27%	43 27%	65 36%	58 38%cd	44 39%cde	29 31%	85 40%lm	99 31%	71 33%	78 26%
Sales/marketing texts	256 24%	125 25%	131 24%	31 21% <i>i</i>	72 34% <i>chi</i>	48 29% <i>hi</i>	51 28% <i>hi</i>	39 26% <i>hi</i>	14 13% <i>i</i>	2 3%	69 32% <i>lm</i>	102 32% <i>lm</i>	48 22% <i>m</i>	37 12%
Sales/marketing calls	548 52%	270 53%	277 51%	73 49%	97 46%	79 49%	102 57%	90 59% <i>d</i>	60 54%	46 51%	130 61% <i>lm</i>	174 54%	104 48%	140 46%
Recorded message	462 44%	235 46%	227 42%	62 42%	81 39%	64 39%	94 52% <i>di</i>	83 55% <i>cdehi</i>	47 42%	32 35%	120 56% <i>lm</i>	155 48% <i>m</i>	86 40%	101 34%
Other type	48 5%	24 5%	24 4%	4 3%	11 5%	9 6%	8 4%	4 3%	8 7%	4 4%	13 6% <i>m</i>	21 7% <i>m</i>	7 3%	6 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	211 20%	100 20%	111 20%	29 20%	40 19%	31 19%	34 19%	28 18%	24 21%	25 27%	44 21%	67 21%	42 19%	58 19%
2 TYPES EXPERIENCED	175 17%	78 15%	98 18%	32 22%	26 12%	30 19%	29 16%	27 18%	15 14%	16 17%	35 16%	47 15%	36 17%	57 19%
3 TYPES EXPERIENCED	192 18%	95 19%	98 18%	18 12%	36 17%	20 12%	41 23% <i>ce</i>	38 25% <i>ce</i>	24 22% <i>ce</i>	16 18%	49 23% <i>m</i>	64 20%	38 17%	41 14%
4 TYPES EXPERIENCED	113 11%	63 12%	51 9%	11 7%	26 12% <i>i</i>	25 16% <i>i</i>	20 11% <i>i</i>	20 13% <i>i</i>	9 8%	2 3%	37 17% <i>lm</i>	43 13% <i>m</i>	18 8%	16 5%
5 TYPES EXPERIENCED	9 1%	7 1%	2 *	2 1%	3 1%	-	2 1%	1 *	1 1%	1 1%	1 *	4 1%	1 1%	2 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 67%	346 68%	364 67%	94 63%	132 63%	106 66%	130 72%	114 75%	75 67%	60 66%	168 79% <i>lm</i>	230 71% <i>m</i>	138 64%	174 58%
None	343 33%	163 32%	180 33%	55 37%	76 37%	55 34%	51 28%	39 25%	37 33%	31 34%	44 21%	93 29%	79 36% <i>j</i>	127 42% <i>jk</i>
Mean number of mentions	2.384	2.462	2.311	2.257	2.464 <i>i</i>	2.368 <i>i</i>	2.527 <i>i</i>	2.466 <i>i</i>	2.390 <i>i</i>	1.967	2.548 <i>m</i>	2.491 <i>m</i>	2.344	2.118
Standard Deviation	1.179	1.215	1.142	1.197	1.232	1.141	1.257	1.067	1.243	0.972	1.194	1.243	1.198	1.015
Error Variance	0.002	0.004	0.004	0.017	0.016	0.017	0.014	0.011	0.013	0.010	0.010	0.008	0.010	0.005

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1049	593	270	186	487	562	273	776	824	225	843	89	54	63
Weighted Base	1054	626	282	145	597	457	340	714	848	205	886	90*	53*	25*
Silent Calls	333	225	68	40	191	141	100	233	274	58	281	32	15	5
	32%	36%b	24%	27%	32%	31%	29%	33%	32%	28%	32%	35%	28%	20%
Sales/marketing texts	256	183	58	16	186	70	108	149	201	56	222	17	12	5
	24%	29%bc	20%c	11%	31%e	15%	32%g	21%	24%	27%	25%	19%	22%	21%
Sales/marketing calls	548	345	131	71	323	224	168	380	448	99	458	49	30	11
	52%	55%b	46%	49%	54%	49%	49%	53%	53%	48%	52%	54%	56%	42%
Recorded message	462	305	103	55	279	183	147	315	369	94	391	43	23	5
	44%	49%bc	36%	38%	47%e	40%	43%	44%	43%	46%	44% ^m	48% ^m	43% ^m	20%
Other type	48	31	11	6	27	21	18	30	33	15	40	3	5	-
	5%	5%	4%	4%	4%	5%	5%	4%	4%	7%	4%	3%	10%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	211	119	54	38	119	92	70	141	168	43	169	18	20	5
	20%	19%	19%	26%	20%	20%	21%	20%	20%	21%	19%	20%	37% ^{jk}	19%
2 TYPES EXPERIENCED	175	100	52	23	98	77	59	116	143	32	150	19	3	4
	17%	16%	19%	16%	16%	17%	17%	16%	17%	16%	17% ^l	21% ^l	5%	16%
3 TYPES EXPERIENCED	192	130	37	25	111	82	53	139	152	40	166	15	8	4
	18%	21% ^b	13%	17%	19%	18%	16%	20%	18%	19%	19%	16%	15%	16%
4 TYPES EXPERIENCED	113	89	18	7	84	29	45	68	96	18	98	10	5	*
	11%	14% ^{bc}	6%	5%	14% ^e	6%	13%	9%	11%	9%	11% ^m	12% ^m	9%	1%
5 TYPES EXPERIENCED	9	1	6	2	4	5	-	9	4	5	5	-	3	-
	1%	*	2% ^a	1%	1%	1%	-	1%	*	2% ^h	1%	-	6% ^{jk}	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711	448	169	94	420	290	233	478	571	140	596	62	39	13
	67%	72% ^b	60%	65%	70% ^e	64%	68%	67%	67%	68%	67% ^m	69% ^m	74% ^m	52%
None	343	178	114	51	176	167	107	236	278	65	289	28	14	12
	33%	28%	40% ^a	35%	30%	36% ^d	32%	33%	33%	32%	33%	31%	26%	48% ^{ijkl}
Mean number of mentions	2.384	2.499 ^c	2.262	2.059	2.459	2.276	2.400	2.377	2.378	2.409	2.403 ^m	2.348	2.293	1.971
Standard Deviation	1.179	1.186	1.188	1.056	1.194	1.151	1.220	1.160	1.164	1.245	1.164	1.149	1.507	0.903
Error Variance	0.002	0.003	0.009	0.010	0.004	0.004	0.009	0.003	0.002	0.011	0.002	0.022	0.061	0.025

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1049	39	118	82	67	94	95	118	144	86	54	89	63
Weighted Base	1054	39*	117	84*	68*	100*	105*	130	153	90*	53*	90*	25*
Silent Calls	333 32%	15 38%	39 34%g	32 39%gl	30 44%gl	28 28%	25 24%	27 21%	50 32%	35 38%gl	15 28%	32 35%g	5 20%
Sales/marketing texts	256 24%	9 22%	22 19%	27 32%b	15 23%	26 26%	28 26%	36 28%	31 20%	28 31%	12 22%	17 19%	5 21%
Sales/marketing calls	548 52%	22 56%	59 51%	40 48%	38 56%	55 55%	57 54%	60 46%	82 53%	45 50%	30 56%	49 54%	11 42%
Recorded message	462 44%	25 63%gl	52 45%gl	37 45%gl	29 43%l	45 45%gl	53 50%gl	35 27%	70 46%gl	44 50%gl	23 43%l	43 48%gl	5 20%
Other type	48 5%	2 5%	3 3%	3 4%	6 9%	3 3%	7 7%	5 4%	8 5%	2 3%	5 10%	3 3%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	211 20%	7 19%	25 21%c	8 10%	15 22%c	17 17%	22 21%	27 21%c	31 20%c	16 18%	20 37%cehik	18 20%	5 19%
2 TYPES EXPERIENCED	175 17%	8 20%	11 10%	12 15%	13 19%j	22 22%bj	21 20%j	17 13%	29 19%j	16 18%	3 5%	19 21%bj	4 16%
3 TYPES EXPERIENCED	192 18%	9 23%	27 23%	17 20%	15 22%	15 15%	16 15%	19 15%	27 18%	21 23%	8 15%	15 16%	4 16%
4 TYPES EXPERIENCED	113 11%	5 12%	10 9%	14 16%l	7 11%	10 10%	16 15%l	13 10%	14 9%	9 10%	5 9%	10 12%l	* 1%
5 TYPES EXPERIENCED	9 1%	1 3%	1 1%	1 1%	1 1%	- -	- -	- -	1 1%	1 1%	3 6%efghk	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 67%	30 76%l	75 64%	52 62%	52 77%gl	67 66%	75 72%l	76 58%	105 69%l	64 72%l	39 74%l	62 69%l	13 52%
None	343 33%	9 24%	42 36%	32 38%	16 23%	34 34%	30 28%	54 42%ld	48 31%	25 28%	14 26%	28 31%	12 48%adfhijk
Mean number of mentions	2.384	2.470	2.391	2.753gl	2.375	2.413	2.334	2.237	2.371	2.446	2.293	2.348	1.971
Standard Deviation	1.179	1.142	1.201	1.071	1.175	1.226	1.118	1.115	1.225	1.147	1.507	1.149	0.903
Error Variance	0.002	0.043	0.018	0.023	0.026	0.025	0.020	0.019	0.015	0.021	0.061	0.022	0.025

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1049	936	780	667	269	113	350	184	514
Weighted Base	1054	976	764	686	290	78	366	194	484
Silent Calls	333	312	267	247	66	20	117	72	152
	32%	32% ^d	35% ^d	36% ^d	23%	26%	32%	37%	31%
Sales/marketing texts	256	256	158	158	98	-	102	49	105
	24%	26% ^{bce}	21% ^e	23% ^e	34% ^{abce}	-	28%	25%	22%
Sales/marketing calls	548	508	453	413	94	40	192	126	242
	52%	52% ^d	59% ^{ad}	60% ^{ad}	33%	51% ^d	53%	65%	50%
Recorded message	462	434	376	348	86	28	163	92	225
	44%	44% ^d	49% ^{de}	51% ^{ade}	30%	37%	44%	47%	46%
Other type	48	46	38	36	9	2	20	8	20
	5%	5%	5%	5%	3%	3%	5%	4%	4%
SUMMARY CODES									
1 TYPE EXPERIENCED	211	192	161	142	50	19	70	36	105
	20%	20%	21%	21%	17%	24%	19%	18%	22%
2 TYPES EXPERIENCED	175	165	130	120	45	11	55	34	92
	17%	17%	17%	17%	16%	14%	15%	17%	19%
3 TYPES EXPERIENCED	192	176	149	133	43	17	60	44	95
	18%	18%	20%	19%	15%	21%	16%	23%	20%
4 TYPES EXPERIENCED	113	113	95	95	18	-	58	23	36
	11%	12% ^{de}	12% ^{de}	14% ^{de}	6% ^{de}	-	16%	12%	7%
5 TYPES EXPERIENCED	9	8	8	7	1	1	1	2	5
	1%	1%	1%	1%	*	1%	*	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711	664	550	504	160	47	247	142	336
	67%	68% ^d	72% ^{de}	73% ^{ade}	55%	60%	68%	73%	69%
None	343	312	214	183	129	31	119	53	148
	33%	32% ^c	28%	27%	45% ^{abc}	40% ^{bc}	32%	27%	31%
Mean number of mentions	2.384	2.413 ^e	2.419 ^e	2.460 ^e	2.265	1.983	2.484	2.507	2.269
Standard Deviation	1.179	1.190	1.191	1.204	1.135	0.939	1.209	1.187	1.121
Error Variance	0.002	0.002	0.003	0.003	0.009	0.013	0.006	0.011	0.004

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1049	375	407	406	72	602	416	998	846	840	399	567	861	538
Weighted Base	1054	394	372	371	75*	632	383	991	905	901	454	640	920	612
Silent Calls	333 32%	127 32%	125 34%	125 34%	20 27%	209 33%	127 33%	327 33%	290 32%	291 32%	140 31%	199 31%	293 32%	190 31%
Sales/marketing texts	256 24%	108 28%bcf	70 19%	70 19%	24 32%bcf	175 28%bcf	73 19%	243 25%b	250 28%	251 28%	121 27%	191 30%	251 27%	179 29%
Sales/marketing calls	548 52%	208 53%cd	198 53%cd	198 53%cd	27 35%	342 54%cd	206 54%cd	531 54%cd	478 53%	475 53%	250 55%	335 52%	483 52%	321 52%
Recorded message	462 44%	179 45%	181 49%	181 49%	27 36%	280 44%	189 49%	452 46%	417 46%	414 46%	210 46%	289 45%	421 46%	281 46%
Other type	48 5%	21 5%	13 4%	13 4%	7 9%	35 5%	14 4%	45 5%	45 5%	44 5%	21 5%	34 5%	46 5%	34 6%
SUMMARY CODES														
1 TYPE EXPERIENCED	211 20%	79 20%	84 23%	84 23%	13 18%	117 19%	87 23%	200 20%	171 19%	171 19%	93 21%	115 18%	172 19%	115 19%
2 TYPES EXPERIENCED	175 17%	60 15%	66 18%	66 18%	19 26%a	108 17%	68 18%	169 17%	150 17%	146 16%	90 20%	120 19%	152 16%	117 19%
3 TYPES EXPERIENCED	192 18%	66 17%	75 20%	75 20%	14 19%	117 18%	78 20%	189 19%	171 19%	171 19%	71 16%	114 18%	174 19%	101 17%
4 TYPES EXPERIENCED	113 11%	59 15%bcdf	30 8%	30 8%	4 5%	84 13%bcf	30 8%	111 11%	112 12%	112 12%	56 12%	79 12%	112 12%	77 12%
5 TYPES EXPERIENCED	9 1%	1 *	4 1%	4 1%	1 1%	4 1%	4 1%	8 1%	7 1%	7 1%	4 1%	2 *	7 1%	5 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 67%	270 68%	262 71%	262 71%	51 67%	437 69%	271 71%	686 69%	621 69%	618 69%	319 70%	440 69%	626 68%	424 69%
None	343 33%	124 32%	109 29%	108 29%	25 33%	196 31%	111 29%	305 31%	284 31%	283 31%	134 30%	200 31%	294 32%	188 31%
Mean number of mentions	2.384	2.461	2.290	2.290	2.186	2.463	2.294	2.393	2.457	2.459	2.388	2.459	2.458	2.455
Standard Deviation	1.179	1.213	1.146	1.146	0.945	1.176	1.154	1.171	1.191	1.193	1.206	1.191	1.189	1.222
Error Variance	0.002	0.006	0.005	0.005	0.019	0.003	0.005	0.002	0.003	0.003	0.005	0.004	0.002	0.004

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e or mobile) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1049	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1054	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
Silent Calls	333 32%	333 47%	248 53%	224 46%	333 100%abcg hijklm	232 100%abcg hijklm	162 100%abcgh ijklm	290 48%	209 56%acg	193 48%	255 55%ac	201 62%abcgi m	116 52%	20 42%	13 44%	8 39%
Sales/marketing texts	256 24%	256 36%b	127 27%	256 53%abdeg hijkm	145 44%abehk	79 34%	109 67%abcde ghjkm	256 43%abehk	114 30%	256 63%abcde ghjkm	179 39%bh	104 32%	132 59%abdeg hijkm	13 27%	4 13%	9 47%
Sales/marketing calls	548 52%	548 77%	401 85%acjl	372 77%	272 82%	202 87%acjl	127 78%	548 91%abod fjklm	376 100%abcde fgijklm	353 87%acflj	366 79%	278 85%acl	166 74%	37 78%	21 74%	16 84%
Recorded message	462 44%	462 65%	339 72%acgi	313 65%	255 77%acgi	194 83%abcfg him	119 73%i	383 64%	268 71%gi	254 63%	462 100%abcd efghim	326 100%abcd efghim	224 100%abcde fghim	30 63%	17 61%	13 65%
Other type	48 5%	48 7%	32 7%	28 6%	20 6%	13 5%	8 5%	37 6%	23 6%	20 5%	30 6%	18 5%	14 6%	48 100%abcd efghijkl	28 100%	19 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	211 20%	211 30%defgh ijklm	114 24%defjkl lm	130 27%defhij klm	22 7%	13 6%	14 9%	130 22%defjkl m	71 19%defjkl m	81 20%defjkl m	59 13%dem	30 9%	35 15%dem	-	-	-
2 TYPES EXPERIENCED	175 17%	175 25%defl ijklm	117 25%defl	110 23%e	55 17%	32 14%	23 14%	149 25%defl	80 21%e	97 24%def	106 23%ef	79 24%def	38 17%	8 16%	5 18%	3 14%
3 TYPES EXPERIENCED	192 18%	192 27%	141 30%	125 26%	135 41%abcfg ilm	106 46%abcfg hijlm	42 26%	191 32%	130 35%acm	112 27%	169 37%actim	125 38%abcfi m	68 30%	8 17%	5 18%	3 16%
4 TYPES EXPERIENCED	113 11%	113 16%	88 19%	107 22%a	103 31%abcgh j	71 31%abcgh	76 47%abcde ghijklm	112 19%	84 22%a	105 26%abg	110 24%a	83 26%abg	74 33%abcgh j	13 28%	8 27%	5 28%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1049	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
Weighted Base	1054	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
5 TYPES EXPERIENCED	9 1%	9 1%	8 2%	2 *	7 2%	7 3%ci	- -	9 1%	8 2%c	2 *	9 2%	7 2%	2 1%	9 18%abcde fghijkl	8 27%	1 5%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	711 67%	711 100%	470 100%	483 100%	333 100%	232 100%	162 100%	601 100%	376 100%	406 100%	462 100%	326 100%	224 100%	48 100%	28 100%	19 100%
None	343 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.384	2.384	2.506	2.526	3.140abc ghijk	3.149abc ghijk	3.285abc ghijkl	2.583a	2.696ab	2.702ab	2.857abc g	2.898abc ghi	2.974abc ghi	4.097abc defghijk l	3.922	4.354
Standard Deviation	1.179	1.179	1.131	1.225	1.038	0.934	1.129	1.155	1.118	1.203	1.106	1.006	1.214	1.366	1.266	1.499
Error Variance	0.002	0.002	0.003	0.004	0.003	0.004	0.009	0.002	0.003	0.004	0.003	0.003	0.008	0.041	0.055	0.140

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.7A/7Bi Response to recorded message on landline or mobile phone
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Listen to the full message before hanging up	19	10	9	-	6	5	2	2	2	2	6	4	2	7
	2%	2%	2%	-	3%	3%	1%	1%	2%	2%	3%	1%	1%	2%
Listen to some of the message before hanging up	96	41	55	16	19	9	16	20	10	7	27	31	15	24
	9%	8%	10%	10%	9%	5%	8%	13%e	8%	7%	12%	9%	6%	7%
Hang up immediately, as soon as I realise it is a recorded message	361	189	172	47	59	53	78	67	35	23	92	126	72	71
	33%	36%	30%	30%	27%	32%	41%cdhi	43%cdhi	30%	24%	42%lm	38%lm	31%lm	22%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107	48	59	16	21	11	17	22	12	9	30	32	15	30
	10%	9%	10%	10%	10%	7%	9%	14%	10%	9%	14%l	10%	6%	9%
None	634	295	338	95	135	102	94	72	70	65	98	177	142	217
	58%	56%	60%	60%g	63%fg	62%g	50%	46%	60%g	67%fg	45%	53%	62%j	68%jk

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Listen to the full message before hanging up	19 2%	14 2%	2 1%	3 2%	11 2%	8 2%	9 2%	11 1%	17 2%	2 1%	19 2%	1 1%	- -	- -
Listen to some of the message before hanging up	96 9%	64 10% ^c	26 9%	7 4%	51 8%	45 10%	26 7%	70 9%	76 9%	20 9%	86 9%	6 7%	4 7%	1 4%
Hang up immediately, as soon as I realise it is a recorded message	361 33%	239 37% ^b	77 26%	45 30%	227 37% ^e	134 28%	122 35%	240 32%	288 33%	73 35%	301 33% ^m	37 39% ^m	19 35%	4 18%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107 10%	70 11%	27 9%	10 6%	56 9%	51 11%	27 8%	80 11%	85 10%	22 10%	95 10%	7 7%	4 7%	1 4%
None	634 58%	344 53%	193 65% ^a	97 64% ^a	341 55%	293 62% ^d	205 58%	429 58%	516 58%	117 56%	532 58%	50 54%	32 58%	20 80% ^{ijkl}

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
Listen to the full message before hanging up	19	-	1	1	-	-	5	4	7	1	-	1	-
	2%	-	1%	1%	-	-	5%	3%	4%	2%	-	1%	-
Listen to some of the message before hanging up	96	6	11	9	2	7	7	8	20	15	4	6	1
	9%	15%d	10%	10%	3%	7%	7%	6%	13%d	16%dgl	7%	7%	4%
Hang up immediately, as soon as I realise it is a recorded message	361	19	40	29	27	39	44	26	46	30	19	37	4
	33%	46%ghl	34%gl	32%g	38%gl	38%gl	40%gl	19%	29%	32%g	35%g	39%gl	18%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	107	6	12	9	2	7	8	10	24	16	4	7	1
	10%	15%d	10%	10%	3%	7%	7%	7%	15%dl	17%dgl	7%	7%	4%
None	634	16	65	54	42	58	58	101	90	48	32	50	20
	58%	39%	56%	59%	59%	56%	52%	74%abcfehik	56%	52%	58%	54%	80%abodefh ijk

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q.7A/7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Listen to the full message before hanging up	19 2%	17 2%d	19 3%d	17 2%d	- -	2 3%d	8 2%	2 1%	10 2%
Listen to some of the message before hanging up	96 9%	93 10%	77 10%e	74 11%e	20 7%	3 4%	42 11%	17 9%	40 8%
Hang up immediately, as soon as I realise it is a recorded message	361 33%	338 35%d	295 39%d	271 39%d	67 23%	24 30%	120 32%	73 36%	181 36%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	107 10%	102 10%	87 11%d	82 12%d	20 7%	5 6%	45 12%	19 9%	47 9%
None	634 58%	542 56%c	388 51%	339 49%	203 70%abc	49 63%bc	217 57%	110 55%	276 55%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.7A/7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Listen to the full message before hanging up	19 2%	10 3%	5 1%	5 1%	3 4%	13 2%	6 2%	19 2%	17 2%	17 2%	11 2%	11 2%	17 2%	13 2%
Listen to some of the message before hanging up	96 9%	47 12%	29 7%	29 7%	7 9%	67 10%	32 8%	95 9%	91 10%	89 10%	52 11%	60 9%	91 10%	64 10%
Hang up immediately, as soon as I realise it is a recorded message	361 33%	129 32%	152 40%ade	152 40%ade	18 22%	210 32%	157 40%ade	352 34% ^d	323 35%	321 35%	156 34%	227 35%	328 34%	215 35%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107 10%	51 13%	33 9%	33 9%	9 12%	73 11%	36 9%	105 10%	99 11%	98 10%	55 12%	66 10%	99 10%	69 11%
None	634 58%	230 56%	202 53%	201 53%	53 66% ^{cf}	377 57%	205 52%	576 56%	519 55%	518 56%	247 54%	363 56%	532 56%	340 55%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.7A/7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
1096	688	484	414	329	245	136	584	397	348	430	321	183	45	29	16
1096	711	470	483	333	232	162	601	376	406	462	326	224	48*	28**	19**
19	19	19	13	8	5	7	16	16	10	19	19	9	-	-	-
2%	3%	4%	3%	2%	2%	4%	3%	4%	3%	4%	6%adg	4%	-	-	-
96	96	72	66	48	36	22	77	56	53	96	67	47	10	5	5
9%	14%	15%	14%	14%	15%	13%	13%	15%	13%	21%acdgi	21%acgi	21%acgi	21%	18%	24%
361	361	262	248	209	160	97	303	207	201	361	254	183	20	12	8
33%	51%	56%	51%	63%acgim	69%abcghim	60%	50%	55%	50%	78%abcde fghim	78%abcde fghim	81%abcde fghim	42%	42%	41%
107	107	83	71	50	37	23	86	65	57	107	78	47	10	5	5
10%	15%	18%	15%	15%	16%	14%	14%	17%	14%	23%acdfgi	24%acdefgi	21%g	21%	18%	24%
634	248	131	170	78	39	43	217	108	152	-	-	-	18	11	7
58%	35%bdejk l	28%ejkl	35%bdejk l	23%ejkl	17%ejkl	27%ejkl	36%bdeh jkl	29%ejkl	37%bdefh jkl	-	-	-	37%ejkl	39%	35%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.7A/7B Response to recorded message on landline or mobile phone

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	430	214	216	51	55	42	81	79	71	51	99	133	83	115
Weighted Base	462	235	227	62*	81*	64*	94*	83*	47*	32*	120*	155	86*	101*
Listen to the full message before hanging up	19 4%	10 4%	9 4%	- -	6 8%	5 8%	2 2%	2 3%	2 4%	2 6%	6 5%	4 2%	2 3%	7 7%
Listen to some of the message before hanging up	96 21%	41 18%	55 24%	16 25%	19 24%	9 14%	16 17%	20 25%	10 21%	7 22%	27 22%	31 20%	15 17%	24 23%
Hang up immediately, as soon as I realise it is a recorded message	361 78%	189 80%	172 76%	47 75%	59 73%	53 83%	78 83%	67 81%	35 75%	23 72%	92 77%	126 81%	72 83%	71 71%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107 23%	48 20%	59 26%	16 25%	21 27%	11 17%	17 18%	22 26%	12 25%	9 28%	30 25%	32 21%	15 17%	30 30%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	430	275	89	66	213	217	106	324	344	86	356	41	21	12
Weighted Base	462	305	103*	55*	279	183	147*	315	369	94*	391	43*	23**	5**
Listen to the full message before hanging up	19 4%	14 5%	2 2%	3 5%	11 4%	8 4%	9 6%	11 3%	17 5%	2 2%	19 5%	1 1%	- -	- -
Listen to some of the message before hanging up	96 21%	64 21%	26 25%	7 12%	51 18%	45 25%	26 18%	70 22%	76 21%	20 21%	86 22%	6 14%	4 16%	1 18%
Hang up immediately, as soon as I realise it is a recorded message	361 78%	239 78%	77 75%	45 82%	227 81%	134 73%	122 83%	240 76%	288 78%	73 78%	301 77%	37 84%	19 84%	4 87%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107 23%	70 23%	27 26%	10 18%	56 20%	51 28%	27 18%	80 25%	85 23%	22 23%	95 24%	7 16%	4 16%	1 18%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	430	24	53	36	31	39	35	30	65	43	21	41	12
Weighted Base	462	25**	52*	37*	29**	45**	53**	35**	70*	44*	23**	43*	5**
Listen to the full message before hanging up	19 4%	- -	1 2%	1 2%	- -	- -	5 10%	4 10%	7 9%	1 3%	- -	1 1%	- -
Listen to some of the message before hanging up	96 21%	6 24%	11 22%	9 24%	2 8%	7 16%	7 14%	8 22%	20 29%	15 33%	4 16%	6 14%	1 18%
Hang up immediately, as soon as I realise it is a recorded message	361 78%	19 76%	40 77%	29 78%	27 92%	39 87%	44 84%	26 75%	46 65%	30 68%	19 84%	37 84%h	4 87%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	107 23%	6 24%	12 23%	9 24%	2 8%	7 16%	8 16%	10 29%	24 35%k	16 36%	4 16%	7 16%	1 18%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.7A\7Bi Response to recorded message on landline or mobile phone**Base: All who have received a recorded message on either their mobile or landline**

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	430	393	356	319	74	37	146	82	216
Weighted Base	462	434	376	348	86*	28*	163	92*	225
Listen to the full message before hanging up	19 4%	17 4%	19 5%	17 5%	- -	2 7% ^d	8 5%	2 2%	10 5%
Listen to some of the message before hanging up	96 21%	93 22%	77 20%	74 21%	20 23%	3 10%	42 26%	17 19%	40 18%
Hang up immediately, as soon as I realise it is a recorded message	361 78%	338 78%	295 78%	271 78%	67 77%	24 83%	120 74%	73 80%	181 81%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	107 23%	102 23%	87 23%	82 24%	20 23%	5 17%	45 28%	19 20%	47 21%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.7A/7Bi Response to recorded message on landline or mobile phone

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	430	160	175	175	27	254	181	420	367	365	168	246	372	233
Weighted Base	462	179	181	181	27**	280	189	452	417	414	210	289	421	281
Listen to the full message before hanging up	19 4%	10 6%	5 3%	5 3%	3 11%	13 5%	6 3%	19 4%	17 4%	17 4%	11 5%	11 4%	17 4%	13 5%
Listen to some of the message before hanging up	96 21%	47 27%bc	29 16%	29 16%	7 28%	67 24%	32 17%	95 21%	91 22%	89 22%	52 25%	60 21%	91 22%	64 23%
Hang up immediately, as soon as I realise it is a recorded message	361 78%	129 72%	152 84%a	152 84%a	18 65%	210 75%	157 83%a	352 78%	323 78%	321 78%	156 74%	227 79%	328 78%	215 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	107 23%	51 29%	33 18%	33 18%	9 35%	73 26%	36 19%	105 23%	99 24%	98 24%	55 26%	66 23%	99 24%	69 24%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q.7A/7Bi Response to recorded message on landline or mobile phone

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	430	332	258	247	198	97	358	271	209	430	321	183	29	19	10
Weighted Base	462	339	313	255	194	119*	383	268	254	462	326	224	30**	17**	13**
Listen to the full message before hanging up	19	19	13	8	5	7	16	16	10	19	19	9	-	-	-
	4%	6%	4%	3%	2%	6%	4%	6%	4%	4%	6%	4%	-	-	-
Listen to some of the message before hanging up	96	72	66	48	36	22	77	56	53	96	67	47	10	5	5
	21%	21%	21%	19%	18%	18%	20%	21%	21%	21%	21%	21%	33%	30%	37%
Hang up immediately, as soon as I realise it is a recorded message	361	262	248	209	160	97	303	207	201	361	254	183	20	12	8
	78%	77%	79%	82%	83%	82%	79%	77%	79%	78%	78%	81%	67%	70%	63%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	107	83	71	50	37	23	86	65	57	107	78	47	10	5	5
	23%	24%	23%	19%	19%	19%	22%	24%	23%	23%	24%	21%	33%	30%	37%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	101	45	56	14	14	7	16	21	16	13	25	26	15	35
Weighted Base	107*	48*	59*	16**	21**	11**	17**	22**	12**	9**	30**	32**	15**	30*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	38 80%	46 78%	11 72%	18 82%	10 89%	15 90%	16 73%	10 83%	6 63%	26 87%	24 74%	12 84%	22 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	10 21%	15 26%	3 16%	6 28%	2 22%	10 58%	2 10%	1 13%	1 15%	7 22%	8 25%	5 31%	6 20%
Telling you about a competition	15 14%	7 14%	9 14%	1 4%	3 15%	2 14%	3 16%	3 12%	1 11%	3 35%	3 9%	7 21%	3 23%	3 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	7 14%	11 19%	3 21%	2 7%	1 11%	6 34%	2 7%	2 18%	3 29%	8 25%	6 20%	1 8%	3 9%
Other type	3 3%	- -	3 5%	1 10%	- -	- -	- -	2 7%	- -	- -	1 3%	- -	- -	2 7%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	99 93%	46 96%	54 91%	13 83%	21 100%	10 89%	17 100%	19 86%	12 100%	8 92%	28 93%	31 96%	15 100%	26 87%
ANY EXC. APPOINTMENT REMINDERS	97 91%	45 95%	52 88%	13 83%	21 100%	10 89%	17 100%	19 86%	11 94%	7 78%	28 91%	31 96%	15 100%	25 82%
Can't Remember	6 6%	3 6%	3 5%	1 7%	- -	1 11%	- -	3 15%	- -	1 8%	1 4%	1 4%	1 8%	3 8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	101	63	24	14	42	59	20	81	78	23	89	6	4	2
Weighted Base	107*	70*	27**	10**	56*	51*	27**	80*	85*	22**	95*	7**	4**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	59 84%	19 70%	7 72%	48 87%	36 71%	25 94%	59 74%	67 78%	18 82%	77 80%	4 62%	4 100%	* 31%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	19 27%	4 14%	3 28%	17 30%	9 17%	10 36%	16 19%	20 24%	5 24%	25 26%	- -	- -	1 69%
Telling you about a competition	15 14%	12 17%	2 9%	1 11%	4 8%	11 22%	4 14%	11 14%	10 12%	5 22%	12 12%	2 33%	2 44%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	15 22%	2 8%	1 6%	10 18%	8 16%	6 22%	12 15%	11 13%	7 32%	17 18%	- -	1 21%	- -
Other type	3 3%	1 1%	1 6%	1 6%	1 3%	2 3%	- -	3 4%	2 3%	1 3%	2 2%	1 14%	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	99 93%	68 96%	23 85%	9 93%	53 95%	47 91%	27 100%	72 91%	77 91%	22 100%	89 93%	6 86%	4 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	97 91%	66 94%	23 85%	8 86%	53 95%	45 87%	27 100%	70 88%	77 91%	21 94%	87 91%	6 86%	4 100%	1 100%
Can't Remember	6 6%	2 3%	4 14%	1 7%	1 2%	5 10%	- -	6 8%	6 7%	- -	6 6%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	101	5	11	9	3	8	5	8	23	17	4	6	2
Weighted Base	107*	6**	12**	9**	2**	7**	8**	10**	24**	16**	4**	7**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	4 74%	10 81%	9 100%	2 67%	7 93%	7 79%	7 74%	18 75%	13 80%	4 100%	4 62%	* 31%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	2 38%	3 27%	1 16%	2 67%	- -	3 34%	1 6%	9 38%	4 22%	- -	- -	1 69%
Telling you about a competition	15 14%	- -	1 9%	3 35%	1 33%	1 7%	- -	1 13%	3 11%	2 12%	2 44%	2 33%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	2 26%	3 28%	2 21%	- -	- -	- -	- -	4 16%	7 41%	1 21%	- -	- -
Other type	3 3%	- -	1 12%	- -	- -	- -	- -	- -	- -	1 4%	- -	1 14%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	99 93%	6 100%	11 88%	9 100%	2 100%	7 100%	8 100%	9 87%	23 92%	14 89%	4 100%	6 86%	1 100%
ANY EXC. APPOINTMENT REMINDERS	97 91%	6 100%	11 88%	9 100%	2 100%	7 100%	8 100%	9 87%	22 90%	13 80%	4 100%	6 86%	1 100%
Can't Remember	6 6%	- -	- -	- -	- -	- -	- -	3 25%	2 8%	2 11%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone**Base: All that have listened to recorded message on their landline or mobile**

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	101	94	85	78	16	7	39	15	49
Weighted Base	107*	102*	87*	82*	20**	5**	45*	19*	47*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	82 80%	74 84%	71 86%	11 56%	3 57%	36 81%	16 88%	35 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	25 25%	20 23%	20 25%	5 26%	- -	9 19%	8 43%	10 22%
Telling you about a competition	15 14%	15 15%	13 14%	12 15%	3 14%	1 12%	10 21%	1 4%	6 12%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	17 17%	15 18%	15 18%	3 14%	1 15%	5 11%	3 17%	12 25%
Other type	3 3%	3 3%	2 2%	2 2%	1 8%	- -	2 5%	- -	1 2%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	99 93%	96 94%	81 93%	78 94%	18 92%	3 72%	42 93%	19 100%	43 91%
ANY EXC. APPOINTMENT REMINDERS	97 91%	95 93%	79 91%	76 93%	18 92%	3 57%	42 93%	19 100%	41 87%
Can't Remember	6 6%	5 5%	6 7%	5 6%	- -	1 28%	2 4%	- -	4 9%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e

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

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone**Base: All that have listened to recorded message on their landline or mobile**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	101	45	34	34	10	64	37	99	89	88	45	59	89	57
Weighted Base	107*	51*	33**	33**	9**	73*	36*	105*	99*	98*	55*	66*	99*	69*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	43 84%	22 68%	22 68%	7 80%	60 83%	25 70%	85 81%	79 80%	77 79%	47 85%	53 80%	79 80%	58 84%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	9 18%	9 26%	9 26%	1 13%	18 25%	9 25%	24 23%	25 26%	25 26%	15 27%	16 24%	25 26%	19 28%
Telling you about a competition	15 14%	10 20%	5 15%	5 15%	- -	10 14%	6 16%	15 14%	14 14%	14 15%	11 20%	9 14%	14 14%	12 17%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	6 11%	8 23%	8 23%	3 34%	11 15%	8 23%	18 17%	17 17%	17 18%	11 21%	10 14%	17 17%	14 20%
Other type	3 3%	2 4%	1 3%	1 3%	- -	2 3%	1 3%	3 3%	2 2%	2 2%	2 4%	1 2%	2 2%	2 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	99 93%	48 94%	30 91%	30 91%	8 88%	68 94%	33 92%	98 93%	93 93%	91 93%	53 96%	61 92%	93 93%	66 96%
ANY EXC. APPOINTMENT REMINDERS	97 91%	48 94%	29 87%	29 87%	7 80%	68 93%	32 88%	96 91%	91 92%	90 92%	53 96%	61 92%	91 92%	66 96%
Can't Remember	6 6%	2 3%	2 6%	2 6%	2 26%	4 6%	2 6%	6 6%	5 6%	5 6%	1 2%	4 5%	5 6%	1 2%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	101	101	82	60	49	41	18	84	67	49	101	77	39	11	7	4
Weighted Base	107*	107*	83*	71*	50*	37*	23**	86*	65*	57*	107*	78*	47*	10**	5**	5**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	85 79%	85 79%	70 84%	57 81%	42 84%	32 85%	20 85%	72 84%	55 85%	49 86%	85 79%	66 85%	36 75%	9 90%	5 100%	4 78%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	25 24%	25 24%	18 22%	19 27%	19 38%	16 42%abj	11 47%	23 27%	17 26%	15 27%	25 24%	18 24%	13 28%	2 18%	1 15%	1 22%
Telling you about a competition	15 14%	15 14%	13 15%	11 15%	8 17%	6 17%	4 17%	12 14%	11 17%	9 16%	15 14%	10 13%	7 14%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 17%	18 17%	15 18%	13 18%	10 21%	8 20%	6 27%	15 18%	10 15%	11 19%	18 17%	15 20%	7 15%	1 14%	1 26%	- -
Other type	3 3%	3 3%	2 2%	1 2%	2 3%	2 4%	- -	2 2%	2 2%	- -	3 3%	2 2%	1 3%	1 6%	1 12%	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	99 93%	99 93%	77 93%	67 94%	46 92%	33 89%	22 94%	81 94%	60 93%	55 96%	99 93%	72 92%	45 94%	10 100%	5 100%	5 100%
ANY EXC. APPOINTMENT REMINDERS	97 91%	97 91%	75 90%	67 94%	46 92%	33 89%	22 94%	80 93%	59 91%	55 96%	97 91%	70 90%	45 94%	10 100%	5 100%	5 100%
Can't Remember	6 6%	6 6%	6 7%	4 5%	3 6%	3 8%	1 6%	5 6%	5 8%	2 4%	6 6%	6 8%	3 5%	- -	- -	- -

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

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

Q.TV

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Sky - Digital Satellite TV for a monthly subscription	379 35%	379 93%bcdefg	31 8%	31 8%	1 2%	379 58%bcdfg	31 8%	379 37%bcdf	351 38%	352 38%	181 40%	254 39%	358 38%	237 38%
Satellite TV from someone other than Sky	13 1%	13 3%eg	4 1%	4 1%	-	2 *	4 1%	13 1%e	13 1%	13 1%	8 2%	8 1%	13 1%	10 2%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	16 1%	16 4%bceg	4 1%	4 1%	-	1 *	16 4%bceg	16 2%e	14 2%	12 1%	7 2%	10 1%	14 1%	12 2%
Virgin Media through cable	202 18%	5 1%	13 3%	13 3%	-	202 31%abcfg	14 4%a	202 20%abcf	185 20%	183 20%	86 19%	130 20%	186 20%	115 18%
Freeview through a TV aerial and set-top box	139 13%	7 2%	139 36%adeg	139 36%adeg	-	12 2%	139 35%adeg	139 14%ade	106 11%	106 11%	38 8%	58 9%	108 11%	50 8%
TV set which has Freeview channels built in (without a separate set-top box)	256 23%	33 8%	256 67%adeg	256 67%adeg	2 2%	35 5%	256 65%adeg	256 25%ade	187 20%	185 20%	102 22%	122 19%	193 20%	133 21%
YouView set top box	1 *	-	1 *	-	-	-	-	1 *	1 *	1 *	1 *	1 *	1 *	1 *
BT Vision	57 5%	1 *	2 *	2 *	57 71%abcefg	57 9%abcfg	2 *	57 6%abcf	52 6%	52 6%	25 5%	39 6%	52 5%	32 5%
Talk Talk TV	23 2%	-	-	-	23 29%abcefg	23 3%abcf	-	23 2%abcf	21 2%	21 2%	6 1%	15 2%	21 2%	15 2%
Other	19 2%	4 1%	1 *	1 *	-	4 1%	1 *	19 2%bcdf	18 2%	18 2%	7 1%	13 2%	18 2%	13 2%
NO TV	64 6%	-	-	-	-	-	-	-	56 6%	57 6%	36 8%	51 8%	57 6%	48 8%
Don't know	4 *	-	-	-	-	-	-	-	2 *	2 *	1 *	2 *	2 *	2 *

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q.INTERNET

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Using a Wi-Fi (wireless) connection to broadband	926	374	282	281	72	600	290	868	926	926	433	623	926	590
	84%	92%bcfg	73%	73%	90%bcf	91%bcfg	74%	84%bcf	99%ijklm	99%ijklm	95%	96%	97%	95%
Using a wired (Ethernet) connection to broadband	115	47	35	35	9	73	38	107	115	105	115	80	115	83
	10%	12%	9%	9%	11%	11%	10%	10%	12%	11%	25%hiklm	12%	12%	13%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	418	177	109	108	33	288	110	386	401	404	258	418	418	329
	38%	43%bcf	29%	28%	42%bcf	44%bcfg	28%	38%bcf	43%	43%	57%hil	64%hijlm	44%	53%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	9	4	2	2	-	5	2	8	9	9	9	8	9	9
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
While travelling using a Wi-Fi (wireless) network	299	131	82	82	22	207	85	278	294	299	299	272	297	299
	27%	32%bcf	21%	22%	28%	32%bcf	22%	27%	31%	32%	65%hiklm	42%hil	31%	48%hil
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	523	219	142	142	44	349	149	478	501	505	338	523	514	523
	48%	54%bcfg	37%	37%	55%bcf	53%bcfg	38%	47%bcf	54%	54%	74%hil	80%hijl	54%	84%hijl
At work or place of study	243	112	56	55	14	167	57	215	235	233	243	217	236	243
	22%	27%bcfg	15%	14%	18%	25%bcf	15%	21%bcf	25%	25%	53%hiklm	33%hil	25%	39%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	209	87	50	49	16	141	52	186	206	209	191	202	207	209
	19%	21%bcf	13%	13%	20%	21%bcf	13%	18%bc	22%	22%	42%hiklm	31%hil	22%	34%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	74	31	18	18	6	48	20	67	73	73	74	69	73	74
	7%	7%	5%	5%	7%	7%	5%	7%	8%	8%	16%hikl	11%	8%	12%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	219	95	51	49	17	156	53	200	213	215	188	219	217	219
	20%	23%bcf	13%	13%	22%	24%bcf	13%	19%bcf	23%	23%	41%hikl	34%hil	23%	35%hil

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q.INTERNET**Base: All adults UK**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Home/personal email address	862 79%	347 85%bcfg	259 68%	258 67%	67 84%bcf	558 85%bcfg	269 68%	806 78%bcf	843 90%	836 90%	419 92%	602 92%	851 89%	584 94%hil
Work email address	203 19%	94 23%bcf	51 13%	51 13%	13 16%	144 22%bcf	54 14%	189 18%bc	197 21%	197 21%	169 37%hikl	179 27%hil	199 21%	197 32%hil
None of these/Don't access the internet	127 12%	20 5%	87 23%adeg	87 23%adeg	4 5%	36 5%	88 22%adeg	122 12%ae	-	-	-	-	-	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
GENDER														
Male	531	531	-	78	100	90	97	72	54	40	117	150	123	141
	48%	100%b	-	50%	46%	54%i	52%	47%	46%	41%	54%	45%	54% ^m	44%
Female	565	-	565	79	116	76	91	83	62	58	100	183	106	177
	52%	-	100% ^a	50%	54%	46%	48%	53%	54%	59% ^e	46%	55%	46%	56% ^l
AGE														
16-24	157	78	79	157	-	-	-	-	-	-	21	57	34	46
	14%	15%	14%	100% ^{defghi}	-	-	-	-	-	-	10%	17% ^j	15%	14%
25-34	216	100	116	-	216	-	-	-	-	-	32	85	50	49
	20%	19%	21%	-	100% ^{cefg}	-	-	-	-	-	15%	25% ^{jlm}	22%	15%
35-44	166	90	76	-	-	166	-	-	-	-	45	44	32	44
	15%	17%	13%	-	-	100% ^{cdfghi}	-	-	-	-	21%	13%	14%	14%
45-54	188	97	91	-	-	-	188	-	-	-	51	57	42	38
	17%	18%	16%	-	-	-	100% ^{cdeg}	-	-	-	24% ^m	17%	19% ^m	12%
55-64	155	72	83	-	-	-	-	155	-	-	29	42	34	50
	14%	14%	15%	-	-	-	-	100% ^{cdefhi}	-	-	13%	13%	15%	16%
65-74	117	54	62	-	-	-	-	-	117	-	25	26	21	44
	11%	10%	11%	-	-	-	-	-	100% ^{cdefgi}	-	11%	8%	9%	14% ^k
75+	98	40	58	-	-	-	-	-	-	98	15	21	15	47
	9%	7%	10%	-	-	-	-	-	-	100% ^{cdefgh}	7%	6%	7%	15% ^{ijkl}
SOCIAL GRADE														
AB	217	117	100	21	32	45	51	29	25	15	217	-	-	-
	20%	22%	18%	13%	15%	27% ^{cdi}	27% ^{cdi}	18%	21%	15%	100% ^{klm}	-	-	-
C1	333	150	183	57	85	44	57	42	26	21	-	333	-	-
	30%	28%	32%	36% ^{hi}	39% ^{eghi}	27%	30%	27%	23%	22%	-	100% ^{jlm}	-	-
C2	228	123	106	34	50	32	42	34	21	15	-	-	228	-
	21%	23%	19%	21%	23%	19%	23%	22%	18%	15%	-	-	100% ^{klm}	-
DE	318	141	177	46	49	44	38	50	44	47	-	-	-	318
	29%	27%	31%	29%	23%	26%	20%	32% ^f	38% ^{def}	48% ^{cdefg}	-	-	-	100% ^{ijkl}

Table 18

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
MARITAL STATUS														
Married/Living as married	649 59%	321 60%	328 58%	20 13%	143 66%ci	129 78%cdghi	150 80%cdghi	98 63%ci	70 60%ci	37 38%c	161 74%km	193 58%cm	153 67%cm	142 45%
Single	296 27%	149 28%	147 26%	132 84%defghi	68 32%efghi	28 17%i	22 12%	24 16%i	15 12%	8 8%	37 17%	99 30%j	51 22%	108 34%jl
Widow/Divorced/Separated	152 14%	61 12%	90 16%	5 3%	4 2%	8 5%	17 9%cd	32 21%cdef	32 27%cdef	53 54%cddefgh	19 9%	40 12%	25 11%	68 21%ijkl
WORKING STATUS														
Working	620 57%	333 63%b	288 51%	78 50%hi	169 78%cgghi	120 72%cgghi	148 79%cgghi	91 59%hi	11 10%i	3 3%	143 66%cm	209 63%cm	163 71%cm	105 33%
Not working	476 43%	198 37%	277 49%a	79 50%def	47 22%	46 28%	40 21%	64 41%def	105 90%cddefg	95 97%cddefgh	74 34%	124 37%	66 29%	212 67%ijkl
CHILDREN IN HOUSEHOLD														
Any	352 32%	152 29%	200 35%a	36 23%ghi	122 56%cfghi	111 67%cfghi	71 38%cgghi	11 7%hi	1 1%	* *	81 37%cm	120 36%cm	71 31%	80 25%
None	744 68%	379 71%b	366 65%	121 77%def	94 44%	55 33%	117 62%de	144 93%cdef	116 99%cddefg	97 100%cddefg	136 63%	213 64%	157 69%	238 75%jk
AREA														
Urban	885 81%	429 81%	456 81%	137 87%hi	174 81%	135 82%	152 81%	126 81%	87 75%	74 76%	166 76%	270 81%	191 84%	258 81%
Rural	211 19%	102 19%	109 19%	20 13%	42 19%	31 18%	36 19%	29 19%	30 25%cd	24 24%cd	52 24%	62 19%	37 16%	60 19%
COUNTRY														
England	923 84%	451 85%	472 84%	130 83%	180 84%	149 90%h	160 85%	126 81%	93 80%	85 87%	176 81%	287 86%	200 87%	260 82%
Scotland	93 9%	40 8%	53 9%	19 12%	13 6%	9 5%	12 7%	21 13%def	11 10%	9 9%	27 12%	24 7%	19 8%	24 8%
Wales	55 5%	27 5%	28 5%	6 4%	17 8%e	3 2%	11 6%	4 3%	10 9%legi	3 3%	12 5%	16 5%	6 3%	20 6%
Northern Ireland	25 2%	13 2%	12 2%	2 1%	6 3%	5 3%	5 2%	4 3%	2 2%	1 1%	3 1%	5 2%	4 2%	13 4%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
GOVERNMENT REGIONS														
North East	41 4%	20 4%	21 4%	9 6%	7 3%	8 5%	2 1%	6 4%	5 5%	4 4%	5 2%	9 3%	11 5%	16 5%
North West	117 11%	57 11%	60 11%	13 8%	24 11%	14 8%	23 12%	17 11%	15 13%	12 12%	25 11%	31 9%	23 10%	39 12%
Yorkshire and The Humber	92 8%	46 9%	45 8%	15 10%	22 10%	14 9%	18 10%	8 5%	9 8%	5 5%	14 6%	26 8%	24 11%	27 9%
East Midlands	71 6%	31 6%	40 7%	13 8%	16 8%	4 2%	13 7%	8 5%	6 5%	10 11%	9 4%	23 7%	12 5%	27 9%
West Midlands	103 9%	48 9%	55 10%	16 10%	16 7%	14 8%	19 10%	18 12%	8 6%	12 13%	18 9%	22 7%	35 15%	27 9%
East of England	110 10%	58 11%	52 9%	11 7%	14 6%	30 18%	21 11%	14 9%	10 9%	9 10%	28 13%	33 10%	23 10%	27 8%
London	136 12%	67 13%	69 12%	19 12%	38 18%	30 18%	17 9%	16 10%	10 8%	7 7%	16 8%	49 15%	26 11%	45 14%
South East	160 15%	76 14%	84 15%	24 15%	29 14%	21 13%	34 18%	22 14%	16 13%	14 15%	42 19%	61 18%	32 14%	26 8%
South West	92 8%	47 9%	46 8%	10 6%	14 7%	14 9%	12 7%	16 10%	14 12%	11 12%	18 9%	34 10%	14 6%	26 8%
Wales	55 5%	27 5%	28 5%	6 4%	17 8%	3 2%	11 6%	4 3%	10 9%	3 3%	12 5%	16 5%	6 3%	20 6%
Scotland	93 9%	40 8%	53 9%	19 12%	13 6%	9 5%	12 7%	21 13%	11 10%	9 9%	27 12%	24 7%	19 8%	24 8%
Northern Ireland	25 2%	13 2%	12 2%	2 1%	6 3%	5 3%	5 2%	4 3%	2 2%	1 1%	3 1%	5 2%	4 2%	13 4%
Q.1/2 PHONES OWN														
Mobile (any)	976 89%	476 90%	500 88%	148 94%	206 95%	158 95%	179 95%	140 90%	92 79%	54 55%	204 94%	311 94%	205 90%	256 80%
Landline	764 70%	365 69%	399 71%	91 58%	120 56%	114 69%	136 72%	126 81%	92 79%	84 86%	166 76%	229 69%	152 66%	218 69%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
Mobile & Landline	686	331	356	90	118	111	135	114	72	46	158	216	139	173
	63%	62%	63%	57%	55%	67% <i>i</i>	72% <i>cdi</i>	74% <i>cdhi</i>	62% <i>i</i>	48%	73% <i>lm</i>	65% <i>m</i>	61%	54%
Mobile only	290	145	144	58	88	47	44	26	19	7	47	95	65	83
	26%	27%	26%	37% <i>fghi</i>	41% <i>efghi</i>	28% <i>ghi</i>	24% <i>i</i>	17% <i>i</i>	17% <i>i</i>	8%	21%	29%	29%	26%
Landline only	78	34	44	1	2	4	1	12	20	37	8	12	12	45
	7%	6%	8%	1%	1%	2%	1%	8% <i>cdef</i>	17% <i>cdefg</i>	38% <i>cdefgh</i>	4%	4%	5%	14% <i>ijkl</i>
PAY TV SERVICE														
Sky	379	189	190	56	87	62	77	52	30	16	75	119	87	98
	35%	36%	34%	36% <i>i</i>	40% <i>hi</i>	37% <i>i</i>	41% <i>hi</i>	34% <i>i</i>	26%	16%	35%	36%	38%	31%
Virgin Media	202	106	96	29	33	36	39	35	21	8	46	72	44	40
	18%	20%	17%	19% <i>i</i>	15%	22% <i>i</i>	21% <i>i</i>	22% <i>i</i>	18% <i>i</i>	9%	21% <i>m</i>	22% <i>m</i>	19%	13%
Other	501	236	265	65	76	66	71	78	70	76	102	121	99	179
	46%	44%	47%	41%	35%	40%	38%	50% <i>df</i>	60% <i>cdef</i>	78% <i>cdefgh</i>	47% <i>k</i>	36%	43%	56% <i>kl</i>
TV														
ANY SATELLITE	409	202	207	61	91	65	83	59	33	17	80	127	93	108
	37%	38%	37%	39% <i>i</i>	42% <i>hi</i>	39% <i>i</i>	44% <i>hi</i>	38% <i>i</i>	28% <i>i</i>	17%	37%	38%	41%	34%
ANY FREEVIEW INC. YOUVIEW	383	181	203	47	59	39	51	59	57	71	75	91	73	144
	35%	34%	36%	30%	27%	24%	27%	38% <i>ef</i>	49% <i>cdef</i>	73% <i>cdefgh</i>	35%	27%	32%	45% <i>ijkl</i>
ANY FREEVIEW EXC. YOUVIEW	382	181	202	46	59	39	51	59	57	71	75	90	73	144
	35%	34%	36%	29%	27%	24%	27%	38% <i>ef</i>	49% <i>cdef</i>	73% <i>cdefgh</i>	35%	27%	32%	45% <i>ijkl</i>
ANY IPTV	80	39	41	12	11	20	12	11	10	5	22	20	18	20
	7%	7%	7%	7%	5%	12% <i>d</i>	6%	7%	9%	5%	10%	6%	8%	6%
ANY PAY TV	657	332	325	96	130	117	126	98	61	29	142	209	149	157
	60%	63%	58%	61% <i>i</i>	60% <i>i</i>	71% <i>hi</i>	67% <i>hi</i>	63% <i>i</i>	52% <i>i</i>	30%	65% <i>m</i>	63% <i>m</i>	65% <i>m</i>	49%
ANY FTA	394	186	208	47	61	39	56	62	59	71	76	95	76	147
	36%	35%	37%	30%	28%	24%	30%	40% <i>de</i>	50% <i>cdef</i>	73% <i>cdefgh</i>	35%	29%	33%	46% <i>ijkl</i>
ANY TV SERVICE	1028	502	525	143	187	154	178	153	115	97	204	301	220	303
	94%	95%	93%	91%	87%	93%	94% <i>d</i>	99% <i>cdef</i>	99% <i>cdef</i>	99% <i>cdef</i>	94%	90%	96% <i>k</i>	95% <i>k</i>
INTERNET														
FIXED BROADBAND AT HOME	936	461	475	151	206	157	176	136	74	36	205	307	196	228
	85%	87%	84%	96% <i>ghi</i>	95% <i>ghi</i>	95% <i>hi</i>	93% <i>hi</i>	88% <i>hi</i>	64% <i>i</i>	37%	94% <i>lm</i>	92% <i>lm</i>	86% <i>m</i>	72%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1096	528	568	149	161	123	172	156	177	158	190	286	237	383
Weighted Base	1096	531	565	157	216	166	188	155	117	98	217	333	228	318
ANY WIFI ACCESS	932 85%	454 86%	477 84%	150 95%ghi	209 97%ghi	158 95%ghi	173 92%hi	135 87%hi	72 62%l	35 36%	204 94%lm	304 91%lm	194 85%lm	229 72%
ANY WIRED (ETHERNET) ACCESS	456 42%	232 44%	225 40%	86 55%ghi	105 49%hi	89 54%ghi	89 47%hi	61 39%hi	17 14%	10 10%	118 54%lm	155 46%lm	98 43%lm	86 27%
ANY MOBILE (3G/4G) ACCESS	652 59%	328 62%	324 57%	122 78%fghi	164 76%fghi	124 75%ghi	121 65%ghi	81 52%hi	28 24%l	11 12%	146 67%lm	232 70%lm	128 56%lm	146 46%
INTERNET ACCESS AT HOME	953 87%	470 89%	483 85%	154 98%ghi	211 98%ghi	159 96%ghi	178 95%hi	139 89%hi	75 64%l	37 38%	205 94%lm	311 93%lm	200 87%lm	238 75%
INTERNET ACCESS OUTSIDE OF HOME	622 57%	309 58%	312 55%	117 75%ghi	152 70%ghi	124 75%ghi	124 66%ghi	71 46%hi	24 21%l	10 11%	148 68%lm	216 65%lm	126 55%lm	132 42%

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
GENDER														
Male	531	321	149	61	333	198	152	379	429	102	451	40	27	13
	48%	49%	50%	40%	54%e	42%	43%	51%f	48%	48%	49%	43%	50%	51%
Female	565	328	147	90	288	277	200	366	456	109	472	53	28	12
	52%	51%	50%	60%	46%	58% ^d	57% ^g	49%	52%	52%	51%	57%	50%	49%
AGE														
16-24	157	20	132	5	78	79	36	121	137	20	130	19	6	2
	14%	3%	44% ^{ac}	3%	13%	17%	10%	16% ^f	15%	10%	14%	20%	11%	8%
25-34	216	143	68	4	169	47	122	94	174	42	180	13	17	6
	20%	22% ^c	23% ^c	3%	27% ^e	10%	35% ^g	13%	20%	20%	20%	14%	31% ^k	23%
35-44	166	129	28	8	120	46	111	55	135	31	149	9	3	5
	15%	20% ^{bc}	9%	6%	19% ^e	10%	32% ^g	7%	15%	14%	16%	9%	6%	20% ^l
45-54	188	150	22	17	148	40	71	117	152	36	160	12	11	5
	17%	23% ^{bc}	7%	11%	24% ^e	8%	20%	16%	17%	17%	17%	13%	20%	19%
55-64	155	98	24	32	91	64	11	144	126	29	126	21	4	4
	14%	15% ^b	8%	21% ^b	15%	14%	3%	19% ^f	14%	14%	14%	22% ^{jl}	8%	16%
65-74	117	70	15	32	11	105	1	116	87	30	93	11	10	2
	11%	11% ^b	5%	21% ^{ab}	2%	22% ^d	*	16% ^f	10%	14%	10%	12%	19%	10%
75+	98	37	8	53	3	95	*	97	74	24	85	9	3	1
	9%	6%	3%	35% ^{ab}	*	20% ^d	*	13% ^f	8%	11%	9%	9%	5%	5%
SOCIAL GRADE														
AB	217	161	37	19	143	74	81	136	166	52	176	27	12	3
	20%	25% ^{bc}	13%	12%	23% ^e	15%	23%	18%	19%	24%	19%	28% ^{jm}	21%	13%
C1	333	193	99	40	209	124	120	213	270	62	287	24	16	5
	30%	30%	34%	27%	34% ^e	26%	34%	29%	31%	29%	31%	25%	30%	20%
C2	228	153	51	25	163	66	71	157	191	37	200	19	6	4
	21%	24%	17%	16%	26% ^e	14%	20%	21%	22%	18%	22%	20%	11%	17%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
DE	318	142	108	68	105	212	80	238	258	60	260	24	20	13
	29%	22%	36%a	45%a	17%	45% ^d	23%	32% ^f	29%	28%	28%	26%	37%	50% ^{jk}
MARITAL STATUS														
Married/Living as married	649	649	-	-	417	231	277	372	513	135	562	42	32	13
	59%	100% ^{bc}	-	-	67% ^e	49%	79% ^g	50%	58%	64%	61% ^k	45%	58%	54%
Single	296	-	296	-	159	137	63	232	257	39	241	32	16	7
	27%	-	100% ^{ac}	-	26%	29%	18%	31% ^f	29% ⁱ	18%	26%	34%	29%	27%
Widow/Divorced/Separated	152	-	-	152	44	107	12	140	115	37	120	20	8	5
	14%	-	-	100% ^{ab}	7%	23% ^d	3%	19% ^f	13%	17%	13%	21% ^j	14%	19%
WORKING STATUS														
Working	620	417	159	44	620	-	243	377	504	116	531	47	29	13
	57%	64% ^{bc}	54% ^c	29%	100% ^e	-	69% ^g	51%	57%	55%	58%	51%	53%	53%
Not working	476	231	137	107	-	476	108	367	381	95	392	46	26	12
	43%	36%	46% ^a	71% ^{ab}	-	100% ^d	31%	49% ^f	43%	45%	42%	49%	47%	47%
CHILDREN IN HOUSEHOLD														
Any	352	277	63	12	243	108	352	-	284	68	311	11	22	8
	32%	43% ^{bc}	21% ^c	8%	39% ^e	23%	100% ^g	-	32%	32%	34% ^k	12%	40% ^k	33% ^k
None	744	372	232	140	377	367	-	744	601	143	612	82	33	17
	68%	57%	79% ^a	92% ^{ab}	61%	77% ^d	-	100% ^f	68%	68%	66%	88% ^{jl}	60%	67%
AREA														
Urban	885	513	257	115	504	381	284	601	885	-	768	78	27	13
	81%	79%	87% ^{ac}	76%	81%	80%	81%	81%	100% ⁱ	-	83% ^{lm}	83% ^{lm}	50%	51%
Rural	211	135	39	37	116	95	68	143	-	211	155	16	28	12
	19%	21% ^b	13%	24% ^b	19%	20%	19%	19%	-	100% ^h	17%	17%	50% ^{jk}	49% ^{jk}
COUNTRY														
England	923	562	241	120	531	392	311	612	768	155	923	-	-	-
	84%	87% ^c	82%	79%	86%	82%	88% ^g	82%	87% ⁱ	74%	100% ^{klm}	-	-	-
Scotland	93	42	32	20	47	46	11	82	78	16	-	93	-	-
	9%	6%	11% ^a	13% ^a	8%	10%	3%	11% ^f	9%	7%	-	100% ^{jl}	-	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Wales	55	32	16	8	29	26	22	33	27	28	-	-	55	-
	5%	5%	5%	5%	5%	5%	6%	4%	3%	13%h	-	-	100%jkm	-
Northern Ireland	25	13	7	5	13	12	8	17	13	12	-	-	-	25
	2%	2%	2%	3%	2%	2%	2%	2%	1%	6%h	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	41	23	14	3	19	22	11	30	41	-	41	-	-	-
	4%	4%	5%	2%	3%	5%	3%	4%	5%l	-	4%	-	-	-
North West	117	68	30	19	68	49	34	84	117	-	117	-	-	-
	11%	11%	10%	13%	11%	10%	10%	11%	13%l	-	13%klm	-	-	-
Yorkshire and The Humber	92	56	29	6	48	44	36	56	76	16	92	-	-	-
	8%	9%	10%c	4%	8%	9%	10%	7%	9%	7%	10%klm	-	-	-
East Midlands	71	33	23	15	32	39	29	42	56	15	71	-	-	-
	6%	5%	8%	10%a	5%	8%	8%	6%	6%	7%	8%km	-	-	-
West Midlands	103	63	22	18	76	27	29	74	80	23	103	-	-	-
	9%	10%	7%	12%	12%e	6%	8%	10%	9%	11%	11%klm	-	-	-
East of England	110	76	20	14	73	38	48	62	76	35	110	-	-	-
	10%	12%b	7%	9%	12%	8%	14%g	8%	9%	16%h	12%klm	-	-	-
London	136	83	42	11	76	60	44	92	136	-	136	-	-	-
	12%	13%	14%c	7%	12%	13%	12%	12%	15%l	-	15%klm	-	-	-
South East	160	97	43	20	90	70	53	107	153	7	160	-	-	-
	15%	15%	14%	13%	15%	15%	15%	14%	17%l	3%	17%klm	-	-	-
South West	92	62	18	12	49	43	28	65	33	59	92	-	-	-
	8%	10%	6%	8%	8%	9%	8%	9%	4%	28%h	10%klm	-	-	-
Wales	55	32	16	8	29	26	22	33	27	28	-	-	55	-
	5%	5%	5%	5%	5%	5%	6%	4%	3%	13%h	-	-	100%jkm	-
Scotland	93	42	32	20	47	46	11	82	78	16	-	93	-	-
	9%	6%	11%a	13%a	8%	10%	3%	11%l	9%	7%	-	100%jlm	-	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Table 18

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
Northern Ireland	25 2%	13 2%	7 2%	5 3%	13 2%	12 2%	8 2%	17 2%	13 1%	12 6%h	- -	- -	- -	25 100%jkl
Q.1/2 PHONES OWN														
Mobile (any)	976 89%	594 92% ^c	271 92% ^c	111 73%	589 95% ^{ee}	387 81%	335 95% ^g	640 86%	787 89%	189 89%	821 89%	80 86%	51 93%	24 95%
Landline	764 70%	460 71% ^b	183 62%	120 79% ^{ab}	412 66%	352 74% ^d	244 69%	521 70%	600 68%	164 78% ^h	637 69%	64 68%	44 80%	20 80%
Mobile & Landline	686 63%	428 66% ^{bc}	172 58%	87 57%	405 65%	282 59%	239 68% ^g	447 60%	539 61%	147 70% ^h	572 62%	54 58%	41 76%	19 75% ^k
Mobile only	290 26%	166 26% ^c	99 33% ^{ac}	25 16%	184 30% ^e	105 22%	96 27%	193 26%	248 28% ⁱ	42 20%	249 27%	26 28%	10 17%	5 20%
Landline only	78 7%	33 5%	12 4%	33 22% ^{ab}	8 1%	70 15% ^d	4 1%	73 10% ^f	61 7%	17 8%	65 7%	10 10%	2 4%	1 5%
PAY TV SERVICE														
Sky	379 35%	241 37% ^c	104 35% ^c	34 22%	236 38% ^e	143 30%	158 45% ^g	221 30%	309 35%	70 33%	308 33%	36 38%	24 45%	11 45%
Virgin Media	202 18%	137 21% ^c	47 16%	18 12%	125 20%	77 16%	59 17%	142 19%	191 22% ⁱ	11 5%	179 19%	14 15%	5 9%	4 15%
Other	501 46%	276 43%	122 41%	102 67% ^{ab}	244 39%	256 54% ^d	137 39%	364 49% ^f	374 42%	127 60% ^h	429 46%	40 42%	23 42%	9 38%
TV														
ANY SATELLITE	409 37%	262 40% ^c	110 37% ^c	37 24%	256 41% ^e	152 32%	168 48% ^g	241 32%	331 37%	77 37%	333 36%	37 39%	28 51%	11 45%
ANY FREEVIEW INC. YOUVIEW	383 35%	196 30%	100 34%	88 58% ^{ab}	174 28%	210 44% ^d	90 26%	293 39% ^f	289 33%	95 45% ^h	329 36%	30 33%	16 29%	8 30%
ANY FREEVIEW EXC. YOUVIEW	382 35%	196 30%	98 33%	88 58% ^{ab}	172 28%	210 44% ^d	90 26%	292 39% ^f	287 32%	95 45% ^h	328 36%	30 33%	16 29%	8 30%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1096	620	281	195	508	588	284	812	863	233	885	93	55	63
Weighted Base	1096	649	296	152	620	476	352	744	885	211	923	93*	55*	25*
ANY IPTV	80 7%	58 9%b	13 4%	8 6%	45 7%	35 7%	33 9%	46 6%	55 6%	25 12%h	68 7%	8 9%	2 4%	1 3%
ANY PAY TV	657 60%	435 67%bc	163 55%c	59 39%	404 65%e	253 53%	250 71%g	407 55%	551 62%i	106 50%	553 60%	57 62%	31 56%	16 64%
ANY FTA	394 36%	204 31%	99 34%	91 60%ab	181 29%	213 45%cd	93 27%	301 40%f	296 33%	98 47%h	337 36%	30 33%	19 35%	8 30%
ANY TV SERVICE	1028 94%	619 95%b	262 89%	147 97%b	574 92%	454 95%	336 95%	692 93%	829 94%	198 94%	870 94%	83 90%	50 90%	25 98%
INTERNET FIXED BROADBAND AT HOME	936 85%	589 91%c	259 88%c	88 58%	592 95%e	344 72%	336 96%g	600 81%	761 86%	175 83%	786 85%	80 85%	48 88%	22 88%
ANY WIFI ACCESS	932 85%	590 91%c	259 88%c	82 54%	589 95%e	343 72%	339 96%g	593 80%	757 86%	174 83%	779 84%	81 87%	50 91%	22 88%
ANY WIRED (ETHERNET) ACCESS	456 42%	285 44%c	138 47%c	32 21%	326 53%e	130 27%	175 50%g	281 38%	386 44%i	70 33%	369 40%	50 53%j	22 40%	16 63%kl
ANY MOBILE (3G/4G) ACCESS	652 59%	409 63%c	195 66%c	49 32%	440 71%e	212 45%	249 71%g	403 54%	550 62%i	102 49%	552 60%	58 62%	27 50%	15 61%
INTERNET ACCESS AT HOME	953 87%	595 92%c	270 91%c	88 58%	597 96%e	356 75%	342 97%g	611 82%	777 88%	176 84%	801 87%	80 86%	50 91%	22 88%
INTERNET ACCESS OUTSIDE OF HOME	622 57%	386 60%c	192 65%c	44 29%	427 69%e	195 41%	246 70%g	375 50%	521 59%i	100 48%	520 56%	52 55%	34 62%	16 66%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Table 18

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1096	41	119	88	72	98	103	125	150	89	55	93	63
1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
531	20	57	46	31	48	58	67	76	47	27	40	13
48%	49%	49%	50%	44%	47%	53%	49%	47%	50%	50%	43%	51%
565	21	60	45	40	55	52	69	84	46	28	53	12
52%	51%	51%	50%	56%	53%	47%	51%	53%	50%	50%	57%	49%
157	9	13	15	13	16	11	19	24	10	6	19	2
14%	21%	11%	17%	18%	15%	10%	14%	15%	11%	11%	20%	8%
216	7	24	22	16	16	14	38	29	14	17	13	6
20%	17%	20%	24%	23%	15%	13%	28%fk	18%	15%	31%fk	14%	23%
166	8	14	14	4	14	30	30	21	14	3	9	5
15%	19% ^d	12%	16%	5%	14%	27% ^b dhjk	22% ^d jk	13%	15%	6%	9%	20% ^d ej
188	2	23	18	13	19	21	17	34	12	11	12	5
17%	6%	20%	20%	19%	18%	19%	12%	21% ^a	13%	20%	13%	19%
155	6	17	8	8	18	14	16	22	16	4	21	4
14%	15%	14%	9%	12%	18%	13%	12%	14%	17%	8%	22% ^c gj	16%
117	5	15	9	6	8	10	10	16	14	10	11	2
11%	13%	13%	10%	8%	7%	9%	7%	10%	15%	19% ^g	12%	10%
98	4	12	5	10	12	9	7	14	11	3	9	1
9%	9%	10%	5%	15% ^g	12%	8%	5%	9%	12%	5%	9%	5%
217	5	25	14	9	18	28	16	42	18	12	27	3
20%	12%	21%	15%	13%	18%	25% ^g	12%	26% ^d g	20%	21%	28% ^c dgl	13%
333	9	31	26	23	22	33	49	61	34	16	24	5
30%	21%	26%	28%	32%	22%	30%	36% ^l	38% ^e l	36% ^l	30%	25%	20%
228	11	23	24	12	35	23	26	32	14	6	19	4
21%	28%	19%	27%	16%	34% ^b dghijl	21%	19%	20%	15%	11%	20%	17%
318	16	39	27	27	27	27	45	26	26	20	24	13
29%	39% ^h	33% ^h	30% ^h	39% ^h	26%	24%	33% ^h	16%	28% ^h	37% ^h	26%	50% ^{bce} fghi k

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

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Consumer Complaints Study - Wave 19 (QS9999 - 311527)

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Base: All adults UK

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	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1096	41	119	88	72	98	103	125	150	89	55	93	63
1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
649	23	68	56	33	63	76	83	97	62	32	42	13
59%	57%	58%	61%k	46%	61%	69%dk	61%k	61%k	67%dk	58%	45%	54%
296	14	30	29	23	22	20	42	43	18	16	32	7
27%	35%f	25%	32%f	33%	21%	18%	31%f	27%	20%	29%	34%fi	27%
152	3	19	6	15	18	14	11	20	12	8	20	5
14%	8%	16%c	7%	21%cg	17%	13%	8%	13%	13%	14%	21%cg	19%cg
620	19	68	48	32	76	73	76	90	49	29	47	13
57%	47%	58%	52%	45%	74%abcdghij kl	66%cd	56%	56%	53%	53%	51%	53%
476	22	49	44	39	27	38	60	70	43	26	46	12
43%	53%e	42%e	48%e	55%ef	26%	34%	44%e	44%e	47%e	47%e	49%e	47%e
352	11	34	36	29	29	48	44	53	28	22	11	8
32%	28%k	29%k	39%k	40%k	28%k	43%bk	32%k	33%k	30%k	40%k	12%	33%k
744	30	84	56	42	74	62	92	107	65	33	82	17
68%	72%	71%f	61%	60%	72%	57%	68%	67%	70%	60%	88%abcde fghijl	67%
885	41	117	76	56	80	76	136	153	33	27	78	13
81%	100%cdefijk l	100%cdefhijk l	83%filj	78%ijl	77%ijl	69%ijl	100%cdefhijk l	96%cdefijkl	36%	50%	83%filj	51%
211	-	-	16	15	23	35	-	7	59	28	16	12
19%	-	-	17%abgh	22%abgh	23%abgh	31%aboghk	-	4%bg	64%abcde fghk	50%abcde fghk	17%abgh	49%abcde fghk
923	41	117	92	71	103	110	136	160	92	-	-	-
84%	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	100%ijkl	-	-	-
93	-	-	-	-	-	-	-	-	-	-	93	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcde fghijl	-

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Table 18

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1096	41	119	88	72	98	103	125	150	89	55	93	63
1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
55	-	-	-	-	-	-	-	-	-	55	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
41	41	-	-	-	-	-	-	-	-	-	-	-
4%	100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-
117	-	117	-	-	-	-	-	-	-	-	-	-
11%	-	100%acdefghij kl	-	-	-	-	-	-	-	-	-	-
92	-	-	92	-	-	-	-	-	-	-	-	-
8%	-	-	100%abdefghij kl	-	-	-	-	-	-	-	-	-
71	-	-	-	71	-	-	-	-	-	-	-	-
6%	-	-	-	100%abcefg hij kl	-	-	-	-	-	-	-	-
103	-	-	-	-	103	-	-	-	-	-	-	-
9%	-	-	-	-	100%abcd fghij kl	-	-	-	-	-	-	-
110	-	-	-	-	-	110	-	-	-	-	-	-
10%	-	-	-	-	-	100%abcde ghij kl	-	-	-	-	-	-
136	-	-	-	-	-	-	136	-	-	-	-	-
12%	-	-	-	-	-	-	100%abcde fhij kl	-	-	-	-	-
160	-	-	-	-	-	-	-	160	-	-	-	-
15%	-	-	-	-	-	-	-	100%abcde fgij kl	-	-	-	-

Table 18

Consumer Complaints Study - Wave 19 (QS9999 - 311527)

Q. Breaks x Breaks

Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1096	41	119	88	72	98	103	125	150	89	55	93	63
1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
92	-	-	-	-	-	-	-	-	92	-	-	-
8%	-	-	-	-	-	-	-	-	100%abcdefghj kl	-	-	-
55	-	-	-	-	-	-	-	-	-	55	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
93	-	-	-	-	-	-	-	-	-	-	93	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
976	35	107	77	61	96	97	123	146	79	51	80	24
89%	86%	92%	84%	86%	93%	88%	90%	91%	86%	93%	86%	95%
764	28	95	56	47	77	80	72	112	70	44	64	20
70%	67%	81%cdghk	62%	66%	75%g	73%g	53%	70%g	75%g	80%cg	68%g	80%cg
686	23	86	50	40	72	72	65	104	59	41	54	19
63%	57%	73%cdgk	55%	56%	70%g	65%g	48%	65%g	64%g	76%cg	58%	75%cdgk
290	12	21	27	21	24	25	57	42	20	10	26	5
26%	29%	18%	30%	29%	23%	22%	42%befhijl	26%	22%	17%	28%	20%
78	4	9	7	7	4	8	7	8	11	2	10	1
7%	10%	8%	7%	10%	4%	7%	5%	5%	11%	4%	10%	5%
379	10	42	35	27	34	40	40	54	27	24	36	11
35%	23%	36%	39%	38%	33%	36%	29%	34%	29%	45%	38%	45%ag
202	18	26	11	10	22	27	23	26	15	5	14	4
18%	44%bcdefghi jkl	22%	12%	15%	22%	24%j	17%	16%	16%	9%	15%	15%
501	25	50	41	32	51	48	58	74	50	23	40	9
46%	61%l	43%	44%	46%	49%	44%	42%	46%	54%	42%	42%	38%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1096	41	119	88	72	98	103	125	150	89	55	93	63
Weighted Base	1096	41*	117	92*	71*	103*	110*	136	160	92*	55*	93*	25*
TV													
ANY SATELLITE	409	10	43	37	29	39	45	45	57	28	28	37	11
	37%	23%	37%	40%	41%	38%	41%	33%	36%	30%	51%ai	39%	45%a
ANY FREEVIEW INC. YOUVIEW	383	21	43	32	26	43	32	41	55	37	16	30	8
	35%	52%fgjl	36%	35%	36%	41%	29%	30%	34%	40%	29%	33%	30%
ANY FREEVIEW EXC. YOUVIEW	382	21	43	32	26	43	32	41	54	37	16	30	8
	35%	52%fghjl	36%	35%	36%	41%	29%	30%	34%	40%	29%	33%	30%
ANY IPTV	80	1	7	6	3	5	11	9	14	11	2	8	1
	7%	4%	6%	6%	4%	5%	10%	6%	9%	12%	4%	9%	3%
ANY PAY TV	657	29	74	52	41	60	78	72	94	53	31	57	16
	60%	71%	63%	57%	57%	58%	70%g	53%	59%	57%	56%	62%	64%
ANY FTA	394	21	43	32	26	45	34	42	56	38	19	30	8
	36%	52%fgl	36%	35%	36%	44%	31%	31%	35%	41%	35%	33%	30%
ANY TV SERVICE	1028	41	114	86	66	100	110	112	150	90	50	83	25
	94%	100%gk	97%gk	94%g	93%	97%g	100%cdghjk	83%	94%g	98%gk	90%	90%	98%g
INTERNET													
FIXED BROADBAND AT HOME	936	34	98	68	59	89	95	122	150	72	48	80	22
	85%	82%	83%	74%	83%	87%	86%	90%ci	94%abcdik	78%	88%	85%	88%
ANY WIFI ACCESS	932	34	98	69	59	86	95	122	145	72	50	81	22
	85%	82%	83%	75%	83%	84%	86%	90%ci	91%ci	77%	91%c	87%	88%
ANY WIRED (ETHERNET) ACCESS	456	15	45	35	7	57	44	65	77	23	22	50	16
	42%	37%d	39%di	38%d	10%	56%bcdi	40%di	48%di	48%di	25%d	40%d	53%di	63%abcdfij
ANY MOBILE (3G/4G) ACCESS	652	24	65	61	19	67	60	102	114	41	27	58	15
	59%	59%d	55%di	66%di	27%	65%di	54%di	75%bdfijl	71%bdfij	44%di	50%di	62%di	61%di
INTERNET ACCESS AT HOME	953	34	101	74	59	89	95	124	153	72	50	80	22
	87%	83%	86%	81%	83%	87%	86%	91%ci	95%abcdefik l	78%	91%	86%	88%
INTERNET ACCESS OUTSIDE OF HOME	622	23	56	62	17	66	62	99	100	35	34	52	16
	57%	56%di	48%di	68%bdi	25%	64%bdi	56%di	73%bdfik	62%bdi	38%	62%di	55%di	66%bdi

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
GENDER									
Male	531	476	365	331	145	34	189	106	236
	48%	49%	48%	48%	50%	44%	50%	52%	47%
Female	565	500	399	356	144	44	190	96	265
	52%	51%	52%	52%	50%	56%	50%	48%	53%
AGE									
16-24	157	148	91	90	58	1	56	29	65
	14%	15%e	12%e	13%e	20%bce	2%	15%	15%	13%
25-34	216	206	120	118	88	2	87	33	76
	20%	21%be	16%e	17%e	30%abce	3%	23%	16%	15%
35-44	166	158	114	111	47	4	62	36	66
	15%	16%e	15%e	16%e	16%e	5%	16%	18%	13%
45-54	188	179	136	135	44	1	77	39	71
	17%	18%e	18%e	20%e	15%e	1%	20%	19%	14%
55-64	155	140	126	114	26	12	52	35	78
	14%	14%d	17%d	17%d	9%	16%	14%	17%	16%
65-74	117	92	92	72	19	20	30	21	70
	11%	9%	12%d	11%	7%	26%abcd	8%	10%	14%
75+	98	54	84	46	7	37	16	8	76
	9%	6%	11%acd	7%d	3%	48%abcd	4%	4%	15%
SOCIAL GRADE									
AB	217	204	166	158	47	8	75	46	102
	20%	21%e	22%e	23%de	16%	10%	20%	23%	20%
C1	333	311	229	216	95	12	119	72	121
	30%	32%e	30%e	32%e	33%e	15%	31%	36%	24%
C2	228	205	152	139	65	12	87	44	99
	21%	21%	20%	20%	23%	16%	23%	22%	20%
DE	318	256	218	173	83	45	98	40	179
	29%	26%	29%	25%	29%	58%abcd	26%	20%	36%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
MARITAL STATUS									
Married/Living as married	649	594	460	428	166	33	241	137	276
	59%	61%e	60%e	62%e	57%e	42%	64%	68%	55%
Single	296	271	183	172	99	12	104	47	122
	27%	28%e	24%e	25%e	34%bce	15%	28%	23%	24%
Widow/Divorced/Separated	152	111	120	87	25	33	34	18	102
	14%	11%	16%ad	13%	8%	43%abod	9%	9%	20%
WORKING STATUS									
Working	620	589	412	405	184	8	236	125	244
	57%	60%be	54%e	59%e	64%be	10%	62%	62%	49%
Not working	476	387	352	282	105	70	143	77	256
	43%	40%	46%ad	41%	36%	90%abod	38%	38%	51%
CHILDREN IN HOUSEHOLD									
Any	352	335	244	239	96	4	158	59	137
	32%	34%e	32%e	35%e	33%e	6%	42%	29%	27%
None	744	640	521	447	193	73	221	142	364
	68%	66%	68%	65%	67%	94%abod	58%	71%	73%
AREA									
Urban	885	787	600	539	248	61	309	191	374
	81%	81%	79%	79%	86%bc	79%	81%	95%	75%
Rural	211	189	164	147	42	17	70	11	127
	19%	19%	21%d	21%d	14%	21%	19%	5%	25%
COUNTRY									
England	923	821	637	572	249	65	308	179	429
	84%	84%	83%	83%	86%	83%	81%	89%	86%
Scotland	93	80	64	54	26	10	36	14	40
	9%	8%	8%	8%	9%	12%	9%	7%	8%
Wales	55	51	44	41	10	2	24	5	23
	5%	5%	6%	6%	3%	3%	6%	2%	5%
Northern Ireland	25	24	20	19	5	1	11	4	9
	2%	2%	3%	3%	2%	2%	3%	2%	2%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
GOVERNMENT REGIONS									
North East	41	35	28	23	12	4	10	18	25
	4%	4%	4%	3%	4%	6%	3%	9%	5%
North West	117	107	95	86	21	9	42	26	50
	11%	11%	12% ^d	13% ^d	7%	12%	11%	13%	10%
Yorkshire and The Humber	92	77	56	50	27	7	35	11	41
	8%	8%	7%	7%	9%	8%	9%	6%	8%
East Midlands	71	61	47	40	21	7	27	10	32
	6%	6%	6%	6%	7%	9%	7%	5%	6%
West Midlands	103	96	77	72	24	4	34	22	51
	9%	10%	10%	11%	8%	6%	9%	11%	10%
East of England	110	97	80	72	25	8	40	27	48
	10%	10%	10%	10%	9%	10%	10%	13%	10%
London	136	123	72	65	57	7	40	23	58
	12%	13%	9%	9%	20% ^{abce}	9%	10%	11%	12%
South East	160	146	112	104	42	8	54	26	74
	15%	15%	15%	15%	14%	10%	14%	13%	15%
South West	92	79	70	59	20	11	27	15	50
	8%	8%	9%	9%	7%	14% ^d	7%	7%	10%
Wales	55	51	44	41	10	2	24	5	23
	5%	5%	6%	6%	3%	3%	6%	2%	5%
Scotland	93	80	64	54	26	10	36	14	40
	9%	8%	8%	8%	9%	12%	9%	7%	8%
Northern Ireland	25	24	20	19	5	1	11	4	9
	2%	2%	3%	3%	2%	2%	3%	2%	2%
Q.1/2 PHONES OWN									
Mobile (any)	976	976	686	686	290	-	349	186	430
	89%	100% ^{be}	90% ^e	100% ^{be}	100% ^{be}	-	92%	92%	86%
Landline	764	686	764	686	-	78	275	143	360
	70%	70% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	72%	71%	72%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
Mobile & Landline	686	686	686	686	-	-	258	135	306
	63%	70%de	90%ade	100%abde	-	-	68%	67%	61%
Mobile only	290	290	-	-	290	-	91	51	125
	26%	30%bce	-	-	100%abce	-	24%	25%	25%
Landline only	78	-	78	-	-	78	17	8	54
	7%	-	10%acd	-	-	100%abcd	4%	4%	11%
PAY TV SERVICE									
Sky	379	349	275	258	91	17	379	2	36
	35%	36%e	36%e	38%e	31%	22%	100%	1%	7%
Virgin Media	202	186	143	135	51	8	2	202	16
	18%	19%e	19%e	20%e	18%	10%	1%	100%	3%
Other	501	430	360	306	125	54	36	16	501
	46%	44%	47%	45%	43%	69%abcd	9%	8%	100%
TV									
ANY SATELLITE	409	376	299	280	96	18	379	5	65
	37%	39%e	39%e	41%de	33%	24%	100%	2%	13%
ANY FREEVIEW INC. YOUVIEW	383	322	282	232	90	50	31	13	383
	35%	33%	37%	34%	31%	64%abcd	8%	7%	77%
ANY FREEVIEW EXC. YOUVIEW	382	321	282	232	89	50	31	13	382
	35%	33%	37%	34%	31%	64%abcd	8%	7%	76%
ANY IPTV	80	72	53	49	23	4	1	-	80
	7%	7%	7%	7%	8%	5%	*	-	16%
ANY PAY TV	657	603	467	439	165	29	379	202	130
	60%	62%e	61%e	64%e	57%e	37%	100%	100%	26%
ANY FTA	394	332	294	243	89	50	31	14	394
	36%	34%	38%cd	35%	31%	65%abcd	8%	7%	79%
ANY TV SERVICE	1028	913	736	659	255	78	379	202	501
	94%	94%cd	96%ad	96%cd	88%	100%acd	100%	100%	100%

Q. Breaks x Breaks**Base: All adults UK**

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1096	936	780	667	269	113	365	192	534
Weighted Base	1096	976	764	686	290	78	379	202	501
INTERNET									
FIXED BROADBAND AT HOME	936	877	652	625	253	27	351	185	393
	85%	90%be	85%e	91%be	87%e	35%	93%	92%	79%
ANY WIFI ACCESS	932	874	646	619	255	27	352	183	389
	85%	90%be	85%e	90%be	88%e	34%	93%	91%	78%
ANY WIRED (ETHERNET) ACCESS	456	449	338	334	116	4	181	86	182
	42%	46%e	44%e	49%de	40%e	6%	48%	43%	36%
ANY MOBILE (3G/4G) ACCESS	652	634	441	434	200	7	254	130	251
	59%	65%be	58%e	63%e	69%be	9%	67%	65%	50%
INTERNET ACCESS AT HOME	953	892	658	630	262	28	358	186	401
	87%	91%be	86%e	92%be	90%e	36%	94%	92%	80%
INTERNET ACCESS OUTSIDE OF HOME	622	606	423	417	189	6	237	115	255
	57%	62%be	55%e	61%e	65%be	8%	63%	57%	51%

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
GENDER														
Male	531 48%	202 49%	181 47%	181 47%	39 49%	332 51%	186 47%	502 49%	461 49%	454 49%	232 51%	328 50%	470 49%	309 50%
Female	565 52%	207 51%	203 53%	202 53%	41 51%	325 49%	208 53%	525 51%	475 51%	477 51%	225 49%	324 50%	483 51%	312 50%
AGE														
16-24	157 14%	61 15%	47 12%	46 12%	12 15%	96 15%	47 12%	143 14%	151 16%	150 16%	86 19%	122 19%	154 16%	117 19%
25-34	216 20%	91 22%bcf	59 15%	59 15%	11 13%	130 20%	61 15%	187 18%	206 22%	209 22%	105 23%	164 25%	211 22%	152 24%
35-44	166 15%	65 16%bcf	39 10%	39 10%	20 24%bcfg	117 18%bcf	39 10%	154 15%bcf	157 17%	158 17%	89 19%	124 19%	159 17%	124 20%
45-54	188 17%	83 20%bcf	51 13%	51 13%	12 15%	126 19%bc	56 14%	178 17%	176 19%	173 19%	89 20%	121 19%	178 19%	124 20%
55-64	155 14%	59 14%	59 15%	59 15%	11 14%	98 15%	62 16%	153 15%	136 15%	135 15%	61 13%	81 12%	139 15%	71 11%
65-74	117 11%	33 8%	57 15%ae	57 15%ae	10 13%	61 9%	59 15%ae	115 11%	74 8%jkm	72 8%jkm	17 4%	28 4%	75 8%jkm	24 4%
75+	98 9%	17 4%	71 19%adeg	71 19%adeg	5 6%	29 4%	71 18%adeg	97 9%ae	36 4%km	35 4%km	10 2%	11 2%	37 4%km	10 2%
SOCIAL GRADE														
AB	217 20%	80 20%	75 20%	75 20%	22 28%	142 22%	76 19%	204 20%	205 22%	204 22%	118 26%	146 22%	205 22%	148 24%
C1	333 30%	127 31%bcf	91 24%	90 24%	20 25%	209 32%bcf	95 24%	301 29%	307 33%	304 33%	155 34%	232 36%	311 33%	216 35%
C2	228 21%	93 23%	73 19%	73 19%	18 22%	149 23%	76 19%	220 21%	196 21%	194 21%	98 21%	128 20%	200 21%	126 20%

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
DE	318	108	144	144	20	157	147	303	228	229	86	146	238	132
Weighted DE	29%	26%	38%aeg	38%aeg	26%	24%	37%aeg	29%e	24%	25%kj	19%	22%	25%j	21%
MARITAL STATUS														
Married/Living as married	649	262	196	196	58	435	204	619	589	590	285	409	595	386
Weighted Married/Living as married	59%	64%bcf	51%	51%	73%bcfg	66%bcfg	52%	60%bcf	63%	63%	63%	63%	62%	62%
Single	296	110	100	98	13	163	99	262	259	259	138	195	270	192
Weighted Single	27%	27%	26%	26%	16%	25%	25%	25%	28%	28%	30%	30%	28%	31%
Widow/Divorced/Separated	152	37	88	88	8	59	91	147	88	82	32	49	88	44
Weighted Widow/Divorced/Separated	14%	9%	23%adeg	23%adeg	11%	9%	23%adeg	14%ae	9%	9%	7%	7%	9%	7%
WORKING STATUS														
Working	620	256	174	172	45	404	181	574	592	589	326	440	597	427
Weighted Working	57%	63%bcfg	45%	45%	56%	62%bcfg	46%	56%bcf	63%	63%	71%hil	68%	63%	69%l
Not working	476	152	210	210	35	253	213	454	344	343	130	212	356	195
Weighted Not working	43%	37%	55%aeg	55%aeg	44%	38%	54%aeg	44%ae	37%j	37%j	29%	32%	37%jm	31%
CHILDREN IN HOUSEHOLD														
Any	352	168	90	90	33	250	93	336	336	339	175	249	342	246
Weighted Any	32%	41%bcfg	24%	24%	42%bcf	38%bcfg	24%	33%bcf	36%	36%	38%	38%	36%	40%
None	744	241	293	292	46	407	301	692	600	593	281	403	611	375
Weighted None	68%	59%	76%adeg	76%adeg	58%	62%	76%adeg	67%ae	64%	64%	62%	62%	64%	60%
AREA														
Urban	885	331	289	287	55	551	296	829	761	757	386	550	777	521
Weighted Urban	81%	81%bd	75%	75%	69%	84%bcdf	75%	81%bcdf	81%	81%	85%	84%	81%	84%
Rural	211	77	95	95	25	106	98	198	175	174	70	102	176	100
Weighted Rural	19%	19%	25%eg	25%eg	31%aeg	16%	25%eg	19%	19%	19%	15%	16%	19%	16%
COUNTRY														
England	923	333	329	328	68	553	337	870	786	779	369	552	801	520
Weighted England	84%	81%	86%	86%	85%	84%	85%	85%	84%	84%	81%	85%	84%	84%
Scotland	93	37	30	30	8	57	30	83	80	81	50	58	80	52
Weighted Scotland	9%	9%	8%	8%	11%	9%	8%	8%	8%	9%	11%	9%	8%	8%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
Wales	55	28	16	16	2	31	19	50	48	50	22	27	50	34
	5%	7%	4%	4%	3%	5%	5%	5%	5%	5%	5%	4%	5%	5%
Northern Ireland	25	11	8	8	1	16	8	25	22	22	16	15	22	16
	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	3%
GOVERNMENT REGIONS														
North East	41	10	21	21	1	29	21	41	34	34	15	24	34	23
	4%	2%	6%a	6%a	2%	4%	5%a	4%	4%	4%	3%	4%	4%	4%
North West	117	43	43	43	7	74	43	114	98	98	45	65	101	56
	11%	10%	11%	11%	9%	11%	11%	11%	10%	10%	10%	10%	11%	9%
Yorkshire and The Humber	92	37	32	32	6	52	32	86	68	69	35	61	74	62
	8%	9%	8%	8%	7%	8%	8%	8%	7%	7%	8%	9%	8%	10%
East Midlands	71	29	26	26	3	41	26	66	59	59	7	19	59	17
	6%	7%	7%	7%	4%	6%	7%	6%	6%jkm	6%jkm	1%	3%	6%jkm	3%
West Midlands	103	39	43	43	5	60	45	100	89	86	57	67	89	66
	9%	10%	11%	11%	6%	9%	11%	10%	10%	9%	13%	10%	9%	11%
East of England	110	45	32	32	11	78	34	110	95	95	44	60	95	62
	10%	11%	8%	8%	14%	12%	9%	11%	10%	10%	10%	9%	10%	10%
London	136	45	41	41	9	72	42	112	122	122	65	102	124	99
	12%	11%	11%	11%	11%	11%	11%	11%	13%	13%	14%	16%	13%	16%
South East	160	57	55	54	14	94	56	150	150	145	77	114	153	100
	15%	14%	14%	14%	18%	14%	14%	15%	16%	16%	17%	17%	16%	16%
South West	92	28	37	37	11	53	38	90	72	72	23	41	72	35
	8%	7%	10%	10%	14%a	8%	10%	9%	8%	8%	5%	6%	8%	6%
Wales	55	28	16	16	2	31	19	50	48	50	22	27	50	34
	5%	7%	4%	4%	3%	5%	5%	5%	5%	5%	5%	4%	5%	5%
Scotland	93	37	30	30	8	57	30	83	80	81	50	58	80	52
	9%	9%	8%	8%	11%	9%	8%	8%	8%	9%	11%	9%	8%	8%
Northern Ireland	25	11	8	8	1	16	8	25	22	22	16	15	22	16
	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	3%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
	976	376	322	321	72	603	332	913	877	874	449	634	892	606
	89%	92%bcf	84%	84%	90%	92%bcf	84%	89%bcf	94%	94%	98%hil	97%hil	94%	98%hil
	764	299	282	282	53	467	294	736	652	646	338	441	658	423
	70%	73%	74%	74%	66%	71%	75%	72%	70%	69%	74%	68%	69%	68%
	686	280	232	232	49	439	243	659	625	619	334	434	630	417
	63%	69%abc	61%	61%	62%	67%	62%	64%	67%	66%	73%hil	67%	66%	67%
	290	96	90	89	23	165	89	255	253	255	116	200	262	189
	26%	23%	24%	23%	28%	25%	23%	25%	27%	27%	25%	31%	27%	30%
	78	18	50	50	4	29	50	78	27	27	4	7	28	6
	7%	5%	13%aeg	13%aeg	5%	4%	13%aeg	8%e	3%jklm	3%km	1%	1%	3%jklm	1%
	379	379	31	31	1	379	31	379	351	352	181	254	358	237
	35%	93%bcdefg	8%	8%	2%	58%bcdfg	8%	37%bcdf	38%	38%	40%	39%	38%	38%
	202	5	13	13	-	202	14	202	185	183	86	130	186	115
	18%	1%	3%	3%	-	31%abdfg	4%a	20%abdf	20%	20%	19%	20%	20%	18%
	501	65	383	382	80	130	394	501	393	389	182	251	401	255
	46%	16%	100%aeg	100%aeg	100%aeg	20%	100%aeg	49%ae	42%	42%	40%	39%	42%	41%
	409	409	39	39	1	382	51	409	378	376	196	271	385	260
	37%	100%bcdefg	10%ld	10%ld	2%	58%bcdfg	13%ld	40%bcdf	40%	40%	43%	42%	40%	42%
	383	39	383	382	2	46	382	383	284	282	135	175	291	178
	35%	10%	100%adefg	100%adefg	2%	7%	97%adefg	37%ade	30%	30%	30%	27%	31%	29%
	382	39	382	382	2	46	382	382	283	281	134	173	290	177
	35%	10%	100%adefg	100%adefg	2%	7%	97%adefg	37%ade	30%	30%	29%	27%	30%	29%
	80	1	2	2	80	80	2	80	73	73	31	54	73	47
	7%	*	*	*	100%abcefg	12%abcf	*	8%abcf	8%	8%	7%	8%	8%	8%
	657	382	46	46	80	657	47	657	606	604	297	438	614	399
	60%	94%bcfg	12%	12%	100%abcf	100%abcf	12%	64%bcf	65%	65%	65%	67%	64%	64%

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1096	391	421	420	77	630	430	1040	877	871	402	580	894	549
Weighted Base	1096	409	383	382	80*	657	394	1028	936	932	456	652	953	622
ANY FTA	394	51	382	382	2	47	394	394	294	290	139	180	301	187
	36%	12%de	100%adeg	100%adeg	2%	7%	100%adeg	38%ade	31%	31%	30%	28%	32%	30%
ANY TV SERVICE	1028	409	383	382	80	657	394	1028	878	873	420	599	894	572
	94%	100%	100%	100%	100%	100%	100%	100%	94%	94%	92%	92%	94%	92%
INTERNET														
FIXED BROADBAND AT HOME	936	378	284	283	73	606	294	878	936	926	444	625	936	594
	85%	93%bcfg	74%	74%	92%bcf	92%bcfg	75%	85%bcf	100%ijklm	99%ijklm	97%	96%	98%km	96%
ANY WIFI ACCESS	932	376	282	281	73	604	290	873	926	932	438	629	930	596
	85%	92%bcfg	74%	74%	92%bcf	92%bcfg	74%	85%bcf	99%ijklm	100%hijklm	96%	97%	98%	96%
ANY WIRED (ETHERNET) ACCESS	456	196	135	134	31	297	139	420	444	438	456	374	447	424
	42%	48%bcfg	35%	35%	39%	45%bcf	35%	41%	47%	47%	100%hiklm	57%hil	47%	68%hikl
ANY MOBILE (3G/4G) ACCESS	652	271	175	173	54	438	180	599	625	629	374	652	641	563
	59%	66%bcfg	46%	45%	67%bcf	67%bcfg	46%	58%bcf	67%	68%	82%hil	100%hijlm	67%	91%hijl
INTERNET ACCESS AT HOME	953	385	291	290	73	614	301	894	936	930	447	641	953	608
	87%	94%bcfg	76%	76%	92%bcf	93%bcfg	77%	87%bcf	100%jkm	100%jkm	98%	98%	100%jkm	98%
INTERNET ACCESS OUTSIDE OF HOME	622	260	178	177	47	399	187	572	594	596	424	563	608	622
	57%	64%bcfg	47%	46%	60%	61%bcf	47%	56%bcf	63%	64%	93%hikl	86%hil	64%	100%hijkl

Fieldwork : 06/07/2016 - 10/07/2016 (Week 27)

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

* small base