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Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
BT	1891 30%	884 29% 47%	1007 31% 53%	199 22% 11%	241 20% 13%	240 23% 13%	302 30% 16% <i>cde</i>	337 34% 18% <i>cde</i>	266 39% 14% <i>cdefg</i>	306 55% 16% <i>cdefg</i> h	442 36% 23% <i>klmno</i>	575 30% 30% <i>m</i>	374 28% 20%	500 26% 26%	1017 32% 54% <i>lmno</i>	874 27% 46%
Sky	1025 16%	454 15% 44%	571 17% 56% <i>a</i>	124 14% 12% <i>i</i>	235 20% 23% <i>cghi</i>	222 21% 22% <i>cghi</i>	187 19% 18% <i>cghi</i>	140 14% 14% <i>i</i>	79 12% 8% <i>i</i>	38 7% 4%	182 15% 18%	320 16% 31%	234 18% 23%	289 15% 28%	502 16% 49%	523 16% 51%
TalkTalk	566 9%	259 8% 46%	307 9% 54%	77 9% 14%	101 8% 18%	76 7% 13%	67 7% 12%	102 10% 18% <i>ef</i>	85 12% 15% <i>cdef</i>	58 10% 10% <i>ef</i>	80 7% 14%	168 9% 30%	134 10% 24% <i>ijn</i>	184 10% 33% <i>ijn</i>	248 8% 44%	318 10% 56% <i>in</i>
Virgin Media	1061 17%	544 18% 51%	517 16% 49%	90 10% 8%	177 15% 17% <i>ci</i>	189 18% 18% <i>ci</i>	224 23% 21% <i>cdehi</i>	215 21% 20% <i>cdhi</i>	110 16% 10% <i>ci</i>	57 10% 5%	246 20% 23% <i>lmo</i>	333 17% 31% <i>m</i>	215 16% 20%	267 14% 25%	579 18% 55% <i>mo</i>	482 15% 45%
EE	189 3%	94 3% 50%	96 3% 50%	16 2% 8%	38 3% 20% <i>i</i>	50 5% 27% <i>cfghi</i>	29 3% 15% <i>i</i>	30 3% 16% <i>i</i>	19 3% 10%	8 1% 4%	45 4% 24% <i>m</i>	59 3% 31%	39 3% 21%	46 2% 24%	105 3% 55%	85 3% 45%
Plusnet	131 2%	71 2% 54%	60 2% 46%	9 1% 7%	24 2% 18%	26 2% 20% <i>c</i>	21 2% 16%	23 2% 18%	21 2% 16% <i>ci</i>	6 1% 5%	32 3% 24% <i>m</i>	40 2% 30%	33 2% 25% <i>m</i>	26 1% 20%	71 2% 55% <i>m</i>	59 2% 45%
Post Office	65 1%	25 1% 38%	40 1% 62%	4 * 7%	4 * 7%	8 1% 13%	10 1% 15%	4 * 6%	11 2% 17% <i>cdg</i>	23 4% 35% <i>cdefgh</i>	4 * 6%	18 1% 27%	12 1% 19%	31 2% 48% <i>ijn</i>	22 1% 33%	43 1% 67% <i>in</i>
Other	187 3%	84 3% 45%	103 3% 55%	7 1% 4%	38 3% 20% <i>c</i>	37 4% 20% <i>c</i>	23 2% 12% <i>c</i>	37 4% 20% <i>c</i>	27 4% 14% <i>cf</i>	18 3% 10% <i>c</i>	46 4% 25%	55 3% 29%	35 3% 19%	51 3% 27%	101 3% 54%	86 3% 46%
Don't have a landline telephone/line rental service	1093 17%	601 19% 55% <i>b</i>	492 15% 45%	324 36% 30% <i>defgh</i> i	307 26% 28% <i>efghi</i>	177 17% 16% <i>fghi</i>	112 11% 10% <i>hi</i>	102 10% 9% <i>hi</i>	49 7% 4% <i>i</i>	22 4% 2%	108 9% 10%	336 17% 31% <i>ijn</i>	216 16% 20% <i>j</i>	433 23% 40% <i>ijklno</i>	444 14% 41% <i>j</i>	649 20% 59% <i>klno</i>
Don't know	169 3%	78 3% 46%	91 3% 54%	49 5% 29% <i>defgh</i>	33 3% 19% <i>g</i>	17 2% 10%	21 2% 12%	14 1% 8%	16 2% 9%	20 4% 12% <i>efg</i>	35 3% 20%	44 2% 26%	30 2% 18%	61 3% 36%	79 2% 46%	91 3% 54%

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
BT	1891 30%	1353 27% 72%	538 40% 28% ^a	1562 29% 83%	151 28% 8%	109 34% 6%	69 47% 4% ^{cde}	43 16% 2%	196 28% 10% ^g	138 25% 7% ^g	155 34% 8% ^{gilm}	156 29% 8% ^g	163 26% 9% ^g	192 24% 10% ^g	302 35% 16% ^{ghijklm}	216 39% 11% ^{ghijklm}	109 34% 6% ^{gilm}	151 28% 8% ^g	69 47% 4% ^{ghijklmnpq}
Sky	1025 16%	823 16% 80%	202 15% 20%	815 15% 80%	116 21% 11% ^c	65 21% 6% ^c	28 20% 3%	43 16% 4%	127 18% 12% ^{ln}	86 16% 8%	71 15% 7%	75 14% 7%	79 13% 8%	130 16% 13%	118 14% 12%	86 16% 8%	65 21% 6% ^{klno}	116 21% 11% ^{ijklmno}	28 20% 3%
TalkTalk	566 9%	433 9% 77%	133 10% 23%	472 9% 83%	48 9% 8%	26 8% 5%	19 13% 3% ^c	16 6% 3%	64 9% 11%	54 10% 10%	37 8% 7%	55 10% 10%	52 8% 9%	64 8% 11%	83 10% 15%	48 9% 8%	26 8% 5%	48 9% 8%	19 13% 3% ^{gm}
Virgin Media	1061 17%	957 19% 90% ^b	104 8% 10%	937 17% 88% ^{ef}	75 14% 7%	34 11% 3%	14 10% 1%	77 28% 7% ^{hijklmnpqr}	129 18% 12% ^{inopqr}	74 13% 7% ^o	84 18% 8% ^{opr}	111 20% 10% ^{inopqr}	142 23% 13% ^{ino}	163 20% 15% ^{ino}	118 14% 11% ^o	41 7% 4%	34 11% 3%	75 14% 7% ^o	14 10% 1%
EE	189 3%	149 3% 79%	40 3% 21%	157 3% 83%	17 3% 9%	11 3% 6%	4 3% 2%	12 4% 6%	15 2% 8%	12 2% 6%	13 3% 7%	20 4% 11%	14 2% 8%	32 4% 17%	19 2% 10%	20 4% 10%	11 3% 6%	17 3% 9%	4 3% 2%
Plusnet	131 2%	95 2% 73%	35 3% 27%	116 2% 89%	10 2% 8%	5 2% 4%	- - 3%	4 1% 3%	16 2% 12%	16 3% 13% ^{er}	10 2% 8%	11 2% 8%	10 2% 8%	13 2% 10%	20 2% 15%	15 3% 12% ^{er}	5 2% 4%	10 2% 8%	- - -
Post Office	65 1%	51 1% 79%	13 1% 21%	55 1% 84%	6 1% 9%	3 1% 5%	1 * 1%	4 1% 5%	8 1% 12%	8 1% 13%	7 2% 11%	8 1% 12%	4 1% 6%	5 1% 7%	6 1% 10%	5 1% 7%	3 1% 5%	6 1% 9%	1 * 1%
Other	187 3%	140 3% 75%	47 3% 25%	162 3% 87%	18 3% 10%	4 1% 2%	2 2% 1%	3 1% 2%	20 3% 11%	44 8% 24% ^{ghijklmnopqr}	8 2% 4%	16 3% 9%	16 3% 8%	15 2% 8%	26 3% 14%	13 2% 7%	4 1% 2%	18 3% 10%	2 2% 1%
Don't have a landline telephone/line rental service	1093 17%	905 18% 83% ^b	188 14% 17%	951 18% 87% ^f	81 15% 7% ^f	56 18% 5% ^f	6 4% 1%	59 22% 5% ^{hijkqr}	105 15% 10% ^r	100 18% 9% ^r	69 15% 6% ^r	81 15% 7% ^r	132 21% 12% ^{hjk}	171 22% 16% ^{hjk}	143 17% 13% ^r	91 17% 8% ^r	56 18% 5% ^r	81 15% 7% ^r	6 4% 1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
 * small base

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)	
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
Don't know	169	137	33	144	19	3	2	10	20	18	7	11	15	29	20	15	3	19	2
	3%	3%	2%	3%	4%	1%	2%	4%	3%	3%	2%	2%	2%	4%	2%	3%	1%	4%	2%
		81%	19%	85%	11%	2%	1%	6%	12%	11%	4%	6%	9%	17%	12%	9%	2%	11%	1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
BT	1891	1729	155	1570	321	1891	1891	-	-	-	-	-	-
	30%	31%	21%	28%	47%	37%	100%	-	-	-	-	-	-
		91% ^b	8%	83%	17% ^c	100% ^{ghijkl}	100% ^{eghijkl}	-	-	-	-	-	-
Sky	1025	889	135	982	44	1025	-	1025	-	-	-	-	-
	16%	16%	18%	17%	6%	20%	-	100%	-	-	-	-	-
		87%	13%	96% ^d	4%	100% ^{fhijkl}	-	100% ^{efhijkl}	-	-	-	-	-
TalkTalk	566	481	82	535	30	566	-	-	566	-	-	-	-
	9%	9%	11%	9%	5%	11%	-	-	100%	-	-	-	-
		85%	15% ^a	95% ^d	5%	100% ^{fgijkl}	-	-	100% ^{efgjkl}	-	-	-	-
Virgin Media	1061	928	132	1006	55	1061	-	-	-	1061	-	-	-
	17%	17%	18%	18%	8%	21%	-	-	-	100%	-	-	-
		87%	12%	95% ^d	5%	100% ^{ghijkl}	-	-	-	100% ^{efghijkl}	-	-	-
EE	189	160	28	186	3	189	-	-	-	-	189	-	-
	3%	3%	4%	3%	1%	4%	-	-	-	-	100%	-	-
		85%	15%	98% ^d	2%	100% ^{ghik}	-	-	-	-	100% ^{efghikl}	-	-
Plusnet	131	124	6	128	3	131	-	-	-	-	-	131	-
	2%	2%	1%	2%	*	3%	-	-	-	-	-	100%	-
		95% ^b	5%	98% ^d	2%	100% ^{ghij}	-	-	-	-	-	100% ^{efghijl}	-
Post Office	65	64	1	41	24	65	-	-	-	-	-	-	65
	1%	1%	*	1%	3%	1%	-	-	-	-	-	-	100%
		98% ^b	2%	63%	37% ^c	100% ^{gghi}	-	-	-	-	-	-	100% ^{efghijk}
Other	187	175	12	168	18	187	-	-	-	-	-	-	-
	3%	3%	2%	3%	3%	4%	-	-	-	-	-	-	-
		94% ^b	6%	90%	10%	100% ^{ghijkl}	-	-	-	-	-	-	-
Don't have a landline telephone/line rental service	1093	933	151	945	148	-	-	-	-	-	-	-	-
	17%	17%	21%	17%	22%	-	-	-	-	-	-	-	-
		85%	14% ^a	86%	14% ^c	-	-	-	-	-	-	-	-
Don't know	169	136	32	139	30	-	-	-	-	-	-	-	-
	3%	2%	4%	2%	4%	-	-	-	-	-	-	-	-
		80%	19% ^a	82%	18% ^c	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/fg/h/ij/k/l

* small base

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
BT	1891 30%	1620 28% 86%efi	438 29% 23%efi	380 30% 20%efi	138 31% 7%efhi	153 23% 8%f	48 13% 3%	295 32% 16%aefhi	11 18% 1%	43 2%	1561 29% 83%lmno	1290 91% 68%jlmno	21 9% 1%no	120 9% 6%no	29 5% 2%	54 4% 3%	14 8% 1%o
Sky	1025 16%	964 17% 94%fh	280 19% 27%fh	244 19% 24%afh	70 16% 7%fh	122 18% 12%fh	27 7% 3%	145 16% 14%fh	3 5% *	31 13% 3%fi	996 18% 97%klmnop	11 1% 1%o	2 1% *	979 76% 95%jklno	1 * *	2 * *	1 1% *
TalkTalk	566 9%	523 9% 92%bf	103 7% 18%	134 10% 24%bf	45 10% 8%bf	66 10% 12%bf	15 4% 3%	74 8% 13%fi	9 14% 2%fi	24 11% 4%fi	537 10% 95%klmnop	4 * 1%	1 * *	6 * 1%	516 81% 91%jklmo	4 * 1%	2 1% *
Virgin Media	1061 17%	1002 17% 94%bh	196 13% 18%h	205 16% 19%bh	80 18% 8%bh	100 15% 9%h	218 58% 21%abcd	151 16% 14%bh	1 2% *	39 17% 4%h	1012 19% 95%klmnp	4 * *	3 1% *kn	4 * *	- - -	995 73% 94%jklmn	3 1% *kn
EE	189 3%	184 3% 97%cdefg	133 9% 70%acdefghi	21 2% 11%	6 1% 3%	4 1% 2%	3 1% 2%	10 1% 5%	- - -	3 1% 2%	181 3% 95%kmno	2 * 1%	165 74% 87%jkmno	- - -	4 1% 2% p	8 1% 4% p	1 1% 1% m
Plusnet	131 2%	126 2% 96%	27 2% 21%	30 2% 23%	15 3% 11% f	11 2% 8%	3 1% 2%	18 2% 14%	- - -	4 2% 3%	130 2% 99%klmno	- - -	- - -	- - -	- - -	- - 99%klmno	130 72% 99%klmno
Post Office	65 1%	49 1% 76%	7 * 11%	17 1% 26%b	5 1% 7%	5 1% 7%	4 1% 6%	7 1% 10%	1 2% 2%	2 1% 3%	40 1% 62%mo	6 * 9%	- - 4%	3 * 4%	3 * 4%	2 * 4%	* * 1%
Other	187 3%	174 3% 93%	34 2% 18%	29 2% 16%	10 2% 5%	16 2% 8%	9 2% 5%	40 4% 21%bc	3 4% 1%	5 2% 2%	166 3% 89%klmno	1 * *	1 * *	6 * 3%k	- - -	1 * 1%	- - -
Don't have a landline telephone/line rental service	1093 17%	1049 18% 96%cf	241 16% 22%	197 15% 18%	69 15% 6%	175 26% 16%abcd	48 13% 4%	171 18% 16% f	30 48% 3%abcde	77 33% 7%abcd	729 13% 67%k	92 6% 8%	27 12% 2%k	150 12% 14%k	82 13% 8%k	286 21% 26%jklmn	25 14% 2%k

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER								Q.3 BROADBAND SUPPLIER							
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
Don't know	169	108	30	22	9	16	3	17	5	4	61	10	3	25	5	13	3
	3%	2%	2%	2%	2%	2%	1%	2%	7%	2%	1%	1%	2%	2%	1%	1%	2%
		64%	18%	13%	5%	9%	2%	10%	3%abcde	2%	36%	6%	2%	15%jk	3%	8%	2%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	6377	3243	317	1783	151	906
Weighted Base	6377	3375	327	1859	143	951
BT	1891	936	297	569	1	49
	30%	28%	91%	31%	1%	5%
		49%de	16%acde	30%ade	*	3%d
Sky	1025	850	4	841	-	1
	16%	25%	1%	45%	-	*
		83%bde	*e	82%abde	-	*
TalkTalk	566	228	2	91	122	7
	9%	7%	1%	5%	86%	1%
		40%bce	*	16%be	22%abce	1%
Virgin Media	1061	853	2	57	1	786
	17%	25%	1%	3%	1%	83%
		80%bcd	*	5%b	*	74%abcd
EE	189	58	-	37	-	7
	3%	2%	-	2%	-	1%
		31%be	-	20%be	-	4%
Plusnet	131	37	1	25	-	-
	2%	1%	*	1%	-	-
		28%e	1%	19%e	-	-
Post Office	65	13	1	7	-	2
	1%	*	*	*	-	*
		20%	1%	11%	-	4%
Other	187	65	1	49	-	1
	3%	2%	*	3%	-	*
		35%be	*	26%be	-	1%
Don't have a landline telephone/line rental service	1093	293	14	156	18	87
	17%	9%	4%	8%	12%	9%
		27%b	1%	14%b	2%b	8%b
Don't know	169	44	6	26	-	10
	3%	1%	2%	1%	-	1%
		26%	4%	16%	-	6%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
EE\T-Mobile\Orange	1490 23%	721 23% 48%	769 23% 52%	246 27% 17%fhi	321 27% 22%hi	240 16%i	228 23% 15%i	238 24% 16%i	138 20% 9%i	79 14% 5%	315 26% 21%mo	477 24% 32%mo	323 24% 22%mo	375 20% 25%	792 25% 53%mo	698 22% 47%
giffgaff	233 4%	107 3% 46%	127 4% 54%	66 7% 28%efghi	77 6% 33%efghi	33 3% 14%hi	23 2% 10%i	18 2% 8%	11 2% 5%	4 1% 2%	33 3% 14%	86 4% 37%j	45 3% 19%	70 4% 30%	119 4% 51%	114 4% 49%
O2	1277 20%	600 19% 47%	677 21% 53%	175 19% 14%i	262 22% 21%hi	238 23% 19%hi	221 22% 17%hi	211 21% 16%hi	116 17% 9%i	54 10% 4%	263 22% 21%	399 20% 31%	255 19% 20%	361 19% 28%	661 21% 52%	616 19% 48%
Tesco Mobile	447 7%	191 6% 43%	256 8% 57%a	53 6% 12%d	42 3% 9%	65 6% 14%d	70 7% 16%d	96 10% 22%cdef	72 11% 16%cdef	50 9% 11%cde	83 7% 19%	114 6% 25%	101 8% 23%	149 8% 33%kn	197 6% 44%	250 8% 56%kn
Three	667 10%	372 12% 56%b	294 9% 44%	128 14% 19%fghi	179 15% 27%fghi	150 14% 22%fghi	102 10% 15%ghi	63 6% 9%i	31 5% 5%i	13 2% 2%	111 9% 17%	214 11% 32%	155 12% 23%j	187 10% 28%	325 10% 49%	342 11% 51%
Virgin Media	379 6%	206 7% 54%b	172 5% 46%	34 4% 9%	48 4% 13%	66 6% 17%cd	71 7% 19%cdi	84 8% 22%cdi	52 8% 14%cdi	24 4% 6%	69 6% 18%	114 6% 30%	85 6% 22%	110 6% 29%	184 6% 49%	195 6% 51%
Vodafone	929 15%	459 15% 49%	470 14% 51%	140 16% 15%i	190 16% 20%hi	155 15% 17%i	171 17% 18%ghi	134 13% 14%i	87 13% 9%i	52 9% 6%	209 17% 22%lmo	301 15% 32%mo	180 14% 19%	239 13% 26%	510 16% 55%lmo	419 13% 45%
Lycamobile	62 1%	35 1% 56%	27 1% 44%	10 1% 15%gi	25 2% 40%fghi	15 1% 24%ghi	7 1% 12%	2 * 3%	3 * 4%	1 * 1%	9 1% 14%	13 1% 20%	19 1% 31%kn	21 1% 34%	41 1% 35%	41 1% 65%kn
Other	315 5%	141 5% 45%	174 5% 55%	25 3% 8%	35 3% 11%	50 5% 16%d	49 5% 15%cd	75 7% 24%cdefi	56 8% 18%cdefi	26 5% 8%cd	59 5% 19%	105 5% 33%	62 5% 20%	89 5% 28%	164 5% 52%	151 5% 48%
Don't have a personal mobile	364 6%	172 6% 47%	192 6% 53%	13 1% 4%	13 1% 4%	13 1% 3%	27 3% 8%de	53 5% 15%cdef	68 10% 19%cdefg	177 32% 49%cdefgh	40 3% 11%	67 3% 18%	54 4% 15%	203 11% 56%jklno	107 3% 29%	257 8% 71%jklno

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
Don't know	215	91	124	8	5	18	25	32	49	78	28	60	43	85	87	127
	3%	3%	4%	1%	*	2%	2%	3%	7%	14%	2%	3%	3%	4%	3%	4%
		42%	58%	4%	3%	8% ^d	11% ^{cd}	15% ^{cd}	23% ^{cdefg}	36% ^{cdefgh}	13%	28%	20%	39% ^{ijkn}	41%	59% ⁱⁿ

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	AREA		COUNTRY				GOVERNMENT REGIONS											
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
EE/T-Mobile/Orange	1490 23%	1172 23% 79%	319 24% 21%	1287 24% 86%df	100 18% 7%f	93 29% 6%df	11 7% 1%	73 27% 5%qr	165 24% 11%qr	129 23% 9%r	110 24% 7%r	139 25% 9%qr	136 22% 9%r	201 25% 13%qr	192 22% 13%r	143 26% 10%qr	93 29% 6%lnqr	100 18% 7%r	11 7% 1%
giffgaff	233 4%	183 4% 79%	50 4% 21%	190 4% 82%	26 5% 11%	14 4% 6%	3 2% 1%	11 4% 5%	34 5% 14%kno	30 6% 13%knor	15 3% 7%	12 2% 5%	20 3% 9%	34 4% 15%	22 3% 9%	12 2% 5%	14 4% 6%	26 5% 11%kno	3 2% 1%
O2	1277 20%	994 20% 78%	283 21% 22%	1026 19% 80%	109 20% 9%	50 16% 4%	92 63% 7%cde	48 18% 4%	141 20% 11%	90 16% 7%	95 21% 7%	90 17% 7%	131 21% 10%	143 18% 11%	178 21% 14%i	109 20% 9%	50 16% 4%	109 20% 9%	92 63% 7%ghijk lmnopq
Tesco Mobile	447 7%	340 7% 76%	107 8% 24%	378 7% 84%	34 6% 8%	28 9% 6%	7 5% 2%	17 6% 4%	52 7% 12% m	32 6% 7%	38 8% 9% m	36 7% 8%	54 9% 12% m	34 4% 8%	74 9% 17% m	40 7% 9% m	28 9% 6% m	34 6% 8%	7 5% 2%
Three	667 10%	552 11% 83%b	115 9% 17%	576 11% 86%	53 10% 8%	27 9% 4%	10 7% 2%	19 7% 3%	74 11% 11%	65 12% 10% gj	35 7% 5%	58 11% 9%	64 10% 10%	121 15% 18% ghj klmnopq r	91 11% 14%	50 9% 8%	27 9% 4%	53 10% 8%	10 7% 2%
Virgin Media	379 6%	329 7% 87%b	49 4% 13%	332 6% 88%f	31 6% 8%f	14 4% 4%	2 1% 1%	20 8% 5%r	36 5% 9%r	41 7% 11%nr	33 7% 9%r	50 9% 13% hmno pqr	39 6% 10%r	49 6% 13%r	39 5% 10%	25 5% 7%	14 4% 4%	31 6% 8%r	2 1% 1%
Vodafone	929 15%	729 14% 79%	199 15% 21%	782 15% 84% f	95 17% 10% f	41 13% 4%	11 7% 1%	37 14% 4%	93 13% 10% r	71 13% 8%	66 14% 7% r	69 13% 7%	100 16% 11% r	126 15% 14% r	144 17% 16% r	77 14% 8% r	41 13% 4%	95 17% 10% ikr	11 7% 1%
Lycamobile	62 1%	60 1% 96%b	2 * 4%	60 1% 96%	1 * 2%	1 * 2%	- - -	- - -	5 1% 8%	7 1% 12% n	1 * 2%	7 1% 11% n	6 1% 10%	30 4% 48% ghij klmnopq r	2 * 4%	1 * 2%	1 * 2%	1 * 2%	- - -
Other	315 5%	236 5% 75%	78 6% 25%	265 5% 84%	33 6% 10%	14 4% 4%	4 2% 1%	8 3% 3%	33 5% 10%	24 4% 8%	22 5% 7%	34 6% 11%	31 5% 10%	34 4% 11%	44 5% 14%	35 6% 11%	14 4% 4%	33 6% 10%	4 2% 1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
 * small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS											
	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
Don't have a personal mobile	364	84	305	34	21	4	15	49	38	32	30	27	23	53	37	21	34	4
	6%	6%	6%	6%	7%	3%	6%	7%	7%	7%	6%	4%	3%	6%	7%	7%	6%	3%
		77%	84%	9%	6%	1%	4% ^m	14% ^{lmr}	11% ^{mr}	9% ^m	8% ^m	7%	6%	15% ^m	10% ^{lm}	6% ^m	9% ^m	1%
Don't know	215	45	172	26	15	3	21	19	24	15	19	19	19	16	18	15	26	3
	3%	3%	3%	5%	5%	2%	8%	3%	4%	3%	4%	3%	2%	2%	3%	5%	5%	2%
		79%	80%	12%	7%	1%	10% ^{hijk lmnor}	9%	11% ⁿ	7%	9%	9%	9%	7%	9%	7% ⁿ	12% ^{mn}	1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
EE\T-Mobile\Orange	1490 23%	1310 23%	178 24%	1385 24%	106 16%	1220 24%	438 23%	280 27%	103 18%	196 18%	133 70%	27 21%	7 11%
		88%	12%	93% ^d	7%	82% ^{hil}	29% ^{hil}	19% ^{efhil}	7%	13%	9% ^{efghikl}	2%	*
giffgaff	233 4%	196 3%	36 5%	225 4%	8 1%	152 3%	43 2%	31 3%	24 4%	39 4%	3 2%	4 3%	2 3%
		84%	16%	97% ^d	3%	65%	18%	13%	11% ^f	17% ^f	1%	2%	1%
O2	1277 20%	1161 21%	113 15%	1193 21%	84 12%	1058 21%	380 20%	244 24%	134 24%	205 19%	21 11%	30 23%	17 26%
		91% ^b	9%	93% ^d	7%	83% ^j	30% ^j	19% ^{efij}	10% ^j	16% ^j	2%	2% ^j	1% ^j
Tesco Mobile	447 7%	431 8%	16 2%	393 7%	54 8%	369 7%	138 7%	70 7%	45 8%	80 8%	6 3%	15 11%	5 7%
		96% ^b	4%	88%	12%	83%	31%	16%	10% ^j	18% ^j	1%	3% ^j	1%
Three	667 10%	508 9%	153 21% ^j	648 11%	18 3%	476 9%	153 8%	122 12%	66 12%	100 9%	4 2%	11 8%	5 7%
		76%	23% ^a	97% ^d	3%	71% ^j	23% ^j	18% ^{efj}	10% ^{fj}	15% ^j	1%	2% ^j	1%
Virgin Media	379 6%	326 6%	52 7%	356 6%	22 3%	327 6%	48 3%	27 3%	15 3%	218 21%	3 2%	3 2%	4 6%
		86%	14%	94% ^d	6%	86% ^{fghj}	13%	7%	4%	58% ^{efghjkl}	1%	1%	1%
Vodafone	929 15%	841 15%	82 11%	865 15%	63 9%	740 14%	295 16%	145 14%	74 13%	151 14%	10 5%	18 14%	7 10%
		91% ^b	9%	93% ^d	7%	80% ^j	32% ^j	16% ^j	8% ^j	16% ^j	1%	2% ^j	1%
Lycamobile	62 1%	16 +	44 6%	58 1%	4 1%	28 1%	11 1%	3 +	9 2%	1 +	-	-	1 2%
		26%	71% ^a	94%	6%	45%	18%	5%	14% ^{efgi}	2%	-	-	2% ⁱ
Other	315 5%	293 5%	22 3%	297 5%	18 3%	271 5%	114 6%	41 4%	51 9%	12 1%	3 1%	18 14%	3 4%
		93% ^b	7%	94% ^d	6%	86% ^{ij}	36% ^{gij}	13% ⁱ	16% ^{efgij}	4%	1%	6% ^{efgjil}	1% ⁱ
Don't have a personal mobile	364 6%	350 6%	12 2%	144 3%	220 32% ^a	317 6%	191 10%	32 3%	26 5%	42 4%	3 1%	3 2%	10 15%
		96% ^b	3%	40%	60% ^c	87% ^{gij}	52% ^{eghijk}	9%	7%	11%	1%	1%	3% ^{eghijk}

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
Don't know	215	187	25	136	79	156	80	29	17	17	3	2	6
	3%	3%	3%	2%	12%	3%	4%	3%	3%	2%	1%	1%	9%
		87%	12%	63%	37% ^{cc}	73% ^{ei}	37% ^{ei}	13%	8%	8%	1%	1%	3% ^{eghijk}

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER								Q.3 BROADBAND SUPPLIER							
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaff (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
EE\T-Mobile\Orange	1490 23%	1490 26%	1490 100%	-	-	-	-	-	-	-	1336 25%	344 24%	161 72%	349 27%	124 19%	264 19%	38 21%
		100% cde fghi	100% acdef ghi	-	-	-	-	-	-	-	90% no	23% no	11% jkmn op	23% no	8%	18%	3%
giffgaff	233 4%	233 4%	-	-	-	-	-	-	-	233 100%	204 4%	44 3%	3 1%	46 4%	29 5%	63 5%	7 4%
		100% bcdef g	-	-	-	-	-	-	-	100% abcd efgh	88%	19%	1%	20%	13% l	27% l	3%
O2	1277 20%	1277 22%	-	1277 100%	-	-	-	-	-	-	1138 21%	312 22%	21 10%	309 24%	149 23%	257 19%	39 22%
		100% bdefg hi	-	100% abdef ghi	-	-	-	-	-	-	89% l	24% l	2%	24% jlo	12% lo	20% l	3% l
Tesco Mobile	447 7%	447 8%	-	-	447 100%	-	-	-	-	-	378 7%	98 7%	8 4%	90 7%	51 8%	95 7%	20 11%
		100% bcdefg hi	-	-	100% abcef ghi	-	-	-	-	-	85%	22%	2%	20%	11% l	21%	4% l
Three	667 10%	667 11%	-	-	-	667 100%	-	-	-	-	594 11%	132 9%	10 5%	168 13%	77 12%	157 12%	21 12%
		100% bcdfg hi	-	-	-	100% abcdf ghi	-	-	-	-	89% l	20% l	2%	25% kl	12% l	24% l	3% l
Virgin Media	379 6%	379 7%	-	-	-	-	379 100%	-	-	-	344 6%	34 2%	1 *	31 2%	17 3%	247 18%	4 2%
		100% bcdeg i	-	-	-	-	100% abcde ghi	-	-	-	91% klmnp	9%	*	8%	4%	65% jklmn p	1% p
Vodafone	929 15%	929 16%	-	-	-	-	-	929 100%	-	-	825 15%	248 17%	11 5%	188 15%	91 14%	195 14%	21 12%
		100% bcdef hi	-	-	-	-	-	100% abcde fhi	-	-	89% l	27% lo	1%	20% l	10% l	21% l	2% l
Lycamobile	62 1%	62 1%	-	-	-	-	-	-	62 100%	-	49 1%	8 1%	1 1%	15 1%	11 2%	9 1%	-
		100% bcdeg	-	-	-	-	-	-	100% abcde fgi	-	79%	13%	2%	24%	17% ko	15%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER								Q.3 BROADBAND SUPPLIER							
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
Other	315	315	-	-	-	-	-	-	-	-	294	108	3	45	54	29	24
	5%	5%	-	-	-	-	-	-	-	-	5%	8%	1%	3%	8%	2%	13%
		100%bcdefgi	-	-	-	-	-	-	-	-	93%lmo	34%jlm	1%	14%	17%jlmo	9%	8%klmo
Don't have a personal mobile	364	-	-	-	-	-	-	-	-	-	155	57	1	29	22	37	4
	6%	-	-	-	-	-	-	-	-	-	3%	4%	*	2%	3%	3%	2%
		-	-	-	-	-	-	-	-	-	43%l	16%jlm	*	8%	6%l	10%l	1%
Don't know	215	-	-	-	-	-	-	-	-	-	95	34	2	26	15	12	2
	3%	-	-	-	-	-	-	-	-	-	2%	2%	1%	2%	2%	1%	1%
		-	-	-	-	-	-	-	-	-	44%o	16%o	1%	12%o	7%o	5%	1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	6377	3243	317	1783	151	906
Weighted Base	6377	3375	327	1859	143	951
EE\T-Mobile\Orange	1490 23%	853 25% 57% ^d	80 25% 5%	510 27% 34% ^{de}	23 16% 2%	211 22% 14%
giffgaff	233 4%	92 3% 39%	7 2% 3%	46 2% 20%	8 6% 3% ^c	24 3% 10%
O2	1277 20%	713 21% 56%	58 18% 5%	428 23% 34% ^{be}	32 23% 3%	184 19% 14%
Tesco Mobile	447 7%	224 7% 50%	27 8% 6%	122 7% 27%	12 9% 3%	60 6% 13%
Three	667 10%	343 10% 51%	35 11% 5%	197 11% 30%	16 11% 2%	84 9% 13%
Virgin Media	379 6%	256 8% 68% ^{bcd}	4 1% 1%	52 3% 14%	4 3% 1%	196 21% 52% ^{abcd}
Vodafone	929 15%	542 16% 58%	66 20% 7% ^e	305 16% 33%	20 14% 2%	129 14% 14%
Lycamobile	62 1%	22 1% 35%	2 1% 3%	12 1% 19%	3 2% 5% ^{ace}	2 * 4%
Other	315 5%	155 5% 49% ^e	29 9% 9% ^{ace}	95 5% 30% ^e	11 8% 4% ^e	13 1% 4%
Don't have a personal mobile	364 6%	112 3% 31%	14 4% 4%	54 3% 15%	6 4% 2%	33 4% 9%
Don't know	215 3%	64 2% 30%	5 2% 3%	37 2% 17%	6 5% 3% ^{ae}	14 1% 6%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.3 Which company does your household use for its fixed broadband internet connection?
 Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
BT	1420	692	727	203	221	210	241	265	175	105	366	483	296	274	849	570
	22%	22%	22%	23%	19%	20%	24%	26%	26%	19%	30%	25%	22%	15%	27%	18%
		49%	51%	14% ^d	16%	15%	17% ^{dei}	19% ^{dei}	12% ^{dei}	7%	26% ^{kimo}	34% ^{mo}	21% ^{mo}	19%	60% ^{lmo}	40% ^m
EE\Orange	223	112	111	28	43	54	30	36	22	9	44	74	46	58	118	104
	3%	4%	3%	3%	4%	5%	3%	4%	3%	2%	4%	4%	3%	3%	4%	3%
		50%	50%	13%	19% ^{ei}	24% ^{fhi}	14% ^{ei}	16% ^{ei}	10% ^{ei}	4%	20%	33%	21%	26%	53%	47%
Sky	1293	590	704	198	320	265	226	167	86	32	237	410	298	348	647	646
	20%	19%	21%	22%	27%	25%	23%	17%	13%	6%	19%	21%	23%	18%	20%	20%
		46%	54% ^{aa}	15% ^{ghi}	25% ^{cfghi}	20% ^{ghi}	17% ^{ghi}	13% ^{hi}	7% ⁱ	2%	18%	32%	23% ^m	27%	50%	50%
TalkTalk	641	305	336	109	132	82	80	107	84	47	92	200	145	203	292	349
	10%	10%	10%	12%	11%	8%	8%	11%	12%	8%	8%	10%	11%	11%	9%	11%
		48%	52%	17% ^{efi}	21% ^{ef}	13%	12%	17%	13% ^{efi}	7%	14%	31% ^j	23% ^j	32% ^j	46%	54% ⁱⁿ
Virgin Media	1365	702	663	186	289	259	257	226	107	40	306	471	268	321	776	589
	21%	23%	20%	21%	24%	25%	26%	23%	16%	7%	25%	24%	20%	17%	25%	18%
		51% ^b	49%	14% ^{hi}	21% ^{hi}	19% ^{hi}	19% ^{chi}	17% ^{hi}	8% ⁱ	3%	22% ^{lmo}	34% ^{lmo}	20% ^{lm}	24%	57% ^{lmo}	43%
Plusnet	179	95	84	22	33	36	27	29	23	10	43	55	43	37	98	81
	3%	3%	3%	2%	3%	3%	3%	3%	3%	2%	4%	3%	3%	2%	3%	3%
		53%	47%	12%	18%	20% ⁱ	15%	16%	13% ⁱ	5%	24% ^m	31%	24% ^m	21%	55% ^m	45%
Other	292	139	152	41	66	53	40	42	34	15	65	97	53	77	161	130
	5%	5%	5%	5%	6%	5%	4%	4%	5%	3%	5%	5%	4%	4%	5%	4%
		48%	52%	14%	23% ⁱ	18% ⁱ	14%	15%	12% ⁱ	5%	22%	33%	18%	26%	55%	45%
Don't have fixed broadband service	775	362	414	61	69	57	73	112	124	280	33	107	134	502	140	635
	12%	12%	13%	7%	6%	5%	7%	11%	18%	50%	3%	6%	10%	27%	4%	20%
		47%	53%	8%	9%	7%	9%	14% ^{cdef}	16% ^{cdefg}	36% ^{cdefgh}	4%	14% ^j	17% ^{ejkn}	65% ^{ijklno}	18% ^j	82% ^{ijkln}
Don't know	189	96	93	51	24	26	20	20	28	20	33	50	39	67	83	106
	3%	3%	3%	6%	2%	2%	2%	2%	4%	4%	3%	3%	3%	4%	3%	3%
		51%	49%	27% ^{defg}	13%	14%	10%	11%	15% ^{defg}	11% ^{dfg}	18%	27%	21%	35%	44%	56%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.3 Which company does your household use for its fixed broadband internet connection?
 Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
BT	1420 22%	989 20% 70%	430 32% 30% ^a	1170 22% 82%	114 21% 8%	80 25% 6%	56 38% 4% ^{cde}	30 11% 2%	130 19% 9% ^g	94 17% 7% ^g	96 21% 7% ^g	113 21% 8% ^g	116 18% 8% ^g	164 20% 12% ^g	243 28% 17% ^{ghi} jklmq	184 34% 13% ^{ghij} klmpq	80 25% 6% ^{ghil}	114 21% 8% ^g	56 38% 4% ^{ghijk} lmnpq
EE\Orange	223 3%	177 4% 79%	46 3% 21%	186 3% 83%	22 4% 10%	11 3% 5%	4 2% 2%	14 5% 6% ^{ai}	21 3% 10%	12 2% 5%	12 3% 5%	26 5% 11% ⁱ	16 3% 15%	34 4% 13%	29 3% 10%	22 4% 5%	11 3% 10%	22 4% 10%	4 3% 2%
Sky	1293 20%	1034 20% 80%	260 19% 20%	1042 19% 81%	144 27% 11% ^c	74 23% 6%	33 22% 3%	51 19% 4%	154 22% 12% ^{kn}	116 21% 9%	90 20% 7%	89 16% 7%	112 18% 9%	167 20% 13%	147 17% 11%	116 21% 9%	74 23% 6% ^{kn}	144 27% 11% ^{gijklm} no	33 22% 3%
TalkTalk	641 10%	499 10% 78%	142 11% 22%	537 10% 84%	56 10% 9%	30 10% 5%	18 12% 3%	20 7% 3%	64 9% 10%	53 10% 8%	42 9% 7%	62 11% 10%	64 10% 10%	77 9% 12%	99 12% 15%	56 10% 9%	30 10% 5%	56 10% 9%	18 12% 3%
Virgin Media	1365 21%	1233 24% 90% ^b	132 10% 10%	1209 23% 89% ^{def}	93 17% 7% ^f	49 15% 4%	15 10% 1%	87 32% 6% ^{hij} nopqr	151 22% 11% ^{lopr}	83 15% 6% ^o	105 23% 8% ^{lopqr}	140 26% 10% ^{inop} qr	187 30% 14% ^{hij} nopqr	235 29% 17% ^{hij} nopqr	169 20% 12% ^{lor}	52 10% 4%	49 15% 4% ^o	93 17% 7% ^{or}	15 10% 1%
Plusnet	179 3%	128 3% 71%	51 4% 29% ^a	158 3% 88% ^f	13 2% 7%	9 3% 5% ^f	- - -	4 1% 2%	26 4% 14% ^r	24 4% 13% ^{gmr}	15 3% 8% ^r	13 2% 7%	15 2% 9% ^r	16 2% 9%	23 3% 13% ^r	21 4% 12% ^r	9 3% 5% ^r	13 2% 7%	- - -
Other	292 5%	231 5% 79%	61 5% 21%	256 5% 88%	23 4% 8%	9 3% 3%	4 3% 1%	9 3% 3%	29 4% 10%	69 12% 24% ^{ghijklm} nopqr	17 4% 6%	24 4% 8%	23 4% 8%	27 3% 9%	42 5% 14%	16 3% 6%	9 3% 3%	23 4% 8%	4 3% 1%
Don't have fixed broadband service	775 12%	601 12% 78%	174 13% 22%	652 12% 84%	60 11% 8%	50 16% 6%	14 10% 2%	40 15% 5% ^m	106 15% 14% ^{mnoq}	90 16% 12% ^{klmnoq} r	74 16% 9% ^{mnoqr}	62 11% 8% ^m	74 12% 10% ^m	60 7% 8%	87 10% 11%	59 11% 8% ^m	50 16% 6% ^{mno}	60 11% 8% ^m	14 10% 2%
Don't know	189 3%	153 3% 81%	36 3% 19%	163 3% 86%	17 3% 9%	6 2% 3%	3 2% 2%	16 6% 8% ^{hij} knp	18 3% 10%	12 2% 6%	12 3% 7%	14 2% 7%	19 3% 10%	35 4% 19% ⁱⁿ	16 2% 8%	22 4% 11% ⁿ	6 2% 3%	17 3% 9%	3 2% 2%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
 * small base

Reasons to Complain (QS0578 - 310502)

Q.3 Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
BT	1420	1294	121	1385	34	1318	1290	11	4	4	2	-	6
	22%	23%	16%	24%	5%	26%	68%	1%	1%	*	1%	-	9%
		91%b	9%	98%d	2%	93%ghijkl	91%eghijkl	1%	*	*	-	-	*ghijk
EE\Orange	223	190	31	218	5	192	21	2	1	3	165	-	-
	3%	3%	4%	4%	1%	4%	1%	*	*	*	87%	-	-
		86%	14%	98%d	2%	86%fghik	9%ghi	1%	*	1%	74%efghikl	-	-
Sky	1293	1113	177	1270	24	1119	120	979	6	4	-	-	3
	20%	20%	24%	22%	4%	22%	6%	95%	1%	*	-	-	4%
		86%	14%a	98%d	2%	86%fhijkl	9%hijk	76%efhijkl	*	*	-	-	*hijk
TalkTalk	641	545	94	630	11	554	29	1	516	-	4	-	3
	10%	10%	13%	11%	2%	11%	2%	*	91%	-	2%	-	4%
		85%	15%a	98%d	2%	86%fgijk	5%gi	*	81%efgijkl	-	1%gi	-	*gik
Virgin Media	1365	1170	188	1347	18	1066	54	2	4	995	8	-	2
	21%	21%	26%	24%	3%	21%	3%	*	1%	94%	4%	-	4%
		86%	14%a	99%d	1%	78%fghjkl	4%gh	*	*	73%efghjkl	1%ghk	-	*ghk
Plusnet	179	167	12	176	3	151	14	1	2	3	1	130	*
	3%	3%	2%	3%	1%	3%	1%	*	*	*	1%	99%	1%
		93%b	6%	98%d	2%	84%fghi	8%g	1%	1%	1%	1%	72%efghijl	*
Other	292	267	24	287	5	223	33	*	3	3	-	-	26
	5%	5%	3%	5%	1%	4%	2%	*	1%	*	-	-	40%
		92%	8%	98%d	2%	76%fghijk	11%ghi	*	1%	1%	-	-	9%efghijk
Don't have fixed broadband service	775	718	56	232	544	423	289	24	24	40	4	1	22
	12%	13%	8%	4%	80%	8%	15%	2%	4%	4%	2%	1%	35%
		93%b	7%	30%	70%c	55%ghijk	37%eghijk	3%	3%g	5%	1%	*	3%efghijk
Don't know	189	153	32	157	32	68	41	5	5	9	4	-	2
	3%	3%	4%	3%	5%	1%	2%	*	1%	1%	2%	-	3%
		81%	17%a	83%	17%c	36%g	22%eghi	3%	2%	5%	2%g	-	1%gk

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.3 Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
BT	1420 22%	1328 23% 94% _f	344 23% 24% _f	312 24% 22% _{efh}	98 22% 7% _f	132 20% 9% _f	34 9% 2%	248 27% 17% _{ae}	8 13% 1%	44 19% 3% _f	1420 26% 100% _{lmn}	1420 100% 100% _{ilmno}	- - -	- - -	- - -	- - -	- - -
EE\Orange	223 3%	220 4% 99% _{cdefg}	161 11% 72% _{acde}	21 2% 10% _f	8 2% 4% _f	10 2% 5%	1 * *	11 1% 5%	1 2% 1% _f	3 1% 1%	223 4% 100% _{kmnop}	- - -	223 100% 100% _{jkmpno}	- - -	- - -	- - -	- - -
Sky	1293 20%	1239 21% 96% _f	349 23% 27% _f	309 24% 24% _{afg}	90 20% 7% _f	168 25% 13% _{afg}	31 8% 2%	188 20% 15% _f	15 24% 1% _f	46 20% 4% _f	1293 24% 100% _{klmnop}	- - -	- - -	1293 100% 100% _{ijklno}	- - -	- - -	- - -
TalkTalk	641 10%	603 10% 94% _{bf}	124 8% 19% _f	149 12% 23% _{bf}	51 11% 8% _{bf}	77 12% 12% _{bf}	17 4% 3%	91 10% 14% _f	11 17% 2% _{bf}	29 13% 5% _f	641 12% 100% _{klmnop}	- - -	- - -	- - -	641 100% 100% _{ijklmo}	- - -	
Virgin Media	1365 21%	1317 23% 96% _b	264 18% 19%	257 20% 19%	95 21% 7%	157 24% 12% _b	247 65% 18% _{abcd}	195 21% 14%	9 15% 1%	63 27% 5% _{bc}	1365 25% 100% _{klmnp}	- - -	- - -	- - -	1365 100% 100% _{ijklmn}	- - -	
Plusnet	179 3%	174 3% 97% _f	38 3% 21% _f	39 3% 22% _f	20 4% 11% _{bf}	21 3% 12% _f	4 1% 2%	21 2% -	- - -	7 3% 4%	179 3% 100% _{klmno}	- - -	- - -	- - -	- - -	179 100% 100% _{ijklmno}	
Other	292 5%	281 5% 96%	56 4% 19%	51 4% 17%	15 3% 5%	29 4% 10%	11 3% 4%	71 8% 24% _{abcde}	5 8% 2%	11 5% 4%	292 5% 100% _{klmno}	- - -	- - -	- - -	- - -	- - -	
Don't have fixed broadband service	775 12%	519 9% 67%	125 8% 16%	105 8% 14%	62 14% 8% _{abcef}	57 9% 7%	29 8% 4%	89 10% 12%	10 16% 1% _{cf}	23 10% 3%	- - -	- - -	- - -	- - -	- - -	- - -	
Don't know	189 3%	117 2% 62%	29 2% 15%	34 3% 18%	8 2% 4%	15 2% 8%	6 1% 3%	14 1% 7%	3 5% 2%	6 3% -	- - -	- - -	- - -	- - -	- - -	- - -	

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.3 Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	6377	3243	317	1783	151	906
Weighted Base	6377	3375	327	1859	143	951
BT	1420 22%	750 22%	304 93%	414 22%	-	13 1%
		53%de	21%acde	29%de	-	1%
EE\Orange	223 3%	67 2%	1 *	44 2%	2 2%	7 1%
		30%be	*	20%be	1%	3%
Sky	1293 20%	1031 31%	4 1%	1012 54%	1 1%	3 *
		80%bde	*	78%abde	*	*
TalkTalk	641 10%	248 7%	1 *	102 5%	134 94%	4 *
		39%bce	*	16%be	21%abce	1%
Virgin Media	1365 21%	986 29%	4 1%	81 4%	-	885 93%
		72%bcd	*	6%bd	-	65%abcd
Plusnet	179 3%	42 1%	3 1%	28 1%	1 1%	-
		23%e	2%e	15%e	1%e	-
Other	292 5%	93 3%	1 *	70 4%	-	4 *
		32%be	*	24%bde	-	2%
Don't have fixed broadband service	775 12%	129 4%	10 3%	82 4%	4 3%	31 3%
		17%	1%	11%	1%	4%
Don't know	189 3%	30 1%	-	26 1%	-	3 *
		16%	-	14%be	-	2%

Reasons to Complain (QS0578 - 310502)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Instant Video and Netflix.

Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
BT	327	157	171	46	53	60	65	53	29	21	88	105	72	63	193	135
	5%	5%	5%	5%	4%	6%	7%	5%	4%	4%	7%	5%	5%	3%	6%	4%
		48%	52%	14%	16%	18%	20% ^{dhi}	16%	9%	6%	27% ^{mo}	32% ^m	22% ^m	19%	59% ^{mo}	41%
Sky	1859	892	967	248	378	338	328	301	174	93	393	570	414	481	964	895
	29%	29%	29%	28%	32%	32%	33%	30%	25%	17%	32%	29%	31%	25%	30%	28%
		48%	52%	13% ⁱ	20% ^{hi}	18% ^{chi}	18% ^{chi}	16% ^{hi}	9% ⁱ	5%	21% ^{mo}	31% ^m	22% ^{mo}	26%	52% ^{mo}	48%
TalkTalk	143	63	79	18	30	24	22	21	19	9	16	23	44	59	40	103
	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	1%	1%	3%	3%	1%	3%
		44%	56%	13%	21%	17%	15%	15%	14%	6%	12%	16%	31% ^{sjkn}	41% ^{ijkn}	28%	72% ^{ijkn}
Virgin Media	951	460	491	99	142	175	202	192	94	46	227	301	193	230	528	423
	15%	15%	15%	11%	12%	17%	20%	19%	14%	8%	19%	15%	15%	12%	17%	13%
		48%	52%	10%	15% ⁱ	18% ^{cdi}	21% ^{cdhi}	20% ^{cdhi}	10% ⁱ	5%	24% ^{klmo}	32% ^{mo}	20% ^m	24%	56% ^{mo}	44%
Other	96	48	48	17	25	27	11	8	7	2	16	31	27	21	47	48
	1%	2%	1%	2%	2%	3%	1%	1%	1%	*	1%	2%	2%	1%	1%	2%
		50%	50%	18% ⁱ	26% ^{gi}	28% ^{fghi}	11%	8%	7% ⁱ	2%	17%	33%	28% ^m	22%	49%	51%
Don't have a pay TV service	2860	1405	1455	435	539	400	355	415	346	370	454	883	539	983	1337	1523
	45%	45%	44%	48%	45%	38%	36%	41%	51%	66%	37%	45%	41%	52%	42%	47%
		49%	51%	15% ^{efg}	19% ^{ef}	14%	12%	15% ^f	12% ^{defg}	13% ^{cdefg}	16%	31% ^{jl}	19%	34% ^{ijklno}	47% ^{jl}	53% ^{lin}
Don't know	142	70	72	36	30	18	12	15	14	17	23	35	32	51	59	83
	2%	2%	2%	4%	3%	2%	1%	1%	2%	3%	2%	2%	2%	3%	2%	3%
		49%	51%	25% ^{efgh}	21%	13%	9%	10%	10%	12% ^{fg}	17%	25%	23%	36%	41%	59%

Reasons to Complain (QS0578 - 310502)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Instant Video and Netflix.

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
BT	327	236	91	272	36	11	8	3	31	24	19	27	37	51	41	38	11	36	8
	5%	5%	7%	5%	7%	3%	6%	1%	4%	4%	4%	5%	6%	6%	5%	7%	3%	7%	6%
		72%	28% ^a	83%	11%	3%	3%	1%	10% ^g	7% ^g	6% ^g	8% ^g	11% ^g	16% ^g	13% ^g	12% ^{gp}	3%	11% ^g	3% ^g
Sky	1859	1439	420	1503	175	120	62	81	232	156	134	164	168	189	218	160	120	175	62
	29%	29%	32% ^a	28%	32%	38%	42%	30%	33%	28%	29%	30%	27%	23%	25%	29%	38%	32%	42%
		77%	23% ^a	81%	9%	6% ^c	3% ^{cd}	4% ^m	12% ^{lmn}	8%	7% ^m	9% ^m	9%	10%	12%	9% ^m	6% ^{ijkl}	9% ^{mn}	3% ^{ghijk}
TalkTalk	143	117	26	120	16	7	1	6	10	17	12	16	17	17	13	12	7	16	1
	2%	2%	2%	2%	3%	2%	1%	2%	1%	3%	3%	3%	3%	2%	1%	2%	2%	3%	1%
		82%	18%	84%	11%	5%	1%	4%	7%	12%	9%	11%	12%	12%	9%	9%	5%	11%	1%
Virgin Media	951	857	94	834	72	31	14	69	122	68	73	108	125	124	101	44	31	72	14
	15%	17%	7%	16%	13%	10%	9%	26%	17%	12%	16%	20%	20%	15%	12%	8%	10%	13%	9%
		90% ^b	10%	88% ^{ef}	8%	3%	1%	7% ^{hij}	13% ^{inopr}	7% ^o	8% ^{op}	11% ^{imno}	13% ^{imn}	13% ^{op}	11% ^o	5%	3%	8% ^o	1%
Other	96	68	28	86	3	5	1	4	8	7	9	12	9	17	11	10	5	3	1
	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	2%	2%	1%	1%
		71%	29%	91%	3%	5%	1%	4%	9%	7%	9%	12% ^q	9%	18% ^q	11%	10%	5%	3%	1%
Don't have a pay TV service	2860	2204	656	2439	222	141	58	93	289	268	208	203	259	380	463	275	141	222	58
	45%	44%	49% ^a	45%	41%	44%	40%	35%	41%	49%	45%	37%	41%	47%	54%	50%	44%	41%	40%
		77%	23% ^a	85%	8%	5%	2%	3%	10%	9% ^{ghklq}	7% ^{gk}	7%	9%	13% ^{ghk}	16% ^{ghj}	10% ^{ghkl}	5% ^g	8%	2%
Don't know	142	125	17	117	19	4	1	13	8	12	7	13	11	35	8	9	4	19	1
	2%	2%	1%	2%	4%	1%	1%	5%	1%	2%	2%	2%	2%	4%	1%	2%	1%	4%	1%
		88% ^b	12%	83%	14%	3%	1%	9% ^{hijl}	6%	8%	5%	9%	8%	25% ^{hijl}	6%	7%	3%	14% ^{hn}	1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Instant Video and Netflix.

Base: All adults 16+ UK

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
BT	327	292	35	312	15	308	297	4	2	2	-	1	1
	5%	5%	5%	5%	2%	6%	16%	*	*	*	-	1%	1%
		89%	11%	95% ^d	5%	94% ^{ghijkl}	91% ^{eghijkl}	1%	1%	1%	-	*	*
Sky	1859	1631	222	1751	108	1676	569	841	91	57	37	25	7
	29%	29%	30%	31%	16%	33%	30%	82%	16%	5%	20%	19%	11%
		88%	12%	94% ^d	6%	90% ^{fhijkl}	31% ^{hijkl}	45% ^{efhijkl}	5% ⁱ	3%	2% ⁱ	1% ⁱ	*
TalkTalk	143	121	22	140	3	125	1	-	122	1	-	-	-
	2%	2%	3%	2%	*	2%	*	-	22%	*	-	-	-
		85%	15%	98% ^d	2%	88% ^{fgij}	1%	-	86% ^{efgjkl}	1%	-	-	-
Virgin Media	951	853	96	904	46	854	49	1	7	786	7	-	2
	15%	15%	13%	16%	7%	17%	3%	*	1%	74%	4%	-	4%
		90%	10%	95% ^d	5%	90% ^{efghijkl}	5% ^g	*	1% ^g	83% ^{efghijkl}	1% ^{ghk}	-	* ^{gk}
Other	96	87	9	93	3	76	19	4	5	7	13	10	3
	1%	2%	1%	2%	*	1%	1%	*	1%	1%	7%	8%	5%
		91%	9%	97% ^d	3%	79% ^{gi}	20%	4%	5%	7%	14% ^{efghi}	11% ^{efghi}	3% ^{efghi}
Don't have a pay TV service	2860	2527	320	2379	480	2013	923	165	335	199	125	94	51
	45%	45%	44%	42%	71%	39%	49%	16%	59%	19%	66%	72%	79%
		88%	11%	83%	17% ^{cc}	70% ^{gi}	32% ^{egi}	6%	12% ^{efgi}	7%	4% ^{efgi}	3% ^{efghi}	2% ^{efghi}
Don't know	142	107	31	121	21	63	32	10	3	9	6	-	*
	2%	2%	4%	2%	3%	1%	2%	1%	1%	1%	3%	-	1%
		76%	22% ^{aa}	85%	15%	44%	23%	7%	2%	6%	4% ^{ghi}	-	*

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/fg/h/ij/k/l

* small base

Reasons to Complain (QS0578 - 310502)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Instant Video and Netflix.

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
BT	327 5%	308 5% 94% _f	80 5% 25% _f	58 5% 18% _f	27 6% 8% _f	35 5% 11% _f	4 1% 1%	66 7% 20% _{acfi}	2 3% 1%	7 3% 2%	317 6% 97% _{lmno}	304 21% 93% _{jlmmo}	1 * *	4 * 1%	1 * *	4 * 1%	3 2% 1% _{mno}
Sky	1859 29%	1767 30% 95% _{fi}	510 34% 27% _{adfh}	428 34% 23% _{adfh}	122 27% 7% _f	197 30% 11% _{fi}	52 14% 3%	305 33% 16% _{dfhi}	12 19% 1%	46 20% 2%	1751 32% 94% _{klno}	414 29% 22% _{lnop}	44 20% 2% _o	1012 78% 54% _{jkno}	102 16% 5% _o	81 6% 4%	28 15% 1% _o
TalkTalk	143 2%	130 2% 91%	23 2% 16%	32 3% 23%	12 3% 9%	16 2% 11%	4 1% 3%	20 2% 14%	3 5% 2% _{bf}	8 3% 6%	139 3% 97% _{kmo}	- - -	2 1% 2% _{kmo}	1 * 1%	134 21% 94% _{klmo}	- - -	1 1% 1% _{kmo}
Virgin Media	951 15%	903 16% 95% _{hi}	211 14% 22% _h	184 14% 19% _h	60 13% 6% _h	84 13% 9%	196 52% 21% _{abcd}	129 14% 14% _h	2 4% *	24 10% 3%	916 17% 96% _{klmnp}	13 1% 1% _m	7 3% 1% _{kmp}	3 * *	4 1% *	885 65% 93% _{ijklm}	- - -
Other	96 1%	91 2% 96% _f	28 2% 30% _{cf}	11 1% 11%	3 1% 3%	11 2% 11% _f	- - -	23 2% 24% _{cdf}	2 4% 3% _{cdf}	6 3% 7% _{cdf}	94 2% 98% _m	19 1% 20%	13 6% 14% _{jkmn}	11 1% 12%	6 1% 7%	16 1% 16%	10 6% 11% _{kmno}
Don't have a pay TV service	2860 45%	2515 43% 88% _f	612 41% 21% _f	545 43% 19% _f	217 49% 8% _{abcfg}	310 47% 11% _{bfg}	120 32% 4%	380 41% 13% _f	36 59% 1% _{abcfg}	138 59% 5% _{abcd}	2142 40% 75% _{mo}	657 46% 23% _{jmo}	148 66% 5% _{jkmo}	246 19% 9%	390 61% 14% _{jkmo}	369 27% 13% _m	136 76% 5% _{kmno}
Don't know	142 2%	83 1% 59%	25 2% 18% _g	19 1% 13%	6 1% 4%	14 2% 10% _g	2 1% 2%	6 1% 4%	4 7% 3% _{abcde}	4 2% 3%	53 1% 37%	12 1% 8%	8 4% 6% _{jkmn}	16 1% 11%	3 1% 2%	11 1% 8%	1 1% 1%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Instant Video and Netflix.

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	6377	3243	317	1783	151	906
Weighted Base	6377	3375	327	1859	143	951
BT	327	327	327	-	-	-
	5%	10%	100%	-	-	-
		100%acde	100%acde	-	-	-
Sky	1859	1859	-	1859	-	-
	29%	55%	-	100%	-	-
		100%bde	-	100%abde	-	-
TalkTalk	143	143	-	-	143	-
	2%	4%	-	-	100%	-
		100%bce	-	-	100%abce	-
Virgin Media	951	951	-	-	-	951
	15%	28%	-	-	-	100%
		100%abcd	-	-	-	100%abcd
Other	96	96	-	-	-	-
	1%	3%	-	-	-	-
		100%bcde	-	-	-	-
Don't have a pay TV service	2860	-	-	-	-	-
	45%	-	-	-	-	-
		-	-	-	-	-
Don't know	142	-	-	-	-	-
	2%	-	-	-	-	-
		-	-	-	-	-

Reasons to Complain (QS0578 - 310502)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ 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)	ABC1 (n)	C2DE (o)
Unweighted Base	6377	3101	3276	696	975	839	901	917	1129	920	1074	1654	1429	2220	2728	3649
Weighted Base	6377	3094	3283	899	1197	1042	995	1005	683	557	1218	1949	1322	1888	3167	3210
Landline phone	197	82	115	7	23	21	47	38	37	24	51	62	33	51	113	84
	3%	3%	4%	1%	2%	2%	5%	4%	5%	4%	4%	3%	3%	3%	4%	3%
		41%	59%	4%	12%	10%	24% <i>cde</i>	19% <i>cde</i>	19% <i>cde</i>	12% <i>cde</i>	26% <i>lmo</i>	32%	17%	26%	57% <i>o</i>	43%
Mobile phone	207	93	115	40	29	42	51	23	14	7	50	69	31	57	119	88
	3%	3%	3%	4%	2%	4%	5%	2%	2%	1%	4%	4%	2%	3%	4%	3%
		45%	55%	19% <i>dghi</i>	14%	20% <i>hi</i>	25% <i>dghi</i>	11%	7%	3%	24% <i>lo</i>	33%	15%	28%	58% <i>lo</i>	42%
Fixed broadband internet	823	423	400	120	178	137	156	140	66	25	199	277	176	171	476	347
	13%	14%	12%	13%	15%	13%	16%	14%	10%	5%	16%	14%	13%	9%	15%	11%
		51%	49%	15% <i>hi</i>	22% <i>hi</i>	17% <i>hi</i>	19% <i>hi</i>	17% <i>hi</i>	8% <i>i</i>	3%	24% <i>lmo</i>	34% <i>mo</i>	21% <i>mo</i>	21%	58% <i>mo</i>	42% <i>m</i>
Pay TV	195	113	82	19	39	35	43	29	22	9	47	64	32	52	111	84
	3%	4%	3%	2%	3%	3%	4%	3%	3%	2%	4%	3%	2%	3%	4%	3%
		58% <i>b</i>	42%	10%	20% <i>i</i>	18% <i>i</i>	22% <i>ci</i>	15%	11% <i>i</i>	4%	24% <i>lo</i>	33%	16%	27%	57%	43%
SUMMARY CODE																
REASON TO COMPLAIN	1209	607	602	171	230	209	232	198	114	54	279	411	242	277	690	519
	19%	20%	18%	19%	19%	20%	23%	20%	17%	10%	23%	21%	18%	15%	22%	16%
		50%	50%	14% <i>i</i>	19% <i>i</i>	17% <i>i</i>	19% <i>cdhi</i>	16% <i>i</i>	9% <i>i</i>	4%	23% <i>lmo</i>	34% <i>mo</i>	20% <i>lm</i>	23%	57% <i>lmo</i>	43%
None of these	5168	2487	2681	728	967	832	762	806	569	503	939	1538	1080	1611	2477	2691
	81%	80%	82%	81%	81%	80%	77%	80%	83%	90%	77%	79%	82%	85%	78%	84%
		48%	52%	14% <i>f</i>	19% <i>f</i>	16%	15%	16%	11% <i>f</i>	h	10% <i>cdefg</i>	18%	30%	21% <i>jn</i>	31% <i>jkln</i>	48%

Reasons to Complain (QS0578 - 310502)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	6377	5019	1358	5346	541	307	183	277	716	554	466	547	600	770	855	561	307	541	183
Weighted Base	6377	5045	1332	5371	542	318	145	269	699	552	462	543	627	814	855	548	318	542	145
Landline phone	197 3%	148 3% 75%	48 4% 25%	156 3% 79%	24 4% 12%	15 5% 7%	2 2% 1%	9 3% 5% _j	18 3% 9%	8 2% 4%	5 1% 3%	19 4% 10% _{ij}	16 3% 8%	29 4% 15% _{ij}	34 4% 17% _{ij}	18 3% 9% _j	15 5% 7% _{ij}	24 4% 12% _{ij}	2 2% 1%
Mobile phone	207 3%	157 3% 76%	50 4% 24%	178 3% 86%	19 3% 9%	9 3% 4%	2 1% 1%	7 2% 3%	12 2% 6%	16 3% 8%	9 2% 4%	18 3% 9%	12 2% 6%	45 5% 22% _{hij}	32 4% 15% _h	27 5% 13% _{hijr}	9 3% 4%	19 3% 9%	2 1% 1%
Fixed broadband internet	823 13%	638 13% 78%	185 14% 22%	684 13% 83%	90 17% 11% _{ce}	29 9% 4%	20 13% 2%	31 11% 4%	78 11% 9% _j	46 8% 6%	33 7% 4%	76 14% 9% _{ij}	87 14% 11% _{ij}	131 16% 16% _{hij}	131 15% 16% _{hijp}	71 13% 9% _{ij}	29 9% 4%	90 17% 11% _{hijp}	20 13% 2% _j
Pay TV	195 3%	151 3% 77%	45 3% 23%	163 3% 83%	21 4% 11%	6 2% 3%	6 4% 3%	16 6% 8% _{himo}	14 2% 7%	10 2% 5%	16 4% 8%	17 3% 9%	24 4% 12%	16 2% 8%	37 4% 19% _{himo}	12 2% 6%	6 2% 3%	21 4% 11%	6 4% 3%
SUMMARY CODE																			
REASON TO COMPLAIN	1209 19%	936 19% 77%	273 21% 23%	1011 19% 84%	124 23% 10% _{ce}	51 16% 4%	24 16% 2%	44 16% 4%	110 16% 9%	73 13% 6%	57 12% 5%	104 19% 9% _{ij}	121 19% 10% _{ij}	190 23% 16% _{ghi}	201 23% 17% _{ghij}	111 20% 9% _{hij}	51 16% 4%	124 23% 10% _{ghijp}	24 16% 2%
None of these	5168 81%	4109 81% 80%	1059 79% 20%	4360 81% 84% _d	419 77% 8%	268 84% 5% _d	122 84% 2%	225 84% 4% _{mnq}	590 84% 11% _{mnoq}	479 87% 9% _{klmnoq}	405 88% 8% _{klmnoq}	439 81% 9%	506 81% 10%	624 77% 12%	655 77% 13%	437 80% 8%	268 84% 5% _{mnq}	419 77% 8%	122 84% 2% _n

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	6377	5704	647	5390	987	5227	2042	964	607	1021	181	132	85
Weighted Base	6377	5619	734	5700	677	5114	1891	1025	566	1061	189	131	65*
Landline phone	197 3%	175 3%	21 3%	174 3%	23 3%	194 4%	68 4%	25 2%	31 5%	48 4%	6 3%	5 4%	5 7%
		89%	11%	88%	12%	98%	35%	13%	16%g	24%g	3%	3%	2%g
Mobile phone	207 3%	174 3%	31 4%	195 3%	13 2%	158 3%	56 3%	33 3%	14 2%	33 3%	10 5%	6 5%	- -
		84%	15%	94%d	6%	76%	27%	16%	7%	16%	5%	3%	-
Fixed broadband internet	823 13%	711 13%	110 15%	816 14%	7 1%	700 14%	214 11%	134 13%	105 18%	166 16%	31 16%	18 14%	2 3%
		86%	13%	99%d	1%	85%fl	26%l	16%l	13%efgl	20%fl	4%l	2%l	*
Pay TV	195 3%	176 3%	18 2%	184 3%	11 2%	174 3%	50 2%	51 5%	10 2%	59 6%	1 1%	- -	1 2%
		90%	9%	95%d	5%	89%k	26%	26%efhjk	5%	30%efhjk	1%	-	1%
SUMMARY CODE													
REASON TO COMPLAIN	1209 19%	1045 19%	160 22%	1161 20%	48 7%	1026 20%	342 18%	184 18%	141 25%	243 23%	41 22%	26 20%	8 12%
		86%	13%	96%d	4%	85%	28%	15%	12%efgl	20%fgl	3%	2%	1%
None of these	5168 81%	4574 81%	574 78%	4539 80%	629 93%	4088 80%	1549 82%	841 82%	425 75%	818 77%	148 78%	105 80%	57 88%
		89%	11%	88%	12%lc	79%h	30%hi	16%hi	8%	16%	3%	2%	1%hi

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	6377	5584	1413	1237	491	590	387	872	57	201	5171	1411	214	1189	659	1242	175
Weighted Base	6377	5798	1490	1277	447	667	379	929	62*	233	5412	1420	223	1293	641	1365	179
Landline phone	197	175	50	27	16	18	15	36	-	3	173	51	6	31	27	47	5
	3%	3%	3%	2%	4%	3%	4%	4%	-	1%	3%	4%	3%	2%	4%	3%	3%
		89%	26%	14%	8%	9%	8%	18% ^c	-	2%	88%	26%	3%	16%	14% ^m	24%	3%
Mobile phone	207	205	37	37	15	21	14	62	2	3	184	55	10	43	14	43	9
	3%	4%	2%	3%	3%	3%	4%	7%	4%	1%	3%	4%	5%	3%	2%	3%	5%
		99%	18%	18%	7%	10%	7%	30% ^{abcde}	1%	2%	89%	27%	5%	21%	7%	21%	4%
Fixed broadband internet	823	805	196	182	52	111	42	138	3	34	815	195	32	184	117	217	23
	13%	14%	13%	14%	12%	17%	11%	15%	5%	15%	15%	14%	14%	14%	18%	16%	13%
		98%	24%	22% ^h	6%	14% ^{bd}	5%	17% ^h	*	4%	99%	24%	4%	22%	14% ^{ijk}	26%	3%
Pay TV	195	187	47	45	13	22	13	35	-	5	185	35	3	62	13	68	-
	3%	3%	3%	3%	3%	3%	3%	4%	-	2%	3%	2%	1%	5%	2%	5%	-
		96%	24%	23%	7%	11%	7%	18%	-	2%	95% ^p	18% ^p	2%	32% ^{kl}	7%	35% ^{kl}	-
SUMMARY CODE																	
REASON TO COMPLAIN	1209	1167	282	248	82	148	67	225	4	42	1148	292	43	257	151	311	33
	19%	20%	19%	19%	18%	22%	18%	24%	7%	18%	21%	21%	19%	20%	24%	23%	18%
		97% ^h	23% ^h	21% ^h	7% ^h	12% ^h	6% ^h	19% ^{abcd}	*	3% ^h	95%	24%	4%	21%	13%	26%	3%
None of these	5168	4631	1209	1029	365	519	311	703	58	191	4264	1127	179	1037	489	1055	146
	81%	80%	81%	81%	82%	78%	82%	76%	93%	82%	79%	79%	81%	80%	76%	77%	82%
		90% ^g	23% ^g	20% ^g	7% ^g	10%	6% ^g	14%	1% ^{abcde}	4%	83%	22%	3%	20%	9%	20%	3%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	6377	3243	317	1783	151	906
Weighted Base	6377	3375	327	1859	143	951
Landline phone	197	113	12	50	5	44
	3%	3%	4%	3%	3%	5%
		57%	6%	25%	2%	22% ^c
Mobile phone	207	111	16	63	3	27
	3%	3%	5%	3%	2%	3%
		53%	8%	30%	1%	13%
Fixed broadband internet	823	470	38	251	23	143
	13%	14%	12%	14%	16%	15%
		57%	5%	31%	3%	17%
Pay TV	195	186	17	93	9	68
	3%	6%	5%	5%	6%	7%
		95%	9%	47%	4%	35% ^c
SUMMARY CODE						
REASON TO COMPLAIN	1209	716	68	375	35	220
	19%	21%	21%	20%	25%	23%
		59%	6%	31%	3%	18%
None of these	5168	2659	260	1484	108	731
	81%	79%	79%	80%	75%	77%
		51%	5%	29%	2%	14%

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about 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)	ABC1 (n)	C2DE (o)
Unweighted Base	214	97	117	6	19	16	42	35	57	39	52	63	37	62	115	99
Weighted Base	197	82*	115	7**	23**	21**	47*	38*	37*	24*	51*	62*	33*	51*	113	84*
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	49 25%	17 21% 36%	31 27% 64%	3 36% 5%	6 27% 13%	1 6% 2%	14 30% 29%	8 22% 17%	12 33% 25%	4 16% 8%	10 19% 20%	17 28% 36%	7 20% 13%	15 30% 31%	27 24% 55%	22 26% 45%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	34 17%	15 18% 43%	19 17% 57%	- - -	4 18% 12%	4 19% 12%	6 12% 17%	8 22% 25%	8 21% 23%	4 16% 12%	9 17% 26%	12 20% 36%	8 24% 23%	5 10% 15%	21 19% 62%	13 16% 38%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	16 8%	7 8% 41%	9 8% 59%	- - -	3 12% 18%	2 11% 14%	2 5% 16%	2 5% 13%	4 11% 27%	2 9% 13%	5 11% 34%	4 6% 23%	3 8% 17%	4 8% 26%	9 8% 57%	7 8% 43%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	7 9% 43%	9 8% 57%	- - -	4 16% 23%	3 14% 17%	5 10% 29%	2 5% 12%	2 5% 11%	2 7% 10%	4 7% 22%	6 10% 38%	3 10% 20%	3 7% 20%	10 9% 60%	7 8% 40%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	104 53%	40 50% 39%	63 55% 61%	3 47% 3%	11 47% 10%	15 75% 15%	27 57% 26%	17 46% 17%	16 43% 15%	14 58% 13%	35 68% 33%ko	28 45% 27%	16 49% 16%	25 49% 24%	62 55% 60%	41 49% 40%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about 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)	ABC1 (n)	C2DE (o)
Unweighted Base	214	97	117	6	19	16	42	35	57	39	52	63	37	62	115	99
Weighted Base	197	82*	115	7**	23**	21**	47*	38*	37*	24*	51*	62*	33*	51*	113	84*
Or something else	18	12	5	1	2	2	1	6	1	3	2	6	5	4	9	9
	9%	15%	5%	18%	11%	9%	3%	16%	3%	13%	5%	10%	15%	8%	8%	11%
		70%b	30%	7%	14%	11%	7%	36%h	6%	18%	14%	36%	28%	23%	49%	51%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	214	159	55	167	28	15	4	9	21	9	6	21	16	28	37	20	15	28	4
Weighted Base	197	148	48*	156	24**	15**	2**	9**	18**	8**	5**	19**	16**	29**	34*	18**	15**	24**	2**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	49 25%	41 27% 84%	8 17% 16%	41 26% 85%	5 19% 9%	1 4% 1%	2 100% 5%	7 77% 14%	5 29% 11%	2 20% 3%	2 42% 4%	7 38% 15%	3 20% 6%	7 24% 14%	5 14% 10%	3 18% 6%	1 4% 1%	5 19% 9%	2 100% 5%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	34 17%	26 18% 77%	8 16% 23%	28 18% 83%	2 9% 7%	3 24% 10%	- - -	- - -	3 16% 9%	1 14% 3%	1 25% 4%	3 17% 9%	8 51% 24%	4 14% 12%	6 18% 18%	1 8% 4%	3 24% 10%	2 9% 7%	- - -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	16 8%	10 7% 64%	6 12% 36%	15 9% 93%	1 3% 4%	1 3% 3%	- - -	- - -	- - -	- - -	- - -	3 17% 21%	4 23% 23%	2 7% 13%	3 9% 19%	3 14% 16%	1 3% 3%	1 3% 4%	- - -
Dissatisfaction with customer service from a previous occasion or contact	17 8%	13 9% 78%	4 8% 22%	13 8% 77%	3 13% 18%	1 5% 4%	- - -	- - -	1 7% 8%	- - -	1 13% 4%	2 13% 14%	1 6% 6%	2 5% 9%	5 14% 29%	1 8% 8%	1 5% 4%	3 13% 18%	- - -

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)	
Unweighted Base	214	159	55	167	28	15	4	9	21	9	6	21	16	28	37	20	15	28	4
Weighted Base	197	148	48*	156	24**	15**	2**	9**	18**	8**	5**	19**	16**	29**	34*	18**	15**	24**	2**
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	104	74	30	85	10	8	-	3	9	5	2	10	6	16	24	11	8	10	-
	53%	50%	62%	55%	43%	58%	-	36%	47%	61%	32%	52%	39%	54%	71%	61%	58%	43%	-
		71%	29%	82%	10%	8%	-	3%	8%	5%	2%	10%	6%	15%	23%	10%	8%	10%	-
Or something else	18	12	5	9	6	3	-	-	1	*	-	1	1	3	2	-	3	6	-
	9%	8%	10%	6%	23%	20%	-	-	7%	6%	-	8%	5%	9%	7%	-	20%	23%	-
		71%	29%	52%	32%	17%	-	-	7%	3%	-	8%	5%	14%	14%	-	17%	32%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	214	194	19	180	34	210	81	25	35	45	6	5	6
Weighted Base	197	175	21**	174	23*	194	68*	25**	31*	48*	6**	5**	5**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	49 25%	43 25% 89%	5 26% 11%	43 25% 89%	6 24% 11%	48 25% 98%	11 17% 23%	11 42% 22%	5 16% 10%	15 32% 32%	1 10% 1%	- - -	2 45% 4%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	34 17%	33 19% 97%	1 5% 3%	31 18% 91%	3 13% 9%	34 18% 100%	14 20% 40%	3 12% 9%	6 19% 17%	8 17% 23%	1 18% 3%	1 26% 4%	- - -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	16 8%	15 8% 94%	1 5% 6%	14 8% 90%	2 7% 10%	16 8% 100%	7 10% 45%	3 10% 16%	2 7% 13%	3 6% 17%	- - -	1 26% 9%	- - -
Dissatisfaction with customer service from a previous occasion or contact	17 8%	15 9% 91%	1 5% 6%	16 9% 93%	1 5% 7%	17 9% 100%	1 2% 9%	- - -	5 16% 30% ^f	6 13% 37% ^f	- - -	3 51% 17%	1 15% 4%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	214	194	19	180	34	210	81	25	35	45	6	5	6
Weighted Base	197	175	21**	174	23*	194	68*	25**	31*	48*	6**	5**	5**
The service not performing as it should, for example voice mails delivered late, poor callline quality or not performing as advertised, loss of service	104 53%	91 52%	13 61%	93 54%	11 47%	102 53%	34 50%	13 49%	20 66%	24 50%	5 82%	3 53%	2 40%
Or something else	18 9%	15 9%	3 12%	15 9%	3 11%	17 9%	10 14%	3 10%	1 4%	2 3%	-	1 23%	-
		86%	14%	85%	15%	95%	56%	15%	7%	9%	-	7%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	214	184	55	31	17	17	16	34	-	3	180	58	6	30	31	44	5
Weighted Base	197	175	50*	27**	16**	18**	15**	36*	-**	3**	173	51*	6**	31**	27**	47*	5**
A billing, pricing or payment issue, for example	49	43	14	8	4	3	3	10	-	-	43	10	1	11	4	16	-
unexpected\unclear charges, overcharged or incorrect bill	25%	25%	27%	29%	26%	18%	18%	27%	-	-	25%	19%	9%	34%	14%	33%	-
		89%	28%	16%	9%	6%	6%	20%	-	-	88%	20%	1%	22%	8%	32%	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	34	30	12	4	2	3	2	4	-	-	31	8	1	7	6	7	1
	17%	17%	24%	15%	9%	19%	15%	12%	-	-	18%	16%	16%	21%	21%	15%	26%
		89%	35%	12%	5%	10%	6%	12%	-	-	91%	24%	3%	20%	17%	21%	4%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	16	14	6	2	-	2	1	2	-	-	14	5	-	3	2	3	1
	8%	8%	13%	7%	-	12%	8%	6%	-	-	8%	10%	-	10%	7%	6%	26%
		90%	40%	11%	-	14%	8%	13%	-	-	90%	31%	-	20%	13%	17%	9%
Dissatisfaction with customer service from a previous occasion or contact	17	14	5	2	1	3	-	2	-	-	16	1	-	-	5	6	3
	8%	8%	11%	7%	8%	16%	-	5%	-	-	9%	3%	-	-	17%	13%	51%
		83%	32%	11%	7%	17%	-	10%	-	-	93%	9%	-	-	27%	37%	17%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	214	184	55	31	17	17	16	34	-	3	180	58	6	30	31	44	5
Weighted Base	197	175	50*	27**	16**	18**	15**	36*	-**	3**	173	51*	6**	31**	27**	47*	5**
The service not performing as it should, for example voice mails delivered late, poor callline quality or not performing as advertised, loss of service	104 53%	94 54% 91%	23 45% 22%	15 57% 15%	10 60% 9%	8 46% 8%	8 52% 7%	24 66% 23%	- - -	3 100% 3%	93 54% 90%	27 53% 26%	5 84% 5%	14 46% 14%	18 66% 17%	24 50% 23%	3 53% 3%
Or something else	18 9%	15 8% 84%	3 6% 18%	1 5% 7%	3 16% 14%	4 22% 22%	1 7% 6%	1 4% 7%	- - -	- - -	15 9% 85%	8 16% 47%	- - -	3 8% 15%	1 5% 7%	2 4% 9%	1 23% 7%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	214	115	14	52	5	43
Weighted Base	197	113	12**	50*	5**	44*
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	49 25%	33 29% 68%	2 15% 4%	13 27% 27%	1 20% 2%	15 35% 31%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	34 17%	20 18% 59%	2 18% 6%	9 19% 27%	2 37% 5%	7 16% 20%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	16 8%	8 7% 53%	1 8% 6%	5 9% 29%	- - -	3 6% 17%
Dissatisfaction with customer service from a previous occasion or contact	17 8%	9 8% 56%	1 8% 6%	1 1% 3%	2 34% 10%	6 14% 37% ^c
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	104 53%	56 50% 54%	6 52% 6%	24 48% 23%	4 87% 4%	22 49% 21%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	214	115	14	52	5	43
Weighted Base	197	113	12**	50*	5**	44*
Or something else	18	10	3	6	-	1
	9%	9%	22%	12%	-	3%
		59%	16%	34%	-	8%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about 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)	ABC1 (n)	C2DE (o)
Unweighted Base	214	97	117	6	19	16	42	35	57	39	52	63	37	62	115	99
Weighted Base	197	82*	115	7**	23**	21**	47*	38*	37*	24*	51*	62*	33*	51*	113	84*
Yes - to my landline provider	168 85%	71 87%	97 84%	6 81%	20 85%	17 83%	42 90%	33 88%	33 88%	17 72%	44 88%	48 77%	29 89%	46 90%	93 82%	75 90%
Yes - to Ofcom	1 1%	1 2%	-	-	-	-	-	1 4%	-	-	-	1 2%	-	-	1 1%	-
Yes - other	1 *	1 1%	-	-	-	-	-	-	-	1 2%	-	1 1%	-	-	1 *	-
No	28 14%	10 12%	18 16%	1 19%	4 15%	4 17%	5 10%	3 9%	4 12%	7 28%	6 12%	13 21%	4 11%	5 10%	19 17%	9 10%
SUMMARY CODE																
ANY YES	169 86%	72 88%	97 84%	6 81%	20 85%	17 83%	42 90%	35 91%	33 88%	17 72%	44 88%	49 79%	29 89%	46 90%	94 83%	75 90%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	214	159	55	167	28	15	4	9	21	9	6	21	16	28	37	20	15	28	4
Weighted Base	197	148	48*	156	24**	15**	2**	9**	18**	8**	5**	19**	16**	29**	34*	18**	15**	24**	2**
Yes - to my landline provider	168	127	41	136	15	15	2	9	14	6	4	16	15	25	29	17	15	15	2
	85%	85%	85%	87%	63%	100%	80%	100%	79%	71%	75%	85%	95%	88%	86%	97%	100%	63%	80%
		76%	24%	81%	9%	9%	1%	5%	9%	4%	2%	10%	9%	15%	18%	10%	9%	9%	1%
Yes - to Ofcom	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	1%	1%	-	1%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Yes - other	1	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	-
		-	100%	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
No	28	20	7	18	9	-	*	-	4	2	1	3	1	2	5	1	-	9	*
	14%	14%	15%	12%	37%	-	20%	-	21%	29%	25%	15%	5%	7%	14%	3%	-	37%	20%
		73%	27%	66%	32%	-	2%	-	14%	9%	5%	10%	3%	7%	17%	2%	-	32%	2%
SUMMARY CODE																			
ANY YES	169	128	41	137	15	15	2	9	14	6	4	16	15	27	29	17	15	15	2
	86%	86%	85%	88%	63%	100%	80%	100%	79%	71%	75%	85%	95%	93%	86%	97%	100%	63%	80%
		76%	24%	81%	9%	9%	1%	5%	9%	4%	2%	10%	9%	16%	17%	10%	9%	9%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	214	194	19	180	34	210	81	25	35	45	6	5	6
Weighted Base	197	175	21**	174	23*	194	68*	25**	31*	48*	6**	5**	5**
Yes - to my landline provider	168 85%	151 86%	16 78%	149 86%	19 80%	166 85%	57 84%	20 79%	29 93%	43 90%	3 44%	4 77%	4 88%
Yes - to Ofcom	1 1%	- -	1 6%	1 1%	- -	1 1%	1 2%	- -	- -	- -	- -	- -	- -
Yes - other	1 *	1 *	- -	1 *	- -	1 *	- -	- -	1 2%	- -	- -	- -	- -
No	28 14%	24 14%	3 15%	23 13%	5 20%	27 14%	10 14%	5 21%	2 7%	5 10%	3 56%	1 23%	1 12%
SUMMARY CODE													
ANY YES	169 86%	151 86%	18 85%	151 87%	19 80%	167 86%	59 86%	20 79%	29 93%	43 90%	3 44%	4 77%	4 88%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	214	184	55	31	17	17	16	34	-	3	180	58	6	30	31	44	5
Weighted Base	197	175	50*	27**	16**	18**	15**	36*	-**	3**	173	51*	6**	31**	27**	47*	5**
Yes - to my landline provider	168	149	44	23	12	11	13	35	-	2	148	42	4	27	25	42	4
	85%	85%	87%	84%	76%	61%	88%	98%	-	60%	86%	82%	61%	84%	93%	89%	77%
		89%	26%	14%	7%	6%	8%	21%a	-	1%	88%	25%	2%	16%	15%	25%	3%
Yes - to Ofcom	1	1	-	-	-	1	-	-	-	-	1	1	-	-	-	-	-
	1%	1%	-	-	-	8%	-	-	-	-	1%	3%	-	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	100%	100%	-	-	-	-	-
Yes - other	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	3%	-	-	-	-	-	*	-	-	-	2%	-	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-
No	28	25	7	4	4	6	2	1	-	1	24	8	2	5	2	5	1
	14%	14%	13%	16%	24%	31%	12%	2%	-	40%	14%	15%	39%	16%	7%	11%	23%
		90%	24%	16%	14%	20%	6%	2%	-	5%	86%	28%	9%	18%	7%	19%	4%
SUMMARY CODE																	
ANY YES	169	150	44	23	12	12	13	35	-	2	150	43	4	27	25	42	4
	86%	86%	87%	84%	76%	69%	88%	98%	-	60%	86%	85%	61%	84%	93%	89%	77%
		89%	26%	13%	7%	7%	8%	21%	-	1%	88%	25%	2%	16%	15%	25%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	214	115	14	52	5	43
Weighted Base	197	113	12**	50*	5**	44*
Yes - to my landline provider	168 85%	97 86%	11 88%	41 83%	5 100%	39 88%
Yes - to Ofcom	1 1%	-	-	-	-	-
Yes - other	1 *	-	-	-	-	-
No	28 14%	16 14%	1 12%	9 17%	-	5 12%
SUMMARY CODE		56%	5%	31%	-	19%
ANY YES	169 86%	97 86%	11 88%	41 83%	5 100%	39 88%
Don't know	-	-	-	-	-	-
	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.8 Why didn't you make a complaint about your landline service or supplier? [Unprompted]

Base: All those who did not complain about landline issue

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	33	14	19	1	3	3	4	3	7	12	8	14	4	7	22	11
Weighted Base	28*	10**	18**	1**	4**	4**	5**	3**	4**	7**	6**	13**	4**	5**	19**	9**
Did not know where to go\ who to complain to	2 9%	1 11%	1 7%	-	1 38%	-	-	-	-	1 16%	-	2 14%	-	1 11%	2 9%	1 7%
		44%	56%	-	56%	-	-	-	-	44%	-	75%	-	25%	75%	25%
Didn't have the time	6 23%	2 18%	5 26%	-	-	-	2 48%	1 37%	2 41%	1 16%	2 26%	5 38%	-	-	6 34%	-
		27%	73%	-	-	-	35%	19%	29%	17%	25%	75%	-	-	100%	-
Not worth the hassle	7 27%	2 16%	6 32%	1 100%	1 29%	-	2 52%	-	1 32%	1 17%	2 29%	3 21%	2 44%	1 26%	4 24%	3 34%
		21%	79%	18%	14%	-	33%	-	19%	16%	24%	36%	21%	18%	61%	39%
They wouldn't do anything anyway	4 14%	-	4 22%	-	-	2 61%	-	-	1 19%	1 14%	-	2 17%	-	2 34%	2 12%	2 20%
		-	100%	-	-	55%	-	-	22%	23%	-	56%	-	44%	56%	44%
If someone else sorted the problem out	3 9%	1 12%	1 8%	-	1 33%	1 39%	-	-	-	-	1 23%	-	1 32%	-	1 7%	1 13%
		45%	55%	-	45%	55%	-	-	-	-	55%	-	45%	-	55%	45%
The problem resolved itself	2 8%	2 23%	-	-	-	-	-	1 38%	* 10%	* 7%	* 7%	1 10%	-	* 9%	2 9%	* 6%
		100%	-	-	-	-	-	58%	20%	22%	20%	58%	-	22%	78%	22%
Other	5 18%	2 20%	3 17%	-	-	-	-	1 25%	2 49%	2 30%	1 16%	2 13%	1 39%	1 19%	3 14%	2 27%
		38%	62%	-	-	-	-	17%	43%	40%	19%	34%	28%	19%	53%	47%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.8 Why didn't you make a complaint about your landline service or supplier? [Unprompted]

Base: All those who did not complain about landline issue

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	33	25	8	22	10	-	1	-	6	3	1	3	1	2	5	1	-	10	1
Weighted Base	28*	20**	7**	18**	9**	-**	***	..	4**	2**	1**	3**	1**	2**	5**	1**	..	9**	***
Did not know where to go/ who to complain to	2 9%	1 3%	2 24%	1 6%	1 15%	-	-	-	-	*	-	-	-	-	1 13%	-	-	1 15%	-
		25%	75%	44%	56%	-	-	-	-	19%	-	-	-	-	25%	-	-	56%	-
Didn't have the time	6 23%	5 26%	1 15%	5 25%	2 21%	-	-	-	*	-	-	1 34%	-	-	3 68%	-	-	2 21%	-
		82%	18%	71%	29%	-	-	-	7%	-	-	15%	-	-	49%	-	-	29%	-
Not worth the hassle	7 27%	7 34%	1 7%	3 18%	4 47%	-	-	-	1 33%	1 24%	-	-	-	1 18%	1 100%	-	-	4 47%	-
		92%	8%	43%	57%	-	-	-	17%	8%	-	-	-	12%	8%	-	-	57%	-
They wouldn't do anything anyway	4 14%	3 13%	1 18%	4 21%	-	-	-	-	-	1 57%	-	-	-	1 41%	2 38%	-	-	-	-
		65%	35%	100%	-	-	-	-	-	35%	-	-	-	20%	45%	-	-	-	-
If someone else sorted the problem out	3 9%	3 13%	-	3 14%	-	-	-	-	-	-	-	1 49%	-	1 59%	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	-	-	55%	-	45%	-	-	-	-	-
The problem resolved itself	2 8%	1 5%	1 17%	2 10%	* 5%	-	-	-	*	-	1 100%	-	-	-	-	-	-	*	-
		42%	58%	80%	20%	-	-	-	22%	-	58%	-	-	-	-	-	-	20%	-
Other	5 18%	4 18%	1 18%	4 19%	1 12%	-	* 100%	-	2 42%	1 24%	-	1 18%	1 100%	-	-	-	-	1 12%	* 100%
		73%	27%	70%	21%	-	9%	-	31%	11%	-	10%	17%	-	-	-	-	21%	9%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.8 Why didn't you make a complaint about your landline service or supplier? [Unprompted]

Base: All those who did not complain about landline issue

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	33	30	3	25	8	31	12	6	3	5	3	1	1
Weighted Base	28*	24**	3**	23**	5**	27**	10**	5**	2**	5**	3**	1**	1**
Did not know where to go\ who to complain to	2 9%	2 10%	-	2 8%	* 10%	2 7%	1 6%	1 25%	-	-	-	-	-
		100%	-	81%	19%	81%	25%	56%	-	-	-	-	-
Didn't have the time	6 23%	6 26%	-	6 28%	-	6 24%	3 28%	* 9%	1 42%	1 25%	-	1 100%	-
		100%	-	100%	-	100%	42%	7%	13%	18%	-	19%	-
Not worth the hassle	7 27%	6 25%	1 39%	6 27%	1 25%	7 28%	-	1 25%	2 100%	2 54%	1 32%	-	1 100%
		83%	17%	85%	15%	100%	-	18%	27%	33%	14%	-	8%
They wouldn't do anything anyway	4 14%	3 13%	1 25%	3 13%	1 20%	4 15%	2 23%	-	1 42%	-	1 25%	-	-
		80%	20%	77%	23%	100%	58%	-	22%	-	20%	-	-
I\ someone else sorted the problem out	3 9%	1 6%	1 36%	3 11%	-	3 10%	1 12%	-	-	-	1 44%	-	-
		55%	45%	100%	-	100%	45%	-	-	-	55%	-	-
The problem resolved itself	2 8%	2 9%	-	2 7%	* 11%	2 8%	-	2 33%	-	* 10%	-	-	-
		100%	-	78%	22%	100%	-	80%	-	20%	-	-	-
Other	5 18%	5 21%	-	3 13%	2 47%	5 17%	3 31%	* 9%	-	1 11%	-	-	1 100%
		100%	-	58%	42%	90%	60%	9%	-	10%	-	-	11%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.8 Why didn't you make a complaint about your landline service or supplier? [Unprompted]

Base: All those who did not complain about landline issue

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	33	28	7	5	5	5	3	1	-	1	26	9	2	5	3	6	1
Weighted Base	28*	25**	7**	4**	4**	6**	2**	1**	-**	1**	24**	8**	2**	5**	2**	5**	1**
Did not know where to go\ who to complain to	2 9%	2 8%	-	-	-	1 24%	-	-	-	-	2 8%	1 8%	-	1 27%	-	-	-
						56%					81%	25%		56%			
Didn't have the time	6 23%	6 26%	1 17%	3 75%	1 37%	-	-	1 100%	-	-	6 27%	3 35%	-	* 9%	1 42%	1 21%	1 100%
								9%			100%	42%		7%	13%	18%	19%
Not worth the hassle	7 27%	7 28%	3 42%	1 20%	2 47%	1 24%	-	-	-	-	7 29%	-	1 42%	1 28%	2 100%	2 46%	-
											92%		14%	18%	27%	33%	
They wouldn't do anything anyway	4 14%	3 12%	-	1 20%	-	-	1 45%	-	-	1 100%	3 13%	1 17%	-	-	1 42%	1 15%	-
											77%				22%	20%	
I\ someone else sorted the problem out	3 9%	3 10%	1 21%	-	-	1 21%	-	-	-	-	3 11%	1 15%	1 58%	-	-	-	-
						45%					100%	45%	55%				
The problem resolved itself	2 8%	2 7%	-	-	-	2 31%	-	-	-	-	2 7%	-	-	1 26%	-	* 8%	-
						78%					78%			58%		20%	
Other	5 18%	4 16%	1 20%	1 25%	1 16%	-	1 55%	-	-	-	3 12%	2 25%	-	* 10%	-	1 10%	-
							19%				58%	38%		9%		10%	

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.8 Why didn't you make a complaint about your landline service or supplier? [Unprompted]

Base: All those who did not complain about landline issue

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	33	17	2	9	-	6
Weighted Base	28*	16**	1**	9**	**	5**
Did not know where to go\ who to complain to	2 9%	1 9%	-	1 15%	-	-
Didn't have the time	6 23%	3 22%	1 41%	2 18%	-	1 21%
Not worth the hassle	7 27%	5 31%	-	2 27%	-	2 46%
They wouldn't do anything anyway	4 14%	1 5%	-	-	-	1 15%
If someone else sorted the problem out	3 9%	1 7%	-	1 13%	-	-
The problem resolved itself	2 8%	2 14%	-	2 20%	-	* 8%
Other	5 18%	2 12%	1 59%	* 5%	-	1 10%
		36%	17%	9%	-	10%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	190	86	104	32	24	34	45	21	21	13	44	57	30	59	101	89
Weighted Base	207	93*	115	40*	29**	42*	51*	23**	14**	7**	50*	69*	31**	57*	119*	88*
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 37%	32 35% 43%	44 38% 57%	11 27% 14%	14 50% 19%	18 43% 24%	21 41% 28%	4 18% 6%	6 44% 8%	1 16% 2%	16 32% 21%	24 34% 31%	14 44% 18%	23 40% 30%	40 33% 52%	36 41% 48%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	9 4%	5 5% 56%	4 3% 44%	2 6% 27%	1 3% 9%	1 2% 9%	2 5% 27%	1 4% 11%	- - -	1 21% 17%	2 5% 26%	2 4% 27%	- - -	4 8% 48%	5 4% 52%	4 5% 48%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	7 3%	4 4% 54%	3 3% 46%	1 3% 18%	1 2% 10%	1 4% 21%	3 5% 36%	1 4% 15%	- - -	- - -	5 10% 75%ko	- - -	1 2% 10%	1 2% 15%	5 4% 75%	2 2% 25%
Dissatisfaction with customer service from a previous occasion or contact	24 11%	12 12% 49%	12 11% 51%	4 9% 16%	6 22% 27%	2 6% 10%	6 11% 25%	2 10% 10%	2 13% 8%	1 15% 5%	7 14% 30%	9 12% 36%	1 4% 5%	7 12% 29%	16 13% 66%	8 9% 34%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	108 52%	46 50% 43%	61 54% 57%	22 55% 21%	13 45% 12%	22 52% 20%	25 49% 23%	17 72% 16%	6 43% 6%	2 32% 2%	22 44% 21%	39 56% 36%	18 58% 17%	29 50% 27%	61 51% 57%	47 53% 43%
Or something else	7 4%	1 1% 8%	7 6% 92%	2 6% 31%	3 9% 37%	- - -	1 2% 16%	- - -	- - -	1 16% 16%	4 8% 53%	2 3% 26%	1 3% 14%	1 1% 8%	6 5% 78%	2 2% 22%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	190	144	46	164	16	8	2	6	11	15	8	19	12	39	28	26	8	16	2
Weighted Base	207	157	50*	178	19**	9**	2**	7**	12**	16**	9**	18**	12**	45*	32**	27**	9**	19**	2**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 37%	62 40% 82%	14 28% 18%	61 34% 80%	10 51% 13%	5 62% 7%	-	3 43% 4%	5 43% 7%	6 34% 7%	1 16% 2%	8 42% 10%	4 31% 5%	14 19% 19%	12 38% 16%	8 30% 11%	5 62% 7%	10 51% 13%	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	9 4%	9 6% 100%	-	8 4% 87%	-	1 14% 13%	-	-	-	* 3% 5%	-	* 3% 5%	1 10% 14%	3 6% 32%	3 9% 30%	-	1 14% 13%	-	-
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	7 3%	5 3% 71%	2 4% 29%	7 4% 100%	-	-	-	-	-	-	-	1 7% 18%	1 10% 18%	1 3% 18%	2 8% 36%	1 3% 10%	-	-	-
Dissatisfaction with customer service from a previous occasion or contact	24 11%	16 10% 69%	7 15% 31%	19 11% 81%	4 19% 15%	-	1 52% 4%	-	-	3 17% 12%	-	-	2 13% 7%	5 11% 21%	3 9% 11%	7 26% 29%	-	4 19% 15%	1 52% 4%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor callline quality	108 52%	77 49% 71%	31 62% 29%	93 52% 87%	9 49% 9%	3 38% 3%	2 100% 2%	4 57% 4%	7 57% 7%	10 60% 9%	8 84% 7%	9 49% 8%	8 63% 7%	25 55% 23%	11 35% 10%	12 47% 11%	3 38% 3%	9 49% 9%	2 100% 2%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	AREA		COUNTRY				GOVERNMENT REGIONS											
	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	144	46	164	16	8	2	6	11	15	8	19	12	39	28	26	8	16	2
Weighted Base	157	50*	178	19**	9**	2**	7**	12**	16**	9**	18**	12**	45*	32**	27**	9**	19**	2**
Or something else	7	1	7	1	-	-	-	-	-	-	-	-	1	4	1	-	1	-
	4%	3%	4%	3%	-	-	-	-	-	-	-	-	3%	13%	5%	-	3%	-
	83%	17%	92%	8%	-	-	-	-	-	-	-	-	19%	56%	17%	-	8%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	190	161	27	174	16	146	54	28	14	29	9	5	-
Weighted Base	207	174	31**	195	13**	158	56*	33**	14**	33**	10**	6**	**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 37%	66 38% 86%	9 30% 12%	73 37% 96%	3 25% 4%	59 37% 78%	19 34% 25%	19 59% 26%	3 20% 4%	8 26% 11%	5 49% 7%	3 40% 3%	- - -
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	9 4%	8 5% 91%	1 3% 9%	9 5% 100%	- - -	5 3% 60%	2 3% 18%	* 1% 5%	1 7% 11%	2 5% 19%	1 6% 6%	- - -	- - -
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	7 3%	4 3% 64%	1 4% 18%	7 4% 100%	- - -	7 4% 100%	4 7% 58%	1 4% 18%	1 7% 15%	- - -	- - -	1 11% 10%	- - -
Dissatisfaction with customer service from a previous occasion or contact	24 11%	21 12% 90%	2 8% 10%	24 12% 100%	- - -	19 12% 79%	5 9% 21%	5 16% 23%	3 19% 11%	4 13% 18%	- - -	- - -	- - -
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor callline quality	108 52%	91 52% 84%	16 51% 15%	99 51% 92%	9 70% 8%	79 50% 74%	26 47% 24%	14 43% 13%	7 54% 7%	17 52% 16%	6 57% 5%	4 67% 4%	- - -

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	190	161	27	174	16	146	54	28	14	29	9	5	-
Weighted Base	207	174	31**	195	13**	158	56*	33**	14**	33**	10**	6**	**
Or something else	7	6	1	7	1	7	2	1	1	1	1	-	-
	4%	4%	4%	3%	5%	5%	4%	4%	7%	4%	11%	-	-
		84%	16%	92%	8%	100%	34%	19%	14%	19%	16%	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	190	188	33	32	15	18	14	57	2	3	165	51	9	36	14	38	7
Weighted Base	207	205	37*	37**	15**	21**	14**	62*	2**	3**	184	55*	10**	43*	14**	43*	9**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 37%	76 37%	11 29%	12 32%	7 45%	6 30%	6 44%	30 48%	- -	- -	69 38%	17 32%	5 49%	24 56%	2 15%	13 30%	4 45%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	9 4%	8 4%	2 4%	- -	1 5%	1 3%	2 12%	1 1%	1 52%	1 37%	8 4%	1 2%	1 6%	2 4%	1 7%	3 7%	- -
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	7 3%	6 3%	- -	1 3%	- -	- -	- -	3 6%	- -	- -	7 4%	4 7%	- -	1 3%	1 7%	- -	1 8%
Dissatisfaction with customer service from a previous occasion or contact	24 11%	24 11%	7 20%	7 18%	- -	- -	1 9%	5 9%	- -	1 26%	22 12%	4 7%	- -	9 21%	3 18%	6 13%	- -
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor callline quality	108 52%	107 52%	20 55%	23 62%	7 47%	15 73%	5 35%	27 44%	1 48%	3 74%	94 51%	29 53%	6 57%	20 46%	8 59%	20 47%	5 60%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Q.2 MOBILE SUPPLIER										Q.3 BROADBAND SUPPLIER						
	Total	Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	190	188	33	32	15	18	14	57	2	3	165	51	9	36	14	38	7
Weighted Base	207	205	37*	37**	15**	21**	14**	62*	2**	3**	184	55*	10**	43*	14**	43*	9**
Or something else	7	7	2	-	2	-	-	3	-	-	7	2	1	1	1	1	-
	4%	4%	7%	-	11%	-	-	4%	-	-	4%	3%	11%	3%	7%	3%	-
		100%	34%	-	22%	-	-	36%	-	-	92%	25%	16%	19%	14%	19%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	190	99	15	55	4	23
Weighted Base	207	111*	16**	63*	3**	27**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 37%	43 39% 57%	7 43% 9%	28 44% 37%	1 27% 1%	7 28% 10%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	9 4%	4 4% 45%	- - -	1 1% 9%	1 27% 9%	2 9% 27%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	7 3%	4 3% 54%	1 8% 18%	3 4% 36%	- - -	- - -
Dissatisfaction with customer service from a previous occasion or contact	24 11%	14 13% 61%	2 10% 7%	9 14% 37%	* 16% 2%	3 13% 15%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	108 52%	57 52% 53%	7 46% 7%	35 56% 33%	1 29% 1%	12 46% 11%
Or something else	7 4%	3 2% 37%	- - -	1 2% 19%	- - -	1 5% 19%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	190	86	104	32	24	34	45	21	21	13	44	57	30	59	101	89
Weighted Base	207	93*	115	40*	29**	42*	51*	23**	14**	7**	50*	69*	31**	57*	119*	88*
Yes- to my mobile phone provider	150 72%	66 71% 44%	84 74% 56%	30 74% 20%	21 72% 14%	27 65% 18%	40 79% 27%	17 73% 11%	10 73% 7%	4 53% 3%	36 72% 24%	56 82% 37% _o	18 59% 12%	39 69% 26%	93 78% 62%	58 66% 38%
Yes- to Ofcom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes – other	3 1%	1 1% 34%	2 2% 66%	-	4% 34%	-	-	5% 37%	6% 30%	-	-	2% 37%	3% 34%	2% 30%	1% 37%	2% 63%
No	53 26%	26 28% 48%	27 24% 52%	10 26% 19%	7 24% 13%	14 33% 26%	11 21% 20%	5 22% 10%	3 20% 5%	3 47% 6%	14 28% 27%	11 17% 21%	12 38% 22%	16 28% 30%	26 22% 48%	28 31% 52%
SUMMARY CODE																
ANY YES	153 74%	67 72% 44%	86 75% 56%	30 74% 20%	22 76% 14%	27 65% 18%	40 79% 26%	18 78% 12%	11 80% 7%	4 53% 3%	36 72% 24%	57 83% 37% _o	19 62% 13%	40 71% 26%	94 78% 61%	60 68% 39%
Don't know	1 *	-	1 1% 100%	-	-	1 2% 100%	-	-	-	-	-	-	-	1 1% 100%	-	1 1% 100%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	190	144	46	164	16	8	2	6	11	15	8	19	12	39	28	26	8	16	2
Weighted Base	207	157	50*	178	19**	9**	2**	7**	12**	16**	9**	18**	12**	45*	32**	27**	9**	19**	2**
Yes- to my mobile phone provider	150 72%	108 69%	42 84%	124 70%	15 82%	9 100%	2 100%	4 63%	8 65%	11 69%	6 82%	13 70%	11 85%	27 59%	24 76%	21 79%	9 100%	15 82%	2 100%
Yes- to Ofcom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes – other	3 1%	2 1%	1 2%	3 2%	-	-	-	-	-	1 6%	-	-	-	-	-	2 8%	-	-	-
No	53 26%	46 29%	7 14%	50 28%	3 18%	-	-	2 37%	4 35%	4 25%	3 37%	5 30%	2 15%	17 39%	8 24%	4 13%	-	3 18%	-
SUMMARY CODE																			
ANY YES	153 74%	110 70%	43 86%	127 72%	15 82%	9 100%	2 100%	4 63%	8 65%	12 75%	6 82%	13 70%	11 85%	27 59%	24 76%	23 87%	9 100%	15 82%	2 100%
Don't know	1 *	1 1%	-	1 100%	-	-	-	-	-	-	-	-	-	1 2%	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	190	161	27	174	16	146	54	28	14	29	9	5	-
Weighted Base	207	174	31**	195	13**	158	56*	33**	14**	33**	10**	6**	**
Yes- to my mobile phone provider	150 72%	127 73%	21 67%	142 73%	8 64%	116 74%	38 68%	27 83%	11 77%	22 67%	7 70%	6 100%	-
		85%	14%	95%	5%	78%	25%	18%	7%	15%	5%	4%	-
Yes- to Ofcom	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - other	3 1%	2 1%	1 3%	3 2%	-	3 2%	2 3%	-	1 8%	-	-	-	-
		66%	34%	100%	-	100%	63%	-	37%	-	-	-	-
No	53 26%	45 26%	8 27%	49 25%	5 36%	38 24%	15 27%	6 17%	2 15%	11 33%	3 30%	-	-
		85%	15%	91%	9%	71%	28%	10%	4%	20%	6%	-	-
SUMMARY CODE													
ANY YES	153 74%	129 74%	22 71%	145 75%	8 64%	120 76%	40 72%	27 83%	12 85%	22 67%	7 70%	6 100%	-
		84%	14%	95%	5%	78%	26%	18%	8%	14%	5%	4%	-
Don't know	1 *	-	1 3%	1 *	-	1 1%	1 1%	-	-	-	-	-	-
		-	100%	100%	-	100%	100%	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Q.2 MOBILE SUPPLIER										Q.3 BROADBAND SUPPLIER						
	Total	Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	190	188	33	32	15	18	14	57	2	3	165	51	9	36	14	38	7
Weighted Base	207	205	37*	37**	15**	21**	14**	62*	2**	3**	184	55*	10**	43*	14**	43*	9**
Yes- to my mobile phone provider	150 72%	148 72%	29 77%	28 78%	10 64%	12 60%	11 81%	46 75%	2 100%	1 37%	135 73%	38 68%	7 70%	35 81%	11 78%	28 66%	9 100%
		99%	19%	19%	6%	8%	8%	31%	1%	1%	90%	25%	5%	23%	7%	19%	6%
Yes- to Ofcom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes – other	3 1%	3 2%	-	1 2%	-	-	-	1 2%	-	-	3 2%	2 4%	-	-	1 8%	-	-
		100%	-	30%	-	-	-	34%	-	-	100%	63%	-	-	37%	-	-
No	53 26%	53 26%	8 23%	7 20%	5 31%	8 40%	3 19%	15 24%	-	2 63%	45 25%	16 28%	3 30%	8 18%	2 14%	15 34%	-
		100%	16%	13%	9%	16%	5%	27%	-	4%	85%	30%	6%	14%	4%	28%	-
SUMMARY CODE																	
ANY YES	153 74%	151 74%	29 77%	29 80%	10 64%	12 60%	11 81%	47 76%	2 100%	1 37%	138 75%	40 72%	7 70%	35 81%	12 86%	28 66%	9 100%
		99%	19%	19%	6%	8%	7%	31%	1%	1%	90%	26%	5%	23%	8%	19%	6%
Don't know	1 *	1 *	-	-	1 5%	-	-	-	-	-	1 *	-	-	1 2%	-	-	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	190	99	15	55	4	23
Weighted Base	207	111*	16**	63*	3**	27**
Yes- to my mobile phone provider	150 72%	87 79%	11 68%	55 87%	1 45%	20 76%
Yes- to Ofcom	-	-	-	-	-	-
Yes – other	3 1%	1 1%	-	1 2%	-	-
No	53 26%	22 20%	5 32%	7 12%	1 27%	7 24%
SUMMARY CODE		41%	10%	14%	2%	12%
ANY YES	153 74%	88 80%	11 68%	56 88%	1 45%	20 76%
Don't know	1 *	1 1%	-	-	1 27%	-
		100%	-	-	100%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]

Base: All those who did not complain about a mobile phone issue

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	50	24	26	8	6	11	10	5	4	6	12	10	11	17	22	28
Weighted Base	53*	26**	27**	10**	7**	14**	11**	5**	3**	3**	14**	11**	12**	16**	26**	28**
Did not know where to go\ who to complain to	5 10%	2 9%	3 11%	- -	- -	3 19%	1 11%	- -	1 34%	1 17%	1 8%	3 23%	- -	1 9%	4 15%	1 5%
Didn't have the time	7 13%	2 7%	5 19%	- -	- -	3 18%	1 11%	2 36%	2 53%	- -	2 13%	2 19%	2 17%	1 6%	4 16%	3 11%
Not worth the hassle	16 29%	7 26%	9 32%	7 70%	2 28%	1 11%	4 40%	- -	- -	1 16%	4 29%	4 32%	3 23%	5 32%	8 30%	8 28%
They wouldn't do anything anyway	7 14%	5 20%	2 8%	2 16%	- -	2 16%	3 27%	- -	- -	1 16%	- -	1 11%	4 37%	2 10%	1 5%	6 22%
If someone else sorted the problem out	5 10%	5 20%	- -	1 14%	- -	3 18%	1 11%	- -	- -	- -	1 10%	- -	1 10%	2 16%	1 6%	4 13%
The problem resolved itself	11 20%	5 18%	6 22%	- -	4 52%	1 8%	2 20%	1 24%	1 31%	2 49%	3 22%	2 17%	2 17%	4 22%	5 20%	6 20%
Other	7 13%	3 10%	4 16%	- -	1 20%	3 18%	- -	2 41%	* 16%	1 18%	2 18%	2 17%	1 10%	1 9%	4 17%	3 9%
		37%	63%	-	19%	36%	-	30%	7%	9%	35%	28%	16%	21%	63%	37%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]

Base: All those who did not complain about a mobile phone issue

	AREA			COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	50	44	6	46	4	-	-	2	4	3	3	6	2	15	7	4	-	4	-
Weighted Base	53*	46*	7**	50*	3**	**	**	2**	4**	4**	3**	5**	2**	17**	8**	4**	**	3**	**
Did not know where to go/ who to complain to	5 10%	5 11%	-	5 11%	-	-	-	-	2 38%	-	1 26%	1 18%	-	-	2 23%	-	-	-	-
		100%	-	100%	-	-	-	-	32%	-	17%	19%	-	-	33%	-	-	-	-
Didn't have the time	7 13%	7 15%	-	7 14%	-	-	-	-	-	-	-	1 18%	1 46%	5 27%	-	1 16%	-	-	-
		100%	-	100%	-	-	-	-	-	-	-	14%	12%	66%	-	8%	-	-	-
Not worth the hassle	16 29%	14 30%	2 26%	13 27%	2 64%	-	-	1 47%	-	-	-	1 22%	-	8 46%	1 17%	2 51%	-	2 64%	-
		88%	12%	86%	14%	-	-	7%	-	-	-	7%	-	52%	8%	12%	-	14%	-
They wouldn't do anything anyway	7 14%	4 8%	3 48%	6 13%	1 24%	-	-	-	2 43%	2 40%	1 37%	-	-	1 7%	-	1 15%	-	1 24%	-
		53%	47%	89%	11%	-	-	-	26%	23%	17%	-	-	16%	-	8%	-	11%	-
If someone else sorted the problem out	5 10%	4 9%	1 17%	5 10%	-	-	-	-	-	1 35%	-	-	-	1 6%	1 20%	1 33%	-	-	-
		77%	23%	100%	-	-	-	-	-	28%	-	-	-	20%	29%	23%	-	-	-
The problem resolved itself	11 20%	9 20%	1 17%	10 20%	1 18%	-	-	1 53%	1 19%	1 25%	1 37%	2 33%	1 54%	2 13%	1 7%	-	-	1 18%	-
		88%	12%	94%	6%	-	-	12%	8%	10%	12%	17%	9%	21%	5%	-	-	6%	-
Other	7 13%	7 15%	-	6 13%	1 18%	-	-	-	-	-	-	1 27%	-	3 15%	2 33%	-	-	1 18%	-
		100%	-	91%	9%	-	-	-	-	-	-	21%	-	36%	35%	-	-	9%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]

Base: All those who did not complain about a mobile phone issue

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	50	43	7	45	5	37	15	5	2	10	3	-	-
Weighted Base	53*	45*	8**	49*	5**	38*	15**	6**	2**	11**	3**	..**	..**
Did not know where to go\ who to complain to	5 10%	4 9%	1 14%	4 7%	2 37%	4 9%	2 16%	-	-	-	1 38%	-	-
		78%	22%	68%	32%	68%	46%	-	-	-	22%	-	-
Didn't have the time	7 13%	7 16%	-	7 14%	-	6 16%	3 21%	-	-	2 20%	-	-	-
		100%	-	100%	-	83%	44%	-	-	31%	-	-	-
Not worth the hassle	16 29%	11 24%	5 58%	15 30%	1 18%	11 29%	4 26%	2 45%	1 41%	4 35%	-	-	-
		70%	30%	95%	5%	70%	25%	16%	5%	25%	-	-	-
They wouldn't do anything anyway	7 14%	6 14%	1 13%	6 13%	1 18%	4 11%	2 15%	1 22%	-	1 8%	-	-	-
		86%	14%	89%	11%	59%	30%	17%	-	12%	-	-	-
I\ someone else sorted the problem out	5 10%	5 11%	-	5 10%	-	4 10%	3 17%	-	1 59%	-	-	-	-
		100%	-	100%	-	72%	49%	-	23%	-	-	-	-
The problem resolved itself	11 20%	9 21%	1 16%	11 22%	-	10 25%	2 12%	2 33%	-	4 37%	2 62%	-	-
		88%	12%	100%	-	90%	17%	17%	-	38%	17%	-	-
Other	7 13%	7 16%	-	5 10%	2 45%	3 7%	2 11%	-	-	-	-	-	-
		100%	-	71%	29%	38%	22%	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]

Base: All those who did not complain about a mobile phone issue

	Q.2 MOBILE SUPPLIER										Q.3 BROADBAND SUPPLIER						
	Total	Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	50	50	8	6	5	7	3	13	-	2	42	15	3	6	2	13	-
Weighted Base	53*	53*	8**	7**	5**	8**	3**	15**	-**	2**	45*	16**	3**	8**	2**	15**	-**
Did not know where to go\ who to complain to	5 10%	5 10%	1 14%	-	2 40%	2 20%	-	-	-	-	4 8%	2 15%	1 38%	-	-	-	-
		100%	22%	-	35%	32%	-	-	-	-	68%	46%	22%	-	-	-	-
Didn't have the time	7 13%	7 13%	-	2 31%	1 21%	1 14%	-	1 8%	-	-	6 13%	3 20%	-	-	-	2 15%	-
		100%	-	31%	14%	16%	-	17%	-	-	83%	44%	-	-	-	31%	-
Not worth the hassle	16 29%	16 29%	3 31%	1 21%	2 47%	2 30%	1 20%	3 20%	-	1 58%	15 33%	6 40%	-	4 50%	1 41%	4 26%	-
		100%	17%	9%	14%	16%	4%	19%	-	8%	95%	41%	-	24%	5%	25%	-
They wouldn't do anything anyway	7 14%	7 14%	1 12%	2 35%	-	1 14%	1 20%	1 8%	-	-	5 12%	2 14%	-	2 32%	-	1 6%	-
		100%	14%	34%	-	16%	8%	17%	-	-	75%	30%	-	33%	-	12%	-
If someone else sorted the problem out	5 10%	5 10%	-	-	-	1 17%	-	3 18%	-	-	4 8%	3 16%	-	-	1 59%	-	-
		100%	-	-	-	28%	-	52%	-	-	72%	49%	-	23%	-	-	-
The problem resolved itself	11 20%	11 20%	3 37%	1 14%	-	2 19%	2 80%	2 12%	-	1 42%	11 23%	2 12%	2 62%	1 18%	-	5 35%	-
		100%	30%	9%	-	15%	20%	17%	-	9%	100%	17%	17%	13%	-	48%	-
Other	7 13%	7 13%	* 6%	-	1 13%	1 14%	-	5 33%	-	-	5 11%	-	-	1 15%	-	3 19%	-
		100%	7%	-	9%	16%	-	68%	-	-	71%	-	-	16%	-	38%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.11 Why didn't you make a complaint about your mobile service or supplier? [Unprompted]

Base: All those who did not complain about a mobile phone issue

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	50	20	5	6	1	6
Weighted Base	53*	22**	5**	7**	1**	7**
Did not know where to go\ who to complain to	5 10%	1 4%	1 17%	- -	- -	- -
Didn't have the time	7 13%	3 13%	1 19%	- -	- -	1 21%
Not worth the hassle	16 29%	7 31%	1 19%	4 49%	1 100%	1 20%
They wouldn't do anything anyway	7 14%	4 17%	2 32%	1 16%	- -	1 13%
If someone else sorted the problem out	5 10%	- -	- -	- -	- -	- -
The problem resolved itself	11 20%	6 29%	1 12%	3 35%	- -	3 46%
Other	7 13%	1 5%	- -	- -	- -	- -
		16%	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	764	393	371	93	142	109	140	127	109	44	174	226	178	186	400	364
Weighted Base	823	423	400	120*	178	137	156	140	66	25*	199	277	176	171	476	347
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 9%	46 11% 60%	30 8% 40%	5 4% 7%	12 7% 16%	13 9% 17%	19 12% 25% ^c	12 8% 15%	11 17% 15% ^{cdg}	4 14% 5% ^c	17 9% 23%	29 10% 38%	14 8% 18%	16 10% 21%	46 10% 61%	30 9% 39%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	72 9%	47 11% 65% ^b	26 6% 35%	6 5% 8%	18 10% 25%	15 11% 20%	15 9% 20%	13 9% 17%	3 5% 5%	3 13% 4%	18 9% 25%	28 10% 39%	14 8% 20%	12 7% 17%	46 10% 64%	26 8% 36%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	46 6%	21 5% 45%	25 6% 55%	4 4% 9%	9 5% 20%	11 8% 24%	4 3% 9%	12 9% 26% ^f	4 5% 8%	1 6% 3%	10 5% 21%	20 7% 45%	9 5% 20%	6 4% 14%	30 6% 66%	16 4% 34%
Dissatisfaction with customer service from a previous occasion or contact	39 5%	26 6% 67%	13 3% 33%	10 8% 25% ^g	11 6% 27%	6 4% 14%	9 6% 23%	2 2% 6%	1 2% 3%	1 2% 2%	14 7% 36% ^k	7 3% 19%	12 7% 31% ^k	6 3% 15%	21 4% 54%	18 5% 46%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	662 80%	338 80% 51%	324 81% 49%	101 84% 15% ⁱ	149 84% 23% ⁱ	112 81% 17%	121 78% 18%	111 79% 17%	52 78% 8%	17 69% 3%	162 81% 24%	217 79% 33%	144 82% 22%	139 81% 21%	379 80% 57%	283 82% 43%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	764	393	371	93	142	109	140	127	109	44	174	226	178	186	400	364
Weighted Base	823	423	400	120*	178	137	156	140	66	25*	199	277	176	171	476	347
Or something else	7	3	4	-	1	-	3	1	1	1	1	1	2	3	2	5
	1%	1%	1%	-	1%	-	2%	1%	1%	2%	*	*	1%	2%	*	1%
		46%	54%	-	19%	-	50%	14%	8%	9%	8%	19%	32%	40%	28%	72%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

* small base

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	764	591	173	628	83	29	24	28	75	42	32	70	79	116	117	69	29	83	24
Weighted Base	823	638	185	684	90*	29**	20**	31**	78*	46*	33**	76*	87*	131	131	71*	29**	90*	20**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 9%	66 10% 86%	10 6% 14%	64 9% 85%	7 8% 9%	2 5% 2%	3 17% 4%	7 22% 9%	9 12% 12% ^m	1 2% 1%	3 8% 3%	9 12% 12%	9 10% 11%	5 4% 7%	17 13% 22% ^m	5 7% 6%	2 5% 2%	7 8% 9%	3 17% 4%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	72 9%	61 10% 84%	12 6% 16%	63 9% 87%	7 8% 9%	2 8% 3%	- - -	3 9% 4%	4 5% 6%	5 11% 7%	2 6% 3%	10 13% 13% ^o	12 14% 16% ^o	14 11% 20%	11 9% 16%	2 3% 3%	2 8% 3%	7 8% 9%	- - -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	46 6%	32 5% 71%	13 7% 29%	42 6% 92%	3 3% 7%	- - -	1 3% 1%	- - -	3 4% 7%	2 5% 5%	3 10% 7%	6 8% 13%	7 8% 15%	8 6% 18%	7 6% 16%	5 7% 11%	- - -	3 3% 7%	1 3% 1%
Dissatisfaction with customer service from a previous occasion or contact	39 5%	32 5% 80%	8 4% 20%	36 5% 91%	2 2% 4%	- - -	2 9% 4%	1 4% 3%	3 4% 8%	3 6% 7%	- - -	8 10% 19% ^q	4 4% 9%	9 7% 22%	6 5% 16%	2 3% 6%	- - -	2 2% 4%	2 9% 4%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	764	591	173	628	83	29	24	28	75	42	32	70	79	116	117	69	29	83	24
Weighted Base	823	638	185	684	90*	29**	20**	31**	78*	46*	33**	76*	87*	131	131	71*	29**	90*	20**
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	662 80%	509 80% 77%	153 83% 23%	550 80% 83%	72 80% 11%	25 85% 4%	15 78% 2%	24 78% 4%	64 81% 10%	35 75% 5%	28 85% 4%	64 84% 10%	63 72% 9%	111 84% 17%	104 79% 16%	58 82% 9%	25 85% 4%	72 80% 11%	15 78% 2%
Or something else	7 1%	4 1% 64%	2 1% 36%	2 * 33%	3 3% 37% ^c	2 7% 30%	-	-	-	-	-	-	1 16%	-	1 9%	1 8%	2 7% 30%	3 3% 37%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	764	667	94	752	12	662	201	123	109	153	28	18	2
Weighted Base	823	711	110*	816	7**	700	214	134	105*	166	31**	18**	2**
A billing, pricing or payment issue, for example	76	71	5	74	2	66	14	11	8	24	4	2	-
unexpected/unclear charges, overcharged or incorrect bill	9%	10%	4%	9%	26%	9%	7%	8%	7%	14%	13%	11%	-
		94%	6%	98%	2%	86%	19%	14%	10%	31% ^f	5%	3%	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	72	63	9	72	-	61	15	12	7	23	3	1	-
	9%	9%	8%	9%	-	9%	7%	9%	7%	14%	9%	8%	-
		87%	13%	100%	-	84%	20%	17%	10%	32% ^f	4%	2%	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	46	39	7	46	-	38	11	7	7	8	2	1	-
	6%	5%	6%	6%	-	5%	5%	5%	7%	5%	5%	8%	-
		85%	15%	100%	-	84%	25%	15%	15%	17%	3%	3%	-
Dissatisfaction with customer service from a previous occasion or contact	39	32	7	39	-	36	8	7	7	9	3	1	-
	5%	5%	6%	5%	-	5%	4%	5%	7%	5%	10%	8%	-
		83%	17%	100%	-	91%	21%	17%	18%	22%	8%	4%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	764	667	94	752	12	662	201	123	109	153	28	18	2
Weighted Base	823	711	110*	816	7**	700	214	134	105*	166	31**	18**	2**
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	662 80%	569 80%	91 83%	657 81%	5 74%	565 81%	178 83%	107 80%	85 81%	121 73%	27 87%	18 97%	2 100%
Or something else	7 1%	7 1%	- -	7 1%	- -	7 1%	2 1%	3 2%	- -	2 1%	- -	- -	- -
		100%	-	100%	-	100%	24%	37%	-	23%	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	764	741	178	167	57	97	44	120	3	28	757	184	29	165	121	194	22
Weighted Base	823	805	196	182	52*	111*	42*	138	3**	34**	815	195	32**	184	117	217	23**
A billing, pricing or payment issue, for example unexpected\unclear charges, overcharged or incorrect bill	76 9%	74 9%	18 9%	17 9%	6 11%	10 9%	3 7%	14 10%	-	2 6%	75 9%	18 9%	2 7%	12 6%	8 7%	29 14%	2 9%
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	72 9%	72 9%	18 9%	13 7%	5 10%	15 14%	5 11%	9 6%	-	5 14%	70 9%	12 6%	1 3%	19 11%	9 7%	27 12%	1 6%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	46 6%	46 6%	13 7%	10 5%	3 5%	10 9%	1 3%	6 5%	-	-	46 6%	13 7%	2 5%	7 4%	9 8%	10 5%	2 11%
Dissatisfaction with customer service from a previous occasion or contact	39 5%	38 5%	12 6%	8 4%	2 4%	7 6%	1 3%	6 5%	-	-	38 5%	6 3%	1 4%	9 5%	7 6%	11 5%	1 6%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	Q.2 MOBILE SUPPLIER								Q.3 BROADBAND SUPPLIER							
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	764	741	178	167	57	97	44	120	3	28	757	184	29	165	121	194	22
Weighted Base	823	805	196	182	52*	111*	42*	138	3**	34**	815	195	32**	184	117	217	23**
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	662 80%	648 81%	157 80%	147 81%	42 81%	85 76%	34 81%	112 81%	3 100%	28 82%	659 81%	160 82%	28 87%	148 80%	94 80%	165 76%	21 93%
Or something else	7 1%	6 1%	1 16%	1 15%	-	1 19%	1 14%	-	-	1 8%	7 100%	2 24%	-	3 37%	-	2 23%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	764	437	35	232	23	132
Weighted Base	823	470	38*	251	23**	143
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	76 9%	48 10% 64%	3 9% 5%	19 7% 25%	1 4% 1%	25 18% 33%ac
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	72 9%	44 9% 61%	2 4% 2%	19 8% 27%	2 10% 3%	19 13% 26%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	46 6%	24 5% 54%	1 2% 2%	13 5% 27%	4 17% 9%	7 5% 14%
Dissatisfaction with customer service from a previous occasion or contact	39 5%	22 5% 57%	1 3% 2%	12 5% 31%	- - -	9 7% 24%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	662 80%	369 79% 56%	32 84% 5%	201 80% 30%	18 77% 3%	107 75% 16%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	764	437	35	232	23	132
Weighted Base	823	470	38*	251	23**	143
Or something else	7	6	-	5	-	1
	1%	1%	-	2%	-	1%
		91%	-	69%	-	14%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	764	393	371	93	142	109	140	127	109	44	174	226	178	186	400	364
Weighted Base	823	423	400	120*	178	137	156	140	66	25*	199	277	176	171	476	347
Yes - to my fixed broadband provider	663	346	318	90	148	115	127	113	52	19	157	225	141	141	382	282
	81%	82%	79%	75%	83%	84%	82%	81%	78%	74%	79%	81%	80%	82%	80%	81%
		52%	48%	14%	22%	17%	19%	17%	8%	3%	24%	34%	21%	21%	58%	42%
Yes - to Ofcom	7	2	5	-	3	1	1	1	1	-	-	2	3	2	2	5
	1%	*	1%	-	2%	1%	1%	1%	1%	-	-	1%	2%	1%	*	1%
		28%	72%	-	49%	19%	12%	12%	9%	-	-	28%	49%	23%	28%	72%
Yes - other	9	3	6	4	1	3	1	-	-	-	-	9	-	-	9	-
	1%	1%	2%	3%	1%	2%	1%	-	-	-	-	3%	-	-	2%	-
		30%	70%	44%	14%	30%	12%	-	-	-	-	100%	100%	-	100%	-
No	148	72	76	26	27	21	26	27	14	6	42	43	33	29	86	62
	18%	17%	19%	22%	15%	15%	17%	19%	21%	24%	21%	16%	19%	17%	18%	18%
		48%	52%	18%	18%	14%	18%	19%	9%	4%	29%	29%	23%	19%	58%	42%
SUMMARY CODE																
ANY YES	674	351	324	94	151	116	129	113	52	19	157	233	143	142	389	285
	82%	83%	81%	78%	85%	85%	83%	81%	78%	74%	79%	84%	81%	83%	82%	82%
		52%	48%	14%	22%	17%	19%	17%	8%	3%	23%	35%	21%	21%	58%	42%
Don't know	1	1	1	-	-	-	-	-	1	1	-	1	-	1	1	1
	*	*	*	-	-	-	-	-	1%	2%	-	*	-	*	*	*
		45%	55%	-	-	-	-	-	55%	45%	-	55%	-	45%	55%	45%

Reasons to Complain (QS0578 - 310502)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	764	591	173	628	83	29	24	28	75	42	32	70	79	116	117	69	29	83	24
Weighted Base	823	638	185	684	90*	29**	20**	31**	78*	46*	33**	76*	87*	131	131	71*	29**	90*	20**
Yes - to my fixed broadband provider	663	511	152	550	71	25	16	24	55	30	27	68	77	101	107	62	25	71	16
	81%	80%	82%	80%	79%	88%	84%	80%	70%	64%	80%	89%	89%	77%	81%	87%	88%	79%	84%
		77%	23%	83%	11%	4%	2%	4%	8%	4%	4%	10%him	12%him	15%	16%l	9%chi	4%	11%	2%
Yes - to Ofcom	7	6	1	7	1	-	-	1	2	1	-	-	-	1	1	-	-	1	-
	1%	1%	1%	1%	1%	-	-	3%	3%	3%	-	-	-	1%	1%	-	-	1%	-
		81%	19%	91%	9%	-	-	12%	28%	16%	-	-	-	16%	19%	-	-	9%	-
Yes - other	9	8	1	8	1	-	-	-	-	1	-	-	-	2	4	-	-	1	-
	1%	1%	1%	1%	1%	-	-	-	-	3%	-	-	-	2%	3%	-	-	1%	-
		85%	15%	86%	14%	-	-	-	-	16%	-	-	-	27%	42%	-	-	14%	-
No	148	115	32	124	17	3	3	5	24	13	7	8	9	27	22	9	3	17	3
	18%	18%	17%	18%	19%	10%	16%	17%	30%	29%	20%	11%	11%	20%	17%	13%	10%	19%	16%
		78%	22%	84%	12%	2%	2%	4%	16%kln	9%kl	4%	5%	6%	18%	15%	6%	2%	12%	2%
SUMMARY CODE																			
ANY YES	674	522	152	560	73	25	16	25	55	32	27	68	77	104	109	62	25	73	16
	82%	82%	82%	82%	81%	88%	84%	83%	70%	70%	80%	89%	89%	80%	83%	87%	88%	81%	84%
		77%	23%	83%	11%	4%	2%	4%	8%	5%	4%	10%hi	11%hi	15%	16%h	9%hi	4%	11%	2%
Don't know	1	1	1	1	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-
	*	*	*	*	-	2%	-	-	-	1%	-	-	-	-	-	-	2%	-	-
		55%	45%	55%	-	45%	-	-	-	55%	-	-	-	-	-	-	45%	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	764	667	94	752	12	662	201	123	109	153	28	18	2
Weighted Base	823	711	110*	816	7**	700	214	134	105*	166	31**	18**	2**
Yes - to my fixed broadband provider	663 81%	574 81%	87 80%	657 81%	6 85%	564 81%	174 81%	109 82%	82 78%	137 83%	23 74%	13 70%	2 100%
Yes - to Ofcom	7 1%	6 1%	1 1%	7 1%	-	7 1%	1 *	2 1%	-	2 1%	-	-	-
Yes - other	9 1%	5 1%	4 4%	9 1%	-	5 1%	2 1%	1 1%	-	-	-	-	-
No	148 18%	129 18%	17 16%	147 18%	1 15%	128 18%	37 17%	23 17%	23 22%	27 16%	7 24%	5 30%	-
SUMMARY CODE													
ANY YES	674 82%	580 82%	93 84%	668 82%	6 85%	571 82%	177 83%	111 83%	82 78%	139 84%	23 74%	13 70%	2 100%
Don't know	1 *	1 *	-	1 *	-	1 *	1 *	-	-	-	1 2%	-	-
		100%	-	100%	-	100%	45%	-	-	-	55%	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	764	741	178	167	57	97	44	120	3	28	757	184	29	165	121	194	22
Weighted Base	823	805	196	182	52*	111*	42*	138	3**	34**	815	195	32**	184	117	217	23**
Yes - to my fixed broadband provider	663	649	159	150	44	91	35	109	1	25	657	160	22	148	92	181	17
	81%	81%	81%	82%	84%	82%	82%	79%	35%	74%	81%	82%	71%	80%	78%	83%	72%
		98%	24%	23%	7%	14%	5%	16%	*	4%	99%	24%	3%	22%	14%	27%	2%
Yes - to Ofcom	7	7	2	1	1	-	1	1	-	1	7	1	-	2	-	2	-
	1%	1%	1%	1%	2%	-	2%	1%	-	4%	1%	*	-	1%	-	1%	-
		100%	25%	16%	12%	-	12%	16%	-	19%	100%	12%	-	25%	-	28%	-
Yes - other	9	9	3	3	-	3	-	-	-	1	9	2	1	1	-	1	-
	1%	1%	1%	1%	-	2%	-	-	-	4%	1%	1%	4%	1%	-	1%	-
		100%	28%	29%	-	28%	-	-	-	15%	100%	27%	14%	14%	-	14%	-
No	148	144	33	30	8	17	7	28	2	9	146	33	7	35	25	33	6
	18%	18%	17%	16%	16%	15%	16%	20%	65%	26%	18%	17%	24%	19%	22%	15%	28%
		97%	22%	20%	6%	12%	5%	19%	1%	6%	99%	22%	5%	24%	17%	22%	4%
SUMMARY CODE																	
ANY YES	674	660	162	153	44	94	35	110	1	25	668	162	24	149	92	184	17
	82%	82%	83%	84%	84%	85%	84%	80%	35%	74%	82%	85%	83%	75%	81%	78%	85%
		98%	24%	23%	7%	14%	5%	16%	*	4%	99%	24%	4%	22%	14%	27%	2%
Don't know	1	1	1	-	-	-	-	-	-	-	1	1	1	-	-	-	-
	*	*	*	-	-	-	-	-	-	-	*	*	2%	-	-	-	-
		55%	55%	-	-	-	-	-	-	-	100%	45%	55%	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	764	437	35	232	23	132
Weighted Base	823	470	38*	251	23**	143
Yes - to my fixed broadband provider	663 81%	387 82%	33 88%	208 83%	17 74%	118 82%
Yes - to Ofcom	7 1%	3 1%	-	2 1%	-	1 1%
Yes - other	9 1%	3 1%	-	3 1%	-	-
No	148 18%	78 17%	5 12%	40 16%	6 26%	24 17%
SUMMARY CODE		53%	3%	27%	4%	16%
ANY YES	674 82%	391 83%	33 88%	211 84%	17 74%	119 83%
Don't know	1 *	1 *	-	1 *	-	-
		55%	-	55%	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	138	68	70	20	22	16	24	25	21	10	37	38	31	32	75	63
Weighted Base	148	72*	76*	26**	27**	21**	26**	27**	14**	6**	42*	43*	33**	29**	86*	62*
Did not know where to go\ who to complain to	6 4%	4 5%	2 3%	1 5%	- -	1 7%	- -	1 5%	1 10%	1 10%	3 6%	2 5%	- -	1 4%	5 6%	1 2%
Didn't have the time	28 19%	15 20%	13 18%	2 9%	3 13%	6 30%	7 28%	5 18%	3 22%	1 10%	7 18%	10 24%	7 21%	3 12%	18 21%	10 16%
Not worth the hassle	38 26%	18 25%	20 26%	5 20%	7 27%	5 26%	9 33%	5 17%	2 22%	4 10%	12 28%	9 20%	8 25%	9 31%	21 24%	17 28%
They wouldn't do anything anyway	16 11%	5 7%	11 15%	3 10%	1 5%	1 6%	1 4%	6 24%	3 24%	- -	3 8%	5 11%	4 11%	4 16%	8 9%	8 13%
If someone else sorted the problem out	16 11%	10 14%	7 9%	4 14%	5 18%	1 7%	5 17%	1 4%	1 5%	- -	7 16%	1 3%	2 7%	6 20%	8 10%	8 13%
The problem was resolved	34 23%	19 27%	15 19%	7 25%	5 19%	9 44%	4 16%	6 20%	3 19%	1 9%	9 21%	10 24%	10 29%	5 17%	20 23%	14 23%
Other	22 15%	6 9%	15 20%	5 21%	5 18%	1 6%	4 17%	3 12%	2 14%	* 7%	9 22%	7 15%	3 10%	3 10%	16 18%	6 10%
		29%	71%	25%	22%	6%	20%	15%	9%	2%	42%	30%	15%	13%	72%	28%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	138	109	29	113	18	3	4	4	23	11	5	8	9	23	20	10	3	18	4
Weighted Base	148	115	32**	124	17**	3**	3**	5**	24**	13**	7**	8**	9**	27**	22**	9**	3**	17**	3**
Did not know where to go\ who to complain to	6 4%	5 4%	1 4%	5 4%	* 3%	-	-	-	-	-	1 22%	-	-	3 13%	1 3%	-	-	* 3%	-
Didn't have the time	28 19%	24 20%	4 14%	24 20%	3 15%	-	1 33%	1 24%	7 30%	2 14%	1 22%	3 37%	2 19%	4 13%	3 12%	2 20%	-	3 15%	1 33%
Not worth the hassle	38 26%	24 20%	14 45%	32 26%	3 19%	1 40%	2 51%	-	5 23%	2 13%	3 43%	1 12%	3 33%	4 17%	8 35%	6 61%	1 40%	3 19%	2 51%
They wouldn't do anything anyway	16 11%	11 10%	5 16%	14 12%	2 10%	-	-	-	3 12%	3 23%	1 19%	1 12%	-	2 9%	2 10%	2 19%	-	2 10%	-
If someone else sorted the problem out	16 11%	15 13%	1 3%	14 12%	2 11%	-	-	-	-	-	2 38%	3 33%	1 9%	6 22%	3 12%	-	-	2 11%	-
The problem was resolved	34 23%	28 24%	6 18%	30 24%	3 17%	1 20%	-	-	5 20%	7 50%	-	2 30%	3 29%	8 32%	5 25%	-	1 20%	3 17%	-
Other	22 15%	18 16%	4 11%	15 12%	5 29%	1 40%	* 15%	4 76%	3 14%	1 5%	-	-	1 11%	4 14%	2 11%	-	1 40%	5 29%	* 15%
		84%	16%	69%	23%	5%	2%	18%	15%	3%	-	-	5%	17%	11%	-	5%	23%	2%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	138	122	15	136	2	122	35	21	24	24	7	6	-
Weighted Base	148	129	17**	147	1**	128	37*	23**	23**	27**	7**	5**	**
Did not know where to go\ who to complain to	6 4%	6 5%	-	6 4%	-	5 4%	1 2%	2 10%	2 8%	-	-	-	-
		100%	-	100%	-	79%	10%	37%	32%	-	-	-	-
Didn't have the time	28 19%	24 18%	3 19%	28 19%	* 46%	27 21%	9 24%	2 10%	7 32%	5 18%	1 11%	3 49%	-
		84%	12%	98%	2%	95%	32%	8%	26%	17%	3%	9%	-
Not worth the hassle	38 26%	36 28%	1 9%	37 26%	1 54%	33 26%	8 22%	3 13%	10 43%	6 23%	2 26%	1 21%	-
		96%	4%	99%	1%	87%	22%	8%	26%	16%	5%	3%	-
They wouldn't do anything anyway	16 11%	16 13%	-	16 11%	-	14 11%	9 24%	2 10%	3 12%	-	-	-	-
		100%	-	100%	-	86%	55%	14%	17%	-	-	-	-
I\ someone else sorted the problem out	16 11%	13 10%	3 18%	16 11%	-	15 12%	3 9%	5 20%	1 3%	5 19%	1 19%	-	-
		81%	19%	100%	-	92%	19%	28%	4%	32%	9%	-	-
The problem was resolved	34 23%	27 21%	7 41%	34 23%	-	29 23%	5 14%	5 20%	5 22%	8 28%	1 16%	2 44%	-
		79%	21%	100%	-	85%	15%	14%	15%	22%	3%	7%	-
Other	22 15%	19 15%	2 14%	22 15%	-	18 14%	5 12%	4 17%	1 5%	5 17%	2 28%	2 37%	-
		89%	11%	100%	-	83%	21%	18%	5%	21%	10%	9%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	138	134	30	29	9	14	8	25	2	8	137	32	7	30	26	29	7
Weighted Base	148	144	33**	30**	8**	17**	7**	28**	2**	9**	146	33**	7**	35**	25**	33**	6**
Did not know where to go\ who to complain to	6 4%	6 4%	- -	1 5%	- -	- -	- -	3 10%	- -	1 14%	6 4%	2 6%	- -	2 6%	2 7%	- -	- -
Didn't have the time	28 19%	27 19%	3 8%	10 32%	1 12%	4 23%	1 19%	4 15%	1 49%	2 24%	28 19%	6 20%	1 11%	4 11%	9 34%	5 15%	4 57%
Not worth the hassle	38 26%	37 26%	7 22%	9 32%	5 56%	4 25%	2 31%	4 16%	- -	2 19%	37 25%	8 25%	2 26%	7 19%	9 34%	7 23%	1 18%
They wouldn't do anything anyway	16 11%	15 11%	3 10%	4 14%	- -	2 14%	- -	4 15%	- -	1 15%	16 11%	10 31%	- -	2 7%	3 11%	1 3%	- -
If someone else sorted the problem out	16 11%	15 10%	5 15%	3 10%	1 12%	1 8%	- -	4 15%	- -	- -	16 11%	3 10%	1 19%	5 13%	1 3%	7 20%	- -
The problem was resolved	34 23%	34 24%	9 28%	4 14%	1 13%	4 24%	4 55%	7 25%	- -	2 17%	34 23%	2 7%	1 16%	8 22%	6 25%	10 30%	2 36%
Other	22 15%	21 14%	5 16%	6 19%	1 15%	1 8%	2 26%	2 5%	1 51%	2 17%	22 15%	3 9%	2 28%	8 23%	2 9%	5 14%	2 31%
		94%	24%	26%	6%	6%	8%	7%	5%	7%	100%	14%	10%	36%	10%	21%	9%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	138	72	4	36	6	22
Weighted Base	148	78*	5**	40*	6**	24**
Did not know where to go\ who to complain to	6 4%	4 5%	-	3 7%	1 24%	-
		69%	-	45%	24%	-
Didn't have the time	28 19%	15 19%	3 64%	5 12%	2 40%	3 11%
		52%	10%	17%	8%	9%
Not worth the hassle	38 26%	16 20%	-	7 19%	2 38%	6 25%
		41%	-	19%	6%	16%
They wouldn't do anything anyway	16 11%	7 9%	2 36%	4 11%	-	1 4%
		43%	10%	27%	-	6%
I\ someone else sorted the problem out	16 11%	10 13%	-	6 14%	1 11%	4 15%
		62%	-	35%	4%	23%
The problem was resolved	34 23%	20 25%	-	10 25%	1 17%	8 35%
		58%	-	29%	3%	25%
Other	22 15%	12 15%	-	6 14%	1 18%	4 15%
		54%	-	25%	5%	17%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	186	107	79	13	31	26	40	27	35	14	39	55	36	56	94	92
Weighted Base	195	113*	82*	19**	39**	35**	43*	29**	22*	9**	47*	64*	32*	52*	111*	84*
Or something else	4	2	2	-	-	-	1	1	-	1	1	2	-	1	3	1
	2%	2%	2%	-	-	-	3%	5%	-	17%	3%	3%	-	2%	3%	1%
		48%	52%	-	-	-	29%	34%	-	37%	34%	43%	-	23%	77%	23%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	186	144	42	154	18	6	8	13	15	9	14	17	24	13	37	12	6	18	8
Weighted Base	195	151	45*	163	21**	6**	6**	16**	14**	10**	16**	17**	24**	16**	37*	12**	6**	21**	6**
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	70 36%	61 40%	9 21%	58 36%	7 32%	2 39%	3 48%	8 50%	9 61%	7 72%	5 28%	5 30%	5 21%	4 26%	14 39%	1 8%	2 39%	7 32%	3 48%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	19 10%	15 10%	4 9%	18 11%	- -	* 8%	- -	3 16%	2 12%	1 10%	- -	3 18%	8 32%	- -	1 3%	1 9%	* 8%	- -	- -
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	12 6%	5 3%	6 14%	9 6%	2 10%	* 8%	- -	- -	1 9%	- -	4 22%	1 7%	- -	- -	2 5%	1 9%	* 8%	2 10%	- -
Dissatisfaction with customer service from a previous occasion or contact	12 6%	9 6%	3 7%	9 6%	1 6%	- -	2 28%	- -	1 8%	3 26%	- -	- -	- -	1 8%	4 11%	- -	- -	1 6%	2 28%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)	
Unweighted Base	186	144	42	154	18	6	8	13	15	9	14	17	24	13	37	12	6	18	8
Weighted Base	195	151	45*	163	21**	6**	6**	16**	14**	10**	16**	17**	24**	16**	37*	12**	6**	21**	6**
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	89 46%	66 44% 75%	22 50% 25%	72 44% 81%	12 59% 14%	2 45% 3%	2 36% 2%	5 34% 6%	1 10% 2%	1 13% 2%	8 50% 9%	8 44% 8%	11 46% 12%	13 83% 15%	15 40% 16%	9 75% 10%	2 45% 3%	12 59% 14%	2 36% 2%
Or something else	4 2%	4 3% 100%	- - -	4 2% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 8% 34%	3 7% 66%	- - -	- - -	- - -	- - -

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	186	171	14	172	14	169	46	48	13	59	1	-	1
Weighted Base	195	176	18**	184	11**	174	50*	51*	10**	59*	1**	-**	1**
A billing, pricing or payment issue, for example	70	65	5	68	2	66	17	24	1	24	-	-	-
unexpected/unclear charges, overcharged or incorrect bill	36%	37%	31%	37%	18%	38%	33%	47%	10%	41%	-	-	-
		92%	8%	97%	3%	94%	24%	34%	2%	34%	-	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	19	17	1	18	1	14	4	3	2	4	-	-	-
	10%	10%	7%	10%	8%	8%	9%	7%	19%	7%	-	-	-
		93%	7%	96%	4%	74%	23%	19%	10%	22%	-	-	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	12	11	1	12	-	9	3	2	1	2	-	-	1
	6%	6%	6%	6%	-	5%	5%	3%	14%	4%	-	-	100%
		91%	9%	100%	-	80%	23%	14%	12%	19%	-	-	12%
Dissatisfaction with customer service from a previous occasion or contact	12	12	-	12	1	12	5	3	-	4	-	-	-
	6%	7%	-	6%	5%	7%	9%	7%	-	7%	-	-	-
		100%	-	95%	5%	100%	38%	27%	-	34%	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	186	171	14	172	14	169	46	48	13	59	1	-	1
Weighted Base	195	176	18**	184	11**	174	50*	51*	10**	59*	1**	-**	1**
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	89 46%	79 45%	9 49%	82 45%	6 60%	79 46%	24 48%	18 36%	6 57%	28 48%	1 100%	-	-
Or something else	4 2%	3 1%	1 8%	3 2%	1 8%	4 2%	1 1%	2 4%	-	1 2%	-	-	-
		66%	34%	77%	23%	100%	14%	57%	-	29%	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	186	175	39	40	14	20	16	35	-	4	175	32	2	57	15	66	-
Weighted Base	195	187	47*	45*	13**	22**	13**	35*	-**	5**	185	35**	3**	62*	13**	68*	-**
A billing, pricing or payment issue, for example	70	67	14	18	3	10	3	17	-	-	68	9	-	29	1	27	-
unexpected\unclear charges, overcharged or incorrect bill	36%	36%	31%	40%	22%	46%	25%	50%	-	-	37%	26%	-	48%	8%	40%	-
		96%	21%	25%	4%	14%	5%	25%	-	-	96%	13%	-	42%	2%	39%	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	19	18	4	2	2	1	3	3	-	-	16	2	2	3	3	6	-
	10%	10%	9%	5%	15%	5%	23%	9%	-	-	9%	5%	56%	6%	24%	9%	-
		98%	24%	11%	11%	6%	16%	17%	-	-	87%	9%	9%	19%	16%	34%	-
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	12	12	1	4	2	1	1	1	-	1	12	1	-	5	1	4	-
	6%	6%	2%	8%	19%	6%	7%	2%	-	30%	6%	4%	-	8%	11%	5%	-
		100%	9%	32%	22%	11%	8%	7%	-	12%	100%	13%	-	44%	12%	30%	-
Dissatisfaction with customer service from a previous occasion or contact	12	12	-	6	1	1	1	3	-	-	12	4	-	3	-	4	-
	6%	7%	-	13%	9%	4%	9%	9%	-	-	6%	12%	-	5%	-	6%	-
		100%	-	48%b	10%	6%	9%	26%	-	-	95%	34%	-	27%	-	34%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	186	175	39	40	14	20	16	35	-	4	175	32	2	57	15	66	-
Weighted Base	195	187	47*	45*	13**	22**	13**	35*	-**	5**	185	35**	3**	62*	13**	68*	-**
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels\content	89 46%	84 45%	26 55%	19 43%	4 33%	9 41%	5 41%	13 37%	-	3 70%	85 46%	21 58%	1 44%	22 36%	7 56%	31 45%	-
Or something else	4 2%	3 2%	1 2%	-	1 10%	1 3%	-	-	-	-	3 2%	-	-	2 3%	-	1 2%	-
		77%	29%	-	34%	14%	-	-	-	-	77%	-	-	48%	-	29%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	186	177	15	87	9	66
Weighted Base	195	186	17**	93*	9**	68*
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	70 36%	67 36% 96%	3 19% 4%	35 37% 49%	- - -	29 43% 42%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	19 10%	18 9% 94%	* 3% 2%	6 6% 32%	3 35% 16%	8 12% 43%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	12 6%	9 5% 76%	1 6% 9%	3 3% 25%	1 16% 12%	4 5% 30%
Dissatisfaction with customer service from a previous occasion or contact	12 6%	12 6% 95%	1 6% 8%	6 7% 52%	- - -	4 6% 34%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	89 46%	86 46% 97%	12 72% 13%	44 47% 49%	4 49% 5%	27 39% 30%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

Total	Q.4 PAY TV SUPPLIER					
	Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	
Unweighted Base	186	177	15	87	9	66
Weighted Base	195	186	17**	93*	9**	68*
Or something else	4	4	-	3	-	1
	2%	2%	-	3%	-	2%
		100%	-	71%	-	29%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	186	107	79	13	31	26	40	27	35	14	39	55	36	56	94	92
Weighted Base	195	113*	82*	19**	39**	35**	43*	29**	22*	9**	47*	64*	32*	52*	111*	84*
Yes - to my Pay TV provider	169	98	71	14	33	33	39	27	17	8	42	53	27	47	96	74
	87%	87%	86%	74%	84%	93%	90%	93%	78%	89%	90%	83%	84%	90%	86%	88%
		58%	42%	8%	19%	19%	23%	16%	10%	5%	25%	31%	16%	28%	56%	44%
Yes - to Ofcom	1	-	1	-	1	-	-	-	-	-	-	-	1	-	-	1
	1%	-	1%	-	3%	-	-	-	-	-	-	-	4%	-	-	1%
		-	100%	-	100%	-	-	-	-	-	-	-	100%	-	-	100%
Yes - other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	25	15	11	5	6	3	4	2	4	1	5	11	5	5	16	10
	13%	13%	13%	26%	16%	7%	10%	7%	19%	11%	10%	17%	16%	9%	14%	11%
		58%	42%	20%	25%	10%	17%	9%	16%	4%	19%	43%	20%	18%	62%	38%
SUMMARY CODE																
ANY YES	169	98	71	14	33	33	39	27	17	8	42	53	27	47	96	74
	87%	87%	86%	74%	84%	93%	90%	93%	78%	89%	90%	83%	84%	90%	86%	88%
		58%	42%	8%	19%	19%	23%	16%	10%	5%	25%	31%	16%	28%	56%	44%
Don't know	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1
	*	-	1%	-	-	-	-	-	3%	-	-	-	-	1%	-	1%
		-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	186	144	42	154	18	6	8	13	15	9	14	17	24	13	37	12	6	18	8
Weighted Base	195	151	45*	163	21**	6**	6**	16**	14**	10**	16**	17**	24**	16**	37*	12**	6**	21**	6**
Yes - to my Pay TV provider	169 87%	133 89% 79%	36 81% 21%	140 86% 83%	18 88% 11%	6 100% 3%	6 92% 3%	16 100% 9%	12 81% 7%	6 55% 3%	13 77% 8%	16 97% 10%	22 95% 13%	15 92% 9%	29 80% 17%	11 89% 6%	6 100% 3%	18 88% 11%	6 92% 3%
Yes - to Ofcom	1 1%	1 1% 100%	-	1 1% 100%	-	-	-	-	1 8% 100%	-	-	-	-	-	-	-	-	-	-
Yes - other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	25 13%	16 11% 66%	9 19% 34%	22 14% 88%	3 12% 10%	-	* 8% 2%	-	3 19% 11%	4 38% 15%	4 23% 15%	1 3% 2%	1 5% 5%	1 8% 5%	7 20% 29%	1 11% 5%	-	3 12% 10%	* 8% 2%
SUMMARY CODE																			
ANY YES	169 87%	133 89% 79%	36 81% 21%	140 86% 83%	18 88% 11%	6 100% 3%	6 92% 3%	16 100% 9%	12 81% 7%	6 55% 3%	13 77% 8%	16 97% 10%	22 95% 13%	15 92% 9%	29 80% 17%	11 89% 6%	6 100% 3%	18 88% 11%	6 92% 3%
Don't know	1 *	1 * 100%	-	1 * 100%	-	-	-	-	-	1 7% 100%	-	-	-	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
	Total	White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	186	171	14	172	14	169	46	48	13	59	1	-	1
Weighted Base	195	176	18**	184	11**	174	50*	51*	10**	59*	1**	-**	1**
Yes - to my Pay TV provider	169 87%	153 87%	16 92%	160 87%	10 91%	153 88%	44 88%	43 86%	10 100%	52 88%	1 100%	-	-
		90%	10%	94%	6%	90%	26%	26%	6%	31%	1%	-	-
Yes - to Ofcom	1 1%	1 1%	-	1 1%	-	1 1%	-	1 2%	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-	-	-
Yes - other	-	-	-	-	-	-	-	-	-	-	-	-	-
No	25 13%	23 13%	1 8%	24 13%	1 9%	21 12%	5 10%	7 14%	-	7 12%	-	-	1 100%
		90%	5%	96%	4%	82%	21%	28%	-	27%	-	-	5%
SUMMARY CODE													
ANY YES	169 87%	153 87%	16 92%	160 87%	10 91%	153 88%	44 88%	43 86%	10 100%	52 88%	1 100%	-	-
		90%	10%	94%	6%	90%	26%	26%	6%	31%	1%	-	-
Don't know	1 *	1 *	-	1 *	-	1 *	1 1%	-	-	-	-	-	-
		100%	-	100%	-	100%	100%	-	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\ Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Orange (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	186	175	39	40	14	20	16	35	-	4	175	32	2	57	15	66	-
Weighted Base	195	187	47*	45*	13**	22**	13**	35*	-**	5**	185	35**	3**	62*	13**	68*	-**
Yes - to my Pay TV provider	169	162	42	41	10	20	11	28	-	2	160	33	3	50	13	59	-
	87%	86%	89%	91%	76%	91%	80%	81%	-	48%	87%	92%	100%	81%	100%	87%	-
		95%	25%	24%	6%	12%	6%	17%	-	1%	95%	19%	2%	30%	7%	35%	-
Yes - to Ofcom	1	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
	1%	1%	-	3%	-	-	-	-	-	-	1%	-	-	2%	-	-	-
		100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
Yes - other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	25	25	5	4	3	2	2	7	-	2	24	2	-	12	-	9	-
	13%	13%	11%	9%	24%	9%	15%	19%	-	52%	13%	6%	-	19%	-	13%	-
		100%	21%	16%	12%	8%	8%	26%	-	9%	96%	8%	-	46%	-	36%	-
SUMMARY CODE																	
ANY YES	169	162	42	41	10	20	11	28	-	2	160	33	3	50	13	59	-
	87%	86%	89%	91%	76%	91%	80%	81%	-	48%	87%	92%	100%	81%	100%	87%	-
		95%	25%	24%	6%	12%	6%	17%	-	1%	95%	19%	2%	30%	7%	35%	-
Don't know	1	1	-	-	-	-	1	-	-	-	1	1	-	-	-	-	-
	*	*	-	-	-	-	5%	-	-	-	*	2%	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	100%	100%	-	-	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	186	177	15	87	9	66
Weighted Base	195	186	17**	93*	9**	68*
Yes - to my Pay TV provider	169 87%	165 89%	17 100%	79 85%	9 100%	60 88%
Yes - to Ofcom	1 1%	1 1%	-	1 1%	-	-
Yes - other	-	-	-	-	-	-
No	25 13%	21 11%	-	14 15%	-	8 12%
SUMMARY CODE		85%	-	54%	-	31%
ANY YES	169 87%	165 89%	17 100%	79 85%	9 100%	60 88%
Don't know	1 *	-	-	-	-	-
		97%	10%	47%	5%	35%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.17 Why didn't you make a complaint about your pay TV service or supplier? [Unprompted]

Base: All those who did not complain about a Pay TV issue

	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)	ABC1 (n)	C2DE (o)
Unweighted Base	24	15	9	3	4	2	4	2	7	2	4	9	6	5	13	11
Weighted Base	25*	15**	11**	5**	6**	3**	4**	2**	4**	1**	5**	11**	5**	5**	16**	10**
Did not know where to go\ who to complain to	2 8%	2 13%	-	-	1 23%	-	-	-	*	-	-	1 14%	-	*	1 9%	*
		100%	-	-	75%	-	-	-	25%	-	-	75%	-	25%	75%	25%
Didn't have the time	6 23%	3 18%	3 31%	2 46%	1 23%	1 46%	1 23%	-	-	-	-	2 21%	3 52%	1 22%	2 15%	4 38%
		44%	56%	39%	25%	20%	17%	-	-	-	-	39%	44%	17%	39%	61%
Not worth the hassle	4 18%	1 7%	3 33%	1 28%	-	-	1 29%	-	1 37%	*	1 26%	1 5%	*	2 9%	2 11%	3 28%
		22%	78%	30%	-	-	27%	-	33%	44%	27%	12%	10%	50%	40%	60%
They wouldn't do anything anyway	3 13%	3 23%	-	-	3 54%	-	-	-	-	-	2 35%	2 16%	-	-	3 22%	-
		100%	-	-	100%	-	-	-	-	-	50%	50%	-	-	100%	-
If someone else sorted the problem out	1 3%	-	1 8%	-	-	-	1 20%	-	-	-	-	-	1 17%	-	-	1 9%
		-	100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%
The problem resolved itself	5 18%	3 22%	1 13%	1 26%	-	1 54%	-	1 38%	1 26%	-	1 11%	3 24%	1 11%	1 18%	3 20%	1 14%
		70%	30%	28%	-	30%	-	18%	23%	-	11%	58%	12%	18%	70%	30%
Other	4 16%	2 17%	2 15%	-	-	-	1 27%	1 62%	1 25%	1 56%	1 28%	2 20%	1 11%	-	4 23%	1 6%
		60%	40%	-	-	-	28%	33%	25%	14%	33%	53%	13%	-	87%	13%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

Reasons to Complain (QS0578 - 310502)

Q.17 Why didn't you make a complaint about your pay TV service or supplier? [Unprompted]

Base: All those who did not complain about a Pay TV issue

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	24	16	8	21	2	-	1	-	3	3	2	1	2	1	8	1	-	2	1
Weighted Base	25*	16**	9**	22**	3**	-**	***	..	3**	4**	4**	1**	1**	1**	7**	1**	..	3**	***
Did not know where to go/ who to complain to	2 8%	-	2 23%	2 9%	-	-	-	-	-	*	-	-	-	-	1 20%	-	-	-	-
		-	100%	100%	-	-	-	-	-	13%	-	-	-	-	75%	-	-	-	-
Didn't have the time	6 23%	2 15%	3 40%	6 27%	-	-	-	-	-	-	4 100%	-	-	-	2 29%	-	-	-	-
		41%	59%	100%	-	-	-	-	-	63%	-	-	-	-	37%	-	-	-	-
Not worth the hassle	4 18%	4 24%	1 7%	2 9%	3 100%	-	-	-	-	-	-	-	*	1 20%	-	-	-	3 100%	-
		88%	12%	43%	57%	-	-	-	-	-	-	-	10%	33%	-	-	-	57%	-
They wouldn't do anything anyway	3 13%	3 20%	-	3 15%	-	-	-	-	-	3 87%	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
If someone else sorted the problem out	1 3%	-	1 10%	1 4%	-	-	-	-	-	-	-	-	1 66%	-	-	-	-	-	-
		-	100%	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
The problem resolved itself	5 18%	3 17%	2 21%	5 20%	-	-	-	-	3 100%	-	-	1 100%	-	-	-	1 100%	-	-	-
		60%	40%	100%	-	-	-	-	60%	-	-	11%	-	-	28%	-	-	-	-
Other	4 16%	4 25%	-	4 16%	-	-	*	100%	-	-	-	-	-	1 100%	2 31%	-	-	-	100%
		100%	-	88%	-	-	12%	12%	-	-	-	-	-	33%	55%	-	-	-	12%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.17 Why didn't you make a complaint about your pay TV service or supplier? [Unprompted]

Base: All those who did not complain about a Pay TV issue

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER							
		White (a)	Minority Ethnic (b)	Any Internet access (c)	No Internet access (d)	Total Landline (e)	BT (f)	Sky (g)	TalkTalk (h)	Virgin Media (i)	EE (j)	Plusnet (k)	Post Office (l)
Unweighted Base	24	22	1	22	2	21	6	6	-	8	-	-	1
Weighted Base	25*	23**	1**	24**	1**	21**	5**	7**	..	7**	1**
Did not know where to go\ who to complain to	2 8%	2 9%	-	2 8%	-	2 10%	1 28%	-	-	*	-	-	-
		100%	-	100%	-	100%	75%	-	-	25%	-	-	-
Didn't have the time	6 23%	5 21%	-	6 24%	-	2 10%	-	1 14%	-	1 17%	-	-	-
		80%	-	100%	-	37%	-	17%	-	20%	-	-	-
Not worth the hassle	4 18%	4 20%	-	3 14%	1 100%	4 22%	1 19%	1 19%	-	2 31%	-	-	-
		100%	-	78%	22%	100%	22%	30%	-	48%	-	-	-
They wouldn't do anything anyway	3 13%	3 15%	-	3 14%	-	3 16%	2 32%	2 24%	-	-	-	-	-
		100%	-	100%	-	100%	50%	50%	-	-	-	-	-
I\ someone else sorted the problem out	1 3%	1 4%	-	1 4%	-	1 4%	-	-	-	1 13%	-	-	-
		100%	-	100%	-	100%	-	-	-	100%	-	-	-
The problem resolved itself	5 18%	5 20%	-	5 19%	-	4 18%	-	1 18%	-	1 15%	-	-	1 100%
		100%	-	100%	-	82%	-	28%	-	23%	-	-	30%
Other	4 16%	3 12%	1 100%	4 17%	-	4 20%	1 21%	2 26%	-	1 17%	-	-	-
		67%	33%	100%	-	100%	27%	45%	-	28%	-	-	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

Proportions/Means: 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

Reasons to Complain (QS0578 - 310502)

Q.17 Why didn't you make a complaint about your pay TV service or supplier? [Unprompted]

Base: All those who did not complain about a Pay TV issue

	Total	Q.2 MOBILE SUPPLIER									Q.3 BROADBAND SUPPLIER						
		Total mobile (a)	EE\T-Mobile\Orange (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Media (f)	Vodafone (g)	Lycamobile (h)	giffgaf (i)	Total broadband (j)	BT (k)	EE\Oran ge (l)	Sky (m)	TalkTalk (n)	Virgin Media (o)	Plusnet (p)
Unweighted Base	24	24	4	3	3	2	3	7	-	2	22	2	-	9	-	10	-
Weighted Base	25*	25**	5**	4**	3**	2**	2**	7**	-**	2**	24**	2**	-**	12**	-**	9**	-**
Did not know where to go\ who to complain to	2 8%	2 8%	-	-	-	-	*	1	-	-	2 8%	1 73%	-	-	-	*	-
		100%	-	-	-	-	25%	22%	-	-	100%	75%	-	-	-	5%	-
Didn't have the time	6 23%	6 23%	-	3 88%	-	-	-	1	-	1 42%	6 24%	-	-	3 28%	-	1 13%	-
		100%	-	59%	-	-	-	25%	-	17%	100%	-	-	56%	-	20%	-
Not worth the hassle	4 18%	4 18%	-	-	1 39%	1 71%	1 48%	1 15%	-	-	3 14%	-	-	1 12%	-	2 24%	-
		100%	-	-	27%	30%	20%	22%	-	-	78%	-	-	30%	-	48%	-
They wouldn't do anything anyway	3 13%	3 13%	3 63%	-	-	-	-	-	-	-	3 14%	-	-	3 29%	-	-	-
		100%	100%	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-
If someone else sorted the problem out	1 3%	1 3%	1 16%	-	-	-	-	-	-	-	1 4%	-	-	-	-	1 10%	-
		100%	100%	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-
The problem resolved itself	5 18%	5 18%	-	-	1 17%	-	1 27%	2 32%	-	1 58%	5 19%	-	-	1 11%	-	3 36%	-
		100%	-	-	12%	-	11%	47%	-	30%	100%	-	-	28%	-	72%	-
Other	4 16%	4 16%	1 21%	*	1 12%	1 29%	-	1 8%	-	-	4 17%	1 27%	-	2 20%	-	1 13%	-
		100%	28%	12%	33%	14%	-	13%	-	-	100%	13%	-	59%	-	28%	-

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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

Reasons to Complain (QS0578 - 310502)

Q.17 Why didn't you make a complaint about your pay TV service or supplier? [Unprompted]

Base: All those who did not complain about a Pay TV issue

	Total	Q.4 PAY TV SUPPLIER				
		Total TV (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)
Unweighted Base	24	22	-	13	-	9
Weighted Base	25*	21**	-**	14**	-**	8**
Did not know where to go\ who to complain to	2 8%	2 9%	-	1 11%	-	* 6%
		100%	-	75%	-	25%
Didn't have the time	6 23%	2 10%	-	2 16%	-	-
		37%	-	37%	-	-
Not worth the hassle	4 18%	4 21%	-	2 17%	-	2 27%
		100%	-	52%	-	48%
They wouldn't do anything anyway	3 13%	3 16%	-	3 25%	-	-
		100%	-	100%	-	-
If someone else sorted the problem out	1 3%	1 4%	-	-	-	1 11%
		100%	-	-	-	100%
The problem resolved itself	5 18%	5 21%	-	1 9%	-	3 41%
		100%	-	28%	-	72%
Other	4 16%	4 19%	-	3 22%	-	1 15%
		100%	-	72%	-	28%

Fieldwork : 10/01/2018 - 14/01/2018 (Week 02)

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

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