

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

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**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 1**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**NATION**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
England	2506	1251	1254	416	449	530	345	356	410	2506	2246	260
	84%	84%	83%	85%	84%	85%	82%	84%	81%	84%	85% k	75%
Scotland	255	134	121	36	40	57	42	32	48	255	224	31
	8%	9%	8%	7%	7%	9%	10%	7%	10%	8%	8%	9%
Wales	153	63	90	21	35	22	19	29	26	153	123	30
	5%	4%	6% a	4%	6% e	4%	4%	7% e	5%	5%	5%	9% j
Northern Ireland	87	48	39	15	12	16	16	9	20	87	59	28
	3%	3%	3%	3%	2%	3%	4%	2%	4%	3%	2%	8% j

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCom CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 1**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**NATION**

Base : All respondents

		SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
England	2506	657	766	421	659	1423	1081	2506	2506	-	-	**	2506
	84%	85%	84%	82%	83%	84%	82%	84%	100% ijl	-%	-%	**	84% ij
Scotland	255	62	76	45	71	139	116	255	-	255	-	**	255
	8%	8%	8%	9%	9%	8%	9%	8%	-%	100% hjl	-%	**	8% hj
Wales	153	34	44	31	43	78	75	153	-	-	153	**	153
	5%	4%	5%	6%	5%	5%	6%	5%	-%	-%	100% hil	**	5% hi
Northern Ireland	87	21	27	16	22	48	39	87	-	-	-	**	87
	3%	3%	3%	3%	3%	3%	3%	3%	-%	-%	-%	**	3% hij

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 2**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**URBANITY INDICATOR**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Urban	2652	1328	1323	448	482	565	374	356	426	2652	2652	-
	88%	89%	88%	92%	90%	90%	89%	84%	85%	88%	100%	-%
				ghi	gh	gh	g			gh	k	
Rural	348	168	181	40	53	62	48	69	77	348	-	348
	12%	11%	12%	8%	10%	10%	11%	16%	15%	12%	-%	100%
								cdefi	cdei	c		j

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 2**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**URBANITY INDICATOR**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Urban	2652	685	811	447	707	1495	1154	2652	2246	224	123	**	2652
	88%	88%	89%	87%	89%	89%	88%	88%	90%	88%	80%	**	88%
									j	j			j
Rural	348	91	102	67	89	192	156	348	260	31	30	**	348
	12%	12%	11%	13%	11%	11%	12%	12%	10%	12%	20%	**	12%
											hil		

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCEM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 3**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**RESPONDENT'S GENDER**

Base : All respondents

		GENDER		AGE						LOCATION		
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Male	1496	1496	-	269	247	295	200	235	250	1496	1328	168
	50%	100%	-%	55%	46%	47%	47%	55%	50%	50%	50%	48%
		b		defi				defi				
Female	1504	-	1504	219	288	332	223	190	253	1504	1323	181
	50%	-%	100%	45%	54%	53%	53%	45%	50%	50%	50%	52%
			a		cg	cg	cg			cg		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k



**OFCom CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 3**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**RESPONDENT'S GENDER**

Base : All respondents

		SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Male	1496	389	458	293	356	847	649	1496	1251	134	63	**	1496
	50%	50%	50%	57%	45%	50%	50%	50%	50%	52%	41%	**	50%
		d	d	abdefg		d	d	d	j	j			j
Female	1504	386	455	222	440	841	662	1504	1254	121	90	**	1504
	50%	50%	50%	43%	55%	50%	50%	50%	50%	48%	59%	**	50%
		c	c		abcefg	c	c	c			hil		

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 5**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**RESPONDENT'S AGE**

Base : All respondents

		GENDER		AGE						LOCATION		
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
16-24 years	488	269	219	488	-	-	-	-	-	488	448	40
	16%	18%	15%	100%	-%	-%	-%	-%	-%	16%	17%	11%
		b		defghi						defgh	k	
25-34 years	535	247	288	-	535	-	-	-	-	535	482	53
	18%	17%	19%	-%	100%	-%	-%	-%	-%	18%	18%	15%
					cefg					cefg		
35-44 years	626	295	332	-	-	626	-	-	-	626	565	62
	21%	20%	22%	-%	-%	100%	-%	-%	-%	21%	21%	18%
						cd				cd		
45-54 years	422	200	223	-	-	-	422	-	-	422	374	48
	14%	13%	15%	-%	-%	-%	100%	-%	-%	14%	14%	14%
							cdeghi			cdegh		
55-64 years	425	235	190	-	-	-	-	425	-	425	356	69
	14%	16%	13%	-%	-%	-%	-%	100%	-%	14%	13%	20%
		b						cdefhi		cdefh		j
65-74 years	301	146	156	-	-	-	-	-	301	301	254	48
	10%	10%	10%	-%	-%	-%	-%	-%	60%	10%	10%	14%
									cdefgi	cdefg		j
75 years or over	202	104	98	-	-	-	-	-	202	202	173	29
	7%	7%	7%	-%	-%	-%	-%	-%	40%	7%	7%	8%
									cdefgi	cdefg		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

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**RESPONDENT'S AGE**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
16-24 years	488	83	191	73	141	274	214	488	416	36	21	**	488
	16%	11%	21%	14%	18%	16%	16%	16%	17%	14%	14%	**	16%
			acefg		a	a	a	a					
25-34 years	535	119	172	95	149	291	244	535	449	40	35	**	535
	18%	15%	19%	19%	19%	17%	19%	18%	18%	16%	23%	**	18%
35-44 years	626	211	195	100	121	406	221	626	530	57	22	**	626
	21%	27%	21%	19%	15%	24%	17%	21%	21%	22%	15%	**	21%
		bcdfg	df	d		cdfg		df					
45-54 years	422	136	112	75	97	248	172	422	345	42	19	**	422
	14%	18%	12%	15%	12%	15%	13%	14%	14%	17%	12%	**	14%
		bdfg											
55-64 years	425	113	120	79	113	233	192	425	356	32	29	**	425
	14%	15%	13%	15%	14%	14%	15%	14%	14%	12%	19%	**	14%
65-74 years	301	75	78	57	92	153	148	301	240	33	16	**	301
	10%	10%	9%	11%	12%	9%	11%	10%	10%	13%	10%	**	10%
					b		be						
75 years or over	202	39	44	35	83	83	119	202	170	15	10	**	202
	7%	5%	5%	7%	10%	5%	9%	7%	7%	6%	6%	**	7%
					abceg		abeg	be					

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 6**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SOCIO-ECONOMIC GROUP**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
AB	775	389	386	83	119	211	136	113	114	775	685	91
	26%	26%	26%	17%	22%	34%	32%	27%	23%	26%	26%	26%
					c	cdghi	cdhi	c	c	c		
C1	913	458	455	191	172	195	112	120	123	913	811	102
	30%	31%	30%	39%	32%	31%	27%	28%	24%	30%	31%	29%
				defghi	h	h				h		
C2	514	293	222	73	95	100	75	79	92	514	447	67
	17%	20%	15%	15%	18%	16%	18%	19%	18%	17%	17%	19%
		b										
DE	796	356	440	141	149	121	97	113	175	796	707	89
	27%	24%	29%	29%	28%	19%	23%	27%	35%	27%	27%	25%
			a	ef	e			e	cdefgi	e		
Refused	2	-	2	-	-	-	2	-	-	2	2	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
							i					

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 6**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**SOCIO-ECONOMIC GROUP**

Base : All respondents

		SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
AB	775	775	-	-	-	775	-	775	657	62	34	**	775
	26%	100%	-%	-%	-%	46%	-%	26%	26%	25%	22%	**	26%
		bcdefg				bcdfg		bcdf					
C1	913	-	913	-	-	913	-	913	766	76	44	**	913
	30%	-%	100%	-%	-%	54%	-%	30%	31%	30%	29%	**	30%
			acdefg			acdfg		acdf					
C2	514	-	-	514	-	-	514	514	421	45	31	**	514
	17%	-%	-%	100%	-%	-%	39%	17%	17%	18%	21%	**	17%
				abdefg			abdeg	abde					
DE	796	-	-	-	796	-	796	796	659	71	43	**	796
	27%	-%	-%	-%	100%	-%	61%	27%	26%	28%	28%	**	27%
					abcefg		abceg	abce					
Refused	2	-	-	-	-	-	-	2	2	-	-	**	2
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	**	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 7**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**S3a. Are you personally in full or part time employment?**

Base : All respondents

		GENDER		AGE						LOCATION		
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Yes	1824	963	860	282	405	513	336	237	51	1824	1629	195
	61%	64%	57%	58%	76%	82%	79%	56%	10%	61%	61%	56%
		b		h	cghi	cdghi	cghi	h		gh	k	
No	1176	532	644	206	130	113	87	188	453	1176	1023	154
	39%	36%	43%	42%	24%	18%	21%	44%	90%	39%	39%	44%
			a	def	e			defi	cdefgi	def		j

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 7**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**S3a. Are you personally in full or part time employment?**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Yes	1824	572	642	338	270	1214	608	1824	1541	148	82	**	1824
	61%	74%	70%	66%	34%	72%	46%	61%	61%	58%	54%	**	61%
		cdfg	dfg	dfg		cdfg	d	df					
No	1176	203	271	176	526	473	702	1176	965	107	70	**	1176
	39%	26%	30%	34%	66%	28%	54%	39%	39%	42%	46%	**	39%
				ae	abcefg		abceg	abce					

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 8**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**S4. Which of these services do you or does your household have?**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Mobile phone	2850	1414	1436	479	527	618	415	403	409	2850	2521	329
	95%	95%	95%	98%	99%	99%	98%	95%	81%	95%	95%	94%
				ghi	ghi	ghi	ghi	h		h		
Landline phone (i.e. home phone)	2640	1308	1332	363	446	571	389	392	478	2640	2320	320
	88%	87%	89%	74%	83%	91%	92%	92%	95%	88%	88%	92%
					c	cdi	cdi	cdi	cdefi	cd		j
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	1252	1268	404	468	580	385	350	333	2520	2232	288
	84%	84%	84%	83%	88%	93%	91%	82%	66%	84%	84%	83%
				h	cghi	cdghi	cghi	h		h		
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1740	851	889	266	308	421	282	244	219	1740	1558	182
	58%	57%	59%	55%	58%	67%	67%	57%	44%	58%	59%	52%
				h	h	cdghi	cdghi	h		h	k	

Columns Tested: a,b - c,d,e,f,g,h,i - j,k



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 8**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**S4. Which of these services do you or does your household have?**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Mobile phone	2850	761	883	480	724	1644	1204	2850	2380	239	146	**	2850
	95%	98%	97%	93%	91%	97%	92%	95%	95%	94%	96%	**	95%
		cdfg	cdfg			cdfg		df					
Landline phone (i.e. home phone)	2640	736	811	463	628	1547	1091	2640	2198	224	136	**	2640
	88%	95%	89%	90%	79%	92%	83%	88%	88%	88%	89%	**	88%
		bcdefg	df	df		bdfg	d	df					
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	741	813	429	535	1554	964	2520	2125	199	124	**	2520
	84%	96%	89%	83%	67%	92%	74%	84%	85%	78%	81%	**	84%
		bcdefg	cdfg	df		bcdfg	d	df	i				i
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1740	521	552	307	359	1073	666	1740	1442	151	90	**	1740
	58%	67%	61%	60%	45%	64%	51%	58%	58%	59%	59%	**	58%
		bcdfg	df	df		dfg	d	df					

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 9**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q1. Which, if any, of these services in your home are you the primary or joint decision maker for, in terms of deciding which provider to use?**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Mobile phone	2775	1376	1400	469	516	606	406	389	390	2775	2455	321
	93%	92%	93%	96%	96%	97%	96%	92%	77%	93%	93%	92%
				ghi	ghi	ghi	ghi	h		h		
Landline phone (i.e. home phone)	2109	1037	1072	126	319	491	345	366	461	2109	1829	280
	70%	69%	71%	26%	60%	78%	82%	86%	92%	70%	69%	80%
					c	cdi	cdi	cdei	cdefgi	cd		j
Fixed broadband internet	2047	1023	1023	162	374	522	347	328	314	2047	1789	258
	68%	68%	68%	33%	70%	83%	82%	77%	62%	68%	67%	74%
					ch	cdghi	cdhi	cdhi	c	ch		j
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1385	676	709	97	238	373	247	227	203	1385	1232	153
	46%	45%	47%	20%	45%	60%	58%	53%	40%	46%	46%	44%
					c	cdghi	cdhi	cdhi	c	ch		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 9**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q1. Which, if any, of these services in your home are you the primary or joint decision maker for, in terms of deciding which provider to use?**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Mobile phone	2775	748	859	465	701	1607	1166	2775	2315	235	142	**	2775
	93%	97%	94%	90%	88%	95%	89%	93%	92%	92%	93%	**	93%
		bcdfg	cdf			cdfg		df					
Landline phone (i.e. home phone)	2109	618	639	357	492	1257	850	2109	1732	194	116	**	2109
	70%	80%	70%	69%	62%	74%	65%	70%	69%	76%	76%	**	70%
		bcdefg	df	df		bcdfg		df		hl			
Fixed broadband internet	2047	642	640	342	421	1282	763	2047	1709	171	105	**	2047
	68%	83%	70%	66%	53%	76%	58%	68%	68%	67%	69%	**	68%
		bcdefg	df	df		bcdfg	d	df					
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1385	448	422	235	280	870	515	1385	1140	128	67	**	1385
	46%	58%	46%	46%	35%	52%	39%	46%	46%	50%	44%	**	46%
		bcdefg	df	df		bcdfg		df					

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 10**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q2. Do you receive any of these services from the same provider?**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Mobile phone	341	171	170	28	63	70	71	52	58	341	302	39
	11%	11%	11%	6%	12%	11%	17%	12%	12%	11%	11%	11%
					c	c	cdeghi	c	c	c		
Landline phone (i.e. home phone)	1821	895	926	112	294	454	325	314	323	1821	1580	240
	61%	60%	62%	23%	55%	73%	77%	74%	64%	61%	60%	69%
					c	cdhi	cdhi	cdhi	cd	cd		j
Fixed broadband internet	1898	942	956	134	336	479	332	311	307	1898	1656	242
	63%	63%	64%	27%	63%	76%	79%	73%	61%	63%	62%	69%
					c	cdhi	cdghi	cdhi	c	c		j
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1035	497	538	73	184	282	178	174	143	1035	958	77
	35%	33%	36%	15%	34%	45%	42%	41%	28%	35%	36%	22%
					ch	cdhi	cdhi	cdhi	c	ch	k	
None of these	1026	524	502	349	191	135	81	99	172	1026	925	102
	34%	35%	33%	72%	36%	22%	19%	23%	34%	34%	35%	29%
				defghi	efg				efg	efg	k	

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 10**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**Q2. Do you receive any of these services from the same provider?**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Mobile phone	341	90	110	63	78	200	141	341	304	21	8	**	341
	11%	12%	12%	12%	10%	12%	11%	11%	12%	8%	5%	**	11%
									j				j
Landline phone (i.e. home phone)	1821	567	564	300	388	1131	688	1821	1507	162	93	**	1821
	61%	73%	62%	58%	49%	67%	53%	61%	60%	64%	61%	**	61%
		bcdefg	df	df		bcdfg		df					
Fixed broadband internet	1898	592	590	319	395	1182	714	1898	1582	159	100	**	1898
	63%	76%	65%	62%	50%	70%	54%	63%	63%	62%	65%	**	63%
		bcdefg	df	df		bcdfg	d	df					
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1035	330	321	173	211	652	384	1035	863	91	50	**	1035
	35%	43%	35%	34%	27%	39%	29%	35%	34%	36%	33%	**	35%
		bcdfg	df	d		cdfg		df					
None of these	1026	169	298	182	377	467	559	1026	864	85	53	**	1026
	34%	22%	33%	35%	47%	28%	43%	34%	34%	34%	35%	**	34%
			ae	ae	abcefg	a	abceg	ae					

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 12**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**LANDLINE PROVIDER**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
BT	696	696	-	-	-	-	-	-	696	465	230
	33%	100%	-%	-%	-%	-%	-%	-%	33%	26%	80%
		bcdefgh							bcdefg		i
Sky	500	-	-	-	500	-	-	-	500	493	7
	24%	-%	-%	-%	100%	-%	-%	-%	24%	27%	2%
					abcefg				abcefg	j	
Virgin Media	381	-	-	-	-	-	381	-	381	371	10
	18%	-%	-%	-%	-%	-%	100%	-%	18%	21%	4%
							abcdegh		abcdeg	j	
TalkTalk	223	-	-	-	-	223	-	-	223	206	17
	11%	-%	-%	-%	-%	100%	-%	-%	11%	11%	6%
						abcdefgh			abcdfg	j	
EE/ Orange / T-Mobile	82	-	82	-	-	-	-	-	82	81	1
	4%	-%	100%	-%	-%	-%	-%	-%	4%	4%	1%
			acdefgh						acdefg	j	
Plusnet	56	-	-	56	-	-	-	-	56	55	1
	3%	-%	-%	100%	-%	-%	-%	-%	3%	3%	*%
				abdefgh					adefg	j	
Other landline provider	147	-	-	-	-	-	-	147	147	125	21
	7%	-%	-%	-%	-%	-%	-%	100%	7%	7%	7%
							abcdeffh		abcdef		

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 13**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**L1. I'd like to ask you some questions about your home landline service from (LANDLINE PROVIDER). In terms of your landline service, how satisfied are you with the overall service provided by (LANDLINE PROVIDER)?**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
Base for % (Unweighted and weighted)	2252	737	102	105	489	259	409	151	2252	1952	300
	2009	678	77	53	480	210	367	143	2009	1725	284
Very satisfied	1072	362	47	23	267	96	201	76	1072	903	169
	53%	53%	60%	43%	56%	46%	55%	53%	53%	52%	60%
		e	ce		ce		ce		ce		i
Fairly satisfied	672	236	23	20	165	76	106	46	672	581	92
	33%	35%	29%	38%	34%	36%	29%	32%	33%	34%	32%
		f									
Neither/ nor	178	51	7	7	37	24	41	12	178	161	17
	9%	8%	9%	13%	8%	11%	11%	9%	9%	9%	6%
Fairly dissatisfied	50	17	1	3	8	7	10	4	50	47	3
	2%	3%	1%	5%	2%	3%	3%	3%	2%	3%	1%
				d							
Very dissatisfied	36	12	1	-	4	8	8	4	36	33	3
	2%	2%	1%	-%	1%	4%	2%	3%	2%	2%	1%
						dh		d			
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1744	598	69	43	432	172	308	122	1744	1484	260
	87%	88%	90%	81%	90%	82%	84%	85%	87%	86%	92%
		ef			cef				e		i
TOTAL DISSATISFIED	86	29	1	3	12	15	18	8	86	80	6
	4%	4%	2%	5%	2%	7%	5%	6%	4%	5%	2%
						bd	d	d		j	
Don't know	75	18	5	2	20	12	14	4	75	71	4
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 15**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**L2. And how satisfied are you with the overall value for money of your service from (LANDLINE PROVIDER)?**

Base : Those responsible for and answering about landlines as a standalone service

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	~b	~c	~d	~e	~f	~g	h	~i	j
Unweighted total	304	240	1	2	8	19	11	23	304	-	304
Effective Weighted Sample	286	227	1	2	8	17	10	22	286	-	286
Total	288	230	1	1	7	17	10	21	288	-	288
Base for % (Unweighted and weighted)	300	238	**	**	**	**	**	**	300	**	300
	284	228	1	1	7	16	10	20	284	-	284
Very satisfied	118	93	**	**	**	**	**	**	118	**	118
	42%	41%	**	**	**	**	**	**	42%	**	42%
Fairly satisfied	98	77	**	**	**	**	**	**	98	**	98
	34%	34%	**	**	**	**	**	**	34%	**	34%
Neither/ nor	41	35	**	**	**	**	**	**	41	**	41
	14%	15%	**	**	**	**	**	**	14%	**	14%
Fairly dissatisfied	20	16	**	**	**	**	**	**	20	**	20
	7%	7%	**	**	**	**	**	**	7%	**	7%
Very dissatisfied	7	6	**	**	**	**	**	**	7	**	7
	3%	3%	**	**	**	**	**	**	3%	**	3%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	216	170	**	**	**	**	**	**	216	**	216
	76%	75%	**	**	**	**	**	**	76%	**	76%
TOTAL DISSATISFIED	27	23	**	**	**	**	**	**	27	**	27
	9%	10%	**	**	**	**	**	**	9%	**	9%
Don't know	4	2	**	**	**	**	**	**	4	**	4
Columns Tested: a,b,c,d,e,f,g,h - i,j											



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 16**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
Base for % (Unweighted and weighted)	2238	733	103	102	484	259	406	151	2238	1937	301
	1997	674	78	52	475	211	364	143	1997	1712	285
Very satisfied	1225	417	50	33	303	119	212	91	1225	1038	187
	61%	62%	65%	64%	64%	56%	58%	63%	61%	61%	66%
					e						
Fairly satisfied	577	199	21	12	126	65	118	36	577	502	75
	29%	30%	27%	24%	27%	31%	32%	25%	29%	29%	26%
Neither/ nor	137	43	6	5	35	15	21	11	137	118	19
	7%	6%	8%	10%	7%	7%	6%	8%	7%	7%	7%
Fairly dissatisfied	37	9	-	1	7	7	10	2	37	35	2
	2%	1%	-%	2%	1%	3%	3%	2%	2%	2%	1%
						a					
Very dissatisfied	21	6	1	-	4	5	2	3	21	19	3
	1%	1%	1%	-%	1%	3%	1%	2%	1%	1%	1%
						afh					
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1801	616	71	45	429	184	330	126	1801	1539	262
	90%	91%	92%	87%	90%	87%	91%	88%	90%	90%	92%
		e									
TOTAL DISSATISFIED	58	15	1	1	10	12	13	6	58	54	4
	3%	2%	1%	2%	2%	6%	4%	4%	3%	3%	1%
						abdh					
Don't know	87	22	4	4	25	11	17	4	87	84	3
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 17**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone**

Base : Those responsible for and answering about landlines

		<b>LOCATION</b>	
	<b>Total</b>	<b>URBAN</b>	<b>RURAL</b>
Significance Level: 95%		a	b
Unweighted total	2332	2013	319
Effective Weighted Sample	2123	1837	286
Total	2084	1810	274
Base for % (Unweighted and weighted)	2238	1927	311
	1997	1728	269
Very satisfied	1225	1047	178
	61%	61%	66%
Fairly satisfied	577	515	62
	29%	30%	23%
		b	
Neither/ nor	137	118	19
	7%	7%	7%
Fairly dissatisfied	37	31	6
	2%	2%	2%
Very dissatisfied	21	17	4
	1%	1%	1%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1801	1562	239
	90%	90%	89%
TOTAL DISSATISFIED	58	48	10
	3%	3%	4%
Don't know	87	82	6
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 18**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from (LANDLINE PROVIDER)? IF NECESSARY: By this I mean being able to clearly hear the other person on the call**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
Base for % (Unweighted and weighted)	2202	729	101	**	478	253	393	150	2202	1903	299
	1962	670	76	51	469	206	350	141	1962	1679	283
Very satisfied	1197	415	53	**	293	116	208	83	1197	1010	188
	61%	62%	70%	**	62%	57%	60%	59%	61%	60%	66%
Fairly satisfied	553	186	17	**	129	67	101	40	553	485	68
	28%	28%	22%	**	27%	33%	29%	29%	28%	29%	24%
Neither/ nor	140	42	4	**	35	11	27	15	140	124	16
	7%	6%	5%	**	7%	5%	8%	11%	7%	7%	6%
Fairly dissatisfied	45	16	1	**	10	6	8	1	45	39	6
	2%	2%	2%	**	2%	3%	2%	1%	2%	2%	2%
Very dissatisfied	27	10	1	**	3	5	6	2	27	21	5
	1%	1%	1%	**	1%	3%	2%	1%	1%	1%	2%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1750	601	70	**	421	184	309	123	1750	1495	256
	89%	90%	92%	**	90%	89%	88%	87%	89%	89%	90%
TOTAL DISSATISFIED	72	26	2	**	13	11	14	3	72	61	11
	4%	4%	3%	**	3%	6%	4%	2%	4%	4%	4%
Don't know	122	26	6	**	31	17	31	5	122	117	5
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 19**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**MOBILE PHONE SERVICE PROVIDER**

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
EE/ Orange / T-Mobile	678	678	-	-	-	-	-	-	-	678	82	596
	25%	100%	-%	-%	-%	-%	-%	-%	-%	25%	24%	25%
		bcdefghi								bcdefgh		
O2	588	-	-	588	-	-	-	-	-	588	9	579
	22%	-%	-%	100%	-%	-%	-%	-%	-%	22%	3%	25%
				abdefghi						abdefgh		j
Vodafone	388	-	-	-	-	-	-	388	-	388	20	368
	14%	-%	-%	-%	-%	-%	-%	100%	-%	14%	6%	16%
								abcdefhi		abcdefh		j
Three Mobile	299	-	-	-	-	299	-	-	-	299	2	297
	11%	-%	-%	-%	-%	100%	-%	-%	-%	11%	1%	13%
						abcdfghi				abcdfgh		j
Tesco	207	-	-	-	207	-	-	-	-	207	4	204
	8%	-%	-%	-%	100%	-%	-%	-%	-%	8%	1%	9%
					abcefghi					abcefgh		j
Virgin Media	139	-	-	-	-	-	139	-	-	139	79	60
	5%	-%	-%	-%	-%	-%	100%	-%	-%	5%	23%	3%
							abcdeghi			abcdegh	k	
Giff Gaff	102	-	102	-	-	-	-	-	-	102	1	101
	4%	-%	100%	-%	-%	-%	-%	-%	-%	4%	*%	4%
			acdefghi							acdefgh		j
Other mobile phone provider	278	-	-	-	-	-	-	-	278	278	139	139
	10%	-%	-%	-%	-%	-%	-%	-%	100%	10%	41%	6%
									abcdefgi	abcdefg	k	

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 19**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**MOBILE PHONE SERVICE PROVIDER**

Base : Those responsible for and answering about mobile phones

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
EE/ Orange / T-Mobile	678	551	127
	25%	27%	20%
		b	
O2	588	452	133
	22%	22%	21%
Vodafone	388	292	95
	14%	14%	15%
Three Mobile	299	263	37
	11%	13%	6%
		b	
Tesco	207	121	86
	8%	6%	13%
			a
Virgin Media	139	117	22
	5%	6%	3%
		b	
Giff Gaff	102	33	69
	4%	2%	11%
			a
Other mobile phone provider	278	207	69
	10%	10%	11%
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 20**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M1. I'd now like to ask you some questions about your mobile phone service from (MOBILE PHONE SERVICE PROVIDER). Which of these bests describes the mobile phone package you personally use most often?**

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
Monthly contract	2035	551	33	452	121	263	117	292	207	2035	295	1740
	76%	81%	32%	77%	58%	88%	84%	75%	75%	76%	88%	74%
		bdghi		bd	b	abcdghi	bdghi	bd	bd	bd	k	
Prepay/ pay as you go	639	127	69	133	86	37	22	95	69	639	41	598
	24%	19%	68%	23%	41%	12%	16%	24%	25%	24%	12%	26%
		e	acdefghi	e	acefghi			aef	aef	aef		j
Don't know	6	-	-	3	1	-	-	2	1	6	1	5
	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.****Table 20**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M1. I'd now like to ask you some questions about your mobile phone service from (MOBILE PHONE SERVICE PROVIDER). Which of these bests describes the mobile phone package you personally use most often?**

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE	
		CONTRACT	PREPAY
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
Monthly contract	2035	2035	-
	76%	100%	-%
		b	
Prepay/ pay as you go	639	-	639
	24%	-%	100%
			a
Don't know	6	-	-
	*%	-%	-%
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 21**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M2. In terms of your mobile phone service, how satisfied are you with the overall service provided by (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
Base for % (Unweighted and weighted)	2861	725	111	613	235	294	159	420	304	2861	377	2484
	2675	678	102	586	207	299	138	387	277	2675	336	2339
Very satisfied	1544 58%	376 55%	73 72% acefghi	334 57%	147 71% acefghi	175 58%	77 56%	200 52%	161 58%	1544 58% g	197 59%	1347 58%
Fairly satisfied	902 34% bd	253 37% bd	27 26%	204 35% d	54 26%	92 31%	42 30%	141 36% d	90 32%	902 34% d	102 30%	801 34%
Neither/ nor	127 5% bd	33 5% bd	- -%	20 3%	3 2%	16 5% bd	8 6% bd	31 8% abcdi	15 6% bd	127 5% bd	21 6%	105 5%
Fairly dissatisfied	65 2% ad	8 1%	2 2%	20 3% ad	1 1%	11 4% ad	8 6% adhi	11 3% a	4 2%	65 2% a	11 3%	55 2%
Very dissatisfied	37 1%	9 1%	- -%	8 1%	1 *%	5 2%	3 2%	4 1%	6 2%	37 1%	6 2%	31 1%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2446 91% fg	628 93% fg	100 98% acefghi	538 92% f	201 97% acefghi	267 89%	120 86%	341 88%	251 91%	2446 91% fg	298 89%	2148 92%
TOTAL DISSATISFIED	102 4%	17 3%	2 2%	28 5% ad	2 1%	17 6% ad	11 8% abdi	15 4% d	11 4% d	102 4% d	16 5%	86 4%
Don't know	5	-	-	2	1	-	1	1	1	5	1	4
Columns Tested: a,b,c,d,e,f,g,h,i - j,k												



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 21**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M2. In terms of your mobile phone service, how satisfied are you with the overall service provided by (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones

		<b>MOBILE PACKAGE</b>	
	<b>Total</b>	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
Base for % (Unweighted and weighted)	2861	2120	737
	2675	2034	637
Very satisfied	1544	1150	392
	58%	57%	62%
		a	
Fairly satisfied	902	702	200
	34%	35%	31%
Neither/ nor	127	98	27
	5%	5%	4%
Fairly dissatisfied	65	53	12
	2%	3%	2%
Very dissatisfied	37	31	6
	1%	2%	1%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	2446	1852	593
	91%	91%	93%
TOTAL DISSATISFIED	102	84	18
	4%	4%	3%
Don't know	5	1	2
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 23**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M3. And how satisfied are you with the overall value for money of your service from (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones as a standalone service

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	~f	g	h	i	~j	k
Unweighted total	2490	638	109	605	232	291	64	401	150	2490	-	2490
Effective Weighted Sample	2326	595	102	569	216	273	59	377	139	2326	-	2326
Total	2343	596	101	579	204	297	60	368	139	2343	-	2343
Base for % (Unweighted and weighted)	2483	637	109	602	231	291	**	400	149	2483	**	2483
	2338	596	101	576	203	297	60	367	138	2338	-	2338
Very satisfied	1123	255	70	251	139	160	**	136	80	1123	**	1123
	48%	43%	70%	43%	68%	54%	**	37%	58%	48%	**	48%
			acegi	g	aceghi	acg			acgi	ag		
Fairly satisfied	850	239	25	219	56	99	**	150	44	850	**	850
	36%	40%	25%	38%	28%	33%	**	41%	32%	36%	**	36%
		bd		bd				bd		bd		
Neither/ nor	201	60	4	61	6	16	**	41	7	201	**	201
	9%	10%	4%	11%	3%	5%	**	11%	5%	9%	**	9%
		bde		bdeh				bdeh		d		
Fairly dissatisfied	120	29	1	42	2	13	**	29	1	120	**	120
	5%	5%	1%	7%	1%	4%	**	8%	1%	5%	**	5%
		dh		bdhi		dh		bdhi		dh		
Very dissatisfied	44	12	-	4	1	9	**	11	6	44	**	44
	2%	2%	-%	1%	*%	3%	**	3%	5%	2%	**	2%
						cd		cd	bcdi			
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	1973	494	95	469	195	259	**	286	123	1973	**	1973
	84%	83%	95%	81%	96%	87%	**	78%	90%	84%	**	84%
		g	acegi		aceghi	cg			cg	g		
TOTAL DISSATISFIED	164	41	1	46	2	22	**	40	7	164	**	164
	7%	7%	1%	8%	1%	7%	**	11%	5%	7%	**	7%
		bd		bd		bd		abdi	d	bd		
Don't know	6	1	-	2	1	-	**	1	1	6	**	6
Columns Tested: a,b,c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 23**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M3. And how satisfied are you with the overall value for money of your service from (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones as a standalone service

		<b>MOBILE PACKAGE</b>	
	<b>Total</b>	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2490	1797	687
Effective Weighted Sample	2326	1685	640
Total	2343	1740	598
Base for % (Unweighted and weighted)	2483	1795	685
	2338	1738	597
Very satisfied	1123	803	319
	48%	46%	53%
		a	
Fairly satisfied	850	647	202
	36%	37%	34%
Neither/ nor	201	153	47
	9%	9%	8%
Fairly dissatisfied	120	104	16
	5%	6%	3%
		b	
Very dissatisfied	44	30	14
	2%	2%	2%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1973	1450	521
	84%	83%	87%
		a	
TOTAL DISSATISFIED	164	134	29
	7%	8%	5%
		b	
Don't know	6	2	1
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 24**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
Base for % (Unweighted and weighted)	2862	725	111	612	236	294	160	421	303	2862	377	2485
	2675	678	102	585	207	299	139	388	276	2675	336	2339
Very satisfied	1294 48%	325 48%	63 62% acefghi	277 47%	123 59% acefghi	132 44%	63 45%	176 45%	135 49%	1294 48%	167 50%	1127 48%
Fairly satisfied	946 35%	239 35%	29 29%	208 36%	59 29%	113 38% d	56 40% d	150 39% d	91 33%	946 35% d	119 35%	828 35%
Neither/ nor	204 8%	68 10% gi	6 6%	43 7%	13 6%	21 7%	8 6%	21 6%	23 8%	204 8%	23 7%	182 8%
Fairly dissatisfied	129 5%	28 4%	2 2%	23 4%	10 5%	17 6%	4 3%	27 7% abc	16 6%	129 5%	17 5%	112 5%
Very dissatisfied	101 4%	19 3%	1 1%	33 6% abdi	1 1%	16 5% d	8 5% d	13 3% d	12 4% d	101 4% d	11 3%	91 4%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2240 84%	564 83%	93 91% aceh	485 83%	183 88% h	245 82%	119 86%	326 84%	225 82%	2240 84%	285 85%	1955 84%
TOTAL DISSATISFIED	230 9%	47 7%	3 3%	56 10% b	11 5%	33 11% abd	12 9%	40 10% bd	28 10% b	230 9% b	28 8%	202 9%
Don't know	5	-	-	3	-	-	-	1	2	5	1	4
Columns Tested: a,b,c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 24**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
Base for % (Unweighted and weighted)	2862	2119	738
	2675	2033	638
Very satisfied	1294	942	349
	48%	46%	55%
		a	
Fairly satisfied	946	740	207
	35%	36%	32%
Neither/ nor	204	169	34
	8%	8%	5%
		b	
Fairly dissatisfied	129	107	21
	5%	5%	3%
		b	
Very dissatisfied	101	75	26
	4%	4%	4%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	2240	1682	556
	84%	83%	87%
		a	
TOTAL DISSATISFIED	230	182	48
	9%	9%	7%
Don't know	5	2	1
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 25**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)?**

Base : Those responsible for and answering about mobile phones

		LOCATION	
	Total	URBAN	RURAL
Significance Level: 95%		a	b
Unweighted total	2868	2530	338
Effective Weighted Sample	2672	2359	313
Total	2680	2374	306
Base for % (Unweighted and weighted)	2862	2524	338
	2675	2369	306
Very satisfied	1294	1174	120
	48%	50%	39%
		b	
Fairly satisfied	946	856	91
	35%	36%	30%
		b	
Neither/ nor	204	170	35
	8%	7%	11%
		a	
Fairly dissatisfied	129	105	23
	5%	4%	8%
			a
Very dissatisfied	101	64	37
	4%	3%	12%
			a
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	2240	2029	211
	84%	86%	69%
		b	
TOTAL DISSATISFIED	230	169	60
	9%	7%	20%
			a
Don't know	5	5	-
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 26**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**FIXED BROADBAND PROVIDER**

Base : Those responsible for and answering about broadband

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Sky	555	-	-	-	555	-	-	-	555	534	21
	27%	-%	-%	-%	100%	-%	-%	-%	27%	28%	15%
					abcefg				abcefg	j	
BT	487	487	-	-	-	-	-	-	487	461	26
	24%	100%	-%	-%	-%	-%	-%	-%	24%	24%	18%
		bcdefgh							bcdefg		
Virgin Media	440	-	-	-	-	-	440	-	440	400	40
	22%	-%	-%	-%	-%	-%	100%	-%	22%	21%	28%
							abcdegh		abcdeg		
TalkTalk	230	-	-	-	-	230	-	-	230	209	21
	11%	-%	-%	-%	-%	100%	-%	-%	11%	11%	15%
						abcdgh			abcdfg		
EE/ Orange / T-Mobile	98	-	98	-	-	-	-	-	98	91	7
	5%	-%	100%	-%	-%	-%	-%	-%	5%	5%	5%
			acdefgh						acdefg		
Plusnet	75	-	-	75	-	-	-	-	75	62	14
	4%	-%	-%	100%	-%	-%	-%	-%	4%	3%	10%
				abdefgh					abdefg		i
Other fixed broadband provider	142	-	-	-	-	-	-	142	142	128	14
	7%	-%	-%	-%	-%	-%	-%	100%	7%	7%	10%
							abcdeffh		abcdef		

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 26**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**FIXED BROADBAND PROVIDER**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Sky	555	286	205	20	44	555
	27%	30%	26%	15%	30%	27%
		c	c		c	c
BT	487	207	235	18	27	487
	24%	22%	30%	13%	19%	24%
		c	acde			c
Virgin Media	440	121	198	84	37	440
	22%	13%	25%	61%	26%	22%
			a	abde	a	a
TalkTalk	230	153	59	1	17	230
	11%	16%	7%	1%	12%	11%
		bce	c		c	bc
EE/ Orange / T-Mobile	98	59	28	4	8	98
	5%	6%	4%	3%	5%	5%
		b				
Plusnet	75	40	31	2	2	75
	4%	4%	4%	2%	1%	4%
Other fixed broadband provider	142	87	36	9	10	142
	7%	9%	5%	6%	7%	7%
		be				b

Columns Tested: a,b,c,d,e



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 27**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN1. Which of these fixed broadband services does your household have?**

Base : Those responsible for and answering about broadband

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	953 47%	207 43% f	59 60% afh	40 53% af	286 52% af	153 66% acdfh	121 27%	87 62% adfh	953 47% f	887 47%	66 47%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	792 39%	235 48% bdegh	28 29%	31 41% beg	205 37% eg	59 26%	198 45% bdegh	36 25%	792 39% beg	737 39%	55 38%
Ultrafast broadband - the download speed is 100MB/second or higher	137 7%	18 4% e	4 4% e	2 3% e	20 4% e	1 *% e	84 19% abcdegh	9 6% e	137 7% ade	123 7%	14 10%
Don't know	146 7%	27 6%	8 8%	2 3%	44 8% c	17 7%	37 9% c	10 7%	146 7%	138 7%	7 5%

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 27**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN1. Which of these fixed broadband services does your household have?**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	953 47%	953 100% bcde	- -%	- -%	- -%	953 47% bcd
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	792 39%	- -%	792 100% acde	- -%	- -%	792 39% acd
Ultrafast broadband - the download speed is 100MB/second or higher	137 7%	- -%	- -%	137 100% abde	- -%	137 7% abd
Don't know	146 7%	- -%	- -%	- -%	146 100% abce	146 7% abc
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 28**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN2.I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Base for % (Unweighted and weighted)	2263	532	127	130	558	281	484	151	2263	2107	156
	2021	487	97	75	553	229	438	142	2021	1878	143
Very satisfied	854 42%	196 40%	33 34%	30 40%	238 43% e	80 35%	217 50% abdeh	60 42%	854 42% e	799 43%	55 39%
Fairly satisfied	771 38%	187 38%	44 45% f	34 45% f	221 40% f	86 37%	147 34%	53 37%	771 38%	716 38%	55 39%
Neither/ nor	181 9%	43 9%	12 12% d	8 10%	33 6%	31 13% dh	43 10% d	13 9%	181 9% d	164 9%	17 12%
Fairly dissatisfied	131 6%	37 8%	3 3%	3 4%	42 8%	20 9% bf	20 5%	5 4%	131 6%	119 6%	12 9%
Very dissatisfied	83 4%	25 5% cf	5 6% cf	* 1%	19 3%	12 5% cf	9 2%	11 8% cdfh	83 4% f	79 4%	3 2%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1625 80%	382 79%	77 79%	64 86% e	459 83% e	166 72%	364 83% e	113 79%	1625 80% e	1515 81%	110 77%
TOTAL DISSATISFIED	214 11%	62 13% cf	8 8%	3 4%	62 11% cf	33 14% cf	30 7%	17 12% c	214 11% cf	198 11%	16 11%

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 28**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN2.I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Don't know	7	1	1	-	2	1	2	-	7	7	-
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 28**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN2.I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Base for % (Unweighted and weighted)	2263	1053	890	161	159	2263
	2021	951	792	137	142	2021
Very satisfied	854 42%	354 37%	367 46% ae	75 55% ade	57 40%	854 42% a
Fairly satisfied	771 38%	391 41% b	279 35%	45 33%	56 40%	771 38%
Neither/ nor	181 9%	97 10% c	67 8% c	5 4%	12 9%	181 9% c
Fairly dissatisfied	131 6%	63 7%	47 6%	8 5%	13 9%	131 6%
Very dissatisfied	83 4%	45 5%	32 4%	3 3%	3 2%	83 4%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1625 80%	745 78%	646 82%	121 88% abde	113 80%	1625 80%
TOTAL DISSATISFIED	214 11%	108 11%	79 10%	11 8%	16 11%	214 11%
Don't know	7	3	-	-	4	7
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 30**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN3. And how satisfied are you with the overall value for money of your service from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband as a standalone service

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	~i	j
Unweighted total	156	24	9	21	19	24	44	15	156	-	156
Effective Weighted Sample	140	22	9	18	18	21	41	14	140	-	140
Total	143	26	7	14	21	21	40	14	143	-	143
Base for % (Unweighted and weighted)	153	**	**	**	**	**	**	**	153	**	153
	140	25	7	14	21	21	39	13	140	-	140
Very satisfied	44	**	**	**	**	**	**	**	44	**	44
	32%	**	**	**	**	**	**	**	32%	**	32%
Fairly satisfied	65	**	**	**	**	**	**	**	65	**	65
	47%	**	**	**	**	**	**	**	47%	**	47%
Neither/ nor	17	**	**	**	**	**	**	**	17	**	17
	12%	**	**	**	**	**	**	**	12%	**	12%
Fairly dissatisfied	10	**	**	**	**	**	**	**	10	**	10
	7%	**	**	**	**	**	**	**	7%	**	7%
Very dissatisfied	3	**	**	**	**	**	**	**	3	**	3
	2%	**	**	**	**	**	**	**	2%	**	2%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	110	**	**	**	**	**	**	**	110	**	110
	78%	**	**	**	**	**	**	**	78%	**	78%
TOTAL DISSATISFIED	13	**	**	**	**	**	**	**	13	**	13
	9%	**	**	**	**	**	**	**	9%	**	9%
Don't know	3	**	**	**	**	**	**	**	3	**	3
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 30**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN3. And how satisfied are you with the overall value for money of your service from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband as a standalone service

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	156	70	59	19	8	156
Effective Weighted Sample	140	62	54	18	7	140
Total	143	66	55	14	7	143
Base for % (Unweighted and weighted)	153	**	**	**	**	153
	140	66	54	13	6	140
Very satisfied	44	**	**	**	**	44
	32%	**	**	**	**	32%
Fairly satisfied	65	**	**	**	**	65
	47%	**	**	**	**	47%
Neither/ nor	17	**	**	**	**	17
	12%	**	**	**	**	12%
Fairly dissatisfied	10	**	**	**	**	10
	7%	**	**	**	**	7%
Very dissatisfied	3	**	**	**	**	3
	2%	**	**	**	**	2%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	110	**	**	**	**	110
	78%	**	**	**	**	78%
TOTAL DISSATISFIED	13	**	**	**	**	13
	9%	**	**	**	**	9%
Don't know	3	**	**	**	**	3
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 31**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Base for % (Unweighted and weighted)	2256	530	128	129	556	281	482	150	2256	2101	155
	2015	485	97	75	552	229	436	141	2015	1873	142
Very satisfied	785	174	37	23	215	62	213	61	785	730	55
	39%	36%	38%	31%	39%	27%	49%	43%	39%	39%	38%
		e	e		e		abcdeh	ce	e		
Fairly satisfied	758	200	37	29	206	102	146	38	758	713	45
	38%	41%	38%	39%	37%	44%	33%	27%	38%	38%	32%
		fg		g	g	fgh			g		
Neither/ nor	198	49	7	8	50	31	33	20	198	176	23
	10%	10%	7%	11%	9%	13%	8%	14%	10%	9%	16%
					f	f		f		i	i
Fairly dissatisfied	168	29	10	14	51	23	32	9	168	154	14
	8%	6%	10%	18%	9%	10%	7%	6%	8%	8%	10%
				ade fgh		a					
Very dissatisfied	106	33	6	1	31	12	11	13	106	101	5
	5%	7%	6%	1%	6%	5%	3%	9%	5%	5%	4%
		cf	cf		cf	c		cf	cf		
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1543	374	74	52	421	163	359	99	1543	1443	100
	77%	77%	76%	70%	76%	71%	82%	70%	77%	77%	70%
							acdegh				
TOTAL DISSATISFIED	274	62	16	14	81	35	43	22	274	255	19
	14%	13%	17%	19%	15%	15%	10%	15%	14%	14%	14%
			f	f	f	f			f		
Don't know	12	2	*	*	4	1	4	1	12	11	1
Columns Tested: a,b,c,d,e,f,g,h - i,j											



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 31**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFast	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Base for % (Unweighted and weighted)	2256	1053	887	159	157	2256
	2015	951	790	135	140	2015
Very satisfied	785	301	347	81	56	785
	39%	32%	44%	60%	40%	39%
			ae	abde	a	a
Fairly satisfied	758	371	300	35	52	758
	38%	39%	38%	26%	37%	38%
		c	c		c	c
Neither/ nor	198	118	62	8	10	198
	10%	12%	8%	6%	7%	10%
		bce				
Fairly dissatisfied	168	98	46	7	17	168
	8%	10%	6%	5%	12%	8%
		bc			bc	b
Very dissatisfied	106	63	35	4	5	106
	5%	7%	4%	3%	3%	5%
		b				
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1543	672	647	116	108	1543
	77%	71%	82%	86%	77%	77%
			ae	ae		a
TOTAL DISSATISFIED	274	161	81	11	21	274
	14%	17%	10%	8%	15%	14%
		bce				b
Don't know	12	3	2	2	6	12
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 32**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
Base for % (Unweighted and weighted)	2266	532	128	130	559	281	485	151	2266	2110	156
	2023	487	97	75	554	229	438	142	2023	1880	143
Very satisfied	893	215	41	30	245	77	222	63	893	840	53
	44%	44%	42%	40%	44%	34%	51%	44%	44%	45%	37%
		e			e		acdeh	e	e		
Fairly satisfied	732	179	39	32	206	89	137	50	732	675	57
	36%	37%	40%	42%	37%	39%	31%	35%	36%	36%	40%
				f	f	f			f		
Neither/ nor	176	40	6	7	48	24	38	14	176	156	20
	9%	8%	6%	9%	9%	10%	9%	10%	9%	8%	14%
											i
Fairly dissatisfied	135	28	9	6	30	26	30	7	135	125	10
	7%	6%	9%	8%	5%	11%	7%	5%	7%	7%	7%
						adfg					
Very dissatisfied	87	25	3	1	25	13	11	9	87	84	3
	4%	5%	3%	1%	4%	6%	3%	6%	4%	4%	2%
		f				f		f			
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1625	394	80	62	451	166	359	112	1625	1515	110
	80%	81%	82%	82%	81%	73%	82%	79%	80%	81%	77%
		e	e	e	e		e		e		
TOTAL DISSATISFIED	222	53	12	7	55	39	41	15	222	209	13
	11%	11%	12%	9%	10%	17%	9%	11%	11%	11%	9%
						acdfh					
Don't know	4	1	*	-	1	1	1	-	4	4	-
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 32**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFast	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Base for % (Unweighted and weighted)	2266	1053	890	161	162	2266
	2023	951	792	137	144	2023
Very satisfied	893	380	380	76	57	893
	44%	40%	48%	56%	40%	44%
			a	ade		a
Fairly satisfied	732	368	263	42	59	732
	36%	39%	33%	30%	41%	36%
		b				
Neither/ nor	176	88	65	10	13	176
	9%	9%	8%	7%	9%	9%
Fairly dissatisfied	135	70	52	6	8	135
	7%	7%	7%	4%	5%	7%
Very dissatisfied	87	46	32	3	6	87
	4%	5%	4%	2%	4%	4%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1625	747	643	118	117	1625
	80%	79%	81%	86%	81%	80%
				a		
TOTAL DISSATISFIED	222	116	84	9	14	222
	11%	12%	11%	7%	10%	11%
		c				
Don't know	4	3	-	-	2	4
Columns Tested:	a,b,c,d,e					

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 33**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)?**

Base : Those responsible for and answering about broadband

		<b>LOCATION</b>	
	<b>Total</b>	<b>URBAN</b>	<b>RURAL</b>
Significance Level: 95%		a	b
Unweighted total	2273	1976	297
Effective Weighted Sample	2079	1807	272
Total	2027	1773	254
Base for % (Unweighted and weighted)	2266	1969	297
	2023	1768	254
Very satisfied	893	780	113
	44%	44%	44%
Fairly satisfied	732	647	85
	36%	37%	33%
Neither/ nor	176	158	18
	9%	9%	7%
Fairly dissatisfied	135	115	21
	7%	6%	8%
Very dissatisfied	87	69	18
	4%	4%	7%
			a
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1625	1427	198
	80%	81%	78%
TOTAL DISSATISFIED	222	184	39
	11%	10%	15%
			a
Don't know	4	4	-
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**
**Table 34**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**PAY TV PROVIDER**

Base : Those responsible for and answering about pay TV

		PAY TV PROVIDER						PAY TV BUNDLE	
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1494	126	792	106	399	71	1494	1128	366
Effective Weighted Sample	1363	115	729	97	373	66	1363	1026	337
Total	1364	117	758	58	359	71	1364	1021	343
Sky	758	-	758	-	-	**	758	468	290
	56%	-%	100%	-%	-%	**	56%	46%	84%
			acdf				acd		g
Virgin Media	359	-	-	-	359	**	359	335	24
	26%	-%	-%	-%	100%	**	26%	33%	7%
					abcf		abc	h	
BT	117	117	-	-	-	**	117	113	4
	9%	100%	-%	-%	-%	**	9%	11%	1%
		bcd					bcd	h	
TalkTalk	58	-	-	58	-	**	58	56	2
	4%	-%	-%	100%	-%	**	4%	5%	1%
				abdf			abd	h	
Other pay TV provider	71	-	-	-	-	**	71	49	22
	5%	-%	-%	-%	-%	**	5%	5%	7%
							abcd		

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 35**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**PT1. I'd like to ask you some questions about your Pay TV service provided by (PAY TV SERVICE PROVIDER). How satisfied are you with the overall service provided by your television service provider (PAY TV SERVICE PROVIDER)?**

Base : Those responsible for and answering about pay TV

		PAY TV PROVIDER					PAY TV BUNDLE		
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1494	126	792	106	399	71	1494	1128	366
Effective Weighted Sample	1363	115	729	97	373	66	1363	1026	337
Total	1364	117	758	58	359	71	1364	1021	343
Base for % (Unweighted and weighted)	1487	126	791	105	399	**	1487	1123	364
	1358	117	757	58	359	67	1358	1017	341
Very satisfied	658	53	371	24	180	**	658	497	161
	48%	45%	49%	41%	50%	**	48%	49%	47%
Fairly satisfied	529	52	303	20	126	**	529	393	136
	39%	44%	40%	35%	35%	**	39%	39%	40%
Neither/ nor	97	7	48	10	27	**	97	74	23
	7%	6%	6%	17%	8%	**	7%	7%	7%
				abdf					
Fairly dissatisfied	51	5	24	2	20	**	51	39	12
	4%	4%	3%	3%	5%	**	4%	4%	4%
Very dissatisfied	23	1	11	2	6	**	23	15	9
	2%	1%	1%	4%	2%	**	2%	1%	2%
SUMMARY CODES									
TOTAL SATISFIED	1187	105	674	44	306	**	1187	890	297
	87%	89%	89%	76%	85%	**	87%	87%	87%
		c	c		c		c		
TOTAL DISSATISFIED	74	5	35	4	26	**	74	53	21
	5%	5%	5%	7%	7%	**	5%	5%	6%
Don't know	5	-	1	*	-	**	5	4	2
Columns Tested: a,b,c,d,e,f - g,h									

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 37**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**PT2. And how satisfied are you with the overall value for money of your service from (PAY TV SERVICE PROVIDER)?**

Base : Those responsible for and answering about pay TV as a standalone service

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	b	~c	~d	~e	f	~g	h
Unweighted total	366	5	310	5	24	22	366	-	366
Effective Weighted Sample	337	5	286	5	22	21	337	-	337
Total	343	4	290	2	24	22	343	-	343
Base for % (Unweighted and weighted)	364	**	309	**	**	**	364	**	364
	341	4	289	2	24	21	341	-	341
Very satisfied	85	**	66	**	**	**	85	**	85
	25%	**	23%	**	**	**	25%	**	25%
Fairly satisfied	113	**	90	**	**	**	113	**	113
	33%	**	31%	**	**	**	33%	**	33%
Neither/ nor	59	**	57	**	**	**	59	**	59
	17%	**	20%	**	**	**	17%	**	17%
Fairly dissatisfied	52	**	47	**	**	**	52	**	52
	15%	**	16%	**	**	**	15%	**	15%
Very dissatisfied	32	**	29	**	**	**	32	**	32
	9%	**	10%	**	**	**	9%	**	9%
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	198	**	156	**	**	**	198	**	198
	58%	**	54%	**	**	**	58%	**	58%
TOTAL DISSATISFIED	84	**	76	**	**	**	84	**	84
	25%	**	26%	**	**	**	25%	**	25%
Don't know	2	**	1	**	**	**	2	**	2
Columns Tested: a,b,c,d,e,f - g,h									

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**
**Table 38**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**PT3. And how satisfied are you with the reliability of your Pay TV service from (PAY TV SERVICE PROVIDER)?**

Base : Those responsible for and answering about pay TV

		PAY TV PROVIDER					PAY TV BUNDLE		
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1494	126	792	106	399	71	1494	1128	366
Effective Weighted Sample	1363	115	729	97	373	66	1363	1026	337
Total	1364	117	758	58	359	71	1364	1021	343
Base for % (Unweighted and weighted)	1487	125	792	105	399	**	1487	1123	364
	1359	117	758	58	359	67	1359	1018	341
Very satisfied	776	63	450	26	204	**	776	588	188
	57%	54%	59%	45%	57%	**	57%	58%	55%
Fairly satisfied	439		c		c		c		
	32%	35	245	19	117	**	439	329	110
Neither/ nor	32%	30%	32%	33%	33%	**	32%	32%	32%
	90	12	46	6	20	**	90	61	30
Fairly dissatisfied	7%	10%	6%	11%	6%	**	7%	6%	9%
	38	6	13	4	13	**	38	30	8
Very dissatisfied	3%	5%	2%	7%	4%	**	3%	3%	2%
		b		bf					
Very dissatisfied	15	1	4	2	6	**	15	9	6
	1%	1%	*%	4%	2%	**	1%	1%	2%
				bf					
SUMMARY CODES									
TOTAL SATISFIED	1215	98	695	45	321	**	1215	917	298
	89%	84%	92%	78%	89%	**	89%	90%	87%
			ac		c		c		
TOTAL DISSATISFIED	53	7	17	6	18	**	53	39	14
	4%	6%	2%	11%	5%	**	4%	4%	4%
		b		bdf	b		b		
Don't know	5	1	-	*	-	**	5	4	2
Columns Tested: a,b,c,d,e,f - g,h									



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 39**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**PT3. And how satisfied are you with the reliability of your Pay TV service from (PAY TV SERVICE PROVIDER)?**

Base : Those responsible for and answering about pay TV

	Total	LOCATION	
		URBAN a	RURAL b
Significance Level: 95%			
Unweighted total	1494	1326	168
Effective Weighted Sample	1363	1209	154
Total	1364	1214	150
Base for % (Unweighted and weighted)	1487	1323	164
	1359	1212	147
Very satisfied	776	687	89
	57%	57%	61%
Fairly satisfied	439	397	43
	32%	33%	29%
Neither/ nor	90	81	10
	7%	7%	7%
Fairly dissatisfied	38	35	2
	3%	3%	2%
Very dissatisfied	15	12	3
	1%	1%	2%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1215	1084	132
	89%	89%	90%
TOTAL DISSATISFIED	53	48	5
	4%	4%	4%
Don't know	5	2	3
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 40**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**B1. I'd like to talk to you about the services that you have from the same supplier - so using (PROVIDER) for your (SERVICES). In terms of your overall package of services, how satisfied are you with the overall service provided by (PROVIDER)?**

Base : Those who buy more than one service from a single supplier

	SERVICES INCLUDED					SERVICE PROVIDER							
	Total	LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2193	2028	378	2117	1128	523	126	109	555	265	464	151	2193
Effective Weighted Sample	1995	1846	335	1927	1029	484	113	97	504	237	431	137	1995
Total	1975	1818	342	1898	1032	448	123	99	529	237	402	137	1975
Base for % (Unweighted and weighted)	2182	2023	373	2112	1123	522	123	109	552	265	462	149	2182
	1966	1814	338	1893	1029	447	120	99	527	237	401	135	1966
Very satisfied	875 45%	809 45%	172 51% ac	836 44%	481 47%	185 41%	54 45%	49 50%	247 47%	93 39%	183 46%	65 48%	875 45%
Fairly satisfied	767 39%	703 39%	123 36%	743 39%	394 38%	181 40%	54 45%	34 34%	203 39%	90 38%	160 40%	45 33%	767 39%
Neither/ nor	173 9%	160 9%	27 8%	168 9%	84 8%	42 9%	9 7%	12 12%	42 8%	30 13% hjl	27 7%	12 9%	173 9%
Fairly dissatisfied	104 5%	97 5%	12 4%	101 5%	51 5%	28 6%	2 2%	4 4%	28 5%	16 7%	19 5%	7 6%	104 5%
Very dissatisfied	47 2%	45 2%	4 1%	46 2%	19 2%	12 3%	1 1%	1 1%	8 1%	7 3%	13 3%	6 4% h	47 2%
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1642 84%	1512 83%	295 87%	1578 83%	875 85%	366 82%	108 90% ei	83 84%	450 85% i	184 77%	343 85% i	110 81%	1642 84% i
TOTAL DISSATISFIED	150 8%	142 8% b	16 5%	147 8%	70 7%	40 9% f	3 3%	4 5%	35 7%	23 10% f	31 8%	13 10% f	150 8% f
Don't know	9	4	4	4	4	*	2	-	2	-	2	2	9
Columns Tested: a,b,c,d - e,f,g,h,i,j,k,l													

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 41**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**B2. And how satisfied are you with the overall value for money of your service from (PROVIDER)**

Base : Those who buy more than one service from a single supplier

	SERVICES INCLUDED					SERVICE PROVIDER							
	Total	LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2193	2028	378	2117	1128	523	126	109	555	265	464	151	2193
Effective Weighted Sample	1995	1846	335	1927	1029	484	113	97	504	237	431	137	1995
Total	1975	1818	342	1898	1032	448	123	99	529	237	402	137	1975
Base for % (Unweighted and weighted)	2180	2020	375	2109	1124	518	125	109	553	265	461	149	2180
	1965	1812	340	1891	1030	444	122	99	527	237	400	135	1965
Very satisfied	663 34%	608 34%	154 45% acd	631 33%	350 34%	124 28%	55 45% ehjl	45 45% ehjl	172 33%	89 38% ej	116 29%	62 46% ehjl	663 34% e
Fairly satisfied	714 36%	657 36%	114 34%	689 36%	342 33%	173 39%	51 41%	36 36%	176 33%	88 37%	145 36%	46 34%	714 36%
Neither/ nor	280 14%	257 14%	36 11%	273 14%	166 16% b	66 15%	12 10%	8 9%	88 17% gk	35 15%	58 15%	13 9%	280 14%
Fairly dissatisfied	204 10%	192 11%	29 8%	197 10%	118 11%	46 10% f	3 3%	9 9%	64 12% fi	15 6%	57 14% fikl	10 8%	204 10% fi
Very dissatisfied	104 5%	97 5% b	8 2%	101 5% b	52 5% b	35 8% fgl	1 1%	1 1%	27 5%	10 4%	24 6% fg	5 3%	104 5%
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1377 70%	1265 70%	267 79% acd	1320 70%	693 67%	298 67%	105 86% ehjl	81 82% ehjl	348 66%	177 75% ehj	261 65%	108 80% ehjl	1377 70% j
TOTAL DISSATISFIED	308 16%	290 16% b	36 11%	298 16% b	171 17% b	81 18% fgik	5 4%	10 10%	91 17% fi	25 11% f	81 20% fgikl	15 11% f	308 16% fi
Don't know	10	6	2	6	3	4	1	-	1	-	2	2	10
Columns Tested: a,b,c,d - e,f,g,h,i,j,k,l													

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 42**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	~i	~j
Unweighted total	101	33	2	6	13	19	19	9	101	94	7
Effective Weighted Sample	93	31	2	6	12	18	18	9	93	87	6
Total	86	29	1	3	12	15	18	8	86	80	6
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	32 37%	**	**	**	**	**	**	**	32 37%	**	**
Too expensive/ not good value for money	24 27%	**	**	**	**	**	**	**	24 27%	**	**
Poor customer service/ unhelpful	15 18%	**	**	**	**	**	**	**	15 18%	**	**
I have to pay for something I don't use/ have to have a landline	7 8%	**	**	**	**	**	**	**	7 8%	**	**
Speed isn't as advertised/ slow	7 8%	**	**	**	**	**	**	**	7 8%	**	**
Problems left unresolved/ takes a long time to fix	5 6%	**	**	**	**	**	**	**	5 6%	**	**
Price keeps increasing	4 5%	**	**	**	**	**	**	**	4 5%	**	**
Problems with payment/ billing	4 4%	**	**	**	**	**	**	**	4 4%	**	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 42**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	~i	~j
Unweighted total	101	33	2	6	13	19	19	9	101	94	7
Effective Weighted Sample	93	31	2	6	12	18	18	9	93	87	6
Total	86	29	1	3	12	15	18	8	86	80	6
Receive lots of unwanted communication	3	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	3%	**	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	2%	**	**
Overseas call centre	2	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	2%	**	**
Difficult to contact anyone at the company	2	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	2%	**	**
General negative comments	2	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	2%	**	**
I am considering leaving	1	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	1%	**	**
Other	6	**	**	**	**	**	**	**	6	**	**
	7%	**	**	**	**	**	**	**	7%	**	**
Don't know/ no reason	1	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	1%	**	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 43**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
0 - Extremely Unlikely	73 4%	18 3%	1 1%	3 6% b	16 3%	10 5%	18 5%	7 5%	73 4%	67 4%	6 2%
1	17 1%	1 *%	1 1%	* *%	3 1%	1 1%	9 2% adh	2 1%	17 1%	16 1%	1 *%
2	32 2%	9 1%	1 1%	1 1%	6 1%	6 3%	6 1%	4 3%	32 2%	31 2%	2 1%
3	27 1%	10 1%	2 3% e	1 1%	6 1%	1 *%	6 2%	1 1%	27 1%	24 1%	3 1%
4	35 2%	9 1%	2 2% d	4 7% adh	2 *%	5 2% d	10 3% d	3 2%	35 2% d	30 2%	5 2%
5	229 11%	84 12%	12 14%	6 11%	55 11%	26 12%	34 9%	12 8%	229 11%	198 11%	32 11%
6	141 7%	49 7%	5 6%	5 9%	36 7%	21 9% f	19 5%	6 4%	141 7%	126 7%	15 5%
7	277 13%	101 15%	10 12%	5 9%	75 15%	25 11%	40 11%	20 14%	277 13%	241 13%	37 13%
8	467 22%	157 23%	17 21%	11 20%	120 24%	55 25%	77 20%	30 21%	467 22%	403 22%	64 22%
9	279 13%	81 12%	13 16%	5 9%	65 13%	28 13%	63 17% a	23 16%	279 13%	244 14%	35 12%

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 43**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2332	753	109	110	509	272	424	155	2332	2028	304
Effective Weighted Sample	2123	700	96	100	468	247	393	144	2123	1837	286
Total	2084	696	82	56	500	223	381	147	2084	1796	288
10 - Extremely Likely	504	176	19	15	115	45	97	38	504	416	89
	24%	25%	23%	27%	23%	20%	25%	26%	24%	23%	31%
											i
Answered	2084	696	82	56	500	223	381	147	2084	1796	288
Mean score	7.5	7.5	7.6	7.2	7.5	7.2	7.4	7.5	7.5	7.4	7.8
											i
Standard deviation	2.45	2.29	2.20	2.76	2.33	2.54	2.75	2.65	2.45	2.48	2.22
Standard error	.05	.08	.21	.26	.10	.15	.13	.21	.05	.06	.13
PROMOTERS (9-10)	784	257	33	20	181	73	160	61	784	660	124
	38%	37%	40%	36%	36%	33%	42%	42%	38%	37%	43%
							e				i
PASSIVES (7-8)	745	258	27	16	195	80	118	51	745	644	101
	36%	37%	33%	29%	39%	36%	31%	35%	36%	36%	35%
		f			f						
DETRACTORS (0-6)	555	181	23	19	124	70	103	34	555	492	63
	27%	26%	28%	34%	25%	31%	27%	24%	27%	27%	22%
				d							
Answered	2084	696	82	56	500	223	381	147	2084	1796	288
NPS (PROMOTERS - DETRACTORS)	11	11	12	2	11	1	15	18	11	9	21
							e	e			i
Standard deviation	79.43	78.63	81.63	84.72	77.38	80.22	81.93	79.00	79.43	79.58	77.89
Standard error	1.64	2.87	7.82	8.08	3.43	4.86	3.98	6.35	1.64	1.77	4.47
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 46**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider?**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	152	32	9	15	27	17	41	11	152	138	14
Effective Weighted Sample	137	31	8	14	26	16	38	10	137	124	13
Total	125	27	5	7	27	12	37	9	125	112	13
Too expensive/ not good value for money	33	**	**	**	**	**	**	**	33	31	**
	26%	**	**	**	**	**	**	**	26%	28%	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	20	**	**	**	**	**	**	**	20	17	**
	16%	**	**	**	**	**	**	**	16%	15%	**
I do not recommend/ I don't use it enough/ know enough to recommend	18	**	**	**	**	**	**	**	18	16	**
	15%	**	**	**	**	**	**	**	15%	14%	**
Poor customer service/ unhelpful	17	**	**	**	**	**	**	**	17	14	**
	14%	**	**	**	**	**	**	**	14%	12%	**
I have to pay for something I don't use/ have to have a landline	9	**	**	**	**	**	**	**	9	8	**
	7%	**	**	**	**	**	**	**	7%	7%	**
Problems left unresolved/ takes a long time to fix	6	**	**	**	**	**	**	**	6	5	**
	5%	**	**	**	**	**	**	**	5%	4%	**
General negative comments	4	**	**	**	**	**	**	**	4	4	**
	3%	**	**	**	**	**	**	**	3%	4%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 46**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider?**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	152	32	9	15	27	17	41	11	152	138	14
Effective Weighted Sample	137	31	8	14	26	16	38	10	137	124	13
Total	125	27	5	7	27	12	37	9	125	112	13
Speed isn't as advertised/ slow	4	**	**	**	**	**	**	**	4	2	**
	3%	**	**	**	**	**	**	**	3%	2%	**
They offer poor deals/ I have seen better deals elsewhere	4	**	**	**	**	**	**	**	4	4	**
	3%	**	**	**	**	**	**	**	3%	3%	**
Difficult to contact anyone at the company	2	**	**	**	**	**	**	**	2	1	**
	2%	**	**	**	**	**	**	**	2%	1%	**
Problems with payment/ billing	2	**	**	**	**	**	**	**	2	1	**
	2%	**	**	**	**	**	**	**	2%	1%	**
Price keeps increasing	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Receive lots of unwanted communication	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Poor TV reception	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
They do not value loyalty	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Other	12	**	**	**	**	**	**	**	12	11	**
	10%	**	**	**	**	**	**	**	10%	9%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 46**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider?**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

		LANDLINE PROVIDER								LANDLINE BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	152	32	9	15	27	17	41	11	152	138	14
Effective Weighted Sample	137	31	8	14	26	16	38	10	137	124	13
Total	125	27	5	7	27	12	37	9	125	112	13
Don't know/ no reason	8	**	**	**	**	**	**	**	8	7	**
	7%	**	**	**	**	**	**	**	7%	7%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	113	20	3	29	2	16	13	17	13	113	19	94
Effective Weighted Sample	105	19	3	27	2	15	11	16	12	105	17	88
Total	102	17	2	28	2	17	11	15	11	102	16	86
Poor reception/ coverage - unspecified	48	**	**	**	**	**	**	**	**	48	**	**
	47%	**	**	**	**	**	**	**	**	47%	**	**
Too expensive/ not good value for money	20	**	**	**	**	**	**	**	**	20	**	**
	20%	**	**	**	**	**	**	**	**	20%	**	**
Poor mobile reception/ coverage - at home	11	**	**	**	**	**	**	**	**	11	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Poor customer service/ unhelpful	10	**	**	**	**	**	**	**	**	10	**	**
	10%	**	**	**	**	**	**	**	**	10%	**	**
Poor mobile reception/ coverage - in my area	7	**	**	**	**	**	**	**	**	7	**	**
	7%	**	**	**	**	**	**	**	**	7%	**	**
Problems left unresolved/ takes a long time to fix	4	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**
Problems with payment/ billing	4	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**
Speed isn't as advertised/ slow	4	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	113	20	3	29	2	16	13	17	13	113	19	94
Effective Weighted Sample	105	19	3	27	2	15	11	16	12	105	17	88
Total	102	17	2	28	2	17	11	15	11	102	16	86
I don't have enough data	3	**	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
Overseas call centre	3	**	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
They do not value loyalty	3	**	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
Difficult to contact anyone at the company	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
Too pushy with their sales	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
Locked into a contract and can't get out	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Not a trustworthy company	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
I am considering leaving	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Price keeps increasing	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

		MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE		
		Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%			~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	113	20	3	29	2	16	13	17	13	113	19	94	
Effective Weighted Sample	105	19	3	27	2	15	11	16	12	105	17	88	
Total	102	17	2	28	2	17	11	15	11	102	16	86	
They offer poor deals/ I have seen better deals elsewhere	1	**	**	**	**	**	**	**	**	1	**	**	
	1%	**	**	**	**	**	**	**	**	1%	**	**	
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	1	**	**	**	**	**	**	**	**	1	**	**	
	1%	**	**	**	**	**	**	**	**	1%	**	**	
Receive lots of unwanted communication	1	**	**	**	**	**	**	**	**	1	**	**	
	1%	**	**	**	**	**	**	**	**	1%	**	**	
Other	12	**	**	**	**	**	**	**	**	12	**	**	
	11%	**	**	**	**	**	**	**	**	11%	**	**	
Don't know/ no reason	3	**	**	**	**	**	**	**	**	3	**	**	
	3%	**	**	**	**	**	**	**	**	3%	**	**	

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PACKAGE	
		CONTRACT	PREPAY
Significance Level: 95%		~a	~b
Unweighted total	113	92	21
Effective Weighted Sample	105	86	19
Total	102	84	18
Poor reception/ coverage - unspecified	48	**	**
	47%	**	**
Too expensive/ not good value for money	20	**	**
	20%	**	**
Poor mobile reception/ coverage - at home	11	**	**
	11%	**	**
Poor customer service/ unhelpful	10	**	**
	10%	**	**
Poor mobile reception/ coverage - in my area	7	**	**
	7%	**	**
Problems left unresolved/ takes a long time to fix	4	**	**
	4%	**	**
Problems with payment/ billing	4	**	**
	4%	**	**
Speed isn't as advertised/ slow	4	**	**
	4%	**	**
I don't have enough data	3	**	**
	3%	**	**
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		~a	~b
Unweighted total	113	92	21
Effective Weighted Sample	105	86	19
Total	102	84	18
Overseas call centre	3	**	**
	3%	**	**
They do not value loyalty	3	**	**
	3%	**	**
Difficult to contact anyone at the company	2	**	**
	2%	**	**
Too pushy with their sales	2	**	**
	2%	**	**
Locked into a contract and can't get out	1	**	**
	1%	**	**
Not a trustworthy company	1	**	**
	1%	**	**
I am considering leaving	1	**	**
	1%	**	**
Price keeps increasing	1	**	**
	1%	**	**
They offer poor deals/ I have seen better deals elsewhere	1	**	**
	1%	**	**

Columns Tested: a,b

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 47**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PACKAGE	
		CONTRACT	PREPAY
Significance Level: 95%		~a	~b
Unweighted total	113	92	21
Effective Weighted Sample	105	86	19
Total	102	84	18
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	1 1%	** **	** **
Receive lots of unwanted communication	1 1%	** **	** **
Other	12 11%	** **	** **
Don't know/ no reason	3 3%	** **	** **

Columns Tested: a,b



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 48**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
0 - Extremely Unlikely	58	13	-	16	2	7	3	9	9	58	10	48
	2%	2%	-%	3%	1%	2%	2%	2%	3%	2%	3%	2%
1	15	4	-	5	-	3	-	1	3	15	1	14
	1%	1%	-%	1%	-%	1%	-%	*%	1%	1%	*%	1%
2	27	6	*	6	1	3	5	6	1	27	6	21
	1%	1%	*%	1%	*%	1%	3%	1%	*%	1%	2%	1%
							acdhi					
3	35	3	1	11	-	6	3	7	4	35	8	27
	1%	*%	1%	2%	-%	2%	2%	2%	1%	1%	2%	1%
				ad		ad	ad	ad				
4	29	7	1	9	3	1	1	2	5	29	6	23
	1%	1%	1%	2%	2%	*%	1%	1%	2%	1%	2%	1%
5	204	54	1	31	9	24	15	45	25	204	32	171
	8%	8%	1%	5%	4%	8%	11%	12%	9%	8%	10%	7%
		bc				b	bcd	abcdi	bcd	bc		
6	178	53	6	41	6	10	16	28	18	178	22	157
	7%	8%	5%	7%	3%	3%	12%	7%	6%	7%	6%	7%
		de		de			dei	de		de		
7	389	109	4	93	13	48	13	62	47	389	47	342
	15%	16%	3%	16%	6%	16%	10%	16%	17%	15%	14%	15%
		bdf		bd		bd		bd	bdf	bd		
8	606	152	21	144	49	66	30	87	58	606	74	531
	23%	22%	20%	24%	24%	22%	22%	22%	21%	23%	22%	23%
9	425	121	19	77	51	50	22	54	31	425	43	382
	16%	18%	19%	13%	25%	17%	15%	14%	11%	16%	13%	16%
		ch	h		acefghi					h		

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**
**Table 48**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2868	725	111	615	236	294	160	422	305	2868	378	2490
Effective Weighted Sample	2672	675	104	578	219	276	147	396	280	2672	346	2326
Total	2680	678	102	588	207	299	139	388	278	2680	337	2343
10 - Extremely Likely	714 27%	157 23%	50 49%	155 26%	74 36%	81 27%	30 22%	87 22%	79 28%	714 27%	88 26%	626 27%
			acdefghi		acefghi							
Answered	2680	678	102	588	207	299	139	388	278	2680	337	2343
Mean score	7.8	7.8	8.9	7.7	8.6	7.8	7.4	7.5	7.6	7.8	7.5	7.8
		f	acefghi		acefghi					fg		j
Standard deviation	2.19	2.08	1.45	2.29	1.67	2.26	2.39	2.22	2.36	2.19	2.41	2.16
Standard error	.04	.08	.14	.09	.11	.13	.19	.11	.14	.04	.12	.04
PROMOTERS (9-10)	1139 42%	278 41%	69 68%	232 39%	125 60%	131 44%	52 37%	142 36%	110 40%	1139 42%	131 39%	1008 43%
			acdefghi		acefghi					g		
PASSIVES (7-8)	995 37%	261 38%	24 24%	237 40%	62 30%	114 38%	44 31%	149 38%	105 38%	995 37%	121 36%	874 37%
		bd		bdf		b		bd	b	bd		
DETRACTORS (0-6)	546 20%	140 21%	8 8%	119 20%	20 10%	54 18%	44 32%	98 25%	63 23%	546 20%	85 25%	461 20%
		bd		bd		bd	abcdehi	bdei	bd	bd	k	
Answered	2680	678	102	588	207	299	139	388	278	2680	337	2343
NPS (PROMOTERS - DETRACTORS)	22	20	60	19	51	26	6	11	17	22	14	23
		f	acefghi		acefghi	fg				fg		j
Standard deviation	76.16	75.82	63.88	74.85	66.94	74.54	82.96	77.79	77.29	76.16	78.94	75.69
Standard error	1.42	2.82	6.06	3.02	4.36	4.35	6.56	3.79	4.43	1.42	4.06	1.52
Columns Tested: a,b,c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 48**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about mobile phones

	Total	<b>MOBILE PACKAGE</b>	
		<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
0 - Extremely Unlikely	58 2%	48 2%	10 2%
1	15 1%	12 1%	3 *%
2	27 1%	22 1%	6 1%
3	35 1%	26 1%	9 1%
4	29 1%	25 1%	4 1%
5	204 8%	139 7%	64 10% a
6	178 7%	137 7%	40 6%
7	389 15%	309 15%	80 13%
8	606 23%	470 23%	135 21%
9	425 16%	339 17% b	85 13%
10 - Extremely Likely	714 27%	508 25%	205 32% a
Answered	2680	2035	639
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 48**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about mobile phones

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		a	b
Unweighted total	2868	2121	740
Effective Weighted Sample	2672	1981	689
Total	2680	2035	639
Mean score	7.8	7.8	7.9
Standard deviation	2.19	2.20	2.17
Standard error	.04	.05	.08
PROMOTERS (9-10)	1139	847	289
	42%	42%	45%
PASSIVES (7-8)	995	780	215
	37%	38%	34%
		b	
DETRACTORS (0-6)	546	408	135
	20%	20%	21%
Answered	2680	2035	639
NPS (PROMOTERS - DETRACTORS)	22	22	24
Standard deviation	76.16	75.54	77.86
Standard error	1.42	1.64	2.86
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	109	27	1	27	4	8	13	14	15	109	27	82
Effective Weighted Sample	102	26	1	26	4	7	12	13	14	102	25	77
Total	96	23	1	27	4	8	10	11	13	96	23	74
Too expensive/ not good value for money	24	**	**	**	**	**	**	**	**	24	**	**
	25%	**	**	**	**	**	**	**	**	25%	**	**
Poor reception/ coverage - unspecified	21	**	**	**	**	**	**	**	**	21	**	**
	22%	**	**	**	**	**	**	**	**	22%	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	11	**	**	**	**	**	**	**	**	11	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Poor customer service/ unhelpful	11	**	**	**	**	**	**	**	**	11	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Poor mobile reception/ coverage - in my area	7	**	**	**	**	**	**	**	**	7	**	**
	7%	**	**	**	**	**	**	**	**	7%	**	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**	**	**	**	**	**	**	2	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
Poor mobile reception/ coverage - at home	2	**	**	**	**	**	**	**	**	2	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
I don't have enough data	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	109	27	1	27	4	8	13	14	15	109	27	82
Effective Weighted Sample	102	26	1	26	4	7	12	13	14	102	25	77
Total	96	23	1	27	4	8	10	11	13	96	23	74
Speed isn't as advertised/ slow	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
Too pushy with their sales	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
General negative comments	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Problems with payment/ billing	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Difficult to contact anyone at the company	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Overseas call centre	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
I have to pay for something I don't use/ have to have a landline	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Locked into a contract and can't get out	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Columns Tested: a,b,c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

		MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE MOBILE	VIRGIN MEDIA	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	109	27	1	27	4	8	13	14	15	109	27	82
Effective Weighted Sample	102	26	1	26	4	7	12	13	14	102	25	77
Total	96	23	1	27	4	8	10	11	13	96	23	74
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Other	10	**	**	**	**	**	**	**	**	10	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Don't know/ no reason	9	**	**	**	**	**	**	**	**	9	**	**
	9%	**	**	**	**	**	**	**	**	9%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	Total	MOBILE PACKAGE	
		CONTRACT	PREPAY
Significance Level: 95%		~a	~b
Unweighted total	109	82	26
Effective Weighted Sample	102	78	24
Total	96	76	20
Too expensive/ not good value for money	24	**	**
	25%	**	**
Poor reception/ coverage - unspecified	21	**	**
	22%	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	11	**	**
	11%	**	**
Poor customer service/ unhelpful	11	**	**
	11%	**	**
Poor mobile reception/ coverage - in my area	7	**	**
	7%	**	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**
	3%	**	**
Poor mobile reception/ coverage - at home	2	**	**
	3%	**	**
I don't have enough data	2	**	**
	2%	**	**

Columns Tested: a,b



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		~a	~b
Unweighted total	109	82	26
Effective Weighted Sample	102	78	24
Total	96	76	20
Speed isn't as advertised/ slow	2	**	**
	2%	**	**
Too pushy with their sales	2	**	**
	2%	**	**
General negative comments	1	**	**
	1%	**	**
Problems with payment/ billing	1	**	**
	1%	**	**
Difficult to contact anyone at the company	1	**	**
	1%	**	**
Overseas call centre	1	**	**
	1%	**	**
I have to pay for something I don't use/ have to have a landline	1	**	**
	1%	**	**
Locked into a contract and can't get out	1	**	**
	1%	**	**
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.****Table 51**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider?**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

		<b>MOBILE PACKAGE</b>	
	Total	<b>CONTRACT</b>	<b>PREPAY</b>
Significance Level: 95%		~a	~b
Unweighted total	109	82	26
Effective Weighted Sample	102	78	24
Total	96	76	20
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	1	**	**
	1%	**	**
Other	10	**	**
	11%	**	**
Don't know/ no reason	9	**	**
	9%	**	**

Columns Tested: a,b

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 52**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	237	69	12	5	63	41	30	17	237	219	18
Effective Weighted Sample	219	63	11	5	59	38	29	17	219	202	17
Total	214	62	8	3	62	33	30	17	214	198	16
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	103 48%	** **	** **	** **	** **	** **	** **	** **	103 48%	96 48%	** **
Speed isn't as advertised/ slow	101 47%	** **	** **	** **	** **	** **	** **	** **	101 47%	93 47%	** **
Too expensive/ not good value for money	46 21%	** **	** **	** **	** **	** **	** **	** **	46 21%	45 23%	** **
Poor customer service/ unhelpful	25 12%	** **	** **	** **	** **	** **	** **	** **	25 12%	22 11%	** **
Problems left unresolved/ takes a long time to fix	20 9%	** **	** **	** **	** **	** **	** **	** **	20 9%	20 10%	** **
Overseas call centre	8 4%	** **	** **	** **	** **	** **	** **	** **	8 4%	6 3%	** **
Price keeps increasing	7 3%	** **	** **	** **	** **	** **	** **	** **	7 3%	6 3%	** **
I am considering leaving	3 1%	** **	** **	** **	** **	** **	** **	** **	3 1%	3 2%	** **

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 52**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	237	69	12	5	63	41	30	17	237	219	18
Effective Weighted Sample	219	63	11	5	59	38	29	17	219	202	17
Total	214	62	8	3	62	33	30	17	214	198	16
Too pushy with their sales	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
General negative comments	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Not a trustworthy company	2	**	**	**	**	**	**	**	2	1	**
	1%	**	**	**	**	**	**	**	1%	*%	**
Difficult to contact anyone at the company	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
They do not value loyalty	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Other	9	**	**	**	**	**	**	**	9	8	**
	4%	**	**	**	**	**	**	**	4%	4%	**
Don't know/ no reason	1	**	**	**	**	**	**	**	1	1	**
	*%	**	**	**	**	**	**	**	*%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 52**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
		a	~b	~c	~d	e
Significance Level: 95%						
Unweighted total	237	119	88	13	17	237
Effective Weighted Sample	219	110	81	12	16	219
Total	214	108	79	11	16	214
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	103 48%	48 44%	** **	** **	** **	103 48%
Speed isn't as advertised/ slow	101 47%	56 51%	** **	** **	** **	101 47%
Too expensive/ not good value for money	46 21%	22 20%	** **	** **	** **	46 21%
Poor customer service/ unhelpful	25 12%	15 13%	** **	** **	** **	25 12%
Problems left unresolved/ takes a long time to fix	20 9%	8 7%	** **	** **	** **	20 9%
Overseas call centre	8 4%	3 3%	** **	** **	** **	8 4%
Price keeps increasing	7 3%	1 1%	** **	** **	** **	7 3%
I am considering leaving	3 1%	2 2%	** **	** **	** **	3 1%
Too pushy with their sales	2 1%	1 1%	** **	** **	** **	2 1%

Columns Tested: a,b,c,d,e

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 52**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that?**

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
		a	~b	~c	~d	e
Significance Level: 95%						
Unweighted total	237	119	88	13	17	237
Effective Weighted Sample	219	110	81	12	16	219
Total	214	108	79	11	16	214
General negative comments	2	1	**	**	**	2
	1%	1%	**	**	**	1%
Not a trustworthy company	2	-	**	**	**	2
	1%	-%	**	**	**	1%
Difficult to contact anyone at the company	2	2	**	**	**	2
	1%	1%	**	**	**	1%
They do not value loyalty	1	-	**	**	**	1
	1%	-%	**	**	**	1%
Other	9	5	**	**	**	9
	4%	5%	**	**	**	4%
Don't know/ no reason	1	1	**	**	**	1
	*%	1%	**	**	**	*%

Columns Tested: a,b,c,d,e

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 53**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
0 - Extremely Unlikely	83	19	*	3	21	15	17	8	83	79	4
	4%	4%	*%	3%	4%	6%	4%	5%	4%	4%	3%
						b	b	b	b		
1	16	4	2	1	2	1	3	4	16	16	-
	1%	1%	2%	1%	*%	*%	1%	3%	1%	1%	-%
			d					adeffh			
2	40	11	1	1	8	5	13	2	40	38	3
	2%	2%	1%	1%	1%	2%	3%	1%	2%	2%	2%
3	47	8	6	1	12	11	8	1	47	42	4
	2%	2%	6%	1%	2%	5%	2%	1%	2%	2%	3%
			adefgh			adefgh					
4	52	14	5	3	11	8	8	3	52	49	4
	3%	3%	5%	4%	2%	4%	2%	2%	3%	3%	3%
5	187	60	12	6	43	21	32	14	187	170	17
	9%	12%	12%	8%	8%	9%	7%	10%	9%	9%	12%
		dfh									
6	164	44	9	8	41	27	29	6	164	145	19
	8%	9%	9%	10%	7%	12%	7%	4%	8%	8%	13%
						fg					i
7	277	73	13	11	79	27	55	18	277	255	21
	14%	15%	13%	15%	14%	12%	13%	13%	14%	14%	15%
8	454	103	19	13	138	55	96	30	454	424	30
	22%	21%	20%	17%	25%	24%	22%	21%	22%	22%	21%
9	272	52	14	9	86	22	68	21	272	261	11
	13%	11%	14%	12%	15%	10%	16%	15%	13%	14%	8%
					ae		ae			j	

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 53**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about broadband

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2273	533	129	130	561	282	487	151	2273	2117	156
Effective Weighted Sample	2079	493	118	116	520	258	454	142	2079	1940	140
Total	2027	487	98	75	555	230	440	142	2027	1885	143
10 - Extremely Likely	436	100	17	20	115	38	109	36	436	406	30
	21%	21%	18%	26%	21%	16%	25%	25%	21%	22%	21%
				e			e	e			
Answered	2027	487	98	75	555	230	440	142	2027	1885	143
Mean score	7.3	7.1	7.1	7.4	7.5	6.7	7.5	7.3	7.3	7.3	7.2
		e		e	ae		ae	e	e		
Standard deviation	2.54	2.50	2.33	2.54	2.40	2.74	2.58	2.78	2.54	2.56	2.36
Standard error	.05	.11	.21	.22	.10	.16	.12	.23	.05	.06	.19
PROMOTERS (9-10)	708	152	31	29	201	60	178	57	708	666	41
	35%	31%	32%	38%	36%	26%	40%	40%	35%	35%	29%
				e	e		ae	e	e		
PASSIVES (7-8)	730	177	32	24	217	82	151	48	730	679	51
	36%	36%	33%	32%	39%	36%	34%	34%	36%	36%	36%
DETRACTORS (0-6)	590	158	34	22	138	89	111	37	590	540	50
	29%	33%	35%	30%	25%	38%	25%	26%	29%	29%	35%
		df	df			dfgh					
Answered	2027	487	98	75	555	230	440	142	2027	1885	143
NPS (PROMOTERS - DETRACTORS)	6	-1	-3	9	11	-13	15	14	6	7	-6
				e	ae		abeh	ae	e		
Standard deviation	79.80	79.93	82.37	82.59	77.31	79.45	79.73	80.41	79.80	79.72	80.10
Standard error	1.67	3.46	7.25	7.24	3.26	4.73	3.61	6.54	1.67	1.73	6.41
Columns Tested:	a,b,c,d,e,f,g,h - i,j										



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 53**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about broadband

	Total	CLAIMED BROADBAND TYPE				
		STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
0 - Extremely Unlikely	83 4%	38 4%	34 4%	7 5%	4 3%	83 4%
1	16 1%	9 1%	4 *%	- -%	4 2% be	16 1%
2	40 2%	17 2%	20 3%	2 1%	1 1%	40 2%
3	47 2%	29 3%	13 2%	3 2%	2 1%	47 2%
4	52 3%	33 3%	15 2%	1 1%	3 2%	52 3%
5	187 9%	93 10%	60 8%	11 8%	22 15% be	187 9%
6	164 8%	81 8%	64 8%	9 6%	11 7%	164 8%
7	277 14%	134 14%	106 13%	14 10%	22 15%	277 14%
8	454 22%	228 24%	165 21%	24 18%	36 25%	454 22%
9	272 13%	128 13% d	106 13% d	28 20% abde	10 7%	272 13% d
10 - Extremely Likely	436 21%	162 17%	204 26% ae	38 28% a	31 21%	436 21% a

Columns Tested: a,b,c,d,e

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 53**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about broadband

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		a	b	c	d	e
Unweighted total	2273	1057	890	161	165	2273
Effective Weighted Sample	2079	961	820	145	153	2079
Total	2027	953	792	137	146	2027
Answered	2027	953	792	137	146	2027
Mean score	7.3	7.1	7.4	7.7	7.1	7.3
			a	a		
Standard deviation	2.54	2.52	2.57	2.56	2.45	2.54
Standard error	.05	.08	.09	.20	.19	.05
PROMOTERS (9-10)	708	291	310	66	41	708
	35%	31%	39%	48%	28%	35%
			ade	abde		a
PASSIVES (7-8)	730	362	271	38	58	730
	36%	38%	34%	28%	40%	36%
		c			c	
DETRACTORS (0-6)	590	301	210	32	47	590
	29%	32%	27%	24%	32%	29%
		b				
Answered	2027	953	792	137	146	2027
NPS (PROMOTERS - DETRACTORS)	6	-1	13	24	-4	6
			ade	ade		a
Standard deviation	79.80	78.79	80.13	81.44	77.57	79.80
Standard error	1.67	2.42	2.69	6.42	6.04	1.67
Columns Tested:	a,b,c,d,e					

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

		FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	119	21	9	14	14	21	34	6	119	112	7
Effective Weighted Sample	108	20	8	13	13	20	31	6	108	101	7
Total	96	17	7	7	13	16	32	4	96	91	5
Speed isn't as advertised/ slow	24	**	**	**	**	**	**	**	24	21	**
	25%	**	**	**	**	**	**	**	25%	23%	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	19	**	**	**	**	**	**	**	19	17	**
	19%	**	**	**	**	**	**	**	19%	19%	**
Too expensive/ not good value for money	18	**	**	**	**	**	**	**	18	18	**
	19%	**	**	**	**	**	**	**	19%	20%	**
Poor customer service/ unhelpful	15	**	**	**	**	**	**	**	15	14	**
	15%	**	**	**	**	**	**	**	15%	15%	**
I do not recommend/ I don't use it enough/ know enough to recommend	11	**	**	**	**	**	**	**	11	10	**
	11%	**	**	**	**	**	**	**	11%	11%	**
Price keeps increasing	4	**	**	**	**	**	**	**	4	4	**
	4%	**	**	**	**	**	**	**	4%	4%	**
They offer poor deals/ I have seen better deals elsewhere	3	**	**	**	**	**	**	**	3	3	**
	3%	**	**	**	**	**	**	**	3%	3%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	119	21	9	14	14	21	34	6	119	112	7
Effective Weighted Sample	108	20	8	13	13	20	31	6	108	101	7
Total	96	17	7	7	13	16	32	4	96	91	5
Difficult to contact anyone at the company	2	**	**	**	**	**	**	**	2	2	**
	2%	**	**	**	**	**	**	**	2%	3%	**
Problems left unresolved/ takes a long time to fix	2	**	**	**	**	**	**	**	2	2	**
	2%	**	**	**	**	**	**	**	2%	3%	**
Not a trustworthy company	2	**	**	**	**	**	**	**	2	1	**
	2%	**	**	**	**	**	**	**	2%	1%	**
Problems with payment/ billing	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
They do not value loyalty	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Locked into a contract and can't get out	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
General negative comments	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
I have to pay for something I don't use/ have to have a landline	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	119	21	9	14	14	21	34	6	119	112	7
Effective Weighted Sample	108	20	8	13	13	20	31	6	108	101	7
Total	96	17	7	7	13	16	32	4	96	91	5
Overseas call centre	1	**	**	**	**	**	**	**	1	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Other	10	**	**	**	**	**	**	**	10	10	**
	10%	**	**	**	**	**	**	**	10%	11%	**
Don't know/ no reason	2	**	**	**	**	**	**	**	2	2	**
	2%	**	**	**	**	**	**	**	2%	2%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFast	UNSURE	ALL
		~a	~b	~c	~d	e
Significance Level: 95%						
Unweighted total	119	59	45	7	8	119
Effective Weighted Sample	108	54	40	6	8	108
Total	96	51	34	5	6	96
Speed isn't as advertised/ slow	24	**	**	**	**	24
	25%	**	**	**	**	25%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	19	**	**	**	**	19
	19%	**	**	**	**	19%
Too expensive/ not good value for money	18	**	**	**	**	18
	19%	**	**	**	**	19%
Poor customer service/ unhelpful	15	**	**	**	**	15
	15%	**	**	**	**	15%
I do not recommend/ I don't use it enough/ know enough to recommend	11	**	**	**	**	11
	11%	**	**	**	**	11%
Price keeps increasing	4	**	**	**	**	4
	4%	**	**	**	**	4%
They offer poor deals/ I have seen better deals elsewhere	3	**	**	**	**	3
	3%	**	**	**	**	3%
Difficult to contact anyone at the company	2	**	**	**	**	2
	2%	**	**	**	**	2%
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
		~a	~b	~c	~d	e
Significance Level: 95%						
Unweighted total	119	59	45	7	8	119
Effective Weighted Sample	108	54	40	6	8	108
Total	96	51	34	5	6	96
Problems left unresolved/ takes a long time to fix	2	**	**	**	**	2
	2%	**	**	**	**	2%
Not a trustworthy company	2	**	**	**	**	2
	2%	**	**	**	**	2%
Problems with payment/ billing	1	**	**	**	**	1
	1%	**	**	**	**	1%
They do not value loyalty	1	**	**	**	**	1
	1%	**	**	**	**	1%
Locked into a contract and can't get out	1	**	**	**	**	1
	1%	**	**	**	**	1%
General negative comments	1	**	**	**	**	1
	1%	**	**	**	**	1%
I have to pay for something I don't use/ have to have a landline	1	**	**	**	**	1
	1%	**	**	**	**	1%
Overseas call centre	1	**	**	**	**	1
	1%	**	**	**	**	1%
Other	10	**	**	**	**	10
	10%	**	**	**	**	10%

Columns Tested: a,b,c,d,e

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 56**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN7. Why would you not particularly recommend (FIXED BROADBAND INTERNET PROVIDER) as a broadband provider?**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

		CLAIMED BROADBAND TYPE				
	Total	STANDARD	SUPERFAST	ULTRAFAST	UNSURE	ALL
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	119	59	45	7	8	119
Effective Weighted Sample	108	54	40	6	8	108
Total	96	51	34	5	6	96
Don't know/ no reason	2	**	**	**	**	2
	2%	**	**	**	**	2%

Columns Tested: a,b,c,d,e



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 57**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that?**

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	81	6	38	7	26	4	81	58	23
Effective Weighted Sample	76	6	36	6	25	4	76	54	22
Total	74	5	35	4	26	4	74	53	21
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 57**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that?**

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

		PAY TV PROVIDER						PAY TV BUNDLE	
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	81	6	38	7	26	4	81	58	23
Effective Weighted Sample	76	6	36	6	25	4	76	54	22
Total	74	5	35	4	26	4	74	53	21
I am considering leaving	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Overseas call centre	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 57**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that?**

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

		PAY TV PROVIDER						PAY TV BUNDLE	
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	81	6	38	7	26	4	81	58	23
Effective Weighted Sample	76	6	36	6	25	4	76	54	22
Total	74	5	35	4	26	4	74	53	21
Other	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 58**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about pay TV

		PAY TV PROVIDER					PAY TV BUNDLE		
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1494	126	792	106	399	71	1494	1128	366
Effective Weighted Sample	1363	115	729	97	373	66	1363	1026	337
Total	1364	117	758	58	359	71	1364	1021	343
0 - Extremely Unlikely	41	2	20	3	13	**	41	31	9
	3%	2%	3%	6%	4%	**	3%	3%	3%
1	13	2	8	1	3	**	13	8	6
	1%	2%	1%	2%	1%	**	1%	1%	2%
2	26	6	11	1	9	**	26	21	5
	2%	5%	1%	1%	2%	**	2%	2%	1%
3	24	2	10	1	10	**	24	19	5
	2%	2%	1%	3%	3%	**	2%	2%	2%
4	33	5	15	3	8	**	33	22	10
	2%	4%	2%	5%	2%	**	2%	2%	3%
5	113	6	71	8	23	**	113	75	38
	8%	5%	9%	13%	6%	**	8%	7%	11%
6	108	11	65	4	20	**	108	76	32
	8%	9%	9%	6%	5%	**	8%	7%	9%
7	206	23	105	5	50	**	206	148	58
	15%	19%	14%	8%	14%	**	15%	14%	17%
8	297	17	176	15	81	**	297	220	78
	22%	15%	23%	25%	22%	**	22%	22%	23%
9	210	11	129	4	56	**	210	166	44
	15%	9%	17%	6%	16%	**	15%	16%	13%
			ac		c		c		

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 58**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?**

Base : Those responsible for and answering about pay TV

		PAY TV PROVIDER						PAY TV BUNDLE	
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1494	126	792	106	399	71	1494	1128	366
Effective Weighted Sample	1363	115	729	97	373	66	1363	1026	337
Total	1364	117	758	58	359	71	1364	1021	343
10 - Extremely Likely	293	33	148	15	87	**	293	235	58
	21%	28%	20%	26%	24%	**	21%	23%	17%
		b						h	
Answered	1364	117	758	58	359	**	1364	1021	343
Mean score	7.4	7.3	7.5	7.0	7.5	**	7.4	7.5	7.2
								h	
Standard deviation	2.41	2.59	2.31	2.84	2.54	**	2.41	2.42	2.37
Standard error	.06	.23	.08	.28	.13	**	.06	.07	.12
PROMOTERS (9-10)	502	43	277	19	143	**	502	401	102
	37%	37%	37%	32%	40%	**	37%	39%	30%
								h	
PASSIVES (7-8)	503	40	281	19	131	**	503	368	135
	37%	34%	37%	33%	36%	**	37%	36%	39%
DETRACTORS (0-6)	359	34	200	20	85	**	359	253	106
	26%	29%	26%	35%	24%	**	26%	25%	31%
				d					g
Answered	1364	117	758	58	359	**	1364	1021	343
NPS (PROMOTERS - DETRACTORS)	11	8	10	-3	16	**	11	14	-1
					c			h	
Standard deviation	78.77	81.15	78.73	82.59	78.20	**	78.77	78.72	77.89
Standard error	2.04	7.23	2.80	8.02	3.92	**	2.04	2.34	4.07
Columns Tested:	a,b,c,d,e,f - g,h								

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 61**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider?**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	97	12	42	11	27	5	97	75	22
Effective Weighted Sample	88	11	39	10	25	4	88	67	20
Total	87	12	39	6	26	5	87	66	21
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 61**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider?**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	97	12	42	11	27	5	97	75	22
Effective Weighted Sample	88	11	39	10	25	4	88	67	20
Total	87	12	39	6	26	5	87	66	21
General negative comments	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Overseas call centre	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Too pushy with their sales	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 61**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider?**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

		PAY TV PROVIDER						PAY TV BUNDLE	
	Total	BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	97	12	42	11	27	5	97	75	22
Effective Weighted Sample	88	11	39	10	25	4	88	67	20
Total	87	12	39	6	26	5	87	66	21
Other	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 62**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM1. Which, if any, of these other services in your home are you the primary or joint decision maker for in terms of deciding which provider to use?**

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3221	1545	1676	427	511	587	506	498	692	3221	2834	387
Effective Weighted Sample	3017	1446	1577	416	490	563	482	474	669	3017	2656	362
Total	3000	1496	1504	488	535	626	422	425	503	3000	2652	348
Bank current account	2667	1331	1336	398	464	570	386	392	458	2667	2341	326
	89%	89%	89%	82%	87%	91%	91%	92%	91%	89%	88%	94%
					c	cd	cd	cdi	cd	c		j
Electricity supplier	2318	1123	1195	169	383	545	363	397	462	2318	2019	299
	77%	75%	79%	35%	72%	87%	86%	93%	92%	77%	76%	86%
			a		c	cdi	cdi	cdefi	cdefi	cd		j
Gas supplier	2019	978	1041	143	337	487	316	341	395	2019	1859	160
	67%	65%	69%	29%	63%	78%	75%	80%	79%	67%	70%	46%
			a		c	cdi	cdi	cdfi	cdi	c	k	
None of these	193	93	101	71	46	30	17	11	18	193	182	11
	6%	6%	7%	15%	9%	5%	4%	3%	4%	6%	7%	3%
				defghi	efgh					fgh	k	

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 62**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM1. Which, if any, of these other services in your home are you the primary or joint decision maker for in terms of deciding which provider to use?**

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	3221	718	1026	651	824	1744	1475	3221	2686	273	167	95	3221
Effective Weighted Sample	3017	682	969	620	779	1636	1385	3017	2515	257	156	89	3017
Total	3000	775	913	514	796	1688	1310	3000	2506	255	153	87	3000
Bank current account	2667	714	813	449	689	1527	1138	2667	2211	234	139	**	2667
	89%	92%	89%	87%	87%	90%	87%	89%	88%	92%	91%	**	89%
		bcdfg				cdf							
Electricity supplier	2318	635	681	397	603	1316	1000	2318	1891	215	135	**	2318
	77%	82%	75%	77%	76%	78%	76%	77%	75%	85%	88%	**	77%
		bcdefg				b				hl	hl		
Gas supplier	2019	566	581	349	523	1147	872	2019	1728	166	108	**	2019
	67%	73%	64%	68%	66%	68%	67%	67%	69%	65%	71%	**	67%
		bcdefg				b		b					
None of these	193	32	60	38	65	91	102	193	178	10	4	**	193
	6%	4%	7%	7%	8%	5%	8%	6%	7%	4%	2%	**	6%
			a	a	ae		ae	a	j				j

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 63**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM2. Which bank do use for you main current account?**

Base : Those making decisions for their bank account

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2872	1382	1490	349	441	532	463	457	630	2872	2509	363
Effective Weighted Sample	2688	1291	1401	340	423	510	441	435	610	2688	2349	339
Total	2667	1331	1336	398	464	570	386	392	458	2667	2341	326
Barclays	408	213	196	62	73	106	57	40	70	408	365	44
	15%	16%	15%	16%	16%	19%	15%	10%	15%	15%	16%	13%
				g	g	g	g		g	g		
Lloyds	379	185	194	54	69	79	52	67	58	379	336	42
	14%	14%	15%	13%	15%	14%	14%	17%	13%	14%	14%	13%
								h				
NatWest	328	153	175	46	75	50	41	49	66	328	284	43
	12%	11%	13%	12%	16%	9%	11%	12%	15%	12%	12%	13%
					efi				e	e		
Santander	324	177	147	60	43	72	54	45	50	324	277	47
	12%	13%	11%	15%	9%	13%	14%	11%	11%	12%	12%	14%
				d			d					
HSBC	291	150	140	37	61	74	42	32	43	291	259	32
	11%	11%	11%	9%	13%	13%	11%	8%	9%	11%	11%	10%
					g	g						
Nationwide	206	86	120	38	29	35	30	39	36	206	184	22
	8%	6%	9%	10%	6%	6%	8%	10%	8%	8%	8%	7%
			a					e				
Halifax	181	84	97	28	37	42	27	25	23	181	162	19
	7%	6%	7%	7%	8%	7%	7%	6%	5%	7%	7%	6%
Bank of Scotland	127	67	59	16	24	30	24	14	19	127	107	20
	5%	5%	4%	4%	5%	5%	6%	4%	4%	5%	5%	6%
TSB	125	68	57	27	18	21	15	18	26	125	109	16
	5%	5%	4%	7%	4%	4%	4%	5%	6%	5%	5%	5%
Co-op bank	61	34	27	7	4	13	11	13	13	61	52	10
	2%	3%	2%	2%	1%	2%	3%	3%	3%	2%	2%	3%
							d	d	d			

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 63**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM2. Which bank do use for you main current account?**

Base : Those making decisions for their bank account

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2872	1382	1490	349	441	532	463	457	630	2872	2509	363
Effective Weighted Sample	2688	1291	1401	340	423	510	441	435	610	2688	2349	339
Total	2667	1331	1336	398	464	570	386	392	458	2667	2341	326
First Direct	26	17	9	-	1	11	7	5	3	26	23	3
	1%	1%	1%	-%	*%	2%	2%	1%	1%	1%	1%	1%
						cd	cd	c				
RBS	24	10	15	4	2	4	4	6	5	24	22	2
	1%	1%	1%	1%	*%	1%	1%	2%	1%	1%	1%	1%
Yorkshire Building Society	20	12	8	2	3	6	-	3	5	20	18	2
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%
						f			f			
Ulster Bank	17	9	8	2	2	4	1	2	5	17	11	6
	1%	1%	1%	1%	1%	1%	*%	*%	1%	1%	*%	2%
											j	
Refused	81	39	43	6	10	14	10	19	22	81	73	8
	3%	3%	3%	2%	2%	2%	3%	5%	5%	3%	3%	2%
								cdei	cdei			
Other	68	27	42	10	11	10	12	14	12	68	59	10
	3%	2%	3%	2%	2%	2%	3%	4%	3%	3%	3%	3%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 63**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM2. Which bank do use for you main current account?**

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2872	663	918	569	720	1581	1289	2872	2378	252	152	90	2872
Effective Weighted Sample	2688	629	866	542	681	1481	1211	2688	2225	237	142	85	2688
Total	2667	714	813	449	689	1527	1138	2667	2211	234	139	83	2667
Barclays	408	108	125	73	102	232	175	408	378	8	18	**	408
	15%	15%	15%	16%	15%	15%	15%	15%	17% i	3%	13% i	**	15% i
Lloyds	379	89	105	79	104	195	183	379	330	9	40	**	379
	14%	12%	13%	18% abeg	15%	13%	16% abe	14%	15% i	4%	29% hil	**	14% i
NatWest	328	79	106	57	86	184	144	328	306	-	16	**	328
	12%	11%	13%	13%	13%	12%	13%	12%	14% i	-%	12% i	**	12% i
Santander	324	101	100	52	70	202	122	324	267	24	7	**	324
	12%	14% df	12%	12%	10%	13% d	11%	12%	12% j	10%	5%	**	12% j
HSBC	291	101	86	45	58	187	103	291	263	6	19	**	291
	11%	14% bcdfg	11%	10%	8%	12% df	9%	11%	12% i	3%	14% i	**	11% i
Nationwide	206	50	70	28	59	119	87	206	175	12	8	**	206
	8%	7%	9%	6%	9%	8%	8%	8%	8%	5%	6%	**	8%
Halifax	181	50	58	21	51	109	72	181	167	3	8	**	181
	7%	7%	7%	5%	7%	7%	6%	7%	8% i	1%	6% i	**	7% i
Bank of Scotland	127	26	42	25	34	68	59	127	28	98	-	**	127
	5%	4%	5%	6%	5%	4%	5%	5%	1%	42% hjl	-%	**	5% hj
TSB	125	21	40	27	37	61	64	125	76	33	16	**	125
	5%	3%	5% a	6% a	5% a	4%	6% ae	5% a	3%	14% hl	12% hl	**	5% h
Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l													

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 63**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM2. Which bank do use for you main current account?**

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2872	663	918	569	720	1581	1289	2872	2378	252	152	90	2872
Effective Weighted Sample	2688	629	866	542	681	1481	1211	2688	2225	237	142	85	2688
Total	2667	714	813	449	689	1527	1138	2667	2211	234	139	83	2667
Co-op bank	61	19	16	8	18	35	26	61	57	2	2	**	61
	2%	3%	2%	2%	3%	2%	2%	2%	3%	1%	1%	**	2%
First Direct	26	15	6	1	3	21	5	26	24	1	1	**	26
	1%	2%	1%	*%	*%	1%	*%	1%	1%	*%	1%	**	1%
		bcdg				cf							
RBS	24	5	5	6	8	10	15	24	9	16	-	**	24
	1%	1%	1%	1%	1%	1%	1%	1%	*%	7%	-%	**	1%
										hjl			h
Yorkshire Building Society	20	3	7	3	7	10	10	20	19	-	1	**	20
	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%	*%	**	1%
Ulster Bank	17	4	6	2	6	10	7	17	-	-	-	**	17
	1%	1%	1%	*%	1%	1%	1%	1%	-%	-%	-%	**	1%
													h
Refused	81	25	24	12	22	48	33	81	73	6	-	**	81
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	-%	**	3%
									j				j
Other	68	18	18	10	23	36	33	68	38	17	1	**	68
	3%	2%	2%	2%	3%	2%	3%	3%	2%	7%	1%	**	3%
										hjl			h

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 64**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM3. In terms of your main current account, how satisfied are you with the overall service provided by (CURRENT ACCOUNT PROVIDER)?**

Base : Those making decisions for their bank account

		GENDER		AGE						LOCATION		
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2872	1382	1490	349	441	532	463	457	630	2872	2509	363
Effective Weighted Sample	2688	1291	1401	340	423	510	441	435	610	2688	2349	339
Total	2667	1331	1336	398	464	570	386	392	458	2667	2341	326
Base for % (Unweighted and weighted)	2867	1381	1486	348	440	532	461	457	629	2867	2504	363
	2663	1330	1332	397	463	570	384	392	457	2663	2337	326
Very satisfied	1677	811	866	257	284	340	221	251	323	1677	1471	206
	63%	61%	65% a	65% f	61%	60%	58%	64% f	71% defgi	63% f	63%	63%
Fairly satisfied	782	403	379	109	152	186	124	107	104	782	692	90
	29%	30%	28%	27%	33% h	33% h	32% h	27%	23%	29% h	30%	28%
Neither/ nor	126	70	56	21	9	27	28	19	21	126	111	15
	5%	5%	4%	5% d	2%	5% d	7% di	5% d	5% d	5% d	5%	5%
Fairly dissatisfied	54	33	20	7	12	9	8	10	8	54	44	10
	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%
Very dissatisfied	25	13	12	4	6	6	3	5	1	25	20	5
	1%	1%	1%	1%	1% h	1% h	1%	1% h	1% *%	1% h	1%	2%
SUMMARY CODES												
TOTAL SATISFIED	2459	1215	1244	366	436	526	345	359	427	2459	2163	296
	92%	91%	93% a	92%	94% f	92%	90%	92%	93% f	92%	93%	91%
TOTAL DISSATISFIED	78	46	32	10	18	16	11	14	9	78	63	15
	3%	3%	2%	3%	4%	3%	3%	4%	2%	3%	3%	5%
Don't know	4	1	4	1	1	-	2	-	1	4	4	-
Columns Tested: a,b - c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 64**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM3. In terms of your main current account, how satisfied are you with the overall service provided by (CURRENT ACCOUNT PROVIDER)?**

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2872	663	918	569	720	1581	1289	2872	2378	252	152	90	2872
Effective Weighted Sample	2688	629	866	542	681	1481	1211	2688	2225	237	142	85	2688
Total	2667	714	813	449	689	1527	1138	2667	2211	234	139	83	2667
Base for % (Unweighted and weighted)	2867	661	916	569	719	1577	1288	2867	2374	251	152	**	2867
	2663	712	812	449	688	1524	1137	2663	2208	233	139	83	2663
Very satisfied	1677	418	513	298	447	931	745	1677	1392	133	95	**	1677
	63%	59%	63%	66% ae	65% a	61%	66% ae	63% a	63%	57%	69% i	**	63%
Fairly satisfied	782	228	241	117	195	469	313	782	641	86	32	**	782
	29%	32% cf	30%	26%	28%	31% c	27%	29%	29%	37% hjl	23%	**	29%
Neither/ nor	126	41	36	22	27	77	49	126	107	9	7	**	126
	5%	6%	4%	5%	4%	5%	4%	5%	5%	4%	5%	**	5%
Fairly dissatisfied	54	20	15	8	10	35	18	54	46	3	4	**	54
	2%	3%	2%	2%	1%	2%	2%	2%	2%	1%	3%	**	2%
Very dissatisfied	25	6	6	4	9	12	13	25	21	2	1	**	25
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**	1%
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	2459	646	754	416	642	1400	1058	2459	2033	219	127	**	2459
	92%	91%	93%	93%	93%	92%	93%	92%	92%	94%	92%	**	92%
TOTAL DISSATISFIED	78	25	21	12	19	47	31	78	68	5	5	**	78
	3%	4%	3%	3%	3%	3%	3%	3%	3%	2%	3%	**	3%
Don't know	4	2	2	-	1	3	1	4	3	1	-	**	4
Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l													



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 66**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM7. Which supplier do you use for gas?**

Base : Those making decisions for gas supply

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2231	1051	1180	123	322	456	379	403	548	2231	2047	184
Effective Weighted Sample	2083	978	1107	118	309	437	361	384	530	2083	1912	171
Total	2019	978	1041	143	337	487	316	341	395	2019	1859	160
British Gas	610 30%	306 31%	303 29%	47 33%	82 24%	134 27%	83 26%	120 35% def	143 36% defi	610 30% d	576 31% k	34 21%
E.ON.UK	258 13%	122 12%	136 13%	21 15%	43 13%	63 13%	38 12%	46 13%	47 12%	258 13%	225 12%	33 21% j
Scottish Power	176 9%	83 9%	93 9%	11 8%	33 10%	36 7%	31 10%	24 7%	41 10%	176 9%	167 9%	9 6%
SSE	171 8%	78 8%	92 9%	12 8%	33 10%	46 10%	25 8%	26 8%	29 7%	171 8%	153 8%	18 11%
Npower	159 8%	86 9%	73 7%	10 7%	24 7%	53 11% ghi	27 8%	19 6%	26 7%	159 8%	150 8%	9 6%
EDF	153 8%	69 7%	84 8%	5 3%	33 10% cgh	45 9% c	27 8%	19 6%	24 6%	153 8%	142 8%	11 7%
First Utility	77 4%	31 3%	47 4%	7 5%	13 4%	22 5%	10 3%	11 3%	13 3%	77 4%	71 4%	6 4%
Utility Warehouse	72 4%	30 3%	42 4%	11 7% fghi	19 6% h	17 3%	10 3%	9 3%	7 2%	72 4% h	65 4%	7 5%
Ovo Energy	42 2%	15 2%	27 3%	1 1%	4 1%	11 2%	7 2%	9 3%	10 2%	42 2%	38 2%	4 2%
Utilita	21 1%	9 1%	12 1%	4 3% eh	5 1% h	3 1%	4 1%	5 2% h	1 *%	21 1%	20 1%	1 1%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 66**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM7. Which supplier do you use for gas?**

Base : Those making decisions for gas supply

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2231	1051	1180	123	322	456	379	403	548	2231	2047	184
Effective Weighted Sample	2083	978	1107	118	309	437	361	384	530	2083	1912	171
Total	2019	978	1041	143	337	487	316	341	395	2019	1859	160
Sainsbury's Energy	21 1%	13 1%	8 1%	- -%	1 *%	3 1%	3 1%	8 2% di	5 1%	21 1%	17 1%	3 2%
Co-op Energy	17 1%	8 1%	9 1%	- -%	3 1%	3 1%	3 1%	5 2%	2 *%	17 1%	17 1%	- -%
Green Star Energy	15 1%	10 1%	6 1%	- -%	4 1%	3 1%	2 1%	2 1%	5 1%	15 1%	15 1%	- -%
Bulb	11 1%	7 1%	4 *%	1 1%	2 1%	3 1%	4 1% h	1 *%	1 *%	11 1%	9 1%	2 1%
Other	166 8%	84 9%	81 8%	4 3%	30 9% c	34 7%	34 11% c	32 9% c	31 8% c	166 8% c	146 8%	19 12%
Don't know/ not sure	43 2%	21 2%	23 2%	8 5% degi	6 2%	10 2%	7 2%	4 1%	9 2%	43 2%	40 2%	3 2%
Refused	9 *%	6 1%	3 *%	- -%	3 1%	2 *%	- -%	1 *%	3 1%	9 *%	9 *%	- -%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 66**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM7. Which supplier do you use for gas?**

Base : Those making decisions for gas supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2231	534	678	454	564	1212	1018	2231	1903	185	122	21	2231
Effective Weighted Sample	2083	506	637	434	533	1131	957	2083	1777	173	113	20	2083
Total	2019	566	581	349	523	1147	872	2019	1728	166	108	18	2019
British Gas	610	162	169	114	163	332	278	610	544	44	22	**	610
	30%	29%	29%	33%	31%	29%	32%	30%	31%	27%	20%	**	30%
									j				j
E.ON.UK	258	78	75	37	69	152	106	258	226	17	15	**	258
	13%	14%	13%	11%	13%	13%	12%	13%	13%	10%	14%	**	13%
Scottish Power	176	43	44	34	54	88	88	176	144	27	5	**	176
	9%	8%	8%	10%	10%	8%	10%	9%	8%	16%	5%	**	9%
										hjl			
SSE	171	43	58	33	36	101	70	171	135	22	12	**	171
	8%	8%	10%	10%	7%	9%	8%	8%	8%	13%	11%	**	8%
										hl			
Npower	159	39	59	21	40	98	61	159	144	3	11	**	159
	8%	7%	10%	6%	8%	9%	7%	8%	8%	2%	11%	**	8%
			acf						i		i		i
EDF	153	46	39	20	46	86	66	153	135	5	13	**	153
	8%	8%	7%	6%	9%	7%	8%	8%	8%	3%	12%	**	8%
									i		i		i
First Utility	77	29	21	12	15	51	27	77	66	2	9	**	77
	4%	5%	4%	4%	3%	4%	3%	4%	4%	1%	9%	**	4%
		df							i		hil		i
Utility Warehouse	72	17	20	15	21	36	36	72	66	3	3	**	72
	4%	3%	3%	4%	4%	3%	4%	4%	4%	2%	3%	**	4%
Ovo Energy	42	16	8	7	11	25	17	42	39	1	2	**	42
	2%	3%	1%	2%	2%	2%	2%	2%	2%	1%	2%	**	2%
Utilita	21	3	2	1	15	5	16	21	17	2	2	**	21
	1%	1%	1%	1%	3%	1%	2%	1%	1%	1%	2%	**	1%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCEM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 66**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM7. Which supplier do you use for gas?**

Base : Those making decisions for gas supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2231	534	678	454	564	1212	1018	2231	1903	185	122	21	2231
Effective Weighted Sample	2083	506	637	434	533	1131	957	2083	1777	173	113	20	2083
Total	2019	566	581	349	523	1147	872	2019	1728	166	108	18	2019
Sainsbury's Energy	21	4	7	4	5	11	9	21	17	1	2	**	21
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	**	1%
Co-op Energy	17	7	5	4	1	13	5	17	16	1	-	**	17
	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	-%	**	1%
		d											
Green Star Energy	15	4	5	3	2	10	5	15	14	1	1	**	15
	1%	1%	1%	1%	*%	1%	1%	1%	1%	*%	1%	**	1%
Bulb	11	5	3	3	-	8	3	11	8	-	2	**	11
	1%	1%	1%	1%	-%	1%	*%	1%	*%	-%	2%	**	1%
		d		d							hil		
Other	166	53	46	33	34	99	67	166	119	29	6	**	166
	8%	9%	8%	9%	6%	9%	8%	8%	7%	17%	6%	**	8%
										hjl			
Don't know/ not sure	43	13	15	6	8	28	15	43	29	9	1	**	43
	2%	2%	3%	2%	2%	2%	2%	2%	2%	5%	1%	**	2%
										hl			
Refused	9	2	3	2	3	5	4	9	9	-	-	**	9
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	**	*%
Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l													

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 67**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM8. In terms of your gas service, how satisfied are you with the overall service provided by (GAS PROVIDER)?**

Base : Those making decisions for gas supply

	Total	GENDER		AGE						LOCATION		
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2231	1051	1180	123	322	456	379	403	548	2231	2047	184
Effective Weighted Sample	2083	978	1107	118	309	437	361	384	530	2083	1912	171
Total	2019	978	1041	143	337	487	316	341	395	2019	1859	160
Base for % (Unweighted and weighted)	2212	1047	1165	122	317	450	379	402	542	2212	2032	180
	2001	974	1027	142	332	480	316	340	391	2001	1845	156
Very satisfied	1082	489	593	76	170	236	155	189	256	1082	984	98
	54%	50%	58% a	54%	51%	49%	49%	56%	65% cdefgi	54%	53%	63% j
Fairly satisfied	686	355	331	47	124	188	116	108	102	686	645	41
	34%	36% b	32%	33%	37% h	39% gh	37% h	32%	26%	34% h	35% k	26%
Neither/ nor	156	88	69	10	25	36	32	30	24	156	141	16
	8%	9%	7%	7%	8%	7%	10% h	9%	6%	8%	8%	10%
Fairly dissatisfied	53	30	24	6	9	15	7	10	6	53	53	*
	3%	3%	2%	4%	3%	3%	2%	3%	2%	3%	3% k	*%
Very dissatisfied	23	12	10	2	3	6	6	2	3	23	21	1
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
SUMMARY CODES												
TOTAL SATISFIED	1768	844	924	124	294	424	271	297	358	1768	1630	139
	88%	87%	90% a	87%	89%	88%	86%	87%	92% fgi	88%	88%	89%
TOTAL DISSATISFIED	76	42	34	8	12	21	13	13	9	76	74	2
	4%	4%	3%	5%	4%	4%	4%	4%	2%	4%	4% k	1%
Don't know	19	4	15	1	6	6	-	1	4	19	15	4
Columns Tested: a,b - c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 67**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM8. In terms of your gas service, how satisfied are you with the overall service provided by (GAS PROVIDER)?**

Base : Those making decisions for gas supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2231	534	678	454	564	1212	1018	2231	1903	185	122	21	2231
Effective Weighted Sample	2083	506	637	434	533	1131	957	2083	1777	173	113	20	2083
Total	2019	566	581	349	523	1147	872	2019	1728	166	108	18	2019
Base for % (Unweighted and weighted)	2212	525	673	453	560	1198	1013	2212	1889	183	119	**	2212
	2001	556	576	348	519	1132	867	2001	1714	164	104	18	2001
Very satisfied	1082	262	309	199	312	571	511	1082	930	89	49	**	1082
	54%	47%	54%	57%	60%	50%	59%	54%	54%	54%	47%	**	54%
		a	ae	abeg			abeg	ae					
Fairly satisfied	686	216	200	110	159	416	269	686	587	61	35	**	686
	34%	39%	35%	32%	31%	37%	31%	34%	34%	37%	34%	**	34%
		cdf				df							
Neither/ nor	156	57	44	26	30	100	56	156	136	6	14	**	156
	8%	10%	8%	7%	6%	9%	6%	8%	8%	4%	13%	**	8%
		df				df			i		il		i
Fairly dissatisfied	53	17	17	9	10	34	20	53	46	5	3	**	53
	3%	3%	3%	3%	2%	3%	2%	3%	3%	3%	2%	**	3%
Very dissatisfied	23	5	7	3	8	11	11	23	15	3	3	**	23
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	3%	**	1%
											h		
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1768	478	509	309	471	987	780	1768	1517	150	85	**	1768
	88%	86%	88%	89%	91%	87%	90%	88%	89%	91%	81%	**	88%
					ae		ae		j	j			j
TOTAL DISSATISFIED	76	22	23	13	18	45	31	76	61	9	6	**	76
	4%	4%	4%	4%	3%	4%	4%	4%	4%	5%	6%	**	4%
Don't know	19	9	5	1	4	14	5	19	14	2	4	**	19
Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l													

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 68**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM9. Which supplier do you use for electricity?**

Base : Those making decisions for electricity supply

	Total	GENDER		AGE						LOCATION		
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2554	1199	1355	146	365	508	435	464	636	2554	2217	337
Effective Weighted Sample	2385	1116	1272	141	350	487	414	442	615	2385	2070	316
Total	2318	1123	1195	169	383	545	363	397	462	2318	2019	299
British Gas	561 24%	282 25%	280 23%	48 29%	79 21%	125 23%	76 21%	105 26%	128 28% df	561 24%	518 26% k	43 15%
E.ON.UK	307 13%	146 13%	161 14%	27 16%	47 12%	67 12%	48 13%	58 14%	60 13%	307 13%	255 13%	52 17% j
SSE	245 11%	114 10%	131 11%	17 10%	38 10%	59 11%	41 11%	40 10%	51 11%	245 11%	194 10%	51 17% j
Npower	222 10%	124 11% b	98 8%	15 9%	31 8%	66 12% g	39 11%	28 7%	44 9%	222 10%	201 10%	21 7%
Scottish Power	217 9%	103 9%	114 10%	16 9%	38 10%	43 8%	36 10%	36 9%	48 10%	217 9%	196 10%	21 7%
EDF	207 9%	94 8%	113 9%	5 3%	48 12% cghi	55 10% c	34 10% c	31 8% c	34 7%	207 9% c	176 9%	31 10%
First Utility	79 3%	32 3%	47 4%	7 4%	13 3%	22 4%	10 3%	12 3%	14 3%	79 3%	73 4%	7 2%
Utility Warehouse	79 3%	31 3%	48 4%	13 7% fghi	19 5% h	21 4% h	9 2%	10 3%	7 2%	79 3% h	70 3%	9 3%
Ovo Energy	46 2%	16 1%	29 2%	1 1%	5 1%	11 2%	7 2%	12 3%	10 2%	46 2%	38 2%	8 3%
Utilita	26 1%	12 1%	14 1%	4 2% h	7 2% h	6 1%	4 1%	5 1% h	1 *% h	26 1% h	25 1%	1 *% h

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 68**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM9. Which supplier do you use for electricity?**

Base : Those making decisions for electricity supply

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2554	1199	1355	146	365	508	435	464	636	2554	2217	337
Effective Weighted Sample	2385	1116	1272	141	350	487	414	442	615	2385	2070	316
Total	2318	1123	1195	169	383	545	363	397	462	2318	2019	299
Power NI	22	12	10	2	3	7	3	2	5	22	9	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	4%
												j
Sainsbury's Energy	21	13	8	-	1	3	3	8	5	21	17	3
	1%	1%	1%	-%	*%	1%	1%	2%	1%	1%	1%	1%
								d				
Co-op Energy	19	8	11	-	3	3	4	6	2	19	17	2
	1%	1%	1%	-%	1%	1%	1%	2%	*%	1%	1%	1%
Green Star Energy	14	9	6	-	4	3	2	2	4	14	14	-
	1%	1%	*%	-%	1%	*%	1%	*%	1%	1%	1%	-%
Bulb	13	9	4	1	2	3	6	1	1	13	10	2
	1%	1%	*%	1%	*%	*%	2%	*%	*%	1%	1%	1%
							ghi					
Other	187	93	93	5	32	39	35	35	41	187	157	30
	8%	8%	8%	3%	8%	7%	10%	9%	9%	8%	8%	10%
					c		c	c	c	c		
Don't know/ not sure	42	19	23	7	9	10	7	5	5	42	40	2
	2%	2%	2%	4%	2%	2%	2%	1%	1%	2%	2%	1%
				h								
Refused	10	6	3	-	3	2	1	1	3	10	9	1
	*%	1%	*%	-%	1%	*%	*%	*%	1%	*%	*%	*%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k



**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**
**Table 68**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM9. Which supplier do you use for electricity?**

Base : Those making decisions for electricity supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2554	599	791	513	649	1390	1162	2554	2084	236	150	84	2554
Effective Weighted Sample	2385	567	743	489	614	1297	1093	2385	1945	222	140	79	2385
Total	2318	635	681	397	603	1316	1000	2318	1891	215	135	77	2318
British Gas	561 24%	141 22%	162 24%	105 27%	152 25%	303 23%	257 26%	561 24%	495 26% i	40 19%	26 19%	** **	561 24%
E.ON.UK	307 13%	90 14%	87 13%	44 11%	87 14%	177 13%	131 13%	307 13%	270 14% i	19 9%	17 12%	** **	307 13%
SSE	245 11%	62 10%	81 12%	48 12%	54 9%	143 11%	102 10%	245 11%	171 9%	45 21% hl	20 15% h	** **	245 11%
Npower	222 10%	59 9%	74 11%	34 9%	56 9%	132 10%	90 9%	222 10%	179 9% i	3 1%	13 10% i	** **	222 10% i
Scottish Power	217 9%	51 8%	55 8%	43 11%	68 11% be	106 8%	111 11% abe	217 9%	157 8%	52 24% hjl	9 6%	** **	217 9%
EDF	207 9%	62 10%	60 9%	27 7%	56 9%	123 9%	83 8%	207 9%	181 10% i	7 3%	19 14% il	** **	207 9% i
First Utility	79 3%	29 5%	22 3%	12 3%	16 3%	51 4%	28 3%	79 3%	68 4% i	2 1%	9 7% hil	** **	79 3% i
Utility Warehouse	79 3%	18 3%	23 3%	16 4%	22 4%	41 3%	38 4%	79 3%	73 4%	3 2%	3 2%	** **	79 3%
Ovo Energy	46 2%	16 3%	11 2%	7 2%	12 2%	27 2%	18 2%	46 2%	43 2%	1 *%	2 2%	** **	46 2%
Utilita	26 1%	3 1%	3 *%	1 *%	19 3%	6 *%	20 2%	26 1%	21 1%	3 2%	2 1%	** **	26 1%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 68**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM9. Which supplier do you use for electricity?**

Base : Those making decisions for electricity supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2554	599	791	513	649	1390	1162	2554	2084	236	150	84	2554
Effective Weighted Sample	2385	567	743	489	614	1297	1093	2385	1945	222	140	79	2385
Total	2318	635	681	397	603	1316	1000	2318	1891	215	135	77	2318
Power NI	22	7	8	3	4	14	8	22	-	-	-	**	22
	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	**	1% h
Sainsbury's Energy	21	4	7	4	5	11	9	21	17	1	2	**	21
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	**	1%
Co-op Energy	19	9	5	4	1	15	5	19	18	1	-	**	19
	1%	1% df	1%	1%	*%	1% d	*%	1%	1%	1%	-%	**	1%
Green Star Energy	14	4	5	3	2	9	5	14	14	-	1	**	14
	1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	**	1%
Bulb	13	5	5	3	-	10	3	13	10	-	2	**	13
	1%	1% d	1% d	1% d	-%	1% d	*%	1%	1%	-%	2% i	**	1%
Other	187	60	56	34	37	116	71	187	134	29	7	**	187
	8%	9% d	8%	9%	6%	9% d	7%	8%	7%	14% hjl	5%	**	8%
Don't know/ not sure	42	12	14	7	10	26	16	42	30	8	2	**	42
	2%	2%	2%	2%	2%	2%	2%	2%	2%	4% h	1%	**	2%
Refused	10	3	3	2	3	5	4	10	10	-	-	**	10
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	**	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**

**Table 69**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM10. In terms of your electricity service, how satisfied are you with the overall service provided by (ELECTRICITY PROVIDER)?**

Base : Those making decisions for electricity supply

		GENDER		AGE						LOCATION		
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2554	1199	1355	146	365	508	435	464	636	2554	2217	337
Effective Weighted Sample	2385	1116	1272	141	350	487	414	442	615	2385	2070	316
Total	2318	1123	1195	169	383	545	363	397	462	2318	2019	299
Base for % (Unweighted and weighted)	2536	1194	1342	145	360	502	435	462	632	2536	2204	332
	2300	1118	1182	168	377	538	363	395	459	2300	2006	294
Very satisfied	1225	555	670	86	188	263	170	220	298	1225	1063	162
	53%	50%	57%	51%	50%	49%	47%	56%	65%	53%	53%	55%
			a					ef	cdefgi	f		
Fairly satisfied	796	412	384	62	144	207	136	127	121	796	708	89
	35%	37%	32%	37%	38%	38%	38%	32%	26%	35%	35%	30%
		b		h	h	gh	h	h		h		
Neither/ nor	181	97	84	11	28	41	39	35	28	181	153	29
	8%	9%	7%	6%	7%	8%	11%	9%	6%	8%	8%	10%
							h					
Fairly dissatisfied	60	32	28	6	13	17	8	8	8	60	54	6
	3%	3%	2%	3%	3%	3%	2%	2%	2%	3%	3%	2%
Very dissatisfied	38	22	16	4	5	10	10	5	4	38	29	9
	2%	2%	1%	2%	1%	2%	3%	1%	1%	2%	1%	3%
							h					j
SUMMARY CODES												
TOTAL SATISFIED	2021	967	1054	148	332	470	306	346	419	2021	1771	251
	88%	86%	89%	88%	88%	87%	84%	88%	91%	88%	88%	85%
			a						efi	f		
TOTAL DISSATISFIED	98	53	44	10	17	27	18	14	12	98	83	15
	4%	5%	4%	6%	5%	5%	5%	3%	3%	4%	4%	5%
						h						
Don't know	18	5	13	1	6	6	-	2	3	18	13	5
Columns Tested: a,b - c,d,e,f,g,h,i - j,k												

**OFCOM CUSTOMER SATISFACTION TRACKER 2018:3rd January to 15th February 2018.**
**Table 69**

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

**BM10. In terms of your electricity service, how satisfied are you with the overall service provided by (ELECTRICITY PROVIDER)?**

Base : Those making decisions for electricity supply

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2554	599	791	513	649	1390	1162	2554	2084	236	150	84	2554
Effective Weighted Sample	2385	567	743	489	614	1297	1093	2385	1945	222	140	79	2385
Total	2318	635	681	397	603	1316	1000	2318	1891	215	135	77	2318
Base for % (Unweighted and weighted)	2536	591	785	512	646	1376	1158	2536	2071	234	147	**	2536
	2300	627	675	396	600	1302	996	2300	1878	214	131	77	2300
Very satisfied	1225	291	351	221	360	643	581	1225	1003	104	65	**	1225
	53%	46%	52%	56%	60%	49%	58%	53%	53%	48%	50%	**	53%
		a	ae	abeg			abeg	ae					
Fairly satisfied	796	239	241	129	186	480	315	796	645	89	41	**	796
	35%	38%	36%	33%	31%	37%	32%	35%	34%	42%	31%	**	35%
		df				df				hjl			
Neither/ nor	181	66	53	30	32	119	63	181	151	11	18	**	181
	8%	11%	8%	8%	5%	9%	6%	8%	8%	5%	14%	**	8%
		dfg				df		d			hil		
Fairly dissatisfied	60	20	19	10	11	39	21	60	51	7	1	**	60
	3%	3%	3%	3%	2%	3%	2%	3%	3%	3%	1%	**	3%
Very dissatisfied	38	10	12	5	11	22	16	38	28	3	5	**	38
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	4%	**	2%
											hl		
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	2021	530	592	351	546	1122	897	2021	1648	192	106	**	2021
	88%	85%	88%	89%	91%	86%	90%	88%	88%	90%	81%	**	88%
					aeg		ae	a	j	j			j
TOTAL DISSATISFIED	98	30	30	15	22	61	37	98	79	11	7	**	98
	4%	5%	5%	4%	4%	5%	4%	4%	4%	5%	5%	**	4%
Don't know	18	9	5	1	3	14	4	18	13	2	4	**	18
Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l													